

North East Derbyshire District Council

Cabinet

28 June 2017

The Impact of Town Centre Environments on Community Safety Scrutiny Review

Report of Councillor J Lilley, Portfolio Holder with Responsibility for Community Safety, Equality & Diversity and Health

This report is public

Purpose of the Report

- That Cabinet confirm acceptance of the Scrutiny Review recommendations attached as **Appendix 1** to the report.
- That Cabinet approve the action plan, attached as **Appendix 2** to the report, from the Lead Officer.

1 Report Details

- 1.1 The purpose of this report is to detail the lead officer's response, Assistant Director - Streetscene, to the findings on the Scrutiny report on The Impact of Town Centre Environments on Community Safety. The Review details the findings, conclusions and recommendations of the Panel, as set out at **Appendix 1**.
- 1.2 The lead officer's response to the review is contained in the Action Plan, which details proposals of how officers intend to address the recommendations made by the scrutiny panel, as set out at **Appendix 2**.
- 1.3 The review aimed to:-
- Consider what impact environment has on levels of crime and disorder in our town centres;
 - Review what actions the Council takes to create environments in town centres that improve Community Safety;
 - Consider how effective these measures are;
 - Identify any areas for improvement;
- 1.4 The recommendations following the review were:-
- That further work be undertaken to raise the profile of the Community Safety Partnership in our town centres including:
 - The Community Safety Partnership to provide an advice event within the Districts town centres for businesses on ways they could make their business safer, including advice on lighting and providing their own CCTV cameras.

- That a representation be sent to the Police and Crime Commissioners Office regarding the level of police presence in the Districts town centres
- That a representation be made to Derbyshire County Council regarding the lack of vehicle parking enforcement activities within Eckington and Clay Cross Town Centres with a view to improving pedestrian safety.
- That the Council consider further regeneration activities in Eckington Town Centre to improve its appearance and help revitalise its businesses.
- That a letter be sent to shop owners/landlords in Eckington Town Centre asking them to improve the appearance of their properties.
- That the Council review how business rates are calculated, especially for new start up businesses to encourage take up.
- That the Council when considering the makeup of its town centres seek to use any powers available to it to levy an extra rate for certain businesses, like take a ways, to obtain a mixture of businesses that support increased footfall throughout the day
- That further work be undertaken to foster the links between the Town Teams, Parish Councils and the District Council, including elected members, to encourage co-operation on regeneration and community safety within the Districts town centres
- That the Council seek to be more assertive in its enforcement of fly tipping, dog fouling, fly posting and general rubbish to ensure the cleanliness and appearance of the District town centres support a cared for environment.
- That the issues raised regarding signage in this report, both traffic and advertising related, be investigated further to see if any action could be taken to improve them.

1.5 A copy of the report produced by the Communities Scrutiny Committee is attached at **Appendix 1**.

2 Conclusions and Reasons for Recommendation

2.1 Cabinet is asked to confirm their support for the review recommendations.

2.1 Cabinet is asked to agree the actions identified in the action plan attached at **Appendix 2**.

3 Consultation and Equality Impact

3.1 As part of the scrutiny review various officers and members were consulted.

4 Recommendations

4.1 That Cabinet confirm acceptance of the Review recommendations and approves the Action Plan attached at **Appendix 2** to this report.

5 Decision Information

<p>5.1 Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>District Wards Affected</p>	N/A
<p>Links to Corporate Plan priorities or Policy Framework</p>	Supporting our communities to be Healthier, Safer, Cleaner and Greener

6 Document Information

Appendix	Title
1	Communities Scrutiny Committee – Report
2	The Impact of Town Centre Environments Scrutiny Review Action Plan
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
None	
Report Author	Contact Number
Steve Brunt (Assistant Director – Streetscene)	01246 217264

North East Derbyshire District Council

Cabinet

10 May 2017

The Impact of Town Centre Environments on Community Safety Scrutiny Review

Report of Councillor T Reader - Chair of the Communities Scrutiny Committee

This report is public

Purpose of the Report

- To ask Cabinet to approve the recommendations of the Communities Scrutiny Committee's Review of The Impact of Town Centre Environments on Community Safety.

1 Report Details

- 1.1 The Communities Scrutiny Committee agreed to undertake a review of Town Centre Environments on Community Safety as part of its work programme for 2016/17. It was felt timely to review this area as ensuring that our town centres were safe, attractive and healthy places to live was a key ambition for the Authority. The Committee is also the Statutory Committee for the review of the work of the Community Safety Partnership.
- 1.2 The review aimed to:
- Consider what impact environment has on levels of crime and disorder in our town centres
 - Review what actions the Council takes to create environments in town centres that improve Community Safety
 - Consider how effective these measures are
 - Identify any areas for improvement
- 1.3 The Review Panel met on six occasions and considered a variety of information to gain an understanding of the subject area. The Review Panel interviewed a range of officers and the Portfolio Holder with responsibility for Community Safety, Equality & Diversity and Health and the Portfolio Holder for Environment. The full report attached at **Appendix A** sets out in more detail the evidence gathered and a synopsis of the views expressed.
- 1.4 Discussions were held with the Town Teams of Clay Cross and Eckington. Some members of the Review Panel also visited Clay Cross and Eckington Town Centres to talk with business owners directly.

1.5 The recommendations are:

- That further work be undertaken to raise the profile of the Community Safety Partnership in our town centres including:
 - The Community Safety Partnership to provide an advice event within the Districts town centres for businesses on ways they could make their business safer, including advice on lighting and providing their own CCTV cameras.
- That a representation be sent to the Police and Crime Commissioners Office regarding the level of police presence in the Districts town centres
- That a representation be made to Derbyshire County Council regarding the lack of vehicle parking enforcement activities within Eckington and Clay Cross Town Centres with a view to improving pedestrian safety.
- That the Council consider further regeneration activities in Eckington Town Centre to improve its appearance and help revitalise its businesses.
- That a letter be sent to shop owners/landlords in Eckington Town Centre asking them to improve the appearance of their properties.
- That the Council review how business rates are calculated, especially for new start up businesses to encourage take up.
- That the Council when considering the makeup of its town centres seek to use any powers available to it to levy an extra rate for certain businesses, like take a ways, to obtain a mixture of businesses that support increased footfall throughout the day
- That further work be undertaken to foster the links between the Town Teams, Parish Councils and the District Council, including elected members, to encourage co-operation on regeneration and community safety within the Districts town centres
- That the Council seek to be more assertive in its enforcement of fly tipping, dog fouling, fly posting and general rubbish to ensure the cleanliness and appearance of the District town centres support a cared for environment.
- That the issues raised regarding signage in this report, both traffic and advertising related, be investigated further to see if any action could be taken to improve them.

2 Conclusion and Reason for Recommendation

- 2.1 To support the Council in ensuring our town centres are safe, attractive and healthy places to live.

3 Consultation and Equality Impact

- 3.1 As detailed in the full report.

4 Alternative Options and Reasons for Rejection

- 4.1 Not applicable

5 Implications

5.1 Finance and Risk Implications

5.1.1 This will be determined if Cabinet decide to accept the Scrutiny Review recommendations as part of the Lead Officer response.

5.2 Legal Implications including Data Protection

5.2.1 These will be determined if Cabinet decide to accept the Scrutiny Review recommendations as part of the Lead Officer response.

5.3 Human Resources Implications

5.3.1 This will be determined if Cabinet decide to accept the Scrutiny Review recommendations as part of the Lead Officer response.

6 Recommendations

6.1 To ask Cabinet to consider the recommendations in paragraph 1.5 of the Communities Scrutiny Committee and if accepted ask officers to provide a response in consultation with the relevant Portfolio Holder.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is an executive decision which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
Is the decision subject to Call-In? Only Key Decisions are subject to Call-In)	No
District Wards Affected	N/A
Links to Corporate Plan priorities or Policy Framework	N/A

8 Document Information

Appendix No	Title
A	The Impact of Town Centre Environments on Community Safety
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
None	
Report Author	Contact Number
Sue Veerman (Overview & Scrutiny Manager)	(01246) 217060

AGIN 5 (CAB 0510) 2017 – TC Scrutiny Review/AJD

**NORTH EAST DERBYSHIRE
DISTRICT COUNCIL**

OVERVIEW AND SCRUTINY

**THE IMPACT OF TOWN CENTRE
ENVIRONMENTS ON COMMUNITY
SAFETY**

APRIL 2017

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Chair's Foreword

I am pleased to present this report on behalf of the scrutiny review panel of the Communities Scrutiny Committee. It details findings, conclusions and recommendations from its review into town centre safety.

For the purpose of the short review period the Committee focused on two of our districts towns of Clay Cross and Eckington. During the review evidence was gathered using a number of sources including Parish council colleagues, town teams, safer neighbourhood team, officers of the council and business owners themselves.

It's pleasing to see that on the whole evidence suggests that our towns are mostly seen as safe. Issues highlighted included lighting, traffic movements, signage, patron's leaving public houses after dark and the overall look of the town (especially prominent in Eckington).

The town centre walkabouts were particularly useful and gave a real idea of the issues faced in the town centres and the Committee have made relevant recommendations contained in the report that we believe will support the towns to become even safer and more attractive places to live and work for future generations.

The Committee has made a bold recommendation in which real consideration is given to the reduction in business rates to support in attracting and keeping an increasing selection of businesses and increasing footfall in our town centres which was highlighted as way of making town centres feel safer and vibrant. It was also interesting that none of our business owners are aware of the work by our safer neighbourhood team and how they can work with the town centre businesses to increase security in their premises, This has been highlighted as a priority and should be promoted to our business owners.

I would like to extend a personal thank you to all of our business owners, parish colleagues and everyone who took part in the review. Thank you to all the scrutiny panel members who made the process so enjoyable and interesting. I would also like to extend a special thanks to the Scrutiny Manger Sue Veerman for her hard work and without her input this review would not have been possible.

Kindest regards

Councillor Tracy Reader

Review Panel

The review panel comprised the following members:

- Councillor T Reader - (Labour) – Review Panel Chair
- Councillor W Armitage - (Conservative)
- Councillor B Barnes - (Labour)
- Councillor L Blanshard - (Conservative)
- Councillor M Foster - (Conservative)
- Councillor J Hill - (Labour)
- Councillor C Hunt - (Labour)
- Councillor L Robinson - (Labour)
- Councillor C Tite - (Labour)

1. Recommendations

- 1.1 That further work be undertaken to raise the profile of the Community Safety Partnership in our town centres including:
 - The Community Safety Partnership to provide an advice event within the Districts town centres for businesses on ways they could make their business safer, including advice on lighting and providing their own CCTV cameras.
- 1.2 That a representation be sent to the Police and Crime Commissioners Office regarding the level of police presence in the Districts town centres
- 1.3 That a representation be made to Derbyshire County Council regarding the lack of vehicle parking enforcement activities within Eckington and Clay Cross Town Centres with a view to improving pedestrian safety.
- 1.4 That the Council consider further regeneration activities in Eckington Town Centre to improve its appearance and help revitalise its businesses.
- 1.5 That a letter be sent to shop owners/landlords in Eckington Town Centre asking them to improve the appearance of their properties.
- 1.6 That the Council review how business rates are calculated, especially for new start up businesses to encourage take up.
- 1.7 That the Council when considering the makeup of its town centres seek to use any powers available to it to levy an extra rate for certain businesses, like take a ways, to obtain a mixture of businesses that support increased footfall throughout the day
- 1.8 That further work be undertaken to foster the links between the Town Teams, Parish Councils and the District Council, including elected members, to encourage co-operation on regeneration and community safety within the Districts town centres
- 1.9 That the Council seek to be more assertive in its enforcement of fly tipping, dog fouling, fly posting and general rubbish to ensure the cleanliness and appearance of the District town centres support a cared for environment.
- 1.10 That the issues raised regarding signage in this report, both traffic and advertising related, be investigated further to see if any action could be taken to improve them.

2. Introduction

- 2.1 At its meeting on 2nd June, 2016 the Communities Scrutiny Committee agreed to undertake a review of The Impact of Town Centre Environments on Community Safety.
- 2.2 Ensuring that our town centres were safe, attractive and healthy places to live was a key ambition for the Authority. The Council undertook a number

of measures to support this objective including being part of a Community Safety Partnership. The Committee thought it timely to look at how these arrangements were working.

3. Scope of Review

3.1 The review aimed to:

- Consider what impact environment has on levels of crime and disorder in our town centres
- Review what actions the Council takes to create environments in town centres that improve Community Safety
- Consider how effective these measures are
- Identify any areas for improvement

4. Method of Review

4.1 The review panel met on six occasions to consider the scope of the review, key issues they wanted to discuss and key people they wished to interview.

4.2 Evidence was gathered in a variety of ways including written sources and interviews with a range of officers. At the first meeting of the panel the Community Safety Partnership Manager and a representative from the Police provided an overview of the current position and answered questions from the panel. At subsequent meetings the Portfolio Holder for Community Safety, Equality & Diversity and Health and the Portfolio Holder for Environment were also interviewed.

4.3 Discussion sessions were held with representatives from Clay Cross Town Team and Eckington Town Team. Members of the Committee additionally visited the Town Centres of Clay Cross and Eckington to discuss Community Safety with businesses. Questionnaires were also sent to Parish Councils for Clay Cross, Dronfield, Eckington and Killamarsh.

5. Evidence and Research

5.1 A number of documents and evidence were provided to the review panel for consideration. Details are provided below:

- Town Centre Health Checks – Citizens Panel 2013
- Briefing Paper on CCTV – College of Policing
- Dronfield and Killamarsh Regeneration Frameworks
- Questionnaires from Town Centre Businesses
- Questionnaires from Parish Councils/Councillors

6. Key Findings

6.1 Strengths

- 6.1.1 The Committee interviewed several Council officers who provided evidence of how their role contributed to Community Safety either directly or indirectly as a result of their activities. Examples were provided from Environmental Health, Street Scene and Economic Development. Environment Health and Street Scene advised that they believed the work they undertake to deal with fly tipping, littering, dog fouling, noise, abandoned vehicles, camera deployment and licensing of taxis could all play a part in keeping the environment clean, safe and attractive. This in turn contributes to the safety of town centres. Licensing of take-aways was also a factor including their location, which if the premises were open late might be used by drinkers which could affect people's perception and fear of crime. Several stakeholders expressed the view that the way an area appears can have a positive or negative impact on people's behaviour within that place. The Assistant Director - Street Scene felt that a clean town with presentable and tidy streets discourages crime and encourages a sense of belonging. Several officers commented that the multi agency approach from the various services being used by the Council helped support this.
- 6.1.2 The Committee heard that the Council had implemented regeneration frameworks for its town centres in Clay Cross, Dronfield, Eckington and Killamarsh. The Frameworks have been produced to help shape the future of the town centres following consultation with the community and other interested stakeholders. Each framework sought to identify key opportunities for improvement within the towns and provide priority actions to deliver them
- 6.1.3 Good design was raised by a number of officers as an area that they felt contributed to improving Community Safety. Good design could provide natural surveillance and eliminate so called 'rat runs'. It was a key measure that needed to be considered as part of any improvement or regeneration of town centres. Consultation with a wider audience and use of available intelligence from the community was also highlighted as important. The Council needed to gather evidence from various agencies including data on what the public and businesses want to see in their town centres. An example of the town centre health checks that the Council had undertaken was given as good practice because communities have local knowledge and can spot trends that can inform the Council's decision making.
- 6.1.4 The work of the Community Safety Partnership was highlighted by the Community Safety Manager and the Community Sergeant. Information was provided on activities the Partnership undertakes, such as events held at lunch clubs and the provision of diversionary activities for young people in the 6 week holidays. The Council had been using Extreme Wheels to provide these diversionary events and they had been well received by the young people taking part. The manager stated that it had definitely helped reduce Anti Social Behaviour significantly. She also believed that it helped build respect and a relationship with young people. An example provided of how it had worked was that Killamarsh Parish Council was looking to provide a youth shelter in the town centre because of the relationship that has been developed. The Community Safety Partnership Manager also stated that she believed that the visual way a place looked had an impact on whether people feel safe.

- 6.1.5 Interviewees were asked how they measure the impact of their work in this area. Responses included data was collected on crime and Anti Social Behaviour, regular weekly meetings were also held to monitor performance and issues by the Community Safety Partnership Team. Street Scene used the LEQS (Local Environmental Quality Survey) system to monitor the ongoing cleanliness of town centres and have performance measures and targets for cleanliness. They also use the citizens' panel to test peoples view on cleanliness. The two portfolio holders interviewed felt that the customer surveys and feedback provided from Parish Councils and other councillors helped inform the Council of what was happening on the ground. They commented that this was only part of the picture but helped identify issues and how people call on various departments for interventions. Economic Development advised that they had held consultation exercises in town centres and community safety had rarely been raised as a major issue or that people felt unsafe to go in to them. They also felt that support from the Parish Councils, the health of town teams and the results of the health checks were useful indicators.
- 6.1.6 Twenty two questionnaires were completed during visits to businesses by members of the Committee in Clay Cross and Eckington Town Centres. The overall response given was that these stakeholders generally feel safe within their town centres. Many felt safe at all times during the day but some commented that this changed during the evening period. The reasons given for this were that whilst people leaving pubs in the evening could be an advantage because it provided footfall, this could also lead to rowdy and sometimes drunken behaviour, which could be a cause for concern. One owner said she had found a drunken man sleeping in her doorway when she opened her shop once. Youngsters hanging around and gangs of youths on bikes were considered intimidating for some, although it was acknowledged that this might be perception rather than actual threat to safety
- 6.1.7 Two of the towns within the district have dedicated town teams. Both teams were keen to develop their town centres. Clay Cross town team spoke of a number of activities they were holding to encourage footfall into the town including a successful event held at Christmas which attracted a large number of visitors to the town centre, a pop up cinema and a litter pick. They had also developed a good relationship with the manager of the large supermarket in the town. Eckington town team has been trying to regenerate its market. When asked about how safe they felt within their towns, both commented that they felt relatively safe during the daytime but a number of issues were raised on improvements they would like to see which they believed needed to be addressed. These are discussed further in section 6.2 of the report.
- 6.1.8 All the town centre areas have a Parish Council working on behalf of the town as part of the wider Parish. Responses were received from Dronfield and Eckington Councils. Dronfield Town Council reported that it had various projects it carried out with the aim of promoting general Community Safety and that the town felt very safe. Few problems were experienced and any were adequately dealt with if they arose. Eckington also felt that during the day the town was safe but in the evening this was less so as there were a lot

of dark areas in the town centre and insufficient lighting. Both made suggestions for improvement which are detailed in section 6.2 of the report.

6.2 Areas for Improvement/Observations

- 6.2.1 Stakeholders were asked about their awareness of the Community Safety Partnership. Within the Council there was a general awareness of their work amongst officers and members. Some mentioned the activities that the partnership was involved with including initiatives like Extreme Wheels. However, externally out in the town centres from the businesses visited, there was no recognition of the partnership and the work it was undertaking. One of the town teams was aware of them but commented there was some evidence initially but they had not seen anything else and was not sure how visible they were. This was surprising as the Committee reviews the Community Safety Partnership annually and is aware of a number of initiatives that they take part in. This highlighted that the Partnership needed to raise its profile within our town centres and let communities know what role they have and the support they can give with Community Safety. However, it was recognised that businesses must also take ownership of crime that is happening on their premises to support policing. Two examples were given at supermarkets in Dronfield and Killamarsh attracting crime which would benefit from some private security staff.
- 6.2.2 Police presence and visibility were mentioned by a number of stakeholders on both site visits to Clay Cross and Eckington. It was felt that this was increasingly becoming more of an issue. One comment that was typical, provided by a Clay Cross stakeholder, was that they only saw a police car passing through the town now, whereas previously police officers would walk through the town centre. It was believed that one impact of this was people were frequently driving recklessly up Market Street the wrong way because they knew no-one would apprehend them. Additionally there was petty crime in the area, like shoplifting. This was giving a sense that the community was being left to get on with it and not conducive to a safe environment. In Eckington lack of footfall and surveillance were raised by several interviewees. Comments were expressed that people think they can misbehave because they won't be seen. Details of a burglary involving a knife were given by one of the businesses and the owner said he had been waiting three weeks for a visit from the police.
- 6.2.3 There were a number of other issues around speeding, going up roads the wrong way and parking which increased during night time hours. A report had recently been received by the Parish Council of a child being narrowly missed by a speeding motorist on the precinct in Eckington. This was reported to the Police but the member of the public was advised that they would need video or CCTV evidence to be able to prosecute. Further problems raised in Eckington also related to the precinct area. These included lack of enforcement from traffic wardens not issuing tickets and the need to replace some form of barrier in front of the shops. There had been some bollards installed to address some of the precinct issues, which was for loading and unloading only. However, these had been demolished

in a ram raid. Planters had also been provided but these had disappeared. Requests were made to enforce no parking on the precinct as it created a danger to pedestrians. The committee members witnessed an incident themselves during their visit where the safety of a person in a disability scooter was compromised whilst travelling through the precinct, by a car driving through inappropriately. One suggestion received was to move the planters near T J cafe to the opposite side of the road to narrow it so vehicles would have to slow down. The Parish Council asked whether the police or the parking enforcement officer could ticket motorists who parked on the precinct and if the existing traffic order is not enforceable then it needed to be amended. The main road through is busy as motorists use it as a cut through. Some measure needs to be installed to improve the crossing for people crossing near the bend into the main area.

- 6.2.4 In Clay Cross similar car related issues were raised. These included problems with drivers, usually from out of the area, turning down Market Street the wrong way from the main road. Several people said this was a frequent occurrence and was dangerous for people crossing the road. There was a sign at the top of the road but this seems to be not preventing the problem. Cars parking on yellow lines, usually legitimately with disabled badges, were also causing blockages for larger traffic which could not then pass because the road was too narrow. Requests for the long stay car parks to be increased from two to three hours were made to facilitate better parking. One issue that was mentioned by a number stakeholders was the closure of Bridge Street, at the side of the bus station. It was felt that this had impacted on the businesses in the main shopping area as people could not drive through when visiting the supermarket and access needed to be improved. Also other drivers were entering the bus station because they felt it was the way to the supermarket.
- 6.2.5 The level of lighting was raised as an issue by several stakeholders, who felt it impacted on how safe they felt within the town centres in the evening and also on darker days. Specific issues were raised at the Aldi/Co-Op store in Killamarsh and lighting was considered key. One owner in Clay Cross said the lights on the street outside her shop were insufficient, so parking and walking to your shop in winter was scary on dark nights. The town team said they had been advised by Derbyshire County Council that they now operated a policy of three bulbs out before they replaced them. Similar comments were made at Eckington where stakeholders felt safe during day time but struggled with lighting on dark nights.
- 6.2.6 The general appearance of town centres was raised. A particular problem was experienced with private landlords who fail to keep properties in a good state of repair. In Eckington this was particularly evident as several buildings appeared run down and not maintained. There were also tiles falling off buildings which all created an unsightly look. Improving the shop frontages was raised by several interviewees on the visit to Eckington town centre. Clay Cross raised particular issues with litter and weed growth not being cleared and an issue with a mountain of black bags full of household waste behind the flats at Northgate House not being removed. It was felt that this

was unsightly, attracted vermin and created a health hazard. The town team had held an environmental tidy up day which it felt had brightened up the area and gave a better feeling of safety.

- 6.2.7 The impact of prominent town centre businesses/buildings closing down like banks, local pubs, the job centre in Eckington, the school in Clay Cross was raised. It was felt that this could have negative impacts on a town centre as it potentially lowered footfall in the town which in turn could reduce community safety. The need to create positive effects on the environment was discussed. Some initiatives were mentioned like the art work in Clay Cross and the proposed memorial in Eckington and whether such initiatives showed a place is cared for and created a community sense of responsibility. Several stakeholders had expressed the opinion that design was considered very important as it could help make places more secure. Provision of spaces for young people to go was also raised, including parks they can use.
- 6.2.8 CCTV was an issue raised by the majority of stakeholders. There was a variety of views expressed on how useful it was. The Community Safety Partnership Manager felt that the lender cams that are provided to people in their homes are an excellent way to reduce anxiety and detect Anti Social Behaviour. With regard to CCTV use in town centres she felt it was not a panacea as it did not stop crime but had a place. However, she considered it better if someone was monitoring the system. The police sergeant said they can be used as evidence, so were another tool available. Other comments made by council officers included it could be worthwhile and could be a key tool. However, fixed cameras were fine but did not cover things moving about so mobile cameras were useful to complement fixed ones as they could follow issues like Anti Social Behaviour. Most recognised CCTV was expensive and at its most effective when monitored. Clay Cross Town Team informed the Committee that they were currently investigating whether they could access funding for CCTV but this was still in the early stages. Eckington Town Team would like to have CCTV and had costed replacing their existing CCTV which did not provide adequate definition for the Police to use in court.
- 6.2.9 Several stakeholders commented that it was important to look at the makeup of our high streets to ensure there was a mix of activity and diversity within town centres. Consideration should be given to having residential development in town centres long term rather than all retail premises as this would facilitate in built overlooking which could help reduce crime and anti social behaviour. Several people raised the issue that take a ways were over saturated currently in our town centres and needed to be restricted. Many of these businesses open mainly in the night time hours which could create a negative impact on towns within the day time. This was exacerbated by shops closing down and being boarded up as they could not be relet. It was acknowledged that sometimes this could be people's perception and fear of crime. Diversity was needed to encourage people to shop because if they can get a mixture of goods/services within the town centre this increases footfall.

- 6.2.10 Some stakeholders made comments on the appearance of town centres in relation to tidiness and rubbish. These included trade rubbish in general was getting worse and a specific issue was raised on take a ways causing a problem due to the day of rubbish collection. The cycle meant that after the weekend the stakeholder felt the levels of rubbish were unacceptable, although he praised the service otherwise. He asked whether more bins could be provided within the area to cope with the extra rubbish. An officer commented that it is important to communicate and educate regarding despoilment to help keep an area looking cared for. Where appropriate the Council needed to be assertive in enforcement. More could also be done to publish what action was being taken by the Council to keep people aware and gain the support of the community.
- 6.2.11 Signage was raised in Clay Cross and was felt to be poor in terms of creating connectivity of the new town (supermarket) and the old town (high street). The town team had paid for a sign to try and improve this situation and the supermarket had allowed it to be erected on their land. Additionally an issue with the availability of free parking in Clay Cross not being signposted was raised, which created a problem with people parking on pavements. The issue of signage was also raised during the visit to Eckington. An interviewee said he would like to see a sign at the front of the town centre advertising what businesses were available so people would be attracted to come into the centre. This increased footfall as well as improving community safety because more people created a better environment.

7. Conclusions

- 7.1 The review panel heard views from a wide range of stakeholders both internal and external during this review. On the whole they concluded that people felt safe within their town centres, particularly in the day time. Information was also gathered on what stakeholders felt improved community safety. This was supported by several examples provided of efforts being made by the Authority's officers to improve community safety either directly or indirectly.
- 7.2 However, some areas for improvement were identified around increasing the profile of the Community Safety Partnership, improving police presence and enforcement activities and the Council considering further how it can support attractive, healthy and safer town centres.

Stakeholders Engaged During the Review

Matt Broughton	-	Commercial Property and Developments Manager
Steve Brunt	-	Assistant Director Street scene
Peter Campbell	-	Assistant Director Community Safety
J Cosgrove	-	Economic Development Manager
Sharon Gillott	-	Environmental Health Manager
Michael Gordon	-	Portfolio holder for Environment
Faye Green	-	Community Safety Manager
Bryan Harrison	-	Senior Regeneration Officer and Urban Designer
Jim Jesson	-	Eckington Town Team
Andrew King	-	Clay Cross Town Team
Jeff Lilley	-	Portfolio holder for Community Safety, Equality & Diversity and Health
Martin Roberts	-	Clay Cross Town Team
Sgt James Shirley	-	Police Representative
Allison Westray Chapman	-	Assistant Director - Economic Development
Philip Wheelhouse	-	Eckington Town Team

Interviews with businesses in Clay Cross and Eckington Town Centres

Questionnaires received from Parish Councils

THE IMPACT OF TOWN CENTRE ENVIRONMENTS ON COMMUNITY SAFETY SCRUTINY REVIEW – ACTION PLAN

Item	Recommendation	Action Required	Who by	When by	Progress
1	<p>That further work be undertaken to raise the profile of the Community Safety partnership in our town centres including:</p> <p>‘The Community Safety Partnership to provide an advice event within the Districts town centres for businesses on ways they could make their business safer, including advice on lighting and providing their own CCTV cameras’</p>	<p>Community Safety Partnership Team to organise events within the main urban dense town and retail centres of Clay Cross, Grassmoor, North Wingfield, Holmewood, Eckington, Killamarsh and Dronfield to advise businesses on ways to make their business safer, including advice on lighting and providing their own CCTV cameras’</p>	<p>JADCSHH CSM</p>	<p>28.02.18</p>	
2	<p>That a representation be sent to the Police and Crime Commissioners Office regarding the level of police presence in the Districts town centres</p>	<p>Write to the Police and Crime Commissioner raising the Council’s concerns and seeking clarification of policing arrangements in town centres.</p>	<p>JADCSHH CSM</p>	<p>31.08.17</p>	
3	<p>That a representation be made to Derbyshire County Council regarding the lack of vehicle parking enforcement activities within Eckington and Clay Cross town centres with a view to improving pedestrian safety</p>	<p>Write to Derbyshire Civil Parking Team raising concerns and seeking clarification on Civil Parking Enforcement matters in Eckington and Clay Cross town centres; and, this if further raised by the Council’s Derbyshire CPE Project Board representative.</p>	<p>JADSS JADCSHH</p>	<p>31.07.17</p>	

Item	Recommendation	Action Required	Who by	When by	Progress
4	That the Council consider further regeneration activities in Eckington town centre to improve its appearance and help revitalise its businesses	The council has adopted an Eckington Regeneration Framework for the town centre and this is used to maximise funding opportunities from developments or external bodies such as D2N2	JADEG EDGM	ongoing	
5	That a letter be sent to shop owners/landlords in Eckington town centre asking them to improve the appearance of their properties	A town centre bid to D2N2 is being considered; part of which, could be a shop front improvement scheme which would be more collaborative and incentivising than writing to businesses asking them individually to improve their outlets appearance.	JADEG EDGM	ongoing	
6	That the Council review how business rates are calculated, especially for new start up businesses to encourage take up	The Council will review the way business rates are calculated in line with the 2017 Re-evaluation. A number of 'relief' options are available under the current scheme which is subject to the size and rateable value businesses.	JADFRB RBM	ongoing	
7	That the Council when considering the makeup of its town centres seek to use any powers available to it to levy and extra rate for certain businesses, like take a ways, to obtain a mixture of businesses that support increased footfall throughout the day	The Council is unable to levy extra rates due nature of the businesses (i.e. fast food outlets); however, other tools may be available through Planning and Development Controls to manage the impact of new hot food takeaways to address concentration and clustering in town or local centres, housing developments and close proximity to schools. A more detailed position in respect of this from Planning shall be provided to Members of Scrutiny.	JADPEH PPM	28.02.18	

Item	Recommendation	Action Required	Who by	When by	Progress
8	That further work be undertaken to foster the links between the Town Teams, Parish Councils and the District Council, including elected members, to encourage co-operation on regeneration and community safety with the Districts town centre	Established collaboration currently exists with a high degree of cooperation within the District and Parish and Town Councils, providing effective liaison with Town Teams	JADEG	Ongoing	
9	That the Council seek to be more assertive in its enforcement of fly tipping, dog fouling, fly posting and general rubbish to ensure the cleanliness and appearance of the District town centres support a cared for environment	Environmental Health & Streetscene Teams co-ordinate activities, as set out in their shared Environmental Despoilment Action Plan (Appendix 2a) to ensure synergies in cleansing and enforcement arrangements to maintain clean, tidy and attractive town centres	JADSS EHMC	Ongoing	
10	That the issues raised regarding signage in this report, both traffic and advertising related, be investigated further to see if any action could be taken to improve them	<ol style="list-style-type: none"> 1. Economic Growth & Planning Teams advise and consider policies position to control signage at current and new business. 2. Streetscene & Engineer Team ensure street name and facility signage is fit for purpose. 3. Streetscene Team explore with DCC (Highways) the targeting of highway signage de-cluttering exercises in the District's main town centres. 	<p>JADEG JADPEH</p> <p>JADSS JADPE</p> <p>JADSS</p>	<p>Ongoing</p> <p>Ongoing</p> <p>31.12.17</p>	

Legend	
JADSS	Joint Assistant Director Streetscene
JADCSHH	Joint Assistant Director Community Safety & Head of Housing
JADEG	Joint Assistant Director Economic Growth
JADFRB	Joint Assistant Director Finance, Revenues & Benefits
JADPEH	JAD Planning & Environmental Health
JADPE	JAD Property & Estates
CSM	Community Safety Manager
EHMC	Environmental Health Manager
RBM	Revenues & Benefits Manager
PPM	Planning Policy Manager
EDGM	Economic Development and Growth Manager

ENVIRONMENTAL DESPOILMENT – ACTION PLAN

Focus Area	Action	By Who
<p>1. Environmental Despoilment Education and Awareness raising, including producing a rolling programme of events, news articles and initiatives.</p>	<p>a) Undertake 10 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering and fly tipping (Corporate Plan Target).</p> <p>b) Environmental Health (EHT) & Streetscene (SST) Teams undertake joint educational activities at schools throughout the District(s); particularly, in areas with despoilment 'hot spots'.</p> <p>c) Produce biannual district wide media articles to raise awareness of environmental despoilment and cleanliness issues via 'The News' and 'In Touch' and/or other media streams.</p> <p>d) Utilise social media in the education of relevant target groups.</p> <p>e) Work in partnership with Parish & Town Councils to promote and support community groups in the undertaking of local litter picks and clean-ups.</p> <p>f) Coordinate where possible, District, Parish and Town Council resources to ensure effective deployment of street cleansing resource.</p> <p>g) Dog Wardens/Environmental Enforcement Technical Officers, CAN Rangers and Community Recycling Promoters to participate, where relevant, in Elected Member\estate walkabouts and community events.</p>	<p>ADS EHM</p>
<p>2. Proactive enforcement of fly tipping, littering and dog fouling and feedback to relevant parties interested in outcomes of incidents.</p>	<p>a) Establish a joint (EHT\SST) mobile CCTV camera deployment program across District's fly-tipping and littering 'hot spots'.</p> <p>b) Intelligence/evidence obtained by SST passed to EHT in prescribed manner to ensure continuity of evidence and evidential tests are met.</p> <p>c) Progress and/or outcome of enforcement actions communicated to SST and other relevant stakeholders.</p> <p>d) Where appropriate, utilise social media to gather information in the identification of offenders.</p> <p>e) Publicise enforcement outcomes\successes via hard publications and electronic media channels.</p>	<p>ADS EHM</p>

Focus Area	Action	By Who
3. Education and enforcement of businesses in their duty of care requirements for litter and refuse arising from businesses activity.	a) Where appropriate, require landowners and businesses to keep relevant land clear of refuse and litter by use of enforcement powers (i.e. Community Protection Notices). b) Provide advice to businesses on duty of care responsibilities to ensure such premises have effective waste management arrangements in place. c) Coordinate Environmental Health, Streetscene and CAN Rangers existing duties to ensure effective and efficient use of resource. d) Provide training to relevant front line staff in evidence gathering. e) Identify and adopt good practice where applicable including relevant government recommendations and guidance.	ADS EHM

Legend

ADS – Assistant Director Streetscene
 EHM – Environmental Health Manager

July 2016