

<b>STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE</b>	<b>Agenda Item No. 6</b>
<b>24 JULY 2013</b>	<b>Public Report</b>

## Report of the Head of Neighbourhood Services

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### OVERVIEW OF THE OPERATION CAN DO PROGRAMME

#### 1. PURPOSE

- 1.1 This report provides the Committee with an overview of the Operation Can Do programme, its achievements to date and our forward plan for taking the learning from this approach to other areas of the city.

#### 2. RECOMMENDATIONS

- 2.1 The Committee is asked:

- To note and comment on the information provided about the programme, and to suggest areas for improvement or where further effort should be deployed
- To specifically scrutinise the data analysis report and identify other data sets which would add value to the work
- To agree that a paper outlining a proposed Selective Licensing scheme for privately rented accommodation be brought to the Committee at its next meeting

#### 3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1 The Operation Can Do programme is focussed on designing and delivering services using the principles of Localism, tackling deep rooted issues within a neighbourhood area and building community capacity to help sustain longer term solutions.

It has become a well supported programme of work that is helping to build a strong and supportive community, and it is this priority of the Sustainable Community Strategy that it most closely supports.

#### 4. BACKGROUND

- 4.1 Operation Can Do was established two years ago in collaboration between the Council and the Police. It followed a short period of heightened community tension in the Gladstone area of the city, and a lack of sustained improvement in relation to various issues identified by the Millfield and New England Regeneration Partnership.

- 4.2 This combination of short term tension, limited longer term legacy, and concerns about continued reputational damage for the area led to senior officers from both organisations committing to thinking and behaving differently about services in the area. It was recognised that there had been a wide range of initiatives to improve the area and the wellbeing of the residents and that we needed to build on them to deliver long term benefits using a whole system approach.

4.3 The area identified for the programme has significant potential, offering a vibrancy and diversity not seen anywhere else in Peterborough. A number of voluntary groups have been working actively and successfully in the area for a number of years, and it is important to stress that the programme is designed to build on that foundation and not replace it.

4.4 The initial Operation was launched with three phases in mind:

- Phase 1: immediate, frontline responses to visible issues (0-6 months)
- Phase 2: tackling more complex issues through complete collaboration between agencies and the community (6 months to 3 years)
- Phase 3: longer term investment and regeneration in the area (3 years to 10 years plus)

In reality, all three phases are working concurrently, phase 1 influencing phase 3, phase 2 influencing phase 1, and so on.

4.5 At its launch, a number of key priorities were identified and agreed between partners, and it's against this backdrop that the initial workstreams and actions were developed. These targets were:

- To empower communities so they are able to influence decisions in their neighbourhood
- To establish a framework to maximise the economic growth of the area
- To deliver positive engagement activities for young people
- To improve local parks and open spaces
- To improve access to training and employment opportunities
- To reduce alcohol and drug related fear of crime, crime and anti social behaviour

4.6 The Operation Can Do area runs along and either side of Lincoln Road, from the edge of the city centre to New England. Parts of Central ward, North ward and Park ward are included in its boundary. The area comprises approximately 10,016 households and approximately 28,263 residents. A map showing the area is attached at appendix 1.

4.7 As the programme has evolved so too has the role of the community in helping agencies to identify and resolve the issues that matter most to them. A community board is now in place, and is rapidly moving towards registering itself as a charity so that it has its own legal identity, can raise funds and can deliver services. Alongside the residents, board members also include ward councillors and the primary service delivery agencies.

## 5. KEY ISSUES

5.1 Residents and local data highlighted the need for an initial focus on the need for robust and targeted activities to address the following key issues of concern:

- Heightened community tension
- Crime and Anti Social Behaviour
- Poor quality housing stock and high levels of houses in multiple occupation and overcrowding
- Alcohol and licensing issues
- Parking
- Growing levels of dissatisfaction from communities

5.2 The council's response, in partnership with residents and key agencies, is set out in more detail in this section of the report.

### 5.2.1 Housing

By way of context, the number of complaints and service requests received by the Housing Enforcement team has increased to 918 during the past 12 months from 660 for the previous year. The nature of the complaints received has also changed with a significant increase in the number of Houses in Multiple Occupation (HMO) reported (207 during the past 12 months as opposed to 86 for the previous year). Conversely, there has been a slight reduction in the number of overcrowding complaints (50 during the past 12 months as opposed to 84 for the previous year).

The tenure of the housing stock across the Operation Can Do area generally remains static but experiences show that the Central Ward properties (particularly the Gladstone Street/Cromwell Road area) are now showing signs of ageing. Similarly the housing stock in the New England area is now demanding attention from the Housing Enforcement Team. Approximately 40% of housing across the Operation Can Do area is privately rented, compared to a citywide average of 18%.

Despite the high demands on Housing Enforcement Officers, our records show that where issues are identified, landlords are often able to meet required standards through informal interventions and without the need for statutory action to be taken.

### 5.2.2 Houses of Multiple Occupation (HMO)

HMOs, when managed well, provide an important housing solution to many people. When they are not managed well, they can cause significant harm and disruption to a neighbourhood and present a serious risk to the occupants. The council continues to operate an Additional Licensing Scheme across the Operation Can Do area. Additional licensing requires that all houses in multiple occupation have a licence to operate as such. A house in multiple occupation is a rented property which is occupied by three or more people if those three or more people form at least 2 households.

There continues to be a high demand for HMO use locally and this is reflected in the number of HMOs reported. HMO work continues to demand a large percentage of the team's time in identifying, administering, inspecting and licensing these properties together with any cases that require sanctions.

There has been an increase in the number of enquiries and applications for licensing from previous years – an increase from 24 to 52 mandatory applications and an increase from 17 to 20 additional applications. These figures are thought not to represent the true extent of the prevalence of HMOs across the area.

### 5.2.3 Overcrowding

Although statistically the number of overcrowding complaints has dropped slightly from the previous year, we are finding that overcrowding is a serious issue across the Operation Can Do area. We are now finding larger families (or extended families) being housed in properties clearly not suitable for their needs. Overcrowding is not unique to Peterborough and is widely publicised as a nationwide problem. Solutions to issues of overcrowding are often not straightforward. Additionally many of the pre-war properties in the area were built as 3 bedroom houses where the third bedroom is often a box room and therefore below the minimum space standard for use as a single bedroom. This in turn increases the number of properties found to be overcrowded with occupants electing to make use of the front living room to supplement the remaining two bedrooms upstairs.

#### 5.2.4 Housing Prosecutions

Sometimes, a landlord is unable or unwilling to co-operate with informal intervention from officers, and so more formal enforcement is required. In the past 12 months the Council has been successful in the following cases:

- 4 offences relating to 2 separate properties for failure to licence an HMO, with fines ranging from as little as £300, up to £2250, with costs awarded in full and amounting to £1865 against one offender
- 2 offences relating to non-compliance of a statutory notice with a fine of £500 with £200 costs and in the other case a Formal Caution was deemed relevant for the same offence
- 2 offences for failure to provide information and documentation, with fines of £150 and £300 and costs of £200 against each offender
- 1 offence for failure to comply with an abatement notice with a fine of £1800 and costs of £2552

In addition at time of writing a number of cases are open and pending prosecution proceedings:

- 2 offences for failure to provide information and documentation
- 1 offence for various contraventions of the Management of Houses in Multiple Occupation Regulations 2006
- 2 offences for failure to comply with a statutory notice
- 2 offences for breaching a Prohibition Order
- 4 offences for failing to licence an HMO

#### 5.2.5 **Substance Misuse - Drugs**

Although not widespread by any means, there have been a consistent number of reported incidents relating to drugs in the area. The area has seen a concentrated multi-agency effort to tackle drug dealing, which has included:

- multi-agency walkabouts to identify areas experiencing problems and agree solutions
- improved reporting processes to identify hot-spot areas for drug use and dealing, enabling proactive and targeted interventions
- specific leaflet drops and street surgeries to gather intelligence and information on potential drug use and drug dealing
- a number of police operations on specific properties, leading to arrests of drug dealers and interventions with drug users to ensure they access treatment to reduce their drug use
- drug awareness sessions with specific community groups to enable us to identify problems and to know where they can access help and support

The work will continue to address drug-related issues in the area, with future plans including:

- further information gathering exercises to take action against those dealing drugs
- establishing a specific local support group to aid those recovering from drug use
- further drug awareness sessions in the local communities with young people and adults to help prevent drug use and ensure those who do need support know where to access it

#### 5.2.6 **Substance Misuse - Alcohol**

The prevalence and availability of alcohol coupled with evidence of street drinking has led to a number of calls for service across the area. Outreach projects have taken place to identify and engage people drinking on the streets, and a Designated Public Place Order was introduced across the whole area to provide a further tool to Police colleagues where alcohol is causing anti social behaviour or unrest. As a result the levels of street alcohol use in the area have reportedly decreased over the last 12 months.

The Council has also recently introduced a Cumulative Impact Policy in the area to manage the volume of licensed premises that trade. This Policy significantly strengthens the ability to limit the number of licensed premises in the neighbourhood, and has already led to the revocation of one licence in the area.

In 2010/2011, 18% of the alcohol related hospital admissions to Peterborough Hospital were from residents within the Operation Can Do area. However, this was down to 12% in 2012/2013. The rate per 1,000 population also dropped in this period from 8.2% to 5.9%.

Despite this, alcohol remains very accessible in the neighbourhood and services need to remain vigilant to ensure that proper standards are maintained by licensees.

### 5.2.7 **Trading Standards**

Trading standards focus their work using an intelligence-led approach and prioritise interventions according to information received, For example, the numbers of complaints from members of the public and communities, shared intelligence from other agencies, and inspection outcomes all help inform their work.

Operation Can do has created a structure that has enabled the improved sharing of information and partnership working across agencies, for example combined inspections with Police and Her Majesty's Revenue and Customs.

Priorities in this area have included:

- tackling the sale of illegal tobacco products
- under age sales of cigarettes and alcohol
- sale of food past its use by date

The Trading Standards service has given proactive advice to a number of businesses in the area to help them to avoid committing offences. Where businesses have shown disregard for the law, a graduated enforcement approach has been taken.

Over the last year in the Operation Can Do area the team have either led or supported 25 seizures of illegal tobacco products and 15 incidents where food is being sold past its use by date. As a result of these activities, Trading Standards have issued 5 formal warnings, applied for the review of 2 premises alcohol licences leading to their revocation by the Licensing Committee, and have a number of prosecutions pending.

Over the next year the service is planning some high profile targeted investigations, in order to attempt to reduce the prevalence of illegal tobacco products. In addition, the team will also be joining up more with other regulators to support businesses and ensure that we are doing everything we can to minimise the burden on business and promote growth whilst continuing to ensure the safety and well being of local residents.

### 5.2.8 **Food and Health and Safety**

The Food and Health and Safety service conduct risk based interventions to ensure businesses are complying with Food and Health and Safety legislation. The service often carries out joint visits in the Operation Can Do area with the fire service, police, trading standards and licensing teams.

Priorities in the Operation Can Do area have centred on working with those businesses that are presenting the greatest risks to the public. The main issues that officers have found in food businesses include no hot water, dirty premises, poor structure, poor practices and poor temperature control.

Health and Safety issues that the team have been focussing on include unguarded band saws and gas and electrical safety issues. The service is also working with a number of businesses who are trying to offer their customers something different by using charcoal heated cooking appliances inside which is presenting a risk of carbon monoxide poisoning to staff and those occupying surrounding premises.

Peterborough magistrates court recently granted a closure order for a fishmonger operating in the area because officers carrying out an inspection found that there was an imminent risk to health. A premises in this area was also prosecuted for allowing smoking in a smoke free place.

The team always takes a graduated approach to enforcement except when there are serious contraventions when legal notices are served to achieve compliance. The team served 200 legal notices last year and approximately 70% of these were at premises in the Operation Can Do area.

### 5.2.9 **Licensing**

The Licensing service has provided training for communities and representative groups in order to help them make formal representations at Licensing committees. The success of the joined up approach of services and community representatives was a significant factor in securing the implementation of the Cumulative Impact Policy to regulate licensed premises in the area.

There has been and will remain an increase in inspection levels, including multi-agency inspections and enforcement activity.

Examples of interventions include the following:

- Prior to the Cumulative Impact Policy, in the last year 6 applications were taken to the Licensing Committee for decisions. 2 applications were refused, 2 were granted with conditions such as reduced opening hours, and 2 had applications revoked
- Joint agency operations tackling illegal gambling dens
- 6 New/Variation licensing applications dissuaded from applying for applications or varying applications due to the Cumulative Impact Policy
- Complaints investigations and inspections to ensure licensing conditions are being adhered to

### 5.2.10 **Parking Enforcement**

Parking can at times be a focal point for tensions in the community. The Civil Enforcement service however has tried to find a fair balance between the needs of different groups and individuals.

Dedicated Civil Enforcement Officers patrol the Operation Can Do area. Targeted interventions have included:

- A survey of all streets to identify missing parking signs and road markings in a poor condition, resulting in an inability to enforce lawfully. This is leading to increased enforcement of parking restrictions across the area
- Participation in multi-agency traffic operations
- The CCTV enforcement car which continues to supplement the officers operating on foot. Compliance with parking restrictions has improved in areas where the car has been deployed

5.3 Alongside the work described above which is led by the Council, our colleagues in the Police have also delivered a wide range of successful interventions and activities. They have produced an annual report which is attached for information at appendix 2.

5.4 Measuring the performance of Operation Can Do is an important part of demonstrating whether or not this approach is working. Indicators relating to quality of life, crime and anti-social behaviour are collated on a monthly basis at both strategic and operational levels, these are then normalised, compared with the rest of Peterborough, and then reported in to the Safer Peterborough Partnership.

5.5 The following summary points have been produced by measuring the percent change of a three month rolling rate per thousand population from a baseline date range of April 2012 to June 2012 compared to a three month rolling rate ending March 2013, observed reductions include.

- 17% total crime (+)
- 20% serious acquisitive crime (+)
- 30% dwelling burglary (+)
- 28% other burglary (+)
- 23% all violent crime (+)
- 35% robbery
- 2% vehicle crime (+)
- 30% cycle theft (-)
- 6% criminal damage (-)
- 18% domestic abuse (+)
- 24% alcohol related incidents (+)
- 21% ASB environmental (-)
- 18% ASB nuisance (+)
- 36% ASB personal (+)
- 17% planning enforcement (-)
- 70% littering enforcement
- 32% noise complaints (+)
- 100% odour complaints (+)
- 8% flytipping

Of these, the reductions marked with a plus sign (+) have seen a faster rate of improvement when compared with the Peterborough average. Those marked with a minus sign (-) have seen a slower rate of improvement.

In addition, the indicators show that the area has seen the following increases from the baseline:

- 23% needle finds (+)
- 25% primary fires (-)
- 13% rubbish accumulations
- 10% theft from vehicle (-)
- 20% theft from shop

Of these, the increases marked with a minus sign (-) have seen a slower rate of increase when compared with the Peterborough average.

Attached at appendix 3 is the most current, combined performance summary for the Operation Can Do area showing data to the end of May 2013. The baseline figures are the annual figures for the period April 2012 to March 2013, which are then converted to a figure per one thousand population in order to be able to compare with Peterborough averages and are monitored as a 12 month rolling figure. This methodology is the primary reporting mechanism to the Safer Peterborough Partnership for Operation Can Do performance monitoring.

5.6 Evidence as shown in section 5.4 as well as the anecdotal feedback from the community has demonstrated that the approach taken in complete collaboration with partners and the community is making significant progress in the area. As a result of this, the approach has been rolled out to two further areas of Peterborough:

- Ravensthorpe (WWRAP – the Westwood, West Town and Ravensthorpe Action Project)
- Orton Goldhay/Orton Malborne (HALO – Helping Achieve Localised Objectives)

These programmes are relatively new although early indications are beginning to suggest similar successes in tackling deep rooted issues.

5.7 Sustaining the levels of investment and effort to support programmes such as this remains a priority. This programme is focussed on delivering long term and lasting change, and we are committed to working with the community in this way for at least 10 years. We need to bring about generational change which will take time. The following principles therefore remain key to ensuring the longevity of this approach:

- Maintaining political and senior officer commitment (from across the council and all of the key agencies)
- Sustaining crime reduction and improvements in quality of life indicators
- Sustaining levels of community participation
- Mainstreaming as much of the experimental and innovative practices as possible
- Embedding this approach in key strategy and policy documents, including our approach to delivering Localism

## **6. IMPLICATIONS**

6.1 A number of implications relating to financial or legal matters, property issues, community engagement issues and how agencies work together have arisen, and will continue to do so, as this programme has developed. Each of them is being considered and addressed as it arises on the basis that the programme in part is about breaking down traditional barriers to cross agency working and trying to find new ways to deliver positive change.

## **7. CONSULTATION**

7.1 Extensive consultation has been one of the underpinning principles of Operation Can Do. All councillors are kept fully informed and involved, and there are significant opportunities for the community to have their say. We continue to work closely with established groups such as the Millfield and New England Regeneration Partnership, local faith organisations, residents groups and voluntary agencies, and are now supporting and working closely with the new resident board for the Operation Can Do area.

## **8. NEXT STEPS**

8.1 We are around 2 years into a 10 year programme, and it is important to maintain the current focus. We need to begin to consider and bring forward opportunities for physical regeneration alongside the work being done to tackle everyday issues. We are also keen to celebrate the uniqueness of the area and to support and promote the area as a safe and vibrant place to visit and enjoy different cultures.

8.2 We also need to strengthen our approach to tackling rogue landlords and poor housing management practice in the area. With this in mind we are developing plans to enter into formal consultation on introducing a Selective Licensing scheme for private rented properties across the Operation Can Do area. Selective Licensing would require all privately rented properties to be licensed with the Council, regardless of whether or not they are an HMO. It is proposed that a full paper be brought to the Committee at its next meeting as part of the consultation exercise.



**9. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

None

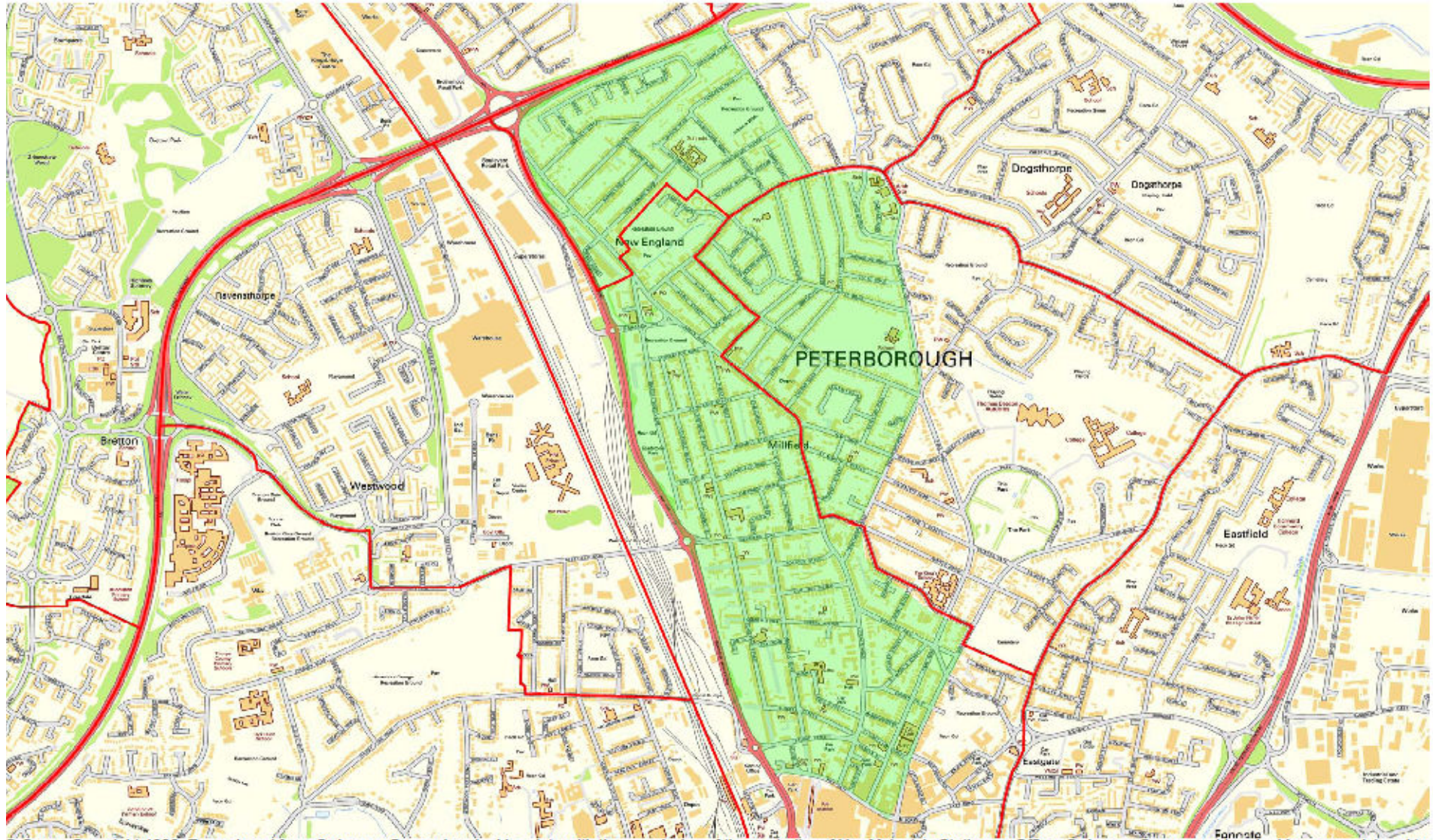
**10. APPENDICES**

Appendix 1: Operation Can Do area map

Appendix 2: Operation Can Do Police Microbeat Team Annual Report

Appendix 3: Operation Can Do Performance Summary May 2013

# APPENDIX 1: OPERATION CAN DO AREA



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## APPENDIX 2

### The Operation Can Do police microbeat team – review of the previous year (2012-2013) and plans for the future (2013 -2014)

#### Introduction

Cambridgeshire Constabulary continues to support the Operation Can Do initiative with a dedicated police team comprising of 1 Police Sergeant (Ps) , 4 Police Constables (Pc) and 5 Police Community Support Officers (PCSO). Special Constables (Sc) are also aligned to the team. The team is based out of Bridge Street Police Station, but also work from the contact point at 439 Lincoln Road (known as the 'Neighbourhood Hub') which they share with Peterborough City Council and other agencies/organisations involved within the Operation Can Do initiative. The team has recently said farewell to Pc 326 Dec McDonagh but welcomes Pc 2284 Justin Howard as his replacement. Dec has joined another team based at headquarters.

The police team members are as follows:

- Ps 1749 James Sheffield
- Pc 1288 Alan Calver
- Pc 1687 Gary Johnson
- Pc 2284 Justin Howard
- Pc 43 Rob Giffen
- PcsO 7018 Zak Stevens
- PcsO 7047 Leanne Temperton
- PcsO 7100 Jane Gibson
- PcsO 7225 Thomas Puthenpurayil
- PcsO 7379 Lucie Marchbank

#### The Operation Can Do police team – a brief history

- Operation Riptide/Steam – early 2011
- Operation Steam 2 – mid 2011
- Operation Can Do – late 2011 – present

Operation Can Do has evolved significantly since early 2011 when it was initially set up by the police (under different operational names) to tackle drugs misuse in and around Lincoln Road, Peterborough. Huge successes were seen in the early days (e.g. 25 drug dealers receive a total of 75yrs imprisonment and a 'crack house' closure). The team now focus on a number of 'quality of life' themes (detailed below) working in close liaison with a whole host of different organisations/agencies to find long term solutions to problems/issues highlighted by the public at various community consultation events.

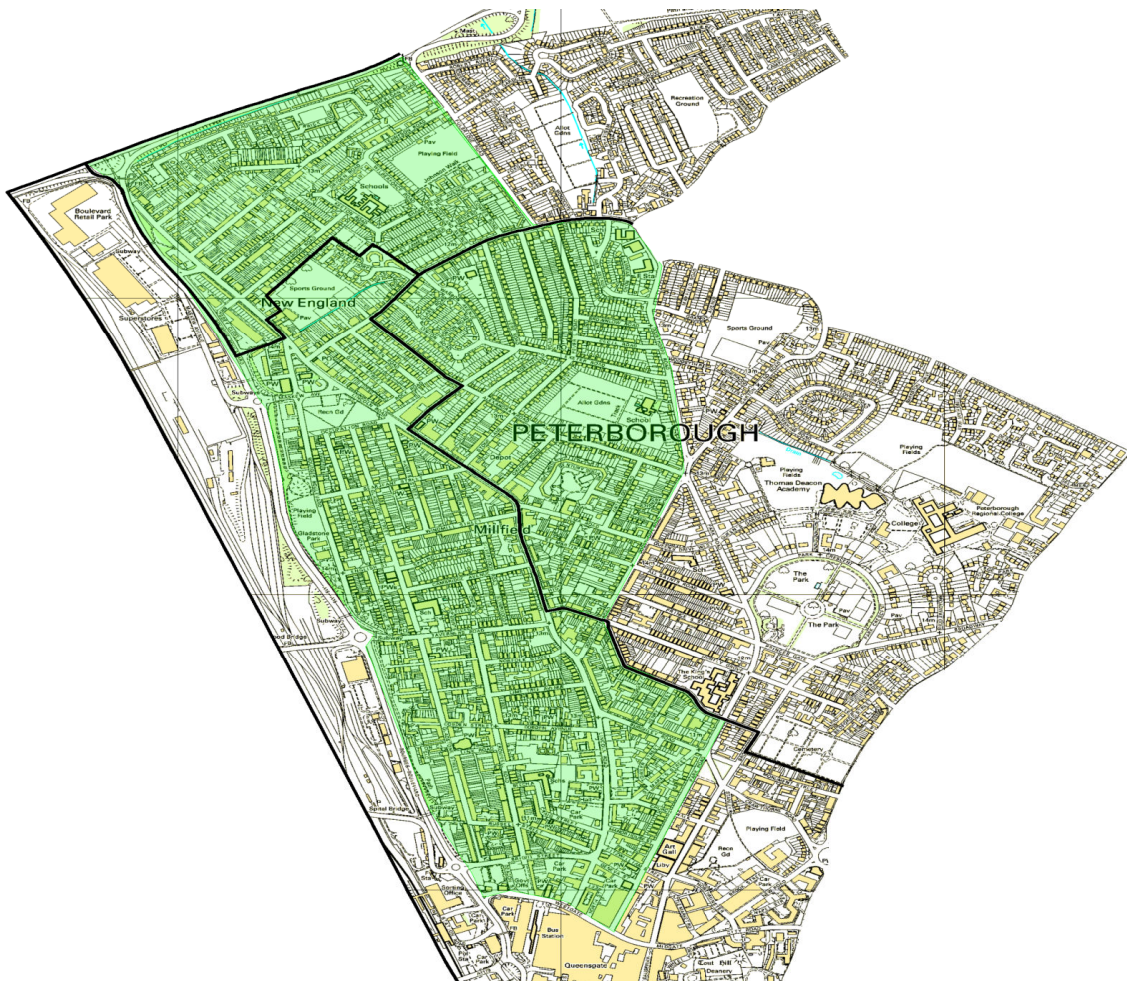
#### Operation Can Do today

- Peterborough City Council and Cambridgeshire Constabulary spearhead the operation with support from the NHS, Fire Service, community groups and many other organisations/agencies.
- 10 year commitment from the police.
- Key aim - 'To develop, implement, evidence and measure a transformational, whole systems approach to improve the quality of life of people living and working in the Gladstone area of Central ward and Millfield and New England'.

- ❑ Some of the key themes – **crime /ASB** (drugs/sex workers etc), **housing, environment, traffic, alcohol** and **community cohesion/consultation**. It is also important to mention that the team also works on other themes which are not described in great detail in this report. For example, the team regularly works with the **immigration** service to investigate information/intelligence around all matters concerning illegal immigration. This translates into numerous operations, warrants and initiatives conducted in the Operation Can Do area over the last year focusing on this theme.

The Operation Can Do microbeat area:

The Operation Can Do area encompasses sections of Park, North and Central Wards within Eastern Sector, Peterborough. Both population wise and geographically, the Operation Can Do microbeat is the largest microbeat in Peterborough district:



Crime and ASB – drugs

Highlights over the past year (2012-2013) within the Operation Can Do microbeat area:

- Drug related arrests - 58
- Cannabis factories found - 3
- Fixed penalty notices/warnings issued for possession of cannabis - 75
- Section 23 Misuse of Drugs Act searches - 370+
- Section 23 Misuse of Drugs Act warrants on addresses – 15.
- Drugs related operations conducted within the Operation Can Do microbeat area - 30

- ❑ Over the next year the Operation Can Do team members will continue to actively collect/process intelligence about individuals/locations concerned in the misuse of drugs. Further operations will be conducted - passive drugs dog, section 23 Misuse of Drugs Act warrants, covert operations. Intelligence led high visibility and covert patrols will also occur on a routine basis to deter criminals and reassure the public. Stop and search tactics will also be deployed where possible.
- ❑ Officers will continue to work in close partnership with substance misuse officers to ensure that drug users are getting the support and treatment they need to get off drugs. Operation Can Do officers will also link in with safer schools officers and other service providers (for example the prison service) to ensure that young people in particular receive drugs awareness presentations/advice. Discarded drugs paraphernalia is directly reported to Peterborough City Council for immediate removal.

### Crime and Anti Social Behaviour – sex workers

Highlights over the past year (2012-2013) within the Operation Can Do microbeat area:

- ❑ 30 sex workers arrested/processed for a variety of sex working related offences. These include kerb crawlers, prostitutes and pimps. For example, on the 9/5/13 the team commenced a multi agency operation (3 days of enforcement and 3 days of support/education) to tackle the issues. 6 prostitutes were arrested for a variety of offences (fail to appear warrant, breach of CrASBO and soliciting/loitering x 4). Four kerb crawlers were also processed. In the support/education phase of the operation the team engaged with numerous sex workers to provide them with drugs support and help them get back into work, for example.
- ❑ Plans for the next year will include supporting the wider Safer Peterborough Partnership strategy into sex working across Peterborough by attending regular strategic and 'case by case' meetings to share information and problem solve. Joint patrols with 'supportive organisations' (e.g. Job Deal, Aspire, women's groups, HMP Peterborough, health services, Peterborough City Council staff) occur regularly. ASBO applications will be sought regarding persistent sex workers. The team also hopes to conduct numerous enforcement and support/education operations over the next 12 months, similar to the operation described above.

### Crime and ASB in general

Operation Can Do Officers also support the neighbourhood policing process by tackling a variety of priorities that have been chosen by the public. Education, enforcement and prevention are key strands to our problem solving approach. The next panel meeting is on Thursday the 20<sup>th</sup> of June 2013 at 7pm at the Beeches Primary School where the public will be invited to set further policing priorities for their local police team. The current priorities chosen by the public at the police panel meetings are as follows:

- ❑ Reduce/prevent ASB in Century square
- ❑ Reduce/prevent ASB in Sergeant Street and Harris Street areas.
- ❑ Tackling drugs misuse in the Operation Can Do area

Protecting the vulnerable, keeping people safe in their homes and maintaining order are top priorities for the Operation Can Do team. The team therefore work very closely with detectives and crime scene investigators responsible for investigating burglaries, robberies, vehicle crime and assaults. The Operation Can Do team will assist with all aspects of the investigation but their in depth knowledge of individuals and groups that make up the community has proven very useful many times before to identify and bring offenders to justice. The team will also conduct reassurance/preventative patrols at key times/locations and offer crime prevention advice to victims of crime, and those members of our community that appear vulnerable to crime.

## Housing

- ❑ Officers conduct joint visits with Peterborough City Council housing officers identifying and dealing with HMO's (Houses of Multi Occupancy). Unregistered/unregulated HMO's are of interest to the police as they will often be linked to various forms of anti social behaviour (cramped living conditions which often result in unacceptable noise and parking congestion for example). Evidence is collected to take enforcement action against landlords. This will often result in a safer/cleaner environment for tenants. Officers regularly report HMO's to the council and excellent co-operation between the agencies mean positive action can be taken very quickly (for example, in early July 2013 Operation Can Do officers will be visiting several suspected unregistered HMO's with housing officers over a two day operation).
- ❑ Homeless officers from Peterborough City Council also work regularly with police carrying out outreach work amongst hard to reach rough sleepers and street drinkers. Locations reported to the council for rough sleepers are checked by officers and numerous referrals have been completed to Peterborough City Council by the team. A number of individuals have voluntarily gone home following police referrals. Where these methods fail UKBA (United Kingdom Border Agency) have supported police and Peterborough City Council in joint days of action targeting those immigrants who are not exercising their treaty rights.
- ❑ All new planning applications are reviewed at the Operation Can Do delivery meetings and representations made where appropriate.

## Environment

- ❑ Operation Can Do officers have been carrying out weekly patrols with Peterborough City Council staff, targeting accumulations of rubbish such as sofas/domestic waste both on public and private property. Several prosecutions have resulted from these joint patrols.
- ❑ Officers continue to support NEO's (Neighbourhood Enforcement Officers) in the enforcement aspect of their work. Joint working has included NEO's attending 5 traffic enforcement days (see below for further detail) where they have worked with PCSO's and PC's issuing fixed penalty notices for littering. Over 20 fixed penalty notices for littering were issued during these days of action.
- ❑ Officers and Peterborough City Council staff have completed patrols during the late evening and early mornings focusing on locations where fly-tipping is problematic. Recently two males seen dumping a mattress on Alma Road in the early hours of the morning were each issued with a £50 fine. The offenders returned the mattress to their home address.
- ❑ Fire safety stickers are applied to combustible rubbish accumulations found in peoples gardens. This serves as a polite reminder that the owner must dispose of the accumulation swiftly, and responsibly as the police, on behalf of the fire service, have identified a potential fire hazard. Other agencies/organisations which are part of the Operation Can Do initiative also support this scheme. Rubbish can also be carefully monitored so the police/council know who to visit if it is then found deposited in a public area.

## Traffic

- ❑ For the past year officers have conducted joint patrols with Civilian Enforcement Officers from Peterborough City Council. This means that both obstruction offences and 'yellow line' offences can be dealt with at the same time. Hundreds of fixed penalty notices have been issued and hotspots such as the junction of Stone Lane and Alma Road have improved considerably.

- ❑ The Operation Can Do team have made recommendations regarding road improvements to Peterborough City Council to reduce congestion and parking problems (e.g. outside Lloyds TSB on Lincoln Road). Significant improvements can be seen here.
- ❑ Speed checks/enforcement activities have also been conducted on a regular basis.
- ❑ The Operation Can Do police team have been responsible for planning and coordinating several large multi agency traffic operations within the Operation Can Do microbeat area over the last 6 months. The operations have brought together staff from a variety of organisations/agencies including the Automatic Number Plate Recognition team (police) Roads Policing Unit (police), DVLA, VOSA and Peterborough City Council staff (e.g. civilian enforcement and taxi licensing officers). Operations have taken place on 10/04/2012, 20/09/2012, 06/02/2013, 22/02/2013 and 20/03/2013. The operations have generated extremely positive feedback from the community and as a result, this attracted the attention of the local media. Evening Telegraph photographers and also a media team from a Polish newspaper (with a large regional readership) came out with us during some of the operations due to its success. We hope to repeat these operations in the 2013-2014 year.

### Alcohol

Highlights over the past year (2012-2013) within the Operation Can Do microbeat area:

- 1 Illegal smoking shelter shut down.
  - 1 illegal nightclub shut down.
  - 1 illegal gambling premise shut down.
  - 2 premises served temporary closure notices.
  - 4 major licensing operations.
  - Several test purchase operations.
- ❑ Officers have continued to carry out strict licensing checks on the licensed premises in the Operation Can Do catchment area. Licensees/staff are often subjected to on the spot checks to ensure compliance with the licensing principles and their individual licence conditions. CCTV systems, training records, and merchandise etc is carefully checked during each visit. Swabs are taken from around the premises to ascertain if class A drugs misuse has occurred in the premises.
  - ❑ In the previous year minor breaches in licence conditions were found at many premises. The reason for these breaches was often due to lack of training, licensees not being brought up to date with current legislation, irresponsible staff/licensees. Another reason for this is that a number of premises had not been inspected so intensively for a number of years. Through regular compliance visits the majority of licensees are now fully compliant with their license conditions and the licensing principles.
  - ❑ The team have been able to focus their attention on the priority premises where more serious licence breaches have been found (e.g. serving alcohol to drunks/juveniles and having no licence to sell alcohol). Positive action is always taken in conjunction with Peterborough City Council and a series of intensive inspections planned to ensure future compliance. As a result of this prioritisation system licensed premises in the Operation Can Do area are the most compliant they have been in years.
  - ❑ All new licensing applications are reviewed at the Op. Can Do delivery meetings and representations made where appropriate.

## Community cohesion/consultation

- ❑ The Operation Can Do team work very closely with youth providers in the area, attending regular meetings to discuss individuals and groups causing ASB/tensions. This ensures that youth workers are aware of up to date intelligence/information, and can direct their patrols accordingly.
- ❑ This regular two way communication with youth workers has proved invaluable in minimising youth crime/ASB during key periods (London Riots, Euro 2012 and the school holidays). A schedule of youth activities has been meticulously planned in the run up to these events. The team would like to thank Rachel Panther (Community Based Youth Worker for Peterborough City Council) and Matt Oliver (Locality Manager for Peterborough City Council) for their involvement and support in improving youth community cohesion within the Operation Can Do area. Their efforts to improve community cohesion between the various Eastern European communities (e.g. Roma) has been invaluable in preventing youth crime and anti-social behaviour.
- ❑ The Operation Can Do team will attend a variety of public meetings to ensure the public can have a say in how we police. This includes the various police panel meetings and MANERP (Millfield And New England Regeneration Partnership), VPRA (Victoria Park Residents Association) for example.
- ❑ The Op. Can Do team will routinely visit a variety of locations/persons in the community for the same reasons (e.g. religious establishments, businesses and 'hard to reach groups/persons').
- ❑ There is a clear process for contacting the police anonymously (cards are handed out by Op. Can Do officers and anonymous reporting is supported on the Cambridgeshire Constabulary internet site).
- ❑ It is important to add that the Operation Can Do police team are just a small part of the individuals, groups and organisations/agencies that work tirelessly to improve community cohesion within the Operation Can Do area. There are far too many names to mention individually (e.g. Sr Mary-Clare Mason and Jawaid Khan) who have undoubtedly had a significant impact in minimising community tensions.

## Conclusion

The Operation Can Do police microbeat team looks forward to working closely with individuals, groups and organisations/agencies within the Operation Can Do microbeat area going into 2013 – 2014. As mentioned above, the team is now at full strength, and over the coming year we are keen to have a significant impact on all of those 'quality of life' issues that frustrate and concern all sections of the community that live, work or play within the area. The team in particular would like to challenge and change people's views/opinions/perceptions that the Operation Can Do area is an unpleasant and unwelcoming area. Obviously, the most effective way the team can achieve this is by reducing/preventing crime and anti social behaviour (including the fear of crime/anti social behaviour) and ensuring 'good news stories' are accurately reported within the media. The team will continue to engage with the community at every opportunity – listening to, and understanding peoples view points and concerns. Effective community engagement is critical to gaining the confidence and trust from all sections of the community so that they approach the local police team, without hesitation, if they wish to report anything.



**APPENDIX 3: OPERATION CAN DO PERFORMANCE SUMMARY MAY 2013**

Category	Op CanDo Baseline		Can Do				Peterborough		
	Baseline (Apr-12 to Mar-13)	Baseline Rate per 1,000	Statistic for Month	12 month rolling statistic	No. Variation from Baseline	% Variation from Baseline	No. Variation from Baseline	% Variation from Baseline	% of Total happening in CanDo Area
Environmental ASB	85	3.01	9	88	+3	+3.4%	+26	+4%	12.5%
Personal ASB	294	10.40	34	294	+0	+0%	-132	-4.4%	14.8%
Nuisance ASB	802	28.38	65	783	-19	-2.4%	+61	+1%	11.6%
<b>TOTAL ASB</b>	<b>1,181</b>	<b>41.79</b>	<b>108</b>	<b>1,165</b>	<b>-16</b>	<b>-1.4%</b>	<b>-45</b>	<b>-0.5%</b>	<b>12.5%</b>
Odour Complaints	3	0.11	0	2	-1	-33.3%	+4	+10%	0.0%
Smoke Complaints	18	0.64	1	19	+1	+5.3%	+2	+2.3%	11.1%
Unauthorised Travellers	0	0.00	0	0	+0	-	-4	-4.5%	0.0%
Offensive Grafitti	5	0.18	0	5	+0	+0%	-4	-3.8%	0.0%
Primary Fires	12	0.42	1	11	-1	-8.3%	+3	+2.7%	7.7%
Abandoned Vehicles	45	1.59	1	44	-1	-2.2%	-2	-0.8%	6.7%
Unattended Bins	23	0.81	0	24	+1	+4.2%	+1	+0.3%	0.0%
Non-Offensive Grafitti	18	0.64	1	19	+1	+5.3%	-27	-6.6%	2.3%
Damage to Play Area	3	0.11	0	3	+0	+0%	-3	-3.8%	0.0%
Needle Finds	62	2.19	8	68	+6	+8.8%	-58	-13.9%	61.5%
Planning Enforcement	107	3.79	6	96	-11	-10.3%	+1	+0.2%	12.5%
Enforced Littering	172	6.09	19	140	-32	-18.6%	-172	-27.8%	44.2%
Noise Complaints	90	3.18	7	87	-3	-3.3%	-11	-1.6%	13.0%
Rubbish Accumulation	306	10.83	18	300	-6	-2%	+8	+1%	29.5%
Flytipping Cleanup	774	27.39	187	902	+128	+14.2%	-55	-1%	27.3%
<b>TOTAL QoL</b>	<b>1,638</b>	<b>57.96</b>	<b>249</b>	<b>1,720</b>	<b>+82</b>	<b>+4.8%</b>	<b>-317</b>	<b>-3.1%</b>	<b>24.2%</b>
Drug Offences	144	5.10	11	147	+3	+2%	-15	-1.8%	16.9%
Racially Aggravated	13	0.46	1	7	-6	-46.2%	-11	-10.2%	12.5%
Theft from Shop	105	3.72	2	93	-12	-11.4%	+15	+0.9%	1.8%
Theft from Person	42	1.49	6	46	+4	+8.7%	-5	-1.3%	17.1%
Burglary Other	42	1.49	8	44	+2	+4.5%	+17	+2%	12.9%
Vehicle Crime	106	3.75	10	111	+5	+4.5%	+17	+1%	7.5%
Criminal Damage	285	10.08	17	279	-6	-2.1%	-82	-3.4%	9.6%
Robbery	37	1.31	4	34	-3	-8.1%	-20	-9.4%	57.1%
Serious Sexual Offences	18	0.64	0	16	-2	-11.1%	+3	+2.3%	0.0%
Assault with Injury	166	5.87	11	164	-2	-1.2%	-43	-4.1%	15.3%
Violent Crime	395	13.98	19	362	-33	-8.4%	-144	-5.2%	11.1%
Burglary Dwelling	125	12.48	6	125	+0	+0%	-55	-6.2%	14.0%
Victim Based Crime	1,368	48.40	91	1,326	-42	-3.1%	-285	-2.1%	9.2%
<b>TOTAL CRIME</b>	<b>1,592</b>	<b>56.33</b>	<b>105</b>	<b>1,544</b>	<b>-48</b>	<b>-3%</b>	<b>-419</b>	<b>-2.7%</b>	<b>9.8%</b>

### Citywide v Op CanDo 12 month rolling comparison from baseline chart

