

DRAFT IMPLEMENTATION PLAN – Dog Fouling Scrutiny Review.

To implement recommendations from the Dog Fouling Scrutiny Review Panel completed March, 2015.

Recommendation 1 :

That it is noted that the Environmental Services, Street Scene Team provides an excellent service to residents of the borough. However, the project group recommends that a review of staff resources for the enforcement team be carried out as the project group recognises that while the existing staff do a good job, going over and above what is expected of them, that their impact is limited by there only being a FTE of 1.5 Enforcement Officer posts dedicated to dealing with dog fouling.

Action	Implementation / responsibility by:	Resources Needed / Available	Target	Achievement / Completed
As recommendation	Environmental Health Manager, Environmental Services – Streetscene	<ul style="list-style-type: none"> - Carry out a review across the Council for all officers that have 'FPN enforcement' in their JD. - Consider officers within the organisation that could assist to carry out enforcement patrols during normal office hours. - Consider who could carry out 	March 2016	<ul style="list-style-type: none"> - StreetScene Team merged with Pollution Control and is now called Environmental Protection Team. - Officers from the EP Team regularly carry out enforcement patrols. More in the spring/summer when visibility is better.

		<p>enforcement patrols out-of-hours (in addition to officers from EP Team).</p> <ul style="list-style-type: none"> - Suggest including other officers from across the Council on a rota type basis (for out of hours)? - Gary Stanton to provide training to 2 Technical Officers in EP (as they have FPN enforcement in their Job Description). 		
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Recommendation 2 :

That the potential of the Neighbourhood Wardens is fully realised and that they receive extra training in carrying out enforcement action, so to feel more confident and able to issue penalty notices. The project group makes this recommendation as there are 5 FTE Neighbourhood Warden posts and 3 FTE Enforcement Officer posts (with FTE 1.5 dealing with dog fouling), and see the Neighbourhood Wardens as a potentially underutilised resource as they are out and about in, and have a good understanding of local communities in the borough.

Action	Implementation / responsibility by:	Resources Needed / Available	Target	Achievement / Completed
As recommendation.	Environmental Health	- Need to adopt a	March 2016	- Housing staff are going

	<p>Manager, Environmental Services – Streetscene</p> <p>Service Manager Housing Services - Management & Estates Team</p>	<p>consistent approach to enforcement of FPN's across all teams.</p>		<p>through a restructure at the moment; not all officers are in their new roles yet.</p> <ul style="list-style-type: none"> - Gary Stanton provides FPN training to all new Neighbourhood Wardens/Rangers. - Mixed response from individual officers; some issue a FPN, some issue a warning letter.
<p>Recommendation 3 :</p> <p>That new and functioning mobile phones are purchased for the Environmental Services, Street Scene Team as the current phones are old and often do not work. New phones would benefit effective communication, increase service responsiveness as well as contributing to the health and safety of staff working in non-office based roles. Up to date phones would also enable staff to communicate via social media and allow the Environmental Services, Street Scene Team to work within the “digital first approach” contained in the Council’s External Communications Strategy.</p>				
Action	Implementation / responsibility by:	Resources Needed / Available	Target	Achievement / Completed
As recommendation.	<p>Environmental Health Manager, Environmental Services – Streetscene</p> <p>Communications and Marketing Manager</p>	<ul style="list-style-type: none"> - Officers would benefit from ‘smart phones’. This would enable officers to upload information to social media whilst on site. 	March 2016	<ul style="list-style-type: none"> - New phones have been issued to officers in Environmental Protection. - New phones are ‘basic’ and were issued on the basis that they would accompany an additional ‘flexible working device’.

Recommendation 4 :

That a review of the provision of dog bins in the borough takes place. This should look at the location, usage and number of bins so that it can be determined if dog bin provision is an effective use of resources or if the resources could be spent more effectively providing standard bins which can be used to dispose of dog waste as well as general litter.

Action	Implementation / responsibility by:	Resources Needed / Available	Target	Achievement / Completed
As recommendation.	Environmental Health Manager, Environmental Services – Streetscene	<ul style="list-style-type: none"> - Dog bin route is scheduled to empty 59 litter bins, which are within 20m of a dog bin and the operative cleans 34 play areas. The next exercise will be to rationalise these resources. 	March 2016	<ul style="list-style-type: none"> - Ongoing review of resources. Keith Thurman has initiated a bin replacement programme to reduce bins that are emptied at a higher frequency. - 11 of the dog bins are dual use (i.e. dog and litter bins).

Recommendation 5 :

To recommend that on all temporary signs and notices that are produced to discourage dog fouling that the maximum fine of “up to £1000” be used in the wording as is done by Bassetlaw District Council. Also to recommend that Bassetlaw District Council be contacted to see if the effective and innovative imagery on their signs can be borrowed and to enable the sharing of best practice.

Action	Implementation / responsibility by:	Resources Needed / Available	Target	Achievement / Completed
As recommendation.	Environmental Health Manager, Environmental	<ul style="list-style-type: none"> - Make artwork available on the 	March 2016	<ul style="list-style-type: none"> - John Fern has provided a selection of art work. This is

	Services – Streetscene Communications and Marketing Manager	website so that residents can download images for their own use. - Start using it in campaigns and out in the field (printing costs).		striking and incorporates the new logo/branding.
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Recommendation 6 :

That a coordinated and structured approach to communication and engagement with residents of the borough to include school engagement, community engagement, key message delivery and advertising, is adopted.

Greater coordination in the planning and use of existing resources has the potential to have a bigger impact than the current uncoordinated approach and will also be a more effective use of existing resources and provide better outcomes in these financially difficult times, i.e. increased public awareness that Chesterfield Borough Council deals effectively with dog fouling and a reduction of dog fouling in targeted areas.

Better coordination and consequent outcomes could be met by:

- Running campaigns by area so to make a splash rather than scattering messages in an unfocused and disparate way across the borough. This approach will also be more appealing to the media than disparate scattered activity.
- Establishing a campaign group to meet two to three times a year, comprising of members, Environmental Services, Street Scene Team officers and the Communications and Marketing Manager. The group would monitor the impact of communication, community engagement and advertising and would discuss and formulate future plans and priorities for communicating and engaging with residents.

Action	Implementation / responsibility by:	Resources Needed / Available	Target	Achievement / Completed
As recommendation.	Environmental Health Manager, Environmental	- Would like to work more closely with	March 2016	- Officers from EP Team deliver educational talks in

	<p>Services – Streetscene</p> <p>Communications and Marketing Manager</p>	<p>local ‘friends’ groups and other community groups.</p> <ul style="list-style-type: none"> - Would like to work more closely with other teams within the council delivering campaigns. 	<p>local schools (in areas where there are high numbers of dog fouling complaints).</p> <ul style="list-style-type: none"> - Officers from EP Team attend events at country parks etc... to promote responsible dog ownership. - Ad hoc meetings have been held with John Fern. - A specific campaign group has not been set up; however, we could use/expand the existing ‘Community Engagement Group’ to consider this.
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