35315 Complaints

From:

Sent: 02 December 2021 09:17

To: Caroline Paterson < Caroline.Paterson@edinburgh.gov.uk >

Cc:

Subject: Bin gone

Good morning Caroline

I don't know if you are aware, but the CEC waste bin at the bottom of Bogsmill Road was taken away on a council truck on Saturday. I think that this must be the result of concerns raised regarding bin lorry access and exit. No-one has contacted us to say that this is the plan, but that is how it would appear because there is no replacement bin been put in place.

The first we were aware of anything having happened was when we found bags of dog waste that had just been dropped on the road (dog walkers are the main users of the bin).

While there are benefits to not having concerns over the bin lorry visits, the consequence is that there is now a black bin bag hanging from the Bogs Bridge gate (photo attached), filling up with dog waste. It is nearly full, and when it gets to that stage, waste bags will be simply dropped in the Dell or on the road and others will stop bothering to lift dog waste. There has been no sign put up, or attempt to communicate with dog walkers about what to do now that the bin has gone. And where shoul the black bin bag go? Who will remove it?

Are you able to shed any light on this please?

Kind regards



FIGURE 1
To: Sent: Saturday, 4 Dec, 21 At 17:11 Subject: DELL LITTER BIN
There are literally dozens, if not hundreds of dog walkers who are dismayed, if not incredulous, that the big bin by the stone bridge in the Dell has been removed. It was the most important bin in the area and dozens of people deposit their poo bags and they continue to drop them on the ground where the bin stood , never mind the piles of litter being left by picknicking families and drunken youngsters during the good weather. Is there anything you can do or anyone to whom you can forward this to anyone who can remedy the situation, please, Others have tried to complain to the Cleansing Department but have failed to get through. Thanks.
From:
Sent: 04 December 2021 18:12 To: Carolina Patarson (Carolina Patarson
To: Caroline Paterson < <u>Caroline.Paterson@edinburgh.gov.uk</u> > Cc:
; Andrew Johnston < <u>Andrew.Johnston@edinburgh.gov.uk</u> >; David Key < <u>David.Key@edinburgh.gov.uk</u> >; ; CCC Gmail account
, ccc diffail account
Subject: Fwd: Bogsmill Bridge LITTER BIN
Caroline,
Please see the attached email from who is a Craiglockhart resident. Can you advise why the large litter bin at Bogsmill Bridge has been removed and if it is going to be replaced. This bin is essential and needs to be returned/replaced as a matter of priority.
I have copied in from the WofL to ask for their support. With departure, I have also copied our ward councillors David and Andrew and would ask them to get involved, if this matter is not resolved.
Please can you respond urgently. The area is already a mess!
Many thanks
Chairperson
Craiglockhart Community Council
From:

CEC - Internal

To: Andy Hunter <Andy.Hunter@edinburgh.gov.uk>; David Key <David.Key@edinburgh.gov.uk>;

Sent: 05 December 2021 14:04

Andrew Johnston <Andrew.Johnston@edinburgh.gov.uk>; Scott Arthur <Scott.Arthur@edinburgh.gov.uk>; Phil Doggart <Phil.Doggart@edinburgh.gov.uk>; Jason Rust <Jason.Rust@edinburgh.gov.uk>

Subject: Waste Bin removal at Bogsmill Bridge/Bogsmill Road in Craiglockhart/Colinton Dell

Dear All,

Writing in connection with the recent removal of the large waste bin that used to reside at the bottom of Bogsmill Road in the Craiglockhart and Colinton Dell.

I would like to enquire as to why it has been removed and who decided to have it removed.

I can attest that there is a large sentiment among the local community that this council is guilty of abandonment of this area of natural beauty.

The area is blighted by two broken bridges that have been in that condition for a large number of years. Dangerous eroded paths exist that are not being repaired and have been in that condition for a long period of time. The large wall that exists on the west side of Katesmill Bridge has been barriered off for years and no signs of any repair work being carried out.

Residents do not understand the mentality of a council that preside over a once beautiful city that now has one of the worst city litter problems in the country, think that it is a good idea to remove waste facilities from an area of natural beauty such as the Dells.

I would like to request reinstatement of the waste facility immediately .

Regards

From:			
Sent: 06 December	er 2021 16:35		_
To: David Key <da< td=""><td>nvid.Key@edinburgh.gov.uk></td><td>; Andy Hunter <andy.hunter@< td=""><td>ඔedinburgh.gov.uk>;</td></andy.hunter@<></td></da<>	nvid.Key@edinburgh.gov.uk>	; Andy Hunter <andy.hunter@< td=""><td>ඔedinburgh.gov.uk>;</td></andy.hunter@<>	ඔedinburgh.gov.uk>;
Cc:	;	;	; Andrew
Johnston <andrev< td=""><td>v.Johnston@edinburgh.gov.</td><td>uk></td><td></td></andrev<>	v.Johnston@edinburgh.gov.	uk>	
Subject: Re: Bogs	mill Bridge LITTER BIN		

I can certainly agree that there has been a great deal of local reaction to the moving of this facility, none of it positive. I am sure a smaller bin similar to that at the entrance of Lanark Road would suffice and would not necessitate such a large vehicle. PLEASE reconsider this course of action as it will lead to increased dog fouling and littering of bagged poo. The area is also used extensively by professional walkers so the impact could be very significant. Regards

- Trust Manager
Water of Leith Conservation Trust
Water of Leith Visitor Centre
24 Lanark Road
Edinburgh

From:

Sent: 08 December 2021 11:00

To: Andy Hunter < Andy. Hunter@edinburgh.gov.uk>

Subject: Bin at Bogsmill Road

Ηi

I am perplexed at the removal of the big bin at the bottom of Bogsmill Road.

Please can you help me understand the justification for the removal?

It was well used, and never overflowing, which will be the case now for all nearby bins (of which there aren't many). I can only imagine that the dell will now become a sea of discarded poo bags as less diligent dog owners choose not to take them home.

We should be setting people up for success not courting bad behaviour. I have always been so grateful for the provision of so many bins to discard this waste and cannot understand why this crucial facility has been arbitrarily removed.

Thank you for your time and attention and I look forward to your response.

Kind regards

From:

Sent: 09 December 2021 16:44

To: David Key < <u>David.Key@edinburgh.gov.uk</u>>; Andrew Johnston

<<u>Andrew.Johnston@edinburgh.gov.uk</u>> **Subject:** Bin Removed from Bogsmill Road

David/Andrew

I barely know where to start. The large bin at the foot of Bogsmill Road, as you know, has been removed without any consultation whatsoever.

This facility is crucial to keeping the Dell area free from toxic waste and other litter. Less responsible dog owners are not going to take the waste home/search for another bin.

, frequently clean up after others.

I certainly do not expect the removal

of the bin needed to deposit the waste.

There are, of course, many rumours circulating and I doubt all are true but let me just comment on some possibilities.

ONE person has asked for its removal. That is not democracy. The person who lives in the nearest house to the bin cannot dictate to hundreds of people who use the dell.

If it is a question of noise - then the same person has his own bins collected every week and this extra one is once a fortnight. Additionally, if he has any ownership of the road itself, then the council should not be taking vehicles down to empty his bins - he should be taking his bins to the top of the road.

It beggars belief that, having encouraged, cajoled and shamed dog owners over many many years into picking up after their dogs, that the rug is pulled out from under them and they are left high and dry with only two options: find another bin (that is not full) or take it home. Already today there is a pile of poo bags on the slabs where the bin was. Unintended - but inevitable consequence. A health hazard that will only increase (there was also one thrown into a tree, more will follow I'm certain).

I'm all about compromise and if a slightly smaller bin would mean a slightly smaller collection vehicle and less noise for the homeowner - then I am all in favour. What the council cannot do is withdraw this essential facility in the fashion it has.

I await your responses and suggestions for rectifying this deplorable situation which was completely avoidable. Take the complaint onboard/do lots of research/due diligence/involve all parties/explore compromise etc etc.

Given the local outrage, I doubt that this will go away. Please don't let the dell deteriorate into a nogo zone because of filthy waste and litter - because that is exactly what will happen.

Regards

From:

Sent: 12 December 2021 20:39

To: Andy Hunter <Andy.Hunter@edinburgh.gov.uk>; David Key <David.Key@edinburgh.gov.uk>; Andrew Johnston <Andrew.Johnston@edinburgh.gov.uk>; Scott Arthur

<Scott.Arthur@edinburgh.gov.uk>; Phil Doggart <Phil.Doggart@edinburgh.gov.uk>; Jason Rust <Jason.Rust@edinburgh.gov.uk>

Subject: Re: Waste Bin removal at Bogsmill Bridge/Bogsmill Road in Craiglockhart/Colinton Dell

Hello All

Not having received a response to my query from either the council official responsible for the waste service or any of the responsible councilors for this area, I would like to request the following under the Freedom of Information Policy that Edin.Gov are obliged to operate...

- 1: What process led to the Waste Facility at Bogsmill Road, in an area of natural beauty being removed.
- 2: I would like to view any requests from members of the public requesting removal of the waste facility and on what grounds.

- 3: I would like to see a written Council Policy that applies to removal of existing waste facilities with specific reference regarding policy and reasoning /justification for removal.
- 4: Explanation of how the removal of this waste facility in Colinton/Craiglockhart Dell may be applied in other areas of natural beauty within our city.
- 5: Explanation of why, reports of fly tipping entered on Edingov web prese are routinely being reported back as being resolved when in fact they are not. We have photographic evidence that this problem is ongoing and has been ongoing from the day the waste facility was removed.
- 6: Explanation of why waste dept in Edingov do not see the removal of waste facility in an area of natural beauty as detrimental to the area with respect to fly tipping and general public health.

Regards

From:

Sent: 15 December 2021 09:59

To: Andy Hunter < Andy. Hunter@edinburgh.gov.uk>

Subject: Re: Bin at Bogsmill Road

I did not receive a response to my email of a week ago, but I understand you have been inundated with complaints and indeed had a meeting yesterday.

Needless to say, the slabs where the bin was were covered in poo bags this morning.

I have just heard from David Key that the outcome of the meeting is that you are going to send a van to collect waste from that point every day? Can those responsible not see that that makes no sense whatsoever? Not economically (as council tax payers we are entitled to have our money spent prudently), not visually, not environmentally, not in any way whatsoever.

From:

Sent: 15 December 2021 10:47

To: Andy Hunter < Andy. Hunter@edinburgh.gov.uk>

Subject: Re: Bin at Bogsmill Road

The fact that you know it was dumped last night means that someone is watching the space and reporting it!

The nearest bin might be 500yds away but it is up another very steep hill and not on a "route" through the dell. Have you actually visited the area and seen the site for yourself?

As far as routine patrols - it begs the question - which area is going to get fewer patrols if their time is taken up trekking up and down (surely they can't take their vehicles?) Bogsmill Road. I re-iterate that this is not an efficient use of council tax payer's money.

I note from the notice board along at Spylaw Park that there is to be a new large bin placed outside the park and the small bins inside the park removed? So there can be a big bin there but not where there has been one for many years, at Bogsmill Bridge.

Regards

From:

Sent: 17 December 2021 10:16

To: David Key <David.Key@edinburgh.gov.uk>; Andy Hunter <Andy.Hunter@edinburgh.gov.uk>

Subject: Re: Bogsmill

Please find attached photo of the bin at the foot of Katesmill Road this morning.

Additionally, can you comment on the fact that the extra patrols promised would mean that another area gets less attention? I'm sure the teams do not have spare capacity.

Also the daily collections by vans - what is the environmental impact of 300+ visits of a van to the site as opposed to 25 visits from a large collection lorry?

Regards



From:

Sent: 17 December 2021 18:29

To: Andrew Johnston < <u>Andrew.Johnston@edinburgh.gov.uk</u>>; David Key

<David.Key@edinburgh.gov.uk>

Subject: Public Refuse bin relocation - Bogsmill Bridge

Hi Andrew and David,

this ward.	III
I have been advised that you have been fully appraised about the reaso the large refuse bin, located on the perimeter of Colinton and Craiglock	hart Dells, beside
	am aware of
concerns about access for emergency vehicles, should this become necessalted in removal of a highly popular and strategically positioned larg refuse vehicles no longer use (or block) this portion of Bogsmill Road, extraffic remains unrestricted, including parked cars for walkers. I don't kny visited the area, but this measure is unpopular with those who use the and if car parking in the area was controlled, access for your refuse veh unhindered. No consultation with local residents and Dell users about thas taken place.	e refuse bin so that ven though all other now if you have Dell for recreation icle would be
On Wednesday 15 December, I received a phone call from Chris Orrock in response to a complaint I had made about the removal of the bin and overflow of the very few small bins in the area at a time of year when lithis conversation Chris advised that as a part of a new approach which perimeter of parks, they were thinking of locating a replacement bin on although he had not yet consulted the owners. I thought that I should also be consulted, but was not on the advised that I would oppose this and explained why, I followed this up to	d the consequential atter waste is low. In removed bins to the Redhall Bank Road, ne list. In the call I
advised that I would oppose this and explained why, I followed this up t	with an eman.
To my surprise, council workers arrived today to clear the area for the boundary of the bounda	nded to be the only
consultation and the residents of the other 6 homes that would be imp bin were not on the list.	acted by this new
bill were not on the list.	
and the state of t	

My concerns over the location of this bin are as follows.

- 1. Refuse overflow from the bin and the consequential mess and vermin issues near to homes and in our gardens.
- 2. Access to the bin is poor, as the road is narrow and is frequently further narrowed by the presence of parked cars.
- 3. The refuse collection vehicle will have to reverse up to the bin to empty it on a narrow road that frequently has dogs, children and walkers of many ages present.
- 4. The Redhall Bank Road bridge is weak and will further deteriorate if used or disturbed by heavy vehicles, as has been the case previously.
- 5. Residential traffic using the bridge will be held up, leaving vehicles on a weak bridge for longer than is desirable.

Can I ask you to step in and to ensure that the people in these other homes are properly consulted?

Thank you

From: Sent: 20 December 2021 14:06 To: Andrew Johnston < Andrew. Joh Subject: Re: Public Refuse bin reloc				
Dear Andrew,				
Thank you for your prompt resp	onse.			
The unwanted bin arrived have not been consulted and ne on their street.			n Saturday morn ow have a public	_
This issue perhaps demonstrates held by the ruling party of the cothinking through problems for so people.	ouncil and its empl	oyees. Rather	than consulting a	and
This all started with the unannou Whilst	unced removal of t	_	eside bogsmill br e car parking to b	_
restricted	to allow for delive	ery and emerge	ency vehicles to t	turn
without blocking				
continue to use this road.	. Many	delivery vehicl	es of all shapes a	and sizes
I do not understand the Council' for it's removal, as this has not be determine a safe way to approach bins at the bottom of Katesmill F periodically emptied.	peen an issue for 1 ch and empty the	5+ years and a oin. This is also	risk assessment inconsistent, as	would there are
The bin that has been located or has been removed, is open and i very quickly. It will not require a that we are all having to use, whathey intend to do over at Katesm comfortably fits into the 'new pospaces and to relocate them to the away from the park in a resident	if intended to replaining to end of the large vehicle to end of the location of the location of the perimeter of the large was a second of the perimeter of the large was a second of the perimeter of the large was a second of t	ace the covered mpty it and if the ne beside Bogs of both Bogsmil The from the intesse places. To	nis is the new sty smill bridge, as I I and Katesmill b erior of parks an	vill overflow vle of bin believe bins od open
Wouldn't the decision maker wh successful, if the alternative bins? whilst offering alternative bins? most Dell users are concerned.	s had been located	first and then	_	icised

I know that there have been many formal complaints about the removal of this bin. As far as I can see, people are not getting responses, so the anger is growing and rubbish is being placed on the plinth where the Bogsmill bin was previously located.

Please let me know what you can do about this?

Thank you.

From:

Sent: 24 December 2021 08:06

To: Andy Hunter <Andy.Hunter@edinburgh.gov.uk>; David Key <David.Key@edinburgh.gov.uk>; Andrew Johnston <Andrew.Johnston@edinburgh.gov.uk>; Scott Arthur

<Scott.Arthur@edinburgh.gov.uk>; Phil Doggart <Phil.Doggart@edinburgh.gov.uk>; Jason Rust <Jason.Rust@edinburgh.gov.uk>

Subject: Re: Waste Bin removal at Bogsmill Bridge/Bogsmill Road in Craiglockhart/Colinton Dell

Hello Andy

Despite having written to you on multiple occasions regarding the removal of the waste facility at Bogsmill Road I have yet to receive a response from any Council Officer regarding this.

Therefore please forward me contact details of your superior officer, I wish to lodge an official complaint regarding the removal of the facility and your refusal to communicate with the public whom your paid duty is to serve.

Regards

From:

Sent: 24 December 2021 09:25

To: Andy Hunter < Andy. Hunter@edinburgh.gov.uk>

Cc: David Key <David.Key@edinburgh.gov.uk>; Andrew Johnston

<Andrew.Johnston@edinburgh.gov.uk>; Phil Doggart < Phil.Doggart@edinburgh.gov.uk>; Scott

Arthur <Scott.Arthur@edinburgh.gov.uk>; Jason Rust <Jason.Rust@edinburgh.gov.uk>

Subject: Re: Waste Bin removal at Bogsmill Bridge/Bogsmill Road in Craiglockhart/Colinton Dell

Hello Andy

Can you clarify exactly what "operational reasons" leading to the removal of the waste facility at Bogsmill were and exactly how the existing Council Policy was applied to the Bogsmill location in this instance.

The removal of this facility has created a public health issue and resulting in constant fly tipping. Craiglockhart and Colinton Dell is used by large numbers of the public entering from many entrances along the length of the Water of Leith Walkway.

Citing the nearest waste facility from the location that the bin was removed at 500 mtrs from the Bridge at Redhall Bank Road has no meaning or usefullness as the majority of people walking in the Dell will not even pass that area.

The bin that was removed was in a position that the majority of pedestrians pass when walking in the Dells and that positioning is critical to usage.

The council has created a problem here that has an impact on public health and hygiene and poses a hazard to local wildlife.

Please expand on why the council does not see this as an issue.

Regards

From:

Sent: 24 December 2021 14:18

To: Andy Hunter < Andy. Hunter@edinburgh.gov.uk >

Subject: Re: Waste Bin removal at Bogsmill Bridge/Bogsmill Road in Craiglockhart/Colinton Dell

Hello Andy

I would like to point out that the location of the bin that has been removed is critical as it is in a central area of the Dells.

The problem is not limited to inconsiderate dog walkers depositing waste as the picture is being painted. There is a larger issue that simply has not been considered with regard to the much larger public footfall during the warmer months.

The area around Bogsmill is massively popular with picnicking families during the summer months, people that do not have access to private gardens were able to enjoy the area as it is meant to be enjoyed by all.

Having witnessed the numbers of people in the Dells using it for that purpose and especially so during the pandemic, removing a needed waste facility from a delicate natural area is a terrible decision.

Undoubtedly there will be a problem in this area in the summer months , removing that bin has created a problem that will not simply disappear .

There are many local residents that walk in this area and gather discarded waste from the natural area unpaid and voluntarily, the removal of this bin reduces their ability to help maintain the integrity of this area which is actually the councils responsibility not the responsibility of private volunteer residents.

I have asked repeatedly on what basis you took this decision to remove the bin but I am less than satisfied with your response. You have failed to explain the rationale despite being asked specifically. You state Operational Health and Safety issues reported by staff and local resident is the reason but you fail to explain what these issues are.

I know that you have received numerous complaints from other residents regarding the removal of the waste facility but it seems that no regard is paid to their position on this matter.

On that basis I would like to escalate this to a formal complaint and again request access to the information that I have detailed further up this email chain regarding the process that led to the removal of this waste facility under the Freedom Of Information Policy .

Regards

From:

Sent: 27 December 2021 09:24

To: Andy Hunter < Andy. Hunter@edinburgh.gov.uk>

Subject: Bogsmill Rd Bin today



From:

Sent: 29 December 2021 09:45

To: Andy Hunter < Andy. Hunter@edinburgh.gov.uk>

Subject: Re: Waste Bin removal at Bogsmill Bridge/Bogsmill Road in Craiglockhart/Colinton Dell

Hello Andy

Thank you for your response.

Additionally, the decision you have taken to remove this waste facility is in direct contravention with the council formal policing regarding the siting of waste facilities that you kindly forwarded to me.

The policy states specifically under Section 4.9 Prioritization Criteria " The following areas will normally be viewed as high priority to receive litter bins"

"Entrances to parks and significant public spaces"

This specific location fits the above description forming part of the formal policy.

Members of the public have indeed spoken with the residents residing directly at this location who affirm that they have NOT requested that the waste facility was removed. so we would expect that the investigation will clarify the number of actual separate complaints that led to the removal of the waste facility and also document the number of separate complaints subsequently received on removal of the waste bin.

You cited "operational reasons" as being a factor in the removal of the waste facility. I would expect that a formal Risk Assessment would have been carried out to underpin and substantiate the decision that was taken, therefore under my request for access to the information under FOI Policy please include a copy of the RA.

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C	ra	-	٠
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Sent: 31 December 2021 00:25

To: Andy Hunter < Andy. Hunter@edinburgh.gov.uk > Subject: Removal of waste bin at Bogsmill Bridge

Sir,

The above strange administrative decision has lost the Council considerable goodwill.

Locals who regularly tidy up the Dell after a weekend of picnics will not be prepared to carry large plastic bags of discarded cans, bottles and packaging left by others to distant bins or to their own houses.

It is over optimistic to think that the removal of the large bin will somehow trigger a more responsible approach to litter on the part of those who tend to leave a mess during the summer months.

I have heard that access for emergency vehicles may have formed part of the Council's thinking. Were the emergency services consulted? The chances of a Council refuse vehicle and an emergency vehicle meeting in the vicinity of the bin site are surely remote, but in any event the drivers of such vehicles are skilled and experienced. They would have little if any difficulty.

The pleasure of walking in the Dell	has been tarnished by
the removal of the bin.	

Better still, instruct the return of some form of bin to the Bogsmill Bridge area.

From:

Sent: 31 December 2021 10:41

To: Andy Hunter <Andy.Hunter@edinburgh.gov.uk> **Subject:** RE: FW: Removal of waste bin at Bogsmill Bridge

Good morning, Andy.

Thank you for your immediate response.

The operational and H&S reason appears to be that the Council has decided to service bins with vehicles which are too big to visit the Bogsmill Bridge site.

As a result of the decision, I fear that Craiglockhart and Colinton Dells will be blighted by rubbish during the warmer months.

I hope there will be no impact on the current very good standard of care excercised by those who regularly walk dogs in the area. There really is no pleasure in carrying full dog bags for an hour or so during circuits past Bogsmill, ________. The circuits are tighter and more frequent due to the broken bridges.

The Council's decision really is a backward step for those who enjoy and respect the Dell so much. There is no progress in removing the only bin in the heart of the Dell. The Council has created a problem and it should be addressed now.

Thank you again for responding so promptly and good wishes for New Year.