

### Environmental Management

The Environmental Management Division of DUE has a workforce of 650+ employees and is based at the Lister Road Depot. The Division comprises two service areas, Street and Green Care and Waste Care.

Environmental Management provides a wide range of key front line services that have a direct impact upon all those who live in, work in and visit the Borough. Many of these help to fulfil the Council's obligations under Section 17 of the Crime and Disorder Act 1998, in particular in addressing problems which impact on communities' feelings of safety such as graffiti, fly tipping and abandoned vehicles and in undertaking duties that can actually contribute to reducing crime and disorder, such as effective street lighting and waste enforcement.

### Street and Green Care

One of the key priorities within Street and Green Care is to deliver a high quality local environment which deters anti-social behaviour and environmental crime.

The Street Cleansing team, short listed as 'best in category' in the 2012 annual national APSE awards, sweep 390k of roads and empty 2,500+ litter and dog bins each week. In addition to their scheduled programme of work, they respond to requests for assistance in reducing crime and disorder through the removal of fly tips and waste deposits that lower the environmental standards of an area, and may prove an arson risk. The team's target is to remove all reported incidents of fly-tipping within 1 day of reporting; they deal with in excess of 700 fly tipping incidents each year. Some of the waste removed will include drugs related debris; in 2011/12 the team dealt with 76 such incidents which ranged from the removal of one to numerous discarded syringes.

The team also ensures the rapid clean up of graffiti, thus removing signals that anti-social behaviour is acceptable. They deal with over 1,000 requests for graffiti removal each year, with a target to remove incidents of racist and highly offensive graffiti within 90 minutes of reporting, including out of hours. Street Cleansing also have a successful partnership arrangement in place with BT Open Reach & Virgin Telewest to apply paint and anti-graffiti coatings to utility boxes across the Borough.

In addition, Street Cleansing work to actively develop community involvement in environmental improvement activities and to engender pride and ownership of the local area. The team support over 40 community groups and organisations to carry out litter picks through the loan of equipment and the collection and disposal of the waste collected.

The Green Care team have responsibility for the maintenance of the Borough's parks, open spaces and green spaces. Effective maintenance includes grass cutting, pruning and weed removal, minimising overgrowth to prevent public areas from becoming hotspots for anti-social behaviour, such as the the misuse of drugs and alcohol. The team also oversees the repair of children's play equipment in the event of vandalism.

A key objective of the Parking Management team is to increase the number of Council-operated parking facilities that meet the Park Mark standard. Park Mark is the award given by the police to car parks that have achieved the standards of the Safer Parking

Scheme. 17 Council car parks have achieved this accreditation so far. Parking Management are also responsible for the civil enforcement of on-street parking.

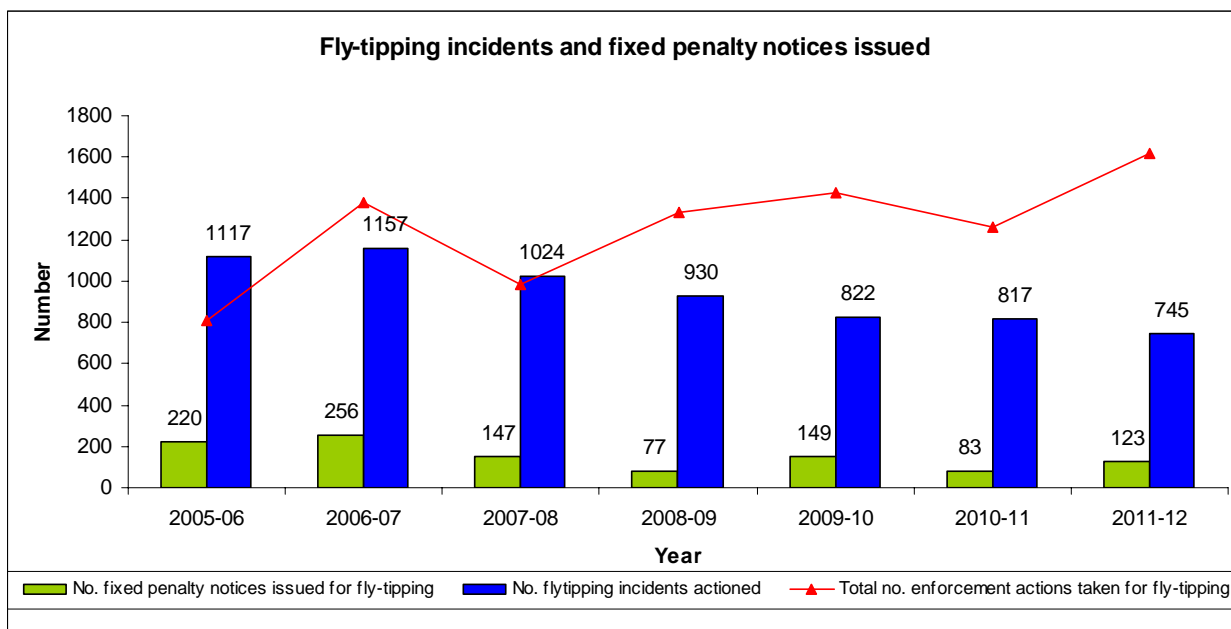
The role of the Street Lighting team is to maintain effective street lighting, looking after the 32,000 street lights in the Borough. Street lighting has a major contribution to make in preventing night-time crime, particularly anti-social behaviour, property crime, violent crime and vehicle related crime. A number of lighting and crime evaluations have been carried out in major towns and cities in England, Scotland and Wales, including Dudley. The Dudley project provided clear and reliable evidence that targeted, improved street lighting can reduce all types of crime and disorder.

The Highway Maintenance team work with the emergency services to ensure safety in events and demonstrations that take place across the Borough. Dudley's Safety Advisory Group includes representation from Highway Maintenance, and is chaired by the Assistant Director of Environmental Management. Highways officers ensure that the necessary road closures and crowd control mechanisms are place to ensure public safety and to minimise public order problems where required.

### Waste Care

One of the key priorities within Waste Care is to ensure that an effective waste enforcement policy is in operation across the Borough.

The Waste Enforcement team carry out enforcement actions to tackle environmental crime, including fly-tipping. The chart below highlights how sustained effective enforcement activity has successfully reduced the number of incidents of fly-tipping experienced in the Borough.



Waste Enforcement have statutory powers to issue fixed penalty notices for fly-tipping, litter and dog fouling offences, pursuing matters through to prosecution where required. Enforcement officers will also undertake street patrols in environmental hotspot areas where needed.

The team work with the police on vehicle related crime, participating in joint prevention and enforcement operations regarding un-roadworthy vehicles, for example, and effectively remove the nuisance of untaxed and abandoned vehicles. Enforcement officers also work with the police and HM Customs and Excise to tackle the ongoing problem of metal theft. Recent operations include touring scrap yards in the Dudley area as part of the national 'Operation Steel', and checking carriers carrying scrap metal for their waste carriers licences and waste transfer notes.

Another key role of the Waste Enforcement team is education and awareness raising of environmental crime. They support local residents in undertaking community clean ups and take part in school assemblies to educate pupils about litter issues. They also work with local PCSOs in the development of initiatives such as junior Neighbourhood Watch groups. In response to complaints of anti-social behaviour in the Kates Hill area of Dudley recently for example, local PCSOs arranged for the offending young people to undertake a street clean which was supported by Enforcement Officers.