

# Briefing for Overview & Scrutiny - 27 October 2008



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Cabinet Member - Enforcement and Safer Communities

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## COMMUNITY SAFETY

### **CRIME FIGURES**

*All crime.* Haringey Community Safety Reduction Partnership (CDRP) shows a reduction of 11% when compared with the same period last year.

*Serious acquisitive crime, National Indicator (NI) 16.* At just over 2000 allegations recorded throughout May, June and July 2008, Haringey CDRP figures are down 13% compared to the previous quarter for NI16.

*Violent Crime NI15.* Just under two and a half thousand allegations have been recorded so far this year which is 5% down on the figure for the previous year to date.

*Personal robbery* fell 33% between May and July 2008 compared with the same period last year. This is exceptional and follows on from very robust robbery performance in 2007/08.

### **MOTOR VEHICLE CRIME CAMPAIGN**

An innovative communications campaign was implemented between May and July 2008 in response to the continued increase of theft from motor vehicles. The campaign focused on engaging school children to deliver a crime prevention message to their families. 10,000 vehicle awareness packs were delivered to children from years 3 to 6 at special assemblies across the borough's primary schools. The assembly used 'low value' objects (e.g. coins or sunglasses) to illustrate that even a small value item can present an opportunity for a thief to break into a car. It is also explained that the mark left by a Sat Nav on the window gives thieves a clue that there might be a Sat Nav device somewhere in the car.

The vehicle crime awareness pack included:

- A sticker to display in vehicles to show that all valuables have been removed;
- A duster to wipe away the suction mark that Sat Navs leave behind on the car windscreen;
- A lanyard printed with the tagline 'don't be a sucker to thieves' to remind parents to use the duster; and
- A motor vehicle crime prevention guide.

Feedback from schools has been very positive and a similar campaign focusing on burglary is planned for later this year.

### **ASB SUMMARY STRATEGY CONSULTATION**

The Community Safety Team have consulted with people at the Area Assemblies and on-line via the Council website. The Police will also be consulting at Safer Neighbourhood Ward Panel meetings.

The Community Safety Team have had very positive feedback to date with people agreeing the approach that is being taken. All responses will be collated once the deadline passes at the end of October. The full strategy goes through the Council process from Nov to Jan (26<sup>th</sup> Jan CAB).

Further information and the summary document are available on the Haringey website for consultation until the end of October.

### **VALUE LIFE**

Value Life is an award winning anti-violence campaign led by students from Gladesmore School. The campaign aims to:

- Engage young people by giving them the opportunity to become positive agents of change within the community by developing Value Life further;
- Educate young people about issues and challenges surrounding gun and knife crime;
- Change the negative perception of young people being the problem to young people being part of the solution;
- Develop positive collaborative relationships between students within the various schools across the borough; and
- Promote and encourage an anti gun and knife culture among young people.

In July 2008 students from Gladesmore were joined by young people from Park View Academy, Woodside High School, John Loughborough, Alexandra Park and Haverstock School (from Camden) for a tour of the borough on open top buses, delivering the 'Value Life' message. The students then took part in a peace walk up Wood Green High Road and a Peace Concert at the Decorium.

### **LIFE PROJECT**

The Local Intervention Fire Education (LIFE) programme is delivered by the London Fire Brigade (LFB). It is targeted at young people aged between 13 and 17 who have offended, are at risk of offending, or those who may have been victims of crime. The programme is five days of intensive work experience, specifically designed to change the attitude and behaviour of the young people by getting them to:

- Adopt a new set of values;
- Address the consequences of anti-social behaviour;
- Work co-operatively with others;
- Recognise the advantage of improving their learning and performance; and
- Gain self confidence to communicate better.

The aim of the course is to reduce recidivism of attendees. Since 2002 the LFB has facilitated LIFE programmes and 38% of all participants have not re-offended within 12 months of completing the course. Two are now London Fire-fighters.

Two LIFE programmes have been delivered in Haringey and a LIFE programme centre is being established at Tottenham Fire Station.

### **SAFER FOR ALL PARTNERSHIP PLAN (2008-2011)**

A summary of this strategy has just been published and is available from the Community Safety Team (copy attached). The strategy is a statutory requirement for all Crime and Disorder Reduction Partnerships and was developed in Haringey with the use of 3 year data trends, community intelligence, evaluation of what is working and identified gaps.

The focus for the next three years will be on:

- Youth crime prevention and support;
- Serious violent and acquisitive crime;

- Preventing and reducing anti-social behaviour;
- Drugs and alcohol;
- Reducing re-offending; and
- Increasing confidence in the Criminal Justice System.

There are a number of new or amended strategies that support this work and these include alcohol harm reduction, CCTV strategies, the Domestic and Gender based violence strategies, the Youth Crime Reduction Strategy and the ASB Strategy. Progress and performance will be monitored by the Safer Communities Executive Board.

### ***COMMUNITY PAYBACK***

The link up between urban environment and probation continues with the Community Payback programme. The current project will see the completion of a significant area of ground clearance in Romney Close, N17, off Charlgrove Road. This is expected to take at least five weeks to see through but will benefit local residents immensely.

### ***YOUTH CRIME ACTION PLAN PUBLISHED***

The Home Office published the Youth Crime Action Plan on 15<sup>th</sup> July 2008. This is a comprehensive and co-ordinated national package of long and short term options for reducing youth crime. The plan describes a 'triple track' approach of engagement, non-negotiable support and prevention. The overarching policy objective of the plan is to reduce the impact of youth crime on individuals, their families and communities. The 2020 plan aims for a 20% reduction in youth crime.

Preventing and reducing youth crime is a priority for Haringey. Therefore, many of the options described in the plan are already in operation. The consultation questions associated with the plan were considered by the Youth Offending Service Partnership Board on 11<sup>th</sup> September.

Councillor Santry and I are preparing a full response to the options in the plan with consideration of the implications for Haringey. We are also in the process of submitting and preparing bids to deliver aspects of the plan.

### ***YOUTH INCLUSION PROGRAMME (YIP) EXPANSION***

The YIP is a tailor-made programme for 13-17 year olds who are at high risk of involvement in both violent and acquisitive crime and anti-social behaviour. In 2007, the YIP expanded to cover the whole of the borough and to work with a core group of 70 young people. YIP participants are provided with a range of developmental activities provided by YIP workers and volunteer mentors which challenge attitudes to crime and anti-social behaviour. The activities provided are designed to reduce those factors most associated with youth crime (including knife crime) and to enhance those 'protective factors' that reduce the likelihood of offending. The intervention can also lead to recognised accreditation. Assessments of this year's core YIP group show an 85% reduction in criminal activities.

### ***WHAT'S THE POINT?***

This anti-knife crime project is co-ordinated by Haringey Peace Alliance. This campaign targets young people aged 11-19 years and consists of factual comic books, presentations and a website with information about initiatives, opinions and activities. The central aim of this campaign is to educate young people about the consequences of carrying a weapon.

The campaign was re-launched at a peace breakfast on 16<sup>th</sup> September 2008.

### ***GANGS GUIDANCE PUBLISHED BY THE HOME OFFICE***

The Tackling Gangs Action Programme (TGAP) was established in 2007 and was driven by a multi-disciplinary team from Birmingham, Liverpool, London and Manchester. The Home

Office published the guide at the end of May 2008 to capture and disseminate some of the good practice developed as part of the TGAP. The guide provides the following information illustrated by examples from the four TGAP areas: understanding the problem, planning a partnership response, preventing gang membership, devising exit strategies, targeting gang members and community reassurance.

Gangs advisors from the Violent Crime Directorate attended the Haringey's Other Violent Crime Partnership Board in July. They were impressed with the partnership work taking place in Haringey and have agreed to keep the board updated about the gang assessment tool they are piloting.

### ***OPERATION BLUNT2***

Operation Blunt2 was launched by the Metropolitan Police on 19<sup>th</sup> May 2008. This initiative continues to focus on addressing the carriage and use of knives in public through a combination of enforcement, prevention and educational measures across the borough. These measures include: high visibility patrols, increased use of stop and search where appropriate, test purchasing operations in partnership with the trading standards and volunteer police cadets. The police are also working closely with schools to provide anti knife crime presentations.

Between 19.05.08 and 07.09.08 there have been 151 arrests for knife related offences as a result of Operation Blunt activity. Of those arrested, 94 were charged and 6 were cautioned.

The Police have seized 82 knives and 57 other weapons (including some firearms).

### ***SCHOOL WEAPONS PROTOCOL***

Haringey's Local Safeguarding Children Board (LSCB) and the borough's Safer School Partnership have worked together and alongside schools to consider the safety of secondary aged young people in relation to knife crime. This work culminated in a paper advising schools about the development of protocols for using metal detecting devices in schools. . Protocols must be developed in consultation with school staff and circulated to parents before any metal detecting devices are used in school. The draft protocol is at its final stage of consultation with school heads and governing bodies

The central purpose of using such devices in schools should be as a method of deterring young people from carrying knives and to protect them both in school and in the community.

### ***BOXING CLUB PERIPATETIC SCHEME***

The Haringey Police and Community Boxing Club provided a summer training programme at Chestnuts Community Centre, Bernie Grant Centre and the Haringey Amateur Boxing Club gym. Up to forty young people attended each training session. Individuals known to have previously committed offences (or associated with the people involved with the same) have not come to Police attention during their time engaged with the scheme. On-going monitoring includes re-engagement at future schemes (October 2008) and the boxing gym forwarding names of individuals of concern to the YOS.

### ***PEACE WEEK***

A range of partnership activities took place in Haringey during London Week of Peace (13<sup>th</sup> – 21<sup>st</sup> September). Some of these activities are described below:

- A peace bike ride touring the borough delivering a message of peace and unity;
- Several events at libraries in the borough including book readings and screening of documentaries followed by group discussions;
- A Christian peace service;
- An event bringing together different faith groups to share learning and build understanding;

- Unity Day included an event at Wood Green Shopping City where voluntary, community and public sector organisations showcased their services;
- Unity Day – ‘*I wanna hold your hand*’ - residents, shoppers, police, council workers, community organisations and retailers formed a human hand holding chain from Hollywood Green to the Shopping City;
- The Domestic Violence bus toured the borough offering support and signposting people to local services; and
- On Friday and Saturday afternoons street theatre took place on Lymington Avenue (off Wood Green High Road). Performances from local young people included singing, dancing and plays delivering clear anti-violence messages. There were also opportunities for passers by to get involved; over fifteen people provided impromptu performances which were well received by the audience and celebrated the diversity and unity of the borough.

## **COURTS**

The Community Justice Court continues to be piloted at Tottenham Court covering crimes on four wards in the Tottenham area, by both young people and adults. The Community Justice courts now offer a Helpdesk which ensures offenders and users of the court benefit from its free, confidential help and information to services and support. The aim of the help desk is to identify and tackle those contributory factors that often lead to offending behaviour and break the cycle.

An average of eight cases are heard in one morning. Various agencies, including Sexual Health on Call (SHOC), Probation, and the Drug Intervention Programme (DIP) attend the court. Defendants can be referred to these agencies to avoid a custodial sentence.

## **SAFER NEIGHBOURHOODS**

### **SAFER NEIGHBOURHOOD TEAM (SNT) PRIORITY SETTING**

SNT priorities in all 19 wards will be set using an evidence base to complement the consultation of residents that has traditionally been used. The evidence base shows the locations and actual levels of crime, disorder and environmental issues in the ward as well as the long term trends.

Combined with the perceptual information from the consultations with residents, this will illustrate to the ward panels the full picture in their respective wards and inform the approach that the SNTs take to their priorities (issues which are mainly perceptual can be tackled differently from issues which are actual). Most importantly, it will ensure that SNT resources are directed to those issues which they will have the most impact on in making their ward a safer, more pleasant place for residents.

### **SAFER TRANSPORT**

Officers have been carrying out revenue inspection<sup>1</sup> operations at Wood Green and Turnpike Lane transport hubs. Turnpike Lane in particular saw operations carried out at both bus and London Underground stations, not only for revenue but also including the use of ‘knife arches’. Local schools St Thomas More, Hornsey Girls, Alexandra Park and Northumberland Park have been visited by officers who delivered presentations concerning personal safety and crime on transport. SNT have also assisted at these schools at closing time to speed up dispersal, eliminate loitering and help maintain children’s safety.

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<sup>1</sup> Revenue inspections are joint operations between the transport operator, police service and other agencies such as local authority enforcement or community safety team. Tickets for travel are inspected for validity by operator officials with police back-up, whilst other agencies can provide additional information on relevant services, crime prevention advice etc.

### ***DISPERSAL ZONE IN HORNSEY***

Following the introduction of a dispersal zone in the Hornsey ward, groups of people causing anti-social behaviour can now be dispersed by PCs and PCSOs. This order has been secured using specific powers available from Section 30 of the Anti Social Behaviour Act. The Dispersal Order covers an area around Campsbourne Road N8 and was introduced by police in Haringey and Haringey Council on 21st July 2008. It will run for six months ending at midday on 21st January 2009.

The order came into effect after police and the council received complaints from residents highlighting problems such as: large groups congregating in an area and intimidating residents, drug use and misuse of mopeds.

This legislation gives police officers and PCSOs discretionary powers to disperse groups of two or more at anytime and these specific powers mean that officers can return young people under the age of 16 to their residences if in a designated area between the hours of 9pm and 6am, are not under the supervision of a responsible adult and are at risk of being a victim or perpetrator of anti social behaviour. To remain in or return to this area having been told to leave or disperse is an offence under Section 30 of the Anti Social Behaviour Act 2003, punishable by three months' imprisonment and/or a fine not exceeding £2,500. Police Community Support Officers may also detain offenders. Police and PCSOs will regularly patrol the dispersal areas throughout the period of the dispersal notice.

Leaflets have been distributed to every household within the dispersal zone and a [map of the dispersal zone](#) will be displayed in the area.

### ***ANPR OPERATION***

On Thursday 31/07/08 officers from the Alexandra Safer Neighbourhoods team set up an Automatic Number Plate Recognition (ANPR) operation to tackle driver's committing any traffic crimes. Motor vehicle crime is one of the team's priorities for the next 6 months, and this operation is one of many things that Alexandra Safer Neighbourhoods team are doing to tackle this priority.

The ANPR operation took place on Durnsford Road N11 and officers from the Traffic Operational Command Unit and Fortis Green and Bounds Green Safer Neighbourhoods Team assisted with the operation. ANPR technology was used to scan the number plates of vehicles driving along Durnsford Road. If the machine identified a vehicle, which was of interest to police, it was flagged down by police officers. Seven people were fined £200, received three points and had their vehicles seized for not having insurance. One male was also arrested for driving whilst disqualified and driving without insurance.

### ***DAWN RAID BY TOTTENHAM HALE SNT***

Officers from Tottenham Hale Safer Neighbourhoods team, the Borough Action Team, the Drugs Focus Desk and the Dog Support Unit executed a drugs warrant at an address in Yarmouth Crescent N17, on Friday 15th Aug, following concerns from local residents regarding drugs and anti social behaviour. Officers forced entry to the house, where The Dog Support Unit contained 6 dogs that were living in the house. 7 bags of cannabis were also removed from the premises. The occupier pleaded guilty and was sentenced to 12 months conditional discharge on 26/08/08 at Highgate Magistrates Court.

Further Haringey SNT news can be found at <http://tinyurl.com/6lbgqc>

## **EMERGENCY PLANNING AND BUSINESS CONTINUITY**

The Emergency Planning and Business Continuity team has had a busy period with a number of severe weather warnings and flood alerts affecting the borough. Torrential rain has caused a number of flooding issues across the borough. The team is working closely with the Environment Agency and other partners to map out the flood risk areas. In one such area, Larkspur Close N17, the team is working closely with Homes for Haringey and Highways to reduce risks and provide greater protection to vulnerable residents.

Four separate fires involving gas cylinders occurred during the summer months. Emergency Planning and Business Continuity Team supported the Fire Brigade in responding to these incidents and is working to educate the public about the risks associated with gas cylinders.

The Council's Emergency Plan was also called upon to deal with a bus crash on Muswell Hill which caused major damage to a block of flats. The team ensured that the residents were looked after, that the building was made safe and the highway reopened.

The team is also closely involved in preparing for a Flu Pandemic. Two major exercises are being planned to ensure that the Council and the Primary Care Trust and other partners are prepared for this risk.

The Emergency Planning and Business Continuity Team is also continuing to work to ensure the community is as prepared as possible. Recent work includes consulting with community centres and groups across the borough to get their help in the event of an emergency evacuation of residents.

## **YOUTH OFFENDING SERVICE**

### ***PERFORMANCE***

The YOS now only report on six National Indicators, two of which are annual indicators. We are measured on direction of travel from the same period the previous year. The most recent submission was for the April to June 2008 period and found:

- We had a reduction of 18% in first time entrants to the Youth Justice system compared to last year. This relates to young people coming into contact with the youth justice system for the first time.
- Custodial sentences accounted for 7.7% (8.8% last year) of all sentences for young people.
- 75.7% of our young people were in full-time education, training or employment compared to 69% last year.
- 95.9% of our clients were in suitable accommodation at the conclusion of their order compared to 95.7% last year.

Subsequently, improvements were made in all areas.

### ***PROJECTS***

- **Red Cross Weapons Awareness Training**  
The Weapons Awareness training sessions are held once a month for young offenders who have been sentenced for the offences of Offensive Weapon, Bladed Article, Robbery (where a weapon has been used) or any other violence related offence, such as Assault, Actual Bodily Harm, Grievous Bodily Harm etc. These sessions are also open to those considered 'at risk' of carrying weapons. The training will also be provided to some year six students in the borough.

Evaluation of this programme has demonstrated positive outcomes for participants including a reduction in re-offending.

- **Black Arts Project**

Dare to Dream was a collaborative project between Haringey Youth Offending Service and Black Arts Project. The programme involved 13 Young People; 9 who participated in the final performance and the remaining group who prepared the back drops and props for a drama performance which took place on 6 August 2008.

The programme started in middle of May with the Young People participating in weekly sessions in order to learn the various skills necessary to perform in front of an audience. Most of the young people who took part had very little experience and it was necessary to put them through their paces as BAP and Haringey Youth Offending Service staff built their confidence /self esteem.

Several of the young people have gone on to further education and one is currently attending Haringey 6<sup>th</sup> form centre as a result of attending the centre during the 10 sessions leading to what was a highly successful performance.

- **Motivational Education Group**

This group with 7 young people involved with the YOS over school leaving age whom were identified as being NEET (Not in education, employment or training) and lacking motivation/confidence in this area. Some of the group had not attended education/employment for up to 2 years. The group were taken to a Jobs event and assisted in applying for courses. At the end of the group each young person had been placed in some form of ETE provision.

### **STAFFING**

A psychologist has been appointed and will take up post on 6<sup>th</sup> October.

### **YOUTH SUMMIT**

The recent meeting of the Youth Summit – a co-ordinating body for youth provision and intervention – covered the following main developments:

- Youth members of Haringey's BME community will present their thoughts on the Young back to the Summit;
- A short-term (annual) project was agreed and funding committed to work on Youth at Risk within the Children and Young People's Service;
- The input of police, YOS, schools and Children and Young People Service into the Preventing Extremism programme will be co-ordinated by the Police Projects Office in the Safer Communities Service; and
- The cross-disciplinary and partnership action plan will be reviewed.

## **DRUG AND ALCOHOL ACTION TEAM**

### **FREE PHONE HELPLINE**

June saw the launch of a new free drugs helpline phone service, commissioned by the DAAT, which will run from June 2008 - 31<sup>st</sup> March 2009. It will act as a central point of access for information and advice on drugs and their effects and refer residents to the most appropriate form of drug/alcohol treatment in the borough – depending on the issue that is presented.

The launch of the helpline was supported by a targeted advertising campaign on buses and Wood Green underground station.

### **CANNABIS AWARENESS CAMPAIGN**



A cannabis awareness campaign was commissioned to run from June – August, in response to the high levels of cannabis use in the borough. Adverts were placed on the inside of 100 buses leaving Wood Green and Tottenham depots. The aim was to provide accurate information on the legal status of cannabis along with information on the short and longer term effects of cannabis use.

### **CARER'S PILOT**

A detailed piece of work undertaken with 'carers' of people with substance misuse problems identified that they were a hidden group - who through the perceived stigma/ illegal nature of substance misuse were not accessing mainstream carers services. They were often struggling with huge financial and emotional issues whilst trying to keep some form of order in the family.

To meet this unmet need the DAAT commissioned a pilot counselling service for carers. It is staffed by qualified counsellors and initial signs are that it is much valued.

### **CONTINGENCY MANAGEMENT PILOT (FOR HEPATITIS B)**

Haringey were chosen by the National Treatment Agency for Substance Misuse as one of the pilot sites for the contingency management project for Hepatitis B. This important bit of research will establish whether it is possible to increase the uptake of hepatitis B immunisation amongst injecting drug users through the use of incentives. The Drug Advisory Service is the pilot site.

### **PERFORMANCE**

Haringey DAAT is now in the top Quartile for the overall performance of the Drugs Intervention Programme. The National Treatment Agency has congratulated the DAAT on turning the performance of this important initiative around.

### **NUMBERS IN DRUG TREATMENT**

Good progress has also been made against NI40 increasing the number of problematic drug users entering and being retained in treatment. Currently there are 933 problematic drug users in treatment against the target of 954 for this year. Haringey is the top borough in London for retaining clients in treatment and the second best borough for successful discharges.

### **ALCOHOL STRATEGY 2008-11**

Haringey was one of the first boroughs to have a cross-cutting alcohol strategy, following the 2004 publication of the Government's first national alcohol strategy. The DAAT began the process of developing the new strategy for 2008-11 which builds upon our original strategy that ended in March 2008, and takes into account new statutory duties and guidance. The strategy will be going to cabinet on 18<sup>th</sup> November 2008.

## **ANTI SOCIAL BEHAVIOUR ACTION TEAM (ASBAT)**

### **PARENTING SERVICE**

The ASBAT Parenting Service saw the second set of parents graduate from the Parenting Programme. The programme engages with families who are involved in, or most at risk of becoming involved in, ASB activity, which may lead to further enforcement action being taken, which could result in them losing their home.

The parents on the programme undergo 13 weeks of parenting classes as well as individual 1-2-1 support. So far, 31 families have been supported through the programme and have subsequently graduated. There have been significant improvements in parenting skills and behaviour both inside and outside the home.

To date, there has been no further enforcement activity required against the families who have engaged in the programme. The DCSF (Youth Task Force) have praised the ASBAT in meeting all of the objectives of the programme and delivering best practice. The ASBAT Parenting Service is funded by the DCSF until 2011.

### ***RAISING THE ASBAT'S PROFILE***

During August 2008, the ASBAT were featured in a national journal explaining the work of the team and the initiatives it has put in place to tackle ASB. The double page article in the Social Landlord Crime and Nuisance Group (SLCNG) national magazine covered the ASBAT's CCTV and parenting programmes, work in schools as well the MSN/texting initiative delivered on the Campsbourne Estate. This is the first time the SLCNG have covered the work of a dedicated ASB team in its magazine.

### ***NATIONAL AWARDS***

The SLCNG are to hold their national award ceremony later this month. An ASB officer was nominated and reached the final stage but one of Haringey's residents who were nominated by the ASBAT has won the award for outstanding contribution by an individual in combating ASB.

### ***JUNIOR CITIZENSHIP PROGRAMME***

During the summer, the ASBAT were again invited to deliver its ASB workshop to around 1100 year 7 pupils at the yearly junior citizen programme. The ASBAT devised a poster showing different aspects of ASB activity, which prompted discussion with the young people in attendance. Feedback was very good both from the pupils and the event organisers.

### ***ROLLING PROGRAMME IN PRIMARY SCHOOLS***

The ASBAT has been attending a number of primary schools to deliver its message of avoiding ASB activity and for young people to use their free time more effectively and develop their own community vision. The sessions were delivered jointly by the ASB Officers and the ASBAT Family Support Officers. More schools will be visited throughout the remainder of the year.

### ***NEW IN-HOUSE CAMERAS***

A covert camera which can be installed in communal areas has been devised by an ASBAT CCTV Officer at a fraction of the cost if it would have been purchased on the open market. The camera, which looks like a normal piece of electrical equipment normally costs in the region of £2,500, however, the Officer managed to construct the camera himself costing the Council only £500.

The first camera was installed in a block where a family had been causing problems for many years and residents were too frightened to come forward. Within 10 days after the camera being in place, there was enough evidence captured to secure a court order for eviction. The presiding judge reviewed the evidence and commented that the behaviour was 'disgusting'. More cameras are to be used in the future and HfH have agreed to meet the costs.

### ***TRAINING FOR MEMBERS***

The ASBAT held a training session for Members to explain the role of the team and to give guidance on how to deal with residents' enquiries. The session was welcomed by those in attendance and more sessions will be provided in the future.

### ***COMMENDATIONS FROM ASB OFFICERS***

Two **WOW** awards were presented to ASB Officers and two special commendations from the Borough Commander, for work tackling ASB in the White Hart Lane Award.

## **BROTHEL CLOSED DUE TO ASBAT INTERVENTION**

The ASBAT alerted a landlord that his property was being used as a brothel and further enforcement action would be taken unless the matter was dealt with. This resulted in the landlord flying back to London from Greece, and serving all of the occupants with notices. It was also discovered by the ASBAT that the people in occupation had used false identities and this information has been passed onto the Police.

### **Latest enforcement intervention/ figures**

Injunctions	128
ASBO	19
ABC	134
Closures	149
Evictions	33
Closures of brothels	12
Parents on parenting classes	31

## **HATE CRIME**

As I have not recently briefed you about improvements to hate crime reporting I wanted to give you some information on how this being done. A process has been designed and agreed upon for tackling the underreporting of hate crime. This will comprise of agencies and voluntary organisations publicising both the ASBAT and Police Community Safety Unit numbers. As well as encouraging officers/volunteers to make the initial contact with the support agencies (with victim/witness consent) where people are initially reticent.

The publicity for this process has been drafted and agreed upon and is ready for final publication/dissemination during the autumn period.

### **Hate Crime – Reporting Process (Proposed Addition to Current Practice):**

1. Haringey already has an excellent structure to be able to achieve assisted reporting especially through the ASBAT. There is also a strong commitment in the borough to working with the voluntary sector and to maximising outcomes through the wider partnership and community. The proposed additions to current practices build on this within existing resources.
2. Some reports about hate crime are made to community groups and voluntary sector agencies when the victim either does not want to speak to the Police/Council or does not know who to contact. In these cases the community groups/agencies concerned are being encouraged to provide the ASBAT directly with the details through a simple information card. The card contains all the necessary contact details. These include the ASBAT, The Police Hate Crime Unit and Victim Support on one side and on the opposite side is the partnership message – *‘working together to prevent and reduce hate crime and harassment’*. The launch of these cards will be further supported by poster information to be placed in community centres, and other buildings where there is an interface with the public (same posters as used for the launch of the Hate Crime Strategy). This process has the benefit of encouraging reporting and explaining how to report; while also raising awareness that hate crime is unacceptable.
3. Where an individual does not wish to report directly to the ASBAT then the community group/partner agency is encouraged to provide the details of the case with the victims/witnesses permission in an email to the ASBAT in the simple format prescribed below. This is clearly indicated on the card:

**Name of victim/reporter / Address / Daytime contact telephone number/email address / Brief Description (few lines)**

4. Reporting centres / groups to be involved in the process. This can be expanded with time:
  - ASBAT
  - Victim Support
  - LBH Community Safety Team
  - Homes for Haringey / Neighbourhood Offices
  - Registered Social Landlords
  - Parks Constabulary
  - Haringey's Travelling People Team
  - Connexions
  - Libraries
  - Street Pastors
  - Galop (London's lesbian, gay, bisexual and transgender Community Safety charity)
  - Haringey Community and Police Consultative Group (CPCG)
  - GP surgeries
  - Hospitals - St Anns and St Lukes
  - Community & Voluntary Groups (which includes groups supporting faith / race / LGBT / age and disabilities)
  
5. Monitoring
  - There will be monthly monitoring during the first 6 months of the process (through the CST) and on a quarterly basis beyond that through the Hate Crime Steering Group (concerning the impact of both the process and related publicity).
  - Other projects that will report progress to the Hate Crime Steering Group include the 12 month work plan of the Police Community Engagement Team. This will see the revival of the multi-faith forum and the development of a drop-in surgery for the LGBT community (which is still in the development stage). Also community cohesion work in the borough (e.g. Equalities & Emergency Planning teams) will be developing local tension monitoring in line with best practice.
  - Progress with key perception targets will also be monitored quarterly through the Haringey Strategic Partnership and this will include NI 21, dealing with perceptions of how the police and local authority deal with crime and ASB.
  - A system is in the process of being agreed to track and monitor reports into the ASBAT – see below

## **DOMESTIC VIOLENCE**

### ***2ND HARINGEY DOMESTIC VIOLENCE AND GENDER VIOLENCE STRATEGY***

The new strategy has been endorsed by the Council's formal committee process. Domestic Violence partner agencies and women's groups in the borough are already hard at work implementing the far-reaching action plan that accompanies the strategy. This includes actions to combat Trafficking, Rape, Forced Marriage and Female Genital Mutilation.

### ***DV BUS/PEACE WEEK***

As part of Peace Week Haringey Council's domestic violence team had a hugely successful open top bus tour of Haringey with a steel band on the top deck. This was staffed by 30 volunteers from many agencies in Haringey's Domestic Violence Forum as part of a campaign to "Drive Out Domestic Violence".

This year the annual tour reached over 4,000 people who took information and contact cards about local domestic violence services. Domestic Violence information leaflets were also

distributed during Unity Day at Shopping City on 17 September 2008 and at the "I wanna hold your hand" human chain event on the same day.

#### **ASIAN CENTRE DOMESTIC VIOLENCE AWARENESS SEMINAR, 4 JUNE 2008**

A well attended day conference was held on DV and gender violence issues for Haringey's Asian communities at Haringey Council for Asia People's community centre in Wood Green. Cllr. Canver gave the key-note address and speakers included representatives from Heathstone and Haringey Police Community Safety Unit. Further DV outreach events for the Somali and other African community groups are planned, some of which will be women only.

#### **LESBIAN GAY BISEXUAL AND TRANSGENDER DOMESTIC VIOLENCE INFORMATION CARD**

A small credit card sized card with DV info for the LGBT community has been launched and produced in conjunction with *Wisethoughts*, a Haringey LGBT group. Many of these cards were distributed during the 2008 Domestic Violence Bus Tour.

#### **MULTI AGENCY RISK ASSESSMENT CONFERENCE (MARAC)**

The first meeting of the Haringey MARAC has taken place on 29th September 2008 following a comprehensive training day attended by all the main agencies working in Haringey to support survivors of domestic violence and their children. The MARAC will be co-ordinated by Haringey Police Community Safety Unit with the support of the domestic violence co-ordinator and members of the Council's Equalities Team.

#### **IDVA SERVICE**

Survivors of domestic violence whose cases go to the MARAC will benefit from the additional support of specialist domestic violence advocates known as IDVAs. The government-funded IDVA service will be up and running by end October and aims to reduce the risks to service users in high-risk domestic violence situations.

#### **PERPETRATORS PROGRAMME**

Haringey Children and Young People's service are funding and over-seeing a perpetrators programme in Haringey. All referrals will be processed through the Haringey Children in Need and Safeguarding service manager.

#### **MULTI-AGENCY DOMESTIC VIOLENCE AND GENDER VIOLENCE TRAINING CONSORTIUM**

13 Haringey staff from key statutory and voluntary sectors took part in a 3-day training for trainers course and will all become accredited trainers by December 2008. They will then provide training and awareness-raising courses for all agencies in Haringey who work with survivors of domestic violence and gender violence.

# **HOUSING STRATEGY**

## ***VACANT PROPERTY ENFORCEMENT***

The activity being carried out around empty properties in the borough is continuing to be influenced through the North London Sub Regional delivery programme. Following the input from the sub-region, emphasis and resources are now focussed on enforcing against owners of long-term empty properties, who have shown no interest in bringing those properties back into use, whose properties blight neighbourhoods, cause nuisance and pose risk to the community. The whole Empty Property Enforcement programme is working extremely well and the message is starting to get through to owners, that the Council will no longer tolerate houses being left empty and in a poor condition.

## ***HMO LICENSING***

The reactive processing of the back log of HMO licensing application was the target set for the first two quarters of this financial year. 20 Licenses have been issued over the last three months leaving the remainder to continue to be inspected and granted. Work is now being undertaken to ensure that conditions attached to those licenses granted over the last 2 years have been met. This will be the focus of the remaining part of this financial year. Proactive investigations into identifying landlords and properties which have not applied for licensing will be carried out in the next phase due to start in 2009.

The Housing Act 2004 also introduced Interim Management Orders (IMO), a power which allows the Council to take over almost all power an owner or manager has in respect of a HMO for up to 12 months. These orders can be imposed where a HMO should be licensed but is not licensed and either: there is no reasonable prospect of it being licensed in the near future or there is a risk to health, safety or welfare or the Council revokes a license and either of the other points mentioned above applies.

The Council has adopted Touchstone Corporate Property Services Ltd as a managing agent to manage the house on its behalf. Its role will include: collecting rent, undertaking repairs, ensuring that tenants apply with tenancy agreements, ensuring that the property is in an acceptable condition and is properly managed and ensuring that the house is ensured and utilities supplied. It is envisaged that one particular landlord and several of his properties will be subject to these IMO in the near future and will be the focus of the enforcement activity of the HMO officer over the coming months.

Good progress has been made in reducing the number of open cases, however, older cases now open reflect some of our most complex cases and those requiring formal action.

## ***FRONTLINE SERVICES***

The provision of frontline response to all private sector housing complaints is still being dealt with within the 24hour response target time. Direct response deal with all quick turn over investigative and enforcement activity in relation to housing and public health complaints. Over the last 3 months 305 complaints have come into the direct response team for investigation. A total of 326 complaints have been remedied and closed. 96 legal notices have been issued and complied with. Officers do not close a case until full debt recovery has been achieved.

Through the implementation of the Housing Act 2004, the use of the Housing Health and Safety Rating System to assess the extent of disrepair to a property and the risk it poses to its occupants is now being undertaken. These inspections are time consuming and are dealt with through a separate scheduled programme where a full inspection can be carried out. In the last 3 months 41 cases have been referred for a full HHSRS Inspection. 10 of these case are still waiting for an inspection date with the tenant. 31 warning letters have been issued in

relation to defects identified. 2 enforcement notices have been issued under sec 11 and sec 41 Housing Act 2004.

### ***PARTNERSHIP WORKING WITH OUR REGISTERED SOCIAL LANDLORDS (RSL)***

A new role has been created within the frontline service team following continuous failings from some of our partner RSL's. The new role works specifically on all complaints including those requiring full HHSRS inspection that are associated with our RSL's and Housing Associations. This has been extremely beneficial and has encouraged greater compliance through more effective working practices and communication.

It is envisaged that a new Protocol for working in partnership with Registered Social Landlords' with regard to management and repairs be agreed. The protocol will form part of the RSL Service Level Agreement being developed within the Strategic and Community Housing Service. The aim of the protocol will be to address the existing shortcomings of the current approach of dealing with disrepairs in properties that are either managed by or owned by RSL's in particular, including communication between the RSL's and Council Departments, the speed at which repairs are started and completed and the Customer satisfaction issues that occur through poor communication between RSL's and its tenants in order to manage expectation better.

Over the last three months the team have received 33 complaints regarding RSL tenants of which 31 have required works to be carried out to bring them up to a decent home standard. To date no enforcement notices have needed to be served to get works carried out.

## **NEIGHBOURHOODS**

### ***CARLTON LODGE COMMUNITY FUNDAY***

The Carlton Lodge Community Funday took place on Saturday 13 September 2008 in Stroud Green.

The main focus of the day was for local residents to meet the Stroud Green Safer Neighbourhood team and find out more details on attending ward panel meetings and to work with the Homes for Haringey Resident involvement team.

There was also an opportunity for young people to give their opinion on what youth activities they would like in the area and what help they wanted from youth services.

### ***COMMUNITY SUMMER FESTIVAL***

A Community Summer Festival 'Giving Thanks with Respect' took place on Sunday 17 August at Down Lane Park Recreation Ground.

The event was organised through the Chestnut Area Resident Association (CARA, N17) and Friends of Down Lane Park and supported by the Safer Neighbourhood Police and sponsored through a Making the Difference grant.

### ***DOMESTIC VIOLENCE AWARENESS EVENT FOR AFRICAN WOMEN***

Neighbourhood Management in partnership with the White Hart Lane Safer Neighbourhoods Team, the Council's Equalities Team, the Hearthstone Project and the voluntary sector organised this event at the Selby Centre on Thursday 6 March 2008. The event focused on how domestic violence affects women and children in these communities, and what help, support and advice is available to them from different agencies.

A follow up event was held in July where residents participated in workshops and were given information on where to access support.

### **WHITE HART LANE CAREERS FAIR**

A Careers Fair was held on Wednesday 17 September 2008, at Tower Gardens Community Centre as part of a joint initiative between Neighbourhood Management and the Safer Neighbourhood Team. The event included advice from City & Guilds Connexions; CoNEL, Haringey Youth Service, Metropolitan Police, RAF, Army, Navy and London Fire Brigade.

### **WOOD GREEN AREA ASSEMBLY COMMUNITY SAFETY EVENT**

On Saturday 6 September 2008, a special outdoor Area Assembly was held in Russell Park in Noel Park themed around Community Safety.

Residents were able to find out more information from the Police and Fire Service at the event regarding home and personal safety. The meeting workshops were held to find out residents views on Community Safety in Haringey.

## **ENFORCEMENT SERVICE**

### **PLANNING CHANGES**

As from October changes to the General Development Procedure Order will strengthen and relax some planning controls. Most importantly, increased levels of development to homes will be permitted, without the need for planning permission. It is expected that this will increase complaint levels but may also result in homes being enlarged for occupancy such as houses with multiple occupations.

I have asked for a full briefing on this issue be circulated to all members alongside with Councillor Amin.

### **PLANNING ENFORCEMENT**

The service has continued to reduce its historical caseload. Over the last quarter overall numbers of open cases declined from 930 to 588 by the end of August. During this period 458 new cases have been opened and 800 cases closed. From these open cases there are currently 190 cases expected to progress to prosecution.

Fourteen cases have been prosecuted over the last quarter but a further thirteen complied when summonses were served. Over this period 35 Enforcement Notices have been issued, and 5 Temporary Stop or Stop Notices to immediately prevent unauthorised development. As at the end of August, our records show that for cases opened this year 59% have reached a stage where a decision or formal action and resolution has been made within 8 weeks. Of these cases, 99% have been closed within 6 months against a target of 80%.

### **STREET DRINKING**

The service has extended street drinking controls with areas covering Broadwater Farm and areas within Bruce Grove going live in July. Safer Neighbourhood Police activity is being monitored and between May, when initial extensions were introduced, to the end of July, 290 warnings had been issued and 459 seizures of alcohol made. There have been no arrests.

For match days operations this season there have been 405 seizures with the match with Wisla Krackow generating 285 seizures alone.

### **COUNTERFEIT GOODS**

The service has been active through a number of operations to control the supply and distribution of counterfeit goods. Goods seized have included pharmaceutical products, condoms, cigarettes and alcohol. In one operation Trading Standards, working with HM Revenue and Customs, resulted in the seizure of 1200 bottles of counterfeit Spar Imperial Vodka containing high levels of methanol. This can cause blindness and even death if consumed. In a further linked operation, 5 articulated lorries full of alcohol were seized, including vodka and wine.



### ***OUT OF HOURS ENFORCEMENT***

Our service continues to receive very high levels of complaints with on average slightly less than 1000 complaints relating to noise nuisance being received each month. Of these complaints 88% of complaints are being responded to within 30 minutes of receipt, and a visit carried out within 60 minutes for 72% from receipt. This level of rapid response is increasing our opportunity to take early action to resolve problems.

Over peak periods at the weekend we have joint patrols with the police and through these we are increasing our routine inspection of licensed pubs and clubs. The number of successful licence reviews has started to increase and last month one case at appeal resulted in a £10,000 award of costs to Haringey.

### ***ENVIRONMENTAL CRIME***

Figures for 2007/8 performance are available through the Environment Agencies Fly capture database. These figures show that for last year Haringey had the highest level of recorded enforcement activities in London and was more active than all our neighbouring boroughs added together. Activity for this year is on target to match last year's activity, with activity in the last quarter resulting in around 300 inspections of trade waste agreements and 500 fixed penalty notices.

### ***UNDERAGE SALES***

Since 1 April 2008, there have been 6 planned operations concentrating on knives and alcohol. In total, our underage volunteers have attempted to buy age-restricted goods at 42 premises. Staff in 36 shops refused to sell the goods, but 6 did sell (14.3%). Two of the sales were of alcohol and four were of knives. Two of the traders are the subject of prosecutions whilst the remaining cases are still under investigation. Further operations are planned.

### ***OPERATION BLUNT 2***

We have been working with the Police on Operation Blunt 2. Underage volunteers have attempted to buy knives at 14 shops. 10 shops refused to sell but there were 4 sales (28%). One of the traders is already the subject of a prosecution, and the remaining cases are still under investigation. Further operations are planned.

### ***SMOKE-FREE HARINGEY***

In July we passed the first anniversary of the new smoking ban in enclosed public places. Generally, there is still good compliance within Haringey premises. For the last reported quarter, April to June 2008, 182 premises were checked for compliance with no recorded offences for either signage or smoking. Additionally, during the period we received only four complaints and no formal actions were required.

### ***NEW MORTUARY PROGRESS***

Immense progress has been made over the summer with a formal 'topping out' ceremony held on the 1st August when the main structural parts were completed. Since that time the fitting out of the structure has progressed rapidly and all internal walls, wiring, plumbing and most of the ventilation has been installed. The new body storage fridges / freezers are well underway as are the post mortem tables and associated ventilation plant. With approximately 10 weeks to completion, we are hoping to arrange the opening ceremony in mid-December.

### ***REGULATORY ENFORCEMENT AND SANCTIONS ACT 2008***

As from October the new Local Better Regulation Office (LBRO) will have a legal remit to improve coordination and reduced burdens for industry from enforcement. The work of LBRO substantially impacts on Trading Standards and Environmental Health work but will also have some impact on fire and rescue services. The Act also introduces arrangements for an extended toolkit of sanctions to provide more flexible and proportionate response to non-compliance. Over coming months the service will be developing a new enforcement policy

incorporating issues arising from the formation of LBRO and a new Regulators Compliance Code.

### ***HOUSES IN MULTIPLE OCCUPATION STRATEGY***

A new House in Multiple Occupation Strategy with pilots for Myddleton Road and Green Lanes will be a specific service priority for the service that will be developed over the next few months. Working Groups for Myddleton Road and the Green Lanes area are working with ward councillors and local residents to develop actions that will feed into a corporate strategy.

### ***DUMPING ACTION PLAN***

A new plan has been devised to tackle a broad range of issues that contribute to dumping incidences across the borough. The plan will have a heavy focus on working with communities to identify where enforcement should be focussed and where services need to improve.

### ***GAMBLING ACT***

Research into the impact of gambling premises is expected to start over coming months. So far the Department of Culture, Media and Sport has declined to accept Haringey's position, that the new Act fails to provide authorities with sufficient powers to protect communities and may be vulnerable to problems associated with gambling. Proposed research will seek to provide an evidence base for further decision making by our Licensing Committee

### ***FORTHCOMING OPERATIONS***

Haringey and its partners have stepped up activity this year ahead of Halloween and Bonfire Night in order to minimise harm and disruption. A partnership programme of activity has been agreed which focuses on increased patrolling, targeted enforcement and timely awareness raising about safety issues. Additional test purchasing activity and media campaigns are also on the agenda. The Home Office has contributed £30k towards the additional activity this year.

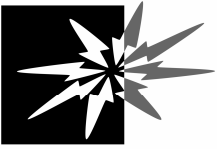
Operations in Haringey will include additional patrols operating on festival nights responding to nuisance and noise, inspections and underage sale programmes to control sale of fireworks, and identifying potential street bonfire locations.

Activity in relation to sale of illegal alcohol will continue with an emphasis on a number of organised crime rings operating in the borough.

We have begun to pilot some work to counteract an increase in 'fly boarding' by estate agents. We intend to escalate this activity and to focus on for sale/ to let boards also.

Out of hours trade waste activity will be increased to target those businesses that fly tip their rubbish or who fail to pay for all their waste to be disposed through contractor.

**Councillor NILGUN CANVER**  
Cabinet Member - Enforcement and Safer Communities



**Haringey** Council

**Overview & Scrutiny**

**On 27<sup>th</sup> October 2008**

Report Title: **Planning Enforcement Update**

Forward PLAN reference number **Not Applicable**

Report of: Director of Urban Environment

Wards(s) affected: **All**

Report for: **Information**

**1. Purpose**

- 1.1 To inform Members of the progress on reducing open planning enforcement cases and on service improvements.

**2. Recommendations**

- 2.1 That Members note the planning enforcement progress on reducing open cases.
- 2.2 That Members note the progress made to date in improving service performance and the arrangements in place for the delivery and monitoring of these service improvements

Report Authorised by: **Beverley Taylor, Assistant Director for Frontline Services**

Contact Officer: **Robin Payne, Head of Enforcement, telephone 020 8489 5513**

**3. Chief Financial Officer Comments**

- 3.1 The planning enforcement improvement action plan contains proposals to improve service performance and reduce the number of open enforcement cases. The costs of these proposals must be contained within the existing approved Enforcement Service budgets. This assumes that the contribution from the Planning Service of £70k per annum can continue in the medium term. However, there may be some risk associated with this as the amount of housing and Planning Delivery Grant received by the Planning service is reducing. The efficiency savings in respect of legal costs will need to be delivered, albeit it may impact on service delivery. The implications of these risk areas may need to be highlighted as part of the Council's future financial Planning process.

**4. Head of Legal Services Comments**

- 4.1 Performance Indicators should be meaningful and measurable. These measures need to be reviewed and considered further to ensure that they provide useful information.
- 4.2 In order to prove a useful tool in the enforcement process, consideration should be given to more extensive prosecution for non-compliance with a planning contravention notice.
- 4.3 The Head of Legal Services comments that it is not generally appropriate to use cautions in planning enforcement cases and discussions will take place at the Service Improvement Group to consider future use.
- 4.4 The Government advises Local Planning Authorities to have a Planning Enforcement Policy. Action in any particular case is discretionary based on the policy, sound planning judgement and expediency. The Council's Planning Enforcement Policy will need to be updated in due course.

## **5. Local Government (Access to Information) Act 1985**

- 5.1 Planning Enforcement Review Full Report (2008)

## **6. Strategic Implications**

- 6.1 Planning Enforcement has been undertaking a range of improvements to improve standards of service. Improvements have been based upon a reduction of open cases and improvements resulting from a stable workforce and improving customer perception.

## **7. Financial Implications**

- 7.1 Temporary funding remains in place to support additional staff to tackle the historical high caseload. This is being achieved through vacancy savings achieved elsewhere within the Enforcement service. The service expects to continue supporting planning enforcement through under spend but this position will be reviewed in December 2008.
- 7.2 The Enforcement service has planned efficiency savings of £13k for 2008/9 and a further £37k for 2009/10. Expenditure on planning enforcement cases alone has been on average about £80k per year. However, enforcement activity now being undertaken is projected to be above £120k for 2008/9 and will exceed the legal budget available. The use of simple cautions as an alternative to prosecution is being used to help achieve these efficiency savings.
- 7.3 One of the recommendations of the review was to begin the use of direct action to reverse unauthorised development. This requires use of a contractor to complete works and then recover costs. There is no budget provision for this and any debt would be held against the Enforcement service budget.
- 7.4 The Enforcement service budget has received £70k of funding from Planning this year, to replace Planning Delivery Grant which ended in 2007/8. This pays for one Planning Enforcement Officer post and a contribution to legal costs.

## **8. Equalities Implications**

- 8.1 There are no equalities issues raised by this issue.

## 9. Consultation

- 9.1 No consultation apart from the Head of Finance and Legal Services. The service meets routinely with colleagues from Development Control and Legal Services to review performance and improvements; information reported here is discussed at these meetings.

## 10. Planning Enforcement Performance

- 10.1 Open Cases - In January 2007, the Planning Enforcement service initiated a project approved by the Planning Application Sub-Committee (PASC) to reduce the number of open planning enforcement from 1531 cases by two thirds. This target has been achieved and we are now working to a new target of reducing the number of open cases to 120 per case officer. Based on a permanent establishment of 4 case officers, this is 480 overall.
- 10.2 The table below demonstrates the number of open cases by the year received. The table shows the high number of cases that have been closed after investigation resulted in only 599 open cases to date.

Year	No. cases opened for investigation	No. of cases remaining open
2001/2002	401	0
2002/2003	782	12
2003/2004	881	9
<b>sub total 2001/2 - 2003/4</b>	<b>2064</b>	<b>21*</b>
2004/2005	898	15
2005/2006	939	50
2006/2007	686	61
<b>sub total 2004/5- 2006/7</b>	<b>2523</b>	<b>126</b>
2007/2008	914	193
2008/2009 to August 22 <sup>nd</sup>	458	248
<b>sub total 2007/8 - to 22.7.2008</b>	<b>1372</b>	<b>441</b>
<b>Total for all years</b>		<b>599</b>

\* This figure represents the number of open cases received pre 2004. Of the 21 open cases, 7 have been prosecuted but remain con compliant; 9 have a scheduled court date; and 5 are awaiting service of summons.

- 10.3 At the time of review only our initial response to planning complaints was being formally reported as an indicator, although monitoring of formal actions and project performance was undertaken locally. From the review a new set of performance indicators were proposed for the planning enforcement service, these are listed in Appendix 1.

- 10.4 At present a number of these new indicators are presenting technical reporting problems for our database, however we are able to report the following: -
- 10.5 ENF PLAN (1) – Percentage of cases decided after 8 weeks – This indicator monitors closed cases and shows our speed of investigating cases over the first 8 weeks. We have estimated that as from 1<sup>st</sup> January 2008, 50% of all cases opened and investigated should be either resolved and closed or have an actionable breach determined within the first 8 weeks from receipt.
- 10.6 Between April to July 2008 a total of 235 of cases closed achieved this target representing 48% of all cases investigated. The remaining 52% of cases are requiring a longer period to investigate the allegations made. This demonstrates good performance against the target and that around half of cases that should proceed to an early decision have done so.
- 10.7 ENF PLAN (2) – Breaches stopped through by Temporary Stop Notice/Stop Notice - Between April to July 2008 there have been 5 Notices served.
- 10.8 ENF PLAN (3) - Customer satisfaction with the service received – Standard processes for Enforcement are now being extended to planning enforcement cases. We have begun seeking customer feedback for 10% of all closed actions as from July.
- 10.9 ENF PLAN (4) – Percentage of cases closed within 6 months – This indicator monitors closed cases and shows how quickly we complete our investigations. We have estimated that 90% of cases opened and investigated since 1<sup>st</sup> January 2008 should be resolved within 6 months, and that only complex cases that have ongoing enforcement activity or appeal should be open for longer.
- 10.10 As 6 months from April has not yet been reached our performance for cases opened is effectively all cases. As we move towards October it is envisaged that this indicator will become more representative.
- 10.11 ENF PLAN (5) (6) Planning Contravention Notices compliance – This notice is one method used for collecting information about relevant interest in a property. Non compliance is not routinely considered to be grounds for prosecution in the absence of other offending. However, it is a valuable tool and is routinely used to gather evidence within an investigation. There have been no prosecutions warranted for non compliance between April and July 2008.
- 10.12 ENF PLAN (7) – Number of Planning Enforcement Notices served - Between April to July 2008, 35 notices have been served. This is approximately 9% of all cases opened in that period.
- 10.13 ENF PLAN (8) (9) (11) Planning Enforcement Notices appealed - Between April to July 2008, 16 appeals have been lodged representing 45% of all notices issued over that same period. Four appeals have been withdrawn and none have been lost.
- 10.14 ENF PLAN (10) Number of prosecutions for non-compliance with Enforcement Notice – Between April and July 2008 we have prosecuted 5 offenders for failure to comply with an Enforcement Notice.

- 10.15 Initial response to complaint – This is an existing performance measure. All planning enforcement cases that are opened and require an initial site inspection are prioritised against a 3, 10 or 15 working day performance indicator.
- 10.16 Between April and July 2008 we have received 402 requests for investigation. This is a very high level of referral and reflects a 30% increase over the average for 2004/5 to 2007/8.
- 10.17 For this period initial site inspections are at 96% against a target of 95%. This reflects continued strong performance for initial response.

## **11. Action Plan Update**

- 11.1 To ensure that the recommendations of the review are progressed an officer Service Improvement Group has been established. This is chaired by the Assistant Director of Frontline Services and meets monthly to review progress on all the recommendations and to review progress on the key performance measures identified by the review by way of an action plan.
- 11.2 Provided as Appendix 2 is an updated action plan showing actions completed and planned. Key improvements completed and issues arising are as follows: –
- 11.3 A permanent team leader has been recruited; however, two rounds of recruitment have filled only one enforcement officer post, leaving two vacant. Further recruitment is due to take place with a £2k recruitment package attached. One post is currently funded by £70k of resources and no replacement funding has been identified long term. Although we have extended the range of Enforcement Officers that capture evidence for planning enforcement, the ability to recruit and retain a dedicated stable workforce remains a key issue.
- 11.4 The service is introducing a range of improvements to ensure complainants are better informed. Activity to improve Member awareness of service standards and limitations are also planned. New standard letters at key stage of investigation and closure are being used and a service standard has been submitted for Crystal Marking, this will ensure that it is written in plain English. Once approved this will form part of a pack to be sent to all service users when they submit a request for service. This pack will include a standard letter and service standard leaflet, an optional questionnaire on permitted development where relevant, a flow chart on key stages for investigation and update, and a leaflet identifying the powers we have and when we will use them. A draft pack will be tabled at the meeting for Members to examine.
- 11.5 Performance measures for the service are proving difficult to introduce as there are limitations in both the software used and resources to collate all the proposed performance measures.
- 11.6 Service priorities for planning enforcement is an area for further development and which will need to be captured in a review of the Enforcement Strategy and Policy. A new House in Multiple Occupation Strategy with pilots for Myddleton Road and Green Lanes will be a specific service priority for the service that will be developed over the next few months.

## **12. Conclusion**

- 12.1 Good progress has been made in reducing the number of open cases, however, older cases now open reflect some of our most complex cases and those requiring formal action.
- 12.2 There is good evidence that high levels of enforcement activity are being maintained, however, a small number of cases that have been prosecuted have not resulted in compliance. There will be a need to consider whether such cases should continue to repeat prosecutions or action including direct action to reverse unauthorised development.
- 12.3 The Planning enforcement action plan will continue to be used to improve the performance of the service particularly aimed at establishing a stable work force and improving perception.
- 12.4 Planning Enforcement has continued make excellent progress on reducing open cases. The service will continue to make good progress in this and to enable the service to meet the challenges of the future.

### **13. Use of Appendices**

13.1 Appendix 1 – Proposed New Performance indicators

13.2 Appendix 2 – Planning Enforcement Review Action Plan (to be tabled)



### **Appendix 1 Proposed performance indicators for Planning Enforcement**

Performance Indicator NO.	Performance Indicator description	Performance Indicator
ENF PLAN 1	Successful decision of a case after 8 weeks	50%
ENF PLAN 2	No Breaches `stopped` through TSN or Stop Notices only	To be determined
ENF PLAN 3	Customer satisfaction with the service received	To be determined
ENF PLAN 4	% of cases closed within target time of 6 months	80%
ENF PLAN 5	% of Planning Contravention Notices complied with	95%
ENF PLAN 6	% of non compliant Planning Contravention Notices prosecuted	95%
ENF PLAN 7	% of Enforcement Notices complied with	To be determined
ENF PLAN 8	% of enforcement notices appealed	To be determined
ENF PLAN 9	% of enforcement notices withdrawn by Council	To be determined
ENF PLAN 10	No of prosecutions for non-compliance with enforcement notice	To be determined
ENF PLAN 11	Outcome of appeals	To be determined