



Scrutiny committee

Date: **Thursday, 21 September 2023**
Time: **16:30**
Venue: **Mancroft room City Hall, St Peters Street, Norwich, NR2 1NH**

There will be a pre meeting for members of the committee at 16:00.

Committee members:

Councillors:

Ackroyd (Chair)
Thomas (Va) (Vice chair)
Carrington
Driver
Fox
Francis
Fulton-McAlister (M)
Galvin
Haynes
Osborn
Padda
Prinsley
Stutely
Thomas (Vi)

For further information please contact:

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Agenda

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- 1 Apologies**
To receive apologies for absence.
- 2 Declarations of interest**
(Please note that it is the responsibility of individual members to declare an interest prior to the item if they arrive late for the meeting).
- 3 Scrutiny Committee Work Programme Report 2023-24** **3 - 36**
Purpose: To assist scrutiny committee members to review and agree the scrutiny committee work programme 2023-24.
- 4 Review of how the council addresses anti-social behaviour** **37 - 48**
Purpose: To explain how the council works to (and influences partners to) address ASB and community safety issues in Norwich. The scope of the report will explore the tools and powers available to deal with these issues.

Date of publication: **Wednesday, 13 September 2023**



Committee Name: Scrutiny

Committee Date: 21/09/2023

Report Title: Scrutiny Committee Work Programme 2023-24

Portfolio: Councillor Kendrick, cabinet member for resources

Report from: Head of legal and procurement

Wards: All Wards

OPEN PUBLIC ITEM

Purpose

To assist scrutiny committee members to review and agree the scrutiny committee work programme 2023-24

Recommendation:

That members consider and agree the proposed scrutiny committee work programme for 2023-24.

Policy Framework

The Council has five corporate priorities, which are:

- People live independently and well in a diverse and safe city.
- Norwich is a sustainable and healthy city.
- Norwich has the infrastructure and housing it needs to be a successful city.
- The city has an inclusive economy in which residents have equal opportunity to flourish.
- Norwich City Council is in good shape to serve the city.

This report meets the Norwich City Council is in good shape to serve the city corporate priority.

Report Details

Developing a work programme for the scrutiny committee

1. Members had an informal work programme setting workshop on 25 May 2023 and agreed a work programme at the meeting held on 29 June 2023. Further discussions took place at the meeting on 20 July 2023.
2. Members were advised that the topic Corporate Plan Update might not be ready for the September committee and at the committee meeting held on 20 July 2023 it was agreed to schedule this for the October meeting. Since this update officers have requested that the corporate plan be moved to the January 2024 scrutiny committee meeting.
3. Members requested that the topic how the council addresses anti-social behaviour move from the October to the September committee meeting which has been confirmed.
4. In reference to the item Parks and Open Spaces Strategy, members discussed when it would be best to conduct scrutiny on this strategy and the timeline has been revised with the topic coming to the March 2024 meeting of committee.
5. Members discussed the topic of retrofitting and proposed this be progressed via a task and finish group and requested that officers bring a draft Terms of Reference to a future meeting. At the July committee meeting members requested that the draft Terms of reference be circulated by email with the group to convene and report back at the November 2023 committee meeting.
6. The attached work programme reflects the changes members agreed at the committee meetings held on 29 June and 20 July 2023 and includes the proposed change to the scheduling of the Corporate Plan Update.

Recurring items

7. There are certain items that occur throughout the civic year that are programmed in. These are the scrutiny committee work programme (each meeting), Equality Information Report (December/ January), the Council's companies Business Plans (December) and pre-scrutiny of the proposed budget (February).
8. Updates are received from the council's representative on the Norfolk Health and Overview Scrutiny Committee (NHOSC) and the council's representative on the Norfolk Countywide Community Safety Partnership Scrutiny Sub Panel (NCCSPSSP).

Scope for scheduling items onto the work programme

9. It has been previously agreed that committee should agree as few as possible substantive topics per meeting. The main reason for this is to ensure that there is enough time for the committee to effectively consider the issues and make fair and evidence based recommendations. Ideally one substantive item per meeting would be the aim.

10. Members are able to revise the work programme on a monthly basis if and when required due to changing events. This is done through the work programme standing item at each meeting. Members therefore may wish to consider keeping some space on the work programme to facilitate this.

Committee development

11. Members undertook training on how to undertake effective scrutiny from The Centre for Governance and Scrutiny on 22 June 2023. Two ideas members suggested at the training was for scrutiny committee to undertake joint training with cabinet and for the committee to undertake a scrutiny review. Members are asked to advise if they would like to progress these ideas and how.

Consultation

12. Members of the scrutiny committee considered work programme setting at an informal meeting on 25 May 2023, the work programme was reviewed at the meeting held on 29 June 2023 and the attached work programme agreed at the meeting held on 20 July 2023. Members of the public are encouraged to submit topics for scrutiny via a form on the council’s website. The portfolio holder will be briefed as part of the regular portfolio holder briefings.

13. Members requested a Scrutiny Tracker to track the progress of recommendations made to cabinet by the committee, this is attached as Appendix B.

Implications

Financial and Resources

14. Any decision to reduce or increase resources or alternatively increase income must be made within the context of the council’s stated priorities, as set out in its Corporate Plan and Budget.

15. Any impact on resources resulting from this report will be accommodated within existing budgets or the relevant approvals will be sought if additional budget is required.

Legal

16. No specific legal implications of this report.

Statutory Considerations

Consideration	Details of any implications and proposed measures to address:
Equality and Diversity	None
Health, Social and Economic Impact	None
Crime and Disorder	None
Children and Adults Safeguarding	None
Environmental Impact	None

Risk Management

Risk	Consequence	Controls Required
None		

Other Options Considered

17. There have been no other options considered for this report.

Reasons for the decision/recommendation

18. This is a standing item on the scrutiny committee agenda to allow members to review the scrutiny committee work programme.

Background papers: None

Appendices:

Appendix A - Scrutiny committee work programme 2023-24

Appendix B - Scrutiny recommendations tracker

Contact Officer:

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Scrutiny Committee Work Programme 2023-2024

Date	Item	Portfolio Holder Senior Officer Report author
20/07/2023	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	The Elections Act	Cllr Kendrick Stuart Guthrie Tom Henry
25/07/2023	Welcoming refugees and asylum seekers to Norwich TOPIC, hear from organisations that support refugees and asylum seekers.	Cllr Giles Max Griffiths Alex Hand
21/09/2023	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	Review of how the council addresses anti-social behaviour	Cllr Jones Chris Hancock
12/10/2023	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
23/11/2023	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	Retrofitting – Task and Finish Group to report back	
07/12/2023	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	Equality Information report	
	Lion Homes Business Plan	
	NCSL Business Plan	

Date	Item	Portfolio Holder Senior Officer Report author
25/01/2024	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	LOVE Norwich review	
	Corporate Plan Update	
01/02/2024	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	Budget	
21/03/2024	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	Biodiversity Strategy outcomes	
	Parks and Open Spaces Strategy	

Scrutiny committee recommendation tracker 2023-24



Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	1) Note the outcomes of the task and finish group investigations	N/A	Complete	
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	2) Note the outcomes of the online survey	N/A	Complete	
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	3) Recommend to Cabinet that the following proposals arising from the task and finish group be adopted: a) That the council decision in February 2007 to discontinue Waste Amnesty collections in areas of highest fly-tipping incidence is reviewed	Agreed - 16/11/2022	In progress	Details contained within cabinet report: "9. These implications can be mitigated in a number of ways, primarily as follows a. In March of this year, the Council submitted a bid to the UK Shared Prosperity Fund for a programme of neighbourhood improvements. £0.341m in capital and revenue funding has been requested to provide a programme of Neighbourhood Clean-Ups in areas identified by data. Activities will include removal of fly tipping, and an amnesty on waste which will be monitored so that anything usable can be donated or upcycled for

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
					<p>further use. It is also proposed that relevant staff will be on hand to speak with residents about wider priorities for their local area to maximize engagement with the council and promote the formation of local community groups. This should address the recommendation in paragraph 3 a and mean that the re introduction of the waste amnesty and the review of the charging structure for bulky waste collections are no longer necessary"</p> <p>This will be included when the corporate plan is reviewed when all these actions should be incorporated as part of the Environmental Services KPIs. Officers have requested that this is brought to the scrutiny committee in January 2024</p>
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	b)The number, locations, and types of bins in communal areas are reviewed in the fly-tipping hotspots identified, as well as developing designs for	Agreed - 16/11/2022	In progress	<p>Details from cabinet report: "This recommendation would be considered best practice"</p> <p>This will be included when the corporate plan is reviewed when all these actions should be</p>

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
		storage areas that prevent and deter fly-tipping			incorporated as part of the Environmental Services KPIs. Officers have requested that this is brought to the scrutiny committee in January 2024
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	c) Pre Covid enforcement arrangements for fly-tipping are re-established, and expanded to include the use of CCTV	Agreed - 16/11/2022	In progress	<p>Details contained within cabinet report: "9c. With regards to fly tipping, proposals include increased investigation of fly tipping incidents in identified hot spots, increased use of CCTV where appropriate, improved engagement with residents and communities through the Neighbourhood and Community Enablement team. In addition, data relating to environmental anti social behaviour is now regularly reviewed by officers and used to develop interventions in known hot spots. This will allow Environment Services to contribute to actions arising from the new Community Safety Strategy"</p> <p>Received 100k funding for increased CCTV, pre-covid enforcement arrangements will be</p>

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
					part of environmental services service restore due to be completed Autumn 2023
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	d) Arrangements for engaging with residents with regards to fly-tipping are reviewed and improved, including consultation on proposed actions arising from this report. This should include improved partnership working between Citywide Services and Housing Estate Management in the design of services and facilities to reduce fly-tipping in our Housing Estates	Agreed - 16/11/2022	In progress	<p>Details contained within cabinet report: "9c. With regards to fly tipping, proposals include increased investigation of fly tipping incidents in identified hot spots, increased use of CCTV where appropriate, improved engagement with residents and communities through the Neighbourhood and Community Enablement team. In addition, data relating to environmental anti social behaviour is now regularly reviewed by officers and used to develop interventions in known hot spots. This will allow Environment Services to contribute to actions arising from the new Community Safety Strategy</p> <p>9e. Environment Services has also started working with Housing Services to identify bin stores requiring upgrade. Housing Services have committed to</p>

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
					<p>funding these upgrades through its Estate Improvement programme. Timescales for carrying out the work have yet to be confirmed, but will take place as soon as possible once locations have been confirmed" This will be included when the corporate plan is reviewed when all these actions should be incorporated as part of the Environmental Services KPIs. Officers have requested that this is brought to the scrutiny committee in January 2024</p>
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	e) Local facilities for upcycling and reuse of unwanted items are considered in partnership with the County Council as Waste Disposal Authority	Agreed - 16/11/2022	In progress	<p>Details from cabinet report: "This recommendation would be considered best practice" This will be included when the corporate plan is reviewed when all these actions should be incorporated as part of the Environmental Services KPIs. Officers have requested that this is brought to the scrutiny committee in January 2024</p>
14/07/2022	Report from the Communal bins and	f) The workflow and processes for managing fly-tipping	Agreed - 16/11/2022	Complete	<p>Details contained within cabinet report: "9 d. Finally, the workflow</p>

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	fly-tipping task and finish group	between NCSL, Biffa and the council are reviewed and streamlined to improve efficiency and effectiveness			between citywide services, Biffa and NCSL is under continuous review, and the work carried out by the Fly Tipping Task and Finish Group has allowed us to make a number of improvements in this regard"
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	g) The charging structure for the Bulky Uplift service is reviewed to make accessing the service easier for residents on low incomes and Universal Credit	Agreed - 16/11/2022	Complete	Details contained within cabinet report: "11. The budget for Bulky Waste income is £0.054m per annum (£0.082m actual for FY 2021/22). Environment Services are reviewing the charging structure for the Bulky Uplift service to make accessing the service easier for residents on low incomes and Universal Credit." Further details on this would be included in the action plan as detailed in 5b)
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	h) The service considers the use of an app for reporting fly-tipping	Agreed - 16/11/2022	In progress	Details from cabinet report: "This recommendation would be considered best practice" Review of customer contact for all environmental services to start by late 2023, the use of an app to report fly-tipping will be considered as part of this review

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	i) The manner in which the council records and analyses Environmental Anti-Social Behaviour is reviewed	Agreed - 16/11/2022	Complete	Details from cabinet report: "9c. With regards to fly tipping, proposals include increased investigation of fly tipping incidents in identified hot spots, increased use of CCTV where appropriate, improved engagement with residents and communities through the Neighbourhood and Community Enablement team. In addition, data relating to environmental anti social behaviour is now regularly reviewed by officers and used to develop interventions in known hot spots. This will allow Environment Services to contribute to actions arising from the new Community Safety Strategy"
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	j) The service continues to review best practice elsewhere	Agreed - 16/11/2022	Complete	Details from cabinet report: "This recommendation would be considered best practice" Further details on this would be included in the action plan as detailed in 5b)
14/07/2022	Report from the Communal bins and	k) That the Council reviews current enforcement	Agreed - 16/11/2022	Complete	Details contained within cabinet report: "9c. With regards to fly

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Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	fly-tipping task and finish group	arrangements to ensure that the full range of sanctions available to the council are used more effectively			tipping, proposals include increased investigation of fly tipping incidents in identified hot spots, increased use of CCTV where appropriate, improved engagement with residents and communities through the Neighbourhood and Community Enablement team. In addition, data relating to environmental anti social behaviour is now regularly reviewed by officers and used to develop interventions in known hot spots. This will allow Environment Services to contribute to actions arising from the new Community Safety Strategy" Further information on this will be included in the action plan as agreed in 5b)
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	4) Thank the operatives involved in waste management and dealing with fly-tipping and to ensure there is a process for gathering feedback from these operatives		Complete	Emailed to relevant officer for consideration

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	5) Recommend cabinet: a) To ask officers to work with partners and local businesses on dealing with waste that arises from their products or services being used and promoting any existing services	Agreed - 16/11/2022	Complete	Details contained within cabinet report: "9b. The council is also about to launch its "Love Norwich – do your bit" campaign, which will also target environmental Anti Social Behaviour in our neighbourhoods. This recognizes the increasing demand for robust action to be taken against those committing environmental ASB. It will also address the recommendation at paragraph 4.a., that officers work with partners and local businesses on dealing with waste that arises from their products or services being used and promoting any existing services"
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	b) To ensure that any actions and reviews arising from the task and finish group have a clear timeline for implementation so that they can be monitored and followed up on	Amended and then agreed - 16/11/2022	In progress	This recommendation was amended at cabinet to read "4) Agree a timeline is set to an action plan with Key Performance Indicators being considered at the annual refresh of the corporate plan." This will be included when the corporate plan is reviewed when all these actions should be

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Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
					incorporated as part of the Environmental Services KPIs. Officers have requested that this is brought to the scrutiny committee in January 2024
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	6) Ask the leader of the council to write to the leader of Norfolk County Council to ask the county council to: a) Reverse charges on DIY waste at recycling centres. b) Provide funding for lower income residents of Norwich city centre to deal with their bulky waste	N/A	Complete	Letter has been sent to Cllr Proctor and response has been received by the committee
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	7) Ask group leaders to write to Government to ask for cuts to local government to be reversed; and	N/A	In progress	Letters currently being looked at by group leaders
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	8) To publish the results of the survey in the minutes of this meeting	N/A	Complete	Published on the website
13/10/2022	County Lines	1) note the update on county lines; and	N/A	Complete	
13/10/2022	County Lines	2) to ask the committee officer to circulate an update on the committee	N/A	Complete	The recommendations are below:

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Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
		recommendations on county lines from the scrutiny committee meeting held in September 2018.			
13/10/2022	County Lines	Recommendations from 2018: 1) liaise with contractors to provide front line staff with training on safeguarding and awareness of County Lines and that there is a process for reporting incidents to contribute to intelligence gathering; 2) provide Norwich City Council Councillors with training on safeguarding and awareness of County Lines and that there is a process for reporting incidents to contribute to intelligence gathering; 3) following consultation with the police, that the council explores the removal of tags which demarcate the territories of drug gangs; 4) review the licensing policy and procedures to	N/A	Complete	1) Process exists for contractors to raise concerns. 2) This was done at the scrutiny meeting 3) Regular meetings to raise issues of concern established with Police already. 4) update from officers: "Right now, the county lines issue is captured by the wider safeguarding sections of the policies & conditions. New drivers must complete safeguarding training prior to licensing and there is a safeguarding code of conduct for all drivers covering signs to look out for and how to report concerns. Since 2018, there has been some legislative reform with county lines covered specifically in the Statutory Taxi & Private Hire Vehicle Standards published by the DfT July 2020. We must have

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Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
		<p>ensure that County Lines' activity is captured particularly in relation to the fit and proper test in relation to licences for private hire drivers and hackney carriage drivers; and</p> <p>5) review tenancy agreements and procedures for rapid response to County Lines' activities and treatment of vulnerable tenants "cuckooed" by criminals.</p> <p>Emails sent to relevant officers to provide update</p>			<p>regard to that document already and in the coming months our taxi policy and conditions are to be updated to implement the recommendations made in those statutory standards subject to consultation and committee agreement. Somewhat delayed but as I said that requirement to take those statutory standards into account exists without the policy changes.</p> <p>On individual applicants / licence holders, the DBS and police disclosure schemes are in operation to allow information sharing if people are suspected / charged / convicted of any relevant offences."</p> <p>5) The council already have the necessary tools to do this and brought in some guidance for staff in relation to</p>
08/12/2022	Update on debt advice and support services	1) That the council maintains a 100% Council Tax reduction scheme;	Agreed - 18/01/2023	Complete	This will form part of the Local Council Tax Reduction Scheme report that will be considered by cabinet and council in February 2023.

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
					This was agreed at Budget Council on 21 February 2023
08/12/2022	Update on debt advice and support services	2) That the council maintain its financial support of the Financial Inclusion Consortium;	Agreed - 18/01/2023	Complete	This will form part of the Local Council Tax Reduction Scheme report that will be considered by cabinet and council in February 2023. This was agreed at Budget Council on 21 February 2023
08/12/2022	Update on debt advice and support services	3) That cabinet lobbies against the punitive elements of the benefit system such as the recovery of overpayments and the Spare Room Subsidy;	Agreed - 18/01/2023	Complete	Request passed to political assistant to action
08/12/2022	Update on debt advice and support services	4) That the council campaigns to encourage everyone to claim what benefits they are entitled to;	Agreed - 18/01/2023	Complete	Emailed relevant officers
08/12/2022	Update on debt advice and support services	5) That officers circulate a list to councillors of any additional subsidiary advice agencies that could assist residents;	N/A	Complete	This list does not exist so unable to circulate to members
08/12/2022	Update on debt advice and support services	6) That council tax and housing benefit letters when revised are brought to scrutiny committee to be reviewed and that partners such as the	Agreed - 18/01/2023	Complete	Letters sent out to members and feedback received

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Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
		tenant improvement panel, leaseholder group, Citizens Advice Bureau and Norfolk Community Law Service are consulted on changes;			
08/12/2022	Update on debt advice and support services	7) If collected, that information as to why households fall into debt is provided; and	Agreed - 18/01/2023	Complete	This data is not recorded as part of the questioning when dealing with customers, and there may be multiple reasons.
08/12/2022	Update on debt advice and support services	8) Illustrate how many people access debt information and by what means; in person, online or by telephone.	Agreed - 18/01/2023	Complete	<p>For council tenants we would hold some data through the income team. If someone, not a council tenant, contacted the council via the phone they would be referred through Norfolk Community Advice Network (NCAN).</p> <p>From 13 June 2022 to 31 March 2023 there were 136 budget adviser debt referrals (our tenants with in house debt e.g rent and council tax) and 121 money advice debt referrals (our tenants with multiple debts).</p> <p>In 2022 there were a total of 1610 debt referrals through the Norfolk Community Advice online referral and of those 281 (17.4%) were made by Norwich City Council).</p>

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
					NCAN accept referrals from all residents regardless of tenure.
08/12/2022	NRL Business Plan	RESOLVED to note the Norwich Regeneration Ltd business plan 2023-2033.	N/A	Complete	A recommendation was made at the cabinet meeting on 14 December 2022 which was as follows: To both grow, deliver and to mitigate overexposure to commercial risk from one sector, cabinet will support more detailed work on the part of NRL to spread risk and build resilience further into the business, by committing to its scoping in detail the business case for projects like energy saving pilots and skills building for young people.
19/01/2023	Green Financing	Members discussed and agreed that recommendations on this item would be best considered after the CEEEP meeting on 14 February 2023	N/A	Complete	
19/01/2023	Draft Equality information report	1) Ask officers to ensure that flags indicating a customer's vulnerability or extra needs are shared with the council's contractors;	N/A	Complete	Sent to relevant officer for consideration

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
19/01/2023	Draft Equality information report	2) Ask the senior strategy officer to include a strand in the next Equality Information report on flags and what they denote in terms of equalities data;	N/A	Complete	Sent to relevant officer for consideration
19/01/2023	Draft Equality information report	3) Ask the neighbourhood and community enabling manager to provide a report to scrutiny committee detailing the objectives of the RITAs and the progress made to meeting them;	N/A	Complete	The committee would need to consider this when setting their work programme for 2023-24
19/01/2023	Draft Equality information report	4) Ask the head of HR and organisational development to ensure that the socio-economic background of employees was recorded	N/A	Complete	Sent to relevant officer for consideration
19/01/2023	Draft Equality information report	5) Ask the senior strategy officer to include trend-based reporting in the Equality Information report in order that year on year comparisons can be made	N/A	Complete	Sent to relevant officer for consideration
02/02/2023	The council's 2023/24 budget	1) pilot a whole house approach to decarbonisation of our council homes. Use data, information and practice	Agreed - 8 February 2023	Complete	This was then agreed at full budget council on 21 February 2023

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
		gathered from the pilot, alongside stock condition data and thermography surveys to support the development of the Housing Revenue Account Decarbonisation Plan.			
14/03/2023	Green Financing	Local Climate Bonds 1) To begin piloting blended finance models and identify a project to invest in, potentially the retrofitting of community centers.	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	Green Mortgage Campaign 2) To seek further analysis of green mortgage providers and to understand how Norwich City Council can be a part of this and seek opportunities to work with partner providers, such as Lendology.	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	Integrated retrofit finance: 3) To obtain statistics regarding take up rate from the pilot in Manchester, with a view to promoting such a campaign in Norwich and gather	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
		information on how the projects were delivered,			
14/03/2023	Green Financing	4) See if the additional benefits data was available; and	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	5) Explore working with partners, such as the Greater Norwich Growth Board to expand this work within the Greater Norwich area	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	Green rental agreements: 6) To seek clarity on how green rental models work in practice, how these protect tenants and how tenants can be involved in the process, with LetNCC being considered as a pilot model.	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	Property link finance: 7) To support the concept of property link finance and seek to be considered for a UK pilot or early adoption, whichever comes first.	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	General recommendations:	14-Jun-23	Complete	All recommendations referred to the Climate and Environment

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
		8) To increase capacity for the delivery of green finance projects and seek assurance from cabinet that the council has the resources for these.			Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	9) To investigate how Norwich City Council can benefit as a landlord from these projects	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	10) Investigate how the council's wholly owned companies, NCSL and NRL can be part of the retrofit programme	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	11) To ask cabinet to provide the scrutiny committee with details of the work already underway on whole house retrofit pilots, including details of funding.	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	1) Investigate with partner organisations, and decide upon, a method of approach that is acceptable to asylum seekers and refugees, that allows the committee to gain data directly from service users	N/A	Complete	Completed as included within the scrutiny report on 25 July 2023

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
		so that the committee can understand the level of need within the city.			
14/03/2023	Welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	2) Ask the Head of legal and procurement to ask relevant managers to ensure that all customer contact assistants were aware of the Intran translation service and that the availability of the service was advertised.	N/A	Complete	All staff can access guidance on the Intran service on the council's intranet. The customer contact manager will add to team meeting agenda to raise awareness. All managers emailed and offered 1 hour training.
14/03/2023	Welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	3) Ask officers if any data sets around refugees and asylum seekers were already available	N/A	Complete	Data difficult due to the fluid nature of the population.
14/03/2023	Welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	4) Ask officers to investigate if there were any council owned properties that the Zainab Project could use as a base; and	N/A	Complete	Property team looking at HRA portfolio
14/03/2023	Welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles	5) Review the list of issues raised by service users at the Zainab Café and ask for an update to be brought to a meeting of the scrutiny	N/A	Complete	Completed as included within the scrutiny report on 25 July 2023

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	to their smooth integration	committee early in the civic year.			
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	1) As part of a future council consultation process, investigate sources of funding to trial and potentially Commission demographically balanced participatory democracy methods including citizens assemblies based on the model of theories of change to ensure widescale representation is achieved;	TBC	In progress	
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	2) Research those in Norwich who may be disenfranchised as a result of the introduction of voter ID and assess how the Council can promote uptake amongst those disenfranchised;	TBC	In progress	
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	3) Ensure that communications planning for future elections includes:	TBC	In progress	
20/07/2023	Review of the impact of the Elections Act	4) Promoting the Voter Authority Certificate and Proof	TBC	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	of Age passes as an avenue for securing voter ID and engage with local communities to raise awareness;			
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	5) Promoting that acceptable Voter ID includes expired ID and, where relevant, EU passports and identity cards;	TBC	In progress	
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	6) Promoting the concept of Voter ID to younger groups, including those able to vote for the first time, and the different communication methodologies that may be more relevant for younger groups such as alternative social media channels;	TBC	In progress	
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	7) Ask the Electoral Registration Officer to re-run the postal vote registration programme as previously undertaken in 2020 to raise awareness amongst non-postal voters, requesting funding if available to do so;	TBC	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	8) Thank the Returning Officer and her team for the work undertaken to support the implementation of Voter ID and the successful undertaking of the May 2023 election in Norwich;	TBC	In progress	
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	9) To write to all party leaders to request that if called on to form a government, they should prioritise the abolition of the Election Act 2022, and if not, to include the poll card as an acceptable form of ID.	TBC	In progress	
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	1) Ask the committee officer to circulate the set of questions to members of the committee and then sent to People from Abroad Team for written answers;	13/09/2023	Complete	Circulated.
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	2) Ask cabinet to engage with organisations that support asylum seekers and refugees, when making updates to the website to ensure that these changes are accessible;	TBC	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	3) Ask cabinet to explore becoming a Council of Sanctuary that will include a service user group of asylum seekers and refugees, to ensure that their voices and experiences are listened to on an ongoing basis;	TBC	In progress	
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	4) Thank the organisations that have attended committee, and other organisations, and their work with asylum seekers and refugees;	TBC	In progress	
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	5) Condemn Home Office policies in relation to refugee and asylum seekers;	TBC	In progress	
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles	6) Ask cabinet to include a strand within the Equality, Diversity and Inclusion policy review that relates to asylum seekers and refugees;	TBC	In progress	Link to the consultation for the Strategy sent to agencies that support the population in Norwich.

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	to their smooth integration				
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	7) Ask cabinet to engage with community centres to provide free activities to asylum seekers and refugees;	TBC	In progress	
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	8) Ask cabinet to engage with Places for Leisure to extend the provision of free gym services to asylum seekers;	TBC	In progress	
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	9) Ask the leader of the council to write to the Norwich Business Improvement District to support refugees and asylum seekers to develop an outreach programme to asylum seekers and refugees;	TBC	In progress	
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles	10) To explore the potential for councillors to have training on using the INTRAN system;	TBC	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	to their smooth integration				
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	11) To conduct user testing of the Norwich City Council website with service users;	TBC	In progress	
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	12) To conduct an audit of communications that the council produces, this would involve service users;	TBC	In progress	
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	13) To explore the use of City Hall for organisations that support asylum seekers and refugees;	TBC	In progress	
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles	14) To ask cabinet to explore the ability for asylum seekers, refugees and other residents that have limited English to	TBC	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	to their smooth integration	book face-to-face appointments;			
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	15) To ask the leader of the council and Lord Mayor to invite refugees and asylum seekers to City Hall to be able to engage with them directly;	TBC	In progress	
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	16) To request that cabinet treat these recommendations as a matter of urgency;	TBC	In progress	
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	17) To produce a social media campaign that details activities that are happening within the summer holidays and asking for donations of clothing and toys;	TBC	In progress	
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles	18) To explore funding streams to be able to provide a similar provision that is provided Ukrainian refugees to other asylum seekers and refugees	TBC	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	to their smooth integration				



Committee name: Scrutiny

Committee date: 21/09/2023

Report title: Review of how the council addresses anti-social behaviour

Portfolio: Councillor Jones, Deputy leader and cabinet member for housing and community safety

Report from: Interim executive director of housing and community safety

Wards: All wards

Purpose

To explain how the council works to (and influences partners to) address ASB and community safety issues in Norwich. The scope of the report will explore the tools and powers available to deal with these issues.

Recommendation:

That members of the scrutiny committee consider the contents of this report and make any relevant recommendations to cabinet.

Policy framework

The council has five corporate priorities, which are:

- People live independently and well in a diverse and safe city.
- Norwich is a sustainable and healthy city.
- Norwich has the infrastructure and housing it needs to be a successful city.
- The city has an inclusive economy in which residents have equal opportunity to flourish.
- Norwich City Council is in good shape to serve the city.

This report meets the “People live independently and well in a diverse and safe city” corporate priority.

Report details

1. The purpose of this report is to show how the council work to (and influence partners to) address ASB and community safety (CS) issues in Norwich. The scope of this report will include some of the tools and powers available to deal with ASB and community safety issues. Relevant legislation will be referenced in the report.

Definition of ASB and scope of this report

2. Antisocial behaviour is behaviour that causes, or is likely to cause, harassment alarm or distress to one or more people not of the same household as the person responsible or it is behaviour that unreasonably interferes with other people's rights to use and enjoy their home and community.
3. This may include:
 - noise nuisance
 - intimidation or harassment
 - aggressive and threatening language or behaviour
 - hate behaviour that targets members of identified groups because of their perceived differences (for example, ethnicity, gender, age, religion, sexual orientation or disability)
 - using housing accommodation to sell drugs or other unlawful purposes.
4. These types of behaviour, which can be committed by an individual or a group, threaten the quality of life of those living and working in our communities.¹
5. The scope of this report will cover the activities of the following teams and roles within the housing and community safety service²:
 - ASB team
 - CCTV team
 - Safer Neighbourhoods Co-ordinator
 - Community safety manager

Background to community safety team development since February 2022

6. Since February 2022, there has been considerable changes in our community safety team when an Acting Community Safety manager was installed and a ASB team manager was recruited permanently. After this we then undertook three recruitment campaigns for response officers, enforcement officers, resulting in five response officer (RO) positions being filled and two enforcement officer (EO) positions. We have also recruited an additional Triage and Support Officer.
7. We have released all agency officers and currently have two RO vacancies which we will be recruiting to at the earliest opportunity to take the team to full capacity.

¹ Norwich City Council ASB policy 2018.

² See "What we do document" for full list of roles in appendix to this report.

8. Induction and mandatory training have been completed for all new RO's. We also secured Safer Streets funding to allow five existing members of staff to complete the BTEC Level 3 -Advanced Award in Community Safety, Crime and Nuisance Management for Practitioners. In addition, all three Enforcement Officers, together with the ASB Manager, Interim Community Safety Manager and Safer Neighbourhoods Coordinator completed the BTEC Level 5 - Award in Community Safety Management for Managers. All remaining eligible team members will complete the Level 3 over the forthcoming year.
9. Karen Smith, ASB Manager, has delivered presentations detailing our tools and powers and how we use them to all Safer Neighbourhood Beat Managers in Norwich, Norwich Police Operational Partnership Team and colleagues and Norfolk and Suffolk Foundation Trust to improve our working relationships. These have been received very well and there are plans in development to build on this. The same presentation has also been delivered to the Tenant Involvement Panel.
10. Since February 2022 we have issued:
 - 43 Community Protection Warnings (CPW),
 - 17 Community Protection Notices (CPN),
 - 3 Noise abatement Notices (NAN),
 - 3 Notices of Seeking Possession (NSP),
 - We have successfully applied at court for 3 Civil Injunctions (ASBI),
 - 3 Closure Orders
 - 3 warrants of execution to evict 3 tenants where all other interventions have been unsuccessful.
11. As a result of the above improvements the service (ASB) was removed from the Corporate Risk register at quarter four of 2022/23.

Strategic partnerships and community safety

12. Norwich City Council is part of Norfolk's Countywide Community Safety Partnership (NCCSP) which is made up of all Norfolk district councils, Norfolk County Council, Police, the Office of the Police and Crime Commissioner for Norfolk along with others, who are committed to working in partnership with victims and communities to tackle crime, antisocial behaviour and community safety. Since February 2022, the Acting Community Safety Manager has been a strong and vocal presence at this strategic level to help meet our statutory duties. The work involved includes the following subject areas (at a NCCSP and County level):
 - Developing a criminal exploitation communications strategy
 - Attending community relations and prevent strategic meetings
 - County lines strategic group
 - Modern slavery (Norfolk anti-slavery network)
 - Formation of the Norfolk drug and alcohol partnership
 - Prevent panel attendance
 - Norfolk domestic abuse partnership board (levering in funding for Norwich projects)
 - Supporting work on the emerging Serious Violence Duty (Strategic Assessment and Strategy)

Corporate plan and Norwich community safety strategy

13. As a result of the Corporate Plan priority work has been ongoing to produce the first Norwich community safety strategy that was published earlier this year. The strategy provides a framework through which we will work with our residents and our partners to identify and deal with issues of concern - making our city a safe place to live, work and visit. The strategy sets out our priorities for the next three years:

- Establish a new Safer Norwich Partnership Board to implement and develop an action plan and strategy delivery group.
- Reduce neighbourhood crime and Anti-social Behaviour and increase residents' feelings of safety.
- Reduce the incidence and impact of Domestic Abuse and Sexual Violence.
- Reduce harm, vulnerability and violence related to substance and alcohol misuse.

14. The Norwich Community Safety Partnership will include the Council, Police, Probation and Offender Services, the NHS, social housing organisations, and voluntary and community organisations, who will work together to tackle the causes and prevent crime and disorder holistically in Norwich. The aim of the strategy and the partnership will be to deliver at a local level for our city and neighbourhoods. We will continue to take an active role in the Norfolk County Community Safety Partnership. This will allow us to have a cohesive approach to all elements of community safety. The inaugural meeting of the Safer Norwich Board will be held in September 2023.

Safer Neighbourhoods Initiative and associated activity

15. The Safer Neighbourhoods Initiative work was originally intended to focus on six neighbourhoods with the main aims of:

- understanding the community safety concerns of residents
- encouraging and supporting residents to report issues
- bringing together NCC services (CWS, Housing, ASB team, Community enabling) and external partners (particularly the police) to address those concerns. This includes informing and supporting the development of the Door Entry Access Control programme and other housing investment programmes.
- working with NCC services and others to support residents to increase legitimate use of the public spaces to deter ASB
- increasing feelings of safety in those neighbourhoods

16. Methods of engagement:

- Household feelings of safety surveys (500+ returns across the six areas)
- Multi-agency walkabouts
- 1-2-1 engagement with residents or groups

17. Survey results and walkabout feedback continues to inform activity and works in the six neighbourhoods.

Ad hoc 'Locational ASB' work

18. In addition to the more intensive long-term work in the six neighbourhoods the Safer Neighbourhood Coordinator also responds to reports of 'locational ASB' - ASB caused by persons unknown (at least initially)/transient groups - across the city.
19. The primary types of ASB reported are:
- ASB related to drug-dealing and drug-use in public/communal spaces especially in and around NCC housing stock
 - ASB related to street-drinking and chaotic/vulnerable individuals
 - ASB caused by younger people – particularly in and around housing areas and parks and open spaces.
20. The Safer Neighbourhoods Initiative approach - whether it be the long-term work or as a response to the ad hoc reports – involves working with a range of local partners and residents and is informed by the model used by the police.
- Scanning – what are the issues and are they being reported?
 - Analysis – what is facilitating or enabling the problematic behaviour (look at factors relating to the perpetrator/s, location and victim/s)
 - Response – what can be done and who will do it? (e.g. target-hardening, surveillance (natural or CCTV), environmental improvements)
 - Assessment – can/how do we measure the impact?
21. Adopting this approach means we will be able to more effectively target resources, implement measures that will have the greatest impact and learn from experience.

Anti-social behaviour related to car meets/car cruises

22. A significant piece of work over the last 18 months has been the establishment of a Public Space Protection Order to increase powers to deal with anti-social behaviour associated with car meets and car cruises.
23. Working with police, Councillors and residents to identify the issues, locations and requirements for the PSPO the Safer Neighbourhoods Coordinator led on the process of consultation and formal making of the Order.
24. The PSPO is now live and an enforcement agreement is in place with Norfolk Police and joint communications continue to be developed and deployed.

The Safer Neighbourhoods Initiative – Community Fund (SNICF) and external funding bids

25. The £50,000 SNICF is used to support community safety and anti-social behaviour objectives across the city.
26. The fund can pay for specific safety measures that benefit more than one property or to support community activity that helps deter ASB and crime. The

delivery of alley gates has been a key objective for the SNICF with 37 gates being installed providing improved protection for 169 properties.

27. The scheme is promoted through local police teams and local media. Further promotion is being planned with an emphasis on increasing the installation of gates on NCC housing alleys.

28. In addition to managing the SNICF the Safer Neighbourhoods Coordinator has also led, with partners including OPCCN and police, on the development and delivery of three successful Safer Streets Fund bids totalling in excess of £600,000.

29. These bids have funded (among other things):

- security doors and new shed doors on NCC housing stock
- additional CCTV cameras and lighting upgrades in target neighbourhoods
- extra capacity within the NCC licensing team to improve safety in the Night-time Economy (NTE)
- NTE safety charter and campaign and SOS Bus support vehicle
- Training and skills development for the ASB and Community Safety team
- Property marking and home crime prevention advice

30. A bid for SSF5 is currently being assessed by the Home Office.

Partnership working

31. Tackling anti-social behaviour and community safety concerns requires input from many services and agencies.

32. The Community Safety team work with other NCC services and external partners in a variety of ways and through a variety of forums and meetings - some key ones are highlighted below.

Forum/meeting	Partners	Purpose	Frequency
Norwich anti-social behaviour action group	NCC services (Community safety and housing)/ police (SNTs and OPT/ housing providers/ supported accommodation services	Information sharing and problem-solving for individual ASB cases and area-based ASB	Every 4 weeks
Serious case update meeting	ASB/Community safety and OPT	Updates and actions relating to serious/long-standing ASB case management	Fortnightly
Complex Case Strategy Meetings	Full multi-agency meetings e.g. many NCC services, police, adult and children's services/mental health - whoever is needed.	Intensive case management	Ad hoc - can be requested by any service
Walkabouts/resident engagement activities	Multi-agency - especially NCC services (Community safety/ASB/CWS/Housing) and police – and Cllrs and residents	To engage communities, build relationships and gain better understanding of the issues of concern. Work with partners and residents to identify solutions and improvements	Some planned as part of SNI work or housing estate audits or LoveNorwich work. Others ad hoc if issues

			arise in a given locality e.g. requests by ward members
Norfolk Countywide Community Safety Partnership	Statutory partners inc. police, OPCC, districts, fire service, probation, public health, children's services, adult services.	Statutory community safety partnership. Main board and multiple priority delivery groups.	Quarterly and ad hoc.
Night-time Economy Strategic Delivery Group	Police Community Safety team, NCC, OPCCN, public health, NBID	Understand and identify opportunities to reduce harm in the NTE- particular focus on Violence against Women and Girls	Quarterly

CCTV team approach

- 33.** The CCTV team plays an important role in delivering our community safety approach. The council's CCTV system is made up of 113 fixed cameras in total, these cover the city centre (including the night time economy area) as well as communal areas in some of our residential properties across the city. There is also a small bank of redeployable cameras that can be placed in neighbourhoods for a temporary period to address community safety issues as part of a wider multi-agency response. Fixed cameras are recording 24 hours each day, 365 days a year, from a purpose-built control room. Recorded footage is automatically retained for 31 days until it is automatically overwritten by the system. Monitoring takes place at peak times.
- 34.** In addition, we are also delivering additional CCTV coverage to areas of our city that have suffered from ASB related issues. The team are working closely with our Safer Neighbourhoods Co-ordinator, residents, and wider community safety partners to deliver these new schemes.

Tools and powers used to combat ASB and respond to community safety issues.

35. The ASB Policing and Crime Act 2014 “rationalised a large number of dedicated (but not necessarily effectively used) mechanisms and replaced them with a select few devices which are supposed to be flexible enough to deal with a wide range of ASB. Numerous separate remedies (ASBOs/ASBIs, etc) have been replaced with six new powers”³:

- Part 1 Civil injunction
- Criminal behaviour order
- Community protection notice
- Public spaces protection order
- New closure power
- Dispersal powers

36. As well as the above statutory powers the team use the following methods to curb ASB and CS issues:

- Acceptable behaviour contracts (ABCs)

³ Page 1, Cornerstone on ASB, (Bloomsbury, London, 2019).
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- Mediation using a third party service
- Engage support services and the use of Complex Case Strategy Meetings (CCSM)
- Signpost

Case Study

- 37.** Residents at a city centre block were reporting ASB incorporating drug use, noise and fouling of the stairwells which was making their lives unbearable. The source of the issue was identified to be a flat in the block occupied by a vulnerable substance user, who appeared to be allowing his home to be used by other users and some of the local homeless population in return for substances.
- 38.** Initially our first concerns were to support the resident to access the appropriate services to support recovery, however the resident had varying levels of engagement and advised that he wished to continue taking substances.
- 39.** When early intervention methods did not improve the situation, the resident was served with a CPW detailing the behaviour change expected. A number of these conditions were breached in a fairly short period of time, so the CPW was escalated to a CPN with similar conditions.
- 40.** We discussed other supportive measures with the resident such as a Partial Closure Order, which would effectively ban anyone without a legitimate reason to be at the property from entering, thus protecting the resident from those seeking to take advantage of his position, however he declined saying the visitors were his friends and he wanted them there.
- 41.** With no signs of behaviour change, and declining engagement with services, we eventually applied to the courts for possession of the property, and the tenant was evicted in January 2023. Other residents reported an improvement in the ASB almost immediately. Measures to reinforce the improvements and ownership of the communal area were considered but not required.

Background papers: None

Appendices: **Appendix A:** 'See What We Do' (listing team roles and their remits).

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Community safety

ASB, CCTV and Safer Neighbourhoods initiative

Chris Hancock – Housing partnerships and acting community safety manager.

Joe Siggins – National graduate development placement
Vacant – Community safety business support officer

ASB team

Karen Smith – ASB Team manager
Joanne Davis – ASB enforcement officer
Natasha Barker – ASB enforcement officer
Toni James – ASB enforcement officer

Simon Comer – ASB triage and support officer
Ahmed Sattar – ASB triage and support officer

Marc Evans – ASB response officer
Mhairi Doble – ASB response officer
Christine Bishop – ASB response officer
Ed Tyce – ASB response officer
Pete Williamson – ASB response officer
Joe Woodcock – ASB response officer
Safian Toheed – ASB response officer
Sarah Douglass – ASB response officer
Orson Carryl – Temp ending 31 May
Vacant post – ASB response officer

- Manage complex ASB casework, taking appropriate enforcement action where necessary, for all residents of Norwich, using mediation and conflict resolution where appropriate and safe to do so.
- Maintain the countywide ASB minimum standards in relation to ASB and risk.
- Take formal legal action and issue a range of ASB orders in serious ASB cases, ensuring equality considerations are given due regard. Working with the legal team Nplaw where necessary.
- Promote and coordinate the council's response to hate incidents, in its role as a third-party reporting agency for hate crime.
- Appropriately share information with police colleagues and wider partners within the approved information sharing framework and through ASBAG meetings with to support resolution of ASB.
- Initiate complex case strategy meetings (CCSM) to help resolve complex ASB cases with relevant partners and colleagues. Chair CCSM's called by other teams.
- Maintain an overview of ASB risk management in conjunction with police partners.
- Work collaboratively with council colleagues to address complex ASB cases and assist with other tenancy issues.
- Regularly attend and contribute to the Norwich Early Help Hub
- Maintain and update monitoring data on relevant County Lines activity (organised criminal drug activity) within the city, including relevant safety information for council officers and contractors.
- Coordinate sensitive let applications in cases where ASB evictions have occurred. Contribute to welfare assessments of tenants where appropriate.
- Provide specialist briefings to council members and colleagues on ASB, hate crime and County Lines issues
- Provide advice and information to colleagues in relation to ASB problem solving, tools and powers and enforcement options available.
- Provide referrals to other agencies for support and resilience.
- Manage relationships with key partner agencies including providing information and training on our role and responsibilities in resolving ASB in Norwich
- Consult with residents on their needs and priorities for resolving neighbourhood ASB
- Ensure residents feel heard and supported in all cases.



CCTV team

Manager: Sarah Clark – Early intervention and community safety officer

Lorraine Devere – CCTV operator

Peter Doughty – CCTV operator

Ian Gray – CCTV operator

- Maintain an operational CCTV system to address crime and disorder issues within the public space in Norwich, as determined by crime and disorder data from council and relevant partners
- Monitor and operate the cameras and associated equipment in the CCTV control room to support the safety and security of people and property within public spaces covered by the council's CCTV surveillance network
- Operation of radio communication facilities in the CCTV control room to maintain contact with the police and business partners in the late-night entertainment areas of the city
- Maintain the confidentiality, security and sensitivity of the service including the CCTV control room, data, and facilities. Comply with the GDPR, Data Protection Act 1998, the Surveillance Camera Commissioner's code of practice and service operational procedures at all times.
- Respond to requests for CCTV footage from members of the public and insurance companies, in compliance with the data protection act.
- Liaise with Norfolk Police control room as incidents occur, as defined in the Norfolk Constabulary and Local Authority Joint CCTV Protocol.
- Maintain clear and accurate records of incidents and data recording on the council's shared folder system, in line with relevant legislation, and ensure effective performance management systems in place.
- Ensure that all council service areas that operate a CCTV system, do so in line with relevant legislation and guidance and according to the council's current policy and procedural documentation.
- Provide advice and guidance on CCTV related matters, to colleagues and external partners.
- Process data subject access requests for CCTV footage in line with legislation.
- Manage maintenance contracts on the council's CCTV system in line with the council's contract management framework.
- Ensure council policy and procedures and information sharing protocols with relevant partners are current and adhere to the Data protection act and surveillance camera commissioner's code of practice.
- Maintain the council's CCTV web pages.



Safer Neighbourhoods initiative

Tim Bacon – Safer Neighbourhoods coordinator

- Support the development, management and monitoring of the Safer Norwich Strategy, the Safer Norwich Board and the Safer Norwich Action Plan and the delivery of the strategic priorities.
- Work with partners to develop data and intelligence to understand crime and anti-social behaviour issues and priorities for Norwich.
- Work with colleagues across the Council and external partners to ensure develop coordinated responses to 'locational' or 'community' crime and antisocial behaviour issues including:
 - Develop and implement Public Space Protection Orders for example to address anti-social behaviour associated with car meets and car cruises across the city
 - supporting strategic response to County Lines and drug-related harm in Norwich
 - working with partners on a particular location (ASB hotspots) e.g. Old Library Wood
 - Manage and support requests for, and installation / removal of, redeployable CCTV units to address as part of the joint responses to ASB and County Lines issues.
- Coordinate engagement in target NCC housing neighbourhoods identified as anti-social behaviour hotspots – supporting an integrated response across NCC services and external partners. Identifying opportunities to work with residents to develop shared responses and improve the look and feel of our neighbourhoods and increase feelings of safety.
- Coordinate the delivery of shared action plans resulting from the above activity.
- Support and encourage residents to report anti-social behaviour concerns and estate issues by promoting and improving reporting methods.
- Response and Enforcement, police (Operational Partnership Team and Safer Neighbourhoods Teams), housing providers, housing support services, mental health, and other support services.
- Manage the SNI Community Fund, supporting applicants to obtain funding for target hardening measures and other proposals to deter / reduce antisocial behaviour and crime – including alley gates.

- Support and attend multi-agency meetings to share information about anti-social behaviour cases and hotspots. E.g., the Norwich Anti-social behaviour Action Group which brings together a wide range of agencies and services including across Norwich City Council (Housing, Specialist support, Tenancy management, Anti-social behaviour).
- Identify and secure external funding to address identified crime and anti-social behaviour concerns - including working with the Office of Police and Crime Commissioner for Norfolk.
- Manage the SNI Community Fund, supporting applicants to obtain funding for target hardening measures and other proposals to deter / reduce antisocial behaviour and crime – including alley gates.
- Develop and manage bids for external funding (for example: Safer streets funding).
- Respond to councillor and MP enquiries regarding 'locational' antisocial behaviour and community safety.

