



Copyright © 2023 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 and Regeneration
Hull City Council
The Guildhall
Alfred Gelder Street
Hull
HU1 2AA

Or by email panel@hullcc.gov.uk

Wave 48: September 2023 (1102 Hull Responses)

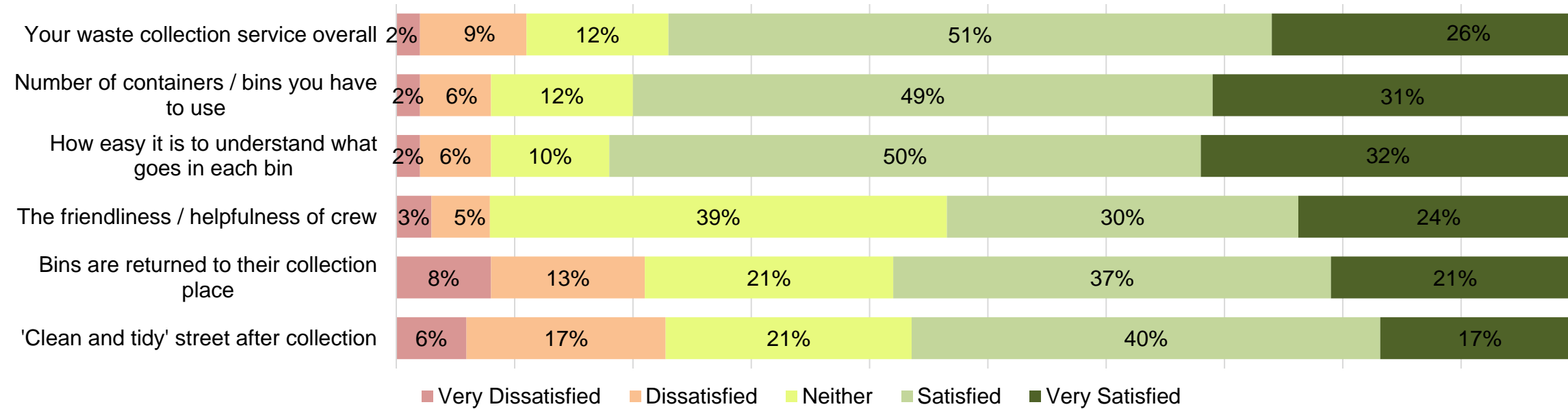


people's panel
making your voice count



Waste Collection Services Overall

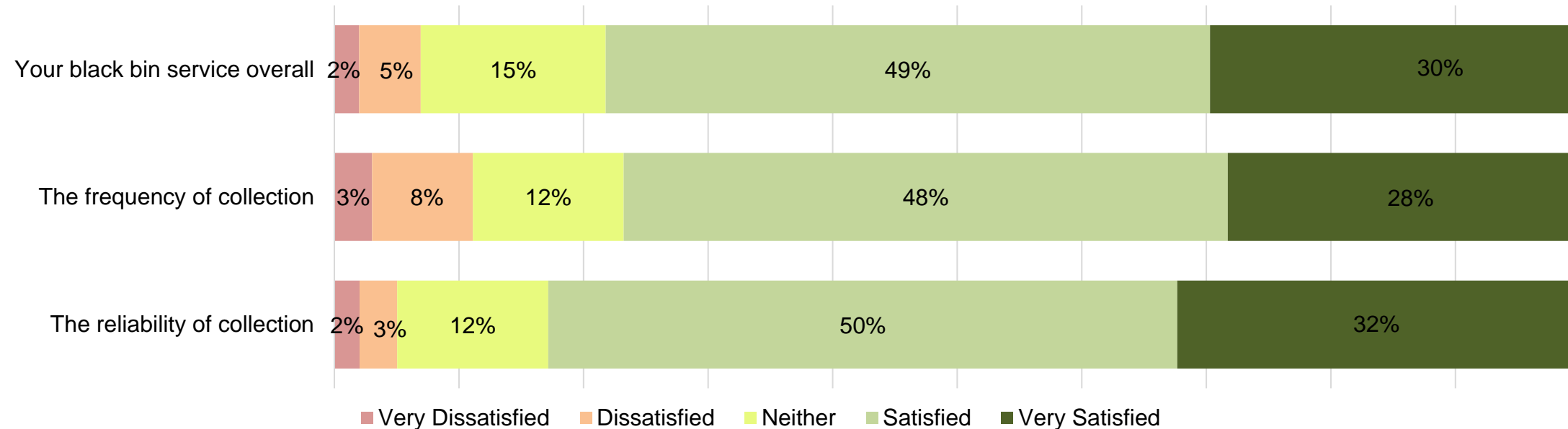
How satisfied are you with the following?



Satisfied	Previous (July 2022)	Direction
77%	86%	▼
79%	88%	▼
82%	83%	No Sig Change
54%	58%	No Sig Change
58%	65%	▼
57%	60%	No Sig Change

General / Non-Recyclable Household Waste Collection (Black Bins)

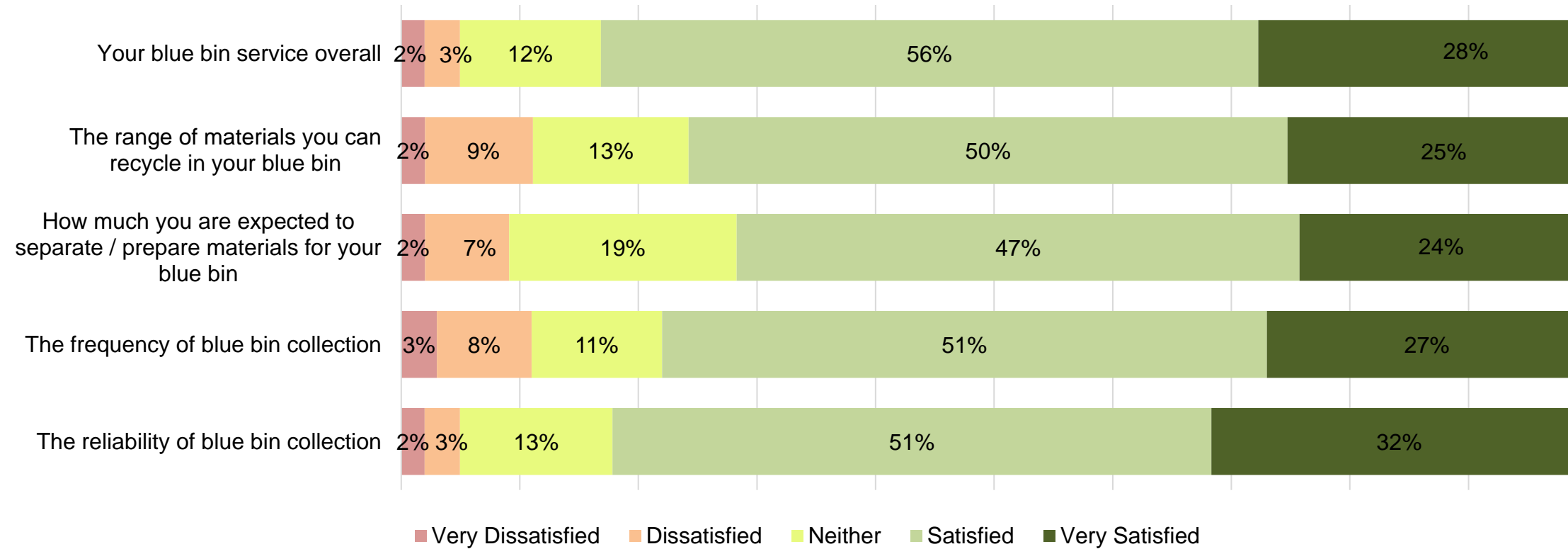
How satisfied are you with the following?



Satisfied	Previous (July 2022)	Direction
78%	87%	▼
77%	84%	▼
83%	88%	▼

Recycling Waste Collection (Blue Bins)

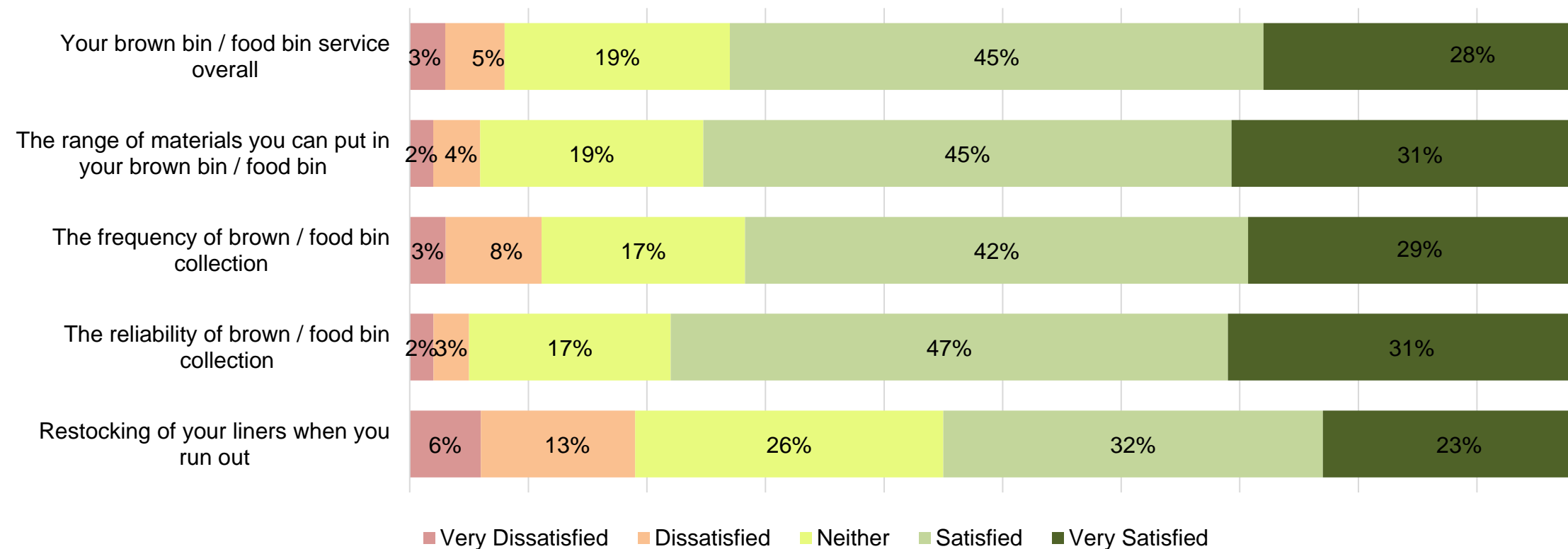
How satisfied are you with the following?



Satisfied	Previous (July 2022)	Direction
83%	89%	▼
75%	77%	No Sig Change
71%	76%	▼
78%	84%	▼
83%	90%	▼

Food and Garden Waste Collection (Brown Bins and Food Caddies)

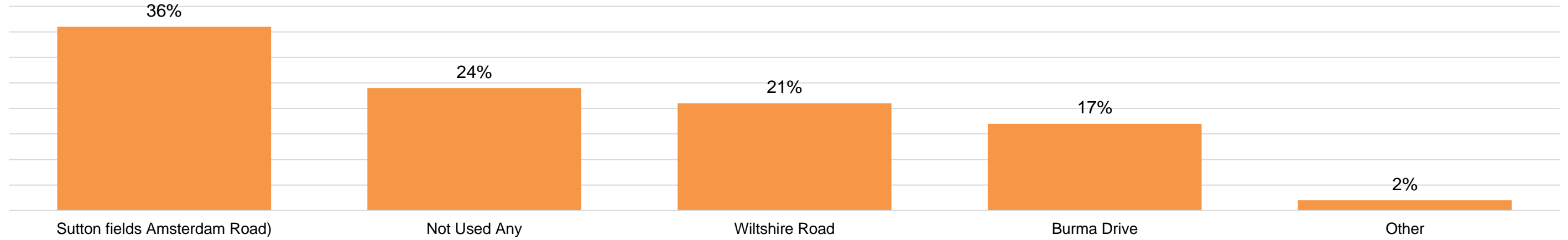
How satisfied are you with the following?



Satisfied	Previous (July 2022)	Direction
74%	82%	▼
76%	81%	▼
72%	81%	▼
78%	84%	▼
55%	60%	▼

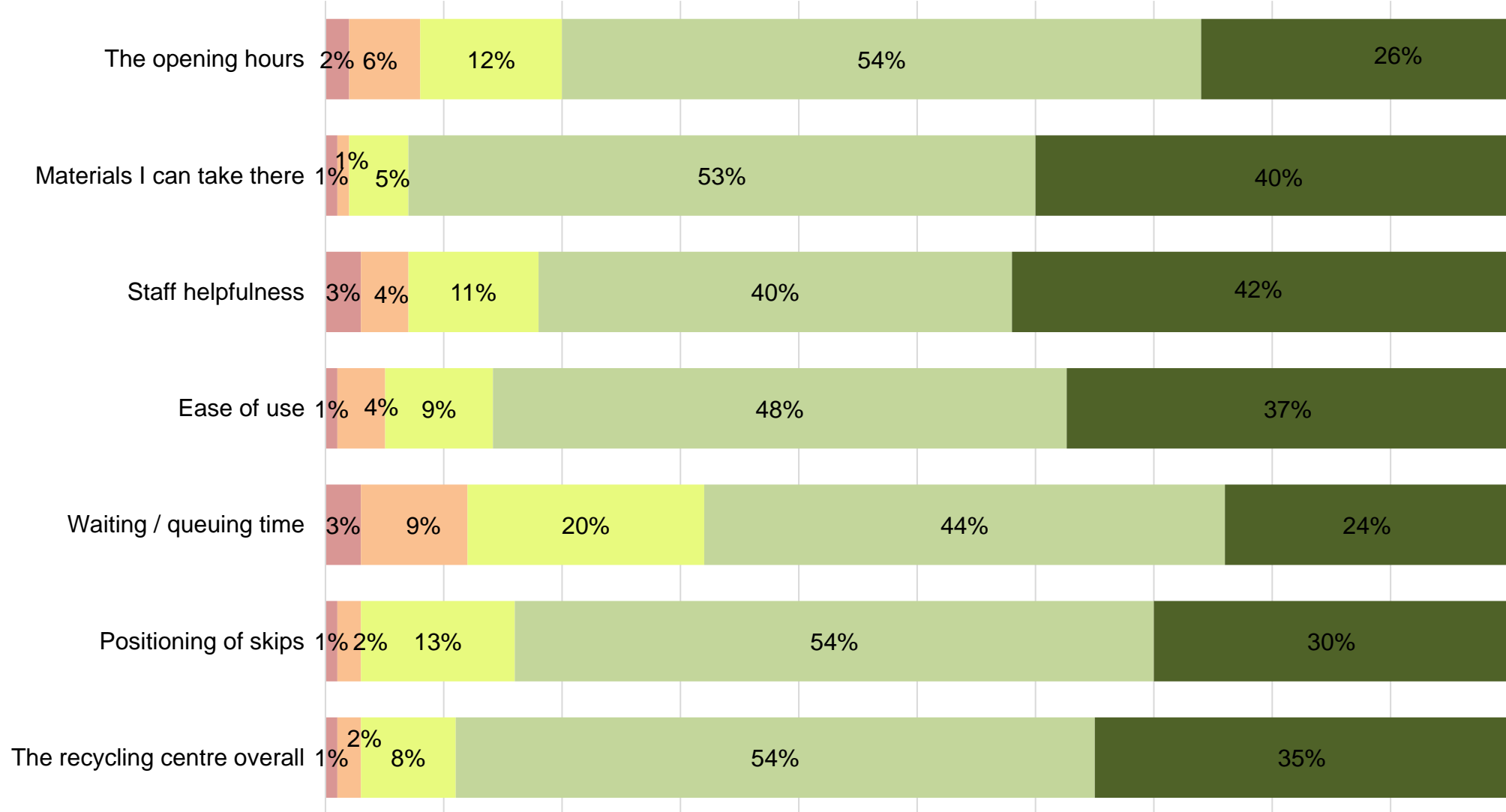
Household Recycling Centres

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

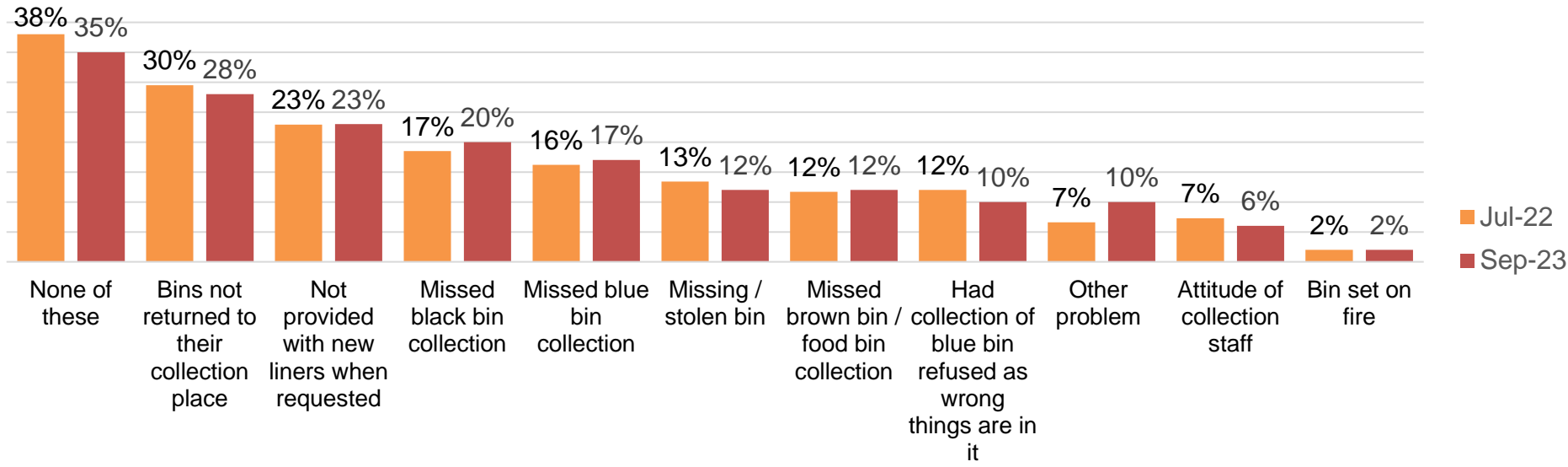


Satisfied	Previous (July 2022)	Direction
80%	75%	▲
93%	93%	No Sig Change
82%	80%	No Sig Change
86%	88%	No Sig Change
68%	66%	No Sig Change
84%	86%	No Sig Change
88%	91%	No Sig Change

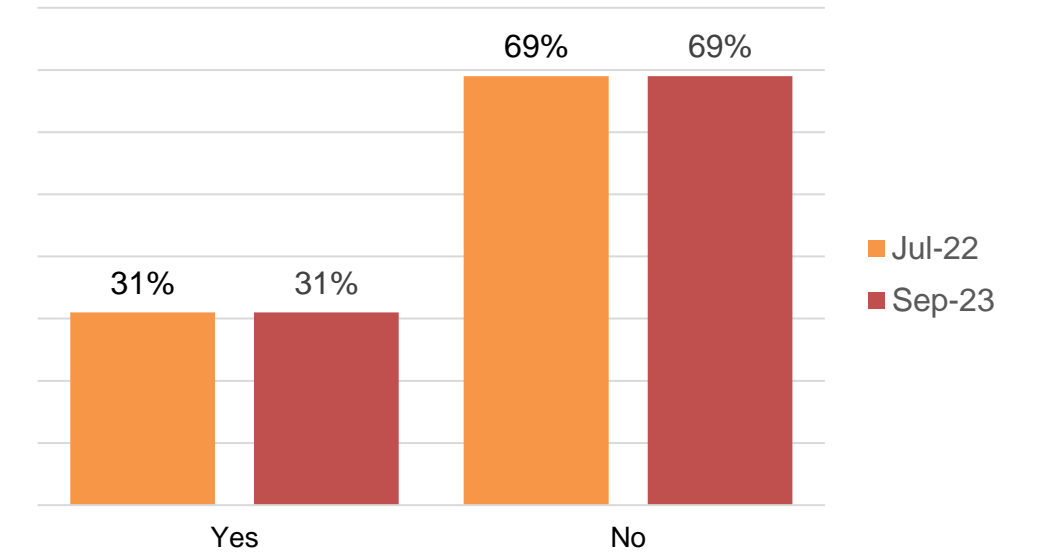
Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

Waste Collection Problems and Issues

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

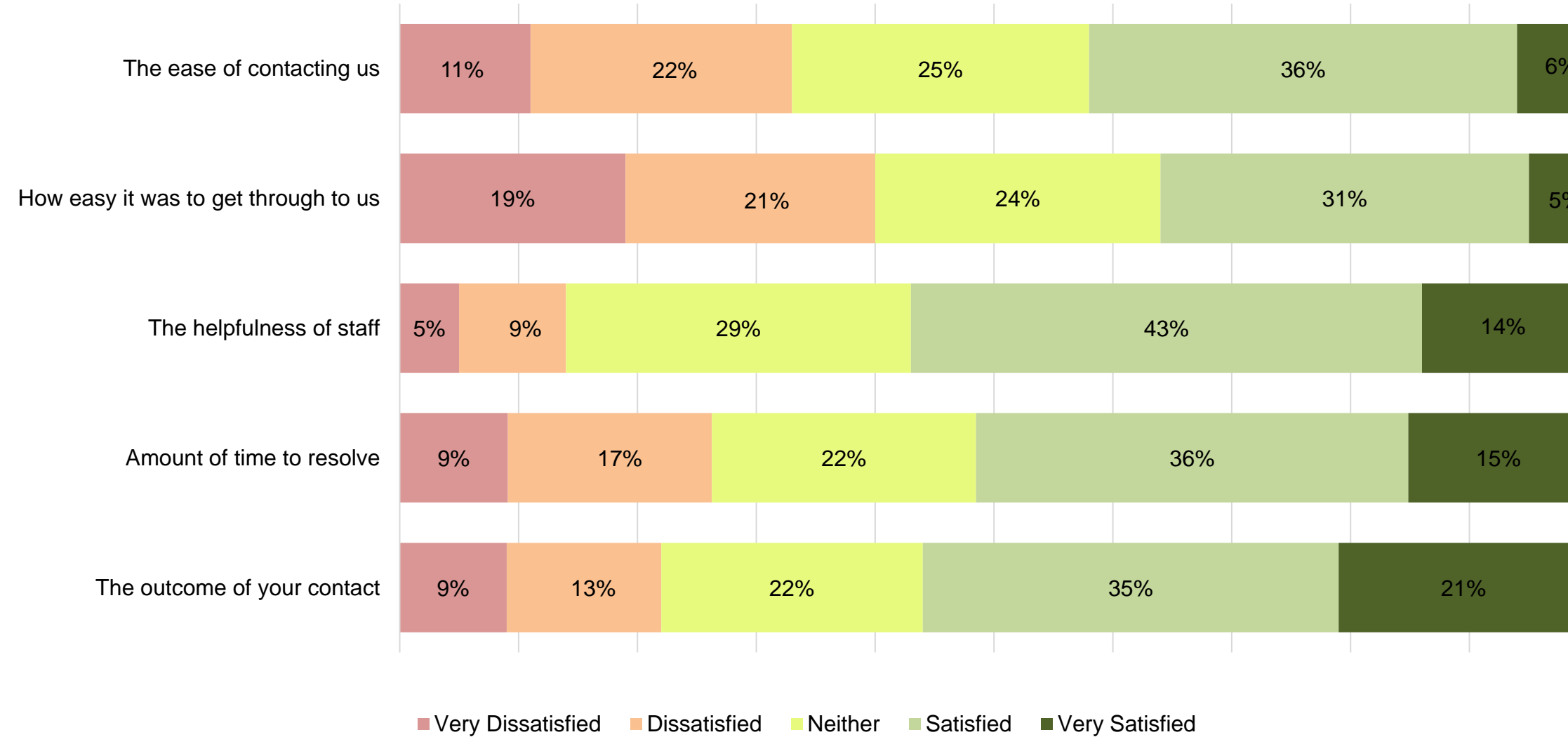


In the last 2 years have you ever contacted the council to make a complaint or enquiry about the waste collection service or bins?



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

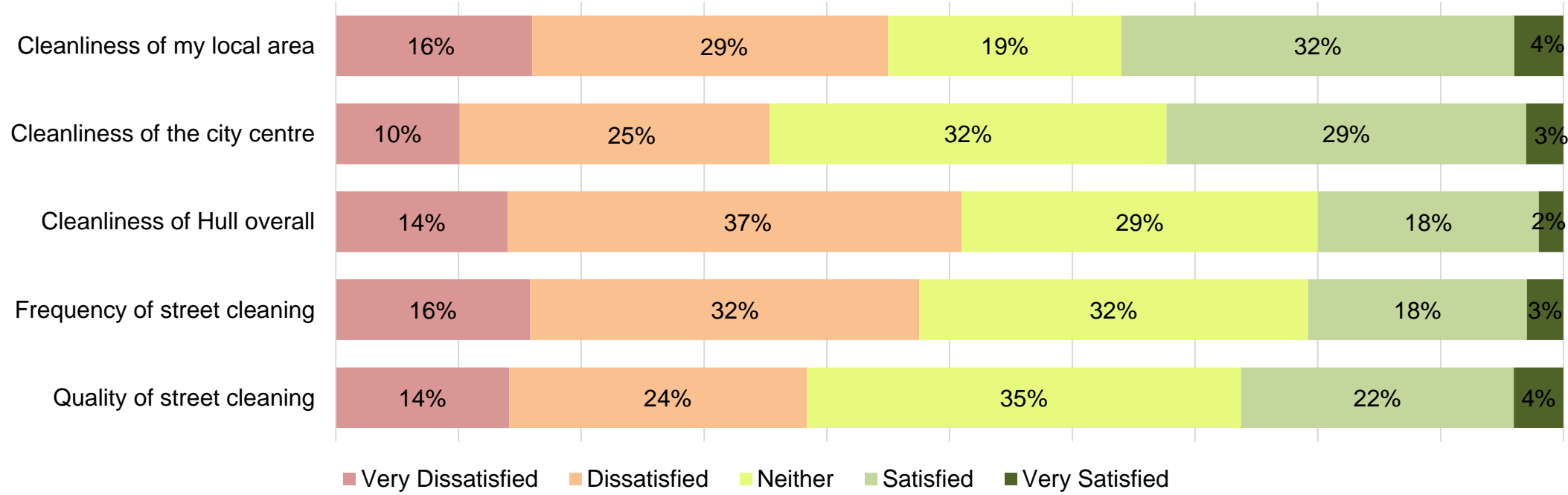
Only Respondents Who Have Contacted In Last 2 Years



Satisfied	Previous (July 2022)	Direction
42%	35%	No Sig Change
36%	31%	No Sig Change
57%	47%	No Sig Change
51%	46%	No Sig Change
56%	51%	No Sig Change

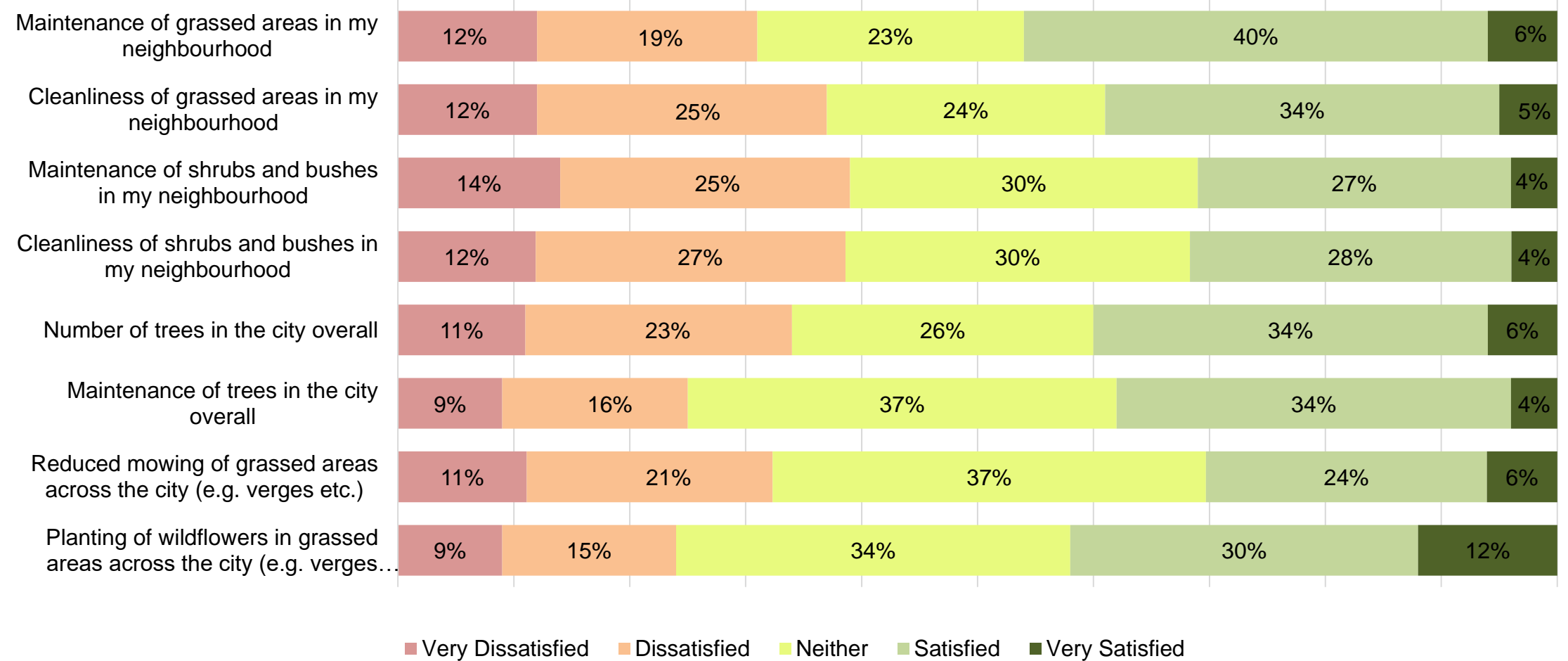
Local Priorities

How satisfied are you with the following?



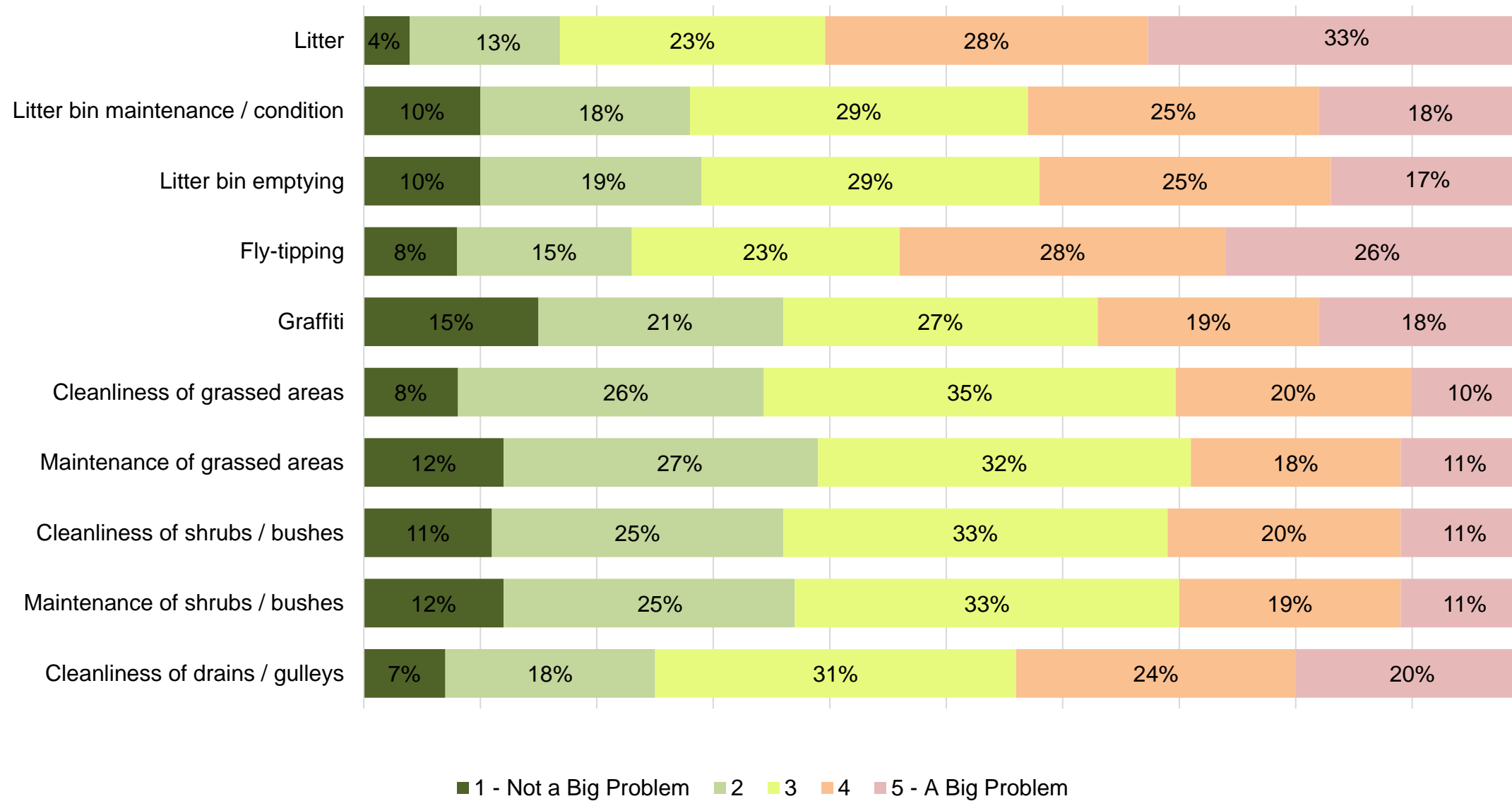
Satisfied	Previous (July 2022)	Direction
37%	39%	No Sig Change
33%	36%	No Sig Change
20%	25%	▼
21%	25%	▼
26%	31%	▼

How satisfied are you with each of the following?



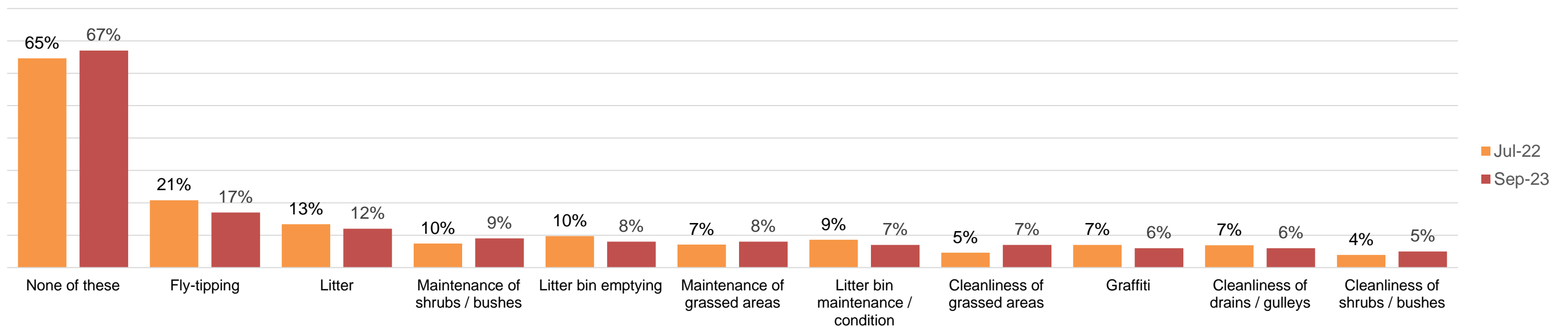
Satisfied	Previous (July 2022)	Direction
46%	49%	No Sig Change
38%	43%	▼
30%	41%	▼
31%	37%	▼
40%	38%	No Sig Change
38%	40%	No Sig Change
31%	32%	No Sig Change
42%	47%	▼

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



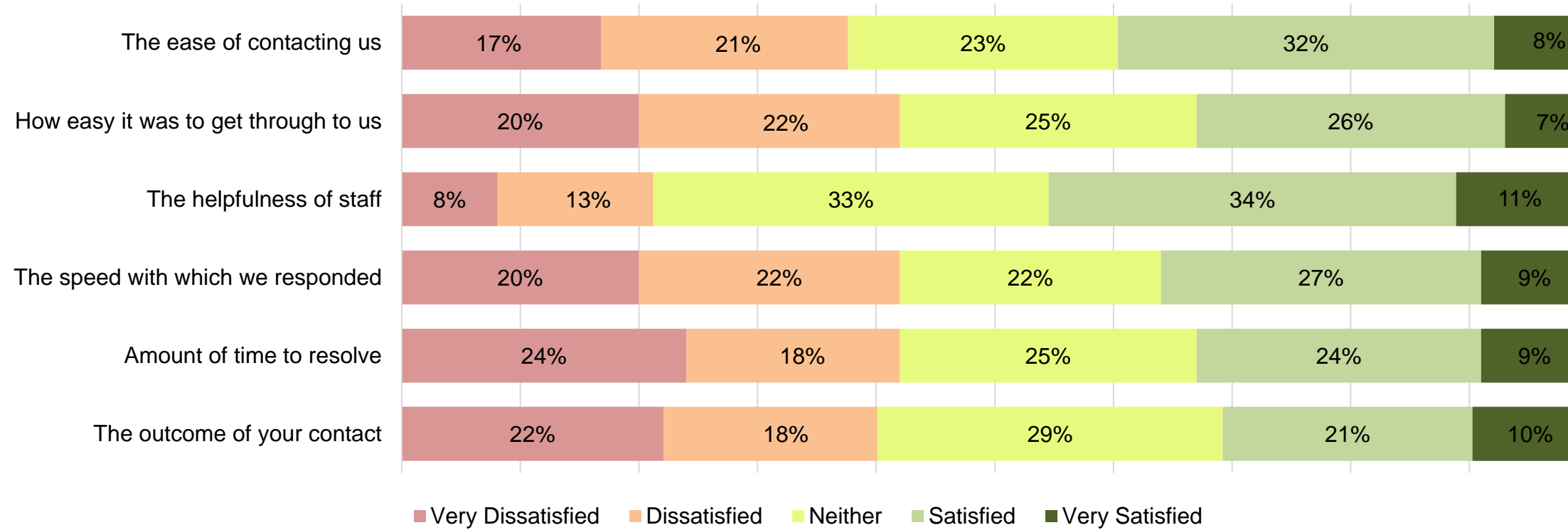
Problem	Previous (July 2022)	Direction
Litter	61%	58% No Sig Change
Litter bin maintenance / condition	44%	45% No Sig Change
Litter bin emptying	42%	41% No Sig Change
Fly-tipping	55%	50% ▲
Graffiti	37%	35% No Sig Change
Cleanliness of grassed areas	30%	31% No Sig Change
Maintenance of grassed areas	29%	28% No Sig Change
Cleanliness of shrubs / bushes	31%	29% No Sig Change
Maintenance of shrubs / bushes	30%	28% No Sig Change
Cleanliness of drains / gulleys	44%	38% ▲

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



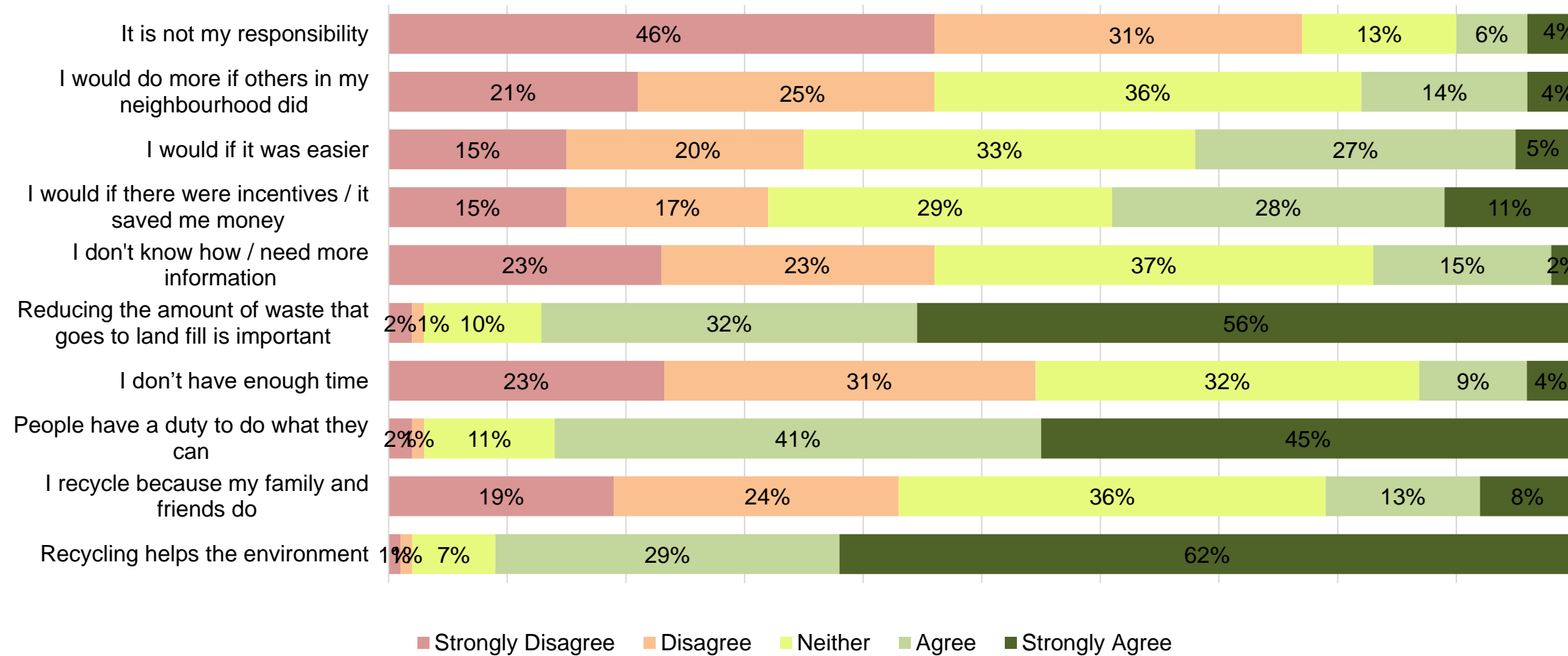
If Yes, How satisfied were you with each of the following?

Only Respondents Who Have Reported Problem In Last 2 Years



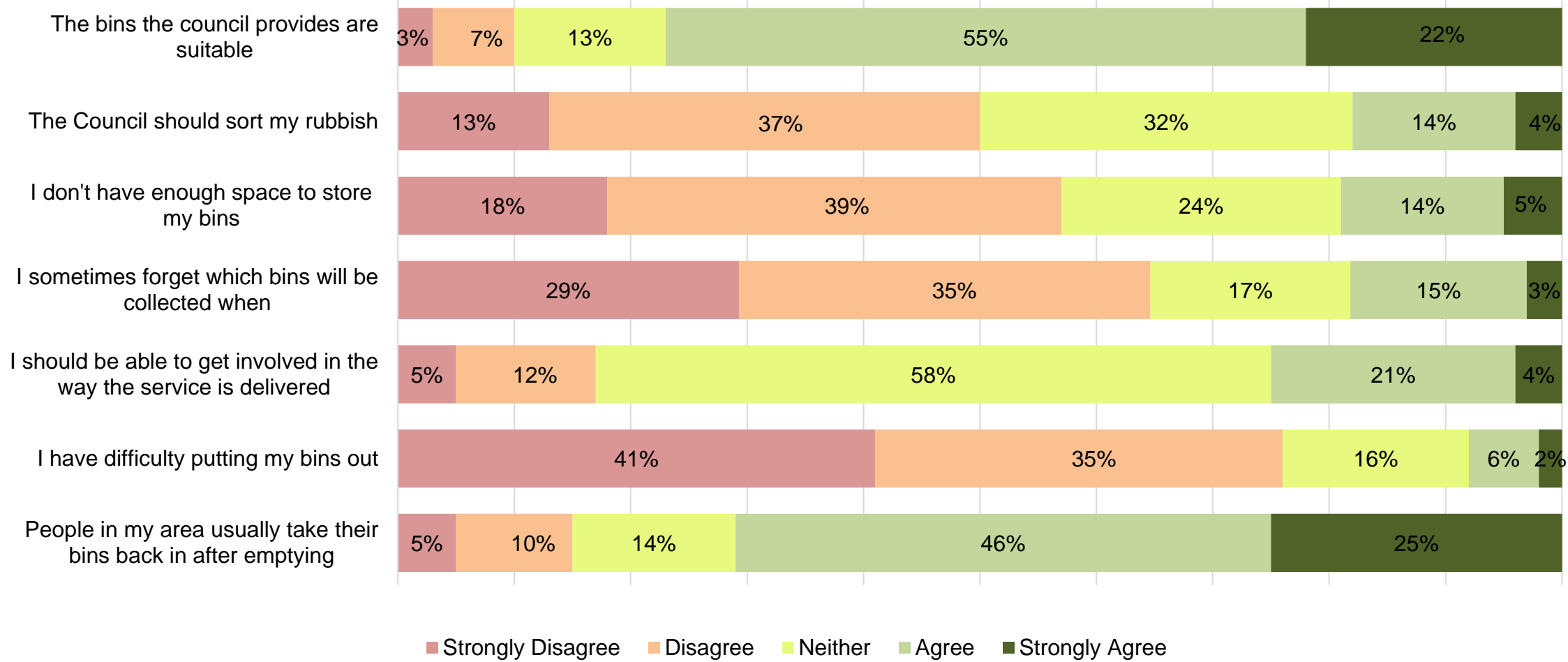
Satisfied	Previous (July 2022)	Direction
40%	49%	▼
33%	40%	No Sig Change
46%	52%	No Sig Change
35%	39%	No Sig Change
33%	34%	No Sig Change
31%	39%	▼

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 (July 2022)	Direction
10%	12%	No Sig Change
18%	20%	No Sig Change
32%	32%	No Sig Change
39%	39%	No Sig Change
17%	18%	No Sig Change
88%	89%	No Sig Change
14%	13%	No Sig Change
85%	85%	No Sig Change
21%	25%	▼
91%	93%	No Sig Change

How much do you agree with each statement?



Agree	Previous (July 2022)	Direction
77%	81%	▼
18%	16%	No Sig Change
19%	20%	No Sig Change
18%	20%	No Sig Change
25%	28%	No Sig Change
8%	8%	No Sig Change
71%	72%	No Sig Change

Health and Wellbeing

How are you feeling? **Change compared to August 2023 People's Panel**



Happiness
 Happy: 54% (+ 4pp)
 Unhappy: 19% (- 5pp)



Stress / Anxiety
 Not stressed: 35% (No Change)
 Stressed: 33% (- 5pp)



Hopefulness
 Hopeful: 46% (+ 4pp)
 Not hopeful: 20% (- 4pp)



Healthiness
 Healthy: 43% (- 1pp)
 Unhealthy: 26% (+ 3pp)



Worthwhileness
 Worthwhile: 53% (+ 8pp)
 Not worthwhile: 16% (- 2pp)

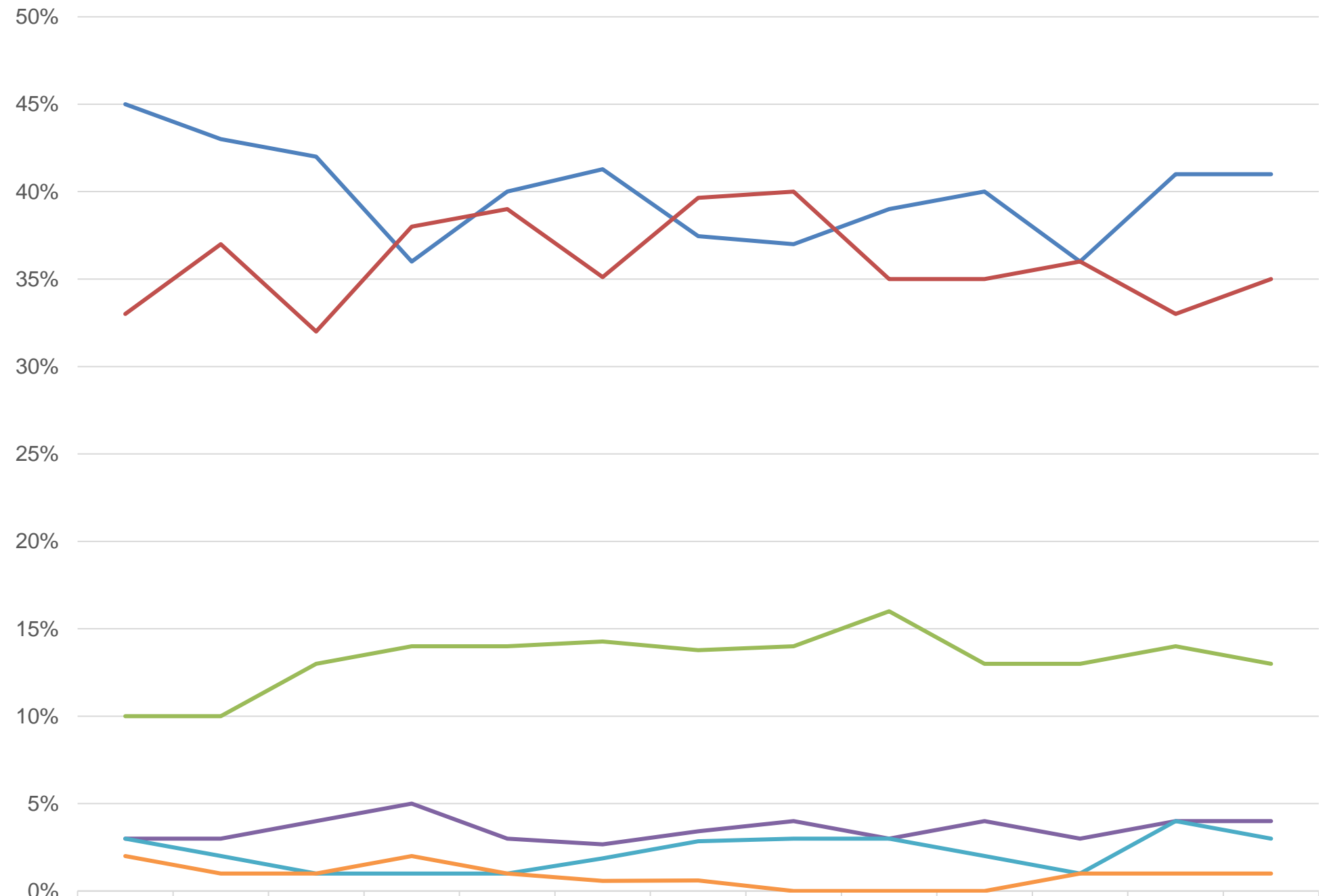


Loneliness
 Not lonely: 56% (+ 1pp)
 Lonely: 21% (+ 1pp)



Optimism
 Optimistic: 44% (+ 3pp)
 Pessimistic: 21% (- 6pp)

Financial Stability Tracker



	Mar-22	May-22	Jul-22	Aug-22	Oct-22	Nov-22	Jan-23	Mar-23	Apr-23	May-23	Jun-23	Aug-23	Sep-23
— Keeping up with bills / credit commitments without any difficulties	45%	43%	42%	36%	40%	41%	37%	37%	39%	40%	36%	41%	41%
— 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%	36%	33%	35%
— Keeping up with bills / credit commitments, but it is a constant struggle	10%	10%	13%	14%	14%	14%	14%	14%	16%	13%	13%	14%	13%
— Falling behind with some bills / credit commitments	3%	3%	4%	5%	3%	3%	3%	4%	3%	4%	3%	4%	4%
— Having real financial problems, have fallen behind with many bills / credit commitments	3%	2%	1%	1%	1%	2%	3%	3%	3%	2%	1%	4%	3%
— Don't have any bills / credit commitments	2%	1%	1%	2%	1%	1%	1%	0%	0%	0%	1%	1%	1%