

Environment Scrutiny Panel
Meeting – 9th November 2017
Briefing Note

1. A brief outline of the One-Stop process and other routes for reporting fly-tipping by members of the public (how the reports are received, actioned and responded to).
 - i. The One-Stop system enables Ward Members to report issues and concerns via Members Services.
 - ii. Members of the public can report fly tipping by telephoning the Councils Contact Centre or via the Councils online self-serve system. Occasionally, we may receive a direct email or telephone call to the Environment Services main office.
 - iii. Service Requests regarding fly-tipping are received by the Environment Central Operations Team based at Resolution House via the CRM (Customer Related Management) system Firmstep. Each report is checked to ensure the items are on Middlesbrough Council owned land, a copy printed and passed to the responsive crew. The crew will attend site and if still in situ will remove the items and sign the job sheet as complete, recording the type of waste found and the volume. The relevant information to say 'Items Removed' or 'No Items found on Inspection' etc will be updated on the system and the report closed off. On occasion the crew will be unable to remove the items within our service promise of 24 hours on a working day and this could be due to the volume or type of rubbish such as rubble which would require a larger vehicle or additional operatives.
 - iv. If the reported items are found to be on private land such as Thirteen Group land, then details will be forwarded to them for the relevant action to be taken.

2. The number of One-Stop requests received in relation to fly-tipping for the current year (and previous year if possible)

i. Current - 1 st January 2017 to 20 th October 2017	-	348
ii. Previous - 1 st January 2016 to 31 st December 2016	-	498

3. Which Wards they relate to.
 - i. This information is only available for 2016 (Please see Appendix A) as the ward information is not currently set up in the new Firmstep system but work is ongoing to rectify this.

4. The number of complaints/service requests submitted by members of the public regarding fly-tipping

i. Current – 1 st January – 20 th October 2017	-	2353
ii. Previous – 1 st January – 31 st December 2016	-	2897

Please note the above figures include all 'reported fly tipping', whether contained on private land or no longer in situ upon inspection. However only those reports which state crews have removed items from Middlesbrough Council owned land are reported to DEFRA (Waste Data Flow).

5. How many of the reported incidents were investigated by the Enforcement Team and, of those investigated, what action was taken (if any)

The number of incidents investigated by the Enforcement Team and any actions carried out are as follows. The remaining investigations may have included actions such as letter drops to residents, removal of waste by Area Care, but this information is not available in numbered detail from the current system.

Current – 1st January – to date	No
Total Number of Investigated Reports	1149
OSS	11
No Waste Found on Inspection	461
Duty of Care Inspections - Businesses	126
Legal Notices Served	8
Fixed Penalty Notices	4
Prosecutions - ongoing	2

Previous – 1st January – 31st December 2016	No
Total Number of Investigated Reports	1471
OSS	68
No Waste Found on Inspection	635
Duty of Care Inspections - Businesses	29
Legal Notices Served	11
Fixed Penalty Notices	0
Prosecutions	0

OSS requests relating to Fly-tipping 1st January - 31st December 2016

Ward Description	Requests Received
Acklam Ward	2
Ayresome Ward	7
Berwick Hills & Pallister Ward	11
Brambles & Thorntree Ward	12
Central Ward	47
Coulby Newham Ward	29
Hemlington Ward	37
Kader Ward	3
Ladgate Ward	0
Linthorpe Ward	2
Longlands & Beechwood Ward	121
Marion East Ward	2
Marion West Ward	3
Newport Ward	7
North Ormesby Ward	34
Nunthorpe Ward	1
Park Ward	19
Park End & Beckfield Ward	155
Stainton & Thornton Ward	3
Trimdon Ward	3
TOTAL	498