

Appendix 2

Neighbourhood Enforcement

Fixed Penalty Notices

In 2014-15, Neighbourhood Enforcement Officers issued a total of 288 fixed penalty notices for a wide range of offences. Fixed Penalty Notices are a last resort tool, used to educate members of the public when all other forms of engagement and education have failed. The table below provides a further breakdown of some of the FPN's issued.

Offence	Total FPN's Issued
Dog Fouling	1 (*not including animal welfare fines)
Fly Posting	5
Littering	72
Littering (from vehicle)	131
Breach of Clearing Notice	1
Exposing Vehicles for Sale on the Highway	5
Failure to Produce Documentation	14
Breach of Section 46 Notice (Domestic)	32
Breach of Section 47 Notice (Commercial)	3
Public Urination/Defecation	24

Alcohol Confiscation

In 2014-15 Neighbourhood Enforcement Officers had cause to seize alcohol 36 times whilst on patrol. On 30 of those occasions, alcohol was seized from youths who were under the legal age to consume and a further 6 seizures came in the town centre exclusion zones and parks.

River Patrols

ASB and NES Officers are now trained in river and flood awareness and continue to complete high profile patrols along the river on a regular basis, at varied times of the day and night. To enhance this operation we established strong working links with British Waterways and The Canals and River Trust to have bylaw powers delegated to the Local Authority. This allows officers on patrol to deal with a vast range of offences including speeding and unlicensed craft, recreational diving and swimming as well as many more. Finances were sourced from various outside bodies to support this operation.

Following the success the previous year, the team has carried out another summer of river operations. From June 2015, 11 water operations have taken place; all have been incredibly successful in the reduction of crime and anti-social behaviour within all of the water network. Crews have established links between other river users and key working partnerships have strengthened, crews have conducted high visibility patrols in hot spot areas providing reassurance to users and tourists alike. We have a further 5 patrols to carry out which will take us up to the end of the summer in September.

Public Urination and Defecation

Since the October 2014 Neighbourhood Enforcement Officers started issuing £70.00 fixed penalty notices (FPNs) to those caught urinating and defecating within the public space on and around Stockton High Street. To date Neighbourhood Enforcement Officers have issued a total of 43 FPN's for offences relating to both male and females urinating in the public town centre area. Each of the 43 offences have been supported with proactive CCTV monitoring who have in turn relayed this to an available Enforcement Officer. With regards to these 43 FPN's, 33 have been paid in full representing a 77% successful payment rate. All non-paid

fines are referred to Magistrate Court were the maximum penalties are a £2,500 fine and a criminal record.

Transportation of Looked After Children

In September 2014 the Neighbourhood Enforcement Service commenced a trial provision where they provided a secure transport for young children in the care of Social Services. Since the pilot began officers have transported 140 looked after children to various places around the country, often at times of crisis and need for the vulnerable young people. This service is now widely used by neighbouring Local Authorities in Middlesbrough and Darlington.

Civil Car Parking Officers

The Community Safety and Security Service currently have six Civil Parking Enforcement Officers assigned to the team from Economic Development and Growth. Civil Parking Enforcement Officers are responsible for the enforcement of yellow lines and car parks in all areas of Stockton on Tees. Whilst Neighbourhood Enforcement Officers are empowered to issue tickets, during office hours the main responsibility lies with the parking team. This service has undergone big changes over the last year with a focus now on supporting visitors to our town centre areas in order to support economic growth. This has been achieved by public engagement, a more friendly uniform and also allowing officers to exercise a degree of discretion before issuing tickets. This has led to a reduction in both complaints and challenges to PCN's when issued. This change in approach has been clearly demonstrated during the recent parking reforms in Yarm, where a more supportive approach has led to the implementation of parking changes with limited problems on an operational level.

Anti-Social Behaviour

Commitment to reducing anti-social behaviour in the Borough continues and at the end of financial year of 2014/15 the ASB team received and dealt with 4,374 requests for service. This was actually a reduction of -13.5% requests when compared to the previous financial year of 2013/14. This is also reflected in the reduction in anti-social behaviour incidents that were reported to the police (12,471 which was a 6% reduction on the figures from the previous year). In 2014/15 Stockton was the only Tees authority to record a reduction in ASB. The team continue to work hard to intervene and tackle ASB at earliest point offering support to those who are suffering repeated incidents and only the most serious and persistent cases will result in a more formal sanction being taken. Satisfaction survey results remain positive with those questioned saying that the response for service was excellent (73%), very good (10%) or good (17%) which is great achievement for 2014/15.

Detailed below is a table of the number of sanctions issued in 2014/15. Following the revised ASB Crime and Policing Act, Anti-Social Behaviour Orders (ASBO) has been replaced with Civil Injunctions and Criminal Behaviour Orders. This change came into effect on 20 October 2015. All current orders issued under the previous legislation will continue until the end of their term. All uniformed officers issue AS13 forms to anyone seen causing anti-social behaviour.

ASBO's	6
Interim ASBO's	5
Acceptable Behaviour Contracts (ABCs)	16
AS13's	1235
Police Direction to Leave Notice	154
Alcohol Confiscations	36

Joint Work with Youth Offending

ASB Officers are meeting regularly with the Youth Offending Team and ongoing work continues with the development of the “RESPECT” programme, which will be a 10 week programme that young people who are the subject of a Criminal Behaviour Order will have to attend as a positive requirement imposed by the courts.

ASB Town Centre Operations

Following the regeneration of Stockton Town Centre, it was agreed that funding be made available to establish a Town Centre Operations team for a period of two years. This initiative started on 1st May 2015. These newly introduced roles have proven highly successful since the initial and some of the key achievements have been summarised below.

Since the commencement date Town Centre Operations Officers have responded to 232 incidents within the Town Centre. Of these 67 have resulted in ASB being deterred, 14 have resulted in a potential crime being deterred and a further 55 have resulted in advice and assistance being given without further action being required. This equates to 58.62% of the outcomes resulting in deter/prevention or advice/assistance. This can also be further broken down into 119 street encounters, (incidents officers have come across or witnessed themselves whilst on high visibility patrols) and 113 requests to attend a location within the Town Centre. All of which are following on from reports from CCTV, the public, businesses or partner agencies.

Outcomes and Action Taken

- 41 AS13's have been submitted to those identified for ASB in the Town Centre.
- 15 Alcohol confiscations have been issued – this number would be higher but for individuals failing to comply. Where this is the case other remedies will be used (such as AS13/Dispersal's/Arrests).
- Officers have had reason to request 8 dispersal notices for individuals responsible for ASB, who were likely to continue doing so. This is a multi-agency approach with the Town Centre Neighbourhood Police Team.
- Officers have assisted in 13 arrests on the Town Centre – this includes those who are wanted persons being identified and passed on, or assisting with detained persons for offences in the Town where a Police Officer is not immediately available.
- Officers have assisted Police a further 18 times during incidents of crime and ASB where a multi-agency joint approach has been appropriate.
- 5 Acceptable Behaviour Contracts have been issued.

Town Centre Business Visits/Business Engagement

In addition to the actions detailed above Officers have carried out 80 personal visits to business premises within the town centre. These are either as a result of a previous request for service or where the business is located in an identified vulnerable area.

- 57 have resulted in Advice and Assistance and no further action required.
- 20 have resulted in “Repeat Visits” being required to provide extra reassurance.
- 3 Crime Preventions referrals have been made as a result of the visits.

Preventions Support within Community Safety

Within the Preventions Section of the Community Safety Team there are currently three officers that offer support to victims and witnesses of ASB and families, all of whom may be deemed vulnerable. Support is also offered to perpetrators, (along with their parents) who may also be considered vulnerable due to substance misuse, mental health or from a minority group. All officers are highly trained and two of which are qualified BACP person centred Counsellors. All have the ability to deliver anger management techniques and a

new Negative Behaviour Management programme has recently been introduced . This programme specifically focuses on safely and positively moving people through a process that will enable them to understand their actions and positively manage their anger along with other associated negative behaviour. The table below shows an overall summary of the caseloads during 2014/15, followed by a detailed summary of the role and responsibility of each officer.

Counselling Caseload 2014/15	83 in total	69 CS Counsellor	14 ASB Victim Witness Support
ASB Victim Witnesses Supported 2014/15	57	8 of which were hate related	
Thirteen Clients living with Domestic Abuse 2014/15	20		
Family Support caseload 2014/15	39		
Mediation Cases 2014/15	11		
Restorative Justice / Practice for 2014/15	N/A implemented fully in 2015/16		

Community Safety Counsellor

The Community Safety Counsellor works with vulnerable perpetrators of anti-social behaviour or their parents as well as victims who are deemed vulnerable in anyway or due to domestic abuse issues, alcohol and/or drug misuse. The officer can also offer person centred Counselling where this is deemed more appropriate. Relocation support visits are offered to vulnerable perpetrators who have been re-housed as a result of their anti-social behaviour. The Community Safety Counsellor will often put behaviour promises in place to help challenge and change the behaviour of young people. Parenting advice and support is also essential to this process and assistance is provided in delivery of the Strengthening Families and Nurturing Programmes to allow parents to develop new ways of parenting young perpetrators who are causing ASB in their community.

ASB Victim Witness Support Officer

The ASB Victim and Witness Support Officer works with people experiencing persistent anti-social behaviour, including those who may be targeted for 'hate crime' with reasons such as their race, sexuality, age, disability, religion, and those who are considered vulnerable for reasons such as age and mental health.

All support officers' conduct regular home visits with residents who are referred and their role is to provide information, advice, support, and reassurance in relation to the on-going issues they face. They will utilise their skill sets to actively encourage residents to understand, empower and positively challenge them to move forward after incidents have occurred. This may also include the need to signpost and refer residents to other agencies that could offer additional specialist support when a specific need is identified.

Repeat Callers

The Victim Witness Support Officer also works to identify and monitor repeat callers of anti-social behaviour using the information that comes through the ASB Hotline to match against those who are identified as 'repeats' for the Police. This information is monitored on a monthly basis and shared at local multi-agency JAG meetings.

Family Support

The Family Support Officer works with families that don't quite reach other targeted family programmes. The majority of referrals are received through attendance at the monthly Preventions Panel meeting. Direct referrals are also received from schools where young people have low attendance or it is recognised at an early point that the family may need some early help which wouldn't warrant social care or family intervention targeted involvement. These referrals can be made due to lower level missing from home issues or direct from parents who are requesting help to manage problematic behaviour from their children either in home or within the community. In recent months we have seen a positive rise in referrals from Schools, health professionals and Children's Centres across the Borough.

Educational Lessons

School lessons are offered to all schools in the Borough, lessons can be tailor made to suit the needs of the school and the pupils in attendance to address issues that are prevalent in the area. Lessons are specifically targeted in areas of increased ASB or criminal damage around recognising the different types of crime and ASB, including information on how and where to report. Hate crime is also tackled through our young victims and ASB lesson which involves educating young people on what hate crime is, what a victim feels like and looking to adapt behaviour to be considerate to the community around them. Lessons are also carried out on ASB and associated risky behaviours, specifically educating on the effects of the misuse of alcohol and harm minimisation.

Sessions are also carried out with people who are vulnerable due to disability, those in PRU's (Pupil Referral Units), youth clubs and any other non-educational settings. These sessions are aimed at recognising types of crime and ASB, and how and where to report, highlighting and raising awareness of hate crime. As well as this we also cover previous Police Liaison sessions which entail citizenship days, weapons awareness and E-Safety. At all times where appropriate the implications and the impact on keeping safe and health remain a key aspect of all delivery.

Restorative Justice

Restorative Justice (RJ) in Stockton was implemented at the beginning of 2015-16 it provides victims the chance to meet or communicate with their offenders to explain the real impact of the crime empowering victims by giving them a voice, it holds offenders to account for what they have done and helps them to take responsibility and make amends. The broader community can also benefit from this approach in terms of reducing the impact of re-offending. Within Stockton we aim to adhere to the following:

- Aim to offer all victims of low level crime and anti-social behaviour the opportunity to engage in RJ;
- To ensure relevant people are trained in restorative interventions and to deliver RJ conferencing as detailed in paragraph 1.4 of the original PCC Grant Agreement;
- Adherence to the Restorative Cleveland Service Promise will be developed and agreed support from the Restorative Cleveland multi-agency group and form part of this grant agreement.

To date (August 2015) we have six cases that have been identified to date, involving low level crime and anti-social behaviour. All at different stages of activity – some are leading to face-to-face meetings and others to indirect processes. Most cases have numerous parties, with one having a specific community impact.

ASB Youth Outreach

The establishment of the ASB and Youth Engagement Outreach project working with young people in ASB 'hotspot' areas has continued during 2014/15. The Outreach service has increased our opportunities to engage with our most challenging young people. Street patrols are comprised jointly of ASB Officers, youth workers, and casual staff who often have their own relevant fields of expertise such as housing or health. The multi-disciplinary nature of staff on patrols mean that the service is able to challenge and actively prevent anti-social behaviour, while simultaneously providing vital support to young people and engaging them in positive activities. Latest figures show the service has engaged around 300 young people on the streets in the last two months, of which around a quarter were causing ASB at the time - all in demand locations as identified by Cleveland Police and community intelligence. This is an excellent example of partnership working between the Community Safety Team, Youth Services, Youth Offending Team and Cleveland Police. Early feedback from all partners has been extremely positive.

Care Call and Telecare Services

A Care Call review was carried out in February 2015 with the main aim to develop a 7 year business plan to ensure future sustainability. The review covered everything from staffing levels, operational matters, management functions, equipment replacement program, maintenance and marketing.

The business plan also included a capital investment cost of (£450,000.00) which enabled the service to replace all current equipment with new technology helping the service to meet the requirements for the boroughs ageing population. The purchasing of additional Telecare equipment allows the service and the council to fulfill its responsibilities (working in partnership with NHS / CCG / Adult Services) in providing the Better Care Fund (BCF) - Multi-Disciplinary Team with tools that would enable people to remain in their own home rather than in a Care Home or Hospital.

The Multi-Disciplinary Team (MDT) has many aims, but rather than patients getting into a crisis situation, the aim is to be more proactive and manage the patients via a suitable assessment process. The preventative work specific to Care Call working with the MDT are:

- a) to help reduce hospital admissions,
- b) to speed up the hospital discharge process
- c) to meet council obligations in promoting independence,
- d) to reduce hospital admissions directly from Care Homes, e) to provide support / monitoring for those people in the community who have been diagnosis with dementia using digital technology.

The Care Call service still operates on a 24/7 basis, however shift patterns have been amended. Specific roles have been designed to provide additional community support. There has also been the introduction of 7 day working for the installation of equipment assisting in the hospital discharge process. We are also currently developing a marketing strategy to increase connection numbers and further support the delivery of the business plan.

Work is still on-going in terms of creating a data sharing protocol enabling all partners (SBC / NHS / Public Health) to access important information.

Falls Reduction in Residential Homes

Stockton Borough Councils Adult Services Strategy is committed to safeguarding older people, particularly those living in residential homes, through the provision of services which help to avoid unnecessary hospital admissions and improve quality of life. This includes evaluating innovative strategies for delivering better care, including the introduction of technology-enabled care services (TECS) – also known as Telecare.

Older people living in care homes are three times more likely to fall than older people living in their own homes, and there are ten times more hip fractures in care homes than in other environments. Approximately 40% of hospital admissions from care homes follow a fall. After securing NHS funding to assess the effectiveness of using Telecare to reduce falls in residential homes, The Community Integrated Assessment Team (CIAT) undertook fall assessments within a designated care home, 17 residents were monitored for key indicators, including the number of falls, ambulance call outs, admissions to A&E, admissions to hospital and length of stay in hospital. Following the success of the pilot, a scheme has been developed which offers residents in care homes at high risk of falls up to two Telecare Sensors with a package bespoke to the resident which is linked to a pager carried by Residential Home Staff. Following the introduction of Telecare, the number of falls reduced by 67% from 107 to 35, resulting in significant cost savings of over £34,612 in just a three month period. The Better Care Fund (BCF) will be used to extend this project to a further 200 clients which will improve outcomes and quality of life.