

## Area Clusters Feedback – Community Protection (September 2016)

	<b>What are the issues?</b> What are the CP patrol arrangements / What are the priorities for enforcement action / What is the focus for Public Realm blights – (fly tips, dog fouling, untidy gardens, contaminated bins etc.) / How is enforcement activity reported?	<b>What do the teams look like / who is leading the work in each area? How are Community Protection deployed and over what times?</b>	<b>How / where is the information monitored? Do you receive regular feedback on PNs, successful cases etc.</b>	<b>What level of support is there from NCC Cleansing Services and NCH Environment teams?</b>	<b>Any good practice?</b>
<b>Area 1 Bulwell Forest</b>	<p>The councillors felt that the issues were:-</p> <ol style="list-style-type: none"> <li>1. Unsightly gardens – they felt that Community Protection officers followed up on unsightly gardens highlighted during ward walks but were unsure whether they were proactive on their routine patrols.</li> <li>2. Bikes on pavements especially on Highbury Rd and Bulwell Market Place</li> <li>3. Speeding</li> </ol> <p>Councillors requested that a list be provided of who can enforce what e.g. in relation to cycling on pavements and other issues, it was not always clear whether the police or CP should be responsible and if a list of which agency was responsible on key issues, this would make it clearer who they should approach. Councillors requested that a meeting be arranged with Community Protection and other relevant officers regarding cycling on pavements.</p>	<p>Darryl Paxford is the senior community protection officer. Bulwell ward is not clear who the community protection officers are for their area and requested an updated list. It was felt that Community Protection are good at highlighting new initiatives but it is not clear when these initiatives come to an end e.g. specialist teams or ASB or CCTV car.</p>	<p>Councillors used to receive monthly feedback with statistics e.g. on the number of FPNs but this is not sent out now. It is good when successes are reported on Facebook but it would be helpful if these could also be sent through for the My Bulwell Facebook page. Reports seem sporadic e.g. on bikes seized. There is a police report each time at Area Committees – could this be combined with a report from Community Protection? Could Community Protection stats be reported to the NAT meetings through the CDP statistics sheet?</p>	<p>There is a high level of support from the NCC cleansing team with a proactive NOM in Area 1. It was felt that other areas are not as clean as Area 1. There is still a lack of clarity on who is responsible for cleaning e.g. alleyways on NCH estates. Can information be provided on what the NCH environmental team does and what their responsibilities are/ Would it be better if there was just one department responsible for cleaning all NCC/NCH land including alleyways and parks to avoid confusion over who is responsible for what?</p>	<p>Generally it was felt that there was a good working relationship with Community Protection officers. They support events such as community clean ups and report back on local issues raised by councillors. An unkempt derelict area on Piccadilly had been cleared up as a result of intervention by Community Protection with NCC doing the work and the owners being recharged.</p>
<b>Area 2 Basford Bestwood</b>	<ul style="list-style-type: none"> <li>• What are the CP patrol arrangements?</li> </ul> <p>Bestwood - Aware of single patrols in each beat areas. Not aware of specific shift patterns, but acknowledge change due to early/late operations.</p> <p>Basford – not aware of patrol arrangements. Would like simplicity of geography served by each team and putting a presumption on maintaining the same staff in the same areas where possible.</p> <ul style="list-style-type: none"> <li>• What are the priorities for enforcement action? /What is the focus for Public Realm blights – (fly tips, dog fouling, untidy gardens, contaminated bins etc.)?</li> </ul>	<p>Bestwood – Councillor aware of senior CPO Darryl Paxford, CPO Laura Arnold and CPO Alan Spilane. Acknowledge that one CPO per beat. Unaware of deployment times.</p> <p>Basford – not aware of officers – lots of change.</p>	<p>Darryl Paxford occasionally issues an update/newsletter type email which includes cases &amp; FPNs. Could benefit from regular frequency. Keen that FPNs should be published where possible including My Bestwood Facebook page.</p> <p>Basford would welcome a monthly update.</p>	<p>Not always clear on who should be dealing with issue e.g. fly tips on NCH properties</p> <ul style="list-style-type: none"> <li>- Some times requires numerous checks to see if done</li> <li>- Action can appear slow</li> </ul>	<p>Bestwood:</p> <ul style="list-style-type: none"> <li>- Content with Bestwood CPOs as knowledgeable about area, appreciate wide ranging role. Would like to see continuity in officers for the area to enable consistency with managing on going cases and local knowledge.</li> <li>- See patrols on main highways but would like a higher presence in local parks (Bestwood ward).</li> <li>- Good involvement in NATs</li> </ul>

	<p>Aware focus on environmental crime including dog fouling, litter, fly tipping and noise.</p> <p>Would like more focus upon unkempt gardens and bins on streets/contaminated bins</p> <p>Basford would like to see tougher action on fly tipping and envio crime. Issues with builders rubbish / house clearances (Gayhurst / Brooklyn Bridge).</p> <ul style="list-style-type: none"> <li>How is enforcement activity reported?</li> </ul> <p>Bestwood – two out of three CPOs regularly email Councillors regarding casework / FPNs. Acknowledged that the third CPO new to the area. Would like to see more information with regard to FPNs as to locations. Regular attendance at Cllr monthly meetings.</p> <p>Basford – would like to see presence at community meetings to report back. Would benefit from a monthly summary report.</p>				<ul style="list-style-type: none"> <li>Good attendance at monthly Cllr Meetings</li> <li>Support with Councillor Ward Walks – attendance and helping the NDO to distribute ward walk letters.</li> <li>Welcome support at request for Cllr surgeries and community events.</li> </ul>
<b>Area 3 Aspley, Bilborough, Leen Valley</b>	<ul style="list-style-type: none"> <li>What are the CP patrol arrangements?</li> </ul> <p>Councillors would like to know the specific Beat areas that CPOs are currently working to.</p> <ul style="list-style-type: none"> <li>What are the priorities for enforcement action?</li> </ul> <p>For August 109 warning letters were issued across the West area for overgrown gardens and/or waste left in front garden areas. 62 fly tips were investigated during the same period. 39 cases of graffiti were responded to</p> <ul style="list-style-type: none"> <li>What is the focus for Public Realm blights – (fly tips, dog fouling, untidy gardens, contaminated bins etc.)?</li> </ul> <p>Need further clarity on this from Community Protection</p>	<p>The senior role manages the teams. There has been a lot of change across the whole of the Community Protection service. This doesn't help to provide continuity and knowledge is not always retained when CPO's are constantly changing Beat areas. Maria Summers is the current Senior CPO for the West area.</p> <p>CPO's work mainly in pairs across two shift patterns – 8.00am – 4.00pm and 2.00pm – 10.00pm. This helps to provide a 'balanced' service across the city and respond to the Night Time Economy, including support to areas with high density student housing.</p> <p>CPO's work within the</p>	<p><b>The Senior CPO provides regular information on ASB hotspots which includes statistics covering Fixed Penalty Notices, visits in response to casework, Warning Letters, the investigation of fly tipping, graffiti incidents and reports following community intelligence.</b></p>	<p>The Community Protection Officers work closely with Housing Patch Managers and the City Council's Neighbourhood Operations Manager both through update reports to the monthly NAT meetings. The links are in place outside of formal meetings which allow Cleansing Services to work along side CPOs to address known and persistent cases of fly tipping and waste management. Part of this work involves ensuring that certain fly tips are not disturbed until obtaining sufficient evidence to continue enforcement proceedings.</p>	<p>The best work in relation to tackling persistent fly tips and waste management issues takes place where strong informal relationships are in place between HPM, Community Protection and the City Council's Cleansing teams and where there is strong knowledge of the Beats geography. Current good practice includes the regular ward walks, Deep Cleanse activities and the documented evidence around local hotspots.</p> <p>The Community Protection Officers support local NDOs in the</p>

	<ul style="list-style-type: none"> <li>How is enforcement activity reported?</li> </ul>	<p>Neighbourhood Policing Team structure and area based at local police stations. West area CPO'S currently operate from Broxtowe Police station, Strelley Road. Each CPO is assigned to a policing Beat area although the demands of the service mean that there will be occasions when CPO's will be relocated in response to specific local needs for example to support Goose Fair or City Centre events / activities.</p>		<p>Similarly Housing Patch Managers are working alongside CPOs to ensure that enforcement actions are followed through where the circumstances require such an approach.</p>	<p>task of delivering flyers in preparation for the regular Councillor Ward walks which acts as a reminder of the ongoing issues within a particular section of the Ward.</p> <p>CPOs are also proactive in supporting local events and activities</p>
<p><b>Area 4</b> <b>Arboretum, Dunkirk and Lenton, Radford and Park</b></p>	<p><b>What are the CP patrol arrangements?</b></p> <ul style="list-style-type: none"> <li>Cllrs are aware CPOs are patrolling beats however they would like to know the frequency of patrols and shift patterns. (They understand there has to be flexibility with additional demands.) They would like to be sent an up to date structure of who is operating in the Ward on which beat and get notified as soon as they change an officer.</li> <li>Is area 4 at full capacity or are there vacancies? Can they be notified in the future if any vacancies that occur?</li> <li>Cllrs are not informed when CPO's are being moved to other areas and they would like to be informed and have an opportunity to have some input before these changes take place.</li> </ul> <p><b>What are the priorities for enforcement action?</b></p> <p>Arboretum- Street drinking, fly tipping, bins on street, messy gardens and dog fouling. Dunkirk and Lenton – Noise (new Lenton), fly tipping, cycling on pavement's (Dunkirk &amp; Old Lenton). Messy gardens, bins on street and letting boards. Radford &amp; Park – Fly tipping, bins on street, messy gardens, letting boards</p>	<p>The Cllrs do know who the senior officers are.</p> <p>However, Arboretum Cllrs feel they are having to chasing up tasks that have been agreed in NAT meetings as they are not done by the next meeting eg Cllr letters to go out supporting the work of CP, in relation to specific action asked for in student areas. Resulting in an increase of complaints from residents that CPO's are not following up on issues that are CPO core business. Arboretum Cllrs would like a unified service response as to what is given to in Dunkirk and Lenton and Radford &amp; Park.</p> <p>Cllrs wanted to know why Area 4 did not have the same SCPO? (As they are have the similar issues and are in the same Area Committee boundary).</p> <p>Some Cllrs were not sure as to the role CPOs play in tackling street drinkers, in relation to the DPPO and the Alcohol saturation zones. Can CP provide clarity?</p>	<p>Cllrs do receive the stats, but have little knowledge of the detail as this is not relayed. For example in the past requests for noise stats and locations have generated extra work to find the information as they are just logged as ASB.</p> <p>Cllrs thought that some CPOs are quite defensive when they ask for details of a specific issue and are often sent stats which they did not ask for, rather than the detail or responding directly to the question being asked.</p> <p>Cllrs felt that CP were good at reporting on the immediate issues being dealt with at any one time. However once the matter was dealt with, there is little or no feedback to Cllrs.</p> <p>Dunkirk &amp; Lenton and Radford and Park Cllrs said that CP do not share success stories. Arboretum – More recently CP share success stories at the NAT meetings and have been asked to do this at all future meetings.</p> <p>All Cllrs thought CP should be</p>	<p>How closely is CP working with street scene to avoid duplication? For example how often does CP get an opportunity to check fly tips before they are cleared away by Street Scene?</p> <p>Can CP demonstrate how they work in partnership with NCH environmental team and cleansing services, to avoid duplication?</p> <p>How is information shared between the different departments?</p>	<p>Reactive work is generally good for example noise issue was dealt with in New Lenton and Cllrs felt the new structure put in place would tackle the issue.</p> <p>The move to Bryon House from Canning seems to be good for the CPOs as they are in the same building with a wide range of partners working in the neighbourhoods.</p> <p>CPOs have good local knowledge for example, they know most of the poor landlords in an area.</p> <p>Cllrs wanted to know how is Good practise shared across the wards? What does their training schedule look like?</p>

	<p>and dog fouling at hot spot areas.</p> <p>Cllrs believe that some CPO's do not always focus on the NCC priorities outlined above. They believe</p> <p>Some CPOs prefer to prioritise supporting police activity's over their day to day work for</p> <p>example burglaries. (Cllrs have witnessed CPOs walking past issues for example bins on street and flytips and done nothing about them).</p> <p>Cllrs want to have confidence that CP and their ward priorities are aligned.</p> <p>SPCOs need to prioritise meetings/ ward walks and ensure the appropriate person and information is at those meetings.</p> <p><b>What is the focus for Public Realm blights – (fly tips, dog fouling, untidy gardens, contaminated bins etc)?</b></p> <p>Arboretum- Street drinking, fly tipping, bins on street messy gardens and dog fouling.</p> <p>Dunkirk and Lenton – fly tipping, messy gardens, bins on streets.</p> <p>Radford &amp; Park – Fly tipping, bins on street, messy gardens and dog fouling.</p> <ul style="list-style-type: none"> <li>• <b>How is enforcement activity reported?</b></li> </ul> <p>Arboretum – Cllrs receive monthly stats, which are noted at the NAT meeting.</p> <p>Dunkirk &amp; Lenton – Email from SCPO to Cllrs, however not regular &amp; monthly stats given at the NAT meetings only for Dunkirk Beat or occasionally for the New Lenton Beat. If a problem is logged by the Cllrs they then might</p>		<p>regularly noting good news stories on the NDO face book pages for the wards.</p> <p>Cllrs would like to know what other issues CP have in the wards which they cannot deal with effectively for example, Human fouling, seed spitting?</p> <p>As Area 4 Cllrs have seen a noticeable increase of rough sleepers in the wards, they would like to know: How do CP deal with rough sleepers, what process is in place? How often have they referred people to framework outreach team on this matter?</p>		
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	<p>get the stats as part of the response. Radford – Cllrs have had stats in the past infrequently and these have stopped. If a problem is logged by the Cllrs they then might get the stats as part of the response.</p> <p>Cllrs wanted to know if the CPOs have access to the Police system, when they provide stats? Or do they have their own system in place? Are Cllrs casework and individual phone calls/emails logged and reflected in these stats?</p>				
<b>Area 5</b> <b>Berridge</b> <b>Sherwood</b>	<ul style="list-style-type: none"> <li>What are the CP patrol arrangements? Don't know. Don't they change? Is there a policy to patrol in 2s – why? Not always informed if there are changes to staff.</li> <li>What are the priorities for enforcement action? Think they are – Persistently leaving the bins out, fly tipping, dog fouling, litter dropping, antisocial car parking, untidy garden, Noise &amp; ASB – neighbours (initial visits &amp; then passed onto EH)</li> <li>What is the focus for Public Realm blights – (fly tips, dog fouling, untidy gardens, contaminated bins etc.)? Fly tipping, dog fouling, bins on the street, contaminated bins, littering</li> <li>How is enforcement activity reported? To whom? Councillors and NDOs don't get the information, but would like to.</li> </ul>	<p>Sherwood – don't know. Should come on Ward Walks but don't. Berridge are aware, and CPOs come on Ward Walks Think they work 8am-10pm. Don't know if they are flexible in terms of need e.g. actions.</p>	<p>Don't know how/where it is monitored. Don't get feedback, but would like it.</p>	<p>Seem to work closely. When a fly tip is reported it gets acted on quickly. Where long term issue it's tackled well. Not clear that people follow the same procedure – i.e. CP to investigate a fly tip to see if evidence before Cleansing Services take it away. (See below for e.g. of good practice).</p>	<ul style="list-style-type: none"> <li>CP did have a sticker that they put on a fly tip to show they had reported it and had investigated it, so Cleansing could pick up. Does this still happen?</li> </ul> <p>Suggestions!</p> <ul style="list-style-type: none"> <li>Reactive work is good, but some work needs to be proactive. For example, what work is being done re hot spot sites?</li> <li>Terminology needs to change – use dumping rubbish rather than 'fly tip'</li> <li>Need to monitor</li> </ul>

					parks and open spaces re drinking, littering, asb and drug taking
<b>Area 6 Dales, Mapperley, St Anns</b>	<p>Cllrs wanted to know where the fine proceeds go and whether this could be diverted to the Wards.</p> <ul style="list-style-type: none"> <li>-Cllrs wanted to have the next Area Cluster focusing on CP with invitations to Miranda clayton and Ben Parker.</li> <li>-Cllrs felt priorities for the Wards change e.g. at present in the Dales it is fly tipping and ASB, It has been dog fouling.</li> <li>-Data received locally is not consistent and not presented in a way that can be usefully used and understood.</li> <li>-NAT information is not feed back to other CP colleagues impacting on delivery</li> <li>-Cllrs are experiencing less CP numbers in the Wards.</li> <li>-Too many CP and beat team officers attending at one meeting.</li> <li>-The lack of enforcement has an impact on other areas of ward work.</li> <li>-Communication needs to be improved between CP and other services.</li> <li>-FPN targets are not smart enough and do they really mean anything at a local level e.g. they are not useful in terms of identifying hotspots</li> <li>-Bin issues need to be better understood to ensure effective action. Contaminated bins just need removing.</li> <li>-CCTV process needs clarifying and needs to be proactive.</li> <li>-Unadopted land needs policing by CP, e.g. private alley ways etc.</li> <li>-CPO tied up in bureaucracy, spread too thin, have conflicting priorities and not locally controlled.</li> <li>-There needs to be a clearer understanding of legal processes so expectations can be managed.</li> <li>-There are fewer resources but some Cllrs thought things were going well.</li> <li>-Do CP hold information on ongoing issues with properties especially private landlords?</li> <li>-Need to use selective licensing more efficiently.</li> <li>-Fly tipping and bin contamination need to be</li> </ul>	see column 1	see column 1	see column 1	

	<p>marketed. E.g. solutions or promotions need to be on you tube.</p> <p>-Need to make choices about what we want CP to focus on.</p> <p>-CP should know the patch, but experience tells us that they don't know the ward</p> <p>-Is there joint work with other services to solve problems?</p> <p>-Messages to residents need to be clear and co-ordinated.</p>				
<b>Area 7 Wollaton East and Lenton Abbey and Wollaton West</b>	<p>Due to a recent change in Community Protection staffing local Councillors decided they will focus on Community Protection in the February 2017 Area 7 Committee meeting.</p>				
<b>Area 8 Bridge Clifton North Clifton South</b>	<ul style="list-style-type: none"> <li>What are the CP patrol arrangements? <i>Councillors not clear on arrangements for patrols and also the times of patrols. Another complication is not aware exactly which CPOs working across the wards</i></li> <li>What are the priorities for enforcement action? <i>Need to have more information on the priorities for action and also see if they are the same priorities for Ward Councillors.</i></li> <li>What is the focus for Public Realm blights – (fly tips, dog fouling, untidy gardens, contaminated bins etc.)? <i>Need to have clarification regarding this – as aware that patrols will identify some of the public realm issues such as dog fouling, litter</i></li> <li>How is enforcement activity reported?</li> </ul>	<p>Councillors are aware that there is a Senior CPO who manages CPOs across the 3 Wards. They are not clear exactly which CPO covers which wards and the hours of work i.e. shift pattern. They are clear that the CPO's in Clifton area are based at Clifton Police Station. It was emphasised that contact with the community at large was crucial in developing closer relationship and thereby help to deliver a safer cleaner environment.</p>	<p>Senior CPO provides a monthly statistics for each ward. These cover FPNs, dog fouling operations, visits carried out due to Casework reports, warning letters issued before action, fly tips investigated and reported. Recently for Clifton Estate figures provided so can be shared via social media by Ward Councillors.</p>	<p>Councillors are not clear on level of support between NCC and NCH – it is important that positive relationship is maintained with each partner and respond to citizens' concerns more effectively.</p>	<p>CPOs have supported local events and promoted crime prevention activity in the area.</p> <p>Need to know what obstacles CPO face daily in doing their job – hopefully this will help us all to deliver the safer and cleaner agenda.</p>

	<i>Councillors receive monthly email from Senior CPO on CPO figures – but do not receive information on any enforcement activity.</i>				
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