

<b>If you have reported fly-tipping in the last three years, which method did you use</b>	<b>Q1</b>
<b>Not applicable</b>	781
<b>Online form</b>	357
<b>Telephone</b>	91
<b>Other</b>	30
<b>Via my city/county councillor</b>	21
<b>To the Police</b>	7
<b>Total</b>	1,287
Emerging themes - none	

<b>If you have reported fly-tipping in the last three years, how long did it take to remove?</b>	<b>Q2</b>
<b>The collection was prompt (by the next day) and everything was collected</b>	152
<b>The collection took 2 or more days but everything was collected</b>	124
<b>The collection took 2 or more days and some items or litter remained</b>	71
<b>The items were not collected</b>	68
<b>The collection was prompt (by the next day) but some items or litter remained</b>	40
<b>Total</b>	455
Emerging themes – There were 196 comments, which were generally positive regarding how quickly material was removed. However, concerns were expressed that not all material was removed first time, or that fly tipping occurred very quickly after the original material was removed. Also concerns about difficulties contacting the Council by phone	

<b>In 2007, the Council decided to stop Waste Amnesty collections. This decision should be reviewed in fly-tipping hot spots (Where 1 is least effective and 5 most effective)</b>	<b>Q4</b>
<b>5</b>	449
<b>4</b>	354
<b>3</b>	217
<b>1</b>	123
<b>2</b>	88
<b>Don't know</b>	87
<b>Total</b>	1,318
Emerging themes – There were 636 comments, which were generally supportive of this proposal. Main concerns are around illegal disposal of commercial waste, the effect that these skips would have on recycling and the increased use of landfill	

<b>The council should consider making its bulky waste collection, cheaper, more affordable for residents on low incomes and Universal Credit (Where 1 is least effective and 5 most effective)</b>	Q5
<b>5</b>	685
<b>4</b>	240
<b>3</b>	162
<b>1</b>	113
<b>2</b>	83
<b>Total</b>	1,317
Emerging themes – there were 604 comments, of which the vast majority agreed with this proposal. The main concern was about whether this would persuade the most determined fly tippers to stop	

<b>The council should consider increasing the number, location and types of bins in communal areas where there is a fly tipping problem (Where 1 is least effective and 5 most effective)</b>	Q6
<b>5</b>	535
<b>4</b>	270
<b>3</b>	231
<b>1</b>	92
<b>2</b>	89
<b>Total</b>	1,217
Emerging themes – there were 435 comments, which were broadly supportive of this proposal. The main concerns related to the need for education to be delivered along with any changes to bin numbers and location, and that communal bins would be too small to deal with bulky items	

<b>The council should develop new designs and layouts for communal bin storage areas (Where 1 is least effective and 5 most effective)</b>	Q7
<b>5</b>	347
<b>3</b>	238
<b>4</b>	225
<b>1</b>	194
<b>2</b>	129
<b>Total</b>	1,133
Emerging themes – there were 374 comments, which were broadly supportive of this proposal. The main concern of respondents was that residents were properly consulted on proposals, and that there would be a hard core of fly tippers that would continue no matter what improvements were made	

<b>The council should look at introducing its own facilities for reuse and upcycling</b> (Where 1 is least effective and 5 most effective)	Q8
<b>5</b>	509
<b>4</b>	308
<b>3</b>	224
<b>2</b>	102
<b>1</b>	80
<b>Total</b>	1,223
Emerging themes – there were 388 comments, the vast majority of which supported this proposal. There were no significant adverse comments	

<b>The council should look at how it could improve existing collection services to reduce fly tipping</b> (Where 1 is least effective and 5 most effective)	Q9
<b>5</b>	571
<b>4</b>	323
<b>3</b>	201
<b>1</b>	65
<b>2</b>	59
<b>Total</b>	1,219
Emerging themes – there were 326 comments. There were a large number of comments complimenting the council on its exiting services, with most negative comments relating to charging at recycling centres	

<b>The council should explore introducing its own app for faster and easier reporting of fly tipping</b> (Where 1 is least effective and 5 most effective)	Q10
<b>5</b>	530
<b>4</b>	216
<b>3</b>	211
<b>1</b>	148
<b>2</b>	105
<b>Total</b>	1,210
Emerging themes – there were 440 comments. There were a range of responses, which included support for this proposal, but also suggesting that we improve existing reporting facilities on the council's website and CCT. There were also concerns about digital exclusion, and the responsiveness of the removal services if reporting increased	

<b>The council should start using CCTV in fly-tipping hot spots to act as a deterrent (Where 1 is least effective and 5 most effective)</b>	Q11
<b>5</b>	701
<b>4</b>	177
<b>3</b>	142
<b>1</b>	131
<b>2</b>	102
<b>Total</b>	1,253
Emerging themes – there were 544 responses, the vast majority of which supported these proposals. However, there were concerns around whether this would displace fly tipping elsewhere, and the council's ability to follow up any incidents recorded on CCTV	

<b>The council should use more of its enforcement powers around fly tipping (Where 1 is least effective and 5 most effective)</b>	Q12
<b>5</b>	832
<b>4</b>	183
<b>1</b>	101
<b>3</b>	98
<b>2</b>	55
<b>Total</b>	1,269
Emerging themes – there were 435 comments, the vast majority of which supported this proposal. Concerns related mainly to making it easier for residents to dispose of their waste in the first place	

<b>Would you like the council to improve its communications</b>	Q13
<b>Yes</b>	1,048
<b>Don't know</b>	158
<b>No</b>	100
<b>Total</b>	1,306
Emerging themes – there were 225 comments. Again, this proposal was broadly supported, but there was no consensus on what good communication would look like	

<b>What would stop you from being able to dispose of bulky items</b>	Q14
<b>Collection services are too expensive</b>	652
<b>I don't have access to a vehicle</b>	601
<b>I am worried about paying for my waste to be taken away by someone because I don't know where it will end up</b>	454
<b>I think that I will have to pay at recycling centres</b>	450
<b>I don't know who offers a collection service</b>	315
<b>I don't have any issues that prevent me from disposing of bulky waste</b>	312
<b>Total</b>	2,784