

ASB & Street Scene Service Development

Committee name	Residents Services Select Committee
Officer reporting	Stephanie Waterford Head of Public Protection & Enforcement
Papers with report	Appendix 1 – Community Safety & Enforcement Structure
Ward	All

HEADLINES

This report updates the Committee on progress made with the transformation and restructure of the ASB & Environment Team and gives information on how the new teams will operate under the proposed new structure.

RECOMMENDATIONS

That the Committee:

1. Notes the content of this report

SUPPORTING INFORMATION

Update on Progress

1. Residents Services Select Committee received a report in September 2022 regarding the proposed restructure to the current ASB, Community Safety and Public Protection Teams.
2. Since September 22, progress has been made on the staff consultation and the appointment of a permanent Director who will oversee the newly formed teams. The new Director of Community Safety & Enforcement will take up the post in May 2023.
3. Staff are currently being consulted on the new roles and arrangement of teams. The consultation will end on 13th March 2023.
4. The current ASB & Environment Team will be divided into three distinct areas to allow for a greater separation of functions and to ensure that officers retain specialist competency in their specialist areas. The three new teams will be known as; Street Scene Enforcement; Environmental Protection and ASB Locality.
5. The design principles of the restructure are to:

- Form a united, consistent and effective approach to regulatory and enforcement activities.
- Improve communication between teams so that triage and support services and management can be shared.
- Provide excellent investigatory and complaint response services to residents.
- Bring together common themes, operating synergies and multi-disciplined resources.
- Roll out locality-based operations and educational campaigns in key areas of concern.
- Promote professional excellence through harmonised officer competencies and skill sets.
- Enable further development of aligned services for commercial income generating possibilities.
- Maximise smart use of digital solutions and complex case management procedures.

The new arrangement of teams is detailed in Appendix 1 of this report.

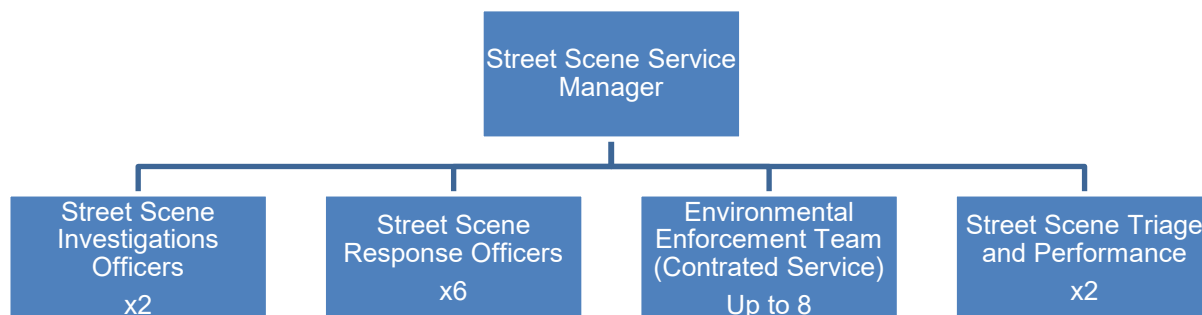
New Team – Street Scene Enforcement Team

6. This team will carry out the majority of enforcement functions which fall under the banner 'Street Scene' and will deal with investigation, enforcement and compliance matters related to:
 - a. Waste and fly-tipping
 - b. Fly-posting & estate agents boards
 - c. Abandoned vehicles
 - d. Cars for sale on the highway
 - e. High hedges and obstructive vegetation
 - f. Skips, building materials and hoarding
 - g. Unauthorised use of the highway
 - h. Damage to the highway
 - i. Pest infestation
 - j. Persistent dog fouling
 - k. Public Spaces Protection Orders

7. The volume of complaints and service requests concerning issues in the street going into the team in 2022 was 2933 individual reports of on-street problems which required investigation and intervention by the ASBET team. This figure represented a significant increase compared to previous years which can be attributed to covid, cost of living and other economic factors which have caused greater levels of non-compliance across the Borough.

8. This has also replicated across other areas of public protection including Food Health & Safety, Licensing, Trading Standards where businesses are facing economic pressures and are seeking to reduce costs for proper waste management, hygiene and compliance with regulatory requirements which has a knock-on effect in enforcement and interventions from the Council.

9. The Street Scene Team will comprise of the following proposed structure and will sit under the Head of Public Protection & Enforcement:



New Team – Environmental Protection Unit

10. This team will be responsible for matters relating to Environmental Nuisance including:

- Commercial noise
- Construction noise
- Light nuisance
- Dust and emissions nuisance
- Odour and smoke nuisance
- Environmental regulatory permits
- Out of hours noise patrols

11. The reports of nuisance being raised with the ASBET team in 2022 amounted to 443 individual reports of environmental nuisance requiring investigation and intervention. Many of these reports spanned into other areas such as Licensing and Food Health & Safety as the causes of nuisance related to commercial activities and/or premises. Results of joint working between teams have included prosecutions and licence reviews.

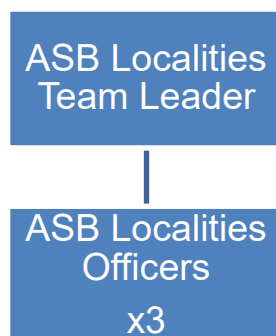
12. The new Environmental Protection Unit will be staffed by Environmental Health Officers who specialise in Environmental Protection matters and will be best placed to carry out complex and scientific investigations of nuisance.

13. This team will form part of a new Environmental Health Service and will sit under the Head of Public Protection & Enforcement. The structure will comprise:



New Team – ASB Localities

14. This team will focus on ‘Locality Based Problem Solving’ which will focus Council resources and Partner resources into the right areas to deal with anti-social behaviour, community tensions and local issues within specific localities. The team will comprise of the following structure and sit under the Safer Communities Service under the Head of Community Safety & Vulnerability.



15. The team and service are currently being developed and a more detailed update on this service will be provided at a later date.

Next Steps

16. Restructure & Consultation – Staff consultation will end on 13th March 2023 and work will begin to finalise the structure and align teams and officers into their new places. Recruitment to new and current vacant posts will begin after this phase.

17. Development of Street Scene Service Plan and Enforcement Strategy – This plan will be based upon analysis of the need for enforcement activity across the Borough and be aligned to the new Locality Based Problem Solving Model. Further synergies with the Public Protection teams will help to support targeted enforcement operations.

18. Integration of Environmental Protection Unit – This team will form one of 4 Environmental

Health teams falling under a single Environmental Health banner encompassing, Imported Food, Food Health & Safety, Private Sector Housing and Environmental Protection. The benefits of this include the greater promotion and cohesion of environmental health specialisms and a greater resilience to all teams resulting from the ability to deploy qualified environmental health practitioners into peaks of service demand across the teams.

19. Update of Public Spaces Protection Orders – The boroughs PSPOs are currently being reviewed and will equip the Council with enforcement powers to deal with a range of environmental and ASB issues. Further detail will be provided to this Committee in April as part of the formal consultation process.
20. Police Turnaround Plan – The Metropolitan Police are currently consulting on their proposed Police Turnaround Plan which will be published in April 2023. Following the publication of this, The Community Safety & Vulnerability service and enforcement services falling within this directorate will be reviewed to ensure alignment and integration with the Borough’s policing plan and priorities.
21. Digital Transformation – officers are working to implement a new digital Triage and Case Management system across the Service area, starting with the Street Scene Enforcement Team. The system will allow for more efficient mobile working, less paper, and performance monitoring tools.

Appendix 1 – New Community Safety & Enforcement Directorate Proposed Structure

