



people's panel  
making your voice count



# People's Panel July 2022 Analysis Report

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# Contents

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		<b>Page</b>
<b>1</b>	Introduction and Methodology	2
<b>2</b>	Demographics and Weighting	3
<b>3</b>	Executive Summary	4
<b>4</b>	Waste Collection Services Overall	11
<b>5</b>	General / Non-Recyclable Household Waste Collection	12
<b>6</b>	Recycling and Food / Garden Waste Collection	13
<b>7</b>	Household Recycling Centres	15
<b>8</b>	Waste Collection Problems and Issues	17
<b>9</b>	Maintenance and Cleanliness	20
<b>10</b>	Local Priorities	22
<b>11</b>	Attitudes and Behaviours	25
<b>12</b>	Financial Stability Tracker	28

# Introduction and Methodology

## Introduction

This survey was conducted between July and August 2022. Questions covered the following topics:

- Waste Collection Services Overall
- General / Non-Recyclable Household Waste Collection
- Recycling and Food / Garden Waste Collection
- Household Recycling Centres
- Waste Collection Problems and Issues
- Maintenance and Cleanliness
- Local Priorities
- Attitudes and Behaviours
- Financial Stability Tracker

The People's Panel includes residents of both Hull and the East Riding. The latter often work, shop and use the entertainment facilities in Hull, as well as access some services such as healthcare.

## Methodology

This survey was open to People's Panel members, and non-members, across Hull and East Riding, over a six-week period between July and August 2022.

As usual, an electronic version of the survey was emailed to over 3,800 online People's Panel members. A non-member version of the survey was also made available through the Hull City Council website and promoted on social media.

## Response Rate

Method	Count	%
Member (All Online)	1054	89%
Non Member	130	11%
- <i>HCC Insight Team</i>	92	
- <i>Field Work</i>	35	
- <i>Love Hull magazine</i>	3	
<b>Total</b>	<b>1184</b>	

Local Authority Residence	Count	%
Hull	1043	88%
East Riding	127	11%
Not Hull or East Riding	1	<1%
No Postcode Provided	13	1%
<b>Total</b>	<b>1184</b>	

1043 responses came from residents with a Hull postcode.

There are an estimated 206,892 residents of Hull aged 16 +. **This means that any figures reported for Hull have a confidence interval of 3.03% at a 99% confidence level (e.g. we are 99% certain that the actual result falls within +/-3.03 percentage points of the reported figure). This is within both corporate and industry standards.**

# Demographics and Weighting

The demographics of respondents from Hull are given below.

Survey responses from Hull are weighted to be demographically representative of the whole Hull population. Responses are weighted based on age, gender, ethnicity and LLTI (impairment or illness). Total weights are capped at 4.0 to avoid individual's responses carrying too much weight in the analysis.

Total		Sample (1043)		Hull Pop	Weighted Sample
Gender	Female (inc MTF)	522	50.1%	49.5%	50.2%
	Male (inc MTF)	519	49.8%	50.5%	49.7%
	Other / non-binary	1	0.1%	-	0.2%
LLTI (impairment or illness)	Yes	359	34.5%	23.3%	25.0%
	No	682	65.5%	76.7%	75.0%
Age group	16-34	62	6.0%	35.7%	27.5%
	35-44	102	9.9%	15.4%	17.9%
	45-54	165	16.0%	15.2%	17.2%
	55-64	278	27.0%	14.7%	16.3%
	65-74	299	29.0%	10.9%	12.1%
	75+	125	12.1%	8.2%	9.0%
Ethnic group	White British	996	96.5%	90.2%	92.5%
	BAME (Black, Asian and Minority Ethnicities inc. White Other)	36	3.5%	9.8%	7.5%

Responses are not weighted geographically, and ward level results are not produced. Ward level results are not produced because to do so requires a sample of approx. 1000 *per ward*, for confidence intervals to be meaningful at ward level.

## **Important Note on Comparison With Previous Years:**

As noted above, the latest results in this survey are for Hull residents only and have been weighted based on age, gender, ethnicity and LLTI (impairment or illness) to be demographically representative of the adult population in Hull.

Where these questions have been asked in previous surveys, the most recent of these results are also included; so that change over time can be analysed.

Where these were collected via the People's Panel these will also be for Hull residents only and will have been weighted. These include:

- September 2020 Peoples Panel (1196 Responses)
- March 2022 Vox Pop (1073 Responses)
- April 2022 Peoples Panel (1009 Responses)

However, where these were collected by stand alone waste specific surveys the results will not be weighted and may include responses from people resident outside of Hull. These include:

- April 2018 Waste Survey (656 Responses)
- November 2021 Waste Survey (843 Responses)

Direct comparisons with the later are therefore less reliable than comparisons with the former, and so these non-panel surveys have been marked with an asterisk in the analysis.

# Executive Summary

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## **Waste Collection Services Overall**

The significant majority of respondents are satisfied or very satisfied with their waste collection service overall (86%).

Compared to when the same question was asked in 2018, there has been a significant increase in satisfaction with the waste collection service overall (+7 percentage points).

The significant majority of respondents are satisfied or very satisfied with:

- the number of containers / bins they must use (88%)
- how easy it is to understand what goes into each bin (83%)

The majority of respondents are also satisfied or very satisfied with:

- bins being returned to their collection place (65%)
- the street being left clean and tidy after collection (60%)

The proportion of respondents who are satisfied or very satisfied is lowest with regards to the friendliness / helpfulness of crew (58%). However, in this instance the proportion of respondents who are neither dissatisfied nor satisfied is high (35%); suggesting that a large number of respondents have probably never interacted with the crew.

Since 2020, there has been a significant increase in satisfaction with:

- the number of containers / bins they must use (+14 percentage points)
- bins being returned to their collection place (+5 percentage points)

However, there has been a significant decrease in satisfaction with the friendliness / helpfulness of crew (-5 percentage points), probably as a result of a fall in interaction with the crew as described above.

## **General / Non-Recyclable Household Waste Collection**

The significant majority of respondents are satisfied or very satisfied with their black bin service overall (87%).

Compared to when the same question was asked in 2021, there has been no significant change in satisfaction with the black bin service overall.

The significant majority of respondents are also satisfied or very satisfied with:

- the reliability of black bin collections (88%)
- the frequency of black bin collections (84%)

Since 2020, there has been a significant increase in satisfaction with the frequency of black bin collections (+5 percentage points).

## **Recycling and Food / Garden Waste Collection**

### ***Recycling Waste Collection***

The significant majority of respondents are **satisfied or very satisfied** with their blue bin service overall (89%).

Respondents are most **satisfied or very satisfied** with:

- the **reliability** of blue bin collections (90%)
- the **frequency** of blue bin collections (84%)

The majority of respondents are also **satisfied or very satisfied** with:

- the range of materials they can recycle in their blue bin (77%)
- how much they are expected to separate / prepare materials for their blue bin (76%)

Since 2020, there has been a significant **increase** in satisfaction with:

- the **frequency** of blue bin collections (+10 percentage points)
- the range of materials they can recycle in their blue bin (+4 percentage points)

### ***Food / Garden Waste Collection***

The significant majority of respondents are **satisfied or very satisfied** with their brown bin / food bin service overall (82%).

Compared to when the same question was asked in 2021, there has been a significant **decrease** in satisfaction with the brown bin / food bin service overall (-6 percentage points).

The majority of respondents are **satisfied or very satisfied** with:

- the **reliability** of brown bin collections (84%)
- the **frequency** of brown bin collections (81%)
- the range of materials they can put in their brown bin (81%)

A lower proportion of respondents are **satisfied or very satisfied** with the restocking of liners when needed (60%). However, the proportion of respondents who are **neither dissatisfied nor satisfied** is high (25%), suggesting that a high number of respondents probably never use this service.

Despite the significant drop in satisfaction with this service overall since 2021, when compared to 2020 there has actually been a significant **increase** in satisfaction with the restocking of liners when respondents run out (+5 percentage points).

## **Household Recycling Centres**

**Three quarters of respondents (75%) have used a household waste recycling centre in the last two years.**

Significantly more respondents have used Sutton Fields / Amsterdam Road (34%) than have used Wiltshire Road (22%) or Burma Drive (17%).

**The significant majority of users are satisfied or very satisfied with household waste recycling centres overall (91%).**

**Compared to when the same question was asked in 2021, there has been a significant increase in satisfaction with household waste recycling centres overall amongst users (+15 percentage points).**

The significant majority of respondents are satisfied or very satisfied with:

- the materials they can take (93%)
- the ease of use (88%)
- the positioning of skips (86%)
- staff helpfulness (80%).

The majority of respondents are also satisfied or very satisfied with:

- the opening hours (75%)
- the waiting / queuing times (66%).

Respondents who have used Sutton Fields / Amsterdam Road are significantly less likely than average to be satisfied with the waiting / queuing time (53%). Conversely, respondents who have used Wiltshire Road are significantly more likely than average to be satisfied with the waiting / queuing time (82%).

## **Waste Collection Problems and Issues**

**62% of respondents have experienced at least one of the waste collection problems or issues listed in the survey in the last two years.**

**However, this is a significant decrease compared to when the question was asked in 2020 (-13 percentage points).**

The most common problems experienced in the last two years are:

- respondents bins not being returned to their proper place (30%)
- respondents not being provided with new liners when requested (23%)

This is followed by:

- missed black bin collections (19%)
- missed blue bin collections (16%)

Compared to when the question was last asked in 2020, there has been a significant decrease in the incidence of most problems; most notably:

- missed blue bin collections (-12 percentage points)
- respondents having their blue bin collection refused (-11 percentage points)
- missing / stolen bins (-9 percentage points)
- bins not being returned to their proper place (-6 percentage points)
- not being provided with new liners when requested (-4 percentage points)
- missed brown bin / food bin collections (-4 percentage points).

**Just under a third of respondents (31%) have contacted the council in the last two years to make a complaint or enquiry about the waste collection service or bins.**

**Compared to then this question was asked in 2020 there has been no significant change in the proportion of respondents who have made a complaint or enquiry about the waste collection service or bins.**

Of those who have contacted the council to make a complaint or enquiry:

Only around a half are satisfied or very satisfied with:

- the outcome of their contact (51%)
- the helpfulness of staff (47%)
- the amount of time taken to resolve their issue (46%).

The proportion who are satisfied or very satisfied with the following is much lower:

- the ease of contacting the council (35%)
- the ease of getting through to the council (31%)

Respondents who have contacted the council to complain about the attitude of collection staff are significantly less likely than average to say they were satisfied or very satisfied with the ease of getting through to the council (2%), the helpfulness of staff (11%) and the outcome of the contact (23%).

Conversely, respondents who have contacted the council to complain about their bin being set on fire are significantly more likely than average to say they were satisfied or very satisfied with the ease of contacting the council (93%) and the ease of getting through to us (93%).

## **Maintenance and Cleanliness**

### ***General Street Cleanliness***

**Less than 40% of respondents are satisfied or very satisfied with any of the aspects of general street cleanliness listed in the survey.**

A significantly low percentage of respondents are satisfied or very satisfied with:

- the cleanliness of Hull overall (25%)
- the frequency of street cleaning (25%)



Respondents are more split when it comes to:

- the cleanliness of their local area (39%)
- the cleanliness of the city centre (36%)
- the quality of street cleaning (31%)

**However, since this question was last asked in 2020, there has been a significant increase in respondents satisfaction with the cleanliness of their local area (+8 percentage points).**

### ***Maintenance and Cleanliness of Grassed and Planted Areas***

**Less than half (50%) of respondents are satisfied or very satisfied with any of the aspects of maintenance / cleanliness of grassed and planted areas listed in the survey.**

Respondents are most satisfied or very satisfied with:

- the maintenance of grassed areas in their neighbourhood (49%)
- the planting of wildflowers in grassed areas across the city (47%)
- the cleanliness of grassed areas in their neighbourhood (43%)
- the maintenance of shrubs and bushes in their neighbourhood (41%)
- the maintenance of trees in the city overall (40%)

Respondents are more split when it comes to the:

- the number of trees in the city overall (38%)
- the cleanliness of shrubs and bushes in their neighbourhood (37%)
- reduced mowing of grassed areas across the city (32%)

### **Local Priorities**

**Over half of respondents (58%) believe that litter is a big problem in their local area.**

**This is followed by half (50%) who believe that fly-tipping is a big problem in their local area.**

Over a third of respondents believe there is an issue in their local area with:

- litter bin maintenance / condition (45%)
- litter bin emptying (41%)
- the cleanliness of drains and gulleys (38%)
- graffiti (35%)

Compared to when the question was asked in 2020, there has been a significant increase in the proportion of respondents who believe there is an issue in their local area with:

- graffiti (+18 percentage points)
- fly-tipping (+11 percentage points)
- litter (+10 percentage points)
- litter bin emptying (+6 percentage points)
- the cleanliness of drains / gulleys (+6 percentage points)

**A third of respondents (35%) have contacted the council in the last two years about any of these problems.**

The most reported problems are:

- fly-tipping (21%)
- litter (13%)
- litter bin emptying (10%)
- litter bin maintenance / condition (9%)

**Note the significant differences between the proportion of people who perceive these to be big issues in their local area and the proportions who actually report a problem with them.**

There is, on average, a 29 percentage point difference between those perceiving these to be a problem in their local area and those actually reporting a problem.

This difference is greatest for:

- litter (45 percentage points)
- litter bin maintenance / condition (36 percentage points)
- litter bin emptying (31 percentage points)
- the cleanliness of drains / gulleys (31 percentage points).

Of those who have contacted the council in the last two years to report a problem:

Only around a half are satisfied or very satisfied with:

- the helpfulness of staff (52%)
- the ease of contacting the council (49%)

Respondents are more split when it comes to the:

- how easy it was to get through to the council (40%)
- the speed of response (39%)
- the outcome of their contact (39%)
- the amount of time taken to resolve (35%)

**Since this question was last asked in 2018, there has been a significant decrease in respondents satisfaction with the ease of contacting the council (-14pp) and the helpfulness of staff (-13pp).**

### **Attitudes and Behaviours**

Respondents are most likely to agree or strongly agree that:

- Recycling helps the environment (93%)
- Reducing the amount of waste that goes to land fill is important (90%)
- People have a duty to do what they can (85%)

They are least likely to agree or strongly agree that:

- It is not my responsibility (12%)
- They don't have enough time (13%)
- I don't know how / need more information (18%)
- I would do more if others in my neighbourhood did (20%)

Since this question was asked in April of this year, there has been a significant increase in the proportion of respondents who agree or strongly agree that:

- they don't know how / need more information to care for the environment (+8 percentage points)
- it is not their responsibility (+7 percentage points)
- they don't have enough time (+6 percentage points)

However there has also been a significant increase in the proportion of respondents who agree or strongly agree that:

- they would do more there were incentives or it saved them money (+14 percentage points)
- it is peoples duty to do what they can (+8 percentage points)
- they would do more if others in their neighbourhood did (+7 percentage points).

The majority of respondents agree or strongly agree that:

- the bins the council provides are suitable (81%)
- people in their area usually take their bins back in after they have been emptied (72%)

Only a small proportion of respondents agree or strongly agree that:

- they don't have enough space to store their bins (20%)
- they sometimes forget which bins will be collected when (20%)
- the council should sort their rubbish (16%)
- they have difficulty putting their bins out (8%)

### **Financial Stability Checker**

The majority of respondents (73%) are either keeping up without any difficulties (42%) or only struggling occasionally (32%).

19% find it a constant struggle to keep up (13%), are falling behind financially (4%) or are having real financial problems (1%).

**Compared to March 2022, there has been 4 percentage point shift away from those who are financially managing towards those who are seriously struggling.**

**This is in large part due to a significant increase (+3 percentage points) in those respondents who keeping up with bills / credit commitments but finding it a constant struggle.**

# Waste Collection Services Overall

Q. How satisfied are you with the following?

	-2 Very Dissatisfied	-1 Dissatisfied	0 Neither	+1 Satisfied	+2 Very Satisfied	% Satisfied or Very Satisfied
Your waste collection service overall	1%	6%	7%	51%	35%	86%
Number of containers / bins you have to use	1%	5%	6%	52%	37%	88%
How easy it is to understand what goes in each bin	1%	7%	8%	53%	30%	83%
The friendliness / helpfulness of crew	2%	5%	35%	33%	25%	58%
Bins are returned to their collection place	7%	14%	14%	42%	23%	65%
'Clean and tidy' street after collection	5%	16%	19%	42%	18%	60%

- **The significant majority of respondents are satisfied or very satisfied with their waste collection service overall (86%). In fact, only 7% of respondents are dissatisfied or very dissatisfied with their waste collection service overall.**
- The significant majority are also satisfied or very satisfied with the number of containers / bins they must use (88%) and how easy it is to understand what goes into each bin (83%). In both cases those who are dissatisfied or very dissatisfied is low (6% and 8% respectively)
- A lower proportion of respondents are satisfied or very satisfied with bins being returned to their collection place (65%) and the street being left clean and tidy after collection (60%). In these cases, dissatisfaction is higher than average (21% in both instances).
- The proportion of respondents who are satisfied or very satisfied is lowest with regards to the friendliness / helpfulness of crew (58%). However, in this instance the proportion of respondents who are neither dissatisfied nor satisfied is high (35%); suggesting that a large number of respondents have probably never interacted with the crew.

	July 2022	Last Asked	Direction of Travel
Your waste collection service overall	86%	79% (2018*)	▲
Number of containers / bins you have to use	88%	74% (2020)	▲
How easy it is to understand what goes in each bin	83%	N/A	N/A
The friendliness / helpfulness of crew	58%	69% (2020)	▼
Bins are returned to their collection place	65%	60% (2020)	▲
'Clean and tidy' street after collection	60%	59% (2020)	No sig change

- **Compared to when the same question was asked in 2018, there has been a significant increase in satisfaction with the waste collection service overall (+7pp).**
- Since 2020, there has also been a significant increase in satisfaction with the number of containers / bins respondents must use (+14pp) and bins being returned to their collection place (+5pp).
- However satisfaction with the friendliness / helpfulness of crews has decreased significantly (-5pp).
- There has been no significant change in satisfaction with the street being left clean and tidy after collection.

# General / Non-Recyclable Household Waste Collection

Q. How satisfied are you with the following?

	-2 Very Dissatisfied	-1 Dissatisfied	0 Neither	+1 Satisfied	+2 Very Satisfied	% Satisfied or Very Satisfied
Your black bin service overall	1%	4%	9%	51%	36%	87%
The frequency of collection	1%	9%	6%	49%	35%	84%
The reliability of collection	1%	4%	7%	51%	37%	88%

- The significant majority of respondents are satisfied or very satisfied with their black bin service overall (87%). In fact, only 5% of respondents are dissatisfied or very dissatisfied with their black bin service overall.
- The significant majority are also satisfied or very satisfied with the reliability of black bin collections (88%) and the frequency of black bin collections (84%) and. In both cases the proportion who are dissatisfied or very dissatisfied is low (5% and 10% respectively).

	July 2022	Last Asked	Direction of Travel
Your black bin service overall	87%	89% (2021*)	No sig change
The frequency of collection	84%	79% (2020)	▲
The reliability of collection	88%	N/A	N/A

- Compared to when the same question was asked in 2021, there has been no significant change in satisfaction with the black bin service overall.
- However, since 2020 there has been a significant increase in satisfaction with the frequency of black bin collections (+5pp).

# Recycling and Food / Garden Waste Collection

Q. How satisfied are you with the following?

	-2 Very Dissati sified	-1 Dissatisfi ed	0 Neither	+1 Satisfied	+2 Very Satisfied	% Satisfied or Very Satisfied
Your blue bin service overall	1%	4%	7%	53%	36%	89%
The range of materials you can recycle in your blue bin	2%	12%	9%	49%	28%	77%
How much you are expected to separate / prepare materials for your blue bin	2%	7%	16%	51%	25%	76%
The frequency of blue bin collection	1%	8%	7%	53%	32%	84%
The reliability of blue bin collection	1%	3%	7%	53%	37%	90%
Your brown bin / food bin service overall	1%	3%	14%	51%	31%	82%
The range of materials you can put in your brown bin / food bin	1%	6%	12%	47%	34%	81%
The frequency of brown / food bin collection	2%	6%	11%	50%	31%	81%
The reliability of brown / food bin collection	2%	3%	12%	49%	34%	84%
Restocking of your liners when you run out	6%	9%	25%	34%	27%	60%

- **The significant majority of respondents are satisfied or very satisfied with their blue bin service overall (89%). In fact, only 5% of respondents are dissatisfied or very dissatisfied with their blue bin service.**
- Respondents are most satisfied or very satisfied with the reliability of blue bin collections (90%) and the frequency of blue bin collections (84%). In both cases the proportion who are dissatisfied or very dissatisfied is low (4% in both cases).
- The majority of respondents are also satisfied or very satisfied with the range of materials they can recycle in their blue bin (77%) and how much they are expected to separate / prepare materials for their blue bin (76%). Again, in both cases the proportion who are dissatisfied or very dissatisfied is low (14% and 9% respectively).
- **The significant majority of respondents are satisfied or very satisfied with their brown bin / food bin service overall (82%). In fact, only 4% of respondents are dissatisfied or very dissatisfied with their brown bin / food bin service overall.**
- The majority of respondents are satisfied or very satisfied with the reliability of brown bin collections (84%), the frequency of brown bin collections (81%), and the range of materials they can put in their brown bin (81%). In each case the proportion who are dissatisfied or very dissatisfied is low (5%, 8% and 7% respectively).
- A lower proportion of respondents are satisfied or very satisfied with the restocking of liners when needed (60%). However, the proportion of respondents who are neither dissatisfied nor satisfied is high (25%), suggesting that a high number of respondents probably never use this service.

	July 2022	Last Asked	Direction of Travel
Your blue bin service overall	89%	89% (2021*)	No sig change
The range of materials you can recycle in your blue bin	77%	73% (2020)	▲
How much you are expected to separate / prepare materials for your blue bin	76%	75% (2020)	No sig change
The frequency of blue bin collection	84%	74% (2020)	▲
The reliability of blue bin collection	90%	N/A	N/A
Your brown bin / food bin service overall	82%	88% (2021*)	▼
The range of materials you can put in your brown bin / food bin	81%	78% (2020)	No sig change
The frequency of brown / food bin collection	81%	79% (2020)	No sig change
The reliability of brown / food bin collection	84%	N/A	N/A
Restocking of your liners when you run out	60%	55% (2020)	▲

- **Compared to when the same question was asked in 2021, there has been no significant change in satisfaction with the blue bin service overall.**
- However, since 2020 there has been a significant increase in satisfaction with the frequency of blue bin collection (+10pp) and the range of materials respondents can recycle in their blue bin (+4pp).
- There has been no significant change in satisfaction with how much they are expected to separate / prepare materials for their blue bin.
- **Compared to when the same question was asked in 2021, there has been a significant decrease in satisfaction with the brown bin / food bin service overall (-6pp).**
- Despite this, since 2020 there has been no significant change in satisfaction with the range of materials respondents can put in their brown bin or the frequency of brown bin collection.
- In fact, there has actually been a significant increase in satisfaction with the restocking of liners when respondents run out (+5pp).

# Household Recycling Centres

Q. Which of the following household waste recycling centres have you used most often in the last 2 years?

Burma Drive	17%
Sutton Fields (Amsterdam Road)	34%
Wiltshire Road	22%
Not used any household waste recycling centres in the last 2 years	25%
Other	1%

- Three quarters of respondents (75%) have used a household waste recycling centre in the last two years.
- Approximately a third of respondents used Sutton Fields (34%), over a fifth used Wiltshire Road (22%), and 17% used Burma Drive.
- Only 1% of respondents used some other household recycling centre not listed.

Q. Thinking about the recycling centre you said you use the most often, how satisfied are you with each of the following?

	-2 Very Dissatisfied	-1 Dissatisfied	0 Neither	+1 Satisfied	+2 Very Satisfied	% Satisfied or Very Satisfied
The opening hours	2%	8%	15%	56%	19%	75%
Materials I can take there	<1%	1%	5%	55%	39%	93%
Staff helpfulness	1%	6%	13%	41%	38%	80%
Ease of use	1%	3%	9%	54%	34%	88%
Waiting / queuing time	4%	11%	19%	49%	17%	66%
Positioning of skips	<1%	3%	11%	55%	31%	86%
The recycling centre overall	<1%	3%	6%	60%	30%	91%

- **The significant majority of users are satisfied or very satisfied with household waste recycling centres overall (91%). In fact, only 3% of users are dissatisfied or very dissatisfied with household waste recycling centres overall.**
- The majority of respondents are satisfied or very satisfied with the materials they can take (93%), the ease of use (88%), the positioning of skips (86%) and staff helpfulness (80%).
- A lower percentage of respondents are satisfied or very satisfied with the opening hours (75%) and the waiting / queuing times (66%).

	July 2022	Last Asked	Direction of Travel
The opening hours	75%	N/A	N/A
Materials I can take there	93%	N/A	N/A
Staff helpfulness	80%	N/A	N/A
Ease of use	88%	N/A	N/A
Waiting / queuing time	66%	N/A	N/A
Positioning of skips	86%	N/A	N/A
The recycling centre overall	91%	76% (2021*)	▲

- **Compared to when the same question was asked in 2021, there has been a significant increase in satisfaction with household waste recycling centres overall (+15pp).**



% Satisfied or Very Satisfied	Overall	Burma Drive	Sutton Fields (Amsterdam Road)	Wiltshire Road
The opening hours	75%	76%	74%	76%
Materials I can take there	93%	94%	94%	92%
Staff helpfulness	80%	81%	83%	75%
Ease of use	88%	90%	88%	88%
Waiting / queuing time	66%	74%	53%	82%
Positioning of skips	86%	88%	83%	91%
The recycling centre overall	91%	91%	89%	93%

- Respondents who have used Sutton Fields are significantly less likely than average to be satisfied with the waiting / queuing time (53%).
- Conversely, respondents who have used Wiltshire Road are significantly more likely than average to be satisfied with the waiting / queuing time (82%)

# Waste Collection Problems and Issues

Q. Have you had a problem with any of the following in the last 2 years?

	July 2022	Last Asked (2020)	Direction of Travel
None of these	38%	25%	▲
Bins not returned to their collection place	30%	36%	▼
Not provided with new liners when requested	23%	27%	▼
Missed black bin collection	19%	17%	No sig change
Missed blue bin collection	16%	28%	▼
Missing / stolen bin	13%	22%	▼
Had collection of blue bin refused as wrong things are in it	12%	23%	▼
Missed brown bin / food bin collection	12%	16%	▼
Attitude of collection staff	7%	7%	No sig change
Other problem	7%	-	N/A
Bin set on fire	2%	2%	No sig change

- **38% of respondents have not had a problem with any of the things listed.**
- **This is a significant improvement from when the question was asked in 2020 (+13pp).**
- The most common problems experienced in the last two years are respondents bins not being returned to their proper place (30%) and respondents not being provided with new liners when requested (23%).
- This is followed by missed black bin collections (19%) and missed blue bin collections (16%).
- Compared to when the question was last asked in 2020, there has been a significant fall in the incidence of most problems; most notably missed blue bin collections (-12pp), respondents having their blue bin collection refused (-11pp), missing / stolen bins (-9pp), bins not being returned to their proper place (-6pp), respondents not being provided with new liners when requested (-4pp) and missed brown bin / food bin collections (-4pp).
- There has been no significant change in the incidence of missed black bin collections, problems with the attitude of collection staff and bins being set on fire.

Q. In the last 2 years have you ever contacted the council to make a complaint or enquiry about the waste collection service or bins?

	July 2022	Last Asked (2020)	Direction of Travel
Yes	31%	29%	No sig change
No	69%	71%	No sig change

- **Just under a third of respondents (31%) have contacted the council in the last two years to make a complaint or enquiry about the waste collection service or bins.**
- **Compared to then this question was asked in 2020 there has been no significant change in the proportion of respondents who have made a complaint or enquiry about the waste collection service or bins.**

Q. How satisfied were you with each of the following?

	<b>-2 Very Dissatisfied</b>	<b>-1 Dissatisfied</b>	<b>0 Neither</b>	<b>+1 Satisfied</b>	<b>+2 Very Satisfied</b>	<b>% Satisfied or Very Satisfied</b>
The ease of contacting us	13%	26%	26%	29%	7%	35%
How easy it was to get through to us	15%	29%	26%	26%	5%	31%
The helpfulness of staff	2%	15%	36%	39%	8%	47%
Amount of time to resolve	9%	18%	27%	37%	9%	46%
The outcome of your contact	8%	17%	24%	38%	13%	51%

- Approximately half of those who contacted the council are satisfied or very satisfied with the outcome of their contact (51%), the helpfulness of staff (47%) and the amount of time taken to resolve their issue (46%).
- However the proportion who are satisfied or very satisfied with the ease of contacting the council (35%) and ease of getting through to the council (31%) is notably lower. In these cases those who are dissatisfied or very dissatisfied is actually higher (39% and 44% respectively).

	<b>July 2022</b>	<b>Last Asked</b>	<b>Direction of Travel</b>
The ease of contacting us	35%	42% (2020)	No sig change
How easy it was to get through to us	31%	N/A	N/A
The helpfulness of staff	47%	54% (2020)	No sig change
Amount of time to resolve	46%	N/A	N/A
The outcome of your contact	51%	48% (2020)	No sig change

- Since this question was last asked in 2020, there has been no significant change in satisfaction with the ease of contacting the council, the helpfulness of staff and the outcome of their contact.

	<b>Ease of Contact</b>	<b>Ease of Getting Through</b>	<b>Helpfulness of Staff</b>	<b>Amount Time To Resolve</b>	<b>Outcome of Contact</b>
<b>Overall</b>	<b>35%</b>	<b>31%</b>	<b>47%</b>	<b>46%</b>	<b>51%</b>
Missed black bin collection	36%	28%	53%	52%	59%
Missed blue bin collection	32%	22%	47%	46%	53%
Missed brown bin / food bin collection	37%	25%	49%	49%	53%
Bins not returned to their collection place	31%	24%	46%	49%	53%
Missing / stolen bin	34%	27%	44%	39%	52%
Bin set on fire	93%	93%	25%	25%	25%
Attitude of collection staff	15%	2%	11%	40%	23%
Not provided with new liners when requested	36%	26%	45%	47%	51%
Had collection of blue bin refused as wrong things are in it	27%	40%	39%	34%	51%

- Respondents who have contacted the council to complain about the attitude of collection staff are significantly less likely than average to say they were satisfied or very satisfied with the ease of getting through to the council (2%), the helpfulness of staff (11%) and the outcome of the contact (23%).
- Conversely, respondents who have contacted the council to complain about their bin being set on fire are significantly more likely than average to say they were satisfied or very satisfied with the ease of contacting the council (93%) and the ease of getting through to us (93%).

# Maintenance and Cleanliness

Q. How satisfied are you with each of the following?

	-2 Very Dissatisfied	-1 Dissatisfied	0 Neither	+1 Satisfied	+2 Very Satisfied	% Satisfied or Very Satisfied
Cleanliness of my local area	12%	30%	20%	33%	6%	39%
Cleanliness of the city centre	7%	25%	33%	32%	4%	36%
Cleanliness of Hull overall	12%	35%	29%	23%	2%	25%
Frequency of street cleaning	12%	28%	35%	22%	4%	25%
Quality of street cleaning	11%	22%	37%	27%	4%	31%

- **Less than 40% of respondents are satisfied or very satisfied with any of these aspects of “cleanliness”.**
- Most notably, respondents are more likely to be dissatisfied or very dissatisfied with the cleanliness of Hull overall (47%) and the frequency of street cleaning (40%), rather than to be satisfied or very satisfied (just 25% in both instances).
- Respondents are more split when it comes to the cleanliness of their local area (39% satisfied or very satisfied and 42% dissatisfied or very dissatisfied), the cleanliness of the city centre (36% satisfied or very satisfied and 32% dissatisfied or very dissatisfied) and the quality of street cleaning (31% satisfied or very satisfied and 33% dissatisfied or very dissatisfied)

	July 2022	Last Asked	Direction of Travel
Cleanliness of my local area	39%	31% (2020)	▲
Cleanliness of the city centre	36%	37% (2020)	No sig change
Cleanliness of Hull overall	25%	23% (2020)	No sig change
Frequency of street cleaning	25%	N/A	N/A
Quality of street cleaning	31%	N/A	N/A

- **Since this question was last asked in 2020, there has been a significant increase in respondents satisfaction with the cleanliness of their local area (+8pp).**
- There has been no significant change in satisfaction with the cleanliness of the city centre or the cleanliness of Hull overall.

Q. How satisfied are you with each of the following?

	<b>-2 Very Dissatisfied</b>	<b>-1 Dissatisfied</b>	<b>0 Neither</b>	<b>+1 Satisfied</b>	<b>+2 Very Satisfied</b>	<b>% Satisfied or Very Satisfied</b>
Maintenance of grassed areas in my neighbourhood	9%	20%	23%	39%	10%	49%
Cleanliness of grassed areas in my neighbourhood	9%	25%	23%	35%	8%	43%
Maintenance of shrubs and bushes in my neighbourhood	11%	24%	25%	34%	7%	41%
Cleanliness of shrubs and bushes in my neighbourhood	11%	23%	29%	30%	7%	37%
Number of trees in the city overall	10%	25%	26%	31%	7%	38%
Maintenance of trees in the city overall	10%	16%	34%	33%	7%	40%
Reduced mowing of grassed areas across the city (e.g. verges etc.)	9%	22%	37%	24%	9%	32%
Planting of wildflowers in grassed areas across the city (e.g. verges etc.)	7%	16%	30%	30%	17%	47%

- **Less than half (50%) of respondents are satisfied or very satisfied with any of these aspects of maintenance / cleanliness.**
- Notably more respondents are satisfied or very satisfied, rather than dissatisfied or very dissatisfied, with the maintenance of grassed areas in their neighbourhood (49% satisfied or very satisfied and 29% dissatisfied or very dissatisfied), the planting of wildflowers in grassed areas across the city (47% satisfied or very satisfied and 23% dissatisfied or very dissatisfied), and the maintenance of trees in the city overall (40% satisfied or very satisfied and 26% dissatisfied or very dissatisfied).
- Slightly more respondents are also satisfied or very satisfied, rather than dissatisfied or very dissatisfied, with the cleanliness of grassed areas in their neighbourhood (43% satisfied or very satisfied and 34% dissatisfied or very dissatisfied) and the maintenance of shrubs and bushes in their neighbourhood (41% satisfied or very satisfied and 35% dissatisfied or very dissatisfied).
- Respondents tend to be split when it comes to satisfaction with the cleanliness of shrubs and bushes in their neighbourhood (37% satisfied or very satisfied and 34% dissatisfied or very dissatisfied), the number of trees in the city overall (38% satisfied or very satisfied and 35% dissatisfied or very dissatisfied), and reduced mowing of grassed areas across the city (32% satisfied or very satisfied and 31% dissatisfied or very dissatisfied),

# Local Priorities

Q. How much do you think any of the following are a problem in your local area?

	1 Not a Problem	2	3	4	5 A Big Problem	% Scored 4 or 5
Litter	5%	12%	26%	29%	29%	58%
Litter bin maintenance / condition	10%	19%	27%	26%	19%	45%
Litter bin emptying	12%	21%	27%	22%	19%	41%
Fly-tipping	11%	16%	12%	26%	25%	50%
Graffiti	17%	23%	26%	19%	16%	35%
Cleanliness of grassed areas	11%	26%	33%	22%	9%	31%
Maintenance of grassed areas	14%	28%	31%	20%	7%	28%
Cleanliness of shrubs / bushes	13%	26%	31%	19%	10%	29%
Maintenance of shrubs / bushes	14%	27%	31%	19%	10%	28%
Cleanliness of drains / gulleys	10%	21%	32%	24%	15%	38%

- **Over half of respondents (58%) believe that litter is a big problem in their local area.**
- **This is followed by half (50%) who believe that fly-tipping is a big problem in their local area.**
- Over a third of respondents believe there is an issue with litter bin maintenance / condition (45%), litter bin emptying (41%), the cleanliness of drains and gulleys (38%) and graffiti (35%) in their local area.
- Over a quarter believe that there is an issue with the cleanliness of grassed areas (31%), the cleanliness of shrubs / bushes (29%) the maintenance of grassed areas (28%) and the maintenance of shrubs / bushes (28%) in their local area.

	July 2022	Last Asked	Direction of Travel
Litter	58%	48% (2020)	▲
Litter bin maintenance / condition	45%	N/A	N/A
Litter bin emptying	41%	35% (2020)	▲
Fly-tipping	50%	39% (2020)	▲
Graffiti	35%	17% (2020)	▲
Cleanliness of grassed areas	31%	31% (2020)	No sig change
Maintenance of grassed areas	28%	N/A	N/A
Cleanliness of shrubs / bushes	29%	33% (2020)	No sig change
Maintenance of shrubs / bushes	28%	N/A	N/A
Cleanliness of drains / gulleys	38%	32% (2020)	▲

- **Compared to when the question was asked in 2020, there has been a significant increase in the proportion of respondents who believe there is an issue with graffiti (+18pp), fly-tipping (+11pp), litter (+10pp), litter bin emptying (+6pp) and the cleanliness of drains / gulleys (+6pp)**
- There has been no significant change in the proportion of respondents who believe there is an issue with the cleanliness of grassed areas and the cleanliness of shrubs / bushes in their local area.

Q. Have you reported a problem with any of the following in your local area in the last 2 years?

None of these	65%
Fly-tipping	21%
Litter	13%
Litter bin emptying	10%
Litter bin maintenance / condition	9%
Maintenance of shrubs / bushes	7%
Maintenance of grassed areas	7%
Graffiti	7%
Cleanliness of drains / gulleys	7%
Cleanliness of grassed areas	5%
Cleanliness of shrubs / bushes	4%

- **Just a third of respondents (35%) have contacted the council in the last two years about any of these problems; most frequently to report either fly-tipping (21%) or litter (13%).**
- **Note the significant differences between the proportion of people who perceive these to be big issues in their local area and the proportions who actually report a problem with them.**
- There is, on average, a 29 percentage point difference between those perceiving these to be a problem in their local area and those actually reporting a problem.
- This difference is greatest for litter (45pp), litter bin maintenance / condition (36pp), litter bin emptying (31pp) and the cleanliness of drains / gulleys (31pp).

Q. How satisfied were you with each of the following?

	<b>-2 Very Dissatisfied</b>	<b>-1 Dissatisfied</b>	<b>0 Neither</b>	<b>+1 Satisfied</b>	<b>+2 Very Satisfied</b>	<b>% Satisfied or Very Satisfied</b>
The ease of contacting us	10%	18%	24%	40%	9%	49%
How easy it was to get through to us	14%	20%	26%	33%	7%	40%
The helpfulness of staff	6%	10%	32%	42%	10%	52%
The speed with which we responded	13%	22%	26%	30%	9%	39%
Amount of time to resolve	20%	19%	26%	25%	10%	34%
The outcome of your contact	21%	16%	24%	29%	10%	39%

- Approximately half of respondents are satisfied or very satisfied with the helpfulness of staff (52%) and the ease of contacting the council (49%). This compares to just 16% and 28% who are dissatisfied or very dissatisfied respectively.
- However, respondents are split when it comes to satisfaction with how easy it was to get through to the council (40% satisfied or very satisfied and 34% dissatisfied or very dissatisfied), the speed of response (39% satisfied or very satisfied and 35% dissatisfied or very dissatisfied), the outcome of their contact (39% satisfied or very satisfied and 37% dissatisfied or very dissatisfied), and the amount of time taken to resolve (35% satisfied or very satisfied and 39% dissatisfied or very dissatisfied)



	July 2022	Last Asked	Direction of Travel
The ease of contacting us	49%	63% (2018*)	▼
How easy it was to get through to us	40%	N/A	N/A
The helpfulness of staff	52%	65% (2018*)	▼
The speed with which we responded	39%	40% (2018*)	No sig change
Amount of time to resolve	34%	N/A	N/A
The outcome of your contact	39%	39% (2018*)	No sig change

- Since this question was last asked in 2018, there has been a significant decrease in respondents satisfaction with the ease of contacting the council (-14pp) and the helpfulness of staff (-13pp).
- There has been no significant change in respondents satisfaction with the speed with which the council responded and the outcome of their contact.

	Ease of Contact	Ease of Getting Through	Helpfulness of Staff	Speed of Response	Amount Time To Resolve	Outcome of Contact
<b>Overall</b>	<b>49%</b>	<b>40%</b>	<b>52%</b>	<b>39%</b>	<b>34%</b>	<b>39%</b>
Fly-tipping	52%	41%	54%	45%	37%	40%
Litter	43%	31%	45%	25%	26%	30%
Litter bin emptying	51%	37%	57%	36%	34%	33%
Litter bin maintenance / condition	45%	37%	57%	34%	29%	27%
Maintenance of shrubs / bushes	44%	30%	47%	22%	20%	31%
Maintenance of grassed areas	44%	34%	51%	23%	28%	22%
Graffiti	55%	36%	45%	31%	33%	33%
Cleanliness of drains / gulleys	41%	23%	46%	38%	39%	31%
Cleanliness of grassed areas	49%	30%	50%	22%	33%	20%
Cleanliness of shrubs / bushes	39%	23%	44%	26%	31%	29%

- Respondents who have reported a problem with litter in their local area are less likely than average to be satisfied or very satisfied with the speed of response.
- Respondents who have reported a problem with the maintenance of shrubs / bushes in their local area are less likely than average to be satisfied or very satisfied with the speed of response.
- Respondents who have reported a problem with the maintenance of grassed areas in their local area are less likely than average to be satisfied or very satisfied with the outcome of their contact.
- Respondents who have reported a problem with the cleanliness of drains / gulleys in their local area are less likely than average to be satisfied or very satisfied with the ease of getting through to the council.

# Attitudes and Behaviours

Q. How much do you agree with the following about caring for the environment, by reducing waste, repairing or re-purposing items, or recycling?

	<b>-2 Strongly Disagree</b>	<b>-1 Disagree</b>	<b>0 Neither</b>	<b>+1 Agree</b>	<b>+2 Strongly Agree</b>	<b>% Agree or Strongly Agree</b>
It is not my responsibility	48%	31%	8%	8%	4%	12%
I would do more if others in my neighbourhood did	22%	24%	34%	14%	6%	20%
I would if it was easier	14%	21%	33%	26%	6%	32%
I would if there were incentives / it saved me money	15%	18%	28%	29%	11%	39%
I don't know how / need more information	20%	26%	36%	14%	4%	18%
Reducing the amount of waste that goes to land fill is important	2%	2%	8%	32%	58%	89%
I don't have enough time	23%	31%	33%	10%	3%	13%
People have a duty to do what they can	2%	3%	10%	39%	46%	85%
I recycle because my family and friends do	18%	22%	35%	17%	8%	25%
Recycling helps the environment	1%	1%	5%	28%	65%	93%

- Respondents are most likely to agree or strongly agree that:
  - Recycling helps the environment (93%)
  - Reducing the amount of waste that goes to land fill is important (90%)
  - People have a duty to do what they can (85%)
- They are least likely to agree or strongly agree that:
  - It is not my responsibility (12%)
  - They don't have enough time (13%)
  - I don't know how / need more information (18%)
  - I would do more if others in my neighbourhood did (20%)

	July 2022	Last Asked (Apr 2022)	Direction of Travel
It is not my responsibility	12%	5%	▲
I would do more if others in my neighbourhood did	20%	13%	▲
I would if it was easier	32%	N/A	N/A
I would if there were incentives / it saved me money	39%	25%	▲
I don't know how / need more information	18%	10%	▲
Reducing the amount of waste that goes to land fill is important	89%	86%	No Sig Change
I don't have enough time	13%	7%	▲
People have a duty to do what they can	85%	77%	▲
I recycle because my family and friends do	25%	N/A	N/A
Recycling helps the environment	93%	N/A	N/A

- Since this question was asked in April of this year, there has been a significant increase in the proportion of respondents who agree or strongly agree that they don't know how / need more information to care for the environment (+8pp), that it is not their responsibility (+7pp) and that they don't have enough time (+6pp).
- However there has also been a significant increase in the proportion of respondents who agree or strongly agree that they would do more if there were incentives or it saved them money (+14pp), that it is peoples duty to do what they can (+8pp) and that they would do more if others in their neighbourhood did (+7pp).
- There has been no significant change in the proportion of respondents who agree or strongly agree that reducing the amount of waste that goes to landfill is important,

Q. How much do you agree with each statement?

	<b>-2 Strongly Disagree</b>	<b>-1 Disagree</b>	<b>0 Neither</b>	<b>+1 Agree</b>	<b>+2 Strongly Agree</b>	<b>% Agree or Strongly Agree</b>
The bins the council provides are suitable	2%	4%	12%	62%	20%	81%
The Council should sort my rubbish	16%	35%	33%	12%	4%	16%
I don't have enough space to store my bins	16%	40%	25%	14%	6%	20%
I sometimes forget which bins will be collected when	23%	40%	17%	16%	4%	20%
I should be able to get involved in the way the service is delivered	4%	14%	54%	24%	4%	28%
I have difficulty putting my bins out	39%	38%	15%	6%	2%	8%
People in my area usually take their bins back in after emptying	5%	10%	14%	49%	23%	72%

- The majority of respondents (81%) agree or strongly agree that the bins the council provides are suitable.
- Nearly three quarters of respondents (72%) agree or strongly agree that people in their area usually take their bins back in after they have been emptied.
- Only a small proportion of respondents agree or strongly agree that they don't have enough space to store their bins (20%), that they sometimes forget which bins will be collected when (20%), that the council should sort their rubbish (16%), or that they have difficulty putting their bins out (8%).
- Over a quarter of respondents (28%) agree or strongly agree that they should be able to get involved in the way the service is delivered.

# Financial Stability Tracker

Q. Which of the following best describes how your household is managing?

Keeping up with bills / credit commitments without any difficulties	42%
Keeping up with bills / credit commitments, but it is a struggle from time to time	32%
Keeping up with bills / credit commitments, but it is a constant struggle	13%
Falling behind with some bills / credit commitments	4%
Having real financial problems, have fallen behind with many bills / credit commitments	1%
Don't have any bills / credit commitments	1%
Don't know / prefer not to say	7%

- The majority of respondents (73%) are either keeping up without any difficulties (42%) or only struggling occasionally (32%).
- 19% either find it a constant struggle to keep up (13%), are falling behind financially (4%) or are having real financial problems (1%).

	March 2022	May 2022	July 2022	Change from March 22
Keeping up with bills / credit commitments without any difficulties	45%	43%	42%	No Sig Change
Keeping up with bills / credit commitments, but it is a struggle from time to time	33%	37%	32%	No Sig Change
Keeping up with bills / credit commitments, but it is a constant struggle	10%	10%	13%	▲
Falling behind with some bills / credit commitments	3%	3%	4%	No Sig Change
Having real financial problems, have fallen behind with many bills / credit commitments	3%	2%	1%	No Sig Change
Don't have any bills / credit commitments	2%	1%	1%	No Sig Change

- Compared to March 2022, there has been 4 percentage point shift away from those who are financially managing towards those who are seriously struggling.
- This is in large part due to a significant increase in those respondents who keeping up with bills / credit commitments but finding it a constant struggle