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| <b>SUBJECT:</b>       | <b>ANTI-SOCIAL BEHAVIOUR ACROSS LINCOLN CITY</b>                               |
| <b>DIRECTORATE:</b>   | <b>COMMUNITIES AND ENVIRONMENT</b>   |
| <b>REPORT AUTHOR:</b> | <b>FRANCESCA BELL – PUBLIC PROTECTION, ASB &amp; LICENSING SERVICE MANAGER</b> |

## **1. Purpose of Report**

- 1.1 To give the committee an overview of the current level of Anti-Social Behaviour (ASB) across the city. To highlight the current and arising issues, and to appraise the committee of the work and projects that are being undertaken across the city to reduce and address ASB.

## **2. Executive Summary**

- 2.1 The Public Protection and Anti-Social Behaviour (PPASB) Team deals with a wide variety of complaints including ASB, Noise, Environmental and animal issues. The team receive in excess of 3000 requests for service each year across the city.
- 2.2 The Lincoln Intervention Team was launched in October 2018 and currently has funding until December 2020. The Team is working to reduce on street Anti-Social Behaviour (ASB) by holistically working with individuals to deal with the root cause of their behaviour. The team includes an ASB Outreach Officer, Mental Health Nurse Outreach Officer, Addaction Outreach Officer and a Team Coordinator.
- 2.3 The two teams have at their disposal a number of tools of powers that they can utilise where appropriate and proportionate to resolve complaints. Both teams work hard to resolve issues informally however in some cases enforcement action is required.
- 2.4 Both of the teams also work with partners such as police to address public safety concerns and where applicable to ensure residents can live free from ASB or crime.
- 2.5 This report sets out some of the key achievements and work that the teams have completed and are currently working on to improve the city for our residents and visitors.

## **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 PPASB service consists of 1 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 Intervention Team consists of 1 ASB Outreach Officer, 1 Mental Health Nurse, 1 Addaction Outreach Worker and 1 Team Coordinator. The team have funding until December 2020.

3.5 The Intervention Team are tasked with reducing and addressing on street ASB across the city. The Team is holistically addressing the root cause of the issues on a support first basis however they also have at their disposal a number of enforcement tools and powers to use where appropriate and required.

#### **4. Service Demand**

4.1 From 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019 the PPASB Team received 3181 requests for service across all of their service areas including Anti-Social Behaviour, noise nuisance, animal related concerns, littering, dog fouling, fly tipping, condition of properties, bins on streets and many others. Section 5 below shows the enforcement actions the team has taken following investigation of those complaints.

#### **5. Enforcement Actions**

##### **5.1 Environmental issues:**

|                          |     |
|--------------------------|-----|
| Littering FPN's          | 589 |
| Dog fouling FPNs         | 1   |
| Dog straying FPN         | 1   |
| Littering prosecutions   | 89  |
| Fly tipping FPN's        | 8   |
| Fly tipping Prosecutions | 7   |
| Bins on streets CPNs     | 21  |

##### **5.2 Noise issues:**

|                         |  |
|-------------------------|--|
| Noise abatement Notices | 29 (2 x cockerel crowing and 7 dogs barking) |
| Noise Prosecutions      | 2  |
| Noise Warrants          | 3  |
| Noise CPN               | 1  |

- 5.3 **General ASB issues:**
- |              |           |  |
|--------------|-----------|--|
| ASB CPN's    | 6         |  |
| Prosecutions | 0         |  |
| Injunctions  | 3         |  |
| CBO's        | to follow |  |
| Closures     | 1         |  |
- 5.4 **Condition of property related issues:**
- |   |  |    |
|---|--|----|
| PDPA notices                                      |  | 10 |
| Condition of Garden or property Notices, Inc. F&V |  | 27 |
| Subsequent FPNs                                   |  | 3  |
- 5.5 **Other enforcement:**
- |                                       |   |  |
|---------------------------------------|---|--|
| Prosecution for microchipping of dogs | 1 |  |
| CPN for dog attack on person          | 1 |  |
| Microchipping notice                  | 5 |  |
- 5.6 The Intervention Teams performance measures, including enforcement actions are attached as **APPENDIX A**

## 6. City Centre Specific Issues

### 6.1 Students

- 6.1.1 Overall complaints in the West End of Lincoln have reduced. The improvement in noise related ASB has also been echoed at resident meetings and through community groups.
- 6.1.2 The PPASB Team works closely with the University of Lincoln and the Neighbourhood Policing Teams to ensure that where complaints are received they are responded to quickly and robustly with a joined up approach.
- 6.1.3 The PPASB Team will be working proactively with Police during Fresher's week to ensure that a clear message about being good neighbours, expectations and being part of a community is received. This will be done by engaging in the Universities Fresher's Fayre and also by working with Police out of hours on the Friday and Saturday night of fresher's week to ensure that any reports of noise will be responded to at the time in a robust manor.

### 6.2 Public Spaces Protection Order (PSPO) Renewal January 2018

- 6.2.1 In April 2018 the PSPO that covers the City Centre prohibiting the consumption of Legal Highs and alcohol that contributes to Anti-Social Behaviour within the prescribed area.
- 6.2.2 The PSPO serves as a useful tool for both authorised council officers and police alongside other supportive initiatives to tackle problematic and often intimidating behaviour within the city centre.
- 6.2.3 The renewal of the PSPO included a full consultation with both the public and partners. This consultation along with data analysis showed there was still a need to tackle drug and alcohol related ASB within the defined area.

### **6.3 St Peters Passage Public Spaces Protection Order (PSPO)**

- 6.3.1 In September 2018 Policy Scrutiny and Executive approved proposals to gate St Peters Passage following severe Anti-Social Behaviour and criminal activity. The PSPO will be taken back to Policy Scrutiny for review following a year of the passage being gated to allow monitoring of displacement of the issues.
- 6.3.2 The Passage lent itself to ASB and Crime due to it being a long passage way with no clear line of sight. The passage also had a very low public footfall making in an attractive area for ASB.
- 6.3.3 The ASB included drug using and dealing, this left drug paraphernalia such as used needles in the passage. The Passage was also being used as a toilet. These activities left the passage smelly and with faeces and needles in the passage it was a serious public health concern.
- 6.3.4 The gating of the Passage forms part of a wider city centre strategy to break the cycle of ASB and to understand and address the issues that lead often vulnerable individuals to engage in serious ASB.

### **7. The Lincoln Intervention Team**

- 7.1 The team was set up in response to rising community tension and increased on street drug use and anti-social behaviour some of which was linked with the street community. This was effecting the business community in Lincoln city centre, as well as residents and visitors to the area. The increased drug use has proven to be a symptom of complex issues including addiction, mental health and homelessness combined with other vulnerability factors.
- 7.2 The Lincoln intervention team is a project that has been running for around 9 months to date launching in October 2018. The team consists of 4 members of staff as follows; a team coordinator, a mental health outreach nurse, an Addaction outreach worker and an Anti-Social Behaviour outreach worker. The team is a partnership comprised of staff from City of Lincoln Council, Lincoln Business Improvement Group, Addaction and Lincolnshire Partnership NHS Foundation Trust.
- 7.3 The aim of the team is to provide a holistic response to the individuals complex needs, this includes building a rapport with on street community through daily outreach as well as providing support and assistance across a range of issues. Whilst the team has a focus on reducing ASB, this is often achieved by looking beyond the behaviour exhibited, for example a persistent beggar in the city centre may be begging because they are not in receipt of benefits in which case arranging their benefits and accompanying and supporting them to do this may resolve the issue. Alternatively it may be that someone is using illegal drugs in the street because they are trying to manage a complex mental health illness, which could be addressed by our mental health nurse who can make appointments with a GP to review medication or refer them into other mental health services.
- 7.4 The team also works with a number of other services including Neighbourhood Nursing Teams, the local Shelter, Police, Probation and Social Care.

- 7.5 In addressing issues holistically the team aims to sustainably reduce ASB helping both the individual and the wider community thus increasing and building community resilience and tolerance, the feeling of safety within the city and reducing community tension.
- 7.6 Since the launch of the team they have worked with 103 different individuals and have logged in excess of 614 actions on our case management system.
- 7.7 29 individuals have received in depth support for substance misuse and 5 have entered treatment where previously they were not engaging with services
- 7.8 39 individuals have received in depth support for mental health related issues and 14 have engaged in a support plan or entered treatment.
- 7.9 The team have issued 40 written warnings about behaviour or substance misuse, 10 legal notices, with the assistance of legal service completed 4 prosecutions and obtained 1 Criminal Behaviour Order.
- 7.10 The team are working on a city centre injunction against persons unknown to provide additional powers to both the City Council and the Police when dealing with substance misuse in the city. The team are also working with legal services to explore options of obtaining an injunction against persons unknown who set up encampments or cause ASB in the area of the Usher Gallery.
- 7.11 The team have assisted Legal Services officers with the service of notices to remove encampments from City Council Land.
- 7.12 The team are assisting Lincolnshire Police to support vulnerable victims of County Lines mate crime across the city.

## **8. Partnership working**

### **8.1 University**

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

### **8.2 Police**

The PPASB service and the Intervention Team continue to work closely with both the Neighbourhood Policing Team and the Evita Team within the City Centre. The colocation of the Carholme, City Centre and Abby Neighbourhood Police Teams in the PPASB office at City Hall has improved further the working relationships and allowed officers to work closer and support each other to tackle ASB across the city.

### **8.3 Health and Social Care**

The introduction of the Intervention Team along with the work that is being done on the Frailty Project has led to new and improved working across health and social care. This has included closer working with Lincolnshire Partnership NHS Foundation Trust (Mental Health providers), Lincolnshire Community Health Services, East Midlands Ambulance Services, Adult Social Care (LCC) and Addaction (LCC). The frailty project is looking to increase access to non-urgent care in order to improve the health of the homeless. Whilst the intervention team is

working to holistically reduce on street ASB often perpetrated by the homeless community. By working together we can look to sustainably reduce both ASB and the level of poverty and ill health (both physical and mental) within arguably the most vulnerable and overlooked groups within society.

#### **8.4 Probation**

The intervention Team and the PPASB Team are starting to work more closely with Probation and ARC to ensure that all agencies are involved and working collaboratively towards a shared outcome particularly with reference prolific or high risk offenders.

### **9. Forward look**

9.1 Over the next 12 months both the PPASB Team and the Intervention Team will continue to work collaboratively to make positive changes within our communities.

9.2 It is anticipated that the on street ASB will continue and that intervention in the form of both support and enforcement will continue to be required. The teams will continue to work with partners to look for sustainable opportunities to work differently to ensure early intervention can be achieved.

9.3 Demand across all services provided by the teams is expected to remain high.

### **10. Strategic Priorities**

#### **10.1 Let's drive economic growth**

This is met by enhancing our city centre and retail area in both the daytime and night time economy by providing a safe and attractive city.

#### **10.2 Let's reduce inequality**

This is met by holistically protecting and supporting some of society's most vulnerable and overlooked groups.

#### **10.4 Let's enhance our remarkable place**

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

#### **10.5 High performing services**

The services provide a framework to tackling ASB whilst also looking to holistically and innovatively work closely with key partners to achieve an improvement for both individuals and communities that will lead to sustainable positive changes.

### **11. Organisational Impacts**

11.1 Finance (including whole life costs where applicable)  
Not applicable

11.2 Legal Implications including Procurement Rules  
Not applicable

### 11.3 Equality, Diversity and Human Rights

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

## 12. Recommendation

12.1 That the committee note the report

**Is this a key decision?** No

**Do the exempt information categories apply?** No

**Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?** No

**How many appendices does the report contain?** Appendix A – Intervention Team Performance

**List of Background Papers:** None

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