

Briefing Note: Reporting Fly-Tipping in Stevenage

To: All Councillors, Stevenage Borough Council
From: Environment & Leisure
Subject: Using the Online Fly-Tipping Reporting Form
Date: August 2026

1. Purpose

This note provides a guide for councillors on how to report fly-tipping across Stevenage using the Council's online reporting form.

Using the online form helps ensure that all the necessary information is captured and routed directly to the appropriate team, enabling fly-tipping to be investigated and cleared as safely, quickly, and efficiently as possible.

To maintain a consistent approach and ensure that no reports are missed or delayed, all councillors are asked to submit every fly-tipping case through the online form.

Fly-tipping reporting form:

<https://www.stevenage.gov.uk/environment/street-care-and-cleaning/fly-tipping>

2. How to Use the Online Reporting Form

Below is a quick step-by-step guide to help you submit a complete and accurate report.

Step 1: Select the Land Type

- Choose Public Land when the waste is on land maintained by the Council.
- If the waste is on private land, the form will not allow you to continue. This is simply because the Council is not permitted to remove waste from privately owned land.

This step helps ensure reports go to the right teams and prevents delays in clearing public spaces.

Step 2: Confirm Whether You Witnessed the Incident

- If you saw the fly-tipping take place, please indicate this. This simply helps officers understand whether follow-up information might be available, and you may be contacted if further details are needed.
- If you didn't witness it, that's absolutely fine - most reports aren't witnessed. Please still submit the report and include any details you do have.

Step 3: Provide Any Extra Information

Any small detail can be helpful, so please include anything you've noticed, such as:

- CCTV in the area
- A vehicle description or any identifiable features
- Anything unusual or noteworthy about the scene

Even small observations can make a big difference, helping the team assess the situation quickly.

Step 4: Pin the Exact Location

- Use the map pin to mark the exact spot where the fly-tipping is located.
- If you know the address, you can use the address search bar, which appears as a small magnifying glass icon in the top right corner of the map.

Once you drop the pin or enter the address, the system will automatically check whether the location has already been reported. If it has, you'll be blocked from making the submission. This helps avoid duplicate cases and ensures the clearing teams can focus on removing the waste as quickly as possible.

Step 5: Add Incident Details

Please include as much information as you can about the waste, such as:

- Type of waste (e.g., bags of rubbish, furniture, building materials)
- Approximate amount (a few bags, a large pile, a single item, etc.)
- Any hazards present (sharp objects, chemicals, broken glass, or anything that could be dangerous)

These details help the team assess the urgency of the incident and make sure the right equipment and staff are sent to deal with it safely.

Step 6: Request Updates

You can choose to receive automatic email updates about the progress of the case.

If you select this option, you'll be notified by email as soon as the fly-tipping has been cleared. This means you can keep residents updated straight away, without needing to follow up with the service teams.

Graffiti

The same process is very similar for reporting graffiti as well.

Graffiti Reporting Form:

<https://www.stevenage.gov.uk/environment/street-care-and-cleaning/graffiti>

3. Summary

By using the online form to report fly-tipping, councillors help ensure that:

- Every incident is logged accurately with the right information
- Locations are mapped correctly, so teams know exactly where to go
- Waste is cleared quickly and efficiently
- Duplicate reports are avoided, saving valuable time
- The correct teams receive the details straight away through their digital devices

To keep things running smoothly, please avoid reporting fly-tipping by email, WhatsApp, phone calls, social media messages, or verbal updates. These routes often miss important details, create delays, and can lead to duplicated work.

Using the online form every time helps us keep clear, consistent records, improves how quickly we can respond, and ultimately supports cleaner, safer neighbourhoods for communities across Stevenage.

Thank you for your support – Environment & Leisure Operations team