

# Report of the Shipley Area Co-ordinator to the meeting of the Shipley Area Committee to be held on 25<sup>th</sup> January 2023.

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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 Shipley 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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David Shepherd  
Strategic Director of Place

### **Portfolio:**

Neighbourhoods and Community Safety/  
Healthy People and Places

Report Contact: Richard Colman

### **Overview & Scrutiny Area:**

Phone: 01274 437050  
E-mail: [Richard.Colman@bradford.gov.uk](mailto:Richard.Colman@bradford.gov.uk)

Corporate/Regeneration and Environment

## 1. SUMMARY

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

## 2. 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 is currently 1 FTE Environmental Enforcement Officer in Shipley. This is made up of a part-time Environmental Enforcement Officer working 3 days a week with the remaining post being covered by the Warden and Environmental Enforcement Manager.

2.3 In the last 12 months the total number of service requests dealt with by the Warden and Enforcement Service was 10,437. The number of service requests dealt with in Shipley was 747 (7 %). 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>
Shipley	179
Windhill and Wrose	171
Bingley Rural	126
Baildon	125
Bingley	104
Wharfedale	42

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 suggest locations for 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.

## 2.8 Enforcement Actions – January 2022 to December 2022

Over the last year the team dealt with 10,437 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>Shipley</b>
Total Service Requests Received (SRs)	10,437	747
Community Protection Warnings (CPW)	891	31
Community Protection Notices (CPN)	238	4
Other Statutory Notices issued	213	14
Fly tipping Fixed penalty Notices (FPNs)	67	9
Other FPNs issued	127	2
Prosecutions & Cautions	14	1
Vehicles seized	8	0

## 3. 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 6 FTE Wardens allocated to Shipley. Currently there are 4 Wardens including a Warden Team Leader and we will be looking to recruit early in the New Year. Recent recruitment drives have not proved successful in getting suitable candidates for the role.
- 3.2 Staff are generally deployed on a Ward-basis with dedicated staff given the lead responsibility for a Ward. Currently due to Warden numbers in Shipley this is not possible and Wardens are deployed to areas as dictated by need and demand.
- 3.3 In addition 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 early 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**

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:

#### **3.6.1 Baildon**

- Attending bi-monthly walkabouts arranged by the Assistant Ward Officer with Incommunities Housing Officers, Councillors and a local resident as part of a voluntary group called Litter Free Baildon. This focuses on a problem area of Baildon and looks to raise and address issues relating to bin storage, bin misuse, waste collection issues, fly-tipping and anti-social behaviour.
- Attending walk rounds with Incommunities Housing Officers and Councillors to visit social housing complexes.
- Organising bi- monthly catch ups to locate and address any environmental issues which they come across in the community and of which could be candidates for referral to the Environmental Taskforce.
- Regularly patrolling residential areas and areas of social housing, parks, open spaces and footpaths to give reassurance to residents of a presence in the area.
- Carrying out dog fouling patrols at the request of residents and councillors who raise any concerns and will support the police in engaging with residents with dogs.
- Along with the Assistant Ward Officer stays in regular contact with Litter Free Baildon who do regular litter picks around the area. The group provides regular information to the Assistant Ward Officer on anti-social behaviour hotspots they may encounter based on the types of litter they collect for example canisters.
- Provide litter picking equipment to residents interested in local litter picks.
- Attend ward partnership meetings and actions/ investigates issues raised by partners.
- Assists with 'gully cleaning' days of action ensuring that information is given prior to the gully cleaning day and assisting with asking residents to remove cars from the road to give access to the gully wagons.
- Has supported Friends of Ferniehurst Dell group in assisting with removal and transfer of sculptures to different areas of the Dell.
- Along with the Assistant Ward Officer has coordinated visiting and delivering Cost of Living booklets to community centres, churches, libraries, doctors surgeries and shops.

### **3.6.2 Bingley**

- Worked in partnership with the environmental task force, Canal & Rivers Trust & Bingley town council on a week of action clearing vegetation from and around Britannia bridge. This area received many complaints surrounding ASB, dog fouling and the harbouring of rodents Feedback from Cllrs and public was very positive with women in particular saying that they now feel “much safer” now the encroachment has been cleared.
- Along with the Assistant Ward Officer, has recently visited all community centres. churches, library, doctor’s surgeries, post offices, chemists and busy shops etc. delivering and distributing the “cost of living” pamphlet giving access to information for vulnerable people and those who are not digitally connected.
- During periods of hot weather, the warden, in partnership with the police/youth service have visited Myrtle Park offering safety advice and handing out bags for rubbish collection to the many visitors. This reduced “loose” rubbish by an estimated 60% saving park’s staff time clearing park the following day.
- Regularly patrolling parks and open spaces offering a uniformed presence to deter ASB and give reassurance to vulnerable site users and links in with the Friends of Myrtle Park & Friends of Prince of Wales Park groups.
- Instigating a community led clean-up of Back Percy Street and Stanley Street. Neighbours came out and cleaned the whole street, some neighbours communicating for the first time.
- Assisting various community groups in their annual Keep Britain Tidy spring clean campaigns.
- Assisted in the “gulley cleaning” days of action delivering information to residents and a presence on the day to ensure the operation ran as smoothly as possible.
- Attending ward partnership meetings and actions/investigates issues raised by partners.
- Played an active role in the February 2022 flood response, signposting affected residents to help and assistance and delivering sandbags when requested, monitoring and reporting river levels.

### **3.6.3 Bingley Rural**

- Meets and has “walkabouts” around the villages with the social housing officer where environmental issues have been addressed before they escalate to environmental enforcement.
- Has had walkabouts with elected members who highlight issues and concerns raised by constituents and in most cases resolving their concerns.
- Attending ward partnership meetings and actions/investigates issues raised by partners.
- Plays an active role on the Wilsden green spaces committee and supports them in their environmental tasks.

- Frequently calls at community centres in Denholme, Cullingworth, Wilsden and Cottingley and relays information to them from the Area Office.
- Has recently visited all community centres, churches, doctor's surgeries, chemists, busy shops etc. delivering and distributing the "cost of living" pamphlet giving access to information for vulnerable people and those who are not digitally connected.
- Assisted with the "gulley cleaning" days of action in all of the villages ensuring that information is given to residents and the operation run smoothly.
- During periods of hot weather, the warden, in partnership with the police/youth service have visited local beauty spots such as Goitstock & St Ives offering safety advice and handing out bags for rubbish collection to visitors thus reducing the environmental impact of the many visitors to the area.
- Worked with various environmental groups whether they be Town/Village council led or individual groups of neighbours with the annual Keep Britain Tidy spring clean.
- Along with the Assistant Ward Officer will play an active role in planting the community orchard in Foster Park Denholme.
- Played a pivotal role in identifying vulnerable people in recent power cuts, distributing information for affected residents, identifying and reporting street by street and by postcode affected dwellings.

#### **3.6.4 Shipley**

- Along with the Assistant Ward Officer has arranged bi-monthly walkabouts in Shipley to identify any areas which would benefit from the Environmental Taskforce whilst also looking at bin misuse, waste collection issues and fly-tipping.
- Provided support to the Assistant Ward Officer in partnership with Norwood Neighbourhood Association and residents of a Incommunities flats to arrange a 'Summer Get Together'.
- Assisted with visiting and delivering Cost of Living booklets to community centres, churches, libraries, doctors surgeries and shops.
- Regularly patrols residential and areas of social housing, parks, open spaces, footpaths and woodland areas to give reassurance to residents of a presence in the area.
- The Clean Streets of Shipley is a scheme designed to support residents who want to keep their area free of litter and encourages them to 'adopt a street'. This scheme is run by the Assistant Ward Officer in partnership with the Kirkgate Community Centre with support from the warden with delivering litter picking equipment.

## **Days of Action**

- Along with the Assistant Ward Officer and in partnership with Councillors arranged a Community Clean up event to address issues of fly tipping and to do a community litter pick. Members of the community and children organised a community cake stall with tea and coffee for the volunteers and any monies raised being donated to charity.
- The Ward Officer, Assistant Ward Officer, with the Fire Service, Police and Friends of Roberts Park arranged a Community Safety Fun Day in Roberts Park with presence and assistance from the Neighbourhood wardens provided. The Neighbourhood Warden assisting with the setting up and clearing down of the event.

### **3.6.5 Wharfedale**

- Worked with the Assistant Ward Officer to arrange walkabouts with Councillors which focused on issues raised in Wharfedale and looked to taking a problem solving and can do approach finding solutions. The issues raised relate to bin storage, bin misuse, waste collection issues, fly tipping, anti-social behaviour, traffic issues, overgrown snickets, foliage and trees, street lighting and graffiti issues. Specifically, the warden has worked with a resident to clean up a problematic garden on Sun Lane, Burley and feedback from local residents has been positive.
- Regularly patrols parks and open spaces offering a uniformed presence to deter anti-social behaviour, dog fouling and give reassurance to the local residents utilising and enjoying the parks and open spaces in Burley and Menston.
- Attends ward partnership meetings and actions/ investigates issues raised by partners. The warden has excellent working relationships with the police, PCSO's, schools, Incommunities, community centres, local businesses and councillors etc.
- Recently visited all community centres, churches, library, doctor's surgeries, shops etc. delivering and distributing the "cost of living" leaflet giving access to information for vulnerable people and those who are not digitally connected.
- Assisted with 'gully cleaning' days of action ensuring that information is given prior to the gully cleaning day and assisting with asking residents to remove cars from the road to give access to the gully wagons.
- Supported the Wharfedale Wombles Litter Group in assisting with removal and transfer of litter collection and provide bags and equipment.
- Provided litter picking equipment to residents interested in local litter picks.
- Has worked with the councillors and Parish Council to support residents who may need additional support with clearing overhanging vegetation from their garden.
- Has assisted the Ward Officer and Assistant Ward Officer in working in partnership with 2 site managers on the Greenholme Mills building project in Burley in Wharfedale to insure the connecting roads are free from dirt and soil and cleaned as agreed in the Construction Management Plan. In addition, the parking and litter issues created by the builders have been dealt with in conjunction with the site managers and local residents.

- Worked alongside and with The Environmental Task Force to clear overgrown snickets on Sun Lane, Aireville Terrace and West View Avenue.

### **3.6.6 Windhill & Wrose**

- Works in partnership with the Environmental Task Force, Incommunities and residents in relation to complaints about fly tipping and overgrown snickets on West Royd, Owlet, Bolton Woods and Crag Road. Feedback from the councillors and public was very positive on completion.
- Along with the Assistant Ward Officer has visited all community centres. Churches, Library, doctor's surgeries, shops etc. delivering and distributing the "cost of living" booklet giving access to information for vulnerable people who are not digitally connected.
- Played an active role in the Platinum Jubilee celebrations by filling out forms with residents who were not digitally connected so that residents were able to apply for funding for street parties which enabled them to bring communities together to celebrate the occasion.
- Regularly patrolling parks and open spaces offering a uniformed presence to deter anti-social behaviour and give reassurance to vulnerable site users and has established links with Windhill Community Centre, Bolton Woods Community and the residents of Windhill and Wrose that use the parks.
- Worked together with the Assistant Ward Officer and consulted with residents in relation to having bollards fitted in and around Blue Cheese Park to reduce anti-social behaviour and quad use. This project included the installation of a tarmacked footpath to improve the health and safety for walkers and also linked the local school with West Royd for parents and children to use safely.
- Involved with community led clean-up of neighbourhoods. Clean ups have taken place on Stubbing Way, Alma Street and Leeds Road. Local people came out and assisted with the cleaning of the whole street and surrounding area.
- Assisted numerous residents in Windhill and Wrose and has provided them with litter picks and bags to keep their communities free from litter and he arranges the pick-up of litter bags with the cleansing teams.
- Played an active role in the "gulley cleaning" days of action delivering information to residents and a presence on the day to ensure the operation run as smoothly as possible.
- Attends and participates with ward partnership meetings and actions/investigates issues raised by partners. The warden has excellent working relationships with the police, PCSO's, schools, Incommunities, community centres, local businesses, councillors, amongst many more.
- Played an active role in sourcing and the picking up of fresh food from local business and delivering/supporting community centres. The food is for residents that offers affordable fresh essentials for individuals struggling financially to meet their needs. The warden is a Trustee on the board at Windhill Community Centre was offers his time to projects to support the centre on weekends and evenings.



## Summary

The Wardens provide a uniformed presence in their the wards, they are a link between the public, the place and the council. The Wardens work on their own initiative resolving issues at an early stage before potential issues are brought to the attention of the council. Neighbourhood Wardens work locally to reduce and prevent ant-social behaviour and support the community.

### 3.7 Additional funding to support environmental work

- 3.8 £200,000 of budget has allocated to the Environmental Task Force that wardens work closely with to improve snickets and grot spots.
- 3.9 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. We are looking to introduce more cameras this year. Suggestions from members are welcome for suitable sites.
- 3.10 The team has invested in a bespoke CCTV review suite based at Sir Henry Mitchell House to catch litter offenders throwing litter from vehicles. We will be looking to introduce these cameras this year in the Shipley area.
- 3.11 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.
- 3.12 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.
- 3.13 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.
  - 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 priority within the Locality Plan). 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.

### **3.14 Training and Workforce Development**

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. FINANCIAL & RESOURCE APPRAISAL**

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

## **5. RISK MANAGEMENT AND GOVERNANCE ISSUES**

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

## **6. LEGAL APPRAISAL**

There are no specific legal appraisal issues to highlight.

## **7. OTHER IMPLICATIONS**

### **7.1 SUSTAINABILITY IMPLICATIONS**

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

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

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

### **7.3 COMMUNITY SAFETY IMPLICATIONS**

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

## **7.4 HUMAN RIGHTS ACT**

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

## **7.5 TRADE UNION IMPLICATIONS**

7.5.1 There are no trade union implication issues to highlight.

## **7.6 WARD IMPLICATIONS**

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

## **7.7 AREA COMMITTEE ACTION PLAN IMPLICATIONS**

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

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

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

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

7.9.1 No issues.

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

8.1 There are no not for publication documents.

## **9. OPTIONS**

9.1 To make amendments to the recommendations.

## **10. RECOMMENDATIONS**

10.1 Shipley Area Committee notes the progress of the Environmental Enforcement & Neighbourhood Warden Service in the past 12 months and specifically contributing to the actions in the Shipley Area Locality Plan.

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**

11.1 None

## **12. BACKGROUND DOCUMENTS**

12.1 None