

ORIGINATOR: POLICY OFFICER

DECISION NUMBER: 45-2016

REASON FOR SUBMISSION: FOR DECISION

SUBMITTED TO: POLICE AND CRIME COMMISSIONER

**SUBJECT: AWARD OF CRIME AND DISORDER REDUCTION GRANT – CATCH 22
COMMUNITY MEDIATION SERVICE**

SUMMARY:

1. The Police and Crime Commissioner can commission services that:
a) secure, or contribute to securing, crime and disorder reduction in Suffolk;
b) are intended to help victims or witnesses of, or other persons affected by, offences and anti-social behaviour.
This is in accordance with the provisions in the Anti-Social Behaviour, Crime and Policing Act 2014. In applying this provision, the PCC will ensure that the services commissioned are also consistent with the Suffolk Police and Crime Plan 2013 – 2017.
2. This report seeks approval to award a Crime and Disorder Reduction Grant to Catch 22 for the amount of £3,500 for a mediation service to run between 1 October 2016 and 31 March 2017.
3. The funding will enable crime and disorder reduction activity focussing on the Police and Crime Plan objectives by reducing Anti-Social Behaviour and reducing the demand on the police.

RECOMMENDATION:

That the PCC approves a grant of £3,500, for the period to 1 October 2016 to 31 March 2017, to Catch 22 to deliver a mediation service across Suffolk.

APPROVAL BY: PCC

The recommendation set out is agreed.

Signature

Tina Parnmore

Date

*13th October
2016*

DETAIL OF THE SUBMISSION

1. INTRODUCTION

- 1.1 The Police and Crime Commissioner can commission services that:
- a) secure, or contribute to securing, crime and disorder reduction in Suffolk;
 - b) are intended to help victims or witnesses of, or other persons affected by, offences and anti-social behaviour.
- This is in accordance with the provisions in the Anti-Social Behaviour, Crime and Policing Act 2014. In applying this provision, the PCC will ensure that the services commissioned are also consistent with the Suffolk Police and Crime Plan 2013 – 2017.
- 1.2 This report seeks approval to award a Crime and Reduction Disorder Grant of £3,500 to fund an extension to the mediation service across Suffolk between 1 October 2016 and 31 March 2017.
- 1.3 The OPCC consulted with colleagues in the force regarding the need for the service prior to extending the service into April 2016 and on the basis of the increased police referrals over the past 6 months, the decision has been made to extend the service for another six months with a requirement for monthly updates on cases.

2. BENEFIT OF A MEDIATION SERVICE

- 2.1 A Mediation Service will provide residents with the opportunity of free mediation, as an early intervention tool to resolve anti-social behaviour related neighbour disputes. This can help reduce future demands on services, in particular policing, at a time when many organisations are facing reductions in funding and resources.
- 2.2 Mediation offers early intervention to a conflict, therefore preventing situations from escalating and becoming harmful and more entrenched, which could lead to arrest and have an impact on the wider community. Mediation can help to resolve conflict amicably.
- 2.3 Involving people in how to resolve disputes through communication can help empower people to resolve future conflict they may experience themselves, without the automatic involvement of the statutory agencies.
- 2.4 The Mediation Service will also enable police officers to offer mediation to address low-level ASB. It is recognised that even if resolution is not possible, the act of being offered mediation might help parties to feel supported and listened to regarding their issues.

3. MEDIATION SERVICE

- 3.1 Catch22 will deliver a free and impartial mediation service across Suffolk to address the increasing numbers of reports to police and local authorities of 'anti-social behaviour' and 'neighbour disputes' which impact on service demand and can be difficult to resolve.
- 3.2 Mediation is a voluntary, non-judgemental and confidential process. It gives participants ownership of what they are taking part in and therefore there is more commitment when agreement is made as people have invested their time and energy in to forming it. Referrers are kept up to date with progress and agreements are shared with the consent of the participants. In our experience, it is very rare that an agreement is not allowed to be shared with agencies involved, which has benefits for

the police as they can then remind people of what they agreed after the Mediation Service has finished its work. Even in those cases where the issue is not resolved, there is some benefit in having been referred and parties being offered

- 3.3 The mediation process will include Catch22 visiting all participants to be involved in the mediation for an initial assessment to establish the issues. The service would then work with the participants to reach a realistic and sustainable agreement whereby they could move forward with their lives living or operating (in the case of community groups) within the same vicinity. Mediation can be either a face to face meeting or carried out by 'shuttle' where information is 'shuttled' to and fro between participants until agreement is reached. Shuttle can be delivered over the phone, between houses or by people being present in different rooms in a neutral venue. Shuttle is only used if it is felt there are too many risks involved with a face to face or if a participant feels particularly vulnerable. Face to face meetings are carried out in venues such as community halls which are neutral to all participants.
- 3.4 Participants are made as comfortable as possible with the mediation process by being encouraged to reflect on the alternatives to mediation, to have supporters with them if needed including support workers if they have mental health/drug or alcohol issues.
- 3.5 Risk assessments are carried out on a continual basis to ensure safety of participants at all stages of the process and if any risk is established, Catch22 will manage this accordingly.
- 3.6 Community mediation takes approximately 10 hours per case based on two sets of participants taking part. Hours can vary and resources will be allocated on an hourly basis. The grant will pay for 100 hours of work, 80 hours of mediation to be offered free of charge to the police and local authorities and 20 hours will be spent on ensuring the service raises awareness with partners.
- 3.7 Catch22 is able to work with direct neighbours, streets and community groups to deliver this process. Catch22 Mediators are fully trained and qualified and are supported by trained volunteer co-mediators.
- 3.8 The need for this service has received written support from operational staff in the Constabulary.

4. OUTCOMES

- 4.1 The PCC originally awarded a grant to Catch22 for this service for a year from April 2015 for the West of Suffolk. During the year the service was widened to cover referrals from anywhere in Suffolk and the award was further extended to 30 September to see if referrals from the police increased. Although any statutory body can refer into the service, the main referrers are district and borough councils, housing providers and the Constabulary.
- 4.2 The service has received 47 referrals since April 2015 and referral levels have steadily increased in that time. In the first six months of the service (1 April 2015 to 30 September 2015) 8 referrals were made. In the second six month period (1 October 2015 to 31 March 2016) 11 referrals were made. In the period from April to 30 September 2016 there were 28 referrals.
- 4.2 The referrals related to issues in Ipswich, Forest Heath, Mid Suffolk and Babergh areas of the county. The issues the referrals covered included noise, criminal damage, ASB, dogs, bullying and harassment.
- 4.3 In relation to outputs, out of the 47 cases referred:

- 16 cases it has been unable to mediate because one party did not want to continue;
- 2 cases were unsuitable for mediation;
- 10 cases mediation has taken place or agreement reached;
- 19 case meetings have yet to be arranged.

A full monitoring report will be received at the end of October 2016.

4.4 Outcomes will be obtained and measured by completing pre-mediation and post-mediation evaluation feedback questionnaires for those where full mediation takes place.

4.5 The key measures of success:

- A reduction in repeat calls to police and other agencies (from the complainants)
- The number of successful agreements drawn up by the mediator and agreed by both parties
- Individual user evaluation feedback (as per questionnaires above)

4.3 In addition input and output measures will be reported quarterly (some will be made available monthly).

- Referrals received
- Mediation officer time spent per referral
- Area referrals received from
- Referring agencies / departments
- How long conflict has been ongoing prior to referral to Mediation
- Referrals that result in Mediation and type of Mediation held
- Referrals leading to agreement through Mediation
- Referrals leading to a resolution of the conflict issue (whether Mediation held or not)
- Referrals leading to a reduction in repeat calls/reports to the referrer (*dependent on referrers returning a feedback form post case closure*)
- No. of referrals leading to a reduction in referrer time spent on managing the conflict issue referred to Mediation (*dependent on referrers returning a feedback form post case closure*)
- No. of referrer feedback forms returned after Mediation case closure
- Mediation participants feedback regarding stress levels before and after Mediation
- General feedback / comments shared by participants and referrers
- No. of SNT / ASB (etc) Partnership meetings / briefings attended

5. MISCELLANEOUS CONDITIONS OF AWARD

5.1 This award is a one-off award and outputs/outcomes should be delivered in the period 1 October 2016 to 31 March 2017.

5.2 Payment of the award does not confer any ongoing obligation on the PCC to make payments for the period beyond 31 March 2017.

5.3 This award may not be used for any activities other than those set out within this decision paper or as approved in writing by the PCC.

- 5.4 This award is made on the condition that if Catch22 ceases to function or the grant is not used for the purposes set out within this decision paper the funding must be repaid to the PCC.
- 5.6 Catch22 must be able to demonstrate that the grant is being managed in an efficient and effective manner, and that they are actively seeking to minimise bureaucracy and streamline processes in order to deliver the best possible outcomes.
- 5.7 Payment will be made within 21 working days of the receipt of a payment request and must be accompanied by the appropriate monitoring information.
- 5.8 The PCC will not pay in advance of need. If the PCC reasonably believes that payment is being made in advance of need, the PCC may change the timing and/or the amount of any payments.
- 5.9 Catch22 will report provide regular progress updates to the PCC including financial monitoring and input, output and outcomes delivered by the service. A mid-term monitoring report will be expected to be received by 31 December 2016 and an end of period report on the award of grants and outcomes shall be presented to the PCC by 21 April 2017.
- 5.10 The PCC shall be notified as soon as reasonably practicable if an underspend is forecast and any underspend must be returned to the PCC.
- 5.11 By accepting the award from the PCC, Catch22 makes a commitment to acknowledge the PCC's support publicly and must acknowledge their funding from the PCC in all their promotional work. Any recipients of funding must display the PCC's logo in all publicity for the life of the initiative. Logo artwork can be provided upon request. Any exceptions must be agreed with the PCC.
- 5.12 Catch 22 shall ensure that third party recipients have adequate insurance coverage (including but not limited to public liability insurance) in place and shall provide evidence of such insurance to the PCC on request.
- 5.13 The PCC accepts no liability to Catch22 or any third party recipients for any costs, claims, damage or losses, however they are incurred, except for to the extent that they arise from personal injury or death which is caused by the PCC's negligence.
- 5.14 Catch22 agrees to indemnify the PCC for any costs, claims, damages or losses which arise as a result of negligence by Catch22 or out of any breach of any of the conditions of award.

6. FINANCIAL IMPLICATIONS:

- 6.1 There will be no additional costs to the PCC beyond the cost of the service although there should be reduced demand on the Constabulary as a result of the direct work of the Mediation Service.

7. OTHER IMPLICATIONS AND RISKS:

- 7.1 There are no major implications or risks associated with this decision paper.

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	Yes
Has the PCC's Chief Finance Officer been consulted?	Yes
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	Yes
Have human resource implications been considered?	N/A
Is the recommendation consistent with the objectives in the Police and Crime Plan?	Yes
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	Yes
Has communications advice been sought on areas of likely media interest and how they might be managed?	Yes
Have all relevant ethical factors been taken into consideration in developing this submission?	Yes

In relation to the above, please ensure that all relevant issues have been highlighted in the 'other implications and risks' section of the submission.

APPROVAL TO SUBMIT TO THE DECISION-MAKER (this approval is required only for submissions to the PCC).

Chief Executive

I am satisfied that relevant advice has been taken into account in the preparation of the report and that this is an appropriate request to be submitted to the (add decision-maker's title e.g. the PCC).

Signature:

A handwritten signature in black ink, consisting of a large, stylized initial 'C' followed by a long, sweeping horizontal line that extends to the right.

Date 13 October 2016

Service Level Agreement between Catch22 and Suffolk Police and Crime Commissioner

The Catch22 Mediation Service

The Catch22 Mediation Service delivers community mediation across Suffolk, commissioned by the Suffolk Police Crime Commissioner. The Catch22 Mediation service works to established processes for resolving community disputes and disagreements, in which an impartial third party (the mediator) helps them to find a mutually acceptable resolution.

Disputes where mediation may be appropriate include e.g.:

- Noise
- Parking
- Anti-social behaviour
- Boundaries
- Dogs
- Verbal Abuse
- Tenant/RSL disputes
- Children / Young peoples' behaviour

Referral Process

Agencies referring cases into the service are expected to complete and submit a referral form (Addendum A) in to the project. This gives brief details about the proposed mediation participants and the context of the dispute.

It is the responsibility of the referring agency to establish whether potential participants are willing to address the issues of concern through Mediation and give their consent for their personal details to be passed to Catch22.

Certain referrals may prove to be inappropriate and need to be carefully considered when deciding suitability criteria.

For example, cases that we would regard as inappropriate might include:

- Those where views have become entrenched
- Those already subject to criminal investigation
- Those where participants feel coerced to take part
- Those where there is a clearly identifiable perpetrator and victim of a specific incident of wrongdoing (whereby the referrer will be advised to refer to The Victim Support Restorative Justice Service)

Once the referral has been accepted a member of the Catch22 Mediation Service will visit each of the potential participants. They will explain the process in full and explain/discuss the issues with

each party. The mediators will ask whether they are willing to meet the other parties involved in the dispute. Ground rules for the mediation are then agreed with all participants. If they are not willing to meet then the mediators will consider with them the option of shuttle mediation. This is where the mediators ferry between the participants allowing them to address the issues at hand without a face to face meeting.

If the parties are willing to meet for mediation this will take place on neutral territory. They will have been asked to consider what they see as possible solutions prior to the meeting. All sides are given the opportunity to talk about the issues as they see them and they are encouraged to start talking about an agreement. If an agreement can be reached they are then asked to sign up to a written document.

Catch22 will make initial contact by telephone to participants within 5 working days from receipt of referral (annual leave permitting).

Should the service be at full capacity the order of progress on referrals will be decided against the following prioritisation criteria:

- Level of escalation of dispute
- Immediacy of need in respect of resolving dispute
- Willingness of all parties to participate
- Length of time dispute has been occurring

Catch22 Mediation Service will feed back progress at regular intervals to the referrer, including:

- Acknowledge receipt of referrals
- Confirm when Initial Assessments have been completed and whether case is progressing
- Confirm when mediation held
- Confirm outcome of mediation

Where participants refuse to engage, at least 3 phone calls will be made, one of which to be made out of hours plus 2 letters escalating in warning re contact/engagement. After this the referrer will be contacted by the Mediation Officer, where it will be agreed whether to close the case or if the referrer will contact participants to discuss with participants directly.

Data Collection

Monitoring arrangements are in place to enable the service to track and manage the quantity and quality of delivery.

Data will be collected under the following headings:

- Referring agency
- Participant contact details
- Ethnicity
- Religion
- Age

- Gender
- Reason for referral
- Disability
- Other stats required by Catch22

Following the completion of the mediation all parties (including referrers) will be asked to complete an evaluation of the process. They will also be asked whether they wish for there to be any follow up to the mediation. If agreed a follow up will be conducted by telephone three months (or sooner if required) after the mediation.

Upon case closure the referrer will be sent a Mediation summary document, detailing all contacts with participants, attended and unattended appointments, and the outcome of the mediation.

Catch22 Mediation Officers

As part of this service The Catch22 Mediation Service will provide the following:

- Staff fully trained in the delivery of mediation, and management of operational Mediation Services
- Appointments available to participants out of hours where needed i.e. evenings/weekends as required
- Catch22 staff subject to line management, regular support, practice development, performance management, competency based appraisal scheme
- All staff involved in the mediation process will be fully DBS checked.
- Regular updates and outcome are fed back to the referring agency. This does not affect confidentiality of participants within the mediation process.

Outcomes and reporting

The Catch22 Mediation Service will provide the commissioner with information and outcome information for all cases referred under this agreement.

From 1st April – 30th September 2016, Catch22 will report quarterly on the following:-

- Referrals received
- Mediation officer time spent per referral
- Area referrals received from
- Referring agencies / departments
- How long conflict has been ongoing prior to referral to Mediation
- Referrals that result in Mediation and type of Mediation held
- Referrals leading to agreement through Mediation
- Referrals leading to a resolution of the conflict issue (whether Mediation held or not)
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- General feedback / comments shared by participants and referrers
- No. of SNT / ASB (etc.) Partnership meetings / briefings attended

Payment and case hours

Suffolk Police Crime Commissioner will pay for up to £3,500 (exclusive of VAT) for 80 hours of Mediation case work (and 20 hours of promotion and engagement with referrers – see below) between 1st April and 30th September 2016. Payment will be made quarterly in arrears to Catch22.

Case work hours will be reported on for each referral in line with following Mediation duties and requirements:-

- Visits to participants homes
- Telephone calls to participants, referrers or other involved agencies relevant to the each referral
- Travel time
- Case recording, report/summary writing, emails to referrers and / or other involved agencies relevant to each referral
- Case supervision time relevant to each referral
- Any other circumstances not mentioned above but as may be required and is relevant to each referral

Promotion and engagement with referrers

The Catch22 Mediation Service will continue to contact relevant referring agencies, prioritising Safer Neighbourhood Teams, with a view to attending all team / staff member meetings where an invite is secured. The service will continue to explain the mediation and referral process, the benefits of the mediation service to frontline policing and other ASB related staff. Through this we expect to improve the understanding of the benefit of The Mediation Service to frontline staff, which will be evidenced by an increased number of referrals, as well as referrals being made at an earlier stage of dispute (compared to the majority of referrals received between Apr 1st 2015 – 31st March 2016) leading to more successful mediations held with agreements reached.

The Catch22 Mediation Service will continue to attend relevant ASB Partnership meetings across Suffolk, as is practicable and where identified/invited.



Mediation Services

COMMUNITY MEDIATION REFERRAL FORM

Date	
Referrer's Name	
Agency	
Address	
Contact No.	
Email	

If this dispute is:

- **entrenched**
- **subject to criminal investigation**
- **involves coercion**
- **involves a clearly identifiable perpetrator and victim of a specific act of wrongdoing (i.e. more suitable for Restorative Justice)**

it may not be suitable for mediation.

Please contact Milee Brambleby, Catch22 Mediation Service Coordinator, on 07764 810737 / milee.brambleby@catch-22.org.uk

The name referrer below agrees that all parties have stated a willingness to participate in the mediation process and have given their consent for the following information to be shared with Catch22 Mediation Service.

Referrer Name _____ Job Title _____

1st Participant Name	Age	Address	Phone Number(s)
Availability			

2nd Participant Name	Age	Address	Phone Number(s)
Availability			

3rd Participant Name	Age	Address	Phone Number(s)
Availability			

4th Participant Name	Age	Address	Phone Number(s)
Availability			

5th Participant	Age	Address	Phone Number(s)

Name			
Availability			

To enable us to have an understanding of cases which may require additional support please complete the following sections as fully as possible.

Potential areas of need	Please tick identified areas.	Additional Details i.e. Who, issues etc.
Mental Health Issues		
Language / Hearing problems		
Elderly		
Solicitor Involved		
Child Protection Issues		
Physical Disabilities		
Other		

How long has the dispute been ongoing for?	
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Have the police been involved in this dispute?	
Extent of referring agency involvement e.g. complaints received / call outs etc.	
Are there any young people under 18 involved in this dispute? If yes, what are their ages (if not listed in participant details)?	
Do any of the participants have an advocate / support worker?	
Are there any health and safety issues that the Mediation Service needs to be aware of? If yes please give details.	

Please use this space to give further information regarding the reason for referral. Please provide as much information as possible.

In accordance with the Data Protection Act 1998 (as regulated by The Information Commissioners Office), personal information sent via non secure email must be encrypted / password protected. Breaching the act has led to organisations and local / statutory

authorities facing prosecution.

Please ensure this form is password protected, inform Catch22 by phone / text / in person of the password, and return completed form to: -

Milee Brambleby

Mediation Service Coordinator

Catch22, The Info Bar, Constantine House, 5 Constantine Road, Ipswich, Suffolk, IP1 2DH

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