

Report for: Service Delivery and Continuous Improvement PDG

Date of Meeting:	23 June 2025
Subject:	Environment and Enforcement End of Year Report
Cabinet Member:	Councillor Josh Wright - Cabinet Member for Service Delivery and Continuous Improvement
Responsible Officer:	Matthew Page - Head of People, Performance and Waste Luke Howard - Environment and Enforcement Manager
Exempt:	N/A
Wards Affected:	N/A
Enclosures:	

Section 1 – Summary and Recommendation(s)

This report provides an overview of the Environment and Enforcement service performance over the financial year 2024/25.

There are no recommendations for this report, the report is for noting only.

Recommendation(s):

N/A

Section 2 – Report

1.0 Introduction

- 1.1 During the 2024/25 financial year the Environment and Enforcement service has focused on supporting the Bin-It 123 collection service as well as raise community awareness of enviro crime issues. Cross service working between the different functions at Street Scene has helped MDDC to post its highest ever recycling statistics. This has been achieved through an increased education and raising of public awareness regarding recycling impacts within communities.

- 1.2 The service was successful in renewing our Public Space Protection Order for parks and open spaces. The renewal of this order ensures the authority is able to protect these community spaces by utilising dog controls, requiring owners to keep dogs on leads or prohibiting them entirely. We actively work with community groups to ensure a balance for all users is achieved within these open spaces, thus allowing it to be enjoyed by all. A copy of the renewed order can be found on the MDDC website.
- 1.3 This financial year saw the first Team Day held in September 2024. This brought together Environment and Enforcement, Grounds Maintenance and Street Cleansing staff. The aim of the day was to drive cross service working and build efficiency in day to day operations by employees being able to assist and understand each other better. The morning consisted of four breakout exercises with specific themes including technology, process, innovation and general issues. These breakout sessions enabled staff to work together to provide ideas on how we can drive efficiency and what would assist them in undertaking their daily roles. The afternoon focused on a team building exercise, which separated the staffing group into separate teams, all of who had to complete the same specific task with the same resources available. The day was extremely successful and excellent feedback was received from the teams, so much so that we are making this day an annual event moving forward.
- 1.4 The Environment and Enforcement team have undertaken additional training to build on knowledge in respect of enviro crime legislation. This training was extremely useful and enables the service to further develop on managing environmental crime issues and apply legislation practically day to day.
- 1.5 The service is also pleased to announce its successful application to the Community Safety Accreditation Scheme (CSAS). This scheme, operated by Devon and Cornwall Police, provides authorised officers with additional powers to tackle ASB and other issues within local communities. Being part of the policing family enables MDDC officers to tackle ASB issues within our communities with greater confidence, knowing support is there if issues arise.

2.0 Parking Service

- 2.1 The parking service continues to work with the consultation working group in respect of discussing parking and permit issues experienced in the district as well as potential solutions. The introduction of a 3 hour tariff at Market Place Car Park, Tiverton, was implemented as a direct result of the working group.
- 2.2 User trends have continued to shift toward virtual payments being made via mobile telephone. This trend has seen a significant uptake over the course of the year with users shifting toward purchase of their pay and display sessions through the use of our app provider, Ringo. Our machines still allow for multiple methods of payment including coins, card or contactless payments. However, in 2024/25 payment by coins was £268,442.40 of the total income

accumulated for parking. This indicates a significant user shift away from traditional payment methods with coin use making up 27% of the total payments methods available.

- 2.3 We have continued a consistent approach to enforcement, with the service aiming to provide a transparent, fair and easy to use service. The number of PCN appeals reflect expectations against issued PCNs for the year and is detailed in the below table at 2.5. There are similar themes to previous years, with the majority of appeals focused around a wrong digit entered via the cashless parking app. The service accepts those appeals (submitted with evidence) on a first strike basis as mistakes can be easily made. All processing staff have undertaken training and qualifications in level 3 notice processing. The service attended two Traffic Penalty Tribunals in 2024/25.

2.4 Tables of Performance – PCNs issued by year and month

Year	PCN Issuance
2017/18	1452
2018/19	2260
2019/20	2124
2020/21	897
2021/22	1745
2022/23	2540
2023/24	2734
2024/25	2914

Month (2024/25)	PCNs
April	220
May	220
June	275
July	292
August	269
September	207
October	258
November	253
December	216
January 25	249
February 25	224
March 25	231

2.5 Appeals against PCNs issued

Ringo income	Machine Income	Total Income
£415,879.80	£577,982.40	£993,862.20

2.6 Parking Income

Ringo income	Machine Income	Total Income
£415,879.80	£577,982.40	£993,862.20

- 2.7 Our net income parking income (excluding VAT) was £828, 620.00 compared to a budget of £835, 120.00.

3.0 Environment and Enforcement

- 3.1 The service has managed some high profile enviro crime cases in 2024/25, including significant fly tipping incidents. The service has actively publicised the prosecution of offenders and raised awareness of this. As always, we encourage communities to contact us regarding enviro crime concerns. The service relies on public information of the issues in the district. This enables the service to focus resource in the areas it is most needed.
- 3.2 The service has worked tirelessly with communities to resolve localised challenges. This has included active educational engagement with residents, identifying prevention methods, providing additional recycling containers and waste receptacles, additional signage and taking enforcement action against offenders. This has resulted in a marked improvement in those areas, with residents providing positive feedback on the outcome. The service recognises these challenges are continuous and we endeavour to provide a long-term solution as well as quick, short-term wins.
- 3.3 There was a small increase in the number of fly tipping reports received in 2024/25. The service is investigating what may have influenced this, however, initial indications suggest an inability in the reporting system to separate fly tipping on public and private land could be a contributing factor.

3.4 Tables of Performance, Environment Enforcement Activity

	2021-22	2022-23	2023-24	2024-25
Patrols Conducted	67	224	271	295
FPNs Issued	0	28	54	88
Dog Fouling/ PSPO	0	8	5	1
Littering*	0	12	31	57
Fly Tipping	0	8	10	14
ABV	0	9	8	16

3.5 Abandoned Vehicles

Abandoned Vehicles Total Reported	Number
Abandoned vehicle reports	380
Not abandoned/ gone	258
Action required	86
Moved by owner after notice	74
Removed by MDDC	30

3.6 Fly Tipping

Fly tip reports	Totals for year
2023/24	445
2024/25	488
Difference	+43

4.0 The Year Ahead

4.1 Just a few of the things the service is looking to deliver in 2025/26:

- Implementation of new parking software
- New handheld devices
- Exploring options regarding new parking areas
- CSAS use of powers
- Team Day event
- Prevention tactics in hot spot enviro crime areas

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 in place. No further risk assessment required.

Impact on Climate Change

The report is focussed on advising how the service is actively working to reducing 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 corporate plan, 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: 13 June 2025

Statutory Officer: Maria de Leburne

Agreed on behalf of the Monitoring Officer

Date: 13 June 2025

Chief Officer: Stephen Walford

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

Date: 13 June 2025

Performance and risk: Steve Carr

Agreed on behalf of the Corporate Performance & Improvement Manager

Date: 12 June 2025

Cabinet member notified: (yes)

Report: Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information. (Yes/No)

Appendix: Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information. (Yes/No)

Section 4 - Contact Details and Background Papers

Contact:

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Background papers: None