

Summary of Consultation Findings – General Enforcement Policy (January 2026)

A total of **53 responses** were received to the public consultation on the Council's General Enforcement Policy. Responses were primarily from residents, with a small number from landlords and other stakeholders. The consultation invited views on proportionality, clarity and accessibility of enforcement, experience of complaints processes, and general perceptions of council services.

1. Quantitative Feedback (Closed Questions)

Overall, the data indicates a high proportion of neutral to negative responses across most areas, particularly concerning clarity of expectations and the targeting of service resources. Agreement levels were generally lower, with some positive responses but not enough to shift the overall trend. The findings suggest that service users may benefit from clearer communication, more accessible policies, and improved confidence in how resources are deployed to meet local needs

Have any known actions taken been proportionate?

Response Option	Count
Neither agree nor disagree	15
Agree	12
Disagree	10
Strongly disagree	9
Strongly agree	4

Do our services have clear and accessible policies?

Response Option	Count
Disagree	13
Strongly disagree	12
Agree	11
Neither agree nor disagree	10
Strongly agree	4

Was the service clear about what to expect and actions needed?

Response Option	Count
Strongly disagree	15
Agree	11
Disagree	11
Neither agree nor disagree	8
Strongly agree	5

Are service resources targeted to local need?

Response Option	Count
Strongly disagree	17
Disagree	15
Agree	11

Neither agree nor disagree	4
Strongly agree	3

2. Qualitative Themes (Open Comments)

a) Communication and Responsiveness

The most consistent theme was dissatisfaction with communication across enforcement services. Commenters cited:

- No response or delayed responses to reports
- Lack of updates or closure to cases
- Conflicting or unclear advice across departments

b) Consistency of Enforcement

Respondents reported:

- Inconsistent decision making- depending on case officer
- Policies applied unevenly across areas and service types
- Requests for greater visibility and transparency of enforcement activity

c) Housing Related- Concerns

A significant number of comments focused on:

- Anti-social behaviour and perceived inaction
- Disputes between neighbours
- Concerns about allocations and community impacts
- Perception that enforcement is “on the side of the offender” rather than victims

d) Parking Enforcement

Themes included:

- Blocked drives and insufficient enforcement presence
- High parking charges in the town centre
- Lack of action on pavement parking and parking around schools

e) Environmental Health

Several comments described:

- Frustration with fly-tipping, waste, and pollution issues
- Inconsistent licensing inspections (e.g., animal breeders)
- Desire for more frequent or robust intervention

f) Staffing and Capacity

Some respondents attributed delays and lack of action to:

- Under resourcing
- High workloads
- Staff shortages across departments

g) Positive Feedback

A minority of comments praised:

- Fly-tipping responses
- Specific enforcement teams
- Dedicated officers who had been helpful

3. Equalities Information

Equalities data was submitted by many but not all. Respondents represented a broad range of:

- Ages
- Disabilities and long-term conditions
- Ethnic backgrounds
- Religions
- Sexual orientation