

Lancaster City Council - Operational Action Plan

Strand Ref. No	Key Activity	Action	Potential Stakeholders Identified	Delivery Period	Status	Officer Comments	
1.a	Ensure all households have the means of disposing of their waste correctly	Bin audits to assess capacity and provision	Waste Management Officers / W&R / Cleansing Crews / Letting agents / Landlords / University / Housing Assoc'n / C. Housing / Town & Parish Councils	SHORT			
1.b		Correction of missing bin provision by supplying replacement containers	Waste Management Officers / W&R	SHORT			
1.c		Roll out of clear labelling covering: i) General Waste, ii) Recycling & iii) Garden Waste	Waste Management Officers / W&R	SHORT			
1.d		Review, improve and increase communication to residents - Highlighting correct disposal methods such as: i) Usage of LCC's Bulky Waste collection service, ii) Promotion of nearby HRWCs, iii) Information on how to recycle property, & iv) Using the services of licenced waste carriers	Waste Management Officers / W&R / Comms / Customer Services / Enforcement Officers / Comms + Customer Services re Bulky Matters (+ C.H Estate Manager promoting of this service to tenants) / Ward Cllr's engaging with their constituents / Liaise with local sellers of white goods etc to assist in promoting correct disposal	SHORT			
2.a	Education first approach with households	Provision of feedback to properties if waste presented incorrectly (i.e. side waste by wheelee bins)	Waste Management Officers / W&R / Enforcement Officers Cleansing Crews	MEDIUM			
2.b		Letters to be sent / delivered to properties where are of the following have occurred: i) Waste presented incorrectly, on at least 2 x occasions, and has not been collected following bin tagging (if persistent, this will include warning the resident of Section 46 Notice potentially being issued), ii) Evidence has been recovered from a fly tip suggesting that the waste originated from a particular property, iii) Fly tips within a prevalent hot spot area, which cannot be traced back to a particular property, will mean that a group of properties within the immediate vicinity will be engaged with	Waste Management Officers / W&R / Enforcement Officers	MEDIUM			
2.c		Additional activities carried out by Officers, will include: door-knocking at properties (where appropriate and resource available). This may take place when any of the following has occurred: i) Evidence has been recovered from a fly tip to suggest the waste has originated from a particular property, ii) A resident has received repeated warnings of incorrect waste presentation, but failed to correct this, iii) A letter has previously been sent to the property requesting removal of fly tipped items, but this remains in situ, or, iv) A group of properties within the immediate vicinity of a fly tipping hot spot have already received letters of engagement, but no information has come forward and fly tipping continued to be an issue	Waste Management Officers / W&R / Enforcement Officers / Improvement Lead / Elected Members - Ward Cllrs	SHORT / MEDIUM			
2.d		Include a stronger focus on waste prevention messaging in communications and community engagement - providing better understanding of options available to reduce waste - i) Minimising resource used, ii) Promotion of re-use, repair initiatives such as 'buy less, swap the way you shop', re-home it, recycle it...etc)	Waste Management Officers / W&R / Enforcement Officers / Improvement Lead / Elected Members - Ward Cllrs / Comms	SHORT / MEDIUM			
2.e		Conduct targeted, proactive engagement with specific audiences i.e. landlords / letting agents / transient student population across the District via: i) Engagement of student landlords at key points in the academic year (existing / incoming tenants - appropriate waste disposal methods, replacement bin ordering, collection calendar distribution, new tenant packs. Student specific re-use of left items, working across LCC service areas to support specific communities e.g. Council Housing, Tenants, residents with addtl needs etc	Waste Management Officers / W&R / Improvement Lead / Housing Standards Manager - Landlord Forum Events / Link in with Lancaster Uni & Cumbria Uni SU's etc. Enforcement Officers / Council Housing Staff and Estate Managers / Tenant Support / C.H. Community Engagement TL	SHORT / MEDIUM			
3.a	Introduce a firmer no side-waste policy	Provide a consistent approach to dealing with 'Side Waste (excess waste left next to, or on top of a wheeled bin for collection). This will be carried out via review and updating of LCC's current policy. i) Implement & enforce a policy outlining to all households they MUST place all waste and recycling inside their bin with the lid closed. Any waste presented outside of the bin will not be collected. ii) To accompany this, crew training will be required to be undertaken to ensure compliance and consistency of approach and management.	Refuse Crews / Cleansing Crews / Waste Management Officers / W&R / Comms	SHORT / MEDIUM			
3.b		Write to properties informing residents of the updated policy and explain why this is being enforced. Consequences of non-compliance, and tips for effective management of waste will be provided, incl correct recycling, compressing of items in the bin etc. " This communication will take place following activity within Strands 1 & 2 have been undertaken "	W&R / Waste Management Officers / Enforcement Officers / Comms	SHORT / MEDIUM			
3.c		A Section 46 Notice will be issued if there is continued incorrect presentation of waste - this will follow a warning letter which will be issued in the first instance.	Enforcement Officers + Waste Management Officers	MEDIUM / LONG			
4.a	Improving our process for recording fly-tips & incorrect presentation of waste	New processes will be implemented to assist in identifying repeat offenders who continue to persistently present their waste incorrectly. Consistency of reporting across LCC will assist in focussing in on where action is required and where there may be a need to escalate. i) Recording of fly tipping to be made consistent across all LCC crews to ensure all incidents are reporting the same essential information, the same definitions of fly tipping are used, and logs kept of which properties have received an initial-level of engagement (and which stage was provided)	W&R - Refuse Crews / Cleansing Crews (data support from Data Architect) + linkage with Customer Services / 'Love Clean Streets' reporting tool / Enforcement Officers	MEDIUM / LONG			
4.b		ii) Officers to be present on collection days, enabling the recording of incorrect presentation of waste and fly tipping (prior to collection). If an incident cannot be assigned to a particular property, officer will record details of the street / alleyway for future, targeted engagement	W&R / Waste Management Officers / Cleansing Crews / Enforcement Officers	SHORT / MEDIUM			
5.a		Improved process for reporting fly-tipping	Continuous improvement of the reporting process for residents - Correct information to the right team, enabling LCC to deal with it appropriately: i) Simplified process to be implemented for residents & elected members to report fly tips, allowing detailed information including photographs to be provided, ensuring a swift and effective response from operational teams	Data Analyst / W&R / Waste Management Officers / Cleansing Crews / Enforcement Officers / Comms promotion	SHORT / MEDIUM		
5.b			ii) Exploration of improved reporting systems will take place to ensure that it is fit for purpose and enabled enhanced service delivery (via the Love Clean Streets app)	Data Analyst / Enforcement Officers / Improvement Lead	SHORT		
5.c		iii) Upon a resident report of fly tipping, an enhanced feedback loop will provide details of the process, what can be expected, and highlighting other background work being undertaken. Clarification of any land ownership considerations will be provided, if not on LCC land, how the matter may be dealt with. Direct resident responses / feedback will be provided if contact details are provided, along with photographic evidence of fly tip clearance.	Automated System notifications - dependant on whether this is via Granicus or 'Love Clean Streets' reporting tools	SHORT / MEDIUM / LONG			
5.d		iv) Communications relating to the reporting of fly tips to residents, businesses and other stakeholders will be provided to increase awareness and usage of the correct (updated) reporting system.	W&R / Waste Management Officers / Enforcement Officers / Comms team	SHORT / MEDIUM / LONG			

6.a	Targeted and coordinated action in fly-tipping hotspots	Should a fly tipping hot spot be identified, priority will be given to addressing this in a strategic way to maximise the impact on LCC resource. i) We will employ the resources of Waste & Recycling and Enforcement officers to work in a targeted and coordinated manner, including rotation through hotspot areas, focusing on an agreed no. per month / year.	Waste Management Officers / Enforcement Officers	MEDIUM / LONG		
6.b		ii) Develop strategic responses to fly tip incidents, via targeting of repeated fly-tipping locations and prioritising incidents where there is likely to be evidence.	Waste Management Officers / Cleansing Staff incl Crews & Supervisor / Enforcement Officers	MEDIUM / LONG		
6.c		iii) Applying resources available on a continued rotational basis allowing focus on specific areas before moving forward.	Waste Management Officers / Cleansing Staff incl Crews & Supervisor / Enforcement Officers	MEDIUM / LONG		
6.d		iv) Each targeted and coordinated response will involve a combination of the following activities: In-situ interventions to provide feedback e.g. * CSI Tape and Social Impact Stencils, * Door-knocking to engage residents, Letters to all residents on the street (e.g. following continual fly tipping), * Other, through-the-door communications e.g. leafleting, & * Explore how we can utilise any other means of communication in the location	W&R / Waste Management Officers / Cleansing Crews / Enforcement Officers / Ward Cllrs / Members	MEDIUM / LONG		
7.a	Increased enforcement activity and presence	Focusing on enforcement activity and the presence / threat of enforcement, as well as improving LCC's processes for collating and handling evidence for supporting legal action. To ensure fly tippers are aware of the potential for enforcement action, and also where enforcement escalation may be required, we will undertake the following planned, periodic interventions to achieve the following: i) Increase the visible presence of our officers on collection day, conducting inspections (e.g. record and fly tipping / incorrect waste presentation) and ensuring they are easily identifiable so as to highlight who they are and the reason they are present in the area	Waste Management Officers / Cleansing Staff incl Crews & Supervisor / Enforcement Officers	SHORT / MEDIUM / LONG		
7.b		ii) Conduct door-knocking to assist in gathering evidence, via our enforcement officers.	Enforcement Officers	MEDIUM / LONG		
7.c		iii) Roll out the CSI Tape intervention which demonstrates that a fly tip is under investigation (this has been shown to be effective in successfully reducing fly tipping in hot spots.)	Cleansing Crews / Cleansing Supervisor	MEDIUM / LONG		
7.d		iv) Retraining of crews in the collection of evidence where appropriate, and alert officers to the presence of evidence.	Cleansing Crews / Refuse Crews / Waste Management Officers / Enforcement Officers	SHORT/MEDIUM		
7.e		v) Review, improve and increase LCC communications with residents across the District to raise awareness that enforcement for fly tipping is and will be happening.	Comms / W&R / Waste Management Officers / Enforcement Officers / Legal Services / Elected Members - Ward Cllrs	SHORT		