

Leicester
City Council

WARDS AFFECTED
ALL

**PERFORMANCE AND VALUE FOR
MONEY SELECT COMMITTEE
CABINET**

26 NOVEMBER 2009
30 NOVEMBER 2009

CITY WARDEN SERVICE

Report of the Director of Environmental Services

1. PURPOSE OF REPORT

- 1.1 This report provides an update on the work of the City Warden Service during its first year of operation and outlines proposals for the city-wide roll-out of the service.

2. SUMMARY

- 2.1 In October 2008 the City Warden Service was established as a pilot operating in half of the wards in the city. Its objective was to improve the quality of the local environment and work with the community in order to address issues important to local people. The aim was also to establish good practice, ready for a city wide roll-out of the service in 2010/11. The report charts progress over the first year of operation including some of the challenges faced, lessons learnt and successes achieved. The report also puts forward proposals to for the city-wide roll-out of the service.

3. RECOMMENDATIONS

- 3.1 Cabinet is recommended to note the progress made during the first year of operation and to endorse the proposals for the city-wide roll-out of the service, as presented in this report.

4. REPORT

- 4.1 The creation of a City Warden Service was a manifesto and One Leicester commitment. The initial phase commenced in October 2008 with City Wardens operating in approximately half of the city on a pilot basis. The aim of the pilot was to establish good practice before developing a city wide service in 2010/11.
- 4.2 The main objectives of the service were to:
- Improve the quality of the local environment (on a more pro-active basis);
 - To work more closely with local communities in this respect; and
 - To provide a visible and approachable “on-the-street” reassuring presence and point of contact for the public.
- 4.3 The selection of wards for the pilot phase included a variety of different wards so as to enable the resource implications for city-wide implementation to be properly assessed.

4.4 The pilot phase had 11 City Wardens (9 plus 2 Senior Wardens) and a manager covering a total of 11 wards and the city centre. Some wardens covered two wards.

4.5 The 11 wards chosen were selected as representative across the city and comprised:

Castle	(Inner city ward including the city centre)
Westcotes	(inner city ward)
Spinney Hills and Stoneygate	(inner city ward)
Belgrave and Latimer	(inner city wards)
Beaumont Leys	(outer city ward, large geographical area)
Charnwood and Coleman	(smaller and outer city wards)
Freeman and Eyres Monsell	(smaller and outer city wards)

A “skeleton” service was provided in the non piloted wards through responding to complaints on a prioritised basis.

4.6 Full details of the achievements and lessons learnt from the pilot phase are detailed from paragraph 4.13 onwards.

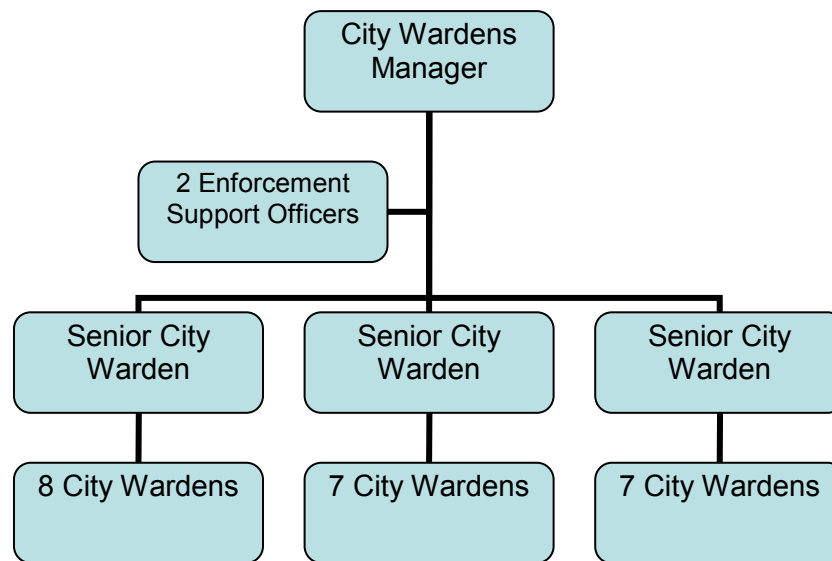
Proposals for the City-wide Roll-out of the Service

4.7 To fund the new City Warden service, the 2008-2011 budget strategy included £300k growth for 2008/09 and 2009/10, rising to £500k p.a. for the city-wide roll-out from 2010/11. Budgets for the new service were added to the existing budget of £102,000 relating to the former Litter Warden posts. Hence, an operating budget of £402,500 was available for 2009/10, with approved growth taking the available budget for the service to £602,400 with effect from 2010/11.

4.8 The pilot phase of the City Warden initiative has highlighted the valuable contribution that the City Wardens can make to waste-related issues (e.g. bins on pavements) within the context of working to improve the local environment. However, work to tackle the problem of bins on pavements in particular has shown that this is a resource-intensive process and extending this work on a city-wide basis presents a major challenge, one that would benefit from a “big push” type approach.

4.9 The Council has also recently undertaken a review of resident participation in waste recycling, which has highlighted that further intensive work at a local level (“door-stepping”) would help drive-up participation and waste recycling rates. Within current waste budgets, some one-off funding is available (e.g. from the Government’s Waste Efficiency Grant and waste management contract rebates) to fund work of this nature. It would seem logical to bring together “door-step” work with local residents to improve waste recycling rates with similar work to get bins off of pavements.

4.10 It is therefore proposed that this waste-related funding is directed into the City Warden service, thereby providing sufficient budgets to fund a total of 22 wardens across the city for a two year period, nominally one warden per ward, organised on a three team basis:



- 4.11 The aim of this option would be to maximise the City Wardens impact and “visibility” throughout the city over the next two years, working to support the One Leicester policy of zero toleration towards litter and graffiti, extending the piloted local environment improvement works to the whole of the city, but also undertaking the additional waste-related works that are needed to maximise recycling rates and improve the city’s carbon footprint. It is also proposed that recruitment of additional wardens commences as soon as possible, with the aim that they can be fully trained and “ready to hit the ground running” on 1st April 2010 (or sooner) as part of the city-wide launch of the service.
- 4.12 There may well be other opportunities to develop the City Warden service, e.g. by leveraging-in certain other warden-type resources and services within the council and these will be considered in the near future. However it is felt that it is advantageous for the city-wide roll-out to be based on the role and remit successfully established during pilot phase, rather than at the same time trying to develop their role to encompass additional duties.

ACHIEVEMENTS AND LESSONS LEARNT FROM PILOT PHASE

Collaborative Working

- 4.13 Initially the newly appointed City Wardens underwent an intensive three week training programme to become familiar with the city, its culture and their responsibilities as wardens. Next they sought to make themselves aware of the wards they would be working and the local environmental problems needing to be addressed.
- 4.14 As part of this process contact was made with key people living and working in the ward. This included the ward councillors, tenants and residents, Police and Community Support Officers, Cleansing Area Services Managers and Waste Management Officers, Housing Neighbourhood Managers, Highway Officers and Enviro-Crime Officers. The City Wardens have also attended around 281 local meetings in the first year of operation. This has included ward community meetings, Police Joint Action Group meetings and weekly briefings, patch walks and other resident meetings as appropriate.

- 4.15 This collaborative approach to working has helped the wardens to identify priorities and plan targeted education and enforcement activities. Addressing the ward community action plan priorities has been instrumental to this approach.
- 4.16 Some ward councillors in the pilot areas have said they would like more frequent dialogue with their City Warden on ward issues. In order to keep them up to date, environmental issues addressed by the City Warden are now recorded on a weekly basis and sent to each ward councillor. In addition the City Wardens have just started to complete a six month action plan of proposed education prevention and enforcement initiatives. Ward councillors will shortly be consulted on them and so have opportunity to influence future work programmes within their ward, prior to implementation. Where ward councillors consider it appropriate these six month warden action plans could be shared at the ward community meeting, improving local community engagement.
- 4.17 A survey of partners in May reinforces the mutual benefit collaborative working brings. 73% of partners say the City Wardens have helped them achieve their objectives and 80% are satisfied with the City Warden Service. Despite only in the latter months having deployed the wardens on specific local priorities, 45% of partners say the wardens have already made environmental improvements and helped to reduce environmental crime in the wards. A further customer satisfaction survey is to be undertaken next year, once the service is more fully established across the whole of the city.
- 4.18 From the outset, the aim has also been to extend fixed penalty notice (FPN) powers to other council officers who have a neighbourhood/patrolling remit. Earlier this year, approximately thirty parks and cemetery staff were trained to issue FPNs for littering and dog control matters as part of their routine work.

Education and Enforcement Activities

- 4.19 Collaborative working and the building of local intelligence has been beneficial in targeting patrol routes at local “hotspots” and over 2,270 patrols have been conducted in the last year. These have been for littering, graffiti, dog fouling, fly posting, leaflet distribution and flytipping.
- 4.20 On-the-spot environmental enforcement undertaken by the City Wardens includes:
- FPN for littering offences.
 - Fly tipping (low level incidents).
 - FPN for graffiti & fly-posting offences.
 - FPN for unauthorised distribution of free printed material (city centre only).
 - FPN for Dog Control Order Offences.
 - FPNs re waste receptacle offences (e.g. bins on pavements).
 - Nuisance parking offences (i.e. commercial sales or repairing on highway).
 - Failure to comply with Street Litter Control Notice (e.g. takeaway litter).
 - Failure to produce waste transfer/license documents.
 - Removal of unauthorised highway signs.
- 4.21 The City Wardens work a flexible 37 hour week and have been deployed to work at times when environmental problems are known to occur. 217 targeted enforcement initiatives have been undertaken during the year. Examples have

included city centre fly posting and leaflet distribution, dog fouling hot spots and littering in district shopping areas.

- 4.22 The City Wardens have also attended 385 promotional and educational events such as Diwali and Riverside festival, Kidmah, Ramadan, summer fetes and carnivals, open days and taken lessons in schools to promote environmental responsibility. Since February the City Wardens have taken on the investigation of low level fly tipping and it has enabled the Enviro-Crime team to better focus resources on tackling persistent commercial fly tipping of which incidents last year increased.
- 4.23 The ability of the City Wardens to work flexibly has been a key factor in their success and will feature significantly once a city wide implementation has been established.
- 4.24 Some examples of successful City Warden intervention include:
- A substantial reduction in the distribution of printed material in the city centre and university areas. These are areas where licensing consent is required before printed material can be given out. The City Wardens on patrol in these areas have promoted and enforced the consent including taking away leaflets from unlicensed distributors.
 - A substantial reduction in fly posting through the removal of 11,734 unauthorised highway signs found during regular patrols. Promoters and club owners have been interviewed and in some cases prosecution proceedings are pending.
 - A substantial reduction in the number of wheelie bins and recycling boxes left on streets outside collection day, from around 500 wheelie bins to 100 in selected areas over a 3 month period. The work is ongoing but so far 243 enforcement and 75 FPNs have been served following promotional and enforcement campaigns.
 - Getting owners to remove “for sale vehicles“ parked in Spinney Hills, Coleman and Belgrave wards, which were blocking the pavements and causing an obstruction to traffic flow in the areas.
 - Substantially reducing the number of fly tipping incidents at the Belgrave Road recycling centre (located within Sainsbury’s car park). 146 small fly tips have been investigated, 37 warning letters issued and interviews conducted with a view to prosecutions being instituted.
 - Joint operations with the police including Operation Stay Safe and Ramadan which has resulted in a decrease of anti social behaviour during the period of these operations.
- 4.25 On the impact of the City Wardens within the Castle ward, Colleen Thorneycroft of De Montfort University’s Estates Department writes in the partner survey: *“The roads around the university’s City campus are now virtually permanently free from unsightly posters and leaflets which previously used to litter the area. The roads now contribute towards a more attractive and safer environment”*.

- 4.26 It is hoped these initiatives and the resulting environmental improvements, will help to enhance pride and community spirit and encourage local residents to work together to sustain and build upon them. It is early days but the “bins on the street” initiative is also showing signs of bringing local residents together.
- 4.27 Appendix 1 provides a full summary of City Warden activity during the first year of operation and covers the environmental problems addressed and promotional work undertaken. Appendix 2 comprises a table showing the number of investigations and levels of enforcement action undertaken.
- 4.28 Work is currently being undertaken with partners on a juvenile enforcement policy to include education, reparation and enforcement. In order to ensure young people’s views are considered. The policy will be submitted to the Youth Council as part of the consultation process. The policy is aimed at 10 to 17 year olds found littering, fly posting or graffitiing and for dog fouling offences. The policy will provide an opportunity to promote individual responsibility as well as a flexible approach to environmental enforcement. Repeat offenders will be offered reparation activities like taking part in litter picks or environmental action days as an alternative to being issued a FPN.

Signposting Activities

- 4.29 City Wardens wear a bright red uniform to improve their visibility and support the objective of being an approachable “on the street” reassuring presence and point of contact for the public in relation to council services, and providing an opportunity for them to raise local environmental or other concerns.
- 4.30 City Wardens have signposted over 1,052 requests to other services for action. This relates to issues directly raised by them or to them by members of the public whilst on patrol. These issues have commonly included the reporting of parking offences, highway and street lighting defects, untidy front gardens, graffiti removal, illegal advertising, fly tipping, bulky waste or assisted refuse collections. A customer survey in May indicates nearly 60% felt the City Wardens help the local community better access Council services and 67% consider that their work has resulted in environmental improvements in the ward. The amount and variety of work undertaken by the wardens has gradually increased over the year. Despite this, nearly 56% of customers said they were satisfied with the service. A further customer satisfaction survey is to be undertaken next year when the service will have had longer to establish itself with the community.
- 4.31 Traditionally, Cleansing Services have always worked to clean-up litter, fly tipped waste and graffiti as quickly as possible. Whilst serious flytipping incidents would be reported to the Enviro-crime Team for investigation, the majority of incidents would not be investigated in any way. It was felt that whilst prompt clean-ups are important, more needed to be done to try and address the underlying cause of the problem, deter offenders and thereby reduce the significant clean-up costs incurred to the Council in the long-term. The City Warden Service provides such an opportunity, through the use of education, promotion and where necessary enforcement. The disadvantage of this approach is that in some cases, e.g. flytipping on the street, the clean-up may take a little longer whilst the investigation is carried out and the waste is photographed, bagged and tagged in case the matter is brought before the Magistrates’ Court. However, as part of the pilot the service is working closely with Cleansing Services to ensure the City Warden

responds as quickly as possible, so the clean-up can then also be completed as quickly as possible.

- 4.32 The aim has always been to have the City Warden patrolling or engaged on initiatives in the ward for at least 80% of their time. To facilitate this approach and reduce travelling time to and from their office base within New Walk Centre, local bases (somewhere with access to toilets, desk and computer) have been found for wardens working outer city wards like Beaumont Leys and Charnwood. Identifying additional local bases will continue as we consider a city wide implementation.

Organisation of City Warden Service

- 4.33 The pilot phase of the initiative had 11 City Wardens (9 plus 2 Senior Wardens) and a manager covering a total of 11 wards including the city centre.

- 4.34 Experience from the pilot phase has highlighted some key considerations to take in to account in establishing a city wide structure:

- It is important the City Wardens continue to work a flexible 37 hour week and are deployed to work at times when environmental problems are known to occur. This includes regular Saturday working on a rota basis and evening and weekend working as necessary. The Senior City Wardens, under the direction of the City Warden Manager, will continue to deploy the City Wardens in his/her team flexibly on targeted initiatives. This includes the deployment of several wardens on one initiative where necessary in order to resolve the problem quickly for the benefit of the local community.
- Sufficient resources need to be incorporated to cover staff sickness, annual leave and vacancies. Experience during the pilot phase has shown that service delivery has been adversely affected on some occasions through such absences.
- Adequate management resources, particularly at Senior Warden level need to be allocated in order to effectively plan control and monitor City Warden performance. Experience from the pilot suggests most newly appointed City Wardens are likely to have little or no experience of enforcement work and will need lots of training and close supervision initially. The Senior City Warden under the control of the manager is responsible for service delivery across several wards and in flexibly deploying their team to meet local needs. This includes close staff supervision and establishing with the warden a weekly work plan of patrol routes and appropriate education and enforcement initiatives. Experience suggests that to be effective in this role Senior City Wardens should supervise a maximum of 6 to 8 City Wardens. This is critical as the Senior Warden is also likely to need “on the job” training from the service manager as part of their development.
- The pilot has demonstrated that City Wardens working in some wards have some spare capacity and some wards may not justify a full-time warden. Similarly, a ward like Beaumont Leys, despite its large geographical area, does not necessarily generate sufficient work for one full-time warden at all times. However, some other wards, e.g. Westcotes, with a large student/dynamic population and close location to the city centre, provide a challenging workload for one warden. Castle ward, which includes the city

centre, has also demonstrated the need for input from more than one warden. Therefore, the flexible deployment of City Warden resources between wards is critically important. Nevertheless the key principle of every ward having one named warden (and one named Senior Warden, which helps maintain continuity during warden absences) should be maintained, notwithstanding the fact that that named warden may undertake supporting work in other wards.

- It is intended to use the fixed penalty receipts in accordance with guidance issued by DEFRA in the document “Local Environmental Enforcement - Guidance on the use of Fixed Penalty Notices” (2006). In practice this means covering our legal costs and putting funds towards education and preventative measures relevant to the offences committed.

On-going Performance Measures

- 4.35 The measures chosen to evaluate the effectiveness of the City Warden Service should reflect its objectives of improving the quality of the local environment, working more closely with local communities and providing a visible and approachable “on-the-street” reassuring presence and point of contact for the public. Also important is the effectiveness of the City Warden Service is in aligning itself to One Leicester, as the key strategy driving the Council forward over the next 25 years.
- 4.36 A priority in the One Leicester strategy is to “create thriving, safe communities”. The City Wardens make a significant contribution by working with local communities in the enforcement of a common sense zero tolerance policy towards, littering, graffiti; fly tipping and fly posting, dog fouling etc. City Wardens also make a valid contribution “talking up Leicester”, acting as ambassadors for the city and an on-street point of contact for council services. In tackling public health problems they seek to “improve the wellbeing and health” of local communities.
- 4.37 To this end the following performance measures would seem appropriate for the service:

Local Indicators

- Customer satisfaction.
- Annual local environmental quality audit by Tidy Britain.
- Mori Survey (2011).
- Number of FPN and other enforcement actions.
- Response and resolution times to service requests.
- Number of bins taken of the street by the occupier.(Annually)
- Number of duty of care inspections of businesses.(Annually)
- Number of targeted enforcement initiatives.(Annually)
- Number of education and schools work. (Annually)
- Number of fly tipping investigations within target time.
- Number of dog fouling investigations with in target time.
- Number of sign posted requests to other service areas with in target time.

National Indicators the service contributes:

- NI 196 Improved street and environmental cleanliness (reduced levels of fly-tipping).

- NI 195 Improved street and environmental cleanliness (reduced levels of litter, detritus, graffiti, fly posting).
- NI 184 Satisfaction from businesses.
- NI 27 Understanding of local concerns about ASB and crime.
- NI 5 Overall/general satisfaction with local area.
- NI140 Increase fair treatment by local services (Local Area Agreement target)

Possible Future Development of the Service

4.38 Additional City Warden duties for consideration after full implementation and once the newly appointed wardens have been trained and are working to existing procedure and policy could include:

- Enforcement of A-boards and similar highway obstructions.
- Parks Byelaw enforcement (particularly on smaller parks/open spaces).
- Smokefree FPNs (primarily whilst travelling on public transport)
- Illegal street trading

4.39 However, it is felt that the main priority for the service in the immediate future is to focus on core duties and establish the service on this basis throughout the city. Therefore, it is recommended that any further extension of the duties of City Wardens should be deferred until the city-wide roll-out is established. Additionally, new approaches to neighbourhood management could have a significant bearing on the service, which will need to be taken into account over the next 2 years.

5.0 FINANCIAL, LEGAL AND OTHER IMPLICATIONS

5.1 Financial Implications

The approved budget for the City Wardens service is £402.5K for 2009/10. From 2010/11 & subsequent years the budget increases to £602.4K as agreed in last year's budget strategy.

Surplus one off grant funds and other monies are available to fund the proposals presented in this report, and this could free up the budget increase currently planned for 2010/11. These options are forming part of the priority board budget discussions for 2010/11.

Martin Judson, extension 7390

5.2 Legal Implications

Legal advice has been provided in respect of the work undertaken under the pilot scheme. Continuing legal support will be necessary for the duration of the scheme, in particular if it is the intention in the future to develop the remit of the City wardens as suggested in paragraph 4.7 onwards. This support includes input into the form and content of the standard documents such as FPNs up to and including representation at any trials.

Sarah Khawaja Senior Solicitor for Head of Legal Services

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6.0 OTHER IMPLICATIONS

OTHER IMPLICATIONS	YES/NO	Paragraph Within the Report	References
Equal Opportunities	NO		
Policy	NO		
Sustainable and Environmental	YES	Throughout report	
Crime and Disorder	YES	Throughout report	
Human Rights Act	NO		
Elderly/People on Low Income	NO		

7.0 CONSULTATIONS

Customer, partner and ward member satisfaction surveys were undertaken April/ May 2009.

8.0 REPORT AUTHORS

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Key Decision	No
Reason	N/A
Appeared in Forward Plan	N/A
Executive or Council Decision	Executive (Cabinet)

APPENDIX 1

City Warden Activities November 2008 to September 2009

Littering

The City Wardens have the power to issue a fixed penalty notice against an individual who deposits any litter on land open to the air. 287 service requests have been investigated and 125 FPNs issued, 5 of which have been for littering from vehicles. Monitoring and education work has been done in the out of town shopping areas where the wardens have spoken to the owners of fast food outlets about street litter and also given them posters to display in their premises. The wardens have taken part in the national awareness campaign concerning littering from vehicles which was run by Keep Britain Tidy from 7th July.

Graffiti

The term graffiti refers to drawing, patterns, scribbles, messages or tags that are painted, written or carved on walls and other surfaces. In recent times the craze has been for 'tagging', the stylised scrawling of names. The wardens have photographed as evidence 98 instances of graffiti and forwarded the information to the Graffiti team for removal. £2,500 towards the removal of graffiti in the Charnwood ward was allocated from ward action plan funds following a successful initiative between City Wardens and Cleansing. The wardens have the power to issue a FPN should they witness graffiti but it is difficult to do this in practice.

Dog Fouling

Dog fouling is a major concern to the public. 363 service requests from the public have so far been investigated by the wardens in the first year of operation. Since the notices were first made available to staff in April, 4 FPNs have so far been served. Earlier this year, as part of their routine work around thirty parks and cemetery staff were trained to administer FPNs for littering and dog control matters. The wardens have undertaken 36 joint patrols with Parks Officers to help support them in their new role. The wardens have worked closely with the Dog Warden Service who put up the dog fouling signage and Cleansing Services who clean it up.

Bins on the streets

Over 516 service requests from the public complaining about domestic wheelie bins left out on the street and investigated by City Wardens. The service has had to prioritise its response in order to tackle the worst areas first. The criteria chosen was linked to the number of bin fires in an area and if it appeared as a priority in community ward action plans. These criteria will need to be reviewed as the programme is rolled out city wide. Selected streets representing over 1100 properties were chosen in parts of Castle and Westcotes wards. A substantial reduction in the number of wheelie bins and recycling boxes left on these streets outside collection day has resulted following the 3 month campaign, from around 500 wheelie bins down to around 100. The work is ongoing but so far 243 enforcement and 75 FPNs have been served following promotional and enforcement campaigns. Of these

The wardens have also dealt with 255 complaints regarding commercial bins on the streets and have served 19 notices for duty of care to check on the waste contracts and served 3 FPN's for non compliance with the duty of care requests

Leaflet Distribution

Streets throughout the city centre and especially around the 2 University campuses were once littered with flyers until the Council bought in the policy to control the free distribution of printed material under the Clean Neighbourhoods and Environment Act 2005 (CNEA 2005). The education and enforcement carried out by the City Wardens has had an immediate effect on the amount of litter left from night time businesses. Those who have not applied for a licence to distribute have been warned, those persistent offenders have had their leaflets confiscated and issued with a FPN. To date 1 FPN has been issued to a repeat offender.

Fly Posting

Fly posting has been a long established problem in the City and has previously only been dealt with by removal. Since the start of the City Warden Service all the fly posters that have been removed have been photographed and stored as evidence. This has resulted in 996 investigations, 26 referrals to the planning department regarding banners attached to buildings and 11,734 posters removed from highway furniture. All the establishments that have been advertising have been written to explaining that it is a criminal offence and they face prosecution if it continues. This first stage saw a huge reduction in the fly posters that were attached to highway furniture.

The persistent offenders have been written to a second time and all have been served a legal notice with photographs of the offending posters to determine who is responsible for the offences, those who have failed to comply have been interviewed and we are currently putting together two court files for persistent offenders.

This work would not have been possible without the assistance of the City's Cleansing team who have also taken photographs and have kept a database of those posters removed. De Montfort University has also assisted in giving witness statements and CCTV footage when they witnessed people putting up the posters around the University campus.

Colleen Thorneycroft, Estates Manager at De Montfort University, said "*the campus environment has improved significantly, with a virtual eradication of unsightly leaflets and posters littering the area*" (Source Leicester Mercury)

Waste Duty of Care Visits

A waste holder (any person who imports, produces, carries, keeps, treats or disposes of controlled waste or as a broker, has control of such waste) is under a 'duty of care' with regard to that waste and it is an offence if he fails to take reasonable measures to prevent the escape of the waste from his or another person's control; and to transfer the waste to an authorised person or to any person for authorised transport purposes and to provide that person with a written description of the waste (Environmental Protection Act 1990 S34).

The wardens have visited 303 premises to check that they have a waste contract in place and the correct documentation for the transfer of the waste from their business and that

they are storing their bins correctly, safely and complying with legislation. Many of these visits have been in areas with a high incident of fly tipping or with local recycling centres suspected of use by tradesmen. Some of these visits have been done with the food team as other issues have raised concern on the visits or from complaints received. Ensuring that the waste is stored and disposed of correctly greatly reduces bins being left out on the street, side waste and fly tipping

Fly Tipping

This is defined as ‘the illegal deposit of any waste onto land i.e. waste dumped or tipped on a site with no licence to accept waste’.

The wardens are responsible for the small scale fly tipping which is anything larger than one bin bag and smaller than a van load, but they have also assisted in collecting evidence for large scale tips and with PACE interviews with the Environmental Crime Team. 1190 investigations have been carried out by the City Wardens.

The area with one of the most persistent fly tipping problems is Sainsbury’s domestic bring site on Belgrave Road where trade waste from businesses is being dumped and domestic waste is being left on the floor instead of being put into the recycling receptacles. Over 150 investigations have been carried out on this site alone which has resulted in 37 warning letters being issued and 18 PACE interviews. We will now be following these up with formal cautions or prosecutions in the Magistrates court

Nuisance Vehicles

183 service requests have been received about vehicles that have no registered keeper, or are abandoned, not displaying a current tax disk, causing a nuisance or being detrimental to the amenity of an area. Under CNEA 2005, nuisance vehicles also include 2 or more vehicles parked on a street in order to be sold or repaired by a garage or other business.

One of the successes of the wardens is the removal of the for sale vehicles on East Park Road, this was a problem that had been going on for years and could not be resolved by the police or highways as they did not have the legislation to enforce.

Education and prevention

The use of FPNs is just one element of enforcement, DEFRA guidance also shows other ways where an authority can improve the local environmental quality and reduce environmental crime. As part of the enforcement policy educating the public and making them aware of the offence, powers of the wardens and the effect environmental crime has on where they live, work and play is necessary. It is more cost effective to prevent environmental crime than to enforce and clear it up. Preventing offences happening and educating the public is a vital part of the warden’s work.

Education and Prevention Work

Meetings attended <ul style="list-style-type: none">• Ward meetings	281
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<ul style="list-style-type: none"> • Police JAG • City Watch • Police briefings • University • Religious groups • Cleansing • Team meetings • Councillors • Parks meeting • Tenants and residents with housing • Religious meetings • Community lead meetings 	
<p>Initiatives and education</p> <ul style="list-style-type: none"> • Schools work • Fetes, carnivals • Open days • Riverside Festival • Kidmah • Religious events 	366
<p>Targeted enforcement</p> <ul style="list-style-type: none"> • Dog fouling patrols • Environmental Action Days • The Big Tidy Up • Ward litter picks • Police action days • Bins on the streets • Work with Trading Standards • Stopping cars with Enviro –Crime on Bridge Road to stop traders dumping. • Fast food litter • Leafleting during late night economy • Litter patrols • Duty of care visits with food team • Patrols with Fire Service • Patrols with police 	217
<p>Handing out of freebies to prevent offences</p> <ul style="list-style-type: none"> • Pocket ashtrays (stubbies) • Dog bags • Posters 	1995

<p>Number of schools visited</p> <ul style="list-style-type: none"> • Kingfisher Youth Centre • Whitehall Primary School • Overdale Infant School • Glebelands Primary • Sacred Heart • Beaumont Lodge Primary School • St Barnabas Primary School • Sure Start At Home Farm • Shenton Primary School • Northfield House Primary School • Sparkenhoe Primary School • Catherine Junior School • Rolleston Primary School • Uplands Primary School 	14
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The work in the schools has concentrated on littering and has been delivered in the format of assemblies and lessons. City Wardens are also involved with the County Schools Forum ensuring that we work with other councils and waste agencies across Leicestershire in giving the same message and also share ideas and resources and work jointing at events.

CITY WARDEN SERVICE PUBLICITY

	DATE	MEDIA	ITEM
1	6 th October 08	Leicester Mercury	Wardens Make Clean Start
2	6 th October 08	Radio Leicester	Adrian Russell re on the spot fines by City wardens
3	6 th October 08	BBC TV Breakfast and Lunchtime News	Adrian Russell interview for new wardens
4	22 nd October 08	Leicester Mercury	Crackdown off to a flyer Photograph of Scott Clarke in City Centre
5		Leicester Mercury	Bulbs help create a beauty spot Jessica Philips in Eyres Monsell
6		Leicester Mercury	Dog owners face £80 fines Photo of Kerrie Bullough with dog wardens
7		LINK	City wardens hit the street Photo of Steve and Kerrie
8	Issue 12	FACE	Me and my shadow Barbara and Ian Lomas with Chief Exec
9	Friday 9 th January 09	Leicester Mercury	Store fire-risk bins safely or face a fine Photo of Steve and fire officer
10	Jan/Feb	LINK	So what do you think of us? Feedback from residents' survey.

			Photo of wardens talking to public
11	13 th January 09	BBC news Radio Leicester City Sky News 24	Barbara Whitcombe and Ian Lomas interviewed re fast food litter
12	14 th January 09	Leicester Mercury	Flyers ban reversed to help city festival
13	14 th January 09	Leicester Mercury	Dropped fast food wrappings creating an eye sore
14	28 th January 09	Leicester Mercury	A toast to our treasures! Photo of Jessica with Cllr Palmer
15	January/February	Leicester Link	So what do you think of us?
16	3 rd February 09	BBC lunchtime news	Bins on streets with the fire brigade
17	5 th February 09	BBC East Midlands today	Bins on streets with the fire brigade
18	9 th February 09	Leicester Mercury	Bring in your bin or face a fine
19	17 th February 09	Leicester Mercury	Long are lends a hand in clean –ups
20	27 th February 09	Leicester Mercury	Street car sellers face fine
21	6 th March 09	Leicester Mercury	£80 penalty for feeding the birds
22	20 th March 09	Leicester Mercury	New powers to tackle dog fouling problems
23	26 th March 09	Leicester Mercury letters page	Irresponsible dog owners Instant fines for fouling welcomed
24	April 09	Face	Front cover and 3 page special on the City wardens
25	18 th April 09	Leicester Mercury	Biggest haul of illegal DVD's is seized in City
26	24 th April 09	Leicester Mercury	First fine in dog mess purge
27	27 th April 09	Leicester Mercury	Streets are like ashtrays
28	28 th April 09	Leicester Mercury	Fines handed out for leaving bins in street
29	May 09	Leicester Link	Talk turns into action
30	27 th May 2009	Leicester Mercury	Public join in to give park spring clean
31	30 th May 2009	Leicester Mercury	Estates are cleaned up in campaign
32	30 th May 2009	Leicester Mercury	Don't leave items on show in your vehicle
33	June 2009	Recycling Matters	Wardens education visit
34	6 th July 2009	I.T services	Put the brakes on car litter

35	9 th July 2009	Leicester Mercury	Residents 'sick' of rubbish left in streets by students
36	9 th July 2009	Leicester Mercury	'Too few' given dog mess fines
37	9 th July 2009	Leicester Mercury	OPINION – law on dog fouling lacks any real bite
38	14 th July 2009	Leicester Mercury	Hazard bins in the firing line of clear up campaign
39	16 th July 2009	Leicester Mail	Step up war on dog mess says residents
40	7 th August 2009	Radio Leicester	Fly tipping in Belgrave
41	7 th August 2009	Leicester Mercury	Estates are cleaned up in Campaign
42	10 th August 2009	East Midlands Today	Fly tipping in Belgrave
43	11 th August 2009	Leicester Mercury	Recycling sites a dumping ground
44	2 nd September 09	Daily Mail	£500 fine if you put out wheelie bin on wrong day
45	2 nd September 09	Telegraph	Homes could face £500 fines for breaking wheelie bin rules
46	3 rd September 09	Leicester Mercury	Householders given multiple bin fines
47	8 th September 09	Leicester Mercury letters page	Wheelie bin crackdown not before time
48	10 th September 09	Leicester Mercury letters page	City wheelie bin fines entirely fair
49	2 nd October 09	Radio Leicester	For Sale Vehicles - Belgrave
50	2 nd October 09	East Midlands today	For sale vehicles - Belgrave

APPENDIX 2 - INVESTIGATIONS AND ENFORCEMENT ACTION

Type	Number of investigations	Enforcement action taken using powers under Clean Neighbourhoods and Environment Act 2005 and Environmental Protection Act 1990
Referrals to other service areas (Planning, Cleansing, Food, AEH, Trading Standards, Housing etc.)	521	
Graffiti referrals	98	Evidence photographed
Fly posting buildings	26	Evidence collected and referred to planning
Abandoned vehicles	34	Investigated and forwarded to cleansing
Bins on the street (commercial)	255	15 s34 notices served 2 s 47 notice served
Bins on the street (domestic)	516	227 s46 notices served 3 s34 notices served 4 108 notices served requesting information 75 FPNs issued
Causing leaflet distribution	16	
Leaflet distribution	110	6 108 notices served requesting information 1 FPN issued
Leaving litter	287	1 s108 notice served requiring information 125 FPNs issued
Litter clearance	28	Advice and posters given
Nuisance parking	183	
Repairing vehicles	21	
Street litter control	11	
Fly tipping	1190	14 s108 notices served requesting information 3 s34 notices served 73 warning letters sent 18 PACE recorded interviews
Dogs excluded from land	10	1 FPN issued
Dogs fouling of land	331	2 FPNs issued
Dogs keeping on leads	22	1 FPN issued
Proactive patrols in wards alone or targeted with other agencies	2270	
Sign posting direct from the public	1052	
Fly posting highways	996	28 s108 notices served requesting information 2 PACE interviews 14042 posters removed from highways furniture
Failure to produce waste carrier authority	13	
Failure to produce waste transfer note	57	
Total	8,047	