

Stevenage Borough Council

Draft Fly-Tipping and Associated Nuisance Action Plan 2026/27

Vision

To reduce fly-tipping and associated environmental crime across Stevenage through a coordinated approach involving prevention, education, intelligence gathering, enforcement, partnership working and community engagement.

Strategic Objectives

Objective 1: Policy, Procedures and Governance

To ensure Stevenage Borough Council has robust policies, procedures and governance arrangements in place to effectively prevent, investigate and enforce against fly-tipping and associated nuisance.

Objective 2: Intelligence and Evidence

To use intelligence, data and evidence relating to fly-tipping, environmental crime and anti-social behaviour to identify offenders, target resources and prevent future incidents.

Objective 3: Staff Training and Development

Ensure staff possess the necessary knowledge, skills, and qualifications to carry out their duties effectively, including the legal authority to issue fines in line with relevant legislation. Staff should also be equipped to manage confrontational situations appropriately and maintain their personal safety throughout the course of their work.

Objective 4: Education and Behaviour Change

To educate and change the behaviour of residents, businesses and visitors regarding their responsibilities for waste disposal and encourage reporting of fly-tipping and environmental crime.

Objective 5: Reduction in Fly-Tipping

To achieve a measurable reduction in fly-tipping incidents and associated crime and anti-social behaviour across Stevenage.

Objective 6: Enforcement and Deterrence

To ensure proportionate and effective enforcement action is taken against offenders and to be communicated publicly to deter future offending.

Objective 7: Communications and Community Confidence

To communicate actions and outcomes effectively to reassure residents and increase confidence in the Council's response to fly-tipping.

Objective 8: Removal of Fly Tipping

Establish SLA for clearance times and priorities, based on locations and items dumped, ensuring data reporting is completed

1. Policy, Procedures and Governance

Action	Purpose/Outcome	Lead	Target Date
Review Environmental Crime Enforcement Policy	Ensure policies reflect current legislation and best practice and ensure fly-tipping and other Environmental Crime, such as fly-posting and graffiti has a more prominent place in the policy		
Hold process-mapping workshop and identify/ co-ordination and enforcement resources to review the end-to-end process and responsibilities / ownership of each stage	Review and improve current procedures with a clear view of what our objectives are, how we intend to implement them and how the actions are going to be assessed/ monitored to maximise the impact		
Develop fly-tipping Investigation Procedure & Enforcement Toolkit	Standardise investigations from report to prosecution, guidance on warnings, FPN's, CPN's and prosecutions		
Establish Quarterly fly-tipping Task Group with Terms of Reference	Formalise governance arrangements, monitor performance and coordinate activity		
Annual Strategic Review	Evaluate effectiveness and refresh priorities to provide strategic oversight at SoSafe Board.		

2. Intelligence and Evidence

Action	Purpose/Outcome	Lead	Target Date
Explore and deploy mobile CCTV in hotspot locations and review with partners at JAG	Improve evidence gathering and deterrence		
Review CCTV resources and explore expansion of fleet with new AI technology	Ensure resources target emerging hotspots		
Establish internal fly-tipping Working Group	Improve intelligence sharing between services		
Develop intelligence-sharing protocols	Improve partnership information exchange		
Review and improve Report It system	Enhance reporting quality and usability		
Produce quarterly hotspot analysis	Identify trends and priority areas		
Create fly-tipping performance dashboard	Improve understanding of trends and outcomes		
Promote reporting mechanisms internally and externally	Increase intelligence received from public and staff		
Introduce hotspot inspection programme	Improve early identification of issues		

3. Staff Training and Development

Action	Purpose/Outcome	Lead	Target Date

Undertake training needs analysis for staff involved in fly-tipping process	Identify skills gaps across services		
Deliver fly-tipping legislation training	Improve understanding of relevant legislation and powers		
Deliver evidence gathering, witness statement and case management training as well as enforcement training for CPN's and FPN's	Improve quality of investigations and prosecutions and consistent use of powers and improvement of enforcement outcomes		
Deliver CCTV and surveillance training	Ensure lawful and effective deployment		
Deliver customer service and conflict management training	Improve interactions with residents and offenders		

4. Education and Behaviour Change

Action	Purpose/Outcome	Lead	Target Date
Develop educational campaign on responsible and legal disposal of waste	Promote reporting and legal disposal options. Use HCC's Scrap fly tipping assets and branding		
Develop educational materials for schools and youth groups using HCC's Scrap fly tipping assets and branding	Promote long-term behaviour change		
Deliver social media campaigns throughout the year including Keep Britain's Tidy 'Fly Tipping Fortnight' 12-25 October	Raise awareness and encourage reporting using HCC's Scrap fly tipping assets		
Promote anonymous reporting methods	Encourage intelligence submission		
Promote Neighbourhood Watch participation	Encourage community involvement		

Attend resident meetings and surgeries	Provide face-to-face engagement opportunities		
Promote legal waste disposal options	Reduce excuses for illegal dumping		
Communicate definition of fly-tipping and environmental crime	Improve public understanding		
Promote household and business Duty of Care responsibilities	Improve compliance with legislation		
Publicise financial cost of fly-tipping	Highlight impact on council resources and taxpayers		
Deliver roadshows and door knocking in hotspot areas	Increase engagement and reporting		

5. Reduction in Fly-Tipping

Action	Purpose/Outcome	Lead	Target Date
Continue to map all fly-tipping incidents over a rolling 12-month period	Improved understanding of hotspots and trends		
Produce hotspot action plans	Target resources effectively to target harden bring back sites, communal bin stores, verges, shops etc.		
Establish clear reporting and investigation pathway	Improve consistency and efficiency		
Deliver pilot intervention programme in St Nicholas	Test targeted approach to hotspot management		
Review bulky waste charging arrangements	Encourage legitimate disposal		
Review recycling centre facilities and signage	Improve accessibility and awareness		
Conduct joint operations with Police and Housing partners	Address linked ASB and criminality		

Assess environmental improvements at hotspots	Reduce opportunities for offending		
Monitor repeat locations and repeat offenders	Focus enforcement activity		

6. Enforcement and Deterrence

Action	Purpose/Outcome	Lead	Target Date
Record all enforcement activity on REACT and share this across the SBC teams	Improve oversight and accountability		
Undertake regular case audits	Ensure consistency and identify learning		
Develop graduated enforcement approach	Ensure proportionate enforcement		
Increase use of intelligence-led enforcement	Improve effectiveness of interventions		
Publicise enforcement outcomes including photos of those fined / prosecuted	Increase deterrence and confidence		
Review prosecution opportunities	Maximise deterrent effect		
Share successful case studies internally	Improve learning and consistency		
Establish working hours and locations of enforcement team	Ability to react and investigate as cases emerge and how out of hours cases are progressed.		

7. Communications and Community Confidence

Action	Purpose/Outcome	Lead	Target Date
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Hold regular resident engagement, education and street meet initiatives at hot spot locations	Provide visible engagement opportunities promoting the Scrap Fly Tipping branding		
Publish quarterly fly-tipping dashboard	Improve transparency		
Publicise enforcement outcomes	Reassure residents and deter offenders		
Provide quarterly partner updates	Improve partnership awareness		
Develop Member briefing programme	Support elected Members responding to concerns		
Produce annual public report	Demonstrate achievements and value for money		
Improve internal collaboration	To ensure working relations between departments and partners is optimised and joined up Information and updates on each case is done in a timely manner to ensure cases are being dealt with promptly and all departments are aware Use of digital system or creation of dashboard for easy access to live cases		

8. Removal of Fly Tipping

Action	Purpose/Outcome	Lead	Target Date

Establish response times for clearance	To aid with performance monitoring for clearance, provide time for investigations to be completed Ensure H&S works are prioritised To ensure fly-tipping is not seen as a free collection service provided by the council		
Data Reporting on Collection	To collate accurate details of what has been dumped Provide information for KPIs and inform on future campaigns for prevention		

KPI Suggestions for dashboard RAG Trend

Total fly-tipping incidents ●●●▲▼►

Repeat hotspot locations ●●●▲▼►

Average clearance time ●●●▲▼►

Clearance cost ●●●▲▼►

Percentage of reports investigated ●●●▲▼►

CCTV deployments ●●●▲▼►

Fixed Penalty Notices issued ●●●▲▼►

Prosecutions completed ●●●▲▼▶

Community engagement events ●●●▲▼▶

Social media campaigns ●●●▲▼▶

Staff training completion ●●●▲▼▶

Resident satisfaction (where available) ●●●▲▼▶