



People's Panel May 2023 Analysis Report

Copyright © 2022 Hull City Council Insight Team (The People's Panel)

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the publisher, except in the case of brief quotations embodied in critical reviews and certain other non-commercial uses permitted by copyright law.

Where quotations or research results are used, other than in whole, the Insight Team must be given the opportunity to check the usage for purposes of accuracy and reserve the right to provide edits accordingly.

For permission requests, contact the publisher, at the address below:

Insight Team
Economic Development & Regeneration
Hull City Council
The Guildhall
Alfred Gelder Street
Hull
HU1 2AA

Or by email panel@hullcc.gov.uk

Contents

		Page
1	Introduction and Methodology	2
2	Demographics and Weighting	3
3	Executive Summary	4
4	Happiness and Wellbeing	8
5	Sharing It Out	9
6	Moving Traffic Violations	12
7	How Are We Doing?	21
8	Financial Stability Tracker	24

Introduction and Methodology

Introduction

This survey was conducted between May 2023 and June 2023. Questions covered the following topics:

- Happiness and Wellbeing
- Sharing It Out
- Moving Traffic Violations
- How Are We Doing?
- 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 May and June 2023.

As usual, an electronic version of the survey was emailed to over 4,800 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	946	93%
Non-Member	74	7%
Total	1020	

Local Authority Residence	Count	%
Hull	893	88%
East Riding	109	11%
Not Hull or East Riding	3	<1%
No Postcode Provided	15	1%
Total	1020	

893 responses came from residents with a Hull postcode.

There are an estimated 213,538 residents of Hull aged 16 +.

This means that any figures reported for Hull have a confidence interval of 3.27% at a 95% confidence level (i.e., we are 95% certain that the actual result falls within +/- 3.27 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 (16 + Population)		Sample (893)		Hull Pop	Weighted Sample
Gender	Female (inc. MTF)	408	45.9%	50.3%	50.1%
	Male (inc. FTM)	476	53.5%	49.7%	48.8%
	Other / non-binary	5	0.6%	-	1.1%
LLTI (impairment or illness)	No	557	62.8%	76.7%	72.7%
	Yes	330	37.2%	23.3%	27.3%
Age group	16-34	42	4.9%	33.8%	23.4%
	35-44	70	8.1%	16.3%	18.7%
	45-54	136	15.8%	15.7%	19.1%
	55-64	214	24.9%	15.1%	17.5%
	65-74	291	33.9%	11.1%	12.8%
	75+	106	12.3%	8.2%	8.5%
Ethnic group	BAME (Black, Asian and Minority Ethnicities inc. White Other)	30	3.4%	15.0%	9.9%
	White British	852	96.6%	85.0%	90.1%

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.

Average Score Analysis:

A number of the questions in this panel survey asked respondents to state how much they disagree / agree with a statement, or how dissatisfied / satisfied they are with certain things.

This report includes, as standard, the proportion of respondents who disagree / agree or who are dissatisfied / satisfied. However, it also provides an "Average Score" measure for each aspect of these questions.

This is done by assigning a numerical value to each response category (see below) and then calculating an average value across all respondents.

Strongly Disagree	Very Dissatisfied	-2
Disagree	Dissatisfied	-1
Neither	Neither	0
Agree	Satisfied	+1
Strongly Agree	Very Satisfied	+2

Negative Average Scores suggest that respondents are more likely to disagree / be dissatisfied; with values closer to -2 suggesting they disagree more strongly / are more dissatisfied.

Conversely, positive Average Scores suggest that respondents are more likely to agree / be satisfied; with values closer to +2 suggesting they agree more strongly / are more satisfied.

Executive Summary

Happiness and Wellbeing

Respondents are significantly more likely to rate different aspects of their health and wellbeing positively rather than negatively.

The notable exception is feelings of stress / anxiety; where a similar proportion of respondents say they do feel stressed or anxious (32%) as say they do not feel stressed or anxious (35%).

The proportion of people who say they are happy (52%) remains significantly lower than pre pandemic levels (65%). However, over the last month there has been a notable reduction in the proportion of people saying they are unhappy (- 5 percentage points) to the lowest level since pre pandemic.

Feelings of healthiness (45%) remain higher than the Xmas and New Year period (40%) but are still significantly below pre pandemic levels (51%).

Loneliness peaked during the pandemic (26%), and then remained relatively static at around 20%. However, in the last month there has been a 6-percentage point reduction in loneliness; to the lowest level recorded (14%).

Similarly, levels of stress / anxiety peaked during the pandemic (41%), but current levels (32%) are now lower than pre pandemic levels (36%).

Over the last month there has been a noticeable increase in the proportion of people who feel worthwhile (+ 4 percentage points), coupled with a significant decrease in the proportion saying they do not feel worthwhile (- 6 percentage points).

Feelings of pessimism (24%) and hopelessness (21%) have remained largely unchanged over the last year.

Sharing It Out

Respondents were asked to imagine there was a pot of money that needed to be shared between the 21 wards in Hull and asked how they would do it.

Nearly two-thirds of respondents (63%) believe that other factors should be considered when sharing the money so wards with greater social, environmental, and economic “need” get more money.

Just under a quarter of respondents (23%) believe that the pot should be shared based solely on the number of people living in each ward (the more people, the more money) and 14% of respondents believe that every ward should get an equal share / the same amount of the pot.

The 63% of respondents who believe that other factors should be considered were then asked which factors, from a given list, they would include.

Over three quarters of respondents (79%) believe that the level of crime and ASB in a ward should be considered when sharing out the money. Similarly nearly three quarters (73%) also believe that the number of low-income households in a ward (e.g. the number of households claiming council tax discount) should be considered.

Over two thirds of respondents (69%) believe that the number of environmental issues (e.g. incidents of fly tipping or graffiti) in a ward should be considered when sharing out the money.

Around half of respondents believe the total number of people who live in a ward (55%), the number of disabled people who live in a ward (54%), and the number of unemployed people who live in a ward (46%) should be considered.

However, less than a third of respondents (31%) believe that the number of asylum seekers accommodated in a ward should be considered when sharing out the money. And only a fifth of respondents (20%) believe that the number of HMO in a ward should be considered.

These respondents were then asked how much of the money should be distributed based on each of these factors.

Respondents believe that 57% of the money should be distributed based on the level of crime and ASB in a ward (20%), the number of low-income households in a ward (19%), and the total number of people who live in a ward (18%).

Then, 35% of the money should be distributed based on the number of environmental issues in a ward (15%), the number of disabled people who live in a ward (11%), and the number of unemployed people who live in a ward (9%).

Finally, just 8% of the money should be distributed based on the number of asylum seekers accommodated in a ward (4%), the number of HMO in a ward (2%), or "Other" factors not listed (2%).

Moving Traffic Violations

Around two thirds of respondents are a regular car / van driver (66%) and a third (30%) are a regular passenger in a car / van. Two thirds of respondents (61%) are also a regular pedestrian.

A third of respondents (34%) are regular bus users and 22% are a regular cyclist / e-scooter user.

81% of respondents do most of their travelling in and around Hull on a weekday, compared to just 13% of respondents who do most of their travelling on a weekend. Those who do most of their travelling on a weekday are split approximately equally between those who travel mostly at rush hour (43%) and those who travel mostly outside of rush hour (38%).

Nearly two thirds of respondents (62%) say they most regularly travel in the city centre. Respondents are then split, with 43% of respondents saying they most regularly travel in the east of the city, and the same proportion (42%) saying they most regularly travel in the west of the city. Only 27% of respondents say they most regularly travel in the north of the city.

On average approximately 10% of all respondents regularly witness / experience some kind of traffic violation on Hull's roads (whether they are drivers or not); with the most likely places to experience such violations being Ferensway (35% of respondents), Freetown Way (24%), Witham (23%), Anlaby Road (23%), Holderness Road (23%), and Beverley Road (21%).

The most common type of moving traffic violation experienced in Hull are violations involving the blocking of yellow box junctions. These are most likely to occur on Ferensway (24% of respondents), Beverley Road (19%) and Anlaby Road (16%).

Violations where people are using prohibited routes / lanes occur most often on Holderness Road (16% of respondents), Ferensway (15%), Freetown Way (12%), Springbank / Springbank West (12%) and Anlaby Road (12%).

Violations where people are entering restricted zones occur most on Ferensway (9%) (9% of respondents), Witham (6%), Springbank / Springbank West (6%) and Freetown Way (6%).

When asked which type of moving traffic violation Hull City Council should focus on; a third of respondents (34%) believe that the council should focus on violations relating to blocking yellow box junctions. A fifth of respondents (19%) believe that the council should focus on violations relating to using prohibited routes and lanes and only 6% of respondents believe that the council should focus on violations relating entry to restricted zones.

12% of respondents do not believe that the council should be focussing on any of these violations, 18% are not sure what violations the council should be focusing on, and 11% think the council should be focussing on "other" types of violations.

Over half (52%) of respondents either agree (24%) or strongly agree (28%) that Hull City Council should partner with Humberside Police to enforce moving traffic contraventions. Conversely under a quarter (22%) of respondents either disagree (5%) or strongly disagree (14%) that Hull City Council should partner with Humberside Police to enforce moving traffic contraventions. 5% of respondents are not sure / don't know.

How Are We Doing?

Over half (51%) of respondents would talk highly about Hull overall, either if specifically asked (26%) or without being asked (25%) This compares to a quarter of respondents (25%) who would talk negatively about Hull overall, either if specifically asked (16%) or without being asked (9%).

Since November 2022, there has been a significant increase (+ 3 percentage points) in those who would be critical about Hull overall without being asked. There has also been a significant decrease (- 7 percentage points) in those who would speak highly about Hull if specifically asked.

Just 17% of respondents would talk highly about Hull City Council, either if specifically asked (3%) or without being asked (14%). This compares to nearly half of respondents (44%) who would talk negatively about Hull City Council, either if specifically asked (27%) or without being asked (17%).

Since November 2022, there has been a significant decrease (- 9 percentage points) in those who would be neutral about Hull City Council. There has also been a significant increase in both those who would be critical about Hull City Council without being asked (+ 5 percentage points) and those who would be critical about Hull City Council if specifically asked (+ 4 percentage points).

Nearly half of respondents (45%) agree that Hull City Council is working towards a better city; compared to 25% who disagree.

A similar proportion of respondents agree that Hull City Council offers good quality services (33%) as disagree (32%). Likewise a similar proportion of respondents agree that Hull City Council keeps the public informed about what it's doing (35%) as disagree (37%).

Slightly more respondents tend to disagree that Hull City Council listens to the local community (39%) than agree (30%). And nearly half of respondents (48%) disagree that Hull City Council spends money wisely; compared to just 14% who agree.

Since November 2022, there has been a significant increase (+ 3 percentage points) in the proportion of respondents who strongly disagree that Hull City Council provides good quality services, as well as a significant decrease (- 5 percentage points) in the proportion of respondents who agree that Hull City Council spends money wisely.

When asked about overall satisfaction with Hull City Council, more respondents are dissatisfied with Hull City Council overall (37%) than are satisfied (26%). 38% of respondents are neither dissatisfied nor satisfied with Hull City Council overall.

Since November 2022, there have been significant increases in:

- Those who are very dissatisfied with Hull City Council overall (+ 7 percentage points)
- Those who are dissatisfied with Hull City Council overall (+ 12 percentage points)
- Those who are neither dissatisfied nor satisfied with Hull City Council overall (+ 15 percentage points)

Conversely, there have been significant decreases in:

- Those who are very satisfied with Hull City Council overall (- 17 percentage points)
- Those who are satisfied with Hull City Council overall (- 15 percentage points)

Financial Stability Checker

The majority of respondents (75%) are either keeping up without any difficulties (40%) or only struggling occasionally (35%). 19% find it a constant struggle to keep up (13%), are falling behind financially (4%) or are having real financial problems (2%).

Compared to when this was last asked in April 2023, there has been no significant change. Longer term, compared to March 2022, when the People's Panel began tracing this information there has been a 5-percentage point fall in the proportion of respondents who are keeping up with bills / credit commitments without any difficulties.

Conversely, there has been a 2-percentage point increase in the proportion of respondents who are keeping up with bills / credit commitments, but who find it a struggle from time to time, and a 3-percentage point increase in the proportion of respondents who are keeping up with bills / credit commitments, but who find it a constant struggle.

Happiness and Wellbeing

Q. How are you feeling?

	1 Not at All	2	3	4	5 - Very
Happy	4%	12%	32%	40%	12%
Healthy	5%	19%	30%	38%	7%
Lonely	31%	30%	25%	11%	4%
Anxious / Stressed	12%	22%	34%	25%	7%
Worthwhile	4%	9%	35%	36%	17%
Optimistic	7%	15%	35%	31%	12%
Hopeful	6%	13%	36%	32%	13%

Focus on positive feelings:

	Jan 2020	Apr 2020	Mar 2022	Nov 2022	Jan 2023	Mar 2023	Apr 2023	May 2023
Happy	65%	51%	55%	53%	53%	50%	53%	52%
Healthy	51%	50%	45%	49%	40%	44%	44%	45%
Not Lonely	58%	50%	55%	59%	56%	54%	58%	61%
Not Stressed / Anxious	36%	31%	31%	37%	32%	33%	35%	35%
Worthwhile	56%	50%	46%	54%	51%	51%	49%	53%
Optimistic	-	-	39%	44%	42%	41%	42%	43%
Hopeful	-	-	44%	42%	46%	44%	45%	45%

Focus on negative feelings:

	Jan 2020	Apr 2020	Mar 2022	Nov 2022	Jan 2023	Mar 2023	Apr 2023	May 2023
Unhappy	14%	23%	23%	19%	20%	21%	21%	16%
Unhealthy	20%	20%	21%	23%	26%	25%	26%	25%
Lonely	23%	26%	19%	21%	20%	21%	20%	14%
Stressed / Anxious	36%	41%	35%	31%	38%	36%	36%	32%
Not worthwhile	14%	15%	16%	16%	16%	15%	18%	12%
Pessimistic	-	-	23%	23%	24%	28%	24%	22%
Not hopeful	-	-	16%	21%	22%	20%	21%	19%

- Respondents are significantly more likely to feel positively rather than negatively.
- The only exception is feelings of stress / anxiety, where a similar proportion of respondents say they do feel stressed or anxious (32%) as say they do not feel stressed or anxious (35%).
- The proportion of respondents who say they are happy (52%) remains significantly lower than pre pandemic levels (65%). However, over the last month there has been a notable reduction in the proportion of people saying they are unhappy (- 5 percentage points) to the lowest level since pre pandemic.
- Feelings of healthiness (45%) remain higher than the Xmas and New Year period (40%) but are still significantly below pre pandemic levels (51%).
- Loneliness peaked during the pandemic (26%), and then remained relatively static at around 20%. However, in the last month there has been a 6-percentage point reduction in loneliness; to the lowest level recorded (14%).
- Similarly, levels of stress / anxiety peaked during the pandemic (41%), but current levels (32%) are now lower than pre pandemic levels (36%).

- Over the last month there has been a noticeable increase in the proportion of people who feel worthwhile (+ 4 percentage points), coupled with a significant decrease in the proportion saying they do not feel worthwhile (- 6 percentage points).
- Feelings of pessimism (24%) and hopelessness (21%) have remained largely unchanged over the last year.

Sharing It Out

Hull is split into 21 different areas.

These differ in size both geographically and in terms of the number of people who live in them

The smallest has approximately 8,500 people and the largest has about 17,000 people.

Each area experiences its own local problems and challenges.

Imagine that there is a pot of money that needs to be shared across these 21 areas.

The money is to be spent locally to “promote the social, environmental and economic wellbeing of the local area”.

Q. How would you make the decision about how best to share this pot of money between the 21 areas in Hull?

Every area should get an equal share / the same amount of the pot	14%
The pot should be shared based solely on the number of people living in each area (the more people, the more money)	23%
Other factors should be considered when sharing the money so areas with greater social, environmental, and economic “need” get more money	63%

- Nearly two-thirds of respondents (63%) believe that other factors should be considered when sharing the money so areas with greater social, environmental, and economic “need” get more money.
- Just under a quarter of respondents (23%) believe that the pot should be shared based solely on the number of people living in each area (the more people, the more money).
- 14% of respondents believe that every area should get an equal share / the same amount of the pot.

The 63% of respondents who believe that other factors should be considered were asked the following questions:

Q. What factors should be considered when sharing the money out?

The level of crime and anti-social behaviour	79%
The number of low-income households e.g. households claiming council tax discount	73%
The number of reports of environmental issues (e.g. fly tipping or graffiti)	69%
The number of people who live there	55%
The number of disabled people living there	54%
The number of unemployed people who live there	46%
The number of asylum seekers accommodated there	31%
The number of houses in multiple occupancy (HMO)	20%
Other	7%

- Over three quarters of respondents (79%) believe that the level of crime and ASB in an area should be considered when sharing out the money.
- Nearly three quarters (73%) also believe that the number of low-income households in an area (e.g. the number of households claiming council tax discount) should be considered.
- Over two thirds of respondents (69%) believe that the number of environmental issues (e.g. incidents of fly tipping or graffiti) in an area should be considered when sharing out the money.
- Around half of respondents also believe that the following should be taken into account when sharing out the money:
 - The total number of people who live in the area (55%)
 - The number of disabled people who live in the area (54%)
 - The number of unemployed people who live in the area (46%).

However:

- Less than a third of respondents (31%) believe that the number of asylum seekers accommodated in the area should be considered when sharing out the money.
- Only a fifth of respondents (20%) believe that the number of HMO in an area should be considered.
- “Other” answers included current access within areas to facilities / services to address these issues, levels of neighbourhood pride / satisfaction in the area, levels of community cohesion in the area, levels of civic participation / community involvement / volunteering in the area, the age profile of the area, the amount of green space in the area, and the condition of roads in the area.

Q. What factors should be considered when sharing the money out?

The level of crime and anti-social behaviour	20%
The number of low-income households e.g. households claiming council tax discount	19%
The number of people who live there	18%
The number of reports of environmental issues (e.g. fly tipping or graffiti)	15%
The number of disabled people living there	11%
The number of unemployed people who live there	9%
The number of asylum seekers accommodated there	4%
The number of houses in multiple occupancy (HMO)	2%
Other	2%
Total	100%

Respondents believe that 57% of the money should be distributed based on just three indicators:

- The level of crime and ASB in an area (20%)
- The number of low-income households in area (19%)
- The total number of people who live in the area (18%).

Then, 35% of the money should be distributed based on:

- The number of environmental issues in the area (15%)
- The number of disabled people who live in the area (11%)
- The number of unemployed people who live in the area (9%)

Finally, just 8% of the money should be distributed based on:

- The number of asylum seekers accommodated in the area (4%)
- The number of HMO in the area (2%)
- "Other" factors (2%)

Moving Traffic Violations

Q. Thinking about how you travel around Hull, are you a regular...?

Car / van driver (inc. taxis)	66%
Pedestrian	61%
Bus user	34%
Car / van passenger (inc. taxis)	30%
Cyclist / e-scooter user	22%
Motorcyclist / moped user	3%
Mobility scooter user	2%
Other	2%
None of these	1%

- Around two thirds of respondents are a regular car / van driver (66%) and 30% are a regular passenger in a car / van.
- Two thirds of respondents (61%) are also a regular pedestrian
- A third of respondents (34%) are regular bus users
- 22% are a regular cyclist / e-scooter user
- Just 3% of respondents regularly use a motorcycle or a moped, 2% regularly use a mobility scooter, and 2% use some other form of transport not listed
- Only 1% of respondents do not regularly use any of the methods of transport listed.

Q. When do you do most of your travelling in and around Hull

Weekdays - rush hour (7am - 10am; 4pm - 6pm)	43%
Weekdays - not rush hour	38%
Weekends	13%
Other	6%

- 81% of respondents do most of their travelling in and around Hull on a weekday, compared to just 13% of respondents who do most of their travelling on a weekend.
- Those who do most of their travelling on a weekday are split approximately equally between those who travel mostly at rush hour (43%) and those who travel mostly outside of rush hour (38%).

Q. Which of the following areas around Hull do you use most regularly?

Please tick up to the **two** you use most regularly

City Centre	62%
East Hull	42%
North Hull	27%
West Hull	42%

- Nearly two thirds of respondents (62%) say they most regularly travel in the city centre.
- Respondents are then split, with 42% of respondents saying they most regularly travel in the east of the city, and the same proportion (42%) saying they most regularly travel in the west of the city.
- Only 27% of respondents say they most regularly travel in the north of the city.

Q. Which traffic violations do you most regularly see?

Of those 62% of City Centre travellers only

	Blocking Yellow Box Junction	Using Prohibited Routes / Lanes	Entry to Restricted Zones	None Of These	Don't. Use / Don't Know
Clarence Street / Drypool Bridge	27%	9%	9%	24%	38%
Ferensway	40%	27%	16%	24%	13%
Freetown Way	24%	23%	10%	33%	22%
Garrison Road	7%	6%	5%	30%	56%
George Street	8%	9%	10%	36%	41%
Great Union Street	20%	11%	9%	28%	45%
North Bridge	23%	13%	7%	30%	38%
Witham	27%	21%	12%	23%	33%

Of those 42% of East Hull travellers only

	Blocking Yellow Box Junction	Using Prohibited Routes / Lanes	Entry to Restricted Zones	None Of These	Don't. Use / Don't Know
Cleveland Street / New Cleveland Street	33%	11%	3%	33%	25%
Ganstead Lane	4%	2%	2%	37%	57%
Hedon Road	13%	12%	3%	38%	38%
Holderness Road	31%	43%	13%	26%	11%
Main Road, Bilton	5%	4%	6%	36%	50%
Mount Pleasant	41%	20%	7%	31%	15%
Preston Road	8%	12%	6%	41%	40%
Saltshouse Road	7%	8%	3%	50%	35%
Stoneferry	23%	21%	10%	40%	20%

Of those 27% of North Hull travellers only

	Blocking Yellow Box Junction	Using Prohibited Routes / Lanes	Entry to Restricted Zones	None Of These	Don't. Use / Don't Know
Beverley Road	67%	45%	11%	12%	6%
Clough Road	33%	10%	4%	53%	10%
Cottingham Road	30%	16%	10%	38%	13%
Ennerdale	3%	9%	1%	56%	33%
Endike Lane / Greenwood Avenue	7%	11%	11%	53%	25%
Holwell Road	4%	3%	1%	38%	56%
Leads Road	8%	7%	1%	34%	52%
Reich Carter Way	4%	5%	1%	53%	38%
Robson Way	0%	3%	1%	45%	51%
Sutton Road	6%	17%	6%	57%	22%
Thomas Clarkson Way	1%	4%	1%	53%	42%

Of those 42% of West Hull travellers only

	Blocking Yellow Box Junction	Using Prohibited Routes / Lanes	Entry to Restricted Zones	None Of These	Don't. Use / Don't Know
Anlaby Road	42%	33%	9%	23%	13%
Askew Avenue	4%	4%	3%	34%	58%
Boothferry Road	9%	11%	8%	45%	36%
Brighton Street	2%	3%	3%	28%	66%
Bricknell Avenue	11%	12%	4%	45%	32%
Calvert Lane	24%	10%	3%	45%	23%
Hessle Road	19%	16%	12%	39%	30%
Princes Avenue	16%	13%	15%	44%	22%
Springbank / Springbank West	34%	35%	17%	31%	15%
Wiltshire Road	2%	2%	2%	31%	66%
Willerby Road / Kingston Road	8%	14%	4%	49%	31%

All Moving Traffic Violations

% of ALL respondents that regularly see any kind of traffic violation

Hull Overall	10%
City Centre	19%
East Hull	10%
North Hull	5%
West Hull	9%

Ferensway	City Centre	34.9%
Freetown Way	City Centre	24.0%
Witham	City Centre	22.9%
Anlaby Road	West Hull	22.9%
Holderness Road	East Hull	22.2%
Beverley Road	North Hull	20.5%
Clarence Street / Drypool Bridge	City Centre	20.2%
Springbank / Springbank West	West Hull	19.0%
Mount Pleasant	East Hull	17.6%
North Bridge	City Centre	17.0%
Cleveland Street / New Cleveland Street	East Hull	13.9%
Great Union Street	City Centre	13.8%
Stoneferry	East Hull	13.2%
George Street	City Centre	11.5%
Cottingham Road	North Hull	11.3%
Princes Avenue	West Hull	11.0%
Calvert Lane	West Hull	10.3%
Hessle Road	West Hull	10.0%
Clough Road	North Hull	8.3%
Hedon Road	East Hull	7.4%
Bricknell Avenue	West Hull	7.1%
Garrison Road	City Centre	7.0%
Willerby Road / Kingston Road	West Hull	6.2%
Boothferry Road	West Hull	6.0%
Preston Road	East Hull	5.8%
Endike Lane / Greenwood Avenue	North Hull	4.7%
Saltshouse Road	East Hull	4.6%
Sutton Road	North Hull	4.5%
Main Road, Bilton	East Hull	4.1%
Leads Road	North Hull	3.1%
Ennerdale	North Hull	2.5%
Askew Avenue	West Hull	2.4%
Ganstead Lane	East Hull	1.9%
Raich Carter Way	North Hull	1.9%
Brighton Street	West Hull	1.7%
Holwell Road	North Hull	1.4%
Thomas Clarkson Way	North Hull	1.0%
Wiltshire Road	West Hull	0.9%
Robson Way	North Hull	0.8%

Blocking Yellow Box Junctions

% of ALL respondents that regularly see blocking yellow box junction traffic violations

Hull Overall	6%
City Centre	12%
East Hull	6%
North Hull	3%
West Hull	5%

Ferensway	City Centre	23.7%
Beverley Road	North Hull	19.0%
Anlaby Road	West Hull	16.2%
Clarence Street / Drypool Bridge	City Centre	14.6%
Mount Pleasant	East Hull	14.0%
Witham	City Centre	13.3%
Freetown Way	City Centre	13.3%
Springbank / Springbank West	West Hull	12.6%
Holderness Road	East Hull	12.1%
North Bridge	City Centre	11.7%
Cleveland Street / New Cleveland Street	East Hull	11.5%
Great Union Street	City Centre	10.1%
Clough Road	North Hull	8.2%
Cottingham Road	North Hull	8.0%
Stoneferry	East Hull	7.9%
Calvert Lane	West Hull	7.6%
Hessle Road	West Hull	6.2%
Princes Avenue	West Hull	5.2%
Hedon Road	East Hull	4.3%
George Street	City Centre	4.0%
Bricknell Avenue	West Hull	3.3%
Garrison Road	City Centre	3.2%
Boothferry Road	West Hull	2.8%
Preston Road	East Hull	2.5%
Willerby Road / Kingston Road	West Hull	2.5%
Saltshouse Road	East Hull	2.1%
Leads Road	North Hull	1.9%
Endike Lane / Greenwood Avenue	North Hull	1.8%
Main Road, Bilton	East Hull	1.5%
Sutton Road	North Hull	1.3%
Askew Avenue	West Hull	1.1%
Holwell Road	North Hull	1.1%
Ganstead Lane	East Hull	1.0%
Raich Carter Way	North Hull	1.0%
Brighton Street	West Hull	0.6%
Wiltshire Road	West Hull	0.6%
Ennerdale	North Hull	0.6%
Thomas Clarkson Way	North Hull	0.2%
Robson Way	North Hull	0.1%

Using Prohibited Routes / Lanes

% of ALL respondents that regularly see using prohibited routes / lanes traffic violations

Hull Overall	5%
City Centre	8%
East Hull	5%
North Hull	3%
West Hull	5%

Holderness Road	East Hull	15.3%
Ferensway	City Centre	15.1%
Freetown Way	City Centre	12.5%
Springbank / Springbank West	West Hull	12.2%
Anlaby Road	West Hull	12.0%
Beverley Road	North Hull	11.0%
Witham	City Centre	11.0%
Stoneferry	East Hull	7.2%
North Bridge	City Centre	6.7%
Mount Pleasant	East Hull	6.6%
Great Union Street	City Centre	5.8%
Hessle Road	West Hull	5.2%
Clarence Street / Drypool Bridge	City Centre	4.9%
George Street	City Centre	4.6%
Willerby Road / Kingston Road	West Hull	4.5%
Princes Avenue	West Hull	4.3%
Hedon Road	East Hull	3.9%
Bricknell Avenue	West Hull	3.8%
Preston Road	East Hull	3.8%
Cottingham Road	North Hull	3.7%
Sutton Road	North Hull	3.7%
Boothferry Road	West Hull	3.5%
Cleveland Street / New Cleveland Street	East Hull	3.5%
Calvert Lane	West Hull	3.1%
Garrison Road	City Centre	3.0%
Saltshouse Road	East Hull	2.4%
Endike Lane / Greenwood Avenue	North Hull	2.3%
Clough Road	North Hull	2.3%
Ennerdale	North Hull	2.0%
Leads Road	North Hull	1.6%
Askew Avenue	West Hull	1.3%
Main Road, Bilton	East Hull	1.2%
Raich Carter Way	North Hull	1.0%
Thomas Clarkson Way	North Hull	0.9%
Brighton Street	West Hull	0.8%
Wiltshire Road	West Hull	0.7%
Holwell Road	North Hull	0.6%
Robson Way	North Hull	0.6%
Ganstead Lane	East Hull	0.6%

Entry To Restricted Zones

% of ALL respondents that regularly see entry to restricted zones traffic violations

Hull Overall	2%
City Centre	5%
East Hull	2%
North Hull	1%
West Hull	2%

Ferensway	City Centre	8.7%
Witham	City Centre	6.3%
Springbank / Springbank West	West Hull	5.9%
Freetown Way	City Centre	5.5%
George Street	City Centre	4.9%
Princes Avenue	West Hull	4.8%
Clarence Street / Drypool Bridge	City Centre	4.8%
Holderness Road	East Hull	4.7%
Great Union Street	City Centre	4.6%
Hessle Road	West Hull	4.0%
North Bridge	City Centre	3.8%
Anlaby Road	West Hull	3.3%
Stoneferry	East Hull	3.2%
Beverley Road	North Hull	2.8%
Garrison Road	City Centre	2.5%
Cottingham Road	North Hull	2.4%
Boothferry Road	West Hull	2.4%
Mount Pleasant	East Hull	2.4%
Endike Lane / Greenwood Avenue	North Hull	2.3%
Main Road, Bilton	East Hull	1.9%
Preston Road	East Hull	1.8%
Sutton Road	North Hull	1.3%
Bricknell Avenue	West Hull	1.2%
Willerby Road / Kingston Road	West Hull	1.2%
Hedon Road	East Hull	1.1%
Saltshouse Road	East Hull	1.0%
Calvert Lane	West Hull	1.0%
Cleveland Street / New Cleveland Street	East Hull	0.9%
Clough Road	North Hull	0.9%
Askew Avenue	West Hull	0.9%
Brighton Street	West Hull	0.8%
Wiltshire Road	West Hull	0.6%
Ganstead Lane	East Hull	0.5%
Robson Way	North Hull	0.3%
Leads Road	North Hull	0.3%
Raich Carter Way	North Hull	0.3%
Thomas Clarkson Way	North Hull	0.2%
Holwell Road	North Hull	0.2%
Ennerdale	North Hull	0.2%

Q. And thinking about the kinds of violations we have talked about, which of these do you think is the biggest issue on Hull's roads, that the council should focus on?

	Blocking Yellow Box Junction	Using Prohibited Routes / Lanes	Entry to Restricted Zones	None Of These	Don't Know	Other
Hull Overall	34%	19%	6%	12%	18%	11%
City Centre	35%	21%	6%	11%	19%	8%
East Hull	33%	14%	5%	15%	19%	13%
North Hull	34%	24%	3%	9%	11%	20%
West Hull	38%	18%	5%	11%	19%	10%

- A third of respondents (34%) believe that the council should focus on violations relating to blocking yellow box junctions.
 - A fifth of respondents (19%) believe that the council should focus on violations relating to using prohibited routes and lanes.
 - Only 6% of respondents believe that the council should focus on violations relating entry to restricted zones.
 - 12% of respondents do not believe that the council should be focussing on any of these violations.
 - 18% are not sure what violations the council should be focusing on.
 - 11% think the council should be focussing on “other” types of violations.
-
- When the results are broken down by the areas in which respondents regularly travel, then the results are largely not significantly different.
 - However, respondents who regularly travel in North Hull are significantly less likely than average say that they are not sure what violations the council should be focusing on (11%).
 - Instead they are significantly more likely than average to believe that the council should be focussing on “other” types of violations.

Q. How much do you agree that Hull City Council should partner with Humberside Police to enforce moving traffic contraventions?

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Don't Know
Hull Overall	14%	8%	21%	24%	28%	5%
City Centre	15%	6%	21%	25%	26%	7%
East Hull	18%	8%	22%	22%	26%	4%
North Hull	8%	12%	17%	22%	36%	6%
West Hull	13%	8%	23%	24%	27%	5%
Car and Motorcycle Users	14%	8%	22%	24%	27%	6%
Pedestrians and Mobility Scooter users	13%	6%	21%	23%	30%	7%
Cyclists and E-Scooter Users	18%	9%	19%	21%	32%	1%
Bus Users	11%	5%	19%	28%	29%	7%

- Over half (52%) of respondents either agree (24%) or strongly agree (28%) that Hull City Council should partner with Humberside Police to enforce moving traffic contraventions.
- Conversely under a quarter (22%) of respondents either disagree (5%) or strongly disagree (14%) that Hull City Council should partner with Humberside Police to enforce moving traffic contraventions.
- 5% of respondents are not sure / don't know.
- When the results are broken down by the areas in which respondents regularly travel, then the results are largely not significantly different.
- However, respondents who regularly travel in North Hull are significantly less likely than average say that they strongly disagree that Hull City Council should partner with Humberside Police to enforce moving traffic contraventions (8%)
- Instead they are significantly more likely than average to say that they strongly agree (36%).
- When the results are broken down by the types of transport user, then there are no significantly different results.

Open Text Responses:

This section of the survey included a number of open text questions which asked:

- what other types of traffic violations that they regularly see and where these occur
- what other types of traffic violations Hull City council should focus on
- what other traffic issues / problem areas we should be aware of

Responses to these questions have been compiled as a separate document which has been shared with decision makers in the relevant service and will be considered when designing future policy.

How Are We Doing?

Q. If you were talking to someone not from Hull, which of the following phrases best describes how you would talk about

	Critical Without Being Asked	Critical If Specifically Asked	Neutral	Speak Highly If Specifically Asked	Speak Highly Without Being Asked
Hull overall	9%	16%	24%	26%	25%
Hull City Council	17%	27%	39%	14%	3%

- Over half (51%) of respondents would talk highly about Hull overall, either if specifically asked (26%) or without being asked (25%)
- This compares to a quarter of respondents (25%) who would talk negatively about Hull overall, either if specifically asked (16%) or without being asked (9%)
- A quarter of respondents would be neutral about Hull overall
- Conversely just 17% of respondents would talk highly about Hull City Council, either if specifically asked (3%) or without being asked (14%)
- This compares to nearly half of respondents (44%) who would talk negatively about Hull City Council, either if specifically asked (27%) or without being asked (17%)
- Over a third (39%) of respondents would be neutral about Hull City Council

Hull Overall:

	Critical Without Being Asked	Critical If Specifically Asked	Neutral	Speak Highly If Specifically Asked	Speak Highly Without Being Asked
Nov 2022	6%	15%	22%	33%	24%
May 2023	9%	16%	24%	26%	25%

- Since November 2022, there has been a significant increase (+ 3 percentage points) in those who would be critical about Hull overall without being asked
- There has also been a significant decrease (- 7 percentage points) in those who would speak highly about Hull if specifically asked

Hull City Council:

	Critical Without Being Asked	Critical If Specifically Asked	Neutral	Speak Highly If Specifically Asked	Speak Highly Without Being Asked
Nov 2022	12%	23%	48%	16%	3%
May 2023	17%	27%	39%	14%	3%

- Since November 2022, there has been a significant decrease (- 9 percentage points) in those who would be neutral about Hull City Council
- There has also been a significant increase in both those who would be critical about Hull City Council without being asked (+ 5 percentage points) and those who would be critical about Hull City Council if specifically asked (+ 4 percentage points)

Q. How much do you disagree or agree with the following? Hull City Council ..

May 2023	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
Keeps the public well informed about what it's doing	10%	27%	28%	31%	4%
Listens to the local community	14%	25%	31%	27%	3%
Offers good quality services	12%	20%	36%	30%	3%
Spend money wisely	23%	25%	39%	12%	2%
Is working towards a better city	10%	16%	29%	37%	8%

- Nearly half of respondents (45%) agree that Hull City Council is working towards a better city; compared to 25% who disagree.
- A similar proportion of respondents agree that Hull City Council offers good quality services (33%) as disagree (32%).
- Likewise a similar proportion of respondents agree that Hull City Council keeps the public informed about what it's doing (35%) as disagree (37%).
- Slightly more respondents tend to disagree that Hull City Council listens to the local community (39%) than agree (30%)
- And nearly half of respondents (48%) disagree that Hull City Council spends money wisely; compared to just 14% who agree.

Compare the above to the results from November 2022:

November 2022	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
Keeps the public well informed about what it's doing	9%	24%	30%	34%	3%
Listens to the local community	12%	25%	34%	24%	4%
Offers good quality services	9%	18%	37%	33%	4%
Spend money wisely	20%	26%	35%	17%	2%
Is working towards a better city	10%	15%	28%	41%	7%

- There has been a significant increase (+ 3 percentage points) in the proportion of respondents who strongly disagree that Hull City Council provides good quality services
- There has been a significant decrease (- 5 percentage points) in the proportion of respondents who agree that Hull City Council spends money wisely

Q. How dissatisfied or satisfied are you with Hull City Council overall?

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
May 2023	12%	25%	38%	23%	3%

- More respondents are dissatisfied with Hull City Council overall (37%) than are satisfied (26%)
- 38% of respondents are neither dissatisfied nor satisfied with Hull City Council overall

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Nov 2022	5%	13%	23%	38%	20%
May 2023	12%	25%	38%	23%	3%

- Since November 2022, there have been significant increases in:
 - Those who are very dissatisfied with Hull City Council overall (+ 7 percentage points)
 - Those who are dissatisfied with Hull City Council overall (+ 12 percentage points)
 - Those who are neither dissatisfied nor satisfied with Hull City Council overall (+ 15 percentage points)
- Conversely, there have been significant decreases in:
 - Those who are very satisfied with Hull City Council overall (- 17 percentage points)
 - Those who are satisfied with Hull City Council overall (- 15 percentage points)

Financial Stability Tracker

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

Keeping up with bills / credit commitments without any difficulties	40%
Keeping up with bills / credit commitments, but it is a struggle from time to time	35%
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	2%
Don't have any bills / credit commitments	0%
Don't know / prefer not to say	6%

- The majority of respondents (75%) are either keeping up without any difficulties (40%) or only struggling occasionally (35%).
- 19% find it a constant struggle to keep up (13%), are falling behind financially (4%) or are having real financial problems (2%).

	Mar 2022	May 2022	Jul 2022	Aug 2022	Oct 2022	Nov 2022	Jan 2023	Mar 2023	Apr 2023	May 2023	Change from March 22
Keeping up with bills / credit commitments without any difficulties	45%	43%	42%	36%	40%	41%	37%	37%	39%	40%	- 5pp
Keeping up with bills / credit commitments, but it is a struggle from time to time	33%	37%	32%	38%	39%	35%	40%	40%	35%	35%	+ 2pp
Keeping up with bills / credit commitments, but it is a constant struggle	10%	10%	13%	14%	14%	14%	14%	14%	16%	13%	+ 3pp
Falling behind with some bills / credit commitments	3%	3%	4%	5%	3%	3%	3%	4%	3%	4%	+ 1pp
Having real financial problems, have fallen behind with many bills / credit commitments	3%	2%	1%	1%	1%	2%	3%	3%	3%	2%	- 1pp
Don't have any bills / credit commitments	2%	1%	1%	2%	1%	1%	1%	0%	0%	0%	- 2pp

- Compared to when this was last asked in April 2023, there has been no significant change.
- Longer term, compared to March 2022, when the People's Panel began tracing this information:
 - There has been a 5-percentage point fall in the proportion of respondents who are keeping up with bills / credit commitments without any difficulties
 - Conversely, there has been a 2-percentage point increase in the proportion of respondents who are keeping up with bills / credit commitments, but who find it a struggle from time to time, and a 3-percentage point increase in the proportion of respondents who are keeping up with bills / credit commitments, but who find it a constant struggle.