

Report of the Area Co-ordinator to the meeting of the Keighley Area Committee to be held on 14 September 2017

Subject:

Cleaner and greener streets and neighbourhoods in Keighley – Devolution to Area Committee

Summary statement:

This report provides an update relating to Council Wardens, Environmental Enforcement and Street Cleansing in the Keighley Area. It highlights a developing approach that delivers on the cleaner/greener agenda at an Area, Ward, neighbourhood and street level that is supported by residents, businesses and community organisations as part of the People Can – Make a Difference Campaign.

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Overview and Scrutiny Area:

**Corporate /
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1.0 SUMMARY

1.1 This report provides an update relating to Council Wardens, Environmental Enforcement and Street Cleansing in the Keighley Area. It highlights a developing approach that delivers on the cleaner/greener agenda at an Area, Ward, neighbourhood and street level that is supported by residents, businesses and community organisations as part of the People Can – Make a Difference Campaign.

2.0 BACKGROUND

2.1 In 2012 the Council Executive devolved a number of services to Area Committees. The purpose of this was to increase local accountability and to increase the effectiveness of service delivery through increased synergy between services at the local level.

2.2 The role of Ward Councillors is integral to the functioning of the developing approach. Good local leadership encourages positive behaviours with local communities and has a positive impact on staff who feel more valued and motivated.

2.3 In December 2015 a report came to Area Committee outlining the People Can Make a Difference Campaign which the Keighley Area Committee endorsed.

2.4 Within Neighbourhood and Customer Services, Area Co-ordinators are responsible for a range of officers and devolved services that promote the clean and active communities agenda and make contributions to other outcomes. This report only deals with the cleaner elements. However, it is important to recognise that the services and resource allocation also support a wider range of outcomes (highlighted within Ward Plans) as part of their roles and functions:

2.5 These include the following:

- Ward Officers
- Council Wardens
- Street Cleansing Operatives
- Youth Workers
- Environmental Enforcement Officers and

2.6 The developing approach to cleaner streets and neighbourhoods

These area-based functions allow a more joined-up and flexible approach to tackling issues at a ward-and neighbourhood-level. Essentially ward-based teams are created that include functions delivered by different staff. Ward Officers consider the priorities included in Ward Plans and work with the officers listed above to develop projects to respond to the priorities. These projects often involve actions by different officers dependent upon their knowledge and roles.

In terms of maintaining clean streets and neighbourhoods there is a balance between:

- Street cleansing clearing up
- People taking responsibility themselves

2.7 Within the scope of reduced resources, there is an increased need to encourage more people and communities to take on more personal responsibility and for our services to support people who volunteer to help.

To maintain clean streets and neighbourhoods we need to get the balance right between the following approaches:

- Deployment of a responsive street cleansing service
- Enforcement of the law where people infringe it and cause environmental issues
- Raising awareness within the public of the possible implications of irresponsible behaviour
- Encouraging residents to volunteer and take action themselves.

2.8 Therefore there are important educative and engagement roles. In terms of Ward Officer and Warden education and engagement, there are numerous examples of projects that are undertaken that help to support the cleaner and greener agenda.

Sometimes this work is led by residents or businesses and when it isn't, officers encourage and support residents to become involved as part of the 'People Can' approach. Examples of who staff engage with include schools, community organisations and individual residents.

2.9 **Environmental Enforcement**

The Environmental Enforcement Team is responsible for enforcing legislation affecting the visible environment. The Team consists of the Environmental Services and Enforcement Manager, 2 Senior Enforcement Officers and 7.5 Enforcement Officers. The Team moved from Environmental Health to Neighbourhood and Customer Services in January 2016 in order to work more collaboratively with Council Wardens, Ward Officers and Street Cleansing Operatives. Enforcement Officers are already working for part of the week from Area Co-ordinator's Offices to facilitate this closer working relationship.

Enforcement staff have been deployed to area teams as follows:

Bradford East = 2.5 officers

Bradford West = 2 officers

Bradford South = 2 officers (including 1 Senior Enforcement Officer)

Keighley = 1 officer

Shipley = 1 officer

One Senior Enforcement Officer also provides additional cover across Bradford West, Shipley and Keighley as required.

Deployment of staff across areas has been based on numbers of service requests/complaints received over previous years. The deployment model is regularly reviewed to ensure that resources are deployed appropriately.

Enforcement Officers respond to complaints generated through the Council's Contact Centre and from referrals by Council Wardens and other staff in Neighbourhoods. However, as part of the area-based approach to tackling environmental issues affecting neighbourhoods, the Team is embracing opportunities to move from a reactive to a more proactive service.

The team covers the following work areas:

2.10 **Fly tipping**

Fly tipping is a criminal offence that carries an unlimited fine or up to five years imprisonment upon successful prosecution. Nationally there have been year on year increases in fly tipping. In 2014/15 10,561 incidents of fly tipping were recorded in Bradford. 1,985 tonnes of waste was illegally dumped, costing the Council over £270,000 for collection and disposal of the waste. The Environmental Enforcement Team actively investigates fly tipping incidents to identify and prosecute offenders. The team carries out a range of work to tackle flytipping:

- 2.11 **Surveillance of fly tipping hotspots** – there are currently a number CCTV cameras which have been placed at fly tipping hotspots. The cameras are linked to the Council's CCTV network and are placed on lampposts. They have been very successful in capturing flytipping incidents involving vehicles. The team uses the DVLA database to identify vehicle keepers who are then interviewed under the Police & Criminal Evidence Act to secure prosecutions against drivers and/or passengers of vehicles who were involved in the fly tipping. The success of the cameras has resulted in the team securing additional funding to purchase more cameras. They are currently being rolled out across the district as more locations are being identified. It must be noted that not all locations are suitable for these types of cameras due to connectivity issues with the Council's CCTV network.

In addition, we have invested in a further seven standalone covert cameras. These are designed to be hidden at locations where CCTV cameras are not suitable such as rural locations, back streets, lay bys etc. These cameras allow the team some flexibility to carry out surveillance in difficult areas and they can be moved to different locations relatively easily. The team has also had successful prosecutions using these types of cameras.

- 2.12 **Fixed Penalty Notices (FPNs) for fly tipping** - new legislation was introduced last year allowing Councils to issue fixed penalty fines for low level flytipping as an alternative to prosecution. The definition of "low level" fly tipping means where a car boot or less of domestic waste is flytipped. In Bradford the Council set the fixed penalty fine at £400 payable within 15 days which is reduced to £300 if paid within 10 days. The Enforcement Team started issuing FPNs in October 2016 and to date has

issued 26 with the vast majority being paid. This has generated £6,100 of income which has been reinvested into surveillance cameras.

- 2.13 **Work with land owners** – officers work with land owners to identify long term solutions to reduce/prevent the recurrence of fly tipping at sites where rubbish is regularly dumped. This includes encouraging the land owner to sell or develop the site, fence off the land or ensure waste is removed regularly from the site. In cases where land ownership is known enforcement action may also be considered and the Enforcement Team can prosecute landowners for allowing waste to accumulate on their land.
- 2.14 **Ward Officer Team (WOTs) meetings** – officers take fly tipping data and intelligence to WOTs to ensure that a multi-agency approach is developed and that the most sustainable solution is sought. Recently this has resulted in multi-agency stop and search operations that target criminal behaviour in relation to motor vehicles e.g. illegal waste carriers, uninsured drivers and unsafe vehicles.
- 2.15 **Community engagement and education/enforcement** – some fly tipping hotspots are close to residential areas and often the fly tipping is caused by local residents. It is often difficult to identify and prosecute offenders and community-based solutions are the only option. An example of this is rubbish dumped on unadopted back streets. The Council is not responsible for cleaning unadopted back streets and the responsibility for this falls to residents. In such cases occupiers (not owners) of properties adjoining the unadopted streets are legally responsible for the waste and this is difficult to enforce due to the large number of occupiers of some unadopted back streets.

In such cases Enforcement Officers work closely with Council Wardens and Ward Officers to undertake days of action to talk to residents to educate them about the services that they can use to responsibly dispose of their waste. People are also encouraged to report fly tipping. Back street community clean ups are organised where residents work alongside wardens to collect the rubbish and Street Clean Teams remove and dispose of the rubbish. In some areas this has worked very well. However, where there has been poor engagement and participation by residents the Environmental Enforcement Team will follow up with formal action by serving enforcement notices on all occupiers, arranging removal of the rubbish and recovering the costs from all the occupiers.

- 2.16 **Seizure of vehicles** – new legislation allowing Councils to seize vehicles involved in fly tipping was used for the first time in Bradford last year. A van that was involved in multiple fly tips was eventually caught on CCTV camera. The vehicle was not registered or insured and the keeper could not be traced. Images of the vehicle were circulated to Council Wardens and Clean Teams to see if the vehicle could be found. The vehicle was eventually spotted by a cleansing operative and the Enforcement Team was notified. The Enforcement Team worked in partnership with the Police to seize the vehicle. Images of the vehicle and the driver were publicised in local press and social media and after the owner of the vehicle refused to come forward the vehicle was crushed. The crushing of the van was a first for a Yorkshire Council and received national media attention on ITN news, as well as a massive 50,000 views breaking the record on the Council's Facebook page. The driver of the vehicle has

since been identified by the public and a prosecution is now pending.

- 2.17 **Rubbish in gardens and on private land** – the Enforcement Team receives large numbers of complaints relating to rubbish in gardens and on private land. New powers under the Anti-Social Behaviour (Crime & Policing) Act 2014 has allowed the Team to successfully use Community Protection Notices (CPNs) to ensure householders and landowners keep their property clean and tidy and free of accumulations of rubbish. Non-compliance with a CPN is a criminal offence and offenders can be issued with £100 fixed penalty fines or be prosecuted. Fines can be up to £5,000 for householders and £20,000 for businesses. Where CPNs have not been complied with the team has prosecuted offenders and in some cases applied for Remedial Orders (Court Orders) to ensure the notices are complied with. A recent prosecution for non-compliance with a CPN resulted in a statutory maximum £20,000 fine.
- 2.18 **Behaviour Change** - the Enforcement Team works closely with the Press Office to ensure that all successful prosecutions for waste offences are publicised through the press and social media in order to maximise awareness of these types of offences and penalties. It is hoped that this brings about behaviour change so that the public becomes more responsible in terms of how they dispose of their waste.
- 2.19 **Duty of Care** – the Team enforces the Duty of Care regulations to ensure businesses contain all their waste and only use licensed operators to collect, transport and dispose of waste. The Enforcement Team and Council Wardens regularly visit businesses to ensure compliance with the regulations.

The Householder Waste Duty of Care Regulations came into force in 2005 and placed on all householders a responsibility to ensure that whoever is used to collect, transport and dispose of waste is appropriately licensed. Recently there has been an increase in householders using unlicensed carriers of waste which has resulted in a small number of prosecutions. The Enforcement Team is currently looking at ways to identify and tackle illegal waste carriers which target vulnerable members of the public.

- 2.20 **Litter & Dog Control Order offences** – the Council currently issues £80 fixed penalty fines for litter and dog control order offences. Fines can be issued by Council Wardens and Environmental Enforcement Officers. The Enforcement Team will also issue fixed penalty notices on behalf of the public if there is an accompanying witness statement and the person is prepared to attend court. Where fixed penalty notices have been issued to the public for littering and dog control order offences and the fines have not been paid, the Environmental Enforcement Officers prepare prosecution files for these offences. In the last 18 months there have been two successful prosecutions for dog fouling offences.
- 2.21 **Performance figures**

As mentioned above, the Enforcement Team receives requests for service (complaints) from a number of sources e.g. direct from the public, Council Wardens and other Council Officers. The Enforcement Officers work closely with Wardens and a large number of complaints are initially referred to Wardens to investigate. These

are typically complaints about rubbish in gardens. Wardens will visit problem properties and request owners and occupiers to tidy up their gardens. Any non-compliance with Wardens' requests are referred back to the Enforcement Team for formal action.

2.22 Service Requests (complaints)

The following table shows numbers of service requests received by the Enforcement Team and the numbers dealt with by Wardens for 2015/16 and 2016/17.

| | 2015/16 | 2016/17 |
|--|---------|---------|
| Total Complaints Received | 5891 | 6651 |
| Dealt with by Enforcement | 3960 | 4520 |
| Dealt with by Wardens | 1931 | 2131 |
| Referred back to Enforcement by Wardens | 358 | 476 |

The following table shows the numbers of complaints per Ward for years 2015/16 and 2016/17.

Keighley

| | 2015/16 | 2016/17 |
|------------------|---------|---------|
| Worth Valley | 56 | 66 |
| Keighley West | 89 | 141 |
| Keighley East | 107 | 97 |
| Keighley Central | 253 | 269 |
| Ilkley | 31 | 43 |
| Craven | 51 | 44 |
| Total | 587 | 660 |

2.23 Statutory Notices

The Anti-Social Behaviour (Crime & Policing) Act 2014 allows Councils to issue Community Protection Notices (CPNs) to remove waste from private land e.g. back gardens. Before a CPN can be served a Community Protection Warning (CPW) must be served. The CPW is a strongly worded letter that has the Council and Police logo across the top and is very effective at securing compliance. If a CPW is not complied with a CPN is served. Non-compliance with a CPN is a criminal offence and upon prosecution can lead to a fine of up to £5,000 for domestic premises and £20,000 for businesses.

Generally there are high levels of compliance with CPWs and therefore CPNs are only served in extreme circumstances.

Other statutory notices are served where there is a specific problem that may require more immediate action, such as accumulations of toxic or hazardous waste (e.g. asbestos) or where rodent infestations are associated with waste.

The following table shows the number of CPWs, CPNs and “other” Notices served by Ward for waste offences for the years 2015/16 and 2016/17:

| Ward | 2015/16 | | | 2016/17 | | |
|------------------|---------|------|---------------|---------|------|---------------|
| | CPWs | CPNs | Other Notices | CPWs | CPNs | Other Notices |
| Worth Valley | 3 | 3 | 3 | 6 | 2 | 2 |
| Keighley West | 8 | 0 | 2 | 10 | 1 | 3 |
| Keighley East | 11 | 3 | 2 | 11 | 5 | 5 |
| Keighley Central | 35 | 8 | 14 | 34 | 21 | 17 |
| Ilkley | 1 | 0 | 0 | 1 | 1 | 1 |
| Craven | 3 | 2 | 4 | 3 | 3 | 3 |

2.24 Prosecution of Offences

The key strategy for the Enforcement Team over the last 18 months has been to increase levels of enforcement for waste offences (such as rubbish in gardens) by serving statutory notices and prosecuting offenders for non-compliance with the requirements of notices, in particular CPNs. Due to high levels of compliance with CPWs and CPNs prosecutions for these offences have not always been necessary and the vast majority of prosecutions have been for fly tipping offences.

The deployment of CCTV cameras has allowed the team to proactively target fly tippers by undertaking extensive surveillance of fly tipping hotspots and subsequently identifying and prosecuting offenders. However, as most fly tipping offences involve the use of a vehicle a successful prosecution depends on the ability to identify the registered keeper of the vehicle. Unfortunately, a number of vehicles caught on camera have not registered the vehicle keeper details with the DVLA and therefore it is not always possible to identify the offender. Such cases are referred to the Police and details are placed to the Police Automatic Number Plate Recognition (ANPR) system for further action.

In addition, for “low level fly tipping” typically involving a vehicle dumping a car boot or less of domestic waste, a £400 fly tipping fixed penalty notice will be issued as opposed to a prosecution. However, for serious fly tipping offences e.g. more than a car boot load of waste or commercial waste, the policy is to prosecute for the offence.

There has been a significant increase in prosecutions since January 2016 compared with previous years. For example, in 2015 there were only 7 prosecutions for waste offences. This included four prosecutions for littering.

Number of Prosecutions since 1st January 2016 to date:

| Offence | Number of Prosecutions |
|-------------------------|-------------------------------|
| Fly tipping | 23 |
| Non compliance with CPN | 8 |
| Duty of Care | 3 |
| Dog Fouling | 2 |
| Total | 36 |

Total fines = £42,905

Total Costs = £16,560

Note – All fines are paid to the Ministry of Justice, however the Council receives the costs.

2.25 **Parking Services/Wardens**

Improvements to information about parking on the Council's website – we are currently reviewing and updating the Parking Services-related content on the Bradford Council website in order to make the site more user friendly to the public, with all the relevant information in one place in plain English. Car park information has been set up in constituency areas with additional information included such as the number of spaces.

- 2.26 Cashless parking introduced in mid-August 2017 – this will enable customers to pay for on- and off-street parking using their mobile phone and debit/credit card. Customers download an app or registered users can text. There is no cost to the Council for this service. The customer will be charged 6p for parking charges under £4.00 and 12p if they pay over £4.00. If the customer wants to extend their stay it will cost them 12p on top of the additional parking charge. It is a more convenient method of payment for customers as they can extend their stay without returning to their car and they obviously don't need to have cash to park.
- 2.27 Permit applications on line started on 29th August 2017 – the web site has been improved to update the permit pages and customers are being encouraged to go on line to apply for or to renew a permit. Specific information is provided about what is required for different permit applications, reducing the need for further contact. The site is user-friendly and an acknowledgement of receipt of the application is sent immediately to the customer. The customer is notified via email if the application has been approved, but if the application is rejected the reason is stated including the additional information that is required.
- 2.28 Smart phone technology to issue Penalty Charge Notices (PCNs) started in July 2017 - the wardens have an application on their Smart phones to issue PCNs. The new software also provides real time data so that any PCNs issued are immediately recognised on the system so the customer can pay or appeal immediately. The new technology enables the wardens to issue PCNs more easily and quickly and reduces the amount of equipment they need to carry. The new technology also results in fewer errors, as the warden scans the car registration rather than manually inputting it.

- 2.29 Response Master Self-serve – specialist correspondence software to provide drivers contesting parking fines with prompt and clear responses to appeals was introduced a few years ago. This automated software solution delivers greater consistency and accuracy and has recently been extended with a self-serve option for the public. This new self-serve platform allows drivers to informally test the appeal they are thinking of submitting, as they can find out more about the contravention code and the reason the PCN was issued to determine whether their appeal is likely to be successful. This has created increased back office efficiencies as the time spent answering phone calls from frustrated members of the public has fallen, the number of appeals has reduced as customers choose not to challenge the PCN after getting advice from self-serve and when appeals are submitted the reasons for the appeal are clearer and more relevant.
- 2.30 Systems and Information Officer Post – the back office function in Parking Services is increasingly automated and reliant on a variety of systems/software. As officers have reduced their hours, it has enabled us to create this new post to support the team in all systems - and information - aspects of their work. The post holder will also be responsible for keeping abreast of new technological developments to ensure that we take advantage of systems that improve our efficiency and the customer experience.
- 2.31 Blue badge - Council Wardens work with the Corporate Fraud Unit to tackle the misuse and abuse of the Disabled Persons (Blue Badge) Parking Scheme, making a difference to over 16,000 disabled badge holders. Blue badge misuse is when a blue badge is used to gain free parking without the badge holder being present or when the badge has been stolen, forged or is for a deceased person. In 2016/17, 175 referrals were made by Council Wardens, 35 of which resulted in the offender being prosecuted. This work helps reduce the number of repeat offenders and creates access to key parking spaces close to important amenities. Council Wardens in the city centre have been put forward, with other Council services, for the Sovereign Health Care Awards owing to their involvement in this work.
- 2.32 Apprentices - 10 apprentice posts, Neighbourhood and Customer Services Support Officers, are being advertised in the Service with a closing date of 18th September 2017. This apprenticeship covers three different roles: Council Wardens, Customer Services Officer and Environmental Enforcement Officer. The apprentices will be on fixed term contracts working for six months in each of the afore-mentioned areas.
- 2.33 Radios – a survey of the district is being undertaken to identify where radio transmitters may need to be placed to optimise radio coverage.
- 2.34 Body cameras - the Police, other agencies and other councils are increasingly recognising the deterrent effect of body cameras in relation to issues of violence and aggression. Body cameras also provide reassurance to staff and the public. Evidence of fly tipping captured on body cameras has been used for prosecution. Body cameras have been purchased for all Council Wardens and they are expected to wear these all the time when they are on duty.
- 2.35 Litter enforcement contract – like many local authorities Bradford Council has procured the services of a company, 3GS, to enforce littering and dog control

offences. From 17th July, eight Enforcement Officers have been issuing Fixed Penalty Notices (FPNs) to people who drop litter, urinate, spit and for Dog Control Order offences. They are working seven days a week on a shift system, predominantly in Bradford City Centre but they will also be able to cover other urban centres. The Enforcement Officers also spend significant time informing and educating offenders about their behaviour and the impact it has. They provide a total solution from the issue of the FPN to receiving and chasing payment, including the preparation of the prosecution file. The payment for a FPN will be £80 as the early payment option has been removed.

The contract is cost neutral to the Council and some of the money paid in fines by the offenders will be reinvested in cleansing services in the district, meaning that those who drop the litter will be paying for it to be picked up. The company does not offer incentives for the issuing of FPNs and the Enforcement Officers dedicate two hours every month to work on community-based projects and this is paid for by 3GS.

2.36 Publicity and Marketing

Neighbourhood Services are currently in discussions with The Keep Britain Tidy and the councils Marketing unit with regards a hard hitting and sustained anti-litter/fly tipping and dog fouling campaign. The programme of campaigns throughout 2017/2018 will focus on different themes. The timetable is yet to be finalised but it is intended that the first campaign will begin in September with regards chewing gum litter. This is a significant problem within the Bradford District. It is very costly and time consuming to remove and removal it in itself can cause damage to some surfaces such as tarmac.

Bradford Council will take part in a national campaign organised by the Chewing Gum Action Group (CGAG). The group is chaired by Defra and brings together representatives from the gum industry, the various regional “tidy” groups and the Chartered Institute of Waste Management. The purpose of the campaign is to raise awareness of the issue of discarded gum, to change behaviours and to ultimately reduce littered gum.

It will promote the following messages;

- Put your gum in a bin – a tangible way you can do your bit to show you care about where you live.
- It’s your responsibility to do the right thing
- People who irresponsibly dispose of their gum can be fined up to £80 on-the-spot

This is a good time for the Council to be involved. The new enforcement team have already fined people for discarding gum and the campaign will explain that discarded chewing gum is litter.

Initially the campaign will be started in Bradford town centre with a launch on the 5th October and then be rolled out to Keighley and other centres.

The campaign, using social media posts on Bradford Council's Twitter and Facebook pages, as well as send out a Stay Connected e-newsletter to all waste and recycling subscribers (approximately 9,500 subscribers).

Monitoring and evaluation will be carried out during and after the campaign. We will be assisted in this by the Keep Britain Tidy Group.

- 2.37 Following on from this campaign car litter will then be targeted. 'We're Watching You Signs' will be erected at strategic locations of the district to raise awareness and remind car owners of their responsibilities and that they will be fined for littering. More details will be provided of forthcoming campaigns in future reports.



The press office will also be involved in promoting maximum publicity for all campaigns together with any fines / prosecutions for offences to effectively manage behaviour change moving forward.

2.38 Operational issues (Street Cleansing)

Solar powered Smart Bins

Currently there are 18 solar-powered Big Belly bins deployed in Keighley. The locations for some bins have changed based on study of data from the online monitoring system for these bins; the current locations are shown below:

| | |
|--------------------------|--------------------------------|
| Ilkley Park | Next to Information Board |
| Ilkley Park | Next to Play Ground |
| Airedale Shopping Centre | Outside Greggs |
| Bow Street | Outside The Works (FP) |
| Bradford Rd | Outside Train Station |
| Cavendish Street | Outside Tea Rooms |
| Airedale Shopping Centre | Outside Entertainment Exchange |
| Low Street | Outside Keighley Market |
| Low St | Outside Subway |

| | |
|-----------------------|------------------------------------|
| Oakworth | Outside Coop |
| Market Place | Church Green |
| Keighley Square | In pedestrian area |
| Hanover Street | Outside Airedale entrance |
| North Street | Outside Mango's |
| Oakworth Road | Outside Oxford taxis |
| Black Hill Lane | Keighley Tarn west |
| Black Hill Lane | Keighley Tarn east |
| A650 Aire Valley Road | Marley area Northwest bound lay by |

The efficiency of a Big Belly bin is derived from reducing the need to empty the bin as often, but also by removing the need for a driver to visit a bin to check if it needs emptying. Optimum locations for these bins are where there is high usage of several bins where installation of one or more Big Belly bins would reduce the overall number of regular litter bins and also reduce the frequency of emptying the bins.

Big Belly litter bins can compact the rubbish they hold which increases capacity to between 600 litres and 800 litres of rubbish, which is six to eight times more than the capacity of the litter standard bin. They have a solar panel on the top which powers a 12V battery that is constantly on trickle-charge; requiring only eight hours of *daylight*, not *sunlight*. Having this smart infrastructure significantly reduces the number of staff hours required servicing bins and the bins have an integrated sim card and online telemetry management system that notifies the Council when it needs emptying by sending an email to management or a driver via a PC or smartphone. This means that only the bins that are approaching capacity will be emptied on any given day. In turn, this frees up valuable staff resources to enable the Council to create a cleaner environment for its residents and tourists with particular emphasis on attention to detail.

There are plans to trial some sensors inside existing litter bins with an eye to understanding if further efficiencies can be derived from placement of sensors in remote locations to reduce any unnecessary journeys to empty.

2.39 Litter Bin Survey

Over the past few months an audit has been carried out on all the litter bins in the district. The Clean Team Drivers have collected the data by using their Smart Phones. The data has then been uploaded to an online GIS layer which allows the user to view not only locations of bins, but pictures of the bin too. This piece of work is still on-going. There is a Data cleansing exercise to check locations and remove any duplication and once all this is completed the layer will be made available to staff in each Area Coordinators office and to local Councillors via the Intranet. The current number of litter bins prior to data cleansing checks in Keighley is 571.

2.40 **Mechanical Sweeper Routing**

The primary purpose of the Mechanical sweeping operation is to remove detritus (silt/mud), which if not tackled can lead to blocked gullies, unsafe roads and pavements, and accelerated weed growth. The routing exercise has required the development of a huge database of street-based information that allows the routing software to understand the requirements of the service. The eventual outcome will be electronically held routes that have been optimised to reduce any inefficiency in the existing service. These routes will allow a nominal frequency to be stated for each street in the district, though the undertaking of that frequency will still be subject to adverse weather and service-stand-downs.

The project has reached a stage where a set of routes for the large road sweepers will be ready for testing by October. The project will then move on to the routing of the small sweepers which will be more complex but it is the intention new routes will be trialled for these machines. Members can have an input into the new routes if they so wish. It is anticipated that routes will need to be amended over the next year will be easily modified electronically.

Over the summer weed spray units have been fitted on the back of five mechanical sweeper units are currently being trialled. It is hoped the trial will prove successful and there maybe potential efficiency savings in the current weed spraying operation.

2.41 **Prescriptive Working**

Prescriptive working has been introduced in to several wards as part of the introduction of 30 hour contracts for all new starters on Clean Teams. Effectively it was a way of ensuring that the reduction in hours for staff did not see a significant reduction in cleansing standards. By creating specific expectations on which streets will be treated as a priority and even detailing the route that will be taken, the Service would then see the requisite focus on the designated gateways on a daily basis even if there were staff shortages, and that the rest of the ward would be covered as best it can be in the unallocated time that remained after the prescriptive working was carried out.

There are four wards where a prescriptive work plan has been introduced as part of this project with a fifth one in progress at the moment of which Keighley East is one of them.

These plans will be unique to each ward and based on incoming intelligence and initial ground work undertaken by officers. They will be mostly prescriptive, allow ward members to have an input into the plans and can be adapted to changing requirements or circumstances. The new prescriptive working pattern in Keighley East has generally worked very well with improvements in standards visually, as well as reductions in complaints and positive feedback from individuals active in the community.

Developing the prescriptive plans is very detailed work and requires significant officer time to carry out properly. It is anticipated that this project could take 18 months to roll out district wide.

2.42 **Service Requests (Appendix 1)**

There is a positive story for the Keighley Constituency in terms of general street cleansing performance with a drop in service requests for the period April to July 2017 when compared to the same period last year. However, it has to be reflected that overall requests for service are low and the statistics are more useful for managers to indicate when something is drastically out of control. To put these requests for service in to perspective, this is equivalent to 1.21 requests per day over the whole constituency.

Looking at detailed the service requests in **Appendix1** the two notable changes are:

- a significant reduction in Dog Fouling reports in Keighley West (from 14 last year to 1 this year)
- a big fall in contact about Litter reports in Keighley Central (from 31 last year to 21 this year)

Improvements in Keighley Central may be due to the filling of vacancies by recruiting part-time staff during Autumn 2016.

As with the Street Cleansing Requests for Service, the Fly Tipping reports have fallen in the Keighley Constituency. The figure of 250 during these four months equates to 2.05 reports per day within the Constituency.

The two most notable changes are:

- a fall of 23 cases in Keighley Central
- a fall of 30 cases in Worth Valley

Possible causes for the improvements in Keighley Central maybe due to the filling of vacancies by recruiting part-time staff during autumn 2016. This recruitment also created a new part-time team within Keighley East; allowing for transfer of resources to the Keighley West/Worth valley Clean Team which again maybe the cause for the improvements in fly tipping.

2.43 **Performance – Street Cleansing (Appendix 2)**

The service conducts regular surveys of each Ward to establish a local snapshot of environmental indicators for performance management purposes. The grading methodology is derived from the former Best Value National Performance Indicator - NI 195 indicator and the sample selection process has been adapted to specifically suit Ward based surveying.

In each Ward approximately six to eight priority streets are graded every month. These are areas of high pedestrian footfall, main roads or retail areas.

In addition the monitoring officer will select a further seven to nine streets to include in the survey.

Grades for litter and detritus are awarded as follows:

- A None present
- B+ Almost clear
- B Some present but not below acceptable standard
- B- Part of street falls below an acceptable standard (half-fail)
- C Street falls below acceptable standard
- C- Very poor condition
- D Street is completely affected

Appendix 2 shows the number of streets failing on Litter monitoring has fallen markedly within the Keighley Constituency. Streets in three of the wards have an excellent history of not failing at all on Litter; however the previous two worst wards have seen big drops in the number of streets failing. Both these wards have seen vacancies filled in autumn 2016 and this result mirrors the improvements seen in Street Cleansing complaints too. Keighley East has the new Prescriptive working methodology.

The tables also show that Detritus scores for the Keighley Constituency have deteriorated by 0.7% points which is fairly insignificant. With many roads in this area being classed as rural, there is an expectation that detritus will be higher, mainly caused by surface wash-off from nearby hills or fields. Officers will continue to monitor this.

3.0 OTHER CONSIDERATIONS

3.1 Proposals for Area Committee decision-making

- 3.1.1 There are a number of factors to take into account when considering how to deploy resources at an Area level. For example, the Council policy on parking enforcement (as set out in Bradford Council's application to Central Government when taking on responsibility for the function) is based on national statutory guidance. The policy expects a consistent, fair and transparent approach within the district to parking enforcement. With effect from 23rd January 2012 the civil enforcement function passed from Civil Enforcement Officers employed by Parking Services to Council Wardens. Council Wardens are now the Council's designated Civil Enforcement Officers. As such, Council Wardens are expected to deal with all cars parked in contravention in accordance with the district policy. This means that Council Wardens need to have a regular presence in parking hotspots and deal with any cars they find parked in contravention. Statutory guidance clearly states that discretion is a back-office function and it is therefore not the decision of a Council Warden as to whether they deal with a car parked in contravention. The Council Warden has to issue a PCN and this can be appealed by the customer.

3.1.2 In terms of the deployment of Council Wardens, the Area Committee may wish to consider the range of functions the Warden has to carry out and the risks associated with not balancing these. For example, if Council Wardens are not deployed to parking hotspot areas there is a likelihood of increased contraventions, safety and congestion implications, complaints and reduced income. Similarly, if Council Wardens do not deal with environmental issues there will be an effect on the visual amenity and the likelihood of an increase in complaints and anti-social behaviour.

3.1.3 In terms of Street Cleansing members are able to have influence and decide where staff and resources are deployed, the new routing patterns and the forthcoming prescriptive cleansing work plans.

3.2 **Parking**

3.2.1 Cashless parking – this Service will be introduced this financial year and will enable customers to pay for on- and off-street parking using their mobile phone and debit/credit card. The service will be available 24 hours per day, 7 days a week.

4.0 **FINANCIAL AND RESOURCE APPRAISAL**

4.1 The Council Warden Service budget

The total Council Warden budget for the 76 Council Wardens (including 3 Area Operations Managers) has been set at £2,166,600 for the financial year 2017/18.

| Area Team | Number of posts | Budget (£) 2017/18 |
|--------------------------|-----------------|--------------------|
| City Centre Team | 22 | 697,300 |
| Bradford East | 12 | 314,300 |
| Bradford South | 10 | 262,400 |
| Bradford West | 12 | 314,400 |
| Keighley | 9 | 236,400 |
| Shipley | 8 | 210,500 |
| Area Operations Managers | 3 | 131,300 |
| TOTAL | 76 | 2,166,600 |

4.2 **Street Cleansing**

The Keighley Street Cleansing front line operation has 25 staff, 3.5 Mechanical Sweepers (1 shared with Shipley) 5 large transit pick-ups with an overall budget of £824,200.

5.0 **RISK MANAGEMENT AND GOVERNANCE ISSUES**

5.1 The financial risks posed are limited by the nature of the expenditure delegated.

6.0 LEGAL APPRAISAL

6.1 No specific issues.

7.0 OTHER IMPLICATIONS

7.1 EQUALITY AND DIVERSITY

7.1.1 Area Committee decisions will need to be made in line with Equal Rights legislation. This will require Area Committees to assess the potential equality impact of any decisions they make.

7.2 SUSTAINABILITY IMPLICATIONS

7.2.1 Increased local decision-making has the potential to create more sustainable solutions to local issues.

7.3 GREENHOUSE GAS EMISSIONS IMPACTS

7.3.1 No specific issues.

7.4 COMMUNITY SAFETY IMPLICATIONS

7.4.1 Increased local decision making has the potential to improve community safety through more closely addressing local priorities.

7.5 HUMAN RIGHTS ACT

7.5.1 There are no Human Rights Act implications arising from this report.

7.6 TRADE UNION IMPLICATIONS

7.6.1 Trade unions are being consulted at levels 1, 2 and 3 on all changes to Street Cleansing and Warden services.

7.7 WARD AND WARD PLAN IMPLICATIONS

7.7.1 The information in this report is relevant to all Wards in Keighley. An increased level devolution of the services will allow the Area Committee to further address local priorities for those services.

8.0 NOT FOR PUBLICATION DOCUMENTS

8.1 There are no not for publication documents.

9.0 OPTIONS

9.1 As the Services have now been devolved, the Area Committee can decide how to shape the Service within the previously-mentioned parameters.

10.0 RECOMMENDATIONS

10.1 Keighley Area Committee notes and welcomes the information in this report.

11.0 APPENDICES

11.1 Appendix 1 Service Requests – Street Cleansing

11.2 Appendix 2 Performance Monitoring – Street Cleansing

12.0 BACKGROUND DOCUMENTS

12.1 Council Wardens, Document 'AY', Keighley Area Committee, 22 April 2015

12.2 Street Cleansing, Document 'I', Keighley Area Committee, 17 September 2015

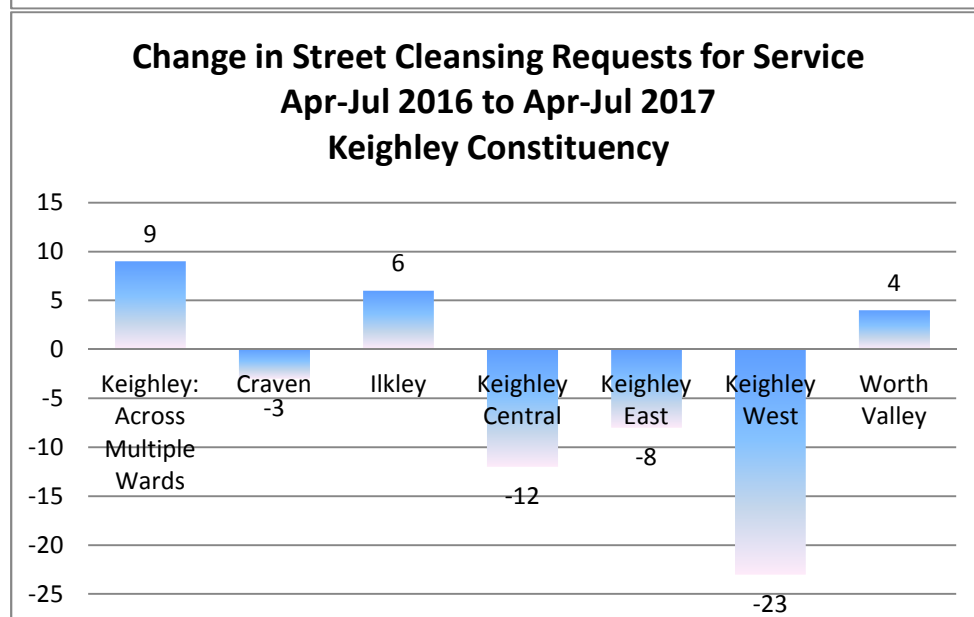
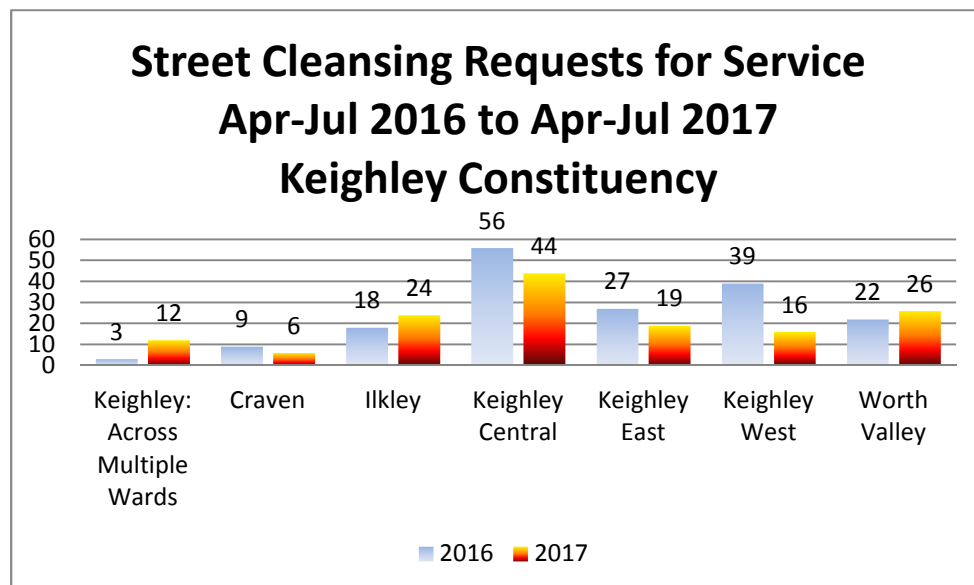
12.3 People Can Make a Difference - Campaign to promote and encourage strong and active communities, Document 'S', Keighley Area Committee, 3 December 2015.

12.4 Keighley Area Ward Plans 2015-16 Update, Document 'AF', Keighley Area Committee, 14 April 2016.

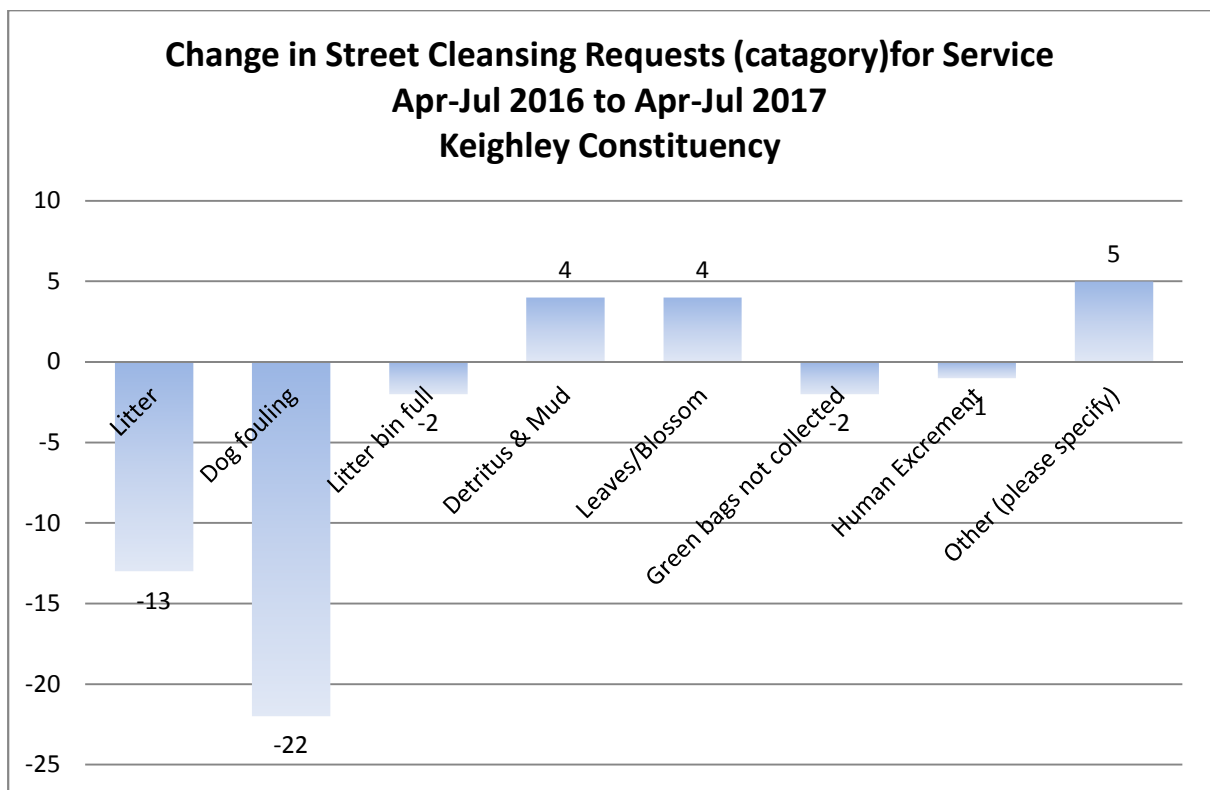
12.5 Cleaner and greener streets and neighbourhoods in Keighley - devolution to Area Committee, Document 'D', Keighley Area Committee, 30 June 2016

Service Requests

| Area | Apr-Jul | Apr-Jul | Change |
|---------------------------------|------------|------------|------------|
| | 2016 | 2017 | |
| Keighley: Across Multiple Wards | 3 | 12 | 9 |
| Keighley: Craven | 9 | 6 | -3 |
| Keighley: Ilkley | 18 | 24 | 6 |
| Keighley: Keighley Central | 56 | 44 | -12 |
| Keighley: Keighley East | 27 | 19 | -8 |
| Keighley: Keighley West | 39 | 16 | -23 |
| Keighley: Worth Valley | 22 | 26 | 4 |
| Total | 174 | 147 | -27 |

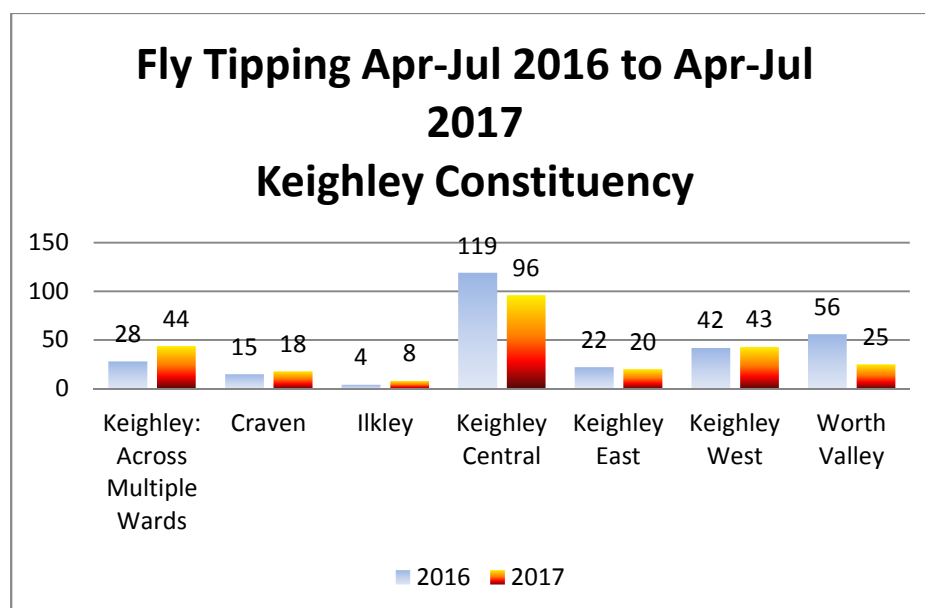
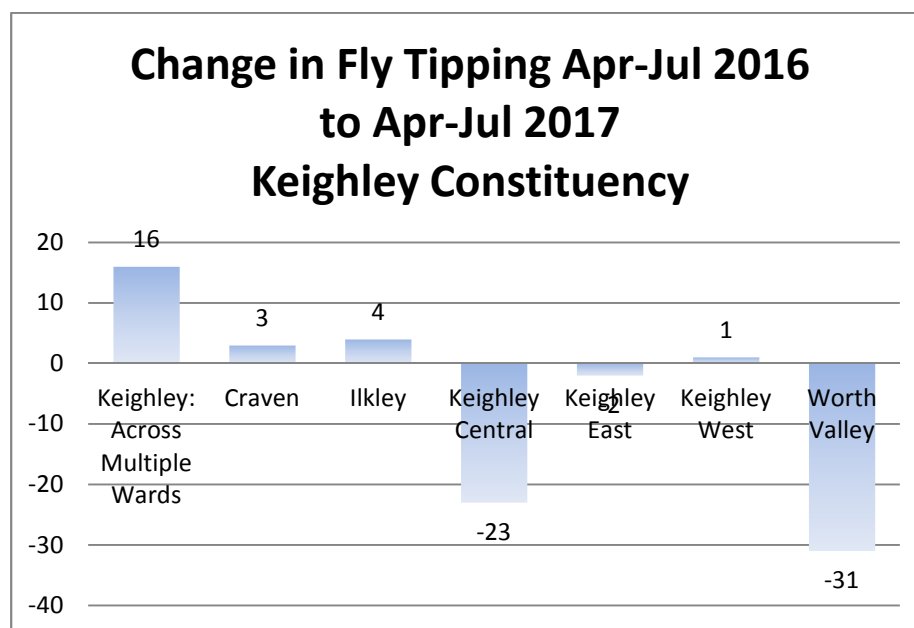


| | Apr-Jul | | Change |
|--------------------------|------------|------------|------------|
| | 2016 | 2017 | |
| Litter | 57 | 44 | -13 |
| Dog fouling | 37 | 15 | -22 |
| Litter bin full | 13 | 11 | -2 |
| Detritus & Mud | 12 | 16 | 4 |
| Leaves/Blossom | 8 | 12 | 4 |
| Green bags not collected | 2 | 0 | -2 |
| Human Excrement | 1 | 0 | -1 |
| Other (please specify) | 44 | 49 | 5 |
| TOTAL | 174 | 147 | -27 |



Fly Tipping Reports

| Ward | Apr-Jul | | Change |
|---------------------------------|------------|------------|------------|
| | 2016 | 2017 | |
| Keighley: Across Multiple Wards | 24 | 40 | 16 |
| Keighley: Craven | 15 | 18 | 3 |
| Keighley: Ilkley | 4 | 8 | 4 |
| Keighley: Keighley Central | 119 | 96 | -23 |
| Keighley: Keighley East | 22 | 20 | -2 |
| Keighley: Keighley West | 42 | 43 | 1 |
| Keighley: Worth Valley | 55 | 25 | -30 |
| Total | 281 | 250 | -31 |

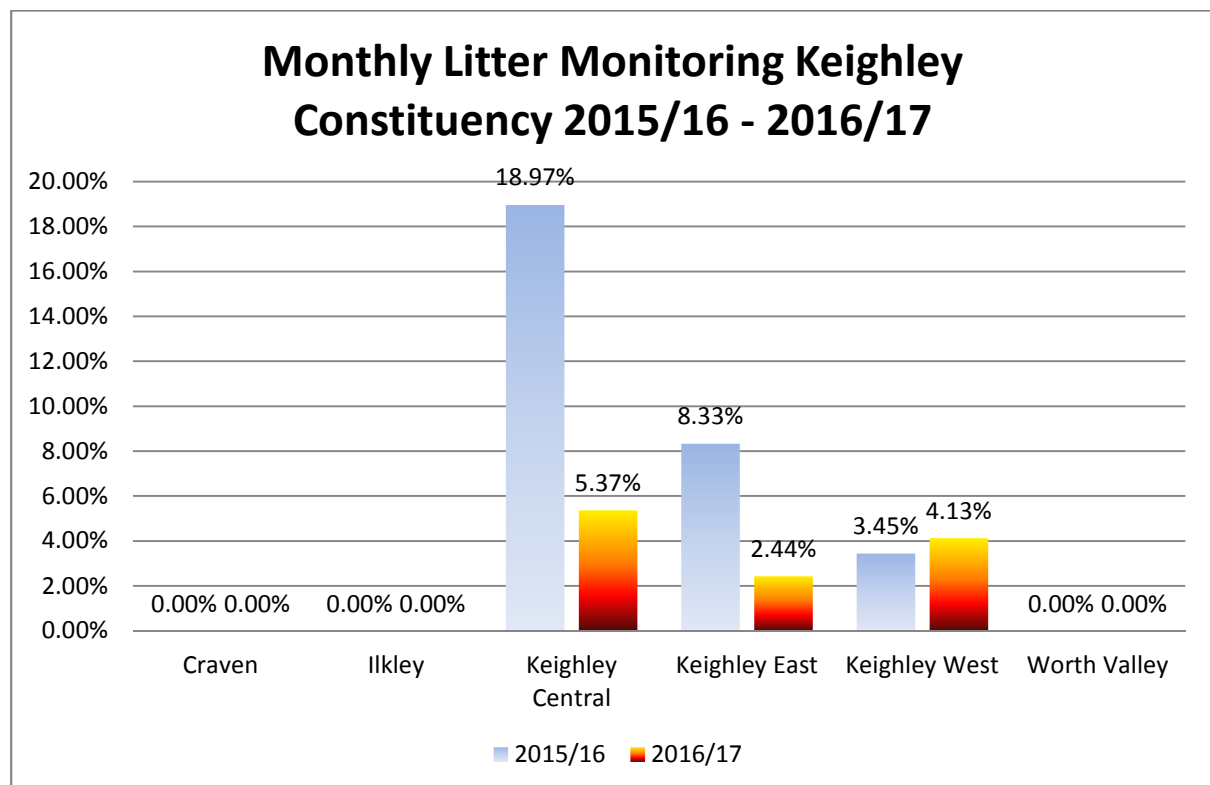


Monthly Monitoring 2015/16 to 2016/17

Keighley Constituency

Litter - % of streets failing to reach an acceptable standard

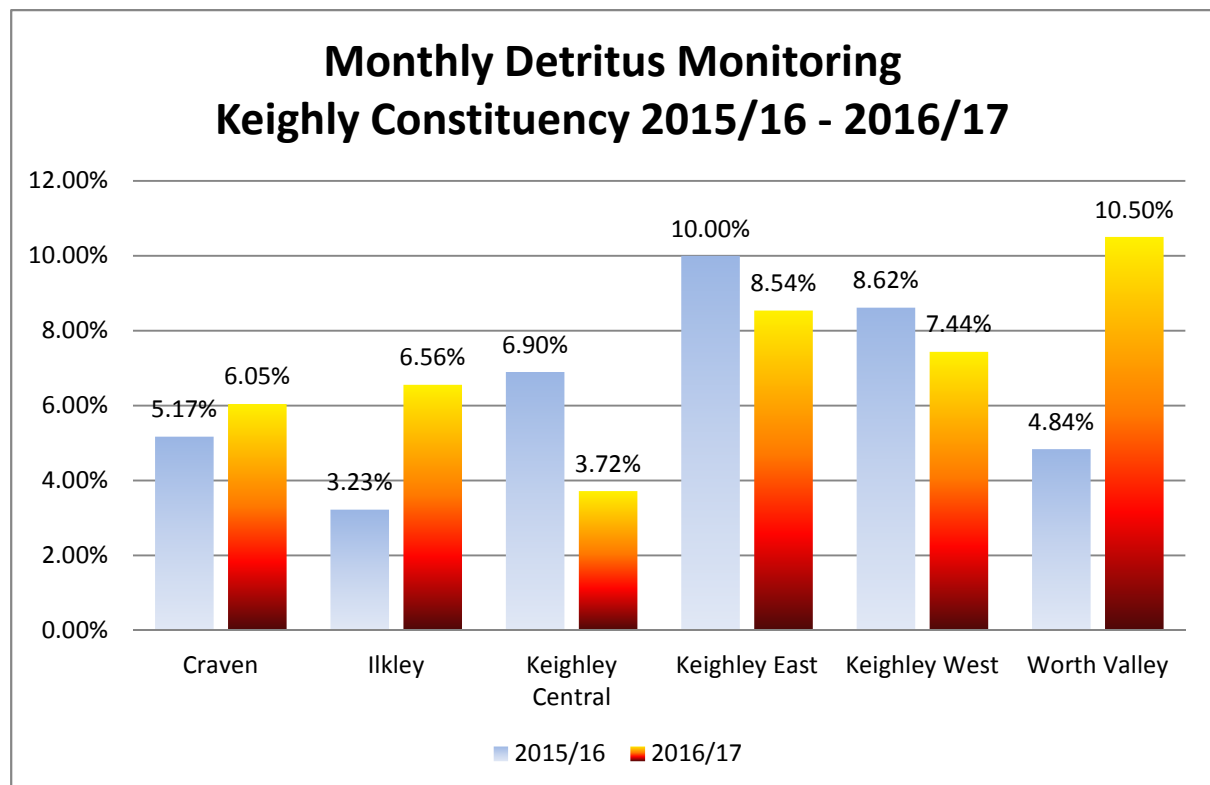
| Ward | 2015/16 | 2016/17 |
|----------------------|--------------|--------------|
| Craven | 0.00% | 0.00% |
| Ilkley | 0.00% | 0.00% |
| Keighley Central | 18.97% | 5.37% |
| Keighley East | 8.33% | 2.44% |
| Keighley West | 3.45% | 4.13% |
| Worth Valley | 0.00% | 0.00% |
| Keighley Area | 5.03% | 1.99% |



The number of streets failing on Litter monitoring has fallen markedly within the Keighley Constituency. Streets in three of the wards have an excellent history of not failing at all on Litter; however the previous two worst wards have seen big drops in the number of streets failing. Both these wards have seen vacancies filled in autumn 2016 and this result mirrors the improvements seen in Street Cleansing complaints too.

Detritus - % of streets failing to reach an acceptable standard

| Ward | 2015/16 | 2016/17 |
|----------------------|--------------|--------------|
| Craven | 5.17% | 6.05% |
| Ilkley | 3.23% | 6.56% |
| Keighley Central | 6.90% | 3.72% |
| Keighley East | 10.00% | 8.54% |
| Keighley West | 8.62% | 7.44% |
| Worth Valley | 4.84% | 10.50% |
| Keighley Area | 6.42% | 7.12% |



The Detritus scores for the Keighley Constituency have deteriorated by 0.7% points which is fairly insignificant. With many roads in this area being classed as rural, there is an expectation that detritus will be higher, mainly caused by surface wash-off from nearby hills or fields.