

## 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 Health \(formerly Environmental Services\)](#), [Environmental Protection Team \(formerly Street Scene Team\)](#) 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.

<b>Action</b>	<b>Implementation / responsibility by:</b>	<b>Resources Needed / Available</b>	<b>Target</b>	<b>Achievement / Completed</b>
As recommendation	<p><a href="#">Health &amp; Wellbeing Manager</a></p> <p>and/or</p> <p><a href="#">Senior EHO – Environmental Protection (formerly Environmental Health Manager, Environmental Services – Streetscene)</a></p>	<ul style="list-style-type: none"> <li>- Carry out a review across the Council for all officers that have 'FPN enforcement' in their JD.</li> <li>- Consider officers within the organisation that could assist to carry out enforcement patrols during normal office hours.</li> <li>- Consider who could carry out</li> </ul>	March 2016	<ul style="list-style-type: none"> <li>- <a href="#">StreetScene Team merged with Pollution Control and is now called Environmental Protection Team.</a></li> <li>- <a href="#">Officers from the EP Team regularly carry out enforcement patrols. More in the spring/summer when visibility is better.</a></li> <li>- <a href="#">Senior EHO has discussed enforcement duties with team leaders for Parks, Housing Rangers and Pavements security teams. Change going on across the Council and enforcement is being considered by these</a></li> </ul>

		<p>enforcement patrols out-of-hours (in addition to officers from EP Team).</p> <ul style="list-style-type: none"> <li>- Suggest including other officers from across the Council on a rota type basis (for out of hours)?</li> <li>- The Lead Enforcement Officer to provide training to 2 Technical Officers in EP (as they have FPN enforcement in their Job Description).</li> </ul>		<p>teams.</p> <ul style="list-style-type: none"> <li>- One of the Technical Officers in Environmental Protection will be leaving the team early November 2016 and so there will only be 1 Technical Officer to train. The summer time is a busy period and as such, training will be provided in Autumn ready for Spring 2017.</li> </ul>
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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 /	Resources Needed /	Target	Achievement / Completed
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	<b>responsibility by:</b>	<b>Available</b>		
As recommendation.	<p>Environmental Health Manager, Environmental Services – Streetscene</p> <p>Service Manager Housing Services - Management &amp; Estates Team</p>	<ul style="list-style-type: none"> <li>- Need to adopt a consistent approach to enforcement of FPN's across all teams.</li> </ul>	March 2016	<ul style="list-style-type: none"> <li>- Housing staff are going through a restructure at the moment; not all officers are in their new roles yet.</li> <li>- The Lead Enforcement Officer provides FPN training to all new Neighbourhood Wardens/Rangers.</li> <li>- Mixed response from individual officers; some issue a FPN, some issue a warning letter.</li> <li>- Better communication now that Environmental Health are located in the adjacent office to Neighbourhoods Team. Ongoing discussions with team leaders for Housing Rangers. 2 options: Housing Rangers can provide Environmental Health with a witness statement and EH officers can serve the FPN or Housing Rangers are given detailed training to enable them to serve their own FPNs. Again, training will</li> </ul>

				need to be given in Autumn due to service demands within Environmental Health.
<p><b>Recommendation 3 :</b></p> <p>That new and functioning mobile phones are purchased for the <a href="#">Environmental Health (formerly Environmental Services)</a>, <a href="#">Environmental Protection Team (formerly Street Scene Team)</a> 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 <a href="#">Environmental Health (formerly Environmental Services)</a> , <a href="#">Environmental Protection Team (formerly Street Scene Team)</a> 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"> <li>- Officers would benefit from ‘smart phones’. This would enable officers to upload information to social media whilst on site.</li> </ul>	March 2016	<ul style="list-style-type: none"> <li>- <b>New phones have been issued to officers in Environmental Protection.</b></li> <li>- <b>New phones are ‘basic’ and were issued on the basis that they would accompany an additional ‘flexible working device’.</b></li> <li>- Smart phones have now been issued to the Lead Enforcement Officer and 3 Enforcement Officers. The phones do give instant access to social media and we have made use of this</li> </ul>

				with recent launch of dog fouling campaign “if you want to sort it report it”. Some technical teething problems with syncing the outlook diary with the PC calendar.
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**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.

<b>Action</b>	<b>Implementation / responsibility by:</b>	<b>Resources Needed / Available</b>	<b>Target</b>	<b>Achievement / Completed</b>
As recommendation.	Environmental Health Manager, Environmental Services – Streetscene	<ul style="list-style-type: none"> <li>- 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.</li> </ul>	March 2016	<ul style="list-style-type: none"> <li>- Ongoing review of resources. The area supervisor has initiated a bin replacement programme to reduce bins that are emptied at a higher frequency.</li> <li>- 11 of the dog bins are dual use (i.e. dog and litter bins).</li> </ul>

**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.

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As recommendation.	Environmental Health Manager, Environmental Services – Streetscene  Communications and Marketing Manager	<ul style="list-style-type: none"><li>- Make artwork available on the website so that residents can download images for their own use.</li> <li>- Start using it in campaigns and out in the field (printing costs).</li></ul>	March 2016	<ul style="list-style-type: none"><li>- The Communications and Marketing Manager has provided a selection of art work. This is striking and incorporates the new logo/branding.</li> <li>- New artwork is being handed out at local events and is available on the website.</li></ul>

**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.

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As recommendation.	Environmental Health Manager, Environmental Services – Streetscene  Communications and Marketing Manager	- Would like to work more closely with local 'friends' groups and other community groups.  - Would like to work more closely with other teams within the council	March 2016	- Officers from EP Team deliver educational talks in local schools (in areas where there are high numbers of dog fouling complaints).  - Officers from EP Team attend events at country parks etc... to promote

		<p>delivering campaigns.</p>		<p>responsible dog ownership.</p> <ul style="list-style-type: none"> <li>- Ad hoc meetings have been held with the Communications and Marketing Manager.</li> <li>- A specific campaign group has not been set up; however, we could use/expand the existing 'Community Engagement Group' to consider this.</li> <li>- Joint working with Housing Services/Rangers/Tenancy Support has taken place since April; several promotional days on "Responsible dog ownership" (made easier with move to OSD).</li> <li>- Responsible dog ownership article has featured in the Summer edition of the Housing/Tenancy magazine.</li> </ul>
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