

OVERVIEW & SCRUTINY COMMITTEE

Monday, 29 February 2016 at 7.15 p.m., Room C1, 1st Floor, Town Hall, Mulberry Place, 5 Clove Crescent, London, E14 2BG

SUPPLEMENTAL AGENDA

This meeting is open to the public to attend.

Contact for further enquiries:

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agenda:



For further information including the Membership of this body and public information, see the main agenda.

6 .1	Crime and disorder spotlight (second) with Borough Commander and Safer Communities	All Wards	1 - 8
7 .1	Find it, Fix it, Love it (FIFLI)	All Wards	9 - 14

Briefing for Overview and Scrutiny Crime and Disorder Spotlight Session (29-02-16)

DATE: Monday 29th February

The O&S Committee have requested the following information to be provided for discussion to take place on the 29th February for the Crime and Disorder Spotlight Session. The session will be attended by Met Police Lead (tbc); Andy Bamber (Service Head for Community Safety) and Trevor Kennett (Head of Enforcement and Markets).

1. ASB OPERATIONAL GROUP

- **Who attends? Various agencies?**
- **Are there papers/minutes of the meeting (would like minutes from the last two meetings)?**
- **Does the meeting feedback to councilors? Why not?**
- **Does the meeting feedback to residents? Why not?**

ASB Operations Group

The ASB Operations group meet fortnightly to review and monitor priority ASB locations. At each meeting the group review the neighbourhood priorities, current ASB issues and any emerging issues identified through intelligence. The group allocates tasking resources currently under management of the Police and Council such as PTF, SNT, THEOs, Licensing, Trading Standards and Clean & Green.

Neighbourhood Priorities

Neighbourhood priorities are set at quarterly partnership meetings by each SNT Cluster (West, Central and East). The meetings are attended by the Police, Council, RSLs and Ward Panel Chairs. The priorities set at the meetings are long term issues which need a partnership approach to deal with. The priorities are set based on an intelligence product and feedback from partners and residents.

The priorities are then reviewed fortnightly at the ASB Operations Group. The group monitor progress and determine if there is a need for extra resources or powers to be used. All partners involved provide updates on activity from previous two weeks and the group looks at the number ASB calls received for each of priority locations.

Current issues

The group also review a fortnightly ASB product which highlights ASB hotspot locations from the previous two weeks based on ASB and drug calls to the Police. The ASB product also includes issues identified through members and partners. The group review the hotspot locations identified and allocate resources accordingly. At the following meeting partners provide updates on taskings that were allocated to them. Based on the updates and ASB data collated on each of the tasking location the group assess and evaluates taskings and where necessary allocates additional resources or closes issue.

ASB Product

The ASB product is based on 101 calls to the police on ASB and drug issues. Hotspots are identified by volume of calls to each location. The data set looks at reports received for two week period before each ASB operation meeting. The ASB product also includes volume of calls for all the neighbourhood priority location and current issues the group are dealing with.

Any issues that are raised by Member enquires are also addressed in the meeting with relevant responses then fed back to Members. Ward panel meetings, Safer Neighbourhood Board meetings and the Community Trigger Panel also enable an opportunity to feedback to residents in regards to specific issues and ASB in wards. Attached in Appendix A is an agenda from an ASB Group meeting

Current Membership

Council

Andy Bamber, Service Head – Safer Communities
Trevor Kennett, Head of Street Enforcement & Response
David Tolley, Head of Trading Standards and Environmental Health
Anwar Miah, Criminal Justice Manager - Drug & Alcohol Action Team
Maria Kaustrater, Community Engagement Manager – Rapid Response Team
Phil Gospage, THEO Team Leader – Enforcement Team
Kridos Pavlou, ASB Team Manager - Enforcement Team
Wesley Dean – Information Analyst - Enforcement Team
Abdul Mumin – Operations Coordinator – Community Safety Team
Liz Nelson, Interim Head of Clean Green and Highways – Public Realm
Lilian Ajose, Senior Lawyer- Legal Service
Vivienne Walker, Senior Prosecution Lawyer – Legal Service

Police

Mark Long, Chief Inspector - Neighbourhood Policing (Chair)*

Paul Crosby, Inspector – SNT West
Chris Heflin Scott, Inspector – SNT Central
Chris Parkin, Inspector – SNT East
Mark Perry, Police Constable – Licencing

Tower Hamlets Homes

Yvette Homes, ASB Manager – THH

Poplar Harca

Jamie Lock, Head of ASB – Poplar Harca
Joe William, ASB Manager – Poplar Harca

2. NEW COUNCIL FUNDED POLICE OFFICERS

- **The contract (provide a copy)**
- **Progress so far**

The Police Task Force 2 which consisted of 19 officers came to an end on the 17th December 2015. Due to a reduced budget a smaller team is now being purchased. The

smaller PTF3 team consists of 1 sergeant and 5 constables and will continue to focus on prioritising ASB, including street prostitution and drugs. The officers will continue to work closely with Tower Hamlets Enforcement Officers and other local authority officers in order to maximise their impact and effectiveness. Some marked changes to the PTF3 also include;

- The Police officers will be collocated with the manager of our street enforcement team in Mulberry Place. This closer working relationship with the council will ensure that the powers of the police are used effectively to support council officers and improve the council's response to incidents of anti-social behaviour.
- The Officers will be subject to joint tasking through the ASB Operations Group which meets fortnightly. Verbal feedback will be provided on activity at each ASB Ops meeting along with a monitoring return each quarter in regards to activity and action as noted in the service specification. Case studies with outcomes will also be provided each quarter. An annual review of performance will also be carried out each year.
- The officers will be ring fenced to the borough and will not be used by the Metropolitan Police for any other policing duties on the borough or across London. There are 3 specific exceptions to this ring-fenced commitment. The officer may be required to work at Notting Hill Carnival, New Year's Eve celebrations, and during any Civil Emergency that may occur in London.

An Individual Mayoral Agreement to approve PTF3 was completed and following call in period, contracts returned to the Police on the 21st January. Police made further comments to the contract and these have been reviewed by LBTH Legal with the contract returned for approval to Met Police. Following Police sign off the contract before is then returned to MOPAC. The PTF team is in place and the expected start date is the 22nd February 2016. Appendix C provides details of the Service Specification which forms one of the schedules supporting the contract for the PTF.

3. FINANCE COMMENTS

There are no financial implications arising from the contents of this briefing note.

4. LEGAL COMMENTS

There are no immediate legal implications arising from this briefing note.

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ASB Operations Group

Meeting

1pm, Monday 18th January 2016, Mulberry Place, 7th Floor, MP702

AGENDA

1. Apologies
2. Actions from previous meeting
3. RIPA
4. ASB Legal
5. Priorities/ issues
 - a. West
 - i. SNT Priorities
 - A. Brick Lane and Roman Road - violence and ASB
 - B. Shadwell Gardens/ Chancery House – ASB issues/ drug dealing (THH)
 - C. St James' Gardens/Horseferry Road – Alcohol drug related ASB
 - ii. Current Issues
 - A. Boundary Estate – drug dealing (SNT/ THH)
 - B. Ropemakers Field – Alcohol and drug related ASB (SNT)
 - C. Parliament Court – Drug use (SNT/ LBTH)
 - D. Boyd Street/Forbes Street – youth ASB (SNT/THH)
 - E. James Voller Way and Spencer Way – youth ASB (SNT)
 - F. Turin Street – Youth ASB and drug dealing (THEOs/ SNT/ RRT/THH)
 - G. Granby Street – rough sleepers (DIP THEOs)
 - H. Cable Street/ Chicken Shop – ASB and littering (SNT)
 - iii. Emerging issues
 - A. The Verge Bar, Brick Lane – Beggars, street drinkers, vagrants
 - b. Central
 - i. SNT Priorities
 - A. O'Leary Square – Youth ASB/ drugs/ robberies (Op Equinox)
 - B. Globe Road - youth violence and robberies
 - C. Roman Road East – youth and gang ASB (RRT)
 - ii. Current Issues
 - A. Clarkson, Hollybush, Middleton Green, Nelson Grn, Teesdale – ASB in cars/ drugs (SNT/ RRT)
 - B. Collingwood/ Orion House – ASB issues (STN, RRT/THH)
 - C. Mowlem Street – Drug use/ drug dealing (SNT)
 - iii. Emerging issues
 - A. Watney St/ Spencer Way/ Martha St – Cars/ youth ASB/ stabbing

c. East

i. SNT Priorities

- A. Aberfeldy/ St Leonards Rd/ Balfron - ASB and youth violence (PH)
- B. Poplar High Street/ Robin Hood - ASB and youth violence (THEOs)
- C. Devons Road – ASB issues

ii. Current Issues

- A. Burrells Wharf - Alcohol and drug related ASB (SNT/ THEOs/LBTH)
- B. Millharbour – ASB from cars (SNT)
- C. Stroudley Walk – youth ASB (PH/ SNT/ THEOs)
- D. Fitzgerald House – Drug dealing (SNT/ PH/ RRT)
- E. Brock Place – ASB issues (THEOs)

iii. Bid

- A. Warrant execution – counterfeit goods

6. Responsible Drinking Borough

7. Forward Planner

8. AOB

Schedule 3

The Objectives

The team consisting of 1 Sergeant and 5 Constables will form the Partnership Taskforce 3 (“PTF3”).

Anti-social behaviour (ASB) continues to be a primary concern of both parties, with Tower Hamlets being ranked 2nd highest in ASB in London for the last 4 years. The PTF3 will have a remit to tackle:

- Anti-social Behaviour

It is proposed that the PTF3 will be co-located at the Council and be directed and managed in partnership by both the Enforcement Operations Manager and Sector Inspector. PTF3 is expected to work in partnership with a wide range of Council services and the wider partnership.

PTF3 will be tasked as required through the bi-weekly ASB Operations group meeting. All tasking requests should go to the ASB Operations group with evidence packs. This group share ASB intelligence and data, problem solve long standing ASB issues and take updates on progress reports on the most recent deployment. This partnership meeting is attended by relevant heads of service from Safer Communities, Sector Inspectors and Chief Inspector of Neighbourhood Policing. The PTF3 and the Tower Hamlets Enforcement Officers (“THEOs”) will be deployed from this group. Day to day operations will be managed in joint communication between Service Head for Enforcement and the Sector Inspector as appropriate.

Outputs and Performance

The London Borough should be provided with verbal updates at the bi-weekly ASB Operations group meeting.

The Authority will provide the London Borough with a report outlining the performance of the PTF3 at 3 monthly intervals. This also aligns with issuing the quarterly payments. This report will provide a summary of the following performance measures;

- Number of Partnership Operations/taskings undertaken
- Number of Stop/Search & Account
- Number of Arrests
- Number of weapons sweeps
- Number of warrants
- Number of other outcomes, i.e PNDs
- Significant results/good news

Impact of the PTF3 (Outcomes)

It is understood that the PFT3 may not impact the headline surveys significantly but there will be some overall contribution towards headline surveys in the form of publicising successful outcomes. The London Borough will measure this by monitoring the following:


Headline Surveys:

- Impact on fear of crime from Public Attitude Survey;
- Impact on confidence and satisfaction survey;

Tasking outcomes:

- Baseline before and after tasking in geographical problem area;
- Reduction in the number of ASB calls and reports to tasking areas;
- Reduction in repeat callers from tasking area;
- Feedback from ASB operations group regarding tasking and outcomes achieved;
- 2 case studies with outcomes

Whilst the London Borough of Tower Hamlets and the Authority are committed to delivery and achievement of the objectives listed in this schedule, it is recognised by both parties that they are aspirational and will not in anyway affect the payment of, or value of the grant as specified in Schedule 2.

Non-Executive Report of the: Overview & Scrutiny 29 th February 2016	
Report of: Stephen Halsey – Corporate Director, CLC	Classification: Unrestricted
Find it, Fix it, Love it (FIFILI)	

Originating Officer(s)	Liz Nelson
Wards affected	All wards

Summary

This report covers the use of FIFILI, its take up, key links and impact. Background context specific to behaviour change initiatives more widely is also included.

Recommendations:

The Overview and Scrutiny Committee is recommended to:

1. Note that the Clean and Green service has witnessed the continued uptake of FIFILI, recent updates have seen further features added to the application such as the ability to sign up the volunteering program. The service will continue promoting the application to further increase the amount users with a dedication marketing and advertising campaign.
2. Note that the Councils web site is being reviewed with the aim of providing access to all 'love it' pictures, helping to promote a positive image of the Borough. This access point will also be used to provide direct links to social media which can be used to advertise news and updates.
3. Note that Clean and Green are working with Corporate IT to develop some forward thinking regarding the development and application of smart phone technology.

1. REASONS FOR THE DECISIONS

1.1 Not applicable.

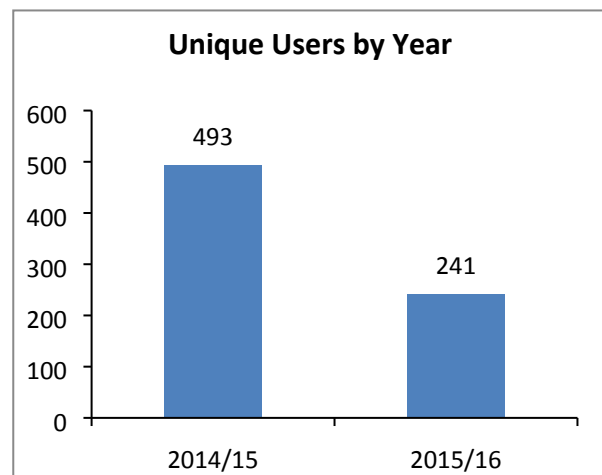
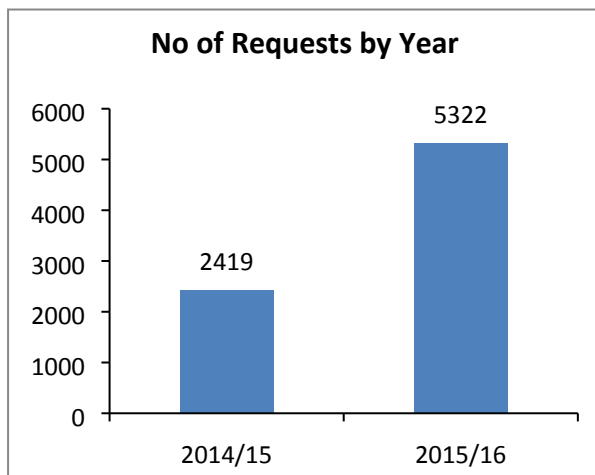
2. ALTERNATIVE OPTIONS

2.1 No alternative option.

3. DETAILS OF REPORT

Usage of FiFiLi and impact

We have seen a 120% increase in Service requests since we updated FiFiLi in June 2015.



2015/16 Unique users are less than 2014/15 as the new update allows anonymous users. We have received 585 anonymous service requests in 2015/16

The service will continue promoting the application to further increase the amount users with a dedication marketing and advertising campaign and is working with the Councils web team to integrate FiFiLi feedback into the Councils web site. In particular, the positive messages specific to those parts of the Borough that people love. It is the intention to use this to support promotion of positive behaviour change. Clean and Green are working with the Councils ICT service to explore the further potential of smart phones in this area. Technology at the moment is such that they do not represent a 'magic bullet' given the lack of connectivity with Customer Relationship Systems and data management systems necessary to track reports through to solutions but this may change and the service will keep looking for cost effective opportunities to exploit this technology.

How we respond to social media.

The service works with Corporate Communications Team who monitor Twitter specific to clean and green issues and responds where appropriate. Once a complaint is made via Twitter, the following steps are undertaken by the team:

- Investigate complaint and identify which service needs to resolve the issue
- Pass on the information to relevant delivery team via Customer Contact Centre
- Delivery Team rectify issue within agreed timescale stated within their SLA
- Communications Team responds to Tweet with the following:
 - Thank them for informing the council
 - Assuring them the issue has been passed to the relevant team and will be rectified

How the Service promotes behaviour change.

The council's contractor - Veolia has a designated Communications, Education and Outreach team. The role of the team is to engage with residents regarding recycling and waste related matters and educate residents about how to recycle and dispose waste correctly by doorstep visits, organising and attending educational events and delivering workshops to both adults and children. In 2015:

- The team knocked on 21673 doors engaging with 6049 residents via door knocking
- Attended 71 community events engaging with 3031 residents
- Designed and delivered communication materials such as posters, leaflets, and letters going out to Tower Hamlets residents
- Delivered regular borough wide advertising campaigns making sure everyone in Tower Hamlets knows what arrangement and services are in place

Since the team started operating in the borough in 2009 the main focus of their work has been recycling, however since the Mayor's priorities being issued in 2015 it is now also litter. The team is currently working on a communications campaign targeting littering. The campaign will consist of outdoor media, organised litter picks with community groups as well as litter education being introduced in primary and secondary schools.

The council provides many initiatives that are designed to encourage change in behaviour in relation to street cleansing. Some of the innovative projects we have delivered such as FIFILI & QR Codes on bins are purposely marketed to change behaviour and perception. FIFILI & QR codes provide a direct reporting tool for the public. This reduces barriers to accessing services and provides opportunities for users to witness improvements themselves. These projects also allow residents to take more direct responsibility for their local environment and take ownership of their borough, proactively reporting issues related to cleansing etc. The use of social media to communicate this message has proved very effective with 'love its' being posted regularly on the councils Instagram page.

Another channel the council uses to work closely with residents to change behaviour is the Community Volunteering service. The volunteering service is built on turning hotspot areas of dumping, graffiti and ASB into a community garden that local residents can enjoy.

Impact of previous service changes (budget reductions) on street cleaning

The previous administration took a decision to reduce the resources available to support cleansing and waste management across the Borough as a response to the first phase of the Government's Public Sector Austerity Programme.

4. COMMENTS OF THE CHIEF FINANCE OFFICER

4.1 There are no specific financial implications emanating from this noting report.

5. LEGAL COMMENTS

5.1 No legal implications.

6. ONE TOWER HAMLETS CONSIDERATIONS

6.1 Not applicable.

7. BEST VALUE (BV) IMPLICATIONS

7.1 The use of FIFLI has already provided savings of over 300k since its release in 2013; it also continues to provide workforce efficiency by using of data that allows teams to specifically target hotspot areas. This provides a far more effective service which provides an increase in enforcement and increases resident's satisfaction.

8. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

8.1 The purpose of FIFLI was to simplify the reporting of environment based issues residents encountered, it was also launched to target an audience that were not likely to otherwise raise issues, for example commuters and visitors. With the use of the 'love it' function users are encouraged to post pictures of things they love about the borough such as clean streets. From the various 'love it' pictures we have received it is obvious the application has helped provide a healthier attitude in making the borough a better place.

9. RISK MANAGEMENT IMPLICATIONS

9.1 No known risks.

10. CRIME AND DISORDER REDUCTION IMPLICATIONS

- 10.1 Some of the requests we have received from users relate to Anti-social behaviour and petty crime, our system is preconfigured to automatically pass these requests to the relevant team/department.
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Linked Reports, Appendices and Background Documents

Linked Report

- NONE

Appendices

- NONE

Local Government Act, 1972 Section 100D (As amended) List of "Background Papers" used in the preparation of this report

- NONE

Officer contact details for documents:

- N/A

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