

Middlesbrough Town Centre Crime and Anti Social Behaviour Action Plan

Ref	Strategic Action	Lead	Cost (over 2 years)	Start Date	End Date
Improve our response to crime and ASB incidents:					
A01	Dedicated Town Centre Response Team to respond to crime and ASB demand	Geoff Field	£620,000	16.09.22	1.12.22
A02	Extend Public Spaces Protection Order (PSPO) in TS1 area	Marion Walker	£2,000	23.09.22	25.11.22
A03	Ensure consistent use of legal powers - Monitor use of Community Protection Notice (CPN), PSPO, PCN, Closure Orders, Civil Injunction and Criminal Behaviour Orders	Geoff Field	£0	On-going	On-going
A04	Review MRCP / Shopwatch arrangements	Michelle McPhee	£20,000	18.07.22	31.12.22
Reduce instances of crime and ASB:					
B01	Promotional campaign focused on not to give money to beggars	Michelle McPhee	£5,000	8.08.2022	31.10.22
B02	Review temporary accommodation provision for vulnerable individuals	Erik Scollay	£0	16.09.22	31.10.23
B03	Consider drop-in multi-disciplinary centres	Erik Scollay	£0	1.10.22	1.12.22
B04	Investigate limiting sale of cheap alcohol/reducing the strength campaign	Judith Hedgley	£0	13.09.22	18.12.22
B05	Directory of support services for all agencies	Michelle McPhee	£0	10.08.22	14.10.22
B06	Increase CCTV in town centre	Geoff Field	£15,000	1.12.22	31.03.24
B07	Youth provision in town centre	Sue Butcher	£60,000	1.08.22	30.11.22
B08	Town Centre Ambassadors - R&D Phase Only	Gaye Kirby/Leanne Littlewood	£0	3.10.22	31.12.22
B09	Light key routes and arrival points	Geoff Field	£30,000	1.10.22	31.03.23
B10	To liaise with the courts to re-establish the Court User Group	Charlotte Benjamin	£0	13.09.22	06.01.23
B11	Small grants programme for initiatives to deal with causes of ASB	Michelle McPhee	£20,000	5.09.22	31.10.22
B12	Explore introducing a night time economy advisory role to support other licensed premises in the town centre	Michelle McPhee	£0	1.11.22	16.01.23
Improve intelligence around crime and ASB:					
C01	Work with RSLs and other landlords to improve information sharing, tenant action, persistent offender information	Geoff Field	£0	21.10.22	11.11.22
C02	Ensure there is an appropriate communication plan in place between Middlesbrough Council and town centre businesses	Michelle McPhee	£0	08.06.22	Complete
C03	Create town centre narrative by submissions to ASB mailbox	Michelle McPhee	£0	06.06.22	On-going
Increase footfall in town centre:					
D01	Promote free car parking in town centre to businesses and visitors	Richard Horniman	£0	1.10.22	30.12.22
D02	Publicity / Marketing campaign and associated town centre branding	Michelle McPhee	£0	14.09.22	14.02.23
D03	Programme of initiatives offering discounts/promotions i.e. Teesside Restaurant Week	Michelle McPhee	£10,000	5.09.22	31.03.24
D04	Art in Shop Windows	Gaye Kirby	£31,000	31.10.22	30.06.23
D05	Pilot Comms Programme - Young People	Gaye Kirby	£14,000	31.10.22	31.03.23
D06	Programme of animation for key town centre locations	Gaye Kirby	£40,000	31.10.22	28.02.24
D07	My Boro, My Shirt	Gaye Kirby	£15,000	30.09.22	30.09.23
D08	Annual deep clean of town centre	Geoff Field	£40,000	1.11.22	31.05.23
D09	Develop Orange Pip Market and introduce other markets to the town centre	Michelle McPhee/Leanne Littlewood	£50,000	1.11.22	31.12.22
D10	Marketing and Communications budget for dedicated town centre marketing and communications	Andrew Glover	£20,000	1.11.22	31.12.22
D11	Evolve existing cleaning team into ambassadorial/caretaking team and increase from 6 to 8 members of staff	Geoff Field	£128,000	16.10.22	31.03.23

£1,120,000

Strategic Outcome	Strategic Action	Lead	Activity Start	Activity End	Cost
A01	Dedicated Town Centre Response Team to respond to crime and ASB demand				£620,000
Milestone A01-01	Produce proposal for new dedicated town centre response team (including roles and costs)	Geoff/Marion	16/09/22	14/10/22	
Milestone A01-02	Produce job description and induction process for new street warden role and explore shadowing RCO role	Marion/Dale	16/09/22	28/10/22	
Milestone A01-03	Confirm configuration of new Town Centre response team including operating hours etc	Geoff /Marion	24/10/22	18/10/22	
Milestone A01-04	Write Executive Report	Geoff Field	27/09/22	05/10/22	
Milestone A01-05	Take to Exec for decision	Geoff Field	18/10/22	18/10/22	
Milestone A01-06	Start process to implement the new model	Marion/Dale	01/11/22	01/12/22	
A02	Extend Public Spaces Protection Order (PSPO) in TS1 area				£2,000
Milestone A02-01	Produce consultation questionnaire re extension of PSPO in TS1	Marion Walker/Jane Hill	23/09/22	27/09/22	
Milestone A02-02	Go live with consultation online	Marion Walker/Jane Hill	28/09/22	26/10/22	
Milestone A02-03	Draft extension to order	Catherine Cunningham	15/09/22	27/09/22	
Milestone A02-04	Issue press release and promote survey - distribute paper copies to Newport Hub and Central Library with posters	Andrew Glover/Marion Walker	28/09/22	26/10/22	
Milestone A02-05	Analyse survey response data	Elaine Pattinson	26/10/22	31/10/22	
Milestone A02-06	Produce LMT report to present findings of consultation and make recommendations re PSPO extension	Marion Walker	31/10/22	04/11/22	
Milestone A02-07	Take report to LMT	Geoff Field	10/11/22	10/11/22	
Milestone A02-08	Take report to Exec Member	Geoff Field	11/11/22	11/11/22	
Milestone A02-09	Take Report to single Member Exec for decision	Geoff Field	14/11/22	14/11/22	
Milestone A02-10	Implement PSPO Extension	Marion Walker	25/11/22	25/11/25	
A03	Ensure consistent use of legal powers - Monitor use of Community Protection Notice (CPN), PSPO, PCN, Closure Orders, Civil Injunction and Criminal Behaviour Orders				£0
Milestone A03-01	Linked to A01 - ensure this action is completed	Marion Walker	16/09/22		
Milestone A03-02	Recruit if appropriate (depending on option)	Dale Metcalfe	01/11/22	31/11/2022	
Milestone A03-03	Train staff	Dale Metcalfe	01/12/22	23/12/22	
Milestone A03-04	Brand team	Dale Metcalfe	01/12/22	23/12/22	
Milestone A03-05	Record data on CPN, PSPO, PCN, closure orders, civil injunctions and criminal behaviour orders used in the town centre	Dale Metcalfe	on-going	on-going	
Milestone A03-06	Monitor use of legal powers within team monthly	Dale Metcalfe	on-going	on-going	
Milestone A03-07	Report to monthly ASB and Crime working group (that Tony Chairs)	Geoff Field	26.10.22	31.03.24	
B06	Increased CCTV in town centre				£15,000
Milestone B06-01	CCTV provision is already wide spread across the town we will deploy rapid cameras where required	Geoff Field	01/12/22	ongoing	
Milestone B06-02	Identify locations for £15k budget based on police recorded data and working with businesses - Has to be a legal basis for installing i.e. must be data driven	Dale Metcalfe	ongoing from time we receive cameras		
Milestone B06-03	Order cameras/poles	Dale Metcalfe	as and when required		
Milestone B06-04	Install cameras	Dale Metcalfe	as and when required		
B09	Light key routes and arrival points				£30,000
Milestone 01	Initial concept design	Geoff Field	1.10.2022	Nov-22	
Milestone 02	internal discussions re funding for additional animation November 2022	Geoff Field	1.11.23	Dec-22	
Milestone 03	Subject to above we can define implementation plan	Geoff Field	1.02.23	Mar-23	
C01	Work with RSLs and other landlords to improve information sharing, tenant action, persistent offender information				£0
Milestone 01	Initial meeting with Thirteen and other RSLs to look at consistent approach to enforcement	Geoff/Marion/Kay Glew	21/10/22	21/10/22	
Milestone 02	Operational officer meeting to embed consistent approach following strategic meeting	Dale/Jane	11/11/22	11/11/22	
Milestone 03	Monitor monthly data via AIM and direct resources appropriately - Take action	Geoff/Marion	Monthly	Monthly	
Milestone 04	Report to monthly ASB and Crime working group (that Tony Chairs)	Geoff Field	Monthly	Monthly	
D08	Annual deep clean of town centre				£40,000
Milestone 01	Define deep clean plan	Andrew Mace	01/11/22	Dec-22	
Milestone 02	Undertake annual deep clean (including street washing) to commence after winter gritting etc has ended.		01/01/23	May-23	
D11	Evolve existing cleaning team into Ambassadorial/Caretaking team and increase from 6 to 8 members of staff				£128,000
Milestone 01	Take report to Executive	Geoff Field	16/10/22	Nov-22	
Milestone 02	Begin recruitment of staff (internal)	Geoff Field	25/10/22	Dec-22	
Milestone 03	Introduce new team approach	Geoff Field	01/01/23	Jan-23	
Milestone 04	Commence training of additional training needs	Geoff Field	01/02/23	Mar-23	

Strategic Outcome	Strategic Action	Lead	Activity Start	Activity End	Cost	Notes
A04	Review MRCP/Shopwatch arrangements				£20,000	
Milestone 01	Re-establish MRCP	Michelle McPhee	18.07.22	12.08.22		
Milestone 02	Middlesbrough Council represented at MRCP steering group meetings	Michelle McPhee	10.08.22	31.03.23		
Milestone 03	Inform town centre businesses about MRCP and how they can join	Michelle McPhee	7.09.22	13.09.22		
Milestone 04	Cover subscription fee for up to 200 town centre businesses (over 2 years)	Michelle McPhee	3.10.22	5.12.22		
B01	Promotional campaign focused on not to give money to beggars				£5,000	
Milestone 01	Refresh previous campaign	Michelle McPhee	8.08.22	5.09.22		
Milestone 02	Identify costs to relaunch and budget	Michelle McPhee	12.09.22	16.09.22		
Milestone 03	Launch campaign	Michelle McPhee	3.10.22	14.10.22		
B05	Directory of support services for all agencies				£0	
Milestone 01	Collate information on to one document	Julie Pearce	10.08.22	12.08.22		
Milestone 02	List information on Middlesbrough Council Website	Andrew Glover	16.09.22	30.09.22		
Milestone 03	Make businesses and residents aware of directory of support and how to access via communications and social media	Michelle McPhee	3.10.22	14.10.22		
B08	Town Centre Ambassadors - R&D Phase Only				£0	R&D Phase to establish model and cost of running this programme. NB No money required for this phase, just time.
Milestone 01	Engage with potential community partners & stakeholders who are well-placed to support the programme	Leanne Littlewood / Gaye Kirby	Oct-22	Oct-22		
Milestone 02	Develop and cost an operating model including how volunteers will be recruited, managed and supported	Leanne Littlewood / Gaye Kirby	Nov-22	Dec-22		
B11	Small grants programme for initiatives to deal with causes of ASB				£20,000	
Milestone 01	Identify budget (proposed grant pot £20,000)	Michelle McPhee	5.09.22	19.09.22		
Milestone 02	Produce grant criteria	Michelle McPhee	26.09.22	03.10.22		
Milestone 03	Produce grant documentation	Sharon Barker	10.10.22	17.10.22		
Milestone 04	Launch grant scheme as part of existing small grant scheme	Sharon Barker	24.10.22	31.10.22		
B12	Explore introducing a night time economy advisory role to support other licensed premises in the town centre				£0	
Milestone 1	Look at best practice in other towns and cities	Michelle McPhee	1.11.22	1.12.22		
Milestone 2	Liase with Head of Public Protection and Licensing Manager to introduce advisory role	Michelle McPhee	1.12.22	16.01.23		
C02	Ensure there is an appropriate communication plan in place between Middlesbrough Council and town centre businesses				£0	
Milestone 01	Quarterly ASB and Crime meetings with town centre businesses and Cleveland Police	Michelle McPhee	08.06.22	31.03.23		
Milestone 02	Create E-Newsletter to go to town centre businesses every 6 weeks	Andrew Glover	8.06.22	31.03.23		
C03	Create town centre narrative by submissions to ASB mailbox				£0	
Milestone 01	Produce key contact list for town centre businesses to report crime and ASB	Michelle McPhee	2.03.22	6.06.22		
Milestone 02	Make businesses aware of the ASB e-mail address and encourage them to inform Middlesbrough Council of ASB incidents	Michelle McPhee	6.06.22	8.06.22		
Milestone 03	Monitor ASB inbox and collate town centre ASB incidents	Dean Moore	8.06.22	31.03.23		
D01	Promote free car parking in town centre to businesses and visitors				£0	
Milestone 01	Promote existing free parking to residents to coincide with increase in fees publicity and the run-up to Christmas	Andrew Glover	1.10.22	30.12.22		
Milestone 02	Promote to town centre businesses including informing them how residents are receiving the information	Andrew Glover	1.10.22	30.12.22		
D02	Publicity/Marketing campaign and associated town centre branding				£0	*to be handed over TCVA as part of MDC
Milestone 01	Audit of town centre to identify available sites	Michelle McPhee	14.09.22	14.09.22		
Milestone 02	Cost campaign	Andrew Glover	14.09.22	28.09.22		
Milestone 03	Explore branding options	Andrew Glover	3.10.22	31.03.22		
Milestone 04	Get relevant permissions (if applicable)	Michelle McPhee	7.11.22	28.11.22		
Milestone 05	Launch campaign	Andrew Glover	2.01.23	14.02.23		
D03	Programme of initiatives offering discounts/promotions i.e. Teesside Restaurant Week				£10,000	
Milestone 01	Launch first TSRW event in partnership with TSRW founders	Michelle McPhee	5.09.22	9.09.22		
Milestone 02	Launch further 3 TSRW events	Michelle McPhee	Nov-22	May-23		
Milestone 03	Launch other initiatives offering discounts and promotions	Michelle McPhee	1.01.23	31.03.24		

D04	Art in Shop Windows					31,000.00	For 12 months of activity - opportunities to display existing work as well as one or two commissions.
Milestone 01	Secure agreements from key property owners to use shop windows, including MBC, HillStreet Centre, Stuart Monk and Alistair Powell	Michelle McPhee	31.10.22	Nov-22			
Milestone 02	Establish a process of curating the spaces with the Cultural Partnership	Gaye Kirby	Oct-22	Oct-22			
Milestone 03	Create a programme for the first year, including progressing conversations with Historic England about hosting their 'Picturing England's High Streets' window displays.	Gaye Kirby	Oct-22	Nov-22			
Milestone 04	Launch the first phase of installations (mth 1-3)	Gaye Kirby	Jan-23	Mar-23			
Milestone 05	Launch the second phase of installations (mth 4-6)	Gaye Kirby	Apr-23	Jun-23			
D05	Pilot Comms Programme - Young People					14,000.00	£2k each for partners, plus £2k for marketing collateral
Milestone 01	Develop brief	Andrew Glover	Oct-22	Nov-22			
Milestone 02	Engage delivery partners	Andrew Glover	Nov-22	Dec-22			
Milestone 03	Launch pilot	Andrew Glover	Feb-23	Mar-23			
Milestone 04	Evaluation of pilot	Andrew Glover	Apr-23	Apr-23			
D06	Programme of animation for key town centre locations					40,000.00	For year 1 programme: 1 activity each month
Milestone 01	Engage with delivery partners	Holly Glover	Oct-22	Nov-22			
Milestone 02	Curate year 1 programme	Holly Glover	Nov-22	Jan-23			
Milestone 03	Deliver Year 1 programme	Holly Glover	Feb-23	Jan-24			
Milestone 04	Evaluation of year 1 programme	Holly Glover	Feb-24	Feb-24			
D07	My Boro, My Shirt					15,000.00	For phases 1 & 2
Milestone 01	Agree partnership, including roles/responsibilities and any third party funding, with MFC, Rob Nichols, Borderlands and MBC	Holly Glover	Sep-22	Sep-22			
Milestone 02	Scope Phase 1: Digital portraits	Holly Glover	Sep-22	Oct-22			
Milestone 03	Deliver Phase 1: Digital portraits	Holly Glover	Oct-22	Dec-22			
Milestone 04	Scope Phase 2: Temporary Installations	Holly Glover	Jan-23	Mar-23			
Milestone 05	Deliver Phase 2: Temporary Installations	Holly Glover	Apr-23	Sep-23			
D09	Develop Orange Pip Market and introduce other markets to the town centre	Michelle McPhee/Leanne Littlewood				£50,000	
Milestone 01	Produce Orange Pip development plan for 2023	Michelle McPhee/Leanne Littlewood	1.11.22	31.12.22			
Milestone 02	Produce proposal and costings for introducing other markets in the town centre	Michelle McPhee/Leanne Littlewood	1.11.22	31.12.22			
D10	Marketing and Communications budget for dedicated town centre marketing and communications					£20,000	
Milestone 01	Develop plan	Andrew Glover	Nov-22	Dec-22			
Milestone 02	Introduce new materials based on openings and events	Andrew Glover	Ongoing	Ongoing			

Strategic Outcome	Strategic Action	Lead	Activity Start	Activity End	Cost
B02	Review temporary accommodation provision for vulnerable individuals				
Milestone 01	Review Temp Accom Model	Erik Scollay	16.09.22	31.03.23	£0
Milestone 02	Undertake Tender Process	Erik Scollay	01.04.23	30.06.23	£0
Milestone 03	Implement new model	Erik Scollay	01.07.23	31.10.23	£0
B03	Consider drop-in multi-disciplinary centres				
Milestone 01	Establish project group and scope proposal	Erik Scollay	01.10.22	01.12.22	£0
B04	Investigate limiting sale of cheap alcohol/reducing the strength campaign				
Milestone 01	Review the current records of survey work carried out of off licences in Central and Newport ward	Judith Hedgley	13.09.22	23.09.22	£0
Milestone 02	Identify off licence premises in Central ward which require a survey visit and carry out visits (estimated 26 premises)	Judith Hedgley	18.10.22	18.11.22	£0
Milestone 03	Identify off licence premises in Newport ward which require a survey and carry out visits (estimated 20 premises)	Judith Hedgley	18.11.22	18.12.22	£0

Strategic Outcome	Strategic Action	Lead	Activity Start	Activity End	Cost
B07	Youth provision in town centre				
Milestone 01	Paper to Council Executive to agree proposal for enhanced youth provision and for endorsement of previously agreed funding	Sue Butcher	Aug-22	03.10.2022	£60,000
Milestone 02	Decide on % of funding to be allocated to Town Centre	Gail Earl. Responsible HoS	Sep-22	03.10.2022	£0
Milestone 03	Contract Variation in place	Claire Walker Commissioning	Oct-22	Oct-22	£0
Milestone 04	Provision in Place	Gail Earl	Dec-22	Nov-22	£0
Milestone 05	Review of Provision	Sue Butcher	Jun-22	Jul-24	£0

Strategic Outcome	Strategic Action	Lead	Activity Start	Activity End	Cost
B10	To liaise with the courts to re-establish the Court User Group				
Milestone 01	Contact court Manager	Andrew Perriman	13.09.22	13.09.22	£0
Milestone 02	Discuss potential to re-introduce the court user group	Andrew Perriman	13.09.22	13.10.22	£0
Milestone 03	If it is to be re-ignited, to seek interest from stakeholders to engage	Andrew Perriman	14.10.22	10.11.22	£0
Milestone 04	if agreed, arrange first meeting	Andrew Perriman	10.12.22	06.01.23	£0