

SUBJECT:	BRIEFING - PUBLIC PROTECTION AND ANTI-SOCIAL BEHAVIOUR SERVICES
REPORT BY:	DIRECTOR OF HOUSING AND COMMUNITY SERVICES
BRIEFING BY:	SAM BARSTOW, SERVICE MANAGER, PUBLIC PROTECTION

1. Purpose of Briefing

This briefing is drafted in order to provide an update to the Select Scrutiny Committee, sitting as the Crime and Disorder Committee, on the work of the Public Protection and Anti-Social Behaviour Team.

2. Executive Summary

The Public Protection and Anti-Social Behaviour service was formed, following a lean review in to enforcement services, in January 2013. This report provides data in relation to the number of cases dealt with by the team, some general performance information and updates on relevant projects being managed by the team.

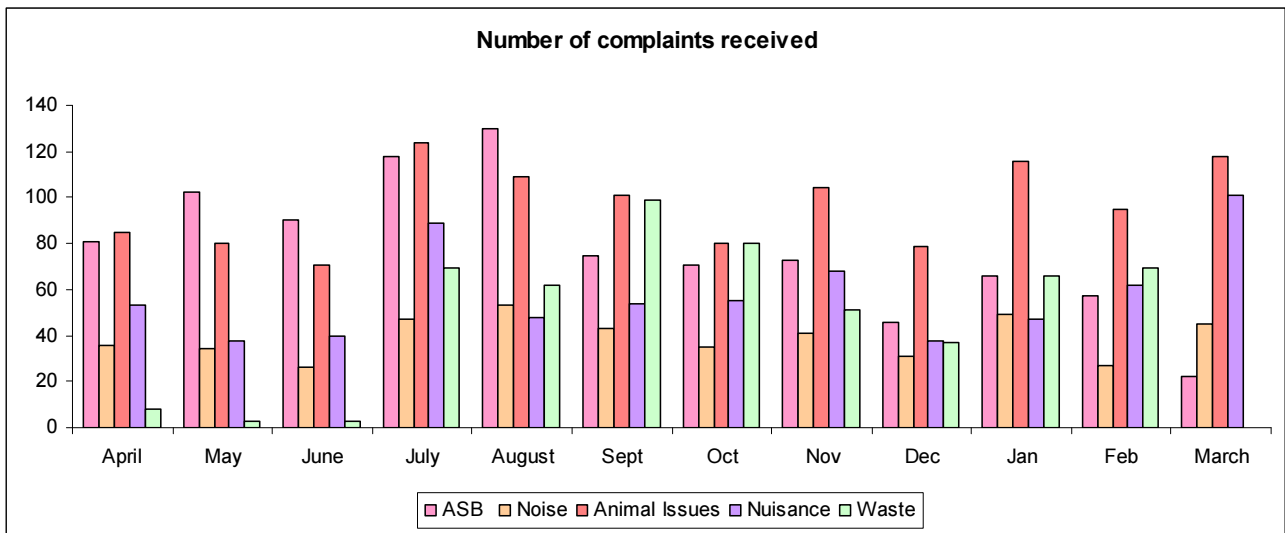
3. Main Body of Briefing

3.1 The Public Protection and Anti-Social Behaviour service deals with the following matters:

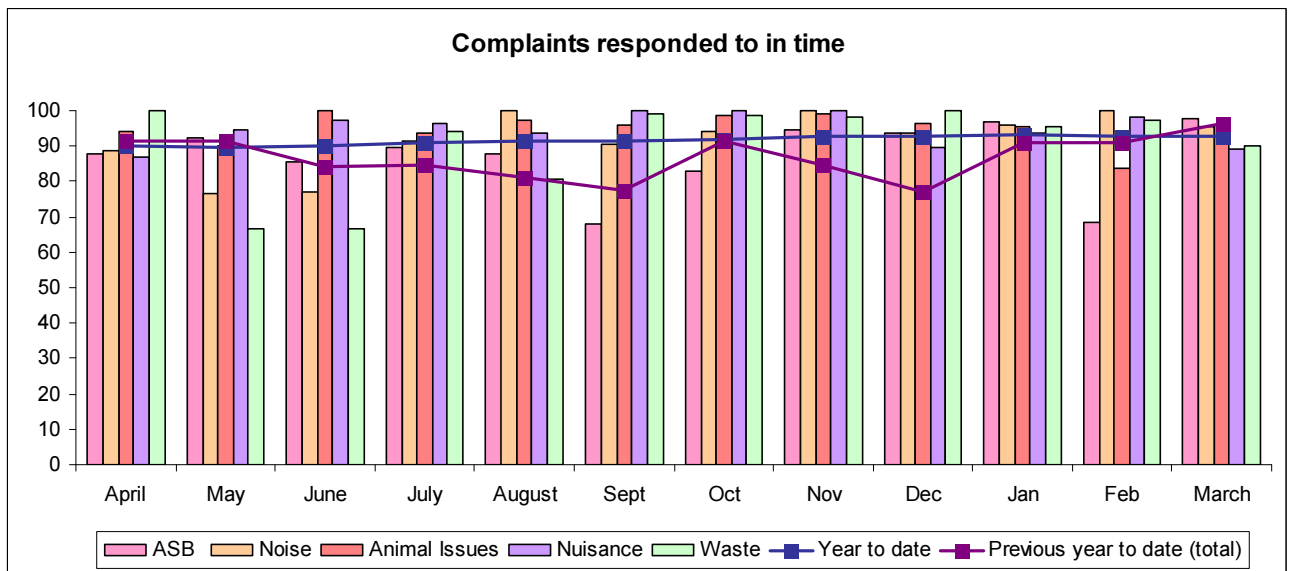
Anti-Social Behaviour (Including Housing)
Waste Enforcement
Prevention of Damage by Pests
Dog Warden
Pet shop licensing
Animal Welfare
Dangerous Dogs
Public Nuisance
Noise nuisance
Trade Waste
(This is not an exhaustive list)

In the previous financial year, the team responded to 3860 requests for service, across the range of areas covered.

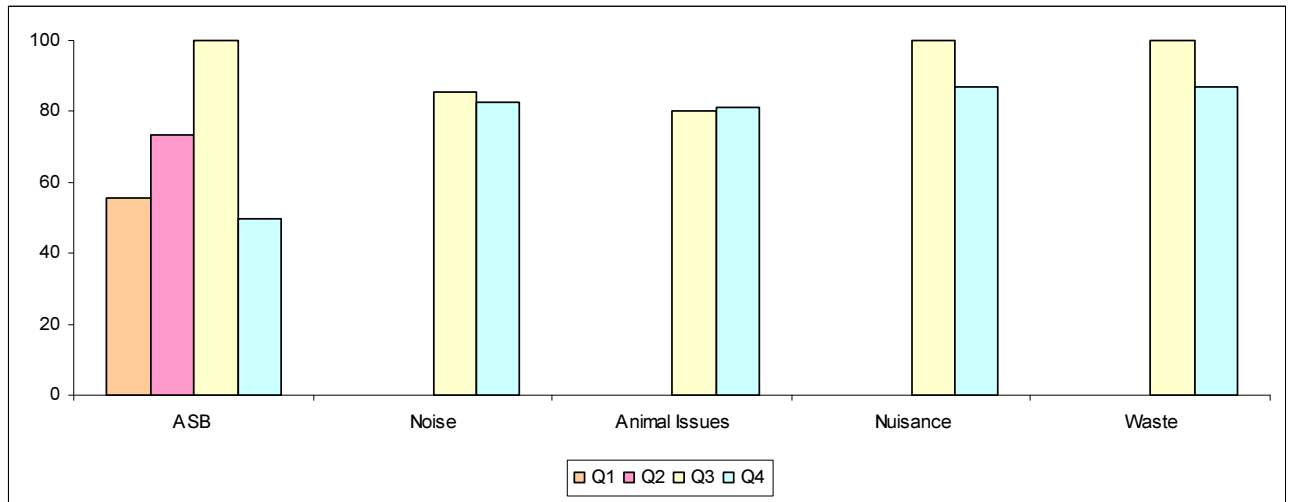
The total number of requests for service can be broken down in to individual areas, as below:



The team have varying targets relating to timely first responses to issues. These targets vary dependant upon the nature of the request but in general, a response is expected within 3 working days. Performance for the team in relation to this is detailed below:



The team also monitor satisfaction levels. Historically this has been completed for ASB complaints for some time (private and corporate ASB issues only) though other service areas have only recently introduced this, as of December 2013 and therefore, the data below is incomplete but does however show a generally positive satisfaction rate of around 84%.



3.2 Projects and Initiatives

Alongside the core work carried out by the team, they are also heavily involved in a number of general initiatives aimed at improving community safety within Lincoln City.

3.3 Alcohol Intervention

The team have developed, alongside partner agencies, a strategy aimed at tackling street drinking within Lincoln City. Alongside this strategy the Council employed an Alcohol Intervention Officer for a year long post. This contract is now coming to its end and the team have successfully launched a multi-agency group that combines treatment and support with enforcement. Around 20 individuals have so far been referred to this group, which is now chaired by Framework.

The team have also been working in partnership with Lincoln BIG for the previous two years following a successful application to the department of Communities and Local Government for a two year investment of £90,000, aimed at tackling alcohol issues relating to young people. This project has seen extensions to evening safety wardens, education within schools, targeting of hard to reach street drinkers and a campaign (linked to the above strategy) to remove super-strength, super-cheap beers lagers and ciders.

3.4 Fixed Penalty Notifications

The team have been working alongside Lincolnshire Police and the other district Councils to seek to empower PCSOs across Lincolnshire to issue on the spot fixed penalty notices for offences such as littering, dog fouling and fly posting.

3.5 Shop Watch

In partnership with Lincolnshire Police, the team have been working to tackle shop thefts and associated Anti-Social Behaviour in Lincoln City Centre. This project has seen 54 warnings letters issued and five acceptable behaviour contracts signed with the aim of curbing this type of behaviour.

3.6 New Psychoactive Substances (Legal Highs)

The team are currently engaged with delivering a county-wide plan to reduce the harm caused by these substances. The plan incorporates three elements of intelligence, prevention and enforcement. The work of this group and in particular trading standards and Lincolnshire Police has seen the closure of a shop within Lincoln City selling these products along with a sizeable training package and intelligence collection across agencies.

3.7 Housing Partnership

The team continue to work on ensuring a high quality ASB service for all, including our Council Tenants, and are currently reviewing and reforming the partnership that is currently in place with colleagues in the Housing Department.

3.8 Fly Tipping

Due to the rise nationally and locally in relation to fly tipping, the team are working with various community groups to arrange a month of action which culminates in a community clean up event in the Abbey area of the City, which will see the community, the Council and Cory working together to send the message that fly tipping is unacceptable within our communities with the aim of increasing reporting.

3.9 Out of Hours Noise Nuisance

The team have been working Friday and Saturday nights, between the hours of 10pm and 2am with the aim of exploring the viability of an out of hours response to noise nuisance type calls. This project is a joint initiative with Lincolnshire Police committing significant resource to its operation. Data and evaluation will be available in October 2014.

3.10 New Tools and Powers

In March of this year parliament approved into law a new Anti-Social Behaviour, Crime and Policing Act which sees the removal of 19 powers, previously used to tackle ASB and replaces them with six new and more flexible powers. Training has been delivered to all staff and the team are involved in developing county-wide and local policies and procedures. A training date for members is being planned around August of this year.