

### **Fly tipping- Observations**

- Good response rate of 125
- Only 21% had reported fly tipping
  - Those that did 77% was via a Council website
    - 25% of which were via East Herts and 15% for both Wel Hat and St. Albans
    - Those that had reported via a Council website provided a satisfaction rating of 67
- Those that hadn't reported 70% would do so via a Council website
  - Those that hadn't reported provided a satisfaction rating of 63
- Only 30% had reported a highway fault
  - Providing a satisfaction rating of 65

The two scenarios provided near identical ratings

- Reporting centrally using a map- satisfaction rating of 65
- Reporting centrally using a form- satisfaction rating of 66

However the free text for improvements was insightful

- 13 mentioned a central location to report all fly tipping (on and off road)
- 7 mentioned reporting on an interactive map (only provided by one district council)
- 6 mentioned using an app to upload a photo and GPS location
- 6 mentioned keeping the user informed during the process