

Report of the Area Co-ordinator to the meeting of Bradford South Area Committee to be held on 1st December 2022.

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Subject:

Neighbourhood Wardens & Environmental Enforcement Officers

Summary statement:

This report provides information on the work of the Neighbourhood Wardens and Environmental Enforcement Officers in Bradford South.

Alun Lunt
Interim - Strategic Director of Place

Portfolio:

Neighbourhoods and Community Safety/
Environment, Sport and Culture

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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 undertaking over the last 12 months.

2.0 BACKGROUND

- 2.1 Environmental Enforcement Officers deal with waste related issues affecting the environment. They primarily deal with complaints (known as Service Requests) received from the public. The types of issues they deal with include:

- Fly tipping
- Rubbish in gardens
- Business waste
- Litter from businesses
- Dog Control Offences
- Deployment of CCTV
- Business and Householder Duty of care offences
- Seizure of Vehicles involved in fly tipping
- Pro-active enforcement – stop & search
- Pest Control – rats & mice

- 2.2 There are 2 permanent Environmental Enforcement Officers in Bradford South who are responsible for dealing service request. However, an additional Environmental Enforcement Officer (funded through the Environmental Task Force) has been placed in the team to provide additional support to the team.

- 2.3 The numbers of service requests by Ward received over the last 12 months is given on the table below:

Service requests	Ward
Gt Horton	937
Tong	471
Wibsey	353
Wyke	326
Royds	272
Queensbury	162

- 2.4 Service requests are allocated to Enforcement Officers via the Council Contact Centre. In addition, there is a dedicated email address for the Environmental Enforcement Team (nsadmin.bradford.gov.uk) where complaints are received and allocated to the team.

- 2.5 Once a complaint is received the investigating officer is required to make contact with the complainant to discuss the problem in detail and confirm if a site visit is required. Throughout the investigation the investigating officer should keep the client updated with progress and also provide an update on actions taken at the conclusion of the case – subject to the restrictions placed upon staff by Data Protection regulations.

- 2.6 In addition to dealing with complaints from the public Enforcement Officers also receive referrals from Neighbourhood Wardens, Councillors, Ward and Assistant Ward officers and are responsible for undertaking pro-active initiatives such as multi-agency stop and search operations and deploying CCTV at emerging fly tipping hotspots.
- 2.7 Neighbourhood Wardens play a critical role helping to manage the high demand placed upon the Enforcement Officers. 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 Wardens to focus on engaging with local residents to bring about positive behaviour change without the need for formal enforcement action and Enforcement Officers to focus their work on more serious cases or where Wardens interventions are not having the desired effect.

3.0 Deployment of Neighbourhood Wardens

- 3.1 The Neighbourhood Wardens and Environmental Enforcement Officers are managed by a Warden & Environmental Enforcement Manager. When the team is fully staffed there are 8.2 FTE Wardens allocated to Bradford South and this is made up by a mixture of 11 Full-time and Part-time staff. There are currently 7.2 FTE Wardens in South due to a Warden being on secondment to the Safer Communities Team and we may be looking to backfill this vacancy in due course.
- 3.2 Staff are generally deployed on a Ward basis with dedicated staff given the lead responsibility for a Ward. However, staff deployment can change on a daily basis, depending on the numbers of staff on that day and service demands for the area as a whole.
- 3.3 The desired notional allocation of one Warden per ward is not always possible as the teams may have commitments that require Wardens from other Wards to assist e.g. days of action, community clean ups, gully cleaning or to provide cover for sickness or holiday absences.
- 3.4 Ward Officers and Assistant 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 and to ensure the community engagement role of the wardens is balanced with their environmental role.
- 3.5 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.

3.6 Community Engagement Work

- 3.7 Whilst there is a focus towards environmental work the Neighbourhood Wardens have a key role to play in supporting communities and help influence behaviour change. Below

are some examples of the community engagement work they have been doing at a Ward level:

3.8 Gt Horton

- On a weekly basis wardens have supported community groups with litter picks on Tuesday mornings at Great Horton Road/Havelock Street area and Thursday mornings in the Lidget Green area.
- Following concerns from local residents and elected members regarding abandoned vehicles in the Spencer Road area, the wardens carried out a project to record and deal with this issue. This involved working in partnership with Ancillary Services and PCSOs to report and address this issue. The outcome was that the number of vehicles abandoned reduced from 93 to 3 over a six-week period and also a day of action was organised with Operation Steerside – this is detailed later in the report.
- Wardens in partnership with local residents have carried out community clean ups at the following locations across the Ward. These are Southmere Grove, Summer Hill Street, Bartle Lane, Great Horton Road, Cemetery Road, Hollingwood Lane and Windermere Road. In addition, the Wardens carried out clean ups with community groups in the Ward. As part of the Spring Clean, Wardens worked with Scholemoor Beacon to undertake a clean-up on the estate. In partnership with the Aire Rivers Trust a major clean up lasting two days was carried out at Bullgreave Beck.
- Working with schools in the Ward – Neighbourhood Wardens have undertaken a number of projects with local schools in the ward and examples of these are: Southmere Primary – Educational work with children around road safety, waste issues and also undertaken litter picks. Brackenhill Primary – working with Friends of Brackenhill Park, Wardens organised a litter pick with pupils around the school and in Brackenhill Park. In addition, Wardens supported St Oswald's Primary school children to attend the leavers assembly at St John's Church.
- Friends of Brackenhill Park, Party in the Park Event – Wardens have supported the Friends of Group with publicising this event and also attending the event on a weekend to support the group to fundraise and to publicise the Master Plan which is being implemented.
- Walkabouts with Social Landlords – Wardens undertake regular walkabouts to address local issues in partnership with InCommunities, Manningham Housing and Yorkshire Housing staff working in the ward.
- The Wardens attend on a weekly basis to support St John's Red Letter Project with their foodbank and also to assist using their language skills to provide support services and referrals to relevant agencies.
- Supporting Waste Collection – On a weekly basis Neighbourhood Wardens attend the Wheater Road area to support with waste collection issues. This has led to a reduction in the number of missed bin collections which are being reported to elected members and Council Contact.

- Visual audit project – During the year working in partnership with Ward Officer/Assistant Ward Officer a number visual audits/projects have been carried out. These include Kingswood Street, Haycliffe Road and with the recent one being in the Wheater Road area that started in September 2022.

3.9 **Wibsey**

- Wardens attend Wibsey Methodist Church to support regular activities such as coffee mornings, craft club and exercise classes.
- Bradford South Wardens helped with a highly successful Big Bike Giveaway run in partnership with Ontrak Bike Shed in Wibsey Park on August 4th 2022. Hundreds of people came to the event, and almost 200 children's bikes and scooters were given away to families.
- Wardens attend regular contact points with other agencies such as Police and InCommunities to give advice and signposting to relevant services, taking place at St Paul's Church, Wibsey and St Matthew's Church Bankfoot on alternate Wednesday's.
- Wardens also regular patrol areas with InCommunities around Odsal Estate and Faxfleet Street working in partnership to resolve on-going issues in the area.
- Wardens have also re-established links with KFC staff to take part in a monthly litter pick.
- Partnership working with the Police enabled Wardens to take part in Road Safety and parking projects at Wibsey Primary School in March and also providing education around road safety with Year 3 School children in June.

3.10 **Tong**

- On a weekly basis Wardens assist at the Visually Impaired Group (VIP) at Morrell Court offering advice and support but also helping residents take part in crafts and quizzes.
- The Neighbourhood Wardens continue to support Bierley Community Association activities, including directing people to the foodbank, and after school facilities. They attend the Elderly Lunch Club (OPAL) every Friday, where warm nutritious food is served along with befriending activities. Providing information on Council services and identifying elderly people who may be lonely, isolated and vulnerable.
- Wardens help to run the charity shop at the Hope Centre and also provide advice and reassurance to any residents that attend.
- Wardens have also taken part in partnership working attending the engagement van days with Police throughout the Ward to offer support and advice to local residents.
- Working in partnership with Places for People, a Neighbourhood Warden and Housing Officer from Places for People conducted a walkabout and door knock at the top of Broadstone Way. They were gathering information about the burning of rubbish in the area and the increase in fly tipping. This is happening on both on Council and Places for People

land. They will both continue to monitor the area and are planning to conduct a mini clean up in the area, with support from residents.

3.11 Queensbury

- The Wardens continue to work with 4 primary schools (Foxhill, Russell Hall, Stocks Lane and Shibden Head) to engage and educate children about environmental issues such as climate change and recycling and have been organising litter picks with the children.
- The Wardens have also continued helping children with the pen pal scheme where children write to residents in care homes and sheltered housing.
- Wardens have been working with Friends of Queensbury High St to do weekly litter picks.
- Wardens have been attending the Queensbury Contact Point (QCP) on a monthly basis offering advice and support to local residents.
- On a weekly basis Wardens have been attending “Mancave” which is an initiative to support men’s mental health and well-being.
- Neighbourhood Wardens organised regular walkabouts with the Friends of Westwood Park Group to address environmental issues in the area.
- Neighbourhood Wardens organise regular walkabouts with InCommunities staff to deal with environmental and Anti-Social Behaviour issues in the Ward.
- Neighbourhood Wardens support the Queensbury Christmas Fayre and Lights Switch on in the village
- Neighbourhood Wardens organised a number of fundraising events to benefit local community groups in the Ward.

3.12 Royds

- Wardens continue to assist residents at the Sandale Community Centre at Buttershaw by transporting elderly residents to the luncheon club one day a week.
- Wardens have piloted a successful new project, Greener Cleaner Schools, at Reevy Hill Primary School, where pupils worked on a programme devised by the Wardens which culminated in a trip to Nell Bank Centre in the summer term. The programme covered biodiversity, road safety and walking to school, energy efficiency, healthy eating and food growing, recycling and cleaning up the local area.
- Partnership working with the Police enabled Wardens to take part in Road Safety and parking projects at Farfield Primary School in March and BBEC in January.
- On a weekly basis the Wardens attend Bowler Court coffee morning to chat with and befriend elderly residents. The residents also take part in a Walking Group with Bradford

Park Avenue that was set up by the Wardens at the beginning of the year.

- Wardens have supported a consultation event in Brafferton Arbor sounding out residents on the idea of developing a community memorial garden.
- Wardens have supported two community events in Woodside including local partners and the School devising a highly successful Christmas celebration and Yorkshire Wildlife Trust leading on a spring time nature event.
- Wardens assisted with clearing weeds from raised beds in Fenwick Drive Park alongside Royds Community Association staff in preparation for a planting project with Woodside Academy.
- Wardens have supported the pilot cost of living roadshow at Strensall Green in which residents have been offered a wide range of support from partners.

3.13 **Wyke**

- The Neighbourhood Warden has forged strong links with Oakenshaw Residents' Association and the Police and Community Contact Point held in Victoria Park. The Warden regularly attends the contact point and helps to address local issues. This involves regular walkabouts with local residents and in particular, paying attention to the local nature reserve at Toad Holes Beck, where there has been incidents of fly tipping and dog fouling. The Warden, working with the Ward Officer regularly consult the local residents on where to place signage and keep abreast of any potential hotspots.
- Wardens also on a monthly basis engage with the businesses in Towngate, Wyke Village looking at issues around waste, litter, trade waste containment and parking concerns that may need to be flagged with other Council services or the Police.
- Wardens attend Earlswood Residential Complex for supported living once per week engaging with residents offering advice to members of the public and addressing any concerns or issues that they raise for the area.
- Working with LOWER, an environmental group in Low Moor, who strive to keep the streets around Sal Royd Road/Wesley Ave South clean and tidy. Following numerous site visits, the Ward Officer and Warden worked with the Group and engaged with local residents in order to clear the unadopted back street of rubbish and also clear the overgrown vegetation. A leaflet drop was carried out in the area to advise of the work to be carried out, a door knock and following the successful clearance, the group with the Warden continue to monitor this area to maintain its cleanliness. The clean-up has helped the local nursing home maintain a clear entrance to the back of their property and enhanced the whole area.

3.14 **Days of Action**

Over the last 12 months 3 multi-agency days of action have taken place across 3 Wards in Bradford South. The following information has been supplied by Ward Officers:

3.15 **Great Horton**

Residents and Councillors raised a number of concerns about anti-social driving, abandoned vehicles, inconsiderate and illegal parking, fly tipping and littering in the Lidget Green area. As part of the Anti-Social Behaviour week, a number of partner agencies came together and accomplished a Day of Action on Wednesday 20th July 2022.

Neighbourhood wardens worked with partners including Police (Operation Steerside), DVSA, Parking Enforcement Team, Abandoned vehicle Team, Licensing Enforcement, Taxi Enforcement, Street Cleansing and Environmental task force

The day was a success and positive outcomes were achieved by all agencies involved.

3.16 **Wyke Day of Action (Delph Hill)**

Neighbourhood Wardens, the Assistant Ward Officer, and the InCommunities Housing Officer participated in the Wyke Day of Action (Delph Hill Estate) on 28 September 2022.

Operation Steerside and the Enforcement Team carried out a stop & search operation on Woodside Road, whilst Neighbourhood Wardens engaged with local residents. 170 houses were visited and staff spoke to residents on a number of issues affecting their neighbourhood. Leaflets were also delivered and handed out regarding: bulky waste collection, excess waste, advice on Crimestoppers/Nuisance Quad/ Motor Bikes.

Valuable information relating to anti-social behaviour was referred to the Police for follow up action.

3.17 **Tong Day of Action**

On 6th September 2022 a Day of Action Day took place which focused on the removal of fly-tipping, the clearance of snickets, and public engagement on the Holme Wood estate. Among the Bradford Council workers assembled were; two Clean teams (2x transit and 5 operatives), tasked with litter picking and the removal of small amounts of fly-tips identified from a visual audit of the area.

A number of Neighbourhood Wardens (six) cleared 2 public footpaths, 3 snickets, and areas identified as grot spots. In addition to this work, Wardens visited 150 properties providing information to residents on how to report nuisance motor and quad bikes, information on Council services, such as, recycling, bulky waste collection, and the safe disposal of rubbish.

During the day over 8 tonnes of fly-tipping was removed from car parks and green spaces by an HGV bin wagon and JCB with staff. A lot was accomplished in a short amount of time, and both Bradford Council and In-Communities look forward to working cooperatively to resolve shared issues on the estate in the future.

3.18 **Gully Cleaning**

Ward Officers have continued to organise Gully Cleaning days of action across Bradford South. 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.

3.19 Environmental Enforcement

3.20 Enforcement Actions - November 2021 to November 2022

- 3.21 Over the last year the Enforcement Team dealt with 11,305 service requests. The table below highlights some of the actions by the Enforcement Team in relation to waste offences:

ENFORCEMENT ACTIONS TAKEN	District Wide	Bradford South
Total Service Requests Received (SRs)	11305	2521
Community Protection Warnings (CPW)	891	319
Community Protection Notices (CPN)	238	90
Other Statutory Notices issued	213	59
Fly tipping Fixed penalty Notices (FPNs)	66	15
Other FPNs issued	127	4
Prosecutions & Cautions	14	5
Vehicles seized	7	2

3.22 Fly tipping - Use of CCTV

- 3.23 In the last 12 months additional CCTV cameras have been deployed. Currently Bradford South has CCTV at 12 locations to tackle litter and fly-tipping issues across the Bradford South area and over the coming months further CCTV cameras are to be deployed in areas identified as problematic hotspot locations.
- 3.24 Bradford South were the very first area to trial new CCTV technology. This new CCTV system known as 4G CCTV allows for cameras to be installed in areas where historically we have struggled to obtain communication links and allows the Enforcement Team more freedom to install CCTV at fly-tipping hotspots that were previously inaccessible.
- 3.25 After numerous complaints over a number of years at a very active fly-tipping hotspot the Bradford South Enforcement Team arranged for a new high powered CCTV camera to be installed at the end of June 2022 and was instantly successful in identifying offenders fly-tipping at a problem hot-spot. Footage of six vehicles so far have been captured resulting in offenders being interviewed, fixed penalties being issued and further investigations ongoing with the intention of potential vehicle seizures of those vehicles involved.

3.26 Training and Workforce Development

- 3.27 This year all Neighbourhood Wardens undertook extensive training to ensure they are skilled and equipped with the knowledge to undertake their role. The training focussed mostly on their environmental role however additional training to support their community

engagement role is being arranged. This will include training on Domestic Violence, Adult & Children Safeguarding, Child Sexual Exploitation, Adult Mental Health Awareness and the “Prevent” agenda.

3.28 Additional funding to support Environmental Enforcement

- 3.29 PAG funding of £150,000 over 3 years was allocated to the Environmental Enforcement Team to invest in CCTV cameras. In addition, a further £200,000 of budget allocated to the Environmental Task Force was used to increase the Enforcement Officer resource within the team.
- 3.30 The PAG funding has allowed the Enforcement Team to purchase, deploy and maintain a range of fixed and redeployable CCTV cameras that are and will be used to target fly tipping and littering hotspots and capture images of environmental offences. To date this has resulted in 50 redeployable cameras being purchased and 60 fixed cameras being deployed at 45 fly tipping hot spots.
- 3.31 The team has invested in a bespoke CCTV review suite based that allows direct access to review and download footage of litter from vehicle and fly tipping offences caught on camera. This had resulted in 350 litter from vehicle fines being issued and 100 fly tipping Fixed Penalty Notices being issued with a number of prosecutions pending court dates.
- 3.32 The Task Force budget has resulted in 2 Senior Environmental Enforcement Officers and 2 Environmental Enforcement Officers being appointed.
- 3.33 The additional Enforcement Officers have provided valuable support to the team with Senior Enforcement Officers providing advice and support to managers and officers on complex cases, taking the lead on some proactive enforcement initiatives such as seizing vehicles, stop and search operations to target illegal waste carriers and helping officers to prepare prosecution files. The seniors have also been providing training and developing procedures to better equip existing Enforcement Officers to do their role.
- 3.34 The additional Enforcement Officers have provided much needed support to the existing teams and over the last 18 months have been involved in 10 vehicles seizures and 30 Stop and Search operations.
- 3.35 The funding for the additional Enforcement Officers resource will come to an end in June 2023.

4.0 FINANCIAL & RESOURCE APPRAISAL

- 4.1 There are no specific financial and resource appraisal issues to highlight other than the Task Force Funding is due to come to an end in June 2023.

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 South Area Committee notes the progress of the Environmental Enforcement & Neighbourhood Warden Service since the last report in December 2021.
- 10.2 A further report is brought to the Area Committee in 12 months' time.