



Leicester
City Council

**MEETING OF THE NEIGHBOURHOOD SERVICES AND COMMUNITY
INVOLVEMENT SCRUTINY COMMISSION**

DATE: MONDAY, 13 OCTOBER 2014

TIME: 5:30 pm

**PLACE: THE OAK ROOM - GROUND FLOOR, TOWN HALL,
TOWN HALL SQUARE, LEICESTER**

Members of the Committee

Councillor Singh (Chair)

Councillor Bhatti (Vice Chair)

Councillors Dr Chowdhury, Corrall, Desai, Gugnani and Waddington

Members of the Committee are invited to attend the above meeting to consider the items of business listed overleaf.

Elaine Baker

For Monitoring Officer

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Further information

if you have any queries about any of the above or the business to be discussed, please contact:

Elaine Baker, Democratic Support Officer on 0116 454 6355

or email Elaine.Baker@leicester.gov.uk, or call in at City Hall.

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PUBLIC SESSION

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members are asked to declare any interests they may have in the business to be discussed.

3. MINUTES OF THE PREVIOUS MEETING

Appendix A

The Minutes of the previous meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 8 September 2014 are attached and Members are asked to confirm them as a correct record.

4. PETITIONS

The Monitoring Officer to report on any Petitions received in accordance with Council procedures.

5. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The Monitoring Officer to report on any Questions, Representations and Statements of Case received in accordance with Council procedures.

6. CITY-WIDE STREET DRINKING ORDER

Appendix B

The Director of Local Services and Enforcement submits a report providing details of the work undertaken to establish a city-wide street drinking order. The Commission is recommended to note and comment on the contents of this report.

7. UPDATE ON WARD COMMUNITY MEETINGS

Appendix C

The Director for Culture and Neighbourhood Services and the Director for Delivery, Communications and Political Governance submit a report providing an update following the transfer of the Ward Community Meetings function to the Community Services Section in April 2014. The Commission is recommended to note the report and comment on the observations contained within it.

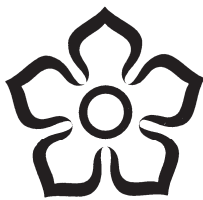
8. DATA CENTRE MOVE

Appendix D

The Director for Information Services submits a report describing the recent data centre move. This includes a summary of the work involved, the planning

behind the activity, issues faced after the move and lessons learned. The Commission is recommended to note the details of the data centre move and the lessons learned.

9. ANY OTHER URGENT BUSINESS



Leicester
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Appendix A

Minutes of the Meeting of the
NEIGHBOURHOOD SERVICES AND COMMUNITY INVOLVEMENT SCRUTINY
COMMISSION

Held: MONDAY, 8 SEPTEMBER 2014 at 5:30 pm

P R E S E N T :

Councillor Singh (Chair)
Councillor Bhatti (Vice Chair)

Councillor Dr Chowdhury Councillor Gugnani
Councillor Corrall Councillor Waddington
Councillor Desai

In Attendance

Councillor Russell – Assistant City Mayor (Neighbourhood Services)
Councillor Cassidy – Member for Fosse Ward

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16. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Sood, Assistant Mayor (Community Involvement, Partnerships and Equalities) as, although not a member of the Commission, she normally attended its meetings.

17. DECLARATIONS OF INTEREST

Councillor Dr Chowdhury declared an Other Disclosable Interest in relation to agenda item 6, "Transforming Neighbourhood Services Programme – West Area", in that he worked in the voluntary sector.

In accordance with the Council's Code of Conduct, this interest was not considered so significant that it was likely to prejudice Councillor Dr Chowdhury's judgement of the public interest. He was not, therefore, required to withdraw from the meeting.

18. MINUTES OF THE PREVIOUS MEETING

RESOLVED:

- 1) That the minutes of the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 30 June 2014 be approved as a correct record; and
- 2) That in future the minutes of the previous meeting be circulated with each agenda.

19. PETITIONS

The Monitoring Officer reported that no petitions had been received.

20. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The Monitoring Officer reported that no questions, representations or statements of case had been received.

21. PASS IT ON - REUSE SERVICE

The Commission received a presentation giving an update on progress with the Pass It On scheme, a copy of which had been circulated with the agenda.

The Assistant Mayor (Neighbourhood Services) drew particular attention to the following points:-

- Community Support Grant initially had been awarded for two years for this scheme. Funding for the scheme had subsequently been included in the Council's revenue grants;
- The Council wanted to find ways in which to continue to support the most vulnerable residents and this scheme was one element of this work;
- The offers made under the scheme were of items that were more than the basics, but would help make a place feel more like a home;
- Most goods offered were pre-used, but mattresses were always bought new;
- If other sources of help were more appropriate for callers, they were diverted to those sources;
- The scheme also helped people to stay in their homes, (for example, by providing higher chairs for people with mobility problems);
- Donations to the scheme were collected separately to bulk waste collections;

- It was hoped that a catalogue of items could be made available to successful applicants to the scheme in the future, rather than just providing a description of items over the telephone as at present;
- Getting items to applicants quickly could help establish a tenancy quickly; and
- It was hoped that the proposed new waste recycling centre would have a shop facility, run by a third sector partner. This possibly could work with the Pass It On scheme once established.

The Commission warmly welcomed the news of the success so far of the scheme, noting that a similar scheme called The Vine, operated in Fosse Ward. Details of this would be passed on to the Assistant Mayor (Neighbourhood Services).

22. TRANSFORMING NEIGHBOURHOOD SERVICES PROGRAMME - WEST AREA

The Director of Culture and Neighbourhood Services submitted a report updating the Commission on the Transforming Neighbourhood Services (TNS) programme and setting out the proposals that the City Mayor and Executive were considering implementing in relation to the West Area of the city. The Chair reminded the Commission that this was Phase 2 of the Programme.

The Assistant Mayor (Neighbourhood Services) explained that efforts had been made to learn from the first phase of the programme, including letting people know as early as possible in the process what options were available and what each involved. Consequently, at the start of the process, questionnaires were made available on-line and at buildings in the Wards affected, (Braunstone Park and Rowley Fields, Fosse, Westcotes, and Western Park). The importance of buildings just outside each area was recognised, so questionnaires also were placed in these buildings.

In addition to actively encouraging people to fill in the questionnaires, the Council hosted separate focus groups for people from different demographic groups. The proposals drawn up therefore reflected the views expressed through the questionnaires and the focus groups, but also had to take in to account the Council's need to meet its savings target of a 30% reduction in costs.

The Assistant Mayor then drew attention to the following points:-

- The Leicester Centre for Integrated Living (LCIL) had taken over the running of the West End Community Centre. The Centre remained in the ownership of the Council and continued to be used as a community centre. However, established income from groups using the centre was enabling LCIL to expand the range of services being offered;

- Libraries would have an increased importance in the future, especially in relation to the aim to improve digital inclusion;
- The Winstanley Centre had for some time been solely used by a local dance group. It therefore was proposed to consider options for community asset transfer of this Centre by way of a lease;
- Newfoundpool Community Centre and the Oak Centre were well used in the evening, but had limited use during the day. It therefore was suggested that community sector providers should be sought to take over the running of these facilities, through community asset transfer;
- If there were not community groups interested in taking over the running of Cort Crescent Community Centre, it was suggested that the building could be demolished and the site used for other purposes, such as the provision of affordable housing;
- Assurances would be sought from any organisation taking on the running of Braunstone Grove Youth Centre and the Braunstone Oak Community Centre that youth provision would continue;
- It was recognised that transport links between north and south Braunstone were not good. Community centre provision already existed in the south of the area, so consideration was being given to what could be provided in the northern part of that area;
- Manor House was a Building of Local Interest. However, it was expensive to run, due to the age of the building, and its upper floor was not accessible to disabled users. The management group at Manor House was willing to work with the Council to find a way of resolving these issues, so it was proposed that action in relation to this building should be deferred until discussions were complete; and
- The Transforming Neighbourhood Services review had been undertaken to identify ways of achieving a reduction in spending of £1.7 million. This had been agreed as part of the Council's budget.

Geoff Forse, of the Woodgate Resource Centre, addressed the Commission at the invitation of the Chair. He welcomed the decision to continue funding the Woodgate Resource Centre, but asked whether it would be possible to revert to awarding funding for three years or more, rather than the current annual awards. This would help organisations' long-term planning and the certainty provided could help them access other sources of funding.

Angela Wright, Chief Officer of b-inspired, also addressed the Commission at the invitation of the Chair. She commended the Council on the consultation that had been undertaken and the way that views given had been listened to. She noted that funding for the extension and refurbishment of Braunstone Grove Youth Centre had been provided under a previous government scheme, but legacy arrangements existed for this, which needed to be taken in to

account under the current Transforming Neighbourhood Services programme.

Ms Wright also asked that, if asset transfers were to be undertaken, it be ensured that leases granted were of sufficient length to enable the buildings to be classed as assets for accounting purposes.

The Assistant Mayor noted that the Community Services Section of the Council had entered in to a variety of contracts with voluntary organisations that regulated their funding. Rather than review all these contracts together, grants for each organisation were reviewed when the Transforming Neighbourhood Services review was done in a particular area. As a result, the Council was able to confirm funding for organisations, but only within the Council's budget strategy. Ways of ensuring that funding was awarded for appropriate periods also were being considered.

The Assistant Mayor advised the Commission that advice was being taken on how arrangements could be made for groups so that they became as successful as possible.

She further advised the Commission that:-

- Asset transfer was not being considered for all centres, only those considered to be suitable for it. Transfers by way of leases were being considered, so if problems were experienced the situation could be reconsidered;
- It was recognised that organisations interested in taking on leases for centres would need certain skills. Locality, a government-funded organisation, therefore had been engaged to run sessions for organisations interested in taking on a lease. These sessions would provide an independent view of issues such as the skills needed, backing needed and the risks associated with taking on a lease;
- The Council's Community Asset Transfer policy had been rewritten in the last two years. This contained the criteria that organisations needed to meet to assure the Council that they could successfully take on an asset transfer. The policy also contained safeguards in case any such transfer was not successful; and
- This work was being done in phases, so that the Council could engage properly with local people, as what was right for one area was not necessarily right for others.

In reply to concerns raised by the Commission, the Assistant Mayor advised that:-

- Two rooms at Fosse Library currently used as classrooms would be used to temporarily house the music library that had had to be moved from Southfields Library, which was having work done on it. Whether this became a permanent arrangement would depend on the outcome of

discussions yet to be held;

- The main buildings for which it was suggested that an asset transfer could be done by way of leases were those in locations where it was known that there was community interest in taking on a lease;
- In order to attract groups interested in taking on leases of buildings, advertising would be done that was specific to the building in question, so that relevant community groups could be engaged
- The Adult Education service operated on a break-even service. Work was underway with the service to ensure that the right spaces were available so that adult education could continue to be offered in the community;
- Deprivation indices had been considered when drawing up the proposals being considered for this area of the city. However, issues could be masked by more affluent areas of an individual ward. In addition, community demographics could change and the aim was to future-proof the proposals as much as possible. Information that was known about communities was always taken in to account when looking at services, so that these services could be put in the areas of greatest need; and
- There were limited examples across the city of where it was considered appropriate to sell a building. It was recognised that media reporting of disposals of this nature was not always favourable

The following points were made by the Commission in discussion on this item:-

- The transparency of the consultation exercise that had been undertaken was welcomed;
- Some centres were still suffering from cuts in services that had been made about 10 years ago. For example, it was unlikely that the community would be able to take on the running of Fosse Community Centre;
- The proposed investment in libraries was welcomed;
- Although Equality Impact Assessments had been done, they were quite narrow in scope;
- The current level of use of community facilities should not fall or stop as a result of the proposals made. Asset transfers therefore should be pro-actively promoted, especially to groups with the sustainability to take them on. This could be done now, before decisions were taken, so that interested organisations could start work as soon as possible ; and
- Some community centres were used for events organised by people and organisations from outside of the centres' immediate locality. At the same time, local communities could be looking for somewhere to engage. It was recognised that these could be specialist organisations that only needed

one base in the city, but it was asked that priority of use of community centres be given to local community users of community buildings.

Councillor Cassidy addressed the Commission at the invitation of the Chair. He recognised that financial cuts were needed and welcomed the work being done to identify opportunities on how to take services forward. He then stressed the importance of engagement with all parts of the community. The community needed to be involved in planning for the future, so that it could take ownership of services. This highlighted the need for good promotion of the initiatives and for staff to be trained, so that they could be fully engaged with the new services from the start.

The Assistant Mayor concurred with this, noting that the new service arrangements being proposed did not just relate to buildings. They aimed to support communities to come together and develop their own sense of identity. As such, the Council wanted to engage the community in any service redesign.

For example, the community had been integral to the redesign of services at Southfields Library. In addition, the move of St Matthews Library in to the St Matthews Centre had been very successful, despite the initial concerns of residents, due to community engagement and the proper training of staff in the new front line services being offered.

The Commission asked what had been learnt from previous transfers of community centres and stressed the need for comparative studies of the situation now and in the future, to ensure that efficiencies were obtained. In particular, it was questioned whether the Manor House was running efficiently.

In reply, the Assistant Mayor explained that one of the main problems being experienced at the Manor House was the lack of disabled access to the first floor. As the majority of groups using the centre would not book the first floor, the ground floor was well used, but the upper floor was empty most of the time. The configuration of the building meant that the investment needed would be disproportionate to the benefit to be obtained, (for example, an external lift would be needed). In addition, the building was draughty and had a high energy use. Despite these problems, the centre was very important to the community.

She further explained that various key lessons had been learned and more were being learned as each area was reviewed. These included:-

- What needed to be advertised and how this should be done;
- The whole process needed careful management, so that all concerned remained engaged;
- Criteria needed to be set for potential applicants to take on assets, so that they knew they had the ability and capacity to take over the running of assets;

- The Council needed to be very open about what people would be taking on if assets were transferred. For example, information needed to be provided on things such as water rates and maintenance issues for buildings;
- Independent support for groups was needed, such as that provided by Locality. This included immediate and longer term support, (for example, to help groups develop a business case); and
- It would be ensured that one of the criteria for groups taking over community assets would be a requirement to show what benefit there would be for the local community if that group took over the running of an asset.

In summary, the Assistant Mayor explained that the current situation was a baseline from which to work, but footfall in to a building was not the major issue. The main issues were more related to things such as how many groups used a centre, the type of groups using a centre and attendance levels.

Councillor Dr Chowdhury reminded the Commission of the interest he had declared in this item.

The Chair and the Assistant Mayor thanked all involved in the work that had been done on this programme.

RESOLVED:

- 1) That the Assistant Mayor (Neighbourhood Services) be asked to consider whether facilities other than the two rooms currently identified at Fosse Library can be used to house the music library;
- 2) That a colour copy of the appendix to the report be circulated to all members of the Commission;
- 3) That officers be asked to include a key on plans and charts submitted in future reports;
- 4) That the Assistant Mayor (Neighbourhood Services) be asked to advise the Executive of the Commission's comments, recorded above, on Phase 2 of the Transforming Neighbourhood Services programme, stressing that the Commission wants local community activities to continue at the centres under consideration;
- 5) That the Assistant Mayor (Neighbourhood Services) be asked to ensure that the Members representing Wards included in the West Area, and the Chair and Vice-Chair of this Commission be kept informed of progress with Phase 2 of the Transforming Neighbourhood Services programme; and

- 6) That the Assistant Mayor (Neighbourhood Services) be advised that the Commission would wish to continue to scrutinise the Transforming Neighbourhood Services programme as it progresses.

23. POLICE AND CRIME COMMISSIONER'S COMMISSIONING PLAN

RESOLVED:

That the following be noted:-

- a) The Police and Crime Commissioner's Commissioning Plan;
- b) The Chair's observations on the Police and Crime Commissioner's Commissioning Plan; and
- c) A response from the Deputy City Mayor and some of the Assistant Mayors.

24. WORK PROGRAMME

RESOLVED:

- 1) That in future details of already considered by the Commission be removed from the work programme;
- 2) That an item on welfare reform be included in the work programme for October 2014; and
- 3) That the Scrutiny Support Officer be asked to update the Commission's work programme as above.

25. CLOSE OF MEETING

The meeting closed at 7.22 pm



City-Wide Street Drinking Order

Decision to be taken by: Neighbourhood Services &
Community Involvement Scrutiny Commission

Decision to be taken on: 13th October 2014

Lead director: John Leach

Useful information

- Ward(s) affected: All
- Report author: Daxa Pancholi
- Author contact details: 0116 454 0203
- Report version number plus Code No from Report Tracking Database: 1

1. Purpose of report

- 1.1 The purpose of this report is to provide details of the work undertaken to establish a city wide street drinking order. Furthermore, the report provides an overview of the consultation process used and the subsequent findings.

2. Summary

- 2.1 The street drinking order, gives police additional powers within a designated area to tackle street-drinking where there is associated anti-social behaviour (ASB).
- 2.2 A Police Officer or Police Community Support Officer can in a designated area:
- Require a person not to consume alcohol
 - Require a person to surrender any alcohol in his/her possession
 - Dispose of the alcohol
 - Arrest an individual if they fail to comply with the Officer's request or issue a fixed penalty notice.
- 2.3 As part of the new Anti-Social Behaviour, Crime and Policing Act 2014; the new Public Spaces Protection Order (PSPO) now replaces the Designated Public Places Order (DPPO).
- 2.4 At the commencement for this work, the guidance for this new power had not been released and it was therefore decided that the DPPO process would be used for the assessment and a possible establishment of a city-wide street drinking order. As a result a 7 week consultation was instigated from the 23rd June to the 17th August 2014.
- 2.5 Subsequently, due to the announcement of the new legislation, it was agreed that the consultation would be re-opened for a further 4 weeks (from 8th September to 5th October 2014) under the Public Spaces Protection Order (PSPO). This was done on the understanding that the earlier consultation findings would be amalgamated with additional views gleaned from this new consultation.
- 2.6 Public spaces protection orders (PSPOs), which are to come into effect as of the 20th October 2014 are intended to deal with a particular nuisance or problem in a particular area that has a detrimental to the quality of life of those in the locality. They are designed to ensure that the law-abiding majority can use and enjoy public spaces, safe from anti-social behaviour.
- 2.7 The application of the PSPO is designed to be broad and focus on the impact

that the anti-social behaviour is having on victims and communities. A PSPO can be made by the Council if they are satisfied on reasonable grounds that the activities carried out, or likely to be carried out, in a public space:

*have had, or are likely to have, a detrimental effect on the quality of life of those in the locality;

*is, or is likely to be, persistent or continuing in nature;

*is, or is likely to be, unreasonable; and

*justifies the restrictions imposed by the PSPO.

3. Recommendations

- 3.1 It is recommended that members of the Scrutiny Commission note and comment on the contents of this report.

4. Report:

- 4.1 As part of the new Anti-Social Behaviour, Crime and Policing Act; the new Public Spaces Protection Order (PSPO) now replaces the Designated Public Places Order (DPPO).
- 4.2 At the commencement for this work, the guidance for this new power had not been released and it was therefore decided that the DPPO process would be used for the assessment and possible establishment of a city-wide street drinking order.
- 4.3 The process used for establishing PSPOs is the same as the process used for establishing DPPO except the consultation process within the PSPO process can be shorter. As we, in Leicester are investigating the possibility of establishing a city-wide street drinking order, for a meaningful consultation to take place we would not benefit from a consultation shorter process. As a result, a 7 week consultation was undertaken from the 23rd June to the 17th August 2014.
- 4.4 Subsequently, due to the announcement of the new legislation, it was agreed that the consultation would be re-opened under the Public Spaces Protection Order (PSPO) for a further 4 weeks (from 8th September to 5th October 2014). This was done on the understanding that the earlier consultation findings would be amalgamated with additional views gleaned from this new consultation.
- 4.5 PSPOs are applied to specific geographical locations shown to have issues which are likely to have, a detrimental effect on the quality of life of those in the locality; or are likely to be, persistent or continuing in nature. However, the legislation does not exclude the possibility of having a city-wide street drinking order provided that it can be demonstrated that street drinking is a problem across the whole area. Several Councils have implemented, or are seeking to implement, a citywide order to cover their full local authority area under the new legislation.

- 4.6 A recent 'snapshot' audit of street drinking in Leicester highlighted 106 street drinking hotspots. Around 15% of these are in the city centre, and there are issues present in all but four wards in the city. Therefore the citywide street drinking order may be beneficial and justifiable.
- 4.7 Applying an order to the whole city would allow greater flexibility and immediacy in tackling street drinking across the local authority area. The police and other authorised persons will be able to act as and when hotspots emerge rather than needing to go through the process of having the location designated by the local authority before they can use their powers.
- 4.8 A PSPO should encourage greater consistency across the city in how street drinking is addressed. It will remove confusion over which streets/areas (or parts of) are covered by the order, and where the police can and cannot enforce powers. The PSPO will send a clearer message to the drinkers themselves about what constitutes acceptable behaviour when drinking in public.
- 4.9 The PSPO should also save money and time, as the process for establishing or expanding the area (with its associated costs of publishing newspaper notices, producing street signs, etc.) will not have to be gone through each time a new hotspot emerges.
- 4.10 There are also a number of risks and challenges to be taken into consideration with a citywide approach to street drinking, particularly with regards to human rights implications. However, through clear and targeted publicity, outreach work with problem street-drinkers, and careful monitoring and management of enforcement, the authority should be able to mitigate these risks.

Consultation Process

- 4.11 In order to establish a street drinking order, local authorities are required to consult with the public, police and community representatives (as the Local Authority sees fit). A 'Steering Group' was formed by the community safety team and consisted of various members, who contributed to the formation of the consultation document which outlined the opportunities for consultation. The consultation document and process as a whole was based on the Statutory Guidance which came into effect in September 2011.
- 4.12 Leicester City Councils Research and Analyst team was also consulted, the team advised officers on the wording of questions, which were to be put to individuals taking part in the consultation. The consultation questionnaire was made available online and in paper copy. A short web address was secured to ease access and this information was included in all emails and paper correspondence.
- 4.13 Notice of the forthcoming consultation opportunity was sent by email to each member of the Safer Leicester Partnership together with members of each of the delivery groups that make up the Safer Leicester Partnership. Other key contacts (such as city council Heads of Service) were also sent a copy of the questionnaire with a request for them to cascade the questionnaire to staff and service users.

- 4.14 Presentations were delivered to relevant strategic groups such as the Safer Leicester Partnership, Alcohol Delivery Group, Frontline Services Forum and some Ward meetings. Paper copies of the questionnaire were sent out to all libraries, community centres and customer service centres across Leicester along with a poster to share with service users. Contact email addresses for Leicester City Council Officers were provided on the on-line consultation site for any verbal queries. Finally, an online frequently asked questions (FAQs) document was also made available.
- 4.15 Staff from the Community Safety Team visited the Council's Customer Service Centres to discuss the consultation and ask for views on street drinking to those individuals using the Centre. People of varying ages, gender and ethnicity were approached.
- 4.16 Press releases were put out by the Council's Communication Team with wide coverage in the media and in particular over BBC Radio Leicester. Contacts were made with e-networks such as Voluntary Action Leicester, Democratic Services and the Housing Provider Forum. Reminders were sent out by email at the halfway point of the consultation in order to encourage people to take part in the consultation.

Key Consultation Findings

- 4.17 (The consultation findings are still outstanding as the consultation closes on the 5th October – these are to follow shortly)*

Resource requirements

- 4.18 Funding will be required to meet the cost of producing street signs, leaflets, posters, and other publicity. A publicity plan is being developed and will include costs associated with this work.
- 4.19 Also, funding will be required to pay for publishing the two statutory notices in the local newspaper; it is estimated that this will cost about £1,000 (£500/notice).

Implementation

- 4.20 Currently through discussions and joint working with the police, it is expected that police frontline staff will be trained on the use of the power, together with when and where to apply the order.
- 4.21 Furthermore, it is our expectation that the police will monitor the use of this power. Data will be collected on issues such as location, age and ethnicity of individuals where the order has been applied. This information will be collated and shared regularly with partners in order to ensure that services and enforcement activities are targeted where needed.

5. Financial, legal and other implications

5.1 Financial implications

The implementation costs have not been quantified in detail at this stage, and will be driven by the extent of publicity, signs, public engagement, etc., deemed to be required both before and after implementation. However, reasonable costs can be funded from the City Developments & Neighbourhoods budget. The implementation of a single city wide order should in any event be more cost effective than a more ad-hoc/reactive series of orders for specific areas.

Colin Sharpe, Head of Finance, Ext. 37 4081.

5.2 Legal implications

The provisions of the Anti-Social Behaviour, Crime and Policing Act 2014 ('the 2014 Act') which sets out the powers and conditions of a Public Spaces Protection Orders (PSPO's) are due to come into force on 20 October 2014. The new PSPO's replace Designated Public Place Orders (DPPO's) under the Criminal Justice and Police Act 2001.

Leicester City Council proposes to impose a city wide PSPO designed to specifically tackle street drinking.

The PSPO's are the new mechanism designed to tackle a range of activities which have a detrimental effect on the quality of life of those in the locality. The PSPO's provide a constable (or other authorised person as defined in the 2014 Act) ('officers') powers to take steps to tackle activities within the public place which are being carried out in contravention of the PSPO.

The conditions to be satisfied before a PSPO can be made are set out in S.59 of the 2014 Act and the procedure to be followed is set out in S.72 of the 2014 Act. The Anti-social Behaviour, Crime and Policing Act 2014 (Publication of Public Spaces Protection Orders) Regulations 2014, as the title suggests, provides guidance on the publication of the PSPO's as required by S.72 of the 201 Act. Further guidance in relation to the making of a PSPO is set out in the Home Office Guidance Document (Anti-Social Behaviour, Crime and Policing Act 2014: reform of anti-social behaviour powers) July 2014.

Before a PSPO can be made the Local Authority must be satisfied (on reasonable grounds) that the following two conditions are met:-

1. That the activities carried on in a public place within the authority's area have had a detrimental effect on the quality of life of those in the locality, or that it is likely that activities will be carried on in a public place within that area and that they will have such an effect.
2. That the effect, or the likely effect, of the activities is (or is likely to be) of a persistent or continuing nature and which is such as to make the activities unreasonable and that this justifies the restrictions set out in the PSPO.

If it is the case that the above conditions are satisfied then subject to the procedure being followed to implement a PSPO, a PSPO can be put into effect following authorisation.

A PSPO gives powers to an officer to regulate the activity which is subject to the PSPO. However it is important to note that a PSPO would not impose a ban on the activity within the designated area. In relation to street drinking, unless the consumption of alcohol is causing a detrimental effect (such as associated anti-social behavior), drinking in itself therefore in the area subject to the PSPO, would not constitute an offence.

An offence will be committed where in the event that the person does not stop consuming the alcohol or fails to surrender it at the request of an officer. Such an offence can be subject to a fixed penalty notice or on summary conviction a fine not exceeding level 2 on the standard scale. These details should be relayed to the police and other authorised persons who will be enforcing the PSPO.

The PSPO can be drafted to cater for the requirements of any particular area with reference to the duration of the PSPO, the time of the day and period of time during which it is to be in effect and the specific areas in which it would operate.

It should be noted that premises which are licensed to sell alcohol would not be subject to the PSPO until 30 minutes after the time that premises license ceases to be in operation.

Unlike the previous DPPO's a PSPO will only be in force for a maximum period of 3 years from the commencement date. The Local Authority however has power under the 2014 Act to extend the duration of the PSPO or to revoke it as necessary.

It should be noted that even after following the relevant steps to bring into force a PSPO, the PSPO may still be challenged by way of judicial review by anyone subject to it, within 6 weeks of making of the PSPO. If it is the case that the matter is going through judicial review then the Court may suspend the operation of the PSPO while the matter is considered.

In so far as a PSPO is concerned to regulate street drinking within Leicester, the proposal is legally compliant and falls within the ambits of the 2014 Act. The matter may require further consideration at the time that the terms of the PSPO are drafted to ensure that the prohibitions are reasonable.

Shazmina Bhesania (Solicitor) Ext. 371433

5.3 Climate Change and Carbon Reduction implications

There are no climate change implications associated with this report.

Louise Buckley, Graduate Project Officer (Climate Change), Ext. 372 293

5.4 Equalities Implications

Our Public Sector Equality Duty is present throughout the whole policy development process and afterwards, during implementation. Likely equalities impacts for both the communities affected by street drinking and for the street drinkers themselves should be identified and considered in this report. Information on potential impacts arising from street drinking is available in the public domain and could be used to inform the potential impacts on the proposed city wide order to tackle street drinking, any negative impacts arising and potential mitigating actions that should be considered. Without such consideration, due regard of the equalities implications cannot be given for any decision taken and our Public Sector Equality Duty will not have been met.

Irene Kszyk, Corporate Equalities Lead, Ext. 374147.

5.5 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

Section 17 Crime & Disorder Act: implications with regards to the duty of local authorities to consider the impact of their decisions and actions on crime and disorder in the local area.

Daxa Pancholi, Head of Community Safety, Ext 37 0203

6. Background information and other papers:

- a. Proposal to implement a citywide Designated Public Place Order to tackle street drinking related anti-social behaviour – Report to Executive April 2014
- b. Criminal Justice and Police Act 2001
- c. Violent Crime Reduction Act 2006
- d. Guidance on Designated Public Place Orders (DPPOs) for Local Authorities in England and Wales, Home Office, December 2008
- e. Anti-Social Behaviour, Crime and Policing Bill 2013-14

7. Summary of appendices:

- a. Consultation Finding Report – City- Wide Street Drinking Order

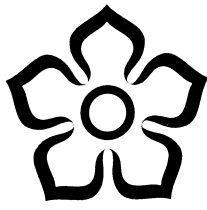
8. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)?

No

9. Is this a “key decision”?

No

10. If a key decision please explain reason



Leicester
City Council

SECOND DESPATCH

**NEIGHBOURHOOD SERVICES AND COMMUNITY
INVOLVEMENT SCRUTINY COMMISSION
13 OCTOBER 2014**

ADDITIONAL INFORMATION

Further to the agenda for the above meeting which has already been circulated, please find attached the following:-

**6. CITY-WIDE STREET DRINKING ORDER
(Appendix D)**

The findings of the consultation mentioned in paragraph 4.17 of this report are attached.

Please note that they will form Appendix 1 to the report.

Elaine Baker
Democratic Support
Tel: 0116 454 6355 (Internal: 37 6355)
E-mail: elaine.baker@leicester.gov.uk

Appendix 1



City-Wide Public Spaces Protection Order to Tackle Street Drinking

Consultation findings

October 2014

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1. Executive Summary

- 1.1** The purpose of this report is to propose the implementation of a citywide street drinking order. The report outlines the methodology undertaken in carrying out a consultation to elicit views from the public and stakeholders together with overall findings.
- 1.2** As part of the new Anti-Social Behaviour, Crime and Policing Act 2014; the new Public Spaces Protection Order (PSPO) now replaces the Designated Public Places Order (DPPO).
- 1.3** At the commencement for this work, the guidance for this new power had not been released and it was therefore decided that the DPPO process would be used for the assessment and a possible establishment of a city-wide street drinking order. As a result a 7 week consultation process was instigated from the 23rd June to the 17th August 2014.
- 1.4** Subsequently, due to the announcement of the new legislation (which was to come into effect as of the 20th October 2014), it was agreed that the consultation would be re-opened for a further 4 weeks (from 8th September to 5th October 2014) under the Public Spaces Protection Order (PSPO). This was done on the understanding that the earlier consultation findings would be amalgamated with additional views gleaned from this new consultation.
- 1.5** The application of the PSPO is designed to be broad and focus on the impact that the anti-social behaviour is having on victims and communities. A PSPO can be made by the Council if they are satisfied on reasonable grounds that the activities carried out, or likely to be carried out, in a public space:
- a) have had, or are likely to have, a detrimental effect on the quality of life of those in the locality is, or is likely to be, persistent or continuing in nature;
 - b) is, or is likely to be, unreasonable;
 - c) and justifies the restrictions imposed by the PSPO.
- 1.6** The PSPO does not represent a ban on public drinking; rather it allows for greater control of drinking where it is of a problematic nature – e.g. large groups of drinkers intimidating residents/passers-by; and gives police additional powers within a designated area to tackle street-drinking where there is associated anti-social behaviour (ASB).
- 1.7** PSPOs can be applied to specific geographical locations shown to have issues with significant and persistent street drinking-related ASB which is having a detrimental effect on the quality of life of those in the locality. The legislation does not exclude the possibility of having a local authority-wide PSPO provided that there is sufficient evidence to demonstrate that street drinking is a problem across the whole area. Several councils have implemented, or are seeking to implement, a street drinking order to cover their full local authority area.

- 1.8** A 'snapshot' audit, in July 2013 of street drinking in Leicester highlighted 106 street drinking hotspots. Around 15% of these are in the city centre, and there are issues present in all but four wards in the city. Therefore a citywide street drinking order may be beneficial and justifiable.
- 1.9** Currently there is an active Designated Public Protection Order (DPPO) in the city of Leicester which covers mostly the city centre which will be replaced by the PSPO in October 2014. (See appendix A for areas currently covered). The city's experience with DPPOs so far has shown that, where implemented, it has been very useful and has usually reduced or stopped drinking-related nuisance. However, there has usually been a displacement effect, with new hotspots emerging near to the DPPO area (whilst the DPPO forces a drinker to stop consuming alcohol in a particular place it does not necessarily cause the drinker to address their behaviour, which means that some will simply continue drinking and being a nuisance in a different location).
- 1.10** In our experience, the displacement of drinkers has meant that in some DPPO areas, further streets have been or need to be brought under a DPPO (for example, in the city centre, and around Sparrow Park on Uppingham Road). Each time a DPPO needs to be expanded, even by a single street; local authorities are required to go through the full consultation process, which can be time-consuming and costly. As Leicester has a number of hotspots across the city that requires DPPOs, and introducing DPPOs to those hotspots could lead to displacement and the creation of further hotspots, it is believed that it may be beneficial for Leicester to apply a DPPO to the city as a whole.
- 1.11** In order to establish a DPPO/PSPO local authorities are required to consult with the public, police, alcohol services and other stakeholders. A 'DPPO/PSPO Steering Group' was formed by the community safety team and consisted of various members (See appendix B), who contributed to the formation of the consultation document (See appendix C) which outlined the opportunities for consultation and the responsible officer for pursuing each opportunity. The consultation document and process as a whole was based on the Statutory Guidance which came into effect in September 2011.
- 1.12** As mentioned above, the DPPO consultation on 'Street Drinking' in Leicester took place over a 7 week period from 23/06/2014 to 17/08/2014. At the conclusion of the consultation process, a total of 490 responses to the consultation were received; 187 hardcopies and 303 online responses. Due to the new legislation, the consultation was re-opened from 08/09/2014 to 05/10/2014. A further 170 Responses were received. All in all, a total of 630 responses to the street drinking consultations were received.
- 1.13** On combining the responses from both consultations, it can be evidenced that the majority (87%) of the 630 respondents stated that they think that street drinking is a problem in Leicester. A small minority of just under 9% of the 630 respondents feel that street drinking in Leicester is not a problem for them, with approximately 8% remaining undecided.

- 1.14** Approximately 15% of the 630 respondents feel that street drinking is a daily problem for them. Approximately 16% of respondents feel that street drinking causes them problems up to four times a week, approximately 18% said street drinking causes them problems up to three times a month and 13% feel that street drinking causes them a problem up to three times a year. Almost a third (33%) chose not to answer this question.
- 1.15** The type of problems that respondents have identified that are caused by street drinking, include approximately 73% stating that noise is an issue, followed by 70% stating that littering is a problem associated with street drinking. Approximately 53% have stated that verbal abuse is an associated problem and 11% have said that physical abuse is an associated problem. 60% of the 415 who answered this question have stated that they feel intimidated by street drinkers and approximately 39% chose not to answer. 21% of the respondents also stated that urination, vomiting, racism, begging for money and the smashing of bottles to also be associated problems.
- 1.16** Over 77% of the 630 respondents support the use of citywide street drinking order. Approximately 7% do not support the use of a citywide street drinking order and approximately 6% were undecided and approximately 15% chose not to answer this question.
- 1.17** Whilst undoubtedly, respondents have stated that the majority of street drinking occurs in the Castle ward, it can be seen that street drinking occurs in most (it not all) wards across the city.
- 1.18** The first consultation under the DPPO, indicated that the key areas/ streets that experience street drinking issues were identified as, Town Hall Square, Granby Street, Bede Park, Barleycroft Shops, Beaumont Leys, Dover Street, Museum Square, Onslow Park, Castle Gardens, Belvoir Street and Cedar Park.
- 1.19** Whilst under the second consultation, the key areas/ streets that experience street drinking issues were identified as Town Hall Square, Granby Street, Weymouth Street, High Street and Bardolph Street. This revealed that there was some consensus in terms of areas identified as having street drinking issues over the two consultation exercises.
- 1.20** As a result of the consultation findings it is recommended that the Authority pursue with the implementation of a citywide street drinking order.

2. Background

- 2.1** The purpose of this report is to address the issue of whether street drinking is likely to have, a detrimental effect on the quality of life of those in the locality; or likely to be, persistent or continuing in nature. If street drinking is an issue then to propose the implementation of a citywide Public Spaces Protection Order (PSPO).
- 2.2** As part of the new Anti-Social Behaviour, Crime and Policing Bill; the new Public Spaces Protection Order (PSPO) will now replace the Designated Public Places Order (DPPO) as of 20th October 2014.
- 2.3** PSPO's give the police and other designated officers additional powers within a designated area to tackle street-drinking where it is having a detrimental effect to those in the locality. Designation provides police officers and Police Community Support Officers (PCSOs) the power to require a person to; (a) not to consume alcohol in that place; and/ or (b) to surrender alcohol in his/ her possession.
- 2.4** Under the DPPO, it was the responsibility of the local authority to designate the public place under s. 13(2)) – which stated that;
“A local authority may ... identify any public place in their area if they are satisfied that –
a) Nuisance or annoyance to members of the public or a section of the public or
b) Disorder; has been associated with the consumption of intoxicating liquor in that place.”
- 2.5** The application of the PSPO is designed to be broader than the DPPO. A PSPO can be made by the Council if they are satisfied on reasonable grounds that the activities carried out, or likely to be carried out, in a public space:
a) have had, or are likely to have, a detrimental effect on the quality of life of those in the locality is, or is likely to be, persistent or continuing in nature;
b) is, or is likely to be, unreasonable;
c) and justifies the restrictions imposed by the PSPO.
- 2.6** The British Crime Survey reports and local statistics endorse that drunk or rowdy behaviour in the public place is a problem in local areas. DPPO's have been useful tools that can help the police deal with such alcohol misuse problems in public spaces. To date local authorities across England and Wales have introduced over 400 DPPO's.
- 2.7** At the commencement for this work, the guidance for this new power had not been released and it was therefore decided that the DPPO process would be used for the assessment and a possible establishment of a city-wide street drinking order. As a result a 7 week consultation process was instigated from the 23rd June to the 17th August 2014.

- 2.8** Subsequently, due to the announcement of the new legislation, it was agreed that the consultation would be re-opened for a further 4 weeks (from 8th September to 5th October 2014) under the Public Spaces Protection Order (PSPO). This was done on the understanding that the earlier consultation findings would be amalgamated with additional views gleaned from this new consultation.
- 2.9** A 'snapshot' audit of street drinking in Leicester conducted in July 2013, highlighted 106 street drinking hotspots. Around 15% of these are in the city centre, and there are issues present in all but four wards in the city. This indicates that street drinking is an issue and has a detrimental effect on the quality of life for residents of the city, and suggests that a citywide PSPO may be beneficial and justifiable.
- 2.10** Currently there is an active DPPO in the city of Leicester which covers mostly the city centre area. (See appendix A for current coverage). The city's experience with DPPOs so far has shown that, where implemented, it has been very useful and has usually reduced or stopped drinking-related nuisance. However, there has usually been a displacement effect, with new hotspots emerging near to the DPPO area (whilst the DPPO forces a drinker to stop consuming alcohol in a particular place it does not necessarily cause the drinker to address their behaviour, which means that some will simply continue drinking and being a nuisance in a different location).
- 2.11** The displacement of drinkers has meant that in some DPPO areas, further streets have been or need to be brought under a DPPO (for example, in the city centre, and around Sparrow Park on Uppingham Road). Each time a street drinking order needs to be expanded, even by a single street; local authorities are required to go through the full consultation process, which can be time-consuming and costly. As Leicester has a number of hotspots across the city that requires street drinking orders, and introducing street drinking orders to those hotspots could lead to displacement and the creation of further hotspots, it is believed that it may be beneficial for Leicester to apply a street drinking order to the city as a whole.
- 2.12** A citywide street drinking order will have a number of benefits, including greater flexibility, immediacy, and consistency in tackling issues, saving time and money, and contributing to mayoral priorities for the city.
- 2.13** There are also a number of risks and challenges to be taken into consideration with a citywide approach to street drinking order, particularly with regards to human rights implications. However, through clear and targeted publicity, outreach work with problem street-drinkers, and careful monitoring and management of enforcement, the authority should be able to mitigate these risks.

3. Consultation & Methodology

- 3.1** In order to establish a street drinking order, local authorities are required to consult with the public, police, alcohol services and other stakeholders. A 'DPPO/PSPO Steering Group' was formed by the Community Safety Team and consisted of various members (See appendix B), who contributed to the formation of the consultation document (See appendix C and also appendix F for the PSPO consultation doc) which outlined the opportunities for consultation and the responsible officer for pursuing each opportunity. The consultation document and process as a whole was based on the Statutory Guidance which came into effect in September 2011.
- 3.2** Leicester City Councils Research and Analyst team was also consulted who advised on the use and wording of questions for each of the individual consultations. Both the DPPO and PSPO consultation documents were made available online and in paper copy. Contact email addresses were provided for both the consultation processes. A short web address was secured to ease access and this information was included in all email and paper correspondence.
- 3.3** Notice of the forthcoming consultation opportunity was sent by email to each member of the Safer Leicester Partnership and its constituent delivery groups. Other key contacts (such as city council Heads of Service) were also sent a copy of the questionnaire with a request for them to cascade the questionnaire to staff and service users.
- 3.4** Presentations were delivered to relevant strategic groups such as the Safer Leicester Partnership, Alcohol Delivery Group, Frontline Services Forum and Ward meetings. Paper copies for each of the DPPO and PSPO questionnaires were sent out to all libraries, community centres and customer service centres across Leicester along with a poster. A contact email address was provided on the consultation for verbal queries and people were advised to view the online consultation for an enlarged view of the map. An online frequently asked questionnaires (FAQs) document was also made available for each of the DPPO and PSPO consultations (see appendix E and G).
- 3.5** Staff from the Community Safety Team visited the Council's Customer Service Centres to discuss the consultation and ask for views on street drinking to those individuals using the Centres. People of varying ages, gender and ethnicity were approached.
- 3.6** Press releases were put out by the Council's Communication Team with wide coverage in the media and in particularly over BBC Radio Leicester. Contacts were made with e-networks such as Voluntary Action Leicester, Democratic Services and the Housing Provider Forum. Reminders were sent out by email at the halfway point of the consultation in order to encourage people to take part in the consultation. Finally, there was a call around to check availability of paper copies and whether any additional support was required.

4. Consultation Findings

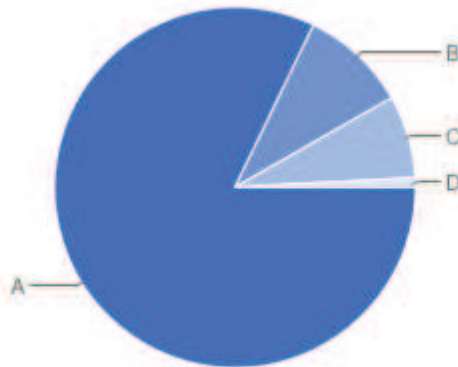
4.1 As a result of undertaking two separate consultation exercises, outlined below are the findings from each of the consultations together with an overview and conclusions of the findings. The amalgamated responses have then been used to arrive at recommendations going forward.

5. Designated Public Places Order (DPPO) Findings

5.1 The DPPO consultation on 'Street Drinking' in Leicester took place over a 7 week period from 23/06/2014 to 17/08/2014. A total of 490 responses to the consultation were received; 187 hardcopies and 303 online responses.

5.2 The consultation questions and analysis are as follows;

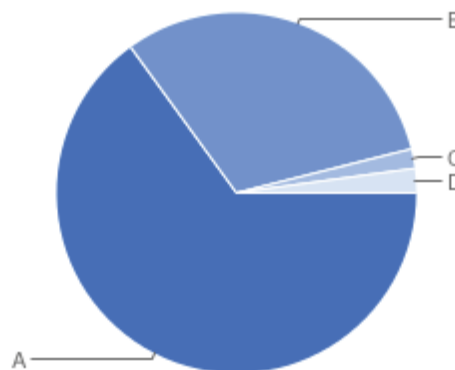
(i) Question 1: "Do you think that street drinking is an issue in Leicester?"



Key	Option	Total	Percentage of All
A	Yes	403	82%
B	No	44	9%
C	Undecided	38	8%
D	Unanswered	5	1%

Table of "Q1" shows that the majority (82%) of the 490 respondents think that street drinking is a problem in Leicester. A small minority of just under 9% of the 490 respondents feel that street drinking in Leicester is not a problem for them, with approximately 8% remaining undecided.

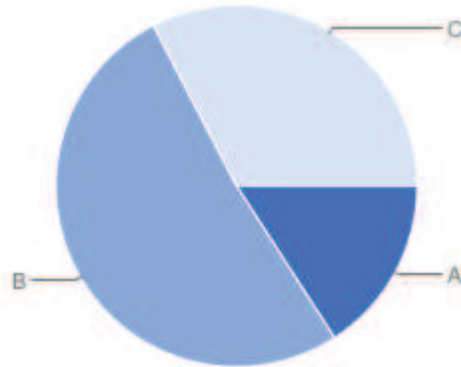
(ii) Question 2: "Have you ever had problems with street drinkers?"



Key	Option	Total	Percentage of All
A	Yes	310	63%
B	No	157	32%
C	Prefer not to answer	10	2%
D	Not answered	13	3%

Table of "Q2" indicates that the majority (63%) of the 490 respondents have had problems with street drinkers, with just under a third (32%) stating that they had not had any problems. Approximately 5% chose not to answer or preferred not to answer this question.

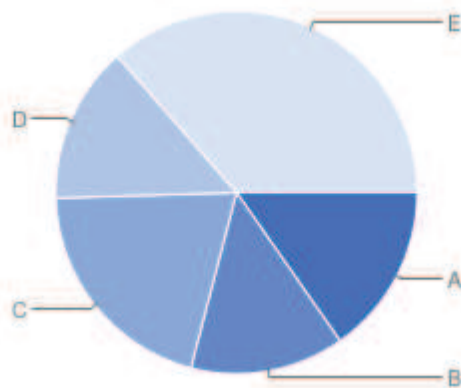
(iii) Question 2a: "Was the problem with an individual or group?"



Key	Option	Total	Percent of All
A	An Individual	78	16%
B	A Group	245	50%
C	Not answered	167	34%

Table of "Q2a" indicates that approximately 16% of the 490 respondents identify street drinking to be a problem caused by an individual but more than half of the respondents (approximately 50%) stated that street drinking is a problem caused by groups of people. A third (approximately 34%) chose not to answer this question.

(iv) Question 2.b: "How regularly was this problem for you?"



Key	Option	Total	Percentage of All
A	Everyday	66	13%
B	3-4 times a week	62	13%
C	2-3 times a month	85	17%
D	2-3 times a year	58	12%
E	Not answered	165	34%

Table of "Q2b" shows that approximately 13% of respondents feel that street drinking is a daily problem for them. Approximately 13% of respondents feel that street drinking causes them problems up to four times a week, approximately 17% said street drinking causes them problems up to three times a month and 12% feel that street drinking causes them a problem up to three times a year. Almost a third (34%) chose not to answer this question.

(v) Question 2.c: "Where did this occur?"

As can be seen from below, street drinking issues have occurred in most areas within the city, as reported by the respondents to the consultation. Below the data collected is represented by;

- Table 1 larger streets and general areas,
- Table 2 locations represented by ward and finally
- Table 3, locations represented with three or more occurrences

Table 1: Have you ever had problems with street drinkers? Where did this occur?

First response period: 23/06/14 to 17/08/14

Larger streets and general areas

Location	Number of occurrences	Location	Number of occurrences
Aylestone	1	Howard Road	1
Beaumont Leys	1	London Road	4
Braunstone	1	Narborough Road	11
Canal Towpaths	3	New Walk	8
Catherine Street	1	Oadby	1
City Centre	29	Queens Road	3
Council estates	1	Riverside	1
Evington Road and surrounding streets	5	Rowlatts Hill	1
Fosse Road South	2	Rushey Mead bus shelter	1
Gleneagles Avenue	1		
Glenfield Road	1	Saffron Lane	3
Great Central Railway	3	St James area	1
Highfields	2	St. Mathews area	1

Hinckley Road	2	Tudor Road	1
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Table 2: Have you ever had problems with street drinkers? Where did this occur?

First response period: 23/06/14 to 17/08/14

Locations represented on map by city ward

Ward	Number of occurrences	Ward	Number of occurrences
Abbey	11	Humberstone and Hamilton	4
Beaumont Leys	19	Knighton	2
Belgrave	6	Latimer	28
Braunstone Park and Rowley Fields	9	New Parks	4
Castle	231	Rushey Mead	3
Charnwood	6	Spinney Hills	3
Coleman	15	Stoneygate	36
Evington	4	Westcotes	27
Fosse	7	Western Park	10

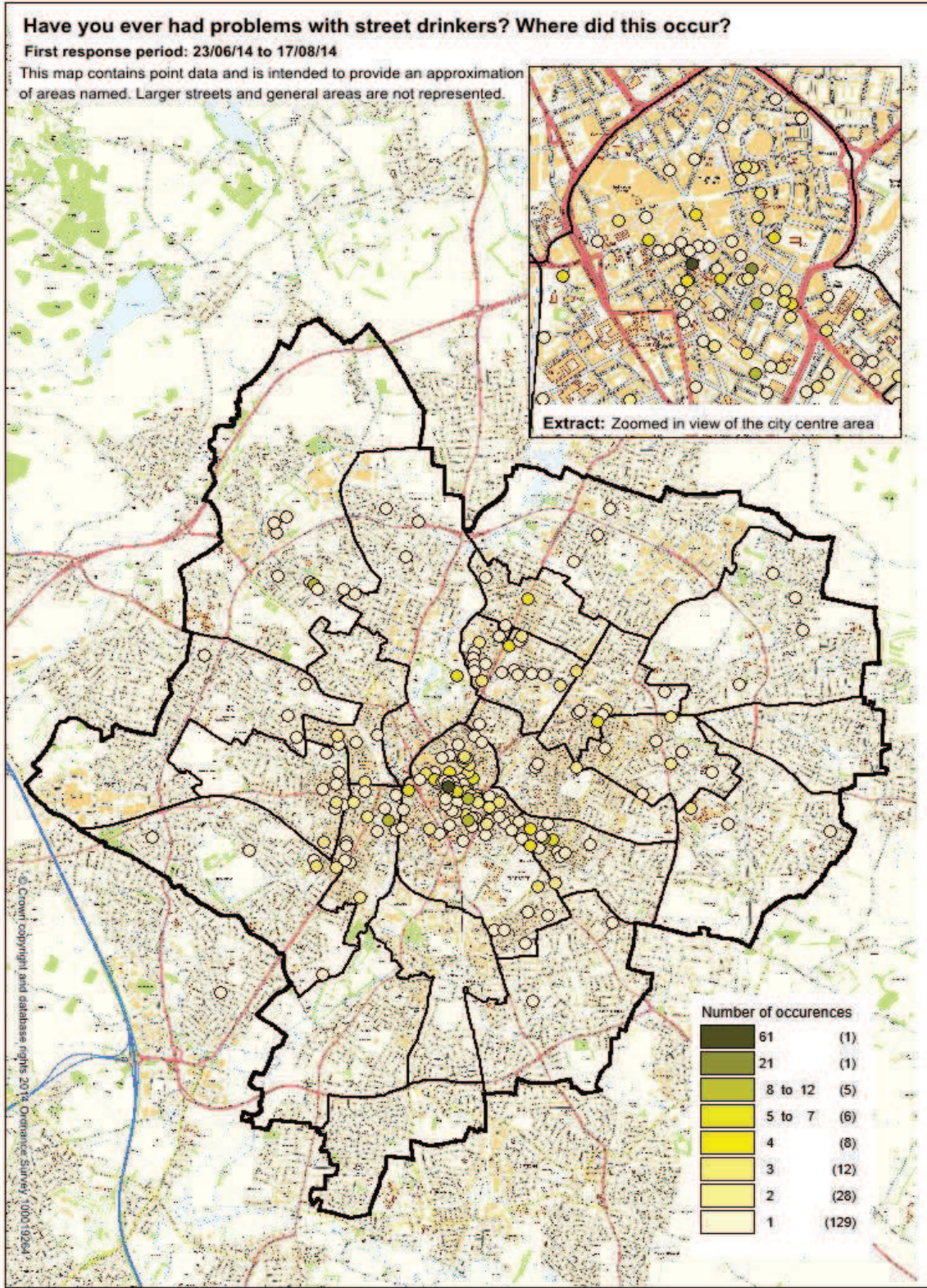
Table 3: Have you ever had problems with street drinkers? Where did this occur?

First response period: 23/06/14 to 17/08/14

Locations represented on the map with three or more occurrences

Location	Number of occurrences	Ward
Town Hall Square	61	Castle
Granby Street	21	Castle
Bede Park	12	Westcotes
Barleycroft Shops, Beaumont Leys	12	Beaumont Leys
Dover Street	10	Castle
Museum Square	10	Castle
Onslow Park	9	Stoneygate
Castle Gardens	7	Castle
Belvoir Street	7	Castle
Cedar Park	7	Stoneygate
Abbey Park	7	Abbey
St George's Churchyard, Rutland Street	5	Castle
Cathedral Square	5	Castle
Gallowtree Gate	4	Castle
Market Street	4	Castle
Granby Street (nr London Road)	4	Castle
Upper Tichbourne Street	4	Stoneygate

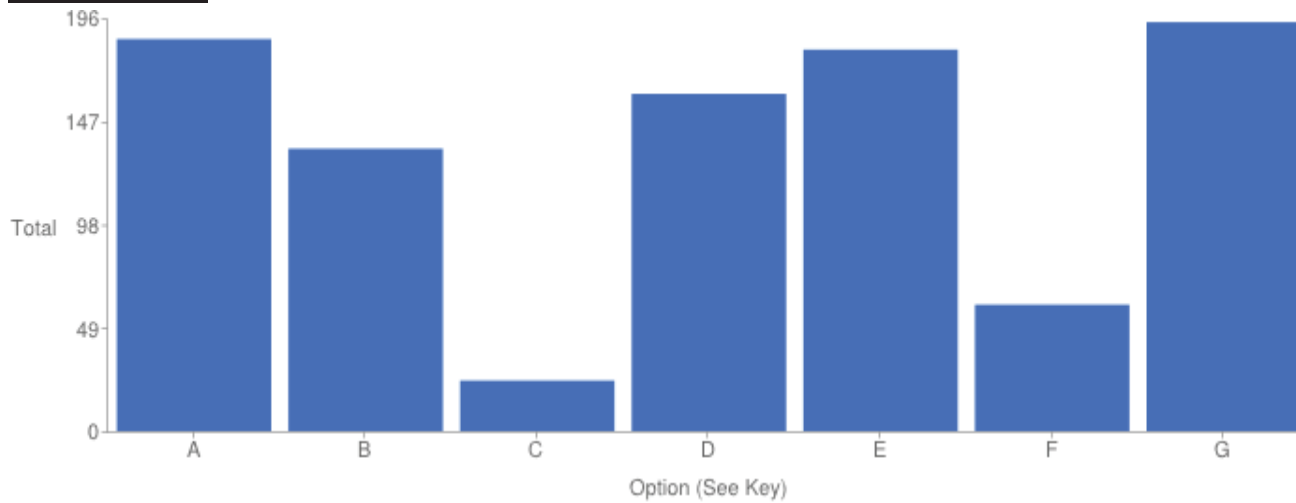
Evington Footway	4	Stoneygate
Cossington Park	4	Latimer
Flax Road (nr Melton Road)	4	Belgrave
Sparrow Park	4	Coleman
Yeoman Street	3	Castle
Humberstone Gate	3	Castle
Clarence Street	3	Castle
High Street	3	Castle
Calais Hill	3	Castle
Holy Cross Priory, Wellington Street	3	Castle
Conduit Street	3	Castle
Leicester Rail Station	3	Castle
Victoria Park	3	Castle
Westcotes Park	3	Braunstone Park and Rowley Fields
Garfield Street Park	3	Latimer
Martin Street	3	Latimer



Outlined above are the approximate areas where respondents have identified street drinking to have taken place.

(vi) Question 2.d: “What was the type of problem caused by the Street Drinkers?”

Table of "2d"



Key	Option	Total	Percent of All
A	Noise	194	40%
B	Verbal abuse	144	30%
C	Physical abuse	25	5%
D	Intimidation	171	35%
E	Littering	188	39%
F	Other	63	13%
G	Not answered	208	42%

Table of "Q2d" shows the problems that respondents have identified that are caused by street drinking. Respondents were given the opportunity to tick more than one box. Approximately 40% stated that noise is an associated problem with street drinking, approximately 39% (188/282) stating that littering is a problem associated with street drinking. Approximately 30%(144/282) have stated that verbal abuse is an associated problem and 5% have said that physical abuse is an associated problem. 35% of the 282 respondents that answered have stated that they feel intimidated by street drinkers and approximately 42%(208/490) chose not to answer. Where 'other' was answered (13%), respondents stated that urination, vomiting, racism, begging for money and the smashing of bottles also associated problems.

- (vii) Question 3: “Do you agree that street drinking is a problem as the map suggests?”
 (See Appendix D for illustration of the map)

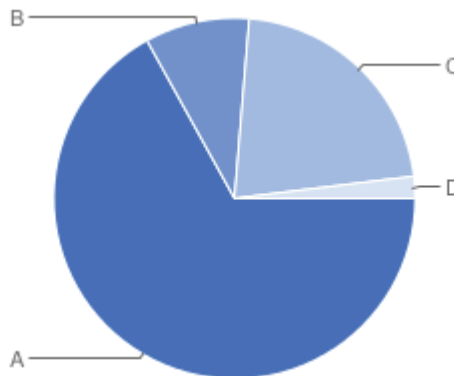


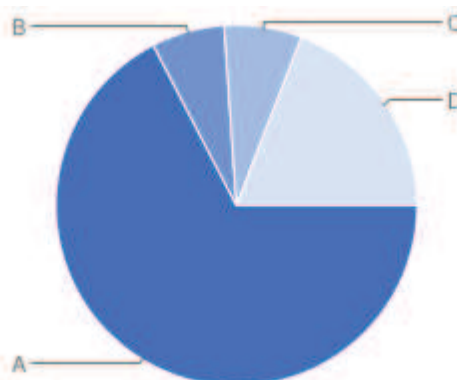
Table of “Q3”

Key	Option	Total	Percent of All
A	Yes	332	68%
B	No	44	9%
C	Undecided	101	21%
D	Not answered	13	3%

Table of “Q3” shows that the majority (approximately 68%) of the 490 respondents agreed with the map that suggests street drinking in Leicester is a citywide problem. Approximately 9% did not agree that street drinking in Leicester to be a citywide problem with approximately 21% remaining undecided. Approximately 3% chose not to answer this question.

- (viii) Question 4: “Do you support the use of a citywide street drinking order (DPPO)?”

Table of “Q4”



Key	Option	Total	Percent of All
A	Yes	335	68%
B	No	30	6%
C	Undecided	32	7%
D	Not Answered	93	19%

Table of “Q4” indicates that the majority of the respondents (68%) support the use of citywide DPPO. Approximately 6% do not support the use of a citywide DPPO and

approximately 7% are undecided. Approximately 19% chose not to answer this question.

(ix) Question 5: "If there is anything else you would like to say then please use the space below".

There are 202 responses to this part of the question, a summary of which can be seen in 'table of Q5' below;

Table of "Q5";

Comment	Number of respondents
Generally supportive comments	51
Unsupportive comments	16
Naming a specific location	54
Referring to anti-social behaviour associated with street drinking	54
Suggesting alternative ways of addressing street drinking/alcohol related street issues, e.g. Suggestions related to licencing ✓Ban sale of cheap, high volume alcohol ✓Consider the number of licenced premises in an area and hours of operation ✓Consider seating and capacity for on-site licenced premises ✓Power to revoke licences for problem premises Suggestions related to a non-punitive solution ✓Address the social issues associated with street drinking ✓Chaperones ✓Offer alternative premises/ areas away from other public areas ✓Move street drinkers on Suggestions related to deterrence ✓Greater police/warden presence ✓Better street lighting Other suggestions ✓Arrest street drinkers ✓Complete ban on street drinking ✓Look to alcohol producers and suppliers to find and fund a solution	52

Referring to environmental issues associated with street drinking √Litter √Urination/defecation/vomit	32
Voicing concerns about the ability to enforce the proposed legislation √Concern that there will not be any visible enforcement √Commenting on the lack of success in areas already covered by a similar order	27
Referring to personal intimidation felt by witnessing street drinking and related behaviours	19
Raising questions about the implementation of the order √Will it allow freedom for responsible drinkers?	17
Referring to specific groups or the characteristics of people engaging in street drinking	16
Comments related to the survey structure and the materials provided for consultation	13
Suggestions relating to the proposed DPPO √Reinvest fines into provisions dealing with street drinking/alcohol-related issues √Include green spaces/places of worship/children's play areas/libraries √Retain existing Alcohol Exclusion Zones with new policy √ Use in conjunction with suitable alternative premises and social provisions	5
Referring to specific issues with morning street drinking	3

- (x) Furthermore outlined below are some quotes taken from the respondents who answered Q5, a variety of which demonstrate support for and against the city wide order, concerns over enforcement and overzealous enforcement and suggestions for a joint up approach;

Support for the Order

"I think this is an urgent issue that needs to be tackled ASAP. It affects everyone's lives. Kids don't feel safe to walk outside. Police need more powers".

"Police should have powers across the whole city"

"I hope this project goes ahead"

"It will help Council Officers and the Police to deal with the problem better".

"I am grateful that something is being done about it".

Against the Order

"Excessive drinking is a problem for the individual and society but I honestly do not believe that banning it from the streets will bring positive change in our community. And additionally it will restrict responsible people's freedom too. I hope this does not go forward".

Concern over enforcement (lack of)

"What seems to be required is the ability to enforce the current drinking ban in the City Centre. The enforcement does not seem to be working at present".

"I support the imposition of a citywide DPPO but am concerned that it will be ineffective due to failure by the police to enforce it".

"Existing DPPO is clearly not being effectively enforced. Extending the area will not actually tackle the problem unless you have sufficient funding for additional staff and resources. If you don't – this is simply window dressing".

Concern for overzealous enforcement

"The only problem I see with the DPPO is that it could interfere with decent people who like to take a picnic to the park or riverside walk or other such beauty spot. There should be a line kept between anti-social drinking in public places and responsible social drinking in public places".

"There may be a lack of clarity for the public on their rights when a DPPO is in place - confusion over whether they can drink or not. It may also make drinking in the streets more accepted and more regularly practised. It seems that this is also very subjective - The individual may not consider their behaviour as anti-social and therefore think they can continue to drink and act in the manner they are, whilst a Police Officer may think that it is anti-social behaviour.....".

"The use of drink free zones etc. is totally disproportionate to the problem. Further, people have the right to quiet enjoyment of the city without being told they can't do something that is harmless to others e.g. drinking in town hall square or other public places. Broad brush solutions are inequitable and antagonistic as well as illiberal. Please prioritise the rights of the law abiding majority".

A need for a partnership approach

"I think there are a number of agencies that can come together to work through the issues, people always attribute the street drinking problem to the homeless and the begging community which is not always the case, different agencies recognise differing individuals so a joined up approach is key".

"Don't just tackle the individuals or groups also look at the shops that are selling the alcohol to the individual/groups. They play a massive part in the whole problem"

"The city wide DPPO should be used in conjunction with proper alternative premises for street drinkers to utilise and professional working with those people to provide

advice, help and assistance. Service needs to be offered all year round and with extended hours including evening and weekends”.

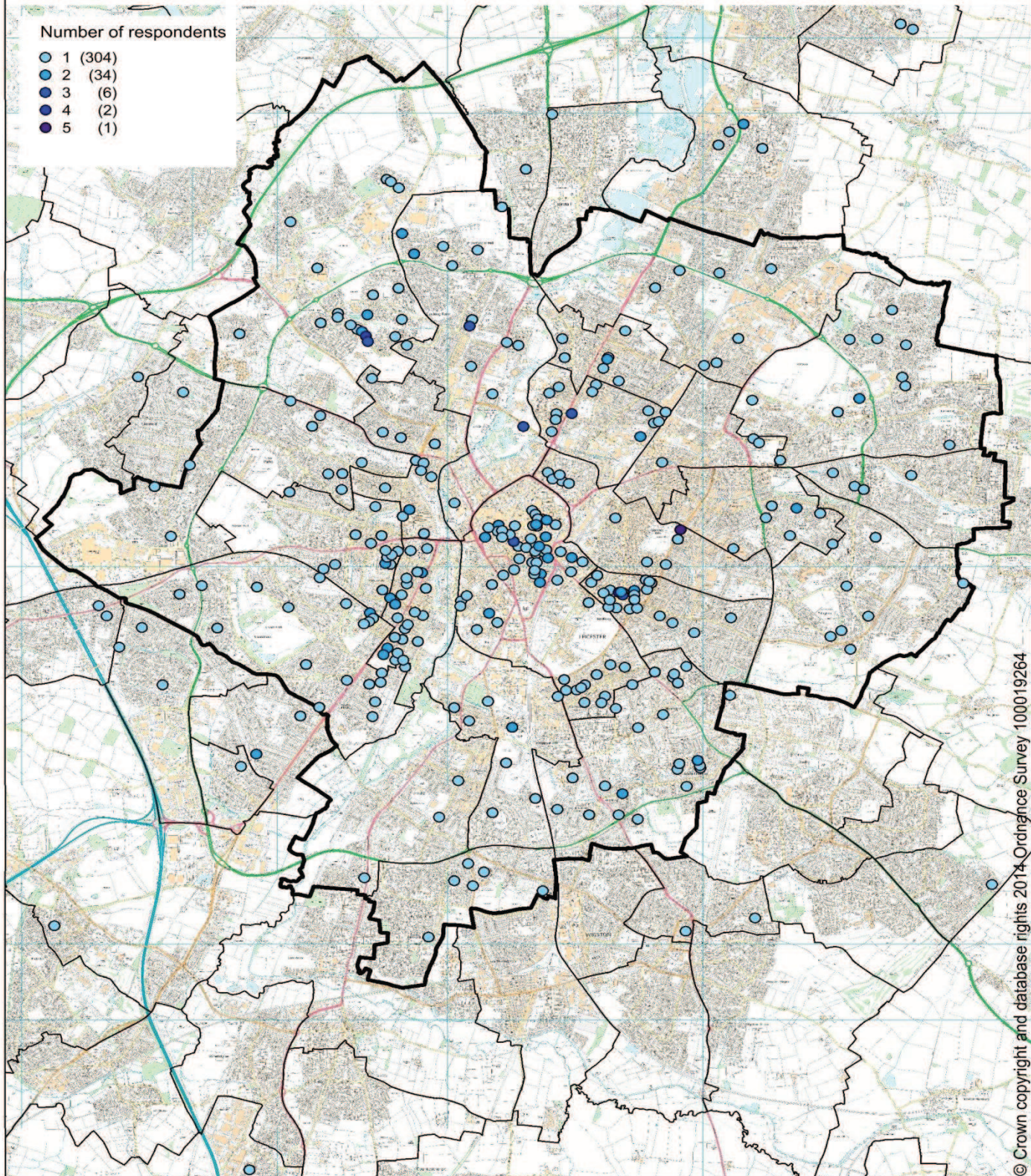
“More needs to be done than just confiscating alcohol of people, they need help and referrals”.

“There has to be a joint up approach in tackling this on-going problem. Between the police, city wardens, shop keepers and Leicester City Council's Licensing department- who are massively implicated in the problem. NO shop in ANY residential area should be able to sell alcohol early in the morning. Equally in order to enforce the street drinking ban- there has to be a commitment to resources- i.e. a police presence on the street. I understand there was a successful street drinking ban brought into place in Leicester City Centre- but this would have been aimed primarily at homeless people.

“Policing is not the answer. We need better mental health services, more council houses and greater employment opportunities for x service personnel, ex-offenders and people with mental health issues. Kindness will work better than convictions”.

Map of Street Drinking consultation respondents (by postcode)
First response period: 23/06/14 to 17/08/14

90.6% of respondents provided a valid postcode
88.2% of postcodes received are from within the city boundary



Some postcodes fall outside the boundaries of this map, hence not all valid postcodes are represented.

The above map "Q6" represents the location of the respondents who participated in the consultation. It does not indicate problem areas.

(xii) DPPO conclusion

Based on the 490 responses collated from the seven week DPPO consultation, the majority (82%) feel that street drinking is an issue in Leicester. Of the 490 respondents, 63% (310/490) have had direct problems with street drinking related anti-social behaviour caused by groups of people and individuals. The majority of the 63% have said that they experience problems up to three times a month, with littering, noise, verbal abuse and intimidation being among the most highly reported of problems. Evidence collated from the DPPO consultation also suggests that street drinking is a citywide problem and occurs outside the boundaries that the existing DPPO already covers.

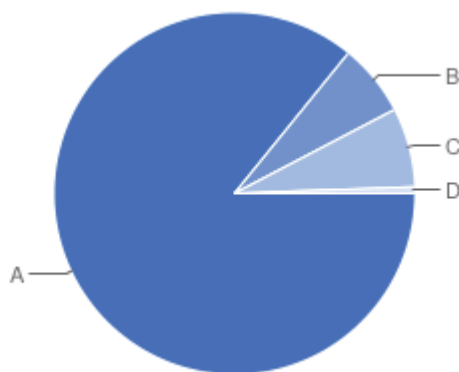
6. Public Spaces Protection Order (PSPO) Consultation findings

6.1 The PSPO consultation on 'Street Drinking' in Leicester took place over a 4 week period from 08/09/2014 to 05/10/2014. A total of 170 responses to the consultation were received.

6.2 The consultation questions and analysis are as follows;

Question 1: Do you think that street drinking is an issue in Leicester?

Table of "Q1"

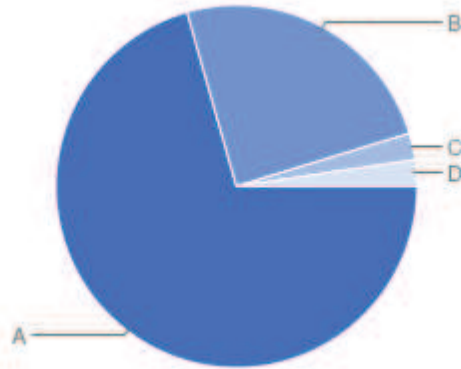


Key	Option	Total	Percent of All
A	Yes	146	86%
B	No	11	6%
C	Undecided	12	7%
Not Answered	Not Answered	1	1%

Table of "Q1" shows that the majority (86%) of the 170 respondents think that street drinking is a problem in Leicester. A small minority of just under 6% of the 170 respondents feel that street drinking in Leicester is not a problem for them, with approximately 7% remaining undecided.

Question 2: Have you ever had problems with street drinkers?

Table of "Q2"

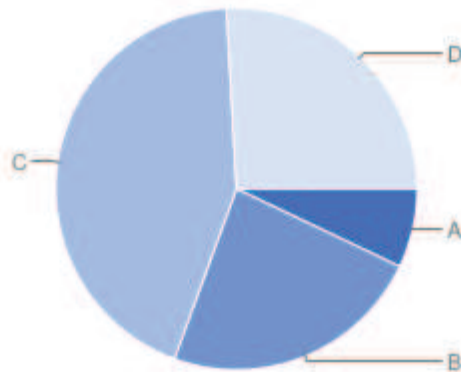


Key	Option	Total	Percent OF All
A	Yes	120	71%
B	No	42	25%
C	Prefer not to say	4	2%
D	Not Answered	4	2%

Table of "Q2" indicates that the majority (71%) of the 170 respondents have had problems with street drinkers, with a quarter (25%) stating that they had not had any problems. Approximately 4% chose not to answer or preferred not to answer this question.

Q2a: Was the problem with an individual, group or both?

Table of "2a"



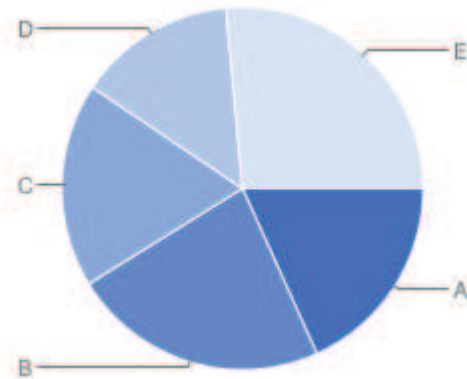
Key	Option	Total	Percent of All
A	An individual	12	8%
B	A group	40	24%
C	Both	74	44%
D	Not Answered	44	26%

Table of "Q2a" indicates that approximately 8% of the 170 respondents identify street drinking to be a problem caused by an individual with almost a quarter of the respondents (approximately 24%) stating that street drinking is a problem caused by

groups of people. Almost half of respondents (44%) stated that their experiences of street drinking issues. Just over a quarter (approximately 26%) chose not to answer this question.

Q2b: How regularly was this a problem for you?

Table of "Q2b"



Key	Option	Total	Percent of All
A	Everyday	31	18%
B	3-4 times a week	39	23%
C	2-3 times a month	31	18%
D	2-3 times a year	24	14%
E	Not Answered	45	26%

Table of "Q2b" shows that approximately 18% of respondents to feel that street drinking is a daily problem for them. Approximately 23% of respondents feel that street drinking causes them problems up to four times a week, approximately 18% said street drinking causes them problems up to three times a month and 14% feel that street drinking causes them a problem up to three times a year. Just over a quarter (26%) chose not to answer this question.

Q2c: Where did this occur? (121 responses to this part of the question)

Table 1: Have you ever had problems with street drinkers?

Where did this occur?

Second response period: 8/09/14 to 5/10/14

Larger streets and general areas

Location	Number of occurrences
Across the city	1
Around Braunstone Avenue	1
Canal Towpaths	2
Catherine Street	7
City Centre	5
Evington Village	1

Highfields	1
Howard Road	1
London Road	1
Narborough Road	1
New Walk	4
Parks across the city	2
Queens Road	2

Table 2: Have you ever had problems with street drinkers? Where did this occur?

Second response period: 8/09/14 to 5/10/14

Locations represented on map by city ward

Ward	Number of occurrences	Ward	Number of occurrences
Abbey	4	Fosse	3
Aylestone	2	Knighton	1
Belgrave	1	Latimer	22
Braunstone Park and Rowley Fields	1	New Parks	2
Castle	118	Spinney Hills	2
Charnwood	2	Stoneygate	4
Coleman	3	Thurncourt	1
Evington	1	Westcotes	8
		Western Park	2

Table 3: Have you ever had problems with street drinkers? Where did this occur?

Second response period: 8/09/14 to 5/10/14

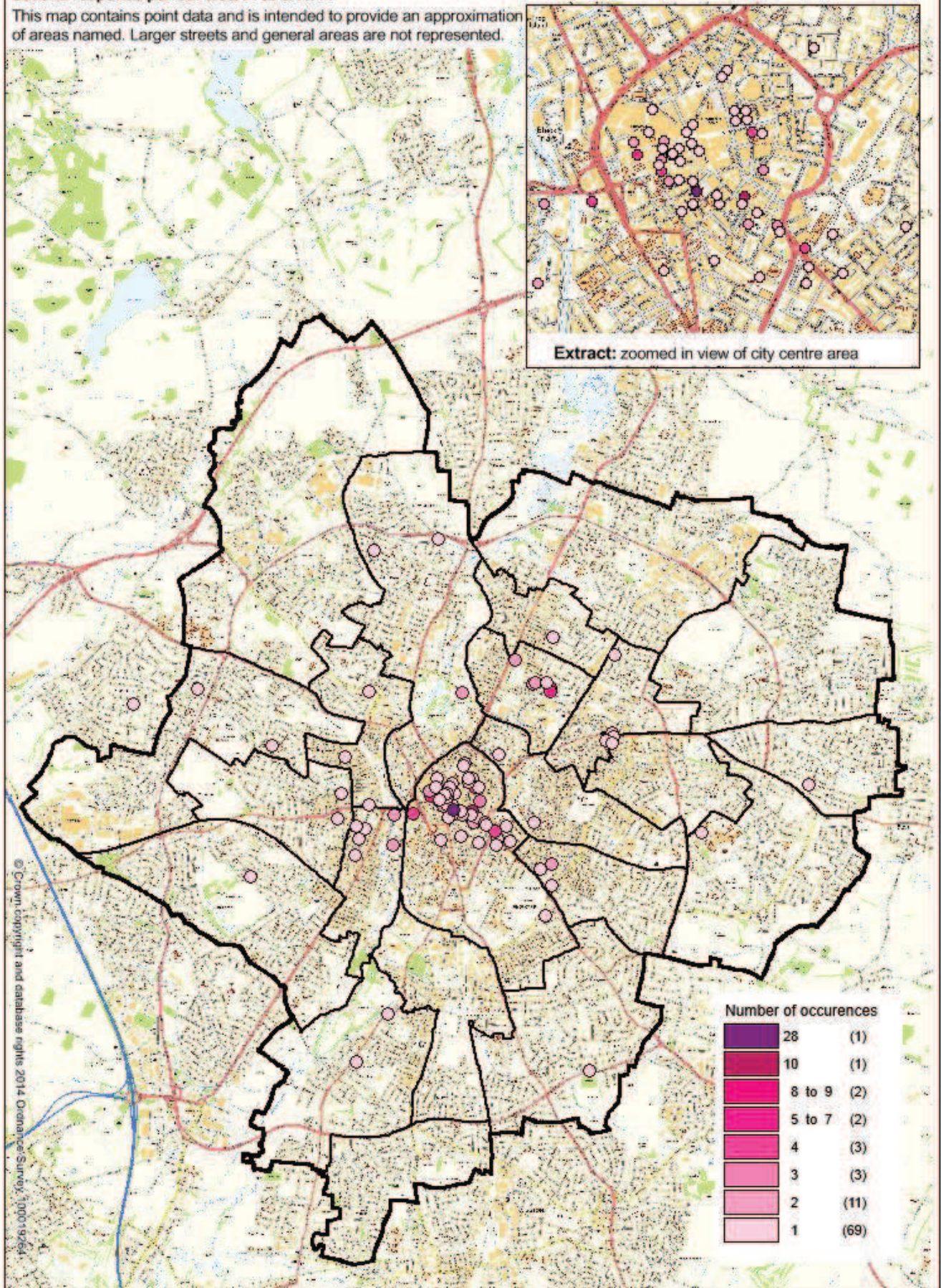
Locations represented on the map with three or more occurrences

Location	Number of occurrences	Ward
Town Hall Square	28	Castle
Granby Street	10	Castle
Weymouth Street	9	Latimer
High Street	8	Castle
Bardolph Street	7	Latimer
Castle Gardens	4	Castle
Cathedral Square	4	Castle
Leicester Rail Station	4	Castle

Have you ever had problems with street drinkers? Where did this occur?

Second response period: 8/09/14 to 5/10/14

This map contains point data and is intended to provide an approximation of areas named. Larger streets and general areas are not represented.



Q2d: What was the type of problem caused by the street drinkers?

Key	Option	Total	Percent of All
A	Noise	108	64%
B	Verbal Abuse	76	45%
C	Physical Abuse	22	13%
D	Intimidation	80	47%
E	Littering	103	61%
F	Other	23	14%
G	Not Answered	37	22%

Table of "Q2d"

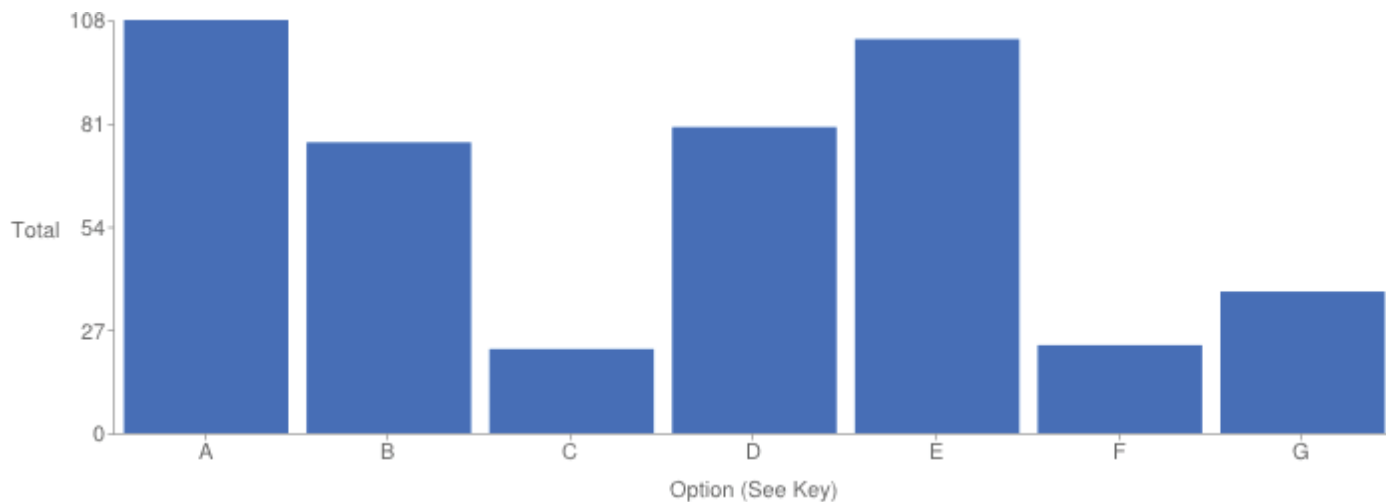


Table of "Q2d" shows the problems that respondents have identified that are caused by street drinking. A total of 133 respondents answered this and were given the opportunity to tick more than one box. Approximately 64% (108/133) stated that noise is an associated problem with street drinking, approximately 61%(103/133) stated that littering is a problem associated with street drinking. Approximately 45%(76/133) have stated that verbal abuse is an associated problem and 13%(22/133) have said that physical abuse is an associated problem. 47% of the 133 respondents have stated that they feel intimidated by street drinkers and approximately 22% chose not to answer. Where 'other' was answered (23%), respondents stated that urination, begging for money and the smashing of bottles to also be associated problems.

Q3: Do you support the use of a citywide street drinking order (PSPO)?

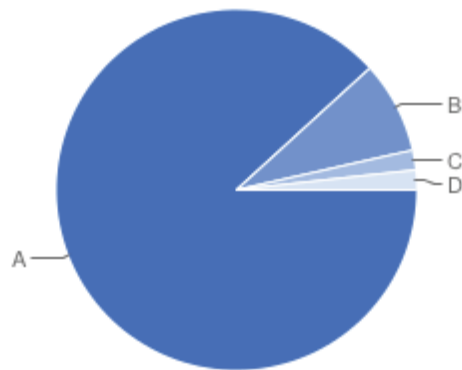


Table of "Q3"

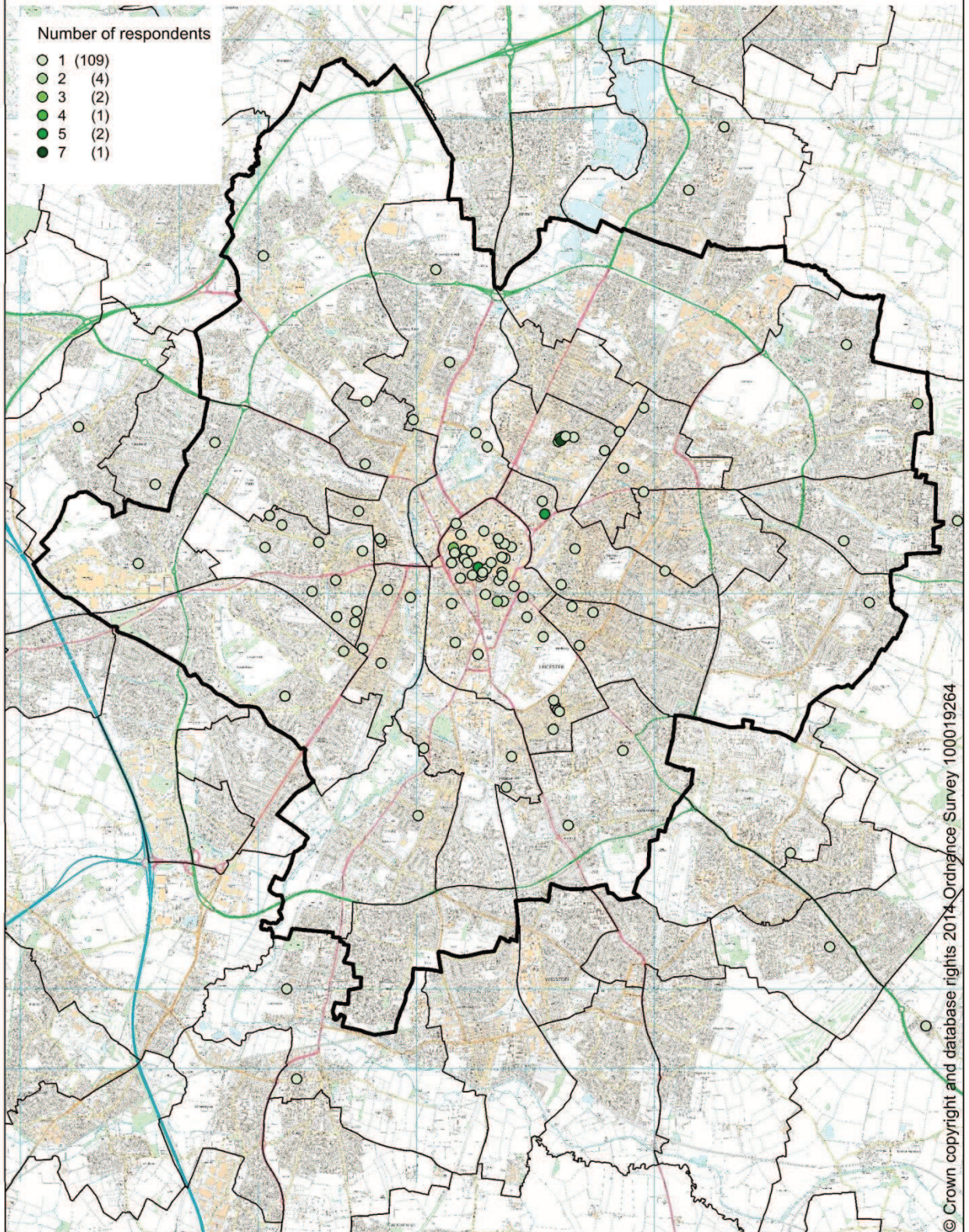
Key	Option	Total	Percent of All
A	Yes	150	88%
B	No	14	8%
C	Undecided	3	2%
D	Not Answered	3	2%

Table "Q3" indicates that the majority (88%) of the 170 PSPO consultation respondents are in favour of a citywide PSPO. Approximately 8% do not support the use of a citywide PSPO, approximately 2% did not answer this question and approximately 2% were undecided.

The map below represents the locations of the respondents who participated in the consultation.

Map of Street Drinking consultation respondents (by postcode)
Second response period: 8/09/14 to 5/10/14

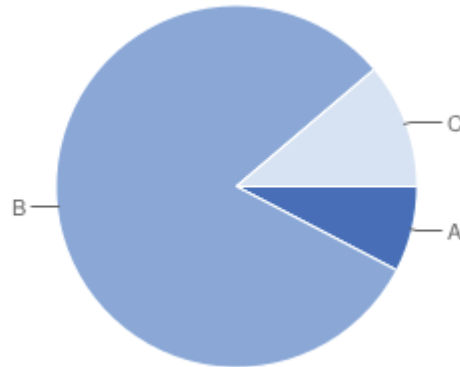
84.7% of respondents provided a valid postcode
88.2% of postcodes received are from within the city boundary



Some postcodes fall outside the boundaries of this map, hence not all valid postcodes are represented.

Q5: Did you take part in the previous (DPPO) consultation?

Table of "Q5"

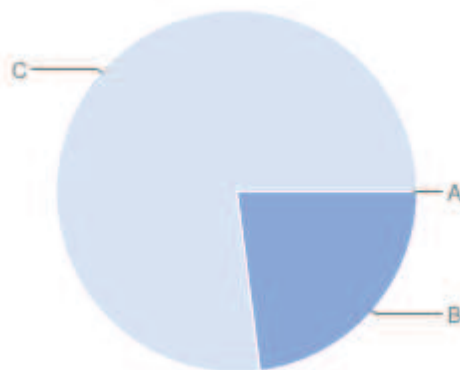


Key	Option	Total	Percent of All
A	Yes	13	8%
B	No	138	81%
C	Not Answered	19	11%

Table of "Q5" shows that approximately 8% of people who took part in PSPO consultation also took part in the earlier DPPO consultation and approximately 81% of the PSPO consultation respondents were doing so for the first time.

Q6: If you took part in the previous consultation, does the new legislation alter your views?

Table of "Q6"



Key	Option	Total	Percent of All
A	Yes, my opinion has changed	0	0%
B	No, my opinion has not changed	39	23%
C	Not Answered	131	77%

Table of "Q6" shows that of the 8% who took part in both the DPPO and PSPO consultation, the new PSPO legislation that replaces the DPPO legislation does not change their opinions on street drinking.

Q7: If you have anything else you would like to say about the subject then please use the space below

A summary of the responses can be seen below.

Table of "Q7":

Comment	Number of respondents
Generally supportive comments	10
Unsupportive comments	2
Naming a specific location	13
Referring to anti-social behaviour associated with street drinking	19
Suggesting alternative ways of addressing street drinking/alcohol related street issues, e.g. Suggestions related to licencing ✓Ban sale of cheap, high volume alcohol ✓Consider the number of licenced premises in an area an hours of operation ✓Consider seating and capacity for on-site licenced premises ✓Power to revoke licences for problem premises Suggestions related to a non-punitive solution ✓Address the social issues associated with street drinking Chaperones ✓Offer alternative premises/designated area away from other public areas Move street drinkers on Suggestions related to deterrence ✓Greater police/warden presence ✓Better street lighting Other suggestions ✓Arrest street drinkers ✓Complete ban on street drinking ✓Look to alcohol producers and suppliers to find and fund a solution	11
Referring to environmental issues associated with street drinking Litter ✓Urination/defecation/vomit	10

Voicing concerns about the ability to enforce the proposed legislation √Concern that there will not be any visible enforcement √Commenting on the lack of success in areas already covered by a similar order	14
Referring to personal intimidation felt by witnessing street drinking and related behaviours	9
Raising questions about the implementation of the order	8
Will it allow freedom for responsible drinkers?	
Referring to specific groups or the characteristics of people engaging in street drinking	7
Comments related to the survey structure and the materials provided for consultation	1
Suggestions relating to the proposed PSPO √Reinvest fines into provisions dealing with street drinking/alcohol-related issues √Include green spaces/places of worship/children's play areas/libraries √Retain existing Alcohol Exclusion Zones with new policy √Use in conjunction with suitable alternative premises and social provisions	1
Referring to specific issues with morning street drinking	1

Support for the order

"Definitely something and much should be done to stop the nonsense of street drinking"

"I strongly support this consultation and hope it will bring positive change"

"The issue of drinking in the streets needs stamping out and fast. Leicester is somewhere I want to be proud of, please do something to stop such disgusting behaviour"

Against the order

"Stop wasting time and money"

Concern over enforcement (lack off)

"The police tend to chat with the drinkers, reluctant to move them on".

"I think the problem could be greatly reduced with a larger Police presence"

“The police turn a blind eye to non UK nationals drinking in public places because they think it’s a part of their culture”

“The Police and PCSOs should be more pro-active, they just walk past the drinking beggars and groups”

Concern for overzealous enforcement

“Action should be directed at the causes of the street drinking problems. I am vehemently opposed to giving the Police more powers, as these will inevitably be used against social drinkers and partygoers at various points, completely out of context of the street drinkers’ problem”

Need for a partnership approach

“I’m not sure fines work, the people who drink are not exactly affluent and probably don’t have the money to pay fines”

PSPO conclusion

Based on the 170 responses collated from the four week PSPO consultation, the majority (86%) feel that street drinking is an issue in Leicester. Of the 170 respondents, 71% have had direct problems with street drinking related anti-social behaviour caused by groups of people and individuals. The majority of the 71% have said they experience problems up to four times a week, with littering, noise, verbal abuse and intimidation being among the most highly reported of problems. A total of 88% of the 170 PSPO consultation respondents have said that they support the use of a citywide PSPO with 8% saying they do not support a citywide order.

7. Conclusions and Recommendations

- 7.1** On combining the responses from both consultations, it can be evidenced that the majority (87%) of the 630 respondents stated that they think that street drinking is a problem in Leicester. A small minority of just under 9% of the 630 respondents feel that street drinking in Leicester is not a problem for them, with approximately 8% remaining undecided.
- 7.2** Approximately 15% of the 630 respondents feel that street drinking is a daily problem for them. Approximately 16% of respondents feel that street drinking causes them problems up to four times a week, approximately 18% said street drinking causes them problems up to three times a month and 13% feel that street drinking causes them a problem up to three times a year. Almost a third (33%) chose not to answer this question.
- 7.3** The type of problems that respondents have identified that are caused by street drinking, include approximately 73% stating that noise is an issue, followed by 70% stating that littering is a problem associated with street drinking. Approximately 53% have stated that verbal abuse is an associated problem and 11% have said that physical abuse is an associated problem. 60% of the 415 who answered this question have stated that they feel intimidated by street drinkers and approximately 39% chose not to answer. 21% of the respondents also stated that urination, vomiting, racism, begging for money and the smashing of bottles to also be associated problems.
- 7.4** Whilst undoubtedly, respondents have stated that the majority of street drinking occurs in the Castle ward (the city centre area), it can be seen that street drinking occurs in most (if not all) wards across the city
- 7.5** The first consultation under the DPPO, indicated that the key areas/ streets that experience street drinking issues were identified as, Town Hall Square, Granby Street, Bede Park, Barleycroft Shops, Beaumont Leys, Dover Street, Museum Square, Onslow Park, Castle Gardens, Belvoir Street and Cedar Park.
- 7.6** Whilst under the second consultation, the key areas/ streets that experience street drinking issues were identified as Town Hall Square, Granby Street, Weymouth Street, High Street and Bardolph Street. This revealed that there was some consensus in terms of areas identified as having street drinking issues over the two consultation exercises.
- 7.7** Over 77% of the 630 respondents support the use of citywide street drinking order. Approximately 7% do not support the use of a citywide street drinking order and approximately 6% were undecided and approximately 15% chose not to answer this question.
- 7.8** As a result of the consultation findings it is recommended that the Authority pursue with the implementation of a citywide street drinking order.

Appendices

Appendix A- Areas in Leicester currently covered by a DPPO

<u>Castle</u>	<u>Castle continued</u>
Abbey Street Andover Street Belgrave Gate Belvoir Street Bishop Street Bowling Green Street Calais Hill Calais Street Charles Street Church Gate College Street Conduit Street Dover Street Gallowtree Gate Glebe Street Granby Street Gravel Street Halford Street Haymarket High Street Highcross Street Horsefair Street Hotel Street Humberstone Gate King Street Leicester Train Station Lincoln Street	London Road from Granby Street up to Evington Road Loseby Lane Mansfield Street Market Place Market Street Millstone Lane Nelson Street New Road New Walk Peacock Lane Prebend Street (including Prebend Gardens) Princess Road West Regent Street Rutland Street Sandacre Street Short Street Silver Street Slate Street St Peters Lane St. Martins Upper Nelson Street Welford Place Wellington Street Wharf Street South Yeoman Street York Street
<u>Beaumont Leys</u>	<u>Wescotes</u>
Kinley Road Ruddington Walk Penkridge Walk	Western Boulevard Narborough Road (Junction of Hinckley Road to Upperton Road) Braunstone Gate
<u>Spinney Hill</u>	

Wharf Street North Manitoba Road Kamloops Crescent - Including Park	
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Appendix B – Terms of Reference for the ‘Steering group’

Overall Objective of the Group

To ensure an effective process for investigating, consulting and reviewing the establishment of a street drinking order (formally known as the Designated Public Places Order (DPPO))

Aim of the Group

- a. To act as a “sounding board” and critically evaluate the direction of travel with suggestions and ideas.
- b. To identify key issues which may impact on the ability of taking this project forward.
- c. To provide practical support in the gathering of evidence.
- d. To provide support during the consultation phase of the project by taking part in gathering views of residents, partners and other stakeholders.
- e. To comment on key documentation which are produced as part of this process such as consultation documentation, final report.

Frequency of Meetings

The Group will meet on a three weekly basis

Members of the Group

- Daxa Pancholi, Head of Community Safety, Leicester City Council
- Laura Millward, Leicester Police
- Julie O’Boyle, Directorate of Public Health and Health Improvement, Leicester City Council (Chair of Alcohol Delivery Group, Safer Leicester Partnership)
- Tim Blewet, Chief Executive Officer & Chaplain Ark Homeless Trust (Chair of Street Drinking Forum)
- Cheri Irving-Clarke, Manager, Anchor Centre.
- Louisa Barratt, Community Safety Assistant, Leicester City Council

Appendix C - Communication Plan

Consultation Opportunity	Responsible Officer	Method of communication	Done Y/N	Comment
Online questionnaire	Louisa/ Daxa	LCC Website	Y	Deadline 17 th Aug
Radio + the two TV channels	Christian Dezelu		Y	
SLP Executive	Daxa	Briefing & link to consultation website	Y	
Alcohol Delivery Group	Daxa	Briefing & link to consultation website	Y	
ASB/ JMG Group	Daxa	Briefing & link to consultation website	Y	
Street Drinking Forum	Daxa/ Louisa/Julie	Briefing. Julie will send web link		
Ward Meetings	Community Safety Officers	Briefing	Y	Copy of consultation forwarded to Councillor Chaplin for distribution.
Overall Crime Delivery Group	Daxa	Briefing & link to consultation website	Y	
Universities	Phil Monk?/Gail Warden		N	Unable to make contact
Police Stations/ Tweeter	Laura	Hardcopies in stations	Y	Police volunteers/officers/ PCSOs unable to do face to face marketing
LCSAB and LCSCB Exec Group	Daxa	Link to consultation website	Y	
Health & Well Being Board + Gps	Julie	Briefing		
Community Safety Team Meeting	Daxa/ Louisa		Y	
Elected Members	Daxa/ Cllr Russell		Y	
Leicester Mercury	Christian Dezelu	Gone out 25/06/14, published 26/06/14	Y	
Posters in	Louisa	Posters in all libraries,	Y	

Public Places		community centres and customer services		
Questionnaires	Louisa	Sent out 26/06/14	Y	
Libraries	Louisa		Y	Called to check all Libraries had received. Re-sent to 3 locations
Housing Offices	Louisa		Y	
Community Centres	Louisa		Y	
LCC Intranet + LCC Website	Paul Clarke		Y	
Housing Area Managers	Cheri	Forward to providers, briefing and link to consultation website.	Y	
Face to face marketing	Louisa & Rupinder	Approached passers-by in Leicester city centre plus people the in city centres customers service centre	Y	Began W/B/ 14/07/2014 3x weekly x1hr.
SLP Website				

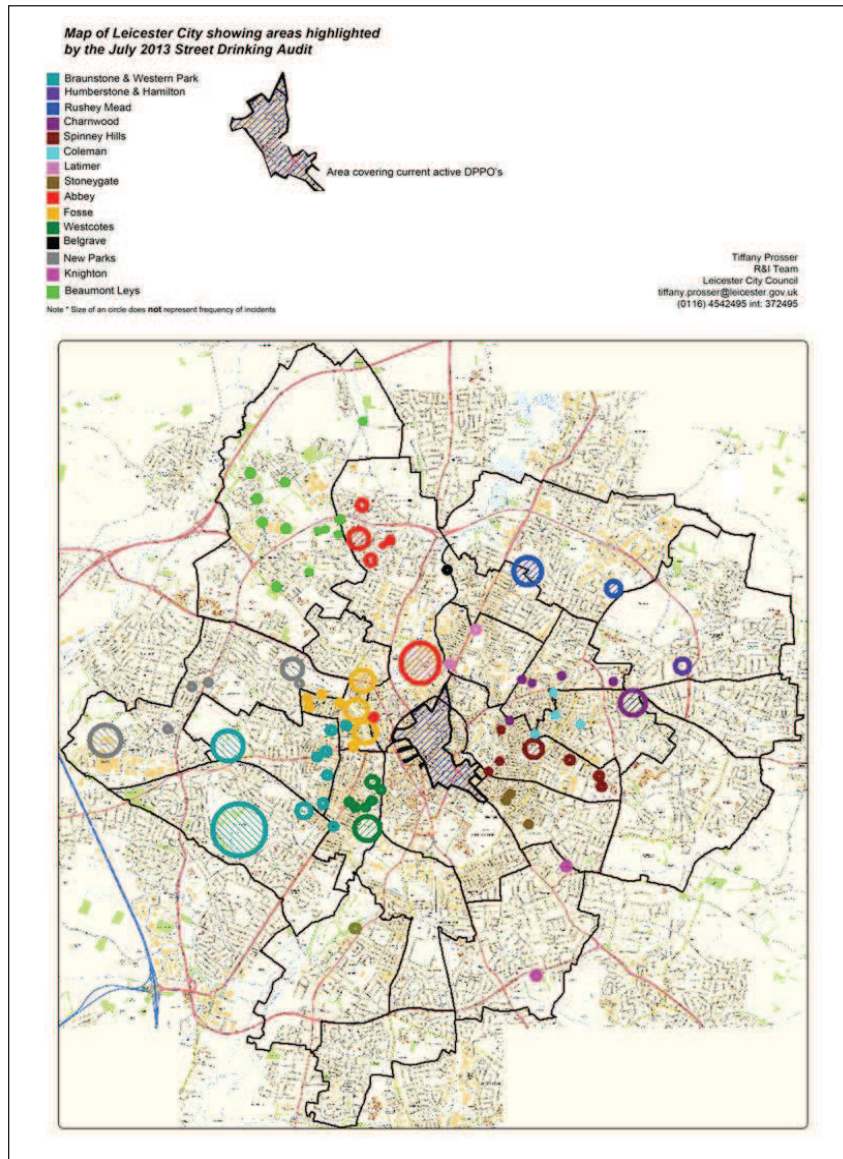
Appendix D- Consultation Document



Street Drinking Order- Designated Public Place Order - Consultation

Leicester City Council is considering using its powers under the Criminal Justice and Police Act 2001 to make a Designated Public Place Order (DPPO) for areas within the city boundary. We have used information gathered from city wardens, parks

services, play services, cleansing services, police neighbourhood teams, and residents to find out where street drinking is thought to be an issue.



A recent audit report in Leicester (Street Drinking Audit, July 2013) showed that there are 106 street drinking hotspots across the city and approximately 15% of these occur in the city centre. Residents have raised concerns with us about irresponsible drinking of alcohol leading to anti-social or nuisance behaviour in public areas. This indicates that street drinking is significant enough for Leicester City Council to consider and implement a city-wide Designated Public Place Order (DPPO).

The DPPO gives police additional powers within a designated area to tackle street-drinking where there is associated anti-social behaviour (ASB).

A Police Officer or Police Community Support Officer can in a designated area:

- Require a person not to consume alcohol
- Require a person to surrender any alcohol in his/her possession
- Dispose of the alcohol
- Arrest an individual if they fail to comply with the Officer's request and/ or fine the individual for up to £500.

The DPPO does not represent a ban on public drinking; it allows for greater control of drinking where it is of a problematic nature – e.g. large groups of drinkers intimidating residents/passers-by.

We need to consult with the public to establish exactly where street drinking is an issue, what problems it is causing and whether a city-wide order is supported by residents. If it is supported, we intend to implement the order by the end of September 2014.

QUESTIONNAIRE

If you would prefer to complete this questionnaire online or for more info including a larger version of the map and a Frequently Asked Questions (FAQ) guide – then please visit the Street Drinking consultation available at: <http://consultations.leicester.gov.uk>

1. Do you think that street drinking is an issue in Leicester?

Yes No Undecided

2. Have you ever had a problem with street drinkers

Yes No Prefer not to say

If you have not been personally affected by Street Drinking then please skip to question 3

a. Was the problem with:

An individual A group

b. And how regularly was this a problem for you?

Everyday 3-4 times a week 2-3 times a month 2-3 times a year

c. Where did this occur?

(Try to be as exact as possible - i.e. name of park, street, place, postcode etc.)

d. What was the type of problem caused by the Street Drinkers?

Noise Verbal abuse Physical abuse Intimidation Littering

Other _____

3. Do you agree that street drinking is a citywide problem as the map suggests?

Yes No Undecided

4. Do you support the use of a citywide street drinking order (DPPO)?

Yes No Undecided

5. If there anything else you would like to say about the subject then please use the space below:

6. To help us analyse responses - please give us your postcode:: _____

--

Thank you for your time, if you have any queries regarding this process then contact:

Louisa Barratt, Community Safety Assistant (Louisa.barratt@leicester.gov.uk)

Please return completed forms to: Louisa Barratt, Community Safety, Leicester City Council, Local Services and Environment, City Hall, 115 Charles Street, Leicester LE1 1FZ

Appendix E - DPPO FAQs

FAQ's

1. What are the concerns and issues with street drinking?

Street drinking is sometimes associated with anti-social behaviour, causing high levels of noise, rowdy and nuisance behaviour, harassment and intimidation of passers-by, as well as the littering of cans and bottles and urination in public spaces. There are further concerns with underage drinking, sexual activity, criminal damage and substance misuse.

2. What are DPPOs?

These are areas that are designated by us where public drinking has been causing a nuisance or annoyance.

In these areas, police have certain powers to help tackle such behavior.

Police officers and Police Community Support Officers (PCSOs) can request people to stop drinking alcohol in the designated public places and ask to surrender their drink. If people refuse they can be fined up to £500.

This is not an outright ban; however, the police may use their powers when alcohol related anti-social behavior is linked within the DPPO. The police would have the discretion whether or not to use their powers.

3. Can I be stopped or arrested for carrying alcohol in public spaces?

A DPPO does not make it illegal to carry alcohol or to drink alcohol in a public place. So long as drinking is done responsibly a DPPO will only be used to tackle alcohol related anti-social behaviour or disorder. Under these circumstances police will have the power to stop people drinking alcohol and seize or confiscate alcohol within the controlled area. If you fail to comply with an officer's request to stop drinking and/or dispose of alcohol, you could face a Fixed Penalty Notice (FPN).

4. Do police already have these powers?

Police have powers of arrest for criminal offences that can be linked to alcohol. However, it is only an offence to refuse to comply with an officer's request to stop drinking alcohol or to surrender alcohol when asked, where a DPPO is in operation. Where there is no DPPO in operation, it is not an offence alone to refuse to surrender alcohol, although any related anti-social behaviour is.

5. Will there be signs all around the city alerting people to the new city wide DPPO?

Yes.

The intention is that signs will be located in areas that suffer from the highest impact of alcohol related disorder, as well as the main roads into the city.

6. Would people still be able to drink or hold alcohol bottles outside pubs?

Yes.

The DPPO does not make it illegal to drink alcohol in a public place. However, if a person was to drink beyond the legal boundary of a licensed premise and they do not stop drinking if asked to do so by a police officer or police community support officer, then they could be at risk of regulation.

7. What about street parties and events in parks?

Events within a public place authorized by a premises license or a Temporary Event Notice (TEN) will be excluded from the Police DPPO powers.

8. Will there be any extra policing to enforce the DPPO?

No.

Police Safer Neighbourhood Teams will continue to patrol and respond to incidents as part of their community response. Council officers such as city wardens will not be able to share the powers that the police have.

9. Are there time restrictions on a DPPO?

DPPOs will be in force all hours of the day, every day.

10. What are the benefits of citywide a DPPO?

The main benefits of a DPPO are to reduce street drinking. Additional benefits include a safer city and a healthy environment, whilst reducing harmful consumption of alcohol and protecting vulnerable people.

11. Any other information?

If you or someone you know has an alcohol related problem, there is help available. You can contact:

Renaissance, Princess Road West Street, Leicester, LE1 6TP

Telephone: **0116 225 6400**

Website: www.leicesterrecoverypartnership.co.uk

Opening times:

Monday: 9 am to 5 pm

Tuesday: 8 am to 7 pm

Wednesday: 9 am to 8 pm

Thursday: 9 am to 5 pm

Friday: 9 am to 5 pm

Saturday: 9 am to 1 pm



Appendix F – PSPO Consultation

Street Drinking Order – Public Spaces Protection Order - Consultation

This consultation gives people another chance to make their views known over measures to tackle street drinking in Leicester.

As part of an earlier consultation (see: <http://consultations.leicester.gov.uk/city-development-and-neighbourhoods/street-drinking>), residents and businesses took part in a public consultation over a planned city-wide order giving police more powers to tackle public drinking linked to antisocial behaviour.

The Government is now bringing in updated **new national legislation** to tackle street drinking, so Leicester City Council is re-opening its consultation to include people's views about the new laws.

The new Government orders – known as **Public Spaces Protection Orders**, or PSPOs, give councils, the police and police community support officers the power to tackle wide range of antisocial behaviour problems linked to noise, alcohol and nuisance dogs.

They will replace the previous legislation, known as **Designated Public Place Orders**, or DPPOs, which **only** focused on public drinking and could only be enforced by police.

The proposed PSPOs consultation will run from Monday 8th September to Sunday 5th October.

Replies from the earlier DPPO consultation will also be included in the new consultation, along with information from city wardens, parks services, play services, cleansing teams and police neighbourhood officers.

As with the suggested DPPO, the PSPO would cover anywhere within the city boundary, meaning it can be used to tackle drinking-related antisocial behaviour anywhere where problems are reported.

Officers can order people drinking in these areas to stop, hand over any alcohol or dispose of the alcohol, with people who fail to do so facing a spot fine of up to £100, or up to £1,000 if the case goes to court (under the DPPO this was a FPN of £50 and up to £500 on prosecution).

The consultation will give people the chance to say whether they support the plans and to submit any relevant evidence.

QUESTIONNAIRE

If you would prefer to complete this questionnaire online or for more info including a Frequently Asked Questions (FAQ) guide – then please visit the Street Drinking consultation available at: <http://consultations.leicester.gov.uk>

7. Do you think that street drinking is an issue in Leicester?

Yes No Undecided

8. Have you ever had a problem with street drinkers

Yes No Prefer not to say

d. Was the problem with:

An individual A group Both

e. And how regularly was this a problem for you?

Everyday 3-4 times a week 2-3 times a month 2-3 times a year

f. Where did this occur?

(try to be as exact as possible - i.e. name of park, street, place, postcode etc.)

e. What was the type of problem caused by the Street Drinkers?

Noise Verbal abuse Physical abuse Intimidation Littering

Other _____

9. Do you support the use of a citywide street drinking order (PSPO)?

Yes No Undecided

10. To help us analyse responses - please give us your postcode:: _____

11. Did you take part in the previous (DPPO) consultation?

Yes No

12. If you took part in the previous consultation, does the new legislation alter your views?

Yes, my opinion has changed No, my opinion has not changed

13. If there anything else you would like to say about the subject then please use the space below:

Thank you for your time, if you have any queries regarding this process then contact:

Louisa Barratt, Community Safety Assistant (Louisa.barratt@leicester.gov.uk)

Please return completed forms by 5th October to: Louisa Barratt, Community Safety,
Phoenix House, 1 King Street, Leicester, LE1 6RN

Appendix G – PSPO FAQs

PSPO FAQ's

1. What are the concerns and issues with street drinking?

Street drinking is sometimes associated with anti-social behaviour, causing high levels of noise, rowdy and nuisance behaviour, harassment and intimidation of passers-by, as well as the littering of cans and bottles and urination in public spaces. There are further concerns with underage drinking, sexual activity, criminal damage and substance misuse.

2. What are PSPOs?

These are areas that are designated by us where anti-social behaviour has been causing a nuisance or annoyance.

In these areas, police, police community support officers and council officers have certain powers to help tackle such behavior.

Officers can request people to stop drinking alcohol in the designated public places and ask to surrender their drink. If people refuse they can be issued a fixed penalty notice of up to £100 and a maximum of £1000 up on prosecution.

A PSPO is not an outright ban on street drinking. It is not an offence to consume alcohol in a public place; the offence is failing to comply with an officer's request.

3. Can I be stopped or arrested for carrying alcohol in public spaces?

A PSPO does not make it illegal to carry alcohol or to drink alcohol in a public place. So long as drinking is done responsibly a PSPO will only be used to tackle alcohol related anti-social behaviour or disorder. Under these circumstances police and council officers will have the power to stop people drinking alcohol and seize or confiscate alcohol within the controlled area. If you fail to comply with an officer's request to stop drinking and/or dispose of alcohol, you could face a Fixed Penalty Notice (FPN).

4. Do Police already have these powers?

The Police can make an arrest for street drinking related anti-social behaviour. However, it is only an offence to refuse with an officer's request to stop drinking alcohol or to surrender alcohol when asked, where a PSPO is in operation. Where there is no PSPO in operation, it is not an offence alone to refuse to surrender alcohol, although any related anti-social behaviour can give cause for arrest.

5. Will there be signs all around the city alerting people to the new city wide PSPO?

Yes.

The intention is that signs will be located in areas that suffer from the highest impact of alcohol related disorder, as well as the main roads into the city.

6. Would people still be able to drink or hold alcohol bottles outside pubs?

Yes.

The PSPO does not make it illegal to drink alcohol in a public place. However, if a person was to drink beyond the legal boundary of a licensed premise and they do not stop drinking if asked to do so by a police officer or another designated officer, then they could be at risk of regulation.

7. What about street parties and events in parks?

Events within a public place authorized by a premises license or a Temporary Event Notice (TEN) will be excluded from the Police PSPO powers.

8. Will there be any extra policing to enforce the PSPO?

No.

Police Safer Neighbourhood Teams will continue to patrol and respond to incidents as part of their community response. However, designated Council officers and officers any person designated by the council Community Safety Accreditation Scheme will be able to share the same powers that the police have.

9. Are there time restrictions on a PSPO?

PSPOs will be in force all hours of the day, every day.

10. What are the benefits of citywide a PSPO?

The main benefits of a PSPO are to reduce street drinking. Additional benefits include a safer city and a healthy environment, whilst reducing harmful consumption of alcohol and protecting vulnerable people.

11. Any other information?

If you or someone you know has an alcohol related problem, there is help available. You can contact:

The Alcohol Advice Centre

Paget House, 2 West Street, Leicester, LE1 6XP

Telephone: **0116 225 6400**

Opening times:

Monday: 9 am to 5 pm

Tuesday: 8 am to 7 pm

Wednesday: 9 am to 8 pm

Thursday: 9 am to 5 pm

Friday: 9 am to 5 pm

Saturday: 9 am to 1 pm

Neighbourhood Services & Community Involvement Scrutiny Commission Report

Update on Ward Community Meetings

13th October 2014

Assistant City Mayor, Councillor Manjula Sood
Lead directors: Liz Blyth and Miranda Cannon

Useful information

- Ward(s) affected: All
- Report author: Steve Goddard
- Author contact details: 37 1831
- Report version number: 1

1. Purpose & Summary

- 1.1 The report provides an update following the transfer of the Ward Community Meetings function to the Community Services Section in April 2014.
- 1.2 With the recent changes to the staff support provided to Community Ward Meetings, (CWM), and the proposed new ward boundaries, it is timely to consider the approach to the meetings and to look at consistency of principles whilst recognising that different communities may require meetings which meet different needs.

2. Recommendations

- 2.1 The Scrutiny Commission is asked to note the report.
- 2.2 The Scrutiny Commission is invited to comment on the observations contained in the report.

3. Supporting information including options considered:

Background

Previous Position – pre April 2014

- 3.1 The support for Ward Community Meetings was previously provided by a central team of Democratic Services Officers (DSOs), and Members Support Officers (MSOs). The DSOs provided support such as publicising meetings via Modern.gov, booking of venues, booking any equipment needed, taking notes in the meetings, typing minutes and distribution of the minutes and action notes. The MSOs took responsibility for collecting information and applications for ward funding bids, supporting the Councillors during the meetings and following up on funding decisions and other matters arising from the business of the meeting. Other Council officers dealt with the detail of funding and payment of the ward bids as appropriate. Senior Officers attended the meetings to present specific items of interest to local residents.

Changes in April 2014

- 3.2 In April 2014 the tasks undertaken by MSOs were passed to the Community Services section, whilst DSOs continued in relation to the support they provide. Community Services had recently undergone an organisational review which created the posts of 3 Neighbourhood Development Managers (NDMs), and 9 Community Engagement Officers (CEOs). The objective of the two roles is to increase community cohesion using a community development approach. It was considered appropriate, and a suitable fit, for support to ward meetings to be provided through Community Services.
- 3.3 Since April 2014 all Ward Community Meetings have been supported by Community Services through the Neighbourhood Development Managers and Community Engagement Officers who have been assigned to specific wards. Following discussions with the DSOs, who were also assigned to specific wards, a clear understanding about respective roles and responsibilities were agreed for the smooth operation of the meetings. It is acknowledged that in the early days of this transition there have inevitably been some teething problems in some wards which Community Services have sought to work through on a ward by ward basis.
- 3.4 As the new arrangements have bedded in, it has become clear that there cannot be a one size fits all approach and as a result there are differing expectations from some Ward Councillors about the amount of involvement the NDMs and CEOs should have in their areas. For example, in Castle Ward the Councillors take a lead role in community development and following discussions a specific set of guidelines and procedures have been agreed that set out how the Castle ward meetings will operate. Therefore it was agreed with the Ward Councillors that there would be minimal officer input.
- 3.5 For most wards pre-agenda meetings are used as an important part of the process of determining the agenda for the next ward meeting and clarifying expectations in terms of roles, responsibilities and levels of input. This is very helpful in ensuring expectations are clear and realistic for all involved. In some wards there is an expectation that a significant level of support be provided through CEOs to follow up issues with residents; co-ordinating other internal and external services to attend meetings; proving administrative and co-ordination support for community walks and other local meetings. At present the CEOs are able to provide this level of support but this will need to be monitored to ensure it remains sustainable in terms of the resources available.
- 3.6 Many of the people who had been coming regularly to ward meetings were contacted via email. The contact list is currently being updated. Other methods of communication through social media are also being pursued to ensure that the attendance at meetings is maximised.

- 3.7 The publicity for meetings has traditionally been carried out via leaflet drops and mailshots. These at times have been carried out by City Wardens and the Police but unfortunately this option is no longer available as those resources reduce and refocus. A common practice has been to post leaflets to 250-500 homes in a radius around the meeting venue. This has not led to a large number of people coming to meetings and is a relatively costly approach. Given the financial constraints faced by Leicester City Council, and the move away corporately from producing expensive printed materials as a routine way of communicating, it is proposed that the focus in terms of publicity is on the use of social media and other more cost effective methods of publicity. The ward meetings are regularly promoted via the corporate social media profiles e.g. Twitter and Facebook, and training has been developed to provide an overview to councillors about getting started with, and using, social media and the Corporate Communications Team propose to run a session shortly on this.
- 3.8 Some wards were involved in a pilot project during 2013 looking at alternatives to the traditional meetings. In some wards the new approach includes patch walks. These can be very staff intensive. To date no detailed analysis has been undertaken to gauge the efficiency and effectiveness of this approach. These depend on the outcomes expected by the Ward Councillors, for example, if the patch walks are related to mapping of a specific area, identifying grot spots and local issues.
- 3.9 There have been 24 Community Ward Meetings that have taken place across the city since April 2014. The attendance has varied from ward to ward and in many cases the larger attendances have been due to the local issues of the day on the agenda. Attendance at meetings can vary from 3 people to large gatherings of 60+ where there are specific issues arising of widespread community interest. The Belgrave and Latimer Wards continue to hold joint meetings.
- 3.10 Between April 2014 and August 2014 there have been 305 applications for Ward Community funding across the city and during this period £113,618 has been paid out to groups. There were 150 applications that were approved; 3 applications were rejected, 12 applications were withdrawn; and 140 applications awaiting approval or deferred for further information. Of the 305 applications, there were 129 which were submitted to more than one ward making up 42% of all applications received. In some cases these have been rejected by one ward and approved by another, but not awarded the full amount which can create a pressure on the event or activity which may not be viable as only part funded. Some wards are already close to the annual limit of £18,000. Some groups and organisations are becoming increasingly reliant on an annual ward funding payment to cover their “running costs” which is not the intended purpose of the funding and collectively we need to be mindful of not creating a dependency on

ward funding as a continued source of funding.

3.11 In the early days of the transfer to Community Services there were some delays in payments being made to ward funding applicants due to the payment system however this was quickly resolved. There was one application which was approved and not paid until some months later when the matter was raised by a Councillor. On checking the system this was the only application that had fallen through the net. However, overall it is clear that there are improvements that can be made to the administration of ward funding applications and the administration of payments for approved bids. Both these processes are therefore being reviewed in order to streamline the processes and ensuring a transparent and timely approach.

3.12 Community Services recognise the following as important factors which underpin the continued improvement and development of ward meetings:

- The need to provide a forum for communities to effectively engage with ward councillors, public sector partners, council officers, voluntary sector community organisations and local residents.
- Agreement of clear principles and protocols between officers and members, about how meetings are managed.
- Making the best use of Ward Councillor time and Officer resources for the benefit of local residents
- Increasing awareness and usefulness of the ward meetings in the community
- The development of ward priorities to help shape the agenda of meetings over a given period

3.13 Community Services propose that the following are the focus of further improvements in the short term:

- New Ward boundaries – assessment of the impact of changes to the ward boundaries
- Continue to identify methods of positive engagement with local residents particularly via cost effective methods such as social media
- Simplify the ward funding application process
- Improve payment processes to ensure applicants receive payments in an effective and timely manner.

3.14 The work of the NDMs and CEOs will be to continue to work with Ward Councillors to improve the engagement of local residents through Ward Community Meetings; patch walks; and roadshows. The work will also include the development of a standard protocol following feedback from Ward Councillors for Ward Community Meetings and the Ward Funding Scheme. A report will be presented to the Scrutiny Commission in March 2015 to indicate the progress made.

4. Details of Scrutiny

This report is being considered by the Neighbourhood Services and Community Involvement Scrutiny Commission on 13th October 2014.

5. Financial, legal and other implications

5.1 Financial implications

There are no financial implications arising directly from this report.

Colin Sharpe, Head of Finance, ext. 37 4081.

5.2 HR and Legal implications

There are no Legal implications arising from the Recommendations in this Report

Greg Surtees, Legal Services, ext. 37 1421

5.3 Equality Impact Assessment

The availability of a forum for ongoing community engagement as well as for consultation on specific proposals that affect local residents enables the council to more effectively meet its Public Sector Equality Duty where the importance of consultation is cited as good practice. The ability of local people and councillors to bring up issues of local concern for debate also achieves one of the aims of the Public Sector Equality Duty, the fostering of good relations between people who share a protected characteristic and those who do not. Further local positive outcomes are achieved through the expenditure of ward budgets on activities that benefit local residents. It would be useful for ward committees to monitor such outcomes and the protected characteristics of those who benefit to be able reflect back to the community on how they too contribute to equality outcomes.

Irene Kszyk, Corporate Equalities Lead, ext. 374147

5.4 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

Environmental Impacts

This report does not contain any significant climate change implications and therefore should not have a detrimental effect on the Council's climate change targets.

Louise Buckley, Graduate Project Officer (Climate Change), 372 293

6. Background information and other papers:

7. Summary of appendices: None

8. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)? No

9. Is this a “key decision”? No



Data Centre Move and Lessons Learned

NEIGHBOURHOOD SERVICES AND COMMUNITY
INVOLVEMENT SCRUTINY COMMISSION: 13th October 2014

Decision to be taken by: n/a

Decision to be taken on: n/a

Lead director: Jill Craig

Useful information

- Ward(s) affected: All
- Report author: Ian Colledge/ Jill Craig
- Author contact details: 37 1111
- Report version number plus Code No from Report Tracking Database: v 1.0

1. Purpose of report

This report describes the recent data centre move and includes a summary of the work involved, the planning behind the activity, issues faced after the move and lessons learned.

2. Report

The data centre was in New Walk Centre so needed to be moved before the building could be decommissioned. This provided the opportunity to relocate to a purpose built, energy efficient, facility.

The replacement data centre is a standalone building which meant that we moved from having significant numbers of ICT users connected locally at NWC, to having all users connected across a wide area network. This led to a significant change in the volumes of network traffic that need to be managed, and thus a whole new IT network design.

The Data Centre consists of around 400 pieces of specialist ICT equipment (mostly servers), installed in around 50 cabinets. This equipment is connected together by around 3,500 individual data cables and runs virtually all the main ICT systems in the council. It also generates a large amount of heat which drives a need to be energy efficient with cooling the space it is located in.

The Data Centre serves around 7,000 ICT users and hosts around 320 different business applications of varying sizes. Several of these applications are used on a 24/7 basis under normal circumstances.

The high level tasks which had to be undertaken to deliver this project were;

- Design, build and prepare the new facility
- Plan the physical move
- Execute the physical move
- Maintain core services during the physical move
- Ensure business continuity planning took place

Each of the above tasks is now explained in greater detail

2.1 Design, build and prepare the new facility

A specialist Data Centre company were engaged through a tender process to design and build the new facility. This work started in November 2013 and completed late June 2014.

This allowed some key features to be delivered within the building, most notably the use of “free air cooling” which uses natural air run across cold water pipes to provide cooling in the main data hall – as opposed to the use of traditional air conditioning units. This has resulted in a reduced power consumption of around 40%.

The project also installed 55 Photovoltaic (PV) roof panels which contribute up to 35kwh of power. The PV power contribution exceeds the free air cooling power consumption, so as a direct result the Council’s data centre can describe its cooling as carbon neutral.

2.2 Plan the physical move

After assessing the risks involved, it was established that executing the move in a single weekend carried the least overall risk – as a staged migration would have brought a large number of additional technical complications through needing to effectively run two facilities in parallel. The weekend of 4th to 6th July was established as the weekend of the move.

The need to completely shut down, move and then restart all LCC systems was very much a one off event, and many of the systems had been up and running for years without ever being shut down

A “dry run” shut down exercise was therefore carried out on Sunday 1st June to ensure the shut down and restart procedures were fully honed, as well as bringing out any system hardware failures, which are not uncommon when a system is shut down then restarted.

In the weeks leading up to the move as much equipment as possible was decommissioned or rationalised to ensure only essential kit was moved to the new data centre.

Specialist contractors were engaged to execute the move, to ensure that the equipment was suitably packaged and carefully moved. It was essential that specialists undertook this work due to the sensitive electronics nature of the equipment.

A lift engineer was engaged to be on site, as all the equipment ideally needed to be moved in the lifts and so one of the biggest concerns would be if both lifts broke down

Additionally, a specialist data centre move expert with a track record of executing similar projects was engaged to advise on the strategy and detail of the move.

We set up a communications portal using the Leicester.gov.uk website (which was unaffected by the move) to allow communications to flow between management stakeholders over the move weekend.

2.3 Execute the physical move

At 16.00 4th July around 20 key ICT staff began the shutdown process. This took around three hours to execute.

At 19.00 4th July HP started the process of disconnecting all cables (around 3,500 data cables and around 1,000 power cables) and then one by one moving the data cabinets out of the building via the lifts, to the loading bay where these were loaded onto lorries and driven to the new facility.

All cabinets were loaded up and moved to the new facility by 02.00 Saturday, where they sat in a holding area



From 22.00 Friday the process started of emptying each cabinet one piece of equipment at a time.....



...and then installing each piece of equipment into its new cabinet position, and cabling it up correctly.



This was meticulous work which took up until 06.00 Sunday to complete.

Whilst this work was ongoing, the main LCC internet connection was switched across from NWC to the new facility and tested, ready for the power up on Sunday. (However this was then accidentally ceased by the supplier on the Saturday - see lessons learned)

At 06.00 Sunday the 6th, around 25 LCC technical and support staff started work to commence the power up process. This again needed to be meticulously worked through, and this process finished by around 18.00 Sunday (which was around four hours longer than planned).

At this point additional LCC ICT resources from the application support teams were brought on-board to test that systems were up and running, and where issues were identified, activities then were kicked off to commence investigation and resolution.

2.4 Maintain core services during the physical move

LCC IT were able to maintain telephony and email through the entire weekend, by providing these services from our Disaster Recovery (DR) site.

This was a notable technical achievement, due to the complexity of the tasks necessary for the specialist teams to “flip” these services across to the DR site on Friday evening, and then “flip” back at the end of the weekend. This also provided valuable learning should LCC ever need to invoke its disaster recovery systems in the future

2.5 Ensure business continuity planning took place

LCC IT worked very closely with corporate communications and risk management in the lead up to the move, to ensure that LCC management were fully aware of the impact of the migration weekend, and in a number of cases it was necessary for business managers to enact some aspects of their business continuity plans over the weekend (e.g. libraries, leisure centres).

A series of communications went out to staff and managers in the lead up to the migration weekend, via e-mail, FACE and Interface

Impact

The impact over the weekend itself was well managed and understood, and there were no residual business issues from the fact that certain services were unavailable over the weekend itself (e.g. libraries, leisure centres).

Overall the exercise was a success. The vast majority of services were functioning normally on Monday morning, and most staff therefore noticed little disruption to their normal working pattern despite the enormous logistical and technical challenges of moving the entire core ICT estate over a single weekend.

There were however a number of issues which ran on into the following week,

Core IT services (telephony and email) were up and running Monday morning, and most business applications were functioning normally either first thing Monday morning, or by late Monday morning after a few issues had revealed themselves.

Isolated incidents continued to be resolved throughout Monday 7th and Tuesday 8th July. Most challenging was a problem with the specialist servers which manage internet traffic, which affected systems reliant on internet connectivity such as Libraries, HR, on-line payments, Payroll, Citrix, Webmail and Biffa. This was resolved through a complete technical rebuild of these servers. This was difficult to diagnose, and complex to resolve. Whilst most internet services were recovered by the Wednesday morning, Libraries services were not fully operational until the afternoon of Friday the 11th July.

The lack of Libraries public internet services caused disruption to the Public and put a lot of pressure on our Library colleagues who, despite the challenges they were facing, were incredibly supportive and understanding of our efforts to recover the service.

It also took a few days to recover connectivity with the NHS as the loss of service, and the extent of the impact, took time to be notified to the recovery team.

A major incident with Lync telephony arose on the Wednesday which was unrelated to the data centre move, but which necessitated diverting key technical resources onto investigating and resolving outstanding issues.

Post move

Following the move we started to receive calls from certain users reporting poor network performance. This has been the subject of a major and on-going investigation. The business applications affected are:

- OpenRevenues
- OpenHousing.
- MapInfo
- Agresso (Agresso Web users are unaffected).

On-going investigations have identified that all of the above applications transfer a large volume of data from central servers located in the Data Centre to local desktops and laptops, and this means that these applications do not now function as well as they previously did, with the data centre now being located further away from the users of these systems.

In order to assist services affected by these problems we have put in place a work around for key users using a technology used by home workers (Citrix). However, this is considered a temporary workaround and we are currently investigating a series of more permanent solutions to these problems.

Challenges

Given the scale and urgency of the move and the necessary “big bang” approach it is unlikely that all incidents could have been avoided as it was not possible to test the move in advance. Discussions with suppliers and other partners suggest that what we experienced was usual for such a significant move and was considerably less than might have been expected given the unusual urgency we were facing.

Major building work was still being undertaken at the new Data Centre closer to the move than originally planned. It was not however possible to delay the move due to the need to vacate NWC. This meant that certain preparatory work was delayed and the data centre could not be cleaned to the highest standard required, and as a result there were some connectivity issues caused by dust in fibre optic connections.

Key members of IT and Property staff left the council in the months before the move which put additional pressure on the remaining staff.

At 6am on Sunday morning it became evident that a small amount of equipment had not been transported from New Walk Centre. Retrieving and installing this equipment added a delay to the work on the Sunday.

The internet connection had been disabled by our internet provider over the weekend.

They had incorrectly ceased the new circuit rather than ceasing the old circuit at NWC. Had this not occurred, we would have brought corporate internet services back on line much sooner and had capacity to focus on other areas. The circuit had been moved and tested by both our staff and our internet provider on the Friday evening so diagnostic effort was incorrectly focussed on our infrastructure

Although significant effort went into planning communications before the move, and during the weekend, in hindsight not enough preparation had gone into planning how we would communicate to the business the following week.

Lessons Learned

Some of the lessons learned would only relate to the specific activity itself, which is unlikely to be repeated for many years (noting that we had had our Data Centre at NWC since computing first came into use around 35 years ago, up until this move).

However, we did learn some lessons in the run up to the weekend, over the weekend and in the days following the move that are reflected here:

- Before the move we spent time categorising the systems we support between Platinum, Gold, Silver and Bronze dependent on their significance to the business. This was invaluable in helping us prioritise recovery effort.
- In the run up to the move we also refined our major incident process. In the event of a major incident, for example the loss of a Platinum or Gold service for more than 15 minutes, we quickly appoint a Major Incident review lead (to co-ordinate activity), a technical lead (to lead the technical investigation) and a communication lead (to ensure that key stakeholders and users are kept informed). The activity is recorded in a Major Incident Review document. After the event, the key players meet to discuss what lessons can be learned to avoid repeat incidents. The data centre move was managed as a major incident.
- In the four weeks running up to the move we put in a change freeze which meant only critical system changes were applied. The comprehensive, more challenging, change control arrangements that we introduced to justify urgent changes have been maintained to cover routine change activity as well – these include the need for thorough testing to be carried out and evidence that an agreed roll back process exists
- Managing the move as a major incident we mobilised a large team of staff, each with specific roles and responsibilities, including welfare and communications. We had staff on site throughout the move – from 6pm Friday through to the early hours of Monday morning, and then back on site from 6am to handle any post weekend issues. All the staff responded brilliantly to the challenge, but the pressure was relentless and after a few days key staff began to get very tired. Our appointment of a welfare officer was a sensible one, as this person kept the teams fed and watered, but a key lesson learned for any major incident is to manage working hours more strictly so that staff take proper breaks.
- IT Services have always carried out early morning system checks, but during the period following the move we extended the range and depth of the checks; brought forward the time they start, and included key users in the process (Customer Services, Libraries, City Hall Executive support). This proved very useful at the time and these more rigorous checks are now routine; this ensures that early morning problems are resolved well before the majority of staff have even started work.

- During the few ‘bumpy’ days following the move we relied on the council’s Intranet, Interface, as our main means of communicating with users. Users quickly fed back that they would prefer us to send corporate-wide emails, which we then did, however we need to be careful not to overwhelm users with emails or they start being seen as SPAM.
- We recognise that many of our users rely on Webmail and Citrix services and if these aren’t working then users have no access to either email or the Intranet. To address this we created a staff-update page on www.leicester.gov.uk/staff-update We kept this up to date during the weekend of the move and have retained it as part of our bcp arrangements.
- The single greatest lesson learned was the reliance the council now has on the Internet. The limited internet connectivity immediately following the move impacted a number of areas that use applications either entirely, or in part, hosted externally and on the increasing numbers of customers choosing to transact with the council via the Internet – either from their own devices or from devices in City Libraries. Following the move, ‘internet connectivity’ is recognised as a Platinum Service by IT Services and the council’s Channel Shift strategy, now features as a key council programme. A report on Channel Shift is scheduled to be brought to this meeting at a later date.

3. Recommendations

The Scrutiny Commission is invited to note the details of the data centre move and lessons learned

4. Report/Supporting information including options considered:

n/a – Lessons learned report

5. Financial, legal and other implications

5.1 Financial implications

There are no specific financial implications arising from this lessons learned report

Colin Sharpe, Head of Finance, ext. 37 4081’

5.2 Legal implications

There are no direct legal implications

Kamal Adatia
City Barrister & Head of Standards

5.3 Climate Change and Carbon Reduction implications

The Council has a corporate carbon dioxide (CO₂) reduction target of 50% of the 2008/09 level by 2025/26. The new data centre will contribute to these savings through the use of free air cooling, heat recovery and renewable energy. These savings will be monitored in updates of the Council's Carbon Reduction Road Map.

Louise Buckley, Graduate Project Officer (Climate Change), 372 293

5.4 Equalities Implications

Equalities Implications

The good practice described in the report is reflective of good equalities practice in meeting our Public Sector Equality Duty: a robust identification of potential impacts arising from a change, communication with/engagement of everyone affected by the proposed change informing them of what actions will be taken if there are negative impacts, and ongoing reflection of how best to address any negative impacts that arise after the fact through subsequent mitigating actions.

Irene Kszyk, Corporate Equalities Lead, ext. 374147

5.5 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

n/a – Lessons learned report

6. Background information and other papers:

n/a

7. Summary of appendices:

n/a

8. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)?

No.

9. Is this a “key decision”?

No

10. If a key decision please explain reason

