Tell us what you think

Hull City Council

HULL CITY HALL 2026 SUMMARY RESULTS

Results from Insight@hullcc.gov.uk

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Hull City Hall 2026 - Introduction

Hull City Council is looking to develop a 10-year plan for the future of Hull City Hall.

Local people were asked to provide feedback about Hull City Hall – what works, what doesn't work, and what the future of Hull City Hall should look like.

About This Survey

The Hull City Hall survey was open from 3 September – 14 October 2026.

- An electronic survey was made available on Hull City Council's
- Your Say engagement platform,
- was publicised to members of Hull's People's Panel, and
- was shared via social media, partners and voluntary community groups.

Overall, 915 respondents have completed this survey.

Therefore, in terms of the results in this report being an accurate reflection of the views of local residents this provides a **confidence level of 95% with a confidence interval (margin of error) of approximately 3.24%.**

The following results therefore meet both Hull City Council and industry standards of a 5% confidence interval

What this means is that we can be confident that if the survey were to be repeated again, similar results would be produced**.**

Respondent Characteristics

Q. In which of the following age ranges are you?

16 - 24	0.0%
25 - 34	2.6%
35 - 44	6.9%
45 - 54	10.0%
55 - 64	18.1%
65 - 74	29.0%
75 +	23.8%

Q. What sex were you registered at birth?

Female	61.0%
Male	39.0%

Q. Is the gender you identify as the same as your sex registered at birth?

Yes	98.8%
No	1.2%

Q. If no, please tell us how you describe yourself?

Female	44.4%
Male	11.1%
Gender fluid	0.0%
Gender non-conforming	0.0%
Non-binary	22.2%
Trans female / MTF	11.1%
Trans male / FTM	0.0%
I describe myself some other way	11.1%

Q. Which of the following best describes you?

White - British / English / Welsh / Scottish / Northern Irish	96.9%
Other White	1.1%
Black / Black British	0.2%
Asian / Asian British	0.5%
Mixed / Multiple ethnicities	0.7%
Arab	0.0%
Other	0.6%

Q. Have you ever served in the Armed Forces?

Yes	3.7%
No	96.3%

Q. Are your day-to-day activities limited due to a health problem or impairment?

Yes, a little	25.5%
Yes, a lot	13.5%
No	60.9%

Q. Would you like to tell us more about the following?

	Yes	No
Your impairment or health problem	43.0%	57.0%
Your religion or belief	34.4%	65.6%
Your sexual orientation	36.8%	63.2%

Q. If you said yes - What types of impairment or health problem do you live with?

Autistic Spectrum Disorder	7.6%
Blind, visually impaired or partially sighted	6.1%
Cognitive or learning difficulty (including dyslexia)	3.8%
Deaf, hearing impaired or hard of hearing	29.8%
Hidden impairment (including diabetes)	22.9%
Medical condition / medical-related impairment (including HIV and cancer)	15.3%
Mental health condition	16.0%
Mobility impairment (not a wheelchair user)	41.2%
Mobility impairment (wheelchair user)	2.3%
Motor skills impairment (including arthritis)	13.7%
Neurodivergence (including ADHD)	10.7%
Neurological impairment (including epilepsy and brain injury)	4.6%
Personal assistance user	2.3%
Physical disfigurement	0.8%
Other (please state below)	6.1%

Q. If you said yes - Which of the following best describes your religion, faith or belief?

No religion	41.5%
Buddhist	0.7%
Christian	54.1%
Hindu	0.4%
Jewish	0.4%
Muslim	0.0%
Sikh	0.0%
Other religion (please state)	3.0%

Q. If you said yes - Which of the following best describes how you think of yourself?

Bisexual	3.8%
Gay or lesbian	8.0%
Heterosexual or straight	86.0%
Other sexual orientation (please state below)	2.1%

Survey Responses

Q. Have you ever attended an event at Hull City Hall?

Yes, in the last two years	67.6%
Yes, but over two years ago	29.3%
No, never	3.1%

Q. How frequently have you attended an event at Hull City Hall in the last 2 years?

At least once a month	3.0%
Every couple of months	19.5%
Once every 6 months	32.9%
Once a year	34.0%
Less often	10.7%

Q. How satisfied are you with the following about Hull City Hall?

	Very dissatisfied	Dissatisfied	Neither dis-satisfied nor satisfied	Satisfied	Very satisfied	Don't know
Friendliness and professionalism of staff	0.9%	1.4%	6.6%	32.7%	58.0%	0.5%
Helpfulness and knowledge of staff	0.6%	0.8%	9.9%	34.6%	52.2%	1.9%
Ease of booking tickets	0.8%	3.0%	7.9%	34.3%	52.2%	1.9%
Website and online information	1.3%	4.6%	12.7%	35.8%	42.7%	3.0%
Operating hours	0.8%	1.7%	15.4%	37.0%	39.2%	5.8%
Range of shows on offer	1.4%	8.9%	17.1%	39.0%	32.0%	1.6%
Affordability of tickets	1.3%	9.3%	24.8%	40.6%	22.6%	1.4%
Ease of finding your way around the venue	0.6%	2.0%	6.5%	40.9%	48.7%	1.3%
Accessibility (including for people with a disability)	1.1%	10.2%	19.7%	22.7%	20.3%	25.9%

Q. How satisfied are you with the following about Hull City Hall?

	Very dissatisfied	Dissatisfied	Neither dis-satisfied nor satisfied	Satisfied	Very satisfied	Don't know
Cleanliness	0.5%	1.9%	7.0%	46.0%	43.9%	0.6%
Condition and maintenance of the venue	0.7%	6.0%	12.7%	42.6%	37.2%	0.7%
Toilets	2.5%	8.2%	12.7%	39.6%	33.0%	3.9%
Comfort of seating	5.9%	24.9%	19.3%	35.2%	13.9%	0.8%
Temperature and ventilation	2.6%	8.6%	22.2%	45.7%	20.0%	1.0%
Sound quality (e.g. PA system / sound system)	5.5%	9.2%	16.4%	41.1%	27.2%	0.6%
Acoustics	5.4%	7.8%	16.1%	38.8%	31.2%	0.8%
Range of food and drink available	2.7%	12.4%	30.2%	30.9%	11.4%	12.4%
Value for money of food and drink	2.2%	14.6%	33.4%	28.2%	10.3%	11.4%
Hull City Hall overall	0.6%	3.7%	13.2%	45.9%	35.8%	0.8%

Q. Over the last 2 years, has your experience of Hull City Hall got worse, stayed the same or got better?

Got worse	5.5%
Stayed the same	88.8%
Got better	5.7%

Events in Queen Victoria Square

Q. Have you ever attended a city centre event in Queen Victoria Square where Hull City Hall has formed the backdrop e.g. Christmas light switch-on, sporting celebration

Yes, in the last two years	38.4%
Yes, but over two years ago	36.4%
No, never	25.3%

Q. What city centre events in Queen Victoria Square have you attended in the last 2 years where Hull City Hall has provided the backdrop?

Christmas Lights switch on	42.3%
Sporting celebration e.g. Hull KR treble celebration	37.8%
Our City event	35.8%
Freedom festival events	62.8%
Other city centre events in Queen Victoria Square (please state)	28.1%

Q. Please tell us how satisfied you are with the following about city centre events in Queen Victoria Square where Hull City Hall has formed the backdrop.

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Ease of getting to the event	0.8%	2.3%	7.3%	44.1%	45.5%	0.0%
Ease of parking	2.9%	11.4%	20.9%	28.3%	19.1%	17.4%
Accessibility (including for people with a disability)	1.1%	5.4%	18.2%	27.8%	19.9%	27.6%
Feelings of safety whilst at the event	1.7%	5.4%	8.8%	43.2%	40.7%	0.3%
Ease of moving around the event area	1.1%	5.4%	13.2%	46.4%	33.5%	0.3%
Available seating in Queen Victoria Square	6.3%	21.9%	27.3%	23.0%	15.6%	6.0%
Size of crowds that can be accommodated	0.9%	6.0%	20.8%	43.9%	26.8%	1.7%

Q. Please tell us how satisfied you are with the following about city centre events in Queen Victoria Square where Hull City Hall has formed the backdrop.

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Types of events held	0.3%	3.4%	20.9%	51.6%	23.2%	0.6%
Quality of events and entertainment	0.3%	3.2%	15.5%	51.6%	28.7%	0.9%
PA system / sound system	0.6%	9.7%	16.8%	47.6%	24.2%	1.1%
Appearance of the City Hall exterior	0.9%	7.4%	8.5%	40.3%	42.9%	0.0%
State of repair of the City Hall exterior	1.7%	8.0%	13.8%	42.2%	31.9%	2.3%
Queen Victoria Square events overall	0.3%	2.6%	15.6%	54.0%	26.9%	0.6%

Hull City Hall Overall

Q. Which of the following do you think are the best things about Hull City Hall?

The buildings architecture, history and heritage	84.4%
It's importance to Hull and the local community	45.4%
It's an iconic venue for the city's celebrations (e.g. sporting celebrations, Christmas events)	48.6%
It's location	38.3%
The quality and variety of events	20.4%
The atmosphere and sense of occasion	17.2%
The staff and the customer service	10.0%
The ease of booking and visiting	5.2%
Accessibility and inclusivity	0.9%
The comfort and facilities	0.5%
The sound quality and acoustics	7.5%
Food and drink offer	0.2%
It's value for money	3.0%
Unsure	0.5%
I don't think there are any particular strengths of Hull City Hall	1.3%
Other (please state)	2.4%

Q. What stops you from using / attending Hull City Hall more often?

I wasn't aware that Hull City Hall hosts events	0.8%
I'm not aware of the types of events held there	6.9%
The events held there are not of interest to me	19.0%
I prefer to use alternative venues (please state)	7.9%
Attending Hull City Hall events is too expensive for me	14.4%
Travel to Hull City Hall is inconvenient	6.1%
Parking nearby is difficult	15.2%
The venue does not meet my access needs (please state)	2.8%
I do not find the venue comfortable	13.1%
I have concerns about safety in Hull city centre	13.5%
I don't enjoy attending live events	0.8%
I never seem to find the time to visit	10.7%
Nothing stops me from attending or using Hull City Hall	32.0%
Other (please state)	15.3%

Q. What would encourage you to use Hull City Hall more often?

More information and promotion about what events are taking place	38.0%
Wider programme of events and activities that interest me (please state)	34.4%
A more affordable overall experience	32.3%
Making it easier to book tickets	6.4%
More convenient event times	8.2%
Easier travel to and from Hull City Hall	9.6%
More parking nearby	20.0%
Better accessibility (including for people with a disability) (please state)	8.1%
Improved facilities (e.g. seating, toilets, sound system etc.)	31.1%
More opportunities to visit during the daytime	24.9%
A cafe	29.6%
A gift shop	10.3%
Nothing would encourage me to use Hull City Hall more often	4.8%
Other (please state)	8.3%

Q. If you were attending a ticketed event at Hull City Hall, how would you prefer to book?

Online via the Hull Theatre & Halls website	85.3%
Online via another website	13.4%
Online via a social media platform (e.g. Facebook)	4.1%
Using a Hull Theatre & Halls app	21.7%
By telephone	19.0%
In person at the box office	40.3%
I would not book tickets using any of these methods	0.6%
Other (please specify)	1.8%

Q. How would you prefer to hear about Hull City Hall events, special offers and ticket information?

Email / e-newsletter	72.4%
Hull Theatres & Halls website	48.6%
Another website (please state)	1.7%
Hull Theatre and Halls app	12.4%
Facebook	30.8%
X (formerly Twitter)	1.3%
Instagram	8.4%
WhatsApp	4.1%
Other social media (please state)	1.3%
Text message (SMS)	3.8%
Word of mouth (friends, family, colleagues)	7.2%
Local news and media (e.g. newspaper, radio, TV etc.)	20.9%
Leaflets, posters or other printed publicity	24.7%
Through work, school, college or university	2.1%
I would not like to receive information about Hull City Hall	1.4%
Other (please state)	2.3%

Music City Exhibition

Q. Do you have any memories, stories or memorabilia of music in Hull that could form part of the exhibition?

Yes	9.7%
No	90.3%

Q. Can we contact you to get more information about your memories, stories or memorabilia?

Yes - please leave your details at the end of the survey	79.8%
No	20.2%