

BARNSELY METROPOLITAN BOROUGH COUNCIL

North Area Council Meeting:
21st September 2015

Agenda Item: 6

Report of North Area Council
Manager

Commissioning and Procurement Update – Environmental Enforcement

1. Purpose of Report

- 1.1 This report includes a performance report for the current the Environmental Enforcement contract which is due to run until the end March 2016.
- 1.2 This report confirms the intention of the North Area Council to recommission an Environmental and Parking Enforcement Service as agreed at the July meeting.

2. Recommendations

It is recommended that:

- 2.1 **Member note Appendix 1, Environmental Enforcement Project Performance Report.**
- 2.2 **Members confirm that they wish for the Environmental and Parking Enforcement contract to be advertised for a minimum of 2 years at a value of £125,000 per annum for 4 Enforcement Officers on the understanding that it is 'let' one year at a time with 'break' clauses included, should funding be discontinued. Please refer to Appendix 2 for further details.**
- 2.3 **Members acknowledge that there will also be a fee that will be payable to BMBC Enforcement Services to ensure that the procured enforcement service is operationally sound.**

3. Background

- 3.1. The North Area Council procured the Environmental and Parking Enforcement service in 2014. Kingdom Security Services were awarded the contract that commenced on 3rd August 2014.
- 3.2. The North Area Council have been satisfied with the performance of Kingdom Security across the duration of the contract.
- 3.3. Following the submission of a waiver the contract has been extended until the end of March 2016.

- 3.4. Dependant on funding the North Area Council wish to recommission the service but are aware that the opportunity will need to be advertised and a full procurement process will be necessary.
- 3.5. It is intended to advertise all of the Area Council's Environmental and Parking Enforcement Contracts at the same time, in lots. This approach will be more effective and efficient but still allows for individual Area Council contracts to be tailored to the needs of their area.
- 3.6. There is currently an internal review of Core Services, specifically parking services which may influence the final service design and deployment of any commissioned service.

4.0 Risks

- 4.1 Any delay in the advertisement of this opportunity may put service continuity at risk. However the current review is important to ensure that the deployment of both core services and any additional service is appropriate, proportionate and complimentary.
- 4.2 It is the intention of the Area Council to mitigate the risk to the Area Council by ensuring that the new contract includes break clauses which will come into effect if
 - a) There is no longer an identified need for the service
 - b) Performance is unsatisfactory
 - c) The funding is discontinued

5.0 Procurement Progress

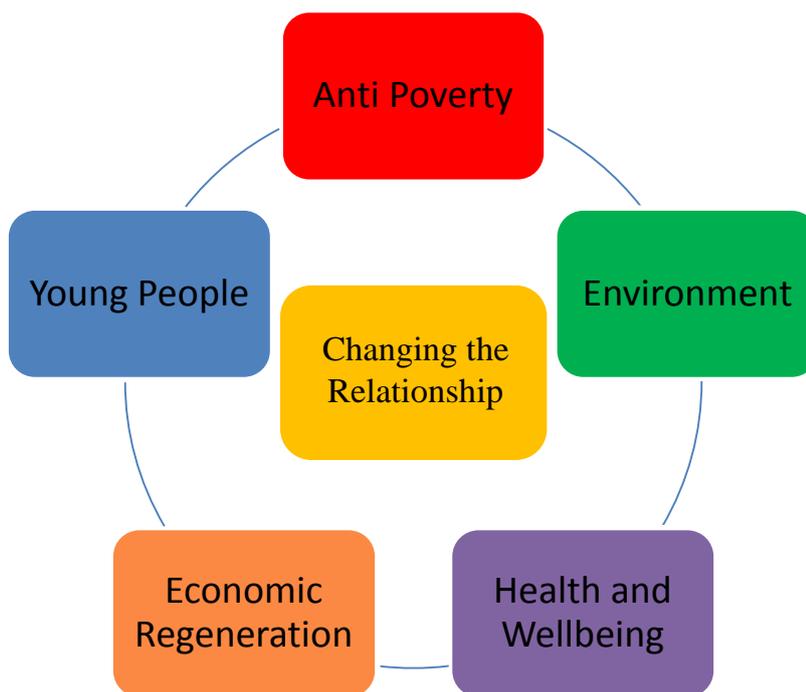
- 5.1 It has been proposed that the review of parking services core offer will take place during September and October. The Area Council Environmental and Parking Enforcement Service Specification may need to be amended as a result. The recommended advertisement date is the 1st December 2015.

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Date:
September 2015

North Area Council Priorities



PART A - OVERVIEW OF PERFORMANCE

Environment: Enforcement

| Performance Indicator | Target | Achieved to date |
|--|--------|------------------|
| Patrol Hours completed | 7472.5 | 113% |
| No of litter and dog fouling operations | 16 | 62% |
| No of litter and dog fouling FPNs issued | N/A | 741 |
| No of parking PCNs issued | N/A | 73 |
| Payment rate for dog fouling and litter FPNs | N/A | 76% |
| Payment rate for parking PCNs | N/A | - |

PART B - SUMMARY PERFORMANCE MANAGEMENT

Kingdom Security - Quarter 3 report received on 4th August

| | | |
|--|---|--------------------------------------|
| <div style="background-color: green; color: white; padding: 5px; border-radius: 10px; text-align: center; margin-bottom: 5px;">Clean and Green</div> <div style="background-color: purple; color: white; padding: 5px; border-radius: 10px; text-align: center; margin-bottom: 5px;">Health and Wellbeing</div> <div style="background-color: orange; color: white; padding: 5px; border-radius: 10px; text-align: center;">Economic Regeneration</div> | | RAG |
| | Satisfactory quarterly monitoring report and contract management meeting. | ● |
| | Milestones achieved | ● |
| | Outcome indicator targets met | ● |
| | Social value targets met | ● |
| | Satisfactory spend and financial information | ● |
| | Overall satisfaction with delivery against contract | ● |
| | | |

A detailed quarterly report was submitted by Kingdom Security Services on the 4th of August. An end of year contract management meeting was held on the 10th August 2015. The quarterly report demonstrated a more equal distribution of patrol hours across the North Area. The target for patrol hours in year one was 6605. This has been exceeded and the actual hours are 7473.

| NORTH | Hours patrolled in area | Old Town | Darton East | Darton West | St Helens |
|---------------|-------------------------|----------|-------------|-------------|-----------|
| | | | | | |
| Week 04/05/15 | 150 | 40 | 40 | 40 | 30 |
| Week 11/05/15 | 150 | 20 | 40 | 50 | 40 |
| Week 18/05/15 | 150 | 60 | 60 | 20 | 10 |
| Week 25/05/15 | 150 | 20 | 60 | 10 | 60 |
| | | | | | |
| Week 01/06/15 | 150 | 60 | 10 | 60 | 20 |
| Week 08/06/15 | 150 | 20 | 40 | 50 | 40 |
| Week 15/06/15 | 150 | 40 | 40 | 40 | 30 |
| Week 22/06/15 | 150 | 20 | 60 | 10 | 60 |
| Week 29/06/15 | 150 | 60 | 10 | 60 | 20 |
| | | | | | |
| Week 06/07/15 | 150 | 20 | 40 | 50 | 40 |
| Week 13/07/15 | 150 | 60 | 10 | 20 | 60 |
| Week 20/07/15 | 150 | 60 | 30 | 30 | 30 |
| Week 27/07/15 | 150 | 40 | 50 | 20 | 40 |
| | | | | | |
| | | | | | |
| Totals | 1950 | 520 | 490 | 460 | 480 |

The revenue raised from the litter and dog fouling tickets (FPNs) during year one, up until the end of July totals £35,569.00. The payment rate is currently 76%.

| NORTH | FPN Dog Fouling | FPN Litter | PCN Parking |
|-----------------|-----------------|------------|-------------|
| May (4wks) | 11 | 60 | 25 |
| June (5wks) | 9 | 80 | 6 |
| January (4wks) | 6 | 90 | 11 |
| Q4 TOTAL | 26 | 230 | 42 |

It was noted in the end of year contract meeting that the team particularly Martin (team leader) are very dedicated. This was evidenced on an occasion when Martin received additional, real time, information about a local resident who was persistently allowing his dog to foul. Martin returned to work, despite being off duty. He was able to act on the information and issue a ticket to the offender. Martin, LD and the team were thanked for their commitment during the first year of the contract.

N.B. At the last Area Council a question was raised about staff turnover and on-cost due to additional resources.

- The staff team has been reorganised to maximise efficiency and performance across all areas.
- Operations have been run in all areas utilising all staff for short periods to increase flexibility when tackling hotspots.
- Retention of staff has been 100% for the last 6 months.

Case Studies

Case Study 1: Greenside Avenue Dog Fouling

Numerous complaints have been received about dog fouling on Greenside Avenue in Mapplewell.

Kingdom Enforcement Officers responded to the complaints and a subsequent task from Tasking Officers to make an impact on Greenside Avenue. High visibility patrols have been conducted and officers liaised with Neighbourhood Pride to clean the street of dog foul.

As a result of the targeted approach and intelligence led patrols, one juvenile offender was identified, and parents were contacted with a view to restorative justice in the form of a litter pick. Further to this, Kingdom Enforcement officers liaised with the original complainant and a Fixed Penalty Notice was issued to one of the most prolific offenders during a late evening patrol.

The problem of dog fouling on Greenside Avenue has been substantially reduced, however the problem still exists and patrols are still ongoing.

Case Study 2 : Harry Road Parking Issues



As a result of a complaint in July regarding people parking their cars on the pathways and on dropped kerbs, Kingdom officers were tasked with identifying these offending vehicles and issuing the contravening vehicles with Penalty Charge Notices (PCNs)

In response to the complaint, Kingdom Civil Enforcement Officers trained and equipped for Parking Enforcement conducted an intelligence-led operation and focused their patrols on this stretch of road at different times of day.

Three (3) PCNs were issued to contravening vehicles on Harry Road within a week of the complaint, and frequent patrols are ongoing to combat this problem as we settle into the next quarter.

Appendix 2: Outline specification requirements for the enforcement service.

6. THE SERVICE/ACTIVITIES TO BE DELIVERED

- 6.1 To provide the North Area Council with 4 Environmental Enforcement Officers working 37 hours per week, 52 weeks per year dedicated to environmental enforcement activity
- 6.2 The Service will cover the four Wards of the North Area Council of Darton East, Darton West, Old Town and St Helens
- 6.3 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, or week days before 8am or after 5pm.
- 6.4 There will be no abstractions of the dedicated North Environmental Enforcement Officers from the North area.
- 6.5 100% coverage in the event of annual leave, sickness or other leave related absence will be provided by the Service Provider to maintain service delivery.
- 6.6 It is expected that each Environmental Enforcement Officer provided by the Service Provider will proactively issues tickets for littering, parking and dog fouling offences.
- 6.7 Environmental Enforcement Officers must be provided with appropriate mobile communication devices.

6.8 Duties of the Service Provider's Environmental Enforcement Officers

To target problems of littering, dog fouling and parking enforcement within the North 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 Area Council Manager) and the Council's Community Safety Enforcement Service. The Tasking Officer (from the Council's Community Safety Enforcement Service) will deploy and review the work of the Service Provider's Enforcement Officers based on this intelligence.

The Service Provider's Enforcement Officers will patrol priority areas and robustly enforce against any offences witnessed by issuing a fixed penalty notice.

6.8 **Duties of the Service Provider's Environmental Enforcement Officers (Cont'd)**

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 is to be spent out of the office either patrolling or on targeted operations linked to litter, dog fouling and parking enforcement.

BMBC enforcement uniforms (to be provided free of charge) with relevant authorities and insignias must be worn, unless plain clothes operations are being undertaken.

The Service Provider's Enforcement 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, the Service Provider's Enforcement 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

6.9 **Other Contract Details: Partnership Working**

The Service 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 Service Provider will ensure good liaison with other services operating in the North Area. This will be co-ordinated via the Area Matrix Management Meetings and the Council's Community Safety and Enforcement Service. The Service Provider's 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 Area so that justice can be seen to be done locally.