

SEARS

Street Enforcement & Response Services



Responding to Anti-social behaviour, nuisance and low-level crime

What is the ASB in the Borough at the moment

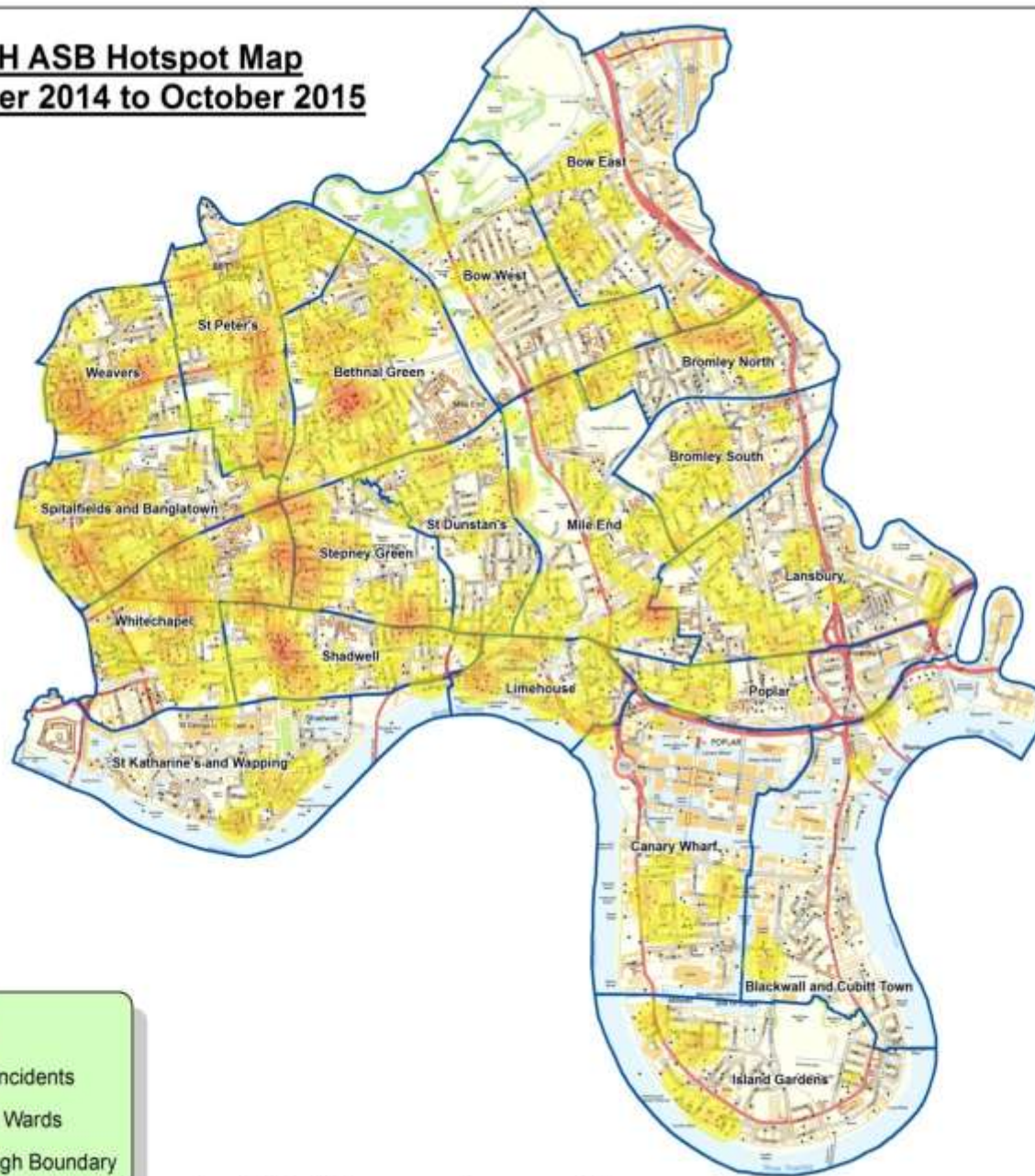
Top 6 types of ASB reported to the **Council (1206 reports in 2015)**

1. Harassment/Intimidation from individuals or groups
2. Alcohol related ASB (Mainly street drinking)
3. Misuse of public spaces - loitering
4. Drug related ASB
5. Noise
6. Litter/Rubbish/Waste/Dumping

Met Police 101 data (2015)

Offences	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Total
Anti-social behaviour	836	812	1017	1090	1257	1399	1591	1402	1080	10484

LBTH ASB Hotspot Map **November 2014 to October 2015**



Legend

- ASB Incidents
- LBTH Wards
- Borough Boundary

0 0.25 0.5 1 1.5 2 Miles

ASB Response – What is required

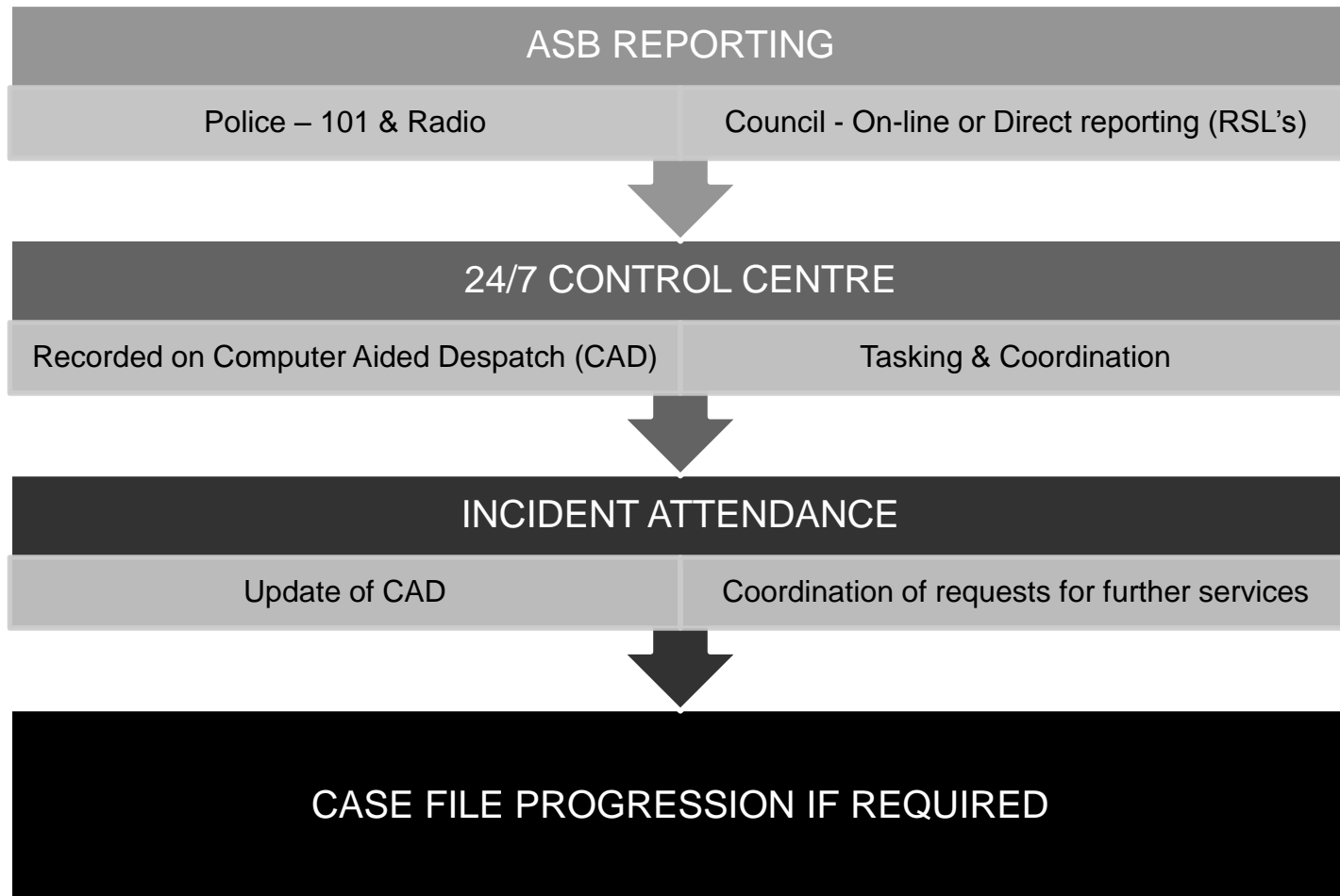
Overview & Scrutiny Report to Cabinet 3 November 2015 – How the Council, police and social landlords promote the reporting of incidents of drug dealing, taking and ASB.

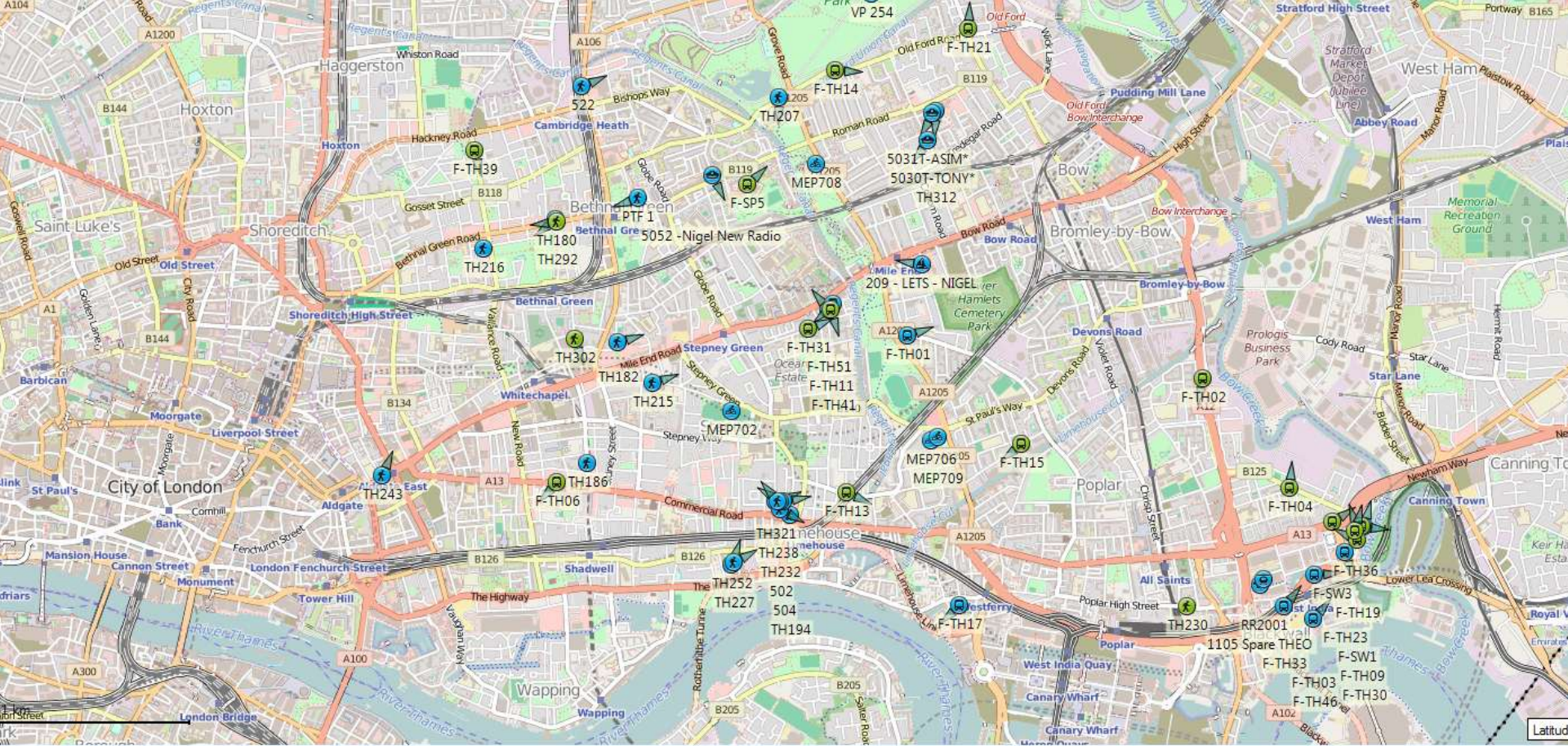
A clear message on residents and the public reporting ASB to us so that we know what is happening so that we can respond in an coordinated way.

Recommends:

- *Decide and be clear of what qualifies as ASB*
- *Minimum standards on reporting back outcomes of ASB*
- *Reiterate commitment of reporting ASB to 101*
- *Encourage reporting of ASB*
- ***Improved partnership working to tackle ASB with reduced resources – Command & Control for improved response***

Command & Control Centre Model





- Call handler – takes call & opens CAD
- Tasks nearest officer
- Officer updates control on intervention / resolution

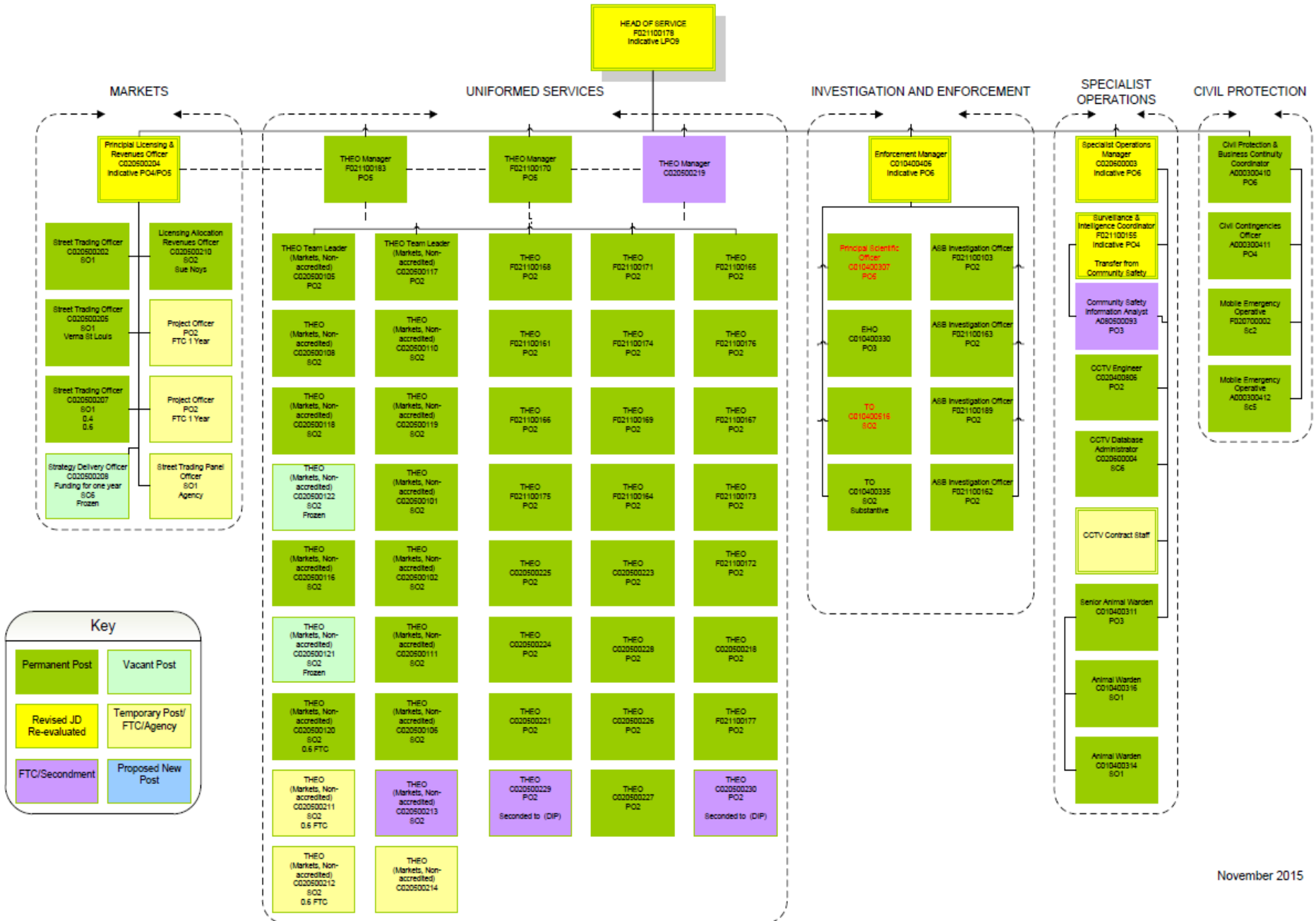
Command & Control Centre Model

How we deal with ASB

Our approach coordinates the complex mix of resources and systems that make up Council response services and ensures they function as a single unified response with standardised processes, optimised decision-making and unhindered information flows.

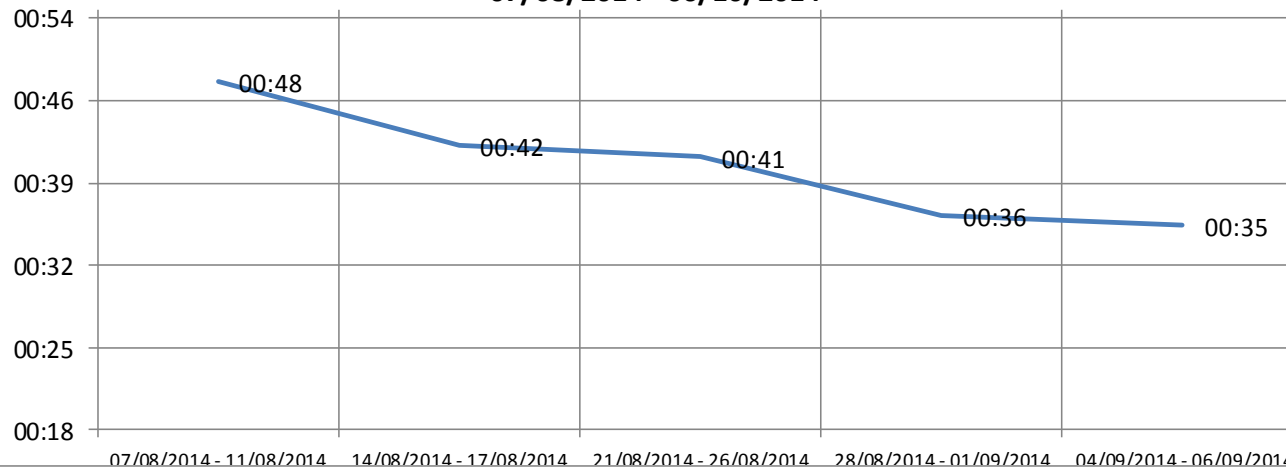
- CCTV & ANPR Cameras
- Uniformed Enforcement Officers (THEOs) Inc. Dog handlers
- ASB Investigation Officers
- Noise Enforcement Officers
- Police (1 & 5)
- Out of hours services
- Civil Emergencies
- Street Market Regulation including busking & illegal street trading
- Tower Hamlets Homes 24/7 Resident reporting line (0800)
- ASB Community Trigger process

New Structure Street Enforcement & Response Service (SEARS)



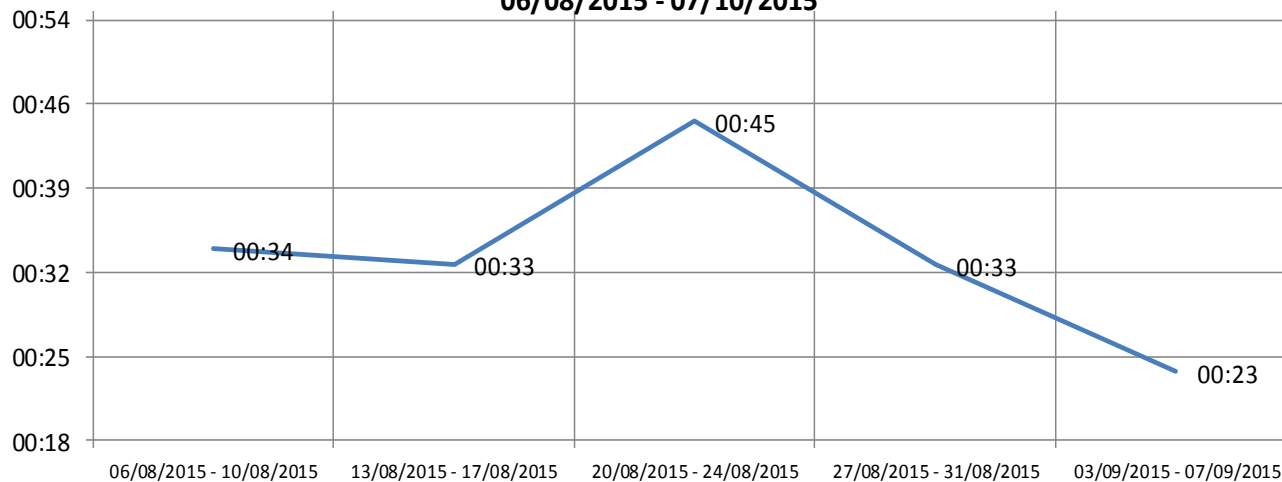
Noise response service improvements

07/08/2014 - 06/10/2014



Response	Total Calls
By Telephone	170
By Visit	170

Average Response Time THEOs
06/08/2015 - 07/10/2015



Response	Total Calls
By Telephone	82
By Visit	207

CCTV Control Centre Performance

Period of	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Accumulative
Total Number of Incidents Logged	260	237	290	253	293	297	267	299	234	234			2664
No. of Police Assisted Incidents	153	151	166	168	176	158	142	169	131	131			1545
Number of Pro Active Arrests	56	53	58	65	47	52	42	45	44	77			539
No. Incidents saved for Evidence	102	170	142	166	200	172	149	162	186	136			1585
DVD Evidence Packs Released	80	90	97	101	139	122	105	105	110	100			1049
Non Enforcement Requests CCTV Footage													
Business Owner	0	0	1	0	0	0	0	0	1	1			3
Council Official	0	0	0	0	0	0	0	0	0	0			0
Housing	0	0	0	0	0	0	0	0	0	0			0
Legal / Insurance Companies	30	23	20	16	32	28	28	24	19	23			243
Members of Public	7	5	9	10	6	10	6	9	12	14			88
Police	5	1	3	4	1	3	3	3	0	2			25
RSL	0	0	0	0	0	0	0	0	0	0			0
Missing Persons Located	3	1	2	0	0	0	1	1	0	6			14
Police No Units to Deal	6	15	19	11	12	12	20	17	9	4			125
Number of vehicles seized for No insurance MIDAS	1	0	3	0	0	3	0	1	3	1			12

What will be included

- Waste enforcement officers
- Clean & Green officers (litter, fly-tipping etc.)
- Highways officers
- Parks officers
- Other Registered Social Landlord ASB services (THH see Maps)
- Other Council out of hours call-out arrangements (Vangent)

Service Level Agreements

Tower Hamlets Homes, One Housing & Southern

- 24/7 Control Centre call response from residents to 0800
- Uniformed THEO response to call within 30 minutes
- Dog Patrols for tower blocks
- Response includes Noise nuisance
- Proactive patrols on their ASB Hot-spots
- Key witnesses service for Injunctions
- Victim & Witness protection

ASB Where we are going.....

- Joint Chaotic Persons Unit
- Full command & control of generic uniformed officers
- Ward profiles
- EVA's
- Local Area Action Plans linked to reconfigured LSP
- More use of ASB legislative tools & powers
- More preventative interventions in ASB hot-spots (RRT)
- 4 Track approach – Prevent, Support, Enforce, Rehabilitate