



Cabinet Working Party
Street Scene & Street Scene Enforcement

***Review of recommendations from previous
Enforcement Working Groups***

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July 2025

1. CONTRIBUTION TO OUR AIMS

The matters for consideration in this report contribute to the strategic objectives and priorities of the Council to continue the programme of delivering behaviour change through robust enforcement and targeted communications.

- **Benefit from a green economy and a high-quality environment** — Ensuring we maximise our opportunities to have sustainable communities which local people can be proud of
- **Benefit from a strong local economy** – Ensuring improvements to an area, safe environments and quality of place encourage investment, bringing with it prosperity and jobs.
- **Living in a safe environment** – Ensuring residents feels safe and are safe

2. BACKGROUND

In 2018, the Overview and Scrutiny Committee commissioned a Street Scene Select Committee to look at the quality of the local street scene in North East Lincolnshire, including the extent of littering, fly tipping and anti-social behaviour in order to give it more significant and direct attention. The review looked at the extent of the Council's previous investment in its Smarter Neighbourhoods Programme, related enforcement activities and how the Council worked with communities to enhance civic pride and change behaviours. Following the review, the Overview and Scrutiny Committee made 21 recommendations, which were endorsed by cabinet in November 2018.

On the 5th December 2019 Communities Scrutiny Panel received a 12-month update. These recommendations were then tracked by Communities Scrutiny Panel until 23rd January 2023, where it was agreed to close off on mass any outstanding recommendations.

It is proposed that a briefing paper for those actioned aligned to street scene operations be brought to a future meeting.

The Enforcement Scrutiny Working Group met from November 2019 to February 2020 in order to review current enforcement arrangements across the council: including but not limited to: - planning, car parking, highways, housing, anti-social behaviour, fly tipping, littering, dog fouling, food safety, trading standards; in short, a focus on place-based enforcement functions.

As a result of the review, the group identified nine recommendations to be taken forward to the Communities Scrutiny Panel. Directors provided a response to the recommendations and the recommendations were endorsed by Cabinet in June 2020.

Appendix 1 contains the list of 9 recommendations. These recommendations were then tracked by the Communities Scrutiny Panel until the 23rd January 2023 also and agreed to close off all 8 outstanding recommendations.

This report provides an update on the 9 recommended actions and an overview of the 2025 position.

3. CURRENT POSITION

3.1. The Commercial Regulatory Teams currently situated at Estuary House and Building Control (planning conditions enforcement) currently located and New Oxford House should remain separate and grouped by legislation they enforce

The Commercial Regulatory Team is responsible for the delivery of food controls, health and safety, trading standards and port health. As a result of EU Exit, the team has increased in size and operates across two locations, Innovation Centre and the new Border Control Post in Immingham. This is considered the most appropriate location due to the nature of the work and the size of the team.

Part of the Equans integration involved the assessment of accommodation. This ensures that those services that are being integrated back into the Council are seated within the service area they are joining. This allows for a cohesive work environment.

3.2. The future integration / generic working of street scene-based enforcement activities be considered. Future integration of environmental crime and housing enforcement be explored.

In recent years there has been significant discovery in preparation for the change with the aim of creating a cohesive, integrated enforcement team. A new management structure is in place and enforcement activities have been aligned to sit within one service area. This service area includes the Commercial Regulation Team, Licensing and Environmental Protection, Environmental Health and Housing, Parking and Civil Enforcement and Environmental Sustainability. Whilst we are still in the infancy of the integration, there is a strong focus on an increased resilience, improved service delivery and investment in technical and professional competency.

3.3. The administrative and back-office support be developed in line with the amount of enforcement activity

The transformation plans include discovery work in each of the service areas across Regulation and Sustainability to identify opportunities for improved service delivery. NELC's transformation team are in the process of supporting the service areas with this work.

In addition to dedicated business support, service transformation plans include the creation of entry level positions providing additional capacity for experienced officers to focus on more complex cases. These positions have also enabled career progression pathways and succession planning.

3.4. That a single point of access for reporting to enforcement teams be developed, combined with a triage approach and referral to appropriate teams. Longer term there should be a move to improved software allowing more joined up working between disciplines.

In 2020, NELC procured a new system for regulatory activities. All service areas are now using the system, with dedicated support from colleagues in ICT. ICT are working closely with the teams to ensure that we are maximising the benefits of the system and to ensure it meets the needs of the service areas.

Further work is still required in some areas to ensure that the system is configured to provide the data that we need, i.e ward-based data.

3.5. The elected member training be developed relating to the reporting of complaints, referrals and requests to the service. This is to be implemented following the findings of the customer portal review.

The customer service portal has been developed and is being used effectively by elected members. Digital training has been available to elected members for the last year.

3.6. That during the municipal year 2020/2021 the Communities scrutiny panel receive a report on the work of the Enforcement Working Group

Regular reports had been provided to Communities Scrutiny Panel up to January 2023.

3.7. That investment in Automatic Number Plate Recognition (ANPR) technology and utilising road rule enforcement cameras to increase the positive impact of civil enforcement around highways and parking enforcement should be actively explored.

Automatic Number Plate Recognition (ANPR) technology is being used to enforce at Schools and bus stops. There is currently ANPR enforcement cameras at ten schools across the borough.

3.8. That future procurement of enforcement technology hardware and software, CCTV systems, rapid deployment cameras, number plate recognition software, IT systems, case management system, data sharing networks etc. should allow fluency between teams, partners and systems.

The delivery of a large-scale project to modernise our CCTV infrastructure, which includes dedicated cameras specifically for enforcement activity. 10 cameras have been installed outside of schools to improve road safety.

A CCTV Operational Group is in place that meets bi-monthly to enable information sharing between teams, partners and systems, including a greater awareness of the work one and another do.

We have implemented '[Caught on Camera](#)' initiative to encourage members of the public to report offences of littering, dog fouling and fly tipping. These are investigated by the officers in Environmental Health and Housing, and if there is sufficient evidence, Fixed Penalty Notices (FPNs) are issued. The team have reported an increase from members of the public providing video footage / evidence via email of littering, dog fouling and fly tipping instances across the borough, which are investigated and FPNs issued.

If we require further information, we carry out a PACE (Police and Criminal Evidence Act) formal interview. If the person does not attend the formal interview, we can prosecute for a Section 108 Environment Act 1995 offence.

3.9 That, subject to cabinet approval of a proposed CCTV strategy, the CCTV strategic Group to provide an annual report (or more Complete Report taken to Communities Scrutiny Panel on 5th January frequent if required) to the Communities Scrutiny Panel to inform of progress and performance around the effectiveness and outcomes of the CCTV strategy and multiagency working.

This was approved at Cabinet, with annual reports provided as requested.

4. Actions in Progress

- Progress the Environmental Health and Housing Transformation Plan
- Progress the Parking and Enforcement Transformation Plan
- Continue the discovery work with the Transformation Team for improved service delivery
- Progress work with the Learning & Development Team to create a platform for career mapping across the service
- Continue service review in Commercial Regulatory Team

5. Contact Officers

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| Service Area | Reference | Recommendation | Status | Evidence | Action | Next Steps/Future Actions |
|------------------------------|-----------|---|-------------|---|---|--|
| Street Scene Enforcement | 201901 | That commercial regulatory enforcement teams, currently situated at Estuary House and building control (planning condition enforcement) currently located at New Oxford House should remain separate and grouped by the legislation they enforce. | Completed | Tracking Jan 2023 | This recommendation has been fully implemented and these teams will continue to deliver specialist enforcement in agreed settings. | None |
| Street Scene Enforcement | 201902 | That future integration/generic working of street scene based enforcement activities be considered | Completed | | Work has been completed to increase communication between Council and Equans managed services in relation to Parking, CCTV and Environmental Crime enforcement. | The creation of two teams following the Equans integration - Parking and Civil Enforcement and Environmental Health and Housing. Transformation Plan provided. Representatives for each sit on the CCTV operational Group to review how CCTV can support the work we do. |
| Street Scene Enforcement | | | | | The procurement of a joint penalty processing software has been completed and is implemented | |
| Street Scene Enforcement | | | | | A trial is ongoing, using LA Support, who are providing additional capacity by issuing PCNs for parking contraventions while they are undertaking their primary function of environmental enforcement. | These arrangements are currently in place following a variation to the contract |
| Street Scene Enforcement | | | | Reviewed as part of Equans TUPE transfer. Agreed CWG. | Agreed to continue LA Partnership Delivery with City of Doncaster Council. | |
| Street Scene Enforcement | | | | | Exercise extension period to November 2026 to align with NLC contract dates. | |
| Street Scene Enforcement | | | | | Consider future shared contract with NLC for external patrols with inhouse/shared appeals team in 2026. | |
| Street Scene Enforcement | 201903 | Future integration of environmental crime and housing enforcement be explored. | Completed | Reviewed as part of Equans TUPE transfer. Agreed CWG | Integrated Environmental Health & Housing Team from July 2025 | Transformation Plan |
| Street Scene Enforcement | 201904 | That administration and back office support be developed in line with the amount of enforcement activity. | Complete | | A cabinet decision to support procurement of joint enforcement software between Council and Engle Teams was taken in December 2020. | Software procured and delivery teams in place to support that integration. |
| Street Scene Enforcement | | | | | Ongoing process to review and identify triage and opportunities for digital transformation | Link to current business priority and transformation workstream |
| Street Scene Enforcement | | | | | In addition to dedicated business support, service transformation plans include the creation of entry level positions providing additional capacity for experienced officers to focus on more complex cases. These positions have also enabled career progression pathways and succession planning. | |
| Street Scene Enforcement | | | | | New CRM System supported by Arcus across Regulatory Services (including Housing Enforcement) | Link to current business priority and transformation workstream. Now working on the longer term aim of more joined up working between disciplines |
| Street Scene Enforcement | 201906 | That elected member training be developed relating to the reporting of complaints, referrals and requests for service. This to be implemented following the findings of the customer portal review. | Complete | | This has been actioned but there is more work to do to get member buy in and increase confidence in the system. Digital training has been available to elected members during the last year. The Customer Service portal is effectively used by many elected members. | |
| Street Scene Enforcement | 201907 | That during the municipal year 2020/21 the Communities Scrutiny Panel receive a report on the work of the Council Officers' enforcement working group. | Complete | | Regular reports provided with actions tracked through Scrutiny until completed in January 2023. | |
| Street Scene Enforcement | 201908 | That investment in moving vehicle number plate recognition (NPR) technology and utilising road rule enforcement cameras to increase the positive impact of civil enforcement around highways and parking enforcement should be actively explored. | Complete | | Large-scale project to modernise the Council CCTV infrastructure delivered | |
| Street Scene Enforcement | | | Complete | | Procurement of a new modern software for processing car parking fines. | |
| Street Scene Enforcement | | | | | Cameras at 10 schools across the borough to support road safety. | |
| Street Scene Enforcement | | | | | CCTV Operational Group is now in place which meets bi-monthly enabling information sharing between teams, partners and systems. | |
| Street Scene Enforcement | 201909 | That future procurement of enforcement technology hardware and software, CCTV systems / rapid deployment cameras / Number plate recognition software / IT systems / case management system / data sharing networks etc. should allow fluency between teams, partners and systems. | Complete | | Caught on Camera initiative now successfully up and running https://www.nelincs.gov.uk/keeping-our-area-clean-and-safe/caught-on-camera/ | |
| Street Scene Enforcement | 201910 | That, subject to Cabinet approval of a proposed CCTV strategy, the CCTV Strategic Group to provide an annual report (or more frequent if required) to the Communities Scrutiny Panel to inform of progress and performance around the effectiveness and outcomes of the CCTV Strategy and multi-agency working. | Implemented | | | |
| Street Scene Enforcement | 201911 | That reporting arrangements be reviewed and new options explored to increase the public's reporting of fly-tipping. | Complete | | Following the recommendation made by the Select Committee, consultation took place with the Customer Contact Centre and ICT. The current routes for reporting fly tipping are well used by residents, with few concerns of reporting methods fed back to the contact centre. We have also introduced Caught on Camera. There has been an increase in members of the public providing video footage and evidence via email of littering, dog fouling and fly tipping instances across the borough. | |
| Street Scene and Enforcement | 201921 | That all legal options and best practice be explored in order to pursue enforcement, particularly in respect of fly-tipping. | | | The relationship with the Councils Legal team has improved, there is improved coordination and involvement across teams. | |
| Street Scene and Enforcement | 201922 | That there be improved co-ordination between all stakeholders, leading to more robust enforcement processes and higher profile action. | Complete | | | |
| Street Scene and Enforcement | 201926 | That enhanced ward based information on street scene activity and enforcement to be provided to Elected Members on a quarterly basis. | In progress | | Systems are being configured to allow for ward based reports to allow this data to be produced. | |

| Service Area | Reference | Recommendation | Status | Evidence | Action | Next Steps/Future Actions |
|--------------|-----------|--|----------|----------|--|---------------------------|
| Street Scene | 201912 | That street cleansing work schedules be reviewed and scheduled on the basis of need and that a culture of continuous improvement be adopted. | Complete | | Following the committee, a review of street cleansing schedules were completed. The review focused on revisiting which areas of Grimsby and Cleethorpes received cleansing once or twice a day (zone 1). By reducing the size of the zone 1 to fit in with current business use and footfall, the new schedule aim to increase the amount of daily resources available to focus on areas outside the town centre, as well as respond quicker to any emerging issues. Following a service restructure, the new zone areas and new schedules were implemented on the 2nd September 2019. | |
| Street Scene | 201913 | That the use of temporary Traffic Regulation Orders be explored to assist in situations where access is required to carry out street cleansing. | | | Enquiries were made with Engle Highways Team into the required process and financial cost of temporary Traffic Regulation Orders (TRO). Due to pressures on the service it has was not possible to progress however as resources increase in this area Officers will revisit this option. To improve service delivery in this area, greater co-ordination has taken place to utilise any existing road closures jointly, to deliver both street cleansing and grounds maintenance tasks at the same time as planned Highways works. | |
| Street Scene | 201914 | That the Council engage with shop owners to encourage them to keep their frontage clean and tidy; and to implement enforcement to this effect. | Complete | | Following the select committee, this was included in the Regulation and Enforcement Service plan 2019/20. Engagement with businesses around their waste management controls in place happens routinely across the borough while officers respond to enquiries covering where appropriate litter amongst others aspects. | |
| Street Scene | 201915 | That the recommendations within the Litter Bin Review report be endorsed. | Complete | | In line with the litter bin review, the service gained capital approval to roll out a litter bin replacement programme across the Borough. This has seen smaller capacity bins being replaced with modern 240L bins, which are easier to empty and also less likely to overflow this included the use of solar bins. the replacement programme is now complete | |
| Street Scene | 201916 | That the recommendations of the Review of the Street Cleansing Service be endorsed, subject to consideration of long term financial viability. | Complete | | A review of the street cleansing service was completed in early 2019, with the aim of achieving a more modern and flexible 7 day service. Following extensive consultation with staff and Trade Unions, the new organisational structure, and service work patterns commenced on the 2nd September 2019. | |
| Street Scene | 201917 | That options for the maintenance or ownership on the 80 un-adopted walk ways within the borough be explored. | | | Establishing ownership of un-adopted walkways have been challenging and time consuming, but evaluation is now near completion. Some un-adopted walk ways have been handed over to the public rights of way team and LHP. Solutions for other walkways are still being sought. | |
| Street Scene | 201918 | That the use of wild flowers in parks, open spaces and grass verges, in consultation with Ward Councillors and communities, be supported. | Complete | | recommendation to retain current wild flower schemes with additional steps taken to speed up progress by grass removal where required. Including to review the prospect of further schemes on a ward to ward basis in consultation with ward, town and parish councillors using lessons learnt. | |
| Street Scene | 201919 | To note the petition requesting improvements to grass cutting in Cleethorpes had been addressed within the review of the grounds maintenance service | Complete | | further work is required in the areas of weed control and an increased focus on the gateways to the borough. | ?? |
| Street Scene | 201923 | That the positive feedback on the Skip It Campaign be noted, and the scheme be reviewed following evaluation of the pilot. | Complete | | That support is given to continue Skip-It initiatives in partnership with LHP and community groups as far as financially sustainable without affecting core service offer. | |
| Street Scene | 201924 | That the offer of support towards any future Skip It! events be noted, and that officers engage with Lincolnshire Housing Partnership when making future arrangements. | | | That the proposed format for communication to the public and members is agreed and steps taken to circulate this to all ward councillors, community groups and parish councils on a quarterly basis. | |
| Street Scene | 201925 | That communications to the public and Members on guidance about service areas be reviewed and improved. | Complete | | a proposed quarterly newsletter format was included for the panels consideration in Appendix 2 of the report. | |