

Tell us what you think

## WASTE PACK EVALUATION 2024 RESULTS REPORT

Results from [Insight@hullcc.gov.uk](mailto:Insight@hullcc.gov.uk)

OFFICIAL

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## About this survey

The Waste Pack Evaluation survey ran from 21 September – 2 December 2024.

Overall, 374 respondents have completed this survey. This provides a **confidence level of 95% with a confidence interval (margin of error) of approximately 5.06%**, 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?**

16 - 24	4.9%
25 - 34	23.3%
35 - 44	20.8%
45 - 54	18.1%
55 - 64	17.3%
65 - 74	11.2%
75+	4.4%

**Q. Which of the following best describes you?**

Male / Man	69.5%
Female / Woman	28.3%
MTF / Transwoman	0.3%
FTM / Transman	0.8%
Gender fluid	0.3%
Non-binary	0.5%
I describe myself another way (please state)	0.3%

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

White - British / English / Welsh / Scottish / Northern Irish	86.8%
Other white	5.6%
Black / Black British	2.2%
Asian / Asian British	3.2%
Mixed / Multiple ethnicities	0.8%
Arab	0.3%
Other (please state)	1.1%

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

Yes, a little	24.6%
Yes, a lot	11.4%
No	64.1%

**Q. Have you ever served in the Armed Forces?**

Yes	5.4%
No	94.6%

## Survey Results

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

On the fridge	25.8%
On the notice-board	24.2%
In a drawer or cupboard	31.2%
In the bin	11.8%
Gave it to a family member / friend etc.	0.5%
Other (please state):	6.5%

- Beside the bins
- Displayed in side porch
- Filed in a folder
- In my diary
- In the scullery where we sort our recycling
- Inside of cupboard door
- It is stuck on the inside of my cupboard door
- Kitchen letter rack
- Laminated it stuck on bin so everyone knows
- Left it out for family to read.
- Never got one
- Next to fridge
- Not received
- On a shelf next to the fridge - I kept the wheel from a few years ago and that is on the fridge
- On counter top near recycling boxes
- On my telephone stand by the front door
- On the tumble dryer in utility room near back door.
- paper shredded
- Read & Recycled
- Read, then disposed of
- Sat down with my husband to understand the information as this woirecycle better and save the planet
- Stuck to the bin
- Stuck to the bin lids in the kitchen so the kids learn where things go
- Taped to kitchen wall by the waste-bin.

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

On the fridge	35.1%
On the notice-board	31.1%
In a drawer or cupboard	21.2%
In the bin	4.0%
Gave it to a family member / friend etc.	0.5%
Other (please state):	8.0%

- Copied dates into my diary
- Didn't recieve one
- Displayed in side porch
- Don't receive one, communal bins
- Entered it into my Google calendar on my phone
- Fixed to the back of cupboard door
- Hung up on inside of cupboard to track
- In my diary
- In my kitchen cupboard door
- Inside of cupboard door
- It's in the inside of my cupboard door near my green food caddy
- It's in the tea cupboard so I see it every day
- Ive laminated it and its nailed to the fence behind my bins
- Kitchen letter rack
- Marked up on my calendar
- Never got one
- Not received
- On the cupboard door on the inside
- On the door
- On the inside of my cupboard door
- On the telephone stand by the front door
- paper shredder
- Pinned up in cupboard for easy reference
- Put dates in Alexa bin calendar
- Put the schedule into Alexa so can get reminders
- Scanned, resized and blu tacked to kitchen tiles above recycling boxes
- Taped to kitchen wall by the waste-bin.
- Took a photo of it before recycling
- Was not given a calendar

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

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

- Didn't receive one
- Didn't see it
- Don't have one
- Dont remember seeing this
- In my partner's wallet
- In my purse
- In my purse
- In my purse
- In my purse
- In my purse
- In my purse
- In my purse
- In my purse
- In my purse.
- in my wallet
- In my wallet
- In my wallet
- In my wallet
- In my wallet.
- In the drawer
- In view - in an easy to find place.
- In wallet
- Kitchen shelf
- Never got one
- Not received
- On a shelf next to the fridge.
- Put it in my purse
- Put, and keep, it in the car
- 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%
The waste pack was clear	1.1%	1.4%	5.7%	43.5%	48.4%
The pictures in the waste pack were confusing	39.1%	42.9%	13.6%	3.3%	1.1%
There was too much information	32.8%	42.0%	19.5%	3.8%	1.9%
The waste pack is a waste of paper	37.1%	36.3%	14.4%	8.9%	3.3%
The waste pack is useful	3.0%	1.9%	7.0%	41.7%	46.3%

**Q. If you said the waste pack wasn't informative. Why?**

- A lot of wasted paper need an opt in and out of recycling packs and divert people to look online.
- Don't know
- I only need to know if my permanent bin day changes. Recycling info is irrelevant if someone puts something non recyclable in the bin whilst its waiting to be emptied then bin men dont empty the bin. Shouldn't need a pass to dump rubbish as we are doing our part by taking it since the bulky items were reduced to yearly
- It doesn't give us enough information of the different plastic packaging especially coloured plastic. Some plastics dont say whether they are recyleable. What about boxes from take aways like mcdonalds and pizza boxes that have grease stains on them or fish and chip boxes. Can they be recycled? In some areas they aren't allowed to be recycled due to having grease stains on the boxes.
- Most information is repetitive, save money and only send out to new residents
- No information on disposing of unusual items like computer printers
- Not recieved

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

- A lot of recycling items are not covered as to which bins etc..
- Don't know
- I don't use vapes, but lots of people do use regularly, every bin says you can't put vapes in, so where should they go?
- No information on disposing of unusual items like computer printers
- Not received
- There are tones of cycling that are need of but sometimes people u take the bins out don't really take out what they need to take out

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

- Cause there are many rules on what goes what and even though i do follow but the civilians don't keep there trash and they put in mine then j get blamed
- Hard to understand too much information
- No information on disposing of unusual items like computer printers
- Small print
- Some photos have too many items so are difficult to see for people with sight issues like me! eg food waste, hard plastic, plastic packets, foil cans and trays.
- The waste pack is not confusing it's useful and just enough information in it
- The waste pack was confusing because some of the pictures were unclear or difficult to interpret. For example, the images showing which items belong in each bin didn't always match what was written in the text. Some of the pictures appeared blurry, which made it hard to tell exactly what was being shown. Additionally, there were several items that seemed to fall into multiple categories, but it wasn't clear which bin they should go in. This created uncertainty and made the information harder to follow. While the text was informative, the lack of clarity in the images made it more difficult to use the guide effectively. More clear, detailed visuals would help make the instructions easier to understand for everyone.

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%
Information about what can be put into which bin	40.9%	4.8%	19.6%	17.7%	16.9%
Resident pass for household recycling sites	57.0%	4.8%	2.4%	16.4%	19.4%
Where and when to put your bin out	44.1%	8.9%	13.5%	15.7%	17.8%
Bulky items service information	32.5%	5.1%	25.7%	17.6%	19.0%
Waste recycling sites information	29.5%	4.3%	28.9%	18.9%	18.4%
Re-use shop	28.9%	5.4%	27.0%	20.2%	18.5%
Replacement bins	26.9%	4.6%	30.7%	18.8%	19.0%
How to get involved and keep your local area tidy / volunteering	27.3%	4.6%	29.2%	21.4%	17.6%

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%
Blue bin collection	2.1%	4.8%	3.8%	40.5%	48.0%	0.8%
Brown bin collection	3.2%	3.5%	5.9%	37.6%	44.1%	5.6%
Household waste recycling sites	2.2%	3.2%	14.2%	32.0%	41.9%	6.5%
Bulky items collection	3.2%	6.7%	17.8%	27.5%	28.8%	15.9%
Fly tipping	15.4%	21.9%	26.2%	12.2%	12.4%	11.9%
Street cleaning	12.9%	21.0%	26.7%	21.8%	16.2%	1.3%
Litter	15.7%	30.3%	22.7%	17.0%	11.6%	2.7%
Parks and open spaces	8.1%	12.9%	21.0%	33.4%	22.1%	2.4%
Graffiti	12.3%	17.5%	32.8%	19.9%	11.5%	6.0%
Waste packs	2.4%	3.8%	20.4%	36.0%	33.1%	4.3%

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%
I would do more if others in my neighbourhood did	22.3%	28.5%	29.3%	16.3%	3.5%
I would if it was easier	19.3%	22.0%	32.3%	20.9%	5.4%
I would if there were incentives	20.7%	20.4%	31.4%	19.0%	8.5%
I don't know how / need more information	28.5%	23.8%	30.4%	13.7%	3.6%
Reducing the amount of waste going for disposal is important	3.0%	2.7%	9.8%	32.1%	52.4%
I don't have enough time	31.1%	29.8%	26.2%	8.7%	4.1%
People have a duty to do what they can	2.7%	2.2%	10.9%	34.5%	49.7%

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

@LoveYourStHull (X)	6.8%
Love Your Street Hull (Facebook)	21.1%
None of these	77.6%

Q. Is there anything else you want to say?

- Bayswater Court still does not have access to blue bin collection, or food waste collection. I answered the question about what I did with the information about recycling, put it in the bin, because it is absolutely no use to me.
- Bin collection labeling and what colour bins are for what needs updating for the multi cultural society
- Bin men and women are very very good down our street. The only thing I find is they is a lot off litter on the paths after the black bins have been emptied down the street. I do pick it up outside the house but not eveyone does so it lets the street down.
- Brown bin collection needs to be every week due to the waste collected being different, it attracts a lot of pests, the bins need to be designed to prevent any air gaps for files.
- bulky items should not be limited to 5 items a year. it's not rocket science that's why fly tipping as increased 10 fold.
- Disabled.on my own .have to depend on neighbors to put bins out and return otherwise they are not emptied. Food waste bags not left when requested.
- Excellent service
- Go paperless, do everything move with the times with digitalisation
- Heard Hull isn't neat and tidy until I started living here, experienced what I ' heard 'was totally wrong. Big thanks to the effort the Council has put into! We , being the residents of Hull would definitely help your task of a clean Hull.
- I am a peofessional programamer. I speak: english, ukrainian and russian languages. I think that it's everyones duty to keep place where they live clean and tidy.
- I am bilingual and speak both English and Spanish fluently, which allows me to help non-English speakers in my community with understanding local services. I am also involved in voluntary work at the local community center, where I help organize recycling programs and educational workshops about sustainability. I believe that small changes in our daily habits, such as reducing waste and recycling more efficiently, can have a big impact on the environment. Additionally, I have a visual impairment and use assistive technologies to access information online, which sometimes makes printed materials difficult for me to read. I would appreciate more accessible formats for important waste management information, like larger print or audio versions.
- I chose to do this in order to advise you of improvements you need to make in the recycling information pack. 1. If someone doesn't speak English how do you expect them to understand? No one will see (or understand) the tiny print saying the information is available in braille or other languages. 2. You constantly have problems with bags being used in blue bins yet the sentence telling people not to do this is far too small. Make it BOLDER and much LARGER! 3. Lack of information on caddies. What do people do if they don't have a brown bin or if they don't have anything else to put in the brown bin other than food waste e.g. in winter months.
- I do a voluntary litter pick on my street,would love a bag hoop because I can't find them online.
- I hate seeing rubbish, especially people throwing it out of their cars, it really annoys me, I always think ....who do they think is going to pick that up ! I always instilled in my children to put their rubbish in a bin or take it home now they do it with their children. It's just respect for where you live, self respect for yourself. Kind regards Tracey
- I have two small children and try to educate them on recycling
- I litter pick my street every day as i simply can't ignore it. It's constant everywhere you turn in Hull and more needs to be done. I've filled so many love Hull hate litter bags. I also have to pick up other people's dog poo too.
- I live in a block of 28 flats. We have no recycling whatsoever and i think that is appalling.
- I live in a communal area and the front garden gets the grass cut but they don't rake it up or anything and the back garden always gets used as a dumping ground for bulky items
- I personally gather litter around my own area on Shannon Road on a regular basis. The litter I collect is mostly empty plastic/ glass bottles & cans which I put into my blue recycling bin. Apart from maintaining cleanliness around the area, the main reason i collect these items is because of local ant-social behaviour of throwing & smashing bottles into peoples gardens. Without me collecting litter the area would be much worse. The present street cleaning in my area is not sufficient.
- I think recycling is important and it is not difficult. I think the problem goes further back to the products we buy and the packaging. I try to re-use as much as possible and recycle all the time.



- I think the info on the reverse of the pass should be replaced with the addresses & tel No's of the other recycling centres. As most people keep their pass in the car. The present info is more likely to be used whilst at home.
- I volunteer at a Dove House Hospice shop and it is good to see things getting reused.
- I'm a conservation volunteer at several local nature reserves and an environmental science student, so I'm much more aware of the impacts and importance of recycling and waste. My housemates are much less engaged and definitely lack the motivation/knowledge to do better
- I'm disabled so I often can't recycle as much as I'd like to because I can't stand for long enough to rinse out the jars, empty out old food into the caddy, rinse out the container and recycle everything, so it has to just go in the bin.
- Information on scrap metal Tubs and foil trays to be cleaned?
- It would be nice to have more bulky items collected instead of having to pay if you have already had a bulky collection
- Just a few observations... The latest waste pack indicates that there are items that cannot be placed in the black bin. I always assumed this was a catchall for anything that won't go in the blue or brown bins. Obviously, this wouldn't be a place for hazardous or illegal items, but to rule out other items would mean the householder would have to dispose of them another way. This is taking up the householder's valuable time, and they don't get paid for it. Bulky items shouldn't be limited. If something needs disposing of, then it should be disposed of. There should be a special collection request for hazardous items, such as asbestos.
- Larger green caddys to reflect a household's actual food waste on streets where there are no food / garden waste bins due to having yards.
- Nothing to say about myself...but would like to say this year's (2024/25) waste pack is really good! In particular the VISUAL leaflet with the photos of what you can put in each bin. This helps the elderly or those whose English is not their first language eg my mother in law. I will put mine on my fridge and involve my young child to help with the recycling in our home.
- Our green caddy is sometimes not emptied
- Overall happy with the waste collection in Hull. Due to living in a new build area in a cul de sac my little road NEVER gets swept, not even by the management company which is disappointing when other streets on the development do. Recycle bins never bring my bins back to my boundary either (especially brown bin) but the black bin men do.
- Should be more park keepers and security on fields such as oak road with car park being locked every night and cover for cars left in there ignoring signs
- Should have a council app that displays bin information, city information relevant for me, tip pass raising requests, news, events ect...
- Someone to come around the streets and post notices in houses could help to be proactive
- Sorry this isn't related as such to myself. My little boy is almost 3 (3 at the end of December) and can I just say your bin men are lovely to him! He loves waiting for them every Wednesday and waving at them while shouting "Hi bin mans!". It makes his day. Two of your lovely bin men have let him have a quick seat in the lorry and he's absolutely loved it. I haven't had chance to feedback to anyone about our lovely bin men on Elgar Road but please make sure they know they make my toddlers day every Wednesday :)
- Thank you for keeping our street clean!
- The annual waste pack makes it a doddle to get the right thing in the right bin, but too many choose to ignore it as 'not their problem/job to sort waste'.
- The black bins get full quick the gates don't get closed I got a dented car due to the bin men! Just wasn't available at the time to move things forward the streets are constantly getting full of rubbish we keep cleaning it and then by the end of the day it's back again.
- The calendar does not give the correct information regarding brown bin collections
- The city of Hull, located in the United Kingdom, captivates me with its calmness and serenity. Unlike some of the overly busy cities in the UK, Hull offers a peaceful atmosphere that allows one to relax and connect with the environment. The slower pace of life here makes it easier to focus on personal well-being, free from the chaos and stress found in larger, bustling urban centers. For a Black/Black British woman like me, Hull feels like a beautiful retreat, with its friendly community and welcoming atmosphere. One of the most remarkable aspects of Hull is its residents' strong commitment to sustainability and recycling. Technology plays a crucial role in Hull's efforts to promote eco-friendly living, with smart waste management systems and efficient recycling initiatives. Residents actively support these movements, helping to make the city cleaner and more environmentally responsible. This collective effort makes Hull not only serene but also safer for future generations. I appreciate the balance Hull offers—modern

technology blended with a respect for nature. This progressive yet peaceful environment, paired with a sense of belonging, sets Hull apart from other cities. It provides a perfect space to thrive, where the beauty of diversity is embraced, and the well-being of the planet is prioritized.

- There is still a large "not my responsibility"/"not my problem"/"can't be bothered"/"too much bother"/"it's the Council's responsibility"/"there's more important things in life" attitudes amongst people we know. They don't like being challenged on it most of the time.
- There should be a take your rubbish out day for all areas i live perran close & there hasnt been a day to do this
- There should be better access to ways to recycle/dispose of small electrical/electronic items - e.g. neighbourhood collection points
- They need to do more bring out your rubbish and the fact that the bulky items collection need to be picked up more and the replacement of black bins need to be free it a joke.that if someone else vandlises your bin you have to pay for it
- To clean more streets and clean signs
- Too much glass in the parks and streets would be nice if alcohol bottles changed to plastic that would save the streets and parks
- TRYING TO GET HOLD OF ANYONE REGARDING ANY TYPE OF ISSUE IS AN ABSOLUTE NIGHTMARE, AND A TOTAL WASTE OF TIME TRYING, THE SYSTEM IS SET UP TO AVOID ANSWERING ANY CALLS THE ONLINE AND TELEPHONE SYSTEMS ARE NOT FIT FOR PURPOSE. I SPENT 20 MINUTES YES- ING AND NO- ING, ONLY TO BE TOLD WE'LL YOU CAN'T REPORT THAT, TO MANY OBSTACLES PUT IN THE WAY AT EVERY HURDLE, IT'S NOT A SERVICE IF THEY DON'T WANT OT BE HELD RESPONSIBLE. COLLECTIONS MISSED TWO WEEKS IN A ROW BUT NO ONE SEEMS TO WANT TO LISTEN
- Two aspects of the waste collections annoy me (1) I leave my bin on the edge of my drive thereby not blocking the pavement. The binmen usually leave the bins in the middle of the pavement blocking it - it would be all day if I didn't bring them in promptly. If I did that I would be prosecuted, why aren't they? (2) Sometimes material is spilled in the street from the bin collection lorries examples: foliage from gardens, paper shreddings. They allegedly have a brush shovel and bucket to clear this up but I have never seen them do this. It's an offence to discard litter. If I did that I would be prosecuted, why aren't they?
- Very happy with the bin collections, friendly and helpful, possibly because i always give them a can of drink each, especially when hot, acknowledgment is fir a job well done
- Wish people would get together and tidy their streets ect
- Would like to volunteer more but am a little unreliable and am limited in what I can do due to heart/arthritis problems. Am currently attempting with community members to stop anti social behaviour on Alderman Kneeshaw park.