

1. Medway Council Community Safety Team

- 1.1 The Team consists of a Team Leader and three Community Safety Officers and has a close working partnerships with Kent Police and other members of the CSP. The Community Safety Team are part of Regulatory Services. The team use the tools and powers contained within the Anti-Social Behaviour Crime and Policing Act 2014.
- 1.2 The team attend a weekly meeting with Kent Police and the Medway Neighbourhood Task Force. The Task Force act as a conduit to other agencies and stakeholders. The meeting allows a partnership approach to community safety and a speedier response to community issues in Medway.
- 1.3 The team attend various other groups including the Adolescent Team and Partners, CCTV Operations Group, Community Safety Unit, PACTs and a new initiative recently created by The Community Safety Team; a bi-weekly meeting with the Rough Sleeper Outreach Team to expedite the process of identifying rough sleepers engaging in anti-social behaviour. The Community Safety Team has worked on several extensive enquiries that will have a positive impact on Medway’s communities and may ultimately bring offenders to prosecution.
- 1.4 In 2023, the team dealt with 393 cases, which included reports of anti-social behaviour occurring, these reports have ranged from some simple anti-social behaviour issues, which required a straightforward early intervention to resolve, to complicated community safety issues which needed a protracted investigation and a multi-agency approach led by Community Safety Officers.

Type of report	No.	Description
Reassurance	262	Broad range of issues including nuisance bikes/neighbour issues/general ASB.
Alley Gating - General	108	Includes maintenance and defect reports.
Community Clear Up/Payback	20	Litter Picks, clearing overgrown vegetation, waste removal, Graffiti removal.
Community Engagement	3	Multi agency events.
Total	393	

- 1.5 The team (working in partnership with Environmental Protection) have been working with Maidstone Mediation and following a three-month trial the service is now in place. Mediation is offered to residents who are involved in neighbour disputes, rather than engaged in anti-social behaviour within its true context.

2. Community Payback

- 2.1 A total of 20 Community Payback requests have been completed so far in 2022 which include litter picks, alley clearances, garden clearances, and a project at the Chatham Synagogue, which clear the graveyard and then involved officers from Medway Councils Regulatory Services advising on site security such as gates and CCTV.

Work required	Number
Litter Pick	9
Overgrown vegetation	7
Waste removal	1
Litter pick and overgrown vegetation	1
Graffiti removal	1
Grass removal	1

3. Medway Neighbourhood Task Force and Challenging Nuisance Biking

- 3.1 The Medway Neighbourhood Task Team (NTT) was changed in the June 2023 Kent Police restructure of Neighbourhood Policing. This new structure has seen the change of operational enforcement officers to enhance hi visible policing in high crime areas and the use of Police Community Support Officers embedded within these Teams to work alongside.
- 3.2 The NTT consists of 2 Sergeants (one is primary engagement and partnerships to keep the close links and working with partners – the other is the proactive Sergeant who is responsible for operations and taskings). Six Police Constable's are in this team. These officers are the proactive/enforcement phase, dealing with current issues and spontaneous issues such as Violence Against Women and Girl (VAWG) deployments, violent crime, knife crime and burglary. They are also deployed on planned operations around nuisance vehicles in areas of focus. Eight PCSO's are tasked into highlighted ASB areas for visibility, reassurance, partnership work and engagement events opportunities. They can also be tasked to planned activity and any spontaneous activity, such as nuisance bikes or ASB at local shops etc. Attached to the NTT are two Community Liaison Officers who work within our communities and seeking engagement opportunities and building confidence in policing. Recruitment for PCSO's is ongoing along with Police Constables within the NTT.
- 3.3 The NTF have already seen many results such as significant arrests for violent crime and robbery. The seizure of scooters and motorbikes and the enhanced policing of neighbourhoods with specific crime issues. They have worked with partners under operations with off road motor bikes causing ASB and with PCSO engagement and intelligence tracking are able to issue Section 59 Warnings (S59) later. S59 of the Police Reform Act 2002 refers to vehicles being used in a manner which causes alarm, distress or annoyance.
- 3.4 The NTF from an engagement and enforcement arena have been key in the great work around Violence Against Woman and Girls (VAWG) – deploying within the NTE and prevent future victims with engagement and moving away possible perpetrators. Engagement continues in day / evening with the use of Walk and Talks in Police and PCSO involvement. Future plans within the VAWG arena include a multiagency VAWG Walk and Talks, these will be planned around enhancing Operation Vigilant which focusses on reducing predatory behaviour within the nighttime economy. Kent Police are also in consultation with partners and community stakeholders to carry out some engagement work with local running groups to promote personal safety and improve perceptions of safety.
- 3.5 It is worth noting that for S59 Warnings, which can be used by all policing teams, data is difficult to obtain – as it is just a warning. Police Officers will warn a subject and submit an online form to PNC (Police National Computer) – PNC is then updated on the vehicle / subject, and the form is deleted – this is due to Data Protection, Kent Police would be keeping data when it is already recorded on PNC. However, the Community Safety Unit recorded 21 S59's since January – the biggest increase was in July / August where 12 were issued. Three vehicles were also seized using this power in August 2023 (this is where the subject / vehicle is stopped again and found to be under the warning, they are then prosecuted).

- 3.6 For S59 notices the Police National Computer has no way of getting data. However, within Medway Community Safety Unit Kent Police are planning to record the numbers of S59 notices served each month. Of Note, the S59 notice is just one power and sometimes does not provide an accurate figure of what is being done by officers. The Beat Officers for the Ward are aware of their local issues and tackle these often with partners for example, around target hardening. Operation Temple will be days of action planned for 2024. Kent Police are also looking at funding a NTT Drone with qualified pilots as another tactic to record ASB as evidence and then prosecute / recover any nuisance vehicles.

4. PACTs (Partners and Communities Together)

- 4.1 Officers from Medway Council's Community Safety Team and Kent Police continue to support PACT meetings across Medway.

5. Community Engagement and My Community Voice

- 5.1 The Community Safety Team work with Medway Neighbourhood Policing Team to provide an engagement process with the public of Medway. Engagement has been completed in various ways – via the use of My Community Voice (a system where police can communicate and provide crime prevention advice to the residents and residents can in turn communicate with their Beat Officer), Local Surgeries and drop-in Centre's, direct email to the officers themselves and larger scale engagements and events.
- 5.2 The Partnership approach which continues means that we can join other engagement strands with Partners – such as KFRS Events / Housing Events and so on. We have worked together under Business Week (displays and communication involving business crime and support), we have jointly worked with British Transport Police and South-eastern in targeting knife crime at Train Stations, Op Sceptre is base around knife crime engagement and the continued joint working to target Violence Against Women and Girls (VAWG) in Medway is regularly ran in partnership and will be enhanced in the Christmas Period. There have been many partnership events around VAWG over the last 6 months.
- 5.3 The Medway Safer Partnership continues to work with the Local Town Officers and Sergeants and Forum Meetings are attended by the officers/ Sergeants and partners to discuss local issues with Town Centres, residents, and businesses. Working together to problem solve.
- 5.4 The Parish Councils of Medway have local policing officers attached and these staff have regular contact with the Councillors and engagement with the residents, dealing with the local issues and providing feedback.
- 5.5 Kent Police Licencing Teams works with Beat Officers to enhance the safety of customers within Medway – Best Bar None continues to be rolled out and great communication is set up between licensee's and the licensing team.
- 5.6 The Child Centre Policing Team are growing in strength working with engagement at the Local Schools and Clubs, with key partners. Engagement has been around knife crime and an operation at Mid Kent College in October 2023 was received well – based on engagement at start of college day, utilising the knife arch and give prevention advice around knives / mobile phones and expensive jackets.
- 5.7 Kent Police have launched My Community Voice (MCV) which gives local people a say in how they approach their neighbourhood policing priorities and work with local partners. MCV is a two-way engagement tool that allows communities to tell them about issues in their area and will allow Kent Police to create a personalised policing response. People can also contact the Beat Officers on this and ask questions. As of October 2023, there are 1,959 recorded.

6. **Illegal Tobacco**

- 6.1 During this period funding was secured from the Safer Streets Fund to employ an officer to tackle illegal tobacco in Medway. This led to a number of seizures and warrants with our partners from the Police and HMRC. A number of investigations continue into 2023/24 financial year.
- 6.2 The total number of products seized were as follows:
- 3,769 Packets of 20 Cigarettes (75,380 individual sticks).
 - 644 Packs of Hand Rolling Tobacco (HRT).
 - The combined value of these goods if they were sold as legitimate, duty paid goods, was approximately £78,000.

7. **Age Restricted Goods**

- 7.1 Age restricted sales continued to be an area where complaints were regularly received from concerned members of the public. These complaints, along with intelligence reports from partner agencies, allowed us to target fourteen premises for test purchase operations. Two of these premises failed these test purchase operations and legal action is currently being taken.
- 7.2 An updated age restricted sales information and training pack was produced and provided to all businesses visited by our officers that sold age restricted products.

8. **Strategic Community Safety Approach**

- 8.1 A strategic approach continues to be adopted to ensure the CSP is closely aligned with the ambitions of the new administration in Medway as a great place to live, work, learn and visit.
- 8.2 The strategic assessment reviewed the CSP's existing priorities and has confirmed that they meet their statutory obligations as a partnership, reflecting the priorities of partner agencies in delivering a safer Medway, and supporting sustainable regeneration.
- 8.3 The annual strategic assessment will this year enable a new 3-year CSP Plan and Action Plan, which the CSP continues to align with the Police and Crime Commissioners Safer in Kent Plan.

9. **Public Space Protection Orders (PSPO)**

- 9.1 PSPOs are Orders granted to local authorities to give more freedom and flexibility to control ASB in places to which the public has access. PSPOs replaced the Designated Public Place Order (DPPO), which created 'alcohol control zones' and Dog Control Orders. From this time the DPPOs were treated as provisions of a PSPO.
- 9.2 PSPOs are intended to deal with a particular nuisance or problem in a particular area that is detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone. They are designed to ensure the law-abiding majority can use and enjoy public spaces, safe from anti-social behaviour.
- 9.3 There are existing PSPOs in Chatham, Gillingham, Rochester and Strood in relation to dog control. These can be varied or discharged at any time following further consultation.

- 9.4 There are existing PSPOs prohibiting the consumption of alcohol within Chatham, Gillingham, Rochester and Strood town centres. These are in the process of being renewed for a further 3 years.
- 9.5 These zones restrict drinking alcohol in public places in an anti-social way, for example drinking in the street.
- 9.6 This does not mean there's a blanket ban on drinking in public but does mean the police or an authorised council officer can prevent you drinking alcohol if you're behaving anti-socially. If you refuse to stop drinking alcohol when asked, you'll be committing an offence. Your alcohol can be confiscated and disposed of, and you can be fined up to £500. If you fail to comply you can also be arrested. Pubs, restaurants, and off licences do not form part of the PSPO.
- 9.7 PSPO consultation - we are consulting on extending the Alcohol Control Zones in Chatham, Gillingham, Rochester and Strood town centres for three years from the end of 2023 to 2026. This will allow us to continue addressing alcohol related anti-social behaviour and help improve community safety and protect the local environment. You can have your say on the proposals for each town by completing a survey. The consultations end at 11.59pm on Sunday 17 December 2023.
- [Chatham Alcohol Control Zone survey](#)
 - [Gillingham Alcohol Control Zone survey](#)
 - [Rochester Alcohol Control Zone survey](#)
 - [Strood Alcohol Control Zone survey](#)
- 9.8 Medway will be introducing a Borough-wide PSPO to tackle nuisance vehicles. This was confirmed by a vote at Full Council in October 2023.
- 9.9 As a Council, we are determined to tackle ASB, the tools and powers contained within the Act have helped us to develop our joint work alongside Kent Police. Over the past 18 months the Council has seen an increase in complaints related to nuisance vehicles, on the road and off road. This has precipitated consideration of the powers currently available to police and the Council to address the issues that these vehicles cause.
- 9.10 Kent Police continue to receive repeated complaints from residents, visitors and local businesses across Medway about unreasonable ASB from nuisance vehicles, both on road and off road. These include, but is not limited to Medway City Estate, Hoo and the Isle of Grain, Barnfield Recreation Ground and Lordswood. Complaints show that reported ASB has a detrimental effect on the quality of life of those living in or using certain areas, reducing their ability to feel safe in, use or enjoy public spaces.
- 9.11 This PSPO will seek to control the anti-social use of motor vehicles, some of these behaviours include, but are not limited to:
- Off road
 - Driving in convoy
 - Racing
 - Performing stunts
 - Sounding horns (as to cause public nuisance)
 - Revving engines
 - Wheel spins
 - Playing music (as to cause public nuisance)
 - Creating significant public nuisance
 - Engaging in any other activity that a reasonable person would consider to be "car cruising".

10. Prevent

- 10.1 Since the last report there have been several key changes to Prevent as detailed below.
- 10.2 The Kent and Medway Prevent Duty Delivery Board (PDDB) is the strategic partnership board responsible for overseeing Prevent delivery across Medway and Kent and is jointly chaired by Corporate Directors from Medway Council and Kent County Council (KCC) and has good attendance from a range of partners.
- 10.3 To summarise some of the key changes from new guidance issued in October 2023 –
- Alignment with IRP recommendations, ensuring changes in language and to strength the focus on identifying and supporting those who are demonstrating a susceptibility to radicalisation.
 - New mechanisms to support practitioners with their decision making, including Prevent training and an update to the Prevent National Referral form and the new Prevent Assessment Framework (PAF).
 - Home Office quality assurance will be enhanced to support panels and the delivery of Channel.
 - Support regarding operational measure to practitioners tasked with supporting people through the Channel process, particularly with cases where the threshold for criminal investigation has been met or individuals enter the secure estate.
 - Enhancing the role of families and strengthening exit pathways post-Channel case closure – to ensure people can be re referred swiftly if needed.
- 10.4 The Prevent Coordinator and Prevent Community Engagement Officer (PCEO) continue to deliver a high level of training to colleagues, partners, and communities. There has been a consistent increase in attendance at these sessions across Medway Council. There is a vast amount of training being delivered to partners such as Kent Police, incorporating all teams across the force. The training is constantly updated and new dates for 2024 have been set for Medway officers through Workforce Development. An overview of Prevent information and training courses is available on Medway Council's intranet (MedSpace).
- 10.5 Since October 2022 a further 32 Prevent training sessions have been delivered to over 800 Medway Council and Medway partners.
- 10.6 The Prevent team continue to monitor online sentiment, relating to events around small boat crossings, Extreme Right-wing organisations, protests, and campaigns, as well as worldwide events. There remain constant Extreme Right-Wing (ERW) narratives which we continue to see online focusing on anti-migration in particular areas. A second ERW protest for the year took place in September 2023 in Dover.
- 10.7 The 2024/2025 national Prevent area prioritisation process started with the Kent and Medway round table held on October 2023. The portal for priority area resources opens mid December 2023.
- 10.8 The first Kent and Medway Prevent and Serious Organised Crime (SOC) week of action ran from 20 to 24 November 2023. This is the first time we have run this event which saw professionals from a variety of organisations attending several webinars relating to awareness of radicalisation and SOC. There were 20 different events including some with guest speakers and partner organisations.

10.9 The aim of the event within Adults Safeguarding week is to come together and safeguard everyone from the risk of radicalisation, becoming involved in terrorism, supporting extremist ideologies and involvement in Serious Organised Crime.

10.10 Following the success of the 2023 hybrid event, the 2024 Hateful Extremism CPD (Continuing Professional Development) event with Kent Police and KCC will be held on 27 February 2024. We are in the early stages of planning for the event.

11. **Channel Panel**

11.1 Channel is the early intervention multi-agency process designed to safeguard vulnerable and susceptible people from being drawn into violent extremist or terrorist behaviour. Channel works in a similar way to existing safeguarding partnerships aimed at protecting vulnerable people.

11.2 The current trends seen from a referral perspective within the CTPSE quarterly report: -

- Increase in referrals from Q1.
- Highest number of referrals from Schools.
- High number of closed referrals.
- Highest referring areas – Canterbury and Medway.
- Majority of referrals are Mixed, Unclear and Unstable (MUU) or ERW
- Number of referrals relating to – Vulnerability Present but no Ideology or counter terrorism (CT) threat.
- Majority of cases are under 18.
- Online usage features highly in referrals and managed cases
- Neurodiversity and complex issues such as mental health and crossovers into other areas of policing are high.
- Referrals received covering all ideologies including Islamist and School Massacre.
- Extremely low Islamist referral rate which has been a trend over the last few years.
- Mixture of both adult and child cases.

11.3 The Medway Channel Annual Assurance Statement has been completed and signed off by Medway Chief Executive. It was shared with panel members in the May 2023 Channel Panel.

12. **Serious and Organised Crime Partnership (SOCP)**

12.1 The SOCP continues to have good engagement in its monthly meeting, to tackle serious criminality including organised crime groups (OCG). At time of writing Medway Police are working on two OCG Groups within the area. Using partners as and when required to provide some overview / intelligence. These operations continue both overtly and covertly.

12.2 County Line and local drug dealing networks continue to be well suppressed and many arrests and prosecutions by local officers and the Chief Constables County Line and Gang's Team have followed.

12.3 Agencies have provided intelligence and updates during the meeting in assisting enforcement action on those persons that harm Medway. Emerging crime trends, threats and alerts from both national groups and Kent Police, along with partners into the meeting to allow partners to keep people in Medway from falling victim. Such as the latest Fraud tactics used by criminals.

12.4 County Lines – Kent Police monitor and gather intelligence on County Line Networks operating in Medway. The County Line Team assess information and score a County Line on a matrix

system based on threat. Certain Lines are then selected and deemed to require the Team to covertly and overtly target to break the line and arrest the offenders. These change weekly.

- 12.5 The Neighbourhood Policing Team work closely with the County Lines Teams, exchanging information and disrupting activity when overtly required. To provide a better understanding a local officer may have knowledge of a drug issue within their area – provided by intelligence through policing, this knowledge will then produce intelligence stops on those involved, which then results in the recovery of a substance and the suspects arrested for supply this drug. This activity from Beat Officers and Neighbourhood Task Team damages networks.
- 12.6 The Child Centre Policing Team work with the Violence Reduction Unit (VRU) in identifying vulnerable youths who may be in danger of becoming involved in this criminality using joint engagement and education to move them away from this threat. Kent Police continue the education within schools and working with young person's families they are able to prevent future children becoming involved. A multi-agency approach is conducted via the VRU.
- 12.7 Certain County Lines are targeted more covertly in the gathering of information and intelligence and building a bigger picture, so when Kent Police go for enforcement, they are prepared meaning a well-managed prosecution package can be put before the Court, gaining best evidence and often seeing large custodial sentences.

13 **Blue Light Project**

- 13.1 The Blue light project (BLP) continues to facilitate multi-disciplinary support those who face severe and multiple disadvantages. Meetings are attended by a range of organisations including Police, rough sleeping initiative, housing providers, Public Health, third sector organisations, support services for people who use drugs, mental health, social care, probation services and prison health.
- 13.2 Approximately ten people are on the list at any one time for discussion and support to prevent them 'falling between the gaps' in services. BLP clients will usually face homelessness, substance use, involvement with the criminal justice system and often some form of mental ill-health. Information is shared between partners and actions are allocated which contribute to improved outcomes for the BLP clients.

14. **Homelessness**

- 14.1 Housing Services' Rough Sleeping Initiative (RSI) Outreach Officers carry out several sessions of 5.00am outreach per week, followed out by visits and support during working hours to people who are sleeping rough in Medway. Oversight of support activity is carried out by the Rough Sleeping Coordinator who also manages a team of Navigators who work with people who the Outreach Team have placed into accommodation, to provide ongoing support and minimise the risk of repeated sleeping rough. The team also carries out bi-monthly counts across Medway in partnership with police, public health, commissioned services, and the voluntary and community sector, running from midnight until 5.00am the next morning. A range of accommodation and support provision is commissioned, ranging from self-contained with floating support, to 24 hour staffed services for people with a higher range of need. There are 36 people are currently living in our commissioned RSI services with a further 41 living in shared or self-contained accommodation with visiting support from our Navigator Service. The Outreach Team are working with a further 25 people to provide ongoing support and a route into accommodation. All of these accommodation provisions and staff are funded through Department of Levelling Up, Housing and Communities grant which for 2023/24 is £960,975. We have additional funding to provide more support and accommodation for the winter period, the amount of this is currently subject to embargo.

14.2 Multi agency work is the cornerstone which achieves the positive results we have seen, from on the street work with the CST, Treatment Services, Peer Support and Clinicians with people sleeping rough and then those who are supported into accommodation and linked in with services to meet their ongoing needs, including Medical Practitioners, Probation, Drug and Alcohol Services, Domestic Abuse provision, Adult Social Care, Voluntary Partners etc. Close work is ongoing with the Blue Light Project (referenced above) and the development of the Medway Multiple Disadvantage Network (MMDN).

15. **Domestic Abuse One Stop Shop (OSS)**

15.1 The Medway Domestic Abuse Forum (MDAF) is a multi-agency practitioner forum with the aim of raising awareness of Domestic Abuse (DA) and increasing support provision for victims of DA in Medway. MDAF members represent statutory and voluntary sectors including Medway Council, Medway Community Healthcare, Medway Safeguarding Children's Partnership, Kent Police, Kent Fire and Rescue Service, KSS CRC, Social Care and many voluntary partners.

15.2 The Medway One Stop Shop (OSS) is strategically run by MDAF, with an OSS Steering Group overseeing the operational side. Medway's OSS operates on a Tuesday morning at the Sunlight Centre in Gillingham, for victims (female and male) of DA, offering a safe community location.

15.3 During first six months of the current year there have been over 150 attendees to the session. The OSS has resources such as door bars, personal alarms, food vouchers, emergency mobile phones, phone credit and hygiene packs to distribute to those in need. There is also a flight fund available for victim/survivors who need transport or assistance in accessing refuge or fleeing the area.

15.4 Medway's OSS has consistently seen the highest number of attendances/victims across the whole of Kent and is recognised as a 'gold standard' for other OSS's across the county.

16. **Doorstep Fraud**

16.1 Trading Standards Officers continue to react to reports of doorstep fraud and attend with our partners from the Police. They have also become an active member of the Kent and Medway Fraud Panel chaired by officers of the Essex and Kent Serious Crime Directorate. This allows them to share intelligence and best practice in relation to rogue traders and doorstep crime.

17. **Unauthorised Encampments**

17.1 Unauthorised encampments (UEs) are defined by the Government as "encampments of caravans and/or other vehicles on land without the landowner or occupier's consent and constituting trespass". Unauthorised camping is not a criminal offence. It is a civil offence (trespass), giving landowners the right to repossess their property using the due process of law. The prevention of trespass is the responsibility of the landowner.

17.2 The Equality Act 2010 makes it unlawful to treat someone less favourably than others because of their protected characteristic, including race (which includes a person's ethnic or national origins and nationality). The Public Sector Equality Duty, under s149 of the Equality Act 2010, applies to the police (as a public authority) and places a duty on the police to have due regard to the need to eliminate discrimination, promote equality of opportunity and foster good relations between persons of different racial groups.

17.3 The Criminal Justice and Public Order Act 1994 gives Local Authorities in England and Wales powers to make directions to leave land being used by itinerant groups (section 77). It is offence to fail to comply with such a direction. If a direction to leave is not complied with, a

Local Authority can apply to the Magistrates Court for an order requiring the removal of vehicles and any occupants from the land (section 78).

- 17.4 Medway Council Community Safety Team will seek to immediately attend a site and carry out a risk assessment. They will then serve verbal and written notice for them to leave and carry out welfare assessments.
- 17.5 Unauthorised Encampments are dealt with by the Community Safety Team. In 2023 the team has dealt with 20 encampments resulting in them all being issued a section 77 notice; 15 required an escalation to a section 78 notice; 4 left of their own accord. When the Council had to employ Bailiffs to assist with an eviction, these costs totalled £78,288.
- 17.6 In certain Circumstances a senior Police Officer has the discretion to order the travellers to leave and remove any vehicles and other property they may have with them (sections 61 and 62 of the Criminal Justice and Public Order Act 1994 and Anti-Social Behaviour Act 2003). One encampment required Kent Police to utilise section 61 powers due to an increased level of ASB associated with the encampment.
- 17.7 The Council is currently actively reviewing its policy and has undertaken a members meeting with a specialist consultant.
- 17.8 Cabinet is considering a number of varied approaches alongside the upcoming Local Plan process in Q4 2023/24 with regards to having a long-term solution that will see a reduction in the use of Section 78 powers.
- 17.9 Officers continue to target harden sites, with new barriers installed at Bligh Way Park, Strood, Road, Laburnum Road Recreation Ground, Strood, with reinstalled barriers at Riverside Country Park. Concrete blocks have also been utilised to protect vulnerable sites.

18 **CCTV**

- 18.1 The primary purpose of the CCTV service is there to support the Council and the CSP to reduce both the level of crime and fear of crime across Medway.
- 18.2 The Council's CCTV Single Point of Contact (or SPOC) is responsible for the secretariat function for the CCTV Partnership and chairs the CCTV Partnership Operational Group, which meets monthly to monitor governance and performance statistics of the Partnership delivery from Kyndi. In addition to those duties, the SPOC also organises arrangements for the Partnership Board.
- 18.3 The Partnership Board review operational performance, which is gathered monthly from Kyndi and to agree budget allocations. In view of current financial pressures, we have negotiated no increase (0% uplift) in the CCTV Partnership cost allocation for 2024 – 2025 without affecting service levels. This equates to a £41,000 cost avoidance of inflationary increases and is not to the detriment of any Kyndi staff increases or CCTV operators.
- 18.4 CCTV Partnership Agreement 2021 - 2024: As a result of the pandemic, the CCTV Partnership Board did not meet and the CCTV Partnership Agreement was not formally signed. The Board was reinstated in 2022 and the Agreement was finally agreed by Cabinet in March earlier this year. Work will now begin on a new agreement to 2027.
- 18.5 There are 87 community safety CCTV cameras across Medway, in the main these are in High Street areas.

- 18.6 Since November last year to October this year, 1,171 incidents have been captured and 207 arrests made, directly attributable to the use of CCTV monitoring and partnership working across Medway.
- 18.7 Fibre Consolidation. Since the start of this year, Council officers have been working with Kyndi colleagues to reduce the spend on legacy fibre circuits, which make up around a quarter of CCTV Partnership spend. A minimum of £18,000 will be saved over this financial year as a result of circuit cessations, with greater savings to be made next year as we transition CCTV cameras over the Council fibre network.
- 18.8 CCTV Infrastructure Improvement: Kyndi and Council officers have scheduled a programme of rolling capital improvement works around Medway, utilising the CCTV capital fund approved in the Council budget. These funds will enable our transition from legacy analogue to digital. In addition to those improvements for the Council's camera stock, Kyndi have inwardly invested over £90k in updating their Video Tracking Analysis system (or VTAS, for short) upgrading the telemetry and reporting functions.
- 18.9 External funding is being used to go towards the installation of three new CCTV cameras in Chatham Town Centre, when these are installed is dependent on when the funding comes in.
- 18.10 Rapid Deployment Cameras (RDC): There is a pool of rapid deployment cameras available, in instances where the Council have to act swiftly to tackle crime hotspots and spikes in criminal activity or civil disturbance. Medway Council currently has a pool of 10 rapid deployment cameras in stock, all of which are deployed: -
- One camera at Barnfield Recreation Ground.
 - Three in Aldersley; one on Walderslade Road and two on Bradfields Avenue.
 - Three in Hoo St Werburgh; two on Knights Road and another on Pottery Road (at the entrance to Recreation Ground).
 - One at Splembly Works, New Road, Chatham.
 - One at Ordnance Street, Chatham
 - One on Beacon Hill.
- 18.11 The pool of RDCs once installed, tend to remain in situ for around 12 weeks. At the end of this period, a review is carried out whereby Council officers, the Medway Neighbourhood Taskforce and Kent Police analyse crime statistics and trends over that period. Thereafter, a decision is taken to propose to remove the RDC or to make it permanent.
- 18.12 Due to an influx of requests for RDC deployments in recent months, the RDC budget was increased by a further £13,000 this year utilising the Crime Reduction Grant.
- 18.13 Digital Asset Management System (DAMS): Traditionally, digital CCTV footage evidence which is requested via appropriate channels is uploaded to blank DVD desk by Kyndi and collected in person from the CCTV monitoring centre in Strood. This process requires more storage, more visits to the monitoring centre to collect, increased workloads in specialist areas to capture and download, and more complex security and legal retention procedures. Not to mention the amount of wastage for Kyndi. This is simply unsustainable.
- 18.14 The CCTV Partnership and Kyndi recognise the scale of transformational change that an end-to-end digital access management system (DAMS) will deliver and so we have entered into positive dialogue with the Kent Police to provide an option for DAMS to operate in conjunction with the upgraded VTAS system within the monitoring centre.

- 18.15 In essence, DAMS will enable footage to be uploaded digitally to the cloud, in a secure and timely manner; whilst maintaining the integrity of the data from a data protection perspective. This new way of working will have considerable mutual benefits, both transforming policing locally by enabling better, more timely and proactive decision making; but also improving the efficiency of both front line Police staff and Kyndi operatives working on behalf of the Council. More importantly though, the positive impact on victims from our ability to transfer evidence in a more agile way and potentially reduce lengthy waits for trial is incalculable.
- 18.16 A funding bid is under consideration by the Kent Police to cover the one-off cost of the hardware, with the expectation to have DAMS in place in early 2024.
- 18.17 Monitoring: Each month a report is generated by Kyndi that lists activity levels of all cameras and circulated to the Council's CCTV SPOC. The report includes numbers of incidents and arrests attributed to CCTV, any faults on the network and will also highlight the number of hits (i.e., any unusual activity picked up by the camera). The report will also highlight zero activity cameras over that month. If a camera reports zero activity for a period of 6 months, the camera's placement will be reviewed (is it in the correct position? Is it performing a specific function that has changed? Has the environment surrounding the camera changed etc?).
- 18.18 Process for a new camera or decommissioning: If it is found that a camera is serving no specific purpose in the opinion of the CCTV SPOC, the Community Safety Team and Kyndi Ltd, based on documented evidence, it will be submitted to the CSP for decommissioning or re-deployment elsewhere. It is at this point the qualified professionals of the board may intervene with their own service-based intelligence. If it is decided that a camera is to be removed, Ward Members will be notified of the decision and rationale behind it.
- 18.19 If a Ward Member, a Member of the Public or an Officer of the Council feels a location would benefit from a new camera due to anecdotal evidence of increased activity in an area, this may be reported to the Community Safety Team (it's important to note the distinction between the Community Safety Team and the CSP).
- 18.20 At the last meeting of the CSP it was agreed with the recommendation to decommission four CCTV camera locations, two at Wigmore Commuter Car Park and two along Gillingham Pier. In addition, the camera at Slicketts Hill will also be decommissioned by virtue of the decision to close the car park. Whilst not a new camera, Hoo Parish Council have agreed for an existing camera to be moved from an existing telegraph pole due to health and safety concerns to a neighbouring lighting column; thus, retaining CCTV coverage in the local centre.

19. **Environmental Enforcement (including Street Scene Enforcement)**

- 19.1 The Environmental Enforcement Team continue to work in partnership with Kent Police and neighbouring local authorities. They use Kent Police's custody suite to facilitate the interviewing of suspects in environmental crime investigations.
- 19.2 Fixed Penalty Notices Issued January 2023 to November 2023. These totals include FPNs issued by Environmental Enforcement and Street Scene Enforcement Teams.

Key - EPA 1990 (Environmental Protection Act 1990); COPAA (Control of Pollution, Amendment, Act 1989); EA (Environment Act 1995); SMDA (scrap Metal Dealers Act 2013).

Type	Legislation	No. Issued	Paid	Other Actions	Nov 2023
Littering	S.87 Environmental Protection Act 1990	6	6	3. 2 withdrawn at court stage, 1 voided	0
Failure to Comply CPN	S43-58 Anti-social Behaviour, Crime & Policing Act 2014	5	1	2 voided	0
Failure to Provide Authority to transport Waste.	S1 Control of Pollution (Amendment) Act 1989	10	4	2 voided	0
Failure to Provide Waste Documents	S34 Environmental Protection Act 1990	16	7	3 voided	1 - Paid
Fly Tipping	S33 Environmental Protection Act 1990	13	7	2 out of court settlements, 3 voided	1
Householder Duty of Care	S34 Environmental Protection Act 1990	18	11	2 voided	1

19.3 Case files compiled January 2023 to November 2023. Case files are only compiled by Environmental Enforcement Team officers.

Offence	No. Compiled	Status	Court Outcome	Nov 2023
S33 EPA 1990	4	1 at court, 1 at case file stage, 1 case being compiled, 1 NFA	N/A	1 with Legal
S34 EPA 1990	17	4 case files with legal, 1 NFA, 7 at court, 2 at case file stage	2x Cautions 1x Hearings – £225, £525 costs, £54.80 victim surcharge	2 at case file stage
Section 34 EPA 1990 / S1 COPAA	1	Prosecuted	£400 fine, £380 costs, £43 victim surcharge	0
S33 EPA 1990 / S110 EA 1995	0	N/A	N/A	0
S110 EA 1995	0	N/A	N/A	0
S1 Health Act 2006	0	N/A	N/A	0
S87 EPA 1990	0	N/A	N/A	0
S1 SMDA 2013	5	1 case files with legal, 1 NFA, 1 withdrawn by legal, 1 at court	1x £225 fine, £540 costs, £90 VS	0

19.4 District Enforcement (litter) from January to October 2023.

- 3,177 FPNs issued.
- 2,359 FPNs Paid (74% payment rate).

19.5 Income from January to October 2023 –

- District contract - £228,671 (70% to District / 30% to Medway Council)
- Medway Council - £6,900
- Cumulative - £235,571

19.6 District Enforcement Littering for November 2023. Unable to provide income as some of these will be under appeal.

- 443 FPNs issued.
- 188 FPNs paid to date.

19.7 Community Protection Warnings (CPWs) issued January to November 2023

- Refuse Out Early - 574
- Untidy Land - 117
- Fly Posting - 2

19.8 Community Protection Notices (CPNs) issued January to November 2023

- Refuse Out Early - 21
- Untidy Land - 16

20. **Kent and Medway Violence Reduction Unit (VRU)**

20.1 The VRU is funded by the Home Office to develop a public health informed preventative approach to serious violence amongst those aged under 25. The team are drawn from Kent Police, Medway Council and Kent County Council and use four key approaches that underpin their work: data sharing across all services; multi-agency collaboration; evidence-based activity and evaluation of new approaches; hearing the voice of communities and young people.

20.2 In September 2023 serious violence amongst those under 25 across the County was lower than the previous three years. Across the county there remains a concern around children and their involvement in knife related violence both as the suspects or the victims of violence, as they are over-represented in these cohorts. Children involved in serious violence remain a focus for the VRU. In comparison to other districts, Medway has consistently had high levels of overall serious violence when considering either volume or harm and remains a priority area for the VRU.

20.3 The VRU coordinator for Medway and Swale provides expertise on serious violence to support a strategic response to the issues facing Medway. A number of challenges, such as violence linked to groups of young people, cut across geographic boundaries and the coordinator ensures that the response to violence brings together partners for single, shared approach to violence prevention.

20.4 The coordinator has led the work to tackle problematic semi-independent accommodation for children placed in Medway by other authorities. The work has been delivered in partnership with the Medway Youth Service and other partners. The work drew together other local authorities alongside Medway professionals to identify properties where children were not

receiving sufficient support and where the community was being negatively impacted by the behaviour of children. The work led to children being moved to better supported accommodation and to reductions in harm in the local community.

- 20.5 The VRU currently fund the following services in Medway:
- 20.6 Medway A and E Reachable Moments; youth workers offer support to young people admitted into hospital due to serious violence and maintain the support in the community. The project has identified victims of physical violence and those experiencing problematic mental health due to their fear of violence that might affect them.
- 20.7 Focused Deterrence; young street groups receive a wrap-around response that combines enhanced enforcement with a persistent and repeated offer of support. The approach includes a specialist service to work with the community affected by the group so that solutions to the harm caused are created and supported by the community members. The work has been piloted in Chatham and has seen a reduction in the harm caused to the local community.
- 20.8 Education; The VRU are working with Medway Council to fund and deliver a trauma-informed approach within all schools in Medway. Schools have been offered the opportunity to participate in a pilot project to improve their PSHE offer to children through the provision of a specialist external agency who will provide resources and support them to hold informed conversations around inappropriate language and behaviour towards girls and the impact of knives and weapons, as well as allowing schools to decide on bespoke areas of learning.
- 20.9 Active Bystander; Medway Task Force and the VRU are collaborating to promote an 'Active Bystander' campaign which encourages individuals to intervene or speak out when they witness unacceptable behaviour. The campaign includes messages created by young people from the Rowans PRU and Medway Youth Service.

21. **Communications**

- 21.1 The corporate Communications team continue to promote the work of Medway Council Front Line Services. Additionally, the CSP has its own Twitter account with tweets being sent on behalf of the partnership with general community safety advice as well as messaging when and where we are holding community engagement events. The account currently has 1,601 followers.

22. **Environmental Health Food and Safety Team**

- 22.1 The Food and Safety Team in Environmental Health delivers a broad range of statutory duties and functions. These include food safety and food standards; health and safety at work; infectious disease control and port health. The team works closely with Trading Standards and Public Health.

22.2 Food Hygiene key facts and figures for 2022/23:

- On 31 March 2023, those food businesses in the highest-risk categories (A and B) represented just 1.8% total (37/2021) premises).
- 95.15% (1923/2021) of Medway food businesses were assessed to be broadly compliant with food hygiene law (a 1.8% increase).
- The number of new food businesses awaiting their initial food hygiene inspection decreased from 109 at 1 April 2022 to 72 at 31 March 2023.
- All high-risk inspections due in categories A and B before 31 March 2023 were completed.

- 22.3 The percentage of Medway food businesses deemed to be broadly compliant with food hygiene law increased from 93.35% to 95.15%. This was largely due to the team reducing the number of new businesses awaiting their initial food hygiene inspection (food businesses are automatically deemed to be non-broadly compliant until they have been inspected).
- 22.4 The team responded to over 1,100 service requests from businesses and the public. These included:
- 355 new food business registrations
 - Over 170 complaints about poor food hygiene
 - Over 200 requests for advice
 - Over 40 food standards complaints
- 22.5 The team also responded to over 80 reportable work-related accidents.
- 22.6 The team received 183 notifications of cases of infectious disease in Medway residents. These included over 120 cases of Campylobacter, 32 Salmonella, 6 Cryptosporidium, 6 Legionnaire's disease, 6 Shigella, 3 E. coli and 2 Giardia. Each case was dealt with in accordance with agreed protocols with the UK Health Security Agency (UKHSA).
- 22.7 The team completed 2 ship sanitation inspections under our remit as a port health authority.

23. Environmental Health – Animal and Noise Nuisance

- 23.1 Stray dogs. Animal Control Officers are available to collect stray dogs Monday to Sunday 9am to 5pm. Outside of the above hours, reports can be made via the Council's out of hours line on 01634 304400.
- 23.2 The statistical data for 2022/23:

STRAY DOGS	
Total number of service requests for Animal Control Officers	1102
Stray dogs reported	469
Number of stray dogs not collected (returned to owner prior to officer attendance)	247
Number of stray dogs returned to owner from kennels	61
Number of dogs returned direct to owner	30
Number of dogs passed to the Police	1
Number of dogs sent to rescues	11
Number of dogs relinquished under the Battersea Stray Dog Programme	55
Dogs rehomed (prior to BSDP)	6
Duplicate reports	52
Dogs PTS	2
MISSING DOGS	
Number of missing dogs reported	135
Missing dog found	62
Missing dog not collected by AW	28
Owner to provide update	24

Duplicate reports	20
GENERAL	
Notices served for non-compliance of Microchipping of Dogs legislation:	24
Number of dogs microchipped	9
Community Protection Warnings served for dog related issues	19
Community Protection Notices served	3

- 23.3 Animal Control Officers have responded to 152 dog fouling complaints. These complaints will be investigated working with Waste Services to ensure any fouling is cleared and also making referrals to the District Team if the issue is a recurring problem. The District Team will then carry out patrol work in the area and issue an FPN should dog fouling be witnessed.
- 23.4 The team carry out stencilling of footpaths as part of their 'bag it and bin it' campaign and do have the ability to issue Fixed Penalty Notices should they witness an offence of dog fouling whilst on duty.
- 23.5 The team has received 19 reports of dangerous dogs. When an incident is regarding a dog attacking another companion animal such as a dog or cat, and is caused by irresponsible actions of the owner, the team will investigate the issue further. These cases have primarily been resolved through education but, if necessary, they will be pursued under the Anti-Social Behaviour, Crime and Policing Act 2014 and joint visits have often been carried out with the Police. Should any owner be seeking compensation for veterinary treatment or other costs associated with an incident, they are advised that it would be a civil matter.
- 23.6 Service Awards. Medway Council was awarded the RSPCA's Platinum PawPrint Award this year for our outstanding work with stray dogs as recognition for achieving the Gold Award for 10 years in a row. We were also awarded the RSPCA'S Gold PawPrint Award for Animal Licensing for the second year running. The RSPCA's flagship PawPrints awards is the only scheme of its kind which recognises local authorities and public bodies for going above and beyond to deliver world-class animal welfare services.
- 23.7 Noise nuisance. The Council has a statutory duty to investigate noise and nuisance complaints such as, (and not limited to), loud music, DIY works, construction noise, odours, flies, bonfires, wood burners, house and vehicle alarms, artificial lighting, accumulations and dust. Investigations are carried out under the Environmental Protection Act 1990. For an issue to count as a statutory nuisance it must unreasonably and substantially interfere with the use or enjoyment of the property.
- 23.8 The team must take steps as reasonably practicable to investigate a complaint of a nuisance listed in the Environmental Protection Act 1990, but it cannot take legal action unless it is satisfied that a statutory nuisance exists and can be proved beyond all reasonable doubt. Where a nuisance may not meet the threshold for a statutory nuisance, action may be considered under the Anti-Social Behaviour, Crime and Policing Act 2014.
- 23.9 To assist in the investigating of noise complaints, complainants can utilise The Noise App. This allows a person affected by a noise to make short audio recordings and enter details about the nature of the disturbance using a smartphone. An officer can listen to the recordings remotely and they form part of a noise investigation. A complainant has to be approved by the investigating officer prior to be given access to the Noise App. The online reporting form has been improved to enable complainants to report a noise complaint and upload their diary

records at the same time, which will enable their complaint to be investigated more efficiently. The Noise App breaks down recordings showing the type of noise and where the recording is made. This information is used when determining if further action is required or can be taken as part of a noise investigation. The recordings cannot be used as evidence on their own and it is likely that the customer will be given access to the Council's daytime monitoring service. This will enable the customer to call officers out to witness and substantiate how they are being affected within their home. Case officers will also programme in proactive visits to a complainant's property to assess a complaint.

23.10 An increase in the number of complaints whereby the complainant or perpetrator is suffering from a mental health illness and whereby enforcement action may not be appropriate has been noted. As a result case officers are required to attend panel/safeguarding meetings at the request of social services and other agencies to ensure that any safeguarding needs are identified.

23.11 Statistical data for 2022/2023 is below; number of complaints received:

Noise	1754
Light nuisance	65
Odour	33
Bonfires	128
Dust	16
Smoke from chimneys	10
Drainage	141
Community Protection Warnings	18
Community Protection Notices	3
Noise Abatement Notices	1

23.12 Temporary Event Notices (TENS) are also reviewed. These are received for temporary events involving activities which would normally have to be licensed under the Licensing Act 2003. TENS allow an event organiser to notify the Council, the police and our environmental health service of small scale events that involve licensable activities which need to be authorised. These events can be held at a premises where there is already a premises licence or club premises certificate or they can be used to licence an unlicensed premises. During this period, the team reviewed 295 TENS applications.

23.13 Pest complaints and hoarded properties. The team investigate and enforce complaints where there is a pest related issue on private land or property. Where a complaint is concerning a Council owned property or land, it will be referred to the responsible department. Pest complaints include those relating to rats, mice, pigeons, bedbugs, fleas, cockroaches and flies and are investigated under the Prevention of Damage by Pests Act 1949 and Public Health Act 1936.

23.14 These complaints can lead to the detection of hoarded properties, which can take a considerable amount of time and team resources to resolve. Referrals are also received from Adult Services, which require partnership working with KFRS and mental health to ensure the occupier is supported whilst any pest issue is resolved. This may result in the clearance of these properties in default of a formal notice served on the owner/occupier of the property, however this will be the last resort when all other measures of engagement have failed. The number of pest related complainants investigated in this period is 332.

24. Parking Enforcement

- 24.1 Parking enforcement is a statutory function carried out under the Traffic Management Act 2004. Civil Enforcement Officers (CEOs) enforce the presence of parking controls that have been implemented in accordance with a Traffic Regulation Order, and issue Penalty Charge Notices (PCNs) for contraventions of compliant signs and road markings. The Council has a team of 29 CEOs and 4 Supervisors working in shifts between 7am and 1am, seven days per week. These hours align with the enforcement hours of Controlled Parking Zones (CPZs) and other restrictions across Medway. Training and support are provided, with CEOs obtaining qualifications in City and Guilds Parking Enforcement Level 2 and Conflict Management.
- 24.2 In addition to the enforcement of on-street parking controls, including 20 CPZs, we monitor and enforce 58 flat surface car parks, and 2 multi storey car parks.
- 24.3 The aims of parking enforcement are reflected in our clear and consistent parking enforcement strategies, which provide:
- A safe environment for drivers and pedestrians with clearer roads and pavements
 - Improved traffic flow and accessibility
 - Safe and clear access for Emergency and service vehicles
 - A contribution towards maintaining quality public realm
- 24.4 The Medway Parking Enforcement Policy (MPEP) focuses on customer needs by:
- Providing an efficient, robust and customer friendly parking system
 - Ensuring enforcement is effective, fair, and consistent to maximise compliance
 - Consulting and communicating with internal and external stakeholders over parking management and enforcement issues.
- 24.5 Medway has over a hundred schools and many experience parking issues at peak times. A school enforcement rota system enables us to deal with the most problematic locations and distribute available resources across as many schools as possible using foot patrols and our CCTV vehicle.
- 24.6 Members of the public can report illegal parking via our telephone hotline (7am until 12 am) or on the Council's website. The Council does not have the power to enforce pavement or verge parking, however, which remains the responsibility of the Police.
- 24.7 PCNs are issued when a vehicle is parked in contravention of the Traffic Regulation Order that is in place. Penalty Charge Notices (PCNs) are set by the Secretary of State, to ensure that charges are consistent. PCNs for higher level contraventions, such as parking in a restricted street, are charged at £70. Lower level PCNs for less serious breaches, such as parking with an expired permit or ticket, are charged at £50. Additional fees are applied if the charge is subsequently registered as a debt and if enforcement agents are engaged.
- 24.8 We administer PCNs by following a regulatory process to recover payment. There is also an appeals process, which is heard by an independent parking adjudicator. The decision of the adjudicator is final, and advice can be provided to local authorities on how matters could be dealt with in the future. All authorities are obliged to consider any advice provided.
- 24.9 PCNs can be paid either online, by post or by telephone. Once payment has been made, there is accepted liability for the PCN and a challenge or representation against the PCN is no longer possible.

24.10 Bus lanes help to improve journey times, reliability and punctuality. When bus lanes are misused, they are less effective and can cause delays and increase the risk of accidents.

24.11 CCTV cameras record vehicles using bus lanes and PCNs are issued based on this information. Enforcement officers check the recordings to determine whether a contravention has taken place. There are five approved cameras on the network:

- Globe Lane, Chatham (north-western)
- Globe Lane, Chatham (south-eastern)
- Waterfront Way Chatham
- Canal Road, Strood
- Kestrel Road Bus Terminus

24.12 Local Highway Authorities outside of London with civil parking enforcement powers are now able to apply to the Secretary of State for powers to enforce moving traffic offences under Part 6 of the Traffic Management Act 2004. This brings the rest of the country in line with London, where local boroughs can use video analytics and automatic number plate recognition (ANPR) cameras to identify offences and issue PCNs to drivers committing moving traffic contraventions. These contraventions include driving through a 'No Entry' sign, turning left or right when instructed not to do so, entering yellow box junctions when the exit is not clear, driving where and when motor vehicles are prohibited, and going the wrong way in a one-way street.

24.13 The Council was granted powers to enforce moving traffic offences in June 2023 and following a statutory consultation we are in the process of implementing enforcement cameras at locations across Medway. This will support the introduction of School Streets, where temporary vehicle restrictions at peak times will promote a safer environment for parents and children to travel to school.

24.14 We have also commenced a statutory consultation process for the introduction of Red Routes on five key routes across Medway. The Red Route restrictions would replace the yellow lines currently in place at these locations and prevent stopping, loading, and parking. Introducing Red Routes on our network will reduce congestion and make journeys more reliable, prevent illegal and unsafe parking and decrease idling and slow-moving traffic. Parking and loading in dedicated bays will be permitted, in the interests of supporting local businesses. The PCN progression, appeals and recovery process is very similar to that for parking and bus lane enforcement.

24.15 The table below shows how many PCN's were issued per quarter in 2022/23:

Year	Q1	Q2	Q3	Q4	TOTALS
2022/23	17,297	17,154	17,672	19,996	72,119

24.16 The following table shows how many appeals were received and broken down into how many were accepted and how many were refused per quarter in 2022/23:

Year	Q1	Q2	Q3	Q4	TOTALS
2022/23 Accepted	281	326	692	241	1,540
2022/23 Refused	289	290	982	502	2,063

Appendices

None.