

11/190 COMMUNITY AMBASSADORS

The following report is for information on the progress of the Community Ambassador role, since commencement in April 2024.

Summary of Responsibilities and Duties (as listed on the Job Description).

1. To improve the perceptions of crime, anti-social behaviour and encourage visitors into the town centre by providing a visible presence to promote feelings of safety and engaging with the local community and businesses.

Actions taken so far:

- Relationship building with agencies is ongoing.
 - Regular visible presence around the Town centre and green spaces and allotments.
 - Relationship building with those known on the DISC system.
 - Weekly report written and submitted to Town Clerk (line manager).
 - Super Saturday participation. Community engagement at the Country Park Halloween trail.
 - Monthly checks on the towns defibrillators
2. To promote the vibrancy of the town centre through information and advice to visitors, helping with directions and supporting event promoters to manage public safety.

Actions taken so far:

- Reassurance and guidance to members of the public regarding street drinking and ASB. Regular engagement with the street drinkers to build a good relationship and offer support and ensure they are aware of support agencies available to them.
 - Supported Town Council events within the Town Centre. Super Saturday and assisted with putting up Poppies for Remembrance day.
 - Assisting Town Council with deliveries/General help.
 - Assisted with medical emergencies within the Town Centre. Offering first aid. Dealing with an overdose where CA's had to administer Naloxone.
 - Supported several victims of crime while awaiting Police attendance.
3. To respond to queries from business and members of the public across the Town, providing advice and guidance in relation to community safety.

Actions taken so far:

- Support and advice to the Towns retail community.
- Advice and guidance regarding reporting tools for Avon and Somerset police.
- Signposting the public to reporting tools for Somerset Council.

4. To develop effective working relationships with partner organisations.

Actions taken so far:

- Town foot patrols with Police/PCSO. Assisted with crowd management for Police during a violent arrest. Assisted Police and CCTV with observations for wanted offenders. Assisting Police with Missing Person searches.
- Daily communications with YCRT.
- Support to the outreach team and collaboration to attend Overdose within the town centre of individuals known to services. Naloxone training has been completed.
- Working with SPARK and ABRI at Birchfield digital café.

Going Forward:

- Development of community offers across the Town, providing support via different agencies, warm spaces for the winter and focusing on generating a social value and preventing onward costs and pressures on services, such as Police, NHS, housing associations. There is potential funding available following consultation with SALC as part of their Community Wellbeing fund.
- Participation with the Birchfield action group. CA Dave was due to attend the last committee meeting but was unable due to illness. Future participation is planned next month.
- Collaboration with ABRI – Community Development Officer. Meeting planned 19/11/24.
- Ongoing collaboration with YCRT.

The Committee is **RECOMMENDED** to note the report.

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