



### Envirocrime and Enforcement

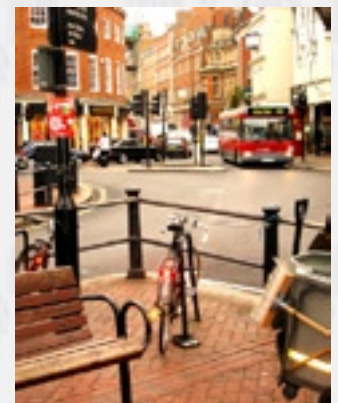
Authority Public Protection (Authority) from Civica has brought together all ENVIROCRIME and ENFORCEMENT activities into a single operation.

With 200+ customers using the system for Environmental Health, Anti-Social Behaviour and Waste Management, our Envirocrime and Enforcement solution improves performance, and enhances service delivery.

Most local authorities have on-street personnel to enforce legislation - Street Wardens, Community Safety Staff, Environmental Health Officers, Trading Standards Officers, ASB Team Workers, Housing Inspectors, Parking Attendants and Estate Managers. The Authority system is a unique combination of well-established programs that allow councils to record and report on all aspects of environmental enforcement, and a means of aggregating information that is often held in multiple, unconnected systems.

#### Examples include:

- Fly tipping
- Commercial waste
- Street litter
- Clinical waste
- Special collections
- Graffiti
- Abandoned vehicles
- Anti-Social Behaviour
- Bin collections
- Schedules of work
- Round details
- Trade waste
- Pollution
- Complaints/request for service
- Inspections plus many more



**System Key Functions:**

- Incident logging
- Perpetrator tracking
- Incident mapping to GIS for hotspot analysis
- Linking digital photographs
- Mail merge for standard correspondence
- Established user base including Crime and Disorder Beacon Councils
- Premises incident history
- Full reporting by incident type, perpetrator & location.

Sample of self-customised screen for recording additional details about the perpetrator

Sample of Incident record

Sample complaint record

Item	Date	Description	Scheduled	Actual	Off	Time	Job	To	Activity
1		Complaint Received - Log Incident details and Case handover sheet	15/12/2003	15/12/2003					
2	001	Standard Acknowledgement	16/12/2003	16/12/2003					
3	002	Contact Complaint & explain role	16/12/2003	16/12/2003					
4	003	Issue Diary Sheet & Letter	16/12/2003	16/12/2003					
5	004	Log Incident Sheet	16/12/2003	16/12/2003					
6	005	Follow up on diary	16/12/2003	16/12/2003					
7	006	Warning Letter to Parents/Guardian	16/12/2003	16/12/2003					
8	007	Escalate Previous Action & Complaints - Decide on Next Action	16/12/2003	16/12/2003					
9		If further action, open Investigation Record and link activity (Code Y19). If no further action, close action diary & complaint.	16/12/2003	16/12/2003					



Sample of an attached action diary and photograph



**BVPI 199 Transect Inspections:**

PRU - Premises Update (SARL)

Ref: PRU\*STUDY01 | Name: Leyton Villas  
 LA Ref: | Address: Leyton Villas, Redland, Bristol  
 UPRI: | Postcode: |

General | More | Mgrs

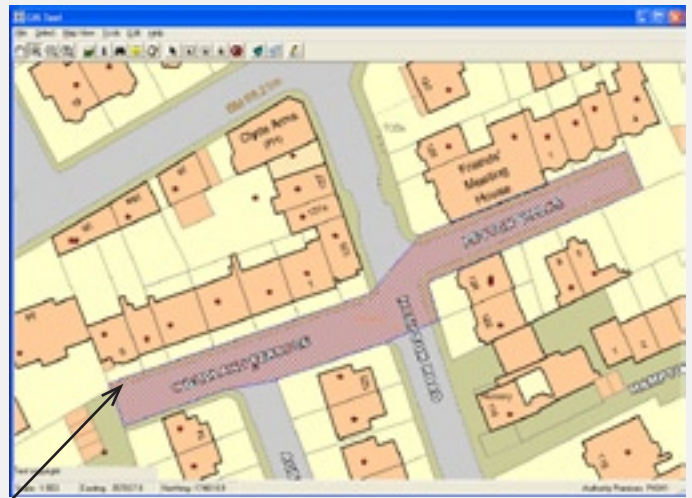
Usage Ref: Road / Street | Area: AT | South West  
 Type: Code unassigned | Ward: W10 | Cotnam

Names: Leyton Villas  
 Contacts: In: | Fax: | Mobile: | Email: |

Inspections (General):  
 Risk: 0  
 Last: | Next: |

Buttons: [Save] [Undo] [Print] [Close]

A premise record can be created for each transect



User Defined Window to log inspection details

BVPI 199

Transect From: Leyton Villas  
 Transect To: Woodland Terrace

Additional Officer: WAG William Sanders | Time: 10.0000

Litter Grade: LD1 6  
 Debris Grade: LD2 8+  
 Graffiti Grade: LD1 6  
 Spitting Grade: LD1 6

Buttons: [Info] [Close] [Undo]

BUI - Bristol Urban Inspection Update (SARL)

Number: 12345 | Premises: PRU\*STUDY01  
 LA Ref: | Name: Leyton Villas  
 UPRI: | Address: Leyton Villas, Redland, Bristol

Activity: WAG Waste Management  
 Officer: AC0 Ann Jones

Description: Transect Inspection

Date: Target: 20/6/2000 | First Response: 20/6/2000 | Date Closed: |

Buttons: [Save] [Schedules] [BVPI 199] [Print] [Save] [Undo]

Inspection record for a transfer

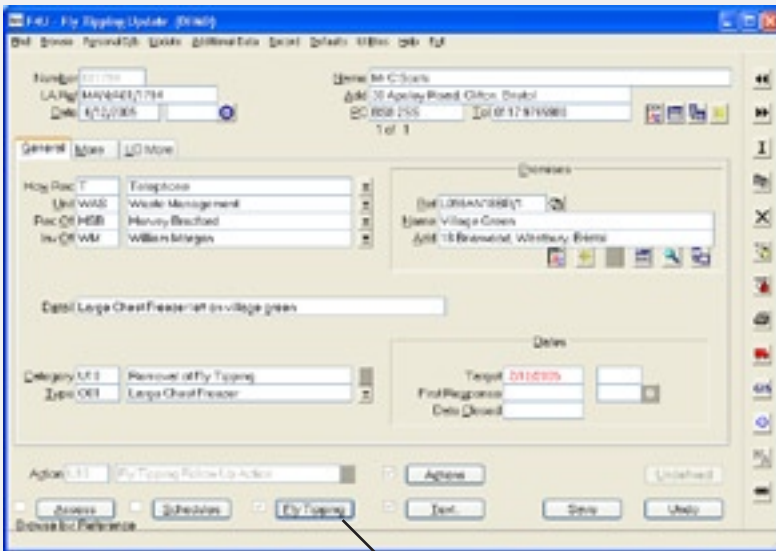
Microsoft Excel - AC103155

All Areas				
Area	Number of Inspections	Number of Officers	Number of Days	Number of Hours
WAG	10	10	10	10
AC0	10	10	10	10
...	...	...	...	...
<b>Total</b>	<b>20</b>	<b>20</b>	<b>20</b>	<b>20</b>

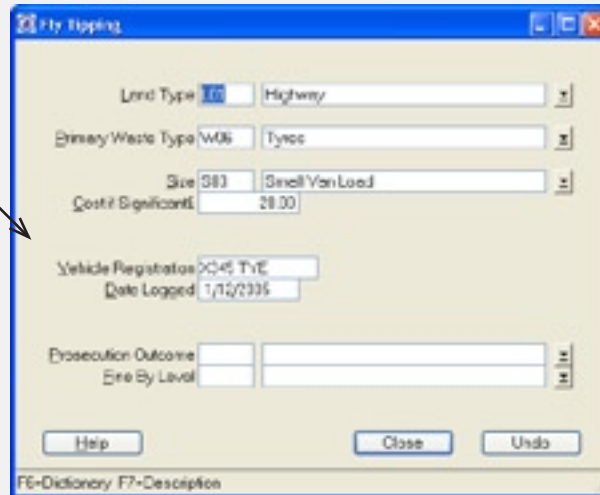
Ready | Analysis / dbase / BVPI Figure | NLM

BV199 spreadsheet screenshot





Example of fly tipping request



### Delivering Best Value:

With the drive towards unified software systems, more and more local authorities are choosing Authority Envirocrime and Enforcement software for the following reasons:

- Fully integrated structure
- Continual software development
- e-Government and e-GIF enabled
- Mapping links to a wide range of GIS solutions
- BS7666/NLPG address compliance
- Remote working and handheld facilities
- Web enabled option – data can be exported to and imported from your website
- Automated documents and e-mails
- Time and cost recording
- Comprehensive reporting
- Self-build screen designer (for local variations)
- Very active independent user group

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