

Report to: Overview and Scrutiny Committee

Subject: Final report and recommendations of the Fly Tipping, Litter and Waste Management working group

Date: 27 July 2026

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Working group members: Councillors C Pope, Adams, P Allan, R Allan, Bestwick, Brocklebank, Creamer, Dunkin, Rachael Ellis, Ellwood, Hunt, Maltby, G Pope, S Smith and Strong.

Purpose of the report

To present the final report and recommendations of the Fly Tipping, Litter and Waste Management working group.

Background

The Overview and Scrutiny Committee agreed to establish a working group on 29 September 2025 to undertake a detailed review of fly tipping, litter management, and waste management across the Borough.

The review formed part of the Committee's work programme for 2025/26, with the intention of examining current service delivery, identifying challenges, and making recommendations to improve outcomes for residents.

Members agreed that the working group should focus on the following areas:

- Fly tipping, litter collection, waste management and enforcement
- Waste collection services and operational performance – including implementation of the Whitespace system
- Public engagement and behavioural issues
- Partnership working with other organisations

Information

The working group met on five occasions during the review and gathered evidence from a range of internal and external stakeholders, in accordance with the agreed scope of the review, which was considered at the group's first meeting and is attached as Appendix 1 to this report.

All meetings were held on a hybrid basis, with Members and guests able to attend either in person at the Chappell Room or remotely via Microsoft Teams. Members

noted that this approach provided greater flexibility and accessibility, helping maximise attendance and participation throughout the review. The meetings were also recorded for minuting purposes, which improved the accuracy of the minutes produced and provided a robust evidence base to support the working group's findings and final recommendations.

The review focused on developing a detailed understanding of current waste, litter and fly-tipping services, including operational performance, enforcement activity, partnership working, resident behaviour, future legislative changes and opportunities for service improvement.

The working group received evidence and presentations from the following stakeholders:

- Andrew Burgin – Parks Operations Manager, Gedling Borough Council
- Antony Greener – Head of Waste Management, Notts County Council
- William Langston – Principal Environmental Health Officer
- Lucy Lee – Regional Manager, WISE
- Kevin Nealon – Community Protection Manager, Gedling Borough Council
- Councillor Paling – Portfolio Holder for Environmental Services (Operations)
- Julie Snowdon – Assistant Director, Environmental Services (Operations)
- Esther Storer – Waste and Street Care Operations Manager
- Sarah Troman – Director of Operations

In addition, Members undertook a visit to the Materials Recycling Facility (MRF) in Mansfield to gain a greater understanding of the recycling process, the challenges associated with contamination, and the end destination of materials collected through the Borough's recycling service.

Gedling Borough Council Officers – Waste Services and Operations

At its second meeting, the working group received an update from officers on the ongoing transformation of Environmental Services, including the depot modernisation programme, staffing restructures, and the implementation of the Whitespace system. Members heard how the new system was providing improved operational data, route management and service monitoring capabilities, and discussed the opportunities this presented for improving customer service, route optimisation, and future decision-making.

Members also considered the impact of forthcoming national waste reforms, including the Government's Simpler Recycling programme and the future introduction of domestic food waste collections. Officers outlined preparations for the planned food waste pilot, changes to recyclable materials and the collaborative work taking place with other Nottinghamshire authorities through the Joint Waste Management Board. Members highlighted the importance of clear public communications to ensure residents understood upcoming service changes and recycling requirements.

The meeting also explored wider service issues, including litter and dog bin provision, street cleansing operations, staffing structures, health and safety arrangements, support for community litter-picking groups, and future budget and resource planning. Members expressed an interest in understanding how emerging data could be used to improve service efficiency and agreed that future meetings should focus on fly tipping, enforcement activity, and street cleansing performance.

Lucy Lee – Regional Manager, WISE and William Langston – Principal Environmental Health Officer

At the third meeting, Members held a discussion with Lucy Lee, Regional Manager at WISE, together with the Council's Principal Environmental Health Officer, regarding the operation of the Council's environmental enforcement service. Members were provided with an overview of the WISE contract, including how reports of fly tipping and littering are received, investigated and progressed through to enforcement action where appropriate. It was explained that WISE patrols all wards across the Borough, aims to visit each ward at least once per month, responds to reported incidents and uses intelligence gathered from residents, councillors and officers to identify emerging hotspot areas. Members also heard that WISE sought to attend reported fly tips within 24 hours where possible and had attended more than 200 reported fly tips since the beginning of March 2026.

Through questions from Members, a range of enforcement issues were explored, including the investigation of fly tipping incidents, the challenges of securing evidence, enforcement activity on private land and litter associated with commercial premises. Members also discussed the use of CCTV and covert cameras, noting that whilst equipment remained available, resource and evidential limitations restricted their use. Officers explained how the Council and WISE worked in partnership, with WISE responsible for investigations and evidence gathering, whilst the Council remained responsible for the removal of fly tipped waste and oversight of the contract. Members also heard that fly tipping reports, investigations and clearance requests were monitored through a shared system to improve coordination between services.

The working group also considered opportunities to improve public awareness of enforcement activity and environmental crime. Members highlighted the need for clearer information on fly tipping definitions (especially on private land), reporting processes, bulky waste collections and enforcement outcomes. Members also discussed litter and waste issues associated with commercial premises, particularly fast food outlets and food retailers, and considered the importance of ensuring businesses understand and comply with their waste duty of care responsibilities. Officers outlined the enforcement powers available where businesses failed to demonstrate appropriate waste disposal arrangements and noted the challenges associated with tackling litter generated by customers once it had left a premises. Officers advised that improvements to reporting systems and resident feedback mechanisms were being explored, including the potential for enhanced online reporting and progress updates for residents.

Sarah Troman – Director of Operations and Andrew Burgin – Parks Operations Manager

Members also received updates from the Director of Operations and Parks Operations Manager on wider litter management, street cleansing and community engagement matters. Discussion focused on litter and dog waste management across the Borough, including the future provision and maintenance of litter and dog waste bins. Officers explained that future service planning would increasingly be informed by operational data, allowing the Council to better assess demand, usage patterns and the most effective locations for bins and cleansing activities.

The working group considered the ongoing review of dog waste bin provision and heard that the Council intended to move towards greater use of standard litter bins for the disposal of dog waste where appropriate. Members discussed concerns relating to accessibility, bin locations and public expectations, whilst officers highlighted the importance of using evidence and usage data to inform future decisions. The group also discussed broader street cleansing issues and the need to ensure resources were targeted effectively to areas of greatest demand.

Members were also updated on work taking place with local volunteer litter-picking groups. Officers outlined plans to improve engagement with volunteers through better record keeping, communication and the development of health and safety guidance, particularly regarding the handling of hazardous items. Members welcomed this work and discussed opportunities to better support and recognise the contribution made by volunteer litter pickers across the Borough.

Antony Greener – Head of Waste Management, Nottinghamshire County Council

At the fourth meeting, Members received a presentation from Antony Greener, Head of Waste Management at Nottinghamshire County Council, on the County Council's role as the Waste Disposal Authority and its relationship with district and borough councils as Waste Collection Authorities. Members were provided with an overview of the respective responsibilities of each authority, including the operation of Household Waste Recycling Centres (HWRCs), waste disposal contracts, recycling infrastructure, and the treatment of residual waste. Members also discussed resident experiences at HWRCs, particularly around waste segregation requirements, and noted the importance of effective partnership working between collection and disposal authorities. Members heard that the County Council spends approximately £50 million per year on waste management services and is responsible for the disposal of waste collected by Nottinghamshire's district and borough councils.

Members explored a range of waste management issues, including the operation of the Eastcroft Energy from Waste facility, which processes approximately 180,000 tonnes of residual waste each year and generates both heat and electricity. The working group also discussed recycling contamination, changing waste streams and the challenges associated with processing certain materials such as black plastics and Tetra Pak cartons. Members noted that contamination rates had reduced from

approximately 17% to 13% following recent changes to the range of materials accepted for recycling. The meeting also considered the waste hierarchy, the financial implications of waste disposal, the future of major waste contracts and the importance of balancing whole-system costs across waste collection and disposal functions. Members noted that Nottinghamshire compared favourably with other authorities in the region in terms of disposal costs and recycling performance.

The meeting also examined a number of forthcoming national policy changes, including the introduction of flexible plastic collections, domestic food waste collections, Extended Producer Responsibility, the Deposit Return Scheme, and the future Emissions Trading Scheme. Members discussed the potential operational and financial implications of these changes, together with the possible impact of Local Government Reorganisation on future waste management arrangements across Nottinghamshire. Officers also provided updates on Gedling's planned food waste trial in Netherfield and part of Burton Joyce, together with the future review of waste contracts and infrastructure requirements.

Kevin Nealon – Community Protection Manager

Following the County Council presentation, Members received an update from the Community Protection Manager on the performance of the WISE enforcement contract and the Council's wider approach to environmental enforcement. Members reviewed enforcement data from the first six months of the contract and noted that more than 1,100 Fixed Penalty Notices had been issued since the contract commenced in November 2025. Members also heard that approximately 727 notices had been paid, generating enforcement income of more than £77,000, with around 71% of issued notices paid. It was noted that cigarette butt littering and general littering accounted for the largest proportion of offences, whilst fly tipping, business waste offences and vehicle-related littering represented a smaller but significant element of enforcement activity.

Members discussed a range of enforcement matters, including hotspot identification, ward coverage, repeat offenders and the use of enforcement resources across different parts of the Borough. Concerns were raised regarding apparent differences in enforcement activity between wards and whether opportunities existed to improve coverage in lower-footfall areas. Officers explained that enforcement deployment was influenced by intelligence, reported incidents and footfall levels, whilst also noting the positive outcomes already being achieved through the contract. Members also discussed wider enforcement powers, including the potential use of vehicle seizure powers in the most serious fly tipping cases.

The working group also considered wider issues relating to fly tipping and community engagement. Members discussed bulky waste collections, fly tipping on private land, hazardous waste incidents such as asbestos, online reporting mechanisms and the sharing of intelligence between operational and enforcement teams. Officers advised that improvements had recently been made to the online reporting system, including the ability for residents to upload photographs, and highlighted aspirations to work

more closely with schools, community litter-picking groups, and targeted education initiatives. Members also heard about work underway to improve intelligence sharing between operational and enforcement teams in relation to hotspot monitoring and repeat incidents.

Recommendation Development and Final Review

At the fifth and final meeting, Members received an update on recent waste service performance, including ongoing work to address missed bin collections. Officers advised that a range of factors had contributed to recent service challenges, including staffing pressures, increased waste volumes, agency staffing reliability and operational inefficiencies. Members heard that a 90-day improvement plan had been introduced to strengthen operational performance, improve accountability and support more proactive service planning. Officers also advised that early indications suggested performance was beginning to improve, although further work remained necessary.

Members reflected on the recent visit to the Mansfield Materials Recycling Facility and noted that it had provided a valuable insight into the recycling process, contamination issues and the practical realities of material sorting and processing. Members were advised that Gedling Borough Council compared favourably with a number of other authorities in relation to contamination levels and recycling performance. The visit was considered beneficial in helping Members better understand the challenges facing both collection and disposal authorities and informing the development of the working group's recommendations.

The primary purpose of the meeting was to review and refine the draft recommendations arising from the evidence gathered throughout the review. Members considered each recommendation in turn and agreed a number of amendments relating to communications, hazardous waste, enforcement activity, community litter-picking groups, education, and future policy changes. Members also agreed an additional recommendation recognising the successful implementation of the Whitespace system and the contribution this had made to improving data collection, service monitoring, and operational decision-making. The final recommendations resulting from these discussions are contained within this report.

Conclusions

It is clear that fly tipping, litter management and waste services are complex areas of responsibility that require a coordinated approach between several stakeholders, including Gedling Borough Council, Nottinghamshire County Council, enforcement partners, local businesses, local communities and residents, each of which has an important role to play in reducing littering, fly tipping and environmental crime across the Borough. Whilst the review identified many challenges, Members also found that significant work was already being undertaken to improve services, modernise operations and prepare for future legislative changes.

Throughout the review, Members heard evidence that effective communication and public understanding are critical to improving environmental outcomes across the Borough. Many of the issues discussed by the working group, including recycling contamination, fly tipping, littering, food waste collections and the use of household waste recycling centres, could be positively influenced through clearer communication, education, and community engagement. The Council and its partners are well placed to work with residents, schools and community groups to help promote these messages and encourage positive behavioural change.

The review also highlighted the importance of partnership working, the effective use of technology and the sharing of operational intelligence. Members welcomed the benefits already being realised through the implementation of the Whitespace system and recognised the opportunities that improved data and performance monitoring could provide in supporting informed decision-making, service planning, and the targeting of resources. Members were also encouraged by the work of community litter-picking groups and the opportunities that exist to further strengthen these relationships.

Members were grateful to all officers, external stakeholders and community representatives who contributed to the review and provided valuable evidence throughout the process. The working group believes that the recommendations contained within this report provide a practical and balanced framework to support continued improvement in fly tipping, litter and waste management services across the Borough.

The Overview and Scrutiny Committee makes the following recommendations:

1. Communications

That the Council enhances public communications on:

- Recycling contamination, correct materials, and dangerous materials (Lithium batteries)
- Bulky waste and what constitutes fly tipping, including fly tips on private land
- Resident use of Household Waste Recycling Centres and expectations around waste separation
- Food waste collections ahead of implementation date
- Targeted local littering issues such as cigarette butts and incorrect disposal behaviours
- Residents' responsibilities under the Household Waste Duty of Care Regulations

2. Online Reporting

That the Council promotes the use of the online reporting system for fly tipping (including photo uploads) to improve reporting efficiency and enforcement outcomes.

3. Hazardous Waste and Asbestos

The working group express concerns to the current procedure and delays to collections of hazardous waste and recommends that the Council:

- Considers introducing clear on-site signage or messaging for complex fly tipping cases (e.g. asbestos fly tipping) to explain delays and manage public expectations
- Works with the County Council to review current processes where appropriate, particularly in light of Local Government Reorganisation
- Reviews how communication could be clearer where hazardous waste cannot be removed immediately

4. WISE Enforcement Coverage

The working group recognises the positive aspects of the current contract and wishes to maintain appropriate scrutiny by recommending that the Council:

- Reviews the geographical spread of WISE enforcement activity to ensure appropriate coverage across all wards, including lower-density areas
- Monitors and reviews enforcement data on an ongoing basis

5. Intelligence Sharing

That the Council continues to strengthen intelligence sharing between enforcement and operational teams, particularly in relation to:

- Fly tipping hotspots
- Use of fly capture data

6. Member Engagement (Ward Walks)

That the Council fosters Member-led ward engagement (e.g. ward walks with enforcement teams) in areas of concern with a focus on targeted hotspot areas rather than whole ward coverage.

7. Community Litter Picking Groups

That the Council strengthens engagement and partnership with community litter picking groups, by:

- Creating clearer reporting routes for organised litter picks
- Ensuring timely collection of gathered waste
- Exploring opportunities for joint activity with enforcement teams (WISE)
- Promoting, celebrating, and recognising the work of volunteer litter pickers
- Improving public awareness of litter picking activity (e.g. blue bags awaiting collection)

- Ensuring clearer communication of support available, including equipment, safe handling information, and guidance

8. Education and Behaviour Change

That the Council supports increased educational engagement on fly tipping litter and waste management, including:

- Work with schools on littering and environmental crime
- Public awareness campaigns aligned with national messaging
- Use of operational data to guide service deployment
- A stronger focus on locally relevant issues (e.g. cigarette butts, battery disposal, littering behaviours within the Borough)

9. Enforcement Tools / CCTV

The working group acknowledges the financial, legal and resource constraints of using additional enforcement tools and recommends that the Council:

- Reviews whether additional enforcement tools (e.g. enhanced technology such as CCTV) could be utilised, subject to cost
- Focuses on targeted use in identified hotspot areas with regular fly tipping and graffiti
- Considers future opportunities for collaboration through Local Government Reorganisation

10. National Policy and Partnership Working

That the Council:

- Keeps under review the impact of national waste policy changes (including the Emissions Trading Scheme, Deposit Return Scheme and Extended Producer Responsibility)
- Works in partnership with the Waste Disposal Authority and other councils
- Reviews and works collaboratively with national organisations such as APSE or LGA on best practice and guidance
- Considers implications in the context of Local Government Reorganisation and longer-term planning
- Focuses on ongoing monitoring and reviews rather than immediate implementation

11. Transformation of Waste Services

That the Council recognises the achievements of the Waste Services, Customers Services and Transformation teams in implementing the Whitespace system, which had enabled improved data collection, enhanced service monitoring, and more informed operational decision-making.