

# FENLAND COMMUNITY SAFETY STRATEGIC ASSESSMENT:

## EMPOWERING COMMUNITIES

VERSION 1.0

JANUARY 2017



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For more information about the team phone 01223 715300

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Description:	The purpose of this document is to provide the Fenland Community Safety Partnership with an understanding of key community safety issues affecting the district. This is the third document that will be produced for 2016/17. The focus of this document will be empowering communities.
Produced by:	Emily Gutteridge, Research Officer <a href="mailto:Emily.Gutteridge@Cambridgeshire.gov.uk">Emily.Gutteridge@Cambridgeshire.gov.uk</a> Leigh Roberts, Research Manager <a href="mailto:Leigh.Roberts@Cambridgeshire.gov.uk">Leigh.Roberts@Cambridgeshire.gov.uk</a> Cambridgeshire Research Group Cambridgeshire County Council
Additional Contributions:	Cambridgeshire County Council: Diane Lane; Lisa Faulkner; Lizzi Wales Cambridgeshire Constabulary: Tiff Lane Fenland District Council: Rob Mitchell; Sophie Wilkinson
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## DOCUMENT STRUCTURE

The purpose of this strategic assessment is to provide the Fenland Community Safety Partnership (FCSP) with an understanding of the crime, anti-social behaviour, and substance misuse issues affecting the district. This will enable the partnership to take action that is driven by clear evidence.

This document and previous strategic assessments can be accessed on the Cambridgeshire Insight pages here <http://www.cambridgeshireinsight.org.uk/community-safety/CSP/fenland>

## DOCUMENT SCHEDULE

The partnership has a continuous assessment process that allows for strategic planning throughout the year. Whilst each document will provide an overview of the partnership's performance during the year, the aim of each document will be to gain a better understanding of key issues in the district. The continuous assessment consists of 4 parts:

Document	Key theme	Analysis & Writing	Presentation
1	Children & Young People	June and July	July 2016
2	Domestic Abuse	July to September	October 2016
3	<b><i>Empowering Communities</i></b>	October to December	January 2017
4	Adult Exploitation	January to March	April 2017

## ADDITIONAL DATA

The interactive community safety atlas provides some of the main crime and disorder issues at ward level up to 2014/15. The atlas allows the user to review the data directly on the map or in a chart. It can be accessed here <http://atlas.cambridgeshire.gov.uk/Crime/atlas.html>

The Pyramid of Crime: victim offender interactive profile, is presented at district level and can be accessed here

<http://atlas.cambridgeshire.gov.uk/Crime/Pyramid/html%205/atlas.html?select=12UD>. It will be updated shortly.

### KEY FINDINGS

Fenland has grown into a diverse district with a variety of communities and needs. Whilst it is clear all agencies and partnerships **recognise** this diversity the evidence about how services **address** diversity is largely anecdotal. There is not a clear collation of what is being delivered and it is likely to vary across the district. There remains several organisations and partnerships delivering similar agendas; community safety, inclusion and resilience to name a few. There are opportunities for Fenland Community Safety Partnership to work with others to improve safety, reduce both victimisation and offending and support strong communities.

In particular this report looks at cohesion, hate crime, and resilience and the key findings are highlighted below;

1. Fenland is a diverse district with a variety of languages spoken and there is evidence to suggest that some parts of Fenland are well served with community groups and volunteers encouraging community cohesion. However, this is not true everywhere. With some people reporting feeling excluded or lacking in provision e.g. generic youth provision.
2. There are problems with implementation of the partnership action to increase reporting of hate crime. Of particular concern is the anecdotal feedback that victims do not report incidents as they perceive some of the behaviour directed at them to be 'normal' and may not understand it is a crime or a hate incident.
3. Fenland District Council (FDC) are committed to a campaign for raising awareness of hate crime / incidents, particularly in Wisbech where the feedback to date suggests a higher level of unreported hate crime may be present.
4. There is an understanding that for this awareness raising to be effective the action plan going forward needs to be well-resourced to ensure sufficient reach into communities, and that if third party reporting is seen as a key aspect then this needs embedding as 'business as usual' within a range of settings and services.
5. The Partnership should consider prioritising certain parts of the community first. This would ensure that where resource is limited those that are currently considered most vulnerable or disadvantaged could be targeted.

**Table 1: Summary of progress against action plan**

Action	Progress Summary
<b>Identification<sup>1</sup></b>	
Provide specific profiles to support the CSP and wider groups for the development of community based projects to aid the delivery of the CSP themes.	Profiles provided to date particularly covering, migrant communities, older people, youth activities and the evidence continues to support the Partnership action plan
Identify key support groups who can aid the delivery of projects and ensure they remain self-sufficient.	Fenland Strategic Partnership (FSP) currently leading this work, but support from this partnership might be appropriate. The action plan has yet to be agreed and shared from the FSP.
<b>Awareness &amp; Prevention</b>	
Develop a yearly communication plan in-line with police 'Get Closer' campaign and CSP crime calendar.	FDC Community Safety Team are developing and delivering this action throughout the year, with several topics already delivered including domestic abuse, cybercrime, hate crime. Good progress against the action plan has been seen.
Develop and deliver a Cyber Crime project to targeted age groups highlighted in the profile.	Ongoing work, to date contact points and engagement on cyber-crime has taken place. Impact is yet to be determined as no performance measures exist for this.
Review the support from Neighbourhood Watch and develop delivery of awareness campaigns through the appropriate groups.	Co-ordinators engaged have agreed to support targeted community engagement for Cybercrime awareness. They are also engaged in the improvements of No Cold Calling Zones (NCCZs) in their areas.
Improve awareness & reporting of rogue trading.	Delivery of posters leaflets at libraries and contact points has taken place.

## RECOMMENDATIONS

It is recommended that Fenland Community Safety Partnership continues to work on the priority of empowering residents to deliver safer communities. It should be noted that in order for communities to do this they require the right tools and awareness of the issues at hand. This includes greater awareness of what support is available to victims of crime as well as information on how to get involved.

It is recommended that further awareness is raised in Fenland about the Victims' Hub and how to self-refer. This may aid increasing of under-reporting of crime as well as improve outcomes for victims who receive appropriate support.

<sup>1</sup> Fenland Community Safety Partnership: Partnership delivery plan (01 April 2016 – 31 March 2017)

The CSP Lead makes the following recommendations;

- Support the Fenland Strategic Partnership (FSP) and their development of a volunteering strategy toward supporting victims of crime.
- Improving reporting of Hate crime remains a priority for this Partnership which requires further awareness of what hate crime is and how to report it alongside the Fenland Diverse Communities Forum. A re-think of the activities based on the feedback that existing interventions are not having the desired impact is also recommended.
- Work with Cambridgeshire County Council to support the Resilience plan, in particular consider developing community hubs to aid early intervention.

## INTRODUCTION

For 2016/17 the Fenland Community Safety Partnership (FCSP) has continued to prioritise domestic abuse between adults, children and young people, as well as the theme of adult exploitation. The CSP also recognises that reduced resource means the FCSP need support by empowering communities to help deliver key messages. This report focuses on this last priority and follows on from the report last year that examined the vulnerabilities associated with ageing population, by this time looking into the vulnerabilities associated with seldom heard communities, including those who are victims of hate crimes. This report will also review the current County and District response to community resilience.

## BACKGROUND

Last year a document was produced that focused on the changing demographics within Fenland and the vulnerabilities associated with the ageing population, that might also show signs of developing pockets of isolation<sup>2</sup>. Whilst an individual's age does not necessarily indicate a level of vulnerability, there is a perception that older people are more vulnerable to a range of safety concerns. This can lead to them being targeted specifically because of their age.

Key findings from this report identified:

- Certain crimes that are often targeted at the elderly, such as rogue trading and cybercrime, are on the rise. Increasing feelings of personal safety and how to lower the risk of victimisation was identified as a key priority area.
- There are a number of community groups already working with the elderly and/or vulnerable residents, including The Bobby Scheme, Volunteer Police Cadets, Time Credits, and Golden Age events.

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<sup>2</sup> <http://www.cambridgeshireinsight.org.uk/community-safety/CSP/fenland>.

- Encouraging elderly people to volunteer within their community may help to decrease some of the symptoms of loneliness and isolation. Further, volunteering can empower communities and bridge the intergenerational gaps between young and old.
- Clearer understanding of what is required but also what the outcomes are may also help to increase willingness to volunteer within communities, something the Partnership may be able to help with by establishing an overall Volunteer Strategy.

The recommendations of the last report were discussed within the meeting and made a decision to tackle the recommended actions Partnership also decided to take a support role to the Fenland Strategic Partnership (FSP) in relation to the broader community empowerment. Therefore as part of this current report the authors have taken into consideration the work that the FSP is considering. Further Cambridgeshire County Council's Community Resilience Strategy has been considered.

This report will review both County and District progress in these areas since the last report, but also focus on some other vulnerable groups within Fenland, including the migrant population, victims of hate crime, and young people who may have fewer opportunities available to them in the wake of cuts to previously available local services and activities.

Whilst this document will explore similar themes of community resilience, it is not intended to supersede current action plans. This report will show where there are synergies between potential areas of concern. With multiple organisations and partnerships tackling the themes of resilience, inclusion and safety, there is a need for consideration of where this partnership can add value and not duplicate existing work.

## CURRENT PRIORITIES

The following sections provides an update on areas that are currently identified as priorities for the Partnership and sets activity against the action plan. It identifies areas of progress and highlights any area where further activity is needed or where barriers to implementation have been found.

### 2016/17 FENLAND CSP ACTION PLAN: EMPOWERING RESIDENTS TO DELIVER SAFER COMMUNITIES

The 2016/17 Fenland CSP Action Plan identified a number of actions that should be implemented in order to aid the identification of gaps and risk in Fenland. It also highlight ways of raising awareness about community cohesion issues and finding ways of preventing them.

#### Identification<sup>3</sup>

- Provide specific profiles to support the CSP and wider groups for the development of community based projects to aid the delivery of the CSP themes.

<sup>3</sup> Fenland Community Safety Partnership: Partnership delivery plan (01 April 2016 – 31 March 2017)



- Identify key support groups who can aid the delivery of projects and ensure they remain self-sufficient.

### **Awareness & Prevention**

- Develop a yearly communication plan in-line with police 'Get Closer' campaign and CSP crime calendar.
- Develop and deliver a Cyber Crime project to targeted age groups highlighted in the profile.
- Review the support from Neighbourhood Watch and develop delivery of awareness campaigns through the appropriate groups.
- Improve awareness & reporting of rouge trading.

## **HATE CRIME**

Previously the Partnership has identified hate crime and social exclusion as areas of concern within Fenland. The police recorded crime / incident data could not give a full picture due to under-reporting. A bigger dataset is needed to truly understand the pattern. Therefore the existing third-party reporting programme was to be redesigned and implemented.

Within this section of the report it was hoped to provide an overview of the third party reporting data. However, the data that was expected from the scheme was not available and the programme does not appear to be delivering the hoped for results at this time. The possible reasons will be discussed further in this section and it is recommended that the Partnership revisit this discussion in the next meeting. In general that lack of available local data raises the concern that any issues are hidden and the Partnership is unsighted on potential problems.

Examination of unique victims in 2015 revealed that there were at least 10 victims of hate crime in Fenland known to the police. This number is too small

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## **CURRENT AND EMERGING ISSUES**

### ***Increasing reporting and confidence in the police***

It is widely acknowledged that hate crime is under-reported and the Government are committed to addressing this issue as part of their hate crime action plan<sup>4</sup>. Many people do not come forward for fear they will not be taken seriously, or because they do not feel that the incident is serious enough to report. Many others do not think that the authorities will be able to protect them from further abuse, if they do make a report.

Within Cambridgeshire the Huntingdonshire Partnership (as an example of practice), and in particular the district council and the constabulary, are working to increase reporting of hate crime to enable victims' greater access to support and gain positive outcomes for victims. Over the years this has taken a variety of forms including third party reporting and awareness raising campaigns. In

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<sup>4</sup> HM Government, Challenge It, Report It, Stop It – Delivering the Government's hate crime action plan [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/307624/HateCrimeActionPlanProgressReport.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/307624/HateCrimeActionPlanProgressReport.pdf)

2015 the Fenland Community Safety Partnership agreed to pilot a new third party reporting campaign, which has yet to be fully embedded. However it should be noted that due to this aim increases in police recorded hate crime should not necessarily be considered negative.

### **EU Referendum**

In June 2016, the UK held a referendum on whether to remain within in the European Union. During this time, and immediately after the vote on the 23rd June, there were perceived increases in tension within some communities. Both national and local data now supports that there are increased tensions.

National data from all police forces (shown in Table 2 below) highlights the large increase seen in hate crime per week around the time of the EU referendum compared to the same period the year before. The data indicates that increases were recorded in the lead up to the referendum; and the week after the vote took place saw almost half as much again recorded by the police. Data shows that even up to two months later the reporting level remained higher than the previous year.

**Table 2: Recorded Hate Crimes by the police in England, Wales and Northern Ireland June-Aug 2016<sup>5</sup>**

Period	2015	2016	Year to Year Rise
<b>Week 1 (Pre- referendum)</b>	1092	1391	27%
<b>Week 2 (Post referendum)</b>	1255	1827	46%
<b>Week 3</b>	1281	1623	27%
<b>Week 4</b>	1226	1658	35%
<b>Week 5</b>	1249	1863	49%
<b>Week 6</b>	1131	1787	58%
<b>Week 7</b>	1202	1470	22%
<b>Week 8</b>	1250	1394	12%
<b>Week 9</b>	1197	1384	16%
<b>Total</b>	<b>10883</b>	<b>14397</b>	<b>32%</b>

Source: [http://www.report-it.org.uk/files/blank\\_2\\_1.pdf](http://www.report-it.org.uk/files/blank_2_1.pdf)

## **LOCAL TREND - HATE CRIME RECORDING**

Locally within Fenland there have also been increases in hate crime recorded by the police. The table below shows the medium term trend over five years' worth of data using the 12months July to June. It can be seen that the volume of hate crime is still relatively low but the overall the trend is upwards and that the most recent 12 months recorded almost twice as much as the previous period.

<sup>5</sup> Note - these figures may have changed since earlier releases due to retrospective reporting or recording of hate crimes.

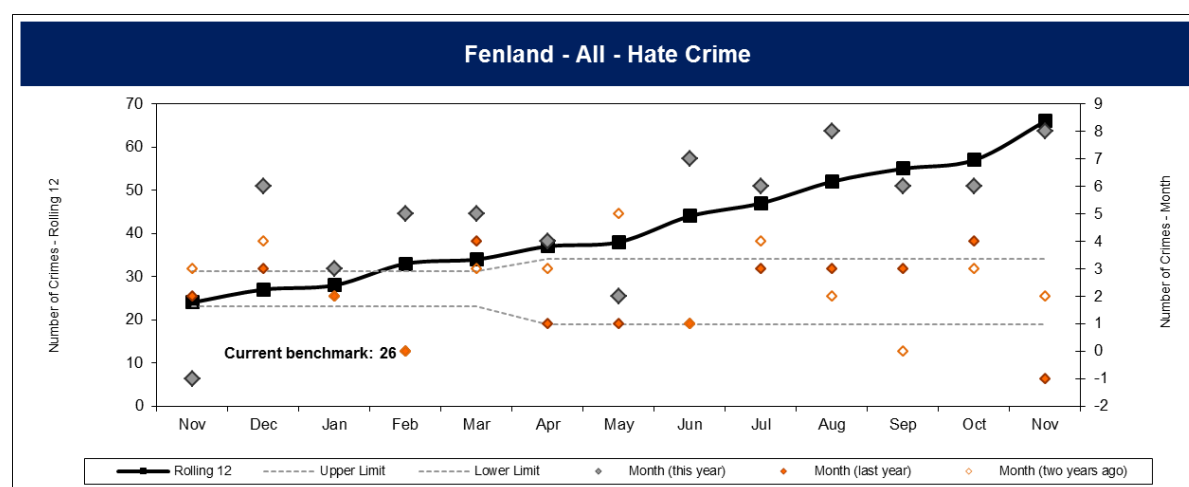
**Table 3: Counts of hate crime for Fenland and Cambridgeshire (including Peterborough), and percent increase from previous year**

Year	Fenland District count	% increase from previous year	Cambridgeshire & Peterborough count	% increase from previous year
July-11-June 12	27		362	
July 12-June 13	22	-18.5%	316	-12.7%
July 13-June 14	27	22.7%	377	19.3%
July 14-June 15	23	-14.8%	528	40.1%
July 15-June 16	44	91.3%	700	32.6%
July 16-November 17	34	n/a	452	n/a

Source: CADET, Cambridgeshire Constabulary 2016

Between June 2015 and June 2016 the monthly average in Fenland for recorded hate crime was three crimes. The district accounted for roughly 11% of total for Cambridgeshire, with a slight rise in the single month of June 2016. It is worth noting that in the 12 month period July 2015 to June 2016 there were 44 hate crimes recorded in Fenland. The following five months recorded 34 hate crimes.

**Figure 1: Fenland Police Recorded Hate Crime, monthly comparison over 3 years ending June 2016**



Source: CADET, Cambridgeshire Constabulary 2016

## LOCAL RESPONSE

As detailed earlier in this report, during Autumn 2016 the partnership focussed their contact points and local engagement around the themes of hate crime, rogue trading and cybercrime. During Hate Crime Awareness week which ran from the 10<sup>th</sup> – 17<sup>th</sup> October, the CSP delivered hate crime awareness messages with media support, including social media messaging via Fenland District Council (FDC). The Cambridgeshire Police and Police and Crime Commissioner Jason Ablewhite also supported these engagements. Not only do engagements such as these help to raise awareness on how to identify hate crimes, but they also increase trust that if reported, a hate crime is taken seriously by police.

### *Third Party Reporting*

In the last Empowering Communities report, we discussed that an evaluation is underway of the businesses and organisations that previously signed up to be a third party reporting centre as part of the “Fenland Together: Stop the Hate - Report It to Sort It” scheme launched in March 2015. At the time of writing there was no data available as to the effectiveness or otherwise of the third party reporting scheme for hate crime within Fenland.

Local police leads have explained that a recent relaunch of the scheme was not as successful as first hoped and have identified that a previous breakdown in communication and support from police or the council has resulted in a lack of confidence amongst previously signed-up organisations. In response, the local hate crime leads have proposed visiting each of the original third part reporting centres to offer updated resources and posters/training. This will also provide a lead contact and in turn consistency required to run the scheme effectively. This is currently underway. There is a clear need for prioritisation of the third party reporting scheme within the partnership in order to build confidence amongst third-party agencies and for the scheme to be effective.

With regards to reporting figures, there is not currently a marker that identifies whether a hate crime reported to the police has been reported by a third party. Previously, organisations signed up as third party centres completed a separate return to the police which recorded how many crimes they had filed; however, this added paperwork was not received well by the businesses who were already completing lengthy documents to report hate crimes. It is therefore believed that for the foreseeable future, these additional returns will not be a requirement of signing up to be a third party reporting centre with the hope that it will encourage more businesses to join the scheme. This means that outcomes are harder to measure. However, with only 44 hate crimes recorded in total in Fenland during July 2015 to June 2016 and no significant change in the trend in reporting it is reasonable to say that the party reporting centres are not working effectively and will undoubtedly benefit from the planned police / FDC visit which can re-establish membership and training resources.

Further resources on hate crime can be found in Appendix B.

## COMMUNITY ENGAGEMENT

Part of this year’s action plan focused on engaging with residents to enable them to help shape the work of the Partnership. To support the Partnership with this action the Cambridgeshire Research Group has included the following section which analyses the responses from engagement through the contact points work led by the Community Safety Team at Fenland District Council and the online survey.

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### CONTACT POINT ANALYSIS

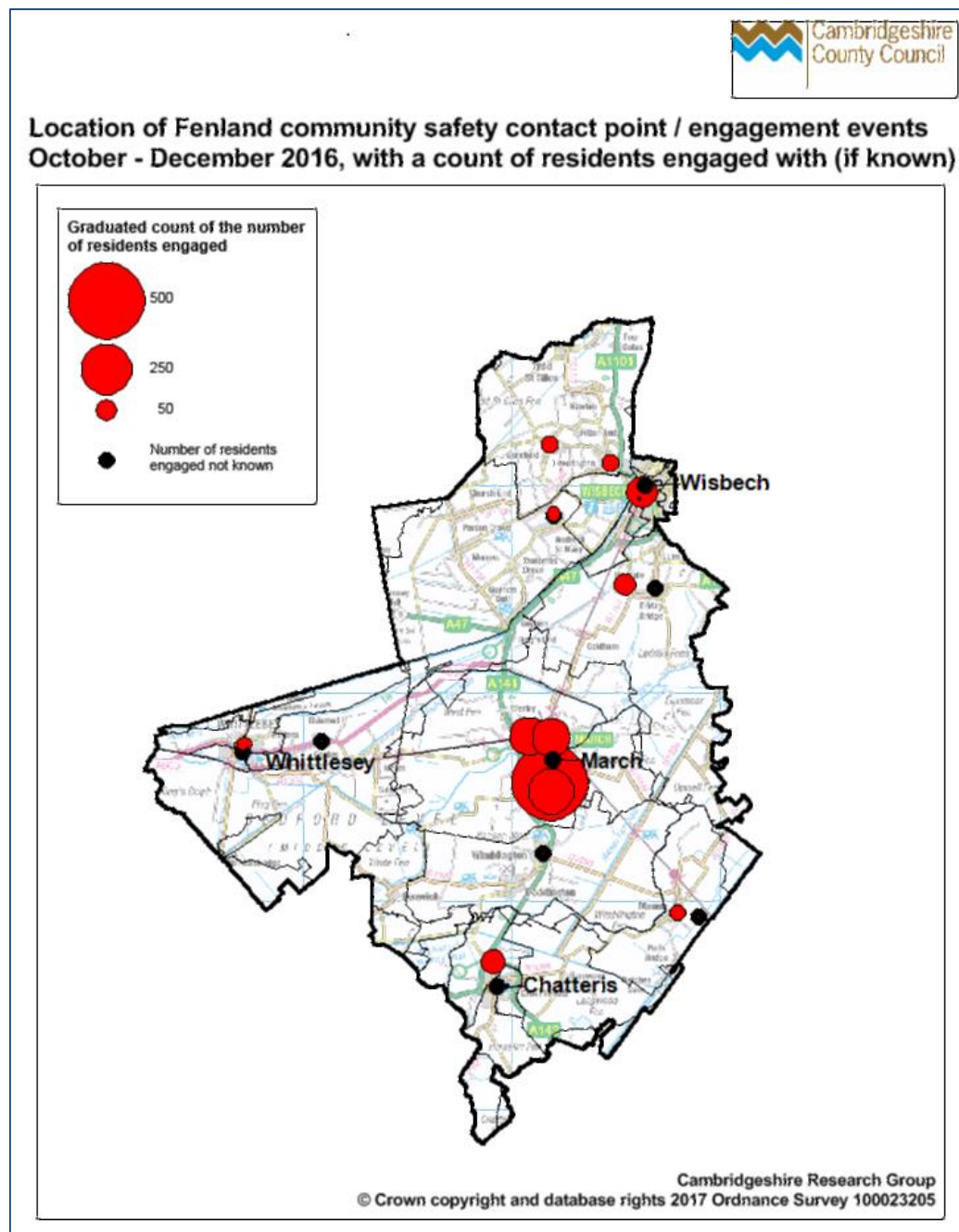
FCSP have worked hard to deliver a number of community contact points that raise awareness and deliver safety messages to local residents. This includes attending community events, but also leafletting and talks at local supermarkets.

During October 2016 and December 2016, the FCSP engagement plan focussed on raising awareness of hate crime, cybercrime and rogue trading. At the time of writing full figures were not available, however, it was estimated that up until mid-December nearly 1,400 residents were engaged with. As the police and Police and Crime Commissioner also attend some of these contact points, it is a

chance for the public to ask questions and build trust with their local neighbourhood teams. During this time crimes have also been disclosed.

Figure 2 shows the location of these contacts points and details the estimated number of residents engaged using graduated symbols.

**Figure 2: The location of Fenland contact points - Autumn 2016.**



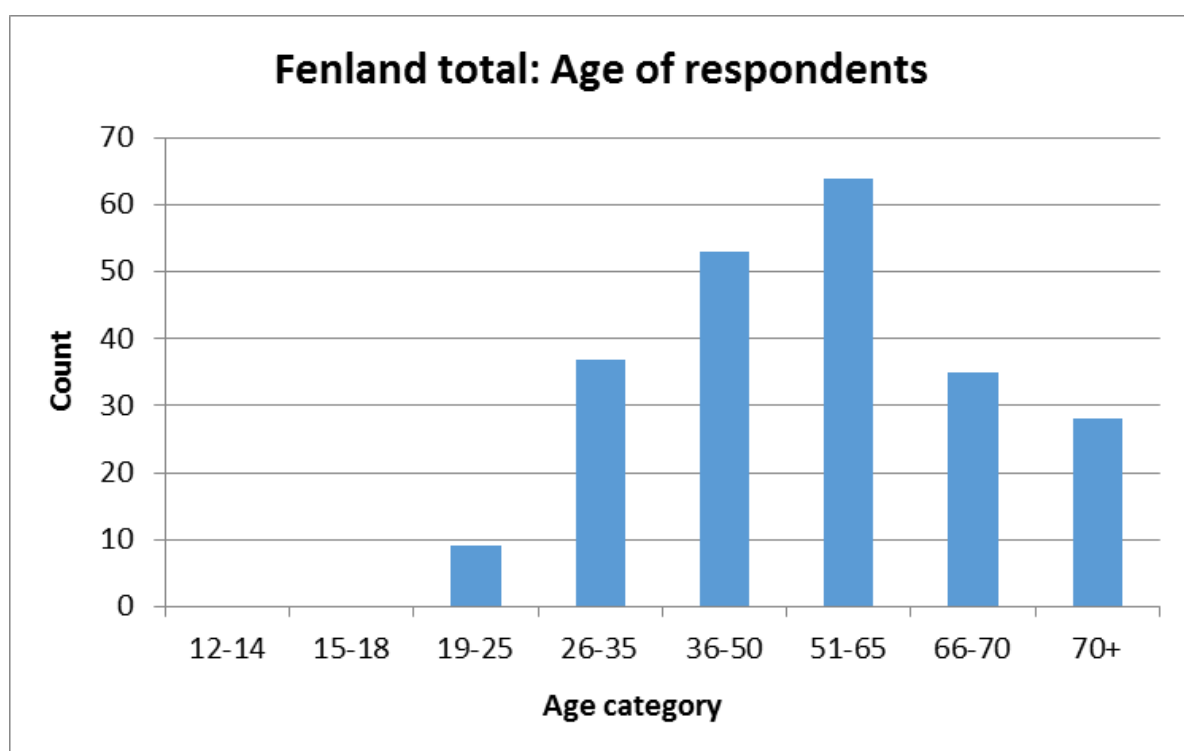
Source: Cambridgeshire Research Group

When possible, the Community Safety Team takes time to conduct surveys with the local community, asking questions regarding personal safety and fear of crime within the area. The analysis of these surveys has been conducted and included below:

### *Age of respondents*

From October to December 2016, a total of 227 local residents participated in the community safety questionnaire across Fenland, with a breakdown of age shown at Figure 3. The age category with the highest number of respondents (28%) was 51-65 years old, followed by 36-50 years old (23%). No residents between the age of 12 and 18 completed the questionnaire, with only 9 recorded in the 19-25 age category. Although people within this age range were engaged with, future work may be able to focus on getting feedback from this demographic in order to have more accurate representation from across the district.

**Figure 3: Age category of respondent, Fenland totals**



### *Fear of crime*

Only two people did not answer the question “How safe do you feel where you live?” Of the remaining 225, a positive 92% (207) of people responded that they felt safe or very safe. Over a third (34%) of people answered very safe to this question, whilst only 6% and 2% answered unsafe and very unsafe, respectively. A degree of caution should be applied to these findings, firstly the number are relatively low for an entire district.

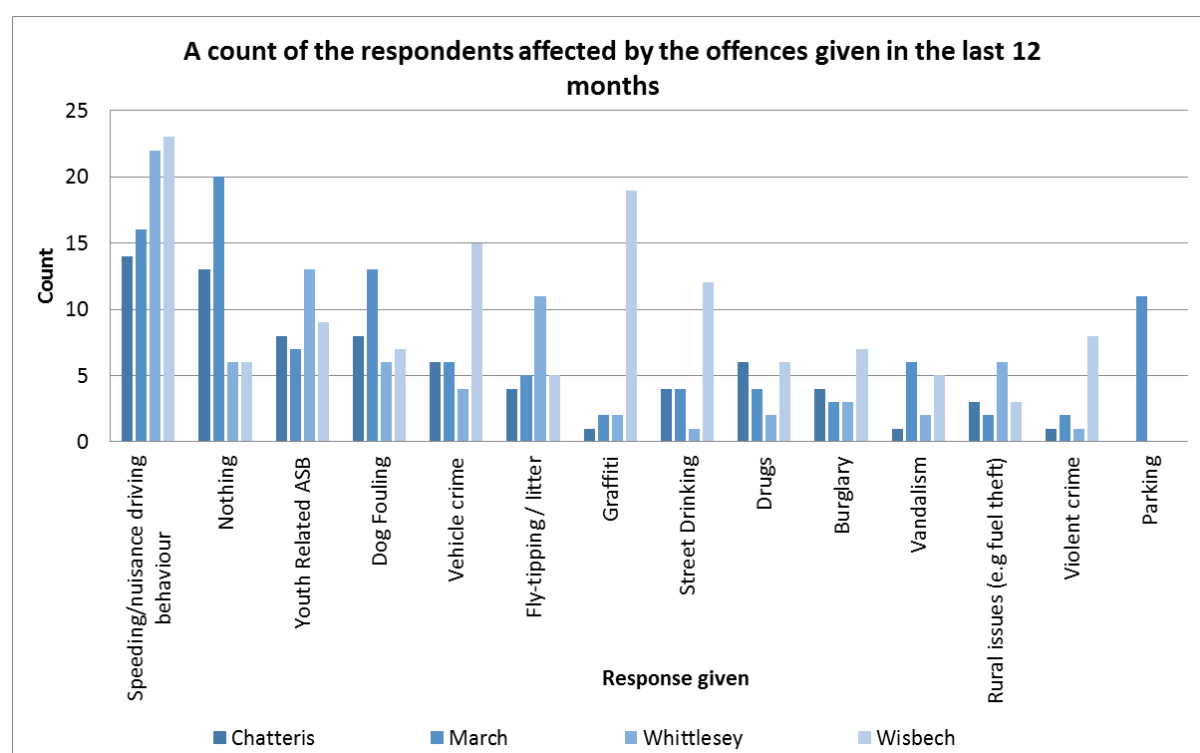
A county wide response to fear of crime is the establishment of no cold calling groups. No cold calling zones have been set up in small areas where residents have requested help to keep uninvited traders or sellers (including 'cold-callers' and potential 'rogue traders') from calling at their property. The scheme is about giving local residents or communities the tools and confidence to say **no** to uninvited sales people or to warn rogue traders and cold callers they are being watched. Later

within the document, we explore the local actions regarding the establishment of no cold calling zones. The Partnership could consider if it wishes to participate in this scheme.

### Issues affected by

Question 4 sought to investigate which offences the respondents had been subject to in the last 12 months. (It received 378 responses). The majority of respondents (20%) identified themselves as having been affected by *Speeding/nuisance driving behaviour* within the last 12 months with the offence being cited most frequently by respondents in all the parishes covered apart from March (Figure 4). In Fenland as a whole, this is followed by *Nothing* (12% of respondents), and *Youth related ASB* (10%). See table 4 for a breakdown of the top three offences affecting respondents in each Parish in the last 12 months. It is worth noting the overall ‘nothing’ appeared in the top 2 over two of the areas. Indicating that some residents have not been affected by problems in the last year.

**Figure 4 Response to Q4: A count of the respondents affected by the offences given in the last 12 months.**



**Table 4: Top three offences affecting respondents in each parish in the last 12 months<sup>6</sup>.**

Parish	1st	2nd	3 <sup>rd</sup>
<i>Chatteris</i>	Speeding/nuisance driving behaviour	Nothing (no problem identified)	Youth related ASB & Dog fouling
<i>March</i>	Nothing (no problem identified)	Speeding/nuisance driving behaviour	Dog fouling
<i>Wisbech</i>	Speeding/nuisance driving behaviour	Graffiti	Vehicle crime
<i>Whittlesey</i>	Speeding/nuisance driving behaviour	Youth related ASB	Fly-tipping/litter

<sup>6</sup> More than one option is given where offences received the same number of responses.

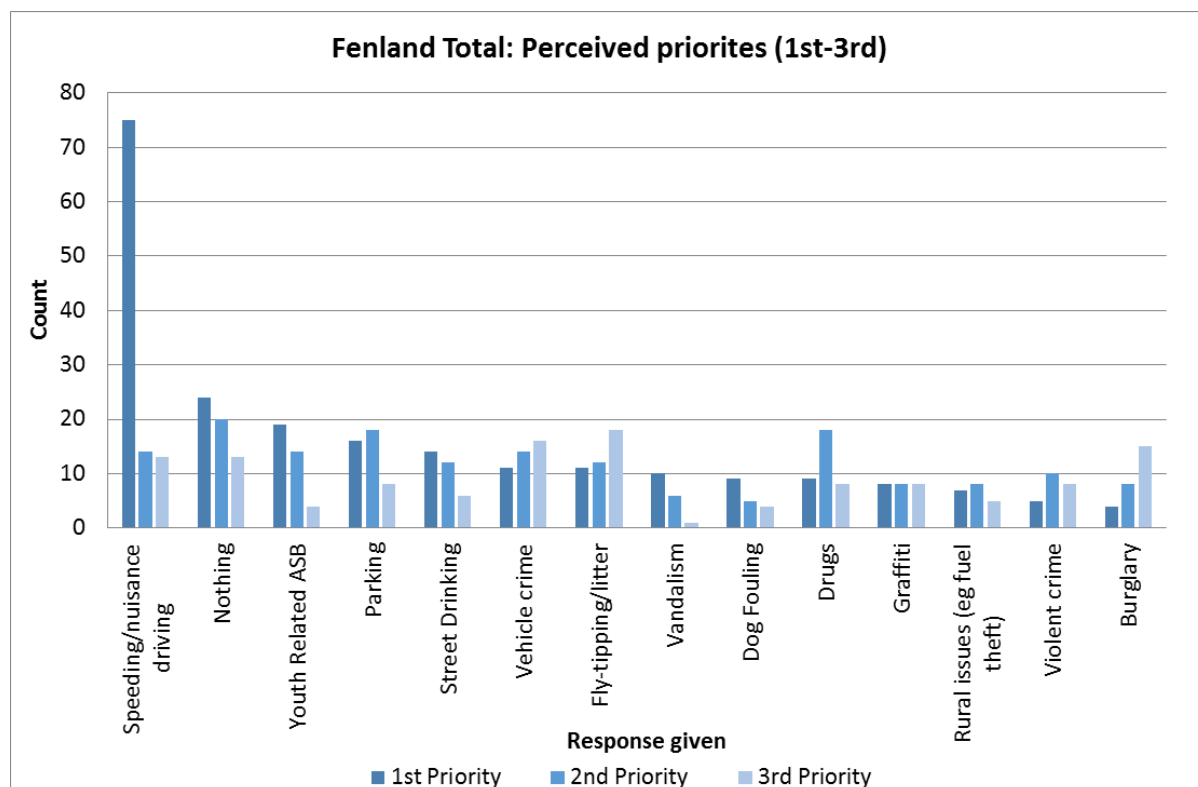
### *Priorities for the CSP*

Question 5, which sought to find out which crimes respondents thought should be prioritised by the CSP, was answered by 99% of respondents. Overall, in Fenland, *Speeding/nuisance driving* was thought to be the offence that should have the highest priority (1<sup>st</sup> priority), this is followed by *Nothing*, and *Youth related ASB*. *Nothing* was also identified as being the preferred 2<sup>nd</sup> priority followed by *Parking* and *Drugs* whilst *Fly tipping/litter* was thought to be the preferred 3<sup>rd</sup> priority. For the top three priorities by parish, please see Table 5. Further parish breakdowns, can be found in Appendix B (Figures



Figure 9, Figure 10, Figure 11, and Figure 12).

**Figure 5 Response to Q5: Perceived crime priorities (1st - 3rd) for Fenland.**



The data suggests two possibilities, 1. The list of options are not the things that are concerning most people or 2. Residents are not highly concerned about crime and community safety issues. It would be worth further exploration with residents to see which of these is most prevalent.

**Table 5: Top three priorities by Parish<sup>7</sup>.**

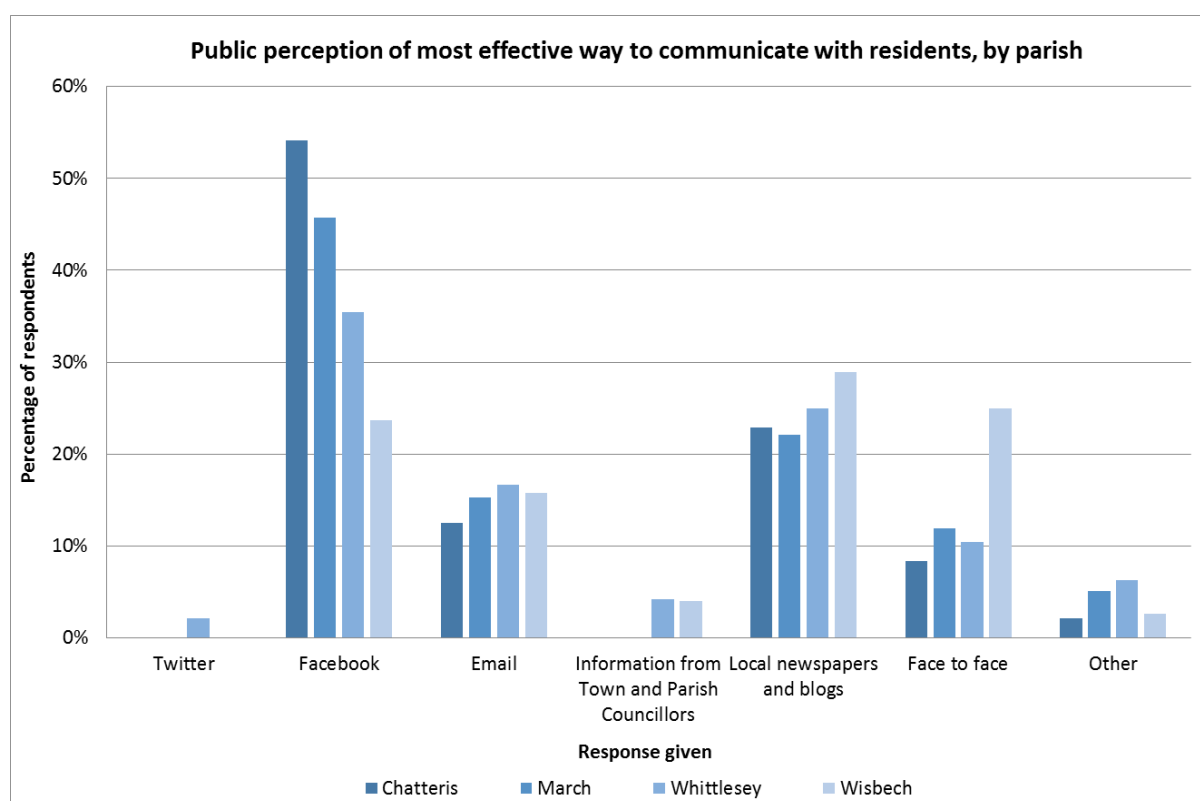
Parish	1 <sup>st</sup> Priority	2 <sup>nd</sup> Priority	3 <sup>rd</sup> Priority
<i>Chatteris</i>	Speeding/nuisance driving behaviour	Nothing (no problem identified)	-
<i>March</i>	Speeding/nuisance driving behaviour	Nothing (no problem identified)	-
<i>Wisbech</i>	Speeding/nuisance driving behaviour	Fly tipping/litter	Nothing (no problem identified)
<i>Whittlesey</i>	Speeding/nuisance driving behaviour	Fly tipping/litter & Nothing	Nothing (no problem identified)

### How to engage

Facebook was deemed the most popular means of engaging with residents with 38% of all respondents in Fenland opting for this means of communication. This is followed by the use of local newspapers (25% respondents), and email/face to face (both 15%). Twitter and Information from Town and Parish Councillors were the least popular options (0.4% and 2% respectively). Please see Figure 6 for a breakdown of responses for each Parish.

<sup>7</sup> More than one option is given where offences received the same number of responses.

**Figure 6 Response to Q7: Most effective way to communicate with residents defined by Parish.**



Upcoming dates for contact points across Fenland are regularly posted online:

[www.communitysafetypartnership.wordpress.com](http://www.communitysafetypartnership.wordpress.com).

## AREAS FOR CONSIDERATION BY THE PARTNERSHIP

The following issues have been flagged by front line officers as being of potential concern, i.e. areas where further activity or development are either needed or hampered by barriers (including cuts and funding issues).

## INCLUSION

The following section was commissioned to gain a greater insight into the district for the Partnership to consider all members of the wider community when reviewing the action plan on the priority 'Empower residents to deliver safer communities'. In particular, create a greater understanding within the Partnership of overlapping work between partners and identify areas for added value.

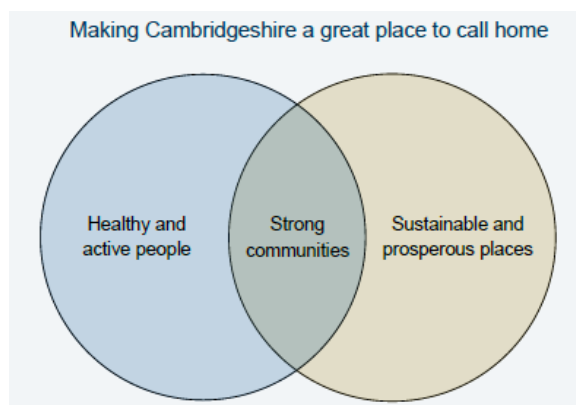
## CAMBRIDGESHIRE COUNTY COUNCIL COMMUNITY RESILIENCE UPDATE

In early 2016, Cambridgeshire Public Services Board (CPSB) discussed a paper outlining the County Council's strategy for building resilient communities – *Stronger Together*<sup>8</sup>. The County Council's

<sup>8</sup> [http://www.cambridgeshire.gov.uk/downloads/file/4176/community\\_resilience\\_strategy](http://www.cambridgeshire.gov.uk/downloads/file/4176/community_resilience_strategy).

planned activity was discussed, as well as opportunities for work across the partnership. The document outlined the Council's vision for the future which is set within the wider context of business planning and pressure to resources and focussed on what the Council aims to achieve. The vision for future planning is:

**Figure 7: Cambridgeshire County Council's vision for future resilience**



Source: Stronger Together Cambridgeshire County Council's Strategy for Building Resilient Communities, October 2015.

The Council's vision and framework for community resilience was to focus on six key areas, each of which defined key achievements to be delivered by 2020:

- **Communication** – improving the collection of local communication, knowledge, and information to ensure activities and services are accessible on a very local level e.g. through *Community Hubs*.
- **People helping people** – strengthening community support networks through improving the recruitment and management of local volunteers in order to coordinate and optimise opportunities.
- **Council Members** – as community leaders, members should play an important role in engaging communities on a local level as well as acting as an advocate for the community.
- **Our workforce** – through the provision of training and a apt recruitment process, members of Council staff will learn to tackle issues using a strength-based approach.
- **Community spaces** – engagement should take place in shared community spaces, such as libraries or children centres, where council team, partners, organisations from the voluntary sector and community groups may all work together.
- **Partnerships** – through working in partnership with community stakeholders, the County Council may be able to develop a successful strategy to enhance community resilience. At present this mainly focuses on the role of the County Council and LGSS (Local Government Shared Services), however, in the future, this may also be extended to include organisations from statutory, voluntary, and business sectors.

There are clear areas of overlap with the CSP priorities, in particular 'people helping people', 'communications' and 'community spaces'. Working in partnership with Cambridgeshire County Council could deliver added value in the area of community resilience. The Partnership should be mindful not to create duplication of work and to clearly establish which partner is leading on delivery.

In a Council update to Chief Officers in December 2016<sup>9</sup>, it was discussed that the priorities for the year ahead are:

### ***1. Community hubs***

Consult with the public to further develop a hub model of community spaces which would be the first port of call for the local community, rationalising the use of existing buildings such as libraries and children's centres, and joining with Partners where possible around local community spaces. Similar models exist within the County already, for example the Ramsey Hub in Huntingdonshire which opened in 2011 and host a range of statutory services. A generic idea of a community hub model is found at Appendix B. *This an area that could be very beneficial to collaborate on, particularly looking at third party reporting of hate crime and engagement with local residents.*

### ***2. Cambridgeshire Communities Innovation fund<sup>10</sup>***

Launched in late 2016 in partnership with Cambridgeshire Community Foundation. This is a fund for the voluntary, community and social enterprise sectors, and any other public sector organisation in Cambridgeshire with big ideas for transformative preventative work. The fund is open throughout 2017, and is currently looking for proposals which aim to achieve the following:

- Increased capacity within communities to help others, so that people and communities become more resilient
- Reduce the need for people to use Council services
- Demonstrate the social value of the actions undertaken, and the impact on outcomes for the most vulnerable people in our communities.

*The Partnership previously discussed supporting the voluntary sector to help deliver local priorities, supporting local groups to access this fund would be a simple step in creating greater delivery.*

### ***3. Communities Board***

The County Council also aims to create of a Communities Board across Cambridgeshire and Peterborough. This will bring together key partners at a strategic level, maximising opportunities to collaborate and pooling ideas and resources together to build stronger communities, for example the development of Community hubs.

This report should be used, therefore, to help to identify areas for improvement and best practice at a local level that may feed into this Community Board. Recommendations and discussion may provide an opportunity for the CSP to help shape the countywide approach to community resilience. Understanding the behaviours, motivations and knowledge of local people and what they want will help direct the local, county, voluntary sectors and what is required.

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## **LOCAL UPDATE**

### ***Volunteer Strategy***

Since the last report on empowering communities, Fenland Strategic Partnership (FSP) has included volunteering within their objectives. Therefore, the majority of work to coordinate and improve

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<sup>9</sup> From: Sarah Ferguson, Service Director, CCC – 14/12/2016.

<sup>10</sup> <http://www.cambscf.org.uk/ccif.html>.

volunteering within Fenland is currently being actioned at this strategic partnership. It is therefore recommended that the CSP maintain close communication with the FSP to ensure a coherent approach at a local level. It is felt that close collaboration the FSP would bring added value without overstretching the CSP.

### *Local engagement and awareness raising*

The Partnership has invested resource to increasing the resilience and skills of vulnerable elderly residents, including awareness raising on rogue trading, scams, hate crime and cybercrime. This has largely been delivered via discussion, leafletting and also intergenerational work at community events and community contact points in. These engagement events which are attended by Sophie Wilkinson from the Community Safety Partnership in collaboration with local policing teams and partners, are estimated to have reached over 1,500 local residents during October to December 2016. Further analysis on the reach, content, and location of these Fenland contact points are provided later in this report.

Targeted work conducted by the Partnership and the County Council Community Resilience and Development team includes:

#### **Awareness raising – Activities include:**

- previous engagements in Wimblington, Doddington and March using the New Horizons Bus
- attendance at Golden Age Fairs in Eastrea, Walsoken and Wisbech St Mary
- work with Neighbourhood Watch (NHW) across Cambridgeshire
- work with two Age UK centres in Wisbech and Chatteris
- As part of Scams Awareness month Rogue Trader prevention advice posters and leaflets were distributed to all Fenland libraries and a large number of Fenland community and care workers and their partners including Dementia Friends.

#### **Training to Fenland Volunteer Police Cadets**

Training delivered to the Cadets on how to spot and stop Scams and Rogue Traders so that they can advise the most vulnerable residents, and their neighbours, in those areas. Library staff across Fenland are being trained to give advice to residents and stocks of available resources are in libraries including: 'Don't Buy at the Door' door stickers; leaflets; Scam/Rogue Trader Aware bookmarks; cheque book stickers to warn of Rogue Traders; 'easy read' leaflets on reducing unwanted telephone calls.

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**Work with a former scam victim in March** who has now taken on the role of ‘Mail Marshall’ where they monitor all the incoming scam mail, make a note of the sender contact details and type of scam, and send that off to the National Scams Team who carry out large scale investigations. This is a highly valuable contribution to large scale fraud and gives the former victim a positive role in tackling this type of crime.

An existing **‘No Cold Callers’ Zone** in March has now been handed over to a local volunteer community coordinator to run, who is able to reinvigorate their NCC zones, remind residents of the need to avoid buying from cold callers, issue new door stickers and updated leaflets and most importantly to be on hand locally to discuss any concerns from residents.

The idea is to handover other NCCZ’s to local coordinators in Leverington, Chatteris, Wisbech and March. Work has begun with a community volunteer in Whittlesey to set up their own ‘Good Neighbours stop Rogue Traders’ scheme as a locally preferred and very effective approach to preventing Rogue Traders in their area.

With regards the measureable target of increasing reporting in Fenland – it is reported that when partnership officers are out giving advice and awareness talks, residents they speak to talk of times when they have been approached by cold callers/possible Rogue Traders. Residents are advised to contact Action Fraud or the police, if Rogue Trading is taking place now or where money has been handed over. It is therefore it is not possible to show increased reporting through these records.

## SERVICES FOR YOUNG PEOPLE

There have been anecdotal concern raised that whilst there has been an increase of targeted intervention there is a large reduction in universal services for children and young people. It is essential to ensure that there is suitable provision in place to meet the needs of young people and to ensure that they feel empowered and that they can become resilient adults. This in turn is likely to lead to a reduction in the risks associated with becoming a victim or indeed an offender of crime.

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## IDENTIFIED GAPS

Over the past year, the Salvation Army in Wisbech has stopped running their clubs and one area of concern is that there are around 1000 young people living on the Waterlees estate in Wisbech and that there is no youth club/ youth facilities offered on the estate. The impact of community development focussing on young people in the area of Wisbech could offer further community cohesion, sense of purpose, identity and development of young people, filtering into and out of targeted services, volunteer development youth work development, intergenerational working opportunities, a voice for engaged and interested young people to improve.

Currently, the Rosmini Centre offers most youth provision that is accessible and also funded. This is not just for Eastern European young people. There is an additional needs youth club that runs from Queen Mary Centre delivered by Little Miracles Fenland and there are also several independents

offering amateur dramatics, dance, acting, sports but these are all paying clubs, the Spinney play park is widely used.

The county council is currently undergoing the Children's Change Programme (CCP) which is reforming the existing Children Families and Adults Directorate (known as CFA) and changing the way that specific services are delivered. There are number of ways in which changes to the way in which specific services are delivered within this strategy could impact on service provision for young people in Fenland. It should be noted that at the time of writing the CCP has not yet been implemented and is at the consultation stage.

### *District Delivery Services*

The county council is seeking to develop an integrated targeted service offer delivered at district level working with children and families in their community. Services will be integrated and located on a geographical basis at targeted, enhanced and specialist level. The district delivery structure will include Children's Centres, targeted early help provision and children's social work services. The aim is to ensure that the right families are receiving the right service and support at the right time.

District services will combine all Early Help services presently delivered from within the 14 locality teams and the 43 social work units (excluding disability) which currently exist in children's social care. The amount of resource is predicated upon a detailed review of need and service demand and for Fenland, this will include 2 Early Help Teams and 9 social work units bases in Wisbech and March.

### *Children's Centres*

As mentioned, the future shape and work of Children's Centres is being developed as part of the Children's Change Programme and within the wider system of services for young families including the 0-19 Healthy Child Programme and the opportunities for enhanced community based delivery of services.

Children's Centre changes need to be in step with Community Hub developments as the thinking develops, and hubs would be a part of the way in which community based services will be offered at a very local level for families. Presently the proposal is for the present Children's Centres provision to be redesigned and delivered in the following new ways. The Community delivery offer, linked into the potential development of Community Hubs in Cambridgeshire, will provide a Community based 'front door' to accessing the universal Children's Centre offer.

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#### EXISTING RESPONSE TO GAPS

The county council has developed a draft plan in order to development community capacity in Fenland and to help to create an environment where community activity can thrive. There are three main strands to enable this.

- 1) Strengthened voluntary and community sector
- 2) Increased social action
- 3) Improved partnership working to strengthen communities

The Cambridgeshire Communities Innovation Fund will invest in community organisations with big ideas about how to improve the lives of local people to help keep them safe, independent and well, and reduce their need for costly council services. Cambridgeshire County Council have acknowledged that that communities also have a wealth of knowledge and talent, and by investing

in great local ideas, there will be an increased chance of creating more sustainable and cost effective solutions to help us transform the Council.

There is now a new cohort of police cadets in Wisbech so numbers have increased and more children are involved. All cadets aged between 13 and 18, will devote at least 3 hours per month to volunteering in their local communities to support community safety.

## LOCAL RESIDENT PROFILE

Demographic analysis of Fenland was included in the 2015/16 Q3 report that focused on Exploitation<sup>11</sup> in the district. The findings are just as pertinent for this document and help provide an overview of the characteristics of the population. Some of the sources used, including the 2011 Census, are now up to five years old and therefore may be out of date given the rate of change, however it is a good starting point for looking at diversity in the district. Furthermore, it may help to highlight some particular areas of focus to ensure that seldom heard groups are engaged. Therefore some key highlights have been included here.

The 2016/17 Fenland CSP Action Plan identified a range of options that may be applied in order to engage such groups:

- Rural community groups and systems (e.g. Neighbourhood Watch champions) are identified to deliver key messages.
- Ensure projects are driven by feedback from communities through adapting communication strategies appropriately.
- Creation of Partnership 'Contact Points' in key locations.
- The delivery of awareness raising sessions in rural locations and market towns.
- Engaging the elderly through visiting senior citizen groups.

## MIGRATION

### *2011 Census*

- **90.4% of Fenland residents were 'White: English/Welsh/Scottish/Northern Irish/British'.** This is higher than the rate for the County and England and Wales. The other 10% of residents are predominantly **'White: Other white' (5.9%)**, this is a larger proportion than the national rate of 'White: Other white'.
- 2011 Census ethnicity group 'White: Other white'. Key ethnicities include people from the **Baltic States (Lithuania and Latvia) and Poland.**

### *National Insurance Number Registrations*

- Fenland receives **larger volumes of NINO registrations** than most of its neighbouring districts.
- **Latvia, Lithuania and Poland** have consistently provided a large numbers of applications.
- More applications are received from Lithuania than elsewhere (39% in 2014/15).

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<sup>11</sup> <http://www.cambridgeshireinsight.org.uk/community-safety/CSP/fenland>.



- Other countries which have appeared in the top five countries of origin include **Estonia, Slovakia, Hungary and, for 2014/15, Bulgaria and Romania**. A significant leap in the number of NINo applications received from Bulgaria and Romania means that these two countries now represent the county of origin for 27% of all NINo registrations for Fenland (2014/15).
- According to national data<sup>12</sup> Romania was the most prevalent country of origin for potential victims for the fourth consecutive year in 2014.

#### EASTERN EUROPEAN MIGRATION

During December 2012 to January 2013 PCG Advisory Services conducted a consultation<sup>13</sup> with Central and Eastern European<sup>14</sup> families living in Cambridgeshire on behalf of Cambridgeshire Children's Trust. A total of 277 questionnaires were completed, with a further 58 residents participating in a focus group across the County; a total of 335 participant residents, both children and parents. A breakdown of participants is provided below<sup>15</sup> and shows that 33% of participants resided in Fenland:

**Table 6: Number of questionnaires collected by PCG**

	City of Cambridge	Fenland	Huntingdonshire	East Cambridgeshire	South Cambridgeshire	Total
<b>Parents</b>	46	49	36	36	12	<b>180</b>
<b>Young people</b>	9	23	24	24	17	<b>97</b>
<b>Total</b>	55	72	60	60	29	<b>277</b>

Note: 1 respondent did not give their postcode or town they live in; their responses are counted into the overall total, but not totals for specific districts

**Table 7: Number of participants of the focus groups and interviews carried by PCG**

	Cambridge	Wisbech	Huntingdon	Rural	Total
<b>Parents</b>	5	5	4	7	<b>21</b>
<b>Young people</b>	4	8	10	15	<b>37</b>
<b>Total</b>	9	13	14	22	<b>58</b>

Source: PCG Advisory Services, 2013.

The consultation reached all A8 nationalities, and also collected a single survey responses from a Roma parent and a Roma student. Polish respondents were the most numerous group (both among parents and young people), followed by the Lithuanians.

<sup>12</sup> NCA Strategic Assessment: The Nature of and Scale of Human Trafficking in 2014, National Crime Agency – 9/12/2015

<sup>13</sup>

[http://www.cambridgeshire.gov.uk/download/downloads/id/633/consultation\\_with\\_children\\_young\\_people\\_and\\_their\\_parents\\_from\\_central\\_and\\_eastern\\_europe](http://www.cambridgeshire.gov.uk/download/downloads/id/633/consultation_with_children_young_people_and_their_parents_from_central_and_eastern_europe).

<sup>14</sup> A8 Succession Nations: Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia, and Slovenia.

<sup>15</sup> Source: PCG Advisory, 2013.

Although many problems faced by Central and Eastern Europeans are similar to other families living in Cambridgeshire, there are a number of additional factors to consider when assessing the needs of this new community. A summary of the findings are detailed below:

**Problems and services are influenced by socio-economic and demographic factors**

- Large proportion of young children (51% of parents had children under 5)
- Stress from moving –links to alcohol, DA
- Work outside office hours
- Stay at home mothers (good to target with information about local services)
- Low integration

**Generations: similar problems, different support needed**

- Young – initial high needs but decrease in time (learn the language easier and integrate)
- Adults – initial high needs that no not decrease in time

**Recommendations:**

- Tackling language barrier becomes a priority
- Focus on early intervention and root causes
- Enhanced information
- Peer support
- Problems potentially intensified in the future, therefore a need to act now to ingrate and learn English

Source: PCG Advisory Services, 2013.

The issue of a language barrier has come to attention of the Partnership previously and there have been roles/ posts where the post holder's ability to communicate in range of languages is vital. Further consideration of where language barriers are causing a particular issue should be explored.

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## MIGRANT FUND

In November 2016, the Department for Communities and Local Government released a document detailing information on the "Controlling Migrant Fund"<sup>16</sup> which is available to local authorities.

The document explains:

The Fund will be **available over the four years from 2016-17 to 2019-20**. Unlike previous similar funds the Controlling Migration Fund focuses on responding to the problems caused by high migration into localities as identified by local authorities and will deliver benefits to the established resident population. The Fund has two parts:

1. A local service impacts part of £100m, to help English local authorities and their communities experiencing high and unexpected volumes of immigration to ease pressures on local services.

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<sup>16</sup>

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/566951/Controlling\\_Migration\\_Fund\\_Prospectus.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/566951/Controlling_Migration_Fund_Prospectus.pdf).

2. An enforcement part worth £40m to direct enforcement action against people in the UK illegally in order to reduce the pressure on local areas.

In light of this new fund, it is recommended that the Partnership reviews the document in relation to its current strategies.

## OTHER KEY STATISTICS

### RELIGION

2011 Census data on religion shows that 66.4% of residents in the district are Christian. Another 25.0% identify with having 'no religion', and 7.2% of residents did not state their religion. No other religions represented more than 1% of total residents. Further detail can be found in Table 8. When considering methods of engagement and processes for reaching the widest audience, the Partnership should give consideration to choices of venue. Given that a quarter of the residents in the district identified themselves as having 'no religion' they are unlikely to be part of religious support groups and networks. The use of contact points such as supermarkets is therefore extremely useful.

**Table 8: Summary of Cambridgeshire 2011 Census results for religion**

Religion	Count	%
All categories: Religion	95,262	
Christian	63,242	66.4%
Buddhist	182	0.2%
Hindu	193	0.2%
Jewish	108	0.1%
Muslim (Islam)	395	0.4%
Sikh	113	0.1%
Other religion: Total	345	0.4%
<i>Pagan</i>	138	0.1%
<i>Spiritualist</i>	74	0.1%
No religion: Total	23,846	25.0%
<i>No religion</i>	23,463	24.6%
<i>Jedi Knight</i>	291	0.3%
Religion not stated	6,838	7.2%

Source: QS210EW 2011 Census, ONS.

### HEALTH

The 2011 Census did not ask a specific question about disability, however respondents were asked a question relating to how they perceived their health. As shown in the table below, **Fenland had the highest percentage of residents who perceive their day-to-day activities 'limited a lot' and 'limited a little'** by their health compared to Cambridgeshire and the England and Wales figures. Exploring those parts of the community that might be more isolated or find it harder to be included through health or disability is another area the Partnership should consider when discussing which communities to prioritise in the forthcoming year.

**Table 9: Summary of Cambridgeshire 2011 Census results for health**

	Day-to-day activities limited (%)		
	limited a lot	limited a little	not limited
Cambridgeshire	6.5	8.8	84.7
Cambridge	5.5	7.5	87.0
East Cambridgeshire	6.5	8.9	84.6
Fenland	9.9	11.1	79.0
Huntingdonshire	6.3	8.6	85.1
South Cambridgeshire	5.6	8.4	86.1
<i>England and Wales</i>	<i>8.5</i>	<i>9.4</i>	<i>82.1</i>

Source: KS301EW 2011 Census, ONS.

## SEXUAL ORIENTATION

There is limited data available on sexual orientation, and there was not a question relating to sexual orientation included in the 2011 Census. Sexuality can be difficult to define and there are different conceptions of its meaning. Accuracy of response to questions about sexual orientation also raises potential issues with data accuracy and data value.<sup>17</sup> Absence of local data prevents further analysis of this protected characteristic. However, national evidence continues to highlight the issues of hate crime directed at the LGBT community. Local data is too limited to draw any conclusions from. It is therefore estimated that hate crime and social exclusion affects the LGBT community in similar ways and levels as nationally indicated.

Across Cambridgeshire SexYOUality work to support LGBT young people and it might be worth exploring what they already deliver within Fenland to maximise benefits from existing work streams.

<sup>17</sup> Sexual Orientation and the 2011 Census – background information March 2006, ONS.

## APPENDIX A. DATA SOURCES AND REFERENCES

On behalf of the Fenland Community Safety Partnership, the Research group would like to thank all partners who have supported the process by providing data, information or analysis.

### References

Fenland Community Safety Partnership (online)

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Fenland CSP (2016) *Fenland Community Safety Partnership: Partnership delivery plan (01 April 2016 – 31 March 2017)* (<http://www.fenland.gov.uk/aksfenland/images/att5608.pdf>).

HM Government (2012) *Challenge It, Report It, Stop It – Delivering the Government’s hate crime action plan*.

([https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/307624/HateCrimeActionPlanProgressReport.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/307624/HateCrimeActionPlanProgressReport.pdf)).

Cambridgeshire County Council (2015) *Stronger Together: Cambridgeshire County Council’s Strategy for Building Resilient Communities*

([http://www.cambridgeshire.gov.uk/downloads/file/4176/community\\_resilience\\_strategy](http://www.cambridgeshire.gov.uk/downloads/file/4176/community_resilience_strategy)).

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Fenland Community Safety Partnership (2017)

<http://www.cambridgeshireinsight.org.uk/community-safety/CSP/fenland>.

National Crime Agency (2015) *NCA Strategic Assessment: The Nature of and Scale of Human Trafficking in 2014, – 9/12/2015* (<http://www.nationalcrimeagency.gov.uk/publications/656-nca-strategic-assessment-the-nature-and-scale-of-human-trafficking-in-2014/file>).

PCG Advisory (2013) *Consultation work with families from the A8 Accession Nations (Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia, and Slovenia) Living in Cambridgeshire*

([http://www.cambridgeshire.gov.uk/download/downloads/id/633/consultation\\_with\\_children\\_young\\_people\\_and\\_their\\_parents\\_from\\_central\\_and\\_eastern\\_europe](http://www.cambridgeshire.gov.uk/download/downloads/id/633/consultation_with_children_young_people_and_their_parents_from_central_and_eastern_europe)).

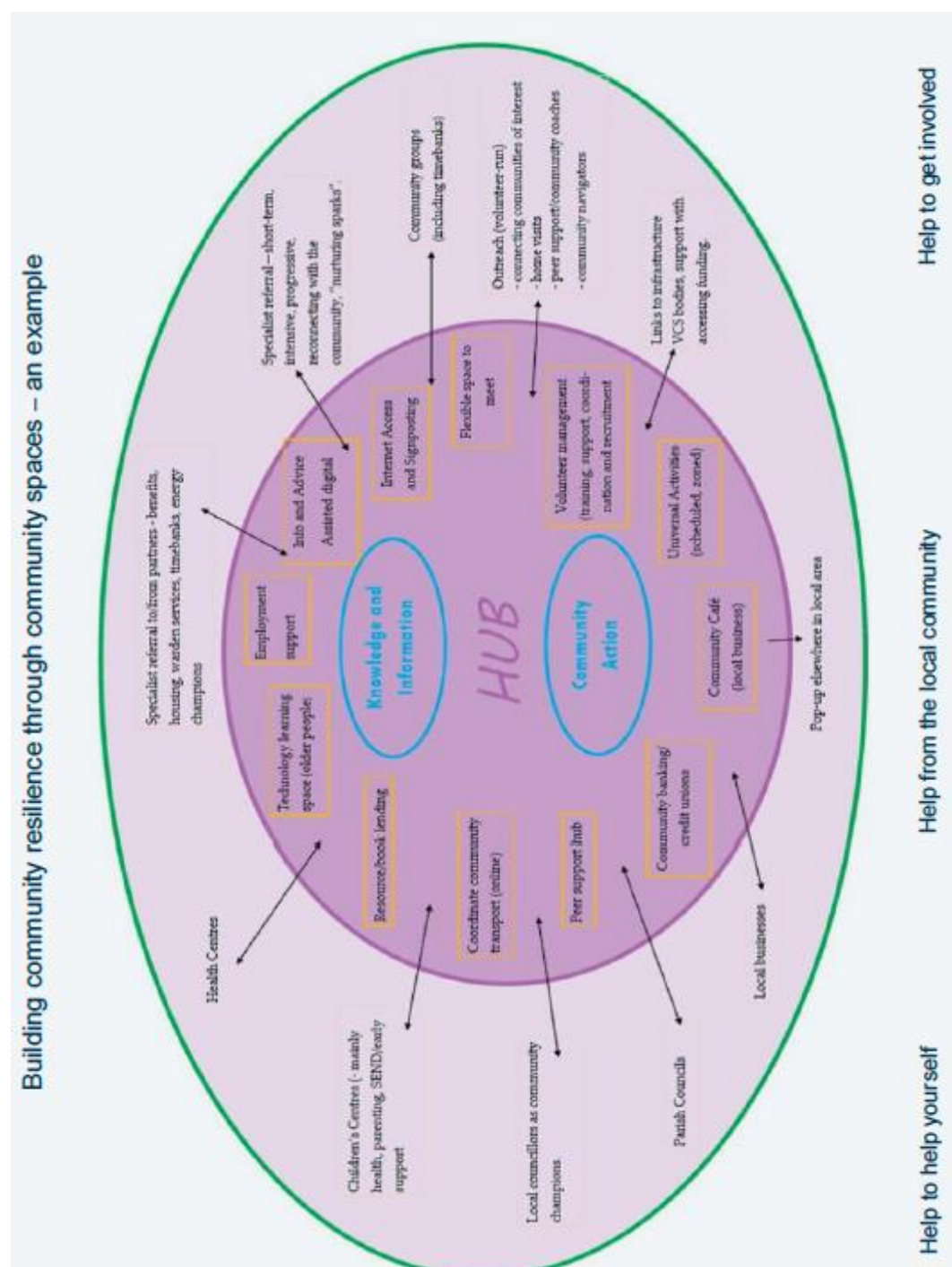
Department for Communities and Local Government (2016) *Controlling Migration Fund: mitigating the impacts of immigration on local communities – Prospectus*

([https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/566951/Controlling\\_Migration\\_Fund\\_Prospectus.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/566951/Controlling_Migration_Fund_Prospectus.pdf)).

ONS (2006) *Sexual Orientation and the 2011 Census – background information March 2006*

(<https://www.ons.gov.uk/ons/guide-method/measuring-equality/equality/sexual-identity-project/2011-census-consultation--background-information-on-sexual-identity-pdf>).

Figure 8: An example of a community hub type model.



Source: Stronger Together Cambridgeshire County Council's Strategy for Building Resilient Communities, October 2015.

[http://www.cambridgeshire.gov.uk/downloads/file/4176/community\\_resilience\\_strategy](http://www.cambridgeshire.gov.uk/downloads/file/4176/community_resilience_strategy).

### Further Hate Crime resources

1. Cambridgeshire Constabulary – Hate Crime (what it is and how to report it)  
[http://www.cambs.police.uk/victims/hate\\_crime.asp](http://www.cambs.police.uk/victims/hate_crime.asp)
2. Cambridgeshire Insight – Huntingdonshire Community Safety Page (including the Cohesion strategic assessment)  
<http://cambridgeshireinsight.org.uk/community-safety/CSP/hunts>
3. Cambridgeshire Research Group – Hate Crime Infographic  
<https://magic.piktochart.com/output/15635357-cambspeterb-hate-crime-2016>
4. Compendium of practices to tackle hate crime – European Union Agency for Fundamental Rights  
<http://fra.europa.eu/en/theme/hate-crime/compendium-practices>
5. Human Rights Equality Commission research  
<https://www.equalityhumanrights.com/en/publication-download/healing-divided-britain-need-comprehensive-race-equality-strategy>
6. The Policing of Hate Crime In Nottinghamshire, Dr Loretta Trickett  
[http://www.report-it.org.uk/files/nottinghamshire\\_police\\_final\\_draft.pdf](http://www.report-it.org.uk/files/nottinghamshire_police_final_draft.pdf)

Figure 9 Perceived priorities (1st-3rd) for Chatteris.

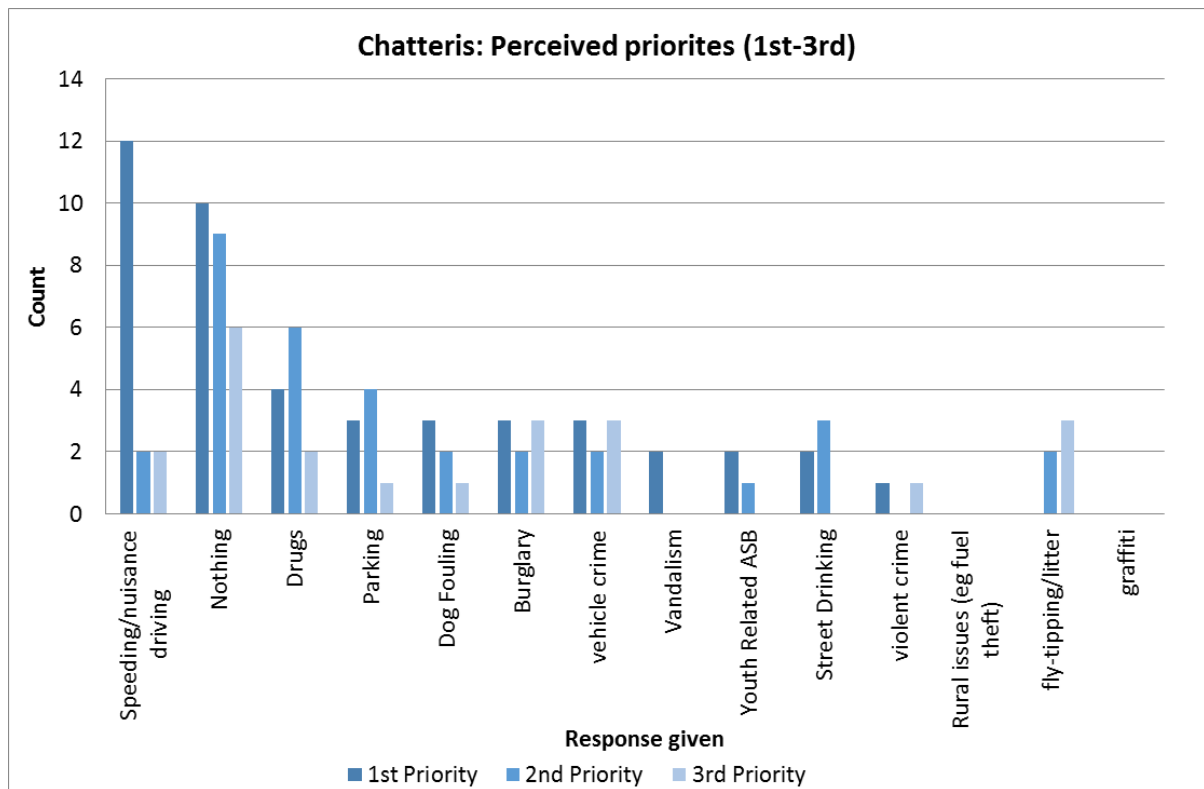


Figure 10 Perceived priorities (1st-3rd) for March.

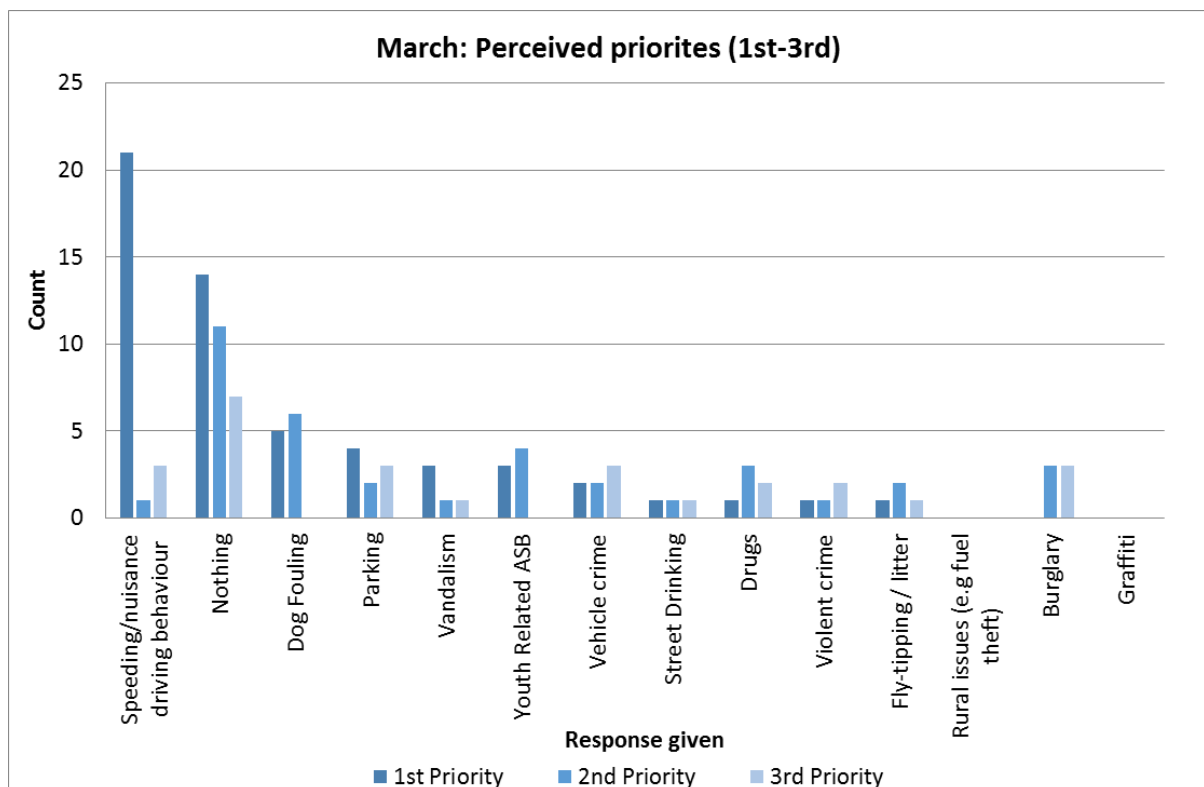




Figure 11 Perceived priorities (1st-3rd) for Wisbech.

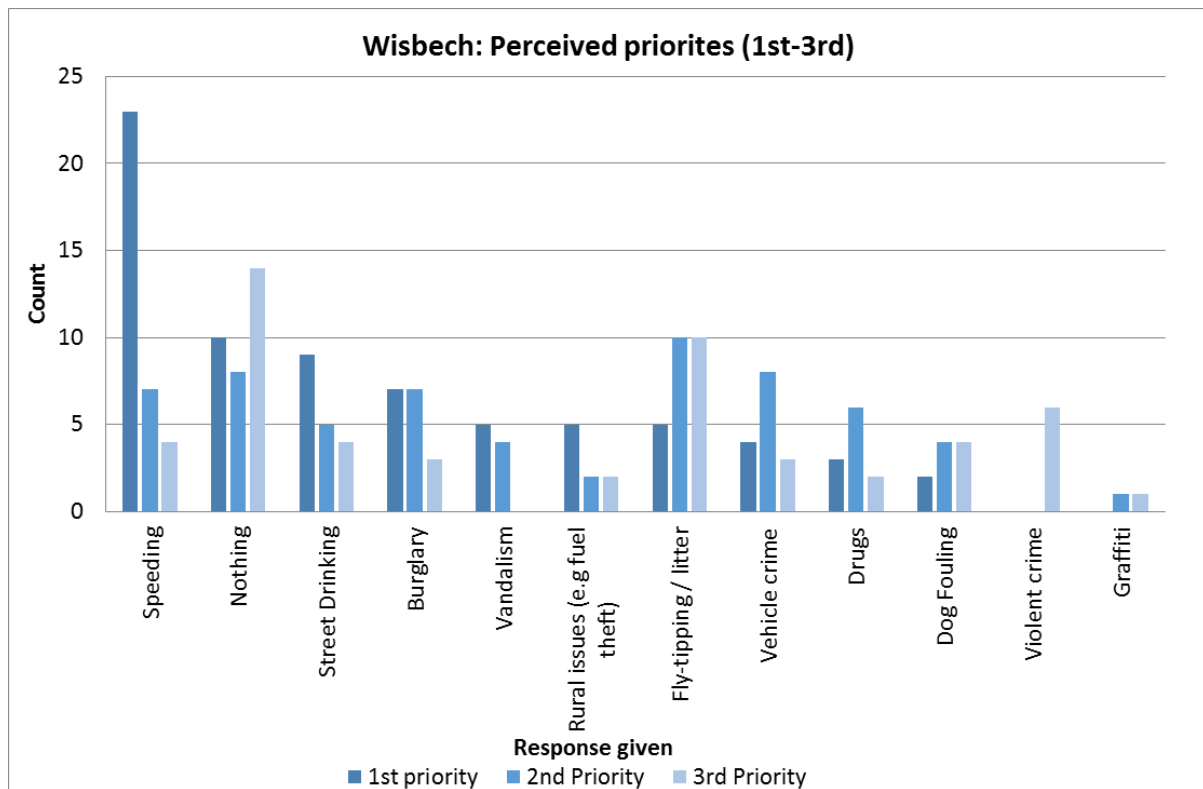


Figure 12 Perceived priorities (1<sup>st</sup>-3<sup>rd</sup>) for Whittlesey.

