

Dog Services Working Group – Action Plan – 2013/14

REF NO	ACTION	Sub Ref	TASK	Responsible Officer	START Date	DUE Date	Other Services to Consult
1	Benchmark Dog Warden Service		<ul style="list-style-type: none"> • Compare Council's resourcing of Dog Service & future provision • Compare / review charges e.g. kennelling for efficiencies • Compile table of FPNs issued in 2012/2013 for dog fouling, by each East Lancashire Council • Compile table of dangerous dog interactions: Actions, Prosecutions, ASBOS etc.. by each East Lancashire Council 	Tom Ormerod	Sept	Mid October	
2	Promotion of the Dog Warden Service		<ul style="list-style-type: none"> • Examine current promotional work, analyse and suggest if improvements can be made to maximise / engage with the community • Review how we communicate action / successes and prosecutions etc... • Scope out and pilot innovation. E.G flag spraying • To better promote the work we do. E.G good practice / innovative work • Review signage, locations and impact • Compile a List/Table of all national dog campaigns to determine what the Council should be involved in.(E.G Dogs Trust and ward initiatives) • To link with KBT and dogs Trust on National campaigns • Review and update media e.g. Websites, social media, use of posters etc... 	Sal Vita / Jeremy Richards / Scrutiny Sub Group	Sept/Oct	Sept/Oct	
3	Dangerous Dogs and Associated ASB		<ul style="list-style-type: none"> • Review Dangerous Dog Protocol • Review our approach in developing policy • Frontline agency training for BBC, Police & Calico etc... • Internal v's public promotional work 	Tom Ormerod	Done		

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4	<p>To improve how we engage with the community around responsible ownership</p>		<ul style="list-style-type: none"> • Create an action plan from community feedback to suggest improvements to targeted ward activity, in relation to responsible dog ownership • Gather community suggestions for improvements e.g. questionnaire and action plan • Support the community and volunteering in targeted patrols and initiatives 	<p>Sal Vita / Jeremy Richards / Scrutiny Sub Group</p>	<p>Sept/Oct</p>	<p>Sept/Oct</p>	
5	<p>To improve the process of reporting ¹</p>		<ul style="list-style-type: none"> • Develop the dog warden service on the new CRM to ensure greater usability and increased functionality and feedback. (this should link with effective deployment and communications of activities) • Review end to end process of ‘call to site’ reporting • Working Group to be involved with site visits to Streetscene, Contact Centre and on site with frontline staff to familiarise with current call / case management 	<p>Carole Graham / IT</p>	<p>Oct</p>	<p>Nov</p>	