

## APPENDIX 1

### PROGRESS UPDATE: Review of Welcoming and Safe Town Centres

SCRUTINY MONITORING – PROGRESS UPDATE	
<b>Review:</b>	<b>Welcoming and Safe Town Centres</b>
<b>Link Officer/s:</b>	<b>Sharon Cooney</b>
<b>Action Plan Agreed:</b>	<b>May 2025</b>

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

Strategy	
<b>Recommendation 1:</b>	<b>Future refreshed versions of relevant Stockton-on-Tees Borough Council (SBC) long-term strategies (e.g. Stockton-on-Tees Plan, Community Safety Strategy, Inclusive Growth Strategy) identify and reflect the unique nature of each of the Borough’s six town centres, and outline how SBC and its partners will maximise a sense of ‘welcoming’ and ‘safe’ within these spaces (acknowledging the key findings of this review).</b>
<b>Responsibility:</b>	Service Manager – Public Protection
<b>Date:</b>	June 2026
<b>Agreed Action:</b>	Ensure that strategies which SBC Community Safety input into, have considered the uniqueness of each of the Borough’s town centres, under the theme of making the spaces more ‘welcoming’ and ‘safe.’  A list of relevant strategies to be compiled.
<b>Agreed Success Measure:</b>	The refreshed versions of each strategy, documents and evidence that the request has been fulfilled.
<b>Evidence of Progress (May 2026):</b>	In relation to compiling a list of relevant strategies which Community Safety are involved in and impact the theme of making Town Centres more ‘welcoming and safe’ are listed below: <ul style="list-style-type: none"> <li>• Local Plan (Strategy) (2019 – 2032)</li> <li>• Fairer Stockton-on-Tees (2021-2031)</li> <li>• Stockton-on-Tees Plan (2024)</li> <li>• Stockton-on-Tees Joint Health and Wellbeing Strategy (2025-2030)</li> <li>• Community Safety Strategy (2025 – 2027)</li> <li>• Inclusive Growth Strategy (2025 – 2028)</li> <li>• Strategy for Stockton-on-Tees Borough Council Outdoor Play Provision (2025)</li> </ul>
<b>Assessment of Progress (May 2026):</b> (include explanation if required)	<b>1 (Fully Achieved)</b>

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<p>Evidence of Impact (May 2026):</p>	<p>The feedback from the scrutiny review has informed the development of the revised Stockton-on-Tees Community Safety Strategy (2025-2027) which was published at the end of 2025. The strategy identifies the creation of welcoming and safe town centre spaces as a key strategic priority. Importantly, the strategy takes a borough-wide approach, recognising all town centres rather than focusing solely on Stockton Town Centre. This reflects an understanding that each town centre has its own distinct characteristics, challenges, and opportunities, which must be considered when shaping specific place-based interventions.</p> <p>Whilst the strategy references all town centres collectively, it also includes specific examples of place-based activity and good practice, such as Operation Shield in Stockton Town Centre. This initiative demonstrates how targeted, multi-agency approaches can improve community safety outcomes in a busy town centre environment, particularly through enhanced visibility, proactive engagement, and coordinated responses to issues such as anti-social behaviour (ASB) and vulnerability.</p> <p>Learnings from this approach are informing how similar principles can be adapted in other town centres, proportionate to their scale and need. This is especially relevant as key components of this work, apply to other town centres – for instance, the PSPO 2026 expansion included Norton Town Centre, and feasibility discussions are ongoing regarding whether the Reducing the Strength campaign should also be rolled out in Norton Town Centre.</p>
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Strategy	
<b>Recommendation 2:</b>	<b>Utilising existing partnerships (including engagement with local business forums / groups), consideration be given over how to maximise the annual events and markets programme to provide further opportunities for increased footfall / exposure to town centre environments.</b>
<b>Responsibility:</b>	Service Manager – Public Protection Assistant Director – Libraries, Culture and Events
<b>Date:</b>	December 2025
<b>Agreed Action:</b>	Identify a Single Point of Contact (SPoC) from multiple relevant SBC departments, including Community Safety, as to positively, regularly, and consistently, engage with existing partnerships such as Stockton BID, Wellington Square, Stockton-on-Tees markets, the Town Centre Stakeholder Forum, the Business Crime Reduction Partnership (BCRP), business forums, and other Town Centre Management Teams, so that consideration is given, in partnership, to harmonising multi-agency efforts to increase footfall to town centres.
<b>Agreed Success Measure:</b>	Clear demonstrable evidence that SBC enthusiastically engages with partners on a range of matters, all relevant to improving footfall into town centres.  SPoC to record their own attendance at partnership meetings.

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Evidence of Progress (May 2026):	Town Centre Management Meeting Operation Shield Multi-disciplinary work (Street Drinking)
Assessment of Progress (May 2026): (include explanation if required)	<b>1 (Fully Achieved)</b>
Evidence of Impact (May 2026):	<p>Within Community Safety, Surveillance &amp; Security, and the Civic Enforcement Service, there are both strategic and operational leads who contribute to improving town centre environments and strengthening partnership working. These functions collectively support the delivery of a safer, more welcoming town centre environment, while also helping to maximise the impact of the Council's wider events programme.</p> <p>Single Points of Contact (SPoCs) for the town centres have effectively been identified through existing structures, with the borough divided into designated areas covered by Community Safety Case Management Officers and corresponding Neighbourhood Policing Teams. Using this approach, Community Safety is embedded into Event Planning considerations (eg SIRC, Yarm Fair). Community Safety officers have contributed and led on problem solving projects to address issues in Thornaby Town Centre and Billingham Town Centre, liaising with Police, Housing Providers, Fire Service, Town Centre Regeneration and Public Health.</p> <p>The Community Safety Manager or management team also attend event planning meetings as to maximise the annual events and markets programme to provide further opportunities for increased footfall / exposure to town centre environments.</p> <p>Community Safety and Cleveland Police have regularly attended BID's Business Crime Reduction Partnership (BCRP), but it is currently suspended pending an election. The functions of the BCRP are effectively carried out via Stockton BID leader attending both the Wellington Square Retailers Security Forum, and the Operation Shield monthly group. Community Safety and Cleveland Police also attend the Wellington Square Retailers Security Forum.</p> <p>Community Safety representatives contribute to ensuring that safety, security, and public reassurance considerations are embedded into not just event delivery, but everyday practice. The monthly 'Operation Shield' Days of Action between ordinary days of the week, and scheduled town centre events. This coordinated activity has been designed to increase visibility, provide reassurance to residents, business, and visitors, and positively influence perceptions of the town centre, as a safe and welcoming destination. The current day of action format showcases the everyday work of the community safety partnership (CSP) in Stockton town centre. The format also provides an opportunity to be experimental with crime/ASB problem-solving techniques. For example, staff from the Stockton Recovery Service (including their SpOC for Op. Shield) attend on outreach, and coordinate with Recovery Connections, so that known ASB offenders can be diverted into a support &amp; recovery drop-in service during an event, as to test new methodologies to responding to drug or alcohol related ASB, crime and disorder. Crucially, these diverted people do not have to be registered with the recovery service to access the support and drop-in.</p>

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	In addition to event-focused engagement, Community Safety officers maintain a regular presence within a range of partnership forums and operational meetings. This includes ongoing collaboration with Cleveland Police, Stockton BID, and Wellington Square, alongside attendance at other relevant business and stakeholder groups.
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Strategy	
<b>Recommendation 3:</b>	<b>As far as possible, SBC ensures the ongoing and future development of the Borough’s town centres maximises accessibility, with appropriate amenities (e.g. seating / toilets) to support the experience of those using these spaces, and the promotion of existing public transport options into these areas.</b>
<b>Responsibility:</b>	Assistant Director – Town Centres Development
<b>Date:</b>	December 2025
<b>Agreed Action:</b>	SBC Community Safety & local police are consulted to ensure amenities are accessible, promote inclusion, and are safe and welcoming, and can be resourced if issues arise. SBC to ensure that all future developments are properly consulted at the earliest possible opportunity, with a focus on crime prevention and ‘designing out crime’.
<b>Agreed Success Measure:</b>	Decrease of negative reported issues at facilities, with regards to accessibility, crime, and ASB.
<b>Evidence of Progress (May 2026):</b>	<p>There is increased emphasis on recognising the differing needs of the Borough’s town centres. This includes considering factors such as footfall, the night-time economy, transport links, and local patterns of behaviour when shaping responses. As a result, Community Safety involvement has moved beyond a one-size-fits-all approach towards more tailored, evidence-led interventions that reflect the uniqueness of each location.</p> <p>Strong links between Community Safety are in place with the Council’s Regeneration and Inclusive Growth service, and Town Centre Management functions. Community Safety representatives contribute to strategic discussions and projects, including the Stockton Town Centre Regulatory Meetings, Urban Park planning sessions, Stockton Central and Stockton West Community Partnership meetings, with occasional attendance at business forums in Norton and Yarm. This ensures that safety considerations are considered alongside economic growth, and that new and improved public spaces are designed to feel accessible, inclusive, and safe for a wide range of users. This work reflects the Inclusive Growth Strategy (2025-2028), which is clear on implementing long term methods that “encourage both sustained economic growth across the Borough” (p. III, 2025).ensures that the design, layout, and intended use of spaces is considered to encourage natural surveillance, community cohesion, and crime prevention measures, reflecting both the aims &amp; themes of the Community Safety strategy prioritising public safety in planning developments, expressed in the Council’s Local Plan (Strategy) (2019 – 2032), which sets out the “Council’s policies and proposals to guide planning decisions” (p. 3, 2019).</p>

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	<p>The Norton High Street redevelopment included the installation of additional seating, complementing existing accessible facilities such as disability-accessible toilets located off the High Street. Similarly, the Stockton Waterfront redevelopment has been designed with accessibility in mind, incorporating ample seating throughout the urban park, including a large amphitheatre. A new toilet block has also been built, featuring accessible facilities. There are also disabled and changing room facilities in The Shambles. Public transport accessibility remains a key consideration. Stockton High Street is well-served by multiple bus stops, including those located along the southern end of the High Street, providing convenient access right outside the regen areas at the park and the new diagnostics centre. In addition, a taxi rank is available to support onward travel options – the rank is close to some nearby pubs and clubs, meaning those with disabilities don't have to travel far from a venue to a taxi. The regeneration plans are fully DDA compliant (Disability Discrimination Act 1995), and disability groups had been involved in the processes. Further opportunities to enhance accessibility and amenities will be considered through the forthcoming regeneration of Billingham and Yarm town centres.</p>
<p>Assessment of Progress (May 2026): (include explanation if required)</p>	<p><b>2 (On-Track)</b></p>
<p>Evidence of Impact (May 2026):</p>	<p>The last HMO in the Borough to be approved for development at a planning stage was in January 2022. There have been 7 HMO applications refused by planning since 2022. Community Safety worked alongside colleagues in Planning, providing evidence to support refusals of HMOs in areas where they would impact community cohesion and ASB/Crime concerns.</p> <p>Strengthened partnerships and participation in business and retail forums.</p> <p>Consideration of public safety embedded into planning and development.</p>

Communications / Marketing		
<b>Recommendation 4:</b>	<b>There should be a specific 'town centres' element to the SBC Communications Strategy which reflects greater and more consistent use of communication platforms (online and print media) to proactively market the Borough's town centres (including periodic marketing campaigns) and promote positive developments, ensuring this reflects all six town centre spaces (not just Stockton).</b>	
<b>Responsibility:</b>	Head of Communications	
<b>Date:</b>	December 2025	
<b>Agreed Action:</b>	SBC Community Safety regularly provide SBC Communications with ongoing activity updates, with a specific town centre element.	SBC Community Safety liaise with SBC Communications to ensure a specific town centre element is added to the current strategy.
<b>Agreed Success Measure:</b>	Visible evidence of SBC Communications teams promoting all the Borough's town centres and the	SBC Communications strategy reflects an element of promotion to all town centre spaces.

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	work of SBC and partners to improve town centre environments.	
Evidence of Progress (May 2026):	<p>There is a specific ‘town centres’ element within the Regeneration and Inclusive Growth and Regulatory Services annual Communications Plans which make consistent use of a host of communication platforms and engages external media stakeholders to proactively market the Borough’s six town centres and promote positive developments, including community safety.</p> <p>Example campaigns includes: Stockton Waterfront urban park, Thornaby regeneration schemes, Norton High Street improvements, Yarm improvements, Operational Shield, Public Spaces Protection Orders, Reducing the Strength, events held in the town centre such as S&amp;DR and SIRF, Markets promotion, court cases and closure orders where there has been positive action around ASB and criminality.</p> <p>We are in constant touch with SBC Community Safety officers to work proactively and collaboratively with ongoing promotional activity with a specific town centre element such the launch of Public Spaces Protection Order in Stockton Town Centre and Norton.</p> <p>We work proactively and closely with partner agencies such as the Police, Police and Crime Commissioner, NHS as well as Wellington Square and town centre operators.</p> <p>We have a separate communications plan for the opening of the urban park which includes all these elements including how the park and wider town centre will be a safe and welcoming place for people to spend time in.</p>	Community Safety and Regulatory Services provide weekly updates to a SPOC within Communications Team. This update includes all relevant achievements and plans relevant to our six Town Centres, as well as Operation Shield updates.
Assessment of Progress (May 2026): (include explanation if required)	<b>1 (Fully Achieved)</b>	

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Evidence of Impact (May 2026):	See <b>Appendix 2</b> .
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<b>Communications / Marketing</b>	
<b>Recommendation 5:</b>	<b>SBC engages with the Bright Minds Big Futures (BMBF) initiative to establish effective ways in which to publicise / promote the Borough's town centre offers to young people.</b>
<b>Responsibility:</b>	Service Manager – Public Protection Head of Communications
<b>Date:</b>	December 2025
<b>Agreed Action:</b>	<p>SBC Community Safety to liaise with SBC Community Engagement teams to promote the BMBF initiative across SBC departments and relevant partners of town centre environments, to improve insight.</p> <p>SBC Community Safety officers, and where appropriate, uniformed staff, to engage with BMBF about ways to improve engagement with young people, with emphasis on changes to online media communications.</p> <p>SBC Communications engage with BMBF to explore publicity opportunities.</p>
<b>Agreed Success Measure:</b>	Clear demonstrable evidence of SBC engaging with BMBF, and of BMBF insights impacting on how SBC engages with young people.
Evidence of Progress (May 2026):	<p>BMBF were consulted as part of the development of the Community Safety Plan (2025 – 2027), providing an opportunity for young people's perspectives and experiences to help shape priorities and approaches. This reflects a commitment to ensuring that the voice of young people is considered within strategic planning.</p> <p>In addition to this, BMBF has engaged directly with Community Safety teams through attendance and participation at a number of community events during the previous summer period, including the Hardwick Family Day and Bowesfield Family Fun Day. They have also participated in a young people's 'Takeover Day,' working within Community Safety and Regulatory Services, gaining insights into how services are delivered and how their input has influenced daily business.</p> <p>While this demonstrates positive initial engagement, there is recognition that this work should continue, developing the relationship further and embed BMBF insights more consistently into Community Safety service delivery and decision-making. Opportunities exist to build on this foundation through more structured engagement, regular collaboration, and clearer mechanisms for incorporating feedback from BMBF into how SBC designs and delivers services for young people.</p>
Assessment of Progress (May 2026): (include explanation if required)	<b>1 (Fully Achieved)</b>

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Evidence of Impact (May 2026):	Community Safety Strategy 2025-2027 Takeover Day 2026
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Data / Evaluation	
<b>Recommendation 6:</b>	<b>SBC provides the Committee with an evaluation of the 2023 implementation of Public Spaces Protection Orders (PSPOs) in Stockton and Norton town centres, including details of how this was / is resourced, and whether such an approach may be suitable for other town centre spaces within the Borough.</b>
<b>Responsibility:</b>	Service Manager – Public Protection
<b>Date:</b>	September 2025
<b>Agreed Action:</b>	SBC Community Safety provide a report reviewing the Public Spaces Protection Order.  From the current PSPO evaluation, SBC Community Safety to consider implementing further orders in the remaining town centres, where there is an appropriate demand.
<b>Agreed Success Measure:</b>	That the Committee receives and acknowledges the report. That the Committee assesses any recommendations.
<b>Evidence of Progress (May 2026):</b>	<p>In April 2023, Stockton Borough Council introduced Public Space Protection Orders (PSPOs) in Stockton and Norton Town Centres. These were implemented following public and business consultations to address persistent issues of street drinking and aggressive begging. PSPOs, under the Crime and Policing Act 2014, empower local authorities to restrict specific behaviours within designated public areas.</p> <p>The Council adopted a three-tier enforcement approach:</p> <ol style="list-style-type: none"> <li>1. PSPO Instruction</li> <li>2. PSPO Warning</li> <li>3. Fixed Penalty Notice (FPN)</li> </ol> <p>Each stage included signposting individuals to relevant support services. In January 2024, a further verbal warning stage was introduced, following legal advice, to enhance flexibility in enforcement.</p> <p><b>Impact</b> Dedicated Enforcement Officers were deployed in both town centres, with coverage daily and enhanced on market days and for events. While police officers currently did not exercise PSPO powers at that time, they were involved in joint patrols. The Council’s enforcement presence had an immediate and visible impact.</p> <p><b>Key Outcomes</b> There was an immediate 52% reduction in reported begging incidents in Stockton Town Centre (2023–2024). Initial deterrence was effective, largely due</p>

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	<p>to warnings and the threat of legal action. Reports of street drinking, and importantly, action taken to address them, increased.</p> <p>However, over time, the deterrent effect diminished. Contributing factors included:</p> <ul style="list-style-type: none"> <li>• Reduced impact of repeated warnings.</li> <li>• Predictability of patrol schedules.</li> <li>• Ineffectiveness of fines for individuals with limited means.</li> <li>• Delays in court proceedings.</li> <li>• Insufficient consequences for breaches.</li> <li>• Limited access to appropriate recovery and/or harm reduction services.</li> </ul> <p>Additionally, public perception suggests a lack of visible enforcement and confusion about alcohol consumption rules in public spaces. Consultation took place with the public at the end of 2025 and feedback incorporated into the revised PSPO.</p>
<p><b>Assessment of Progress (May 2026):</b> (include explanation if required)</p>	<p><b>1 (Fully Achieved)</b></p>
<p><b>Evidence of Impact (May 2026):</b></p>	<p>New PSPOs for Norton and Stockton were developed following significant research with key partners, other local authorities and public consultation. It went live April 2026.</p> <p>Stockton Town Centre PSPO conditions:</p> <ul style="list-style-type: none"> <li>• street drinking; an authorised person may ask you to cease consuming alcohol in a public place and to surrender the container</li> <li>• no begging</li> <li>• no anti-social loitering</li> <li>• no anti-social use of vehicles</li> <li>• no urinating or defecating</li> <li>• no overnight stays or camping without prior authorisation</li> <li>• no dog fouling</li> <li>• keep dogs on leads, except Trinity Gardens</li> <li>• you must provide personal details to authorised persons</li> <li>• you must disperse if ordered to do so by an authorised person</li> </ul> <p>Norton PSPO conditions:</p> <ul style="list-style-type: none"> <li>• street drinking; an authorised person may ask you to cease consuming alcohol in a public place and to surrender the container</li> <li>• no begging</li> <li>• no anti-social loitering</li> <li>• no anti-social use of vehicles</li> <li>• you must provide personal details to authorised persons</li> <li>• you must disperse if ordered to do so by an authorised person</li> </ul> <p>The Public Spaces Protection Orders give the Council's Community Safety team and the police greater powers to tackle these problems. Breaching a PSPO is a criminal offence carrying a maximum penalty of £1,000 upon prosecution.</p>

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Data / Evaluation	
<b>Recommendation 7:</b>	<b>Within 12 months, SBC provides the Committee with an assessment of how the 2025 implementation of new / increased parking charges in Stockton and Yarm had impacted access (footfall / dwell time) to these town centre spaces, clearly demonstrating views from / experiences of local businesses.</b>
<b>Responsibility:</b>	Assistant Director – Community Services and Transport
<b>Date:</b>	June 2026
<b>Agreed Action:</b>	SBC Community Safety to provide data comparisons on parking tickets issued before and after the parking charges changed in the town centres.  SBC Parking Services to provide a summary report of the impact from their perspective (footfall statistics obtained).
<b>Agreed Success Measure:</b>	That the Committee receives and acknowledges the report. That the Committee assesses any recommendations.
Evidence of Progress (May 2026):	A review has taken place and was used to inform part of the decision making in respect of the parking policies.
Assessment of Progress (May 2026): (include explanation if required)	<b>1 (Fully Achieved)</b>
Evidence of Impact (May 2026):	The free first hour has been reinstated as a result.

Data / Evaluation	
<b>Recommendation 8:</b>	<b>The Office of the Police and Crime Commissioner (OPCC) for Cleveland provides the Committee with the outcomes of its evaluation of the recent anti-social behaviour (ASB) hot-spot patrols in Billingham, Stockton and Thornaby.</b>
<b>Responsibility:</b>	OPCC Service Manager – Public Protection
<b>Date:</b>	December 2025
<b>Agreed Action:</b>	SBC Community Safety to contact OPCC to produce a summary report and evaluation of the 2024/2025 financial year, ASB hot-spot programme, which will then be presented to the Committee.
<b>Agreed Success Measure:</b>	That the Committee receives and acknowledges the report. That the Committee assesses any recommendations.
Evidence of Progress (May 2026):	A report has been received from the OPCC. There are mixed results concerning Crime and ASB, suggesting that areas with higher levels of serious violence are more resistant in responding to efforts to lower ASB.  (The below tables illustrate patrol hours Cleveland wide, not just Stockton)

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	<div style="text-align: center;"> <h3>Local Authority patrol summary for quarter Jan 25– Mar 25</h3> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><b>Number of patrols and patrol hours</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Month</th> <th>Total Hotspot Patrols</th> <th>Total number of patrol hours</th> <th>Target number of patrol hours</th> <th>Percentage compliance</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>637</td> <td>847:56:00</td> <td>855:00:00</td> <td>99%</td> </tr> <tr> <td>February</td> <td>533</td> <td>718:01:00</td> <td>855:00:00</td> <td>84%</td> </tr> <tr> <td>March</td> <td>612</td> <td>819:40:00</td> <td>855:00:00</td> <td>96%</td> </tr> <tr> <td><b>Grand Total</b></td> <td><b>1782</b></td> <td><b>2385:37:00</b></td> <td></td> <td></td> </tr> </tbody> </table> </div> <div style="width: 45%;"> <p><b>Enforcement Activity</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3">Enforcement actions</th> </tr> <tr> <th>Actions</th> <th>Number</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>ASB Letter</td> <td>0</td> <td>0%</td> </tr> <tr> <td>ABC signed</td> <td>0</td> <td>0%</td> </tr> <tr> <td>PSPO actions</td> <td>0</td> <td>0%</td> </tr> <tr> <td>FPN</td> <td>44</td> <td>21%</td> </tr> <tr> <td>Section 46 warning</td> <td>166</td> <td>79%</td> </tr> <tr> <td>CPN/CPW</td> <td>0</td> <td>0%</td> </tr> <tr> <td><b>Total</b></td> <td><b>210</b></td> <td></td> </tr> </tbody> </table> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 45%;"> <p><b>Community Engagement Other activity</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Month</th> <th>Engagement with residents</th> <th>Engagement with businesses</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>49</td> <td>37</td> </tr> <tr> <td>February</td> <td>34</td> <td>2</td> </tr> <tr> <td>March</td> <td>28</td> <td>16</td> </tr> <tr> <td><b>Grand Total</b></td> <td><b>111</b></td> <td><b>55</b></td> </tr> </tbody> </table> </div> <div style="width: 45%;"> <p><b>Activities</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Activity</th> <th>Number</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Information shared</td> <td>14</td> <td>8%</td> </tr> <tr> <td>Fly tipping</td> <td>70</td> <td>41%</td> </tr> <tr> <td>Begging</td> <td>3</td> <td>2%</td> </tr> <tr> <td>ASB - General</td> <td>34</td> <td>20%</td> </tr> <tr> <td>Neighbourhood disputes</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Stray dogs</td> <td>5</td> <td>3%</td> </tr> <tr> <td>Vehicle ASB</td> <td>34</td> <td>20%</td> </tr> <tr> <td>Noise Nuisance</td> <td>6</td> <td>4%</td> </tr> <tr> <td>CCTV request</td> <td>5</td> <td>3%</td> </tr> <tr> <td><b>Total</b></td> <td><b>171</b></td> <td></td> </tr> </tbody> </table> </div> </div> <div style="text-align: right; margin-top: 10px;"> </div> <div style="text-align: center; background-color: #003366; color: white; padding: 5px; font-weight: bold;">SAFE STRONG &amp; CONFIDENT COMMUNITIES</div>	Month	Total Hotspot Patrols	Total number of patrol hours	Target number of patrol hours	Percentage compliance	January	637	847:56:00	855:00:00	99%	February	533	718:01:00	855:00:00	84%	March	612	819:40:00	855:00:00	96%	<b>Grand Total</b>	<b>1782</b>	<b>2385:37:00</b>			Enforcement actions			Actions	Number	%	ASB Letter	0	0%	ABC signed	0	0%	PSPO actions	0	0%	FPN	44	21%	Section 46 warning	166	79%	CPN/CPW	0	0%	<b>Total</b>	<b>210</b>		Month	Engagement with residents	Engagement with businesses	January	49	37	February	34	2	March	28	16	<b>Grand Total</b>	<b>111</b>	<b>55</b>	Activity	Number	%	Information shared	14	8%	Fly tipping	70	41%	Begging	3	2%	ASB - General	34	20%	Neighbourhood disputes	0	0%	Stray dogs	5	3%	Vehicle ASB	34	20%	Noise Nuisance	6	4%	CCTV request	5	3%	<b>Total</b>	<b>171</b>	
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Section 46 warning	166	79%																																																																																																			
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<b>Total</b>	<b>210</b>																																																																																																				
Month	Engagement with residents	Engagement with businesses																																																																																																			
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<b>Grand Total</b>	<b>111</b>	<b>55</b>																																																																																																			
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Fly tipping	70	41%																																																																																																			
Begging	3	2%																																																																																																			
ASB - General	34	20%																																																																																																			
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Stray dogs	5	3%																																																																																																			
Vehicle ASB	34	20%																																																																																																			
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CCTV request	5	3%																																																																																																			
<b>Total</b>	<b>171</b>																																																																																																				
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<p><b>Evidence of Impact (May 2026):</b></p>	<p>Norton saw a 2.63% reduction in ASB, Ropner a 34.21% reduction, Billingham a 10.17%. However, Stockton Town Centre saw a 5.88% increase in ASB (July 2025-March 2026).</p>																																																																																																				

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Data / Evaluation	
<b>Recommendation 9:</b>	<b>Cleveland Police ensures incidents reported to them by the business community are captured and reflected within its own crime / ASB recording systems.</b>
<b>Responsibility:</b>	Stockton District Commander Service Manager Public Protection
<b>Date:</b>	December 2025
<b>Agreed Action:</b>	SBC Community Safety cascades request to Stockton Police Chief Inspector for Neighbourhoods.  Cleveland Police provide a suitable update once a process is in place.
<b>Agreed Success Measure:</b>	That the information captured is shared with relevant partners, the community safety partnership, and via Business Crime Reduction Partnership (BCRP).
<b>Evidence of Progress (May 2026):</b>	<p>There are mechanisms in place to ensure that relevant information is routinely shared with partners, the Community Safety Partnership (CSP), and business networks.</p> <p>A force-wide governance structure is in place for retail and business crime, led strategically by Superintendent O’Donoghue and tactically by Chief Inspector Bell, both of the Stockton district. The recently completed strategic retail crime plan, supported by a 4P delivery plan (Prevent, Pursue, Protect, Prepare), establishes a consistent framework for engagement, information sharing, and coordinated activity across partners.</p> <p>As part of this delivery, a monthly tactical retail crime meeting will be introduced. This will include an open session, where regional business representatives, security leads, and partner agencies are invited to attend. This forum will enable the regular sharing of crime trends, offender information, and prevention tactics, while also facilitating a two-way dialogue to support joint problem solving between business and the police. This approach ensures that, while the BCRP is currently suspended pending the BIDs re-election later this year, its intended function – information sharing, improved cross accountability, and collaboration with businesses and partners – is maintained and strengthened. CSP partners will also be included within this engagement structure. Indeed, police remain in contact with town centre businesses through attendance at the Op. Shield strategy meetings and the Wellington Sq. Retail Security Forums.</p> <p>Information sharing is further supported through analytic products, with weekly briefings provided to the District Senior Leadership Team, highlighting the top five offenders and top five offence locations. These insights are used operationally by Neighbourhood Policing Teams (NPTs), and shared with relevant partners where appropriate, to support targeted interventions and problem-solving activity at repeat locations. A problem-solving plan (PSP) can be made if the same offender or location is seen in this top 5 repeatedly. In addition, a live Power BI dashboard provides up-to-date data on shoplifting hotspots, enabling police to maintain situational awareness and respond proactively. The live Power-BI is particularly useful for local PCSO and PCs to track emerging issues on their patch.</p>

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	<p>Operationally, the Primary Crime Investigation Unit (PCIU) enhances the quality and timeliness of information shared with businesses by producing retail crime packs for priority locations. These include prepared evidential materials like statements and footage, which streamline investigations and improve engagement with affected businesses. The PCIU’s shoplifting work is being trialled in Stockton. The work of the PCIU means frontline NPT staff spend less time doing paperwork, as when they are given the crime report, the investigation is already complete, and all they have to do is arrest and produce a file build.</p> <p>Further partnership-focused initiatives include:</p> <ul style="list-style-type: none"> <li>• Work with retailers to develop Business Impact Statements, ensuring the impact of offending, both financial and emotional, is clearly communicated to the courts.</li> <li>• Engagement with businesses to strengthen in-store prevention measures, including shop floor designs and additional security presence.</li> <li>• Support for Shopwatch schemes (e.g. Thornaby), which facilitate real-time information sharing between businesses via radio networks. NPT officers in the location of the scheme are asked to carry the radios too.</li> <li>• Ongoing exploration of innovative approaches in collaboration with retailers is ongoing too, with emphasis on looking at DNA marking of repeat stolen good types, and of the Northumbria Police straight summons initiative, which cuts time between an offence, and the offender being convicted.</li> </ul> <p>Collectively, these measures demonstrate a structured and improving approach to ensuring that relevant information is consistently shared with partners, the CSP, and business communities, including through BCRP-equivalent arrangements, to support a coordinated response to retail crime.</p> <p>A strong partnership with the OPCC secured additional funding for Shopwatch and Pubwatch radios, and recently the provision was extended to Thornaby.</p>
<p>Assessment of Progress (May 2026): (include explanation if required)</p>	<p><b>1 (Fully Achieved)</b></p>
<p>Evidence of Impact (May 2026):</p>	<p>In the preceding 6 months from December 2025, there was a 17.8% drop in shop thefts in Stockton Town Centre.</p>

Town Centre Presence	
<b>Recommendation 10:</b>	<b>Cleveland Police and SBC consider further ways in which greater police / enforcement visibility can be achieved within the Borough’s town centres, particularly around identified hot-spot areas for crime / ASB / congregations of groups of individuals with addiction issues, as well as anticipated new developments (e.g. new Stockton waterfront).</b>
<b>Responsibility:</b>	Stockton District Commander Service Manager – Public Protection
<b>Date:</b>	December 2025

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<b>Agreed Action:</b>	<p>Efforts to be made between SBC &amp; Cleveland Police to increase resources directed at improving safety and the perceptions of safety in town centres. This will include efforts to source external funding to assist in increasing town centre resourcing.</p> <p>Utilising data analysis to direct resources and track the trend of perception.</p>
<b>Agreed Success Measure:</b>	<p>An increase in the level of visible resources within town centre environments.</p> <p>Clear evidence of multi-agency improvements being made to better resource town centre environments.</p>
<b>Evidence of Progress (May 2026):</b>	<p>There is clear evidence of ongoing and planned increases in visible resourcing within town centre environments, supported through both policing and Council-led activity.</p> <p>Through the Neighbourhood Policing Guarantee, Cleveland Police are undertaking a Neighbourhood Policing Team (NPT) uplift programme, which has already resulted in increased officer numbers dedicated to local policing.</p> <p>As part of this uplift, additional and accountable resources (PCs and PCSOs) will be allocated to each ward – including wards with town centres in. This increased capacity is intended to enhance visible policing presence, strengthen community engagement, and improve the ability to respond proactively to local concerns.</p> <p>Complementing this, the Council seeks to work with Cleveland Police and conduct as many joint patrols as necessary. Joint patrols pool resources and increase a visibly uniformed presence – this is especially useful when two organisations have limited resources but want to work together to improve capacity.</p> <p>Of note, given the increased demand in Stockton Town Centre, and the regeneration project at the waterfront, the Council has committed to not only maintaining daily foot patrols within Stockton Town Centre, but increasing the team by an extra two in the of Summer 2026. These patrols will contribute to a consistent and visible uniformed presence, providing reassurance to residents, visitors, and businesses, whilst also supporting early intervention and problem-solving.</p> <p>In addition, multi-agency collaboration is continuing to develop through coordinated activity between Council services, Cleveland Police, and key town centre partners. Initiatives such as aligned operational deployments under Op. Shield, joint patrols, days of action, and shared intelligence networks, contribute to a more cohesive and visible approach to managing the town centre environment.</p> <p>Collectively, these measures demonstrate tangible improvements in the level and coordination of visible resources. By aligning policing uplift with Council-led activity and partnership working, plus adding two more enforcement officers to Stockton Town Centre foot patrol duties, there is a stronger, more unified place-based presence in wards across the Borough, which inevitably improves the uniformed presence in town centres.</p>

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Assessment of Progress (May 2026): (include explanation if required)	<b>1 (Fully Achieved)</b>
Evidence of Impact (May 2026):	Enhanced visibility in the Town Centre since launch of PSPO in April. This will be evaluated over the coming months.

Town Centre Presence	
<b>Recommendation 11:</b>	<b>Where appropriate, consideration be given to the introduction of multi-agency, co-located hubs within town centre spaces to provide sanctuary, support and signposting for those with addiction needs.</b>
<b>Responsibility:</b>	Assistant Director – Regulated Services & Transformation
<b>Date:</b>	December 2025
<b>Agreed Action:</b>	Demonstrate research has been conducted with service users, service providers, other local authorities and other relevant external partners, in an effort to identify best practice methods of combatting addiction related ASB, whilst improving service engagement with persons suffering from addiction needs.
<b>Agreed Success Measure:</b>	Evidence that research has been conducted into best practice methods to improve engagement of those with addiction needs.
Evidence of Progress (May 2026):	<p>Evidence demonstrates that work is actively underway to explore and apply best practice approaches to improving engagement with individuals experiencing addiction-related needs within the town centre.</p> <p>This is being progressed through the Council’s Early Intervention and Prevention Programme (EIP), specifically within the <i>Complex Lives</i> workstream. A focused corporate project with AD/Director oversight, titled <i>Interventions on Street Drinking (Stockton Town Centre)</i>, is currently in late-stage development, and is intended to identify effective, evidence-based approaches to supporting individuals with complex needs, including substance misuse.</p> <p>As part of this process, an options appraisal was conducted with several options listed. The development of this workstream has been a real collaborative effort between SBC Community Safety and SBC Public Health. It drew on existing research, professional expertise, bespoke engagement work with service users, and emerging best practice from comparable local authority areas, as to ensure that any proposed interventions are both effective and sustainable.</p> <p>Local insight has been gathered to inform the development of appropriate interventions. This has included informal engagement activity and surveys with service users, enabling the programme to reflect lived experience and better understand barriers to engagement. These insights are critical in shaping approaches that are person-centred, trauma-informed, and responsive to the specific needs of individuals within Stockton Town Centre.</p> <p>This combined approach, bringing together research, partnership expertise, and direct engagement with service users, provides a strong evidence base to inform future delivery. It will ensure that interventions are not only aligned with</p>

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	<p>recognised best practice, but are also tailored to local need, ultimately supporting improved engagement outcomes and contributing to a safer and more supportive town centre environment.</p> <p>The options were taken to CMT who decided that the project pursue a multi-disciplinary team of professionals, both clinical and lived experience, from statutory bodies and VCSE organisations, as to improve and encourage access to support &amp; recovery for those suffering from alcohol and drugs addiction.</p>
<p>Assessment of Progress (May 2026): (include explanation if required)</p>	<p><b>2 (On-Track)</b></p>
<p>Evidence of Impact (May 2026):</p>	<p>The MDT was only established very recently, so no comprehensive review of its impact has taken place yet.</p>

Town Centre Presence	
<b>Recommendation 12:</b>	<b>SBC and its relevant partners formulate an agreed plan for managing and supporting highly visible street drinkers / drug-users (who may or may not be ready for recovery).</b>
<b>Responsibility:</b>	Service Manager – Public Protection
<b>Date:</b>	December 2025
<b>Agreed Action:</b>	Demonstrate that SBC and partners have strategic and operational awareness of community concerns about street drinking, and have strategic vision on how to manage the situation safely long-term.
<b>Agreed Success Measure:</b>	Clear & demonstrable evidence that SBC and relevant partners are working to manage community concerns over street drinking and drug use in town centres. Evidence that there is a strategic structure to improve safety and the perception of safety.
Evidence of Progress (May 2026):	<p>There is clear and demonstrable evidence that the Council, alongside relevant partners, is actively working to address community concerns relating to street drinking and drug use within town centre environments, supported by an emerging strategic and coordinated approach.</p> <p>This work is being progressed through Operation Shield, the Council’s multi-agency community safety initiative in Stockton Town Centre, as well as through the Council’s Early Intervention and Prevention Programme (EIP), specifically within the Complex Lives workstream. The options were taken to CMT who decided that the project pursue a multi-disciplinary team of professionals, both clinical and lived experience, from statutory bodies and VCSE organisations, as to improve and encourage access to support &amp; recovery for those suffering from alcohol and drugs addiction.</p> <p>A particularly strong example of how the Council is responding to public concern, is the renewal of the Public Spaces Protection Orders (PSPOs) in April 2026. A comprehensive public consultation was undertaken between December 2025 and January 2026, which invited residents, businesses, and stakeholders,</p>

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	<p>to share their views on town centre safety, perceptions of safety, and specific anti-social behaviours impacting the community, including street drinking. The consultation generated a significant level of engagement compared to other Council surveys, demonstrating the importance of this issue to the public.</p> <p>The findings highlighted overwhelming support for the strengthening and expansion of PSPOs in both Stockton and Norton. In response, updated PSPOs were introduced in April 2026, reflecting the concerns and feedback received through the consultation process.</p> <p>This approach clearly demonstrates that the Council is actively listening to community concerns, providing formal opportunities for public input, and taking decisive action in response. The strengthened PSPOs form part of a broader strategic framework to address ASB, enhance safety, and improve the perception of safety across the Borough's town centres.</p>
<p>Assessment of Progress (May 2026):                  (include explanation if required)</p>	<p><b>2 (On-Track)</b></p>
<p>Evidence of Impact (May 2026):</p>	<p>The MDT and new PSPO were only established very recently, so no comprehensive review of either of initiatives' impact has taken place yet.</p>

<b>Assessment of Progress Gradings:</b>	<b>1</b> Fully Achieved	<b>2</b> On-Track	<b>3</b> Slipped	<b>4</b> Not Achieved
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