

Agenda for a meeting of the Corporate Overview and Scrutiny Committee to be held on Thursday, 9 December 2021 at 5.00 pm in Council Chamber, City Hall - City Hall, Bradford

Members of the Committee – Councillors

LABOUR	CONSERVATIVE	LIBERAL DEMOCRAT	INDEPENDENT SOCIALIST
Azam Tait Akhtar D Green Arshad Hussain Nazir	Bibby Riaz	J Sunderland	Jenkins

Alternates:

LABOUR	CONSERVATIVE	LIBERAL DEMOCRAT
Dearden Hussain T Hussain Salam Shafiq Wood	Birch Nazam	Griffiths

Notes:

- Please note that under the current circumstances only Members and Alternates on the Committee will receive paper copies of the agenda, however the agenda and reports can be viewed on the Councils agenda and minutes website five clear working days in advance of the meeting.
- Given the restrictions on room capacity, any Councillors and members of the public who wish to make a contribution at the meeting are asked to email yusuf.patel@bradford.gov.uk by **mid-day on Tuesday 7 December 2021** and request to do so. You will then be advised on how you can participate in the meeting.
- On the day of the meeting you are encouraged to wear a suitable face covering (unless you are medically exempt) and adhere to social distancing. Staff will be at hand to advise accordingly.

From:

Parveen Akhtar
City Solicitor
Agenda Contact: Yusuf Patel
Phone: 07970 411923
E-Mail: yusuf.patel@bradford.gov.uk

To:

A. PROCEDURAL ITEMS

1. ALTERNATE MEMBERS (Standing Order 34)

The City Solicitor will report the names of alternate Members who are attending the meeting in place of appointed Members.

2. DISCLOSURES OF INTEREST

(Members Code of Conduct - Part 4A of the Constitution)

To receive disclosures of interests from members and co-opted members on matters to be considered at the meeting. The disclosure must include the nature of the interest.

An interest must also be disclosed in the meeting when it becomes apparent to the member during the meeting.

Notes:

- (1) *Members may remain in the meeting and take part fully in discussion and voting unless the interest is a disclosable pecuniary interest or an interest which the Member feels would call into question their compliance with the wider principles set out in the Code of Conduct. Disclosable pecuniary interests relate to the Member concerned or their spouse/partner.*
- (2) *Members in arrears of Council Tax by more than two months must not vote in decisions on, or which might affect, budget calculations, and must disclose at the meeting that this restriction applies to them. A failure to comply with these requirements is a criminal offence under section 106 of the Local Government Finance Act 1992.*
- (3) *Members are also welcome to disclose interests which are not disclosable pecuniary interests but which they consider should be made in the interest of clarity.*
- (4) *Officers must disclose interests in accordance with Council Standing Order 44.*

3. MINUTES

Recommended –

That the minutes of the meetings held on 16 September, 5 October and 11 November 2021 be signed as a correct record (previously circulated).

(Yusuf Patel - 01274 434579)

4. INSPECTION OF REPORTS AND BACKGROUND PAPERS

(Access to Information Procedure Rules – Part 3B of the Constitution)

Reports and background papers for agenda items may be inspected by contacting the person shown after each agenda item. Certain reports and background papers may be restricted.

Any request to remove the restriction on a report or background paper should be made to the relevant Strategic Director or Assistant Director whose name is shown on the front page of the report.

If that request is refused, there is a right of appeal to this meeting.

Please contact the officer shown below in advance of the meeting if you wish to appeal.

(Yusuf Patel - 01274 434579)

5. REFERRALS TO THE OVERVIEW AND SCRUTINY COMMITTEE

No referrals were made at the time of the publication of the agenda.

B. OVERVIEW AND SCRUTINY ACTIVITIES

6. HACKNEY CARRIAGE AND PRIVATE HIRE SERVICE

1 - 30

The Strategic Director Place will submit a report (**Document “T”**) which aims to inform the committee of the key role of the hackney carriage and private hire service, what its responsibilities are and how it carries out those responsibilities.

Recommended –

That Committee is asked to consider and comment on the report.

(Carol Stos - 07582 101569)

7. EXCLUSION OF THE PUBLIC

Members are asked to consider if the item relating to the Community Safety Partnership, (**Document “U” containing Not for Publication Appendix 2**) should be considered in the absence of the public and, if so, to approve the following recommendation:

Recommended –

That the public be excluded from the meeting during consideration of Appendix 2 of Document “U” containing Not for Publication information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime, because information would be disclosed which is considered to be exempt information

within paragraph 7 (Prevention, Investigation or Prosecution of Crime) of Schedule 12A of the Local Government Act 1972 (as amended).

It is considered that, in all the circumstances, the public interest in maintaining this exemption outweighs the public interest in disclosing this information as it is in the overriding interest of proper administration that Members are made aware of the performance of the Community Safety Partnership.

8. BRADFORD DISTRICT COMMUNITY SAFETY PARTNERSHIP PERFORMANCE REPORT AND DELIVERY PLAN431364 31 - 50

The Chair of the District Community Safety Partnership, will present a report, (**Document “U” containing Not for Publication Appendix 2**) providing details of the Community Safety Partnership (CSP) performance report for the 12 months to 30th June 2021 and presents the annual CSP Delivery Plan.

Recommended –

Members are asked to consider the Plan on a Page and the performance data contained within the report.

(Michael Churley – 01274 431364)

9. CORPORATE OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2021-22 51 - 62

The Chair of the Committee will submit a report (**Document “V”**) which presents the Committee’s work programme for 2021/22.

Recommended –

- (1) That Members consider if they wish to choose to add to or amend the topics included in the 2021-22 work programme.**
- (2) That Members consider any detailed scrutiny reviews that they may wish to consider.**

(Mustansir Butt – 01274 432574)



Report of the Strategic Director Place to the meeting of Overview & Scrutiny Committee to be held on 9th December 2021.

T

Subject: HACKNEY CARRIAGE AND PRIVATE HIRE SERVICE.

Summary statement:

This report aims to inform the committee of the key role of the hackney carriage and private hire service, what its responsibilities are and how it carries out those responsibilities.

Jason Longhurst
Strategic Director
Department of Place.

Report Contact: Carol Stos
Licensing Service Manager
Phone: 07582 101569
E-mail: carol.stos@bradford.gov.uk

Portfolio:

Health & Wellbeing

Overview & Scrutiny Area: Corporate

1. SUMMARY

This report aims to inform the committee of the key role of the hackney carriage and private hire service, what its responsibilities are and how it carries out those responsibilities.

The aim of the Licensing regime is it only issues licences to drivers of good character and with sufficient driving ability and competence. Private Hire Operators should also pose no threat to the public nor should they have any links to criminality. Vehicles are to be of a sound mechanical condition, be comfortable and clean. They should also meet the requirements of Bradford City's Clean Air Plan.

The public should have reasonable access to both hackney carriage and private hire services due to the integral role they play in local transport provision.

2. BACKGROUND

2.1 Council Responsibility

Bradford Council is the body responsible for carrying out the function of hackney carriage and private hire licensing in the Bradford District. The hackney carriage and private hire service (HCPH) carries out this function on behalf of the Council.

The primary responsibility of the service is the protection of the public whilst undertaking journeys in either a hackney carriage or private hire vehicle. It is important to recognise that hackney carriage and private hire are unique in the potential opportunity and risks they present to the travelling public. In no other mode of public transport are passengers as vulnerable or at risk of drivers with malicious intentions. These risks are increased for children and vulnerable adults. The 'trade' itself is also vulnerable to being used for criminal activity such as child sexual exploitation, county lines, drug dealing, money laundering and dishonest activity. The Casey Report (2015) also made it clear that weak and ineffective arrangements for hackney carriage and private hire licensing had left children and the public at risk. The public should have the utmost confidence in the licensing service being provided, that the trade is well regulated, that vehicles are safe, comfortable and clean, with drivers that are of a professional standard, have good character and have good customer service.

2.2 Legislation

In undertaking its licensing function, the Council will comply with relevant legislative requirements including:

- Town Police Clauses Act 1847 and 1889
- Local Government (Miscellaneous Provisions) Act 1976
- Transport Act 1985 and 2000
- Crime and Disorder Act 1998
- Environmental Protection Act 1990
- Equality Act 2010
- Road Traffic Acts 1988/ 1991.

- Health Act 2006
- Human Rights Act 1998

2.3 Functions of Hackney Carriage and Private Hire

There are two types of licensed vehicle and driver which operate in significantly different ways; it would be fair to say that to most of the public using either service is often not aware of the distinctions.

Taxis are referred to in legislation, regulation and common language as 'hackney carriages', 'black cabs' and 'cabs'. Taxis can be hired immediately by hailing on the street or at a rank.

Private hire vehicles encompass a range of vehicles including minicabs, executive cars, chauffeur services, limousines and some school and day centre transport services. All private hire vehicle journeys must be pre-booked via a licensed private hire vehicle operator and are subject to a 'triple licensing lock' i.e. the operator fulfilling the booking must use vehicles and drivers licensed by the same authority as that which granted its licence. The term 'private hire vehicle' is used throughout this document to refer to all such vehicles.

In summary the distinctions are:

Hackney Carriage (Taxis) – Can ply for hire or be pre-booked, can sit on a rank, must use a taxi fare meter, fares are set by the Council & number of vehicles can be set by the Council.

Two licences are required a vehicle licence and a driver licence issued by the same authority.

Private Hire – can only undertake pre-booked work which can only be taken through an operator.

Three licences are required; vehicle, driver and operator, again issued by the same authority.

2.4 Licensing Policy and Delegated Powers

Licensing policy is used to regulate and set out the standards required for drivers, operators and vehicles. Applicants are expected to act with honesty and integrity throughout the application process, and must therefore fully and accurately disclose any information that is requested. This includes information regarding previous convictions, warnings and reprimands, current investigations and pending criminal proceedings.

There are many policies currently in use, these are being reviewed as required by the Department for Transport Statutory Guidance issued in July 2020 requiring Councils to review their policies to meet the Standards.

Details of the report can be found here: [DfT Standards](#)

The policy used to determine whether a driver can be issued or retain a licence is the [Driver Suitability Policy](#).

An applicant must satisfy the Council that they meet the 'Fit and Proper' test. This means that a person's background and character will be checked and assessed against a set of criteria.

Details of the policy can be found here [Driver Suitability Policy](#).

The term "Fit and Proper Person", more recently referred to as "safe and suitable" for the purposes of hackney carriage and Private Hire licensing is not legally defined. However, in determining whether a person is fit and proper to hold a licence, the decision makers are effectively asking the following question of themselves:

Without any prejudice, and based on the information before you, would you allow a person for whom you care, regardless of their condition, to travel alone in a vehicle driven by this person at any time of day or night?

All decisions on the suitability of an applicant or licensee should be made on the balance of probability. This means that an applicant or licensee should not be 'given the benefit of doubt'. If the decision maker/officers are only 50/50 as to whether the applicant or licensee is 'fit and proper' or "safe and suitable", they should not hold a licence. The threshold used here is lower than for a criminal conviction (that being beyond reasonable doubt) and can therefore include information that goes beyond criminal convictions.

In order to assess the suitability of an applicant (and to inform decision makers when answering the question above), the Licensing Authority will undertake whatever checks and apply whatever processes it considers necessary to ensure that licences are not issued to, or used by, unsuitable people.

In assessing the suitability of an applicant or licence holder, the Council will take into consideration the following factors:

During the application and renewal process the service requires certain documentation and checks to be met. A list of those checks and brief description of what they are can be found at Appendix A

Bradford operates a scheme of delegation which authorises officers to make licencing decisions according to their role. The scheme procedure works through a separation of investigation and decision making responsibilities in which enforcement officers conduct investigations and then present cases, with all supporting evidence, and their recommendation to a panel of senior specialist managers (normally three (min two)) when they are recommending refusal or revocation of a licence.

The specialist senior/panel managers are not involved with the investigation. They consider each case presented to them by the enforcement officer on its own merits and their decisions are documented, along with the evidence presented. During this procedure several enforcement officers are in attendance to both aide discussion and for development purposes. For a panel decision to be reached, all three senior managers must be in agreement. The panel procedure ensures objectivity, independence, avoidance of bias, transparency, accountability and consistency. Decisions made by the panel may be appealed through the Magistrates

Court and Bradford's Licencing Service has an outstanding track record of upholding its licensing decisions in Court.

The Officer review process is started when a concern has been raised with an individual's suitability to hold a Licence. This could be following an application, complaint, arrest, driving conviction or failure to abide by Licensing Conditions.

When initiating an Officer Review, an Enforcement Officer will write to the person being reviewed informing them why they are under review and providing them with an opportunity to submit any evidence to support their fit and proper status. An individual can submit any evidence they feel supports their position including statements and references. The standard allocated timeframe for an individual to submit their evidence is 10 Days from the date of the notice, however, this can be shortened where there is a clear risk to the public and on occasion, it may be appropriate to interview an individual who is under review at much shorter notice. Once all evidence has been collated, the reviewing officer will consider this, along with the documented history of the driver and all associated legislation. The officer will then conclude their findings in a report and submit a recommendation to conclude the review to the panel of senior managers.

All reviews and outcomes are considered on an individual basis, there is no precedent set in concluding an individual review.

Any appeal to the outcome of an Officer Review where the individual is aggrieved with conditions, refusal or revocation of their licence must be submitted to the Magistrates Court with 21 days of the decision notice.

A guide to the roles, responsibilities and legislation for personnel involved with Hackney Carriage and Private hire attached as Appendix B

2.5 The HCPH Service

Bradford Council has currently licensed
Private hire drivers 4517
Private hire vehicles 3106
Private hire operators 104
Hackney carriage drivers 296
Hackney carriage vehicles 214

2.6 Current Structure

The structure for the service is attached as Appendix C

The Licensing Service currently employs officers from the BAME, LGBTQ+ and Eastern European communities. All staff are respectful towards all of the protected characteristics of the Equality Act and enjoy embracing the many religious festivals & days of celebration the service shares with our customers and staff.

2.7 Customer & Service Performance

A Customer Charter has been put in place which sets out clear expectations of how the hackney carriage and private hire service will work with the trade.

The service is looking at ways it can better interact with the licensed trade, provide help, support and guidance where needed and evidence excellent customer Services.

2.8 Provide excellent customer service with council staff attentive to drivers requests with regular driver satisfaction surveys for drivers.

Drivers deserve and should expect to always be treated with the respect and dignity associated with high standards of customer service.

The service has introduced a simple, 'click the number of stars' survey to licence holders for their feedback. The survey asks the customer to rate the helpfulness of the staff member, ease of process and other key points as well as the opportunity to provide specific feedback.

Report on the Customer Surveys is at Appendix D

2.9 Deliver prompt responses to written correspondence, queries, issues and concerns raised by drivers with a response provided within 24 hours and dedicated appointment slots each day for those with urgent cases.

In October/November 2020 the service in conjunction with operators from the trade produced a Service Level (SL) which is used by both the licensed trade and the service itself to set out timely expectations for the driver renewal process and the new and renewal vehicle application processes. The SL's and an explanatory email was sent to all licensees on 25th November 2020.

Details of the SL's can be found at Appendix E

2.10 Renewal Applications

The licence renewal process allows 42 days (6 weeks) to complete, allowing time for any potential queries to be resolved.

A renewal invitation is emailed to the applicant 6 weeks prior to expiry. Once the checks are completed the licence is issued with no loss of time/licence fee to the licensee.

Below is a table which details the number of applications submitted for processing, followed by the number of days it took for the applicant to submit the application from the date the renewal invitation was sent. Next is the number of days it took for an officer to pick-up the application and begin to process it. The final number is the total number of days taken to process and issue a driver licence, in the case of a vehicle application is shows the number of days until the vehicle is booked in for test.

2.11 Licensing Process Statistics from the period 1st April 2021 to 31st October 2021

Licence Type	No of Licences	No of days for applicant to apply	No of days for Application to be accepted	No of days taken to process licence
Driver Renewal	1149	23.69	2.37	19.29
New Vehicle	1127	n/a as no renewal	2.84	21.88
Renewal Vehicle	1473	17.60	2.52	24.95

2.12 New Driver

New driver application progress can vary, often depending on the personal circumstances of the applicant. The service has contacted and progressed 363 drivers who were in mid process prior to lockdown.

The Service recommenced process new applicants in July 2021, to date 476 drivers have had their application progressed.

2.13 Enforcement Team

The Enforcement team carry out a variety of tasks, table highlighting the main of these is below.

Enforcement Action Oct 2020 – Oct 2021	Total
Complaints received from members of the public	346
Complaints made about the Licensing Service	3
Evening and weekend patrols (Enforcement Officers conducting random vehicle/driver compliance inspections and base checks)	55
Full Operator Base Audits	103
Officer Review investigations	171
Officer Review Panel hearings	25
Warning notices issued	566
Driver applications refused	18
Driver Licenses Revoked	27
Court appeals pending (as at 10/11/2021)	14
TOTAL	

2.14 Provide a designated contact telephone line through which drivers can raise any queries, issues and concerns that must be addressed in a timely manner.

The Customer Contact Centre has been taking these calls and it has been working well. The contact centre is answering queries where they can, more technical or specific queries are passed directly back to the licensing team. Calls being passed to the service are reducing and all are being responded to promptly.

The service is monitoring calls and response timeframes. We can report that between 10th May and 12th July 2021 the call centre handles 1287 calls which resulted in 253 queries to the service. All these queries were responded to within 24 hours.

The service is also looking at how it responds to the emails coming into the service and can report that in 4 weeks of 4/10, 11/10, 18/10 and 25/10 the service received 4210 emails.

2.15 Email Enquiries

All queries, issues and concerns will be acknowledged and where possible a response will be provided within 3 working days. For longer more complex cases the customer will be kept up to date as progress is made with their case.

Following the 4210 emails that were received in October these emails are further divided into further categories to ensure urgent matters are dealt with as a priority. Emails received by the service include but not limited to; lost/stolen plate and badge, right to work extensions, road traffic accidents, enquiries about processes, help completing forms, support with the website, clean air zone queries, changing details with the service, GDPR requests and complaints/compliments.

2.16 Complaints and compliments received by the service

The service ensures it creates a clear pathway for customers/elected members to submit any complaints/compliments to the service.

The below figures are the number received in 2021 by type of complaint/query/compliment

Councillor Queries – This is a request from a councillor from the Bradford district as a result of a constituent approaching them about their licence. These usually include asking for an update for a delay in issuing someone's licence which can be for a number of reasons but the main reasons include satisfying a right to work check and awaiting a DBS. The service has received 39 of these to date in 2021 and all 39 queries have been answered and Councillor's satisfied with the conclusion the service has provided.

Service Complaints – These are complaints received directly from a licensee who may be unhappy/dissatisfied with the service they have received from an Officer. These usually include asking for an update for a delay in issuing a licence, requesting a refund and asking the service to depart from policy. The service has received 22 of these to date in 2021 and all 22 complaints have been answered with only 2 complaints progressing to a Stage 2 complaint. Of the 2 complaints that were progressed to Stage 2 neither were upheld.

Stage 1 Complaints – These complaints have been submitted formally to be investigated under the full Stage 1 complaints process. The service has received 2 of these to date in 2021 and both have been answered with neither progressing to a Stage 2 complaint. Both of these complaints included a delay for vehicles. One complaint was resolved and closed whilst another was not upheld as the customer had not provided an insurance certificate which is a mandatory check to receive licensed plates for a vehicle.

Compliments – The service usually receives compliments verbally from customers after a positive interaction. The service introduced Customer Surveys in August 2021

to capture feedback from customers. In 2021 outside of the customer surveys the service has received 3 compliments in writing praising staff members for their help.

2.17 Trade Meetings

The first Trade meeting recommenced on the 28th July 2021. Meetings are to provide a transparent dialogue between Senior Officers, Elected Members and the Trade to focus on important updates, identify improvements and provide updates on key issues.

The service's Customer Services Manager has, and will continue to lead on new initiatives which will focus on how we can improve our relationship with the trade to include; staff/customer relationships, further review of communication of our understanding of customer needs and their interaction with the service.

We will have regular working groups where ideas, concerns and future changes can be discussed constructively to provide clarity and understanding.

We can go to the customer, for example visits to base at the request of operators as well as provide help, guidance and support where needed, including drop in sessions for any licensee.

2.18 Impacts of the Covid pandemic on the Trade

During the initial stages of the pandemic around 2,000 licences were extended free of charge at a time when officers were having to personally adapt to the risks of COVID-19 and the significant limitations of home working.

Officers patrolled the district throughout the pandemic, issuing guidance on reducing risk of infection to drivers and passengers. They have actively encouraged and advised drivers, proprietors and operators to clean their vehicles between bookings; use PPE and apply best practice for social distancing whilst at the same time enforcing licencing conditions set by the Council and ensuring the safety of the travelling public.

In addition to licence extensions, drivers were offered the opportunity to take a licencing holiday to help keep their costs down as there was, and still is, a significantly reduced demand for licenced vehicle services.

Officers distributed in excess of 30,000 face coverings, 6,000 bottles of hand sanitiser and 3,000 in-vehicle partition screens to drivers for free as well as arranging a COVID sterilisation service for licenced vehicles.

Considering the financial strain on licenced personnel and also in preparation for the forthcoming CAZ in 2022, licenced vehicle proprietors have been allowed to extend the life of their current vehicle in order that they do not have the expense of changing their vehicle at this time. The Service has also allowed vehicles to be temporarily replaced with older vehicles, over 5 years of age, which is against licencing policy. These concessions have been granted to help vehicle proprietors keep costs down.

Licensing Service officers made every effort to keep licensees working during an extremely challenging time which has required significant adaptations to service procedures and processes to keep licensees and officers safe. Officers volunteered to work evenings and weekends to address workloads and to provide additional vehicle safety inspection testing to minimise delays.

At its peak the trade saw a decrease of c70% in trade. The above actions resulted in Service workloads increasing to around three times the normal level.

2.19 Challenges

The biggest challenge the trade face is a reduction in drivers as licence holders have moved into other areas of employment during the pandemic. As customer demand increases the trade will need to meet the public need.

The introduction of a Clean Air Zone will result in the trade having to upgrade their vehicles to meet requirements, causing finance challenges.

2.20 Statutory Guidance Department for Transport (DfT)

Statutory Guidance issued by the DfT in 2020 is currently under review. Both the Service and the Trade face challenges and changes to conditions in order to meet the requirements of this legislation.

The Licensing Service has commenced engagement on the DfT guidance and is working with a group of Operators who volunteered to review potential changes. Legal consultation has also begun. Recommendations for condition changes will be submitted to the Regulatory and Appeals Committee in 2022, along with a reviewed publication of the conditions in a revised format per licence type. As the service reviews all of its Licensing policies a Suitability Policy for Proprietors and Operators is being introduced.

4. FINANCIAL & RESOURCE APPRAISAL

4.1 Fee Structure

The legislation provides that fees charged to applicants can cover most of the costs to the Council in providing the licensing services. This includes the administration of applications and ensuring compliance by licensees within the Hackney Carriage and Private Hire trade.

Income from fees is ring fenced and are periodically reviewed at the discretion of the Council.

There has not been an increase in the licence fees for a number of years. During this time both the number of licensees and the checks required to be carried out have increased considerably and a review of the fees will be undertaken during the next financial year.

Bradford's drivers licence fees are low by comparison to other authorities.

Comparisons of fees is very complicated as all authorities have different criteria which can be separated as additional costs but all add towards the total fee to be paid, these include, different vehicle age & livery, costs for tests, DBS and update service, admin fees and others.

Below is a table showing some examples.

	Renewal Driver		New Vehicle		Renewal Vehicle	
	1 year	3 year	5y & under	6y & above	5y & under	6y & above
Bradford	81.00	238.00	165.00	240.00	165.00	240.00
Calderdale	104.00	239.00	166.00	166.00	166.00	166.00
Kirklees	n/a	277.00	236.70	236.70	182.00	182.00
Leeds	168.00	444.00	250.00	360.00	135.00	245.00
Craven	151.31		278.94		278.94	
York	n/a	271.00	334.50		265.50	
Manchester	267.00		280.00	405.00	265.00	401.00

5. RISK MANAGEMENT AND GOVERNANCE ISSUES

If there are no significant risks arising out of the implementation of the proposed recommendations it should be stated but only on advice of the Assistant Director Finance and Procurement and the City Solicitor.

6. LEGAL APPRAISAL

All licensing Policy and Conditions of Licence are subject legal approval.

7. OTHER IMPLICATIONS

7.1 EQUALITY & DIVERSITY

We believe that any service performs at its best when it is reflective of the community it serves. We will work hard to promote vacancies across a range of media and provide clear information and advice about how to prepare for interview so that it is a transparent level playing field throughout the recruitment process.

The Licensing Service currently employs officers from the BAME, LGBTQ, Eastern European and Jedi communities. All staff are respectful towards all of the protected characteristics of the Equality Act and enjoy embracing the many religious festivals and days of celebration the service shares with our customers and staff.

When considering the Equality Act 2010, the Council will also have regard for the Public Sector Equality Duty, which places a duty on the Council to have due regard to:

- Eliminate unlawful discrimination
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster or encourage good relations between people who share a protected characteristic and those who do not.

Through the Policy, the Council seeks to deliver on the duties placed upon it through the Equality Act. The Council will have regard for the above measures in dealing with the licensing objectives, by protecting the public and licensed drivers from discrimination and ensuring that any unlawful discrimination is dealt with appropriately, working with representatives of the trade and the Police.

7.2 SUSTAINABILITY IMPLICATIONS

None

7.3 GREENHOUSE GAS EMISSIONS IMPACTS

None

7.4 COMMUNITY SAFETY IMPLICATIONS

None

7.5 HUMAN RIGHTS ACT

None

7.6 TRADE UNION

None

7.7 WARD IMPLICATIONS

None

**7.8 AREA COMMITTEE ACTION PLAN IMPLICATIONS
(for reports to Area Committees only)**

None

7.9 IMPLICATIONS FOR CORPORATE PARENTING

None

7.10 ISSUES ARISING FROM PRIVACY IMPACT ASSESMENT

None

8. NOT FOR PUBLICATION DOCUMENTS

None

9. OPTIONS

None

10. RECOMMENDATIONS

Recommended - That the Committee consider and comment on the report.

11. APPENDICES

Appendix A – New Applicant checks

Appendix B - A guide to the roles, responsibilities and legislation for personnel involved with Hackney Carriage and Private hire

Appendix C – Structure

Appendix D – Customer Survey Feedback

Appendix E - Customer Service Levels

Appendix A – New Applicant checks

Medical check	A form is completed by the drivers GP to confirm that they are fit to drive a PH/HC vehicle, with no underlying medical condition that may affect their ability to drive, and with good enough eye sight
Statutory Declaration	A declaration that is countersigned by a solicitor/JP etc. that confirms the driver's identity. This includes a countersigned photograph and confirmation that what they have declared, if anything, is true.
Right to work (RTW)	Confirmation that the prospective driver has a right to work in the UK and is not disqualified from holding a licence by their immigration status
National Register of Refusals & Revocations (NR3)	This is a register that holds all information of drivers that have been refused or revoked by a licensing authority. Being on the register does not automatically preclude a prospective driver from holding a licence as all applications are looked at on their own merits
English Language Assessment	Prospective drivers must have conversation English, and the capability of writing a receipt for a customer
Driving Licence Status Check (DVLA)	This is a check using the drivers DVLA licence to confirm if the licence is clear or there are any points or driving convictions
Disclosure & Barring Service (DBS) (3 Forms of ID)	We require 3 forms of matching ID to confirm identity of an applicant. These are verified and confirmed with CBS, who submit the DBS application
Registration to the DBS update Service	When a DBS certificate has been issued it must be subscribed to the update service. This ensures that mid-licence checks can be done without the requirement for a new DBS certificate.
Driver Assessment (DSA)	An initial driving assessment done by an external provider. Customers have the choice of 3 companies
Advanced driver Assessment for Young Driver (if Required)	This is only required if an applicant has had their DVLA licence for less than 3 years. An example is the Pass Plus test
Officer Review	If a prospective driver does not meet the driver suitability standards, their application is reviewed by an Enforcement Officer. Recommendations

	may be to refuse, grant, or grant with conditions, dependent on the reason for the review
Modular Training & Knowledge Test, and wheelchair training if applicable	This training is done by the council and covers a variety of subjects; vehicle safety, driver suitability, CSE, County Lines, disability awareness, customer service and Local knowledge. Wheelchair training is compulsory for drivers that will be driving a wheelchair accessible vehicle (WAV) and ensures that wheelchair passengers are transported safely & securely
Operator Letter (PH drivers)	This is a letter from the operator that the PH driver will be working for, confirming that they will be working for them

Appendix B - A guide to the roles, responsibilities and legislation for personnel involved with Hackney Carriage and Private hire attached.

The guide has been produced to provide a brief overview of above in response to frequently asked questions (FAQs) and should be read in conjunction with the relevant legislation (“Acts”) and the Councils Licensing Standards and Procedures.

The guide has been divided into two parts, Part A primarily deals with roles and responsibilities and Part B legislation.

The guide covers:

Part A

- Role and Responsibilities of Officers – Enforcement of the 1847 and 1976 Acts and Policy
- Delegated powers for the posts of Workshops Inspectors / Enforcement Officers / Licencing and Enforcement Managers / Licencing Service Manager / Principal Officer
- Role and Responsibilities of the Regulatory and Appeals Committee (HCPH Policy)
- Information Provision and/or Engagement with the Hackney Carriage and Private Hire Associations in Bradford
- Role of Trade Associations and their Representative Members
- The Council’s responsibility for providing a Hackney Carriage and Private Hire Service

Part B

- The Statutory and Regulatory Service

PART A

Role and Responsibilities of Officers – Enforcement of the 1847 and 1976 Acts and Policy

1. The Councils officers have delegated authority under the provisions of the Local Government Act 1972 and the 1976 Act to make decisions in relation to both the grant and refusal of licences and to investigate and report criminal offences under the 1847 and 1976 Acts.
2. Officers with delegated powers are also charged with applying and enforcing the provisions of Council Licensing standards and procedure document as set down in

the latest June 2015 edition. The policy has been approved by Elected Members of the Regulatory and Appeals Committee.

3. The Licencing Service Manager is the HCPH Departmental Manager with full responsibility for managing the Service. This role requires that they be actively engaged in all Service matters including the development, mentoring, coaching and leadership of Officers within the service. As such it is routine for Managers and Officers to involve the Licencing Service Manager in unusual, complex and/or sensitive issues in order to seek advice and guidance. The aforementioned includes both verbal and written support.
4. Principal Officer, Fleet and Transport Services (FTS), has overall responsibility for the management of all Services which fall within FTS. These include: Fleet Workshops; Passenger Transport Services (PTS); the Council's procurement, maintenance, repair and disposal of vehicles and plant and the HCPH Service. This is a hugely diverse role and requires they be actively engaged in all Service matters including the development, mentoring, coaching and leadership of Managers and Officers within these services. As such it is routine for all Managers and Officers to involve the Principal Officer in unusual, complex and/or sensitive issues in order to seek his advice and guidance. The aforementioned includes both verbal and written support.
5. Officers who have delegated authority to grant or refuse licences are set out below.

Delegated powers for the posts of Workshops Inspectors / Enforcement Officers / Licencing and Enforcement Managers / Licencing Service Manager / Principal Officer

The following officers have delegated powers as set out below.

1. Workshop Inspectors - to act in accordance with the act to inspect and suspend vehicle licences where reasonably necessary.
2. Enforcement Officers- are appointed by the Council to investigate and report criminal offences under the 1847 and 1976 Act i.e. act as " authorised officers".
3. Licencing Service Manager – to grant or refuse all types of licences under the 1847 and 1976 Act.
4. Licencing and Enforcement Managers - to grant, refuse or suspend all types of licences under the 1847 and 1976 Act.
5. Principal Officer (PO) - to grant, refuse or suspend all types of licences under the 1847 and 1976 Act.

Role and Responsibilities of the Regulatory and Appeals Committee (HCPH Policy)

1. The role of the Councils Regulatory and Appeals committee is to receive reports from various departments of the Councils connected with policy issues. The Councils Hackney Carriage and Private Hire Licensing Policy and standards and amendments to existing Byelaws are made by way of report to that committee for a confirmation of officer recommendations.
2. The Councils Policy can from time to time be amended and is drafted to promote the protection of the traveling public.
3. The latest edition of the Councils Hackney Carriage and Private Hire Licensing standards and procedure and vehicle licence conditions can be found on the council website and copies are made available to all licence holders.

Information Provision and/or Engagement with the Hackney Carriage and Private Hire Associations in Bradford

1. The democratically elected members of the Council for the district from time to time wish to consult or engage with representatives of the HCPH associations in the Bradford district in order to promote good relations.
2. There is no statutory duty under either the 1847 or 1976 Acts placed on the Council to consult in relation to changes to its licensing standards or terms and condition. The Councils licensing policy is based on the statutory duties and responsibilities created the 1847 and 1976 Acts as amended.
3. Where the Council propose to change its policy on licensing standards and the change is not required by statute but moreover to maintain or raise standards or bring about a consistency across the licenced trade it will engage with the trades in order to hear their views.
4. The process of engagement may be by a limited number of meeting and representations or objections in writing but ultimately the final decision on policy is that of the Councils Regulatory and Appeals committee as recommended by Officers subject to appeal to the Courts.
5. The Council also welcomes engagement with and constructive representation from the HCPH trade which is arranged by senior officers of the Council HC & PH Licencing Service running trade engagement sessions accordingly.
6. It is expected by the Council that both representatives and officers and elected members of the Council are treated with mutual respect at such meetings even where differing opinions are voiced.

Role of Trade Associations and their Representative Members

The aim of an Association/Representative is to work with the Council and its members to achieve high standards and practice for the benefit of its members, the travelling public at large, the customers that they serve and to create as favourable a business climate as possible for its members. Trade Associations and Representatives are required to:

- a) Submit a written Constitution for their Association. This should include a set of rules or an agreement governing the aims of an organization, how it will be run and how the members will work together. There should be a chair, treasurer and secretary to form a constituted body. All representatives should be named along with their key roles and what they will be responsible for discussing at meetings.
- b) Have a minimum of 50 licensed members and provide an accurate membership list annually or when requested.
- c) Send a maximum of two licensed Association Representatives to HCPH meetings and they are required to attend a minimum of 75% of licence meetings per year.
- d) Demonstrate a good knowledge and understanding of HCPH licensing in order for meaningful discussion to take place. (Please note that this will include compliance with application and assessment procedures).
- e) Representatives should be a licensed operator or driver, as appropriate, in order to best represent the views of operators or drivers.

Note: Whilst engagement with the Trade Associations is welcome they should be aware that meetings with Officers of the Council are to provide a forum for dialogue and exchange of views rather than negotiation.

Part B

Licensing and Enforcement of Hackney Carriage and Private Hire Vehicles (taxi) Drivers and Operators Town Police Clauses Act 1847 (The 1847 Act), Local Govt. (Misc. Provs.) Act 1976 (The 1976 Act). The Transport Act 1985 (The 1985 Act)

The following should be read alongside the relevant Acts above and the Councils Licensing Standards and Procedures.

1. The Council's responsibility for providing a Hackney Carriage and Private Hire Service

- a. The 1847 and 1976 Acts regulates the driving and operation of hackney carriage taxis (no prior booking required) in the Councils district. The 1847 Act has been in force in Bradford since the latter end of 19th century.
- b. In 1981 the Council resolved under section 45 of the 1976 Act to adopt its Part II provisions to create a Council licenced private hire taxi service (prior booking required via an operator's office) for the whole of its area ("the controlled district").

2. The Statutory and Regulatory Service

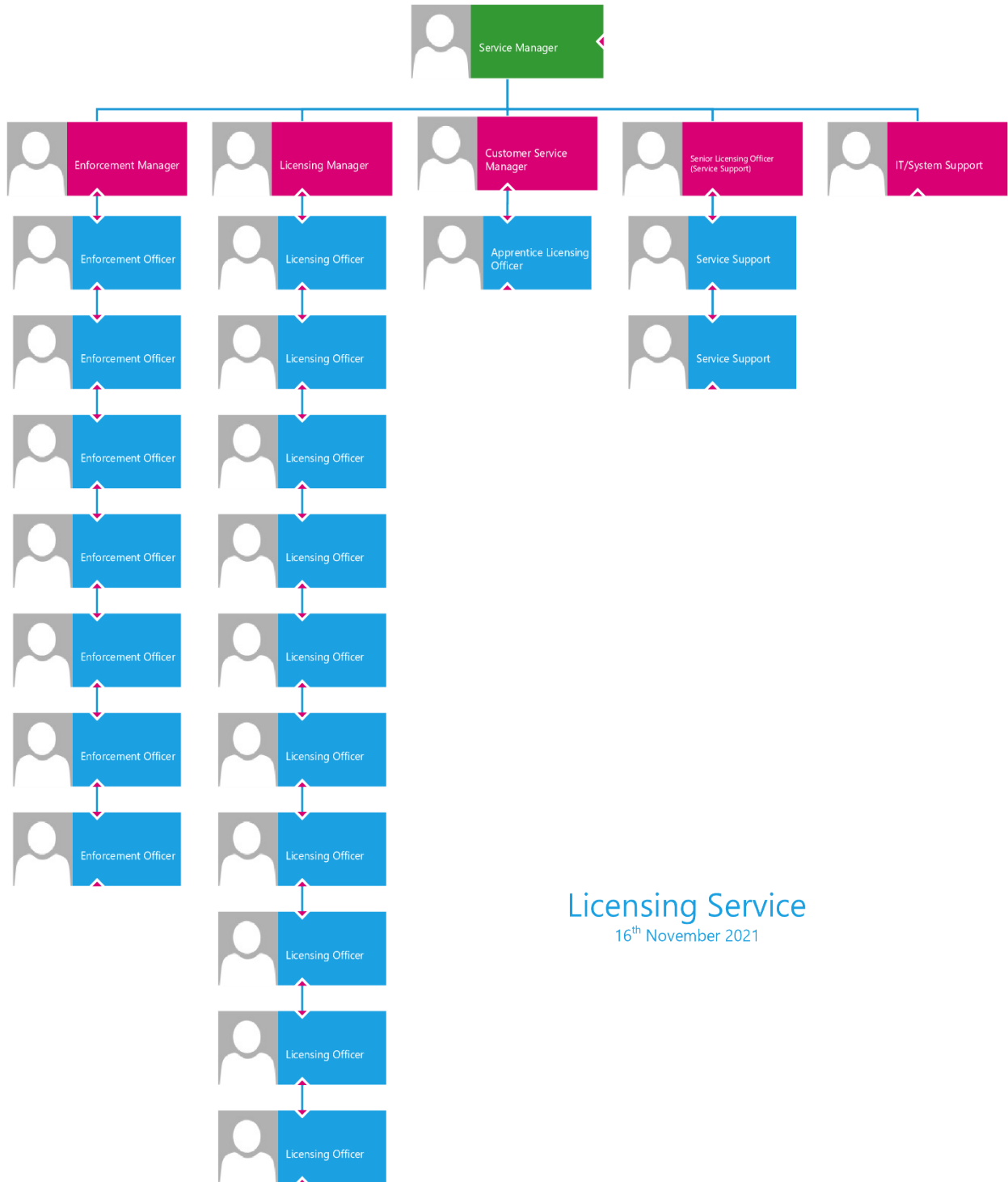
- a. The 1847 Act and Part II of the 1976 Act sets out the requirements and rules relating to the grant and refusal of licences for hackney carriage and private hire vehicles, drivers and operators of those vehicles. Those two Acts also set out the duties and powers placed on and provided to the Council and the responsibilities of proprietors of licenced HC and PH vehicles, drivers and operators.
- b. The 1847 Act, 1976 Act and the Councils Hackney Carriage 1980 and 1983 Byelaws create various criminal offences which may be committed by those licenced should they fall foul of the regulatory provisions as set out. The regulatory regime creates a duty of both the Council the Courts and those licensed to protect the traveling public (Nottingham City Council v Farooq (1998)).
- c. It should be noted that it is not a criminal offence for a person to fail to comply with a condition of licensing but may be a reasonable cause to refuse or suspend or revoke an existing licence.
- d. Section 46 of the 1976 Act creates the following criminal offences: -
- e. No person being the proprietor of a private hire vehicle (s 46(a)) shall use or permit a vehicle to be used in a controlled district without a licence under section 48 (vehicle licence) of the Act.
- f. No person shall in a controlled district act as a driver of a private hire vehicle without a current licence (drivers licence) under s51 of the Act.
- g. No person being the proprietor of a private hire vehicle licensed under the 1976 Act shall employ as the driver of the vehicle for the purpose of hiring where the person does not have a driver's licence under s51.
- h. No person shall in a controlled district operate any vehicle as a private hire vehicle without a current licence under s55 (operator's licence).
- i. No person licensed as an operator shall in a controlled district operate any vehicle unless a current private hire vehicle licence is in force under section 48 OR the driver has a licence under section 51.
NB If any person knowingly contravenes the provisions of s46 s/he shall be guilty of the offence.

- j. Section 47 of the 1976 act provides for conditions to be attached to hackney carriage licences which are reasonable and that the vehicle should be of a particular design and appearance.
- k. Section 48(1) of the 1976 Act provides that the Council may on application grant private hire vehicles licence but shall not grant vehicles licence unless it is satisfied the vehicle is suitable (see Act) safe and comfortable.
- l. Section 48 (2) of the 1976 Act provides the Council may also attach conditions they may consider reasonably necessary including conditions prohibiting the display of signs on or from the vehicle.
- m. Section 48 (6) creates an offence without reasonable excuse where a person uses or permit to be used in a controlled district a private hire vehicle unless a plate or disc issues under s48 (5) is displayed.
- n. Section 49 of the 1976 Act requires a proprietor of a hackney carriage or private hire vehicle to report any transfer of the licence (within 14 days) and the name and addresses of the relevant parties in writing to the Council and failure to do so is an offence.
- o. Section 50 of the 1976 Act requires proprietors of private hire or hackney carriage vehicles present vehicles for testing. NB under section 70 of the Act the Council may charge reasonable fees (see section 70) for the provision of vehicle and operator's licences.
- p. Sections 51 and 55 of the 1976 Act state that private hire driver's licences (section 51) and operator's licences (section 55) shall not be granted unless the Council is satisfied that the applicant is a fit and proper person and if a driver has a RTA 1988 licence for at least one year and is not so disqualified due to his/her immigration status. Conditions can be attached which are reasonably necessary and a person aggrieved may appeal within 21 days from the date of the decision to the magistrate's court.
- q. Section 52 of the 1976 Act allows for appeals by applicants refused a driver's licence to the magistrate's court.
- r. Under section 53 of the 1976 Act a licence to drive a private hire or hackney carriage shall remain in force for 3 years or a lesser period as the Councils thinks fit. Failure to produce when requested without reasonable excuse a copy of the licence to an authorised officer or police constable is a criminal offence.
- s. Section 54 of the 1976 Act requires the Council when issuing a driver's licence under section 51 to issue a badge as evidence of the grant of the licence and failure to wear it is a criminal offence.
- t. Section 55 of the 1976 Act relates to the licensing of operators (see above)

- u. Sections 55ZA (relates to special licences for those subject to immigration control) and 55A allows for subcontracting by operators (as inserted by the Immigration Act 2016 and the Deregulation Act 2015). Section 55B creates criminal offences by operators who do not follow the sub-contracting rules.
- v. Sections 56 of the 1976 states contracts for hire are made with the operator who accepted the booking whether or not he provided the vehicle. Section 56 all required operators to keep records of every booking in the forms as required by the Council and to fail to do so without reasonable excuse is a criminal offence.
- w. Section 57 of the 1976 Act requires applicants for licences to submit information (details set out in the section) to the Council and creates an offence of knowingly or recklessly making a false statement.
- x. Section 58 of the 1976 Act requires the return of the plate or disc on revocation or expiry of licences and failing to do so without reasonable excuse is a criminal offence.
- y. Section 59 of the 1976 Act states the Council shall not grant a hackney carriage drivers licence unless they are satisfied the applicant is fit and proper and has a RTA 1988 licence for at least one year and is not disqualified by reason of the applicant's immigration status. A person may appeal to the magistrate's court if refused a licence
- z. The Council may suspend or and revoke vehicle, drivers and operator's licences under section 60, 61 and 62 of the Act for the reasons and set out e.g. the vehicle is unfit, the driver or operators have committed relevant offences or any other reasonable cause. Immediate suspension can be applied under section 61(2B) (inserted by Road Safety Act 2006)
- aa. Under section 62A of the 1976 Act the Council can suspend or revoke licences on immigration grounds (inserted by Immigration Act 2016)
- bb. Under section 63 of the 1976 Act the Council may provide hackney carriage stands with its district and other vehicles commit an offence under section 64 if they cause or permit other vehicles to wait on the stand.
- cc. Under section 65 of the 1976 Act the Council can fix fares for hackney carriage and sections 66 67 and 69 creates criminal offences in respect of fares for long journeys, hackney carriages used as private hire vehicles and prolongation of journeys.
- dd. Section 68 of the 1976 Act allows authorised officer of the Council and police constables to inspect and test hackney carriage and private hire vehicles for fitness of use.

- ee. Section 70 allows the Council to fix fees for licences in relation to vehicle and operators licences.
- ff. Sections 71 and 73 of the 1976 Act creates offences relating to taxi meters and obstruction of officers.
- gg. All offences under the Act carry a maximum fine of level 3 on the standard scale which is currently £1000.
- hh. Additional offences are created under the 1847 Act in relation to Hackney carriages alone namely section 45 (plying for hire) section 47 (no drivers licence), section 52 (no number of passengers on vehicle) section 53 (refusing to drive) section 54 (penalty for demanding more than sum agreed) section 61 (penalty on drivers misbehaving) section 62 (unattended carriages in places of public resort), and under section 64 (improper standing etc. with carriage) and under section 66 an offence of a passenger refusing to pay a reasonable fare demanded
- ii. Section 68 of the 1847 Act allows for the Council to make bylaws relating to hackney carriages which it has done and which are published on its licensing booklet which is available on the Councils website.

Appendix C – Structure



Licensing Service
16th November 2021

Appendix D – Customer Survey Feedback

Customer Surveys are a good way to collect information from your customers and gain valuable insight into what they think is good and what could be improved. Providing excellent customer service is the main priority and to be able to carry on delivering this the following surveys were created to gather feedback.

In August 2021 the service created 5 different surveys to gather information about different parts of the service and how well we do at them. The surveys are split into 5 categories:

General Queries – This survey is used across the service to by all Officers when they have had an interaction with a customer about something other than the below. This could range from contacting us for guidance on a query, following an Officer review, changing their Operator and the list goes on. After the Officer has dealt with the query this survey will be sent for the customer to complete to feedback how their experience was.

New Driver – When a new driver application is received the Officer will carry out the mandatory checks as well as request any necessary documentation. When the new applicant has provided the necessary documents the Officer will book an appointment with the applicant to carry out the English assessment as well as other checks. Once this has been completed the Officer will send this survey to collect feedback how the customer feels the process has been.

New Vehicle – When a new vehicle application is received the Officer will carry out the mandatory checks as well as request any necessary documentation. When the vehicle has been booked for a vehicle safety inspection the Officer will send this survey to collect feedback how the customer feels the process has been.

Renewal Driver – When a driver renewal application is received the Officer will carry out the mandatory checks as well as request any necessary documentation. When the badge has been issued and is ready to be sent out the Officer will send this survey to collect feedback how the customer feels the process has been.

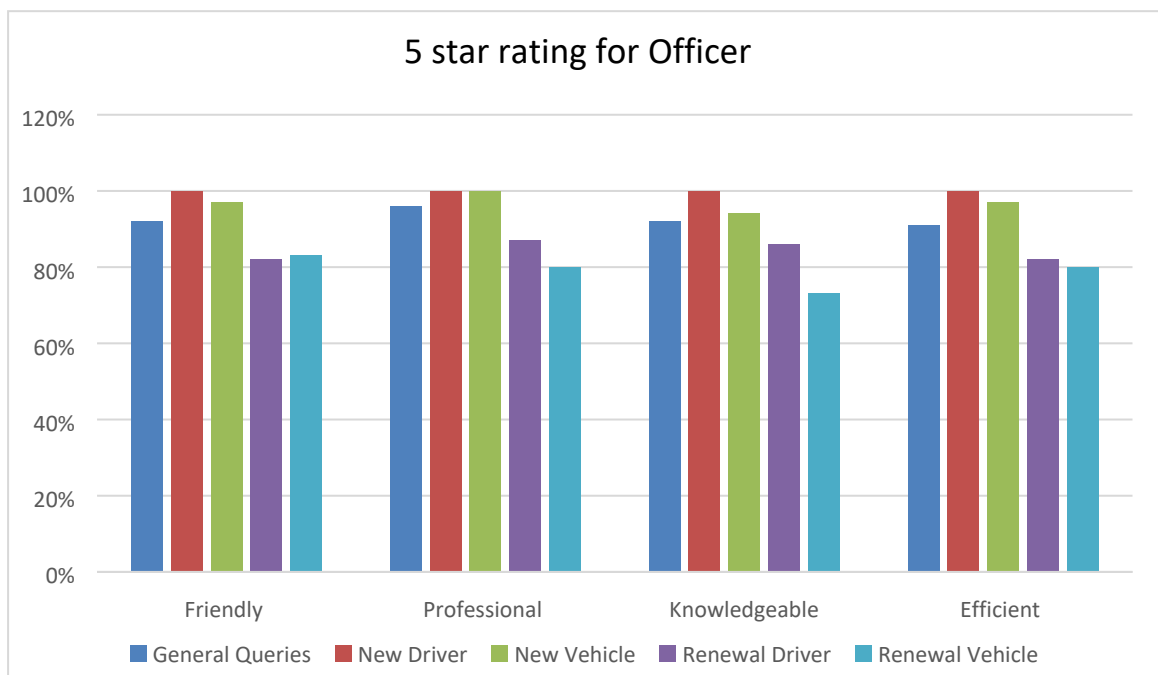
Renewal Vehicle – When a vehicle renewal application is received the Officer will carry out the mandatory checks as well as request any necessary documentation. When the vehicle has been booked for a vehicle safety inspection the Officer will send this survey to collect feedback how the customer feels the process has been.

The below data will show how many surveys have been sent since launching and how many have been received back.

Survey Type	Sent	Received
General Queries	155	24
New Driver	22	9
New Vehicle	454	36
Renewal Driver	207	31
Renewal Vehicle	325	18

In every survey we ask the customer to rate the Officer that dealt with their query in a number of categories. These include Friendly, Professional, Knowledgeable and Efficient.

The below data shows what percent of the results reflect the Officers getting a 5-star rating for the help they provided.



Customers are also asked to rate the service and how the experience was for them for that particular instance. The categories include Easy to Access, Efficient and Professional.

The below data shows what percent of the results reflect the Service getting a 5-star rating for this query.



Whilst the initial data looks positive work is being undertaken to increase participation from customers to complete the surveys. This is from sending increased surveys as well as the Customer Service Manager setting up workshops across the Bradford District where licensees can access help.

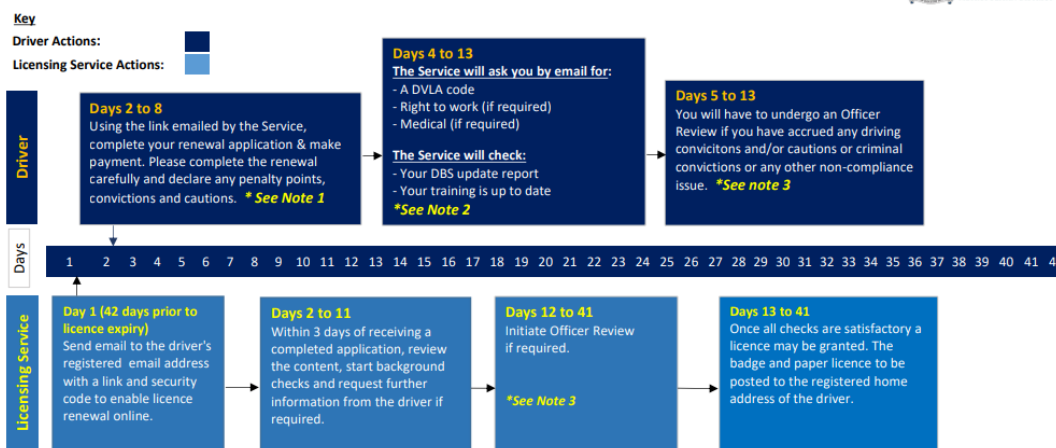
Appendix E – Customer Service Levels

Driver

Renewal



HCPH Service Level - Driver Licence Renewal



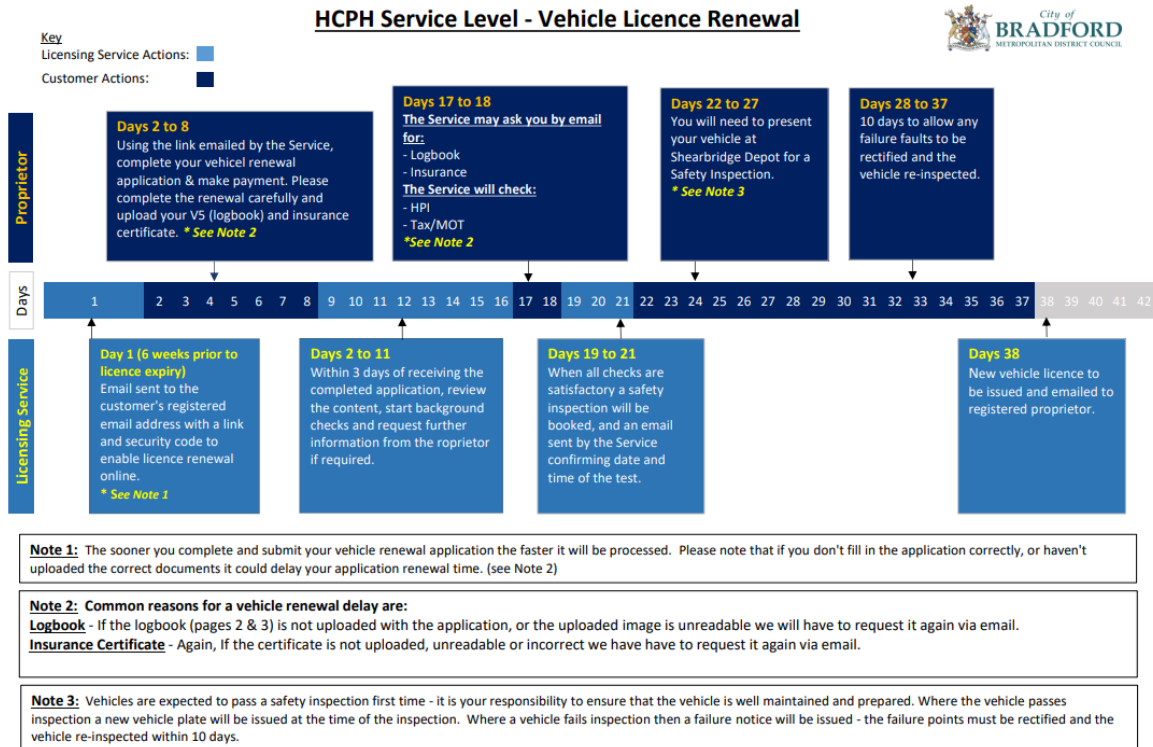
Note 1 The sooner you complete and submit your renewal application the faster it will be processed. Please note that if you don't fill in the application correctly, haven't maintained your DBS Update subscription or don't declare any changes to your situation, e.g. penalty points, convictions etc., it will require an Officer Review which could delay your renewal time significantly (see Note 3).

Note 2
DBS - The most common reason for a licence renewal delay is due to drivers not maintaining their payments to the DBS Update Service - which is a Condition of Licence. Note: you do **not** have to wait for your licence renewal to check that you are subscribed. If you find that you are not subscribed please contact the Service immediately.
Right to Work - The Service needs to check your right to work has not expired. This information is available on your visa or biometric residence card.

Note 3 If you are required to undergo an Officer Review you will be notified by email. You will be asked to submit any mitigating circumstances regarding the reason(s) for the Officer Review. It is important that you respond without delay as this process could take up to 28 days depending on the reason(s) for Officer Review.

November 2020

Vehicle Renewal



November 2020

12. BACKGROUND DOCUMENTS

Town Police Clauses Act 1847 and 1889
 Local Government (Miscellaneous Provisions) Act 1976
 Transport Act 1985 and 2000
 Crime and Disorder Act 1998
 Environmental Protection Act 1990
 Equality Act 2010
 Road Traffic Acts 1988/ 1991.
 Health Act 2006
 Human Rights Act 1998

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Report of the Community Safety Partnership Board to the meeting of the Corporate Overview and Scrutiny Committee to be held on 9th December 2021

U

Subject:

Bradford District Community Safety Partnership Performance Report and Delivery Plan

Summary statement:

This report provides the details of the Community Safety Partnership (CSP) performance report for the 12 months to July 2021 and presents the annual CSP Delivery Plan.

Appendix two is not for publication under the 'Crime Prevention' exemption of the Local Government Act 2012 (as amended):

'Information relating to any action taken, or to be taken, in connection with prevention, investigation or prosecution of crime'.

Cllr Abdul Jabar
Chair of District Community Safety Partnership

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Portfolio:

Neighbourhoods and Community Safety

Overview & Scrutiny Area:

Corporate

1. SUMMARY

- 1.1 This report provides the details of the Community Safety Partnership (CSP) performance report for the 12 months to 30th June 2021 and presents the annual CSP Delivery Plan.

2. BACKGROUND

- 2.1 Community Safety Partnerships (CSPs) were created by the Crime and Disorder Act 1998. The act requires statutory agencies including local authorities, police authorities, fire and rescue services and health authorities set up a Community Safety Partnership (CSP) to work with partners, the community and voluntary sector to tackle issues including: crime and disorder, anti-social behaviour, substance misuse and reduce re-offending in its area.
- 2.2 The Community Safety Partnership in Bradford district reports to the District Health and Wellbeing Board.
- 2.3 The CSP is required to produce a Community Safety Plan, identifying areas of priority attention. The CSP has determined to produce a 'plan on a page', this is based on the logic model approach of the Health and Wellbeing Board and increases visibility and focus on key actions. A copy of the 'Plan on a Page' is attached as Appendix One.
- 2.4 Performance data is reported to the CSP Board on a quarterly basis and is summarised in the body of this report and in the Appendices..

3. OTHER CONSIDERATIONS

3.1 Public Confidence – Your Views Survey

- 3.1.1 The Office of the Deputy Mayor for Police and Crime in West Yorkshire delivers the 'Your Views' survey to provide data on a range of measures of public confidence and community safety. The Your Views survey includes questions in three key sections: Views on Local Priorities, Views on Policing, and Views on Partners. Up to March 2020 it was sent out as a postal survey but this was suspended in April 2020 due to the Covid Pandemic
- 3.1.2 The medium of a postal survey led to weaker response rates from relatively deprived areas, younger people and minority ethnic communities. When the survey re-commenced in March 2021 it was delivered online. The survey was promoted via social media channels, the West Yorkshire Police Community Alert system, and by community safety partners across West Yorkshire. Anyone who saw promotion of the survey was free to take part, and just under 3000 did take the time to reply

3.1.3 It remains a survey of **perceptions** of community safety issues therefore, other evidence measures are used alongside the Your Views survey in order to identify priorities. Fluctuations in recorded crime is not always reflective of actual crime levels for a number of reasons and other factors such as victims' willingness to report crime are relevant issues. Therefore, perception data can add a valuable component in understanding how safe people are feeling and their key concerns.

3.1.4 The results of the online survey have reflected quite positively for the district relative to the previous postal survey. Some of the key findings are set out below:

- 78.4% of Bradford respondents said they felt safe or very safe in their local neighbourhood. This is a rise of 1% and above the West Yorkshire average figure of 76.3%. The West Yorkshire figure had fallen five percentage points from that recorded in the last postal survey of 2020 showing Bradford's figure bucking the regional trend in this survey.
- The 2020 March survey recorded one of the strongest recent results for overall satisfaction with local policing; 80.8% of respondents described WYP's work in their local area as good, excellent, or satisfactory. This was the highest score since September 2018. March 2021's results continue the strong positive scoring, especially in Bradford and Calderdale.
- In terms of Police integrity, Bradford has the highest score in West Yorkshire based on the public assessing how they would expect police officers would treat them – coming top in: being treated fairly, being treated with respect and tackling problems that matter – gaining an overall rating of 80.6%.
- In relation to how satisfied residents were with their local area as a place to live – all West Yorkshire areas saw reductions in this figure relative to the previous March 2020 postal survey. Bradford fell from 70.4% to 65.3% - putting us just below the West Yorks average of 66.8%.
- The issues in the district with the highest concerns from residents are dangerous driving, litter and drugs.

3.1.5 It is important to acknowledge that despite some positive feedback, for many residents, personal and community safety remains a very high concern. Community Safety Partners are committed to working together and with communities to reduce crime and the conditions in which crime levels can grow. Further performance data can be found in the report at Appendix Two.

3.2 **Impact of the Pandemic**

3.2.1 The total number of crimes recorded has reduced by 11% (comparing April-June 2021 to the same period in 2020) Particular crime types were affected in different ways. For example, theft offences (including Burglary and Vehicle Theft) fell 41% during the height of the pandemic.

3.2.2 Whilst the number of offences fell across most crime types, there have been some increases in drug offences, public order, certain types of anti-social behaviour and violence without injury. Bradford has the highest rate of violence against the

person offences across its most similar LA group and the highest in West Yorkshire. Wards with high levels of violence correspond with those with the highest level of serious and organised crime and with high levels of deprivation.

3.2.3 With no similar period to compare; it is impossible to benchmark 2020/21 performance against comparable data. In reality, the number of criminal offences has been dropping since the early part of 2019 and, assuming society moves back to normality, community safety partners will need to pay close attention to how crime rates respond post Covid.

3.3 **Priority One: Tackling Domestic Abuse and Sexual Violence**

3.3.1 There were 17,152 incidents of domestic abuse were recorded on Police systems across the district (12 months to 30th September 2021). This is a slight increase of incidents by 1.2%, however, this still remains a much lower than the increases reported in previous years. 85.2% of Domestic Abuse crimes are recorded as violent crime offences, however, again, changes in crime recording practices have significantly impacted this figure, this has resulted in a 'new norm' of recording hence the number of reported DA incidents stabilising. This currently equates to a rate of 31.64% incidents per 1,000 of the population.

3.3.2 A process has been in place since June 2016 to ensure that feedback from victims of domestic abuse is obtained and incorporated into learning and development. 86% of domestic abuse victims from across the district reported that they were satisfied with the service they received from the Police. The Bradford district has the second best performance across the five West Yorkshire Districts on victim satisfaction in this area with performance above the West Yorkshire average of 84.5%.

3.3.3 There has been a 1.2% comparative increase in the repeat domestic abuse victimisation rate to 46.2% over the last 12 months when to the same period the previous year. The rate in Bradford is slightly below the West Yorkshire rate (47.9%). This can be afforded to the rate of increase being slower than neighbouring authorities due to the impact of new partnership approaches focused on early intervention and on supporting those with complex lives more holistically.

3.3.4 The Multi-agency meeting in Bradford that reviews cases of high risk abuse (MARAC) has heard 1222 cases in the year to September 2021. This is over 100 cases each month compared to 63 cases per month in 2019. This is placing significant pressure on the partnership due to the increased staffing capacity to support the response to both the process and to ensure that the appropriate safety plans are put in place. New processes are being developed to ensure this risk is mitigated as far as possible.

3.3.5 The Domestic Abuse Act became law in April 2021 with an implementation scheduled over the next year. This legislation introduces new criminal offences and also states that children are victims of domestic abuse in their own right. Children Services integrated front door have received an average of 548 notifications of domestic violence each month over the last year a 58% increase from 2020. 72% of residents in the district's commissioned refuges have dependent children. Implementation of the new act in the district is progressing

well and includes:

- Task and finish group established to oversee the implementation of the new statutory duty on the local authority to house victims with support.
- Procurement Process to spend the New Burdens Funding allocated by the Government has been implemented.
- Draft mandated housing strategy will be finalised well before the January deadline.
- Working with five wards to trial different locality approaches to domestic abuse.
- Communication approach is being developed including a new website.
- Multi-agency training has been adapted.
- Practice forums are in progress to create an Acting on the Act approach to implement new ways of working with practitioners.

3.3.6 There has been two domestic homicide review (DHRs) initiated by the CSP during the year to 30th September 2021.

3.3.7 The police recorded 1,733 serious sexual offences in Bradford during the 12 months to 31st August 2021. This is a 3% increase in the number of offences. Bradford has the highest rate in West Yorkshire. Previously there had been an increase in the number of serious sexual offences, in part due to a large proportion of historical investigations.

3.3.8 Currently one of the most pressing issues nationally for victims of sexual offences is the low successful prosecution rate. West Yorkshire police have commissioned some research to consider how practices can be improved across the system to tackle this issue for both domestic abuse and sexual violence offences.

3.4 **Priority Two: Tackling Crime and Re-offending**

3.4.1 Since March 2016 the rate of increase in overall crime has decelerated to the current period which is showing a -2% reduction compared to the previous year (12 months to 31st August 2021 compared to the same period the previous year). The crime rate uses a 12 monthly rolling year calculation and has taken longer than 12 months to reach the new level of reporting due to improvements in recording standards being staggered rather than implemented all at once. Total recorded crime in West Yorkshire is also -2% reduction on the previous year.

3.4.2 The crime type most affected by the new standards (violence without injury) is showing a 3% increase on the previous year. Burglaries in a residential setting has remained the same as the previous year bringing the Bradford rate more in line with the West Yorkshire average. Vehicle offences have further reduced by 20% from the reduction last year of 11%, Criminal damage by 1% and violence with injury crimes have reduced by 4%.

3.5 **Serious and Organised Crime (SOC)**

- 3.5.1 Serious and Organised Crime (SOC) continues to have more impact on UK citizens than any other national security threat. It affects all parts of the country, having a daily impact on individuals, communities, businesses, public services and national infrastructure. The latest estimate of the cost of SOC to the UK economy is £37 billion per year. This is highly likely to be an underestimate.
- 3.5.2 A range of crime types are involved but the pre-dominant motive for involvement in SOC is financial and the most prevalent activity relates to the illegal drugs trade. Violence and intimidation are associated with SOC activity and this has a corrosive effect on efforts to build community in areas of high SOC activity. In addition, Organised Crime Groups (OCG's) will often seek to exploit vulnerable young people or adults to carry out activities.
- 3.5.3 Partnership work to disrupt Organised Crime Groups (OCG's) is an increasing part of the response to SOC. This includes working alongside local communities. Partnership groups have been set-up in central Keighley and the Leeds Road area to help build community confidence and to tackle underlying issues. It is intended to extend this approach to other priority areas.
- 3.5.4 These areas are developing comprehensive plans engaging law enforcement agencies but also focussing on prevention and early intervention opportunities to educate, protect and divert those within communities that are vulnerable to SOC threats. Key long terms solutions will seek to engage and empower communities and reduce the conditions in which crime, particularly SOC, can take root.

3.6 **Drugs & Alcohol**

- 3.6.1 There were 1,817 possession of drugs offences during the 12 months to 31 August 2021 (an increase of 62 crimes recorded compared to the previous year). All of the Police Force Districts in West Yorkshire saw an increase in possession of drugs offences over the year apart from Leeds with a 1% decrease. An Office of National Statistics report, published in August put the increase down to "proactive police activity in pursuing these crimes during lockdown".
- 3.6.2 'New Directions' is delivering a blended model of face to face and remote intervention support for substance misusers identified based on risk, need and service user feedback. Face to face interventions are being expanded with additional structured and unstructured groups now being offered face to face in a COVID-19 safe environment.
- 3.6.3 The alcohol cohort is where the service has the most significant changes during lockdown. More specifically a decline in mental health within this client group.
- 3.6.4 Bridge Project (One 80) Young Persons Substance Misuse Service continued to deliver the service during COVID-19 by providing appointments through various methods including telephone and video messaging. Face to face appointments have been facilitated for those most at risk, which included ensuring that young

people have access to a mobile phone to ensure they are able to engage with services.

3.6.5 Bridge Project have been commissioned to develop and deliver a six-month pilot providing safe and supportive space for individuals who are experiencing issues from alcohol intoxication within Bradford City Centre. The service will operate between 8pm and 6am on Fridays and Saturdays. This start of the pilot was delayed due to the COVID-19 restrictions but is now in operational and an evaluation will be undertaken to assess the success and outcomes of the pilot in January 2022.

3.6.6 Nationally, there continues to be a reduction in the number of individuals who are presenting to drug or alcohol treatment and this is reflected in the district. The district saw 1313 new presentations to structured drug treatment in 2020/21 this is an overall decrease of 14.9% compared to 2019/20. The majority of individuals presenting to treatment are for opiates 38% compared to 41% in 2019-20 with 29% alcohol which remains static compared to 2019-20.

3.6.7 The district has seen a 1.8% decrease in the number of individuals in structured treatment (3641) during 2020/21 compared to the 3708 reported in 2019/20, nationally this figure is 2.3% increase. The majority of individuals in treatment are opiate clients (63%) with 19% alcohol clients. A third of opiate clients have been in treatment 6 years or more.

3.6.8 Public Health Outcome Framework indicator measures successful completions as those that left treatment successfully and did not re-present to treatment within 6 months, this indicator is the primary measure of performance used by Office for Health Improvement & Disparities formally Public Health England (PHE).

3.6.9 The proportion of clients who were in treatment during 2020-21 and successfully completed and did not re-present within 6 months is as follows:

- 23.9% for alcohol clients – which is below the England figure of 35.86%
- 3.07% for opiates clients – which is below the England figure of 4.68%
- 30.57% for non-opiate clients against national figure of 33.59%

Whilst improvement within this area is required, positively, the district has seen improvements compared to 2019-20 data for non-opiates clients (25.04%) and alcohol clients (22.15%).

3.6.10 A total of 28 young people (17 or under) presented to treatment during 2020-21 showing a decrease of 9.6% compared to 2019-20 and 31.07% decrease nationally. The number of young people in treatment during 2020-21 is 44, - 13.7% less than 2019-20, this is a 23.2% decrease nationally.

3.6.11 Bradford Council and its partners are reviewing and updating the needs assessment and undertaking a service review for substance misuse and as part of this, are gathering information from a range of sources including current evidence base and national guidance, local service data and information and

feedback from service users, public, partner organisations and stakeholders.

In addition, there has been a national review lead by Dame Carol Black (DCB) of SMS treatment in England and Wales, (full report <https://www.gov.uk/government/publications/review-of-drugs-phase-two-report/review-of-drugs-part-two-prevention-treatment-and-recovery>) which has concluded the current national service offer is not fit for purpose. The report calls for additional funding alongside 32 specific recommendations to produce a fit for purpose system. A key element of the report is to increase the accountability for services at a local level, with objectives like commissioning standards and ring fencing of resources.

3.6.12 Liaison and Diversion (L&D) services identify people who have mental health, learning disability, substance misuse or other vulnerabilities when they first come into contact with the criminal justice system. The proportion of adult clients associated with drugs offences within the Bradford L&D caseload has increased during lockdown from 16% between April and August 2019 to 24% between April and August 2020.

3.7 **Hate Crime**

3.7.1 Following several years of increases both nationally and locally, hate crime levels have begun to also stabilise in 2021 with the rate at September 2021 showing a 1% increase, which is significantly below the previous years increase of 16%. It would seem that hate crime rates have been heavily impacted by the changes in crime recording practice which came into force in 2015 with figures only now beginning to stabilise.

3.7.2 65.2% of hate crime victims were satisfied with the level of service they had received during the year to 30th September 2021, this is above the Force level of 64.5% and an increase of 4.3% on last year's rate. Bradford was the only West Yorkshire area to record a statistically significant improvement during this period

3.7.3 Partners came together for Hate Crime Week 2021 (9-16th October) Activities included Hate Crime Awareness events for the Eastern European and African Communities, 'Hate Crime Question Time' and events at Bradford City Football Club .

3.7.4 Members of Corporate Overview and Scrutiny Committee undertook a detailed scrutiny review into partnership arrangements to address hate crime across the District. Key recommendations included after care victim support, a software app to improve reporting and bespoke sessions for disabled groups.

3.7.5 These recommendations have been incorporated into the refreshed district Hate Crime Strategy – with the following substantive objectives :

- Preventing hate crime
- Increasing the reporting of hate crime
- Responding to and building an understanding of hate crime across communities

- Improving support for the victims of hate crime

3.8 **Violence Reduction Unit**

- 3.8.1 The impacts of violence in West Yorkshire are seismic in their scale. Beyond the physical and mental trauma felt by victims, the costs associated with violence are staggering; in West Yorkshire we estimate this to be more than £874 million pounds per year
- 3.8.2 The West Yorkshire Violence Reduction Unit (VRU) is committed to embedding a public health approach to the reduction of violence in the region. This addresses underlying risk factors that increase the likelihood that an individual will become a victim or a perpetrator of violence.
- 3.8.3 A public health approach identifies the magnitude, scope, characteristics and consequences of violence and the factors that increase or decrease the risk for violence, and the factors that could be modified through interventions.
- 3.8.4 Hospital admission data for Bradford indicates that for people admitted to hospital for injuries relating to violence, 79% are male and 21% are female. The majority of those admitted are young, with 45% being under the age of 29 and 72% being 39 or younger. Approximately two-thirds of those admitted to hospital in Bradford are resident in the most deprived 20% of areas in England.
- 3.8.5 One of the key projects funded by the VRU in Bradford is called 'Breaking the Cycle' and has enabled the establishment of a team of skilled and experienced youth work practitioners to work with young people who are involved in, or at risk of being involved with, serious organised crime, urban street gangs, County lines, being exploited or are exploiting others.
- 3.8.6 The project is a key lynch pin in the districts offer in terms of interventions with young people and in November 2021 received 'Highly Commended' status at the Local Government Association Awards. The programme has an impressive voluntary engagement rate of 92%. More details on the project can be found at Appendix Three.

3.9 **Priority Three: Tackling Anti-Social Behaviour (ASB)**

- 3.9.1 There were just over 11,415 antisocial behaviour incidents reported to the police in the 12 months to 30th September 2021 which is a reduction of 5.2% on the previous year. 45% of ASB incidents are categorised as youth ASB (approximately 3,716 incidents during the year to 30th September 21). 68.9% of ASB victims were satisfied with the level of service they had received during the year which is slightly lower than the West Yorkshire average of 71.5%.
- 3.9.2 There were just over 2,601 environmental health incidents recorded in the latest quarter (1st July – 30th September 2021), 32% of these were fly-tipping related and 26% for domestic refuse and 27% for noise complaints. This is an 8% reduction in incidents compared to the same quarter the previous year.
- 3.9.3 The pandemic period saw increases in certain types of ASB often related to the different level of restrictions that were in operation. For example, with people

spending more time at home this led to an increase in noise complaints and neighbour disputes. During full lockdown, with most leisure facilities closed, this led to a sharp increase in complaints about motorcycles and quad bikes as more people spent time out on their bikes whilst there was little else to do.

3.9.4 The rise in ASB has now levelled off and we begin to compare current figures to pre-pandemic levels.

3.10 **Operation Steerside and Road Safety**

3.10.1 In February 2016 Bradford District Police set up Operation Steerside. We know that the enforcement element of Operation Steerside has been positively welcomed by our communities; however, as a partnership we recognise that enforcement alone cannot resolve or tackle the issues across the District. More collaborative working, utilising all our collective resource and powers to ensure that we have a comprehensive plan that not only focusses on enforcement but also looks at the changing behaviours including working with our young people in schools and youth settings.

3.10.2 More collaborative working, utilising all our collective resource and powers to ensure that we have a comprehensive plan that not only focusses on enforcement but also looks at the changing behaviours including working with our young people in schools and youth settings. Collectively with have developed a 3-year partnership ambition document which sets out our aspiration and ensures the commitment from our partners to take a whole system approach for better outcomes for our communities. Together we aim to make the roads of Bradford Safer.

3.10.3 For the period January-September 2021 Operation Steerside has carried out the following:

- 1595 Fixed Penalties, Traffic Offence Reports, Vehicle Defect reports
- 65 Reports to DVLA for road tax offences
- 389 Reports for Summons
- 130 S.59 warnings
- 287 Vehicle seizures
- 67 Arrests
- 25 Public Space Protection Order (PSPO) notices

3.11 **Public Spaces Protection Orders (PSPO's)**

3.11.1 PSPOs deal with a particular nuisance in a defined area that is having a detrimental effect on the quality of life for those in the local community. Councils can use PSPOs to prohibit specified activities, and/or require certain things to be done by people engaged in particular activities, within a defined public area.

- 3.11.2 PSPO's became available following the Anti-Social Behaviour, Crime and Policing Act 2014. A PSPO must be taken out by a local authority and can last no longer than 3 years but can be renewed if necessary. Failure to comply with the order can result in a fixed penalty notice.
- 3.11.3 The Community Safety Partnership has led on three PSPO's in the district:
- a. To prevent the anti-social use of alcohol in open areas in a defined area around our urban centres. It has been in place successfully since 2016.
 - b. To restrict the anti-social use of vehicles including erratic and dangerous driving, noise and harassment from vehicles. This is a district wide PSPO, the first of its kind in the UK covering a whole district area.
 - c. A third PSPO was taken out this year specifically focused on anti-social behaviour at the Ilkley Riverside area. The consultation showed a strong desire for the Order which seeks to curtail levels of ASB and threatening behaviour especially during periods of hot weather.

3.12 **The Bonfire period**

- 3.12.1 The Bonfire Period in 2021 continued the trend in recent years towards more stabilised levels of crime and anti-social behaviour. As in previous years, communities, elected members and voluntary sector groups worked alongside statutory services providing a significant partnership response. This helped to educate and build resilience but also challenge negative behaviours and, where necessary, take appropriate enforcement action.
- 3.12.2 The Anti-Social Behaviour Team was actively involved in undertaking prevention work with those most vulnerable to becoming involved in anti-social or dangerous behaviour. Several hundred community volunteers were enlisted across the district. This included a mix of residents, business reps, voluntary groups and faith leaders. In the Bradford 3 area, well organised groups of residents, including local Imams, were active on the street for five nights, working closely with Neighbourhood Service staff and the Police to keep order.
- 3.12.6 In the weeks running up to Bonfire Night Clean Teams from both the Council and Incommunities shifted 100's of tonnes of waste that presented a danger if set alight. This work included the checking of bonfires and dismantling those which remain a danger to the public.
- 3.12.7 On the 4th/ 5th/ 6th November, the Youth Service deployed between 50 and 80 staff each night working across all 5 constituencies in teams of 3-4 workers. This involved the large majority of the service in street-based sessions, responding to calls for service to engage groups of youngsters and centre based work.
- 3.12.8 Local community volunteers have been a key part of the solution and were engaged in pre-emptive and proactive actions that minimised problems and controlled incidents before they got out of hand, especially in hot spot areas. This led to a number of potential incidents being minimised or avoided completely. It

involving a mix of residents, business reps, voluntary groups and faith leaders.

3.13 Fly tipping

3.13.1 Over the pandemic there was an increase in fly tipping, particularly in rural areas of the district and an allocation of Corporate funding has enabled the team to invest in CCTV. Since April this year CCTV has been deployed at over 30 locations and a significant number of fly tipping incidents have been caught on camera and are being investigated. The team recently secured a successful prosecution of a serial fly tipper who fly tipped at multiple locations across the district. The person was caught on CCTV and traced. The person appeared before Magistrates earlier this month and pleaded guilty and a court date has been set later in the year for sentencing. This year CCTV cameras were also placed at bonfire hotspots and a number of incidents where waste was fly tipped were caught on camera. This included a number of businesses that dumped plastic waste. All the cases are currently being investigated and we expect some positive outcomes.

3.13.2 In the last twelve months Environmental Enforcement Services have issued 478 Community Protection Warnings. There have been 194 Statutory Notices served and a further 89 fixed penalty notices – mostly for littering and fly-tipping.

4. FINANCIAL & RESOURCE APPRAISAL

4.1 Externally provided funding from the West Yorkshire Police and Crime Commissioner is used to commission services and activities to address the Partnership's priorities within the terms and criteria applicable to that funding. The annual grants for 2020/21 £256,343, currently there is no indication what the allocation will be for 2021/22. This does not have a direct effect on the Council's mainstream funding.

4.2 Local organisations meeting the fund criteria are also able to apply for small grants of up to £5,000 directly from the Police and Crime Commissioner. Grants are awarded three times per year. The Bradford Partnership has a place on the Grant Advisory Group that supports the Police and Crime Commissioner in making awards. Part of this role is to assess each of the grant application submitted. In relation to grant applications submitted for projects that will operate in Bradford District, the local representative is mindful of how the submissions support delivery of the priorities within the strategic plan.

5. RISK MANAGEMENT AND GOVERNANCE ISSUES

5.1 The Community Safety Partnership Board reports through to the Health and Wellbeing Board governance arrangements.

5.2 Risks likely to cause community tensions are monitored and mitigating actions put in place through the Community Safety Partnership structure.

6. LEGAL APPRAISAL

6.1 Aspects of the Community Safety Partnership Board's work is governed by the Crime and Disorder Act 1998 and associated guidance.

7. OTHER IMPLICATIONS

7.1 EQUALITY & DIVERSITY

7.1.1 The Safer Communities Plan and work on community safety supports the following Corporate Equality Objectives:

7.1.2 **Community Relations** – Ensure that people of the district get on well together.

By working to reduce crime and the fear of crime delivery of the Safer Communities Plan provides a means of encouraging confidence in communities and social mixing. Some crime types are carried out by perpetrators from specific groups, age, gender etc. and any reduction in this behaviour can support more effective community relations.

7.1.3 **Equality Data** – Our data better provides us with the right insight, evidence and intelligence to make well informed decisions that impact on our communities.

The CSP Plan on a Page is an evidenced based approach that is built on a strategic needs assessment document produced by Police and Council analysts. By using evidence based decision making and having a better understanding of the demography and geography of criminal and anti-social behaviour the partnership is able to deploy resource against the areas that are likely to result in the greatest impact

7.2 SUSTAINABILITY IMPLICATIONS

There are no sustainability implications apparent

7.3 GREENHOUSE GAS EMISSIONS IMPACTS

There are no greenhouse gas emission impacts apparent

7.4 COMMUNITY SAFETY IMPLICATIONS

Implementation of the Community Safety Plan is expected to positively impact community safety across the district

7.5 HUMAN RIGHTS ACT

There are no Human Rights Act implications apparent.

7.6 TRADE UNION

There are no trade union implications apparent

7.7 WARD IMPLICATIONS

The delivery of the Community Safety Plan has implications for all wards in the Bradford District.

7.8 **IMPLICATIONS FOR CORPORATE PARENTING**

It is recognised that looked after children can be more vulnerable to specific crime types and appropriate Corporate Parent leads should be kept up to date with trends and concerns in relation to community safety.

7.9 **ISSUES ARISING FROM PRIVACY IMPACT ASSESMENT**

None

8. **NOT FOR PUBLICATION DOCUMENTS**

Appendix 2 to this report is not for publication under the 'Crime Prevention' exemption -Schedule 12a of the Local Government Act 1972 (as amended): 'Information relating to any action taken, or to be taken, in connection with prevention, investigation or prosecution of crime'.

9. **OPTIONS**

9.1 The Corporate Overview and Scrutiny Committee is asked to consider the plan on a page and performance data and referring observations and matters for consideration back to the CSP as appropriate.

10. **RECOMMENDATIONS**

10.1 The Corporate Overview and Scrutiny Committee considers the Plan on a Page and the performance data contained within the report.

11. **APPENDICES**

11.1 Appendix 1 – CSP Plan on a Page

11.2 **Not for Publication** - Appendix 2 – Community Safety Partnership Performance Report

11.3 Appendix 3 - Breaking the Cycle Briefing Sheet

Bradford CSP – Plan on a Page 2021 – 2023

KEY OBJECTIVES

WHAT WE WILL DO

HOW WE WILL DO IT

KEY PARTNERSHIP AREA

HOW WE WILL KNOW THAT WE HAVE IMPROVED COMMUNITY SAFETY

Reduce Crime and Re-offending (Perpetrators)

- Respond to identified community concerns and fears such as dangerous driving, drugs and burglary
- Tackle Serious and Organised Crime (SOC)
- Strategic response to extremism and radicalisation
- Support a partnership approach to reducing re-offending

- Produce and deliver Serious Violence Strategy in partnership with the West Yorkshire Violence Reduction Unit.
- Develop SOC Silver arrangements extending the partnership input into tackling organised crime.
- 'Prevent' programme to undermine hate and extremism
- Build on the success of the 'Integrated Offender Management' model to reduce re-offending

- CONTEST Board (Counter Terrorism)
- Programme Precision Silver Board (Serious and Organised Crime)
- Reducing Re-Offending Board
- Youth Endowment Fund – Place Project Group

- Programme Precision co-ordinates enhanced partnership disruptions curtailing activities of organised crime groups
- A Public Health approach ensures key measures of serious violence are stabilised/reduced
- Significantly reduce the re-offending of prolific offenders managed by multi-agency intervention programmes

Protect Vulnerable Groups and Individuals from Criminality (Victims)

- Implement the Domestic Abuse and Sexual Violence District Strategy
- Respond to the specific safety concerns of women and girls
- Work with Safeguarding Services to reduce criminal exploitation of vulnerable groups
- Challenge and build partnership to reduce Serious Violence (SV) especially among young people

- Develop co-production and early intervention processes for Domestic Abuse/Sexual Violence
- Deliver Safer Streets programme for women and girls
- Support development of district exploitation strategy and development of a Child Exploitation Hub
- Provide a training response to frontline staff to recognise and respond to exploitation

- All-age Exploitation Group (Sub- group to Safeguarding Boards)
- Domestic Abuse and Sexual Violence Board
- West Yorkshire Violence Reduction Unit – Partnership Executive Group

- Safety programmes for Women and Girls leads to real and perceived improvements in Transport networks, Parks and in the Night Time Economy
- Evidence the impact of prevention and early intervention services and approach on domestic abuse/sexual violence victims/perpetrators.
- Reduce the number of people in the district at risk of exploitation

Build Confidence in Community Safety Services (Communities)

- Improve our collective response to anti-social behaviour (ASB)
- Deliver targeted work on high priority ASB issues such as anti-social vehicle use and youth nuisance
- Respond to the specific needs of groups showing less confidence in community safety services including confidence to report hate crime

- Increase co-ordination between services tackling ASB and continually review procedures
- Review and Implement revised Hate Crime Strategy
- Better understand and respond to the impact of crime on marginalised communities and adapt community safety services to respond

- Hate Crime Strategic Management Group
- Community Safety Equalities Group
- Anti-social Behaviour Strategic Partnership
- Steerside Partnership

- Increase proportion of those who report 'feeling safe in their neighbourhood'
- Engagement with minority community forums indicates greater confidence in community safety services and confidence data that CSP's will 'keep people safe'
- Data indicates reduction in those reporting anti-social behaviour as the 'key community safety concern' in their area

APPENDIX THREE

Breaking the Cycle project was established to work with young people who were involved in or at risk of:

Serious organised crime, urban street gangs, county lines, those who were criminally exploited and/or exploiting others or who had higher than a yellow anti-social behaviour sanction, and those who have links to drugs, and weapons (either as users, found in possession of or suppliers).

More recently the project has added “missing” to its criteria, recognising that early indicators of exploitation can often be unexplained or out of character missing incidents.

The project is intensive and intelligence led, providing interventions which start where ever that young person is at. Our overall aim is one of harm reduction, protection and “*Breaking the Cycle*” of criminality. This means that work often starts on street based locations and through detached work sessions, working with referred young people and their peer group.

We record the push and pull factors for each individual in an attempt to get upstream of the driving factors of the exploitation we were seeing. We know how strong the some of the drivers are, and with a large proportion of our youth population living in relative poverty it can be very enticing to earn “easy” money through becoming involved in the drugs trade and exploitative arrangements. What we also know is that this comes at a cost greater than any young person ever originally imagined. We see young people who are on the fringes of drug misuse, becoming criminally groomed to supply locally, acquiring a drug debt and then taking greater risks to repay this debt, often leading and including county line activity beyond Bradford and West Yorkshire. We also see the significant impact this has on their families and friendship groups.

Breaking the Cycle Project was established in January 2019 in response to identified needs, since this date we have had 853 young people referred to the project to date. Of those referred 39% were considered to be at risk of or involved in Serious Organised Crime, 46% in Urban Street Gangs, 41% in County Line activity, 68% Criminally groomed or grooming others, 41% with higher than yellow Anti-Social Behaviour sanctions, 26% with links to weapons and 41% with links to drugs.

In many cases these young people present behaviours that are linked to early childhood trauma and this presentation often takes them further away from other support services like education. Our project has previously secured additional funding to bring 2 Education Safeguarding Officers into the team to work alongside Youth Work Practitioners to really drive the support and challenge to schools and education providers to remove barriers to reengagement in education, recognising the protective factor attendance in education provides, and we work closely with wider Youth Service colleagues providing support for those with poor mental health as part of our “Youth in Mind” work.

Drugs and weapons education is an integral part of our wrap around support, which is provided in a bespoke way to each individual. We currently have a drugs education worker embedded in the team. We have a voluntary relationship, intensively supporting young people from the offset - we build a

strong and trusted relationships that enables us to critically challenge young people, to layout opportunities to make positive change and to walk with them through those changes.

Every day is a new day and we do not ever give up on a young person, because our experience tells us that we need to be there for every little window of opportunity if we are to make a life changing impact on the young people.

Our work has seen a strong partnership approach to ensuring young people, whilst behaving criminally are also flagged and acknowledged as being exploited children, and that underpinning this we support keeping young people safe. Our work is open ended in that we offer more than a prescribed number of hours or weeks per intervention – it takes what it takes, we work at the pace of the young person concerned, supporting them to make informed choices. Where we have significant safeguarding concerns we will work with colleagues from Police and Social Care services to manage the risks and to ensure safety of the young person and those around them. We know from our experience that if we walk alongside them it is possible to influence and change their lifestyle. We have a strong track record of being able to “find” missing young people, we utilise our strong networks and reputation in communities and with young people, and their families to help us in this quest.

We are a project that has a committed full time youth work qualified workforce, we have a number of part time youth work staff members and those with lived experience. We have strong links to support services around domestic abuse, drugs misuse and education and will actively work with colleagues from these services to take them to the door of the young person.

We are committed to increasing the knowledge and skills of other professionals who work with young people to support this area of work and have undertaken training within children’s homes, supported living accommodations and further education colleges to ensure others are sighted on the indicators of criminal grooming. We are active campaigners in raising awareness and of disrupting those who exploit our young people. We work closely with the Silver Serious Organised Crime Partnership are currently supporting operations with British Transport Police and with Taxi Licencing to take steps to disrupt county line transportation of young people from our district.



District Triangle of intervention and disruption and help to “BREAK THE CYCLE”

We also know that the journey is often very hard for our young people, addictions, poverty and childhood experiences are often drivers, but also when we start a piece of work it is often not the young person who has a desire to change. We know that people who exploit children and young people put in a great deal of effort to this exploitation – we recognise that we have to put in more effort than the exploiter if we are to get ahead of the exploiter alongside filling any void with viable alternatives.

We are very successful in engaging difficult and harder to reach young people. 92% of those referred engage with us positively - we have to work really hard at this, maintaining voluntary contact, but with a bespoke commitment to each young person we can and do reduce their harm and exploitation.

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Report of the Chair of the Corporate Overview and Scrutiny Committee for the meeting to be held on Thursday 9 December 2021

V

Subject:

Corporate Overview and Scrutiny Committee –Work Programme 2021/22.

Summary statement:

This report includes topics for the Corporate Overview and Scrutiny Committee work programme for 2021/22.

EQUALITY & DIVERSITY:

Community Cohesion and Equalities related issues are part of the work remit for this Committee.

Cllr Nazam Azam
Chair – Corporate Overview and Scrutiny
Committee

Report Contact: Mustansir Butt
Overview and Scrutiny Lead
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Portfolio:

**Corporate
Community Safety**

Overview & Scrutiny Area:

Corporate

1. SUMMARY

- 1.1 This report includes the Corporate Overview and Scrutiny Committee work programme for 2021/22, which is attached as appendix 1 to this report.
- 1.2 Also attached as Appendix 2, is the unscheduled topics to be considered by the Corporate Overview & Scrutiny Committee in 2021/22.

2. BACKGROUND

- 2.1 The Council constitution requires all Overview and Scrutiny Committees to produce a work programme.

3. OTHER CONSIDERATIONS

- 3.1 The Corporate Overview and Scrutiny Committee has the responsibility for “the strategies, plans, policies, functions and services directly relevant to the corporate priority about customer services and e-government, that improve the Councils ability to deliver, govern and change, community cohesion and all other corporate matters not falling within the responsibility of any other Overview and Scrutiny Committee.” (Council Constitution, Part 2, 6.2.1).
- 3.2 The remit of this Committee also includes:
 - the co-ordination of the discharge of the Overview and Scrutiny role within the Council and in relation to external bodies;
 - supporting the Executive through its contribution towards the improvement of the Council’s performance;
 - co-ordinating the development of the Overview and Scrutiny role within the Council.
- 3.3 Best practice published by the Centre for Public Scrutiny suggests that “work programming should be a continuous process”. It is important to review work programmes, so that important or urgent issues that arise during the year are able to be scrutinised. Furthermore, at a time of limited resources, it should also be possible to remove areas of work which have become less relevant or timely. For this reason, it is proposed that the Committee’s work programme be regularly reviewed by members of the committee throughout the municipal year.
- 3.4 The work programme as agreed by the Committee will form the basis for the Committee’s work during the year, but will be amended as issues arise during the year.
- 3.5 Members of Corporate Overview and Scrutiny Committee are currently undertaking a detailed scrutiny reviews into Domestic Violence across the District.

4. FINANCIAL & RESOURCE APPRAISAL

- 4.1 None.

5. RISK MANAGEMENT AND GOVERNANCE ISSUES

5.1 None.

6. LEGAL APPRAISAL

6.2 None.

7. OTHER IMPLICATIONS

7.1 SUSTAINABILITY IMPLICATIONS

None.

7.2 GREENHOUSE GAS EMISSIONS IMPACTS

None.

7.3 COMMUNITY SAFETY IMPLICATIONS

A key priority of work for this Committee related to the Overview and Scrutiny of the strategies, plans, policies, functions and services directly relevant to the priority of Safer and Stronger Communities.

As well as this, the Corporate Overview and Scrutiny Committee is also the authority's Crime and Disorder Committee under the provisions of Section 19 of the Police and Justice Act 2006.

7.4 HUMAN RIGHTS ACT

None.

7.5 TRADE UNION

None.

7.6 WARD IMPLICATIONS

Work of this Overview and Scrutiny Committee has ward implications, but this depends on that nature of the topic.

7.7 IMPLICATIONS FOR CORPORATE PARENTING

None.

7.8 ISSUES ARISING FROM PRIVACY IMPACT ASSESMENT

None.

8. NOT FOR PUBLICATION DOCUMENTS

None.

9. OPTIONS

9.1 The Committee may choose to add to or amend the proposed items to be included in the 2021-22 work programme for the committee.

9.2 Members may wish to consider any detailed scrutiny reviews that it may wish to conduct.

10. RECOMMENDATIONS

10.1 The Committee may choose to add to or amend the topics included in the 2021-22 work programme for the committee.

10.2 That members consider any detailed scrutiny reviews that they may wish to conduct.

11. APPENDICES

Appendix One – 2021-22 Work Programme for the Corporate Overview and Scrutiny Committee.

Appendix Two – Unscheduled Topics.

12. BACKGROUND DOCUMENTS

Council Constitution.

2020-21 Corporate Overview and Scrutiny Committee Work Programme.

Democratic Services - Overview and Scrutiny

Corporate O&S Committee

Scrutiny Lead: Mustansir Butt tel - 43 2574

Work Programme

Agenda Items	Description	Report Author	Comments
Thursday, 22nd July 2021 at City Hall, Bradford.			
Chair's briefing 01/07/21. Report deadline 08/07/21.			
1) 2019-20 Annual Performance Outturn.		Philip Witcherley.	
2) Finance Position Statement for 2019-20.		Chirs Chapman/Andrew Cross.	
3) First Quarter Financial Position Statement.		Chris Chapman/Andrew Cross.	
4) Insurance Long Term Tender Agreement.		Mark St Romaine.	
5) Draft 2021-21 Corporate Overview & Scrutiny Work Programme.			
Thursday, 16th September 2021 at City Hall, Bradford.			
Chair's briefing 26/08/21. Report deadline 02/09/21.			
1) Bradford District Anti-Poverty Co-ordination Group/Period Hygiene Poverty.	A more focused report in 12 months relating to how peoples lives are being improved through the work of the Anti-Poverty Coordinating groups. For Period and Hygiene Poverty to ialso include more detailed information relating to service needs and response	Kevin Brain/Michelle Taylor/Sarah Possingham.	Corporate Overview and Scrutiny Committee recommendation from Thursday 16 January 2020. Deferred from 8 April 2021 cancelled meeting.
2) VCS Infrastructure Procurement Strategy.	£2m Procurement Contract.	Mahmood Mohammed.	Constitutional Requirement.
3) Work Planning.	There is a need to regularaly review the work programme, in order to prioritse and manage the work.	Mustansir Butt.	
Tuesday, 5th October 2021 at City Hall, Bradford.			
Report deadline 24/09/21.			
1) VCSE Infrastructure Procurement.	Members requested a full and completed specification, with aims, options and recommendations.	Mahmood Mohammed/Ian Day/Jason Longhurst.	Constitutional Requirement. Also recomemndation from Corporate Overview & Scrutiny Committee on Thursday 16 September 2021.

Corporate O&S Committee
Scrutiny Lead: Mustansir Butt tel - 43 2574
Work Programme

Agenda Items	Description	Report Author	Comments
Tuesday, 5th October 2021 at City Hall, Bradford.			
Report deadline 24/09/21.			
2) Network Infrastructure Development for Bradford Council.		Paul Wilson.	Constitutional Requirement.
Thursday, 14th October 2021 at City Hall, Bradford.			
Chair's briefing 21/09/21. Report deadline 30/09/21.			
1) Equalities Objectives.		Khalida Ashrafi.	Corporate Overview & Scrutiny Committee recommendation from Thursday 24 September 2020.
2) Bradford Council Workforce Development Strategy 2015-21.		Anne Lloyd.	Corporate Overview & Scrutiny Committee recommendation from Thursday 22 October 2020.
3) Progress against the Managing Attendance Scrutiny Review recommendations.		Anne Lloyd.	Corporate Overview & Scrutiny Committee recommendation from Thursday 22 October 2020.
4) Draft Fireworks Scrutiny Review.	Key findings and recommendations. There is a need to regularly review the work programme, in order to prioritise and manage the work.	Mustansir Butt.	
5) Work Planning.		Mustansir Butt.	
Thursday, 11th November 2021 at City Hall, Bradford.			
Chair's briefing 21/10/21. Report deadline 28/10/21.			
1) Armed Forces Covenant.	Further report on the work undertaken in line with the Council resolution be presented in 12 months. The findings of the Armed Forces Covenant be presented to this Committee within six months.	Gemma Paine.	Corporate Overview and Scrutiny Committee recommendation from Thursday 23 January 2020. To be considered in July 2021.
2) Second Quarter Financial Position Statement.		Chris Chapman/Andrew Cross.	
3) Impower Contract.	Specifically focusing on key outcomes. To be considered in the New Municipal Year.	Joanne Hyde/Marium Haque/Iain Macbeath/Chris Chapman.	Corporate Overview & Scrutiny Committee recommendation from Thursday 3 December 2020.

Corporate O&S Committee
Scrutiny Lead: Mustansir Butt tel - 43 2574
Work Programme

Agenda Items	Description	Report Author	Comments
Thursday, 11th November 2021 at City Hall, Bradford.			
Chair's briefing 21/10/21. Report deadline 28/10/21.			
4) Work Planning.	There is a need to regularly review the work programme, in order to prioritise and manage the work.	Mustansir Butt.	
Thursday, 9th December 2021 at City Hall, Bradford.			
Chair's briefing 18/11/21. Report deadline 25/11/21.			
1) Private Hire and Hackney Carriage Service - Finance and Performance.		Carol Stos.	Member request.
2) Safer Communities Plan Performance.		Ian Day/Michael Churley.	Corporate Overview & Scrutiny Committee recommendation from Thursday 19 November 2020.
3) Work Planning.	There is a need to regularly review the work programme, in order to prioritise and manage the work.	Mustansir Butt.	
Thursday, 13th January 2022 at City Hall, Bradford.			
Chair's briefing 23/12/21. Report deadline 30/12/21.			
1) District Plan.	Annual Report to be presented in 12 months and to also include actual targets against the District Plan.	Philip Witcherley.	Corporate Overview and Scrutiny Committee recommendation from Thursday 23 January 2020. Following discussions with the Chair and Phil Witcherley - District plan priorities and how we are organising partnerships in the future COVID world.
2) Gambling.	The Cross Departmental and Cross Organisational Plan be presented to this Committee in 6 months. The departments involved in the development of the Plan should include but not be limited to Public Health, Children's Social Care and probation/youth service	Sarah Muckle/Frances Towers/Sarha Exall.	Corporate Overview & Scrutiny recommendation from Thursday 16 January 2020.

Corporate O&S Committee
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Work Programme

Agenda Items	Description	Report Author	Comments
Thursday, 13th January 2022 at City Hall, Bradford.			
Chair's briefing 23/12/21. Report deadline 30/12/21.			
3) Posts and use of consultants and non substantive roles.		Anne Lloyd/Chris Chapman/Joanne Hyde.	Member request.
4) Work Planning.	There is a need to regularly review the work programme, in order to prioritise and manage the work.	Mustansir Butt.	
Thursday, 10th February 2022 at City Hall, Bradford.			
Chair's briefing 18/01/22. Report deadline 27/01/22.			
1) Stonewall Quality Standard and the process and costs associated with this.		Khalida Ashrafi.	Corporate Overview & Scrutiny Committee recommendation from Thursday 14 October 2021.
2) Implementation of Universal Credit across the District.		Martin Stubbs.	Corporate Overview & Scrutiny Committee recommendation from Thursday 18 March 2021.
3) Council Tax.		Martin Stubbs.	Thursday 7 January 2021.
4) Business Rates.		Martin Stubbs.	Thursday 7 January 2021.
5) Work Planning.	There is a need to regularly review the work programme, in order to prioritise and manage the work.	Mustansir Butt.	
Thursday, 10th March 2022 at City Hall, Bradford.			
Chair's briefing 17/02/22. Report deadline 24/02/22.			
1) Prevent Programme for the District.		Ian Day/Danielle King.	Corporate Overview & Scrutiny recommendation from Thursday 18 March 2021.
2) People Can.	Detailed report specifically focusing on the added value of the People Can Programme across the District.	Mahmood Mohammed/Ian Day.	Corporate Overview and Scrutiny Committee recommendation from Thursday 12 March 2020.
3) Progress against the Hate Crime Scrutiny Review recommendations.		Ian Day/Rifaquet Ali.	Corporate Overview & Scrutiny Committee recommendation from Thursday 23 March 2021.

Corporate O&S Committee

Scrutiny Lead: Mustansir Butt tel - 43 2574

Work Programme

Agenda Items

Thursday, 10th March 2022 at City Hall, Bradford.

Chair's briefing 17/02/22. Report deadline 24/02/22.

4) Work Planning.

Description

There is a need to regularly review the work programme, in order to prioritise and manage the work.

Report Author

Mustansir Butt.

Comments

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Democratic Services - Overview and Scrutiny

Scrutiny Committees Forward Plan

Unscheduled Items

Corporate O&S Committee

Agenda item	Item description	Author	Comments	
1	Verbal update from Bradford Councils representative on the West Yorkshire Police and Crime Panel.	Cllr Richard Dunbar/Cllr Tariq Hussain/Cllr Russell Brown.	Corporate Overview and Scrutiny Committee recommendation from Thursday 13 September 2018.	
2	Draft Digital Strategy.	Parveen Akhtar.	Request from Corporate Overview and Scrutiny Committee members.	
3	Draft IT Strategy.	Dominic Barnes-Browne/Keith Hayes.	Request from Corporate Overview and Scrutiny Committee members.	
4	Hanson School's Financial Position.	Update on the School's Financial position be presented to the Committee at a future meeting.	Marium Haque/Chris Chapman/Andrew Redding.	Corporate Overview and Scrutiny Committee recommendation from Thursday 6 February 2020.
5	Domestic Violence Scrutiny Review.	Mustansir Butt.		
6	Frances for the Recruitment and retention of Social Care workers.	Mark Douglas/Irfan Alam.	Member request.	
7	Police and Crime Commissioner - Safer and Stronger Community activities.		Member request.	
8	Legacy of Regeneration Schemes in Bradford.		Member request.	
9	Stronger Communities Strategy.	Ian Day/Mahmood Mohammed.	Corporate Overview & Scrutiny Committee recommendation from Thursday 19 November 2020. Re-scheduled to June 2022 at the request of officers, as all the projects will not have been evaluated due to the loss of the evaluator.	

Corporate O&S Committee

Agenda item	Item description	Author	Comments
10	That a report relating to the use of agency staff and contracted staff, in relation to the changing nature of their work and developmental opportunities, be presented to this Committee.	Anne Lloyd/Tahmima Tahir.	Corporate Overview & Scrutiny Committee recommendation from Thursday 14 October 2021.
11	That quarterly Equality performance reports be presented to this Committee.	Khalida Ashrafi.	Corporate Overview & Scrutiny Committee recommendation from Thursday 14 October 2021.