

## Extract from Customer Satisfaction Focus Group's Findings

### Fly tipping

Residents living in the East are more likely to think this is a problem than those living in the West.

- Mentioned as a major problem by residents in the Bruce Grove, Northumberland Park area. Dorsett Road is given as an example, where children are reported to set fire to dumped rubbish. "It makes you feel like you live in a dumping ground."
- Fly tippers are also seen to be unafraid of any possible consequences, seen to be tipping during the day in full view of the public.
- Professional fly tippers also mentioned in the East, with one example given where a neighbour had paid a man to take away his rubbish, only to find it dumped in nearby street.

Residents in the West also mention fly tipping, but to a lesser extent and limited to a few roads:

- Queens Avenue, tenants living in large houses of multiple occupation dumping mattresses
- Near Coppetts Road, off the North Circular
- Falkland Road, N8

### Suggestions for improvement

- Many did not know of the Community Skip service, and suggested it as a solution to the dumping problem. They suggest that the service should be more regular and more widely publicised, so that residents know that on a Tuesday every fortnight, they can have their bulky waste collected.
- Involving residents in evidence gathering to catch and prosecute fly tippers. One resident says, "A lot of people are too frightened to get involved and challenge fly tippers directly. But if they can contribute in small ways, by reporting what they see, they might be willing to get involved." This could include:
  - Including a 'Report A Fly Tipper' number on the Service, Contacts and Feedback leaflet
  - 'Report A Fly Tipper' advertising campaign to alert residents to the problem and encourage vigilance
  - Leafleting and putting up 'Report A Fly tipper' hotline notices in streets surrounding dumping hotspots, so that residents are aware and can report fly tipping. However, they say it is important that the campaign is sustained, by replacing notices that are removed etc.
  - Involve Residents' Associations in the areas affected
- A series of high profile enforcement stories in the media
- The 'dumping hotline' number should be advertised more widely for fast removal when fly tipping occurs. Possibly numbers on sticker on

inside lid of wheelie bin – all residents can find when needed by lifting the lid on a nearby bin.

- Remove the £15 charge for collection of bulky waste, suggesting associated promotion in the press “Now that we collect your bulky waste for free, there’s no reason to dump rubbish. Help us catch the fly tippers”
- Work with Housing Associations, e.g. Quadrant to share responsibility for their tenants tipping
- More ‘designing out’ dumping – gating or barriers to alleyways.
- More CCTV cameras at dumping hotspots.”