

May 2018 briefing paper**Community Enforcement Team and our contracted partner Kingdom Security Ltd.**

To update on the Kingdom contract for 2017/18.

Kingdom Security Ltd contract, terms and income.

A. Below is the table from the current contract which shows the payment rates and offences:

Fixed Fee for Each Fixed Penalty Notice Correctly Issued by the Supplier's Enforcement Officers	Maximum Fee Recoverable	Insert Figure (Expressed as Unit Cost) to be Collected for that Service	Remittance Due to the Authority
Littering, dog fouling or failing to comply with a dog control order	£80	£41.00	£39
Breaches of Public Space Protection Orders (PSPOs)	£100	£41.00	£59
Breaches of Community Protection Notices (CPNs)	£100	£41.00	£59
Duty of care	£300	£153.75	Variable depending on fee recovered
Fly tipping	£400	£205.00	Variable depending on fee recovered

- B. Cheshire East does not pay any additional to Kingdom Security Ltd in addition to the above FPN rates. As per the contract with Kingdom, recruitment where possible was to be made with residents of Cheshire East, in particular those classed as NEET. The officers pay for their own travelling costs. Kingdom provides front-line enforcement, back-end administration, equipment and vehicles at Zero Cost. Initial costs to Cheshire East so far have been provision of some equipment, e.g. pocket note books, phone lines and our own officers time.
- C. When Kingdom recruit a new officer, they have to go through a 5 day training course,
 Day 1 – Law and Procedure, Health and Safety, Data Protection, Obstructions, Officer Script Training and EDA Handheld Training.
 Day 2 – 9am to 12pm – Kingdom Policies and Procedures, Booking on/off, Scenario Training (Classroom based). 1pm to 4pm – Scenario Training on the ground
 Day 3 – Shadowing a training officer
 Day 4 – Shadowing a training officer
 Day 5 – Shadowing a Training Officer and will be assessed on the use of Standard Operating Procedures while Issuing Fixed Penalty Notices.
 Kingdom also provides mentoring for their staff.
- D. A weekly meeting is held between Kingdom and the Council whereby various items are discussed, including patrolling areas and hot spots. Any disputed or contentious issues are

also discussed and actions put in place for future patrols. A performance and contract review meeting is also held every quarter.

- E. The contract requires Kingdom to provide one vehicle. However, due to the geographical location of hotspots and distance from Crewe to the towns within the borough, Kingdom has provided the local authority with a 2nd vehicle. The vehicles are used to get officers from one location to another, however if they witness an offence while driving, then the officer pulls over in a safe manner and will issue a Fixed Penalty Notice. They do not carry surveillance out on members of the public.
- F. Kingdom officers patrol the borough in accordance with Section 87 of The Environmental Protection Act 1990, as amended by the CNEA 2005. The legislation allows an authorised officer to issue a Fixed Penalty Notices to an alleged offender if the place is open to the air, where the public has access with or without payment, which includes private land. However, if the owners of private land write to the local authority asking for the area not be patrolled, then the local authority will consider all representations and act appropriately, including instructing Kingdom not to patrol the area.
- G. The Kingdom Officers are not required to wear high visibility uniform, across all Authorities in which they are partners. All of the Kingdom officers have been issued with Hi Visibility Vests to be worn during the darker hours of deployment in line with our site risk assessment. All officers carry Cheshire East identification which is produced upon request or when enforcement action is required.
- H. Kingdom do offer an extension to payment where representations are made however they do not offer any payment plan.
- I. Current income to Cheshire East from FPN's issued by Kingdom based on the breakdown above currently sits at £120k pa .

Littering

Since the Kingdom contract began up until the end of March 2018, 10,116 FPN's have been issued, 9642 for cigarette litter, 158 for food items, 47 for dog fouling (pre PSPO), 253 for other litter types (e.g. pram, bag full of waste, wrappers, papers) and 7 for dog fouling (under PSPO) with a 75% payment rate. (9 FPN's have been misprinted/incorrect).

The service has been taking prosecutions since March 2017 and between then and 31st March 2018; 1037 successful prosecutions at Crewe Magistrates for non-payment of a FPN.

Fines issued at court equal £363,109, on average a fine of £350 is the penalty issued by the court (the majority going to the courts with Cheshire East requesting legal costs recovered).

Community Enforcement 2017/18

The following shows some of the outcomes and behaviour changes as a result of our Community enforcement work in 2017/18:

The Community Enforcement Officers responded to 4594 incidents around fly tipping, littering, side waste, dog fouling, ASB and abandoned vehicles.

A change in process ensured they attended 100% of fly tipping reports, sifting and searching through 1410 deposited rubbish incidents during the year. The team also conducted its first overnight surveillance operation.



Hi visibility tape and signs were introduced to show the community of their actions and increase

the message that fly tipped waste would be subject to an investigation.

Officers introduced intelligence and complaint led patrol plans, deployed daily in the hot spot areas where intelligence and complaints had been received.



The team have undertaken community engagement and enforcement days, walking areas of Cheshire East and highlighting issues, addressing them with partners where required, including issues around fly-tipping and anti-social behaviour and to understand the issues residents face.

Average number of fly tipping complaint number per week have decreased throughout the year, quarter 1 the total was 45, quarter 2 reduced to 28, quarter 3 dipped to 18 and quarter 4 concluded with 17.



13 fixed penalty notices for fly tipping specifically, 194 issued in conjunction with fly tipping

43 formal warnings for fly tipping

39 verbal warnings for fly tipping

10 fixed penalty notices for abandoned vehicles

571 educational visits undertaken



Dog watch - Two dog watch events were run over the year, one in Nantwich and one in Crewe. They were successful days, with over 300 members of the public engaged with on the day and provided with responsible dog ownership merchandise.