

## Appendix B

### An enhanced Neighbourhood Enforcement Officer Service and Place Based Caseworkers

Following the removal of Neighbourhood Action and the potential removal of the Neighbourhood Warden Service, the Neighbourhood Working Review has identified a potential shortfall in provision in relation low level environmental and community safety issues. In response to this, it is proposed to bolster the Neighbourhood Enforcement Officer Service within Environmental Services and to create the post of 'placed based' Case Workers within the Community Safety Team.

#### 1. Neighbourhood Enforcement Officer Service (NEO)

1.1. **The current role of the service** is to deliver 'low level' enforcement in a variety of ways that can be tactically and quickly deployed in all parts of the City. This is achieved as follows:

- Fixed penalty notices are issued for littering and dog fouling offences. Their deployment and patrolling patterns is based upon intelligence supplied by service users, other agencies, etc.
- This service deals with the identification and removal of abandoned vehicles.
- The service is occasionally deployed to gather evidence from fly tipping episodes and various other environmental issues/offences ie. refuse in gardens, scrap metal storage in domestic premises, nuisance properties etc.
- They support the enforcement phases of projects like Care 4 Your Area, which are designed to reduce fly tipping.

#### 1.2. Proposal

- To increase the number of Neighbourhood Enforcement Officers by a further 10 creating a total of 18,
- In addition creating two teams each with a Neighbourhood Enforcement Manager
- The Neighbourhood Enforcement Officer Service is currently available from 6.45am – 7.15pm Mon-Sat. It is proposed that this be increased to 7 days per week.

1.3. **Cost: £350,000**

#### 2. Place Based Caseworkers

2.1. **The current role of the service** is to deliver and implement their own solutions to tackling low level community safety issues. This includes, but is not limited to:

- Intervening early to ensuring community safety issues do not escalate.

- Bringing together residents to discuss local community safety issues and working with them to design the solution where appropriate
- Providing a single point of contact for a local community safety issue, in particular where multiple agencies are involved
- Encouraging self help gating schemes
- Increasing Neighbourhood Watch and Resident Schemes

## 2.2. Proposal

- To create 3 place based caseworkers within the Community Safety Service.

## 2.3. Cost: £90,000

### 3. Day to day issues resulting from the potential changes:

- Q. It may be viewed, in some quarters, that there has been a movement away from 'community engagement/service' to enforcement.
- A. In reality the officers spend more time informally resolving issues through education, persuasion and behaviour change. Pure enforcement has always been reserved for those who have no intention of being good neighbours, respecting their local environment and complying with the law.
- Q. Neighbourhood Action and the Neighbourhood Warden Service's role in dealing with ASB will be lost.
- A. The increased specialist capacity within Community Safety will be able to work with the Community Development Service and local people in dealing with these issues and be better able to quickly escalate our response when required.
- Q. The Environment and Housing Enforcement Service will lose the resource that the larger Neighbourhood Warden Service had in monitoring and checking issues for this team i.e. compliance with various legal notices and identifying and securing evidence from fly tipped rubbish.
- A. An increased NEO service will take up some of this slack, but by no means all of the work. However, unlike the Neighbourhood Warden Service, the NEOs will be able to operate City wide and not be tied to specific geographical areas. The service will therefore be more flexible, responsive and can be quickly tactically deployed at known and emerging 'hot spots'.
- Q. The loss of the City Centre Wardens would reduce our presence in centre of the city.
- A. The NEOs already maintain a city centre presence and their remit would be expanded to deal with rough sleepers, aggressive beggars and unauthorised buskers and charity collections. This would be completed alongside their traditional duties of issuing fixed penalty notices for littering and fly tipping and trade waste offences in service areas. The proposed changes in working hours (6 days to 7 days per week) would enable the service to cover city centre issues like

unlocking and locking the City Centre barriers/gates at the beginning and end of each day.

- Q. With the loss of the Neighbourhood Warden Service there will be considerably less capacity and therefore the pace of 'Care 4 Your Area' would be slowed. It would enable the continuance of important behaviour changing projects which have been successful in reducing fly tipping and improving the appearance of residential areas i.e. 'Care 4 Your Area' and 'Environmental Grime Scenes'.
- A. These projects have always relied on community support and commitment. It is believed that these projects can be continued by the NEOs with the Community Development Service and the continued support of local people.