

## Deprivation STG update on recommendations (27 June 2016)

1.	<p><b>Question for the Town Centre NCG Coordinator, Bernice Thomson</b></p> <p>When and how were the recommendations agreed at Cabinet communicated to the Town Centre NCG group.</p> <ul style="list-style-type: none"> <li>- What actions are being taken by the NCG group to address crime and disorder issues in partnership with the police and CBC. (Rec 1)</li> <li>- Has the public protection team worked with the Town centre NCG to support community-led environmental action in the town centre such as community litter picks? (Rec 11)</li> <li>- has any feedback been given to O&amp;S regarding the actions being taken by the group to promote integration and cohesion for residents and businesses in the town centre? (Rec 12)</li> </ul>
<p><b>Response from Bernice Thomson Town Centre NCG Coordinator</b></p>	
<p><b>Recommendation 1</b></p> <p>The town centre NCG meets every three months and responds to issues raised by the businesses, residents and agencies that attend the meetings and will either take action as a group, where that is possible, or encourage the police, CBC or any other relevant agency to take action where it is more appropriate. Crime and disorder issues currently of concern to the NCG are alcohol related issues, drugs and inappropriate behaviour in town parks.</p> <ol style="list-style-type: none"> <li>1. The alcohol concerns relate to street drinking, underage drinking and the prevalence of cheap, strong alcohol available through off licenses, including 24 hour off licenses. <ul style="list-style-type: none"> <li>• We are continuing to provide some youth work in the town centre as per the last report.</li> <li>• Through Cheltenham Partnership's Alcohol Coordination Group funding has been secured for a research project to be carried out by the University of Gloucestershire to engage with the off-trade in the Lower High Street and to look at potential responsible off trade schemes. This is being carried out as a pilot that could be replicated in other parts of Cheltenham.</li> <li>• CBC with relevant agencies is looking at issues relating to street drinking, street begging and homelessness, though I the NCG is not represented on this group</li> </ul> </li> <li>2. An action group from the town centre NCG has been set up to assess inappropriate sexual behaviour in parks and gardens. The action group includes police and CBC as well as other relevant agencies. There are concerns that this activity could be of three different types: consensual; forced; or part of the sex industry. As a first step this new group has agreed to carry out a survey amongst agencies, friends of groups and local residents groups on all 'negative' behaviour in parks and gardens. This information will then be used to assess the extent of the problem and inform future actions. The parks/gardens to be surveyed are: Sandford (including Annecy), Montpellier, Imperial, Jenner, Winston Churchill, Pittville.</li> <li>3. Drugs. The NCG although having continued concerns about the high levels of drug dealing in the area and the evidence of the use of legal highs is not currently taking any action. The extent of this problem, which is a universal problem is not one that the NCG can deal with alone although it will provide</li> </ol>	

support to the police where needed.

#### **Recommendation 11**

We have continued contact with CBC Public Protection team with regard to the challenges of rubbish collection in the town centre.

Many people living above shops in the Lower High Street area have nowhere to store their waste and have no access to recycling of food waste and therefore have to dispose of it in the general waste black bags which they have to keep inside their dwellings until collection day which is not ideal and leads to some people putting their black bags out before the pick-up days.

Despite this part of town benefiting from two collections per week, putting bin-bags outside before collection day creates its own environmental challenges and the Public Protection team have been very helpful in policing this to keep problems to a minimum. However, we do feel (CWEP and the NCG) that community waste and recycling bins could be of benefit in the area – (see Rec 8).

#### **Recommendation 12**

Cheltenham Together is thriving as a group and is expanding its activities. A celebration event for Cheltenham Together members was held earlier this year and was used to consult on what the group should be doing in the future. Ideas included:

- Public open debates on some of the ethical and moral issues relating to culture, race and religion.
- Shared storytelling.
- Arts and crafts
- Shared suppers

With PCC funding the group will also be having Hate Crime training with a view to setting up third-party reporting points across the town.

The Cheltenham Together annual culture sharing event will be held in September this year. Normally held in June it has been delayed due to Ramadan and then the school holidays. This event is part-funded by Community Pride.

#### **Other recommendations**

CWEP will be hosting a new module from the sociology course at the University of Gloucestershire from September. The module is Public Sociology which allows students to carry out real projects in the community. One of the intended projects for the coming academic year will be to develop engagement methods with people in private-rented accommodation, particularly those above shops or in inaccessible blocks of flats.

#### **Other issues of interest**

Arising from issues raised via the town centre NCG, CWEP and Cheltenham Development Task Force, a CDTF Lower High Street regeneration sub-group has been established which is being co-ordinated by Bernice Thomson. This group has identified a number of improvements to the area:

- Public Realm enhancement: desired outcomes include gating orders on some of the alleyways that are currently misused; removing unnecessary street furniture and replacing it with something more attractive. Achievements to date on this are;

	<ul style="list-style-type: none"> <li>○ Gaining DCLG funding for two pocket parks at the end of no entry streets – Park Street and St Pauls Street South. These are currently in production and will provide much needed green space to the area.</li> <li>○ Having the guardrails removed from St Georges Square. This work has started and already a physical barrier between the Lower High Street and the rest of the High Street has been removed.</li> <li>● Highway enhancement in St Georges Square and Poole Way both of which are currently cluttered, not pedestrian friendly and do not present an attractive entryway to Cheltenham town centre.</li> <li>● Property Enhancement. Includes making best use of empty premises and development sites such as the old toilet block on St Georges Square, land next to Honeybourne Bridge and the building next to it. Also improving existing structures such as the Honeybourne Bridge itself.</li> <li>● Community Issues which includes issues around parking, street drinking lack of unification of the high street and a lack of local identity. To date we have had students carry out some parking survey work and this is being developed by a student on internship with CBC Public Realm team. This will have regard to the implications of introducing residents-only permit parking in the area.</li> </ul>
<b>2.</b>	<b>Question for the Cabinet Member Development and Safety</b>
	<p>- What initiatives are you are aware of that being taken by the project to reduce alcohol related violence to ensure that it is effectively addressing levels of crime in the area associated with the night time levy? (Rec 2)</p> <p>- How are the outcomes emerging for the Late Night Levy and any funding allocations reflecting the need to reduce the impact of night-time economy on local residents? (Rec 3)</p>
	<b>Response from the Licensing Manager – Louis Krog</b>
	<p><b>Recommendation 2</b></p> <ol style="list-style-type: none"> <li>1. <b>Purple Flag</b> – The council along with key partners in the night-time economy (“NTE”) have been working over the last 12 months to prepare the town’s formal Purple Flag submission. The submission will be made in June when the window for applications is open.</li> </ol> <p>For context, the Association of Town and City Management (ATCM) awards Purple Flag status to towns and cities that can demonstrate that their evening and night-time offer includes clean and safe environments, great restaurants, bars and clubs, a variety of arts and cultural attractions and excellent transport links.</p> <p>Data gathered shows that crime and disorder in Cheltenham’s NTE is still on a downward trend.</p> <ol style="list-style-type: none"> <li>2. <b>Ban on legal highs</b> – The NTE licensed trade has recently voted for a voluntary blanket ban on all legal highs in the town.</li> <li>3. <b>Club hosts</b> – A CBC, PCC and drink aware pilot in Fever and Moo Moo club rooms, Regent Street focusing on a younger age group namely 18 – 24 year olds. The pilot aims to reduce alcohol related harm in the night time economy by reducing the incidence and acceptability of drunken sexual harassment.</li> </ol>

	<p>4. <b>Late Night Levy</b> – The council and PCC have allocated £41,824 from the levy fund to support the levy’s outcomes. The projects receiving funding were:</p> <p><b>CBC</b> Additional taxi marshals for Gold Cup week 2016 to assist with managing crowds</p> <p><b>CBC</b> Purple Flag Co-ordinator to facilitate the work required</p> <p><b>St. Paul's Streetwatch</b> Funding to support the work of the community group and the purchase of two body worn CCTV cameras.</p> <p><b>University of Gloucestershire (“Responsible Off-Licensing Scheme” in Cheltenham)</b> Research project:</p> <ol style="list-style-type: none"> <li>1. To identify the impact of current features of off-licensing practice on problems relating to alcohol abuse in Cheltenham, focusing on the Lower High Street locality as a case study;</li> <li>2. To identify and investigate the features of ‘Responsible Off-licensing Schemes’ introduced elsewhere, identifying models that could be applied in Cheltenham;</li> <li>3. To make recommendations for the potential introduction of a new “responsible off-licensing scheme” in the Lower High Street locality and its possible application across the town.</li> </ol> <p><b>Southcot Services (Joe’s Yarns)</b> An alternative offer in Cheltenham’s NTE that offers story telling in licensed venues in a convivial atmosphere.</p> <p><b>The Nelson Trust (The Hub Live!)</b> Support for Cheltenham’s first alcohol free venue in the NTE.</p> <p><b>Cheltenham Safe (First aid training for licensed trade)</b> A trade initiative to provide first aid training for their staff.</p> <p><b>Recommendation 3</b> Please see above Late Night Levy allocation of funds.</p>
3.	<p><b>Question for the Deputy Chief Executive (now Head of Paid Service), Pat Pratley</b></p>
	<p>Action relating to the development of a collaborative approach to drug dealing was a commitment in the 2014-15 corporate strategy. As the Lead Officer for this group can you advise what progress has been made against this? (Rec 4)</p>
	<p><b>Response from the Strategy and Engagement Manager</b></p>
	<p>Please see Bernice’s response under recommendation 1 - we have supported work on drug dealing through the Town Centre Neighbourhood Coordination Group. They have encouraged the reporting of drug dealing incidents so that they can map activity.</p>
4.	<p><b>Question for Cabinet Members Development &amp; Safety and Housing, Councillor Peter Jeffries</b></p>
	<p>Has the proposal to Licence all private rented sector accommodation in the borough and the introduction of a more pro-active enforcement regime been considered as part of the scope of the REST project, specifically the strand looking at private-rented sector housing and what have been the outcomes, if</p>

	any? (Rec 5 and 7)
	<b>Response from the Strategy and Engagement Manager</b>
	<p>Key findings from the review are that there are a range of options open to the council to raise standards, but in order to fully inform our options in terms of introducing discretionary licensing arrangements then further work will have to be undertaken to drill down into the needs information. Cabinet agreed for officers to go out to tender on a piece of work which will help inform the appropriateness of introducing Additional licensing or Selective Licencing and an Article 4 Directive across a number of wards around the inner town area, where the majority of the poorer quality housing is known to be.</p> <p>However, the tender process to carry out the survey produced 2 tenders that were not of the quality or price to allow officers to recommend acceptance. Instead Cabinet, at its last meeting, agreed to the appointment of a permanent member of staff to carry out HMO survey work and support enforcement officers in carrying out HMO Licensing duties following completion of the survey.</p>
<b>5.</b>	<b>Question for the Housing and Communities Manager, Martin Stacey</b>
	What, if any, greater promotion of the housing advice service has been undertaken since October 2014? (Rec 6)
	<b>Response from Martin Stacy, Housing and Communities Manager</b>
	<p>This recommendation was taken to CBC's Housing &amp; Support Forum, which is made up of key organisations delivering housing advice and housing-related support to households in need. The Forum set up a task &amp; finish group to design a leaflet which details the services of agencies delivering housing related advice and support in Cheltenham. The agencies included in the leaflet are: CBH's Housing Options Service, Turning Point, CCPs' Advice and Inclusion Service, CHAC's work with rough sleepers and those with complex needs, GEAR, Trinity Garage, Open Door and P3's community based support service. The leaflet provides a summary of each of these services along with contact details etc. On the back is a map which shows where all of these services are located within the town.</p> <p>All of the agencies listed are responsible for distributing these leaflets in key places throughout the town, such as GP surgeries etc.</p> <p>As of 8<sup>th</sup> June 2016 the leaflet has been updated to take account of a change in Provider (from GEAR to St Mungos, who also provide services to rough sleepers) and we are approaching our 4000<sup>th</sup> print. The cost of producing these leaflets is shared across the partnership and the leaflets are distributed across the town by members of the Housing &amp; Support Forum.</p> <p>This piece of work has now been absorbed into 'business as usual'.</p>
<b>6.</b>	<b>Question for the Cabinet Member Clean and Green Environment</b>
	<p>When and how were the recommendations agreed by Cabinet relating to operational matters communicated to Ubico and the Joint Waste team</p> <ul style="list-style-type: none"> <li>- Have the Joint Waste Team and Ubico considered the possibility of installing more communal waste and recycling collection points across the town centre and if so, what was the outcome? (Rec 8)</li> <li>- Have the Joint Waste Team and Ubico explored how best to provide information to take-aways and shops in the area about trade waste collection arrangements and if so, what are the outcomes? (Rec 10)</li> <li>- Have the Joint Waste Team and Ubico produced information on waste and recycling services in different languages and distributed these, to houses and</li> </ul>

	<p>shops in the town centre area? (Rec 9)</p> <p><b>Response from the Scott Williams - Strategic Client Officer, Joint Waste Team</b></p> <p><b>Recommendation 8</b>  With the targeted approach to enforcing the no side waste and closed bin lid policy, it is perceived that it would be damaging to introduce a wide scale increase of communal waste points across the town centre as it would likely lead to an increase in waste being presented for collection. Similarly small communal recycling points rarely get used properly and often lead to an increase in waste due to the mix of waste which often isn't able to be recycled. The town centre households with limited storage capacity already receive a weekly waste collection service and any properties with waste/recycling presentation or storage issues are dealt with on a case-by-case basis. The use of the recycling collection/bring bank schemes is promoted through the delivery of the updated waste and recycling service guide wherever practicable and comprehensive information about the recycling services is available on the Councils and Recycle for Gloucestershire websites. Taking account of this, the current feedback from Ubico is that there doesn't appear to be a wide scale problem and as a result there are no plans to initiate the introduction of further small communal waste and recycling sites in the Town Centre.</p> <p><b>Recommendation 10</b>  In 2014, the trade waste service was reviewed by Ubico and options for improving income whilst maintaining current costs were explored. It was demonstrated that the service is currently running close to capacity and so a dramatic increase in customers would lead to additional resources being required, which would more than counter any improvement in income and actually result in an increase in budget expenditure to the Council. With this in mind the then Cabinet Member agreed to Ubico continuing to soft market the service along with the Councils customer service and public protection teams when they came in to contact with potential new customers, this includes take-aways and shops in the town centre. In addition to this Go Shared Services and the JWT have recently conducted a financial review of the trade waste service and it is still providing a financial benefit to the Council.</p> <p><b>Recommendation 9</b>  Having recently completed the update of the waste and recycling service guide, work is now under way to identify the communities and associated languages which would benefit from a translated version along with a suitable delivery mechanism. Once confirmed, different versions of the guide will be produced and distributed accordingly. We have been unable as yet to identify any groups which require the waste and recycling guide to be presented in a different language however, as part of the forthcoming consultation exercise, we will be looking to identify minority groups and see what action can be taken going forwards to encourage them to use the waste and recycling services.</p>
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