

OVERVIEW AND SCRUTINY COMMITTEE AGENDA

Wednesday, 21st September 2016 at 07:15 PM

**Council Chamber, Braintree District Council, Causeway House, Bocking
End, Braintree, CM7 9HB**

THIS MEETING IS OPEN TO THE PUBLIC
(Please note this meeting will be audio recorded)
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Members of the Overview and Scrutiny Committee are requested to attend this meeting to transact the business set out in the Agenda.

Membership

Councillor Mrs M Cunningham
Councillor J Goodman
Councillor P Horner
Councillor D Hufton-Rees
Councillor D Mann (Vice-Chairman)
Councillor G Maclure

Councillor R Ramage
Councillor F Ricci
Councillor Miss V Santomauro
Councillor P Schwier
Councillor C Siddall (Chairman)
Vacancy

Invitees: Councillor Mrs I Parker Chairman of the Task and Finish Group Review of
Bus and Community Transport.

Members unable to attend the meeting are requested to forward their apologies for absence to the Governance and Members Team on 01376 552525 or email demse@braintree.gov.uk by 3pm on the day of the meeting.

N BEACH
Chief Executive

INFORMATION FOR MEMBERS - DECLARATIONS OF INTERESTS

Declarations of Disclosable Pecuniary Interest, Other Pecuniary Interest or Non-Pecuniary Interest

Any member with a Disclosable Pecuniary Interest, other Pecuniary Interest or Non-Pecuniary Interest must declare the nature of their interest in accordance with the Code of Conduct. Members must not participate in any discussion of the matter in which they have declared a Disclosable Pecuniary Interest or other Pecuniary Interest or participate in any vote, or further vote, taken on the matter at the meeting. In addition, the Member must withdraw from the chamber where the meeting considering the business is being held unless the Member has received a dispensation from the Monitoring Officer.

Question Time

The Agenda allows for a period of up to 30 minutes when members of the public can speak. Members of the public wishing to speak are requested to register by contacting the Governance and Members Team on 01376 552525 or email demse@braintree.gov.uk no later than 2 working days prior to the meeting. The Council reserves the right to decline any requests to register to speak if they are received after this time. Members of the public can remain to observe the public session of the meeting.

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We welcome comments from members of the public to make our services as efficient and effective as possible. If you have any suggestions regarding the meeting you have attended, you can send these via demse@braintree.gov.uk

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|----------|--|----------------|
| 1 | Apologies for Absence | |
| 2 | Member Declarations | |
| | 1. To declare the existence and nature of any interests relating to items on the agenda having regard to the Code of Conduct for Members and having taken appropriate advice (where necessary) before the meeting. | |
| | 2. To declare the existence and nature of any instruction given by or on behalf of a political group to any Councillor who is a member of that group as to how that Councillor shall speak or vote on any matter before the Committee or the application or threat to apply any sanction by the group in respect of that Councillor should he/she speak or vote on any particular matter | |
| 3 | Public Question Time
(See paragraph above) | |
| 4 | Minutes of the Previous Meeting
To approve as a correct record the minutes of the meeting of the Overview and Scrutiny Committee held on 24th August 2016 (copy previously circulated). | |
| 5 | Third Evidence Gathering Session for the Committee's Scrutiny Review into Broadband Provision | 5 - 7 |
| 6 | Annual report of the Braintree District Community Safety Partnership 2015-16 | 8 - 36 |
| 7 | Report of the Task and Finish Group - Bus Services and Community Transport | 37 - 49 |
| 8 | Update on Task and Finish Groups
To receive a verbal update on the progress of the Task and Finish Groups. | |
| 9 | Decision Planner
To consider the Decision Planner for the period 1st October 2016 to 31st January 2017 (previously circulated). | |

10 Urgent Business - Public Session

To consider any matter which, in the opinion of the Chairman should be considered in public by reason of special circumstances (to be specified) as a matter of urgency.

11 Exclusion of the Public and Press

To agree the exclusion of the public and press for the consideration of any items for the reasons set out in Part 1 of Schedule 12(A) of the Local Government Act 1972.

At the time of compiling this agenda there were none.

PRIVATE SESSION

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12 Urgent Business - Private Session

To consider any matter which, in the opinion of the Chairman, should be considered in private by reason of special circumstances (to be specified) as a matter of urgency.

Third Evidence Gathering Session for the Committee's Scrutiny Review into Broadband Provision.		Agenda No:5
Portfolio	Economic Development	
Corporate Outcome:	A sustainable environment and a great place to live, work and play A well connected and growing district with high quality homes and infrastructure A prosperous district that attracts business growth and provides high quality employment opportunities Delivering better outcomes for residents and businesses and reducing costs to taxpayers	
Report presented by:	Nathan Rowland, Economic Development Officer	
Report prepared by:	Nathan Rowland, Economic Development Officer	
Background Papers:		Public Report
<ul style="list-style-type: none"> Report on Emerging Findings from the BDUK Market Test Pilots List of fibre enabled cabinets in the Braintree District upgraded by the Superfast Essex Programme Presentations from the Superfast Essex countywide Parish Broadband event July 2016 		Key Decision: No
Executive Summary:		
<p>This meeting is the third evidence gathering session of the work programme for the Scrutiny Review into Broadband Provision.</p> <p>This session will provide Members with a comprehensive overview of the services offered by a number of broadband providers and the ways in which the Braintree District could benefit from these.</p> <p>For this session the following invitees have kindly agreed to participate in this scrutiny review</p> <ul style="list-style-type: none"> Lloyd Felton, Managing Director, County Broadband Joe Frost, Business Development Director, Gigaclear plc. Giles Ellerton, Regional Partnership Director, BT <p>Members are requested to note that at the date of publication these are the confirmed attendees for this meeting, it is hoped that they will be able to attend but this may be subject to change do to their availability.</p>		

Recommended Decision: There is no decision before the Committee.
Purpose of Decision: Not applicable.

Any Corporate implications in relation to the following should be explained in detail.	
Financial:	None arising out of this report
Legal:	None arising out of this report
Safeguarding:	None arising out of this report
Equalities/Diversity:	None arising out of this report
Customer Impact:	None arising out of this report
Environment and Climate Change:	None arising out of this report
Consultation/Community Engagement:	None arising out of this report
Risks:	None arising out of this report
Officer Contact:	Nathan Rowland
Designation:	Economic Development Officer
Ext. No:	2585
E-mail:	nathan.rowland@braintree.gov.uk

Third Evidence Gathering Session for the Committee's Scrutiny Review into Broadband Provision.

To receive presentations from the following guests:

Lloyd Felton
Managing Director, County Broadband

County Broadband is a Wireless Internet Service Provider (WISP) with over 10 years of experience. County Broadband works in partnership with a range of parish councils, the local church, and the community as a whole to provide broadband networks and services in difficult to get to places – especially rural areas.

Joe Frost, Business Development Director
Gigaclear plc.

Gigaclear plc builds and operates fibre broadband networks in the rural communities and has around 19 rural networks live with more than 23 under construction. In Essex Gigaclear plc was selected to deliver the rural challenge pilot project in Epping Forest as part of the Superfast Essex Programme.

Giles Ellerton
Regional Partnership Director, BT

BT is the UK's major provider of telecommunications networks and services and is responsible for delivering phases 1 and 2 of the BDUK funded Superfast Essex programme. BT also works with local communities to set up co-funded community fibre partnership projects in hard to reach rural communities.

Annual report of the Braintree District Community Safety Partnership 2015/16		Agenda No:6
Portfolio	Environment and Place	
Corporate Outcome:	A sustainable environment and a great place to live, work and play Residents live well in healthy and resilient communities where residents feel supported	
Report presented by:	Tracey Parry, Community Services Manager	
Report prepared by:	Tracey Parry, Community Services Manager	
Background Papers:	Public Report	
Strategic Assessment 2015/16 CSP Action Plan 2015/16 & 2016/17	Key Decision: No	
Executive Summary:		
<p>The Braintree District Community Safety Partnership (CSP) is made up of representatives from Braintree District Council, Essex Police, Essex Fire & Rescue Service, Mid Essex CCG, Essex Community Rehabilitation Company, Essex County Council Education (Primary & Secondary), Family Solutions, Braintree District Voluntary Support Agency and Greenfields Community Housing.</p> <p>The Community Safety Partnership work together to protect their local communities from crime and to help people feel safer.</p> <p>There is a statutory requirement for CSP's to carry out an annual strategic assessment, as per legislation in the Crime & Disorder Act Revised 2006. This assessment collates and analyses statistical and contextual data from a range of partners and is used to inform key findings and recommendations for priorities moving forward.</p> <p>The priorities for 2015/16 were:</p> <ul style="list-style-type: none">• Domestic Abuse• Sexual Offences• Violent Crime <p>Task & Finish Groups were established against each of the priorities, these were chaired and attended by representatives from the wider community safety partnership and supported by the Community Safety Officer. The groups had overall responsibility for the development and delivery of actions within the plan ensuring they were resourced appropriately and met budget allocation.</p> <p>Essex Police Tasking</p> <p>Partners attend a bi-weekly strategic Braintree Tactical Assessment meeting where discussions are had around the Essex Police high priority themes, emerging threats and trends and hotspot areas/monitored series. This enables a multi-agency response to</p>		

dealing with emerging crime throughout the year.

Funding Allocation

The Braintree District Community Safety Partnership received an annual Community Safety Grant from the Office of the Police and Crime Commissioner of £20,158, £3,000 from Essex County Fire and Rescue Service to deliver against the action plan.

A joint funding bid was also made to the Hidden Harm funding stream held by the Office of the Police and Crime Commissioner for £4,795 to run the Hidden Harm Conference.

Key Achievements:

Domestic Abuse

- Developed an awareness campaign with Safer Places targeting male victims of domestic abuse.
- Identified and trained volunteers to deliver awareness training to hairdressing salons

Sexual Offences

- Young Persons Independent Sexual Advisor (YPISVA) – worked with 9 young people who had been victims of sexual abuse or child sexual exploitation providing them with 1-2-1 support, signposting them to specialist services, supporting them through the criminal justice system, attending appointments with them and encouraging agencies to re-open cases. Delivery of education and prevention sessions to over 1000 young people in secondary schools across the district.
- Provided safeguarding vulnerable passenger training to 70 taxi drivers in Braintree and Witham.
- Produced an information booklet for parents and carers around Child Sexual Exploitation, to date 4,600 booklets have been distributed.
- CSE awareness material has been produced and distributed to hotels across the district for reception and housekeeping staff to enable them to spot the signs and know where to report any concerns.

Violent Crime

- Part funded a new radio link system for Braintree Town Centre licensed premises to deal with any issues that may occur as part of the night time economy.
- Initial conversations have been had with the taxi trade to establish an interest in the CCTV, the process and documentation for implementing this has been drawn up.

Other Achievements

- Organised and delivered with Uttlesford CSP a Hidden Harm Conference for 135 professionals concentrating on Child Sexual Exploitation, Gangs and Modern Slavery/Human Trafficking. This conference was funded by the Office of the Police and Crime Commissioner from the Hidden Harm funding stream.
- Local Partnership Meetings – bi monthly meetings bringing together a variety of partners including Local Authority, Police, Housing Associations, Family Solutions and Social Care to discuss and provide solutions to anti-social behaviour
- Supported the Essex Restorative Justice Hub to deliver awareness training to partners
- Delivered a 999 day of action in Braintree Town Centre

- Raised awareness and provided training around loan sharks

The priorities for 2016/17 are:

- Reduce the risk and impact of hidden harm
- Reduce re-offending
- Effective partnership working to meet emerging local threats and issues

The Office of the Police and Crime Commissioner has allocated the Community Safety Partnership £20,158 funding to deliver against the action plan. There is also the opportunity for the CSP to bid to the OPCC Gangs fund and the Community Initiatives Fund. Essex County Fire & Rescue Service also has a funding stream that CSP's are able to bid into for up to £5,000 per project.

Community Safety Partnership Hubs

We will be developing a hub within Braintree District Council for CSP partners to co-locate enabling them to deliver against the CSP priorities, share information, identify local needs and provide a multi-agency response to those needs.

Recommended Decision:

For Overview & Scrutiny to review the annual report (appendix 1) and make any recommendations to Cabinet.

Purpose of Decision:

To highlight any issues for the Cabinet Member to consider.

Any Corporate implications in relation to the following should be explained in detail.

Financial:	Future work of the CSP will be delivered within existing resources. The CSP has an allocated budget of £20,158 for 2016/17. If further funding is required there will be a requirement to apply via external funding streams.
Legal:	The CSP is a statutory partnership and must therefore adhere to legislation.
Safeguarding:	Ensure that all CSP partners have safeguarding policies and procedures in place.
Equalities/Diversity:	Taken into account within this report
Customer Impact:	Enhance the information available to the public
Environment and Climate Change:	None
Consultation/Community Engagement:	Information and data for the strategic assessment was received from Essex Police, BDC, Greenfields Community Housing, Safer Places and Victim Support. The CSP has a twitter page which enhances communication channels with the wider community and monitors public opinion.
Risks:	Restructures within partner organisations may have an impact on the delivery of the action plan. Loss of funding to the Community Safety Partnership.
Officer Contact:	Tracey Parry
Designation:	Community Services Manager
Ext. No:	2334
E-mail:	trapa@braintree.gov.uk

Annual Report

2015-16

Braintree District Community Safety Partnership Annual Report 2015-16

Foreword

The Braintree District Community Safety Partnership Annual Report outlines how local agencies have worked together to make the Braintree District a safer place and reduce the fear of crime during 2015-16.

The Crime and Disorder Act 1998 placed a joint responsibility upon specific agencies and other partners within the community to develop and implement strategies to protect their communities from crime and help people feel safe.

Throughout the year partners have worked together to deliver successful projects and initiatives against the identified priorities of Domestic Abuse, Sexual Offences and Violent Crime. Many of these are aimed at raising awareness, education and prevention as we feel these add value to the work delivered by local agencies on a daily basis.

We are proud of the achievements the Partnership has made and look forward to another successful year.



Andy Wright

Chair of Braintree District
Community Safety Partnership

Tracey Parry

Community Services Manager
Braintree District Council

Responsible Authority Group

The Responsible Authority Group is the strategic group of the Braintree District Community Safety Partnership and consists of strategic and operational officers who are collectively responsible for addressing crime, disorder and community safety across the Braintree District.

These organisations include Braintree District Council, Essex Police, Essex Fire & Rescue Service, Essex Community Rehabilitation Company, Mid Essex Clinical Commissioning Group (NHS), Greenfields Community Housing, Essex County Council Education, Family Solutions and Braintree District Voluntary Services Association.

The group has overall strategic responsibility for making sure that the priorities identified from the annual Strategic Assessment are outlined within the Action Plan, and the projects within the Action Plan are delivered.

Strategic Assessment

The Strategic Assessment is a statutory requirement for Community Safety Partnerships to complete on an annual basis, as per legislation in the Crime and Disorder Act 1998.

Statistical and contextual data is requested from partners, collated, analysed and used to inform key findings and recommendations for priorities moving forward.

The Strategic Priorities for 2015/16 were:

- Domestic Abuse
- Sexual Offences
- Violent Crime

Funding

The Office of the Police and Crime Commissioner for Essex had an annual Community Safety Grant of £1,282,180 for 2015/16 for Community Safety Partnerships, Youth Offending Teams and Drug and Alcohol Teams to submit proposals to.

The 14 Community Safety Partnerships were allocated £335,357 for 2015/16 to deliver activities that meet local priorities and the Police and Crime Plan.

Braintree District Community Safety Partnership received an allocation of £20,158.

Action Plan 2015/16

Braintree District Community Safety Partnership produces an annual Action Plan which underpins the priorities and sets out the allocation of budget and how local agencies will work together to meet the actions within the plan.

Task & Finish Groups were established against each of the Strategic Priorities. These groups were chaired by a representative from the wider Community Safety Partnership with support from the Community Safety Officer. The Task & Finish Groups had interested partners represented on them, an agreed Terms of Reference, and their principle role was to deliver against the action plan and provide quarterly monitoring to the Responsible Authority Group.

Key Achievements

Domestic Abuse

The Domestic Abuse Task & Finish Group was Chaired by Provide (NHS) and had representation from Essex Police, Braintree District Council, 4 Children, Education, Greenfields Community Housing, Victim Support and Safer Places.

Domestic Abuse figures for the previous year showed an increase in reports of Domestic Abuse by 1.1% with Braintree having the fifth highest rate of incidents in Essex, and the third highest rate of repeat incidents.

The CSP aimed to continue raising awareness of Domestic Abuse and encourage those who had experienced, or were living with, Domestic Abuse to report it.

Cut It Out Campaign

Building on the successes of previous years, the campaign has been extended to include rural hair salons. Six volunteers were recruited in partnership with Safer Places and Braintree Children's Centres. One of the volunteers has also taken on the role of contacting the salons and booking in the sessions as well as being able to deliver the training.

Support for Male Victims of Abuse

Three awareness posters were designed in conjunction with Safer Places and have been distributed to 34 pubs, 12 health & fitness facilities and 8 barbers. The posters aimed to encourage male victims of domestic abuse to seek help and support. We will continue to identify other places to display these posters across the District.

Sexual Offences

The Sexual Offences Task & Finish Group was chaired by Safer Places and had representation from Essex Police, Braintree District Council, Victim Support, Greenfields Community Housing, Crimestoppers and Essex County Council Education.

Sexual Offences data for the previous year identified a 16% increase in incidents.

Young Persons Independent Sexual Violence Advisor (YPISVA)

The Partnership has provided match funding with Epping Forest CSP and the Office of the Police & Crime commissioner for an YPISVA to deliver targeted work with young people; deliver workshops in schools in relation to consent, the law and responsibilities; and develop a referral and support pathway for schools.

The YPISVA has worked with nine young people and their families following referrals from schools, Essex Police and Social Care, providing them with or signposting them to specialist support services, supporting them through the criminal justice system, attending appointments and encouraging agencies to re-open cases.

The YPISVA also delivered education and prevention sessions in secondary schools across the District, reaching more than 1,000 young people.

Child Sexual Exploitation (CSE) Awareness

An information booklet was produced for parents and carers to explain what CSE is, how to spot the signs of abuse and where to go for further advice and support. More than 4,600 booklets have been distributed to four secondary schools, the Mid Essex Primary Schools Facilitator, Family Solutions, Youth Offending Team and local housing associations.

This booklet was recognised as an example of good practice and has been adapted by the Child Sexual Exploitation Project Manager at Essex Safeguarding Children Board into a countywide document.

Awareness material has also been produced and delivered to 29 hotels across the district. Two posters were created – one for reception staff, and another for cleaning staff - to help them spot the signs of exploitation and encourage them to report any concerns to the relevant authorities.

Safeguarding Vulnerable Passengers

The Partnership joint-funded a training event for 38 taxi drivers across mid-Essex. This was delivered by the charity Catch22 and Essex Police and provided an overview of CSE and how to safeguard vulnerable passengers.

A 'Taxi Safe' booklet was produced in partnership with Braintree District Council, and questions about CSE were added to the Knowledge Test for new drivers.

Safeguarding Awareness training - concentrating on the fact that taxi drivers are out and about in the community - has been delivered to taxi drivers. 38 attended in Witham and 31 attended in Braintree. Since this training two taxi drivers have reported information to the

relevant agencies about concerns they had for a young female and the behaviour of an adult within the community.

Violent Crime

The Violent Crime Task & Finish Group was chaired by the CSP Community Safety Officer and had representation from Essex Police, Braintree District Council and Crimestoppers.

Violent Crime data for the previous year showed a 19% increase in Violence Against the Person, and an increase of 13% incidents of Other Violence Against the Person.

The CSP recognised the need to engage with the Night Time Economy to work together to ensure residents and visitors to the District felt safe and to improve perceptions of the towns.

New Radios for Licensed Premises

New radios were purchased for four licensed premises within Braintree town centre to allow direct communication between businesses and the police. The Pub Link scheme aims to ensure any disturbances or potential disorder is dealt with efficiently and effectively. Any incidents of interest at venues are recorded and shared with partners on a monthly basis.

Body-Worn Video Cameras for Licensed Premises

Licensed premises have been invited to apply for funding from the Partnership to purchase body-worn video cameras to be used by their security staff. The aim is to provide both a deterrent to individuals who may cause disorder, and to assist with evidence gathering.

CCTV in Licensed Vehicles

Hackney Carriage drivers and operators have been offered the opportunity to receive match funding from the CSP to purchase and install CCTV within their vehicles. Initial conversations with the operators have highlighted a strong desire from the trade to work with the CSP to move this forward.

Other Achievements

Throughout the year the CSP recognised the need to understand the impact of the emerging 'hidden harm' agenda across the District, to engage with the community and to deliver initiatives and awareness campaigns to meet emerging issues.

The term 'hidden harm' describes the experiences of people affected by substance misuse, abuse, modern day slavery, hate crime and some instances of ASB.

People will often suffer in silence; their circumstances are often not known to services. They often do not know where to turn for help and the impact of their experience can have a deep and long-lasting impact on their lives. These impacts can include physical harm, impaired patterns of parental care, higher risk of emotional and physical neglect or abuse, poverty and material deprivation, inappropriate substitute caring roles, and exposure to drug and alcohol

using culture.

The CSP is committed to supporting not only an increase in understanding and awareness of the hidden harms our communities face, but encouraging those who are suffering to have the confidence to come forward and seek help from the Partnership and our services.

Current risks within Braintree District do not come from traditional crimes but from hidden harms as described above. By working together we will ensure a better support structure and positive environment is in place for our communities.

Hidden Harm Conference

A full-day Hidden Harm Conference was organised by Braintree and Uttlesford Community Safety Partnerships focusing on the issues of Child Sexual Exploitation, Gangs, Modern Day Slavery and Human Trafficking, with guest speakers from Catch 22, Essex Police and Stop The Traffik. It aimed to help professionals spot the signs of these harms and make sure they are aware of the appropriate support for victims; and to make sure every organisation is working together when dealing with these issues.

135 professionals attended the conference and feedback was very positive - 76% of those who completed the evaluation survey indicating they were Very Satisfied.

The conference was funded by the Police and Crime Commissioner and was held on Thursday 3rd December 2015, at Chelmsford City Racecourse.

Domestic Abuse and Road Safety Awareness Week

In November 2015 the Partnership participated in national Domestic Abuse Awareness Week, and Road Safety Awareness Week. Information boards containing advice and contact details of local support services were displayed in the reception of Braintree District Council's offices, and social media was also used to deliver key messages.

Legal Highs Awareness Training for Schools

The Partnership commissioned Essex Young People's Drug & Alcohol Service (EYPDAS) to deliver 'Legal Highs' training to school staff. The workshops aimed to deliver a baseline knowledge of the actions and effects of Legal Highs; knowledge of the history and popularity of the substances; and the principles of harm reduction and its application in real-life situations.

Three two-hour sessions were held in June, 2015 at Maltings Academy, Witham; The Ramsey Academy, Halstead; and Notley High School, Braintree. A total of 80 staff attended.

Feedback from the 80 members of staff who attended the sessions indicated increased awareness and understanding around Legal highs; and improved confidence for supporting and dealing with students and parents.

Loan Shark Awareness

Partners came together to support a 'Loan Sharks' awareness week during October 2015 which aimed to increase awareness of the approaches and tactics that illegal loan sharks adopt when targeting potential victims; create a legacy that will make it difficult for illegal loan

sharks to prosper in the district; and increase the confidence of residents so they can make informed financial choices on areas such as affordable lending and saving.

Training sessions were organised for frontline staff to help them spot the signs of a loan shark victim and how to offer support. An awareness session took place in Braintree town centre to engage with members of the public and promote the campaign's key messages.

Emergency Services Day

The Partnership took part in an Emergency Services Day in June 2015 for members of the public to meet their emergency services and learn about crime prevention including purse theft, fraud and counterfeit money, substance misuse and child sexual exploitation. The event took place in Braintree town centre.

Essex Restorative Justice Hub

The Police & Crime Commissioner for Essex has created a Restorative Justice hub, which is made up of agencies across Essex who work to support victims of crime, reduce offending and support communities. It gives victims, involved in a crime or conflict, the opportunity to meet or communicate with those who have offended against them in a safe way.

Victims are given the chance to explain to a criminal the impact a crime has had on them, ask questions of the offender and seek an apology. It enables offenders to be held to account for what they have done but also take responsibility for the harm they have caused. If a face-to-face meeting is not appropriate they can do so indirectly via letters or messages.

The CSP organised an awareness session for representatives from key local agencies to learn about the Restorative Justice process and how to refer cases into the system.

Community Payback

Unpaid Work is a sentence available to courts and is intended as both a punishment and means by which someone can make amends to the community for the harm they have caused. The courts can sentence anything between 40 and 300 hours of unpaid work depending on the seriousness of the crime or the person's record.

People sentenced to unpaid work are half as likely to re-offend as those sentenced to a short prison sentence. The sort of work they do - such as gardening, forestry, painting and decorating and carpentry - can be accredited by education providers, giving service users a recognised certificate. For many, this is the first qualification they have ever received and is an incentive to carry on with further education or apply for jobs. Research shows that if service users get a stable job, they are 30% less likely to re-offend.

The CSP organised an awareness session for partners to learn about the Community Payback process and how to nominate projects to be undertaken.

Partner Achievements

During 2015-16 members of the Braintree District Community Safety Partnership delivered a range of individual projects and initiatives which have contributed to the overall, shared aim to make Braintree District a safer place. Some of these are captured below:

Greenfields Community Housing

Think Safe Be Safe

Greenfields Community Housing worked with Essex Police to deliver the annual Think Safe Be Safe programme which aims to tackle a variety of issues affecting young people across the District.



This initiative aimed to raise awareness of crime, how to respond to it, and encourage young people to report any issues they witness, or are affected by, in confidence.

A number of interactive workshops were held to address issues including Internet Safety, Weapons Awareness and Street Safety. The programme reached 1,026 primary and secondary school pupils across eight individual schools in the Braintree District.

Support for victims of Domestic Abuse

Greenfields continues to support tenants who are victims or survivors of Domestic Abuse by referring cases to Safer Places, and providing a dedicated support group.

A Greenfields tenant said: "In 2014 I fled my home with my four-month-old daughter to escape domestic abuse from my partner. I had to live in a refuge and finally managed to get a home through the help of Greenfields and Braintree District Council. They have been so helpful and considerate; supporting me through everything to help make a home for us.

"My Greenfields Neighbourhood Co-ordinator, Lyn Lucas, has been exceptional with her support and guidance. She always makes me feel like I have made the right decision for me and my daughter and I really couldn't have survived this year without her support. I want to thank Greenfields for not making me feel like a victim, and making the transition as smooth as possible.

"Anyone who is thinking of leaving that situation, just remember that you're not alone and you can do it on your own with your children. It was the best decision I ever made."

Moving Forward

In 2016-17 the Strategic Priorities of Braintree District Community Safety Partnership will be:

- Reduce the risk and impact of Hidden Harm;
- Reduce Re-offending;
- Effective partnership working to meet emerging local threats and issues.

The Partnership will address these through the identification of agencies and resources that are best placed to respond and deliver improvements.

Finding out more

If you would like further information about us and our services, please telephone or write to us at our address below.

Braintree District Community Safety Partnership

Braintree District Council
Causeway House
Bocking End
Braintree
Essex CM7 9HB

Tel: **01376 552525**

Email: **communityservices@braintree.gov.uk**

Strategic Assessment

January 2016

Demographic Profile

Braintree is a large, mainly rural district that covers 612 square kilometres in north and mid Essex, and is the second largest Essex local authority in terms of geographical area. Whilst large in area, the district is only the fifth most populated of the 12 Essex local authorities.

The district consists of the two large market towns of Braintree and Halstead along with the 1970's urban 'expanded town' of Witham interconnected with many smaller villages and rural areas. Crossing the southern portion of the district are the two main arterial roads of Essex, the A12 and the A120 which provide the area with quick access to the rest of the county, London and Stansted Airport.

Braintree District has been one of the fastest growing areas in the country over the past decade. The population is projected to increase from 150,700 people (in 2014) to 175,600 people by 2035.



Introduction

The Strategic Assessment is a statutory requirement for Community Safety Partnerships to complete on an annual basis, as per the Crime & Disorder Act 1998.

This legislation placed a joint responsibility upon specific agencies to work together to protect their local communities from crime and to help people feel safer.

Braintree District Community Safety Partnership (CSP) is made up of representatives from:

- Braintree District Council
- Essex Police
- Essex Fire & Rescue Service
- Essex Community Rehabilitation Company
- Mid Essex Clinical Commissioning Group
- Greenfields Community Housing
- Family Solutions
- Education
- BDVSA (Braintree District Voluntary Services Association)

The purpose of this document is to inform partners about the scale and scope of crime, disorder and community safety within the Braintree District.

It should assist the partnership to understand the patterns and trends relating to crime, disorder and community safety as well as setting clear Strategic Priorities for the year and allocate resources accordingly.

The Assessment is a result of a comprehensive analysis of crime, disorder and community safety data for the Braintree District covering the period 1st October 2014 – 30th September 2015.

Data has been taken from a number of sources including iQuanta (Home Office), Essex Police Performance Data and CSP partner internal data.

Current Structure

RAG

The RAG (Responsible Authority Group) is the strategic group of the Community Safety Partnership and currently meets twice a year. The group consists of strategic and operational officers who are responsible in law for collectively addressing Crime & Disorder, Substance Misuse and Re-offending in the Braintree District.

This group have overall strategic responsibility for making sure that the priorities identified from the Strategic Assessment are outlined within the action plan and delivered.

Task & Finish Groups

Task & Finish Groups were established under the three priorities which included representatives from a variety of organisations including Children's Centres, Charities and the Community/Voluntary Sector who agreed to lead on specific projects and initiatives within the CSP's Action Plan.

The Task & Finish Groups, administered by the Community Safety Officer, meet on a regular basis to discuss progress, identify challenges and share good practice.

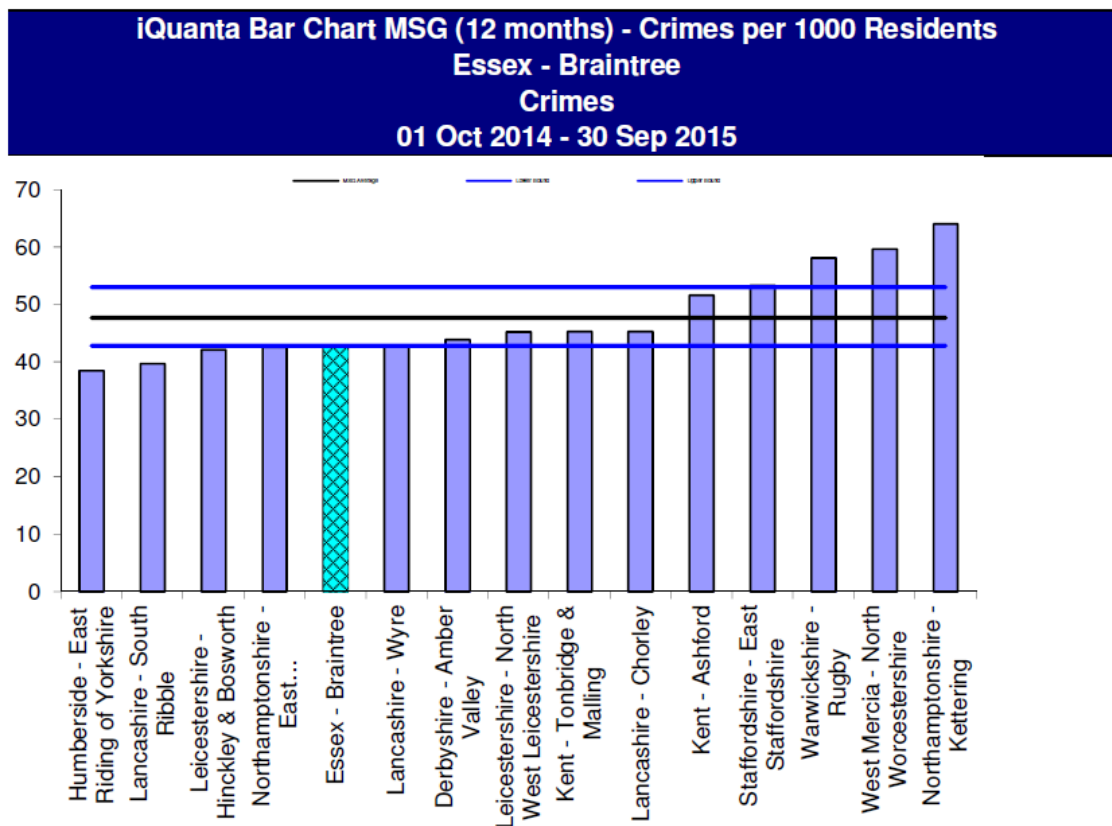
Summary of Data

Overall Crime

Essex Police data suggests there were 6,415 recorded crime incidents in the Braintree District from the 1st October 2014 – 30th September 2015.

Data from iQuanta has been used to compare levels of crime in the Braintree District with other areas that have similar socio-economic characteristics, also known as Most Similar Groups (MSGs).¹

This data indicates that the Braintree District has 43 crimes per 1,000 population. This is the fifth lowest compared to other areas, and below the average of 48.



¹ Most Similar Groups (MSGs) are groups of police force areas that have been found to be the most similar to each other based on an analysis of demographic, social and economic characteristics which relate to crime. MSGs are designed to help make fair and meaningful comparisons between forces. Forces operate in very different environments and face different challenges. It can be more meaningful to compare a force with other forces which share similar social and economic characteristics, than, for example, a neighbouring force.

Essex Police Performance Data breaks all crimes into separate sub-categories (listed below), however due to the nature of some crimes, one incident may fall into more than one category.

Offence	Oct 2013 – Sep 2014	Oct 2014 – Sep 2015	Rolling 12 month difference (number)	Rolling 12 month difference (%)	
All Crime	5790	6415	625	11	↑
Domestic Abuse	633	746	113	18	↑
Sexual Offences (Other)	73	200	127	174	↑
Anti-Social Behaviour	3579	3649	70	2	↑
Rape / Attempted Rape	43	58	15	35	↑
Burglary (Dwelling)	336	293	-43	-13	↓
Robbery (Personal)	18	24	6	33	↑
Drug Offences	205	189	-16	-8	↓
Criminal Damage	869	972	103	12	↑
Theft From Vehicle	493	434	-59	-12	↓
Theft of Vehicle	136	105	-31	-23	↓
Vehicle Interference	57	64	7	12	↑
Robbery (Business)	5	6	1	20	↑
Burglary (Other)	554	480	-74	-13	↓
Shoplifting	435	426	-9	-2	↓
Theft From the Person	85	84	-1	-1	↓
Theft (Other)	855	845	-10	-1	↓
Arson	31	30	-1	-3	↓

The top three offences which have seen **increases** are:

- Sexual Offences: **+127** incidents, **+174%**
- Rape / Attempted Rape: **+15** incidents, **+35%**
- Robbery (Personal): **+6** incidents, **33%**

The top three offences which have seen **decreases** are:

- Theft of Vehicle: **-31** incidents, **-23%**
- Burglary (Other): **-74** incidents, **-13%**
- Burglary (Dwelling): **-43** incidents, **-13%**

Youth Offending

Data provided by Mid Essex Youth Offending Team indicates that the introduction of widely used Community Resolutions has impacted massively on the reduction in young people coming to the attention of the team.

In the last year, approximately 1,300 community resolutions were imposed countywide, with approximately 250 being used as disposals in the Mid Essex area. A District breakdown of data is not available, but given the similar patterns in offending area, if this was split across the three Essex areas, the Mid-Essex team is dealing with at least 100 Community Resolutions being given to young people who could be in need of offence focused work. Some young people receive several community resolutions before coming to the attention of the Youth Offending Team.

As of January 2016, the most recent quarterly data indicates there were 23 Open Interventions during this period i.e. young people the Service is working with to reduce the risk of reoffending and harm to the public.

A total of 26 offences were recorded during this period (Assault x7, Robbery x2, Arson x1, Sex Offences x2, Theft x6, Burglary Dwelling x2 and Criminal Damage x3). This suggests a slight reduction compared to the previous available quarterly data, as of May 2015.

Risk Matrix

To ensure partnership data is managed in a consistent way, and that the right priorities are identified, a Risk Matrix is carried out before the Strategic Assessment is written. Using this assessment process ensures that partnership issues can be compared against each other in an intelligent and structured way. This process provides the CSP justification for why an issue is, or is not, included as a strategic priority (See Appendix A).

Strategic Priorities 2016/17

The Strategic Assessment process has identified three Strategic Priorities based upon consideration of current trends and projections, along with the volume of incidents and partner consultation. These priorities will provide the main focus for Braintree District Community Safety Partnership over the next 12 months:

1. Reduce the risk and impact of Hidden Harm

This year the CSP has agreed an approach to look at priorities on the 'hidden harms' that affect our residents and our communities. The term 'hidden harm' describes the experiences of people affected by substance misuse, abuse, modern day slavery, hate crime and some instances of ASB.

People will often suffer in silence; their circumstances are often not known to services. They often do not know where to turn for help and the impact of their experience can have a deep

and long-lasting impact on their lives. These impacts can include physical harm, impaired patterns of parental care, higher risk of emotional and physical neglect or abuse, poverty and material deprivation, inappropriate substitute caring roles, and exposure to drug and alcohol using culture.

The CSP is committed to supporting not only an increase in understanding and awareness of the hidden harms our communities face, but encouraging those who are suffering to have the confidence to come forward and seek help from the Partnership and our services.

Current risks within Braintree District do not come from traditional crimes, but from hidden harms as described above. By working together we will ensure a better support structure and positive environment is in place for our communities.

2. Reduce Re-offending

Reduce youth offending and re-offending of adults and young people, thereby reducing instances of domestic burglary, most serious violence, personal robbery and drug offences.

Re-offending affects families and communities and by reducing it we can help to increase community cohesion and improve the quality of family life. The fear of crime, whether real or perceived, can also have a very serious impact upon people and communities. Reducing re-offending and the visibility of crime can help to build stronger safer communities and increase public confidence in the criminal justice system.

3. Effective partnership working to meet emerging local threats and issues

In 2016/17 the CSP will be involved in the development of a Community Safety Hub which will allow partners to share data and information to identify emerging issues, work together to devise local solutions, and target resources accordingly.

A proportion of CSP funding will be available for partners to bid into, for specific projects. This will encourage wider partnership involvement and encourage local groups to tackle local problems.

Summary

Whilst overall crime incidents in the Braintree District has seen a slight increase, the district has the fifth lowest - and a below average - crime rate in relation to its comparable local authorities for the period of this Strategic Assessment.

The Braintree District Community Safety Partnership has identified the following Strategic Priorities for 2016/17:

- Reduce the risk and impact of Hidden Harm;
- Reduce re-offending; and
- Effective partnership working to meet emerging local threats and issues

The Partnership will address these through the identification of agencies and resources that are best placed to respond and deliver improvements.

BRAINTREE DISTRICT COMMUNITY SAFETY PARTNERSHIP ACTION PLAN 2015/16

PRIORITY: VIOLENT CRIME					
	PROJECT	LEAD AGENCY	PARTNERS	FUNDING/RESOURCES REQUIRED	OUTCOMES
Improve the perception of the Night Time Economy	Provision of body worn video recording devices	CSP	Essex Police Licensed Premises	£2,000	Reduce the incidents of violent crime Improve public perception of the District's Night Time Economy.
	CCTV in Licensed Vehicles	BDC Licensing	CSP Taxi Operators & Drivers	£3,000 for 20 – 30 cameras Minimum of 25% match funding from taxi firm or driver	Increased personal safety both for the taxi drivers and passengers Recordings used as evidence in criminal investigations.
Drugs & Alcohol links to Violence	Targeted Drug Operations	Essex Police	Open Road/EYPDAS	Funded from within Essex Police resources	
	High Strength, low cost alcohol sales in shops	Essex Police	Trading Standards	tbc	
PRIORITY: SEXUAL OFFENCES					
Young Persons Independent Sexual Violence Advisor	Extension of existing post until March 2016.	CSP (Braintree District Council)	Epping Forest CSP Victim Support	£6,000 Braintree CSP £5,000 Epping CSP External funding bid to the Community Safety Development Fund.	Number of young people referred and by whom Number of young people being worked with through targeted work Case studies and outcomes of targeted work Workshops delivered in

					schools and evaluations
Awareness Raising	Safeguarding Vulnerable Passengers Training for Taxi Drivers	BDC Licensing	CSP, Chelmsford CC, Maldon DC, Catch 22, Essex Police	£500 Training package	Increase the awareness & confidence of taxi drivers across the district in recognising safeguarding issues and reporting them. Number of taxi drivers attending training
	District Wide Campaign with hotels, fast food outlets, B & B's and 24 hour garages	CSP/BDC	Essex Police	£1,000 Training, information packs, promotional campaign	Increase awareness and encourage reporting.
	Develop an educational information pack for parents in relation to CSE, on-line grooming , etc	CSP/Victim Support	Education – primary and secondary	£1,000	Provide parents and carers with information to support them in keeping their children safe from harm.
PRIORITY: DOMESTIC ABUSE					
District Wide Awareness Campaign	Expansion of the Cut It Out Campaign in hairdressers located in the rural parishes. This will include the identification of volunteers who will receive training and support to assist in the delivery of the training. Expand partners on board with awareness	CSP	Safer Places, BDVSA Essex Libraries, Children's Centres	£4,000	Raise awareness of Domestic Abuse and increase confidence. Encourage third party reporting. Number of volunteers identified and trained. Number of awareness sessions delivered by volunteers in hairdressing salons. Increase in third party

	raising				reporting
Home Security	Develop a Home Safety information pack for low/medium risk victims to assist them in ensuring their home is safe and secure.	CSP	Safer Places, Housing Associations including Home group, GCH	£500	Number of packs distributed Increased security
Support for Male Victims and Elder Victims of Abuse	Develop specific awareness campaigns targeting males and the elderly.	CSP	Safer Places	£500	
GENERAL					
Public Reassurance (covering all 3 priorities)	Partnership Hub Vehicle	Essex Police	CSP/KIA Braintree	£1,500 (CSP) for one year lease of the vehicle Essex Police funding insurance, petrol KIA funding branding of car with logos	Improve public reassurance in hotspot areas Provide reassurance to victims of DA and deter perpetrators from visiting property/area victim lives in Raise the profile of the CSP and the Partnership Hub
REDUCE REOFFENDING					
Community Payback	Promote the use of and identify projects for Community Payback.	CRC/CSP	BDVSA/BDC	Nil	Reduction in Reoffending
Restorative Justice	Develop the use of restorative justice across the District.			Nil	Reduction in Reoffending
Youth Offending	Develop links into the Youth Offending Team	CSP	YOT	Nil	Reduction in Youth Offending

	and the work of the YPISVA.				
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Braintree District Community Safety Partnership

Action Plan 2016-17



	Project / Initiative	Description	Lead	Partner Input	Funding	Outcomes
1.	PRIORITY: Reduce the risk and impact of Hidden Harm, and Reduce Re-Offending					
1.1	Explore options for a Vulnerable Persons Referral worker	To case manage vulnerable people who have been exploited or cuckooed to mitigate risk & impact.	Essex Police	DWP Open Road SERICC BDC One Support	£40K (Salary & on-costs) or commission an existing service to take referrals. Explore alternative funding streams £5,000 CSP contribution	Reduce the level of vulnerability for individuals that have been exploited or cuckooed.
1.2	Gangs and Serious & Organised Crime	Deliver a seminar for strategic leads to gain an understanding of the emerging issue within the District. Formation of a local action plan.	CSP Officer / BDC CSP	Essex Police ALL	£5,000 CSP contribution	Increase awareness of issues affecting the district. Agreed partnership approach for dealing with gangs.

	Project / Initiative	Description	Lead	Partner Input	Funding	Outcomes
	Gangs and Serious & Organised Crime	Essex Police to identify young people involved in the supply and use of illegal substances, via Operation Pineapple. Provision of targeted interventions for those young people identified.	Essex Police	Youth Offending Greenfields CH Fusion (?) BDVSA Other youth service providers		
1.3	Safer Living for Older People	Identify current outreach services provided by partners. Agree a co-ordinated approach to identifying & targeting the most vulnerable with key messages linked to safety, fire safety, health, etc.	CSP Officer / BDC	Health Essex Fire & Rescue Service Essex Police CVS Housing Associations	£5,000 CSP contribution Bid to ECFRS Health & Well Being Board	Improved partnership working. Reduce the fear of crime. Increase awareness of community safety issues. Reduce the duplication of resources.
1.4	Raise awareness of Domestic Abuse	Hold a partners workshop to provide information on the gateway to services including IDVA, Community Outreach and Refuge via Safer Places	CSO/Safer Places		£500 CSP contribution	Increase the number of referrals to Safer Places Outreach Service.

	Project / Initiative	Description	Lead	Partner Input	Funding	Outcomes
	Raise awareness of Domestic Abuse	Retail awareness campaign using Argos receipts			£1,000 CSP	
2.	PRIORITY: Effective Partnership Working to meet emerging local threats and issues					
2.1	Braintree Community Safety Hub	Develop a community safety hub for the District.	Essex Police	CSP	OPCC	Improved partnership working.
2.2	Media Campaigns	Proactive media campaigns targeting emerging areas of concern e.g. vehicle theft.	Essex Police / CSO	CSP	£2,000 CSP contribution	Raise awareness and challenge perceptions Reduce the fear of crime Increase public reassurance
2.3	Develop the use of community volunteers	Work with Neighbourhood Watch and Community Agents to deliver community safety messages.	Essex Police / CSO		£1,000 CSP contribution Equipment including: coats, ID cards etc.	Reduce the fear of crime. Improved and timely reassurance messages to the community.
2.4	Taxi Driver Training	Deliver safeguarding vulnerable passengers training for taxi drivers.	BDC Licensing		£500 CSP contribution	Increase the awareness & confidence of drivers across the District in recognising safeguarding issues and reporting them. Number of taxi drivers attending training.

Report of the Task and Finish Group - Bus Services and Community Transport		Agenda No:7
Portfolio	Health and Communities	
Corporate Outcome:	Residents live well in healthy and resilient communities where residents feel supported	
Report presented by:	Cllr. Iona Parker, Chair of the Bus Services and Community Transport Task and Finish Group	
Report prepared by:	Jo Albin, Head of Housing and Community	
Background Papers:	Public Report	
Minutes of Task and Finish Group meetings held on:	Key Decision: No	
29th October 2015		
2nd December 2015		
23rd February 2016		
19th April 2016		
Executive Summary:		
The Bus Services and Community Transport Task and Finish Group reviewed these services in the Braintree District as part of this Committees work programme for 2015/16.		
The eight recommendations arising from this review are set out in this report.		
Recommended Decision:		
Members are requested to consider the attached report and to consider the recommendations to Council on the 17 th October 2016 and Cabinet on the 29 th November 2016 arising from the review of bus and community transport services across the district.		
Purpose of Decision:		
To agree the report of the Bus Services and Community Transport Task and Finish Group and enable the report to be referred to Council and Cabinet.		

Any Corporate implications in relation to the following should be explained in detail.	
Financial:	None arising out of this report.
Legal:	None arising out of this report.
Safeguarding:	None arising out of this report.
Equalities/Diversity:	None arising out of this report.
Customer Impact:	None arising out of this report.
Environment and Climate Change:	None arising out of this report.
Consultation/Community Engagement:	As part of this review the Task and Finish Group met with representatives from Essex County Council, Mid Essex Clinical Commissioning Group and Braintree District Council's Community Transport Team.
Risks:	None arising out of this report.
Officer Contact:	Jo Albini
Designation:	Head of Housing and Community
Ext. No:	2118
E-mail:	jo.albini@braintree.gov.uk

Braintree District Council

Report of the Bus Services and Community Transport Task & Finish Group

July 2016

At the request of the Council's Overview and Scrutiny Committee a Task and Finish Group was established to review Bus and Community Transport in the district.

Task and Finish Group Membership

Cllr. Iona Parker (Chair)
Cllr. Julia Allen
Cllr. Mary Cunningham
Cllr. John Goodman
Cllr. Andrew Hensman
Cllr. Jackie Pell
Cllr. Lyn Walters
Cllr. Sue Wilson

1. Agreed Terms of Reference

Members agreed that the terms of reference for the Bus and Community Transport Task & Finish Group would be as follows:-

- 1.1 To develop a clear understanding about the interactions between relevant bodies in developing and running passenger bus services:-
 - (a) Essex County Council (Passenger Transport)
 - (b) Private bus companies
 - (c) The District Council; particularly with respect to Community Transport
- 1.2 To consider the development of and outcomes of the Essex County Council Passenger Transport Strategy.
- 1.3 Consider the public bus links within the district with a focus on:-
 - (a) Links from and to major centres
 - (b) Links to key facilities / and other transport
 - (c) Rural connections
 - (d) Hospital transport
- 1.4 Consider where there are key gaps in the provision of passenger transport and overlap.
- 1.5 With respect to the Community Transport Scheme:-
 - (a) To understand the service currently delivered, including its scope service volumes, range of operation and the cost.
 - (b) To consider whether it is (or is capable of) meeting the gaps in passenger transport provision.
 - (c) Suggestions for publicity/improve awareness.

2. **Meeting Dates**

29 October 2015
2 December 2015
23 February 2016
19 April 2016

3. **Presentations on three subject areas were received from:-**

Tracey Corcoran, Community Transport Manager, Braintree District Council
Rachael Price, Area Review Manager (Uttlesford and Braintree), Essex
County Council
Matt Carter - Mid Essex CCG Commissioning Manager
Nadia Kelsey - Contract and Commissioner Support Team CCG
Kerri de Longe - ERS Medical Account Manager

4. **Braintree District Council's Community Transport Service**

- 4.1 Community Transport Schemes operate across the country, many operate as independent charities usually supported with funding from Councils.
- 4.2 In the Braintree District the Community Transport Scheme is run by the District Council, with 2016/17 budgeted income totalling £214,990 including an annual revenue grant from ECC of £105,541, an anticipated income of £5,000 Bus Services Operators Grant from The Department of Transport and £104,450 raised from fees and charges from service users. The controllable operating costs of the service are budgeted at £250,970 (mainly salaries and vehicle running costs). BDC owns seven mini buses which need replacing about every eight years requiring capital funding of around £40,000 each.
- 4.3 There are 7 staff employees, 5 office based staff (4FTE's) and two staff drivers and approximately 50 volunteer drivers. The service is always seeking new volunteer drivers and sometimes cannot meet all journey requests. When this is the case, priority will be given to essential journeys such as GP appointments and shopping. Journeys have to be booked 2 days in advance by ringing the Community Transport Team at BDC.
- 4.4 The scheme offers fully accessible transport services for residents who are unable to access conventional public transport due to:-
- A disability, temporary or permanent
 - Restricted mobility
 - Difficulties getting on and off a bus
 - Rural/social isolation
 - Needs are not met by existing public transport services

4.5 The service can mainly be used for:-

- Shopping
- Local health related appointments including return trips to Halstead and Braintree community hospitals
- One way trips to Broomfield and Colchester hospitals
- Visits to family and friends
- Visits to social and day care centres
- Further education
- Rehabilitation classes
- Lunch clubs

4.6 In 2014/15 the Scheme made over 60,000 passenger journeys, in 2015/16 there was a decline in passenger journeys and 56,673 were made. Across Essex, around 8 schemes are experiencing a fall in passenger journeys, and 5 Schemes an increase.

4.7 Services offered in 2015/16 comprise of:-

Social Car Scheme for individuals: This involves passengers making a contribution towards the cost of their trip. The majority of the trips are for the minimum cost of £3.00 each way for any journey up to five miles. Journeys in excess of five miles are charged at 60p a mile. Volunteer drivers use their own cars and mileage costs of 45p per mile are met by the passenger and/or subsidised by Community Transport. The Scheme operates primarily on weekdays with a skeleton service offered at the weekend. It takes longer to assist those passengers who have dementia or Alzheimer's.

2014/15 28,299 passenger journeys were made

2015/16 27,409 passenger journeys were made

Minibus Hire Scheme for groups: Groups pay a cost of £1.25 a mile or £25 minimum fare and hire the Council's minibuses for social events, clubs, day trips and support groups. Groups can use one of the Council's volunteer drivers or their own driver. Approximately 200 groups are registered with the scheme.

2014/15 25,707 passenger journeys were made

2015/16 23,775 passenger journeys were made

Dial-a-ride Scheme for wheelchair users: These types of journeys use one of the Council's fully accessible minibuses operated by staff drivers. The usage and cost of this scheme is the same as the Social Car Scheme.

2014/15 2,489 passenger journeys were made

2015/16 1,722 passenger journeys were made

Membership Fees:

There is an annual membership fee of £15 for individuals who use the social car scheme and/or the dial a ride scheme. For mini bus hire, the group membership fee is £20 per annum.

Shopper Bus: This was independently funded by ECC with 7 set routes in the most rural areas. Each route ran one day per week enabling access to the nearest town and its services. Passengers were able to use their concessionary bus pass or pay a flat fare of £4 for a return journey. In 2014/15 4,553 passengers used this Scheme and in 2015/16 3,767 passengers used this scheme. The service has now ceased with the introduction of a new Demand Responsive Transport Scheme in April 2016. BDC continue to run the Stisted Shopper Bus Service on a Wednesday under contract to ECC and every other Saturday in an arrangement with the local parish.

- 4.8 BDC has to provide monitoring information to ECC. ECC are prepared to subsidise up to £5.00 per passenger journey. The ECC subsidy to Braintree Community Transport for 2015/16 was £1.85 per passenger journey. Volunteers give approximately 1,600 hours per month and this equates to around 11 full time drivers.
- 4.9 It is over 5 years since BDC last reviewed the service and now intends to carry out a comprehensive review of the service in 2016/17.
- 4.10 This is a link to a film made in 2015 that was made to promote the need for volunteers for the service:-

<https://www.youtube.com/watch?v=DYJOsvj1KAU>

5. **Essex County Council – Their Role in Bus Transport**

Public Passenger Transport - In Essex 85% of local bus services are provided commercially and around 15% are supported by ECC. The Council runs a tender process and pays for services with money from taxpayers and fare payers. The total spend for this amounts to £64 million a year.

Statutory Services - ECC, in accordance with its statutory duty, will provide free home to school transport for children of compulsory school age to the nearest available school, provided the school is 2 miles or more away for children below the age of 8 and 3 miles or more away for children aged eight and above. There are also statutory requirements for some adult social care work and for looked after children and to consider local bus services and transport information. ECC stated that there is no statutory responsibility for

home to school travel for 16 to 18 year olds and the cost for parents is £900 per year, although ECC have a discretionary scheme where assistance may be available with half of the cost for low income families. The group noted that it is now compulsory for 16 to 18 year olds to stay in education or training.

Discretionary Services - Under the Transport Act 1985 s63 ECC has a continuing statutory duty to secure the provision of such public passenger transport services as the Council considers it appropriate where there are gaps in the network of services provided by commercial operators. The main services provided by ECC include evenings, Sundays and services to rural areas. The total spend of this amounted to £8.3 million annually.

English National Concessionary Travel Scheme (bus passes) - Members were advised that the English National Concessionary Travel Scheme is a national scheme jointly funded by the Government and ECC. The funding had been distributed across Essex to assist in the transportation of older people. The total funding amounted to £19 million a year.

Review of Essex County Council's Local Bus Strategy – ECC conducted a review of Local Bus Strategy in September and October 2015. The proposals for revising contracted local bus services in Essex (those funded by the County Council) were approved by Cabinet on 19 November 2015. Services were tendered and awarded in February 2016. This revised network started on 10 April 2016. This is a link to the Bus Review and contains details of route changes and also comments from residents in each district on the proposals.

<http://www.essexhighways.org/Transport-and-Roads/Getting-Around/Bus/Bus-review.aspx>

Demand Responsive Transport - As part of the Bus Review, demand responsive transport is now replacing some routes in some of the most rural villages in the Braintree District. This is being operated by Arrow Taxis. The demand responsive services in the Braintree District are the DaRT2 and DaRT3 service. Leaflets regarding the services are attached below. Passengers book the service by telephone and can be collected from their home and taken to and from anywhere in the DaRT area as well as to the local towns and health facilities. The service is available for use by anyone but those without bus passes have to pay. Further details can also be found at the following link:

<http://www.essexhighways.org/Transport-and-Roads/Getting-Around/Bus/Demand-Responsive-Transport-DaRT.aspx>



DaRT 2 Leaflet.pdf



DaRT 3 Leaflet.pdf

6. **NHS Mid Essex Clinical Commissioning Group – Non Emergency Hospital Transport Commissioning**

- 6.1 Non-Emergency Patient Transport Service (NEPTS) for Mid Essex is now commissioned by Mid Essex Clinical Commissioning Group (Mid Essex CCG). Mid Essex CCG has entered into a contract with ERS Medical to provide NEPTS. ERS Medical has 30+ vehicles solely for the use of the Mid Essex contract; bookings are made via a national call centre.
- 6.2 Each CCG has their own NEPTS Provider, with varying models of provision; there is an increasing shift towards only offering the service to patients registered with GP Practices within the CCG area.
- 6.3 For transport from hospital, it is now hospital's responsibility to contact the relevant CCG to ascertain which NEPTS Provider is to undertake journeys for each patient.
- 6.4 Mid Essex CCG currently arranges transport for patients registered outside of their catchment area, then they identify the correct CCG and send an invoice in order to recover the costs, a procedure known as recharging.
- 6.5 Transport can be refused on safety grounds and the contract states that transport should not be delivered after midnight; however there are exceptions to this due to extenuating circumstances.
- 6.6 All transport vehicles are fitted with standardised medical equipment.
- 6.7 Challenges include varying eligibility criteria across CCGs and the CCG boundaries not being coterminous with Community Transport/ District Council boundaries.
- 6.8 Budgets for NEPTS are unpredictable. The Mid Essex CCG has a Block Contract with ERS Medical based on an assumed level of activity. There is a fixed amount allocated of £1.5 - £2 million per annum for this activity. This does not include Extra Contractual activity or recharging from other CCGs.
- 6.9 There are Specialist Centres across the UK commissioned by NHS England but these do not have a budget for NEPTS.
- 6.10 Journey types covered by the contract include:-
 - Outpatient: for those patients attending outpatient clinics, diagnostic departments and treatment areas within the acute and community sites of Mid Essex (and Colchester Hospital and the Patient Care Centre at Colchester). Patients are collected from their place of residence, taken to their appointment and returned to their place of residence.

- Day Care: as above but where the treatment is likely to be more than 4 hours in duration.
- Discharges: usually from a hospital ward, to a place of residence or to a designated on-going care facility, such as a Care Home.
- Admissions: usually from a place of residence within Mid Essex to an acute or community hospital within mid Essex.
- Transfer: where a patient is to be transferred between two medical facilities, such as acute and community hospitals or specialist hospitals for further treatment.

Patients outside the scope of the NEPTS contract include:-

- Any patient being collected from outside the Mid Essex CCG area unless registered with a Mid Essex GP Practice (where they reside outside the CCG boundaries).
- An appointment for treatment outside of the Mid Essex CCG area (other than Colchester Hospital and the Patient Care Centre at Colchester).
- A transfer from a Mid Essex site to a hospital or treatment facility outside the Mid Essex area.
- A transfer from a hospital outside Mid Essex to a hospital or treatment facility within Mid Essex.

6.11 **Eligibility for NEPTs** - Eligibility for NEPTS focuses solely on mobility and does not take into consideration age, distance and financial circumstances. There is no cost to the patient for this service as the NHS is free at the point of access.

6.12 In Mid Essex certain patient cohorts are automatically eligible; these include patients in receipt of renal care and oncology, patients with tracheotomies, and patients requiring stretchers.

6.13 The Healthcare Travel Cost Scheme is available to patients that are mobile and therefore not eligible for NETPS but who are financially challenged. See link for full details:-

<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx>

6.14 CCGs are not responsible for Primary Care transport, for example getting to and from a local GP appointment.

6.15 **The Braintree District Community Transport Scheme and getting people to hospital appointments** – The Scheme can provide transport one way only to either Broomfield Hospital or Colchester Hospital. This would be either via the social car scheme or sometimes in a mini bus. The passenger needs to be member of the Community Transport Scheme and the current cost of each trip is 60p per mile plus an additional 60p per mile back to the district border, which is around half the price of a taxi.

- 6.16 The Scheme is largely dependent on volunteer drivers to provide this service. The reason why only one way transport can be offered is that there are not the volunteer resources for the driver to sit and wait for the passenger.
- 6.17 The Community Transport Team are aware about the eligibility for NEPTS and the Healthcare Travel Costs scheme so that customers only use Community Transport for trips to hospital where they are not eligible for NEPTS and claim travel costs where they can.

7. Other Matters Raised During the Review

- 7.1 **Total Transport Review** - A successful joint bid by Suffolk County Council and Essex County Council went to The Department for Transport in February 2015 for funding to carry out a review. Letters of support for the bid were received from the operators, CCGs, West Suffolk Hospital and West Suffolk College. Total Transport Pilot Fund Futuregov were the organisation appointed to carry out the review of getting around in rural communities. The areas included in the review are South Waveney (centred on the Ilketshalls and All Saints) Uttlesford, Stowmarket, Tendring, Rural hinterland of Bury St Edmunds, Colchester and Sudbury. This review is due to report in the near future.
- 7.2 **Chelmer Valley - Broomfield Hospital Park and Ride Shuttle Bus (Pilot service)**
Essex County Council and Mid Essex Hospital Services NHS Trust are currently piloting a service between Chelmer Valley Park and Ride and Broomfield Hospital from 30 November 2015 for a period of 12 months. The group raised concerns about how this is being promoted both at the Park and Ride site and Broomfield Hospital.
- 7.3 **Cabinet – 14th June 2010 - Report on the outcomes from the Recommendations of Bus and Rail Task and Finish Group**
The Task and Finish group also had regard to this 2010 report.
- 7.4 **The Coggeshall Community Bus** – This service was started in 1982, and is totally run by volunteers. It provides a unique service, which provides morning and evening commuter runs to and from Kelvedon Station, as well as local midday runs to provide an invaluable transport link around Coggeshall and to Kelvedon. The service operates on a not-for-profit basis, and is completely self-financing.
<http://www.coggeshallbus.co.uk/>
- 7.5 **Travel Aid for Parents of Sick Children (TAPS) – A small local scheme offering help with travel costs to hospital for parents with an ill child. The contact to find out more about this scheme is Halstead Town Council. This is for families in Halstead.**

8. Summary and Recommendations

8.1 Demand Responsive Transport (DaRT)

This has replaced some Essex County Council subsidised bus routes including the Shopper Bus service. DaRT was introduced in parts of the Braintree District in April 2016.

We will need to see what impact this has on the District's Community Transport Scheme, particularly on the social car scheme in the DaRT 2 and 3 areas. Residents with a bus pass will be able to use this on the DaRT Transport whereas the social car scheme costs the passenger 60p per mile. It may be that it will not be necessary to operate the social car scheme in these areas although DaRT will not replace the service provided by the minibuss hire scheme.

Recommendation 1

The Council should follow the implementation of the service in the district by attending relevant Essex County Council meetings. This is in order to understand how the service is operating in practice and to assess any possible impact on the Community Transport Service.

8.2 Total Transport Review for Essex and Suffolk

Recommendation 2

We need to follow this review which looks at services in rural areas and has a relevance to the Braintree District.

8.3 Community Transport

Community Transport helps meet the needs that are not met by conventional public transport. The service supports primarily older people and people with physical disabilities. It enables access to essential services such as health related appointments and shopping but also has a significant role in preventing social isolation by supporting people to visit friends and other social trips.

The service is dependent on annually determined grant support from Essex County Council and funding from Braintree District Council. Braintree District Council will undertake a review of the service in 2016/17 and financial aspects of the service will be included in the review. The fact that funding is only provided on an annual basis does make it difficult to plan over a longer term, in particular it makes it difficult to make investment decisions and bid for contracts. Funding for a two year period or longer would be preferable.

There is a need for continued discussion with the CCG, community hospitals, GP surgeries, social prescribers and Citizens Advice to raise awareness of the Community Transport Service and there may be the potential for some direct services.

Volunteers are essential to this service and there is also an ongoing need to promote the need for volunteers.

The Community Transport Scheme can register and operate bus routes and this may sometimes be a possibility where a commercial route may no longer be viable. It may be possible to operate a limited service although Braintree District Council will need to be confident that drivers are available to operate a service. If registered bus routes do not run there are both reputational risks and also fines to be paid.

Recommendation 3

There is a need to look at the issues regarding future funding of the District's Community Transport Scheme as part of the review of Community Transport in 2016/17. The review should consider whether it would be possible to provide funding for a period which is longer than one year.

Recommendation 4

There should be further engagement with health providers to raise awareness of the Community Transport Service and build ongoing relationships with the CCG, local GPs and social prescribers to enable the different services to work more closely together.

Recommendation 5

The Community Transport Service currently offers transport only one way to Broomfield Hospital or Colchester Hospital for outpatient appointments. It is recommended that the provision of a return journey either by using Community Transport or another provider should be thoroughly explored.

Recommendation 6

To review how the Community Transport Service is promoted to both potential users of the service and people who may be interested in volunteering. This should include the CCG, community hospitals, GP surgeries, social prescribers and Citizens Advice and should also include the possibility of advertising via social media. The review should bear in mind the need to balance demand for the service with the number of volunteers.

To look at internal resources to assist with the marketing and promotion of the Braintree District Community Transport Service.

8.4 Increased awareness by providers and customers of the range of transport services available

This issue was raised in relation to a range of transport matters and it was recognised that it can be challenging to promote public transport particularly:-

Community Transport

Non-Emergency Hospital Transport

The Healthcare Travel Costs scheme

The Pilot Parking Scheme at the Chelmer Valley Park and Ride

Recommendation 7

That the Council contacts the local hospitals, clinical commission groups and Essex County Council to share this report with them and to look at ways of jointly promoting these services.

8.5 School Transport

We have identified the issue of transport for children of 16 plus who remain in education and transport costs having to be met by parents. It is now compulsory for children between 16 and 18 to remain in education or training.

Recommendation 8

That the Council notes this issue and asks Essex County Council whether they would consider providing free transport to school or college for this age group. If ECC declines, that the Council write to its local Members of Parliament on the provision of free transport to school or college for 16 to 18 year olds.