

## Scrutiny Review Panels 2013-14 – response to recommendations

<p><b><u>Tackling anti-social behaviour caused by irresponsible dog owners</u></b>  <b><u>report of the anti-social behaviour of irresponsible dog owners – 25 September 2013</u></b></p>	
<p><b>Recommendations</b></p>	<p><b>Accepted/Rejected and comments</b></p>
<p>(1) Desired outcome – that children and young people are aware of how important it is to properly care for, better understand dog behaviour and appropriately train their dogs.</p> <p><b>to request the Portfolio Holder for Children’s Services to inform schools of and encourage them to take up the free educational training offered by Nottingham’s Dogs Trust on programmes for the care and welfare needs of dogs;</b></p>	<p>Accepted – response by Alex Cox 10/12/13</p> <p>Dogs Trust has been trying over the last year to get into City schools with the support of NCC Dog Control but have found this difficult. A planned program pushed by leaders will help this get off the ground.</p>
<p>(2) Desired outcome – that citizens are informed that the law is changing from 6 April 2016 and are aware that it will be compulsory for all dogs to be micro-chipped and that community and council teams know that the Dogs Trust is happy to have stalls to provide education and on-site chipping of dogs in the community.</p> <p><b>to request that the Community Protection Team markets the services of Dogs Trust and RSPCA to Council service areas, such as Neighbourhood Management, to encourage the attendance of these organisations at community and consultation events throughout the city.</b></p>	<p>Accepted – response by Alex Cox 10/12/13</p> <p>This has been actioned; events have taken place in Sneinton, Meadows, Forest Fields, Hyson Green and St Anns. Over 500 dogs have been chipped and there are more events planned in the new year.</p> <p>Also in addition -            *Nottingham City Homes to review the Nottingham City Homes tenancy policy section 16 to include a non breeding policy in Council Houses. (This could be viewed as running a business from a NCH property)</p>

	<p>*Compulsory need for tenants dogs to be neutered</p> <p>*NCH tenants to be offered free neutering of pet dogs during 2014 whilst funds are available from Dogs Trust Neutering Vouchers and Vets working in partnership with Community Protection providing the service at the cost of the voucher. Community Protection could also offer dog transport.</p>
<p>(3) Desired outcome – that the Council encourages responsible dog and ownership through clauses within tenancy agreements.</p> <p><b>to request the Portfolio Holder for Commissioning and the Voluntary Sector and the Chief Executive of Nottingham City Homes to review the Nottingham City Homes tenancy policy section 16 to include the compulsory need for micro-chipping of dogs kept by tenants from April 2016.</b></p>	<p>Response by Alex Cox</p> <p>This would be a massive help to the NCC dog control service; a high percentage of strays come from Council estates; some of which are genuine strays that tenants then struggle to reclaim due to fees and charges associated to a stray being picked up by NCC. If all NCH tenants' dogs were chipped they would be returned to their owners free of charge the first time they stray. Mirco-chipping will be law in 2016 but including the requirement in the tenancy policy is potentially a stronger tool.</p>
<p>(4) Desired outcome – that Council front line staff who visit citizens' homes are educated and supported to know how to read the behaviour of dogs in the home, as well as in the street, and know how to act accordingly.</p> <p><b>to request the Interim Director for Policy, Partnerships and Communications to inform Heads of Service and staff through the intranet and other media of the</b></p>	<p>There are also low or zero cost training provided by DogLaw.com</p>

<p><b>education services that can be provided by Dogs Trust to front line services to improve staff awareness of the behaviour of dogs and how to deal with dogs when attending citizens homes.</b></p>	
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<p><b>Ash die back – what action is being taken to monitor and deal with the spread of confirmed cases – 25 October 2013</b></p>	
<p><b>Recommendations</b></p>	<p><b>Responses</b></p>
<p>(1)Desired outcome – to ensure that colleagues and citizens are aware of the symptoms and action needed to address Ash Dieback in the City</p> <p><b>To request the Corporate Director of Communities to ensure that there is a communication strategy in place to inform colleagues and citizens of the symptoms of Ash Dieback and what to do if they are noticed, not just through the internet but also through Neighbourhood Management and the Nottingham Arrow to reach a wider population. This strategy to include future publications to provide updates if cases of Ash Dieback are confirmed in the City</b></p>	<p>Accepted – Eddie Currie 11/12/13</p> <p>In order to maintain clear lines of communication to all relevant parties in regards to the current status of Ash Dieback. To disseminate current data and knowledge.</p> <p>Web site information is currently being prepared along with an article to go in the Arrow in April and Local press. Updates will also be posted on the councils Face book and twitter sites.</p> <p>Report to be taken to all Area Committees</p>
<p>(2)Desired outcome – to ensure that the City maintains its tree stock through a programme of removal and replacement, as well as new sustainable planting in new housing developments etc and infrastructure including the NET Phase 2.</p> <p><b>That the Head of Parks and Open Spaces report back at the Scrutiny Review Panel on Tree Management, scheduled to take place on 22 January 2014, on the action plan and programmes in place for the monitoring, removal and replacement, and new planting of trees to ensure Nottingham City maintains a balanced, healthy and sustainable urban environment and tree canopy.</b></p>	<p>Accepted – Eddie Currie 11/12/13</p> <p>To provide any update on Ash Dieback outbreaks in or near to Nottingham.</p> <p>As yet there are no known cases within the City boundary. Since the 25 October 2013 Scrutiny review there has been little change with the situation locally. The Service remains on standby and visual inspections / monitoring continues.</p>

	<p>A City wide Tree inspection has been completed and ongoing surveying continues inline with the UFS.</p>
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<p><b>Parking congestion around educational establishments – 11 November 2013</b></p>	
<p><b>Recommendations</b></p>	<p><b>Responses</b></p>
<p>(1) Desired outcome – that ward councillors are aware of any issues of parking displacement around their local schools and of how each school pays the WPL.</p> <p><b>Information relating to which education establishments use the WPC scheme and fall under the WPL scheme should be circulated to all councillors and Neighbourhood Development Officers. This would clarify displaced parking issues which might impact upon residents</b></p>	<p>Data provided in list form</p>
<p>(2) Desired outcome – raised awareness and more immediate action in response to problems through the use of ‘Weeks of Action’ in the City where the range of issues such as parking and complaints in relation to parking (if applicable) are addressed.</p> <p><b>The capacity to hold additional weeks of action should be explored as this comprehensive approach tackles a wide range of issues, not just exclusively related to parking or modes of transport but enables valuable interaction with parents on a range of issues</b></p>	<p><b>Accepted</b></p> <p>In March 2014 a new School Enforcement programme was rolled out across the City to display the authority’s commitment to the needs of our citizens. This will follow the School term under the Nottingham model and be structured into “Committee Areas” as schools work in “Families of Schools” within committee areas. This will include am or pm visits from the Civil Enforcement Response Team (CERT), Police Community Support Officers ( PCSO’s ), Community Protection Officers (CPO’s), the Camera Car and relevant Traffic Officers. It is anticipated that compliance checks for the Work Place Parking Charge (WPC) may also take place during this time to ensure a holistic approach to the council’s strategies. This will enable better</p>

joined up working with the Council and the Police and reinforce the message across the area in a more controlled manner. It is anticipated that the area would be subject to a week of enforcement on a rota basis covering the whole committee area over one week.

All schools and Councillors in the relevant area are emailed one week prior to enforcement commencing to inform them of the action. A toolkit has been made available for Schools including templates and useful information for potential targeted intervention strategies such as Travel Plans and road safety measures. Depending on the severity of displacement and coupled with traffic management intelligence on the area, a leaflet drop may also take place to inform citizens of the forthcoming programme.

A press release was issued and website has been set up so citizens can access the full programme see

<http://www.nottinghamcity.gov.uk/SPEP>

Feedback from the weeks of action will be emailed to Councillors including a spreadsheet of all PCN's issued to highlight hotspots.

A meeting with St Teresa's and Trinity School council's has been held and they have been invited into Loxley house to visit the Traffic

	<p>Control centre. The philosophy behind the visit is for the school councils to make a video of the impact of traffic congestion and how local authorities manage the highway. Parking outside their schools is a big issue for the school council and they would like to showcase the video to parents at the schools to help encourage a culture change from the car to walking.</p>
<p>(3) Desired outcome – a consistent approach to dealing with complaints about and issues relating to inconsiderate parking and congestion.</p> <p><b>An agreed local work programme ‘plan’ for each area, including a focus on where particular issues are, including both those being addressed and those not yet resolved, should be compiled and circulated to all councillors.</b></p>	<p><b>Partially accepted</b></p> <p>The objective of a local work programme plan is supported, however, there are a range of systems that complaints and concerns about issues dealing with inconsiderate parking and congestion are recorded through (including Have your say, members Casework) and in addition comments and requests for action may be received through many other channels. The focus on these responses is the investigation and response to them which leaves little or no capacity for trying to collate all the various sources into an action plan.</p> <p>There would need to be a corporate system for looking across all the systems and different departments to comprehensively draw these into a single plan.</p> <p>Options available: Many concerns about</p>



	<p>inconsiderate parking and enforcement where there is an option to address problems through interventions such as parking restrictions, signs and other measures are currently channelled through the Area Capital Programme and are discussed with local councillors as part of the prioritisation process, subject to the decision to proceed these are recorded as part of the area capital programme.</p> <p>The Traffic and Safety service is looking to improve the levels of information on these schemes for local councillors to allow them to be understood better for discussion with constituents. This would include the level of problems, actions available and timescales. This would be actively shared with Councillors and Neighbourhood Development Officers. This could be co-ordinated by Neighbourhood Development Officers with other work programmes and tailored to meet local Councillors requirements.</p>
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<b>Wheelie bins causing obstruction on pavements – 28 November 2013</b>	
<b>Recommendations</b>	<b>Responses</b>
<p>(1)Desired outcome – that residents are fully informed of the Council’s waste management and recycling policies as soon as they register with the Council Tax service.</p> <p><b>To explore the option of circulating an information pack on Waste Management and Recycling, including the annual bin collection calendar, with the Council Tax bill sent to all residents in the City and when new residents register</b></p>	<p><b>Partially accepted</b></p> <p>Nottingham City Council dispatches recycling information and collection calendars every November to all properties within Nottingham. Waste will continue to explore (with Revenues &amp; Benefits) the option of circulating this information again to new residents who register via the council tax. We will also dispatch to new devolvement building also after completion</p>
<p>(2)Desired outcome – that residents know they must remove their wheelie bin from the pavement if it is not emptied and has a ‘contaminated bin’ sticker on the lid and that if left out they are liable for a FPN.</p> <p><b>When the ‘contaminated bin sticker’ is redesigned it should include instructions to remove the wheelie bin from the pavement and for the resident to contact Waste Management to arrange a date when it can be emptied. The sticker should also inform residents that they are liable for enforcement action and a fine if the wheelie bin is left out.</b></p>	<p><b>Accepted</b></p> <p>Communications including new leaflets / stickers / postcards are currently being designed utilising the materials and statistical data gathered from our WRAP contamination project to tackle both the city wide contamination issue and specifically to target citizens who bag recyclables before placing it in the bin. The comments below have been added to the contaminated stickers and fliers that are currently with design. Once we have obtained we will start to dispatch where required.</p>

	<p>You must remove your bin from the street and call or email the Contact Centre to find out how to get your bin emptied and for further advice. If you don't remove your bin from the street you could be issued with up to £100 fine</p>
<p>(3)Desired outcome – that residents can access information relating to waste management, recycling and waste collection dates through a range of media.</p> <p><b>To continue promoting Waste Management and Recycling through the Council's website, the Arrow and local community newsletters as well as during Weeks of Action and local activities and where appropriate ask for support from local community groups to help and inform non-English speaking residents of the Council's policies.</b></p>	<p><b>Accepted</b></p> <p>We will continue to communicate via our website, arrow as well as across several social media platforms. Across most wards there is a strong working partnership with the local neighbourhood officers and waste management.</p> <p>Waste will explore utilising support from local community groups to help and inform non-English speaking residents of the Council's policies</p>

Flood risk management and gully cleansing – 20 January 2014	
Recommendations	Responses
<p>(1) Desired outcome – citizens to be aware of the Environment Agency’s flooding alert system and what actions individuals can take to mitigate potential flooding damage to property.</p> <p><b>(a) The Nottingham Arrow be used to publicise the Environment Agency’s flooding alert system, with the different levels of warnings and how citizens can register to receive automated flood warnings.</b></p> <p><b>(b) The Council, Environment Agency and Severn Trent develop an action plan to carry out more targeted engagement with residents living in high risk areas to share techniques and offer advice on equipment available such as non-return valves in toilets to prevent back flow of sewerage into homes as preventative measures, as well as planned infrastructure improvements to try and mitigate and if possible prevent future flooding.</b></p>	<p>Corporate Director for Communities – 28 May 2014</p> <p><b>Partially accepted</b></p> <p>Upon review, this will be undertaken as part of Recommendation 1b. The Nottingham Arrow is distributed to all citizens but only certain areas of the City are eligible for flood warnings. Targeted communications will be arranged in partnership with the Environment Agency. This is likely to have a greater impact and result in a greater sign up to the flood warnings in areas that are at risk of flooding.</p> <p>Accepted - the Action Plan will be developed and delivered as part of the Local Flood Risk Management Strategy.</p> <p>Engagement has already commenced with residents of the Old Basford Area, which is at risk of flooding from the Day Brook. The Environment Agency and City Council’s Drainage Team are attending the next Ward Forum to share information on the investigations that are ongoing into</p>

	<p>infrastructure improvements, to provide advice on the Environment Agency's flood warning service (see recommendation 1a above) and to provide advice on self-help measures.</p>
<p>(2) Desired outcome – citizens able to access effective flood prevention equipment. The Council to market and sell such products.</p> <p><b>The Flood Mitigation Manger to explore the viability and potential for the Council to buy flood prevention equipment in bulk with a view to marketing and selling these items to Nottingham's residents.</b></p>	<p>Fay Bull – Flood Mitigation Manager 28 May 2014 <b>Accepted</b></p> <p>This will be delivered as an action of the Local Flood Risk Management Strategy. Opportunities to work in partnership with Severn Trent Water will be explored. An initial pilot would be undertaken to assess the success of such a scheme.</p>
<p>The panel also agreed to invite partners to attend another Overview and Scrutiny Committee or Review Panel in 12/18 months to receive the conclusions and recommendations from the current formal flooding investigations, monitor the Council's and partners actions in flood risk management and a special focus on the level and quality of local engagement taking place by the Council and its partners.</p>	

<p><b>Tree Management – 22 January 2014</b></p>	
<p><b>Recommendations</b></p>	<p><b>Responses</b></p>
<p>(1) Desired outcome – all Councillors and citizens are aware of planned tree works in their ward areas</p> <p><b>(a) That the Head of Parks and Open Spaces ensures that the schedule of proposed tree works, once drawn up by Gristwood and Toms Limited, is shared with ward councillors and published on the Councils website so that citizens are able to access it.</b></p> <p><b>(b) That consultation takes place with citizens in relation to the replacement of trees in their local areas, especially those on the side of roads, with explanations of why they may not be replaced like for like due to maintenance and size issues etc. This should be incorporated into ward based priority action plans and shared with Area Committees.</b></p>	
<p>(2) Desired outcome – ownership of non-council owned green spaces and land is established and the responsible owner/organisation manages and maintains these areas properly</p> <p><b>That the Head of Parks and Open Spaces is asked to resolve the anomaly which currently exists in relation to maintenance and tree work needed on government owned/Crown owned land and that the Council seeks appropriate restitution.</b></p>	

<b>Responsibility and management of local public waterways – 3 February 2014</b>	
<b>Recommendations</b>	<b>Responses</b>
<p>(1) Desired outcome – more citizen awareness about public rights of way with easy access to information and a clear, easy to use complaints procedure.</p> <p><b>that the Flood Mitigation Manager for the Council is asked to ensure that the Council’s website is updated to</b></p> <p><b>a) include key words (for searches) to improve the accessibility of the rights of way web pages;</b></p> <p><b>b) publish the contact details for the Council and its partners and</b></p> <p><b>c) improving the online reporting system for complaints regarding littering, graffiti etc.</b></p>	<p>Fay Bull/John Lee - 5 February 2014 <b>Accepted</b></p> <p>This was actioned following the meeting with key words added to the search terms for the pages relating to:</p> <p>(1) Rights of Way pages: footpath, path, bridleway, cycle and walk</p> <p>(2) Flooding and Watercourse maintenance pages – additional search terms added : river, drain, water and flood</p>
<p>(2) Desired outcome – that footpath signage clearly informs citizens about which authority is responsible for maintenance and repair etc</p> <p><b>that the Council and the Canal and River Trust are asked to ensure that the signage on footpaths clearly shows which authority to contact to report problems or issues, and includes the relevant contact details.</b></p>	<p>Fay Bull/John Lee <b>Accepted</b></p> <p>This would provide an effective and reasonably low cost way of providing contact details. When the stock of signs have been used, subject to available budgets all new signs will include the contact details for the Council’s Traffic Management Team</p>
<p>(3) Desired outcome – that citizens are aware of footpaths/cycle paths/bridleways and towpath routes</p>	<p>Fay Bull/John Lee <b>Accepted</b></p>

<b>that promotion and publicity about these routes including the Big Track is ongoing through the various media open to the Council including the Arrow and web pages.</b>	This is an ongoing activity subject to available budget
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<b>Allotments – 7 May 2014</b>	
<b>Recommendations</b>	<b>Responses</b>
<p><b>(1) Desired outcome – Council’s tenancy agreements clearly define the responsibilities of the allotment holder</b></p> <p>The Council's direct let tenancy agreements should be more robust to encourage greater tenant responsibility but also to enable the Council to withdraw the lease if the allotment is not cared for properly in a timely manner.</p>	<p><b>Partially Accepted</b></p> <p>The existing tenancy agreement is robust, however the limited capacity of the Service to day-to-day manage the approx.. 600 direct-let plots means that enforcement action on under-performing tenants often takes a significant amount of time.</p>
<p><b>(2) Desired outcome – Consistency and transparency in the allocation policies and procedures maintained by Allotment Associations</b></p> <p>All Allotment Associations should be encouraged to adopt the Council’s allocation policy and new model leases throughout the City when leases are up for renewal but also in as an incentive for the Council providing infrastructure improvements to sites.</p>	<p><b>Accepted</b></p> <p>The new model lease (and proposed Management Agreement) is the only lease available to associations when they wish / need to renew their leases.</p> <p>In the meantime, the Allotment Service agrees that incentives are needed to persuade Associations to voluntarily change their leases. Funding is not currently readily available for such incentive work.</p> <p>There is no legal way of ending current allotment association leases early without</p>

	the agreement of the associations or without major breaches
<p><b>(3) Desired outcome – Well maintained and managed allotments as a result of support to new allotment holders to encourage and promote better practice and also to prevent people giving up their allotments as they do not have the skill/time or expertise to effectively prepare and cultivate the site</b></p> <p>(a) Options should be explored to ascertain what support/training is available for new and prospective tenants in cultivation and management of allotments;</p> <p>(b) Allotment associations should be encouraged to offer half size/smaller plots and shared plots for individuals or groups which may result in participation from a wider demographic and may be a less onerous time commitment for individuals.</p>	<p><b>Accepted</b></p> <p>a) Associations could be asked to offer support and training to new tenants under the proposed new model lease and management agreement.</p> <p>Direct-let tenants can access relevant workshops at the annual Grow Your Own event, however capacity to fund/offer more regular workshops is currently limited.</p> <p>Community gardens could be a delivery mechanism for training opportunities and their services could be marketed to new tenants.</p> <p>b) Some associations already offer smaller or half-plots – e.g. Wilford Village, where 33 originally full-size plots are now occupied by approximately 56 tenants.</p>
<p><b>(4) Desired outcome – Allotments remain viable, secure and welcoming places to be on and to visit</b></p>	<p><b>Accepted</b></p>

<p>(a) The Allotments Service should explore third party funding and whether can be obtained from area committees to improve allotment infrastructure and reduce anti-social behaviour at some allotment sites;</p> <p>(b) a review of options to tackle derelict sites should take place, including continuing the practice of offering overgrown plots free of charge for the first year and using community payback or school children etc to assist in the clearance of potentially viable sites.</p>	<p>a) In the past, Area Capital funding has been used to improve issues such as the security of allotment sites. We also encourage Allotment Associations to liaise direct with Councillors and Area Committees re funding.</p> <p>b) The current Change of Use project is reviewing derelict allotment sites across the City and whether or not they are required as allotments. Derelict plots on active allotment sites are offered to tenants who are willing to clear them, but many are extensively overgrown and require significant funding to bring them back into use.</p> <p>A brief review of these derelict plots can be completed by the end of December 2014.</p>
<p><b>(5) Desired outcome – Reduced waiting times for citizens requesting an allotment</b></p> <p>City Council waiting lists should be reduced by encouraging those with more than one allotment to relinquish them and by encouraging either the splitting or sharing of plots. In addition, the Portfolio Holder for Leisure and Culture is asked to write to Allotment Associations to encourage them to persuade their tenants to consider splitting/sharing plots as well as being more open and transparent in how plots are allocated in order to reduce waiting lists.</p>	<p><b>Partially Accepted</b></p> <p>New tenants are only allowed one City allotment plot per tenant.</p> <p>Existing tenants with multiple plots are not currently encouraged to relinquish one of their plots, however this policy could be reviewed.</p> <p>See response to 3b) re splitting plots on</p>

	Association Sites.
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