Notice of Community Overview and Scrutiny Panel meeting

Thursday 28 February 2019 at 6.00pm

HMS Phoebe Committee Room, Town Hall, Bournemouth

Panel Members:
Councillor Michael Weinhonig - Chairman
Councillor Nigel Hedges – Vice Chairman
Councillor Cheryl Johnson
Councillor Andy Jones
Councillor Gina Mackin
Councillor Nick Rose
Councillor Allister Russell
Councillor Philip Stanley-Watts
Councillor Kieron Wilson

All Members of the Panel are summoned to attend this meeting to consider the items of business set out on the agenda below.

The Public, press and any Councillor are welcome to attend this meeting.

For further information please contact: Jill Holyoake, Senior Democratic and Overview and Scrutiny Officer, Legal and Democratic, Town Hall, Bourne Avenue, Bournemouth BH2 6DY, Tel: 01202 454715  E-Mail: jill.holyoake@bournemouth.gov.uk
Public involvement

The Council welcomes members of the public to contribute to the meeting:

1 by asking to speak on an agenda item or a community issue as a ‘Deputation’; or

2 by asking a public question - any member of the public whose name appears on the Electoral Roll for Bournemouth - which includes a person under the age of 16 years living in Bournemouth and who is escorted by a qualifying adult; or

3 by presenting a petition in relation to items on the agenda.

A request to speak as a deputation, ask a question or present a petition must be sent in writing or email to Jill Holyoake at the address shown on page 1 by no later than 6.00pm on Wednesday 27 February 2019.

Further information is available on the Council’s web site: http://www.bournemouth.gov.uk/CouncilDemocratic/GetInvolvedHaveyoursay/PetitionsAndDeputations.aspx

A hearing loop system is provided in the meeting room. There is disabled access to the building. Councillors and visitors with particular needs are advised to inform the Council before arriving at the meeting.

This agenda together with records of decisions and reports are available on the Council’s web site at http://www.bournemouth.gov.uk

Audio recording and filming

This meeting may be audio recorded by the Council for subsequent publication on the Council’s Website. Anyone may audio record, film, take photographs and/or use social media such as tweeting and blogging when this meeting is open to the public. Anyone wishing to record this meeting in anyway must do so in accordance with Council Procedure Rule 108 and the Council’s protocol for filming and audio recording at public meetings and the Public Notice on Filming and Recording Meetings which can be found using the following link: http://www.bournemouth.gov.uk/CouncilDemocratic/CouncilMeetings/FilmingCouncilMeetings.aspx

If you have any queries regarding this please contact the Democratic Services Officer at the meeting.
Agenda

Items to be considered while the meeting is open to the public

1 **Apologies**

2 **Substitute Members**
   The Democratic and Overview and Scrutiny Officer will report on any changes in the membership of the Panel under Procedure Rule 89.

3 **Declarations of interest**
   Members are asked to declare in accordance with Procedure Rule 5:
   
   a. any disclosable pecuniary interests in any item under consideration at the meeting as required by the Localism Act 2011;
   b. any memberships of outside bodies where such membership involves a position of control or significant influence on the organisation concerned;

   Members are also asked to state fully the nature of the interest(s). If any member has a query regarding possible interests, please contact the Democratic and Overview and Scrutiny Officer in advance of the meeting.

4 **Confirmation of Minutes**
   a. To confirm the minutes of the meeting held on 2 October 2018: 
   
   b. To consider the Panel’s action sheet, circulated at ‘4b’.

5 **Public items**
   a **Public Questions**
      
      The Democratic and Overview and Scrutiny Officer will report on any public questions received by the notice deadline.
b  **Deputations**

The Democratic and Overview and Scrutiny Officer will report on any deputation requests received by the notice deadline.

c  **Petitions**

The Democratic and Overview and Scrutiny Officer will report on any petitions received by the notice deadline.

NOTE: The following timings are approximate and subsequent agenda items may run later than scheduled depending on the number of public items received.

6.  **Questions to Cabinet Portfolio Holders**

Members of the Panel are asked to submit questions in writing or by email to Democratic Services **no later than 12noon on Monday 25 February 2019**

Please note that questions should be about strategic matters relating to executive decisions and performance, rather than operational or ward issues which can be raised elsewhere.

6.05pm – 6.15pm

7.  **Communities, Enforcement and Regulatory Services Annual Report**

To consider an annual update on the progress of the Communities, Enforcement and Regulatory Services teams – circulated at ‘7’.

6.15pm – 7.30pm

8.  **Overview and Scrutiny (O&S) Headline Report**

To approve a report on the Panel’s scrutiny priorities, issues for monitoring and ongoing reviews, for consideration by the Bournemouth, Poole and Christchurch Shadow O&S Committee on 6 March – circulated at ‘8’.

7.30pm – 7.50pm
9. **Forward Plan** – circulated at ‘9’, to be considered alongside the Overview and Scrutiny Headline report.

10. **Any other business** - of which notice has been received before the meeting and by reason of special circumstances, which shall be specified in the record of decisions, the Chair is of the opinion that the items should be considered as a matter of urgency.
<table>
<thead>
<tr>
<th>Minute number</th>
<th>Item</th>
<th>Action*</th>
<th>Outcome and Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>*Items remain until action completed.</td>
<td></td>
</tr>
<tr>
<td><strong>Actions arising from Panel meeting: 26 April 2018</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Community Safety Partnership annual report</td>
<td>Informal visit to CCTV control room to be arranged for Panel Members (AW/TG)</td>
<td>No take up for visit at this stage but can offer again in future</td>
</tr>
<tr>
<td>8</td>
<td>Communities and Enforcement annual report</td>
<td>Directory of enforcement services to be completed in 2018 (item carried over from previous meeting) (KA)</td>
<td>To be reviewed following BCP Council</td>
</tr>
<tr>
<td>8</td>
<td>Communities and Enforcement annual report</td>
<td>Discuss offline the suggestion of signage with contact details for reporting noise nuisance in West Hill car park and other problem areas (KA/JP)</td>
<td>√ Meeting held with West Hill action group to progress these issues</td>
</tr>
<tr>
<td><strong>Actions arising from Panel meeting: 2 October 2018</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Update on proposed Police merger</td>
<td>Recommendation of the Panel not to support merger at present time submitted to Cabinet meeting on 10 October (MW/JH)</td>
<td>√ Cabinet agreed to accept the Panel’s recommendation</td>
</tr>
<tr>
<td>18</td>
<td>Update on Homelessness</td>
<td>Performance monitoring of Rough Sleeper Outreach Service - statistics on outcomes, and the number of</td>
<td>√ Information on number of intentionally homeless decisions circulated</td>
</tr>
<tr>
<td>Minute number</td>
<td>Item</td>
<td>Action*</td>
<td>Outcome and Benefit</td>
</tr>
<tr>
<td>---------------</td>
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<td>---------</td>
<td>---------------------</td>
</tr>
<tr>
<td></td>
<td>Strategy and approach</td>
<td>intentionally homeless decisions to be circulated to Panel by email (CR/CD)</td>
<td>Statistics on outcomes to be provided when resources allow</td>
</tr>
<tr>
<td>18</td>
<td>Update on Homelessness Strategy and approach</td>
<td>Latest position re fixed term tenancies: Update to be circulated by email as and when further detail/guidance received from Government</td>
<td></td>
</tr>
</tbody>
</table>
| 21            | Forward Plan | Panel Member requested following items be scheduled for next meeting on 28 February:  
  • Council/Community Lottery - review of first year  
  • B&P Library Service Business Development | Items considered as part of agenda planning for February next meeting as follows:  
  • BH Coastal Lottery included as part of annual report on Communities, Enforcement and Regulatory Services, 28 February  
  • Libraries recommended as priority area for scrutiny in new BCP Council (see O&S headline report, 28 February) |
# Community Overview and Scrutiny Panel

<table>
<thead>
<tr>
<th>Report Subject</th>
<th>Communities, Enforcement and Regulatory Services Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting date</td>
<td>28th February 2019</td>
</tr>
</tbody>
</table>
| Cabinet Portfolio | Councillor Robert Lawton – Portfolio for Housing  
|                | Councillor David Smith – Portfolio for Enforcement and  
|                | Regulation                                             
|                | Councillor Jane Kelly – Portfolio Holder for Regeneration,  
|                | Partnerships and Public Health                        |
| Corporate Lead | Bill Cotton – Executive Director, Environment & Economy |
| Service Director | Kelly Ansell, Head of Communities, Enforcement and  
|                 | Regulatory Services                                    |
| Status         | Public                                                 |
| Classification | For scrutiny                                           |
| Key Decision   | No                                                     |
| Impacts on Key Policy Framework | No |
| Report author  | Kelly Ansell, Head of Communities, Enforcement and  
|                 | Regulatory Services                                     |
|                | ☎️ 01202 458226                                        |
|                | 📧 kelly.ansell@bournemouth.gov.uk                      |
| Executive summary | The report gives an update on the performance of the  
|                  | Communities, Enforcement and Regulatory services over the  
|                  | last 12 months covering;                               |
|                  | • output and performance summary over the last 12 months |
|                  | • project delivery and service improvement             |
|                  | • the year ahead                                       |
| Recommendations | Members are asked to consider the content of the report and to comment. |
| Reasons for recommendations | The scope of the Communities, Enforcement and Regulatory Service covers many services provided to the community which are of specific interest to the Community Overview and Scrutiny Panel. The Panel have been integral to the development of the service and areas of its work. Members are asked to note the contents of the report and make comments on key future |
priorities which can be considered as we move forward to the new BCP authority.

**Background detail**

**Overview**

1. Following the departure of the Head of Planning and Regulation in November 2018, Regulatory Services were transferred into the Communities and Enforcement service. The scope of the new service is outlined at Appendix A.

**Summary of Performance**

**Private Sector Housing Enforcement**

2. The following table gives a summary of the headline outputs from the Private Sector Housing team over the last 12 months;

<table>
<thead>
<tr>
<th>Service Output</th>
<th>Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Requests</td>
<td>2,850</td>
<td>Enquiries and reports requiring advice and investigation - this has increased due to Licensing changes</td>
</tr>
<tr>
<td>HMO Licenses Issued</td>
<td>572</td>
<td>Significant increase from last year’s 160 baseline</td>
</tr>
<tr>
<td>Private Sector Housing Complaints</td>
<td>573</td>
<td>Housing complaints concerning standards issues such as poor conditions, damp, lack of heating provision, fire precautions and overcrowding</td>
</tr>
<tr>
<td>Prosecutions</td>
<td>2 successful Prosecutions</td>
<td>Reduced prosecutions following introduction of Civil Penalties</td>
</tr>
<tr>
<td>Civil Penalties</td>
<td>9 Civil Penalties Issued</td>
<td>Total of £14,500</td>
</tr>
<tr>
<td>Mobile Home Site Inspections</td>
<td>9 inspections;</td>
<td>All 9 Mobile Home Parks in Bournemouth inspected to ensure compliance with site licence conditions</td>
</tr>
</tbody>
</table>
3. The interventions of the Private Sector Housing team ensure that housing standards within the private rented sector are observed and maintained. The work of the team focuses on working with landlords in order to secure improvements as well as, when this approach fails, taking legal action as required.

4. 99% of service requests are contacted within 3 working days and on all non-vulnerable cases, given a period of 21 days for compliance prior to enforcement action being taken. High priority cases with vulnerable occupants are inspected at the earliest opportunity, always within 7 days following first contact. Many are resolved prior to this 7-day target with officer intervention and mediation with landlords and agents.

5. The 9 Mobile home parks, housing approximately 500 senior occupants, have had their annual inspections and are compliant with the site licence conditions.

6. This year has seen a significant change to the regulations relating to Mandatory Licensable Houses in Multiple Occupation (HMO’s), which has led to an increase of licensed HMO’s in Bournemouth and Poole. It is estimated that Bournemouth and Poole has approximately 3000 licensable HMO’s and applications have been received to date for 1000 of these.

7. All properties are inspected prior to issuing the licence to ensure that these properties meet the current adopted amenity standards and Fire Safety standards. Licenses last for up to five years and landlords are required to obtain a licence and comply with the Management Regulations set out in the Housing Act 2004.

8. We are currently undertaking investigations to identify Mandatory Licensable HMO’s which have not yet been registered under the new regulations, of which approximately 1,800 are occupied by students. Where we find unlicensed HMO’s, formal action will be taken. Prosecution or Civil Penalties may be issued for up £30,000 for not holding a licence and this may lead to the landlord being placed onto the National Rogue landlord data base or having a Banning Order placed upon him.

9. Alongside the delivery of the day to day service outlined above, the Private Sector Housing team have delivered the following projects in 2018/19:

   - The introduction of the new Extended Mandatory HMO Licensing has required a significant amount of work including:
     - HMO Licence Fee review
     - Recruitment of new staff
     - Implementation of new IT enabling landlords to apply for their licenses online
o Promotional activity and communications strategy delivery
  • We now have a Landlord Engagement officer within the team who has successfully delivered the 11\textsuperscript{th} Annual Bournemouth and Poole Landlord Exhibition with over 500 landlords attending
  • We are producing a Landlord and Tenant information pack in order to promote tenant rights and landlord responsibilities
  • The shared service agreement with the Borough of Poole to deliver their Private Sector Housing service under delegated authority continues to be successful delivery and will ensure a smooth transition into BCP Council.
  • The Private Sector Housing Enforcement Policy has been reviewed in line with the new Regulations inclusions such as Civil Penalties for Banning Orders.
  • The launch of the Westhill Project and associated inspection program. This is a targeted enforcement project working with multi agency partners in Westhill, including Police, Immigration, Fire and CAB to tackle poor standards of accommodation, crime, ASB, immigration issues and environmental crime such as fly tipping. The project also seeks to promote tenants’ rights, tackle rogue landlords and improve community cohesion

10. 2019/20 promises to be another exceptionally busy year. The following key projects and service developments will be delivered:
  • Continue to deliver the Extension to Mandatory HMO Licensing
  • Undertake proactive work to identify unlicensed HMO’s
  • Continued delivery of the multi-agency targeted enforcement project at Westhill
  • Review of the Mobile Home Site Licence Conditions
  • Implementation of single Private Sector Housing Enforcement Policy for BCP
  • High Rise block Cladding Inspections and action for the private sector

\textbf{Community Enforcement}

11. The following table gives a summary of the headline outputs from the Community Enforcement team between 1\textsuperscript{st} April 2018 and 31\textsuperscript{st} January 2019;

<table>
<thead>
<tr>
<th>Service Output</th>
<th>Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service requests</td>
<td>1,859</td>
<td>974 noise complaints</td>
</tr>
<tr>
<td>Noise Abatement Notices</td>
<td>54</td>
<td></td>
</tr>
<tr>
<td>Other Notices Served</td>
<td>60</td>
<td>Untidy sites, public health issues</td>
</tr>
</tbody>
</table>
11. With high demand continuing regarding domestic noise complaints, we have made 582 visits outside of normal working hours. The service provides an officer response Monday – Thursday, 8pm – 2am and Friday – Saturday, 10pm – 3am. We have attended 92% of complaints within 45 minutes, which marks an improvement on the same period last year despite demand being higher. The service is well-established now and makes a real difference to residents suffering noise disturbance.

12. This service has continued to develop to enable more efficient handling of justified, as well as unjustified complaints, which in the past had drained resources. Whilst some cases remain challenging, a visit very close after a complaint is received provides good intelligence as to whether a report is likely justified or not. In either scenario, justified or not, the outcome is always productive and gives confidence to residents. Robust action is taken at the time and breaches of any notices are minimal - illustrating an effective response.

13. Although noise complaints make up just over 52% of the service demand, we have seen increases in waste, fly-tipping and pest-related complaints this year as well as increased subsequent enforcement action.

14. The table below gives a breakdown of the other issues reported and dealt with by the team outside of noise:

<table>
<thead>
<tr>
<th>Community Enforcement Service Requests Excluding Noise Complaints (1st April 2018- 1st January 2019)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Untidy sites, fly tipping, rats &amp; refuse</strong></td>
</tr>
<tr>
<td><strong>Community issues</strong></td>
</tr>
<tr>
<td><strong>Smoke</strong></td>
</tr>
<tr>
<td><strong>Other nuisance- odour, fumes, dust and &amp; light</strong></td>
</tr>
<tr>
<td><strong>Drainage</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>526</td>
</tr>
<tr>
<td>152</td>
</tr>
<tr>
<td>97</td>
</tr>
<tr>
<td>55</td>
</tr>
<tr>
<td>32</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Prosecutions</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 x prosecution for breach of Injunction for untidy site</td>
<td></td>
</tr>
<tr>
<td>1 x prosecution for breach of Noise Abatement Notice</td>
<td></td>
</tr>
</tbody>
</table>
16. The Community Enforcement team have carried out 1,345 visits regarding the above reports and have adopted additional and more efficient methods of dealing with these complaints through further training.

17. The impact from the changes to the regularity of bin collections in the Borough is still reflected in an increase in complaints. The Community Enforcement team have continued to improve our work in partnership with colleagues at Waste Services and education and engagement is usually attempted prior to any enforcement action.

Anti-Social Behaviour (ASB)

18. This year work has continued in the ASB team to develop stronger multi agency partnerships and regular contact with Dorset Police. We have continued with a lead ASB officer for each Neighbourhood Policing Team (NPT) area, helping to improve communication and effective output. We have also commenced a new Partnership Co-ordination Group (PCG) to help deliver an effective multi-agency response to ongoing and priority issues.

19. We have provided training for Neighbourhood Policing Teams, with regular changes to their personnel, regarding ASB Legislation and the enforcement tools available based on evidence that is often provided by the Police. This has helped to improve efficiency for officers to decide on whether enforcement action is appropriate and the most reasonable course of action.

20. The pressures and demand regarding anti-social behaviour have continued to increase significantly. Officers have a duty to work closely with numerous partners, including the Rough Sleepers Team, youth, social and mental health services, and in many cases enforcement alone is not the long-term or most effective solution. Case work is detailed and can often be long term in its nature. Regardless of how an outcome is reached, the priority always remains protecting and supporting genuine victims of ASB.

21. The table below shows the enforcement outcomes for the ASB service from 1st April 2018 to 31st January 2019. The work of the team is heavily invested in working with perpetrators and tackling situations before the need for complex enforcement action is taken. The data below illustrates the more formal measures that are considered and used robustly where individuals persist and do not engage:
<table>
<thead>
<tr>
<th>Service Output</th>
<th>Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Requests</td>
<td>254</td>
<td>Enquiries and reports requiring advice and investigation</td>
</tr>
<tr>
<td>Acceptable Behaviour Contracts</td>
<td>9</td>
<td>Undertakings to improve behaviour, usually related to young people</td>
</tr>
<tr>
<td>Community Protection Notice (CPN) Warnings</td>
<td>85</td>
<td>Often regarding street-related ASB but covering a wide variety of other issues, such as harassment and youth nuisance</td>
</tr>
<tr>
<td>Community Protection Notice</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Injunctions</td>
<td>19</td>
<td>These are often brought back to Court for variations or extensions as further evidence is gathered</td>
</tr>
<tr>
<td>Closure Orders</td>
<td>7</td>
<td>Mainly related to properties with drug-related ASB having a big impact on neighbours and communities</td>
</tr>
</tbody>
</table>

22. The aim for the team in the next 12 months is to target resources as effectively as possible and provide support for vulnerable victims. The introduction of the PCG will help to align resources and priorities between ourselves and Dorset Police, among other partners, and deliver a better service for our communities.

**Empty Homes**

23. Our Empty Homes Officer has either responded to, or proactively investigated, 1178 cases relating to empty properties in the period from 1st April 2018 to 31st January 2019, undertaking over 300 visits.

24. Work has continued to advise and support owners of long-term empty properties into progressing with either occupation or the sale/let of their property although many owners are difficult to engage or reluctant to move forward for varying complex reasons. However, the work carried out by our officer has identified 298 properties that have been brought back in to use during the past 10 months.
25. Together with proactive work, problematic issues such as squatters, unsafe and unsecure buildings or fly tipping are dealt with as swiftly as possible and work continues with the Community Enforcement Team resulting in statutory notices being served upon reluctant owners of empty properties by the officer.

26. During the next 12 months, our Empty Homes work will focus on the high priority empty properties in Bournemouth that result in the most concern from the local community. Options such as compulsory purchase orders and enforced sale will be explored as we make our best efforts to bring these properties back in to use.

27. We are also hopeful that the increase in the long-term Council Tax premium for empty properties being implemented by the Revenue and Benefits department from April 2019, will give some owners the push they need to progress with reoccupying their properties.

**Targeted Enforcement (Operation Galaxy)**

28. Following the consultation on selective licensing in 2017, the Council opted for a pro-active targeted enforcement service that would initially target the proposed selective licensing area. The service aims are to address poor housing standards, anti-social behaviour and community enforcement issues such as accumulations of waste, drainage issues and untidy sites. Targeted Enforcement builds on the already successful Operation Galaxy models which includes co-location with Dorset Police, joint working, referrals into the service and a virtual team approach.

29. Following the restructure of the service and the close of Operation Galaxy Phase 2 in June 2018, 5 new members of staff have recruited, (3 enforcement officers, 1 analyst and 1 support worker). They have been extensively trained and the new service went 'live' on 1st October 2018.

30. The service has two focuses; enforcement and support. This approach seeks to protect and support vulnerable tenants in the target area, work with local landlords and tenants to improve housing conditions and enforce where properties or persons are having a detrimental effect on the local community.

31. Initially pro-active inspections in the first few months of operation have targeted the Knyveton Gardens area, but included re-active case allocations across the target area and referrals from partner agencies such as the police and fire service. The following table gives the headline outputs of the service from 1st October 18 to date;
<table>
<thead>
<tr>
<th>Service Output</th>
<th>Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Successful property inspections</td>
<td>254</td>
<td>To inspect and improve property conditions</td>
</tr>
<tr>
<td>Total visits by enforcement officers</td>
<td>498</td>
<td>To include visits to untidy sites</td>
</tr>
<tr>
<td>Percentage of successfully accessed visits</td>
<td>84%</td>
<td>An increase from the Operation Galaxy Phase 2 baseline</td>
</tr>
<tr>
<td>Re-active cases referred into the team</td>
<td>104</td>
<td>83 cases from community enforcement, 20 from private sector housing and 1 ASB</td>
</tr>
<tr>
<td>Informal warnings served</td>
<td>29</td>
<td>For accumulations, noise or untidy sites + Community protection warnings</td>
</tr>
<tr>
<td></td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>Formal notices served for housing conditions</td>
<td>28</td>
<td>Affecting over 150 units of accommodation</td>
</tr>
<tr>
<td>Formal notices for environmental issues</td>
<td>13</td>
<td>For untidy sites and accumulations</td>
</tr>
<tr>
<td>Support visits to vulnerable clients</td>
<td>134</td>
<td>77 multi agency visits to include police, social services and fire</td>
</tr>
<tr>
<td>Support referrals made</td>
<td>43</td>
<td>19 housing related 19 social services, of which 7 safeguarding, 5 miscellaneous</td>
</tr>
</tbody>
</table>

32. This year, the team will continue to pro-actively inspect those properties that flag within analytical reports, working with landlords and taking action where required.

**Community Safety Accreditation Scheme (CSAS)**

33. CSAS has been successfully operating in Boscombe under the Council since October 2016. This year the scheme has been accredited for a further 3 years by the Chief Constable of Dorset Police, as well as a further scheme in Bournemouth Town Centre achieving accreditation.

34. The Town Centre accreditation follows a review of the previous town centre enforcement service, where it was identified that accredited powers and professional uniformed presence were required to address street-based issues. The CSAS model of integrated working within the Neighbourhood Policing team was
replicated, and officers benefit from joint management and tasking by both the Council and local police Sergeant. This new service went live in July 2018.

35. Two officers are employed in each of the two schemes, each working 40 hours per week on a pro-active patrol basis. The following outputs reflect activity across both schemes in the last 12 months;

<table>
<thead>
<tr>
<th>Service Output</th>
<th>Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accredited powers used</td>
<td>1447</td>
<td>Name and address powers for various offences and confiscation of alcohol</td>
</tr>
<tr>
<td>Referrals made into support services</td>
<td>74</td>
<td>This includes rough sleeper team, street based mental health services and homelessness referrals</td>
</tr>
<tr>
<td>Number of incidents that required police attendance</td>
<td>58</td>
<td>Where incidents required dispersal of persons acting anti-socially or escalation</td>
</tr>
</tbody>
</table>
| Formal ASB enforcement actions where CSAS evidence supported | 41     | Town Centre:  
  - Community Protection Warning- 19  
  - Variation of ASBI- 5  
  - CPN- 2  
  - Prosecutions- 2  
Boscombe:  
  - Community Protection Warning-6  
  - ASBI- 4  
  - CPN- 1  
  - Prosecutions- 1  
  - Variation of ASBI- 1 |

36. Many of the individuals engaged with by officers are not committing any ASB or a crime at the time. They are offered information about support available and referred to services where consent is given. However, using evidence collected by the officers, the ASB team and Police have been able to pursue significantly increased enforcement action for individuals who refuse to engage and continue to display unacceptable behaviour.
37. This year the teams will have powers to issue ‘on-the spot’ formal warnings where anti-social behaviours are witnessed. The service will also deal with peddling and anti-social busking.

**Communities Team**

38. The Community Regeneration team moved into the Communities and Enforcement team in January 2018 following a restructure. The Bournemouth & Poole Sustainable Food City Partnership joined the communities team in April 2018.

39. The team provides front line support and assistance to a wide range of community groups and organisations across the Borough. The team supports people to build skills, secure funding and helps strengthen community organisations so they can develop and respond to new issues.

40. The team works with residents, develops community projects, resolves local issues by bringing residents and agencies together, supports residents’ groups and forums and builds capacity in local communities. The team are very experienced in running events and activities with our local communities and have considerable skills in engagement.

41. The team also supports the Community Associations who run Bournemouth’s 9 Community Centres, making sure they are well run, legally compliant and provide a range of activities and events for the local community. Advice is given on governance, compliance with Health and Safety and maintenance issues.

42. Another key function of the team is to provide funding advice to community and voluntary groups. This could involve anything from supporting them in the early days of establishment with developing a constitution and committee roles through to formalising their proposals for projects and applying for funding.

43. The team provides dedicated support in our priority communities of Boscombe, West Howe and Townsend. Additional support is provided to other areas of the town as need dictates.

44. The team runs and manages the twice weekly street market in Boscombe, providing opportunities for enterprise and ensuring that footfall on market days in Boscombe remains high to benefit traders and businesses.

45. The team promotes the functions of the Dorset Business Growth project (Outset Bournemouth), enhancing the Competitiveness of Small and Medium Sized Enterprises. The Dorset Business Growth
Project, and this role within the project, is part funded by the European Regional Development Fund.

46. The team provides the Council's main link (through contracts or Service Level Agreements) with:
   - Healthwatch Dorset, the consumer voice for health and social care;
   - Help with Health Complaints, who support people making complaints to the NHS;
   - Citizens Advice Bureau, providing independent advice;
   - Council for Voluntary Services, who support and represent Bournemouth’s voluntary sector
   - Safewise, a local charity who use realistic scenarios to raise awareness of personal safety, develop life skills and encourage health, active lives

47. The team also acts as the first point of contact for groups seeking to nominate Assets of Community Value under the Localism Acts.

48. Most recently, the team launched BH Coastal Lottery, the Council’s lottery which supports local good causes which benefit Bournemouth residents.

49. The table below shows some of the measurable outputs for the team 1st April 2017 - 31st March 2018.

<table>
<thead>
<tr>
<th>Service Output</th>
<th>Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total amount of Community Infrastructure Levy Neighbourhood Portion Funding allocated YTD</td>
<td>£24,323</td>
<td></td>
</tr>
<tr>
<td>Number of distinct community groups supported YTD</td>
<td>174 supported</td>
<td>The groups represent the Arts, Children &amp; Young People, Disabilities, Domestic /Sexual Violence, Black &amp; Minority Ethnics, Education, Environment/Green Spaces, Advice, Health/Mental Health, Sports, Residents and Community Centres.</td>
</tr>
<tr>
<td>Number of groups supported with funding advice</td>
<td>119 YTD</td>
<td>May include duplicates support for individual groups as some seek more than one type of</td>
</tr>
</tbody>
</table>
50. Alongside the delivery of the day to day service outlined above, the Communities team have delivered the following projects in 2018/19:

- Launched BH Coastal lottery in January 2019 - there are currently 69 good causes registered
- Supported residents in West Howe to develop locally-led development plans as part of the Heart of West Howe Project
- Commissioned the local Healthwatch provision with Dorset and Poole
- Commissioned the NHS Complaints service with Dorset and Poole
- Supported the Bournemouth and Poole Council for Voluntary Services through their merger
- Secured funding to deliver the Veg Cities project in Boscombe
- Enabled Townsend gardening initiatives, improving the environment and building pride in the area
- Supported numerous community events across the Borough to take place
- Promoted Outset Bournemouth to eligible members of the community as part of the European Regional Development Fund project

51. The year ahead for the Communities team will be focused on the following priorities:

- The Bournemouth Conversation will be held in mid-February with representation from over 150 groups and organisations across Bournemouth
- The Bournemouth Conversation will identify a set of community priorities for Bournemouth which will develop into an action plan for delivery
Development of a Neighbourhood Strategy which details the Council’s approach to supporting communities and neighbourhoods

Ongoing promotion of BHCoastal lottery, Bournemouth’s local authority lottery, and development of the associated grant scheme

Review and refresh the Bournemouth Compact

Continue to deliver and explore the Heart of West Howe project

Delivery of key projects prioritised under the Boscombe Regeneration Partnership

Commission the general advice service (currently Citizens’ Advice Bureau)

Work with the Heritage & Conservation to develop a cultural heritage strategy for Boscombe

**Environmental Health**

**Food Hygiene Service**

52. Under the Food Standard Agencies Framework Agreement, the Council has a duty to register and inspect food businesses in the Borough at the frequencies set down by statutory guidance. There are close to 2000 businesses that sell food in Bournemouth. The Environmental Health Team have successfully delivered this inspection program ensuring that all high-risk food businesses have received an inspection. The team also provide food business advice, investigate complaints about food and about the conditions at food businesses.

53. Generally, the standards in Bournemouth are very good with 94.88% of businesses being considered as being broadly compliant. In non-compliant businesses, guidance and advice has been ineffective and we have had to resort to enforcement action.

54. This year the Teams is on target to complete the full inspection programme and output is as follows:

<table>
<thead>
<tr>
<th>Service</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspections</td>
<td>1005</td>
</tr>
<tr>
<td>Revisits</td>
<td>225</td>
</tr>
<tr>
<td>Rescores</td>
<td>46</td>
</tr>
<tr>
<td>Warnings</td>
<td>560</td>
</tr>
<tr>
<td>Enforcement Notices</td>
<td>50</td>
</tr>
<tr>
<td>Food Hygiene Emergency Prohibition (closures)</td>
<td>5</td>
</tr>
<tr>
<td>Complaints about food</td>
<td>101</td>
</tr>
</tbody>
</table>
55. The team also run the Food Standard Agencies Food Hygiene Rating Scheme (known previously as ‘scores on the doors’). This scheme provides consumers with access to information on the food hygiene standards at businesses (available on the Food Standards Agencies Website at http://ratings.food.gov.uk). Each business is given a rating of 0 to 5. The most recent picture for the food hygiene rating scheme in Bournemouth is:

<table>
<thead>
<tr>
<th>Food Hygiene Rating</th>
<th>Meaning</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Very Good</td>
<td>1349</td>
</tr>
<tr>
<td>4</td>
<td>Good</td>
<td>202</td>
</tr>
<tr>
<td>3</td>
<td>Generally Satisfactory</td>
<td>77</td>
</tr>
<tr>
<td>2</td>
<td>Improvement Necessary</td>
<td>38</td>
</tr>
<tr>
<td>1</td>
<td>Major Improvement Necessary</td>
<td>26</td>
</tr>
<tr>
<td>0</td>
<td>Urgent Improvement Necessary</td>
<td>3</td>
</tr>
</tbody>
</table>

*NB not every registered business is included in the Rating scheme some are exempt

56. We have continued to make improvements to our service this year by trying to improve the customer experience. The improvements we have made include:

- Introduction of an online registration scheme
- Introduction of a new online rescore application form
- Development of Standard Operating Procedures for our front-line staff to ensure our customers can get the information they are after at the point of contact.
- Introduction of new business information to help businesses that are starting up to get it right first time.

57. The Food Standards Agency has published its strategic plan 2015-2020 entitled ‘Food we can Trust’ which sets out priorities including a review of the current food safety regulatory approach to ensure that enforcement resources are properly targeted. As part of this strategy the Food Standards Agency’s programme ‘Regulating our Future’ which it hopes to make improvements to the existing regime by making it more modern, risk-based, proportionate, robust and resilient. The impacts of this programme on the Local Authority will
be quite significant in the way that we currently deliver the food service. It includes:

- introducing a new funding model to ensure the future sustainability of the system, one based on the principle that businesses should bear the costs of regulation as this is in line with wider Government Regulatory Policy.

- The Food Standards Agency ambition to have a statutory scheme for display of hygiene ratings in England (already statutory in Wales)

- Allowing within the inspection regime officers to consider 3rd party audits

- Online Service for Food Registration

58. There is no doubt that some of the changes will be of significant benefit to the Local Authority. In Bournemouth there is a limited resource of 3 full time equivalent staff delivering the Food Service but as a Council we have to respond to risk and public health issues which can pull our resource away from our proactive inspection programme. The changes will allow for a reduced frequency of inspection for businesses that can demonstrate good performance over time.

59. Looking ahead from April 2019 will see a bigger conurbation and a bigger enforcement Authority for food safety with approximately 1500 businesses in Poole and 400 business in Christchurch. We are working closely with our colleagues in Poole and Christchurch to ensure that the Service is merged seamlessly and that we will be compliant with the statutory frameworks.

**Food Poisonings and infectious Disease Control**

60. The Council receives notifications of infections from Public Health England of food poisonings and other infectious diseases as well as complaints of illness received directly from the public. These illnesses are investigated to determine if there is an outbreak and to provide advice and information to prevent the spread of an illness or infection. Locally there have been no confirmed outbreaks associated with food businesses.
<table>
<thead>
<tr>
<th>Infection Type (confirmed by faecal sample)</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campylobacter</td>
<td>263</td>
</tr>
<tr>
<td>Salmonella</td>
<td>25</td>
</tr>
<tr>
<td>Giardiasis</td>
<td>19</td>
</tr>
<tr>
<td>Cryptosporidiosis</td>
<td>6</td>
</tr>
<tr>
<td>E.coli</td>
<td>2</td>
</tr>
<tr>
<td>Dysentery</td>
<td>2</td>
</tr>
<tr>
<td>Legionnaires Disease</td>
<td>2</td>
</tr>
<tr>
<td>Allegations of illness (unconfirmed)</td>
<td>78</td>
</tr>
</tbody>
</table>

**Health and Safety Service**

61. The responsibility for enforcing health and safety is split between the Health and Safety Executive and the Council. The Council enforce health and safety in offices, shops, hotels, builder's merchants and other smaller businesses. The Council's service is limited to providing a response to complaints about unsafe working practices and conditions and investigating accidents reported under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). Accident investigation is limited to the major accidents those where significant life changing injuries have occurred and fatal accidents.

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidents Notified</td>
<td>150</td>
<td>35 received an investigation</td>
</tr>
<tr>
<td>Fatalities Notified</td>
<td>1</td>
<td>Under Investigation</td>
</tr>
<tr>
<td>Health and Safety Complaints</td>
<td>209</td>
<td></td>
</tr>
<tr>
<td>investigated</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Complaints about Commercial Business (noise and odour)**

62. Complaints about noise and from businesses can have a significant impact on people’s health. The main source of commercial noise for the Environmental Health team are from commercial businesses for a whole variety of reasons, including alarms, generators, and delivery vehicles being the most frequent causes. Licensed premises also contributed to a large number of complaints. Providing advice to a business has generally resolved most problems generated from loud
music and ‘people noise’ however where this has been unsuccessful we have served noise abatement notices.

<table>
<thead>
<tr>
<th>Complaint Type</th>
<th>No</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Noise from Commercial Premises</td>
<td>127</td>
<td></td>
</tr>
<tr>
<td>Noise from Licensed Premises</td>
<td>53</td>
<td>22 warning letters and 6 abatement notices served</td>
</tr>
<tr>
<td>Odour from Commercial Premises</td>
<td>29</td>
<td></td>
</tr>
</tbody>
</table>

**Air Quality and Pollution Control**

63. The UK Plan for Tackling Roadside Nitrogen Dioxide Concentrations identified 28 local authorities in England that were required to develop local plans to address exceedances on their roads in the shortest possible time. On 23rd March 2018, the government directed an additional 33 local authorities (one of which was Bournemouth) to conduct a feasibility study to identify measures that could bring forward NO2 concentration compliance within the shortest possible time. Two sections of the A338 (Wessex Way) were predicted by computer modelling to exceed the air quality objectives for Nitrogen dioxide.

64. The results of that study showed that the two areas would be compliant within the required timescale however it highlighted the importance to us of the data collection that we carry out for air quality monitoring across the Borough and how essential it is to informing future building developments and road transport schemes. (Results of this feasibility study are available at www.

65. The Environmental Health Team monitor Nitrogen dioxide across the borough and through a network of monitoring sites. We also manage two air quality stations that monitor a broader range of pollutants on behalf of the Environment Agency. These two stations are part of a national air quality monitoring network consisting of 300 sites across the UK which measure ambient concentrations of various air pollutants. These measurements provide near real time data which is available online and updated hourly.

66. This together with other local data informs our Air quality Annual Status Report that we are required to produce yearly for Defra. This
year’s report is available on the Council website. There were no predicted exceedances for air quality.

67. We have 29 businesses that are required to have a permit to ensure that through their processes that they do not pollute the environment by meeting required air quality standards. The Council issue these permits and inspect these businesses on a regular basis to ensure that they are complying with the conditions of their permit.

The Future of Air Quality and The Clean Air Strategy 2018

68. The Government have produced their Clean Air Strategy 2018 which outlines their ambitions which aims to reduce air pollution generally, make our air healthier to breathe, protect nature and boost the economy.

69. Air pollution is the top environmental risk to human health in the UK, and the fourth greatest threat to public health after cancer, heart disease and obesity. The Strategy covers a broad spectrum of measures to improve air quality and those most relevant to the Council relate to domestic burning.

70. There has been a recent rise in the popularity of wood burning stoves and open fires. Currently we are collecting data as to the number of and type of complaints of this nature and any impacts on air quality.

71. Burning solid fuel in open fires and stoves makes up 38% of the UK’s primary emissions of fine particulate matter (PM2.5). Harmful sulphur dioxide (SO2) is also emitted by coal burned in open fires. It is the Government’s intention to:

- legislate to prohibit the sale of the most polluting fuels.
- Ensure that only the cleanest stoves are available for sale by introducing tougher emissions standards for all new domestic stoves.
- Give new powers to local authorities to take action in areas of high pollution, bringing legislation into the 21st century with more flexible, proportionate enforcement powers.
- Ensure that consumers understand what they can do to reduce their impact from burning.
- Ensuring only the cleanest fuels are available for sale.

72. For the year ahead, it is our intention to monitor complaints about domestic burning and consider any relevant educational campaigns.
or where necessary enforcement sanctions based on existing or new legislation.

**Planning Developments and Contaminated Land Consultations**

73. The Planning Department Consult with us on relevant planning applications received by the Council. We provide information to planners on the impact of proposed developments in relation to issues such as noise, air quality and contaminated land. This early intervention is designed to prevent future complaints and public health problems. One of the main difficulties we experience is the mix of residential properties in the town centre which has a thriving night time economy so mitigating issues of noise at the earliest opportunity is particularly important for us is this location.

<table>
<thead>
<tr>
<th>Type of Application</th>
<th>Number commented on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning Applications</td>
<td>296</td>
</tr>
<tr>
<td>Contaminated land applications and enquiries</td>
<td>135</td>
</tr>
</tbody>
</table>

**Stray Dogs and Dog Control**

74. In 2016 it became compulsory for dogs to be microchipped with the details of the dog’s owner. This together with social media has significantly reduced the number of stray dogs that require intervention by the Council.

75. Control of dogs is an important part of the service. The Council deal only with complaints about dog control and dog(s) attacking another dog or dogs. Attacks on people by dogs are investigated by the Police. Unfortunately, during a dog attacking another dog it is possible for the owner to get hurt whilst trying to prevent an attack or protecting their own pet.

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Found Dogs</td>
<td>128</td>
<td></td>
</tr>
<tr>
<td>Dogs Collected by the Council</td>
<td>55</td>
<td></td>
</tr>
<tr>
<td>Dog attacks</td>
<td>71</td>
<td>(dog attacking another dog)</td>
</tr>
<tr>
<td>Complaints about control</td>
<td>17</td>
<td></td>
</tr>
</tbody>
</table>

(April 2018 – Feb 2019)
Animal Licensing

76. This year saw the introduction of new Animal Licensing Legislation. Our officers have been working hard to ensure that all our licensed premises are compliant with the new legislation and associated guidance. Almost all of the new licenses have now been issued. The new legislation and guidance is more comprehensive and provides for much tighter controls on:

- The sale of puppies and kittens
- Has brought in a new “star rating” for dog breeders, pet shops and others to help people rate them on their animal welfare standards.

Licensing

Premises Licensing

77. The team oversee the administration and regulation of premises licences which permit the supply of alcohol, playing live and recorded music, provision of late night refreshment, playing films, sporting events plays, gambling, and sexual entertainment.

78. Officers provide support to businesses throughout the application process and mediate with the Responsible Authorities (Dorset Police, Environmental Health, Planning, Trading Standards, Public Health and Child Protection Services) to assist in the agreement of conditions. Where objections are raised and mediation fails the application is referred to the Licensing Board for a decision which can include agree additional conditions, vary the licence applied for or even refuse the application.

79. Where premises are causing issues resulting in complaints direct to the team or via Dorset Police then officers will undertake visits and take any necessary action which can include seeking a review of a licence.

80. The following table shows the level of output related to Premises Licensing in the last year:

<table>
<thead>
<tr>
<th>Activity</th>
<th>No. issued/Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Requests</td>
<td>659</td>
</tr>
<tr>
<td>Visits made -Multiagency</td>
<td>46</td>
</tr>
<tr>
<td>LA03 Applications – new, variation, transfer, personal, DPS</td>
<td>1275</td>
</tr>
<tr>
<td>Suspended for non-payment</td>
<td>184</td>
</tr>
</tbody>
</table>
81. Looking ahead the policies and practices which we rely on to oversee the application process will need to be reviewed and updated to cover the entire conurbation. Bournemouth alone has adopted a Sexual Entertainment Venue policy which limits and sets out very specific conditions applicable to any such venue which includes gentleman’s clubs and sex shops.

82. Bournemouth also has a Cumulative Impact Policy as a special appendix to the overall Statement of Licensing Policy. This will have to go out to extensive public consultation and will rely heavily on statistics from Dorset Police if it is to continue to be supported.

**Vehicle Licensing**

83. The team are also responsible for overseeing the application and ongoing compliance of Taxi and Private Hire Drivers, Taxi and Private Hire Vehicles and Taxi Operators. This includes ensuring all drivers and vehicles remain ‘fit and proper’ and do not pose a risk to the public.

84. Vehicles are checked for mechanical safety before being issued with a licence and every 6 months thereafter by way of a Vosa mot and then a mechanical certificate issued by the Councils Southcote Road depot. The Licence is renewed every 12 months and all documentation including insurance is checked. If the Vosa or Southcote road checks are not carried out the vehicle licence is suspended.

85. Drivers undergo rigorous checks prior to being issued with a licence which includes a medical, enhanced DBS check, DVLA check, they have to pass a knowledge test and also sit the councils online Child Sexual Awareness training.

86. Once licenced they have to renew every three years when they DVLA licence and enhanced DBS is checked again. At the age of 45 drivers must have a medical every three years and at 60 the medical is required annually. Failure to provide the medical on their birthday results in their licence to drive being suspended until the necessary document is submitted and checked.
87. The following table shows the level of output related to Vehicle Licensing in the last year;

<table>
<thead>
<tr>
<th>Activity</th>
<th>No. issued/outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Requests</td>
<td>399</td>
</tr>
<tr>
<td>Licensing Board</td>
<td>12 (3 drivers Licences revoked)</td>
</tr>
<tr>
<td>Vehicle Inspections</td>
<td>55</td>
</tr>
<tr>
<td>Driver Applications and upgrades</td>
<td>15</td>
</tr>
<tr>
<td>Driver Renewals</td>
<td>84</td>
</tr>
<tr>
<td>Medicals</td>
<td>322</td>
</tr>
<tr>
<td>Medical Suspensions</td>
<td>104</td>
</tr>
<tr>
<td>Vosa check</td>
<td>539</td>
</tr>
<tr>
<td>Mot Suspensions</td>
<td>104</td>
</tr>
<tr>
<td>Mechanical Certificate checks</td>
<td>650</td>
</tr>
<tr>
<td>Stop Notices</td>
<td>408 (stop vehicle from use while repairs are undertaken)</td>
</tr>
</tbody>
</table>

88. Looking ahead to the council merger, currently the position on taxis is that the current council areas will be preserved as three ‘zones’ for taxi licensing. There is scope for integrating some of the overarching conditions and regulations relating to driver and vehicle suitability which will include looking at clean air legislation and limiting the types of vehicles permitted to ensure they meet set emission standards. There is also a lot of work to do regarding wheelchair accessibility and ensuring the licenced trade are capable to meeting the expectations of all passengers.

89. The Licensing team support the Events team and in particular respond to complaints and take enforcement action against pedlars who fail to meet the conditions of their pedlar licence and the provisions of the Bournemouth Borough Council Act. This year two pedlars have had their goods seized and formal action taken.

90. Emerging technology is also having an impact on the teams work and in particular Facebook. There is a group called Lifts in Poole and Bournemouth with over 7000 members, these people offer lifts for a fee. This can put public safety at risk not only for the passengers but the drivers and other road users. The Licensing Team are working with the civil enforcement teams and Dorset Police to stop and check vehicles in the area targeted by these lift groups around Horseshoe Common and Old Christchurch Road.

Trading Standards

91. The Council’s Trading Standards service has a wide-ranging remit covering more than 70 primary pieces of legislation and around 500 subsidiary sets of regulations. Areas of responsibility include:
92. Consumer advice – for example, guidance for people dissatisfied with purchases or confused by labelling – is initially handled by the Citizens’ Advice Consumer Service (CACS). CACS receives direct government funding to offer advice and to collate information on a national database. Information reports are then sent to the Council for further review and analysis of areas of detriment.

93. The activity of businesses in Bournemouth can have an impact on residents across the UK (and conversely, Bournemouth residents can be affected by traders elsewhere). As a consequence, enforcement activity includes matters where the venue of the offence is beyond Bournemouth Borough Council limits. Officers will assist in regional investigations where there is a Bournemouth connection and work closely with Dorset Police, HMRC and other agencies.

94. In some cases, funding is available from government (Department for Business, Energy & Industrial Strategy – BEIS) to subsidise some legal costs – however much of the staffing and resource comes from the Council’s budget.

95. Where possible, Trading Standards’ prosecutions will be linked to action under the Proceeds of Crime Act 2002. This allows the courts to recover assets acquired by criminals and deprive them of the benefit of their activities. Some of the money recovered goes to government and the courts, while the rest can be used to reimburse cheated consumers or to fund community projects.

96. The number of enquiries received by the service is shown for the last two calendar years, showing little variation by percentage. Consumer complaints will almost all be handled by CACS in the first place before referral: where follow-up is necessary, it will come from the local authority where the complainant lives. “Other agencies” indicates police/HMRC/government bodies, or industry regulators, or other local authorities contemplating legal action.

<table>
<thead>
<tr>
<th>Total TS enquiries pa.</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2882</td>
<td>3182</td>
</tr>
<tr>
<td>Complaints from Bmth Consumers</td>
<td>1336 (46%)</td>
<td>1457 (46%)</td>
</tr>
<tr>
<td>Complaints from elsewhere</td>
<td>1131 (39%)</td>
<td>1219 (38%)</td>
</tr>
<tr>
<td>Enq from other agencies</td>
<td>284 (10%)</td>
<td>280 (9%)</td>
</tr>
</tbody>
</table>
97. Trader advice queries represent a small proportion numerically, although it is recognised that business guidance can be complex and time-consuming, both for officers and for the businesses concerned. Free business advice is offered for start-ups. Traders may also require assistance to implement corrective action where documents and trading practices fall short of acceptable standards or where there are legislative changes.

98. In this light, Brexit – whether with or without a deal – is likely to bring an increased compliance burden to the business community. This is particularly the case for traders whose goods and services have to meet the demands of markets outside the UK with differing sets of labelling.

99. The replacement of EU standards, particularly in respect of consumer safety testing, may also lead to an element of confusion or the need for regulatory reassurance. As a consequence, it is anticipated that the demands on TSS for trader advice will grow markedly post-Brexit.

100. Council officers visit and inspect premises that store explosives to ensure the safety of staff, customers and neighbouring properties. Licences and registrations are then granted. In the last year, one licence was revoked due to unsafe storage (1198 Ringwood Road). Officers had previously worked with the business in an attempt to remedy the situation but were left with no option but to revoke the licence.

101. Visits were conducted to local traders selling vaping liquids and equipment following changes to the governing legislation. Follow-up advice was given to Bournemouth businesses that were not complying fully with the law: referrals were made to other TSS where problems originated outside Bournemouth. Officers also participate in the regional initiative, Operation Haze, investigating claims of illicit tobacco sales.

102. Officers liaised with the national safety body at central government in respect of queries emanating from other European countries. In particular there was focus on one long-established cosmetics manufacturer in the area. The business was able to demonstrate extensive safety records and procedures developed with Council officers over many years of liaison: it became apparent that the query related to a misunderstanding by a rival European trader. No enforcement action was needed.

103. The Council is a regional lead in BEIS’ Market Surveillance Project on Laser Pointers. The project aims to prevent the sale of overly-powerful laser pointers, often connected to anti-social misuse, and officers will be conducting spot-checks and test-
purchases where appropriate. Government aims to report later in the year.

**Planning Enforcement**

104. Regulatory Services also includes the Council’s Planning Enforcement team. They report quarterly to the Planning Board and the report is circulated to all members. Consequently, the content is not reproduced here.

105. **Regulatory Technical Support Team**

106. The Technical Support Team provides administration support and advice and guidance to customers for Regulatory Services. The customer support team is an essential part of the service as it facilitates resolving problems by clarifying the customer’s complaint or request for advice at the earliest opportunity. The administration part of the service includes data entry and processing of applications for statutory services, which must be delivered in prescribed timescales. Over the period from April 2018 to February 2019 we have taken over 8000 calls and applications for the service.

107. Looking forward to the year ahead will provide challenges as it is essential that we align our services with Christchurch and Poole. From 1st April the team will be providing support for Christchurch and some aspects of the Poole service. It is essential therefore to merge the IT for Regulatory Service into one system for Christchurch and Bournemouth initially and Poole will be added during the transition period. The objective of this process is to ensure a seamless transition for the customer.

**Consultation**

No consultation requirement.

**Options**

This report is for information only.

**Summary of financial/resource implications**

N/A

**Summary of legal implications**

N/A

**Summary of human resources implications**
**Summary of environmental impact**

1. The ease of reporting and effectiveness of early intervention has improved the environment for residents across the Borough, but particularly in the target areas. Systems are in place now to identify owners and any other responsible parties more efficiently and try to deal with issues by contacting them at an early stage and warn generally only once, before progressing to enforcement action if possible. In many cases this ensures an unacceptable environmental situation, either being noise, untidy sites, drainage or other nuisances are dealt with quicker than previously if at all possible.

2. Where there are barriers to this, either legally or practically, the resident is kept updated and advised of limitations helping to manage expectation that would have previously not happened.

3. Working in partnership with numerous departments and agencies ensures effective targeted action and enforcement for many environmental issues.

**Summary of equalities and diversity impact**

N/A

**Summary of risk assessment**

N/A

**Background papers**

N/A

**Appendices**

Appendix A – Service scope for Communities, Enforcement and Regulatory Services
Appendix A

Communities, Enforcement and Regulatory Services

Service Scope

Private Sector Housing Enforcement

- Houses in Multiple Occupation (HMO) Licensing
- Management Inspections
- Housing Health and Safety Rating (HHSRS) Inspections and action
- Responding to housing standards complaints
- Mobile Home Site Licensing
- Provision of Private Sector Housing Service for Borough of Poole

Community Enforcement

- Domestic noise nuisance and other nuisances such as smoke, dust, odours
- Accumulations of refuse
- Untidy sites
- Drainage
- Unsecured buildings
- Bins on pavements
- Graffiti on private properties
- Fly-tipping on private properties
- Out of hours noise service for residential properties

Anti-Social Behaviour (ASB)

- ASB complaints and case management
- Supporting vulnerable victims
- Enforcement activity i.e. Community Protection Notices, Civil Injunctions, Anti-Social Behaviour Injunctions, Closure Orders

Empty Homes

- Empty Homes Strategy
- Bringing empty homes back in to use

Targeted Enforcement (Operation Galaxy)

- A borough wide service considering private sector housing, anti-social behaviour and community enforcement issues using a targeted and analytical approach. Targeted Enforcement is the outcome of the 2017 selective licensing consultation and the initial area focuses in the Boscombe, Eastcliff and Springbourne area.
- A focus on both enforcement and support, looking to assist and support vulnerable adults as well as promoting tenant rights and landlord responsibilities.
- Case management of reactive cases from Private Sector Housing and Community Enforcement within the target area, and a proactive inspection regime.
• Multi-agency working to include co-location with Dorset Police and shared working practices.

Community Safety Accreditation Schemes (CSAS)

• Community safety patrolling officers working within Boscombe, and a new scheme launched within the Town Centre in Summer 2018.
• To reduce issues such as aggressive begging, street drinking and street based anti-social behaviour through the use of targeted powers and pro-active uniformed presence.
• 2 officers work in each scheme within the local Dorset Police Neighbourhood Policing Teams and benefit from joint working, co-location and police support.

Communities Team

• Oversees the delivery of the Boscombe Commitment and West Howe Commitment document
• Manages BH Coastal Lottery
• Manages Bournemouth & Poole Sustainable Food City Partnership
• Support community groups and trustees to run 9 community centres across Bournemouth
• Provides funding advice, support and guidance to voluntary sector organisations
• Supports communities to run event and activities, meetings and forums
• Oversees the delivery of the Community Infrastructure Levy (CIL)
• Co-ordinates and support the 3T’s project (Townsend Together Team)
• Manages the twice weekly street market
• Manages the contracts/Service Level Agreements for:
• Healthwatch Dorset, the consumer voice for health and social care;
• Help with Health Complaints, who support people making complaints to the NHS;
• Citizens Advice Bureau, providing independent advice;
• Council for Voluntary Services, who support and represent Bournemouth’s voluntary sector
• Safewise, a local charity who use realistic scenarios to raises awareness of personal safety, develop life skills and encourage health, active lives

Trading Standards

Enforcement activity includes matters where the venue of the offence is beyond Bournemouth Borough Council limits. Officers will assist regional investigations where there is a Bournemouth connection.

• Fraud investigation
• Food standards
• Consumer Safety
• Weights and Measures
• Explosives Storage and Licensing
• Petroleum Storage and Licensing
Environmental Health

The Environmental Health Service is a broad service that covers a number of different subject areas including:

- Food Hygiene Service
- Infectious Diseases Control
- Health and Safety Complaint and Accident Investigation
- Commercial Noise and Odour
- Planning Developments and Contaminated Land Consultations
- Air Quality
- Stray dogs and
- Control of Dogs
- Animal Licensing

Licensing

- Alcohol, music, dancing, sporting, late night refreshment licensing
- Gambling Licensing
- Sexual Entertainment Venues
- Taxi Licensing
- Scrap Metal Licensing
This report provides a summary of the scrutiny priorities, issues being monitored and the ongoing reviews of this Overview and Scrutiny Panel. Members of the Panel are asked to consider the report, amend it as appropriate and approve it for consideration by the BCP Shadow Overview and Scrutiny (O&S) Committee.

This information has been compiled for passing to the BCP Shadow O&S Committee, which will consider a report of this nature from all scrutiny bodies in preceding authorities. The purpose of this exercise is to ensure that there is a mechanism for the overview and scrutiny function in the new BCP Council to be informed of work within previous councils, avoid duplication, ensure areas of current monitoring are not overlooked and new priorities can be established in an
informed way taking account of previous scrutiny activity in the BCP area.

The Shadow O&S Committee will consider a report collating this information in March 2019, with a view to making recommendations to the new BCP Authority Overview and Scrutiny function.

**Recommendations**

That Members of this Panel consider, amend and approve the report at Appendix 1 for consideration by the Shadow O&S Committee at its meeting on 6 March.

**Reasons for recommendations**

This headline report will assist the Overview and Scrutiny function in the new Bournemouth, Christchurch and Poole authority to understand the current key overview and scrutiny issues across the BCP area and to effectively prioritise its future work.

**Background detail**

1. At its meeting in September 2018, the Bournemouth, Christchurch and Poole (BCP) Shadow Overview and Scrutiny Committee discussed and agreed that it could add value by co-ordinating information on current scrutiny priorities within the BCP area, for passing to the BCP Council upon its establishment in April 2019. The Shadow O&S Committee agreed to invite reports from all O&S bodies of the three preceding councils of Bournemouth, Christchurch and Poole, in order to provide opportunity for these O&S bodies to set out current work priorities and recent work undertaken. In this way, the Shadow O&S Committee will act as a conduit for the passing of information to the new BCP O&S function which will be able to use this information to inform its work planning.

2. All reports provided by preceding authority scrutiny bodies will be considered by the Shadow O&S Committee on 6 March 2019. The Shadow O&S Committee will be asked to take account of these reports and make recommendations to the BCP O&S function. It will be for Members of the new BCP O&S function, when known, to ultimately determine the scrutiny priorities of the BCP Council.

**Consultation**
3. All O&S Chairman of preceding authorities have been provided with a template to be populated with assistance from Officers. The relevant report for Community Overview and Scrutiny Panel is appended for further comment and approval by Members at this meeting.

**Options**

4. Members are asked to consider, amend and agree the report attached for consideration by the Shadow O&S Committee on 6 March 2019.

5. O&S bodies are not obliged to provide a report to the Shadow O&S Committee. This option will result in members of the new BCP scrutiny function being unable to take account of the priorities of this panel/committee when planning future work.

**Summary of financial/resource implications**
BCP Council O&S resources can be most effectively targeted if the function is provided with a full outline of current scrutiny priorities across the BCP area.

**Summary of legal implications**
N/A

**Summary of human resources implications**
N/A

**Summary of environmental impact**
N/A

**Summary of equalities and diversity impact**
N/A

**Summary of risk assessment**
Any current areas of significant concern or identified risks, in the view of preceding authority scrutiny bodies, may not be known by the new BCP authority scrutiny function if the information is not passed to the authority using this mechanism.

**Background papers**
None

**Appendices**
Appendix 1 – Community Overview and Scrutiny Panel Headline Report to the Shadow Authority Overview and Scrutiny Committee
Panel: Community Overview and Scrutiny Panel, Bournemouth Borough Council

1 **Panel’s main terms of reference:**

- Council's designated crime and disorder committee, with statutory duties it undertakes through scrutiny of community safety partnership arrangements.

- Policy development, monitoring and scrutiny, including holding the executive to account in the following areas:
  - Community Safety
  - Communities, Enforcement and Regulatory Services
  - Housing, including Housing Strategy and Policy, Homelessness related strategies, and Housing Options and Advice
  - Library Service, and Archives
  - Arts and Cultural Development
  - Adult Learning – ‘Skills and Learning, Bournemouth Dorset and Poole’
  - Coroners Service
  - Bereavement Service

2 **Main topics recently considered:**

- Community Safety Partnership (statutory scrutiny)
- Communities and Enforcement
- Housing related strategies including homelessness

In the form of annual reports, six-month updates and issue specific reports

3 **Issues being monitored:**

- As above, plus:
  
  Annual monitoring* of services, including
  - Adult Learning Service
  - Coroners Service
  - Libraries
  - Cultural Strategy

*The Panel has started to use information /exception reports in some of these areas.

The Panel has also kept a watching brief on the impact of welfare reform on the community.
4 **Suggested areas for future scrutiny:**

**Statutory scrutiny:**

- Community Safety Partnership (CSP) – New Bournemouth, Christchurch and Poole CSP from 1 April 2019.

**Priority areas (risk focussed):**

- Communities and Enforcement and Regulatory Services
- Housing related strategies, including Homelessness and the Housing Revenue Account (HRA), and the impact of welfare reform
- Adult Learning Service
- Libraries

**Specific items recommended to carry forward from current work programme:**

- Neighbourhood strategy

**Additional comments:**

The Panel recommends that future O&S work planning includes key risk-based scrutiny of the implementation of the new BCP Council, its organisational structures and service modelling.

5 **Suggested areas for Member training:**

- Community Safety Partnership – setting out the role of the partnership and the role of the Panel in undertaking its statutory scrutiny function
- Communities and Enforcement and Regulatory Services
- Housing related strategies, including Homelessness and the Housing Revenue Account (HRA)
## Forward Plan – Community Overview and Scrutiny Panel

### 1. SCHEDULED FOR PANEL MEETING: 28 FEBRUARY 2019

<table>
<thead>
<tr>
<th>Subject</th>
<th>Reason for Review</th>
<th>Benefits</th>
<th>Responsible Officer, Cabinet Portfolio</th>
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<tbody>
<tr>
<td>Communities, Enforcement and Regulatory Services annual report</td>
<td>To consider an annual update on the progress of the Communities, Enforcement and Regulatory Services teams since last reported to the Panel in April 2018.</td>
<td>Opportunity for the Panel to regularly monitor the performance of these services to ensure that positive outcomes for communities are being delivered.</td>
<td>Kelly Ansell, Head of Communities, Enforcement and Regulatory Services / Cross Cutting Portfolios</td>
</tr>
<tr>
<td>Overview and Scrutiny Headlines</td>
<td>To approve a report identifying overview and scrutiny priorities, issues being monitored, and ongoing reviews of the Community O&amp;S Panel, for recommending to the Shadow O&amp;S Committee at its meeting on 6 March 2019.</td>
<td>All O&amp;S bodies of preceding authorities are invited to provide a report which will be passed to the new BCP Council via the Shadow Authority. This will assist the O&amp;S function in the new BCP Council to effectively prioritise its future work.</td>
<td>Bill Cotton - Executive Director, Environment &amp; Economy / Cross Cutting Portfolios</td>
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## 2. PROPOSED ACTIONS IN RESPECT OF REMAINING ITEMS ON THE FORWARD PLAN

<table>
<thead>
<tr>
<th>Subject</th>
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<th>Responsible Officer, Cabinet Portfolio</th>
<th>Comments and Proposed Action</th>
</tr>
</thead>
</table>
| BH Coastal Lottery          | To consider a report on how the lottery scheme has performed in its first year of operation. | Opportunity for Panel to review the scheme.            | Kelly Ansell, Head of Communities, Enforcement and Regulatory Services / Councillor Jane Kelly - Regeneration & Public Health | Comment:  
Due to the timescales (first draw in March 2019) it is too early to review the scheme prior to BCP.  
Action:  
Update on progress to be provided as part of Communities report to Panel on 28 February. |
| Private Sector Housing Strategy | To consider the proposed Private Sector Housing Strategy. | Opportunity for the Panel to have input into new strategy as it is being developed. | Kelly Ansell, Head of Communities, Enforcement and Regulatory Services / Councillor Robert Lawton - Housing | Comment:  
Strategy on hold due to LGR and reprioritisation of resource  
Action:  
Will be included as part of the ‘Housing related strategies’ priority area suggested for future O&S (see Scrutiny Headline report) |
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<tr>
<td>Bournemouth and Poole Library Service - Business Development</td>
<td>To consider a report on business development and marketing of libraries once the joint service arrangements have been fully implemented.</td>
<td>Panel continues to be engaged in this area of work.</td>
<td>Neil Goddard - Service Director, Community Learning and Commissioning / Councillor Pat Oakley - Tourism, Leisure and the Arts</td>
<td>Action: Libraries identified as a proposed priority area for future O&amp;S (see Scrutiny Headline report)</td>
</tr>
<tr>
<td>Cultural Strategy - review of executive summary</td>
<td>Twelve months on from adoption of strategy - Summer 2019</td>
<td></td>
<td>Head of Economic and Cultural Development / Councillor Pat Oakley - Tourism, Leisure and the Arts</td>
<td>Action: A wider ‘Cultural Enquiry’ for Bournemouth, Christchurch and Poole 2019 is now underway, therefore not proposed as priority/high risk area at this stage.</td>
</tr>
<tr>
<td>Pavilion Dance South West</td>
<td>To consider an annual report</td>
<td></td>
<td>Head of Economic and Cultural Development / Councillor Pat Oakley - Tourism, Leisure and the Arts</td>
<td>Action: A wider ‘Cultural Enquiry’ for Bournemouth, Christchurch and Poole 2019 is now underway, therefore not proposed as priority/high risk area at this stage.</td>
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<td>‘The Bournemouth Compact’ / Volunteering</td>
<td>Item carried over from previous work programmes but not yet actioned.</td>
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<td>Action:</td>
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<td>Update on community volunteering to be provided as part of Communities, Enforcement and Regulatory Services report to Panel on 28 February.</td>
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