

NORTH EAST AREA COUNCIL SPECIFICATION

North East Area Council Environmental Enforcement

PROJECT OVERVIEW AND SCOPE OF SERVICE

1. INTRODUCTION

A key purpose of the Area Councils is to grow community capacity by commissioning local services and encouraging volunteering.

The aims of Area Governance are to:

- Ensure people of all ages have a much greater involvement in designing services and actively participating in improving their lives.
- Support the many benefits of volunteering and foster the many and diverse opportunities for residents to gain new skills and experiences through volunteering.
- Ensure customer services and the citizen experience of access is improved.
- Engage local communities in helping to shape the decisions and services in their neighbourhood.
- Ensure the Council operates fairly and demonstrates total commitment to equalities in policy and practice.
- Establish new models of delivering services guided by local choice and need.

The North East Area Council has identified 'the environment' as one of the key issues that they wish to prioritise during 2014/15. Within the context of this priority, an enhanced enforcement capacity is seen as vital to prevent problems escalating and so that the positive work undertaken to maintain the environment is not undone by an anti-social minority.

Public feedback consistently identifies environmental blight through littering, dog fouling and illegal parking as the causes for local concern, and highlights where the people who live and work in the area want to see action being taken.

This proposed intervention will strengthen the ability to demonstrate a strong stance on enforcement issues through this extra provision and will be marketed through a Zero Tolerance approach in the four Wards that make up the North East Area Council (background information about the North East Area and the North East Area Council can be found at Appendix A).

2. BACKGROUND AND CONTEXT

- 2.1 The North East Area Council will purchase bespoke services to tackle the areas of concern most affecting our communities. The aims of procuring bespoke environmental enforcement services are to respond to locally identified priorities, encourage the public to take pride in their local environment and facilitate a change in behaviours and attitudes towards looking after the environment. The majority of residents take pride in where they live and treat their local environment and fellow residents with respect. More robust enforcement will help the North East Area Council to isolate the small minority that disrespect their environment and fellow residents and take robust action against them to change the way they behave and make them contribute towards the costs of improving the environment in which we live.

The North East Area Council will seek to maximise the impact of resources being earmarked to address environmental crime by procuring high quality proven services, and to operationally align those services to the Council's Community Safety and Enforcement Service. This arrangement is designed to

achieve the best possible value for residents by purchasing the necessary skills and expertise at an affordable price. By subsequently aligning these bespoke additional services to the existing core services provided by the Council the North East Area Council will ensure that any service is delivered within the parameters of the Council's policies, with the integrity and authority it requires and within the existing operational infrastructure of the Council.

As a number of Area Councils are considering also procuring bespoke environmental enforcement services, and where similarities apply in those requirements, these may be procured collectively across Area Council boundaries to maximise the potential for achieving best value for money. However all services will be delivered bespoke to the value of the local commission and according to the needs of the individual Area Council.

3. STRATEGIC VISION AND VALUES

- 3.1 Barnsley Council's Vision is to '***Work together for a brighter future, a better Barnsley***'.

Our Values include:

Working Together:

- We work as "One Council" to do the best that we can for our customers.
- We build partnerships and work with others to achieve the best for Barnsley.
- We are understanding and supportive of others, respecting and valuing differences.
- We are open, honest and transparent about what we are able to achieve, the decisions we make and how well we are doing.
- We are true to our word, reliable and fair.
- We are responsible and accountable for our actions.

Excellence:

- We are committed to quality and value for money.
- We learn from our successes and mistakes.
- We are flexible, adaptable and respond positively to change.

Pride:

- We are proud of the work we do and services we deliver.
- We are proud to support our communities to make Barnsley a better place.
- We are proud of our achievements.

4. COUNCIL PRIORITIES AND OUTCOME STATEMENTS

- 4.1 In developing and delivering this bespoke environmental enforcement service, the Service Provider should ensure that it is contributing to the Council's corporate priorities and outcome statements as outlined below:

Growing the Economy	Making the Wards of Cudworth, Monk Bretton, North East and Royston a more inviting place to live and work. This in turn will make the area more attractive as a place to shop locally, and may attract new businesses to the area
Improving People's potential and achievement	Encouraging people who live and work in the four Wards of the North East Area Council to 'Love Where You Live' and take a pride in their local community
Changing the relationship between the Council and the Community	Facilitating opportunities for reparation activities for young people. A number of community representatives involved in making financial decisions which contribute to local Ward priorities.

5. SPECIFIC AIMS AND OBJECTIVES OF THE SERVICE, INCLUDING SOCIAL VALUE OBJECTIVES

5.1

- Commissioned enforcement services will be designed to operate locally and according to the priorities of the Area Council.
- Close working relationship with the Council's Community Safety and Enforcement Service to fully complement the existing 'core' environmental enforcement service provision provided by the Council's Community Safety and Enforcement Service
- Link with other North East Area Council procured services, to support the over-arching aims of area governance shown above.
- Be based locally in suitable, easily accessible facilities.
- Neighbourhoods are engaged and encouraged to identify disrespect for their local environment.
- Increase the opportunities for volunteers and volunteering.
- Improve physical health and emotional well-being in the Area.

Under this contract, the successful service provider will also be required to actively contribute to the achievement of specific social value objectives.

These include:

- The provision of local skills development, work experience placements and apprentice opportunities.
- Employment and training opportunities within the locality.
- Development of strong community networks, community self-help and resilience.
- Use local labour/ supply chain.

The Service and Activities to be Delivered:

- To provide the North East Area Council with 2 Environmental Enforcement Officers working 37 hours per week dedicated to environmental enforcement activity over an initial 12 month period (not withstanding annual leave).

- The Service will cover the four Wards of the North East Area Council of Cudworth, Monk Bretton, North East and Royston.
- The Service to be provided flexibly according to need and to include evenings and weekends with a minimum of 10 hours per week per officer spent working either weekends, before 8am or after 5pm.
- There will be no abstractions of the dedicated North East Environmental Enforcement Officers from the North East area.
- 100% coverage of any sickness or non leave related absence will be provided by the Service Provider to maintain service delivery.
- It is expected that each Environmental Enforcement Officer provided by the Service Provider will proactively issues tickets for littering, parking and dog fouling offences.
- Appropriate mobile devices for employees.

Duties of The Service Provider's Environmental Enforcement Officers:

- To target problems of littering, dog fouling and parking enforcement within the North East Area. This will include proactive patrolling based on intelligence profiles provided by the members of the Area Council, the Area Matrix Management Team, which is chaired by the North East Area Council Manager and the Council's Community Safety Enforcement Service. The Tasking Officer will deploy, and review the work of, the Enforcement Officers based on this intelligence.
- Officers will patrol priority areas and robustly enforce against any offences witnessed by issuing a fixed penalty notice.
- Fixed Penalty Notices or Penalty Charge Notice will be issued in all circumstances where an offence has been witnessed or established.

- Where littering is observed from vehicles, registration numbers will be taken and passed to the Council's Community Safety and Enforcement Service along with a witness statement to allow for the serving of a Fixed Penalty Notice.
- The Tasking Officer on behalf of the Service Provider will provide verbal updates to the Area Matrix Team regarding emerging problem areas or trends.
- At least 85% of contracted time to be spent out of the office either patrolling or on targeted operations linked to litter, dog fouling and parking enforcement.
- BMBC enforcement uniforms with relevant authorities and insignias to be worn, unless plain clothes operations are being undertaken.
- Officers will maintain a pocket notebook which will be kept up to date and will be the subject of periodic checking by the Tasking Officer.
- For 1 hour at the end of each working week officers will be required to complete a weekly report sheet detailing activity and outputs for the week this will include reference to
 - Overall patrolling hours by Ward.
 - Number and Locations of Litter Specific Operation.
 - Number and Locations of Dog Fouling Operations.
 - Number and Locations of Parking Operations.
 - Number locations and type of other activity.
 - Number of Littering FPNs.
 - Number of Dog Fouling FPNs.
 - Number of Parking PCNs.
 - Other activity.

Other Contract Details

Partnership Working:

- The provider should establish and maintain close working relationships with active local resident groups to build intelligence networks and to improve personal levels of responsibility.
- The provider will ensure good liaison with other services operating in the North East Area. This will be coordinated via the Area Matrix Management Meetings and the Council's Community Safety and Enforcement Service. The Environmental Enforcement Officers will work alongside other partners and commissioned services on joint operations.
- The Service Provider and the Council's Community Safety and Enforcement Service will work with the Area Team to identify opportunities for reparation work to be undertaken in the North East Area so that justice can be seen to be done locally.

BMBC roles and responsibilities:

The Council's Community Safety and Enforcement Service will provide the following equipment and services. This is to ensure that:

- the Service Provider's enforcement services operate as part of the broader approach to community safety and enforcement,
- operate with the same degree of integrity,
- benefit from existing local infrastructure,
- do not duplicate core Council enforcement activity
- can legitimately act on behalf of the Council as the primary enforcement agent in the North East Area

The detail below describes the arrangements which will enable the Environmental Enforcement Service to be bespoke and matched to the needs

of the North East Area Council whilst enabling operational effectiveness and legitimacy within the corporate requirements of BMBC. Accordingly, and for the avoidance of doubt, tenderers **will not** be required to include for costs associated with the Equipment and Support listed within their tender bids because these items will be provided by the Council:

Equipment:

- Body Cameras (1 per officer).
- Appropriately branded vehicles at a ratio of 1 per 2 officers to provide transport for the Service Provider's enforcement officers across the North East Area Council/Ward area. Vehicles will carry the insignia of the Area Council and BMBC Community Safety and Enforcement Services.
- Community Safety and Enforcement uniforms with clear designation of authorities carried and the Area Council from which the officers are functioning.
- Pocket Books.
- Office accommodation within the local area.

Support :

- Processing and Monitoring Officer support to process fines and PCNs issued and ensure income is recycled to the North East Area Council.
- Support providers to promote the initiative to local residents and the wider community.

Operational activities to be undertaken by BMBC Community Safety and Enforcement Service:

- Authorisation of the provider to act on behalf of the Council including endorsement of individual competencies to discharge certain powers.
- Provision of weekly tasking requirements according to local hot spot areas and areas identified for priority intervention.
- Direct telephone and e-mail access for Elected Members and other co-opted Area Council Members will be enabled through Tasking Officers to contribute to local intelligence and inform service priorities.
- Provision of quarterly reports from the Tasking Officer to be submitted to the Area Council by the Area Manager to inform the development of tactical enforcement priorities.
- Process all fines for payment.
- All prosecutions or court warrants for non payment will be secured by the Community Safety and Enforcement Service (Service Solicitor and Head of Service).
- All fine payments will be recycled by the Community Safety and Enforcement Service to the North East Area Council where issued by the Service Provider.

Operational activities to be undertaken by Service Provider

- Provide enforcement officers as outlined within this document.
- Issue fines (FPNs and PCNs) correctly upon witnessing an offences occurring.

- Routinely share intelligence gleaned by the Service provider with the Local Safer Neighbourhood Team.

The above describes arrangements which will enable environmental enforcement services to be bespoke and matched to the needs of the North East Area Council whilst enabling operational effectiveness and legitimacy within the corporate requirements of BMBC.

6. TARGET GROUPS AND/OR AREAS

- 6.1 The service will target people who live or work in the Wards of Cudworth, Monk Bretton, North East and Royston.

7. EQUALITY IMPACTS

- 7.1 The successful service provider will be required to ensure that the service is free from bias and acknowledges and respects gender, sexual orientation, age, race, religion, culture, lifestyle and values. If any needs are required as per the Equalities Act, such as language or disability, these needs will be provided for during the term of the contract.

Please also refer to Section X - Form of Contract.

8. PERFORMANCE MEASURES AND OUTPUTS

- 8.1 Service Outcomes and Measures: Table 1 below details the outcomes or results that the service provider is required to achieve as a consequence of the service being delivered. A list of possible outcome measures is also provided. This is indicative only and tenderers are required, as part of their tender return, to propose their own list of outcome measures, along with realistic targets, baselines and methodology for gathering the data/measuring. Final measures and targets will be agreed prior to contract commencement.

Please refer to Section X – Tender Quality Questionnaire.

8.2 Table 1:

Performance Measures:	
Outcome	Indicative Outcome Measures
Making the Wards of Cudworth, Monk Bretton, North East and Royston a more inviting place to live and work. This in turn will make the area more attractive as a place to shop locally, and may attract new businesses to the area	<p>A Zero Tolerance enforcement approach to environmental crime locally</p> <p>Reduction in the perception and volume of anti-social behaviour at local level</p> <p>Improvements to the local environment</p>
Encouraging people who live and work in the four Wards of the North East Area Council to 'Love Where You Live' and take a pride in their local community	<p>A Zero Tolerance enforcement approach to environmental crime locally</p> <p>Keeping the Wards clean and litter free</p>
Facilitating opportunities for reparation activities for young people.	Increase in young people involved in local reparation activities

9. PERFORMANCE MEASURES AND OUTPUTS (Cont'd)

9.1 Service Interventions/Activities: Table 2 below details examples of possible interventions/activities that the service provider may propose to achieve the outcomes/required results. This list is indicative only and tenderers are

required, as part of their tender return, to describe their proposed method of delivery and proposed interventions, along with the rationale supporting these.

Please refer to Section X – Tender Quality Questionnaire.

9.2 Table 2:

Performance Measures		
Outputs (collectables)		
<i>Output</i>	<i>Target Number</i>	<i>Supporting Evidence</i>
Number of valid/enforceable Fixed Penalty Notices for Littering	It is not legal, or morally, appropriate to set targets associated with the issuing of Fixed Penalty Notices, nor should it be seen as an opportunity to generate income. However, it is anticipated that there will be a substantial increase in Fixed Penalty Notices issued relevant to the enhanced service being procured.	Community Safety and Enforcement management records
Number of valid/enforceable Fixed Penalty Notices for Dog Fouling		Community Safety and Enforcement management records
Number of valid/enforceable Fixed Penalty Notices for Parking Offences		Community Safety and Enforcement management records
Value of Fixed Penalty Notices paid and returned to the North East Area Council	Difficult to determine - dependent upon type of offence, age of offender and payment being made	Community Safety and Enforcement Financial Information
Number of positive news stories generated	12 (one per month) per Area Council	Press articles, news stories, radio etc.

Time spent out on active patrol or targeted operations	85% of individual officer time	Community Safety and Enforcement Management records
Number of young people opting to take part in local reparation activities	Cannot set target – dependent upon personal choice of offenders	Community Safety and Enforcement Management records

10. PROCUREMENT PROGRAMME

Indicative Programme:	
Tender Return	End April 2014
Tender Evaluation	Mid May 2014
Tender Report and Approval to Award	Mid May 2014
Standstill Period and Feedback	End May 2014
Agreement of Outcome Measures and Activities/Interventions	End May 2014
Award Contract	Early June 2014
Contract Commencement	Early June 2014

11. CONTRACT VALUE AND CONTRACT DURATION

- 11.1 The contract duration is 1 year, with a break option after 6 months (please refer to Clause XX of the Contract, contained in Section 4). The estimated total value of this procurement is £50,000 over that 1 year period, subject to funding and the Service Provider's achievement/delivery of outcomes, outcome measures and interventions and outputs.

12. CONTRACT TERMS AND CONDITIONS

12.1 See Section 4 – Form of Contract.

Contract Management:

The North East Area Council has developed a detailed specification outlining specific requirements of an environmental enforcement service for the area. The North East Area Council will be responsible for commissioning these services from the most appropriate provider following a transparent and robust tendering exercise. Once a provider is commissioned the North East Area Council will oversee the delivery of the contract in line with the agreed specification and receive regular progress reports from the North East Area Council Team. Within the specification the relationship between the successful service provider and Barnsley Council's Community Safety and Enforcement Service is clear and this should be unequivocally demonstrated and only providers recognising this relationship will be considered for award of this contract.

The successful service provider post contract award will be required to continually demonstrate and evidence the effectiveness of the service in terms of delivering the required outcomes, outcome measures and interventions. There is a key requirement of the service provider to:

- Collect, collate and report on a range of agreed measures on a quarterly basis as part of a quarterly reporting regime.
- Establish compatible systems to ensure effective management and performance management of the service. Information systems must comply with the requirement of the Data Protection Act.
- Attend monthly meetings with the North East Area Council Manager, in their capacity as Contract Manager, to discuss contract performance and management issues and any Ward or Area Council report requirements,

and request any additional information and provide clarification, if required.

- Submit an end of year performance report.
- A 'lessons learned' meeting will be convened 3 months before the contract end date and an end of project report submitted before the contract end date.
- The Area Council Manager will review performance and may reasonably ask for additional information at any time.

Monthly Reporting Requirements

The Tasking Officer will collate reports based upon information gathered and provided by the Service Provider will provide monthly written reports to the Contract Management meetings detailing the following:

- Overall patrolling hours by ward.
- Number and Locations of Litter Specific Operation.
- Number and Locations of Dog Fouling Operations.
- Number and Locations of Parking Operations.
- Number locations and type of other activity.
- Number of Littering FPNs.
- Number of Dog Fouling FPNs.
- Number of Parking PCNs.
- Other activity.

Quarterly Reporting Requirements

The Area Managers will ensure (in partnership with BMBC Tasking Officer) that the North East Area Council receive a full quarterly report

which provides a holistic local area based picture of the full breadth of the bespoke environmental enforcement activity. This report will outline overall performance and activity for the previous quarter and establish tactical and strategic priorities for the coming quarter, as agreed with the Council's Community Safety and Enforcement Service. Elected Members, and other members of the Area Council, will be able to inform the Tasking Officer of specific issues of concern.

The general public can raise issues of concern through existing Council channels as outlined in Appendix B. Other issues of concern may also be picked up through Police channels, and both types of intelligence will be incorporated into the Enforcement Officers workload through the Tasking Officer.

13. QUALITY STANDARDS

13.1 The provider of this service has a legal obligation to adhere to all equality legislation. The service provider must produce their policy relating to race, gender, disability, religion or belief, sexual orientation and age. This policy should include the reporting mechanism for any adverse events which would constitute a deviation. Any and all adverse events should be reported to the Area Manager.

Robust policies and procedures are to be put in place to ensure safeguarding of all children and adults and, in particular, adequate measures/ systems to ensure robust data protection and information governance.

In order for the Service Provider's service to align to the Community Safety and Enforcement Service the following requirements must be met:

a) The Service provider will operate completely within the Policies of BMBC (see Appendix C) with regards to enforcing against littering, dog fouling, parking and any other specified enforcement activity.

b) The Service provider will be tasked according to the local intelligence provided by the members of the Area Council, the Area Matrix Teams and the Council's Community Safety and Enforcement Service, and must incorporate these tasks into their day-to-day workload.

c) That staff employed by the service provider meet the required competency levels of the Council to act as an enforcing agent on their behalf. This will include

- To understand how to correctly interview a suspect and record the interview
- To understand what constitutes a littering & a dog fouling offence.
- To be able to illicit the necessary information required to pursue such an offence.
- To be able to process the information to issue a fixed penalty notice
- To be able to offer an alternative to fixed penalty notice payment for juveniles.
- To understand what happens if a fixed penalty notice is not paid.

d) The Service provider enforcement staff wear the enforcement uniform of the Council.

e) That provider enforcement staff must seek to meet the required integrity thresholds of South Yorkshire Police and BMBC. (see Appendix D)

f) That provider enforcement staff will operate from the same working bases as the local Safer Neighbourhood Teams aligned to Area Council boundaries.

g) That the provider will share all local information intelligence and data established during the course of their activity and that this is shared with the Council's Community Safety and Enforcement Service.

Additionally:

- The Service Provider will have a robust system for monitoring complaints

and suggestions; feedback from service users will inform service delivery.

- The Service Provider will submit reports summarising any complaints, investigations and remedial actions.

Please also refer to Section 4 – Form of Contract.

14. HEALTH AND SAFETY

- 14.1 The Community Safety and Enforcement Service will, at all times, adhere to the requirements of the Health and Safety at Work Act 1974 and any other relevant guidance and directives in force or subsequently issued.