



## Hyndburn Borough Council

### Customer First Analysis

### Enforcement Policy for Waste Services

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##### 1. Purpose

Increase the awareness of littering and dog fouling on public land with members of the public, Councillors, visitors and thereby deliver a reduction in the number of these incidents in and around the town centres and open spaces across the Borough.

For over 5 years, members of the public have been made aware of the consequences of littering / dog fouling via warning stickers placed on all litter and dog bins across the Borough. Information on the consequences of fly-tipping within last year's Council Tax bills and more recently within a 'residents guide' recently delivered to every property as part of the information pack for the new wheeled bin recycling service.

It is proposed to use the following methods / media outlets to inform members of the public and local Councillors of the new enforcement programme;

- Member Bulletin / 60 Minutes
- Chamber of Trade
- Council website
- Press releases and other social media
- Community groups linked to the Council

The Head of Environmental Services will be the Council's nominated contact for the 12 month pilot with support from Legal Services.

##### 2. Evidence

The success of the project will be measured by a reduction in the number of incidents, reports and complaints to the Council and local Councillors. In addition, we will also receive feedback from the Council's street cleansing staff and dog warden.

A limited number of officers will be able to access to Kingdom's database, which provides 'live' information in the form of a 'dashboard' view of all FPN's issued and status of each.

The Council has not carried out any recent satisfaction surveys but local Councillors and residents regularly ask the Council to take action and tackle offenders who drop litter and let their dogs foul on public land and open spaces.

### **3. Impact**

Kingdom are a well-recognised enforcement service provider, who will ensure any staff deployed are well training, have the correct equipment and are supported by a local and national team of experienced supervisors and managers.

Whilst initially directed towards Accrington town centre, Cabinet members will also direct action to other townships and parks and open spaces across the Borough. The project will provide benefits to all Hyndburn residents and visitors, with the enforcement policy being applied fairly and consistently. However, special consideration will need to be given to children and potentially other groups, e.g. people with learning disabilities. Criteria will be drawn up to address any concerns of discrimination.

Inconsistent or bias application of enforcement actions would prevent the effectiveness of the project and from a corporate perspective, could put the council at risk, if Kingdom's staff was to overstep the use of specific legislation or it is breached.

Kingdom will liaise closely with staff in Legal Services on any contentious cases and the Council will have the final decision on revoking any FPN.

### **4. Actions**

The policy has been agreed with the Portfolio Holder, existing Council Waste Enforcement Officers and has full Cabinet approval and support with the pilot project being closely monitored.

This policy will be incorporated into Environmental Services existing enforcement policy and procedures which are already available on the website. The existing PSPO's is scheduled to be reviewed and renewed late 2018 and will ensure it is aligned for any further potential enforcement work area.

Continue to monitor and record incidents / complaints for littering and dog fouling and review the outcome from the pilot project and consider full tender exercise / contract commencing late 2019 / early 2020.

Numbers of FPN's issued, paid, revoked will be publicised to ensure the policy is operated in a clear and open manner.

Criteria will be drawn up prior to the scheme commencement to determine where exceptions may be applied, for example with children.

**Don't forget to return your written record to HR.**