



CAI.28 16/17

Challenge and Improvement Committee

11 October 2016

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Subject: Question and Notice of Motion from Cllrs Young and Rainsforth concerning:

- 1. Tackling anti-social behaviour in Ashcroft Road (question)**
- 2. Out of hours response to anti-social behaviour by WLDC (motion)**

Report by:

Chief Operating Officer

Contact Officer:

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Purpose / Summary:

In response to the question and motion a working group of members was established by the Challenge and Improvement Committee to investigate the issues raised. It was decided at the group that the issues raised by the question and the motion could be dealt with together as they referred to similar matters.

This report sets out the result of the investigations into both the question and the motion and makes recommendations around them. It also outlines the outcome of the review of the “localism service” (community action and community safety) as that has made changes to how these services are delivered and should address some of the issues raised.

RECOMMENDATION(S):

Agree the recommendations of the south west ward working group:

- 1. Approve a 24/7 response which is based on the principle of the public reporting incidents of anti-social behaviour 24/7 and getting a response on the next working day.**

2. **Ensure that there is clear guidance on the West Lindsey website which informs residents about the out of hours service the council offers, what people can expect when making use of it and how they will be informed of the outcome of their complaint**
3. **Ensure staff are aware of their role when responding to an out of hour's complaint – including the timescales within which they are required to respond.**
4. **That the statistical analysis of the issue present in the south west ward presented by the chairman of the strategic group be presented to members.**
5. **That the situation regarding the tackling of anti-social behaviour in South Ward of Gainsborough be kept under review and Challenge and Improvement Committee to receive an update on improvements made in six months' time.**

IMPLICATIONS

Legal: None arising from this report

Financial : None

Staffing : None arising from this report

Equality and Diversity including Human Rights : None arising from this report.

Risk Assessment : None arising from this report

Climate Related Risks and Opportunities : None arising from this report

Title and Location of any Background Papers used in the preparation of this report:

Minutes from the council meeting 27 July 2015
Report to Prosperous Communities Committee October 2015

Call in and Urgency:

Is the decision one which Rule 14 of the Scrutiny Procedure Rules apply?

Yes

No

Key Decision:

Yes

No

1.0 Introduction/Background

- 1.1 At a meeting of the full Council on 27 July 2015 Councillors Rainsforth and Young asked a question and proposed a motion around:
 1. The council's response to anti-social behaviour on and around Ashcroft Road, Gainsborough (question)
 2. The council's response to complaints about noise and anti-social behaviour outside normal office hours (motion)
- 1.2 Council resolved that subjects were referred to the Challenge and Improvement Committee to analyse the issues raised in detail and make recommendations on a new approach to dealing with anti-social behaviour in the area referred to in the question.
- 1.3 This matter was considered by the Challenge and Improvement Committee at its meeting on 1 September 2015 where it was resolved to establish a task and finish group of members (support by officers) to investigate responses to incidents and anti-social behaviour and criminal activity in the South West Ward of Gainsborough. The members of the group were agreed as Cllrs Howitt-Cowan, J. McNeill and Young. It was further agreed that any recommendations for action or changes to current procedures would be referred to the Prosperous Communities Committee for consideration and that the terms of reference, scope and timescale for the work would be agreed at the first meeting of the group.

2.0 Meetings and Terms of Reference

- 2.1 The first meeting of the group took place on 21 September 2015 where a terms of reference and work programme was agreed.

The terms of reference were:

“To review the effectiveness of the council and partner agencies approach to tackling incidents of anti-social behaviour and criminal activity in the south west ward of Gainsborough and work with these agencies to ensure that incidents are being dealt with efficiently and effectively within the context of the current powers and responsibilities available to the council and the partner agencies. On conclusion of the work to make recommendations to the Prosperous Communities Committee on how the approach to these incidents could be changed in order to improve efficiency and effectiveness”.

- 2.2 The group agreed that it would include the council's approach to out of hour's response to anti-social behaviour as part of this work.
- 2.3 The programme of meetings agreed were:

1. Review the current approach of the council, the policies that cover anti-social behaviour and the out of hours work and the data around the incidents of anti-social behaviour.
 2. Review best practice – City of Lincoln
 3. Talk to the partners involved – especially the chair of the south west ward steering.
- 2.4 The working group met three times. At those meetings it has:
1. Reviewed the current policies and approaches to tackling anti-social behaviour in the South West Ward with officers of the council.
 2. Examined best practice in dealing with anti-social behaviour.
 3. Reviewed the incidents of anti-social behaviour and criminal activity in the south west ward in the last 12 months and
 4. Reviewed the current partnership approach to tackling these issues in a meeting with the chair of the South West Ward Strategic Group.
- 2.5 It has also reviewed the council's approach to responding to out of hours complaints about noise and anti-social behaviour.
- 2.6 Through its work the group found that officers understand the issues related to ant-social behaviour in the South West Ward and there are policies available to support officers in their work.
- 2.7 The partnership work which is establishing itself needs time to tackle the issues and is taking a longer term approach which seeks to deal with the root causes of anti-social behaviour in the area.
- 2.8 The council's out of hour's responses needs to be clear to those who want to make use of it through the information the council publishes and its website.

3.0 The conclusions

1. The out of hours approach adopted is satisfactory (have a reporting mechanism for 24/7 reporting with complaints being followed up on the next working day), however customers need to have clear information on the council's website about what standard of service they can expect when making a complaint about anti-social behaviour outside normal office hours.
2. The experience of members was that where incident were reported outside normal working hours there was no follow up and no contact made with the complainant. Additionally the website does not give service standards outlining the time within

which a complainant could expect a reply. This is a customer service issue

3. The information given by the chair of the south west ward strategic group gave assurance to the members of the working group that the issues in south west ward were being addressed. However it was recognised that this would be deliver results in the long term and there was still a need to address the incidents of anti-social behaviour which are occurring at present.

4.0 Recommendations

1. Approve a 24/7 response which is based on a capability for the public to report incidents of anti-social behaviour 24/7 and get a response on the next working day.
2. Ensure that there is clear guidance on the West Lindsey website which informs residents about the out of hours service the council offers, what people can expect when making use of it and how they will be informed of the outcome of their complaint
3. Ensure staff are aware of their role when responding to an out of hour's complaint – including the timescales within which they are required to respond.
4. That the statistical analysis of the issue present in the south west ward presented by the chairman of the strategic group be presented to members.

5.0 Addendum

- 5.1 This report was due to be presented to the Challenge and Improvement Committee at its meeting in May 2016. However a member of the group considered that there needed to be more work to ensure that the issues referred to in the question were being tackled effectively.
- 5.2 Whilst not part of the terms of reference of the group other work was being undertaken in the South West Ward of Gainsborough which would help address some this matters raised in the question, for example:
 1. A dedicated officer has been working in the area to deal with incidents of fly tipping and early presentation of waste – this has led to prosecution in at least one case and an increase in the number of issues of this nature dealt with. This has generated an increase in demand of 65% (coinciding with the start of the proactive work in the SWW). This work was due to end on 21 March 2016 however it has been extended pending the conclusion of the review of the localism function.

2. A review of the localism service (responsible for anti-social behaviour) has taken place. This has led to the following redefinition of the objectives in the area:

Streetscene – WLDC

Regeneration – Public Realm / new housing /
development – WLDC

ASB / Envirocrime particularly WLDC

Community Development to enable positive action and
empowerment.

Community
School
X Church
Business Forums
Residents

4. The Selective Licensing Scheme for the south west ward has been approved.

6.0 Up Date – September 2016

- 6.1 At the Committee Chairs briefing on 28 September 2016 the outcome of the review of the localism service was report in the context of this work. This is because it has a direct effect on the issues the working group was seeking to address and it would add to members' confidence that officers were committed to improving living conditions in the South West Ward of Gainsborough.
- 6.2 The review of the localism service operated by the council: community action and community safety has resulted in a greater focus on the specific actions the council can take to address these issues – envirocrime, anti-social behaviour and more emphasis on delivery through partnership working and greater self-help in areas of need.
- 6.3 As a result of this review the existing Senior Community Action Officer has been focused on a coordination role to support the work of partners in the South West Ward to improve the environment and living conditions in the area and promote greater self- help. This links to the partnership work that members have analysed as part of this review and should improve its effectiveness. The coordination role has a specific remit to ensure that where partners commit to action in the area this is delivered. The officer is working closely with the chair of the South West Ward Strategic Group to deliver the improvements promised by partners.
- 6.4 In addition to the strategic coordination role referred to above a Community Action and Enforcement Officer (Anti-Social Behaviour and

Envirocrime) has been recruited with the specific work objectives around dealing with envirocrime and anti-social behaviour casework and enforcement. This role also has a responsibility to develop community action in the South West Ward which includes training community champions about how to report anti-social behaviour and envirocrime and to work with community groups.

- 6.5 The Community Action and Enforcement Officer (Anti-Social Behaviour and Envirocrime) will report to both the team manager responsible for some of the council's enforcement work and the Operational Services Team Manager to allow the issues to be dealt with as soon as they arising as well as gathering evidence for further action, such as prosecution of offenders.
- 6.6 These changes are in their early stages and the Community Action and Enforcement Officer has been recruited but has yet to start. However it does demonstrate a commitment through both resourcing the work through the council and working with partners through the established groups to tackle the matters identified in both the question and the notice of motion.
- 6.7 Following a discussion at the chairs briefing on 28 September the members present agreed that the measures taken through the localism review had the potential to deal with the issues. However it was agreed at the briefing that the report should contain a recommendation to review the effectiveness of the work in the South West Ward in six months' time.



INVESTOR IN PEOPLE

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SOUTH WEST WARD: GAINSBOROUGH

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Working for a better future

STRATEGY: CRITICAL SUCCESS FACTORS

- Strategic Partnership - Total Approach;
- We understand and tackle the PROBLEMS presented by the South West Ward;
- To create sound governance and leadership to enable performance;
- To engage all stakeholders in developing the way forward;
- To ensure a robust and transparent performance framework is in place;
- To communicate what we do, why, how and the result;
- To explore and encourage innovative ways of working – do something different.

STRATEGIC OUTCOMES:

- **Social** - to create a cohesive community that supports local people to realize their potential;
- **Environmental** - to tackle environmental issues that signal decay and neglect and impact negatively on the communities' aspirations;
- **Safe** - to help create an environment in which people feel safe, people are respected and allowed to enjoy living on the SWW free from harm and threat.

ANALYSIS:

- Unemployment across SWW = 9.3% (35% long term) and across WL District = 2.3%;
- Population is predominantly white (96%);
- 30.2% of houses suffer long term health problems or are disabled;
- 29.4% of young people 16+ have no qualifications (Park Ward 22.4%) - County Avg 26%;
- School - Ben Adlard in special measures (Gainsborough Academy requires improvement) - both issues linked pupil behaviours;
- Persistent absences from school SWW is 6% (County Avg 4.1%);
- Income deprivation 23% (England 14.7%);
- Children in Poverty 33.9%;
- Homes – suffering from: excess cold is 9%; (GN 3%); disrepair 17%; (GN 10%); fuel poverty 30%; (10% income); (GN 20%);
- Fly Tipping 693 incidents - WL 50% SWW;
- 8th worst ward in the county re: Crime (crime per 1000) ASB 112 per 1k (38% Drunken Behaviour) Park Ward 61.

MEASURING CHANGE:

- Reduced NEETS (Social);
- Increased education attainment (Social - Environmental);
- Reduce Substance Misuse (Social);
- Improve public confidence (Environment);
- Reduce the number of incidents of Domestic Abuse (Safe);
- Reduce Crime (Criminal Damage) and ASB (Safe).

TACTICAL PLANS:

BEING REALISTIC...

- Substance Misuse;
- Visible Waste;
- Early Intervention;
- Community Engagement;
- Improving Access and co-location.

SUBSTANCE MISUSE:

- Outcomes - Crime, ASB, NEETS, JSA;
- Outputs - Referrals to YOS, FWT, Addaction;
- Activity - Outreach engagement (numbers engaged);
- Activity - Amy Winehouse - resilience programme (TVA) (numbers engaged);
- Activity - Police referrals to Addaction;
- Input - Awareness Training (numbers trained);
- Input - Awareness Training - Ben Adlard School;
- Input - Mapping Exercise (TS, Police, WLDC).

EARLY INTERVENTION:

WORKING COLLABORATIVELY TO ADDRESS THE NEEDS OF CHILDREN, FAMILIES, AND THE COMMUNITY AT THE EARLIEST OPPORTUNITY

- Outcome - reduction in YP committing ASB & Crime,
- Output/Outcome - improve educational outcomes;
- Output/Activity - develop and deliver bespoke 'stay safe' days;
- Activity – increased working with Ben Adlard
- Activity - Awareness training for support, referral process, opportunities to enhance knowledge of partners;
- Input - Mapping exercise Ben Adlard, profile children, family and school priorities (develop support structures to tackle complex problems).

ENVIRONMENT:

TO IMPROVE THE ENVIRONMENT IN THE SWW

- Output - reduced dog fouling;
- Output - reduced early presentation;
- Output - increased/decreased tickets;
- Activity - improve intelligence in respect of hotspots;
- Activity - develop reporting web-site;
- Activity - increased patrol;
- Activity - increased awareness campaign/school engagement.

COMMUNITY COHESION:

CREATES A COMMUNITY THAT SUPPORTS LOCAL PEOPLE TO REALISE THEIR POTENTIAL

- Output - to develop an improved understanding of the community, their needs & wants informing strategic & tactical plans;
- Activity - Family Fun Day (informal engagement) and Poster Competition;
- Activity - develop young peoples' forum;
- Activity - research & develop an active Community Group;
- Activity - link to Early Intervention re: engagement;
- Activity - develop Outreach Work (IC Positive Futures & Childrens' Services);
- Activity - develop relationship with the Traveller Community.

ORGANISATIONAL OUTCOMES:

- Improved intelligence & information;
- Maximisation of shared resources;
- Improved understanding of interdependencies;
- Improved understanding of shared priorities;
- Opportunity to develop and evaluate innovative & creative solutions.

PARTNERSHIP WORKING:

- Police
- **Safer Communities**
- Youth Offending Service
- **Schools Engagement Project**
- Children Services
- **Young Addaction**
- Housing/Neighbourhoods
- **Schools**
- Fire & Rescue
- **Public Health**
- Positive Futures
- **Families Working Together**
- Addaction
- **Community Safety WLDC**
- Waste Management WLDC
- **Substance Misuse Co-ordinator**

(End)

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