



people's panel  
making your voice count



# People's Panel September 2023 Analysis Report

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# Introduction and Methodology

## Introduction

This survey was conducted between September and October 2023. Questions covered the following topics:

- Happiness and Wellbeing
- Waste Collection Services Overall
- Non-Recyclable Household Waste Collection
- Recycling Waste Collection
- 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 September and October 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 Your Say website and promoted on social media

## Response Rate

Method	Count	%
Member	1142	93%
Non-Member	86	7%
<b>Total</b>	<b>1228</b>	

Local Authority Residence	Count	%
Hull	1102	90%
- West Area	210	19%
- North Area	494	45%
- East Area	389	35%
- Hull But Unknown Area	9	1%
East Riding	117	10%
Not Hull or East Riding	1	<1%
No Postcode Provided	8	<1%
<b>Total</b>	<b>1228</b>	

1102 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 2.94% at a 95% confidence level (i.e., we are 95% certain that the actual result falls within +/- 2.94 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 (1102)		Hull Pop	Weighted Sample
Gender	Female (inc. MTF)	526	47.9%	50.3%	50.1%
	Male (inc. FTM)	567	51.6%	49.7%	49.0%
	Other / non-binary	5	0.5%	-	0.9%
LLTI (impairment or illness)	No	701	64.0%	76.7%	73.8%
	Yes	395	36.0%	23.3%	26.2%
Age group	16-34	57	5.3%	33.8%	24.5%
	35-44	104	9.7%	16.3%	19.3%
	45-54	169	15.8%	15.7%	18.3%
	55-64	271	25.3%	15.1%	17.3%
	65-74	332	30.9%	11.1%	12.1%
	75+	140	13.0%	8.2%	8.5%
Ethnic group	BAME (Black, Asian and Minority Ethnicities inc. White Other)	46	4.2%	15.0%	11.5%
	White British	1047	95.8%	85.0%	88.5%

**Note: Responses are not weighted geographically. Minimum sample sizes at ward level were not met and therefore it is not possible to produce ward level results.**

## Average Score Analysis:

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

This report includes, as standard, the proportion of respondents who are dissatisfied / satisfied or who disagree / agree. However, where appropriate, 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.

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

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

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

# Executive Summary

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## 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 (33%) as say they do not feel stressed or anxious (35%).

After last month's notable increase in all negative feelings – there have been significant decreases in feelings of pessimism (-6 percentage points), unhappiness (-5 percentage points), anxiety / stress (-5 percentage points), and loneliness (-4 percentage points), which have now returned to pre-August levels. There has also been a significant increase in feelings of worthwhileness (+7 percentage points).

Longer term, feelings of healthiness are now at their lowest level on since we began measuring it; and 8 percentage points lower than pre pandemic levels. Similarly, feelings of unhealthiness are at one of their highest levels, and 6 percentage points higher than pre pandemic levels.

## Waste Collection Services Overall

Over three quarters of respondents are satisfied or very satisfied with their waste collection service overall (77%).

Compared to when the same question was asked in July 2022, there has been a significant decrease in satisfaction with the waste collection service overall (-9 percentage points).

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

- how easy it is to understand what goes into each bin (82%)
- the number of containers / bins they must use (79%)

Over half of respondents are also satisfied or very satisfied with:

- bins being returned to their collection place (58%)
- the street being left clean and tidy after collection (57%)

However, in these cases, dissatisfaction is higher than average (21% and 23% respectively).

Although satisfied in the majority, respondents are least satisfied or very satisfied with the friendliness / helpfulness of crew (54%). In this case however, dissatisfaction remains low (7%) and it is the proportion of respondents who are neither dissatisfied nor satisfied (39%) that is above average – possibly due to many respondents having no interaction with waste crew on which to base an opinion.

Over the last year, there has been a significant decrease in satisfaction with:

- the number of containers / bins they must use (-9 percentage points)
- bins being returned to their collection place (-7 percentage points)

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

Over three quarters of respondents are **satisfied or very satisfied** with their black bin service overall (78%).

Compared to when the same question was asked in July 2022, there has been a significant **decrease** in satisfaction with the black bin service overall (-9 percentage points).

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

- the **reliability** of black bin collections (83%)
- the **frequency** of black bin collections (77%)

However, over the last year, there has been a significant **decrease** in satisfaction with:

- the frequency of the black bin collection (-7 percentage points)
- the reliability of the black bin collection (-5 percentage points)

## **Recycling Waste Collection**

The significant majority of respondents are **satisfied or very satisfied** with their blue bin service overall (83%).

Compared to when the same question was asked in July 2022, there has been a significant **decrease** in satisfaction with the blue bin service overall (-7 percentage points).

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

- the **frequency** of blue bin collections (83%)
- the **reliability** of blue bin collections (78%)

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

- the range of materials they can recycle in their blue bin (75%)
- how much they are expected to separate / prepare materials for their blue bin (71%)

However, over the last year, there has been a significant **decrease** in satisfaction with:

- the reliability of the blue bin collection (-7 percentage points)
- the frequency of the blue bin collection (-6 percentage points)
- how much respondents are expected to separate / prepare materials (-5 percentage points)

## **Food / Garden Waste Collection**

Just under three quarters of respondents are **satisfied or very satisfied** with their brown bin / food bin service overall (74%).

Compared to when the same question was asked in July 2022, there has been a significant **decrease** in satisfaction with the brown / food bin service overall (-8 percentage points).

The majority of respondents are satisfied or very satisfied with:

- the reliability of brown bin collections (78%)
- the range of materials they can put in their brown bin (76%)
- the frequency of brown bin collections (72%)

Although satisfied in the majority, respondents are least satisfied or very satisfied with the restocking of liners when needed (55%). Whilst the proportion who are dissatisfied or very dissatisfied is higher than average (19%), so too is the proportion of respondents who are neither dissatisfied nor satisfied (26%); suggesting that a high number of respondents likely never use this service.

Over the last year, there has been a significant decrease in satisfaction with:

- the frequency of the brown / food bin collection (-9 percentage points)
- the reliability of the brown / food bin collection (-6 percentage points)
- the range of materials respondents can put in their brown / food bin (-5 percentage points)
- the restocking of lining when they have run out (-5 percentage points)

### **Household Recycling Centres**

**Three quarters of respondents (76%) have used a household waste recycling centre in the last two years.**

Significantly more respondents have used Sutton Fields / Amsterdam Road (36%) than have used Wiltshire Road (21%) or Burma Drive (17%).

**The significant majority of users are satisfied or very satisfied with household waste recycling centres overall (88%).**

**Compared to when the same question was asked in July 2022, there has been no significant change in satisfaction with household waste recycling centres overall.**

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

- the materials they can take (93%)
- the ease of use (86%)
- the positioning of skips (84%)
- staff helpfulness (82%)
- the opening hours (80%)

The majority of respondents are also satisfied or very satisfied with weighting / queuing times (68%).

Over the last year, there has been a significant increase in satisfaction with opening hours at recycling centres over the last year (+ 5 percentage points).

Respondents who have used Bruma Drive are significantly more likely than average to be satisfied or very satisfied with recycling centres overall (94%) and, specifically, are significantly more likely than average to be satisfied or very satisfied with the ease of use.

Respondents who have used Wiltshire Road are significantly more likely than average to be satisfied with the waiting / queuing time (82%). Conversely, respondents who have used Sutton Fields / Amsterdam Road are significantly less likely than average to be satisfied with the waiting / queuing time (58%).

## **Waste Collection Problems and Issues**

**65% of respondents have experienced at least one of the waste collection problems or issues listed in the survey in the last two years.**

**This is not significantly different to when the same question was asked in July 2022.**

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

- respondents bins not being returned to their proper place (28%)
- respondents not being provided with new liners when requested (23%)

This is followed by:

- missed black bin collections (20%)
- missed blue bin collections (17%)

Compared to when the question was last asked in July 2023, there is no significant difference in the proportion of respondents who have had a problem with each of the specific things listed in the survey. However there has been a significant increase in the proportion of respondents who have had “Other” problems not listed in the survey (+3 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.**

**This is exactly the same proportion of respondents who had made a complaint or enquiry about the waste collection service or bins when the question was asked in Jul 2022.**

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

Just over a half are satisfied or very satisfied with:

- the helpfulness of staff (57%)
- the outcome of their contact (56%)
- the amount of time taken to resolve their issue (51%).

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

- the ease of contacting the council (42%)
- the ease of getting through to the council (36%)

Over the last year there has been no significant change in any aspects of satisfaction relating to contacting the council to make a complaint or enquiry about the waste collection service or bins.

Respondents who have either contacted the council to complain that their bins have not been returned to their collection place, or to complain about the attitude of collection staff, are significantly less likely than average to say they were satisfied or very satisfied with all aspects of the contact.

Respondents who have contacted the council to complain that their blue bin collection has been refused (due to the wrong things being put in it) are significantly less likely than average to say they were satisfied or very satisfied with the ease of contact, the helpfulness of staff, and the outcome of the contact.



## **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.

In fact, a larger proportion of respondents are **dissatisfied or very dissatisfied** with **all** aspects of general street cleanliness than are **satisfied or very satisfied**.

Compared to when this question was last asked in July 2022, there is no significant difference in respondents' satisfaction with the cleanliness of their local area, or the cleanliness of the city centre.

However, there has been a significant decrease in respondent's satisfaction with the cleanliness of Hull overall (-5 percentage points).

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

- the cleanliness of Hull overall (20%)
- the **frequency** of street cleaning (21%)

Respondents are more split when it comes to satisfaction with:

- the **quality** of street cleaning (26%)
- the cleanliness of their local area (37%)
- the cleanliness of the city centre (33%)

Over the last year there has also been a significant **decrease** in satisfaction with:

- the frequency of street cleaning (-4 percentage points)
- the quality of street cleaning (-5 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.

Compared to when this question was last asked in July 2022, there has been a significant **decrease** in respondent's satisfaction with both the maintenance and the cleanliness of shrubs and bushes in their neighbourhood (-11 percentage points and -6 percentage points respectively).

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

- the **maintenance** of grassed areas in their neighbourhood (46%)
- the planting of wildflowers in grassed areas across the city (42%)
- the **maintenance** of trees in the city overall (38%)

Respondents are more split when it comes to satisfaction with:

- the number of trees in the city overall (40%)
- reduced mowing of grassed areas across the city (31%)
- the **cleanliness** of grassed areas in their neighbourhood (38%)

Notably more respondents are dissatisfied or very dissatisfied, rather than satisfied or very satisfied, with:

- the maintenance of shrubs and bushes in their neighbourhood (39% dissatisfied or very dissatisfied and 30% satisfied or very satisfied)
- the cleanliness of shrubs and bushes in their neighbourhood (39% dissatisfied or very dissatisfied and 31% satisfied or very satisfied),

Over the last year, there has been a significant decrease in satisfaction with:

- the cleanliness of grassed areas (-5 percentage points)
- the planting of wildflowers in grassed areas across the city (-5 percentage points)

### **Local Priorities**

**Over half of respondents believe that both litter (61%) and fly-tipping (55%) are 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 (44%)
- the cleanliness of drains and gulleys (44%)
- litter bin emptying (42%)
- graffiti (37%)

**Compared to when the question was asked in July 2022, there has been a significant increase in the proportion of respondents who believe there is an issue with both the cleanliness of drains / gulleys (+6 percentage points) and fly-tipping (+ 5 percentage points) in their local area**

**Just a third of respondents (33%) have contacted the council in the last two years about any of these problems; most frequently to report either fly-tipping (17%) or litter (12%).**

**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 32-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 (49 percentage points)
- fly-tipping (38 percentage points)
- the cleanliness of drains / gulleys (38 percentage points).
- litter bin maintenance / condition (37 percentage points)
- litter bin emptying (32 percentage points)

**Of those who have contacted the council in the last two years to report a problem, less than 50% of respondents are satisfied or very satisfied with any of aspect of their contact to report an issue in their local area.**

The only aspect of their contact where respondents are more likely to be satisfied or very satisfied, rather than dissatisfied or very dissatisfied, is with the helpfulness of staff (46% satisfied or very satisfied and 21% dissatisfied or very dissatisfied).

**Compared to when the question was asked in July 2022, there has been a significant decrease in the proportion of respondents who were satisfied with the ease of contact (-9 percentage points) and the outcome of their contact (-8 percentage points) when reporting a problem in their local area.**

### **Attitudes and Behaviours**

Respondents are most likely to agree or strongly agree that:

- Recycling helps the environment (91%)
- Reducing the amount of waste that goes to land fill is important (88%)
- 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 (10%)
- They don't have enough time (14%)
- I don't know how / need more information (17%)
- I would do more if others in my neighbourhood did (18%)
- I recycle because my family and friends do (21%)

Since this question was asked in July 2022, there has been a significant decrease in the proportion of respondents who agree or strongly agree that they recycle because their family and friends do (-4 percentage points).

The majority of respondents also agree or strongly agree that:

- the bins the council provides are suitable (77%)
- people in their area usually take their bins back in after they have been emptied (71%)

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

- they don't have enough space to store their bins (19%)
- they sometimes forget which bins will be collected when (18%)
- the council should sort their rubbish (18%)
- they have difficulty putting their bins out (8%)

Since this question was asked in July 2022, there has been a significant decrease in the proportion of respondents who agree or strongly agree that the bins the council provides are suitable (-4 percentage points).

### **Financial Stability Checker**

**The majority of respondents (75%) are either keeping up without any difficulties (41%) or only struggling occasionally (35%).**

19% either find it a constant struggle to keep up (13%), are falling behind financially (4%) or are having real financial problems (3%).

Compared to March 2022, when the People's Panel began tracking this information: there has been a 4-percentage point fall in the proportion of respondents who are keeping up with bills / credit commitments without any difficulties. Most notably, there has been a significant 3 percentage point increase in the proportion of respondents who are keeping up with bills / credit commitments but who are finding it a constant struggle.

# Happiness and Wellbeing

Q. How are you feeling?

	1 Not at All	2	3	4	5 - Very
Happy	4%	16%	26%	42%	11%
Healthy	5%	21%	31%	35%	8%
Lonely	31%	25%	23%	18%	3%
Anxious / Stressed	12%	23%	32%	25%	8%
Worthwhile	3%	13%	31%	35%	18%
Optimistic	3%	18%	35%	31%	12%
Hopeful	3%	17%	34%	33%	12%

Focus on positive feelings:

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

Focus on negative feelings:

	Jan 2020	Apr 2020	Mar 2022	Nov 2022	Jan 2023	Mar 2023	Apr 2023	May 2023	June 2023	Aug 2023	Sep 2023
Unhappy	14%	23%	23%	19%	20%	21%	21%	16%	18%	24%	19%
Unhealthy	20%	20%	21%	23%	26%	25%	26%	25%	19%	23%	26%
Lonely	23%	26%	19%	21%	20%	21%	20%	14%	16%	20%	21%
Stressed / Anxious	36%	41%	35%	31%	38%	36%	36%	32%	31%	38%	33%
Not worthwhile	14%	15%	16%	16%	16%	15%	18%	12%	15%	18%	16%
Pessimistic	-	-	23%	23%	24%	28%	24%	22%	23%	27%	21%
Not hopeful	-	-	16%	21%	22%	20%	21%	19%	19%	24%	20%

- 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 (33%) as say they do not feel stressed or anxious (35%).
- After last month's notable increase in all negative feelings – the following negative feelings have returned to pre-August levels:
  - Feelings of pessimism have decreased 6 percentage points
  - Feelings of unhappiness have decreased by 5 percentage points
  - Feelings of anxiety / stress have decreased by 5 percentage points
  - Feelings of hopelessness have decreased by 4 percentage points
- Also, feelings of worthwhileness have increased significantly by 7 percentage points.
- Longer term, feelings of healthiness are now at their lowest level on record; and 8 percentage points lower than pre pandemic levels.
- Similarly, feelings of unhealthiness are at one of their highest levels, and 6 percentage points higher than pre pandemic levels.

# 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	2%	9%	12%	51%	26%	77%
Number of containers / bins you have to use	2%	6%	12%	49%	31%	79%
How easy it is to understand what goes in each bin	2%	6%	10%	50%	32%	82%
The friendliness / helpfulness of crew	3%	5%	39%	30%	24%	54%
Bins are returned to their collection place	8%	13%	21%	37%	21%	58%
'Clean and tidy' street after collection	6%	17%	21%	40%	17%	57%

- **Over three quarters of respondents are satisfied or very satisfied with their waste collection service overall (77%). In fact, only 11% of respondents are dissatisfied or very dissatisfied with their waste collection service overall.**
- The significant majority of respondents are also satisfied or very satisfied with how easy it is to understand what goes into each bin (82%) and the number of containers / bins they must use (79%). In both cases those who are dissatisfied or very dissatisfied is very low (8% and 9% respectively)
- Over half of respondents are satisfied or very satisfied with bins being returned to their collection place (58%) and the street being left clean and tidy after collection (57%). However, in these cases, dissatisfaction is higher than average (21% and 23% respectively).
- Although satisfied in the majority, respondents are least satisfied or very satisfied with the friendliness / helpfulness of crew (54%). In this case however, dissatisfaction remains low (7%) and it is the proportion of respondents who are neither dissatisfied nor satisfied (39%) that is above average – possibly due to many respondents having no interaction with waste crew on which to base an opinion.

	Sep 2023	Jul 2022	Direction of Travel
Your waste collection service overall	77%	86%	▼
Number of containers / bins you have to use	79%	88%	▼
How easy it is to understand what goes in each bin	82%	83%	No Sig Change
The friendliness / helpfulness of crew	54%	58%	No Sig Change
Bins are returned to their collection place	58%	65%	▼
'Clean and tidy' street after collection	57%	60%	No Sig Change

- **However, compared to when the same question was asked in July 2022, there has been a significant decrease in satisfaction with the waste collection service overall (-9 percentage points).**
- There has also been a significant decrease in satisfaction with both:
  - the number of containers / bins that respondents have to use (-9 percentage points)
  - bins being returned to their collection place (-7 percentage points)

# 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	2%	5%	15%	49%	30%	78%
The frequency of collection	3%	8%	12%	48%	28%	77%
The reliability of collection	2%	3%	12%	50%	32%	83%

- Over three quarters of respondents are satisfied or very satisfied with their black bin service overall (78%). In fact, only 6% 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 (83%) and the frequency of back bin collections (77%). In both cases the proportion who are dissatisfied or very dissatisfied is low (5% and 11% respectively).

	Sep 2023	Jul 2022	Direction of Travel
Your black bin service overall	78%	87%	▼
The frequency of collection	77%	84%	▼
The reliability of collection	83%	88%	▼

- However, compared to when the same question was asked in July 2022, there has been a significant decrease in satisfaction with the black bin service overall (-9 percentage points).
- There has also been a significant decrease in satisfaction with both:
  - the frequency of the black bin collection (-7 percentage points)
  - the reliability of the black bin collection (-5 percentage points)

# Recycling 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	2%	3%	12%	56%	28%	83%
The range of materials you can recycle in your blue bin	2%	9%	13%	50%	25%	75%
How much you are expected to separate / prepare materials for your blue bin	2%	7%	19%	47%	24%	71%
The frequency of blue bin collection	3%	8%	11%	51%	27%	78%
The reliability of blue bin collection	2%	3%	13%	51%	32%	83%

- **The significant majority of respondents are satisfied or very satisfied with their blue bin service overall (83%). In fact, only 5% of respondents are dissatisfied or very dissatisfied with their blue bin service.**
- Over three quarters of respondents are satisfied or very satisfied with the frequency of blue bin collections (83%) and the reliability of blue bin collections (78%). In both cases the proportion who are dissatisfied or very dissatisfied is low (4% and 11% respectively).
- A high proportion of respondents are also satisfied or very satisfied with the range of materials they can recycle in their blue bin (75%) and how much they are expected to separate / prepare materials for their blue bin (71%). Again, in both cases the proportion who are dissatisfied or very dissatisfied is low (12% and 10% respectively).

	Sep 2023	Jul 2022	Direction of Travel
Your blue bin service overall	83%	89%	▼
The range of materials you can recycle in your blue bin	75%	77%	No Sig Change
How much you are expected to separate / prepare materials for your blue bin	71%	76%	▼
The frequency of blue bin collection	78%	84%	▼
The reliability of blue bin collection	83%	90%	▼

- **However, compared to when the same question was asked in July 2022, there has been a significant decrease in satisfaction with the blue bin service overall (-7 percentage points).**
- There has also been a significant decrease in satisfaction with:
  - the reliability of the blue bin collection (-7 percentage points)
  - the frequency of the blue bin collection (-6 percentage points)
  - how much respondents are expected to separate / prepare materials (-5 percentage points)

# Food / Garden 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 brown bin / food bin service overall	3%	5%	19%	45%	28%	74%
The range of materials you can put in your brown bin / food bin	2%	4%	19%	45%	31%	76%
The frequency of brown / food bin collection	3%	8%	17%	42%	29%	72%
The reliability of brown / food bin collection	2%	3%	17%	47%	31%	78%
Restocking of your liners when you run out	6%	13%	26%	32%	23%	55%

- **Just under three quarters of respondents are satisfied or very satisfied with their brown bin / food bin service overall (74%). In fact, only 8% of respondents are dissatisfied or very dissatisfied with their brown bin / food bin service overall.**
- A high proportion of respondents are also satisfied or very satisfied with the reliability of brown bin collections (78%), the range of materials they can put in their brown bin (76%), and the frequency of brown bin collections (72%). In each case the proportion who are dissatisfied or very dissatisfied is low (5%, 5% and 11% respectively).
- Although satisfied in the majority, respondents are least satisfied or very satisfied with the restocking of liners when needed (55%). Whilst the proportion who are dissatisfied or very dissatisfied is higher than average (19%), so too is the proportion of respondents who are neither dissatisfied nor satisfied (26%); suggesting that a high number of respondents likely never use this service.

	Sep 2023	Jul 2022	Direction of Travel
Your brown bin / food bin service overall	74%	82%	▼
The range of materials you can put in your brown bin / food bin	76%	81%	▼
The frequency of brown / food bin collection	72%	81%	▼
The reliability of brown / food bin collection	78%	84%	▼
Restocking of your liners when you run out	55%	60%	▼

- **However, compared to when the same question was asked in July 2022, there has been a significant decrease in satisfaction with the brown / food bin service overall (-8 percentage points).**
- There has also been a significant decrease in satisfaction with all other aspects of the service including:
  - the frequency of the brown / food bin collection (-9 percentage points)
  - the reliability of the brown / food bin collection (-6 percentage points)
  - the range of materials respondents can put in their brown / food bin (-5 percentage points)
  - the restocking of lining when they have run out (-5 percentage points)



# 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)	36%
Wiltshire Road	21%
Not used any household waste recycling centres in the last 2 years	24%
Other	2%

- Three quarters of respondents (76%) have used a household waste recycling centre in the last two years.
- Approximately a third of respondents used Sutton Fields (36%), around a fifth used Wiltshire Road (21%), and 17% used Burma Drive.
- Only 2% of respondents used some other household recycling centre not listed.
- These figures are not significantly different from when this question was asked in July 2022.

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%	6%	12%	54%	26%	80%
Materials I can take there	1%	1%	5%	53%	40%	93%
Staff helpfulness	3%	4%	11%	40%	42%	82%
Ease of use	1%	4%	9%	48%	37%	86%
Waiting / queuing time	3%	9%	20%	44%	24%	68%
Positioning of skips	1%	2%	13%	54%	30%	84%
The recycling centre overall	1%	2%	8%	54%	35%	88%

- **The significant majority of users are satisfied or very satisfied with household waste recycling centres overall (88%). In fact, only 3% of users are dissatisfied or very dissatisfied with household waste recycling centres overall.**
- The majority of respondents are also satisfied or very satisfied with the materials they can take (93%), the ease of use (86%), the positioning of skips (84%), staff helpfulness (82%) and opening hours (80%).
- Although satisfied in the majority, a lower percentage of respondents are satisfied or very satisfied with waiting / queuing times (68%). Whilst the proportion who are dissatisfied or very dissatisfied is higher than average (12%), so too is the proportion of respondents who are neither dissatisfied nor satisfied (20%),

	Sep 2023	Jul 2022	Direction of Travel
The opening hours	80%	75%	▲
Materials I can take there	93%	93%	No Sig Change
Staff helpfulness	82%	80%	No Sig Change
Ease of use	86%	88%	No Sig Change
Waiting / queuing time	68%	66%	No Sig Change
Positioning of skips	84%	86%	No Sig Change
The recycling centre overall	88%	91%	No Sig Change

- Compared to when the same question was asked in July 2022, there has been **no significant change** in satisfaction with household waste recycling centres overall.
- However, there has been a significant **increase** in satisfaction with opening hours at recycling centres over the last year (+ 5 percentage points).

% Satisfied or Very Satisfied	Overall	Burma Drive	Sutton Fields (Amsterdam Road)	Wiltshire Road
The opening hours	80%	79%	80%	79%
Materials I can take there	93%	96%	93%	92%
Staff helpfulness	82%	84%	80%	84%
Ease of use	86%	92%	85%	83%
Waiting / queuing time	68%	73%	58%	82%
Positioning of skips	84%	86%	82%	86%
The recycling centre overall	88%	94%	87%	88%

- Respondents who have used Bruma Drive are significantly **more** likely than average to be **satisfied or very satisfied** with recycling centres overall (94%) and, specifically, are significantly **more** likely than average to be **satisfied or very satisfied** with the ease of use.
- Respondents who have used Wiltshire Road are significantly **more** likely than average to be satisfied with the waiting / queuing time (82%).
- Conversely, respondents who have used Sutton Fields / Amsterdam Road are significantly **less** likely than average to be satisfied with the waiting / queuing time (58%).

# Waste Collection Problems and Issues

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

	Sep 2023	Jul 2022	Direction of Travel
None of these	35%	38%	No Sig Change
Bins not returned to their collection place	28%	30%	No Sig Change
Not provided with new liners when requested	23%	23%	No Sig Change
Missed black bin collection	20%	19%	No Sig Change
Missed blue bin collection	17%	16%	No Sig Change
Missing / stolen bin	12%	13%	No Sig Change
Missed brown bin / food bin collection	12%	12%	No Sig Change
Had collection of blue bin refused as wrong things are in it	10%	12%	No Sig Change
Other problem	10%	7%	▲
Attitude of collection staff	6%	7%	No Sig Change
Bin set on fire	2%	2%	No Sig Change

- **65% of respondents have had a problem with at least one of the things listed.**
- **This is not significantly different to when the same question was asked in July 2022.**
- The most common problems experienced in the last two years are respondents' bins not being returned to their proper place (28%) and respondents not being provided with new liners when requested (23%).
- This is followed by missed black bin collections (20%) and missed blue bin collections (17%).
- Compared to when the question was last asked in July 2023, there is no significant difference in the proportion of respondents who have had a problem with each of the specific things listed.
- However there has been a significant increase in the proportion of respondents who have had "Other" problems not listed in the survey (+3 percentage points).

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?

	Sep 2023	Jul 2022	Direction of Travel
Yes	31%	31%	No sig change
No	69%	69%	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.**
- **This is exactly the same proportion of respondents who had made a complaint or enquiry about the waste collection service or bins when the question was asked in Jul 2022.**

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

	-2 Very Dissatisfied	-1 Dissatisfied	0 Neither	+1 Satisfied	+2 Very Satisfied	% Satisfied or Very Satisfied
The ease of contacting us	11%	22%	25%	36%	6%	42%
How easy it was to get through to us	19%	21%	24%	31%	5%	36%
The helpfulness of staff	5%	9%	29%	43%	14%	57%
Amount of time to resolve	9%	17%	22%	36%	15%	51%
The outcome of your contact	9%	13%	22%	35%	21%	56%

- Just over half of respondents who contacted the council are satisfied or very satisfied with the helpfulness of staff (57%) the outcome of their contact (56%), and the amount of time taken to resolve their issue (51%).
- However the proportion who are satisfied or very satisfied with the ease of contacting the council (42%) and ease of getting through to the council (36%) is notably lower.
- In fact, the proportion of respondents who contacted the council and who are dissatisfied or very dissatisfied with these ease of getting through to the council (40%) is actually higher than the proportion who are satisfied or very satisfied (36%).

	Sep 2023	Jul 2022	Direction of Travel
The ease of contacting us	42%	35%	No Sig Change
How easy it was to get through to us	36%	31%	No Sig Change
The helpfulness of staff	57%	47%	No Sig Change
Amount of time to resolve	51%	46%	No Sig Change
The outcome of your contact	56%	51%	No Sig Change

- **Since this question was last asked in 2023, there has been no significant change in any aspects of satisfaction relating to contacting the council to make a complaint or enquiry about the waste collection service or bins.**

	Ease of Contact	Ease of Getting Through	Helpfulness of Staff	Amount Time To Resolve	Outcome of Contact
<b>Overall</b>	<b>42%</b>	<b>36%</b>	<b>57%</b>	<b>51%</b>	<b>56%</b>
Missed black bin collection	32%	25%	53%	50%	53%
Missed blue bin collection	34%	31%	48%	54%	56%
Missed brown bin / food bin collection	33%	31%	54%	54%	56%
Bins not returned to their collection place	28%	22%	41%	30%	33%
Missing / stolen bin	23%	23%	56%	34%	43%
Bin set on fire	10%	8%	47%	47%	47%
Attitude of collection staff	8%	6%	22%	10%	10%
Not provided with new liners when requested	30%	29%	47%	39%	44%
Had collection of blue bin refused as wrong things are in it	15%	20%	34%	35%	37%

- Respondents who have either contacted the council to complain that their bins have not been returned to their collection place, or to complain about the attitude of collection staff, are significantly less likely than average to say they were satisfied or very satisfied with all aspects of the contact.
- Respondents who have contacted the council to complain that their blue bin collection has been refused (due to the wrong things being put in it) are significantly less likely than average to say they were satisfied or very satisfied with the ease of contact, the helpfulness of staff, and the outcome of the contact.
- In addition:
  - Respondents who have contacted the council to report a missing / stolen bin, or to report they have not been provided with new liners when requested, are significantly less likely than average to say they were satisfied or very satisfied with the ease of contact
  - Respondents who have contacted the council to report a missed black bin collection are significantly less likely than average to say they were satisfied or very satisfied with the ease of getting through
  - Respondents who have contacted the council to report a missing / stolen bin are significantly less likely than average to say they were satisfied or very satisfied with the amount of time taken to resolve the issue

# Maintenance and Cleanliness

## General Street Cleanliness

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>
Cleanliness of my local area	16%	29%	19%	32%	4%	37%
Cleanliness of the city centre	10%	25%	32%	29%	3%	33%
Cleanliness of Hull overall	14%	37%	29%	18%	2%	20%
Frequency of street cleaning	16%	32%	32%	18%	3%	21%
Quality of street cleaning	14%	24%	35%	22%	4%	26%

- **Less than 40% of respondents are satisfied or very satisfied with any of these aspects of general street cleanliness”.**
- **In fact, a larger proportion of respondents are dissatisfied or very dissatisfied with all of these aspects of general street cleanliness than are satisfied or very satisfied.**
- Most notably, respondents are more likely to be dissatisfied or very dissatisfied with the cleanliness of Hull overall (51%) and the frequency of street cleaning (47%), rather than to be satisfied or very satisfied (20% and 21% respectively).
- Respondents are more split when it comes to the quality of street cleaning (26% satisfied or very satisfied and 39% dissatisfied or very dissatisfied), the cleanliness of their local area (37% satisfied or very satisfied and 44% dissatisfied or very dissatisfied), and the cleanliness of the city centre (33% satisfied or very satisfied and 35% dissatisfied or very dissatisfied).

	<b>Sep 2023</b>	<b>Jul 2022</b>	<b>Direction of Travel</b>
Cleanliness of my local area	<b>37%</b>	39%	No Sig Change
Cleanliness of the city centre	<b>33%</b>	36%	No Sig Change
Cleanliness of Hull overall	<b>20%</b>	25%	▼
Frequency of street cleaning	<b>21%</b>	25%	▼
Quality of street cleaning	<b>26%</b>	31%	▼

- Compared to when this question was last asked in July 2022, there is no significant difference in respondents’ satisfaction with the cleanliness of their local area, or the cleanliness of the city centre.
- **However, there has been a significant decrease in respondent’s satisfaction with the cleanliness of Hull overall (-5 percentage points).**
- There has also been a significant decrease in satisfaction with:
  - the frequency of street cleaning (-4 percentage points)
  - the quality of street cleaning (-5 percentage points)

## Maintenance and Cleanliness of Grassed and Planted Areas

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	12%	19%	23%	40%	6%	46%
Cleanliness of grassed areas in my neighbourhood	12%	25%	24%	34%	5%	38%
Maintenance of shrubs and bushes in my neighbourhood	14%	25%	30%	27%	4%	30%
Cleanliness of shrubs and bushes in my neighbourhood	12%	27%	30%	28%	4%	31%
Number of trees in the city overall	11%	23%	26%	34%	6%	40%
Maintenance of trees in the city overall	9%	16%	37%	34%	4%	38%
Reduced mowing of grassed areas across the city (e.g. verges etc.)	11%	21%	37%	24%	6%	31%
Planting of wildflowers in grassed areas across the city (e.g. verges etc.)	9%	15%	34%	30%	12%	42%

- **Less than 50% of respondents are satisfied or very satisfied with any of these aspects of maintenance / cleanliness of grassed and planted areas.**
- Respondents are more likely to be satisfied or very satisfied, rather than dissatisfied or very dissatisfied, with the maintenance of grassed areas in their neighbourhood (46% satisfied or very satisfied and 31% dissatisfied or very dissatisfied), the planting of wildflowers in grassed areas across the city (42% satisfied or very satisfied and 24% dissatisfied or very dissatisfied), and the maintenance of trees in the city overall (38% satisfied or very satisfied and 25% dissatisfied or very dissatisfied).
- Respondents tend to be split when it comes to satisfaction with the number of trees in the city overall (40% satisfied or very satisfied and 34% dissatisfied or very dissatisfied), reduced mowing of grassed areas across the city (31% satisfied or very satisfied and 32% dissatisfied or very dissatisfied), and the cleanliness of grassed areas in their neighbourhood (38% satisfied or very satisfied and 38% dissatisfied or very dissatisfied), and
- Notably more respondents are dissatisfied or very dissatisfied, rather than satisfied or very satisfied, with the maintenance of shrubs and bushes in their neighbourhood (39% dissatisfied or very dissatisfied and 30% satisfied or very satisfied), and the cleanliness of shrubs and bushes in their neighbourhood (39% dissatisfied or very dissatisfied and 31% satisfied or very satisfied),

	Sep 2023	Jul 2022	Direction of Travel
Maintenance of grassed areas in my neighbourhood	46%	49%	No Sig Change
Cleanliness of grassed areas in my neighbourhood	38%	43%	▼
Maintenance of shrubs and bushes in my neighbourhood	30%	41%	▼
Cleanliness of shrubs and bushes in my neighbourhood	31%	37%	▼
Number of trees in the city overall	40%	38%	No Sig Change
Maintenance of trees in the city overall	38%	40%	No Sig Change
Reduced mowing of grassed areas across the city (e.g. verges etc.)	31%	32%	No Sig Change
Planting of wildflowers in grassed areas across the city (e.g. verges etc.)	42%	47%	▼

- **Compared to when this question was last asked in July 2022, there has been a significant decrease in respondent's satisfaction with both the maintenance and the cleanliness of shrubs and bushes in their neighbourhood (-11 percentage points and -6 percentage points respectively).**
- There has also been a significant decrease in satisfaction with:
  - the cleanliness of grassed areas (-5 percentage points)
  - the planting of wildflowers in grassed areas across the city (-5 percentage points)



# 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	4%	13%	23%	28%	33%	61%
Litter bin maintenance / condition	10%	18%	29%	25%	18%	44%
Litter bin emptying	10%	19%	29%	25%	17%	42%
Fly-tipping	8%	15%	23%	28%	26%	55%
Graffiti	15%	21%	27%	19%	18%	37%
Cleanliness of grassed areas	8%	26%	35%	20%	10%	30%
Maintenance of grassed areas	12%	27%	32%	18%	11%	29%
Cleanliness of shrubs / bushes	11%	25%	33%	20%	11%	31%
Maintenance of shrubs / bushes	12%	25%	33%	19%	11%	30%
Cleanliness of drains / gulleys	7%	18%	31%	24%	20%	44%

- **Over half of respondents believe that both litter (61%) and fly-tipping (55%) are a big problem in their local area.**
- Over a third of respondents believe there is an issue with litter bin maintenance / condition (44%), the cleanliness of drains and gulleys (44%), litter bin emptying (42%), and graffiti (37%) in their local area.
- Over a quarter believe that there is an issue with the cleanliness of shrubs / bushes (31%), the maintenance of shrubs / bushes (30%), the cleanliness of grassed areas (30%), and the maintenance of grassed areas (29%) in their local area.

	Sep 2023	Jul 2022	Direction of Travel
Litter	<b>61%</b>	58%	No Sig Change
Litter bin maintenance / condition	<b>44%</b>	45%	No Sig Change
Litter bin emptying	<b>42%</b>	41%	No Sig Change
Fly-tipping	<b>55%</b>	50%	▲
Graffiti	<b>37%</b>	35%	No Sig Change
Cleanliness of grassed areas	<b>30%</b>	31%	No Sig Change
Maintenance of grassed areas	<b>29%</b>	28%	No Sig Change
Cleanliness of shrubs / bushes	<b>31%</b>	29%	No Sig Change
Maintenance of shrubs / bushes	<b>30%</b>	28%	No Sig Change
Cleanliness of drains / gulleys	<b>44%</b>	38%	▲

- **Compared to when the question was asked in July 2022, there has been a significant increase in the proportion of respondents who believe there is an issue with both the cleanliness of drains / gulleys (+6 percentage points) and fly-tipping (+ 5 percentage points) in their local area**

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

	Sep 2023	Jul 2022	Direction of Travel
None of these	67%	65%	No Sig Change
Fly-tipping	17%	21%	▼
Litter	12%	13%	No Sig Change
Maintenance of shrubs / bushes	9%	10%	No Sig Change
Litter bin emptying	8%	10%	No Sig Change
Maintenance of grassed areas	8%	7%	No Sig Change
Litter bin maintenance / condition	7%	9%	No Sig Change
Cleanliness of grassed areas	7%	5%	No Sig Change
Graffiti	6%	7%	No Sig Change
Cleanliness of drains / gulleys	6%	7%	No Sig Change
Cleanliness of shrubs / bushes	5%	4%	No Sig Change

- **Just a third of respondents (33%) have contacted the council in the last two years about any of these problems; most frequently to report either fly-tipping (17%) or litter (12%).**
- **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 32-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 (49 percentage points), fly tipping (38 percentage points), the cleanliness of drains / gulleys (38 percentage points), litter bin maintenance / condition (37 percentage points), and litter bin emptying (34 percentage points).
- **Compared to when the question was asked in July 2022, there has been a significant decrease in the proportion of respondents who have reported a problem with fly-tipping in their local area (- 4 percentage points).**

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

	-2 Very Dissatisfied	-1 Dissatisfied	0 Neither	+1 Satisfied	+2 Very Satisfied	% Satisfied or Very Satisfied
The ease of contacting us	17%	21%	23%	32%	8%	40%
How easy it was to get through to us	20%	22%	25%	26%	7%	33%
The helpfulness of staff	8%	13%	33%	34%	11%	46%
The speed with which we responded	20%	22%	22%	27%	9%	35%
Amount of time to resolve	24%	18%	25%	24%	9%	33%
The outcome of your contact	22%	18%	29%	21%	10%	31%

- **Less than 50% of respondents are satisfied or very satisfied with any of aspect of their contact to report an issue in their local area**

- Respondents are more likely to be satisfied or very satisfied, rather than dissatisfied or very dissatisfied, with the helpfulness of staff (46% satisfied or very satisfied and 21% dissatisfied or very dissatisfied).
- However, respondents tend to be split when it comes to the ease of getting through (33% satisfied or very satisfied and 42% dissatisfied or very dissatisfied), the time taken to resolve (33% satisfied or very satisfied and 42% dissatisfied or very dissatisfied), the outcome of their contact (31% satisfied or very satisfied and 39% dissatisfied or very dissatisfied), the speed of response (35% satisfied or very satisfied and 42% dissatisfied or very dissatisfied), and the ease of contact (40% satisfied or very satisfied and 38% dissatisfied or very dissatisfied).

	Sep 2023	Jul 2022	Direction of Travel
The ease of contacting us	40%	49%	▼
How easy it was to get through to us	33%	40%	No Sig Change
The helpfulness of staff	46%	52%	No Sig Change
The speed with which we responded	35%	39%	No Sig Change
Amount of time to resolve	33%	34%	No Sig Change
The outcome of your contact	31%	39%	▼

- **Compared to when the question was asked in July 2022, there has been a significant decrease in the proportion of respondents who were satisfied with the ease of contact (-9 percentage points) and the outcome of their contact (-8 percentage points) when reporting a problem in their local area.**

	Ease of Contact	Ease of Getting Through	Helpfulness of Staff	Speed of Response	Amount Time To Resolve	Outcome of Contact
<b>Overall</b>	<b>40%</b>	<b>33%</b>	<b>46%</b>	<b>35%</b>	<b>33%</b>	<b>31%</b>
Fly-tipping	37%	30%	48%	37%	33%	30%
Litter	33%	26%	40%	25%	38%	36%
Litter bin emptying	28%	21%	34%	30%	34%	33%
Litter bin maintenance / condition	17%	15%	32%	24%	36%	34%
Maintenance of shrubs / bushes	23%	20%	34%	18%	39%	37%
Maintenance of grassed areas	16%	17%	24%	18%	38%	37%
Graffiti	27%	18%	43%	30%	34%	32%
Cleanliness of drains / gulleys	16%	9%	29%	15%	38%	36%
Cleanliness of grassed areas	21%	20%	32%	22%	36%	36%
Cleanliness of shrubs / bushes	12%	10%	31%	16%	36%	35%

- Respondents who have contacted the council about a problem in their area with litter bin maintenance / condition, the maintenance of grassed areas, the cleanliness of drains / gulleys, the cleanliness of grassed areas, and the cleanliness of shrubs / bushes are all less likely than average to say they were satisfied or very satisfied with the ease of contact, the ease of getting through, the helpfulness of staff, and the speed of response.
- In addition:
  - Respondents who have contacted the council about an issue with the maintenance of shrubs / bushes are significantly less likely than average to say they were satisfied or very satisfied with the ease of contact and the speed of response
  - Respondents who have contacted the council about an issue with graffiti are significantly less likely than average to say they were satisfied or very satisfied with the ease of contact and the ease of getting through

# 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	46%	31%	13%	6%	4%	10%
I would do more if others in my neighbourhood did	21%	25%	36%	14%	4%	18%
I would if it was easier	15%	20%	33%	27%	5%	32%
I would if there were incentives / it saved me money	15%	17%	29%	28%	11%	39%
I don't know how / need more information	23%	23%	37%	15%	2%	17%
Reducing the amount of waste that goes to land fill is important	2%	1%	10%	32%	56%	88%
I don't have enough time	23%	31%	32%	9%	4%	14%
People have a duty to do what they can	2%	1%	11%	41%	45%	85%
I recycle because my family and friends do	19%	24%	36%	13%	8%	21%
Recycling helps the environment	1%	1%	7%	29%	62%	91%

- Respondents are most likely to agree or strongly agree that:
  - Recycling helps the environment (91%)
  - Reducing the amount of waste that goes to land fill is important (88%)
  - 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 (10%)
  - I don't have enough time (14%)
  - I don't know how / need more information (17%)
  - I would do more if others in my neighbourhood did (18%)
  - I recycle because my family and friends do (21%)
- Respondents tend to be split regarding:
  - I would if it was easier (32% agree whilst 35% disagree)
  - I would if there were incentives / it saved me money (39% agree whilst 32% disagree)

	Sep 2023	Jul 2022	Direction of Travel
It is not my responsibility	10%	12%	No Sig Change
I would do more if others in my neighbourhood did	18%	20%	No Sig Change
I would if it was easier	32%	32%	No Sig Change
I would if there were incentives / it saved me money	39%	39%	No Sig Change
I don't know how / need more information	17%	18%	No Sig Change
Reducing the amount of waste that goes to land fill is important	88%	89%	No Sig Change
I don't have enough time	14%	13%	No Sig Change
People have a duty to do what they can	85%	85%	No Sig Change
I recycle because my family and friends do	21%	25%	▼
Recycling helps the environment	91%	93%	No Sig Change

- Since this question was asked in July 2022, there has been a significant decrease in the proportion of respondents who agree or strongly agree that they recycle because their family and friends do (- 4 percentage points).

Q. How much do you agree with each statement?

	-2 Strongly Disagree	-1 Disagree	0 Neither	+1 Agree	+2 Strongly Agree	% Agree or Strongly Agree
The bins the council provides are suitable	3%	7%	13%	55%	22%	77%
The Council should sort my rubbish	13%	37%	32%	14%	4%	18%
I don't have enough space to store my bins	18%	39%	24%	14%	5%	19%
I sometimes forget which bins will be collected when	29%	35%	17%	15%	3%	18%
I should be able to get involved in the way the service is delivered	5%	12%	58%	21%	4%	25%
I have difficulty putting my bins out	41%	35%	16%	6%	2%	8%
People in my area usually take their bins back in after emptying	5%	10%	14%	46%	25%	71%

- Over three quarters of respondents (77%) agree or strongly agree that the bins the council provides are suitable.
- Nearly three quarters of respondents (71%) agree or strongly agree that people in their area usually take their bins back in after they have been emptied.
- A quarter of respondents agree or strongly agree that they should be able to get involved in the way the service is delivered.

- Only a small proportion of respondents agree or strongly agree that they don't have enough space to store their bins (19%), that they sometimes forget which bins will be collected when (18%), that the council should sort their rubbish (18%), or that they have difficulty putting their bins out (8%).

	<b>Sep 2023</b>	<b>Jul 2022</b>	<b>Direction of Travel</b>
The bins the council provides are suitable	<b>77%</b>	81%	▼
The Council should sort my rubbish	<b>18%</b>	16%	No Sig Change
I don't have enough space to store my bins	<b>19%</b>	20%	No Sig Change
I sometimes forget which bins will be collected when	<b>18%</b>	20%	No Sig Change
I should be able to get involved in the way the service is delivered	<b>25%</b>	28%	No Sig Change
I have difficulty putting my bins out	<b>8%</b>	8%	No Sig Change
People in my area usually take their bins back in after emptying	<b>71%</b>	72%	No Sig Change

- Since this question was asked in July 2022, there has been a significant decrease in the proportion of respondents who agree or strongly agree that the bins the council provides are suitable (- 4 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	41%
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	3%
Don't have any bills / credit commitments	1%
Don't know / prefer not to say	5%

- The majority of respondents (75%) are either keeping up without any difficulties (41%) or only struggling occasionally (35%).
- 19% either find it a constant struggle to keep up (13%), are falling behind financially (4%) or are having real financial problems (3%).

	Mar 2022	Jan 2023	Mar 2023	Apr 2023	May 2023	June 2023	Aug 2023	Sep 2023	Change from March 22
Keeping up with bills / credit commitments without any difficulties	45%	37%	37%	39%	40%	36%	41%	41%	- 4pp
Keeping up with bills / credit commitments, but it is a struggle from time to time	33%	40%	40%	35%	35%	36%	33%	35%	+ 2pp
Keeping up with bills / credit commitments, but it is a constant struggle	10%	14%	14%	16%	13%	13%	14%	13%	+ 3pp
Falling behind with some bills / credit commitments	3%	3%	4%	3%	4%	3%	4%	4%	+ 1pp
Having real financial problems, have fallen behind with many bills / credit commitments	3%	3%	3%	3%	2%	1%	4%	3%	No Change
Don't have any bills / credit commitments	2%	1%	0%	0%	0%	1%	1%	1%	- 1pp

- Compared to when this was last asked in August 2023, there has been no significant change.
- Longer term, compared to March 2022, when the People's Panel began tracking this information:
  - There has been a 4-percentage point fall in the proportion of respondents who are keeping up with bills / credit commitments without any difficulties:
  - Most notably, there has been a significant 3 percentage point increase in the proportion of respondents who are keeping up with bills / credit commitments but who are finding it a constant struggle.