

Drugs study Review Group – Recommendations

Responses received to consultation exercise with CBC lead officers

Action	CBC Lead	Comments and issues	Responses received to consultation exercise
1. Revitalise Cheltenham's Substance Action Group (SAG)	Trevor Gladding	<ul style="list-style-type: none"> • SAG members will need to review their own current internal working and consider how they can make their work more prominent • SAG to review its membership to ensure that all relevant and appropriate groups are offered membership of SAG and/or are given details and information about the activities of SAG • SAG members to consider ways of raising greater awareness of drug and alcohol problems across Cheltenham 	<p>Trevor Gladding - Community safety and licensing team leader</p> <ul style="list-style-type: none"> • The SAG group needs to be used more productively by the Cheltenham Community Safety Partnership and be tasked to deal with, and make recommendations on drugs and alcohol related issues <p>Richard Bradley – Community safety officer / CCSP</p> <ul style="list-style-type: none"> • The review of the SAG is now in progress and is a recognition of the need for SAG to become more proactive • The creation of a domestic violence working group is further evidence of their willingness to work as a group and to link to the Cheltenham Community Safety Partnership
2. Clamp down on sale of alcohol to minors	Trevor Gladding	<ul style="list-style-type: none"> • CBC and partners to identify whether there are opportunities to work more closely with the police to increase their enforcement of this issue (police enforcement issue) • CBC and partners will need to look at how they could work more closely and widely with local schools and youth service providers to instigate and promote this kind of initiative 	<p>Barbara Exley- Public protection service manager</p> <ul style="list-style-type: none"> • This has been a key element of successive Home Office enforcement campaigns and test purchasing is regularly undertaken by the police and trading standards. CBC will hear its first premises licence review application in June 2007 following a police application based entirely on under age sales problems associated with a convenience store. <p>Richard Bradley – Community safety officer / CCSP</p> <ul style="list-style-type: none"> • This is an on-going initiative working in partnership with a number of agencies. There may also be a link to the Cheltenham RARV initiative and its codes of practice. Also need to look at greater and harsher penalties which the

Action	CBC Lead	<i>Comments and issues</i>	<i>Responses received to consultation exercise</i>
			<p><i>government are now pursuing</i></p> <p>General comments</p> <ul style="list-style-type: none"> <i>The Cheltenham Community Safety Partnership and the SAG group should be tasked to deal with this matter and in making recommendations</i> <i>The ‘three strikes and you’re out campaign’ is now in place which means that holders of licensed premises can be fined £10k and have alcohol sales suspended for 3 months, if in a period of 3 months, members of staff sell alcohol on 3 occasions to person under the age of 18</i> <i>Local schools, the LEA, statutory agencies and youth provisions involved in working with young people / school children should also be tasked with trying to address this issue</i>
3. Develop common inter-agency protocol for information sharing	Trevor Gladding	<ul style="list-style-type: none"> <i>Cheltenham Community Safety Partnership to take the lead in establishing a workable common approach to information sharing</i> 	<p><i>Barbara Exley- Public protection service manager</i></p> <ul style="list-style-type: none"> <i>I assume this already exists under CDRP</i> <p><i>Trevor Gladding - Community safety and licensing team leader</i></p> <ul style="list-style-type: none"> <i>An information sharing protocol already exists between members of the Cheltenham Community Safety Partnership including the council</i>

<p>4. Ensure that planners and developers design out crime and in particular opportunities for drug-related crime (<i>Secure by design</i>)</p>	<p>Mike Redman (Development control) Tracey Crews (Local Plan/ local plan development framework))</p>	<ul style="list-style-type: none"> • <i>This is already a Section 17 commitment</i> • <i>Planners and developers to consider wider involvement of the police architectural liaison officers when developing / considering development proposals and planning applications</i> 	<p><i>Mike Redman – Assistant director built environment</i></p> <ul style="list-style-type: none"> • <i>This is already imbedded into our work and development control and local developers are already involved in designing out crime using pre-application discussions on all mayor development schemes</i> • <i>In relation to the town’s regeneration areas, I would also suggest that the police need to look very carefully at their enforcement of drug related crime, and local communities, using their police community support officers, need to be gathering greater intelligence to take more effective action to address particular problems and/or hot spot areas</i> <p><i>Tracey Crews – Strategic land use manager</i></p> <ul style="list-style-type: none"> • <i>Would suggest that this recommendation is actually broken down into two separate recommendations</i> <i>(1) ensuring that the local development framework takes into account health needs arising from communities and taking into account the mechanisms available for the prevention and intervention of drugs; and</i> <i>(2) ensuing that planners and developers design out crime and in particular opportunities for drug related crime (secure by design)</i> <p><i>(The recommendation sheet will be amended in line with Tracey’s suggestion)</i></p> <p><i>Roger Sparks – Housing enabling officer</i></p> <ul style="list-style-type: none"> • <i>Design out crime – Police Architectural Liaison Officer already consulted on planning applications and involved in pre-application discussions on major schemes. If new</i>
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<p>5. Review CBC and RSL housing policies</p>	<p>Kath Chamberlain Mike Redman Roger Sparks</p>		<p><i>Kathryn Chamberlain – Community services service manager + Martin Stacy – Housing options manager</i></p> <p><i>Provision within existing housing allocation policy:</i></p> <ul style="list-style-type: none"> <i>• (1) All applications for permanent housing are considered for eligibility for the housing list. If behaviour is serious enough to deem them unsuitable to be a tenant to such a degree that will entitle a local authority to an outright possession order had they been a council tenant, then they can be excluded from the list (1a) For a long time we have templated out households with known problems, such as alcohol abusers, in areas where there are currently housing management problems. Now we micro-manage the issues through sensitive lets looking at issues arising within close proximity to the vacant property</i> <i>(2) We have agreed 'out of policy' requests for households giving evidence against another</i>

			<p><i>household for a possession hearing, if there have been concerns from the police/safer estates for the safety of the first household</i></p> <p><i>(3) This is already considered in SPA meetings (under 25s) and SHOP (over 25s) and currently multi-agency risk assessment processes are in place and housing related support services are being delivered through the Supporting People programme</i></p> <ul style="list-style-type: none"> • <i>Work in progress:</i> <i>Choice based lettings model – the council is already consulting on a choice base lettings policy for social housing. The draft policy retains the power to: (a) exclude people from the housing register for reasons of behaviour serious enough for them to be deemed unsuitable to be a tenant, to such a degree that will entitle a local authority to an outright possession order had they been a council tenant (b) identify areas for selective lettings arrangements (c)grant priority for those who have been identified, following a multi-agency risk assessment as whose personal safety is at risk.</i> • <i>It is our aspiration to include registered social landlords in the county choice based lettings model and policy.</i> <p><i>Roger Sparks – Housing enabling officer</i></p> <ul style="list-style-type: none"> • <i>Desired outcome A refers to “areas of known drug-use and dealing”. This wording implies that these “known” areas do not change and are therefore not affected by current or future enforcement activity. There is no indication of the number / size of these areas and their current locations.</i> • <i>One of the characteristics of Cheltenham is the concentration of affordable / social housing within certain parts of the town. In view of the very</i>
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<p>6. Train front-line staff and other relevant staff to recognise drug and alcohol problems in parks and other council owned premises and develop reporting procedures for staff</p>	<p>Human Resources</p>	<ul style="list-style-type: none"> <i>CBC will need to identify whether we are just talking front-line staff or whether we are also including other staff who have regular contact with members of the public</i> <i>CBC will need to identify the potential scope of this problem and what problems might already exist</i> <i>CBC will need to look at current procedures being adopted and consider whether there is a need for a corporate approach</i> <i>Need to consider possible H&S issues for staff who may be required to enforce this policy</i> <i>HR planning to carry out dealing with</i> 	<p><i>Jan Bridges – Learning and development manager</i></p> <ul style="list-style-type: none"> <i>Training staff to produce the stated outcome is job specific and therefore would be funded from the appropriate professional training budgets. Approval for this expenditure will need to be obtained from the relevant divisional budget holders once the costs have been identified. However, I propose the L&D team co-ordinate any agreed training to ensure consistency and cost effectiveness.</i> <i>Currently, the corporate training programme offers courses which although not drugs and alcohol specific, give staff the skills to deal with the resulting aggressive or abusive behaviour. These are: managing aggressive behaviour, a</i>

		<p><i>aggressive behaviour training for staff</i></p> <ul style="list-style-type: none"> <i>• CBC may wish to consider discussing possible training opportunities with the Gloucestershire Drugs and Alcohol Service (GDAS) and Gloucestershire Drugs and Alcohol Team (DAAT)</i> 	<p><i>course available to all staff; and a customer care and complaints module, which walks staff through the customer care standards and handbook. There are sections in this document advising staff how to deal with difficult and abusive customers and attend to their own personal safety. The L&D team can arrange for these courses to be delivered at other times and locations (depot, leisure @ etc) for those staff working patterns prevent them from attending the current courses</i></p>
<p>7. Introduce measures to target drug and alcohol abuse in council owned premises (public buildings) plus combat any possible front-line staff dealings with either intoxicated customers or customers under the influence of drugs, and in buildings operating a public license, instigate a responsible drinking policy and zero tolerance on both drug taking and drugs pushing</p>	<p>Tim Byng + All building managers</p>	<ul style="list-style-type: none"> <i>• CBC will need to identify the potential scope of this problem and look closely at what problems might already exist</i> <i>• Property / building managers will need to look at current procedures being adopted and consider whether there is a need for a corporate approach</i> <i>• CBC will need to consider its own licensing arrangements in public buildings which are operating a public license</i> <i>• Property / building managers will need to look at possible signage requirements and as to how CBC staff/ contractors would enforce this policy</i> <i>• CBC and building managers will need to consider possible H&S issues for staff who may be required to enforce this policy</i> 	<p><i>Tom Mimmagh – Property maintenance manager</i></p> <ul style="list-style-type: none"> <i>• CBC / building managers will need to look at whether this should include car parks, lifts, and common areas. communal stairs and public toilets which are generally deemed to be problem areas for drug taking and pushing</i> <i>• Most reception points utilise CCTV cameras and panic alarms. Building managers will need to assess whether these are appropriate and should consider whether such provisions need to be extended to help increase coverage (this could result in additional cost to the council)</i> <i>• Public buildings with public licenses: should the council be looking at defining possible dedicated drinking zones and no drinking zones, and how will these areas and zones be enforced (is there a police enforcement role)</i> <i>• Public toilets are increasing causing concerns with drug taking and drugs pushing (how do we combat, and at what cost?)</i> <i>• What do we actually mean by zero tolerance? and how is this going to be enforced.(i.e. is this about no drug taking or is it more about if you are caught you will be prosecuted?)</i> <i>• How do we enforce these rules? should we</i>

			<i>perhaps consider looking at recruiting dedicated door staff (this could result in a major additional cost to the council)</i>
8. Identify more pro-active licensing measures to tackle drug/alcohol problems in Cheltenham's licensed premises	Derek Perry / Nigel Denby Trevor Gladding	<ul style="list-style-type: none"> <i>CBC and partners will need to identify the potential scope of this problem and what problems might already exist</i> <i>CBC and partners will need to consider possible H&S issues for staff who may be required to enforce this policy</i> 	<p><i>Barbara Exley- Public protection service manager</i></p> <ul style="list-style-type: none"> <i>Please note though that CBC as the licensing authority cannot unilaterally alter licence terms and conditions. Any such changes must have regard to the individual circumstances of a particular premise in the context of a licence or review application. Have 'drug/alcohol/' problems been quantified and identified as a priority? Police do however have closure powers in respect of premises where in the interest of public safety there is or likely to be disorder or a public nuisance is being caused by noise.</i> <p><i>Trevor Gladding - Community safety and licensing team leader</i></p> <ul style="list-style-type: none"> <i>The launch of the Cheltenham Reducing Alcohol Related Violence Project (RARV) and its accompanying codes of practice will help identify more proactive measures to tackle these issues</i> <p><i>Nigel Denby – divisional licensing officer</i></p> <ul style="list-style-type: none"> <i>Will need to compare complaints to ascertain problem premises</i>
9. Identify opportunities to establish a Best Bar None Scheme in Cheltenham aimed at all licensed premises	Trevor Gladding	<ul style="list-style-type: none"> <i>The Best Bar None initiative has been identified as a key opportunity by the Cheltenham RAVA project which is being launched on 26 June</i> <i>CBC and partners will need to look at how this initiative would be taken forward and as to who will lead in co-ordinating and promoting this initiative</i> 	<p><i>Barbara Exley- Public protection service manager</i></p> <ul style="list-style-type: none"> <i>A useful non statutory way of recognising and promoting good practice.</i> <p><i>Trevor Gladding - Community safety and licensing team leader</i></p> <ul style="list-style-type: none"> <i>The launch of the Cheltenham Reducing Alcohol Related Violence Project (RARV) and its accompanying codes of practice will help identify more proactive measures to tackle these issues</i>

			<p><i>Richard Bradley – Community safety officer / CCSP</i></p> <ul style="list-style-type: none"> <i>• This is part of the Cheltenham RARV initiative and is linked to Night Safe and other agencies</i>
<p>10. Identify opportunities to provide long term funding support and/or commitments to support organisations and support agencies involved in intervention projects and programmes aimed at combating or alleviating drugs and alcohol problems across Cheltenham</p>	<p>Deputy Stronger and Safer Communities in conjunction with Trevor Gladding</p>	<ul style="list-style-type: none"> <i>• SAG / Cheltenham Community Safety Partnership to consider possible opportunities where the council might be able to support organisations that are involved in combating drugs and alcohol problems in Cheltenham,, and/or local drugs and alcohol initiatives/projects</i> 	<p><i>Trevor Gladding - Community safety and licensing team leader</i></p> <ul style="list-style-type: none"> <i>• The SAG group should be tasked to research this matter and report its findings and recommendations back to the council along with their budgetary needs</i>
<p>11. Clamp down on users of Cheltenham’s green spaces abusing the alcohol free areas byelaws and identify opportunities to tackle and target drug abuse problems</p>	<p>John Crowther</p>	<ul style="list-style-type: none"> <i>• CBC need to identify the potential scope of this problem and what problems might already exist</i> <i>• CBC need to look at current procedures being adopted and consider whether there is a need for a new corporate approach</i> <i>• CBC need to work more closely with the police to increase their enforcement (police enforcement issue)</i> <i>• CBC will need to identify whether improved signage and display of the council ‘s byelaws are required and also consider whether this would actually help deter/prevent this problems</i> <i>• CBC need to consider possible H&S issues for staff who may be required to enforce this policy</i> 	<p><i>Adam Reynolds – Parks development manager</i></p> <ul style="list-style-type: none"> <i>• We know that alcohol and drug abuse takes place in some green spaces and the debris left behind poses a threat to the public and our own workforce. It is feasible that we could provide feedback from our gardeners and grounds man where this is occurring on a regular basis, so that resources could be focussed on problem areas.</i> <i>• Likewise, the cost of cleaning and repair as a result of drug / alcohol fuelled anti social behaviour is high, and could be fed back in a similar way. We currently report as much vandalism as possible to the police and obtain incident numbers for each.</i> <i>• I am reticent about extending alcohol free areas until the enforcement of existing ones is effective. Many play areas are constantly used as drinking areas at night. It would give the wrong message to designate further areas, but</i>

			<p><i>then fail to follow up the designation with adequate enforcement.</i></p> <ul style="list-style-type: none"> <i>I think it would be unrealistic to expect gardening staff to take on an enforcement role, and similarly ranger staff whose role is preventative in the form of education and environmental projects. Many of these types of problem occur around dusk and at night when we have no cover.</i> <i>It is worth bearing in mind that we occasionally hold events such as the Montpellier Opening Fun Day this weekend, where under the terms of our premises license, we designate an area for alcohol consumption. The event is a "picnic in the park" style of thing and attracts lots of families for whom the consumption of a couple of glasses of wine or beer adds to the enjoyment of the event. It is important that we still allow ourselves the ability to organise similar events.</i> <p><i>Trevor Gladding - Community safety and licensing team leader</i></p> <ul style="list-style-type: none"> <i>New Alcohol Free Zone signs are being installed across the borough to help promote these areas</i>
<p>12. Review current alcohol free areas zones across Cheltenham and consider extending or introducing additional areas to help combat on-going problems</p>	<p>Derek Perry / Nigel Denby Trevor Gladding</p>	<ul style="list-style-type: none"> <i>New signage to promote these areas is currently being installed by CBC across the town</i> <i>CBC and partners need to work more closely with the police to increase their enforcement of these zones (police enforcement issue)</i> <i>CBC and partners need to identify the potential scope of this problem and look at what other problem areas might exist</i> 	<p><i>Barbara Exley- Public protection service manager</i></p> <ul style="list-style-type: none"> <i>The existing controls have been in force since March 2005 and was a result of detailed consultations working in partnership with the police who tasked local inspectors to report on all locations for public anti social drinking in their INA. Home Office guidance clearly precludes 100% of the Borough being designated and the police have not, to date, identified any additional locations for consideration, however new signs are being installed across the borough to help promote these areas</i>

<p>13. Encourage wider participation in the town's Pub Watch Scheme</p>	<p>Trevor Gladding</p>	<ul style="list-style-type: none"> • <i>This issue has been identified as a key opportunity by the Cheltenham RAVA project which is being launched on 26 June</i> • <i>CBC and partners need to look at how wider participation in this scheme would be taken forward</i> • <i>Launch of the On-line Pub Watch scheme is due to take place on 26 June at the Cheltenham RARV launch event</i> • <i>CBC and partners need to look at working more closely and widely with the Day Safe / Night Safe memberships</i> • <i>CBC - can/should participation in the Pub Watch Scheme be made a licensing requirement??</i> 	<p><i>Barbara Exley- Public protection service manager</i></p> <ul style="list-style-type: none"> • <i>Now night Safe - The police as a responsible authority under the Licensing Act 2003 have identified all applicants for new or varied licences where Night Safe membership is necessary to uphold the Act's objectives. They then secured agreement with applicants for the following to be included in their operating schedule & made a licence condition</i> • <i>The Designated Premises Supervisor (DPS) shall maintain an active membership of the Night Safe / Cheltenham Innkeepers Association (or successor 'Pub watch' body. Derek's comment - "This approach is far more powerful than 'encouragement' as it makes non compliance a criminal offence." I do not necessarily hold this same view as I don't think we can make it mandatory or "force" people to be a member</i> <p><i>Trevor Gladding - Community safety and licensing team leader</i></p> <ul style="list-style-type: none"> • <i>The launch of the Cheltenham Reducing Alcohol Related Violence Project (RARV) and its accompanying codes of practice will help identify more proactive measures to tackle these issues</i> • <i>The Launch of the RARV Projects findings and codes of practice on the 26 June will also include the launch of the Cheltenham On-line Pub Watch Scheme which is being co-ordinated by Cheltenham Day/ Night Safe</i> <p><i>Richard Bradley – Community safety officer / CCSP</i></p> <ul style="list-style-type: none"> • <i>This is part of the Cheltenham RARV initiative and codes of practice and is linked to the introduction of software that identifies offenders</i>
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<p>14. Encourage wider participation in the town's voluntary door staff scheme (SIA scheme) with Cheltenham's licensed premises</p>	<p>Trevor Gladding Derek Perry / Nigel Denby</p>	<ul style="list-style-type: none"> • <i>This issue has been identified as a key opportunity by the Cheltenham RAVA project which is being launched on 26 June</i> • <i>CBC and partners need to look at how wider participation in this scheme would be taken forward</i> • <i>CBC - can/should participation in the door staff scheme be made a licensing requirement</i> 	<p><i>Barbara Exley- Public protection service manager</i></p> <ul style="list-style-type: none"> • <i>The voluntary scheme was wound up in 2003 following the introduction of a mandatory national licensing scheme that is administered by the Security Industry Authority. A mandatory condition on all relevant LA 2003 premises licences states: All individuals at the premises carrying out a security activity must be licensed by the Security Industry Authority. (Security activity is defined in Schedule 2 of the Private Security Industry Act 2001).</i> <p><i>Nigel Denby – divisional licensing officer</i></p> <ul style="list-style-type: none"> • <i>Participation in the door staff scheme cannot be made a licensing requirement unless tangible evidence is provided and this could also cause a financial burden on otherwise law abiding licensees</i> <p><i>Richard Bradley – Community safety officer / CCSP</i></p> <ul style="list-style-type: none"> • <i>This is part of the Cheltenham RARV initiative and codes of practice</i>
<p>15. CBC to work with partners and the town's licensed premises to:</p> <p>(1) promote a responsible drinking policy and a zero tolerance on both drug taking and drugs pushing</p> <p>(2) promote active participation by local</p>	<p>Trevor Gladding</p>	<p>(1)</p> <ul style="list-style-type: none"> • <i>This issue has been identified as a key opportunity by the Cheltenham RAVA project which is being launched on 26 June</i> • <i>CBC and partners will need to look at how wider participation in this scheme would be taken forward</i> • <i>CBC - can/should participation in this scheme be made a licensing requirement</i> <p>(2)</p>	<p><i>Trevor Gladding - Community safety and licensing team leader</i></p> <ul style="list-style-type: none"> • <i>(1) The launch of the Cheltenham Reducing Alcohol Related Violence Project (RARV) and its accompanying codes of practice will help identify more proactive measures to tackle these issues</i> • <i>(2) the DARE initiative was a MOD initiative and I am not sure how this is really working, or how this should/could be adopted by CBC</i>

<p>schools in the Drug Abuse Resistance Education (DARE) programme across Cheltenham</p>		<ul style="list-style-type: none"> • <i>CBC and partners will need to look at how they could work more closely and widely with local schools and youth service providers to instigate and promote this kind of initiative</i> 	<p>General comment</p> <ul style="list-style-type: none"> • <i>The Cheltenham Community Safety Partnership and the SAG group should be tasked to deal with these matters and in making their recommendations</i> • <i>Local schools, the LEA, statutory agencies and youth provisions involved in working with young people / school children should also be tasked with trying to address this issue</i>
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