



GALWAY CITY JOINT POLICING COMMITTEE (JPC)

ANNUAL REPORT 2018

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Message from the Chairperson of Galway City JPC Committee

As Chairperson of the Galway City Joint Policing Committee I welcome the publication of the Annual Report for 2018. The report details the work of the committee in delivering on its work during 2018 and is an important means of communicating the role and work of the committee.

The Joint Policing Committee aims to develop greater consultation, cooperation and synergy on policing and crime issues between An Garda Síochána, Galway City Council, Community Representatives and Elected Local Representatives. During 2018, the JPC continued to take a strategic approach to its work in addressing local issues collectively and strategically.

The Galway City JPC convened on four occasions during 2018, which included its Public Meeting held on Monday 26th November 2018 in the Westside of the City. Public meetings offer an excellent opportunity for local communities to participate and engage in relation to general policing matters affecting their local areas. A meeting of the JPC that was scheduled to take place on Monday 3rd December 2018 was rescheduled to a date in early January 2019.

I wish to record my appreciation to An Garda Síochána and the Local Authority for their very valued contributions and to each Member of the JPC for their continuing support in fulfilling the role and purpose of the JPC and to Galway City Council for the administration of the Committee.

Councillor Mike Cubbard

Chairperson of the Galway City Joint Policing Committee

Introduction

This document constitutes the Annual Report on the operation of the Galway City Joint Policing Committee (JPC) for the year ended 31st December 2018. The report has been prepared in the context of the Joint Policing Committee Amended Guidelines 2014 jointly issued by the Minister for Justice and Equality and the Minister for Environment, Community and Local Government and in specific accordance with Section 36(5) of the Garda Siochána Act 2005.

Background

Section 36(1) of the Garda Siochána Act 2005 provides for the establishment of Joint Policing Committees to serve as a forum for consultations, discussions and recommendations on matters affecting the policing of the Local Authority's administrative area.

Functions of a JPC

The functions of a JPC set out in section 36(2) of the Garda Síochána Act, state the following:

"The Joint Policing Committee's function is to serve as a forum for consultations, discussions and recommendations on matters affecting the policing of the Local Authority's administrative area, and in particular to –

- (a) keep under review
 - i. the levels and patterns of crime, disorder and anti-social behaviour in that area (including the patterns and levels of misuse of alcohol and drugs), and
 - ii. the factors underlying and contributing to the levels of crime, disorder and anti-social behaviour in the area,
- (b) advise the Local Authority concerned and the Garda Síochána on how they might best perform their functions having regard to the need to do everything feasible to improve the safety and quality of life and to prevent crime, disorder and anti-social behaviour within the area,
- (c) arrange and host public meetings concerning matters affecting the policing of the Local Authority's administrative area.
- (d) establish, in consultation with the local Garda superintendent, as the committee considers necessary within specific neighbourhoods of the area, local policing fora to discuss and make recommendations to the committee concerning matters that it is to keep under review under paragraph (a) or on which it is to advise under paragraph (b), in so far as those matters affect their neighbourhoods, and
- (e) co-ordinate the activities of local policing fora under paragraph (d) or otherwise."

Section 37(1) also provides:

"A Local Authority shall, in performing its functions, have regard to the importance of taking steps to prevent crime, disorder and anti-social behaviour within its area of responsibility."

Summary of Progress

Monitoring of Levels and Patterns of Crime

An Garda Siochána provided detailed quarterly statistical reports to Galway City JPC which were kept under review, and responded as appropriate, to the levels and patterns of crime, disorder and anti-social behaviour in Galway City (including the patterns and levels of misuse of alcohol and drugs).

Chief Superintendent Curley presented the Garda Report at each JPC meeting. Areas covered included property crime, drugs, roads policing, public order and assault. The report covered how the crime types are trending in comparison to the same period in the previous year. On property crime the report included an insight into the modus operandi of the crimes, for example how entry is gained, what type of property is being targeted and crime prevention advice is included. The report included detail on the value of drugs seized and any emerging trends on new, or increasing levels of drug types in the City. For large public events such as the Galway International Arts Festival or the Galway Races the policing plan was discussed. An update on roads policing, with a particular focus on enforcement was presented, including the number of Fixed Charged Penalty Notices issued.

Chief Superintendent Curley also ensured that the committee were appraised of any changes to policing in the City. This included updates on the progress of the new Garda Regional and Divisional Head Quarters at Murrough, the establishment of the new Divisional Garda Protective Services Bureau and the appointment of new Garda Inspectors. The Criminal Assets Bureau (CAB) attended to outline the work they do, how they tackle crime, to reinforce the confidential nature of reports to CAB and how we can work together to ensure that crime does not pay. "They flaunt it, you report it, CAB seizes it".

An Garda Síochána Garda Statistics Report 2018

	Year to 31st of December 2018			2018
Galway City	2017	2018	Difference	% Difference
All Crimes/ Figiúirí Coire	7315	6113	-1202	-16%
Prope	rty Crime			
Burglary/ Buirgléireacht	292	281	-11	-4%
Theft from M.P.V./ Goid as Feithicil	143	136	-7	-5%
Theft from Person/ Goid Ó'n Duine	59	51	-8	-14%
Theft from Shop/ Goid as Siopa	586	591	5	1%
Theft Other/ Goid eile	303	259	-44	-15%
Drug	s/ Drugaí			
For Sale or Supply,/Le díol nó soláthar	104	86	-18	-17%
Simple Possession/ Seilbh shimplí	239	227	-12	-5%
Drugs Seized/ Urghabháil Drugaí		rew St.A.		
Cocaine/ Cócaon			€132,930	
Ecstasy/ Eacstais	€48,671			
Cannabis/ Cannabas	€229,702			
Heroin/ Hearóin	€22,705			
Other Eile	€224,196			

Road Accidents/ State	tisticí Tir	npistí Bót	thair		
Fatal/ Marfach	1	0	-1		
Serious Injury/ gortú tromchúiseach	12	17	5	42%	
Speeding FCPN/ Bhrostú	2172	2330	158	7%	
No Insurance/ Gan Árachas	316	214	-102	-32%	
Intoxicated Driving/ Tiomáint faoi thionchar alcóil nó drugaí	187	166	-21	-11%	
MAT Checkpoints/ Seicphointí - Teist Alcóil Sainordaitheach	1317	926	-391	-30%	
FCPN Pedal Cycles	40	23	-17	-43%	
FCPN Parking Offences	2135	1930	-205	-10%	
Public Ord	er Incide	ents			
Public Order Offences/ Coireanna Ord Poiblí	629	584	-45	-7%	
Assaults	/ Ionsait	he			
Assault causing Harm/ Ionsaithe Ag déanamh dochar	85	92	7	8%	
Minor Assault/ Mion-ionsaí	239	239 278 39		16%	
Domestic Incide	nts/ Eac	traí Intíre			
Breach of Barring Order, Safety Order and Protection Order Bearnaigh d'Orda Cosanta, Orda Cosaint agus Orda Sábháilte	51	48	-3	-6%	
No Offence Disclosed	199	194	-5	-3%	
Sexual Assaults/ I	onsaithe	Gnéasac	ha		
Rape of Male or Female/ Éigniú ar Fhear nó ar Bhean	20	23	3	15%	
Sexual Assault (not aggravated)	35	28	-7	-20%	

^{*}Data is provisional, operational and may be subject to change

Commission on the Future of Policing in Ireland

The Commission on the Future of Policing published its report on 18th September 2018 outlining a clear vision and roadmap for strengthening An Garda Síochána and the broader national framework for policing, security and community safety. The Commission proposes reform of policing in Ireland and in particular:

• A new approach to policing and community safety, which will ensure police are more visible in communities, and can focus on preventing harm

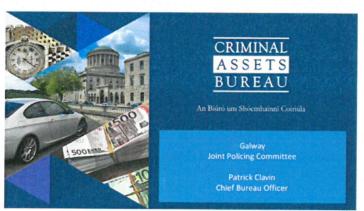
- Measures to deliver a professional, ethical, modern and effective police service that is well-managed, cost-effective, properly trained and equipped
- A new coherent framework for the independent oversight of policing and community safety, with a clear mandate for effective scrutiny, which will promote professional standards of policing and ensure fully independent investigation of complaints
- A new framework for national security, headed by a National Security Coordinator, to pool intelligence and information and provide long-term threat assessments.

Galway City JPC were circulated with a summary version of the report, which included the key recommendations and principles and also advised that the report and supplementary documents could be accessed following the link on www.policereform.ie.

Key Actions 2018

Galway Investigations underway by the Criminal Assets Bureau (CAB)

Detective Chief Superintendent Patrick Clavin, Chief Bureau Officer gave a presentation on the work carried out by the statutory body Criminal Assets Bureau (CAB) which is to carry out investigations into the suspected proceeds of criminal conduct. He advised that CAB relies mainly on information from the general public in relation to potential targets and he outlined the process and investigative approach that is followed by CAB. He further advised on the resources available to CAB in carrying out their work both in terms of staff resources and systems. In terms of asset profilers he advised on their role and the number currently in place. Finally he noted the number of investigations that are currently ongoing in the Galway Division. In relation to communication he issued an appeal to the Committee to assist in advising members of the public on the role and work of CAB and how they can be contacted if needed. The aim of the presentation was to encourage people to contact CAB confidentially if they have information that someone's lifestyle is funded by crime. The Criminal Assets Bureau attended to outline the work they do, how they tackle crime, to reinforce the confidential nature of reports to CAB and how we can work together to ensure that crime does not pay. "They flaunt it, you report it, CAB seizes it".

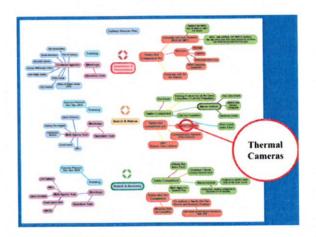


Thermal Imaging Cameras

Superintendent Kevin Gately and Mike Swan of the Galway RNLI gave a presentation to the Committee on 25th June 2018 on the necessity for the installation and operation of Thermal Imaging Cameras at specific locations along the River Corrib. They explained that the location of where a person enters the water in the city has huge implications for where exactly they will end up and outlined how the cameras will operate. Mike Swan advised that there is a 'golden hour' after someone enters the water, where rescue teams have about 60 minutes to make a successful rescue. He also advised that the estimated cost of the specialist thermal imaging cameras is in the order of €20,000, of which €5,000 was already allocated in the Galway City Councils Budget for 2018. As a follow up to the presentation the following motion was proposed, seconded and agreed at this meeting "that

this Joint Policing Committee proposes to Galway City Council to make provision for immediate deployment of Thermal Imaging CCTV at Fisheries Tower and / or at the Claddagh Basin in order to assist Emergency Services in the event of persons entering the water in the vicinity of Galway City".

As a follow up to the above, Galway City Council has worked closely with An Gardaí Siochána and the Galway RNLI on this water safety initiative, advancing the purchase and installation of three thermal imaging cameras. Two cameras will be installed at the Galway City Museum in the Spanish Area and the remaining camera will be located on the Harbour Company building at the Docks. The cameras have a wide angle focus and will communicate the thermal images back to the Garda Station at Mill Street. The Thermal Imaging camera's will be able to detect when a person enters the water and will be a significant aid to search and rescue operations. Galway City Council has provided assistance in terms of the funding and installation of these cameras and is working on this on an ongoing basis with An Garda Siochána, who are the lead agency on this project in partnership with the Galway RNLI. This water safety initiative plans to provide early warning for emergency services which may help prevent loss of life. The system may also provide information which will assist in the early recovery of people lost in the Corrib or washed out to sea. An updated interagency protocol has been developed for water rescue in Galway City and this will be used when the system is commissioned. Galway City Council would like to acknowledge funding support of €24,000 received from the Department of Rural and Community Development under the Digital Innovation Fund to support this water safety initiative.



'Use Your Brain not Your Fists' campaign

Following a discussion at the Galway City Joint Policing Committee meeting held on 25th June 2018 in relation to the very successful public awareness campaign to reduce assaults entitled 'Use Your Brain not Your Fists', the JPC requested that contact be made with Galway City Comhairle Na nÓg with a view to seeing how this could be implemented at a local level with the Committee during 2018. Sergeant Michael Walsh, Crime Prevention Officer was invited to attend a meeting of the Galway City Comhairle Na nÓg in advance of their Annual General Meeting (AGM) to discuss and plan a workshop around this campaign, which was delivered to approx. 60 young people who attended the Galway City Comhairle Na nÓg AGM held on 18th October 2018. The workshop, which included showing the video created by Leitrim Comhairle Na nÓg also used drama to illustrate how to handle difficult situations that may lead to aggression. The workshop also discussed how one can keep safe and help their friends to keep safe, while informing young people about the consequences from assaulting another person which could include the loss of a job, ability to travel or even go to jail. The workshop also reminded the young people of the potentially devastating physical and mental impact on assault victims. The feedback from the workshop was very positive and it was noted that the campaign informed the young people about the variety of consequences that can result from assault and the committee are very happy to support any further campaigns around this topic during 2019.





Public Meeting Hosted by the JPC during 2018

During 2018 the Galway City JPC held a Public Meeting which was arranged and took place on Monday 26th November 2018 at 7.00pm in the Westside Community Centre.

Members of the public were invited to attend this meeting to express their views and any person affected by the policing of Galway City were invited to put questions to the Galway City JPC on general policing matters affecting the policing of Galway City. Questions to be considered by the JPC were also invited from the public prior to the meeting, noting that the meeting would focus on the strategic aims as outlined in the Galway City Joint Policing Committee 4 year Strategic Plan 2017 – 2020 as follows:

Strategic Goal 1 - To Promote the Safety of All Road Users in Galway City

Strategic Goal 2 - To Enhance Community Safety Responses in Galway City with a view to crime prevention

Strategic Goal 3 - To Reduce and prevent anti-social behavior in Galway City

Strategic Goal 4 - To support Community Engagement Models of Practice in Galway City

Seven written questions were submitted in advance, which related to the enforcement of parking regulations; speeding which included speed limits for certain areas; cyclists which included rules of the road for cyclists; prohibition of roller blading and skate boarding on footpaths and on public roads. A number of other questions were taken from members of the public during the meeting, with the following items being discussed:

- Garda Report up to the end of November 2018. Areas covered included statistics on property crime, drugs, roads policing, public order and assault.
- Speed limit signage
- Speeding on roads
- Importance of not leaving valuables on display in car while attending events
- Importance of Community Gardaí
- The importance of road safety, including the use of hi-vis jackets and the promotion of same to all
- The increase in minor assaults

Sergeant Michael Walsh, Crime Prevention Officer gave a very informative and insightful presentation on the number and range of crime prevention initiatives ongoing in Galway City. He outlined at the meeting a number of pertinent crime types and delivered crime prevention advice. He advised that while burglary is currently trending downwards and the financial costs can be measured, the psychological effects through the fear of crime and repeat victimisation can be very traumatic; which can have other knock on implications (for HSE as an example). One piece of simple and effective crime prevention advice is 'Lock Up & Light Up". As approximately 1 in 4 burglaries are reported to have been through an open window or unlocked door, locking up can be a simple solution. During the darker evenings lighting up gives the impression that someone is home, hence deterring the opportunistic burglar.

Fraud and Cybercrime were also highlighted as a crime of increased concern. Many businesses are reporting what's being referred to as CEO Fraud, and PWC (Price Waterhouse Cooper) reported some alarming statistics in their 2018 report entitled "Shining the Light on Fraud" which he referred too. Householders were also made aware of phishing type phone calls from persons claiming to be from financial institutions and other state bodies seeking personal data. The general advice was to never give your bank account details, pin numbers or PPS numbers to anyone over the phone. Members of the public were advised to visit the website www.fraudsmart.ie or call to their bank or Garda Station for an information booklet. These booklets that were collectively compiled by the financial institutions in association with An Garda Síochána offered some good advice around many of the Fraud and Cyber related crimes. Finally members of the public were also advised on the following:

- The importance of marking property
- Bogus callers
- Vehicle crimes
- Personal Security around banking and ATM's
- Counterfeit currencies
- Road safety

As part of Galway City Councils role in relation to promoting the safety of all road users in Galway city a number of road safety items were available to members of the public at the meeting, which included high visibility vests, bags and information leaflets.

Cllr. Mike Cubbard, Chairperson of the Galway City JPC then brought the meeting to a close by thanking the speakers and those in attendance for their contributions and their participation in the meeting.

Record of Members and Meetings held during 2018

The total number of JPC meetings held in the year 2018 were as follows*

26 th March 2018	25 th June 2018	24 th September 2018	*7 th January 2019

^{*}In line with the Schedule of Meetings for 2018 a meeting was scheduled to take place on the 3rd of December 2018, however it was rescheduled and took place on Monday 7th January 2019.

Name of Member	Organisation	No. of meetings attended
*Cllr. Mike Cubbard	Galway City Council	
(Chairperson)		4
Cllr. P Conneely	Galway City Council	4
Cllr.D Lyons	Galway City Council	4
Cllr.M Lohan	Galway City Council	4
Cllr.B Cameron	Galway City Council	4
Cllr.F Fahy	Galway City Council	4
Cllr.M Farrell	Galway City Council	3
Cllr.D McDonnell	Galway City Council	4
Cllr.N McNeilis	Galway City Council	3
Cllr.T O'Flaherty	Galway City Council	4
Cllr.P Keane	Galway City Council	2
Deputy Sean Kyne TD	Oireachtas	3
Supt. M. Skehill	An Garda Síochána	3
Chief Supt. T Curley	An Garda Síochána	2
Mr. J Loughnane	GCCN	4
Mr.Tommy Flaherty	GCCN	4
Ms. N Tierney	GCCN	3
Mr John Rabbitte	GCCN	4
**Mr J Cleary	GCCN	2
Mr G McMahon	Galway City Council	1
Mr B McGrath	Chief Executive (GCC)	1

^{*} Name of Chairperson: Cllr. Mike Cubbard

^{**} Mr. John Cleary, GCCN replaced Ms. Irene Murphy in April 2018.

^{**} Mr. Tom Connell, GCC replaced Mr. Gary McMahon in November 2018.

The following is the membership of the JPC Sub-Committees to progress the strategic objectives as outlined in the JPC Strategic Plan 2017 - 2020.

1.	To Promote the Safety of All Road Users in Galway City	 Mr. John Rabbitte – GCCN Cllr. Declan McDonnell Cllr. Frank Fahy Ms. Carmel Kilcoyne – Galway City Council Supt. Noel Kelly
2.	To Enhance Community Safety Responses in Galway City	 Cllr. Mike Cubbard Cllr. Donal Lyons Mr. Tommy Flaherty - GCCN Sgt. Pat Flanagan Ms. Julie Molloy – Galway City Council
3.	To Reduce & Prevent anti-social behaviour in Galway City	 Cllr. Niall McNelis Cllr. Terry O'Flaherty Mr. Joe Loughnane - GCCN Sgt. Pat Flanagan Mr Edward Conlon - Galway City Council
4.	To Device & Support Community Engagement Models of Practise in Galway City	1. Cllr. Mairead Farrell 2. Mr. Michael Forde – Galway City Council 3. Sgt. Peadar Ryan 4. Mr. Tommy Flaherty - GCCN

Strategic Goal 1: To Promote the Safety of All Road Users in Galway City.

ITEM 1 – Summary of progress in implementing the JPC's work programme

	Strategic Objectives (Please list in the same order as on JPC Strategic Plan)	Summarise the actions taken and the progress achieved during the year and any significant difficulties which were encountered	Summarise the advice given by the JPC to the local authority / Gardaí - identify specific recommendations made	Results of advice / Recommendations - identify the feedback received from the local authority / Gardaí
	High Priority Objectives			
1	School Flashing Lights	New set of solar panel LED lights installed in early 2017 at Menlo School. The following locations had LED upgrades to the School Flashing Lights in 2017: Boleybeg Bushypark Castlegar Headford Road Renmore	Advised of areas which should be focused on.	Continued maintenance of School Flashing Lights was carried out in 2018.
2	Increase cyclist visibility and promote awareness	Highlighted at JPC meetings and subcommittee meetings which brought Gardaí attention to. Continued to highlight the dangers of same to Gardaí and asked for extra enforcement in this area.	Further enforcement needed.	Very difficult to enforce as you must see a cyclist with poor lighting, no Hi Vis etc. in order to enforce. Ongoing enforcement being carried out.
3	Illegal parking at Walter Macken Road	Raised issue at meetings and requested Galway City Council Community Wardens monitor and patrol the area at certain times i.e. school drop off and pick up.	Galway City Council Community Wardens to be advised of this and asked to attend	Ongoing

ITEM 2 - Three key achievements of the JPC during the year

Achievement 1

A major programme to assess housing estates in Galway City in regard to the provision of 30km/hr 'slow Zone' Speed Limit zones was carried out in 2016-2017 and included a full public consultation process. 120 estates were deemed suitable to be designated as 'Slow Zones' and these were incorporated into new Bye-Laws in December 2017. The programme of installing the required 'Slow Zone' signage commenced in December 2017 and was completed in January 2018.

Achievement 2

Assessment was carried out of Yield signs throughput the city and upgrading works were carried out on same. Some examples of where works were carried out was Siobhan McKenna Road, Ballybrit, Mervue etc. This actions resulted in reducing the speed of motorists.

Achievement 3

The roll out of Driver Speed Feedback Signs within the city was carried out. In 2018 12 Driver Feedback Signs approx. were installed in the city and in 2017 5 Driver Feedback signs approx. were installed.

<u>Strategic Goal 2: To Enhance Community safety responses in Galway City with a view to Crime Prevention</u>

ITEM 1 – Summary of progress in implementing the JPC's work programme

	Strategic Objectives (Please list in the same order as on JPC Strategic Plan)	Summarise the actions taken and the progress achieved during the year and any significant difficulties which were encountered	Summarise the advice given by the JPC to the local authority / Gardaí - identify specific recommendations made	Results of advice / Recommendations - identify the feedback received from the local authority / Gardaí
	High Priority Objectives			
1	Support the existing the safety networks to enhance community safety	We endorsed pub watch to support the business community in their new system.	Full JPC endorsed this scheme.	Welcomed the support.
		A mapping exercise was requested to see what CCTV the Gardaí and Galway City Council have in operation.	The Gardaí list has been provided with the GCC work on- going.	When complete it will identify where we need to install CCTV.
2	Optimize the use of technology to ensure public safety	Again, we explored the idea of expanding CCTV.	On-going	On-going
3	Support networking with a view to reducing Drug Misuse	Invite issued to the Western Region Drug & Alcohol force to address JPC.	Invite issued	Task force visited the JPC meeting.
		Motion sent to full JPC to endorse installation of sharp boxes in all Garda cars in Galway	Gardaí were to revert back	Successful roll out of sharps boxes took place
4	Support networking with a view to addressing domestic and sexual violence	ТВА	ТВА	ТВА

ITEM 2 – Please highlight three key achievements of the JPC during the year.

Achievement 1

The successful roll out of sharps boxes in all Garda cars now ensures the immediate collection of drug paraphernalia when reported.

Achievement 2

A successful mapping exercise commenced of all CCTV in 2018 which will now feed into an action plan where we will recommend to the full JPC the need for further CCTV.

Achievement 3

The JPC rolled in behind the business community in endorsing pub watch which supports pubs, restaurants and clubs in communicating as one to ensure Galway's status of a Purple Flag city is upheld.

Strategic Goal 3: To Reduce and Prevent Anti – Social behaviour in Galway City

Verbal update from the chair of the Sub Committee at JPC meeting

Strategic Goal 4: Support Community Engagement Models of Best Practice in Galway City

ITEM 1 – Summary of progress in implementing the JPC's work programme

	Strategic Objectives (Please list in the same order as on JPC Strategic Plan Plan)	Summarise the actions taken and the progress achieved during the year and any significant difficulties which were encountered	Summarise the advice given by the JPC give to the local authority / Gardaí - identify specific recommendations made	Results of advice / Recommendations identify the feedback received from the local authority / Gardaí
	High Priority Objectives			
1	Enhance community awareness and participation in schemes offered by various organisations.	The committee chose to focus on developing community relations with elderly residents in the east side of the city and government bodies. A particular emphasis was placed on attempting to develop a trust and understanding of the Older People Register among residents. The Older People Register is part of the Garda Síochána's Older People Strategy. This register sees the collection of elderly residents' details including name, address, contact details and point of contact in case of emergencies. This can then be stored at Garda Stations and used if there are concerns about the welfare of a resident. It was understood by the committee that there was a low level of participation in this register and the committee decided to work with residents of the Walter Macken flats in an attempt to boost the willingness to participate in this system. House to house calls were done and individuals were approached and the Older People Register explained to them. There was some uptake on this, however, further work is required to develop a more substantive register. This was considered a first step in advising residents of the services available to them.		

		It was agreed in order to progress this that a meeting should be held with the various groups and organisations which assist the elderly. This meeting would act as an information session to advise all residents of any schemes and programmes which they may avail of from both government agencies and the voluntary sector.	
2	Enhance community awareness and participation in schemes offered by various organisations.	See above	
3	Enhance community awareness and participation in schemes offered by various organisations.	See above	

ITEM 2 – Please highlight three key achievements of JPC during the year and give reasons why these are considered to be significant?

Achievement 1

The Sub Committee worked with residents of the Walter Macken flats in an attempt to boost the willingness to participate in The Older People Register. House to house calls were done and individuals were approached and the Older People Register explained to them and residents engaged in the process.

Achievement 3	