

Additional information for Question 16

- Environmental Officer Workload

The structure for the environmental enforcement service currently entails 5 enforcement Officers along with the support of 6 FTE compliance Officers to undertake various levels of enforcement activities across the borough. This will improve environmental conditions through use of appropriate enforcement tools. With the aim of providing compliance led enforcement against the range of environmental crimes affecting the borough. The operating hours are from 8am to 8pm and duties will vary each day over 5 days.

- Primarily 2 half days are spent undertaking targeted enforcement actions to have an effective and visible presence with the aim to support the maintenance of Council standards on cleanliness of the borough's streets tackle, highways obstructions, litter, dog fouling.
- Proactive enforcement work is also carried out by the Officer to identify any offences and take the appropriate enforcement actions or referrals.
- Duty of Care (DOC) visits are also undertaken to ensure business compliance with waste disposal arrangements.
- On 23 of the main roads in Hackney that have been time banded for waste collections inspections are carried out to ensure compliance by both businesses and residents with the collection times and quantities.
- Preparation of prosecution cases for various offences.

The briefing below outlines the duties undertaken by the Officers since April 2011 to present.

Duties include:

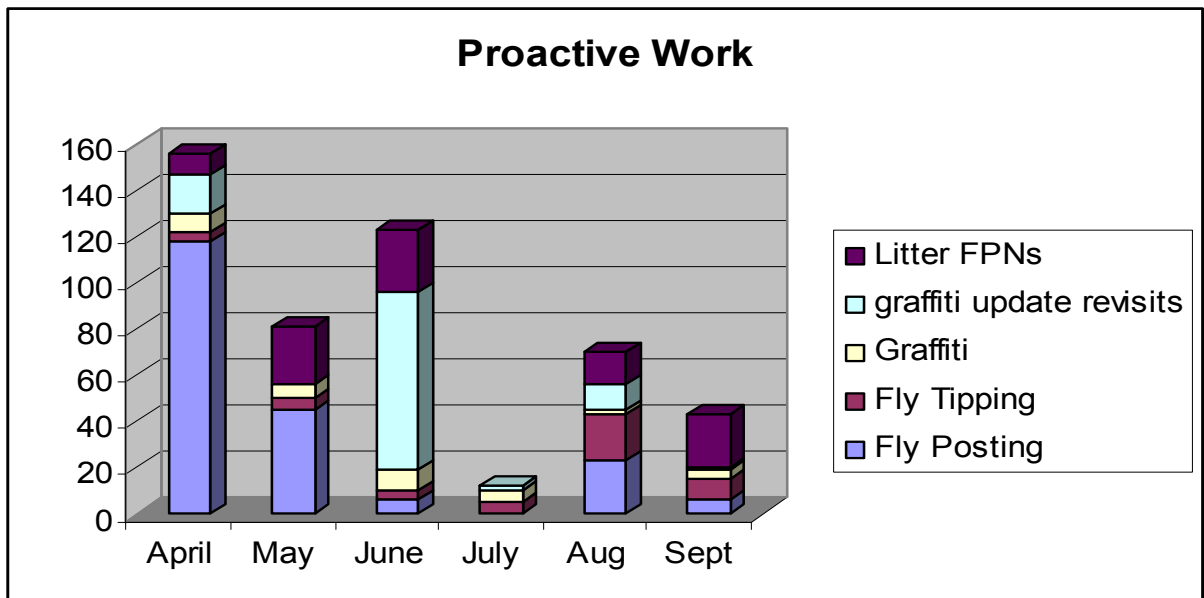
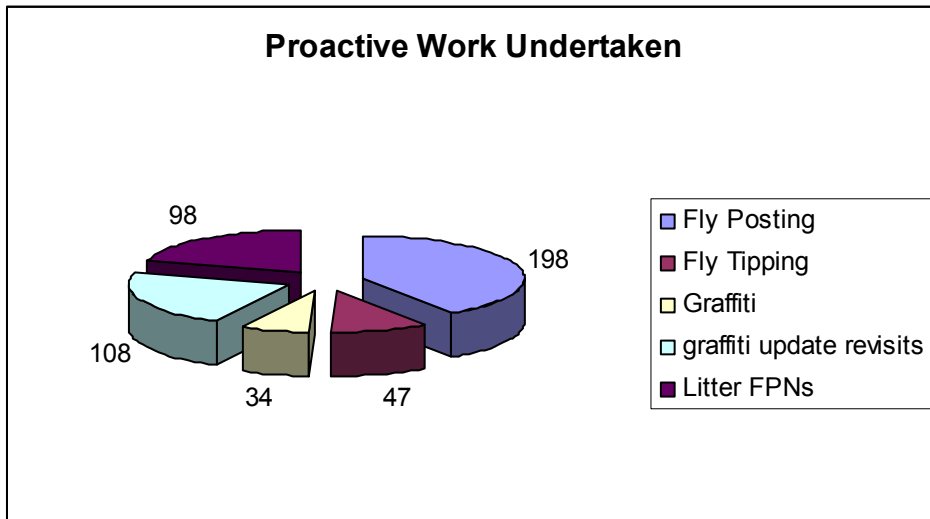
Identifying and taking appropriate enforcement action against environmental enforcement crimes including but not limited to:

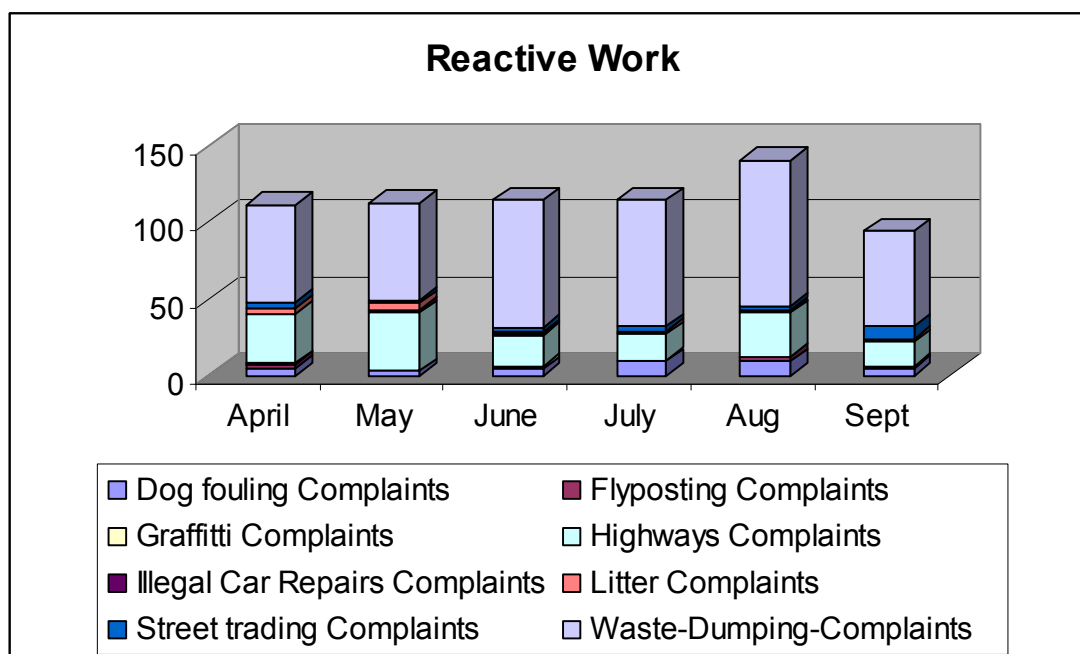
- Flyposting,
- Graffiti,
- Duty Of Care visits,
- Littering,
- Dog Fouling
- Illegal street trading
- Highways Obstructions

There are also other duties undertaken outside of these which include:

- Corporate Complaints
- service complaints/requests I.e. those provided by the Service centre
- Scanning and uploading WTN provided by Commercial Waste services and Private companies
- Scan/save/upload letters relating to enforcement notices and payment slips

- Monitor and process enforcement mailbox
- Land registry searches
- Undertaking visits for complaints
- DVLA searches





Type of Complaints	April	May	June	July	Aug	Sept	Total
Dog fouling Complaints	5	3	4	9	9	5	35
Fly Posting Complaints	2			1	3		6
Graffiti Complaints	1		2			1	4
Highways Complaints	32	38	20	17	29	16	152
Illegal Car Repairs Complaints		2	1		1	4	8
Litter Complaints	4	4	1	2	1	2	14
Street trading Complaints	4	2	3	3	2	8	22
Waste-Dumping-Complaints	63	63	83	82	95	62	448
Total	111	112	114	114	140	94	685

The total work carried out by the team of 5 officers this year to date totals 1,170 cases. This works out on average 2 cases dealt with per day. Whilst this may not seem like a significant number it must be borne in mind that a case often leads on to a significant amount of back office work and whilst some of this is done by the compliance team a great deal can only be dealt with by the officer who has witnessed the actual incident e.g. preparing the prosecution case. It must also be considered that this team has been 1 FTE down for the last 2 months due to long term sickness and includes staff leave etc.