

TELFORD & WREKIN COUNCIL

COMMUNITIES COMMITTEE 19 OCTOBER 2021

**SAFER AND CLEANER NEIGHBOURHOODS THROUGH THE
APPROPRIATE USE OF ENFORCEMENT**

**REPORT OF THE DIRECTOR: NEIGHBOURHOOD & ENFORCEMENT
SERVICES**

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

- 1.1 Results from the 2020 Telford & Wrekin residents survey illustrate that 77% of respondents stated that they either ‘Strongly agree’ or ‘Tend to agree’ that their neighbourhood is a safe place to live.
- 1.2 Robust Enforcement is a key priority for the Council as part of our work to Protect, Care and Invest to create a better borough. The Council fulfils a variety of enforcement duties spanning a number of services including Planning, Housing and Public Protection. This Committee report focuses on the activities of the Neighbourhood Enforcement team since the start of 2020.
- 1.3 Much in the same way as other regulatory services of the Council, the Neighbourhood Enforcement team work to protect and support our residents and businesses in the following ways:
- Tackle Anti-Social Behaviour (ASB);
 - Investigate Environmental Crime;
 - Undertake Civil Parking Enforcement (adopted on the 31st January 2020);
 - Utilise CCTV infrastructure;
- 1.4 This report provides an overview of enforcement activity and progress within Neighbourhood & Enforcement Services from January 2020 while providing an update of further activities planned for 2021. In doing so, this report sets out how we continue to use our enforcement powers to address those who continue to blight our environment and communities by committing ASB and environmental crime.

2. RECOMMENDATIONS

- 2.1 That Committee note the steps taken and the results of first full year of Civil Parking Enforcement from 31st January 2020.
- 2.2 Committee note the success of enforcement activity undertaken in 2020 and the new areas of focus proposed for 2021 as outlined in this report.

PART B) – ADDITIONAL INFORMATION

3. Background

- 3.1 During the past three years there has been a greater partnership working with West Mercia Police and other key enforcement partners. Timely information sharing and analysis to focus enforcement activity underpins this partnership working and planned targeted operations. The Council continues to support and actively engage in 'Multi Agency Targeted Enforcement' activity (MATES) across a wide variety of settings including a targeted approach in tackling the anti-social use of motorbikes.

Environmental Crime

- 3.2 Environmental crime affects our communities, businesses and natural environment. It continues to be a problem across the Borough and ranges from fly tipping, littering and dog fouling to fly posting, domestic and business waste offences as well as abandoned vehicles as captured below:



- 3.3 Fly tipping has become a national problem across the country as well as the Borough; following the first national lockdown in 2020, a significant amount of fly tipping was experienced with our enforcement and grounds & cleansing teams both responding and developing ways to tackle this increase. This increase not only placed pressures on limited resources but also has significant impact on our environment.
- 3.3 The increase in fly tipping has resulted in the Council rethinking how to tackle fly tipping going forward; therefore a new Fly Tipping Strategy is currently in development that will set out the approach to tackle fly tipping across the borough.
- 3.4 The summer of 2020 also saw a significant increase in littering across the borough with evidence particularly from fast food restaurants. In response, a letter to all drive thru restaurants was sent in June 2020 from the Deputy Leader and Cabinet Member for Enforcement, Community Safety and Customer Services and the Cabinet Member for Neighbourhood, Commercial Services and Regeneration to enlist their support in reducing the amount of street litter. This has resulted in an evolving partnership project with a large restaurant chain with outlets across Telford; this includes sharing of data to highlight litter hotspots near to their restaurants which in turn is supported by litter picks undertaken by their staff. This partnership approach and information sharing ensures our delivery is intelligence led helping to reduce levels of litter across the Borough. The success of this project has supported this restaurant chain working across a wider Telford footprint, litter picking in priority areas.

Civil Parking Enforcement

- 3.5 Following Cabinet Approval in 2019 for Telford and Wrekin Council to progress Civil Parking Enforcement (CPE) this new arrangement became embedded within the authority from 1st April 2020. This new arrangement focussed on the Councils Neighbourhood Enforcement Team taking the lead role in enforcing parking both on and off street.
- 3.6 As a result of the first national lockdown during 2020, CPE was suspended in line with government guidance. However, with the easing of national lockdown in June 2020 CPE activity resumed as part of our support to safely reopen district centres and local business. The graphic below summarises this activity: February 1st 2020 to 31st May 2021.

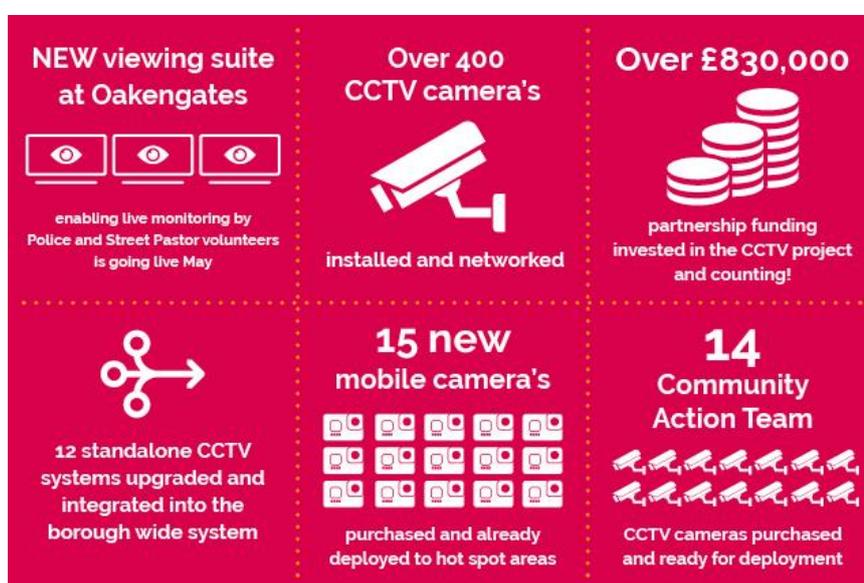


- 3.7 Building on the implementation of CPE, there has been opportunity to further develop and enhance the local community based enforcement approach. The team have engaged with Town and Parish Council's to expand enforcement into a wider place based response through newly created Community Action Teams (CAT's).
- 3.8 Alongside our core activities, the Community Action Team's deliver a revised approach to environmental and parking enforcement, public realm maintenance and locality officer liaison. This is offered as a package to work in partnership with Town and Parish Council's to tackle priorities at a local level. Starting in April 2021, this partnership is seeing 13 partnering Town/Parish Councils develop local action plans for tackling hot spot issues in the area while utilising the support of CCTV where available.
- 3.9 Despite the challenges, implementation of CPE across the borough has been successful and continues to grow with the support of Town and Parish Council's.

Borough Wide CCTV

- 3.10 Closed Circuit Television (CCTV) is recognised for being one key component to enhance community safety while providing an evidence base across both the Council and West Mercia Police. CCTV also provides a visible presence while providing reassurance to communities.
- 3.11 In 2019 the borough benefitted from £450,000 joint investment made by the Council and the Police and Crime Commissioner to enable upgrade, replacement and enhancement of CCTV coverage across the borough.

- 3.12 In addition, as part of the Brookside Safer Streets project, a further £47,000 has been invested into upgrading and installing new infrastructure as part of a project to enhance community safety and reduce acquisitive crime. There is also an opportunity through the success Safer Streets 2 bid to install £50,000 of CCTV upgrade within Sutton Hill.
- 3.13 The all-new CCTV infrastructure provides live imagery and recording into the purpose built control room in Oakengates. This control room is operated by volunteers approved and managed by West Mercia Police.
- 3.14 An overview of the CCTV system is provided in the graphic below:



Next Steps

- 3.16 A Fly Tipping Strategy is in the closing stages of development; once complete and approved this will set out how the authority will work with partners to tackle fly tipping across the Borough.
- 3.17 Along with increased media coverage on enforcement activities, we are currently finalising dedicated web pages to host details on our enforcement activity. The dedicated web pages will provide details of our enforcement activity including appeals for information and recent successes to engage our communities in our enforcement activity.
- 3.18 As outlined within this report, we will continue use intelligence and data to inform our approach to enforcement and compliance to ensure residents are protected. We will continue to take an active part in the multi agency MATES exercises where possible.

- 3.19 The new £2.5m Safer & Stronger Communities Programme, as outlined in the 18 February 2021 Cabinet report, will also bring investment into known crime and ASB locations to help address the root cause of crime as well as the impact of crime itself. This programme will be multi-agency and based on the Brookside Safer Streets and emerging Sutton Hill Safer Streets programmes working in partnership with West Mercia Police and the Police and Crime Commissioner.

4. IMPACT ASSESSMENT – ADDITIONAL INFORMATION

- 4.1 While Civil Parking Enforcement is relatively new to Telford & Wrekin Council this report outlines successful implementation and management that has enabled enforcement activities to be delivered through the Community Action Team (CAT) working in partnership with Town and Parish Council's.
- 4.2 Through delivery of the CAT, additional resource has been secured to ensure our neighbourhoods are great places to live. The development and delivery of a fly tipping strategy will set out a consistent approach to tackle fly tipping that significantly blights local communities. Together with an intelligence led approach to enforcement activities, this will deliver a cleaner safer borough through the use of our enforcement powers.

5. PREVIOUS MINUTES

None

6. BACKGROUND PAPERS

Safer and Cleaner Neighbourhoods through the appropriate use of our Civil Enforcement Powers – 18 February 2021 Cabinet Report

Telford & Wrekin Safer Communities Programme – 18 February 2021 Cabinet Report

Building Safer and Stronger Communities through CCTV – 27 May 2021 Cabinet Report

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