

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: To provide members with an update on performance of the Street Scene Education and Enforcement service for the first two quarters of 2018/19 which is the second year of operation following the service review in 2016/17.

RECOMMENDATIONS: That the PDG reviews the information in this report and feeds back any areas of concern to the Cabinet.

Relationship to Corporate Plan: Street Scene Service is a frontline service which works throughout the district ensuring cleanliness and attractiveness of our public realm through both education and enforcement.

Priority 4: Environment – Protect the natural environment

Financial Implications: None Identified

Legal Implications: None Identified

Equality Impact Assessment: No equality issues identified for this report.

1.0 Introduction

- 1.1 At the Environment Policy Development Group meeting on the 7th March 2017 a list of recommendations were made and accepted by the cabinet regarding smarter working practices. This followed a review of the Street Scene Education and Enforcement Service which was undertaken over the previous eight months.
- 1.2 A revised working pattern was developed by management and staff during the review and was introduced on the 1st April 2017. Under the new working pattern officers now work four of six days (Mon – Sat) 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, each area has one officer assigned to it and the third officer undertakes project work.
- 1.5 The longer working days given District Officers the ability to communicate with residents outside of normal office hours.

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; 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; Travel; HR activities; paperwork;

Discretionary – activity which the authority can choose how much or little it wants to do. This includes: Litter patrols; Dog Fouling Patrols; Cleansing Inspections; microchipping events

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.

As agreed at the March 2018 meeting the allocation of the 300 discretionary annual hours were allocated as per Table 1 for 2018/19

Table 1 – Allocation of discretionary hours 2018/19

Duties	Agreed Allocation of Disc. hours	Hours Allocated during quarters 1 & 2	Outcomes
Compulsory Recycling	40% (120 hours)	60	Stage 1 - 499 Stage 2 – 26 Stage 3 – 1
Cleansing Inspections	10% (30 hours)	15	100 % A or B litter 91% A or B detritus
Dog Fouling Patrols	10% (30 hours)	15	0 Fines issued
Litter Patrols	40% (120 hours)	60	11 Fines Issued

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A total of 85 Street Cleaning inspections have been undertaken by the end of Quarter 2. The results from the inspections can be seen in Table 1. The inspections have been undertaken following training from Keep Britain Tidy and in-line with the old NI195 performance indicator methodology. The results show that so far 100% of roads inspected were graded as A or B for litter and 91% for detritus. On previous benchmarking this would have put the district in the top quartile. Where the inspections identified areas where there is a higher incidence of litter and detritus (Grade C&D) the operations service has been informed to target resources to these areas.

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 outcomes of the new ways of working for the team can be seen in Table 3. The total number of PCN'S issued in quarter 1 2018/19 has increased by 25.9% the total number of PCN'S issued in quarter 2 has increased by 17.5%.

The total number of FPN'S issued in quarter 1 2018/19 has decreased by 22.2% the total number of FPN'S issued in quarter 2 has decreased by 63.6%. Increased penalty charges and press coverage has also acted as a deterrent as a result the FPN'S issued have decreased.

Table 2 – 2018/19

Month	PCN'S 2017/18	FPN'S 2017/18	Abandoned Vehicles 2017/18	PCN'S 2018/19	FPN's 2018/19	Abandoned Vehicles 2018/19
April	116	4	28	151	3	39
May	117	4	42	187	1	28
June	179	1	39	181	3	52
Total Q1	412	9	109	519	7	119
July	148	3	27	195	1	42
August	177	3	37	202	1	40
September	153	5	47	165	2	31
Total Q2	478	11	111	562	4	113
October	136	3	43			
November	169	7	30			
December	147	6	24			
Total Q3	452	16	97			
January	119	29	29			
February	119	1	14			
March	143	7	36			
Total Q4	381	37	79			
Grand Total	1723	73	396	1081	11	232

3.2 The investigations into vehicles which have been reported abandoned in quarter 1 2018/19 has increased by 9.1%. The vehicles which have been reported abandoned in quarter 2 2018/19 has increased by 1.8%. This is likely to be due to the decrease in payments for scrap vehicles.

4.0 New IT system

- 4.1 A new parking enforcement software was jointly procured with two other Devon authorities in line with the Councils procurement plan. The new system has enabled the customer to view their PCN's online to then either challenge or pay, A new virtual permit facility is available and enables customers to purchase and edit their permits independently.
- 4.2 The system works in real time and downloads information securely straight to the cloud. Meaning any PCN issued by the District Officers is visible to the members of the public straight away. All Business and Residential virtual permit requests become active as soon as purchased.
- 4.3 The IDOX IT system is now adapted and tailored to the Street Scene service. The system went live in April 2018 allowing the District Officers to undertake more of their work out of the office. Work is now sent to them electronically, creating workflows in order of priority. The system also has time recording which will save the team time on completing time sheets and allowing management to produce more accurate reports on time spent on activities.

5.0 Increased fines

- 5.1 The Government introduced a new Litter Strategy for England to curb littering with proposals for new enforcement, education and community engagement, this change will allow fines to be increased for littering from £80 to £150. Vehicle owners can also now receive penalty notices when it can be proved litter was thrown from their car even if it was discarded by a passenger. A revision of the Environment Education and Enforcement Policy is being undertaken with legal services to adopt new powers and will be brought to the March PDG meeting for comment.

6.0 Conclusion

- 6.1 The new ways of working have had a positive impact on performance, delivered the expected savings and been well accepted by the staff.

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