



Effective Enforcement Checklist:

Phase 1 – Competence, knowledge and understanding requirements

This checklist provides recommendations on the knowledge, training and competencies to develop an effective enforcement service/officer.

The list is not exhaustive; rather it allows organisations to consider what to look for when procuring, developing and implementing training and development programmes.

It attempts to identify core requirements as well as ascertain other factors which may be required depending on the scope of the enforcement officer's job role. For example it covers litter and flytipping legislation which would be core to most environmental enforcement officers issuing Fixed Penalty Notices but also covers additional legislation that may be relevant to the wider enforcement services provided by a Local Authority or other relevant organisations.

Some elements of the checklist may not be applicable- it is up to individual enforcement authorities to determine their requirements based on the service provided.

This checklist has been compiled in collaboration with Community Safety Glasgow.

Competence	
An effective enforcement officer must be able to:	
Identify and investigate cases appropriately	Identify and investigate cases in line with relevant legislation in an appropriate manner
	Collect and record comprehensive and accurate evidence
	Understand the importance of accurate and complete evidence reports
	Report any problems to a supervisor in a timely manner and suspend enforcement activity where safety is threatened
	Understand proceedings and requirements should court action need to be taken
Communicate Effectively	Initiate communication and explain the reason and implications of the offence simply and clearly
	Understand the importance of gathering evidence politely in line with organisational customer care standards and procedures
	Listen and record key information required for case completion
	Diplomatically challenge and question in order to obtain accurate information
	Establish that the recipient understands the information provided to them
	Review, record and translate information accurately for each case ensuring all elements of information are obtained
	Assess the situation and adjust style and language to suit the specific scenario
Demonstrate Leadership & Professionalism	Understand, apply and keep up to date with the relevant legislation in line with operational procedures
	Adhere to relevant legislation and procedures throughout the investigation
	Work on own initiative and identify where problems exist in order to meet and go beyond standard performance requirements
	Be adaptable to different situations and work proactively in a changing environment
	Be flexible and able to manage time effectively
	Anticipate potential problems and initiate ways of improving standards of information
	Remain professional yet assertive when interviewing a customer
	Work in accordance with the Company's safe working practices and procedures
Understand the importance of performance reporting	



Work in collaboration with others	Work constructively with others in the workplace, with consideration for others' needs in work related matters
	Mentor and coach colleagues to help them gain experience and improve their knowledge
	Work with other organisations and partners to gather intelligence to identify hotspot/problem areas

Knowledge and Understanding		
Topic	Desired Learning Outcome	Method
Legislation and Guidance Statutory powers available, the circumstances when these can be used, how to apply them and understanding of the process	Understand, explain and identify littering offences and use of relevant powers <ul style="list-style-type: none"> EPA 1990 Section 87 Offence of leaving litter EPA 1990 Section 88 FPN for leaving litter 	External training course Desk based learning Formal procedure Guidance
	Understand, explain and identify flytipping offences and use of relevant powers <ul style="list-style-type: none"> EPA 1990 Section 33A Antisocial Behaviour Act (Scotland) 2004 Section 55 FPN for flytipping 	
	Understand, explain and apply the principles of enforcement, the role and obligations of the enforcement officer, enforcement options and the decision making process. <ul style="list-style-type: none"> Fixed penalty notices Escalation of offences Procedures Options for under 16s Documentation and evidence requirements Importance of accurate evidence 	
	Understand, explain and apply other applicable legislation: EPA 1990 <ul style="list-style-type: none"> Section 90 - Litter Control Areas Section 92 - Litter Abatement Order Sections 93 and 94 - Street Litter Control Notices 	

	<ul style="list-style-type: none"> • Section 34 - Duty of Care • Section 47 - Receptacles for commercial or industrial waste • Section 59 - Power to require removal of waste <p>Antisocial Behaviour etc. (Scotland) Act 2004 Town and Country Planning Act (Scotland) 1997 - Section 179 Prevention of Damage by Pests Act 1949 - Section 4 Civic Government (Scotland) Act 1982 - Section 92 and 95 Further legislation can be found here: https://www.zerowastescotland.org.uk/litter-flytipping/legislation</p>	
Enforcement operating guidelines/procedures	Understand, explain and apply relevant operational procedures	Induction Regular internal refresher sessions Peer mentoring and coaching External training course Feedback from supervisor Feedback from partner agencies
	Understand how to undertake an effective interview with both offenders and witnesses	
	Know how to record accurate and comprehensive evidence and complete incident reports <ul style="list-style-type: none"> • Explain the purpose of the supporting evidence • Explain the requirement for accurate and complete supporting evidence • Understand how to maximise the accuracy of a case file • Importance of using incident reporting books/forms consistently and accurately • Handling and preserving evidence • Understand what is regarded as admissible evidence 	
	Be able to provide evidence in court if required <ul style="list-style-type: none"> • Understanding of courtroom procedures • Writing comprehensive witness statements 	

	<ul style="list-style-type: none"> • Providing relevant evidence 	
Customer Care	Understanding the needs of the customer	Internal/External training Internal procedures Ongoing feedback
	Understanding how to deal with different people and situations effectively	
	Understanding and applying agreed policy eg zero tolerance and applying discretion	
	Understanding the importance of remaining professional	
	Understanding and applying assertiveness	
Health and Safety	Understand and apply conflict management techniques: <ul style="list-style-type: none"> • Promptly Identify problems at scenes • Know how to use appropriate verbal commands • Identifying underlying elements and other resolutions 	External training course Practical experience Coaching Induction and ongoing refresher training Review of risk assessments External job shadowing
	Ensuring officer safety and assessing risks: <ul style="list-style-type: none"> • Identifying risks and tactics to avoid escalation of situations • Practical knowledge of how to protect yourself from harm • Knowledge and adherence to lone working procedures • Practical knowledge of how to protect members of the public from harm • Understanding and application of organisational health and safety policy • Using and wearing appropriate PPE 	
	Awareness and understanding of first aid: <ul style="list-style-type: none"> • Know how to assess an incident • Understand how to manage a casualty 	

<p>Tools and technology</p>	<ul style="list-style-type: none"> • Know how to escalate an incident <p>Understand and know how to operate CCTV</p> <ul style="list-style-type: none"> • Knowledge of roles and responsibilities of CCTV operators • Knowledge of Codes of Practice, operational procedures and guidelines • Knowledge of operation and surveillance techniques <p>Understand and know how to operate body worn cameras</p> <ul style="list-style-type: none"> • Knowledge and understanding of operating device • Adherence to body camera procedures <p>Understand and know how to operate recording systems and tools</p> <ul style="list-style-type: none"> • Understand how to operate device (if applicable) • Understand the importance of completing and saving all information • Reporting errors or malfunctions 	<p>SIA Licence - External Training Course Internal induction Regular training</p>
<p>Additional considerations Additional knowledge and understanding that may be required to assist with the function</p>	<p>Identifying and dealing with hate crime</p> <p>Suicide prevention and awareness</p> <p>Child protection</p>	<p>Internal/External training Internal procedures</p>

Support and development:

A supervisor should be able to:		Method:
Recognise development needs	Ensure that all team members understand what is expected of them and help team to focus on priorities	Regular 1-2-1 feedback and performance monitoring Bodycam footage to check for good practice or areas for improvement Check quality of incident reports
	Provide induction and basic training to team members	Induction
	Identify training and development opportunities to meet team members' current and future learning needs and to improve individual and team performance	Through 1-2-1 feedback and performance monitoring
	Provide ongoing training to keep knowledge of team members up-to-date	Regular refresher training including scenario training
Support requirements and services	Provide mentoring and coaching to team members as and when required	Identify needs through 1-2-1 feedback
	Point to counselling/PTS Support services should they be required	Organisational policy
	Handle complaints efficiently and effectively and provide feedback to relevant team member	Organisational policy
	Identify, update and cascade procedures as required	Regular review of procedures and knowledge
	Assist and plan targeted enforcement using available data and intel	Regular review of data