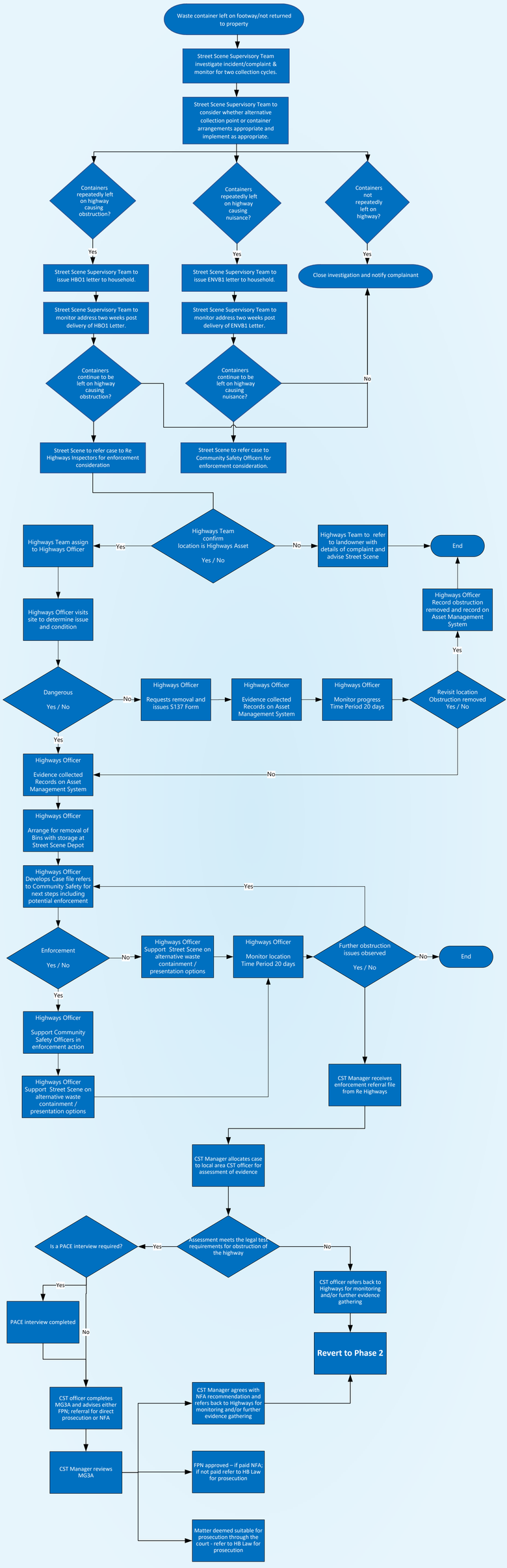
Waste container left on footway/not returned to property
Street Scene Supervisory Team investigate incident/complaint & monitor for two collection cycles.
Street Scene Supervisory Team to consider whether alternative collection point or container arrangements appropriate and implement as appropriate.
Containers repeatedly left on highway causing obstruction?
Containers repeatedly left on highway causing nuisance?
Containers not repeatedly left on highway?
Yes
Yes
Yes
Street Scene Supervisory Team to issue HBO1 letter to household.
Street Scene Supervisory Team to issue ENVB1 letter to household.
Close investigation and notify complainant
Street Scene Supervisory Team to monitor address two weeks post delivery of HBO1 Letter.
Street Scene Supervisory Team to monitor address two weeks post delivery of ENVB1 Letter.
Containers continue to be left on highway causing obstruction?
Containers continue to be left on highway causing nuisance?
No
Street Scene to refer case to Re Highways Inspectors for enforcement consideration
Street Scene to refer case to Community Safety Officers for enforcement consideration.
Highways Team confirm location is Highways Asset Yes / No
Yes
No
Highways Team assign to Highways Officer
Highways Team to refer to landowner with details of complaint and advise Street Scene
End
Highways Officer visits site to determine issue and condition
Highways Officer Record obstruction removed and record on Asset Management System
Yes
Dangerous Yes / No
No
Highways Officer Requests removal and issues S137 Form
Highways Officer Evidence collected Records on Asset Management System
Highways Officer Monitor progress Time Period 20 days
Revisit location Obstruction removed Yes / No
Yes
No
Highways Officer Evidence collected Records on Asset Management System
Highways Officer Arrange for removal of Bins with storage at Street Scene Depot
Yes
Highways Officer Develops Case file refers to Community Safety for next steps including potential enforcement
Enforcement Yes / No
No
Highways Officer Support Street Scene on alternative waste containment / presentation options
Highways Officer Monitor location Time Period 20 days
Further obstruction issues observed Yes / No
No
End
Yes
Highways Officer Support Community Safety Officers in enforcement action
Highways Officer Support Street Scene on alternative waste containment / presentation options
CST Manager receives enforcement referral file from Re Highways
CST Manager allocates case to local area CST officer for assessment of evidence
Assessment meets the legal test requirements for obstruction of the highway
Yes
No
Is a PACE interview required?
Yes
No
PACE interview completed
CST officer refers back to Highways for monitoring and/or further evidence gathering
Revert to Phase 2
CST officer completes MG3A and advises either FPN; referral for direct prosecution or NFA
CST Manager agrees with NFA recommendation and refers back to Highways for monitoring and/or further evidence gathering
CST Manager reviews MG3A
FPN approved – if paid NFA; if not paid refer to HB Law for prosecution
Matter deemed suitable for prosecution through the court - refer to HB Law for prosecution