

St Austell Town Council



Anti-Social Behaviour Summit – Thursday 1st September 2016

Council Chamber, St Austell One Stop Shop, 39 Penwinnick Road, St Austell, PL25 5DR

Attendees

Abraham, Pam	Holy Trinity Church
Bray, Gareth	Street Pastors
Brown, Malcolm	Cornwall Councillor/SATC
Christophers, Wendy	Devon & Cornwall Police
Day, Cathy	Holy Trinity Church
Day, Nigel	Holy Trinity Church
Double, Anne	St Austell Town Council
Double, Steve	MP
Dowlen, Innes	Devon & Cornwall Police
French, Tom	Cornwall Councillor/SATC
Gard, Edward	Devon & Cornwall Police
Gibson, Sara	St Austell Licensee
Gwilliams, Sara	St Austell Town Council
Hager, Kim	Cornwall Council – Joint Commissioning Manager
Hamilton, Vicki	Fresh Start
Hannon, Amanda	Devon & Cornwall Police
Heath, Kate	Cosgarne
Heyward, Sandra	Cornwall Councillor/SATC
Hurst, Richard	White River Place
Keast, John	St Austell Town Council
King, Gary	Cornwall Councillor/SATC
Kneller, John	St Austell BID - Chairman
Krishnan, Sunny	St Austell Town Council
Lanxon, Andrea	St Austell Town Council
Lees, Tamsin	Cornwall Council – Community Safety Manager
Lewis, Mark	St Austell BID
Matthews, Natasha	Cornwall Council – Senior ASB Caseworker
Miller, Annette	St Austell BID - Manager
Murtagh, Peter	St Austell Town Council
Oxenham, Nicky	St Austell Town Council
Palmer, Brian	St Austell Town Council

Pooley, David
Putko, Malcolm
Richards, Geoff
Stanford, Mike
Stewart, Jenny
Ternouth, Charity
Williams, Ameena
Williams, Stephen

St Austell Town Council
Cosgarne
Probation Service
St Austell Bay Chamber of
St Austell Town Council
CCTV Manager
Licensee
Ocean Housing

Apologies

Hamley, Jon
Hawkins, Gill
Hitchens, Malcolm
Justin Sarah
Langdon, Paul
Liney Caroline
Nicholson, Helen
Rowe, Tim
Richard Cardigan
Smith, Kate

Devon & Cornwall Police
Sanctuary Housing
Devon & Cornwall Housing
Sanctuary Housing
Iceland
Addaction
CC – Localism
Devon & Cornwall Police
Penrice School
Young People Cornwall

Chairman's Welcome

Councillor Brian Palmer welcomed everyone to the meeting and expressed his pleasure at the number of groups and organisations represented. He explained that he was very proud of the group's achievements so far and that solutions, including more Police resource, could be found for the challenges faced at the present time with the help of the local MP.

Mayor of St Austell – Councillor Jackie Bull

The Mayor listed a number of Town Council ASB initiatives including:

- The upgrade, monitoring and new installations of CCTV cameras in the town – in partnership with Newquay Town Council
- Introduction of the Shopwatch Radio Scheme – in conjunction with WRP and managed by the BID
- Co-ordination of the ASB Summit and Working Groups
- Close working with the Police/Chamber of Commerce, St Austell BID and local care providers.

She advised that there had been a great deal of media interest in the ASB issues in the town centre but felt that caution was needed about believing all that was being said, particularly on social media. She thanked the care providers in the town for their hard work and continued commitment in helping to tackle the issues. She advised that she had recently met with the MP and a number of town centre

representatives and that the Town Council had been represented at a meeting with the Police and Crime Commissioner. It was acknowledged at these meetings that there is a seasonal nature to street drinking problems and recent incidents had largely involved people unknown to the local Police. Extra Police resource has been drafted in over the last week or so in response to the efforts of various parties.

The Mayor thanked everyone for attending and apologised for having to leave the meeting early.

Steve Double MP

SD advised that a long time before the ASB issues hit the media, he was regularly contacted by concerned residents and businesses about the increase in ASB in the town centre and that there was now a strong message from the public that something has to be done. He acknowledged that some of the symptoms of ASB are being addressed but felt that the identification and addressing of the cause of the problems was urgently needed. SD advised that he had visited Freshstart earlier in the day and was scheduled to visit Cosgarne in two weeks.

The Chairman thanked both the Mayor and the MP for their comments.

Police update

Inspector Ed Gard advised that it had been a tough summer with regard to anti-social behaviour across the whole sector and that St Austell was not the only town with ASB issues. He praised the work of the Anti-Social Behaviour Working Group last year and that during this time Sgt Dowlen had organised a proactive, dedicated team to deal with ASB which had received significant praise and good media coverage. Unfortunately, the same initiative was unable to happen this year due to a 20% reduction in resource and delays in Police recruitment. This has been exacerbated by a number of Police retirements and has resulted in a significant reduction in Police officers locally.

The recruitment freeze has however now been lifted which should result in 1 or 2 extra Police officers for St Austell shortly. This will not however match last year's losses. A new Detective Inspector has been brought in and he is very keen that a pro-active team should be brought in to help with the Town's policing with effect from the Spring Bank Holiday. He advised that the Police continue to rely on partnership working and thanked the group for their support.

Sgt Dowlen added that this summer had been a challenge and that due to the aforementioned cuts the neighbourhood Policing resource had regularly been diverted to deal with 999 calls.

The Chairman thanked the Police for their update.

Town Council update

The Town Clerk advised that a CCTV camera had been erected at Cemetery Park and that the CCTV system was working well under the guidance of a new manager. Charging mechanisms had been installed on the toilets in Priory Car Park which was proving an effective ASB deterrent – particularly with drug use. He advised that the Town Council are due to take on parks and open spaces with effect from November and the library and Priory car park with effect from April 2017. The Clerk confirmed that the Town Council will introduce procedures and processes to manage any ASB on their land as and when it is transferred over from Cornwall Council.

He advised that the Town Council has sent a letter to the MP requesting that he lobby for more Police resource and a review of planning/licensing legislation, particularly with regard to 24/7 drinking.

The group agreed that in order to be open and transparent the notes from the ASB summit meetings should be published on the Town Council's website and a suitable press release issued.

Councillor Bull left the meeting

Cornwall Council update

Cornwall Council's Community Safety team advised that they are focussing on the prevention of ASB and are actively involved in the three stage warning process that ultimately results in a CBO. They currently have a team of proactive patrols targeting specific areas and offering advice which they will extend to St Austell.

The Addaction Team currently provide an outreach service in other parts of Cornwall which is usually triggered by intelligence gathering. Kim Hager advised that the reporting mechanism through the Cleansing Service appeared not to have transferred through to St Austell and that she would chase this up.

Tamsin Lees advised that Cornwall Council might be able to help with some statistical information and persuading other services in Cornwall Council to support ASB initiatives.

Councillor Tom French

Councillor French advised that he was very supportive of Councillor Heyward in her role as Divisional Ward Member for Gover.

Councillor Sandra Heyward

Councillor Heyward advised that the Police are under a lot of pressure which had made a huge difference to the town this year. She advised that in her opinion, there were too many rehabilitation centres in the town, particularly in Truro Road, and that St Austell was at saturation point. She suggested that an Article 4 direction (Removal of permitted development rights) could be looked in to for that part of town with the help of Cornwall Council's Head of Planning.

Councillor Gary King

Councillor King advised that on the whole, he was not aware of too many ASB problems in Mount Charles Ward.

Councillor Malcolm Brown

Councillor Brown advised that Cornwall Council consider a significant number of licensing applications each year and that a National Licensing review was out for consultation at the present time. He advised that a response to the consultation from the Town Council had been sent suggesting that the late night levy needed reviewing, greater powers should be given to Cornwall Council and the Police with regard to the licensing of alcohol and a review is undertaken on the sale of low cost, strong alcohol in off-licences and supermarkets.

Addaction

An update was provided earlier in the agenda.

BID

John Kneller, Chairman of the BID, advised that the shopwatch radio scheme had 50 subscribers many of which were subsidised by the BID. He advised that the Board had discussed ASB at a meeting in June where the efforts of the local Police in such tough times was acknowledged. He advised that a levy payer update was circulated in August outlining the work to date with regard to ASB.

He advised that the BID and Chamber of Commerce had co-ordinated a letter, signed by the BID, Chamber, White River Place and Town Council to the MP requesting urgent help from the Police

and Crime Commissioner and the Government for extra resource and a review of Licensing Legislation.

Cosgarne

Malcolm Putko advised that they had continued their patrols over the summer months and have recently joined the Shopwatch Radio Scheme. They have a nurse's station installed at Cosgarne and as part of their business strategy have recently purchased a unit at Truro Road to house low level move on residents. Mr Putko agreed with the Police that a lot of the issues over recent weeks were as a result of a few new faces to the Town who have since moved on. He advised that he would be happy to show anybody who may have concerns around the premises.

Kate Heath thanked everyone for coming to the meeting and acknowledged the concerns expressed about some of their residents but asked that respect is maintained for their residents as well as consideration of their Human Rights. She also suggested that the views of the residents are considered in due course to obtain their opinions on the ASB in and around the town centre.

Freshstart

Vikki Hamilton expressed concern at the negative media attention that both Freshstart and Cosgarne had received over the past few weeks. She advised that Freshstart can only accommodate 18 residents at one time and that all 18 of their residents at the present time have a local connection to St Austell. She advised some good work was being carried out with the residents at the present time including education, training and volunteering and that many problems had been solved and achievements obtained over the recent weeks which had unfortunately been lost in the negative publicity.

Holy Trinity Church

Mrs Abrahams thanked the support agencies and the Police for all their hard work over recent weeks. She acknowledged that the church grounds were a meeting place and a site for street drinking although the removal of a couple of benches recently had eased the situation slightly. She advised that not all of the people gathering in the churchyard were abusive and that a few of them regularly go into the church for a cup of tea and a chat. She advised that she was quite happy to talk to the groups who congregate there and request them to stop drinking when appropriate as she had done recently.

Mr Day advised that he was part of a volunteer team who actively welcomed everybody to the church as a friendly and open place to be. He thanked everyone for the compassion shown in the town

over recent weeks and stated that he was proud to be part of the community.

Ocean Housing

Mr Stephen Williams advised that there had been a high level of ASB within the Ocean Housing stock over recent months and had involved some vulnerable/safeguarding issues. Appropriate referrals had been made and enforcement action taken where necessary.

Ameena Williams – Licensee

Ms Williams expressed concern at the ASB behaviour at night, particularly outside of the White Hart which was having a detrimental effect on the Hotel. She asked that consideration be given to funding some street marshals, as trialled by Truro recently and suggested that funding (between £5K and £6K) could be sought from the BID, Town Council and Chamber of Commerce. The marshals in Truro mainly patrol between 12am and 3am to disperse crowds and reduce disturbances.

The Chairman, Councillor Palmer advised that he would co-ordinate a meeting with the Chamber of Commerce, BID and Police to investigate whether something similar could be done in St Austell.

Sarah Gibson - Licensee

Ms Gibson advised that the pubs were heavily legislated and felt that something had to be done quickly about the off licenses in and around the town selling cheap, strong alcohol 24/7 to people clearly under the influence of alcohol. She also expressed concern at the number of mental health issues in the town and the number of people she had spoken to who say that they avoid coming in to the town due to the ASB.

Geoff Richards – Probation Service

Geoff Richards from the Probation Team advised that the Probation Service was now under new ownership, had been rationalised and that Cornwall was now in an area along with Devon, Wales and Bristol. He advised that they were currently working on a project painting the church railings and have done some allotment work with Ocean Housing. He advised that the service can often carry out any painting work or graffiti removal for the fraction of the price of Cormac and asked the group to contact him should they have projects in the pipeline.

Gareth Bray – Street Pastors

Mr Bray advised that the street pastors go out every other Saturday between 10pm and 3.30am/4.30am. Most of the problems experienced are drink related, with a few drug issues and some mental health problems. There are some noise issues in the town due to the close proximity of the buildings and a lot of bad language – usually as a result of drink. The street pastors will continue to provide the service as and when they can and expressed their gratitude for the support to the various agencies.

Mike Stanford – St Austell Bay Chamber of Commerce

Mr Stanford advised that the St Austell Bay Chamber of Commerce works very closely with the St Austell BID to help facilitate a number of initiatives in the town centre and are particularly keen to help find practical solutions to help solve the ASB issues but regrettably have no money to bring to the table.

Richard Hurst - White River Place

Mr Hurst advised that there had been an increase in shoplifting in White River Place and that they were still experiencing continued problems with regard to youth anti-social behaviour and ASB in their public conveniences. The White River Place security guards regularly move on any individuals causing ASB outside of their curtilage but acknowledge that this only moves the issues on to other parts of the town. He stressed the need to maintain focus and continue working together.

Andrea Lanxon

Councillor Lanxon expressed disappointment that the hostels were being blamed for the situation and thanked the various agencies for working together. She expressed concern at the apparent lack of mental health support and the need for more resource in the town to deal with such issues.

Steve Double MP

Steve Double thanked everyone for their comments but expressed the view that the group were only addressing the symptoms of the problem and not the cause. He advised that the Police had allocated more resource recently and that he was pressing for more resource to be provided during the summer season. He suggested that everyone should write to the Home Office to lobby for a change to the formula for funding for the police to reflect tourism and the increased population in the summer. He highlighted the issues of public perception, fear of crime and the number of supported housing establishments near to the town centre and expressed the

view that everyone should work to change the perception. Reporting issues is very important as well to ensure that police resource is properly allocated.

General

In response to a question about the role of Cornwall Council, it was agreed to invite Councillor Geoff Brown to the next meeting.

A "Reducing the Strength" campaign was highlighted to encourage off licences and supermarkets to withdraw very strong alcohol from their shelves.

A suggestion to put up generic signs throughout the town to discourage begging, street drinking and dog fouling was made.

Actions

1. **Cornwall Council** to instigate patrols in the town centre utilizing body cameras.
2. **Cornwall Council** to investigate the potential to provide Addaction outreach services in the town and publicise the reporting arrangements for drug related litter.
3. **Cornwall Council** to investigate the potential to introduce a "Reduce the Strength" campaign.
4. **Cornwall Council/Town Council** to investigate the Article 4 Direction rules.
5. **Councillor Brian Palmer** in conjunction with the BID to investigate a marshal scheme such as the one in place in Truro.
6. **All** to lobby the Police and Crime Commissioner to provide more resource in St Austell and to better prioritise reduction of ASB.
7. **All** to lobby the Home Office to provide fairer funding for Police services in Devon & Cornwall.
8. **All** to provide the Probation Service with ideas for future projects.

9. **All** to encourage prompt reporting of issues using either the 101 Police telephone number or the new 101 e-mail address.

10. **Town Council** to lobby for improved links between planning and licensing functions and for improvements to the licensing laws, in particular with regard to the 24/7 licensing culture.

11. **Town Council** to publish notes of meetings on their website and issue a press release.

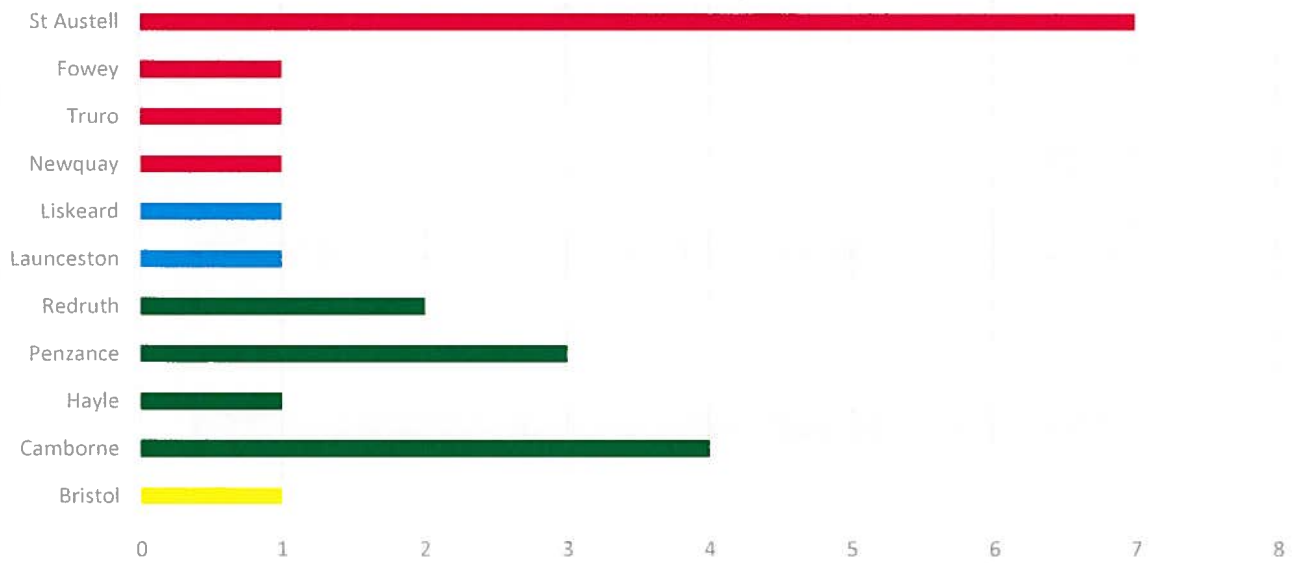
12. **Town Council** to invite Councillor Geoff Brown (Cornwall Council Portfolio Holder for anti-social behaviour) to the next meeting.

13. **Town Council** to invite a representative from the Mental Health Service to the next meeting.

14. **Town Council** to investigate the cost and supply of generic signs.

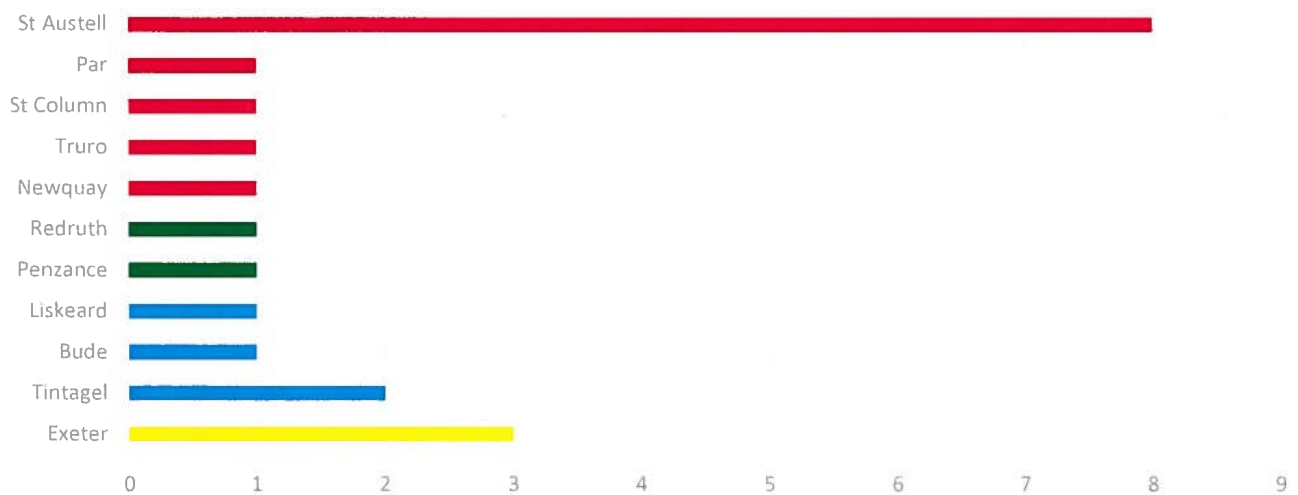
Residents entering Cosgarne Hall by geographical locations

June - August 2016



Residents exiting Cosgarne Hall by geographical location

June - August 2016



Residents exiting Cosgarne Hall by destination

June - August 2016

