

**UPDATE ON THE STREET SCENE EDUCATION AND ENFORCMENT TEAM**

**Cabinet Member(s):** Cllr Luke Taylor, Cabinet Member for the Environment and Climate Change  
**Responsible Officer:** Stuart Noyce, Group Manager - Street Scene and Open Spaces

**Reason for Report:** To provide an update on the performance of the Street Scene Education and Enforcement Team and agree the priorities of the team going forward.

**RECOMMENDATION:** That the PDG reviews the report and feeds back any areas of concern or proposed changes to the Cabinet.

**Financial Implications:** None identified

**Legal Implications:** None identified

**Risk Assessment:** If performance is not monitored we may fail to meet our corporate and local service plan targets or to take appropriate corrective action where necessary.

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

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

**Impact on Climate Change:** The continued increase of recycling by residents through education and enforcement should reduce the impact of household waste on the environment.

## **1.0 Introduction**

- 1.1 At the Environment Policy Development Group meeting on the 7<sup>th</sup> 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 and team 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 in six days (Mon – Sat) on a rota basis (9.25 hours per day).
- 1.3 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.

1.4 The longer working days gave District Officers the ability to communicate with residents outside of normal office hours. These changes, and a review of processes, reduced the team's resources by 1 FTE and 1 van yet increased performance.

## 2.0 District Officer Activity

2.1 The duties carried out by the team 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.

At the May 2018 Environment PDG a review of the original allocation of the 300 discretionary annual hours was completed and changed to what is set out in Table 1. The table shows the outcomes from this work.

Table 1 – Allocation of discretionary hours and outcomes

Duties	Agreed Allocation of Disc. hours	Hours Allocated p.a.	Outcomes 2018/19 & 2019/20 Q1&2
Compulsory Recycling	40% (120 hours)	120	Stage 1 – 855* Stage 2 – 40 Stage 3 – 0
Cleansing Inspections	10% (30 hours)	30	95.8% A or B litter 95.1% A or B detritus
Dog Fouling Patrols	10% (30 hours)	30	1 fine issued
Litter Patrols	40% (120 hours)	120	25 fines issued

\*some of these were completed by the Recycling Officer in 2019

### 3.0 Performance Information

- 3.1 The outcomes of the new ways of working for the team can be seen in Table 1. The total number of PCNs issued (summary in Table 2) in 2018/19 has increased by 26.69% from those recorded in 2016/17 before the changes were implemented. The total number of FPNs issued in 2018/19 were 17 an Increase of 70% from 2016/17.
- 3.2 The investigations into vehicles which have been reported abandoned have increased by 17.05% from 2016/17. This is likely due to the decrease in value for scrap vehicles. This number appears to have decreased again during 2019.

Table 2 - Number of PCNs & FPNs Issued and Abandoned Vehicles Reports Inspected

Month	PCN's 2016/17	FPN's 2016/17	Abandoned Vehicles 2016/17	PCN'S 2018/19	FPN's 2018/19	Abandoned Vehicles 2018/19	PCN'S 2019/20	FPN's 2019/20	Abandoned Vehicles 2019/20
April	132	1	29	151	3	39	197	2	14
May	117	1	29	187	1	28	157	2	33
June	129	0	26	181	3	52	196	2	31
<b>Total Q1</b>	<b>378</b>	<b>2</b>	<b>84</b>	<b>519</b>	<b>7</b>	<b>119</b>	<b>550</b>	<b>6</b>	<b>78</b>
July	175	0	31	195	1	42	159	2	23
August	206	0	25	202	1	40	161	2	36
September	146	1	29	165	2	31	150	0	27
<b>Total Q2</b>	<b>527</b>	<b>1</b>	<b>85</b>	<b>562</b>	<b>4</b>	<b>113</b>	<b>470</b>	<b>4</b>	<b>86</b>
October	205	0	26	180	1	24			
November	155	1	38	204	0	40			
December	156	3	47	146	0	35			
<b>Total Q3</b>	<b>516</b>	<b>4</b>	<b>111</b>	<b>530</b>	<b>1</b>	<b>99</b>			
January	156	1	14	256	1	28			
February	130	1	20	210	2	26			
March	80	1	32	187	2	20			
<b>Total Q4</b>	<b>366</b>	<b>3</b>	<b>66</b>	<b>653</b>	<b>5</b>	<b>74</b>			
<b>Grand Total</b>	<b>1787</b>	<b>10</b>	<b>346</b>	<b>2264</b>	<b>17</b>	<b>405</b>	<b>1020</b>	<b>10</b>	<b>164</b>

- 3.3 A total of 448 Street cleansing inspections were undertaken. The results from the inspections can be seen in Table 3. The inspections have been undertaken following training from Keep Britain Tidy and in-line with the old NI195 methodology. The results show that 95.8% of roads inspected were graded as A or B for litter and 95.1% 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.

Table 3 – Land Survey Results to date 2018/19 & 2019/20 Q1&2

	Litter	Detritus
Number of Wards Surveyed	26	26
Total Number of Transects Surveyed	448	448
% of Transects Graded A	75.40%	72.70%
% of Transects Graded B	20.40%	22.40%
% of Transects Graded C	0.05%	0.05%
% of Transects Graded D	0.00%	0.00%

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

#### 4.0 Conclusion and Recommendation

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

4.2 That the PDG reviews the performance indicators and risks for 2019-20 that are outlined in this report and feeds back any areas of concern to the Cabinet.

**Contact for more Information:** Stuart Noyce, Group Manager – Street Scene & Open Spaces. Ext 4635

**Circulation of the Report:** Leadership Team and Cabinet Member