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Cabinet Member for Policing and Equalities

24<sup>th</sup> September 2015

**Name of Cabinet Member:**

Policing and Equalities– Councillor Townshend

**Director Approving Submission of the report:**

Executive Director – People

**Ward(s) affected:**

St. Michael's

**Title:** Progress report on the Hillfields Community Safety Action Plan.

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**Is this a key decision?**

No

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**Executive Summary:**

During 2012-13 the Council received a number of petitions which when reviewed collectively identified recurring themes in relation to public place nuisance behaviour and some problematic households across a number of locations within the Hillfields area.

Officers developed a strategy and action plan to address these issues to provide a more proactive approach to prevent the same taking place.

This report provides a refreshed action plan and progress against additional recommendations made by Cabinet Member for Policing and Equalities to the report on 23 July 2015 following the presentation of a further petition about street drinking in the Village Square.

The action plan (attached as Appendix 1) has been updated and revised by the Community Safety Officer and the relevant officers responsible for implementing the actions following the meeting on 23 July 2015.

**Recommendations:**

The Cabinet Member is recommended to:-

1. Note the updated action plan which now includes the recommended actions from the meeting on 23 July and progress towards the same, and agree that the work on this continues. Endorse the actions in this plan that also cover the underlying social issues which cause problems in the area
2. Request officers continue to engage with local community groups and businesses to continue to identify local issues (especially those related to street drinking and problematic individuals in the Village Square and surrounding area), deliver action, monitor reported incidents, and regularly review and update the action plan.

3. Request Police to:-

- continue to dedicate patrols to hotspot locations within the Hillfields area, responding swiftly to any issues raised or identified,
- exercise their powers to obtain identities and disperse individuals in groups that are likely to cause public nuisance and/or offending behaviour, ensuring individuals are challenged about their behaviour where appropriate, but also have the opportunity for treatment and support.

4. Request that officers continue multi-agency case management through relevant forums to monitor behaviour and the effectiveness of interventions to support change.

**List of Appendices included:**

Appendix 1 – Hillfields Action Plan

**Background papers:**

None

**Other useful documents**

1. Cabinet Member for Policing and Equalities. 23 / 07 / 2015

**Has it been or will it be considered by Scrutiny?**

No

**Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?**

No

**Will this report go to Council?**

No

Report title: Hillfields Community Safety Action Plan.

## **1. Context (or background)**

- 1.1 A recent petition regarding Street Drinking in Hillfields was submitted by Councillor O'Boyle on the 17 June 2015. This was considered at the Cabinet Member Meeting for Policing and Equalities meeting on 23 July 2015. Recommendations made at the meeting included a request for an updated report on the Hillfields Action Plan.
- 1.2 A year-on-year comparison of incidents of crime and nuisance reported to the Police and City Council between January and June 2015 totalled 752 reports. The comparable data for January to June 2014 totals 873 reports. This shows a significant drop of 121 reports during this comparable time frame. Both years show some data that cannot be mapped as required details are absent from the reports, but this is a true reflection of the data that can be analysed.
- 1.3 Tackling nuisance behaviour and street drinking in Hillfields remains a key priority for all agencies in the area. There are very good working relationships between the Neighbourhood Policing Team, officers in the Community Safety Team, and Registered Social Landlords. Reports are still regularly requested through partnership data analysts. This allows us to monitor the number of incidents in the area generally and also enables them proactively to identify any problematic households and/or potentially vulnerable residents.
- 1.4 A monthly schedule of Community Payback work has been developed by Officers from the Community Safety Team, Environmental, and Street Services working with the Community Rehabilitation Service. This city-wide initiative has been funded by the Coventry Police & Crime Board using Partnership funding. Much of this work has taken place in the Hillfields area and more is scheduled before the end of the 2015.

## **2 Options considered and recommended proposal**

- 2.1 The recommendations from the recent petition regarding the street drinking in the Village Square are in the process of being implemented and are included in the Hillfields Action Plan. The plan serves as a 'live document' to deliver all actions and monitor the effectiveness of such.
- 2.2 Cameras have been deployed in various locations for the purpose of evidence gathering, to deter crime and nuisance behaviour, and to provide some measure of public reassurance.
- 2.3 Community Payback has commenced work in the area and will continue to work with partner organisations and residents to fulfil the schedule of works.
- 2.4 Works in the Village Square that have been completed include:
  - removal of raised flower beds and reinstating them to ground level to prevent them being used for seating;
  - Removal of a redundant wall to increase sight lines and prevent people using it as a seat or leaning area;
  - Clearance of an area of open space to improve the aesthetics of the area and improve the sight lines.However there are a number of improvements still to be carried out by Wates (the contractors working in the area for Whitefriars Housing) including the removal of some benches and the adaption of a retaining wall to prevent groups congregating there. The

requested street signage for the Village Square is planned to be installed once it is available.

- 2.5 The Licensing Teams from the City Council and West Midlands Police have been in the area and have visited licensed premises reminding them of their license conditions and their obligations.
- 2.6 The actions outlined above have been evaluated by the agencies overseeing delivery of the plan and the Community Safety Service. The ongoing action plan continues to ensure continual improvement through focused and targeted work carried out in locations of need.
- 2.7 On the 1<sup>st</sup> September ten Special Constables for St. Michael's Ward were invested into post. These officers will be tasked to assist in measures to combat street drinking, crime and associated problems in the area.

### **3 Results of consultation undertaken**

- 3.1 Feedback from Community Members is considered and included in the live Hillfields Action Plan.
- 3.2 Off-licences continue to be contacted regarding their responsibilities in how they operate. The most recent visits were carried out week commencing 10<sup>th</sup> August 2015. Contact will be regularly maintained with these premises and any breaches of licensing conditions will be challenged.
- 3.3 Referrals of suitably identified individuals and families continue to be made to the multi-agency Local Case Management Forum, where responses are agreed in relation to challenging behaviour as well as appropriate support identified.
- 3.4 Environmental clean-ups continue in the area.
- 3.5 Works have been undertaken to improve the layout of the Village Square with some improvements still to be undertaken.

### **4 Timetable for implementing this decision**

- 4.1 The Community Safety Officer will monitor the delivery against the plan and the effectiveness of such. Ongoing issues of Community Safety will be picked up through the newly-created City Tasking and Coordination Group where partners come together each month to discuss locations of community safety concern.
- 4.2 The Local Case Management Forum meets on a monthly basis and agrees measures, interventions, and enforcement action on a case-by-case basis.

### **5 Comments from Executive Director, Resources**

#### **5.1 Financial implications**

There are no financial implications arising from this report, other than costs associated with a Community Payback scheme that will be met from Community Safety Partnership funding.

#### **5.2 Legal implications**

None

### **6 Other implications**

None

**6.1 How will this contribute to the Council Plan ([www.coventry.gov.uk/councilplan/](http://www.coventry.gov.uk/councilplan/))?**

**Crime and Disorder**

Tackling crime and anti-social behaviour through partnership working is central to the delivery of the Community Safety Plan and Strategic Assessment 2014/15.

**6.2 How is risk being managed?**

1. The Community Safety Officer continues to monitor crime and disorder levels in the area.
2. Police and Council Officers continue to incorporate the area in their patrol strategies and work schedule and will monitor behaviour of individuals and the condition and cleanliness of the area.

**6.3 What is the impact on the organisation?**

None

**6.4 Equalities / EIA**

N/A

**6.5 Implications for (or impact on) the environment**

The purpose of taking action to address graffiti, vandalism, and flytipping, is in an attempt to improve the environment and wellbeing of the community.

**6.6 Implications for partner organisations?**

The multi-agency action plan outlines the individual and collective commitments from agencies to respond to the issues in the petition.

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[www.coventry.gov.uk/councilmeetings](http://www.coventry.gov.uk/councilmeetings)

HILLFIELDS ACTION PLAN

AUGUST 2015

ISSUE	SPECIFIC LOCATIONS / HOT SPOTS IN HILLFIELDS	ACTION IN RESPONSE	LEAD AGENCY	PROGRESS TO DATE
Anti-Social Behaviour	Village Square,	Increase confidence in reporting incidents through widespread dissemination of various contact details and mechanisms to report for both local residents and professionals. Gather intelligence on individuals and perpetrators of ASB for specific case management at Local Case Management Forum including any action taken.	West Midlands Police – Local Neighbourhood Policing Team	Patrol Strategy in place, whole area forms part of the daily scanning exercise. Response made to calls during duty of Neighbourhood Police Team and then response teams. Parks and Open Spaces form part of daily patrol strategy. Trigger plan is in place and available for all Coventry police officers for any offences in Swanswell Park.
	Pioneer House		CCC – Community Safety Team & Street Based Personnel	
	Cambridge Street		Registered Social Landlords – Whitefriars, Midland Heart, Orbit	
	Harnall Lane East/Craners Road		CCC - Streetscene and Green Spaces	
	Stoney Stanton Road		West Midlands Police – Local Neighbourhood Policing Team	
Hartlepool Road	Monitor parks and open spaces.	CCC - Streetscene and Green Spaces	On-going monitoring  WMP - Parks and Open Spaces form part of daily patrol strategy.	
Blythe Road		West Midlands Police – Local Neighbourhood Policing Team		
Primrose Hill Park,	Swanswell Park	Youth Workers to engage with young people in the area and provide	Attempts continue to be made to engage with the young people and	
Swanswell Park	Signet Square			
Signet Square	Whole area			

ISSUE	SPECIFIC LOCATIONS / HOT SPOTS IN HILLFIELDS	ACTION IN RESPONSE	LEAD AGENCY	PROGRESS TO DATE
		activities where applicable. Children Centre to encourage young families to engage	CCC - Childrens Centre	families.
		If Addiction is a factor in nuisance/offending behaviour then refer relevant individuals into treatment through local case management forum	All CCC – Community Safety Team	
		Redesign features on the village square that could contribute to the ASB	CCC – Community Safety Team  Whitefriars Housing Group  West Midlands Police – Local Neighbourhood Policing Team	Works on the Village Square have commenced and appear to have made a difference to the ASB.
Criminal/Offending Behaviour	Hotspots include:-	Regular patrols (WMP, Sex Worker Professional organisations).		Kairos Outreach service twice a week in the whole area.
Sex Working	Gilbert Close,			WMP increased patrols at targeted times as identified by elected members
Alleged Drug Dealing	Days Close Napier St/East Street/Hood	Continued action of Operation Scarlet. Deployment of cameras in the area.		Included in operation scarlet patrols. Proactive work with kerb crawlers
				All drugs intelligence is recorded on



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	<p>Street</p> <p>Vauxhall Street</p> <p>Britannia Street</p> <p>Colchester Street</p> <p>Brunell Close</p> <p>Primrose Hill Park</p> <p>Thackell Street</p>	<p>An extra ten Special Constables are expected to be in post in September 2015. These officers will be in Hillfields to help address issues.</p>	<p>West Midlands Police</p>	<p>WMP intelligence systems and disseminated/actioned accordingly including maximising opportunities for surveillance and Warrants. Joint working has led to an eviction of a known offender who attracted large amounts of known drug users to the area.</p> <p>Investager of the Special Constables took place 1<sup>st</sup> September 2015.</p>
<p>Street Drinking</p>	<p>Village Square,</p> <p>Pioneer House</p> <p>Harnall Lane East</p> <p>Swanswell Park</p>	<p>Street drinking programme is in place and is being enforced.</p> <p>Whitefriars Concierge to report incidents and take appropriate action.</p>	<p>West Midlands Police – Local Neighbourhood Policing Team</p> <p>Salvation Army</p> <p>Whitefriars</p> <p>Whitefriars</p>	<p>West Midlands Police patrol strategy in place, location forms part of daily scanning.</p> <p>Salvation Army regularly patrol and will challenge any street drinking and will pay particular attention to their clients.</p> <p>Whitefriars – Gateway Project conduct regular patrols around the immediate area including the Village Square and will pay particular attention to any of their problematic residents.</p> <p>Incidents reported into Whitefriars systems</p>

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		Referral to treatment programmes through local case management forum on case by case basis	All	Use of service providers 'Hub' at premises in Paul Stacey House.
		Officers exploring shared use and monitoring of CCTV in Hillfields	CCC- Monitoring & Response, Whitefriars	On-going
		Use of signage prohibiting street drinking will be expedited for the Hillfields area. Possibility of larger signs for this area is to be considered	CCC – Street Scene & Green Spaces	Awaiting approval and delivery of signs
		Pavement stencils are to be designed for use across the city	CCC – Street Scene & Green Spaces	Awaiting approval and delivery of signs
		Cohort of recognised drinkers in the village square is targeted individually through effective multi-agency working.	All	On-going
		A tiered approach to street drinking has been agreed	West Midlands Police	In progress
		Write to premises in the area holding 'Off Licence' permits reminding them of the obligation not to sell alcohol to intoxicated and problematic individuals. Police licensing team to visit Off Licences.	CCC – Regulatory Services	Representation has been made to licensing to support the refusal of any new 24 hour licensed premises in the Hillfields area.  Licensing team made visits to all 'Off License' premises on 2 <sup>nd</sup> September 2015.

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		Re-design of the Village Square to prevent features being used by street drinkers	CCC - Community Safety Team  Whitefriars  Wates (Whitefriars contractors)	Re-designing the village square has begun and the area is much improved. Further works are planned.
Environmental & Street Cleaning	Village Square, Pioneer House  Primrose Hill Street – Pavements  Napier Street  Whole Area – Flower Beds  Whole Area – Fly-tipping / Rubbish  Burlington Road  Wellington Street pocket park	Scheduled for whole area - clean ups, grass mowing, weeding, flower bed maintenance, area inspections and clean ups.  Graffiti removal	CCC - Street Services  Whitefriars  CCC Street Based Personnel  CCC – Highways	Site maps completed. Maintenance and schedules of work agreed and actioned.  Frequencies in the Environmental & Street Cleansing section are: Monthly clean of adopted highway by barrow operatives. Pavement sweeper visits fortnightly in Autumn (leaves) and monthly thereafter. Pavements currently swept by pavement sweeper Monday to Friday early morning. Road channels swept weekly. All parks have regular scheduled cleans.  Currently barrow operatives on a weekly schedule on the streets mentioned.  Pavement sweeper is Monday and Friday to Hillfields area.

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	<p>Brunell Close</p> <p>Nicholls Street / Leopald Road / Alfred Road / Augustus Road Aylesford Road / Blythe Road</p>			<p>Mechanical sweeper is scheduled on a four week cycle.</p> <p>Area crew attend Primrose Hill St, Victoria St (village square) King William St (shopping area) daily</p> <p>The works on the village square have much improved the look of the area and it appears to be cleaner.</p>
		Discourage people from using the flower beds wrongly.	<p>CCC – Environment &amp; Housing Enforcement Team</p> <p>Whitefriars</p> <p>CCC Street Based Personnel</p>	
		Removal of illegally posted advertisement posters. Cases to be investigated in line with the public enforcement policy so that appropriate action can be taken.	CCC – Environment & Housing Enforcement Team	Fly-posting, every case is taken and considered in line with CCC enforcement policy.
		Primrose Hill Street – Decoration and repair of properties / shop frontages	CCC – Property Portfolio Management	Some works have been undertaken however there is still some work to carry out.

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			CCC – Planning Enforcement  Private Landlords  CCC – Occupier Support	
		Remove fly-tipping. Ensure proper use of waste bins. Cleaning of alleyways. Education programme to be adopted using pictorial leaflets. Fire service to patrol area and report back. Translate literature – re: waste removal / flytipping into relevant languages	CCC – Environment & Housing Enforcement Team  CCC Street Based Personnel	Every case of fly-tipping is investigated in line with the public enforcement policy so that appropriate action can be taken. The site clearance team respond to fly-tipping reports generated by CCC contact centre.
		Maintain equipment in the parks.	CCC – Parks & Leisure Services	Swanswell Park and Primrose Hill Park are visited twice a week.
		Removal of walls in and around Napier Street	CCC – Occupier Support  CCC – Planning	Napier Street walls – on-going work - applying for funding for 2014/15 financial year to carry out works to reduce some of the walls. It is not possible to remove all of the walls as some form barriers between differing ground levels. Consideration also has to be given to the fact that walls fall within the demise of individual leases and some tenants may not want to lose

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				their boundary wall.
		Gating of specific alleyways.  Alleyway clearances	CCC – Environment & Housing Enforcement Team  CCC – Community Safety Team	Community Payback continues to work in the area.
Parking	Primrose Hill Street/King William Street	Parking Enforcement Officers to patrol the area more frequently.	CCC – Highways	Officers to patrol on a frequent – daily basis
	Whole area.  Clifton Street	Police to pay attention to the area as patrols allow.	West Midlands Police – Local Neighbourhood Policing Team	This continues to take place
	Victoria Street  Bretts Close	Highways to look at the development of what appears to be an unofficial taxi rank.	CCC – Highways	A review of the number of parking bays in conjunction with taxi owners is on-going.
Nuisance from residential premises Noise, chaotic lifestyle	Blythe Road/Jesmond Road	Case-management applied against problematic households/individuals and referrals made to applicable support programmes.	CCC - Community Safety Team	Work continues with identified households and individuals
	Coronation Road & Wren Street		West Midlands Police – Local Neighbourhood Policing Team	
	Nicholls Street			

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		Visits to premises occupants and/or owners to address behaviour and conduct.	West Midlands Police – Local Neighbourhood Policing Team  CCC - Community Safety Team Registered Social Landlords	Visits continue to take place addressing behaviour and conduct
		Police and Neighbourhood Enforcement Officers to patrol and monitor the hotspot locations.	CCC Environment & Housing Enforcement Team  West Midlands Police – Local Neighbourhood Policing Team  CCC – Planning Enforcement	Visits made to occupants and owners of premises where nuisance issues are evidenced. Action is taken on case by case basis and is appropriate to the volume and severity of the nuisance being evidenced. Action ranges from initial warnings through to civil interventions including premises closure, tenancy enforcement action and planning enforcement.
Area Work	Whole Area	Engagement with the residents and devise an area plan to encourage better community relations	CCC- Community Development Service	The initial stakeholders group meeting is arranged for 15 September 2015.
		Officers exploring shared use and monitoring of CCTV in Hillfields	CCC- Monitoring & Response,	On-going

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			Whitefriars	