

TENANT INSPECTORS

Fly-tipping in Council Neighbourhoods Report

**Southampton City Council
Housing Management**

2022/23

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Acknowledgements

As Tenant Inspectors, we would like to thank all Southampton City Council staff, tenants and leaseholders who were involved in this inspection.

We would like to express our gratitude to the Tenant Engagement Team who supported us, especially to Michael Farleigh who encouraged us throughout this inspection process.

The Tenant Inspectors for this inspection were: Ann Caddell, Brenda Chahal, Magenta Catz, Len Hall, Dreena Hartup and Lynda Walton.

Summary

This report details the findings of the Tenant Inspectors who have investigated the subject of Fly tipping in Council estates.

Following our investigation we have discovered that:

- There is a lack of clarity between departments regarding enforcement powers.
- Fly tipping not enforced effectively by the Local Housing Offices.
- Residents need to feel more empowered to report and to provide evidence. One way this could be achieved is by more publicity in successful action taken as this would show results.
- There is a large percentage of tenants unable to use Waste & Recycling Centres due to lack of transport.
- There needs to be more education/information for tenants on how to dispose of bulk rubbish, safely and legally.
- The frustration of front-line staff came through loud & clear from dealing with the constant reports of fly tipping they have to deal with as part of their job. We have evidenced the need for more training in dealing with fly tipping reports as it is not being dealt with effectively by the LHO's.
- The online reporting form could be tweaked to make it easier online for residents to report fly tipping.

For a full list of our recommendations see page 30.

Introduction

The Regulator for Social Housing encourages tenants to be involved in improving services. The scrutinizing, inspecting and monitoring of services by tenants are all recognised as good practice for landlords wishing to improve them.

As Tenant Inspectors, customers are able to comment on where SCC is delivering a good service, and to suggest areas where it can improve and make recommendations. Working in this way can help the council improve its performance as well as increase tenant satisfaction and involvement.

Previous tenant inspections have included:

- Antisocial Behaviour
- Decent Neighbourhoods
- The Responding Service
- Welfare Rights & Money Advice
- Estate Walkabouts
- The Block Rep Scheme
- Customer Care
- Council Housing Stigma

Fly tipping in Council Estates

The issue of fly tipping in council estates has a real detrimental impact on how both residents and outsiders view social housing areas. This came through loud and clear on our last report looking at Social Housing stigma which is why we chose this subject as our next inspection.

Areas that are prone to fly tipping can look uncared for, run down and the amount of it can increase exponentially if not dealt with.

The impact it can have on residents is that it can foster a lack of pride in an area causing a detrimental effect on their mental health. It can affect relationships between neighbours and often (though not always) it can be people from outside the area that bring in rubbish to dump.

In the 2021/22 financial year there were 9999 instances of fly tipping across the city. Of those, 3408 (34.1%) were on housing land¹. This, we felt, was particularly high as less than 20% of properties in the city are managed by the Housing Team.

Some areas in housing estates have official bulk rubbish areas and outsiders may use these facilities to avoid paying for an official collection.

We were also concerned regarding the amount of staff time and money spent on dealing with this form of antisocial behaviour.

¹ Data provided by the Southampton Data Observatory

Methodology

The issue of Fly tipping is always a hot topic and we knew that a number of different teams within the council are involved in the reporting and removing of the rubbish.

To focus the inspection, we only looked at fly tipping within predominantly council housing areas rather than city wide.

During this work, the Council consulted with all residents regarding its fly tipping policy, so we scrutinised that document too.

To carry out this inspection we decided to:

- Interview a member of the Waste Enforcement Team
- Talk to Neighbourhood Wardens
- Survey Housing Management / Supported Housing staff (who are predominately likely to spot and report the issue)
- Survey tenants regarding fly tipping in their area
- Look online at how other councils report and deal with it.
- Investigate what information we could find on Fly Tipping and dealing with waste.
- Carry out our own tour of the city looking at hotspots as informed to us by council and tenants.

Timetable

As a group we meet fortnightly on a Monday morning for two hours at the Graylings community lounge in Regents Park.

We had hoped to complete this inspection within six months, but it has taken us longer than we would have wished due to follow up from our Stigma report. This has meant that we completed talks, training sessions and other briefings on the subject of Stigma which delayed our focus on fly tipping.

We were pleased that our Stigma report had been taken seriously and we were happy to delay this report accordingly.

Interviewing staff

We wanted to understand from staff about how they tackle fly tipping when it occurs.

Enforcement Officer

We spoke to Theresa Whitcher, Senior Enforcement Officer for the Environmental Waste Team who made these comments:

Most of the issues of fly tipping are not with anonymous white van drivers but those who don't know any better or don't want to know. Sometimes various households have great difficulty in managing their waste. Whenever there are issues of fly tipping it's important that residents play their part too.

It can be difficult to deal with fly tipping when there is an issue about who owns the land. When rubbish is left on Housing Land, a report is made to the Local Housing Office who have to arrange for a works order to get the refuse team to pick it up.

Dealing with fly tipping is now shared between Waste who collect it, and Environmental Health who investigate. Past Waste Compliance Officers posts have been made redundant.

Section 46 Notices (to fine people for not disposing of waste correctly) take six weeks to progress to Fixed Penalty Notices which can be up to £400.

A single black rubbish bag does not constitute fly tipping, but more than one does. The Environmental Waste Team have the unenviable task of opening all bags to search for evidence of who disposed of them. If anyone non-council opens a bag then it becomes contaminated and cannot be used for evidence. If the perpetrator turns out to be a council tenant then this information is passed on to the Housing Office to deal with as they tend to have more powers.

Since Christmas 2021, there has been no need for an appointment at the waste and recycling centre in Millbrook [in January 2024 this was reinstated]. You need to register your car otherwise there is a £5 charge. All Hampshire tips still need an appointment.

When a person witnesses fly tipping, the Environmental Waste Team need a signed statement from the individual to be used in court. Many people are not willing to do to this as they don't want to inform on their neighbours etc.

CCTV is prominent in areas known for fly tipping, but difficult facial identification means a lack of evidence. GDPR (General Data Protection Regulation) rules stop CCTV photos from being posted on social media thus stopping offender recognition.

It currently costs £10-£30 for bulk waste collection for those that cannot access the tips. Tips still don't accept walk-ins, so people's own transport is necessary.

Fly tipping can be reported online or via flytipping.investigation@southampton.gov.uk.

The Trolleywise² app supports residents in the collection of trollies. Supermarkets must be signed up with the scheme, although not all are.

With an infinite budget and magic wand Theresa thought that weekly collections would help reduce the majority of fly tipping within the city.

² https://www.wanzl.com/en_GB/360-degree-service/TrolleyWise

Neighbourhood Wardens

We also spoke to Senior Neighbourhood Wardens Russell Standing & Ray Ball as wardens are the team on the ground that deal with the issue the most. These are their observations:

They spend a lot of time dealing with communal areas – they have a duty of care to remove all combustible materials in blocks. If fly tipping is left then it can become a fire hazard.

Drying rooms can be an issue where sometimes tenants use them as an unofficial dump site for bulk waste, which is why a large number of drying areas have been closed.

Asbestos checks also often have to be carried out where necessary which can delay its removal and cost more.

It costs the council £170 per half tonne of waste to get it cleared.

Fly tipping can increase at different times of the year particularly during the sale season in the shops when people replace large items.

The Council have the ability to raise Maintenance Recovery Charges (MRCs) of £25 for fly tipping but in reality this never happens. Housing has to pay the SHINE team to collect which can create large amounts of Admin for everyone.

It would be good if there was more education encouraging people to bring down their bulk rubbish the day before the SHINE team arrives for those blocks that have bulk collection areas.

Neighbourhood Wardens can support tenants in removing bulk waste as they can put in a social services referral. They would encourage tenants' friends or family to help first. The only bulk collection areas are in tower blocks near their bin areas.

They mentioned the large number of items that are found in bulk collection areas that appear to be in good condition and which could be donated to future tenants in need.

They felt that there was more of a feedback loop when the council used to have City Patrol. There can also be an issue with cut ways between houses, and they felt that responsibility should be given back to residents to maintain and keep clear their areas.

They thought that removing or reducing the costs of collecting bulk rubbish wouldn't particularly help as they have had experience in the past of people fly tipping even when payments had been removed.

To reduce fly tipping, having a transparent process and clear responsibility would help. More advertising about action taken, increased enforcement and publicity about measures taken would make residents aware of the consequences.

They also mentioned the issue of supermarket trolleys. Legally, they can't be got rid of even though the Supermarkets don't collect. Trolleys appear to have more rights than anyone!

Using Community Payback can be useful but is not without its issues. The council would have to provide facilities (i.e. toilets) and also pay for any waste collected.

Our thoughts and recommendations:

We were very grateful for Theresa and the Senior Wardens for their openness and honesty.

Due to the potential fire risk, and the detriment to health, the importance of removing fly tipping quickly was highlighted.

We were concerned that when it is shown that fly tipping is carried out by a council tenant, the enforcement team pass that information over to the Housing Office, but according to the wardens no fines appear to be given.

Due to the cost in dealing with fly tipping, preventing future occurrences would be far more cost effective than dealing with it when it happens.

It appeared strange that depending on where the fly tipping occurred different departments are billed. On general council land, the payment comes out of the General Fund (i.e. through council tax etc) while on housing land it comes out of the Housing Revenue Account. As tenants also pay council tax, are we being charged twice?

The fact that it takes six weeks to process a Section 46 notice to fine the worst offenders seems like a very long time to wait. We feel this could be counterproductive as in that period additional offences could be occurring.

We understand why residents may not want to inform on their neighbours, but it is only by people volunteering to give evidence that serial offenders could be stopped. Is there a way in which residents could come forward confidentially?

There is definitely an issue regarding supermarket trolleys though we don't know what the solution is!

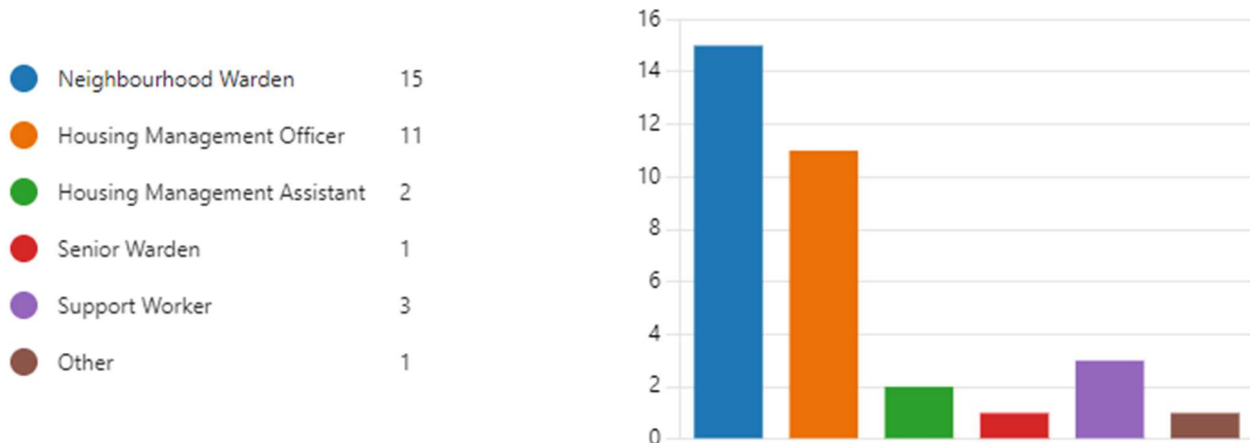
Our recommendations from speaking to officers:

- Start fining tenants who commit fly tipping offences to reduce further future occurrences.
- Publicise action taken against fly tippers to show the benefit of reporting and to discourage future offences.
- Investigate if the issuing of Section 46 notices could be speeded up.

Surveying Staff

As well as speaking to key staff we also wanted to get a wider feel of their thoughts regarding the issue of fly tipping. To that end we put together an electronic survey, via MS Teams, to those front line Housing teams who would have to report instances of fly tipping, or deal with the reports when they came in (i.e. Housing Management Officer, Housing Management Assistants, Neighbourhood Wardens, Supported Housing Workers (approx. 100 people). All surveys were anonymous to allow staff to complete them and allow for honesty in their responses.

In total we received 35 replies, giving a response rate of 35%. As the graph below shows, the majority of the feedback came from Neighbourhood Wardens (43%) and Housing Management Officers (31%). We are grateful to the Shirley Local Housing Office whose staff made up 43% of



respondents, with Central Housing Office 26% and Housing Offices on the East making up 23%. The remaining responses came from scheme-based staff that do not work out of Housing offices (i.e. Supported Housing staff).

Almost all 97% of the survey results showed that staff do deal with fly tipping. Staff shared that they deal with almost all aspects of the issue from reporting, receiving reports, raising orders, checking for evidence, clearing the waste, raising charges or investigating appropriate legal action. Some even mentioned the ongoing long-term action to avoid fly tipping recurring in that area.

Looking at solutions to stop fly tipping in specific areas by physically changing the landscape, installing fences, bollards etc. Supporting HMOs, HMAs, NWS discussing whether any legal action can be taken if relating to a tenancy etc.

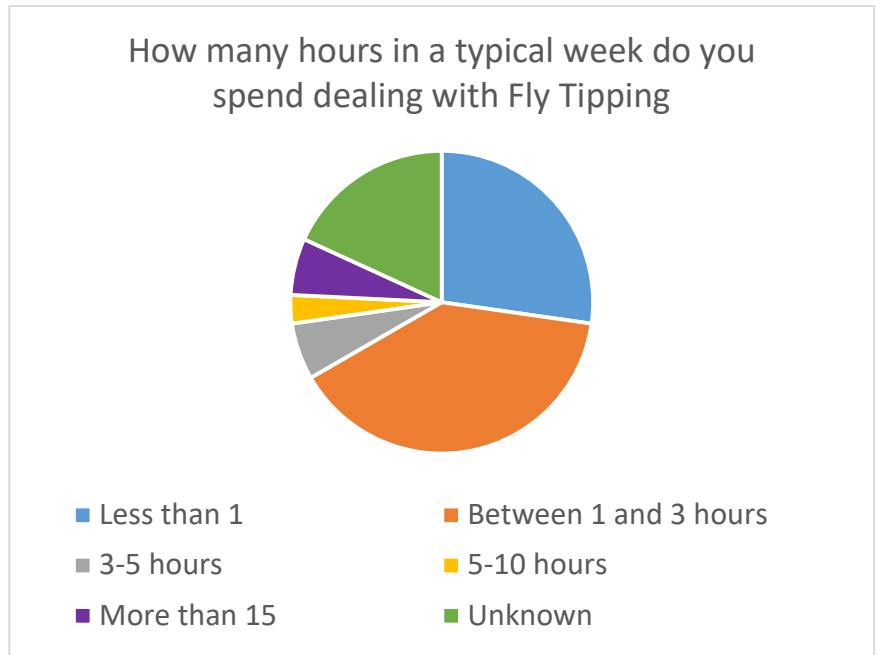
Most fly tipping we get is not from our residents but people/companies coming from outside.

We had successes before when residents have been able to give us details or photos of vans/cars that come and fly tip.

Survey response

25 responses (74%) advised of particular hot spots in their localities. The areas around tower blocks were highlighted as a concern, and the following were mentioned more than once – Golden Grove, St. James Close, Ridding Close, and Studland Close. Others raised the issue of 'hidden' garage areas that are frequently fly tipped.

The majority of respondents (66%) spend less than 3 hours of their typical week dealing with Fly tipping. Some spent considerably more, sometimes spending more than one day a week dealing with the issue. One responder said that they spent their entire working week (37 hours) dealing with it.



We asked for staff ideas about how Fly tipping could be reduced in council areas. Lots of ideas came forward including – increase the use of CCTV (it was even suggested to use dummy cameras to deter would-be fly tippers);

additional bulk areas, particularly for walk up blocks; encourage residents to report more and supply evidence if possible; close cut ways where there is a particular issue; make the council tips easier to access; move bulk areas away from road sides to make them less obvious; more promotion of enforcement action taken; reduction of the fee for standard bulk rubbish collection; streamline the process for reporting and actioning fly tipping. The Word Cloud below gives an indication of their ideas.



We then asked staff for their ideas if money was no object. A lot of the same suggestions were reported (particularly cameras) but others were:

- More investigators
- Restart Impact days / CREW³ weeks
- Free collection of Bulk Waste (could limit to a maximum of 2 per household per year)

One of the final questions we asked staff was their general view of fly tipping across the city, not just in Housing areas. There was a real sense of frustration in dealing with this subject which appeared never ending, and a difficulty in evidencing perpetrators to enable successful prosecutions. A number of responses highlighted that it is often not the local residents but outsiders who can cause the issue. It was also noted that, thanks to the Neighbourhood Wardens, housing areas can be better than some private areas as there is more of a presence on the estates to report and deal with issues when they happen. Here are two quotes taken from the survey which show the different issues:

It is bad - we take calls every day about rubbish issues. We do our best to keep it tidy by letting wardens know when areas need clearing, organising SHINE etc but it

³ Crime Reduction and Environment Week

is firefighting. Sadly, at the end of the day, it is the few that ruin it for the rest and are happy for somebody else to clear up their rubbish.

I think having Neighbourhood Wardens mean that council Housing Estates are a lot better off (in central) than places that are not. A good example of that is Bevois, Newtown area where most areas are private/Highways.

We also gave staff the opportunity for any other comments they had on this subject. A number of issues/suggestions were raised including; more education on the impact of fly tipping; increased financial penalties; more long-term funding to reduce the issue; reduction of the cost for official bulk collection channels; offers to private landlords of a bulk collection service (particularly those of multiple occupation).

The full results of the staff survey can be found in Appendix A

Our thoughts and recommendations:

We are very grateful for the time and effort staff put into responding to our survey, and the full range of opinions that came across from members of the different teams.

It was clear from the survey results of the frustration that staff in dealing with fly tipping, the lack of enforcement, and the ongoing nature of the issue. Even if the majority of staff spend less than three hours a week dealing with this subject, that is still well over a day a month which is a significant proportion of their time. It concerns us that one member of staff said that they spent all their time dealing with this issue, which must have an impact on the other important work they do.

Residents need to be proactive in reporting and providing evidence. If it was more forthcoming then it could make prosecutions easier.

While we would like to offer all tenants the opportunity to have bulk rubbish collected for free, we know this is impractical in the current financial climate. However we feel that those larger walk-up blocks should have the same facilities as offered to tower block residents, particularly where there are a number of the larger ones in the same area.

Our recommendations from surveying the staff:

- Encourage residents to be more proactive in reporting. If safe to do so to take photos, videos & vehicle registration numbers of perpetrators.
- Publicise successful prosecutions, ensure fines levied to discourage future offending.
- More designated bulk collection areas around the city, particularly around the larger walk-up blocks.
- Investigate the possibility of additional CCTV in known fly tipping hot spots. If it is not possible then investigate the use of dummy cameras.

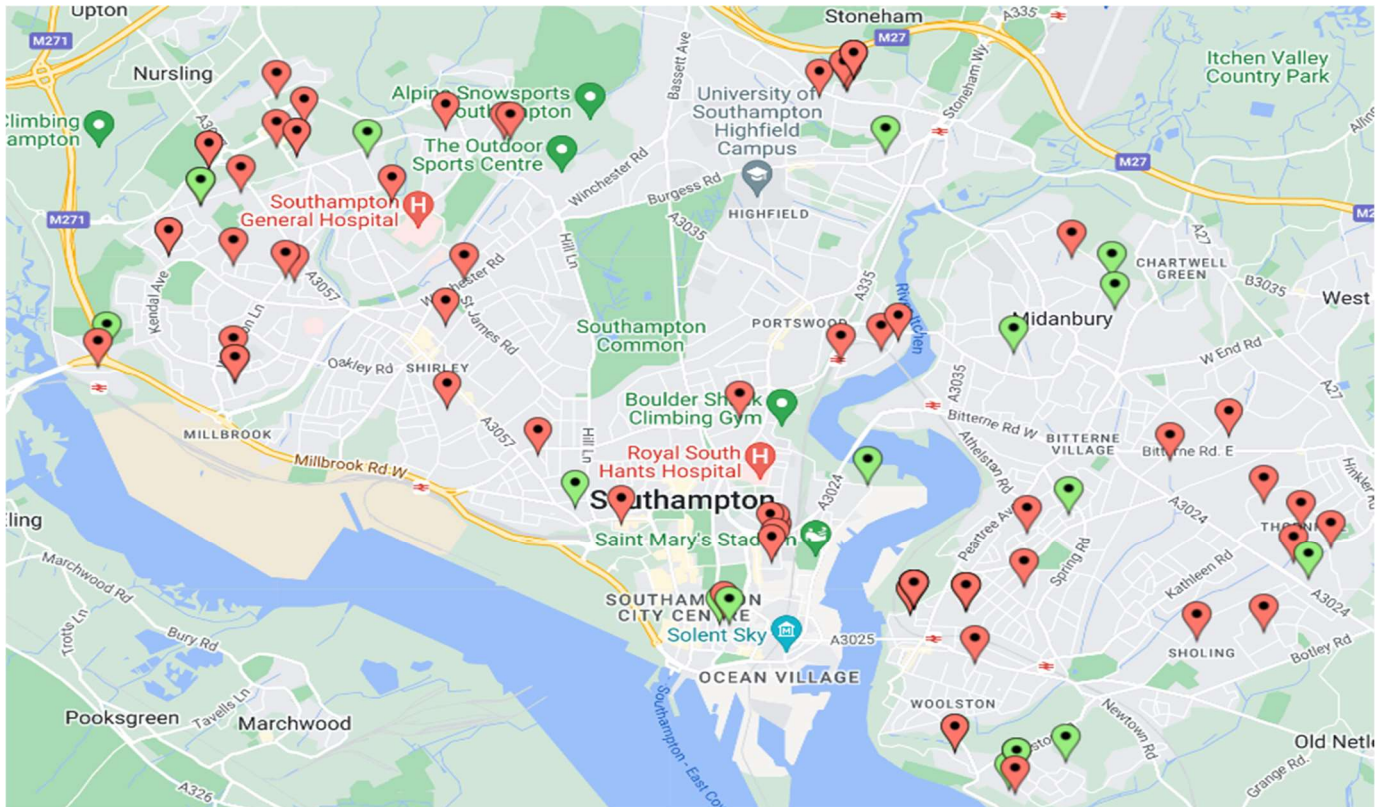
Surveying Tenants

As well as obtaining views of staff, we also wanted to gain feedback from tenants about their feelings of fly tipping in their local area.

We put together a survey which was sent out to all tenants on the Tenant Engagement Sounding Board. An electronic version of the survey was also created to allow people to complete online. A copy of the paper form can be found in Appendix 2.

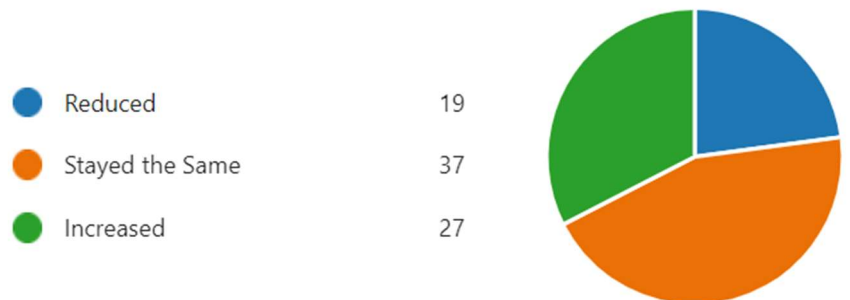
To encourage a response, we offered a prize draw of a £20 supermarket voucher.

A total of 94 surveys were received from all over the city. The map⁴ below shows the city-wide sources of the responses. 7 respondents chose not to give their postcode.



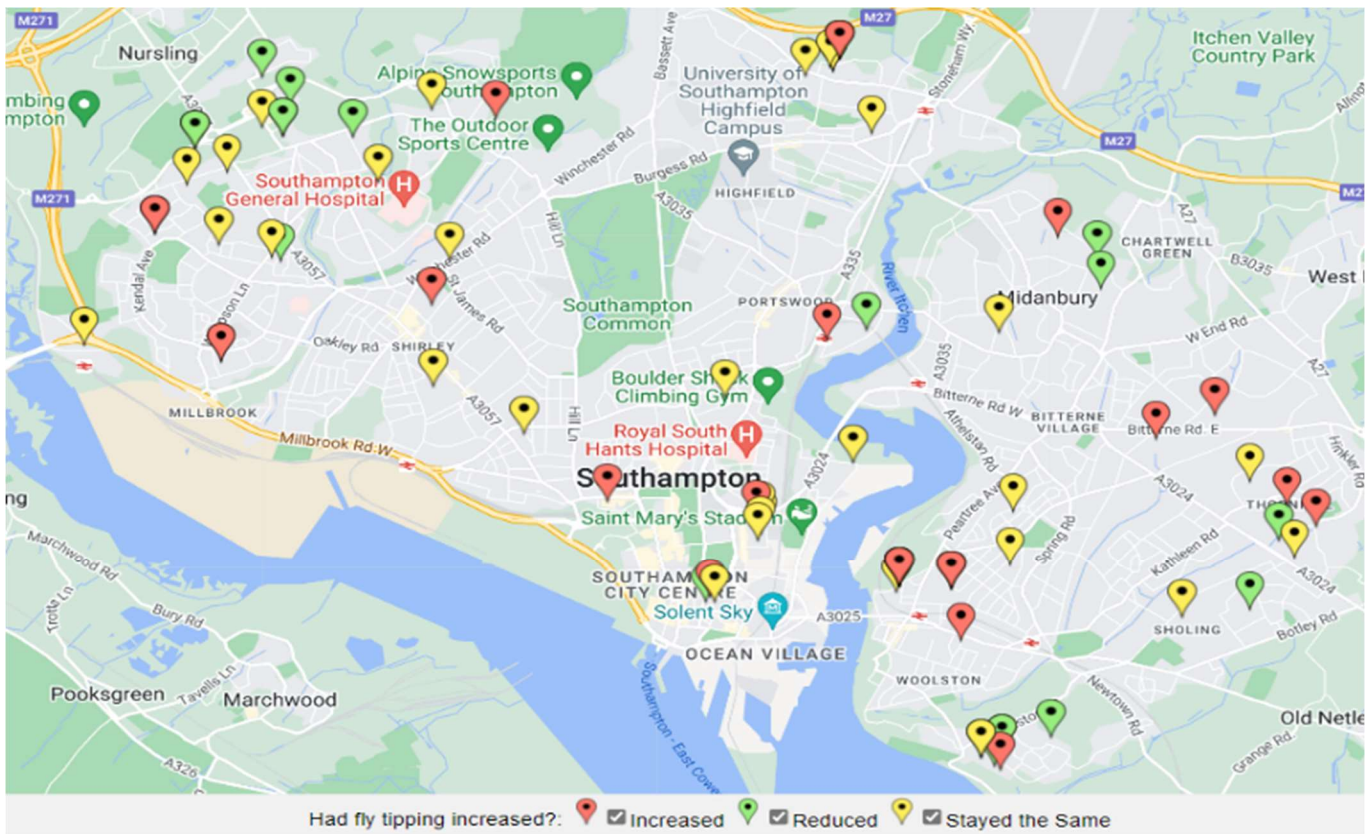
The red flags in the map above show where residents felt there was an issue in their local area (76% of responders). The green flags denote the locations where residents advised that there wasn't a fly tipping issue (24%). There were some obvious clusters around Golden Grove, Northam, Leaside Way, Lordshill, Wharncliffe Road and others. Areas where residents felt there wasn't much of an issue included Holyhood and International Way.

We asked the tenants for their views as to whether they felt that fly tipping had increased, reduced, or stayed the same in their locality over the last two years. The pie chart on the right shows that 33% of respondents thought that it had increased, 45% stayed the same and only 23% thought that it had reduced.



The map on the next page shows citywide how this breaks down.

⁴ This map can be viewed online at: <https://www.easymapmaker.com/map/cba7aa80efbe36d2d03a8de2b581659e>



We asked the tenants what types of things are most commonly fly tipped in their area. The Word Cloud shows the common phrases that came out of their responses. The size of the font is relative to how often the phrase is used.



Out of the 94 people who answered the survey, 64% (45 tenants) claim they have reported fly tipping incidents in the past two years, while 36% (25 tenants) have not reported any incidents. The table below shows how tenants have reported it, with reporting it direct via the council website

Methods Utilised	Number of people who utilised them	%
Website Reports	15	35%
Contact Centre Reports (phone)	6	14%
Local Housing Office Reports	11	26%
Neighbourhood Warden	9	21%
Other	2	5%

the most popular, and via the Local Housing Office or Neighbourhood Warden the next most common.

Out of the 45 Tenants who reported, only 60% agreed that the issue has been dealt with effectively, while 40% disagreed. The comments from those that disagreed showed their real frustration due to the lack of action, the fly tipping not being removed, and

sometimes not getting a response or acknowledgment from their reporting. Some of the frustration was due to the fly tipping happening on non-council land and the delay that this caused in its removal.

Interestingly, when we broke down whether they felt their fly tipping was dealt with effectively against the method of reporting used, some interesting results came out. As the table on the right shows, for those methods used multiple times, reporting via the website or the contact centre had the most positive experience (at over 80% positive) while those reporting via the Housing Office was 82% negative. Informing the neighbourhood wardens was a lot better with 75% positive.

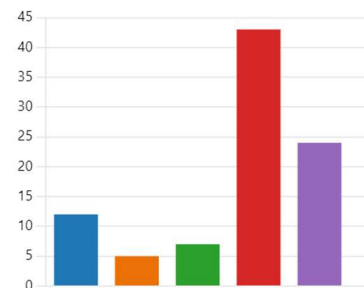
Method	Dealt with effectively			
	Yes	%	No	%
At a TA Meeting	0	0%	1	100%
Spoke to landowner	1	100%	0	0%
Telephoned contact centre	5	83%	1	17%
Via the Online form	12	86%	2	14%
Via the Local Housing Office	2	18%	9	82%
Via the Neighbourhood Warden	6	75%	2	25%
Via Webchat	0	0%	1	100%

For those 36% of tenants who hadn't reported fly tipping, the reasons they gave are broken down in the table below:

Reasons why Fly Tipping wasn't reported	Number of People who answered	%
No Fly Tipping to report	2	8%
Unsure on how to report	12	46%
Reporting process is too complicated	5	19%
Someone else had reported it	2	8%
Staff should be responsible for reporting	2	8%
Other Reason	3	12%

As well as fly tipping, we wanted to get a better understanding of how tenants recycle in their own property, particularly their larger bulk waste.

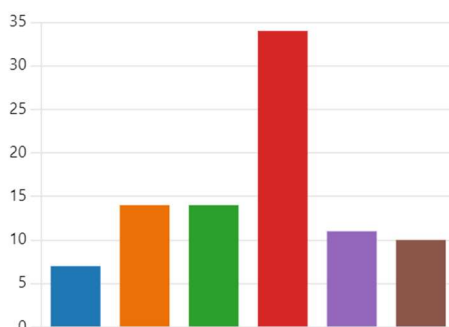
The graph (right) shows the breakdown of the respondents with almost half of responses coming from tenants living in flats. Tenants living in Supported Housing were the next most common.



When questioned about their waste and recycling habits, 74% of respondents confirmed that they knew where the closest Recycling Centre was while 26% appeared not to know.

Additionally, less than half (48%) had the appropriate transport that would allow them to use Waste and Recycling Centres, and 26% were unaware of what they could take to them.

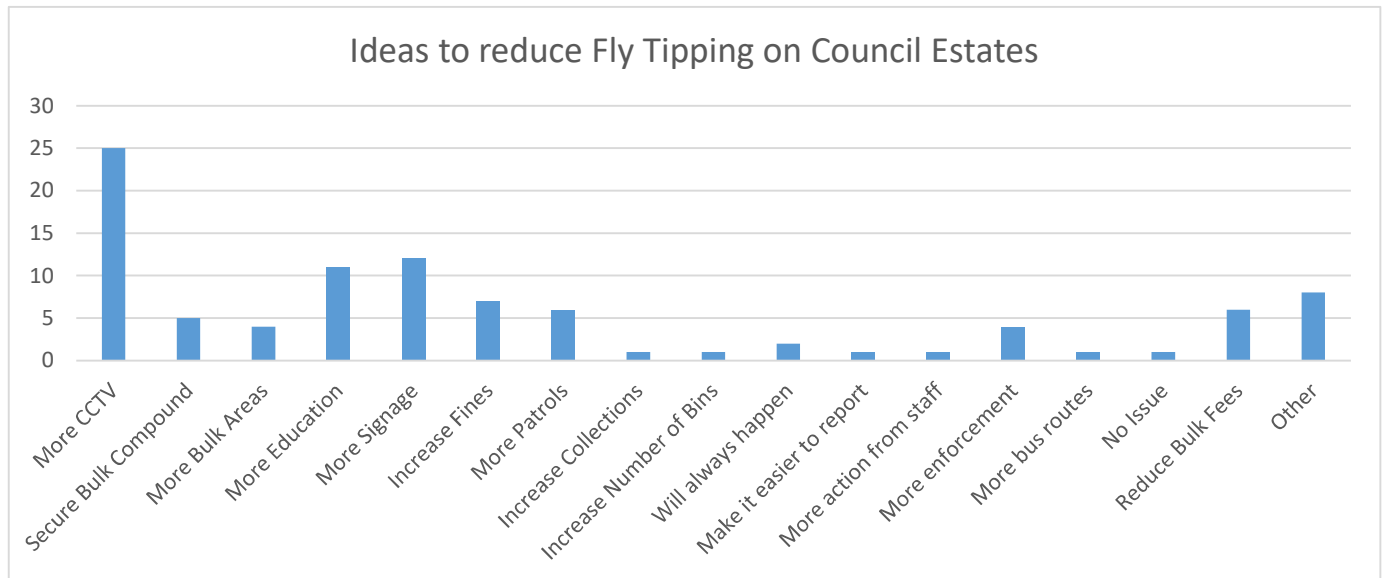
Half of the respondents advised that they do have a bulk collection area in their neighbourhood, and 41% of tenants appeared unaware of the 'paid for' Bulk collection Service available to all residents of Southampton.



We wanted to know what process tenants went through the last time they had to dispose of bulk waste (i.e. old white goods, sofas etc). As the graph (left) indicates, most people (38%) use recycle

schemes provided by their new supplier. Using the Bulk waste area or the council’s bulk collection service were the next most popular ways at 16% each. For the ‘Other’ category, donating to charity was very common with 5 responses (6%) and selling the item on was also mentioned.

We wanted tenants’ views about how they thought that fly tipping could be reduced in our neighbourhoods. We have grouped the themes of their comments as shown on the graph below. More CCTV was by far the most common answer given – with more signage to deter potential culprits coming second. Close behind was more education (which was both about how to dispose of bulk waste properly and how to report fly tipping when witnessed).



The full responses to all the questions can be found in Appendix 3.

Our thoughts and recommendations:

We would like to express our thanks to all the tenants who completed the survey.

We were surprised that the perception of respondents felt that International Way and Holyrood did not have much of an issue regarding fly tipping.

We were pleased to see that from the responses in Lordshill, whilst still an issue, tenants felt that the amount of fly tipping had reduced in their area.

We were disappointed that tenants who reported their fly tipping to the Local Housing Office had a much more negative experience compared to any other method.

With our Waste and Recycling Centres not accepting walk-ins, the lack of transport available to tenants was a real barrier in them being able to access this service.

Tenants need to be empowered to report estate issues as soon as seen. There appeared to be a lack understanding about how to report fly tipping, especially if people are not online, and if the wait for their phone call to be answered by the Contact Centre is excessive. More education about what can be taken to the Waste and Recycling Centres was needed too.

There were some comments from tenants which disappointed us. They were obviously disenfranchised in reporting fly tipping due to a lack of action in the past, or just assuming that it’s someone else’s job. The importance of having reports acknowledged cannot be underestimated.

We have personal past experience of the difference that a lockable bulk waste compound can make on an estate.

We were not surprised that increased CCTV was the most popular suggestion to reduce the amount of fly tipping.

Our recommendations from surveying tenants:

- Information in blocks about the correct way to get rid of bulky items, with individual letters in areas where the issue of fly tipping is prevalent.
- Use the Settling In Visits (SIVs) to remind tenants of their obligations regarding bulk waste.
- All reports of fly tipping should be acknowledged either through email or text. It would also be good to have a final notification of when the issue had been resolved.
- Investigate the installation of more bulk waste areas with appropriate signage. They need to be secure to ensure availability for use by tenants in the immediate area.
- Due to the high percentage of tenants with no access to vehicles, consider more bulk areas in floating support blocks as they seem to be missing out.
- Install CCTV signage (even if no working cameras) to deter potential fly tippers, particularly from those outside the area.
- More training for Local Housing Office staff in having to deal with fly tipping issues.

Looking at the Website and other Providers

We wanted to examine how other local authorities report and deal with fly tipping. We investigated other websites from different councils to see if we could pick up any other ideas.



Southampton City Council: It was really easy to find the information. We liked that it had a link to their action plan to reduce fly tipping over the next five years. We noticed that many other websites warned people about the potential risk of touching fly tipped materials but this appeared missing on SCCs website. We liked the online map which clearly stated whether it was private or public land. There is a limit of 5mb for photos. The form seemed quite straightforward to use.



Portsmouth City Council: Finding the report Fly Tipping form was easy but there appeared very little information on the issue otherwise. We felt the information on the website was not as good as Southampton. The form was straightforward enough to complete. It also has a limit of 5mb photos which could make it difficult to upload direct from a phone.

Lincoln Council: Information was easy to find and the form was easy to access. They allow you to report online anonymously. There wasn't a map on their form.



Eastleigh Borough Council: They have lots of information on their website including licenced waste carriers, and the risk of fines etc. When reporting online, their form has a map which shows exactly where fly tipping has been reported so that residents can see if the council are already aware of the issue. The form is very simple, but it doesn't give you the option of uploading a photo.



Winchester City Council: Information on the website is good. Good drop-down menu for info. Has phone number for contact – unusual. Also, gives info on how to check if a waste carrier is licensed. The form is quite comprehensive and easy to access.



City of York Council: We struggled to find the information at first, eventually finding it under Street Care and Cleaning. They have teamed up with Keep Britain Tidy and have started a #CrimeNotToCare⁵ initiative. They promise to remove fly tipping within 6 working days of a report. They were the first council we noticed to note surveillance equipment used. The online form was good, with a map, and no obvious restriction for photo size.



Woking Borough Council: The information on the website is good with giving information about how to dispose of waste correctly as well as reporting fly tipping. For their online form, once you have added your details, the form is very simple to complete but there are only three questions which wouldn't give the team responsible for sorting it out enough details. There is no map feature either.

BCP Council

Bournemouth, Christchurch & Poole Council. On their website they have a map which shows all the reports of fly tipping for the past 30 days so that residents can see if the incident has already been reported. They have contracted out their investigation and enforcement to a private company. Their online form is a little clunky.

Test Valley Borough Council: Information was clear. Form was straightforward to use.

⁵ <https://www.york.gov.uk/CrimeNotToCare>



New Forest District Council: There was a lot of good information on the website clearly stating you could report fly tipping online, via the phone line (given) or via an email address. The form however, was very basic, and while it did give you the opportunity to report anonymously it gave very little information.



Hampshire County Council: Hampshire County Council is not responsible for dealing with fly tipping (it said to report to local councils) but we found their website very engaging with graphics and videos and it was full of information and useful signposting.

Isle of Wight Council: They also were supporting the #CrimeNotToCare initiative. We couldn't check their online form as you need to have an account with them to progress.

Our thoughts and recommendations:

From looking at the different websites, the information on the SCC website seemed quite standard. All the key information was there including to check whether waste carriers were properly licenced. Other councils made it clear that if your waste is dumped (whether you dumped it or not) you could potentially be prosecuted and sentenced to two years in prison with an unlimited fine.

The council's online form was alright. We liked the map although we thought it could also include where fly tipping has also been reported.

The limit of a 5mb upload could cause issues when reporting immediately on a mobile phone whose settings might automatically produce higher quality photos.

The best website we saw was from Hampshire County Council that gave lots of information in a very engaging way.

We really liked the map on the BCP (Bournemouth, Christchurch & Poole) council website which showed fly tipping reports for the past 30 days.

We also liked the #CrimeNotToCare initiative and this might be something that Southampton City Council might like to support.

Our recommendations from looking at various websites:

- Investigate whether previous reports of fly tipping could be added to the online map so that residents know whether an issue has already been reported (see Eastleigh Borough Council or BCP Council).
- Remove the 5mb photo size limit when reporting fly tipping.
- Consider the council signing up to the #Crimenottocare initiative.

Our Fly tipping tour

Based on the information given to us by staff and tenants we wanted to carry out our own tour of the city looking at hot spots mentioned in our surveys.

This was carried out in three separate sessions, always on a Monday morning. We wanted to carry out a spot check, seeing for ourselves the state of the bin areas, and the wider environment. We also used the opportunity to talk to local residents at the same time to get a truer insight of the issue.

We designed a simple survey form to complete at each of the sites. This form can be found in Appendix 4.

In the end we visited 28 different sites across the city. As the pie chart (right) shows, in 8 (29%) there was evidence of fly tipping which we reported while we were there.

Is there evidence of Fly tipping?

● Yes	8
● No	20

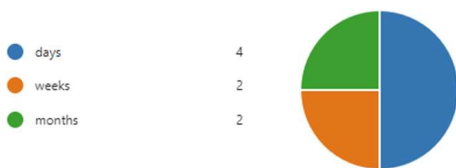


Of these 8; 3 were just a small amount, 1 was a car boot sized load and half (4) were a van load size.



Things that we found fly tipped included trade waste, mattresses and other furniture, carpets, televisions and flagstones. The good news was that nothing that we saw we thought was dangerous.

Estimated length of time fly tipping has been in situ?

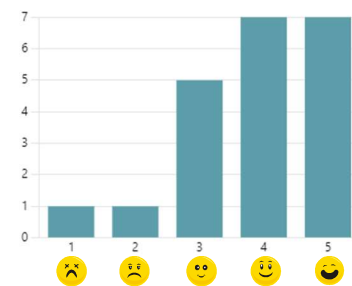


Where we were unable to talk to residents in the area we had to make a guess on how long the fly tipping had been in situ. We thought most had only been dumped very recently. Just two gave the appearance of being there for a long time.



The bin area at Albion Towers when we visited

In most of the areas we visited (75%), there was a dedicated bulk waste/bin area. We rated the state of these bin areas out of 5 (1 being very poor, 5 being excellent). We were pleasantly surprised at the average score of 3.86 with only two bin areas scoring negatively.



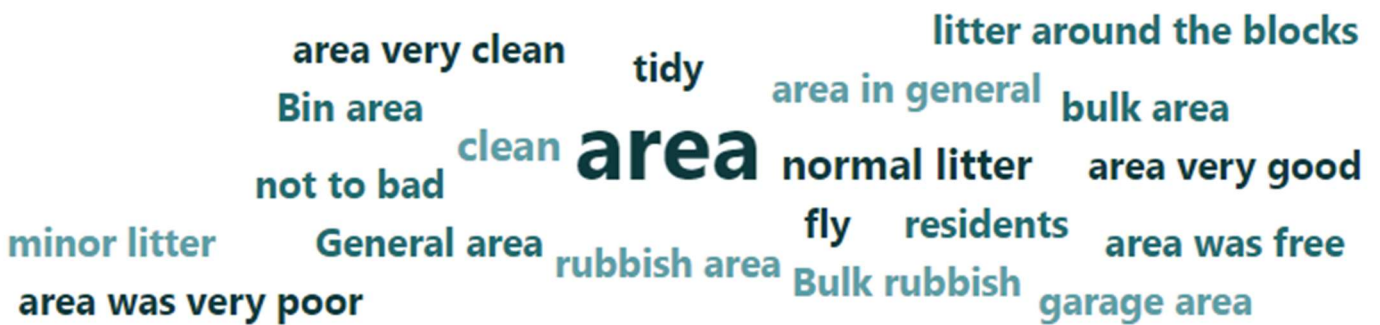
The worst one was at Albion Towers where the bulk waste area looked disgusting as shown in the photo (left). It would be impossible to use the area as intended. We also noticed that one bin area in

Golden Grove was completely flooded and was unable to be used.

Some areas (such as Cardington Court) seemed to have poorly designed bin areas with newly installed slopes etc. that are too steep and unusable.

We spoke to residents when we saw them. Some stated that they keep the bulk area tidy themselves, others said they had reported fly tipping when seen, others said they didn't feel there was an issue with fly tipping in their local area.

We then rated the state of the wider area and again were impressed with generally how clean and tidy it was. This is obviously testament to the work of the neighbourhood wardens along with the local residents. Our average score for this was 4.4 out of 5 with no areas scoring less than 3 as you can see on the graph (right).



You can see in the Word Cloud above our general thoughts about the area we visited. A few of the comments we made were:

- "Area in general not too bad with just normal litter blowing around".
- "Spoke to residents, their bulk rubbish area kept clean by the residents. In general, the area was free from any rubbish. Just a small amount litter blowing around."

For the full results of the survey please see Appendix 5.

Our thoughts and recommendations:

We appreciate that our visits were just a spot-check, and we were lucky (or not) to see what the situation was on that particular day. We deliberately chose a Monday morning as we thought there may be fly tipping and general rubbish left from the weekend.

We were pleasantly surprised at how neat and tidy the estates and areas were that we visited (that might show our inherent bias!). We were impressed with the wider areas too which were obviously well maintained. It is clear that the hard work of the wardens and cleaners cannot be underestimated.

We saw bin bags left besides bins which we felt could have easily been collected at the same time as the bins were emptied. This would have saved a lot of issues.

One of the inspectors was almost hit by a nappy that was dropped from a tower block, and we were advised by the warden that sadly it was a common occurrence.

For some of the reports of fly tipping that we raised a week went by until we received an acknowledgement from the council of our report.

Our visit to Albion Towers reinforced the comments made in the staff survey that the issue of its bulk rubbish area could be its close proximity to the road, allowing non-residents to use it and dump waste.

Our recommendations from our Fly Tipping tour:

- Encourage refuse collectors to pick up additional bags of rubbish when seen.
- Letters be delivered warning all residents where throwing items from a height is prevalent.
- Make sure that all fly tipping reports are acknowledged promptly.
- Look at the Albion Towers Bulk Waste area to see if anything can be done.
- Make sure that bin area drains are cleared regularly to reduce flooding causing them to be out of action (Golden Grove).

Tenancy Agreement

We looked at the Tenants Handbook and the Tenancy Agreement.

The information in the Tenancy Agreement was very clear about the tenants' responsibility for making sure they get rid of their rubbish appropriately and safely.

The section in the tenancy agreement is:

3.9 Getting rid of rubbish:

- a) You must ensure that rubbish and unwanted items from your property are disposed of in the proper way.
 - You must not allow it to build up in the property. (Clause 3.2 covers the condition the property should be kept in)
 - You must not improperly dispose of it on our land, communal areas or in the locality. If you do we will charge you.
- b) In blocks of flats or maisonettes you:
 - Must put your rubbish and unwanted items, including furniture, in the areas or containers provided or arrange for their proper disposal elsewhere
 - Must not leave any rubbish or unwanted items in any communal areas not designated for their collection or storage
 - Must not block access to fire exits or fire fighting equipment with rubbish or unwanted items
 - Must not throw anything, or allow anything to fall from, any windows, balconies or communal areas.
- c) If any syringes or needles are used by yourself or anyone living in or visiting the property you must ensure they are disposed of safely and not left where anyone in the locality, our staff or contractors may come into contact with them.

We could find no information in the Tenants Handbook relating to the disposal of waste.

The Tenancy Agreement clearly states that tenants would be fined if they left rubbish in the communal area, land or in the locality.

Through our supporting officer, we sent three emails asking how many fines that Housing have given to tenants who have fly tipped in their area. We failed to get a response despite chasing, therefore we can only assume that no fines have been given.

Since then we have been shown an email from an assistant district housing manager in which they stated:

"We have tried to raise MRCs [Maintenance Recovery Charges]. However it has been decided by the DHMs [District Housing Managers] that recharging for refuse bags is not financially viable as the administration cost of chasing this debt is greater than the debt. People will still be warned, and we will continue to issue tenancy breach letters but regretfully we can no longer charge over individual bin bags – fly tipping on a larger scale may be a different issue."

Our thoughts and recommendations:

While the information in the Tenancy Agreement was clear, there were parts that we felt needed elucidating, for instance 39b "or arrange for their proper disposal elsewhere". We thought that having additional information in the handbook about what and where tenants can remove their bulk waste etc would be very useful.

The Tenancy Agreement clearly states that fines will be given if people leave waste in the communal areas etc. but this does not appear to be the case given our evidence.

Our recommendations from looking at the Tenancy Agreement:

- Restart investigating and fining tenants (particularly persistent tenants) who fly tip in their communal areas etc. Advertise this when done to discourage future offending.
- Add information regarding waste removal (i.e. locations of Waste and Recycling Centres, the Council's bulk waste service and how to safely dispose of syringes and needles) into the online Tenants Handbook.

SHINE Team reports

As part of our investigation, we were shown a random week of reports from the East Open Spaces Team responsible for removing fly tipping in their area.

These results are found in the table below:

Date	Location of fly tipping	Council Housing land?	What was fly tipped?	Witnessed who was responsible?
12/06/2023	Longstock Close/ Kingsclere Avenue	Yes	Wardrobe doors and rubble	No
12/06/23	Montgomery Road	Yes	Black bags (car boot load)	No
12/06/23	Heyes Drive (cut way)	Yes	Black bags and furniture, thrown in a pile	No
12/06/23	Manor House, Manor Farm Road	No	Sports bag & child's backpack	Yes (but would not give permission to pass details on)
12/06/23	Car park Bridge Road/ Portsmouth Road	No	Large pieces of plastic	No
12/06/23	Cutbush Lane	No	Gas boiler, piping, bottle of inhibitor, other mechanical bits	No
12/06/23	Mosaic Close	No	Several panes of glass stacked up	No
13/06/23	Torque Close	No	Yellow 1 tonne bag	No
13/06/23	Barrow Down Gardens	No	2 * black bags	No
13/06/23	Thornhill Court, Bursledon Road	No	Garden waste / Garden tools & equipment	No, thought to be left by people leaving allotments on Bursledon Road
14/06/23	Staplehurst Close, Footpath	No	Broken red wheelie bin	No
14/06/23	Knighton Road Car Park	Yes	Animal carcasses, black bags, electrical goods, garden waste, mattress	No
15/06/23	Kipling Court	Yes	Shopping bags with rubbish, black bags, blanket, wooden white flat door, clothes, plastic shelves, metal bed frame.	No
15/06/23	Mansbridge Road, near White Swan pub	No	10-15 large tyres.	No
16/06/23	Holcroft Road (cut way)	Yes	Builders' rubble, old bath, shower basin, mattress	No
16/06/23	Deeping Close/ Wallace Road Footpath	Yes	Black bags, wood, furniture	No
16/06/23	Wallace Road / footpath	Yes	Table, chairs, cabinet and a ton bag	No

Of the 17 reports that came in for the East side of the city, just under half (8) were not on land managed by SCC Housing. A number of ones that were technically on Housing land were in cut ways or car parks in areas, where, thanks to the Right to Buy, there were relatively few council properties.

In none of the instances did people say they knew or saw who caused the fly tipping meaning that the chances of further action were limited.

Our thoughts and recommendations:

We are aware that the Housing Revenue Account does get a rebate from the General Fund for areas where there are a number of private properties on Housing land. Does this include the cost of dealing with fly tipping too?

There were a number of instances of dangerous items dumped which highlighted the importance of reporting it promptly so that they can be removed.

We were disappointed that, out of all the reports during that week, no one came forward as witnessing the incidents.

Our recommendations from looking at the Shine Reports:

- Investigate transferring cut ways and other small pieces of land back to the General Fund where there are relatively few council homes in the area.

Conclusions

It has been a really interesting inspection looking at Fly Tipping in Council Estates.

This issue is very important. It has a real impact on how residents and visitors view and judge an area, and can be really detrimental to people's mental and physical health. It can also be a fire risk and be potentially dangerous depending on the item dumped.

There seemed a real confusion between who has the most enforcement powers between the Housing Office and the Waste Enforcement team as both think it's the other! We were disappointed to discover that the number of fines (where we know that council tenants are perpetrators) has been minimal if any. There is a real danger that people will not learn any lessons and that the situation could get worse.

It is really important that tenants (and residents) play their part in reporting fly tipping when seen and sharing evidence when witnessed. They need to have confidence in reporting and collecting evidence when it is safe to do so, and in giving details confidentially.

One way for residents to gain confidence is more publicity of successful prosecutions (both large and small) to show how important it is being treated.

Considering the number of tenants who do not have access to transport to Waste & Recycling Centres, we feel that larger walk-up blocks should have the same facilities as tower blocks, that is, to have a dedicated space for bulk waste to be removed free of charge. We wondered whether it would be worth the Housing Department to undertake a cost benefit analysis to see whether more official bulk waste collection points would be cheaper than constantly dealing with fly tipping incidents in particularly prevalent areas?

The frustration of front-line Housing staff came through loud and clear regarding the constant fly tipping they have to deal with as part of their job. Both staff and tenants wanted additional CCTV cameras to act as deterrents and for evidence gathering in known fly tipping hot spots. Even dummy cameras were suggested for consideration to reduce the number of incidents.

The more education we can give tenants on how to get their bulk waste removed safely and cheaply can only be a good thing. Our tenant survey showed that there were still a significant number of tenants who were unsure of how to dispose of their waste properly, or which items could be taken to their local recycling centre.

We were pleased to see that the cost of Bulk Waste Removal is much cheaper in Southampton than in some other neighbouring authorities.

We would like to see reporting fly tipping be made as easy as possible, remembering that not everyone is online to be able to use the council website.

We were disappointed to see that the Local Housing Offices appeared not to be as effective at dealing with fly tipping reports compared to other methods (for example reporting online or via the contact centre), so more training is recommended.

We looked at other authorities' websites and reporting mechanisms. We thought that the council's form was alright but that there were improvements that could be made. Including a map to show already reported fly tipping incidents and their outcomes would be good, as would removing the photo size limit to make it easier to upload a photo from a mobile device.

Some councils have signed up to the #CrimeNotToCare initiative in conjunction with Keep Britain Tidy and this is something that should be considered too.

When we carried out our spot check on known fly tipping locations, we were very impressed with just how clean and tidy the different districts looked. We would like to congratulate the residents and Housing staff (particularly wardens and cleaners) for keeping the outside areas to such a high standard. The only one that we thought looked appalling was the bulk waste section at Albion Towers. We could understand the frustration with trying to keep this area clean, as was evident through the staff surveys.

We did spot a few items fly tipped and we had the experience of reporting these ourselves. This worked well, though when we tried to upload a photo (to enable council staff to have a better idea of the issue) we kept running into the same issue of the photo size being too big to upload.

The Tenancy Agreement seemed to us quite clear regarding tenants' responsibilities for dealing with their rubbish, and the fact that they will be fined if they fail to do so – which is why we find it frustrating that these fines are not levied. We did think that there could be more information in the Handbook to support residents in giving advice on getting rid of their waste legally.

From looking at the SHINE team reports we noted how often areas affected by fly tipping were in technically housing land but in areas with relatively few council properties now in.

The nature of fly tipping is that it will always be an ongoing problem but if residents could play a more active role in reporting and evidencing when it happens and to make sure that their rubbish is disposed of correctly then it would be greatly beneficial for the council staff.

Recommendations

A full list of our recommendations are as follows.

Recommendations		SCC Response
1	Start fining tenants who commit offences to reduce further future occurrences.	
2	Publicise action taken against perpetrators to show the benefit of reporting and to discourage future offences.	
3	Investigate if the issuing of Section 46 notices could be speeded up.	
4	Encourage residents to be more proactive in reporting. If safe to do so to take photos, videos & vehicle registration numbers of perpetrators.	
5	More designated bulk collection areas around the city, particularly around the larger walk-up blocks and larger Floating Supported blocks. These should have appropriate signage and made as secure as possible so only for use by tenants in the immediate area.	
6	Investigate the possibility of additional CCTV in known fly tipping hot spots. If this is not possible then investigate the use of dummy cameras. Install CCTV signage (even if no cameras) to deter potential fly tippers, particularly from those outside the area.	
7	Information in blocks about the correct way to get rid of bulky items, with individual letters in areas where the issue is prevalent.	
8	Use the Settling In Visits (SIVs) to remind tenants of their obligations regarding bulk waste.	
9	All reports of fly tipping should be acknowledged promptly either through email or text. It would also be good to have a final notification of when the issue has been resolved.	

Recommendations		SCC Response
10	More training for Local Housing Office staff in having to deal with fly tipping reports.	
11	Investigate whether previous reports of fly tipping could be added to the online map so that residents know whether an issue has already been reported (see Eastleigh Borough Council or BCP Council).	
12	Remove the 5mb photo size limit when reporting fly tipping.	
13	Consider the council signing up to the #Crimenottocare initiative.	
14	Encourage refuse collectors to pick up additional bags of rubbish when seen.	
15	Letters be delivered warning all residents where throwing items from height is prevalent.	
16	Look at the Albion Towers Bulk Waste area to see if anything can be done.	
17	Make sure that bin area drains are cleared regularly to reduce flooding causing them to be out of action (Golden Grove).	
18	Investigate transferring cut ways and other small pieces of land back to the General Fund where there are relatively few council homes in the area.	
19	Would it be worth the Housing Department to undertake a cost benefit analysis to see whether more official bulk waste collection points would be cheaper than constantly dealing with fly tipping incidents in particularly prevalent areas?	

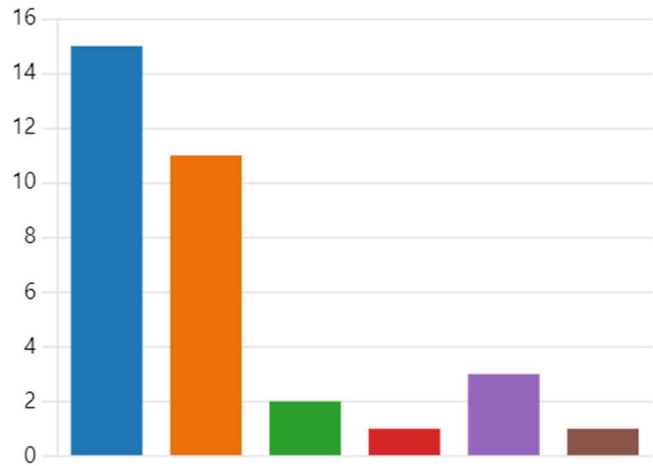
Appendices

Appendix 1

Results from the Staff Fly Tipping Survey

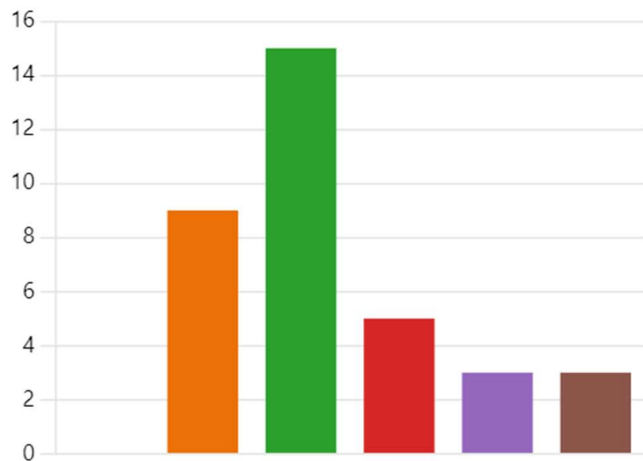
Q1) What is your role?

● Neighbourhood Warden	15
● Housing Management Officer	11
● Housing Management Assistant	2
● Senior Warden	1
● Support Worker	3
● Other	1



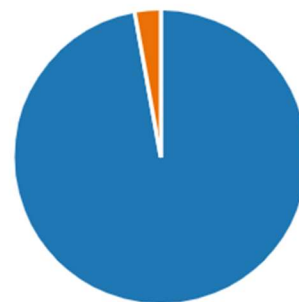
Q2) Where are you based?

● Civic Centre	0
● Central Local Housing Office	9
● Shirley Local Housing	15
● Woolston Local Housing Office	5
● Thornhill Local Housing Office	3
● Other	3



Q3) Does your role involve any dealings with fly tipping?

● Yes	34
● No	1



Q3a) If yes, what is your involvement with fly tipping?



Dealing with reports from staff, as a manager.

Reporting incidents and occasional removal.

If there is a huge amount that has been tipped we report to fly tipping

Reporting large fly tips within known areas.

Also where possible removing any fly tipping

Either reporting or clearing

Take calls from tenants about it, report it, dream about it

I receive reports from the LHO, wardens and Open Spaces. I arrange for the fly tipping to be checked for evidence. This is usually done by fly-tipping enforcement, and once that's done, arrange for the fly-tipping to be removed. This is usually done by the warden or large items the warden will work with open spaces and the shine team to clear. We will then look at the area and see if we can do anything to stop it from happening again.

Receiving reports and arranging clearance.

Reports received are passed to Environmental Health to try and investigate further, however the clear up on Housing land would usually fall to Housing to arrange clearance.

Fly tipping will be reported to myself. if it is found who has done it they are written to, I will also raise MRC charges for removal of rubbish

Reporting (*2)

Reporting and raising orders to get it cleared

All of the above (*4)

Receiving reports, raising orders

Reporting to commercial waste to ask for them to collect.

Reporting and cleaning it up

Complaints, issues with it not being cleared, management of bin areas

Looking at solutions to stop fly tipping in specific areas by physically changing the landscape, installing fences, bollards etc. Supporting HMOs, HMAs, NWs discussing whether any legal action can be taken if relating to a tenancy etc.

Most fly tipping we get is not from our residents but people/companies coming from outside.

We had successes before when residents have been able to give us details or photos of vans/cars that come and fly tip

Raising orders

Reporting and also clearing

Receiving complaints and raising to commercial waste and asking NHWs to assist

Receiving reports, reporting incidents, referring complainants to right dept online etc

Reporting incidents, receiving reports, request the NHW services arrange clearance with the appropriate teams

Raising work

Can be involved in receiving reports of fly tipping in and around my patch area, asking the Neighbourhood Warden to check for any names & addresses, photo's etc. and/or notifying the Environmental Protection Officer who will investigate, follow up, prosecute if necessary.

Receiving, reporting to Fly tipping department, clearing fly tipping if not actioned in time

Putting items into one area. Reporting it for collection

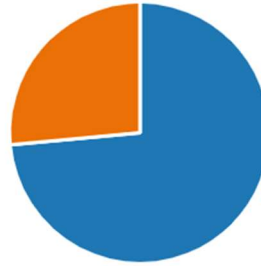
I have been reporting about fly tipping and bulk rubbish in most of the council houses.

Reporting incidents, receiving reports, raising work orders. Noticing fly tipping on Estate Walkabouts.

Reporting also clearing

Q4) Are there problem areas for fly tipping in your patch?

● Yes	25
● No	9

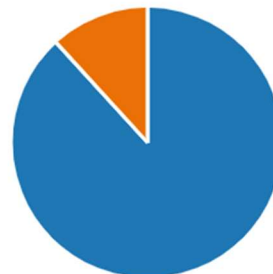


Q4a) If yes, and you are you happy to disclose which areas, please list them here.

- | | |
|---|--|
| Golden Grove, Northam, Kingsland | Millbrook towers car park in the bulk area |
| Golden grove and Swaythling cut ways which are behind properties. Like Mayfield Road | Kendal Court, Cumbrian Way (Garages) |
| Kane's Hill, Wyndham Court | Basically, anywhere with a communal bin area - lots of complaints about Studland Close & Shirley Towers/Ridding Close area |
| Albion towers bulk area, 23-67 James Street | Albion Towers bulk area, Golden Grove bin areas |
| bulk area, 129-163 Golden Grove bin area | Ridding close often had quite a bit |
| Portswood, Hampton Park & Bevios everywhere | Burgoyne Road 16 – 74, Warburton Road 101-159, Warburton Road 120 – 150, Warburton Road 60a - 74a |
| Footpaths throughout the Flowers Estate, city centre housing estates with hot spots in specific areas that are easily accessible by car/van but also away from main view. | Gilpin Close 1 - 27 |
| Most of my patch | St James Close, Honister Close, Studland Close, Windermere Avenue. |
| St James Close, Shirley, this can be daily | Weston and around large blocks or grass areas, by recycling or clothes bins (Itchen Estate) |
| Redbridge Towers, Studland Close, Cuckmere Lane | Tower blocks, walk up blocks throughout Thornhill, Harefield and Townhill Park |
| Irving Road, Thorndike Close (garages) | Albion towers |
| Taranto Road - Dunkirk Road | |

Q5) Do you work full or part time?

● Full time	30
● Part time	4



Q6) How many hours do you deal with fly tipping in a typical week?

0	30mins-1hr per week (excluding drive to waste depot)	1
0-1	less than 1	1
10 mins		1 hours
30 minutes?	1	1-2 hours

1-2 hours	5 hrs	not able to confirm
1hr	10 hours	Not long now I have moved to the Shirley estate, Millbrook was rife
2	20	
2	37 hours a week.	not often
2	changes week on week	Unable to give an accurate figure as it can fluctuate
2 - 4 hours	In my role not a lot as NHWs are most likely to raise the job.	Varies
2 hours		
2-3 hours	It varies	
3-4 hours	N/A	

Q7) Do you have any ideas about how fly tipping could be reduced within Council Estates?



Cameras

More fines being produced

Encourage residents to report more and vehicle reg numbers if possible without putting themselves at risk.

CCTV (*2)

No (*2)

By encouraging people to report fly tipping on their estate and taking strong action against culprits.

Going after fly tippers, CCTV monitoring known hot spots,

Have designated bulk area for people to leave large bulky items. Especially near walk up blocks.

Remove bulk areas as they make it too easy to be misused. Close cut ways and make it the properties that use the cut way their responsibility to monitor and clear.

Dedicated teams patrolling the areas and fining individuals

Someone will dump something no matter what we do

The fly-tipping officers have more powers and investigate reports of fly tipping. Better options for people who need to dispose of larger items.

More bulk areas around the estates, so that there is somewhere for people to put items they no longer need

Easier access to the Council tips.

Maybe area CCTV or even use of Drones.

Closed off bulk areas with key access

Extra CCTV in known fly tip areas.

Moving the Albion Towers bulk area away from the road which is easy access and away from the CCTV camera's.

Installing CCTV or dummy camera's to deter people. Raising more awareness, more posters, highlighting examples of people who have been caught.

Use of CCTV and issuing of fines... Creating free disposal banks for the public (monitored by CCTV to prevent hazardous waste disposal e.g. asbestos)

More CCTV

Sometimes people drive in with their van or car and fly tipping and drove away. or stop at the car park and fly tipping and drove off.

Provide more bins, threaten with CCTV evidence

CCTV would be ideal so we can identify who is fly tipping.

Make the rubbish tip free and easier for people to get rid of stuff. Eg not having to pay to get rid of certain items (rubble, plasterboard, bathroom toilet cistern)

Make collections of bulk from home items cheaper so people can afford to dispose of it properly

Heavily sanction those caught fly tipping

If rubbish disposal was easier to arrange in general this might help, appointments are needed to attend the waste and recycling centre and vehicle permits are also required to access the centre. Anyone without internet access would struggle to do either. The appointments are an hour long. Recently I cleared a relatives house and it took 4 trips to the tip. I missed one of the appointments I had booked because it took longer than expected to reload the van for the next trip. There were no other appointment slots available for that day so I had to book another one for the following weekend because work commitments meant I was unable to take the last load during the week. The while process was extremely frustrating. Bulk collections are costly too.

Need to speak to Senior Wardens.

Extend EH investigation for fly tipping.

Remove bulk collection services for tenants

Cameras, other authorities use them, better use of the fly tipping team, improved advertising and publishing any results, ensure it is reported as fly tipping and not a SHINE order

Having a team being able to enforce fly tipping has already made a difference.

Neighbourhood Wardens could take a more proactive role in arranging for clearance. We have had occasions whereby fly tipping could be on site for weeks despite regular estate and block checks made by Wardens. Also Open Spaces could report direct to the appropriate waste collections teams for removal of fly tipping and bulk rather than reporting it to the LHO for them to report third hand. which slows down the clearance

More CCTV , heavier fines and block off access to cut ways.

CCTV Cameras. Bring back City Patrol/Env health officers that patrol SCC areas. Give Env health and City Patrol if bought back powers to search/fine.

Remove the charges for disposal of certain items at city dumps

Q8) If money and resources were infinite, what other ideas would you have?

CCTV (*2)

Cameras in hot spots and investigators on the ground

More cameras in fly tipping hot spots.

More recycling centres lower the SCC charge for removing bulk items for residents

Offer free collection for bulky item from household and install CCTV at hot spots.

Free tip, free collection of bulk rubbish from tenants.

Have a regular free collection

Recycling centre. Take old furniture etc and see what we can keep, repair and reuse. It could also generate money which would help to clear and educate people on recycling

We used to have an impact week where we would target an area and let all residents know we would be collecting rubbish free of charge which helped.

Free collections for residents or an incentive for recycling items which residents fly tip.

Again to add more bulk areas around the city that could be a weekly pick up by the council. That way all residents, not just tower residents, have somewhere to put their bulk without feeling the need to fly tip because they can't get to the tip

Offer free bulk collection for all

CREW weeks were a help many years ago, but have stopped. Better advertising for disposal of any large items.

Have CCTV installed at hotspots and install barriers/metal fences

Make charges for household rubble and soil non chargeable at the tip. Also resume a collection service for people that's free like before two free collections a year.

Allow all vehicles tip access - at a certain depot/time/day. Licences to certain company and treat fly tip rubbish like a scrap metal drop off.

CCTV camera's

Waste banks... With different waste type disposal allocations... Free access to members of public. Added fee for business use... CCTV operated to ensure fair & appropriate usage... Weekly collection from waste banks by the commercial waste department... Create incentives for residents such as rewards for reporting fly tipping.

Install CCTV in the block or City patrol in the evening when Council staff has finish for the day work or early in the morning before council staff start work.

I would put up CCTV and try and prosecute all the companies that fly tip on SCC land, I would provide more bins and I would let SCC tenants be able to call commercial waste 3x a year to remove bulk items for free.

See above ['CCTV Cameras. Bring back City Patrol/Env health officers that patrol SCC areas. Give Env health and City Patrol if bought back powers to search/fine.'].
Also have undercover staff waiting to catch people and responding live. We also need 24 hour staff as lots of fly tipping is done out of hours/at night.

CCTV and frequent visits of identified fly tipping areas

Good quality CCTV HAPP

As above but also increase fines for fly tipping

Doorstep collections to be free of charge and access to the tip made easier

Tenants contact bulk collection and arrange their own collection and this is a free service. Locked bin areas

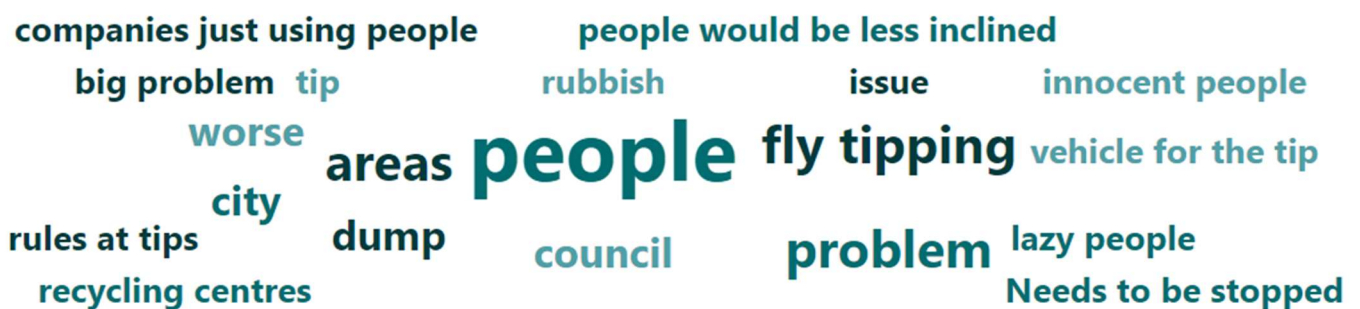
SCC should prosecute all offenders, at present people know they can get away with this, Interesting that the majority of fly tipping is not from SCC residents who have regular and free bulk collection. what is in place for people who are not SCC tenants for them to have easy access to bulk collection, tips etc

Household waste / bin lorries could help removing bulk rubbish and fly tipping whilst out collecting household waste if they had the resources to do so.

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Household waste / bin lorries could help removing bulk rubbish and fly tipping whilst out collecting household waste if they had the resources to do so.

Q9) What do you think about fly tipping across the whole of Southampton, both Council and private?



Can be a big problem in some areas

I think the recycling centres should accept more materials, then people would be less inclined to dump it

An ongoing problem.

SOMEWHAT OF A PROBLEM

It seems to be an escalating problem across the city

its increasing due to people not reporting it

It's disgusting

It is unsightly

Causes an eye sore but on the whole, fly tippers do it in hidden locations.

It is a costly expense to the Council to deal with. People turn a blind eye but quick enough to complain when it is on their doorstep. Some areas worse than others. Should look at why people are fly tipping, it is private owners or commercial waste.

it's getting worse due to transit community in inner city and landlord just dumping their furniture everywhere as they know it will be eventually picked up by council

Getting worse due to the cost at Tips for rubble and building materials, Unlicensed companies just using people and dumping where they hope to not be seen.

I think some people have no respect for the environment where they live. Unfortunately some people are out to make a quick buck off of the backs of innocent people who try to do the right thing.

I don't believe we have enough powers to deal with the issues due to current legislation and courts not being able to sustain investigations carried out. This is very costly for the council.

Never ending battle

People shouldn't be able to get away with it, its ignorant lazy people costing LA's a lot of time and money to clear it. Custodial sentences and introduce other penalties i.e. driving ban? licence endorsement?

It needs attention and action to reduce it. Fly tipping leads to more fly tipping and results in less care of the environment by the public

They are messing up the city and the town something need to be done about it they shouldn't be getting away with it.

It is bad - we take calls every day about rubbish issues. We do our best to keep it tidy by letting wardens know when areas need clearing, organising SHINE etc but it is fire fighting. Sadly, at the end of the day, it is the few that ruin it for the rest and are happy for somebody else to clear up their rubbish.

It's an eyesore. People sometimes fly tip because they can't access the tips or have the wrong vehicle for the tip. For example my husband used to drive an American truck as he likes American cars. He also likes doing DIY and has hobbies that involve needing a large vehicle. Sadly he has been stopped entry the tip as they accuse him of disposing as a business when he doesn't have a business and it's his personal car not a business vehicle. The rules at tips needs to make more sense as if people are stopped from disposing of their rubbish you will cause fly tipping.

Fly tipping has been a big problem on my patch, the problem is we are not always able to identify where it comes from, so it continues. Also it has been known some houses tend to fly tip in communal areas of blocks rather than pay for it to be collected or go to the local waste and recycling centre themselves

It has increased since charges were imposed at city dumps and people will reoffend because they know stuff gets removed by someone else

In my experience fly tipping is hard to prove and unless there is video footage of this happening, which includes the vehicle so the driver can be traced, Environmental Health struggle to take enforcement action. All the while there are no consequences to fly tipping, and the difficulties around booking appointments and paying for bulk collections, I feel this will be an ongoing issue

It is increasing

Needs to be stopped

There is rubbish everywhere nobody seems to care

I think having Neighbourhood Wardens mean that council Housing Estates are a lot better of (in central) than places that are not. A good example of that is Bevois, Newtown area where most areas are private/Highways.

The fly tipping seems higher in areas of multiple occupancy.

Q10) Any other comments



When there is enough money in the pot maybe put cameras in problem areas

Fines need to be increased.

Landlords should be offered bulk collection for an increased council tax.

Larger fines which could then be put back into funding for CCTV.

Tenants and residents need better information on the best way to get items removed, blocks of flats in some areas will just dump items small or large by where they live or very close to bin areas.

Maybe reducing the bulk collection prices set by the council may help, also the booking systems to the local recycling centres as some people may not have the communication skills or tools to forward a booking place.

I believe more work within schools with the council and other agencies needs to be delivered me regarding the effect of fly tipping on the earth.

Residents should take responsibility and report fly tipping, and not turn a blind eye expecting it to be someone else's problem. They should be proud of the area they live in and work with the Council to improve it.

Please do something about it ASAP Thanks.

More joined up working needed. More funding. More powers. We need to invest in the staffing to have a short-term cost for a long term gain. Surely dealing with disposing of fly tipping costs more than creating a person/department to deal with it as their job?!

It makes life a misery for residents who have to put up with other people being lazy and inconsiderate and makes neighbourhoods look rundown and uncared for

Unless active enforcement (camera's) are used bulky items will continue to be deposed of in communal bin areas

SCC need to take it seriously, the problem will only get worse with all the recent changes in disposing of certain items. It will get to the point where it could bankrupt the refuse service

It costs the community a lot of money to tackle but you need to invest to save long term

Reduce cost of dumping h/hold materials and building stuff at the tip. Not sure it will ever be resolved fully

Appendix 2 - Copy of the tenant survey

Your views regarding Fly Tipping in your local area



We are the Tenant Inspectors, a small group of tenants from across the city that look into different areas of the housing service. We are currently examining *fly tipping in Council Estates*.

Fly tipping is the illegal dumping of waste (particularly large bulky items) to avoid disposing of it properly.

We would appreciate your views about fly tipping in your local area, whether it's an issue, and what can be done to reduce it. **Please feel free to continue any answers on a separate sheet if necessary.**

As a token of our thanks, you can enter a free prize draw to win a £20 supermarket voucher.

If you would prefer to complete the survey online, please scan the QR code above.

Fly Tipping in your area

1) Is fly tipping an issue in your area? Yes No
Please jump to question 5

2) What type of things are fly tipped in your area? _____

3) Do you know who is causing the fly tipping in your area? Not sure
Tenants/Residents within your block (neighbouring properties)
Tenants/Residents from the local area
People from outside the area
Trades people
Other (please state) _____

4) Have you reported fly tipping recently (in the last two years)? Yes No

4a) If yes, how did you report it? Through the council's website
Telephoned the council's contact centre (Actionline)
Via the Local Housing Office
Via the Neighbourhood Wardens
Other (please state) _____

4b) Was it dealt with effectively? Yes No
If yes, then great! If not – can you please explain what happened? _____

4c) If not, why not? No fly tipping to report
Unsure how to report fly tipping
Too complicated to report fly tipping
Other (please state) _____

5) Has fly tipping in your area reduced, stayed the same, or increased in the last two years? Reduced
Stayed the same
Increased

About you (all information is treated anonymously)

6) What type of property do you live in? House
Maisonette
Tower Block
Flat
Supported Housing
Other (please state) _____

7) What is your postcode? _____

Waste & Recycling Centres

8) Do you know where your nearest waste and recycling centre is? Yes No

9) Do you know what you can take to your waste and recycling centre? Yes No

10) Do you have access to transport to enable you to use the Waste and Recycling centres? Yes No

11) Do you have a 'Bulk Collection Area' in your neighbourhood? Yes No

12) Do you know about the paid-for 'Bulk Collection Service' available to all residents of Southampton? Yes No

13) Thinking back to when you last had to replace a large household item (e.g. sofa or fridge etc) how did you dispose of the old one?
Took it to the Recycling Centre
Took it to my local bulk collection area
Paid the council for a bulk collection
Supplier recycled old item
A friend/family member got rid of it for me
Other (please state) _____

Any Other Comments

14) Do you have any ideas on how to reduce fly tipping in your area?

Thank you for completing this survey! Please return it to the Tenant Engagement Team by the 19th of December 2022 in the prepaid envelope provided.
All information will be treated anonymously. To be entered in a prize draw to win a £20 supermarket voucher please complete your details below:

Name: _____ Address: _____
Phone number: _____ Email: _____

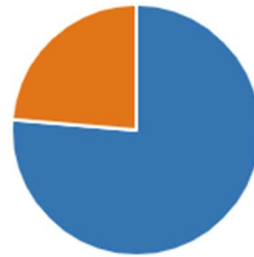
The legal bit: Southampton City Council, on behalf of the Tenant Inspectors, are asking you for information for the purposes of their current inspection, and to contact you if you have won the prize draw.
We will share the statistical data from this survey within the Housing teams.
Our Privacy Policy (<http://www.southampton.gov.uk/privacy>) explains how we handle your personal data, and we can provide a copy if you are unable to access the Internet.

Appendix 3

Results of the tenant survey

Q1) Is fly tipping an issue in your area?

● Yes	71
● No	22



Q2) What type of things are fly tipped in your area?



- Household Waste, Couches, Beds, White Goods.
- Household items, paint, plasterboard. Mattresses and furniture
- Mattresses and general waste. Would cars and mobile homes come into this? We have had one in our car park for well over a year and still nothing gets done 😡😡😡
- Mattresses, fridges, furniture, household waste
- Old furniture, mattresses, children's toys, even drums of oil.
- General rubbish, building materials, furniture
- Most things
- Household junk is building up outside one property's front door. This has been ongoing for months. Housing Office is aware
- Refrigerator. Double bed. Building rubble
- Fridges, fridge/freezers, mattresses
- Nappies, household
- Used bottles of cooking oil (from a takeaway shop), general shop waste and takeaway items
- White goods, furniture
- Everything from toilets to mattresses
- All sorts , furniture, boxes, children's toys etc

- Household waste when people move seems to be the main thing. Garden waste and dog poo also an issue
- Rubbish
- Large furniture settees beds etc and all other types of household items commercial waste such as 5 gallon drums of used cooking oils as well as empty drums, garden waste, the list is endless
- Furniture, old appliances and toys
- House hold items
- Everything and anything big or small
- All sort of stuff
- Rubble, Furniture
- Building rubble, mattresses, household goods.
- Furniture, Broken Fence Panels, Children's Broken Toys, Garden Waste etc.
- All sorts, fridge freezers, sofas, rubbish, dog mess, glass, mattresses, other people's rubbish in black bags
- Garden rubbish and general waste
- Mattresses, broken furniture, unwanted items.
- Bulky items of every description including 5(five) - 5 gallon drums full of used cooking oil.

Mounds of Mobile catering food waste. Gallon containers of liquid which someone put into the recycling bin. (we didn't know what this liquid was)

Mostly at night at the bin area's of flats.

Beds, mattresses, furniture, domestic appliances

General household waste not bagged correctly and left near bins so birds can get to it and create an awful mess

Paint rubbish

Furniture

Rubbish bags, household items and furniture

Old kitchen bits, bin bags of rubble

Furniture, bags of rubbish, general waste

Mainly business waste or decorating waste or garden waste which is clearly not coming from the block of flats I live in. People are coming after dark and dumping their large bulky waste in the communal bin area which is specifically for residents only.

White goods. DIY waste

Beds chairs sofas all sorts

Mattresses, paint tins, old Hoover's, etc

Cigarette butts, all sort of rubbish

Bins at Purbrook close being used by many tenants in Waltham crescent for green waste. Household furniture, and rubbish. I have report many time to local office

Motor bikes, household items such as fridges, bedding, builders rubbish etc , cans / bottles, plastic containers.

Household stuff and toys. Rubbish

The ditch along lower brown hill road

Fridge-freezers, Microwaves, Dog Beds, etc.

Beds, fridges, builders rubbish

Mattresses freezers

Broken furniture, garden waste, mopeds.

All sort

Mattresses, TVs furniture

Household goods

Trolleys, mattress

Large bulky items

White goods sofas mattress tyres

Bulky items

Household refuse, building rubble

Anything found in homes.

Rubbish from balcony

Garden furniture, white vans and lorries leaving their rubbish and filling up the bins as well and it just appears overnight I never see it getting dumped

All sorts

Mattresses and other bulky items

Sofas Bin bags, Mattresses, Carpets

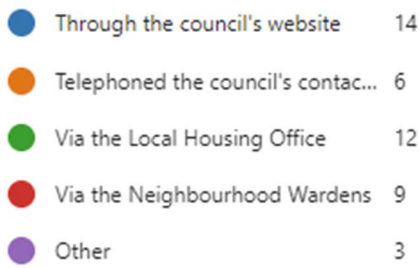
Different /all sorts

Q3) Have you reported fly tipping recently (in the last two years)?

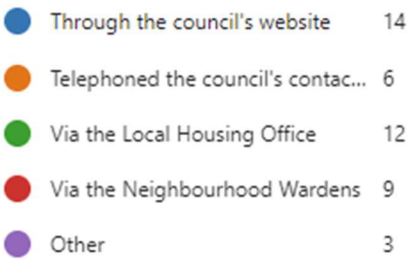
● Yes	46
● No	25



Q3a) If yes, how did you report it?



Q3ai) If yes, how did you report it?



Other responses were: "At a Tenants Association Meeting"; "Owner of block was a pub the Manor in Woolston, alongside Drummond Court" "Webchat"

Q3aii) Was it dealt with effectively?



This is broken down as follows:

Method	Dealt with effectively			
	Yes	%	No	%
At a TA Meeting	0	0%	1	100%
Spoke to land owner	1	100%	0	0%
Telephoned contact centre	5	83%	1	17%
Via the Online form	12	86%	2	14%
Via the Local Housing Office	2	18%	9	82%
Via the Neighbourhood Warden	6	75%	2	25%
Via Webchat	0	0%	1	100%

Q3aiii) If it was not dealt with effectively, can you please explain what happened?

Apparently they wouldn't take it away the fridge/freezer is still there !!!

I was told as not a council property

Dysfunctional local housing office

Council prefer to sit on their backsides and do nothing

No response other than automated we have received your form'

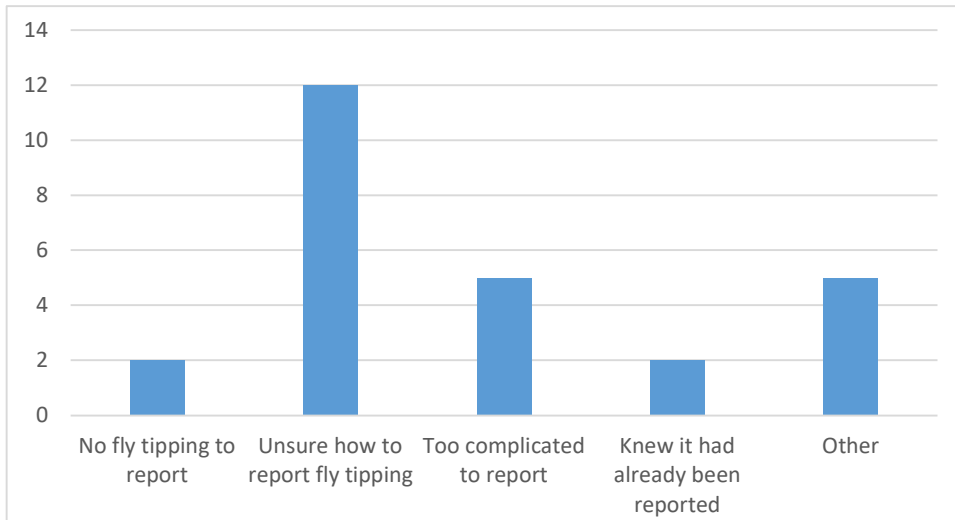
It's still there

No letter were sent to Waltham crescent tenants Because where the fly tipping is happening is outside a building that is private owned, so council said it's the owner of blocks responsibility.... Which he has got it cleared on several occasions, but it just builds up again. It's people come in cars and dump stuff.

Nothing happened , stopped reporting
 My neighbour dumped loads of stuff behind my house. Only scrap ever gets taken.

Talked to [name of Housing Officer redacted] on walk about , fell on deaf ears
 We waited for what seemed a long time before it went and was many phone calls later.

Q3b) If you haven't reported fly tipping recently (in the last two years), why not?

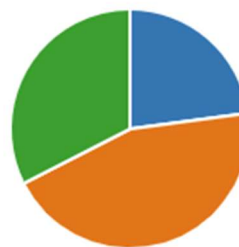


Other responses were:

- No one does anything even when you report it
- Near where I live
- Tell tenant wardens at Ventnor Ct when applicable
- We pay for a Neighbourhood Warden.
- There is a reason why it stopped.

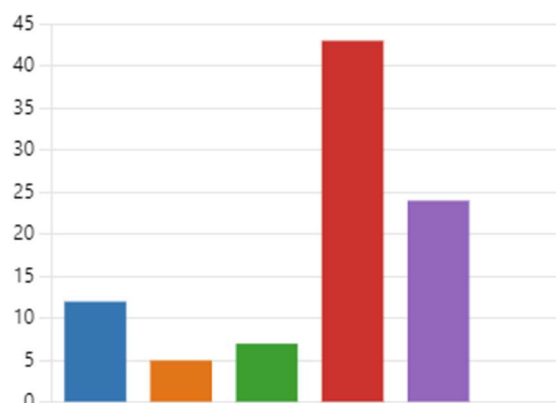
Q4) Has fly tipping in your area reduced, stayed the same or increased in the last two years?

Reduced	19
Stayed the Same	37
Increased	27

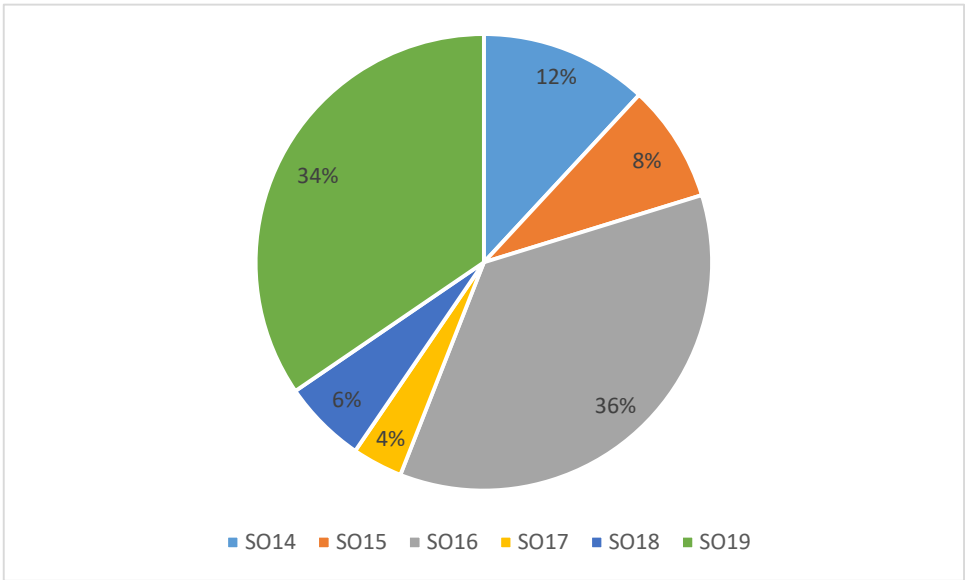


Q5) What type of property do you live in?

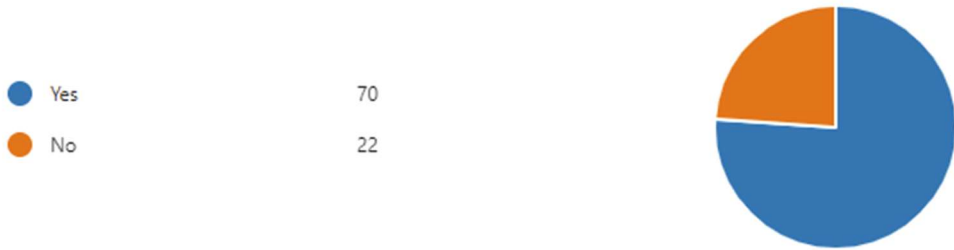
House	12
Maisonette	5
Tower block	7
Flat	43
Supported Housing	24
Other	0



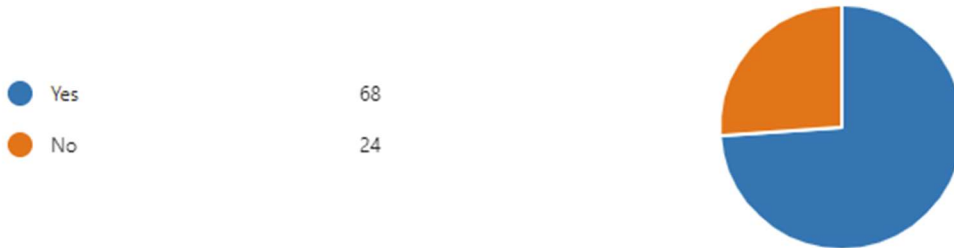
Q6) What is your postcode?



Q7) Do you know where your nearest waste and recycling centre is?



Q8) Do you know what you can take to your waste and recycling centre?



Q9) Do you have access to transport to enable you to use the Waste and Recycling Centres?



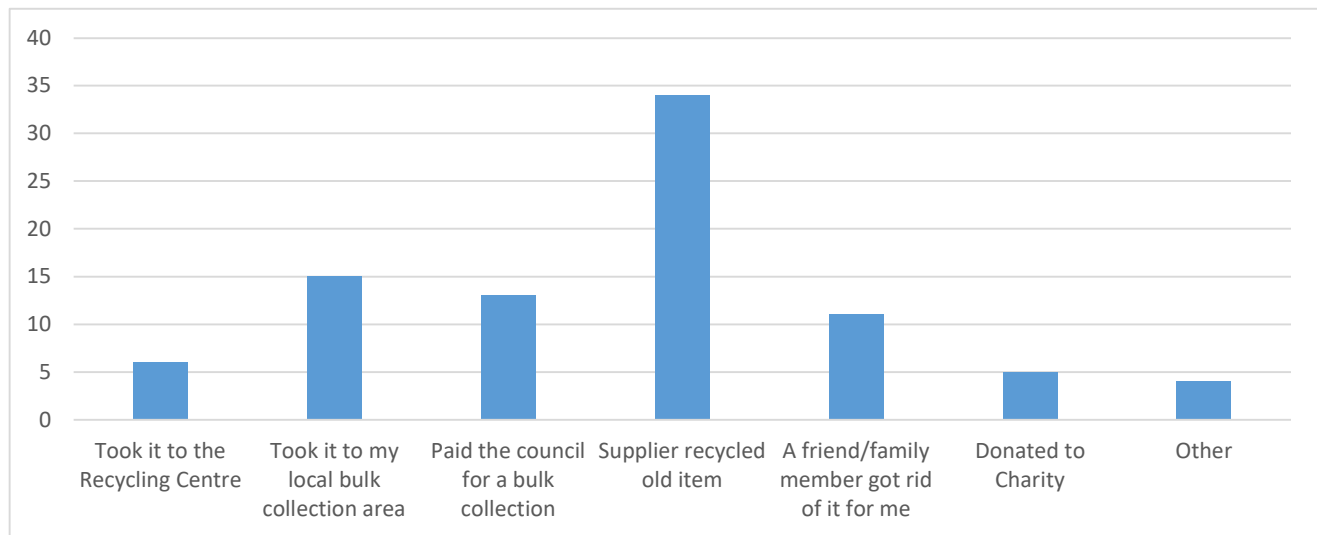
Q10) Do you have a Bulk Collection Area in your neighbourhood?



Q11) Do you know about the paid-for 'Bulk Collection Service' available to all residents of Southampton?



Q12) Thinking back to when you last had to replace a large household item, how did you recycle it?



'Other' responses were:

- Sold it on.
- Scrap man took it away (old cooker)
- Hired a skip
- Left in the bin area

Q13) Do you have any ideas about how to reduce fly tipping in your area?



Heavier fines, increase 'wardens to patrol areas. Make collections free?

More cameras to record incidents. Make sure tower block residents understand the implications if they dump stuff which is most weekends when there is no warden etc

Maybe do a children's poster competition. Then get the winning poster put up around their local area. "

Yes, the Council need to reduce the charge for bulk collections. Why can it not go back to olden

times when it was £20.00 for 10 items, also if on certain benefits because of low income residents were allowed one free collection a year.

On the Itchen Estate we need to have proper wooden bulk waste compounds. This ties in with improving the bin areas overall. Having a bulk compound would hopefully eliminate large items being dumped in the bin area. However, Wharncliffe Road is a dead-end, so seems to attract bulk dumping from outside the estate. This is also a problem for Sea Road. In general dumped waste is unsightly and attracts vermin.

Regular patrols, CCTV in bad areas

More CCTV

In the particular case mentioned, the Housing Office need to take action, such as a letter giving a clear timescale for removal, followed with removal of items and a fine if timescale not complied with. To do this would send out a clear message. If people know the council will take action, and there are clear rules applicable to all, equally, that would help. More residential wardens needed in social housing areas. CCTV in popular dumping areas.

Neighbours of other nationalities living in this road in recent years, seem to think they can dump rubbish on the pavement like they do in their home countries that they have moved from. It's been happening since the 1980's. Ended up being reported to the council over the years as well.

Maybe put up signs in known areas saying they will be fined if they fly-tip

Severe penalties, education, increased numbers of convenient disposal centres which are well advertised

Install CCTV, more bins facilities, teachings

Neighbourhood wardens to do their job properly and come and clear bin areas

Signage, harsher penalties open areas where it can be seen easier if someone is dumping stuff

Empty bins once a week but that will not happen

Cameras, fence and gate the area. The landlord has several times paid to have all the rubbish removed... sometimes the rubbish comes onto public walk way.

There's always going to be fly tipping especially now people have to pay to have bulk waste removed. Mind you even when you didn't have to pay people just dumped stuff because they couldn't be bothered to take it to the dump.

CCTV non intrusive to homes but covering areas where this happens

CCTV to capture the fly tippers,

As the council supplies a free bulk collection area it keeps fly-tipping to a minimum, in contrast to this service, there is also a local family that also collects metals and household whites items for selling..

It would help if large items in the bin areas weren't put outside the entrance way to the flats as this encourages people to come and dump their things with it

Unknown

Educate the children in schools .amusing talks . signage and notices in noticeboards where to take them

installing cameras close to the communal bins, warnings, etc.

Remove charging at local tip for all. The cost of dealing with Fly Tipping exceeds the cost of free Tip Usage.

Much of it is done at night, or during the hours of darkness during the Winter. More police presence or CCTV.

More Bulk Collection Points that are Free of Charge

Installing cameras

Education of tenants, secure gates, signage and regular checks. Costs should not just be down to the tenants. Large items are not easy when disabled and elderly.

Put up CCTV cameras and that will help

Area is a dark cul-de-sac so not seen from any other road. Outside cameras with supporting notices. An outside bulky refuse collection area for use for tenants/residents.

Having the bin areas lite up or CCTV coverage. Neighbourhood watch. It's not a easy thing to catch the fly tippers. Asking residents to photograph these people.

To install CCTV camera, make irresponsible tenants to pay for collection, instead of imposing the charges on leaseholders

More large bins behind Queensway for everyone's rubbish and more fines for repeat offender

No (*6)

Offer a cheaper service, you will always have fly tipping as some people will just refuse to pay.

The council need to liaise with other neighbours to work with them to find a resolution. They think that bringing they're rubbish etc to another block is ok

We have cameras on all 3 road entrances I have been informed

More cameras, heavy fines, lots of people don't have transport or funds to pay for bulky removal payments, so maybe a free service for people to contact once a month!

Putting a sign up might be a deterrent. "This area is for residents waste only - fly tipping is a crime, no dumping it here".

More prosecutions.

Get help from neighbourhood wardens. Report it. Get signs put up and more CCTV.

Put a sign up

Regular patrols in known dumping areas.

Yes

I've spoken to local councillor and we agree fence off the area and cameras (even fake cameras) for deterrent. Even notice to say they could be prosecuted.

A one-stop phone call as so often when you get through you get transferred to the wrong department and have to start all over again and feel like giving up

Level up the ditch (old unused drain way).

None (*2)

CCTV. Stop being so stubborn about the legal aspect of CCTV, just put up CCTV and punish offenders

CCTV in certain areas fines for fly tippers

Extend the city boundary on the 4x and 5x bus so that the extra 2 stops doesn't cost an extra £3.00. This is a ridiculous situation.

Yes erect signs of "no fly tipping in this area or you will be fined"

I think neighbourhood warden coming round a little more

Put CCTV all around and it would help with other bits like car parking here who don't live here and people with dogs picking up the dogs mess

Cameras in Bin areas with heavy fines

Q14) Would you like to enter the free prize draw?

Yes = 69 No = 22

Not a problem in my area.

Cameras might help

CCTV

Maybe more bins available for residents in hi rise buildings

Put up signs, let residents have more than one item taken away at-once as it was 8 items before also bring down the charges £25 is far too expensive

Tesco store in Butts Road, there are 2 bins outside of door and rubbish left in the bus stop shelter right outside of the shop

First after publicity 2 wardens came and cleared up our bin area and 2 extra bins. Various notices have been put up to help us to know difference between bins. 2 weeks ago someone brought a large box full of household goods and left it. A notice went on it and it was pulled away from bins and left. After 2 weeks it disappeared. P.S. some very elderly tenants cannot lift rubbish sack up and into bins too high. We are trying to identify those tenants to a) use smaller rubbish bags or b) leave for others to put in bins but difficult to identify those.

Allow people to take unwanted stuff without instruction to waste site. Stop booking slots. Put more waste skips around.

Maybe place notice boards around to advise people where and how to dispose of bulk items including contact telephone numbers and persons to contact for help.

Not really just it appears as if by magic

Maybe putting more collecting areas around the estate.

Cameras? At the back of our flats. We have an open bin area, which has easy access for any member of the public to dump rubbish

Only to continue dealing with people who fly tip with heavy fines

Appendix 4

Tenant Inspectors Fly Tipping site visit

Location visited: _____

Is there evidence of fly tipping? Yes

No

Amount of fly tipping in location Small

car boot sized

van load sized

Bigger amount

What has been fly tipped? black bags

mattresses

furniture

tyres

metals

carpets

white goods

fencing

commercial

Other: _____

Are there signs of anything dangerous? If so what? _____

Estimated length of time fly tipping has been in situ? days

weeks

months

How close is the fly tipping to bins/property? _____

Is there a dedicated bulk rubbish area? Yes

No

Please rate the state of bulk rubbish area?

5



4



3



2



1



Please rate the state of the wider area?

5



4



3



2



1



Any other comments _____

Appendix 5

Results of fly tipping visits

Locations visited:

- | | |
|-----------------------|--|
| Brownhill Court | Napier Road 2-28 (Thornhill, leading onto Hinkler Green) |
| Cardington Court | Northam |
| Cuckmere Lane | Redbridge Towers |
| Cuckmere Lane 133-163 | Ridding Close / Shirley Towers |
| Cuckmere Lane 165-195 | Ridding Close 1-36 |
| Cuckmere Lane 197-227 | Riverview House, Wharnccliffe Road, Itchen |
| Dunkirk Road | Sarnia Court |
| Golden Grove | Shirley Towers |
| Hampton Towers | St James Close |
| Honister Close | Turners Oak Court/ St James Close |
| Irving Road | Waltham Crescent |
| Keynsham Road 67-93 | Warburton Road (101-159) |
| Medwall Court | Windemere Avenue 142-156 |
| Millbrook Towers | |
| Napier Road | |

Is there evidence of fly tipping?

● Yes	8
● No	20



Fly tipping was found in: Cardington Court, Dunkirk Road, Honister Close, Irving Road, Keynsham Road 67-93, Millbrook Towers, Ridding Close / Shirley Towers. Riverview House, Wharnccliffe Road, Itchen

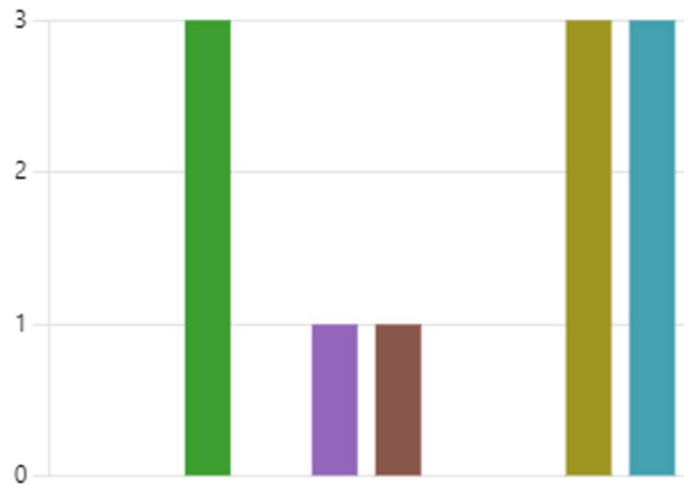
What amount of fly tipping is in those locations

● Small amount	3
● Car boot sized	1
● van load sized	4
● Larger amount	0



What has been fly tipped?

● Black Bags	0
● Mattresses	0
● Furniture	3
● Tyres	0
● Metals	1
● Carpets	1
● White goods	0
● Fencing	0
● Commercial	3
● Other	3



Other = flag stones; Cardboard; Televisions

Are there signs of anything dangerous?

● Yes	0
● No	8



Estimated length of time fly tipping has been in situ

● days	4
● weeks	2
● months	2



How close is the fly tipping to bins/property

Back of Garden Wall
 Very close (*2)
 Back of shops

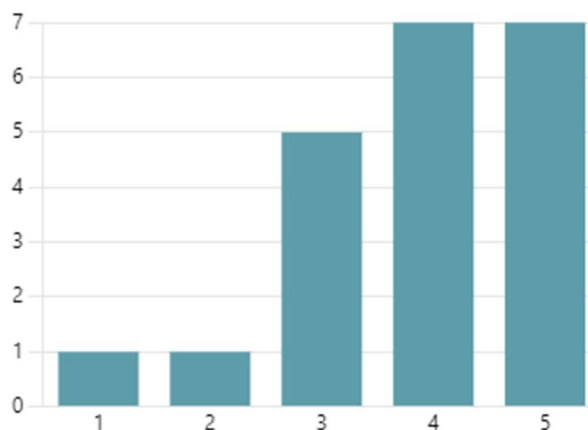
On the edge of the car park
 50 feet
 3m

Is there a dedicated bulk rubbish area?



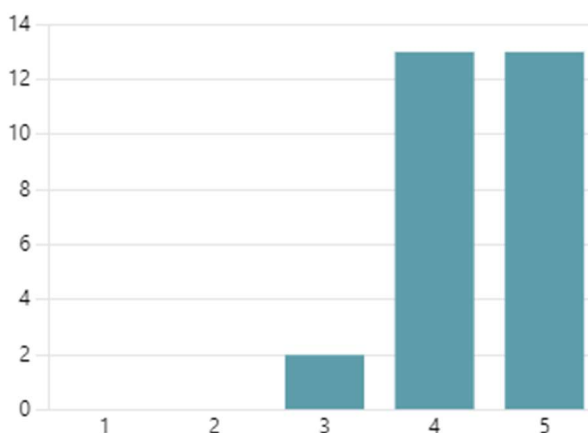
Please rate the state of the bulk rubbish area (1=very poor; 5 = very good)

3.86
Average Rating



Please rate the state of the wider area (1=very poor; 5 = very good)

4.39
Average Rating



Any other comments

Area:	Comments
Brownhill Court	checked with resident no fly tipping recently.
Cardington Court	Talked to residents. Lots of dead space on site and an installed slop for the bins appears to be a waste of money as too steep.
Cuckmere Lane	Bin areas immaculate
Cuckmere Lane 133-163	Spoke to a resident no problem with fly tipping only problem they have is the children moving the bins to climb up onto the shed roofs.
Cuckmere Lane 165-195	Area in general not too bad just normal litter blowing around
Cuckmere Lane 197-227	Area in general not too bad just normal litter blowing around.
Dunkirk Road	Reported fly tipping via website. Took a week to receive a reply
Golden Grove	95-127 Bin area flooded. Area looked very clean though Albion Towers bulk area was very poor

Area:	Comments
Hampton Towers	Some rubbish inside the fencing. Could be from prior to fencing going in or the work operatives
Keynsham Road 67-93	Spoke to residents, their bulk rubbish area kept clean by the residents. In general, the area was free from any rubbish just the normal litter blowing around.
Napier Road	Area tidy in general, just normal litter blowing around. Bin area kept tidy and clean.
Napier Road 2-28 (Thornhill, leading onto Hinkler Green)	Some litter around the blocks - no real fly tipping
Northam	Spoke to residents in Princes Court. Have reported acts of fly tipping themselves.
Redbridge Towers	General area not too bad
Ridding Close 1-36	General area very clean and kept up together
Sarnia Court	Really looks well taken care of
Shirley Towers	General area very good just normal litter blowing around
St James Close	First impressions good, minor litter
Turners Oak Court/ St James Close	general area not too bad
Waltham Crescent	Area looks neat and clean
Warburton Road (101-159)	just normal litter. Large cardboard boxes not broken down to fit in bin. Bulk rubbish area kept tidy.
Windemere Avenue 142-156	Checked the garage area which is a known place for fly tipping but was very clean