



CORPORATE ENFORCEMENT POLICY

Author:	Corporate Enforcement Group
Owner:	Adele Wylie
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CONTENTS:

Paragraph	Heading	Page
	Foreword	3
1.0 1.4	Introduction	4
2.0 - 2.3	Principles of Enforcement	4 – 5
3.0 – 3.2	ASB / Nuisance	5 – 7
4.0 – 4.7	Harassment	7
5.0 – 5.2	Reporting	7
6.0 – 6.2	Investigations	8
7.0 – 7.1	Types of Enforcement	8
8.0 – 8.2	Function Specific Considerations	8 -
9.0 – 9.7	Enforcement Options	10 - 15
10.0 – 10.2	Decision Making	15
11.0 – 11.2	Support	15
12.0 – 12.3	Partnership Working	15 – 16
13.0 – 13.5	Data Protection	16
14.0 – 14.3	Publicity	16
15.0 – 15.3	Links to other Policies	16 - 17
16.0 – 16.2	Appeals	17
17.0 – 17.5	Feedback & Complaints	17 – 18
Appendices:		
Appendix 1	Additional Sources of Guidance	19
Appendix 2	Useful Contacts	20

FOREWORD

Melton Borough Council is responsible for ensuring that a wide range of legislation is being properly complied with, by businesses and individuals to protect the rights and safety of the Districts residents, workers, visitors and local environment.

The Corporate Enforcement Policy sets out the approach to be followed by authorised officers when making decisions in respect of compliance and enforcement activities. It sets out the levels of enforcement action available to the Council, how it will determine appropriate action in the event of non-compliance and how it will conduct its investigations.

Melton Borough Council is required under the Legislative and Regulatory Reform Act 2006 (2006 Act) to have regard to the Regulators Code when developing this policy and the operational procedures sitting beneath it taking into consideration the six core principles listed below which underpin this Corporate Enforcement Policy:

- Aim to regulate in such a way that supports those being regulated to comply with the law yet still grow and develop,
- Provide clear, simple and straightforward means for those being regulated to contact the Service,
- Regulate based on the actual risks posed by those being regulated,
- Aim to share information with other regulators about the degree of compliance and risks posed by those being regulated,
- Provide clear information, guidance and advice to assist those being regulated to meet their responsibilities to comply,
- Regulate in a clear and transparent manner.

The Regulators' Code (the Code), which came into force in April 2014, and made under the 2006 Act, requires all regulators to provide a clear, flexible and principle-based framework detailing how they will engage with all those being regulated.

Effective and well-targeted regulation is essential in supporting the development and maintenance of a successful community. In so doing, the Council recognises that, should the need arise, it will exercise proportionate enforcement commensurate to the requirements of the legislation and subsequent guidance.

This Enforcement Policy lays out the Council's commitment to this requirement.

1.0 Introduction

1.1 Melton Borough Council takes a positive, proactive and balanced approach to ensure compliance and deal with nuisance/anti social behaviour. This promotes an efficient and effective approach to regulatory enforcement to ensure that the Council acts in a consistent, balanced, transparent and fair manner.

1.2 The Council has a number of statutory functions to regulate and ensure compliance with the law, including (but not limited to):

- Planning;
- Building Control;
- Environmental Protection;
- Food Hygiene;
- Health and Safety;
- Private Sector Housing;
- Pollution Control;
- Dog Control;
- Infectious Disease Control;
- Licensing Compliance;
- Housing;
- Public Health;
- Private Water;
- Anti-Social Behaviour & Nuisance
- Waste
- Any other legislation which provides enforcement powers for local authorities

1.3 This document describes the principles upon which the Council's enforcement approach is based, rather than the detailed internal procedures through which our regulatory functions are delivered.

1.4 In addition to the statutory functions, the Council will offer advice and guidance to those regulated by its officers.

2.0 Principles of Enforcement

2.1 As a guiding principle, all of the enforcement activities will be in accordance with the five "Principles of Good Regulation" identified by the Better Regulation Executive. These principles are that regulation should be:

- **Transparency** – ensuring those who are regulated understand what

is expected of them and what they can expect in return.

- **Accountability** – ensuring the Council’s activities are open to public scrutiny, with clear accessible policies and procedures.
 - **Proportionate** – ensuring all action taken by the Council is proportionate to the risk posed and/or breach of law.
 - **Consistent but flexible** – The Council will operate in a fair and consistent manner whilst recognising that every situation has its own particular circumstances. Officers will be expected to exercise professional judgement when determining appropriate courses of action.
 - **Targeted** – enforcement action will be prioritised where activities pose a serious risk to the public, workers and the environment.
 - **Shared Enforcement** – the Council will share information and work with its partners to identify and reduce any risk to the public, workers and the environment and will consider joint enforcement action where appropriate.
- 2.3 Regulatory functions are also governed by the principles and expectations of the Regulators’ Code. This statutory code came into force in 2014, not to restrict enforcement, but rather as a means of offering a graduated and consistent approach to ensure that all are treated equally, fairly and consistently. A copy of the Council’s implementation of the Regulators code is attached at appendix 1.
- 2.4 Wherever possible, and where regulation is necessary, officers will seek to find solutions by mutual agreement.
- 2.5 Prevention is better than cure and compliance can be achieved through agreement rather than enforcement.

3.0 Anti-Social Behaviour / Nuisance

- 3.1 There is a range of legislation that enable the Council to take action against Anti Social Behaviour and nuisance.
- 3.2 Examples include (but are not limited to):

3.2.1 Misuse of housing or public spaces

- Breaches of tenancy;
- Drug/Alcohol misuse
- Drug dealing

- Begging
- Prostitution
- Criminal Acts
- Abandoning Vehicles

3.2.2 Disregard for the Community

- Nuisance – e.g. Noise, intimidation;
- Intimidating behaviour e.g. shouting, swearing, screaming, fighting, congregating in large groups;
- Nuisance behaviour e.g. urinating in public, throwing missiles, shouting, swearing;

3.2.3 Victimisation / Harassment:

- Threatening language;
- Verbal abuse including racist, sexist, sectarian, homophobic remarks including comments about a persons disability or age;
- Intimidation based on a protected characteristic e.g. race, sex, gender, religion, beliefs, sexual orientation, disability, age etc.
- Physical contact/abuse;
- Obscene gestures
- Following people;
- Bullying is similar to harassment because it can include offensive, hostile or oppressive behaviour. The main difference is that bullying behaviour need not be related to the equality grounds, but may be done for other reasons, such as jealousy or personal dislike or revenge or insecurity.
- Nuisance calls;
- Visual or written material containing racist, sexist, sectarian, homophobic or other derogatory words or pictures (e.g. in posters, graffiti, letters or emails).

All of the above can include behaviour in person or via social media including Facebook, Texts, Twitter, Instagram, letters and or nuisance calls and can be from a variety of sources including (but not limited to) members of the public, employees, landlords..

3.2.4 Environmental Damage:

- Criminal damage;
- Vandalism;
- Graffiti;
- Littering;
- Fly tipping;
- Noxious gases / fumes
- Noise nuisance;

- Failing to cultivate a property/area in your control causing a detrimental affect on the amenity of the area and/or increasing the likelihood of attracting pests;

3.2.5 Other Premises:

- Failing to adhere licence conditions;
- Failing to comply with requirements of legislation;

4.0 Harassment

4.1 “Harassment” consists of any unwanted conduct that:

- violates an individual’s dignity; or
- constitutes victimisation, or
- which creates an intimidating, bullying, abusive, hostile, degrading, humiliating, offensive or otherwise uncomfortable environment.

4.2 The Equality Act also enables individuals to raise concerns about behaviour that offends them or makes them feel uncomfortable which relates to a protected characteristic even if it is not directed at them.

4.3 Harassment does not need to be related to a protected characteristic.

4.3 Harassment is unacceptable both in the work place and outside of the work e.g. neighbours, landlords, schools etc.

4.4 Whilst this policy does not deal with harassment in the workplace carried out by another employee, it does cover the harassment of employees by a third party and harassment of those within the Borough.

4.5 The Council does not tolerate acts of harassment committed by employees or by third parties, against its employees or others within the Borough.

4.6 Harassment can be a criminal offence, punishable by fines and even imprisonment.

4.7 If you have been subject to, or have witnessed, any acts of harassment on you may use this policy to report it to the Council.

5.0 Reporting

5.1 All incidents of ASB, nuisance and/or harassment can be reported by telephone, in writing or in person to a member of staff:

Website: http://www.melton.gov.uk/info/100003/anti-social_behaviour_crime_and_emergencies/160/report_anti-social_behaviour

Telephone: [01664 502502](tel:01664 502502)

Email: contactus@melton.gov.uk

Address: Melton Borough Council
Station Approach, Burton Street
Melton Mowbray
LE13 1GH

- 5.2 To enable officers to understand the issues being reported, frequency of which they occur and investigate them appropriately it would be really useful to be able to provide a log of the incidents that are causing concern including dates, times, who was involved and details of the complaint.

6.0 Investigations

- 6.1 When the Councils investigate matters that arise we will use a range of methods for collecting evidence including but not limited to, visits to sites or premises, CCTV, interrogation of social media, noise monitoring equipment, the use of body cameras, historical data, and information sharing with other agencies.
- 6.2 Investigations and enforcement decisions will be carried out under the relevant legislation and in accordance with guidance or codes of practice including (but not limited to) the following;
- The Police and Criminal Evidence Act 1984
 - The Criminal Procedure and investigations Act 1996
 - The Regulation of Investigatory Powers Act 2000
 - The Criminal Justice and Police Act 2001
 - The Human Rights Act 1998
 - Data Protection Act 2018
 - Government Concordat on Good Enforcement
 - The Equality Act 2010
 - Antisocial Behaviour, Crime and Policing Act 2014
 - Housing Acts
 - Protection from Eviction Act 1977

7.0 Types of Enforcement

7.1 There are two distinct aspects to enforcement, either of which may be appropriate in any given circumstance:

7.1.1 **Compliance** – the Council will monitor compliance by individuals and businesses in accordance with the appropriate legislation. In some areas, programmes will be implemented which will be *pro-active* in nature and could include (but are not limited) to routine inspections, visits, advice and assistance.

7.1.2 **Non-Compliance** – there are a range of options available to the Council for taking action against those who are failing to comply with their legal obligations.

8.0 Function Specific Considerations

8.1 In considering their regulatory functions and enforcement, each Service will have due regard to other statutory or authoritative guidance, as well as any internal policies or procedures detailing local use and interpretation of such guidance, that may affect matters specific to particular areas of work.

8.1.1 Housing:

- 8.1.1.1 Housing tenancy conditions
- 8.1.1.2 The Council's Allocations Policy/Homelessness
- 8.1.1.3 The Council's Tenant's Strategy
- 8.1.1.4 Housing Regulatory Standards
- 8.1.1.5 The Housing Acts
- 8.1.1.6 Protection from Eviction
- 8.1.1.7 Guidance issued by Central Government or regulatory bodies

8.1.2 Anti-Social Behaviour:

- 8.1.2.1 Breach of tenancy conditions
- 8.1.2.2 LLR Incremental Approach
- 8.1.2.3 Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person;

8.1.2.4 Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or

8.1.2.5 conduct capable of causing housing-related nuisance or annoyance to any person.

8.1.3 Health and Safety:

8.1.3.1 The HSE Enforcement Policy Statement (October 2015 – V1);

8.1.3.2 The Enforcement Management Model (2013);

8.1.3.3 Food Law Code of Practice (as amended)

8.1.3.4 The National Local Authority Enforcement Code; Health and Safety at Work; England, Scotland & Wales

8.1.4 Food Safety:

8.1.4.1 The Food Standards Agency's Food Law Code of Practice (March 2017)

8.1.5 Environmental Protection:

8.1.5.1 The DEFRA document - "Environmental Permitting Core Guidance for the Environmental Permitting (England & Wales) Regulations 2010

8.1.6. Licensing:

8.1.6.1 Various guidance issued by the Home Office on the Licensing and Gambling Acts

8.1.6.2 Licence conditions

8.1.6.3 Acts of Parliament

8.1.6.4 The Council's policies

8.1.7 Planning:

8.1.7.1 The Town and Country Planning Act 1990

8.1.7.2 NPPF 2018, Para 58; Guidance within National Planning Policy Guidance

All planning enforcement will take into account s.172 The Town and Country Planning Act 1990 which stipulates that an enforcement notice may be issued where there has been a breach of planning control. It must be proportionate having considered the provisions of the development plan and any other material considerations

8.2 Any other legislation or guidance available from time to time in relation to enforcement.

9.0 Enforcement Options:

9.1 Enforcement will be fair and proportionate and will take into account a number of factors to ensure that individuals, the community and the environment are adequately protected.

9.2 There are a variety of enforcement options available to the Council and the Council's enforcement officers will have regard to the principles contained within this policy when taking enforcement action.

9.3 A staged approach will be adopted where appropriate to obtain compliance.

9.4 A staged approach may not be appropriate where urgent action is required to eliminate/mitigate a significant risk to public safety or the environment.

9.5 The enforcement options available to the Council are provided below. It is important to remember that whilst the Council may choose to adopt a staged approach the list below does not dictate an absolute order of escalating seriousness. The enforcement action will be proportionate to the risk or breach at hand. In some circumstances a combination of these methods may be the most appropriate way of dealing with an issue. Each case will be assessed on its own merits. This is also not an exhaustive list, and other options may be available to the Council.

9.6 Options:

9.6.1 No Action:

In some cases it may be appropriate to take no action

9.6.2 Informal Action / Advice:

Where an issue does not warrant formal action or where the investigating officer believes that informal action will result in a successful outcome this may be the preferred approach through offering compliance advice, guidance and support.

9.6.3 Voluntary undertakings:

The Council may accept voluntary undertakings for compliance. Failure to adhere to an undertaking may result in further and/or formal action.

9.6.4 Fixed Penalty Notices ("FPN"):

The Council has the power to issue FPN's for failures to comply with requests or the law in certain circumstances. Failure to make a payment following the issue of a FPN can result in a prosecution.

9.6.5 Formal Notices and Orders:

The Council has the power to issue statutory notices and orders. These are legally binding and failure to comply can be a criminal offence. The Statutory Notice/Order will set out the actions required and timescales for compliance, and may also list the actions that the Council may proactively take itself.

9.6.6 Seizure of goods or equipment:

Legislation enables authorised officers to seize goods, animals, equipment or documents (e.g. unsafe food, sound equipment) where a nuisance or risk remains unabated. These may subsequently be used in court as evidence.

9.6.7 Works in default:

Works in default are works which have been specified in a legal notice served on an individual or company. If the notice expires and these works have not been completed, the Council may carry out the necessary works. Where legislation permits, the Council will seek to recover the costs it has incurred in carrying out the work from the individual or company upon whom the notice was served.

9.6.8 Suspension, revocation or refusal to renew a licence:

The Council issue a number of licences and permits and many contain conditions which require the licence holder to adhere to. Breach of these conditions may lead to the suspension, revocation and/or refusal to renew a licence.

9.6.9 Prosecution:

The Council recognises that a decision to prosecute is serious and could have far reaching consequences for the offender and/or a business. The Council will consider prosecution in all cases where an offence has been committed, where there are recurrent breaches and/or where other enforcement actions have failed to secure compliance.

Before a decision is made to prosecute, the Council will have regard to the provisions of The Code for Crown Prosecutors. The Code is a public document that sets out the general principles for decision making in respect of prosecuting cases. The Council's legal department will consider the following two tests;

- 1. Is there enough evidence against the Defendant?** The prosecutor must be satisfied that there is enough evidence for a "realistic prospect of conviction" against each defendant; and
- 2. Is it in the public interest for the Council to bring the prosecution?** A Prosecution will not normally be pursued where the public interest factors clearly outweigh the factor for prosecuting.

9.6.10 Prosecution without warning:

As a general rule, a person or business will be given a reasonable opportunity to comply with the law, although in some circumstances, prosecution may be undertaken without prior communication or contact from the Council e.g.

- The contravention/breach is a particularly serious one;
- There has been a blatant disregard of the law;
- Previous action has not had the desired effect;
- Previous statutory notices have been issued for similar offence / issues

9.6.11 Administrative penalty:

Where an allegation of fraud (e.g. Housing/Council Tax Support) has been investigated and officers are satisfied that an offence has been committed, the Council may offer an administrative penalty rather than pursuing a prosecution.

9.6.12 Simple cautions:

Simple cautions can also be used as an alternative to prosecution (providing the individual is over the age of 18).

Simple cautions can be used as a method to deal with issues in a quick and simple manner.

A simple caution would not be an option where an individual or business denies the offence.

9.6.13 Deductions from ongoing benefits or other state benefits:

The Council treats the recovery of overpayments as a serious matter and will pursue full repayment of any benefit deemed to have been overpaid. Each case will however be assessed on its own merits.

9.6.14 Proceeds of crime applications:

The Council either through its own enforcement officer or in connection with the police may make an application under the Proceeds of Crime Act 2002 to restrain and/or confiscate the assets of an offender and/or seize cash. The purpose of any such proceedings is to recover the financial benefit that the offender has gained through the criminal conduct.

9.6.15 Enforcement agents:

The Council may instruct Enforcement Agents to recover monies and sums due to the Council and to enforce its common law powers.

9.6.16 Injunctive and other civil sanctions:

An injunction is an order from civil courts which can include prohibitive (i.e. you must not ...) and positive requirements (i.e. you must...) to remedy a breach or prevent something from occurring.

We may seek civil injunctions in the following situations (this list is not intended to be exhaustive)

- Breach of tenancy;
- Anti-social behaviour;
- Nuisance or harassment;
- Prevent an individual from causing anti-social behaviour or to exclude an individual from an area;
- Preventing breaches of planning;

Civil Injunctions may:

- Include a condition to exclude people from certain areas;
- include a power of arrest if there is deemed to be a significant risk of harm;
- be made without notice depending on the circumstances of the case.

A failure to comply with an injunction constitutes contempt of court which is a serious offence that can lead to imprisonment and/or a fine.

9.6.17 Possession order:

A possession order may be sought in the County Court where there have been breaches of tenancy (e.g. failure to pay rent, causing anti-social behaviour etc.) or a lease in respect of a business tenancy.

9.6.18 Closure Order:

The Council can serve a closure notice on a property that associated with nuisance and disorder. A closure order will subsequently be applied for in the Magistrate's court which could extend the closure (and access to the property) for up to 3 months.

9.6.19 Money judgement:

Any money owed to the Council could be enforced by applying for a money judgment. A money judgement can be enforced in a number of ways e.g. Bailiff, High Court Enforcement Officer, Charging Order which is recorded against any assets and or/ an application to force the sale of the individual's property.

9.6.20 Warrant applications:

If access to a property is required and denied, an application for a warrant can be made to the Magistrates Court. Such applications can be made without notice to the person concerned.

- 9.7 The Council will seek to recover all costs involved in the investigation and subsequent Court proceedings where possible.

10.0 Decision Making

- 10.1 Enforcement action may be taken following a pro-active or reactive intervention, but will be as a result of the non-compliance by a person, persons or business.
- 10.2 The decision to take action will be taken by those with authority to do so in accordance with the Council's Constitution and Scheme of Delegation.

11.0 Support

- 11.1 The Council will seek to provide advice, assistance and support where appropriate.

11.2 Support can include:

11.2.1 Providing advice, guidance and support;

11.2.2 Making support referrals to other agencies;

11.2.3 Signposting to external agencies/organisations;

11.2.4 Regular visits to monitor compliance and/or behaviours;

11.2.5 Anonymity – protecting identities of victims

11.3 This list is not an exhaustive list and each case will be assessed on its own merits.

12.0 Partnership working

12.1 The Council will liaise with internal departments and external partner agencies in respect of enforcement action to ensure the approach is co-ordinated, proportionate and informed.

12.2 This will include liaising with other regulatory bodies, enforcement agencies and partner agencies where appropriate and to maximise the effectiveness of any enforcement.

12.3 Partner agencies include (but are not limited to) the Police, Fire and Rescue Service, other Local Authorities, Government agencies, Trading Standards, NHS, the Health and Safety Executive, the Institute of Licensing, the Planning Inspectorate, debt enforcement agencies, contractors working on behalf of the Council..

13.0. Data Protection

13.1 The Council processes personal and sensitive information to enable it to properly perform its functions.

13.2 The Data Protection Act 2018 requires the Councils to ensure the information it holds is securely and processed in accordance with the law.

13.3 The Council will keep information in accordance with its data retention policy.

13.4 The Council will share personal and/or sensitive information with internal departments and partner agencies where it is permitted to do so and in accordance with the law.

- 13.5 Further information about how the Council processes personal information can be found on the website.

<http://www.melton.gov.uk>

14.0 Publicity

- 14.1 The Council will publicise events targeted at supporting communities, and individuals.
- 14.2 The Council will display posters and circulate leaflets or communications about the work it is doing.
- 14.3 The Council will publicise successful enforcement actions where it is permitted to do so.

15.0 Link to other policies

- 15.1 The Corporate Enforcement Policy is an overarching policy that applies to all Melton Borough Council's service areas.
- 15.2 Specific service areas may have additional and more tailored procedures for enforcement in their service areas but they should be read in conjunction with this policy, the Complaints policy, Persistent and Vexatious complaints policy, Covert Surveillance Policy, the Employee Protection Policy, Licensing Policies, and the Equality Policy

16. Appeals

- 16.1 Any appeals in relation to enforcement action should be submitted in accordance with the statutory appeals process as outlined in the relevant legislation.
- 16.2 Where there is a right of appeal, the Council will ensure individuals / business are made aware.

17. Feedback & Complaints

17.1 The Council is dedicated to providing a high quality customer service at all times and therefore values your compliments, complaints and suggestions. This feedback enables the Council to continuously improve the services it offers.

17.2 Please get in touch if you feel the Council:

- Has done something well
- Could improve by doing something differently
- Has failed to do something
- Has done something badly
- Has treated you unfairly
- Has failed to understand your point of view

17.2 The Council's complaints policy can be accessed via:

http://www.melton.gov.uk/downloads/file/2966/complaints_policy

17.3 You can make a complaint by:

- Completing the online form:
https://meltonbc-self.achieveservice.com/AchieveForms/?mode=fill&consentMessage=yes&form_uri=sandbox-publish://AF-Process-7fefe890-cd44-4996-a611-a398299237be/AF-Stage-95b7dfb8-3815-4977-9e1a-d5da46eb657b/definition.json&process=1&process_uri=sandbox-processes://AF-Process-7fefe890-cd44-4996-a611-a398299237be&process_id=AF-Process-7fefe890-cd44-4996-a611-a398299237be
- Writing to the Chief Executive Officer, Melton Borough Council, Burton Street, Melton Mowbray, LE13 1GH.

17.4 **Please note, a compliment, suggestion and/or complaint cannot replace a statutory appeals process. If there is an appeals process in place you must use this route.**

17.5 A statutory appeals process does not prevent you from providing a compliment, suggestion and/or complaint as well.

APPENDIX 1 - Additional Sources of Guidance

The following website addresses contain authoritative guidance relevant to the work areas noted. Where appropriate, the guidance contained in each is to be followed and enforcement staff should ensure that they check regularly for updated or new sources of guidance.

LACORS: (Local Authorities Coordinators of Regulatory Services) LACORS is an advisory body to Local Authorities, whose web homepage is at www.lacors.gov.uk Note that subscription is required to access some elements.

Environmental Protection:

www.defra.gov.uk/environment/ppc/localauth/pubs/guidance/pdf/ggmanual-2008-parta.pdf

Food Safety: www.food.gov.uk/multimedia/pdfs/codeofpractice.pdf

Health and Safety:

<http://www.hse.gov.uk/pubns/hsc15.pdf> (HSC Enforcement Policy Statement)

<http://www.hse.gov.uk/lau/lacs/23-17.htm> (Section 18 Guidance)

and the **Enforcement Management Model** at www.hse.gov.uk/enforce/emm.pdf

Licensing:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/705588/Revised_guidance_issued_under_section_182_of_the_Licensing_Act_2003_April_2018.pdf

Gambling: LACORS is producing a note which sets out the need for Licensing Authorities to utilise Risk Assessments for premises licensed under the Gambling Act 2005 and the criteria upon which such assessments should be based. The Licensing Team is to have due regard to this document when it is published.

Data Protection The Information Commissioner's website:

www.ico.gov.uk

www.bre.berr.gov.uk/regulation/documents/data/pdf/letter.pdf

Case Law The case of *R v Adaway* emphasises the importance of adhering closely to Enforcement Policies. In the case, the Judge concluded that:

"If they (the prosecuting authority) fail to (consider with care the terms of their own Prosecution Policy) or if they reach a conclusion which is wholly unsupported..... by material establishing the criteria for prosecution, it is unlikely that the Courts will be sympathetic."

Further details of the case can be found at the LACORS website, given above.

Appendix 2 – Useful Contacts

	Organisation	Purpose	Contact Details
1.	Actionline	Advice on how to tackle ASB	T: E:
2.	Anti-terrorist hotline	To report something suspicious in relation to an individual's activities or behaviour	
3.	Crimestoppers		T: E:
4.	Leicestershire Police	Call to report a crime where it is not an emergency	T: E:
5.	Men's Aid	Free practical advice and support for men who have been or are subject to abuse	T: E:
6.	Safer Neighbourhoods Team	To report day-to-day asb, nuisance, crime or disorder issues	T: E:
7.	Samaritans	24hr helpline providing non-judgmental, confidential, emotional support to anyone in crisis	T: E:
8.	Women's Aid	Charity dealing with domestic violence against women and children	T: E:
9.	Shelter	Housing advice	
10.	Citizens Advice Bureau	Advice in a range of area including debts, work, benefits, family, housing, immigration, health	T: E: W: https://www.citizensadvice.org.uk/
	Age UK		
	Money Advice		
	Childline		