

SEARS Street Enforcement & Response Services



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



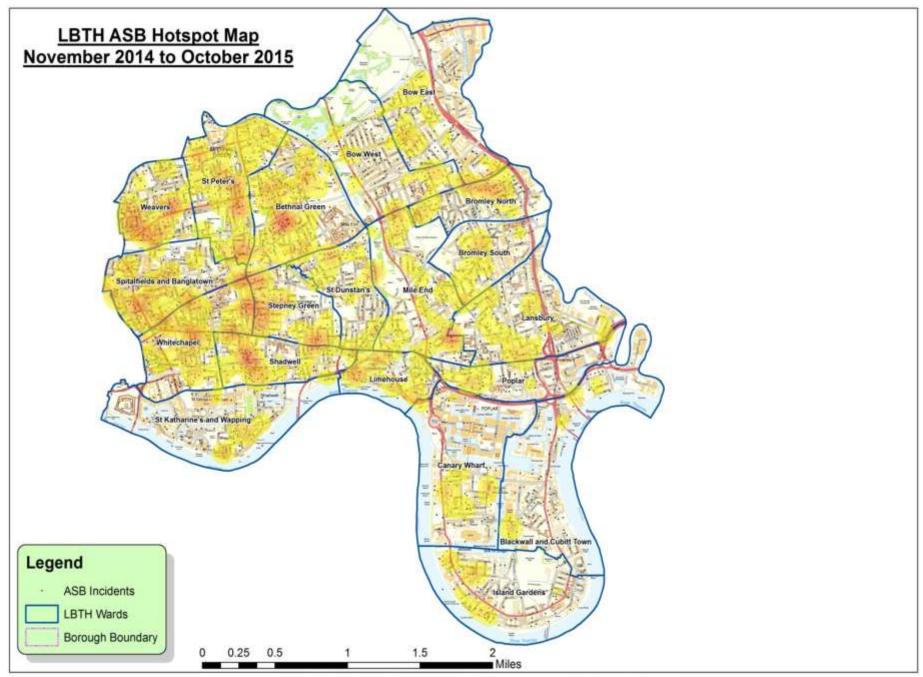
What is the ASB in the Borough at the moment

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



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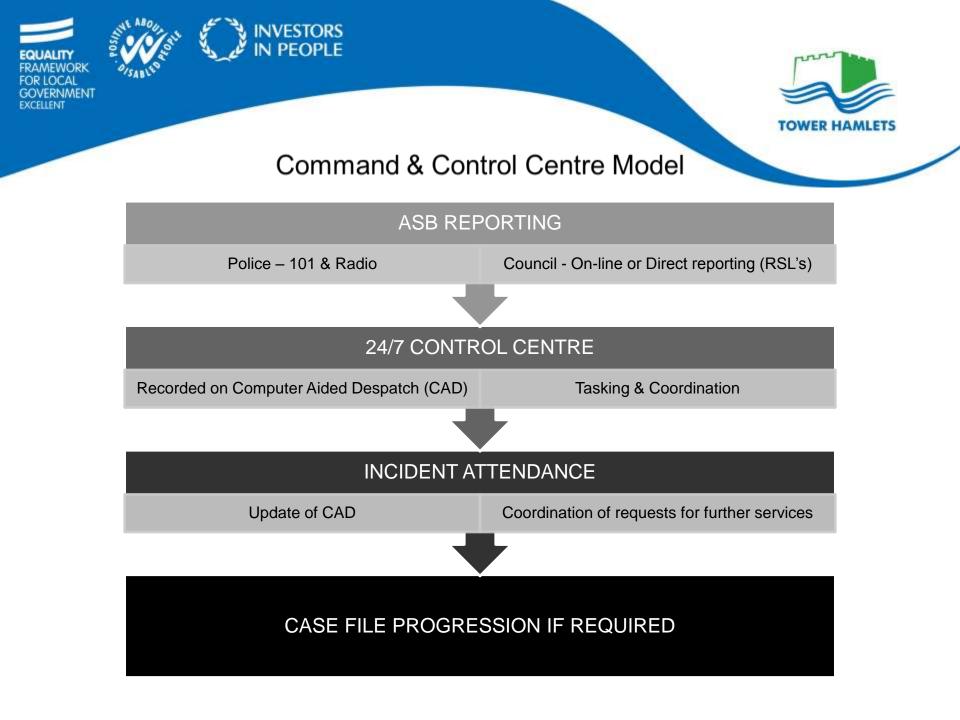
ASB Response – What is required

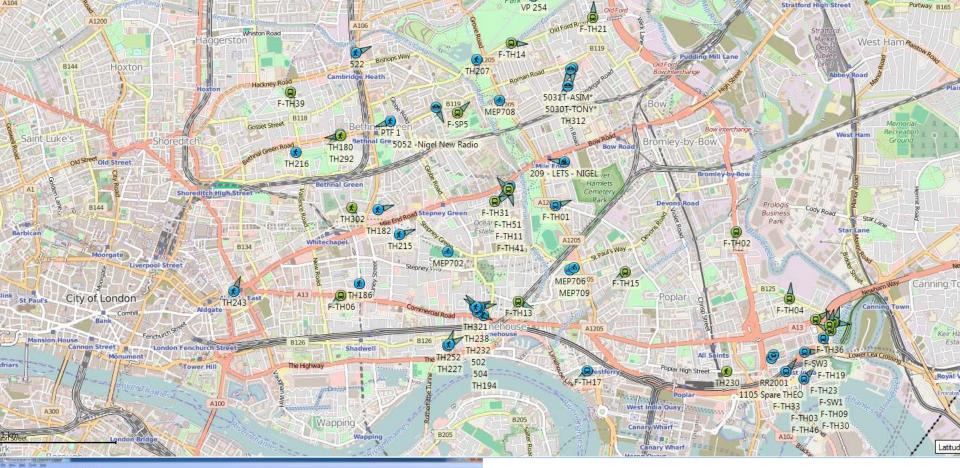
Overview & Scrutiny Report to Cabinet 3 November 2015 – How the Council, police and social landlords promote the reporting of incidents of drug dealing, taking and ASB.

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 – <u>Command & Control for improved response</u>





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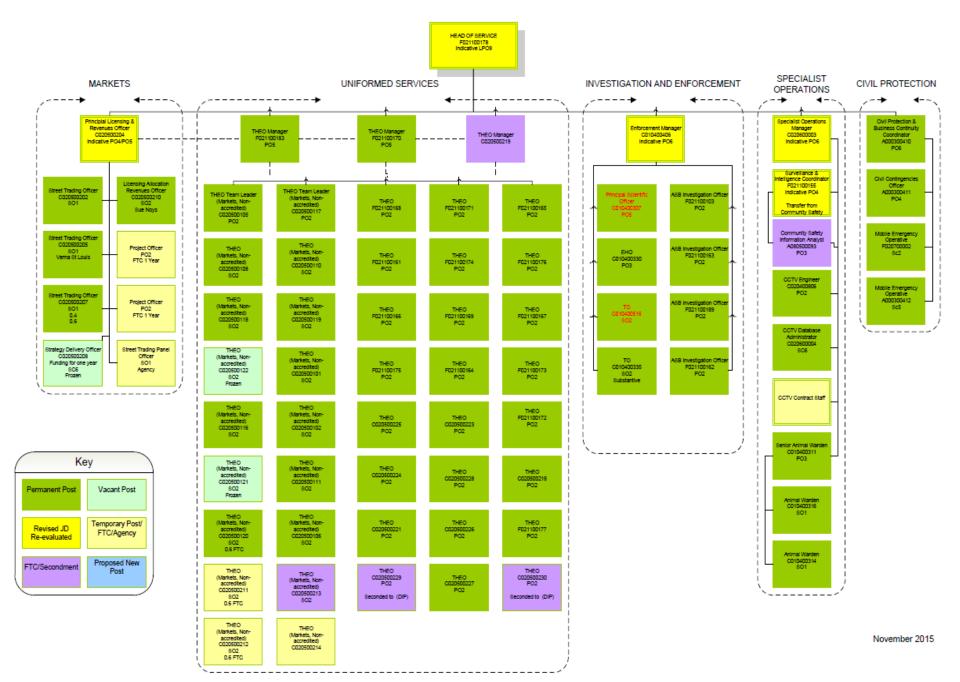
- Call handler takes call & opens CAD
- Tasks nearest officer
- Officer updates control on intervention / resolution

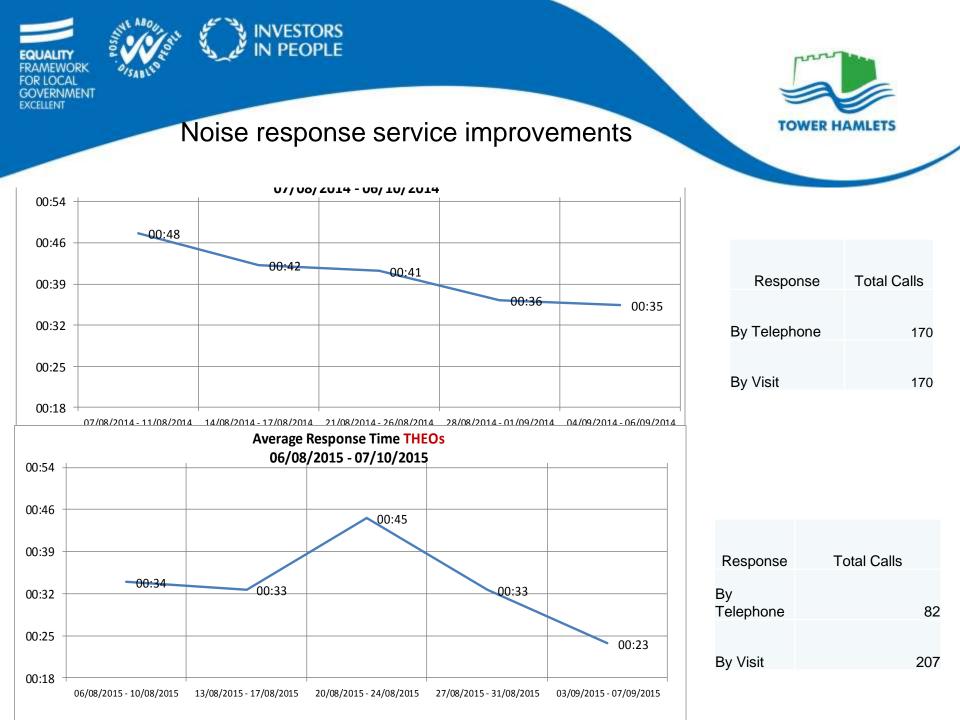


Our approach coordinates the complex mix of resources and systems that make up Council response services and ensures they function as a single unified response with standardised processes, optimised decision-making and unhindered information flows.

- 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)











CCTV Control Centre Performance

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec		Accumulative
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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