

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhood and Community Services Scrutiny Panel

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WARD(S): All

PART I FOR COMMENT AND DISCUSSION

NEIGHBOURHOOD SERVICES – ENFORCEMENT OF LITTERING, FLY-TIPPING AND ENVIRO-CRIME:

1 Purpose of Report

To provide the Panel with an update on Neighbourhood Services activities in relation to tackling littering, dog fouling and other related enviro-crime and the use of new measures laid out in the Anti-Social Behaviour, Crime and Policing Act 2014.

This report covers the period May 2015 to date.

2 Recommendation(s)/Proposed Action

The Panel is requested to note and give support to the contents of the report. In addition to take into account that this is a service currently under development, building on its success whilst moving forward.

3 The Slough Wellbeing Strategy, the JSNA and the 5 Year Plan

3.1 5 Year Plan

The work of the team contributes to several of the Outcomes within the 5 Year Plan. These include:

- **Outcome 1:** Slough will be the premier location in the south east for businesses of all sizes to locate, start, grow and stay
 - **Key action** - Ensure that all gateways to the town, prominent places and green spaces are clean and well-maintained

- **Outcome 2:** There will be more homes in the borough, with quality improving across all tenures to support our ambition for Slough
 - **Key action** - Ensure that gateways to the town, prominent places and green spaces are clean and well-maintained
- **Outcome 3:** The centre of Slough will be vibrant, providing business, living and cultural opportunities
 - **Key action** - Define and establish the centre of the town as a destination
 - **Key action** - Cultivate a vibrant town centre
 - **Key action** - Expand the evening economy
- **Outcome 4:** Slough will be one of the safest places in the Thames Valley
 - **Key action** - Build on success in tackling anti-social behaviour
- **Outcome 7:** The councils income and the value of its assets will be maximised
 - **Key action** - Ensure a revolutionised approach to household waste collection is in place
 - **Key action** - Invest in technology to enable staff to work smartly wherever they are located.

4 **Other Implications**

4.1 This area of work is being resourced from within existing budgets. Longer term we are considering service models that could income generate or support costings for further service delivery for Slough Borough Council, whilst providing an improved service for the community and a greater positive impact in line with our priorities and the 5 Year Plan.

a) **Risk Management**

Risk	Mitigating action	Opportunities
Legal	Adaption of working practices to incorporate changes in the new ASB legislation	Greater emphasis on enforcement activity. Additional tools to address issues
Property	Visual improvements to areas, so improving community confidence	Greater community involvement and longer term engagement
Human Rights	The new ASB Act supports human rights	Greater transparency. Allows a more proportionate response in certain areas
Health and Safety	Risk assessments will be carried out for all activities	None
Employment Issues	None	None
Equalities Issues	None	None

Community Support	The new ASB Act puts victims at the heart of the response	Greater community involvement and longer term engagement
Communications	A communications plan will be developed for this area of work	Raise awareness of how Neighbourhood Services operate and tackle this issue Promote community responsibility and engaged enforcement
Community Safety	Project activity will assist with designing out crime and impact positively on the 'broken windows' theory, and so reduce the fear of crime	Increase the speed of response and resolution of litter concerns, including fly-tipping, graffiti removal and other safety hazards. Greater enforcement activity against perpetrators
Financial	It is anticipated that implementation of this work will be resourced from within existing budgets	Longer term we are considering service offers that could income generate for Slough Borough Council, whilst providing an improved service for the community and a greater positive impact against our priorities
Timetable for delivery	Short term focused activity	Defining and promoting our longer term working practices, both internally and externally, in consultation with key community groups and partners, so not presuming to set priorities without consultation
Project Capacity	A Project Team has been pulled together from Neighbourhood Services, Waste & Environment and Communications	Develop and improve working relationships and increased co-ordination of activities
Other	None	None

(b) Human Rights Act and Other Legal Implications

All of the legislation used gives due consideration to human rights in terms of reinforcing the councils duties and that of its partners to respect and support the rights of individuals to private and family life.

(c) **Equalities Impact Assessment** - Assessments will be completed for all amended and new policies that may result from this project work.

(d) **Workforce** - Training is on-going for officers using elements of the new ASB legislation to tackle their duties under this area of work. Officers are also working flexible hours, so working when demand needs and allowing out-of-hours services when required.

5 **Neighbourhood Services – How we operate**

Introduction

5.1 This report details how Neighbourhood Services tackles issues relating to Sloughs street scene and its associated low level crime and anti-social behaviour. It focuses on how we as a department problem solve issues; develop multi-agency responses and long-term sustainable solutions, with a particular focus upon actions that improve the physical appearance and local environment of Slough.

Service Model

5.2 The team provides a **tenure blind** neighbourhood service, across 3 geographic areas co-terminus with the police. This approach allows staff to resolve issues without needing to be concerned whether the land is under public or private ownership. Staff carry out **educational and enforcement functions**. This approach gives us the opportunity for efficiencies and enhanced quality of services within neighbourhoods, be these private or council properties.

5.3 Neighbourhood Services provides a key central function tackling issues related to anti-social behaviour and enviro-crime, becoming a single point of contact within the council for its customers and partner agencies, and so taking the **operational lead** for all matters relating to ASB.

5.4 The Neighbourhood Services concept is about developing new **flexible approaches** to work. The Resilience & Enforcement Team was established to drive forward these changes focusing on tackling the most complex, difficult and long standing issues of crime, ASB and enviro-crime across the borough.

Partnership Working

5.5 Within our model there is a strong partnership approach to tackle a wide range of issues within a neighbourhood. Poor environmental up keep takes many forms and can involve that within a dwelling, garden and street, so needing a multi-agency approach.

5.6 We have therefore developed close working relationships with the police, Waste & Environment, Street cleansing, Amey, Interserve etc. to ensure we can develop effective and sustainable solutions.

5.7 The Neighbourhoods' Team also leads on safeguarding issues, the protection of vulnerable people and the development and management of multi-agency tasking and co-ordination.

6. **Neighbourhood Services – What we have achieved between May to December 2015:**

May 2015

- Identifying fly-tipping hotspots
- Identity of fly tippers and vehicles used confirmed in some cases
- 2 successful prosecutions
- 2 entry warrants executed cases pending
- Joint operation re rough sleepers completed, one site cleared
- Work with Colnbrook drainage ditches to clear and sustainably maintain ownership confirmed
- Work tackling High Street problem areas ongoing owners advised of responsibility formal action to follow

June 2015

- Litter Enforcement Officers started on High Street, with over 360 Fixed Penalty Notices for Littering being issued, bringing in income of £8,900 to date
- RSPCA Event on Responsible Dog Ownership held
- Media coverage gained on several community clear up events
- Focused activity on tackling Street Drinking and begging re ASB enforcement
- Street event and door knocking held in Colnbrook to explore issues with ditches, fly tipping and ASB
- Work tackling High Street litter problem areas ongoing, owners have been sent CPN Warning letters giving them a set period of time to clear mess or further enforcement action will be taken
- Evidence of fly tipping gathered at several identified hotspots, via CCTV
- Closure Order secured for premise involved in serious and persistent ASB; closed for 3 months and tenants evicted. Media coverage received and compliments from neighbours
- Targeted evidence gathering on identified key perpetrators of ASB in Tower & Ashbourne
- Staff provided with Stat Nuisance training
- Staff provided with Law, Evidence, Procedure & Best Practise Training - Bond Solon

July 2015

- Early-morning multi-agency rough sleeper sweep occurred - 13 CPN Warning Letters issued and 1 Trespasser Notice
- Joint operation initiated with police targeting enforcement activity on individual street drinkers and aggressive beggars and evidence gathering - to be on-going throughout summer - Operation Bluebottle
- Large fly-tip behind Travelodge @ Colnbrook/junct14 M4 cleared
- Delivery of Advanced Statement & Report Writing training for staff - Bond Solon
- Review of Sex Workers and consideration of targeted partner agencies activity
- Several door knocking and street events occurred for several targeted areas suffering ASB
- Media coverage gained on several community clear up events
- On-going work tackling High Street litter problem areas ongoing, owners have been sent CPN Warning letters giving them a set period of time to clear mess or further enforcement action will be taken
- Evidence of fly tipping gathered at several identified hotspots, via CCTV
- On-going targeted evidence gathering on identified key perpetrators of ASB in Tower & Ashbourne
- Areas identified across the borough for PSPO's, now developing clauses for the orders with Legal

August 2015

- Criminal Behaviour Order gained for juvenile offender in Britwell area
- Continuation of joint operation initiated with police targeting enforcement activity on individual street drinkers and aggressive beggars and evidence gathering - to be on-going throughout summer - Operation Bluebottle
- Case conferences held on most vulnerable and prolific street drinkers / homeless
- On-going work tackling High Street litter problem areas ongoing, owners have been sent CPN Warning letters giving them a set period of time to clear mess or further enforcement action will be taken - key areas of focus Hatfield Rd and The Curve
- Waste Carriers Stop-check Operation held Sutton Lane area - resulting in 60 vehicle checks, 1 FPN issued, 4 DOC Notices and one vehicle seized. Parking collected 6 outstanding fines.
- Door-knocking and street events held in areas of asb e.g. Colnbrook, Pursers Court area
- Warrant executed at domestic property re serious ASB and dog breeding 4 dogs seized
- Fly tipping / litter M25 junc 14 site cleared of 10 tonnes plus of fly tipped waste
- Breach of landlord licensing regs prosecution for 5 offences fined £17,000
- High Street commercial waste project 3 CPNs issued and areas subsequently cleared

- Street Drinkers / rough sleepers 10 CPN Warnings issued
- Night operation completed two squatted premises subsequently cleared and closed
- Meetings held with businesses to deal with commercial waste issues joint working with CCTV

September 2015

- Criminal Behaviour Order (CBO) achieved on a prolific ASB perpetrator, for 5 years
- Application made and granted for an extension on a Closure order
- Closure notice on another property gained; order application adjourned
- Notice served on derelict property in Shaggy Calf Lane and building secured
- Waste Carriers Op held in the east with TVP, Immigration and Parking Enforcement
- £180 FPN issued and paid to an unregistered waste carrier
- Conviction against business for failing to comply with their duty of care for waste, £330 fine
- 5 pending prosecutions for animal welfare and waste related offences
- Continuation of joint operation initiated with police targeting enforcement activity on individual street drinkers and aggressive beggars and evidence gathering - Operation Bluebottle
- Case conferences held on most vulnerable and prolific street drinkers / homeless
- On-going work tackling High Street litter problem areas ongoing, owners have been sent CPN Warning letters giving them a set period of time to clear mess or further enforcement action will be taken - key areas of focus Hatfield Rd and The Curve
- 3 simple Cautions for littering on High Street given
- Community event held in Moreland Avenue
- ASB Legislative Training for TVP & SBC staff
- On-going Advanced Investigative Training for Neighbourhood Services staff

October 2015

- On-going management of 2 prolific perpetrators with Criminal Behaviour Orders (CBO) and their continuing breaches - 1 in community, 1 in custody
- CRED held in Chalvey
- Continuation of joint operation initiated with police targeting enforcement activity on individual street drinkers and aggressive beggars and evidence gathering - Operation Bluebottle
- Case conferences held on most vulnerable and prolific street drinkers / homeless

- On-going work tackling High Street litter problem areas ongoing, owners have been sent CPN Warning letters giving them a set period of time to clear mess or further enforcement action will be taken - key areas of focus Hatfield Rd and The Curve
- ASB Presentation delivered to West Cippenham Tenants & Residents Association
- On-going Advanced Investigative Training for Neighbourhood Services staff
- Development of a working agreement with Probations Community Payback Service to work on the Millie Nature Reserve
- Closure Notice Served and Closure Order granted in respect of property linked to Long term ASB and noise nuisance
- Warrant of Entry obtained and executed in collaboration with Housing Regulation Team to gain access a potentially unlicensed HMO with associated unlawful evictions.

November 2015

- Rough Sleeper Night Operation held on 24th November, excellent partnership working involving TVP and Home Office
- On-going pro-active with TVP tackling youth gang related issues, to include the Britwell Boys and Lismore Park Killers
- On-going pro-active enforcement and engagement activities with local Street Drinkers
- Presentation delivered at the Annual National Chartered Institute of Housing conference on how we are tackling ASB and in particular using the new legislation; it was very well received
- Rochford Gardens CRED on 30th November, in response to recent enviro-crime incidents
- On-going activities and enforcement action around The Curve and old library sites, tackling enviro-crime and Street Drinker issues
- Tackling issue with squatters / rough sleepers at Upton Hospital - site very dangerous. Notices have been served; the site will shortly be secured
- Animal Welfare Investigation following numerous complaints about noise and odour. Served an Animal Welfare S10 Improvement Notice and a EPA 1990 for stat noise nuisance. 4 puppies were rehomed, an adult dog seized and rehomed and the successful prosecution of the owner. The team involved won a RSPCA Gold Award for this case.
- Developing intensive ASB action against a large number of tenants / properties in the North area, working jointly with TVP
- Injunction to be carried out on tenants at Clifton Road, following a Closure Notice
- Tackling a Traveller Incursion site in the East
- ASB Training sessions to be delivered to TVP staff
- Sex Workers Action Group to be facilitated, with identified sex workers case conferenced

December 2015

- On-going intensive focused ASB action against a large number of tenants / properties in the North area, working jointly with TVP
- Traveller Incursion site in the East cleared
- ASB Training sessions to be delivered to TVP staff
- ASB Legislation training given to Leasehold Team
- Sex Workers Action Group meeting facilitated, with identified sex workers case conferenced
- Street Drinkers / Rough Sleepers Working Group facilitated, with identified individuals case conferenced
- Joint operation with Trading Standards re: selling of Spice. CPN Warning letter served on premise
- Upton Hospital now secure from rough sleepers
- Resident fined for fly-tipping offence outside council office

Over the 12 month period Jan 15 to Dec 16 the team has completed -

6.1 All of the results listed below was undertaken with a wide range of external and internal partners. The is a specific focus upon risk and safeguarding of individuals involving a process of case conferences, risk assessments and long term outcome strategies –

- 200 CPN Warning Letters Issues
- 58 Full CPN Issues
- 5 Closure Orders Completed
- 3 CBO's Completed
- 9 Prosecutions
- 7 Simple Cautions
- 6 Pending Prosecutions (2016)
- 1 Pending Simple Caution (2016)
- 13 Entry Warrants Executed
- Issued 125 Enforcement Notices for specific works to be carried out

7 Neighbourhood Services – Areas for Development

7.1 Currently the service is maintaining its existing workload and is also playing a key role in the DCLG funded Rogue Landlords project. The Rogue Landlord project focuses upon the relationship between “bad tenant, bad property and bad landlord”, tackling some of the boroughs most difficult cases of poor and neglected privately rented property and tenant issues.

7.2 Further service development will be subject to budgetary constraints.

8 **Challenges**

- 6.2 The biggest challenge the Neighbourhoods Team faces is the potential reduction to budget resources, as the council makes year on year savings.
- 6.3 This team works on the most challenging and complex cases that have a significant negative impact on the residents of Slough, in the form of real fear and detriment to well-being. Often those targeted are the most vulnerable in our communities; the team therefore needs to safeguard their well-being.
- 6.4 The Neighbourhoods Team often has an opportunity to make a real difference by acting quickly to resolve the issues in the short term and then move to take legal action for a sustainable outcome and sustainable resolution.
- 6.5 Any further reduction to budgetary resource will seriously diminish the effectiveness and ability of this team to respond to serious issues that ultimately blight the life's of the people of Slough.

9 **Conclusion**

The Neighbourhoods Team will continue its focus on the delivery of this litter project, as detailed above. The team has been successful in resolving matters in a long-term sustainable manner and will continue with this approach. However, if the work of the Neighbourhoods team is subject to budget cuts, elements of this litter project will not be delivered.

10 **Appendices Attached**

None

11 **Background Papers**

None