

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY

ACTION PLAN: SCRUTINY PANEL - IMPACT OF ANTI-SOCIAL BEHAVIOUR ON THE TOWN

Recommendations from Scrutiny Panel (Impact of Anti Social Behaviour on the Town) completed in March 2016.

Proposed dates for monitoring implementation of accepted recommendations

Report received by Cabinet	Monitoring activity	Monitoring complete
11 May 2016		
8 February 2017	29 January 2017	

1. **Recommendation 1:** Ward Councillors and Partner Agencies are asked to promote the variety of projects that the Community Safety Partnership has put in place to address anti-social behaviour, such as Street Football, Street and School Pastors and Weeks of Action within their wards.

Action	Implementation/responsibility by:	Resources required/available	Target date	Achievement/Completed
Events and activities in Ward areas are to be shared with Ward Councillors	Community Safety Manager / Community Safety Team	Officer time	October 2016	Completed: Projects and activities are already being promoted at multi-agency meetings in priority areas (Weeks of Action), which

				<p>include the local Councillors. Flyers detailing Street Football and other sporting activities led by the Leisure Trust are also shared, and promoted by the Neighbourhood Wardens.</p> <p>Attached with the action plans is a calendar of community events delivered by the community safety & engagement team, including the weeks of action. This is produced annually.</p>
<p>1. Recommendation 2: Councillors give consideration, through the Councillor Community (Enabling) Fund, to supporting Junior Warden Schemes and other relevant youth schemes that address anti-social behaviour, in their local area.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<p>Councillors to be made aware of option of utilising their funding to support Junior</p>	<p>Community Safety Manager / Community Safety Team</p>	<p>Officer time/ Councillor Community Fund</p>	<p>October 2016</p>	<p>Completed: Neighbourhood Wardens have promoted the Junior Warden Scheme. Some Councillors have already provided funding in support of Junior Wardens.</p>

Warden Schemes				Partnership Grants Funding is currently being provided for youth projects such as Street Football and Jam in the Hood. NBC's partnership grant fund, small grants fund and also the Cllr community funding, continue to fund activities for young people, i.e. Free2Talk funded to deliver youth work from our community centres.
2. Recommendation 3 All Councillors, in particular the Cabinet Member for Community Safety, are encouraged to attend the open day at Hazard Alley, Milton Keynes on 24 July 2016.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Open invitation to Councillors to attend Hazard Alley on 24/07/2016	Community Safety Team / Neighbourhood Wardens / Councillors	Officer Time / Councillor Community Fund	July 2016	Unfortunately due to other commitments Councillors were not able to attend. There is an open invitation to Councillors should they wish to attend any further visits when arranged in 2017. This invitation is also open to Cllrs in 2018.

3. **Recommendation 4:** The work of Hazard Alley is promoted to all primary schools in the borough.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Hazard Alley resource to be promoted with local primary schools	Neighbourhood Wardens	Officer Time / Councillor Community Fund (to enable visit)	Feb 2016	Completed: Neighbourhood Wardens are sharing the information with the primary schools in their areas, about the Junior Warden scheme and the activities for the children, including Hazard Alley. Completed

4. **Recommendation 5:** Network Rail's 24-hour helpline number: 03457 11 41 41 and on-line form for reporting issues, including graffiti, is issued to all County Council and Northampton Borough Councillors .

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Identify Network Rails reporting system and advise Councillors	Community Safety Manager	Officer time	October 2016	Completed: number has been shared

2. **Recommendation 6:** It is ascertained whether the Council has authority to remove graffiti on railway land and buildings bordering the

railway and train station

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Ascertained whether the Council has authority to remove graffiti on railway land and buildings bordering the railway and train station	Community Safety Manager	Officer time	October 2016	Completed: Councils do not have the authority to remove graffiti from railway land or buildings. Permission needs to be sought from land/building owners.
<p>1. Recommendation 7: Neighbourhood Wardens responsible for the town centre are issued with a body worn CCTV camera on a trial basis of six months, following which their effectiveness is assessed; with a view to extending the trial further, outside the town centre, to include parks and open spaces.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
As per recommendation	Environmental (Direct) Services Manager	Funding to purchase cameras	April 2017	Completed: The Body Worn Video (BWV) Policy has been approved by Cabinet. The equipment has been purchased and is now in use. The BWV is only worn by the Town Centre Neighbourhood Warden, or

				other wardens covering this area. It is not planned to provide BWV to Wardens working outside the town centre or Park Rangers. This will be reviewed at the end of 2017. All wardens will continue to be able to radio/phone in to the CCTV control room to request monitoring in specific area as and when required.
5. Recommendation 8: The Induction Training Programme for Neighbourhood Wardens includes the awareness of substance misuse and dealing with Street Drinkers.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Neighbourhood Wardens to attend Alcohol and drug awareness training	Environmental (Direct) Services Manager	Officer time	Oct 2016 and ongoing	Complete: All Neighbourhood Wardens have attended drug and alcohol awareness training at Aquarius (drug & alcohol agency). This training covers a range of substances and also the

				long term issues of excessive use. This training forms part of the induction programme for all new Wardens.
6. Recommendation 9: When reports of fly-tipping are made by Neighbourhood Wardens the rubbish is collected as a matter of urgency.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
As per recommendation	Neighbourhood Wardens / Enterprise	Officer time	October 2016	Completed: This forms part of the daily role for the Wardens. Any reported fly-tipping is collected with 48 hours of being reported. This is the agreed timeline within the service level agreement we have with our contractors.
1. Recommendation 10: The option of Neighbourhood Wardens working from a local community base on a regular basis is explored. The purpose being for residents to meet with the Neighbourhood Warden and share any issues they may have. The days and times that the Neighbourhood Warden is based at one of the community locations should be widely promoted within the ward.				

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
As per recommendation		Officer time	Ongoing	<p>Complete - This already takes place with some Neighbourhood Wardens having hot desks in local police station and community rooms. There is however further opportunities being explored to develop the work of the wardens and PCSO's around co-location.</p> <p>The Anti-Social Behaviour Case Managers are working regularly from neighbourhood police stations, also focussing on early intervention, parenting agreements, acceptable behaviour contracts.</p>
<p>7. Recommendation 11: Neighbourhood Wardens continue to patrol the town centre, twice a day, to discourage, and move on, Street Drinkers and Beggars.</p>				
Action	Implementation/responsibility	Resources	Target date	Achievement/Completed

	by	required/available		
As per recommendation	Environmental (Direct) Services Manager / Neighbourhood Warden	Officer time	October 2016	<p>Completed: There is a dedicated Town Centre Warden that undertakes a set patrol of the town centre in the morning and afternoon. At busy times, such as the Christmas period or summer holidays, this is increased to 2 Wardens.</p> <p>Whilst on patrol the Warden will also monitor and report on trade waste issues, fly-tipping, littering, fly-poster, graffiti, street furniture and buskers. They also endeavour to move on rough sleepers, beggars and remove alcohol from street drinkers. The Warden will also engage with the police, shoppers and businesses.</p> <p>NBC will pay for a dedicated police officer to work on the town centre, they will focus on enforcement of ASB legislation for street beggars and drinkers, i.e. CPN and CBO breaches.</p>

8. Recommendation 12: Consideration is given to looking at the hours of operation for Neighbourhood Wardens.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
As per recommendation	Environmental (Direct) Services Manager	Officer time / Overtime budget	April 2017	<p>Complete Wardens are now working on Saturdays.</p> <p>Warden's standard working day is between 7am and 6pm, Mon to Fri. The Town Centre Warden starts the first patrol at 0830 and the second patrol starts at 1300. Consideration always needs to be given to the impact on other areas when Wardens are taken away to cover specific highlighted issues in other locations. However, they do work later hours to support specific operations as and when required and a formal proposal to further develop this is nearing completion. There is no</p>

				additional budget to cover overtime.
1. Recommendation 13: The option of providing a shelter (“Wet Area”), or similar area, where Street Drinkers can congregate is explored.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
As per recommendation	Community Safety Manager / Town Centre Manager	Suitable location / funding to support implementation	April 2017	Completed; Options have been explored to see if existing resources and locations could be broadened to provide this type of service. As it stands there are no viable options. There is no additional funding available to support the provision of a ‘Wet Area’ The Night Shelter provides night time accommodation and support for rough sleepers Partnership Grant funding has been provided to Bridge

				to deliver an Outreach support service for street drinkers
1. Recommendation 14: The Council, together with relevant partner Agencies, adopts a zero tolerance approach to street drinking in the town.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
				<p>Complete - As far as is possible, zero tolerance is taken to those people drinking alcohol. If, whilst out on patrol Neighbourhood Wardens or Police Officers come across people drinking in the street, the alcohol is removed and poured away. Unfortunately it cannot be guaranteed that there will be an authorised officer available to undertake this task at all times.</p> <p>PCSOs have recently been given the powers to enforce</p>

				the PSPO.
<p>3. Recommendation 15: In acknowledging the need to ascertain why individuals rough sleep and street drink; the development and implementation of the Council's Rough Sleepers Strategy is fully supported. This will include linking in with Voluntary Organisations to establish how they can and do provide assistance</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
	Head of Housing & Wellbeing			The Rough Sleepers Strategy has now been agreed and adopted. Statutory and voluntary organisations the development of the strategy.
<p>9. Recommendation 16: All Agencies dealing with anti-social behaviour are recommended to link in with, and make referrals to the Northampton Anti-Social Behaviour Unit (ASBU) to ensure effective management of anti-social behaviour issues/cases.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Ensure referral process is fit for purpose for	Community Safety Manager	Officer time	October 2016	Completed: Referral process reviewed and is fit for purpose. Referrals also now being received via

agencies to make referrals into ASBU				<p>ECIN's system Street Community Meeting has been taken over by the HASBAG, chaired by the Community Safety & Engagement Manager. Multi-agency approach being adopted, support and enforcement being taken against individuals. The new police officer post, will further help with enforces any breaches of CPNs and CBOs as this is not within the powers of any of the other officers (i.e. neighbourhood wardens, town centre wardens or PCSOs.</p>
<p>1. Recommendation 17 NBC, and its partner Agencies, utilise the Case Management System, called ECINs, as the central point for recording ASB issues and case building on individuals and problem premises.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Continue role out of ECIN's systems to NBC staff and partner agencies	Heads of Service/Managers form agencies and relevant departments	Officer time	April 2017	Ongoing: There are a number of departments within NBC now utilising the system to great effect, but there is reluctance from some to use

				<p>the system. NPH now use the system as their sole case management system and a number of other statutory and voluntary organisations have signed up to</p> <p>NBC contribute to a countywide ECINs officer post, which continues to promote the case management system and get buy in from partner agencies.</p> <p>Through the HASBAG and Cuckooing case management meetings we have increased the number of different agencies accessing the system, as we use it to task actions and provide updates during and after the meetings. i.e. social services and three housing associations.</p> <p>Amy Midson (Case Manager) is providing training to NBC officers and also partner agencies next month.</p>
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1. **Recommendation 18** All Agencies work together to ensure that both victims and perpetrators are aware of the anti-social behaviour support available.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
As per recommendation	Lead officers from all agencies	Officer time	October 2016	<p>Completed: Part of the referral process involves undertaking a risk assessment which includes the identification of support and relevant agency to deliver this.</p> <p>Voice Northants have relaunched their services, offering victim support to victims of ASB – please see link below for further details</p> <p>http://voicenorthants.org/</p>

1. **Recommendation 19:** A document, similar to the “Green Book” that provides information on the Agencies which provide support to vulnerable people is produced and distributed to all Councillors in the borough.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
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<p>Explore the option of developing a booklet that provides information on support agencies</p>	<p>Community Safety Manager</p>	<p>Officer time & support from partner agencies</p>	<p>31/03/2018</p>	<p>Ongoing: Due to a number of changes within agencies over the last year this is proving difficult. However, officers are aware of contacts and appropriate referrals are being made.</p> <p>ASBU are currently putting together a list of agencies that provide support for young people, i.e. youth clubs, street football etc.</p> <p>In relation – to what free local services that are available, support from other agencies, please see link below which will take you to a booklet with relevant contacts</p> <p>http://www.kers.org.uk/website/K83012/files/Northampton%20Free%20Local%20Services.pdf</p>
<p>1. Recommendation 20 Existing resources are reviewed to ascertain whether a further multi-agency “Task Force” approach is required in addressing anti-social behaviour for the town.</p>				

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Review current process and structures in place to respond to Anti-Social behaviour	Community Safety Partnership Officers Group	Officer time	01/04/2017	<p>Completed:</p> <p>Review of structures and process undertaken. Approach and engagement by and with relevant agencies is at a good level, with good meeting structures in place</p> <p>As above, review of ASBU – officers have a geographical area to cover, HASBAG terms of reference and attendance reviewed. Good partner engagement.</p>
<p>1. Recommendation 21 Support is given through Partnership Grants for street based service to support substance misuse and Street Drinking.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed

Consideration to be given to encouraging applications from the voluntary sector to provide support services for drug and alcohol issues, especially with the Street Community	Partnerships & Communities Manager	Partnership Grants Funding	30/06/2017	Completed: Grant funding has been allocated for 2017/18 to Bridge and Hope centre for the provision of support work to the Street Community 2018-19 – Hope Centre and the Bridge both supported through the partnership grant.
1. Recommendation 22: Relevant Officers, such as Neighbourhood Wardens and Park Rangers, attend an awareness raising session around psychoactive substances and drug and alcohol misuse. A similar session is included within the Councillor Development Programme 2016/2017.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Drug and alcohol awareness training to be provided for front line workers, particularly Neighbourhood Wardens and Park rangers	Community Safety Manager	Funding for training and officer time	01/04/2017	Completed: Training has been provided at no cost by Aquarius. All Neighbourhood Wardens and Park Rangers have attended. Other front line workers such as One Stop Shop and NPH staff have

				also attended the training. ASBU officers and community safety & engagement team completed the training.
1. Recommendation 23 The Council supports any activity through the Health and Wellbeing Partnership in addressing issues caused by psychoactive substances, drug and alcohol misuse, such as the health implications and anti-social behaviour.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
As per recommendation	Community Safety Manager	Officer time	01/04/2017	Completed: Following the introduction of the Psychoactive Substances Act 2016 there has been a notable reduction in on-street issues and Anti-Social behaviour attributed to their use. Situation continues to be monitored and relevant awareness/education sessions on substance misuse and alcohol are taking place within schools. Primary schools event to be

				held at the end of year, various community safety subjects to be included, this will be a subject that will be covered.
<p>1. Recommendation 24 The Scrutiny Panel formally informs Cabinet that it fully supports the Community Protection Notice process and highlights the positive effect this has in addressing and reducing acts of anti-social behaviour.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
As per recommendation	Scrutiny	Officer time	01/04/2017	Completed: O&S Report has been presented, and Community Protection process has been adopted
<p>1. Recommendation 25: The Council, together with its partners, look to implement a shadowing programme between staff from partner organisations, with the aim of better understanding what partner Agencies powers involve and how they can be effectively used in tackling Anti-Social behaviour.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Develop a shadowing programme for relevant officers	Community Safety Manager	Officer time	October 2017	Completed: Shadowing programme has been in place for Housing Officers and new Police officers

from partner organisations to improve understanding and response to ASB				since 2006. This has now been broadened to include other agencies
<p>1. Recommendation 26 Northampton Borough Council urges the new Police and Crime Commissioner, when developing his Policing Plan relevant to the borough of Northampton, to include a more proactive approach to dealing with anti-social behaviour issues, particularly relating to begging, Street Drinking, urinating and defecating in the street and the night time economy.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Ass per Completed: recommendation	OPCC	Officer time	April 2017	<p>The Police & Crime Plan 2017/2021 includes priorities on Protecting People from Harm, which covers the concerns of ASB and alcohol/drugs</p> <p>Good working relationship established with the PCCs office, engagement and attendance with the CSP, including attendance at the CSP Officer meetings.</p>
<p>1. Recommendation 27: Cabinet recommends to the Licensing Committee that conditions on problem licensed premises are</p>				

reviewed, when it is identified that their working practices are contributing to ASB in the town, and they are failing to meet their licensing responsibilities.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Licensing Committee review licences of problem premises, when it is identified that their working practices are contributing to ASB in the town, and they are failing to meet their licensing responsibilities.	Snr Licensing Officer / Chair Licensing Committee	Officer & Committee time	April 2017	Completed: This process is in place and working effectively. Relevant sanctions are applied to licences when they are failing to meet their licensing responsibilities

1. **Recommendation 28:** Cabinet recommends to the Licensing Committee that it reviews the Licensing Policy with a view to opposing the early morning sales of alcohol.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Review of Licensing Policy is undertaken	Chair of Licensing Committee / Senior Licensing Officer	Officer time	April 2017	Completed: Review is undertaken on an annual

				basis and amendments made if required. All liquor licence applications are judged on their own merit and appropriate restrictions applied
Recommendations to the Overview and Scrutiny Committee				
Recommendation 29: The Overview and Scrutiny Committee, as part of its monitoring regime, reviews the impact of this report in six months' time.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Included onto the O&S Monitoring Work Programme 2017/2018	Added to the O&S Monitoring Work Programme - Overview and Scrutiny Committee	n/a	Monitoring to take place in January 2017	