



New Enforcement & Safety Service

Update
March 2022



WOKINGHAM
BOROUGH COUNCIL

Recruitment

- Nearly all posts are now filled. Head of Service has been in post since November
- 3 managers have been appointed to start in March – Environmental Health; Licensing; Antisocial Behaviour. One manager vacancy currently advertised (Housing / Pollution)
- 7 appointments from West Berkshire / PPP plus 2 TUPE transfers
- 34 • 6 experienced ASB officers appointed – 4 more ASB officers will join (provided by a contractor NSL) to make a team of 10 from April to September
- 8 Environmental Health Officer and Animal Warden posts (job share) all filled
- Customer Delivery / Licensing Processing Officers appointed



	Number of roles	Not yet filled roles
Head of Service	1	
Service Manager	4	1
Environmental Health Officer (Senior)	2	
Environmental Health Officer	4.6	
Licensing Officer	2	1
Licensing Processing Officer	2	1
Senior ASB Officer	3	
Technical ASB Officer	3	
NSL Contracted ASB Technical Officer	4	TBC in March
Animal Warden	1	
System Administration Officer	1	
Customer Delivery Officer	3	
TOTAL	30.6 FTE	3



Recruitment in process



Services to be provided

- Environmental Health – Food Hygiene; Health and Safety at Work
- Pollution control – Commercial Processes; Construction Sites; Water Supplies
- Private Housing – Rented Sector; Caravan and Mobile Home Parks
- Licensing – alcohol; taxis; animal welfare etc
- Anti-Social Behaviour
- Animal Warden



Services to be purchased from West Berkshire

- Trading Standards
- Food Standards (eg labelling and quality)
- Air Quality
- Farm Animal Welfare and
- Legal Case Management



Mobilisation

The project teams are developing detailed arrangements required for a 1 April (Friday) launch, including:

- service launch communications internally and externally
- customer journey simplification eg phone, email, online reporting
- IT system set-up
- ⌘ • Wokingham branded webpages, documents and telephone answering
- vehicles, equipment / consumables to transfer or purchase
- service base at Wescott Annexe for the ASB team (including out of hours)
- new staff induction & essential pre-go-live training planned for March



Phase 2

Post 1 April 2022 and after go-live

- Develop a new problem solving approach to ASB and nuisance issues
- Member-led **policy review** process, for example Noise and Nuisance; HMOs
- Procure **modern computer system** to drive automation & service improvement
- Explore **functional opportunities**, e.g.
 - Community Safety
 - Housing ASB
 - Planning Enforcement
 - Town & Parish Councils

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Tasks for the new ASB service - reactive

- Domestic noise nuisance, such as loud music, large scale DIY
- Noise and dust from construction sites
- Unauthorised street trading or charity collections
- Fly tipped or burning of rubbish (either trade or domestic bonfires)
- Littering and litter from vehicles
- Breaches of waste management by commercial premises; waste on private land
- Pests causing a public nuisance
- Abandoned vehicles, bicycles, shopping trolleys, caravans
- Nuisance vehicles, eg car meets, car repairs or sales, unauthorised off road motor bikes
- Fly posting and unauthorised advertising (eg banners and A Boards)
- Premises which should have a licence but are unlicensed, eg HMOs and premises;
- Breaches of conditions attached to licensed premises
- Unauthorised encampments
- Neighbourhood nuisance where there is an impact on the wider community,
- Disturbances in or disrespecting public spaces, excessive barking, drinking, barbecues



Tasks for the new ASB service - proactive

- Regular and hot visible inspections of anti-social behaviour spots, to promote responsible behaviour, such as
 - Waste carriers to ensure proper licensing and disposal methods
 - Commercial premises for waste management
 - Parks and open spaces where ASB is reported
 - Licensed premises associated with disorderly behaviour
- Conduct investigations, surveys and surveillance aimed at detecting non-compliance with legislation.
- Take evidence, prepare reports and attend court, where necessary, in particular in relation to complex cases which may require:
 - Financial penalties or prosecution
 - Premises closure orders
 - Injunctions
 - Tenancy enforcement
 - Criminal Behaviour Orders
 - Public Spaces Protection Orders



Hours

- Weekday 8am to 6pm plus early start if required
- Saturday (10am to 6pm) and Sunday (1pm to 9pm) day times
- Friday and Saturday evenings (6pm to 2am initially)
- Bank holidays (except 25/26 December and 1 January)



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