

Street Enforcement Scrutiny Investigation Report

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1. Context

- 1.1 The quality of the local environment and street cleanliness is one of the factors that causes most concern to residents. In all public opinion polls, street cleanliness is amongst the most important issues in terms of resident satisfaction regarding their home area and also in terms of their satisfaction with the Council's services. The Council has recognised this in the past through projects like "A Quality Environment" and through establishing the Street Enforcement Service. In addition, there are a number of measures in this area in the Council's Strategic Plan.
- 1.2 The Communities Scrutiny Committee requested a report from the Cabinet Member regarding the issue in May 2015. The committee decided that the matter required a higher priority on the committee's work programme and that consequently a scrutiny investigation into the field should be commissioned and to give this work priority over other fields that had been identified as potential fields of investigation. The committee accepted the brief for the investigation's work at its meeting in September 2015 and it commenced its work in November 2015.
- 1.3 The Street Enforcement Service is a relatively small team of 8 people working within a net budget, which stood, at the start of the Investigation, at £300,150. However, during the Investigation's work period, decisions were made as part of the Gwynedd Challenge, which meant that the budget would reduce by £64,500 during 2016/17.
- 1.4 The team is responsible for raising awareness and educating the public to ensure a clean and safe environment, the Tidy Towns Initiative, implementing policies regarding graffiti, needles and lanterns, monitoring the performance of street cleanliness and conducting and assisting in a range of relevant campaigns. A copy of the Unit's Staffing Structure at the start of the Investigation's work is attached as Appendix 1a to this report. That situation changed during the Investigation as a result of decisions in Gwynedd Challenge, as mentioned in paragraph 4.2 and in finding number 3 under paragraph 4.9. The revised structure is shown in Appendix 1b.
- 1.5 The Street Service is responsible for ensuring street and waste presentation enforcement including:-
 - dog control, litter, graffiti and posters,
 - fly tipping, introducing waste, commercial waste, waste transfer and duty of care.

The team shoulders a significant workload that is of great public interest. During the 2015/16 financial year, Galw Gwynedd directed 1,775 calls to the Street Enforcement Team regarding various issues such as waste crimes, misuse of bins, fly tipping, dog control, requests for on-street bins, dog fouling bins, graffiti and illegal posters and needles. This is in addition to the 1,522 calls in the field that were directly referred to the Works Unit.

- 1.6 The Service is able to penalise by issuing fixed penalties for environmental crimes under various statutory provisions. However, the unit's accounts show that the income received from fines over the past three years has been approximately £5,300 a year, against an income target in the Ledger of £18,500 for the team and others who have enforcement powers in this area.
- 1.7 It is important to note that what the Service does in the field is subject to various pieces of legislation. Since its establishment in 2008, the unit has operated mainly under the Environmental Protection Act 1990 and the Clean Neighbourhoods and the Environment Act 2005. However, from 2016 onwards, it will also operate under the Anti-social Behaviour, Crime and Policing Act 2014.

2. Purpose of the Scrutiny Investigation

- 2.1 The Scrutiny Committee agreed on the scope of the Investigation which noted the following:-

It was noted that the Investigation would initially seek to obtain an understanding regarding:-

- The expectations and statutory requirements associated with the service
- The current performance of enforcement outputs
- The level of resources available for enforcement

The Investigation would then attempt to answer the following questions:-

- Other possibilities that are available to assist with enforcement e.g. police
- What other possibilities are available in terms of using a specialist company/companies to issue fixed penalty notices (as is in operation in some other counties)

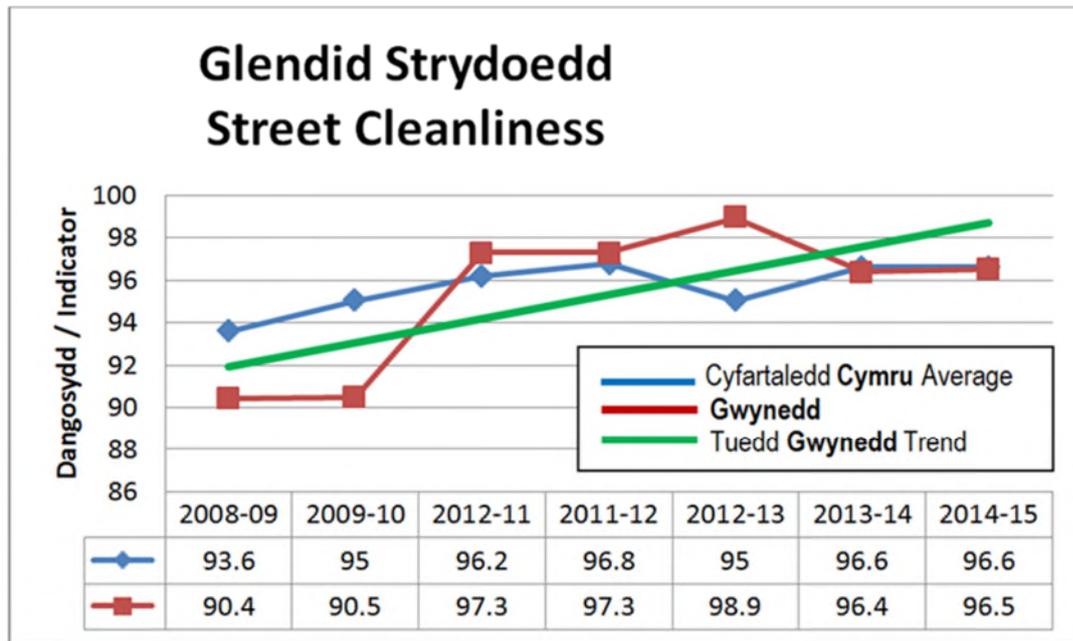
- 2.2 The Investigation aimed to formulate clear evidence-based recommendations to be considered by the Cabinet Member and to give appropriate consideration to any barriers and how to overcome them.

3. Main Activity of the Investigation

- 3.1 The Investigation met with the Cabinet Member, the Head of Service and the Streetscene Service Manager to reach agreement on a detailed work programme actioned over 11 meetings. In addition, the Service Manager made regular contributions towards the Investigation's work and discussions were occasionally held with the Cabinet Member and Head of Service during the work.
- 3.2 The Investigation received very useful information regarding the service's performance in Gwynedd in comparison with other areas. That information showed that the comparative performance in terms of street cleanliness was relatively positive, for example, with Gwynedd awarded a cleanliness score of

71.7 compared with 67.9 across Wales and 67.8 in Gwynedd in the previous year.

% o briffyrdd a thir perthnasol sydd o safon glanweithdra uchel neu dderbyniol
% of highways and relevant land of a high or acceptable standard of cleanliness



Arolwg annibynnol Cadwch Cymru'n Daclus / Keep Wales Tidy's independent survey

- 3.3 Members of the Investigation spent time shadowing the work of the officers in the field in the Bangor and Bala area in order to see the nature of the work they undertook in the community.
- 3.4 It very soon became apparent to the Investigation that the field is receiving attention by a number of councils and that it is important to learn from the experiences of others. Therefore, discussions were held with representatives from Denbighshire and Wrexham Councils and with a field expert from the Association of Public Services Excellence who had just completed a survey on how UK Councils cope with the challenge of providing such services at a time when resources are disappearing. (Copies of the questions asked of the representatives from other councils are attached as Appendix 2)
- 3.5 The Investigation also examined the fact that the Council has a broad range of enforcement powers across various services and numerous different officers implementing those powers across the county. Discussions were held with the officers responsible for enforcing some of those powers in order to ascertain whether or not there is room to rationalise the use made of enforcement powers.
- 3.6 Upon researching the responses of other councils, it became apparent that many now externalised aspects of that work to a private company and a meeting was held with the representatives of a private provider that operated in the field on behalf of other councils in North Wales. (Copies of the questions asked of the representatives are attached as Appendix 3)

- 3.7 Questions were also asked of the representative from North Wales Police in an attempt to establish North Wales Police's level of commitment to be part of the Council's intentions to tackle environmental crimes. (Copies of the questions asked of the Police are attached as Appendix 4)
- 3.8 A consultation was held with members of the Residents' Panel and also with community councils within the county to seek further observations from them on the importance of taking action in the enforcement field as well as their response should the Council take a firmer stance against such crimes. (A copy of the forms for the questionnaire is attached as Appendix 5)

4. Main Findings of the Investigation

- 4.1 The Investigation has considered the service quite extensively and acknowledges its importance in respect of the community's sense of well-being, including economic well-being. It has also identified the service as a valuable one but also as one that is under pressure to respond to requests and high expectations. Therefore, regardless of what the Council achieved and failed to achieve in the past, it is timely for the Investigation to have taken stock as specific attention needed to be given to the field in order to see further improvement in the future.
- 4.2 In addition, the Service has had to face recent cuts which has meant that the Service is unable to operate as it has done in the past. Therefore, it is necessary to revisit the use made of the remaining resources and consider other solutions for aspects of the work.
- 4.3. It is essential to have resident cooperation in order to have clean streets. The Service has conducted some campaigns to change behaviour in the past and has experienced some success with those campaigns. However, the demand is high and the resources available to address that are dwindling. Therefore, it is essential to have a clear focus on raising awareness and on changing behaviours in the Service in the future.
- 4.4 The Investigation has identified the fact that the Council has enforcement resources in various fields across different departments; undoubtedly each of these teams is under pressure. If it accepts the Ffordd Gwynedd challenge of examining the subject from the customer's perspective, the Council must think of a way to use those resources more flexibly. This is an issue that the Association of Public Service Excellence (APSE) has looked at recently, as can be seen from Appendix 6. This, it seems, is a subject that could take more time to realise, as it could involve a structural change; however, it deserves attention as it could lead to better use being made of scarce resources across the county.
- 4.5 The Council has experienced a degree of success when collaborating with volunteers on specific campaigns, such as Bangor Pride, Balchder Bro Dyffryn Ogwen and Felin Daclus. in the past. However, some are frustrated that we have failed to take full advantage of the desire and willingness amongst some to volunteer in the field. The Investigation's work has clearly identified that

there is room to take full advantage of the willingness of volunteers but that energy must be used in the right way, without placing volunteers in situations that they are not competent to deal with.

- 4.6 There are many examples from other areas where councils take advantage of the fact that there is a desire amongst businesses and companies to show their social conscience by supporting local enterprises. Such enterprise would be most suited for something associated with the work of volunteers and this must be considered.
- 4.7 When re-prioritising the focus of the internal team, the Investigation believes that there is at least some room to experiment with arrangements that would bring an external company in to shoulder some of the enforcement work. The aim would be to address the lack of income from fines to an extent and would also prove to what degree can a firmer approach improve the service's income flow and also make a general impression on street cleanliness within the county. Research undertaken by the Investigation has shown that there is a clear desire amongst the public and community councils for the Council to adopt a harder line towards environmental crime and move towards stricter procedures for issuing fines. The recommendations noted below include the steps to achieve that including a specific recommendation to raise awareness about the change afoot so that residents are prepared for the change.
- 4.8 Of course, it is not the Council alone that has responsibilities in the field and the contributions of other partners such as the Police will be very important in the future if we wish to use all public resources to improve performance in the field.
- 4.9 The main conclusions of the Investigation are noted below along with supporting evidence, followed by the Investigation's subsequent recommendation.

1. The Importance of the Field
Findings - Street cleanliness is of the utmost importance for the economy, health and the sense of well-being in our communities and there is a definitive duty on the Council in the field that it must face. A survey amongst the Residents' Panel and community councils has shown very clearly that the people of Gwynedd have a desire for the Council to take stricter action in this field.
Evidence - <ul style="list-style-type: none"> • Evidence from Keep Wales Tidy and the Association of Public Service Excellence (APSE) that street cleanliness is an incredibly important factor as residents formulate a view about their area. • This has been confirmed locally in Opinion Poll work which showed that street cleanliness is amongst the most important two or three factors that influenced residents' opinion regarding the area.
Recommendation to the Cabinet Member –
It is recommended that the Cabinet Member accepts that definitive and new

improvement steps must be taken and that they confirm their commitment to prioritising this field and commit to ensure priority for this field in discussions within the Gwynedd Council Cabinet.

2. The Nature of the Existing Service
Findings - The service provided by the Unit is exceptionally valuable; the team is committed and works very hard in a difficult and thankless field as it tackles one of the most important fields of work within the Council
Evidence - <ul style="list-style-type: none">• Evidence from members of the Investigation from having spent time with members of the Street Enforcement Team as they went about their daily work.• Evidence of the success of specific intervention campaigns from the teams in local areas.
Recommendation to the Cabinet Member – It is recommended that the Cabinet Member expresses the Investigation's appreciation of the team's work.

3. The Council's Savings Challenge
Findings - The Council has had to introduce some cuts in the service as part of the Gwynedd Challenge cuts package and this will certainly affect the team's capacity to take action.
Evidence – <ul style="list-style-type: none">• The Unit has had to cope with a cut of £64,500 as a result of the Council's decisions on 3 March, 2016 to approve a package of necessary cuts, which has led to a reduction of two posts in a relatively small team of seven.
Recommendation to the Cabinet Member – It is recommended that the Cabinet Member responds to the reduction in the Unit's capacity and accepts the challenge of revisiting the service and looks creatively at new solutions when re-prioritising the team's work.

4. Raising Awareness and Changing Behaviours
Findings - The team's emphasis on raising awareness and seeking to change behaviours is key and it is important that this work does not suffer as a result of the cuts.
Evidence –

- Confirmation from APSE's work regarding the importance of work to raise awareness and change behaviours.
- Local evidence, through the unit's work (with the assistance of the Tidy Towns grant), of the success of local campaigns to change behaviours.

Recommendation to the Cabinet Member –

It is recommended to the Cabinet Member that the work on raising awareness has to continue when revisiting the Unit's duties as it copes with the cuts it is facing.

It is also recommended, specifically, that there is a fresh, thorough and specific awareness raising campaign for a period of about 6 months before any new system is introduced which shows that the Council's attitude towards enforcement in this field will be getting stricter (see Finding 8 below).

5. Interdepartmental Collaboration

Findings - The different enforcement responsibilities across the Council are very varied and there is room to look in the longer term at rationalising some of them in order to share enforcement powers across a larger number of staff and make better use of officers on the ground.

Evidence –

- Interviews with the service and other services across the Council have highlighted that the Council has many officers involved in enforcement in various fields across the Council and that there is a possibility to make better use of those resources at a time when resources are scarce.
- Evidence from APSE that 36.5% of councils had brought together enforcement powers in the area and that 40% of the remainder were considering it at the moment (See Appendix 6)

Recommendation to the Cabinet Member –

It is recommended that the Cabinet Member and the Head of Service hold discussions with their colleagues in order to extend enforcement powers and practices across more services in order to make better use of staff resources. In doing so, the Cabinet Member and the departments should give regard to the recent research by APSE on the possible advantages and risks

6. The Role of Volunteers

Findings - Whilst there is no role for volunteers in enforcement work, there is room to take advantage of the desire within our communities to take responsibility for street cleanliness by introducing voluntary champions ("Tidy

Gwynedd / Clean Gwynedd Team") who are able to raise awareness and offer advice and assistance and identify problem hot-spots.
<p>Evidence –</p> <ul style="list-style-type: none"> • Examples of desire and enthusiasm within our communities across the county to act in the field. • Evidence from APSE that it is possible to take advantage of that enthusiasm; however, only in some fields due to the risk elements associated with the work.
<p>Recommendation to the Cabinet Member –</p> <p>It is recommended that the Cabinet Member opens discussions with local groups and communities to see how a package of activities that such groups could act upon can be developed.</p>

7. A Contribution from Businesses
<p>Findings - There is room to attract assistance and sponsorship from private businesses for this work by linking them with the voluntary development suggested in Finding 6.</p>
<p>Evidence –</p> <ul style="list-style-type: none"> • Examples of initiatives from other areas, such as "Tidy Towns Ireland"
<p>Recommendation to the Cabinet Member –</p> <p>It is recommended that the Cabinet Member collaborates with the Cabinet Member who is responsible for the Economy and Tourism to develop links with local businesses in an attempt to seek sponsorship towards voluntary and community initiatives.</p>

8. Enforcement Work
<p>Findings –</p> <p>a) The Council should look towards externalising aspects of its enforcement work to work to add to the internal team. That work would focus on swift enforcement and penalties (FPNs) on a zero-cost basis to the Council (This should be trialled for an initial period of 12 months and subsequently reviewed).</p> <p>b) Some aspects will need to be emphasised - e.g. all staff must be able to speak Welsh, local employment and the need to address different sorts of rubbish and dog fouling - as Wrexham Council has done.</p> <p>c) There will be a need to ensure collaboration with the Council's Communications Unit to provide sufficient publicity to this change in good time before it becomes operational.</p>
<p>Evidence –</p>

- Information that the unit's income is relatively low
- Evidence of the positive impact of externalising enforcement work in other counties.
- Evidence from the Residents' Panel (83.82%) of 1224 of residents who responded to the on-line questionnaire and 95% of the 40 Community Councils that responded said that they wished for the Council to take a hard line through a procedure of issuing on the spot penalties.

NB Even though the majority of the public (51.63%) and the Community Councils (55%) were in favour of enforcement, there was some concern amongst the public and the Community Councils regarding the idea of having an external company undertaking the work due to concerns about the service's language, potential costs and the lack of jobs for local people. (Full details of the responses - Appendix 7)

Recommendation to the Cabinet Member –

It is recommended that the Cabinet Member and the Head of Service:-

- a) commence a competitive process to hold a trial at zero-cost for the Council of externalising aspects of enforcement for between 12 and 24 months with some specific conditions, including assurance about the use of the Welsh language within the service, local employment and a specific focus on dealing with dog fouling problems.
- b) review the trial's success following the pilot period and then consider the options, be that to continue with the externalised service, or even, internalise the service.
- c) undertake specific work to prepare the public for the new emphasis in the work by raising awareness and noting that the Council is doing this in response to the public's clear opinion.

9. Collaboration with the Police

Findings - North Wales Police, as well as local authorities, has legislative responsibilities. However, over the past years, North Wales Police has given higher priorities to different types of crimes.

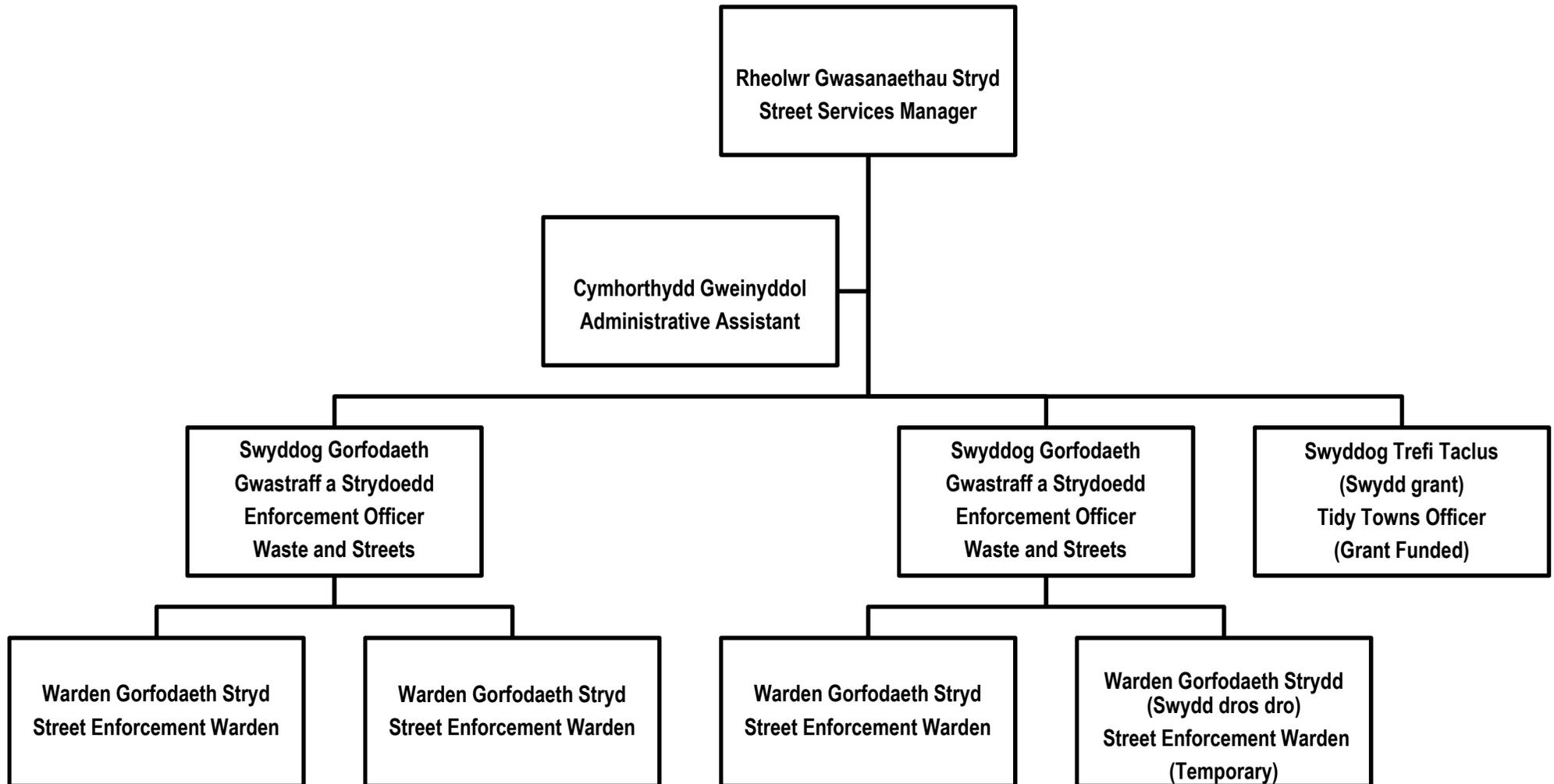
Evidence –

- The answers received from the Police to questions sent to them by the Investigation to be included in Appendix 8 – not received yet

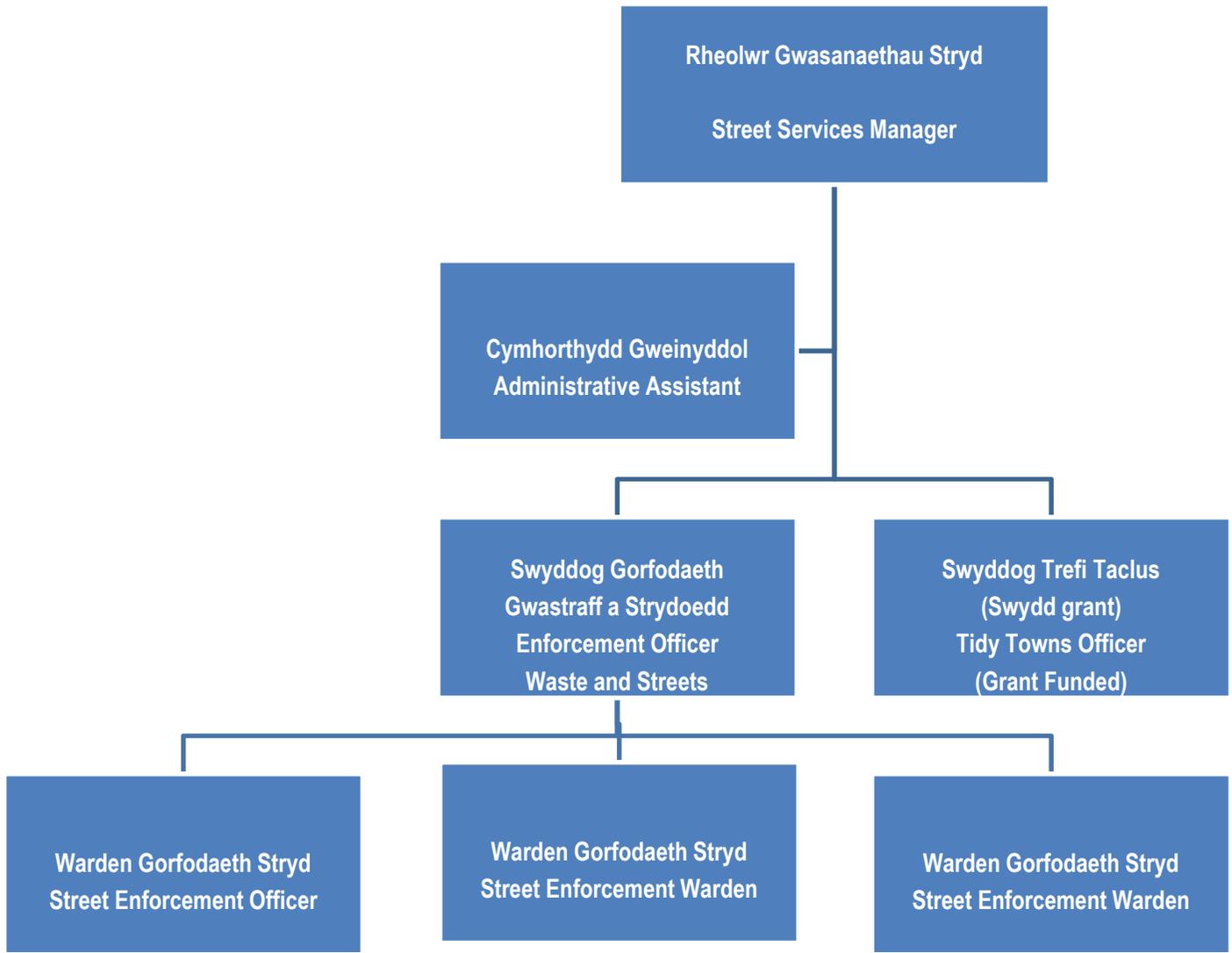
Recommendation to the Cabinet Member –

It is recommended that the Cabinet Member holds discussions with the Police Commissioner soon in order to discuss whether or not there is room to collaborate more closely on environmental crimes and antisocial behaviour, including collaboration on the implementation of the Antisocial Behaviour, Crime and Policing Act 2014.

**Strwythur Tim Gorfodaeth Stryd
Street Enforcement Team Structure**



**Strwythur Tim Gorfodaeth Stryd
Street Enforcement Structure
(Her Gwynedd)**



Cwestiynau a ofynnwyd wrth gynrychiolwyr y Cynghorau eraill

Questions asked of the representatives from other councils

1. Sut berthynas sydd gan y Cyngor gyda'r cwmni preifat?
 2. Beth sydd yn gweithio yn dda?
 3. Pa wersi sydd i'w dysgu?
 4. Beth yw strwythur y tîm gorfodaeth?
 5. Beth yw rhaniad gwaith y cwmni a'r Cyngor?
 6. A fuasech yn troi'r cloc yn ôl?
 7. Sut mae'r gost o gyflogi cwmni preifat yn cymharu â ddarpariaeth fewnol?
 8. Pa droseddau amgylcheddol y mae y cwmni preifat yn gosod cosbau arnynt?
 9. Pa fath o effaith y mae y cwmni preifat wedi ei gael ar y lefelau o sbwriel (arolygon ee LEAMS)?
 10. Pa effaith y mae'r defnydd o'r cwmni preifat wedi ei gael ar foddhad / cwynion gan y cyhoedd.
 11. Pam fod y nifer o gosbau penodedig a gyhoeddwyd ar gyfer sbwriel sigarêts yn sylweddol uwch na'r rhai ar gyfer troseddau amgylcheddol eraill (sbwriel bwyd ee cyflym, cŵn yn baeddu)?
 12. A yw'r swyddogion cwmni preifat rôl adweithiol (h.y. ymateb i gwynion bob dydd)?
-
1. How would you describe the working relationship between the Council and private company?
 2. What works well?
 3. What lessons have been learned?
 4. What is the structure of your enforcement service (in-house and private)
 5. What is the proportion of work undertaken in-house / by the private company?
 6. Would you turn the clock back?
 7. How does the cost of employing the private company compare with in-house provision?
 8. Which environmental crimes do the private company issue fixed penalties for?
 9. What kind of effect has the use of the private company had on levels of litter (e.g. LEAMS surveys)
 10. What effect has the use of the private company had on public satisfaction / complaints.
 11. Why are the numbers of fixed penalties issued for cigarette litter considerably higher than those for other environmental crimes (e.g. fast food litter, dog fouling)?
 12. Do the private company officers have a reactive role (i.e. responding to daily complaints)?

Cwestiynau a ofynnwyd wrth gynrychiolwyr y o gwmni preifat

Questions asked to representatives of a private company

1. Faint o Awdurdodau Cymru sydd ar hyn o bryd yn cyflogi cwmni preifat i orfodi troseddau amgylcheddol?
 2. Pa ystod o droseddau (troseddau amgylcheddol) y mae y cwmni yn ymdrin â hwy?
 3. Faint o swyddogion llawn-amser fydd yn debygol o fod eu hangen i ddarparu gwasanaeth yng Ngwynedd?
 4. Oes modd i chi egluro yn gryno eich trefniadau ariannol e.e., taliadau,
 5. Beth yw eich trefniadau gweinyddol, e.e., pwy sy'n gyfrifol am ymdrin â chwynion, mynd ar drywydd dirwyon heb eu talu, paratoi ffeiliau achos, ac ati
 6. A fyddai disgwyl i'r Cyngor fod yn gyfrifol am dalu costau mewn achos o beidio â thalu dirwyon?
 7. A oes taliadau gorfodaeth ychwanegol am orfodi gorchmynion rheoli cŵn?
 8. Pa wasanaethau gorfodi dewisol eraill sydd yn cael eu darparu am gost ychwanegol?
 9. Pa effaith mae swyddogion gorfodaeth y cwmni wedi ei gael ar lefelau glendid / sbwriel (ee arolygon LEAMS, enghreifftiau, tystiolaeth)
 10. A yw'r cwmni yn gorfodi troseddau gwastraff (ee biniau, dyletswydd gofal, cludwyr, masnach a thipio anghyfreithlon). Os felly a ydych yn gallu rhoi enghreifftiau o awdurdodau?
 11. A yw'r gallu gan y cwmni i weithredu'n ddwyieithog (hy yn unol â Deddf yr Iaith Gymraeg polisïau / lleol
 12. Yn ddiweddar, mae y cwmni wedi cael eu beirniadu yn y wasg bod y mwyafrif o hysbysiadau cosb benodedig (dros 90%) ar gyfer sbwriel sy'n gysylltiedig ag ysmegu – oes rheswm dros hyn?
 13. A yw swyddogion y cwmni yn derbyn cymhellion ariannol ar gyfer cyhoeddi hysbysiadau cosb benodedig?
-
1. How many Welsh LAs currently employ the company to enforce environmental crime?
 2. What range of (environmental crime) offences does the company usually cover?
 3. How many full-time officers are likely to be necessary to provide cover in Gwynedd?
 4. Can you briefly explain your typical financial arrangements, charges, etc.
 5. What are the “back-office” arrangements, i.e. who is responsible for dealing with complaints, chasing unpaid fines, preparing case files, etc.
 6. Would the Council be responsible for covering your costs in the event of non-payment of fines?
 7. Are there additional charges for enforcing dog control orders (dog fouling, exclusion, etc)?
 8. What other optional enforcement services are provided at extra cost?
 9. What effect have the company's enforcement officers had on levels of cleanliness/litter (e.g. LEAMS surveys, examples, evidence)
 10. Does the company enforce waste crime (e.g. bins out, duty of care, carriers, trade and fly-tipping). If so are you able to provide some example authorities?
 11. Is the company able to operate bilingually (i.e. in accordance with the Welsh Language Act/ local policy – examples?)
 12. The company have previously been criticised in the press for issuing the majority of fixed penalty notices (over 90%) for smoking related litter – why is this?
 13. Does the company's officers receive financial incentives for issuing fixed penalty notices?

Cwestiynau a ofynnwyd wrth yr Heddlu

Questions asked of the Police

- Allwch chi egluro beth yw prif amcanion ymgyrch LEAD os gwelwch yn dda?
- Dan ba amgylchiadau fyddai Heddlu Gogledd Cymru yn camu i mewn i gynnig cymorth i ddatrys problem rheoli cŵn?
- A yw Heddlu Gogledd Cymru yn ymrwymo unrhyw adnoddau tuag at orfodaeth ragweithiol mewn achosion pan fo cŵn yn baeddu?
- Pa gamau mae Swyddogion PCSO yn eu cymryd ar hyn o bryd pan fyddant yn gweld ci yn baeddu?
- Sawl rhybudd talu cosb o ran cŵn yn baeddu mae Swyddogion PCSO yng Nghymru wedi'i ddyrannu yng Nghymru dros y ddwy flynedd ddiwethaf?
- Beth yw goblygiadau statudol Heddlu Gogledd Cymru mewn perthynas â rheoli cŵn?
- Pa effaith, os o gwbl, y mae'r ddeddfwriaeth gwrthgymdeithasol newydd wedi'i gael ar ymrwymiad Heddlu Gogledd Cymru tuag at helpu awdurdodau lleol i daclo trosedd amgylcheddol megis cŵn yn baeddu a thaflu ysbwriel?
- Can you please explain the main aims of the LEAD campaign
- Under what circumstances would NWP get involved in helping to resolve a dog control problem
- Do NWP commit any resources to the proactive enforcement of dog fouling incidents.
- What action do PCSOs currently take in the event of witnessing a dog fouling incident.
- How many dog fouling fixed penalties have been issued by PCSOs in Wales during the last 2 years?
- What are NWP's statutory obligations in relation to dog control.
- What effect, if any, has the new antisocial behaviour legislation had on NWP's commitment to helping local authorities tackle environmental crime such as dog fouling and littering.

Cwestiynau i'r Panel Trigolion a'r Cynghorau Cymuned

Questions for the Residents Panel and Community Councils

Cwestiynau glendid stryd

1) Allwch chi nodi os ydych yn "Cytuno" neu'n "Anghytuno" efo'r datganiad canlynol:

Dylai Cyngor Gwynedd fod llawer mwy cadarn nag y mae ar hyn o bryd wrth daclo pobl sy'n gollwng sbwriel ar y stryd neu'n gadael i'w cŵn faeddu llwybrau a phalmentydd.

Cytuno

Anghytuno

2) Allwch chi nodi os ydych yn "Cytuno" neu'n "Anghytuno" efo'r datganiad canlynol:

Dylai Cyngor Gwynedd rhoi dirwy yn y fan ar lle i unrhyw un sy'n cael ei ddal yn cyflawni trosedd amgylcheddol - pethau fel gollwng bonau sigarêts, gwm cnoi neu ganiau diod ar y llawr neu adael i'w cwn faeddu mewn manau cyhoeddus.

Cytuno

Anghytuno

3) Oherwydd toriadau sylweddol yn yr arian mae Cyngor Gwynedd yn ei dderbyn gan y Llywodraeth, mae llai o arian ar gael bob blwyddyn i'r Cyngor ei wario ar ein gwasanaethau lleol.

O gofio hyn, fydddech chi'n "Cytuno" neu'n "Anghytuno" efo'r datganiad canlynol:

Os nad oes gan Gyngor Gwynedd yr arian i fynd ar ôl a chosbi pobl sy'n lluchio sbwriel neu ganiatáu baeddu cwn ar ein strydoedd, dylent fod yn barod i ddefnyddio cwmni allanol / masnachol i wneud y gwaith yma gyda'r Cyngor.

Cytuno

Anghytuno

4) Cyn dod a'r alwad i ben, oes gennych chi unrhyw sylwadau pellach ynglŷn â'r mater yma?

Street cleanliness questions

1) Please note whether you “Agree” or “Disagree” with the following statement:

Gwynedd Council should be much firmer than at present than it is currently in tackling people who drop litter on the streets or allow their dogs to foul on footpaths and pavements.

Agree

Disagree

2) Please note whether you “Agree” or “Disagree” with the following statement:

Gwynedd Council should give on the spot fines for anyone caught committing environmental crimes – things like dropping cigarette butts, chewing gum or drink cans on the floor or allowing their dogs to foul in public places

Agree

Disagree

3) Because of the substantial financial cuts Gwynedd Council has faced from the Government, there is less money available every year, there is less money available every year to spend on local services.

Bearing this in mind, would you agree or disagree with the following statement:

If Gwynedd Council does not have enough money to go after people dropping litter or allowing dog fouling on our streets, they should be willing to use an external / commercial company to do it with the Council

Agree

Disagree

4) Before bringing this call to an end, do you have any further observations on this issue?



Briefing 16 - August 2016

APSE Survey – The move towards amalgamating environmental enforcement activities into one service area.

This briefing provides details on the move by a growing number of local authorities to identify all of their environmental enforcement activities, under which departments' responsibility they sit and then deciding whether it would be more effective and economically beneficial to amalgamate them under one service area. APSE carried out the following survey as a result of a number of members asking for information on this particular issue.

The survey was carried out during July and August 2016.

Key issues.

- When considering the amalgamation of environmental enforcement activities the duties chosen by respondents related to criminal activity such as fly-tipping or anti- social behaviour such as littering and dog fouling, all of which are visible and noticed and commented upon negatively by the general public.
- Although there is considerable diversity in the types of environmental enforcement duties carried out, and under which department's responsibility they fall, when amalgamation does occur, it is usually clustered under the Environmental Health Directorate or Waste and Street Management.
- Amalgamation usually requires up-skilling and a more generic role for officers being developed and agreed. There is therefore a need to consider future roles and training requirements before amalgamation occurs in order to ensure staff are capable of undertaking new roles and responsibilities.
- In some authorities, private sector organisations are now carrying out some elements of environmental enforcement, albeit on a trial or short term contract, payment for which can be directly sourced from FPN's they issue, rather than as a direct payment from the employing council.

Overview

Environmental services touch almost every element of peoples' lives, from keeping streets clean and safe to ensuring the food we eat the water we drink and the air we breathe is not prejudicial to health. Ensuring these standards are maintained fall mainly upon the shoulders of local authorities and often the responsibility of enforcing these issues sits within a variety of services within the local authority. Lately there has been a move bring together all environmental enforcement under one service with a view to operating more efficiently and effectively by

maximising resources, avoiding duplication and making it easier for the general public to understand which department of the council is responsible for this area of work.

To gain a clearer picture as to how many local authorities were adopting this approach, and following requests for more information on this trend from members, APSE created a short survey which was sent out to members to find out more information as to the state of play across UK authorities.

APSE asked the question – **‘Which enforcement activities does your local authority carry out in relation to Environmental Services?’** The answers received could be placed in three main areas:

Street scene

- Issuing of fixed penalty notices (litter, graffiti, dog fouling)
- Abandoned vehicles, nuisance and untaxed vehicles
- illegal waste carriers, waste carrier licences
- fly-posting
- business waste disposal (Duty of Care)
- waste on private land
- siting of skips
- erection of scaffolding
- refuse in gardens
- domestic bins left out on wrong day

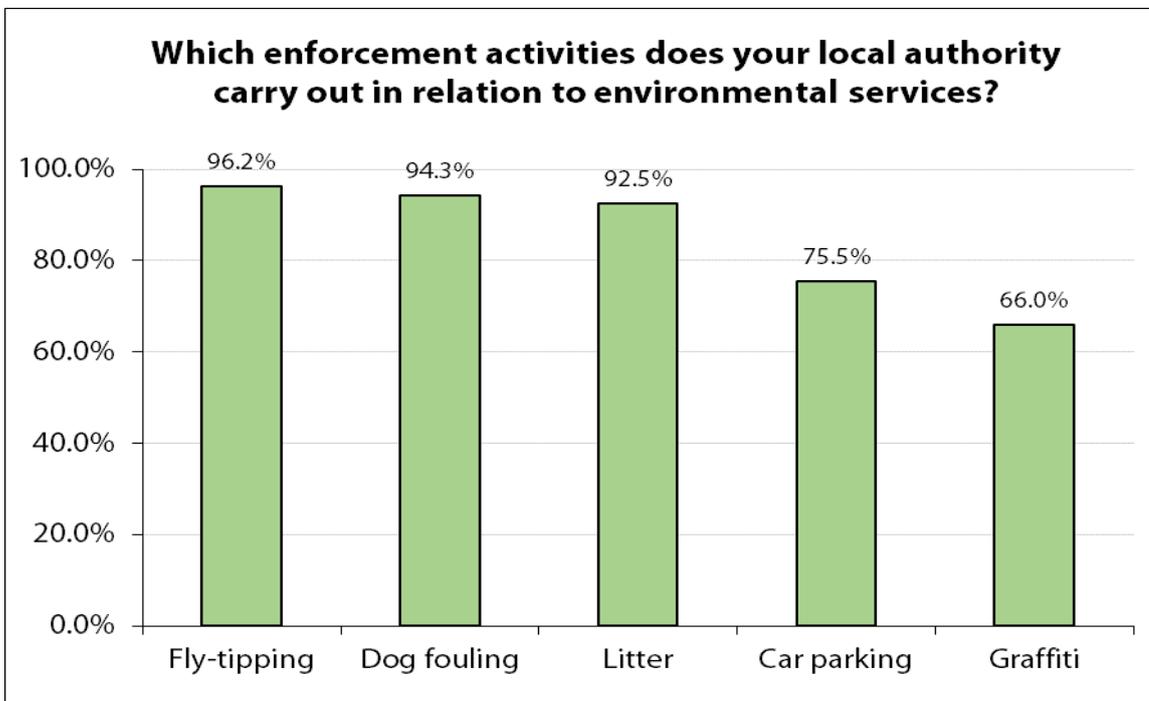
Anti-social behaviour

- Alcohol related issues (under-age drinking, alcohol consumption within a Designated Alcohol Free Zone.
- Issuing of Public Space Protection Orders
- Smoking in public places
- Dog Control (barking, strays, fouling, microchipping and dangerous dogs)
- Public nuisance incidents
- Domestic noise
- Abandonment or mistreatment of horses

General enforcement responsibilities

- Pest control
- Planning regulations
- Licensing
- Food and animal health
- Café and alcohol licences
- Taxi licensing
- Private sector housing
- Car parking

The most frequently represented enforcement activities are shown in the graph below.



APSE members were keen to identify where the responsibilities for environmental enforcement lay across local authorities. Therefore the question was asked, '**Are enforcement activities carried out by one service area?**' The responses received showed that responsibilities lay across a wide variety of services however the main responses showed that only 36.5% held all these responsibilities under one service area. Regarding the 63.5% which did not hold environmental enforcement under one service those service areas which were mainly responsible, were as follows:

- Waste Management Services – most street related issues such as graffiti, litter, fly-tipping and other types of environmental street crime.
- Planning – car parking and graffiti removal on council assets
- Community Safety/ Neighbourhood Services - most street related issues such as graffiti, litter, fly-tipping and other types of environmental street crime, but also included anti-social behaviour and dog control

The survey also showed that of those authorities who had not amalgamated environmental enforcement services, approximately 40% were considering the possibility.

As a result of this level of consideration the question was posed: '**If you are considering amalgamating services, which services will be brought together?**' The main services which it was felt would be amalgamated were:

- Environmental enforcement and public protection
- All environmental street scene enforcement responsibilities (e.g. litter, graffiti, fly-tipping, fly-posting, dog control, car parking etc.)
- Waste, street cleansing and highways enforcement
- Anti-social behaviour and environmental protection

APSE then considered whether they had been any discernible benefits to those local authorities which had amalgamated environmental enforcement activities and posed the following question: '**What achievements/benefits have you noticed from amalgamating enforcement activities?**' The three answers received were:

- **Cost savings 73.3%**
- **Reductions in incidents 20.0%**
- **Other achievements or benefits 6.7%**

With reference to the 'other achievements or benefits' mentioned the main comments were in relation to reducing a silo approach to environmental enforcement, improved intelligence sharing greater sense of ownership of the problem and solutions, improved job satisfaction, adopting a more joined-up approach to problem solving, reduced management costs, a more co-ordinated approach and an ability to identify key problem areas and develop a more targeted approach.

To balance the achievements and benefits question, the alternative viewpoint was posed: **'What drawbacks (if any) have you noticed from amalgamating enforcement activities?'** The main responses were as follows: Loss of some expertise as officers had to become more generic, some areas of work were deprioritised, problems with staff over different job descriptions and pay rates, increased training requirements to cover new areas of work, increases in workloads and expectations and inadequate IT systems.

The main point raised by most of the respondents who answered this question was the need to upskill staff.

When asked: **'Have you multi-skilled officers or do they concentrate on a particular specialism?'** the majority of replies indicated that most teams are being multi-skilled with occasional instances of a small number of officers retaining their specialisms. Interestingly one response mentioned that the Police and Fire Service were also working as part of the response to reducing environmental crime.

With the clear need to up-skill officers APSE asked, **'Do your enforcement officers have any mandatory qualification requirements or undertake specific training?'** – The most common responses revolved around, Enforcement Academy training provided by Keep Britain Tidy, providing specific training courses on PACE, and RIPA and also some local authorities sent their staff on the Advanced Professional Certificate in Investigative Practice (Btec Level 7) . A good deal of training was carried out in-house particularly in the areas of issuing FPN's and conflict management and personal safety.

For general information APSE itself holds training sessions which address the use of the Enforcement Management Model when making decisions about appropriate action and may be of use to those authorities which carry out environmental enforcement action.

With this new approach being adopted within councils and their partners, it was deemed a good opportunity to ask, **'Have you included any enforcement functions which may not previously been part of the environmental function?'** The main responses were that the issuing of parking offence tickets which had been included as had some elements of planning enforcement.

With this change in structure and a greater emphasis on pursuing environmental enforcement, APSE enquired whether **'As a result of the amalgamation of environmental enforcement, has there been any public or media reaction to the changes or increased activity?'** Responses received were extremely positive with many saying there had been no negative reaction, in fact the local media had been very supportive as had members of the public who appreciated the visibility of the 'new officers' and the fact they could deal with multiple issues. It was commented by some local authorities that they found it crucial that they communicate widely when they are preparing campaigns to target specific issues such as dog fouling.

With ongoing budget reductions faced by many councils the ability to assign staff to environmental enforcement has been reduced. As a response to this, some local authorities have contracted this type of work to private enforcement agencies, often on short term contracts where a particular problem is prioritised such as dog fouling or littering. In order to gain a better understanding of how widespread this practice is APSE asked, **'Has your council considered the use of private sector organisations to carry out enforcement activities on behalf of the council?'** The answers received were as follows:

- Yes we currently use private sector organisations – 19.5%
- We are considering using private sector organisations – 26.8%
- No we do not or are not considering using private sector organisations – 53.7%

With the possibility that half of those local authorities questioned have, or may use a private sector organisation to carry out environmental enforcement activities APSE on behalf of its members wanted to know, **'Which company have you used and what activities do they carry out and what contract payments do you have?'** The three main companies employed were Kingdom, 3GS and APCOA (car parking related activities). Most of the activities carried out by Kingdom and 3GS related to litter and dog fouling enforcement and most councils were employing them on short-term contracts or for trial periods. In relation to contract payments the only responses received were that FPN's were kept entirely by the private company or they received a percentage of the income from the issuing of an FPN, instead of receiving a direct payment from the employing council.

APSE Comment

As a result of ongoing budget cuts local authorities are looking across all their services in an attempt to increase efficiency, avoid duplication and get the most from the resources they own. APSE supports all its member authorities in this drive towards improved service delivery through providing research, advice, promoting best practice and innovation, benchmarking, training and service review. It is with this in mind that following requests for information on the amalgamation of environmental enforcement services APSE has carried out a survey to identify what is happening in relation to this issue across the UK's local authorities.

It is clear the decision to amalgamate environmental enforcement activities is not purely driven by budgetary pressures. It is also a result of a desire to make more efficient use of resources by identifying key environmental issues and focussing attention on them. These priorities have often been identified by public concerns and complaints. Also many of the environmental issues which need addressing are also key to the delivery of many councils' key aims and objectives, such as improving the economic prospects of the area, health and well-being and creating and sustaining local communities and neighbourhoods.

From the survey results it is apparent that in amalgamating environmental enforcement services, many local authorities are adopting a similar approach, which is the grouping of all their street scene environmental enforcement issues together (litter, dog fouling, fly-tipping, graffiti etc.), and supplementing these with associated environmental enforcement activities such as car parking, highways infringements, housing (insecure buildings), and anti-social behaviour activities such as noise and drinking in the street. This approach is allowing officers to address similar issues in a more holistic way under the direction of one service area. In some instances this has brought savings as management and officer numbers have been reduced.

In making officers more generic this has meant improved training has been required to allow officers to have the knowledge to deal with this wider set of roles and responsibilities and this has resulted in new job descriptions and in some cases pay rates. However, despite some of the initial changes and up-skilling issues, the reaction of the public and perhaps surprisingly, the media has been positive as both have seen the benefits of a higher profile presence on the street and the fact these 'new officers' are able to deal with a variety of issues rather than being restricted to a specific role. In addition several respondents have also reported that they have developed partnership with external organisations such as the Police and Fire Services and now share some of the responsibilities for environmental crime enforcement.

In an attempt to bolster some of the environmental enforcement activities some authorities have employed private sector enforcement agencies to deliver short sharp shock campaigns on issues such as dog fouling and littering, particularly in town and city centres. Again many of these have received public and media support. However there are few examples of where these organisations having taken on all the environmental enforcement roles. Many are still in trial periods so there may be cases in the future where an expansion of their duties could occur, particularly if they continue to use income from FPN'S as payment for their services as opposed to direct payment from the council.

Councils need to consider a potential loss of synergy with wider council values if enforcement is outsourced. Consideration also needs to be given to any potential perverse consequences of payment by results on enforcement and any potential backlash from the public if there is a sudden significant increase in the issuing of FPN's.

The outsourcing of environmental enforcement could prove to be a sensitive issue which would need to be discussed with elected members, the workforce and trade unions, particularly if staff transfers or redundancies are involved.

The aim of the survey was not to say whether amalgamation was the correct choice as different circumstances within different councils will lead to different decisions being made.

What has been shown is that councils are amalgamating environmental enforcement services successfully and making both financial and operational efficiencies.

It is hoped that the findings of the survey will help those local authorities considering amalgamation of environmental enforcements services, to come to a decision where they have had suitable information to justify the course of action they eventually take.

Wayne Priestley APSE Principal Advisor

Arolwg Panel Trigolion Gwynedd ac Arolwg Cyhoeddus (Haf 2016)

1. Allwch chi nodi os ydych yn “Cytuno” neu’n “Anghytuno” efo’r datganiad canlynol:

"Dylai Cyngor Gwynedd fod llawer mwy cadarn nag y mae ar hyn o bryd wrth daclo pobl sy'n gollwng sbwriel ar y stryd neu'n gadael i'w cŵn faeddu llwybrau a phalmentydd."

	Panel Trigolion (487)	Arolwg Cyhoeddus (737)	Cyfanswm (1224)
Cytuno	458 (94.05%)	612 (83.04%)	1070 (87.41%)
Anghytuno	25 (5.13%)	77 (10.45%)	102 (8.33%)
Dim ateb	4 (0.82%)	48 (6.51%)	52 (4.25%)

2. Allwch chi nodi os ydych yn “Cytuno” neu’n “Anghytuno” efo’r datganiad canlynol:

"Dylai Cyngor Gwynedd gyflwyno dirwy yn y fan ar lle i unrhyw un sy'n cael ei ddal yn cyflawni trosedd amgylcheddol - pethau fel gollwng bonau sigarêts, gwm cnoi neu ganiau diod ar y llawr neu adael i'w cŵn faeddu mewn manau cyhoeddus."

	Panel Trigolion (487)	Arolwg Cyhoeddus (737)	Cyfanswm (1224)
Cytuno	440 (90.35%)	586 (79.51%)	1026 (83.82%)
Anghytuno	43 (8.83%)	103 (13.98%)	146 (11.92%)
Dim ateb	4 (0.82%)	48 (6.51%)	52 (4.24%)

3. Oherwydd toriadau sylweddol yn yr arian mae Cyngor Gwynedd yn ei dderbyn gan y Llywodraeth, mae llai o arian ar gael bob blwyddyn i'r Cyngor ei wario ar wasanaethau lleol. Gan gofio hyn, fydddech chi'n “Cytuno” neu’n “Anghytuno” efo’r datganiad canlynol:

"Os nad oes gan Gyngor Gwynedd yr arian i fynd ar ôl a chosbi pobl sy'n lluchio sbwriel neu ganiatáu i'w cŵn faeddu ein strydoedd, dylent fod yn barod i ddefnyddio cwmni allanol masnachol i wneud y gwaith yma gyda'r Cyngor. Byddai'r Cyngor yn sicrhau fod y cwmni yn cyflogi staff dwyieithog o'r ardal i wneud y gwaith, a byddai ar sail dim cost i'r Cyngor."

	Panel Trigolion (487)	Arolwg Cyhoeddus (737)	Cyfanswm (1224)
Cytuno	258 (52.98%)	374 (50.75%)	632 (51.63%)

Anghytuno	221 (45.38%)	311 (42.20%)	532 (43.46%)
Dim ateb	8 (1.64%)	52 (7.06%)	60 (4.90%)

Gwynedd Residents Panel Survey and Public Survey (Summer 2016)

1. Please note whether you “Agree” or “Disagree” with the following statement:

“Gwynedd Council should be much firmer than at present than it is currently in tackling people who drop litter on the streets or allow their dogs to foul on footpaths and pavements”

	Residents Panel (487)	Public Survey (737)	Total (1224)
Agree	458 (94.05%)	612 (83.04%)	1070 (87.41%)
Disagree	25 (5.13%)	77 (10.45%)	102 (8.33%)
No reply	4 (0.82%)	48 (6.51%)	52 (4.25%)

2. Please note whether you “Agree” or “Disagree” with the following statement:

“Gwynedd Council should give on the spot fines for anyone caught committing environmental crimes – things like dropping cigarette butts, chewing gum or drink cans on the floor or allowing their dogs to foul in public places”

	Residents Panel (487)	Public Survey (737)	Total (1224)
Agree	440 (90.35%)	586 (79.51%)	1026 (83.82%)
Disagree	43 (8.83%)	103 (13.98%)	146 (11.92%)
No reply	4 (0.82%)	48 (6.51%)	52 (4.24%)

3. Because of the substantial financial cuts Gwynedd Council has faced from the Government, there is less money available every year, there is less money available every year to spend on local services.

Bearing this in mind, would you agree or disagree with the following statement:

“If Gwynedd Council does not have enough money to go after people dropping litter or allowing dog fouling on our streets, they should be willing to use an external / commercial company to do it with the Council. The Council would ensure that the company employs bilingual staff from the area to do the job, and that it would be on the basis of no cost to the Council”

	Residents Panel	Public Survey	Total
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	(487)	(737)	(1224)
Agree	258 (52.98%)	374 (50.75%)	632 (51.63%)
Disagree	221 (45.38%)	311 (42.20%)	532 (43.46%)
No reply	8 (1.64%)	52 (7.06%)	60 (4.90%)

Arolwg Cynghorau Cymuned Haf 2016

1. Allwch chi nodi os ydych yn “Cytuno” neu’n “Anghytuno” efo’r datganiad canlynol:

"Dylai Cyngor Gwynedd fod llawer mwy cadarn nag y mae ar hyn o bryd wrth daclo pobl sy'n gollwng sbwriel ar y stryd neu'n gadael i'w cŵn faeddu llwybrau a phalmentydd."

	Cynghorau Cymuned (40)
Cytuno	39 (97.5%)
Anghytuno	0
Dim sylw	1 (2.5%)

2. Allwch chi nodi os ydych yn “Cytuno” neu’n “Anghytuno” efo’r datganiad canlynol:

"Dylai Cyngor Gwynedd gyflwyno dirwy yn y fan ar lle i unrhyw un sy'n cael ei ddal yn cyflawni trosedd amgylcheddol - pethau fel gollwng bonau sigarêts, gwm cnoi neu ganiau diod ar y llawr neu adael i'w cŵn faeddu mewn manau cyhoeddus."

	Cynghorau Cymuned (40)
Cytuno	38 (95%)
Anghytuno	1 (2.5%)
Dim sylw	1 (2.5%)

3. Oherwydd toriadau sylweddol yn yr arian mae Cyngor Gwynedd yn ei dderbyn gan y Llywodraeth, mae llai o arian ar gael bob blwyddyn i'r Cyngor ei wario ar wasanaethau lleol. Gan gofio hyn, fydddech chi'n “Cytuno” neu’n “Anghytuno” efo’r datganiad canlynol:

"Os nad oes gan Gyngor Gwynedd yr arian i fynd ar ôl a chosbi pobl sy'n lluchio sbwriel neu ganiatáu i'w cŵn faeddu ein strydoedd, dylent fod yn barod i ddefnyddio cwmni allanol masnachol i wneud y gwaith yma gyda'r Cyngor. Byddai'r Cyngor yn sicrhau fod y cwmni yn cyflogi staff dwyieithog o'r ardal i wneud y gwaith, a byddai ar sail dim cost i'r Cyngor."

	Cynghorau Cymuned (40)
Cytuno	22 (55%)
Anghytuno	17 (42.5%)
Dim sylw	1 (2.5%)

Community Council Survey (Summer 2016)

1. Please note whether you “Agree” or “Disagree” with the following statement:

“Gwynedd Council should be much firmer than at present than it is currently in tackling people who drop litter on the streets or allow their dogs to foul on footpaths and pavements”

	Community Councils (40)
Agree	39 (97.5%)
Disagree	0
No reply	1 (2.5%)

2. Please note whether you “Agree” or “Disagree” with the following statement:

“Gwynedd Council should give on the spot fines for anyone caught committing environmental crimes – things like dropping cigarette butts, chewing gum or drink cans on the floor or allowing their dogs to foul in public places”

	Community Councils (40)
Agree	38 (95%)
Disagree	1 (2.5%)
No reply	1 (2.5%)

3. Because of the substantial financial cuts Gwynedd Council has faced from the Government, there is less money available every year, there is less money available every year to spend on local services.

Bearing this in mind, would you agree or disagree with the following statement:

“If Gwynedd Council does not have enough money to go after people dropping litter or allowing dog fouling on our streets, they should be willing to use an external / commercial company to do it with the Council. The Council would ensure that the company employs bilingual staff from the area to do the job, and that it would be on the basis of no cost to the Council”

	Community Councils (40)
Agree	22 (55%)
Disagree	17 (42.5%)
No reply	1 (2.5%)

Responses provided by the Police in response to the questions regarding its input in dealing with environmental crimes

- Can you please explain the main aims of the LEAD campaign

The primary aim of the LEAD initiative is to tackle irresponsible dog ownership. Primarily this is in relation to dog control issues. North Wales Police will intervene when:

- Dogs are used by owners to commit crime
- Dogs are linked with anti-social behaviour
- Prohibited types/breeds come to notice.

Working with dog owners in our day-to-day police work, North Wales Police will:

- Record all incidents involving negative dog behaviour including dog attacks on people and animals and dog welfare. This is important to create a documented history should enforcement be necessary. Each time a dog owner is brought to our attention an occurrence will be created on our crime recording system (RMS).
- Encourage owners (if a social housing resident) to register their dog with their landlord
- Promote a better understanding of interacting with dogs by young children through the delivery of a specially designed package aimed at young children.

As well as encouraging responsible dog ownership and giving advice, there are times when it will be necessary for police to intervene, initiate control measures and ultimately prosecute offenders.

Control measures, sanctions and legislation

We will act to enforce the law and protect the public whenever necessary and where legislation permits. Measures include:

- 1st Warning Letter. This will include key details of the incident – details that will be shared with relevant partners. Letters will be sent with supporting Information Pack, which includes literature from The Kennel Club, RSPCA and Battersea Dogs Home and other information. If the dog owner is a social housing resident, the landlord will contact the dog owner within seven working days to remind them of, or enforce, their tenancy agreement. Continued anti-social behaviour, could result in permission to have a dog being withdrawn or even the property being repossessed.
- 2nd Warning Letter. Should the dog's behaviour come to notice again within the proceeding 12 month period, a second letter will be hand-delivered by the Safer Neighbourhood Team. The second warning letter is the first official warning letter as part of the Community Protection Notice Procedure under the Anti-Social Behaviour, Crime & Policing Act 2014.
- Acceptable Behaviour Contract (ABC). As the second letter is sent, an Acceptable Behaviour Contract – a voluntary agreement between the police and the individual – will be sought. If this is declined, the Neighbourhood Policing Team will monitor the dog's behaviour for at least six months.

In certain circumstances it may be necessary to utilize the Dogs Act 1871 to resolve problems.

- Under what circumstances would NWP get involved in helping to resolve a dog control problem.

When there are reports of dogs being 'out of control'. This can mean where a dog has caused an injury to a person or placed a person in fear of being injured (section 3 Dangerous Dogs Act 1991). Or where a dog has attacked another dog causing injury, or where a dog has been worrying livestock (Dogs (Protection of Livestock) Act 1953). Also where there is a report of a prohibited type dog.

- Do NWP commit any resources to the proactive enforcement of dog fouling incidents.

No. NWP do not routinely allocate resources for proactive enforcement of dog fouling. Dog fouling has not been for some time a primary priority for the Police, with the provision of dog wardens by local authorities taking the primary role for enforcement.

- What action do PCSOs currently take in the event of witnessing a dog fouling incident.

PCSOs currently have the power to deal with the issue of dog fouling by issuing a Fixed penalty notice. However, it is unlikely that persons would allow their animal to foul in front of a uniformed officer on routine patrol

- How many dog fouling fixed penalties have been issued by PCSOs in Wales during the last 2 years?

This information is not currently available

- What are NWP's statutory obligations in relation to dog control.

Please see the explanation in relation to the LEAD initiative, as this covers our response to Dog Control

- What effect, if any, has the new antisocial behaviour legislation had on NWP's commitment to helping local authorities tackle environmental crime such as dog fouling and littering.

North Wales Police have been utilising the powers given to them in October 2014 under the Crime and ASB act 2014. We have utilised in particular the use of the Criminal Behaviour Order extensively to address issues of ASB/Low level crime. With over 30 CBOs issued for Gwynedd and Anglesey over this almost 2 year period.

NWP have also made extensive use of the powers granted under the Community Protection element of the 2014 act. With several warning letters having been issued for a variety of relevant offences, particularly in Bangor.