

**Area Panel:** 19 Feb, 20 Feb, 21 Feb, 01 March 2018

**Briefing Paper:** Field Officers

## 1. Introduction

1.1 A new role taking council services out to the city's communities seven days a week was agreed at January's Neighbourhoods, Inclusion, Communities and Equalities committee.

1.2 The role is being developed to work closely with communities and partners, and deliver co-ordinated, fast and effective enforcement and inspection work across a number of council services in the whole of the city.

1.3 The intention is that all the costs of the proposed new role will be funded from existing budgets across a variety of services.

## 2. Purpose of the role

2.1 The aim is for the Field Officers to work flexibly across services, preventing duplication, reducing response times and improving the way customers access services, with improved customer satisfaction. Digital solutions are being developed and piloted to enable this to happen.

2.2 The services initially proposed to be included in the role are:

- Regulatory Services
- Housing
- Private Sector Housing
- Planning Enforcement
- Community Safety
- City Parks
- Highways
- Travellers
- Seafront Office

2.3 The idea is for the role to be generic and flexible, working across services and supporting the specialist and technical roles. This should help release existing skilled and specialist staff to focus on this lengthy and complex casework and enforcement activities.

2.4 The Field Officer will make fast effective referrals but also facilitate the sharing of information and intelligence to deliver a better customer service for our residents, visitors and businesses.

2.5 The main purpose of the role will be to:

- provide timely and effective enforcement action responsive to customer needs resolves problems which will reduce unnecessary demand on partners and services
- gather intelligence and evidence to allow services to deliver faster, more effective and co-ordinated enforcement action to resolve environmental and community problems
- promote behaviour change and community collaboration

### **3. Work pattern and delivery**

3.1 The service will run from 12 noon to 8pm seven days a week, with a rota of seven full time equivalent posts. This would ensure that there will be between four and six staff working across the city on any given day.

3.2 The aim is to have the team up and running from June this year, taking on the following functions:

- Noise nuisance investigations including buskers, alarms, initial response to domestic noise complaints
- Smoke and dust nuisance investigations for both domestic and commercial premises
- Low level antisocial behaviour complaints
- Waste on private land complaints
- Street trading enforcement
- Housing estate inspections
- Public space protection order enforcement
- Condition of land or a property is considered harmful to the area
- Assessment and evidence gathering on alleged unauthorised signage
- Breaches of planning condition that are easily quantifiable
- Third party complaints relating to private sector housing

### **4. Conclusion**

4.1 The Field Officer role will deliver coordinated fast and effective enforcement and inspection work across 9 council services, while at the same time working proactively with communities and our partners.

4.2 This new role will bring services together to deliver a better customer service for our residents, visitors and businesses.

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