

Select Committee Agenda



Stronger Communities Select Committee Tuesday, 22nd March, 2022

You are invited to attend the next meeting of **Stronger Communities Select Committee**, which will be held at:

Council Chamber - Civic Offices
on **Tuesday, 22nd March, 2022**
at **7.00 pm**

G Blakemore
Chief Executive

**Democratic Services
Officer**

Email: democraticservices@eppingforestdc.gov.uk

Members:

Councillors J Lea (Chairman), R Balcombe (Vice-Chairman), H Brady, I Hadley, S Murray, C Nweke, D Plummer, S Rackham, J H Whitehouse, K Williamson and D Wixley

SUBSTITUTE NOMINATION DEADLINE:

6:00 pm

1. WEBCASTING INTRODUCTION

The Chairman will read the following announcement:

"I would like to remind everyone present that this meeting will be broadcast live to the internet (or filmed) and will be capable of repeated viewing (or another use by such third parties).

Therefore, by entering the Conference Suite and using the seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes."

2. APOLOGIES FOR ABSENCE

To be announced at the meeting.

To report non-attendance before the meeting, please use the Members Portal webpage to report non-attendance at meetings https://eppingforestdc-self.achieveservice.com/service/Member_Contact to ensure your query is properly logged.

Alternatively, you can access the Members portal from the front page of the Council's website, at the bottom under 'Contact Us' <https://www.eppingforestdc.gov.uk/your-council/members-portal/>

3. SUBSTITUTE MEMBERS

To report the appointment of any substitute members for the meeting.

4. DECLARATIONS OF INTEREST

To declare interests in any item on the agenda.

5. TERMS OF REFERENCE & WORK PROGRAMME (Pages 3 - 8)

(Chairman/Lead Officer) The Overview and Scrutiny Committee have agreed the Terms of Reference and work programme for this Select Committee. Members are invited at each meeting to review both documents.

That the Committee reviews their Terms of Reference following a recommendation from the Joint O&S Chairman and Vice-Chairman meeting on 20 January to ensure they were fit for purpose and any amendments could be reported to the first O&S Committee of the 2022/23 municipal year.

6. PRESENTATION FROM THE DISTRICT COMMANDER FOR EPPING FOREST AND BRENTWOOD

To receive a virtual presentation from the District Commander for Epping Forest and Brentwood, Chief Inspector Paul Ballard on current policing and crime issues in the District.

7. EPPING FOREST COMMUNITY SAFETY PARTNERSHIP ANNUAL STRATEGIC ASSESSMENT, ANNUAL REPORT AND PLAN ON A PAGE (Pages 9 - 70)

To note the Epping Forest Community Safety Partnership Annual Strategic Assessment, Annual Report and Partnership Plan.

8. CUSTOMER SERVICE UPDATE (Pages 71 - 76)

(Customer Services Director, R Pavey) To receive an update on 'what our customers are telling us' plus an update on our Customer strategy.

9. DATES OF FUTURE MEETINGS

The Committee noted that the date of the next meeting would be held in the new municipal year on 12 July 2022.

STRONGER COMMUNITIES SELECT COMMITTEE

TERMS OF REFERENCE 2021/22

Core Areas of Responsibility

- (1) To provide scrutiny for the following corporate projects:
 - Customer Excellence - Delivering services that put the customer at the heart of everything we do;
 - Behaviours and Insights - Future-proofing the Council's service provision by understanding customer needs and expectations over the next ten years and beyond; and
 - Partnerships - Working with public, private and third sector partners to deliver and develop services to our community, businesses and visitors to the district including shared and cross-border working.
- (2) To monitor levels of customer satisfaction and provide scrutiny of services that are not performing to standard and develop proposals for their improvement. This will also include matters of concern that are identified by the Stronger Council Select Committee in its review of Corporate Key Performance Indicators.

Scrutiny Role of the Select Committee

- (1) To engage in policy review and development, with a focus on improvement and how this can be best achieved;
- (2) To develop a work programme each year that effectively scrutinises the areas of responsibility outlined above;
- (3) To consider any matter referred by the Overview and Scrutiny Committee, Cabinet or a Portfolio Holder and to make recommendations as appropriate;
- (4) To look outwards and show community leadership;
- (5) To consider the effect of Government actions or initiatives that affect the Select Committees areas of responsibility and the impact on customers, residents, businesses and visitors to our district, and to respond to consultation activities as appropriate;
- (6) To establish working groups and task and finish panels to undertake any activity within these terms of reference;
- (7) To undertake pre-scrutiny through the review of specific proposals of the Council and its partner organisations or other local service providers to help develop policy;
- (8) To monitor and review relevant projects and associated closure and benefits reports; and
- (9) To engage with the community and encourage community engagement.

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Stronger Communities Select Committee

Work Programme 2021/22

Chairman: Cllr J Lea

Stronger Communities Corporate Programme Alignment focuses on People living longer, healthier and independent lives; Adult and Children were supported in times of need; and People and Communities achieve their potential.

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| No. | Item | Deadline | Progress and Comments | Owner (Officer) | Programme of Meetings |
|-----|---|---------------|--|--------------------|--|
| 1. | The Social Housing White Paper | 15 June 2021 | COMPLETED | D Fenton | 15 June 21 21 Sept 21 11 Jan 22 1 Mar 22 22 Mar 22 * (meeting solely for Ch/Inp Annual reports) |
| 2. | Our new approach to resident's involvement | 15 June 2021 | COMPLETED | D. Fenton | |
| 3. | Waltham Abbey Community & Cultural Hub (Feasibility on Epping Forest culture and community hub) | 15 June 2021 | COMPLETED Detailed proposal to be considered | J. Gould | |
| 4. | "What are our customers telling us?" and update on the Customer Services Strategy | 15 June 2021 | Quarter 1 Report – Committee was updated. The figures for Q1 would not be available until 30 June. | S. Lewis/ R. Pavey | |
| | | 21 Sept 2021 | Quarter 2 Report – Committee was updated. | | |
| | | 22 March 2021 | Reporting on a 6-month basis | | |
| 5. | Six-month report on the work of the Council-funded Police Officers | 21 Sept 2021 | COMPLETED | C. Wiggins | |

| | | | | | |
|-----|---|---|---|-------------------------|--|
| 6. | EFDC Museum Collections | 21 Sept 21 | To consider the high-level action Plan for the programme of work over 3 years, sent out in the Corporate performance Reporting Q3 and requested at O&S on 19.11.20. | F. Pellegrino/ J. Gould | |
| 7. | Homelessness and Rough Sleeping Strategy Review | EFDC's current Homelessness and Rough Sleeping Strategy reaches end of life in March 2022. A revised strategy will need to be taken through governance structure ahead of formal adoption in April 2022. | | J Gould | |
| | | 21 Sept 21 | Considering the initial consultation on the review of the Strategy. | | |
| | | 1 March 22 | Considering the draft Strategy and make recommendations to Cabinet. | | |
| 8. | Allocations Scheme Review | Current allocations policy due to expire March 2022. A revised Policy will need to be drafted, consulted on and be taken through governance structure ahead of agreement by Cabinet ready for implementation of new policy in April 2022. | | J Gould | |
| | | 21 Sept 21 | Considering the initial consultation on the review of the Policy. | | |
| | | 1 March 22 | Considering the draft Policy and make recommendations to Cabinet. | | |
| 9. | Tenancy Policy Review | Current tenancy policy due to expire March 2022. A revised Policy will need to be drafted, consulted on and be taken through governance structure ahead of agreement by Cabinet ready for implementation of new policy in April 2022. | | J. Gould | |
| | | 21 Sept 21 | Considering the initial consultation on the review of the Policy. | | |
| | | 1 March 22 | Considering the draft Policy and make recommendations to Cabinet. | | |
| 10. | Overarching Housing Strategy | EFDC's current Housing Strategy reaches end of life in March 2022. A revised strategy will need to be taken through governance structure ahead of formal adoption in August 2022. | | J. Gould | |
| | | 21 Sept 21 | Considering the initial consultation on the review of the Strategy. | | |
| | | June 22 | Considering the draft Strategy and make recommendations to Cabinet. | | |
| 11. | Domestic Abuse Act | June 22 | A briefing to members on the Act and the Strategy and impact on EFDC. | J. Gould/ C. Wiggins | |

| | | | | | |
|-----|---|----------------|---|------------------------|--------------|
| 12. | Market Strategy | 11 Jan 22 | To be considered by O&S Committee | S. Devine | O&S 27.01.22 |
| 13. | Sheltered Housing | 11 Jan 22 | Alarm upgrades in Sheltered housing. | D. Fenton | |
| 14. | HRA Business Plan | 11 Jan 22 | To consider the HRA Business Plan | D. Fenton | |
| 15. | Presentation from the District Police Commander | 22 March 2022 | Annual Report | C. Wiggins | |
| 16. | Community Safety Partnership annual report and review of the district Strategic Intelligence Assessment | 22 March 2022 | Annual Report | C. Wiggins | |
| 17. | Housing Associations | TBC | To consider how the Council could scrutinise housing associations. Requested O&S 3.06.21 Supported by the Committee 15.06.21 | J. Gould/ D Fenton | |
| 18. | Data insight led review of customer service outlets | 1 March | Options and recommendations for short, medium and long-term options *Update provided in the agenda. (1.03.22) | S Lewis | |
| 19. | Digital Inclusion | 1 March | *Update provided in the agenda. (1.03.22) | S Lewis | |
| 20. | Unaffordable rents | TBC | To report on the numbers of social rents and affordable rents for properties being built under the Council Housebuilding programme and those being bought under right to buy receipts. (O&S 12.10.21) | J. Gould/ D Fenton | |
| 21. | Resident Involvement Strategy | June/July 2022 | To consider the proposed Strategy for Resident Involvement which meets the requirements of the 2020 White Paper "The Charter for Social Housing Residents" | R Smith/ C Bagan-Jones | |
| 22. | Rent Model for EFDC | June/July 2022 | | D Fenton | |
| 23. | Tenant Satisfaction Measures Consultation | June/July 2022 | | D Fenton | |
| 24. | Sheltered Housing Update | June/July 2022 | | D Fenton | |

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Report to Stronger Communities Select Committee

SCRUTINY

Date of meeting: 22 March 2022

Portfolio: Community & Regulatory Services - Cllr. A Patel



Subject: Epping Forest Community Safety Partnership Annual Strategic Assessment, Annual Report and Plan on a Page

Officer contact for further information: Caroline Wiggins – Specialist Technical Services

Democratic Services Officer: R Perrin

Recommendations/Decisions Required:

To note the attached Epping Forest Community Safety Partnership Annual Strategic Assessment, Annual Report and Partnership Plan on a Page.

Report:

Community Safety Partnerships are required to complete an annual Strategic Assessment which is used to direct and guide their activities, under the requirements as responsible authorities, of the Crime and Disorder Act 1998.

A strategic assessment should include

- an analysis of the levels and patterns of crime and disorder and substance misuse in the area.
- an analysis of the changes in those levels and patterns since the previous strategic assessment.
- an analysis of why those changes have occurred.
- the matters which the responsible authorities should prioritise when each are exercising their functions to reduce crime and disorder and to combat substance misuse in the area.
- the matters which the persons living and working in the area consider the responsible authorities should prioritise when each are exercising their functions to reduce crime and disorder and to combat substance misuse in the area.
- an assessment of the extent to which the partnership plan for the previous year has been implemented.

For previous Strategic Assessments Epping Forest District had worked closely with Essex Police analysts to produce this document, however, this year this resource was unavailable. To ensure we fulfilled our statutory duties the CSP has put together a review of the major issues facing the district in 2022. We have specifically kept our priorities as broad as possible to enable us the flexibility to target our resources where they are most needed as and when required. The strategic assessment for 2021-22 is attached for members perusal.

In preparation for the 2022-23 Strategic Assessment we are working with Essex Police and wider Safer Essex partners to agree A common model which could work across pan Essex and fulfils the needs of Safer Essex Community Safety Agreements and allows each, district, borough, city and unitary area ensure the document reflects local needs and priorities.

The CSP has produced an Annual Report which is available for consideration

The CSP Plan on a Page provides information at a glance on the planned delivery of Epping Forest CSP going forward.

Reason for decision: There is no decision related to this Report.

Options considered and rejected: N/A

Consultation undertaken: N/A

Resource implications: N/A

Legal and Governance Implications: N/A

Safer, Cleaner, Greener Implications: N/A

Consultation Undertaken: N/A

Background Papers: CSP Strategic Assessment, Annual Report and Plan on a Page

Impact Assessments: N/A



Epping Forest Strategic Assessment 2021-22

Document Owner: Epping Forest Community Safety Partnership

**Author: Caroline Wiggins Directorate Specialist
Melissa Faux – Senior Crime & ASB Officer**

Date: January 2022

Executive Summary

Aim & Purpose

The aim and purpose of this document is to assist the Community Safety Partnership (CSP) to determine the strategic priorities for the financial year of 2022-23.

These priorities will inform the Partnership's 2022-23 Action Plan, which will assist in the allocation of appropriate resources to tackle the issues identified or those emerging throughout the year.

This year the CSP has been without the support of a Police Analyst and what we have endeavoured to provide is an overview of the major issues facing the district in 2022. We have specifically kept our priorities as broad as possible to enable us the flexibility to target our resources where they are most needed as and when required.

Data Parameters

Unless otherwise stated all data will be 01/10/2020 - 31/09/2021

Strategic Priorities

The Crime and Disorder Act 1998 places responsibility on the CSP to annually review levels and patterns of crime and disorder. This supports local communities to counter the perception, threat and consequence of criminal and anti-social behaviour by working together to reduce both crime, fear of crime and reduce reoffending.

Covid 19 Restrictions and Impact

The pandemic restrictions have continued to impact crime committed and reported in 2021. There are certain crime types which continue to experience significantly reduced or increased levels. As restrictions have changed, crime levels have continually re-adjusted.

In the period between 2016/17 and 2020/21 Burglary decreased by 33% in Essex, Theft by 30% and Anti-social Behaviour by 15%. In contrast Drugs (possession and trafficking) increased by 124% and All Crime, including new crimes such as stalking and harassment increased by 22%.¹

Throughout the period of the pandemic the district has experienced new challenges and has had to respond quickly to new demands in view of this the priorities have been adapted to take this on board.

¹ Police and Crime Plan 2021-2024

2022-23 Strategic Priorities

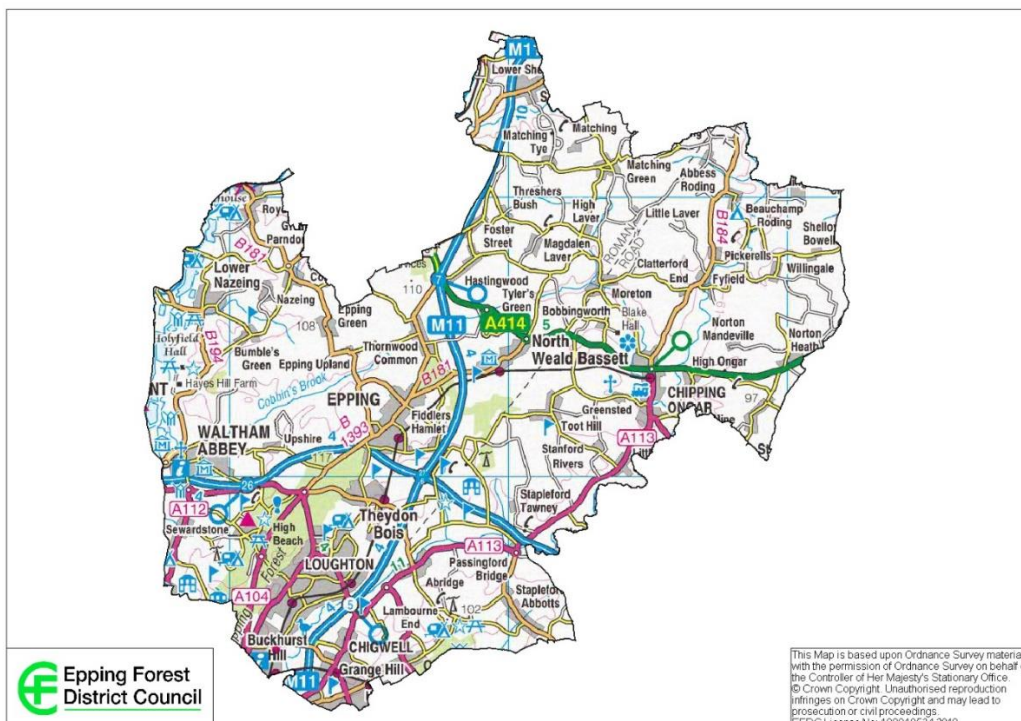
- To reduce crime, re-offending, and the fear of crime
- To protect vulnerable people
- To continue effective partnership working, to meet emerging local threats and issues

Epping Forest District

Covering an area of approximately 339 square kilometres, Epping Forest is the third largest local authority in Essex in terms of area. It is classed statistically as urban with significant rural populations, with the majority of residents living across a number of towns including Loughton, Waltham Abbey, Epping, Ongar and Buckhurst Hill.

The district is unique in Essex for its transport network with its 9 tube stations within the southern part of the district and railway station at Roydon which includes access to Stansted Airport and excellent road networks including the M25 and M11 which cuts across the district north to south.

The more rural areas of the district have reduced access to public transport in comparison to the south of the district.



The Partnership

In addition to the CSP statutory partners of Epping Forest District Council, Essex Police, Essex County Fire and Rescue Service, and the National Probation Service the Partnership also includes local voluntary groups including Voluntary Action Epping Forest (VAEF), Neighbourhood Watch and Epping Team Ministry. There is also a good representation of local service providers including Dept for Work and Pensions, Phoenix Futures, Frontline and Changing Pathways.

Police Fire and Crime Commissioner

The Police Fire and Crime Commissioner (PFCC) has recently launched the Police & Crime Plan 2021-2024, the original plan had been delayed as Covid caused the postponement of the PFCC elections in 2020.

The 12 policing priorities to reduce crime are:

- 1. Further investment in crime prevention**
- 2. Reducing drug driven violence**
- 3. Protecting vulnerable people and breaking the cycle of domestic abuse**
- 4. Reducing violence against women and girls**
- 5. Improving support for victims of crime**
- 6. Protecting rural and isolated areas**
- 7. Preventing dog theft**
- 8. Preventing business crime, fraud and cyber crime**
- 9. Improving safety on our roads**
- 10. Encouraging volunteers and community support**
- 11. Supporting our officers and staff**
- 12. Increasing collaboration**

Essex Police Crime Prevention Strategy 2021-2025

Essex Police has identified 14 thematic strands which not only pose the greatest potential threat, harm and risk to people and communities, but also present the greatest opportunity for prevention.

These are:

1. Knife Crime
2. Rape
3. Night-Time Economy
4. Child Abuse/Child Sexual Exploitation
5. Domestic Abuse
6. Drugs and Alcohol
7. Mental Health
8. County Lines/Exploitation
9. Serious Organised Crime
10. Cybercrime and Fraud
11. Places
12. Burglary/Robbery
13. Prevent
14. Hate Crime

SAFER ESSEX

Through Safer Essex, voluntary and public authority partners work together across Greater Essex to make the county a safer place for everyone. Its membership includes representatives from Community Safety Partnerships, Essex Police, Essex County Fire and Rescue Service, health colleagues, criminal justice partners, probation, education and the Police, Fire and Crime Commissioner for Essex.

This wide membership gives partners a unique ability to pull together to effect change across the county.

Safer Essex monitors the progress of the Crime Prevention Strategy and support delivery across the county.

Essex County Fire & Rescue Plan 2019-2024

The Priorities

- **Protection and response**
- **Improve safety on our roads**
- **Help the vulnerable to stay safe**
- **Promote positive culture in the workplace**
- **Develop and broaden the roles and ranges of activities undertaken by the service**
- **Be transparent, open and accessible**
- **Collaborate with our partners**
- **Make the best of our resources**

Joint Strategic Needs Assessment 2019

Source: Essex County Council

Key findings

In 2018, the total population of the Epping Forest local authority area was an estimated 131,137 people making it the sixth largest local authority area in Essex in terms of population size. This is an estimated increase of 816 people since the 2011 census (a rise of 0.63%).

Covering an area of approximately 339 square kilometres, the District of Epping Forest is the third largest local authority in Essex in terms of area.

With an estimated 385 residents per square kilometre, Epping Forest is the ninth (out of 12) most densely populated area in Essex, yet well below the county average (424 people per sq. km).

The average life expectancy at birth for a child born in Epping Forest (2015-2017) was 84 years for females and 81 years for males, higher than the average for England for both sexes (Females = 83.1, Males = 79.6).

Epping Forest had a rate of 78.76 people per 100,000 killed or seriously injured on roads. This was above the England and Essex levels and was the highest in Essex. Rates have also increased by 11.83 per 100K or 17.7% compared to 2011-13

The prevalence of reporting a long-term mental health condition among those aged over 18 years in the NHS West Essex CCG area (according to the GP Patient Survey (GPPS), was 7.19% in 2017/18. This was

lower than the prevalence across the whole of Essex (8.23%) and England (9.06%) and was ranked as being the lowest prevalence compared across the CCGs of Essex (highest: NHS North East CCG 9.63%).

Severe mental health conditions include schizophrenia, bipolar affective disorder and other psychoses. The prevalence of these as recorded on general practise disease registers in Epping Forest in 2017/18 was 0.78. This was the 5th highest prevalence compared across the other districts in Essex.

At the time of the 2011 census the population of the Epping Forest District was majority white British (85.2%) with the remainder (14.8%) of residents coming from Black and Minority Ethnic (BAME) groups including white non-British residents. The percentage of BAME residents was slightly higher than the average for Essex (9.2%) but was significantly lower than the average for England (20.3%) and was the second most ethnically diverse district in 2011.

Essex Police Crime Data

Epping Forest

Rolling 12 Months to September

| Top Level | | Offences | | | | Solved Outcomes | | | | Solved Rates % | | |
|--|-----------|----------|-------|---------|---------|-----------------|------|---------|---------|----------------|------|-------------|
| Crime Type | % DA 2021 | 2020 | 2021 | # diff. | % diff. | 2020 | 2021 | # diff. | % diff. | 2020 | 2021 | % pt. diff. |
| Anti-Social Behaviour (incidents) | - | 3322 | 3387 | 65 | 2.0 | - | - | - | - | - | - | - |
| All Crime (excl. Action (NFIB) Fraud) | 16.7 | 10899 | 10592 | -307 | -2.8 | 1492 | 1529 | -163 | -10.9 | 13.7 | 12.5 | -1.1 |
| - State Based Crime | 5.5 | 1883 | 1840 | -43 | -2.3 | 696 | 593 | -103 | -14.8 | 37.0 | 32.2 | -4.7 |
| - Victim Based Crime | 19.0 | 9016 | 8752 | -264 | -2.9 | 796 | 736 | -60 | -7.5 | 8.8 | 8.4 | -0.4 |
| Victim Based Crime | | Offences | | | | Solved Outcomes | | | | Solved Rates % | | |
| Crime Type | % DA 2021 | 2020 | 2021 | # diff. | % diff. | 2020 | 2021 | # diff. | % diff. | 2020 | 2021 | % pt. diff. |
| Violence Against the Person | 35.5 | 3848 | 4037 | 189 | 4.9 | 428 | 397 | -31 | -7.2 | 11.1 | 9.8 | -1.3 |
| - Homicide | 25.0 | 3 | 4 | 1 | 33.3 | 1 | 2 | 1 | 100.0 | 33.3 | 50.0 | 16.7 |
| - Violence with Injury | 39.5 | 820 | 840 | 20 | 2.4 | 154 | 129 | -25 | -16.2 | 18.8 | 15.4 | -3.4 |
| - Death or Serious Injury caused by unlawful driving | - | 7 | 0 | -7 | -100.0 | 8 | 0 | -8 | -100.0 | 114.3 | - | - |
| - Violence without Injury | 39.8 | 1532 | 1590 | 58 | 3.8 | 140 | 173 | 33 | 23.6 | 9.1 | 10.9 | 1.7 |
| - Stalking and Harassment | 29.1 | 1486 | 1603 | 117 | 7.9 | 125 | 93 | -32 | -25.6 | 8.4 | 5.8 | -2.6 |
| Sexual Offences | 21.1 | 233 | 266 | 33 | 14.2 | 20 | 35 | 15 | 75.0 | 8.6 | 13.2 | 4.6 |
| - Rape | 40.7 | 99 | 108 | 9 | 9.1 | 7 | 1 | -6 | -85.7 | 7.1 | 0.9 | -6.1 |
| - Rape - Under 16 yrs | 0.0 | 23 | 26 | 3 | 13.0 | 5 | 1 | -4 | -80.0 | 21.7 | 3.8 | -17.9 |
| - Rape - Over 16 yrs | 53.7 | 76 | 82 | 6 | 7.9 | 2 | 0 | -2 | -100.0 | 2.6 | 0.0 | -2.6 |
| - Other Sexual Offences | 7.6 | 134 | 158 | 24 | 17.9 | 13 | 34 | 21 | 161.5 | 9.7 | 21.5 | 11.8 |
| Robbery | 0.0 | 122 | 73 | -49 | -40.2 | 8 | 2 | -6 | -75.0 | 6.6 | 2.7 | -3.8 |
| - Robbery of business property | 0.0 | 8 | 4 | -4 | -50.0 | 1 | 0 | -1 | -100.0 | 12.5 | 0.0 | -12.5 |
| - Robbery of Personal Property | 0.0 | 114 | 69 | -45 | -39.5 | 7 | 2 | -5 | -71.4 | 6.1 | 2.9 | -3.2 |
| Theft Offences | 1.5 | 3784 | 3443 | -341 | -9.0 | 255 | 226 | -29 | -11.4 | 6.7 | 6.6 | -0.2 |
| - Burglary | 0.9 | 803 | 531 | -272 | -33.9 | 37 | 23 | -14 | -37.8 | 4.6 | 4.3 | -0.3 |
| - Burglary Residential | 1.2 | 632 | 405 | -227 | -35.9 | 21 | 19 | -2 | -9.5 | 3.3 | 4.7 | 1.4 |
| - Burglary Business & Community | 0.0 | 171 | 126 | -45 | -26.3 | 16 | 4 | -12 | -75.0 | 9.4 | 3.2 | -6.2 |
| - Burglary Dwelling (pre-Apr 17 definition) | 1.6 | 497 | 317 | -180 | -36.2 | 20 | 19 | -1 | -5.0 | 4.0 | 6.0 | 2.0 |
| - Burglary Other (pre-Apr 17 definition) | 0.0 | 306 | 214 | -92 | -30.1 | 17 | 4 | -13 | -76.5 | 5.6 | 1.9 | -3.7 |
| - Vehicle Offences (incl. Interference) | 0.5 | 1574 | 1398 | -176 | -11.2 | 35 | 16 | -19 | -54.3 | 2.2 | 1.1 | -1.1 |
| - Theft from a Vehicle | 0.0 | 724 | 689 | -35 | -4.8 | 6 | 2 | -4 | -66.7 | 0.8 | 0.3 | -0.5 |
| - Theft of a Vehicle | 1.4 | 563 | 506 | -57 | -10.1 | 20 | 12 | -8 | -40.0 | 3.6 | 2.4 | -1.2 |
| - Vehicle Interference | 0.0 | 287 | 203 | -84 | -29.3 | 9 | 2 | -7 | -77.8 | 3.1 | 1.0 | -2.2 |
| - Theft | 2.6 | 1407 | 1514 | 107 | 7.6 | 183 | 187 | 4 | 2.2 | 13.0 | 12.4 | -0.7 |
| - Theft from the Person | 1.5 | 55 | 67 | 12 | 21.8 | 4 | 1 | -3 | -75.0 | 7.3 | 1.5 | -5.8 |
| - Theft of Pedal Cycle | 0.0 | 35 | 25 | -10 | -28.6 | 1 | 0 | -1 | -100.0 | 2.9 | 0.0 | -2.9 |
| - Shoplifting | 0.2 | 530 | 649 | 119 | 22.5 | 145 | 159 | 14 | 9.7 | 27.4 | 24.5 | -2.9 |
| - Other Theft | 4.8 | 787 | 773 | -14 | -1.8 | 33 | 27 | -6 | -18.2 | 4.2 | 3.5 | -0.7 |
| Criminal Damage inc. Arson | 13.6 | 1029 | 933 | -96 | -9.3 | 85 | 76 | -9 | -10.6 | 8.3 | 8.1 | -0.1 |
| - Criminal Damage | 14.5 | 930 | 875 | -55 | -5.9 | 83 | 71 | -12 | -14.5 | 8.9 | 8.1 | -0.8 |
| - Arson | 0.0 | 99 | 58 | -41 | -41.4 | 2 | 5 | 3 | 150.0 | 2.0 | 8.6 | 6.6 |
| Racial/Religiously Aggravated Offences | 0.6 | 151 | 172 | 21 | 13.9 | 21 | 35 | 14 | 66.7 | 13.9 | 20.3 | 6.4 |
| Hate Crime HO Definition | 1.8 | 269 | 279 | 10 | 3.7 | 33 | 44 | 11 | 33.3 | 12.3 | 15.8 | 3.5 |
| Domestic Abuse | 100.0 | 1800 | 1769 | -31 | -1.7 | 209 | 195 | -14 | -6.7 | 11.6 | 11.0 | -0.6 |
| - High Risk Domestic Abuse | 100.0 | 151 | 119 | -32 | -21.2 | 34 | 22 | -12 | -35.3 | 22.5 | 18.5 | -4.0 |
| - Medium Risk Domestic Abuse | 100.0 | 160 | 156 | -4 | -2.5 | 53 | 48 | -5 | -9.4 | 33.1 | 30.8 | -2.4 |
| - Standard Risk Domestic Abuse | 100.0 | 1422 | 1420 | -2 | -0.1 | 110 | 112 | 2 | 1.8 | 7.7 | 7.9 | 0.2 |
| - No Risk Assessment | 100.0 | 67 | 74 | 7 | 10.4 | 12 | 13 | 1 | 8.3 | 17.9 | 17.6 | -0.3 |
| State Based Crime | | Offences | | | | Solved Outcomes | | | | Solved Rates % | | |
| Crime Type | % DA 2021 | 2020 | 2021 | # diff. | % diff. | 2020 | 2021 | # diff. | % diff. | 2020 | 2021 | % pt. diff. |
| Drug Offences | 0.0 | 482 | 392 | -90 | -18.7 | 455 | 354 | -101 | -22.2 | 94.4 | 90.3 | -4.1 |
| - Trafficking of Drugs | 0.0 | 44 | 56 | 12 | 27.3 | 31 | 30 | -1 | -3.2 | 70.5 | 53.6 | -16.9 |
| - Possession of Drugs | 0.0 | 438 | 336 | -102 | -23.3 | 424 | 324 | -100 | -23.6 | 96.8 | 96.4 | -0.4 |
| Possession of Weapons | 1.7 | 87 | 59 | -28 | -32.2 | 41 | 37 | -4 | -9.8 | 47.1 | 62.7 | 15.6 |
| Public Order | 5.6 | 1123 | 1134 | 11 | 1.0 | 149 | 151 | 2 | 1.3 | 13.3 | 13.3 | 0.0 |
| Miscellaneous Crimes against Society | 14.9 | 191 | 255 | 64 | 33.5 | 51 | 51 | 0 | 0.0 | 26.7 | 20.0 | -6.7 |

Anti-Social Behaviour

Source: Essex Police & Epping Forest District Council – Community Resilience /Neighbourhoods Teams

Essex Police Data

| LPA/District | Oct 2019 to Sept 2020 | | | Oct 2020 to Sept 2021 | | | 2020 CMP. Oct 2020- Sept 2021 | |
|--------------------|-----------------------|---------------|--------------|-----------------------|---------------|--------------|-------------------------------|----------|
| | ASB-E | ASB-N | ASB-P | ASB-E | ASB-N | ASB-P | Qty +/- | % +/- |
| North | 3,275 | 14,704 | 918 | 5,645 | 11,819 | 2,543 | 1,110 | 6 |
| Braintree | 531 | 2,347 | 146 | 976 | 2,063 | 416 | 431 | 12 |
| Chelmsford | 744 | 3,719 | 202 | 1,339 | 2,692 | 563 | -71 | -2 |
| Colchester | 840 | 3,875 | 244 | 1,533 | 3,352 | 730 | 656 | 12 |
| Maldon | 192 | 743 | 50 | 410 | 661 | 101 | 187 | 16 |
| Tendring | 702 | 3,021 | 208 | 940 | 2,234 | 551 | -206 | -6 |
| Uttlesford | 266 | 999 | 68 | 447 | 817 | 182 | 113 | 8 |
| South | 2,135 | 12,258 | 671 | 2,536 | 11,474 | 1,893 | 839 | 5 |
| Basildon | 668 | 4,251 | 299 | 935 | 4,082 | 700 | 499 | 9 |
| Castle Point | 266 | 1,471 | 76 | 354 | 1,301 | 191 | 33 | 2 |
| Rochford | 200 | 1,005 | 58 | 251 | 1,071 | 159 | 218 | 15 |
| Southend | 1,001 | 5,531 | 238 | 996 | 5,020 | 843 | 89 | 1 |
| West | 2,193 | 10,466 | 1,075 | 2,961 | 9,392 | 1,737 | 356 | 3 |
| Brentwood | 318 | 1,361 | 218 | 464 | 1,341 | 267 | 175 | 8 |
| Epping Forest | 585 | 2,605 | 132 | 831 | 2,220 | 318 | 47 | 1 |
| Harlow | 509 | 2,750 | 170 | 659 | 2,220 | 420 | -130 | -4 |
| Thurrock | 781 | 3,750 | 555 | 1,007 | 3,611 | 732 | 264 | 5 |
| Grand Total | 7,603 | 37,428 | 2,664 | 11,142 | 32,685 | 6,173 | 2,305 | 5 |
| | 47,695 | | | 50,000 | | | | |
| | 97,695 | | | | | | | |

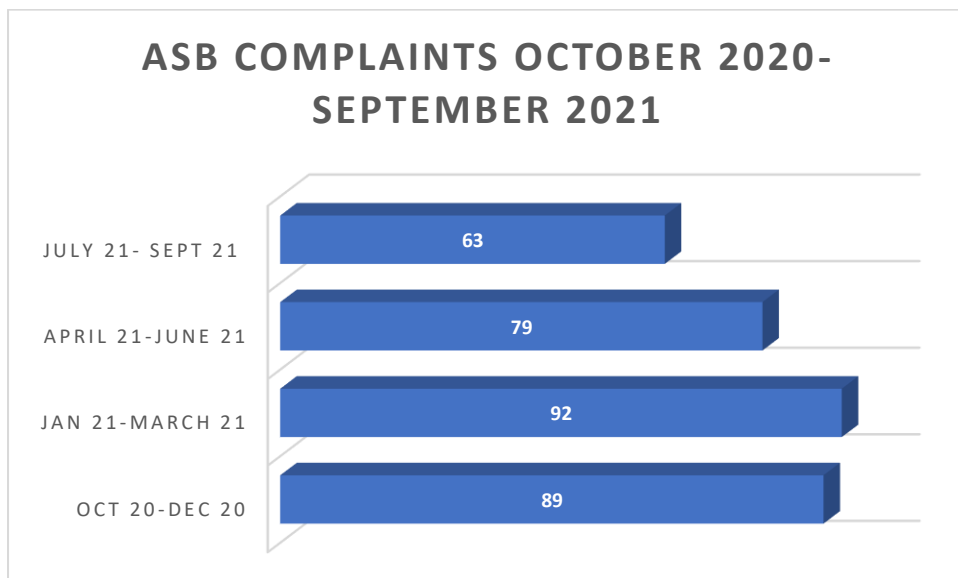
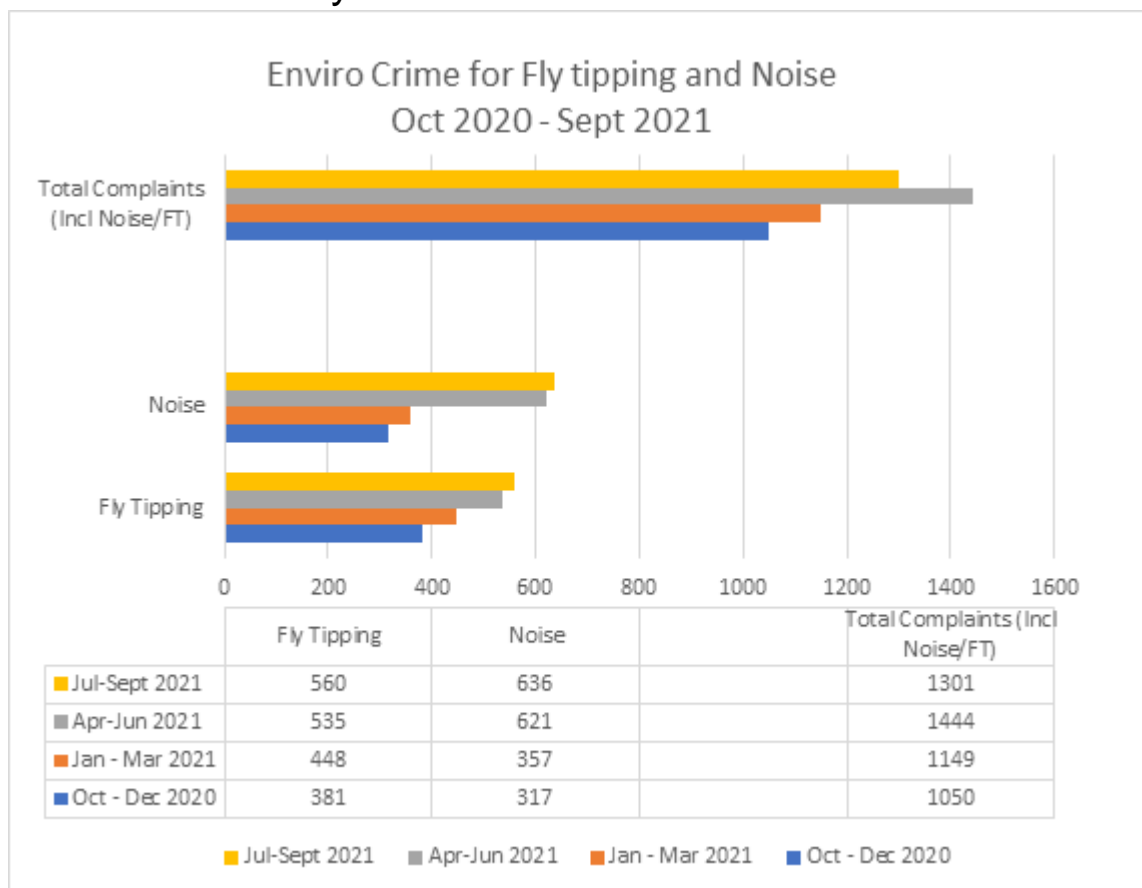
ASB – E = Environmental

ASB – N = Nuisance

ASB – P = Personal

| ASB by Distict / ASB Type. | | | | | | |
|---|----------------|--------------|----------------|--------------|----------------|--------------|
| Oct 2019- Sept 2020 CMP. Oct 2020- Sept 2021 | | | | | | |
| | ASB-E | | ASB-N | | ASB-P | |
| | Qty +/- | % +/- | Qty +/- | % +/- | Qty +/- | % +/- |
| North | 2,370 | 72 | -2,885 | -20 | 1,625 | 177 |
| Braintree | 445 | 84 | -284 | -12 | 270 | 185 |
| Chelmsford | 595 | 80 | -1,027 | -28 | 361 | 179 |
| Colchester | 693 | 83 | -523 | -13 | 486 | 199 |
| Maldon | 218 | 114 | -82 | -11 | 51 | 102 |
| Tendring | 238 | 34 | -787 | -26 | 343 | 165 |
| Uttlesford | 181 | 68 | -182 | -18 | 114 | 168 |
| South | 401 | 19 | -784 | -6 | 1,222 | 182 |
| Basildon | 267 | 40 | -169 | -4 | 401 | 134 |
| Castle Point | 88 | 33 | -170 | -12 | 115 | 151 |
| Rochford | 51 | 26 | 66 | 7 | 101 | 174 |
| Southend | -5 | 0 | -511 | -9 | 605 | 254 |
| West | 768 | 35 | -1,074 | -10 | 662 | 62 |
| Brentwood | 146 | 46 | -20 | -1 | 49 | 22 |
| Epping | 246 | 42 | -385 | -15 | 186 | 141 |
| Harlow | 150 | 29 | -530 | -19 | 250 | 147 |
| Thurrock | 226 | 29 | -139 | -4 | 177 | 32 |
| Grand Total | 3,539 | 47 | -4,743 | -13 | 3,509 | 132 |

EFDC Community Resilience Team recorded ASB



The total number of complaints for the time period is 323.

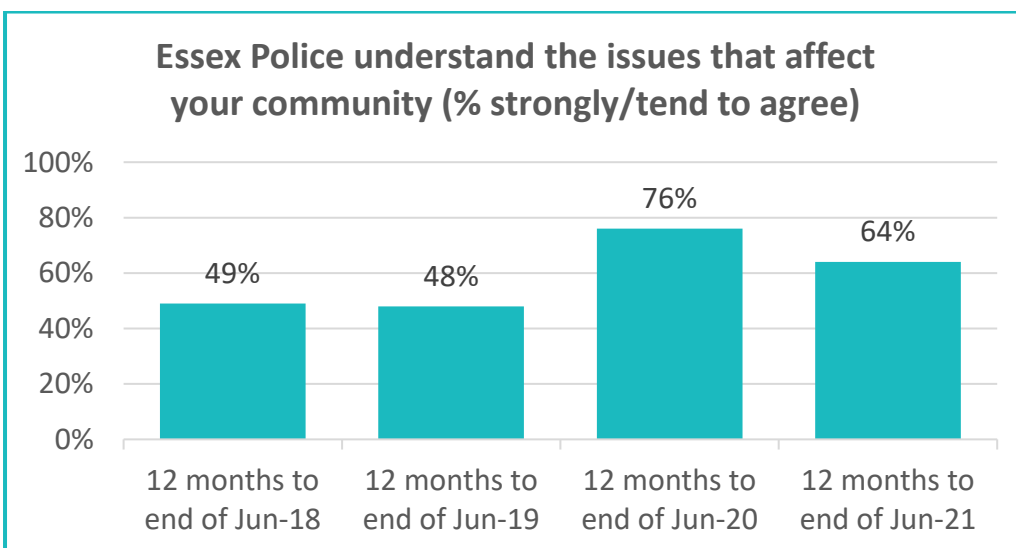
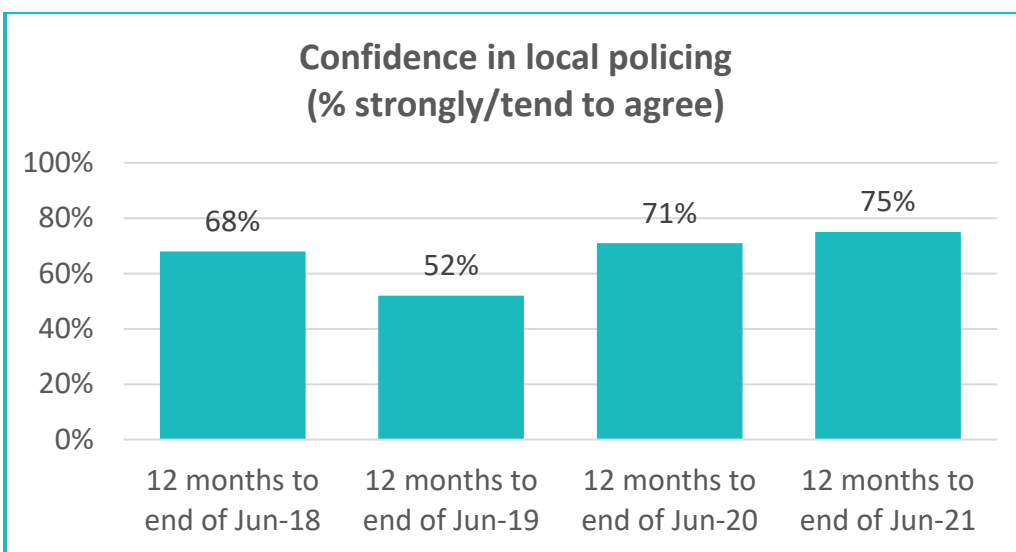
Public Perception

Source: Essex Police Performance Analysis Unit
Data from Quarter 1 2021-2022

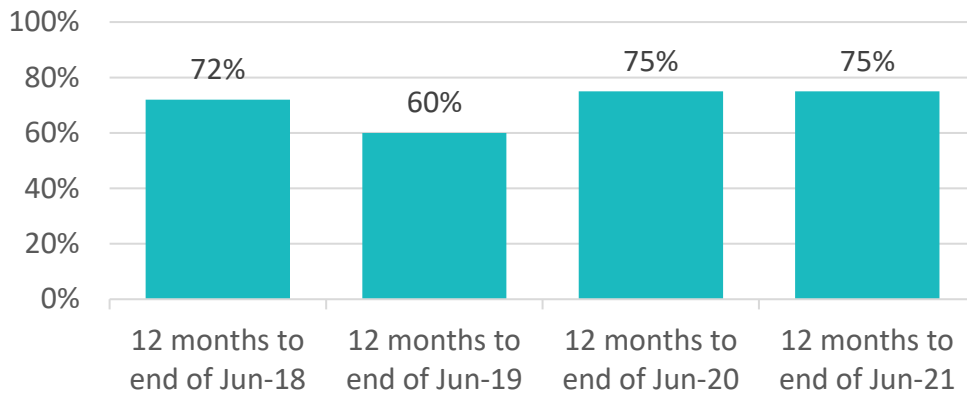
EPPING FOREST Survey Responses

| | |
|--|--------|
| Q11 % agree they have confidence in the police in this area | |
| 12 months to end of Jun-18 | 68% |
| 12 months to end of Jun-19 | 52% |
| 12 months to end of Jun-20 | 71% |
| 12 months to end of Jun-21 | 75% |
| | 4% |
| Q2 % think a regular uniformed police presence is very important | |
| 12 months to end of Jun-18 | 68% |
| 12 months to end of Jun-19 | 69% |
| 12 months to end of Jun-20 | 70% |
| 12 months to end of Jun-21 | 67% |
| | -3% |
| Q4 % agree EP understand issues affecting their community | |
| 12 months to end of Jun-18 | 49% |
| 12 months to end of Jun-19 | 48% |
| 12 months to end of Jun-20 | 76% |
| 12 months to end of Jun-21 | 64% |
| | -12% ↓ |
| Q5 % agree EP are dealing with crime and ASB in their area | |
| 12 months to end of Jun-18 | 44% |
| 12 months to end of Jun-19 | 38% |
| 12 months to end of Jun-20 | 48% |
| 12 months to end of Jun-21 | 51% |
| | 3% |
| Q10 % very/fairly confident of receiving a good service if they were to report a crime | |
| 12 months to end of Jun-18 | 72% |
| 12 months to end of Jun-19 | 60% |
| 12 months to end of Jun-20 | 75% |
| 12 months to end of Jun-21 | 75% |
| | 0% |
| Q13b % think local police are doing a good or excellent job | |
| 12 months to end of Jun-18 | 67% |
| 12 months to end of Jun-19 | 57% |
| 12 months to end of Jun-20 | 74% |
| 12 months to end of Jun-21 | 76% |
| | 2% |

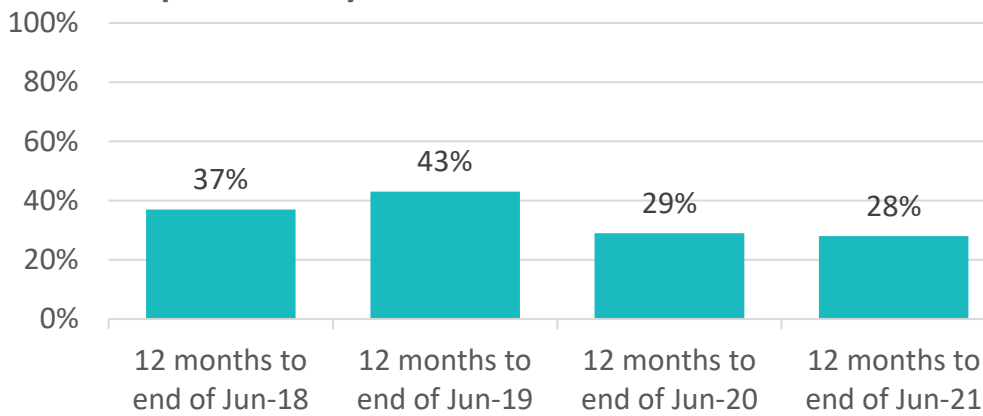
| | |
|--|--------|
| Q19 % who think crime and ASB has become more of a problem in the last 12 months | |
| 12 months to end of Jun-18 | 37% |
| 12 months to end of Jun-19 | 43% |
| 12 months to end of Jun-20 | 29% |
| 12 months to end of Jun-21 | 28% |
| | -1% |
| Q21 % feel well-informed about what police are doing in their area | |
| 12 months to end of Jun-18 | 33% |
| 12 months to end of Jun-19 | 34% |
| 12 months to end of Jun-20 | 41% |
| 12 months to end of Jun-21 | 55% |
| | +14% ↑ |



Confidence in receiving a good service from Essex Police (% very/fairly confident)



Feel crime and ASB have become more of a problem in your area in the last 12 months



Essex County Fire & Rescue Service

Source: ECFRS Data – CSP Strategic Assessment (Essex)

Fire Data – (ECFRS) Prevention

| Activity | 2020-2021 | 2019-2020 |
|------------------------------------|-----------|-----------|
| Total Number of Home Safety Visits | 4,346 | 7,718 |
| Number of Safe & Well Visits | 3,764 | 5,288 |
| Standard Smoke Alarms fitted | 5,865 | 8,459 |

| | | |
|-----------------------------|-----|-------|
| Sensory Smoke Alarms Fitted | 753 | 1,307 |
|-----------------------------|-----|-------|

Rate of Accidental Dwelling Fires (ADF) – See below for District level

| Quarter, Months | 2020 - 2021 |
|-----------------|-------------|
| Q1, Apr – Jun | 207 |
| Q2, Jul - Sept | 187 |
| Q3, Oct - Dec | 173 |
| Q4, Jan - Mar | 171 |
| TOTAL | 738 |

58% of all ADF incidents since 2017 have started in the kitchen

28% of all Accidental Dwelling Fires in 2020-21 were caused by cooking related incidents

For national context, 5% of accidental dwelling fires attended by English fire and rescue services in 2019/20 were related to chip/fat pan fires specifically

Number of Incidents by District

| District | Number of Incidents | Number of ADFS | ADF Fatalities | ADF Injuries | RTC Attendances | Special Services Attendances | False Alarms Attendances |
|---------------|---------------------|----------------|----------------|--------------|-----------------|------------------------------|--------------------------|
| Basildon | 1703 | 180 | 0 | 101 | 85 | 467 | 725 |
| Braintree | 948 | 99 | 0 | 50 | 69 | 240 | 428 |
| Brentwood | 689 | 64 | 0 | 46 | 65 | 169 | 294 |
| Castle Point | 551 | 70 | 2 | 52 | 53 | 159 | 174 |
| Chelmsford | 1452 | 141 | 0 | 128 | 103 | 309 | 700 |
| Colchester | 1403 | 163 | 1 | 97 | 113 | 380 | 580 |
| Epping Forest | 1271 | 150 | 0 | 116 | 158 | 299 | 491 |
| Harlow | 1035 | 72 | 0 | 55 | 35 | 271 | 500 |
| Maldon | 478 | 64 | 0 | 29 | 44 | 90 | 233 |
| Rochford | 503 | 54 | 0 | 41 | 40 | 110 | 233 |

| | | | | | | | |
|------------------------|------|-----|---|-----|-----|-----|-----|
| Southend-on-Sea | 1891 | 182 | 1 | 106 | 69 | 561 | 893 |
| Tendring | 1556 | 136 | 1 | 110 | 89 | 376 | 709 |
| Thurrock | 1545 | 178 | 0 | 89 | 112 | 339 | 600 |
| Uttlesford | 736 | 105 | 1 | 55 | 63 | 186 | 302 |

ADF at Risk Profiles (based on incidents from 2017 to 2021)

Cause:

- Cooking Related: caused by distraction
- Electrical Fires

Risk Profiles:

- Live alone
- Single parents
- Over the age of 65
- Disability
- Low income

Property:

- Social Housing
- Flats / Rented

Road Safety

Reduced traffic levels have had an impact on road casualties in the last 12 months.

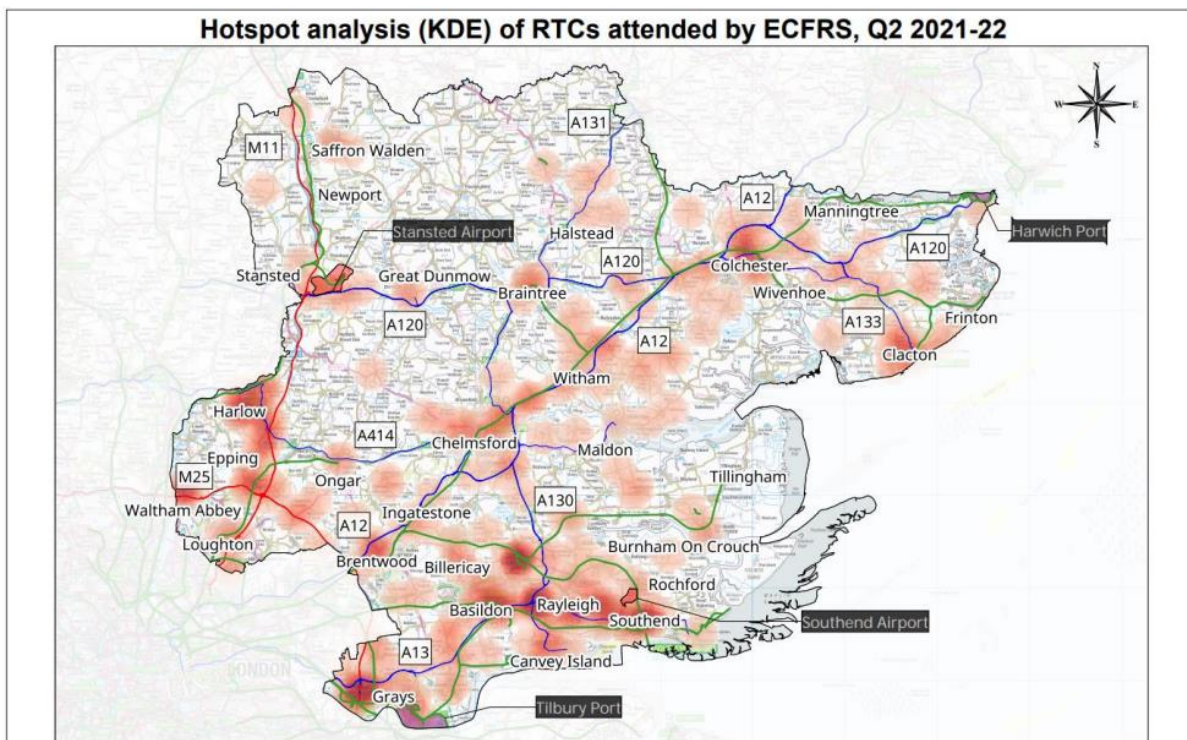
The data presented by Safer Essex Roads Partnership (SERP) regards traffic flow and capacity in Essex during 2020/21 is as expected, exceptional. There was a significant drop in traffic during the earlier lockdown months, although higher speeds were recorded, which has continued as lockdown measures are lifted and traffic flows have returned to almost normal levels. There was an increased prevalence of speed and errors behind the wheel as factors in Road Traffic Collisions (RTC's), suggesting driver skills had declined during lockdown, and/or drivers and riders took the opportunity to drive faster. Younger drivers are the most affected. Causation for the RTC mostly attributed to observation distraction such as use of a mobile phone while driving, combined with high speed. Essex Police reported an increase in drug driving impairments alongside other offences. ECFRS notes that there was a slight increase in powered two-wheeler (P2W) KSI from previous years. Motorcycle casualties are often influenced by good weather conditions, which Essex experienced for much of last year, alongside some riders taking advantage of

quieter roads at those times. The road network saw more people taking up cycling, with anecdotal evidence of an almost doubling of the number of this road user group.

- Significant drop in traffic during early 2020 (Lockdown)
- Although higher speeds recorded
- Normal levels of traffic returned quickly with lifting of restrictions

| | | | | | |
|-----------------------------|-----|-------------|---|-----|------------------|
| Fatal Car Accidents: | 43 | (2020-2021) | & | 43 | (2019-2020) |
| Serious Casualties: | 598 | (2020-2021) | & | 778 | (2019-2020) |
| ECFRS Attended: | 845 | RTC | | 95 | (which were KSI) |

RTC Hotspot Mapping (ECFRS)



Domestic Abuse (DA)

Source Domestic Abuse 2020/21 Problem Profile Partnership Edition – 22 June 2021

Key Findings

1. The New Domestic Abuse Act became law on 29 April 2021.
2. Nationally it is estimated that around two million adults experience domestic abuse each year, affecting almost 6% of all adults. Women are twice as likely to be victims as men.
3. The latest figures from the Crime Survey for England and Wales (data to year ending March 2020) show a slight but non-significant decrease in the prevalence of domestic abuse from the previous year.
4. It has been widely reported that COVID-19 has resulted in an increase in domestic abuse offences in the UK. However, Essex crime statistics do not quantify this. The 2020 fiscal year saw a decrease in incidents by comparison to the previous year.
5. There was a 4.5% decrease in domestic abuse offences in 2020/21 compared to the previous year.
6. 23% of all crime investigations recorded for the year 2020/21 relate to domestic abuse.
7. Common Assault equates to 29.3% of all domestic abuse offences recorded in 2020/21.
8. North LPA consistently experiences a higher volume of domestic abuse than South and West LPAs.
9. Southend-on-Sea has been the top district for domestic abuse investigations across Essex consistently for the last eight years.
10. Harlow is the top ranked district for the reported rates of domestic abuse per 1000 adult population.
11. In 2020/21 the average number of domestic abuse investigations was 113 per day. The seasonal trend in offences continues to see an increase in the summer and then again in December, in line with the Summer and Christmas school holidays

National – Statistics during the Coronavirus Pandemic

Available data sources show that during the coronavirus pandemic:

There was a 7% increase in police recorded offences flagged as domestic abuse-related between March and June 2020, compared with the same period in the previous year. However, there has been a gradual increase in these offences over recent years, therefore it cannot be determined whether this can be directly attributed to the coronavirus pandemic.

There was generally an increase in demand for domestic abuse victim support services, including a 65% increase in calls and contacts logged by the National Domestic Abuse Helpline between April and June 2020, compared with the first three months of the year.

Increases in demand for domestic abuse support were particularly noticeable following the easing of lockdown measures in mid-May, such as a 12% increase in the number of domestic abuse cases handled by Victim Support in the week lockdown restrictions were eased, compared to the previous week. This reflects the difficulties victims faced in safely seeking support during the lockdown.

Increases in demand for domestic abuse victim services do not necessarily indicate an increase in the number of victims, but perhaps an increase in the severity of abuse being experienced, and a lack of available coping mechanisms such as the ability to leave the home to escape the abuse, or attend counselling.

The table below displays a breakdown of Domestic Abuse investigations by LPA and District; they are separated into both crime and non-crime investigations

| Location | Crime | Non-Crime | Grand Total |
|-----------------------------------|--------------|--------------|--------------|
| North Essex (inc Stansted) | 12342 | 5535 | 17877 |
| Braintree | 2132 | 1012 | 3144 |
| Chelmsford | 2535 | 1088 | 3623 |
| Colchester | 3178 | 1457 | 4635 |
| Maldon | 822 | 295 | 1117 |
| Tendring | 2794 | 1335 | 4129 |
| Uttlesford | 881 | 348 | 1229 |
| South Essex | 9384 | 4141 | 13525 |
| Basildon | 3789 | 1350 | 5139 |
| Castlepoint | 1225 | 477 | 1702 |
| Rochford | 971 | 435 | 1406 |
| Southend on Sea | 3398 | 1879 | 5277 |
| West Essex | 7212 | 2761 | 9973 |
| Brentwood | 893 | 456 | 1349 |
| Epping Forest | 1748 | 737 | 2485 |
| Harlow | 1820 | 619 | 2439 |
| Thurrock | 2751 | 949 | 3700 |
| Total committed in Essex | 28938 | 12437 | 41375 |

43% of all DA investigations recorded were in North LPA, which has been the highest LPA for DA investigations for the last seven years. This is likely due to its large adult population. • The Colchester District experienced the highest volume within this LPA.

33% of all DA investigations recorded were in South LPA. • Southend-on-Sea has been the top district for DA investigations across Essex consistently for the last eight years.

24% of all DA investigations recorded were in West LPA; this LPA has consistently been the lowest LPA for DA investigations for the last seven years. • The Thurrock District experiences the highest volume year on year for West LPA.

Temporal Analysis

Previous Five Years •

The average number of DA Investigations over the last five years has been 106 per day.

Year 2020/21

In 2020/21 the average number of DA Investigations was 113 per day.

Weekends saw the highest number of investigations recorded, with an average daily number on these days being 122, compared to 109 for weekdays.

During the first national lockdown (23 March – 1 June) the average number of DA investigations was 115 a day. In the three weeks following the lifting of restrictions this rose to 124 per day.

During the second national lockdown (3rd Oct – 2 Dec) the average was 103 investigations per day, but this did not increase once the measures were lifted on 3 Dec.

During the third national lockdown (6 Jan – 8 March) the average number of DA investigations was 106, and in the three weeks following the lifting of restrictions this rose slightly to 110 per day.

The seasonal trend in offences continues to see an increase in the summer and then again in December, in line with the Summer and Christmas school holidays.

Year 2019/20

In 2019/20 the average number of DA Investigations was 118 per day.

Saturdays, Sundays, and Mondays saw the highest number of investigations recorded, with an average daily number of investigations recorded on these days being 126, compared to 112 for the other days of the week.

During the school holidays, the average number of DA investigations was higher than the year average at 124 per day, driven by the summer school holidays where there was an average of 132 investigations per day, and the Christmas school holidays where there was an average of 127 per day. This trend was also seen in the previous year. The trend is for an increasing number of DA incidents during the main school holidays (Summer and Christmas).

Hate Crime

Source Essex Police October 2021 Independent Advisory Group (IAG) last twelve months to 30/09/21

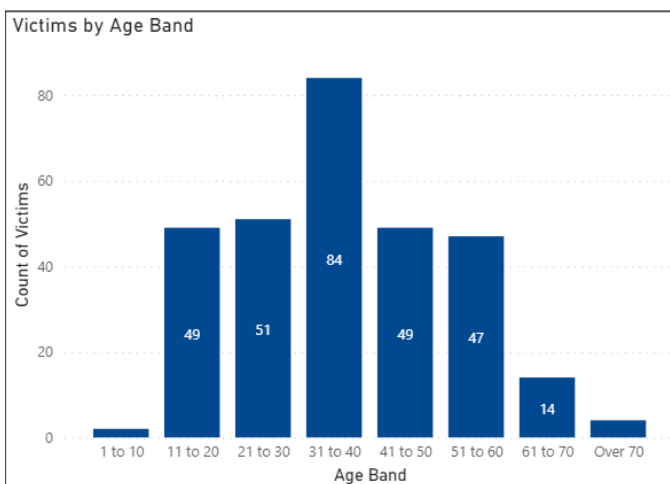
| Year | 2020 | | | | 2021 | | | | | | | | | | | | Total |
|-----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|------------|------------|-------|
| | October | November | December | Total | January | February | March | April | May | June | July | August | September | October | Total | | |
| Racial | 18 | 19 | 13 | 50 | 11 | 16 | 15 | 7 | 25 | 21 | 24 | 12 | 26 | 2 | 169 | 219 | |
| Disability | 1 | 1 | | 2 | | 1 | 2 | | 2 | 6 | 4 | 7 | 4 | | 26 | 28 | |
| Homophobic | | 1 | 2 | 3 | 1 | 2 | 1 | | | 4 | 6 | 7 | 3 | | 24 | 27 | |
| Religious - Jewish | 3 | | | 3 | | | 1 | 2 | 7 | 3 | 1 | | | | 14 | 17 | |
| Religious - Muslim | | | | | | | | | 2 | | 2 | | 2 | | 6 | 6 | |
| Multiple Types | | | | | 1 | | | | | 4 | | | | | 5 | 5 | |
| Religious - Christian | | | | | | 1 | | | | | | 3 | | | 4 | 4 | |
| Transgender | | | 1 | 1 | | 2 | | | | | | | | | 2 | 3 | |
| Age | | | | | | | | | | | | 2 | | | 2 | 2 | |
| Religious - Sikh | | | | | | | | | 1 | | | | | | 1 | 1 | |
| Total | 22 | 21 | 16 | 59 | 13 | 22 | 19 | 19 | 37 | 38 | 37 | 31 | 35 | 2 | 253 | 312 | |

April-July 2020 there was a clear easing of lockdown and opening of non-essential retail which could explain the increase in incidents during this period.

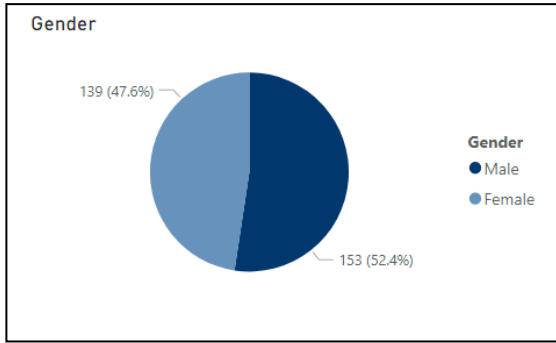
WARD DATA

| Row Labels | Count of Crime Reference Number |
|--|---------------------------------|
| ⊕ Broadley Common, Epping Upland, Nazeing | 4 |
| ⊕ Buckhurst Hill East | 11 |
| ⊕ Buckhurst Hill West | 7 |
| ⊕ Chigwell Row | 5 |
| ⊕ Chigwell Village | 14 |
| ⊕ Chipping Ongar, Greensted and Marden Ash | 4 |
| ⊕ Epping Hemnall | 8 |
| ⊕ Epping Lindsey and Thornwood Common | 35 |
| ⊕ Grange Hill | 22 |
| ⊕ Hastingwood Matching Sheering Village | 5 |
| ⊕ High Ongar, Willingale and The Rodings | 1 |
| ⊕ Lambourne | 4 |
| ⊕ Loughton Alderton | 8 |
| ⊕ Loughton Broadway | 16 |
| ⊕ Loughton Fairmead | 8 |
| ⊕ Loughton Forest | 7 |
| ⊕ Loughton Roding | 4 |
| ⊕ Loughton St. John's | 8 |
| ⊕ Loughton St. Mary's | 18 |
| ⊕ Lower Nazeing | 3 |
| ⊕ Lower Sheering | 4 |
| ⊕ Moreton and Fyfield | 4 |
| ⊕ North Weald Bassett | 14 |
| ⊕ Passingford | 8 |
| ⊕ Roydon | 5 |
| ⊕ Theydon Bois | 9 |
| ⊕ Waltham Abbey High Beach | 8 |
| ⊕ Waltham Abbey Honey Lane | 15 |
| ⊕ Waltham Abbey North East | 6 |
| ⊕ Waltham Abbey Paternoster | 16 |
| ⊕ Waltham Abbey South West | 31 |
| Grand Total | 312 |

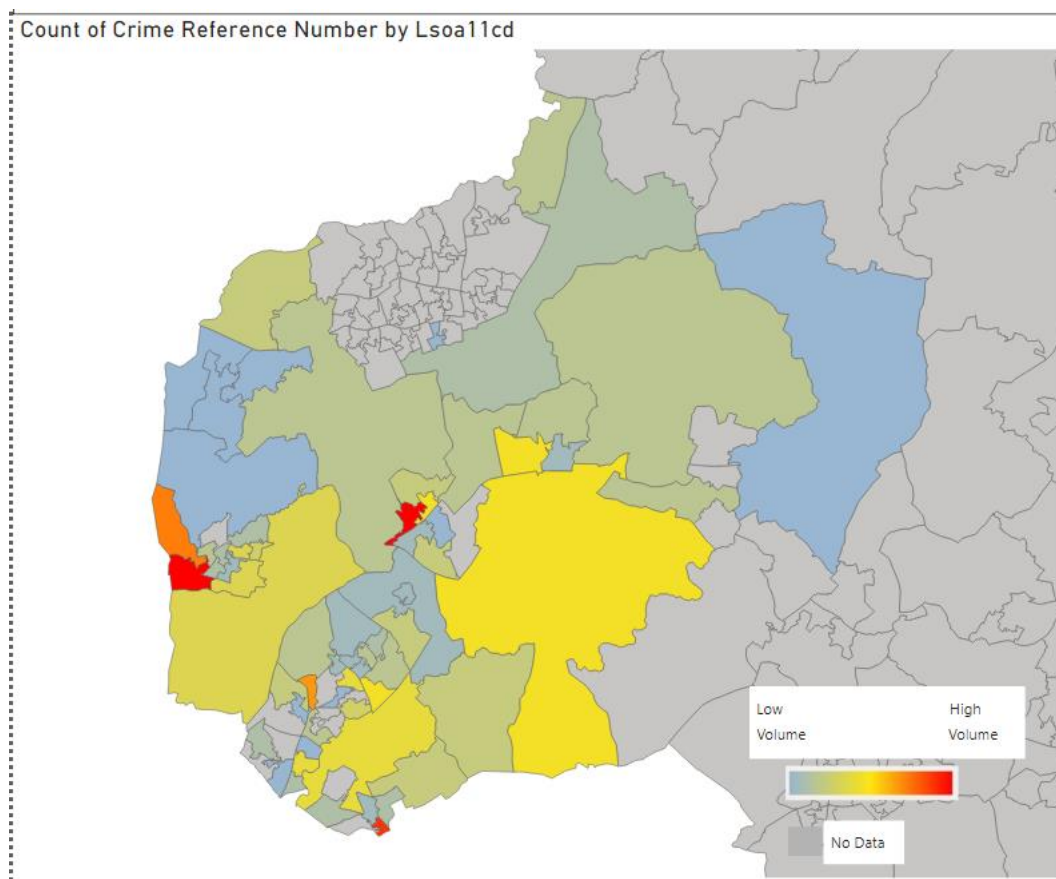
Victims by Age and Gender



| Age Band | Count of Victims |
|----------|------------------|
| 1 to 10 | 2 |
| 11 to 20 | 49 |
| 21 to 30 | 51 |
| 31 to 40 | 84 |
| 41 to 50 | 49 |
| 51 to 60 | 47 |
| 61 to 70 | 14 |
| Over 70 | 4 |



District Hot Spot Map



Highest areas are Epping Lindsey and Thornwood Common, Waltham Abbey South West and Grange Hill

Epping Forest - Waltham Abbey South West
E01021817

| Type | Count of Crimes |
|--------------|-----------------|
| Racial | 17 |
| Homophobic | 2 |
| Total | 19 |

Epping Forest - Grange Hill - E01021764

| Type | Count of Crimes |
|--------------------|-----------------|
| Racial | 13 |
| Religious - Jewish | 2 |
| Religious - Muslim | 2 |
| Total | 17 |

Epping Forest - Epping Lindsey and Thornwood
Common - E01021763

| Type | Count of Crimes |
|--------------------|-----------------|
| Racial | 14 |
| Religious - Jewish | 3 |
| Disability | 1 |
| Religious - Muslim | 1 |
| Total | 19 |

Force wide data

| | Last 12 Months | Last 24 Months | Previous 12 Months | Change | Percentage |
|--------------|----------------|----------------|--------------------|--------|------------|
| Force | 4825 | 8611 | 3786 | 1039 | 27% |
| North | 1847 | 3249 | 1402 | 445 | 32% |
| Braintree | 271 | 465 | 194 | 77 | 40% |
| Chelmsford | 425 | 789 | 364 | 61 | 17% |
| Colchester | 590 | 1022 | 432 | 158 | 37% |
| Maldon | 71 | 138 | 67 | 4 | 6% |
| Tendring | 364 | 610 | 246 | 118 | 48% |
| Uttlesford | 126 | 225 | 99 | 27 | 27% |
| South | 1547 | 2772 | 1225 | 322 | 26% |
| Basildon | 624 | 1107 | 483 | 141 | 29% |
| Castle Point | 155 | 316 | 161 | -6 | -4% |
| Rochford | 87 | 149 | 62 | 25 | 40% |
| Southend | 681 | 1200 | 519 | 162 | 31% |
| West | 1427 | 2581 | 1154 | 273 | 24% |
| Brentwood | 142 | 277 | 135 | 7 | 5% |
| Epping | 312 | 613 | 301 | 11 | 4% |
| Harlow | 384 | 641 | 257 | 127 | 49% |
| Thurrock | 589 | 1050 | 461 | 128 | 28% |

Serious Organised Crime

Source: Essex Police Serious Organised Crime Local Profile – Epping Forest District

Urban Street Gangs and County Lines

As at 13/09/2021, there were four persons on the PLG (people, lines and gangs record) living in Epping Forest who are linked to county lines (not including those in custody or inactive) and six persons on the PLG were believed to be active in Epping Forest.

As at 13/09/2021 there was one county line that scores for threat in terms of vulnerability, violence and/or network and appears to have been active since the start of August 2021 based on intelligence received. The highest scoring county line impacting Epping Forest is called the Noodles Line.

Organised Criminal Gangs (OCGs)

Most OCGs affect at least a whole Local Policing Area as opposed to a particular district. There are 18 OCGs impacting West LPA. There is **one** mapped Essex owned OCG particularly impacting Epping Forest District.

This OCG relates to: A newly identified OCG with threat areas relating to Class B drug supply, Modern Slavery Human Trafficking (MSHT) and Firearms across Epping Forest.

Child Sexual Exploitation and Abuse

LPA – West – Jan 2021 to Aug 2021 shows that 23.8% (379 of 1,594) of all CSA/E occurred in West LPA. Thurrock District accounts for over half of the investigations in West LPA with 52.0%.

Between 01/01/2021 and 31/08/2021 there were 69 CSA/E crime and non-crime investigations in Epping Forest District accounting for 18.2% of the West LPA total.

Firearms

Epping Forest District recorded 78 Firearms offences between 01/09/2020 and 31/08/2021. This was an 11% increase on the previous year.

The hotspot wards for incidents were Epping Lindsey and Thornwood Common and Lower Nazeing with 6 incidents

Modern Slavery and Human Trafficking (MSHT)

Epping Forest District had 11 MSHT investigations between 01/01/2021- 31/08/2021. 1 investigation linked to Criminal Exploitation.

Of the 11 investigations linked to Criminal Exploitation, 5 were linked to drug dealing.

The age range of victims was 14 to 41, with 91 % male and 9% female.

Organised Immigration Crime

Between 01/01/21- 31/08/21, there were 8 OIC incidents that geographically occurred in Epping Forest District with 24 clandestine entrants located.

Cyber Crime/Fraud

This is coordinated by the City of London Police and largely reported straight into Action Fraud. Essex Police only has records of offences referred back to them from Action Fraud or where immediate safeguarding action was required

Integrated Offender Management (IOM)

Most crime in a community is carried out by a small number of people who commit crime time and time again (prolific offenders).

Integrated Offender Management (IOM) brings together organisations from the public, voluntary and community sectors to tackle prolific offenders through intensive programmes combining rehabilitation and enforcement.

The IOM team works with offenders at high risk of re-offending to support changes in offender behaviour and remove issues which influence offending. That support can range from assistance in finding accommodation, obtaining training and employment, right through to anger management and treatment for substance misuse. If offenders commit further crimes, they will be swiftly caught and brought to justice.

Without help to break the cycle of crime many offenders spend large parts of their lives revolving around the criminal justice system, causing harm to themselves, their families, and the communities they live in as well as costing the taxpayer huge amounts of money.

IOM has recently undergone a refresh of the cohort system and an Essex IOM Strategic Group has been set up to measure implementation and milestones with a view to developing a dashboard which would incorporate outcome data. In the interim, the table below is based on the current IOM Cohort data as at 9/12/2021.

GSC: OFFICIAL

TITLE: IOM COHORT LIST (AS OF DECEMBER 2021)

SOURCE: LOCAL POLICING SUPPORT UNIT (PRIORITY OFFENDER TEAM)

| NUMBER OF PERSONS BY IOM AREA | |
|--------------------------------------|--------------------|
| IOM AREA | NO. OF IOMS |
| IOM SOUTH TEAM #1 | 21 |
| IOM SOUTH TEAM #2 | 17 |
| SOUTH - PRIORITY OFFENDER TEAM | 1 |
| SOUTH LPA | 39 |
| WEST | |
| IOM WEST TEAM #3 | 20 |
| IOM WEST TEAM #4 | 4 |
| IOM WEST TEAM #5 | 31 |
| WEST - PRIORITY OFFENDER UNIT | 0 |
| WEST LPA | 55 |
| NORTH | |
| #6 IOM NORTH TEAM #6 | 8 |
| #7 IOM NORTH TEAM #7 | 14 |
| #8 IOM NORTH TEAM #8 | 15 |
| NORTH - PRIORITY OFFENDER UNIT | 16 |
| NORTH LPA | 53 |
| FORCE TOTAL | 147 |

| TABLE 2 | | |
|--|-----------------|-------------|
| NUMBER OF PERSONS BY IOM AREA / DISTRICT | | |
| IOM AREA | DISTRICT | NO. OF IOMS |
| IOM SOUTH | | 39 |
| IOM SOUTH - TEAM #1 | CASTLE POINT | 4 |
| | ROCHFORD | 1 |
| | SOUTHEND-ON-SEA | 16 |
| IOM SOUTH - TEAM #2 | BASILDON | 17 |
| SOUTH - PRIORITY OFFENDER TEAM | UNKNOWN | 1 |
| IOM WEST | | 55 |
| IOM WEST - TEAM #3 | HARLOW | 20 |
| IOM WEST - TEAM #4 | BRENTWOOD | 3 |
| | EPPING FOREST | 1 |
| IOM WEST - TEAM #5 | THURROCK | 31 |
| WEST- PRIORITY OFFENDER TEAM | UNKNOWN | 0 |
| IOM NORTH | | 53 |
| IOM NORTH - TEAM #6 | BRAINTREE | 7 |
| | UTTLESFORD | 1 |
| IOM NORTH - TEAM #7 | CHELMSFORD | 14 |
| IOM NORTH - TEAM #8 | COLCHESTER | 9 |
| | TENDRING | 6 |
| SOUTH - PRIORITY OFFENDER TEAM | UNKNOWN | 16 |
| ESSEX IOM TOTALS | | 147 |

Child Exploitation (CE)

Missing and Child Exploitation Meetings (MACE 1 & 2)

The aims of MACE 1 meetings are to share relevant information amongst core members and agree any further actions required to safeguard the individual child; agree any required or additional disruption activities; consider any additional support required; consider any further activities to support in building evidence and prosecution of offenders

MACE 2 focuses on identifying the local picture of child exploitation and communities vulnerable to exploitation, through bi-monthly data reports, trend analysis reports from partners, and partnership updates with regard to hotspots, emerging trends, disruption and prevention activities. It develops local multi-agency responses to disrupt child exploitation.

The governance of MACE 1 & 2 sits with the Essex Safeguarding Children Board Child Exploitation & Missing Sub-Committee.

ECC Children and Families Social Care is the lead agency and chairs both MACE 1 & 2 meetings. Vice Chairs for MACE 1 are the district Police Inspectors of the Local Policing Teams.

MACE 2 meetings are held bi-monthly in each Essex quadrant, Mid, North, South and West.

Essex Missing Children/Episodes

Source May End of Year Report May 2021

In 2020/21, 684 Essex children went missing in Essex, a 26% fall compared to the previous year and significantly lower than any of the preceding three years. A further 58 Essex children went missing outside of the county, 24% fewer than 2019/20.

The rate of Essex children missing in Essex (per 10,000 0-17-year-olds) decreased in 2020/21 for all districts. Tendring had the highest rate in the last four years (36.4 per 10,000 in 2020/21).

In the last four years the largest proportion of missing Essex children were from North (26.7% in '20/21).

2020/21 was the first year in the four years of data studied, that there was a larger proportion of female Essex children going missing in Essex than males (52% female).

In the last four years of data the majority of Essex children missing in Essex were recorded as not open to social care or were open to assessment/other social care at time of missing (69% in '20/21).

Despite looked after children accounting for 14.2% of missing children in 2020/21, they accounted for 41% of missing episodes.

Missing Children at Risk of Exploitation

18.1% of children from Essex that went missing in 2020/21 were at risk of exploitation in the same year and this has increased from 15.1% of missing children in '17/18.

The largest proportion of these children were medium risk (40%), 23% were standard risk, 20.5% were high risk and 5.5% were victim.

In 2020/21, the largest proportion of Essex missing children that were at risk of exploitation in the same year were from North (27.7%).

Children at Risk of Exploitation

In April 2021 there were 135 open child exploitation (CE) cases. 61% had a child criminal exploitation (CCE) flag and this has been increasing compared to previous snapshots. 39% had a child sexual exploitation (CSE) flag and 26% had both CCE and CSE flags. The largest proportion of open CE cases were open to teams in North.

Compared to Sept '20, April '21 saw an increase in proportion of high risk CSE and high risk CCE cases but a decrease in victim risk cases.

In April 2021, the largest proportion of high risk open cases were in Mid (35%). 60% of victim cases were in West and this has been increasing compared to previous snapshots.

In April 2021, Tendring had the highest rate of children at risk of exploitation at 19.3 per 10,000 10-17-year olds. Basildon, Brentwood, Colchester and Harlow were the four districts to see an increase in the rate in April '21 compared to September '20.

The majority of children with a risk recorded in the last four years have been Child in Need (CIN) (68.9% in 2020/21- 255 children)

As of April 2021, 6.5% of Child in Care (CIC) are currently at risk of exploitation. The largest proportion of these are currently placed in semi-independent accommodation (SIA). 29% of CIC at risk are placed outside of Essex.

Covid-19 Period

When looking at the period that covers the Covid-19 lockdown in 2020, there was an initial decrease in total number of missing Essex children at the start of lockdown - 127 in March to just 86 in April. Subsequently a slow but steady rise was seen for the following three months, bringing the total number of missing Essex children back in line with numbers seen prior to lockdown (128 by July 2020). After July monthly numbers fluctuated until a drop in December, with 66 missing children compared to 112 in November. This may be in line with the second national lockdown and tier restrictions in Essex which took place during November and December. After December, the monthly number of missing Essex children increased again, with 97 missing children in January and 115 by March 2021.

Epping Forest is the only district to see a year-on-year reduction in the rate of missing Essex children per 10,000 over the last 4 years.

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Annual Report 2021

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Epping Forest District Community Safety Partnership Foreword

This is my second year as Community Safety Partnership Chair.

Over the last year we have encountered new challenges and new areas of focus. It is important that we adapt as organisations and agencies to the emerging trends to ensure we are supporting the residents and community of the Epping Forest District.

Throughout the challenging Covid-19 pandemic officers have adapted to working in a flexible, innovative way to ensure we are still meeting our commitments to keeping communities within our district safe.

This year saw our Crucial Crew go virtual, something that has proved to be successful and a welcome change as we embrace a more modern way of working and interacting.

The content of Crucial Crew has changed to ensure we continue to address areas of concern. County Lines and drug dealing are a big problem nationally and Epping Forest District, so we must ensure we are getting key community safety messages out to children and equip them with knowledge and skills as they transition through their teenage years. We have seen an increase in young people being involved in drug running, so it is paramount we are giving early intervention awareness and advice to Year 6 students so they are well equipped to make informed decisions.

Violence and Vulnerability has been a priority for us this year and the work under Operation Synapse has supported these priorities.

Joint work with police, council, social care and mental health teams has helped us recognise properties that have been identified as being 'cuckooed'.

It is crucial for officers to work together and share information to ensure our vulnerable residents are safeguarded and the perpetrators involved in criminal activity dealt with appropriately. Officers have worked quickly to apply for multiple Closure Orders at properties, working innovatively and utilising all powers available to them.

Going forward into 2021-22 our priorities will change to ensure they are still relevant to the ongoing demands, they will be:

- To reduce crime, re-offending and the fear of crime
- To protect vulnerable people
- To continue effective partnership working in order to meet emerging local threats and issues

The strategic priorities will enable us to continue to protect our most vulnerable residents, detect and deter crime and work effectively with our partners, continuing to share vital information.



Cllr. Holly Whitbread

Community and Partnership
Services
Portfolio Holder

Community Safety Partnership

Community Safety Partnerships were first introduced nationally in 1998 to provide a multi-agency response to crime and the fear of crime within communities. They support the work of the police and other statutory agencies and are widely considered as the most effective approach to finding joint solutions to local community safety issues.

In Epping Forest District, the responsible authority group is made up of Epping Forest District Council, Essex Police, Essex Fire & Rescue Service, Essex County Council and The National Probation Service. It has a statutory responsibility to:

- reduce crime and disorder
- protect the community
- reduce reoffending
- combat the misuse of drugs, alcohol and other substances
- help people feel safe

However, the delivery of the community safety agenda is not restricted to the agencies identified as responsible authorities, and the partnership includes and works with other agencies and voluntary sector groups including Neighbourhood Watch and Voluntary Action Epping Forest (VAEF).

The work of the CSP does not replace the work of the police or the day-to-day business of the organisations involved, instead it is a channel for agencies to work together, delivering against agreed priorities, co-ordinating resources, achieving efficiencies and value for money.

The Strategic Board of the partnership meets on a quarterly basis and much of the work emanating from the CSP is undertaken and led by the various departments in the Council including the Community Safety Lead, Community Resilience Team and the Community and Wellbeing Team.

Strategic Assessment

Each year the CSP is required to produce a Strategic Assessment (SA) about crime and disorder levels in its area. This year we do not have the services of police analysts so we have instead provided an overview of the district's performance including key partners data. This will be attached to the CSP annual report.

Strategic Priorities identified for 2020-21 were:

- Violence
- Vulnerability
- Serious Acquisitive Crime

CSP Funding 2021

| Organisation | Funding received |
|--|------------------|
| Police Fire Crime Commissioner (PFCC) - core funding | £19268 |
| | |
| Police Fire Crime Commissioner (PFCC) – Community Safety Development Funding (CSDF) Gates High Beech (City of London Corporation) | £9910 |
| | |
| Epping Forest District Council Community Safety Budget | £14000 |
| Overall total | £43179 |

Performance Summary Highlights

1. Engagement

1.1. *Crucial Crew*

Crucial Crew has been taking place in the Epping Forest District since 2004. Prior to Covid-19 it was delivered in person with a variety of sets for year 6 students.

This year there was a county-wide approach to Crucial Crew with all local authorities in Essex commissioned to

Tic Box- an award winning theatre company. They delivered a virtual theatre production called 'Lines'. Which dramatically unravels the story of a young boy groomed and criminally exploited by a gang.



Child exploitation linked to gangs and county lines is an issue affecting young people across Essex. Incidents of violent crime are on the increase across the county with intelligence suggesting a rise in the number of young people carrying a knife.

Child exploitation and county lines is prevalent across Essex so it's important to educate young people to look out for the signs and give them the knowledge to make better decisions throughout their lives, especially through the crucial transition from primary to secondary school.

1,300 Year 6 pupils from 23 primary schools across the district participated.

Feedback from teachers:

"If it's going to be virtual, then this is the way to go!"

"The film was very good and straight to the point. John and Dean were very good in the interactive session too"

"Thank you for a great workshop!"

"Many thanks for making this happen this year and I hope that the original format can return as soon as possible or that there is a way of covering the original topics online if necessary"

“It is good because you are finding out what our children need to know about”

What 3 words would you use to describe the experience to someone else:

“Topical, relevant, appropriate”

“Educational, Informative, Realistic”

“Engaging, relevant, thought provoking”

“Eye-opening, Immersive, Thought-provoking”

“Powerful, eye-opening, realistic”

Overall the feedback from schools was positive. A consistent message from the evaluation is that although, under the circumstances, the virtual production and workshop was good, the majority said they would prefer the performance to be live and in person.



1.2. *Stay Well Events*

The Community Health and Wellbeing Team has continued to work with the Community Resilience Team in promoting the wellbeing of residents in Epping Forest District. During the last year they have collaborated on a Senior Safety initiative, Crucial Crew, Community Awareness Days and most recently the Stay Well this Winter event - attended by the Community Resilience Team - which provided face-to-face engagement of 120 Epping Forest senior residents.

Moving forward the Community Health and Wellbeing Team will be piloting Safe and Social events working with the three key emergency services, police, fire and ambulance, who will be making short presentations to local communities. These events will be promoting key messages on how to stay safe in and around the home.

1.3. *Anti-Social Behaviour (ASB) Awareness week*

19-25 July 2021 saw the first national ASB awareness week. Hundreds of housing associations, councils, police forces, charities and other agencies – along with government departments came together across the country to take a stand and work together to make communities safer.

In Epping Forest District we had a number of engagement days as well as arranging training for internal staff members promoting increased knowledge and awareness of tools available to us when investigating ASB complaints, this in turn provides a better service for our residents.

There were three days of actions in identified hot spot areas:

- The Broadway, Debden
- Hillhouse, Waltham Abbey
- Blenheim Square, North Weald

The three hot spots were identified by analysing ASB data from both the police and council systems.

Officers from Epping Forest District Council worked with Essex Police and housing associations to provide high visibility in the areas, carryout visits to properties, deliver leaflets on how to report ASB and give out crime prevention materials to local residents. The days were really successful and local residents said how good it was to see all agencies working together to tackle ASB issues they had reported.

Hillhouse, Waltham Abbey:



The Broadway, Debden:





Bleinham Square, North Weald:



1.4. *Community Trigger (ASB case review)*

Community Triggers (ASB case reviews) were introduced in the Anti-social Behaviour, Crime and Policing Act 2014. The purpose of Community Triggers is to give victims and communities the right to request a review of their case where a local threshold is met, and to bring agencies together to take a joined-up, problem solving approach in order to find a solution for victims. Authorities responsible for a community trigger are; councils, police, clinical commissioning groups in England and registered social landlords.

Community Triggers can be requested via the Epping Forest District website, the link can be found here:

<https://www.eppingforestdc.gov.uk/crime-and-safety/request-a-community-trigger/>

This table shows how many Community Triggers received in the last 12 months:

| Community Triggers received | Have met the threshold | Have not met the threshold |
|-----------------------------|------------------------|----------------------------|
| 6 | 3 | 3 |

Where a case does meet the threshold, a case review meeting with partners has been undertaken and recommendations for cases made.

2. Prevention

2.1 Horizons Project- Phoenix Futures

The Horizons project supports clients identified as suffering from significant multiple disadvantage- substance issue, offending behaviour and homelessness.

The cohort is limited to a maximum of 10 clients at any one time, enabling practitioners to spend as much time with the client as they need. They bring experts from a range of services to the table with the aim of providing a wraparound support service to each client. Agencies meet on a regular basis (every 6-8 weeks) to discuss the cohort and make plans to move each individual forward with their needs. Here are two case studies that have been provided by Phoenix Futures:

Case study 'R':

R has been homeless for a number of years, living in a tent on someone else's land with his two dogs. He reports drinking alcohol at a relatively high level which he feels is escalating due to his lack of accommodation. Although he is not openly committing crimes, he admits to "doing what he needs to do to survive".

R was referred into the Horizon Project by a number of partner agencies who were growing increasingly concerned about his declining mental health. He was discussed and accepted onto the cohort unanimously by the panel.

Our initial contact with R was over the telephone as we were unclear of the exact location of his tent. Once this was established a joint visit with EFDC was carried out to finalise his homeless approach to the Council. The main issue with accommodation was the fact that R was reluctant to be placed anywhere without his dogs. Many discussions took place

around the possibility of having the animals placed into foster care until he was accommodated where he could take them.

With R's agreement, Full Circle contacted an animal charity who were already aware of the dogs and were waiting for confirmation that R had agreed to this approach. Within 48 hours the dogs were collected and R was offered temporary accommodation which he accepted.

Work is still in progress with regards to finding R permanent accommodation but he continues to be supported by Full Circle and EFDC to find a solution. R's GP has been contacted to establish whether the dogs are classed as emotional support dogs which opens up further avenues of accommodation to explore.

R reports to be in a "much better head space" and is looking forward to being able to make proper plans for his future – something he did not think he would have a few months ago.

Case study "C"

C had been homeless for eight years predominantly due to his PTSD and poor engagement with services. He served for many years in the British army and saw conflict both in the UK and abroad. To manage his PTSD he turned to drugs and alcohol, which led to the breakdown of his marriage, the loss of his home and his eventual homelessness.

We were contacted by Project Nova (a veterans' charity) asking if there was anything we could do to assist them in supporting C. He was signed up to our Horizons Project as he was sleeping and begging aggressively in the local High Street. He had no benefit claim in place, was not engaging with any services and was being supported by members of the local community who were in fact enabling him to remain homeless.

We carried out a number of outreach appointments both before and during the initial Covid lockdown. These were done by the same practitioners each time to ensure C became familiar with people and gave continuity to his case.

We provided C with some PPE to ensure he was able to keep himself and the public safe whilst he was homeless.

C was assessed by the Homeless Team at EFDC and was offered temporary accommodation. Once he was able to prove his links to the Armed Forces, he was moved into a more stable temporary address. He was assessed as having a priority need and moved into his accommodation with support from partner agencies.

C continued to engage with support after he was housed and although he still has ongoing physical and mental health issues, he is engaging with services in a more effective way and will continue to be supported for his longer term issues.

The joint work between Full Circle, Project Nova and EFDC was the driving force behind the successes achieved. This was a client entrenched in a chaotic lifestyle with a deep mistrust for professionals who he perceived as letting him down in the past.

Changing Futures

Changing Futures is a new programme that Phoenix Futures will be running, it has been commissioned for three years, funded by Government and National Lottery. The aims of the project are to:

- Change outcomes for people experiencing multiple disadvantage (three or more of; homelessness, substance misuse, poor mental health, contact with the criminal justice system)
- To improve systems
- Improve the systems' ability to respond to complexity

There are six core delivery principles for the project:

- Work in partnership across voluntary and community sectors a strategic and operational levels to design and implement an improved approach to tackling multiple disadvantage
- Co-ordinate support, and better integrate local services that support adults experiencing multiple disadvantages to enable a 'whole person' approach
- Create flexibility in how local services respond to adults experiencing multiple disadvantages
- Involve people with real experience of multiple disadvantages in the design, delivery, and evaluation of improved services and in governance and decision making
- Take a trauma-informed approach across local systems, services and in the governance of the programme
- Commit to drive long-term, sustainable system-change, alongside a commitment to sustain the benefits of the programme beyond the lifetime of the funding.

2.2 *Sanctuary scheme*

The Sanctuary Scheme is a victim-centred service installing security measures in and around properties to enable households at risk of domestic abuse to live safely in the property of their choice. Many victims of domestic abuse are reluctant to move home, away from their support networks. To move often means their children have to change schools and leave their friends. Sanctuary schemes aim to make it possible for victims to remain in their own home and feel safe.

The Sanctuary scheme in Epping Forest District supports all residents regardless of their housing tenure.

Safe Partnership are commissioned by Epping Forest District Council to deliver the Sanctuary scheme for the district.

Safe Partnership was founded in 1987 by John McCarthy and has been working hard to help victims of domestic violence and sexual abuse in England and Wales

On behalf of Epping Forest CSP they secure the homes of victims of domestic abuse and vulnerable victims of crime.

3. Enforcement

3.1 Operation Synapse

On 5 March 2021 there was serious assault in an EFDC property, the property had been 'cuckooed'* by county lines drug dealers. This instigated work by Epping Forest District Council and Essex Police to proactively deal with vulnerable tenants being 'cuckooed' and disrupt the behaviour of organised criminals.

*Cuckooing is a term used to describe someone's home being taken over by drug dealers or county lines. This has happened within the district, particularly within the Waltham Abbey area.

A problem-solving group was set up with officers from EFDC and Essex Police for Operation Synapse. The aim of the group was to:

- Gather intelligence and share data and data sharing
- Identify vulnerable locations and possible targets
- Identify victims and strengthen victim safeguarding
- Reduce harm and minimise exploitation

Operation Raptor and the Community Policing Team were running a simultaneous but separate operation to target known offenders. The purpose of this operation was to target locations and victims (as per Routine Activity Theory).

Officers utilised their Closure Order power under the Anti- Social Behaviour, Crime and Policing Act 2014 to quickly close down a property where there had been evidence of serious nuisance and disorder.

Closure Order applications are presented at magistrates courts and it is to the magistrates discretion, based on the evidence presented, whether the order is granted.

To date, through Operation Synapse, the Community Resilience team has successfully achieved seven Closure Orders (inclusive of extensions) since May 2021.

3.2 Corporation of London

In April 2021 the CSP was approached by the City of London Corporation- which is responsible for Epping Forest – for support and assistance in tackling historic anti-social behaviour (ASB) around High Beech. This had increased in line with pandemic restrictions in Spring 2020 which displaced entertainment venues to open unmanaged spaces.

A proposal was tabled to install gates at Manor Road, High Beech to restrict night-time access. The gates' function was to deter and disrupt ASB and associated crime, but would also impose travel access issues.

The 'Make High Beech Safe Campaign' had the support of residents directly affected and additionally 7760 members of the public signed a petition to seek action to address the problems within the location.

The CSP agreed a funding contribution of £2500 and successfully made an application to the Police Fire Crime Commissioner's Community Safety Development Fund for additional funding totalling £9910.

Robust consultation was carried out by officers from City of London Corporation in mid-March 2021, including a letter drop to residential properties most likely to be impacted. In response to the letter a total of 27 responses were received, 16 in favour, 8 against and three undecided and requiring some further clarification. This represents 59% of respondents in favour of the scheme and 30% against and 11% neither for nor against it. The majority of respondents acknowledged anti-social behaviour in the area and welcomed measures to tackle it.

Comments in support included: looking at the entire forest, tackling verge parking, stopping rat run driving through the forest, improving traffic signage, considering vehicle free zones and extending the proposed gates a bit further into Manor Road.

Objections to the proposed scheme included comments like: displacement traffic and parking in the surrounding roads especially Wellington Hill, Pynest Green Lane, concern that diversion through Pauls Nursery Road from Avey Lane would increase traffic, a suggestion to close Hangmans Hill to vehicular traffic and install CCTV systems and more Red Routes in the forest.

The undecided respondents sought some clarifications: the level of road signage for diverted traffic, start date of the scheme, concerns that a Resident Parking Scheme may be in the pipeline, why other options like ANPR and remodelling of the highway have been discounted, concerns around opening and closing times as opening at 7:30 could impact those who drive for dog walking.

In November 2021 the CSP commissioned Crime Pattern Analysis to consider the impact of the gates on anti-social behaviour in the area

Highlights of the report were that since the installation of the gates in April 2021 there have been two reports of ASB, in contrast with 38 between April 2020 and October 2020 - a decrease of 89% (34 Incidents).

Epping Forest Community Safety Team Policing Hub Activity

The Epping Forest District Council-funded police team became officially operational on 20 July 2018. The team consists of one sergeant and two constables.

The team is tasked every two weeks, aligned to the Police, Fire & Crime Commissioner's (PFCC) Policing Plan priorities and the Community Safety Partnership (CSP) local priorities as identified in the annual strategic assessment.

The funded police team continues with the following primary functions:

- 1. Supporting functionality of Epping Forest District Council departments/teams**
- 2. Providing 'added value' to the district in supporting the Community Policing function**
- 3. Targeting action against criminality in the district**

Some highlights from the team:

- Providing support to Environmental Health Officers with enforcement visits at a number of business premises across the district to ensure compliance with COVID legislation. This included beauty salons as well as a number of licensed premises which were identified as having been problematic throughout the initial period of the pandemic. This ensured the safety of EFDC staff.
- For ASB Awareness Week in July, the team worked in partnership with a number of council teams at three separate community engagement events in Waltham Abbey, Debden and North Weald. These were 'days of action' where officers from both organisations met with the public, gave out crime prevention advice and materials and conducted joint patrols in the local area to highlight and address concerns raised by residents.
- Working in partnership with Licensing and the Environmental Enforcement Officers, the police team applied for and executed a search warrant under the Dangerous Dogs Act 1991 for a banned breed whose exemption certificate had expired. Whilst this would not routinely be a job for the police team, Sgt Ross was aware of the premises through earlier conversations with EFDC officers around noise and unlawful activity.

When an enforcement opportunity presented itself, the team picked up the task from other police teams. The team continues to work with EFDC officers to secure prosecution for this matter.

- A member highlighted that a particular ‘theft from vehicle’ crime trend was present around Honey Lane, Waltham Abbey. The team researched recent crimes and intelligence to identify key days and times. This resulted in a pursuit with a vehicle seen in this area. One person was arrested and two further prolific thieves have been linked to the case. As a result there was a 30% decrease in this crime in that area.
- The team provided additional resilience for Halloween this year working alongside EFDC CCTV officers. Any patches of disorder were quelled quickly with the use of dispersal powers and there were fewer incidents than in previous years.
- The team provided oversight of the district elections in May, which were spread over three days. Sgt Ross was involved in the planning stages with the team providing cover at polling stations and count locations.
- Following numerous reports of public nuisance from a rough sleeper, EFDC obtained a Criminal Behaviour Order (CBO). Following numerous breaches, the team was able to enforce this order on behalf of the council and arrest the person. He was later detained under the Mental Health Act and remains in care. This was a difficult case for both council and police so the presence of the team in enforcing the CBO was invaluable.

Whilst the team’s priority remains focus upon the first two primary functions there have been a number of ‘self-generated’ activities this year.

- The team was nearby when reports of a fraud in progress were received. The victim had been called by a ‘police officer’ and tricked into providing bank details. The criminals then use taxis to collect the victim’s bank cards. Our officers identified the vehicle involved and traced it to the motorway. The car was stopped safely and the perpetrator arrested. This was a significant arrest as sadly there is often little tangible evidence to go on but on this occasion, thanks to the intervention of the team, the offender was caught ‘red-handed’.
- Following a series of high value watch thefts, the team observed a car in Epping which appeared to be scoping out victims. Acting on instinct the team stopped the car and the occupants matched the description of offenders. They were arrested by the

funded officers. The female perpetrator was charged with a number of offences across SE England and is currently on remand awaiting trial.



Sgt Neil Ross



PC Tom Baggley

Vacant post- currently being recruited.



Epping Forest District dedicated Police Community Safety Team



Sgt Ross at Debden Broadway during ASB awareness week
Epping Forest Community Policing Team





Community Safety Engagement Officer- PC Karen West



PC Karen West is the Essex Police Community Safety Engagement Officer who works within the Community Safety Hub, supporting the Community Policing Team and Community Safety Partnership. The role aims to strengthen information sharing between agencies and ensure a more joined-up operational approach is taken to crime reduction, problem solving, public safety and enhancing community trust and confidence. The role

seeks to capture community intelligence, build trust and improve confidence with our communities, including those from hard to reach, diverse communities, by way of public engagement activities and social media interaction.

Community Safety Partnership Priorities for 2021-22

Each year our CSP priorities are set based on analysing crime and anti-social behaviour data. This allows us to look at any emerging trends and highlights where our areas of focus need to be.

For 2021-2022 our CSP priorities will be:

- To reduce crime, re-offending and the fear of crime
- To protect vulnerable people
- To continue effective partnership working, to meet emerging local threats and issues

Epping Forest Community Safety Partnership (CSP) PLAN ON A PAGE 2021/22

Priorities

1. To reduce crime, reoffending and the fear of crime

- Fortnightly Police Tasking
- CCTV
- Gangs awareness #consequences
- Halloween operation
- Parkguard patrols
- Horizons project
- IOM MAC meetings

2. To protect vulnerable people

- Hate crime incident reporting centre
- Missing and Child Exploitation Group (MACE 1&2)
- Independent Advisory Group (IAG)
- Essex Safeguarding Adults Board
- Essex Safeguarding Child Board
- Senior person Safety awareness day
- Crucial Crew
- Year 5 training- walk online
- West Stay Safe
- J9 training
- Sanctuary scheme

3. To continue effective partnership working, to meet emerging local threats and issues

- Local Action Group (LAG)
- Gangs Advisory Group (GAG)
- Monthly meeting with Op Raptor
- CSP meeting
- Operation Synapse
- ASB awareness week
- Establish meeting with all HAs in the district

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GLOSSARY OF ABBREVIATIONS

ACPO – Association of Chief Officers

ADF – Accidental Dwelling Fires

ANPR – Automatic Number Plate Reader

ASB – Anti-Social Behaviour - Definition

BCS – British Crime Survey

BTP – British Transport Police

CAFCASS – Children and Family Court Advisory and Support Services

CAMHS – Child and Adolescent Mental Health Service

CBO – Criminal Behaviour Order

CCTV – Closed Circuit television

CIA – Community Impact Assessment

CIN – Child in Need

CJ – Criminal Justice

CN – Criminal Networks

CPN – Community Protection Notice

CPTED – Crime Prevention Trough Environmental Design

CPW – Community Protection Warning

CQC – Care Quality Commission

CSPs – Community Safety Partnerships

CTLP – Counter Terrorism Local Profile

DA - Domestic Abuse

DASH – Domestic Abuse, Stalking and Honour Based Violence Risk Assessment

DHRs – Domestic Homicide Reviews

DPPO – Designated Public Place Order

DTTO – Drug Treatment and Testing Order

DVD – Domestic Violence Disclosure Order

DVLA – Driver and Vehicle Licencing Agency

ECFRS – Essex Fire & Rescue Service

EFCSP – Epping Forest Community Safety Partnership

FPN – Fixed Penalty Notice

FOI – Freedom of Information
HIRC – Hate Crime Reporting Centre
GDPR – General Data Protection Regulation
GIS – Geographic Information System
GTRET – Gypsy Traveller Rural Engagement Team
HJBA – Honour Based Abuse
IAG – Independent Advisory Group
IDVA – Independent Domestic Violence Advisor
IOM – Integrated Offender Management
ISA – Information Sharing Agreement
KPI – Key Performance Indicator
KSI – Killed or Seriously Injured
LAC – Looked After Children
LSOA – Lower Super Output Area
MAPPA – Multi-Agency Public Protection Agreements
MARAC – Multi- Agency Risk Assessment Conference
MACE – Missing and Child Exploitation
MSHT – Modern Slavery & Human Trafficking
MISPER – Missing Persons
MIT – Major Investigation Team
MOSOVO – Management of Sexual and Violent Offenders
MOU – Memorandum of Understanding
MV – Management Vetting
NACRO – National Association for Care and Resettlement of Offenders
NCDV – National Centre for Domestic Abuse
NCIS – National Criminal Intelligence Service
NICE – National Institute for Clinical Evidence
NIM – National Intelligence Model
NPAS – National Police Air Service
NPPV – Non-Police Personnel Vetting
NPS – The National Probation Service
NRM – National Referral Mechanism

NTE – Night-Time Economy
OCG – Organised Criminal Gang
OIC- Organised Immigration Crime
CIC – Child in Care
PACE – Police and Criminal Evidence Act 1984
PFCC – Police Fire and Crime Commissioner
PNC – Police National Computer
PO – Public Order
POCA – Proceeds of Crime Act
POLSA – Police Search Advisor
RAM – Risk Assessment Matrix
RIC – Remand in Custody
RJ -Restorative Justice
RUI – Released Under Investigation
SAG – Safety Advisory Group
SIA – Semi Independent Accommodation
SERP – Safer Essex Roads Partnership
SETDAB – Southend Essex Thurrock Domestic Abuse Board
SA – Strategic Assessment
SAR – Subject Access Request
SARC – Sexual Assault Referral Centre
SCD – Serious Crime Directorate
SLA – Service Level Agreement
SOCO – Scenes of Crime Officer
SPOC – Single Point of Contact
SPO – Stalking Protection Order
YOS – Youth Offending Service
VAWG – Violence Against Women and Girls

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SCRUTINY



Report to Stronger Communities Select Committee

Date of meeting: 22 March 2022

Portfolio: Customer & Partnerships Services

Subject: Customer Service Update

Officer contact for further information: Susan Lewis

Democratic Services Officer: R Perrin

Recommendations/Decisions Required:

To note the update on 'what our customers are telling us' plus an update on our Customer strategy.

1 What our customers are telling us

The impact of storm Eunice saw residents contacting us due to lost waste bins and missed waste collections. Also relating to the storms, residents called to report fallen trees/branches on the highway, positive feedback was received for how swiftly these calls were dealt with.

Customers are chasing orders for blue boxes due to a supplier issue, stock will be available from April, this has been communicated via our website and via our phone message to the contact centre. Positive messages are being left on our website regarding the Ukraine Crisis collection point at the Civic hub.

2 Contact Centre & Community Hub Update

Customer Contact Centre

Two new starters joined the contact centre in February and are currently undergoing their training. To ensure our new colleagues can take customer calls as soon as possible we have introduced a skills based routing system which means as soon as they have completed each stage of their training they are then able to assist with taking calls for those service areas.

Contact Centre Benchmarking

We have been conducting a benchmarking exercise for our contact centre operating model in terms of resourcing, performance, systems and KPI's with other Local Authorities of a comparable size. Key messages from this exercise will be communicated in due course as they are being collated via the Pan Essex customer service group.

We recently met with Buckinghamshire Council for an overview of their digital journey. Learnings regarding the implementation of their new telephony platform will prove useful for our telephony project which is included further on in this report. Buckinghamshire also shared details of some of their contact centre tools which could be of benefit, we are exploring the feasibility as part of our digital strategy.

Community Hub Launch

We are seeing an increase in footfall this quarter since a decline in visitors in the previous quarter. Some Hub partners have revisited the marketing material we provided and are recirculating this via their social media platforms to encourage footfall as well as using their own material. We are also looking to promote The Hub via the United In Kind Radio station, a digital radio streaming platform sharing messages of kindness and connecting communities across Essex.

3 Customer Service Strategy - 2022/23 overview

The core vision for our digital strategy is to use digital to deliver the services our customers want whilst driving down our cost. Stream one of our digital strategy focusses on our customers, residents, businesses and visitors to provide them with digital services they will use by default, whilst at the same time recognising others may still require additional support whether that's face to face or a phone call.

We have started by reaching out to customers to capture their insight and feedback as follows via:

Online engagement surveys and focus groups – both virtual and face to face

We have been asking for feedback on their digital habits in general, how they communicate with us, what the barriers are to interacting with us via digital and we have invited them to work with us ongoing to shape the strategy. Early stage messages tell us that our customers are well connected digitally, 90% shop or bank online.

As stated, we appreciate not all residents use digital methods, as part of our customer engagement, contact details for VAEF have been included in the communication inviting customers to get in contact should they wish to access support with using digital tools.

Causation data from incoming customer calls

We have been asking customers who call us why they needed to call, again to understand what the barriers are to them serving themselves at their convenience online. Customers were prompted to select a category, the results of which are shown below.

| Reasons for calling | Total calls | % of calls |
|--|-------------|------------|
| Couldn't find information on website | 1133 | 23 |
| In depth discussion required | 1001 | 21 |
| Chasing non-response to previous contact | 944 | 19 |
| Didn't know can self -serve | 737 | 15 |
| No access to internet | 474 | 10 |

(data was captured from Dec 21 to Feb 22 for a total of 4,760 calls)

What's next

We are setting up a corporate working group to address the key messages and identify improvements required. Service areas have been provided with their specific data from the call causation and those six areas with the highest volumes are providing a stream lead to join the working group to support delivery of this work within their teams. Capacity in terms of resourcing this improvements work is to be agreed.

Our website

Early stage customer feedback from our survey tells us that most people think the website is presented in plain English (92%) and the design provides good readability (89%). Although, nearly two thirds of respondents think information is presented in a clear and structured way, the negative responses suggest there is clearly some room for improvement.

When it comes to finding information, we have some issues. The feedback tells us that we have work to do on the search facility and specific feedback identifies that our online forms need developing to ensure a consistent look and feel with improvements to aid completion. We have a website improvements project on our service plan for this year

Mystery shopper

Our aim is to run a mystery shopper exercise in quarter one to further obtain feedback on our customer experience using an external consultancy.

Digital inclusion

There is a strong appetite amongst partners and voluntary organisations to adopt a collaborative approach to digital inclusion and our role is to facilitate this working group. The group met in January to resume discussions, following the initial meeting last August, it was placed on hold due to lack of a Team Manager.

The groups purpose will be to

- Connect, collaborate and identify how they can help each other
- Facilitate access to training, venues, hardware/devices
- Promote via our communication tools the support available to our residents
- Enable digitally excluded residents to access the support they need

Our starting point is to produce a directory of support available across our district for coaching support and access to hardware, plus partner initiatives. A great example of an initiative offered by WECAN (West Essex Community Action Network) as part of their Digital Inclusion project, is the provision of free six-month, Vodafone sim and data cards. WECAN also run a TEC Mates programme designed to support the use of digital technology with volunteers teaching new digital skills to residents.

Our role is to connect and promote. Through connections with our Community Hub partners, such as DWP we have been able to identify residents who could benefit most from the sim card data and digital skills learning. Once we have a clear plan in place of what support is available, we will be promoting and raising awareness via our social media channels.

Members digital journey

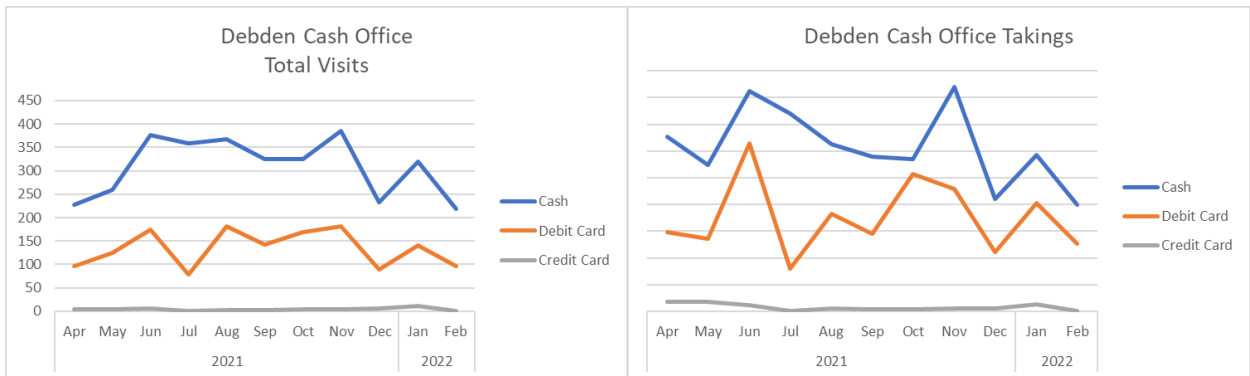
Good progress has been made in the development of a series of digital 'how to' guides being designed in collaboration with Member Support, Democratic Services & ICT. The guides are currently being user tested and are due to be distributed to Members with accompanying tutorial videos in April. The guides will provide Members with the ability to reset their own passwords, access the Members Portal and utilise the Member Contact Form as well as setting up Multi-Function Authentication to support 'bring your own device'.

Members have been contacted and invited to attend a one to one with Lisa Bannister-Wood, Members Team Manager to identify and resolve any barriers to working in a digital manner. Lisa can be contacted directly via email to L.BannisterWood@eppingforestdc.gov.uk

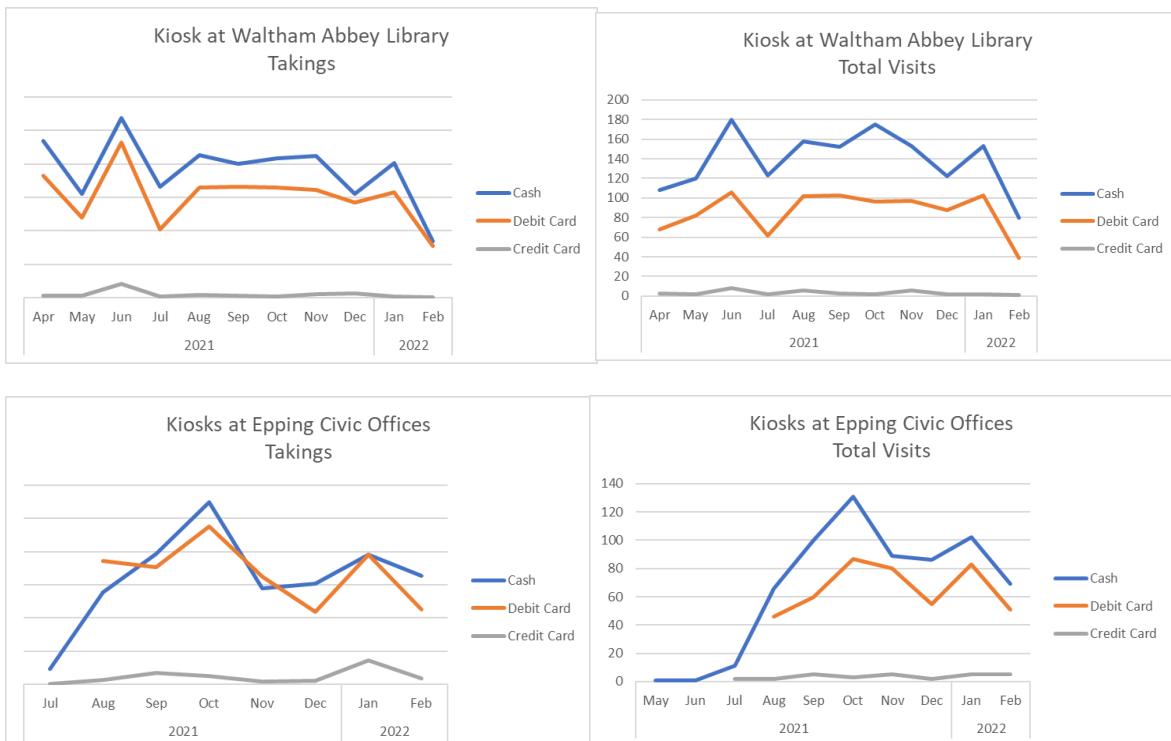
Cash payments

A paper on proposals for cash paying customers moving forwards will be presented in conjunction with a Housing report as both reports impact the future of the Broadway office. Date and meeting for these reports are TBC but will be within the next few months.

Visits to the Debden Cash Office are down 27% over the last three months compared to the previous, with income also down 29%.



We've seen a similar pattern at the payment kiosks, with Waltham Abbey Library and Civic Offices kiosk visits down 25% and 18% respectively, and income down 26% and 20%.



In Your Shoes Customer Service Behavioural Training

Following the pilots last year, this training is now ready for launch to all colleagues via our new training platform Litmus and will be launching in quarter one. As a reminder, the training provides coaching on dealing with challenging conversations, putting ourselves in customer shoes as well as a question and answer session with experienced Officers sharing their knowledge and tips.

Telephony

Last year we started to explore new telephony solutions which will address the challenges our contact centre faces with using nine different systems to deal with enquiries, which is neither effective or efficient. In addition, our analytics are very poor, the call causation data captured for our customer engagement exercise was a very long and tedious manual task.

In line with our digital strategy our aim is to offer a multi-channel experience, enabling customers and agents to move seamlessly between contact channels, introducing new channels such as live chat or a 'chat bot' for when human intervention isn't needed. Benefits include reduced wait times for those who need to speak to an agent, reduced call volumes, improved analytics and optimum agent capability. A Project Manager is now in place to lead this project supported by the Customer Service Manager.

The telephony platform will be a corporate product and requirements from all service areas have been captured. One of the issues raised via the call causation was customers chasing a lack of response to previous contact. We must address our communication ways of working, with agile working, Officers are using teams and mobile phones and not necessarily the Mitel phone system which could be attributing to calls not being connected, this is being addressed as a priority.

Corporate Communications including Digital News Platform

The communications team have been heavily involved in the launch of our customer engagement strategy via social media, setting up the surveys and running the focus groups.

Ride London is a priority as Corporate Communications seeks to provide a mixture of promotional and warn and inform messages. Communications are being handled in conjunction with London Marathon Events. Corporate Comms is also supporting CCW and Licensing as the district prepares for the Platinum Jubilee.

Covid related communications has decreased considerably. Vaccine booster messages and associated public health communications continue to be issued on a business as usual basis in partnership with health and county council services.

Corporate Communications is working in conjunction with the elections service to develop processes for the publication of results when the Civic Offices hosts the district elections count in May.

Urgent communications have been issued following the Russian invasion of Ukraine. The chairman has led the Council's public response, in support of the donation hub and appeals for financial donations to the Disasters Emergency Committee, British Red Cross and United Nations funds.

Following the launch of our digital platform 'District Matters' the online app is performing well technically with no issues. Third party content is uploaded along with our key community information. Subscription is currently low, 58 as at February 22. We are exploring the potential options and will continue to monitor usage and performance in line with our other media channels.

Natalie Cole of the Corporate Communications team was invited back to stand in for the regular Absolute Radio 80s presenter on the Saturday 12-4pm slot. The invitation to stand in for a professional presenter followed Natalie's debut broadcast with Absolute and her award of her own radio programme – Absolute Radio Natalie, broadcast in February.

Website Visits

The following statistics give an overview of visits to our website for 2021 in comparison to 2020.

Visits

A visit is defined as a series of page requests from the same uniquely identified visitor with a time of no more than 30 minutes between each page request.

2021 1,024,458
2020 897,190
Increase 14.2%

Page views

A page view is a count of how many times a page has been viewed on a website or the chosen group within the chosen period of time. All page views are counted no matter how many times a user has visited the website in the chosen period of time.

2021 3,189,555
2020 3,005,341
Increase 6.1%

Unique visitors

The total number of unique visitors during the selected period. Cookies are specific to browser and device which means that if a visitor is visiting our website using a different browser or device than before, or has deleted or never accepted the cookie, then that person will be seen as a new unique visitor even if that is not the case.

2021 906,329
2020 730,139
Increase 24.1%

Devices used

2021 Desktop 58.1% / Mobile 38.8% / Tablet 3.2%
2020 Desktop 56.2% / Mobile 39.4% / Tablet 4.3%

Reason for decision: none

Options considered and rejected: none

Resource implications: none

Legal and Governance Implications: none

Safer, Cleaner, Greener Implications: none

Consultation Undertaken: customer consultation

Background Papers: none

Impact Assessments: none

Risk Management: none

Equality: customer consultation on digital usage includes contact details for digitally excluded customers requiring support