

## Street Scene briefing note for Ludlow LJC

June 2012

All issues to be reported via the Customer Service Centre on

**0345 678 9006**

24 hours a day, 7 days a week

Emergencies will be put through to the on call officer.

### Flytipping

Number of incidents remains steady, we aim to clear flytips within 24 working hours of them being reported to us.

	2010/11	2011/12
Number of flytips	278	241
Average per month	23	20
Number investigated	144	146
Number of warning letters	39	34

### Fixed penalty notices

Issued when a member of the public is witnessed dropping litter, not clearing up after their dog and when someone is witnessed fly posting/creating graffiti.

FPNS issued	2010/11	2011/12
Littering	12	19
Dog fouling	5	1
Graffiti	1	0

### Enforcement patrols

These are intelligence led patrols and are therefore more concentrated on areas where they are needed most. Our team has a target of a minimum of 4 hours of dedicated enforcement patrols per month and there are 3 Shropshire Council officers able to issue FPN's in this area.

### Dog fouling

We will arrange for fouling to be cleared quickly and thoroughly once we receive a report.

We are very pleased to hear from anyone who sees someone allowing their dog to foul and will give us a witness statement, or information on which we can base some enforcement patrols.

### Straying dogs

Found/lost dogs should be reported on 0345 678 9006. We have a kennels on call to accept/collect dogs 24 hours a day, 7 days a week.

There is a release fee of £30 to claim your dog once it has been picked up by our Dog Warden (this is reduced by £5 should be dog be displaying its owners contact details such as on an ID tag or microchip). This is to reward responsible dog ownership.

Dogs not reunited with their owners are passed to the Animal Samaritans charity for rehoming, we have a non-destruction policy.

In 2011/12 we collected 93 dogs and 86% of these were reunited with their owner.

### Abandoned vehicles

Council policy is to remove abandoned vehicles from public land/highway.

Normally a vehicle will be served with a seven day removal notice, however if it is an emergency this will be reduced to a 24 hour notice. Vehicles are then stored for a period of 21 days.

We always attempt to establish contact with the Registered Keeper of the vehicle (via DVLA information) to get them to remove the car before any costs are incurred, and once we have removed the vehicle we attempt to recover our costs.

In 2011/12 we investigated 26 abandoned vehicles, 13 were found to be on private land, 12 were removed by their owner and 1 which we removed (it was reclaimed by the owner and we recovered our costs).

### Education

In early 2012 letters were sent to all Primary and Junior schools offering them an assembly regarding responsible dog ownerships (including picking up after your dog). Since then 6 assemblies have been requested and undertaken. During the assembly we introduce the pupils to a poster competition and then the posters are displayed in the nearby vicinity for a couple of weeks to make local dog owners aware of others concerns.