

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 27<sup>th</sup> 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 27<sup>th</sup> 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 27<sup>th</sup> 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.

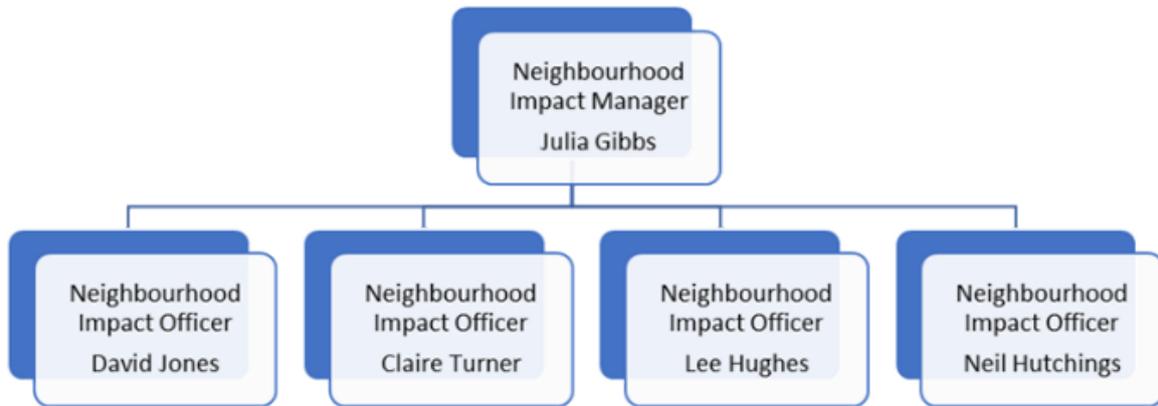
### How will we keep a check on the delivery of our Service Offer

- ✓ 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

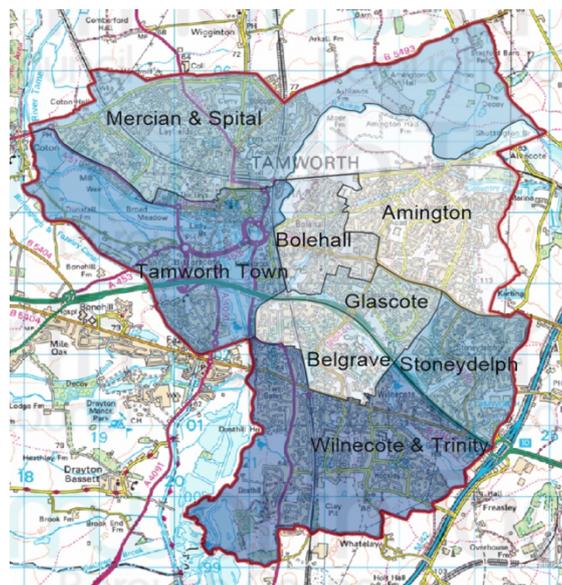
- ✓ Work positively with the other departments across the Council who deliver other types of community safety services to residents across Tamworth including Environmental Health - responsibility for statutory noise nuisance, pollution, food safety advice, and licencing.
- ✓ Work in partnership with 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.

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 &amp; 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 &amp; 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:

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

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	<b>Case Studies – examples of successful outcomes</b> <ul style="list-style-type: none"><li>• Offensive Weapon. 17<sup>th</sup> April 2023. Police requested observations, via radio, in the town centre for a male reported to be in possession of weapons (type &amp; quantity not disclosed). Male was found by CCTV operators and location of male passed to police. Male was stopped, detained, and arrested by police.</li></ul>
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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"> <li>• Disorder. 8<sup>th</sup> 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.</li> <li>• Assault. 3<sup>rd</sup> 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.</li> <li>• Offensive Weapon. 17<sup>th</sup> 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.</li> </ul> <p><b>CCTV Intelligence Data – 1<sup>st</sup> April 2023 to 30<sup>th</sup> June 2023</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• The highest category type is Disorder with 22 incidents, followed by Alcohol Related with 9 incidents.</li> <li>• Police requests for CCTV footage were 9.</li> <li>• Comparison data is available on the attached performance report.</li> </ul>
<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"> <li>• Existing camera upgrade and additional cameras at the Castle with the aim of increasing castle security</li> <li>• Additional cameras added to Eringden high rise block including the new passenger lift with the aim of increasing security for residents</li> <li>• Ongoing locality training for CCTV operatives</li> <li>• Finalised upgrade of all 154 camera to digital platform</li> <li>• Working towards phasing out Redcare lines including associated costs required for existing CCTV camera operations</li> <li>• Building on CCTV Intelligence reports &amp; sharing with community safety partnerships to proactively target resources for the prevention and detection of crime</li> <li>• PABCIS / store net and night net – campaign to improve communication between radio users and the CCTV control room</li> <li>• Independent CCTV evaluation carry out across all camera to ensure compliance with all associated surveillance regulations and standards</li> </ul>

## 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