

Central Area Council

Monday 11th March 2019

Safer Neighbourhoods Service: Environmental Enforcement

Service Level Agreement Update

Purpose of report

This report provides members with an update about the Environmental Enforcement Service Level Agreement (SLA) with the Safer Neighbourhoods Service (SNS), and the proposal to implement an electronic approach to the processing of Fixed Penalty Notices (FPN'S) as part of this agreement.

Recommendations

It is recommended that members:

- **Note the update provided about the Service Level Agreement and the electronic approach to processing tickets.**
- **Approve an additional £3,000/annum for the SLA with SNS to enable an electronic approach to the processing of FPN's to take place. This electronic approach will be reviewed after an initial period of 12 months.**

Background

The procurement of an Environmental Enforcement service with a focus on dog fouling and littering (other than cigarette ends), was agreed at the meeting of Central Area Council on 27th September 2018.

Following a robust procurement process with the support of the Council's Strategic Procurement and Commissioning Support Service, the contract for this service was awarded to District Enforcement at a cost of £45,000/annum.

A contract inception meeting with District Enforcement took place in early January 2019, when feedback was provided on their tender submission and milestones, outcome indicators and targets for the contract were agreed.

Discussions also took place in this meeting about the use of handheld electronic devices and the potential of the administration function being carried out fully electronically.

A meeting with the Head of the Safer Neighbourhoods Service was scheduled for early January 2019 to discuss the delivery of the Service Level Agreement and the

practicalities of having 2 different Providers operating in the area, however this meeting had to be cancelled due to illness.

Current Situation

Ongoing discussions have taken place with the Safer Communities Service Manager and Procurement colleagues about the practical delivery of the Service Level Agreement, including the provision of an electronic solution to the processing of tickets.

It is however proving very difficult to deliver this aspect of the Service Level Agreement within the SLA financial envelope of £10,000/annum previously agreed by Central Area Council.

Given that each FPN would result in a £10 processing charge, it is anticipated that the cost of delivering all aspects of the SLA for the Environmental Enforcement Service would be £13,000/annum.

It is therefore recommended that an additional £3,000/annum for the Environmental Enforcement SLA with the Safer Neighbourhoods Service is approved at today's meeting to enable the electronic processing of tickets to be implemented and delivered.

This electronic approach will be reviewed after an initial period of 12 months.

Carol Brady

7th March 2019.