

FLY TIPPING

No contractors – council services.

Make it easier to contact the council – council seems hostile to citizens.

Make sofa collection free.

Much fly tipping happens in the same place every week – CATCH THEM

Prosecute to the full extent of Law – not £50 £400!

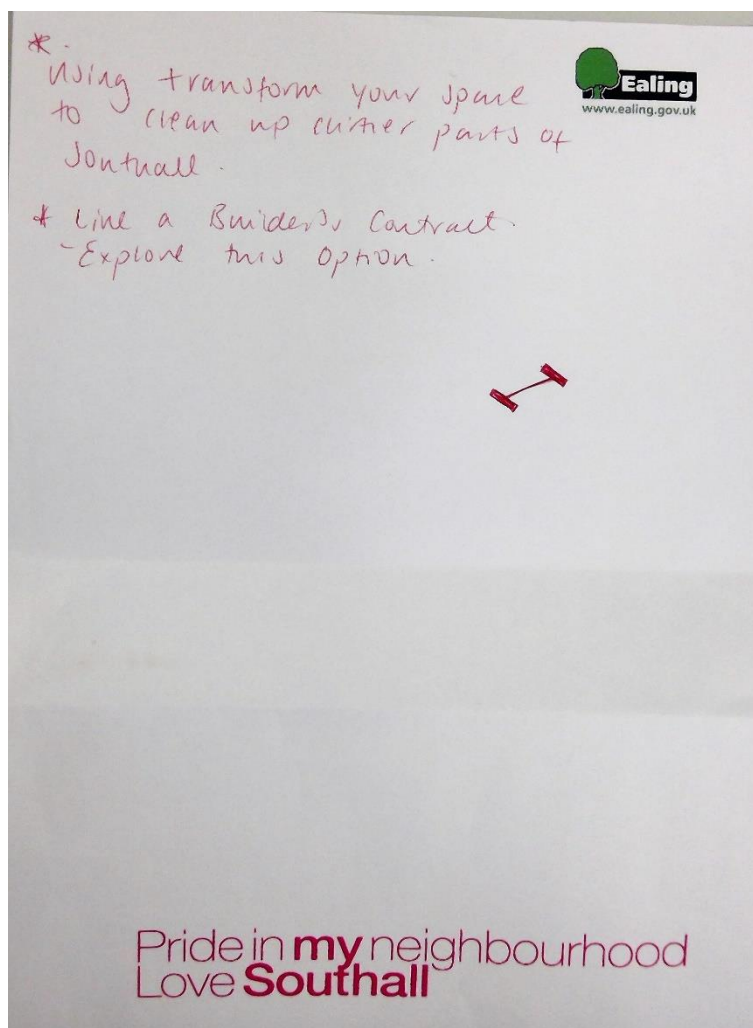
Bins for people living above shops.

Complaints procedure doesn't work.

Request council access to private security cameras.

Suggestion/comment	Responses
No Contractors – council services	The Council's contract with Amey will come to a close in July 2020, with the founding of a local authority company (LAC) to deliver environmental services across the borough
Make it easier to contact the council – council seems hostile to citizens	For street cleaning, littering and fly tipping Download Ealing 24/7 app to your smart phone Use the website www.ealing.gov.uk/reportit Tel 020 8825 6000
Complaints procedure doesn't work	You can make a complaint about the council (i.e.) "Any expression of dissatisfaction about a council service that requires a response." Telling us that you are dissatisfied with a service provided by the council, or telling us about a failure in service provision, can help us to stop making the same mistakes again and help us to improve our services

Suggestion/comment	Responses
Make sofa collection free	Working group to be set up to consider options to dispose of bulky waste
Much fly tipping happens in the same place every week, CATCH THEM	<p>This will be possible with the help of residents coming forward with the locations where this is happening, and information about what they see www.ealing.gov.uk/reportit</p> <p>The council will buy a mobile CCTV to help catch those who choose to fly tip rather than use the waste and recycling options available to all residents</p>
Prosecute to the full extent of the law – not £80 - £400!	<p>Fixed penalty notice for littering is £80, and for fly tipping it is £400.</p> <p>Any deposit of waste equal to or less than two black bins bags (or equivalent) or less will be classed as litter.</p>
Bins for people living above shops	<p>Any property without a front garden space is not eligible for bins as bins cannot be left obstructing the highways. In some areas where there is rear access we have been able to provide bins.</p> <p>People living above the shops will continue to have a weekly bag collection service. This can be reviewed on a case by case basis.</p>
Request council access to private security cameras	This is requested on a case by case basis and would follow usual procedures relating to the collection of evidence for criminal proceedings.



Suggestion/Comment	Response
Using Transform Your Space to clean up other parts of Southall	Great idea – the council will be launching a new Transform Your Space programme in the new year – to be one of the first to hear about this opportunity email mywardmatters@ealing.gov.uk with TYS launch in the subject line
Line (in) a Builder's Contract	If you have employed a builder click here to check if they are registered to take your waste The builder can apply to transport waste - to register or renew your waste carrier licence

1. Working group to be set up to look into the option of a programme of engagement with local young people and schools

2. This is being reviewed. The Council has an enforcement protocol to ensure fairness and proportionality. The protocol aims to:

- Reduce the level of unacceptable behaviour which damages the environment and is financially costly
- Ensure a highly effective and fast approach to enforcement
- Ensure a firm, fair and consistent application of regulations.

This enforcement approach covers information and education, issuing of warnings, fixed penalty notices, prosecutions. It also sets our clear guidance on the use of media as an effective means of informing residents and business of their responsibilities to the ensuring a clean and safe environment and the consequences of not doing so.

3. There is ongoing enforcement activity and we are introducing a weekly bulletin if you wish to be kept informed.

To signup email mywardmatters@ealing.gov.uk with Southall Bulletin in the subject line

4. The council will buy a mobile CCTV to help catch those who choose to fly tip rather than use the [waste and recycling](#) options available to all residents of Ealing Council

5. Residents are encouraged to come forward with any information about fly tipping or littering so we can catch those are spoiling the streets for others

