

# Customer Access Review – Full Assessment

Assessment details		
Assessment area	Dartford & Gravesham Community Safety Strategy 2016-19	
Date of assessment	July 2016	
Directorate and Service	External – Enforcement & Regulatory Services	
Manager	Enforcement and Regulatory Services Manager	
Officer conducting assessment	Community Safety Officer	
Step 1: Scoping the assessment		
1	What are the aims and objectives of the activity or proposal?	<p>The Dartford &amp; Gravesham Community Safety Strategy 2016-19 (hereafter referred to as 'the Strategy') sets out the areas of work within the sphere of crime and disorder reduction which Dartford Borough Council, Gravesham Borough Council, Statutory Partners (as defined in the Crime &amp; Disorder Act 1998), and other partner agencies, will seek to address over the next three years</p> <p>In previous years the priorities have been; violent crime &amp; domestic abuse; road safety; substance misuse; reducing reoffending; anti-social behaviour, and acquisitive &amp; property crime. For 2016-19, various strands of work to tackle these issues have been grouped together under three overarching themes; <i>protecting vulnerable people; protecting and strengthening communities; and disrupting and preventing organised crime.</i></p> <p>The Strategy sets out performance measures which the Partnership can use to assess progress in the identified areas of work; and also lists actions to achieve these aims along with the group(s) to lead on delivery of each piece of work.</p>
2	Who will be affected?	<p>The Strategy will form the basis of work carried out by Dartford and Gravesham Borough Councils and partner organisations. This should have a positive overall effect on the quality of life for the law-abiding residents of Dartford, however it is also possible that residents may not notice any change to their daily lives.</p> <p>The Strategy may impact negatively on those committing any of the strands</p>

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		<p>of crime or disorder mentioned in the Strategy; by leading to their arrest, or other action being taken against them to control offending or negative behaviour.</p> <p>Certain threads of work will impact directly on those who suffer from hate crime and therefore deserve support as vulnerable individuals; such as those subjected to domestic abuse; or persistent or targeted anti-social behaviour.</p>
<p><b>3</b></p>	<p><b>How does the activity or proposal contribute to:</b></p> <p><b>a) any key performance indicators?</b></p> <p><b>b) policies, values or objectives of Dartford Borough Council?</b></p>	<p><b><u>A) COUNCIL PERFORMANCE INDICATORS</u></b></p> <p><b>EARPI 14 -Total number of arrests instigated by CCTV</b></p> <p><b>EARPI 15 - Total number of arrests supported by CCTV</b></p> <p><b><u>OVERALL BOROUGH INDICATORS</u></b></p> <p><b>BI8 - Total number of crimes committed in the Borough</b></p> <p><b>BI9 - Number of criminal damage offences in the Borough</b></p> <p><b>BI10 - Number of recorded anti- social behaviour incidents in the Borough</b></p> <p>The Strategy seeks to increase intelligence sharing around our Town Centre, which could increase the amount of arrests instigated or supported by CCTV. The Strategy also contains actions which seek to reduce various types of crime, and therefore could affect the total number of crimes committed in the Borough. Work to tackle anti-social behaviour may impact on the level of ASB, and number of criminal damage offences reported.</p> <p><b><u>B) STRATEGIC AIM: TO CREATE A SAFER BOROUGH IN WHICH TO LIVE, WORK AND SOCIALISE</u></b></p> <p><b>STRATEGIC OBJECTIVES:</b></p> <p><b>SC1: To use the Council’s statutory functions to increase public safety in the Borough.</b></p> <p><b>SC2: To reduce anti-social behaviour.</b></p> <p><b>SC3: To increase public perception of the Borough as a safe place.</b></p> <p>The Strategy builds upon the statutory duty in the <i>Crime &amp; Disorder Act</i> to tackle all reasonable steps to tackle crime and disorder, and to consider this in all areas of our work. The action plan contained within the Strategy outlines actions to reduce anti-social behaviour; and where positive work is carried out we will publicise this where appropriate to increase awareness of activity to</p>

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		improve safety, and dispel misconceptions which may exist around disproportionate levels of crime.
4	<p><b>Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?</b></p>	<p>Dartford Borough Council's role is set out in the following pieces of legislation.</p> <ul style="list-style-type: none"> <li>• Section 5 of the <i>Crime and Disorder Act 1998</i></li> <li>• Section 6 of the <i>Crime and Disorder Act 1998</i></li> <li>• Section 17 of the <i>Crime and Disorder Act 1998</i></li> <li>• Section 26 of the <i>Counter-Terrorism and Security Act 2015</i></li> </ul> <p>S.5 CDA requires Dartford Borough Council and other organisations defined by the Act; the Statutory Partners; to work in co-operation.</p> <p>S.6 CDA requires Dartford Borough Council to produce an (annual) assessment of crime and disorder in conjunction with partners; to use this assessment to formulate a strategy to reduce crime and disorder; and to publish this strategy, including the performance measures to be used.</p> <p>S.17 CDA requires Dartford Borough Council and other organisations defined by the Act; the Statutory Partners; to do all that they reasonably can to prevent crime and disorder in our area.</p> <p>S.26 of the CTSA requires Dartford Borough Council to have due regard to the need to prevent people being drawn into terrorism.</p>
<p><b>Step 2: Information collection</b></p>		
<p>Note: Equality and Diversity information for Dartford can be found at <a href="http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/equality-and-diversity-data">http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/equality-and-diversity-data</a></p>		
5	<p><b>What do you know about the groups of people who will be affected?</b> i.e. demographic information in relation to the protected characteristic groups (age, disability, pregnancy and maternity, religion or belief, race, sex, sexual orientation, gender reassignment)</p>	<p>Mid-2014 population estimates place the population of Dartford at 102,200. In reality this figure will be several thousand persons higher.</p> <p>The 2011 Census reports that 0.2% of respondents from the borough are in a registered same-sex civil partnership; however the census lists those in dissolved same-sex partnerships, and those surviving same-sex partners, in the same brackets as heterosexual relationships, and also does not report solely on sexuality therefore is not an accurate measure of this characteristic. The Census reports that 87.4% of Dartford residents describe themselves as being of a white ethnic background and 12.6% from a 'Black or Minority Ethnic' background. Within this 12.6%, 2.9% described themselves as African, and 2.7% as Indian.</p> <p>60.6% of respondents identified themselves as Christian; while the percentage of respondents identifying themselves as Hindu, Muslim, and Sikh</p>

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		<p>was the same, at 1.6% for each faith. 27.2% identified themselves as having no religion and 6.6% did not fill in this section of the Census. The majority of the local population (29.7%) are in the 25-44 age group, followed by 24.3% in the 45-64 group. 49.3% of Dartford's population are male and 50.7% female. 84.9% of local residents do not have a health condition which affects their day-to-day activities. Of the remaining 15.1%, 6.8% say that their daily activities are 'limited a lot;' while 8.9% say their daily activities are 'limited a little.'</p> <p>The Community Safety Strategy is concerned with reducing crime and disorder and improving the quality of life of residents and visitors. The majority of actions set out in the document will make Dartford safer for all residents regardless of protected characteristics; however the Strategy does state DBC's commitment to increasing awareness of services for hard-to-reach-groups, and also tackling hate crime and increasing community cohesion.</p>
<p><b>6</b></p>	<p><b>What consultation has taken place with affected groups? Please describe who was consulted and the key findings</b></p>	<p>In previous years there has been consultation with members of the public over the priorities for the Community Safety Partnership (CSP). The Strategic Assessment process identifies crime types and other community safety priorities which have been of particular significance over the previous year based on hard data, and the consultation process offers the public the opportunity to comment before the priorities are ratified by the CSP.</p> <p>Consultation has only ever been carried out on a generalised basis, with no attempt made to specifically obtain the viewpoints of members of any of the protected characteristic groups. The references to protected characteristic groups within the document are concerned with supporting those targeted by hate crime, and increasing community cohesion; therefore it is not envisaged that any aspect of the Strategy would be received negatively, or would require amending to increase equality. The Strategy is a generalised document rather than a policy on how hate crimes will be dealt with, so for this reason all content remains non-specific.</p> <p>As the priorities have not changed this year, there was no requirement to consult on the Community Safety Strategy 2016-19.</p>

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<b>7</b>	<p><b>Are there any gaps in information? If so, what additional research and/or consultation is needed to ensure that affected groups needs and views are taken into account?</b></p>	<p>Overall there are gaps in information around membership of the protected characteristic groups; however possessing an enhanced level of information would not affect the creation or implementation of the Strategy.</p> <p>The Strategy is a document created in partnership with Kent Police, and states the intention of CSP members to review hate crime and develop interventions to address this. Hate crimes are already treated with a high priority by partners, so possessing greater information will not alter the delivery of the Strategy. It is important to note that the investigation of hate crime is carried out by Kent Police; who would also carry out the majority of support and reassurance work and have an independent advisory group in place to provide guidance in the development of hate crime related policy, and advice on any aspects of an investigation specific to a particular characteristic.</p> <p>Both Dartford and Gravesham Borough Councils have the Community Safety Strategy available on their website, with contact details for the Community Safety Units also shown.</p> <p>Any contact regarding the Strategy will be considered and arrangements made for consulting with groups if consultation is necessary and achievable.</p>
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### Step 3: Assessing the equality impact

<b>8</b>	<p><b>Consider whether the activity or proposal has or will have any positive or negative equality impacts on the protected characteristic groups in relation to the following aims of the General Equality Duty:</b></p> <p><b>a) tackling unlawful discrimination</b>  <b>b) promoting equality of opportunity</b>  <b>c) promoting good relations</b></p> <p><u>NOTES:</u></p> <ul style="list-style-type: none"> <li>• The Initial Screening will have identified which aims of the Public Sector Equality Duty are relevant to the activity or proposal for consideration</li> <li>• For existing activities, consider how they are working in practice for each relevant protected group</li> <li>• For new proposals, consider whether there is anything that could give rise to positive and negative equality impacts for each relevant protected group</li> <li>• If there is no identified equality impact, please tick the 'No Impact' box and explain why in question 9</li> <li>• If the equality impact is unclear, please tick the 'Unknown' box and explain why in question 9</li> </ul>	
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		POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
a	Age	<p>Age discrimination is unlikely to fall under the reach of the Community Safety Strategy as an isolated factor, and would probably be an aggravating factor to a criminal offence, or a motive for a particular victim having been targeted by an offender in acquisitive crime.</p> <p>In <i>Action 2.8</i> of the Strategy's Action Plan, the Partnership intends to <i>carry out targeted sessions for groups identified as vulnerable to certain forms of acquisitive crime, 'such as silver surfers (on online safety against scams).'</i> This would remove the inequality which exists through a knowledge gap; however targeted training sessions would not be exclusive to groups based on age and would be offered to any groups of people where a common theme was identified as making them susceptible to becoming a victim of offending.</p> <p>The Strategy sets out actions to reduce crime and disorder, with these applying to the general population regardless of age. There are however certain services linked to the Strategy, such as diversionary programmes or support schemes for Domestic Abuse, which require the subject to be of a certain age. No</p>	<p>Action 3.6 in the Strategy sets out an intention for partner agencies to 'target locations where youth-related ASB is most prevalent.' This term suggests that other forms of ASB will not be targeted so could be misconstrued as discriminatory. Use of the term in this context is justified, due to a lack of reasonable alternatives. Experience from both Dartford and Gravesham CSUs show that a significant proportion of ASB complaints relate to groups of youths congregating in areas and committing anti-social acts, or causing concern by their mere presence. Congregating in streets, parks, etc. is not a behaviour seen in other age groups (with the exception of town centre street drinkers who often cause criminal issues or breach other regulations). Work will still be carried out to deal with other types of ASB (such as drugs or alcohol based ASB—mentioned in Action 3.7).</p>	<input type="checkbox"/>	<input type="checkbox"/>

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		<p>action is required remedy this as these differentials exist to ensure content is relevant to the different groups at various stages in life – for example teenage domestic abuse support work would focus on different issues to groups comprising of older service users. Separating groups by age also allows age-appropriate material to be delivered, and protects younger groups from potentially harmful influences from older groups: for example mixing 17 year old and 12 year olds in the same group could expose the younger children to adult topics which a 17 year old would not consider concerning.</p>			
b	<p><b>Disability</b></p>	<p>Disability based discrimination is unlikely to fall under the reach of the Community Safety Strategy as an isolated factor, and would probably be an aggravating factor to a criminal offence, or a motive for a particular victim having been targeted by an offender in acquisitive crime.</p> <p>Within the Community Safety sphere, practitioners must be aware of the Pilkington case, in which a mother in Leicestershire killed herself and her disabled daughter after being targeted by a group of youths because of the disability. Issues identified as a result of the</p>		<input type="checkbox"/>	<input type="checkbox"/>

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		<p>case concerned a lack of information sharing and failure to recognise disability as a hate crime; thereby affecting the level of service the family received. Information sharing, and working practices have developed considerably since 2007, and joint recording, joint-working, and co-location with Kent Police mean appropriate support will be offered as soon as a pattern is identified. (Action 3.3 pledges CSUs to review all forms of hate crime and develop interventions to address this.)</p> <p>Braille and audio versions of the document will be made available on request.</p>			
c	<p><b>Gender (including reassignment)</b></p>	<p>Action 1.8 of the Strategy’s Action Plan seeks to encourage greater reporting from male victims of domestic abuse. Support services are available however there is either a reluctance to report incidents, or a failure by abused males to acknowledge that behaviour they are subjected to is domestic abuse. Although this does not count as discrimination, activity will seek to address this inequality. This will make progress with developing good relations with males affected by Domestic Abuse.</p>		<input type="checkbox"/>	<input type="checkbox"/>

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		Gender reassignment could lead to someone being targeted by hate crime. The Strategy states that such crimes will be reviewed and interventions taken; thus reducing discrimination and improving relations.			
<b>d</b>	<b>Race</b>	<p>A translation service is available for the Strategy.</p> <p>Membership (or perceived membership) of a racial group could lead to someone being targeted by hate crime. The Strategy states that such crimes will be reviewed and interventions taken; thus reducing discrimination and improving relations.</p>	<p>Concerns have been expressed from other parts of the country around the government's <i>Prevent</i> programme, which is referred to and supported by the Strategy. Concerns suggest that <i>Prevent</i> focusses on Muslim beliefs, and that the <i>Prevent</i> Strategy encourages professionals to report on comments around religion or foreign policy, which may be made as part of legitimate debate.</p> <p><a href="#">Article from 'The Guardian' - "Prevent Strategy 'spying on our young people'"</a></p>	<input type="checkbox"/>	<input type="checkbox"/>
<b>e</b>	<b>Religion/Belief</b>	<p>Membership (or perceived membership) of a religious group could lead to someone being targeted by hate crime. The Strategy states that such crimes will be reviewed and interventions taken; thus reducing discrimination and improving relations.</p>	<p>Concerns have been expressed from other parts of the country around the government's <i>Prevent</i> programme, which is referred to and supported by the Strategy. Concerns suggest that <i>Prevent</i> focusses on Muslim beliefs, and that the <i>Prevent</i> Strategy encourages professionals to report on comments around religion or foreign policy, which may be made as part of legitimate debate.</p> <p><a href="#">The Guardian article - Prevent Strategy 'spying on our young people'</a></p>	<input type="checkbox"/>	<input type="checkbox"/>

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<b>f</b>	<b>Sexual Orientation</b>	<p>Action 1.8 requires the Partnership's DA sub group to encourage reporting from minority groups, such as the LGBT community; from which there is an apparent under-reporting of DA incidents.</p> <p>Sexual orientation (or perceived orientation) could lead to someone being targeted by hate crime. The Strategy states that such crimes will be reviewed and interventions taken; thus reducing discrimination and improving relations.</p>	<p>When attempting to gather information on sexuality in order to gain an understanding of gaps-in-service in Domestic Abuse provisions, it is acknowledged that questioning sexuality outright could create a feeling of discontent. This could create a negative impression of the DA support service aligned to local DA support work, and therefore damage relations.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<b>g</b>	<b>Pregnancy/Maternity</b>			<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>9</b>	<b>If 'no impact' or 'unknown' was selected, please explain</b>	No impacts on equality have been identified in relation to the pregnancy/maternity protected characteristic group.			
<b>10</b>	<b>If Dartford Borough Council works with partners to deliver the activity or proposal, please describe any circumstances that could give rise to positive or negative equality impacts between different groups</b>	<p>Community Safety work is largely dependent on joint working with partner agencies at various levels. The <i>Crime &amp; Disorder Act 1998</i> sets out the statutory partners who form the Community Safety Partnership; attend CSP meetings regularly; and provide an input at strategic level. The <i>Community Safety Strategy</i> was devised after consulting with representatives of agencies involved in delivering strategic and operational work, with these agencies providing a steer on what realistic aspirations for the Partnership were, and how the Partnership could effectively monitor performance towards these aspirations.</p> <p>Work to address the actions listed in the Strategy's Action Plan will often be carried out by staff from the various organisations and charities we work alongside. Training of these staff is outside of DBC's control, and while any gaps identified would be escalated through service heads and assurances sought that remedial action had been taken, there remains a risk that the training procedures and staff-awareness of partners does not equip them to suitably consider the equality impacts of certain processes.</p>			
<b>11</b>	<b>Any other comments</b>	None			

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<b>Step 4: Action plan</b>					
<b>11. Based on the information in Steps 1 to 3, please list the actions that will be taken to address:</b>					
a) any gaps in information and consultation					
b) how any negative impacts on equality will be mitigated or eradicated					
a) If additional information and/or consultation is required or the impact is still unclear, what actions will you put in place to gather the information you need?					
Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A
b) If any negative impacts on equality were found, what actions will you put in place to mitigate or eradicate these impacts?					
Identified impacts (and who is affected)	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
Race / Religion – There may be dissatisfaction amongst groups who feel that the <i>Prevent</i> programme focusses on specific racial or religious groups.	<i>Prevent</i> guidance issued by the government states ' <i>The Prevent strategy was explicitly changed in 2011 to deal with all forms of terrorism and with non-violent extremism, which can create an atmosphere conducive to terrorism and can</i>	The aim is to ensure that those trained around <i>Prevent</i> understand the potential to cause distress through inappropriate referrals, questions, or judgements being made. WRAP is a scripted training process, therefore should prevent	Ongoing	Any feedback from <i>Prevent</i> training sessions or online training will be monitored for suggestions that participants don't understand the ethos of <i>Prevent</i> .	Community Safety Officer

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	<p><i>popularise views which terrorists then exploit.’</i> The action in relation to this inequality is to ensure that those professionals who are trained understand the meaning of radicalisation, and that radicalisation can occur in relation to a number of causes, ideologies, and factors. This will be carried out when WRAP training is delivered.</p>	<p>ambiguity in materials delivered.</p>			
<p>Sexual Orientation – the need to ensure suitable DA services are provided for those in the LGBT community requires some form of monitoring to assess gaps in service- asking for this information could cause a feeling of inequality.</p>	<p>All attendees to One Stop Shop will be asked the gender of their abuser. This will provide an anonymised figure which can be compared against the overall figure for the gender of attendees to provide a figure for same-sex relationships.</p>	<p>The intended outcome is to ensure that there is no distress caused to One Stop Shop visitors through being asked inappropriate questions; yet that sufficient information is obtained to assess opportunities to improve services for LGBT visitors.</p>	<p>Ongoing – information collected at One Stop Shops can be altered locally, therefore will be discussed with members of the Domestic Abuse Forum.</p>		<p>Community Safety Officer</p>
<b>Step 5: Decision making and future monitoring</b>					
<b>13</b>	<p><b>Which decision making process does this Customer Access Review need to go through? i.e. who does this need to be approved by?</b></p>		<p>Community Safety Manager – Enforcement and Regulatory Services Manager – Strategic Director (External Services)</p>		
<b>14</b>	<p><b>How will you continue to monitor the impact of the activity or proposal on the equality groups?</b></p>		<p>Ongoing consideration will be given to implications any aspect of the Strategy has, and any issues identified through operational work or complaints from the public will lead to the Strategy being reviewed</p>		

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		<p>accordingly. Gravesham Borough Council, with whom we share the Strategy, serve a population with different demographics to Dartford. This could result in issues with the Strategy being identified in Gravesham long before they would come to light in Dartford. Any issues identified in Gravesham which result in a change to the Strategy will affect both districts; and working practices altered in Dartford as appropriate.</p>
<b>15</b>	<b>When will you review this Customer Access Review?</b>	The document will be reviewed on completion of a new Community Safety Strategy in 2019.
<b>Step 6: Final steps</b>		
<b>16</b>	<b>Once this Customer Access Review has been approved, send this assessment to the Policy &amp; Projects Officer</b>	
<b>17</b>	<b>If the subject of the Customer Access Review is going to committee, summarise your findings in the committee report</b>	
<b>18</b>	<b>Implement the actions identified from this Customer Access Review and ensure progress is monitored and recorded</b>	