



Rushcliffe  
Borough Council



# Rushcliffe Borough Council

## Communities Scrutiny Group

### WISE Partnership Review

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Service Manager Public Protection



**RUSHCLIFFE - GREAT PLACE • GREAT LIFESTYLE • GREAT SPORT**



# Background





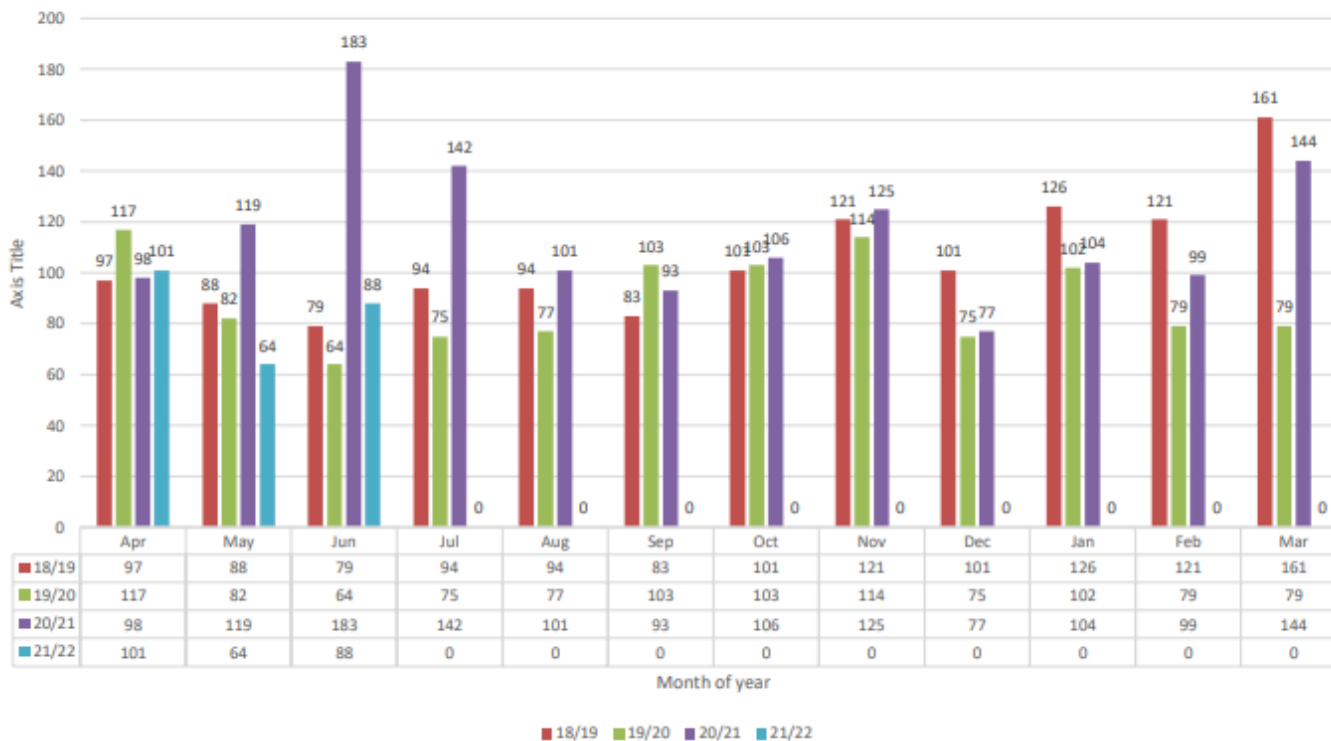


# Fly Tipping Data

Reported tips in Rushcliffe

18/19	19/20	20/21	21/22
1266	1070	1391	253

2018/19 ,2019/20 , 2020/21 & 2021/22 fly tips by m





# Enforcement Approach





- Formed 2017
- Specialise in Environmental Crime Investigations and Enforcement.
- Worked with over 70 councils across the UK.

### Service Overview

- Fully uniformed patrols (Highly Visible Deterrent).
- Industry Leading Technology (Handheld Device and Body Worn Camera).
- Enviro Crime Enforcement (Littering, Dog Fouling, Fly Tipping).
- Waste Investigations (Investigate 100% of reported Fly Tipping Complaints).
- **Pilot contract commenced 1 Jan for a period of 1 year**



# Fixed Penalty Levels

Offence	Adopted full penalty (£)	Adopted discounted penalty (if paid within the discounted period) (£)
Littering	100	75
Graffiti	100	50
Fly posting	150	75
Unauthorised distribution of free literature on designated land	No areas are designated	n/a
Nuisance parking	100	60
Abandoned vehicles	200	120
Fly tipping	400	200
Household duty of care	300	150
Failure to produce a waste transfer note	300	180
Industrial and commercial waste receptacles offences	100	60
Failing to show waste documents	200	120
Littering from vehicles	100	75
Dog fouling	100	75
Community Protection Notice FPN	100	100
Domestic waste Receptacle Offences FPN	60	40



# Partnership Management

- FPNs are managed entirely by WISE, Cllrs are reminded to ensure that appeals must be addressed through WISE not RBC.
- Partnership is monitored closely, with weekly meetings
- Developed an operating protocol in light of complaints and members concerns to ensure we have a Rushcliffe centred approach
- 1 LGO complaint- dismissed
- Considerable impact on exiting Council resources arising from the partnership, managing the contract, responding to complaints and queries and progressing legal cases. There are currently 15 cases a week being sent to legal, if the partnership continues it is likely that additional resources will be required.
- There is a considerable impact on existing staff dealing with complaints (approx. 2 a week) and preparation of legal cases
- Recommendation that we extend the trial for a further 12 months prior to going to formal tender in accordance with procurement requirements



# WISE

**Waste Investigations  
Support & Enforcement**

**6 MONTH OVERVIEW**



**Rushcliffe**  
Borough Council



# Background of Pilot



The Pilot was approved by Cabinet in November 2020 and commenced on Tuesday 5<sup>th</sup> January 2021 for a period of 12 months.

All complaints made to the council from public, elected members and council officers will be investigated by WISE and then cleared by Streetwise.

WISE Enforcement Officers given powers to issue Fixed Penalty Notices for the following offences:

- Littering
- Dog Fouling
- Fly Tipping
- Household Duty of Care
- Business Duty of Care



Paviter Singh-Mann, Cllr Walker, Cllr Inglis, John Dunne

# Aims of the Pilot

The logo for WISE, consisting of the word "WISE" in a bold, blue, sans-serif font with a white outline, set against a white background.

Support the council's Anti-Litter Campaigns & Volunteer Projects, through community engagement, education and enforcement.

Ensure every complaint made with regards to Environmental Crime is investigated and appropriate action taken.

Release capacity for the Environmental Health Team to tackle more complex investigations.

Increase the number of enforcement actions, particularly the service of fixed penalty notices. Take action against Environmental Crime and Anti-Social Behaviour.

Challenge irresponsible behaviour, encourage positive behavior and provide a clear deterrent against Environmental Crime. All WISE officers will be deployed in high visibility uniform with their ID card always on display.

To create great neighbourhoods where people love to live and fully understand what matters to people, regarding the areas where they live.

# How The Enforcement Service Works



- WISE Recruit and Train officers to operate across the Borough of Rushcliffe.
- Patrols are intelligence led, 7 days per week, 7am to 5pm rotating across all wards areas. Patrols can be deployed earlier than 7am and later than 5pm to investigate complaints if so required.
- A minimum of 2 officers deployed each day on an agreed roster basis. Covering around 10 miles on foot each day.
- Rota reflects Hot Spot locations made up from public and member complaints
- Officers will investigate all dumped waste complaints within 24hrs of receipt and removal of waste must be requested.
- Officers are authorised to serve fixed penalty notices. Rushcliffe Council retain 5% of all collected revenue from the issued FPNs

# Enforcement Actions

# WISE



- 5<sup>th</sup> January to 18<sup>th</sup> July 2021 more than 2,706 patrol hours resulting in:
  - 827 dumped waste complaints investigated
  - 124 business waste inspections
  - 1,590 fixed penalty notices served
    - 1,439 littering
    - 16 dog fouling
    - 80 fly tipping
    - 6 household duty of care
    - 44 failing to provide waste transfer notes
    - 5 commercial waste receptacle FPNs
  - 136 notices served
    - 12 commercial waste receptacle notices
    - 124 business duty of care notices





# Fixed Penalties / Notices and Hours by Ward



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	Ward	Ward Count	%
1	Lutterell	533	33.5%
2	Gamston South	259	16.3%
3	Trent Bridge	255	16.0%
4	Edwalton	140	8.8%
5	Compton Acres	97	6.1%
6	Cotgrave	44	2.8%
7	Bingham East	42	2.6%
8	Musters	35	2.2%
9	Leake	30	1.9%
10	Ruddington	29	1.8%
11	Bingham West	21	1.3%
12	Abbey	16	1.0%
13	Keyworth & Wolds	16	1.0%
14	Gamston North	14	0.9%
15	Lady Bay	12	0.8%
16	Radcliffe and Trent	10	0.6%
17	West Bridgford	9	0.6%
18	East Bridgford	6	0.4%
19	Bunny	5	0.3%
20	Sutton Bonnington	4	0.3%
21	Tollerton	4	0.3%
22	Cropwell	3	0.2%
23	Gotham	3	0.2%
24	Cranmer	2	0.1%
25	Thoroton	1	0.1%
26	Neville & Langar	0	0.0%
	<b>Total</b>	<b>1590</b>	<b>100%</b>



	Ward	Hours Count	Percentage
1	Trent Bridge	602 hr 26 mins	22.26%
2	Lutterell	536 hr 39 mins	19.83%
3	Gamston South	272 hr 11 mins	10.06%
4	Edwalton	223 hr 52 mins	8.27%
5	Compton Acres	199 hr 4 mins	7.36%
6	Gotham	156 hr 55 mins	5.80%
7	Musters	103 hr 48 mins	3.84%
8	Ruddington	96 hr 29 mins	3.57%
9	Cotgrave	59 hr 42 mins	2.21%
10	Leake	58 hr 52 mins	2.18%
11	Bingham East	50 hr 38 mins	1.87%
12	Abbey	37 hr 42 mins	1.39%
13	Gamston North	35 hr 43 mins	1.32%
14	Radcliffe and Trent	34 hr 37 mins	1.28%
15	Keyworth & Wolds	29 hr 36 mins	1.09%
16	Bingham West	26 hr 38 mins	0.98%
17	Lady Bay	25 hr 57 mins	0.96%
18	Tollerton	24 hr 22 mins	0.90%
19	Thoroton (North)	30 hr 39 mins	1.14%
20	Bunny	20 hr 4 mins	0.74%
21	Cropwell	18 hr 57 mins	0.70%
22	Cranmer	16 hr 28 mins	0.61%
23	Sutton Bonnington	15 hr 37 mins	0.58%
24	East Bridgford	14 hr 3 mins	0.52%
25	Neville & Langar	13 hr 12 mins	0.49%
26	West Bridgford	2 hr 2 mins	0.08%
	<b>Total:</b>	<b>2706 hr 13 mins</b>	<b>100%</b>

# Fixed Penalties / Notices by Town



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	Town	Town Count	Percentage
1	West Bridgford	800	50.3%
2	Gamston	256	16.1%
3	Edwalton	106	6.7%
4	Bingham	87	5.5%
5	Compton Acres	44	2.8%
6	Cotgrave	44	2.8%
7	Adbolton	40	2.5%
8	East Leake	35	2.2%
9	Ruddington	30	1.9%
10	Trent Bridge	25	1.6%
11	Keyworth	17	1.1%
12	East Bridgford	13	0.8%
13	Barnstone	11	0.7%
14	Radcliffe on Trent	11	0.7%
15	Clipston	10	0.6%
16	Lady Bay	8	0.5%
17	Aslockton	7	0.4%
18	Cropwell Bishop	5	0.3%
19	Gotham	5	0.3%
20	Langar	5	0.3%
21	Barton in Fabis	3	0.2%
22	Bunny	3	0.2%
23	Flintham	3	0.2%
24	Bradmore	2	0.1%
25	Car Colston	2	0.1%
26	Sutton Boddington	2	0.1%
27	Tollerton	2	0.1%
28	West Leake	2	0.1%
29	Colston Bassett	1	0.1%
30	Costock	1	0.1%
31	Elton on the Hill	1	0.1%
32	Flawborough	1	0.1%
33	Granby cum Sutton	1	0.1%
34	Holme Pierrepont	1	0.1%
35	Normanton on the Wolds	1	0.1%
36	Rempstone	1	0.1%
37	Saxondale	1	0.1%
38	Scarrington	1	0.1%
39	Thoroton	1	0.1%
40	Upper Broughton	1	0.1%
	<b>Total</b>	<b>1590</b>	<b>100%</b>

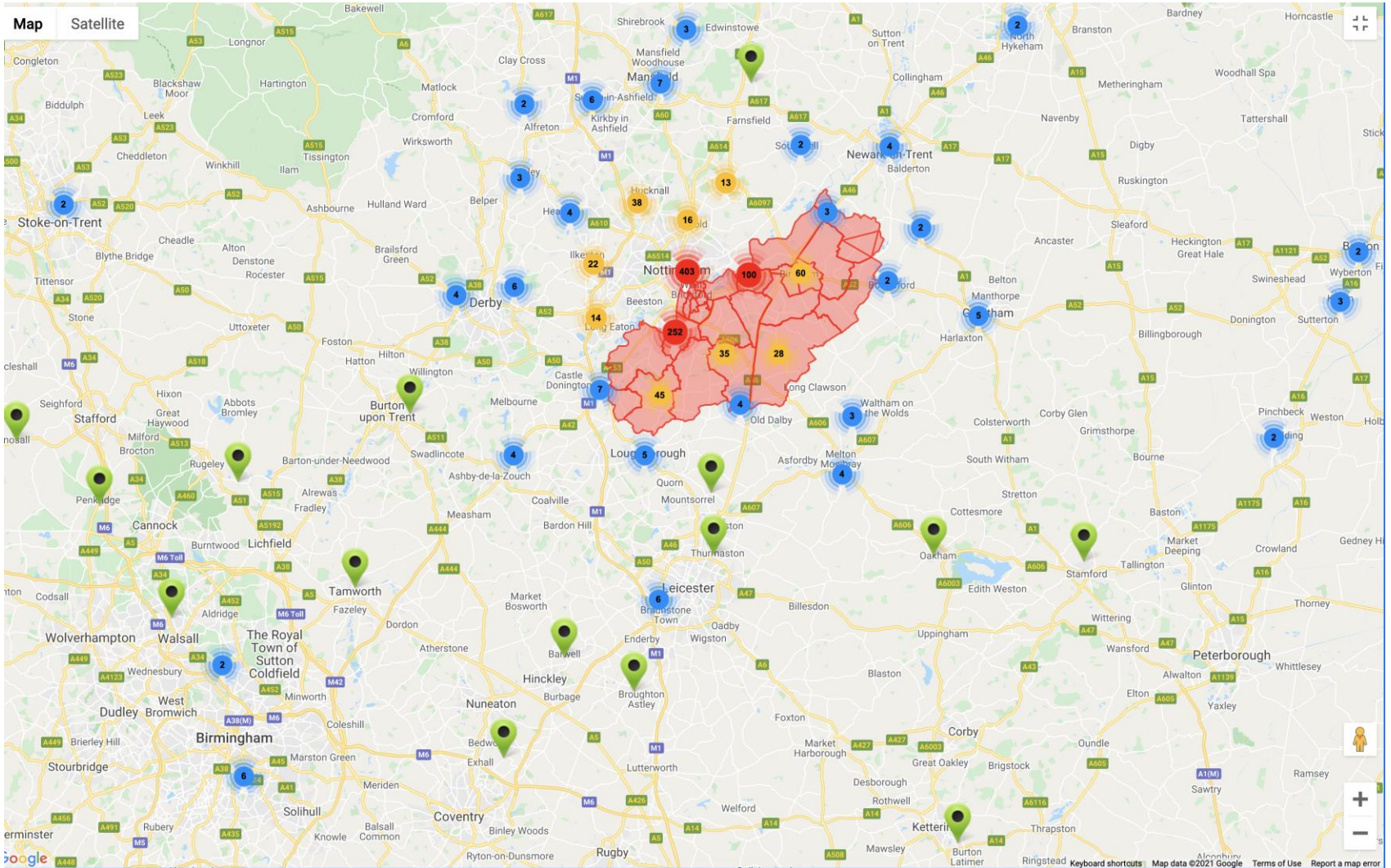
## FLY TIPPING ONLY

	Town	Town Count	Percentage
1	West Bridgford	25	31.3%
2	Gamston	13	16.3%
3	Ruddington	8	10.0%
4	Cotgrave	7	8.8%
5	Keyworth	7	8.8%
6	Compton Acres	5	6.3%
7	East Leake	4	5.0%
8	Bingham	3	3.8%
9	Radcliffe on Trent	2	2.5%
10	Cropwell Bishop	1	1.3%
11	Edwalton	1	1.3%
12	Gotham	1	1.3%
13	Scarrington	1	1.3%
14	Thoroton	1	1.3%
15	West Leake	1	1.3%
	<b>Total</b>	<b>80</b>	<b>100%</b>





# FPN Offenders outside of the Borough







# Fixed Penalty Notice Processes



- WISE Enforcement Officers enforce in accordance with RBC Enforcement Policy, DEFRA Guidance and WISE SOPs.
- A fixed penalty notice is only served on those over 18 years of age and where they have left the litter or dog fouling and not attempted to pick it up.
- Alleged offenders are given 14 days to pay the FPN, the price is discounted if paid within 10 days.
- If the FPN remains unpaid after 14 days, WISE will send a reminder letter to the alleged offender and after 21 days a final reminder will be sent by WISE.
- A representation (informal appeal) may be made to WISE by the alleged offender.
- We will work with alleged offenders who do not have the means to pay the penalty within 14 days and can extend this payment upto 3 months.
- Fixed penalty notices not paid within 35 days are referred to the councils legal team for consideration.

# Fixed Penalty Notice Processes (2)



- If incorrectly served the penalty notice may be cancelled.
- 14 have been cancelled since January.
- Reasons include:
  - 7 - Evidential Shortfall
  - 1 - FPN incorrectly compiled
  - 1 - Given permission by landowner
  - 3 - Underage
  - 1 - Mental health (medical documentation supplied)
  - 1 - Cancelled by RBC

# Cost of the Service



From 5<sup>th</sup> January 2021 to 30<sup>th</sup> June 2021, the service has generated and received a surplus in revenue of £4,818.25. Two further revenue collected payments will be made in October 21 and January 22.

Month	Issued	Paid	Percentage
January	197	171	87%
February	297	244	81%
March	237	197	83%
April	136	105	77%
May	285	216	75%
June	314	223	71%
July	124	60	48%

<b>Total</b>	1590	1216	76.5%
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<b>Total Revenue</b>	£96,440	<b>Surplus to RBC</b>	£4,818.25
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# Ad-Hoc Weekend Parks Patrols



**The role:** Patrolling and issuing Fixed Penalty Notices for Littering and Dog Fouling and PSPO enforcement and ASB related behaviour across Parks and Open Spaces of the borough, with the main area of concern being **Bridgford Park, Bridge Field and Boundary Road Park.**

- Hours Patrolled – 592
- FPNs issued – 47
- ASB Warnings (Underage) – 29
- ASB Warnings (Over 18) – 73





**Start of Service -**

<https://www.rushcliffe.gov.uk/aboutus/newsandpublications/latestnews/stories/name,55761,en.php>

**Face Masks -** <https://www.nottinghampost.com/news/local-news/littered-face-masks-among-100-5030481>

**Van and Man Dump -**

<https://www.rushcliffe.gov.uk/aboutus/newsandpublications/latestnews/stories/name,57300,en.php>

**Wilwell Farm -** <http://ruddington.info/tag/waste-investigations-support-enforcement/>

**70 Fly Tipping FPNs -**

<https://www.rushcliffe.gov.uk/aboutus/newsandpublications/latestnews/stories/name,57770,en.php>



Any Questions