

Report for:

Cabinet

Previously seen by
Environment PDG (15 August 2023)

Date of Meeting:	29 August 2023
Subject:	Environment and Enforcement End of Year report 2022/23
Cabinet Member:	Cllr Josh Wright, Cabinet member for Environment and Services
Responsible Officer:	Luke Howard, Environment and Enforcement Manager Matthew Page, Corporate Manager for People, Governance and Waste
Exempt:	N/A
Wards Affected:	N/A
Enclosures:	None

Section 1 – Summary and Recommendation(s)

This report provides members with an overview of the Environment and Enforcement service for the financial year 2022/23.

Recommendation(s): Report for note only

Section 2 – Report

- 1.0 The aim of this report is to provide a transparent overview and review of the work carried out by the Environment and Enforcement service during the financial year 2022/23. It also identifies improvements the service has made during that time.
- 2.0 **Car Parking**
- 2.1 During the financial year of 2022/23, the car parking service has undergone varying changes. This has included a new rota system, evening patrols, clear standard operating procedures, uniform rebranding and the introduction of body

worn video cameras for District Officers. The team have embraced these changes and the service has produced its best statistics since 2017.

- 2.2 The introduction of standard operating procedures provided the service with clear ways of working and created uniformity in the application of enforcement action. This has meant officers have dealt with enforcement issues in the same manner, removing ambiguity and differing practices, which reduces conflict and provides better understanding for our customers.
- 2.3 Body worn video has been introduced to provide an added layer of health and safety for District Officers. During the spring of 2022, a project to procure body worn video was undertaken within the Environment and Enforcement service. This exercise led to Reveal D5 cameras being procured and rolled out to the team. The introduction of this technology has enabled the team to capture situations where their health and safety may be compromised. The technology has the ability to capture both sound and video even in low light, urban areas.
- 2.4 During the summer of 2022, the service underwent a rebrand of uniform. This provided officers with varying options of uniform items for different weather conditions as well as their personal needs and comfort. Utility vests were also procured to provide the District Officer team with additional storage options and a professional image when on patrol.
- 2.5 The new rota and evening patrols allow the service to better respond to the requirements of car park users. It has been identified that out of hours parking in some areas impacts on permit holders and other paying users. Through the introduction of evening and early morning patrols, the service is able to tackle this issue and provide reassurance to users that enforcement action is taken against those contravening the guidance.
- 2.6 The team have undertaken a variety of training courses over the year including Level 3 Notice Processing, Conflict Management and a wide variety of in-house training. This training ensures the service is considered a leader in its field when compared to statistics of neighbouring authorities.

3.0 Penalty Charge Notices

- 3.1 The service has focused on ensuring a uniform approach to enforcement, thus helping to remove ambiguity for our users. The addition of evening patrols and focused car parking patrols has seen a significant increase in the service tackling vehicles in contravention during the night-time economy. This approach has helped to amend user behaviours to ensure payment via pay and display.
- 3.2 PCNs Issued 2017-2023

Year	PCN issuance
2017/18	1452
2018/19	2260
2019/20	2124
2020/21	897

Year	PCN issuance
2021/22	1745
2022/23	2540

3.3 PCNs Issued 2022-2023

Month (2022/23)	PCN's	Successful Appeals	Financial (recovered)
April	115	16	81 (£ 2749.00)
May	167	26	126 (£4172.00)
June	195	23	142 (£5010.00)
July	233	40	156 (£5416.00)
August	205	37	146 (£4905.00)
September	226	46	154 (£4679.00)
October	264	32	191 (£6173.00)
November	264	38	197 (£6531.00)
December	210	23	160 (£5110.00)
January 23	232	48	148 (£4400.00)
February 23	209	33	134 (£3805.00)
March 23	220	26	134 (£3630.00)

4.0 Pay and Display

4.1 Recovery from COVID-19 saw a slow start for users returning to car parks, this was fuelled in part through public apprehension regarding mixing with others as well as COVID-19 restrictions. However, the summer months saw a strong recovery and this continued into quarter 3 and 4 during the autumn and winter months. Vends were higher than predicted which can be largely attributed to the team providing a more visual presence and therefore, users less likely to risk not purchasing a pay and display.

4.2 Parking Outturn 2016-2023

Year	Expenditure	Income Type	Income	Variance
2016/17	579,763.36		- 843,875.82	- 264,112.46
		Pay & Display	- 684,982.60	
		Permits	- 78,443.16	
		PCN	- 43,635.00	
		Other	- 36,815.06	
2017/18	651,828.97		- 796,489.91	- 144,660.94
		Pay & Display	- 643,972.01	
		Permits	- 69,108.89	
		PCN	- 47,731.00	
		Other	- 35,678.01	
2018/19	639,831.29		- 760,062.26	- 120,230.97
		Pay & Display	- 636,219.84	
		Permits	- 57,480.28	
		PCN	- 44,338.00	
		Other	- 22,024.14	

Year	Expenditure	Income Type	Income	Variance
2019/20	708,218.42		- 797,055.23	- 88,836.81
		Pay & Display	- 648,134.10	
		Permits	- 90,775.03	
		PCN	- 46,397.70	
		Other	- 11,748.40	
2020/21	690,204.33		- 382,173.84	308,030.49
		Pay & Display	- 271,958.28	
		Permits	- 72,057.36	
		PCN	- 30,522.24	
		Other	- 7,635.96	
2021/22	781,191.37		- 737,621.61	43,569.76
		Pay & Display	- 583,634.89	
		Permits	- 96,411.33	
		PCN	- 49,939.43	
		Other	- 7,635.96	
2022/23	801,068.98		- 844,541.55	- 43,472.57
		Pay & Display	- 659,695.28	
		Permits	- 113,839.47	
		PCN	- 62,450.83	
		Other	- 8,555.97	

5.0 Environmental Enforcement

- 5.1 There has been a strong emphasis on creating robust procedures along with building confidence and knowledge within the team over the last financial year. The team attended a 2-day course on Legislation and Application of Fixed Penalty Notices, which greatly improved understanding across the officer team. The team has gradually built a sound and solid understanding surrounding environmental enforcement, backed by clear and descriptive procedures. This has led to effective enforcement in all areas within the environment and enforcement remit. The service has also been working with local primary schools to highlight the impacts of environmental crime. The idea behind this is to provide knowledge and understanding at a young age in order to shift public behaviour.
- 5.2 A significant backlog of 38 abandoned vehicles were cleared during May 2022. These consisted of reports dating back to June 2021. A consistent approach to managing these has seen the team taking proactive enforcement action to remove such vehicles. A clearer and more defined procedure and application was also introduced, removing any previous ambiguity regarding our approach.
- 5.3 Fly tipping is a significant issue for many local authorities and continues to present issues for MDDC. However, there has been a significant improvement in the team's confidence to tackle these issues. There is now a clear procedure for interviewing under caution and a refined investigation approach. There has been an emphasis on better statement writing, with the team adopting the 5-part statement approach used by Police. The service is also leading on a task

group of several local authorities to share best practice and ways of tackling fly tipping.

- 5.4 The team is challenging littering and Public Space Protection Order offences. Many residents have welcomed a significant rise in patrols relating to these offences. Littering from vehicles presents significant problems throughout the district. The service has been able to adopt, at no additional cost, the Patrol portal for generation of PCNs for this offence. This has provided the team with the means of tackling such offences. The service is continually exploring ways of how we can better interact with communities to identify problematic areas.
- 5.5 District Officer Patrols – comparison 2021/22 with 2022/23

	2021/2022	2022/2023	Improvement
Patrols Conducted	67	224	100%
FPN's Issued	0	28	100%
Dog Fouling/PSPO	0	8	100%
Littering	0	12	100%
Fly Tipping	0	8	100%

- 5.6 Abandoned vehicles 2022/23

Abandoned Vehicles Reported	Number
Not Abandoned/Gone	162
Action Required	70
Moved by owner after notice	52
Removed by MDDC	18
Fixed Penalty Notices issued	9
Action not Taken	0

6.0 Looking forward to 2023/24

- 6.1 The service is looking to build on the solid foundations made in the financial year 2022/23. Just a few of the things we are looking to deliver in 2023/24 include:
- Procurement of new handheld devices
 - New electric vehicle fleet
 - Patrol short report submission for shortlisting
 - Work towards the Park Mark Scheme
 - Attendance at Parking forum in Birmingham
 - PACE training
 - Task Group Lead on Fly Tipping
 - Back Office User Flowcharts
 - Multi service working with housing and waste teams
 - Yearly Team event
- 6.2 2023/24 promises to be an exciting year for the service with some exciting opportunities as above, to further develop our service and deliver an even better service to the public.

Financial Implications

There are no financial implications as a direct result of this report.

Legal Implications

The Authority has a statutory responsibility to fulfil investigation and enforcement into environmental crimes such as abandoned vehicles, littering, fly tipping and public space protection orders.

Risk Assessment

Risk assessments in relation to the role of District Officer are in place. No further risk assessment required.

Impact on Climate Change

The report is focussed on advising how the service is actively working to reduce environmental crime. This will have a positive impact on climate and the corporate strategy relating to this.

Equalities Impact Assessment

There are no equality issues identified in this report.

Relationship to Corporate Plan

The service development is designed to align with the corporate plan on reducing environmental crime issues within the district.

Section 3 – Statutory Officer sign-off/mandatory checks

Statutory Officer: Andrew Jarrett

Agreed by or on behalf of the Section 151

Date: 01 Aug 2023

Statutory Officer: Maria de Leburne

Agreed on behalf of the Monitoring Officer

Date: 01 Aug 2023

Chief Officer: Andrew Jarrett

Agreed by or on behalf of the Chief Executive/Corporate Director

Date: 01 Aug 2023

Performance and risk: Steve Carr

Agreed on behalf of the Corporate Performance & Improvement Manager

Date: 28/07/2023

Cabinet member notified: Yes

Section 4 - Contact Details and Background Papers

Contact: Luke Howard, Environment Enforcement Manager
Email: lhoward@middevon.gov.uk
Telephone: 01884 255255

Background papers: N/A