

Report sponsor: Deputy Chief Executive,  
Communities and Place  
Report author: Director of Public Protection and  
Streetpride

## Financing of the Public Protection Officers Team

### Purpose

- 1.1 In September 2020 Communities Scrutiny Review Board requested a briefing on funding the Public Protection team (PPO Team) be reported at a future meeting.
- 1.2 This report follows previous reports containing information and updates on the team, funding of the services, successes, and challenges in the service.

### Recommendation(s)

- 2.1 To note the contents of the report, which includes an update on PPO Team performance and funding, along with some updates required by the panel at previous Communities Scrutiny Board meetings.

### Reason(s)

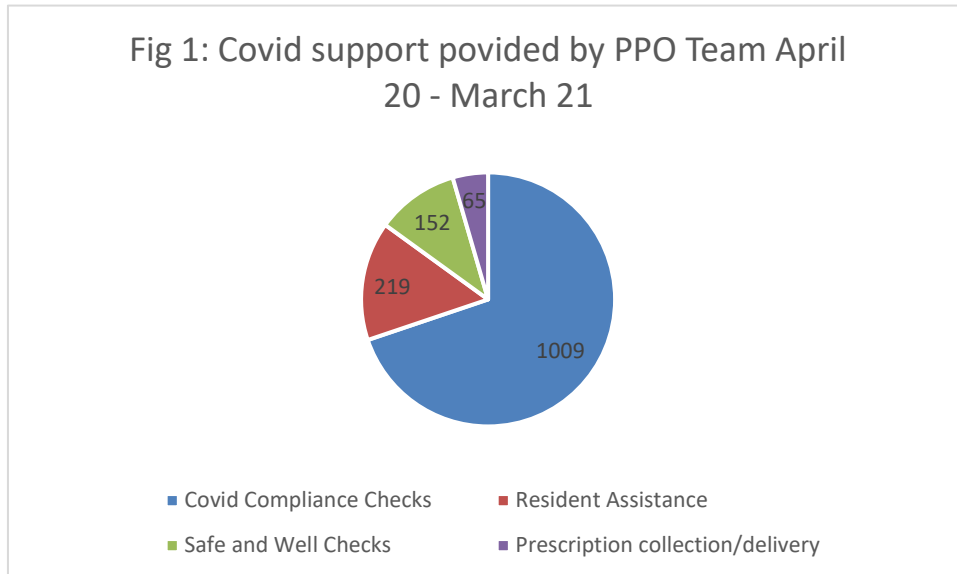
- 3.1 A report was taken to Communities Scrutiny Review Board in September 2020 highlighting the work of the Public Protection Officers (PPOs) through the Coronavirus pandemic.
- 3.2 The board raised some questions and requested future updates; this report provides a current update on funding the service along with updates on some of the previously reported challenges.

### Supporting information

- 4.1 A decision was taken at Council Cabinet on 13 March 2019 to approve a 'new model for Neighbourhood working'; this saw an increase in the number of PPOs from 9 to 20 to provide ward based priority services across all 17 wards of the city.
- 4.2 The PPO team was designed to deal with anti-social behaviour, nuisance parking and environmental crime along with other enforcement and community related demands.
- 4.3 Previous reports presented to the board have highlighted a number of areas for consideration which included: cultural challenges within the service, difficulties in recruitment, a re-focus away from parking issues to a partnership approach in dealing with anti-social behaviour, front line officer working hours and shift patterns, and better integration with wider council services including Derby Homes.

- 4.4 The PPO Team use the three E's approach (Engage, Educate, Enforce) which is considered good practice by Keep Britain Tidy, who deliver the 'Enforcement Academy' for Local Authorities; Members have requested an overview of enforcement powers devolved to the Public Protection Officers.
- 4.5 In March 2020 the Coronavirus Pandemic (Covid) significantly impacted council's ability to deliver services as resources were focussed on reducing the spread and managing the impact of the pandemic. The PPO Team refocussed their priorities to provide vital support to the Covid effort by taking a lead role in localised contact tracing. They also provided support to the most vulnerable in the city with safe and well checks, along with other ad hoc duties.
- 4.6 Covid has highlighted good practice and enhanced collaboration between teams, partners, and community groups. This has led to Police, Environmental Health, Trading Standards, Community Safety and Public Protection meeting up three times per week for joint tasking. Demands are reviewed and resources allocated according to role and skill set. This collaborative approach has ensured that Covid restrictions have been effectively managed, and businesses supported in the city through lockdown and the roadmap.
- 4.7 The team have continued to support the wider community safety agenda through the pandemic and continued to deliver patrols through the city, support complex issues such as neighbour disputes and work to the three Es of enforcement for environmental demands.
- 4.8 Shift patterns within the service have recently changed to accommodate evening and weekend demands. This has enabled officers to proactively patrol and react to demands on parks and open spaces on evenings and weekends until 10pm. A previous report highlighted some challenges in recruitment to the PPO role. Encouragingly, these challenges have been overcome with five new recruits in the service.
- 4.9 During the pandemic officers have been required to adapt their role to support residents and reduce the risk of spreading the virus. The PPOs continued to provide key front-line services throughout, they have completed 1,445 Covid related actions for residents and businesses which is included in the total 8469 service requested completed throughout the performance year.

Fig 1 below provides an overview of Covid related actions:



In addition to these actions the team also supported the wider Council enforcement team by providing back fill for 101 essential cases to enable Environmental Health Officers to act on Covid cases.

Fig 2 shows the Environmental Health functions carried out by the PPO Team.

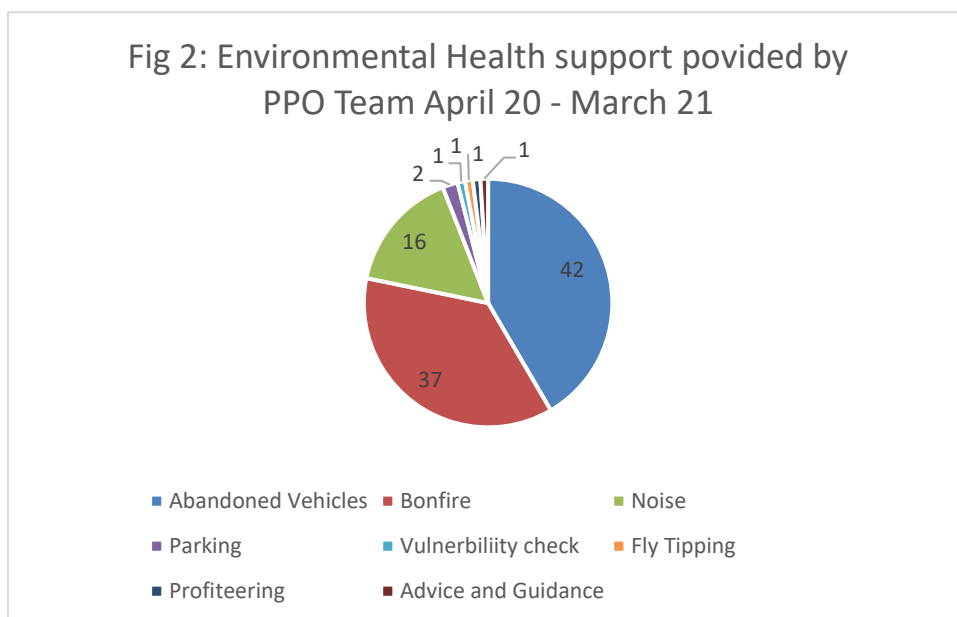
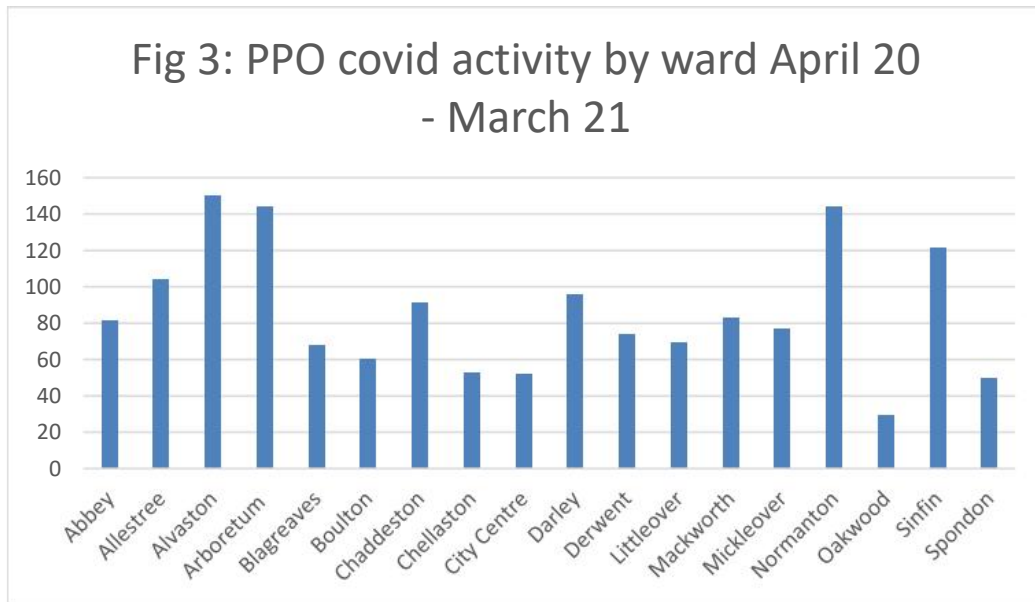
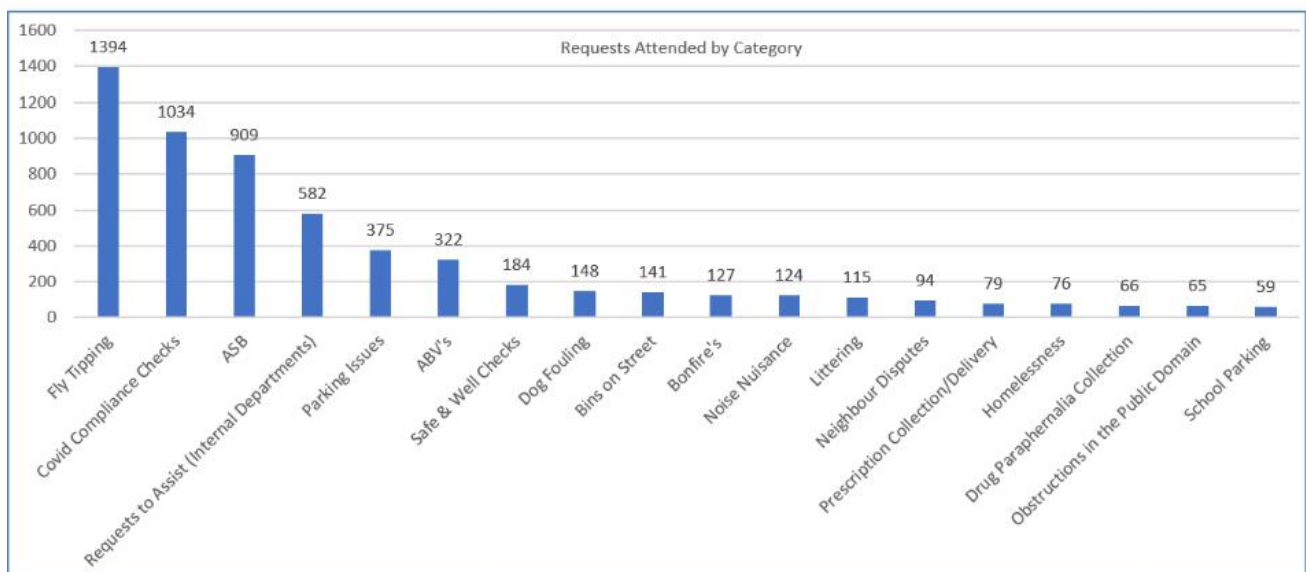


Fig 3 below shows the ward breakdown of these demands:



The team continued to manage business as usual demands through Covid. The following chart (Fig 4) demonstrates the full breadth of their work through the performance year with both Covid related and non Covid activity.

Fig 4: PPO demands 2020-21



The team completed 8469 service requests with 112 resulting in enforcement action (Fixed Penalty Notice (FPN) or Parking Charge Notice (PCN)) which equates to 19.3% of serviced requests. This demonstrates that around 80% of the time officers provide support, advice, and guidance to residents in line with the agreed three E approach.

The following charts Fig 5 and Fig 6 show the activity at ward level:

Fig 5: PPO total activity by ward April 20 - March 21

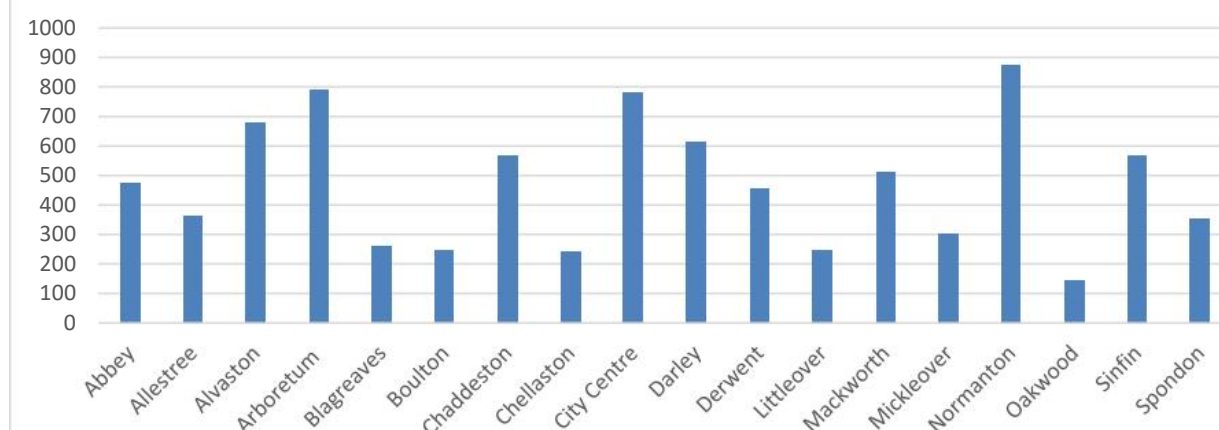
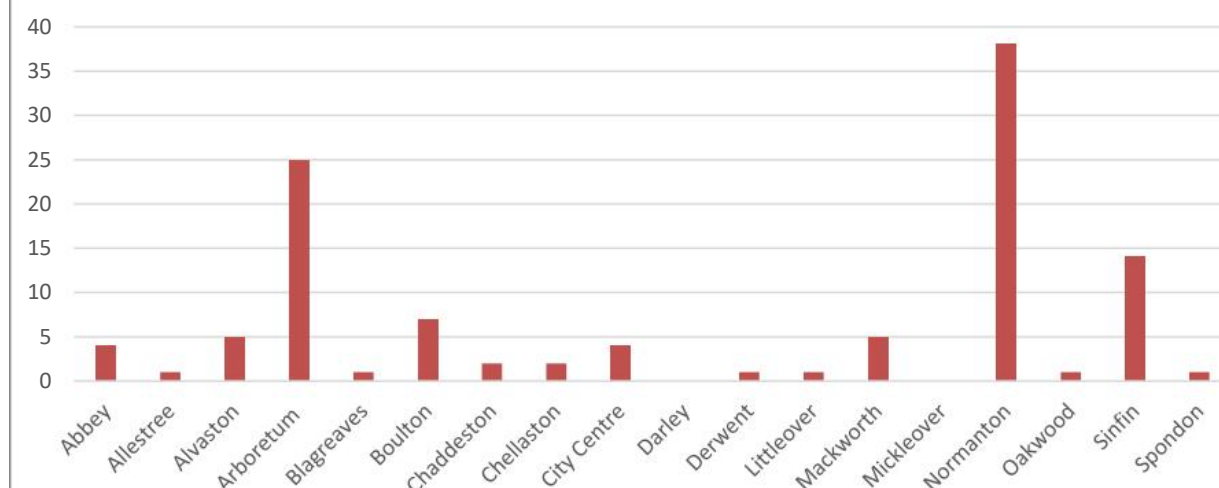


Fig 6: PPO enforcement action by ward April 20 - March 21



## Public/stakeholder engagement

- 5.1 Updates have been presented to Communities Scrutiny Review Board in January 2020, August 2020, and September 2020.
- 5.2 Information and responses to questions raised by the board have been included within the body of this report.

## Financial and value for money issues

- 7.1 Previous reports to this board have provided full budget information for the team; the following table (Fig 7) provides an up to date picture of the budget.

- 7.2 It was noted in previous reports that there was no capacity to complete the administrative process once a Fixed Penalty Notice has been issued. To support this process the wider Business Support Hub has provided capacity whilst a vacant post is being advertised for a Public Protection Business Support Officer. Further consideration needs to be given to the customer access and administrative functions within the service.
- 7.3 The net cost of the PPO service is £333k. This report has explained how PPO focus was moved from general enforcement to supporting the Covid effort for the city and this is demonstrated in the budget with a 2020/21 year end position of £18k for enforcement activity (payment of FPN/PCN) against at target of £128k.

Fig 7: PPO budget table

	<i>Budget</i>	<i>Outturn</i>	<i>Variance</i>	<i>Budget</i>	<i>Actuals</i>
	<i>2020/21</i>	<i>2020/21</i>	<i>2020/21</i>	<i>2021/22</i>	<i>April/May 21</i>
<i>Salary cost</i>	708k	635k	-73k	720k	108k
<i>Service costs</i>	40k	41k	1k	40k	2k
<i>(including fleet and equipment)</i>					
<i>Total cost</i>	748k	676k	-72k	760k	110k
<i>Income from Derby Homes</i>	-258k	-258k	0k	-265k	-258k
<i>Income target through FPNs</i>	-128k	-18k	110k	-162k	-2k
<i>Total income</i>	-386k	-276k	110k	-428k	-260k
<i>Totals</i>	362k	400k	38k	333k	-150k

- 7.4 Information has been requested to enable board members to understand the cost of dealing with **fly tipping**, and the impact this has on the PPO Team, along with performance information regarding the bulky waste collection service and Household waste Recycling Centre (HWRC). The Council has a statutory duty to complete quarterly returns to the Environment Agency on the amount of fly tipped waste collected and the system allocates an indicative cost to the amount.

- 7.5 From April 2020 to March 2021 the Council collected over seven thousand fly tips with costs attributed to this being £334.9k as indicated by Waste Data Flow. Further information on fly tipping is provided in the 'other significant implications' section of this report.
- 7.6 To enable social distancing at the Raynesway HWRC site, opening times were reduced, bays were restricted to one resident per bay and a booking system was implemented which received positive feedback from residents and local businesses. A saving of £575k realised from the changes were include in the Council's MTFP to support the balancing of the Council's finances during significantly increasing demands across all Council Service through the pandemic.

## **Legal implications**

- 8.1 Public Protection Officers provide a visible enforcement presence in the city and have powers to enforce against antisocial behaviour, environmental crime, and breaches of Public Spaces Protection Orders.
- 8.2 Legislation that they enforce against includes:
- The Environmental Protection Act 1990
  - Antisocial Behaviour, Crime and Policing Act 2014
  - Public Spaces Protection Orders
  - The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020

## **Climate implications**

- 9.1 Public Protection Officers have the power to enforce against waste crime offences, including littering, waste on land and fly tipping along with other offences including graffiti and dog fouling. Waste and recycling are key factors in the Council's ability to support the climate change agenda.

## **Other significant implications**

- 10.1 Public Protection Officers play a key role in providing a visible uniformed presence in the city. Working with Police partners and BID rangers they provide support to businesses by providing a visible deterrent for crime and disorder in the city centre.
- 10.2 Derby's parks and open spaces have provided an area for external exercise and socially distanced interaction for residents through the pandemic. They continue to provide well maintained civic spaces for residents to enjoy. Patrolling these spaces provides residents with assurance that crime and antisocial behaviour is being actively managed, which helps to maintain feelings of safety in the city.
- 10.3 Development of the Council's Better together approach is underway which identifies the most effective way of locality working. By 'working with' communities rather than 'doing to' the Council will gain valuable insight into what matters to communities which in turn enables better service provision and community empowerment. Whilst the PPO team are not working on the development of the service, delivering services in the localities gives PPOs important local knowledge and connections. They will work with colleagues across all services areas as the approach develops.

- 10.4 The Council operates a chargeable bulky waste collection service with two crews operating 4 days per week. Throughout Covid restrictions capacity was increased with another round to take increased demand. The total number of bulky waste service requests from April 20 to March 21 was 7513, which generated £171k income.

The bulky waste charging structure is as follows:

- 1 to 3 items – £33.89
- 4 items – £39.86
- 5 items – £45.32
- 6 items (maximum) – £50.78
- fridges and freezers – £12.50 per item

- 10.5 Latest fly-tipping data available through the Environment Agency Waste Data Flow demonstrates a national trend of an increase in fly-tipping; the data shows that there has been a significant impact in the East Midlands and Derby is no exception to this.
- 10.6 Waste data Flow attributes a cost value to the management of fly tipping using a weighted measure. The table below (Fig 8) provides the cost values attributed to the administration, clearance and disposal of the fly tipped waste. For Derby City the cost of fly tipping management is valued at £334.9k from April 20 to March 21.

Fig 8: Waste data flow fly tipping table

	INCIDENTS 20/21	COST VALUE 20/21
DERBY CITY	<b>7,207</b>	<b>£ 334.9k</b>
DERBY AND D/SHIRE	<b>13,059</b>	<b>£680.6k</b>
DERBYSHIRE (EXCLUDING CITY)	<b>5,852</b>	<b>£345.8k</b>
EAST MIDLANDS	<b>88,967</b>	<b>£4.5m</b>
NATIONAL	<b>1,098,004</b>	<b>£62.7m</b>

- 10.7 Fly tipping is dealt with by three Streetpride crews in the city, who proactively clear waste, react to resident service requests and refer to enforcement colleagues where evidence is present to support a prosecution. The assumed cost of crew management of fly tipping is included in the waste data flow figures above.

In addition to this, colleagues from Derby Homes' Estate Response Team include the management of fly tipping within their duties in the city's social housing areas. This is funded by the Housing Revenue Account and works collaboratively with PPOs, Streetpride, Neighbourhoods and Housing Officers to resolve problems.

- 10.8 Digital technology initially rolled out in Waste Collection services is being expanded through Streetpride services, and this enables crews to identify fly tipping and other street cleansing demands. The system also enables Team Leaders to schedule work and produce real time, geographical reports on cleansing demands. Work is underway to link the PPO Team to this system to feed this information to patrol plans.



- 10.9 Keep Britain Tidy have completed several experiments using behavioural insight techniques. Their studies have found that most fly tipping takes place in places frequently visited by the perpetrators and that Council's speed of response can add to the reinforced behaviour giving the perception of acceptance.

Studies have shown that leaving fly tipping in situ with some method of identifying it as a waste crime (crime tape or A boards for example) highlights the issues and triggers an emotional response from the perpetrator. In as many of 70% of these cases where the waste was highlighted and left for up to 5 days, perpetrators collected their own waste back and disposed of it correctly.

Streetpride services are currently using some of these methods and will continue to review effectiveness.

The Council's Public Protection Team were developed to deal with antisocial behavior and environmental crime. They work closely with their colleagues in Neighbourhoods Teams and Streetpride to solve public realm issues; and they work collaboratively with enforcement colleagues and Police partners on joint tasking and low-level crime and antisocial behavior. The net cost of the Public Protection Officer Team is £333k.

Streetpride services manage waste collection and disposal along with street cleansing and other maintenance operations. Two crews provide bulky waste collection services and three crews provide fly tipping clearance. Where evidence is present in fly tipping referrals are made for enforcement investigations. The cost of a waste collection crew and vehicle is around £150k and income generated for bulky waste collections off sets this amount. The full costs estimated by the Environment Agency on the cost of collection, processing and disposal for the city council is £334.9k based on 5728 fly tips in the last performance year.

The Council provides disposal facilities at Raynesway Household Waste Recycling Centre. In the height of the pandemic changes were made to enable social distancing and reduce contact. The changes included using digital technology to book disposal slots and a reduction in opening hours. Savings realised from this approach totaled £575k and were included in the Council's MTFP. the bulky waste collection service was doubled through periods of increased demand during the pandemic.

Innovative solutions are being explored nationally to address fly tipping and the Council is exploring methods including behavioral insight techniques.

**This report has been approved by the following people:**

Role	Name	Date of sign-off
Legal	Olu Idowu, Head of Legal Services	25/6/21
Finance	Amanda Fletcher, Head of Finance, Communities and Place	25/6/21
Service Director(s)	Samantha Dennis, Director of Public Protection and Streetpride	25/6/21
Report sponsor	Rachel North, Deputy Chief Executive and Strategic director of Communities and Place	
Other(s)		

**Background papers:**  
**List of appendices:**