

Salford City Council

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Environmental crime service standards 2011/12



Protecting and improving our environment

IN Salford

About Environmental Crime service

Salford City Council is committed to tackling environmental crimes such as **dog fouling, fly tipping, graffiti, and litter.**

Dog fouling—There are many reasons why it is necessary to clear up dog faeces some of the most important are:

- ❖ **It's the law** - under the clean neighbourhoods and environment act , any person who permits a dog in their charge to foul any public area in the city of Salford is committing an offence.
- ❖ **It is dangerous** - dog faeces carry many germs. A child who plays where a dog has fouled can pick up germs which lead to illness. In extreme cases this may result in blindness.
- ❖ **It is anti-social** - dog mess is offensive to look at. We have all at some time, had to step carefully when walking along the pavement. and had the obnoxious experience of actually treading in this mess.

If you don't clean up, you could get a fine. Salford City Council has adopted the clean neighbourhoods and environment act which carries a fixed penalty of £70 for people who do not clean up after their dog. There is a further penalty of £1,000 if the fixed penalty is not paid.

Dog wardens carry out early morning and evening patrols in known areas where dog fouling has been reported to be a problem.

Fly tipping — The fly tipping of controlled waste is a serious criminal offence which carries a fine of up to £50,000 (unlimited if indicted to the Crown Court). An offender can be sent to prison for up to five years.

It is important to realise that it is also an offence to permit fly tipping. Salford City Council treats this problem very seriously and will prosecute anyone caught fly tipping waste in the Salford area. Waste is often dumped from vehicles – and the owner can also be prosecuted if the vehicle (not the driver) is identified. The police also have the powers to seize vehicles used for fly tipping.

If you need this interpreting please telephone

Arabic

إذا كنتم بحاجة الى تفسير او ترجمة هذا الرجاء الاتصال

Chinese

如果需要翻译，请拨打电话

Czech

Pokud potřebujete tlumočnické služby prosím zavolejte

Farsi

اگر به ترجمه این نیاز دارید ، لطفاً تلفن کنید

French

Si vous avez besoin que cela soit traduit contactez

Kurdish Sorani

ۆب هکب زوفهلهت تئوهد تهنارئی گرهو مهئ رهگهئ

Pashto

ئیرکو ووفولت افطل ، یراوغ لوک همجرت اد هک

Polish

Jeżeli potrzebne jest Państwu to tłumaczenie, proszę zadzwonić pod numer.

Punjabi

جے تہانوں ترجمانی دے لوڑاے تے براہ کرم فون کرو

Hindi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦੀ ਵਿਆਖਿਆ ਕਰਨ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ

Russian

Если Вам требуется перевод, просим звонить по телефону.

Somalie

Haddii aad u baahan tahay tarjumiddan fadlan soo wac

Tigrinyan

ነዚ ናይ ምትጻም ኣገልግሎት እንተ ደሊኹም ደውሉልና።

Urdu

اگر آپ کو اس ترجمانی کی ضرورت ہے تو مہربانی کر کے فون کریں۔



0161 925 1375

Our standards of customer services

We aim to provide an excellent service and have made a commitment to:

Respond to all requests for services within three working days.

Investigate serious or urgent matters immediately.

Plain English— please tell us if we use jargon or language you don't understand.

If things go wrong— put things right as quickly as possible, we will respond to any complaints about the way in which we have provided any of our services within five working days. Between 1 April 10 and 31 March 11 we received **three informal and one formal** complaints about the way we provide our services and **no compliments** received from surveys and letters to the directorate.

Cost of our service— in 2010/11 per head of population (based on population of 216.119) was **£0.48**.



Graffiti—Salford City Council provides a graffiti removal service to the public and other agencies/authorities. This is usually carried out following a report from a member of the public or from an inspection made by one of our environmental coordinators.

Racist or overtly offensive graffiti is given our highest priority, and is usually dealt with within 24 hours. Because the work is carried out on a response basis there is no defined schedule or frequency of work.

Litter enforcement—If you drop litter in Salford, you could face a £70 fine!

As a result of better rules introduced in April 2006, police community support officers and city council enforcement officers are now able to issue fixed penalty notices to anyone seen dropping litter in the street. As part of their commitment to a “litter free” city, Salford now has an environmental crime unit who have just employed more enforcement officers to patrol Salford, helping to keep it clean!

If you're out and about in Salford and you have litter - just bin it!

Partnerships

To help us provide the best possible service we work, as necessary, with the following:

- ❖ Greater Manchester Police
- ❖ Greater Manchester Fire Service
- ❖ Housing providers
- ❖ Salford Parking Services
- ❖ Neighbourhood Management
- ❖ Residents groups

Litter enforcement frequently asked questions

Why are you doing this?

We want to achieve a "litter free" city. The city council wants to encourage local people not to drop litter and instead help keep the city environment clean. If this means fining people, then this is something we must do. We want people to think twice before dropping litter.

Who can get fined?

Anyone from 14 years and above who drops litter in a public place or private place that is in the open air.

Where can people get fined?

Any public or private place that is open to the air including recreation areas, roads, pavements, land belonging to hospitals, schools, colleges, car parks ... almost anywhere in fact! The city council intends to pay particular attention to areas where there have been littering problems in the past - including routes to and from secondary schools, outside shops and similar litter hotspots.

What are you going to do with the money collected from fines?

This money now stays with the council but must be spent back into the service to improve the environment for everyone.

How to report environmental crime

Phone: 0161 909 6500

Email: environment@salford.gov.uk

Online reporting service:

www.salford.gov.uk/selectservice

Our performance standards and achievements

Description	2007/08 results	2008/09 results	2009/10 results	2010/11 results	2011/12 target
Environmental crime fixed penalty	699	556	525	519	520
Fly tipping prosecutions	15	16	18	19	20
Trade waste inspections	220	249	516	414	450

