

# Report of the Keighley Area Co-ordinator to the meeting of Keighley Area Committee to be held on 15th December 2022.

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## Subject:

Neighbourhood Wardens and Environmental Enforcement Officers

## Summary statement:

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

## EQUALITY & DIVERSITY:

The service works across the many diverse neighbourhoods and communities that make up the Bradford District. This report outlines some of the community engagement and development work that Neighbourhood Wardens carry out in all neighbourhoods, including those suffering from the effects of poverty and deprivation. The work of the service makes a positive contribution to improving the environment, and to making neighbourhoods safer, stronger and more active places to live and work.

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**Portfolio:**  
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**Overview & Scrutiny Area:**  
Corporate/Regeneration and Environment

## 1.0 SUMMARY

1.1 This report provides information on the work of the Neighbourhood Wardens and Environmental Enforcement Officers in the Keighley Area.

## 2.0 BACKGROUND

2.1 Environmental Enforcement Officers deal with waste-related issues affecting the environment and our neighbourhoods. 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 currently 2 FTE Environmental Enforcement Officers in Keighley due to an additional officers resource being provided by the Environmental Task Force..

2.3 In the last 12 months the total number of service requests dealt with by the Warden and Enforcement Service was 10,750. The number of service requests in Keighley was 1,520 (14%). The number of service requests by Ward dealt with over the last 12 months is given on the table below:

<b>Service requests</b>	<b>Ward</b>
Keighley Central	633
Keighley East	301
Keighley West	247
Worth Valley	137
Craven	135
Ilkley	67

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](mailto: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 & 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. It also enables Enforcement Officers to focus their work on more serious cases or where Wardens' interventions are not having the desired outcome.

### **3.0 Deployment of Neighbourhood Wardens**

- 3.1 The Neighbourhood Wardens and Environmental Enforcement Officers are managed by a Warden and Environmental Enforcement Manager. When the team is fully staffed there are 7 FTE Wardens allocated to Keighley. Currently there are 6 Wardens and we will be looking to recruit early in the New Year.
- 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 and 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 In addition to tackling environmental issues, the Neighbourhood Wardens have a key role to play in supporting communities and helping to influence behaviour change. Below are some examples of the community engagement work they have been doing at a Ward level:

### 3.8 **Keighley Central**

Alongside carrying out effective enforcement and helping tackle environmental issues in the ward, John (Neighbourhood Warden) is a well-liked and respected member of the communities and neighbourhoods where he works. Much of the daily conversations, advice and community empowerment often goes under the radar. However, this ground level work is key to helping to build pride in a place.

Over the past twelve months John has utilised this skill set to further develop community links; reporting and tackling issues early, and bringing more residents of Central ward's neighbourhoods closer together. This has been done by working alongside voluntary centres to support summer event programmes for young people and taking part in a community building and fund raising away day organised by members of the Eden Community Association for Bangladeshi families at Bolton Abby.

John has been involved with Action Point, a registered charity helping neuro-diverse individuals lead fulfilling lives. He attends as a uniform officer to engage with the group on various activities for a few hours on Monday mornings.

He has also assisted the Ward Officer and Horticultural Officer in engagement with Keighley College by way of a Gardening Club which serves a group of neuro-diverse individuals teaching them the basics of gardening and growing food to eat.

He is heavily involved in dealing with inconsiderate, and potentially dangerous, parking by parents at St Andrew's school through a series of Action Days involving other agencies such as Parking Services and the Police.

He has engaged with Bangladeshi Community Association in conjunction with the Ward Officer and Youth Services by attending a countryside walk organised by BCA to raise funds for Bangladeshi flood victims.

### 3.9 **Keighley West**

#### **Bracken Bank**

The Neighbourhood Warden has been working with the Incommunities Housing Officer to try and address some longstanding issues with residents' waste at some Incommunities properties. This has involved her engagement with tenants and has resulted in one of the residents helping others with their waste such as putting out their bin and voluntarily litter picking. The Warden continues to meet with the Incommunities Housing Officer, sometimes early in the morning, to undertake walkabouts of the estate.

#### **Braithwaite**

The Neighbourhood Warden is in regular contact with a local resident and efficiently responds to matters raised using her links with partners and colleagues to look for solutions. This particularly comes to the fore at times such as Bonfire period where the Warden has helped with arranging vegetation clearance, fly tipping removal, referrals to the task force, and throughout this keeps in contact with and engages with the resident.

The Neighbourhood Warden was also involved in working with CNET on a community based gardening project. This involved speaking to residents and engaging them with the project to increase participation. The Warden's knowledge of the area was invaluable for the success of the project in getting several residents involved through her relationship building.

### **3.10 Keighley East**

Earlier in the year there was a week long campaign in relation to road safety at St Marys Primary school which involved, Police, Fire Service, Wardens, Councils Road Safety Team, Parking services and local councillors as well as school staff. Wardens worked with the children on a number of sessions during the week as well as supporting the police and parking services colleagues.

Neighbourhood Wardens attended and supported community fun days including a new group called Parkwood Community promoting the use of the green space on Parkwood and involving over 50 local people who got together. It was a day of community events and sports including sack race, tug of war, face painting. Warden has encouraged the Community group to grow and there are other events planned next year.

Warden has been supporting the new trustees at Hainworth Wood Community Centre, which was under- utilised during Covid by attending and helping Keighley Healthy Living deliver food awareness and cooking for the elderly at session held at lunchtime.

Wardens assisted with the "keep your neighbourhood clean and Tidy" agenda by delivering leaflets showing "before and after" pictures following Environmental Task Force clean ups. The warden did not just post the leaflets through the letter box but engaged with residents and provided information on how to keep the area clean and tidy and what support was available.

### **3.11 Worth Valley**

#### **Waste Management, Main St, Haworth**

Neighbourhood Wardens and the Environmental Enforcement officer have done some excellent work in Haworth regarding waste issues on Main Street. It's a heritage site so some sensitivity to that had to be considered. The local Warden worked with Waste Services and Enforcement to address trade waste concerns with businesses which involved visiting all businesses and working together with them to make sure all had appropriate trade waste arrangements in place. During these visits a domestic property with pest control issues was discovered and dealt with. To complement these visits Wardens supported the Ward Officer by delivering letters to all residents regarding their domestic waste and responsibilities, and this received good feedback. The situation continues to be monitored by the local Warden.

#### **Fly tipping – Penistone Hill and Brow Top**

A successful prosecution of those involved in fly tipping at Brow Top and Penistone Hill Country Park, Haworth started with the local Warden finding and securing evidence that was linked to a business in Bradford which enabled the Enforcement Team to progress the matter to Court.

Three people in connection with the business were prosecuted, all were found guilty and were handed fines and costs totalling £5,700.

### **Fly Tipping – Oakworth – vehicle seized, pending investigation**

Due to the joint efforts of Wardens and Enforcement a camera was installed at a remote rural fly-tipping hotspot and the site regularly monitored by the local Warden. Upon the discovery of a fly-tip the camera was examined and evidence was secured showing a van fly-tipping. This van was later located and seized, as the name and address of the current keeper could not be established. Investigations are ongoing.

## **3.12 Craven**

### **The Hive, Silsden Junior Wardens**

Promoting Community Engagement, the Neighbourhood Warden has worked with The Hive Community Centre Silsden and parents to establish a new Junior Warden Initiative. The Junior Wardens meet weekly for a two-hour session on Mondays term time only at The Hive Bees Knees Pre-School and undertake activities including litter picks and junior warden patrols are organised to identify areas needing litter picking. In November on a recent litter pick they collected 4 bags of waste. The Junior Wardens work really hard and have enjoyed taking part in the organised activities – cleaner environments. The Warden through this initiative has developed stronger local networks with young people, parents and the local community centre.

### **Supporting the Cost of Living Crisis**

The Neighbourhood Warden has touched base with the new group Silsden Collective Partnership established to support local residents who may be experiencing hardship linked to the cost of living crisis and attended some of their group meetings building stronger local contacts in the community. The Neighbourhood Warden was able to support the group by accessing the published Cost of Living Booklet, Bradford District and working alongside them as part of a team to undertake the delivery of the booklet to a number of properties across the Silsden area. The booklet contained information and tips covering Government Support, Energy and bills, Food Resources, Housing and much more. The Neighbourhood Warden by supporting the group with their delivery programme of the Cost of Living Booklet has enabled residents to receive current useful detailed information direct to their doorstep.

### **Supporting the local Business Community / Trade Waste Bins**

The Neighbourhood Warden worked with several businesses who were using domestic waste bins to dispose of business trade waste. The Neighbourhood Warden engaged directly with the businesses, contacted Trade Waste Services Section CBMDC and organised a site visit with a Trade Waste Officer to further explore the issues around correct trade waste disposal. The result was a suitable location was identified for trade waste bins for all the businesses involved. The Neighbourhood Warden continues to liaise with the local businesses building relationships, continues to address any issues as they arise and undertakes spot checks to assess if bins are being used correctly. This initiative has helped to address local concerns in the community as well as lending direct support to the local business community in Silsden.

## **3.13 Ilkley**

### **Ilkley Hot Weather Plan Summer 2022**

Neighbourhood Wardens deployed to Ilkley Park have undertaken a key role in engaging with visitors, residents and the wider public adopting a 'welcome, advisory and engagement role'. They have provided information about the park and its amenities, given out plastic bags and

advised and encouraged members of the public to discard their rubbish in a responsible manner, engaged in litter picking activities, notified people of the location of the temporary porto-loo facilities, worked alongside local volunteers and have supported other council teams such as Parks, Cleansing Services, PSPO Officers liaised with the Ward and Assistant Ward Officers and Police. The Wardens have contributed to working as part of a multi-agency team with a focus on promoting safer communities.

### **Dog Walkers / Dog Fouling Ilkley**

The Neighbourhood Warden has followed up with complaints received with regard to dog walkers /owners not been responsible and letting their dogs foul. Two hot spot areas were identified near to Ben Rhydding Primary School / Railway Station and Ilkley Cemetery. To address these issues the Neighbourhood Warden undertook regular foot patrols, engaged with dog walkers, provided advice about keeping dogs on a leash at all times especially in the cemetery grounds, encouraged dog walkers / owners to pick up after their pets and use appropriate receptacles. In addition to the patrols No Dog Fouling Signs were installed in and around the local Ben Rhydding Primary School and Railway Station and Ilkley Cemetery. The patrols together with increased signage has led to a decrease in incidents, addressed the concern of the general public and promoted behavioural change.

### **Working in Partnership with Residents to address Fly-Tipping in Woodland areas Ilkley**

Working alongside the Assistant Ward Officer the Neighbourhood Warden followed up on a number of concerns with regard to fly-tipping in local woodland - Curly Hill, Ilkley. Working with local residents, building relationships and offering support residents were able to come together and agreed to appoint a gardener to remove all the unwanted green waste and other contaminants from the woodland. It was explained to residents disposing of general green waste in the woodland area not indigenous to the woodland can have a negative effect on the natural flora / fauna. By supporting residents, the woodland area has now been cleared and residents were provided with additional information about composting. The result from this programme is the existing woodland is now not being impacted upon with unwanted 'fly-tipping – green waste' and residents have set up composting in their own garden areas.

## **3.47 Environmental Enforcement**

### **3.48 Enforcement Actions - November 2021 to November 2022**

3.49 Over the last year the team dealt with 10,750 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>Keighley</b>
Total Service Requests Received (SRs)	10,750	1,520
Community Protection Warnings (CPW)	891	151
Community Protection Notices (CPN)	238	34
Other Statutory Notices issued	213	25
Fly tipping Fixed penalty Notices (FPNs)	66	2
Other FPNs issued	127	19
Prosecutions & Cautions	14	5
Vehicles seized	7	2

### **3.50 Fly Tipping - Use of CCTV**

- 3.51 In the last 12 months additional CCTV cameras have been deployed across a number of areas of the Keighley District. Currently Keighley has fixed CCTV at 4 locations to tackle litter and fly-tipping issues. However, due to the remote location of some fly tipping hotspots the team has been unable to deploy fixed CCTV and instead have been using re-deployable cameras with some success. Over the coming months further CCTV cameras are to be deployed in areas identified as problematic hotspot locations.
- 3.52 The use of re-deployable cameras at rural locations has enabled the team to capture footage of fly tipping at 2 locations that has resulted in 2 vehicles being seized. One case resulted in a prosecution at the Magistrates Court. The hearing date was mid-November and the defendant failed to attend and a warrant has now been issued for his arrest without bail. The second case is still under investigation as the vehicle had no registered keeper.
- 3.53 The team has invested in a bespoke CCTV review suite based at Sir Henry Mitchell House 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.

### **3.54 Additional funding to support environmental work**

- 3.55 £150,000 Council capital funding 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.
- 3.56 The £150,000 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.
- 3.57 The Task Force budget has resulted in 2 Senior Environmental Enforcement Officers and 2 Environmental Enforcement Officers being appointed.
- 3.58 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.
- 3.59 The additional Enforcement Officers have provided much needed support to the existing teams and over the last 18 months have been involved in 10 vehicle seizures and 30 Stop and Search operations. The improved performance around the use of CCTV and corresponding detection of offenders has been greatly enhanced by these additional resources, as it has allowed one of the Senior Enforcement Officers to dedicate time on the deployment of CCTV and monitoring of CCTV footage.



3.60 The funding for the additional Enforcement Officers resource will come to an end in June 2023.

3.61 As well as the investment in environmental enforcement, the Task Force is working on a number of projects to identify sustainable solutions to waste-related problems such as litter and fly tipping and to increase public awareness of the problems and to promote positive behaviour change. Some of the projects in process are outlined below:

- Reducing littering from vehicles by publicising the fines and promoting how to report offences, using social media and other innovative awareness-raising campaigns, including the use of CCTV at litter hotspots.
- Managing takeaway litter by introducing a 'Code of Practice' for businesses which supports them to reduce and manage the litter and waste around their business. This includes a toolkit to be used by Council Officers which provides information and advice on how to work with businesses. The Task Force will use this toolkit to develop the engagement activity and train officers on how to both manage and reduce waste from businesses. The toolkit will ensure consistency of approach on how Officers engage effectively and change the behaviours of business owners.
- Tackling back streets with longstanding issues such as litter, fly tipping, contaminated recycling bins and untidy gardens. A Clean Street Award has been created to encourage residents to take responsibility for their street. The toolkit created for Council Officers provides information and support on how to deal with these issues which includes a number of templates and signs to use. This will be used to train existing staff on the approach to dealing with this issue using the toolkit to make significant change in neighbourhoods. The aim is to build the knowledge and confidence of Officers and enable them to deal with these matters in a consistent manner.
- Working in partnership with landlords and tenants to ensure they are managing waste from their properties effectively and responsibly and maintaining acceptable environmental standards. A Voluntary Agreement (similar to a contract) between all parties has been created which includes an information booklet to be issued and made available for both landlords and tenants. The Task Force will provide support to Enforcement Teams, Housing Standard Teams and Area Coordinators' Offices on the use of these documents.

### **3.62 Training and Workforce Development**

3.63 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.

## **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**

There are no specific legal appraisal issues to highlight.

## **7.0 OTHER IMPLICATIONS**

### **7.1 SUSTAINABILITY IMPLICATIONS**

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

### **7.2 GREENHOUSE GAS EMISSIONS IMPACTS**

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

### **7.3 COMMUNITY SAFETY IMPLICATIONS**

The work of the service makes a positive contribution towards improving community safety in the Keighley Area.

### **7.4 HUMAN RIGHTS ACT**

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

### **7.5 TRADE UNION IMPLICATIONS**

There are no trade union implication issues to highlight.

### **7.6 WARD IMPLICATIONS**

The work of the service contributes towards priorities in each of the wards in the Keighley Area.

### **7.7 AREA COMMITTEE ACTION PLAN IMPLICATIONS (for reports to Area Committees only)**

The work of the service contributes towards addressing a number of priorities in the Keighley Locality Plan 2022-25.

### **7.8 IMPLICATIONS FOR CHILDREN AND YOUNG PEOPLE**

The work of the service makes a positive contribution towards improving the lives of children and young people living in the Keighley Area. There are no known implications with regard to corporate parenting arising from this report.

## **7.9 ISSUES ARISING FROM PRIVACY IMPACT ASSESMENT**

No issues.

## **8. NOT FOR PUBLICATION DOCUMENTS**

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 Keighley Area Committee notes the progress of the Environmental Enforcement & Neighbourhood Warden Service since the last report in December 2021.

10.2 A further report detailing the progress of the Environmental Enforcement & Neighbourhood Warden Service is brought to the Area Committee in 12 months' time.

## **11. APPENDICES**

None

## **12. BACKGROUND DOCUMENTS**

Neighbourhood Wardens and Environmental Enforcement, Document 'N', Keighley Area Committee, 17 October 2019