



National Enforcement Solutions



Key Benefits

- We believe that enforcement is only a part of a behaviour change initiative, our package also includes educational days, events, and competitions.
- Local officers employed who love where they live.
- Specific tailored proposal to combat the offences that are problematic within your community.
- Cost neutral model that is self-funding and no cost to the local authority.
- Increased Brentwood's own enforcement team.
- Fully uniformed service operating a 7-day working week.
- Back-office support, payment line and customer service.
- Full end to end service including prosecutions for non-payments.
- Soon to be accredited industry leading training.
- Site specific hours of operation.

Results

Offence Type	Offence	Percent	Patrol Hours by Ward	Ward	Hours Count	Percent
Dog Fouling-Dog Fouling	5	0.2	Brentwood North			
Duty Of Care-Business DOC FPN	11	0.44	Brentwood Borough Council	1420 hr 50 mins	29.03%	
Duty Of Care-Business DOC Notice	22	0.88	Brentwood South			
Duty Of Care-Household Duty of Care	10	0.4	Brentwood Borough Council	1181 hr 2 mins	24.13%	
Fly Tipping-Fly Tipping Business	2	0.08	Brentwood West			
Fly Tipping-Fly Tipping Domestic	30	1.2	Brentwood Borough Council	272 hr 36 mins	5.57%	
Littering (Waste)-Black Bag - Other	2	0.08	Brizes and Doddinghurst			
Littering-Alcoholic Drinks	2	0.08	Brentwood Borough Council	34 hr 4 mins	0.70%	
Littering-Bag containing Dog Faeces	6	0.24	Herongate, Ingrave and West			
Littering-Bottle	20	0.8	Brentwood Borough Council	123 hr 52 mins	2.53%	
Littering-Bottle Top	7	0.28	Hutton Central			
Littering-Chewing Gum	14	0.56	Brentwood Borough Council	62 hr 40 mins	1.28%	
Littering-Cigar	2	0.08	Hutton East			
Littering-Cigarette Butt	2013	80.78	Brentwood Borough Council	34 hr 19 mins	0.70%	
Littering-Coffee Cup	16	0.64	Hutton North			
Littering-Confectionary Packs	7	0.28	Brentwood Borough Council	102 hr 23 mins	2.09%	
Littering-Discarded Food	6	0.24	Hutton South			
Littering-Fast Food Related	5	0.2	Brentwood Borough Council	26 hr 16 mins	0.54%	
Littering-Non-Alcoholic Drinks Related	3	0.12	Ingatestone, Fryerning and			
Littering-Other Litter	68	2.73	Brentwood Borough Council	64 hr 49 mins	1.32%	
Littering-Packaging	31	1.24	Pilgrims Hatch			
Littering-Printed Literature	8	0.32	Brentwood Borough Council	135 hr 58 mins	2.78%	
Littering-Rolled up cigarette	146	5.86	Shenfield			
Littering-Scratch Card	10	0.4	Brentwood Borough Council	278 hr 33 mins	5.69%	
Littering-Snack Packs	10	0.4	South Weald			
Littering-Soft Drink Bottle	11	0.44	Brentwood Borough Council	631 hr 47 mins	12.91%	
Littering-Soft Drink Can	12	0.48	Tipps Cross			
Littering-Sweet Wrapper	12	0.48	Brentwood Borough Council	12 hr 43 mins	0.26%	
Public Urination-Public Urination	1	0.04	Warley			
Total:	2492		Brentwood Borough Council	513 hr 6 mins	10.48%	
			Total:	4894 hr 58		

Revenue

Outcome Summary

Description	Count	Total
FPN PAID (1 REFUND)	1914	£166250.00
➤ AUTO. TEL.	525	£47380.00
➤ Cash (Post office / PayZone)	305	£25505.00
➤ ONLINE	917	£79465.00
➤ ONLINE (Ops Team)	1	£75.00
➤ Payment taken by Council	164	£13600.00
➤ Post Office	3	£225.00
REFUND PAYMENTS	1	£400.00

The Brentwood team

NES provides a full team to Brentwood at no cost to support the council achieving the results we have done over the past twelve months.

Victoria Covill

Victoria is responsible for the day-to-day management of the contract working closely with the enforcement team. Victoria works closely with Dan Cannon and Tony Wilson and the NES Operational Support Team, ensuring that every aspect of the service is delivered in accordance with NES high-quality standards. Victoria leads from the front patrolling the Borough in accordance with an agreed deployment strategy and issuing FPNs when necessary, working on a 4 days on / 4 days off shift pattern.

Brentwood's Officers

Fully trained, enhanced DBS checked Enforcement Officers are deployed on this contract to deliver the service. Enforcement officers provide the councils with intelligence led patrolling across all ward areas working on a 4 days on / 4 days off shift pattern. This gives officers the opportunity to recuperate during their rest days and has played a huge part in our success in creating a highly motivated team. We recognise that our Enforcement Officers are the first point of contact for all interactions with members of the public. It is always of primary importance to us that these officers act with professionalism to uphold the reputations of both NES and Brentwood. We therefore apply extra resources into the recruitment and retention process to enable us to identify the most appropriate candidates to be the face of our Company.

Operational Support Team

NES supports the administration functions of the contract with our Operational Support Team (Ops Team). The Ops Team is based at our National Operations Centre, Deeside and run by Rebecca Bugby 'Bex'. Bex's team provides an expert administration function. The Team provides 100% Quality Assurance to each evidential element of every issued Fixed Penalty Notice (FPN) from the issuance of the FPN itself, ID checks, complaints / appeals, body worn camera footage and prosecution files. The team also receives fly tipping and waste complaints from Brentwood and plots these for the Waste support team. Every member of the team has experience in Criminal administration and worked on behalf of some of the largest local authorities in the UK.

Waste Support Team – Essex

NES further supports the contract by providing experienced officers to work on our county wide Essex waste team. The team is led by Donna Chapman who also is the East of England regional Sector Leader. Donna's team is responsible for investigating all the waste reports across our Essex contracts, guaranteeing 100% of complaints received by the public are investigated. This has resulted in some big results for the team.

January



August



September



Community Sponsorship for 2022

National Enforcement Solutions (NES) has pledged as a part of our social value initiative to support community projects within Brentwood. We have agreed for 2022 to support three projects in the community by funding necessary equipment to tackle environmental crime.

Anglo European School, Ingatestone

NES reached out to the school's volunteer litter picking group and supported them by providing 10 HiViz Vests and 10 trigger litter grabbers.



Ingatestone and Fryerning Parish Council

Following NES' request to support community projects we were approached by members of the parish council and supplied 20 trigger litter grabbers, 20 T-shirts and 20 HiViz vests.



Navestock CCTV

NES have supported the parish of Navestock by funding CCTV cameras to catch potential fly tippers in Navestock. The project lasted two weeks and was funded 100% by NES at a cost of £700 back in May 2021.



Social Value

In November NES initiated 'Social Value days' across the Borough. Officers handed out educational leaflets, council-branded portable ashtrays, and biodegradable dog bags to the public.



They engaged with the public to raise awareness of environmental crimes and to answer any questions they may have about the offences / legislation / service. NES handed out over 500 portable ashtrays, 250 leaflets and 5,000 dog poo bags.