

Conflict Resolution and Stress Management

Craig Allison, Hambleton District Council (NAPE Chair)
Karen Bolton, Pembrokeshire Coast National Park
Richard Marshall, Newark and Sherwood District Council
Olivia Stapleford, Buckinghamshire Council

Conflict in Enforcement – Never!

- Conflict is an unavoidable part of life as an enforcement officer. While extreme cases involving violence are thankfully rare, having to deal with disgruntled members of the public is still part and parcel of the job, as many people are never happy to find themselves being told they do not have planning permission and may be subject to formal enforcement action.
- To be a successful officer, it is vital to know how to handle these situations and avoid them escalating into something worse.

Summary of Top Tips

- 1. Prepare well
- 2. Only take who is necessary
- 3. Allow plenty of time
- 4. Take evidence of your powers of entry
- 5. Introduce yourself and explain your purpose before you start.
- 6. Be honest and open about the purpose of your visit
- 7. If someone is obstructive
- 8. Remember your safety comes first
- 9. Record everything
- 10. Maintain a record