



Cambridgeshire Research Group

2019/20

BRIEFING PAPER

REVIEW OF COMMUNITY EYES AND EARS
SCHEME

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PURPOSE

The purpose of this briefing for the East Cambridgeshire Community Safety Partnership (ECCSP) is to:

- Review the scope of the existing Community Eyes and Ears Scheme.
- Understand how the community safety topics encompassed by the Community Eyes and Ears Scheme to date can be monitored in future.
- Understand where the Community Eyes and Ears Scheme fits into the wider local community safety landscape and action plans.
- Highlight possible gaps and ways to build upon the Community Eyes and Ears scheme going forward

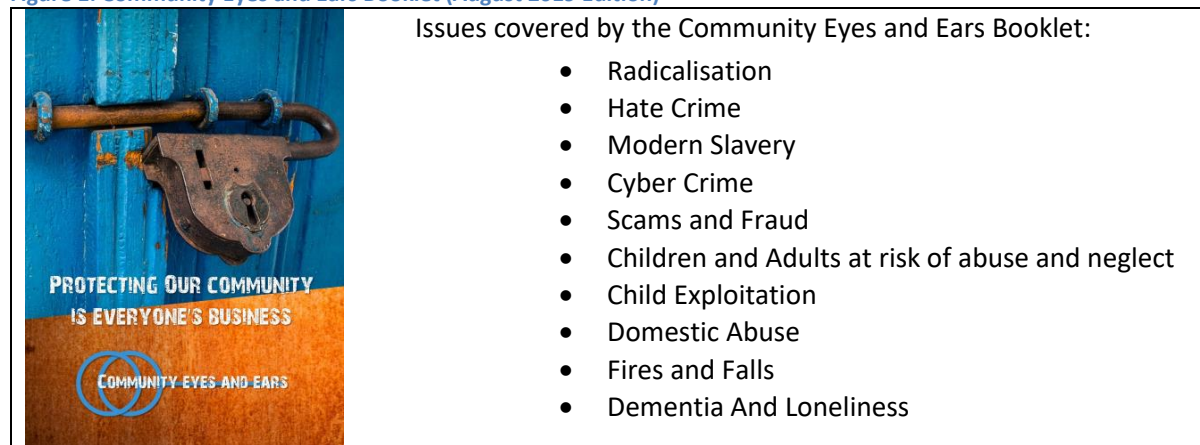
THE SCOPE OF THE COMMUNITY EYES AND EARS SCHEME

The Community Eyes and Ears scheme (CE&ES) seeks to strengthen communities and their resilience by providing them with the knowledge to identify risk and seek help from both within the community and, where necessary, relevant services. There are two key elements:

- Engagement to raise awareness and signpost support for community safety issues in the community.
- A training programme, aimed at identifying appropriate persons in the community to effectively 'champion' issues and offer early support to potential vulnerable persons.

Marketing materials have been developed for the scheme including a booklet which currently covers the key community safety issues outlined in the figure below.

Figure 1: Community Eyes and Ears Booklet (August 2019 Edition)



In terms of the future development of the scheme, in November 2019 the Cambridgeshire County Council Communities and Partnership Policy and Service Committee agreed to adopt the 'Community Eyes and Ears' initiative as the model for community safety resilience across the County¹. This emphasised its alignment with the Think Communities² approach going forward.

¹

https://cambridgeshire.cmis.uk.com/ccp_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1040/Committee/44/SelectedTab/Documents/Default.aspx

² The Think Communities: <https://www.cambridgeshire.gov.uk/council/communities-&-localism/community-resilience/>

DATA REQUIRED TO MONITOR KEY TOPICS COVERED BY CE&ES AND THE ROLE OF CE&ES ACROSS LOCAL COMMUNITY SAFETY LANDSCAPE

The following table outlines the issues covered by the August 2019 edition of the Community Eyes and Ears booklet.

The Cambridgeshire Research Group has sought out existing data or statistical sources and indicators that are reported on for each issue, with reference to the existing strategies of organisations and partnerships in the local community safety landscape. This will allow ECCSP to fully define the position of CE&ES across the system and highlight where it can be used to support local delivery plans.

Due to the nature of some of the community safety issues included, local level statistics are sometimes difficult to access and analyse. ECCSP would be advised to also be mindful of the national trends on each issue, which are routinely addressed in the end of year strategic assessments. The partnership are due to receive their 2019/20 end of year review in March 2020 and many of the community safety topics encompassed within the scheme will be covered within this review.

Table 1: Topics covered by Community Eyes and Ears booklet (August 2019 edition)

Issue	Data required to provide a baseline of the issue and assess performance.	How can this data be sourced?	Potential issues/ data gaps.	How Issue is currently addressed in the local community safety landscape?
Radicalisation	<ul style="list-style-type: none"> • Referrals to the Multi Agency Safeguarding Hub (MASH) where primary presenting issue is Radicalisation Concern. • The number of individuals assessed as being at risk and referred to Channel Panel • High level information from the Counter Terrorism Local Profile as appropriate. 	<ul style="list-style-type: none"> • Cambridgeshire County Council Business Intelligence • Monitoring figures from the Countywide Prevent Delivery Board. • Requested from Cambridgeshire Constabulary as appropriate. 		Countywide: Prevent Delivery Board
Hate Crime	<ul style="list-style-type: none"> • Police Recorded Hate Crime • Police Recorded Hate Incidents • Third Party Hate Crime Reporting Centre figures for the area. • Crime Survey for England and Wales (National statistics) • Offensive/Hate Graffiti reported to ECDC 	<ul style="list-style-type: none"> • Cambridgeshire Constabulary/ Cambridgeshire Research Group • Overall Monitoring and insight of the Countywide Hate Crime Strategic Group. • ECDC have responsibility to remove offensive graffiti so records of this activity should be available to ECCSP for analysis. 	Hate crime is substantially underreported to the police. Insights from relevant organisations supporting parts of local communities affected by hate crime should be considered in conjunction with police recorded crime figures to build a more complete picture of hate related incidents locally. There is also a gap in recorded and shared 3 rd party reported data at present.	Countywide: Hate Crime Strategic Group Cambridgeshire County Council Communities and Partnership Committee

Issue	Data required to provide a baseline of the issue and assess performance.	How can this data be sourced?	Potential issues/ data gaps.	How Issue is currently addressed in the local community safety landscape?
Modern Slavery	<ul style="list-style-type: none"> • Police Recorded Crime for Modern Slavery • National Referral Mechanism statistics (note that published counts are only available by referring agency rather than district geographies). • Unseen App UK statistics reports. 	<ul style="list-style-type: none"> • Cambridgeshire Constabulary/ Cambridgeshire Research Group • Home Office Statistical Release • Unseen UK annual reports 	<p>Both home office statistical releases and Unseen UK reports show national level trends. National Referral Mechanism Statistics are currently only published to reflect the counts by referring organisation rather than geography of referral.</p> <p>Insight from organisations involved specifically in supporting victims of modern slavery locally could also help the ECCSP understand the issues at a more local level.</p>	<p>Countywide: Organised Crime & Modern Slavery Delivery Group</p> <p>Cambridgeshire and Peterborough Adult Safeguarding Board</p>
Cyber Crime	<ul style="list-style-type: none"> • Police Recorded Crime with a cybercrime marker. • Action Fraud (County level data available in the past) 	<ul style="list-style-type: none"> • Cambridgeshire Constabulary/ Cambridgeshire Research Group • Action Fraud 	<p>Generally underreported to the police. Police and the cybercrime marker not yet used consistently. Data gaps identified to date lead to a patchy understanding of victimisation.</p>	<p>Cambridgeshire Constabulary force leads on Fraud and Cyber Crime</p>

Issue	Data required to provide a baseline of the issue and assess performance.	How can this data be sourced?	Potential issues/ data gaps.	How Issue is currently addressed in the local community safety landscape?
Scams and Fraud	<ul style="list-style-type: none"> • Police recorded crime (relevant fraud offences). • Figures provided by the Cambridgeshire and Peterborough Against Scams Partnership (CAPASP) proposed recording scheme to monitor the type, volume and victim demographic for scams in Cambridgeshire and Peterborough. • Referrals to Local Authority received from National Trading Standards Scams Team (NTSST), Citizens Advice, local Trading Standards, Adult Social Care and others (including residents, partners and CAPASP supporters) • Local Citizens Advice demand levels for information and support on this topic (statistics published at a regional level). 	<ul style="list-style-type: none"> • Cambridgeshire Constabulary/ Cambridgeshire Research Group • Cambridgeshire and Peterborough Against Scams Partnership • Cambridgeshire County Council Strengthening Communities Team • Citizens Advice Publishes this online (e.g. https://public.tableau.com/profile/citizensadvice#!/vizhome/AdviceTrendsAugust2019/Cover) 	<p>There is likely to be some overlap with the above Cyber Crime topic.</p> <p>There may be scope to ask the local Citizens Advice branches for insight into the scams and fraud issues they are seeing in the community.</p>	Cambridgeshire and Peterborough Against Scams Partnership (lead partner Cambridgeshire County Council, Strengthening Communities)
Adults at Risk of Abuse and Neglect	<ul style="list-style-type: none"> • Reports to the Adult Multi Agency Safeguarding Hub. 	<ul style="list-style-type: none"> • Cambridgeshire County Council Business Intelligence • To request from the Cambridgeshire and Peterborough Adult Safeguarding Partnership Board 		Cambridgeshire and Peterborough Adult Safeguarding Partnership

Issue	Data required to provide a baseline of the issue and assess performance.	How can this data be sourced?	Potential issues/ data gaps.	How Issue is currently addressed in the local community safety landscape?
Children at Risk of Abuse and Neglect	<ul style="list-style-type: none"> Referrals to the MASH with Primary Presenting Issues including Abuse/ Neglect (Emotional; Neglect; Physical; Sexual). Cambridgeshire and Peterborough Safeguarding Children Partnership key performance indicators monitored locally including safeguarding referrals; risk assessments completed; presentations at health clinics where concerns have been identified³ 	<ul style="list-style-type: none"> Cambridgeshire County Council Business Intelligence To request performance indicators from the Cambridgeshire and Peterborough Safeguarding Children Partnership Board 		Cambridgeshire and Peterborough Safeguarding Children Partnership
Children at Risk of Criminal Exploitation	<ul style="list-style-type: none"> Number of Exploitation Assessment and Management Risk Assessments submitted to the MET Hub at Cambridgeshire and Peterborough MASH (i.e. referral where Child Criminal Exploitation concern has been raised). Missing Exploited and Trafficked (MET) hub figures for Children with known Gang Exploitation involvement known to MET hub. 	<ul style="list-style-type: none"> Cambridgeshire County Council Business Intelligence To request performance indicators from the Countywide Child Criminal Exploitation Board and Safeguarding Children Partnership. 	The impact of Missing, Exploited and Trafficked Children often moving between different areas needs careful consideration in gathering data here.	Countywide: Child Criminal Exploitation Board Cambridgeshire and Peterborough Safeguarding Children Partnership Healthy Schools Programme

³ see for example the items listed in pp.18-19 <http://www.safeguardingcambspeterborough.org.uk/wp-content/uploads/2018/06/CSA-Strategy-2018-20.pdf>

Issue	Data required to provide a baseline of the issue and assess performance.	How can this data be sourced?	Potential issues/ data gaps.	How Issue is currently addressed in the local community safety landscape?
Domestic Abuse	<ul style="list-style-type: none"> • Police Recorded Crime with Domestic Abuse marker. • Police recorded Crime: Coercive control. • Police Recorded Domestic Abuse related Incidents. • Cambridgeshire & Peterborough Domestic Abuse and Sexual Violence Partnership Quarterly Performance reports including Referrals; Engagement; Repeat referral rate. • Rates of calls to the organisations referred to in the CE&ES booklet: National Domestic Violence Helpline; Cambridge Women’s Aid; Refuge. 	<ul style="list-style-type: none"> • Cambridgeshire Constabulary/ Cambridgeshire Research Group • To request from the relevant Countywide Delivery Group and Cambridgeshire & Peterborough Domestic Abuse and Sexual Violence Partnership. The latter publishes quarterly Performance figures to district geographies including Referrals; Engagement; Repeat referrals. • Cambridge Women’s Aid annual reports (e.g. https://www.womensaid.org.uk/about-us/annual-review/ and https://www.womensaid.org.uk/research-and-publications/the-domestic-abuse-report/) • Refuge annual reports (e.g. https://www.refuge.org.uk/our-story/annual-reports/) 	<p>Figures from the National organisations would not provide a local dataset, but would inform the ECCSP on wider trends.</p>	<p>County: Domestic Abuse and Sexual Violence Delivery Group</p> <p>Cambridgeshire & Peterborough Domestic Abuse and Sexual Violence Partnership</p>

Issue	Data required to provide a baseline of the issue and assess performance.	How can this data be sourced?	Potential issues/ data gaps.	How Issue is currently addressed in the local community safety landscape?
Fires and Falls	<ul style="list-style-type: none"> • Cambridgeshire Fire and Rescue Service Monthly fire figures • Rates of referrals to Cambridgeshire Fire and Rescue Service Safe and Well visit (and completed engagements) • Hoarding specific indicators as ascertained by the work of the Cambridgeshire and Peterborough Safeguarding Adults Board; with reference to the organisations included in the Multi-agency Protocol For Working with People with Hoarding Behaviours • Public Health indicators for falls: Rate of Emergency hospital admissions due to falls in people aged 65 and over; Mortality rates from accidental falls • Referrals to wider falls prevention services locally 	<ul style="list-style-type: none"> • Cambridgeshire Fire and Rescue Service/ Cambridgeshire Research Group • Reports to the Cambridgeshire Health and Wellbeing Board • Public Health England Fingertips profiles 	<p>While the Public Health England Fingertips profiles provide useful indicators this would not necessarily include a localised geography across all indicators. The Cambridgeshire and Peterborough Public Health Intelligence team would need to be consulted for further in depth local statistics.</p>	<p>Cambridgeshire Fire and Rescue Service (Community Safety Leads)</p> <p>Cambridgeshire and Peterborough Safeguarding Adults Board; with reference to the organisations included in the Multi-agency Protocol For Working with People with Hoarding Behaviours</p> <p>Cambridgeshire Health and Wellbeing Board</p> <p>Specific falls prevention work under the remit of the Cambridgeshire and Peterborough public health directorate.</p>

Issue	Data required to provide a baseline of the issue and assess performance.	How can this data be sourced?	Potential issues/ data gaps.	How Issue is currently addressed in the local community safety landscape?
Dementia and Loneliness	<ul style="list-style-type: none"> Public Health indicators for rates of dementia in the local population. Statistical profiles showing who is most at risk of loneliness across the local population (currently available from ONS and Age UK)⁴ Levels of contact with or participation in the initiatives signposted in the CE&ES booklet i.e. Dementia Friends; Care Network Cambridgeshire 	<ul style="list-style-type: none"> Public Health England Fingertips profiles Loneliness statistics available at https://cambridgeshireinsight.org.uk/loneliness/ Request figures from Dementia Friends and Care Network Cambridgeshire. 	While the Public Health England Fingertips profiles provide useful indicators this would not necessarily include a localised geography across all indicators. The Cambridgeshire and Peterborough Public Health Intelligence team would need to be consulted for further in depth local statistics.	Cambridgeshire Health and Wellbeing Board CCC Communities and Partnership Committee
Neighbourhood Watch	<ul style="list-style-type: none"> Note where there are schemes in the relevant geographical area. Any available feedback from relevant Neighbourhood Watch schemes. 	<ul style="list-style-type: none"> National neighbourhood watch network has a map of registered schemes (interactive google map). 	Unclear how often the national map of registered schemes is being updated. Unclear how 'active' the scheme is and therefore difference in delivery locally may be noted.	Neighbourhood Watch links in with Cambridgeshire Constabulary.

⁴ <https://cambridgeshireinsight.org.uk/loneliness/>

Other ways in which the usage of Community Eyes and Ears materials could be monitored and assessed in future have been outlined in the table below.

Table 2: Ways to monitor the CE&ES in future

Seeking target audience feedback	It may be useful to seek feedback as to how each of the topics is perceived when presented together in the CE&ES materials to the target audiences; particularly when delivering training for community champion roles. It would be helpful to assess whether the target audiences feel these topics are high harm issues and whether they strongly relate to their sense of what a safe and resilient community is.
Web analytics	Use of web search analytics and site statistics for the web pages that the CE&ES online materials link to. This could include assessing the page visits to an online version of CE&ES which result in a click through to specific partner referral web pages.
Social Media analytics	Consistent monitoring of all social media ('reach' figures) regarding CE&ES resources, events and social media output.

The current ECCSP priorities specify "Working to tackle local issues of high harm". A systematic approach to understanding the harm caused by different crime types has been laid out in the Cambridge Crime Harm Index (CHI). This is a classification system of offences weighted by the likely prison sentence for each offence, where the sentence severity reflects harm caused by the crime⁵. Some examples of which are shown in the table below.

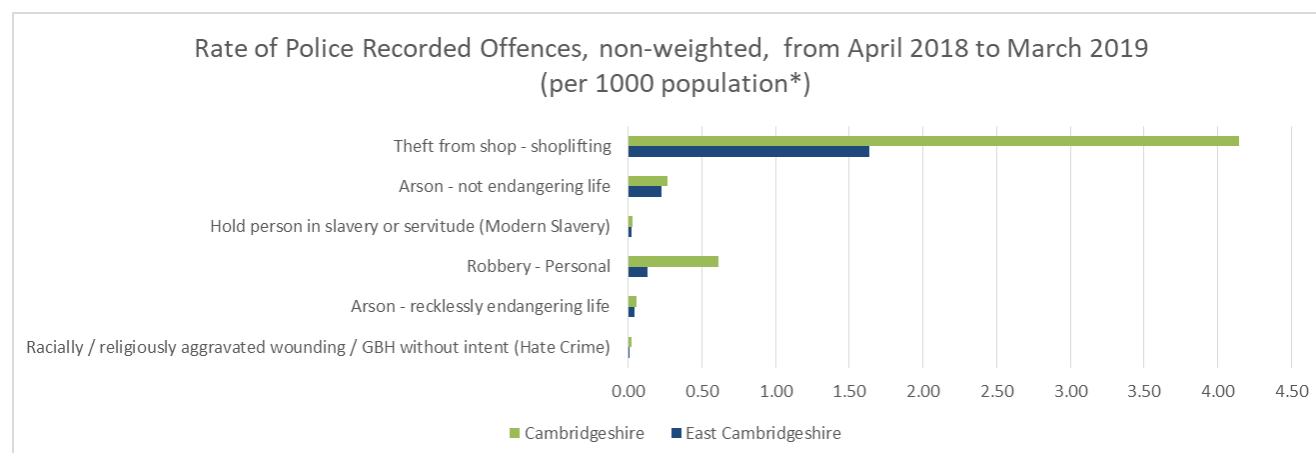
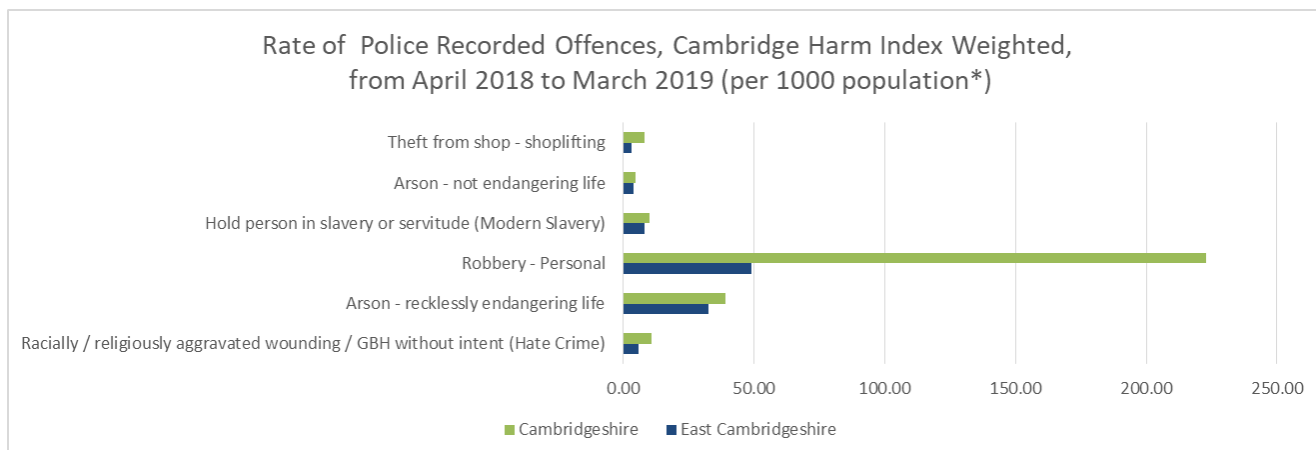
Figure 2: Cambridge Harm Index Scores for a selection of offences

Offence	Cambridge Crime Harm Index (CHI) Score
Arson - recklessly endangering life	730
Racially / religiously aggravated wounding / GBH without intent (Hate Crime)	547.5
Robbery - Personal	365
Hold person in slavery or servitude (Modern Slavery)	365
Arson - not endangering life	18.75
Theft from shop - shoplifting	2

Some outline statistics for East Cambridgeshire and Cambridgeshire, using example offences relevant to the CE&ES topics are shown in the figure that follows for illustrative purposes.

⁵ <https://www.cam.ac.uk/research/news/crime-measuring-by-damage-to-victims-will-improve-policing-and-public-safety>

Figure 3: Chart showing rates of select Police Recorded Offences for East Cambridgeshire and Cambridgeshire, April 2018 to March 2019, with weighted (Cambridge Harm Index) and non-weighted rates for comparison.



* Rate calculations based on ONS mid-year population estimates 2018
 Source: Cambridgeshire Research Group/ CADET

This index does not encompass a measure of potential harm reflecting the non-crime issues covered by CE&ES materials to date i.e. falls, dementia and loneliness. These non-crime issues do however relate to key vulnerabilities and cross cut the remit or interests of multiple community safety partnership member organisations.

POSSIBLE GAPS AND OPPORTUNITIES TO ENHANCE THE COMMUNITY EYES AND EARS SCHEME GOING FORWARD

Some opportunities to enhance the work of CE&ES by topic are outlined below.

Radicalisation

The transfer of responsibilities to Local Authorities impacts upon this issue and as such there may be a role for the CE&ES in the awareness raising required around this.

Modern Slavery

The safeguarding needs of victims of Modern Slavery are acknowledged as an emerging issue for the Adult Safeguarding Board in their 2017-18 Annual report⁶. Understanding how joint working between the Adult Safeguarding Board and Community Safety Partnerships is intended to operate is important as the CE&ES is being developed.

Cyber Crime

The ECCSP should note that the national organisation for Neighbourhood Watch is currently running an online safety awareness raising campaign 'Cyberhood Watch' which could provide additional materials to the CE&ES.

Scams and Fraud

The Cambridgeshire and Peterborough Against Scams Partnership action plan includes a communications campaign with social media outputs and the use of library venues to distribute materials. There could be scope for CE&ES materials to be specifically included in this action plan in future.

Children at Risk of Abuse and Neglect

Aims of the Cambridgeshire and Peterborough Child Safeguarding Board include "Communicating the need to safeguard and promote the welfare of children amongst professionals, parents and carers and children and young people, raising awareness of how this can best be done and encouraging it to happen"⁷. This is well aligned with the CE&ES topics of raising awareness about Children at Risk of Abuse and Neglect or Criminal Exploitation. Any learning and experience from the board in effective awareness raising should be sought to support the CE&ES.

Children at Risk of Criminal Exploitation

Prevention awareness raising and training is specified within the Children Safeguarding board strategy on Child Criminal Exploitation and as such there is opportunity for this training to inform

⁶ <http://www.safeguardingcambspeterborough.org.uk/wp-content/uploads/2018/08/SAB-Annual-Report-2017-18.pdf>

⁷ <http://www.safeguardingcambspeterborough.org.uk/wp-content/uploads/2018/08/LSCB-Annual-Report-2017-18.pdf> pp28.

the CE&ES approach. There is potential for the Eyes and Ears material to be complementary to Safeguarding board awareness raising activities (for example making eyes and ears materials available in the community where awareness raising activities have been carried out by the safeguarding board, noting when and where Safeguarding board events have already taken place.)

Adults at Risk of Abuse and Neglect

Prevention “by anticipating and identifying issues before abuse and neglect can occur to prevent harm from taking place”⁸ is a priority of the Cambridgeshire and Peterborough Adult Safeguarding board; this partnership have already delivered training to staff and volunteers of other organisations under this priority. The ECCSP could link with the Adult Safeguarding board to explore resources and existing learning from their activities to support the training elements of future CE&ES work.

Domestic Abuse

The Cambridgeshire and Peterborough Domestic Abuse and Sexual Violence partnership Violence Against Women and Girls Strategy 2017-2021⁹ highlights the need for “community capacity to support themselves” and aims for communities to have a “high number of witnesses prepared to come forward”. This partnership already does work in schools and communities to raise awareness of what constitutes abuse and promote understanding of healthy relationships and consent. The experience of this partnership could be useful to inform awareness raising work for the CE&ES, particularly on the sensitive topic of Domestic Abuse. The DA&SV partnership Ask Me Community Ambassador Scheme could also be highly relevant to the CE&ES.

Fires and Falls

Cambridgeshire Health and Wellbeing Board: Cambridgeshire Health and Wellbeing Strategy 2012-17 (extended) includes falls prevention within its listed priority to “*Support older people to be independent, safe and well*”¹⁰. The CE&ES could look to coordinate with the activities of the Health and Wellbeing board in future on this topic.

Dementia and Loneliness

The Cambridgeshire County Council Health and Wellbeing Strategy (2012-17 extended) includes “Enhance services for the early prevention, intervention and treatment of mental health problems in older people, including timely diagnosis and joined up services for the care and support of older people with dementia and their carers.” under priority 2 and additionally the current draft of the new Health and Wellbeing Strategy 2019-2024 (Cambridgeshire and Peterborough) includes reference to a specific Loneliness Strategy (2019-2024) which the CE&ES could link into.

⁸ <http://www.safeguardingcambspeterborough.org.uk/wp-content/uploads/2018/08/SAB-Annual-Report-2017-18.pdf> pp31.

⁹ https://www.cambsdasv.org.uk/website/strategic_documents/380451

¹⁰ <https://cambridgeshire.wpengine.com/wp-content/uploads/2018/01/4-HWB-Strategy-Full-Document.pdf>

Connections further into the health and social care sphere could also be made with specific strategies such as the awareness raising elements of the multiagency Cambridgeshire & Peterborough All Age Dementia Strategic Plan 2018 -2023¹¹ .

In Cambridgeshire the ongoing Civic and Library Service partnership project to develop the 'Cambridgeshire Model' of Future Libraries acknowledges libraries as community focal points to help address loneliness. CE&ES work in partnership with libraries could be explored.

Neighbourhood Watch

There is some common ground with Neighbourhood watch focus on community based, volunteer led working¹². Volunteer coordinator meetings and neighbourhood watch events could provide an opportunity to discuss the CE&ES topics.

Gaps that could be addressed and areas for enhancement

- A clear plan for engagement with Parish Councils could enhance the CE&ES greatly. This is understanding Parish Councils both as potential participants in the scheme but also providers of information to monitor the scheme outcomes within local communities. It should be noted that Parish Councils hold responsibility for many spaces that could be outlets for CE&ES information, as well as places of importance to the community events and groups who are vital in tackling loneliness.

Integrated Neighbourhoods and Primary Care Networks¹³ for Cambridgeshire and Peterborough are flagged as key future partners, both as participants in the scheme but also providers of information to residents within the Integrated Neighbourhood areas through the dedicated Community Link workers due to be employed and sited in PCN GP practices.

- The CE&ES could add information about support available to victims via the Victim and Witness Hub.
- With any digital elements of the CE&ES there is opportunity to incorporate information about the What 3 Words app in future CE&ES materials. This location technology has been promoted by Cambridgeshire Fire and Rescue and Cambridgeshire Constabulary¹⁴ in assisting responses by pinpointing exact locations more readily.
- There are potential accessibility issues with CE&ES materials which would impair the inclusivity of the scheme. For example the print materials could be made more accessible for readers who are visually impaired, languages other than English could be included, and additional easy read editions could be developed¹⁵. Some of these accessibility concerns have already been addressed by the DA&SV Partnership within their action plan; their learning from the process of making materials more accessible would be useful to the CE&ES.

¹¹ <https://cambridgeshireinsight.org.uk/wp-content/uploads/2018/10/20180125-OPMH-Delivery-Board-Dementia-Strategic-Plan.pdf>

¹² <https://www.ourwatch.org.uk/about-us/>

¹³ <https://www.fitforfuture.org.uk/fit-for-the-future/neighbourhood-care-hubs/>

¹⁴ <https://www.cambs.police.uk/news-and-appeals/what3words> and <https://www.cambsfire.gov.uk/community-safety/what3words/>

¹⁵ A reference list for inclusive communications <https://www.gov.uk/government/publications/inclusive-communication/accessible-communication-formats> and easy read examples at <https://www.england.nhs.uk/learning-disabilities/about/resources/er/>

- There is scope to seek sustainable ways to promote the scheme to more transient groups and minorities within local communities. This would align with the crosscutting themes in the ECCSP action plan to take into consideration “Our Gypsy Roma and Traveller community. Our migrant community and those who English is not their first language.” The advice of the traveller liaison officers would be a starting point, as well as any existing connections the partnership has with migrant worker support networks. This could include both the local voluntary sector and key local employers of seasonal migrant workers.
- The ECCSP could seek to understand how health organisations and facilities in the local communities, can engage with the CE&ES e.g. GP surgeries. It may help to seek input from the Health and Wellbeing board partners as a starting point.

APPENDIX

Partnership Matrix (as at October 2019) Source: OPCC (<https://www.cambridgeshire-pcc.gov.uk/accessing-information/countywide-community-safety-strategic-board/>)

PARTNERSHIP MATRIX

