

WASTE PACK EVALUATION 2025
RESULTS REPORT

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About this survey

The Waste Pack Evaluation survey ran from 22 September – 24 November 2025.

Overall, 325 respondents have completed this survey. This provides a **confidence level of 95% with a confidence interval (margin of error) of approximately 5.43%**, which is just outside of the corporate standard of a *maximum* confidence interval of 5%.

Respondent Characteristics

Q. Which of the following age ranges are you in?

	2025
16 - 24	0.0%
25 - 34	7.2%
35 - 44	21.5%
45 - 54	17.4%
55 - 64	12.5%
65 - 74	17.8%
75+	17.4%

Q. Which of the following best describes your ethnic background?

	2025
White - British / English / Welsh / Scottish / Northern Irish	82.8%
Other white	5.9%
Black / Black British	3.4%
Asian / Asian British	3.1%
Mixed / Multiple ethnicities	1.6%
Arab	0.3%
Other (please state)	2.8%

Q. What sex were you registered at birth?

	2025
Female	57.6%
Male	42.4%

Q. Is the gender you identify as the same as was registered at birth?

	2025
Yes	99.4%
No	0.6%

Q. How do you describe yourself?

	2025
Male / Man	50.0%
Female / Woman	50.0%
MTF / Transwoman	0.0%
FTM / Transman	0.0%
Gender fluid	0.0%
Non-binary	0.0%
I describe myself another way (please state)	0.0%

Q. Are your day-to-day activities more difficult because of an illness or impairment?

	2025
Yes, a little	20.6%
Yes, a lot	15.9%
No	63.4%

Q. Have you ever served in the Armed Forces?

	2025
Yes	5.0%
No	95.0%

Q. Would you like to tell us about any of the following?

	Yes	No
More about your impairment or health problem	48.2%	51.8%
Your religion or belief (including none)	41.9%	58.1%
Your sexual orientation (including straight / heterosexual)	46.6%	53.4%

Survey Results

Q. What have you done with your "what goes in which bin" (recycling guide) leaflet?

	2024	2025
On the fridge	25.8%	34.3%
On the noticeboard	24.2%	22.5%
In a drawer or cupboard	31.2%	32.4%
In the bin	11.8%	4.3%
Gave it to a family member / friend etc.	0.5%	0.6%
Other (please state):	6.5%	5.9%

- Didn't get one
- Electronic copy
- fixed to the back of a cupboard door.
- Glue to back of door
- I haven't got my waste pack
- I read it and kept it in a folder for future reference as a guide
- In daily diary
- Kept for future reference
- never had one
- Next to small bin on the side of sink
- Not applicable
- Not put it anywhere as can't read it small print
- Read to note changes, discussed with family, then popped in blue bin
- recycled
- Sellotaped inside a kitchen cupboard so I see it every time I go in to the cupboard
- Stuck it up with the calendar inside the cupboard door
- WE LIVE ON FLEET ESTATE IN EAST HULL AND HAVE NOT RECEIVED ONE YET - 26.9.2025
- With my daily diary

Q. What have you done with your bin collection calendar?

	2024	2025
On the fridge	35.1%	42.4%
On the noticeboard	31.1%	29.1%
In a drawer or cupboard	21.2%	18.3%
In the bin	4.0%	1.2%
Gave it to a family member / friend etc.	0.5%	0.0%
Other (please state):	8.0%	9.0%

- Below the kitchen calendar
- Cupboard door
- Didn't get one
- Didn't receive one
- don't have one
- Don't have one.
- fixed to the back of a cupboard door.
- Glue on back of cupboard door
- I did not receive one
- I didn't receive a new bin collection calendar
- I havent received
- I placed it on the dining table for easy access and reference
- I take a picture on my phone
- In daily diary
- Kept with my daily diary
- never had one
- Next to small bin on the side of sink
- Not received one
- Noted on our calendar
- Nothing. I haven't received one in my pack.
- recycled
- Saved in electronic calendar
- Sellotaped inside the same kitchen cupboard
- Stuck it up with the calendar inside the cupboard door
- The 'new collection calendar' was missing from my pack.
- The pack didnt have one in
- We still have not received our pack
- Written Xmas dates on calendar and then out it in recycling

Q. What have you done with your Household Waste Recycling Centre resident's pass?

	2024	2025
On the fridge	13.7%	19.8%
Notice-board / cupboard door	13.9%	9.0%
In a drawer or cupboard / letter rack	25.2%	23.5%
In the bin	1.1%	0.6%
In the car	38.9%	40.1%
Gave it to a family member / friend etc.	0.5%	0.6%
Other (please state):	6.7%	6.5%

- As I receive my council tax account via email I did not receive a pass.
- Can I have a pack please
- Don't have a car so I can't use it.
- I dont have one of these
- In my purse
- In my purse
- In my wallet
- In my wallet
- In my Wallet.
- In wallet
- In wallet
- It's in my wallet, so I always have it with me wherever I go.
- never had one
- None of us drive so cant use it yet
- not sure, lost it somewhere
- see above
- Walet
- Wallet
- Wallet
- Wallet

Q. How much do you agree with the following about the waste packs we send you?

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree
The waste pack was informative	1.6%	1.1%	7.3%	45.4%	44.6%
2025	1.6%	0.9%	5.6%	43.2%	48.8%
The waste pack was clear	1.1%	1.4%	5.7%	43.5%	48.4%
2025	1.9%	0.9%	5.0%	42.6%	49.5%
The pictures in the waste pack were confusing	39.1%	42.9%	13.6%	3.3%	1.1%
2025	42.9%	37.6%	15.4%	2.8%	1.3%
There was too much information	32.8%	42.0%	19.5%	3.8%	1.9%
2025	31.9%	42.2%	19.7%	4.4%	1.9%
The waste pack is a waste of paper	37.1%	36.3%	14.4%	8.9%	3.3%
2025	41.5%	34.0%	14.8%	6.6%	3.1%
The waste pack is useful	3.0%	1.9%	7.0%	41.7%	46.3%
2025	3.4%	2.2%	7.1%	38.5%	48.8%

Q. You said the waste pack wasn't informative. Why?

- Didn't come with a timetable of bin collections days.
- I can't read the information was too small for me to read????
- I only need to know the bin changes for Christmas and new year. Stick a sticker on the bins would be cheaper than posting out all the leaflets
- It was just a leaflet with the residents card on. There was nothing else in there.
- its basic knowledge at this point, most people understand it, so use the money education the ones that don't, adverts, posters and letters for the ones that don't get it.
- never had one
- Very little information provide compared to previous years

Q. You said the waste pack wasn't clear. Why?

- I couldn't read it
- the writing saying what goes on in which bin. i tried with glasses on and a magnifying but couldn't read it.
- In plastics there is a triangle with a number in, no information on recycling leaflet which types are able to go in blue bin, it would be helpful if there was
- never had one
- Symbols not clearly represent article. Writing far too small and hard to read white writing.
- The writing is way too small to be able to read it
- Where is the rest of the year? Previous years run from October to September but this one run til march. So another waste of paper come march, have you considered an app?! Much more useful, much easier to update and more interactive. Better for the environment and your pocket too

Q. You said the waste pack was confusing. Why?

- My side of the street the brown bin is empty every two weeks. Other side is every week. Why.
- NA
- Some of the symbols are ambiguous, especially the pet waste, and cigarette ends.
- Some pics not clear.
- The pictures and text featuring the three categories was too small, had to use phone to magnify
- The pictures in the recycling categories were unclear and the writing was way too small compared to previous packs

Q. How would you *prefer* to receive the following information?

	Post	Text	Website	Email	App
Bin collection dates	55.6%	7.5%	8.6%	11.8%	16.4%
2025	55.0%	8.4%	5.9%	17.1%	13.7%
Information about what can be put into which bin	40.9%	4.8%	19.6%	17.7%	16.9%
2025	44.8%	3.2%	14.2%	18.9%	18.9%
Resident pass for household recycling sites	57.0%	4.8%	2.4%	16.4%	19.4%
2025	58.4%	4.4%	2.5%	15.3%	19.4%
Where and when to put your bin out	44.1%	8.9%	13.5%	15.7%	17.8%
2025	44.8%	10.1%	10.7%	17.4%	17.0%
Bulky items service information	32.5%	5.1%	25.7%	17.6%	19.0%
2025	35.3%	3.8%	23.4%	20.3%	17.2%
Waste recycling sites information	29.5%	4.3%	28.9%	18.9%	18.4%
2025	34.8%	1.9%	25.1%	20.7%	17.6%
Re-use shop	28.9%	5.4%	27.0%	20.2%	18.5%
2025	31.7%	1.9%	27.6%	20.6%	18.1%
Replacement bins	26.9%	4.6%	30.7%	18.8%	19.0%
2025	30.9%	2.8%	29.7%	18.3%	18.3%
How to get involved and keep your local area tidy / volunteering	27.3%	4.6%	29.2%	21.4%	17.6%
2025	29.8%	2.5%	30.4%	20.4%	16.9%

Q. How satisfied overall are you with the following services in your local area?

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	N/A
Black bin collection	2.4%	5.9%	3.8%	37.4%	49.2%	1.3%
2025	2.5%	2.8%	6.3%	40.6%	46.3%	1.6%
Blue bin collection	2.1%	4.8%	3.8%	40.5%	48.0%	0.8%
2025	2.5%	1.2%	6.5%	39.9%	48.9%	0.9%
Brown bin collection	3.2%	3.5%	5.9%	37.6%	44.1%	5.6%
2025	3.1%	2.8%	7.5%	37.3%	40.1%	9.1%
Household waste recycling sites	2.2%	3.2%	14.2%	32.0%	41.9%	6.5%
2025	1.9%	1.9%	14.8%	33.3%	38.1%	10.1%
Bulky items collection	3.2%	6.7%	17.8%	27.5%	28.8%	15.9%
2025	4.4%	6.6%	19.8%	25.2%	22.3%	21.7%
Fly tipping	15.4%	21.9%	26.2%	12.2%	12.4%	11.9%
2025	18.4%	19.0%	25.4%	13.7%	10.8%	12.7%
Street cleaning	12.9%	21.0%	26.7%	21.8%	16.2%	1.3%
2025	8.5%	23.4%	20.3%	27.5%	18.0%	2.2%
Litter	15.7%	30.3%	22.7%	17.0%	11.6%	2.7%
2025	11.0%	30.9%	23.0%	20.2%	12.0%	2.8%
Parks and open spaces	8.1%	12.9%	21.0%	33.4%	22.1%	2.4%
2025	7.9%	13.5%	21.4%	32.4%	22.0%	2.8%
Graffiti	12.3%	17.5%	32.8%	19.9%	11.5%	6.0%
2025	10.1%	22.7%	30.0%	21.1%	10.7%	5.4%
Waste packs	2.4%	3.8%	20.4%	36.0%	33.1%	4.3%
2025	3.5%	3.5%	22.2%	35.6%	29.5%	5.7%

Q. Please tell us how much you agree with the following about helping the environment, through reducing waste, repairing or re-purposing items, or by recycling

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
It is not my responsibility	49.5%	29.5%	10.0%	8.1%	3.0%
2025	53.8%	24.7%	9.4%	4.7%	7.5%
I would do more if others in my neighbourhood did	22.3%	28.5%	29.3%	16.3%	3.5%
2025	21.7%	24.2%	31.4%	14.2%	8.5%
I would if it was easier	19.3%	22.0%	32.3%	20.9%	5.4%
2025	16.7%	20.8%	27.1%	27.1%	8.2%
I would if there were incentives	20.7%	20.4%	31.4%	19.0%	8.5%
2025	17.3%	19.8%	32.7%	21.1%	9.1%
I don't know how / need more information	28.5%	23.8%	30.4%	13.7%	3.6%
2025	26.3%	23.5%	27.0%	18.2%	5.0%
Reducing the amount of waste going for disposal is important	3.0%	2.7%	9.8%	32.1%	52.4%
2025	3.2%	2.5%	8.9%	28.2%	57.3%
I don't have enough time	31.1%	29.8%	26.2%	8.7%	4.1%
2025	28.7%	32.8%	27.4%	8.2%	2.8%
People have a duty to do what they can	2.7%	2.2%	10.9%	34.5%	49.7%
2025	5.0%	3.5%	8.8%	28.3%	54.4%

Q. Do you follow any of the following waste and recycling social media accounts?

	2024	2025
@LoveYourStHull (X)	6.8%	6.6%
Love Your Street Hull (Facebook)	21.1%	13.3%
None of these	77.6%	84.2%