

Report for: Environment and Community Safety Scrutiny Panel, 3rd March 2022

Item number:

Title: Update on Fly Tipping Strategy

Report authorised by : Eubert Malcolm – Assistant Director – Stronger and Safer Communities.

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Ward(s) affected: All

**Report for Key/
Non Key Decision:** **Non Key Decision**

1. Describe the issue under consideration

- 1.1. This report updates Scrutiny Members on our progress against Borough Plan commitments for waste and street cleansing, specifically the work to reduce fly-tipping in the borough.

2. Recommendations

- 2.1. That the Panel notes performance to date and comments on progress against Borough plan objectives.

3. Background

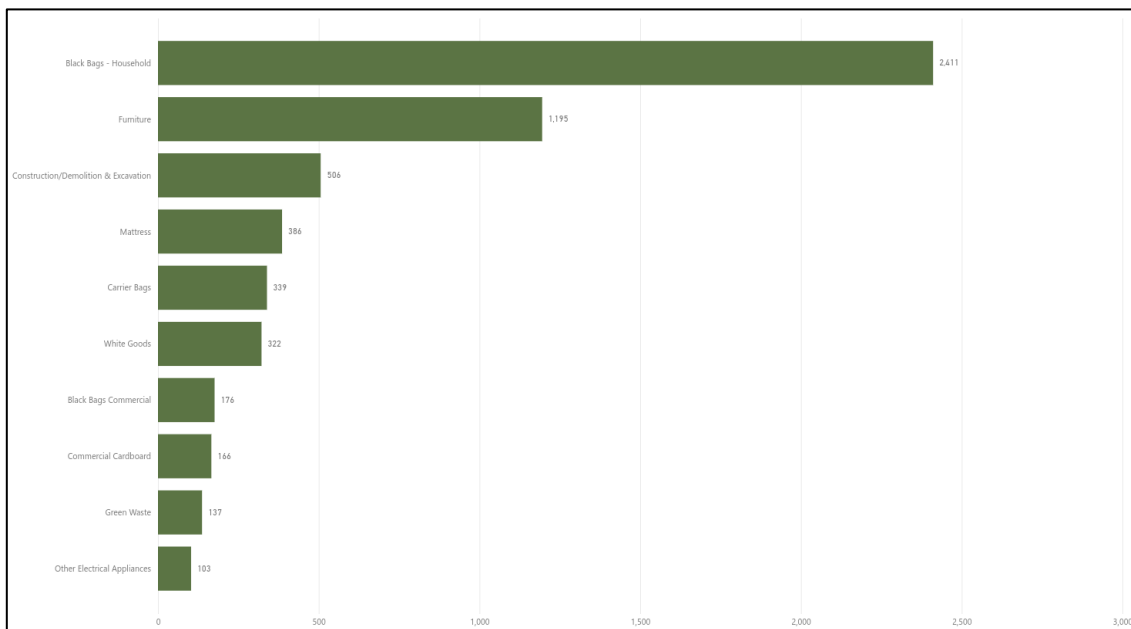
- 3.1 Haringey's Approach to keeping our streets clean from fly tips is recognised by the council taxpayer as one of the most important duties we have. We know from our 2021 Resident Satisfaction Survey that cleanliness is a top priority for residents (28% of residents saying this is what they most dislike about their area makes a difference to their day-to-day quality of life), second only to safety.
- 3.2 Our Cleaner Haringey Strategy (March 2021) focuses on keeping the borough clean and encouraging our residents to play their part in helping us do so. Fighting illegal rubbish dumping is one of the four specific priorities selected for achieving a cleaner Haringey within the Strategy, each backed up with a series of actions. If our streets are clean, free from dumped rubbish, people will more likely feel safer walking them – reinforcing positive perceptions of their area, gaining civic pride and easing congestion on our roads. Businesses are more likely to want to locate in the borough, growing our economy and providing futures for our young. Our duty is to provide and maintain this; our aim is that while we do, our people will be naturally inclined

to play their role as joint custodians of their communities. Our vision directly supports that stated by our Borough Plan for ‘Place’: “A place with strong, resilient and connected communities where people can lead active and healthy lives in an environment that is safe, clean and green.”

3.3. Illegally dumped rubbish remains a significant concern for half our residents and a third refrain from reporting it or providing crucial information to resolve it. We need to understand the reasons why this is the case, address them and give confidence to our residents that we will act on their evidence and together we can make that change to improve our place. We must be clearer as to what fly tipping is, not allow unwanted items to be left out for others or the council to take, and investigate instances where the source is obvious, such as a mattress outside a property.

3.4 A small proportion of fly tips in Haringey are left by illegal waste collectors, however the vast majority (over 80%) however is household waste, often presented in the wrong place and/or at the wrong time or placed on the pavement because their property has limited waste storage or, in the cases of flats above shops, no waste storage facilities. In 2020, we cleared over 40,000 items of illegally dumped domestic bagged waste and over 20,000 larger items, such as furniture white goods and mattresses. The remaining fly tips are from local businesses. Of the fly tips that are reported, the vast majority are black sacks or furniture (please see breakdown below).

Figure 1: Breakdown of reported fly tips over last 3 months



4. Current Performance

4.1. The table and graph below show the number of recorded fly tips we dealt with during 2021 compared to 2020. In 2021 we saw a decrease in the number of

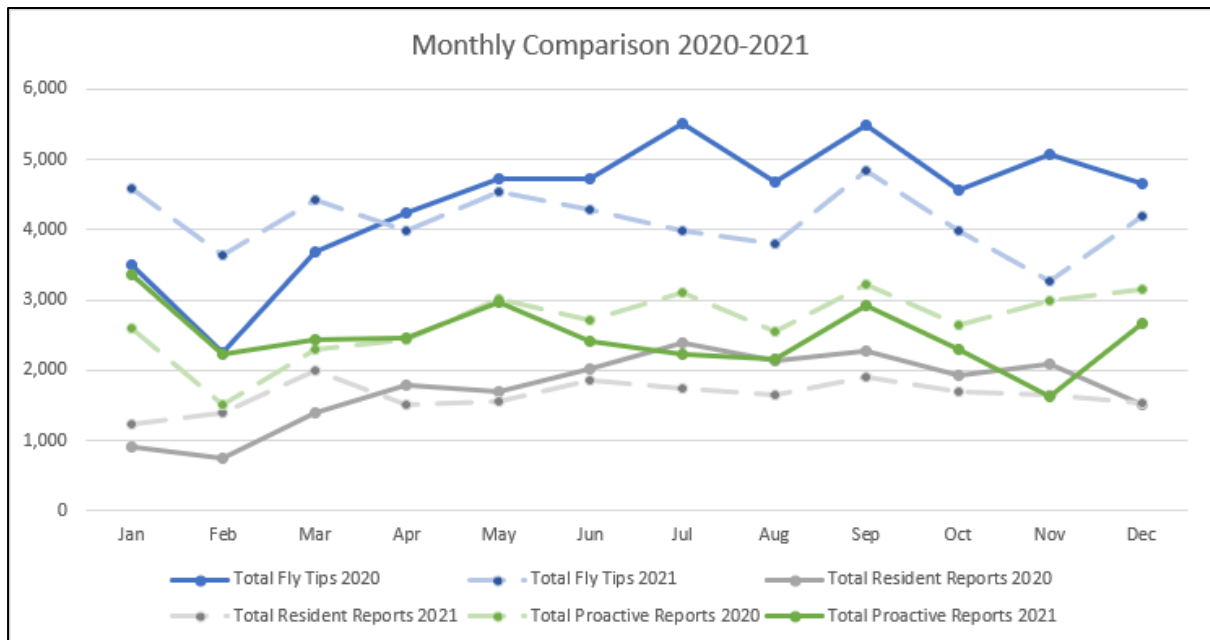
recorded fly tips by approximately 7.2%. It is not possible to quantify the exact reason for this, however we attribute the decrease to the work undertaken by enforcement together with a reduction in lock downs which led to an increase in fly tips (anecdotal evidence suggests a large increase in DIY work) during the Covid crisis first national lockdown. During the national lockdown key waste services - namely our reuse & recycling centre and special collection service were temporary suspended.

4.2. The graph also details the number of fly tips reported by the public compared to the number that are proactively removed by Veolia.

Table 1: Annual Comparison 2020 to 2021

Table 1: Fly Tips 2020 and 2021(Jan to Dec)			
	Fly Tips	Fly Tips- Resident Reports	Fly Tips – Veolia Reports
2020	53,089	20,840	32,249
2021	49,512	19,724	29,788

Figure 2: Annual Comparison 2020 to 2021



5. Our Approach

5.1. Over the last 18 months we have continued to review our initiatives to tackle fly tipping and improve the borough's cleanliness and street scene appearance. We are working closely with partners (Veolia, Police, Parking

Enforcement, Homes for Haringey, CCTV) and continue to improve the way we use data to inform how we deploy our enforcement resources.

Our approach to Fly Tipping includes:

- **Education, communication, and early intervention**
- **Prevent recurrence**
- **Targeted enforcement**

5.2. The enforcement service is currently being restructured and will move from a generic model to a structure that delivers a more dedicated waste enforcement service. The move to the new model will:

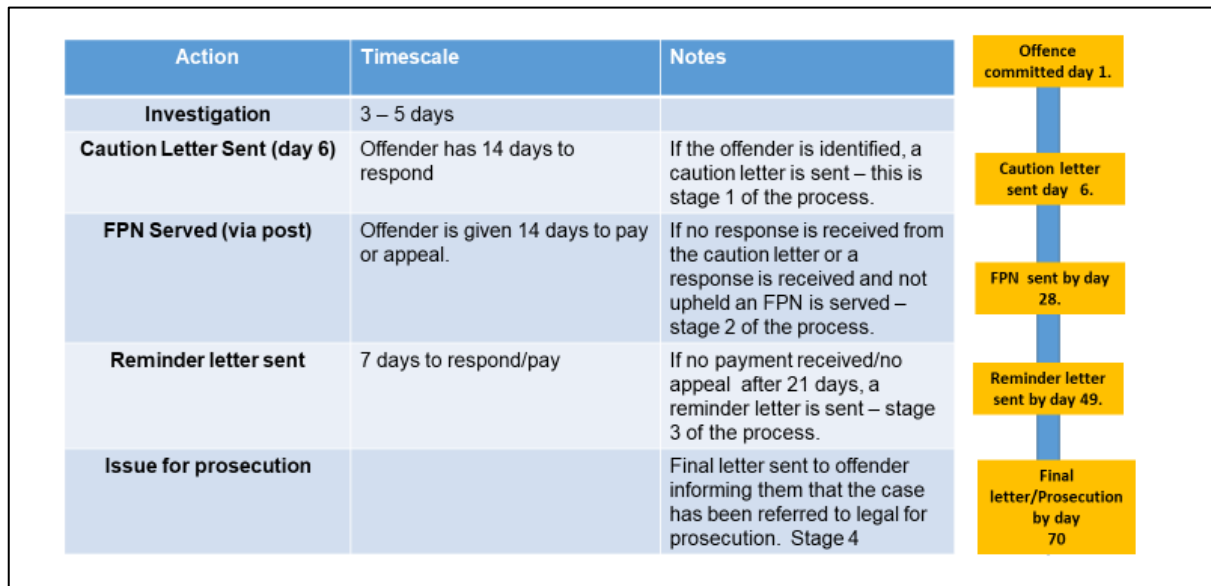
- Improve planned and targeted waste enforcement operations across the borough.
- Enable enforcement officers to place more focus on areas of greatest need, including, income recovery and prosecutions of outstanding FPN's.
- Improve supervision of caseloads, performance management, training and development of staff to further improve the quality of work through the introduction of a dedicated Tasking Team Manager

5.3. Litter & Waste Enforcement Team

During 2021, the COVID Pandemic contributed to a fall in the number of FPN's issued overall. Whilst there was an increase of the number of FPN's issued in June 2021, and an increase in the number of weekly enforcement operations from one to three, the COVID legacy has continued to impact on overall FPN activity.

5.4. The team continue to use a flexible approach to develop the FPN process (see illustration below) to improve payment and prosecutions of outstanding FPN's. The process has now included centralising the reminder letter part of the process, so the letters are sent centrally by our business support team. This make the process more efficient and we now see a stabilised number of first and final reminder letters sent out each month.

Figure 3: FPN Process



5.5. We are also working with Veolia to utilise an intelligence led approach by targeting resources at hotspot areas identified from Veolia’s monthly fly tip data. This along with the Intel, evidence and feedback directly shared between Veolia operatives and Enforcement officers on the ground produces more successful outcomes and better collaborative work between the two services.

5.6. The enforcement team also regularly undertake joint operations with Safer Neighbourhood and Town Centre Policing teams, Veolia and Homes for Haringey as part of the council’s commitment to building on existing joined up work.

6. On Street Containment of Waste

6.1. The borough of Haringey faces a series of challenges in its containment of waste: the borough has a high prevalence of resident fly-tipping, a higher than average number of privately rented properties (many being HMOs without adequate bin storage) and inadequate waste disposal facilities for flats-above-shops. All of which result in waste left on the street, negatively affecting the street scene and residents’ perception of the area.

6.2. In March 2020, the first part of a trial of waste containment (black boxes similar in size to yellow salt bins) began to examine whether the street scene could be improved by providing residents living in flats-above-shops with some form of fixed on-street containment to use prior to collection. Before the trial started, letters were sent to residents in flats above shops and to traders informing them about the boxes and their use.

6.3. An evaluation of the trial in the summer of 2020 confirmed that thoughtfully placed, well signed, appropriately sized and well-designed structures like black drop boxes can store waste safely, positively contribute to the waste containment challenges Haringey has and improve the street scene overall.

The additional waste containment capacity had successfully reduced the number of sacks on the street.

- 6.4. The second part of the trial, February 2021, increased the provision and made it mandatory for residents to use the facilities, with fixed penalty notices being issued for non-compliance. The 6 week trial was successful, and the street scene has noticeably benefitted. The trial did, however, highlight how critical regular and adequate enforcement activity is in assuring the scheme works to best effect.
- 6.5. In April 2021, the Council secured capital funding to extend the scheme strategically along our timed collection zones. Whilst the timed collection zones still operate for commercial waste companies to collect bagged commercial waste from the street, the boxes significantly reduce the mess from, and number of, waste bags present on the street, as well as giving residents living in flats-above-shops the convenience of putting waste out at any time of day. The boxes are emptied twice per day, seven days per week.
- 6.6. The on-street containment will be implemented across twelve timed collection zones by end of completion (April 2022). The planning for each scheme involves a calculation of waste capacity requirements according to the number of flats present, a survey of the streetscape to assure safe movements of pedestrians, and consultations with various lead stakeholders to include Highways, Regeneration, TfL and, in ASB sensitive zone, local traders and police. Ward councillors are notified ahead of residents and business owners, each being provided maps of the intended locations and clear instructions as to what the new rules for presenting waste are. Boxes are then installed a week later followed by a two-week enforcement grace period whereby warning letters are issued to those not complying. This 'blueprint' rollout plan has so far been very successful: well received by residents, good compliance, and with significant improvements regarding the cleanliness of our shopping zones.
- 6.7. Not all the borough's streets with flats-above-shops can safely accommodate the installation of boxes: restricted paving widths and existing street furniture being the most common barriers. In these areas, the council continue to seek alternatives to having residential waste bags presented on the street, which include reviewing existing waste containment arrangements and targeted enforcement of timed collection rules.

7. CCTV

- 7.1. We continue to upgrade the Council's CCTV infrastructure to significantly increase the current number of cameras in Haringey. This has allowed us to increase our enforcement action using evidence derived from CCTV. The cameras include a mix of fixed cameras and deployable mobile cameras that can be used at various locations across the borough as the need arises. As part of this programme, we have also completed a brand-new state of the art CCTV Control Room which is now fully operational.
- 7.2. Predominately CCTV is seen as a tool to use to detect or prevent criminality taking place in an area. Although a helpful tool in this respect, using mobile

CCTV units to target fly tipping is equally helpful and has delivered a number of positive outcomes over the last 9 months.

- 7.3. The extension and refresh of the camera network is underway and so far five clusters (Wood Green, Turnpike Lane, Finsbury Park, Seven Sisters and Bruce Grove) of cameras have been installed. The roll out will continue to north Tottenham and the west of the borough.
- 7.4. By the end of the roll out we will have doubled the number of fixed cameras from 130 to approximately 300 and increased the number of deployable cameras from 9 to approximately 40. To date 35 deployable cameras have been installed. At least 11 of the deployable cameras have analytics, which is a useful component to specifically target Fly Tipping Hot Spot Areas.
- 7.5. In addition, we have introduced Body Worn (BWC) Cameras which the enforcement team use to capture evidence whilst engaged in waste enforcement operations. The BWC's improve the quality of evidence obtained by enforcement officers and provide added reassurance and safety for officers whilst investigating waste related offences.

8. Joint Working Protocol

- 8.1. We have strengthened our approach to working with internal colleagues and external partners to support our work to tackle fly tipping and breaches of waste disposal by traders or residents living in the borough.
- 8.2. Procedures to respond to most cases have long been in existence and are proven to be effective. Where clear evidence exists and the responsible party can be identified, fixed penalty notices are issued.
- 8.3. On occasions however, a more holistic approach is required, and this will be the case when a problem has been ongoing for some time or/and the breach of waste is a symptom of a more complex issue or multiple problems. If the problem appears more complex, a coordinated response from several functional disciplines is required. This is particularly important where the problem relates to, for example, waste generated from a domestic dwelling or where an issue is related to overcrowding of an HMO or where there are other ASB related problems.
- 8.4. The Council and its partners carry out several regulatory functions that allow them to influence and control the behaviour of individuals, businesses, and other organisations within the borough. These regulatory services cover a wide range of areas including:
 - Environmental Health - pollution, food protection, noise, health and safety.
 - Licensing - alcohol, entertainment, gambling, street trading.
 - Trading Standards e.g. fair trading, animal health & product safety
 - Housing Standards – HMO & Selective licensing & disrepair.
 - Planning - enforcement and building control.
 - Parking

- 8.5. The joined-up protocol introduced in the summer of 2020 aims to use the full arsenal of enforcement powers available across the Council, not just those offered to environmental services. This approach means that we can identify the quickest and often the most effective means of tackling an ongoing fly tipping/waste issue. It also allows the council to instigate a range of measures at any one time if it becomes apparent that the fly tipping problem is part of a wider range of problems/crimes taking place at a location.
- 8.6. The joined up working protocol extends to our waste contractor Veolia, tasking operations are now carried out jointly between Veolia and various Council services. The use of Whats app messaging as a form of communication between Veolia operatives and Enforcement officers has been embedded into the team's operational work. Veolia operatives generally receive immediate feedback from the enforcement officers after receiving a referral. The improved communication between officers on the ground has resulted in an increase in the number of FPN's being issued.

During a 3-month period the following improvements have occurred:

- 49 Referrals from Veolia
 - 76 PACE Caution Letters issued
 - 46 FPN's issued because of referrals from Veolia for fly tips.
 - Feedback to Veolia staff following successful enforcement of a fly tip/dumped rubbish brought to our attention by Veolia's street cleansing or refuse staff.
- 8.7. A wide range of tools and processes are now used to support enforcement action. These include:
- Issuing of licenses or permits which may bind the applicant to certain service standards or behaviours which can be subsequently monitored and enforced. (*Private Tenants – property Licensing*)
 - Joint Inspections to ensure compliance with statutory duties and or license conditions. (*licensing & HFH*)
 - Issuing of legal notifications to both residential and commercial premises (*Trading Standards*).
 - Outlining breaches, rectifications needed and consequences of non - compliance. (*Breaches of Planning*)
 - Approximately 60 CEO's within parking have new handheld technology with fly tipping reporting functionality.
- 8.8. In February 2022, the Council created a new working group with Network Rail to jointly tackle areas of land where demarcation between the Council/Network Rail is unclear and/or areas of land under Network Rail where further work is required to clear and prevent ongoing fly tips (amongst other anti social enviro crime activity). A joint walk about between Officers is

planned for March 2022 and regular meetings/visits will be held moving forward to strengthen partnership working.

9. Resident Engagement

- 9.1. We have increased our communications and media campaigns that publicises work undertaken by our enforcement teams. This includes appeals to residents for information to assist investigations to identify fly tippers. Whilst unquantifiable, we believe this publicity has bolstered the enforcement profile and further represents the clear message that fly tipping in Haringey will not be tolerated (see Appendix 1)
- 9.2. We continue to strengthen our links with, and support, of Neighbourhood Watch schemes, resident associations, and community groups. In November 2021, we piloted a Neighbourhood Waste Champions scheme in Northumberland Park. The scheme identifies residents and/or residents' groups who can be the eyes and ears of the council. The residents report evidence and Intel about waste offences to enforcement officers who follow up, take enforcement action where possible and feedback to the resident.
- 9.3. We know that 58% of residents are willing to report a fly tip but there has been a decrease in those who don't report because they don't know how to. The Council is committed to increasing the awareness and use of the 'Our Haringey' app and has posted around 60 posts mentioning the Our Haringey app in the past year, including the app promotion campaign that took place August to October 2021.
- 9.4. The main messaging related to fly-tipping posts is encouraging people not to do it by providing information on how to dispose of it properly/legally. We have placed approximately 19 posts mentioning waste carrier licencing over the last year. In addition, promotion of the Council's value for money bulky waste service has been undertaken through direct delivered leaflets and social media campaigns. The Council has commissioned Agripa Panels advertising the bulky waste service to be placed on the refuse and recycling fleet which will be unveiled within the next 2/3 months following the current covid message panels.

Figure 4: Agripa Panel which will shortly be on the refuse and recycling fleet

The advertisement features a green header with the text "Getting rid of large items? We'll take your bulky waste" and "Book a collection for as little as £20". Below the header are six icons representing different types of bulky waste: a television, a bookcase, kitchen appliances, a sofa, a bed frame, and a washing machine. At the bottom, there is contact information for Haringey Council and the Veolia logo.

**Getting rid of large items?
We'll take your bulky waste**

**Book a collection
for as little as £20**

TELEVISIONS AND COMPUTERS

BOOK CASES, WARDROBES, TABLES, CHAIRS

KITCHEN APPLIANCES: FRIDGES, FREEZERS, COOKERS, DISHWASHERS

UPHOLSTERED FURNITURE

BEDFRAMES AND MATTRESSES

WASHING MACHINES AND DRYERS

Visit: haringey.gov.uk/bulky-waste
or by calling **020 8885 7700** Haringey recycles

Haringey LONDON **VEOLIA**
Working in partnership

9.5 We also work closely with NLWA to ensure RRCs complement our services to residents, including the new public facility opening at Edmonton in 2022.

10 Top 10 Hot Spot Areas

10.1. Enforcement teams continue to maintain and periodically review a tasking list of 10 fly tip hot spot areas – 30 areas in total. Each area is monitored, and in most cases, a joined-up approach is adopted to manage and resolve the problem. The concentrated joined up effort of our highest problematic areas has delivered the following outcomes:

- Large “A Board” warning signs erected to warn fly tippers
- Leaflets and letters delivered to nearby properties and businesses.
- Footage captured on CCTV and published on the Wall of Shame.
- Red bags and envirocrime tape are used to alert residents that the fly tip is under investigation by the Enforcement Team.
- Designing out problems – Bin storage etc
- 1208 FPNs issued to residents since April 2021
- 633 FPNs issued to businesses since April 2021
- Anecdotally approximately 75% of residents issued with FPNs reside in a HMO or rented property in the borough.

Figure 5: Litter and Waste Team Type of FPN’s issued 01/04/2021 – 10/02/2022

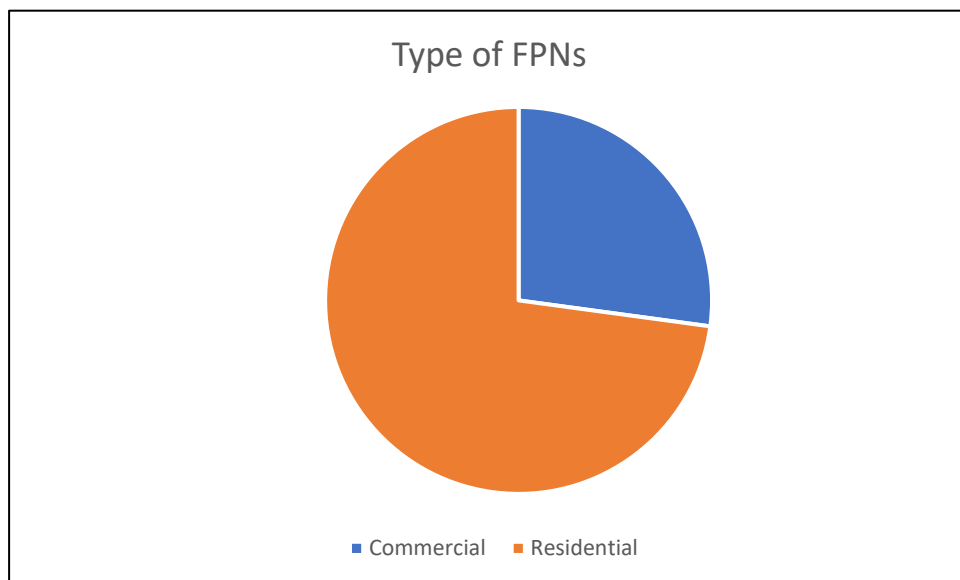


Figure 6: ASB Enforcement Waste Team Type of FPN's issued 01/04/2021 – 10/2/2022

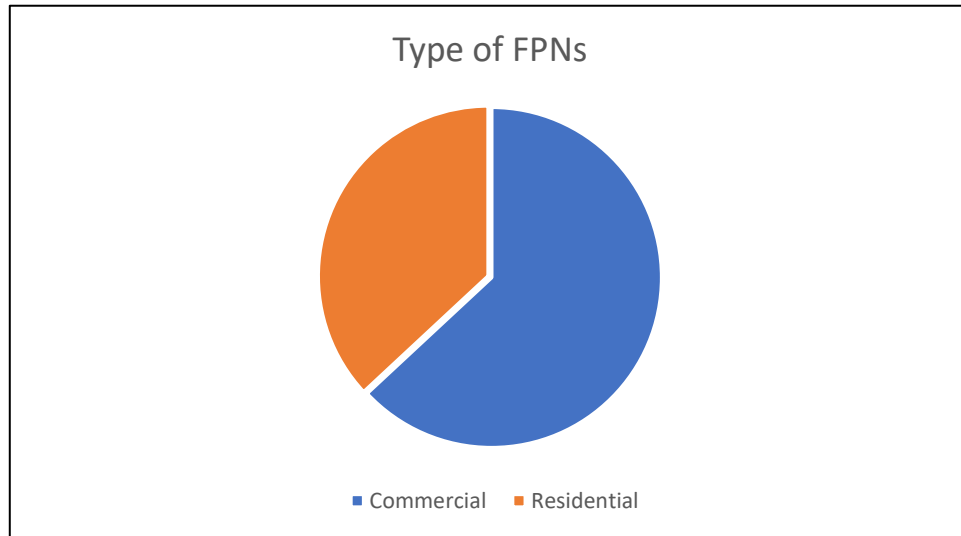
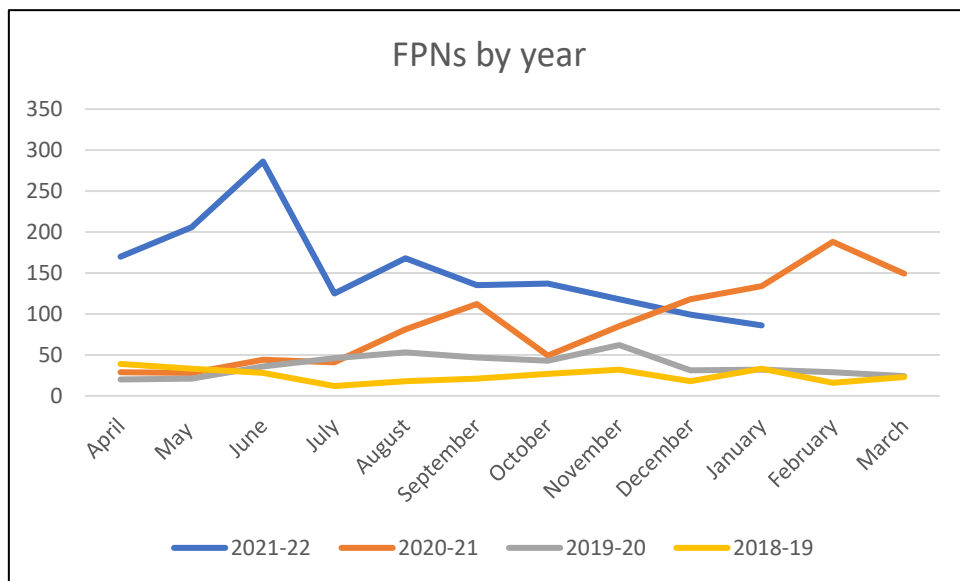


Figure 7: FPN's issued 2018 – current



Examples of successful enforcement action and associated communications can be found in Appendix A

11. Contribution to strategic outcomes

11.1. Dealing with fly tips supports the Place Priority of the Borough Plan, specifically 'A cleaner, accessible and attractive place' with the objective to improve cleanliness and reduce the levels of fly tipping. It also aligns with the existing and prospective Community Safety Strategy for Haringey and Cleaner Haringey Strategy.

Appendix A

1. Examples of Enforcement action and associated communications

FINED!

Location:
Farningham Road, N17

Action taken:
£400 fine handed to resident after they were caught on CCTV illegally dumping waste.

Large sign stating that dumping rubbish is illegal



Haringey
LONDON

FINED!

Location:
Tottenham, N17

Action taken:
£400 fine handed out after we investigated footage of illegal waste dumping caught on council CCTV.



Haringey
LONDON

FINED!

Location:
Bruce Castle Road, N17

Action taken:
£400 fine handed out after the individual was caught on Council CCTV dumping a mattress



Haringey
LONDON

WE ARE TAKING ACTION!

Location:
Turnpike Lane, N8

Action taken:
2 littering fines of **£150** issued
2 fines of **£400** issued to residents for illegally dumped waste
1 business issued with an **enforcement notice** for illegally dumped waste



Haringey
LONDON

WE ARE TAKING ACTION!

Between 1 – 30 November 2021 our Waste Enforcement Teams issued

110 fines



Haringey
LONDON

WE ARE TAKING ACTION!

Between 1 – 30 September 2021 our Waste Enforcement Teams issued

176 fines



Haringey
LONDON

WALL OF SHAME
CAN YOU HELP?

Where?
Farningham Road, N17 (on the green space between Numbers 41 & 51)

Additional information:
Our Enforcement Team are appealing for information that could help their ongoing investigations into finding the person/people responsible for dumping rubbish at the above location. The sign that informs people that waste cannot be left there has been ignored and thrown over.




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LONDON

CHECK WHO YOU PAY TO TAKE YOUR RUBBISH AWAY

WASTE COLLECTORS NEED A LICENCE. ASK TO SEE IT.

YOU ARE LEGALLY RESPONSIBLE FOR YOUR RUBBISH.

You could be fined up to £50,000 if your rubbish is dumped, even if you pay a company to remove it.

Always check your waste collector is licensed.



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