

ENVIRONMENTAL ENFORCEMENT STRATEGY

Neighbourhood & Customer Services

Environmental Enforcement Team

December 2017

1. Introduction

- 1.1 Bradford Metropolitan District Council is committed to maintaining a clean and safe environment for the benefit of everyone in the District. This commitment recognises our responsibility to keep the streets and local environment clear of litter, fly tipping and deal with other local environmental quality issues. The presence of dumped waste, litter, dog fouling, graffiti and other environmental crime detracts from the image of the District and can have an adverse impact on inward investment, as well as being a potential health and safety issue and contributing to perceptions and fear of crime.
- 1.2 This document highlights the Council's statutory responsibility to maintain a clean environment for all, but recognises that this cannot be achieved without the citizens of Bradford District taking personal responsibility for their actions.
- 1.3 The Bradford Council Plan 2016-2020 sets out how the Council will work with others to contribute to priorities set out in the Bradford District Plan.
- 1.4 The Council's corporate priorities are:
 - Better skills, more good jobs and a growing economy;
 - Decent homes that people can afford to live in;
 - A great start and good schools for all our children;
 - Better health, better lives;
 - A well run council, using all our resources to deliver our priorities and
 - Safe, clean and active communities.
- 1.5 The District Plan recognises that looking after the environment, helping to keep places where we live and work clean and safe and reducing waste will make Bradford a better place. It is generally acknowledged that a clean and safe environment will promote a positive image and make the District more attractive to businesses, investors and residents.
- 1.6 Staff in Neighbourhood and Customer Services provide the enforcement function as well as an environmental response service to deal with fly tipping, litter and other environmental problems. They work closely with other services such as Waste Management, Highways, Parks and Landscapes and Planning to maintain a high standard of street cleanliness and a fast response to environmental incidents.

2. Aim of Strategy

- 2.1 To support the Council's District Plan, Neighbourhood and Customer Services is committed to making Bradford cleaner and safer for those who live, work and visit the District.

2.2 This Strategy will help us achieve our objective by providing the framework to:

- Raise awareness of effective waste management, litter control and dog control and other local environmental quality issues across the District;
- Educate residents, businesses and visitors about their relevant duties and responsibilities in terms of effective waste management, litter control, dog control, and other local environmental quality issues and what constitutes an offence and
- Undertake any enforcement action as necessary in a reasonable, equitable and proportionate manner.

3. Scope of Strategy

3.1 The scope of this document covers waste and local environmental quality issues experienced across the District on both public and private land.

3.2 All of the issues highlighted in this Strategy are of great importance to maintaining a clean and safe environment. We seek however to prioritise work on certain issues in order to approach enforcement work in a structured way, targeting the most prevalent issues affecting Bradford's environment. In particular, the current priority areas are:

- Fly tipping and illegal dumping of waste on public and private land;
- Accumulations of rubbish in gardens
- Litter on streets, other highways and private land;
- Ensuring compliance with the Duty of Care with respect to commercial and household waste and
- Irresponsible dog ownership.

3.3 It is the responsibility of every business and individual to comply with the law and it is recognised that most want to do so. Council Wardens and the Environmental Enforcement Team are responsible for providing help and assistance for this purpose and for taking action against those who do not meet their responsibilities. The purpose of this Strategy is to explain how the Environmental Enforcement Team, Council Wardens and other partner services will fulfil this role.

4. Bradford Council's approach to Environmental Enforcement

4.1 Bradford Council adopted the Enforcement Concordat in 1998 which states that good enforcement practice should have clear standards, be carried out in an open, helpful manner, have a proportionate and consistent approach and deal effectively with complaints about service. This approach will ensure that:

- We are fair and equitable in the way we carry out enforcement;
- We assist businesses and others in meeting their legal obligations;

- We focus on prevention rather than cure;
- We take firm action against those that flout the law and
- Our actions are comparable and similar to other local authorities.

4.2 Along with all other local authorities in England, Bradford Council has extended powers to enable enforcement of legislation intended to protect both the individual and the community as a whole. The enforcement function plays a vital role in maintaining a clean and safe environment by providing information and advice to individuals regarding the law, regulations and duties. It also, as a last resort, takes enforcement action to challenge anti-social behaviour and to ensure that those individuals and/or businesses that spoil the environment for others are made accountable for their actions.

4.3 This document sets out how we will use these powers to ensure an effective, consistent and clear approach to tackle environmental issues.

5. Levels of Enforcement action

5.1 In line with the Enforcement Concordat, a process of escalation will be used until compliance is reached, starting at the lowest appropriate level. Exceptions would include, but not be limited to, instances where there is a serious risk to public safety, animals or the environment or the offences have been committed deliberately or negligently, involve deception, are repeat offences or where there is significant economic detriment. Examples of the main types of action that can be considered are shown below:

5.2 Informal

- No action
- Information, advice and guidance
- Verbal warnings
- Written warnings

5.3 Formal

- Fixed Penalty Notices
- Formal Notice
- Caution
- Prosecution

5.4 In assessing what enforcement action is necessary and proportionate, consideration will be given to such relevant considerations as arise in each individual case. These considerations could include, among other things:

- The seriousness of non-compliance/ failure;

- The individual's or business's past performance and its current practice;
- The risks being managed;
- Legal, official or professional guidance and
- Local priorities of the Council.

5.6 No Action

5.7 In certain circumstances, contraventions of the law may not warrant any action. This can be where the breach is of a very minor nature with inconsequential risk, the cost of compliance to the offender outweighs the detrimental impact of the contravention, or the cost of the required enforcement action to the Council outweighs the detrimental impact of the contravention on the community. A decision of no action may also be taken where formal enforcement is inappropriate in the circumstances, which may include instances where a trader has ceased to trade, or the offender is elderly, frail or seriously ill and formal action would seriously damage their wellbeing. In such cases we will advise the offender of the reasons for taking no action and will always educate and ensure residents and businesses are aware of what measures to take to ensure there is no recurrence of offences.

5.8 Informal Action and Advice

5.9 For minor breaches of the law, verbal or written advice may be given. Any contraventions of the law will be clearly identified and advice given on how to put them right, including a deadline by which this must be done. The time allowed will be reasonable, and take into account the seriousness of the contravention and the implications of the non-compliance.

5.10 Warning

5.11 If there has been a minor incident where the law has been broken, it may be decided that the most appropriate course of action is to issue the offender with a verbal and/or written warning. Previous warnings will be taken into account when considering taking formal action.

5.12 A written warning will:

- clearly state the nature of the problem and suggest either specific remedies or a standard to achieve;
- state the actions which may follow if matters do not improve;
- designate a named officer as a point of contact;
- clearly distinguish between legal requirements and desirable standards;
- indicate any follow up action e.g. a revisit in 14 days, offer to work with the person(s) responsible in finding a solution if appropriate and
- be firm, business like, unambiguous, polite and helpful.

5.13 Fixed Penalty Notices

- 5.14 Certain offences are subject to Fixed Penalty Notices (FPN). These will be issued when an authorised officer observes or has evidence that an offence has been committed. The FPN gives the alleged offender an opportunity to avoid prosecution by payment of the penalty. An FPN is therefore only issued where there is adequate evidence to support a prosecution if a notice is not paid. There is no obligation for the Council to offer an appeals process to someone that might want to dispute a FPN – a plea of not guilty will be assessed by the court. However, the Council does allow for representation to be made in writing. This is then considered by the Environmental Services & Enforcement Manager and once a decision has been made applicants will be notified in writing of the outcome. If the representation is upheld no further action will be taken. If the representation is rejected, the outstanding penalty amount needs to be paid within seven days of the date of the letter.
- 5.15 The efficient use of FPNs will improve the effectiveness of the enforcement process, resulting in officers being able to focus more detailed attention on more serious cases. The FPN must be paid within 14 working days of it being served. If the FPN is not paid a reminder letter will be issued requesting payment and setting out what action the Council intends to take. If the FPN is still not paid within 28 days, the case will be considered for prosecution in the Magistrates Court.
- 5.16 Bradford Council will retain any funds accrued from the serving of FPNs. Payments collected will be used to help offset the costs of the enforcement function by helping fund, for example, surveillance cameras, environmental improvements and relevant educational, operational, and publicity initiatives.

5.17 Formal Notice

- 5.18 Certain legislation allows notices to be served requiring offenders to take specific actions or cease certain activities. Notices may require activities to cease immediately where the circumstances relating to health, safety, environmental damage or nuisance demand. In other circumstances, the time allowed will be reasonable, and take into account the seriousness of the contravention and the implications of the non-compliance. All notices issued will include details of any applicable appeals procedures. Non-compliance with a Formal Notice will always be considered for prosecution. Certain types of notice allow works to be carried out in default. This means that if a notice is not complied with (a breach of the notice) any necessary works to satisfy the requirements of the notice may be carried out by the Council. Where the law allows, a charge may be levied against the

person/business served with the notice for any cost in carrying out the work. Works in default will only be carried out where there is a significant risk to public health. In the majority of cases non-compliance with a notice will result in prosecution. In the case of a breach of a Community Protection Notice (CPN), upon successful prosecution the Council will make an application for a Remedial Order which requires the defendant to undertake any necessary work as opposed to the Council doing the work and recharging the defendant. Breach of a Remedial Order can result in a significant fine and/or imprisonment.

5.19 Caution

5.20 A caution is an admission of guilt, but is not a form of sentence, nor is it a criminal conviction. For a simple caution to be issued a number of criteria must be satisfied:

- sufficient evidence must be available to prove the case;
- the offender must admit the offence;
- it must be in the public interest to use a simple caution and
- the offender must be 18 years or over.

5.21 If the offender commits a further offence, the caution may influence our decision to prosecute. If during the time the caution is in force the offender pleads guilty to, or is found guilty of, committing another offence anywhere in England and Wales, the caution may be cited in court and this may influence the severity of the sentence that the court imposes.

5.22 Prosecution

Where a decision to prosecute is made, this decision will be taken in accordance with the Code for Crown Prosecutors. This document details the public interest and evidential considerations when bringing proceedings. Legal advice will be sought where necessary. The Council will have regard to all relevant circumstances in assessing whether prosecution is appropriate and in the public interest.

5.23 All enforcement decisions and actions will be made with due regard to the provisions of:

- The Human Rights Act 1998
- The Crime and Disorder Act 1998
- Police and Criminal Evidence Act 1984
- Criminal Procedure and Investigations Act 1996
- Regulation of Investigatory Powers Act 2000
- Freedom of Information Act 2000
- Equalities Act 2010
- Equal rights and anti-discrimination legislation

- 5.24 If it is in the public interest and appropriate, information concerning non-compliance will be shared with other enforcement agencies. Where this takes place, we will ensure that the Data Protection Act 1998 and Human Rights Act 1998 are observed.
- 5.25 Enforcement actions are taken in line with Bradford Council's Enforcement Policy, which the Council adopted in 1998.
- 5.26 In addition, this Strategy reflects DEFRA guidance on the use of FPNs which highlights the need to ensure that if FPNs are issued they need to be within a framework where offenders will be prosecuted, should they choose not to pay a notice that has been offered to them. This will help to minimise risk and build credibility in the system.

6. Who decides what enforcement action is taken?

- 6.1 Decisions about the most appropriate enforcement action to be taken are based upon professional judgment, legal guidelines, statutory codes of practice and priorities set by the Council and/or Central Government. Where appropriate, decisions about enforcement will involve consultation between or approval from:
- Investigating Officer(s)
 - Senior managers
 - Council Solicitors
- 6.2 All enforcement-related decisions will only be taken by officers authorised under the Council's Scheme of Delegation.

7. Offences by juveniles

- 7.1 In law, a FPN can be issued to anyone over the age of 10. Bradford Council's duty under the Children Act 2004 requires that we discharge our functions with regard to the need to safeguard and uphold the welfare of children. With this in mind a FPN may be issued to 16 and 17 year olds in the same way as for adults. If 16 and 17 year olds cannot or will not pay the FPN they will be offered an opportunity to attend a litter awareness session.
- 7.2 This session will aim to educate young people of the environmental, social and economic impacts of littering. The session will also involve a restorative justice approach where offenders will experience the impact littering has on representatives from the local community. The session will be led by the Youth Service with assistance from the Restorative Justice Team. The Council does not intend to criminalise young people and will therefore not prosecute young people aged 16 and 17 years of age.

8. Environmental Enforcement Priorities – Implementing the Strategy

8.1 The Environmental Enforcement Team is responsible for exercising some of the powers under the following legislation in Bradford with regard to the general street environment:

- Environmental Protection Act 1990
- Clean Neighbourhoods and Environment Act 2005
- Refuse Disposal (Amenity) Act 1978
- Town and Country Planning Act 1990
- Anti-social Behaviour, Crime & Policing Act 2014
- Public Health Act 1936
- The Prevention of Damage by Pests Act 1949
- Police & Criminal Evidence Act 1984

8.2 The Clean Neighbourhoods and Environment Act 2005 (CNEA 2005) saw the introduction of new powers for local authorities to specifically help to tackle local environmental quality issues. The Act introduced effective powers and tools to deal with poor environmental quality and anti-social behaviour, such as litter, graffiti, waste and dog control and created enhanced previous powers to allow enforcement work to extend beyond public land onto adjacent private land when necessary.

8.3 New legislation such as the Anti-social Behaviour, Crime & Policing Act 2014 introduced Community Protection Warnings (CPWs) and Community Protection Notices (CPNs) as a mechanism to deal with a broad range of environmental problems. Since their introduction CPWs and CPNs have been used effectively to deal with problems such as rubbish in gardens and litter from businesses. Non-compliance with a CPN allows the Council to issue a FPN or prosecute and apply for a court order (Remedial Order) to ensure compliance.

8.4 More recently in 2016 the Environmental Protection Act 1990 was amended to introduce £400 FPNs for fly tipping as an alternative to prosecution. These FPNs have also proved to be an effective tool in dealing with small scale fly tipping.

9. Fly tipping and illegal dumping of waste on public and private land

9.1 The illegal dumping of waste (fly tipping) degrades the amenity of an area and often attracts further environmental crimes.

9.2 Waste dumped on private land presents particular problems for the state of the local environment. Uncontrolled waste disposal like this can also present great health and safety risks and attract other anti-social behaviour. The Council is not responsible for clearing up waste on

private land, but will use the relevant legislation to ensure that those dumping waste on private land are prosecuted and any clear up costs recovered from the offender. In some instances this may also apply to the owner of the land who may be liable for prosecution if they have allowed their land to be used for dumping.

10. Waste dumped on un-adopted back streets.

10.1 Some fly tipping hotspots are close to residential areas and sometimes 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 un-adopted back streets. The Council is not responsible for cleaning un-adopted back streets and the responsibility for this falls to residents. In such cases occupiers (not owners) of properties adjoining the un-adopted streets are legally responsible for the waste and this is difficult to enforce due to the large number of occupiers of some un-adopted back streets.

11. Methods currently used to tackle fly tipping.

12. Community responses – un-adopted streets

12.1 To deal with fly tipping on un-adopted streets 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.

12.2 Back street community clean ups are organised where residents, working alongside Wardens and Ward Officers, collect the rubbish and Street Cleansing 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 involving serving enforcement notices on all occupiers, arranging removal of the rubbish and recovering the costs from all the occupiers. This approach is not always popular as some residents feel that they are being victimised as they were not responsible for dumping the waste. An un-adopted back street procedure has been developed which formalises the approach taken by the Council.

13 Surveillance of fly tipping hotspots

13.1 The Environmental Enforcement Team will proactively undertake surveillance of fly tipping hotspots in order to catch offenders. The Team has access to 2 different types of cameras depending on the location and nature of the fly tipping. These are:

1. CCTV (networked) cameras – these are placed on lampposts and linked wirelessly to the Council's CCTV network and are managed by the CCTV team.
 2. Covert (hidden) cameras – these are designed to be used at locations where there is no CCTV connectivity for example rural locations, laybys, back streets.
- 13.2 The cameras are most effective where vehicles are involved in fly tipping, as the registered keeper of the vehicle can be identified and interviewed in relation to the offence. If waste is dumped from a vehicle the registered keeper can be held legally responsible for the fly tipping. The officers will interview suspects under the Police & Criminal Evidence Act 1984 to secure prosecutions against drivers and/or passengers of vehicles who are involved in the fly tipping.
- 13.3 Not all locations are suitable for the deployment of surveillance cameras and a procedure has been written that allows an assessment to be made as to whether surveillance cameras are suitable and appropriate.

14. Fixed Penalty Notices (FPNs) for fly tipping

- 14.1 New legislation was introduced in 2016 allowing Councils to issue FPNs for low level fly tipping as an alternative to prosecution. The Council's definition of "low level" fly tipping means where a car boot or less of domestic waste is fly tipped. In Bradford the Council set the fixed penalty fine at £400, payable within 15 days, and reduced to £300 if paid within 10 days. Anyone failing to pay a FPN for fly tipping will be prosecuted.

15. Fly tipping Prosecutions

- 15.1 Where more than a car boot load of waste is dumped or the waste is commercial or hazardous waste the Enforcement Team will prosecute offenders under the Environmental Protection Act 1990. Fly tipping is a criminal offence and anyone found guilty can be fined an unlimited fine or face up to 5 years imprisonment upon successful prosecution.

16. Seizure of vehicles for suspected waste crime

- 16.1 The Council has powers to seize a vehicle, trailer or mobile plant and their contents if it's believed it is being, has been or will be used to commit a waste crime such as fly tipping. Vehicles and their contents can be seized under the Control of Pollution (Amendment) Act 1989 or the Environmental Protection Act 1990.
- 16.2 The Council can only seize a vehicle if it suspects it is has:
- been used to illegally dump waste in a way that could cause pollution to the environment or harm to human health;
 - been driven by someone not registered as a waste carrier;

- been used at a site that's breaking the rules of an environmental permit;
- been used to transfer waste to someone not registered as a waste carrier.

16.3 Having decided a vehicle must be seized, the Council must inform the Chief Officer of Police. The Council must then ask the Police to stop the vehicle and must make sure the vehicle and its contents are stored securely until it's given back to the owner.

16.4 The Council also has power to destroy a vehicle, if it will "pollute the environment or be a risk to people's health". The Council does not need the owner's consent but must record the reason it was destroyed and inform the owner, the DVLA and local Chief Officer of Police.

17. Accumulation of rubbish in gardens and on private land

17.1 The Council receives large numbers of complaints about rubbish in gardens. New powers under the Anti-Social Behaviour (Crime & Policing) Act 2014 have allowed the Enforcement Team to serve Community Protection Notices (CPNs) to ensure householders and landowners keep their property clean and tidy and free of rubbish accumulations. Non-compliance with a CPN is a criminal offence and offenders can be issued with £100 FPN or prosecuted. Fines can be up to £5,000 for householders and £20,000 for businesses.

17.2 Where CPNs have not been complied with, the Team will prosecute offenders and apply for Remedial Orders (Court Orders) to ensure the notices are complied with and rubbish is cleared from the land or garden.

17.3 In addition to CPNs, the Enforcement Team uses a range of other legislation to ensure landowners are held responsible for any accumulations of rubbish on land.

18. Litter

18.1 It is illegal to drop litter. The Environmental Protection Act 1990 - Section 87 (as amended) states that an offence is committed if anything is dropped, thrown, left or deposited that causes defacement in any place open to the air that the public has access to with or without payment.

18.2 Litter is comprised mainly of synthetic materials often associated with smoking, eating and drinking. The Clean Neighbourhoods and Environment Act 2005 confirmed that cigarette butts and chewing gum are classified as litter.

18.3 Littering offences continue to be a significant problem across the Bradford District. Whilst Council Wardens have powers to issue littering fines their role is varied and includes parking enforcement, community

engagement, education and awareness-raising and high visibility patrolling. Due to the diverse nature of their role the enforcement of littering offences cannot always be prioritised, but is generally undertaken during specific days of action.

- 18.4 The Council can authorise “any person” to issue fixed penalty notices for a range of offences and, like many local authorities, Bradford Council has employed the services of a private contractor (known as 3GS) to enforce littering offences. These officers have also been authorised to enforce Dog Control Order offences.
- 18.5 A person found guilty of the litter offence may be fined up to level 4 on the standard scale (currently £2,500) in a Magistrates’ Court. Section 88 of the Environmental Protection Act 1990 allows an authorised officer of a litter authority to issue FPNs as an alternative to prosecution. 3GS has been authorised to issue FPNs of £80 for littering offences on behalf of the Council.

19. Litter from Businesses

- 19.1 Whilst traders cannot have control over their customers, the items they sell to them may often end up as litter. The Council aims to work in partnership with businesses to minimise the impact of litter from restaurants and shops. The Council has the power to issue Community Protection Notices to businesses that contribute on an on-going basis to a litter problem in an area. FPN powers may be used if the conditions of the notice are breached.

20. Ensuring compliance with the Duty of Care

- 20.1 Businesses are under a duty to ensure that their waste is stored, presented and disposed of in accordance with the waste Duty of Care. This Duty states that businesses must take all reasonable steps to keep waste secure prior to disposal. Businesses must be sure that their waste is transferred to a company licensed by the Environment Agency to take it and transport, recycle or dispose of it safely.
- 20.2 This transfer of waste must be officially recorded on a Waste Transfer Note. Businesses will receive a Waste Transfer Note from their authorised waste company and this record must be kept and stored by the business for two years.
- 20.3 Where businesses persistently fail to comply with the Duty of Care, the Council will take firm enforcement action by issuing statutory notices, FPNs and prosecuting where necessary.

21. Householder Duty of Care

- 21.1 Householders also have a duty to ensure that only a registered waste carrier removes household, garden or construction waste from their

property. They should also be able to provide documentary evidence (waste transfer note) upon request by an authorised officer. This is known as the householder Duty of Care.

- 21.2 The Council recognises that the public in general may not be aware of this legal duty and as such has publicised this requirement through social media, the press and in messages in Council Tax bills in order to educate the public.
- 21.3 Householders failing to comply with this duty will be prosecuted and if found guilty may be fined up to £5,000. However, the Council will continue to educate the public as part of its strategy to increase awareness about waste crime.
- 21.4 The Council provides a comprehensive waste collection service including recycling materials from residents, non-recyclable waste, commercial waste, bulky goods, green waste and white goods. These services enable residents and businesses to dispose of their waste safely and legally.

22. Dog Control

- 22.1 Bradford Council recognises the importance of creating a usable and enjoyable environment for all residents. Dog-related issues, such as fouling and dogs that are intimidating to users of public places and are uncontrolled, adversely affect the environment and the enjoyment of it. Dog fouling has been cited by residents as a significant environmental issue across parts of the District.
- 22.2 In order to tackle these issues Bradford Council has made the following Dog Control Orders (DCO):
- The Fouling of Land by Dogs Bradford Order 2011
 - The Dogs on Leads (BMDC) Order 2013
 - The Dogs on Leads by Direction (BMDC) Order 2013
 - The Dogs Exclusion (BMDC) Order 2013
- 22.3 Dog Control Orders make each of the following an offence in Bradford:
- Failing to pick up your dog fouling;
 - Failing to put a dog on a lead in a designated area;
 - Allowing your dog to enter an area from which they are excluded and
 - Failing to put your dog on a lead when asked to by an authorised officer.
- 22.4 Authorised officers will enforce the provisions of each DCO and issue £80 fixed penalty notices where they have evidence that an offence is committed. Where FPNs have not been paid, offenders may be

prosecuted and if found guilty can face a maximum fine of £1,000. Along with firm enforcement action, consideration will continue to be given to the variety of ways to increase awareness of the problem and educate dog owners.

23. Behaviour change through press and media

23.1 The Enforcement Team works closely with the Council Press Office to ensure 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, to hopefully affect behaviour change so that the public become more responsible about their waste and waste crime. The Council will continue to use its website, social media platforms and the press to raise awareness and encourage responsible behaviour in relation to the environment.

24. Awareness-raising and education

24.1 Awareness-raising and education are fundamental to the operation of any enforcement work. It is important that the community are listened to and provided with clear information on their responsibilities to enable them to comply with the law. We aim to carry out this element of enforcement by providing consistent advice and guidance about relevant duties and responsibilities through face-to-face operations, leaflets, Bradford Council's website, local press, specific campaigning and work alongside our partners and stakeholders.

24.2 Over and above the targeted awareness-raising and education work carried out by officers and partners, specific focused campaigns will be developed to highlight certain local environmental quality problems to a specific group or within a certain area. The Strategy will also support national and regional environmental quality campaigns.

24.3 Neighbourhood and Customer Services already undertake engagement with communities. Ward Officers are able to connect with various agencies, voluntary and statutory. Some fly tipping hotspots are close to residential areas and often the fly tipping is caused by local residents and businesses. Council Wardens continue to be deployed to undertake door knocking/days of action in these areas to talk to residents and businesses to educate them about the services that they can use to responsibly dispose of their waste. People are also encouraged to report fly tipping.

25 Partnership working

25.1 The success of this Strategy will depend upon effective partnership working. Key partners, outside of Neighbourhood and Customer Services, will include:

- Teams within Planning services, Highways and Parks and Leisure Services.
 - Town Centre Management
 - West Yorkshire Police
 - West Yorkshire Fire Service
 - Local businesses
 - Anti-Social Behaviour Team
 - Schools and colleges
 - District Councillors
 - Town and Parish Councils
 - Residents and community organisations
 - Housing services and registered social landlords
 - Environment Agency
 - Keep Britain Tidy (ENCAMS)
- 25.2 The partners involved in this Strategy will help raise awareness through consistent information and advice, to assist in the education of the community regarding their responsibility to help keep Bradford clean and safe.

26 Complaints

- 26.1 We aim to be open about the work we do and will be available to provide general advice, deal with specific cases and investigate complaints. We view formal enforcement as a last resort and prefer to work with our clients to achieve compliance. If enforcement is undertaken Officers will act as case officers and be a consistent point of contact during any formal enforcement action. We will provide translation and interpretation if English is not spoken or written by anyone we deal with.
- 26.2 Anyone who is dissatisfied with enforcement actions should follow the Council's complaints procedure. This specifies that a customer may make a complaint if they are dissatisfied with the Council's action, or lack of action, or about the standard of service - whether the action was taken by the Council itself, or by a person acting on behalf of the Council.

27. Evaluation and review

- 27.1 The Neighbourhood and Customer Service will regularly review progress and evaluate enforcement action against the above priority areas and their effectiveness in reducing the impact on local

environmental quality and the success of any third party agreement for the issue and management of FPNs. Reviews will also seek to introduce, where necessary, any new powers granted to local authorities in managing local environmental quality.

28 Conclusion

- 28.1 Supporting the Council's objectives to transform its services, reduce costs and demand for services and make the District safer and cleaner, this Strategy introduces a firm but fair approach, using education and enforcement to deter and penalise offenders through greater use of fixed penalty notices, the issuing of notices and prosecutions and behaviour change.
- 28.2 In addition, a shift from the Council undertaking works in default and placing the emphasis on environmental responsibility through Remedial Orders back on householders and landowners also sends a clear message to offenders. This demonstrates the importance placed by the Council on street cleanliness and local environmental quality and its determination to make a stand against the small minority engaged in anti-social behaviour and waste crime.

29. Glossary

CPN – Community Protection Notice

CPW – Community Protection Warning

CNEA – Clean Neighbourhoods & Environment Act 2005

DCO – Dog Control Order

EET – Environmental Enforcement Team

Enforcement Officers – Officers employed by the Environmental Enforcement Team

Flytipping – the unauthorised deposit of controlled waste on land that does not have an environmental permit.

FPN – Fixed Penalty Notice

Remedial Order – A Court Order issued by the Magistrates Court

Ward Officers – Officers that work from Area Coordinators Offices whose role is to coordinate and deliver improvements across a range of issues affecting neighbourhoods.

