



# Minutes

Name of meeting	<b>CORPORATE SCRUTINY COMMITTEE</b>
Date and Time	<b>TUESDAY 12 JANUARY 2021 COMMENCING AT 5.00 PM</b>
Venue	<b>VIRTUAL (MS TEAMS)</b>
Present	Cllrs R Hollis (Chairman), D Andre, S Hendry, J Hobart, J Jones-Evans, C Quirk, M Beston and P Fuller
Co-opted (Non-Voting)	Sheila Weedall (HALC)
Cabinet Members	Cllrs B Abraham, P Brading, S Hastings, S Hutchinson, C Mosdell, G Peace, B Tyndall, D Stewart, I Ward
Also Present	Cllrs G Brodie, K Love, L Peacey-Wilcox  Chris Ashman, Simon Bryant, Steve Crocker, Jayne Dando, Natasha Dix, Laura Gaudion, Amanda Gregory, John Metcalfe, Alex Minns, Sean Newton, Wendy Perera, Chris Potter, Colin Rowland, Paul Thistlewood, Megan Tuckwell, Andrew Wheeler, Abigail Wilkinson  Katie Hayward (Sovereign Housing Association), Phil Horton, Rob Gillespie (Island Roads), Sarah Jackson (Hampshire Constabulary), Gordon Pownall (IW CCG), Nikki Shave (Hampshire County Council), Barbara Swyer (Community Rehabilitation Company and Probation)

---

39. **Election of a Vice Chairman for the Day**

Due to the absence of Cllr Michael Lilley, the committee felt it was necessary to elect a Vice Chairman for the day.

RESOLVED:

THAT Cllr Debbie Andre be elected as vice chairman for the day.

40. **Minutes**

Members noted that the committee requested an update in January 2021 on the Commercialisation Strategy however this was scheduled on the workplan for October 2021. It was clarified that this delay was due to the Council's ability to deliver the strategy during its response to the Covid-19 pandemic.

RESOLVED:

THAT the Minutes of the meeting held on 10 November 2020 be confirmed.

41. **Declarations of Interest**

Cllr Paul Fuller declared an interest in item 47e, the Isle of Wight (Parking Places) Order 2020, as the local ward member for Cowes West and Gurnard.

Cllr Julie Jones-Evans declared an interest in item 43a, Covid-19 Response and Recovery, as the Director of Isle of Wight Chamber of Commerce.

42. **Public Question Time - 15 Minutes Maximum**

Tracy Mikich of Ryde submitted a written question regarding the Floating Bridge. (PQ01-21)

Simon Avery of Seaview submitted a written question regarding the Community Safety Partnership. (PQ02-21)

43. **Updates on current issues:**

43.1 **Covid-19 Response and Recovery**

The Deputy Leader and Cabinet Member for Strategic Finance & Covid-19 Recovery provided a verbal update on the current position. Members reflected on the key elements contained within the Recovery Plan and noted the various activities underway to support recovery. The Chief Executive advised that the number of positive cases over a seven-day data period were increasing, driven by the new variant of the virus. A new mobile testing unit had opened at the 1Leisure Medina site, four primary care sites were being utilised for the vaccination programme, and the updated business support website had been launched.

Discussion took place regarding; the contents of free school meal parcels, the availability of local data regarding the roll-out of the vaccination programme, the current position on staying in vehicles during cross-Solent journeys, and whether the Council was looking to reintroduce social-distancing measures in town centres (such as widening pavements). The actions being taken to re-enforce the key messages about staying at home to reduce the current levels of infection on the Island were noted.

RESOLVED:

THAT the update be noted.

43.2 **Floating Bridge**

The Leader advised that the design, build, and performance of Floating Bridge 6 was subject to legal action through mediation. It was confirmed that the Council had submitted a substantial claim and details around this could not be discussed pending the conclusion of legal actions. The Leader anticipated that the matter would be resolved shortly, and a written report would be provided to the next meeting of the Committee in February 2021.

The local ward member for Cowes Medina raised questions around the recent repairs to the hydraulics and pressure gauges and requested an update on the proposed installation of side thrusters. The Leader confirmed that details around the pressure

gauges, in addition to the minutes from previous meetings of the Floating Bridge Project Board, would be circulated to Committee and local ward members.

RESOLVED:

- i) THAT the update be noted.
- ii) THAT the Leader report to the Committee at its meeting in February 2021 on the outcome of the legal process and mediation, including an update on the proposed next steps regarding the future of the Floating Bridge.

#### 44. **Isle of Wight Community Safety Partnership Annual Report**

The Chair of the Isle of Wight Community Safety Partnership (CSP) presented the statutory annual strategic assessment, which provided statistical analysis and information on crime for 2019-20. It was highlighted that overall crime rates continued to reduce. Members were advised that the assessment reviews data from the 2019-20 financial year and therefore does cover the impact of the pandemic on crime and anti-social behaviour. It was reassured that the CSP had worked throughout the period to address emerging issues, and it had been reported anecdotally that certain areas of crime had been particularly impacted by lockdown restrictions.

Discussion took place regarding; statistics as indicators of increased police activity, circumstances leading adults to reoffend, quantifiable targets against trends and themes, the role of undiagnosed special educational needs in young offenders, and road safety. Concerns were noted that the inclusion of the prison population was distorting the data, however it was confirmed that this information must be included as part of the Isle of Wight's population. It was requested that the CSP continue to look at ways of enhancing its working relationship with town, parish and community councils.

RESOLVED:

THAT the Strategic Assessment 2019/20 be considered and scrutinised, the updated Strategic Plan 2020/2022 be acknowledged, and the committee confirmed it is satisfied that the partnership is fulfilling its statutory duty.

#### 45. **Performance Reports:**

##### 45.1 **Highways PFI Contract**

The Cabinet Member for Infrastructure and Transport presented the performance report in respect of the Highways PFI contract and welcomed any comments by the Committee. Questions were raised regarding delivery of the contract and whether any penalties had been issued. It was noted that projects involving structures were still to be completed before Milestone 14 could be accomplished. Discussion took place regarding the identification of priority roads and communication with local residents, and members were reminded that they could raise individual queries regarding the priority of schemes with Island Roads.

RESOLVED:

THAT the Highways PFI contract performance report for the period August 2020 to November 2020 be noted.

#### **45.2 Waste Contract**

The Cabinet Member for Environment, Heritage and Waste Management presented the performance report in respect of the Waste contract and welcomed any comments by the Committee. Discussion took place regarding food waste, textiles, bottle banks, one-off collections, and the garden waste service. The use of town and parish councils to help promote recycling initiatives was highlighted. The Strategic Manager for Waste & Environment outlined the reporting process for instances of fly-tipping, and confirmed the steps that should be taken by householders using alternative means of disposing of waste by private contractors to prevent fly-tipping.

RESOLVED:

THAT the waste contract performance report for the period July 2020 to September 2020 be noted.

At the conclusion of discussion, the Committee adjourned for a 10-minute comfort break.

#### **46. Budget Proposals for 2021-22**

The Cabinet Member for Strategic Finance & Covid-19 Recovery provided an update on the approach being taken in respect of budget strategy for 2021-22. It was advised that the budget setting would be in line with the medium-term financial plan and it was critical that the budget be balanced by the end of the financial year.

Members were advised that an overspend would need to be recovered in coming years, and future budgets would need to cope with a projected loss of income due to the pandemic (particularly the impact of lockdowns on revenue streams such as parking and leisure centres). Discussion took place regarding financial resilience and uncertainty, particularly regarding government funding. The Fair Funding Review had been postponed and it was anticipated that the earliest changes would come into effect for the 2022-23 financial year.

It was advised that innovative ways to generate income were being looked into. It was confirmed that final proposals would be determined over upcoming weeks, prior to presentation to this Committee, the Cabinet and Full Council in February 2021.

RESOLVED:

THAT the approach being taken in respect of the budget strategy for 2021-22 be noted.

#### **47. Comments on other items to be considered by the Cabinet**

##### **47.1 Forest Road/ Whitehouse Road Junction**

The Cabinet Member for Infrastructure and Transport presented the report which sought the Cabinet's agreement to make improvements to the junction and to undertake a speed review, following a three-vehicle collision in April 2019 which

resulted in the death of a passenger and three others sustained serious injuries. Members expressed their condolences to the families of those affected by the collision.

RESOLVED:

THAT the recommendations to Cabinet be noted.

#### **47.2 Permission to Proceed with the commencement of Compulsory Purchase Orders**

The Committee considered the report which asked the Cabinet to agree in principle that the Council seeks to acquire properties at Fitzroy Street and Station Avenue, Sandown by way of negotiation or by the making of a Compulsory Purchase Order. Whilst there were a number of other properties on the island where similar action was required, the budget only enabled one to be actioned.

RESOLVED:

THAT the recommendations to Cabinet be noted.

#### **47.3 Beach Management Strategy**

The Committee considered the report which recommended that the Cabinet adopted the draft beach management strategic framework and investigates the provision of marker buoys in advance of the RNLI safety audits.

RESOLVED:

THAT the amended recommendations to Cabinet be noted, and the Beach Management Strategy be endorsed.

#### **47.4 Extension of Meeting**

Due to time constraints, and in accordance with Procedure Rule 6 'Duration of Meetings', it was proposed that the meeting be extended to allow adequate time for the remainder of the agenda items to be considered.

RESOLVED:

THAT the meeting be extending for a maximum of 30 minutes.

#### **47.5 Public Health Annual Report**

This item would be considered in February 2021.

#### **47.6 The Isle of Wight (Parking Places) Order 2020**

The Cabinet Member for Infrastructure and Transport presented the report which recommended that the Cabinet approve the changes to parking places as set out in the Order and implemented them as soon as practically possible. The ward member for Cowes West and Gurnard expressed the views of local residents in light of the significant feedback received opposing seafront car parking charges.

It was confirmed that a member briefing on the Parking Delivery Plan would be arranged by the Cabinet Member for Transport and Infrastructure and a copy of the report by WYG would be circulated. Two proposals in relation to parking charges on Gurnard Esplanade were proposed and separately voted upon, but lost, and the recommendations to Cabinet were noted.

RESOLVED:

THAT the recommendations to Cabinet be noted.

48. **Committee's Workplan 2020/21:**

48.1 **Forward Plan**

Members were invited to identify any item contained within the published Forward Plan that would benefit from early consideration within the workplan for either this committee or one of the policy and scrutiny committees. No comments were made at this stage.

RESOLVED:

THAT the forward plan be noted.

48.2 **Urgent Cabinet Member Delegated Decision - Connect4Communities Covid Winter Grants**

Members noted that the Cabinet Member for Children's Services, Education and Skills took a delegated decision on 9 December 2020 on the proposed approach and offer for the Covid Winter Grant across the Island. The Government announced the availability of funding on 8 November 2020 and it was necessary to make provision for this to be passed onto vulnerable families before the winter break. This therefore meant that the Cabinet Member had to take an urgent decision in order to achieve the distribution of funding within the tight timescales. The Chairman of the Corporate Scrutiny Committee was consulted and noted the reasons for the decision not being published on the council's forward plan and agreed to waive the 28 days' notice due to the limited time circumstances. The Chairman of the Policy and Scrutiny Committee for Children's Services, Education and Skills was also consulted and agreed the request and rationale for the disapplication of call in procedures with regard to this decision and will be instructing officers to include review of the decision as part of the committee's workplan at the earliest opportunity.

RESOLVED:

THAT the urgent Cabinet Member Delegated Decision (Connect4Communities Covid Winter Grants) be noted.

48.3 **Workplan**

Consideration was given to the Committee's workplan for 2020-21. Members noted that the next meeting of the Committee would receive a considerable update regarding the Floating Bridge. It was highlighted that the Isle of Wight Motorcycle

Time Trial Event was due to be considered by the Cabinet in March 2021, and members sought confirmation that this was still due to take place.

RESOLVED:

THAT the forward plan be noted.

49. **Members' Question Time**

Cllr Jones-Evans raised an oral question regarding the plans for the scheduled local elections due to take place in May 2021. The Chief Executive advised that a decision was expected imminently by the Minister of Housing, Communities and Local Government.

CHAIRMAN

This page is intentionally left blank

## Corporate Scrutiny Committee – 12 January 2021

### Written question from Tracy Mikich of Ryde:

“We have been told to expect a nearly 4% rise in council tax this year in the same breath we are also informed that Island taxpayer money, millions of pounds are still being spent on the Floating Bridge 6 despite Dave Stewart, the current IWC leader, admitting in Feb 2019 that the bridge did not meet legal requirements and legal action was being taken. In addition, there is overwhelming professional and expert advice primarily prepared and submitted by the Floating Bridge Stakeholders Group that says the existing bridge will never be fit for its purpose, a new bridge should be commissioned, and that the current situation is just throwing good money after bad. What measures are being put in place to protect the public purse to avoid Islanders paying for the council's continued mismanagement of the Floating Bridge?”

### **Response**

*This matter is currently subject of legal process and mediation. Once this aspect has been addressed the administration will be in a position to provide a full report and announce proposed next steps regarding the future of the floating bridge. Matters relating to council budget will be addressed at the full council meeting in February.*

This page is intentionally left blank

## Corporate Scrutiny Committee – 12 January 2021

### Written question from Simon Avery of Seaview:

“The CSP report is missing a key element that needs to be urgently addressed in order to give all young people the best possible chance to thrive in a safe environment. It does not list academy trusts, schools or colleges as statutory partners, supporting partners or action groups in doing so it appears to overlook the role that schools play in potentially reducing crime and antisocial behaviour by:

1. Limiting the practice of exclusions
2. Earlier identification of SEN

There’s a direct relationship between school exclusions and rising youth knife crime. ADHD and ASD are also acknowledged risk factors for criminal behaviour. Last year we saw two major knife incidents in Ryde and Cowes with children as young as 14 involved.

Given the evidence and significant impact on community safety, what measures could be implemented so the CSP incorporates a stratagem to reduce school exclusions and facilitate the earlier diagnosis of SEN?”

### **Response**

*The CSP is made up of statutory partners as mentioned in the assessment, schools do not form part of that statutory arrangement, however they are linked in with a number of work streams and, as quite rightly stated within the question, do play a role in reducing crime and anti-social behaviour.*

*With this in mind the partnership have increased its working relationship with schools over the last 2 years and involve them in aspects of work where possible. For example, through the Violence Reduction Unit (VRU) funded interventions where two education establishments are able to refer young people into tailored interventions. More recently local schools have had the opportunity for external education intervention around knife crime and exploitation, which has been positively received by young people, teachers and parents. These are just are just two examples.*

*It is important to note that although there is a link between school exclusions and a likely increase in ‘risk taking behaviour’ or involvement in the criminal justice system, knife possession or knife crime is not an overriding result of an exclusion. It is often due to a number of external factors and/or adverse childhood experiences that can lead to an individual or young person being involved in this type of activity.*

*The Safeguarding Childrens Partnership run an education subgroup, chaired by the schools improvement manager, who regularly review attendance and exclusion data. The attendance and exclusion data also forms part of the Performance and Quality Assurance Group (PQA). The link has been made between community safety and the aforementioned group and SEN Team.*

This page is intentionally left blank

# Scrutiny Report

COMMITTEE	<b>CORPORATE SCRUTINY COMMITTEE</b>
DATE	<b>12 JANUARY 2021</b>
TITLE	<b>ISLE OF WIGHT COMMUNITY SAFETY PARTNERSHIP STRATEGIC ASSESSMENT 2019/20</b>
REPORT OF	<b>AMANDA GREGORY, CHAIR OF THE ISLE OF WIGHT COMMUNITY SAFETY PARTNERSHIP (ON BEHALF OF THE PARTNERSHIP)</b>

---

## EXECUTIVE SUMMARY

1. The Isle of Wight Community Safety Partnership (CSP) consists of several organisations working together to reduce crime, anti-social behaviour and ensure people feel safe. The partnership consists of six statutory authorities; the Isle of Wight Council, Hampshire Constabulary, Isle of Wight Fire and Rescue Service, Hampshire & IOW Community Rehabilitation Company, Hampshire Probation Service and the Isle of Wight Clinical Commissioning Group. Other organisations also contribute to the partnership including Housing Providers, the Voluntary Sector, Adult and Children's Services, Public Health, Mental Health Services, Domestic Abuse Support Providers, Town and Parish Councils and the Youth Offending Team.
2. It is a requirement that the partnership produces an annual strategic assessment to:
  - provide a summary of research and analysis on crime and anti-social behaviour
  - highlight significant community safety issues
  - include information about key trends and emerging issues
  - enable identification of priorities for the CSP
  - inform the strategic plan, and
  - identify gaps in knowledge which need to be understood and action taken.

In addition, the Community Safety Partnership has a statutory responsibility for:

  - Delivering the Prevent duty (counter terrorism)
  - Reducing Re-offending.
3. It is important for partners to understand the levels and patterns of crime and disorder on the Isle of Wight, to enable them to ensure the right priorities are identified and to target resources effectively.
4. The aim of the assessment is to provide partners with statistical analysis and information about crime, its changes and patterns over time and, where possible, an explanation as to why these changes have occurred.
5. The 2019/20 Strategic Assessment (Appendix 1) will be used to inform the Community Safety Partnership Plan and help identify key strategic priorities in order to combat crime and disorder more effectively.
6. Both the strategic assessment and strategic plan are public documents and will be published on the IWC Community Safety webpage [www.iwight.com/communitysafety](http://www.iwight.com/communitysafety)

7. The Police & Justice Act 2006 places a duty on local authorities to have a crime and disorder committee to review & scrutinise decisions made in connection with the discharge of the Local Authorities crime and disorder functions; and to make reports or recommendations to the Local Authority with respect to discharge of those functions. The Council has delegated the crime and disorder scrutiny function to the Corporate Scrutiny Committee.
8. The Crime and Disorder (Overview and Scrutiny) Regulations 2009 requires the committee with this function to “meet to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions as the committee considers appropriate but no less than once in every twelve-month period”.
9. This requirement forms part of the Government’s commitment to strengthen the accountability of local CSP and enhances the role of local councillors and local communities in preventing and reducing crime.
10. The purpose of this report is to present the CSP strategic assessment for scrutiny.
11. It is recommended that the committee:
  - Considers the report and scrutinises the Strategic Assessment 2019/20
  - Acknowledges the updated Strategic Plan 2020/2022 (Appendix 2)
  - Confirms it is satisfied that the partnership is fulfilling its statutory duty

## BACKGROUND

12. Community Safety Partnerships are statutory partnerships working together to tackle crime and disorder established by the Crime & Disorder Act 1998. The responsible authorities within the local partnership are;
  - Isle of Wight Council
  - Hampshire Constabulary
  - Hampshire and Isle of Wight Fire & Rescue Service
  - Isle of Wight Clinical Commissioning Group
  - National Probation Service
  - Hampshire and Isle of Wight Community Rehabilitation Company
13. Legislation places a duty on the responsible authorities to share evidenced-based data to undertake an annual strategic assessment and publish a Community Safety Partnership Plan.
14. The Corporate Scrutiny Committee scrutinised the 2018/19 strategic assessment in November 2019, it was resolved that:
  - (i) The progress of the 2018/2020 partnership plan was acknowledged.
  - (ii) The committee was satisfied that the partnership is fulfilling its statutory duty.

It was recommended that:

  - (iii) Consideration be given by the Partnership to the content of future strategic assessments in terms of ensuring that data is in a more accessible format.
  - (iv) The Partnership be requested to look at ways of enhancing its working relationship with town and parish councils.
15. The community safety partnership believes that crime, disorder, antisocial behaviour and reducing the fear of crime can only be tackled effectively through a multi-agency partnership. The purpose of the strategic assessment is to analyse the trends which

aids the partnership in identifying priorities. This in turn helps formulate a plan to reduce and prevent crime and to promote confidence and safety in our communities.

## UPDATE AND PROGRESS REPORT

16. To set the priorities and the partnership plan, a Strategic Assessment is completed. This is a process that analyses known data about crime and disorder and highlights the risks, hot spots and impacts to our community and how we compare to our nearest statistical neighbours.
17. The strategic assessment compares data with areas with similar characteristics (most similar group), national data and other local authorities within the Hampshire Constabulary force area. The overall crime rate for the IOW has continued to reduce (improve) since 2017/18 and is now at 70.4 per 1,000 reducing from 72.4 per 1,000 in 2018/19 and is lower in comparison to the England average of 88.9 per 1,000, which has increased by around 1% since the previous year. The Island's rate is statistically significantly lower than all but two of the Community Safety comparator group and has the second lowest rate.
18. Incidents of anti-social behaviour (ASB) have seen a reducing trend over the last three years with 559 fewer reported incidents in 2019/20 compared to 2018/19; reducing from 2,927 to 2,368.
19. Community perception forms part of the strategic assessment and provides a good indication of perceived feelings of safety. 'YouGov', a research data and analytics group who use active sampling and statistical weighting to ensure their results are representative provides data on this topic. Data for March 2020 shows the vast majority on the Isle of Wight (88%) felt safe in their community, higher than the Hampshire average (73%).
20. Police recorded crime for the Isle of Wight indicates that 12 crime types have reduced or remained the same and 9 have increased. Areas that have seen the greatest numerical reduction locally include violence with injury, criminal damage and other theft offences and incidents. Crime types which have seen the greatest numerical increase locally include violence without injury and public order offences. Violence without injury remains the largest percentage of all recorded crimes locally and is a very broad category encompassing areas such as stalking, common assault (no injury) and breach of restraining order, to name but a few. In terms of cross-cutting themes youth on youth crime and most serious violence have seen a decrease in reported crimes compared to last year whilst domestic abuse flagged crimes have seen an increase.
21. The partnership has a statutory responsibility for agreeing and overseeing Domestic Homicide Reviews (DHRs). There were no DHRs in 2019/20, however a historical case was submitted to the Home Office for review which is still being finalised.

## FINANCE/ RESOURCE IMPLICATIONS

22. From 2013/14 the Home Office funds previously allocated to CSP were incorporated into the budgets of the Police & Crime Commissioner (PCC), who provides opportunities to bid for funds to meet local priorities.
23. As part of the Home Office Serious Violence Strategy 2018 the PCC have confirmed funding for 2019/20 & 2020/21 as part of their Violence Reduce Unit (VRU) programme. The IOW Council has received a small portion of funding which has been allocated to projects aimed at preventing youth violence. It is likely, but not confirmed 'to date', that VRU funding will be received for the 2021/2022 financial year.

24. There is no statutory requirement for partners to fund the CSP, although the statutory partners are aware future Strategic Assessments will likely need a financial contribution due to the analytical resource required to complete this extensive piece of work.

#### SUMMARY OF LEGAL IMPLICATIONS

25. The partnership is required to produce a strategic assessment and strategic plan.
26. Statutory partners are also required to commit resources to support the delivery of the plan; although there is no specific detail on what resources or financial commitment within the statute.
27. The Police and Justice Act of 2006 that (at section 19) requires the Local Authority to have a committee with the power:
- To review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions;
  - To make reports or recommendations to the local authority with respect to the discharge of those functions.
28. Under the Isle of Wight Council constitution, the Scrutiny Committee fulfils this function.
29. The Crime and Disorder (Overview and Scrutiny) Regulations 2009 requires the committee with this function to “meet to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions as the committee considers appropriate but no less than once in every twelve-month period”.

#### SECTION 17 CRIME AND DISORDER ACT 1998

30. Section 17 of the Crime and Disorder Act 1998 (as amended by Police and Justice Act 2006) provides that: ‘...it shall be the duty of each authority ... to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all it reasonably can to prevent, crime, disorder, anti-social behaviour adversely affecting the environment, and substance misuse in its area’.
31. By endorsing the priorities and delivery plan the organisations within the partnership are contributing to meeting section 17 of the crime and disorder act, reducing crime and disorder and promoting community safety on the Island.

#### SUMMARY OF RISK ASSESSMENT

32. There is a risk to the Council that if statutory scrutiny functions are not undertaken the Council could face criticism and reputational damage should the Community Safety Partnership not meet its statutory duties.
33. By ensuring there is at least an annual review of the CSP arrangements and that members are fully briefed on their role, this risk will be mitigated.

#### STRATEGIC CONTEXT

34. The community safety strategic assessment relates to several corporate priorities of the Isle of Wight Council, the Police & Crime Commissioner Police and Crime Plan, as well as other partner priorities and action plans.
35. Our Island Our Vision - Isle of Wight Council Corporate Plan 2019-2022 has the following commitments:

- Create opportunities for all
  - Deliver economic growth and prosperity
  - Preserve our environment
  - Protect our community
  - Plan for future needs
  - Provide sound financial management
36. Police & Crime Commissioner Police and Crime Plan 2020 – 22
- Anti-social behaviour
  - Vulnerable at risk
  - Abuse in the home
  - Drug-related harm
  - Acquisitive crime
  - Fraud
  - Online exploitation
  - Public order
  - Public sentiment
  - Enforcement during Covid-19.
37. Other plans/reports/strategies/ groups include:
- Isle of Wight Safeguarding Children’s Partnership annual report
  - Isle of Wight Safeguarding Adult’s Board annual report
  - Various safeguarding board subgroups such as Missing Exploited and Trafficked (MET), Safeguarding Adult Reviews (SAR)
  - Integrated Offender Management
  - Joint Strategic Needs Assessment
  - Health and Wellbeing Strategy
  - Isle of Wight CSP Prevent Board
  - Hampshire and Isle of Wight Prevent Board
  - Home Office 2018 Counter Terrorism CONTEST. 3 Strategy

### RECOMMENDATION

38. It is recommended that the committee:
- Considers the report and scrutinises the Strategic Assessment 2019/20
  - Acknowledges the updated Strategic Plan 2020/2022
  - Confirms it is satisfied that the partnership is fulfilling its statutory duty

### APPENDICES ATTACHED

39. Appendix 1 – Community Safety Partnership Strategic Assessment 2019/20  
Appendix 2 – Community Safety Partnership Strategic Plan 2020/2022

Contact Point: Andrew Wheeler, Community Safety Operations Manager, ☎ 821000 ex6163  
e-mail: [andrew.wheeler@iow.gov.uk](mailto:andrew.wheeler@iow.gov.uk)

AMANDA GREGORY  
*Chair of the Isle of Wight  
Community Safety Partnership*

CLLR GARY PEACE  
*Cabinet Member for Community Safety  
and Digital Transformation*

This page is intentionally left blank

# COMMUNITY SAFETY PARTNERSHIP STRATEGIC ASSESSMENT 2019/20



Images © visit Isle of Wight

<b>Title</b>	<b>Isle of Wight Community Safety Partnership Strategic Assessment 2019/2020</b>
<b>Date</b>	<b>December 2020 (based on April 2019 - March 2020 data)</b>
<b>Status</b>	<b>Final</b>
<b>Current Version</b>	<b>Final</b>
<b>Authors</b>	<b>Abigail Wilkinson</b> Public Health Analyst <a href="mailto:Abigail.Wilkinson@iow.gov.uk">Abigail.Wilkinson@iow.gov.uk</a>
	<b>Andrew Wheeler</b> Community Safety Operations Manager <a href="mailto:Andrew.Wheeler@iow.gov.uk">Andrew.Wheeler@iow.gov.uk</a>
<b>Editor</b>	<b>Amanda Gregory</b> Strategic Manager for Regulatory and Community Safety Services <a href="mailto:Amanda.Gregory@iow.gov.uk">Amanda.Gregory@iow.gov.uk</a>
<b>Sponsor</b>	Isle of Wight Community Safety Partnership
<b>Acknowledgements/Data contributors</b>	Isle of Wight Council Hampshire Constabulary (OPCC) Office of the Police and Crime Commissioner - InterACT Her Majesty's Prison and Probation Service IWC Youth Offending Team Community Rehabilitation Company IOW Fire and Rescue Service IWC Environmental Health IOW Clinical Commissioning Group IOW NHS Trust

## Contents

Executive Summary .....	5
Background.....	7
General information about the data .....	8
Comparisons with Most Similar Groups .....	8
Profile of the Island.....	8
Community Perceptions .....	10
YouGov .....	10
Survey 500 .....	10
Children and Young People’s Health and Wellbeing Survey 2019.....	10
Impact of Covid-19.....	11
National and Local Police Priorities .....	11
Total Crime Trends 2019/20.....	12
Local Crime Trends .....	13
Location.....	16
Isle of Wight Community Safety Partnership Priorities.....	17
Violence Reduction Unit and Reducing Violent Crime .....	17
Offence Detail.....	18
Violence against the person.....	18
Violence without injury .....	19
Violence with injury .....	20
Offender / Victim.....	20
Location.....	21
Drugs Offences .....	21
Offender Analysis .....	22
Possession of Weapon Offences .....	22
Offender Analysis .....	23
Domestic Violence & Abuse and Serious Sexual Offences .....	23
Domestic Violence and Abuse .....	23
Age / Relationship .....	25
Substance Involved / Weapon Used.....	25
Outcome.....	25
Sexual Offences .....	25
Location.....	26
Offender / Aggrieved .....	26
Hate Crime.....	27
Prevent .....	28

Reduce Reoffending .....	28
Youth.....	28
Adults .....	30
Community Rehabilitation Company (CRC).....	30
Demographics .....	31
Accommodation and Status.....	31
Offence Type.....	31
Criminogenic needs and offender group reconviction scale (OGRS) .....	32
Anti-social Behaviour (ASB) and Community Cohesion .....	32
Temporal Analysis.....	34
Location.....	34
Additional information on incidents (NICL) .....	36
Deliberate Fires .....	36
Noise Nuisance .....	37
Doorstep Crime and Scams.....	37
Road Safety .....	37
Appendix A .....	39

## Executive Summary

### Introduction

Since the introduction of the Crime and Disorder Act 1998, local authorities, the police and other statutory agencies are legally obliged to set up Community Safety Partnerships (CSP) that develop joint strategies to tackle crime and disorder. Since their introduction CSP have encouraged a more joined up way of working which has contributed to a sustained fall in crime.

The Isle of Wight (IOW) is a safe place to live, work and visit and its residents feel safe. The organisations that make up the IOW's CSP want to sustain their efforts to ensure this level of safety remains the status quo, whilst tackling any emerging areas of crime and anti-social behaviour.

To enable the partnership to better understand the community safety profile of the Isle of Wight it produces a Strategic Assessment, which helps organisations prioritise resources where needed. Following the full assessment for 2018/2019 this year's assessment is a more condensed version of the 2019/2020 community safety data, providing insight into the CSP priority areas outlined on the following page.

### The Partnership

The Isle of Wight Community Safety Partnership (CSP) consists of several organisations working together to reduce crime, anti-social behaviour and ensure people feel safe. The partnership consists of six statutory authorities; the Isle of Wight Council, Hampshire Constabulary, Isle of Wight Fire and Rescue Service, Hampshire & IOW Community Rehabilitation Company, Hampshire Probation Service and the Isle of Wight Clinical Commissioning Group. Other organisations also contribute to the partnership including housing providers, Adult and Children's Services, Public Health, Mental Health Services, Voluntary Sector organisations, the Youth Offending Team and Inclusion (community drug & alcohol support service).

### Overview

The overall crime rate for the IOW has continued to reduce (improve) since 2017/18 and is now at 70.4 per 1,000 reducing from 72.4 per 1,000 in 2018/19 and is lower in comparison to the England average of 88.9 per 1,000, which has increased by around 1% since the previous year<sup>1</sup>.

---

<sup>1</sup> Updated crime rate nationally for 2019 is 88.1% which excludes fraud, computer misuse and Greater Manchester data, therefore not comparable to last CSP Strategic Assessment see: <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/datasets/crimeinenglandandwales/appendixtables>

Incidents of anti-social behaviour (ASB) have seen a reducing trend over the last three years with 559 fewer reported incidents in 2019/20 compared to 2018/19; reducing from 2,927 to 2,368.

The vast majority of residents on the Isle of Wight (88%) feel 'safe in their community', higher than the Hampshire average which stands at 73%.

## Covid-19

This assessment reviews data from the 2019/20 financial year and therefore will not take into consideration the more recent impacts of Covid-19 on crime and ASB. As this assessment is published the full effects on crime and ASB, brought about by Covid-19, are not known, however this will continue to be monitored in preparation for future assessments. It is important to note that the CSP have been working throughout this period to address emerging issues. Anecdotally we know that certain areas of crime have been particularly impacted by lockdown restrictions, such as domestic abuse and this is highlighted later within the assessment.

## Community Safety Partnership Priorities

### Violent Crime

**What the data tells us** - Violence with injury and most serious violence has seen a reduction in 2019/20, however the Island still remains slightly higher than the England national average for this crime type. Youth on youth crime and most serious violence have both seen a decrease in reported crimes.

**Priority** - A Violence Reduction Unit (VRU) has been established and funding secured from the Home Office to deliver a programme taking a Public Health approach to serious violence, with the aim of addressing the drivers of serious violence in under 25s. In 2019/20 120 Young People benefited from positive interventions funded through the VRU programme.

### Anti-Social Behaviour (ASB) and Community Cohesion

**What the data tells us** - As outlined above, reported incidents of anti-social behaviour have seen a reducing trend over the last three years.

**Priority** - The 'Joint Action Group', a multiagency partnership, continues to lead on reducing ASB and helps communities to understand how and when to report ASB and crime. The CSP will consider issues relating to community cohesion and address situational priorities such as the circumstances that we are presented with in light of Covid-19.

## Reoffending

**What the data tells us** – Reoffending rates for the IOW are just slightly higher than the England national average for both youth and adult reoffending.

**Priority** – Reducing reoffending is a statutory responsibility for the CSP and the reducing reoffending subgroup will deliver the strategy and plan with the aim of reducing the reoffending rates across all ages.

## Domestic Violence & Abuse and Serious Sexual Offences

**What the data tells us** – Locally we see a growing trend in domestic violence and abuse, with serious sexual offences slightly higher per 1,000 population than the England average.

**Priority** - The Domestic Abuse Forum will continue to deliver against its action plan to reduce domestic abuse, increase awareness of reporting and advocate accessing support for victims. In 2019/20 a Domestic Abuse conference was held for 140 professionals highlighting the importance of this issue and what collectively can be done to identify victims and address perpetrator behaviours.

## Prevent

Local Authorities have a duty to prevent people from being drawn into terrorism as part of the Government's 'Prevent' strategy. The Isle of Wight co-ordinates a 'Channel Panel', a multi-agency approach to identify and support individuals at risk of being drawn into terrorism. Although referrals are far fewer than neighbouring authority areas, the partnership continue to ensure this remains a priority and actively looks to educate and raise awareness on this topic.

## Road Safety

**What the data tells us** – The Island is an outlier for killed and seriously injured (KSI) on England's roads with rates higher than the national average.

**Priority** - The Road Safety Forum will continue to function as a multi-agency partnership addressing concerns that lead to our higher than average KSI rates. The forum has dealt with multiple areas of concern on Island roads, as well as concerns directly highlighted by the public and instigated road traffic enforcement operations.

## Background

In 2007 the Crime and Disorder Regulations made it a statutory requirement for Community Safety Partnerships (CSPs) to prepare an annual Community Safety Strategic Assessment of crime and disorder in their local areas.

This summary report has been produced from data and analytical reports provided by the Police and Crime Commissioner (OPCC) InterAct dashboard, Hampshire Constabulary, Isle of Wight Council, NHS, Public Health and other agencies working under the umbrella of the Isle of Wight Community Safety Partnership and should be read in conjunction with the Isle of Wight Joint Strategic Needs Assessment which is updated on an ongoing basis. This report is based on exception reporting, so only tangible strategic issues are presented.

## General information about the data

Reference to '2019/20', or 'this year' refers to the financial year - 1st April 2019 to 31st March 2020, and 'last year' or 'the previous year' will refer to the previous financial year of 2018/19 unless stated otherwise.

Due to the wide range of data from different sources included, figures will not always cross correlate exactly due to differences in time periods included, or differences between local level and nationally published and verified data. Data analysed includes published data from the ONS (Office for National Statistics) primarily for financial year 2019/20; recorded crime from police including local data and published data. This is the second year in which the InterAct dashboard has been used to support analysis and access to police data. This dashboard has been developed and is maintained by the Office of the Police and Crime Commissioner for Hampshire (OPCC). The InterAct dashboard formulates most of its crime data around the HMIC (Her Majesty's Inspectorate of Constabulary) Crime tree and Nine Crime Group. See Appendix B for more information. Local data is also provided by the Probation Service, Fire & Rescue Service, IOW NHS Trust, IOW Council Regulatory Services, Adult Social Care (Housing Needs), Children's Services, Environmental Health and Youth Offending Team (YOT).

## Comparisons with Most Similar Groups

Comparisons will be made at community safety partnership level (Bassetlaw, Boston, Conwy, Denbighshire, Dover, Flintshire, Kettering, Newark and Sherwood, Newcastle under Lyme, North Lincolnshire, Folkstone and Hythe, Tendring and Wrexham) but where data is not available at that level comparisons will be made to the relevant comparator group.

## Profile of the Island

The Isle of Wight has a usually resident population of just over 141,771 people (ONS mid-2019 population estimates). The number of people aged over 65 is increasing across the whole of England, but locally the most significant change is the reducing numbers of younger people which means the Isle of Wight has a greater proportion of older residents (aged 65 plus). The Island's population increases particularly during the summer months due to visitors with over 2 million visiting between

January and December 2019. This increase in population can lead to an increased pressure on the hospital and emergency services.

Source: <https://visitwightpro.com/research-development/>

According to the 2011 Census, the majority of residents on the Isle of Wight identify themselves as 'White British' (94.8%) with 5.2% of residents from another ethnic background (an increase from 3.4% in the 2001 Census). Public Health England Child Health Profile 2020 shows that 7.7% of local school children are from minority ethnic groups, which suggests that there has been an increase in residents from minority ethnic groups since the 2011 Census.

Island communities have their own set of positives and challenges due to being surrounded by water. Research<sup>2</sup> shows there is a forced self-sufficiency due to a lack of neighbouring areas to share services and broaden demand for goods, which results in an 'Island premium' where additional costs are incurred due to higher transportation costs and limited opportunities for optimal economies of scale. Resulting in dislocation – both an actual or perceived distance, geographical or social, from the mainland. Consequently, the labour market suffers from a relatively small workforce, with the added disadvantage of even less available jobs.

Source: IWC, University of Portsmouth Phase 1 Impact of Physical Separation from the UK Mainland on Isle of Wight Public Service Delivery

According to the 2019 Indices of Multiple Deprivation there are three Isle of Wight Lower Super Output Areas<sup>3</sup> (LSOAs) within the 10% most deprived in England: Pan A, Pan B and Ryde North East B and nine in the 20% most deprived: Mount Joy B, Newport South B, Osborne North, Ryde South East B, Shanklin Central B, St Johns East A, St Johns West A, Ventnor East A and Ventnor West B.

The government's children in low income families measure helps understand child poverty levels locally. 20% of the Island's children are now in relative poverty<sup>4</sup>. This equates to 4,497 under 16 year olds and has increased from 2014/15 figures (when recording in this way began) when 15% were in relative poverty.

Source: <https://www.gov.uk/government/publications/children-in-low-income-families-local-area-statistics-201415-to-201819/children-in-low-income-families-local-area-statistics-201415-to-201819>

---

<sup>2</sup> The Isle of Wight Council commissioned the University of Portsmouth to look into the impact of the 'physical separation from the UK mainland' See: IWC, University of Portsmouth Phase 1 Impact of Physical Separation from the UK Mainland on Isle of Wight Public Service Delivery

<sup>3</sup> A Lower Super Output Area (LSOA) is a geographical area which contains approximately 1,500 residents.

<sup>4</sup> A family in low income Before Housing Costs (BHC) in the reference year. A family must have claimed one or more of Universal Credit, Tax Credits or Housing Benefit at any point in the year to be classed as low income in these statistics

## Community Perceptions

### YouGov

A research data and analytics group who use active sampling and statistical weighting to ensure their results are representative.

The vast majority on the Isle of Wight (88%) felt safe in their community, higher than the Hampshire average which stands at 73%. This has increased following a dip at the end of 2019/ beginning of 2020 which saw a reduction in people feeling safe:

Source: OPCC InterAct – YouGov Confidence in Policing

### Survey 500

500 residents, demographically weighted are surveyed across the Hampshire policing area – a different 500 residents are surveyed every six months. A total of 3,500 residents across the Hampshire area have been surveyed over the last three years, 6.4% of which live on the Isle of Wight.

On the Isle of Wight 91.0% felt safe (May 2020) this is an increase from a low of 63.1% in December 2018.

Locally, the highest percentage of respondents felt that the PCC should invest council tax in tackling anti-social behaviour followed by crime prevention, then youth diversion activities, theft and violent crime.

This is a similar pattern seen across the Hampshire policing area where the highest percentage of residents felt the money should be spent on crime prevention and anti-social behaviour.

Participants were asked about the top three ASB related issues that concern them the most and drug taking, drunken behaviour and vandalism / damage to property were the top three impacting on people's feeling of safety (May 2019).

Source: OPCC InterAct – Survey 500

### Children and Young People's Health and Wellbeing Survey 2019

Locally, children and young people in Years 6, 8 and 10 are surveyed biennially to help gain insight on health and wellbeing and to inform commissioners and service providers on the positives and challenges that face young people and how these are changing over time. Young people are asked how safe they feel in their community which helps provide insight to the Community Safety Partnership. For those young people in Year 6 (primary) there was a reduction on those that felt safe in their community with under half (47%) feeling safe. Furthermore, young people also indicated that they are less able to say no when a friend wants them to do something they don't want to do (50% from 58% in 2017). A higher percentage of secondary aged respondents (72%) felt safe in their community compared to the primary

respondents and it is interesting to reflect that perhaps young people are taking on additional concerns about safety and should be carefully considered in any information we give out to communities.

## Impact of Covid-19

The period up to March 2020 was just before the full weight of the global pandemic of Covid-19 was felt. However, it is beyond question that the impact of Covid-19 will be far-reaching and long term. Not only has health been impacted but issues affecting community safety, including crime. The landscape post-pandemic will look very different and this cannot be underestimated when embarking on the next Strategic Assessment. It is likely that many trends will be altered and new challenges will present themselves.

It has been reported in the media that areas such as unemployment, mental health and domestic abuse have been greatly impacted by the pandemic and subsequent lockdowns and this will in turn impact crime. National findings indicate that domestic abuse is on the rise with an increase in calls to helplines both for children and adults<sup>5</sup>. Locally, early indicators also show an increase in domestic abuse flagged incidents.

Through the first lockdown period it was anecdotally identified by the Youth Offending Team that 'Adolescent to Parent Abuse' was a growing concern. Therefore, the team increased the capacity of their Parenting Officer, then sourced funding from the Police and Crime Commissioner to bolster resources and instigate support for families experiencing issues throughout this period and beyond.

Locally, similar to national trends, we see early indicators of a reduction in acquisitive crime, with fewer reported theft offences. Covid-19 has also impacted Anti-social behaviour with an increase in reporting to police and local authorities, as the initial lockdown saw incidents of non-compliance with Covid regulations classed as ASB, coupled with an increase of reports through the new Police online function.

Source: OPCC – ASB InterAct dashboard October 2020

## National and Local Police Priorities

The National Crime Agency Annual Plan for 2020/21 sets out three main 'threats' with regards to serious and organised crime:

- Vulnerabilities: child sexual abuse and exploitation, modern slavery and human trafficking and Organised Immigration crime;

---

<sup>5</sup> LSE study found an increase of 11.4% for calls to the MET concerning domestic abuse see: Domestic Abuse in the times of quarantine (LSE) see: <https://cep.lse.ac.uk/pubs/download/cp578.pdf>. Whilst the NSCPCC found a 49% increase in calls concerning children in households where domestic abuse present see: <https://www.nspcc.org.uk/about-us/news-opinion/2020/domestic-abuse-calls-rise2/>

- Commodities: firearms, drugs and county lines; and,
- Prosperity: cyber-crime, money laundering, fraud and other economic crime and international bribery, corruption and sanctions evasion

Source: <https://www.nationalcrimeagency.gov.uk/who-we-are/publications/439-national-crime-agency-annual-plan-2020-2021-1/file>

Hampshire's 'A Plan for our Safer Futures 2020 to 2022' sets out the policing priorities for the Hampshire Constabulary as anti-social behaviour, vulnerable at risk, abuse in the home, drug-related harm, acquisitive crime, fraud, online exploitation, public order, public sentiment and enforcement during Covid-19.

Source: <https://www.hampshire-pcc.gov.uk/commissioner/my-police-crime-plan/plan-for-our-safer-futures>

## Total Crime Trends 2019/20

Nationally, the level of crime has been broadly stable in recent years, however, the latest figures from the Crime Survey for England and Wales (CSEW)<sup>6</sup> estimate a significant 9% reduction in the year ending March 2020<sup>7</sup>. Underlying this were significant falls in theft (12%) and criminal damage (13%).

Total police recorded crime increased by 3% for the year ending March 2020 in England and Wales<sup>8</sup>. The difference in trend to the CSEW is because rises in total police recorded crime were largely driven by increases in high-volume offence categories including fraud and computer misuse (12%), violence against the person (7%), particularly violence without injury (9%), and stalking and harassment (12%). However, trends in these offence types are better measured by the CSEW and, apart from fraud and computer misuse, these offence categories are where improvements in police recording practices are most apparent.

Source:

<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingmarch2020>

---

<sup>6</sup> ONS publish data for year ending March 2020 which presents findings on national levels of crime from the Crime Survey for England and Wales (CSEW) which measures people's experiences of crime and police recorded crime. Police recorded crime is not a national statistic as impacted by policing policy and coding changes

<sup>7</sup> This refers to all crime including fraud and computer misuse see:

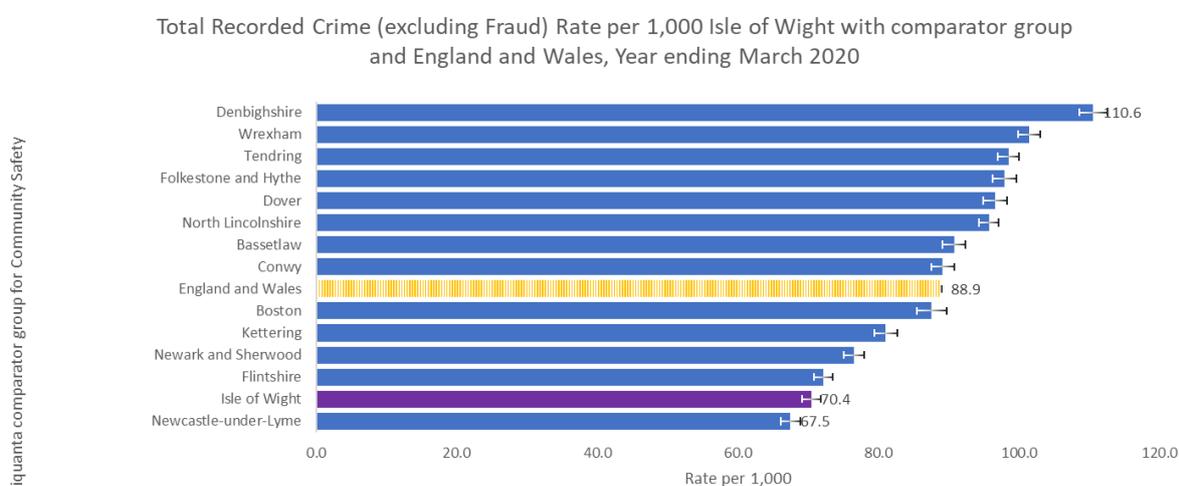
[www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/datasets/crimeinenglandandwalesappendixtables](http://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/datasets/crimeinenglandandwalesappendixtables)

<sup>8</sup> This refers to all crime including fraud and computer misuse and excludes Greater Manchester Police (GMP). See:

[www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/datasets/crimeinenglandandwalesappendixtables](http://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/datasets/crimeinenglandandwalesappendixtables)

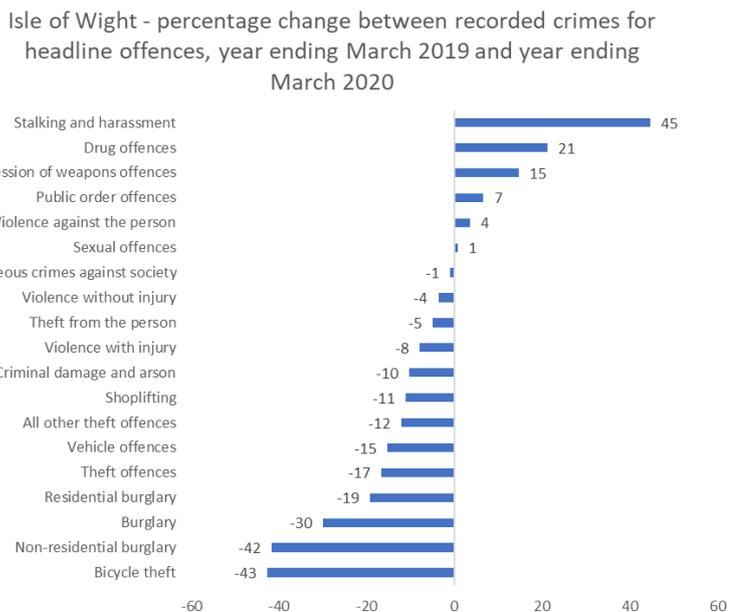
## Local Crime Trends

In published data on recorded crime in England and Wales (year ending March 2020) the crime rate for the Isle of Wight is 70.4 per 1,000 reducing from 72.4 per 1,000 in 2019 and compared to an England average of 88.9 per 1,000. The Island's rate is statistically significantly lower than all but two of the Community Safety comparator group and the second lowest rate. This improving rate is in part due to the concerted effort of all partners who continually review priority areas of concern and work to mitigate issue where needed, as well as the positive impact our communities have in supporting one another, reporting issue when appropriate and working with authorities to address concerns:



Source: <https://www.ons.gov.uk/file?uri=%2fpeoplepopulationandcommunity%2fcrimeandjustice%2fdatasets%2frecordedcrimedatabycommunitysafetypartnershiparea%2fcurrent/csptablesyemarch20.xlsx>

The published data also provides insight into crime types that have seen the greatest percentage change. On the Island, stalking and harassment<sup>9</sup>, drug offences and possession of weapons offences have seen the greatest percentage increase and burglary and theft offences have seen the greatest percentage decrease. This can be due in part to policing focus or changes in recording (as seen with stalking and harassment):



Source:  
<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/previousReleases>

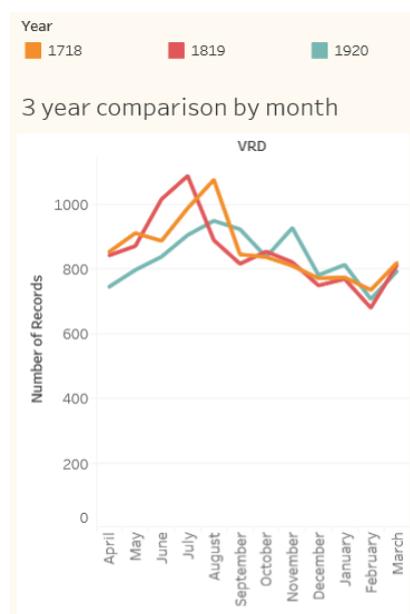
Local Police data from the Police and Crime Commissioner InterAct dashboard for the period April 2019 to March 2020 shows the total number of recorded crimes for the Isle of Wight was 9,991; a reduction of 192 crimes from the previous year. Over the last three years quarter 2 has seen the highest number of recorded crimes with quarter 4 seeing the lowest levels. Quarter 1 saw the greatest percentage decrease in comparison to last year with quarter 3 seeing the highest increase.

Source: Crime Records dashboard – Interact OPCC

<sup>9</sup> An increase in stalking and harassment can in part be attributed to a change in Home Office counting rules 2018/19 in relation to harassment, malicious communications and stalking which are now recorded as discreet offences. Also, an increase in counter allegations may follow an increase in arrest rate and demonstrates a confidence in reporting. The counting rule change to include recording crimes relating to coercive and controlling behaviour highlights this as an increasingly concerning component of this crime type

The graph below illustrates the crime trend for the Island over the last three years showing a peak over the summer periods: an August peak for 2017/18 and 2019/20 and a July peak in 2018/19. November also sees higher than average levels for 2019/20 and this is in part attributable to an increased number of reported crimes for shoplifting and violence without injury that month (although over the year, reported shoplifting crimes are fewer than in previous years). The effects of Covid-19 and the national shut down from the end of March cannot yet be seen in this period:

### Trends in police recorded crime for Isle of Wight 2017/18, 2018/19 and 2019/20



Source: Crime Records dashboard – Interact OPCC

Police recorded crime for the Isle of Wight indicates that 12 crime types have reduced or remained the same and nine have increased (see Appendix A for full crime trends table).

Areas that have seen the greatest numerical reduction locally include violence with injury (n128), criminal damage (n118) and other theft offences (n108). However, violence with injury and criminal damage still remain two of the largest areas in terms of percentage of all crimes (16.0% and 10.4% respectively).

Crime types which have seen the greatest numerical increase locally include violence without injury (n296)<sup>10</sup>, public order offences (n75) and drug trafficking (n42). Violence without injury remains the largest percentage of all recorded crimes locally (29.0%) with public order offences (11.0%) alongside violence with injury and criminal damage as mentioned above. Drug trafficking offences form only 1.1% of recorded crime locally.

<sup>10</sup> Please see reference above to stalking and harassment recording changes which could in part explain this increase

In terms of cross-cutting themes youth on youth crime and most serious violence have seen a decrease in reported crimes compared to last year (n28 and n17 respectively) whilst domestic abuse flagged crimes and hate crime flagged incidents have seen an increase (n193 and n4 respectively):

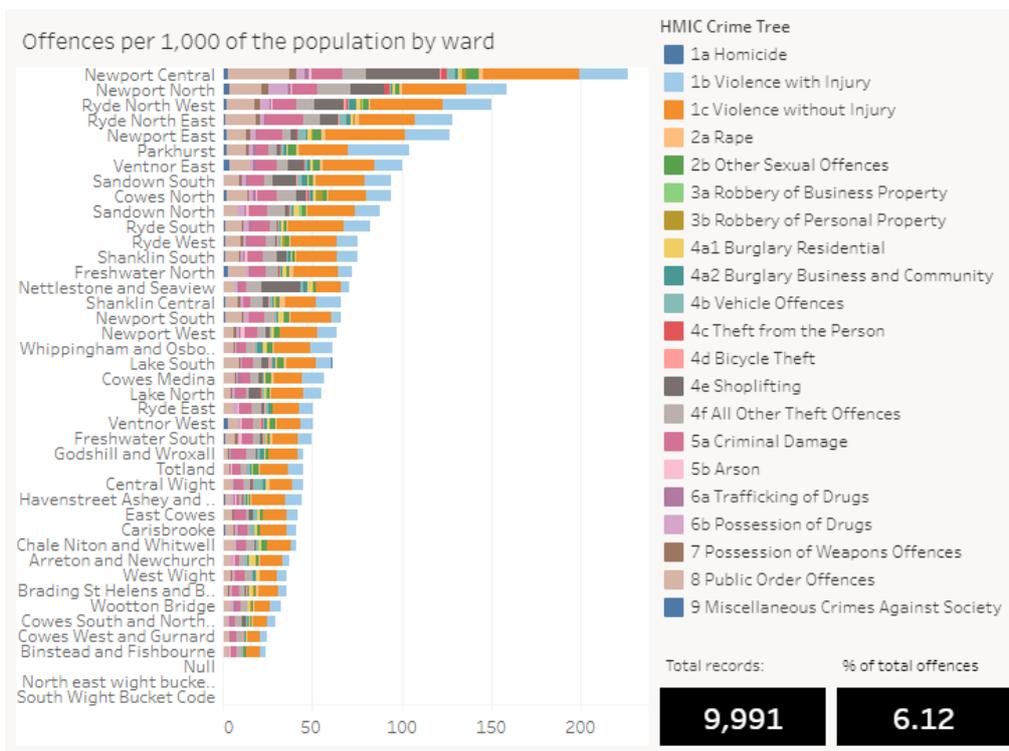
Cross themes	2017/18	2018/19	2019/20	trend	difference 2018/19 to 2019/20
Most Serious Violence (MSV)	100	112	95		-17
Youth on Youth Crime	319	228	200		-28
Domestic Abuse Flag	1433	1593	1786		193
Hate Crime Flag	151	143	147		4

Source: Crime Records dashboard – Interact OPCC

## Location

Newport Central, Newport North, Newport East, Ryde North West and Ryde North East make up the five wards with the highest reported incidents of crime. We see these locations with regards to highest levels of violent crime and Anti-social behaviour. These form some of the most populated areas with a higher concentration of shops, eateries, pubs and nightclubs.

In the top ten areas of highest reported crimes we also see parts of Cowes, Sandown and Ventnor which are again more populated, with pubs and clubs but also economy-wise have areas of deprivation, seasonal work and derelict premises. Parkhurst is also prominent in the top ten and this reflects in part the location of the prison and hospital:



Source: Crime Records dashboard – Interact OPCC

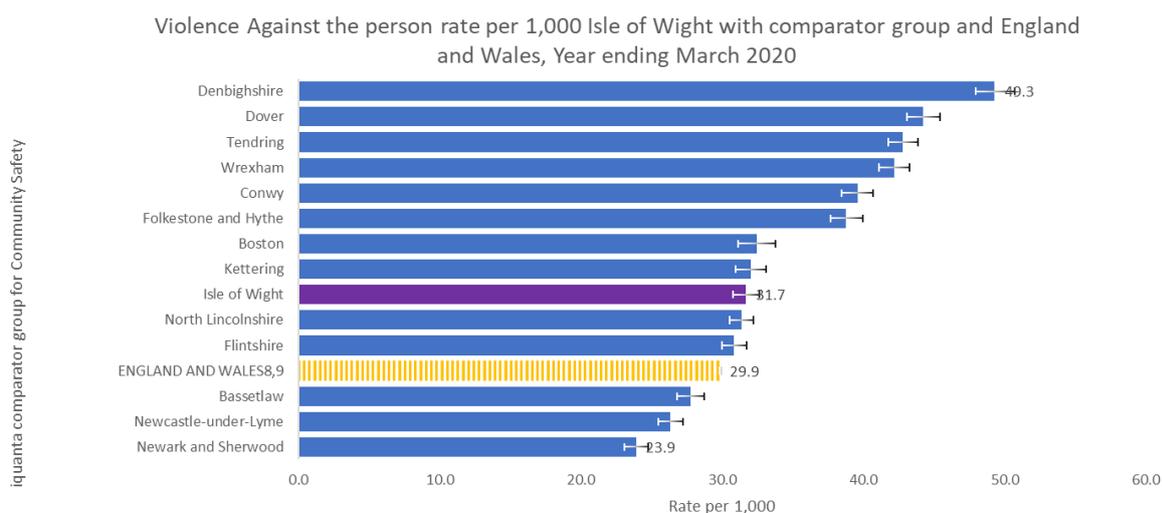
# Isle of Wight Community Safety Partnership Priorities

## Violence Reduction Unit and Reducing Violent Crime

An increase in violence nationally has led the Government to focus additional resource in this area to help tackle violent crime. In April 2018 the Government published their 'Serious Violence Strategy'<sup>11</sup>. The strategy particularly focuses on homicide, knife crime, gun crime and drug related violence through county lines, which are thought to be driving increases in serious violence nationally. The strategy emphasises the role of early intervention and prevention, recommending a partnership approach to tackling the root causes of violence.

Violence Reduction Units (VRUs) have been established to focus on tackling the root causes of violence through a programme of early intervention with young people and local communities. On the Island funding has allowed for targeted support with over 120 young people supported through this programme.

Data for the Isle of Wight shows that locally the violence against the person<sup>12</sup> rate is 31.7 per 1,000 compared to an England average of 29.9 per 1,000. The Island's rate is statistically higher than three of the comparator group and England and Wales and statistically lower than six:



Source: <https://www.ons.gov.uk/file?uri=%2fpeoplepopulationandcommunity%2fcrimeandjustice%2fdatasets%2frecordedcrimedatabycommunitysafetypartnershiparea%2fcurrent/cspablesyemarch20.xlsx>

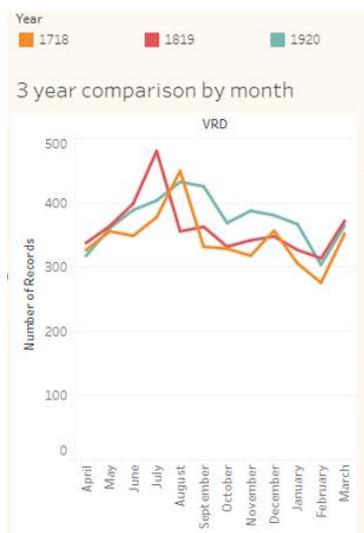
<sup>11</sup> HM Government (2018) Serious Violence Strategy

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/698009/serious-violence-strategy.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/698009/serious-violence-strategy.pdf)

<sup>12</sup> Violence against the person includes: Homicide, death or serious injury – unlawful driving, violence with injury, violence without injury and stalking and harassment.

Overall figures for violence against the person have seen an increase of n169 reported crimes as compared to the same period in 2018/19. The graph below depicts trends in violence against the person over the last three years. It shows that the pattern over the last year was slightly different to that of the previous two years, with higher than average levels between September and January where there was an increase in reported violence without injury incidents:

Trends in Violence Against the Person Isle of Wight – 2017/18, 2018/19 and 2019/20



Source: Crime Records dashboard – Interact OPCC

As seen locally for the period April 2019 to March 2020 violence with injury and most serious violence has seen a slight reduction in terms of reported crimes (see Appendix A for full breakdown), however, violence without injury reported crimes continues to increase. Violence with and without injury still remain the largest in terms of percentage of crimes (16.0% and 29.0% respectively).

## Offence Detail

### Violence against the person

Looking in further detail at associated factors for violence against the person, as a whole we can see that nearly a third have a domestic abuse flag (32.7%) which is an increase on previous years. A slight percentage increase was seen in race related violence against the person with other hate crimes remaining a similar percentage of crimes against the person seen in previous years.

A slight decrease was seen in the use of a bladed weapon (1.1% down from 1.4% in 2018/19) and the use of other weapons stayed constant (5.9%). Crime against the person affected by alcohol or drugs and alcohol together both saw a slight reduction

on last year's percentages, whilst such crimes affected by drugs has seen a very slight increase (1.0% up from 0.7%):

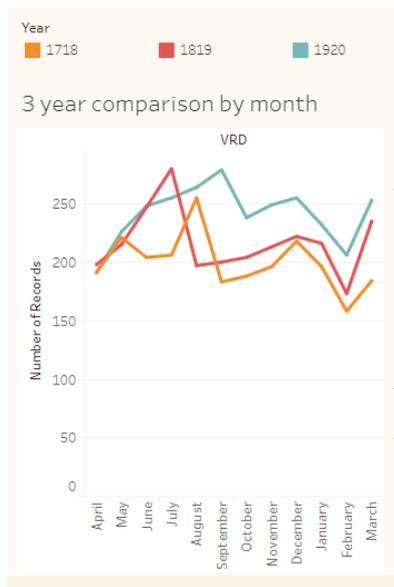
Isle of Wight associated factors to violence	2017/18	2018/19	2019/20
total violence against the person	4,119	4,324	4,493
<b>% of the violence against the person total</b>			
Most serious violence	2.4	2.6	2.1
Domestic violence flag	28.0	30.2	32.7
Hate crime: Disability	0.2	0.3	0.3
Hate Crime: Gender Identity/ Sexual Orientation	0.2	0.5	0.4
Hate Crime: mental health	0.4	0.3	0.2
Hate Crime: Race	0.7	0.6	0.8
Weapon Used: Bladed Implement	1.7	1.4	1.1
Other weapons (including explosives, firearms, glass, non-bladed implement and rope)	5.9	5.9	5.9
Affected by Alcohol	19.5	17.6	14.6
Affected by Drink and Drugs	1.9	2.1	2.0
Affected by Drugs	0.6	0.7	1.0

Source: Crime Records dashboard – Interact OPCC

### Violence without injury

For 2019/20 Violence without injury reported incidents have increased by 296 to 2,896 incidents. An increase was seen from May onwards:

Trends in Violence Without Injury – Isle of Wight –2017/18, 2018/19 and 2019/20



Source: OPCC InterAct dashboard – Crime Records March 2020

Violence without injury is a very broad category of crime that includes such things as stalking, common assault (no injury), breach of restraining order and threats to kill, to name but a few. It is clear that this category is very far-reaching and complex in its nature and understandable that it would form a large percentage of crimes locally especially when we look at it in the light of increasing domestic abuse incidents.

### Violence with injury

As we have seen, locally there has been a decrease in reported violence with injury and most serious violence, as well as youth on youth crime. These have been priority areas of focus for Police and CSP colleagues over the last two years in conjunction with a national effort to reduce serious violence. The IOW secured external funding from the Home Office to set up a Violence Reduction Unit, as detailed earlier and Local Police have delivered a number of interventions and operation as part of national campaigns to reduce the risk of knife crime.

### Offender / victim

In terms of offender / victim relationship nearly a quarter (23.2%) are between partners (including ex and historical), an increase on last year's figures (22.9%). Violent crime between other family relationships has also seen a slight increase (18.1% from 17.9%) reflecting the increase seen in domestic violence flagged incidents. A further quarter of violent crimes are between acquaintances or neighbours and 14.0% are between strangers which is a slight decrease on previous figures:

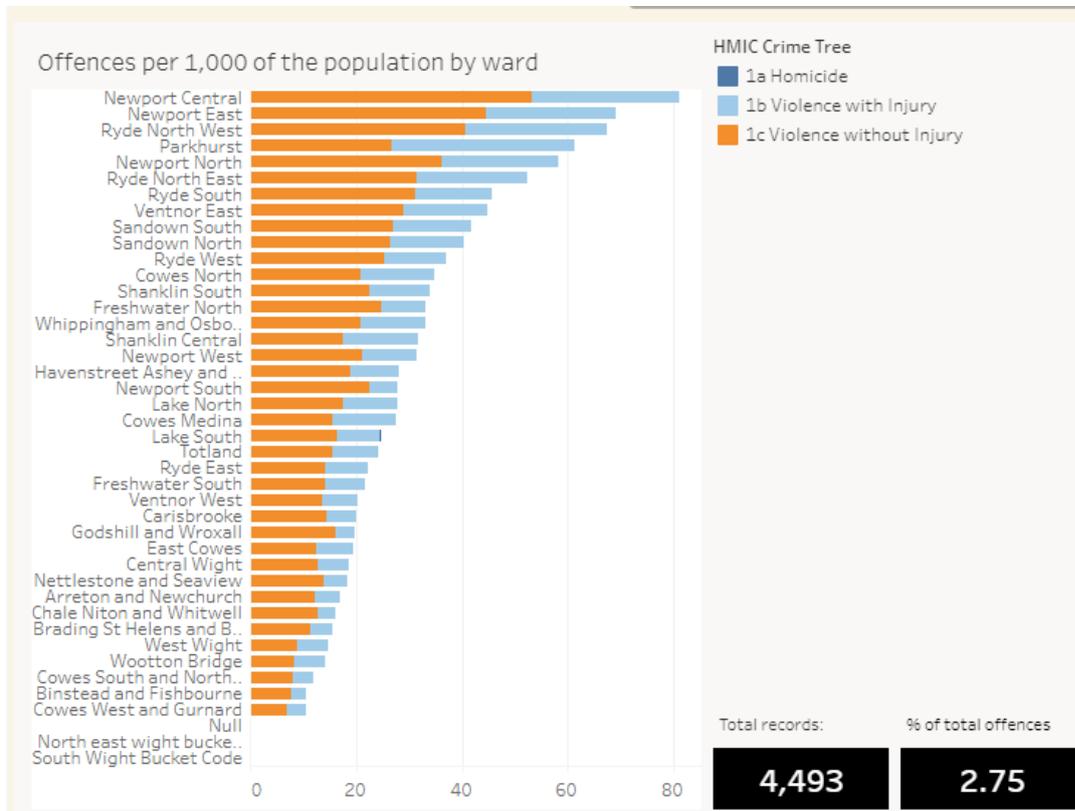
Violence Against the person			
offender / victim relationship	2017/18	2018/19	2019/20
Partner (including historical, ex-partner and non-heterosexual)	21.1	22.9	23.2
Family (including step/half/adopted)	18.8	17.9	18.1
Acquaintance / neighbour (including historical)	26.4	25.6	25.2
Stranger	18.0	16.8	14.0

Source: Crime Records dashboard – Interact OPCC

With reference to ages of victim the highest percentage were 30 to 39 year old (21.0%) closely followed by the 20 to 29 year olds (20.8%).

## Location

Newport and Ryde remain the areas with the highest rates of violence against the person per 1,000 with Newport Central, East, North and Parkhurst featuring in the top 5 alongside Ryde North West:

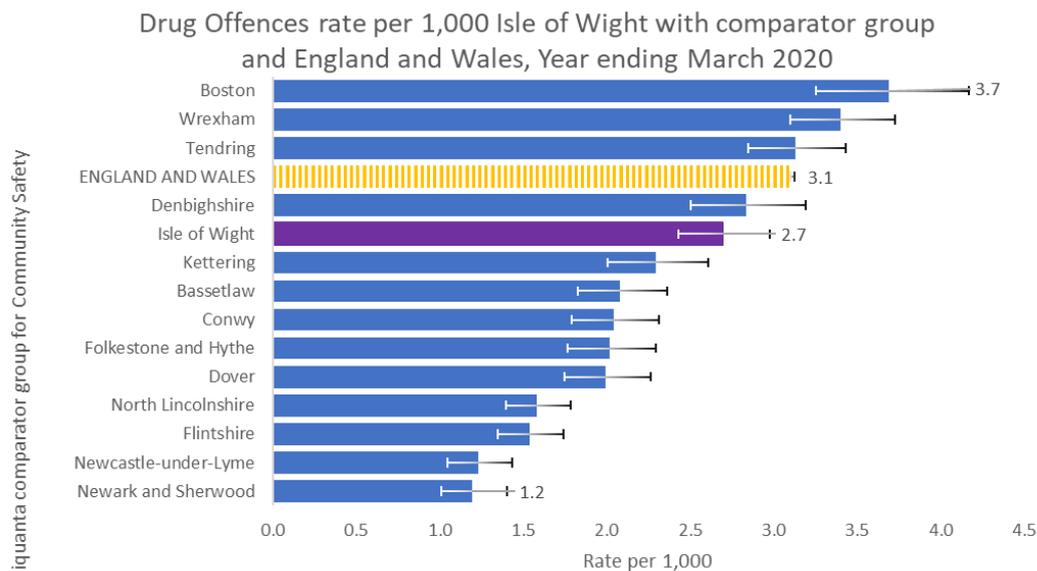


Source: Crime Records dashboard – Interact OPCC

Drugs possession, trafficking and possession of weapons offences have all seen an increase in commission rates. This is attributed to the improved intelligence and information gathered through partnerships enabling the police to target key people involved in these types of crime. This proactive approach to policing has not only led to increased numbers of crimes being recorded but increased numbers of offenders being referred to the criminal justice system. The police will continue to target those offenders that pose the communities the greatest risk and safeguard those who are considered vulnerable; this is likely to see increases in these offences in the future.

## Drugs Offences

The rate for drug offences on the Isle of Wight is 2.7 per 1,000 compared to 3.1 per 1,000 nationally. The Island's rate is statistically significantly lower than England and Wales and two of the comparator areas but statistically significantly higher than seven other comparator areas:



Source: <https://www.ons.gov.uk/file?uri=%2fpeoplepopulationandcommunity%2fcrimeandjustice%2fdatasets%2frecordedcrimedatabycommunitysafetypartnershiparea%2fcurrent/csptablesyemarch20.xlsx>

Compared to 2018/19 reported drug offences have seen an increase of 69 crimes to 383 in total. Peak months for 2019/20 are seen in August and October. This reflects in part a local focus of police activity in this area.

### Offender Analysis

Offender data indicates that the majority (89.9%) of those involved in drug offences were male.

Source: OPCC InterAct – Offender dashboard

Age group analysis indicates that over a quarter (27.3%) were aged under 20 but over a third (37.6%) were aged between 20 to 29 years.

Source: OPCC InterAct – Crime Records

### Possession of Weapon Offences

The Island’s rate for possession of weapon offences is 0.9 per 1,000 compared to an England and Wales rate of 0.8 per 1,000. The Island is statistically significantly higher than three of the comparator areas and statistically significantly lower than one.

Compared to 2018/19 possession of weapon offences has seen an increase of 19 reported offences to a total of 128. Peak reporting was seen in November which may in part have contributed to the slight peak seen in overall crime in this month. This is due in part to an increase in police activity in this area.

## Offender Analysis

Offender data indicates that the all of those involved in possession of weapon offences were male.

Source: OPCC InterAct – Offender dashboard

Age group analysis indicates that over a quarter (28.6%) were aged 20 to 29 years old with a further 23.2% under 20 years old. This is a similar demographic seen with drug offences.

Source: OPCC InterAct – Crime Records

Recent police activity has been focussed on tackling high harm offences which includes the possession of weapons. This has led to a number of initiatives being conducted with partners to increase the awareness and dangers of knife crime. This has included multiagency conferences and talks in schools from a former gang member Omar Sharif and Dean Cody. Police and partners take part in a national initiative called Operation Sceptre and this proactive week of action led to a number of positive results which would have contributed to the increase in reported offences. This included volunteers conducting knife sweeps with metal detectors and working with the postal service to identify people who were importing weapons.

## Domestic Violence & Abuse and Serious Sexual Offences

### Domestic Violence and Abuse

On the Island, in line with the rest of the UK, the Domestic Abuse Forum encompasses the wider Violence Against Women and Girls (VAWG) agenda including sexual assault / rape, trafficking, sexual exploitation, so called ‘honour-based violence’ (HBV), female genital mutilation (FGM) and forced marriage (FM). There is also a serious sexual offences reduction group (SSORG).

Measuring domestic violence, abuse and rape / serious sexual offences is difficult due to the complex nature of the issues and the awareness that many cases of such abuse are not reported; so there are no definitive figures for the scale of the problem on the Island, or anywhere else in the UK.

It is known that there are a hidden number of victims who don’t come forward and on average a victim will sustain in the region of 50 incidents of abuse before reporting to the police<sup>13</sup>.

---

<sup>13</sup> See: SafeLives (2015), Insights Idva National Dataset 2013-14. Bristol: SafeLives and Walby, S. and Allen, J. (2004), Domestic violence, sexual assault and stalking: Findings from the British Crime Survey. London: Home Office. (see:

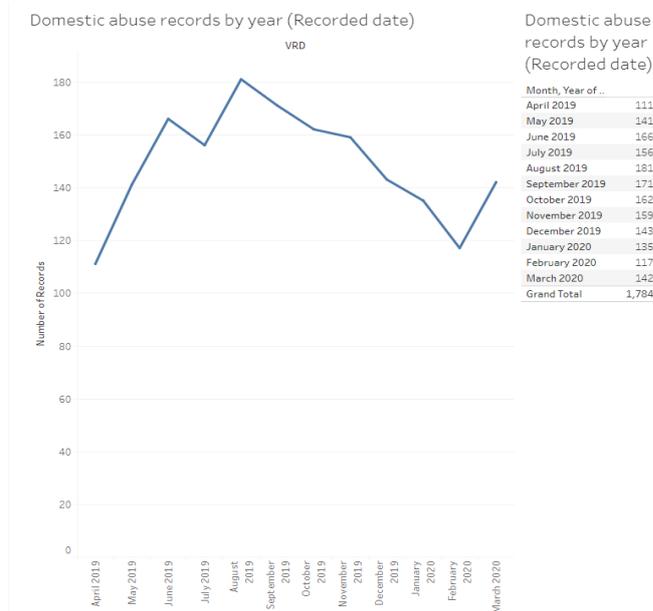
In recognition of the growing awareness around domestic abuse and the harm it causes, the government published a landmark domestic abuse bill in January 2019 which encompasses supporting victims and their families and pursuing offenders. It comes as it is revealed domestic abuse issues cost the country £66 billion a year. (see: <https://www.gov.uk/government/news/government-publishes-landmark-domestic-abuse-bill>)

Locally the CSP have undertaken a significant amount of work to raise awareness of this issue, upskill professions and build confidence in communities; all with the aim of empowering individuals and increasing the opportunity to report incidents of abuse.

For reporting, the police add a domestic abuse flag on their records where any crime includes ‘any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial, emotional<sup>14</sup>.

Locally, domestic violence and abuse sees a growing trend with 1,786 flagged incidents for 2019/20, an increase of over 193 reported incidents compared to last year.

As seen with other crimes, the summer months - quarter 2 (July – September) sees the peak in reported incidents (28.5%) with August reported the highest monthly figure (181):



Source: OPCC InterAct – Domestic Abuse Dashboard

<http://safelives.org.uk/policy-evidence/about-domestic-abuse/how-long-do-people-live-domestic-abuse-and-when-do-they-get>)

<sup>14</sup> Domestic Abuse definition: <https://www.victimsupport.org.uk/crime-info/types-crime/domestic-abuse>

## Age / Relationship

The peak age for aggrieved is 25 to 29 year olds (13.8%) followed by 30 to 34 year olds (12.9%), 20 to 24 year olds (12.7% and 35 to 39 year olds (12.2%). The peak age for suspects was slightly older with 14.1% 30 to 34 year olds followed by 13.1% 25 to 29 year olds and 11.5% and 11.4% respectively for 35 to 39 year olds and 20 to 24 year olds (10% of suspects' ages were not recorded).

Due to the domestic nature of these incidents over 40% (40.9%) are between partners / spouses (including historical and ex) with a further 26.1% between family members (including step, half and adopted). Only 1.2% were between acquaintances / strangers with a further 3.6% where the relationship was not stated.

Nearly 40% of domestic flagged incidents with suspects 30 to 34 years old and 35 to 39 years olds involve a repeat flag (37.1% and 38.5% respectively). In a similar pattern to suspects, for the peak ages for the 'aggrieved' nearly 40% are repeat victims (30 to 34 year olds 39.0%, and 25 to 29 year olds 38.2%).

Source: OPCC InterAct – ASB Dashboard

## Substance Involved / Weapon Used

Although the majority of incidents (56.3%) substance involved was either not known or not stated, of those incidents where it was known (779) well over half (57.5%) involved alcohol, drugs or both, with the vast majority of those (47.6% of those known) involving alcohol.

When looking at weapon used – the vast majority (91.5%) where this was stated did not involve a weapon. 8.5% of incidents where this was recorded did involve a weapon – the majority (85) classed as a non-bladed implement

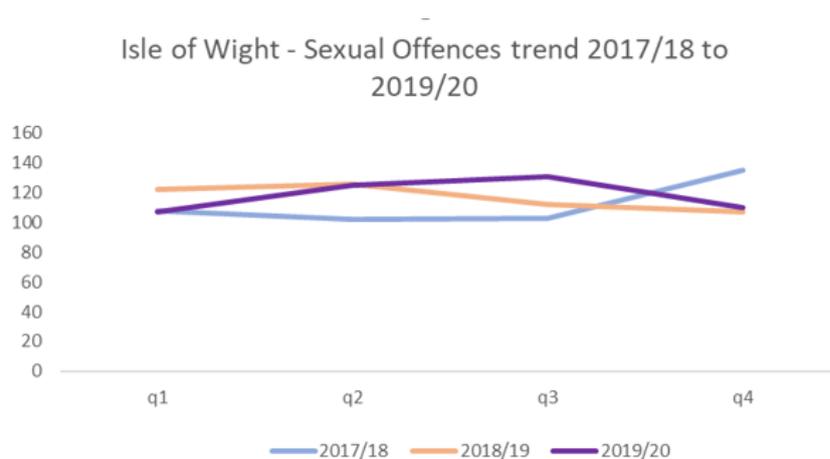
## Outcome

13.8% of the incidents resulted in a charge/summons, caution or community resolution. However, nearly 40% (39.3%) the victim declined or did not support proceedings and in a further third the victim did support proceedings, but evidential difficulties prevented an outcome illustrating the complexity of many domestic abuse incidents.

## Sexual Offences

Locally the Isle of Wight's rate for sexual offences is 3.3 per 1,000. This is statistically significantly lower than one comparator area and statistically significantly higher than three, including England and Wales (2.7 per 1,000).

There has been a gradual increase in sexual offences over the last three years (2017/18 to 2019/20) of 23 crimes resulting in 471 reported offences for this year. The peak is seen slightly later than with other crimes – in quarter three (October – December):



Source: OPCC InterAct – Crime Records

Nearly a third of sexual offences (32.8%) are rape with two – thirds (67.12%) classed as ‘other sexual offences’.

Over the three years rape has seen a greater increase (n26) with sexual offences remaining much the same (n-1). However, compared to last year, rape has actually seen a decrease in reported incidents (n7) whereas other sexual offences have seen a slight increase (n13).

16.1% of sexual offences have a domestic abuse flag, an increase from 14.6% in the previous year.

## Location

Newport wards of Central and East feature again at the top of wards with the highest rate. Followed by Parkhurst which is in part due to the location of the prison. Ventnor East and Shanklin Central are also in the top five areas with the highest rates which is slightly different to other crimes types.

Source: OPCC InterAct – ASB Dashboard

## Offender / Aggrieved

Recent national campaigns related to empowering victims of sexual abuse to come forward has led to an increase in reporting of incidents that have happened in the past. These incidents are classed as ‘non-recent’ which means they occurred over a year prior to the reporting of the offence. Locally we see 22% of cases (n105) as being non-recent and 78%) recent (n366). Of the non-recent cases 59% happened when the victim was under 16, which indicates that often it takes time, the confidence and other factors to report such an event.

Source: Hampshire Constabulary Police Analyst October 2020.

In 58% of sexual offences the age of the victim was over 16, of which (n230) cases were recent and (n43) non-recent. In 42% of occurrences the age of the victim was under 16, of which (n136) were recent and (n62) non-recent.

When considering serious sexual offences (SSO) only, there were (n369) offences in total with 63.7% of victims being over 16 and 36.3% of victims under 16. Of those over 16 (n193) were recent and (n42) non-recent occurrences. Of those under 16 (n81) were recent and (n53) non-recent occurrences.

When looking at rape offences only, the IOW percentage data is in line with the wider Hampshire force area. Locally there were (n154) occurrences in total; 77% (n118) of victims were over 16 years of age and 23% (n36) were under 16.

Of those victims of 'recent' offences, those aged over 16 account for 56.5% (n87) and under 16 account for 8.4% (n13). This is lower in comparison to the Hampshire force area figure for victims under 16.

Of those victims of non-recent offences, those aged over 16 account for 20% (n31) and under 16 account for 15% (n23).

Source: Hampshire Constabulary Police Analyst October 2020

## Hate Crime

The impact of hate crime on victims can be very personal and it is widely acknowledged by criminal justice agencies that hate crime goes under reported.

A hate incident is defined as 'any non-crime incident which is perceived by the victim or any other person, to be motivated by a hostility or prejudice based on a personal characteristic, specifically, actual or perceived race, religion/faith, sexual orientation, disability and transgender identity'.

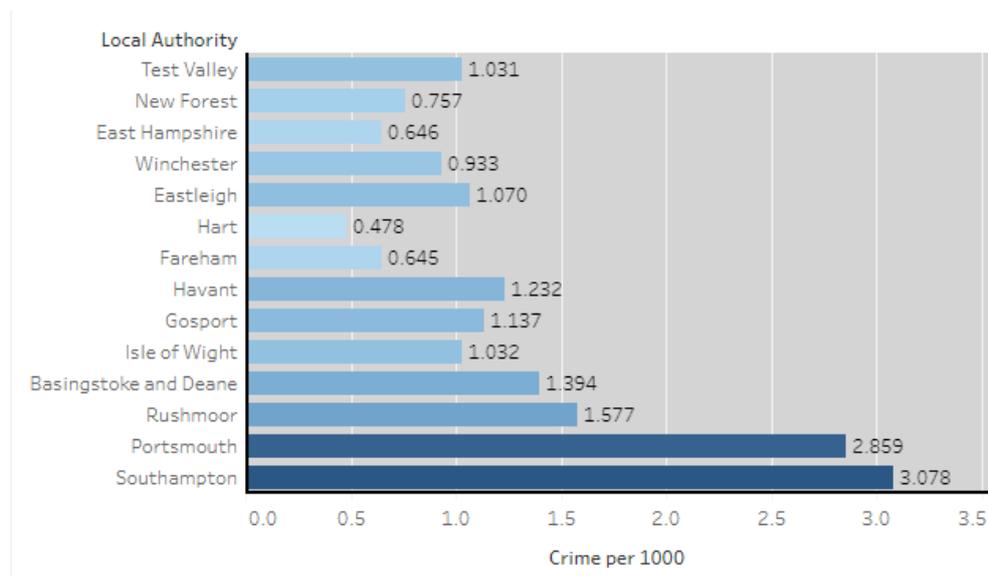
A hate crime is defined as 'any criminal offence which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a personal characteristic specifically actual or perceived race, religion/faith, sexual orientation, disability and transgender identity'.

Up to the end of March 2020, the Isle of Wight had 174 reported hate incidents, 146 hate crimes and 135 outcomes (these outcomes are not necessarily related to the crimes or incidents in the same time period). This sees a slight increase in incidents and crimes from last year (166 and 139) and a similar number of outcomes (134).

Nearly half of hate incidents and crimes were race related (45.6% and 47.4% respectively). 20.3% of incidents were disability related and 18.2% of crimes:

The Island has a rate per 1,000 of 1.03. This is the seventh lowest for the Hampshire policing area. this is similar to last year's rate (1.0 per 1,000):

## Hate Crimes – Rate per 1,000 population Year ending March 2020



Source: OPCC Interact – Hate crime dashboard

## Prevent

Local Authorities have a duty to prevent people from being drawn into terrorism as part of the Government's 'Prevent' strategy. The IOW Prevent Board is a multi-agency partnership which reviews the Counter Terrorism Local Profile and helps raise awareness and educate on issues relating to counter terrorism and extreme ideologies.

The IOW Council coordinates a 'channel panel' which agencies refer into if they have a concern about a child, young person or adult at risk of radicalisation. The Home Office have issued new Duty Guidance in 2020 to support local authorities and channel partners with their delivery of Channel. Some of the key updates include putting greater emphasis on the statutory duty of Local Authorities and Partners to own and deliver channel. They have introduced core competencies covering skills, training and experience to fulfil the role of panel chair and participant. There is an expectation to convene panel meetings monthly where a live case is held.

## Reduce Reoffending

### Youth

Most recent published data for first time offenders (2018) puts the Island rate at 181 per 100,000, statistically significantly lower than the England average (211 per 100,000) and three of the CIPFA neighbours and statistically significantly higher than one area:

First time offenders 2018					Crude rate - per 100,000	
Area	Recent Trend	Neighbour Rank	Count	Value	95% Lower CI	95% Upper CI
England	↓	-	102,688	211	209	212
Neighbours average	-	-	-	-	-	-
Sefton	↓	4	722	295	274	318
Wirral	↓	10	734	258	240	277
Cheshire West and Chester	→	12	760	253	236	272
Poole	→	8	278	207	184	233
Torbay	↓	3	249	206	181	233
Herefordshire	↓	6	349	204	183	227
Cheshire East	↓	11	687	204	189	220
Southend-on-Sea	↓	15	303	191	170	213
Redcar and Cleveland	↓	14	228	189	166	216
Isle of Wight	↓	-	231	181	159	206
Northumberland	↓	2	516	180	165	196
Cornwall	↓	9	889	177	166	189
North Somerset	↓	5	324	172	154	192
Stockport	↓	13	416	163	148	180
Shropshire	↓	7	446	156	142	171
East Riding of Yorkshire	↓	1	426	140	127	154

Source: PHE Fingertips

Covid-19 has had an impact on the production of youth offending figures with publishing of both first time entrants and reoffending figures currently suspended. However, local data analysis by the Youth Offending Team on their current cohort indicates that:

For First Time Entrants (FTE)<sup>15</sup> there is an increasing trend with 61 FTE more than double that of the previous 12 months. This increase has particularly been seen in Youth Conditional Cautions (YCC). The triage process works to ensure a young person is given the lowest possible outcome whilst ensuring their behaviour is appropriately challenged. The objective is to reduce offending behaviour and keep both them and others safe. However, it is acknowledged that there will come a point where being given a more substantive disposal and becoming an FTE will be appropriate.

Main outcome data indicates that there has been an increase both in court and out of court disposals with greatest increase seen in Youth Custodial Cautions (YCC) (increase of 20 to 34).

The greatest increase in terms of demography can be seen in those aged 16 years old and the younger age group of 12 and 13 year olds.

Local data for reoffending (Quarter 4, 2018/19) from the Live Tracker indicates that the local reoffending rate is 35.7%, in line with the same Quarter from the previous year (34.5%), however, the average number of reoffences per offender is at 2.9, a marked decrease from the same Quarter in the previous year where the figure was 6.9. To get an idea of how this compares to national data, most recent published figures from 2018 indicate that the local reoffending rate was 3.9 now in line with the

<sup>15</sup> First Time Entrant (FTE) describes young people entering the Youth Justice System for the first time i.e. when they received their first substantive court outcome for a proven offence. FTE Data is captured by the Youth Justice Board using Police National Computer (PNC) generated data.

England and Wales average of 3.95 where previously it had been an outlier with 6.04<sup>16</sup>.

In terms of demography the highest number of reoffenders were ten to 13 year olds and 17 year olds and the highest rate of reoffences was seen in 14 year olds.

The Youth Offending team on the Isle of Wight have had positive success stories most notably with two young people engaged in reparation activities in which they took great pride in their work and achieved positive results.

Source: IOW YOT Q4 Report 2020

## Adults

Most recent reoffending data (2017/18) indicates that nearly a third (31.2%) reoffend on the Isle of Wight compared to an England average of 29.1%. This is higher than all but three of our CIPFA comparator group:

Area	Recent Trend	Neighbour Rank	Count	Value	Proportion - %	
					95% Lower CI	95% Upper CI
England	-	-	116,691	29.1	-	-
Neighbours average	-	-	-	-	-	-
Redcar and Cleveland	-	14	400	34.1	-	-
Cheshire West and Chester	-	12	988	31.9	-	-
Wirral	-	10	854	31.7	-	-
Isle of Wight	-	-	286	31.2	-	-
Northumberland	-	2	600	30.3	-	-
Sefton	-	4	753	30.3	-	-
Southend-on-Sea	-	15	376	29.9	-	-
North Somerset	-	5	375	28.4	-	-
Torbay	-	3	289	27.7	-	-
Cheshire East	-	11	731	27.5	-	-
East Riding of Yorkshire	-	1	363	24.9	-	-
Herefordshire	-	6	355	24.3	-	-
Stockport	-	13	368	24.3	-	-
Cornwall	-	9	690	23.1	-	-
Shropshire	-	7	344	22.1	-	-
Poole	-	8	-	-	-	-

Source: PHE Fingertips

Reoffending levels per reoffender (2017/18) are 4.32, this is slight above the England average (4.05) and higher than all but two of the CIPFA comparator area.

## Community Rehabilitation Company (CRC)

The Hampshire and the Isle of Wight Community Rehabilitation Company (HIOW CRC) supervises offenders aged 18 and over in the community who are sentenced by the court to either a Community Order or a Suspended Sentence Order. They also supervise people allocated to the service who are in custody and those released from prison on licence.

<sup>16</sup> See Proven Reoffending Statistics: [Proven reoffending tables \(3 monthly\), October 2018 to December 2018 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/674242/proven-reoffending-tables-3-monthly-october-2018-to-december-2018.pdf)

Their approach in reducing re-offending focuses on not only holding people to account for their actions, but on supporting their rehabilitation. Some problems offenders may face include:

- Homelessness
- Unemployment
- Drug or alcohol misuse
- Health issues
- Debt

## Demographics

For 2019/20 354 offenders are working with CRC (an increase of 20 offenders) the majority are aged between 26 to 49 years with over a third (34.8%) aged 35 to 49 and 28.5% aged 26 to 34 years. This is a slightly older age range than seen with violent crime above. The majority of offenders (80.2%) are male, although females have seen a greater increase in numbers compared to the previous year (n17) with males having seen a slight increase (n3).

The majority (59.9%) are white British, however for over a third (35.0%) of offenders their ethnicity is not stated – this is the highest across the HIOW area.

Source: OPCC InterAct CRC Demographics dashboard

## Accommodation and Status

Of the 257 records (all commencements) for the CRC on the Isle of Wight nearly 80% (78.6%) are in stable accommodation or with friends and family with 8.2% homeless or in transient/ short term accommodation and a further 12.5% where accommodation is unknown.

Nearly a third (30.4%) are in some form of employment (including part time and casual) whilst just over 50% (50.2%) are either unemployed or unavailable for work.

Source: OPCC InterAct CRC Accommodation dashboard

## Offence Type

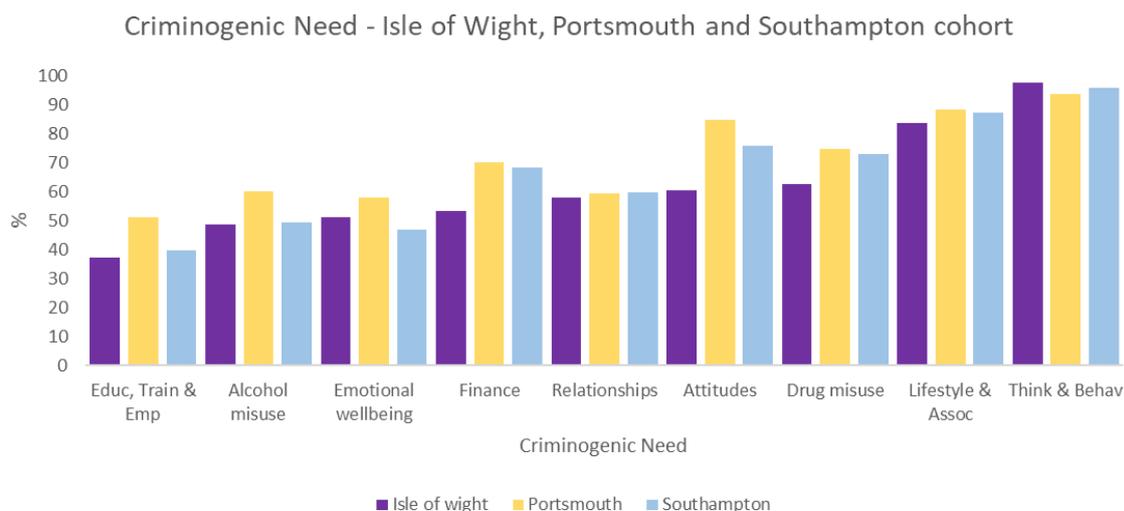
The majority of offenders have committed a crime in relation to violence against the person (43.5%). In numerical terms this is an increase on last year (n19). Summary motoring offences and 'other summary offences' form the next largest groups (both 13.8%).

Source: OPCC InterAct CRC Demographics dashboard

## Criminogenic needs and offender group reconviction scale (OGRS)

Criminogenic needs are characteristics, traits, problems or issues of an individual that directly relate to the individual’s likelihood to re-offend and commit another crime.

The Criminogenic needs of the local cohort reflect those seen within the Portsmouth and Southampton cohorts with ‘thinking and behaviour’ as the main need followed by lifestyle and associations. For the Island drug misuse follows whereas for Portsmouth and Southampton it is attitudes:



Source: OPCC Offender InterAct Dashboard – March 2020

Offender Group Reconviction Scale (OGRS) estimates the probability that offenders with a given history of offending will be re-sanctioned (reconvicted or given a caution, reprimand or final warning) for any recordable offence within two years of sentence or release if sentenced to custody. For the Isle of Wight, nearly half of those given a score (46.5%) have a ‘low’ reconviction score which means they are in the lower risk category for reoffending. This differs to scoring in Portsmouth and Southampton where there are higher percentages in the ‘high’ and ‘very high’ risk group.

Source: OPCC InterAct - Offender General Predictor Dashboard

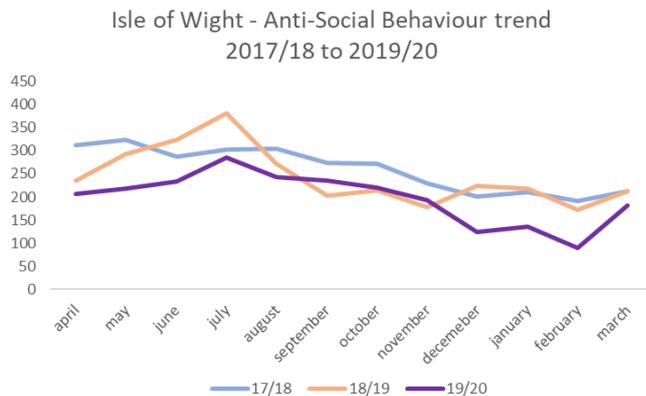
## Anti-social Behaviour (ASB) and Community Cohesion

ASB is defined as “behaviour by a person who causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the person” (Anti-social Behaviour Act 2003 & Police Reform and Social Responsibility Act 2011). Locally we include deliberate fires and noise nuisance under this heading.

We have seen earlier that the impact of Covid-19 has been particularly noticeable in terms of Anti-social behaviour. The Community Safety Partnership will continue to monitor data on ASB incidents which will inform the Strategic Assessment for next year. In terms of ASB up to March 2020 and the remit of this Strategic Assessment, the full weight of Covid-19 was yet to be felt.

Reported incidents of anti-social behaviour has seen a reducing trend over the last three years with 559 fewer reported incidents in 2019/20 compared to 2018/19; reducing from 2,927 to 2,368.

Quarter 2 (July, August and September) sees the highest levels of Anti-social behaviour over the three years (apart from a peak in Q1 in 2017/18). This is a similar pattern seen with crime rates as it covers the summer months where people are more likely to be outside for longer periods, potentially in groups, coupled with the surge in Island population which increases the likelihood for anti-social behaviour. July is the peak month for ASB in 2019/20 and lowest levels are seen in February:



Source: <https://public.tableau.com/profile/police.and.crime.commissioner.for.hampshire.isle.of.wig#!/vizhome/ASBYEMar20/Story1>

Nearly two-thirds (65.5%) of reported anti-social behaviour locally is ‘community’<sup>17</sup> with around a further third (29.2%) ‘personal’<sup>18</sup>. The remainder (5.3%) was environmental<sup>19</sup>.

<sup>17</sup> Community (Nuisance) ASB - Incidents where an act, condition, thing or person causes trouble, annoyance, inconvenience, offence or suffering to the local community in general rather than to individual victims. It includes incidents where behaviour goes beyond the conventional bounds of acceptability and interferes with public interests including health, safety and quality of life. Just as individuals will have differing expectations and levels of tolerance so will communities have different ideas about what goes beyond tolerance or acceptable behaviour

<sup>18</sup> Personal ASB - includes incidents perceived to be deliberately targeted at an individual or group or having an impact on an individual or group rather than the community at large. It includes incidents that cause concern, stress, disquiet and/or irritation through to incidents which have a serious adverse impact on people’s quality of life

<sup>19</sup> Environmental ASB – deals with the interface between people and places. It includes incidents where individuals and groups have an impact on their surroundings including natural, built and social environments

## Temporal Analysis

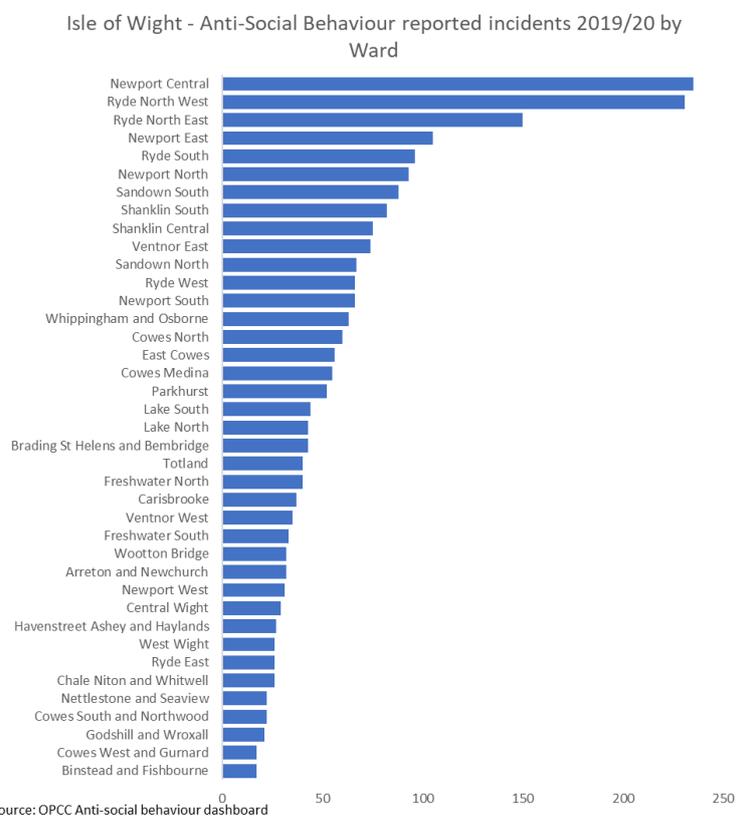
Data is available on the time of day and the day of the week that incidents are reported. This is an interesting source of information to understand potential times of higher or lower incidents however, it is important to be aware that when people are unsure of the time of day of the incident a general day / evening, week day / weekend will be used so it is not reliable in itself and needs to be taken alongside other data to fully understand trends.

With this caveat in mind, we can see peak times of the day from 15:00 to 20:00 with 41% of incidents and peak days of the week being Friday to Sunday (45.1%). This perhaps reflects the periods of time when more people are at leisure i.e. out of school / work.

## Location

When looking into the main wards experiencing anti-social behaviour, incidences are again centred on Ryde and Newport. Ryde wards (Ryde North West, Ryde North East and Ryde South) feature in the top five areas along with Newport (Newport Central and Newport East).

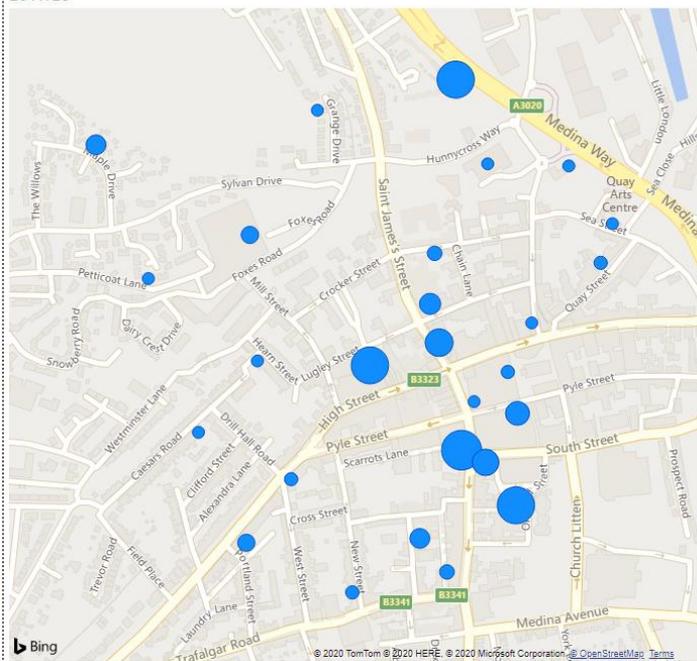
Newport Central and Ryde North West have considerably more incidents (235 and 231 respectively) compared to the rest:



Source: OPCC Anti-social behaviour dashboard  
<https://public.tableau.com/profile/police.and.crime.commissioner.for.hampshire.isle.of.wight#/vizhome/ASBYEMar20/Story1>

For Newport Central, the areas around the main shopping, eateries and pubs record the highest incidents of ASB such as St James' Street and the High Street and roads off these:

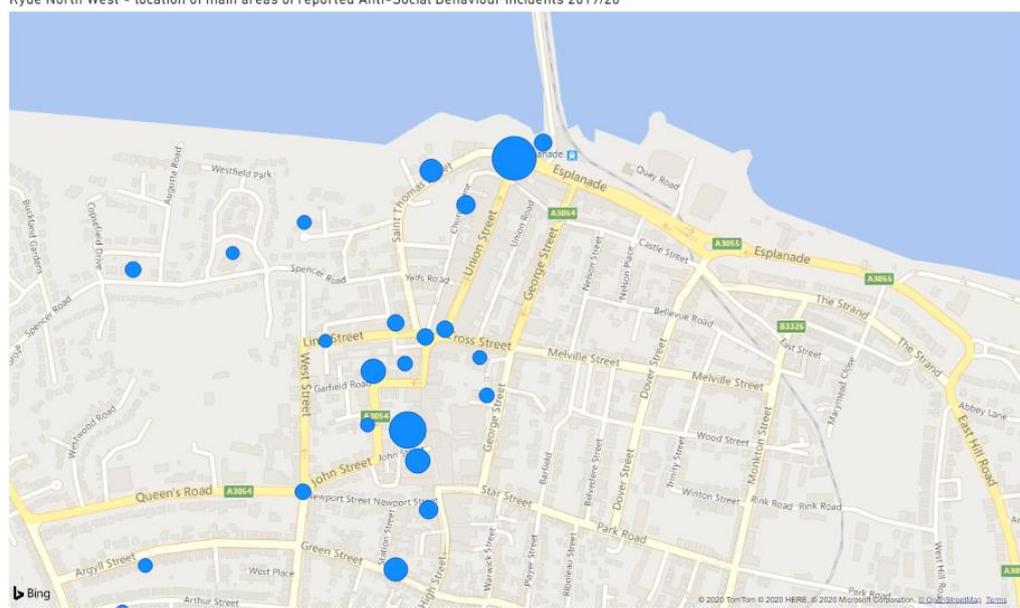
Newport Central - location of main areas of reported Anti-Social Behaviour Incidents 2019/20



Source: OPCC InterAct – ASB Dashboard

A similar pattern is seen with Ryde North West Ward where Union Street and High Street are some of the main areas for ASB:

Ryde North West - location of main areas of reported Anti-Social Behaviour Incidents 2019/20



Source: OPCC InterAct – ASB Dashboard

## Additional information on incidents (NICL) <sup>20</sup>

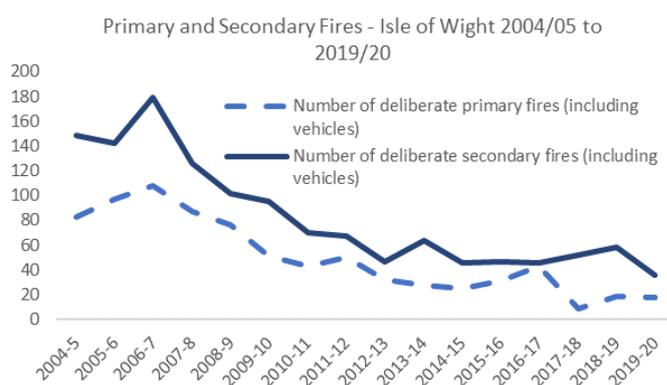
Over 80% of ASB incidents did not have any additional information attached to the record (NICL) but for the 20% that did have a NICL qualifier a third (33.8%) were alcohol related, Over a fifth (21.7%) were youth related (age 10 to 17 years), further fifth (21.3%) drug related and nearly 5% (4.5%) mental health was a factor. A further 8.4% were a combination of some or all of the above.

## Deliberate Fires

Fires are categorised into primary and secondary types with primary fires including any fire that occurs in a building (non-derelict), road vehicle or outdoor structure, any fire involving fatalities and/or casualties and any fire attended by five or more pumping appliances. Secondary fires are almost exclusively outdoors including scrub or grassland, rubbish bins and bonfires. If either a primary or secondary fires was started as a malicious act then they are classed as 'deliberate'.

In 2019/20 there were 13 deliberate primary fires (excluding vehicles), reducing from 17 in 2018/19, and 5 deliberate primary fires in vehicles, increasing from 2 in 2018/19. Overall figures were similar to last year (18 in total compared to 19 in 2018/19).

For secondary deliberate fires there were 34 (excluding vehicles), reducing from 58 in the previous year and 2 secondary vehicle fires, increasing from 0 in 2018/19. Overall this is a reduction of 22 secondary fires from 2018/19. 2018/19 had seen some ASB leading to fire setting which accounted in part for the increases seen in that year. Interventions were put in place such as The Firewise<sup>21</sup> project and close working with the YOT. Overall a downward trend can be seen since a peak in 06/07:



Source: Isle of Wight Fire and Rescue Service October 2020

<sup>20</sup> NICL – National Incident Category List - <https://www.gov.uk/government/publications/the-national-standard-for-incident-recording-nsir-counting-rules>

<sup>21</sup> Isle of Wight Fire Rescue Service (IWFRS) offer a nationally recognised intervention for young people who display fire starting behaviour. The intervention's objective is to understand the connection with fire and together create coping strategies to prevent the act of fire lighting. Referrals are received from any pathway however most come through the police and Youth Offending Team

## Noise Nuisance

2019 saw a total of 552 noise complaints, an increase of 27 complaints from the previous year. In 2019, the coding changed for recording of noise complaints with the main category of noise resulting from 'people' with 21.4% followed by dogs and music – both forming a fifth of all complaints.

Source: Isle of Wight Environmental Health Team 2020

## Doorstep Crime and Scams

Trading Standards help protect the Isle of Wight's residents from cold callers, rogue traders and other scams. Isle of Wight Against Scams Partnership (IWASP) supports victims and promotes a hostile environment to scammers. The membership has risen over the past year from 33 to 35 with agencies both statutory and voluntary receiving training to enable them to prevent residents becoming victims and support those who may have been victims.

During 2019/20, 134 doorstep crimes were reported and same day interventions implemented.

There were 177 reports of scams and 163 interventions.

The intervention of the Trading Standards Service has resulted in a saving of £681,214, increased from £353,538 in the previous year. This is based on a national formula looking at the consequences to the local authority and other agencies if victims are left not only with little or no money but the health and wellbeing consequences of being a victim of this type of crime.

Source: Isle of Wight Trading Standards - Regulatory & Community Safety Services 2020

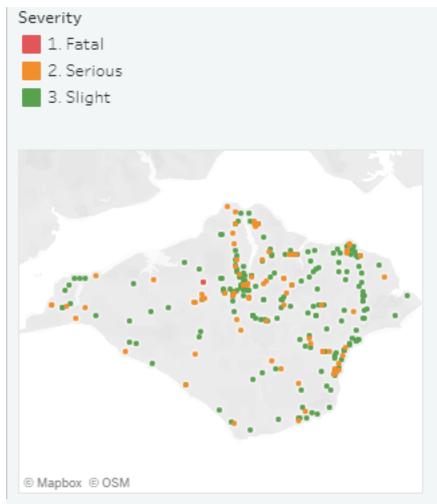
## Road Safety

Most recent Road Traffic Injury Collision data up to October 2019 show there were 278 records with the majority (71.2%) classed as slight, 28.4% were serious and 0.4% fatal. The majority of incidents happened in daylight (70.9%) with the remainder in darkness (12.6% with street lighting and 12.6% without with 4.0% where lighting unknown).

July and August were peak months for traffic injury collisions as well as March – potentially when roads are busier around summer and Easter times:

Source: OPCC Interact – Road Traffic Injury Collisions dashboard

Areas of the Island with the highest numbers of road traffic injury collision can be seen in areas of highest population density such as Ryde, the Bay area and Newport up towards Cowes:



Source: OPCC Interact – Road Traffic Injury Collisions dashboard

The Island is an outlier for killed and seriously injured (KSI) on England's roads (2016 to 2018) 57.5 per 100,000 compared to 42.8 for England. The Isle of Wight also has the highest rate for emergency admissions for motorcyclists (25.8 per 100.00 compared to an England average of 11.9 per 100.000). The Island also has rates higher than the national average for serious and slight casualties from road traffic accidents (0 to 24 year olds) as well as pedestrians and motorcyclists killed or seriously injured in road traffic accidents (0 to 24 year olds).

## Appendix A

Crime tree	2017/18				2017/18 total	2018/19				2018/19 total	2019/20				2019/20 total	increase/decrease from 2018/19 to 2019/20	% of total crimes 2019/20	Three year total
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4				
1a Homicide										0	1			1	1	0.0	1	
1b Violence with Injury	413	513	399	393	1718	438	520	380	386	1724	399	462	393	342	1596	-128	16.0	5038
1c Violence without Injury	617	644	602	538	2401	660	677	639	624	2600	665	798	742	691	2896	296	29.0	7897
2a Rape	24	35	27	43	129	37	46	49	30	162	37	47	39	32	155	-7	1.6	446
2b Other Sexual Offences	84	67	76	92	319	85	80	63	77	305	70	78	92	78	318	13	3.2	942
3a Robbery of Business Property	3			1	4			3		3	2	1	6		9	6	0.1	16
3b Robbery of Personal Property	9	7	8	6	30	9	16	16	5	46	5	10	23	11	49	3	0.5	125
4a1 Burglary Residential	96	124	67	50	337	72	66	58	68	264	40	59	47	67	213	-51	2.1	814
4a2 Burglary Business and Community	71	72	45	34	222	49	68	60	63	240	38	35	42	26	141	-99	1.4	603
4b Vehicle Offences	125	125	60	60	370	67	62	88	50	267	49	63	60	55	227	-40	2.3	864
4c Theft from the Person	14	12	10	5	41	26	16	13	5	60	15	17	14	12	58	-2	0.6	159
4d Bicycle Theft	28	47	10	10	95	21	37	16	15	89	17	24	6	4	51	-38	0.5	235
4e Shoplifting	166	183	203	162	714	213	197	158	137	705	141	156	197	133	627	-78	6.3	2046
4f All Other Theft Offences	257	219	192	219	887	281	254	178	157	870	194	212	201	155	762	-108	7.6	2519
5a Criminal Damage	315	381	285	296	1277	318	280	307	248	1153	268	285	246	236	1035	-118	10.4	3465
5b Arson	6	7	3	13	29	9	21	9	11	50	9	18	10	8	45	-5	0.5	124
6a Trafficking of Drugs	18	12	12	16	58	14	17	15	21	67	19	32	25	33	109	42	1.1	234
6b Possession of Drugs	59	60	64	53	236	73	63	53	58	247	70	67	71	66	274	27	2.7	757
7 Possession of Weapons Offences	40	27	24	21	112	22	27	32	28	109	22	36	37	33	128	19	1.3	349
8 Public Order Offences	254	315	263	261	1093	281	301	219	221	1022	259	326	246	266	1097	75	11.0	3212
9 Miscellaneous Crimes Against Society	48	56	63	49	216	48	39	62	51	200	54	45	42	59	200	0	2.0	616
<b>Grand Total</b>	<b>2647</b>	<b>2906</b>	<b>2413</b>	<b>2322</b>	<b>10288</b>	<b>2723</b>	<b>2787</b>	<b>2418</b>	<b>2255</b>	<b>10183</b>	<b>2374</b>	<b>2771</b>	<b>2539</b>	<b>2307</b>	<b>9991</b>	<b>-192</b>		<b>30462</b>

# COMMUNITY SAFETY PARTNERSHIP STRATEGIC ASSESSMENT 2019/20



For further information contact  
01983 823150  
[community.safety@iow.gov.uk](mailto:community.safety@iow.gov.uk)  
[www.iwight.com/communitysafety](http://www.iwight.com/communitysafety)

If you have difficulty understanding this document, please contact us on 01983 821000 and we will do our best to help you.

# COMMUNITY SAFETY PARTNERSHIP STRATEGIC PLAN 2020/22



Images © visitislandofwight.co.uk

<b>Title</b>	Isle of Wight Community Safety Partnership Strategic Plan
<b>Date</b>	October 2020
<b>Status</b>	Final
<b>Current Version</b>	3
<b>Authors</b>	Andrew Wheeler – Community Safety Operations Manager
<b>Sponsor</b>	Community Safety Partnership

## Contents

	<b>Page</b>
<b>Foreword</b>	1
<b>1 Introduction</b>	2
<b>2 Highlights and Successes</b>	4
<b>3 Our Priorities</b>	4
<b>4 Delivery Plan</b>	6

## Foreword 2020 – 2022

The Isle of Wight (IOW) Community Safety Partnership (CSP) believes that crime, disorder, anti-social behaviour and reducing the fear of crime can only be tackled effectively by working together. Following some proactive partnership work in the last few years it gives us great pleasure to introduce the updated CSP strategic plan which builds on the foundation work completed in 2019.

The CSP is required to produce a Strategic Assessment, which is subject to an annual review. The review analyses activity and performance and is used to identify key or emerging issues which underpin the priorities concerning crime, anti-social behaviour and fear of crime. This information, together with the lessons learned and outcomes from previous years, have fed into the latest strategic assessment, ensuring that the Island residents continue to influence the priorities we have identified.

We are pleased to report that over the last year we have had some very successful outcomes and achievements. This included holding a Domestic Abuse conference titled 'missed opportunities', which helped inform our action plan for future work. Our local 'Joint Action Group' have addressed a number of anti-social behaviour issues across the Island and we continue to secure external funding to develop a 'Violence Reduction Unit', addressing the early risk factors associated with violent crime.

We must however address the current situation we face due to Covid-19 and the impact this has, and continues to have, on our communities and services. The CSP has adjusted its working arrangements and is considering the impact of Covid-19 in all its priority areas.

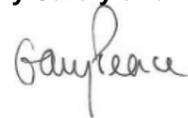
The CSP have agreed to focus on the following priorities for the next two years:

- Violent Crime
- Reduce Reoffending
- Anti-social Behaviour and Community Cohesion
- Domestic Violence & Abuse and Serious Sexual Offences
- Prevent
- Road Safety

**Amanda Gregory Chair of Isle of Wight Community Safety Partnership**



**Cllr Gary Peace Isle of Wight Council Executive member for Community Safety and Public Protection**



# 1. Introduction

This document outlines the main priorities for the CSP in 2020 - 2022 (as identified within the strategic assessment 2018/19) along with a delivery action plan. This plan should be read in conjunction with the strategic assessment, as all data referred to is detailed within the assessment, however with the added consideration of the societal changes and impacts brought about by Covid-19.

Every three years each community safety partnership is required to produce a strategic plan, informed by a strategic assessment and consultation, which outlines its activities. The plan identifies priorities and trends for the partnership to focus on and provides a framework for delivery. The strategy is refreshed annually to respond to emerging threats and to ensure priorities are still relevant.

The IOW has seen a reduction in crime since 2017/18 a -1.2% change and its crime rate sits at 72.4 per 1000 population with the England and Wales national average at 89.5 per 1000. However, areas of violence, anti-social behaviour (ASB) and domestic abuse are still very much a concern and priority.

## 1.1 Measuring success

In 2020 the plan will consider and evaluate the changes in crime patterns and the reduction in crime and disorder. Comparative data from other CSPs and Hampshire force areas will be utilised to assist this.

The strategic plan is produced every three years and is next due in 2022. This year's plan consists of an annual review and revision to reflect the findings in the 2018/19 strategic assessment, whilst also considering the impact Covid-19 has had on community safety.

Where data is available, comparisons have been made with the England and Wales Community Safety Partnership most similar group (MSG), which includes the local authority areas below.

### Hampshire - Isle of Wight Most similar groups (MSG's)

Humberstone - North Lincolnshire	Kent - Shepway	North Wales - Wrexham
North Wales - Flintshire	Suffolk - Waveney	Essex - Tendring
North Wales - Conwy	North Wales - Denbighshire	Nottinghamshire - Bassetlaw
Kent - Dover	Nottinghamshire - Newark and Sherwood	Staffordshire - Newcastle-under-Lyme
Lincolnshire - Boston	Northamptonshire - Kettering	

## 1.2 Community perceptions

A community survey was carried out during 2019 in relation to crime and safety. This showed over 85% of respondents stated they feel safe within their local community and over half (54.9%) felt that crime in their local community was either 'low' or 'very low'.

Respondents felt the Community Safety Partnership should be tackling the following top three priorities on the Isle of Wight:

- Drug and alcohol related crime
- Anti-social behaviour (ASB)
- Violent crime

## 1.3 Who are the partners in the Isle of Wight Community Safety Partnership?

Page 63

### Statutory Partners



- Isle of Wight Council
- Hampshire Constabulary
- Hampshire and Isle of Wight Fire and Rescue
- Isle of Wight Clinical Commissioning Group
- Hampshire Community Rehabilitation Company
- Hampshire National Probation Service

### Supporting Partners



- Registered Social Landlords
- Mental Health Trust
- NHS Trust
- Youth Offending Team
- Public Health

### Action Groups



- Violence Reduction Unit
- Domestic Abuse Forum & Serious Sexual Offences Reduction Group
- Anti-social Behaviour Joint Action Group (JAG)
- Reducing Reoffending subgroup
- Road Safety Forum

## 2. Highlights and successes from 2018/2019

The CSP delivered on a number of different priorities during 2018/19 through its various working groups. Some of the highlights include:

- Delivery of the successful domestic abuse conference - 'Missed Opportunities'
- The Joint Action Group tackling anti-social behaviour issues and intervening to support more vulnerable residents
- Securing external funding to develop a Violence Reduction Unit

## 3. Our Priorities 2020 - 2022

The priorities and action plan contained in this document are based on the findings from the strategic assessment, previous working knowledge and input from CSP Partners.

The Community Safety Partnership have agreed the following priorities for 2020 – 2022:

- Violent Crime
- Reduce Reoffending
- Anti-social Behaviour and Community Cohesion
- Domestic Violence & Abuse and Serious Sexual Offences
- Prevent
- Road Safety

The following areas of work have not been identified as a priority, however the CSP will continue to support those partnerships that are leading on them:

- Child exploitation including criminal and sexual
- Missing persons
- Modern day slavery

The partnership are committed to working together to reduce crime and disorder on the Island and to work with wider partners to strengthen this approach.

**Violent Crime**

A Violence Reduction Unit (VRU) has been established and funding secured from the Home Office to deliver a programme taking a Public Health approach to serious violence, with the aim of addressing the drivers of serious violence in under 25s.

**Reduce Reoffending**

This is a statutory responsibility for the CSP, the IOW sees an improving trend in this area but is still an outlier in comparison with MSG's for both youth and adult reoffending. The Reducing Reoffending Subgroup will deliver the strategy and plan with the aim of reducing the reoffending rates across all ages.

**ASB and Community Cohesion**

The Joint Action Group will continue to lead on reducing ASB and helping communities to understand how and when to report ASB and hate crime. The CSP will consider issues relating to Community Cohesion and address situational priorities such as the circumstances we are presented with in light of Covid-19.

**Domestic Violence & Abuse and Serious Sexual Offences**

Domestic violence incidents have continued to increase, the Domestic Abuse Forum will review the action plan with the aim of reducing the impact of domestic abuse, increasing awareness of reporting and access to services.

A number of campaigns will be carried out, linking with wider partners across the Hampshire force area to raise awareness of Domestic Abuse and its impact on our Island Community.

Further work will be undertaken by the Serious Sexual Offences Reduction Group (SSORG) to understand the issues and themes in relation to this work area.

**Prevent**

The Prevent Board will progress the IOW Prevent Plan and ensure partners carry out responsibilities to meet the Prevent duty.

**Road Safety**

The Road Safety Forum will continue to function as a multi-agency partnership addressing concerns that lead to our higher than average killed or seriously injured (KSI) rates.

Each priority area has its own subgroup with specific work streams and action plan, the below delivery plan provides an overview of those plans including headline objectives and outcomes.

#### 4. Delivery Plan 2020 – 2022

	Priority	Objective	Action	Lead partner	Outcome	
1	Violent Crime	1. Understand violent crime on the Isle of Wight	1. Develop a Problem Profile for IOW Violent Crime to provide a better understanding of the data around this theme  2. Create a Response Strategy which highlights plans for the VRU based on the Problem Profile  3. Relate Problem Profile with Serious Sexual Offences Reduction Group profile to better understand priority areas and future workstreams for prevention	IOW Council  VRU Coordinator  SSORG & VRU	Understanding of violent crime to inform partners on how to address drivers	
		2. Commission Interventions	1. Commission interventions in Year 2, 3 & 4 if funding is available, to deliver against the drivers of violent crime for under 25s	VRU		Reduction in violent crime and improved outcomes for under 25s
		3. Night Time Economy (NTE)	1. Understand the NTE profile in relation to violent crime and work with partners to reduce NTE related violence.	VRU		Reduction in violent crime
2	Reduce Reoffending	1. Deliver Reoffending strategy to reduce reoffending of young and adult offenders	2. Deliver, evaluate and report on strategic plan  Identify and secure additional resources to provide activities and projects within the plan. e.g. Gatekeeping	Reducing reoffending sub-group	Reoffending rates reduced	
3	ASB and Community Cohesion	1. Deal with ASB including neighbourhood nuisance in partnership	1. Identify hot spot areas for ASB, then work with partners on reducing the impact of this behaviour on local communities  2. Tackle complex cases taking a multi-agency approach	JAG	Successful resolution of ASB cases	

			3. Promote partnership information sharing and submission of intelligence via Police CPI forms		
		2. Increase awareness and reporting of Hate Crime	1. Third party reporting centre training 2. Review Hate Crime reports at JAG where appropriate 3. Promote crime prevention and reporting of crime and ASB	JAG JAG JAG	Improved community engagement with CSP and partners on community safety and reporting crime
		3. Community Cohesion	4. Enable and encourage 'resilient communities'. Prevent individuals from becoming victims	CSP JAG	Reduction in victims, empowering communities

	<b>Priority</b>	<b>Objective</b>	<b>Action</b>	<b>Lead partner</b>	<b>Outcome</b>
<b>4</b>	<b>Domestic Violence &amp; Abuse and Serious Sexual Offences</b>	<ol style="list-style-type: none"> <li>1. Reduce and prevent domestic abuse incidents and increase awareness of reporting and access to services.</li> <li>2. Further work will be undertaken by the Serious Sexual Offences Group to understand the issues and identify future preventative work.</li> </ol>	<ol style="list-style-type: none"> <li>1. Deliver against Domestic Abuse Forum action plan</li> <li>2. Complete Domestic Homicide reviews and deliver joint lessons learned workshop with the safeguarding boards</li> <li>3. Gain an understanding of peer on peer serious sexual offences</li> </ol>	<p>Domestic Abuse Forum CSP</p> <p>CSP Adult/ Children's Safeguarding Board/Partnership</p> <p>Serious Sexual Offences Reduction Group</p>	<p>Increase awareness and opportunities to report abuse.</p> <p>The CSP will have a better understanding of the issues and can support the Serious Sexual Offences Group to deliver on its priorities</p>
<b>5</b>	<b>Prevent</b>	<ol style="list-style-type: none"> <li>1. Deliver on statutory Prevent duty</li> </ol>	<ol style="list-style-type: none"> <li>1. Develop the IOW Prevent action plan in line with recommendations received by Counter Terrorism Policing South East</li> <li>2. Deliver on the Prevent action plan</li> <li>3. Coordinate the IOW channel panel</li> </ol>	<p>IOW Prevent Board</p> <p>IOW Prevent Board</p> <p>IOW Community Safety and channel partners</p>	<p>Statutory Prevent duty met.</p> <p>Increase awareness of current threats and risks and provide a greater awareness of the channel panel process.</p>
<b>6.</b>	<b>Road Safety</b>	<ol style="list-style-type: none"> <li>1. The forum to regularly review incident data and road safety location concerns to mitigate future occurrences.</li> </ol>	<ol style="list-style-type: none"> <li>1. Receive reports from the Road Safety Forum (RSF)</li> <li>2. Link RSF with Youth Offending Team in relation to reoffending with reference to vehicle crime</li> </ol>	<p>Road Safety Forum</p>	<p>CSP better informed on this issue</p> <p>A reduction in KSI incidents</p>

# COMMUNITY SAFETY PARTNERSHIP STRATEGIC PLAN 2020/22



For further information contact  
01983 823150  
[community.safety@iow.gov.uk](mailto:community.safety@iow.gov.uk)  
[www.iwight.com/communitysafety](http://www.iwight.com/communitysafety)

If you have difficulty understanding this document,  
please contact us on 01983 821000 and we will do  
our best to help you.

This page is intentionally left blank

# Isle of Wight PFI Service Performance Statistics





---

**Isle of Wight PFI Service Performance Statistics for period:  
August 2020 - November 2020**

**1. Core Investment Period (CIP)**

**(end of CIP was due at Milestone 14 on 31 March 2020 however non-certification was presented hence no final completion certificate)**

- Work has continued on carriageways and footways that were outstanding at March 2020.
- Structures - although schemes progressed to completion for Milestone 14 (MS14) various issues were raised by the Authority and the IC and are being progressed as part of a Milestone 14 Agreement.
- Various schemes for asset types have been included in a waiver list for MS14 agreed in principle with the Authority.

**Carriageway Rectification Programme**

- Walked site inspections are due to be completed on the 4<sup>th</sup> December
- The PID Steering Group is due to meet on 20 January in advance of the next PID Project Board to be arranged for late January/early February.
- 7 sites were programmed for detailed investigation and these have been completed.

**PCIP Works (Post Core Investment Period Works)**

- PCIP works have been included in the Annual Programme, which was submitted to the Authority in January 2020 and updated in June and September 2020, will be completed as part of the Carriageway and Footway Programme for 2020/21

**Major Maintenance**

- Investment continues as work has commenced on the 2020/2021 programme of Major Maintenance for Carriageways (CW) and Footways (FW)

The tables below show the current position for Wight Carriageway Condition Indices (WCCI), Wight Footway Condition Indices (WFCI) and Wight Car Park Condition Indices (WCPCI) as at November 2020.

#### WCCI

WCCI	DISTRICTS	1	2	3	4	5	6
HIERARCHIES	1	17.69	17.10	17.80	18.24	18.10	18.43
	2		16.51	17.45	17.45	17.61	18.54
	3	17.21	16.97	17.13	17.16	17.37	18.08
	4	16.73	17.50	16.88	16.97	17.37	18.34
	4a	18.26	18.11	16.73	18.19	18.25	18.50

WCCI - no Monitoring Length may be less than, Hierarchy 1 -15.50 and Hierarchy 2 - 4a 15.00

#### WFCI

The following table includes footway lengths in Districts 3, 4 and 5 that have not been treated as works are on hold awaiting Wightfibre works completion. In such cases a reset value for a footway length has been agreed.

WFCI	DISTRICTS	1	2	3	4	5	6
HIERARCHIES	1b	13.45	13.30	12.57	12.82	13.12	16.38
	4 & FW Links	15.04	13.48	13.04	12.90	12.41	14.91

WFCI – Any resets less than 12.50 will be treated in the 2021/2022 programme.

#### WCPCI

WCPCI	DISTRICTS	1	2	3	4	5	6
	Car Parks	19.64	16.27	16.84	18.93	18.12	18.48

WCPCI - no Car Park may be less than 15.00

#### Core Investment Programme Update (MS14 not yet Certified)

- 550.06km of carriageway completed as at 30<sup>th</sup> November 2020
- 280.32km of footway completed as at 30<sup>th</sup> November 2020
- Anti-skid programme complete
- Street lighting works completed at Milestone 6
- CCTV cameras completed at Milestone 7
- Illuminated signs and bollards – complete
- Traffic signals complete
- Car Park meters completed at Milestone 7
- Safety fencing – vehicle and pedestrian barrier requirements complete
- Structures Team – all schemes complete; BCI, parapet and soffit requirements complete, various issues were raised by the Authority and the IC and are being progressed as part of a Milestone 14 Agreement.

- Major drainage – complete
- Minor drainage – complete
- Geotechnical schemes – complete
- Leeson Road - complete
- Various schemes for asset types have been included in a waiver list for MS14 that has been agreed in principle with the Authority hence complete above excludes these schemes
- In addition other schemes (structures and geotechnical) are not being progressed as they are part of the savings programme.

#### Length of total asset in Kilometres

Asset	D1	D2	D3	D4	D5	D6	Total
<b>Carriageway</b>	77.32	98.19	194.93	131.84	103.61	190.38	<b>796.27</b>
<b>Footway</b>	113.45	111.83	192.87	142.07	59.36	57.44	<b>677.02</b>
<b>Total</b>	190.77	210.02	387.8	273.91	162.97	247.82	<b>1473.29</b>

#### Length of asset improved in Kilometres

Hierarchy	D1	D2	D3	D4	D5	D6	Total as at 30 November 2020
<b>1</b>	9.85	12.70	24.44	25.57	5.82	11.2	<b>89.58</b>
<b>2</b>	0	5.91	25.18	11.99	6.59	18.82	<b>68.49</b>
<b>3</b>	14.22	14.20	24.88	19.04	28.21	65.28	<b>165.83</b>
<b>4</b>	18.74	26.82	46.36	31.16	35.21	67.87	<b>226.16</b>
<b>CW</b>	42.81	59.63	120.86	87.76	75.83	163.17	<b>550.06</b>
<b>FW</b>	59.48	41.90	84.50	41.38	20.39	32.67	<b>280.32</b>
<b>Total</b>	102.29	101.53	205.36	129.14	96.22	195.84	<b>830.38</b>

**CIP upgrade – other assets as at end November 2020**

<b>Asset</b>	<b>Nos at Call For Tender</b>	<b>Upgraded to end November 2020</b>
Signs	14,280	6,198
Street nameplates	Schedule 30 is 3,991	623
Posts	8,246	2,675
Seats/Benches	Schedule 30 is 809	388
Hazard markers	3712	3,769
Bollards	9,134	1,353
Shelters	Schedule 30 is 241	106
Litter/Dog bins	Schedule 30 is 1,071	1,733
White line	Not measured	Not measured
Traffic Signals	37 locations with 81 units	71*
Illuminated signs and bollards	1,254	2,085
Car park meters	74	139
Minor drainage schemes	120	119
Major drainage schemes	18	18
Bridges schemes	15 inc Park Rd & Rink Rd	10
Bridges other	241 (207 are highways & RoW)	TBC
Retaining Walls	625 (including privately owned)	TBC

\* Traffic Signals – The outstanding CIP on hold for Newport Scheme

## 2. O&M

- **Covid 19** - Gangs across all activities continue working to measures implemented to assist compliance with cleanliness and distancing within Covid19 guidance when delivering works.
- **Highways** - The weather has been good throughout August to November contributing to positive gang outputs. Traffic management requests have been implemented for IWC at the Cricket Ground, Blackwater Covid-19 testing centre which required signage and pedestrian barrier and also supplied a salt bin. The barriers, and Twenty Miles per hour signage, were removed from Newport Town Centre. Lynnbottom HWRC (Household Waste Recycling Centre) which required the installation of a one way system on Briddlesford Road to enable queuing capability outside of the HWRC.
- **Street Cleansing** - Cleansing frequencies switched to winter schedules in September due to leaf fall. Gritting of roads has commenced with Thirty Nine tonnes of Salt used and one thousand five hundred and sixty one tonnes of salt in stock. Gangs continue working to the revised cleansing frequencies for sweeping and bins as per the agreed reduction in service standards.

Street Cleansing sweeping and litter bin frequencies continue at winter schedules.

Additional mechanical sweeping vehicles that have been hired continue to assist with the leaf fall sweeping programme which runs through to mid-December

- **Horticulture** - The amenity grass cut and rural grass cut completed in November. Commenced Tree maintenance and Hedge cutting programme in November

- **Structures**

The Structures Team continue to work on surveys and inspections for the 2020/21 programme of works.

Works undertaken during this period included; R984 Grove Road Ventnor vegetation removal, R924 Ballams Passage masonry works, B106 Yar Bridge bi-monthly service. B314 Alverstone cycle track replacement bridge works. R157 Orchardleigh Road Shanklin veg removal, B434 Whitcombe bridge repairs, R953 Shore Hill masonry repairs, R924 Ballams Passage veg removal, R2154 Castle Road repairs, B204 St Helens bridge veg removal. B162 Pan Lane Bridge cleaning, B431 Rolls Hill bridge parapet painting, R904 Alpine Road parapet works, R930&6 Judds Walk veg removal, B417 Locks Green bridge veg removal, B416 Barnfields bridge veg removal, R1200 Church Hill veg removal, B124 Lambsleaze bridge veg removal, B426 Beaper Shute bridge veg removal, R157 St Johns Road masonry repairs, R158 Queens Road masonry repairs. B106 Yar Bridge bi-monthly service.

Belgrave Road Ventnor – The Structures Team has continued to monitor and report on the site on a twice weekly basis. Monthly monitoring survey results are being reviewed; the most recent results indicate no significant ongoing movement and additional inspections will take place over the winter months if poor weather is forecasted or experienced. A rope access team was deployed during November to remove vegetation to assist with monitoring. Additional monitoring equipment has been purchased and is scheduled for installation in early December. It is anticipated that the phase 1 ground investigation will be completed in December and phase 2 in early January. Following this remedial design options will be considered leading to construction works in the third quarter of 2021.

A detailed letter was sent to residents outlining a proposed timeline of works for 2020 and 2021. The 6 properties within the failure section of Belgrave Road have been contacted and agreements have been made with 5 properties for a structural survey to be undertaken by a local chartered surveying company in December, discussions continue with the 6<sup>th</sup> property owner. The first phase of ground investigation works is scheduled for mid-December. Dialogue has commenced with utilities such as Southern Water on co-ordination works. Weekly and monthly meetings have been agreed and scheduled between RIR, IRSL and IWC.

B230 Skew Footbridge and B231 Alresford Road Footbridge, Lake – Monthly inspections continue to be undertaken to ensure they are safe to use. The Structures Team continue to have regular meetings with Network Rail on track availability in Q1 of 2021. The Structures Team are progressing design solutions that will meet the requirements of the site and track availability.

#### **Table of current Bridge Condition Indices score (BCI)**

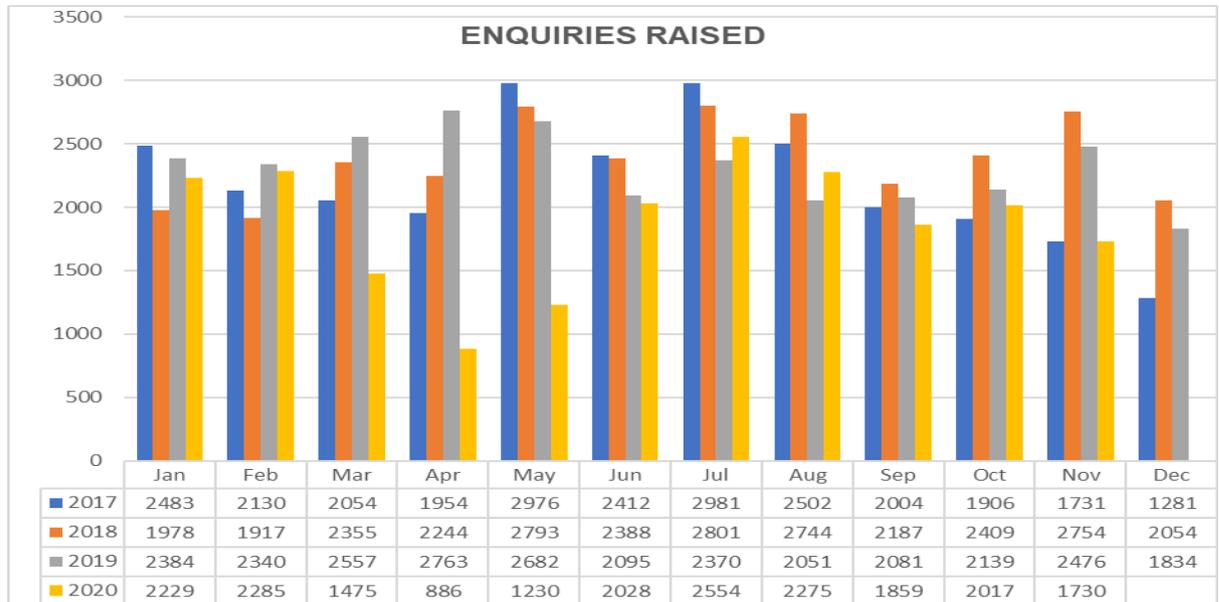
The previously reported table of Bridge Condition Indices score is currently being updated to reflect the inclusion of private retaining walls and other queries. This will be included for the next report.

### **3. Health Safety & Environmental**

- Lost Time Incident Frequency Rate (LTIFR) remains at 0 with no incidents since October 2014, an excellent record reaching 6 years 1 month at the end of November 2020.
- 43 near misses recorded in period and 188 year to 30/11/2020 (YTD) (2020)
- 1 service strikes recorded in period 2 YTD (2020)
- Nothing to report on environment.

#### 4. Communications

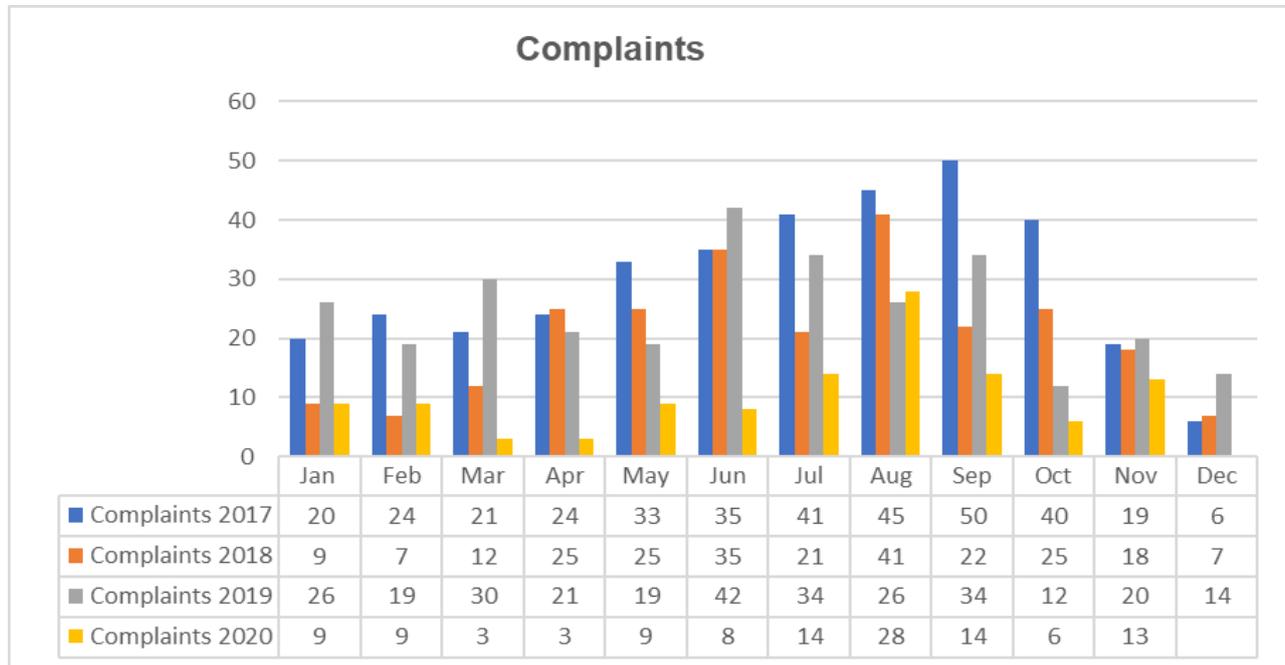
##### Enquiries Received



##### No of Compliments received & categories



## No of Complaints received and categories



### Overview of complaint type during this period

Column Labels												
Communication	General	Speed of Service	Staff Behaviour	Standard of Service	Congest/Speed/Parking/Noise	Cleaning services	Grand Total					
	12	18	1	16	9	2	59					

General and Communication complaints relating to delays caused by roadworks showed a high number during this period. Communication workshops have been organised for 2021 to look at how information is communicated.

A number of complaints were raised regarding staff behaviour during this period Island Roads work with all operatives to remind them about our reputation when dealing with confrontational issues. Tool Box Talks and communication to operatives have been ongoing to heighten awareness during this time.

## 5. KPI data Dec 2019 – Nov 2020

IRSL Service Performance Report Dec -19 to Nov - 20			Aug-20 - Nov-20	Dec-19 - July 20	Exception Reporting
<b>1. Surveys and Inspections</b>					
Highway Safety Inspections due in month			10379	26863	
<b>2. Core Investment Period and Handback Expiry Condition</b>					
High Friction Surfacing					
Number sent for certification			13	40	
Number certified			11	22	
Number self certified			0	16	
Number non certified			2	2	Non-certified in 2017 and resubmitted with work completed and certified by IC.
Certification Rate					
Carriageways					
Number sent for certification			18	123	
Number certified			17	66	
Number self certified			0	54	
Number non certified			1	3	There were Channels that were non-certified which have been rectified and resubmitted for certification and certified by the IC.
Certification Rate					
Footways					
Number sent for certification			0	40	
Number certified			0	16	
Number self certified			0	24	
Number non certified			0	0	
Certification Rate					
Traffic Signals					
Number sent for certification			0	3	
Number certified			0	2	
Number self certified			0	1	
Number non certified			0	0	
Certification Rate					
<b>3. Environment</b>					
Cleansing Enquiries					
High	6.4.5.5a	From the time at which the Service Provider became aware that the cleanliness standard is below that set out in Performance Standard 5 (Environment), the location shall be returned to the acceptable standard unless otherwise agreed with the Authority within the following timescales;	75	172	As part of the agreed saving programme the Standard has been revised: New PS 3 hours to 14 days.
Medium	6.4.5.5b	From the time at which the Service Provider became aware that the cleanliness standard is below that set out in Performance Standard 5 (Environment), the location shall be returned to the acceptable standard unless otherwise agreed with the Authority within the following timescales;	176	471	As part of the agreed saving programme the Standard has been revised: New PS 4 hours to 14 days.
Low	6.4.5.5c	From the time at which the Service Provider became aware that the cleanliness standard is below that set out in Performance Standard 5 (Environment), the location shall be returned to the acceptable standard unless otherwise agreed with the Authority within the following timescales;	74	279	As part of the agreed saving programme the Standard has been revised: New PS 24 hours to 14 days.
<b>4. Emergency and reactive response enquiries</b>					
Category 1					
Pot Holes Category 1 (2 hour response)	6.4.3.1.3	Attend at the site of the Category 1 Defect within two (2) hours of notification, or when the Relevant Authority releases the site for access to the Service Provider, for 95% of occurrences within each Month	23	875	
Flytipping	6.4.5.4.1	Remove all tipped material within twenty-four (24) hours of the time at which the Service Provider became aware, or, should have become aware, of the Fly Tipping, unless otherwise agreed with the Authority; and	347	779	As part of the agreed saving programme the Standard has been revised: New PS 24 hours to 7 days.
Emergency Call Out	6.4.2.2	When notified of a Highway Emergency on or pertaining to the Project Network by the Authority, the Authority's Representative or the Police and deal with up to 300 instances per year (which shall be reduced each year of the Core investment Period by 10 instances to 230 instances).	64	191	
<b>5. Network Management</b>					
Abandoned Vehicles					
Reported on Project Network			303	629	
Removed			28	53	
<b>6. Contract Management and Customer Interface</b>					
General Enquiries received			10435	22626	
Councillor Enquiries					
10.4.16				748	
Communications relating to the Project Network or this Contract received directly from Members of Parliament, Members of the European of Parliament, Members of the European or any councillor of the Authority, shall be dealt: Such communication shall be forwarded electronically within thirty (30) minutes of receipt of such communication to the Authority between 09:00 hours and 17:30 hours each weekday except on Christmas Day, Boxing Day and New Year's Day;					
<b>7. Current SDTP Total</b>			120	1170 down to 180	
<b>8. Health &amp; Safety</b>					
Lost Time incidents			0	0	
Reports of incidents, diseases, dangerous occurrence regulations			0	0	

## **Definitions**

**Core Investment Period" or "CIP"** means the period of time commencing on the Service Commencement Date and ending on the date on which a certificate of completion in respect of the final Milestone is issued.

**"Bridge Condition Index" or "BCI"** means the assessment of the condition of Structures in accordance with the County Surveyors Society document Guidance Note on Bridge Condition Indicators Volumes 2 and 3 as amended August 2004.

**"Milestone"** means the period of time that the Core Investment Period is sub divided to measure the completion of the Core Investment Works;

**"Milestone 14"** means 84 Months after Service Commencement Date.

**"PCIP Works"** means Post Core Investment Period Works.

**"PID"** means Project Initiation Document

**"Wight Condition Indices" or "WCI"** means the value given to an asset as described in the Contract required to demonstrate compliance with the requirements of the Contract;

**"Wight Car Park Condition Index" or WCPCI** means the calculated value obtained from survey data which provides a graduated measure of the Off-Street Car Park condition for demonstrating compliance with the requirements of the Contract for each Off-Street Car Park.

**"Wight Carriageway Condition Index" or "WCCI"** means the calculated value from survey data that provides a graduated measure of the Carriageway condition for demonstrating compliance with the requirements of the Contract per monitoring length or on a PFI District basis.

**"Wight Footway Condition Index" or "WFCI"** means the calculated value from survey data that provides a graduated measure of the Footway, Cycleway, Kerb, Drainage, Channel and Steps condition for demonstrating compliance with the requirements of the Contract per monitoring length or on a PFI District basis;



This page is intentionally left blank

**Waste Contract Performance  
Q2 July – September 2020**

**Content**

1	Performance Monitoring .....	2
2	Covid-19 Waste and Recycling Services Response (Q2 2020-21) .....	2
3	Key Performance Indicators .....	2
4	Waste Contract Performance .....	2
4.1	Performance against Target Rates: .....	2
2.	Waste Collected.....	3
4.2	Household Waste Recycling Centres: .....	5
5	Service Requests .....	5
6	Customer Services .....	5
6.1	Service Requests .....	6
6.2	Customer Services .....	6
6.3	FOI requests .....	7
7	Health, Safety & Environmental Incidents.....	7

## 1 Performance Monitoring

Performance of the contract is monitored through reporting by Amey and pro-active monitoring of the elements that make up the Client Management System (CMS), and by the Waste and Recycling Contract Management Team (WaR-CMT). The council in partnership with Amey has agreed a supplemental meeting prior to each Monthly Meeting to review payments and performance deductions.

## 2 Covid-19 Waste and Recycling Services Response (Q2 2020-21)

Following the government announcement in March that non-essential travel was to be stopped and the country were to stay at home wherever possible the waste services needed to respond rapidly to ensure the minimisation of risk to staff and the maintenance of collections services for our community who were staying at home. The WaR-CMT and Amey revised an update the pandemic contingency plans as daily information and updates were provided by Defra to minimise disruption wherever possible.

The priority service is to maintain residual and food waste at the kerbside, followed by recycling and green waste as residents had been told to stay at home.

Staff working in the public facing roles have had their activities risk assessed and appropriate measures put in place to minimise the risk if infection and transmission.

The HWRC booking system commenced in May has continued successfully throughout Q2 with the service receiving multiple compliments.

## 3 Key Performance Indicators

The Waste Contract between the Isle of Wight Council and Amey set out within the Specification and Performance Management Framework the key performance indicators that will be reported to the service Director and Chief Executive (as appropriate) and Elected Members to measure the performance of the Contract throughout the Contract Period.

## 4 Waste Contract Performance

### 4.1 Performance against Target Rates:

**Table 1: Performance against Target Rates**

Key Performance Indicator	Target 2020-21	Q1 2020-21	July	August	September	Q2 2020-21	Year to Sept.
Reduce and maintain residual (LACW) household waste per person (kg of general waste per annum)	<209.3 kg	<b>40.78</b>	15.99	14.96	16.62	47.57	88.35
Reuse of household waste	160 tonnes	<b>15.9</b>	12.73	17.05	23.15	52.93	68.83
Recycling and composting target for all Contract Waste	55.00%	<b>56.36%</b>	58.19%	56.9%	56.59%	57.23%	56.79%
Percentage recycled, composted or reused of all schools' waste		<b>24.98%</b>	31.56%	25.76%	29.52%	28.95%	24.98%
Percentage recycled, composted or reused from all HWRC sites	75.00%	<b>82.63%</b>	81.45%	86.17%	79.73%	82.45%	82.63%
Diversion of all MSW from Landfill	90.00%	<b>99.98%</b>	99.72%	99.28%	98.61%	99.2%	99.98%

The Household waste collection service commenced on 1 November 2015 following the same round routes as had been used by Island Waste Services (IWS), thereby minimising disruption.

Amey has delivered from day one, exception reporting on all collection services, although this was not live from day one and was updated at the end of each day.

Exception Reporting benefits the council by determining justified missed collection calls that the contractor must rectify and those instances where bins are not actually presented for collection by the resident. It also supports the reduction of contaminated loads being rejected from the material recovery facility.

This reporting has the potential to allow the council to analyse trends where particular areas are repeatedly creating an environmental nuisance by persistently incorrectly presenting their waste. This evidence will support any enforcement action that the council may wish to take in problem areas.

## 2. Waste Collected

4.1.1.1 The rise and fall of tonnages are affected by several expected variable factors such as:

- Seasonal – Population and tourism fluctuations – National Holidays – Growing Season
- Economic influence - As the national economy expands and contract so does the quantum of purchases made by the public directly affecting the arising of waste from packaging.
- Housing Growth – As new properties are completed and sold the number of properties collected from increases. The contract has factored growth modelling into all future forecasts.

**Table 2: Tonnes of Waste and Recycling collected at each location**

	Apr-20	May-20	Jun-20	Q1 2020-21 total	July-20	Aug-20	Sept-20	Q2 2020-21 Total	Year to Sept-20
Household Kerbside Collected	3,795.28	3,717.76	3,931.44	7,513.04	3,850.01	3,208.23	4,034.73	11,092.97	22532.23
HWRC	10.91	317.14	905.52	328.05	1,297.91	1,460.01	1,431.03	4,188.94	5422.51
Trade Waste Collections	50.46	47.09	84.11	97.55	105.27	90.13	80.71	276.12	457.77
Commercial CWRC	169.38	295.23	308.11	464.61	395.62	330.39	147.32	873.33	1646.04
Third Party Waste	373.24	481.68	468.98	854.92	607.77	576.26	535.34	1,719.36	3043.26
<b>TOTAL</b>	4399.26 2	4857.68 25	5694.15 2	14951.0 1	6256.57	5665.01	6229.12	18150.7 1	33101.8 1

## 3. Missed Collections Per 100,000

Missed collections are monitored on a monthly basis and a contractual tolerance of 0.03% of collection made being misused acts the monthly performance limit. All Justified Missed collections above this amount that are not rectified within 6 hours of the end of the collection round attract performance management measures. Reported missed collection are deemed Justified if the property does not have an exception reported against it for the specific collection day. (see Table 4)

**Table 3: Missed Collections**

	Q1 2020/21				Q2 2020/21	
	Apr-19	May-20	Jun-20	July	Aug	Sept
<b>Justified Missed Collections</b>	485	67	56	73	78	55
<b>Monthly Limit of missed collections (0.03% of property count)</b>	94	113	94	99	113	94
<b>Actual Performance Per 100,000</b>	20.98	17.85	17.8	22.19	20.78	17.48
Number of Failed Collections (not collected within 6 hours of reporting)	0	0	1	0	0	0

#### 4. Exception Reporting

Exception reporting is the process by which the collection crews report an issue with collecting waste or recycling. All collection crews operate using an in-cab system that requires each road to be marked as complete as collections are made. This data is available in a live environment for the WaR-CMT and Contact centre to answer live queries from residents. Within the in-cab system is a function for reporting reasons why waste or recycling may have not been collected, which is also reported in real time. The most common exception reported is 'not presented', this means that the crew found no waste or recycling at the kerbside for collection (see Table 4: Exception Reporting). The in-cabs also let the crew know where each assisted collection and collation plus property is, and to ensure that they are not missed each property must be marked as complete before the road is.

**Table 4: List of Exception Reports by Type**

Collections made in period	Q1 2020-21 1,004,716			Q2 2020-21 1,019,018		
	Recycling Round	Refuse Round	Garden Round	Recycling Round	Refuse Round	Garden Round
CONTAMINATED	2348	165	17	3620	298	5
DAMAGED	1	33	2	30	120	1
EMPTY ON ARRIVAL	332	384	115	300	314	107
FOOD WASTE ONLY	269	965	3	331	1292	1
FOOD WASTE-NOT PRESENTED	6425	5869	0	10242	13893	0
GATE LOCKED	0	0	2	1	0	0
INCORRECT WASTE TYPE	402	652	57	536	704	0
NO ACCESS	1143	1159	105	1536	1272	141
NO BINS AT COLLECTION POINT	0	0	0	0	0	0
NOT PRESENTED	29545	32087	9200	29189	34200	12800
ROAD BLOCKED	0	0	21	0	0	0
SIDE WASTE	15	4538	129	27	1417	111
SUSPECTED COMMERCIAL PROPERTY	15	36	0	117	44	0
SUSPECTED HOL LET PROPERTY	3	1	2	5	8	0
TOO HEAVY	7	11	1	1	77	0
UNJ - NO BIN/GULL SACK	74	90	67	5	6	9
UNJ - NO FOOD CADDY	0	11	0	50	101	0
UNJ - NOT PRESENTED AT KERBSIDE	0	1	3	1	0	26
UNJ - PRESENTED LOOSE	3	1	2	13	2	0

Issues that are apparent are the number of properties not presenting food waste, this indicates that in most instances' food waste is being placed within the general waste stream. This is supported by the findings of the recent composition study which found 22.5 per cent of waste placed in the general waste stream is food that could have been composted. Recycling marked as contaminated will be stickered and must be taken back on the resident's property and have the contaminants removed. This then must wait until the next collection cycle to be set out.

#### 4.2 Household Waste Recycling Centres:

Like most of the country, the recycling centres were temporarily shut whilst the teams developed a covid-secure operating environment. This also ensured resilience for our collection crew by shifting the staff resource flexibly into other operating when needed.

The booking system times are steadily increasing, it is important to note that these are booking for arrival time not a time limit for being on site, residents are able to unload in the time it takes them to do so. The number of number of vehicles allowed through the site since opening has doubled and are targeting increasing the number slowly up to a maximum safe throughput that does not create a queue on the road. The council is opening bookings in 2 to 3 weeks batches to:

- Ensure everyone has a fair chance to book
- Ensure slots are not booked speculatively over repeating weeks thus blocking other residents
- Allow for gradual increase in numbers whilst ensuring safe on site and on the road outside
- Ensure unauthorised commercial waste is not entering the site

A good number of residents have commented positively on the new system particularly that it has removed any queuing times on arrival. The success of the Isle of Wight’s booking system was noted and our WaR-CMT were asked to talk to nationally to other local authorities through the Association of Public Service Excellence (APSE), to assist them in setting up similar systems.

**Table 5: Number of Visits to Household Waste Recycling Centres**

HWRC Site	Q1	Q2	Year to Date
Lynnbottom	10658	34282	44940
Afton Marsh	1963	6887	8850
	12621	41169	<b>53790</b>

#### 5 Service Requests

A total of 15,419 service requests were received in the final quarter of 2019/2021 and 8,938 in the first quarter of 2020/21. A list of service request types and numbers is at Appendix 1.

Of particular note the high loss of the outdoor food caddies and the 55 litre insert boxes. The food caddies have a high damage and lost reporting level due to weather conditions, animal interference and rough handling. The insert boxes are becoming damaged through rough handling and through overfilling by residents; around 5 per week are going in the back of the collection lorries due to crew errors and residents dropping the boxes within the bins and piling recycle on top. It should be noted however that this high rate of replacement caddies is an Amey financial risk rather than the councils.

#### 6 Customer Services

The waste contract splits the customer service elements between the council and Amey to ensure that the council maintains a view over the customer journey and performance against requests. The first point of contact for all customer contacts is the council via either:

- Do it online requests – [www.iow.gov.uk/waste](http://www.iow.gov.uk/waste)
- Telephone (IWC Contact Centre) – silverline 823777
- Email (WaR-CMT) – [waste.contract@iow.gov.uk](mailto:waste.contract@iow.gov.uk)

Through these channels the council endeavours to resolve 90 per cent of calls at first point of contact, calls that cannot be are passed to Amey for operational response or the WaR-CMT for policy and non-operational queries.

Calls to action (missed bins, replacements etc) are sent to Amey via the bespoke webservice API Interface.

### 6.1 Service Requests

A total of 8,100 service requests were received in Quarter 2 of 2020-2021. A list of service request types and numbers is at Appendix 1.

Of note the high loss of the outdoor food caddies and the 55 litre insert boxes. The food caddies have a high damage and lost reporting level due to weather conditions, animal interference and rough handling. The insert boxes are becoming damaged through rough handling and through overfilling by residents; around 5 per week are going in the back of the collection lorries due to crew errors and residents dropping the boxes within the bins and piling recycle on top.

It should be noted however that this high rate of replacement caddies is an Amey financial risk rather than the councils.

### 6.2 Customer Services

**Table 6: Number of Customer Queries by entry point**

	July	August	September	Total
<b>Calls to IWC Contact Centre</b>	5240	4357	4928	14525
<b>Enquiries logged on CRM</b>	5068	3888	4568	13524
<b>Queries by e-mail *</b>	614	1031	1041	2686
<b>Calls passed to Amey</b>	295	231	257	783
<b>HWRC booking Portal – Afton</b>	1915	2711	2261	6887
<b>HWRC booking Portal - Lynnbottom</b>	9898	12126	12258	34282
<b>GGW failed DD's</b>	20	22	29	71
<b>Total</b>	23050	24366	25342	<b>72758</b>

Calls passed to Amey are calls logged by the Contact Centre as a Message to service via CRM 'Waste enquiries – Amey'. These calls are monitored by the Waste Team to ensure that they are actioned appropriately.

CRM enquiries are logged across a number of Back Office services: Household waste & recycling, business & commercial waste & recycling, clinical waste, green garden waste, hazardous waste, recycling centres, waste education, waste site developments.

\*Of these e-mail enquiries, 531 in July, 686 in August, and 596 in September related to HWRC booking cancellations or amendments. Residents now have the facility to do this themselves via an iwight.com 'My account' which will reduce these numbers.

#### 6.2.1 Compliments

##### 6.2.1.1 Q2 2020-21 Compliments

During the July to September period of 2020, 63 compliments were received by either compliment card or email. Key points:

- Booking system for HWRC's
- Thanks to the Collection Crew
- Thanks to helpful Recycling Centre Staff

## 6.2.2 Complaints

### 6.2.2.1 Q2 2020-21 Stage 1 Complaints

There were 37 Stage one complaints received during the July to September period of 2020, one of which was escalated to Stage 2. The main areas of complaint were:

- Disputing the exception report on missed collection (12)
- Poor bin returns (4)
- Issues with Amey staff behaviour (6)

The most notable increase of Stage 1 complaints in this period is the number of disputed missed collections where a missed collection has been marked Unjustified as there was a legitimate reason for the waste not to have been collected. Where human error has occurred, missed waste has been cleared and apologies sent to the residents.

## 6.3 FOI requests

### 6.3.1 Q2 2020-21 FOI requests

There were 2 FOI requests received during the July to September period of 2020; both requests concerned fly tipping.

## 7 Health, Safety & Environmental Incidents

The council and Amey have a very robust partnership approach to minimising risk of injury or environmental harm in the operation of its services. The Waste industry is typically one of the more dangerous services in local government and staff welfare is paramount to us.

To continually improve the working environment and identify risks or working practices that may cause harm all staff are encouraged to report all near misses. Table 6 (below) sets out the number of reports made.

**Table 7: Number of reported incidents**

	Apr-20	May-20	Jun-20	Q1	July-20	Aug-20	Sept-20	Q2 Total
<b>Near Miss Reports</b>	14	31	24	69	42	49	114	205
<b>RIDDOR Reportable Incidents</b>	0	0	0	0	0	0	0	0
<b>Incidents that may have an environmental impact</b>	0	0	0	0	0	1	0	1

**Appendix 1:**
**Table 8: Service Requests**

Type of Request	Q1 Totals	Q2 Totals	Year to Date
B&B / HL Waste Collection and Disposal request	4	10	14
B&B / HL Waste Receptacle Removal request	0	0	0
Christmas Tree Collection	0	0	0
Deliver - 140L black Bin	281	391	672
Deliver - 140L Green Bin	48	45	93
Deliver - 19L insert	81	112	193
Deliver - 23L Food Caddy	696	784	1480
Deliver - 240L Black	238	213	451
Deliver - 240L Green Bin	464	535	999
Deliver - 55L Insert	1442	1735	3177
Deliver - 5LT Food Caddy	286	340	626
Deliver - Gull Sacks	107	61	168
Deliver 1100L	7	2	9
Deliver 360L	0	0	0
Deliver 660L General	0	0	0
Deliver 660L Recycling	0	0	0
Deliver Black Gull Sack	95	80	175
Deliver Blue Sack	62	31	93
Deliver Garden Container	152	74	226
Deliver Green Sack	69	52	121
Emergency hit squad request	9	5	14
Empty Bring Bank	0	5	5
<i>Garden Subscription service – Request to change address</i>	1	0	1
Garden Subscription service – Request to join	1813	13	1826
Garden Subscription service – Request to leave	20	0	20
Garden Subscription service – Request to renew	217	0	217
General Fly-tip	15	26	41
Quotable bulky collection	376	597	973
Re-assessment	37	82	119
Remove - container	1635	1716	3351
Request for Asbestos Permit	43	77	120
Request for Charity Permit	8	58	66
Request for Lrg Vehicle Waste Permit	441	642	1083
Request for Plasterboard Permit	192	321	513
Request for Trade Waste Service	18	39	57
Request to Join Collection Plus	19	83	102
Request to Remove Collection Plus	0	0	0
Re-use Bulky Collection	59	84	143
Vehicle & Property Damage	3	2	5
<b>Totals</b>	<b>8938</b>	<b>8215</b>	<b>17153</b>

## Isle of Wight Council Forward Plan – 1 January 2021 and (where relevant) Notice of Intention to Hold Part of Meeting in Private Session

The Forward Plan is a list of all matters that are due to be considered no earlier than 28 clear working days from the date of this notice by the appropriate Decision Making Body or individual including those deemed to be key decisions.

The plan also gives notice of which decisions (if any) that may be made in private with the exclusion of press and public where for example personal or commercially sensitive information is to be considered in accordance with the Local Authorities (Executive Arrangements)(Meetings and Access to Information(England) Regulations 2012.

A list of all Council Members can be found on the Council's web site from this link

The Leader of the Council (also responsible for Strategic Partnerships) is Cllr Dave Stewart. Other members of the Cabinet are:

Deputy Leader and Cabinet Member for Strategic Finance and Covid-19 Recovery - Cllr Stuart Hutchinson

Cabinet Member for Infrastructure and Transport - Cllr Ian Ward

Cabinet Member for Children's Services, Education and Skills - Cllr Paul Brading

Cabinet Member for Regeneration and Business Development - Cllr Wayne Whittle

Cabinet Member for Adult Social Care, Public Health and Housing Needs - Cllr Clare Mosdell

Cabinet Member for Planning and Housing - Cllr Barry Abraham

Cabinet Member for Corporate Resources – Cllr Brian Tyndall

Cabinet Member for Digital Transformation and Community Safety - Cllr Gary Peace

Cabinet Member for Environment, Heritage and Waste Management - Cllr Steve Hastings

\* Please note that any items highlighted in yellow are changes or additions from the previous Forward Plan

<b>Title and Summary of Proposed Decision</b>	<b>Decision Making Body and name of relevant Cabinet Member</b>	<b>Meeting Date/Proposed Publishing Date</b>	<b>Relevant documents submitted to decision maker to be considered*</b>	<b>Consultees (including town and parish councils) and Consultation Method</b>	<b>May report or part of report be dealt with in private? If so - why?</b>
<b>Forest Road/Whitehouse Road Junction</b>	Cabinet	14 Jan 2021			Open
Following the fatal collision at the above junction a petition was received requiring the council to consider safety improvements.	Date 1 <sup>st</sup> added: 27 August 2020				

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<b>Permission to proceed with the commencement of Compulsory Purchase Orders</b>  To ratify a decision to proceed with the next step of obtaining a compulsory purchase order for 4 long term empty properties. Once ratified the council can proceed with the next stage of the process which is applying to the Secretary of State to support the Compulsory Purchase Orders.	Cabinet  Date 1 <sup>st</sup> added: 1 October 2020	14 Jan 2021		Consultation with officers and property owners	Open
<b>Beach Management Strategy</b>	Cabinet  Date 1 <sup>st</sup> added: 1 October 2020	14 Jan 2021			Open
<b>Budget and Council Tax Setting 2021-2022 and Future Years Forecasts</b>	Cabinet  Full Council  Date 1 <sup>st</sup> added: 1 October 2020	11 Feb 2021	None	Relevant Officers and Members	Open
		24 Feb 2021			

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>Parking Delivery Plan</b></p> <p>The council has commissioned WYG to produce a Parking Delivery Plan and this is to build upon previous work developing the island parking strategy and assist in ensuring delivery of parking to support the differing needs of towns across the Island</p>	<p>Cabinet</p> <p>Date 1<sup>st</sup> added: 1 October 2020</p>	<p>11 Feb 2021</p>	<p>None</p>	<p>Key stakeholders identified by the Parking Project Board; emailed letter and questionnaires form WYG (appointed consultants)</p>	<p>Open</p>
<p><b>Public Health Annual Report</b></p> <p>Healthy weights for the residents of the Isle of Wight</p>	<p>Cabinet</p> <p>Date 1<sup>st</sup> added: 1 October 2020</p>	<p>14 Jan 2021</p>	<p>None</p>		<p>Open</p>
<p><b>Quarterly Performance Report - Quarter 3</b></p> <p>To report on progress against the Corporate Plan</p>	<p>Cabinet</p> <p>Date 1<sup>st</sup> added: 1 October 2020</p>	<p>11 Feb 2021</p>	<p>None</p>	<p>Relevant Officers, Members and Stakeholders</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>IOW Banding</b></p> <p>This report summarises the responses from the public consultation about proposed changes to the way the schools are funded to support children with education and health care plans. The proposal is that there is a move from funding being allocated on the basis of hours of support assistance to a banding model. The proposed model is anticipated to provide schools with greater flexibility to use resources to improve outcomes for children and enhance their independence. The report seeks approval for a decision following due consideration of the responses.</p>	<p>Cabinet Member for Children's Services, Education and Skills</p> <p>Councillor Paul Brading Date 1<sup>st</sup> added: 30 October 2020</p>	<p>24 Feb 2021</p>	<p>None</p>	<p>Public</p>	<p>Open</p>
<p><b>Pay Policy</b></p> <p>The Localism Act 2011 requires English and Welsh local authorities to produce a pay policy statement for 2012/13 and for each financial year after that. This is the updated version for the coming year.</p>	<p>Full Council</p> <p>Date 1<sup>st</sup> added: 30 October 2020</p>	<p>20 Jan 2021</p>	<p>None</p>	<p>Recognised Unions</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<b>School Funding Formula and Budget Setting 2021/22</b>	Cabinet Member for Children's Services, Education and Skills	Before 29 Jan 2021		Schools, Schools' Forum	Open
	Councillor Paul Brading Date 1 <sup>st</sup> added: 30 October 2020				
<b>Local Council Tax Support</b>	Full Council	20 Jan 2021			Open
Every year local authorities are required to undertake a review of their scheme to ensure it still meets local needs as well as financial impacts. Any potential changes require full consultation with residents and the final decision made at Full Council for implementation on the 1 April every year for the statutory provisions to be undertaken.	Full Council	20 Jan 2021			
	Date 1 <sup>st</sup> added: 25 November 2020				
<b>The Isle of Wight (Parking Places) Order 2020</b>	Cabinet	14 Jan 2021		Public Consultation	Open
To consider the outcomes of the consultation exercise on the draft Isle of Wight (Parking Places) Order 2020 and to confirm the implementation of the Order in full or in part.	Date 1 <sup>st</sup> added: 25 November 2020				
<b>Progress on Housing Strategy Action Plan</b>	Cabinet	11 Feb 2021			Open
Progress against the housing strategy action plan since adoption in 2020	Date 1 <sup>st</sup> added: 22 December 2020				

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>Isle of Wight Motorcycle Time Trial Event</b></p>	Cabinet	11 Mar 2021		Undertaken by Diamond Races organisers and through Parish Councils	Open
<p>To consider representations made to the Council and the advice of the Safety Advisory Group</p>	Date 1 <sup>st</sup> added: 22 December 2020				
<p><b>Motion referred from Full Council</b></p>	Cabinet	11 Feb 2021			Open
<p>For Cabinet to consider the motion from Cllr Lilley - "This Council wishes to recognise the importance of farming Including tenant farmers on the Isle of Wight in achieving its climate emergency strategy, preserving and developing the IW UNESCO biosphere principles and status, the importance of local food production, managing environmentally the majority of Island greenfield land, and being a key attraction for tourism on the Isle of Wight.</p>	Date 1 <sup>st</sup> added: 8 December 2020				
<p>This Council confirms and reaffirms its commitment to support farmers in sustainable farming on the Island and finding ways of protecting working farms and their Greenfields from being lost to housing development"</p>					

## Corporate Scrutiny Workplan 2020 - 2021

Date of meeting	Item	Background
<b>12 Jan 2021</b>		
	Budget proposals for 2021-22	To comment on outline budget proposals
	IW Community Safety Partnership	To consider the annual report of the partnership in accordance with the Committee's statutory function ("to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions")
	Highway PFI and waste contract performance report	To monitor the delivery of the Highway PFI and waste contracts.
	Updates on current issues :- <ul style="list-style-type: none"> <li>• Covid response and recovery</li> <li>• Cowes Floating Bridge</li> </ul>	To be update on significant issues since the previous meeting.
	Cabinet items :- <ul style="list-style-type: none"> <li>• Permission to proceed with the commencement of compulsory purchase orders</li> <li>• Beach Management Strategy</li> <li>• Forest Road/Whitehouse Road junction</li> <li>• Public Health annual report</li> <li>• IW Parking Places Order 2020</li> </ul>	
<b>9 Feb 2021</b>		
	Budget	To comment on draft budget proposals
	Cabinet items :- <ul style="list-style-type: none"> <li>• Budget and Council Tax setting 2021/22 and future years forecast</li> <li>• Parking Delivery Plan</li> <li>• Quarterly Performance and Finance report – Quarter 3</li> </ul>	
<b>9 Mar 2021</b>		
	Scrutiny Review 2020-21	To review the work of Scrutiny and make recommendations for improvements where appropriate.

	Cabinet items :-	
<b>8 June 2021</b>		
	Workplan	To discuss the formulation of the future workplan.
	Highway PFI and waste contract performance report	To monitor the delivery of the Highway PFI and waste contracts.
	Cabinet items :- •	
<b>13 July 2021</b>		
	Cabinet items :- •	
<b>7 Sept 2021</b>		
	Corporate Complaints	To consider the annual complaints report to ensure that this is helping to drive service improvement through lessons learnt.
	Cabinet items :- •	
<b>12 October 2021</b>		
	Commercialisation Strategy	To monitor the actions contained with the strategy.
	Highway PFI and waste contract performance report	To monitor the delivery of the Highway PFI and waste contracts.
	Cabinet Items :-	
<b>9 Nov 2021</b>		
	IW Community Safety Partnership	To consider the annual report of the partnership in accordance with the Committee's statutory function ("to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions")
	Cabinet items :- •	
<b>11 Jan 2022</b>		

	Draft budget proposals for 2022-2023	To comment on outline budget proposals
	Cabinet items :- •	
<b>8 Feb 2022</b>		
	Budget proposals for 2022-23	To comment on draft budget proposals
	Highway PFI and waste contract performance report	To monitor the delivery of the Highway PFI and waste contracts.
	Cabinet items :-	
<b>8 Mar 2022</b>		
	Scrutiny Review	To review the work of Scrutiny and make recommendations for improvements where appropriate.
	Cabinet items :- •	

This page is intentionally left blank