

Town Centre Action Plan

Appendix B

Location	Action	Lead Organisation	Status	Latest Update (APRIL 2019)	Latest Update (JULY 2019)
ASB ISSUES					
Car parks, Churchyards & Priory	Closed certain locations at various times to prevent access and reduce ongoing issues.	CBC Zones	Complete	St Johns Car Park scheduled to close 2200 - 0500 from 1st October. St Mary's Churchyard remains closed. Priory partly closed March 19 for repair to one gate, ASB appeared to reduce during this time.	Completed
Dutch Quarter / Eld Lane	Work with ECC to increase lighting in Eld Lane / Dutch Quarter	CBC Community Safety	Complete	Liassing with ECC to highlight concerns over the security of the area and crime patterns, the Dutch Qrt was deemed exempt from night switch off and lights remained on until January 2019	Completed
The Priory	4P Plan (Prevent, Pursue, Prepare and Protect) to be created to establish a clear plan of action for the Priory. Embedded within this plan will be Operation Diss.	Team 10 (Police)	Complete	Colchester Priory 4P Plan completed and used to address issues, and provide process for tackling ASB within the Priory.	Completed
The Priory	Liaise with relevant partners and colleagues to rectify ASB issues within the Priory. Suggestions: Defensive Planting, restrictions on groups of people, access	CBC Community Safety	Complete	Meeting with legal team 9th Jan. LC (Zones) to investigate planting - not feasible due to cost and heritage site. Carry out focused patrols. Investigate other powers to deter gathering of groups	Completed
The Priory	Use CCTV to monitor reported illegal activity for specific individuals, via directed surveillance, authorised by a RIPA (Regulation Investigatory Powers ACT)	Essex Police	Complete	Increase in patrols of "hotspot" area - (Priory) - RIPA not required	Completed
Town Centre	Nights of Action	CBC Community Safety	Complete	Three NoA held in July, Oct & Dec 2018	Completed
Town Centre	Police implementation of a database of information in relation to those individuals undertaking criminal activity and ASB within the Town Centre	Essex Police	Complete	Intelligence discussed at Tuesday briefings, data documented on the case data sheet and Athena (police system). Information on the case data sheet is updated and circulated weekly to partners, and a summary sent to relevant SMT.	Completed

Town Centre	A Dispersal Order is a Policing power under the ASB Crime & Policing Act 2014 which can be applied to a specific locality where reasonable grounds of its use are 'assessed as necessary'. Consider whether the points to prove for being drunk and disorderly in a public place are met	Essex Police	Complete	A dispersal was put in place February 19th - 21st covering St John's Multi-Storey Car Park following reports of frequent ASB to Essex Police. The Dispersal order was actioned to tackle ASB - awaiting outcomes	Completed
Town Centre	Consideration in to "Contactless donation" to discourage exchange of money to street beggars. Whilst supporting local charities to continue services for vulnerable people.	CBC Community Safety	Complete	Paper Written for Cabinet and awaiting decision for next steps	Completed
Town Centre	Work with landlords to try and secure doorways/alcoves to prevent begging.	CBC Zones	Complete	No result due to cost of ornate shutters (Heritage restrictions in Town Centre)	Completed
Eld Lane / Sir Issacs Walk	Increase lighting in Eld Lane	CBC Community Enabling	Complete	Umbrella project in Eld Lane.	Umbrellas installed on the 22nd July 2019, increasing lighting at the entrances of Culver Square from Culver Street West and Eld Lane.
Appropriate Hotspots	Regular patrol of directed patrol areas identified through intelligence or community dissatisfaction	Team 10	Complete	Team 10 in place, focused patrols in hotspot areas highlighted by weekly meetings. Include Dutch Quarter, Priory & Church Street area. BAU Patrols in these areas.	Completed as work BAU
The Priory	Consider whether the points to prove for being drunk and disorderly in a public place are met	Amphora	Complete	CCTV manager agreed to regularly patrol the priory as and when operations allow. Stats not recorded due to limited resources. BAU	Completed as work BAU
Town Centre	Engagement and referral to appropriate services as and when engagement and behaviour of individuals allow. Services include but not limited to Open Road, Housing 1st,	CBH Outreach	Complete	Currently, all 3 priority individuals are receiving support from the outreach team, Zones and Team 10. Stats for outreach requested via Karen Loweman	Currently the high priority individual is housed and therefore not receiving support from the outreach team, Zones and Team 10. Outreach continue to support individuals on the street. Stats for outreach

	Emmaus, Phoenix Futures.				requested via Karen Loweman. Completed as BAU
Town Centre	Bespoke operations to target individuals and/or groups who commit Aggressive begging	Essex Police	Complete	As part of daily patrols, disruption tactics used for persistent beggars will be used where appropriate. The number of these actions are not quantifiable.	Completed as BAU
Eld Lane / Sir Issacs Walk	Increase CCTV coverage within Eld Lane / Sir Issacs Walk	Amphora	Future Work Required	Business plan to be completed by Amphora. Investigation into current status of network, fibre and cabinets (feasibility study) to be completed by Amphora.	The condition survey has been completed and we now know a lot more about the scope of ducting and condition. The paper to proceed with the upgrade has been written and passed to The Client team to present at a forthcoming Exec Board. Subject to approval to proceed, the design and procurement phases will commence.
Town Centre	Consider use of wet areas within Town Centre in consultation with partner organisations	CBC Community Safety	Future Work Required	Engaged with Alcohol Academy in Dec 18 for advice and was provided with an evaluation from Liverpool REST centre (ran Jun-Sep 2015). The A.Academy is not aware of any other areas developing a centre since then. Ultimately it seems to be cost prohibitive and often motivated by a faction of public concerns thus rarely implemented or sustained. Tending confirmed they were having discussions back in Dec 18 but as far as we are aware, nothing has yet been implemented. The Trinity Methodist Church in Tending were recently awarded some funding, some of which came from Beacon House. The money has been used to create a 'day centre' for street drinkers. The centre has a nurse station, food and drink available, seating inside and out. The caveat, is that they can't have drinking onsite which of course means the street drinkers aren't accessing it as they're wanting to drink. Brentwood & Braintree do not have "wet centres"	
Town Centre and arterial routes into Town	Work with Licensed premises to prevent sale of alcohol to key individuals	CBC Licensing	Future Work Required	Meeting with Licensing to arrange POA. Licensing to educate off licences regarding sale of alcohol. Map routes of entry for street drinkers to also educate out of Town centre Off Licences	
Dutch Quarter / Eld Lane	Report to be sent to ECC reference exemption of night time lighting as per 2018	CBC Community Safety	Not Started	Case to be put forward early in time for Autumn /Winter of 2019.	Start process at the end of August 2019
Town Centre	Consider using a Dispersal Order from the Town Centre.	Essex Police	Not Started	A Policing power under the ASB Crime & Policing Act 2014 which can be applied to a specific locality where reasonable grounds of its use are 'assessed as necessary'. Use as and when appropriate to do so, however are not often used as other appropriate enforcement methods available.	No incidents have occurred appropriate for using a dispersal order
Town Centre	Bespoke operations to target individuals and/or groups who commit high harm Anti-Social Behaviour (Operation Servator)	Essex Police	Not Started	The Community Policing team will continue to schedule dates in Summer for deployment of SERVATOR in the Priory (or other locations based on intelligence received by Essex Police or through the TCA group)	Project Servator is around unpredictable deployments in key locations. Project Servator continues to be conducted around key locations within the town

					centre. Recent weapon sweeps within the Priory have found that no significant items of concern have been found.
ght	Nights of Action	All TCAP Colleagues	Ongoing	To be arranged for dates in 2019 as agreed by the Town Centre Action group	Night of action scheduled for 23rd August 2019. This will involve a number of tactics to address violent crime, reduction in drug offences and Anti-Social Behaviour
The Priory	Community enabling to investigate different uses for Priory to establish a visitor attraction / event site	Community Enabling	Ongoing	Range of Events to be booked for the Priory including Public Consultation.	Family event scheduled for the 21st September, followed by a Christmas event. Tapeball Cricket project in progress, likely to be September launch.
The Priory	Community Enabling to undertake Community engagement with foot fall through Priory to ascertain why the space is not utilised.	Community Enabling	Ongoing	TBC May	Online Public consultation complete, with analysis of results due at the end of August 2019. Face to face engagement with public within the Priory took place in June / July, results will be included within the consultation analysis.
The Priory	4P Plan (Prevent, Pursue, Prepare and Protect) established for the Priory. Completed and used to address issues, and provide process for tackling ASB within the Priory.	Team 10 (Police)	Ongoing / BAU	Updated April 2019: Project SERVATOR has been conducted recently in the PRIORY along with the train Station deployment and around QUEEN STREET which is about interacting with the public and also stopping vehicles in the local area. WEAPONS Sweeps have been conducted on several occasions since DECEMBER and have been successful with items being found.	Project Servator continues to be conducted around key locations within the town centre. Recent weapon sweeps within the Priory have found that no significant items of concern have been found.
The Priory	Focused patrols of the Priory	Team 10 (ZW&PC)	Ongoing / BAU	Following success with focussed patrols, which has moved individuals out of the Priory, Ongoing patrols are undertaken on a daily basis as BAU to tackle any re-occurring ASB.	Ongoing patrols are undertaken on a daily basis as BAU to tackle any reoccurring ASB.
Town Centre	Bespoke operations to target individuals and/or groups who commit high harm Anti-Social Behaviour	Essex Police	Ongoing / BAU	OP Diss: 3 Op DISS partnership deployments: Sept 2018, Jan & Feb 2019. Aggressive begging & engagement with local businesses. 14 arrests made for recent burglaries with the Town Centre. 3 individuals remanded. SERVATOR deployment conducted in PRIORY GROUNDS on 1/4/19. Person spoken too but not causing any ASB/Offences to issue anything	OP DISS: 22 nd July 2019 which involved crime prevention engagement in Culver Square, deployments within zone wardens and outreach workers re vulnerability.
Town Centre	Engagement with individuals to assist with information and intelligence gathering	All TCAP Colleagues	Ongoing / BAU	Currently, all individuals seen within the Town are known by either Team 10, Zones or Outreach. This information is shared on a weekly basis at the Town Centre meeting, through email correspondence and joint patrols.	Partnership now includes Phoenix Futures, Ambulance Service, National Probation Service, Community Rehabilitation, Colne housing

					allowing more intelligence for support / enforcement.
Town Centre	Intelligence led patrols	Essex Police	Ongoing / BAU	Patrols are dedicated to those areas in which Essex Police have received intelligence as BAU. Essex Police unable to share data due to sensitivity, teams involved & reporting mechanisms	BAU patrols stats confidential due to sensitivity.
Town Centre	Robust approach to business premises who permit and ignore Anti-Social behaviour that is connected to their property	CBC Zones	Ongoing / BAU	Neat Streets project launched March 2019. Neat Street has been designed to combat all types of litter, street cleaning and maintenance issues, with a focus on the town's pedestrian and shop front areas. 3 CPW issued to business for waste education. BAU	1 Further CPW issued to a business owner
Town Centre	Operation Servator deployments. Interacting with the public and also stopping vehicles in the local area in relation to ASB	Essex Police	Ongoing / BAU	Operation Servator are conducted in those areas in which Essex Police have received intelligence as BAU. Essex Police unable to share data due to sensitivity, teams involved & reporting mechanisms	BAU patrols stats confidential due to sensitivity.
Town Centre	Work with venues to discourage customers from giving to beggars during NTE	CBC Licencing	Update Pending	Investigations / solutions ongoing - Licencing to update	Information recorded on DISC used by NTE as an exclusion / information sharing system. Circulated via licencing enforcement group (LEG).
BREACH OF PSPO					
Town Centre	Create procedure to facilitate the removal all bags, sleeping equipment from doorways, advise where they can be collected from and dispose after 14 days if not collected	CBC Zones	Complete	Portfolio approved procedure in place. All property been removed from doorways: Drug paraphernalia destroyed, Personal belongings taken to St Johns for storage for 14 days. Some small personal items can be taken to Beacon House. Tents given a 24 hour notice of removal to protect against cold weather. Procedure used as and when required.	Complete
Town Centre	Police to be provided with copies of CPW's issued detailing conditions	CBC Zones	Complete	Ongoing as BAU sharing of enforcement via TCA group, email and joint patrols with Essex Police / Zones	Sharing process working well with continuity of data sharing. Action now complete as BAU
Town Centre	Zone warden and Police patrols to capture evidence using BWV relating to persons who have been served with a CPW	Team 10 (ZW&PC)	Complete	Ongoing as standard procedure when issuing enforcement. Both Essex Police / Zones do this as BAU	All parties using BW cameras when required and using footage as evidence. Action now complete as BAU.
Town Centre	Daily patrols by CBC Wardens	CBC Zones	Ongoing / BAU	On average 40 - 50 hours a week is spent patrolling the town and in particular the hot spot areas. BAU	On average 40 - 50 hours a week is spent patrolling the town and in particular the hot spot areas. BAU
Town Centre	Increased presence and joint patrols	Team 10 (ZW&PC)	Ongoing / BAU	On average 10-15 hours a week is spent joint patrolling the town and in particular the hot spot areas	On average 10-15 hours a week is spent joint patrolling the town and in particular the hot spot areas

Town Centre	Increased Zone patrols within the town centre		Ongoing / BAU	On average 40 - 50 hours a week is spent patrolling the town and in particular the hot spot areas	On average 40 - 50 hours a week is spent patrolling the town and in particular the hot spot areas. BAU
Town Centre	Issue CPW to Offenders If CPW breached issue a CPN If CPN breached, report to process at Court after 21 days (to allow evidence gathering) Recommend either a CBO (which could result in custodial sentence or Civil injunction, which could also result in custodial)	Team 10 (ZW&PC)	Ongoing / BAU	6th August - 26th April 2019: 58 CPW's issued for ASB/Begging/Street Drinking. 15 CPN's issued for ASB/Begging/Street Drinking. 3 CBO's issued. ASB/Begging/Street Drinking. 4 CBO applications made, 1 of which has been issued by the courts, and has resulted in a custodial sentence due to breaching this order.	27th April - 18th July: 33 CPW's issued for ASB/Begging/Street Drinking an 10 CPN's issued for ASB/Begging/Street Drinking.
Town Centre	Issue FPN of up to £100 for everyone who breaches PSPO. This can be issued more than once, so every time a breach occurs.	CBC Zones	Ongoing / BAU	Continuing to enforce when appropriate. 6th August 2018 - 26th April 2019, 11 x FPN issued for ASB/Street Drinking	7 FPN have been issued between the 27th April - 19th July 2019. These have been issued for urination / ASB / street drinking.
Town Centre	Intelligence led Crime Prevention initiatives	Essex Police	Update Pending	Awaiting information from Angie Pearson	
Town Centre	Investigate possibility of Garrison or Fire Service undertaking patrols from a threat perspective	CBC Licencing	Update Pending	Awaiting update from Licencing	Awaiting licencing update
DRUG ACTIVITY					
Town Centre	Op Smuggler and Op Sceptre are the main operations targeting violence and drugs	Essex Police	Complete	Operation Croquet response to drug crime in the Dutch Quarter.	Night of action scheduled for 23 rd August 2019. This will involve a number of tactics to address violent crime, reduction in drug offences and Anti-Social Behaviour Ongoing BAU and intelligence led patrols by Essex Police. Unable to share data due to sensitivity.
Town Centre	#Don'tCrosstheline operations – targeting cocaine use within the Night Time Economy	Essex Police	Not Started	Arrange for dates in 2019 involving Essex Police, Licencing and Community Safety	
Dutch Quarter	Covert and overt patrols (Dutch Quarter)	Essex Police	Ongoing / BAU	Ongoing BAU and intelligence led patrols by Essex Police. Unable to share data due to sensitivity.	

Dutch Quarter & The Hythe	Operation Croquet, which is a bespoke operation focusing on the Dutch Quarter (the Hythe in Harbour Ward, and Stanway) where we have a sustained focus on ASB and Drug dealing known to be prevalent in and around these areas. This is ongoing and comes under daily activity as well as specific operations like Op Smuggler and Op Sceptre. This operation could also be used in the Priory.	Essex Police	Ongoing / BAU	Sept 18: Class A drug dealing / supply particularly in Dutch Quarter. 4 arrests for intent to supply & 1 cuckooing incident discovered. Specific number unavailable as not centrally collected. The Town Centre Team are currently collating data.	There have been a number of warrants executed under the misuse of drugs act within the Dutch Quarters. Activity will continue where we receive intelligence to suggest that drug/gang activity is taking place. Of note – an individual was recently arrested for possession with intent to supply from an location within the Dutch Quarters. That individual is currently on remand. It Is believed this is part of a county lines operation.
Town Centre	Bespoke operations to target individuals and/or groups who are involved with drug use or supply.	Essex Police	Ongoing / BAU	BAU Essex Police unable to share data due to sensitivity, teams involved & reporting mechanisms	BAU Essex Police unable to share data due to sensitivity, teams involved & reporting mechanisms
Town Centre	Execution of warrants under the Misuse of Drugs Act 1971	Essex Police	Ongoing / BAU	1 successful execution of warrants under the Misuse of Drugs Act 1971 was completed on 7th April in the Dutch Quarter. Specific number unavailable as not centrally collected. The Town Centre Team are currently collating data.	Unable to provide you with a confident result list around this activity due to the different teams that carry out work around these particular issues. PC Wilsher confirms there have been a number of warrants executed under the misuse of drugs act within the Dutch Quarters. Activity will continue where we receive intelligence to suggest that drug/gang activity is taking place. Of note – an individual was recently arrested for possession with intent to supply from an location within the Dutch Quarters. That individual is currently on remand. It Is believed this is part of a county lines operation.
Town Centre	Intelligence led patrols	Essex Police	Ongoing / BAU	BAU Essex Police unable to share data due to sensitivity, teams involved & reporting mechanisms	BAU Essex Police unable to share data due to sensitivity, teams involved & reporting mechanisms

Town Centre	Joint operations with Operation Raptor	Team 10 (Police)	Ongoing / BAU	Work together regularly on specific activities however could not disclose a specific number due to sensitivity	Work together regularly on specific activities however could not disclose a specific number due to sensitivity
Town Centre	Operation Washington – Robbery (directly linked to drug use)	Essex Police	Ongoing / BAU	Essex Police unable to share data due to sensitivity, teams involved & reporting mechanisms	Essex Police unable to share data due to sensitivity, teams involved & reporting mechanisms
Intelligence Gathering / Enforcement / Support Processes					
	Create repository for all documents, including enforcement to allow all partners to access "live" data	CBC Community Safety	Complete	Original Plan not viable due to incompatibility issues with Sharepoint. New action: Pursue other alternatives such as SIRCS & DISC	Completed
	Increase joint patrols to gather intelligence and information on individuals frequenting Town	Team 10 (ZW&PC)	Complete	On average 10-15 hours a week is spent joint patrolling the town and in particular the hot spot areas	Completed as BAU
	Mechanisms to increase reporting of and sharing of information/intelligence	All TCAP Colleagues	Complete	Tuesday am meetings BAU, via specific group email and joint patrols.	Completed as BAU
	Meet with Chelmsford City Council who have proven success in dealing with Street Drinking / Begging to gain best practice / ideas	CBC Community Safety	Complete	Partnership good practice & intelligence sharing still ongoing. Suggestions on amendment to enforcement documents to include specific conditions to restrict entry to certain areas or congregation in large groups. Learning that compared to Chelmsford, as a Town Centre partnership, we work proactively and collaboratively with more successful outcomes.	Completed as BAU
	Working group formed to discuss individual cases on a weekly basis to agree actions, next steps and accountability. Agencies to include: Licensing, Zones, Community Safety, CBH, Police	CBC Community Safety	Complete	Weekly meetings underway with Action Plan and Case Data sharing. Weekly & Monthly summaries produced for relevant SMT in addition to the weekly updates of case data.	Completed as BAU
	Outreach workers from other organisations have offered support to individuals who are Rough Sleeping / Homeless	CBH Outreach	Complete	BAU Shared at Tuesday meetings when required and appropriate.	Completed as BAU

Remove all items unattended on the Highway	Team 10	Complete	Essex Police are not in a position to just lift possessions, we would have to follow our protocols for suspicious packages, e.g. inform the duty Inspector, CBRN officer and potentially EOD – otherwise we would be in breach of our policy and recovering items unlawfully. Insp Booth's view is that it would be stretching the purpose of the powers and potentially unlawful. Information regarding the HOT procedure issued by Ross (Project Griffin). This information has been shared with partners. BAU for ZW following procedure implemented for the TCA Group	Completed
Update SWEP (Severe Weather Emergency Protocol)	CBH	Complete	Procedure updated in late 2018 and will be activated accordingly	Completed
Establish ways of sharing information and intelligence outside of the weekly meetings	All TCAP Colleagues	Complete	Email group set up for Team 10 to make it easier for Zone Wardens, CBH & Police to share information. On average 11 hours per week is spent on joint patrols with Team 10 and Zone Wardens.	Completed
Multi-agency record of all interaction and action taken in relation to identified individuals causing issues within Town Centre	All TCAP Colleagues	Complete	NPS, CRC and Ambulance service now involved in discussions which provides useful information. Tuesday meetings	NPS, CRC, Ambulance service, Colne Housing, Phoenix futures attend meetings to increase intelligence and data sharing. Action now closed as work continues BAU
Investigate possibility of utilising SIRCS (system used by COLBAC) to gather / share intel and create repository for all documents, including enforcement to allow all partners to access "live" data	CBC Community Safety	Ongoing	Original Quote too expensive. Rearrange meeting with software provider to renegotiate requirements / cost. Other systems such as DISC is will also be investigated and compared.	DISC software demo complete. Partners believe it will be of benefit. Briefing paper to be written and funding to be found.
Activate SWEP Protocol	CBH	Ongoing / BAU	Activated in appropriate weather conditions	Activated in appropriate weather conditions
Essex Police rep to attend court appearances where CBO applications apply to ensure the hearing / presentation of the application.	Team 10 (Police)	Ongoing / BAU	BAU when appropriate to do so. Attended court for CBO applications of two individuals. 1 successful, 1 awaiting papers to be served but has left the area.	BAU when appropriate to do so. Attended court for CBO applications of two individuals, both of which successful.
CSP to escalate concerns to senior managers in relation to any agencies not participating in data sharing or weekly meeting	CBC Community Safety	Ongoing / BAU	No issues at present. Reporting procedure is now via TCAP Strategic Group (2 meetings held to date - Nov 18 & Feb 19). Further Strategic group meetings to be scheduled for May, August and November 2019	No issues at present. Reporting procedure is now via TCAP Strategic Group. Further Strategic group meetings to be scheduled for May (not required), August and November 2019
Engage with Magistrates Service to discuss current barriers to enforcement and highlight support being offered	CBC Community Safety	Ongoing	Awaiting Email return	Community safety team due to meet with Ketan Dave from CPS on 4th September 2019

