

# Report of the Area Co-ordinator to the meeting of Bradford East Area Committee to be held on 8th December 2021

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**Subject:**

Neighbourhood Wardens & Environmental Enforcement Officers

**Summary statement:**

This report provides information on the work of the Neighbourhood Wardens, Covid Support Workers and Environmental Enforcement Officers in Bradford East.

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**Overview & Scrutiny Area:**

Corporate/Regeneration and Environment

## **1.0 SUMMARY**

- 1.1 The report will refer to the Neighbourhood Warden and Environmental Enforcement service and will contain some information on the work the Neighbourhood Wardens and Environmental Enforcement Officers have been doing over the last 12 months including the work of Covid Support Workers/ officers during the Covid Pandemic and work currently being done as we recover from the pandemic.

## **2.0 BACKGROUND**

- 2.1 In April 2019 the Neighbourhood Service was restructured in order to further align services and to bring about improvements in service delivery. Due to the synergies between Neighbourhood Wardens and Environmental Enforcement Officers the 2 services were brought together under a single management structure working from each of the 5 Area Co-ordinators' Offices.
- 2.2 Training of new managers and recruitment of new staff was undertaken during 2019. The new structure has "bedded in" well and strong working relationships between Enforcement Officers, Wardens and Ward Officers have been established. Unfortunately, due to the pandemic the Wardens and the area office were separated and this presented a challenge for the new structure.
- 2.3 Wardens & Environmental Enforcement Managers are line managed by the Environmental Services & Enforcement Manager due to the legal and operational requirements of the role and to ensure consistency across the area based teams. Area Co-ordinators have matrix management responsibility and work closely with the Warden & Enforcement Manager to ensure local concerns and emerging issues are addressed.
- 2.4 The new working relationships have allowed Enforcement Officers to work much more closely with Neighbourhood Wardens. Enforcement Officers deal with an increasing large volume of waste related complaints and Wardens can assist by engaging with local residents to bring about positive behaviour change without the need for formal enforcement action. As such Enforcement Officers triage their work and delegate some work to Wardens who are able to do door knocking to speak to residents and promote responsible waste management practices such as raising awareness about recycling, the bulky waste service and using the household waste recycling centres. This approach allows Enforcement Officers to focus their work on more serious cases or where Wardens interventions are not having the desired effect.
- 2.5 Ward Officers play an important role working with the Warden & Enforcement Managers, Enforcement Officers and Wardens to help shape deployment and raise issues affecting their Wards.
- 2.6 This locality-based approach to service delivery will not in itself bring about behaviour change. Good local leadership encourages positive behaviours with local communities and it is therefore essential that Wardens and other officers continue to support Members in their community leadership role.

## **3.0 OTHER CONSIDERATIONS**

### **3.1 Covid Pandemic and work of the Covid Hub**

- 3.2 The Covid Pandemic had a significant effect on the work on the Neighbourhood Wardens & Environmental Enforcement Officers. During the early stages of the pandemic all Wardens and Enforcement staff were deployed to the 5 Covid hubs to assist with the response to support the pandemic. They were responsible for the delivery of food parcels, food shopping and undertaking welfare visits to vulnerable members of the public. In addition, the Wardens provided essential support to other Council services e.g. Environmental Health & Public Health to ensure the public and businesses complied with Covid guidance and the Health Protection (Covid) Regulations.
- 3.3 Due to the risks of infection there were also many practical reasons why much of the engagement and enforcement work was not possible.
- 3.4 In the second wave of the virus in Bradford from August 2020 the Covid response was centralised in one Covid Hub originally based at Sedbergh and later moved to Margaret McMillan Tower. This was as it was unclear which Areas would require the most support as the spread of the infection was felt disproportionately in some parts of the District.
- 3.5 With the easing of lockdown restrictions and the introduction of work related risk assessments the majority of the Neighbourhood Wardens & Environmental Enforcement work is returning to normal. The Covid Hub have also now started to undertake Covid Recovery work as the Hub is wound down to a small core team. This has provided some additional support in Bradford East aligned to the Neighbourhood Warden service.
- 3.6 The Bradford Covid Response Hub over the past 18 months has delivered a range of programmes extending from testing, vaccination, business and community engagement as well as supporting community initiatives such as local food banks and holiday activities across the district.
- 3.7 The hub is supported by a team of Covid Support Workers providing seven days a week cover. Covid Support Workers have worked in communities to promote take up of the vaccine and to provide marshalling support at vaccination centres to help queue management and providing support to people that are attending for a vaccine e.g. Barkerend Medical Centre, Little Horton Medical Centre and Woodroyd Medical Centre. The hub has established a walk-in vaccination clinic open to all eligible residents at The Broadway Shopping Centre which is open 7 days a week. The diverse composition of workforce and in particular 'community language skills' held across the teams has proven to be invaluable in this aspect of the work.
- 3.8 Staff from the Hub are sharing information, resources, skills, languages and experience from across diverse sectors seeking to collectively target engagement with residents in neighbourhoods, parks, open spaces, commercial centres and business corridors. This has included breaking down myths, misinformation and encouraging people to get tested, vaccinated, properly self-isolate and adopt Covid Safe choices.
- 3.9 This has covered working in Bowling Park, Bradford Moor Park, Myrashay, Attock Park, and Springmill Street play areas and village centres such as Idle and Eccleshill. The hub

continues to manage pop up PCR test sites and also the distribution of Lateral Flow Test kits. More recently new approaches are being tried out to increase take up of tests, including basing staff at community centres and at retail areas.

- 3.10 In Bradford East this has included delivering pop up PCR test sites in places of high footfall such as Tesco Canal Road, Morrison's Thornbury, Five Lane Ends retail park and other locations which have been well received by members of the public.
- 3.11 The hub supports a weekly food bank in Bradford East by providing donations of food, fresh fruits and vegetables helping vulnerable individuals and families on a weekly basis at sites e.g. St John's Wakefield Road. In addition, the hub has provided staff to deliver youth activities helping to safely deliver a number of holiday activities programme and Summer of fun aimed at 5 to 14 years-old including Bradford Moor Park and Parkside.

### **3.12 Staffing**

- 3.13 In Bradford East a new manager was appointed (on a 6-month secondment) in June 2021. The new manager had previously worked in Bradford East as both as Neighbourhood Warden and then as an Environmental Enforcement Officer and thus brought much needed leadership, operational skills, knowledge and expertise to the team.
- 3.14 In November 2021 the new manager made operational changes by moving some staff to other Wards in order to make improvements to service delivery across the whole of Bradford East. Workforce development within the team also influenced decisions to move some staff to new Wards. This new deployment plan will be monitored to evaluate effectiveness and if necessary further changes may be made.
- 3.15 In addition, retraining of staff and closer management and supervision is being undertaken in order to improve performance and equip staff with the necessary skills to do the work effectively
- 3.16 The total number of Neighbourhood Wardens in Bradford East is 10 full time equivalent members of staff. This is comprised of 9 full time staff and 2-part time staff.
- 3.17 Two of Bradford East Neighbourhood Wardens are currently on a secondment to the Covid Hub X 1 as a Team Leader and X1 as a Supervisor however, we have recently recruited 2 new Wardens to these positions.
- 3.18 As of 29th November 2021 Bradford East will be fully staffed with Neighbourhood Wardens and we will hopefully within the next couple of weeks be recruiting to backfill the Enforcement Officer vacancy that has arisen due to the management secondment.
- 3.19 When fully staffed there are 2.5 full time Enforcement Officers covering 5 Wards with the Warden and Environmental Enforcement Manager covering one Ward.
- 3.20 In order to support the Enforcement function in Bradford East the Warden Team Leader is also being trained to undertake some Environmental Enforcement work. This is a workforce development initiative that will allow Wardens to be upskilled and potentially apply for Enforcement vacancies when they become available. This approach is being replicated across all area teams.

### **3.21 Community Engagement Work**

3.22 Since the easing of lockdown restrictions Neighbourhood Wardens have been able to return to some of their community based engagement work and implement some new initiatives. Some examples of this are:

### **3.23 Eccleshill**

3.24 Anti-social behaviour was becoming a problem in a particular part of Eccleshill and the Warden for the area took the initiative to develop a multi-agency partnership between “Myspace” housing association, the Police and the anti-social behaviour officers. Meetings were held every 4 weeks and intelligence was shared that allowed for targeted interventions to reduce environmental problems and anti-social behaviour. This initiative is continuing and the area is monitored with regular meetings held every 6 weeks.

3.25 In Ravenscliffe and Thorpe Edge as part of Covid recovery Wardens worked with the Ward Officer and local residents to take pride in their gardens. Some gardens had been neglected during the pandemic and with a need to create additional green spaces staff provided plants and seeds and residents tidied up their garden to create outdoor spaces where people felt safe and were able to connect with nature.

3.26 The Chapel street cemetery which had been neglected for some time was given a new lease of life. Neighbourhood Staff, Councillors and local residents came together twice a week to clear weeds, tidy up graves, restore damaged graves and walls and clear overgrown vegetation. The cemetery had become inaccessible but hard work at clearing and improving the site has now made the cemetery an area where residents come together and appreciate and learn about this historic site. Recently residents have been arranging coffee and cake mornings to further bring the community together and Wardens continue to provide support.

### **3.27 Idle & Thackley**

3.28 The Ward Officer and Neighbourhood Wardens for the area were made aware of anti-social behaviour incidents around Ballantyne Bridge mostly caused by young people congregating after school and early evening. The area was becoming heavily littered and neglected. The Warden worked with a local resident and the Parks team to clean up the area, cut back vegetation, remove graffiti and do some small landscaping work. The Ward Officer was able to secure funding from the Community Chest fund to provide a plaque and some plants and the area was transformed into a community garden. This has resulted in a reduction in anti-social behaviour and more pride in the area with the young people treating the garden with respect.

3.29 In Greengates the Warden has been supporting “Greengates Matters” which is a large voluntary residents group who regularly undertake litter picks and remove fly tipped waste from Greengates to Apperley Bridge in order to restore pride into the area. The group provide their own equipment and are supplied with “people can” litter bags that when full are collected by the Clean Team.

3.30 The Warden for the area continues to provide welfare visits to vulnerable residents to check on their welfare and to build confidence to enable residents to leave their homes and return

to some normality. The Warden has been arranging coffee mornings with InCommunities at Kipling Court, Stonebridge and Hampton Place assisted living centres.

### **3.31 Bolton & Undercliffe**

- 3.32 Neighbourhood staff have been working with residents at Northcote Road allotments to remove fly tipped waste and litter, cut back overgrown vegetation and clear the site. The plan is to convert the neglected part of the allotments into a sensory garden for the disabled. Work is still on-going and Wardens continue to provide support.
- 3.33 Wardens have been approaching businesses along Bolton Road to reduce litter and rodent infestations caused by fast food litter. The Warden has been engaging with business owners to minimise packaging and litter and to ensure all trade waste was contained in suitable bins. Litter pickers have been provided and some businesses now undertake regular litter picks outside their businesses.
- 3.34 Bird feeding has increasingly become a problem at Peel Park. People have been visiting the pond area to feed swans but have been leaving excessive amounts of food waste. This has led to an increase in rodent activity and a potential to spread disease. In addition, complaints about dogs off leads, dangerous dogs and dog fouling were also on the increase. Wardens worked with Friends of Peel Park and the Police to increase patrols, replace damaged signs and undertook a week of activity where staff engaged with dog walkers to encourage responsible dog ownership. Staff continue to patrol the park on a weekly basis.

### **3.35 Little Horton**

- 3.36 Wardens have been working with staff at the West Bowling Centre to develop a community garden for local residents. A neglected grassed area to the side of the centre has been subject to anti-social behaviour and bonfires and the plan is to develop the area for local residents to use. Wardens have been approaching local businesses including Morrison's to donate flowers, plants, seeds and compost.
- 3.37 A launch party is planned in November with local businesses and residents invited to plant flowers and seeds to kick-start the project. It is hoped that local residents will take ownership and pride of the neglected green space and this will result in a reduction of ASB in the area.
- 3.38 Working with "Better Start Bradford" Wardens have created a litter picking group with volunteers where litter hotspots across Little Horton are regularly cleared of any litter, fly tipping and dog fouling. This initiative is aimed at empowering local residents to take ownership and pride in the area.
- 3.39 For several weeks Wardens worked on a Clean Air initiative with the Highways Department. Road closures were introduced around St Stephens School to discourage parents from driving close to the school in a bid to improve air quality. This work was then replicated across all wards in Bradford East.

### **3.40 Bowling & Barkerend**

- 3.41 Wardens are visiting all businesses along the entire length of Leeds Road to check business waste is contained in trade waste bins. There was evidence that some businesses were not disposing of their waste legally and Wardens have now been trained by Enforcement Officers to undertake "Duty of Care" inspections. Wardens engaged with businesses to restore pride in the area and encourage responsible waste management.
- 3.42 Wardens and the Youth Service have been supporting Bradford 4 Better to restore flower beds and planters on a number of streets in the area. Local children were encouraged to prepare and plant neglected a damaged flower beds to improve the green space within this urban area. The aim was also for children to take provide and look after their local environment.
- 3.43 The Police approached Bradford East Neighbourhood Wardens for assistance to deal with a range of environmental and anti-social behaviour problems within the Sticker Lane area. Working with the Housing Officers for the area visits were made to identify problem locations and properties where waste accumulations were a problem. Residents were advised how to manage their waste and also encouraged to recycle. Wardens and the Police worked with the local school and staff went on litter picks with the children. Wardens facilitated a closer working relationship between the Police and the Housing provider which has resulted in a reduction in ASB.

### **3.44 Bradford Moor**

- 3.45 Neighbourhood Officers have been working with Bradford 4 Better to improve streets around the top end of Leeds Rd. Street audits have been undertaken to identify areas that attract fly tipping, littering and ASB. Action plans have been developed to address these issues and with assistance from InCommunities we have managed to extend CCTV coverage in the area.
- 3.46 A community clean-up was arranged help tackle ASB at Myra Shay. With the assistance of the Youth Service and the Parks Team an overgrown and neglected snicket was cleared. Wardens are monitoring the area and are encouraging residents to help keep the area clean.
- 3.47 Throwing waste food onto the pavement is still a problem in some streets within Bradford Moor and this has led to increased reports of rats in the area. Wardens have been delivering leaflets and talking to residents to prevent this from happening. Where residents have persisted and continued to feed birds in this manner Wardens have issued fixed penalty notices for littering. To date 3 fixed penalties have been issued.

### **3.48 Gully Cleaning**

- 3.49 Recently Ward Officers have been organising Gully Cleaning days of action across Bradford East. Neighbourhood Wardens, Ward Officers and Councillors have been working alongside the Highways Gullies Team to move parked vehicles from streets to allow deep cleaning of gullies along entire streets. This has been followed up with litter picking and mechanical sweeping to give streets a fresh look.
- 3.50 The action days were a huge success however, it has been recognised that moving forward

more proactive, education and engagement work needs to be done with some of our communities to ensure materials such as cooking oil are not poured down gullies. This work will ensure gullies remain clear and free from debris for much longer.

### **3.51 Bonfire night – reduction in fly tipping**

3.52 Every year bonfire night is used by many people as an excuse to dump their waste and unwanted items. This year the Neighbourhood Wardens undertook door knocking and delivered letters and duty of care postcards to many properties across Bradford East. The letters were aimed at promoting positive behaviour and reminding people of the consequences of dumping or disposing of rubbish illegally. The postcards reminded residents about “the duty of care” for household waste and also gave advice on the Bulky Waste service and Household Waste & Recycling Sites.

3.53 Over the bonfire period Wardens have been working with the Police, Fire Service, Youth Service, Councillors and Community Calmers at bonfire hotspots across Bradford East to reduce bonfire related ASB. Clean Teams and the Parks Service have been responded quickly to bonfire related fly tipping to remove waste as quickly as possible.

3.54 Anecdotal evidence seems to suggest that this community engagement approach combined with the letters, post cards had a significant impact in reducing the amount of rubbish that was dumped during the bonfire period with many hotspots across Bradford East clear of any fly tipped waste.

### **3.55 Empowering communities and vulnerable people**

3.56 Neighbourhood Wardens will continue to provide opportunities to link residents to volunteer with local good causes through developing people as community champions. Residents will be supported and trained to develop their skills, capacity and confidence to take part in positive social action e.g. co-ordinating and organising a litter pick. In addition, Wardens will continue to give advice and guidance on recycling, bulk refuse collection service, household waste and recycling centres etc., challenging peoples’ perceptions and to change their behaviour.

3.57 Wardens provide support to vulnerable communities for example individuals suffering from dementia, loneliness, fuel poverty and exploitation. They will be given further training to enable them to recognise vulnerable people sign-posting and connecting people to services to reduce social isolation, improving cohesion, dealing with poor housing standards and tackling exploitation. They attend events such as fun days, open days, networking, parent’s assemblies and support campaigns to be delivered in communities e.g. Great British Spring Clean.

### **3.58 Environmental Enforcement**

#### **3.59 Enforcement Actions - November 2020 to November 2021**

3.60 The Environmental Enforcement Team and Neighbourhood Wardens deal with complaints mostly about litter, fly tipping, business waste and rubbish in gardens.

3.61 Over the last year the Enforcement Team dealt with 10834 service requests. The table below highlights some of the actions by the Enforcement Team in relation to waste

offences:

<b>ENFORCEMENT ACTIONS TAKEN</b>	<b>District Wide</b>	<b>Bradford East</b>
TOTAL SERVICE REQUESTS RECEIVED (SRs)	10834	3157
SERVICE REQUESTS COMPLETED	9808	3012
COMMUNITY PROTECTION WARNINGS (CPW) ISSUED	895	170
COMMUNITY PROTECTION NOTICES (CPN) ISSUED	168	37
OTHER STATUTORY NOTICES ISSUED	135	27
FLY TIPPING FPNs ISSUED	43	13
OTHER FPNs ISSUED	112	27
PROSECUTIONS & CAUTIONS	7	4

### **3.62 Fly tipping - Use of CCTV**

- 3.63 Last year the Environmental Enforcement Team was allocated £150K capital funding over 3 years to purchase CCTV to help capture fly tipping incidents. This much needed investment has allowed the team to proactively target fly tipping hotspots to detect and deter fly tipping.
- 3.64 CCTV has now been deployed at over 40 locations with static CCTV at 7 sites in Bradford East and a number of fly tipping incidents have been caught on camera and are being investigated. Some Wardens in Bradford East have also been trained to deploy some of our “VIPA” and “Wildlife cameras”.
- 3.65 This year CCTV cameras were also placed at bonfire hotspots and a number of incidents where waste was fly tipped were caught on camera. This included a number of businesses that dumped plastic, toxic and other hazardous materials. All the cases are currently being investigated and we expect some positive enforcement outcomes.
- 3.66 In addition the team continues to use a range of cameras for fly tipping that allow flexibility on where and how the cameras are sited e.g. rural locations, lay-bys, residential areas. The team has been trialling new 4G cameras that use smart phone technology that enable them to be placed at locations where traditional CCTV is not possible. The trial was a success and the team will be looking for suitable locations for these and the other cameras. We would welcome members input to identify fly tipping hotspots for possible CCTV deployment.

### **3.67 Vehicle Seizures**

- 3.68 A vehicle which fly tipped a substantial amount of waste in West Bowling was seized by Bradford East’s Enforcement team earlier this year. The vehicle was also suspected of fly tipping waste in another part of the district, although evidence was limited. The initial report came from a member of public who was also able to provide images of the crime in action. The local warden assisted by searching through the waste and gathering evidence to strengthen the case, and managed to find information which later lead them to location of where the vehicle was being stored.
- 3.69 Enforcement Officers and officers from the local NPT team managed to seize the vehicle, taking it into Council possession as part of their investigation. Investigations are still ongoing but in the meantime, the vehicle has been crushed to prevent any further fly tipping

that could potentially take place and the Enforcement team will be looking to secure a fly tipping conviction.

### **3.70 Tackling fly tipped domestic waste and side waste**

3.71 The East team will be working more closely and collaboratively with the Waste Collection service to reduce side waste and fly tipped black bags.

3.72 Building on the success of projects that initially took place in Bradford East we will be looking to further replicate some of this work across other areas in Bradford East.

3.73 The work will involve several weeks of intense education and enforcement during and after bin collection days to reduce side waste, fly tipping and rubbish in gardens and to promote recycling.

3.74 This work will be enhanced by the Task Force resources who will work alongside Ward Officers, Wardens and Enforcement Officers to deliver improvements in our neighbourhoods.

### **3.75 Capital funding to improve fly tipped sites**

3.76 Capital funding of £150K over 3 years has been allocated to remove waste and undertake works to defend land that has historically suffered from fly tipping. The funding is to cover sites across the district and sites are currently being identified. To date one site in Bradford East has been found to be suitable for this type of preventative work and we welcome the input from Bradford East Councillors to identify further sites.

### **3.77 Proactive duty of care**

3.78 Neighbourhood Wardens are now trained to visit businesses to ensure that all businesses comply with the duty of care for their waste. Wardens will ensure that businesses have suitable and sufficient bins and that they can provide evidence of how they dispose of their waste. Enforcement action will be taken against businesses that do not comply with the duty of care.

### **3.79 Litter & Waste from Takeaways**

3.80 It is no longer sustainable to expect the Council to be held responsible for clearing all litter generated from businesses. Fast food businesses tend to generate a significant amount of fast food litter and this accounts for a large proportion of complaints received by the Council. Businesses must take some responsibility for the litter that is dropped by their customers.

3.81 Ward Officers, Wardens and Enforcement Officers in Bradford East are looking to work with fast food takeaways to encourage these businesses to minimise their environmental impact.

3.82 This can include signing up to a formal partnership agreement between the Council and the business to comply with their duty of care regarding their waste. The businesses agree to reduce packaging, especially plastic, to promote anti-litter messages to their customers and to take responsibility for the rubbish that their customers drop by carrying out regular

litter picks around their premises or litter hotspots that their customers frequent.

- 3.83 In return the Council will supply free litter pickers, gloves and allow the business to leave bags of litter that has been collected by the business to be placed next to Council litter bins for collection. The Council will also ensure that the area is swept regularly by a mechanical sweeper. Businesses are also reminded that tougher enforcement action can be taken against them if they do not clean up litter from their business.
- 3.84 Wardens have identified a number of fast food businesses on Leeds Rd that they are working with to minimise litter on this busy gateway into the district.

### **3.85 Environmental Task Force**

- 3.86 Additional funding has been allocated to the Council to aid Covid recovery. One of the projects that has been funded is known as the Environmental Task Force.
- 3.87 This project will involve the formation of an 18 month 'Environmental Task Force' to respond to issues of litter, fly tipping and poor environmental quality affecting neighbourhoods across the District.
- 3.88 The Task Force will build on best practice from other initiatives and pilot projects previously held in Bradford but will also look to introduce best practice from other Councils across the UK.
- 3.89 The team will work proactively to educate, engage and enforce to ensure the environmental quality of Bradford's neighbourhoods is improved as well as providing resources to keep areas clean.
- 3.90 Multi-disciplinary teams including Ward Officers, Neighbourhood Wardens, Environmental Enforcement Officers, Recycling Teams, Clean Teams, mechanical sweepers, gully cleaning, graffiti removal and a refuse collection vehicle will work intensively in highly visible "days of action" and engage with residents to bring about lasting improvements and change behaviour.
- 3.91 The team will have the resources to clear waste, protect land, educate and enforce irrespective of land ownership responding to increased levels of litter and fly tipping that occurred through the pandemic and will add to, compliment and support existing area based teams.
- 3.92 The resources and tool kits that are developed will allow for replication of activities across the district and ensure a long lasting legacy to this approach.
- 3.93 Behaviour change will underpin all of this work as staff in Area Offices engage with residents, businesses and other partners with a more extensive range of resources and options to deal with some long-standing sites and areas. This will be supported by marketing and communication strategies including the use of social media aimed at promoting positive behaviour change.
- 3.94 To support the work of the Task Force funding has also been allocated for 2 additional Environmental Enforcement Officers and 2 Senior Environmental Enforcement Officers. Much greater emphasis will be placed on proactive measures to combat environmental

crime. These will include:

- 3.95 Use of social media – to develop a dedicated YouTube channel e.g. “Caught on camera” where members of the public will be able to view video footage to identify environmental criminals. In addition to maximise the use of other social media platforms such as Facebook, Instagram and Twitter to promote and engage with the public about environmental enforcement issues and create awareness to spread good news stories.
- 3.96 Increasing the seizure of vehicles involved in fly tipping and ensuring cases are publicised.
- 3.97 Undertake Stop & Searches – to work with external partners such as Police, Customs & Excise, VOSA, Trading Standards etc. to actively target vehicles carrying waste to ensure they are legitimate waste carriers.
- 3.98 Actively target and disrupt illegal waste disposal operators that advertise on social media to ensure they are compliant with the law.
- 3.99 An agile bulky waste collection and clean up service will promote and compliment the use of the Council’s bulky waste service making it easier for residents to do the right thing when disposing of their waste. This service will be competitively priced to encourage the public not to use rogue traders advertising on social media.
- 3.100 Recruitment to the Task Force posts has already begun however, to kick-start the project some Covid Support Workers have been working on the project and have already had an impact in some areas of Bradford East where litter, fly tipping and overgrown vegetation has been cleared from back streets and land. Sites in Bradford East include cutting back overgrown vegetation in snickets and streets e.g. Ladore Place, Azealea Court, Birch Lane and Kingsdale Avenue. Clearance of fly-tipping on land at Flockton Road, around the Ark Community Centre, work at Idle Village Green including removal of weeds and cutting back vegetation at Eccleshill Rugby Ground.
- 3.101 It is anticipated that this work will be enhanced and expanded into other areas of Bradford East over the next 18 months.

### **3.102 Training and Workforce Development**

- 3.103 From January 2022 a new training and development programme for Neighbourhood Wardens and Environmental Enforcement Officers will be implemented.
- 3.104 We are currently updating our existing training modules for staff and will look at this as an opportunity to re-engage and refresh staff on their roles and responsibilities. The training will include some legal aspects to improve knowledge of the law and also some practical training such as litter and dog control enforcement.

### **3.105 Marketing and communications**

- 3.106 The Team have been working closely with the Council’s Corporate Marketing and Communications Service to deliver district-wide campaigns, neighbourhood projects and to share key messages that encourage behaviour change, support people to take positive social action, increase reporting and raise awareness. This has involved a mix

of using social media including Facebook, What's App groups, neighbourhood networks, local media and new publications of leaflets and posters.

- 3.107 In Bradford East Ward Officers work closely with Neighbourhood Wardens and regularly post good news stories on the Bradford East Facebook page.
- 3.108 In recent months we have refreshed no dog fouling, no fly-tipping and no bird feeding signage promoting new fines and how to report offenders. The online reporting form has been updated and simplified to make it easier for members of the public who witness people fly-tipping.
- 3.109 An anti-dog fouling campaign 'Don't be a mutt' has also been developed promoting problems causes by dog fouling, that dog owners can be fined and how to report culprits.
- 3.110 A householder duty of care postcard has been developed which informs householders of their responsibilities and raises awareness of using licensed and waste removal contractors.
- 3.111 Across Bradford East Neighbourhood Wardens have been placing the new signs at problem locations and have been delivering leaflets and letters to householders.

#### **4.0 FINANCIAL & RESOURCE APPRAISAL**

- 4.1 There are no specific financial and resource appraisal issues to highlight.

#### **5.0 RISK MANAGEMENT AND GOVERNANCE ISSUES**

- 5.1 There are no specific risk management and governance issues to highlight.

#### **6.0 LEGAL APPRAISAL**

- 6.1 There are no specific legal appraisal issues to highlight.

#### **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.

##### **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 There are no specific issues greenhouse gas omission impact issues to highlight.

##### **7.4 COMMUNITY SAFETY IMPLICATIONS**

- 7.4.1 There are no specific community safety issues to highlight.

##### **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 There are no trade union implication issues to highlight.

## **7.7 WARD AND WARD PLAN IMPLICATIONS**

7.7.1 The work of the service contributes towards local ward priorities and supports delivery of wards plans.

## **8.0 NOT FOR PUBLICATION DOCUMENTS**

8.1 There are no not for publication documents.

## **9.0 OPTIONS**

9.1 To accept the recommendations in full.

9.2 To reject the recommendations in full.

9.3 To make amendments to the recommendations.

## **10. RECOMMENDATIONS**

10.1 Bradford East Area Committee notes the progress of the Environmental Enforcement Service since the last report in February 2021.

10.2 Bradford East Area Committee support the proposed developments to improve the performance of the service through the work of the Environmental Task Force over the coming 18 months.

10.3 A further report is brought to the Area Committee in 12 months' time.