



ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL

Panel Report

Public

Date of Meeting: Thursday 2nd August 2012

Title: CLEANING UP CARLISLE

Report of: The Director of Local Environment

Report reference: LE23/12

Summary: A clean local environment makes a difference to the quality of life for our communities in Carlisle and also makes a contribution to our local economy by encouraging investment into the City and by supporting local tourism. It is clear that whilst significant resources are spent in cleaning up Carlisle's streets, parks and open spaces, the local environment can quickly deteriorate due to high levels of litter being dropped, fly tipping at hot spots and the continuing dog fouling prevalent in some areas of the city. Carlisle City Council is therefore adopting a broader approach to cleaning up Carlisle and keeping it clean through a three strand approach of education, enforcement and improved clean up. The combined approach will jump start the initiative for a cleaner Carlisle that we can all be proud of.

Questions for / input required from Scrutiny:

To consider the proposals for

- a) improved cleansing
- b) education and campaigns.
- c) enforcement activity

and make comments with regard to effectiveness of the proposals.

Recommendations:

To support the Cleaner Carlisle; Love Where You Live campaign

Contact Officer: Angela Culleton

Ext: 7325

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

1. BACKGROUND INFORMATION AND OPTIONS

The budget proposed to Council on the 7th February included £70,000 per annum for two years to fund a “Community Clean up Team”. Following amendments at Full Council additional funding for two years of £85,000 was approved to address community cleaning issues, in particular dog fouling. In total this additional £155,000 for two years will improve the cleanliness of Carlisle, targeting dog fouling, littering and staining and to support the transition to a more programmed approach to the street cleansing operations.

The additional funding compliments improvements already identified during the review of the service last year, which highlighted the following areas for improvement;

- Increased mechanisation
- Sticking to new programmes of street cleansing
- Closer alignment between street cleaning and waste and recycling collections
- Reduced reliance on reactive work
- Improved enforcement and education
- Building capacity and flexibility across the team and voluntary groups
- Improved management of information and customer requests

It is proposed to use the additional funding in a three strand approach of education, enforcement and improved clean up so that there will be a sustained outcome at the end of the 2 year period.

1.1 Improved Cleansing

New street cleaning machines are on order, however, the fleet would benefit from the addition of machines for pavement cleaning and to target dog fouling. This capital funding should be spent in the first year to maximise benefit of the investment and as such funding from year two will need to be brought forward to year one. A response team will be set up to provide a street cleaning service for requests so that the core street cleaning resources can concentrate and focus on delivering the planned programme of work. In this way, all the streets and pavements will be cleaned on a regular basis and over time the need to request street cleansing will reduce.

1.2 Education

A new team is being set up within Environmental Health to provide education and enforcement on environmental crime such as dog fouling and littering and the more serious offences of fly-tipping. It is recognised that to have maximum impact that

this work will focus on education and raising awareness and as such regular campaign work will be delivered to encourage people to pick up after their dogs and not to drop litter. The new team will work cross directorate to address issues that may contribute to littering and fly tipping in terms of helping residents to access the excellent recycling and waste collection services and to identify and target locations and times for education opportunities.

1.3 Enforcement

The education work will be followed up with hard hitting enforcement activity such as the issue of warning letters, fixed penalty notices, other legal notices and ultimately prosecution. Successful enforcement will be publicised to act as a deterrent to others and to get the message across that this behaviour will not be tolerated and there will be sanctions. The draft enforcement policy is attached at Appendix 3 and seeks to ensure a fair, open, proportionate and consistent enforcement for individuals, businesses and the community. The issue of serving fixed penalty tickets on young offenders is considered in the policy and further advice is being sought from Cumbria's Youth Offending Service before the Policy is finalised.

1.4 Proposals for spend

The two year funding will compliment core street cleansing services and will aid in the transition to stronger area working and programmes of work. The funding will be spent on a dedicated response team, more staffing resource for enforcement and education, equipment and operational costs in the following split;

Budget Allocation	2012/13	2013/14
<i>Total Allocation</i>	<i>£155,000</i>	<i>£155,000</i>
<i>Proposed Allocation</i>	<i>£175,000</i>	<i>£135,000</i>
Additional Clean up Resources	£85,335	£85,300
Tools and equipment	£38,000	£0
Education and Enforcement	£31,665	£31,700
City Centre Improvements	£20,000	£18,000
Total Spend	£175,000	£135,000

The spend will be split into capital and revenue spend with £61,000 capital spend in 2012/13 and £14,000 capital spend in 2013/14. The bringing forward of £20,000 capital was approved at Council on 17th July 2012.

Carlisle City Council

Clean Neighbourhoods Enforcement Policy

CLEAN NEIGHBOURHOODS ENFORCEMENT POLICY

1.0 INTRODUCTION

Our aim is to ensure Carlisle is a clean, safe, healthy and welcoming place to live, work and visit. We are committed to ensuring regulatory compliance and this policy sets out what individuals, businesses and the community can expect from Carlisle City Council when enforcement becomes necessary.

- 1.1 The Council uses an 'Educate, Engage, Enforce' approach to delivering its Clean Neighbourhood objectives. In the first instance, the emphasis is on information, encouragement and support but if the Council is to have a realistic chance of achieving its aims then it will, in some circumstances, have to use its enforcement powers to fulfil this ambition. Environmental legislation has been introduced over the years to ensure that people can live together without adversely affecting one another or the environment. This policy seeks to ensure a fair, open, proportionate and consistent enforcement for individuals, businesses and the community.
- 1.2 This policy relates to offences in relation to: -
- a) Dog fouling
 - b) Dog off a lead
 - c) Dog without a collar and tag
 - d) Depositing or contributing to litter
 - e) Inadequate waste disposal
 - f) Fly tipping
 - g) Fly posting
 - h) Graffiti
- 1.3 Enforcement action taken against an individual or organisation will be proportionate and consistent with the Council's commitment to equality and diversity.
- 1.4 This enforcement policy has been produced having regard to DEFRA guidance on the use of fixed penalty notices under the provisions of the Clean Neighbourhoods and Environment Act 2005. Enforcement and the use of Fixed Penalties follow the guidance within the Enforcement Concordat, the Regulators Compliance Code and the Code of Practice for Crown Prosecutors (as applied by the Council's Legal Department).
- 1.5 The policy is available to interested parties in order to help ensure that the Council's approach to enforcement is as open and fair as possible. It will be published on the corporate website and copies made available upon request.

2.0 GENERAL PRINCIPLES OF ENFORCEMENT

- 2.1 Enforcement is any formal or informal action taken to prevent or rectify infringements of legislation. The enforcement options may differ where different areas of legislation are used, but the principles of application should remain constant and consistent.
- 2.2 The Council aims to implement its Clean Neighbourhoods Enforcement policy in a firm but fair manner. The principles underlying firm but fair include;

1. Proportionality

The concept of proportionality is described as a balance of action to protect the public or the environment against the risks and costs. Any enforcement action taken or remedial action taken must be proportionate to the risks. The enforcement action taken by Carlisle City Council will be proportionate to the risks posed to the public or environment and the seriousness of any breach of law.

2. Consistency

Consistency means taking a similar approach in similar circumstances to achieve similar results. Whilst Officers exercise discretion, the Council will endeavour to ensure that enforcement decisions are consistent, balanced and fair and relate to common standards. Variables taken into account when making enforcement decisions include the seriousness of the offence, past history, confidence in management, the consequences of non compliance, evidence of remorse, consideration of the offender and the likely effectiveness of the various enforcement options.

3. Transparency and Openness

Transparency is vitally important in maintaining public confidence in the ability to regulate. It means helping those regulated and others to understand what is expected of them and what they should expect from the Council. It also means making clear why an Officer intends to or has taken enforcement action. Information and advice will be provided in plain language without abbreviations or jargon and widely distributed as possible.

4. Targeting

Targeting means making sure that regulatory effort is directed primarily towards those whose activities that give rise to the most serious risks or community concern. Action will be primarily focused on those that break the law or those directly responsible for the risk and who are best placed to control it as set out in the appropriate legislation.

In respect to clean neighbourhoods the Council considers that dog fouling, littering and fly tipping generate the greatest level of community concern.

2.3 Enforcement Options Available

- i. Informal action and advice – written or oral (where appropriate)
- ii. Anti Social Behaviour Contracts: Restorative Justice Options.
- iii. Formal caution
- iv. Formal statutory notice
- v. Execution of work in default i.e. required by a statutory notice where the recipient has not complied with a notice
- vi. Fixed penalty notices for specific offences
- vii. No action where there is insufficient evidence to pursue action, or where it may not be cost effective to continue, or in the public interest.
- viii. Prosecution

The method of enforcement used should be balanced to produce the highest reasonable standards of compliance within the least time.

3.0 CLEAN NEIGHBOURHOOD INFORMAL ENFORCEMENT

- 3.1 The Council is conscious that some members of the public and the business community who have knowingly caused a problem for which they are responsible may be anxious to comply with their statutory obligations.
- 3.2 The Council will undertake educational campaigns to raise awareness of what constitutes offences for which enforcement action can be taken. For most offences listed under section 1.2 the Council will progress formal enforcement, however, If formal action is deemed not appropriate then suggestions or requirements will be given and the guidance stated will clearly identify the nature of the offence and any remedial action that is required. Officers will, with due regard to technical accuracy and scientific convention, express requirements or suggestions in a manner that is clear and readily understandable.

- 3.3 Any requirements made verbally or in writing will clearly identify whether they are mandatory or advisory in nature. If the requirements are mandatory, a timescale for compliance will be specified.
- 3.4 Informal written warnings may be issued to support messages that further breaches of legislation will be treated seriously and that these may be subject to formal enforcement action. Written advice on good practice, industry guidance or technical information may be provided where there is a need to assist the person in meeting these requirements.

4.0 CLEAN NEIGHBOURHOOD FORMAL ENFORCEMENT

- 4.1 Formal enforcement includes legal proceedings through the Magistrates Court, the issuing of Statutory Notices or the offer of a Fixed Penalty Notice or a formal caution.
The Council would consider formal enforcement action where;
- a) An informal approach has already failed, and / or
 - b) The nature of the offence warrants the offer of a Fixed Penalty Notice and / or
 - c) The nature of the offence warrants legal proceeding being implemented.
- 4.2 Where there are rights of appeal against the issue of a notice, the service will, at the time the Authority takes action, issue clear written advice on how to appeal. Whenever possible, the type of advice or information will be issued with the enforcement notice.

5.0 FIXED PENALTY NOTICES

- 5.1 In certain circumstances it may be appropriate to offer a fixed penalty notice for the relevant offence. The fixed penalty will allow the offender to discharge responsibility for the offence and avoid action through the Magistrates Court.
- 5.2 Fixed Penalty Notices should be issued in accordance with relevant legislation such as the Environmental Protection Act 1990, Control of Pollution Act 1989, Anti-Social Behaviour Act 2003 and the Clean Neighbourhoods and Environment Act 2005.

Carlisle City Council has three Dog Control Orders adopted in 2007, one relating to dog fouling and two relating to dogs being kept on leads. Fixed Penalty Notices can be offered for offences of these Orders.

5.3 Levels of Fixed Penalty Fine

Table 1 contains a list of all the various fixed penalty notices available for use by the Council in relation to Clean Neighbourhoods offences. It includes details of the particular fixed penalty notice and present levels of fine.

TABLE 1			
Offence	Legislation	What is the Council trying to achieve by using fixed penalty powers?	Level of Fine
Depositing litter	S 87/88(1) Environmental Protection Act 1990	Cleaner streets and public places and increasing public awareness by publicity associated with fixed penalty scheme.	Up to £80
Failure to comply with a Street Litter Control Notice or Litter Clearing Notice	S 92C/94A(2) Environmental Protection Act 1990	Cleaner streets and public places. Requirements on business to help clear litter they generate (street litter control notices). Also power to require businesses and individuals to clear their land (litter clearing notices)	£100
Graffiti and fly-posting	S 43 Anti-Social Behaviour Act 2003	Cleaner buildings and structures by strengthening the powers to deal with graffiti removal and fly-posting	Up to £80
Failure to produce authority to transfer waste	S 5B(2) Control of Pollution (Amendment) Act 1989	Reduce illegal waste disposal by targeting illegal waste carriers who may fly-tip their load or dispose of it unlawfully thereby preventing harm to the environment.	£300
Failure to produce waste documents	S 34A(2) Environmental Protection Act 1990	Identifying business operators and the public who transfer their waste irresponsibly which may lead to unlawful disposal or fly-tipping	£300
Failure to comply with a waste receptacles notice	S 47ZA(2) Environmental Protection Act 1990	Attempting to resolve waste storage and collection issues on domestic and commercial premises which can give rise to complaints. In the domestic situation encourage participation in the Council's recycling service	£100

Failure to comply with a dog control order	Dog Control Order Regulations 2006	Increase awareness of the problems caused by dog fouling. Reduce the number of incidents of dog fouling in the district resulting in cleaner streets and public places. Reduction in serious health risk. Preventing nuisance and dangerous dogs by ensuring dogs are control on leads in public places.	Up to £80
--	------------------------------------	--	-----------

5.4 Where satisfactory evidence exists Fixed Penalties will be used for routine offences covered in Table 1 in this policy. In cases where the nature or extent of the offence is serious and that the issuing of a fixed penalty would bring the system into disrepute, then prosecution will be considered. Examples could include cases where there is evidence of widespread and systematic offending, non-co-operation or obstruction with enquiries, intimidation of witnesses or aggressive or violent conduct.

5.5 Defra have offered guidelines, for dealing with young offenders. These include keeping parents or guardians involved throughout the process and letting them know as soon as possible when an offence has been committed. Defra advise working closely with the Police and schools, including going into schools to talk to pupils about litter, dog fouling etc...

Issuing fixed penalty notices to young people under the age of 15 is difficult. Primarily, this is because it is hard to ensure payment as the Fixed Penalty Notice's do not have any parental liability, if a fine is not paid the matter would be referred through the youth courts, which can be difficult, time consuming and not always in the public interest.

5.6 The Council does not wish to subject young people to criminal proceedings unnecessarily. Fixed Penalty Notices will not be served on juveniles aged 17 or under, instead we aim to use an holistic approach to the problem of young offenders, including education, work through the schools and on the streets, use of young volunteers e.g. litter picking, and the use of civil remedies such as acceptable behaviour contracts which will be carried out in partnership with Cumbria Constabulary. We will endeavour to adopt reparation and restorative justice approach in appropriate circumstances.

5.7 Where it is considered appropriate offences by juveniles aged 17 or under will be reported to the child's parents or guardians, either directly, or through any

supporting service the family may have. The Youth Offending Team for the area where the offender lives should also be informed.

- 5.8 If there is any doubt in the enforcements officer's mind that the person who has committed an offence is not capable of understanding what they have done, or are seriously mentally impaired, clearly unable to pay e.g. homeless, or otherwise the issue of a fixed penalty would not be in the public interest, then on-the-spot education will be considered. This could include asking the person to rectify their actions or explaining the consequences of their actions. In any event, the evidence should be brought to a line manager for discussion before a decision on issuing a fixed penalty is made.

6.0 FORMAL ENFORCEMENT– PROSECUTIONS

- 6.1 A decision to prosecute is a serious matter which we will only take after full consideration of the implications and consequences. The decision will have regard to the evidential and public interest tests set down by the Director of Public Prosecutions in the Code for Crown Prosecutors.

Prosecutions will not be commenced or continued unless we are satisfied that there is sufficient, admissible and reliable evidence that the offence has been committed and that there is a reasonable prospect of conviction. Where a case does not pass this evidential test, it will not go ahead, no matter how important or serious it may be. Where there is sufficient evidence, a prosecution will not be commenced or continued unless it is in the public interest to do so. Public interest factors that can affect the decision to prosecute usually depend on the seriousness of the offence or the circumstances of the offender. Where it is considered that the public interest test may not be satisfied but sufficient evidence of the offence exists to instigate legal proceedings the Council may consider the option of issuing a Formal Caution to the offender.

We will consider the following public interest factors in deciding whether or not to prosecute.

- **Effect** of the offence or action – for offences listed in 1.2 the presumption is in favour of formal enforcement. Community Impact Assessments will be used to support prosecutions so that Magistrates and the media are aware of the consequences of environmental crimes.
- **Foreseeability** of the offence or the circumstances leading to it
- **Intent** of the offender, individually and/or corporately – for offences listed in 1.2 the presumption is in favour of formal enforcement.
- **History** of offending– for offences listed in 1.2 the presumption is in

favour of formal enforcement

- **Attitude** of the offender– for offences listed in 1.2 the presumption is in favour of formal enforcement.
- **Deterrent** effect of a prosecution, on the offender and others– for offences listed in 1.2 the presumption is in favour of formal enforcement.
- **Personal** circumstances of the offender

These factors are not exhaustive and those which apply will depend on the particular circumstances of each case.

Criminal proceedings will be taken against those persons responsible for the offence. Where the offence has resulted from the Company's activities we will usually prosecute the Company. We will also consider any part played by the officers of the Company and may take action against those officers as well as the Company. This will usually be where it can be shown that the offence was committed with their consent, due to their neglect or that they 'turned a blind eye' to the offence or the circumstance leading to it.

Where there is sufficient evidence we will normally recommend prosecution in any of the following circumstances.

- Incidents which have significant consequences – e.g. fly tipping related offences.
- Failure to comply with fixed penalty payment requirements
- Carrying out operations without a relevant licence
- Excessive or persistent breaches of regulatory requirements
- Failure to comply or to comply adequately with formal remedial requirements
- Failure to supply information without reasonable excuse or knowingly or recklessly supplying false or misleading information
- Obstruction of officers in the course of their work

7.0 TRAINING AND QUALIFICATIONS OF ENFORCEMENT OFFICERS

7.1 No officer will carry out enforcement duties unless suitably trained, experienced and authorised under the Council's delegated powers.

7.2 Prosecution will only be authorised by the legal department following review of the case prepared by the Investigating Officer/appropriate Senior Manager.

7.3 Training will be provided for all enforcement officers, as required, to meet

changes in legislation and enforcement procedures.
Officers will always show their City Council Authority Cards when instigating formal enforcement action.

8.0 COMPLAINTS ABOUT THE SERVICE

8.1 Carlisle City Council has an effective complaints procedure and will endeavour to resolve any complaint as quickly as possible via its official complaints procedure. Complaints can be made by:

Telephone – 01228 817000

In writing – Free post YGCX – YEYB – Carlisle City Council, Civic Centre, Carlisle, CA3 8QG

Email – complaints@carlisle.gov.uk

9.0 EQUAL AND FAIR TREATMENT

9.1 Enforcement practices will be constantly monitored and reviewed to ensure that they are fair, equitable and in accordance with the Equality Act 2010. The Enforcement Policy will not be adopted differently for race, gender, religion or beliefs. A variation to formal action against juveniles is outlined in section 5. Subject to any specific statutory exemptions, a person's disability will be considered for each individual circumstance when deciding whether to pursue formal action or to pursue other means to seek corrective behaviours or practices.

9.2 The policy will be available on the City Council's website and at the Civic Centre offices and copies of the policy will be available upon request. On request, this policy will be made available on tape, in Braille, large type, or in a language other than English.

10.0 MONITORING OF POLICY

10.1 The implications and effectiveness of the performance of this policy will be constantly monitored and the policy reviewed every two years.

10.2 Enforcement decisions that warrant exception from the policy will be recorded and considered during future reviews of the policy.

10.3 This will also be true of new legislation coming into effect, which may introduce new types of powers and possible actions which enforcement officers may be able to take.

10.4 All cases resulting in a decision to prosecute will be reviewed both by the investigating officer and the nominated officer in charge of the investigation prior to any file being referred to the Legal department. A further review of the file will take place by the Council's Solicitor when further evidence, or advice, may be sought or given.

10.0 HUMAN RIGHTS

10.1 All enforcement action and investigations will be carried out in a manner that complies with the requirements of legislation and codes of practice governing the collection of evidence and investigatory powers.

10.2 This will include any surveillance activity which will comply with both the Regulation of Investigatory Powers Act 2000 and also the Data Protection Act 1998. The Council will comply with the recommendations of the Local Government Association and only consider the use of covert surveillance for fly tipping offences. Covert surveillance is considered disproportionate for littering and dog fouling investigations.

10.3 Consideration will be given to ensure that any actions do not contravene rights conferred by The Human Rights Act 1998 or any other legislation.

11.0 REFERRALS AND JOINT ENFORCEMENT

11.1 The Council will routinely consult and work with other agencies in respect of this policy, including:

- Cumbria Constabulary on issues concerning, littering, fly tipping and dog fouling offences.
- The Environment Agency on issues concerning fly tipping, waste management and a range of other environmental issues.
- The County Council in respect of littering and waste management
- Other Council departments

11.2 Information or allegations outside the remit of this service may be referred to other Local Authorities or Enforcement Agencies which will include written statements, evidence, background information and witness contact details (if the witness agrees), to enable that agency to investigate the allegation.

Clean Up Carlisle Appendix 1
Budget Allocation for 2012/13 2013/14

		Yr 1	Yr 2
ADDITIONAL BUDGET ALLOCATION 2 YEARS	Allocated	155,000.00	155,000.00
Additional Resources	Proposal	175,000.00	135,000.00
Dog Doo Rapid Response			
Fuel		4,000.00	4,000.00
Maintenance		2,000.00	2,000.00
Consumables		4,000.00	4,000.00
Total		10,000.00	10,000.00
Rapid Response Team			
Driver + Operative		46,100.00	46,100.00
Overhead and Expenses		20,435.00	20,400.00
Transport cost		8,800.00	8,800.00
		75,335.00	75,300.00
Total Additional Resources		85,335.00	85,300.00
Education & Enforcement			
Increase CNEO to 2 FTE		17,721.00	18,165.00
Overtime		1,744.00	1,335.00
Survey Benchmark Survey		1,700.00	1,700.00
Media and Publicity			
	Posters/ stickers	2,000.00	2,000.00
	additional media	4,000.00	4,000.00
Training and Enforcement Resources		4,500.00	4,500.00
Total Education & Enforcement		31,665.00	31,700.00
Tools and Equipment			
Motorcycle Purchase in 1st Year	Capital	13,000.00	
Street cleansing machine	Capital	20,000.00	
Blowers		2,000.00	
Strimmers		1,500.00	
Hedge cutters		1,500.00	
Total Tools & Equipment		38,000.00	0.00
City Centre Improvements			
New Bins	Capital	4,000.00	4,000.00
Deep clean		6,000.00	6,000.00
Street Furniture	Capital	10,000.00	8,000.00
Total City Centre Improvements		20,000.00	18,000.00
Capital cost		14,000.00	12,000.00
Revenue costs		6,000.00	6,000.00
Total City Centre Improvements Rev/Cap Split		20,000.00	18,000.00
Total Spend		175,000.00	135,000.00
Total Spend			
Additional Resources		85,335.00	85,300.00
Tools & Equipment		38,000.00	0.00
Enforcement and Education		31,665.00	31,700.00
City Centre Improvements		20,000.00	18,000.00
Total Spend		175,000.00	135,000.00

Cleaner Carlisle Action Plan 2012/13, Year 1 First Quarter

Appendix 2

	Action	How	When	Who
Education and Enforcement	Review Enviro-Crime Enforcement Policy including dog fouling, littering and fly tipping offences	<ul style="list-style-type: none"> ➤ Devise a new enforcement strategy, working with partners such as the Police, the CDRP and 	May to June 2012	Environmental Health
Education and Enforcement	Increase the Officer time spent on dog fouling, littering and fly tipping education and enforcement	<ul style="list-style-type: none"> ➤ Use temporary funding to Increase the hours available to CNEO work in 2012 /13 ➤ Establish Education and Enforcement Team ➤ Employ two Education and Enforcement Officers 	April - June 2012	Environmental Health
Education	Targeted Educational campaign	<ul style="list-style-type: none"> ➤ City wide poster and media campaign ➤ Stagecoach publicity ➤ Poster drops at vets 	Summer 2012	Environmental Services Environmental Health
Education	Door knocking and leaflet dropping following targeted enforcement.	<ul style="list-style-type: none"> ➤ Leaflet produced to back up face to face resident contact. 	From March 2012	Environmental Health
Education	Identify opportunities to educate and work with partners to improve responsible dog ownership.	<ul style="list-style-type: none"> ➤ Cooperate and initiate Media releases ➤ Continue to work with the PCT on educational initiatives ➤ Participate in educational activities (love Parks, Micro chipping) ➤ School and community group talks. ➤ Street walks and engagement exercises with dog walkers. 	From March 2012 –	Environmental Health
Enforcement	Targeted Enforcement	<ul style="list-style-type: none"> ➤ Dog fouling and littering complaints to Environmental Health administration. 	From March 2012	Environmental Health

		<ul style="list-style-type: none"> ➤ Targeted times and areas for inspection decided each week. ➤ Two officers to spend a minimum of 2 hours policing the allocated area. ➤ 8 priority areas identified for increase surveillance ➤ Highly visible priority Surveillance signs purchased to be used in the 8 areas. 		
	Extend the numbers of officers able to serve fixed penalty notices (FPN).	<ul style="list-style-type: none"> ➤ Training extended to allow Officers in Local Environment to serve FPNs ➤ Training extended to allow Riverside Officers and PCSOs to serve FPNs. 	March 2012 tba	Local Environment
Enforcement	Collect stray dogs	<ul style="list-style-type: none"> ➤ Continue to collect and detain stray dogs via the Animal Refuge contract 	From April 2012	Environmental Health
Clean up City Centre	Cleanse the back line of footpaths to shop frontages	Dig out all backlines and clean thoroughly, prior to the removal of chewing gum	April 2012	Environmental Services
Clean up City Centre Deep clean	Clean all surfaces including the use of specialist equipment to remove the chewing gum	<ul style="list-style-type: none"> ➤ Carry out the work before and after the city centre is open for business and on Sundays 	April – June 2012	Environmental Services
Clean up Rapid Response	Respond to urgent response work	<ul style="list-style-type: none"> ➤ Implement a rapid response team to respond to urgent response work. The team will be employed for 2 years whilst a programme of works is implemented 	April 2012 to March 2014	Environmental Services
Clean up	Removal of dog fouling from public places.	<ul style="list-style-type: none"> ➤ Purchase of new equipment specifically for removing dog fouling on streets ➤ Improve liaison between CNEO and Street Cleaning to target areas for speedy clean up. 	April 2012	Environmental Services
Street Cleaning			From March 2012	Environmental Services and Environmental Health