



**Notice of meeting of
Anti-Social Behaviour Task Group**

To: Councillors Burton, Douglas, Healey and Orrell

Date: Tuesday, 6 December 2011

Time: 11.00 am

Venue: The Guildhall

AGENDA

- 1. Appointment of Chair**
To appoint a Chair of the Anti-Social Behaviour Task Group.
- 2. Declarations of Interest**
At this point Members are asked to declare any personal or prejudicial interests they may have in the business on the agenda.
- 3. Public Participation**
At this point in the meeting, members of the public who have registered to speak regarding an item on the agenda or an issue within the committee's remit can do so. The deadline for registering is **Monday 5 December 2011 at 5.00pm.**
- 4. Presentation from Safer York Partnership** (Pages 3 - 10)
To assist in the identification of a suitable remit for this review, the task group will receive a presentation from Safer York Partnership on City of York Council tenancy enforcement/mediation etc, together with information on a number of possible case studies. *[A copy of the presentation is included with the agenda papers]*

5. Noise-Related Anti-Social Behaviour (Pages 11 - 26)

Members will receive a presentation on the work of the Environmental Protection Unit with regard to noise-related anti-social behaviour, highlighting the hotspots and main issues. *[A copy of the presentation is included with the agenda papers]*

6. Any Other Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer:

Name: Jayne Carr

Contact Details:

Telephone – (01904) 552030

Email – jayne.carr@york.gov.uk

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting

- Registering to speak
- Written Representations
- Business of the meeting
- Any special arrangements
- Copies of reports

About City of York Council Meetings

Would you like to speak at this meeting?

If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088

Further information about what's being discussed at this meeting

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

Access Arrangements

We will make every effort to make the meeting accessible to you. The meeting will usually be held in a wheelchair accessible venue with an induction hearing loop. We can provide the agenda or reports in large print, electronically (computer disk or by email), in Braille or on audio tape. Some formats will take longer than others so please give as much notice as possible (at least 48 hours for Braille or audio tape).

If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

Every effort will also be made to make information available in another language, either by providing translated information or an

interpreter providing sufficient advance notice is given. Telephone York (01904) 551550 for this service.

যদি যথেষ্ট আগে থেকে জানানো হয় তাহলে অন্য কোন অর্ধাতে তথ্য জানানোর জন্য সব ধরণের চেষ্টা করা হবে, এর জন্য দরকার হলে তথ্য অনুবাদ করে দেয়া হবে অথবা একজন দোভাষী সরবরাহ করা হবে। টেলিফোন নম্বর (01904) 551 550।

Yeteri kadar önceden haber verilmesi koşuluyla, bilgilerin terümesini hazırlatmak ya da bir tercüman bulmak için mümkün olan herşey yapılacaktır. Tel: (01904) 551 550

我們竭力使提供的資訊備有不同語言版本，在有充足時間提前通知的情況下會安排筆譯或口譯服務。電話 (01904) 551 550。

اگر مناسب وقت سے اطلاع دی جاتی ہے تو ہم معلومات کا ترجمہ میا کرنے کی پوری کوشش کریں گے۔ ٹیلی فون (01904) 551 550

Informacja może być dostępna w tłumaczeniu, jeśli dostaniemy zapotrzebowanie z wystarczającym wyprzedzeniem. Tel: (01904) 551 550

Holding the Cabinet to Account

The majority of councillors are not appointed to the Cabinet (39 out of 47). Any 3 non-Cabinet councillors can 'call-in' an item of business from a published Cabinet (or Cabinet Member Decision Session) agenda. The Cabinet will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Cabinet meeting in the following week, where a final decision on the 'called-in' business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

Who Gets Agenda and Reports for our Meetings?

- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
- Relevant Council Officers get copies of relevant agenda and reports for the committees which they report to;
- Public libraries get copies of **all** public agenda/reports.

A graphic of a spiral-bound notebook with a brown cover and a cream-colored page. The spiral binding is on the left side. The page has a horizontal line near the top. The text is centered on the page.

ASB Issues

ASB Scrutiny Task Group

Introduction

Current Position

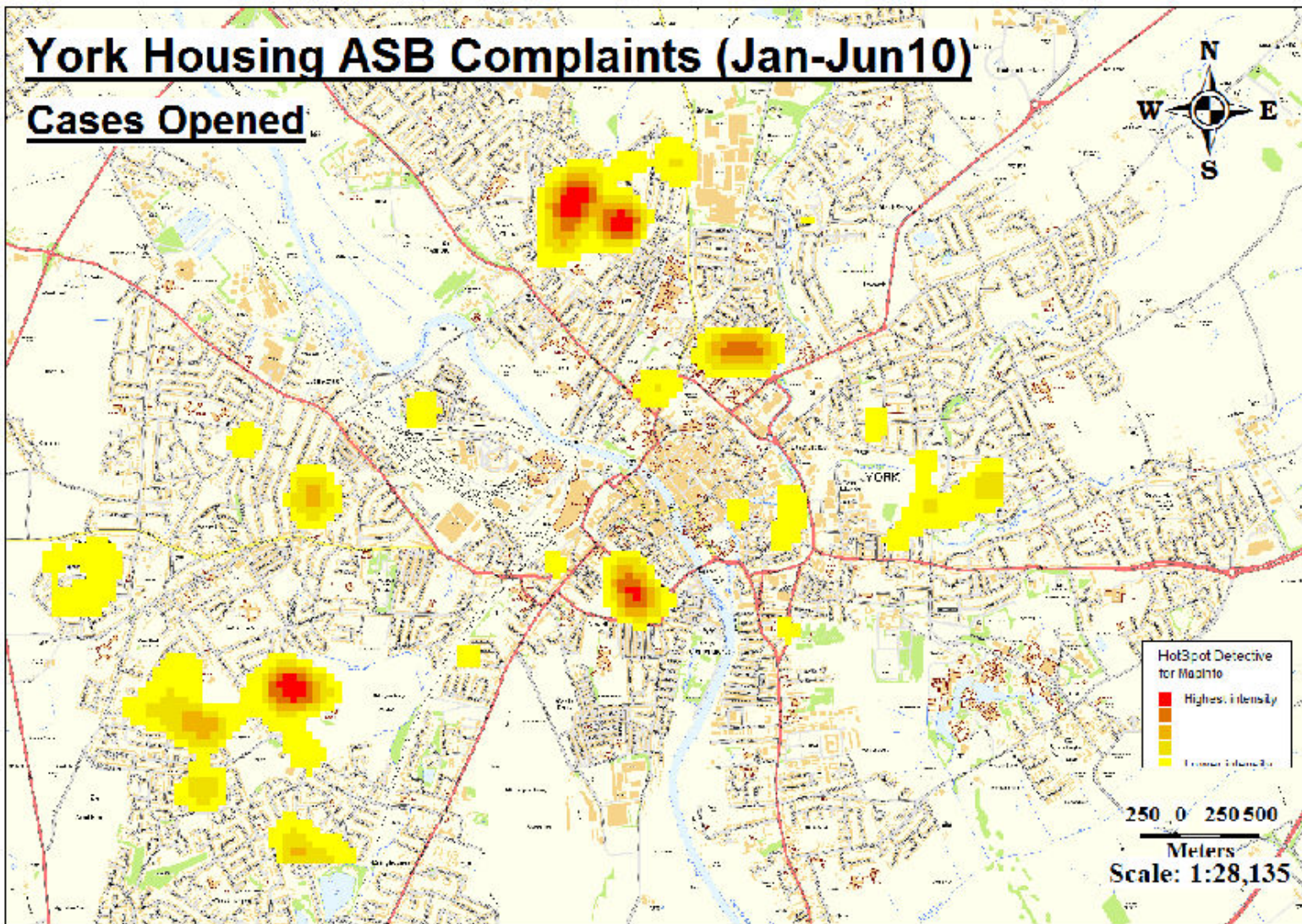
New Initiatives

Challenges

Case Study

York Housing ASB Complaints (Jan-Jun10)

Cases Opened



Current Position

Housing Dept.

Registered Social Landlords

Private Sector

Safer York Partnership

New Initiatives

Neighbourhood Safety Unit

ASB Respect Charter

Improved structures

Mediation

Challenges

More Strategic

Budgets

Private Sector

Police Commissioner

A graphic of a spiral-bound notebook with a brown cover and a cream-colored page. The spiral binding is on the left side. The page has a horizontal line near the top. The text "Case Study" is centered on the page.

Case Study

This page is intentionally left blank

ASB Scrutiny Task Group



Mike Southcombe
Environmental Protection Unit
City of York Council

Press Articles

Noise complaints rise in suburbs as more people stay at home to drink

SOUNDING OFF

"The Press, Monday, July 13, 2009"

19 per cent rise in noise complaints

"The Press, Thursday, May 26, 2011"

YORK'S NOISE HOTSPOTS ARE REVEALED

"The Press, Wednesday, July 12, 2011"

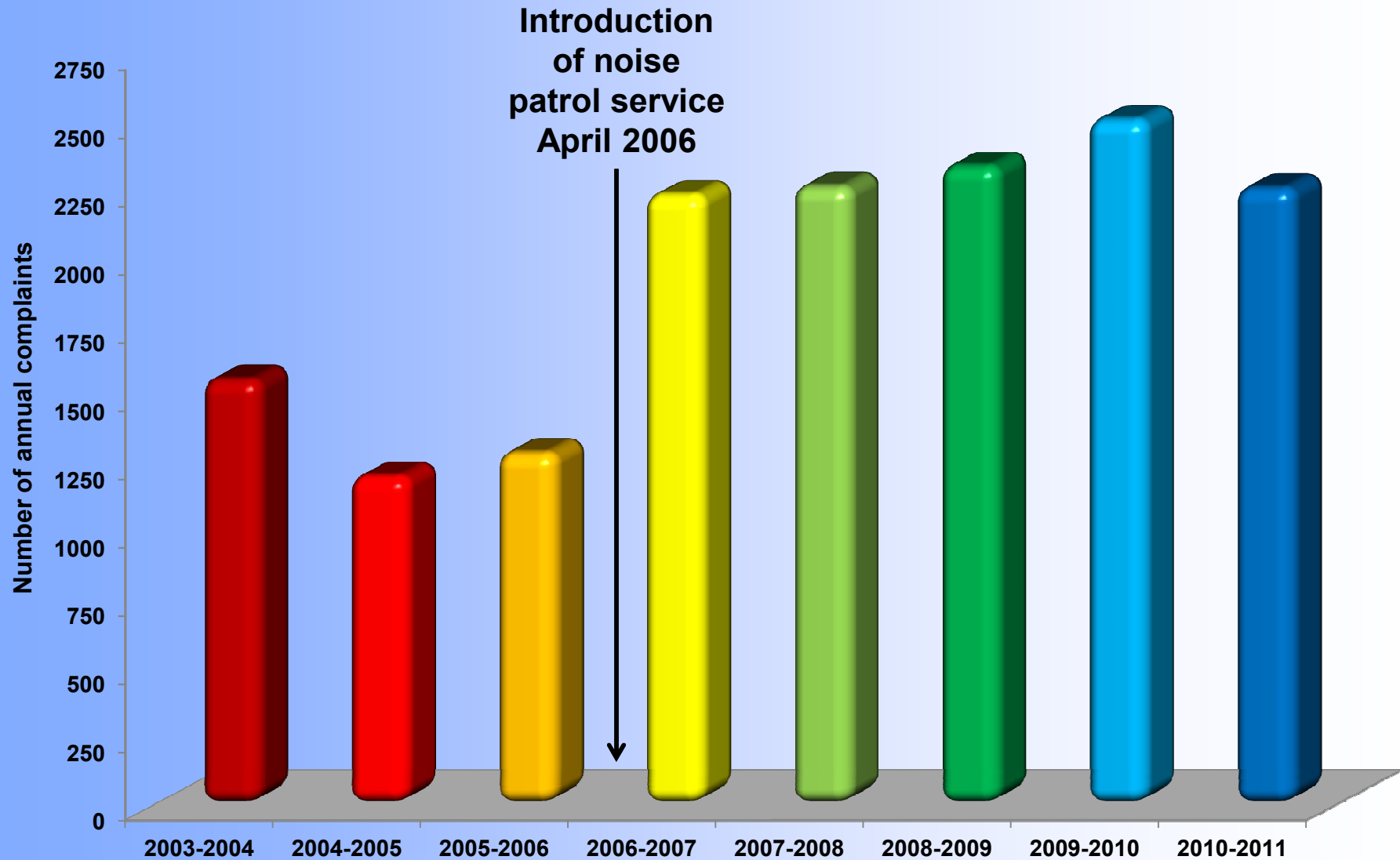
NEIGHBOUR EVICTED AFTER YEARS OF NOISE

"The Press, Wednesday, June 29, 2011"

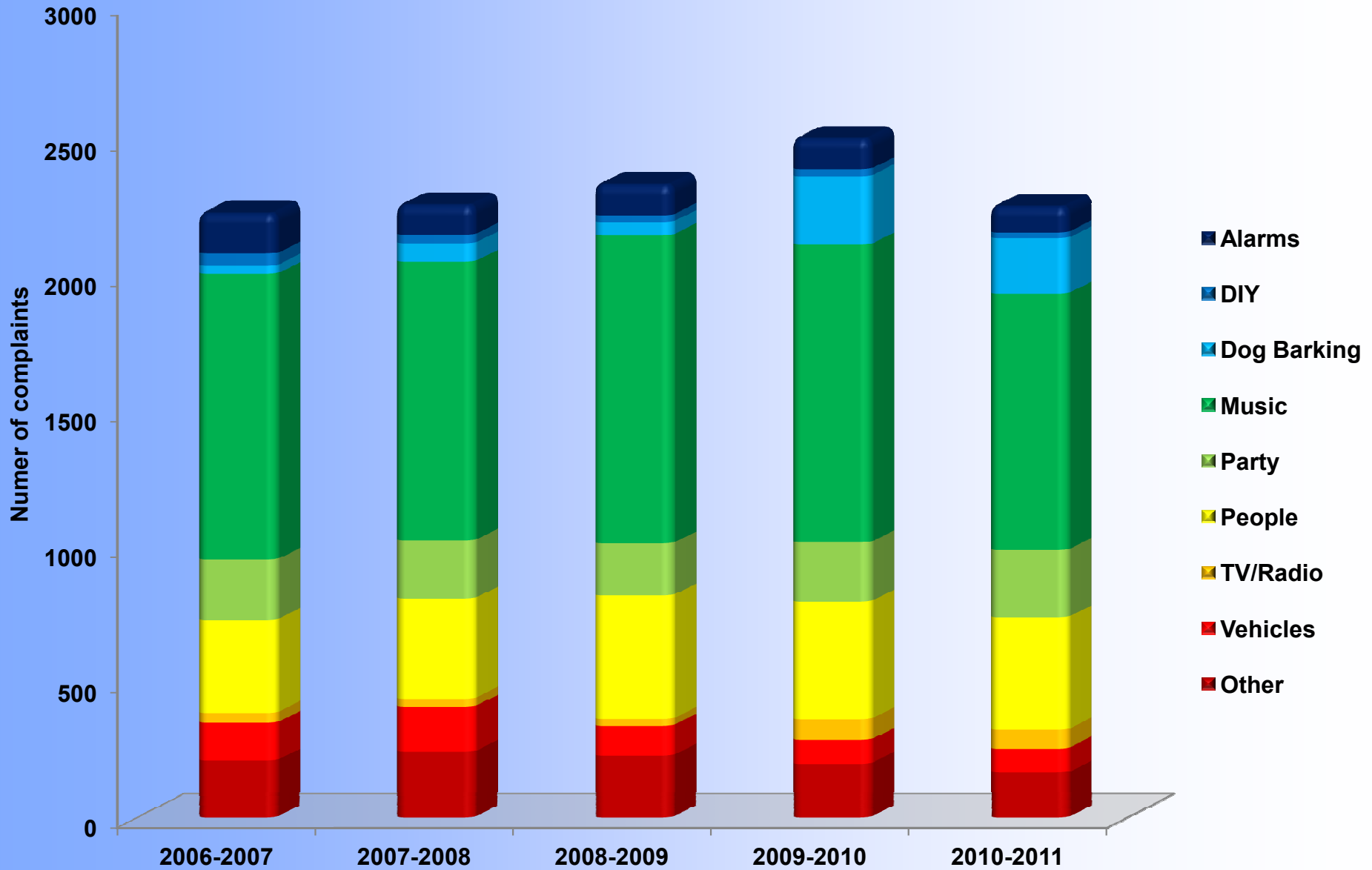
Text your grumbles on noise disturbance

"The Press, Friday, May 13, 2011"

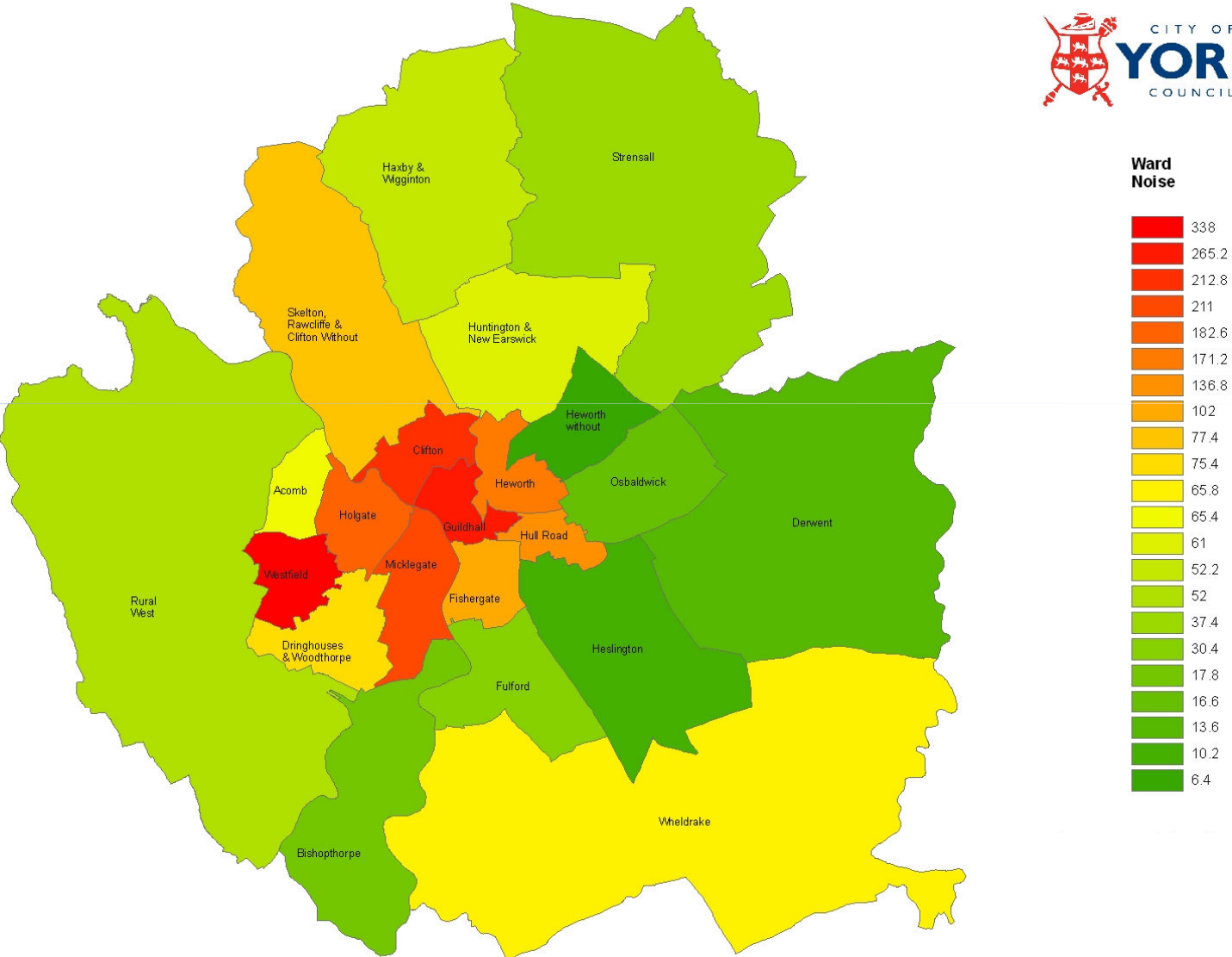
Total number of noise complaints received per year by EPU



Annual noise complaints received by EPU and organised by type



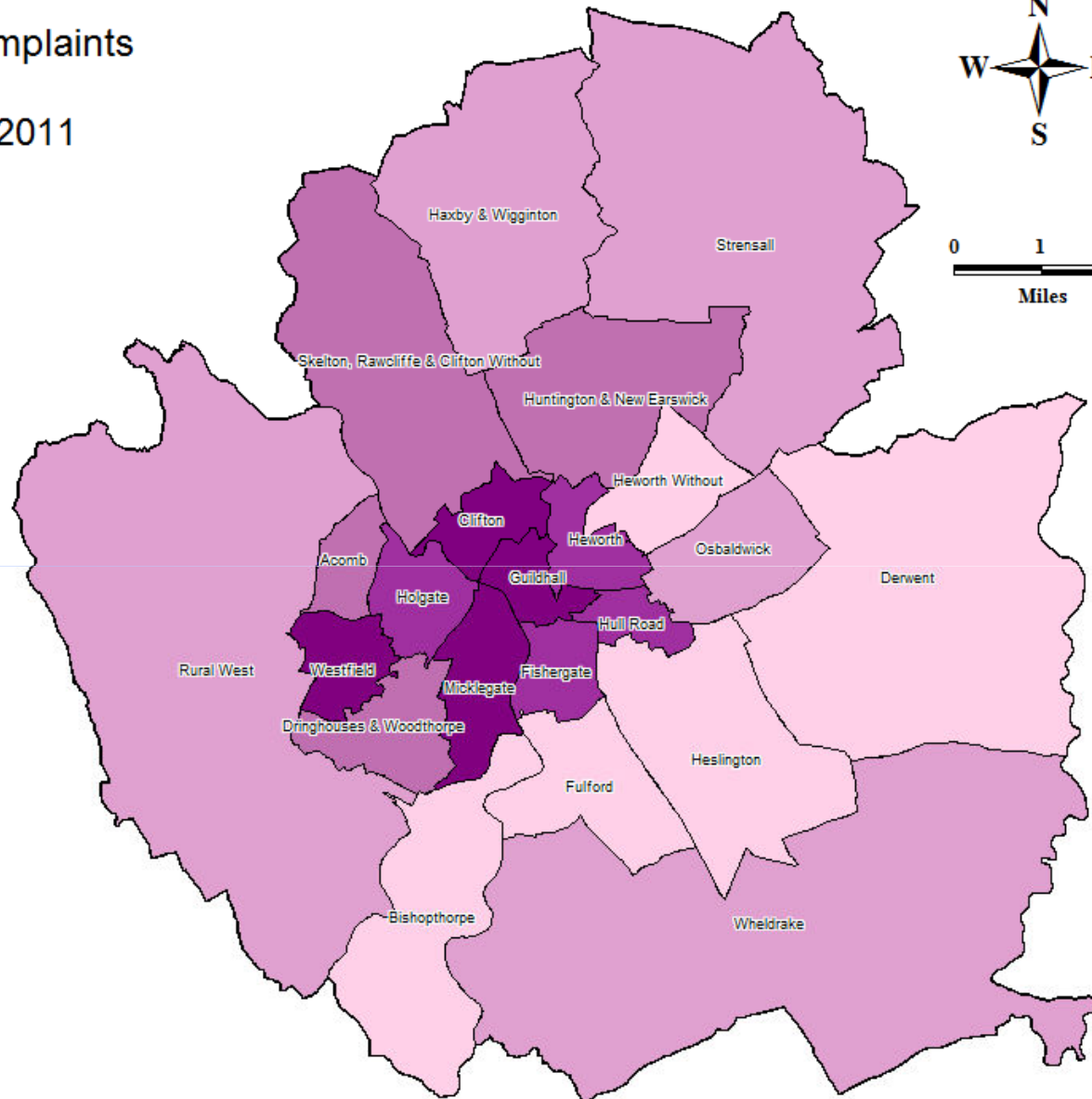
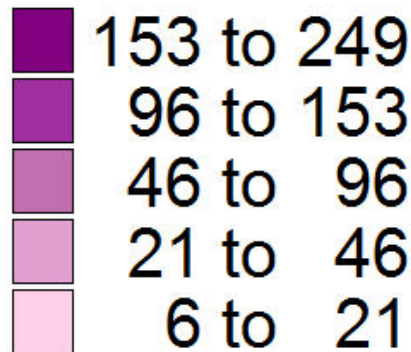
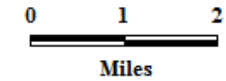
Average annual number of complaints by ward (2006 to 2011)



Topographic Map, Ordnance Survey © Crown Copyright All rights reserved. City of York Council Licence No. LA 10020818 2011

City of York Council Noise Complaints

November 2010 - October 2011

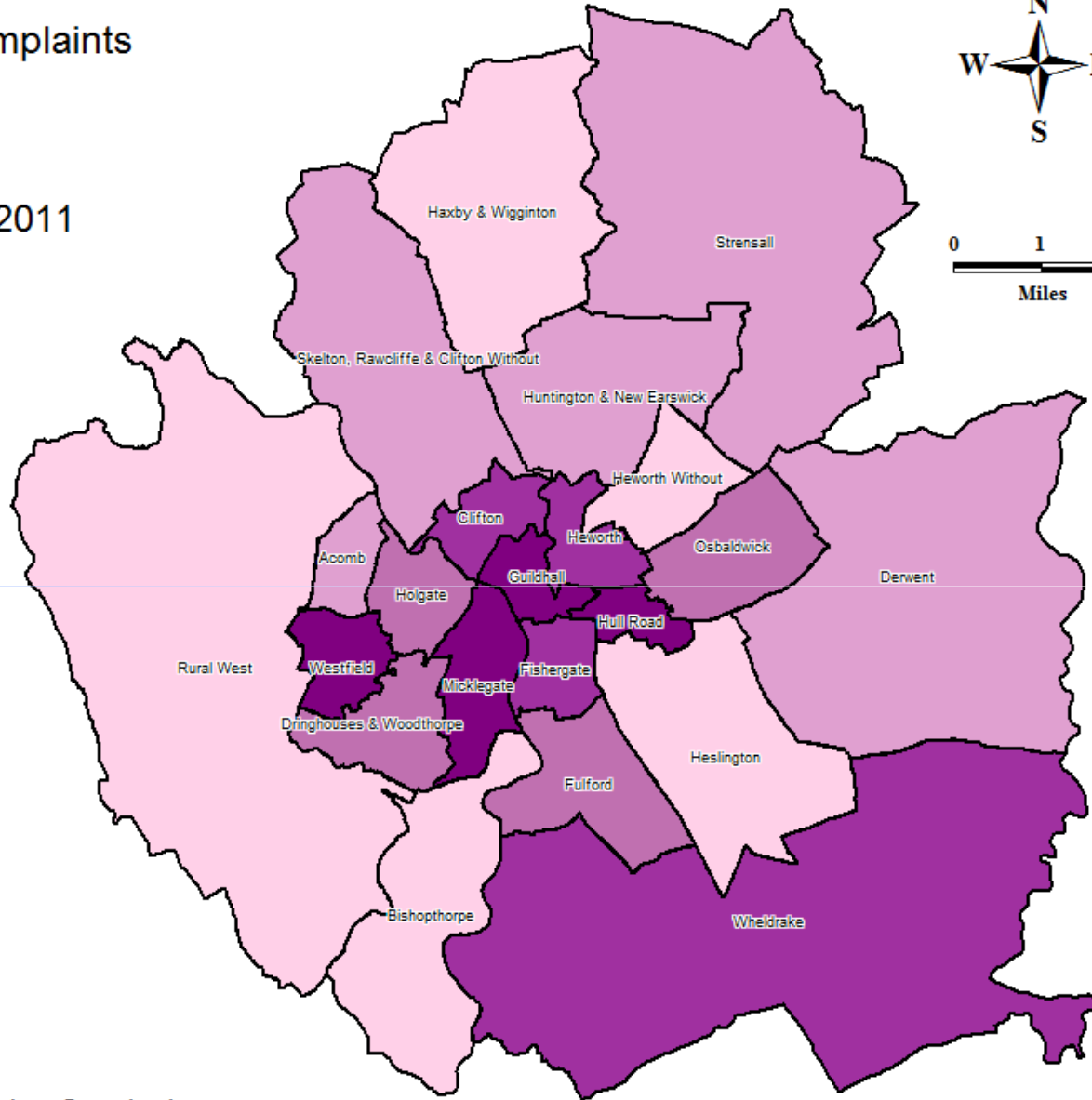
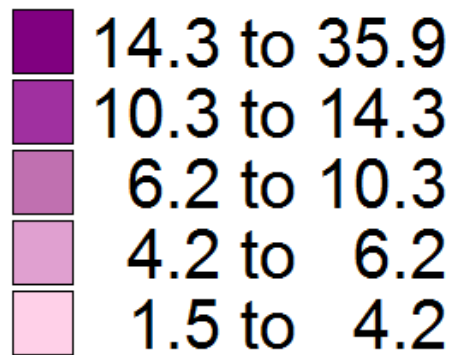


Maps created by Mike Southcombe and Ian Cunningham

City of York Council Noise Complaints

Per 1000 Population

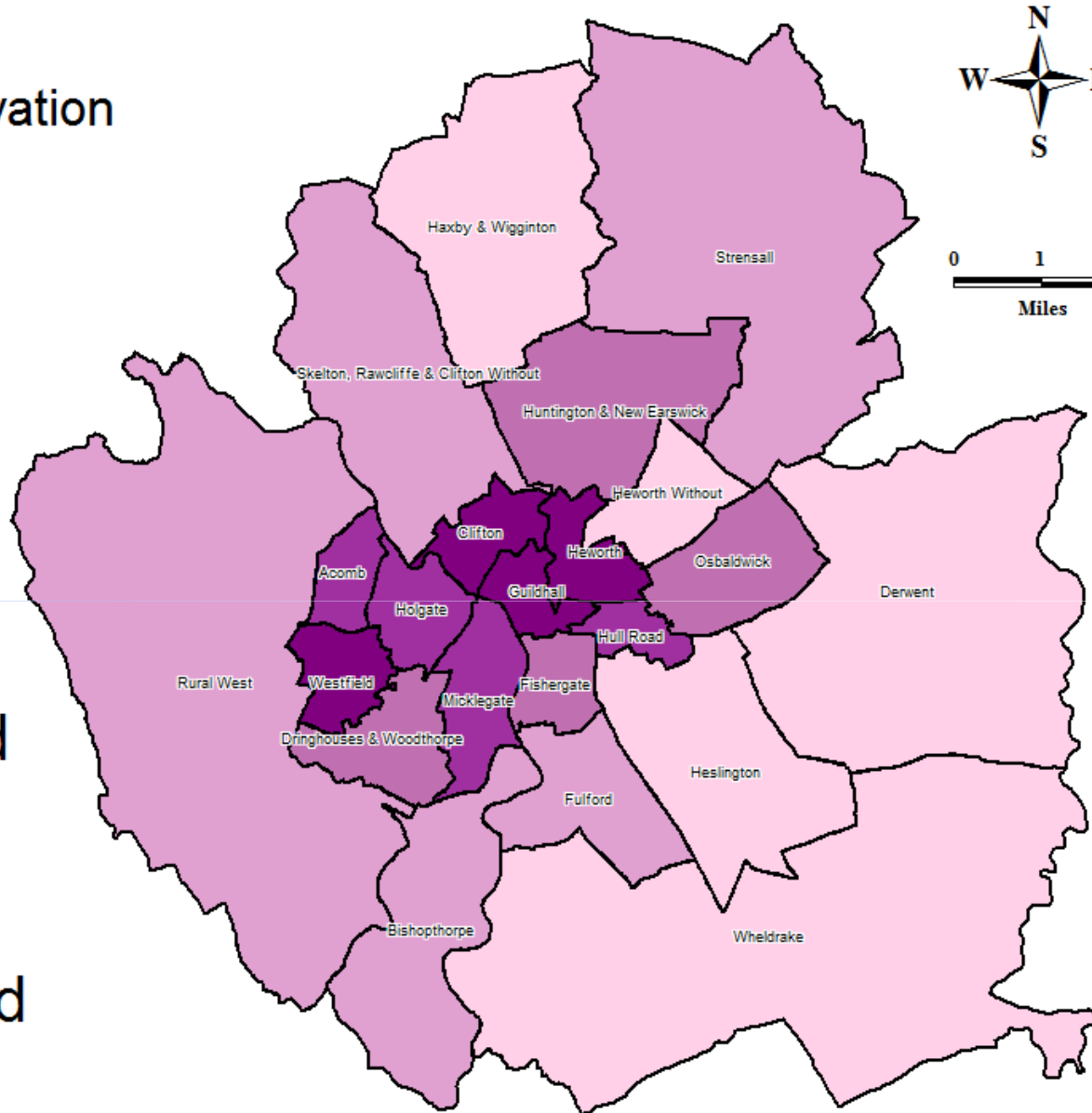
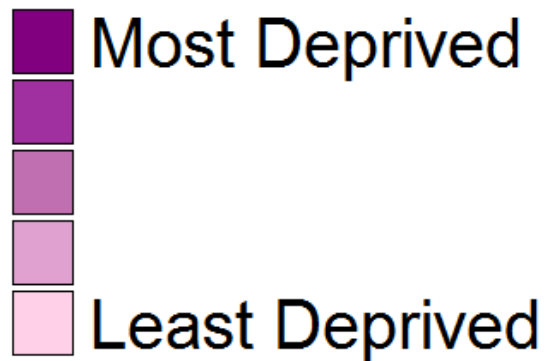
November 2010 - October 2011



Maps created by Mike Southcombe and Ian Cunningham

Index of Multiple Deprivation

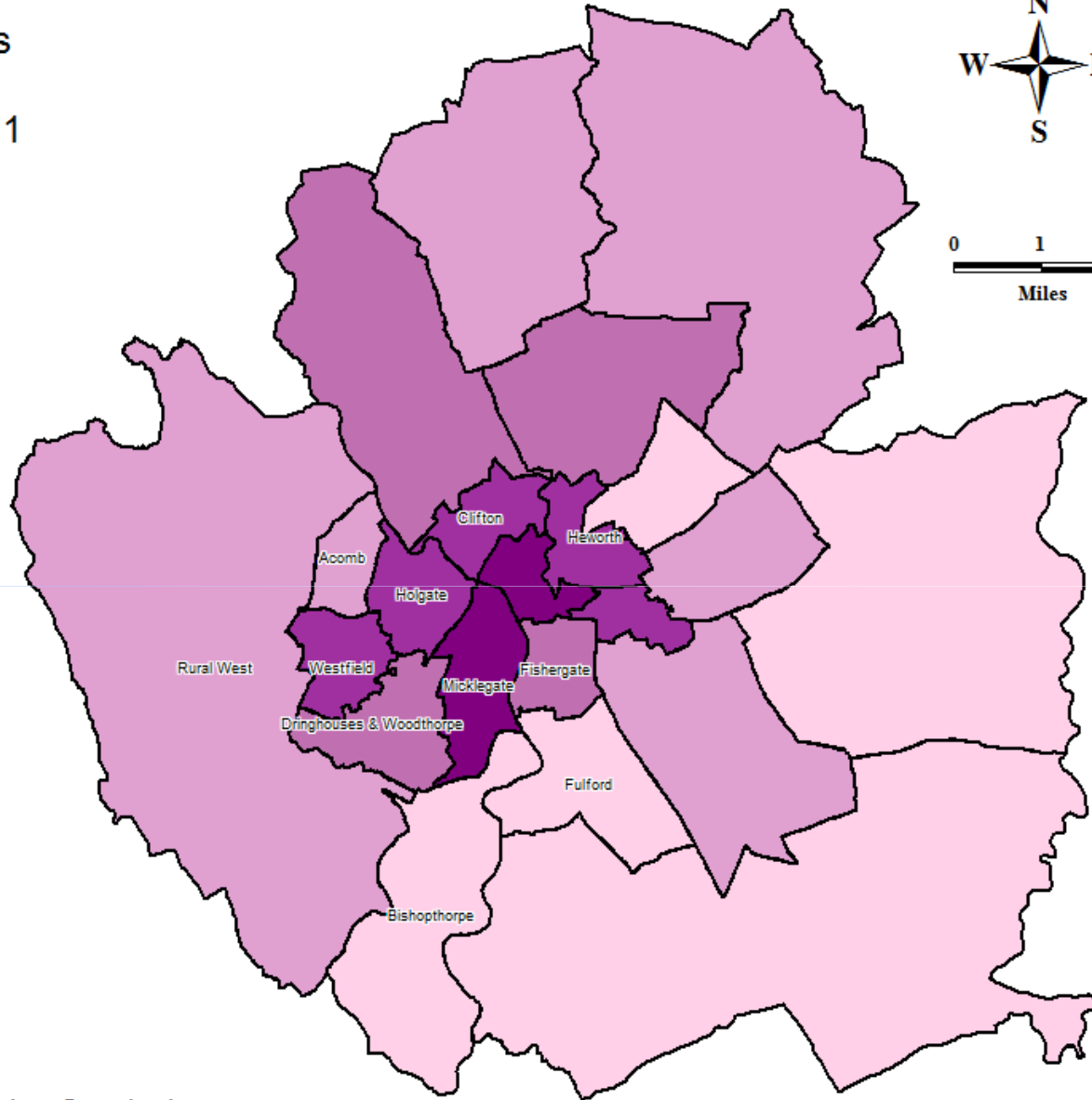
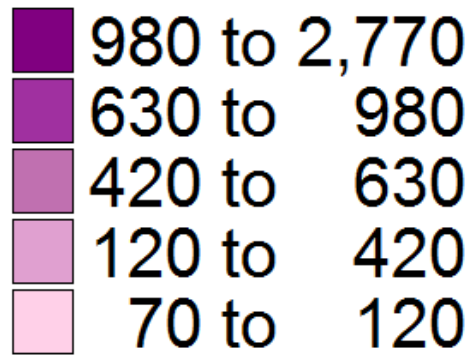
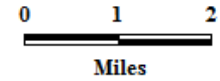
2010



Maps created by Mike Southcombe and Ian Cunningham

North Yorkshire Police Crimes

November 2010 - October 2011

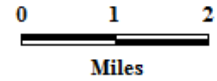
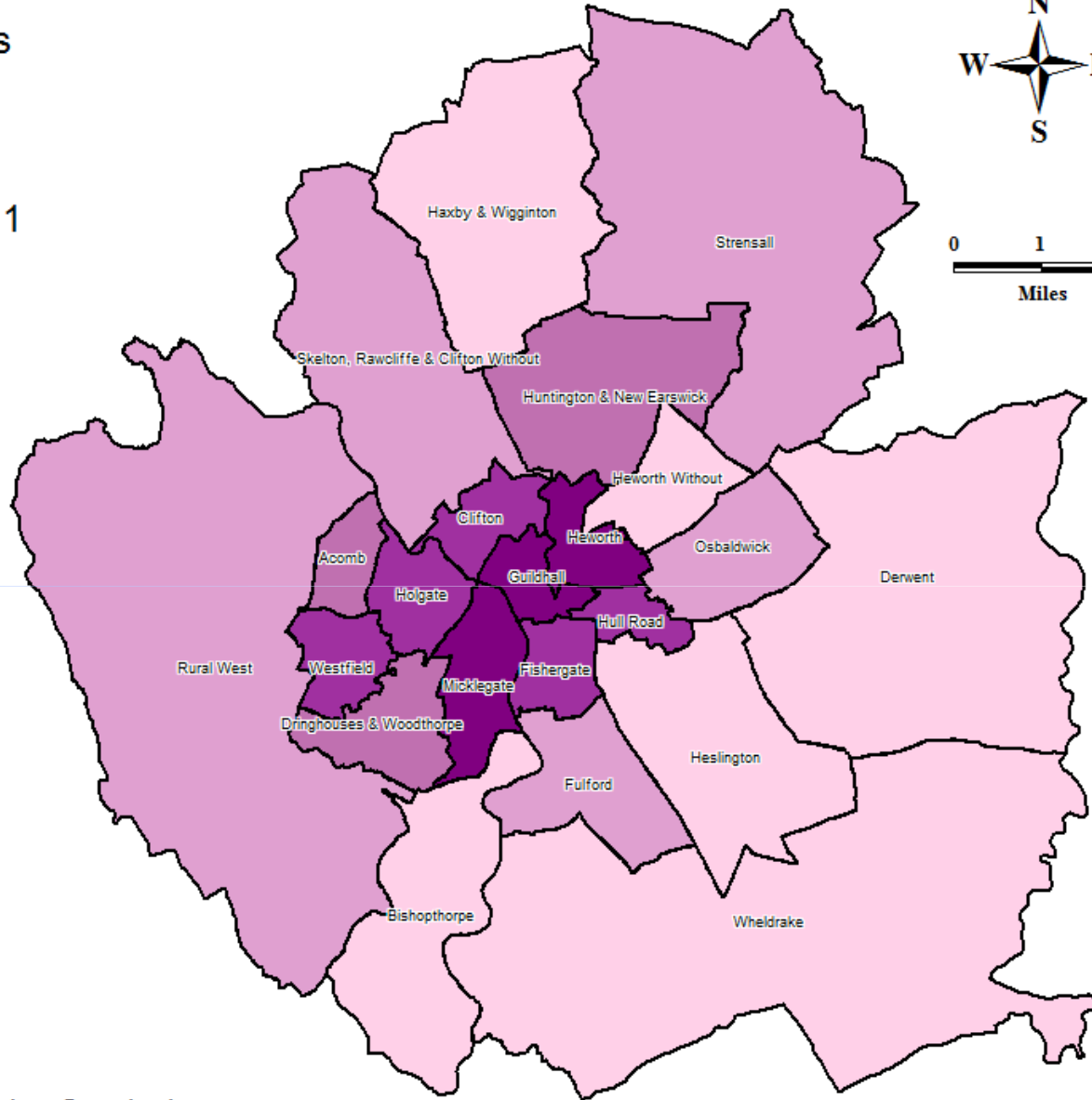
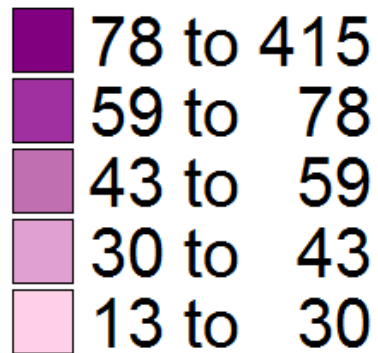


Maps created by Mike Southcombe and Ian Cunningham

North Yorkshire Police Crimes

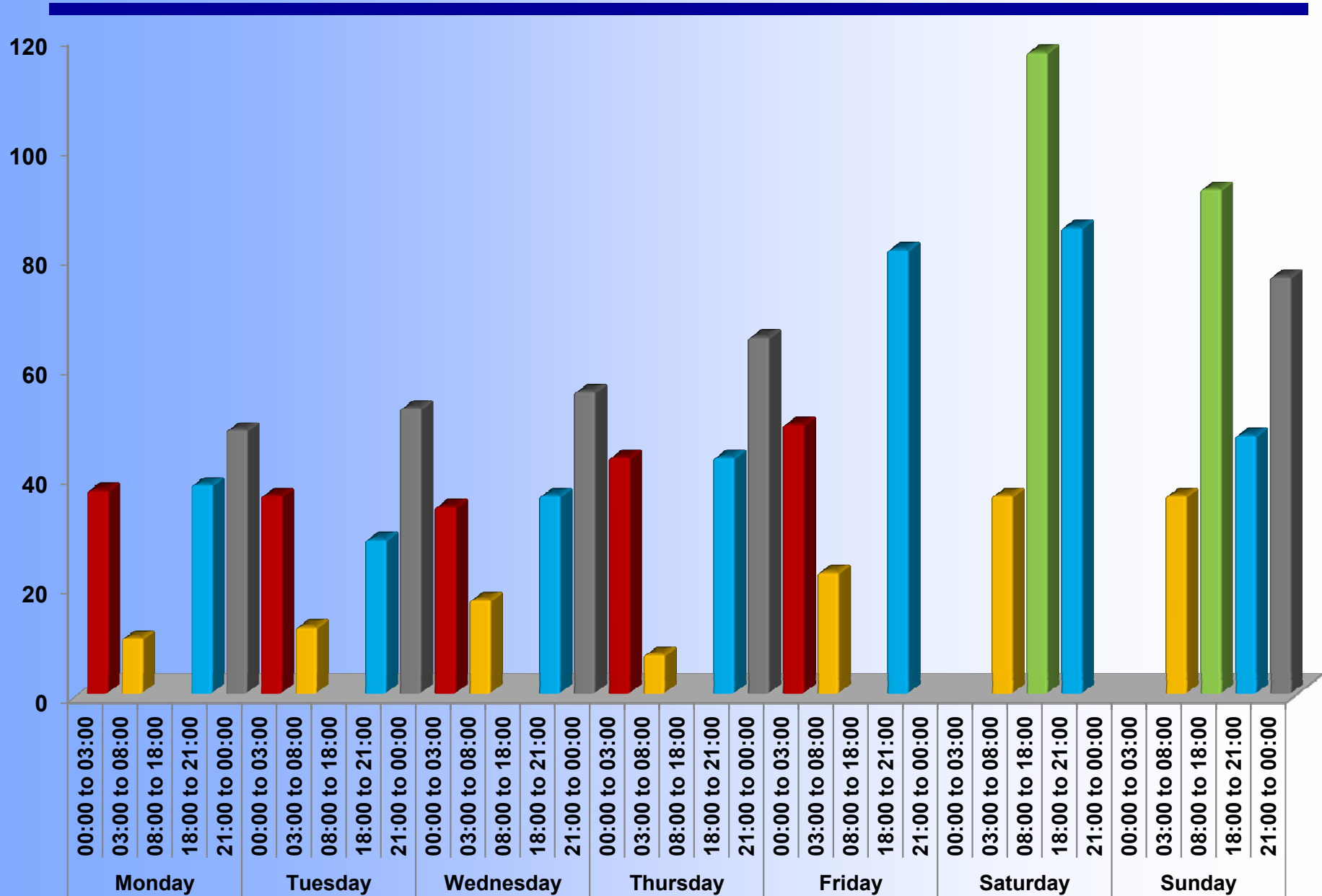
Per 1000 Population

November 2010 - October 2011



Maps created by Mike Southcombe and Ian Cunningham

Out of hours calls received by EPU June 2010 to November 2011



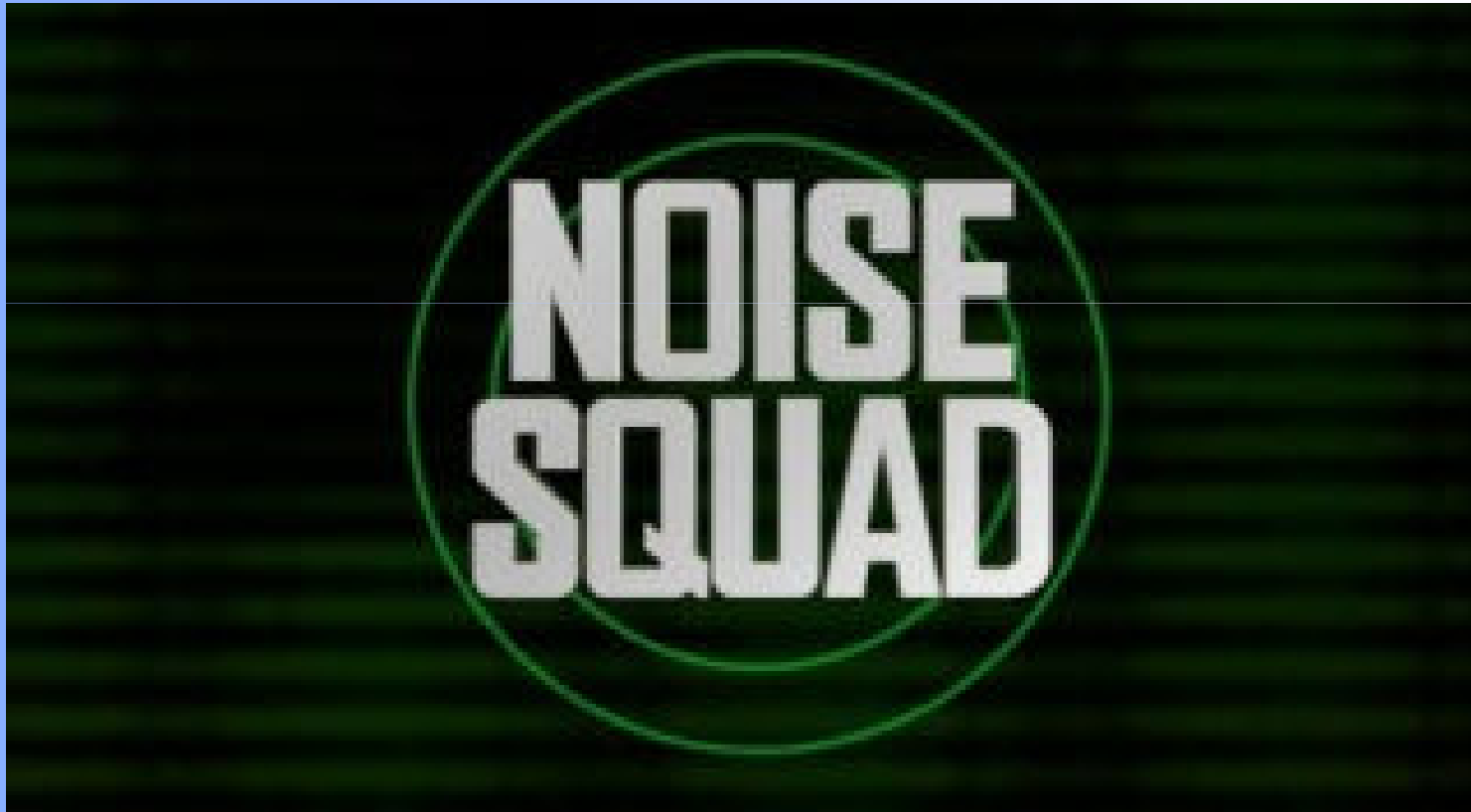
Positives

- Well respected service - Customer Service Excellence award
- Good customer satisfaction, especially for the Noise Patrol
- Noise Patrol is one of the few out of hours services
- Noise Patrol resolves many noise complaints on the night
- Provide evidence for police, licensing, tenancy enforcement and others
- BBC1 Noise Squad



BBC1- Noise Squad

(28 November to 16 December 2011 11:00am to 11:45am weekdays)



Challenges

- **Customers want 7 days per week, 24/7 service**
- **Growing demand / increasing numbers of complaints**
- **Change to licensing and planning laws**
- **Staffing rota and shift-work**
- **Access to information and mobile working**
- **Volume of work at busy times**
- **Information officer support**
- **No budget for new equipment**
- **Some equipment is now 7 years old**

Questions



Contact Details

For further information contact City of York Council
Mike Southcombe, Environmental Protection Manager
Environmental Protection Unit on:



01904 551555

Or alternatively, email us at:



mike.southcombe@york.gov.uk

Or write to: **The Environmental Protection Unit,
9 St Leonard's Place, York, YO1 7ET**