

<b>SUBJECT:</b>	<b>ANTI-SOCIAL BEHAVIOUR ACROSS LINCOLN CITY</b>
<b>DIRECTORATE:</b>	<b>COMMUNITIES AND ENVIRONMENT</b>
<b>REPORT AUTHOR</b>	<b>BEN JACKSON – 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 more than 4000 requests for service each year across the city.
- 2.2 Partnership working is key to the resolution of many of the service requests dealt with. Our key partners are the Police who we work closely with to address a range of public safety concerns and where applicable to ensure residents can live free from ASB or crime.
- 2.3 The PPASB team has been subject to a management of change approximately 18 months ago. This resulted in the PPASB Officers moving to the same job descriptions opposed to the previous arrangement of them being specialist Officers.
- 2.4 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/ Condition of gardens
  - Accumulations of waste
  - Fly-Tipping investigations
  - Licensing Consultations
  - Artificial Light from premises

- Smoke, Fumes or Gasses from premises.

3.3 The PPASB Service consists of 1 Team Leader, 5 Technical Officers, 1 Technical Assistant, 1 Admin Assistant, 1 Apprentice and a Police Constable ASB Officer.

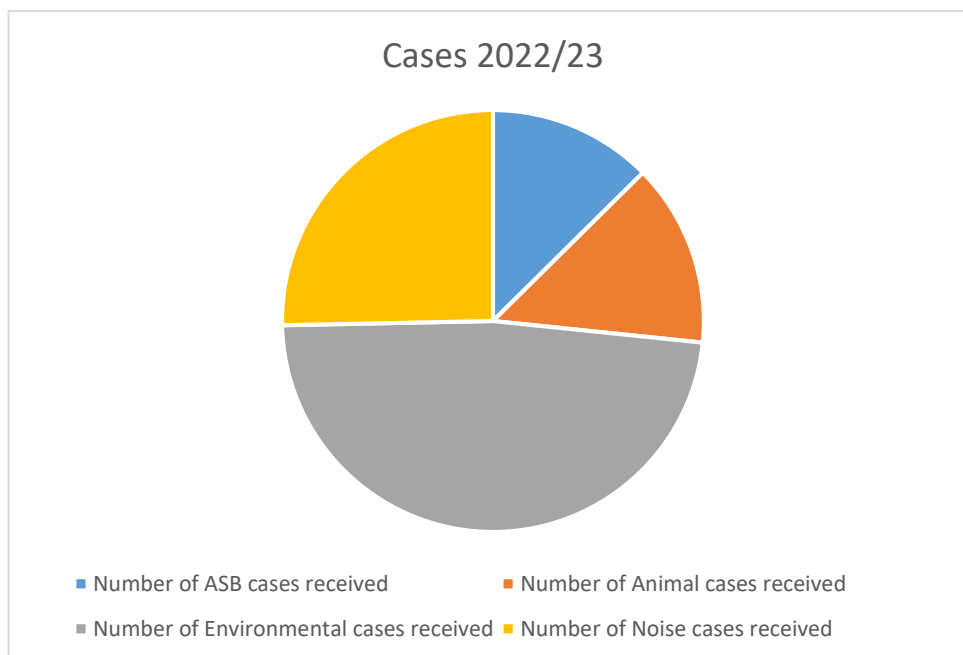
#### 4. Service Demand

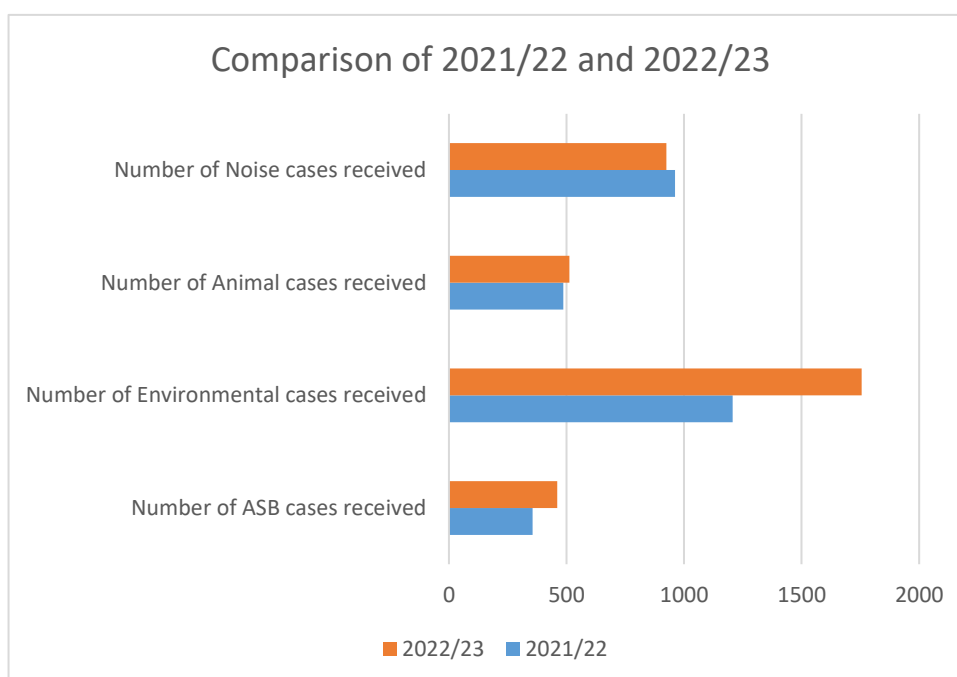
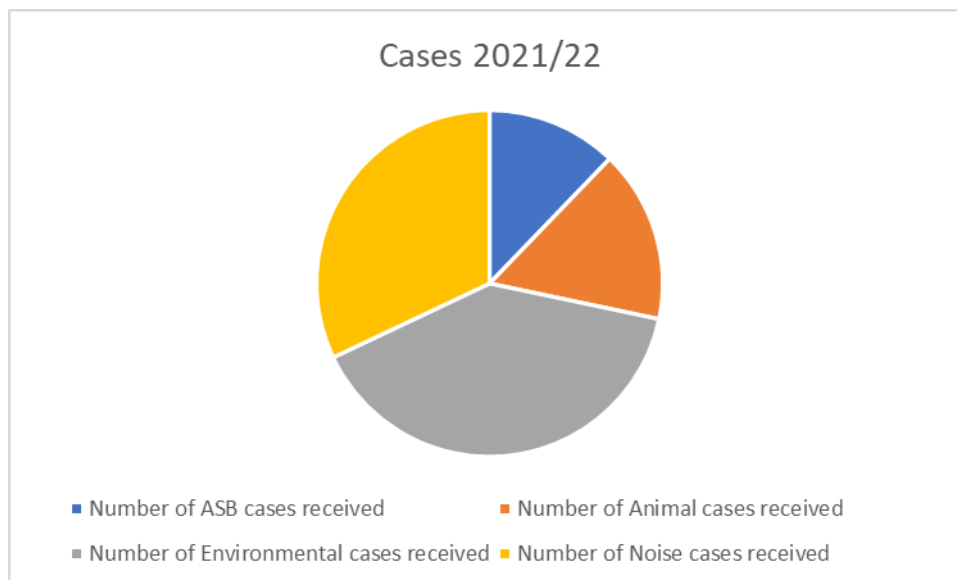
4.1 From 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023 the PPASB Team received 4049 requests for service across all their service areas including Anti-Social Behaviour, noise nuisance, animal related concerns, environmental issues such as fly tipping, and pests.

4.2 In 2017/18 the service demand was 3205 requests  
 In 2018/19 the service demand was 3183 requests  
 In 2019/20 the service demand was 2781 requests  
 In 2020/21 the service demand was 2523 requests  
 In 2021/22 the service demand was 3815 requests  
 In 2022/23 the service demand was 4049 requests

The figures above show that during covid, service requests dropped however service demand has now exceeded pre-covid levels. Service demand continues to rise post covid and there is a 26.3% increase in service demand when comparing the pre covid demand of 3205 (Year 17/18) with the last financial years demand of 4049 (Year 22/23). The service demand for Quarter 1 of 23/24 remains high at 966, which suggests demand remains stable and high for the year 23/24.

4.3 The below charts show the service demand by category:





## 5. Enforcement Actions

- 5.1 In most cases, it is possible for the team to resolve complaints without taking formal enforcement action, this is done through advice and guidance, through letters, visits, informal mediation and agreeing parameters, and seeking support from partners. The PPASB team has served a total of 228 Community Protection Warnings (CPW's) during 22/23, which is an example of how early warnings and intervention can resolve issues.

In a few cases it is necessary to undertake formal enforcement. This could be the service of a legal notice requiring action, the issuing of a Fixed Penalty Notice, seeking an injunction, seeking a closure order, working with Housing to seek possession or a prosecution.

Improving communication and joint working opportunities between the Housing and PPASB team has been a focus over the past year. This allows for effective problem solving using the tenancy agreement alongside the tools and powers available to the PPASB team.

5.2 See Appendix A for enforcement figures.

## **6. PPASB Post Covid-19**

6.1 Through the initial part of Lockdown due to homeworking, furlough, and vacancies some of the PPASB services were postponed or delivered differently. The team has now adapted to new working arrangements which is a balance of home working and working from City Hall. These arrangements are monitored to ensure that the right balance is maintained to ensure service delivery and support staff wellbeing.

### **6.2 PPASB Management of Change (MOC)**

Post covid a decision was taken to review the way the team operates. This was necessary to increase resilience, provide succession planning and to enable us to respond to the rising case levels. The MOC has facilitated all technical officers working to the same Job Description and looking to update their skills across the full range of PPASB functions. The implementation of this is likely to be phased and so the full benefit will not be realised until 2024/25.

The past year has seen the team undergo training across a variety of the team's functions. This included Statutory Nuisance, Anti-Social Behaviour tools and powers and the Police and Criminal Evidence act.

### **6.3 Management and Staffing Changes**

The team has been subject to several staffing changes during 22/23. This has impacted the capacity of the team during the year as recruitment and training has been the focus of attention.

The current Service Manager came into post in September 2022.

The current team leader came into post in October 2022.

During the year 22/23 the following recruitment took place:

- Two Technical Officers (following resignations)
- One Support Assistant Post (following a promotion of previous post holder)
- One part time Technical Assistant (following a reduction in hours from the full-time post holder)
- One Apprentice (Vacant post filled)

## **7. Anti-Social Behaviour Co-Ordinator (ASB Police Officer)**

7.1 The ASB PC works for Lincolnshire Police and is embedded within the PPASB team. The PC works closely with the PPASB and Housing team to share tools and powers to tackle ASB.

7.2 Lincolnshire Police have announced that this role, along with the other ASB PC roles across the county, will come to an end in October of 2023.

## **8. City Centre**

8.1 City Centre Tasking Meetings enable information sharing, priorities to be decided, resources to be coordinated and understood and emerging issues to be identified and fed into the city centre and uphill management meeting.

CCTV, Police, Car Parking Services, Lincoln BIG, Project Compass and the Rough Sleeper Team meet on a fortnightly basis to discuss ongoing and emerging issues within the city centre and our multi-Story Car Parks.

This group share intelligence and formulate an operational response to issues alongside setting and reviewing priorities for the two weeks ahead at each meeting. The group tackled some serious Youth ASB issues in the multi-Story Car Parks, via an operation led by the Police. This resulted in approximately 50 Youth ASB warning letters being served following the Safer Lincolnshire Partnerships Youth ASB protocol.

- 8.2 The PPASB Team works closely with the University of Lincoln, the Students Union, and the Neighbourhood Policing Teams to ensure that where complaints are received either by or about students they are responded to quickly and robustly with a joined-up approach.
- 8.3 The PPASB team works closely with the CCTV and Licensing teams to actively monitor and enforce ASB, Crime and Licensing issues in the City Centre. The evidence provided by CCTV is key to any disruption or enforcement action.
- 8.4 Criminal Behaviour Orders (CBO's) have been used to effectively enforce against repeat begging and shop lifting offenders. The Police ASB Co-Ordinator has been at the centre of these highly effective orders.

## **9. Public Space Protection Orders (PSPO's)**

- 9.1 There are currently three active PSPO's:
  - 1. A PSPO that covers the City Centre (and wider) that prohibits the consumption of intoxicating substances or having an open container of alcohol.
  - 2. A PSPO that covers three Multi-Storey Car parks (more detail in 9.2 below).
  - 3. A PSPO which prevents access to St Peters Passage.
- 9.2 In August 2020 Policy Scrutiny Committee and Executive approved proposals to introduce a PSPO to prevent access to Lucy Tower Street, Broadgate and Central Multi-Story Car Parks unless parking a car or returning to a parked car. The PSPO also prohibited consuming intoxicating substances or having an open container of alcohol as well as prohibiting any other ASB or activities likely to cause harassment alarm or distress. The PSPO makes it an offence not to leave the area when requested to do so by a council employee or police officer.

This PSPO expires in October 2023 and a report has been created to propose that the PSPO is extended for a further three years. This proposal is due to be heard at Police Scrutiny Committee followed by Executive.

## **10. Partnership Working**

### **10.1 University and Students Union**

The service continues to have a good and productive working relationship with the University, particularly around tackling student issues across the city. The teams will work closely together to continue to support students and communities to co-exist.

## 10.2 **Police**

The PPASB service continues to work closely with both the Neighbourhood Policing Teams within the wider city and the City Centre. The Police and Council Officers work in partnership on a variety of matters such as City Centre tasking, joint working with Housing, PPASB and Licensing, and any other enforcement matters where there is a presence of ASB and Crime.

## 10.3 **The Rough Sleeper Team**

The Rough Sleeper Team was launched in 2018 with the aim of providing additional bed space with a housing first approach for those who are homeless. The service has grown and developed over the last 5 years and remains a key partner for PPASB when looking to resolve ASB that involves individuals who may be or have been homeless. We also work closely with them to support those entering or leaving rough sleeper accommodation.

## 11. **Forward Look**

11.1 Over the next 12 months there will be a focus on the upskilling of the already established and newly appointed team members. This will allow the team to become more responsive to issues and could see the implementation of more proactive enforcement in areas such as the City Centre.

11.2 Demand across all services provided by the team is expected to remain high. This puts pressure on the team to respond, investigate and enforce against 4000 plus service request per year.

11.3 The removal of the ASB Co-Ordinator role by Lincolnshire Police is a risk to the service. Work is underway to improve joint working, training and communication between the Police and Council teams. Joint training sessions are being organised.

## 12. **Strategic Priorities**

### 12.1 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.

### 12.2 Let's reduce inequality

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

### 12.3 Let's enhance our remarkable place

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

## 13. **Organisational Impacts**

### 13.1 Finance (including whole life costs where applicable)

Not applicable

## 13.2 Legal Implications including Procurement Rules

Should formal enforcement levels rise this will have a resource implication for legal services.

## 13.3 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.

The work of the PPASB Team is to protect individuals from harm and / or nuisance.

As this report provides an update on services provided and does not recommend any changes to policy or procedure an Equality Impact Analysis has not been undertaken.

## 13.4 Human Resources

Not applicable.

## 13.5 Land, Property and Accommodation

Not applicable

## 13.6 Significant Community Impact

Not applicable.

## 13.7 Corporate Health and Safety implications

Not applicable.

# 14. Risk Implications

## 14.1 Options Explored

Not applicable.

## 14.2 Key Risks Associated with the Preferred Approach

Not applicable.

# 15. Recommendation

## 15.1 That the Committee notes 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 – Enforcement Figures

**List of Background Papers:**

None

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