

**SUPPLEMENTARY REPORTS FOR  
CABINET  
Thursday 21 July 2022 at 7.30 pm  
Council Chamber, Civic Centre**

The attached documents are due to be considered at the meeting listed above and were unavailable for circulation when the agenda for the meeting was published. The agenda items to which the documents relate is noted below.

**AGENDA**

11. Housing Revenue Account Outturn Report 2021/22 (Pages 2 - 10)
12. Capital Programmes Outturn Report 2021/22 (Pages 11 - 27)
13. Renewal of Town Centre PSPOs (Pages 28 - 83)

**REPORT TO:** CABINET

**DATE:** 21 JULY 2022

**TITLE:** HOUSING REVENUE ACCOUNT OUTTURN REPORT 2021/22

**PORTFOLIO HOLDERS:** COUNCILLOR SIMON CARTER, PORTFOLIO HOLDER FOR HOUSING  
COUNCILLOR JAMES LEPPARD, PORTFOLIO HOLDER FOR FINANCE

**LEAD OFFICERS:** SIMON FREEMAN, DEPUTY CHIEF EXECUTIVE AND DIRECTOR OF FINANCE (01279) 446228  
ANDREW MURRAY, DIRECTOR OF HOUSING (01279) 446676

**CONTRIBUTING OFFICERS:** SENIOR MANAGEMENT BOARD

**This is not a Key Decision**

**It is on the Forward Plan as Decision Number I013849**

**The decision is not subject to Call-in Procedures for the following reason:**

It is within the scope of the budget agreed by Full Council in January 2021

**This decision will affect no ward specifically.**

**RECOMMENDED that Cabinet:**

- A** Notes the Housing Revenue Account (HRA) Outturn Report 2021/22 as set out in following paragraphs and in Appendix 1.
- B** Approves the £294,000 in revenue carry forward requests as set out in Appendix 2 to the report.
- C** Notes that the HRA general working balance as at 31 March 2022 is £12.372 million as set out in Table 1 of the report.
- D** Notes that the Major Repairs Reserve balance as at 31 March 2022 is £0 million as set out in Table 3 of the report.

## **REASON FOR DECISION**

- A** The report compares the actual outturn with the current budget as at 31 March 2022 and following consultation with budget managers provides explanations for these variances.

## **BACKGROUND**

1. In January 2022 Cabinet approved the revised 2021/22 HRA Budget together with the 2022/23 budget and capital programme. The revised budget deficit of £9.026 million was prepared following consultation with budget managers and in conjunction with the HRA 30-year business plan and the medium-term financial strategy. This is due to be updated in 2022/23.
2. In March 2022 Cabinet compared the revised 2021/22 budget with the forecast outturn and it was anticipated that the budget deficit would be £2.403 million.

## **ISSUES/PROPOSALS**

### **HRA Budget 2021/22 – Outturn**

3. Set out in Appendix 1 is a comparison of Quarter 4 total outturn with the current budget. Following consultation with budget managers explanations for the variances are as follows.

### **Expenditure -**

4. General Management – Underspend £535,000. This has arisen due to:
  - a) A reduction in employee costs due to recruitment complexities positive variance (-£225,000)
  - b) Due to the ongoing recovery and backlog associated with void properties and the impact on movement within allocations has resulted in reduced movement of stock impacting tenant moves hence carryover request positive variance (-£240,000)
  - c) Redecoration allowance positive variance (-£45,000) aligns with recovery.
  - d) Due to the complexities around the increase in Disrepair cases which are currently ongoing and yet to concluded there is requirement to secure carryover funds positive variance (-£96,000)
  - e) Other small variations adverse (£71,000)
5. Special Management – Underspent £672,000

- a) The main cause of the underspend is a reduction in the use of temporary accommodation due to lower than anticipated level of numbers in temporary accommodation down 45 from 284 with the rough sleeping count reporting 0. Working closely with Streets2Homes to provide advice and support, the number of people sleeping rough is averaging 0.
- b) The council completed 345 homeless assessments and prevented around 20 percent of households from becoming homeless enabling to assist in securing a home for longer than six months.
- c) The council have enhanced partnership working with Essex County Council in providing extra care housing at Sunners Farm Close, tackling housing needs for the most elderly and vulnerable. The supported housing service has also achieved national quality “recognition” (Telecare Accreditation) for the tenth year, providing additional security for our most vulnerable residents and the wider community.

6. Repairs and Maintenance – Underspend £537,000

- a) Lower demand required on Contract arrangements due to asset management replacement and upgrade.
- b) Works contributing to Disrepair is ongoing and aligned to legal and specialist surveying processes resulted in delayed spend.

7. Rents, Rates and Taxes - £120,000

The variance reflects an increase in the average level of voids throughout 21/22 and their empty home costs.

8. Provision for Bad Debts – Favourable variation £142,000

- a) The provision for bad debts was not utilised because of the Improved performance on rent recovery.
- b) In terms of performance the net amount of rent arrears due to the authority has reduced from £1.998 million as at 31 March 2021 to £1.761 million as at 31 March 2022.
- c) Collection rates for rents are higher than forecast at quarter 3 and above previous years profiles. Data for Q4 shows the total cases in arrears have decreased by 4.9% with a decrease in serious arrears cases over £1,000 by 12% decrease in those over £2,000 by 9.6%.
- d) While cases are still progressing through the judicial system, they are still in excess of 9 months before a court hearing is heard. The number of cases currently within the judicial system awaiting a possession hearing in circa of 28. Historic former tenant arrears totalling £476,670

have been written off during the year, and the current provision of former bad debts continue to be kept under review.

9. Abortive Costs associated with the House Building Programme - £500,000 variance

- a) Following a review of the House Building programme a number of schemes were aborted (either in full or part). Under current rules expenditure incurred in respect of schemes aborted can no longer be classed as capital and fall as a charge to the revenue account.

10. Depreciation and Capital Charges - £175,000 favourable variance

- a) The favourable variation reflects receipt of more up to date information from the valuation office on asset values and the level originally forecasted.

11. Direct Revenue Financing - £9.556 million positive variance

- a) The reduction in direct revenue financing of the core Housing Capital Programme (HCP) reflects the reprofiling required for the 2021-22 capital programme into 22/23.

12. Rents – Adverse Variance £ 411,000

- a) This shortfall reflects the number of voids being higher than predicted. At the time of setting the budget, it was anticipated that the average level of voids at one time would be 116. During quarter 4, the number of empty voids reduced to its lowest level in the year of 131. A reduction from 197 at its peak emerging from the pandemic. There is also a reduction in turnaround times at its peak of 60 at the beginning of the year to 39 at the end of March 22. Although it is expected for further reductions in turnaround times through quarter 1 for 22/23, the figure remains higher than previous year's top quartile performance. HTS recovery plans are focusing on improving both void turnaround times and level of voids. .

13. Leasehold Service Charges – Adverse Variance £321,000

- a) Income from service charges is down by £321,000. The beginning of the year, tenants and leaseholders have been charged for the services they have received based on estimates. In addition, leaseholders are also charged for works delivered on the external works programme. At the end of quarter 4 the target collection rate was 95 percent with an outturn of 98.6 percent.

14. Other Charges for Services – Adverse Variance £1.664 million

- a) The HIP re-commenced in May 2021 with the external works contracts. The backlog of works programmes following the pandemic are being

worked through and continue to be worked through prioritised for completion 22/23. The reprofiling of the external works programmes has meant that the forecasted major works income has been lower than originally budgeted. It is expected this to be recovered in 22/23 and 23/24 as part of the HRA Business Plan forecasts.

15. Transfers from General Fund – Favourable Variance £244,000

- a) This has arisen due to an increase in the profit share from HTS Property and Environment Ltd dividend share.

**HRA General Balances**

16. The HRA outturn statement in Appendix 1 shows an overall deficit of £3.274 million. The movement in HRA balances can be summarised as set out in Table 1 below. It should be noted that the 2018/19 accounts are still to be signed off by the auditor and consequently the opening balance may be subject to amendment. The working balance are amounts of managed cash flows, funds to protect annual budgets against less predictable costs and uncommitted surpluses.

**Table 1 - HRA - General Working Balances**

<b>HOUSING REVENUE ACCOUNT</b>		
<b>2020/21 £'000</b>	<b>Narrative</b>	<b>2021/22 £'000</b>
15,751	Balance as at 1 April	15,646
-105	Surplus / (Deficit) for year	-3,274
<b>15,646</b>	<b>Balance as at 31st March</b>	<b>12,372</b>

**HRA Earmarked Reserves**

17. The HRA has a number of earmarked reserves and the movement and balances on these reserves can be summarised as set out below. These reserves are funds set aside to meet known or predicted spending and are ring-fenced.

**Table 2 - Movement in Earmarked Reserves**

Name of Reserve	Balance as at 31 March 2021 £	Transfers to Reserve £	Transfers From Reserve £	Balance as at 31 March 2022 £
Perpetuity Reserves	1,136,200	365,169	-448,167	1,053,202
Insurance Fund	2,165,257	219,570	-102,914	2,281,913
Insurance Claims Reserve	695,506	50,000		745,506
Risk Management Reserve	508,140	60,000		568,140
Housing Insurance Property Reserve	50,111	10,000		60,111
<b>Total Reserves</b>	<b>4,555,214</b>	<b>704,739</b>	<b>-551,081</b>	<b>4,708,872</b>

**Major Repairs Reserve**

18. Under the Accounts and Audit Regulations 2015 authorities are required to maintain a Major Repairs Reserve which is used to finance the core element of the Housing Capital Programme (HCP). The 2021/22 movement in the reserve can be summarised in Table 3.

**Table 3 - Summary of Major Repairs Reserve**

Name of Reserve	Balance as at 31 March 2021 £	Contributions to Reserve £	Transfers to Finance CAPEX £	Balance as at 31 March 2022 £
Major Repairs Allowance	1,574,047	10,919,615	-12,493,662	0

**Significant Risks/Opportunities**

19. The council recommenced delivery of the Housing Investment Programme (HIP) in May of 21. The impact on delivery of work programmes continues to highlight supply chain availability both in terms of work force required to deliver the programme and the ongoing acute shortage of certain building materials. The ongoing impact will be kept under review and any changes to business plan forecasts on programme aligned to HRA Business Plan assumptions included in the 30-Year HRA Business Plan is an assumption that there will be on average 116 voids per annum from 2022/23 onwards. Were voids level to remain at 135, then this would equate to a rent loss of £156,000 in a full year.
20. In terms of Legal enforcement for income management, all restrictions on Possession actions implemented by the Government in response to the Coronavirus pandemic have now been lifted, however the backlog of cases within the County Court system continues to impact on the Council, with significant delays in Court hearings, taking on average 9 months from point of application to initial hearing date. This prevents the Council from dealing with the persistent non-payers in a timely manner, increasing levels of arrears prior to any possession order being made. This is also the case for breaches of tenancy conditions.

## **IMPLICATIONS**

### **Strategic Growth and Regeneration**

None specific.

**Author: Andrew Bramidge, Director of Strategic Growth and Planning**

### **Finance**

As contained in the body of the report.

**Author: Simon Freeman, Deputy to the Chief Executive and Director of Finance**

### **Housing**

As contained in the body of the report.

**Author: Andrew Murray, Director of Housing**

### **Communities and Environment**

None specific.

**Author: Jane Greer, Director of Communities and Environment**

### **Governance and Corporate Services**

None specific.

**Author: Simon Hill, Director of Governance and Corporate Services**

## **Appendices**

Appendix 1 – Housing Revenue Account Outturn 2021/22

Appendix 2 – HRA Carry Forward Requests 2021/22

## **Background Papers**

None.

## **Glossary of terms/abbreviations used**

HCP – Housing Capital Programme

HRA – Housing Revenue Account

HTS – HTS (Property and Environment) Ltd

RTB – Right to Buy

Appendix 1  
HOUSING REVENUE ACCOUNT OUTTURN 2021/22

HEADING	2020/21 Actual £'000	2021/22 Approved Budget £'000	Current Budget £'000	Actual Outturn £'000	Proposed Carry Forwards £'000	Total Outturn £'000	Variance £'000
<b>Expenditure</b>							
General Management	12,805	10,299	10,526	9,786	205	9,991	-535
Special Management	7,458	8,418	8,538	7,866		7,866	-672
Repairs	10,216	11,262	12,102	11,476	89	11,565	-537
Rents, Rates & Taxes	121	87	87	207		207	120
Supporting People	3	5	5	2		2	-3
Provision for Bad Debts	167	357	357	215		215	-142
New Builds abortive costs	0	0	0	500		500	500
Depreciation	10,305	10,736	10,736	11,027		11,027	291
Direct Revenue Financing	0	6,559	14,437	4,881		4,881	-9,556
Debt Management Expenses	5	17	17	6		6	-11
Capital Charges	7,525	7,261	7,261	6,795		6,795	-466
<b>Total Expenditure</b>	<b>48,605</b>	<b>55,000</b>	<b>64,066</b>	<b>52,761</b>	<b>294</b>	<b>53,055</b>	<b>-11,011</b>
<b>Income</b>							
Dwelling Rents	-42,987	-43,763	-43,763	-43,524		-43,524	239
Garage Rents	-965	-1,081	-1,081	-933		-933	148
Other Rents	-84	-65	-65	-89		-89	-24
Service Charges - Tenants	-1,015	-1,175	-1,175	-1,072		-1,072	103
Service Charges - Leaseholders	-2,022	-2,434	-2,434	-2,216		-2,216	218
Other Charges for Services	-716	-2,340	-2,340	-676		-676	1,664
Transfers from General Fund	-602	-623	-623	-867		-867	-244
Interest on Revenue Balances	-109	-32	-32	-110		-110	-78
<b>Total Income</b>	<b>-48,500</b>	<b>-51,513</b>	<b>-51,513</b>	<b>-49,487</b>	<b>0</b>	<b>-49,487</b>	<b>2,026</b>
Balance at 1 April	-15,751	-16,243	-16,243	-15,646		-15,646	597
(Surplus) / Deficit	105	3,486	12,552	3,274		3,274	-9,278
<b>Balance in hand at 31 March</b>	<b>-15,646</b>	<b>-12,757</b>	<b>-3,691</b>	<b>-12,372</b>	<b>0</b>	<b>-12,372</b>	<b>-8,681</b>

\* Due to 2018/19 audit adjustment

## Appendix 2 HRA Carry Forward Requests 2021/22

<b>BUDGET AREA</b>	<b>Carry Forward Request £</b>	<b>Reason for the Carry Forward Requests</b>
R&M - Payments to HTS	38,377	HTS R&M, Delays in completing works in WIP from 2021/22 following Covid 19
R&M - asbestos	25,000	Asbestos Flat Blocks Re-inspection Surveys- due to programmed being delayed for covid 19 in 20-21 has a continuous effect on current programmes
R&M - Damp	25,500	High level of moisture, ventilation system required, ongoing improvement / Damp issue, ventilation improvement to property
General Management - Redecoration Allowance	28,000	Due to delays in void management due to Covid 19, we have 149 voids in the system that will require allocation of redecoration allowances.
General Management - Legal Costs	30,000	Due to delays experienced due to Covid 19, we have a rise in disrepair cases, currently totalling 49 which require legal input and representation
General Management - Tenants Removal Expenses	18,000	Due to the delays experienced from Covid 19, there have been delays with the void and allocation of property's, with currently 149 voids awaiting repair works and allocation. This therefore directly impacts on the ability for tenants to move and therefore claim removal expenses in certain cases.
General Management - Compensation to tenants	70,000	A number of cases are still unresolved and being investigated through legal for disrepair cases and Ombudsman interventions, therefore we have no indication as to what if any compensation will be awarded by the public bodies
General Management - Use of consultants	34,000	Delayed Tenants' Survey until 2022-23 plus additional consultancy re Tenant profiling
General Management - IT support	25,000	Due to an ongoing dispute with Orchard over charging dates, we are waiting for Orchard to investigate the matter before we pay the invoice
<b>GRAND TOTAL</b>	<b>293,877</b>	

**REPORT TO:** CABINET

**DATE:** 21 JULY 2022

**TITLE:** CAPITAL PROGRAMMES OUTTURN REPORT 2021/22

**PORTFOLIO HOLDERS:** COUNCILLOR SIMON CARTER, PORTFOLIO HOLDER FOR HOUSING  
COUNCILLOR JAMES LEPPARD, PORTFOLIO HOLDER FOR FINANCE

**LEAD OFFICERS:** SIMON FREEMAN, DEPUTY CHIEF EXECUTIVE AND DIRECTOR OF FINANCE (01279) 446228  
ANDREW MURRAY, DIRECTOR OF HOUSING (01279) 446676

**CONTRIBUTING OFFICERS:** SENIOR MANAGEMENT BOARD

**This is not a Key Decision**

**It is on the Forward Plan as Decision Number I013850**

**The decision is not subject to Call-in Procedures for the following reason:**

It is within the scope of the budget agreed by Full Council in January 2021

**This decision will affect no ward specifically.**

**RECOMMENDED that Cabinet:**

- A** Notes that the Housing Capital Programme (HCP) final outturn for 2021/22 is £18.522 million as set out in Appendix 1 to the report.
- B** Approves £2.762 million reprofiling of capital schemes from 2021/22 HCP into 2022/23 as set out in Appendix 2 to the report.
- C** Note that the Non-Housing Capital Programme (NHCP) final outturn for 2021/22 is £7.686 million as set out in Appendix 3 to the report.
- D** Approves the £4.163 million reprofiling of capital schemes from 2021/22 NHCP into 2022/23 as set out in Appendix 4 to the report.
- E** Notes the balance of £13.018 million of retained Right to Buy (RTB) receipts held as at 31 march 2022 in order to finance the new build programme as set out in Appendix 5 to the report.

## **REASON FOR DECISION**

- A** To enable Cabinet to compare the final outturn with the Quarter 3 current budget and amend the capital programme in the light of the latest operational developments, profiling and funding changes.
- B** The report also provides details of the retained Right to Buy (RTB) capital receipts available as at 31 March 2022. This information will be used to bring forward plans for future new build schemes in order to provide much needed affordable housing.

## **BACKGROUND**

1. Cabinet approved the Quarter 2 HCP 2021/22 and NHCP 2021//22 current budgets in December 2021. The approved HCP current budget was £27.332 million and the approved NHCP current budget was £11.796 million
2. In March, Cabinet approved the £6.620 million re-profiling of the 2021/22 HCP into 2022/23 and the £0.098 million re-profiling of the 2021/22 NHCP into 2022/23.
3. As a consequence of these approvals the 2021/22 Quarter 3 HCP current budget is £20.712 million and NHCP current budget is £11.698 million.
4. The report compares the final outturn with the Quarter 3 current budget and following consultation with budget managers provides explanations for the variations.

## **ISSUES/PROPOSALS**

### **2021/22 HCP - Outturn**

#### **Core Programme**

5. Set out in Appendix 1 is the 2021/22 HCP final outturn statement which compares the final budget with the actual expenditure as at 31 March 2022. The statement shows all the variances between the budget and actual and set out in the following paragraphs are the explanation for those variances

#### **Internal Works (Compliance)**

6. Due to programmes previously delayed due to Covid-19 restrictions the 2021-22 programme has slipped. The budget was re-profiled at Quarter 3 but there is still a £285,000 underspend which is subject to a carry forward request.

## **Energy Efficiency**

7. Due to delays with Planning consent and manufacturing of the windows due to the type of property there is a £54,000 underspend which is subject to a carry forward request.

## **Aids and Adaptations**

8. Similar to other internal works the provision of aids and adaptations to tenants has also been affected due to Covid-19 restrictions. Consequently, a large part of the budget was re-profiled at Quarter 3 but there is still a £155,000 underspend which is subject to a carry forward request.

## **Internal Works (Internal)**

9. Due to slippage in the 2021-22 programme as a result of previously delayed Covid-19 work, there is still a £391,000 underspend which is subject to a carry forward request.

## **Garage Refurbishment**

10. The garage refurbishment programme has slipped during the year as a result of previously delayed Covid-19 restrictions, there is a £329,000 underspend which is subject to a carry forward request.

## **Sumners Farm Close**

11. The scheme was reprofiled at quarter 2 and 3 however due to additional expenditure associated with Fire Safety and investigation works it has overspent by £58,000.

## **External Works**

12. The externals programme is a planned schedule of work to renew, improve, and maintain the housing stock aligned to the Housing Investment Programme. As with all other programmes the external programme has been delayed due to impact Covid-19 restrictions. However, works were completed on sites where it was possible to adhere to the current regulations and associated working restrictions, these sites include Mill House. Due to the ongoing challenges associated with the supply chain and delays with the availability of materials has resulted in uncontrollable delays and £129,000 underspend which is subject to a carry forward.

## **Compliance/Electrical Testing**

13. Electrical testing and inspection programmes were reviewed following latest Government guidance and HTS (Property and Environment) Ltd now carries out its programme of testing in accordance with Covid-19 restrictions. The compliance testing programme was up to date up to March 2021 but under the

current lock down restrictions there may be some cases where the programme has to be re-scheduled to a later date.

### **External Programme**

14. The external programme was reprofiled at quarter 2 and 3, however there is a £323,000 underspend which is subject to a carry forward request mainly due to the ongoing challenges associated with the supply chain and delays with the availability of materials post Covid 19.

### **Damp & Structural Works**

15. The damp & structural works reprogramme has underspent by £114,000 which is subject to a carry forward request. As with all other programmes the external programme has been delayed due to impact Covid-19 restrictions.

### **Energy Efficiency Work**

16. Whilst projects have been committed and orders raised to complete work, with a further project being delayed and currently in consultation. In addition, works at Risdens and Netteswellbury pipework improvements have been delayed. The energy efficiency work programme has underspent by £408,000 which is subject to a carry forward request.

### **Fire Safety – SE Ducts**

17. Works to fire safety SE Ducts has been more complex than anticipated following Government guidance and redesign of warm air systems. The budget has overspent by £28,000.

### **Housing IT Development**

18. Housing Services has a three-year ICT programme aligned to the Council's Corporate and Access Strategy. This has included the provision of digital platforms for tenants and leaseholders to access their rent and service charge accounts, report repairs, make payments and apply for council garages online. This is also open to non-council tenants. Projects have had to be re-aligned further due to Covid-19 restrictions and the availability of external suppliers on site.
19. Work has been completed to upgrade the current reporting structures in Housing. The Business Objects reporting tool has been migrated to the latest version which will improve the reporting capabilities for PI's and allow us to introduce target rent reporting for Locata Advertisements.
20. Work has now commenced on new projects such as the Asset Management model which is one of the largest upgrades to be implemented since the introduction of the Orchard Management System. This project will also run alongside an Orchard Mobile project which is a tablet version of Orchard and can be used on site visits for real time interfacing with the management system.

The project will be running in stages over the next 12 months with wider expansion expected over the next 2 years. The project will ensure valuable strategic planning and provide a full asset management functionality. This will ensure effective day-to-day management and maintenance, including current and predicted performance. The software will also provide trigger events such as fire risk assessments and upcoming service/inspection or asbestos surveys. This will result in customers experiencing less compliance issues.

21. Work has commenced to apply target rents to the rent accounting module. Testing is due to be completed in October for a Live roll out in April 2023
22. The budget has underspent by £286k which is subject to a carry forward request.

### New Build Programme

23. Set out in Table 1 the cumulative expenditure on all new build schemes up to 31 March 2022, together with the budgets for subsequent years.

**Table 1 - HCP Revised New Build Projects**

Name of Scheme	No. of Units	Approved Scheme Cost	Actual to 31/03/2022	2022/23 Budget	Later years
		£'000	£'000	£'000	£'000
Bushey Croft	16	3,200	2,747	0	0
Lister House	14	9,800	689	6,000	3,800
The Yorkes	6	2,500	74	1,600	800
4 The Hill	2	620	511	220	0
Arkwrights	8	3,000	0	1,688	1,312
Woodleys	6	2,250	0	1,286	964
Red Lion lane	3	1,250	0	500	750
Pytt Field	5	1,250	0	833	417
Sherards House	14	6,500	0	650	5,850
<b>Total</b>	<b>74</b>	<b>30,370</b>	<b>4,021</b>	<b>12,777</b>	<b>4,600</b>

24. In March 2022 Cabinet approved further re-profiling of the new build programme in the HCP. Further re-profiling is required, and the explanations are as follows:

a) Bushey Croft

- i) Delayed due to installation of utilities on site have resulted in the overall programme for the development overrunning. Dates for utility connections have now been agreed and completion of the project is likely to be July 2022.

b) The Yorkes

- i) The scheme has undergone several redesigns over the financial year due to ongoing discussions with the administration as to requirements for delivery on this site. New designs have been drawn up and a planning application was submitted in May 2022.

## **2021/22 NHCP – Outturn**

### **Core Programme**

25. Set out in Appendix 3 is the 2021/22 NHCP final outturn statement which compares the final budget with the actual expenditure as at 31 March 2022. The statement shows all the variances between the budget and actual and set out in the following paragraphs are the explanation for those variances.

### **Environmental Health and Strategic Housing**

26. The programme of works to install disability facilities in private homes accelerated in 2021-22 after being suspended for most of last year due to Covid-19. Consequently, the budget is overspent by £148,000 however this is 100 percent grant funded.
27. There were also delays in the equipped playgrounds programme (due to ongoing supply chain issues), additional and replacement bins (caused by a better-than-expected public consultation exercise and work pressures elsewhere) and biodiversity and allotment security & infrastructure works (due to unforeseen workload above existing commitments). As a result of this budget carry forwards totalling £342,000 have been submitted.

### **Latton Bush Centre**

28. The south boiler house boiler and controls programme has slipped as project deferred due to inclusion with batched boiler replacement works. As a consequence, a £17,000 carry forward request has been submitted.

### **Community Buildings**

29. Works to a number of buildings including Osler House, Sherards Hatch & Coppice Hatch Common Rooms, The Museum and Leah manning centre have slipped mainly because of spend deferred due to a lack of staff capacity to deliver the works. As a consequence, a number of budget carry overs totalling £344,000 have been submitted.

### **Contingency and Other Public Schemes**

30. In order to reduce its net carbon emissions Members agreed to look at the feasibility of installing photovoltaic panels on all public council buildings, of which eight have been identified, within the next two years where possible. In February

2021 the Secretary of State for Business, Energy and Industrial Strategy awarded the Council a grant of £334,600 for solar PV installations. The budget was re-profiled at Quarter 3 and the grant will be carried forward into 2022/23.

### **Civic Centre**

31. In October 2020 a fire safety survey was completed for the Civic Centre. The survey recommended upgrades to the building including the replacement of fire doors, cavity barriers and dampers. The procurement process has commenced but it is anticipated that most of the safety work will now take place in 2022/23. The budget is £216,000 under spend and a budget carry forward has been submitted.

### **Garages**

32. The refurbishment of garages is an ongoing programme and delays have occurred due to the availability of sites and the pandemic. The final underspend will be included in the list of carry forward requests.

### **Community Wellbeing**

33. There have been delays to the improvements of The Playhouse due to a number of issues. The work is scheduled to be completed in 2022/23 and the project has been included on the carry forward list.
34. There have been delays to the refurbishment of "The Rows" due to the inter-dependency of funding streams and the need to demonstrate match funding for the Future High Streets and levelling up funds. It is anticipated that this project will start in 2022/23 and has been included on the carry forward requests.
35. In 2020/21 the Council received a £1 million grant to fund the Eastgate project. The procurement process started during the year. This is subject of a carry forward request when the project will be rolled forward along with the grant.
36. There have been similar delays in the Harlow Town gateway signage programme. The project has commenced, and it is likely to be fully delivered in the first two quarters of 22/23.
37. In December 2020, Cabinet approved the Town Wide paddling pools refurbishment. The procurement process was completed, and work commenced in 2021/22. Work continues in to 2022/23 to complete the projects and £431,000 carry forward into 2022/23 will be required.

### **Other Projects**

#### **Towns Fund**

38. The Council has been awarded £23.7 million grant funded in arrears. A budget carry forward request has been submitted to reflect 22/23 go live dates.

## **Enterprise Zone**

39. Cabinet approved the funding of £7.2 million over two years to develop Plot H of the Harlow Science Park into a range of 'mid-tech' units combining office, research and manufacturing/assembly space, to be known as Modus. It is anticipated that final payment in respect of the Modus project will be delayed until 2022/23 and it is for this reason that it is included on the carry forward list.

## **New Build – Elm Hatch**

40. Elm Hatch is a project to demolish a retail hatch and redevelop the site with retail and residential properties. In January 2020 Cabinet approved a total budget of £4.305 million over three years. The leasehold in respect of the remaining retail unit has been purchased and progress continues on the delivery of the scheme which is complex and has had a number of planning issues that had to be addressed causing delay.

## **IMPLICATIONS**

### **Strategic Growth and Regeneration**

None specific.

**Author: Andrew Bramidge, Director of Strategic Growth and Regeneration**

### **Finance**

As contained in the report.

**Author: Simon Freeman, Head of Finance and Property and Deputy to the Chief Executive**

### **Housing**

None specific.

**Author: Andrew Murray, Director of Housing**

### **Communities and Environment**

None specific.

**Author: Jane Greer, Director of Communities and Environment**

### **Governance and Corporate Services**

None specific.

**Author: Simon Hill, Director of Governance and Corporate Services**

## **Appendices**

- Appendix 1 – Housing Capital Programme – Outturn Statement 2021/22
- Appendix 2 – Housing Capital Programme Carry Forward Requests
- Appendix 3 – Non-Housing Capital Programme Outturn Statement 2021/22
- Appendix 4 – Non-Housing Capital Programme Carry Forward Requests.
- Appendix 5 – Retained Right to Buy Receipts

## **Background Papers**

None.

## **Glossary of terms/abbreviations used**

HCP – Housing Capital Programme

HRA – Housing Revenue Account

NHCP – Non-Housing Capital Programme

Appendix 1 HCP 2021/22 Outturn

Housing Capital programme 2021/22 Outturn

Schemes	2021/22 Approved Budget	Previous Cabinet Decisions	Proposed Carry Forwards	Final Budget	Actual outturn 2021/22	Variance
	£	£	£	£	£	£
<b>EXPENDITURE</b>						
Internal Works CDM	50,000	23,967	0	73,967	85,612	11,645
HTS - Internal Works (ASC)	1,056,299		0	1,056,299	1,056,299	0
HTS - Internal Works (Compliance)	2,421,624	-1,045,215	-284,804	1,091,605	1,091,605	0
HTS - Internal Works (Energy Efficiency)		53,592	-53,592	0	0	0
HTS - Internal Works (Aids and Adaptations)	900,000	-36,727	-154,889	708,384	708,384	0
HTS - Internal Works (Environment)		17,091	-1,270	15,821	15,821	0
HTS - Internal Works (Internal)	2,015,000	193,809	-391,688	1,817,121	1,817,122	1
HTS - Garage Refurbishment	487,320	174,592	-328,755	333,157	333,157	0
HTS - Sumners Farm Close	220,044	-178,044	0	42,000	99,944	57,944
HTS - External Works		686,791	-129,228	557,563	557,563	0
Fire Safety - SE Ducts Tower Blocks	911,217	904,537	0	1,815,754	1,843,673	27,919
External Works	4,247,744	-1,157,202	-322,956	2,767,586	2,767,586	0
Damp & Structural Works	1,100,000	295,787	-113,500	1,282,287	1,282,287	0
Other Works	100,000	212,463	0	312,463	340,395	27,932
Compliance & Electrical Upgrade	2,738,752	-642,386	-48,034	2,048,332	2,376,344	328,012
Energy Efficiency Work	1,855,000	-1,168,192	-407,814	278,994	278,995	1
Acquisitions (incl relevant void works)	0	383,617	0	383,617	390,471	6,854
New Build Developments	7,767,000	-4,673,475	-239,268	2,854,257	2,966,261	112,004
Housing IT	450,000	-130,000	-285,940	34,060	34,061	1
Prentice Place	0	476,697	0	476,697	476,697	0
<b>TOTAL HOUSING CAPITAL PROGRAMME</b>	<b>26,320,000</b>	<b>-5,608,298</b>	<b>-2,761,738</b>	<b>17,949,964</b>	<b>18,522,277</b>	<b>572,313</b>
<b>FINANCED BY</b>						
Direct Revenue Contribution	6,559,000	-2,125,961	-124,495	4,308,544	4,880,857	572,313
Major Repairs Reserve	10,786,000	1,524,000	183,662	12,493,662	12,493,662	0
1-4-1- Receipts Used		224,040	-32,979	191,061	191,061	0
Other Capital Receipts		1,178,926	-1,178,926	0	0	0
Right to Buy receipts arriving in year	1,200,000	249,000	-1,449,000	0	0	0
Other grants and contributions		640,000	-160,000	480,000	480,000	0
POD/GAF Grant funding of Prentice Place		476,697		476,697	476,697	0
Borrowing	7,775,000	-7,775,000		0		0
<b>TOTAL FINANCING</b>	<b>26,320,000</b>	<b>-5,608,298</b>	<b>-2,761,738</b>	<b>17,949,964</b>	<b>18,522,277</b>	<b>572,313</b>

## Appendix 2 HCP Carry Forward Requests 2021/22

PROJECT AREA	Variance £'000	Carry Forward Request £'000	Reason for the Carry Forward Requests
HTS - Internal Works (Compliance)	285	285	HTS Business Case Compliance Programme 2021/22 Programmes was previously been delayed due COVID 19 2020-21 which has impacted on the completion of the current programme
HTS - Internal Works (Energy Efficiency)	54	54	HTS Business Case Energy Efficiency Delays with Planning and manufacturing of the windows due to type of property
HTS - Internal Works (Aids and Adaptations)	155	155	HTS Business Case Aids and Adaptations 2021/22 Programme was previously been delayed due COVID - 19 2020-21 which has impacted on the completion of the current programme
HTS - Internal Works (Environment)	1	1	HTS Business Case Environmental Estate Works Programme complete with underspend monies to be vired to support Garage Programme
HTS - Internal Works (Internal)	391	391	HTS Business Case Internals Programme 2021/22 Programmes was previously been delayed due COVID 19 2020-21 which has impacted on the completion of the current programme
HTS - Garage Refurbishment	329	329	HTS Business Case Housing Garage Programme 2021/22 Programme was previously been delayed due COVID - 19 2020-21 which has impacted on the completion of the current programme
HTS - External Works	129	129	HTS Business Case Externals Programme 2021/22 Programme was previously been delayed due COVID - 19 2020-21 which has impacted on the completion of the current programme
External works	22	22	Works have be requested awaiting for them to be completing
External works	21	21	HTS Business Case Water Tanks Programme 2021/22 Programme was previously been delayed due COVID - 19 2020-21 which has impacted on the completion of the current programme
External works	137	137	Externals Refurbishment Works Programmes was previously been delayed due COVID 19 2020-21 which has impacted on the completion of the current programme
External works	34	34	Mill House FRA Works - Quill Construction Programme was delayed
External works	109	109	Roof Replacement Programme - It's a reactive programme awaiting planning and Consulations periods
Damp & Structural Works	18	18	Works have be requested awaiting for them to be completing
Damp & Structural Works	95	95	Works have be requested awaiting for them to be completing

Other Works	23	23	Work has been instructed to contractors and PO raised to complete adaptations
Compliance & Electrical upgrade	6	6	H&S Works have be requested awaiting for them to be completing
Compliance & Electrical upgrade	42	42	Programme delays due to detailed specification by specialist contractors currently being procured
Energy Efficiency Work	152	152	Energy Efficiency Projects have been comitted and orders raised to complete work, with a further project being delayed and currently in consultation.
Energy Efficiency Work	255	255	Risdens and Netteswellbury Pipework improvements, programme delayed start.
New Build Developments - Bushey Croft	191	191	Bushey Croft Development Scheme Delays due to installation of utilities on site have resulted in the overall programme for the development overrunning. This is out of Harlow Council and the contractors control. Dates for utility connections have now been agreed and completion of the project is likely to be c. June 2022.
New Build Developments - The Yorkes	25	25	The Yorkes Development Scheme The scheme has undergone several redesigns over the the financial year, due to ongoing discussions with the administration as to requirements for delivery on this site. New designs have been drawn up and a planning application is due to be submitted in May 2022.
Housing IT	286	286	IT Improvement Projects have been deylayed with the Testing stage and are due to resume in April
<b>TOTAL HCP</b>	<b>2,760</b>	<b>2,760</b>	

## Appendix 3 NHCP 2021/22 Outturn

### Non Housing Capital programme 2021/22 Outturn

Schemes	2021/22 Approved Budget	Previous Cabinet Decisions	Proposed Carry Forwards	Final Budget	Actual outturn 2021/22	Variance
	£	£	£	£	£	£
<b>EXPENDITURE</b>						
Latton Bush Centre	505,690	-288,562	-17,465	199,663	218,307	18,644
Comercial Properties	698,517	-497,538	-187,460	13,519	8,987	-4,532
Highways and Car Parks	146,310	755	-42,700	104,365	85,565	-18,800
Drainage Works	40,000	78,080		118,080	136,989	18,909
Community Buildings	711,491	-124,805	-344,249	242,437	214,391	-28,046
Other Public Schemes	518,252	-121,375	-66,661	330,216	300,972	-29,244
Civic Centre	236,000	199,848	-216,375	219,473	218,719	-754
Garages	156,000	154,488	-31,112	279,376	279,376	0
Contingency	50,000	-37,751		12,249	0	-12,249
<b>TOTAL FINANCE ASSET MANAGEMENT</b>	<b>3,062,260</b>	<b>-636,860</b>	<b>-906,022</b>	<b>1,519,378</b>	<b>1,463,306</b>	<b>-56,072</b>
Environmental Place Services	900,000	318,141	-341,893	876,248	1,009,926	133,678
Governance	30,000	22,730	-10,904	41,826	41,826	0
Finance	176,000	54,881		230,881	228,771	-2,110
Community Wellbeing	1,080,778	1,229,770	-710,800	1,599,748	1,652,198	52,450
<b>OTHER SERVICES</b>	<b>2,186,778</b>	<b>1,625,522</b>	<b>-1,063,597</b>	<b>2,748,703</b>	<b>2,932,721</b>	<b>184,018</b>
Enterprise Zone	3,360,000	1,212,007	-1,489,222	3,082,785	3,082,785	0
Town Regeneration Partnership	5,000,000	-5,000,000	0	0	0	0
<b>OTHER SCHEMES</b>	<b>8,360,000</b>	<b>-3,787,993</b>	<b>-1,489,222</b>	<b>3,082,785</b>	<b>3,082,785</b>	<b>0</b>
GF New Build	4,210,976	-4,105,976	-60,099	44,901	44,901	0
<b>NEW BUILD</b>	<b>4,210,976</b>	<b>-4,105,976</b>	<b>-60,099</b>	<b>44,901</b>	<b>44,901</b>	<b>0</b>
Towns Fund	0	783,750	-783,750	0	0	0
<b>TOWNS FUND</b>	<b>0</b>	<b>783,750</b>	<b>-783,750</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL NON-HOUSING CAPITAL PROGRAMME</b>	<b>17,820,014</b>	<b>-6,121,557</b>	<b>-4,302,690</b>	<b>7,395,767</b>	<b>7,523,713</b>	<b>127,946</b>
Programme of Development	0	0	0	0	162,066	162,066
<b>TOTAL ALL NON-HOUSING CAPITAL PROGRAMME</b>	<b>17,820,014</b>	<b>-6,121,557</b>	<b>-4,302,690</b>	<b>7,395,767</b>	<b>7,685,779</b>	<b>290,012</b>
<b>FINANCED BY</b>						
Capital Receipts	1,913,000	-650,339	-870,266	392,395	392,395	0
Asset Disposal		650,000		650,000	650,001	1
Direct Revenue Contribution	361,767	-13,489	341,253	689,531	689,531	0
Earmarked Reserves	486,000	222,420	-708,420	0	0	0
Other grants and contributions	3,860,000	2,435,725	-2,249,962	4,045,763	4,207,829	162,066
Loans	5,000	0	-1,150	3,850	3,850	0
Borrowing	11,194,247	-8,765,874	-814,145	1,614,228	1,742,173	127,945
<b>TOTAL FINANCING</b>	<b>17,820,014</b>	<b>-6,121,557</b>	<b>-4,302,690</b>	<b>7,395,767</b>	<b>7,685,779</b>	<b>290,012</b>

#### Appendix 4 NHCP Carry Forward Requests 2021/22

PROJECT AREA	Variance £'000	Carry Forward Request £'000	Reason for the Carry Forward Requests
Latton Bush Centre - South Boiler House Boiler and Controls	17	17	Project deferred due to inclusion with batched boiler replacement works.
Commercial Properties - Asbestos Removal	23	23	Spend deferred due a lack of staff capacity to deliver the works.
Commercial Properties - Netteswellbury Farm	51	51	Spend deferred due a lack of staff capacity to deliver the works.
Commercial Properties - Water Treatment	6	6	Spend deferred due a lack of staff capacity to deliver the works.
Commercial Properties - Ladyshot Pavilion	3	3	Spend deferred due a lack of staff capacity to deliver the works.
Commercial Properties - Hatches Windows and Doors	7	7	Spend deferred due a lack of staff capacity to deliver the works.
Commercial Properties - Mead Park Depot Boiler Replacement	11	11	Project deferred due to inclusion with batched boiler replacement works.
Commercial Properties - Cannons Cottages	116	116	Project deferred to be batched with similar Housing improvement works planned for 2022/23.
Commercial Properties - Pypers Hatch Yard Resurfacing	21	21	Project slipped into 2022/23 due to deferred contractor start date.
Commercial Properties - Barrows Farm Cottages - Boiler	29	29	Project deferred to be batched with similar Housing improvement works planned for 2022/23.
Highways & Car Parks - Unadopted Street Lighting	7	7	LED Lighting Upgrade town wide 2. To upgarded identified light according to the tender excersie. Works half done a tree need to eb cut back by HTS to complete the remainign Half. Invoice half paied.
Highways & Car Parks - Townwide Unadopted Highways & Pavi	36	36	Emergancy works to rear of The Tudors. Works have just started and have been furthur delayed due t consultant delays. These works were tendered for and are in progress.
Community Buildings - Sherards Hatch Comon Room	11	11	Spend deferred due a lack of staff capacity to deliver the works.
Community Buildings - Coppice Hatch Comon Room	10	10	Spend deferred due a lack of staff capacity to deliver the works.
Community Buildings - Osler House - Reroofing	80	80	Project planning tool longer than anticipated, therefore works slipped into 2022/23.
Community Buildings - Osler House - Internal refurbishment	146	146	Project planning tool longer than anticipated, therefore works slipped into 2022/23.
Community Buildings - Museum - Garden irrigation, electricity & lighting, website and display stands	6	6	Due to the ongoing impact of Covid-19, capital works to the museum have been delayed, resulting in works to appoint consultants and contractors being commissioned late in the financial year.
Community Buildings - Museum - Walled gardens	2	2	Spend deferred due a lack of staff capacity to deliver the works and time required to secure listed building consent.
Community Buildings - Leah Manning Centre - Lighting	10	10	Lighting
Other Public Schemes - PV Panels	62	62	Project works are still ongoing and likely to complete June 2022
Other Public Schemes - Railway Bridge	5	5	Spend deferred due a lack of staff capacity to deliver the works.
Civic Centre - External Works Including Windows	5	5	Money was held back in 2021/22 for project planning, however that didn't progress in year.
Civic Centre Fire Safety	212	212	Project planning tool longer than anticipated, therefore works slipped into 2022/23.
Garages	31	31	HTS Business Case Non Housing Garage Programme 2021/22 Programme was previously been delayed due COVID -19 2020-21 which has impacted on the completion of the current programme

Environmental - Town Park Entrance Improvement & Tree Survey	1	1	Tree condition survey for southern area of the Town Park, PO 30438947. Service pressures and effects of winter storm damage have delayed these works
Environmental - Equipped Playgrounds (19-009)	50	50	Unspent budget and outstanding orders for playground repair works that have been delayed due to ongoing supply chain issues (Brexit & Covid) which has caused longer leadtimes and delayed these works.
Environmental - Equipped Playgrounds (20-007)	141	141	Unspent budget and outstanding orders for playground upgrade works that have been delayed due to ongoing supply chain issues (Brexit & Covid) which has caused longer leadtimes and delayed these works.
Environmental - Additional dual use bins	130	130	Budget is for additional dual use bins. Delay was caused by a later than expected public consultation exercise and work pressures elsewhere delaying the analysis of the information and determination of suitable locations
Environmental - Replacement litter bins	9	9	Budget was for new dual use bins to replace end of life bins. Underspend due to work pressures elsewhere leading to a lack of time to determine and order the work
Environmental - Biodiversity security & infrastructure	6	6	Biodiversity improvements underspend affected by unforeseen workload above existing commitments, placing this service under pressure. Projects have been identified and currently being costed and prioritised.
Environmental - Allotment security & infrastructure	5	5	Allotment Site Security & Infrastructure underspend. This is due to unforeseen workload above existing commitments, which has put this service under pressure. This has resulted in time diverted away from identifying, prioritising and arranging for contracted capital improvements.
Governance - Electoral Services - Tablets	5	5	Whatever is left is needed to fund equipment for the elections.
Governance - Human Resources - New HR/Payroll system	6	6	Capital underspend required as a carryover to support continued delivery and system change from the HR/Payroll system
Community - Paddling Pools	431	431	Paddling Pool Refurbishment Programme - Staple Tye Delayed Start date for programme, works have started with completion due June 2022
Community - Community Safety - CCTV Underpass	4	4	Police funding - late notice
Community - Playhouse - Refurbishment	17	17	Replacement of Rear Shutter on stage due to existing one being deemed unsafe. Order raised in November but supply issues have resulted in long lead in times.
Community - Playhouse - Refurbishment	3	3	New access equipment for circle front IWB. Several options had to be explored as to the most appropriate method of access. A bespoke item has to be made for this. Order raised in February.
Community - Playhouse - Refurbishment	5	5	Replacement radios, batteries and chargers. To ensure cost effectiveness we conducted a usage and condition exercise on existing equipment. Programming of equipment is being discussed and this order will be fulfilled shortly. Order has been raised.
Community - Playhouse - Refurbishment	11	11	Increase in distribution of power and data in Theatre 1 due to ever developing new technologies and procurement of new equipment for the theatre. There are delays in supply at present and installation has to work around show programme. Order has been raised.
Community - Playhouse - Refurbishment	5	5	Installation of new working and emergency lighting in Studio 2. New lighting had to be designed for the space and installation has to take place when this busy studio is not in use. This work is booked in for August. Order raised.

Community - Playhouse - Refurbishment	12	12	Installation of new advertising screens in Theatre bar. Several options were explored to ensure most appropriate option was taken to enable increased POS marketing for bar, café and productions. Installation has to work around show and bar use. Order raised.
Community - Playhouse - Refurbishment	8	8	Anglia Fire. Significant delay on practical completion of a Fire Alarm System installation due to contractor delays. Therefore, unable to issue practical completion certificate and associated payments at expected dates. Anglia Fire have completed practical installation and we are only awaiting paperwork/certification.
Community - Playhouse - Refurbishment	7	7	Replacement section of flyfloor due to structural damage, and replacement 2 nr yard ramps that are rotting. Damage was noticed late 2021, structural reports carried out, budget prices and quotes now obtained. Budget figures are above this amount. Further funding will be required.
Community - Eastgate	97	97	Committed works will not be funded and the council would have to find the funding from within it's own budgets.
Community - 21 The Rows - Refurbishment	35	35	Project delayed due to it's interdependency with external funding streams and need to demonstrate match funding for Levelling Up Fund, in addition works to East Gate have delayed this project.
Community - Town Centre Improvements	76	76	Project delayed due to COVID-19, however works have started and the project likely to be fully delivered in the first two quarters of 22/23
Enterprise Zone - Nexus	188	188	Previous delays in grant agreement execution from central government have continued to have a knock on effect, combined with material delays and the ongoing impact of the Covid-19 pandemic have resulted in overall scheme delivery delays and an underspend of budget.
Enterprise Zone - Modus	1,300	1,300	Previous delays in grant agreement from central government have continued to have a knock on effect combined with delays due to sourcing materials and the impacts of the Covid-19 pandemic have resulted in delays delivering the cafe, resulting in an underspend of budget.
New Builds	60	60	Underspend in Elm hatch budget
Towns Fund	784	784	Expenditure has currently been coded to revenue as per the capacity funding whilst the business cases are prepared for sign off by the Growth Board and submitted to government. Once the schemes become live, funds will be transferred to the capital codes accordingly.
<b>TOTAL NHCP</b>	<b>4,303</b>	<b>4,303</b>	

## Appendix 5 - Retained Right To Buy Receipts

Year	Quarter	Balance Brought Forward	Receipts Retained	Receipts Used	Balance Carried Forward
		£	£	£	£
2017/18	Qtr 2		837,094		837,094
2017/18	Qtr 3	837,094	1,226,277		2,063,371
2017/18	Qtr 4	2,063,371	1,553,847		3,617,218
2018/19	Qtr 1	3,617,218			3,617,218
2018/19	Qtr 2	3,617,218			3,617,218
2018/19	Qtr 3	3,617,218			3,617,218
2018/19	Qtr 4	3,617,218		45,741	3,571,477
2019/20	Qtr 1	3,571,477	1,900,339	33,866	5,437,950
2019/20	Qtr 2	5,437,950	553,213	62,432	5,928,731
2019/20	Qtr 3	5,928,731	1,181,154	42,028	7,067,857
2019/20	Qtr 4	7,067,857	1,844,361	68,393	8,843,825
2020/21	Qtr 1	8,843,825	533,187	50,187	9,326,825
2020/21	Qtr 2	9,326,825	365,286	23,847	9,668,264
2020/21	Qtr 3	9,668,264	308,288	2,335,028	7,641,524
2020/21	Qtr 4	7,641,524	662,671	1,404,924	6,899,271
2021/22	Full Year	6,899,271	6,309,718	191,061	13,017,928

**REPORT TO:** CABINET

**DATE:** 21 JULY 2022

**TITLE:** RENEWAL OF PUBLIC SPACES PROTECTION ORDERS FOR TOWN CENTRE

**LEAD OFFICER:** JANE GREER, DIRECTOR OF COMMUNITIES AND ENVIRONMENT (01279) 446406

**CONTRIBUTING OFFICERS:** JULIE HOUSTON, ASSISTANT DIRECTOR COMMUNITY RESILIENCE (01279) 446445

CHRISTOPHER MAYNARD-EVE, COMMUNITY SAFETY TEAM LEADER (01279) 446124

FAITH WATSON, COMMUNITY SAFETY TEAM LEADER (01279) 446514

CHRISTINE HOWARD, YOUTH AND CITIZENSHIP MANAGER (01279) 446192

**RECOMMENDED that Cabinet:**

- A** Approves the extension of the Public Spaces Protection Orders (PSPOs) for a period of three years commencing 6 August 2022.
- B** Agrees that once implemented, the PSPOs are monitored for three years and a report on their impact is brought back to Cabinet with recommendations on any further extensions, amendments or additions if required.
- C** Agrees that cases not covered by the PSPOs that require enforcement based on behaviour will continue to be enforced through the council's Anti-Social Behaviour Policy as set out in Appendix 2 to the report.

**BACKGROUND**

- 1. On 19 July 2018, approval was given by Cabinet to enter into consultation in relation to implementing two PSPO's in Harlow Town Centre.
- 2. In June 2019, Cabinet approved:
  - a) Implementation of the PSPOs, as set out in Appendix 1 to the report, after considering the consultation responses.
  - b) That the PSPOs should come into force once all necessary signage has been put in place.

- c) That once implemented, the PSPOs are monitored for three years and a report on their impact is brought back with recommendations on any extensions, amendments or additions if required.
  - d) That cases not covered by the PSPOs that require enforcement based on behaviour will continue to be enforced through the Council's Anti-Social Behaviour policy as set out in Appendix 2 to the report.
- 3. On 5 August 2019, the PSPOs came into effect for a period of three years. The PSPOs restrict the following activities:
  - a) Alcohol consumption
  - b) Ball games (excluding table tennis in Market Square)
  - c) Cycling (between 09:00 – 18:00hrs)
- 4. In October 2014, the Government implemented the Anti-Social Behaviour, Crime and Policing Act 2014 (the Act). The Act gives local authorities and the Police more effective powers to tackle a range of anti-social behaviour (ASB) issues, and to provide better protection for victims and communities.
- 5. Included in the Act is the granting of the ability to establish a PSPO, which is designed to stop individuals from committing ASB in a public space. It is for each individual council to determine what behaviours they want to make the subject of a PSPO. However, the overarching consideration when moving forward with a PSPO is whether the activity will have a detrimental effect on the quality of life of those in the locality.
- 6. When implementing a PSPO, there is a requirement to undertake a public consultation exercise. The statutory requirement is for the individual local authority to consult with the Chief Officer of the Police, the local policing body for the area, any other community representatives the local authority thinks it appropriate to consult and the owner or occupier of land within the restricted area.
- 7. PSPOs provide councils with a flexible power to implement restrictions to address a range of ASB issues in public spaces in order to prevent future problems.
- 8. Restrictions and requirements can be placed on an area where activities have, or are likely to have, a detrimental effect on the quality of life of local people, is persistent or continuing in nature and is unreasonable. These can be blanket restrictions or requirements, or can be targeted against certain behaviours at certain times. The PSPO can:
  - a) Prohibit specified things being done in an area; and
  - b) Require specific things to be done in an area.
- 9. The prohibitions or requirements can also be framed so that they:

- a) Apply to all persons, or only persons in specified categories, or to all persons except those in specified categories;
  - b) Apply at all times, or only at specified times, or at all times except those specified; and
  - c) Apply in all circumstances, or only in specified circumstances, or in all circumstances except those specified.
10. The following conditions must be met before making the order:
- a) Activities carried out in a public place within the local authority area have a detrimental effect on the quality of life of those living in the locality; or
  - b) It is likely that activities will be carried out in a public space within the area that will have such an effect; and
  - c) The effect, or likely effect of the activities:
    - i) Is, or is likely to be, of a persistent or continuing nature;
    - ii) Is, or is likely to be, such as to make the activities unreasonable; and
    - iii) Justifies the restrictions imposed by the notice.
11. The Guidance is not specific on what can be included in a PSPO. The potential for their use is broad and flexible to allow a council to cover individual circumstances in its area. A PSPO can cover multiple restrictions so one order could prohibit or promote several different activities. The PSPO can cover any publicly accessible space within the council's area, including areas in private ownership to which the public have access.
12. The order can be enforced by Police Officers, authorised Police Community Support Officers, authorised Council Officers and other designated persons, including officers under the Community Safety Accreditation Scheme.
13. Any interested person can challenge the validity of the PSPO in the High Court, but the challenge must be made within six weeks of the Order being made. An 'interested person' means an individual who lives in the restricted area or who regularly works or visits that area.
14. A PSPO replaces existing provisions such as Designated Public Place Orders, which give powers to stop the drinking of alcohol in public places. Under the Act, if not reviewed earlier, a PSPO will continue to be valid for a period of three years when the provision of the Act relating to the PSPO commenced.
15. A PSPO can be made for a maximum of three years. The legislation provides that each individual PSPO can be extended at the end of the period, but only for a further period of up to three years. However, orders can be extended more

than once. Local authorities can increase or reduce the restricted area of an existing order, amend or remove a prohibition or requirement, or add a new prohibition or requirement. They can also discharge an order but further consultation must take place for varying or discharging orders.

16. Since the implementation of the two PSPOs in 2019, the Council has enforced the orders along with Essex Police. During the last three years there has been a national pandemic, which resulted in a large reduction in the number of people visiting Harlow Town Centre. Extending the PSPOs for a further three years, will allow us to monitor the effectiveness of the orders, while the Town Centre is operating under normal circumstances.
17. The Council removed approximately 180 containers of alcohol from nuisance drinkers, educated approximately 266 cyclists, issued two Fixed Penalty Notices (FPN) for breach of the Cycling PSPO and issued two Community Protection warnings (CPW) during the first six months of the PSPOs being introduced.
18. In response to a reported increase in ASB in the Town Centre, a Town Centre Action Plan (TCAP) was created on 3 October 2020 to document action taken by the Community Safety Partnership. The TCAP has evidenced numerous occasions in which officers have engaged with those drinking in Harlow Town Centre and have educated them on the order, before either removing alcohol or taking further enforcement action such as the issuing of Community Protection Warnings and notices.
19. On Friday 27 May 2022, the Council commenced consultation on the extension of the existing two PSPOs under the Act in respect of the following: cycling, alcohol and ball games (exclusions and restrictions apply, see appendix 1).

### **Outcome of Consultation**

20. The Council engaged in a three-week public consultation starting on Friday 27 May 2022 ending on Tuesday 21 June 2022.
21. Appendix 3 provides a list of those consulted in respect of the proposed extension of the PSPOs. This includes: the Harlow District Commander; the local Town Centre Policing Team; the Police, Fire and Crime Commissioner for Essex; residents; and businesses within the restricted area and community representatives.
22. The responses to the consultation and other related documentation are attached as appendices and listed below.
23. The Council used a wide range of engagement methods to reach all sections of the community, these are listed below:
  - a) 533 letters posted to Town Centre residents and a further 55 letters to other stakeholders.
  - b) Online survey.

- c) Notices inviting people to participate in the consultation placed within the restriction zones.
  - d) Paper copies of surveys at Harlow Police Station and the Civic Centre.
  - e) Social media posts directing people to the online survey.
  - f) Face-to-face engagement with businesses and visitors to Harlow Town Centre.
  - g) Handing out leaflets with a QR code for an online survey.
  - h) Presentations to the Harlow Youth Council and Harlow Business Forum.
24. The online survey was completed by 92 participants. The results show us that:
- a) 81 per cent of respondents were aware that the Town Centre has PSPOs in place.
  - b) 95 per cent of respondents support the Council in its application for the extension of the two PSPOs for a further three years.
25. Overall, the result of the consultation indicated that there are no objections to the proposal and the dominant view was for the extension of the PSPOs in Harlow Town Centre to go ahead. It is clear from comments made in response to the consultation, that businesses within Harlow Town Centre, fear a return to pre-PSPO levels of ASB. The respondents feel that the PSPOs assist the Council and Essex Police in managing issues associated with ASB, although they feel that more enforcement activity would increase the effectiveness of the PSPOs.
26. Responses from members of the public suggest that further signage and enforcement within the designated areas would be beneficial moving forward.
27. Respondents also expressed some concerns regarding the use of E-Scooters within Harlow Town Centre. It is the Council's intention to work with Essex Police to address this issue using the appropriate legislation.

## **ISSUES/PROPOSALS**

28. The Council recognises that there is other ASB linked to nuisance street drinking that is not covered by the PSPOs. The Council will continue to work within its current Anti-Social Behaviour Policy to address ASB that falls outside of the remit of the PSPOs. A copy of the policy is set out in Appendix 2 to the report.
29. Using the Anti-social Behaviour, Crime and Policing Act 2014, the Council has the power to use: Acceptable Behaviour Contracts; Civil Injunctions; Criminal Behaviour Orders; Community Protection Warnings; Community Protection Notices; and Injunctions to prevent conduct that has caused, or is likely to cause, harassment, alarm or distress to any person. It is therefore the view of

the Council that there is sufficient scope to address nuisance behaviour through using the Anti-social Behaviour, Crime and Policing Act 2014.

30. In the first instance, Community Protection Warnings and Notices can be used to stop a person aged 16 or over from committing ASB, which spoils the community's quality of life. Authorised Officers from the Council and the Police have powers to issue Community Protection Warnings and Notices should the behaviour exhibited have a detrimental effect on the quality of life of those in the locality, be of a persistent nature and be unreasonable.
31. The Community Protection Notice can deal with a range of ASB, including aggressive begging and can include requirements to prevent behaviour occurring again, a Community Protection Notice can be issued to someone aggressively begging requiring them to stop their behaviour. Breaching a Community Protection Warning is a criminal offence and a fixed penalty notice can be issued.
32. If the extension is agreed, the Council will review the PSPO signage within the Town Centre, updating and increasing the signage (including looking at its visibility) as required.

## **IMPLICATIONS**

### **Strategic Growth and Regeneration**

**Author: Andrew Bramidge, Director of Strategic Growth and Regeneration**

### **Finance**

**Author: Simon Freeman, Deputy to the Chief Executive and Director of Finance**

### **Housing**

**Author: Andrew Murray, Director of Housing**

### **Communities and Environment**

**Author: Jane Greer, Director of Communities and Environment**

### **Governance and Corporate Services**

**Author: Simon Hill, Director of Governance and Corporate Services**

## **Appendices**

- Appendix 1 - A copy of PSPOs
- Appendix 2 - A copy of Corporate ASB policy
- Appendix 3 - A list of those consulted with
- Appendix 4 - Response from Chief Inspector Paul Austin, Harlow District Commander
- Appendix 5 - Response from Sergeant Matt Hughes
- Appendix 6 - Letter received from Harlow Licencing
- Appendix 7 - A copy of the online survey responses report
- Appendix 8 - Harlow Council's social media posts regarding the PSPO extension
- Appendix 9 - Your Harlow's post regarding the PSPO extension and public comments
- Appendix 10 - A copy of the public notice displayed around Harlow Town Centre

## **Background Papers**

Public reports pack – Agenda Document – Cabinet 20 June 2019

## **Glossary of terms/abbreviations used**

- ASB – Anti-Social Behaviour
- PSPO – Public Spaces Protection Order
- CPN – Community Protection Notice
- CPW – Community Protection Warning
- FPN – Fixed Penalty Notice
- TCAP – Town Centre Action Plan
- The Act – The Anti-social Behaviour, Crime and Policing Act 2014

**HARLOW DISTRICT COUNCIL  
ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014  
PART 4, SECTION 59**

**PUBLIC SPACES PROTECTION ORDER**

This Public Spaces Protection Order shall come into effect on 5 August 2019 for a period of three years.

Harlow District Council (“the Council”) in exercise of the power under section 59 of The Anti-social Behaviour, Crime and Policing Act 2014 (“the Act”), and of all enabling powers being satisfied that the conditions set out in section 59 of the Act have been met and makes the following order (“the Order”):

1. This order relates to the public space within the area edged red on the plan of Harlow, attached as Appendix 1, being a public space in the Council’s area to which the Act applies.
2. The Council is satisfied on reasonable grounds that the three conditions below have been met, in that:-
  - a) Activities carried out in the restricted area as described below have had a detrimental effect of the quality of life of those in the locality, or it is likely that these activities will be carried on in a public place and they will have such an effect.
  - b) The effect or likely effect of the activities is, or is likely to be, of a persistent and continuing nature, is or is likely to be, unreasonable, and justifies the restrictions imposed by this Order.
  - c) The restricted behaviour is, or is likely to be unreasonable.

**3. Authorised officer**

In this order “an authorised officer” means an authorised officer of the Council, a police officer, a police community support officer or an officer accredited under the community safety accreditation scheme as designed by the Council.

4. The effect of this order is to impose the following prohibitions and/or requirements at all times:-

**Ball Games**

No person shall play ball games including any game involving throwing, catching, kicking, batting or running with any ball or other object designed for throwing or catching excluding the provision of playing table tennis within the area hatched blue on the plan attached at Appendix 1.

## **Alcohol**

Restrictions apply, at any time for the person(s) consuming alcohol or having an alcohol container, in the restricted area unless subject to the exemptions listed in Appendix 2 below.

- a) In this area, Appendix 1, any person who without reasonable excuse continues drinking intoxicating liquor in the restricted area when asked to stop by an authorised officer, commits an offence.
- b) Or fails to surrender any intoxicating liquor in their possession when asked to do so by an authorised Officer, commits an offence.
- c) An authorised person who imposes a requirement under paragraph 4a or 4b must tell the person that failing without reasonable excuse to comply with the requirement is an offence.

### **5. Penalty**

- a) It is an offence for a person without reasonable excuse to engage in any activity that is prohibited by this Order.
- b) In accordance with section 63 of the Act, a person found to be in breach of this Order by consuming alcohol or by refusing to surrender alcohol to an authorised person is liable on summary conviction to a fine not exceeding £500, level 2 on the standard scale or to a Fixed Penalty Notice up to £80.
- c) In accordance with section 67 of the Act, a person found to be in breach of this Order, other than by consuming alcohol or by refusing to surrender alcohol to an authorised person, is liable on summary conviction to a fine not exceeding £1000, level 3 on the standard scale or to a Fixed Penalty Notice up to £80.

### **6. Appeals**

- a) In accordance with section 66 of the Act, any interested person who wishes to challenge the validity of this Order on the grounds that the Council did not have the power to make the Order or that a requirement under the Act has not been complied with may apply to the High Court within six weeks from the date upon which the Order is made.

## **Appendix 1**

Map of area

## **Appendix 2**

- a) Premises authorised by a premises licence or temporary event notice to be used for the supply of alcohol.

- b) Premises authorised by a club premises certificate to be used by the club for the supply of alcohol.
- c) A place within the curtilage of premises within paragraph (a) or (b).

SEALED with the Common Seal of  
Harlow District Council

on this <sup>25<sup>th</sup></sup> day ..... of August ..... 2019



.....  
Duly Authorised Officer

25119



Legend

-  Exemption of table tennis
-  Alcohol Consumption and exclusion of ball games

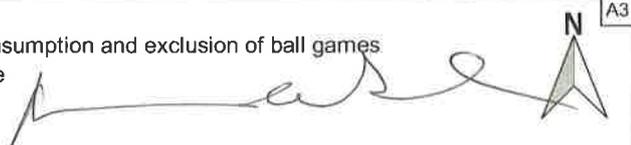


Harlow Council  
 Civic Centre  
 The Water Gardens  
 Harlow  
 Essex, CM20 1WG  
 Tel 01279 446655  
 Email [contact@harlow.gov.uk](mailto:contact@harlow.gov.uk)

Title:  
 Alcohol Consumption and exclusion of ball games  
 Town Centre  
 Harlow  
 Essex

Scale: 1:3500    Date: 12/03/2019    Drawn By: MS    Drawing Number: GIM4409-066D

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**HARLOW DISTRICT COUNCIL  
ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014  
PART 4, SECTION 59**

**PUBLIC SPACES PROTECTION ORDER**

This Public Spaces Protection Order shall come into effect on 5<sup>th</sup> August .2019 for a period of three years.

Harlow District Council (“the Council”) in exercise of the power under section 59 of The Anti-social Behaviour, Crime and Policing Act 2014 (“the Act”), and of all enabling powers being satisfied that the conditions set out in section 59 of the Act have been met and makes the following order (“the Order”):

1. This order relates to the public space within the area edged yellow on the plan of Harlow, attached as Appendix 1, being a public space in the Council’s area to which the Act applies.
2. The Council is satisfied on reasonable grounds that the three conditions below have been met, in that:-
  - a) Activities carried out in the restricted area as described below have had a detrimental effect of the quality of life of those in the locality, or it is likely that these activities will be carried on in a public place and they will have such an effect.
  - b) The effect or likely effect of the activities is, or is likely to be, of a persistent and continuing nature, is or is likely to be, unreasonable, and justifies the restrictions imposed by this Order.
  - c) The restricted behaviour is, or is likely to be unreasonable.

**3. Authorised officer**

In this order “an authorised officer” means an authorised officer of the Council, a police officer, a police community support officer or an officer accredited under the community safety accreditation scheme as designed by the Council.

4. The effect of this order is to impose the following prohibitions and/or requirements at all times:-

**Cycling**

No person shall be permitted use of bicycles, skateboards, scooters or any other self propelled vehicles (except mobility scooters) between the designated times of 09.00hrs and 18.00hrs as specified within the area edged yellow on attached map (see Appendix 1)

**5. Penalty**

- a) It is an offence for a person without reasonable excuse to engage in any activity that is prohibited by this Order.

- b) In accordance with section 67 of the Act, a person found to be in breach of this Order is liable on summary conviction to a fine not exceeding £1000, level 3 on the standard scale or to a Fixed Penalty Notice up to £80.

## 6. Appeals

- a) In accordance with section 66 of the Act, any interested person who wishes to challenge the validity of this Order on the grounds that the Council did not have the power to make the Order or that a requirement under the Act has not been complied with may apply to the High Court within six weeks from the date upon which the Order is made.

## Appendix 1

Map of area

SEALED with the Common Seal of  
Harlow District Council

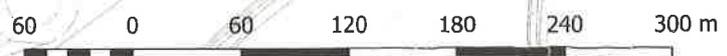
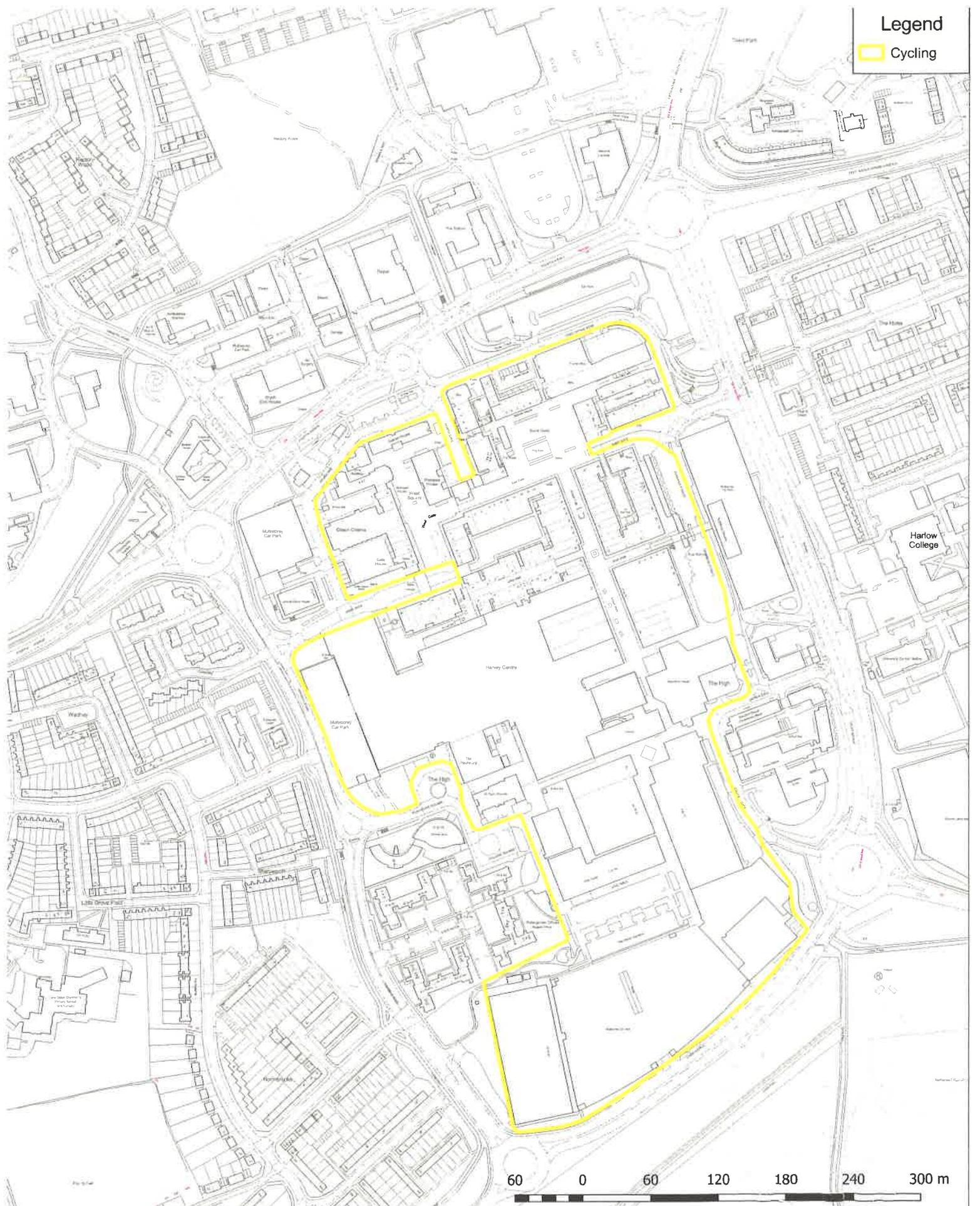
On <sup>20<sup>th</sup></sup> this day ..... of August ..... 2019

  
.....  
Duly Authorised Officer

25118



**Legend**  
 Cycling



**Harlow**  
 Council  
*Working together for Harlow*

Title:  
 Cycling boundaries  
 Town Centre  
 Harlow  
 Essex

*Tom Farrington*  
 N  
 A3

Harlow Council  
 Civic Centre  
 The Water Gardens  
 Harlow  
 Essex, CM20 1WG  
 Tel 01279 446855  
 Email [contact@harlow.gov.uk](mailto:contact@harlow.gov.uk)

Scale:  
**41**:3,000

Date:  
 18/04/2018

Drawn By:  
 Tom Farrington

Drawing Number:  
 GIM4409-067

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## Corporate POLICY STATEMENT

### ***ANTI-SOCIAL BEHAVIOUR POLICY***

#### **1. Introduction**

The Council recognises that the problems created by Anti-social Behaviour (ASB) need to be addressed in a robust but proportionate manner. Residents are entitled to live in a quiet and peaceful environment and where appropriate the Council will aim to act quickly and efficiently to tackle incidents of ASB.

The Council's ASB Policy applies to tenants, residents, businesses, visitors and any other occupants. The same principles apply to members of staff and other people working on behalf of the Council.

In response to the Anti-social Behaviour, Crime and Policing Act 2014, Harlow Council has introduced a Corporate Policy, Procedures and Guidance.

This Policy should be read in conjunction with Harlow Council's Community Safety Teams Anti-social Behaviour Procedures and Guidance, Housing Management Anti-social Behaviour Procedures and Guidance and Environmental Health Services Procedures and Guidance.

#### **2. The Council's responsibilities in respect of Anti-social Behaviour**

The Council has a wide range of responsibilities to tackle anti-social behaviour. These arise from three distinct roles which are:

- The Council's role as a Responsible Authority of the Safer Harlow Partnership (SHP) as defined by the Crime and Disorder Act 1998. The Act states that the Council must work with the police and other agencies to reduce crime and disorder. Harlow Council makes a significant contribution when dealing with anti-social behaviour.

- The Council has a role in responding to anti-social behaviour affecting private properties, businesses and open public spaces.
- As a landlord the Council has a duty to respond to anti-social behaviour affecting the properties it manages. The Council's landlord duties and powers are in addition and compliment the duties and powers it has to deal with anti-social behaviour in the wider community.
- The Council has a range of responsibilities to deal with 'Environmental' ASB such as noise, litter, bonfires, dumped rubbish and abandoned cars. These responsibilities arise from a number of Acts, but in particular the Environmental Protection Act 1990.

Whilst these are distinct roles, there are very strong links between all four and close working arrangements have been developed between teams that deliver the various services. ASB is tackled by a number of different teams within the Council, each works to its own set of policies and procedures.

- The Council will consider all possible powers, civil and criminal, available to it and take appropriate action.
- The Council will forward reports of anti-social behaviour to the police where necessary.
- Enforcement action against anti-social behaviour can take an informal, quasi-legal, or legal form. Prompt, targeted action is sometimes more successful than drastic action for tackling ASB before it escalates.

### **3. What is Anti-social Behaviour**

The Anti-social Behaviour, Crime and Policing Act 2014 defines anti-social behaviour as:-

- (a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation or residential premises, or;
- (c) conduct capable of causing housing-related nuisance or annoyance to any person.

Anti-social Behaviour covers the range of behaviour from low-level nuisance to serious harassment, which can damage the quality of life and interfere with the ability of people to use and enjoy their home or community.

#### **4. Reporting and dealing with Anti-social Behaviour**

As part the Council's continued commitment to address anti-social behaviour and the perception that anti-social behaviour is a problem in Harlow, in partnership the Council will:

- Work to ensure reporting anti-social behaviour is as easy as possible. Take all reports seriously, by recording and investigating all cases, and keep victims informed of action taken.
- Ensure that all victims and witnesses are treated fairly, with dignity and respect; listen to victims and provide ongoing support where appropriate, particularly to those victims considered vulnerable.
- Support victims of anti-social behaviour by providing practical support in partnership with victim support agencies to address victim's needs.
- Share relevant information and intelligence on anti-social behaviour with partners; analyse information to identify repeat victimisation, known perpetrators and affected parties and respond speedily to such intelligence.
- Tell the public what the Council is doing to tackle anti-social behaviour so they have the confidence to report issues, and encourage residents to play their part in reducing anti-social behaviour.
- Ensure that the Safer Harlow Partnership provides suitable routes which communities or individuals can raise concerns when it is considered that anti-social behaviour is not being taken seriously.
- Through education and early intervention, work to reduce and where possible prevent anti-social behaviour and the perception that anti-social behaviour is a problem in the community.
- Respond in a timely manner to reports of breaches of anti-social behaviour enforcement measures.

#### **5. Working with partners in order to deliver an effective, value for money Anti-social Behaviour Service across the community**

The Council will play a full part as a lead member of the Safer Harlow Partnership and in partnership it will:

- Participate in relevant strategic or preventative initiatives, being mindful of its core activities, current workload and cost of participation relative to the likely benefits.
- Participate in multi-agency workgroups dealing with specific ASB issues.
- Work with registered social landlords, private landlords, letting agents, education establishments and businesses, providing professional advice and support as required so that organisations can act confidently to prevent or tackle ASB making use of their own resources.

**6. Anti-social behaviour will be addressed firmly, fairly and proportionately**

The Council will:

- Take any reasonable early action to protect people and property.
- Investigate the circumstances and seek to understand all the facts of any matter reported to the Council.
- Use the tools and powers available to the Council under current legislation, Council policy and according to the Council's best professional judgment.
- Take into account (and adjust the Council's approach as necessary) when a victim or a perpetrator is a vulnerable person.
- Not necessarily intervene in low level disputes between households concerning minor lifestyle differences.
- With the consent of people involved, the Council may refer suitable low-level cases to a mediation service.

**7. Concerns for children, young people or vulnerable adults**

During the course of an investigation an Officer may come across a person whose welfare may raise concerns. Whether or not the subject has a direct connection to the case under investigation, it remains the duty of Officers to ensure that these concerns are properly logged and the Council's Safeguarding Policy is adhered to.

## **8. Information Sharing**

Where appropriate, the council will share information with relevant partners so the council can carry out its functions and duties in accordance with the Crime and Disorder Act 1998.

The Council will work within the provisions of the Data Protection Act which provides a background for the sharing of information and the need for confidentiality and privacy.

## **9. Discretion**

This policy commits the Council to deal with anti-social behaviour in a way that will be fair and, in all important respects, consistent across cases of a similar kind. However, its services are constantly evolving and each anti-social behaviour case the Council deals with is likely to be unique in some or other aspect. This means that the Council may occasionally use its discretion to vary its approach from that described in this policy.

## **10. Complaints**

- 10.1.** Where members of the public feel that positive action is not taking place to deal with anti-social behaviour they can complain by contacting the Council and requesting a copy of the Complaints Procedure which provides step by step guidance on making a complaint.
- 10.2** Where members of the public have made three complaints of ASB or one complaint of Hate Crime in a qualifying six month period where no action has been taken the complainant can make an application for an Anti-social Behaviour Case Review (Community Trigger).
- 10.3** Any application for ASB Case Review will adhere to the Essex model as agreed by all councils and the Office of the Police and Crime Commissioner (OPCC)
- 10.4** ASB Case Reviews that meet the threshold for review will be managed in accordance with the Council's ASB Case Review Guidance:

<http://www.harlow.gov.uk/anti-social-behaviour-case-review-guidancepdf>

## **11. Tools available to tackle Anti-social Behaviour**

### **11.1 Mediation**

In many cases of anti-social behaviour, mediation can be an effective tool, solving the issue by bringing all parties to the table. This can be very effective in neighbour disputes and lifestyle differences and similar situations where it is difficult to identify the victim and the perpetrator.

For mediation to deliver long-term solutions, those in dispute should agree a solution. Mediation can be arranged by the Council's Community Safety Team, Housing Services and Environmental Health Service. It is not for the mediator to establish a solution to the issue as, in most cases, they will have already tried this with each party unsuccessfully. For mediation to deliver long-term solutions, those in dispute should agree a solution.

### **11.2 Acceptable Behaviour Contracts**

Acceptable Behaviour Contracts are a voluntary contract between a perpetrator of anti-social behaviour and the agency or agencies acting to prevent that behaviour usually the Council and the Police. The contract will contain a number of anti-social behaviour acts that the person has been involved in and agrees not to continue together with positive measures.

The acceptable behaviour contract is not legally binding and usually lasts for six months. If a person fails to attend the interview or does not agree to sign, the contract may be used as evidence in any further court action. If the person breaches the conditions of the contract, enforcement action may be taken and this may include seeking an injunction, acceptable behaviour contracts are a tool available to the Council's Community Safety Team, Housing Services and Environmental Health Service.

### **11.3 Civil Injunctions**

Anti-social Behaviour Orders were introduced by the Crime and Disorder Act 1998. They are Civil Orders designed to protect the public from behaviour that causes or is likely to cause harassment, alarm or distress.

The Anti-social Behaviour, Crime and Policing Act 2014 introduced the Civil Injunction which replaced Anti-social Behaviour Orders and the Anti-social Behaviour Injunction.

The purpose of the civil injunction is to offer fast and effective protection for victims and communities and set a clear standard of behaviour for perpetrators, stopping the person's behaviour from escalating and can be applied for by councils, social landlords and the police, including the British Transport Police.

The civil injunction can be used to deal with a wide range of behaviours, many of which can cause serious harm to victims and communities in both housing and non-housing related situations.

A civil injunction is issued by the County Court and High Court for those over eighteen and in the Youth Court for under eighteens. Breach of an injunction is not a criminal offence, but the breach must be proven to the criminal standard, that is, beyond reasonable doubt. Guidance for Civil Injunctions can be found in the Council's Community Safety Team Anti-social Behaviour Investigation Procedures.

#### **11.4 Criminal Behaviour Orders**

A Criminal Behaviour Order is available on conviction for any criminal offence in any criminal court. The order is aimed at tackling the most serious and persistent offenders where their behaviour has brought them before a criminal court.

A Criminal Behaviour Order can deal with a wide range of anti-social behaviours following the individual's conviction for a criminal offence. It is a criminal offence if an offender fails to comply, without reasonable excuse, with either the requirements or prohibitions in the Criminal Behaviour Order. The court has the power to impose serious penalties on conviction, including on summary conviction in the magistrates court a maximum of six months in prison or a fine or both or on conviction on indictment in the crown court a maximum of five years in prison or a fine or both. Guidance for Criminal Behaviour Orders can be found in the Council's Community Safety Team Anti-social Behaviour Investigation Procedures.

#### **11.5 Community Protection Notice**

A Community Protection Notice is intended to deal with particular ongoing problems or nuisances which negatively affect the community's quality of life by targeting those responsible.

A Community Protection Notice can be issued if the Council is satisfied on reasonable grounds that the conduct of the individual, business or organisation is having a detrimental effect on the quality of life of those in the locality which is persistent or continuing in nature and is unreasonable.

Possible sanctions for breach of the notice include a fixed penalty notice, paying for remedial work or forfeiture of items. Guidance for Community Protection Notices can be found in the Council's Community Safety Team Anti-social Behaviour Investigation Procedures.

## **11.6 Public Space Protection Order**

Councils have the power to make Public Space Protection Orders, these are intended to deal with a particular nuisance or problem in a specified area that is detrimental to the local communities quality of life, by imposing conditions on the use of that land. They are designed to ensure that the law-abiding majority can use and enjoy public spaces, safe from anti-social behaviour. Duration of Public Space Protection Orders are valid for a period of three years.

Sanctions for breach of an order include a fixed penalty notice or summary conviction in the magistrate's court to a fine not exceeding £500. Guidance for Public Space Protection Orders can be found in the Council's Community Safety Team Anti-social Behaviour Investigation Procedures.

## **11.7 Anti-social Behaviour Injunction**

The Housing Act 1996 sections 153a, 153b, 153c, and 153d enable social landlords to apply to the court for an injunction to prevent anti-social behaviour, unlawful use of premises and breaches of conditions of tenancy. An injunction is a civil remedy obtained through the County Court and either compels a person to do something or forbids a person from doing something.

The Housing Act 1996 also allows for a power of arrest in relation to a breach or an anticipated breach of the terms of the tenancy agreement. Guidance for Anti-social Behaviour Injunctions can be found in the Council's Community Safety Team Anti-social Behaviour Investigation Procedures.

## **11.8 Demoted Tenancy**

Sections 14 and 16 of the Anti-social Behaviour Act 2003 allow the local housing authority to apply to the court for a demotion order, which when applied to a secure tenancy results in a non-secure tenancy. This removed the tenants "Right to Buy", Right to Exchange", and their security of tenure for a minimum of one year. If, however, the behaviour of the tenant is modified within this period, a new secure tenancy agreement is issued. Guidance for Demoted Tenancies can be found in the Council's Housing Service's Management Anti-social Behaviour Procedures.

## **11.9 Possession Orders**

Possession proceedings allow landlords to apply for and possibly take back possession of a property in cases where there has been a breach of the tenancy.

A Notice of Seeking Possession will be served in the first instance and then an application to the County Court for a hearing must be made. It is at this hearing the judge will decide if it is reasonable for the perpetrator to lose their home. Guidance for Possession Orders can be found in the Council's Housing Service's Management Anti-social Behaviour Procedures

### **11.10 Amendments to the Discretionary Grounds for Eviction**

Section 98 of the Anti-social Behaviour Crime and Policing Act 2014 inserted new provisions into the 1985 and 1988 Acts to enable the landlord to seek possession where a tenant (or a person living in or visiting the tenants home) is guilty of conduct likely to cause nuisance or annoyance to the landlord, or someone employed in connection with the landlords management functions. There is no requirement for this conduct to have taken place within the locality of the tenant's home. Guidance for amendments to the discretionary grounds for eviction can be found in the Council's Housing Service's Management Anti-social Behaviour Procedures.

### **11.11 Closure Orders**

Section 4 of The Anti-social Behaviour, Crime and Policing Act 2014 Act gives the Council and/ or the Police powers to issue a closure notice in respect of premises that are being used, or are likely to be used, to commit nuisance or disorder.

Following service of the notice an application must then be made for a Closure Order to the Magistrates Court within 48 Hours. An order can be granted for up to 3 months initially and possibly extended to 6 months during which time entering or remaining in the premises is an offence and the property will be sealed.

As the landlord, where a Closure Order is granted, possession proceedings should commence as soon as possible after the order has been made, unless there are extenuating circumstances not to seek a possession order. Guidance for Closure Orders can be found in the Council's Community Safety Team Anti-social Behaviour Investigation Procedures.

### **11.12 Statutory Noise Nuisance**

Part III of the Environmental Protection Act 1990 provides a statutory regime to deal with certain specified matters some of which that might also constitute antisocial behaviour. The most relevant example is noise crossing the boundary

between premises, which if in general it meets the definition of a nuisance at common law will be a statutory nuisance.

The Council will carry out a reasonable investigation of alleged statutory nuisances, and if it is satisfied that a nuisance exists, will serve a statutory notice on the person responsible requiring that the nuisance be abated. It is an offence to fail to comply with an Abatement Notice, and the Council also has powers to abate the nuisance itself including in the case of noise, seizure of noise-making equipment, and recover the cost of doing so in Court from the person responsible. On conviction, the Court may impose a fine of up to £ 5,000, may impose a daily penalty for ongoing offences, and may order any property seized to be forfeited.

Should these measures prove insufficient to abate nuisance, further measures such as an application for a Criminal Behaviour Order (described above) on conviction may be considered appropriate.

Complaints about noise that might be a Statutory Nuisance are dealt with in accord with the Council's approach to investigation of Statutory Nuisances, explained in the Advice Note for service users.

**Anti-social Behaviour, Crime and Policing Act 2014 - Outline of the new powers**

**APPENDIX 2**

New Power	Old Powers	Test	Details
<p><b>Civil Injunction</b></p> <p>Part 1 of the Anti-social Behaviour, Crime and Policing Act 2014. Application for Injunction against a person aged 10 or over</p>	<ul style="list-style-type: none"> <li>• Anti-social Behaviour Order (ASBO) on application</li> <li>• Anti-Social Behaviour Injunction (ASBI)</li> <li>• Drinking Banning Order (DBO) on application</li> <li>• Individual Support Order (ISO)</li> <li>• Intervention Order</li> </ul>	<ul style="list-style-type: none"> <li>• On the balance of probabilities;</li> <li>• Behaviour likely to cause harassment, alarm or distress (non-housing related anti-social behaviour); or</li> <li>• Conduct capable of causing nuisance or annoyance (housing-related anti-social behaviour); and</li> <li>• Just and convenient to grant the injunction to prevent anti-social behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• Civil order in County Court or High Court or High Court for over 18s and Youth Court for 10-17yr olds</li> <li>• Positive requirements can be included aimed at getting the perpetrator to address the underlying causes of their anti-social behaviour</li> <li>• Local councils, social landlords, police Environment Agency &amp; NHS Protect can apply</li> <li>• Breach is not a criminal offence</li> </ul>
<p><b>Criminal Behaviour Order</b></p>	<ul style="list-style-type: none"> <li>• Anti-Social Behaviour Order on conviction (CRASBO)</li> <li>• DBO</li> </ul>	<ul style="list-style-type: none"> <li>• If the court is satisfied beyond reasonable doubt that the offender has engaged in behaviour that has caused or likely to cause harassment, alarm or distress to any person; and</li> <li>• The court considers that making the order will help prevent the offender from engaging in such behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• Issued by any criminal court for any criminal offence</li> <li>• Crown Prosecution Service (CPS) is most likely to be the applicant whether through their own initiative or following a request from the police or council</li> <li>• Breach is criminal offence and must be proved to a criminal standard of proof, that is, beyond reasonable doubt</li> <li>• The ASB does not have to relate to the criminal offence being dealt with but maybe linked as a cause/effect</li> <li>• Consultation requirement with Youth Offending Teams for under 18's</li> </ul>

New Power	Old Powers	Test	Details
<p><b>Dispersal Power (Police power)</b></p>	<ul style="list-style-type: none"> <li>• Dispersal Order</li> <li>• Direction to leave</li> </ul>	<ul style="list-style-type: none"> <li>• Contributing or likely to contribute to members of the public in the locality being harassed, alarmed or distressed (or the occurrence of crime and disorder); and</li> <li>• Direction necessary to remove or reduce the likelihood of the anti-social behaviour, crime and disorder</li> </ul>	<ul style="list-style-type: none"> <li>• Powers for Police Officers in uniform and PCSO's if designated by the Chief Constable</li> <li>• Dispersal for up to 48 hours within a specified area</li> <li>• Under 16s can be returned home or taken to a place of safety</li> <li>• Powers to confiscate any item that could be used to commit ASB, crime or disorder</li> <li>• Breach is a criminal offence</li> </ul>
<p><b>Community Protection Notice (CPN)</b></p> <p>Part 4, Chapter 1 of the Anti-Social Behaviour, Crime and Policing Act 2014 issue of Community Protection notices</p>	<ul style="list-style-type: none"> <li>• Litter clearing notice</li> <li>• Street litter control notice</li> <li>• Defacement removal notice</li> </ul>	<p>Behaviour has to:-</p> <ul style="list-style-type: none"> <li>• Have a detrimental effect on the quality of life of those in the locality;</li> <li>• Be of a persistent or continuing nature; and</li> <li>• Be unreasonable</li> </ul>	<ul style="list-style-type: none"> <li>• Applies to individuals aged 16 and over, organisations and businesses</li> <li>• Council officers, police officers, PCSO's (if designated by the council) can issue them</li> <li>• CPN follows a written warning when behaviour persists</li> <li>• Breach is a criminal offence</li> </ul>
<p><b>Public Spaces Protection Orders (PSPO)</b></p> <p>Part 4, Chapter 2 of the Anti-Social Behaviour, Crime and Policing Act authorise Public Spaces Protection Order</p>	<ul style="list-style-type: none"> <li>• Designated Public Place Order (DPPO)</li> <li>• Gating order</li> <li>• Dog control order</li> </ul>	<p>Behaviour being restricted by the order has to:-</p> <ul style="list-style-type: none"> <li>• Be having, or be likely to have, a detrimental effect on the quality of life of those in the locality;</li> <li>• Be persistent or continuing in nature; and</li> <li>• Be unreasonable</li> </ul>	<ul style="list-style-type: none"> <li>• Council makes a PSPO after consultation with the police, P&amp;CC and other relevant bodies)</li> <li>• Can be enforced by police officers, PCSO's &amp; council officers</li> <li>• Breach is a criminal offence</li> <li>• Will replace any existing DPPO's &amp; need to be renewed after 3 years</li> <li>• Order must be published in accordance with regulations (usually by notice in local paper</li> </ul>

New Power	Old Powers	Test	Details
<p><b>Closure Power</b></p> <p>Part 4, Chapter 3 of the Anti-Social Behaviour, Crime and Policing Act 2014 Issue a Closure Notice and application for closure order in respect of premises used or likely to be used to commit nuisance or disorder</p>	<ul style="list-style-type: none"> <li>• Premises Closure order</li> <li>• Crack house closure order</li> <li>• Noisy Premises Closure order</li> <li>• S161 Closure Order</li> </ul>	<p>The following has occurred, or will occur, if the closure power is not used:-</p> <p>Closure notice (up to 48 hours)</p> <ul style="list-style-type: none"> <li>• Nuisance to the public; or</li> <li>• Disorder near those premises.</li> </ul> <p>Closure order (up to 6 months)</p> <ul style="list-style-type: none"> <li>• Disorderly, offensive or criminal behaviour;</li> <li>• Serious nuisance to the public; or</li> <li>• Disorder near the premises</li> </ul>	<ul style="list-style-type: none"> <li>• Police and Council can move quickly to close premises which are being used, or likely to be used, to commit nuisance or disorder</li> <li>• Closure notice – up to 48hrs (can be issued by ENC)</li> <li>• Closure Order – up to 3 months in first instance, can be extended to six months (Both require Magistrates approval)</li> <li>• Breach is a criminal offence</li> </ul>
<p><b>Absolute Ground for Possession (social private landlord power)</b></p> <p>Part 5, of the Anti-Social Behaviour, Crime and Policing Act 2014 serve notice of proceedings for possession on absolute grounds for anti-social behaviour in respect of any dwelling let under a secure tenancy</p>	<p>NEW POWER</p>	<p>The tenant, a member of the tenant's household, or a person visiting the property has met one of the following conditions:-</p> <ul style="list-style-type: none"> <li>• Convicted of a serious offence (specified in Schedule 2A to the Housing Act 1985);</li> <li>• Found by a court to have breached a civil injunction;</li> <li>• Convicted for breaching a Criminal Behaviour Order (CBO);</li> <li>• Convicted for breaching a noise abatement notice; or</li> <li>• The tenant's property has been closed for more than 48 hours under a closure order for ASB</li> </ul>	<ul style="list-style-type: none"> <li>• Social landlords and private sector landlords can apply</li> <li>• Can apply to the tenant, a member of the tenant's household or a person visiting the property</li> <li>• Grounds include:             <ol style="list-style-type: none"> <li>i. Convicted of a serious offence</li> <li>ii. Found by a court to have breached a civil injunction</li> <li>iii. Convicted for breaching a CBO</li> <li>iv. Convicted for breaching a noise abatement notice.</li> <li>v. Tenant's property has been closed for more than 48 hrs under a closure order for ASB</li> </ol> </li> </ul>

### Appendix 3

The consultation targeted interested stakeholders from the public and private sectors, including:

- 533 residential premises
- 33 licensed premises
- Businesses around Harlow Town Centre
- Visitors to Harlow Town Centre
- Essex Police – Chief of Police, District Commander and Town Centre Sergeant
- Harlow Council Licencing team
- Harlow Cycling Club
- Phoenix Future (Drug and Alcohol support)
- Street 2 Homes
- The Harvey Centre
- The Water Gardens
- Town Centre Regeneration Team
- Police, Fire and Crime Commissioner
- Safer Harlow Partnership
- Harlow Youth Council
- Harlow Business forum

The stakeholders were engaged with via the following methods:

- Face to face engagement
- Telephone
- Letters
- Online survey
- Social media posts
- Posters
- Leaflets

Hi Chris,

Please take the following response:-

I am responding to this consultation as the District Commander of Harlow. I am responsible for uniform policing and partnership working within Harlow District. I am aware that the renewal of the PSPO within Harlow is currently due. I have a working knowledge of the current PSPO and I am supportive of its renewal. Firstly let me state that in my view PSPO's and their renewal should not simply be judged on the amount of FPN's issued by officers. The issuing of PSPO's FPN's is in my view a scalable sanction. The current PSPO allows us to intervene in matters and escalate our response appropriately. I provide an example regarding the current no drinking allowed in the Town Centre, clearly this allows confiscation of alcohol, however it also allows us to assess vulnerability of persons for example alcohol addiction and make appropriately referrals to support agencies. The issue of cycling within the Town Centre is a topical issue and the PSPO allows intervention, I am frequently contacted by local community around cycling and e-scooter issues within the Town Centre. I know it is a persistent issued that the Town Centre Team are dealing with and one of the most common complaints from the residents of Harlow. Therefore any additional powers to deal with this issue are welcomed.

Regards

Paul

**CI Paul Austin**  
**Chief Inspector 71441**  
**Harlow District Commander - West LPA - Based at Harlow Police Station**

**Appendix 5**

Station: Harlow Police Station

Officer: Sgt Matthew Hughes

Subject: PSPO Police Report

Date: 21/06/2022



I am the Harlow Town Centre Policing Team (TCT) Sergeant. I have worked as supervisor of the TCT since March 2021 and manage a team of 5 officers. The TCT is a Policing team, funded by the Police, Fire & Crime Commissioner (PFCC) for Essex. A team that has three very clear goals in mind, those being:

- Maintain public safety
- Increase Police visibility and thus increasing public confidence.
- Work with partners and stakeholders to improve and maintain public confidence to help and allow for a safer and more inviting town centre for public, business owners, workers, and visitors.

We are predominantly a foot patrol team that conducts high visibility foot patrols all around the town centre in an area that is within the boundaries of Velizy Avenue, Third Avenue, Hayden's Road and Fouth Avenue. We visit our stakeholders like Water Gardens Management Suite and Harvey Centre Management Suite daily and regularly hold meetings to discuss problems and issues concerning the town centre. We also engage in conversations with residents, visitors, shoppers, and businesses. We work to reduce concerns around public safety and anti-social behaviour (ASB) so that all who come to the town centre can enjoy it.

As part of our role in policing the town centre we enforce the Public Space Protection Order (PSPO) which is in place to help prevent ASB and reduce fears caused by ASB. It has been in place since 5th August 2019. The conditions/restrictions of which include:

- not to use bicycles, skateboards, scooters or self-propelled vehicles (excluding mobility scooters) between 0900 and 1800 daily.
- No person shall play ball games
- For any person not to consume alcohol or have an alcohol container with them within the PSPO area and not cease or surrender it when required to do so by an authorised officer.

The PSPO is an invaluable tool in Policing the town centre to help reduce ASB. We have other tools and legislation available to us in the Anti-Social Behaviour, Crime and Policing Act 2014 as well as PSPO's, which gives us:

- Civil injunctions.
- Criminal behaviour orders.
- Dispersal powers.
- Community protection notices and remedial orders.
- Closure notices and orders.
- Absolute grounds for possession.

However, the PSPO is the easiest way of enforcing simple rules, which is well advertised in the designated area.

I cannot provide exact figures on how many enforcements of the PSPO the TCT do each day, because a lot of it, such a simple request for people to cease consuming alcohol, is not recorded, providing that they do indeed stop consuming and the container is discarded. I can however say that every day, the TCT are enforcing the conditions/restrictions of the PSPO, and without it, it would be much more difficult to prevent the certain activities that the PSPO restricts. Persistent people who repeatedly breach the PSPO are referred to support services to reduce to try and support them in reducing their dependency.

Areas within the town centre that see the highest levels of ASB are:

- Market Square
- Broad walk
- Terminus Street including bus station
- Water Gardens
- Playhouse Square

In terms of ASB, it is with confidence that I say that the town centre is most effected by the use of E-scooters and pedal cycles in pedestrianised areas and the people that choose Market Square as a meeting place to consume alcohol together. The PSPO gives us and other authorised officers, the ability to take immediate action to reduce this and prevent harm and concerns.

As a regular visitor to Harlow Town Centre myself, not just through policing but in personal capacity, I have seen a huge reduction in ASB in Harlow Town Centre since the PSPO was introduced in 2019. From a Policing perspective, the amount of street drinking has

reduced vastly compared to times prior to the introduction of the PSPO. Whilst there are still small pockets of people that insist on breaching the conditions daily, the PSPO prevents this from being largely increased amounts of people. Especially in summer times when there is peak footfall within the town centre, we see increased numbers of people in areas such as Market Square that street drink. The PSPO provides us with a power to stop this immediately and often this ensures that ASB is prevented before it occurs and those choosing to breach conditions move on.

From engagement with local business owners, residents visiting the town centre and stakeholders, the PSPO provides a level of assurance that there are powers in place to tackle ASB.

There is still lots of work to be done from a Policing perspective in terms of how we record breaches of the PSPO and prevent reoffending of those that regularly breach conditions, but without the PSPO our powers to reduce ASB and maintain public safety are largely reduced.

Harlow TCT fully support the PSPO and its renewal.

Sgt 74863 Matt Hughes  
Harlow Town Centre Policing Team  
Essex Police

Chris,

There are many issues in which PSPO powers might contribute to part of a balanced response. In due course some of these may merit exploration. I understand my teams may have raised some of these with you

However, for the present purposes the response below may be submitted:

In response to consultation on the proposal to renew the two existing PSPOs affecting the Town Centre, which seek to control ball games, cycling, and consumption of alcohol, I confirm on behalf of Council services lying within the Environment remit that their renewal is supported.

Inappropriate consumption of alcohol in the Town Centre leads to concern about crime and antisocial behaviour and can contribute to crime and disorder

Inappropriate use of cycles, skateboards self-propelled vehicles etc. and playing of ball games in a busy public space creates a risk of injury to users.

I trust that this will be of assistance.

Please do not hesitate to contact me however if you have any comment or query

Many thanks,

Michael.

**Michael Pitt**

**Assistant Director Environment**

**Communities and Environment**

**Tel: 01279 446114**

## Appendix 7

# Public Spaces Protections Order Extension Application

Total Responses: 92 (78 electronic and 14 hard copies)

1. Please provide your name and/or company. Leave blank if you wish to remain anonymous

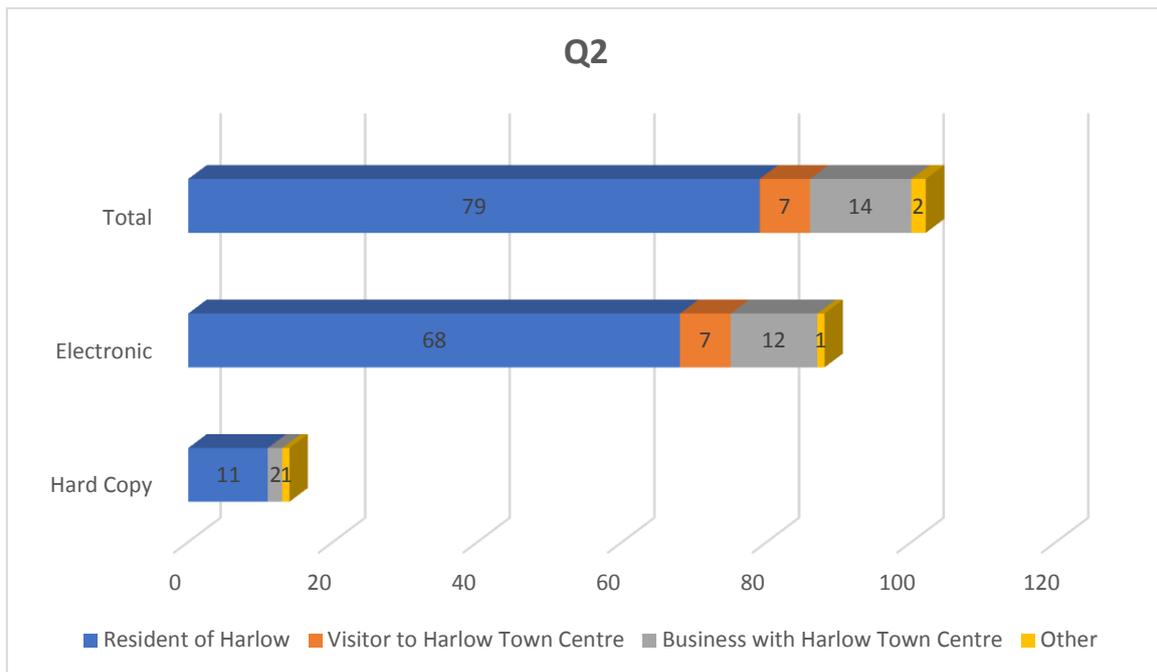
**This document has been redacted to remove personal details.**

37 skipped this question.

	Company
1	NHS
2	Frank&Joe's barbers
3	stuart james hair
4	Haart estate agents
5	Catal Cafe Ltd
6	The sandwich bar
7	N/A
8	Na
9	New Look
10	individual
11	NON
12	The sandwich bar
13	AN
14	-
15	Avant Garde
16	Cross
17	-
18	-
19	-
20	-
21	-
22	-
23	-
24	Harlow Council (hard copy)
25	N/A (hard copy)
26	Harlow Youth Council (hard copy)
27	Harlow Youth Council (hard copy)
28	Essex County Council – Youth Worker (hard copy)
29	Harlow Youth Council (hard copy)
30	Harlow Youth Council (hard copy)
31	Harlow Youth Council (hard copy)
32	Harlow Youth Council (hard copy)
33	Harlow Youth Council (hard copy)
34	Harlow Youth Council (hard copy)
35	Harlow Youth Council (hard copy)

57 skipped this question.

## 2. Please let us know the reason for your visit to Harlow Town Centre



0 skipped this question.

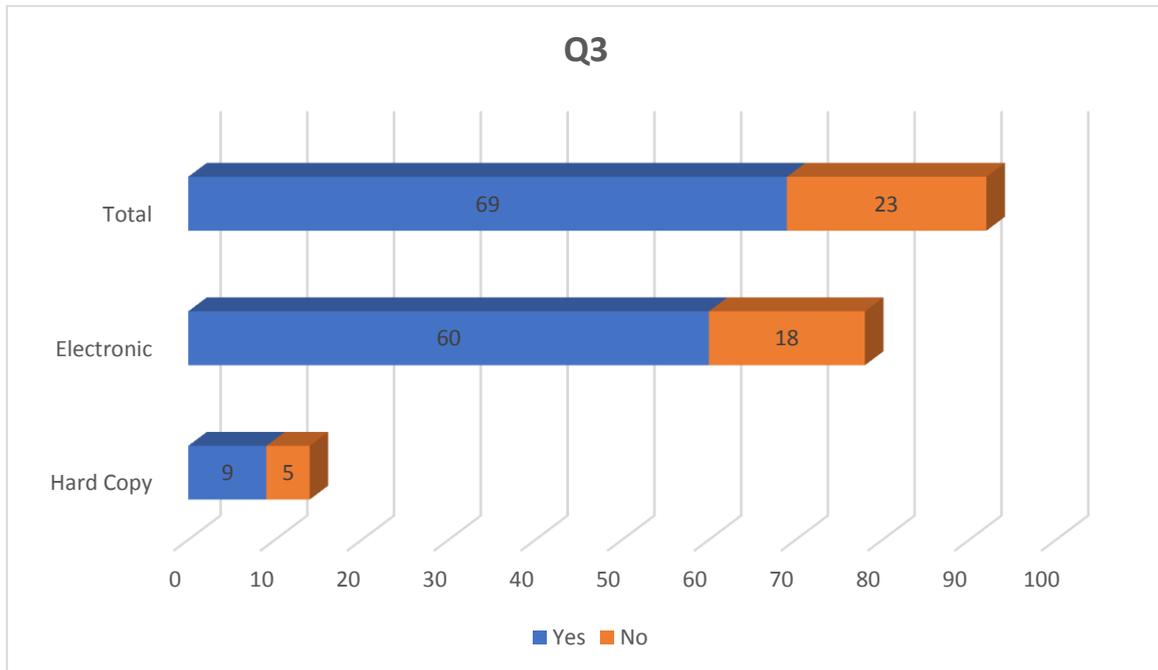
	<b>Comments</b>
1	Resident.
2	I'M HOPEFUL THIS WILL HELP IN THE CONTROL OF DRUNK INDIVIDUALS AT NIGHT WHO WILL BE MAKING SO MUCH NOISE WITH EITHER THEIR CARS OR MOTOCYCLES DISTURBING SLEEPING NEIGHBOURS ESPECIALLY AROUND THE HARLOW TOWN CENTRE BUS STATION
3	I live in Harlow
4	.
5	This helps stop people from hanging around outside the shops and dealing drugs
6	Business
7	<p>The people that are continually drunk/drug disorderly outside of my business(hairdressers) are causing my guest not to come in for fear of abuse and attack. My staff are fearful at times even to go to lunch for the comments they receive plus the fact that they are often scared as they witness on a daily basis fighting, screaming and shouting even in the presence of young children. These young children are with out appropriate supervision as the adults they are with are incompetent to look after them !</p> <p>The cans of drink and mess that are left outside (which I am constantly clearing away) makes the outside of my business (hairdressers) look messy, unprofessional, unclean, unsafe, it is dangerous, no health and safety ..... (please remind me why I am paying my Business rates)</p> <p>It has got to the point where I can not have my front doors open as the smell of drugs come into the salon and the foul language and stories of how many months an individual may have spent in prison and for what crime they have committed. My guests and team have to endure this on a daily basis. It is totally unexpected.</p> <p>This is damaging my business even further, when trying to recover from lock down and covid!!!</p>

	I have worked very hard on establishing a high level of professionalism within my salon and pride myself on the service our guests receive, they then have to witness and experience appalling behaviour when they arrive and leave the premises which is detrimental to my business.
8	Work in town
9	We run the Cafe Elite. Most of our customers are disturbed by the public who drinks in the Market Square as its nor a pleasant view while they are trying to have a meal and relaxing time at our bussiness premises.
10	We are very happy with the community patrol officers (EDDIE And his team ) which he's been very helpful with us and we would still like this to carry on as it makes the town centre a safer place
11	Shopping
12	we work there daily
13	Live in harlow
14	Lived here all my life, town centre needs all the help it can get
15	Resident and visitor
16	I hole heartedly agree with a futther extension of PSPO , however I have seen bikes still being used in the stated area which I feel dome physical presence needs to be in place.
17	To shop and eat out
18	Work in the Town Centre
19	Shopping
20	I feel it'll be the best thing for the town to continue with the PSPO
21	You say there are PSPOs in place, yes I've seen signs but there are people daily going through broadwalk on the bikes, e-bikes and e-scooters and some of them are going quite fast. One male in particular on an e-scooter we see weekday mornings between 8.20-9am going past smiths, primark side and he must be going 10 mph minimum. I thought it was illegal to use them other than on private land. How does he even have the e-scooter still to be able to break the law daily?
22	Need more enforcement of regulations and signage so more people are aware.
23	Shopping
24	Shopping
25	Live in Harlow
26	Shopping requirements
27	Resident
28	I live in Harlow.
29	Resident
30	Fully support the extension and enforcement of current PSPO as there are still many people going against the current guidelines, particularly youths who are deliberately trying to be ASBOs
31	I had stopped using the town centre some time ago as it seemed full of problems - alcohol drinkers, pick pockets , large groups of youths ( which can be intimidating ).
32	Annoyed resident as town is a no go zone after 5 pm
33	I walk in the town centre regularly and I still have to dodge bikes and e scooters, so your PSPO is not working.
34	I didn't know the order was in place, because people still ride bikes and electric scooters.
35	Main purpose of visiong is shopping from Water Gardens through to the market square
36	Shopping and dining.
37	It's a great idea to extend it
38	Resident

39	Unaware these restrictions were in place. Continually see people cycling, or on e-scooters in the town centre. Never seen anyone stopped. The public won't intervene as they mindful that a confrontation could ensue. Perhaps the powers that be are waiting for a serious accident and, then think, best enforce these rules more.
40	Living in harlow
41	I live and work in Harlow
42	I consider the scheme should continue. However, there is still a problem most days, particularly with cyclists. The few "clampdowns" are not enough to stop the problem - they need to be on different days and times within shorter periods to have the necessary results. Who
43	My husband and I sat at the Boots end of the bus station on Saturday afternoon waiting for the 59 Chelmsford bus. It was quite sickening to see two grown lads sharing a powered scooter whizzing up and down more than once. Could easily have injured a pedestrian the speed they were travelling at. How does the PSPO work. Is it by cameras in a control room or people patrolling. By the way there were also men drinking at the foot of the stairs leading over to the car park and Terminus House.
44	Live here
45	None
46	Market Square always seems to be a center for alcoholism and antisocial behaviour. Only the other week I had to call the police because a man was swinging a six foot long scaffolding pole at shoppers and passers by.
47	Please keep these going
48	am a resident of harlow.
49	General 'quick' shopping due to lack of shops - We now travel further afield - ie. Chelmsford, Basildon and Lakeside, which have a good selection - Harlow has declined rapidly and it is such a shame.
50	N/a
51	Yes I do think it should be extended
52	Sick and tired of nearly being knocked over when walking around the town and surrounding areas by E scooters, then when you say anything to the riders told to fuck off. One of the many problems of this mode of transport is that it is almost silent, also the older community are not as nubile to get out of the way quick enough or can't even hear them in the first place. These should be totally banned and more patrols to enforce the rules.
53	It's best to keep in place to prevent the problems arising.
54	I've stopped going to the town centre unless I have to the market square is a no go zone, the stupid chess tables they built are a drug and alcohol paradise
55	Bikes and e-scooters take no notice of any signs in the town centre or any where else in the town they are law until themselves. there are no police around to stop them when they are asked not to ride they just shout at you and ride off.
56	The sandwich bar 1958 We still want to see the patrols
57	Live in Harlow
58	Keep them for another 3 years, in fact should be forever
59	Walking through town regularly from 5th Avenue to Civic Centre
60	No cyclists should be allowed to ride their bikes through a highly pedestrianised area. Could knock over child/ elderly, if they walked into the path of bikes. Cyclists should be made to dismount their bikes. So dangerous.
61	.
62	Resident
63	If it keeps our streets and community a Safer please continue

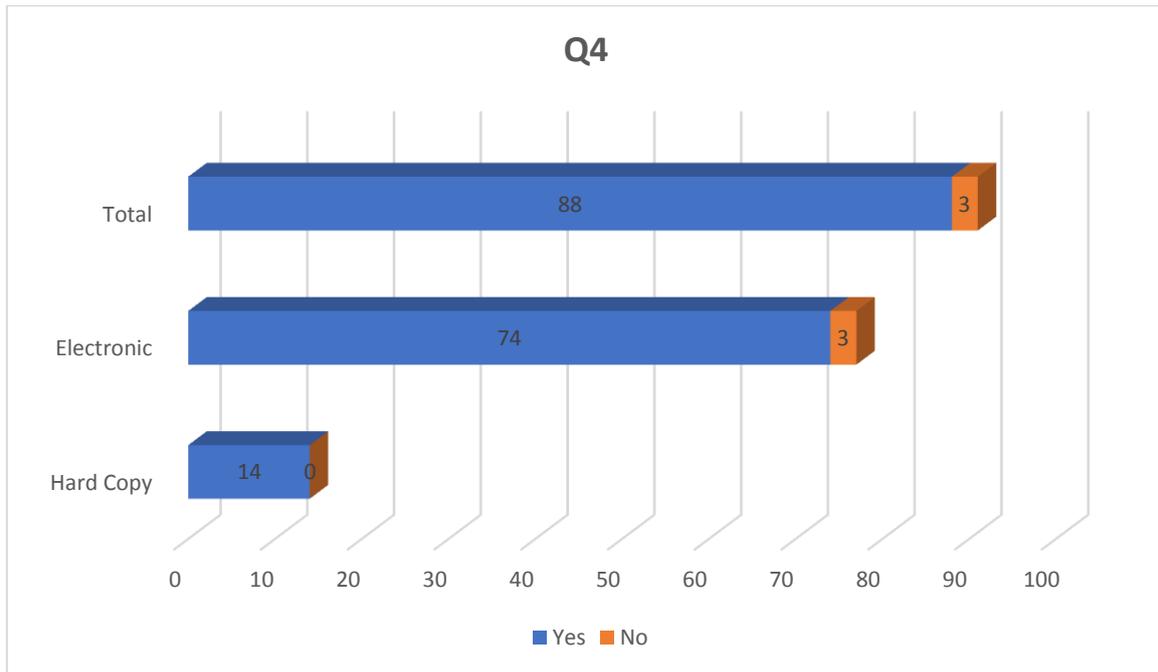
64	Work
65	n/a
66	There NEEDS to be a pspo in place for Long Ley square, currently up to 5-8 kids play football from 15:30-20:00 on week days and 9:00-21:00 on weekends - the square isn't that big and 1 window has already been broken with numerous other residential windows being hit. A visit from any council employees will prove this. A sign is needed and a no ball games order in-forced.
67	I live in harlow
68	I wasn't aware of any PSPOs within the Town Centre. You really wouldn't know due to the amount of bikes and electric scooters that whizz around the area. And the amount of people (mainly men) that can be seen consuming alcohol on any given day is unbelievable. This is especially true in Terminus Street where the buses load and unload.
69	A resident of Harlow
70	I care about the town and I feel it's going down hill. It's ok having things like this in place but you need people around en-forcing it. Also some areas around Harlow need investigating like canons brook. Full of drug dealers, people drunk in the start and kids running about gone midnight.
71	I work within the town centre.
72	Still think more work needs to be done around market square still get drunk gatherings happening mainly from the homeless
73	I work in the town
74	Work in the town
75	It's horrible. Im ashamed of the place. I never see any policing or enforcement this is is all lip service..
76	The town center is depressing, run down, dirty and full of antisocial behaviour.
77	These rules should be kept and rigorously enforced.
78	I have lived here for 64 years
80	N/A (hard copy)
81	N/A (hard copy)
82	I'm here for meetings with HYC (hard copy)
83	Harlow Youth Council Meeting (hard copy)
84	HYC Meeting (hard copy)

**3. Are you aware that Harlow currently has Public Spaces Protection Orders that cover the area of Harlow Town Centre, these prohibit the use of self-propelled vehicles (for example bikes), prohibits ball games (exclusions apply) and restricts the consumption of alcohol?**



0 skipped this question.

**4. Do you support Harlow Council in its application for the renewal of the PSPOs for another 3 years?**



1 skipped this question.

## 5. Do you wish to make any further comments?

	Comments
1	It would be good to see this extended to other areas.
2	You need to keep this in Place
3	Even though you are renewing the PSPOs, more needs to be done to enforce the current one. Please help us small businesses to rid this kind of anti social behaviour from the town, which is not only damaging my business but all of us!!!
4	No
5	We need them more then you actually think !!!!!
6	Main issue, bikes and scooters in town centre, how do public know that there are restrictions in place? I have nearly been taken out by bikes twice in past months.. Who is around that enforces the rules? Pleased it's being extended, however, it must be well advertised and enforced. Please phone me if you like Thank you
7	Would be good if people were actually stopped from doing these things right in front of Police Officers. Many people are openly drinking, smoking weed and cycling all through town including the Harvey Centre
8	I would be more supportive of them if they were actively enforced. There are regularly people drinking and cycling in the town centre with no enforcement action taken which indicates that applying PSPOs is pointless
9	There are no visual Pc so in Harlow town centre. weekly the scooters drive fast through broadwalk and drug sales in market square are done openly. It is important to keep the town centre managed and safe as it is the hub of the town and community.
10	Yes I support them renew, but seriously police the situation. Have enforcement officers or police there. If you issued fines and confiscated repeat offenders bikes and illegal e-scooters immediately then you would have done what your signs fail to do. There is going to be a serious accident up there at some point. My mum has nearly been hit by e-scooters twice, she is in her 70s and this needs to be stopped.
11	More visible police presence to deter crime and to catch offenders.
12	Never anybody to enforce PSPO as if you walked through the town on many occasions but especially after 3 you would see that it is a waste of time having these orders as blatant rule breaking occurs. At any time of the day drinking occurs in market square
13	Remove drug users and dealers from market square and make it look more attractive.
14	If the PSPO is extended I consider enforcement needs considerable improvement.
15	Should consider extending these to other shopping centres in the town such as Bush Fair and The Stow as these can be intimidating areas to visit
16	In my opinion Harlow Council should do everything what is possible to encourage residents to use bikes. I would like to go to work by bike and my children to get to school by bike. Instead I have to use car everyday. I understand that the idea behind was to protect pedestrians. Nevertheless I would like to see designated cycle paths where you could ride a bike as well more secure places to leave bikes. Please see what Cambridge is doing for years. It would be better for environment and general public health.
17	If certain things are to prohibited there needs to be people who enforce them, otherwise people will get away with things they shouldn't be doing.
18	They are not enforced so pretty pointless . Need to be active at dealing with issues not just renew and forget

19	Just police it.
20	<p>There seem to be other categories of such transport the these days that might need to be included.</p> <p>I would also be favour of changes to the architecture of the paths to discourage this use as long as it doesn't disadvantage disabled visitors or parents who have buggies etc for their children.</p> <p>Broadwalk and the water gardens seems to be the worst areas at the moment</p>
21	High noise order to be put in place
22	The town needs visible safety measures to help maintain a level of order, You need more staff not less
23	More needs to be done with drinking in market square. There always people out there drinking and smoking
24	Who 'police' the PSPO? Council and police or just one of the two? Both, in conjunction, would be the better option.
25	O for a perfect world!
26	Nobody enforces the prohibition orders in respect of cycling and scooter use in the town center.
27	no
28	There has definitely been a huge difference once this came into play. Area by Market Square is not that pleasant to walk through even in daytime, although to be fair, nothing has happened to myself or family. However, the shouting, the running around and general 'we're at a festival' atmosphere at 9am does stop elderly/young family residents from walking there - which must have an impact on the declining shops in that area.
29	I think they should look at extending this to other enclosed local areas, such as Bush Fair where there are usually a lot of kids riding bikes dangerously and congregating, as well as The Stow. A lot of drinking is observed in particularly around The Stow. Also even though these orders are in place, they are not being patrolled enough and rely on people reporting. The orders aren't adhered to and there are still a lot of bikes and electric scooters around the Town and drinking especially around the bus station and old market area. It doesn't appear that drinking is the only problem.
30	No
31	It's a mockery, the rules are not enforced. it is meant to be pedestrianised with no bikes or scooters of any kind. There are more and more drunks in the town centre during the day especially near Weather spoons, this is nothing to do with spoons, this is just a reference point, they are often at the steps of the old cinema and the wooden planters.
32	Just get rid of market square
33	The town needs bigger sighs at the moment they are just so small they look like leaflets posters.more police would be nice too
34	Eddie and his team are doing a great job and we still want them around doing there patrols around the town centre .
35	The order is only as good as the prosecution of those who disobey. I narrowly missed injury when a young man & girl on one speeding electric scooter brushed my back as they rushed through Broad Walk. That is only one incident. I have witnessed many others.
36	As a business I think we definitely need these as the anti social behaviour in the market square needs constant monitoring so we actually need more officers than you currently have. This will attract more people here to spend which would lead to more businesses coming here creating more jobs for local people.
37	Begging and busking are issues that need addressing, I am all for busking but it

	would be sensible to have busking pitches rather than just allowing random locations in the town centre,
38	My mother is elderly and the stress and worry this is causing her is utterly heartbreaking
39	It has helped keep crime lower. There will always be trouble but this allows for more enforcement in areas required.
40	PSPOs will need to be strictly enforced if they are going to have any effect, otherwise, they aren't worth the paper they're written on. Can you also include the smoking of marihuana in what the PSPOs cover? The smell is disgusting and we shouldn't have to breathe it in every time we visit the Town Centre.
41	Yes I do support them however they are not enforced especially E-Scooters and Cycling so unless your going to take a zero tolerance policy to it then there seems little point in having the orders in place
42	You need people out in town to in-force this more. The amount of times I nearly been run over by a bike or a e-scooter
43	The use of bikes and e-scooters are still a major issue even though they are prohibited from the town centre, the fact that they are used at high speed down broadwalk, alot of the time right beside shop entrances which will only lead to devastating happenings. Bike riders should walk their cycles through but choose to ride and the idiots amongst us who are doing wheelies and and then shouting abuse if you get in their way! We need more staff on foot or measures put in place like having more cameras and bodies at all entrances/exits to stop this from continuing on.....we all know how dangerous these both are but it continues on!
44	I don't see any policing in the Town Centre. You need to do more. Itsfull of anti social drunk people. Especially the Market Place. People on weed and on scooters. It's a horrible place to go..my own town centre do more.. be seen to do something please.
45	It needs to be enforced. The market square is full of street drinkers and people are constantly riding bikes and e-scooters in Broadwalk and watergardens. It's like no one cares anymore.
46	Enforce them.
47	I like how instead in prosecuting straight away, you educate. Education is key. (hard copy)
48	Appeal to ban e-scooters or e-bikes in/within the town centre community. (hard copy)
49	No further comments (hard copy)
50	I feel like people should be educated and more aware of the PSPO's especially the younger generations so they can grow into that knowledge. (hard copy)
51	agree is a necessary tool (hard copy)
52	no, thank you (hard copy)
53	no, thank you im okay. (hard copy)
54	No. (hard copy)
55	I like the idea of educating rather than prosecuting. (hard copy)
56	- N/A (hard copy)

36 skipped this question.

<b>Content Caption</b>	<b>Post time</b>	<b>Content type</b>	<b>Reach</b>	<b>Likes and reactions</b>	<b>Link clicks</b>	<b>Appendix 8</b>	
						<b>Comments</b>	<b>Shares</b>
Today is the last day for you to have your say on town centre Public Space Protection Orders.	2022-06-21T03:36:31	Instagram post	276	4		0	0
Harlow Council currently has 2 Public Space Protection Orders (PSPOs) in place in the town centre, which prevent cycling, alcohol consumption and ball games within designated areas.							
The PSPOs have now been in place for almost 3 years, at which point they can be extended, amended or discontinued. The council believes that the PSPOs have been successful in addressing some of the issues and have enabled a better response when problems are observed by authorised officers.							
The council is proposing to extend these existing PSPOs for a further 3 years to ensure it can continue to deal effectively with the problems observed by residents and officers and prevent a return to pre-PSPO levels of anti-social behaviour in the area.							
The existing PSPOs are due to expire on 5 August 2022 and the council would like to hear from residents and businesses on whether they think the PSPOs should be extended or not.							
To have your say please use the online survey, available until the end of today.							
Visit <a href="https://www.harlow.gov.uk/your-council/have-your-say/consultations">https://www.harlow.gov.uk/your-council/have-your-say/consultations</a> to take part.							

Today is the last day for you to have your say on town centre Public Space Protection Orders. 2022-06-21T03:36:28 Facebook post 1495 0 85 8 1

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Harlow Council wants your views on town centre Public Space Protection Orders

2022-06-19T11:00:14 Instagram post 537 12 0 0

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Harlow Council wants your views on town centre Public Space Protection Orders

2022-06-19T11:00:05 Facebook post 2158 1 218 24 0

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Harlow Council wants your views on town centre Public Space Protection Orders

2022-06-11T12:00:03 Facebook post 3802 12 819 31 5

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 **Deb Butler**  
It doesn't seem to have made any difference. We've now got e-scooters flying through the town center as well as the bikes and alcohol use. It was enforced for about a month round the bus station and that was it.

Like Reply 1 w  7

 **Keith Knight** Top fan  
Enforcement then would be a start .

Like Reply 1 w  4

 **Matty Jackson**  
Keith Knight Still see the drunken so-and-so's about

Like Reply 1 d

 **Daniel Piotr Lubiejewski**  
Police on foot daily, every hour!!!

Like Reply 1 w Edited 

 **Nelly Betteridge**  
The same PSPO's that stopped anybody from bringing their drink out of the playhouse at the Jubilee torch lighting ceremony but allows cyclists and scooter riders to do what they like

Like Reply 1 w   4

 **Gary Taylor**  
I've a better idea, flatten the place and start again. Only this time put a bit more thought into it.

Like Reply 1 w

 **Peter Scholefield**  
What's the point? They don't enforce them against the alcoholic, abusive junkies who threatened and abused me and my 3 year old daughter walking home from nursery, who seem to spend every waking moment in Market Square. Even having a bit of CCTV there would be a start.

Like Reply 1 w 

**Graham Paffett**  
 That town centre used be a real hive of activity .... I moved out of the town many years ago now and the old market square is horrendous

The main draw is the water gardens, the Harvey centre looks like a mish mash of shops

It's totally lost it's character....

Years of neglect are there for all to see when you visit it's such a sad state.

Like Reply 1 w  8

**Carol Perry**  
**Graham Paffett** But they did pay a fortune on the new pathing, which I am hoping to see the point of when the rest of it looks a sh\*t hole 🤔

Like Reply 1 w

**Graham Paffett**  
**Carol Perry** savage but true 

Like Reply 1 w

Reply to Graham Paffett...     

 You're commenting as Paul Keen.

**Robert Dearle**  
 The Town Centre has become a horrible place to visit. The Market Square is now a place for drinks and drugs and anti social behaviour. So I dont see that any policing is ever done here, I have never seen any enforcement. So this has failed.

Like Reply 1 w  5

**Marcus Webb**  
 I'm more bothered about the parking situations in the residential areas. You know, the situations that the clowncil turn a blind eye to. The ones that they make worse. I couldn't give two hoots if someone rode a bloody bike down the High Street.

Like Reply 1 w  6

**Zoe Payne**  
**Harlow Council** it's ok having the PSPOs in place but what use are they when there are cyclists and people on e scooters going through the town every day. You need to police it or at least have some sort of enforcement officers about. Just because there are signs up they don't deter everyone.

Like Reply 1 w  4

**Gary Paul Tubb**  
 What PCSO's?? Never seen any of them in the Broadwalk Area.. Looking at the Maps, some of the Exclusion Zones go into Residencental Areas, the Ball games or Drinking won't be stopped at all, if this happens you'll have to have them patrolling 24/7 & if this happens watch the Council Tax rocket up..

 5

**Peter Lamb**  
No point in them as it's not enforced especially E-Scooters and Cycling  
Like Reply 3 d   6

**Barry Beaton**  
**Peter Lamb** I agree.....every rare occasion I need to go to the Town Center I always see a cyclist riding amongst shoppers, even a Harlow Councillor has been injured in the past by a cyclist and it still goes on unchallenged..... crazy!  
Like Reply 3 d   2

**Mutley Bullen**  
**Peter Lamb** even seen e-scooters used in the Harvey Centre... 🙄  
Like Reply 3 d 

**Matty Jackson**  
**Peter Lamb** It's the Cafe/Take-Away owners I feel sorry for, lowlifes drive away the customers.  
Like Reply 1 d Edited

**Peter Lamb**  
**Matty Jackson** Very valid point, it would be great to see Harlow town centre along the lines of Hertford or Ware, both with a thriving Bar/cafe culture, unfortunately until they stop housing London rejects in the town centre and the police deal effectively with anti social behaviour it's not going to happen, shame as the potential is there.  
Like Reply 1 d

**Sherrie Bird**  
Should be stricture rules in the town !!  
Like Reply 3 d

**Deb Butler**  
Is this actually enforced  
Like Reply 3 d

**Nelly Betteridge**  
Your PSPO's aren't worth the paper that they were printed on.  
I'm a black taxi driver and I rank up at the playhouse 6 days a week. ... See more  
Like Reply 3 d Edited   5

**Jenny Titmuss**  
Market stalls.  
Individual and various.  
Once a week:  
Gluten free stall  
Flower stall  
Toy stall  
Lunch stall  
Like Reply 3 d Edited

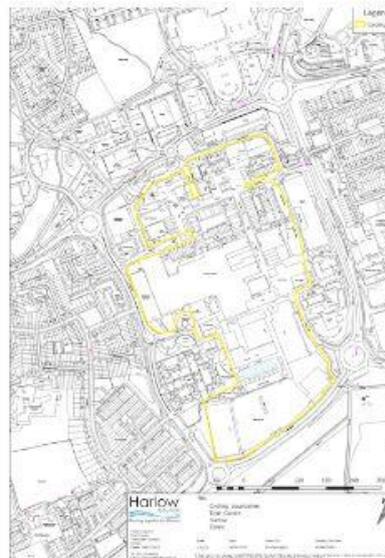
**Matty Jackson**  
**Jenny Titmuss** Have you noticed the state of Market Square?  
Like Reply 1 d Edited

# Harlow Council wants your views on town centre Public Space Protection Orders

Crime / Sun 12th Jun 2022 am30 09:58am

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To take part in the online survey, visit <https://www.harlow.gov.uk/your-council/have-your-say/consultations>

**Ends**

## 8 Comments for *Harlow Council wants your views on town centre Public Space Protection Orders:*

**Bob**

2022-06-12 11:29:32

It's good having a protection order, the problem is that we don't seem to have officers to enforce it or better signage

**Teapot**

2022-06-12 13:23:35

If we get police officers out of the cars we can patrol as it used to be and that cut crime. With the money daved on fuel more officers could be employed

**David Hughes**

2022-06-12 18:49:16

Police officers only go as far as Asda to do their shopping, you never see them policing the town.

**CT**

2022-06-13 01:49:23

All they have done is move most of the drunks on to other areas like Bush Fair, then the police are no where to be seen! Thanks for that! I personally avoid the town because from what I can see it's filling up with the usual riffraff and they pay no mind to these silly PSPO's!

**JT**

2022-06-13 06:11:57

I can honestly say that these PSPO's have not worked in the town! There hasn't been a day that I've had to walk through the area without seeing groups of people drinking alcohol and hanging around for hours while doing so! Cyclists also take no notice and don't care some riding through at speed not giving any consideration for pedestrians & I'm not just saying youngsters I actually encountered a middle aged man riding though the town last week! It's ok saying they have these in place but nothing is enforced the town centre is horrendous I actually can't wait to get home every time I have to go there!

**Keith**

2022-06-13 07:34:39

Pspos are a joke unless enforced. I spend most of the time dodging bicycles and escorted.

### Nostradamus

2022-06-13 12:17:31

Putting orders in the town centre or anywhere pushes antisocial behaviour into the other areas of the town, they don't solve the underlying problems. As for cycling: simple barriers/ gates and using cobbled or undulating surfaces solves the issues. We have a Council trumpeting spend millions cow towing to East Herts Hggt and boasting it's spending millions on creative sustainable routes from the Central crossing into the town centre, active transport encouraging people to cycle on the one hand and then wasting time and money prohibiting cycling. Left and right hands don't know what they are doing; another example of incompetence and a failure to tackle the underlying problems. All fur coat...

### Jill

2022-06-13 14:10:37

The town is not a safe place for the vulnerable the children anymore or anybody else come to that with the people that live in the block of flats near bus station...There are druggie piss head stabbing stealing you name it it all goes on...this town has lost it reputation of a place to come it really has & nothing nothing will bring it back to a place where people want to be or to go shopping...I havent been to the town for a few years now as I am a vulnerable person & I have no desire to go up there at all...it is not policed or all these things wouldn't be happening & if they are about then for a very very short time to as it then time for tea break or change shifts..calling police is not much better either as they pass the buck or they don't deal with what ever you ask...too much money is wasted on ridiculous projects at. Bring back the original town with a little market cleaner town with a little of making people want to shop, have a cup of tea in the little café & a chat & not so many high priced coffee shops. The town is cold looking & ugly but we don't need utterly stupid big silly plant pots which was a total waste of time space & money.

# Notice of consultation.

As part of our consultation which is running until **Tuesday 21<sup>st</sup> June 2022**, on the proposed extension of the Harlow Town Centre PSPO's, we welcome you to make comments via one of the following methods:

- **Online survey** at <https://www.smartsurvey.co.uk/s/PSPOExtApplication/>
- **Face to face.** Please make contact us using the details below and we will arrange for an officer to meet you.
- **Paper Survey.** Please make a request for a postal survey via Contact Harlow on 01279 446655 or complete one in person by visiting the Civic Centre, or Harlow Police Station.
- **If you require any assistance, please contact us on the details below.**  
**You can contact us via:**

**Email** - [pspo@harlow.gov.uk](mailto:pspo@harlow.gov.uk)

**Post** - Community Safety Team, The Civic Centre, Water Gardens, Harlow, CM20 1WG.

**Telephone** - 01279 446655

