



CABINET

20 September 2023

A meeting of the CABINET will be held on Thursday, 28th September, 2023, 6.00 pm in Town Hall, Market Street, Tamworth

A G E N D A

NON CONFIDENTIAL

1 Apologies for Absence

2 Minutes of The Previous Meeting (Pages 3 - 4)

To approve the minutes of the meeting held on the 17th August 2023.

3 Declarations of Interest

To receive any declarations of Members' interests (pecuniary and non-pecuniary) in any matters which are to be considered at this meeting.

When Members are declaring a pecuniary or non-pecuniary interest in respect of which they have dispensation, they should specify the nature of such interest. Members should leave the room if they have a pecuniary or non-pecuniary interest in respect of which they do not have a dispensation.

4 Question Time:

To answer questions from members of the public pursuant to Executive Procedure Rule No. 13

5 Matters Referred to the Cabinet in Accordance with the Overview and Scrutiny Procedure Rules

6 Staffordshire Sustainability Board Update (Pages 5 - 36)

(Report of the Leader of the Council)

7 Neighbourhood Impact Service - Corporate Anti Social Behaviour (Pages 37 - 136)

8 Council Housing Decant Policy 2023-2026 (Pages 137 - 188)
(Portfolio Holder for Housing and Planning)

Yours faithfully

A handwritten signature in black ink, consisting of stylized initials and a long horizontal line extending to the right.

Chief Executive

Access arrangements

If you have any particular access requirements when attending the meeting, please contact Democratic Services on 01827 709267 or e-mail democratic-services@tamworth.gov.uk. We can then endeavour to ensure that any particular requirements you may have are catered for.

Filming of Meetings

The public part of this meeting may be filmed and broadcast. Please refer to the Council's Protocol on Filming, Videoing, Photography and Audio Recording at Council meetings which can be found [here](#) for further information.

If a member of the public is particularly concerned about being filmed, please contact a member of Democratic Services before selecting a seat.

FAQs

For further information about the Council's Committee arrangements please see the FAQ page [here](#)

To Councillors: P Turner, T Jay, A Cooper, S Smith, P Thompson and M Summers.



MINUTES OF A MEETING OF THE CABINET HELD ON 17th AUGUST 2023

PRESENT: Councillor P Turner (Chair), Councillors T Jay, A Cooper and P Thompson

The following officers were present: Andrew Barratt (Chief Executive), Rob Barnes (Executive Director Communities), Joanne Goodfellow (Assistant Director Finance), Michael Buckland (Head of Revenues), Leanne Costello (Democratic and Executive Support Officer) and Tracey Smith (Democratic Services Assistant)

Apologies received from: Councillor(s) S Smith and M Summers

29 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor M Summers and Councillor S Smith.

30 MINUTES OF PREVIOUS MEETING

The minutes of the previous meeting held on 20th July 2023 were approved and signed as a correct record.

(Moved by Councillor A Cooper and seconded by Councillor T Jay)

31 DECLARATIONS OF INTEREST

There were no Declarations of Interest.

32 QUESTION TIME:

None.

33 MATTERS REFERRED TO THE CABINET IN ACCORDANCE WITH THE OVERVIEW AND SCRUTINY PROCEDURE RULES

None.

34 LOCAL COUNCIL TAX REDUCTION SCHEME 2024/25

Report of the Portfolio Holder for Operations and Finance to provide an update on the proposed changes to the Local Council Tax Reduction Scheme 2024/25 and to request permission to undertake a consultation with the public and our Preceptors.

RESOLVED That Cabinet:

Approved the consultation with the public and Major Precepting Authorities on the introduction of a new income banded / grid scheme for working age applicants with effect from 1st April 2024. To reduce the administrative burden placed on the Council by the introduction of Universal Credit, to increase the overall level of support for the lowest income families and to improve the level of Council Tax collection.

(Moved by Councillor A Cooper and seconded by Councillor T Jay)

35 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED: That members of the press and public be now excluded from the meeting during consideration of the following item on the grounds that the business involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended).

(Moved by Councillor P Turner and seconded by Councillor T Jay)

36 UPDATE ON COMMERCIAL LEASE

Report of the Portfolio Holder for Town Centre and Commercial Property to provides a further update on the status of a commercial lease in Tamworth.

RESOLVED That Cabinet:

Approved the two recommendations in the report along with the three recommendations from the supplementary briefing. A further recommendation was added by the Committee.

(Moved by Councillor P Thompson and seconded by Councillor A Cooper)

Leader

Thursday, 28 September 2023

Report of the Leader of the Council

Staffordshire Sustainability Board Update

Exempt Information

None.

Purpose

To adopt the draft Staffordshire Adaptation Strategy which has been developed in conjunction with the Staffordshire Sustainability Board.

Recommendations

It is recommended that:

1. That the draft Staffordshire Adaptation Strategy at appendix 1, is endorsed.
2. To endorse the preparation of an Adaptation Plan for the Borough.

Executive Summary

There is now enough evidence to support the notion that climate change is the most severe threat humankind has ever faced. The effects of climate change are already affecting human and wildlife populations globally. As the effects of climate change continue to increase, so too does the need for adaptive and mitigatory action.

It is important to acknowledge the distinction between climate change mitigation and adaptation. Climate change mitigation refers to the implementation of measures which seek to reduce the levels of greenhouse gases being released into the atmosphere. The Borough Council will be preparing a Climate Change Action Plan which will seek to reduce greenhouse gas emissions, across its operations.

However, even if the emission of all greenhouse gas stopped today, the levels that already exist in the atmosphere would continue to drive climate change for at least the next thirty years. Adaptation is about implementing measures to adjust to the changing climate and our response to increasing frequency and severity of weather events.

Across the UK, we expect to see:

- warmer and wetter winters
- hotter and drier summers
- more frequent and intense weather extremes

Climate change effects are already being experienced such as the increase in frequency and severity of extreme weather events, including high temperatures and heat waves, storms, excessive rainfall and flooding, and high winds.

In October 2021, the Government revealed its new Net Zero Strategy. Published to follow on from the 2008 Climate Change Act, the Net Zero Strategy sets out the steps that will be followed to enable the UK to reach carbon neutrality by 2050. The importance of climate adaptation is echoed throughout the document, with the following being stated **“While reducing emissions, we must also adapt to the inevitable changes in our climate, ensuring that policies supporting net zero are resilient to current and future climate risks”**.

The Staffordshire Sustainability Board, which was established in 2022, requested that Staffordshire County Council lead on the delivery of an Adaptation Strategy for Staffordshire. The draft strategy, Appendix 1, has been prepared by collaborating with the Staffordshire districts and boroughs.

Draft Staffordshire Adaptation Strategy

Climate change has the potential to impact council services. This means looking at all the things we do and thinking about how to make them more resilient to climate change to protect people's lives and livelihoods.

The Vision for the draft strategy is: *A resilient Staffordshire will be an attractive, safe and healthy place to live and work offering an excellent quality of life, thriving environment and prosperous economy.*

By signing up to the draft strategy the Borough Council will be agreeing to the following ambition, which is to:

- Recognise that adapting to climate change is a vital part of planning for the future and will consider adaptation planning across all council services.
- Understand the risks and vulnerability climate change poses to Staffordshire, the places we live and work and how these can be made more resilient to climate change.
- Adopt a flexible pro-active approach to adaptation to account for the dynamic and uncertain future climate change scenarios and significance of the impacts.

The draft strategy includes a range of objectives across key themes for Staffordshire Councils to reduce exposure to climate change risks and capitalise on new opportunities. The draft strategy focusses on four key themes. Each theme in the strategy looks at what the issues are, and what could be done about it. Within the appendices, the risks and opportunities are outlined and are listed as a guide for Adaptation Plan preparation.

Four themes:

Critical infrastructure and buildings: The damage caused by extreme weather events can disrupt business and the councils' ability to provide reliable services for the local community. It is important to make sure our built environment is resilient to these climate-related hazards. This means thinking about where and how we build new structures, and how we maintain existing ones. For example, heatwaves increase the risk of natural fires starting on grass verges and have caused the tarmac on some roads to soften. Storms

have led to landslides blocking routes and flooding roads especially in low lying areas and floodplains.

Green infrastructure, like parks and street trees, and blue infrastructure, like rivers, wetlands and Sustainable Drainage Systems (SuDS) can help protect and enhance our built environment against our changing climate. Incorporating these features into good building design will make our infrastructure and buildings more robust and better able to withstand climate-related hazards.

Summer heat, especially that experienced in 2022 can make living and working spaces uncomfortable and can be a danger to health, especially the vulnerable. Nature based solutions, such as green spaces and SuDs have an important role to play in providing natural cooling for example.

Natural environment and green spaces: Warmer temperatures increase the vulnerability of species to pests and diseases and increase the risk of invasion from exotic species. Hotter drier conditions increase the risk of wildfires which can cause serious damage to habitats and communities. In addition the timing of our seasons is changing and affecting the availability of food for many species at crucial times of the year, especially breeding and migratory species. We need to increase our understanding of species habitat requirements to create more resilient environments. Improving the quality, diversity and size of habitats and connectivity will help species move through the landscape as the climate changes.

Our open spaces are not only valuable for biodiversity, they can also reduce air pollution and provide recreational space for people to enjoy. Extreme weather conditions can erode footpaths, wash out bridges and create landslips making access to our open spaces and footpaths hazardous or impassable, increasing pressure on resources.

New ways of managing access to these open spaces need consideration, moving away from costly hard engineering solutions to identifying how best to adapt to the changing conditions.

Health, wellbeing and safety: Vulnerable and elderly people, especially those in deprived areas, are most at risk. Urban areas are particularly vulnerable due to the urban heat island effect. In 2022, extreme heat days in England and Wales led to a 10.4% increase in death rates compared to non-heat periods.

The role of good building design and blue and green infrastructure for our new and existing properties and neighbourhoods are important for providing natural cooling and access to cool spaces during extreme heat days. To help improve local air quality and provide a more comfortable space to live, work and for recreation we need to consider ways to better integrate blue and green infrastructure and better building design across Staffordshire. Conversely, extreme cold weather can lead to excess winter deaths caused by poor-quality, poorly-insulated, and inadequately heated housing.

People who work solely or predominantly in the outdoors are more exposed to the extreme weather conditions. These people need to be protected as much as possible to minimise any risk to health while at work. New ways of working may need to be considered to ensure appropriate protection methods are in place for all staff.

Additionally planning and responding to extreme weather events can place significant pressure on staff resources. Planning for these events by having appropriate plans, risk assessment and climate related response cover in place may need greater consideration.

Local economy: Extreme weather events and changing weather patterns can disrupt business operations due to premises overheating and flooding and can cause disruption to staff travel and the supply chain.

Climate change, and in particular extreme weather events being experienced across the world can impact the local economy through increased risk of price volatility for imported materials and commodities. Businesses should consider ways to build greater resilience into operations to remain competitive and reliable. We can help to encourage change by finding out what type of climate related challenges businesses face and sharing good practice information.

As climate change resilience is increasingly adopted across all sectors new business opportunities will arise in the green economy and ecosystem services. There is an opportunity to consider how we can support residents in gaining appropriate skills to take advantage of these forthcoming opportunities.

Appendix 1 of the draft strategy sets out in more detail the risks and opportunities associated with each of the four themes and the outcomes, for example how Staffordshire Council's can adapt to those risks and opportunities.

Next Steps

It is a high-level strategy aimed at guiding and leading all authorities across Staffordshire in a consistent and coherent manner. Through identifying priorities and working together Staffordshire Councils will build a more resilient society and economy. This will provide people with a safe, comfortable place to live and work.

In the first instance the Staffordshire Sustainability Board requires all Staffordshire authorities to get the draft Adaptation Strategy approved by the relevant cabinets. The logical next step would be to work on our own adaptation plan.

For example, adaptation will need to be embedded into the Borough Council's policies, plans and strategies. Risks would need to be actively managed to ensure the policy framework keeps pace with the changing climate. Decision making would need to consider the resilience to the impacts of the changing climate on service delivery, particularly severe weather. As a Borough Council we would also need to focus on developing, innovating and adopting good practice.

Options Considered

None.

Resource Implications

There is a limited retained fund of approximately £60,000 allocated to support all climate change related work, while this should be sufficient to commence this work, it is likely a further policy change will need to be considered within the 2024/25 budget process to ensure this work becomes embedded into council policy.

Legal/Risk Implications Background

None

Equalities Implications

None

Environment and Sustainability Implications (including climate change)

It is in the interest of the council to provide adaptation measures which will increase the resilience of the council's own services, local communities, and biodiversity.

Background Information

The Staffordshire Leaders Board has committed to work collaboratively across Staffordshire to successfully achieve net carbon zero in line with each local authority's climate change declarations. The purpose of working collaboratively is in recognition that across Staffordshire the influence of individual local authorities will be limited, however jointly, with other Councils and organisations across the public and private sectors, notable impacts will be achievable. A Staffordshire Sustainability Board (SSB) takes the lead on coordinating activity that will enable, influence and facilitate economic sectors across Staffordshire to start the journey to Net Zero. An officers group comprising senior officers from each Staffordshire authority support the Board.

Under the 2008 Climate Change Act, the UK Government is required to update and publish a Climate Change Risk Assessment every five years. This document has been updated and published and is called the UK Climate Change Risk Assessment 2022 (CCRA). The document identifies eight priority risk areas which are likely to impact the UK as the climate continues to change. To lessen these impacts, adaptive measures need to be implemented.

The 8 categories include:

- The impact on habitats and species.
- The impact on health of the soil.
- Risk to natural carbon stores and removal of carbon from the atmosphere, known as carbon sequestration.
- The impact on local crops, livestock, and commercial trees.
- The impact on getting food, goods and vital services.
- How people and the economy will be affected.
- The impact on people's health, wellbeing, and productivity.
- The impact from other countries.

The National Adaptation Programme (NAP) sets out how the Government will respond to the risks set out in the Climate Change Risk Assessment. This document sets out the role local government plays in helping the UK to respond and adapt to the climate change risks. The NAP states that "Many of the risks identified in the CCRA and set out in chapters 2-5 of this NAP and many of the impacts arising from climate change are relevant to the responsibilities and functioning of local government".

The West Midlands Climate Change Risk Assessment and Adaptation Plan 2021-2026 (Sustainability West Midlands) looked at these risks and opportunities that climate change could cause in the West Midlands region. They have identified some high-level actions that can be taken to help adapt to these changes.

The information from this plan has been used to understand the risks and opportunities specific to Staffordshire. This is the basis upon which the Staffordshire Adaptation Strategy has been prepared, following a request from the Staffordshire Sustainability Board

Report Author

Anna Miller – Assistant Director – Growth & Regeneration

List of Background Papers

None

Appendices

Appendix 1: Staffordshire Adaptation Plan

Staffordshire Adaptation Strategy



STAFFORDSHIRE
SUSTAINABILITY BOARD



NEWCASTLE-UNDER-LYME
BOROUGH COUNCIL



South Staffordshire Council



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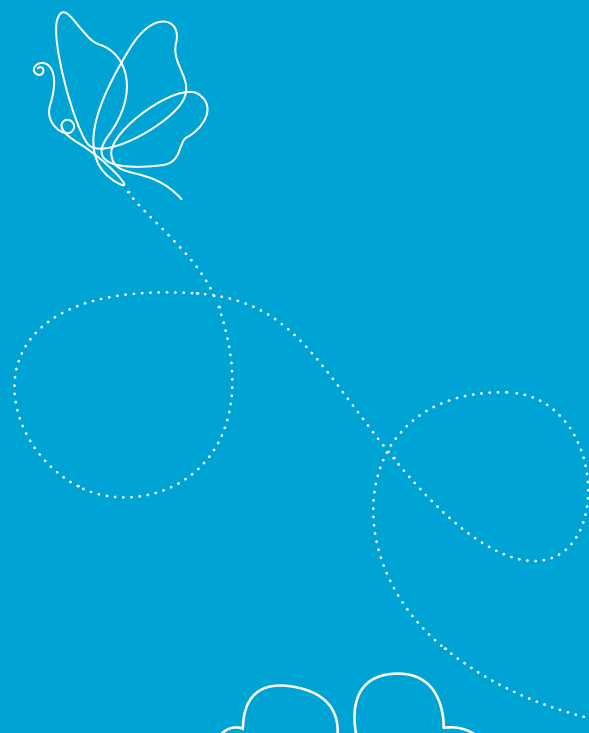
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Foreword



Councillor Simon Tagg Chair, Staffordshire Sustainability Board

One of the most critical challenges facing the world today is the changing climate. Locally, we can see the impacts of climate change, for example, the record-breaking heat of 2022 and the increasing number of damaging storms and floods over the past few years.

The evidence shows that as the climate continues to change, Staffordshire can expect summers to be drier, winters wetter, and more extreme weather events to become more frequent.

While it's important that councils have made commitments to reduce carbon emissions, this alone is not sufficient. Even if we could immediately reduce our emissions to zero, the climate would still change. Therefore, we must also focus on building resilience into our services and local environment, and helping communities and businesses cope with the effects of the changing climate.

I am delighted to present this Adaptation Strategy which demonstrates a commitment of Staffordshire Councils to work together to build a positive future. By identifying the risks, opportunities, and actions, we can better prepare ourselves to respond and adapt to the changing climate in the future. It's important to act now, and I'm confident that by working together through the Staffordshire Sustainability Board, we can become more resilient to the impacts of climate change.

Councillor Joe Porter Vice chair Staffordshire Sustainability Board

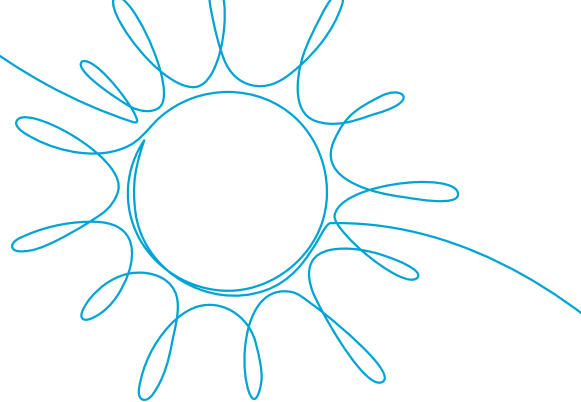
Working together the Staffordshire Sustainability Board, will allow the councils of Staffordshire to ensure that the main effects of climate change are considered in adapting to scenarios presented to us through a changing climate.

This strategy document will enable the councils at all levels in Staffordshire to go forward in a positive and structured manner so that the services we offer and the communities and businesses that we serve are supported by resilient council plans.





Staffordshire's Changing Climate










Climate change is causing a shift in our long term weather conditions and affects the whole world. One of the main reasons for this problem is that we have been using a lot of coal, oil, and gas, going back to the pre-industrial period. Burning these fossil fuels releases gases that trap heat in the atmosphere causing the earth's temperature to increase.

Over the last 150 years the average temperature across the world has warmed by 1.2°C. That might not sound like a lot, but the rate at which the Earth's temperature has been increasing has been getting faster. Since the 1980's, the rate

has almost doubled compared to 1900-1980¹. This is changing our climate putting our livelihoods and our wildlife at risk.

¹ National Centers for Environmental Information Annual Report 2021.

Historic UK Severe Weather Events

<p>2000</p>  <p>Record April rainfall Record autumn rainfall</p>	<p>2012</p>  <p>Wettest for 50 years</p>	<p>2020</p>  <p>Storm Dennis record rain and strong damaging wind</p>
<p>2002</p>  <p>Record Autumn rainfall</p>	<p>2015</p> <p>Mildest December</p>	<p>2021</p> <p>Record rainfall over 3 days (January)</p> <p>Record mild March temperature</p>
<p>2003</p> <p>Mildest January day</p>  <p>Record summer temperature</p>	<p>2018</p> <p>Mildest April day for 70 years</p>	<p>Record mild December temperature</p>
<p>2007</p> <p>Record summer rainfall</p>	<p>2019</p> <p>Record mild February temperature</p>  <p>Record summer temperature</p> <p>Record mild December temperature</p>	<p>2022</p>  <p>UK exceeds 40 degrees for the first time</p>



The climate is changing in Staffordshire. For example, in 2022 the temperature in Staffordshire went over 40 degrees centigrade, which is a new record. There have also been at least 15 significant floods in Staffordshire since 2000, with 9 of these storm events happening between 2018 and 2022.

In February 2020, during Storm Dennis, 281 properties in Staffordshire were flooded. The UK Climate Projections say that our climate will continue to get warmer in the next few decades, even if we reduce the amount of carbon emissions we produce. However, it's hard to predict what will happen later in the century because it depends on how much carbon emissions are reduced worldwide. Along with changes to the average temperature and rainfall, we will also have more extreme weather in Staffordshire. This means we'll have:



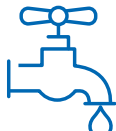
Increased chance of rivers and streams flooding



More extreme heatwaves



Flash floods at all times of the year



Drier summers and water shortages

We can help make things better by taking action now to protect our local environment and livelihoods alongside our plans to reduce carbon emissions. This will help make Staffordshire more resilient to handle future changes in the climate.

In 2022, the UK government revised the risks that climate change could cause in the UK.

They identified 61 different risks and opportunities and put them into 8 categories, including:

- › The impact on habitats and species.
- › The impact on health of the soil.
- › Risk to natural carbon stores and removal of carbon from the atmosphere, known as carbon sequestration.
- › The impact on local crops, livestock, and commercial trees.
- › The impact on getting food, goods and vital services.
- › How people and the economy will be affected.
- › The impact on people's health, wellbeing, and productivity.
- › The impact from other countries.

The West Midlands Climate Change Risk Assessment and Adaptation Plan 2021-2026 (Sustainability West Midlands) looked at these risks and opportunities that climate change could cause in the West Midlands region.

They have identified some high-level actions that can be taken to help adapt to these changes.

The information from this plan has been used to understand the risks and opportunities specific to Staffordshire.

For the West Midlands the latest projections are:

West Midlands	2050	2080
Mean annual temperature	↑ 1.2°C	↑ 1.3°C - 2.4°C
Mean winter temperature	↑ 1.1°C	↑ 1.2°C - 2.0°C
Mean winter precipitation	↑ 6%	↑ 9% - 14%
Mean summer temperature	↑ 1.7°C	↑ 1.9°C - 3.2°C
Mean summer precipitation	↓ 15%	↓ 19% - 26%



Source: UK Climate Projections (UKCP) taken from UKCP18 projections

Our Vision

A resilient Staffordshire will be an attractive, safe and healthy place to live and work offering an excellent quality of life, thriving environment and prosperous economy.



Our Ambition

We will

Recognise that adapting to climate change is a vital part of planning for the future and will consider adaptation planning across all council services.

Understand the risks and vulnerability climate change poses to Staffordshire, the places we live and work and how these can be made more resilient to climate change.

Adopt a flexible pro-active approach to adaptation to account for the dynamic and uncertain future climate change scenarios and significance of the impacts.

Taking a Joined-up Approach

Climate change has the potential to impact all council services and we need to plan for the future. This means looking at all the things we do and thinking about how to make them more resilient to climate change to protect people's lives and livelihoods.

We will collaborate as councils with the public and private sector, communities and businesses to maximise the outcomes we can achieve across the county. Through a managed approach and working together our ability to adapt and influence will be increased.

It is essential that we act now and put measures in place to allow for a good quality of life and protect Staffordshire's environment and economy now and for the future. These measures will be taken alongside our efforts to achieve net zero carbon emissions.

This Strategy includes a range of objectives across the key themes for Staffordshire Councils to reduce exposure to climate change risks and capitalise on new opportunities. The themes are:



**Critical
Infrastructure
and Buildings**



**Natural
Environment and
Green Spaces**



**Health,
Wellbeing
and Safety**



**The
Local
Economy**

How Climate Change Can Impact Our Service Delivery



Critical Infrastructure and Buildings

Extreme weather events like flooding and storms can damage a buildings integrity and infrastructure, which can affect the usability of the space and business operations.

The damage caused by extreme weather events can disrupt business and the councils' ability to provide reliable services for the local community. It is important to make sure our built environment is resilient to these climate-related hazards. This means thinking about where and how we build new structures, and how we maintain existing ones.

Green infrastructure, like parks and street trees, and blue infrastructure, like rivers, wetlands and Sustainable Drainage Systems (SuDS) can help protect and enhance our built environment against our changing climate. Incorporating these features into good building design will make our infrastructure and buildings more robust and better able to withstand climate-related hazards.

Transport and travel

Extreme weather events such as heatwaves, floods and storms can cause problems for our transportation infrastructure and access along these networks. Heatwaves increase the risk of natural fires starting on grass verges and have caused the tarmac on some roads to soften. Storms have led to landslides blocking routes and flooding roads especially in low lying areas and floodplains.

These events can cause road closures and damage to roads. How we manage the risks and hazards to services in a changing climate, especially during extreme weather events will form a key part of business continuity planning.

Buildings

Flood events can cause a lot of damage to properties causing disruption and costly repairs. Summer heat, especially that experienced in 2022 can make living and working spaces uncomfortable and can be a danger to health, especially the vulnerable.

Nature based solutions, such as green spaces and SuDs have an important role to play in creating climate change resilience providing natural cooling and helping to minimise flood risk to buildings.

CASE STUDY 1

Developing Houses Fit for the Future EXETER CITY COUNCIL

Exeter City Council has been using a planned approach to low energy housing developments, which has led to the creation of 103 certified Passivhaus homes.

These homes have been built to be low energy, climate ready and improve health through building biology. They have been tested against future climate conditions to ensure resilience to 2080, and alongside this residents have already experienced health improvements and better indoor air quality

Source: SWM (2022) Climate change adaptation: practical examples for local authorities.

CASE STUDY 2

Residential Flood Alleviation Scheme

HAMSTALL RIDWARE



Staffordshire County Council installed new oversized drainage assets to better protect 18 residential properties in Hamstall Ridware.

This Surface Water Flood Alleviation scheme combined with natural flood management works undertaken by South Staffs water.

The creation of a bund within the field near the village helps to hold back flood water and installation of leaky dams has slowed the flow of water in the ditch.

Modelling showed that in a 100-year flood event (having a 1% chance of occurring in any year), the scheme would prevent 9,000 cubic metres of surface water entering the village reducing this water volume to just 33 cubic metres and in doing so significantly reducing flood risk.

Source: SWM (2022) Climate change adaptation: practical examples for local authorities.



CASE STUDY 3

Stafford Brooks Project STAFFORD



Stafford Brooks project will restore the floodplains to help increase their ability to store water when river and waterway levels rise.

It targets 25 locations along Stafford's rivers and streams, improving habitats which will enable wildlife to thrive.

This project will reduce flood risk to nearby houses and businesses, alleviating seasonal pressures felt across the town caused by regular flooding. This project also has a particular focus on extending, restoring and creating new habitats. These restored areas will become home to a variety of wildlife including otters, wading birds and a range of amphibians.

The new developments will also use natural solutions such as wetlands and reed beds to help filter polluted run-off from roads.

Source: SWM (2022) Climate change adaptation : practical examples for local authorities.





Natural Environment and Green Spaces

The changing climate is putting our natural environment under pressure with some species struggling to adapt quickly enough to the changes.

Warmer temperatures increases the vulnerability of species to pests and diseases and increases the risk of invasion from exotic species. Hotter drier conditions increases the risk of wildfires which can cause serious damage to habitats and communities.

The timing of our seasons is changing and affecting the availability of food for many species at crucial times of the year, especially breeding and migratory species.

Habitats and species

The changing climate and extreme weather can damage vegetation, plants and our soils, causing challenges to our wildlife. To help them adapt, we need to increase our understanding of species habitat requirements to create more resilient environments.

Improving the quality, diversity and size of habitats and connectivity will help species move through the landscape as the climate changes. We will work together to share ideas and methods, and make sure that our habitats are diverse to provide the best survival chances.

The changing seasonality will impact our management of habitats due to earlier breeding seasons. This is reducing the time period when some works can be completed putting pressure on resources and will require us to adjust our management regimes.



Enjoying our open spaces

Our open spaces are not only valuable for biodiversity, they can also reduce air pollution and provide recreational space for people to enjoy.

Extreme weather conditions can erode footpaths, wash out bridges and create landslips making access to our open spaces and footpaths hazardous or impassable, increasing pressure on resources.

New ways of managing access to these open spaces needs consideration, moving away from costly hard engineering solutions to identifying how best to adapt to the changing conditions. This requires a more holistic approach to management, working with stakeholders and landowners to consider implementation of offsite positive solutions.

Natural flood risk management

Flood events are occurring more frequently, and it is predicted the intensity and duration of flood events will increase in the coming decades.

We need to better understand our flood risk so that we can plan, respond and recover from flood events to maximise the best possible outcomes for the people of Staffordshire.

There are many sources of flooding and various organisations have a duty to oversee or manage these sources to better manage risk. Improved sustainable outcomes are possible if we all work together.

Through working closely with organisations and landowners we can promote more effective management.

Engaging with our communities will be an essential part of this process to raise awareness and ensure they are well informed and resilient to future flood risk.

CASE STUDY 4

The Washlands Enhancement Project

BURTON ON TRENT



The Washlands is a functional flood plain along the River Trent through to the centre of Burton.

In 2018 East Staffordshire Borough Council, in partnership with the Environment Agency and other public and private sector partners, launched a new shared landscape vision for the Washlands.

Between June 2019 and June 2022 the Environment Agency upgraded 9km of flood defences along the river at a cost of £2.8 million to account for climate change.

To accompany the upgrade of the flood defences East Staffordshire Borough Council established the Washlands Enhancement Project.

The aim of the project is to balance regular flooding with public access and recreation alongside nature conservation and a more environmentally sensitive approach to green space management.

The project will contribute to the regeneration of the town by turning an underutilised open space into a regional tourism destination and is due for completion in 2023.

CASE STUDY 5

Creating a Cooler Greener Place to Live

KENT

Urban residential areas in particular are experiencing increasing heat stress from rising summer temperatures.

Two residential streets in Margate, Kent were selected to benefit from a tree planting programme that was specially designed to reduce heat stress during high temperatures, and surface water flooding following heavy rainfall.

Specialist SuDS 'tree pits' were retrofitted in the highway verges of the two identified streets.

This solution increases canopy cover to provide cooling during the summer months,

whilst also reducing surface water flood risk in the residential areas. These pits reduce surface water flooding by slowly infiltrating the water into the ground, reducing the volume of water flowing into the local sewage network.

The trees were selected based on their canopy size, their ability to withstand drought and heavy rainfall, and their capacity to support biodiversity.

Instead of the drainage systems only being able to cope with one in five-year rainfall events, the new drainage system can now withstand one in 30-year events, and has reduced flood risk to 30 properties.

The trees provide natural cooling by reducing the air temperature in residential areas, as the leaves reflect sunlight and provide shade during the summer.

This project has brought benefits to both residents and visitors and has demonstrated how multifunctional climate change adaptation projects can provide cross-cutting benefits to communities previously at risk.

Source: SWM (2022) Climate change adaptation : practical examples for local authorities.



Health, Wellbeing and Safety

Hotter summer days can harm people's health by causing heat stress and respiratory problems from reduced air quality.

Vulnerable and elderly people, especially those in deprived areas, are most at risk. Urban areas are particularly vulnerable due to the urban heat island effect. In 2022, extreme heat days in England and Wales led to a 10.4% increase in death rates compared to non-heat periods.

The role of good building design and blue and green infrastructure for our new and existing properties and neighbourhoods are important for providing natural cooling and access to cool spaces during extreme heat days. To help improve local air quality and provide a more comfortable space to live, work and for recreation we need to consider ways to better integrate blue and green infrastructure and better building design across Staffordshire. Conversely, extreme cold weather can lead to excess winter deaths caused by poor-quality, poorly-insulated, and inadequately heated housing.

We estimate a reduction in fuel poverty could reduce health and social care expenditure by £207.3m per year.

The Staffordshire Warmer homes Partnership was launched in May 2019. While predominantly a flagship public health programme, the scheme also supports priorities beyond health including sustainability by improving energy efficiency of housing stock. We will continue to seek funding opportunities to improve energy efficiency of residential housing stock.

People who work solely or predominantly in the outdoors are more exposed to the extreme weather conditions. These people need to be protected as much as possible to minimise any risk to health while at work. New ways of working may need to be considered to ensure appropriate protection methods are in place for all staff.

Additionally planning and responding to extreme weather events can place significant pressure on staff resources. Planning for these events by having appropriate plans, risk assessment and climate related response cover in place may need greater consideration.

CASE STUDY 6

Keep Bristol Cool Mapping Tool

BRISTOL



Different people can be vulnerable to heat in different ways, depending on their sensitivity to heat, their ability to adapt to high temperatures, and their exposure to high temperatures both inside and outdoors.

A tool for policymakers and practitioners in urban design, landscape architecture and emergency planning has been designed by Bristol City Council to understand how current heat vulnerability differs across the community, and how climate change might increase temperatures in the future. The tool can provide insight into how urban heat risk varies and identifies areas that could impact people the most to help the council and other decision makers build a city resilient to extreme heat.

Source: SWM (2022) Climate change adaptation : practical examples for local authorities.





The Local Economy

The potential financial cost of climate change on the UK economy is significant. The UK Gross Domestic Product (GDP) is around £2 trillion a year and it is estimated by 2050 climate change could represent a 2% loss in GDP².

Extreme weather events and changing weather patterns can disrupt business operations due to premises overheating and flooding and can cause disruption to staff travel and the supply chain.

Climate change, and in particular extreme weather events being experienced across the world can impact the local economy through increased risk of price volatility for imported materials and commodities. Businesses should consider ways to build greater resilience into operations to remain competitive and reliable.

A recent survey found 65% of UK SMEs have been financially impacted by their lack of

response to weather information and 40% of SMEs have saved money by checking and acting on weather forecasts. Greater resilience to climate change can be achieved through an improved understanding on the importance of factoring climate change into business decisions. We can help to encourage change by finding out what type of climate related challenges businesses face and sharing good practice information.

As climate change resilience is increasingly adopted across all sectors new business opportunities will arise in the green economy and ecosystem services.

Through our work with the Skills Advisory Panel and Local Skills Improvement Plan we know the demand for green skills will grow in the coming years. There is an opportunity to consider how we can support residents in gaining appropriate skills to take advantage of these forthcoming opportunities.

² Sustainability West Midlands (2022) - *Weathering the Storm. A guide to saving and making money in a Changing Climate*



Our Approach to Adaptation

In preparing plans for a more resilient Staffordshire the County is faced with the challenge of responding to a broad range of uncertain risks. Some services may not have been impacted in the past but could be sensitive to changes in the future.

We will be pro-active in introducing positive changes through developing specific plans, policies and programmes using national policies and statutory requirements to aid change. Since we are uncertain about the long-term projections for the changing climate, we need to be flexible to cope with possible future changes to build organisational resilience.

Through identifying priorities and working together Staffordshire Councils will build a more resilient society and economy. This will provide people with a safe, comfortable place to live and work.

We will put in strong governance to:

Improve the policy and incentive framework and integrate adaptation considerations into policies, plans, strategies and programmes. Risks will be actively managed to ensure the policy framework keeps pace with the changing climate.

Ensure decision making will consider resilience to the impacts of the changing climate, particularly severe weather on service delivery.

Develop, innovate and adopt good practice.

Further details on the key risks, opportunities and outcomes for Staffordshire are outlined in Appendix 1.

Communications and awareness raising

Effective communication is essential to build a more resilient Staffordshire. Working collaboratively across the Staffordshire councils and with our partners we will:

- › Raise awareness and share information of climate change challenges, issues, threats and opportunities.
- › Seek out opportunities to work collaboratively with communities and external organisations, build resilience to climate change and achieve widespread and sustained change.

Monitoring, evaluation and improvement

This strategy is just the beginning of an ongoing process to identify the most important things we need to do to adapt to climate change. The future effects of climate change are uncertain and will depend on our actions to reduce global emissions.

By understanding the potential impacts and being prepared to change our plans as needed, we can be innovative and stay ahead of the curve. We'll constantly review the situation and use research to check if our adaptation measures are still appropriate.



Appendix 1

Climate Risks and Opportunities

The identified risks and opportunities are not exhaustive and have been listed as a guide for Adaptation Plan preparation. We will protect lives and livelihoods in Staffordshire by reviewing the risks and opportunities on a regular basis to accommodate changes in climate change projections.



Critical Infrastructure and Buildings

Risks and Opportunities	Outcomes
<p>Resources required for infrastructure maintenance and repairs due to climate change and extreme weather events:</p> <ul style="list-style-type: none"> • Milder winters may reduce building heating requirements, cold weather related damage and associated maintenance costs. • Hotter summer extremes can lead to buildings and equipment overheating and increased health risks. • Flooding (river, surface water and groundwater) and storm damage (erosion and embankment failures) can compromise buildings and infrastructure. 	<p>Facilities are robust to withstand climatic conditions such as flooding and heatwaves:</p> <ul style="list-style-type: none"> • Infrastructure most at risk from climate change are assessed to prevent the risk of damage or failure. • New developments and redevelopments consider blue and green infrastructure in combination with good building design to provide a healthier and more sustainable environment and steered away from areas of high flood risk. • Targeted flood prevention work in combination with green infrastructure and catchment management to reduce the potential of widespread flooding and damage.
<p>Service delivery impacts due to power outages or disruption to energy network during extreme heat events</p>	<p>Measures in place to minimise impacts from grid disruption during extreme weather events</p>
<p>Road closures and hazardous conditions due to extreme weather</p>	<ul style="list-style-type: none"> • Road surfaces and foundations are more resilient to extreme weather conditions • Business continuity plans are in place to allow for services to continue during road closure events.



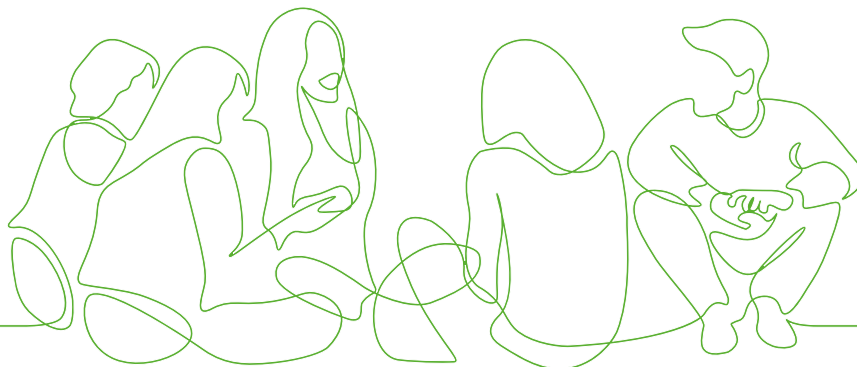
Natural Environment and Green Spaces

Risks and Opportunities	Outcomes
<p>Changes in timings of seasonal events may lead to</p> <ul style="list-style-type: none"> • Disruption in the availability of important natural food sources putting species as well as ecosystem services at risk. • Reduction in time windows for management maintenance and enhancement work putting additional pressure on resources. 	<ul style="list-style-type: none"> • Better understanding of species habitat requirements, especially those at risk to allowing for tailored diverse habitat management • Maintained and enhanced wildlife corridors and patch sizes to increase ecological resilience • Management regime adjusted to account for climate influences and budget restraints.
<p>Changing climate may allow pests, diseases and non-native species to thrive, threatening native habitats and species.</p>	<p>Habitats and species most at risk monitored and actions delivered as required.</p>
<p>Wildfires causing damage to habitats, species and peatland.</p>	<p>Sensitive areas mapped, maintenance of firebreaks and emergency fire risk action responses identified.</p>
<p>Extreme weather can compromise footpaths and associated infrastructure</p>	<p>A holistic approach to catchment management with greater consideration to soft engineering solutions.</p>
<p>Opportunities for natural carbon stores, carbon sequestration and natural cooling and flood risk management</p>	<p>The potential for biodiversity net gain maximised and blue and green infrastructure integrated through planning approvals.</p>
<p>Natural flood risk management</p>	<ul style="list-style-type: none"> • Improved understanding of flood risk management. • Partnership approach taken allowing for whole catchment management integrating blue and green infrastructure. • Communities are more informed and have resilience to flood events. • Sustainable management of drainage and flood defence systems • New planning policies, site allocations and future infrastructure needs consider flood risk. • Flood risk for new developments is considered and managed in a sustainable manner.
<p>Requirement under the Environment Act 2021 for a Local Nature Recovery Strategy to be produced</p>	<p>Local Nature Recovery Strategy considered in planning, development and land management decisions.</p>
<p>A minimum of 10% biodiversity net gain to be delivered on planning permissions.</p>	<p>Plans in place on how to deliver biodiversity net gain.</p>



Health, Wellbeing and Safety

Risks and Opportunities	Outcomes
<p>Occupational Health and Safety of the workforce</p> <ul style="list-style-type: none"> • High temperatures and more frequent exposure to heat will increase risk of heat stress, air pollution and UV exposure particularly to outdoor staff. • Staff responding to extreme weather events such as storms or wildfires are in high risk situations and add additional pressure on staff resources to manage the incident. • Extreme weather events can prevent services being delivered (road closures, extreme heat etc.). • Overheating of buildings can reduce working effectiveness or closure of services. 	<p>Health and safety effects of climate change and climate change risks are integrated into Health and Safety Plan assessments, Corporate risk assessments and associated policies.</p> <p>Business continuity plans consider how services can be maintained during extreme weather events.</p> <p>New developments and redevelopments consider blue and green infrastructure in combination with good building design to provide a healthier and more sustainable working environment.</p>
<p>Extreme weather can impact on the health and wellbeing of communities, especially the vulnerable, including older people, children and those living in area of higher deprivation.</p>	<p>New developments and redevelopments consider blue and green infrastructure in combination with good building design to provide a healthier and more sustainable indoor and outdoor environment.</p>
<p>Widening health inequalities due to more extreme weather.</p>	<p>Community resilience programmes in place, particularly for those most at risk of the changing climate.</p> <p>Community resilience programmes in place, use data and analytics to target programmes such as Warmer Homes to those who are at greatest risk.</p>
<p>Drier warmer summers provides greater opportunity to use outdoor spaces.</p>	<p>Parks and open spaces are fit for the future</p> <p>Key walking and cycling routes are resilient to climate change</p>





The Local Economy

Risks and Opportunities	Outcomes
<p>Extreme weather events lead to:</p> <ul style="list-style-type: none"> • Disruption to business operations. • Disruption to the distribution and the supply chain. • Price volatility for materials and commodities. 	<p>Councils have a good understanding of risks to businesses from the changing climate allowing for sharing of good quality information.</p> <p>Businesses have a better understanding of climate change risks, the urgency and how to integrate resilience to climate change considerations into business planning.</p>
<p>Potential skills gap as the demand for Green Economy and Ecosystem Services increases</p>	<p>Skills/knowledge gaps for the Green Economy and Ecosystem Services identified through working with partners such as the Chamber of Commerce.</p> <p>Training opportunities and programmes identified through closer communications with partners including Local Enterprise Partnerships and higher education.</p> <p>Training for the Green Economy and Ecosystem Services facilitated.</p>





Appendix 2

References and Resources

Climate Change Act 2008

www.legislation.gov.uk/ukpga/2008/27/contents

National Adaptation Programme

www.gov.uk/government/publications/climate-change-second-national-adaptation-programme-2018-to-2023

UK Climate Change Risk Assessment

www.gov.uk/government/publications/uk-climate-change-risk-assessment-2022

West Midlands Climate Change Risk Assessment and Adaptation Plan 2021-2026

www.sustainabilitywestmidlands.org.uk/wp-content/uploads/2022/11/West-Midlands-Climate-Change-Risk-Assmt-Adaptation-Plan-2021-26-Final.pdf

UK Climate Projections

www.metoffice.gov.uk/research/approach/collaboration/ukcp/index

Building Regulations

www.gov.uk/guidance/building-regulations-and-approved-documents-index

Heat and Buildings Strategy

www.gov.uk/government/publications/heat-and-buildings-strategy

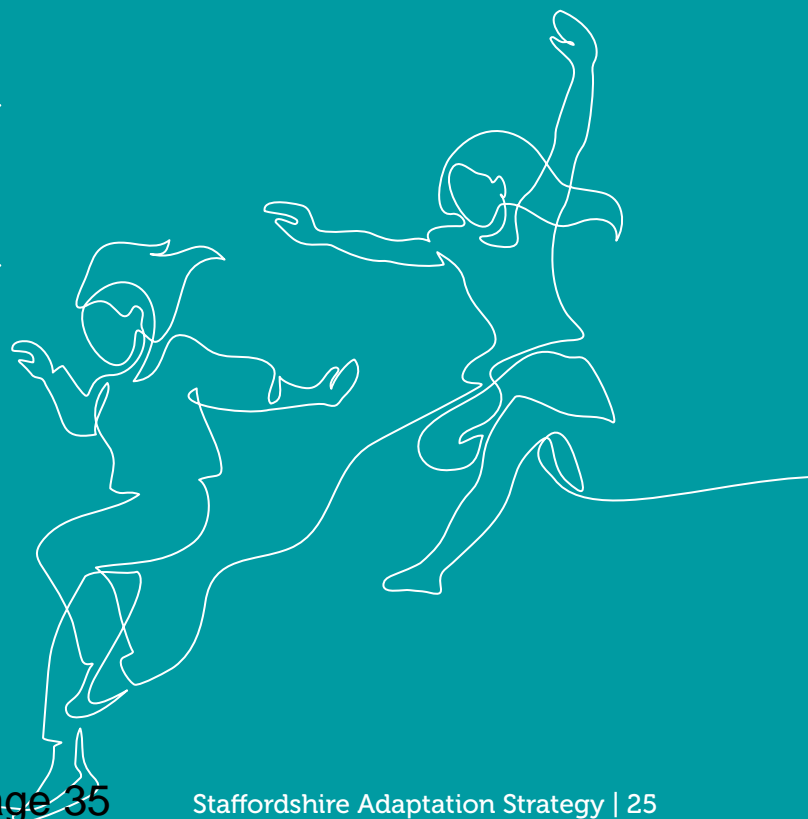
Government Response to the Making Space for Nature Review (June 2011)

<https://webarchive.nationalarchives.gov.uk/ukgwa/20170129120613/https://www.gov.uk/government/publications/government-response-to-the-making-space-for-nature-review>

Sustainability West Midlands (2022)

Weathering the Storm. A guide to saving and making money in a Changing Climate.

www.sustainabilitywestmidlands.org.uk/wp-content/uploads/2022/12/SWM-Weathering-the-Storm-2022-FINAL-1.pdf



Thursday, 28 September 2023

Report of the Portfolio Holder for Environmental Health and Community Partnerships**Neighbourhood Impact Service - Corporate Anti-Social Behaviour****Exempt Information**

N/A

1.0. Purpose

- To update on the government's new Anti-Social Behaviour Action Plan (**Appendix A**) and Anti-Social Behaviour Principles (**Appendix B**) launched earlier this year.
- To set out the proposed Service Offer and 3-year Improvement Action Plan around the new Corporate Anti-Social Behaviour Service known as the Neighbourhood Impact Team.
- To share the achievements of the Council's shared CCTV service with West Midlands Combined authority, specifically related to achievements, performance, intelligence capturing and compliance.

2.0. Recommendations**Cabinet are recommended to:-**

1. Acknowledge the government's new Anti-Social Behaviour Action Plan and updated Anti-Social Behaviour Principles, delegating implementation arrangements to the Portfolio Environmental Health & Community Partnerships in conjunction with the Assistant Director Partnerships & Assistant Director Neighbourhoods.
2. Endorse the Neighbourhood Impact Team's new Service Offer.
3. Endorse the Neighbourhood Impact Team 3-Year Improvement Plan.
4. Acknowledge the CCTV Shared Service's Quarterly Performance Report (**Appendix C**) and the independent CCTV Evaluation Report (**Appendix D**).

3.0. Executive Summary

This report sets out a proposed new Service Offer and 3-Year Improvement Plan, which details how the Council's new Neighbourhood Impact Team will deliver corporate anti-social behaviour services to its residents across Tamworth regardless of tenure.

The proposed new Service Offer, Improvement plan and CCTV performance contributes to the delivery of the Council's Corporate Plan objective 'Living in Tamworth' with a focus on investment in our neighbourhoods and place. It also supports Tamworth Community Safety Partnership Plan and identified priorities.

On 27th March 2023 the government published their Anti-Social Behaviour Plan and updated their Anti-Social Behaviour Principles, setting out their approach to addressing anti-social behaviour, restoring the right for people to feel safe and proud of their local

area, and will give Police and Crime Commissioners, local authorities, and other agencies the additional tools to tackle anti-social behaviour facing communities across England and Wales.

The government's consultation around their Anti-Social Behaviour Action Plan ran for 8 weeks until 22 May 2023, targeted at Community Safety Partnerships, and considered the expansion of current anti-social behaviour powers and whether amendments are required to ensure they are being used effectively. [DLUHC and Home Office are currently seeking views from a wider audience and have devised the following short survey.](#) The deadline has now been extended and those with responsibility for ASB or data collections in English and Welsh councils are encouraged to respond by 18 September. The information will be used to make a final decision and inform a **new burdens assessment** and application to the Single Data List with the aim of collecting new data from **April 2024. The Assistant Director Partnerships is making this submission and will update as part of the Community Safety Partnership obligations.**

As set out within **Tamworth's proposed new Neighbourhood Impact Service Offer** shown in section 4.2 of the report, the new Neighbourhood Impact Team will continue to work positively in partnership with Tamworth's Community Safety teams to ensure that actions taken are dealt with by the most appropriate agency and that Police, Safeguarding, Environmental Services, and tenancy arrangements are all considered.

The key benefits of this proposed Service Offer & Improvement Plan will be to provide:

- a simple, easy, and helpful single point of contact to all stakeholders reporting anti-social behaviour, avoiding any uncertainty about who is dealing with a case **irrespective of tenure.**
- good access to advice and guidance in one place
- Triage and risk assessment of all corporate anti-social behaviour
- agreed action plans and frequent communication updates so residents can easily keep track on the progress of their case.
- be more effective to deal with a wide range of often very complex and challenging reports of anti-social behaviour.
- continued joint working with all community safety partners including the Police and the Council's CCTV service, through sharing intelligence and ensuring issues are communicated swiftly and underlying causes are addressed.
- a 3 Year continuous improvement plan, which will be focused on developing a team of highly skilled and knowledgeable staff
- a working infrastructure that delivers effective and easily accessible services to our residents with the aim achieving high resident satisfaction

Whilst the service arrangements are tenure neutral, it is alive to the housing related obligations and the proposed Service Offer and Improvement Plan has been consulted on previously with the Tenant Consultative group. They believe that this change will strongly support the way in which the Council resolves anti-social behaviour, leaving residents feeling highly satisfied with the service they have received from the Council.

In conjunction with the Council's Community Safety team, the Council have recently commissioned industry expertise via `Janine Green Associates`, supporting a data and intelligence led study to support with the operational development and implementation of the proposed Neighbourhood Service Offer and Improvement Plan.

This report also highlights the recent achievements and good performance of the Council's CCTV Shared Service with West Midlands Combined Authority which

monitors the Council's 154 overt CCTV cameras, across Tamworth for the purposes of public safety/the prevention and detection of crime.

This Autumn, a proposed visit to the CCTV Control Room will provide an opportunity for members to see the advancements in the CCTV digital cameras technology and infrastructure and the difference it has made including the many benefits of a shared service with West Midlands Combined Authority.

Ensuring local access to live CCTV footage, in Tamworth, remains a priority. Working with Police Chief Inspectors, 'client view' technology is installed at Burton Police station (for custody purposes) and locally at [Belgrave Fire & Police Station](#) in order that the police can retrieve CCTV footage *on demand* for evidential purposes to secure outcomes for residents, including criminal convictions. Using what is known as a digital locker, there remains a robust process that enables the police to react accordingly and ensuring a tailored local response. The CCTV reports also form part of the updates to the Police Chief Inspector to support Tamworth's multi- agency response.

4.0. Matters for Consideration

4.1. *Government's newly published Anti-Social Behaviour Action Plan & updated Principles*

On 27th March 2023, the government published their new Anti-Social Behaviour Action Plan which set out their approach to stamping out anti-social behaviour and restoring the rights of people to feel safe in, and proud of, their local area. The plan will give Police and Crime Commissioners, local authorities, and other agencies the tools to tackle anti-social behaviour facing communities across England and Wales.

The new Anti-Social Behaviour Action Plan building on the powers already in place to deal with anti-social behaviour in the following ways:

- o Introducing hotspot policing and enforcement to target the worst affected areas and immediate justice to make perpetrators repair the damage they have caused.
- o Launching a new digital tool for people to report anti-social behaviour and take a tougher approach in holding the police and agencies to account.
- o Take a zero-tolerance approach to drugs, anti-social behaviour and violence against women and girls.
- o Make it easier to evict tenants who are persistently disrespectful and disruptive to their neighbours.
- o Increased tools for police and other agencies to act and restore pride in their communities, increasing on the spot fines for litter, graffiti, and fly tipping (the Environmental Crime Policy is currently being reviewed to consider this).
- o Provide more help for young people to engage in diversionary activities.

The government's consultation around their Anti-Social Behaviour Action Plan ran for 8 weeks until 22 May 2023, targeted at Community Safety Partnerships, and considered the expansion of current anti-social behaviour powers and whether amendments are required to ensure they are being used effectively.

On 27th March 2023 the governments 'Anti-Social Behaviour Strategic Board' updated their Anti-Social Behaviour Principles, which describes a consistent approach to understanding and addressing anti-social behaviour in local communities. The principles are not intended to restrict local decision making but rather to act as a guide in seeking to deliver the best possible outcomes for victims of antisocial behaviour.

- o Encourage victims to report anti-social behaviour and expect to be taken seriously.
- o Provide clear ways to report anti-social behaviour and be given support.
- o Have clear and transparent processes explaining how cases will be investigated and be kept well informed of progress.
- o Engage in best practice with partner agencies.
- o Provide more youth intervention to stop young people escalating into criminal behaviour.
- o Work together to identify and assess strategic issues relating to anti-social behaviour and share information and good practice to support an effective multi-agency response to anti-social behaviour.

The principles are designed to be used by any agency or partner involved in tackling antisocial behaviour, for example, local authorities, community safety partnerships, police forces, health agencies, housing associations, civil society organisations, police and crime commissioners and any other agency involved in the process right from the moment an incident has occurred through to case closure and victim support. It is for individual agencies and local areas to take a position on which principles apply to them.

The Council has good partnership working arrangements through the Community Safety Partnership and the Neighbourhood Service team will continue to play an integral role in this.

4.2. Proposed Neighbourhood Service Offer & Improvement Plan

Historically the Council’s Neighbourhood Tenancy Sustainment Team have dealt with reports of anti-social behaviour associated with Tamworth Borough Council tenancies, managed through the legal responsibilities of the council as a landlord. Reports of anti-social behaviour from residents and tenants in the private sector, where historically separately managed by the Council’s Community Safety team, former Community Wardens, and Environmental Services.

In the year 2022/2023, the Tenancy Sustainment Team and the Community Warden Team jointly received and managed a total of 565 complaints of anti-social behaviour.

Nuisance/abandoned vehicles 44%	Environmental issues 12%
Noise 9%	Animal nuisance 5%
Garden nuisance 5%	Verbal abuse/harassment/threats 4.7%
Drugs 3%	Hate 0.88%

With the increasing mixture of tenures across Tamworth, the two investigation functions sitting separately were not aligned with the nature of anti-social behaviour service requests being reported to the Council, and therefore earlier this year Cabinet approved the recommendation to redesign the Neighbourhood Service and create a new Neighbourhood Impact Team which took effect from May 2023.

The proposed new Service Offer means the Neighbourhood Impact Team will take a lead role in Tamworth to tackling all types of anti-social behaviour, tenure neutral. The Service Offer is designed to deal with reports of anti-social behaviour more effectively and swiftly across all tenures, provide a clear and simple single point of contact for all anti-social behaviour reports, be more effective to deal with a wide range of often very complex and challenging reports of anti-social behaviour, and allows the Council’s Tenancy Sustainment Officers to focus on supporting tenants with their tenancies and managing the council estates.

Neighbourhood Impact Teams - Proposed Service Offer

What we will do for residents who report anti-social behaviour

- ✓ Be here to help, you can easily contact us by phone, email, or face to face, in your home or at a mutually convenient location.
- ✓ Listen to you, so we can understand your complaint and its impact on you.
- ✓ Will triage each report to assess whether it meets the criteria of anti-social behaviour and if not will signpost the resident to the most appropriate services, this may include a referral to mediation and/or an appropriate support service.
- ✓ Respond within 1 working day for very serious anti-social behaviour such as violence and hate crime.
- ✓ Respond within 4 working days for other anti-social behaviour such as litter and noise nuisance.
- ✓ Agree an action plan with you and give you a copy, so you can keep track of progress.
- ✓ Identify with you, any risks or support needs you may have and discuss how best to respond to them.
- ✓ Keep in contact with you on a regular basis as agreed, so you are kept well informed of the progress once a report is made.
- ✓ Work with the police and other community safety agencies so we can resolve your complaint, deliver appropriate interventions, and address underlying causes.
- ✓ Resolve your anti-social behaviour problem in a reasonable timescale, dependant on the seriousness and circumstances.

Types of Anti-Social Behaviour

- ✓ Nuisance or noisy neighbours*
- ✓ Abandoned/burnt out cars and off-road vehicle nuisance
- ✓ Drug related activity
- ✓ Drunken and rowdy behaviour
- ✓ Graffiti
- ✓ Hate related incidents
- ✓ Environmental crime, i.e. littering, fly tipping, dog fouling

Where anti-social behaviour related to criminal activity (e.g., harassment, violence, vandalism, drug dealing, public order), these incidents must be reported to the police. In these cases, the Council will work with the statutory partners to support resolution.

How will we keep a check on the delivery of our Service Offer

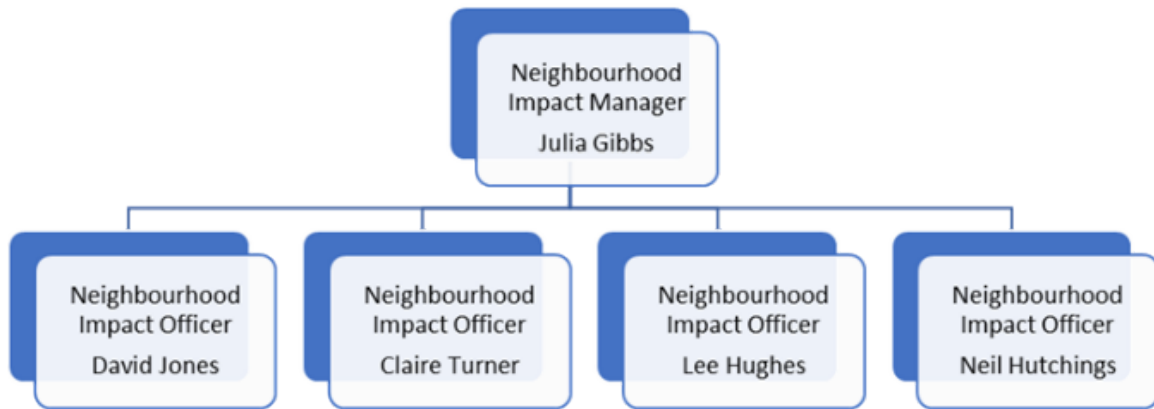
- ✓ Provide a quarterly performance report to the Council on our performance in delivering anti-social behaviour.
- ✓ We will regularly report on how we are doing to our Tenant Consultative Group and publish our performance on the Council's website.
- ✓ Use feedback from surveys, complaints, and compliments to improve our service.

How we will work in Partnership

- ✓ Work positively with the other departments across the Council who deliver other types of community safety services to residents across Tamworth including Environmental Health - responsibility for statutory noise nuisance, pollution, food safety advice, and licencing.
- ✓ Work in partnership with Tamworth's Community Safety teams to ensure that actions taken are dealt with by the most appropriate agency and that Police, Safeguarding, Environmental Services, and tenancy arrangements are all considered.
- ✓ Contribute to the Community Safety Team priorities, bringing together a number of organisations who work to make the borough a safer place to live, work and socialise. Priorities include community cohesion, public place violence, county lines, domestic abuse, and youth intervention.
- ✓ Neighbourhood Impact Officers will spend time working out in the community, including working from community places of work and attending a wide range of partnership meetings including Multi-Agency Risk Assessment Conferences (MARAC), Tamworth Vulnerability Partnership (TVP) weekly anti-social behaviour briefings.

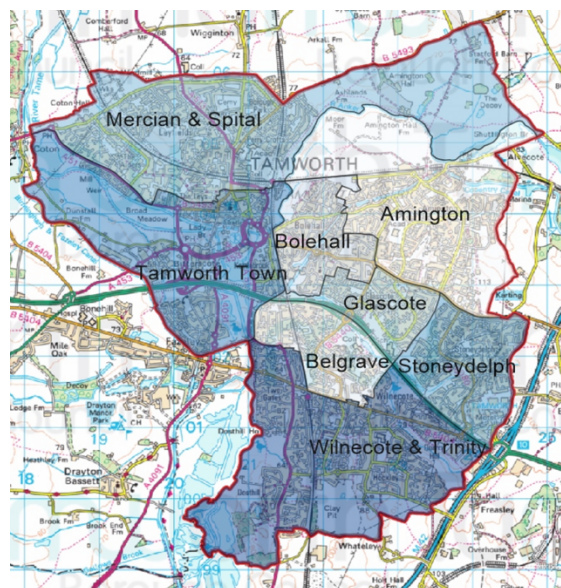
Note: Anti-social behaviour (ASB) is defined under Section 2 of the ASB Crime and Policing Act 2014 as (a) acting in a manner that has caused or is likely to cause harassment, alarm, or distress to any persons not of the same household as the perpetrator, (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation or residential premises, or (c) conduct capable of causing housing-related nuisance or annoyance to any person

The Neighbourhood Impact Team will be made up of 4 Neighbourhood Impact Officers and one Neighbourhood Impact Manager, as illustrated below. All Neighbourhood Impact Officers have hybrid working status, which will enable them to work out in the community and maintain a close working relationship with partners across Tamworth, utilising resources and knowledge to deal with anti-social behaviour more effectively.



The proposed Neighbourhood Impact areas will be split into 4 patches to mirror Neighbourhood Policing areas, enabling Officers to work with police counterparts to resolve issues in the community. Officer patches and a map of the patches are below:

Patch 1	<u>Mercian & Spital</u> Town Centre, Leyfields, Coton Green, Perrycrofts, Lichfield Road, The Leys, Old Kettlebrook, Peelers Way estate, Fazeley Road estate
Patch 2	<u>Amington and Bolehall</u> Amington Heath and Bolehall estates, Amington village, Mercian Way and Amington Industrial Estate, Glascote village to B5000 island
Patch 3	<u>Glascote Heath and Stonydelph</u> Glascote Heath (up to the Bumpy), Leyland Road estate, Stonydelph
Patch 4	<u>Belgrave, Wilnecote & Trinity</u> Belgrave and Ninefoot Lane Estate, Kettlebrook, Wilnecote, Hockley, Dosthill and Two Gates



Note: Anti-social behaviour (ASB) is defined under Section 2 of the ASB Crime and Policing Act 2014 as (a) acting in a manner that has caused or is likely to cause harassment, alarm, or distress to any persons not of the same household as the perpetrator, (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation or residential premises, or (c) conduct capable of causing housing-related nuisance or annoyance to any person

The benefits of the proposed Service Offer include:

- The point of contact will be clear, avoiding any uncertainty about who is dealing with a case irrespective of tenure. Contact details of the case worker will be provided.
- Neighbourhood Tenancy Sustainment Officer will be able to focus on supporting tenants to sustain their tenancies and manage council estates.
- All complainants regardless of tenure will receive a consistent and specialist anti-social behaviour service.
- Strengthen joint working with all community safety partners including the Police and the Council's CCTV service will continue as normal, through sharing intelligence and ensuring issues are communicated and resolved more swiftly.
- The Council's 'Tenancy Sustainment Officers' will continue to be a point of local intelligence and local information for the Neighbourhood Impact team.

4.3. 3-Year Improvement Action Plan (2023 – 2026)

Set out below is key the proposed 3-Year Neighbourhood Impact Service - Improvement Plan:

Year One 2023/24	<ul style="list-style-type: none"> ➤ Finalising recruitment to the Neighbourhood Impact team ➤ Organise and commence the delivery of the staff training ➤ Scope proposed new Service Offer / subject to approval commence delivery of new Service Offer ➤ Develop anti-social behaviour performance intelligence data noting the commissioned work with Janine Green Associates ➤ Commission Data Insight gathering with Janine Green Associates to scope service demand & support delivery of this new service
Year Two 2024/25	<ul style="list-style-type: none"> ➤ Develop and implement data insight recommendations ➤ Prepare for anti-social behaviour Re-Accreditation ➤ Contribute to the review of the Corporate Anti-Social Behaviour Policy and associated staff training ➤ Review and refresh anti-social behaviour working guidance procedures ➤ Prepare for delivery of environmental health crime
Year Three 2025/26	<ul style="list-style-type: none"> ➤ Scope ICT Improvement Programme with the aim of improving access and delivery of our services ➤ Apply for anti-social behaviour re-Accreditation proving reassurance of good quality services ➤ Review, refresh and continually training for the team on our anti-social behaviour guidance procedures ➤ Scope delivery of environmental crime services

As part of our on-going commitment to ensure that this proposed Service Offer provides the type of outcomes required for our residents, we plan to share our quarterly performance information with the Council, on our website and the tenant consultative group.

As mentioned earlier in the report, the Council's Community Safety Team have recently commissioned an experienced consultant 'Janine Green Associates' which

will support with the implementation of the proposed of the Neighbourhood Impact Service Offer and Improvement Plan.

4.4. **CCTV Shared Service Update**

The Council joined forces with West Midlands Combined Authority with effect from March 2020, as part of a 7-year CCTV shared service agreement to protect and enhance the vital community resource for the future. Since this time, the CCTV system has been successfully used to promote public confidence by developing a safe and secure environment for Tamworth, whilst being fully compliant with all the associated camera surveillance regulations and legislation.

The CCTV shared service agreement with West Midlands Combined Authority comes with a number of benefits for Tamworth including; 24 hour CCTV system monitoring of the Council's 154 cameras across Tamworth from the BS7958 state-of-the-art monitoring control centre, significant investment over the 7 years term of the agreement to upgrade the network to the latest digital technology, shared access to police analytics including radio & digital links, and continued partnership working with Tamworth Town Centre radio users (shops, pubs & night time venues) of Storennet and Nightnet Radio Surveillance.

4.5. **Visits to CCTV Control Room for Members**

Various visits have been arranged for stakeholders to visit the Control Centre at the West Midlands Combined Authority & this has been encouraged to support wider assurance around local knowledge and operational commitment to Tamworth. To continue this a proposed visit to the CCTV control room for interested members is planned for this Autumn. The visit will provide an opportunity for members to see the advancements in CCTV digital cameras and infrastructure and the difference it has made including the many benefits of a shared service with West Midlands Combined Authority.

Regular visits to the control room will allow members to see the police connectivity locally and how they can digitally access footage emphasising the continued local knowledge built across Tamworth by our partners.

4.6. **CCTV Performance Update**

Set out below is a summary of the latest CCTV quarterly performance report highlights and finding from the recent Independent CCTV Evaluation Report. For full details please find the attached a copy of the latest quarterly report at **Appendix C** and a copy of the independent evaluation at **Appendix D**. **Members should note that any difference in statistics to statutory returns (i.e. police) are due to different requirements around reporting.**

Quarterly 1 (April-June 2023) Update	Case Studies – examples of successful outcomes <ul style="list-style-type: none">• Offensive Weapon. 17th April 2023. Police requested observations, via radio, in the town centre for a male reported to be in possession of weapons (type & quantity not disclosed). Male was found by CCTV operators and location of male passed to police. Male was stopped, detained, and arrested by police.
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Note: Anti-social behaviour (ASB) is defined under Section 2 of the ASB Crime and Policing Act 2014 as (a) acting in a manner that has caused or is likely to cause harassment, alarm, or distress to any persons not of the same household as the perpetrator, (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation or residential premises, or (c) conduct capable of causing housing-related nuisance or annoyance to any person

	<ul style="list-style-type: none"> Disorder. 8th May 2023. Large group seen fighting outside the White Lion. Incident was passed to police via radio. Some of the group is then seen attacking a nearby parked car. Police arrived on scene and multiple persons detained. Assault. 3rd June 2023. A male is observed being ejected from Jynx nightclub where he then assaults a member of door staff and several other individuals. The venue calls for assistance as the male is restrained on the ground. Police are called by CCTV operators and male is subsequently detained upon police arrival. Offensive Weapon. 17th June 2023. Radio call from police regarding a male seen in the town centre with a 'large stick with a knife attached' who has tried using it on members of the public. Male was found on Market Street by CCTV with said weapon, passed to Police who attended, and male was arrested. <p>CCTV Intelligence Data – 1st April 2023 to 30th June 2023</p> <ul style="list-style-type: none"> A total of 122 incidents recorded with 86 occurring between Friday, Saturday, and Sunday, with the majority occurring in the Town Centre. This is attributed mainly to the nighttime economy. The highest category type is Disorder with 22 incidents, followed by Alcohol Related with 9 incidents. Police requests for CCTV footage were 9. Comparison data is available on the attached performance report.
<p>Independent Evaluation Report – for the period January to December 2022</p>	<p>In order to comply with the requirements of 1) British Standard 7958 'Closed Circuit Television (CCTV) Management and Operation – Code of Practice' 2) the recommendations contained in the Information Commissioner's CCTV Code of Practice published in October 2014 and Biometrics and Surveillance Camera Commissioner's 'Surveillance Camera Code of Practice' published in November 2021, Plass Solutions Ltd were commissioned to undertake an independent evaluation of the Tamworth Borough Council CCTV system that is monitored in a dedicated CCTV Control Room.</p> <p>This is the first evaluation undertaken and focuses on the 154 public space Closed Circuit Television surveillance cameras installed and owned by Tamworth Borough Council. This review will provide a baseline for future annual evaluations.</p> <p>On conclusion the system is effective in achieving its purpose and compliant with the required standards and code of practice.</p>
<p>Improvement Plan 2022/23 achievements</p>	<ul style="list-style-type: none"> Existing camera upgrade and additional cameras at the Castle with the aim of increasing castle security Additional cameras added to Eringden high rise block including the new passenger lift with the aim of increasing security for residents Ongoing locality training for CCTV operatives Finalised upgrade of all 154 camera to digital platform Working towards phasing out Redcare lines including associated costs required for existing CCTV camera operations Building on CCTV Intelligence reports & sharing with community safety partnerships to proactively target resources for the prevention and detection of crime PABCIS / store net and night net – campaign to improve communication between radio users and the CCTV control room Independent CCTV evaluation carry out across all camera to ensure compliance with all associated surveillance regulations and standards

Note: Anti-social behaviour (ASB) is defined under Section 2 of the ASB Crime and Policing Act 2014 as (a) acting in a manner that has caused or is likely to cause harassment, alarm, or distress to any persons not of the same household as the perpetrator, (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation or residential premises, or (c) conduct capable of causing housing-related nuisance or annoyance to any person

5.0. Resource Implications

The financial implications associated with this report are the travelling costs if members visit the CCTV Control Room by mini-bus which can be met from existing budgets – estimated at a maximum of £260.00.

6.0. Equality Implications

The Equality Impact Assessment was undertaken earlier this year as part of the Neighbourhood Review and will be kept under review to ensure our services do what they are intended to do and for everybody.

7.0. Legal/Risk Implications Background

It is envisaged as the 3-year improvement plan progresses a full risk assessment will be produced and monitored throughout. Below is summary of the key risks and mitigation:

Risks	Mitigation
Risk to member of the public/community, if the Council is not able to delivery swift & effective response to reports of anti-social behaviour	A resourced team will ensure focus and add capacity to service improvement planning.
Non-compliance and fined by the social housing regulator for not evidencing delivery of good quality anti-social behaviour housing services	Routine reporting of performance to the council, residents via website and tenancy consultative groups.
Insufficient staffing resourcing could put pressure on delivery service offer, which may lead to customer dissatisfaction and rising complaints from public, tenants, residents, stakeholders etc.	Ongoing commitment to staff training and development – specialising in anti-social behaviour delivery of service / highly skilled and knowledgeable staff.

Report Author

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List of Background Papers

Appendix A – Anti-Social Behaviour Plan

Appendix B – Anti Social Behaviour Principles

Appendix C – CCTV Quarterly Report

Appendix D – CCTV Evaluation Report



HM Government

ANTI-SOCIAL BEHAVIOUR

ACTION PLAN

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Foreword by the Prime Minister



Strong communities are bound by a golden thread – the idea that we should treat others as we would like to be treated ourselves. I know that’s how the vast majority of people in this country act. So much of our happiness and pride stems from that idea and having peace of mind in the places we call home. Yet, there’s a small minority whose anti-social behaviour makes other people’s lives a misery.

It is simply unacceptable that anyone should have to live in fear of intimidation from their neighbours or gangs terrorising their streets; that parks and children’s play areas should be littered with empty nitrous oxide canisters; that women and girls should feel unsafe walking alone at night; or that businesses and shops should close

down because town centres are no longer places that people want to be. That is not the kind of community anyone wants, and it is not the kind of country we are.

That is why we are launching this new Action Plan. Because anti-social behaviour is not a low-level crime. It is not just a nuisance or irritant. It ruins communities. We need to stamp it out—and we can. There is nothing inevitable about it.

This Action Plan builds on the work we are already doing to make our streets safer and invest in communities the length and breadth of the UK. It sets out how we will deal with anti-social behaviour for good by acting in three ways.

First, we will treat anti-social behaviour with the urgency it deserves by bringing in hotspot policing to target the worst affected areas. This will start with ten trailblazing places, before rolling out across England and Wales next year. It means we will have more police and more uniformed officers tackling the most prolific offenders. We will also introduce a new approach called Immediate Justice to make perpetrators repair the damage they have done. They will be forced to pick up litter, wash police cars or clean up graffiti within as little as 48 hours of being caught. Again, this will start in ten places, before being expanded across England and Wales in 2024. And to restore public trust we will launch a new digital tool for people to report anti-social behaviour and take a tougher approach in holding the police and other agencies to account.

Second, we will take a zero-tolerance approach – including cracking down on the illegal drugs that blight communities. We are going to ban nitrous oxide and expand the use of drug testing on arrest. We will broaden not just the types of drugs that police test for, but also the situations where tests are used to include anti-social behaviour and violence against women and girls. In addition, we will make it easier to evict tenants who are persistently disrespectful and disruptive to their neighbours, and we will bring in new tools to help those on the streets into proper support and care, and to prevent intimidation and loitering.

Third, we will give the police and other agencies the tools they need to act and restore pride in our communities. We will increase the amount for on-the-spot fines for litter, graffiti and fly-tipping and seek to increase their use. Councils will be given new funding to restore local parks and greater powers to revive their high streets by bringing empty shops back into use. And we will provide more help for young people to find positive ways to focus their energies, including one million extra hours of youth support in hotspot areas.

I want to strengthen that golden thread which binds us together – to build communities where families can flourish, where businesses want to invest and where people feel pride, optimism and hope. By stopping anti-social behaviour in its tracks, that is what this Action Plan will do.

Rt Hon Rishi Sunak MP

Prime Minister

This government is clear that acts of anti-social behaviour are unacceptable. Our Anti-Social Behaviour Action Plan is not just words, but a plan to stamp out anti-social behaviour. We will:

1. Make sure anti-social behaviour is treated with the urgency it deserves, increasing the use of hotspot policing and enforcement, rolling out a new Immediate Justice service so anti-social behaviour perpetrators swiftly clean up their own mess, and giving communities more of a say over, and more visibility of, reparation:

- Dedicated funding will support Police and Crime Commissioners, working with councils and others, to target enforcement in the areas where anti-social behaviour is most prevalent in their communities. Initially, we will support 10 trailblazer areas, scaling up to hotspot enforcement across all police forces in England and Wales in 2024.
- Perpetrators of anti-social behaviour will be made to repair the damage they inflict on victims and communities, with the ambition of reparative work starting within 48 hours of their being given a disposal by the police. Perpetrators will clean up graffiti, pick litter and wash police cars while wearing jumpsuits or high-vis vests, and under supervision – with communities given a say over the consequences they face through consultation.
- A new digital tool will be launched so members of the public have a simple and clear route to report anti-social behaviour, receive updates on the outcome of their case, find guidance, and challenge where they do not think this is satisfactory.

2. Change laws and systems to take a zero-tolerance approach to anti-social behaviour, cracking down on the illegal drugs that blight communities and organised and harmful begging:

- We will ban nitrous oxide, also called laughing gas, to put an end to intimidating groups of young people littering local parks with empty cannisters.
- The police will be able to drug test suspected criminals in police custody for a wider range of drugs, like ecstasy and methamphetamine, and test offenders linked to crimes like violence against women and girls, serious violence, and anti-social behaviour.
- New laws to replace the Vagrancy Act will enable the police and councils to direct individuals to engage with the support they need, prohibit organised begging by criminal gangs and begging which causes nuisance and undermines the sense of public safety, and address street activity so our public spaces are clear of debris and paraphernalia.
- Landlords and law-abiding tenants will benefit from stronger laws and systems to ensure those who are persistently disruptive are evicted. We will seek to halve the delay between a private landlord serving notice for anti-social behaviour and eviction and broaden the disruptive and harmful activities that can lead to eviction. We will also provide a clear expectation that previous anti-social behaviour offenders are deprioritised for social housing.

3. Give the police and other agencies the tools they need to discourage anti-social behaviour, including higher on-the-spot fines, investment in positive activities for young people, filling empty shops and regenerating local parks.

- The upper limits of on-the-spot fines will be increased to £1,000 for fly-tipping and £500 for litter and graffiti, and we want more of these fines handed out to offenders.
- One million extra hours of youth support will be made available in anti-social behaviour hotspots and we will invest more to intervene early with at risk young people via 1-1 support.
- Councils will have stronger means to revitalise communities, bringing more empty shops on high streets back into use, and restoring and renovating local parks.

This Action Plan is consistent with the devolution settlements, and we will work with the Devolved Administrations to ensure a collaborative approach in devolved areas.

Introduction



[Anti-social behaviour] makes you feel unwelcome, like you're not wanted or loved, you don't feel you belong there. You're left with so many questions in your head when you don't know who is doing it or why – it does affect your emotional wellbeing. You don't feel safe there all the time and you don't know what is going to happen next. I've felt like this for the three years I've lived here, and I've been planning on leaving for the past year.

Research participant who witnessed anti-social behaviour, Liverpool¹



1. Everyone has the right to live without the fear of facing anti-social behaviour. To leave their home without dreading intimidation from neighbours, visit their local high street free of disorder and drug taking, take the train or bus to work without fear of abuse and walk down a pavement clear of dog mess and litter. Women and girls should not feel unsafe walking alone at night and families should not be intimidated away from parks by drug paraphernalia and groups of youths engaging in threatening behaviour. Businesses should not suffer and shops be shuttered because town centres are no longer places people want to be.
2. The Government is clear – acts of anti-social behaviour are unacceptable. They are the ultimate form of disrespect. They disrupt and damage our quality of life. They corrode communities, make victims feel powerless, and can leave places degraded and neglected. This is why the Government is doing everything possible to stamp out anti-social behaviour. It is central to the Government's mission of levelling up – because you cannot restore pride to places if people do not feel safe in their own community.
3. This is an action plan with safety, security and a basic respect for others at its heart. It is about restoring the right of people across the country to feel safe in, and proud of belonging to, their local area.
4. Through this action plan, and backed by £160m of funding, we are:
 - a) changing laws and tightening regulations to clamp down on anti-social behaviour – banning nitrous oxide, making sure more suspected criminals undergo drug testing on arrest, ensuring the police can move on those causing harm and blight while begging and making it easier for landlords to evict anti-social tenants who make their neighbours' lives a nightmare;
 - b) ensuring the police, councils and other agencies have all the powers and tools they need – increasing on-the-spot fines (Fixed Penalty Notices) to up to £1,000 for those who fly-tip and up to £500 for those who litter or graffiti, driving greater use of

1 Home Office. [Anti-social behaviour: impacts on individuals and local communities](#). 2023.

enforcement powers to protect the public and our public spaces, investing in positive activities to occupy young people in blighted areas and doing more to bring shuttered shops back into use and regenerate local parks; and,

- c) making sure anti-social behaviour is treated with urgency – with offenders facing immediate consequences and cleaning up the damage they cause through new Immediate Justice trailblazers, paying for more uniformed patrols to tackle anti-social behaviour, giving communities a voice and improving the data and information available to ensure the public can hold to account those who should be protecting their community.
5. Clamping down on anti-social behaviour requires many partners to work together. Building on the principles developed by the Anti-social Behaviour Strategic Board², the plan sets out a new framework for the Government, police forces, Police and Crime Commissioners, local authorities and other partners – such as housing associations and youth offending teams – to work together to address the many drivers of anti-social behaviour and repair the damage to communities. This is alongside work to prevent anti-social behaviour, understand underlying behaviours and divert perpetrators. The following partners will have a range of responsibilities.
- a) **Police and Crime Commissioners** are accountable for delivering the key priorities of their local communities and victims of crime including on anti-social behaviour. Police and Crime Commissioners are well placed to use their leadership to reflect local priorities and will take a leading role in overseeing and convening efforts to reduce anti-social behaviour in their areas, working with local delivery partners.
 - b) **Police forces** will continue to have responsibility for the maintenance of order within communities, overseen by their Police and Crime Commissioner. Police forces will adopt a common-sense or “broken windows” approach to policing which means tackling problems of neighbourhood crime and anti-social behaviour where they occur and intervening early to prevent growing disorder. Police forces will work with local authorities and other partners to develop intelligence as to where their local hotspots are to target enforcement and use new powers and resources most effectively.
 - c) **Local authorities** will play an important role in tackling anti-social behaviour through prevention and enforcement using the range of powers and tools available to them. This includes neighbourhood wardens, working alongside police and other partners, to offer a visible and reassuring presence in local communities, handing out more on-the-spot fines for vandalism, and taking appropriate action against perpetrators.
 - d) **Probation Service** will continue to play a role in tackling the visible impacts of anti-social behaviour by delivering millions of hours of Community Payback every year. This will ensure offenders are visibly making reparations for their crimes by undertaking valuable work for their local areas as soon as possible after their crimes are committed.
 - e) **Youth Services Providers** will have an increasingly vital role, with some providing diversionary activity for all and others targeting support at those who risk being caught up in anti-social behaviour.

- f) **Youth Offending Teams** will use the additional funding we are giving to do even more to tackle youth anti-social behaviour through early intervention and diversion. The Turnaround programme is providing more money to Youth Offending Teams across England and Wales over three years, to help them improve outcomes for children on the cusp of entering the youth justice system.
- g) **Housing Associations and Landlords** will work to ensure that no one lives in misery with anti-social neighbours. We will support landlords to use the tools they already have, to respond to reports of anti-social behaviour, work closely with the police and other local agencies to deal with problems and, where necessary, swiftly evict tenants.
- h) **Health Services** and the relevant Integrated Care Board should have an important role – at present, they are sometimes underused. They should be treated as standard for Anti-Social Behaviour Case Reviews that involve victims with health-related vulnerabilities.

Background and context



I think you can tell in my voice. It just raises my blood pressure a little bit... because they're putting what they think is their views above everybody else's.

Research participant who witnessed anti-social behaviour, Leicester³



6. Anti-social behaviour is the main reason people do not feel safe in their local area.⁴ Everyone has experienced anti-social behaviour to a degree – a disturbance or disruption to the normal order of things; an attitude and show of disrespect for a place and the people that call it home. Often repetitive and oppressive, anti-social behaviour leaves victims and communities feeling powerless, spoiling their normal enjoyment of their spaces and chipping away at their peace of mind in their own homes. Anti-social behaviour covers criminal and non-criminal behaviour,⁵ including:
 - a) intimidatory behaviour, such as threatening or unruly behaviour, drunkenness, harassment and loitering in public spaces;
 - b) drug use, and the paraphernalia, mess and disruption that can go with it;
 - c) vandalism, graffiti, and the plague of fly-tipping and littering; and
 - d) disruptive neighbours consistently playing loud music or letting their dog bark all night.
7. People are worried and frustrated by anti-social behaviour, and understandably so. Reducing anti-social behaviour, and crime overall, were the top reported priorities for levelling up in Britain, according to an Ipsos Mori index⁶; while people polled by Public First in December 2021 primarily blamed anti-social behaviour as the main reason why their area was a worse place to live versus 10 years ago, followed by a deterioration of the high street and more litter and rubbish⁷ – all issues this action plan addresses.
8. There is also a growing gap between the anti-social behaviour that people are suffering, and what they report to police. While the total number of incidences of anti-social behaviour reported to the police has fallen by more than half since 2012⁸ (outlined at Figure 1), last year 35% of people reported witnessing or experiencing anti-social behaviour.⁹ This divide suggests that people are increasingly unwilling to report anti-social

3 Home Office. [Anti-social behaviour: impacts on individuals and local communities](#). 2023.

4 [YouGov. Anti-Social Behaviour](#). 2023.

5 A legal definition of ASB can be found in the Anti-Social Behaviour Act 2014: a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person, b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or c) conduct capable of causing housing-related nuisance or annoyance to any person.

6 Ipsos. Ipsos Levelling Up Index: [Levelling up Panel](#). 2022.

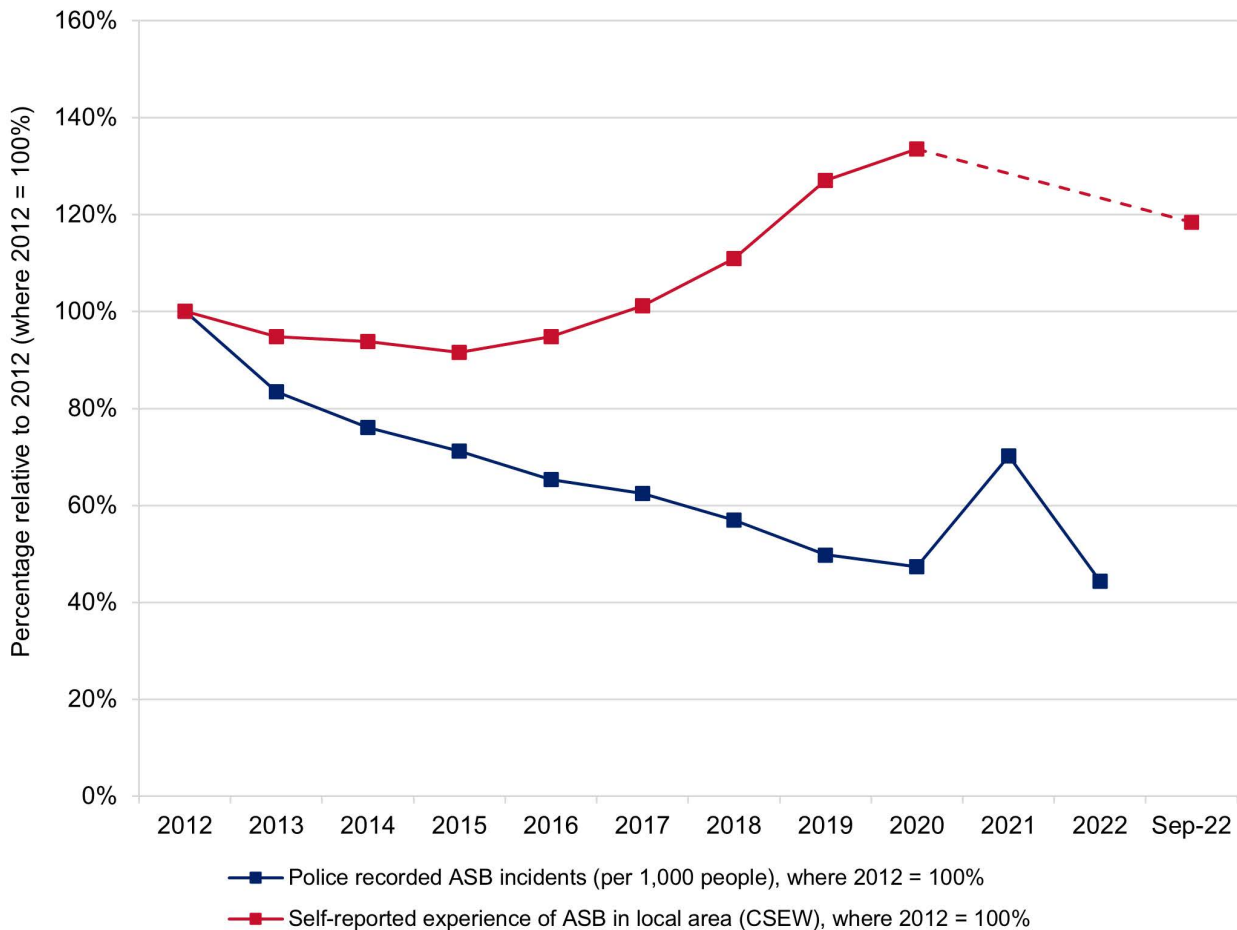
7 Public First. [Levelling Up Poll](#). 2021.

8 Office for National Statistics. [Crime in England and Wales: Other related tables](#). 2022.

9 Office for National Statistics. Crime Survey for England and Wales (CSEW) estimates of personal and household crime, anti-social behaviour, and public perceptions, by police force area, year ending September 2022.

behaviour or have a much wider understanding of what constitutes anti-social behaviour compared to police recorded incidents. There can be little doubt that this is eroding public trust in those who are there to keep them safe and undermining the tradition of policing by consent.

Figure 1: Police recorded anti-social behaviour incidents and self-reported experience of anti-social behaviour, 2012-September 2022¹⁰



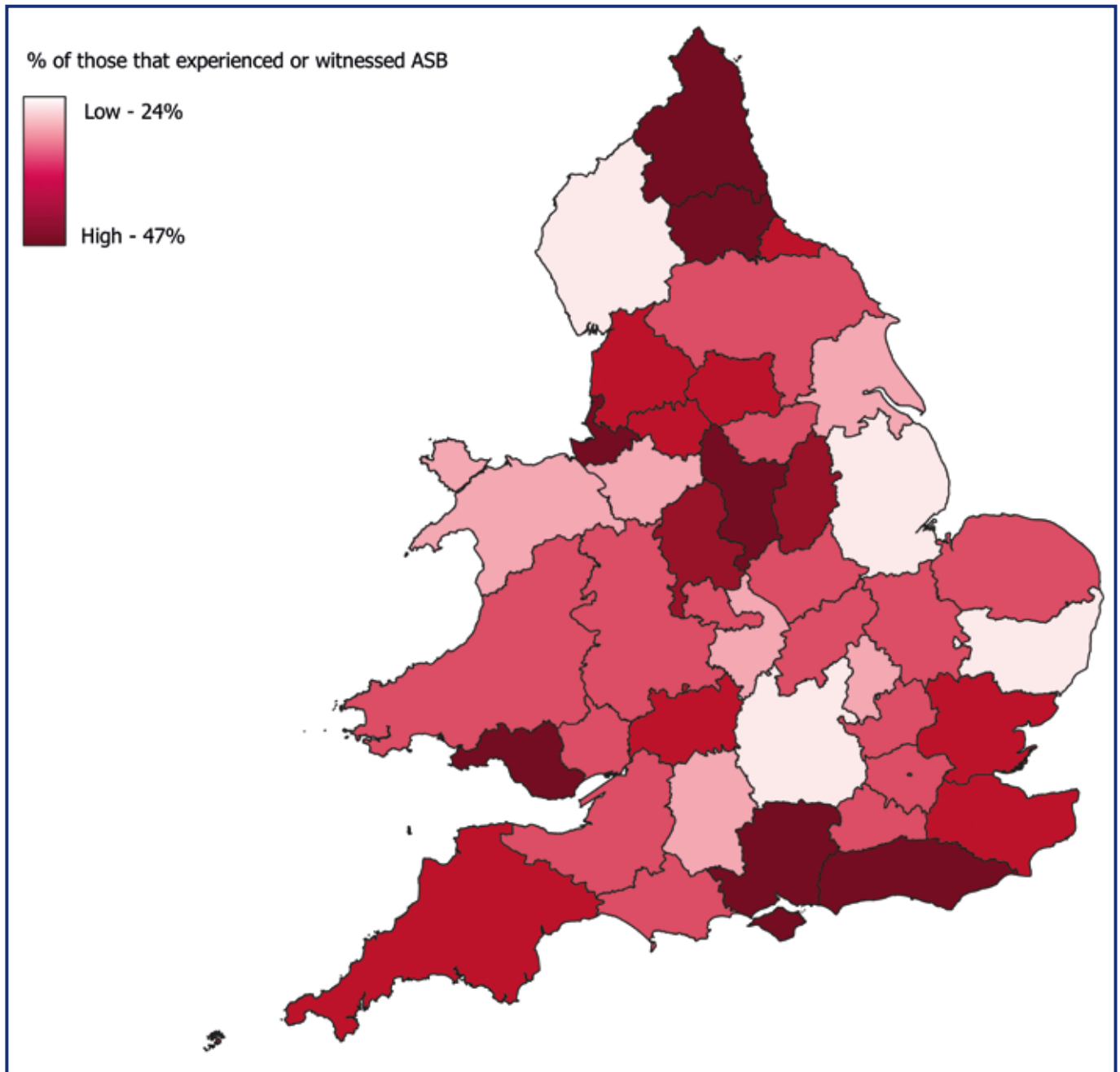
Notes:

Years refer to the preceding April-March period, except for the final point which refers to the year ending in September. Data is for England and Wales only. Furthermore, improved police recording means that public order offences, which have seen an increase in recent years, are no longer recorded as anti-social behaviour. This may explain the consistent decline seen until 2020. The spike in police recorded incidents in 2021 is due to lockdown breaches being recorded as anti-social behaviour.

9. The types of anti-social behaviour that communities are most concerned about vary by area, and people living in some of our most deprived communities often suffer the worst from anti-social behaviour.
10. As Figure 2 shows, the percentage of adults who have personally experienced or witnessed anti-social behaviour in their area is highest in Police Force Areas in the North East, Midlands, and the South East. Derbyshire (47%), Northumbria (45%) and Durham (45%) are the Police Force Areas with the highest percentage of adults with experience of anti-social behaviour. Similar patterns are also evident in data showing people’s perceptions of anti-social behaviour in their areas (as demonstrated in Figure 3).

10 Office for National Statistics. [Crime in England and Wales: Police Force Area data tables](#). 2023.
 Office for National Statistics. [Crime in England and Wales: Other related tables](#). 2023.
 Office for National Statistics. [Crime in England and Wales: National Crime Trend and Demographic Tables](#). 2022.

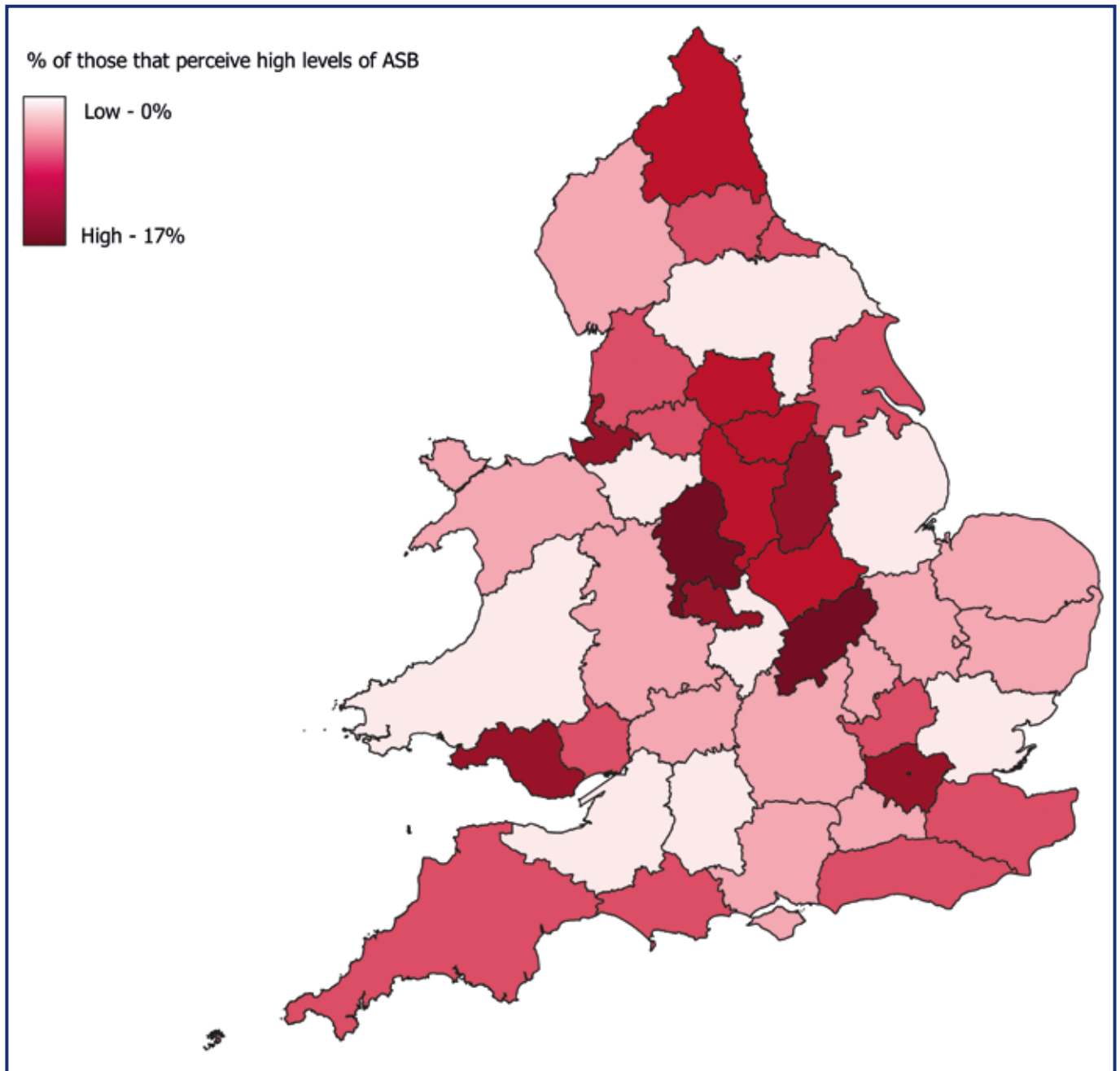
Figure 2: Percentage of adults who personally experienced or witnessed anti-social behaviour in their area, year ending September 2022¹¹.



Notes:
Being based on small sample sizes, police force area estimates from the CSEW are less robust than national level estimates and should be treated with caution.

11 Office for National Statistics. [Crime Survey for England and Wales \(CSEW\) estimates of personal and household crime, anti-social behaviour, and public perceptions, by police force area, year ending September 2022](#). 2023.

Figure 3: Percentage perceived high level of anti-social behaviour in their area, year ending September 2022¹².



Notes:
Being based on small sample sizes, police force area estimates from the CSEW are less robust than national level estimates and should be treated with caution.

12 Office for National Statistics. [Crime Survey for England and Wales \(CSEW\) estimates of personal and household crime, anti-social behaviour, and public perceptions, by police force area, year ending September 2022](#). 2023.

Tougher punishment



I think mental health takes a huge hit... a lot of people are constantly victimised as a result of anti-social behaviour... then [that] has a negative impact on their wellbeing. Their mental wellbeing, and physical wellbeing, actually, I know one of the victims has suffered quite heavily with heart problems over stress.

Local authority stakeholder, Leicester¹³



11. Too often, anti-social behaviour goes unchecked or unpunished which is why this plan centres around safety, security and respect for others. It addresses victims' anger, alarm and frustration about disrespect, their personal safety concerns and their experience of community decline. Polling in January 2023 found that 54% of the public do not think that the police take anti-social behaviour seriously enough, and 68% believe the police have given up altogether on trying to solve 'low level' crimes.¹⁴

¹³ Home Office. [Anti-social behaviour: impacts on individuals and local communities](#). 2023.

¹⁴ Kimaram, A., Tryl, L., Burns, C., and Surmon, T. [Where are the police? Britons' attitudes to crime, anti-social behaviour and the police \(moreincommon.org.uk\)](#). 2023.

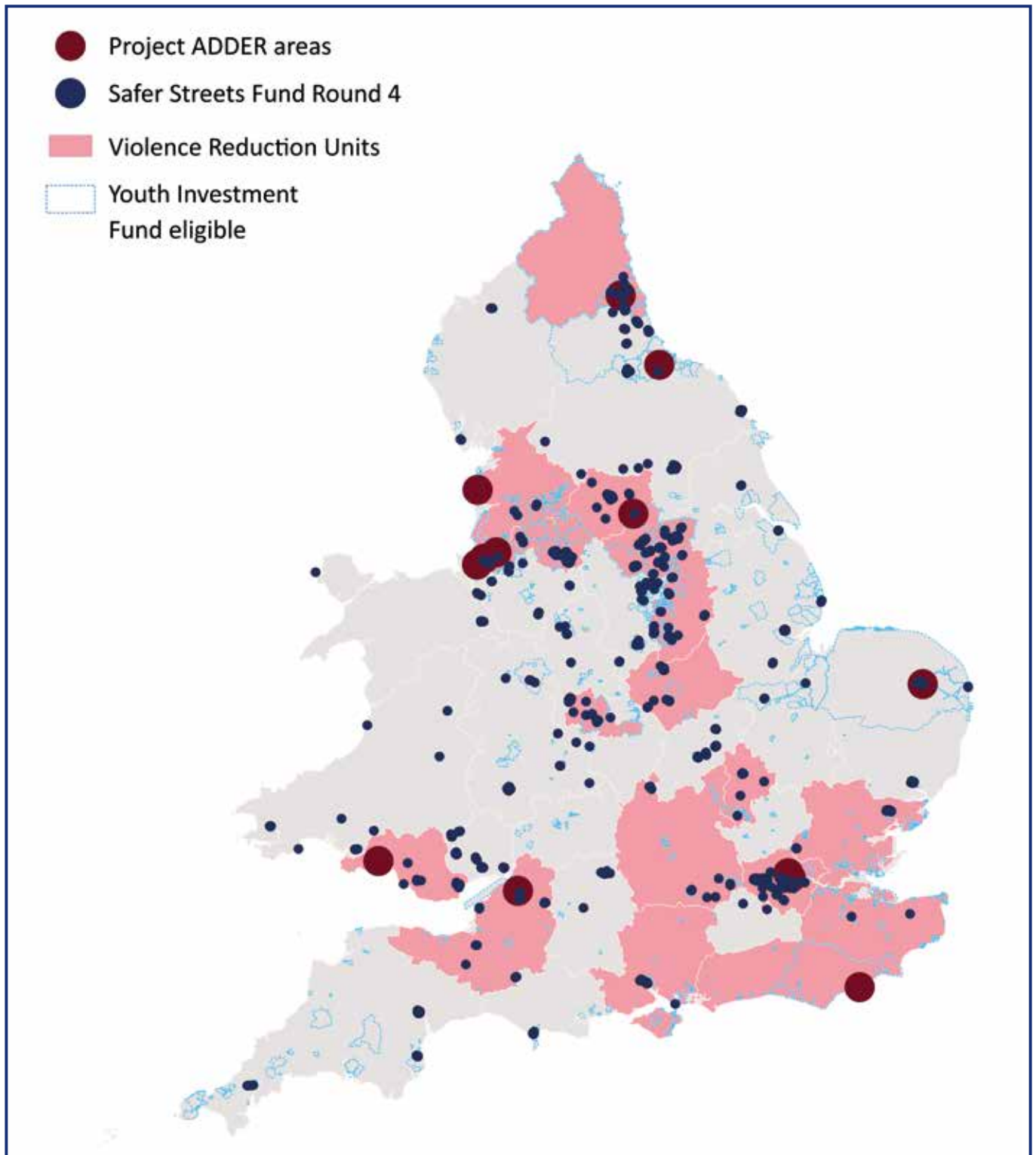
12. But anti-social behaviour is not 'low-level' or just a 'nuisance' crime. It should not be treated as such, especially by those responsible for enforcement and keeping communities safe. Actions have consequences and people have every right to expect that persistent perpetrators will face swift and certain 'Immediate Justice'. The measures we are introducing strengthen the array of powers and tools the police, councils and agencies are equipped with to deal with situations of anti-social behaviour that arise – reflecting the Government's determination to do all we can to stamp it out.
13. We will tackle anti-social behaviour through:
- a) **IMMEDIATE JUSTICE FOR PERPETRATORS:** Those found committing anti-social behaviour will be made to repair the damage they inflict on victims and communities, with an ambition for reparative justice to start 48 hours after their offence, and with communities involved in deciding the type of punishment or consequences they should face;
 - b) **CRACKING DOWN ON ILLEGAL DRUGS:** including a new ban on nitrous oxide and introducing greater use of drug testing on arrest to identify drug users and address the addiction that drives their behaviour;
 - c) **ENCOURAGING ORDERLY BEHAVIOUR:** by strengthening powers in the social and private rented sector to evict or sanction tenants who persistently commit anti-social behaviour, that has negative impacts on their neighbours.

What we have already done

14. To deal with anti-social behaviour, the police, local authorities and other local partners have strong powers, and significant government investment.
- a) Since 2019, the Government has invested over £3 billion, including additional funding each year and that rolled into government grants, to enable the recruitment of 20,000 additional officers – a government priority and manifesto commitment.
 - b) To combat illegal drug supply chains, we are investing £300 million as part of the Drugs Strategy, including up to £145 million to crack down on county lines gangs.
 - c) To target street dealing and open use in hotspots, we have backed local partnerships under Project Adder with £59 million, funding more visible policing and treatment for drug takers.
 - d) We are supporting the areas most afflicted by organised crime, including through 'Clear, Hold, Build', a multi-agency partnership, set to be rolled out to all forces across England and Wales. In a successful pilot in Bradford, anti-social behaviour fell by 34%.
 - e) We are also continuing to deliver the twin-track Grip and Violence Reduction Unit programmes to tackle serious violence in public spaces. Since 2019, we have invested £340 million across both programmes into the 20 police force areas worst affected by serious violence in England and Wales and have already prevented over 136,000 violent offences.
 - f) We are injecting up to a further £93 million additional investment into Community Payback, to ensure criminals across England and Wales complete up to eight million hours of unpaid Community Payback per year. In high-vis, and under supervision, they will clean up graffiti, clear wastelands, and redecorate public places and buildings such as community centres.

- g) We have launched a new expert panel to help social housing landlords tackle anti-social behaviour.

Figure 4: Intervention funding by area: Violence Reduction Units, Youth Investment Fund, ADDER, Future ADDER and Safer Street Fund.



How we will go further

Immediate justice for perpetrators



Unless the changes [are] made, you can read as much as you like about being a good person, but actions speak louder than words, and people are getting away with things because they're a bully, or because they're being anti-social and they don't think the rules apply to them

*Research participant who witnessed anti-social behaviour,
Newcastle upon Tyne¹⁵*



15. The powerlessness felt by victims when anti-social behaviour goes unpunished means they are less likely to report anti-social behaviour at all, while offenders feel they can act with impunity. We are determined to change this. As part of changing the system to stamp out anti-social behaviour, we will provide the tools and funding to dispense Immediate Justice, by issuing out of court disposals with conditions to swiftly repair any damage – the aim being for them to start within 48 hours of the offence. In some circumstances, for example where the original damage has already been cleared up, they will support the local community in other ways, like unpaid work in shops and picking litter on high streets. Victims and communities will have a say in shaping the consequences perpetrators face and will see justice being done – offenders will wear hi-vis vests and be working under supervision – as they face the consequences of their actions and work to pay back their community. Backed by around £50m this will start in 10 initial trailblazer police force areas and be rolled out nationally in 2024. Police and Crime Commissioners will take a leading role, commissioning services for Immediate Justice to fulfil out of court disposals, working with local authorities, the police, youth offending teams and other agencies to do so.
16. For criminals who are sentenced in court to Community Payback, we will be increasing the number of Community Payback hours delivered by offenders each year to up to 8 million hours. These hours are spent improving local communities: removing graffiti, clearing wasteland, and decorating public places and buildings such as community centres. We will also be going further to ensure the Probation Service is doing everything it can to tackle anti-social behaviour, by:
 - a) piloting new ways of using Probation Service-delivered Community Payback rapidly to clean up particularly serious incidents of anti-social behaviour in specific local areas. The Probation Service will work with certain local authorities to develop new and quicker processes, enabling probation teams, made up of people serving Community Payback, to be deployed rapidly to places which urgently need cleaning up following antisocial behaviour taking place. This new, rapid model will offer certain local authorities a means to restore public places to normal as soon as possible.
 - b) extending offenders' involvement in Keep Britain Tidy's projects. Last year's annual Spring Clean week saw 1,500 offenders spend almost 10,000 hours on 300 community clean-up projects. This year, we will build on this success and run a

15 Home Office. [Anti-social behaviour: impacts on individuals and local communities](#). 2023.

second clean-up week in the autumn, which will focus on anti-social behaviour and raise awareness of the contributions of Community Payback teams. Each and every week, Probation Service Community Payback teams deliver thousands of hours of community payback work – and it is vital we use campaigns like Keep Britain Tidy to raise awareness of this work among the public.

17. We will also do more to ensure that we give local people a say in how and where Community Payback hours should be used to deter anti-social behaviour and clean up their park or high street. We will do this by:
- a) ensuring that the Probation Service, by law, consults key community leaders including Police and Crime Commissioners and local authorities on how and where our expanded eight million hours a year of Community Payback are used to improve public spaces and buildings. This will ensure that Community Payback hours are spent working on agreed local priorities.
 - b) giving local people a say in which projects local perpetrators complete. The Probation Service will be relaunching the Community Payback nominations website early next year, which will make it easier and more accessible for communities and members of the public who report anti-social behaviour to nominate potential Community Payback projects for offenders and the Probation Service to complete.

Cracking down on illegal drugs



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I find in the evenings, I’m a bit reluctant to walk down, because there’s people taking drugs, there’s the laughing gases, the little pellets all on the floor. Beer cans. And even in the parks, it is quite bad. So, I think when it gets dark, I’m a bit reluctant to leave the house now.

Research participant who experienced and witnessed anti-social behaviour, Newcastle upon Tyne¹⁶

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16 Home Office. [Anti-social behaviour: impacts on individuals and communities](#). 2023.

18. Drugs are a scourge on society. They ruin lives, blight our neighbourhoods and make our streets unsafe. Half of people that report they don't feel safe alone in their local area cite drug taking and dealing.¹⁷
19. As set out in the Drug Strategy and Beating Crime Plan, we are clamping down harder on drug dealers and are clear that 'recreational use' is not harmless. This action plan goes further, changing laws as needed to take a tougher approach to drug misuse and anti-social behaviour.
20. It is already illegal to sell nitrous oxide, sometimes known as 'laughing gas', for its psychoactive effect. Yet in England and Wales, nitrous oxide has been the third most used drug, after cannabis and cocaine, since 2012¹⁸¹⁹. Use is prevalent amongst young people, and at the recent peak, almost one in ten 16-24 year olds reported using nitrous oxide in a 12-month period²⁰. Clearly, some corner shops and online retailers continue to sell it without proper checks, and without facing consequences.
21. This is negatively affecting individuals and communities. In its 2023 review, the Advisory Council on the Misuse of Drugs²¹ found there have been anecdotal reports of an increase in social harms such as drug driving and littering of discarded canisters, as well as neurological harms, alongside widespread availability of nitrous oxide for illegitimate use. Some of these harms are felt acutely by communities, and from the public and police we repeatedly hear of links between nitrous oxide and nuisance or anti-social behaviour. Given the harm to communities, the health harms and prevalence amongst young people, we are taking a decisive approach and going further than the Advisory Council on the Misuse of Drugs recommended.
22. We will ban nitrous oxide, intending to do so before the end of the year. When Parliamentary time allows, we intend to legislate to make nitrous oxide a Class C drug with potential prison sentences and unlimited fines for unlawful supply and possession.
23. We recognise there are many legitimate uses of nitrous oxide, and we do not want to hinder responsible medical, industrial and consumer use. We will consult on the ban of nitrous oxide and how best to protect people and communities from the harmful effects, while exempting legitimate uses so as to minimise the burdens on businesses.
24. We will also expand drug testing on arrest – so more suspected criminals can be tested, and more drugs tested for.
25. At present, suspected criminals can be drug tested in police detention only if they have committed certain offences, such as theft, robbery, burglary, drug possession and dealing, fraud and begging, without further approvals. We will expand this to also include night-time economy-related offending, offences linked to violence against women and girls, domestic abuse, serious violence, and anti-social behaviour.
26. Currently only certain opiates and cocaine (including crack cocaine) can be tested for. We will widen this to all Class A drugs, including ecstasy and methamphetamine. We will also bring forward further legislation to enable Class B drugs like cannabis, speed and ketamine to be tested for, as well as consider further broadening this to some Class C drugs.

17 [YouGov. Anti-Social Behaviour](#). 2023.

18 Home Office, [Drugs Misuse: Findings from the 2012-2013 Crime Survey for England and Wales](#), 2013

19 Office for National Statistics, [Drug misuse in England Wales: year ending March 2020](#), 2020

20 Advisory Council on the Misuse of Drugs. [Nitrous Oxide – Updated Harms Assessments](#). 2023

21 Advisory Council on the Misuse of Drugs. [Nitrous Oxide – Updated Harms Assessments](#). 2023

27. We will also consult on expanding drug testing powers to enable ‘on the spot’ testing, so police can test individuals on the street who they suspect are committing crimes whilst under the influence of drugs.

Encouraging orderly behaviour



Again, it’s more the persistent anti-social behaviour where that’s a problem. We have a lot of people with anxiety and depression. So yes, it can have such a negative impact on somebody’s life and again, more so when it’s somebody who’s living in it and can’t leave. So, if it’s a neighbour dispute or if it’s something, it tends to be a lot more severe.

*Local authority stakeholder, Leicester*²²



[It] affects me because she obviously makes me sleep deprived and then I’m just annoyed for the whole day and I’m up at six in the morning for work and stuff and then it stresses me out... I’m tired in work, I don’t want to go to work and stuff like that.

*Research participant who witnessed anti-social behaviour, Liverpool*²³



28. Anti-social behaviour by neighbours is particularly stressful. Feeling on edge or frightened at home impinges on people’s wellbeing and security. A survey in 2022 found that over one in four social housing residents had been affected by anti-social behaviour in the past year²⁴. Applied across the sector, it would be equivalent to one million households. Of those who reported anti-social behaviour to their landlord, 55% were dissatisfied with the outcome and 40% of those affected by anti-social behaviour who did not report it did not do so because they did not think their landlord would do anything about it.²⁵ In the private rented sector, one in three landlords who have ended a tenancy report that they did so because their tenant engaged in antisocial behaviour.²⁶ Nuisance, criminal and abusive behaviour which impacts people at home is both disrespectful and unacceptable.
29. Neighbours sometimes fall out over issues – after-hours noise if a neighbour works nightshift, occasional parties, or property left in communal areas – that they can settle between themselves, but this is not always the case. As a first step, residents should seek to resolve disputes, if possible. We are exploring ways to increase mediation in

22 Home Office. [Anti-social behaviour: impacts on individuals and local communities](#). 2023.

23 Home Office. [Anti-social behaviour: impacts on individuals and local communities](#). 2023.

24 Department for Levelling Up, Housing and Communities. [Social Housing Quality Programme Resident: Residents Survey Report executive summary](#). 2022

25 Department for Levelling Up, Housing and Communities. [Social Housing Quality Programme Resident: Residents Survey Report executive summary](#). 2022.

26 Department for Levelling Up, Housing and Communities. [English Landlord Survey 2021: Main Report](#). 2022.

the Private Rented Sector, for example with the new Ombudsman to support landlords when tenants commit low-level – but high impact – anti-social behaviour. This will prevent avoidable evictions.

30. Sustained acts of intimidating or disruptive behaviour are not acceptable. These should lead to the eviction of the tenant involved. Landlords must be able to act against persistently problematic tenants and relieve innocent parties living nearby. Through this action plan we are strengthening the system – changing laws and arming landlords with the tools to ensure that anti-social tenants face the consequences of their actions.
31. For those living in the private rented sector or in properties owned by Private Registered Providers, we will ensure landlords can act more quickly than ever before to evict anti-social tenants. Through our reforms for renters, we will make grounds for possession – the legal reasons a landlord can evict a tenant – faster and far easier to prove. This will mean landlords can take immediate action – rather than giving two months’ notice and waiting for the end of a fixed term, as they currently need to when relying on Section 21. We will support tenants and landlords by:
 - a) ensuring that all private tenancy agreements include clauses specifically banning anti-social behaviour – making it easier for landlords to use the breach of tenancy ground to evict anti-social tenants.
 - b) making the notice period two weeks for all anti-social behaviour eviction grounds as part of our reforms for renters. We will also ensure that landlords are aware of existing tools – such as injunctions and Criminal Behaviour Orders – to crack down on anti-social tenants.
 - c) planning to expand the discretionary eviction ground, to make anti-social behaviour easier to prove in court: clarifying that any behaviour ‘capable’ of causing ‘nuisance or annoyance’ can lead to eviction.
 - d) speeding up the process of evicting an anti-social tenant by working with His Majesty’s Courts and Tribunals Service (HMCTS) to explore how to prioritise anti-social behaviour cases in Possession Lists in the courts.
 - e) bringing forward legislation which will set out the principles that judges must consider when making their decision, such as giving weight to the impact on landlords, neighbours, and housemates and whether the tenant has failed to engage with other interventions to manage their behaviour.
 - f) preventing short-term lets importing anti-social behaviour into communities, such as noise problems or drunken and disorderly behaviour. We will do this by setting up a new registration scheme giving local authorities the data to easily identify short-term lets in their area. If a let proves problematic, they can take action against guests and owners. We will publish a consultation on the registration scheme shortly.
32. Where premises themselves are a source of nuisance, we will consult on expanding Closure Powers. These currently allow police or council officers to quickly shut down premises that are being used, or likely to be used, to commit nuisance or disorder. We intend to extend these powers to Housing Providers, making it easier and quicker for them to directly tackle nuisance premises without needed to go through the police or council officers.

33. Social rented sector tenants must also be protected from the insidious effect of anti-social behaviour on their daily lives and in their communities. Social landlords already have powers to tackle anti-social behaviour, through their allocation of social housing and through existing powers of eviction. We will ensure those powers are being used by setting clear expectations they are exercised in a timely fashion, and we will go further to strengthen the position of all social landlords by:

- a) updating statutory social housing allocations guidance ('Allocation of Accommodation guidance'²⁷) to be clear that evidence of committing anti-social behaviour can and should be used to de-prioritise anti-social behaviour perpetrators, who should be at the back of the queue for social housing; and
- b) speeding up the process of removing anti-social behaviour perpetrators from their communities by exploring a "three strikes and you're out" eviction expectation for all social landlords, meaning three proven instances of anti-social behaviour followed by three warnings from your landlord. After three strikes, the Government thinks it is right that perpetrators of anti-social behaviour face eviction and should be deprioritised for further social housing and will work with the sector to achieve this.

27 Department for Levelling Up, Housing and Communities. [Allocation of accommodation: guidance for local housing authorities in England](#). 2012.

Making communities safer



You get that, sort of, lingering anxiety. You're checking over your shoulder and looking around as you are leaving your home or as you go about your day. For a while, I've felt, the best thing to do is leave the neighbourhood as quickly as possible. I just felt that I wasn't able to lead a safe neighbourhood life and was aware that was a really sorry affair to have to have this in mind.

Research participant who witnessed anti-social behaviour, London²⁸



34. Anti-social behaviour is the main reason people do not feel safe in their local area.²⁹ And given fear of anti-social behaviour is worsening, existing powers could be used more effectively by agencies.
35. Crime, including anti-social behaviour, tends to be highly localised. Nearly a quarter of all neighbourhood crime is concentrated in just 5% of neighbourhoods.³⁰ The issues facing communities also vary. Residents of Oldham, in Greater Manchester, for example, were most worried about groups loitering at tram stops and harassing passengers. For residents of Clacton, in Essex, it was the public drinking around the town centre fountain

28 Home Office. [Anti-social behaviour: impacts on individuals and local communities](#). 2023.

29 YouGov. [Anti-Social Behaviour](#). 2023.

30 Home Office. Safer Streets Fund (2021-2022) Prospectus 2021

driving people away. In Walsall, in the West Midlands, the primary concern was the violent reputation of certain neighbourhoods that meant people felt intimidated and avoided driving through them. In these three areas, which featured in the Onward think tank's recent Levelling Up Locally report, residents said they felt powerless in the face of anti-social behaviour.³¹ This plan has been designed with the diverse needs of local people and areas in mind, to ensure specific local challenges can be addressed.

36. We will tackle anti-social behaviour through:

- a) **SCALING UP HOTSPOT ENFORCEMENT:** by increasing police presence alongside other uniformed authority figures, such as wardens, in problem areas for anti-social behaviour, including public transport;
- b) **DISCOURAGING ANTI-SOCIAL BEHAVIOUR:** by increasing the use and size of on-the-spot fines for littering, graffiti, and fly-tipping to keep our parks and streets clean – which local authorities can use to fund more enforcement activity.

What we have already done

37. To tackle crime and keep our communities safe:

- a) We are on target to recruit the 20,000 additional officers by 31 March 2023, taking us to over 148,400 officers across England and Wales. This will be the highest number of officers in forces across England and Wales on record.
- b) The £120 million Safer Streets Fund has supported 270 projects across England and Wales, including 102 focusing on anti-social behaviour as part of round four.
- c) We have helped local authorities combat fly-tipping by introducing fixed penalty notices and strengthening their powers to stop, search and seize the vehicles of suspected fly-tippers. We have also consulted on preventing householders from being charged to get rid of DIY waste to help ensure people dispose of their waste in a responsible way, encourage recycling and reduce the risk of fly-tipping.

How we will go further

Scaling up hotspot enforcement



Yeah, just more police about and having more of a presence especially around town areas. It'll just invite people to feel more safe to travel into the town areas for entertainment. So if there's police around, feel a bit safer. That's all.

*Participant, Northampton*³²



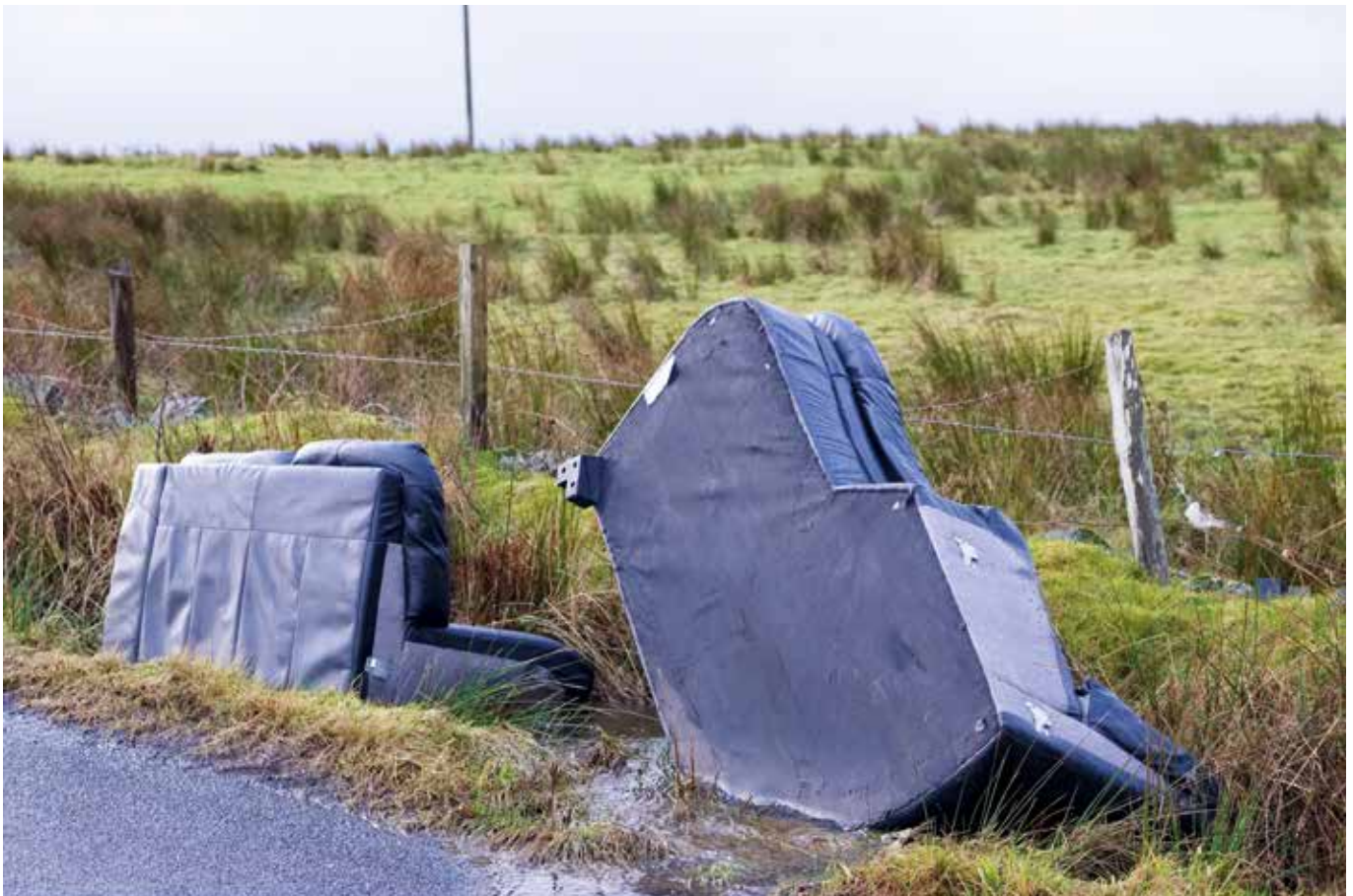
38. We know people feel safer when there are more police and authority figures on the streets and the evidence also shows taking a 'hotspot' approach, where uniformed police spend time at problem areas on a regular basis, reduces levels of crime.³³
39. With around £60m we will fund an increased police presence to clamp down on anti-social behaviour, targeting hotspots. Police and Crime Commissioners will drive and lead the approach, working with their police forces and local authorities to identify parts of their community where a stronger, focused approach is needed due to anti-social behaviour. Initially we will work with 10 police force areas, but from 2024 will support a hotspot approach across every police force area in England and Wales, which will see thousands of additional patrols taking place in places blighted by anti-social behaviour. We will also fund more authority figures which could include uniformed local authority wardens with Police and Crime Commissioners determining the most effective measures locally, guaranteeing extra enforcement presence to deter or punish offences, including fly-tipping and littering. To make this sustainable and led by community need, we will work with Police and Crime Commissioners and local authorities to encourage innovative local partnerships and matched investment from business and organisations that will benefit from reduced anti-social behaviour, such as Business Improvement Districts or large retailers.
40. While the police, local authorities and other agencies already have a range of powers to tackle anti-social behaviour, they do not use them consistently, or, at times, enough. As part of our new approach to ensuring all partners have the tools they need to protect the public, we will consult on changes to existing anti-social behaviour tools and powers to ensure a stronger response, including:
 - a) extending dispersal powers to local authorities and increasing the length of dispersal to 72 hours.
 - b) extending public spaces protection orders to police and ensuring they can be used quickly and effectively.
 - c) extending power of arrest to all breaches of civil injunctions.

32 Kimaram, A., Tryl, L., Burns, C., and Surmon, T. [Where are the police? Britons' attitudes to crime, anti-social behaviour and the police \(moreincommon.org.uk\)](#). 2023.

33 Braga, AA, Turchan, B, Papachristos, AV, Hureau, DM. [Hot spots policing of small geographic areas effects on crime](#). Wiley Library – journal: Campbell Systematic Reviews

- d) lowering the age limit of community protection notices to include younger perpetrators.
 - e) increasing the upper limit of fixed penalty notices for breaches of community protection notices and public spaces protection orders to £500.
 - f) extending Community Safety Accreditation Scheme powers to include relevant anti-social behaviour powers.
 - g) to make public transport safer, building on the model seen in the West Midlands, we will pilot an expansion to Transport Safety Officers with up to £2.5m additional funding – specially-trained staff to deal with low-level nuisance and disorder, who target hotspot routes and locations.
41. We will support local areas to make more use of existing powers with the statutory guidance and new toolkits.
- a) We will update the Manual for Streets, a key piece of design guidance which supports local areas to create safer streets for people. It will include guidance on how local areas can use design to prevent crime and anti-social behaviour.
 - b) We will work with the College of Policing and Police and Crime Commissioners to publish best practice for responding to anti-social behaviour and to help police forces consistently treat these crimes with the urgency they deserve.

Discouraging anti-social behaviour



42. Litter, graffiti and fly-tipping make our neighbourhoods look and feel ugly and neglected. Dumping unwanted furniture and dirty mattresses in alleyways, chucking food wrappers and cigarette packets in the street, and spraying shopfronts or statues with graffiti are acts of vandalism or neglect borne of disrespect for others and our environment. Perpetrators should face consequences.
43. We want to see councils take a much tougher approach to this form of anti-social behaviour. We remain clear that the use of on-the-spot fine powers (called Fixed Penalty Notices or FPNs) should never be used to target accidental littering, or to punish those who are trying to do the right thing when education would be the better approach. But taking proportionate and effective enforcement action against people who intentionally or carelessly damage their local environment is a practical step authorities can take to change behaviour and deter others from offending. To equip them with everything they need and strengthen their arm, we will change laws and provide statutory guidance on the proportionate use of litter fining powers.
44. As a first step, this year we will increase the upper limits for on-the-spot fines:
- a) Those caught fly-tipping could be fined up to £1,000 (from £400 now)
 - b) Those who litter or graffiti could be fined up to £500 (from £150 now)
 - c) Those who breach their household waste duty of care could be fined up to £600 (from £400 now)
45. Currently, research suggests 92% of councils do not give out any on-the-spot fines to people for carrying out graffiti³⁴. And while in 2021/22, councils issued 91,000 fines for fly-tipping, along with other enforcement actions, in total they dealt with almost 1.1 million incidents.³⁵ We want to see councils use these on-the-spot fines much more. Local authorities will have the freedom to set the rates that offenders should pay, within the limits above. Revenue from fines will be reinvested locally in clean up and enforcement – meaning perpetrators pay for local councils to continue toughening their approach in future years. We will increase transparency of the data on the use of on-the-spot fines, including publishing league tables on fly-tipping to show which local authorities are taking a muscular approach. This will support them to investigate, identify and catch perpetrators by triangulating known vandalism hotspots, investing in CCTV and paying for more wardens on patrol.

34 Defra, [Graffiti and Fly-posting research report, 2022](#).

35 Defra, [Fly tipping incidents and actions taken in England 2021-22](#).

Reducing rough sleeping and begging



I felt like I had anxiety, it was very distressing. When I walked back onto the road and I was walking really, really fast, trying to get into my car. I didn't even go to the shop, I thought, No, I'm not going to go into the shop, just in case [the man begging] is following me.

Research participant who experienced anti-social behaviour, Leicester³⁶



46. Restoring pride in place with safe streets and clean parks means we must maintain and enhance our public spaces. Crucial to this is dealing sensitively yet firmly with those who, in being unable or not always willing to access the support they need, can cause distress or harm to themselves and others. This in turn undermines the overall atmosphere of public safety and community pride.
47. The starting point to solve these issues is to prevent people ending up on the streets in the first place. Last year the Government published its plan to end rough sleeping for good. We committed an unprecedented £2bn over three years, focused on preventing rough sleeping – ensuring, for example, that those leaving a public institution, whether prison, hospital or care, won't find themselves on the streets with no place to go.
48. We now want to do more to safeguard the welfare of those who are vulnerable and sleeping rough, to move them off the streets and into support programmes. This response needs to reflect their often-complex problems, with accommodation often only one part of what they need to integrate back into society. A whole system approach should also ensure access to drug and alcohol treatment and more help to sustain people in work.
49. People may refuse help owing to their complex needs and a lack of trust in services, at a cost to their own welfare or to the welfare of others. Our response must enable local authorities and the police, when working with a wider set of agencies, to direct people at risk on the streets to take up the help that is on offer. But it must also ensure that they can robustly address issues caused by criminal activity as well as intervene where an individual's anti-social behaviour causes real distress to the public, creates a nuisance or undermines people's sense of safety and pride in the community.

36 Home Office. [Anti-social behaviour: impacts on individuals and local communities](#). 2023.

What we have already done

50. To end rough sleeping and support people off the streets we have:
- a) Invested up to £500m through our flagship Rough Sleeping Initiative 2022-25 so that local authorities can provide tailored support to end rough sleeping.
 - b) Launched the £200m Single Homelessness Accommodation Programme that will deliver up to 2,400 homes for vulnerable people sleeping rough or at risk of rough sleeping (in addition to the 6,000 homes being delivered by the Rough Sleeping Accommodation Programme).
 - c) Committed £42m of funding since 2018 towards the sub-regional Housing First pilots to support the most entrenched rough sleepers in the West Midlands, Greater Manchester and Liverpool City Region.
 - d) Committed up to £186.5m in funding for substance misuse treatment services through the Rough Sleeping Drug and Alcohol Treatment Grant over three years.

How we will go further

51. Nobody should be criminalised for simply having nowhere to live. That is why we are repealing the Vagrancy Act. We have already embarked on a strategy to shift the focus to prevention and move vulnerable individuals into multi-agency support. Police forces and local agencies have, however, made clear they need more direct tools to help deal with individuals whose behaviour is causing a nuisance to the public and, where possible, to move those individuals on and into the support they are eligible for, including where they have refused the help before. This will both ensure individuals' needs are met and reduce the damage done to communities by criminal activity and other forms of anti-social behaviour that can often accompany street activity.
52. We want to go as far as possible to ensure vulnerable individuals on the streets can be directed to the support they need, while cracking down on conduct that is anti-social, intimidating, or criminal. We will introduce new powers for local authorities and the police, coupled with improved multi agency working between local partners. Among other measures, informed by further engagement with stakeholders, we will:
- a) introduce new tools to direct individuals to engage with positive pathways, including accommodation, mental health support, substance misuse support, and immigration or asylum services, so individuals who may have turned away help before access the support they need;
 - b) prohibit organised begging, which is often facilitated by criminal gangs to obtain cash for illicit activity;
 - c) prohibit begging where it is causing a public nuisance, such as by a cashpoint, in a shop doorway, on public transport, approaching people on the street or in their cars, and any broader incidence that cause nuisance, distress or blight; and,
 - d) introduce powers for the police and local authorities to address rough sleeping and other street activity where it is causing a public nuisance, such as by obstruction of doorways and pavements, and to clear the debris, tents and paraphernalia that can blight an area, while ensuring those genuinely homeless and with complex needs are directed to appropriate support.

Building Local Pride

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I think it stops people behaving like a community. I think people retreat to their own house a lot, there isn't an awful lot of community feel. People don't want to be out when there's fireworks going off, people don't want to be out when they're in danger of bumping into crowds of people.

Research participant who witnessed anti-social behaviour, Cardiff³⁷

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People go about their business, they don't say hello to people, they put their heads down, they go home, lock their doors and that, they don't integrate like they used to, and I think it's become like that as well with people think, Oh, it's not my problem, let somebody else report it.

Research participant who witnessed anti-social behaviour, Liverpool³⁸

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53. The Government's Levelling Up agenda has pride in place at its heart. The focus is on restoring community pride and belonging. The public spaces we share are a vital part of thriving communities. As 'social infrastructure' they bind us together and create a sense of attachment and association. Neglect of this vital infrastructure soon takes its toll. Empty shops and buildings are visible signs of decline.^{39,40}
54. We know that people are concerned about anti-social behaviour in public spaces, particularly in local parks and high streets.⁴¹ And research shows that when asked to choose one local improvement, people say cutting crime.⁴²
55. The economic and social harms caused by anti-social behaviour are all too clear. People grow reluctant to use local facilities, whether it is to let children play in the park or to take public transport to the shops, the mosque, or the library. Footfall in the high street goes down, depressing the local economy, and community assets go to waste. With the onset of decline, pride in place deteriorates – creating a vicious circle.
56. In this context, anti-social behaviour can have a particular impact on communities already most at risk of economic decline. And as anti-social behaviour gives rise to more serious offences, already vulnerable communities become ever more susceptible to rising crime.

37 Home Office. [Anti-social behaviour: impacts on individuals and local communities](#). 2023.

38 Home Office. [Anti-social behaviour: impacts on individuals and local communities](#). 2023.

39 UK in a changing Europe. [Levelling Up: what England thinks](#). 2022.

40 Cardiff University. [Security, Crime and Intelligence Innovation Institute: The Signal Crimes Perspective](#).

41 YouGov. [Anti-Social Behaviour](#). 2023.

42 UK in a changing Europe. [Levelling Up: what England thinks](#). 2022.

57. We will reinforce our support for local areas and make sure public spaces are thriving:
- a) **TACKLING EMPTY SHOPS AND PROPERTIES AND SUPPORTING LOCAL MARKETS**, by giving local businesses, entrepreneurs and communities the chance to take over vacant properties through High Street Rental Auctions, making our high streets fit for the 21st century with new High Street Accelerators and lifting restrictions on the number of days local people can hold markets can be held and encouraging more people into the town centre;
 - b) **IMPROVING ACCESS TO GREEN SPACES**, by supporting communities to restore their parks and green spaces through an up to £5 million boost to the areas most in need.

What we have already done

58. To revitalise communities and town centres, we:
- a) are investing £2.35 billion across 101 Town Deals, investing up to £25 million in each place (and more in exceptional cases) to support local jobs and businesses, local infrastructure and town centres.
 - b) have funded 216 projects via rounds one and two of the Levelling Up Fund, totalling £3.8 billion, regenerating town centres and high streets, upgrading local transport and investing cultural and heritage assets. Further detail on round three will be announced shortly.
 - c) are supporting 72 places across England with over £830 million to reinvigorate high streets.
 - d) have committed £95 million to the High Street Heritage Action Zones (HSHAZ) initiative which will drive the regeneration of over 60 towns and cities. Historic England is working with councils and residents to transform historic buildings and streetscapes by improving their physical and economic condition, including restoring over 500 shop fronts and over 1,800 heritage assets, building and developing pride in our places;
 - e) have launched the £9 million Levelling Up Parks Fund, giving new money direct to towns and cities that need it most to create and refurbish their parks and green spaces.

How we will go further

Tackling empty shops and properties and supporting local markets



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It's just getting worse, the streets are dirty, the shops are empty, you've got drunks on most corners...it's just not nice.

Participant, Onward Research, Clacton⁴³

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Not a chance you walk round Oldham town centre on your own. I have a daughter and I'd rather let her walk round the Arndale [Centre]. I don't think it's safe.

Participant, Onward Research, Oldham⁴⁴

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43 Hawksbee, A., and Menon, S. H. [Levelling Up Locally](#). 2022.

44 Hawksbee, A., and Menon, S. H. [Levelling Up Locally](#). 2022.

59. We know people see empty shops and buildings as a sign of decline. They make them feel unsafe. Undoubtedly, too, our town centres are adjusting to significant challenges. The proliferation of online retail has changed how we shop. The high street must find new ways to attract people and kindle local pride.
60. It will take leadership from the public, private and third sectors together to make this happen, as well as involvement from communities and residents themselves. To help revitalise our high streets and prevent further decline, we are changing laws and arming councils with new tools:
- a) To breathe new life into shuttered shops we will introduce High Street Rental Auctions across all local authorities this autumn, following passage of the Levelling Up and Regeneration Bill. These auctions will allow local authorities to sell off the rental rights for empty properties to willing tenants, such as businesses and community groups, for a short period of time. To supercharge use, we will provide up to £2m of financial support to make sure that areas which need this the most are not priced out by prohibitive refurbishment costs to bring the properties up to standard.
 - b) At the same time, we will also pilot High Street Accelerators which will incentivise and empower local people to work together to develop ambitious plans to tackle vacancy and reinvent their high streets so that they are fit for the future. We will support this programme with up to £2.5 million of funding for up to 10 key areas.
 - c) To ensure that tackling anti-social behaviour remains the focus of reshaping high streets and neighbourhoods we will produce guidance highlighting the links between good design and reducing anti-social behaviour once the amended National Planning Policy Framework is published and the Levelling Up and Regeneration Bill is in place. This could include more street lighting and CCTV. We will also consult on whether the National Planning Policy Framework should explicitly refer to the need for planning policies and decisions to reduce anti-social behaviour.
 - d) Because complex commercial leasing rules are holding back high streets, we will launch the Landlord and Tenant Act Review – led by the Law Commission – with a view to their reform. Our aim is to make the system easier to understand and more transparent and attract more investment into UK commercial property.
 - e) So that local authorities can move quickly when a private property is left vacant, we will make changes to the Empty Dwelling Management Order regime, cutting the minimum time period for action from two years to six months specifically for properties which have become a magnet for anti-social behaviour or occupied by squatters.
 - f) We will consider changes to the guidance for Section 215⁴⁵ notices, which local authorities can use to make owners and occupiers fix and tidy their land and buildings, so that it includes notices on empty buildings that are ruining the local amenity. We are also removing the upper limit on fines for landlords and building owners who do not comply with a Section 215 order, encouraging them to fix disrepair that can attract anti-social behaviour.
 - g) Additionally, we intend to target the awful practice of ‘cuckooing’ or home invasion and will engage with stakeholders on making it a new criminal offence. By ‘cuckooing’ we mean criminals taking over a premises (often the home of a vulnerable person, such as an individual with limited physical or mental capacity, or substance addiction) to use for illegal activities. This has a serious impact on the victim being exploited

45 MHCLG. [Town and Country Planning Act 1990 Section 215](#) [Practice guidance 2005](#).

but can also affect local communities that are likely to suffer a range of anti-social behaviour as a result.

61. We know that the high street is going through a period of significant change, and that such change brings both risk and opportunity. The actions that we will deliver through this plan will provide additional tools and support for local leaders so that our high streets not only survive, but flourish. By helping local authorities tackle persistent and long-term vacancy, we will see more opportunities for local businesses and communities to rent and own property on the high street, helping to transform empty and derelict buildings into thriving hubs of activity.
62. We want our high streets to be vibrant, safe and welcoming environments regardless of the time of day. As we see vacancy reduce and footfall increase, it is essential that the people living, working and visiting high streets are able to enjoy themselves without fear of anti-social behaviour or abuse. Our new guidance on high street design will support local authorities actively to consider the ways in which their high streets can be developed to help people feel confident and safe.
63. The future of the high street should be shaped by local people and communities and it is our hope that with more opportunities to rent and own vacant property, and with our new accelerator pilot to bring local people together, we will continue to see more communities, residents, and local businesses having a direct say in how their high street evolves.
64. We will give local people more flexibility to host local markets, attracting people and traders to the town centre. We have already abolished the requirement for local areas to apply for planning permission to set up a market, and we will go further by doubling the number of days markets can be held – in line with other uses of outdoor space.

Improving access to green spaces

65. We know that having access to parks and green spaces is important to people. More than nine in ten people say parks and green spaces are important to creating a sense of pride in place.⁴⁶ And being able to spend time in your local park can have significant health benefits as well as providing a space for people to meet, play, exercise and socialise.⁴⁷ We want to improve access to green spaces for everyone, but particularly in urban areas where access is more limited. Last year, we provided £9 million to areas in need to support the creation and refurbishment of parks – whether formal gardens, town parks or ‘pocket parks’ – and planting of more trees. As part of this Action Plan, we will boost our investment in green spaces by providing up to £5 million funding to areas most in need to restore their parks and green spaces, giving more people access and improving pride in place.

46 Research carried out by [YouGov](#) for [Keep Britain Tidy](#).

47 Public Health England. [Improving access to greenspace: A new strategy for 2020](#). 2020.

Prevention and early intervention



Anti-social behaviour is almost always a product of the environment and the, kind of, socio-economic background, but also it comes from boredom. People don't take part in anti-social behaviour when they've got better things to do.

*Research participant who witnessed anti-social behaviour,
Newcastle upon Tyne⁴⁸*



66. Around 80% of prolific adult offenders begin committing crimes as children. As well as the personal cost in human suffering and missed life chances, the estimated cost of late intervention to the economy is nearly £20.6 billion per year. Of this, £850 million is attributed to anti-social behaviour (2023/24 prices)⁴⁹.

48 Home Office. [Anti-social behaviour: impacts on individuals and local communities](#). 2023.

49 Chowdry, H., Fitzsimons, P. [The cost of late intervention: an analysis](#) 2016 | Early Intervention Foundation. 2016.

67. Yet this is often driven by young people having nowhere to go, and can have links to challenges in education. When home and school are not safe havens, for a range of reasons, anti-social behaviour can take root. While the vast majority of children persistently absent from school are off because of illness and are not involved in anti-social behaviour, persistent unauthorised absence for other reasons can be a risk factor for getting in trouble. The strengthened measures in this plan will boost support for young people, to prevent anti-social behaviour and protect the wider public.
68. Working with Youth Offending Teams, youth and probation services, and local authorities, we will:
- a) **INTERVENE EARLY** with ‘at risk’ young people to steer them away from anti-social behaviour and crime; and
 - b) **INCREASE LOCAL ACTIVITIES** by building on our National Youth Guarantee with further support and additional youth service hours in anti-social behaviour hotspots.

What we have already done

69. Alongside clear expectations of parents, the Government has committed significant provision for young people:
- a) The Turnaround programme will support 17,000 children on the cusp of the justice system, to turn them away from further or more serious offending and anti-social behaviour, by completing an assessment to understand their needs and engage the whole family in interventions to meet their identified needs to address the root cause of the issues bringing them to the attention of agencies such as the police.
 - b) The Alternative Provision Specialist Taskforces pilot is operating in 22 alternative provision schools and is focusing on targeted support for children most at risk, including those who have been excluded from mainstream school. The programme co-locates a diverse specialist workforce (like mental health professionals, speech and language therapists and youth workers) in a school, to work directly with children to offer intensive support. The programme is running until March 2025 and has already worked with over 2,500 children.
 - c) To help families with multiple complex needs, we have committed £695 million to the Supporting Families programme, taking the total investment over the last 10 years to £1.9 billion. This aims to address problems early and improve the lives of 300,000 families by 2025.
 - d) Priority support for areas of deprivation, including anti-social behaviour hotspots, is available through the £16.5 million Uniformed Youth Fund⁵⁰. This supports organisations such as the Scouts and Police Cadets to reach around 20,000 more teenagers across England.

50 <https://www.gov.uk/government/news/government-outlines-its-plans-to-level-up-activities-for-young-people>

- e) Children and young people in some of the most deprived areas of England will benefit from 278 new multi-use games areas through a £30 million investment from the Government’s Football Foundation in the PlayZones programme, offering healthy and attractive alternatives to anti-social behaviour.
 - f) We are also delivering a National Youth Guarantee: by 2025, every young person will have access to regular clubs and activities, adventures away from home and opportunities to volunteer. This is supported by over £500 million of investment in youth services.
 - g) In the ‘Built on Love’ Strategy, we have outlined our plans to build on the strengths of current early help services, through the creation of Family Help. Through the £45m Families First for Children Pathfinder programme, we will test how multi-disciplinary family help teams can improve the support children and families receive.
 - h) We are investing around £300 million to enable 75 local authorities to create family hubs and improve ‘start for life’ services. Family hubs bring services together for families, including young people. Some family hubs will provide youth services on site, and all family hubs will be able to provide information and connect young people to local youth services and other support, such as mental health or drug and alcohol support.
70. Good attendance at school is essential, and parents have a responsibility – and a legal duty – to ensure their children attend, with the law protecting a child’s right to education. There are a range of interventions, including enforcement, to protect this right. This includes parenting contracts, to formalise the actions the parent will take to improve attendance, and the support provided to enable this, and attendance prosecution, where failure to ensure regular school attendance can result in a parent being fined up to £2,500.

How we will go further

Intervening early and increasing local activities



Just kids bored, nothing else to do, nowhere to go. I’m not just justifying it but yeah that seems to be what it is to me.

*Participant, Northampton*⁵¹



71. The Youth Investment Fund is integral to the National Youth Guarantee – investing over £300 million in up to 300 new and refurbished facilities in levelling up priority areas as safe spaces where young people can take part in a range of activities with the support of trained adults. Over 80% of top tier local authority areas eligible for the Youth Investment Fund contain at least one anti-social behaviour hotspot . When the facilities open their doors, we will be prioritising resource funding to expand the offer to young people in those areas.

51 Kimaram, A., Tryl, L., Burns, C., and Surmon, T. [Where are the police? Britons’ attitudes to crime, anti-social behaviour and the police \(moreincommon.org.uk\)](https://www.moreincommon.org.uk). 2023.

72. By giving young somewhere safe to go, something engaging to do, and someone trusted to talk to, they help to steer young people away from bad life choices. We will invest in more of these opportunities. With up to £11m we will fund one million more hours of provision for young people over the next two years in areas where anti-social behaviour is worst. This is the equivalent of up to 200 local youth clubs opening an extra night a week for young people for two years, supporting them where they need it most.
73. For young people who are on the cusp of offending, or have other more complex needs, we will:
- a) Expand the eligibility criteria for the Turnaround programme so it can intervene even earlier, and investing more to help a further 500 young people via 1-1 support. Through the programme, we are already providing tens of millions of pounds to Youth Offending Teams across England and Wales to support them to work with children on the cusp of the criminal justice system, supporting them from going on to be involved in and commit further anti-social behaviour and crime. We will go further still and expand the programme's eligibility criteria so children can get support at an even earlier stage, and increase government investment in the programme so even more young people are supported.
 - b) Outside the classroom, we will work with delivery partners on the National Youth Guarantee to ensure a stronger focus in areas where young people are most at risk of being drawn into anti-social behaviour. They will have the opportunity to join activities such as The Duke of Edinburgh's Award Scheme and the National Citizen Service, and uniformed youth groups such as Scouts, Girlguiding, and Cadets.

Improving data, reporting and accountability for action

“

And when you get anti-social behaviour, you tend to think, Right, I'm going to report it to the police, you ring the police, the police then tell you, It's not our problem, you've got to contact the council. You ring the council and they turn round and say, Well it's a police matter, nothing to do with us. So we're left in between, thinking, Where do we turn to?... it does leave us with a feeling of being dumped to one side.

Research participant who experienced anti-social behaviour, Leicester⁵²

”

“

I think [anti-social behaviour] genuinely is one of the only areas, really, where the onus is on you to know where to report to. And if you get it wrong, the onus is still on you to find the right person to report to. And I've seen that first-hand.

Member of police force, Newcastle upon Tyne⁵³

”

74. Data equals knowledge. Good data about anti-social behaviour is required to take effective action and improve people's lives. But the people who suffer anti-social behaviour need to give the authorities the evidence and the present system does not encourage them to do so. This plan changes that, because we need their help to build a clear picture of where anti-social behaviour happens, how often and what type. Which anti-social behaviour worries victims most, and where do they most want the police and councils to intervene?
75. There are a range of reasons why many people do not report anti-social behaviour. They have no faith that it will be dealt with seriously; they do not understand what anti-social behaviour is or how to report it, or they fear repercussions from offenders. We also know that when people do report anti-social behaviour, the challenges that they face during the process often put them off from reporting it in the future⁵⁴. But all this creates a vicious circle. The very lack of reporting data means anti-social behaviour is not tackled as a priority, and even fewer people report it as a result – only exacerbating the

52 Home Office. [Anti-social behaviour: incident journey – from reporting to resolution](#). 2023.

53 Home Office. [Anti-social behaviour: incident journey – from reporting to resolution](#). 2023.

54 Home Office. [Anti-social behaviour: incident journey – from reporting to resolution](#). 2023.

negative impacts of anti-social behaviour, increasing feelings of helplessness and reducing trust in agencies. This then serves to reduce reporting even further.

76. We need to break this cycle, to ensure the public's voices are heard and to improve how anti-social behaviour is acted upon, by:
- a) **IMPROVING HOW ANTI-SOCIAL BEHAVIOUR IS REPORTED AND ACTED UPON** so members of the public can have a simple and clear route to report anti-social behaviour, access advice and guidance in one place, and be updated on the outcome of their case. To ensure victims can challenge any unsatisfactory response, we are also relaunching Anti-Social Behaviour Case Reviews, providing greater clarity for victims on when it can be used.
 - b) **HOLDING ALL LOCAL PARTNERS TO ACCOUNT** through expanded data collection and publication and setting clear expectations on their role in tackling anti-social behaviour.

Improving how anti-social behaviour is reported and acted upon



When there's no resolve, you feel helpless because it's like, you've got no power over this and the people that have got the power over this are not really doing their job, you know?

Research participant who experienced anti-social behaviour, London⁵⁵



I think actually if we dealt with Community Triggers earlier and maybe pushed people towards them sooner, they wouldn't be such a big job when we do get them... if we signposted a lot earlier and asked those people to come forward if they were unhappy earlier, then we'd have less have to work do.

Local authority stakeholder, Leicester⁵⁶



55 Home Office. [Anti-social behaviour: incident journey – from reporting to resolution](#). 2023.

56 Home Office. [Anti-social behaviour: incident journey – from reporting to resolution](#). 2023.

77. We know that people who report anti-social behaviour find the process lengthy and difficult to navigate, often without sufficient communication and feedback from agencies. We will radically change how anti-social behaviour is reported across England and Wales.
- a) In the first phase, we will establish a central anti-social behaviour hub on [GOV.UK](https://www.gov.uk), which will act as the central source of the latest information on anti-social behaviour. The hub will bring together guidance and tools available at the local level to tackle anti-social behaviour, and clear information on what action you should expect if you report an incident. This will be updated regularly.
 - b) Over the next 12 months we will provide funding to develop a digital one-stop-shop where people can report anti-social behaviour to the right local responders and get feedback on the response. This will include ensuring the public have easy and flexible ways of reporting anti-social behaviour – whether online, by text, email or phone – and will receive an update on what has happened as result. This will also enable local agencies to share information on perpetrators of anti-social behaviour within communities better, identify repeat offenders and take necessary action.
 - c) The Anti-social Behaviour Case Review, formerly known as the Community Trigger, which gives victims recourse to challenge where a local response is currently underused: in 2022, 94% of people surveyed had never heard of the tool.⁵⁷ We will relaunch the ‘Anti-social Behaviour Case Review’, providing greater clarity on how and when it can be used, and encourage agencies to automatically conduct reviews once the threshold has been hit (as opposed to waiting for victims to request).
 - d) Through the upcoming Community Safety Partnerships review, we will explore whether Community Safety Partnerships should be required to report to Police and Crime Commissioners on local anti-social behaviour data and strategy and we will set out the role of Police and Crime Commissioners in the Anti-social Behaviour Case Review process.

Holding all local partners to account

78. To better understand where anti-social behaviour is happening, how to tackle it and hold agents to account for enforcing against anti-social behaviour, we will:
- a) provide over £5m funding to increase the sample size of the Crime Survey for England and Wales (CSEW) from 35,000 to 55,000 for the survey year 2023/24 and to 70,000 in future years, enabling people’s experience and perception of anti-social behaviour to be reported at a more granular local level than is currently possible;
 - b) consider the use of new technology to survey people about anti-social behaviour in local areas on a rolling basis, which will provide an easy channel to communicate local priorities;
 - c) work with local authorities and the police to establish mandatory reporting of key anti-social behaviour metrics, and work with the courts and housing providers to improve overall quality of local data;

57 Resolve. [We hear you – a victim-focused approach to community safety](#). 2022.

- d) with local government partners, identify outcomes relating to anti-social behaviour which should be included in the set of comparative data on local authorities' performance produced by the Office for Local Government (Oflog). Oflog has the purpose of increasing transparency, fostering accountability, and helping drive the improvement of local government performance; and
 - e) provide additional guidance to agencies on data sharing, to make sure key information does not fall through the cracks between agencies when responding to anti-social behaviour incidents.
79. The Government expects local partners to work together to deliver a multi-agency approach to tackling anti-social behaviour and delivering the proposals set out in this plan, with Police and Crime Commissioners playing a key role in coordinating implementation at a local level, working with Community Safety Partnerships, police forces, local authorities, and other relevant delivery partners such as Youth Offending Teams, housing associations and the Probation Service.
80. It is also vital that we measure the overall success of this plan in tackling anti-social behaviour to ensure that it is meeting the commitments we have set out. We will assess the impact of our proposals on both communities' experience and perceptions of anti-social behaviour and their effectiveness in tackling it. To achieve this, we will draw from the wide range of data enhancements outlined throughout this plan, alongside wider measures, to monitor and evaluate its success and to further inform our understanding of what works in driving down anti-social behaviour.
81. We will oversee the implementation and delivery of this action plan with a new Anti-Social Behaviour Taskforce jointly led by the Home Secretary and the Secretary of State for Levelling Up that will bring together national and local partners, with a sole focus of addressing anti-social behaviour and restoring pride in place in communities.



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Printed on paper containing 75% recycled fibre content minimum.

Printed in the UK by HH Associates Ltd on behalf of the Controller of His Majesty's Stationery Office.

Guidance

Anti-social behaviour principles

Updated 27 March 2023

Contents

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The Anti-social Behaviour Strategic Board has developed a set of principles which seek to describe a consistent approach to understanding and addressing antisocial behaviour in local communities. The principles are not intended to fetter local decision making but rather to act as a guide in seeking to deliver the best possible outcomes for victims of antisocial behaviour.

1. Victims should be encouraged to report antisocial behaviour and expect to be taken seriously. They should have clear ways to report, have access to help and support to recover, and be given the opportunity to choose restorative approaches to tackling antisocial behaviour.
2. Agencies will have clear and transparent processes to ensure that victims can report antisocial behaviour concerns, can understand how the matter will be investigated and are kept well informed of progress once a report is made.
3. Agencies and practitioners will work across boundaries to identify, assess and tackle antisocial behaviour and its underlying causes. Referral pathways should be clearly set out between services and published locally. This includes pathways for the anti-social behaviour case review and health services.
4. The public's antisocial behaviour concerns should always be considered both nationally and locally in strategic needs assessments for community safety. Best practice should be shared through a network of antisocial behaviour experts within each community safety partnership, each policing area and nationally.
5. Adults and children who exhibit antisocial behaviour should have the opportunity to take responsibility for their behaviour and repair the harm caused by it. Agencies should deliver appropriate interventions, which may include criminal justice options, based on the seriousness, risks and vulnerabilities of the case.

The Home Office chairs the Anti-social Behaviour Strategic Board, which brings together a range of partners and representatives from relevant agencies and government departments to work together to identify and assess strategic issues relating to antisocial behaviour and share information and good practice in order to support an effective multi-agency response to antisocial behaviour.

The principles have been endorsed by:

- ASB Help
- Association of Police and Crime Commissioners
- Department for Levelling Up, Housing and Communities
- Historic England
- Home Office
- Local Government Association
- National Fire Chiefs Council
- National Police Chiefs' Council
- Resolve
- Victims' Commissioner

- Welsh Government

Audience for the principles

The principles are designed to be used by any agency or partner involved in tackling antisocial behaviour, for example, local authorities, community safety partnerships, police forces, health agencies, housing associations, civil society organisations, police and crime commissioners and any other agency involved in the process right from the moment an incident has occurred through to case closure and victim support. We recognise that depending on the service an agency provides, some principles might not be applicable. It is for individual agencies and local areas to take a position on which principles apply to them.

Combating antisocial behaviour involves many different partners at local level and we hope that they will apply the principles.

Implementing the principles

The principles seek to describe a consistent approach to understanding and addressing antisocial behaviour in local communities. The principles are not intended to fetter local decision making but rather to act as a guide in seeking to deliver the best possible outcomes for victims of antisocial behaviour. They are endorsed by the Anti-social behaviour Strategic Board and are also reflective of the antisocial behaviour statutory guidance. We encourage partners to assess local practice against the standard outlined in the principles.

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Tamworth Borough Council
Quarterly Report
Quarter 1
April 2023 – June 2023



Tamworth
Borough Council



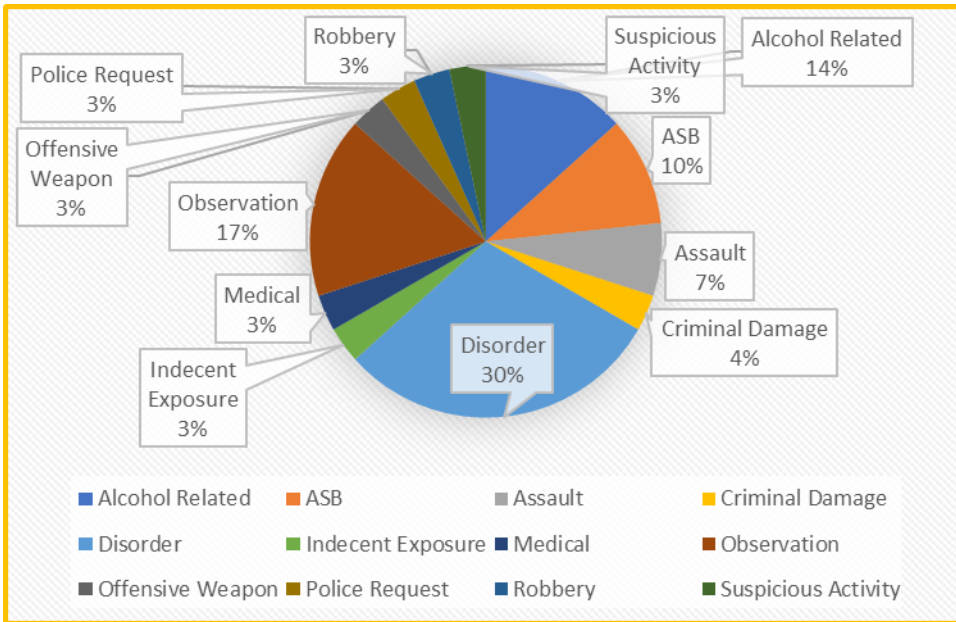
Summary of Incidents – evidencing good outcomes

During Quarter 1 (1st April 2023 to end June 2023) which resulted in a good outcome following intervention by the CCTV Control Room

Several examples to be given by WMCA

1. Offensive Weapon. 17th April 2023. Police requested observations, via radio, in the town centre for a male reported to be in possession of weapons (type & quantity not disclosed). Male was found by CCTV operators and location of male passed to police. Male was stopped, detained and arrested by police.
2. Disorder. 8th May 2023. Large group seen fighting outside the White Lion. Incident was passed to police via radio. Some of the group are then seen attacking a nearby parked car. Police arrived on scene and multiple persons detained.
3. Assault. 3rd June 2023. A male is observed being ejected from Jynx nightclub where he then assaults a member of door staff and several other individuals. The venue calls for assistance as the male is restrained on the ground. Police are called by CCTV operators and male is subsequently detained upon police arrival.
4. Offensive Weapon. 17th June 2023. Radio call from police regarding a male seen in the town centre with a 'large stick with a knife attached' who has tried using it on members of the public. Male was found on Market Street by CCTV with said weapon, passed to Police who attended and male was arrested.

April 2023 Incident Type Statistics



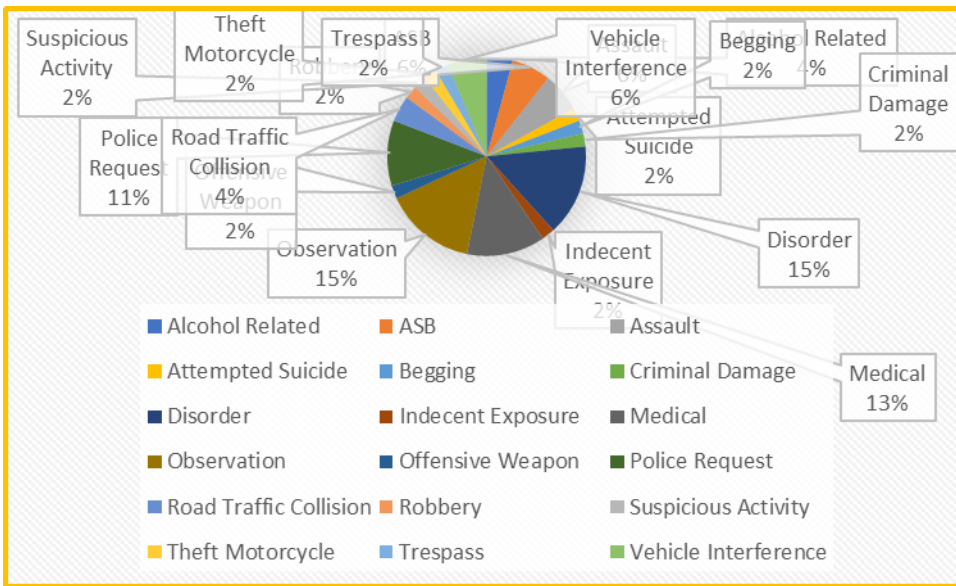
Incident Type	April Incidents
Alcohol Related	4
ASB	3
Assault	2
Criminal Damage	1
Disorder	9
Indecent Exposure	1
Medical	1
Observation	5
Offensive Weapon	1
Police Request	1
Robbery	1
Suspicious Activity	1
Total	30

Comparison Table

Comparison 2022/23	Total Combined
Quarter 1 2022	23
Quarter 2 2022	27
Quarter 3 2022	17
Quarter 4 2023	19
Total	86

Comparison 2023/24	Total Combined
Quarter 1 2023	30
Quarter 2 2023	
Quarter 3 2023	
Quarter 4 2024	
Total	30

May 2023 Incident Type Statistics



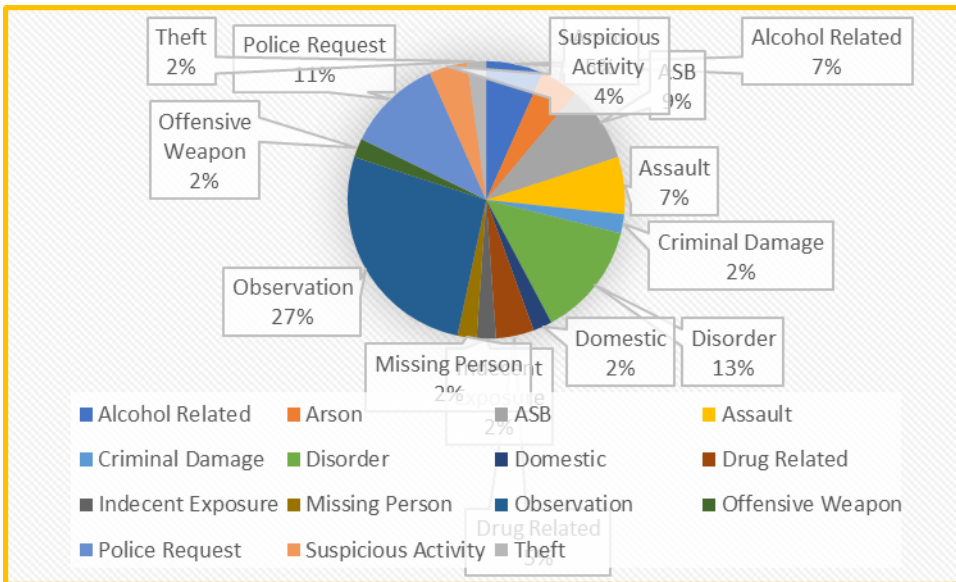
Incident Type	May Incidents
Alcohol Related	2
ASB	3
Assault	3
Attempted Suicide	1
Begging	1
Criminal Damage	1
Disorder	7
Indecent Exposure	1
Medical	6
Observation	7
Offensive Weapon	1
Police Request	5
Road Traffic Collision	2
Robbery	1
Suspicious Activity	1
Theft Motorcycle	1
Trespass	1
Vehicle Interference	3
Total	47

Comparison Table

Comparison 2022/23	Total Combined
Quarter 1 2022	19
Quarter 2 2022	18
Quarter 3 2022	13
Quarter 4 2023	23
Total	73

Comparison 2023/24	Total Combined
Quarter 1 2023	47
Quarter 2 2023	
Quarter 3 2023	
Quarter 4 2024	
Total	47

June 2023 Incident Type Statistics



Incident Type	June Incidents
Alcohol Related	3
Arson	2
ASB	4
Assault	3
Criminal Damage	1
Disorder	6
Domestic	1
Drug Related	2
Indecent Exposure	1
Missing Person	1
Observation	12
Offensive Weapon	1
Police Request	5
Suspicious Activity	2
Theft	1
Total	45

Comparison Tables

Comparison 2022/23	Total Combined
Quarter 1 2022	18
Quarter 2 2022	19
Quarter 3 2022	15
Quarter 4 2023	26
Total	78
Comparison 2023/24	Total Combined
Quarter 1 2023	45
Quarter 2 2023	
Quarter 3 2023	
Quarter 4 2024	
Total	45

Number of Incidents Detected via CCTV Monitoring			
	April 2023	May 2023	June 2023
Alcohol Related	4	2	3
Arson	0	3	2
ASB	3	0	4
Assault	2	3	3
Attempted Suicide	0	1	0
Begging	0	1	0
Criminal Damage	1	1	1
Disorder	9	7	6
Domestic	0	0	1
Drug Related	0	0	2
Indecent Exposure	1	1	1
Medical	1	6	0
Missing Person	0	0	1
Observation	5	7	12
Offensive Weapon	1	1	1
Police Request	1	5	5
Road Traffic Collision	0	2	0
Robbery	1	1	0
Suspicious Activity	1	1	2
Theft	0	0	1
Theft Motorcycle	0	1	0
Trespass	0	1	0
Vehicle Interference	0	3	0
Total Incidents	30	47	45
GRAND TOTAL	122		

Comparison Table

2020/21

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
14	35	19	18

2021/22

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
23	51	64	54

2022/23

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
60	64	45	68

2023/24

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
122			

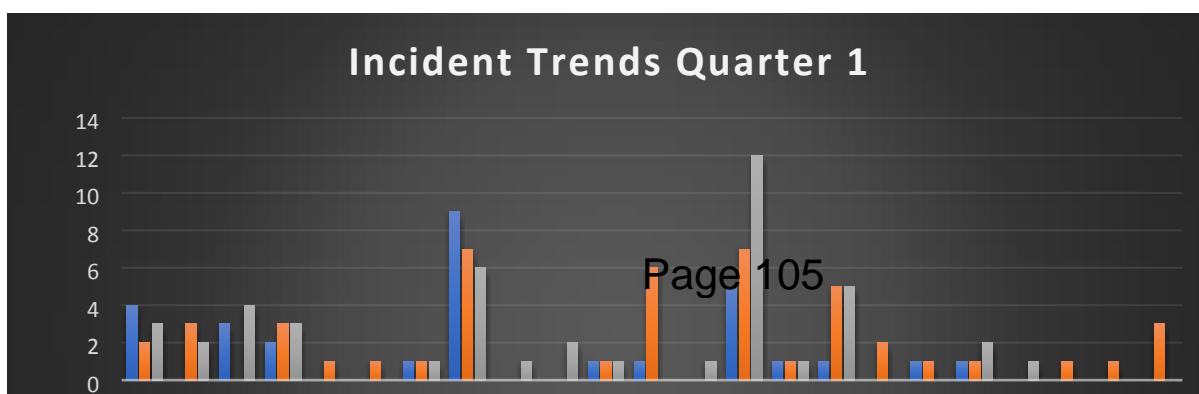
Location Analysis

Number of Incidents by Location				
	Number of Cameras total 154	April 2023	May 2023	June 2023
Town Centre	31	29	46	43
Castle Grounds	10	1	0	0
Assembly Rooms	25	0	0	0
Snow Dome	6	0	0	0
Stoney Delph	6	0	0	0
Glascote	6	0	0	0
Cotton Green	3	0	0	0
Belgrave	2	0	0	0
Leyfields	2	0	0	0
Jolly Sailor	3	0	1	1
High Rise	3	0	0	0
Kettlebrook	2	0	0	0
Marmion House	16	0	0	1
Enterprise	6	0	0	0
Tamworth Castle	22	0	0	0
Amington	11	0	0	0
Total Incident	N/A	30	47	45
GRAND TOTAL	154	122		

Number of Incidents by Day of Week

Number of Incidents by day of the week			
	April 2023	May 2023	June 2023
Monday	2	3	3
Tuesday	2	1	2
Wednesday	3	4	3
Thursday	3	6	4
Friday	5	11	8
Saturday	7	10	12
Sunday	8	12	13
Incident Total	30	47	45
GRAND TOTAL	122		

Crime Trends



1. What are the incident trends –

There were a total of 122 incidents recorded with 86 occurring between Friday, Saturday and Sunday.

2. Top Incident types this quarter –

The highest category type is Disorder with 22 incidents, followed by Alcohol Related with 9 incidents. Additionally, police requests total were 9 and operators made 24 (non-incident) observations.

3. Conclusion –

The main incident days are Friday, Saturday and Sunday, and this is attributable to the night time economy where Alcohol related incidents along with, Assault & Disorder figure highly.

CCTV Footage Requests

Total Number of CCTV Footage Requests including Police Client View System				
	April 2023	May 2023	June 2023	Footage Provided
Police via Phone	0	0	0	Via new client view platform
Police via Email	4	4	12	Via new client view platform
Public	0	0	0	NA
Other	0	0	0	0
Total	4	4	12	Total 20

Comparison Table

2020/21

Quarter 1 April - June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
21	48	20	19

2021/22

Quarter 1 April - June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
27	11	16	10

2022/23

Quarter 1 April - June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
11	19	23	7

2023/24

Quarter 1 April - June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
20			

Out of Hours Telephone called received into CCTV Control Room

Number of Out of Hours Calls Received			
	April 2023	May 2023	June 2023
General Call	3	4	4
Corporate building alarm	0	0	1
Travellers	0	0	0
Homelessness	0	0	0
Staff Car Park	0	0	0
Emergency Incident	0	0	0
Keys	0	0	0
Castle Grounds Toilets	0	0	0
Repairs	0	0	3
Flooding	0	0	0
Total number of calls	3	4	8
GRAND TOTAL	15		

Comparison Table

2020/21

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March
15	30	25	27

2021/22

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March
18	25	21	17

2022/23

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
20	22	16	25

2023/24

Quarter 1 April - June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
15			

Out of Hours Calls – from CCTV control to Director on Call

Number of calls made by CCTV control room to Director on call (out of hours)				
	April 2023	May 2023	June 2023	Total Calls
	0	0	0	0

Comparison Table

2020/21

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March
0	0	0	9 (These calls were not made by the control room, but have been requested to be included in this report regarding an outbreak of covid at Cheatele Court).

2021/22

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March
0	0	0	0

2022/23

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March
0	0	0	0

2023/24

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March
0			

Out of Hours Calls – from Director on Call to CCTV Control Room

Number of calls between Out of Hours Director and CCTV				
	April 2023	May 2023	June 2023	Total Calls
	0	0	0	0

Comparison Table

2020/21

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March
0	0	0	0

2021/22

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March
0	0	0	0

2022/23

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March
0	0	0	0

2023/24

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March
0			

CCTV Maintenance Update

Camera Faults – Aim for faults to be fixed within 48 hours of reporting			
Number of camera faults reported	April 2023	May 2023	June 2023
	25	26	17
GRAND TOTAL	68		
The majority of our recorded faults were fixed within 48 hours.			

Comparison Table

2020/21

Quarter 1 April - June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
35	82	96	52

2021/22

Quarter 1 April - June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
36	69	28	28

2022/23

Quarter 1 April - June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
27	21	32	34

2023/24

Quarter 1 April - June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
68			

Rough Sleeper Report

Rough Sleeper – Number of Rough Sleepers Reported - 0			
Month	April 2023	May 2023	June 2023
Number of Rough Sleepers	0	0	0
GRAND TOTAL	0		

Comparison Table

2020/21

Quarter 1 April - June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
Didn't start recording this data until quarter 3	Didn't start recording this data until quarter 3	4	0

2021/22

Quarter 1 April - June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
0	0	1	0

2022/23

Quarter 1 April - June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
0	0	0	0

2023/24

Quarter 1 April - June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan - March
0			

Castle Ground Toilet Access Requests

Castle Grounds Toilet - Number of Access Requests			
	April 2023	May 2023	June 2023
Castle Grounds toilets	0	0	0
Total 0			

Comparison Table

2020/21

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March
0	8	0	2

2021/22

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March
6	3	1	2

2022/23

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March
5	2	0	5

2023/24

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March
0			

Bollard Access Requests

Bollards - Number of Access Requests			
	April 2023	May 2023	June 2023
Bollards Access given		357	333
Bollards Access denied		102	82
Total 0			

Note: From March 2020 to April 2023 county council bollards none operational.

Comparison Table as from April 2023

2023/24

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March

Bollard Faults Reported

Town Centre Management – Number Bollard Faults Reported				
Location of Bollard	April 2023	May 2023	June 2023	Total
1. Lower Gungate	0	0	0	0
2. George Street	3	4	2	9
3. Colehill	0	1	2	3
4. Market Street	0	0	1	1

Comparison Table as from April 2023

2023/24

Quarter 1 April – June	Quarter 2 July – Sep	Quarter 3 Oct – Dec	Quarter 4 Jan – March
13			

END OF REPORT

Tamworth Borough Council

Closed Circuit Television

Evaluation

2022

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1.0 INTRODUCTION

In order to comply with the requirements of British Standard 7958 'Closed Circuit Television (CCTV) Management and Operation – Code of Practice' and the recommendations contained in the Information Commissioner's CCTV Code of Practice published in October 2014 and Biometrics and Surveillance Camera Commissioner's 'Surveillance Camera Code of Practice' published in November 2021, Plass Solutions Ltd has been commissioned to undertake an independent evaluation of the Tamworth Borough Council CCTV system that is monitored in a dedicated CCTV Control Room.

Whilst the Information Commissioner's 'CCTV Code of Practice' and the Biometrics and Surveillance Camera Commissioner's 'Surveillance Camera Code of Practice' mention that a review should be undertaken that assesses the effectiveness of the system, British Standards are specific in the criteria required to be covered by such an evaluation. However, the aforementioned Codes of Practice agree that the results of the evaluation should be contained in an annual report and publicly available.

The topics required to be covered by the British Standard are as follows:

- a) a description of the scheme and the geographical area(s) of operation the schemes policy statement
- b) the purpose and scope of the scheme
- c) any changes to the operation or management of the CCTV scheme
- d) any changes that have been made to the policy
- e) any proposals to expand or reduce the operation of the scheme
- f) the aims and objectives for the next 12 months.

The British Standard also requires the following information to be included within the evaluation:

- a) the number of incidents recorded by the scheme
- b) the number of incidents reported to the police and where appropriate other bodies
- c) an assessment of the CCTV scheme's impact on crime levels and types of crime in the area covered by the scheme.

As the West Midlands Combined Authority CCTV Control Room is accredited to the above mentioned British Standard and the Biometrics and Surveillance Camera Commissioner's 'Surveillance Camera Code of Practice', the following evaluation will focus on the content of that Standard and the Code of Practice as outlined above.

2.0 POLICY STATEMENT AND SCHEME DESCRIPTION

2.1 Closed Circuit Television

The scheme initially comprises of cameras located in specific external locations with control, monitoring and recording facilities at a dedicated location. A problem orientated process was utilised to assess the appropriateness of CCTV in the area subject of this evaluation. The cameras have therefore been sited to capture images that are relevant to the purposes for which the scheme has been established. The purposes of the CCTV scheme are outlined later in this report. There are currently 154 cameras included in the scheme; including:

Town Centre	31
Castle Grounds	10
Assembly Rooms	25
Snow Dome	6
Stoney Delph	6
Glascote	6
Cotton Green	3
Belgrave	2
Leyfields	2
Jolly Sailor	3
High Rise	3
Kettlebrook	2
Marmion House	16
Enterprise	6
Tamworth Castle	22
Amington	11

2.2 Ownership

The scheme is owned by Tamworth Borough Council who is responsible for the management, administration and security of the system. Tamworth Borough Council will ensure the protection of individuals and the public by complying with the Codes of Practice.

Should the public wish to make contact with the owners of the scheme they may write to:

Lee Birch
Head of Housing Management and Neighbourhood Resilience
Tamworth Borough Council
Marmion House
Lichfield Street
Tamworth,
Staffordshire
B79 7BZ

The above contact point will be available to members of the public during office hours. Enquirers will be provided with the relevant documentation on request.

2.3 Policy Statement

The Closed Circuit Television system (CCTV) will be used as a valuable tool to promote public confidence by developing a safe and secure environment for Tamworth.

To inspire public confidence by ensuring that all public area CCTV systems which are linked to the West Midlands Combined Authority's CCTV Control Room are operated in a manner that will secure their consistent effectiveness and preserve the civil liberty of law abiding citizens at all times.

3.0 THE PURPOSE AND SCOPE OF THE SCHEME

3.1 Purposes of the scheme

The following are the objectives for which the Tamworth Borough Council CCTV system was established:

- a) assist in the prevention and detection of offences
- b) reduce both the real and perceived level of crime
- c) reduce the fear of crime
- d) improve confidence in the rule of law
- e) assist in the apprehension and prosecution of offenders.
- f) gather evidence by a fair and accountable method
- g) create a safer community, improving the quality of life for all by:
 - reducing car crime
 - monitoring public disorder
 - monitoring the movement of people in emergency situations, e.g. evacuation
 - providing assistance in civil claims
 - providing assistance with issues relating to public safety and health

3.2 Scope of the scheme

The cameras have been sited to capture images which are relevant to the purpose for which the scheme has been established.

The scheme will be operated fairly, within the applicable law and only for the purposes for which it is established or which are subsequently agreed in accordance with the Code of Practice.

Operators are aware of the purpose(s) for which the scheme has been established and that the CCTV equipment is only used to achieve the identified purposes.

The scheme will be operated with due regard for the privacy of the individual. Before cameras are placed in residential areas the residents in that area will be consulted concerning the proposed system. The results of the consultation will be taken into account.

The public interest in the operation of the scheme will be recognised by ensuring the security and integrity of operational procedures. The system will only be operated by trained and authorised personnel.

An evaluation of the scheme is carried out annually and this will be available to the public at specified locations.

Tamworth Borough Council and partners support the individual's right to privacy and will insist that all agencies involved in the provision and use of Public CCTV systems connected to the CCTV Control Room accept this fundamental principle as being paramount.

The scheme aims to provide surveillance of the public areas in order to fulfil the purposes of the scheme. The area protected by CCTV is indicated by the presence of signs. The signs are placed so that the public are aware that they are entering a zone which is covered by surveillance equipment. The signs state the organisation responsible for the scheme, the purposes of the scheme and a contact telephone number. Data will not be held for longer than necessary and disposal of information will be regulated.

The scheme is registered with the Information Commissioner. The registration numbers are Z7622343 and Z5897556. The scheme will be managed in accordance with the principles of the Data Protection Act 2018, Human Rights Act 1998 and all other relevant legislation and guidelines including the Surveillance Camera Code of Practice.

Reviews of Data Protection and Legal requirements are taken annually.

3.3 Personnel

All personnel involved with the monitoring of CCTV have been security screened in accordance with British Standard 7858.

3.4 Training

All employees engaged in the monitoring and operation of CCTV have received training to the standards required by the Private Security Industry Act 2001. As a further requirement of the above Act all operators are licensed by the Security Industry Authority.

3.5 Operation of the scheme

The system is operated in accordance with a recognized Code of Practice and Procedural Manual.

3.6 Audit

As mentioned in the introduction to this report the scheme is required to be independently monitored this includes a review of the scheme's operation and working practices.

An audit has been undertaken on 13th October 2022 prior to this evaluation report which considered the following:

- a) the level of attainment of objectives and procedures.

The level of attainment of objectives is covered in the main evaluation. The statistics relate to the 2022 period. Procedures are governed by the Code of Practice and Procedural Manual. These were reviewed and comply with relevant processes and legislation in particular the Data Protection Act 2018 and Human Rights Act 1998.

b) random audits of the data log and the release of information

All administrative documentation, which incorporate the release of information and incident reports in connection with this scheme were examined and all appear to be completed in accordance with the Procedural Manual.

c) the review policy

The review policy is outlined within the Code of Practice. Procedures are reviewed on an ongoing basis in order to comply with procedures and legislation.

d) standard of costs for the release or viewing of material

The Information Commissioner confirms the cost should be free of charge. However, West Midlands Combined Authority may charge reasonable fees when responding to manifestly unfounded or excessive requests. There were six Subject Access Requests received in 2022; these were processed resulting in no data being provided due to no evidence seen.

e) Legislation

At the time of the above audit all legislative requirements appear compliant.

4.0 INCIDENT AND OFFENCE ANALYSIS

4.1 STATISTICAL ANALYSIS AND EVALUATION

In order to achieve meaningful evaluation, the CCTV cameras must be assessed against specific performance indicators which are relevant to the objectives of the scheme. This can be achieved by utilising baskets of indicators which are divided into the categories of Contextual, Key and Support Indicators.

4.2 Contextual Indicators

Contextual Indicators relate to the circumstances or background surrounding the particular initiative. In this case the principal purpose of the CCTV schemes are the prevention and detection of crime, the reduction of the fear of crime and apprehension of offenders. Both British Crime Statistics and Police Recorded crime statistics will provide the contextual indicators necessary for the analysis.

4.3 Key Indicators

Key Indicators are closely related to the actual objectives of the particular initiative and attempt to measure its effect. This will include the number and type of incidents monitored and recorded by the CCTV Control Room operators for each camera.

4.4 Support Indicators

Support Indicators are used to refute or verify the key indicators. These measurements will include the number of offences recorded at each location and the number of reviews of media undertaken by the police.

4.5 EVALUATION

4.5.1 British Crime Survey

The responsibility for the publication of crime statistics transferred from the Home Office to Office of National Statistics (ONS) in April 2012, with the year starting on 1st July and finishing on 30th June. The following information has been taken from the ONS website.

This is the first Crime Survey for England and Wales (CSEW) to use a full 12 months of data from face-to-face interviews since the coronavirus (COVID-19) pandemic. Comparing it with the year ending March 2020 gives a comparable estimate to the period before the coronavirus pandemic. It is important to note that because of the Crime Survey methodology, the latest figures include some experiences of crime that took place during social restrictions.

The latest figures from the CSEW for the year ending September 2022 showed that compared with the pre coronavirus pandemic year ending March 2020, total crime decreased by 10%. Focusing on individual crime types:

- The year ending September 2022 estimates showed that overall theft decreased by 20% compared with year ending March 2020.

- The year ending September 2022 estimates showed that fraud has now returned to pre-coronavirus pandemic levels (no significant change compared with the year ending March 2020); this suggests increases may have been specific to the coronavirus pandemic period, rather than a sustained change in trends.

While police recorded crime is not generally a good indicator of trends in crime, for some crime types, it can give more insight into lower-volume but higher-harm crimes, including those that the survey does not cover, or capture well. For such crimes, there have been increases in the last year (since the removal of social restrictions), though they remain below pre-coronavirus pandemic levels, for example:

- The number of homicides decreased by 8% to 663 offences compared with the year ending March 2020, where there were 719 offences; this compares with a 2% increase with the year ending September 2021.
- Police recorded offences involving knives or sharp instruments is down 8% to 50,434 offences compared with the year ending March 2020; this compares with an 11% increase with the year ending September 2021.
- The number of police recorded robbery offences also remained 21% lower (70,881 offences) than the year ending March 2020 (90,204 offences); more recently, robbery offences increased 15% compared with the year ending September 2021 (61,521 offences).

Police recorded sexual offences have risen by 22% compared with the pre-coronavirus pandemic year ending March 2020. This increase to 199,021 offences was the highest annual figure recorded in England and Wales. When interpreting police recorded sexual offences, it is important to note that these figures may reflect a number of factors, including the impact of high-profile cases and campaigns on victims' willingness to report both recent and historical incidents. For a subset of forces supplying data to the Home Office Data Hub, 22% of all sexual offences in the year to September 2022 had taken place over a year prior to the incident being recorded.

From data gathered by both police recorded crime and the CSEW to September 2022, it appears too early to say whether or not the decreases seen in most crime types occurring during the coronavirus pandemic will come to represent a sustained change in long-term trends. The CSEW remains the best estimate of long-term trends, although it is also important to note that additional caution must be taken when using these data. Both CSEW and police recorded crime are not designated as National Statistics.

The year ending September 2022 refers to 12 months of data collection between October 2021 and September 2022. Data collected during this period include experiences of crime in the 12 months before the interview month, and therefore includes crimes committed during the coronavirus pandemic and as early as October 2020.

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According to Crime Survey for England and Wales (CSEW) estimates for the year ending September 2022, adults aged 16 years and over experienced 9.1 million offences. This was a statistically significant decrease (10%) compared with the year ending March 2020 survey data. This was predominantly because theft offences decreased by 20% (from 3.3 million to 2.6 million offences). The latest CSEW figures included in this release are based on interviews conducted between October 2021 and September 2022, measuring experiences of crime in the 12 months before the interview. This means crimes recorded on the survey could have occurred as far back as October 2020 and as recently as August 2022. Crime survey estimates for the year ending September 2022 are not National Statistics. Caution should be taken when using these data because of the impact of lower response rates in the first months of fieldwork on the quality of the estimates. Since the mid-1990s, there have been long-term falls in overall CSEW crime estimates. Long-term trends also vary by crime types.

Police recorded crime levels in England and Wales have been substantially affected by the coronavirus (COVID19) pandemic and restrictions on social contact. In line with CSEW comparisons, police recorded crime levels are compared with pre-coronavirus pandemic levels in the year ending March 2020.

Comparisons with the year ending September 2021 show patterns in crime since the easing of social restrictions. Improvements to recording processes and practices by the police, expansions of the recorded crime collection to include new offences, variations in police activity, more victims reporting crime, and genuine increases in some types of crime, have each made substantial contributions to rises in recorded crime over recent years. This effect has been more pronounced for some crime types. For some types of offence these figures do not provide reliable trends in crime.

Police recorded crime in England and Wales in the year ending September 2022 exceeded pre-coronavirus pandemic levels. The 6.6 million crimes recorded were 10% higher compared with the year ending March 2020 (6.1 million offences). This overall increase was largely driven by increases in the offence categories, which are most subject to changes in reporting and recording practices. Therefore, these estimates should be treated with caution as they may not reflect a genuine increase in crime. In the year ending September 2021, police recorded crime fell to 5.8 million offences, driven by national lockdowns and restrictions to social contact during this period. The impact that government public health restrictions had during the coronavirus pandemic on levels of police recorded crime can be clearly seen when looking at quarterly figures.

Since the year ending September 2021, police recorded crime has increased by 14% in the year ending September 2022. Police recorded crime includes crimes against people, households and businesses in both residential and non-residential settings, such as non-domestic burglary, societal crimes such as drug taking, and crimes against children. Police recorded crime volumes are higher than those committed against individuals only.

4.5.2 West Midlands Police crime and offence statistics.

As previously mentioned, contextual performance indicators are closely related to the background and environment of the particular initiative, it is therefore advantageous to examine the context in which the cameras operate. This will include the total crime for the police area. There is an argument that the number of recorded offences would be reflected in the levels of incidents created by the CCTV operators.

During 2018 the recorded crime has increased by 4%. There was an increase in Violence (+27%), Other Crime (+15%), Drugs (+9%), Public Order (+27%), Vehicle (+3%), Theft from a Person (+11%), Weapons (+28%), Burglary (+8%), Other Theft (+6%) and Robbery (+12%). Decreases were recorded in Anti-Social Behaviour (-22%), Criminal Damage/Arson (-3%), Bike Theft (-10%), and Shoplifting (-5%).

During 2019 the recorded crime has decreased by -0.2%. There was an increase in Weapons (+28%), Drugs (+25%), Violence (+22%), Public Order (+19%), Other Crime (+17%) and Robbery (+8%). Decreases were recorded in Bike Theft (-18%), Anti-Social Behaviour (-17%), Burglary (-15%), Other Theft (-15%), Shoplifting (-11%), Vehicle (-11%), Theft from a Person (-4%) and Criminal Damage/Arson (-2%).

During 2020 the recorded crime has increased by 7.5%. There was an increase in Public Order (+41%), Anti-Social Behaviour (+40%), Violence (+25%), Other Crime (+25%), Weapons (+8%) and Drugs (+3%). Decreases were recorded in Theft from a Person (-33%), Shoplifting (-30%), Burglary (-22%), Robbery (-22%), Other Theft (-21%), Vehicle (-19%), Criminal Damage/Arson (-14%) and Bike Theft (-9%).

During 2021 the recorded crime has increased by 22%. There was an increase in Public Order (+66%), Weapons (+61%), Violence (+49%), Criminal Damage/Arson (+48%), Other Crime (+41%), Drugs (+24%), Other Theft (+7%), Bike Theft (+4%) and Robbery (+1%). Decreases were recorded in Burglary (-19%), Anti-Social Behaviour (-16%), Vehicle (-5%), Theft from a Person (-3%) and Shoplifting (-3%).

During 2022 the recorded crime has increased by 8%. There was an increase in Other Crime (+1043%), Shoplifting (+42%), Drugs (+29%). Public Order (+29%), Violence and Sexual (+19%), Criminal Damage/Arson (+13%), Vehicle (+2%) and Bike Theft (0%). Decreases were recorded in Other Theft (-14%), Weapons (-21%), Burglary (-36%), Robbery (-40%), Anti-Social Behaviour (-66%) and Theft from a Person (-67%).

4.6 Key Indicators

4.6.1 Analysis of Recorded Crime Levels

The following table depicts the number of crimes/offences by category recorded in Tamworth:

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Type	Incidents 2022
Anti-Social Behaviour	204
Bike Theft	31
Burglary	58
Criminal Damage/Arson	104
Drugs	19
Other Theft	221
Possession of Weapons	12
Public Order	104
Robbery	32
Shoplifting	250
Theft from a Person	30
Vehicle crime	118
Violence & Sexual	451
Other Crime	13
TOTAL	1647

The type of crimes that CCTV will address are not totally random or isolated events but combine into sets with common features. Such crimes will show patterns and form clusters, these will include times and dates or focus on particular types of property or victims and are committed by a range of methods. It should also be noted that the mapped cameras have buffers that overlap, so a crime may be counted more than once in this table. In total there were 1647 crimes/non crimes that have occurred within Tamworth.

4.6.2 Recorded Incidents by CCTV operators

The following table depicts the number of incidents recorded by the operators using the cameras at the identified locations for the 2022 period. This should be regarded as an important indicator to the performance of both the operator and cameras.

Type	Incidents 2022
ASB	10
Alcohol related	13
Assault	25
Criminal Damage	5
Disorder	28
Drugs	5
Firearm	1
Medical	7
Offensive weapon	2
Police request	21
Road Traffic Collison	7
Robbery	4
Sexual Assault	3
Theft of cycle	7

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Vehicle crime	2
TOTAL	138

During 2022 there were 138 incidents recorded by CCTV operators. The category of 'Assault' is the most prominent type of incident recorded.

4.6.3 Camera Usage

The criteria required by the British Standard in relation to the Annual Report stipulates that the number of incidents per camera needs to be established. This is also reflected in Principle 10 of the Biometrics and Surveillance Camera Commissioner's 'Surveillance Camera Code of Practice', which requires the owner to establish if the camera remains justifiable, whilst the Information Commissioner's CCTV codes demands that an annual review of the system should be undertaken to establish if it continues to be justified.

One of the only indicators is the use of the camera. Appendix 'A' provides an analysis of the number of times each camera has been used to capture incidents.

During the monitoring of an incident, it is normal practice to use a number of cameras and therefore the statistics bear no resemblance to the actual number of incidents, shown in the previous tables. However, it will provide an indication of the usefulness of the camera to the overall system.

During 2022 there were 228 camera usages during incidents captured by the 154 cameras on the Tamworth CCTV scheme and this equates to an average of 2 usages for each camera.

Using the formulae employed with other Local Authorities, all cameras with less than 1 recorded incident for the period under review, this being half the average, should be regarded as being 'at risk' of further consideration. There are 97 cameras out of the 154 that were used less than once. This does not mean that the 'at risk cameras' should automatically be decommissioned, as further investigation should be made. A formal process is required in order to ensure that all avenues, such as consultation, cost implications etcetera are undertaken prior to any decisions, as this will avoid problems that have previously been experienced by other Local Authorities.

4.7 Support Indicators

As mentioned at the beginning of this section of the report, using a basket of performance indicators, assists in a more reliable conclusion. There is a fundamental danger in using a single indicator (crime related or not) to assess performance, as that indicator might be unreliable, in that it may fail to measure accurately what is being assessed or the data may be unrepresentative of the true position. For this reason, evaluation should be based wherever possible, on a group of indicators, commonly referred to as a 'basket' of indicators.

The key performance indicators in this project are the number of incidents recorded by the CCTV operators for each individual camera and the usage of each camera during an incident.

The viewing and subsequent copying/seizure of recorded images by police can act as an indicator to support or refute the effectiveness of the scheme in obtaining meaningful evidence. However, it is difficult, if not impossible to ascertain from police records whether the images viewed have been used as evidence to obtain a conviction at court, assisted in any other clearance process or been used for intelligence purposes. Whilst officers complete a log when they receive copy DVD/CD/USBs, the audit trail is difficult to trace from this point and this is the case with most CCTV schemes.

In 2022, there were 21 requests to view by the police, resulting in and 38 seizures of DVD/USB evidence or intelligence and 4 stills. Generally, it would appear to indicate that the police are finding the CCTV systems useful and this is a positive support indicator.

In addition to the Police, there were 10 third party requests with 1 evidence released.

4.8 Complaints

A member of the public wishing to make a complaint about the system may do so through Tamworth Borough Council's complaint procedure. A copy of the complaint procedure is available by writing to:

Lee Birch
Head of Housing Management and Neighbourhood Resilience
Tamworth Borough Council
Marmion House
Lichfield Street
Tamworth,
Staffordshire
B79 7BZ

A complaints procedure has been documented. A record of the number of complaints or enquiries received will be maintained together with an outline of the action taken.

During the period of evaluation there have been no recorded complaints concerning the schemes in question.

4.9 Compliments

A member of the public or organisation wishing to make a compliment about the system may do so by writing to:

Lee Birch
Head of Housing Management and Neighbourhood Resilience
Tamworth Borough Council
Marmion House
Lichfield Street
Tamworth,
Staffordshire
B79 7BZ

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1st January to December 2022

A record of the number of compliments received will be maintained. During the period of evaluation there have been no compliments received.

5.0 CONCLUSION

5.1 Introduction

This is the first evaluation undertaken on the Tamworth Borough Council's CCTV scheme and focuses on the 154 public space Closed Circuit Television surveillance cameras installed and owned by Tamworth Borough Council. An agreement between Tamworth Borough Council and West Midlands Combined Authority has seen the monitoring, operation and management of the CCTV system being moved to the West Midlands Combined Authority CCTV Control Room in March 2020. This review will provide a baseline for future evaluations.

In 2022, there were 1647 crimes and offences recorded for Tamworth. However, it should be noted that the mapped cameras have buffers that overlap, so a crime may be counted more than once in this table. The most prominent offence being Violence and Sexual offences, of which there were 451.

During 2022, there were 228 camera usages during incidents captured and this equates to an average of 2 usages for each camera. The above statistics should be treated with caution as they rely on an incident being started by the CCTV operator on the incident software as soon as it is noticed. On initiating the incident software, all cameras used in the monitoring will be ascribed to that incident. On occasions the operator may not use the incident software until the occurrence being monitored has concluded and therefore some of the cameras used may not be added, this will result in a under calculation for the usage of some cameras.

Using the formulae employed with other Local Authorities, all cameras with less than 1 recorded incidents for the period under review, this being half the average, should be regarded as being 'at risk' of further consideration. Closer examination of the table below revealed that 97 cameras recorded less than half the average number of incidents and it is suggested that the operational requirements of these cameras be examined.

In 2022 there were 21 requests to view by the police and 38 seizures of DVD/USB evidence or intelligence and 4 stills. Generally, it would appear to indicate that the police are finding the CCTV systems useful and this is a positive support indicator. In addition to the Police, there were 10 third party request and 1 evidence released.

The Information Commissioner's CCTV Code of Practice requires makes the following requirements:

"You should review regularly whether the use of CCTV continues to be justified.

"If you are already using a surveillance system, you should regularly evaluate whether it is necessary and proportionate to continue to use it"

"You should review regularly whether the use of CCTV continues to be justified. It is necessary to renew your notification with the ICO annually, so this would be an appropriate time to consider the ongoing use of such systems."

...there should be a periodic review, at least annually of the system's effectiveness to ensure that it is still doing what it was intended to do. If it does not achieve its purpose, it should be stopped or modified."

Information Commissioners Code of Practice 2014

The purposes and scope of the scheme are detailed in Section four of this report and these include the prevention and detection of offences. Whilst it is not possible to make an assumption that the CCTV system is actually preventing offences it is a component part of the preventative package.

To remove or modify the use of the CCTV system may also detract from a further identified purpose, this being to reduce the fear of crime. It is therefore recommended that at present the system is effective in achieving its purpose, however, there appears to be no current research available which indicates the perceptions of the public, residents and those working in the area covered by the cameras.

5.2 Future Evaluations

It is recommended that the Tamworth Borough Council's CCTV scheme be evaluated on an annual basis. This will ensure continued compliance with the British Standard, which is assessed each year, it will also provide compliance with legislation and the Surveillance Camera Code of Practice. It will also ensure continuous measurement of fluctuations and monitoring for any emergence of life cycles, which could cause a decline in the initiative.

5.3 Further Investigations

As stated, prior to any decisions there are further investigations to be undertaken on those cameras identified as 'at risk'. These will include the following:

- a) Environmental – obstructions, lighting, location
- b) Technical – quality of images, transmission, equipment
- c) Operational – are cameras
 - part of a group of cameras which provide continuity for
 - tracking, escape route
 - essential for influencing the fear of crime, security of staff and
 - customers
 - used for another purpose
- d) Consultation
 - CCTV Control Room operators/management
 - Police
 - Station managers
 - Businesses

Whilst the above list is not intended to be exclusive, it will assist in focusing on the additional considerations and investigation to be undertaken.

5.4 Options

Once further research has been concluded there should be a core number of cameras where decisions are necessary and the options may include the following:

- a) Improve environment e.g prune trees, increase lighting etc
- b) Technical upgrade
- c) Increased monitoring (Technical or Human)
- d) Temporary disconnection (To ascertain effects on crime or public perceptions)
- e) Relocation of camera to 'Hot Spot'
- f) Decommission and utilise re-deployable cameras, if technically achievable
- g) Decommission and do not consider any of the above

APPENDIX 'A'
CAMERA USAGE

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Camera	2022
9501	1
9502	22
9503	15
9504	9
9505	12
9506	3
9507	8
9508	14
9509	7
9510	19
9512	1
9513	1
9514	3
9515	24
9516	0
9517	1
9518	4
9519	1
9520	0
9521	1
9522	0
9523	5
9524	3
9525	4
9526	2
9527	0
9528	1
9529	0
9530	0
9531	0
9532	0
9533	1
9534	1
9535	0
9536	1
9537	0
9538	1
9539	1
9540	1
9544	3
9545	4
9546	0
9547	0
9548	8

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9549	1
9550	1
9551	1
9552	2
9553	2
9554	1
9555	3
9556	1
9557	3
9558	2
9559	1
9560	2
9561	2
9564	0
9565	0
9566	1
9567	2
9568	3
9569	1
9570	0
9571	0
9572	0
9573	0
9580	0
9581	0
9582	0
9583	0
9584	0
9585	0
9586	0
9587	0
9588	0
9589	0
9590	0
9591	0
9592	0
9593	0
9594	0
9595	3
9596	0
9649	0
9650	0
9651	0
9652	0
9653	0

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9654	0
9655	0
9656	0
9657	0
9658	0
9659	0
9660	0
9661	0
9662	0
9663	1
9664	0
9665	0
9666	0
9667	0
9668	0
9669	0
9670	0
9671	1
9672	0
9673	0
9674	1
9675	0
9676	0
9677	0
9678	0
9679	0
9680	0
9681	2
9682	0
9683	0
9684	2
9685	2
9686	0
9687	2
9688	2
9689	0
9690	0
9691	0
9692	0
9693	0
9694	0
9695	1
9696	0
9697	0
9698	0

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9699	0
9700	0
9701	0
9702	0
9703	0
9704	0
9705	0
9706	0
9707	0
9708	0
9709	0
9710	0
9711	0
9712	0
9713	0
9714	0
9715	0
9716	0
9717	0
9718	0
9719	0
9720	0
9721	0
TOTAL	228

Thursday, 28 September 2023

Report of the Portfolio Holder for Housing and Planning

Council Housing Decant Policy 2023-2026

Exempt Information

None

Purpose

- To update the Council's Decant policy which is part of wider commitments to ensure all housing related policies are compliant with relevant legislation and regulations specifically the [Social Housing \(Regulation\) Act 2023](#).

Recommendations

It is recommended that:

1. Cabinet approves the updated Decant policy 2023 – 2026. (**Annex 1**)
2. Endorse the Community Equality Impact assessment aligned to the policy (**Annex 2**)
3. Delegate authority to the Portfolio Holder for Housing & Planning & Assistant Director Neighbourhoods, to agree any onward non-material policy amendments to ensure it remains fully compliant with legislation and regulations.

Executive Summary

The proposed Decant Policy provides a framework for understanding both the statutory duties the Council as a landlord has and the approach officers will take regarding individual decants and also supports the Council's corporate priorities as detailed within the Corporate Plan 2022-2025 with-regard-to ['The Economy'](#) – 'Provision of good quality and affordable housing'¹.

As part of the Council's Corporate priorities and commitments to preparedness for the [Social Housing\(Regulation\) Act 2023](#)²; , having a full suite of current tenancy related policies is required. The proposed **decant policy** is key to the management of tenancy rights and obligations for both the Landlord and the Tenant(s) regarding how temporary re-location/moves are managed. The policy update encompasses best practice throughout the housing sector and integrates relevant research; using the revised tenancy standard from the Regulator Social Housing below.

"[The Tenancy Standard](#)³ is one of four consumer standards that registered providers of social housing must comply with.

The updated Decant Policy 2023- 2026 has several touch points associated with the tenancy standard, namely:-

- 1.1 (A) Allocations and Mutual exchanges – making the best use of available stock.

¹ [CORPORATE PLAN 2022-2025 | Tamworth Borough Council](#)

² [Social Housing \(Regulation\) Act 2023 publications - Parliamentary Bills - UK Parliament](#)

³ [Tenancy Standard - GOV.UK \(www.gov.uk\)](#)

- 1.2 Tenure - 1.2.1 Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.
- 1.2.2 They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.
- With Specific expectations in "[2.2.9 Registered providers](#) shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation".⁴ This point is directly linked to the Decant policy.

The original policy was approved by Cabinet in March 2014 and was used as part of the Housing Regeneration project for Tinkers Green and Kerria Road and remains fit for purpose. As the policy at the time was to support the regeneration and those residents impacted by the de-commissioning of their homes; it is timely to review in view of Regulators new requirements.

The proposed policy attached, updates the former policy and sets out the key policy principles. Namely a 'decant' is where a household is required to move from their existing home to an alternate accommodation, temporarily so necessary structural repairs can be undertaken and/or for other reasons suggesting it is not reasonable for the tenant to remain in situ. Whilst there is no statutory requirement to produce a Decant Policy, a written Policy will allow future decants to be undertaken in a transparent manner adhering to the principles outlined in the Social Housing Regulation Act 2023.

On average ten households are decanted per year into alternative self-contained properties. If there was an emergency dis-repair required, then the council has the option of using in the immediate short term nightly paid bed and breakfast accommodation of which officers obtain three quotes. Individual households and circumstances are considered on a case-by-case basis and tenants remain the focus of our priority.

The policy has been produced following internal consultation with departments who support the decant process and was also heard at the 'Tenant consultative group' (TCG) on the 14th September 2023. TCG welcomed the updated draft policy and its customer focus whilst approving the clear procedural guidance for internal departments across different directorates. TCG endorsed the policy, and no recommendations were given.

Options/Legal/ Risks Considered

Options	Options	Risks	Benefits
Option 1	Do Nothing	Low to Medium -Current policy independently reviewed via self-assessment and advised fit for purpose and adequate. Would be in breach of new legislative requirements.	Arrangements already in place with the repairs team and estate management and would carry on as normal.
Option 2 - Recommended	Implementation of the Policy attached	Training requirements for internal departments	<ul style="list-style-type: none"> • Transparency for tenants and internal departments • Tailored- service provision. • Economic focus • Compliment in relation to legislation concerning disrepair. • Support the wider work being undertaken with regards to tenancy standards as detailed with

⁴ [Tenancy Standard - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

			the Social Housing Regulation Act 2023. <ul style="list-style-type: none"> Enhanced management of Council owned properties to prevent high value voids
Option 3	Non-implementation of the Policy	<ul style="list-style-type: none"> In breach of requirements under the Social Housing Regulation Act Lack of clarity for customers and internal departments Fail to advance corporate priorities under 'Living in Tamworth' and 'The Economy'. Risks to the Council should legal challenge be brought as a result of disrepair claims. 	<ul style="list-style-type: none"> No updated work to be undertaken or considered by Council.

Financial/Resource Implications

Expenditure arising from the proposals within this report can be met from existing resources in the Housing Revenue Account (HRA) and the tenant removals expenses budget is just over £7k per annum. There are no direct financial implications from this policy. If there is a substantial disrepair claim the rent loss on properties forms part of the negotiation arising from any tenant compensation claim(s).

If there are any statutory home loss/disturbance payments these would be considered out of any corresponding regeneration schemes and would not be met from core revenue budgets.

Equalities Implications

All activities to give due consideration to the Councils Equality and Diversity Policy- Making Equality Real in Tamworth (MERIT). An Equalities Impact Assessment has been completed please see Annex 2.

Environment and Sustainability Implications (including climate change)

Decanting tenants is often to allow for repairs to be completed to homes. This has the environmental benefits associated with it in terms of meeting decent homes requirements.

Report Author

Tina Mustafa – Assistant Director Neighbourhoods
 Sarah Finnegan- Head of Homelessness and Housing Solutions
 Lucy Cunnett – Homes Manager

Appendices

Document Annex	Purpose
1. Draft updated Decant policy September 2023	Full draft policy setting out the Council's approach to the management of decants within its housing stock.
2. Impact assessment September 2023	Examples of good practice, positive changes and updates to community impact and impact on tenants who need a decant.

Tamworth Borough Council
Decant Policy & Operating Procedure

September 2023

Documentation Master Sheet
Amendments to this Document are Detailed Below

Version No.	Date Amended	Comments	Summary amendments	Date approved	Author
1	13.02.2023	First Draft			SF/JG
2	31.08.23	Following TM comments	Appendix added		SF/LC
3	05.09.23	Second draft	Procedure guide added for temporary decants		SF/LC
4	06.09.23	Following TM comments	Home loss calculations added		SF/LC
5	14.09.23	Following Tenants Consultative Group	Purpose explained and feedback comments gathered		SF/LC

DRAFT

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Appendix 2	Decant Agreement
Appendix 3	Decant Inventory
Appendix 4	Decant return letter
Appendix 5	Equality Impact Assessment

1. Introduction

1.1 This policy sets out the approach Tamworth Borough Council takes to moving residents from its' housing stock in order for work to be carried out to their property and where it is not safe or possible for the resident to remain while work is carried out or where it is damaged in an emergency such as fire or flood or where a decision has been made to remodel, redevelop or dispose of the property.

1.2 This policy will focus on two types of decants, temporary or permanent.

For this policy the following definitions apply

Decanting: A move required due to permanent or temporary loss of a home as a result of demolition, decommissioning, redevelopment, re-designation of, or similar works to, that dwelling.

Decommissioning- the process whereby a council property will no longer be used for its current purpose as a result of demolition, redevelopment, re-designation of, or similar works to, that dwelling.

A decant is where a resident moves from their current home to another one, either temporarily or permanently. The resident may also decide to arrange their own accommodation or choose to stay with friends or family.

1.3 This policy sets out the Council's approach for Tamworth Borough Council tenants who are asked to leave their home by the Council.

1.3.1 On a permanent basis in order for neighbourhood regeneration to take place

1.3.2 On a temporary basis in order for the Council to carry out works to the property and where it has been agreed by the Council that the property would be unfit for occupation during these works

1.4 This policy also applies to owner occupiers whose homes are being purchased by Tamworth Borough Council in order to progress neighbourhood regeneration. Re-housing owner occupiers will only be considered in limited circumstances where the Council acquires the property using compulsory purchase orders for example the Acquisition of Land Act 1981 and the Land Compensation Act 1973.

1.5 This policy details the re-housing priorities using, for guidance, the criteria set out in the Council's Allocations Policy to try to meet people's needs and wishes on their re-housing.

1.6 This policy will be reviewed every 3 years unless required earlier due to regulatory or legislative change, or as an outcome of learning which materially affects the content of this document.

2 Aims

Where possible, the Council will carry out works whilst the tenant remains in their home. However, there will be certain situations when this is not possible. Where this is the case, we will arrange to move the tenant(s).

The Council acknowledges that moving home is a stressful experience, especially where households may feel their options are limited. This policy seeks to ensure that all decants are carried out appropriately and efficiently with minimum stress and difficulty to the occupier, as follows:

- 2.1 To ensure decants operate in a fair, equitable and reasonable manner in accordance with the Allocations Policy
- 2.2 To provide effective consultation and feedback for occupiers affected by decanting from council owned housing stock at the earliest opportunity and throughout the process
- 2.3 To ensure fairness and equality of opportunity in the re-housing of affected tenants
- 2.4 To provide choice to customers
- 2.5 To minimise the disturbance to households.
- 2.6 To complement the council's wider regeneration agenda
- 2.7 To set out the support on offer resulting from home loss and or disturbance to households obliged to decant
- 2.8 To minimise the rent loss to the Council by having a joint approach to decants in line with the current Allocations Policy and the development/refurbishment process
- 2.9 To enable the Council to make best use of stock through timely access for refurbishment work or where a decision has been made for demolition

3 Eligibility for re-housing under this policy

3.1 This policy relates to Tamworth Borough Council households where the Council has agreed to re-house:

- 3.1.1 On a permanent basis in order for neighbourhood regeneration to take place;
- 3.1.2 On a temporary basis in order for the Council to carry out substantial or urgent works to the property and where it has been agreed by the Council that the property would be unfit for overnight occupation during works

- 3.2 This policy also applies to owner occupiers whose homes are being purchased voluntarily or by compulsory purchase by Tamworth Borough Council in order to progress neighbourhood regeneration.
- 3.3 Tenants will be eligible for re-housing if the property being decommissioned is occupied as their only or principal home at the time of the Council's decision to take forward the regeneration project and they are still residing at the property as their principal home at the time of re-housing.
- 3.4 Tenants are not eligible for assistance under this policy and will not be re-housed if the Council obtains an outright possession order against the tenant which has been issued by a court for a breach of tenancy ie. anti-social behaviour or if the tenant is guilty of tenancy related fraud (unless the Council has determined exceptional circumstances apply). This does not apply to suspended possession orders or orders suspended on terms (i.e. rent arrears with a payment plan).
- 3.5 Everyone to be housed under this policy must provide adequate information for officers to decide what their housing needs and requirements are. It is expected that the usual way of providing this information would be to complete a housing application form. These housing needs and requirements will be determined by officers using for guidance the criteria set out in the Council's Allocation Policy and this policy.
- 3.6 This policy does not include unauthorised occupants, squatters, sub-tenants, lodgers, licensees and other non-secure occupants who are dealt with under separate council policies.

4. Temporary/Emergency Decants

- 4.1 Occasionally, a temporary decant is required in the event of an emergency situation rather than a programme of works. Council officers will assist the tenant to liaise with family and friends or assist with necessary housing arrangements.
- 4.2 Tenants are advised to take out their own Home Contents Insurance. In the event that there is a fire, flood or storm damage, the tenant is expected to check their own insurance policy to see if this would support a move to temporary accommodation.
- 4.3 The Tenancy Sustainment Officer, upon being notified of a decant being required by the Repairs Team, will make an assessment of your housing needs and complete a Decant Request Form (see Appendix 1) and provide 3 quotes for costs i.e. B&B/removals, etc. In the first instance, the officer will encourage the tenant to stay with family/friends. If you stay with family/friends while we carry out the repairs, you may be entitled to receive compensation. Where this is not possible, other options and costs will be considered.
- 4.4 In the event of an emergency situation, a tenant may be temporarily decanted initially on a short term basis. A plan will then be developed taking account of individual circumstances including customer needs, the extent of the damage

and anticipated repair timescales for resolution with the intention of them returning to the property as soon as possible. Temporary decants could be within a range of temporary unit including nightly paid bed and breakfast accommodation or self contained Tamworth Borough Council Stock.

- 4.5 If the property can be made good, the tenant will be treated as a temporary decant under this policy including their ability to qualify for a disturbance payment (where applicable). The Council will usually arrange your removals including disconnection and reconnection of your cooker and washing machine in lieu of any disturbance payment.
- 4.6 In offering temporary accommodation, the Council will consult with the tenant and take into account:
 - 4.6.1 the size of the accommodation and the means of the family
 - 4.6.2 the distance of the accommodation from the tenant and the household's place of work or education
 - 4.6.3 any health and wellbeing needs evidenced by the tenant and/or their household

The Council will try to provide the tenant with choice in regards to the temporary accommodation offered to them, but cannot guarantee choice will be provided. In some circumstances, the Council may make one direct offer of suitable accommodation only.

- 4.7 Where the tenant moves temporarily to an alternative Council property and will be returning to their original home, they will be offered a Contractual licence agreement (see Appendix 2) to occupy the temporary home for the duration of the works. Their tenancy will remain as their substantive and principal dwelling (refer to section 11.53 of the Allocations Policy).
- 4.8 If a tenant moves into accommodation not owned by Tamworth Borough Council (such as a hotel, bed and breakfast, private property or other home not owned by us) they will need to continue to pay rent (including claiming Housing Benefit) for their original home and the Council will cover the cost of the temporary accommodation and any relevant expenses relating to this stay.
- 4.9 A tenant may be able to leave their belongings in their original home. This will be subject to Council agreement and left at the tenants' risk. The tenant will be responsible for ensuring their belongings are adequately insured. As part of the support provided by the Tenancy Sustainment Officer, an inventory and photographs will be taken of any items left at the address and the tenant asked to sign a disclaimer that they are in agreement to leave the listed items. (see Appendix 3)
- 4.10 There may be occasions when a temporary decant becomes permanent, if for example, the level of work required is so great that the property has to be demolished or redeveloped, or if the tenant has been moved on a temporary basis but it is subsequently agreed by all parties that the new property is more appropriate for them to remain in. These will be considered on an individual basis.

- 4.11 Where damage has been caused by the actions or inactions of the tenant/s and/or their family resulting in decanting, the tenant(s) will be recharged for any costs associated with the refurbishment in line with the recharge policy.
- 4.12 It will be the responsibility of the Tenancy Sustainment Officer to manage the decant and any associated tenancy related issues. The Tenancy Sustainment Officer will liaise with the relevant contractors undertaking the work, ensuring that the tenant is updated with anticipated return dates.
- 4.13 It is the responsibility of the Homes Manager to secure a property upon receipt on the Decant Request form. The Homes Manager will consider the size of the property, anticipated duration of the decant and the availability of suitable properties, reporting back to the Tenancy Sustainment Officer. The Homes Manager will authorise any financial payments in relation to removals and connection of white goods on Efin, using the 'Tenant Removals' budget. It is the responsibility of the Tenancy Sustainment Officer to obtain quotes and raise orders through the Council's business support teams.
- 4.14 Once confirmation of the decant start date has been sent by the Tenancy Sustainment Officer, the Void and Allocations Team will set up a 'Decant' tenancy type on Orchard, this will begin on the first Monday of the Decant. The purpose of this tenancy type is to ensure that internal colleagues within Housing have accurate information about the temporary address and to ensure that figures relating to void, vacant properties are correctly reflected. The 'Decant' tenancy type will be for reporting purpose only, no rent processing function will be triggered. Upon notification from the Tenancy Sustainment Officer that the decant has ended and the tenancy returned to their substantive tenancy, Void and Allocations will end the 'Decant' tenancy on Orchard.
- 4.15 In order to ensure the effective management of active decants, a business objects report will be produced from Orchard monthly, which the Homes Manager will share with Tenancy Sustainment colleagues. This report will highlight any active decants, giving the Tenancy Sustainment Officer an opportunity to update all parties on the progress of the decant.

5. Communication and Consultation

- 5.1 Any regeneration scheme or major refurbishment project will require communication and the Council will ensure all affected residents have details of how to contact the Council in relation to proposals and works.
- 5.2 The Council has a duty to consult and actively engage with all Council tenanted households. Initial consultation with tenants must take place while proposals are at an early stage. The Council has a legal obligation under Section 105 of the Housing Act 1985 to consult with tenants where they are substantially affected by a matter of housing management. Tenant's views must be considered prior to making any decisions on proposals.

- 5.3 Consultation and communication with home owners will generally occur alongside that carried out with council tenants.
- 5.4 Information concerning a refurbishment or regeneration scheme will be made available to all households at an early stage and further detailed information will be shared as soon as it is available. This information will include details of the works, timescales and phases, if appropriate.
- 5.5 Formal consultation will be carried out in accordance with current legislation and tenants will be given a minimum of 28 days in which to respond. These time periods are in addition to any formal periods of notice which have to be given. During this consultation period, all households will be visited or contacted by an officer of the Council and will receive advice and information on:
- What the regeneration/refurbishment of the area is about and why it is being undertaken;
 - When it will be done;
 - The decanting policy and process;
 - What re-housing options are available and how to apply or progress your preferred housing option;
 - Whether there are any requirements for aids or adaptations to support the move;
 - What the Council will do to help households prepare for decanting; and
 - Named contact details of officers
 - Owner occupiers will be given specific advice on how the Council wishes to involve their properties in any scheme and the process that will be followed.
- 5.6 The Council will carry out an Equality Impact Assessment in relation to each regeneration scheme and the use of this policy. Action will be taken to mitigate the impact of any negative outcomes identified.
- 5.7 The consultation process outlined does not apply to residents being decanted in an emergency situation where the health and safety of residents is the priority.

6. Notice period and possession

Households will be given as long a period of notice of the need to move home that is possible. This period of notice will be in line with current legal minimum requirements.

For those with whom we can reach agreement, the period of notice can be agreed between the Council and the tenant. It will then be included in the documents used for this agreement.

Where a voluntary agreement cannot be reached, the Council will pursue a possession order. If we need to apply for a Possession Order for a council tenant, then it is the court that will decide when the tenant will need to leave the property. As at the date of this policy the legislation governing this is the Housing Act 1985 (as amended) – Schedule 2 – grounds 10 & 11 (see below).

Ground 10

The landlord intends, within a reasonable time of obtaining possession of the dwelling-house—

(a) to demolish or reconstruct the building or part of the building comprising the dwelling-house, or

(b) to carry out work on that building or on land let together with, and thus treated as part of, the dwelling-house,

and cannot reasonably do so without obtaining possession of the dwelling-house

Ground 10A

- The dwelling-house is in an area which is the subject of a redevelopment scheme approved by the Secretary of State or the Regulator of Social Housing in accordance with Part V of this Schedule and the landlord intends within a reasonable time of obtaining possession to dispose of the dwelling-house in accordance with the scheme.

or

- Part of the dwelling-house is in such an area and the landlord intends within a reasonable time of obtaining possession to dispose of that part in accordance with the scheme and for that purpose reasonably requires possession of the dwelling-house.

7. Housing Needs Assessment

- 7.1 Once a formal decision has been made by a meeting of Cabinet to proceed with a programme of investment requiring the decanting of tenants, a full housing

needs assessment will be completed of all impacted households to understand the housing needs of customers affected by the proposals

- 7.2 Every household affected by the scheme will be visited by an officer of the Council where their options will be discussed and an application made to join the housing register. This visit will include an assessment of support needs to ensure records are updated to reflect the household's current needs and a property inspection.
- 7.3 The housing needs and requirements of those to be re-housed under this policy will be determined by officers using for guidance the criteria set out in the council's Allocation Policy and in this policy.
- 7.4 If there is any question over a person's eligibility for a secure tenancy due to their immigration status, relevant details will be passed to the council's solicitors to enable them to check this.
- 7.5 Each decommissioning scheme, where people are required to move home, will have a dedicated officer who will give advice, and support people through this process as appropriate. It is expected that a higher level of support will be needed if designated accommodation for older people is affected.
- 7.6 Each decommissioning scheme, where people are required to move home, will have an officer who will advise and support people through the processes involved in finding a new home including, as necessary, the use of *Finding a Home*.
- 7.7 All tenants accepted under this policy will be awarded Band 1+ in accordance with the Councils Allocations Policy. Priority is awarded to enable a move to take place in a planned way, but as quickly as possible, to facilitate the decommissioning work. The date of registration and eligibility for the housing list, for households being re-housed under this policy is the date on which a final demolition notice is served.
- 7.8 Where needs are assessed as the same priority within this band, applicants will be placed in date order from when they were accepted into the band. For applicants with the same band date, a weighting system will be applied to prioritise offers of accommodation, in order to maintain a fair and transparent allocation.

Weighting factors	Score	Priority rating
Need to move to a particular locality in the Borough to prevent any disruption in their child/ren's education	1	Extremely high
Need to move to a particular locality in the Borough to give and/or receive care and support	2	High

Need to move to a particular locality in the Borough due to work commitments	2	High
Where we have evidence from the Police or Social Services to support that a particular locality would place the applicant (s) at risk	2	High

Scores will be added together for an overall weighting score.

- 7.9 Applicants will be restricted to two tenancy offer refusals after which they will be directly matched to the next available suitable property. This is to enable an offer of accommodation to be made as soon as possible and reflects the urgency of the applicants re-housing need.

Applicants will be asked their reasons for refusal. If they feel the offer of accommodation was considered unreasonable they must provide details to the Homes Manager who will make the decision, on the reasonableness of the offer within 5 working days. The offer of the property will be held open whilst the decision is being made. If the decision is that the offer was not reasonable the applicant can continue to bid. If the review decision is that the offer was reasonable the applicants can take up the tenancy or continue to refuse the offer. If they continue to refuse the reasonable offer this will lead to Band 1+ status being withdrawn. In addition it is likely the council will take legal action for possession of the property.

8. Re-housing principles and options

- 8.1 The Council will seek to apply the following principles when considering decanting customers;
- 8.1.1 To support households to move home with as little disruption as possible
 - 8.1.2 To help households select the right re-housing option for them which will result in either permanent or temporary re-housing
 - 8.1.3 To help households remain in their locality if they wish (pending availability within the required timescale) with an opportunity of a new build property where regeneration is taking place, subject to the properties being of the appropriate size and type
 - 8.1.4 To help households being asked to move from their home temporarily to return to their home after works are completed where this is desired by the tenant

- 8.2 Applicants will be able to bid on eligible properties advertised through the council's choice based letting scheme 'Finding A Home' and will be invited to bid for themselves; offering them the opportunity to express preference in choice in property type and areas for re-housing.
- 8.3 Where Council tenants refuse two formal offers of suitable alternative accommodation, either on a temporary or permanent basis, the council will exercise its' legal right to seek possession.
- 8.4 Where a tenant is identified as vulnerable due to physical, sensory or mental health impairment and likely to have difficulty with a move, they may be offered additional support during the decant process. This may include assistance with packing, help on the day of the move and additional support with bidding for properties and viewings.
- 8.5 Tenants who have aids and adaptations in their homes will have their needs met in their new home in accordance with the Council's disabled facilities obligations. The Council will work with occupational health professionals to ensure needs are assessed correctly and works are specified to meet the recommendations. Where possible, direct matches will be found for households moving to maximise the investment made by Tamworth Borough Council in adapting properties.
- 8.6 Households being re-housed into Council Housing under this policy will be awarded a property of the size and type they are eligible for under the Allocations Policy. This is therefore not necessarily a property of the same size and type they are currently living in.
- 8.7 Council tenants who are living in a property designated as pet suitable (with an enclosed garden to which they have sole use of and a separate entrance to their property) and have a pet at the time of notification of decommissioning will be offered another "pet suitable" property using the criteria set out in the Council's Allocation Policy and this policy, or they will be able to bid for one using *Finding a Home*, Tamworth Borough Councils choice based letting service. To note a 'pet suitable' property can be defined as a property with an enclosed garden for sole use, a shared or communal garden.

Customers should be aware that given the housing stock we have available to us, the need for a "pet suitable" property is likely to prolong the period of time taken to find an appropriate property for them. If due to the scarcity of "pet suitable property" a suitable property cannot be found, consideration may need to be given for people to bid for, or be offered, properties they would not usually be eligible for. However this would only be after all other routes to re-housing have been exhausted.

- 8.8 Tenants will be required to provide access to their home to contractors as necessary. There will be a pre-void inspection to identify any outstanding works required before moving out. Failure to undertake such work may result in a recharge to the tenant.

- 8.9 Tenants re-housed under this policy will retain the same security of tenure enjoyed under their previous tenancy with the council where possible. However, tenants who opt to move to a property owned by another landlord will be subject to that landlord's rent, service charge, tenancy terms and conditions. Rights gained under secure tenancy arrangements cannot be transferred to non-council owned properties.
- 8.10 Tenants will have the right to downsize and benefit from the Council's Incentive to Move scheme. Tenants affected will receive Band 1 priority status.
- 8.11 It is the responsibility of each tenant to make other members of the household aware of the decant arrangements and to move on the agreed date. In addition, they must make appropriate arrangements for any pets and ensure they are not abandoned in the property after they have moved out.
- 8.12 The Council encourages tenants to have home contents insurance. If a tenant has home contents or other insurance, the tenant is advised to notify their insurance company as their circumstances change.
- 8.13 Once a property has been accepted, the tenant(s) will surrender their original tenancy and sign a new agreement for the property they move into.
- 8.14 Returning to the original site *subject to consultation*

If it is reasonably possible to give tenants or residents the choice of returning to the site they decanted from, then they will be given that choice. For example, if the new social housing on the site is of a suitable size and type for them. This choice will be made available to people when they are advised of the timetable for the decommissioning, unless there are very exceptional circumstances for not doing so, for example an emergency situation.

In order that people may make an informed decision on whether to return to the site, they should be given the following information as far in advance as possible of their having to make that decision:-

- What type and size of property they could expect to be offered.
- Whether this property will be owned by the council or an RP, and what an RP is.
- If the new tenancy agreement will have different requirements from their current one, e.g. on car parking, where washing can be dried, any different clauses on rent arrears, etc.
- What the layout and appearance of the site will be.
- What, if any, compensation, disturbance allowance or assistance with the move will they get if they move home twice, in order to return to the original site after being decanted.

8.15 Priority allocation for returning to housing on the original site

This concerns situations where there are not enough new properties in total, or not enough of the particular size and type that people are eligible for.

Applicants who are eligible, and who wish to pursue the option, should be offered the first choice of buying into any low cost home ownership option on the site.

Under this policy, people can be offered property of the size and type they are eligible for with reference to the Allocation Policy.

With regard to the rented properties on the site, where there are fewer of a particular size or type of property than returning applicants for them, this will be determined by a local lettings plan.

8.16 Moving to a privately rented property.

Due to the limited stock, it may suit households needs better to move into a privately rented property. If a household chooses this option the following will be fully explained to them

- the change in tenure type, the advantages and disadvantages of this.

- the status of their application if they should reapply to Tamworth Borough Council for housing at a later date.

- the implications this may have on any housing benefit claim they may be making from the new property.

Assistance will be provided in finding a suitable private rented property and where required, the Councils bond scheme can be used to assist with a deposit. Where it is an advantage for the Council to do so, additional support or payments may be made. For example where the re-housing of a household is delaying the progress of the decommissioning activity.

8.17 Moving into homeownership or low cost homeownership

Low cost home ownership schemes include shared ownership, shared equity, and part buy/part rent schemes.

Where low cost home ownership is available on the original site then residents wishing to return there will be given information about it. Those who are eligible for the scheme(s) on the original site are to be given priority for the properties concerned, as one way of helping to promote a cohesive community there.

All residents affected by the decommissioning scheme will be given general information about low cost home ownership options as part of the information they will receive on their re-housing options.

Tenants wishing to explore this option will be given help and assistance from the Council.

If a tenant decides to move into owner occupation the following will be fully explained to them,

-the change in tenure type, the advantages and disadvantages of this, including repairing liabilities of owner occupied housing.

-the status of their application if they should reapply to Tamworth Borough Council for housing at a later date including the discharging of our duty to house.

8.18 Households who require social housing in another area

In some cases households will want to move to alternative social housing outside of the Tamworth area. Help and assistance will be provided to help the tenant apply to other areas

8.19 Financially incentivising applicants to lodge with family and friends

It may be desirable to financially incentivise applicants to lodge temporarily with family or friends until permanent re-housing can be found. The accommodation must be suitable and not cause over crowding, affordability issues or homelessness. With under-occupation likely to be a key consideration for people as they face benefit changes, some residents have indicated this would be favourable as it helps to fully occupy properties in the short term.

9. Financial Compensation

9.1 There are two types of payments that tenants and home owners will be entitled to under the policy:

9.1.1 Home loss payment; and

9.1.2 Disturbance compensation payment

9.2 Home loss compensation is a sum paid to a Council tenant to reflect and recognise the distress and discomfort of having to move out of their home. As such this is paid in addition to a disturbance allowance or payments. Home loss compensation is paid only once per household

9.3 The level of home loss payment is set by the Government in accordance with the Planning and Compensations Act 1991, the Land Compensation Act 1973 and Home loss Payments (Prescribed Amounts) (England) Regulations (2023). The level is reviewed annually.

9.4 The Council will pay statutory financial compensation to those affected by the decommissioning of their housing and may also award discretionary compensation but this would be decided on a scheme-by-scheme basis. The

processing of claims will also be dealt with in accordance with the Council's financial regulations. If there are any statutory home loss/disturbance payments these would be considered out of any corresponding regeneration schemes and would not be met from core revenue budgets.

- 9.5 This regulation applies where the date of displacement is on or after 1st October 2023. For the purposes of section 30(1) of the Land Compensation Act 1973—
- (a) the prescribed maximum amount of home loss payment for owner occupiers is £81,000; and
 - (b) the prescribed minimum amount of home loss payment for owner occupiers is £8,100.

For the purposes of section 30(2) of the Land Compensation Act 1973, the prescribed amount of home loss payment is £8,100 for local authority tenanted properties.

Note – Home loss payments can only be made when

- 9.5.1 the sale of an owner occupier or landlord's property is completed with vacant possession
 - 9.5.2 within 21 working days from the date at which the tenant decants on a permanent basis, and/or has formally agreed their new permanent or temporary home, and/or has signed a tenancy agreement for their new home or temporary home and ended their existing tenancy
- 9.6 Tamworth Borough Council's discretionary compensation is a disturbance allowance which will be determined as part of scheduled projects. . Discretionary payments are not an entitlement of tenants or home owners.

In the event that the Council tenant who is entitled to the Home Loss Payment dies before making a claim, any member of his household who is aged 18 or over or, held in trust, may claim provided that he/she satisfies the same residency criteria as the deceased and is a beneficiary in the estate of the deceased.

Trespassers and squatters will not be paid home loss compensation.

- 9.7 Claiming home loss compensation

The home loss payment must be claimed in writing. We will provide advice and assistance to make such an application. The amount paid is set out in law.

A tenant will qualify for home loss compensation if:

- a. They have occupied that accommodation as their only or main residence for a minimum period of one year

.... and

b. They have to move out of the property permanently, either because of improvement or development works that will be carried out, or because their home is being demolished.

Tenants, owner occupiers or landlords who have any Council related debt such as rent arrears, council tax arrears, housing benefit overpayments, court costs or rechargeable repairs costs will have these deducted directly from their home loss payment before the balance is paid. In addition, any recharges due to the Council from the owner, landlord or tenant on leaving their home will be deducted from the home loss payment. Tenants and owners must ensure when decanting from their property, that it is:

9.7.1 keys returned to the council with vacant possession

9.7.2 free from tenants' and owners' belongings and rubbish, including gardens and outhouses

9.7.3 the property condition has been assessed and any recharge for damage identified including gardens and fencing and agreement for payment is made for any damage

The time limit for claiming home loss compensation has a statutory limitation of six years. A home loss payment will be paid within three months of the applicant making an application for it providing the household has moved from the original property. If there is a dispute regarding entitlement to home loss compensation, the case will be heard in the county court.

A tenant will not qualify for any home loss compensation payment if they are living in the affected property on a temporary tenancy via the homeless team and have been living there as their only or main residence for less than a year.

In the case of a joint tenancy, home loss payment will be made only once per household and divided equally between tenants.

9.8 Universal Credit, housing and council tax benefit claimants

Housing benefit regulations state that home loss compensation is counted as capital for housing and council tax benefit purposes.

It is the legal responsibility of benefit and council tax benefit claimants to advise the Department of Works and Pensions (DWP) and council tax benefits service as soon as they receive this increase to their capital. We will remind claimants of this legal duty when the payment is made.

In order to assist this process, a list of recipients of home loss compensation, paid due to the decommissioning of council housing stock, will be disclosed to the relevant services. This is because the money involved can affect a person's benefit entitlement, and it is therefore reasonable for this information to be shared in this way.

If a tenant is due to move out temporarily, and then return to the original site, the home loss compensation payment will only be paid once, in accordance with legislation. The tenant will be advised of this provision before they make the decision as to whether to return to the original site or not.

Where the Council is re-designating its housing stock, and the tenant may choose to leave the property but does not have to, then home loss compensation will not be paid.

Where the tenant does not meet the criteria for home loss payment a discretionary amount, dependant upon and proportionate to the length and tenure type, may be made.

9.9 Disturbance allowance

This is what is paid to a Council tenant for the reasonable financial costs incurred, and any losses sustained, in connection with having to move home. As such this is paid in addition to the home loss compensation payment.

Disturbance allowances will be paid in accordance with current legislation. As at the date of this policy, this is the Land Compensation Act 1973. The processing of claims will also be dealt with in accordance with the Council's financial regulations.

Trespassers and squatters will not be paid any disturbance allowance.

A disturbance allowance is a lump sum, calculated to cover eligible items, paid to those required to move home.

In exceptional circumstances, for example a household with exceptional needs arising from a physical, sensory, or mental impairment, consideration will be given to paying for other items on an individual basis.

In effect paying for disturbance covers the reasonable costs relating to household items that have to be moved out of, or disconnected from, the old property and moved into, or refitted or reconnected in, the next one. These items must belong to the household concerned.

A one-off disturbance allowance will be made to each household. Any reasonable costs above the threshold will be paid after a valid receipt, showing VAT where this is applicable, is received for each item claimed for. All items within the original limit must be accounted for.

Disturbance payments for Tamworth tenants are as follows:

Property Size	Fixed Rate Disturbance payments
1 bed	£1,900
2 bed	£2,500
3 bed	£3,000

4 bed	£3,500
5+ bed	£3,800

If the Council carries out any disturbance related services such as fitting carpets, removal company services, etc. the cost will be deducted from the home loss payments (if the tenant is entitled to it) rather than the disturbance payment. The Council will provide for tenants a schedule of rates for different services it provides to ensure tenants are aware of the costs they may incur if they choose to use the Council's service.

The Council is entitled to refuse to pay all or any costs where it is felt that some of the claim is unreasonable.

If there is a dispute over whether the Council will pay for an item or an amount claimed for, and if agreement on this cannot be reached, then either the person concerned or the Council can apply to the Lands Tribunal for a decision on this.

The disturbance allowance includes an amount for removal costs. The Council can arrange removal services at the households request and the cost of these services will be deducted from the disturbance payment.

The Council can also provide reconnection services for washing machines, cookers and dishwashers by suitably qualified contractors for all Tamworth Borough Council tenants at cost. The cost of these services will be deducted from the disturbance allowance.

The Council will provide one rent free week on the new property if the property being moved to is a Tamworth Borough Council owned property. If the property being moved into is an RP or private rent the Council will provide one full weeks' rent payment. This will allow a week for the affected occupant to move.

The following expenses will be covered by the Disturbance payment:

- Telephone and television disconnection and reconnection charges
- Removal expenses
- Redirection of mail for three months
- Disconnection and reconnection of cooker, washing machine, other appliances
- Cost of fitting and altering carpets and curtains
- New carpets where refitting is not practicable, e.g. foam backed carpet that has disintegrated
- Movement of fixtures and fittings such as fitted lights, TV brackets, fireplaces etc
- Redecorating new home including cost of materials

This list is not exhaustive.

If for any reason, the tenant does not move into the new property no further disturbance payment will be made and if the tenant goes on to downsize

permanently the disturbance payment will be deducted from the home loss payment.

This does not affect your statutory rights under repairs legislation for compensation.

Each decommissioning scheme will have a dedicated officer who will support and advise customers through this process as appropriate. If the tenant has moved into accommodation designated for older people, then the Independent Living Manager will support and assist them with this task as required.

9.10 Compulsory Purchase Powers in relation to home owners

If it's not possible to negotiate a purchase, the Council may consider the use of compulsory purchase powers. The Council will do this in accordance with current legislation governing the use of Compulsory Purchase Orders under the Town and Country Planning Act 1990 (as amended) and the payment of compensation in accordance with the Land Compensation Act 1973 and Planning and Compensation Act 1991. Throughout the process, the Council will continue to resolve the matter voluntarily between both parties.

10 Suspension of the Right to Buy:-

The Council has the right to halt the right to buy in certain circumstances. The decision whether to do this will be taken by the Council's Cabinet. We will do this in accordance with current legislation which, as at the date of this policy, allows for the following.

Initial demolition notice:-

Under current legislation, i.e. the Housing Act 2004, sections 182 and 183, the "right to buy" of any affected council housing stock will be suspended from the date we serve an initial demolition notice on the council tenant(s) concerned. It will stay suspended for as long as this notice remains in force. The suspension of any right to buy claim means, in law, that the Council cannot be required to complete the transaction.

Before this notice is served we will have decided exactly what properties are to be included in the scheme concerned. This notice is served where we intend to demolish the property concerned within 5 years. It will include the reasons, and the timescales, for the demolition.

Final demolition notice:-

The service of a final demolition notice, under current legislation, extinguishes the "right to buy" these properties completely. Any prospective "right to buy" purchases which are underway, but have not completed, will not now proceed.

No new right to buy application on these properties will be accepted.

In order to serve it we must have agreed to, or be entitled to, acquire all the affected properties. In effect this means the notice can only be served once plans for the scheme

are well advanced. This notice is only served where demolition is expected within 2 years.

10.1 Right to buy expenses

The tenant may have a right to compensation for certain expenses already incurred in the right to buy process. We will pay these expenses where required to by current legislation, as at the date of this policy the Housing Act 2004. This compensation includes relevant legal fees, surveyors fees, and other disbursements which have already been paid. These will be paid back to the tenant.

11 Disputes and appeals

11.1 Tenants have the right to appeal to the Council regarding the application of this policy. Appeals must be made by email or in writing within 10 days of any written notification setting out the reason why the tenant believes the decision is not in line with this policy. The appeal will be considered by a Director or Assistant Director and provide a response.
Tenants are also advised of the Council's complaints process and details if they are not satisfied with a serviced request.

11.2 If a home owner is dissatisfied with the amount of compensation offered under this policy, they should write to Tamworth Borough Council. In addition, they may have the right of appeal under the Land Compensation Act 1973 and claims should be made to the Upper Tribunal at:

Upper Tribunal (Lands Chamber)
5th floor, 7 Rolls Buildings
Fetter Lane, London EC4A 1NL
Email: lands@justice.gov.uk
Telephone: 020 7612 9710

12 Equality and Diversity

12.1 This policy seeks to ensure that households with differing needs and preferences are taken into account. This will be measured fairly by the officers completing the housing needs assessment at the beginning of the process, allowing us to:

12.1.1 identify those who may need more support

12.1.2 ensure tenants are kept informed in the way most appropriate to them;
and

12.1.3 Make suitable rehousing offers, with full consideration of any adaptations required

12.2 This policy is aligned to Tamworth Borough Council's Allocations Policy to ensure there is no detriment or advantage to households affected by the decant process.

Decant households will be treated fairly and equitably alongside applicants on the housing register, including those the Council has a statutory duty to re-house

- 12.3 The home-loss and disturbance compensation payments seek to ensure nobody is out of pocket or disadvantaged as a result of being required to move out of their home.
- 12.4 This policy has been produced with reference to the Equality Act 2010 and the Council's Public Sector Equality Duty.
- 12.5 This policy can be provided in other formats i.e. large print or Braille
- 12.6 This policy has been developed in consultation with customers.

13 Links to strategies, policies and legislation

13.1 This policy is linked to:

- Tamworth Borough Council Allocations Policy
- Tamworth Borough Council Tenancy Agreements
- Town and Country Planning Act 1990 (as amended)
- Land Compensation Act 1973
- Planning and Compensation Act 1991
- Home-loss Payments (Prescribed Amounts) (England) Regulations 2015

Decant Request Application

Process to follow:

1. Tenancy Sustainment Team to complete and pass to line manager for approval.
2. Upon approval line manager to send completed application to Homes Manager
3. Homes Manager to check availability and notify Tenancy Sustainment Team of options.
4. Tenancy Sustainment Team to pass completed order form (including budget code (HR2102 57040) to Business support team and request they raise the order.
5. Homes Manager to add decant to "Whiteboard" spreadsheet for monitoring.
6. Tenancy Sustainment Team to update weekly on progress and proposed end date.

NOTE: Copy of decant information to be sent to TSA for the Decant Tracker as part of all weekly updates.

DECANT TYPE:

Emergency	<input type="checkbox"/>
Planned	<input type="checkbox"/>
Date of application:	Click or tap to enter a date.
Requesting Officer:	
Officer to manage:	

TENANT & PROPERTY DETAILS:

NOTE: The details of the lead tenant to be completed in this section, this will be the main point of contact for us during the process.

Tenant Name:	
Contact No.	
Tenants Address: This will be the address they are being decanted from	
Post Code:	
Property type:	
Does the property have adaptations? Only include if we need to consider these	<input type="checkbox"/>
Details of adaptation:	
Do they have any pets: Only include if we need to consider these in process:	<input type="checkbox"/>

Pets' details: Type(s) & Numbers	
--	--

Family composition: Provide details of all occupants	Name	Relationship	Age	Date of birth

Reason for decanting:	
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Investigation undertaken:	<input type="checkbox"/>
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NOTES: This section should explore if the resident(s) have access to their own alternative accommodation. Explore – Staying with Family, Friends etc. Alternatives should have been considered prior to decant requests being made.

WE CAN OFFER: For a period of up to 2 weeks, we can offer £25.00 per daily (maximum £350.00) if customer can stay with family/friends.

If payment is to be made to the customer, it will be made at the end of the decant period. The officer should add the customer as a creditor and place an order for payment to be sent by BACS.

Can they stay with friends or family?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Expand on all answers in details box below
Would they like to explore the payment of £25.00 per day from us?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	
Do they have contents insurance to cover temporary accommodation?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	

Details:			
Decant property requirements:			
Ground Floor:	<input type="checkbox"/>		
Level Access Shower:	<input type="checkbox"/>		
Location:	<input type="checkbox"/>		
Other I Details:			
Expected repairs completion time:			
Expected completion:			

If an emergency decant is required please provide quotes and location for accommodation:			
Info	Cost Per Night £'s	Provider	Location
Quote 1:			
Quote 2:			
Quote 3:			

Additional costs identified I Transport.	
<small>This budget may cover a taxi if deemed necessary i.e tenant has disability needs</small>	
Cost £'s:	
Details / Provider:	

If planned, please obtain quotes for removals:				
Info	Provider	Cost for removal £'s	Cost for return £'s	Cancellation Fee £'s
Quote 1:				
Quote 2:				
Quote 3:				

ORDER DETAILS

Decant license signed:	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Date signed:	Click or tap to enter a date.			
Copy sent to	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>

Void & Allocations team:				
Confirmation of alternative accommodation by Voids & Allocations Team:				
	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
TA Address:				
Order raised via Decant Budget I HR2102 57040 This budget code must be on the order request				
Total Amount £'s:				

APPROVAL & SIGN OFF

Neighbourhood Resilience Manager:	
Print:	
Signature:	
Date:	Click or tap to enter a date.

Homes Manager:	
Print:	
Signature:	
Date:	Click or tap to enter a date.

Decant Licence

Tenancy Management Team

Name
Address of tenancy

DRAFT

Your ref:
Telephone number: 01827 709514
Please ask for:

XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX
XXXXXX
XXXXXX
XXXXXX

Date XXX

Decant Licence | Temporary Accommodation

Dear XXXX,

Following discussions and recent correspondence we enclose a **Decant Licence** for your consideration. The licence, if you accept, grants permission for you to occupy **temporarily** XXXXXXXXXXXX. It does not give you a legal interest in the property nor does it confer secure tenancy rights. **For the avoidance of doubt your secure tenancy and associated rights remain at XXXXXXXXXXXX.**

As this temporary licence arrangement is to facilitate a move whilst disrepair works are undertaken at XXXXXXXXXXXX; we would draw your attention to the following important points:-

- The Housing Act (1985) as amended and relevant schedules set out the definition of a licence and secure tenancies.
- The decant licence is temporary permission to occupy for the period determined necessary to undertake the repair works on your secure tenancy at XXXXX XXXXXX only.
- As you remain a secure tenant at XXXXXXXX for the duration of the works – then the rights and obligations conferred on you and the Council (as the Landlord) will continue to apply. You should refer to your **tenancy agreement** in this regard .
- The decant licence for XXXXXXXXXXXX does not confer secure tenancy rights and it is not the Councils intention to create a secure tenancy – this protection is afforded to you under your secure tenancy rights at XXXXXXXXXXXX
- Your housing benefits entitlement will continue at XXXXXXXXXXXX where applicable and you should continue to ensure rent payments are met. Associated licence charges will be itemised and determined through your disrepair claim as no rent on XXXXX is charged as your rent payments remain unchanged at XXXXXXX
- In line with the Councils decant arrangements we will make suitable arrangements for removals for your personal belongings by our contractors; this will include:
 - Collection of property from “Tenancy Address” to your temporary accommodation
 - Disconnection of white goods – Washing Machine and Cooker
 - Reconnection of the white good at the temporary address
 - Return of these items once works are completed to your “Tenancy Address”

- You will be responsible for packing the items prior to removals and unpacking on both journeys; and the **Council does not assume any liability for loss, damage or misplacement of items during this process.**
- You will have no access to your “Tenancy Address” throughout the decant period unless we have agreed and given written prior permission as works will be in progress and this is for your health and safety.

Once you have read the attached agreement; are satisfied with the details outlined then we can arrange to sign the licence agreement with you at XXXXXXXX.

We will notify housing benefits of your continued tenancy at XXXXXXXXX and your intention to return.

Yours faithfully

Estates & Tenancy Manager

DRAFT

Definitions as per 1985 Housing Act (as amended)

Tenancy Address – the address whereby I am a legal tenant currently and as highlighted within this particulars of the agreement set out below.

Temporary Address – the address that Tamworth Borough Council have identified as a suitable property for me to reside in on a temporary basis.

Decant – the process which this situation falls under.

Decant Licence – this document in its entirety.

Landlord – your landlord for both addresses will be Tamworth Borough Council.

Particulars of agreement

Tenancy Address:	
Property Type:	
Date Tenancy Started:	
Tenancy Type:	
Persons Named on Tenancy:	
Rent Account:	
Temporary Address:	
Date licence to commence:	
Duration of Licence:	
Notice to end Temporary Accommodation:	1 Week by landlord
Landlord Address:	Tamworth Borough Council Marmion House Lichfield Street Tamworth Staffs B79 7BZ
Contact for landlord:	
Contact Number:	
Contact Email Address:	

Declaration of terms

I xxxxxxxxx of xxxxxxxxx, agree to be decanted by Tamworth Borough Council to alternative Council accommodation at xxxxxxxxxxxxxxxxxxxxx.

I understand this move is **Temporary**, while major repairs are undertaken to my "Tenancy Address", as per section 1.6 of my tenancy agreement.

3.2.2 - If your property requires major works as defined by a Project Officer you may have to be moved into alternative temporary accommodation in order for the necessary works to be completed.

1.6 - Under normal circumstances you will be able to return to the property when the work has been completed.

The decant move has been arranged for <**Date Here**>, and I agree to the following: -

- I will not enter the property whilst the repair works are under way.
- While residing at **xxxxxxxxxxxxx** under **Licence** I understand that rent will continue to be charged at **xxxxxxxxxxxxxxxxxxxxx** as **this is my Secure Tenancy**. Any rent lost at Longfellow Walk arising because of the decant (or your part in any delay) will be part of the Councils final disrepair settlement.
- I understand that once any necessary works have been completed, I will return to **my "Tenancy Address"** on a date specified by Tamworth Borough Council.

While residing at the "Temporary Address I agree to abide by the terms and conditions of this decant licence and my tenancy agreement.

Furthermore, I understand that any breaches in my tenancy agreement and/or this decant licence could result in Tamworth Borough Council taking legal action against myself and/or my tenancy.

Signature of acceptance

Lead Tenant Name:	
Signature:	
Date:	

*Landlord Representative:	
Position Held:	
Signature:	
Date:	

***Note: Authorized signature for and on behalf of the landlord.**

Appendix 3- Decant Inventory

Decant Inventory

The inventory should only be completed if items are to be left if the property where work will be undertaken. This document should be completed by TBC staff member and the tenant, with a copy being sent to the tenant following the visit.

Tenancy Address	
------------------------	--

Room (bedroom/ kitchen e.g)	Item (washing machine, books, TV any other item not taken by the tenant)	General Condition

Statement

This property has been fully inspected by both Tamworth Borough Council and tenant and this inventory represents an accurate record of the state of items to be left at the property. Where necessary, dated photographs have been taken and copies provided to both landlord and tenant.

In signing this agreement you, as the tenant are accepting that all property left at this address is being left at your own risk and that Tamworth Borough Council take no responsibility for property damaged.

Signed (Tamworth Borough Council)	
Date	
Signed (tenant)	
Dates	

Appendix 4 - Return letter

Dear

Decant Property – Tamworth

As you are aware, Tamworth Borough Council agreed for you to be decanted to (Decant Address) to enable essential repairs to be carried out at (Tenant Address).

I am giving you notice that the repairs have now been completed and the property is ready for you to resume occupation.

The move will need to take place within the next (XX) working days, therefore, please contact me within the next 24 hours to agree the day for the removals back to (Tenants Address).

If you fail to contact me within the period stated above, I will have no option but to start legal proceedings against your tenancy.

Yours Sincerely

Tenancy Sustainment Officer

Marmion House
Lichfield St
Tamworth
Staffs
B79 7BZ

Tel: 01827 709514
Fax: 01827 709376

Appendix 5 – Equality Impact Assessment



Part 1 – Details		
What Policy/ Procedure/ Strategy/Project/Service is being assessed?		
Date Conducted		
Name of Lead Officer and Service Area		
Commissioning Team (if applicable)		
Director Responsible for project/service area		
Who are the main stakeholders		
Describe what consultation has been undertaken. Who was involved and what was the outcome		
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)		
What are you assessing? Indicate with an 'x' which applies	A decision to review or change a service	<input type="checkbox"/>
	A Strategy/Policy/Procedure	<input type="checkbox"/>
	A function, service or project	<input type="checkbox"/>
What kind of assessment is it?	New	<input type="checkbox"/>

Indicate with an 'x' which applies	Existing	<input type="checkbox"/>
	Being reviewed	<input type="checkbox"/>
	Being reviewed as a result of budget constraints / End of Contract	<input type="checkbox"/>

Part 2 – Summary of Assessment

Give a summary of your proposal and set out the aims/ objectives/ purposes/ and outcomes of the area you are impact assessing.

Who will be affected and how?

Are there any other functions, policies or services linked to this impact assessment?

Yes No

If you answered 'Yes', please indicate what they are?

Part 3 – Impact on the Community

Thinking about each of the Areas below, does or could the Policy function, or service have a direct impact on them?

Impact Area	Yes	No	Reason (provide brief explanation)
Age	<input type="checkbox"/>	<input type="checkbox"/>	
Disability	<input type="checkbox"/>	<input type="checkbox"/>	
Gender Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	
Marriage & Civil Partnership	<input type="checkbox"/>	<input type="checkbox"/>	

Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	
Race	<input type="checkbox"/>	<input type="checkbox"/>	
Religion or belief	<input type="checkbox"/>	<input type="checkbox"/>	
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	
Sex	<input type="checkbox"/>	<input type="checkbox"/>	
Gypsy/Travelling Community	<input type="checkbox"/>	<input type="checkbox"/>	
Those with Caring/Dependent responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	
Those having an offending past	<input type="checkbox"/>	<input type="checkbox"/>	
Children	<input type="checkbox"/>	<input type="checkbox"/>	
Vulnerable Adults	<input type="checkbox"/>	<input type="checkbox"/>	
Families	<input type="checkbox"/>	<input type="checkbox"/>	
Those who are homeless	<input type="checkbox"/>	<input type="checkbox"/>	
Those on low income	<input type="checkbox"/>	<input type="checkbox"/>	
Those with Drug or Alcohol problems	<input type="checkbox"/>	<input type="checkbox"/>	
Those with Mental Health issues	<input type="checkbox"/>	<input type="checkbox"/>	
Those with Physical Health issues	<input type="checkbox"/>	<input type="checkbox"/>	
Other (Please Detail)	<input type="checkbox"/>	<input type="checkbox"/>	

Part 4 – Risk Assessment

From evidence given from previous question, please detail what measures or changes will be put in place to mitigate adverse implications

Impact Area	Details of the Impact	Action to reduce risk
<i>Eg: Families</i>	<i>Families no longer supported which may lead to a reduced standard of living & subsequent health issues</i>	<i>Signposting to other services. Look to external funding opportunities.</i>

Part 5 - Action Plan and Review

Detail in the plan below, actions that you have identified in your CIA, which will eliminate discrimination, advance equality of opportunity and/or foster good relations.

If you are unable to eliminate or reduce negative impact on any of the impact areas, you should explain why

Impact (positive or negative) identified	Action	Person(s) responsible	Target date	Required outcome
	Outcomes and Actions entered onto Covalent			

Date of Review (If applicable)

DRAFT

Community Impact Assessment

Part 1 – Details		
What Policy/ Procedure/ Strategy/Project/Service is being assessed?	Decant Policy	
Date Conducted	25/8/23	
Name of Lead Officer and Service Area	Sarah Finnegan – Housing Solutions	
Commissioning Team (if applicable)		
Director Responsible for project/service area	Rob Barnes	
Who are the main stakeholders	Council Tenants Housing Solutions Neighbourhood Services Contractors of the Council	
Describe what consultation has been undertaken. Who was involved and what was the outcome	Policy was presented to the tenants consultative group of 14/9/23 and feedback has been included within the executive summary.	
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)		
What are you assessing? Indicate with an 'x' which applies	A decision to review or change a service	<input type="checkbox"/>
	A Strategy/Policy/Procedure	<input checked="" type="checkbox"/> x
	A function, service or project	<input type="checkbox"/>
What kind of assessment is it? Indicate with an 'x' which applies	New	<input type="checkbox"/>
	Existing	<input checked="" type="checkbox"/> x
	Being reviewed	<input checked="" type="checkbox"/> x

	Being reviewed as a result of budget constraints / End of Contract	<input type="checkbox"/>

Part 2 – Summary of Assessment

Give a summary of your proposal and set out the aims/ objectives/ purposes/ and outcomes of the area you are impact assessing.

The outline of this policy is to put into a framework Tamworth Borough Council's (TBC) legislative and tenancy responsibilities when delivering services round how we manage the process of decanting a tenant either on a temporary or permanent basis.

Who will be affected and how?

This policy will impact tenants we provide these services to and the officers who implement them. It will provide both staff and tenants the framework and guidance to explain the process and legal context of how we manage the process of decanting tenants. Having a policy also allows us to be clear and transparent with our customers on their expectations. It will help ensure decants are done in a fair and equitable manner. It also sets out both regulatory and legislative responsibilities and would allow the Council to defend our position if challenged by customers and allow us to manage complaints more effective.

Are there any other functions, policies or services linked to this impact assessment?

Yes x No

If you answered 'Yes', please indicate what they are?

Allocation Policy
Safeguarding Policy
Tenancy management policy
Income management policy
Repairs policy
Financial Inclusion Strategy
Rechargeable Repairs Policy Statement & Procedure Policy
Tenant Involvement & Consultation Strategy 2022 - 2024
Social Housing Regulatory Standards

Part 3 – Impact on the Community

Thinking about each of the Areas below, does or could the Policy function, or service have a direct impact on them?

Impact Area	Yes	No	Reason (provide brief explanation)
Age	<input checked="" type="checkbox"/>		<ul style="list-style-type: none"> • Only those ages 18+ may become a tenant, however children can be included within a household. • Older residents may find it difficult to be forced to move under the terms of the decant policy and may require extra assistance or support to understand the process and to ensure they can move more smoothly. • Those ages 50+ may be able to move to high rise accommodation and those aged 55+ maybe be able to move to sheltered accommodation. • The policy can be provided in different formats including large print. • The Council will ensure that the disruption to children and young people who attend school and college is minimised.
Disability	<input checked="" type="checkbox"/>		<ul style="list-style-type: none"> • Applicants will be treated on an individual needs basis and assistance/support will be tailored as appropriate. • The policy will be available in different formats including large print or braille if required. • Profiling and monitoring will take place of customers accessing the service. • A sensitive approach to identifying suitable properties for those with health impairments. • Extra support or assistance may require to be provided when moving a tenant with disabilities.
Gender Reassignment		<input checked="" type="checkbox"/>	The policy should have no deferential impact due to gender reassignment
Marriage & Civil Partnership		<input checked="" type="checkbox"/>	The policy should have no deferential impact due to marriage or civil partnership
Pregnancy & Maternity	<input checked="" type="checkbox"/>		The Council will ensure that additional support with moving is provided to someone who is pregnant or has young children.
Race		<input checked="" type="checkbox"/>	The policy should have no deferential impact on Race Witness support for Hate crime is available

Religion or belief		<input checked="" type="checkbox"/>	The policy should have no deferential impact due to religion or belief
Sexual orientation		<input checked="" type="checkbox"/>	The policy should have no deferential impact due to sexual orientation
Sex		<input checked="" type="checkbox"/>	The policy should have no deferential impact due to Sex
Gypsy/Travelling Community		<input checked="" type="checkbox"/>	The policy should have no deferential impact to the gypsy/travelling community
Those with Caring/Dependent responsibilities	<input checked="" type="checkbox"/>		A sensitive approach may required too be taken to those with caring/dependant responsibilities in identification of a suitable property
Those having an offending past	<input checked="" type="checkbox"/>		A sensitive approach may be required to be taken to identify suitable properties to those with certain offences and mindful of any licence conditions If serious/sexual crimes are identified any property should be approved by police and/or probation
Children	<input checked="" type="checkbox"/>		A sensitive approach may be required to be taken to identify suitable properties to those with children and mindful of any education needs The Council will ensure that the disruption to children and young people who attend school and college is minimised.
Vulnerable Adults	<input checked="" type="checkbox"/>		A sensitive approach may be required to be taken to identify suitable properties to vulnerable adults. Further support may be required to be provided to aid the move to/from the decant property
Families	<input checked="" type="checkbox"/>		A sensitive approach may be required to be taken to identify suitable properties for families and mindful of location for education responsibilities The Council will ensure that the disruption to children and young people who attend school and college is minimised.
Those who are homeless		<input checked="" type="checkbox"/>	If a household was required to move out of temporary accommodation due to emergency works, alternative temporary accommodation would be secured for them under the relevant homelessness accommodation duty
Those on low income	<input checked="" type="checkbox"/>		Under the policy the Council would fund removal costs in addition to the connection of white goods. Utility bills would be the responsibility of the tenant in their decanted address, however support can be secured through referrals to community services and the citizens advice

			services if required. The Tenancy Sustainment Officer can signpost for any required referrals. Where possible, we would work to ensure that the decanted property was the same size as their substantive address to avoid additional heating/ electricity charges.
Those with Drug or Alcohol problems	<input checked="" type="checkbox"/>		Increased prevalence of substance misuse is present in the wider community, and the policy has considered the impact of this. The policy is designed to support all vulnerable customers and provide the appropriate support and assistance. A sensitive approach to decanting tenants will be taken to tenants who are deemed to be vulnerable.
Those with Mental Health issues	<input checked="" type="checkbox"/>		Increased prevalence of those with mental health issues is present in the wider community, and the policy has considered the impact of this. The policy is designed to support all vulnerable customers and provide the appropriate support and assistance. A sensitive approach to decanting tenants will be taken to tenants who are deemed to be vulnerable.
Those with Physical Health issues	<input checked="" type="checkbox"/>		The policy is designed to support all vulnerable customers and provide the appropriate support and assistance. Those with physical health issues may require a property to have certain adaptations and care should be taken when identifying suitable properties for those with health impairments to be decanted to A sensitive approach to rent arrears recovery will be taken to tenants who are deemed to be vulnerable.
Other (Please Detail)	<input checked="" type="checkbox"/>		Ethnicity/Nationality – decanting is a difficult and often complicated process, and if there are residents who do not speak or read English, further care maybe required to ensure they understand the process fully. The policy may need to be provided in other languages.

Part 4 – Risk Assessment

From evidence given from previous question, please detail what measures or changes will be put in place to mitigate adverse implications

Impact Area	Details of the Impact	Action to reduce risk

Age	<ul style="list-style-type: none"> • Only those ages 18+ may become a tenant, • Older residents may find it difficult to be forced to move under the terms of the decant policy and • Disruption to children 	<ul style="list-style-type: none"> • Whilst there are age restrictions on tenancies by law, children may be included within a household- and there is additional provision for care leavers • Older residents may require extra assistance or support to understand the process and to ensure they can move more smoothly. • The policy can be provided in different formats including large print • The Council will ensure that the disruption to children and young people who attend school and college is minimised and education requirements will be considered when identifying suitable properties
Disability	<ul style="list-style-type: none"> • It may be difficult to identify suitable decant properties for those with disabilities. • Those with physical, learning disabilities or blind may struggle in understanding the process. • 	<ul style="list-style-type: none"> • Extra support or assistance may require to be provided when moving a tenant with disabilities. • Applicants will be treated on an individual needs basis and assistance/support will be tailored as appropriate. • The policy will be available in different formats including large print or braille if required. • A sensitive approach to identifying suitable properties for those with health impairments. • Extra support may be required to help those with disabilities or adaptations to move
Pregnancy and Maternity	<ul style="list-style-type: none"> • Those pregnant or with young children may encounter more difficulty in moving 	<ul style="list-style-type: none"> • The Council will ensure that additional support with moving is provided to someone who is pregnant or has young children.
Caring/Dependant requirements	<ul style="list-style-type: none"> • It may be difficult to secure alternative accommodation close to where currently residing 	<ul style="list-style-type: none"> • A sensitive approach may required too be taken to those with caring/dependant responsibilities in identification of a suitable property
Those having an offending past	<ul style="list-style-type: none"> • Those with certain offences or subject to probation and or license conditions may 	<ul style="list-style-type: none"> • A sensitive approach may be required to be taken to identify suitable properties to those with certain offences and mindful of any licence conditions.

	<p>be limited to certain areas or property types they can be moved to</p>	<ul style="list-style-type: none"> If serious/sexual crimes are identified any property should be approved by police and/or probation
Children	<ul style="list-style-type: none"> Children may incur disruption due to moving if a property cannot be located close to existing property or education/ existing support networks 	<ul style="list-style-type: none"> A sensitive approach may required to be taken to identify suitable properties to those with children and mindful of any education needs The Council will ensure that the disruption to children and young people who attend school and college is minimised.
Vulnerable Adults	<ul style="list-style-type: none"> Vulnerable adults may incur disruption due to moving if a property cannot be located close to existing property or existing support networks They may have other learning or other disabilities which make them more vulnerable and may require further support to understand the process or moving 	<ul style="list-style-type: none"> A sensitive approach may required to be taken to identify suitable properties to vulnerable adults. Further support may be required to be provided to aid the move to/from the decant property. If the vulnerable adult has an advocate they may need to be involved when identify where and what may be suitable to decant them into
Families	<ul style="list-style-type: none"> Families may incur disruption moving is alternate property cannot be located near to existing property or current education and or support networks 	<ul style="list-style-type: none"> A sensitive approach may be required to be taken to identify suitable properties for families and mindful of location for education responsibilities. The Council will ensure that the disruption to children and young people who attend school and college is minimised.
Those with Drug or Alcohol problems	<ul style="list-style-type: none"> There may be an increased prevalence of drugs and or alcohol the Council need to be mindful of when identifying suitable properties 	<ul style="list-style-type: none"> The policy is designed to support all vulnerable customers and provide the appropriate support and assistance. A sensitive approach to decanting tenants will be taken to tenants who are deemed to be vulnerable.

Those with Mental Health issues	<ul style="list-style-type: none"> • There may be an increased prevalence of mental health the Council need to be mindful of when identifying suitable properties 	<ul style="list-style-type: none"> • The policy is designed to support all vulnerable customers and provide the appropriate support and assistance. • A sensitive approach to decanting tenants will be taken to tenants who are deemed to be vulnerable.
Those with Physical Health issues	<ul style="list-style-type: none"> • It may be difficult to identify suitable decant properties for those with disabilities. • Those with physical health issues or disabilities may experience extra difficulties moving 	<ul style="list-style-type: none"> • The policy is designed to support all vulnerable customers and provide the appropriate support and assistance. • Those with physical health issues may require a property to have certain adaptations and care should be taken when identifying suitable properties for those with health impairments to be decanted to • A sensitive approach to rent arrears recovery will be taken to tenants who are deemed to be vulnerable.
Ethnicity/Nationality	<ul style="list-style-type: none"> • Decanting is a difficult and often complicated process, and if there are residents who do not speak or read English, further care maybe required to ensure they understand the process fully. • understand the process fully. 	<ul style="list-style-type: none"> • The policy may need to be provided in other languages or an interpreter/translator engaged.

Part 5 - Action Plan and Review

Detail in the plan below, actions that you have identified in your CIA, which will eliminate discrimination, advance equality of opportunity and/or foster good relations.

If you are unable to eliminate or reduce negative impact on any of the impact areas, you should explain why

Impact (positive or negative) identified	Action	Person(s) responsible	Target date	Required outcome
	Outcomes and Actions entered onto Covalent			
Positive	Provide a robust training seminar to internal housing colleagues	Lucy Cunnett	Oct 23	To ensure all staff are aware of the roles and responsibilities within the policy
Positive	Explore the policy being produced in alternative languages and formats if required by tenants	Lucy Cunnett	As required	To ensure the policy is accessible in different formats as and when required by tenants
Positive	A 6 monthly report to be produced to identify any adapted properties which could be used as decants if needed	Lucy Cunnett	First report Oct 23 (6 monthly after that)	To ensure the Homes Manager has up to date and accurate information regarding council owned stock and possible use this to identify any decanted properties which could be used for those tenants requiring adaptations.

Positive	To continue to work with community partners and statutory organisations to reduce the impact of decants on low income households.	Lucy Cunnett	Ongoing	To ensure that any low income households are supported with income maximisation throughout the period of the decant
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Date of Review (If applicable) ...20/09/2026.....