

Date:13.10.2016

**TITLE: Cluster report response**

Discussion:

**Over view of the role of uniformed Community Protection with specific responses to questions raised in the cluster report.**

Background to the CPO role

CPOs are a visible uniformed presence on the streets and guardians of the environment. They are charged with keeping our communities safe. As locally appointed individuals CPOs work in our communities, the CPO is specifically empowered by the City Of Nottingham and by Nottinghamshire Police to address ASB and envirocrime.

Each neighbourhood will have different needs and priorities. However each CPO will have about 5 priorities for their patrol or beat area that have been identified through the NATs meetings. These are not targets but specific areas of performance that the community and stakeholders have identified as key. Proactive foot patrol is the default activity for CPOs, they should not react to last week's crime figures but proactively target problem places, premises and people. Working to the 5 stage model of intervention they will proportionally respond to these problems. CPOs should not shy away from enforcement action, they have unique powers stretching across the local authority and police services. CPO's are deployed in every neighbourhood as well as the city centre. When at the full establishment of 100 CPO's the deployments are:

4 Officers engaged as Dog Control Officers

1

---

Contact Officer: James Douglas

---

4 Officers working on behalf of the Licencing Authority, concentrating amongst other things on taxi activity

8 Officers working on a non-geographical basis targeting high risk persistent behaviour as an Operational Support Unit

72 Officers are deployed across the conurbation on a beat basis

12 Officers are deployed to city centre working

CPOs are deployed in the city centre 08.00hrs to 24.00hrs

Neighbourhood teams generally work 08.00hrs to 22.00hrs

OSU work 08.00hrs to 12.00hrs and maintain a 24/7 on call arrangement

Specialist teams work flexibly up to 03.00hrs

Finally a night ASB service works until 01.00hrs Friday and Saturday and 23.00hrs Sunday to Thursday although this is subject to seasonal variation.

The service works to the Aurora model of Prepare, Prevent, Protect and Pursue. For CPOs this means:

In order to prepare for negative consequences and build capacity for positive outcomes CPOs must engage with citizens, build intelligence networks of stakeholders, people of good will, ask questions and generally be a visible presence. They achieve this through visible foot patrol, appreciative enquiry and developing a clear understanding of their area.

Preventing issues escalating involves CPOs being aware of the whole CP, Police and city offer to guide citizens, spot problems and escalate to specialist resources. Street Level Problem Solving is a tool for understanding the total opportunity available, marshalling resources, understanding and action around problems. .

This means that when problem people, premises and places are identified through joint tasking then CPOs are required to use their powers but this must follow a clear use of the 5 stage model of intervention. Safeguarding vulnerable citizens will always be the first consideration for CPOs.

CPOs work to the following mission statement:

1. Make Nottingham safe
2. Putting our citizens at the heart of our action
3. Doing what's right, not what's easy, putting the safety of citizens before ours
4. Solving problems not creating numbers
5. Keeping our citizens and stakeholders informed of our actions
6. Acting with honour, integrity and honesty at all times to be the best uniformed community safety service in the country.

CPOs are co-located with police counterparts in every police station and they use a common radio network. This enables coordinated action to tackle problems and the citizen a single point of contact across enviro-crime, ASB and crime. They are an addition to the Police Officer not a replacement and should not be deployed unless in an emergency in such a way.

**Expected outcomes:**

CPOs are an early intervention, they reduce demand and the overall level of criminality in the city. Following "broken windows" theory that a well-managed environment resists criminality, encourages citizens to control and use their street environment and problems are easily identified.

CPOs should be able to demonstrate a knowledge and understanding of both the geography of their area but also the communities within them. They should be able to identify their local priorities, communities under stress and the make-up of their communities. Community Protection should strive to ensure that CPOs are representative of the citizens they serve.

CPOs should always seek to reduce the threat and harm to a citizen. Visible capable guardians of our community safety, CPOs should strive to increase citizen satisfaction and confidence by tackling anti-social behaviour, people causing harm and protecting our communities.

For the avoidance of doubt, below are some answers to the specific questions that appeared in the cluster document that haven't been covered in the above narrative. It is also worth pointing out that Community Protection comprises of numerous departments, including but not limited to CCTV, Food Health and Safety, Trading

Standards, Community Cohesion, Prostitution Task Force, Pollution Control, Safer Housing, Houses of Multiple Occupation, Enforcement Officers and Licensing. It would seem that the cluster report solely focused on uniformed CPO's so this report reflects that.

### Question and Answers

**Q** - What are the CP patrol arrangements? Cllrs would like to know the frequency of patrols and shift patterns.

**A** – CPOs are performance managed upon their patrol times. For example, we expect to see a minimum of 80% of their working week patrolling. However some of our work streams are complex and a proportionate amount of time will be spent in the office with admin commitments such like readying s43 CPNW/CPNs notices and bins on street legislation. An officer would expect to work 37 hours per week and alternate from a 08:00 – 16:00 shift to a 14:00 – 22:00 bi weekly. Additionally CPO's are committed to a 365 / 24 hour a day contract and as such could be expected work any variation of shift pattern that is deemed necessary. CPOs are also committed to delivering our mobile ASB response unit 'Op Twilight' which operates daily and finishes at 11.00pm Sunday to Thursday and 01:00AM Friday/Saturday. This function is shared amongst the service wide officers and will flex to demand throughout the year. Student fresher weeks, Halloween, Bonfire Night etc. will see the service operate much later into the night.

**Q** - I would like to be sent an up-to-date structure of who is operating in the ward on which beat.

**A** – The Senior Community Protection officer for each area will furnish local Councillors with an up to date beat allocation list. Due to natural wastage this allocation will inevitably change however Councillors will be kept up to date as and when changes happen. In certain cases staff shortages will see vacant beats however a robust recruitment campaign is underway to fill our vacancies which will fully staff all beats. In the meantime the business need will dictate what officer work where.

**Q** – What are the priorities for enforcement action?

**A** – Community Protection flexes to demand. Each area has complex issues and we define priorities that need resolving. However there are signature issues with certain areas that each local SCPO will be able to expand on in their respective area and committee meetings. Broadly speaking CPO enforcement action concentrates on enviro-crime: Littering, Fly-tipping, Dog Fouling, Bins on Streets, Noise Nuisance and Trade Waste are daily commitments for CPOs. CPOs use a wide range of powers to enforce the aforementioned including Community Protection Notices (CPN's) as well

as various fixed penalty notices. Where matters cannot be dealt with by way of fixed penalty notice CPOs work closely with CP enforcement officers to progress the matter to court. This is also the case for non enviro-crime antisocial behaviour.

**Q** – 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.

**A** – It is an offence to not surrender alcohol once requested by an accredited officer. The officer will ascertain if the behaviour of an individual or group warrants a seizure. It is not illegal to carry alcohol but if the behaviour has been exacerbated by the drink we will request that it is surrendered. Street drinkers are always signposted to service providers and enforcement action can be taken if they fail to adhere to our requirements. The whole of the city of Nottingham is subject to a DPPO in relation to street drinking. Local SCPO's can explain the process to Councillors at the monthly Councillor issues meetings.

**Q** – Do you receive regular feedback on enforcement and successes?

**A**- What is apparent from the cluster report is that we are not reporting our enforcement activity and successes with uniformity across the city. Councillors currently receive monthly statistics from SCPO's and every area has a proactive twitter feed to showcase work completed however it is recognised that the later isn't exclusively used by stakeholders. It is proposed every team will update Councillors with a monthly newsletter which will include enforcement statistics, successes, operational changes and a general overview of the monthly activity. Neighbourhood Facebook pages and Twitter accounts will also be utilised.