



Enforcement Service Delivery Plan 2018/19

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INTRODUCTION

1. ENFORCEMENT SERVICE AIMS AND OBJECTIVES

INTRODUCTION

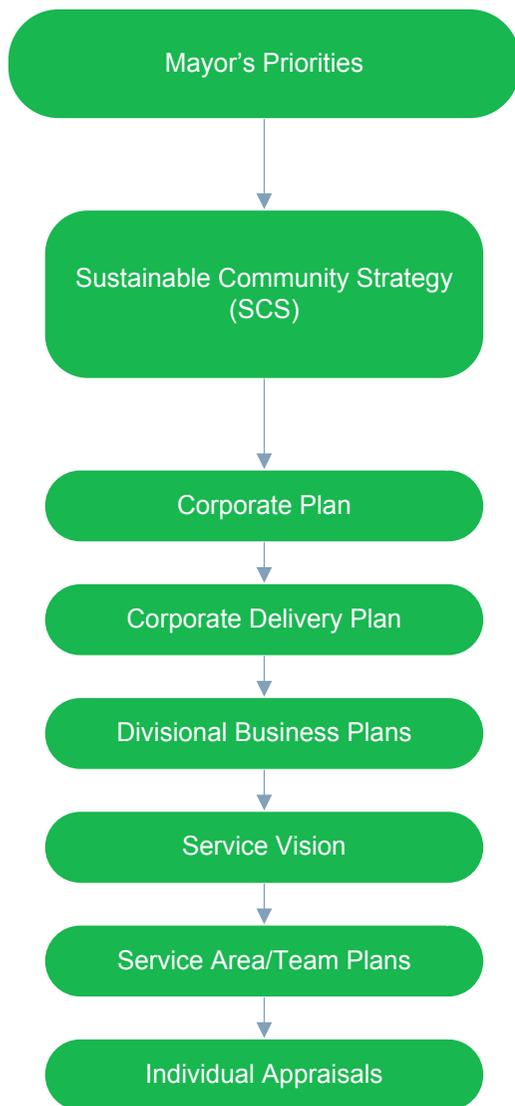
This plan identifies the objectives, priorities, actions and measures for the Enforcement Service.

2. ENFORCEMENT SERVICE AIMS AND OBJECTIVES

2.1. Aims and Objectives

- An integrated area based enforcement service with officers empowered to enforce a range of legislation, including street scene enforcement, anti-social behaviour (ASB), noise nuisance and to integrate with and enhance the activities of staff within the other specialised legislative areas enforced; licensing, trading standards and environmental health.
- To provide a casework system that sees complaints through from inception and through to completion including enforcement action
- To work closely through a targeted process with other officers from other sections of the Council particularly Housing, Waste, Highways and Street Scene.
- To work closely through targeted setting and prearranged operations with the Police, Immigration and other emergency services where appropriate.
- To task the out of hours enforcement service to deal with inter alia reported offences and complaints concerning anti-social behaviour (ASB), residential noise, street urination, littering and routine licensing matters.
- To provide a highly visible street enforcement service to provide and support public reassurance especially in the night time economy
- Create single points of contact for customers and partners

2.2. Links to Corporate Objectives and Plans



| Hackney's Vision: A Place for Everyone | |
|---|--|
| Mayor's Priority 2: | An ambitious and well-run Council that delivers high quality services, financial stability, and first class-local facilities. |
| Mayor's Priority 3: | Prioritising quality of life and the environment; making our streets safer for cyclists and pedestrians, tackling air pollution, protecting our parks and green spaces. |
| Mayor's Priority 4: | A campaigning Council that speaks up for Hackney and actively intervenes to protect and promote the well-being of the borough and its citizens. |
| Mayor's Priority 5: | Connecting with Hackney's communities; a visible, engaging, and listening Council, working in partnership with local people to shape services, and promoting community cohesion. |
| 2008-2018 Sustainable Community Strategy priorities: | |
| <ol style="list-style-type: none"> 3. Promote health and wellbeing for all, and support independent living. 4. Make the borough safer, and help people to feel safe in Hackney. 6. Be a sustainable community, where all citizens take pride in and take care of Hackney and its environment, for future generations. | |
| The Service has identified deliverables for the following Manifesto Commitments: | |
| <ul style="list-style-type: none"> ➤ Improving the quality of life and achieving a safer, cleaner, greener borough. ➤ Protecting amenity and people's enjoyment of the borough. ➤ Making Hackney as attractive as possible and encouraging regeneration and economic activity. ➤ Provide public protection in relation to safety and health, and from physical and financial exploitation. ➤ Strive for behaviour change. ➤ Encourage business compliance and reduce the regulatory burdens upon business. ➤ Control and reduce instances and impact of non-compliant behaviour (both one-off and repeat). ➤ Discharging statutory duties as effectively and efficiently as possible. | |

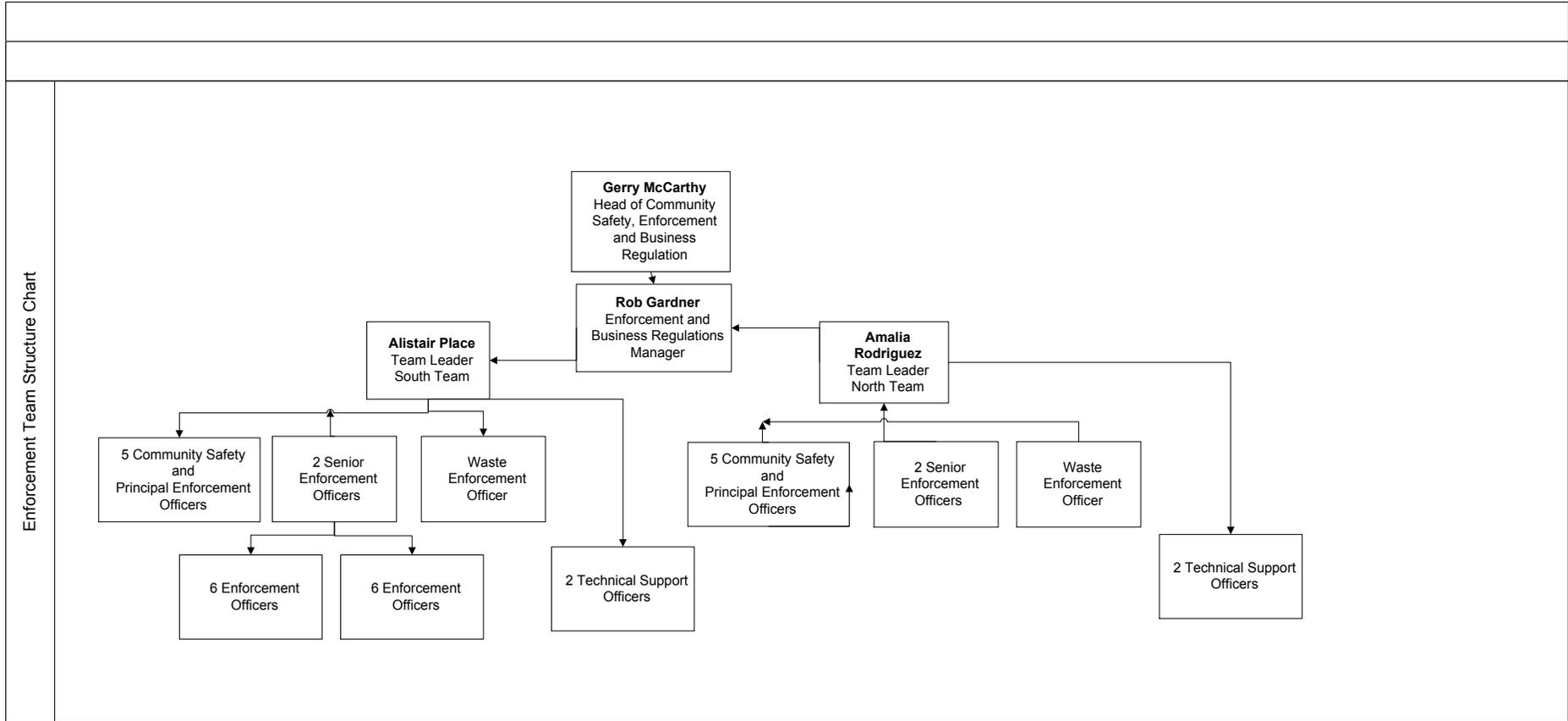
3. BACKGROUND

3.1. Organisational Structure

The Enforcement Service is nominally divided into North and South divisions and each Team is headed by a Team Leader. The service is then managed alongside two further Business Regulation divisions which are concerned with Food Law Enforcement, Pollution Control, Trading Standards, technical services and Licensing. The overall manager is the Enforcement and Business Regulation Manager who in turn is overseen by the Head of Community Safety.

The two Teams each comprise of five ward based Principal Enforcement Officers, one Principal Waste officer, two Technical Support Investigation Officers and a uniformed Enforcement Service which consists of twenty four Enforcement Officers and four Senior Enforcement Officers.

All staff with the exception of the Team Leaders work on a rota basis which includes night time and weekend working. The service hours are 8:00am to 6:00 pm Monday to Wednesday, 8:00 am to 2:00 am Thursday, 8:00am to 4:00am Friday, 12:00pm to 04:00 am, Saturday 12:00 am to 4:00am and Sunday 12 pm to 2:00am.



3.2. Accessing the Enforcement Service

The Service is accessed by the public, residents and businesses in a number of ways by the council service number during normal office hours and a dedicated line after these hours on those days that the reactive service operates. The service can be contacted at all times via email and via the Councils website.

3.3. Scope of the Enforcement Service

The Principal Officer ward based service deals with a variety of complex cases and casework such as eliminating through enforcement activity ingrained ASB activity and repeated larger scale fly tipping activity. Most of this type of complex activity will be delivered in close co-operation with a variety of other services mainly the Police, Community Safety, Housing, Environmental Protection Service, Housing and Adult and Child Safeguarding. Principal Officers operate on a ward based distribution where they act as single points of contact for their ward areas.

The Uniformed Service has no formal limits other than those imposed by legislation and by its own resource. The main stay of the service is to provide a highly visible protective and proactive service that can be deployed easily and quickly within the envelope its core hours according to need. Naturally this is constrained through law on employment and particularly on health and safety. For example it cannot respond to those activities concerning crime more usually dealt with by the police e.g. stabbings.

The Service is also expected support some its provision through its own enforcement activities in preventing and tackling ASB, waste and other nuisance type violations that occur on the Borough's public spaces and streets. This is usually determined as a tool for behaviour change, where they can have considerable impact on the casual disposal of litter on the Boroughs streets. The Enforcement Officer interactions will be usually one-off offences and are dealt with at the time of the offence. More complex and ingrained activity is passed to the relevant ward based Principal Officer. The Enforcement Officers are also tasked on a daily and weekly basis to prevent and investigate instances of nuisance and ASB on the Borough's streets and Estates. One of the Key

indicators on this is the administration of Fixed Penalty Notices and other types of enforcement tools such as formal cautions and prosecutions.

Given the above, both elements of the service work through a proactive and reactive intelligence based tasking process which is continually adjusting to ensure that resources are directed and managed to the best most efficient effect.

Enforcement Service scope and activities

| Functions | Activities & Comments |
|---|---|
| Area co-ordination and forward deployment of resources through the co-ordinated management arrangements with Business Regulation. | This is achieved through having a shared common management structure where common objectives and working can ensure co-ordinated responses and planning. |
| Intelligence material sourced from the Community Safety Team's Intelligence Hub used directly to inform tasking and problem solving with partners across the Council and Police. | Regular weekly tasking and action centred management meetings ensure this is maintained and delivered. |
| Fulfilling specific requirements as set out in the Service Level Agreement (SLA) between the service and the Housing Department, primarily focused in dealing with unauthorised waste disposal, ASB, and ingrained noise problems other smaller matters and issues such as the removal of pirate radio aerials and paraphernalia whilst providing a uniformed patrolling deterrent. | The SLA is vital to the functionality of the service and regular contact with Housing ASB team ensure that the work is relevant and is continuity adjusted to need. It works through tasking and other linkages to ensure complete functionality. The Enforcement service leads on the Anti-Social Behaviour Panels which primarily but not exclusively deals with Hackney Housing Tenants. |
| Managing complex and local ward based through enforcement case management (for all areas of non-compliance but especially noise and ASB). | This is ongoing work that concern complaint resident derived cases, for example include noisy cockerel issues to extreme cases of continual noise pollution in a particular locality from one individual playing amplified music at all times. These can become complex matters which although local in nature can cause considerable harm and reputational damage to the council if not dealt with adequately. |
| Joint operations with the Police and Partners; some ad hoc 'on the night' and others with considerable forward planning involving cross border and working through tasking processes. This can include planned activity in controlling the noise and ASB issues in localised cultural events. | Joint operations have targeted issues such as kerb crawling operations or weapon sweeps planned through tasking or help in eliminating noise pollution through entry and seizure of noise emitting equipment arranged on the night. |

| | |
|---|---|
| The deployment of uniformed generic based enforcement and patrols to deal with and prevent low level ASB casework and noise abatement issues. | This is regular reactive activity mainly at late night to deter and deal with noise pollution and other ASB problems especially at night in the Dalston and Shoreditch areas. |
| Dealing with and preventing environmental ASB and waste including fly tipping, street urination and littering through intelligence based tasking and formalised patrolling. | This is a regular service activity and results in increased levels of on the spot enforcement activity. It is an essential tool in achieving compliance in ensuring a visible deterrent especially in the fly tipping of waste by business outside authorised times and limits. |
| Night and weekend enforcement including basic Premises Licensing enforcement in conjunction with police, Trading Standards and Licensing. | Joint tasked activity arising from intelligence of business noncompliance such as trading beyond authorised hours and selling age controlled products (e.g. Alcohol) to juveniles. |
| Highways Licensing Enforcement including skips and scaffolding through patrols and intelligence feeds from Street Scene. | The Uniformed Service will generally patrol areas of the Borough where there are suspected highway obstructions such as unlicensed skips. Street Scene will also provide intelligence relating to highway obstructions. |
| Uniformed service dealing with other non-compliant issues such as unauthorised street trading, unlicensed external tables and chairs and A boards | These non-compliances usually generated by businesses and are reactive in nature although operations can be planned if time permits. |
| Large scale unauthorised waste dumping through fly tipping and other waste related issues and problems e.g. accumulated waste from vacated traveller camps. | Two Officers are embedded with the Waste teams located at Millfields Depot although managed by the service investigate these matters. Proactively and reactively working solely on these issues |
| Dealing with and preventing sources atmospheric pollution and other detriments to air quality. | This is a fast developing area of work and there will be a focus on the reactive and proactive work on problems such as idling vehicles and the use of non-smokeless fuels. |
| Special activity or projects focused on particular local areas of concern for example the prevention of noise and air pollution in the Borough Parks over the summer | A Special team to be set up and tasked with this on weekend afternoons and evenings over 21 weeks in Summer 2018 |
| Leading and Coordinating Antisocial Behaviour Action Panels; dealing with localised individual ASB problems especially in association with Housing ASB officers. | This is regular specialised cross departmental activity led by Enforcement Team Leaders to ensure individual cases are dealt with. |
| Public Reassurance achieved through regular visible patrolling through town centres and estates. | This is self-descriptive and is an important element of the service for example there may be issues with ASB outside a school and therefore distinctively uniformed officers can be tasked to be in the vicinity to provide public reassurance at school leaving time. |
| Dealing with and providing customer responses to enquiries and complaints (including freedom of information matters and members | The section receives a large quantity of incoming complaints and enquiries which need to be researched and responded to this is done |

enquiries).

in the main by Team Leaders and Principal Officers.

3.4. Highlights from 2017/8

Below is detailed highlighted activities, most of which occurred in the last quarter of the financial year, and represent sample of the work the individual service is involved with and help illustrate breadth of responsibilities that the service deals with.

NOISE EQUIPMENT SEIZURE

On 31st August 2017 the Enforcement Team were notified about a complaint of noise nuisance emanating from a Flat at Valley House, Harrington Hill, London, E5 9HA. The reports stated that the occupants of the address would play loud amplified music as well as engage in horrendous fighting, screaming and shouting at all hours of the day and night and particularly in the early hours of the morning and at weekends. The noise started when the problem family moved into their home from temporary accommodation on 20th August. The noise levels were so bad that residents from two floors above could hear the noise in their surroundings.

As a result the problem family were served an abatement notice on 23rd October 2017 but the noise nuisance continued. Breaches of the abatement notice was witnessed in early February 2018 by staff and were served with a breach reminder warning letter but the noise persisted. Officer Bianca Rembrandt witnessed further breaches of the abatement notice during the out of hour's service on 17th and 19th February 2018, which was so bad that vibrations could be felt on the walls and the floors.

Staff attended court on 27th February to secure a warrant to seize the equipment. On 1st March 2018 staff with the help of the local Springfield Safer Neighbourhood Team, Enforcement Officers; and Hackney Homes were successful in executing the warrant and seizure despite the altercation that arose with the household which resulted in the police increasing their intervention to prevent breach of the peace. The Officers took away a sizable amount of items including speakers and a large quantity of laptops and other devices to disrupt and prevent further noise nuisance giving residents much needed respite and peace. Staff spoke to one of the complainants who stated they were grateful for the support and action of officers. This noise case has been difficult and very 'traumatic' for the residents of Valley House over a number of months. The intervention has sent a strong message to the perpetrators and given a stronger message to the residents that the Council is prepared to take necessary action to protect the right of residents to peaceful and quiet living in their own homes.

RIDLEY ROAD MARKET

One of the Enforcement Officers is now based full time at Ridley Road Market since the end of January and his placement is being paid for by the Markets section. His responsibilities include the control of waste and other enforcement issues at the Market. He supported traders and business owners in sign-posting them to the correct departments to ensure that their licences or commercial agreements in order and a deadline in which to resolve, before he would take enforcement action.

He has arranged meetings with waste and other services and is sharing intelligence with the wider department. Within a few weeks he had served notices to four business and verbally warned five on waste infringements following a couple of controlled late night operations. Currently no FPNs have been issued but the visible presence of an enforcement officer has significantly improved the overall look, standard and compliance in the market. Traders have been written to regarding housekeeping expectations for the footpaths at the front of the market and compliance to waste management agreements. The officer has ensured follow ups to all trading licensees and conducted this with Market Officers to ensure a unified approach.

The Officer leads on an all enforcement aspects on the weekly Markets meeting where he updates the wider team in the activities and issues he is dealing with. This has been very useful in ensuring a more prominent focus on the enforcement of terms and conditions with the Inspectors, which has in turn had a positive impact on the wider team benefitting our other markets. Importantly the feedback from The Ridley Road Traders association (RRMTA) has also been very positive in both the Officer's approach and execution of his role within the market.

CLOSURE ORDER- CYCLE PIT STOP, 241 WELL STREET, E9 6RG

The area Principal Officer in conjunction with the Police applied to Thames Magistrates' Court for a Closure Order under s80 of the Anti-Social Behaviour Act 2014 because of a re-emergence of serious ASB issues ongoing at the premises together with alleged drug dealing. The application was heard in front of a District Judge at Thames Magistrates Court on 23rd February and was granted initially for a period of three months. Cycle Pit Stop is situated in a retail street of small independent shops. Outside the shop there is a row of parking bays, and these were being used by the Cycle Pitstop as an extension to their premises. The premises is also surrounded by, residential properties, both above the shops and nearby there are a number of blocks of residential properties.

A previous Closure Order was granted in 2016 and due to local public pressure agreement was reached to allow the premises re-open but there were further issues in March and September 2017. There were further problems in 2018 due to groups gathering around and in the shop, causing nuisance, highway obstructions and smoking marijuana in the premises and street offending and causing distress to local people. The Principal Officer received videos, images and footage from the community who had raised their concerns about the level of drug dealing and gangs involved. Concerns from were also raised by traders who had been intimidated by the gangs on bikes circling the

market and deterring customers. The matter is further being resolved through the courts but the shop no longer trades and the nuisance has abated.

DOMESTIC ABUSE ALLEGATIONS

A Senior Enforcement Officer was on patrol looking into waste transfer agreements for businesses 8th February on Stoke Newington Road. At one business he dealt with a female with her young daughter present at the time and who is an immigrant from outside the EU. The situation and circumstances gave the Officer cause for concern. He considered that the work at this business might be an issue and enquired about what it was like to work there. She appeared to be non-committal, so he broached the subject about receiving a fair wage for her work and she became even more reluctant. The Officer still thought that something was wrong and advised that (sometimes through her 11 year old daughter as some English words were not understood), he was there to help despite being in uniform and asked if there is anything he could help her with, perhaps in regard to the children. When he broached upon the welfare of the children, she opened up and became a little emotional.

She disclosed that she had been the victim of domestic abuse shortly after arriving with her husband. She also found out that he had been married nine times before. He asked if the children had witnessed any violence or heard any abuse and she said they had. He made a referral to Adult Safeguarding and this situation is now being dealt with. Had he not had the presence of mind to follow this up the situation would have been perpetuated.

GRAFFITI

On March 1st Enforcement officers were near the Texaco Garage Mare Street when they a caught male offender causing criminal damage by graffiti on the new build opposite the garage.

The Officer who spotted the offender spraying left the vehicle in an attempt to prevent him leaving. However he moved away once he was aware that this was happening. However he was followed while an officer drove the vehicle and called for a Police unit. The Police however were unable to respond at the time.

He was eventually stopped in a side and they obtained what was believed to be the males correct details and passed these to CCTV for the police. He admitted to crack addiction. The officers then returned to the affected building, took more photographs of the graffiti and made an intelligence report and statements. It was understood that the Police would arrest and seek a conviction for the offence.

PIRATE RADIO STATIONS

Within a few hours of receiving information from the Council's housing ASB team (via Ofcom) a pirate radio station was taken off air. Broadcasting equipment and masts was seized from a 15 storey tower block on the Trelawney Estate by the Area Principal Enforcement Officers, assisted by a member of the Housing ASB team.

The pirates typically chose tower blocks on high ground, and often hide equipment in lift shafts and air vents - not just to stop authorities from getting to it, but also to protect it from other pirate groups. The Team were pleased to recover the transmitter from Trelawney Estate and handed it over to Ofcom officers who will carry out forensic investigations.

Not only do pirate stations interfere with vital radio communications used by the emergency services, aircraft systems, they can have an impact on the lives of our residents effecting their television or radio signals. The pirates frequently cause damage to property when siting equipment which can have an impact on residents.

Two further radio masts were removed from separate blocks on the Wrens Park estate which had previously been taken off air by the team.

ILLEGAL STREET TRADING

On the evening of Saturday 13th January the area Principal Community Safety and Enforcement Officer together with Enforcement Officers and assistance from the CTV Team seized 771 books from a woman who was seen allegedly displaying goods for sale. She was also obstructing the whole of one side of the pavement at the Cat & Mutton Bridge at the far end of Broadway Market in Pritchard's Road as recorded by CCTV from the hour of 18:00. She was in the company of two other males, who stated he was just a member of the public. The Officer directed the woman to contact her to the office where she would receive a receipt for the seizure and where she would be interviewed under caution with the potential to administrate a FPN for illegal street trading.

WASTE PROSECUTION

The defendant pleaded not guilty to eight offences in relation to unregulated waste and the case was heard at Snaresbrook Crown Court on 19th February. After negotiations led by counsel it was agreed that if three guilty pleas were entered and £2,700.00 was made toward costs other additional charges would be dropped.

A fine of £1,035.00 of was imposed with costs of £2,700.00 awarded to the Council and a victim surcharge of £103.50 giving a total of £3,838.50.

The Section takes a relatively large number of waste prosecutions, especially considering the stepped approach of interventions in which prosecution is a last resort. In total twenty three were taken on the year 2017/8 all were successful.

BEGGING

Enforcement Officers met XX outside the town hall on Monday 8th January, where she was begging passers-by for money to buy tea. She indicated that she was homeless and had had to sleep at Homerton Hospital the night before, so she was brought into the HSC for referral, even if it was only for one night. Housing advised to send her to Greenhouse where officers accompanied and spoke to an adviser. She could not be referred as she did not have correct identity and said she had problems with her benefits. While there Officers spoke to the manager who advised them that that she had been previously referred to Tower Hamlets Outreach Services. Our Enforcement Officers were further able to discover that:

XX was is not homeless and that she had a property managed by XX Housing. However she had lost her payment card in December, and was attending the HSC to collect money she needed until her card has been replaced. No further action was taken although she advised not to beg.

INJUNCTIONS FOR WICK WOODLAND

The area Principal Community Safety and Enforcement Officer attended Court on 6th December on behalf of Council and applied for two injunctions against named organisers to prevent unauthorised parties in Wick Woodland which had been badly used and damaged earlier in the summer. After legal negotiation one defendant took an undertaking not to enter the woodland during the evening/ night (this cannot be publically published) and the second had a full injunction granted by the Court. The injunction will be published to send a strong message that Hackney will not tolerate further unauthorised parties and associated ASB.

CLOSURE ORDER

A Principal Community Safety and Enforcement Officer attended Court on 6th December for a trial hearing in relation to an application for a Closure Order. The premises in question was suspected of being used as a crack house and dealing Class A drugs. Police consequently executed a drugs warrant and a quantity of what was believed to be a controlled drug was recovered. On analysis it was confirmed that it was Class A and the officer co-ordinated with the Landlord of the occupier to take statements and obtain evidence serious ASB. The Order was granted allowing the tenant and his carer to remain but excluding all others from accessing the property.

APPLICATION FOR A WARRANT OF ENTRY TO SEIZE EQUIPMENT

The area Principal Community Safety and Enforcement Officer obtained a warrant of entry and executed it on 6th December 2017 seizing noise equipment from a residential premises that was causing serious nuisance to neighbours. Prosecution papers are now being prepared to institute legal proceedings for the breach. The equipment was seized from a property in Whiston Road, E2 where loud amplified music was being played on a regular basis, often until early hours of the morning. An abatement notice was served in July 2017 and Officers have been able to witness three breaches of the abatement notice prior to seizing the equipment.

LIFE SAVING

On the night of 1st March officers were I near Hackney Central Overground station when there was an altercation between two women and a man. All the parties were intoxicated. One of the women collapsed but not a result of any violence and the other two left the scene. The two officers rushed over and one officer gave life preserving assistance through CPR whilst the other attempted to keep a safe area whilst an ambulance was called. The women was later transported to hospital where it is understood she made a recovery were are unaware of any further issues in this matter but assume it has been taken up by the appropriate authorities. All Enforcement staff either have or will have detailed first aid training.

3.5. Enforcement Policy

An Enforcement Policy is currently being developed for the Service and it is anticipated that it will be submitted to Cabinet for approval in September 2018.

Officers recognise that whilst businesses look to maintain their reputation they also seek in most instances to be on the right side of legal requirements without incurring excessive expenditure and administrative burdens. So, in considering enforcement action, the service will assist businesses to meet their legal obligations whilst taking firm action that may include prosecution or other formal action, where appropriate, against those who disregard the law or act irresponsibly.

Currently, Officers follow a graduated approach and in relation to Waste Enforcement Officers initially engage with businesses to remind them of their responsibilities in relation to the disposal of waste generated by the business and if they fail to comply with this advice then this is followed up in writing. If a business still fails to take the advice of the Officer then formal action will be undertaken which can vary from issuing a fixed penalty notice, the service of a formal notice or prosecution. In relation to environmental legislation, seeks to ensure that Officers carry out actions in a fair, practical and consistent manner. All authorised officers will take a graduated approach when making enforcement decisions. Any enforcement undertaken takes account of the principles of the Enforcement Concordat, Regulators Code and has regard to Crown Prosecution Service guidelines and Equality Impact issues.

4. SERVICE DELIVERY

4.1. Operational Context

The model adopted for the service included the creation of an Intelligence Hub and an evidence based tasking process. This brought together strategy, partnership support and intelligence capabilities, for the service, creating a joined up approach to its delivery. The hub co-ordinates and enables effective joint tasking based current intelligence. The hub also enables proper data management processes and ensures that all functions benefit from analytical expertise.

This service has brought together the previously disparate frontline enforcement response services and has increased capacity to address volume offences such as street urination, dog fouling, domestic noise nuisance, fly tipping etc. whilst also increasing visibility and public reassurance. This has enabled a better platform to achieve required behaviour change and a reduction in volume Anti-Social Behaviour (ASB) crime. The creation of the unit has simplified the triage of more serious offences and problems to allow higher level case management for resolution. This unit has also provided greater capacity to address out of hours demand.

The management of out of hours service has been overhauled ,as prior to the implementation of the new structure, the out of hour's service provision was insufficient and struggled to meet the needs of residents especially with regard to managing noise complaints and the demands associated with the night time economy. The new structure aligns more resource to out of hours service provision through a mixture of shift based working (primarily the Enforcement Team) and an on call resilience to provide additional specialist resource as it is required or in the event of emergency management.

4.2. Complaints and Service Requests

These are received through normal Council routes and after triage are distributed on type and ward area for further investigation. Complex matters will be dealt with by Principal Officers whilst other perhaps more basic issues requiring one off intervention are tasked to the Enforcement Teams.

4.3. Advice to Businesses

The service is not formally established to provide legal or technical advice to business although in the normal course of service it is expected that Enforcement staff will always be ready to give general advice or signpost business (and residents) to sources of specialist advice offered by the Council.

4.4. Additional Priorities and Partnership Working

Weekly tasking of Enforcement Officers was introduced as part of the new service and the purpose of the tasking is to:

- Co-ordinate deployment of staff using an evidence based approach to provide targeted action and patrols based on weekly / ongoing analysis of intelligence and data (service wide). This will include planning for upcoming events, and seasonal peaks of activity that require action on a cyclic basis (e.g. Summer peaks, Christmas, pre-planned events in parks etc.)
- Highlight emerging patterns and trends and plan targeted early intervention and activities.
- Provide staff briefing: to include issues of concern that they need to be aware of (officer safety, missing persons, suspect premises, suspect vehicles, suspect people etc.), and to request additional information and data to fill information gaps.
- Enable a more joined up and efficient use of Service provision in Hackney (From Enforcement Officer patrols to licensed premise and business regulation enquiries and checks, plus other enforcement functions), and task officers dependent upon need and demand.
- Provide a transparent and auditable decision making process that will stand up to scrutiny and justify how / why decisions have been reached. Particularly relevant where action is not possible or evidence is insufficient, and to consider alternative solutions or referrals.
- Provide a full list of all action/tasking's completed and action taken to resolve issues.

In addition a larger Partnership Tasking takes places on a monthly basis and is associated more closely with the Police tasking process. The Intelligence Hub raises issues with the Police (as a by-product of the weekly tasking). Any requests from Police will now either be discussed at the weekly tasking process (generally regarding requests for the service area e.g. CCTV & Enforcement Officers), or discussed at Partnership Monthly Tasking if a multi-agency problem solving approach is better suited.

There is an information sharing agreement established to enable information sharing to meet the requirements of this meeting (will update when we revise the process).

The Partnership Tasking meeting was developed from a need to improve joined-up working practices across a broad range of Council departments, organisations and agencies. Its purpose is to effectively tackle, control and reduce crime and ASB related problems; it is recognised that tackling problems together is a more effective approach to crime prevention and enforcement and has a broad two fold purpose:

1) Tasking is focused on a discussion around crime trends and hotspots that identify problem locations, and associated issues. Where relevant and appropriate, partners are asked to undertake specific actions to help resolve current problems. Enforcement Officer are frequently tasked to undertake patrols and enforce Fixed Penalty Notices at specifically defined hours and locations. The actions are relevant to the identified problem, and allotted to the relevant partner(s) only. A lead member is identified to co-ordinate and collate the response in a given time period; this usually consists of an initial response after two weeks, but some of the more complex or ongoing issues will require a longer period of resolution.

2) Development of problem solving more generally and a forum for partners to bring forward specific problems that require a partnership focused resolution. Some of the problems tackled under this umbrella have originated from Councillor enquiries and complaints. As above a lead partner co-ordinates action and is responsible for the development of more detailed action plans and response.

In addition to this Partnership Tasking reviews the Designated Public Place Order and Dispersal zones, and the meeting provides an opportunity to identify some of the more problematic ASB repeat locations and victims over a one week period (identified through intelligence).

5. RESOURCES

5.1. Financial Allocation

The total budget for the service is £2,392,124

5.2. Staffing Allocation

The Staffing Allocation for the service are as follows:

0.33 FTE x Head of Community Safety, Enforcement and Business Regulation

0.5 FTE x Enforcement and Business Regulation Manager

2 FTE X Enforcement Team Leaders
10 FTE X Principal Enforcement Officers
2 FTE X Principal Enforcement Officers (Waste)
4 FTE X Technical Services Officers
4 FTE X Senior Enforcement Officers
24 FTE X Enforcement Officers

5.3. Staff Development Plan

A comprehensive training programme is provided for all staff working in the service on a continual programme basis according to need and as the service evolves ranging from dealing with Aggressive Situations, Noise Nuisance and all aspects of ASB law.

Since the Enforcement Service came into place on April 2017, Officers have been through a series of training to bring them up to speed with the range of legislation and tasks that the service covers. This very broad and diverse range of services were previously provided by different teams that used different legislation and procedures and therefore the training programme is aimed at equipping Officers adequately, so one Officer can deal with a wide range of enforcement.

All Enforcement Officers, Principal Enforcement Officers and Team Leaders that were employed at the inception of the service have undertaken the comprehensive Keep Britain Tidy (KBT) training over the course of five in days. For Officers who were coming from the Environmental Enforcement Team they had a one day refresher session also provided by KBT.

Enforcement Officers and Community Safety and Principal Enforcement Officers have had training on noise nuisance and the law and further sessions are planned. Two half day sessions and this will continue. There will be continual on the job training

Training has also been provided on the two main databases used; Civica and Universal Housing, to enable all relevant staff to become familiar with the system with additional training being programmed for new Officers current staff who require refresher training.

In relation to Anti -Social Behaviour(ASB) Principal Enforcement Officers who do not have a background on ASB will attend a BTEC level 3 to ensure they have the relevant skills to undertake investigations.

Training has also been programmed in relation to Child and Adult Safeguarding, Terrorism Awareness including both Project Griffin and Argus, preparing case for prosecution, dealing with aggression, First Aid, licensing and environmental protection legislation.

All Enforcement Officers who join the service will have to go through the Community Safety Accreditation Scheme three day course, undertake training on with aggressive situations, and self-defence, PACE, evidence gathering and specialised waste investigative techniques.

Officers will also receive training on responding to Licensing consultations and checking Licence Conditions where issues are identified with Licensed premises.

Community Safety and Principal Enforcement Officers experienced in dealing with illegal Pirate Radio stations will train the Officers who require the training to enable everyone to be capable of undertaking this function.

6. KEY PERFORMANCE INDICATORS

| | | | | | |
|---|-----------|--------------------------|-------------|-----|-----|
| No of Fixed Penalty Notices issued | Monthly | Neighbourhoods & Housing | Enforcement | N/A | N/A |
| No of Community Protection Notices issued under Anti-Social Behaviour , Crime and Policing Act 2014 | Quarterly | Neighbourhoods & Housing | Enforcement | N/A | N/A |
| No of Prosecutions instituted and Formal Cautions issued | Quarterly | Neighbourhoods & Housing | Enforcement | N/A | N/A |
| No of injunctions applied for in respect of ASB | Quarterly | Neighbourhoods & Housing | Enforcement | N/A | N/A |
| Number of noise abatement notices served under s80 EPA 1990 in respect of domestic noise | Quarterly | Neighbourhoods & Housing | Enforcement | N/A | N/A |
| No of Closure Orders applied for | Quarterly | Neighbourhoods & Housing | Enforcement | N/A | N/A |
| % of Environmental Enforcement service requests responded to within three working days | Monthly | Neighbourhoods & Housing | Enforcement | N/A | N/A |
| % of domestic noise service requests responded to within three working days | Monthly | Neighbourhoods & Housing | Enforcement | N/A | N/A |
| % of noise service requests responded to within | Monthly | Neighbourhoods & | Enforcement | N/A | N/A |

| | | | | | |
|---|---------|--------------------------|-------------|-----|-----|
| one hour when the out of hours service is operating | | Housing | | | |
| % of high risk anti-social behaviour service requests responded to within one working day | Monthly | Neighbourhoods & Housing | Enforcement | N/A | N/A |
| % of low risk anti-social behaviour service requests responded to within one working day | Monthly | Neighbourhoods & Housing | Enforcement | N/A | N/A |