

<b>SUBJECT:</b>	<b>PUBLIC PROTECTION AND ANTI-SOCIAL BEHAVIOUR SERVICES -PERFORMANCE BRIEFING</b>
<b>DIRECTORATE:</b>	<b>COMMUNITIES AND ENVIRONMENT</b>
<b>REPORT AUTHOR:</b>	<b>FRANCESCA BELL - ACTING TEAM LEADER PPASB</b>

## **1. Purpose of Report**

- 1.1 To advise the committee members of the overall performance of the Public Protection and Anti-Social Behaviour service over the last 18 months.

## **2. Executive Summary**

- 2.1 Over the last 18 months, the Public Protection and Anti-Social Behaviour service has been in high demand. The service has continued to deliver responsively to the customer and has been flexible to changing demands. Customer satisfaction has remained good, especially when considering the enforcement nature of the service.
- 2.2 The service has embraced the Anti-Social Behaviour Crime and Policing Act 2014, and this is reflected in the data. Additionally, levels of environmental protection work have been high. It is worth noting that the service has been innovative in using the new Act for environmental protection work including addressing issues such as the conditions of gardens, animal related issues, and noise problems where appropriate.
- 2.3 The service continues to build on existing relationships with both external stakeholders and internal departments, and continues to work on a number of multi-agency projects such as addressing begging in the city centre and bringing about closure orders on properties used for taking and supplying drugs where there is associated Anti-Social Behaviour (ASB). This aids the service to address wider community and city centre issues.
- 2.4 It is expected that demand for the service will remain high over the next 12 months but this is believed to be manageable within existing resources.

## **3. Background**

- 3.1 The Public Protection and Anti-Social Behaviour (PPASB) Team covers a broad range of areas. The core services provide a combination of both proactive and reactive actions designed to protect individuals, the community and the amenity of the city.

3.2 The core service areas are:

- Anti-Social Behaviour,
- Noise,
- Animals,
- Pests / conditions of gardens,
- Accumulations of waste,
- Fly-tipping investigations,
- Licencing consultations,
- Bins on streets,
- Littering FPN's.

3.3 The service consists currently of 1 Acting Team Leader/Technical Officer, 5 Technical Officers, 1 Technical Assistant, 1 Admin Assistant, 2 Apprentices, 1 Littering Enforcement Officer and a Police Constable ASB officer.

3.4 The Service has recently seen the departure of the Service Manager and is awaiting the post to be filled.

**4. Demand on the Service**

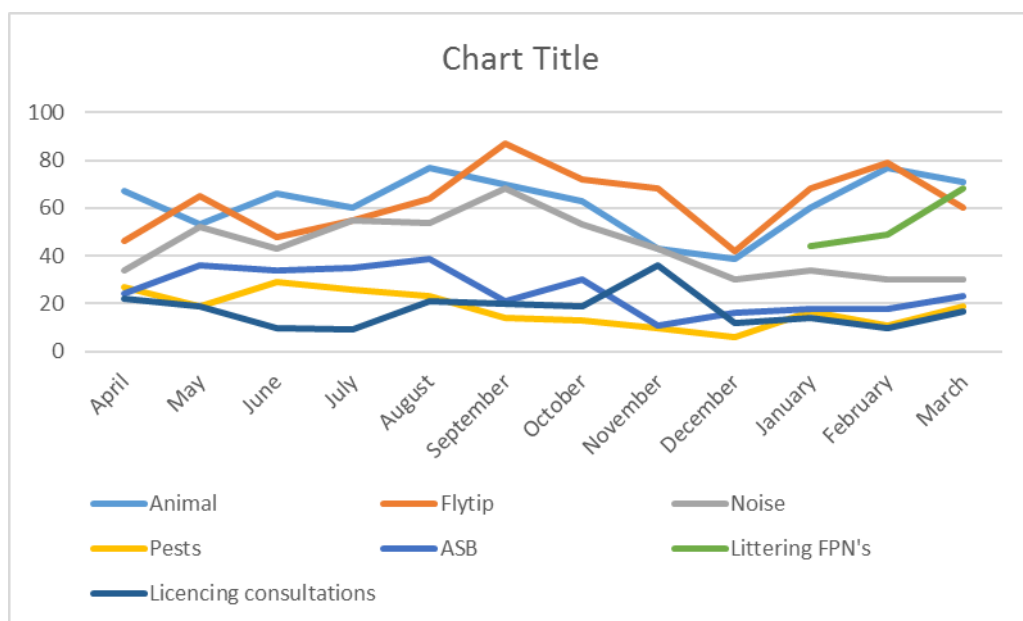
4.1 Previous 3 years

2014/15	4299
2015/16	4417
2016/17	3940

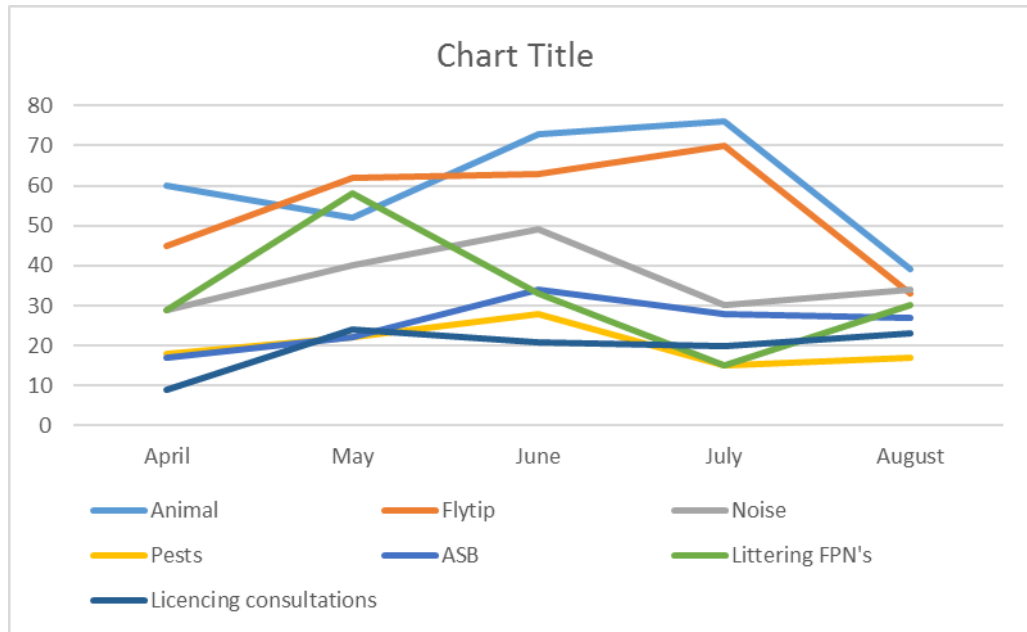
1.4.17 – 28.8.17 1525  
Compared to this time last year 1610

4.2 Breakdown of demand/delivery over the last 18 months covered by two graphs.

1.4.2016 – 31.3.2017



1.4.2017 – 29.8.2017



## 5. Actions over the last 12 months

### 5.1 Anti-Social Behaviour

	2016/17	1.4.17 – 29.8.17
CPN warnings issues	240	100
CPN's served	16	5
CPN's appealed against	0	0
Injunctions sought	2	1
Injunctions granted	2	1
<i>4 injunctions pending</i>		
CBO's sought	3	3
CBO'S granted	3	3
Closures sought	0	0
Closures granted	0	0
<i>2 closure orders pending</i>		

### 5.2 Noise

	2016/17	1.4.17-28.8.17
Notices served	17	6

Notices appealed against	1	0
Prosecutions	0	1

### 5.3 Animals

	<b>2016/17</b>	<b>1.4.17-28.8.17</b>
Notices served	18	8
Notices appealed	0	0
Licence inspections undertaken	16	8
Licences issued	8	8

### 5.4 Pests/Condition of Gardens

	<b>2016/17</b>	<b>1.4.17-28.8.17</b>
Notices served	11	7
Notices complied with	4	2
Works done in default	7	5

### 5.5 Fly Tipping

	<b>2016/17</b>	<b>1.4.17-28.8.17</b>
Total reported	754	273
Number on council land	45	12
Number on private land	709	261
FPN's served	4	4
Simple cautions issued	3	1
Prosecutions taken	1	4 ( <i>5 pending</i> )

### 5.6 Licencing Consultations

	<b>2016/17</b>	<b>1.4.1-28.8.17</b>
Total received	209	97

## 5.7 Littering FPN's

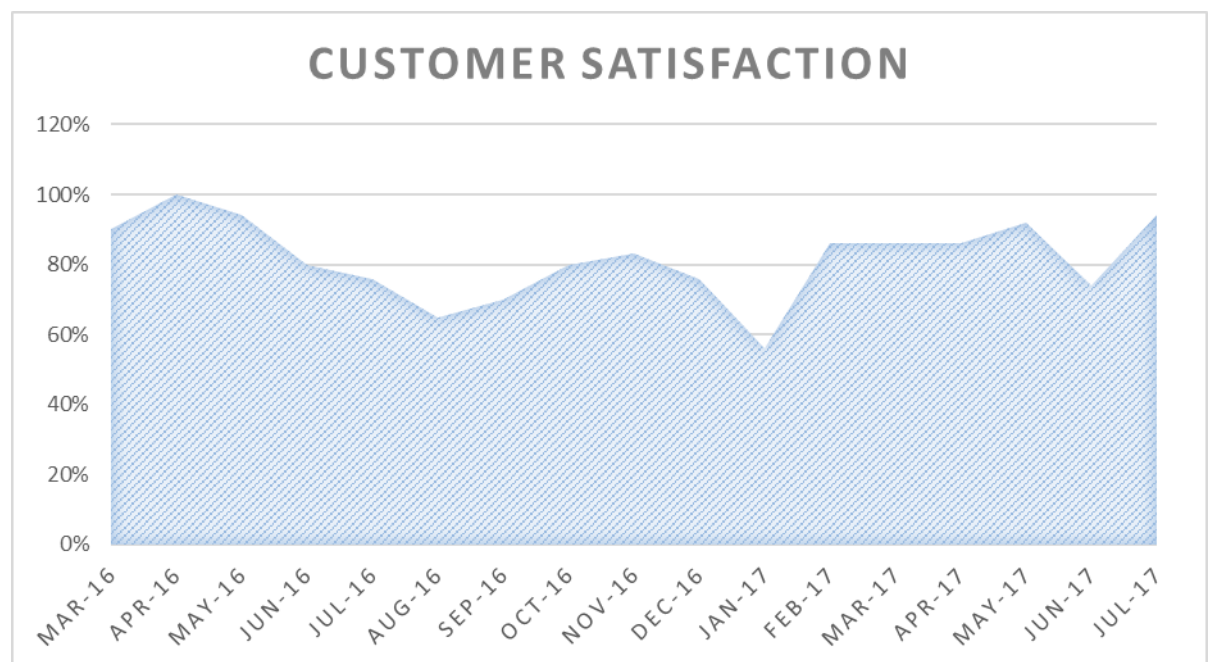
	<b>2016/17</b>	<b>1.4.17-28.8.17</b>
Total served	643	169
Total paid	521	125
Prosecutions taken	84*	6

\*some FPN's were successfully appealed or we were unable to take follow up action

Achievements over the last 12 months

## 6. Customer Satisfaction

6.1 Despite the demand placed on the service and the nature of the service's work customer satisfaction continues to be high.



## 7. Projects

### 7.1 Implementation of the Noise policy

2016/17 saw the implementation of the revised noise policy. This policy sets out how the service will record and investigate complaints of noise nuisance within the city boundary. It also sets out what the council expects from complainants and what complainants can expect from the Council.

### 7.2 Implementation of the Animal Policy.

2017 has seen the animal policy go through Policy Scrutiny Committee and Executive, receiving high praise for the work that has gone into the policy. The policy sets out how the Council will engage with businesses, issue pet shop licences, respond to welfare issues and provision for stray dogs. The policy is set apart for previous policy with its position statements on blood sport, fur, and the keeping of non-human primates.

### 7.3 Permanent Position of Littering Enforcement Officer Approved

2016/17 saw the position of Littering Enforcement Officer being made permanent. The position to date has served 1089 FPN's. This position is both proactive in that the presence of the officer deters littering and is reactive in that offences committed will be subject to enforcement action. The visibility of the officer is an asset to the service and reassures the public that the Council is taking littering seriously.

### 7.4 PSPO

PSPO enforcement continues, with the city centre issues around begging, rough sleeping and drug taking regularly in the media. The impact it has on the city centre in terms of tourism, commerce and community safety is recognised. The service is working closely with neighbourhood policing teams to utilise powers available to tackle the issues.

### 7.5 Student Intake

Fresher's patrols are due to take place between 18th and 30th September 2017. The team is working closely with Lincolnshire Police to deliver an effective message to students new and returning to Lincoln residing within the community. Staff will be accompanying a police officer between 10pm and 3am on Wednesdays, Fridays and Saturdays during the two-week period.

## 8. Partnership Working

### 8.1 Police

The service is continuing to work closely with police colleagues to deliver a robust and thorough approach to tackling ASB across the city. Police also continue to support efforts to tackle student related complaints in the city.

### 8.2 Housing

We continue to work closely with the Council's housing team to deliver a joint approach to tackling ASB amongst our housing tenants.

### 8.3 P3

P3 are due to start the SIB project that is aiming to tackle entrenched rough sleepers across Lincolnshire. The project will house homeless people whilst providing dedicated support to the individuals to enable them to maintain a tenancy. The service will support this project wherever possible.

### 8.4 University

The service continues to have a good and productive working relationship with the University, particularly around tackling student issues across the city.

## 9. 12 Month Forecast

9.1 The next 12 months are likely to see overall demand remain broadly stable in line with previous years.

Fly-tipping reports remain high and at times exceed the services resources. This is likely to continue, as fly tipping is a significant problem in some areas of the city. It is likely that some of the other area of work that the service deals with such as domestic abuse is likely to remain constant. Reports of hate crime and modern day slavery may increase as public and professional awareness of the subject increases. ASB reports may increase or shift focus onto city centre issues such as begging, rough sleeping and drug/alcohol consumption.

## 10. Strategic Priorities

### 10.1 Let's Reduce Inequality

The service seeks to reduce inequality through its work with individuals and communities.

### 10.2 Let's Enhance our Remarkable Place

Projects within the city centre to tackle anti-social behaviour serve to improve and enhance the city.

## 11. Organisational Impacts

11.1 Finance  
N/A

11.2 Legal Implications including Procurement Rules

An increase in workload and resultant prosecutions means greater levels of administrative work, both for this service, and for those that support the service.

11.3 Land, Property and Accommodation  
N/A

11.4 Human Resources  
N/A

11.5 Equality, Diversity & Human Rights  
N/A

## 12. Risk Implications

12.1 (i) Options Explored  
N/A

12.2 (ii) Key risks associated with the preferred approach  
N/A

## 13. Recommendation

13.1 That Committee note the report.

**Is this a key decision?**

No

**Do the exempt information categories apply?**

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No

**Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?**

No  
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**How many appendices does the report contain?**

**List of Background Papers:**

None

**Lead Officer:**

Francesca Bell PPASB Acting Team Leader  
Telephone (01522) 873881