

UPDATE ON THE STREET SCENE EDUCATION AND ENFORCEMENT SERVICE

Cabinet Member(s): Cllr Clive Eginton
Responsible Officer: Stuart Noyce, Group Manager - Street Scene and Open Spaces

Reason for Report: This report outlines the first full year performance of the Street Scene Education and Enforcement Service following the service review in 2016/17.

RECOMMENDATIONS:

1. To increase the fine for littering to the statutory maximum of £150.
2. To vary the time allocated to discretionary duties as specified in paragraph 2, Table 2.
3. To introduce the policies, systems and procedures necessary to enable Fixed Penalty Notices (FPNs) to be served on the relevant person(s) associated with littering from vehicles.

Relationship to Corporate Plan: The Street Scene Service is a frontline service which works throughout the district ensuring the cleanliness and attractiveness of our public realm through both education and enforcement.
Priority 4: Environment – Protect the natural environment

Financial Implications: A like-for-like increase in income from an increase in the fine, offset by the risk of an increase in non-payment. The risk from non-payment is mitigated by an expected increase in the number of Fixed Penalty Notices (FPNs) being issued.

Legal Implications: None

1.0 Introduction

- 1.1 The Environment PDG meeting held on the 7th March 2017 made recommendations to Cabinet regarding working practices. These recommendations were accepted by Cabinet and the Service committed to implement them.
- 1.2 A revised working pattern was developed and introduced on the 1st April 2017. Under the new working pattern officers moved to a four out of six day (Mon – Sat) working pattern on a rota basis (9.25 hours per day).
- 1.4 The new working pattern split the district into two areas, North and South; each area having two officers assigned to it. This allowed officers to build up knowledge and provide cover for periods of absence. On each week day at least two officers are working across Mid Devon.

1.5 The longer working days allow District Officers the ability to communicate with residents outside normal office hours and enforce across a longer time period.

2.0 District Officer Activity

2.1 The duties carried out by the Service are outlined below.

- Statutory – the authority has a legal duty to undertake this activity. This includes: stray dogs, dangerous dogs, fly tipping investigations and abandoned vehicle removal.
- Mandatory – activity which if not undertaken could lead to a loss of income, service disruption or reputational damage for the authority. This includes: car parking enforcement, compulsory recycling, trade waste enforcement, environmental crime investigation and administration.
- Discretionary – activity which the authority can choose how much or little it wants to do. This includes: litter patrols, dog fouling patrols, cleansing inspections and microchipping events.

2.2 At present, the activity for the District Officer Team is monitored by manual timesheets that are submitted by the officers at the end of each week.

2.3 For 2017/18 the 300 hours of discretionary activity were split as detailed below in Table 1.

Table 1 – Allocation of discretionary hours for 2017/18

Duties	Agreed allocation of discretionary hours	Hours allocated	Outcomes
Compulsory Recycling	40% (120 hours)	120	Stage 1 - 288 Stage 2 – 2 Stage 3 – 0
Cleansing Inspections	10% (30 hours)	30	96% A or B litter 89% A or B detritus
Dog Fouling Patrols	30% (90 hours)	90	1 fine issued = £80
Litter Patrols	20% (60 hours)	60	49 issued = £3,920

- 2.4 At the March 2018 Environment PDG, it was resolved to recommend to Cabinet to vary the allocation of 300 discretionary hours of enforcement activity as detailed below in Table 2.

Table 2 – Proposed allocated discretionary hours

Duties	Allocation of 300 discretionary hours 18/19
Compulsory Recycling	40% (120 hours)
Cleansing Inspections	10% (30 hours)
Dog Fouling Patrols	10% (30 hours)
Litter Patrols	40% (120 hours)

- 2.5 A total of 637 street cleansing inspections were undertaken. The results from the inspections can be seen below in Table 3. The inspections carried out followed refresher training from Keep Britain Tidy and aligned to the legacy NI195 methodology (a national reference standard). The results show that 96% of roads inspected were graded at A or B for litter and 89% for detritus. Areas with a higher incidence of litter and detritus (Grade C & D) were prioritised by the operations service for cleansing.

Table 3 – Land Survey results to date 2017/18

	Litter	Detritus
Number of Wards Surveyed	26	26
Total Number of Transects Surveyed	637	637
% of Transects Graded A	51.1%	21.6%
% of Transects Graded B	45.6%	68.6%
% of Transects Graded C	2.9%	8.6%
% of Transects Graded D	0.1%	1.1%

Grade A – No litter or refuse

Grade B – Predominantly free of litter and refuse except for some small items

Grade C – Widespread distribution of litter and refuse, with minor accumulations

Grade D – Heavily littered, with significant accumulations

3.0 Performance Information

- 3.1 The outcome of the new way of working for the team can be seen in Table 4 (below). The total number of Parking Contravention Notices (PCNs) issued in 2017/18 has increased by 33%. The total number of Fixed Penalty Notices (FPNs) issued in Quarter 1 has increased by 114%.
- 3.2 Investigations into vehicles reported abandoned have increased by 14%. This is likely due to the decrease in value for scrap vehicles.

Table 4 – Number of PCNs & FPNs issued and abandoned vehicle reports inspected

Month	PCNs 2015/16	FPNs 2015/16	PCNs 2016/17	FPNs 2016/17	Abandoned Vehicles 2016/17	PCNs 2017/18	FPNs 2017/18	Abandoned Vehicles 2017/18
April	102	0	132	1	29	116	4	28
May	87	2	117	1	29	117	4	42
June	70	0	129	0	26	179	1	39
Total Q1	259	2	378	2	84	412	9	109
July	116	2	175	0	31	148	3	27
August	160	2	206	0	25	17	3	37
September	171	2	146	1	29	153	5	47
Total Q2	447	6	527	1	85	478	11	111
October	121	2	205	0	26	136	3	43
November	72	2	155	1	38	169	7	30
December	70	4	156	3	47	147	6	24

Total Q3	263	8	516	4	111	452	16	97
January	118	0	156	1	14	119	5	2
February	63	2	130	1	20	119	1	14
March	136	3	80	1	32	143	7	3
Total Q4	317	5	366	3	66	381	13	79
Grand Total	1,286	21	1,787	10	346	1,723	49	396

4.0 New IT system

- 4.1 New parking enforcement software has been jointly procured with two other Devon authorities. The parking system has a self-service portal available to enable customers to update their vehicle registration details on 'live' active account for their virtual parking permit.
- 4.2 The system works in real time and in 'the cloud'. This offers the public the ability to engage online as soon as a parking charge notice is issued.
- 4.3 The IDOX IT system is currently being adapted and tailored to the needs of the Street Scene Service. In time, it will enable all the District Officers to complete their administration away from the traditional office environment; allowing for more time on enforcement activity.

5.0 Increased fines

- 5.1 The Government has introduced a new Litter Strategy for England to curb littering with proposals for new enforcement, education and community engagement. There is now the ability to increase fines from the previous maximum of £80 to £150, introducing new powers to fine the registered keeper of vehicles if litter is dropped from that vehicle.

6.0 Conclusion

- 6.1 Initial findings show that the changes recommended and implemented have made a positive impact on performance and delivered the expected efficiency savings.

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Circulation of the report: Cllr Clive Eginton, Legal, Leadership Team