

## 5 Dumping / Fly-tipping

- 5.1 The primary reporting route will be through the receipt of complaints at the Contact Centre. It is also envisaged that there will be some Member enquiries. A key issue in this process is the point at which any dumped green waste is removed by the collection services and this process applies equally to green waste which is dumped over the winter period when there are no scheduled collections, and green waste dumped after the new service commences.
- 5.2 When a complaint about dumped green waste is received (either in the 'close' season or when the new service starts in Feb 2014), it shall initially be referred to the WPT to investigate and take appropriate action. A sticker(s) will be placed on the dumped waste informing the owner to make other disposal arrangements. A sticker will be placed on (all) bags of the dumped garden waste stating that it is illegal to fly-tip and that offenders will face legal action.
- 5.3 Where the dumping is clearly attributable to a particular household, a conversation will, where possible, take place with the householder to tell them about the break in collections and / or the new chargeable service. Continued, non-compliance by that identifiable household will be actioned and escalated in accordance with the Service Specification.
- 5.4 Where the dumping is not clearly attributable to an individual household, the WPT will leaflet the immediate surrounding area to make it clear to those households that the dumping of green waste will not be tolerated. This leaflet will say that further assessments of the area will be undertaken and that offenders will face legal action.
- 5.5 Where such non-attributable behaviour continues, the WPT will conduct a door to door enquiry in that immediate area, talking to local residents in an attempt to identify (or deter) the offending household. This may need to be supported by additional enquiries / patrols in exceptional circumstances.
- 5.6 Where any offender is subsequently identified, the matter will be actioned in accordance with the Service Specification.
- 5.7 Dumped green waste will usually be removed only at the point where the WPT have been able to identify and take action against the offender. This will include the most benign of circumstances such as where a conversation has taken place and the householder is now aware of the new services, through to circumstances where additional investigations / patrols have been needed to establish the identity of the offender. The principle being that the dumped green waste is not removed until the behaviour has stopped. In this way, resident 'peer-pressure' in that locality will eventually discourage further dumping on the assumption that all residents wish to live in clean and