

TELFORD & WREKIN COUNCIL

**BUSINESS BRIEFING – 28 April 2022
CABINET – 19 May 2022**

**BUILDING SAFER, STRONGER NEIGHBOURHOODS THROUGH THE
APPROPRIATE USE OF OUR ENFORCEMENT POWERS**

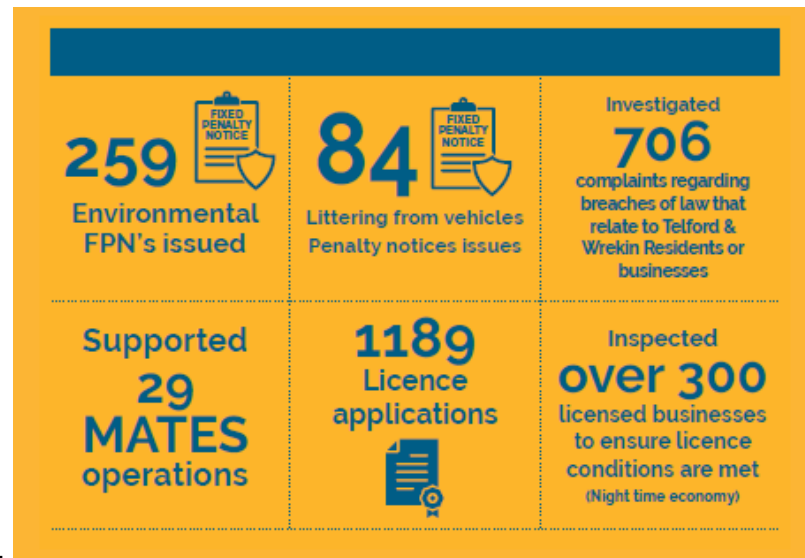
REPORT OF THE DIRECTOR: NEIGHBOURHOOD & ENFORCEMENT SERVICES

LEAD CABINET MEMBER: CLLR RICHARD OVERTON

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

- 1.1 The Council fulfils a variety of enforcement duties spanning a number of services however, this report focuses on the Public Protection Service who work to protect and support our residents, businesses and those who visit the borough in the following areas:
- Neighbourhood, Anti-Social Behaviour & Environmental Protection;
 - CCTV Monitoring & Deployment;
 - Civil Parking
 - Trading standards & Consumer Protection
 - Licensing & Night- time Economy
- 1.2 According to recent data, Telford is the safest major town in Shropshire and among the top 10 nationally where 76% of people report they feel safe in their homes.
- 1.3 As a Council on the side of our residents we will continue our work with partners including West Mercia Police to maintain and improve on these pleasing results.
- 1.4 As part of our work to Protect, Care and Invest to create a better borough, our enforcement duties play a key part in complementing the £2.5m Building Safer and Stronger Communities programme while our borough wide CCTV network continues to provide support and reassurance. Our approach to all enforcement activities follow key principles to ensure our actions are proportionate, necessary and in the public interest.
- 1.5 The graphic overleaf provides an overview of the work undertaken by the Public Protection and Neighbourhood Enforcement teams during 2021.



- 1.6 Appropriate use of enforcement powers, CCTV and partnership working is demonstrated through the successful delivery of the £550,000 Safer Streets 1 programme in Brookside where total crime has been reduced by 15%. This model has continued through to the recently delivered £430,000 Safer Streets 2 investment in Sutton Hill which has also been supported by the Police and Crime Commissioner (PCC).
- 1.7 Significant action has been undertaken during the last 12 months to ensure our neighbourhoods are a great place to live. There has been particular focus on tackling fly tipping which has seen the creation of **Telford & Wrekin Watch** as well as securing £75,000 of PCC funding to tackling fly tipping on private land. Our approach to tackle fly tipping has seen an overall reduction of 20% in the second half of 2021 while the number of Fixed Penalty Notices has increased during the same period.

2. RECOMMENDATIONS

- 2.1 Cabinet note enforcement activity undertaken by Public Protection, Neighbourhood Enforcement teams during 2021 to keep residents and businesses safe.
- 2.2 Cabinet delegates approval to the Director of Neighbourhood & Environmental Services in consultation with the Deputy Leader and Cabinet Member for Enforcement, Community Safety and Customer Services to progress procurement of a mobile enforcement hub and CCTV vehicle.
- 2.3 Cabinet approve the priority areas of focus for the year ahead as outlined in this report.

3. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	<ul style="list-style-type: none"> • All neighbourhoods are a great place to live • A community – focussed innovative council providing efficient, effective and quality services • Our natural environment is protected, and the Council has a leading role in addressing the climate emergency
	Will the proposals impact on specific groups of people?	
	No	
TARGET COMPLETION/ DELIVERY DATE	Public Protection and enforcement teams continue to deliver services keep the borough clean, safe and green for residents and businesses.	
FINANCIAL/ VALUE FOR MONEY IMPACT	Yes	<p>Costs associated with fly tipping are met from existing budgets with income also being received from issuing fixed penalty notices.</p> <p>The PCC and DEFRA are providing capital funding (£80k 2021 – 2023) to support additional interventions at key fly tipping locations to prevent, deter and support victims of fly tipping.</p> <p>The Community Action Teams are jointly funded by the Council and Town and Parish Councils who sign up to the partnership deal. MLB 31.03.22</p>
LEGAL ISSUES	Yes	<p>Enforcement Officers have delegated powers under a wide range of legislation relating to environmental offences and anti-social behaviour, in addition to civil powers relating to parking enforcement, which enable them to carry out investigations, issue fixed penalty or other statutory notices, or to refer offences for prosecution where appropriate.</p> <p>AG 30.03.2022</p>
OTHER IMPACTS, RISKS & OPPORTUNITIES	Yes	<p>Effective use of intelligence and information. Successful Partnership working. Increased use of communication campaigns to extend reach and engagement. Successful bidding process bringing in external funding to add to the councils £2.5m Safer & Stronger Communities investment</p>
IMPACT ON SPECIFIC WARDS	No	Borough-wide impact

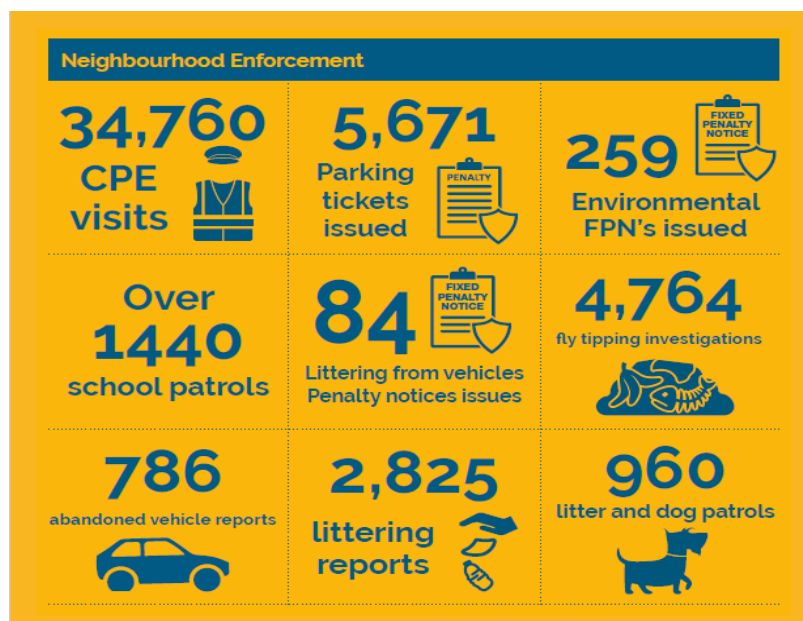
PART B) – ADDITIONAL INFORMATION

4. Background

- 4.1 Partnership working with West Mercia Police and key enforcement partners has continued during the last 12 months. Timely information sharing and analysis to focus enforcement activity underpins our approach to planned and targeted operations.
- 4.2 The Council continues to support and actively engage in '**Multi Agency Targeted Enforcement' activity** (MATES) across a wide variety of settings, including serious and organised crime. During 2021, the team completed 35 exercises covering:
- Covid compliance
 - Licensed Premises
 - Noise & Nuisance
 - Anti-social behaviour
 - Illegal fishing & felling of trees
 - Use of quad bikes and scramblers
 - County lines
 - illicit Tobacco
 - Age restricted products
 - Taxi and Private Hire vehicles

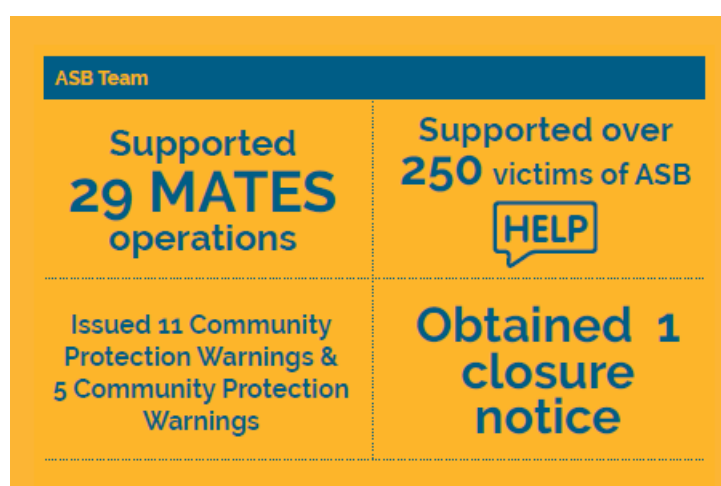
5. Neighbourhood Enforcement

- 5.1 The Neighbourhood Enforcement team have a number of key priorities, tackling problem parking through civil parking enforcement as well as tackling the growing problem of environmental crimes such as littering, fly tipping, dog fouling and abandoned vehicles. During 2021 the team issued 84 fixed penalty notices (FPN's) for littering from vehicles and over 200 FPN's for fly tipping. This is an overall increase from 2020 and reflects the progress made to identify and tackle fly tipping which has now seen a reduction of 20% in fly tips collected across the borough.
- 5.2 April 2021 saw the launch of the £2.6m Community Action Teams with partnering Town and Parish Council's. 13 Town and Parish Councils have signed up to this jointly funded service which has been highly successful in its first year; local area action plans have been developed in partnership with Clerks which has seen daily school patrols to promote positive parking, litter and dog fouling patrols while responding to local concerns quickly. Monthly strategic meetings are held with Clerks to plan actions, support progress and evidence successes.
- 5.3 The team is currently supporting 12 days of action across the action team areas with a day of action planned in each area once a month. These multi-agency days have support from service areas across the council, West Mercia Police and Ward Members that has resulted in a number of FPN's for fly tipping being issued as well as positive engagement with the community.



6. Anti-Social Behaviour

- 6.1 Anti-social behaviour can impact on residents and communities; the Council is tackling this problem in hot spot locations through supporting those impacted, tackling perpetrators while implementing interventions to prevent and deter anti-social behaviour.
- 6.2 During the last 12 months, there have been many positive interventions delivered through Safer Streets 2 project in Sutton Hill and the £2.5m Building Safer and Stronger Communities investment. This has required the deployment of additional CCTV and use of necessary powers; such interventions resulted in securing the borough's first anti-social behaviour closure notice on a property.



7. **Borough Wide CCTV**

- 7.1 The use of CCTV continues to be a key component of supporting the detection and prevention of crime and disorder. The 2019 borough wide programme benefitted from £500,000 of joint investment made by the Council and the Police and Crime Commissioner to enable replacement and enhancement of CCTV coverage across the borough.
- 7.2 There has been continued investment into CCTV infrastructure with a dedicated control room incorporating over 550 permanent and 50 mobile cameras that support our teams keeping the borough clean and safe. Recently, latest technology solar powered CCTV cameras have been installed in two locations where power supply was limited. This advanced technology provides opportunity to expand the infrastructure into other locations, such as the Silkin Way, where similar constraints exist.



8. **Licensing**

- 8.1 The Licensing Team continue to support licences for Taxi's, alcohol, street trading, scrap metal, animal establishments, gambling and park homes. During 2021 there has been a significant increase in the number of licensing applications compared with 2020.
- 8.2 In April 2021, the Council published a new Hackney Carriage and Private Hire Licensing Policy to mirror the requirements of the Statutory Taxi and Private Hire Best Practice Standards. While the team continue to support the taxi trade and work with new operators, it also ensures that operators, drivers and vehicles licensed by the Council are compliant and meet the new standards.



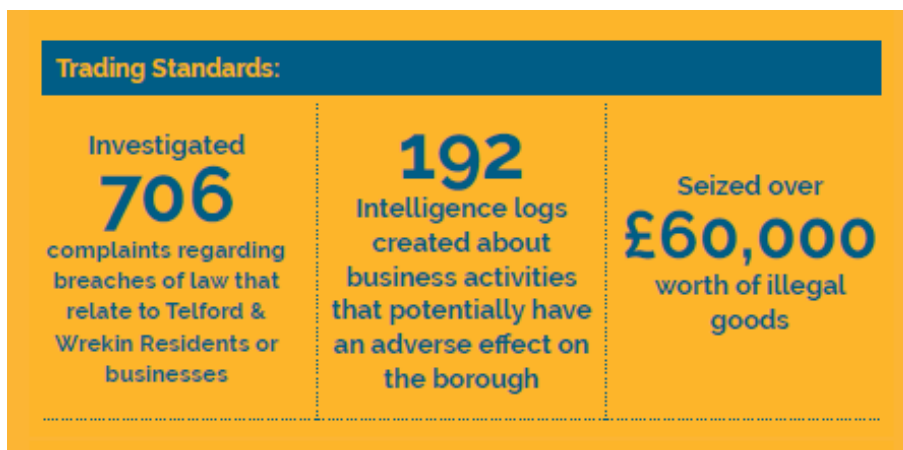
8.3 Working with the Community Safety Partnership, the Council has secured investment to undertake a trial of installing CCTV in Telford & Wrekin Licensed taxis. Working with licensed drivers and operators, this initial trial, starting this month, will shape further opportunities to expand the network.

9. Trading Standards

9.1 The Trading Standards team have ensured that consumer protection standards in the borough continue to be maintained. The team's work is based on intelligence, reacting to complaints and dealing with businesses that pose a risk to consumers through the distribution of unsafe or illegal products or activities that are fraudulent and cause financial detriment to residents.

9.2 In 2021, the team, working with partners, seized 29,300 cigarettes and over 16Kg of illicit and counterfeit tobacco products from premises. This work has resulted in a Licensing Review and three cautions.

9.3 In addition, a large operation was carried out on a retail business selling counterfeit clothing and footwear with over 500 items seized. These operations have removed £60,000 worth of illegal goods from the borough keeping our residents and businesses safe. The team has also secured a prosecution against a business illegally selling puppies which resulted in a fine and costs of £100,000.



10. Night Time Economy

- 10.1 The night time economy team undertake various roles to support our night time economy. During 2021 the night time economy team have covered a range of tasks including work supporting licensed premises to operate in a Covid Secure environment. The team have completed over 300 inspections of licensed businesses covering pubs, clubs, nightclubs, off licences and restaurants. Furthermore, the team have carried out regular compliance inspections on taxi's and private hire vehicles with neighbouring authorities to reduce plying for hire while managing taxi marshal's to ensure everyone gets home safely.



- 10.2 Work undertaken by the night time economy team including taxi marshals and partners such as West Mercia Police underpins the results from a recent survey undertaken by 'Get Licensed' where the borough's safety score was ranked the second highest across the country.

11. Telford and Wrekin Watch

- 11.1 Along with increased media coverage on enforcement activities, the Council has developed dedicated website to host details on our enforcement activity. Titled **Telford & Wrekin Watch**, the dedicated website provide details of our enforcement activity including appeals for information and recent successes.
- 11.2 Over 300 residents have signed up for appeal updates with four appeals currently seeking support for information. Details of recent convictions have also been included and will continue to be added once complete. The latest communication in March achieved over 12,000 online views.
- 11.3 Although primarily focusing on fly tipping, during 2022 Telford & Wrekin Watch will expand to cover other areas such as anti-social behaviour, graffiti, and littering, door step crime and illegal scrap metal collectors.

12. Next steps

- 12.1 We will continue to build on the success of the Community Action Team model while delivering enforcement impact days to address areas of concern. This will be delivered in parallel to the on-going Building Safer and Stronger Communities programme.

- 12.2 To complement existing resource and further enhance our capabilities, a review into options for placing our enforcement teams into the heart of communities will be explored. This will be achieved through the use of a mobile enforcement vehicle and will be designed to engage with residents and communities offering advice and guidance. Furthermore, opportunity will be sought to expand our CCTV infrastructure through the use of a multipurpose CCTV vehicle that can be deployed as and when required while undertaking other enforcement duties such as moving traffic enforcement legislation.
- 12.3 Telford & Wrekin Watch will continue to evolve to build on successes associated with our enforcement activities while continuing to appeal for information about those who are engaged in some form of Anti Social Behaviour..
- 12.4 We will continue to be data and intelligence led to inform our approach to enforcement and compliance to ensure residents are protected and businesses are operating safely. Partnership working will continue to deliver multi-agency exercises to address serious and organised crime.
- 12.5 To build on the work carried out by the Trading Standards Team in 2021, the team will continue to focus on the supply of illegal tobacco and nicotine inhaling products. This will be through supporting planned national operations and working in partnership with West Mercia Police and HMRC, to reduce the amount of illegal goods in the borough and ensuring that these products, illegal or genuine, are not sold to those under age.
- 12.6 Our approach to all enforcement activities will continue to follow key principles to ensure our actions are proportionate, necessary and in the public interest.

13 IMPACT ASSESSMENT – ADDITIONAL INFORMATION

None

14 PREVIOUS MINUTES

None

15 BACKGROUND PAPERS

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

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