

Appendix G

URBAN RANGER INCIDENTS 2012						
Category / Description	TOTAL number of incidents	REACTIVE Attended in response to call	PROACTIVE Discovered during patrols or reported by public in person during patrols	ACTION CURRENTLY TAKEN BY URS	Suggested alternative reactive response	Suggested alternative proactive response
Bins – overflowing, vandalised, missing	61	0	61	URS pass to contractor to resolve	Issues will be passed directly to the contractor for resolution, if sufficient information is provided by the individual reporting. If not, issue will be passed to CCO, to visit the site, gather more information and pass to the contractor.	Proactive patrols would not be replaced. Issue would be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Responses are expected to be slower as a result. Issue would then be passed to contractor.
Animals – loose dogs, lost dogs, horses loose, distressed animal, animal welfare	111	36	75	Various – can be dealt with directly by the Urban Ranger (help locate lost dog, free stranded animal) or alongside partner organisation, or passed to relevant individual / organisation	Issues passed directly to PPASB (Animal Warden) if relating to animal welfare or loose animal. PPASB may pass on to RSPCA, Lincoln Commons Horse Association or other relevant organisation. No action will be taken in relation to lost animals.	Proactive patrols would not be replaced. Issue might be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Issue would then be passed to PPASB or another organisation, dependant on circumstances.
Motorbikes – individuals or groups riding bikes or mini motos in parks	41	16	25	URS speak to offenders and advise that behaviour is not acceptable. If appropriate bring to attention of Police / CCTV	Public will be encouraged to contact Lincs Police who will prioritise response based on severity and resource available.	Proactive patrols would not be replaced. Issue may be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Issue would then be passed to Police who would prioritise and respond if possible.
Alcohol – drinking and drinking related aggression	12	6	6	URS speak to individuals, move on, advise on not leaving litter, not to be a nuisance to others. Aid Police in response.	Issues passed by Customer Services to PPASB, or Lincs Police dependant on severity. In either case response will be dependant on resource available.	Proactive patrols would not be replaced. Issue may be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Issue would then be passed to Police or PPASB who would prioritise and respond if possible.
Drugs – individuals taking drugs in parks / open spaces	3	1	2	URS speak to individual and advise behaviour must stop. Where appropriate refer to Lincs Police / aid Police in response. Ensure drug-related litter is removed.	Public will be encouraged to contact Lincs Police who will prioritise response based on severity and resource available.	Proactive patrols would not be replaced. Issue may be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Issue would then be passed to Police who would prioritise and respond if possible.
Fly tipping	88	3	85	URS advise PPASB if evidence may be available. Otherwise issue work order to contractor for removal. Either way ensure removal.	Customer Services will refer to CCO who will assess whether evidence is available. Refer to PPASB if so. Refer direct to contractor for removal if not. Either way ensure removal.	Proactive patrols would not be replaced. Issue would be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Responses are expected to be slower as a result. CCO would pass to PPASB if evidence may be available, or direct to contractor for removal otherwise. Either way ensure removal.
Graffiti	15	2	13	URS remove if straightforward to do so, or report to contractor for removal	Customer Services refer CCO to check location, assess if a photographic record if required, help track patterns and refer to contractor for removal.	Proactive patrols would not be replaced. Issue would be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Responses are expected to be slower as a result.

						Issue would then be passed to contractor after record made in order to help track patterns.
Groups – dealing with groups who may be intimidating to others, or who are causing nuisance to others	15	0	15	URS speak to groups, advise on not causing nuisance to others, remind them of any relevant bye laws, where appropriate disperse and move on, or contact Police.	Issues passed by Customer Services to PPASB, or Lincs Police dependant on severity. In either case response will be dependant on resource available.	Proactive patrols would not be replaced. Issue may be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Issue would then be passed to Police or PPASB who would prioritise and respond if possible.
Homeless – checking welfare, providing advice on where to go, moving on homeless-related camping	7	2	5	URS speak to individuals, give advice about where they can go for help if required, advise on any relevant bye laws and avoiding nuisance to others.	Customer Services report to Homelessness Officer.	Proactive patrols would not be replaced. It is possible that an issue would be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Issue would then be passed to Homelessness Officer.
Litter	96	2	94	URS remove litter themselves or refer to contractor for larger quantities. In some cases, URS ask groups or individuals to pick up litter that their group has left. Where appropriate issue FPN.	Customer Services pass direct to contractor. In the event of an individual witnessed littering, and if the caller is happy to be a witness, issue passed first to PPASB.	Proactive patrols would not be replaced. Issue would be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Responses are expected to be slower as a result. Issue would then be passed to contractor.
Hazardous litter – discarded needles and other drug-related litter, glass, dog fouling including intelligence re offenders	51	5	46	URS remove needles / glass themselves, or refer to contractor. Where appropriate issue FPN.	Customer Services pass direct to contractor for emergency removal. In the event of an individual witnessed littering, and if the caller is happy to be a witness, issue passed first to PPASB.	Proactive patrols would not be replaced. Issue would be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Responses are expected to be slower as a result. Issue would then be passed to contractor for emergency response.
Missing person – reported missing or vulnerable person found	25	19	6	URS help to look for a missing person in response to a report from the Police or a member of the public, aided by their knowledge of the area and off-road bikes, or find a vulnerable person alone in an open space and help reunite them.	Public will be encouraged to contact Lincs Police.	Proactive patrols would not be replaced. It is possible that an issue would be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Issue would then be passed to Lincs Police.

Other vehicle – issue relating to a vehicle other than a motorbike, e.g. car driving in to park, abandoned or blocking access.	18	5	13	URS speak to driver and move on, or pass to CCO if abandoned vehicle.	If reported abandoned vehicle, pass to CCO. If considered to be a H&S issue, CCO would deal with the matter as a priority.	Proactive patrols would not be replaced. It is possible that an issue would be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Issue would then be dealt with as appropriate (as a matter of priority if H&S issue).
Injured / distressed adult / child	9	1	8	Give first aid, help to safe point or call ambulance (make report if accident relating to use of open space facilities)	Caller advised to contact emergency services. Details taken if accident relating to use of open space.	Proactive patrols would not be replaced. It is possible that an issue would be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Issue would then be passed to Lincs Police.
School talk	23	23	n/a	URS attend schools on invitation, to talk about environmental issues including looking after our parks and open spaces, respect for the environment and other people, not breaking laws and bye laws.	This service will no longer be available.	This service will no longer be available.
Vandalism / Damage to gate / fencing / play equipment / sports pitches or other facilities / secure unlocked gate	161	22	139	Attend to damage directly if possible. Otherwise report to relevant officer / contractor to repair. If aware of offender, speak to them or refer to Lincs Police if appropriate. Where appropriate take legal advice on further action.	Call referred to CCO who will assess and pass on to relevant contractor. Caller advised to contact Lincs Police if witnessed vandalism.	Proactive patrols would not be replaced. Issue would be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Responses are expected to be slower as a result. Issue would then be passed to contractor.
Damage to green environment / wildlife	35	6	29	Attend to damage directly if possible. Otherwise report to relevant officer / contractor to repair.	Call referred to CCO who will assess and pass on to relevant contractor. Caller advised to contact Lincs Police if witnessed vandalism	Proactive patrols would not be replaced. Issue would be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Responses are expected to be slower as a result. Issue would then be passed to contractor.
Issue Fixed Penalty Notice for litter or dog fouling	3	0	3	URS speak to offender, takes name and address and explains that enforcement action may be taken. Passed information to Enforcement Officer for FPN to be issued, and any follow-up paperwork.	In the event of a member of the public reporting that they have witnessed an offence, Customer Services would refer them to PPASB who would review the case, take statements and issue a FPN if appropriate, along with any follow-up paperwork.	Proactive patrols would not be replaced. In the event of a member of staff witnessing and offence whilst visiting the site for another reason, or a member of the public approaching them with the details of an offence, the information would be passed to PPASB. PPASB would review the case, take statements and issue a FPN if appropriate, along with any follow-up paperwork.
Concern about standards of maintenance	16	3	13	URS speak to complainant (if reactive) and pass comments to relevant	Call referred to CCO who will take action as appropriate.	Proactive patrols would not be replaced. Issue would be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc.

or facilities				officer (or take direct action if appropriate)		Responses are expected to be slower as a result. Issue would then be passed to relevant member of staff.
Aggression / fighting / bag snatch / verbal assault / robbery suspect / suspicious person / air rifle / flashing / public urination / find missing wallet	22	4	18	URS speak to individuals if appropriate and safe to do so. Advise Police with their knowledge of the area and off-road bikes. Provide information to Police. Advise public when to talk to Police.	Caller advised to contact Lincs Police who will prioritise and take action where possible, dependant on resources available.	Proactive patrols would not be replaced. It is possible that an issue would be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Issue would then be passed to Lincs Police.
Fire – talk to individuals starting fires, clearing fire damage	28	5	23	URS speak to individuals if known. Advise on bye laws. Move on. Ensure fire out and cleared up. Where appropriate take legal advice on further action and take part in that further action as required.	Caller advised to contact Fire Brigade if fire still burning. Referred to CCO who will direct contractor to ensure fire is out and remains are cleared.	Proactive patrols would not be replaced. Issue would be picked up by other means, e.g. staff visiting the site for another reason, contractor report etc. Responses are expected to be slower as a result. Issue would then be passed to Fire Brigade or contractor as appropriate.
Camping – moving on campers	9	5	4	URS speak to individuals if known. Advise on bye laws. Move on. Ensure any mess is cleared. Where appropriate, take legal advice on further action and take part in that further action.	CCO would attend and make an assessment if resources allow.	Proactive patrols would not be replaced. Issue might be picked up by other means, e.g. staff visiting the site for another reason, in which case member of staff would advise offender on bye laws and, if comfortable doing so, move them on.
General public queries / interaction incl for other services	35	4	31	URS speak to public and advise / pass on comments / provide contact details where appropriate.	Call referred to CCO who will deal with each case as appropriate.	Proactive patrols would not be replaced. It is possible that a member of the public would approach a member of staff visiting the site for another reason, in which case their comment / enquiry would be dealt with as appropriate.
Other – carry out survey ./ take photographs	5	4	1	URS carry out work in response to management requests.	Other staff carry out the work, as appropriate.	N/A
Other bye law infringement	6	2	4	URS speak to offender, advise on bye laws, move on. Where appropriate, take legal advice with a view to further action and take part in that further action.	CCO would attend and make an assessment if resources allow.	Proactive patrols would not be replaced. Issue might be picked up by other means, e.g. staff visiting the site for another reason, in which case member of staff would advise offender on bye laws and, if comfortable doing so, move them on.
Total	892	176 (19.7%)	716 (80.3%)			

THESE FIGURES ARE BASED ON A SAMPLE YEAR AND MAY VARY

CCO = Community Contracts Officer

PPASB = Public Protection & Anti-Social Behaviour team