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Wave 41: July 2022 (1043 Hull Responses)

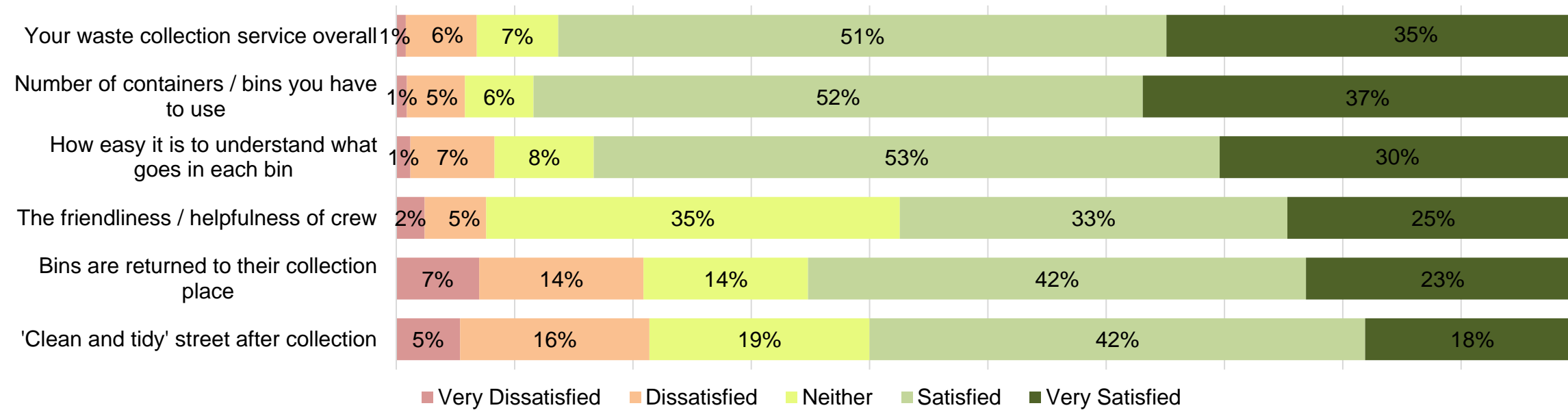


people's panel
making your voice count



Waste Collection Services Overall

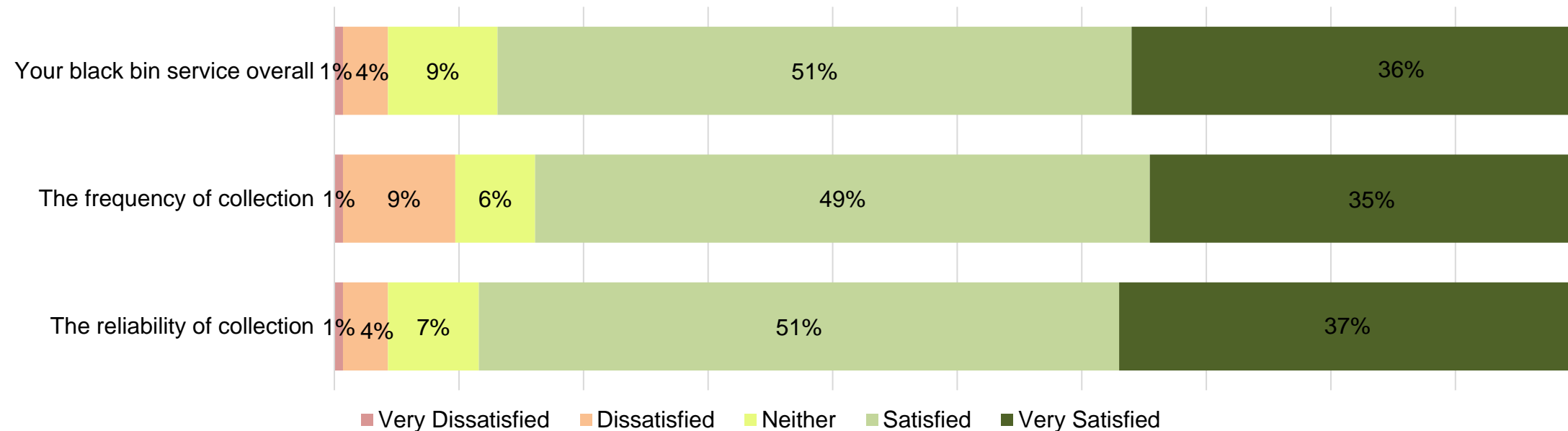
How satisfied are you with the following?



Satisfied	Previous	Direction
86%	79% (2018*)	▲
88%	74% (2020)	▲
83%	N/A	N/A
58%	69% (2020)	▼
65%	60% (2020)	▲
60%	59% (2020)	No Sig Change

General / Non-Recyclable Household Waste Collection

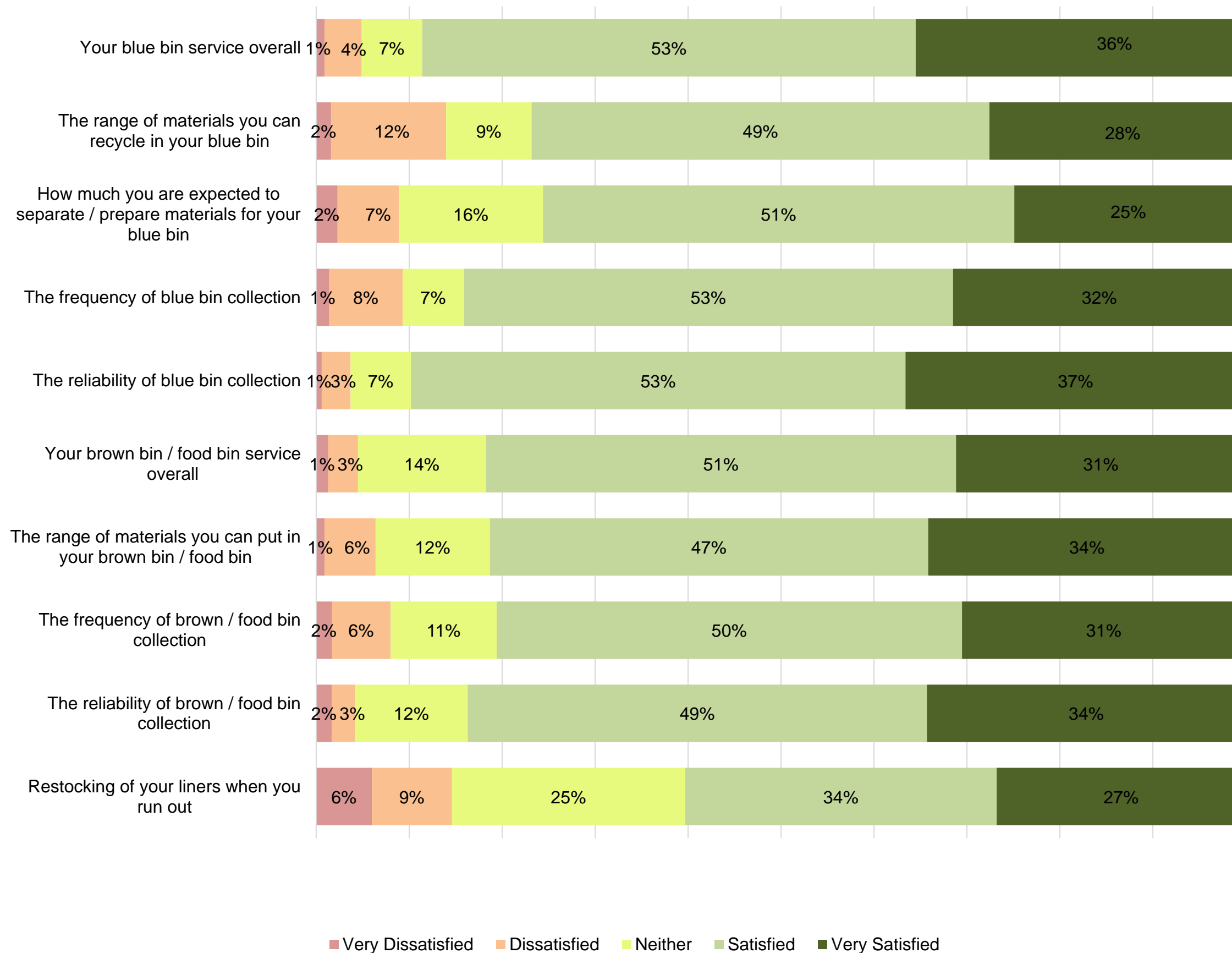
How satisfied are you with the following?



Satisfied	Previous	Direction
87%	89% (2021*)	No Sig Change
84%	79% (2020)	▲
88%	N/A	N/A

Recycling and Food / Garden Waste Collection

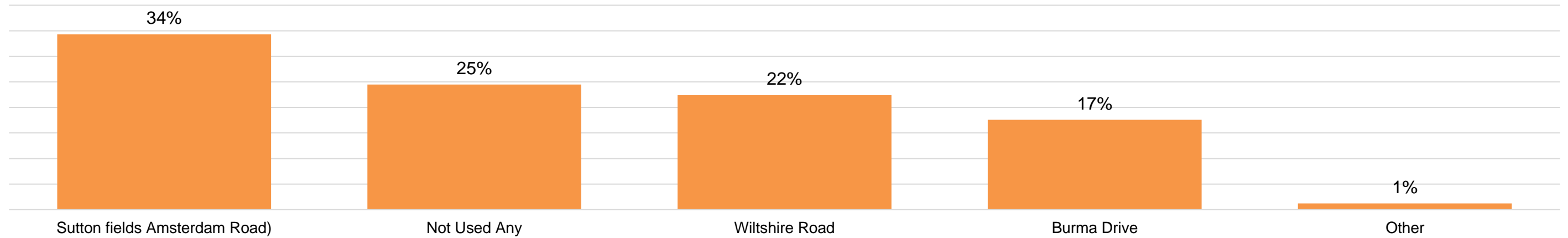
How satisfied are you with the following?



Satisfied	Previous	Direction
89%	89% (2021*)	No Sig Change
77%	73% (2020)	▲
76%	75% (2020)	No Sig Change
84%	74% (2020)	▲
90%	N/A	N/A
82%	88% (2021*)	▼
81%	78% (2020)	No Sig Change
81%	79% (2020)	No Sig Change
84%	N/A	N/A
60%	55% (2020)	▲

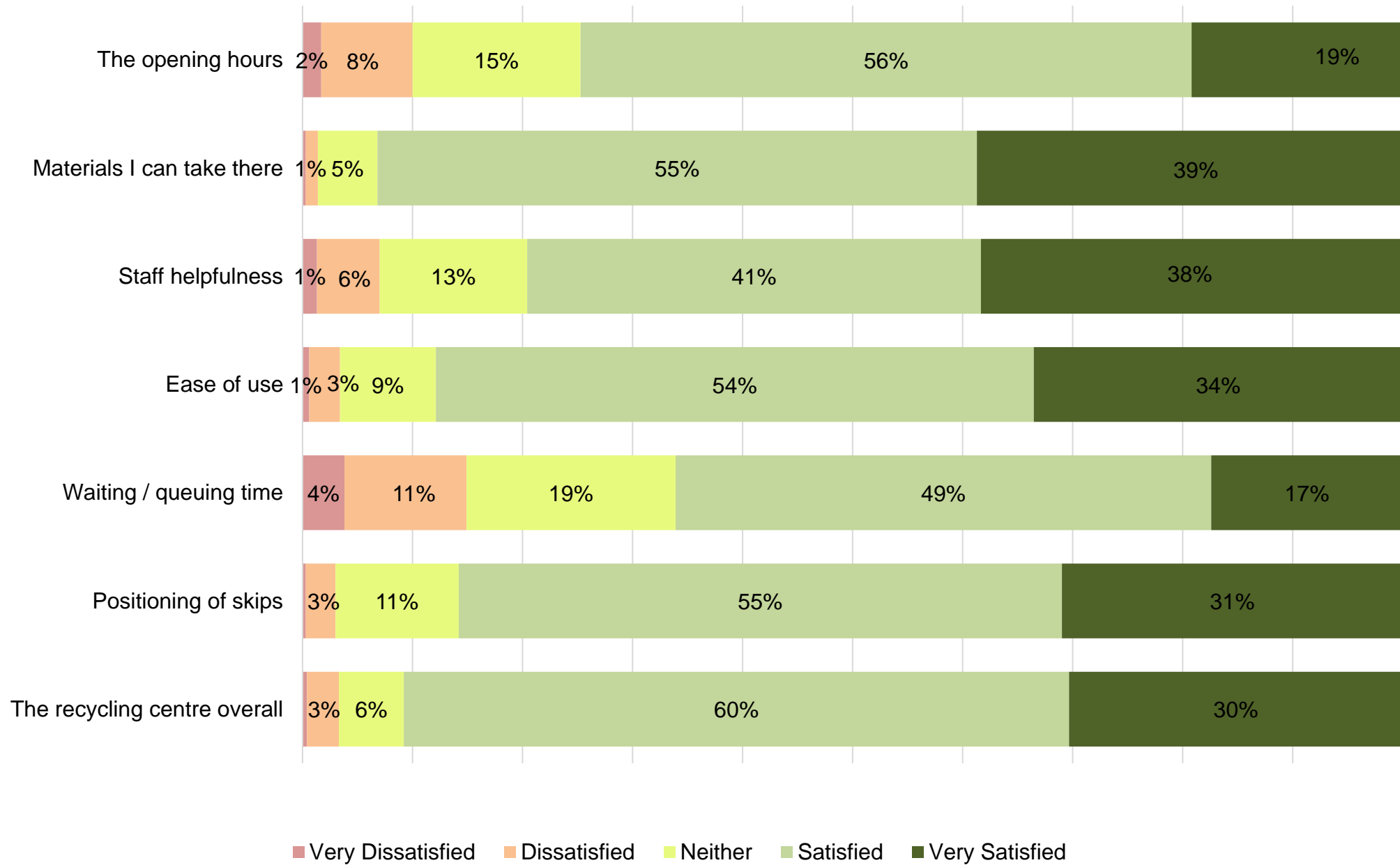
Household Recycling Centres

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



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

Only Respondents Who Have Used In Last 2 Years

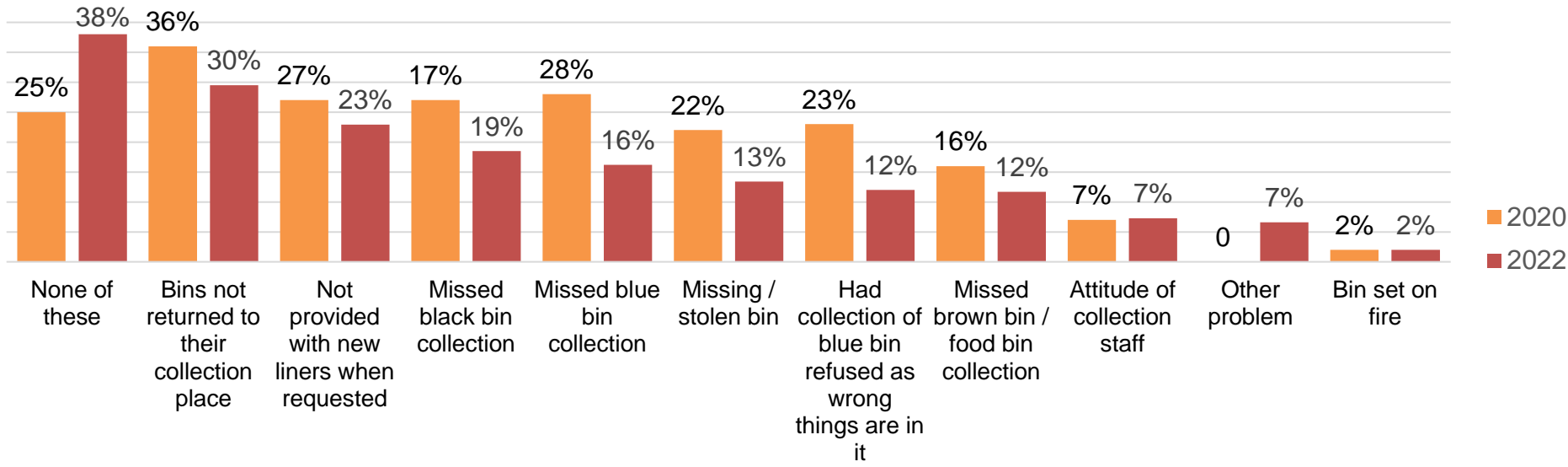


Satisfied	Previous	Direction
75%	N/A	N/A
93%	N/A	N/A
80%	N/A	N/A
88%	N/A	N/A
66%	N/A	N/A
86%	N/A	N/A
91%	76% (2021*)	▲

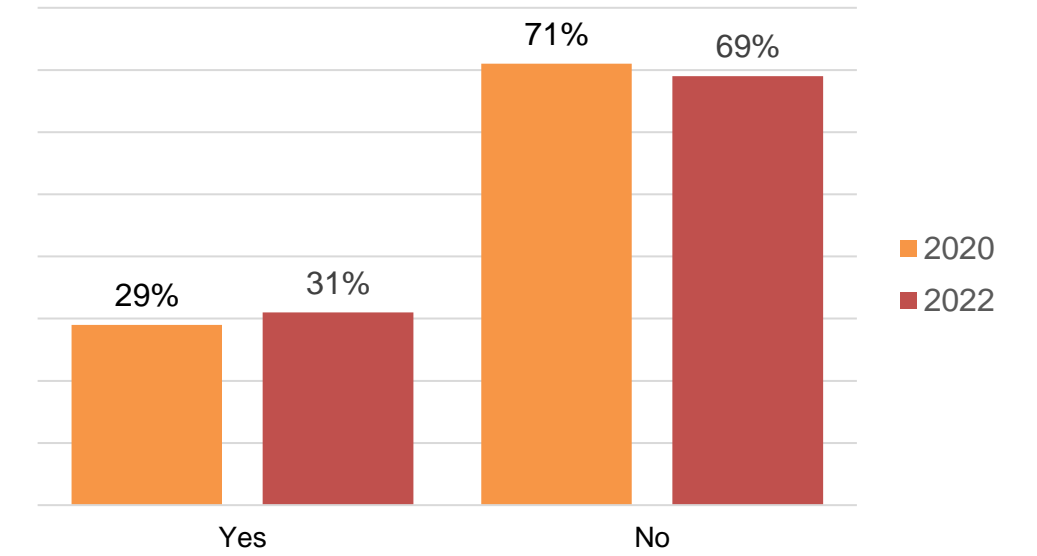
Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

Waste Collection Problems and Issues

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

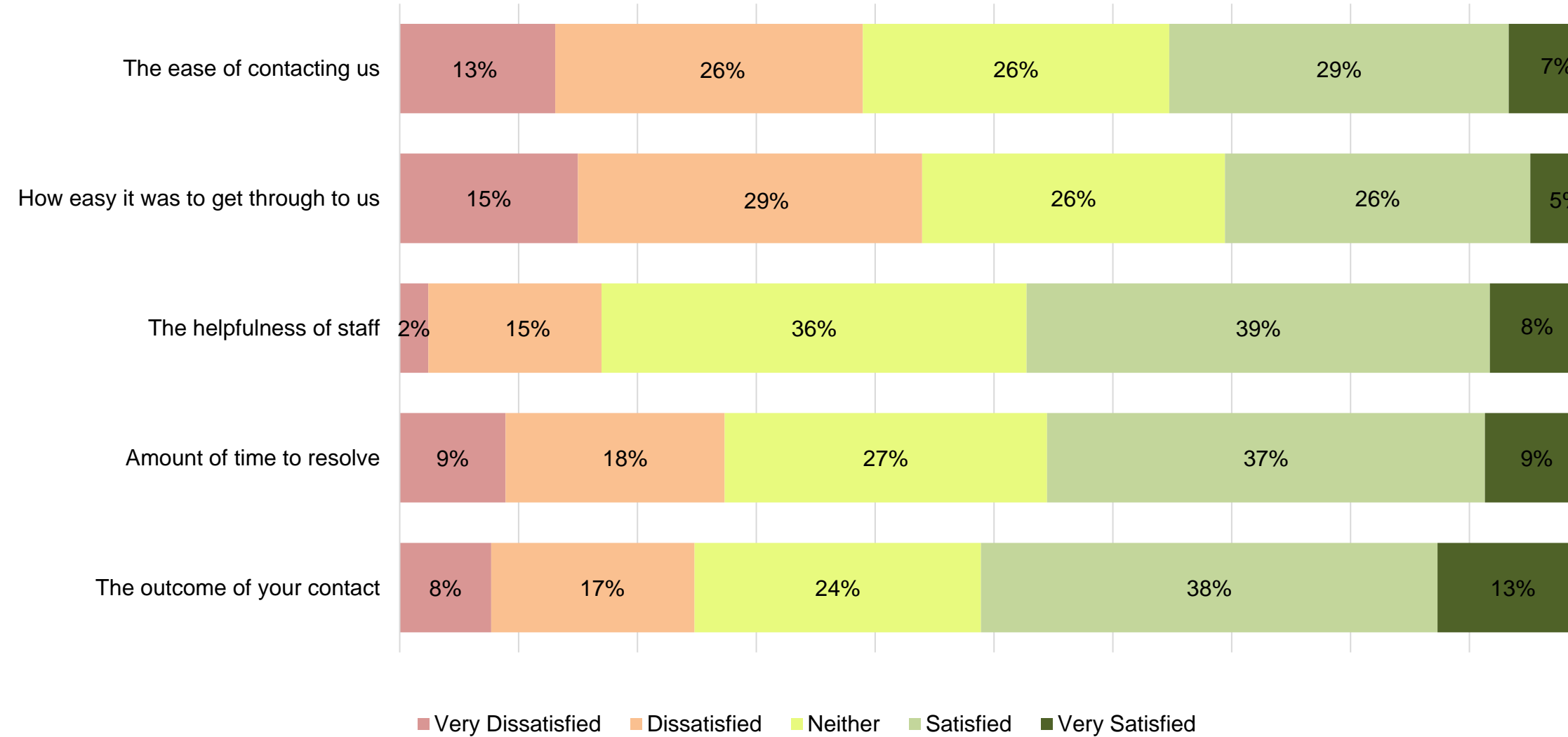


In the last 2 years have you ever contacted the council to make a complaint or enquiry about the waste collection service or bins?



If Yes, How satisfied were you with each of the following?

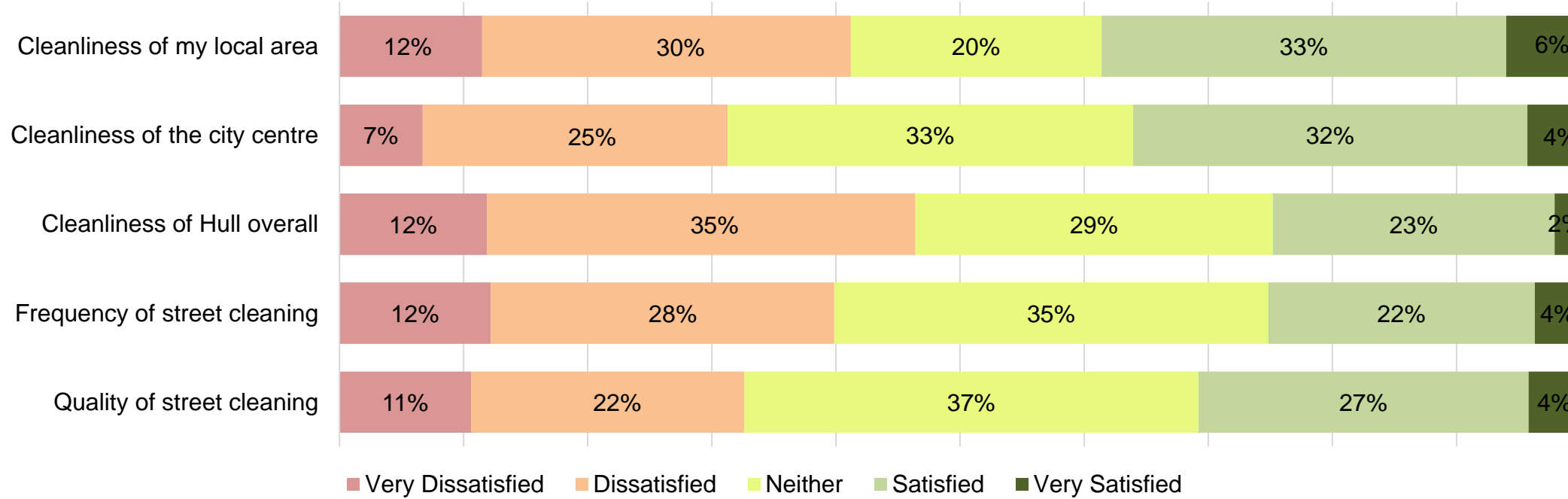
Only Respondents Who Have Contacted In Last 2 Years



Satisfied	Previous	Direction
35%	42% (2020)	No Sig Change
31%	N/A	N/A
47%	54% (2020)	No Sig Change
46%	N/A	N/A
51%	48% (2020)	No Sig Change

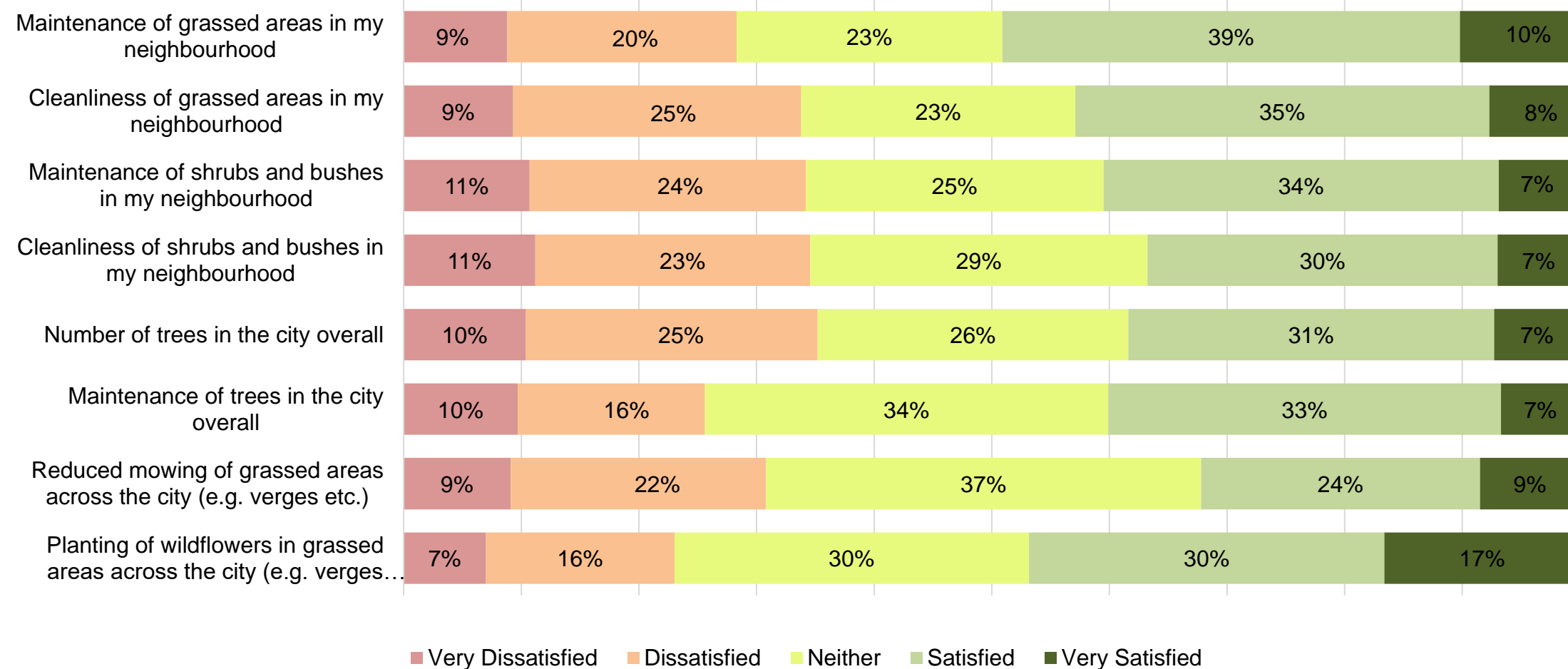
Local Priorities

How satisfied are you with the following?



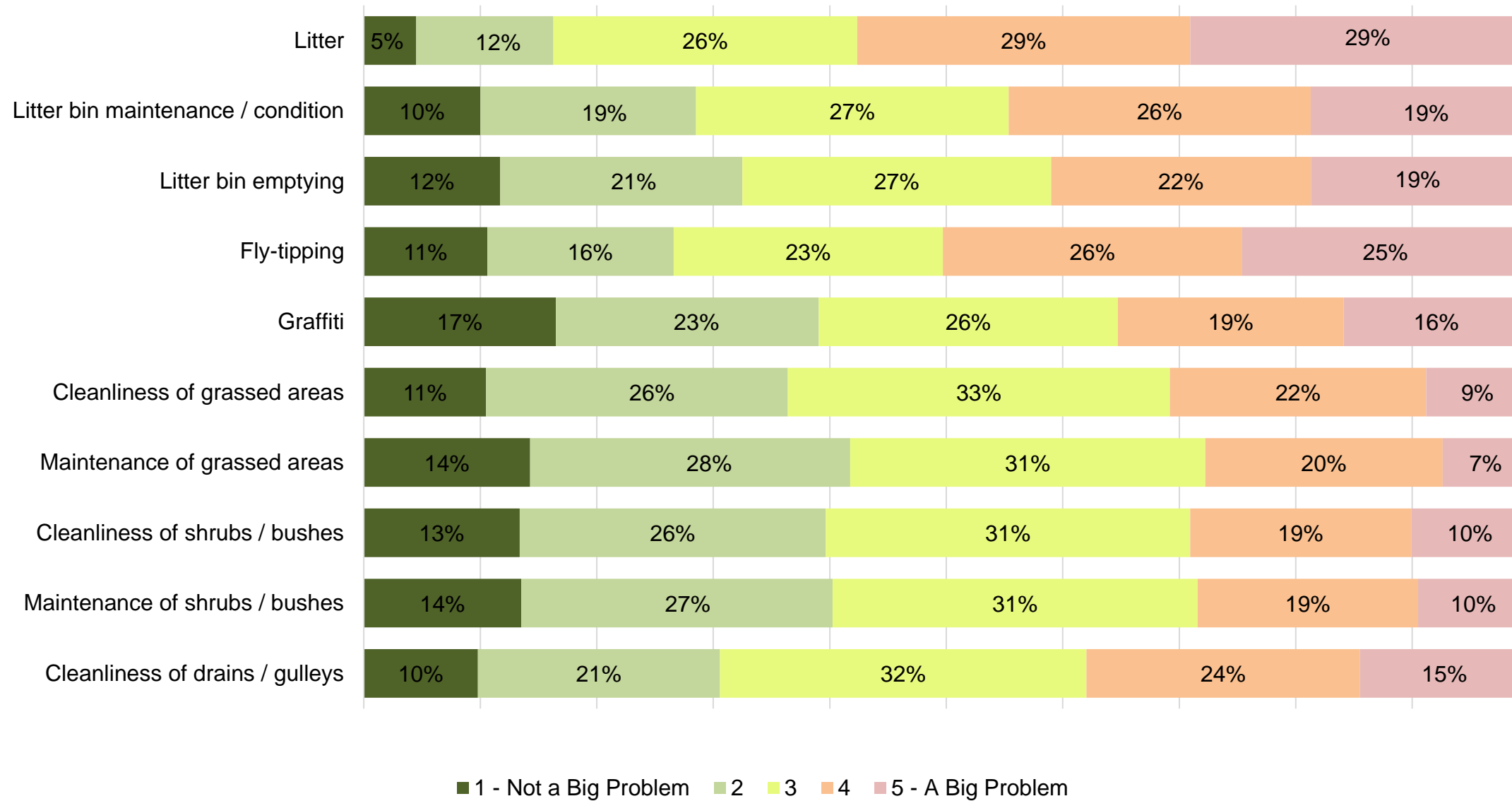
Satisfied	Previous	Direction
39%	31% (2020)	▲
36%	37% (2020)	No Sig Change
25%	23% (2020)	No Sig Change
25%	N/A	N/A
31%	N/A	N/A

How satisfied are you with each of the following?



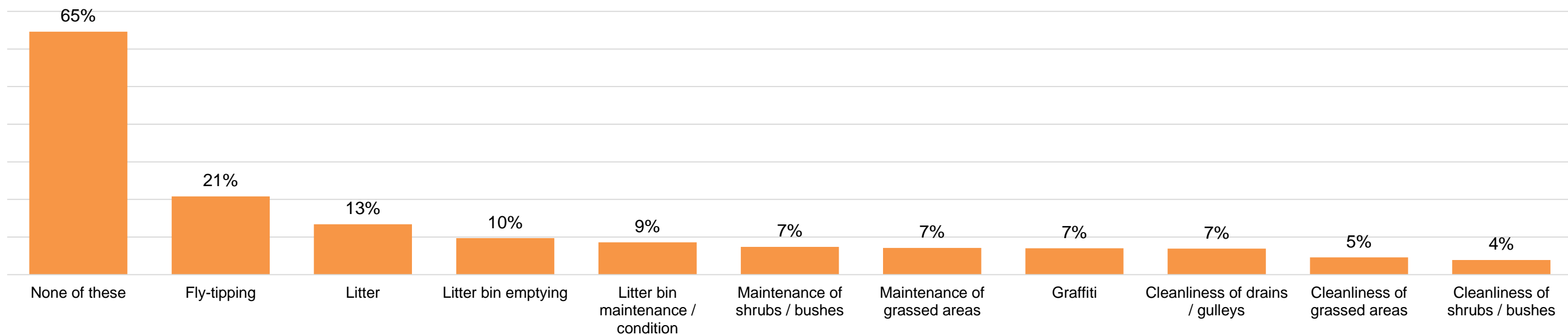
Satisfied	Previous	Direction
49%	N/A	N/A
43%	N/A	N/A
41%	N/A	N/A
37%	N/A	N/A
38%	N/A	N/A
40%	N/A	N/A
32%	N/A	N/A
47%	N/A	N/A

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



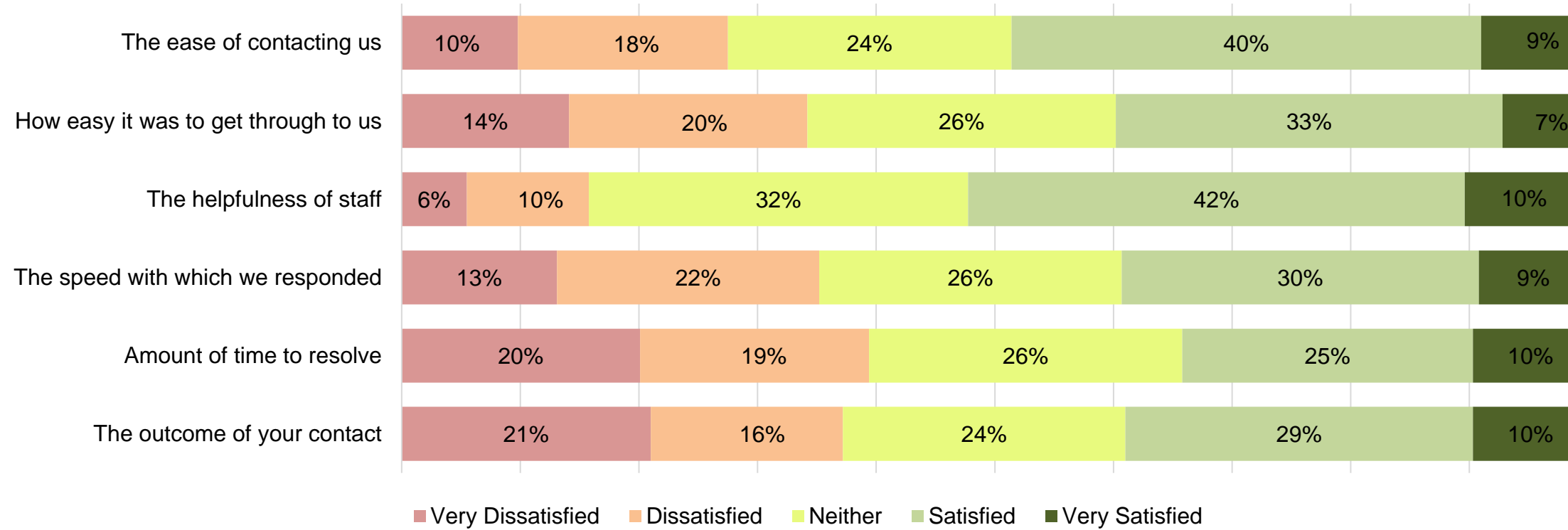
Problem	Previous	Direction
58%	48% (2020)	▲
45%	N/A	N/A
41%	35% (2020)	▲
50%	39% (2020)	▲
35%	17% (2020)	▲
31%	31% (2020)	No Sig Change
28%	N/A	N/A
29%	33% (2020)	No Sig Change
28%	N/A	N/A
38%	32% (2020)	▲

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



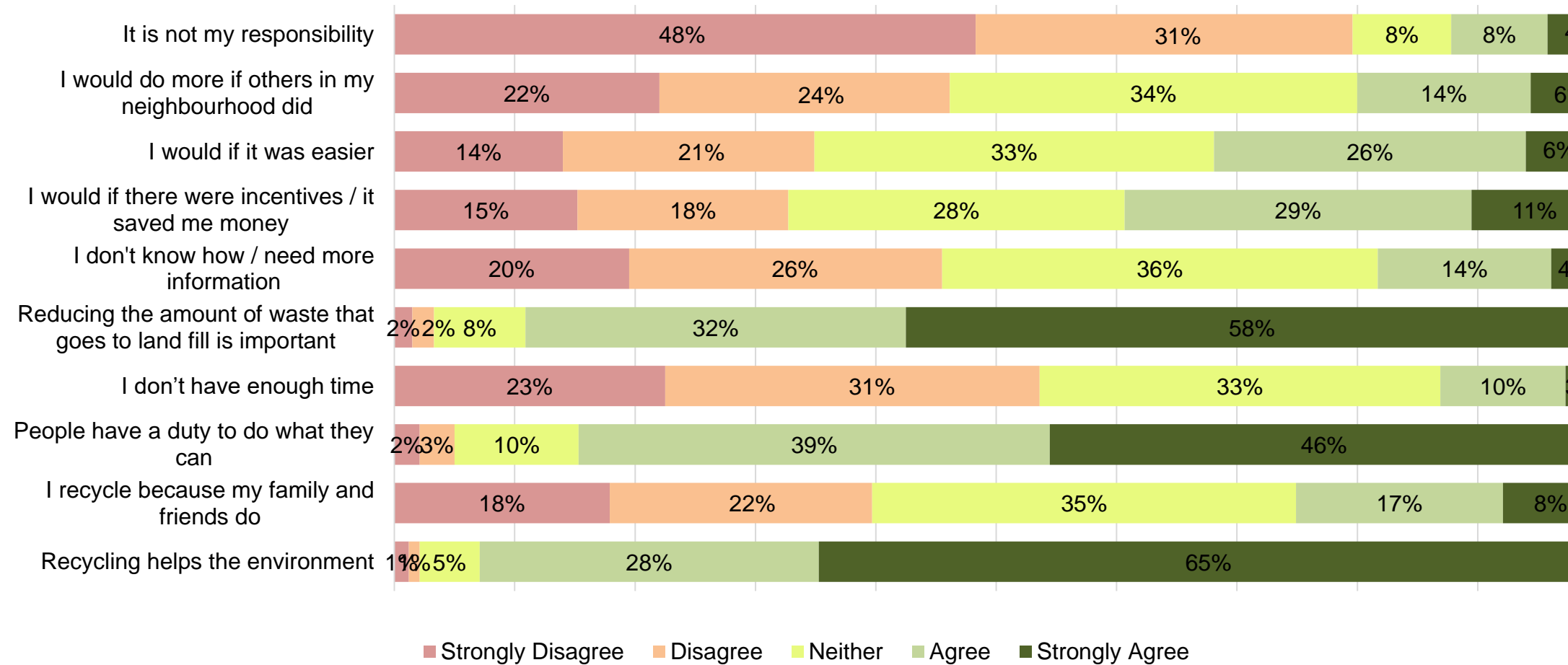
If Yes, How satisfied were you with each of the following?

Only Respondents Who Have Reported Problem In Last 2 Years



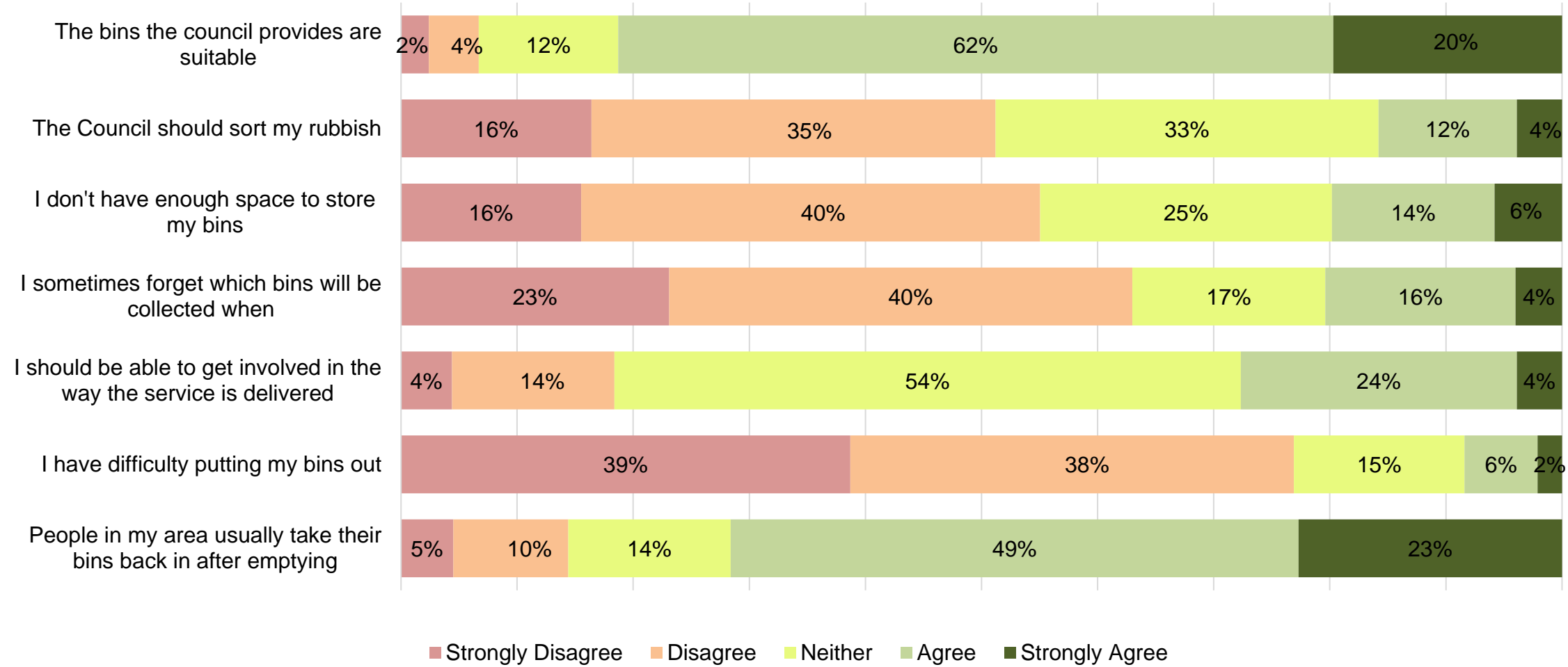
Satisfied	Previous	Direction
49%	63% (2018*)	▼
40%	N/A	N/A
52%	65% (2018*)	▼
39%	40% (2018*)	No Sig Change
34%	N/A	N/A
39%	39% (2018*)	No Sig Change

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



Agree	Previous (April 22)	Direction
12%	5%	▲
20%	13%	▲
32%	N/A	N/A
39%	25%	▲
18%	10%	▲
89%	86%	No Sig Change
13%	7%	▲
85%	77%	▲
25%	N/A	N/A
93%	N/A	N/A

How much do you agree with each statement?



Agree	Previous	Direction
81%	N/A	N/A
16%	N/A	N/A
20%	N/A	N/A
20%	N/A	N/A
28%	N/A	N/A
8%	N/A	N/A
72%	N/A	N/A