Fly Tipping Reporting Guide

Created by Tim Hodges for Kirkliston Community Conservation Volunteers

https://www.edinburgh.gov.uk/litter-flytipping/flytipping

This is the URL to access the Council's fly tipping reporting website. Some have found it can be confusing and difficult to navigate. It also appears to have been designed for use by city dwellers rather than a semi-rural location like Kirkliston but there are ways around this as will be demonstrated in this document. Sometimes however you might need to resubmit a report even if they email you back to say the issue is resolved; they say that whether it is cleared away or not. Occasionally it has been reported that no email reply is received at all and this would require a follow up by the submitter.

⚠️ **Coronavirus**
Latest update on COVID-19 and our services

Flytipping

Flytipping is dumping anything on public land. It can be anything from a bin bag next to a bin to a mattress or garden waste on the street or in a park. It's illegal to do this.

If you've spotted flytipping please report it to us following the steps below and we'll remove it.

Step 1

If you want to keep track of your form, you'll need to register with mygovscot myaccount. Need help with mygovscot myaccount?

Step 2

(Report flytipping)

For issues check our help page or email customer care.

Investigation of illegal dumping

We will investigate and dispose of flytipping on public land.

If you have any information that may help solve an incident of illegal dumping please contact us, with the location and a description of what has been dumped and any information on who left the items or the registration number of the vehicle involved.

The Council can issue fixed penalty notices of £200 for flytipping. Courts can impose a penalty of up to £40,000 or imprisonment.

Step 1 asks you to register or login with a mygovscot account. Having an account allows you to see all the fly tipping reports you have submitted and their current status but it is not mandatory and you can choose to skip to step 2 if you prefer not to register or log in.

Step 1

This is the page you will link to from Step 1 in order to register or sign into the system

https://www.edinburgh.gov.uk/registration or https://www.edinburgh.gov.uk/myaccount

mygovscot myaccount

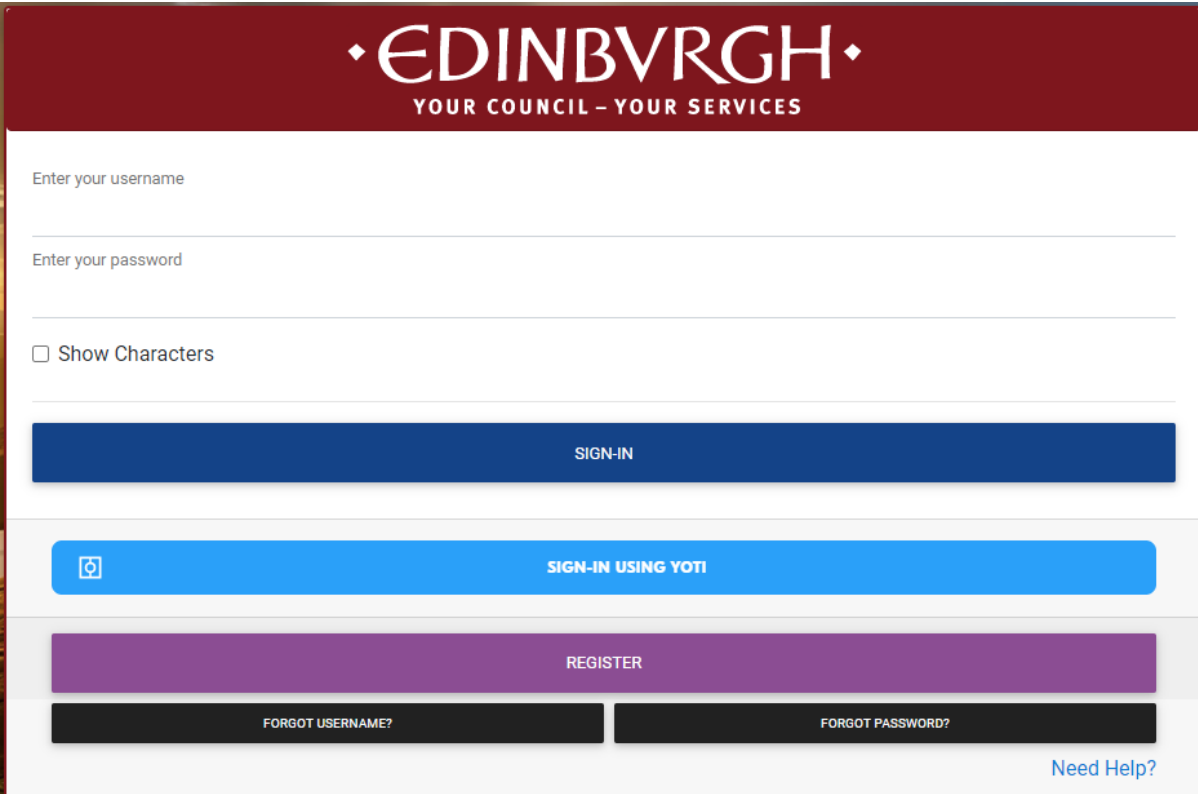|			
1	**mygovscot myaccount**	3	mygovscot myaccount help
2	Why do I need to register?	4	Create a mygovscot myaccount

Sign in to mygovscot myaccount

or you can register with mygovscot myaccount ☑

mygovscot
myaccount
The secure and easy way to access public services online

Once registered you sign in on a screen like this:

◆EDINBVRGH◆
YOUR COUNCIL – YOUR SERVICES

Enter your username

Enter your password

☐ Show Characters

SIGN-IN

SIGN-IN USING YOTI

REGISTER

FORGOT USERNAME?   FORGOT PASSWORD?

Need Help?

And you will then be presented with a number of buttons. You can select the "Click to report" button or go directly to the link https://www.edinburgh.gov.uk/litter-flytipping/flytipping

Click to pay	Click to report	Click to request
Council Tax	Bins and recycling	Roads, travel and parking
Schools and learning	Housing	Council and Committees
Planning and Building Standards	Social care and health	Business

Selecting Click to report presents a lot of options and you should select "Fly tipping (illegal dumping)" from under "Environmental and health issues"

Environmental and health issues

Bonfire problem

Dog fouling

Dog out of control

Dust, odour and fumes

Fly posting

Fly tipping (illegal dumping)

Graffiti

Light nuisance

Litter or debris

Overhanging tree, bush or other foliage

Water leaks and dampness

Weeds

Once you've skipped the login step or successfully logged in then click on the Report flytipping button

Step 2

Report flytipping

For issues check our help page or email customer care.

You'll see the following page and you should select "Fly-Tipping" complaint

Report litter or fly-tipping

(i) Required fields will be marked with an asterisk (*)

Which problem would you like to report? *

○ Litter Complaint

⦿ Fly-Tipping Complaint

○ Overflowing Litter Bins

CONTINUE

You then have to select a location but there are only 2 options:

- On the street, park or beach
- In a stairwell or garden

For all the fly tipping surrounding Kirkliston I've always used the first option

◀ BACK

Where is the fly-tipping

Where has the flytipping occured? *

⦿ On The Street, Park Or Beach

◯ In A Stairwell Or Garden

CONTINUE

Then select the type of fly tipping. If you've found a mix of different types just select the one that comprises the most of what you've found and give an approximate estimate of how much e.g. a car boot load, lorry load or just a few items.

◀ BACK

What type of flytipping

What type of rubbish has been dumped? *

◯ White Goods - Fridge, Freezer, Washing Machine, Etc

◯ Tyres

◯ Garden Waste

⦿ Household Waste

◯ Commercial Waste

◯ Sharps (E.G Needles And Broken Glass)

Describe how much rubbish has been dumped? *

base of bed and drawers

CONTINUE

Location of the problem

Next step is to select a precise location. You're presented with a map that only just shows the eastern half of Kirkliston.
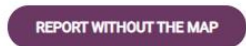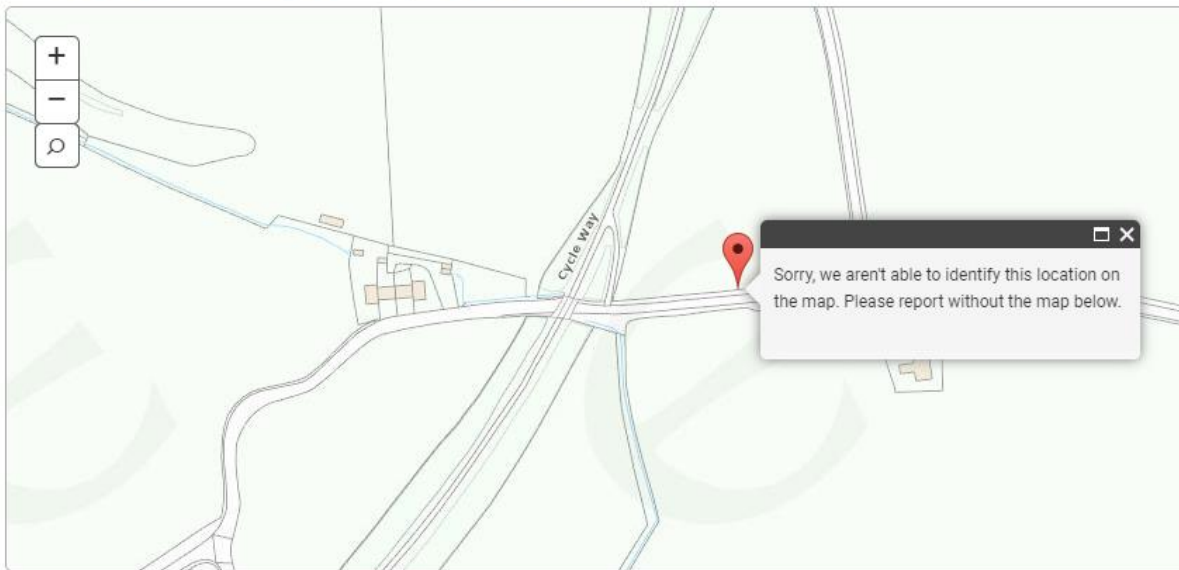

You can enter a postcode to zoom into the Kirkliston area and it then asks you to click on the map to precisely locate the problem. However, unless the waste is located right next to a property or cycle path this will result in a message saying "Sorry, we aren't able to identify this location on the map. Please report without the map below." As the majority of fly tipping is dumped at the side of the road outside of built-up areas, trying to pin point the location using the Council's mapping feature is incredibly difficult, if not impossible.

So for most situations you're going to have to select "Report Without The Map"

Show us on the map exactly where the fault is.

Sorry, we aren't able to identify this location on the map. Please report without the map below.

REPORT WITHOUT THE MAP

This tries to locate the problem by street name. However, this also runs into issues! It seems to know about Newliston Road and Stirling Road but it doesn't know Queensferry Road nor Burnshot Road. Even if you do select one of these they are quite long roads and so don't precisely locate the problem. The system won't let you continue without selecting an address so try to locate the nearest road you can find. If you can't find one then for anything near Kirkliston I would enter "Main Street" and select the Kirkliston one.

◄ BACK

Location of the problem

Closest street *

Name

SEARCH

CONTINUE

◀ BACK

Location of the problem

Closest street *

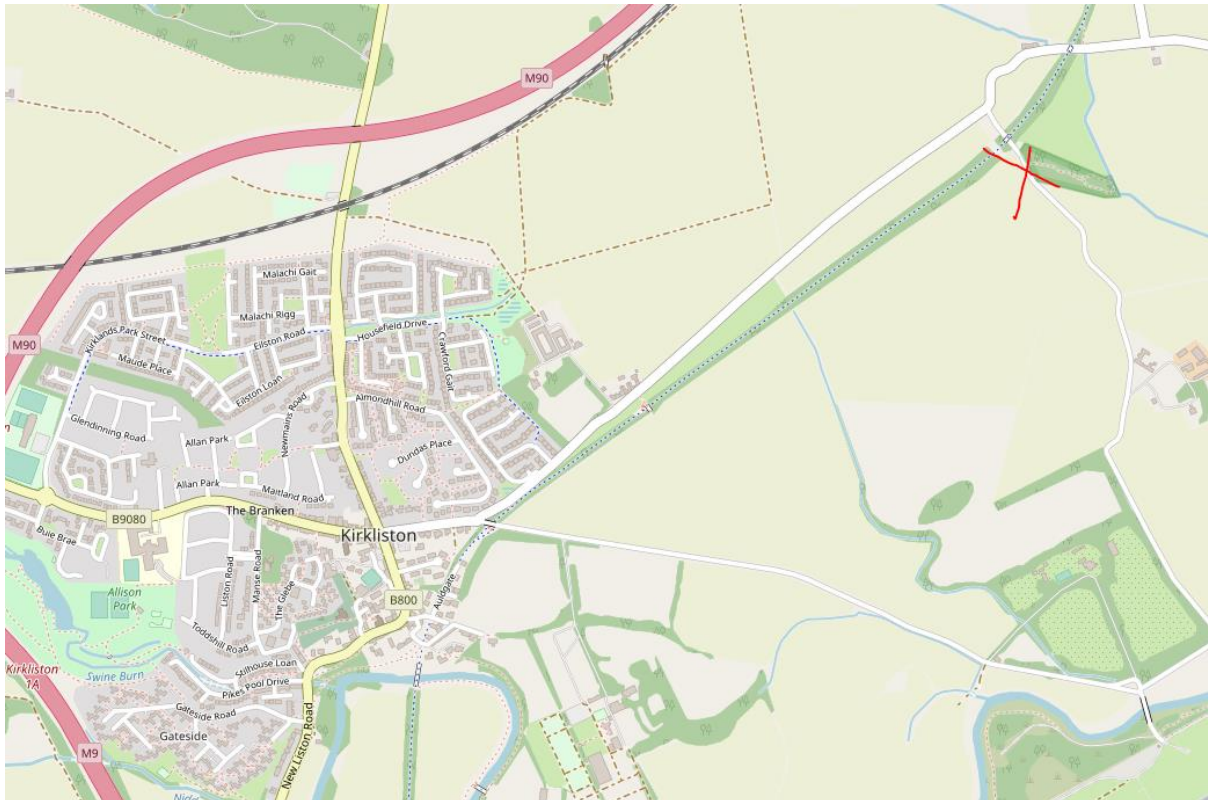| MAIN STREET, KIRKLISTON, EDINBURGH ⌄ | SEARCH AGAIN |

CONTINUE

Additional Details

Finally, you reach the most important page where you have the best chance of giving the council team the information they need.

Start with a brief but precise description of the problem and its location. Give references to other roads or nearby features that someone who isn't local might stand a chance of finding. Ideally you want a couple of photos of the problem with one close up and one wider shot showing the location context.

You can also attach up to 3 images but the images can't be larger than 5Mb or they won't upload to the Council site. Since most modern phones produce images around this size or larger you may have to resize them to a smaller size.

Finally, to really nail the location you can beat a screen grab from a map. You use https://www.openstreetmap.org/ and the Microsoft snipping tool (or equivalent on your operating system). I also draw a big red X where the problem is located.

The final step is to provide an email address if you want to be notified when the problem has been resolved or closed. This doesn't always work, so don't assume that if you haven't received a notification then it's still on their To Do list; it more likely means they just haven't emailed you. Also just because they've emailed you saying the job has been completed doesn't mean it has been resolved. The council will send the email even if they can't locate the issue or if they are unable to pick it up because it's on private land.

◀ BACK

Case updates

Would you like to receive updates?

We'll only use your details to provide you with updates about this report

⦿ Yes

◯ No

Email address *

We'll only use your details to provide you with updates about this case.

Please provide email for subscription

[   ]

SUBMIT

Then click on the submit button and you should see a case reference number.

> Thank you for reporting a litter or flytipping problem.
> The case reference is 101000862802.
> We will send you a confirmation email if you have provided an email address.

Give yourself a well-deserved pat on the back for having navigated the Edinburgh Council fly tipping reporting website.

As you might have guessed by now the website isn't the easiest to use and certainly isn't mobile friendly so I'd recommend taking photos on your phone and then uploading them to a website like Google photos and then later on downloading them to a desktop computer where you can submit the fly tipping report. There are a number of mobile friendly apps available that are much better at capturing all the data; however, I tried the FixMyStreet app which claims to pass on all the information gathered to the council. I found that whilst the report of fly tipping and the general location is passed on, I usually got a phone call from one of the team trying to locate the issue and they clearly hadn't been given all the information I had entered. I reluctantly reverted to the old ways of desktop and the council site which although maybe not the most intuitive, it does actually result in the fly tipping being picked up more often than not. If you know of an app that is compatible with Edinburgh Council's IT system then please let us know.