



## **East Herts Council Residents Survey 2013**



**Opinion Research Services  
November 2013**



## East Herts Council Residents Survey 2013



by **Opinion Research Services**

### Opinion Research Services

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# 1. Project Overview

## The Survey

- <sup>1.1</sup> Opinion Research Services (ORS) was commissioned by East Herts Council to undertake a survey of residents' attitudes towards the Council and the services it provides. This survey was last undertaken by ORS in 2011 and before this in 2009. The residents' survey is used to track changes in residents' opinions on a number of topics. It is important in helping to inform Council planning and decisions. This report presents the findings from this survey under the following main topic headings:
- Your Local Area
  - East Herts Council and Council Services
  - Waste and Recycling Collections
  - Community Safety
  - Contact with East Herts Council
  - Communications
- <sup>1.2</sup> Comparisons with the 2011 and 2009 residents' surveys have been made where suitable. Some questions have been altered since the 2011 survey and footnotes note this where appropriate. There are also some new questions in 2013 that were not previously included.

## Survey Response

- <sup>1.3</sup> The survey was designed to produce results that are representative of the population of East Herts. A random sample of 4000 was drawn from the Postal Address File and questionnaires were distributed to residents of East Hertfordshire on August 30<sup>th</sup> 2013. A reminder to non-respondents was sent on 2<sup>nd</sup> October 2013. In order to increase the response rate a Prize Draw incentive was used giving residents the chance to win a £50 voucher to spend in a restaurant of their choice in East Herts. 13 questionnaires were returned as failed mail and 1,198 were returned complete, yielding a response rate of 30%.

## Weighting the Data

- <sup>1.4</sup> The extent to which results can be generalised from a sample depends on how well the sample represents the population from which it is drawn. As for all surveys of this type, although a random sample of addresses was selected, the achieved sample was unbalanced owing to non-response.
- <sup>1.5</sup> Under these circumstances, inferences about the views of the population can be improved by calculating weights for any under or over-sampling of particular groups. Weights are assigned by comparing the sample proportions for particular groups with known population characteristics from other sources for the same groups. Each observation is then multiplied by its weight to ensure that the weighted sample will conform to the known population characteristics.

1.6 In this case, the data was checked against Census 2011 data for age, gender, working status and ethnic group then subsequently weighted to account for the number of eligible adults in the household, age, working status, gender and ethnic group. The results presented here are therefore representative of East Hertfordshire and will be treated as being so throughout this report. When we discuss the unweighted data we refer to ‘respondents’ but for the weighted data we refer to ‘residents’.

1.7 The tables on the following pages show the profile characteristics of respondents to the survey. Any value denoted by a \* represents a percentage which is less than 1%.

**Table 1: Gender - All Respondents**

Gender	Unweighted Count	Unweighted Valid %	Weighted Valid %
Male	522	44	48
Female	653	56	52
Not known	23	-	-
<b>TOTAL</b>	<b>1,198</b>	<b>100</b>	<b>100</b>

**Table 2: Age - All Respondents**

Age	Unweighted Count	Unweighted Valid %	Weighted Valid %
Aged 18 to 34	92	8	22
Aged 35 to 44	187	16	19
Aged 45 to 54	237	20	19
Aged 55 to 59	99	8	7
Aged 60 to 64	116	10	7
Aged 65 -74	230	20	16
Aged 75+	208	18	10
Not known	29	-	-
<b>TOTAL</b>	<b>1,198</b>	<b>100</b>	<b>100</b>

**Table 3: Ethnic Group - All Respondents**

Ethnic Group	Unweighted Count	Unweighted Valid %	Weighted Valid %
White - British	1,107	95	92
BME	63	5	8
Not known	28	-	-
<b>TOTAL</b>	<b>1,198</b>	<b>100</b>	<b>100</b>

**Table 4: Long-standing illness/Disability - All Respondents**

Long-standing illness/Disability	Unweighted Count	Unweighted Valid %	Weighted Valid %
Long-standing illness/disability	248	22	16
No illness/disability	905	78	84
Not known	45	-	-
<b>TOTAL</b>	<b>1,198</b>	<b>100</b>	<b>100</b>

**Table 5: Household Type - All Respondents**

Household Type	Unweighted Count	Unweighted Valid %	Weighted Valid %
With children	118	21	29
Without children	452	79	71
Not known	628	-	-
<b>TOTAL</b>	<b>1,198</b>	<b>100</b>	<b>100</b>

**Table 6: Working Status - All Respondents**

Working Status	Unweighted Count	Unweighted Valid %	Weighted Valid %
Working	624	53	65
Retired	441	37	20
Otherwise not working	116	10	15
Not known	17	-	-
<b>TOTAL</b>	<b>1,198</b>	<b>100</b>	<b>100</b>

## Interpretation of the Data

- <sup>1.8</sup> Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout the volume an asterisk (\*) denotes any value less than half a per cent.
- <sup>1.9</sup> In some cases figures of 2% or below have been excluded from graphs.
- <sup>1.10</sup> Graphics are used extensively in this report to make it as user friendly as possible. The pie charts and other graphics show the proportions (percentages) of residents making relevant responses. Where possible, the colours of the charts have been standardised with a ‘traffic light’ system in which:
- Green shades represent positive responses
  - Beige and purple/blue shades represent neither positive nor negative responses
  - Red shades represent negative responses
  - The bolder shades are used to highlight responses at the ‘extremes’, for example, very satisfied or very dissatisfied
- <sup>1.11</sup> It should be remembered that a sample, and not the entire population of the district, has been interviewed. In consequence, all results are subject to sampling tolerances, which means that not all differences are statistically significant. When considering changes in responses between this year’s survey and previous surveys, and between different groups within the population, differences have been analysed using appropriate statistical means to check for statistical significance (i.e. not happened ‘by chance’). Differences that are not said to be ‘significant’ or ‘statistically significant’ are indicative only. When comparing results between demographic sub-groups, only results which are significantly different are highlighted in the text. However, please note that when comparing results between years, both significant and insignificant differences are highlighted in the text. Statistical significance is at a 95% level of confidence.

## Acknowledgements

<sup>1.12</sup> ORS would like to thank Marianne McWhinnie at East Herts Council for her help and assistance in developing the project. We would also like to thank the 1,198 people who took part in the survey, without whose valuable input the research would not have been possible.

## 2. Executive Summary

### Summary of Main Findings

- <sup>2.1</sup> The following paragraphs selectively highlight some key issues, but readers are referred to the detailed graphics for the full story. The suite of ORS reports also includes full cross tabulations.

#### Your Local Area

- <sup>2.2</sup> 9 in 10 (90%) residents were satisfied with their local area as a place to live, whilst 70% of residents were satisfied with the way East Herts Council runs things. Just over two fifths (42%) of residents agreed that East Herts Council provides value for money.
- <sup>2.3</sup> Factors consistently identified as the most important in making somewhere a good place to live are: the level of crime; health services; clean streets; and education provision;. Factors that are residents' priorities for improvement in East Herts are: road and pavement repairs; the level of traffic congestion; public transport; health services; affordable decent housing; shopping facilities; job prospects; and clean streets.

#### East Herts Council and Council Services

- <sup>2.4</sup> Less than half (45%; 42% in 2011) the residents agreed that East Herts Council is making the local area a better place to live, whilst only a third (33%; 33% in 2011) of residents agreed that East Herts Council is efficient and well run.
- <sup>2.5</sup> 7 in 10 or more residents were satisfied with their refuse collection (81%; 75% in 2011), parks and open spaces (76%; 74% in 2011), doorstep recycling (75%; 72% in 2011) and local tips/household waste recycling centres (71%; 70% in 2011).
- <sup>2.6</sup> However, around a fifth or more of residents were dissatisfied with local bus services (28%), local transport information (23%), keeping public land clear of litter and refuse (22%) and theatres/concert halls (21%).

#### Waste and Recycling Collections

- <sup>2.6</sup> Residents indicated high levels of satisfaction with East Herts Council's waste and recycling collection service. 7 in 10 or more of residents were satisfied with: the containers provided for items of recycling and composting (72%; 71% in 2011); how clean and tidy the street is following the collection of items for recycling and composting (71%; 74% in 2011); the types of materials collected by the recycling and composting collection service (81%; 78% in 2011); the information provided about the service (90%;

87% in 2011); and the service for the collection of items for recycling and composting overall (80%; 77% in 2011).

- 2.7 Residents also indicated high levels of satisfaction with the service East Herts Council provides in terms of the collection of general household waste. Around 8 in 10 residents were satisfied with: the bin provided for their general household waste (84%; 85% in 2011); how clean and tidy the street is following the refuse collection (77%; 78% in 2011); and the waste collection service overall (83%; 77% in 2011).

## Community Safety

- 2.8 7 in 10 (70%; 70% in 2011) of residents reported that they feel safe in their local area after dark, while around a fifth (17%; 17% in 2011) said they feel unsafe.
- 2.9 The main four neighbourhood issues reported by residents as being a fairly or very big problem in their local area are: rubbish or litter lying around (25%), people drunk or rowdy in public places (23%), people using or dealing drugs (22%) and groups/teenagers hanging around streets (22%).

## Contact with East Herts Council

- 2.10 Around a third of residents (32%) have contacted the Council within the last 3 months, whilst almost three fifths (58%) have contacted the Council within the last 12 months. The method that residents used most recently to contact the Council is by telephone (59%), followed by email (19%) and in person at Council offices (11%). Nearly two thirds (64%) of residents were satisfied with their most recent contact with the Council, however, around a fifth said (19%) said they were dissatisfied.
- 2.11 Around 3 in 10 (29%) of residents have contacted East Herts Council with a complaint. Of these, almost a third (31%) did so within the last three months and almost half (48%) within the last six months. In terms of how their complaint was handled, the aspect the highest proportion of residents are dissatisfied with was the final outcome (49%). Around two fifths are also dissatisfied with: the way in which the complaint was managed (44%); the time taken to deal with their complaint (39%); and how their complaint was handled overall (39%). However, around 7 in 10 (71%) of residents are satisfied with the ease which they were able to raise their complaint.

## Communications

- 2.12 The majority of residents currently (53%) and prefer (60%) to find out about East Herts Council from information provided by the Council.
- 2.13 Although almost all residents are aware of (98%) and have used (97%) the East Herts website, 1 in 10 or less have used the Council Facebook page, Twitter page, 'Stay Connected' email alerts and a live webcast.
- 2.14 The main three ways in which residents could be encouraged to access more Council services online would be: assurance that enquiries would be dealt with *as quickly* as if contact was made via another method (24%); assurance that enquiries would be dealt with *more quickly* than if contact was made via another method (29%); and if more information about council services was available on the website (27%).

<sup>2.15</sup> The main three suggestions residents provided for how east Herts Council could help residents more are: improvements to recycling (14%); better maintenance of roads, pavements and pathways (13%); and better information available to residents (10%).

### 3. Comparisons to the 2011 Residents Survey

*Overall, how satisfied or dissatisfied are you with the way East Herts Council runs things?<sup>1</sup>*

Overall, how satisfied or dissatisfied are you with the way East Herts Council runs things?	% very or fairly satisfied 2013	% very or fairly satisfied 2011	% change since 2011
	70%	51%	↑19

*To what extent do you agree or disagree that East Herts Council provides value for money?<sup>2</sup>*

To what extent do you agree or disagree that East Herts Council provides value for money?	% very or fairly satisfied 2013	% very or fairly satisfied 2011	% change since 2011
	42%	24%	↑18

*Here are some of the things that other people have said about their Council. To what extent do you agree or disagree that these statements apply to East Herts Council?*

My Council...	% strongly or tend to agree 2013	% strongly or tend to agree 2011	% change since 2011
Is making the local area a better place to live	45%	42%	↑3
Is efficient and well run	33%	33%	-

*How strongly do you agree or disagree with the following statement?*

*The quality of East Herts Council services is good overall.*

Statement	% strongly or tend to agree 2013	% strongly or tend to agree 2011	% change since 2011
The quality of East Herts Council is good overall	54%	51%	↑3

<sup>1</sup> There was a change in the positioning of this question in 2013. A preamble (stipulated by the LGA guidance) was present in the 2013 questionnaire and not in the 2011 questionnaire. See paragraph 3.6 for more details.

<sup>2</sup> There was a change in the positioning of this question in 2013. A preamble (stipulated by the LGA guidance) was present in the 2013 questionnaire and not in the 2011 questionnaire. See paragraph 3.9 for more details.

*How satisfied or dissatisfied are you with each of the following services that are provided or supported by East Herts Council?*

Service	% very or fairly satisfied 2013	% very or fairly satisfied 2011	% change since 2011
Keeping public land clear of litter and refuse	66%	64%	↑2
Refuse collection	81%	75%	↑6
Doorstep recycling	75%	72%	↑3
Local tips/household waste recycling centres	71%	70%	↑1
Local transport information	35%	35%	-
Local bus services	36%	38%	↓2
Sport/leisure facilities	50%	46%	↑4
Theatres/concert halls	45%	39%	↑6
Parks and open spaces	76%	74%	↑2

*East Herts Council undertakes a collection of waste for recycling and composting. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.*

Service	% very or fairly satisfied 2013	% very or fairly satisfied 2011	% change since 2011
The containers provided for items of recycling and composting	72%	71%	↑1
How clean and tidy the street is following the collection of items for the recycling and composting	71%	74%	↓3
The types of materials collected by the recycling and composting collection service	81%	78%	↑3
The information we provided about the service (e.g. collection calendars, details of what we collect)	90%	87%	↑3
The service for the collection of items for recycling and composting overall	80%	77%	↑3

*East Herts Council undertakes a collection of general household waste. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.*

Service	% very or fairly satisfied 2013	% very or fairly satisfied 2011	% change since 2011
The bin provided for your general household refuse	84%	85%	↓1
How clean and tidy the street is following the refuse collection	77%	78%	↓1
The waste collection service overall	83%	77%	↑6

*How safe or unsafe do you feel when outside in your local area after dark?*

How safe or unsafe do you feel when outside in your local area after dark?	% very or fairly safe 2013	% very or fairly safe 2011	% change since 2011
	70%	70%	-

*How safe or unsafe do you feel when outside in your local area during the day?*

How safe or unsafe do you feel when outside in your local area during the day?	% very or fairly safe 2013	% very or fairly safe 11	% change since 2011
	94%	94%	-

*Thinking about this local area, how much of a problem do you think each of the following are...?<sup>3</sup>*

Crime Type	% very or fairly big problem 2013	% very or fairly big problem 2011	% change since 2011
Rubbish or litter lying around	25%	28%	↓3
People being drunk or rowdy in public places	23%	27%	↓4
Groups/teenagers hanging around the streets	22%	30%	↓8
People using or dealing drugs	22%	19%	↑3
Vandalism, graffiti and other deliberate damage to property or vehicles	17%	23%	↓6
Noisy neighbours or loud parties	12%	10%	↑2
Abandoned or burnt out cars	3%	3%	-

*When did you last contact East Herts Council?*

Time	% 2013	% 2011	% change since 2011
In the last week	7%	7%	-
In the last month	14%	11%	↑3
In the last three months	12%	14%	↓2
In the last six months	12%	10%	↑2
In the last year	14%	16%	↓2
Longer ago	23%	26%	↓3
Never	18%	15%	↑3

<sup>3</sup> 'Don't know/no opinion' was previously 'Don't know'.

Also – the order of the options has changed to reflect LGA guidance. 'Teenagers hanging around the streets' is now 'Groups hanging around the streets'

*Thinking about the most recent time you got in touch with the Council, on the whole, how satisfied or dissatisfied were you with your contact with the Council?*

Thinking about the most recent time you got in touch with the Council, on the whole, how satisfied or dissatisfied were you with your contact with the Council?	% very or fairly satisfied 2013	% very or fairly satisfied 2011	% change since 2011
	64%	65%	↓1

*Have you contacted East Herts Council with a complaint?*

Have you contacted East Herts Council with a complaint?	% yes 2013	% yes 2011	% change since 2011
	29%	29%	-

*When did you last complain to East Herts Council?*

Time	% 2013	% 2011	% change since 2011
In the last week	6%	5%	↑1
In the last month	10%	9%	↑1
In the last three months	15%	18%	↓3
In the last six months	17%	17%	-
In the last year	22%	20%	↑2
Longer ago	30%	32%	↓2

*How satisfied or dissatisfied were you with how the following were handled?*

	% very or fairly satisfied 2013	% very or fairly satisfied 2011	% change since 2011
The ease with which you were able to raise your complaint	71%	64%	↑7
The time taken to deal with your complaint	52%	48%	↑4
The way in which the complaint was managed	46%	41%	↑5
The final outcome	42%	40%	↑2
How your complaint was handled overall	47%	39%	↑8

*Link magazine is the council's publication, currently delivered four times a year to each household. Have you seen a copy in the last 12 months?*

Link magazine is the council's publication, currently delivered four times a year to each household. Have you seen a copy in the last 12 months?	% yes 2013	% yes 2011	% change since 2011
	87%	88%	↓1

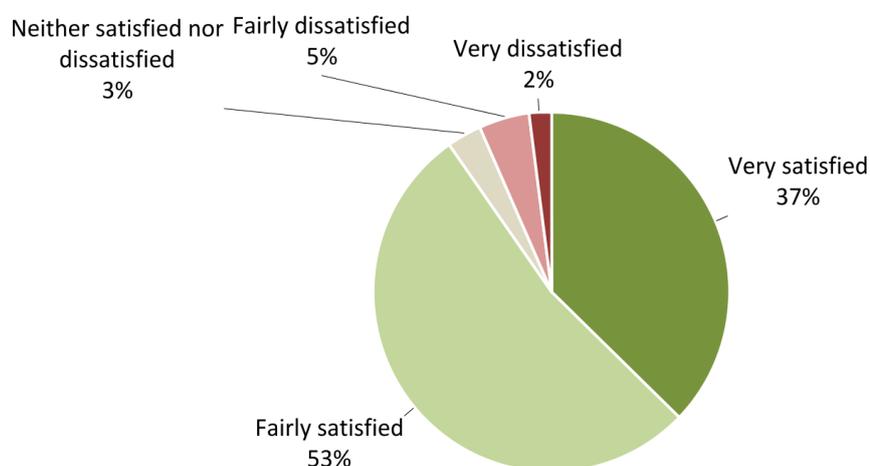
*Thinking about the most recent issue of Link magazine that you have seen, would you say you:*

Thinking about the most recent issue of Link magazine that you have seen, would you say you:	% 2013	% 2011	% change since 2011
Read all of it	15%	20%	↓5
Read most of it	32%	34%	↓2
Read a few articles	29%	20%	↑9
Just glanced at it	21%	21%	-
Never read it	4%	4%	-

## 4. Your Local Area

Figure 1: Responses to how satisfied or dissatisfied residents were with their local area as a place to live

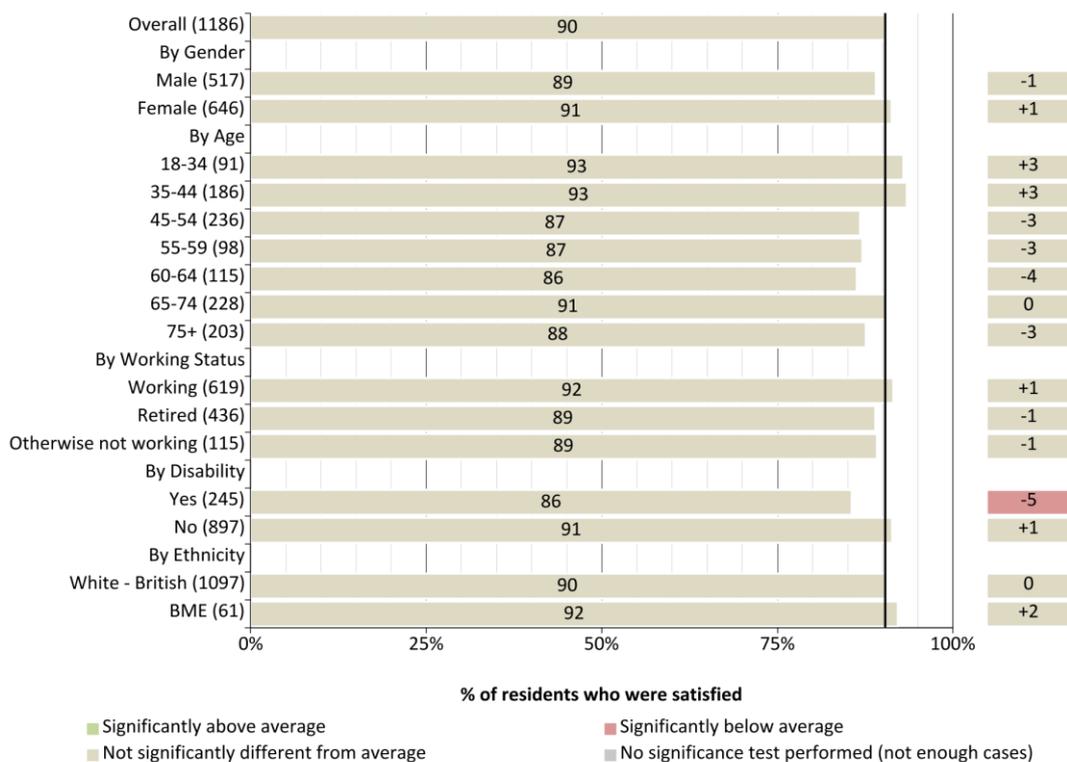
*Overall, how satisfied or dissatisfied are you with your local area as a place to live?*



Base: All residents (1186)

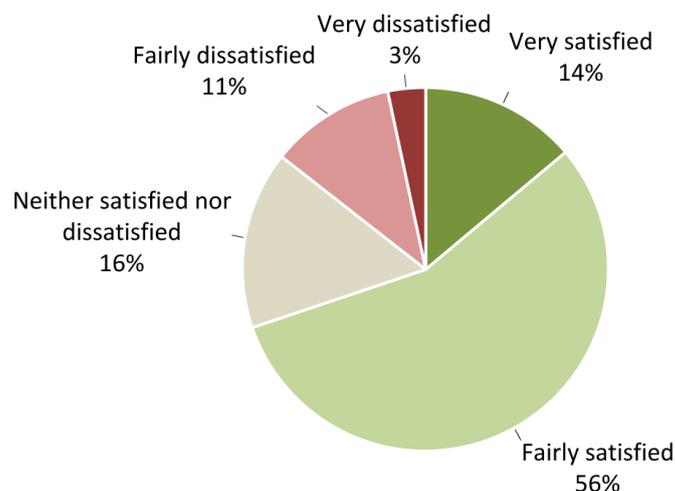
- 4.1 Throughout this survey residents were asked to think about their 'local area' When answering, they were asked to consider their local area to be the area within 15 – 20 minutes walking distance from their home.
- 4.2 9 in 10 (90%) residents were satisfied with their local area as a place to live, with almost two fifths (37%) saying they were very satisfied. 7% of residents were dissatisfied, whilst 3% were neither satisfied nor dissatisfied.
- 4.3 Residents who have a disability are significantly less likely to be satisfied with their local area as a place to live.

Figure 2: Responses to how satisfied or dissatisfied residents were with their local area as a place to live



**Figure 3: Responses to how satisfied or dissatisfied residents were with the way East Herts Council runs things**

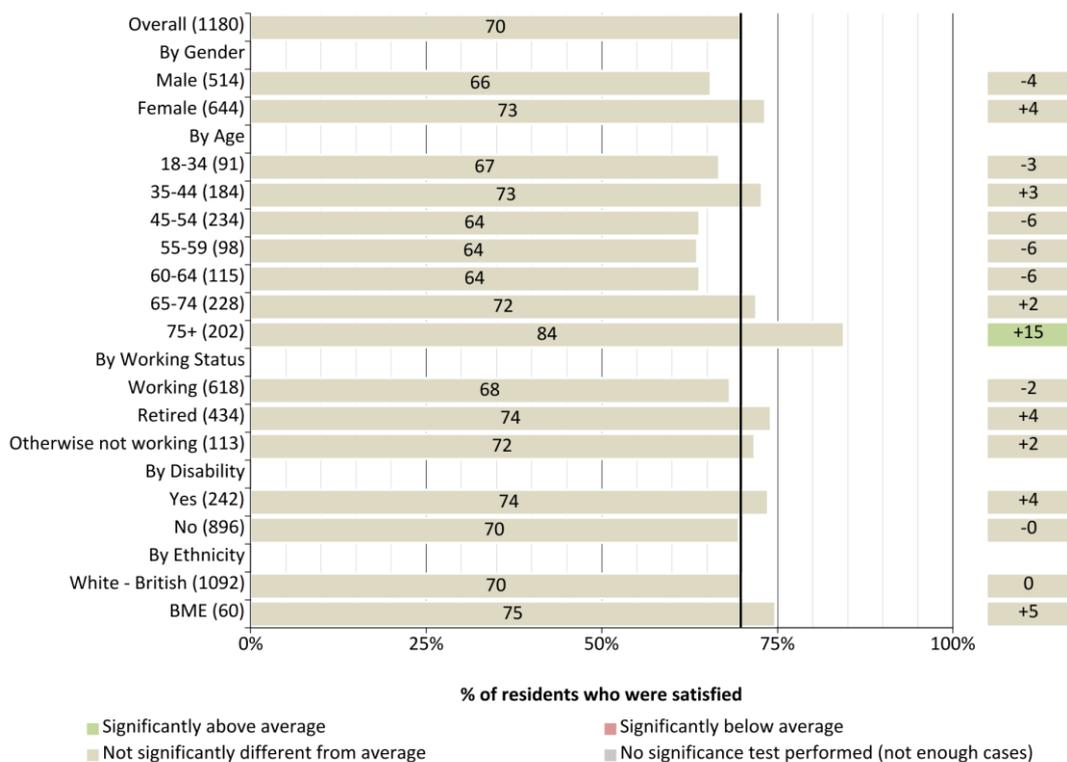
*Overall, how satisfied or dissatisfied are you with the way East Herts Council runs things?*



**Base: All residents (1180)**

- 3.4 Residents in this area receive services from two councils, East Herts Council and Hertfordshire County Council. This survey asked about East Herts Council, which is responsible for services such as refuse collection, street cleaning and planning.
- 3.5 70% of residents were satisfied with the way East Herts Council runs things, with nearly three fifths (56%) of them stating they were fairly satisfied. 14% of residents were dissatisfied, whilst 16% were neither satisfied nor dissatisfied.
- 3.6 The proportion of residents that reported satisfaction with the way East Herts Council is running East Herts was 51% in 2011. The difference in satisfaction between 2013 and 2011 may be due in part to the positioning of the question; being at the start of the questionnaire in 2013, rather than after the questions on the most important things that make somewhere a good place to live and what, if anything, most needs improving about the local area. A preamble (stipulated by the LGA guidance) was also present in the 2013 questionnaire and not in the 2011 questionnaire. This preamble explained that residents receive services from two councils, East Herts Council and Hertfordshire County Council. It then explained that the survey is asking about East Herts Council which is responsible for services such as refuse collection, street cleaning and planning. The wording of the question also slightly differs between the 2 surveys.
- 3.7 Residents who are aged 75 and over are significantly more likely to be satisfied with the way East Herts Council runs things.

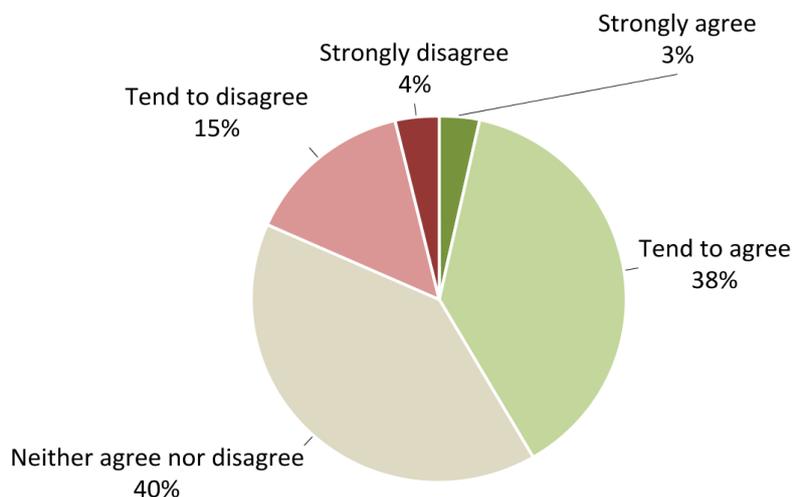
Figure 4: Responses to how satisfied or dissatisfied residents were with the way East Herts Council runs things



Base: All residents who were satisfied with the way East Herts Council runs things

**Figure 5: Extent to which residents agree or disagree that East Herts Council provides value for money**

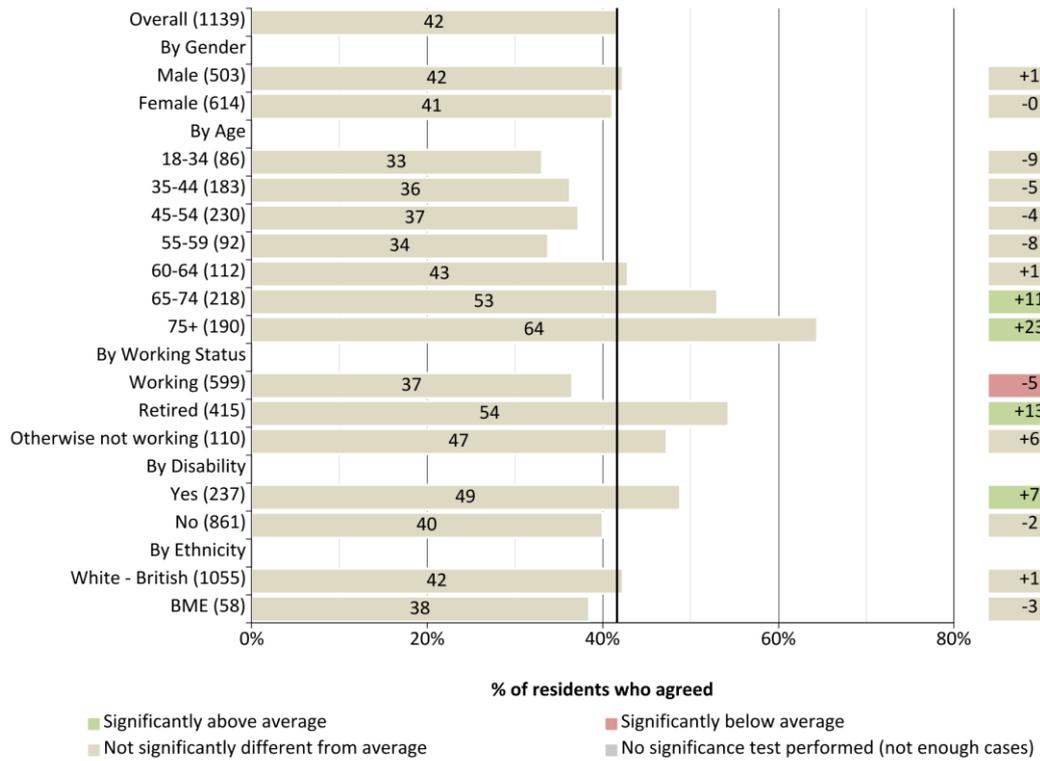
*To what extent do you agree or disagree that East Herts Council provides value for money?*



**Base: All residents (1139)**

- <sup>3.8</sup> Just over two fifths (42%) of residents agreed that East Herts Council provides value for money. Nearly one fifth (18%) of residents disagreed, whilst two fifths (40%) neither agreed nor disagreed.
- <sup>3.9</sup> The proportion of residents that agreed that East Herts Council provides value for money was 24% in 2011. The difference in agreement between 2013 and 2011 may be due in part to the positioning of the question; being at the start of the questionnaire in 2013, rather than after the questions on the most important things that make somewhere a good place to live and what, if anything, most needs improving about the local area. A preamble (stipulated by the LGA guidance) was also present in the 2013 questionnaire and not in the 2011 questionnaire. This preamble asked residents to think about the range of services East Herts Council provides to the community as a whole, as well as the services their household uses. They were told that it didn't matter if they didn't know all of the services East Herts Council provides to the community – a general opinion was what was required. The wording of the question also slightly differs between the 2 surveys.
- <sup>3.10</sup> Residents who are aged 65 and over, retired and have a disability are significantly more likely to say that East Herts Council provided value for money.

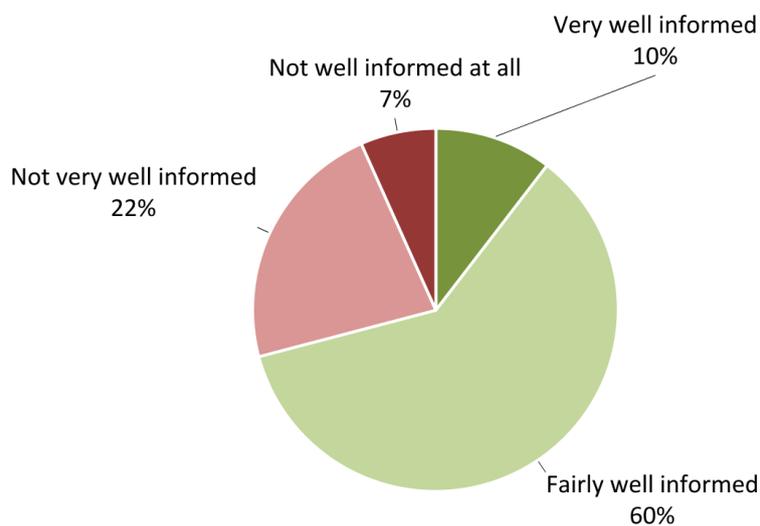
Figure 6: Extent to which residents agree or disagree that East Herts Council provides value for money



Base: All residents who agree that East Herts Council provides value for money

**Figure 7: Responses to how well informed residents think East Herts Council kept them about the services and benefits it provides**

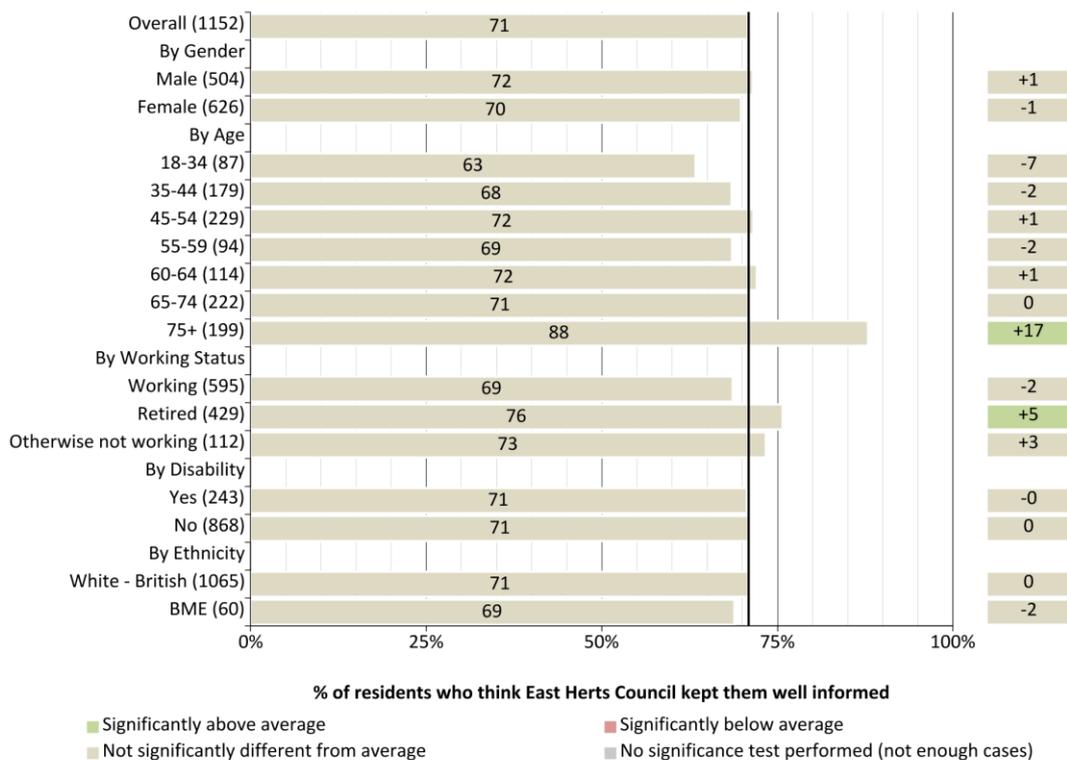
*How well informed do you think East Herts Council keeps you about the services and benefits it provides?*



**Base: All residents (1152)**

- <sup>3.11</sup> Over 7 in 10 (71%) residents feel that East Herts Council kept them informed about the services and benefits it provides, with three fifths (60%) of them saying they were kept fairly well informed. Nearly one third (29%) felt that they were not kept informed, with 7% of them saying they were not well informed at all.
- <sup>3.12</sup> It can be seen that residents who are significantly more likely to say East Herts Council kept them informed about the services and benefits it provides are aged 75 and over and retired (see figure 8 overleaf).

**Figure 8: Responses to how well informed residents think East Herts Council kept them about the services and benefits it provides**

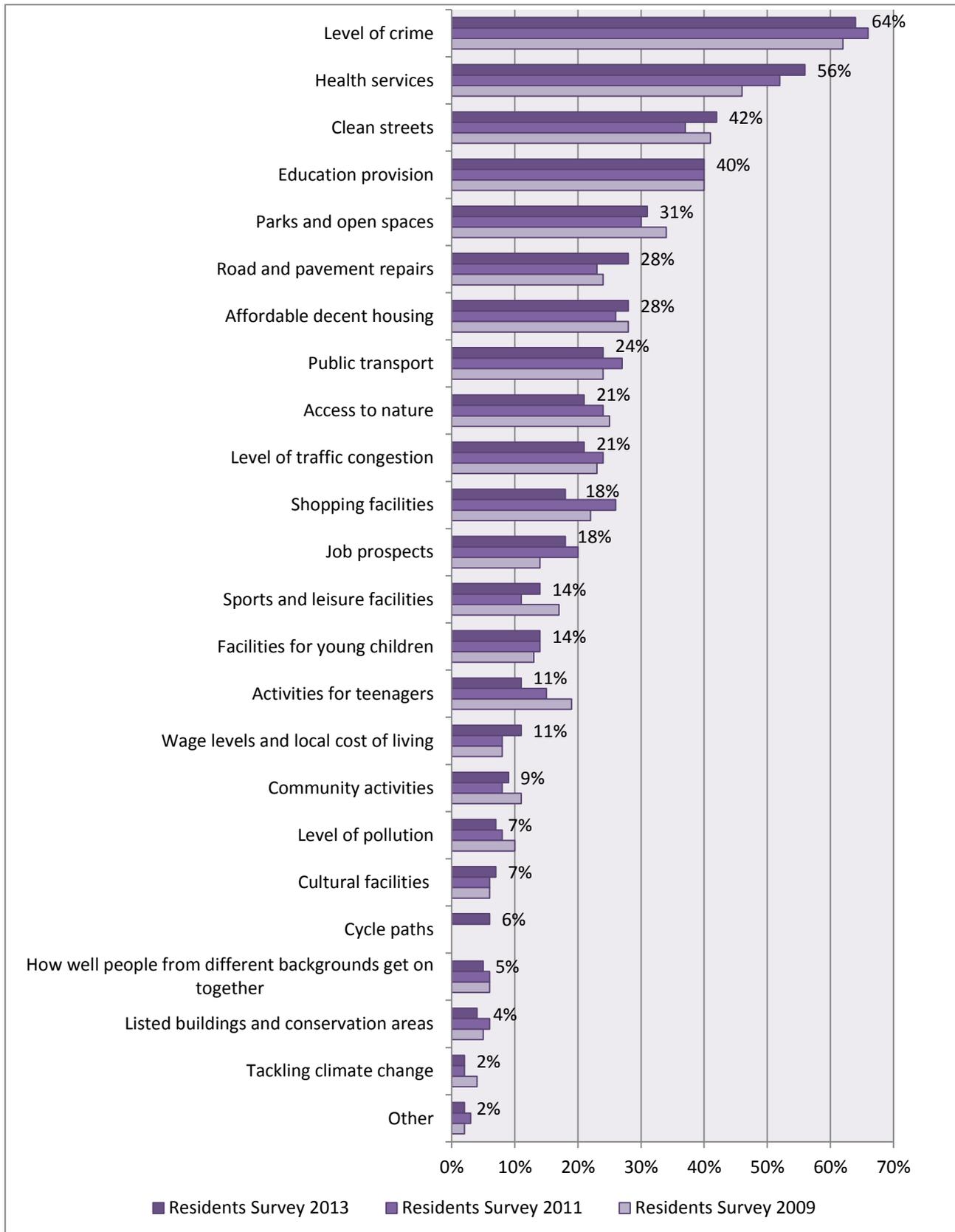


**Base: All residents who think East Herts Council kept them well informed about the services and benefits it provides**

*Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?*

- <sup>3.13</sup> Respondents were asked to identify the top five factors which they consider to be the most important in making somewhere a good place to live, from a list of 23. Figure 9 (overleaf) presents the results for this year's survey with those for the East Herts residents' survey in 2011 and 2009. Factors consistently identified as most important are the *level of crime* (64% in 2013), *health services* (56%), *clean streets* (42%) and *education provision* (40%).
- <sup>3.14</sup> Of least importance to making somewhere a good place to live are: *cycle paths* (6%), *how well people from different backgrounds get on together* (5%), *listed buildings and conservation areas* (5%) and *tackling climate change* (3%).
- <sup>3.15</sup> Text comments revealed 'other' factors that are important to residents in *making somewhere a good place to live* as being: parking for residents, better town planning and safety for cyclists on the roads.

**Figure 9: Responses to which of the things below would residents say were the most important in making somewhere a good place to live**



Base: All residents

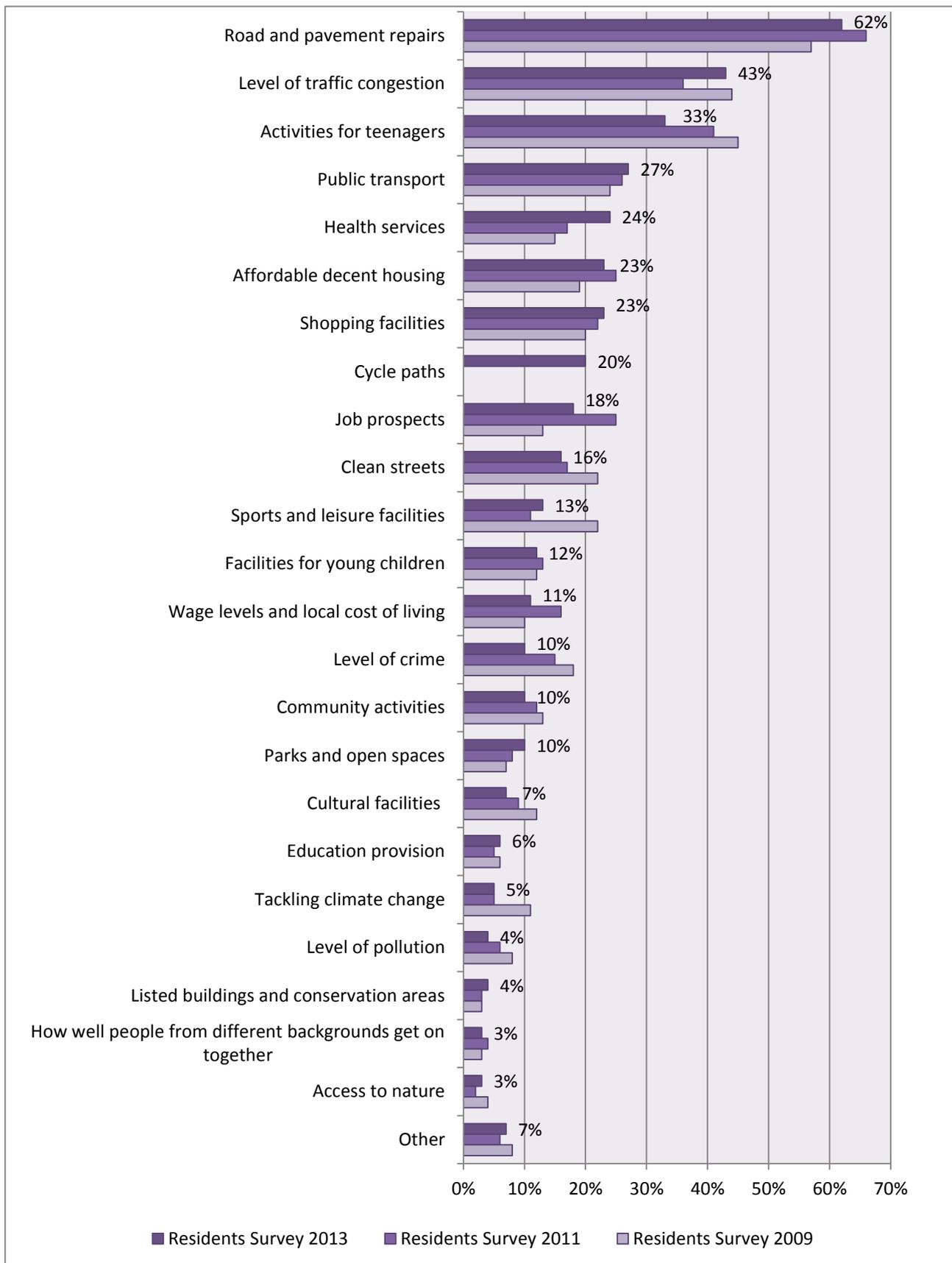
*And thinking about your local area, which of the things below, if any, do you think most need improving?<sup>4</sup>*

- <sup>3.16</sup> Following on from *what makes somewhere a good place to live*, East Herts residents were asked to identify the five things that most need improving in their local area. Figure 10 (overleaf) presents the findings for this survey alongside the results from the 2011 and 2009 East Herts residents' surveys. Over three fifths (62%) chose *road and pavement repairs* as most in need of improvement. *Level of traffic congestion* (43%) and *activities for teenagers* (33%) also scored highly. *How well people from different backgrounds get on together* (3%) and *access to nature* (3%) were identified as the least in need of improvement.
- <sup>3.17</sup> Text comments also revealed that 'other' factors that need improving in the local area include: street lighting, protection of the green belt and parking facilities.

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<sup>4</sup> 'Cycle paths' is a new option for 2013

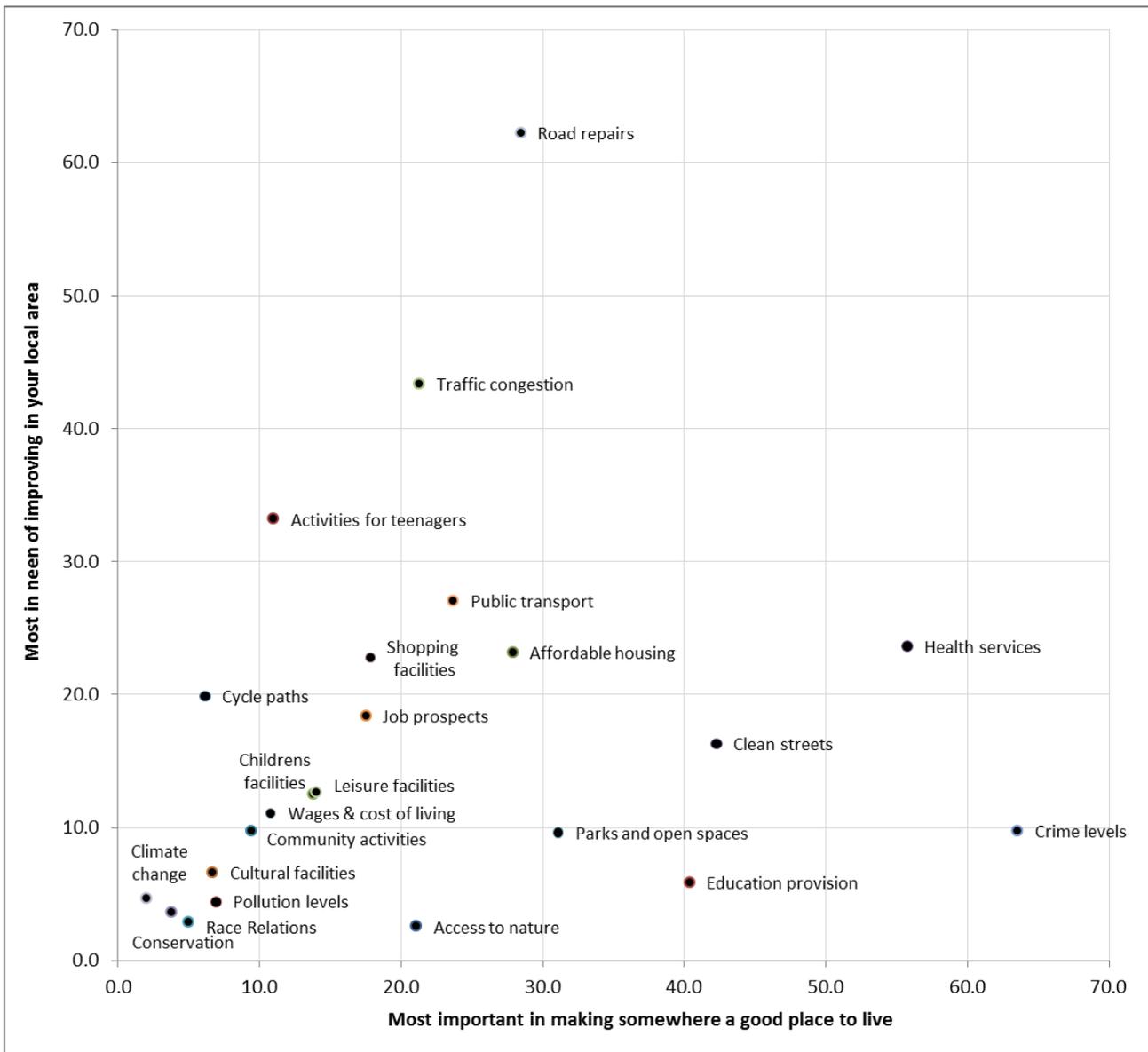
Figure 10: Responses to which of the things below, if any, do residents think most need improving



Base: All residents

- 3.18 Figures 11 and 12 bring together factors that East Herts residents feel are most important in making somewhere a good place to live and the factors that they think most need improving locally.
- 3.19 A scatter graph has been used to plot the importance of services against improvement priorities (Strategic Priority Analysis) (see figure 11). The proportion of residents who said a particular service is the most important factor in making somewhere a good place to live is plotted against the proportion who said that same service is most in need of improving in your local area.

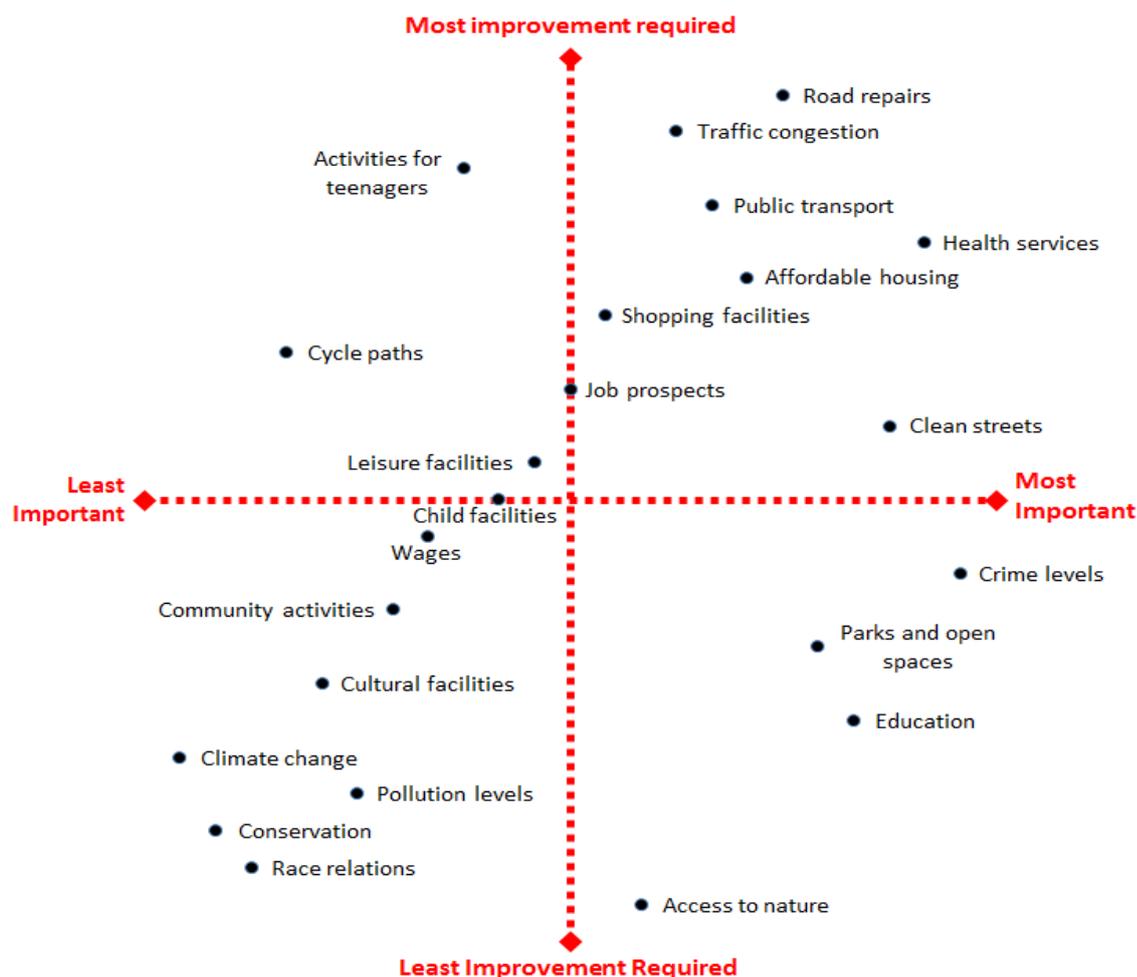
**Figure 11: Quality of Life – Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? And thinking about this local area, which of the things below, if any, do you think most need improving?**



Base: All residents

- 3.20 The following graph (figure 12 below) is split into quadrants (divided using the mean scores for importance and need for improvement) and each quadrant represents a particular strength or weakness.
- 3.21 The bottom left hand corner shows services that are performing well but are of lesser importance to residents. The top left hand corner represents services that need improvement but are less important to residents. The bottom right hand corner shows services which are organisational strengths insofar as they are important and performing well. Finally, the top right hand corner presents services that most need improvement and are important to residents.
- 3.22 These quadrants are based on a standard management tool designed to analyse priorities for organisations and it is those services in the top right hand quadrant upon which East Herts Council and its partners might wish to focus. It is important to remember these scatter graphs relate only to public opinion and do not take into account any other pressures or priorities, including statutory responsibilities. Although scatter graphs can help to determine service priorities, they should not, therefore, be used in isolation.

Figure 12: Quality of Life – Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? And thinking about this local area, which of the things below, if any, do you think most need improving? (By rank)



Base: All residents

- 3.23 In the following table (figure 13 below) the results for each service have been ranked and then plotted against each other. This way of representing the data enables a much clearer representation of where services fall within the four quadrants of the priority analysis chart.
- 3.24 As with the previous chart the bottom left hand corner shows aspects of services that are performing well but are of lesser importance to residents. The top left hand corner represents services that need improvement but are less important to residents. The bottom right hand corner shows aspects which are organisational strengths. Finally, the top right hand corner includes scores that most need improvement and are important to residents.

**Figure 13: Priority Analysis Summary**

Less Important, Most Needs Improving IMPROVEMENTS REQUIRED	More Important, Most Needs Improving PRIORITIES FOR IMPROVEMENT
Activities for teenagers Cycle paths Leisure facilities	Road and pavement repairs The level of traffic congestion Public transport Health services Affordable decent housing Shopping facilities Job prospects Clean streets
Less Important, Least Needs Improving LOW PRIORITY STRENGTHS	More Important, Least Needs Improving KEY STRENGTHS
Child facilities Wage levels Community activities Cultural facilities Tackling climate change The level of pollution Conservation areas How well people from different backgrounds get on together	The level of crime Parks and open spaces Education provision Access to nature

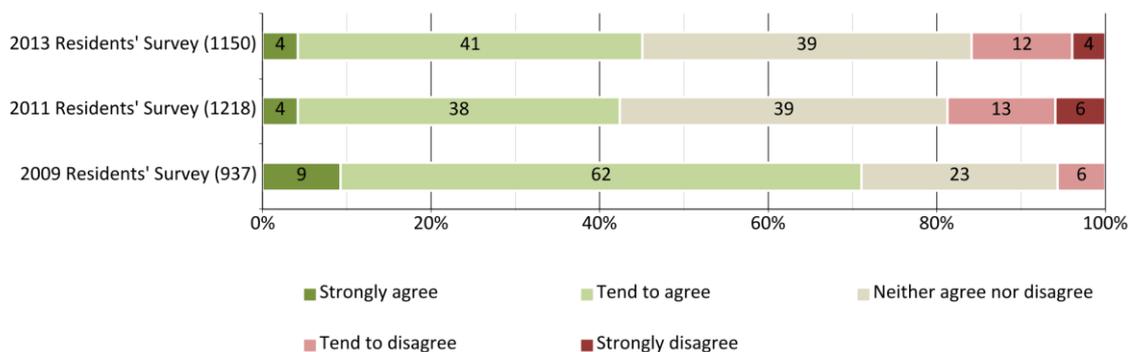
**Summary of Key Points – Your Local Area**

- 9 in 10 (90%) of residents were satisfied with their local area as a place to live.
- 7 out of 10 (70%) of residents were generally satisfied with how East Herts Council is running things.
- 42% of residents agreed that East Herts Council provides value for money.
- Factors consistently identified as the most important in making somewhere a good place to live are the level of crime, health services, clean streets and education provision.
- Factors that are resident priorities for improvement in East Herts are:
  - Road and pavement repairs
  - The level of traffic congestion
  - Public transport
  - Health services
  - Affordable decent housing
  - Shopping facilities
  - Job prospects
  - Clean streets

# 4. East Herts Council and Council Services

*Here are some of the things that other people have said about their Council. To what extent do you agree or disagree that these statements apply to East Herts Council?*

**Figure 14: Extent to which residents agree or disagree that the East Herts Council is making the local area a better place to live**



**Base: All residents**

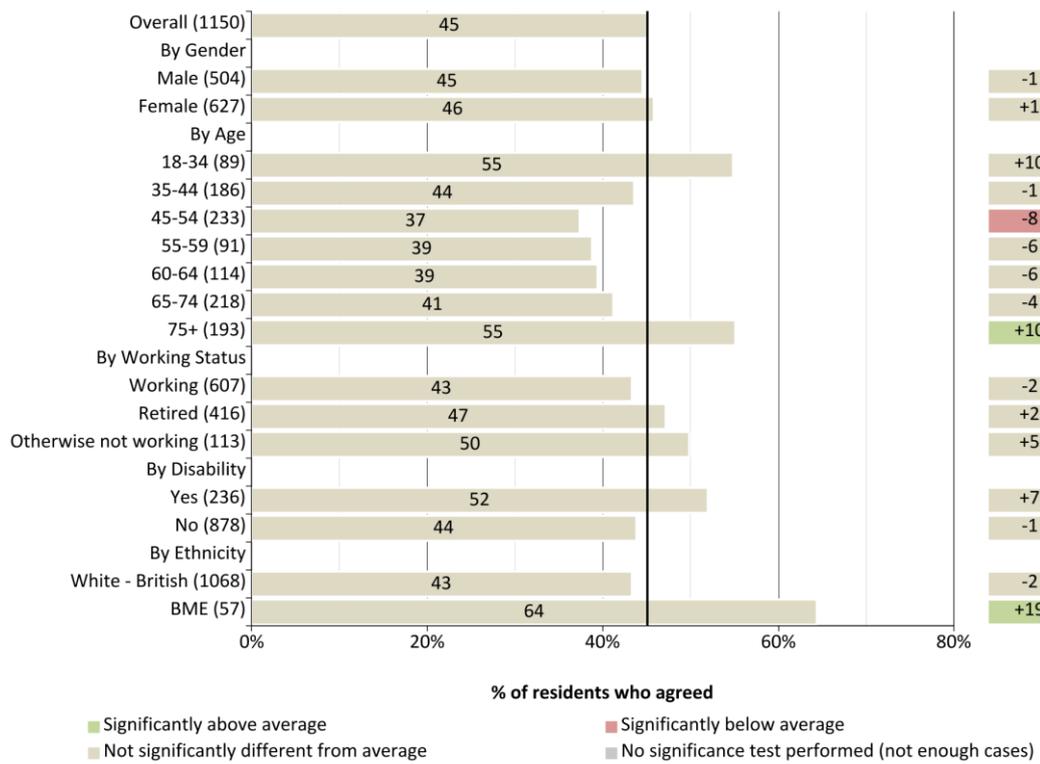
4.1 Less than half (45%) of residents agreed that East Herts Council is making the local area a better place to live. A relatively high proportion (39%) gave the neutral ‘neither agree nor disagree’ response to this question and 16% disagreed with it. The proportion agreeing with this statement has increased by three percentage points compared with the 2011 residents’ survey but has decreased by twenty-six percentage points compared with the 2009 residents’ survey.

4.2 Residents aged 75 and over and those who are Black Minority Ethnic (BME) are significantly more likely to agree that East Herts Council is making the local area a better place to live. On the other hand, residents aged 45-54 are significantly less likely to agree that East Herts Council is making the local area a better place to live.

**Table 7: Extent to which residents agree or disagree that the East Herts Council is making the local area a better place to live. Comparison with 2011 survey.**

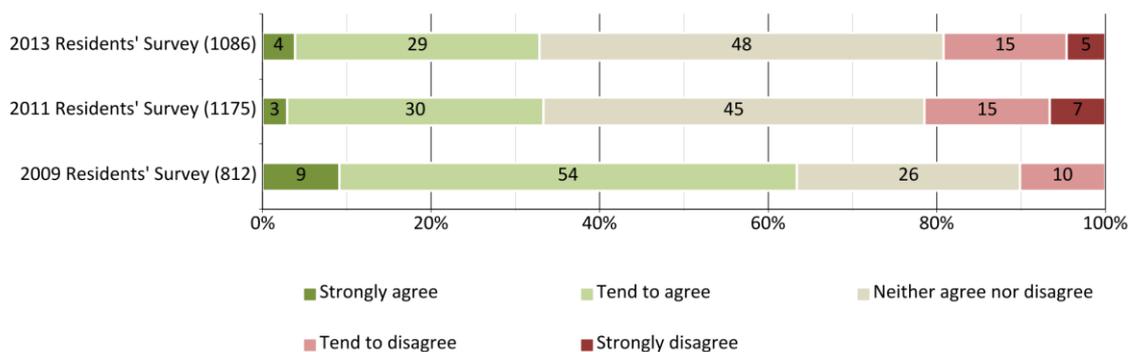
My Council...	% strongly or tend to agree 13	% strongly or tend to agree 11	% change since 2011
Is making the local area a better place to live	45%	42%	↑3

Figure 15: Extent to which residents agree or disagree that the East Herts Council is making the local area a better place to live



Base: All residents who agree that East Herts Council is making the local area a better place to live

**Figure 16: Extent to which residents agree or disagree that East Herts Council is efficient and well run**



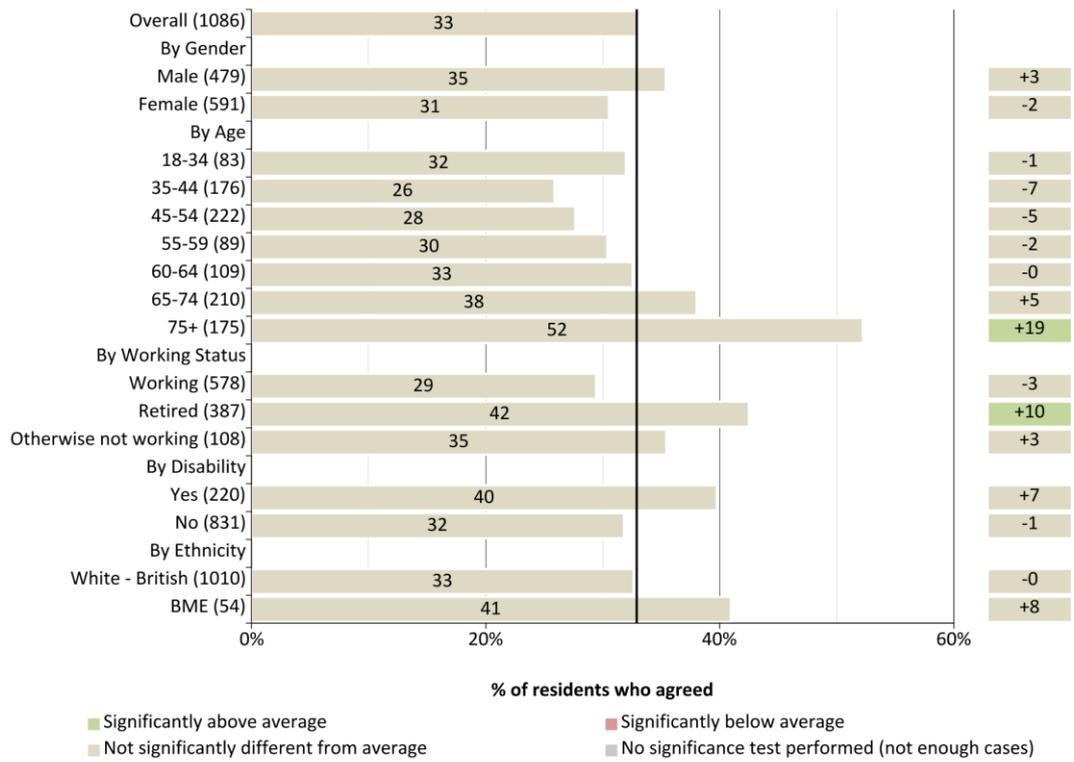
**Base: All residents**

- 4.3 A third (33%) of residents agreed that East Herts Council is efficient and well run. Nearly half (48%) said they neither agreed nor disagreed, whilst under one fifth (19%) disagreed. Compared to the 2011 residents’ survey, the amount agreeing with the statement has stayed the same but has decreased by 30% when compared to the 2009 residents’ survey.
- 4.4 It can be seen that residents aged 75 and over and those who are retired are significantly more likely to agree that East Herts Council is efficient and well run.

**Table 8: Extent to which residents agree or disagree that East Herts Council is efficient and well run. Comparison with 2011 survey.**

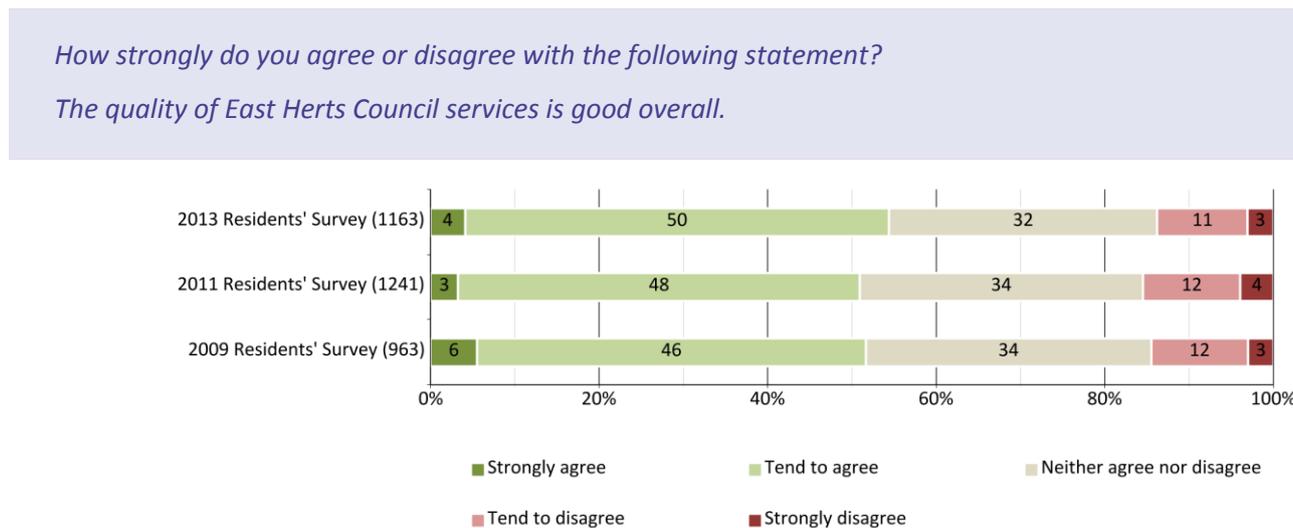
My Council...	% strongly or tend to agree 13	% strongly or tend to agree 11	% change since 2011
Is efficient and well run	33%	33%	-

Figure 17: Extent to which residents agree or disagree that East Herts Council is efficient and well run



Base: All residents who agree that East Herts Council is efficient and well run

**Figure 18: Responses to how strongly residents agree or disagree with the statement ‘the quality of East Herts Council is good overall’**



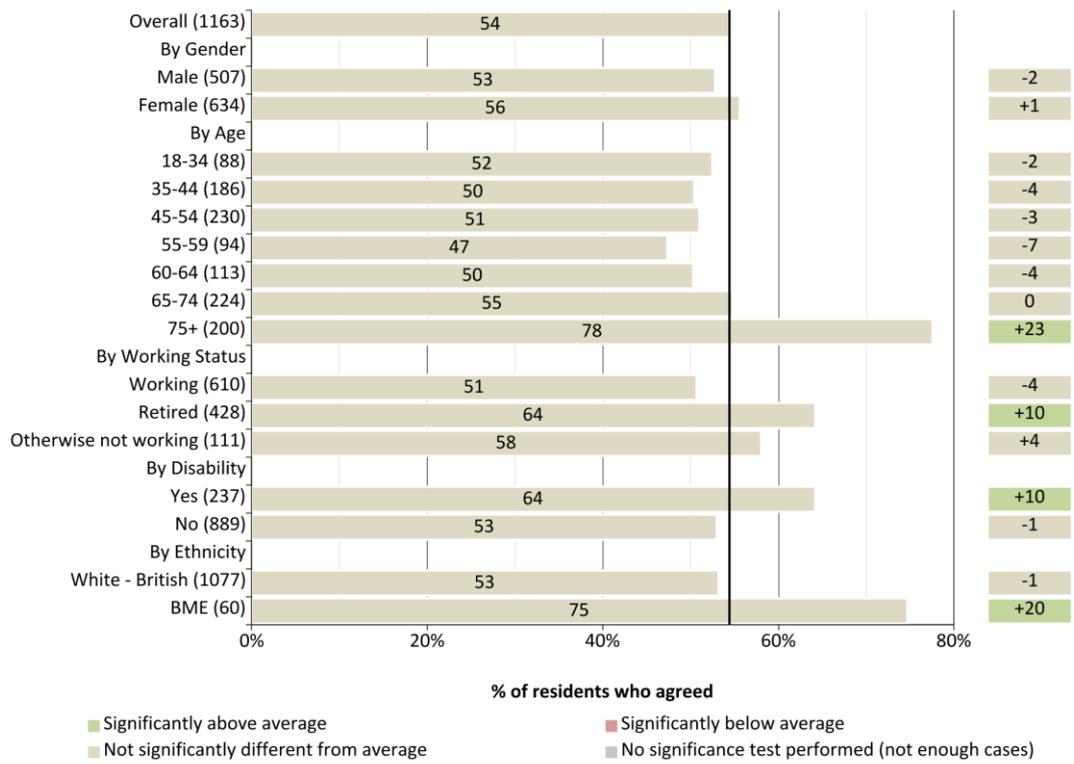
**Base: All residents**

- 4.5 Over half (54%) of residents agreed with the statement ‘the quality of East Herts Council is good overall’. Almost a third (32%) stated that they neither agreed nor disagreed, whilst 14% disagreed. The proportion agreeing with this statement has increased by three percentage points compared with the 2011 residents’ survey (51% in 2011).
- 4.6 Residents aged 75 and over, those who are retired, have a disability and of a Black Minority Ethnic (BME) group are significantly more likely to agree with the statement ‘the quality of East Herts Council is good overall’.

**Table 9: Responses to how strongly residents agree or disagree with the statement ‘the quality of East Herts Council is good overall’. Comparison with 2011 survey.**

Statement	% strongly or tend to agree 13	% strongly or tend to agree 11	% change since 2011
The quality of East Herts Council is good overall	54%	51%	↑3

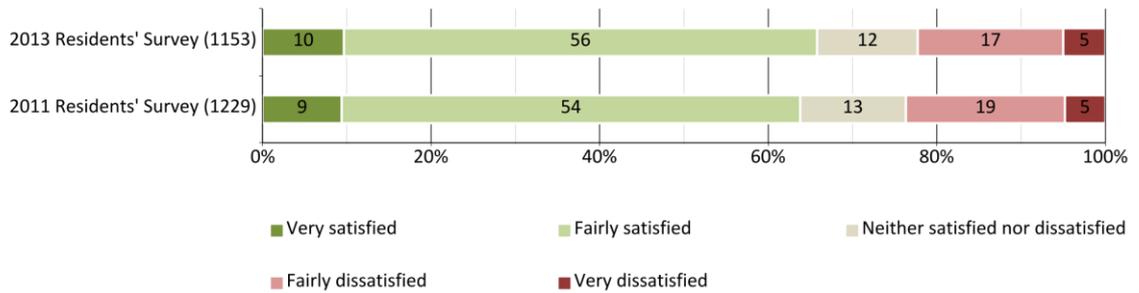
**Figure 19: Responses to how strongly residents agree or disagree with the statement ‘the quality of East Herts Council is good overall’**



**Base: All residents who agree with the statement ‘the quality of East Herts Council is good overall’**

*How satisfied or dissatisfied are you with each of the following services that are provided or supported by East Herts Council?*

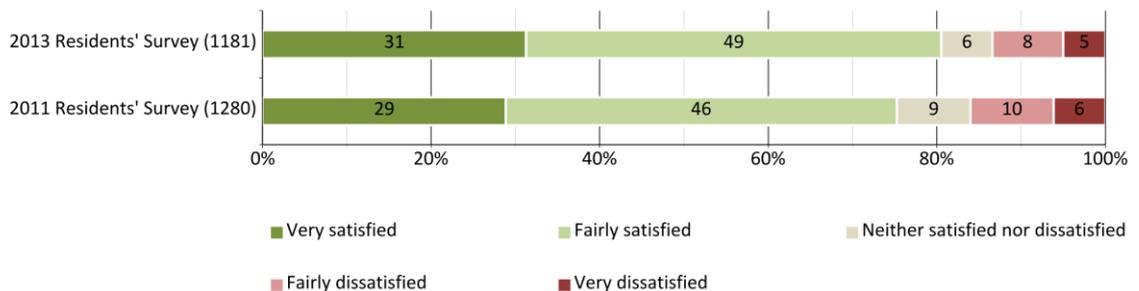
**Figure 20: Responses to how satisfied or dissatisfied residents were with keeping of public land clear of litter and refuse**



**Base: All residents**

- 4.7 Around two thirds (66%) of residents said they were satisfied with the extent to which public land was kept clear of litter and refuse, whilst over one fifth (22%) indicated they were dissatisfied. The proportion of residents who said they were satisfied has increased by two percentage points since 2011, whilst the amount who said they were dissatisfied has decreased by two percentage points.

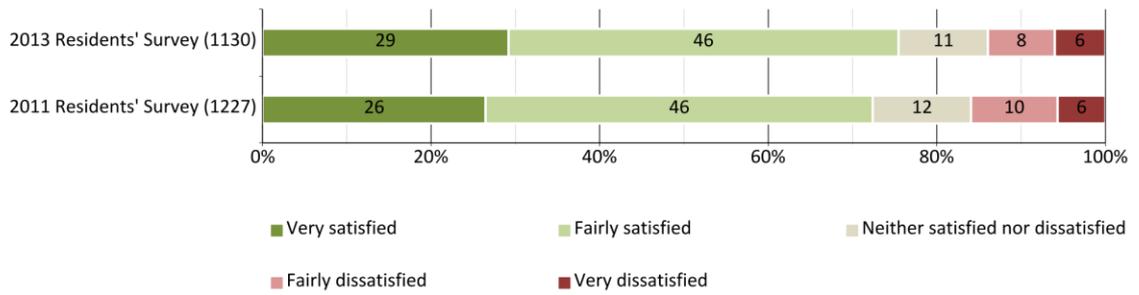
**Figure 21: Responses to how satisfied or dissatisfied residents were with their refuse collection**



**Base: All residents**

- 4.8 The vast majority (81%) of residents stated they were satisfied with their refuse collection, with only 13% indicating they were dissatisfied. The proportion of residents reporting satisfaction has increased by six percentage points compared with the 2011 residents' survey (75% in 2011).

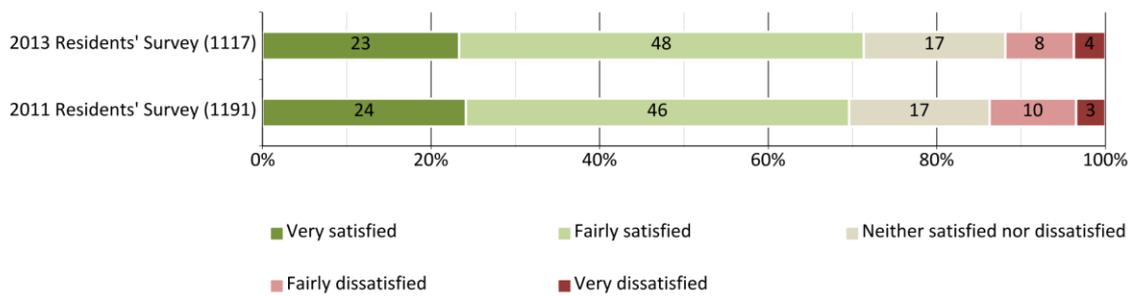
**Figure 22: Responses to how satisfied or dissatisfied residents were with their doorstep recycling**



**Base: All residents**

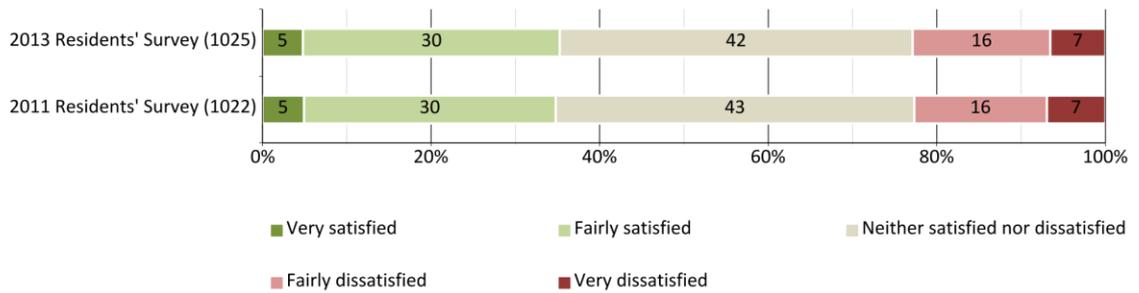
4.9 Three quarters (75%) of residents said they were satisfied with their doorstep recycling, with only 14% stating they were dissatisfied. The proportion indicating they were satisfied has increased by three percentage points compared with the 2011 residents’ survey (72% in 2011).

**Figure 23: Responses to how satisfied or dissatisfied residents were with local tips/household waste recycling centres**



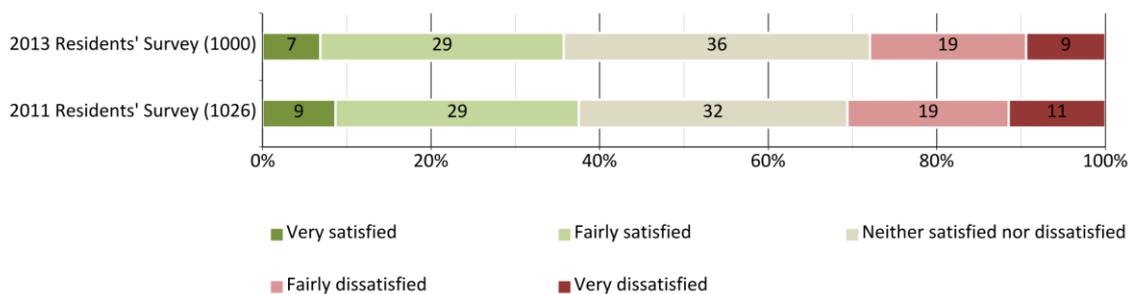
**Base: All residents**

4.10 Over 7 in 10 (71%) residents said they were satisfied with their local tips/household waste recycling centres, whilst only 12% stated they were dissatisfied. Looking back at the 2011 residents’ survey, the amount of people who said they were satisfied has increased by one percentage point (70% in 2011), whilst the amount who said they were dissatisfied has decreased by two percentage points (14% in 2011).

**Figure 24: Responses to how satisfied or dissatisfied residents were with local transport information**

**Base: All residents**

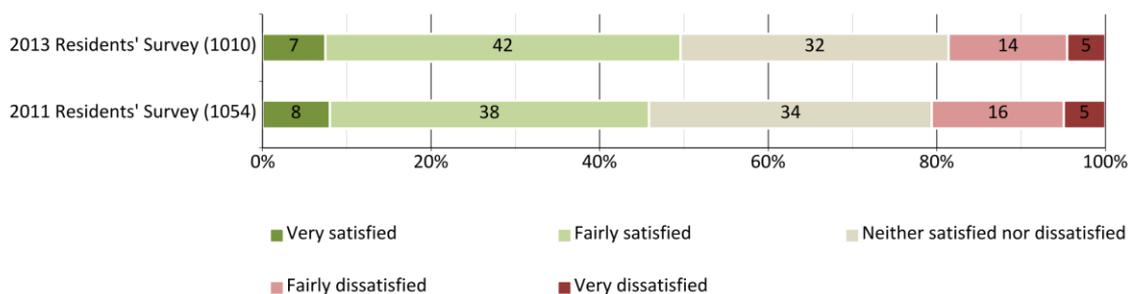
4.11 Over one third (35%) of residents said they were satisfied with local transport information. Just over two fifths (42%) stated they were neither satisfied nor dissatisfied, whilst almost a quarter (23%) said they were dissatisfied. The results from both the 2013 and 2011 residents' surveys are almost identical.

**Figure 25: Responses to how satisfied or dissatisfied residents were with the local bus services**

**Base: All residents**

4.12 Over one third (36%) of residents said they were satisfied with the local bus services. Over one third (36%) were neither satisfied nor dissatisfied, whilst almost 3 in 10 (28%) were dissatisfied. When comparing this year's results to the 2011 survey, the proportion of residents who said they were satisfied has decreased by two percentage points (38% in 2011), whilst the proportion who said they were dissatisfied has decreased by three percentage points (31% in 2011).

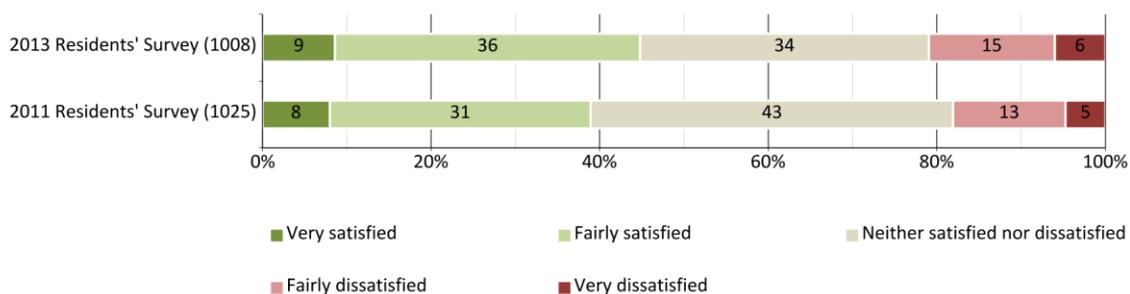
**Figure 26: Responses to how satisfied or dissatisfied residents were with the sport/leisure facilities**



**Base: All residents**

4.13 Half (50%) of the residents were satisfied with the sport/leisure facilities, with the majority (42%) of them saying that they were fairly satisfied. Almost one third (32%) said they were neither satisfied nor dissatisfied, whilst 19% indicated they were dissatisfied. The proportion indicating they were satisfied has increased by four percentage points compared with the 2011 residents’ survey (46% in 2011).

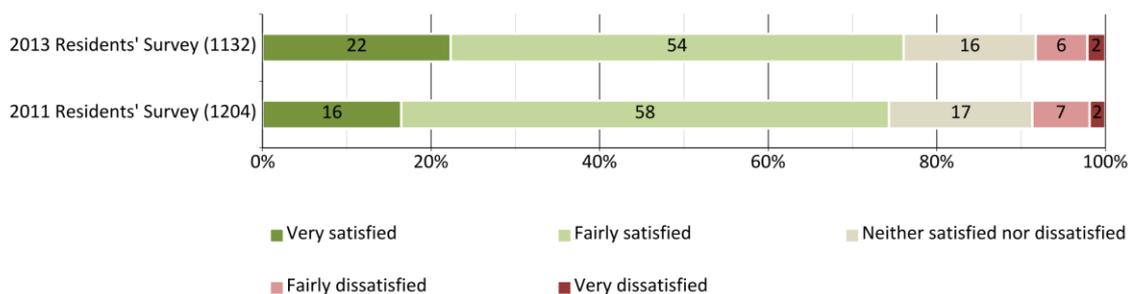
**Figure 27: Responses to how satisfied or dissatisfied residents were with theatres/concert halls**



**Base: All residents**

4.14 Almost a half (45%) of residents indicated they were satisfied with the theatres/concert halls, with 36% of them saying they were fairly satisfied. Just over one third (34%) stated they were neither satisfied nor dissatisfied, whilst over a fifth (21%) residents said they were dissatisfied. Compared to the 2011 residents’ survey, the proportion of residents saying they were satisfied has increased by six percentage points.

**Figure 28: Responses to how satisfied or dissatisfied residents were with parks and open spaces**



**Base: All residents**

4.15 Just over three quarters (76%) of residents said they were satisfied with parks and open spaces, with only 8% indicating they were dissatisfied. The proportion of residents saying they were satisfied has increased by two percentage points compared with the 2011 residents’ survey.

**Table ? : Responses to how satisfied or dissatisfied residents were with the following services that are provided or supported by East Herts Council. Comparison with 2011 survey.**

Service	% very or fairly satisfied 13	% very or fairly satisfied 11	% change since 2011
Keeping public land clear of litter and refuse	66%	64%	↑2
Refuse collection	81%	75%	↑6
Doorstep recycling	75%	72%	↑3
Local tips/household waste recycling centres	71%	70%	↑1
Local transport information	35%	35%	-
Local bus services	36%	38%	↓2
Sport/leisure facilities	50%	46%	↑4
Theatres/concert halls	45%	39%	↑6
Parks and open spaces	76%	74%	↑2

4.16 Residents’ satisfaction with 7 of the 9 services provided or supported by East Herts Council has increased since 2011. In particular, the proportion who reported that there were very or fairly satisfied with refuse collection and theatres/concert halls has increased by six percentage points in the last 2 years.

4.17 Table 10 overleaf shows the sub-groups of residents who are significantly more or less likely than average to think that the services listed are provided or supported by East Herts Council.

**Table 10: How satisfied or dissatisfied are you with each of the following services that are provided or supported by East Herts Council? Demographic sub-group analysis.**

Satisfaction with various services provided or supported by East Herts Council	Residents significantly more likely than average to say they are satisfied	Residents significantly less likely than average to say they are satisfied
<b>Keeping public land clear of litter and refuse</b>	Rent their property Have never been in contact with East Herts Council Live in Bishop's Stortford Central ward Live in Bishop's Stortford Meads ward	Aged 65-74 Non-Christian Have contacted East Herts Council with a complaint Live in Ware Christchurch ward
<b>Refuse collection</b>	Aged 65 or over Retired Haven't contacted East Herts Council with a complaint Live in Bishop's Stortford Central ward Live in Hertford Sele ward Live in Mundens and Cottered ward Live in Ware Trinity ward Live in Watton-at-Stone ward	Aged 45-54 Have contacted East Herts Council in the last 3 months Have contacted East Herts Council with a complaint Live in Bishop's Stortford South ward
<b>Doorstep recycling</b>	Aged 60 or over Retired Live in Datchworth & Aston ward Live in Little Hadham ward Live in Mundens and Cottered ward Live in Puckeridge ward Live in Ware Trinity ward Live in Watton-at-Stone ward	Household without children Rent their property Have contacted EHC in the last 3 months Have contacted EHC with a complaint Live in Ware Chadwell ward Live in Ware Christchurch ward Live in Ware St Mary's ward
<b>Local tips/household waste recycling centres</b>	Aged 55-59 and 75 and over Live in Hertford Bengoe ward Live in Mundens and Cottered ward	Rent their property Have a disability Live in Bishop's Stortford Meads ward
<b>Local transport information</b>	Aged 75 or over Rent their property Retired Live in Bishop's Stortford Central ward Live in Ware Trinity ward	Have contacted East Herts Council in the last year but not the last 3 months Have contacted East Herts Council with a complaint
<b>Local bus services</b>	Aged 75 or over Rent their property Retired Have a disability Live in Hertford Sele ward Live in Ware Trinity ward	Have contacted East Herts Council in the last year but not the last 3 months Live in Buntingford ward Live in Datchworth & Aston ward Live in Mundens and Cottered ward Live in Walkern ward Live in Watton-at-Stone ward
<b>Sport/leisure facilities</b>	Live in Hertford Bengoe ward Live in Hertford Kingsmead ward Live in Thundridge & Standon ward Live in Ware St Mary's ward Live in Watton-at-Stone ward	Aged 65-74 Have contacted East Herts Council with a complaint Live in Bishop's Stortford South ward Live in Buntingford ward Live in Puckeridge ward Live in Walkern ward
<b>Theatres/concert halls</b>	Aged 75 or over Live in Hertford Bengoe ward Live in Hertford Castle ward Live in Hertford Kingsmead ward	Rent their property Live in Buntingford ward Live in Sawbridgeworth ward Live in Ware Chadwell ward Live in Ware Christchurch ward Live in Ware St Mary's ward
<b>Parks and open spaces</b>	Aged 55-59 Black Minority Ethnic (BME) Live in Bishop's Stortford Central ward Live in Hertford Bengoe ward Live in Hertford Kingsmead ward Live in Hertford Sele	Have contacted East Herts Council with a complaint Live in Ware Christchurch ward

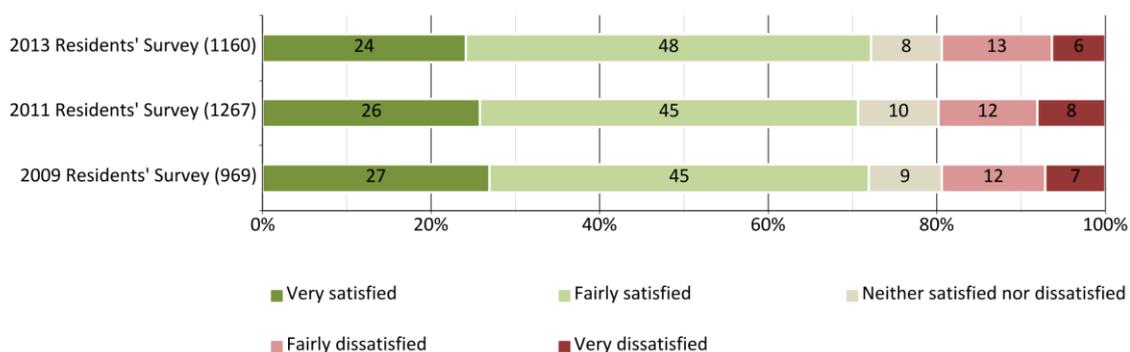
**Summary of Key Points – East Herts Council and Council Services**

- Less than half (45%) the residents agreed that East Herts Council is making the local area a better place to live.
- A third (33%) of residents agreed that East Herts Council is efficient and well run.
- Over half (54%) of residents agreed with the statement ‘the quality of East Herts Council is good overall’.
- 7 in 10 or more residents were satisfied with parks and open spaces (76%), doorstep recycling (75%) and local tips/household waste recycling centres (71%).
- Around a fifth or more of residents were dissatisfied with local bus services (28%), local transport information (23%), keeping public land clear of litter and refuse (22%) and theatres/concert halls (21%).

# 5. Waste and Recycling Collections

*East Herts Council undertakes a collection of waste for recycling and composting. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.*

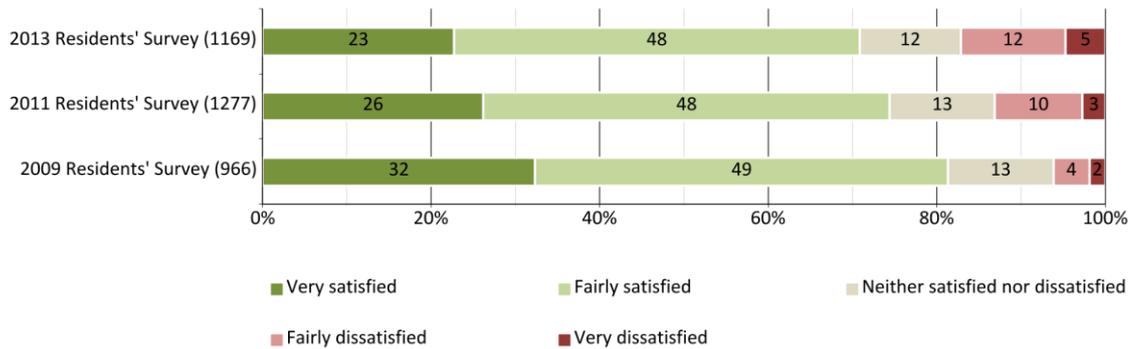
**Figure 29: Indication of whether residents are satisfied or dissatisfied with the containers provided for items of recycling and composting**



**Base: All residents**

<sup>5.1</sup> Almost three quarters (72%) of residents indicated they were satisfied with the containers provided for items of recycling and composting, with only 19% stating they were dissatisfied. This is comparable to the 2011 residents’ survey, with a one percentage point increase in satisfaction.

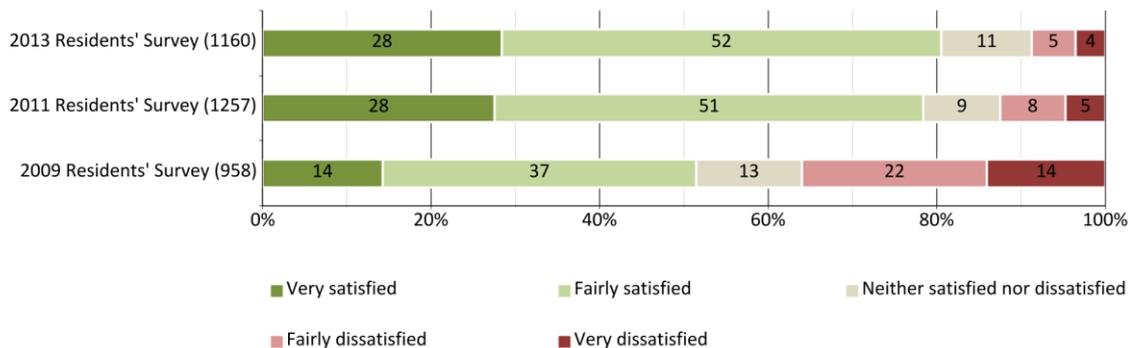
**Figure 30: Indication of whether residents are satisfied or dissatisfied with how clean and tidy their street is following the collection of items for recycling and composting**



Base: All residents

- 5.2 Over 7 in 10 (71%) residents reported being satisfied with how clean and tidy their street was following the collection of items for recycling and composting, with only 17% reporting dissatisfaction. The proportion of residents saying they were satisfied has decreased by three percentage points compared with the 2011 residents' survey and ten percentage points compared with the 2009 residents' survey.

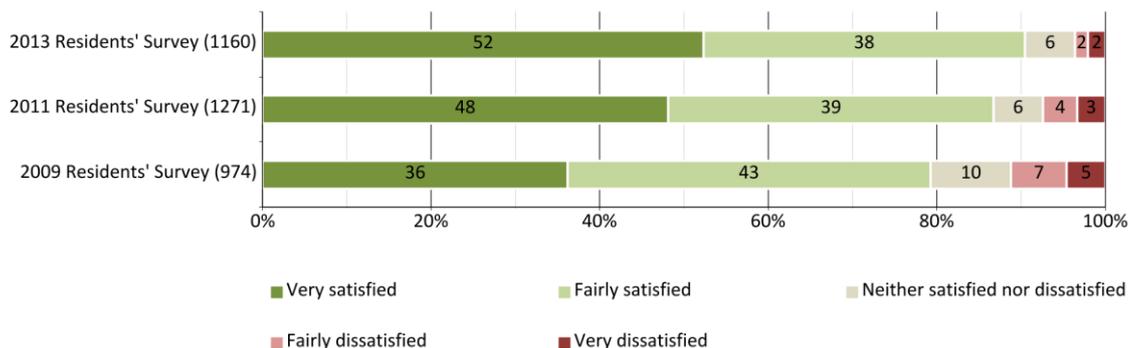
**Figure 31: Indication of whether residents are satisfied or dissatisfied with the types of materials collected by the recycling and composting collection services**



Base: All residents

- 5.3 Over four fifths (81%) of residents indicated that they were satisfied with the types of materials collected by the recycling and composting collection services, with only 9% saying they were dissatisfied. Compared to the previous surveys, satisfaction has increased by three percentage points since 2011 and thirty percentage points since 2009.

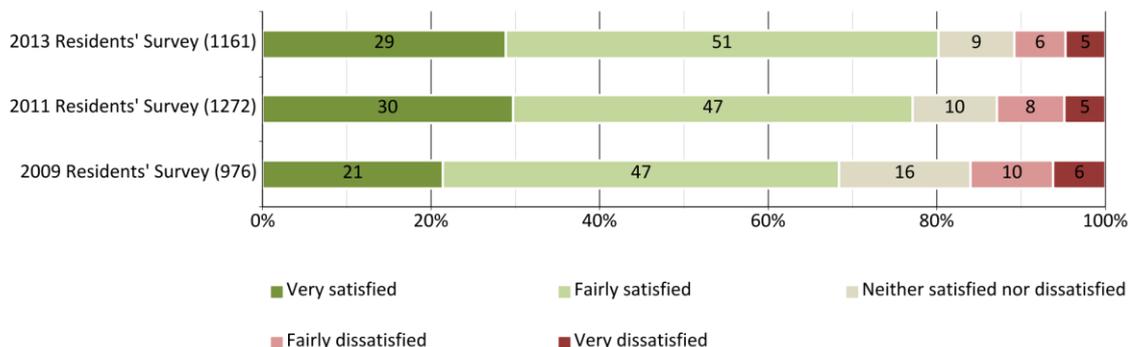
**Figure 32: Indication of whether residents are satisfied or dissatisfied with the information provided about the service (e.g. collection calendars, details of when they collect)**



Base: All residents

5.4 9 in 10 (90%) residents stated they were satisfied with the information provided about the service, whilst only 4% said they were dissatisfied. The proportion of residents saying they were satisfied has increased year on year since 2009 with 3 and eleven percentage point increases since 2011 and 2009 respectively.

**Figure 33: Indication of whether residents are satisfied or dissatisfied with the service for the collection of items for recycling and composting overall**



Base: All residents

5.5 Four fifths (80%) of residents said they were satisfied with the service for the collection of items for recycling and composting overall, with just over 1 in 10 (11%) saying they were dissatisfied. The proportion of residents saying they were satisfied has increased year on year since 2009 with three and twelve percentage point increases since 2011 and 2009 respectively.

**Table 11: Indication of whether residents are satisfied or dissatisfied with the following elements of the service East Herts Council provides in terms of waste for recycling and composting. Comparison with 2011 survey.**

Service	% very or fairly satisfied 13	% very or fairly satisfied 11	% change since 2011
The containers provided for items of recycling and composting	72%	71%	↑1
How clean and tidy the street is following the collection of items for the recycling and composting	71 %	74%	↓3
The types of materials collected by the recycling and composting collection service	81%	78%	↑3
The information we provided about the service (e.g. collection calendars, details of what we collect)	90%	87%	↑3
The service for the collection of items for recycling and composting overall	80%	77%	↑3

<sup>5.6</sup> Residents' satisfaction with 4 of the 5 services listed has increased since 2011. The only service which residents reported less satisfaction with when compared to 2011 is 'how clean and tidy the street is following the collection of items for the recycling and composting'. The proportion of people satisfied with this service has decreased by two percentage points over the last 2 years.

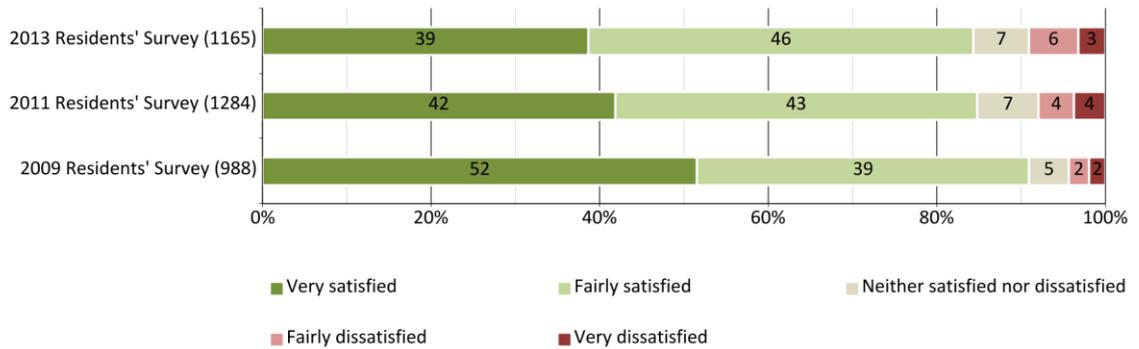
5.7 Table 12 below shows the sub-groups of residents who are significantly more or less likely than average to be satisfied with the elements of the waste and recycling service.

**Table 12: East Herts Council undertakes a collection of waste for recycling and composting. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide. Demographic sub-group analysis.**

Satisfaction with various elements of the waste and recycling collection service	Residents significantly more likely than average to say they are satisfied	Residents significantly less likely than average to say they are satisfied
<b>The containers provided for items of recycling and composting</b>	Aged 65 or over Retired Have a disability Haven't contacted East Herts Council with a complaint Live in Little Hadham ward Live in Thundridge & Standon ward Live in Ware Trinity ward Live in Watton-at-Stone ward	Have contacted East Herts Council with a complaint Live in Ware Christchurch ward Live in Ware St Mary's ward
<b>How clean and tidy the street is following the collection of items for recycling and composting</b>	Aged 75 or over Have never been in contact with East Herts Council Live in Bishop's Stortford Meads ward Live in Mundens & Cottered ward Live in Sawbridgeworth ward Live in Walkern ward Live in Ware Trinity ward	Have contacted East Herts Council with a complaint Live in Bishop's Stortford South ward Live in Hertford Castle ward
<b>The types of materials collected by the recycling and composting collection service</b>	Aged 75 or over Retired Haven't contacted East Herts Council with a complaint Live in Hertford Sele ward Live in Ware Trinity ward	Have contacted East Herts Council with a complaint Live in Ware Christchurch ward
<b>The information we provided about the service (e.g. collection calendars, details of what we collect)</b>	Aged 75 or over Retired Haven't contacted East Herts Council with a complaint Live in Datchworth & Aston ward Live in Little Hadham ward Live in Thundridge & Standon ward Live in Walkern ward	Household without children Rent their property Have never been in contact with East Herts Council Live in Ware Chadwell ward
<b>The service for the collection of items for recycling and composting overall</b>	Aged 65 or over Retired Live in Little Hadham ward Live in Ware Trinity ward	Aged 45-54 Live in Ware Christchurch ward

*East Herts Council undertakes a collection of general household waste. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.*

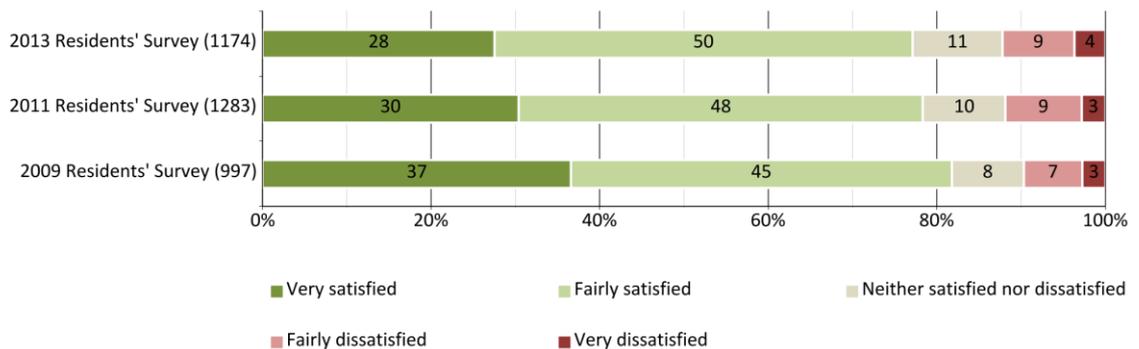
**Figure 34: Indication of whether residents are satisfied or dissatisfied with the bin provided for their general household refuse**



**Base: All residents**

5.8 More than 8 in 10 (84%) residents said they were satisfied with the bin provided for their general household refuse, with only 9% indicating they were dissatisfied. Looking back at the 2011 residents' survey, the amount of people who said they were satisfied has decreased by one percentage point (85% in 2011).

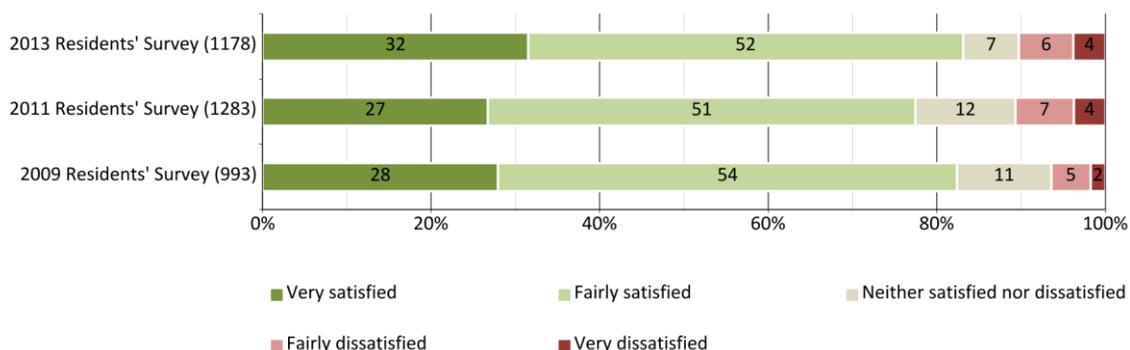
**Figure 35: Indication of whether residents are satisfied or dissatisfied with how clean and tidy their street is following the refuse collection**



**Base: All residents**

5.9 Almost four fifths (77%) of residents indicated they were satisfied with how clean and tidy their street was following the refuse collection, with just over 1 in 10 (12%) stating they were dissatisfied. Compared to the 2011 residents' survey, the amount of people who said they were satisfied has decreased by one percentage point (78% in 2011).

**Figure 36: Indication of whether residents are satisfied or dissatisfied with the waste collection service overall**



Base: All residents

5.10 Over four fifths (83%) of residents said they were satisfied with the waste collection service overall, with only 1 in 10 (10%) saying they were dissatisfied. The proportion of residents saying they were satisfied has increased by six percentage points compared with the 2011 residents’ survey (77% in 2011).

**Table 13: Indication of whether residents are satisfied or dissatisfied with each of the following services East Herts Council provides in terms of general household waste. Comparison for 2011 survey.**

Service	% very or fairly satisfied 13	% very or fairly satisfied 11	% change since 2011
The bin provided for your general household refuse	84%	85%	↓1
How clean and tidy the street is following the refuse collection	77%	78%	↓1
The waste collection service overall	83%	77%	↑6

5.11 Residents’ satisfaction with 2 of the 3 services listed has decreased since 2011. The only service which residents reported more satisfaction with when compared to 2011 is ‘the waste collection service overall’. The proportion of people satisfied with this service has increased significantly by six percentage points since 2011.

5.12 Table 9 below shows the sub-groups of residents who are significantly more or less likely than average to be satisfied with each element of the waste collection service.

**Table 14: East Herts Council undertakes a collection of general household waste. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide. Demographic sub-group analysis.**

Satisfaction with various elements of the general household waste collection service	Residents significantly more likely than average to say they are satisfied	Residents significantly less likely than average to say they are satisfied
<b>The bin provided for your general household refuse</b>	Aged 65 or over Retired Haven't contacted East Herts Council with a complaint Live in Bishop's Stortford Silverleys ward Live in Datchworth & Aston ward Live in Hertford Sele ward Live in Mundens and Cottered ward Live in Ware Trinity ward Live in Watton-at-Stone ward	No religion Have contacted East Herts Council with a complaint Live in Bishop's Stortford All Saints ward
<b>How clean and tidy the street is following the refuse collection</b>	Aged 75 or over Have never been in contact with East Herts Council Live in Bishop's Stortford Meads ward Live in Datchworth & Aston ward Live in Mundens and Cottered ward Live in Walkern ward Live in Ware Trinity ward	Have contacted East Herts Council with a complaint Live in Hertford Castle ward
<b>The waste collection service overall</b>	Aged 65 or over Retired Have a disability Haven't contacted East Herts Council with a complaint Live in Little Hadham ward Live in Stanstead Abbots ward Live in Walkern ward Live in Ware St Mary's ward Live in Ware Trinity ward Live in Watton-at-Stone ward	Aged 35-54 Live in Bishop's Stortford South ward

### Summary of Key Points – Waste and Recycling Collections

- Residents indicated high levels of satisfaction with the service East Herts Council provides in terms of waste and recycling collections. 7 in 10 or more residents were satisfied with:
  - The containers provided for items of recycling and composting
  - How clean and tidy the street is following the collection of items for recycling and composting
  - The types of materials collected by the recycling and composting collection service
  - The information provided about the service
  - The service for the collection of items for recycling and composting overall
- The proportion of residents saying they were satisfied with the information provided about the service and the service for the collection of items for recycling and composting overall have both increased year on year since 2009. In terms of residents' satisfaction with the information provided about the service, there has been a three and eleven percentage point increase since 2011 and 2009 respectively, whilst residents' satisfaction with the service for the collection of items for recycling and composting overall has increased by 3% since 2011 and a 12% since 2009.
- Residents also indicated high levels of satisfaction with the service East Herts Council provides in terms of the collection of general household waste. Around 8 in 10 residents were satisfied with:
  - The bin provided for their general household refuse
  - How clean and tidy the street is following the refuse collection
  - The waste collection service overall

# 6. Community Safety

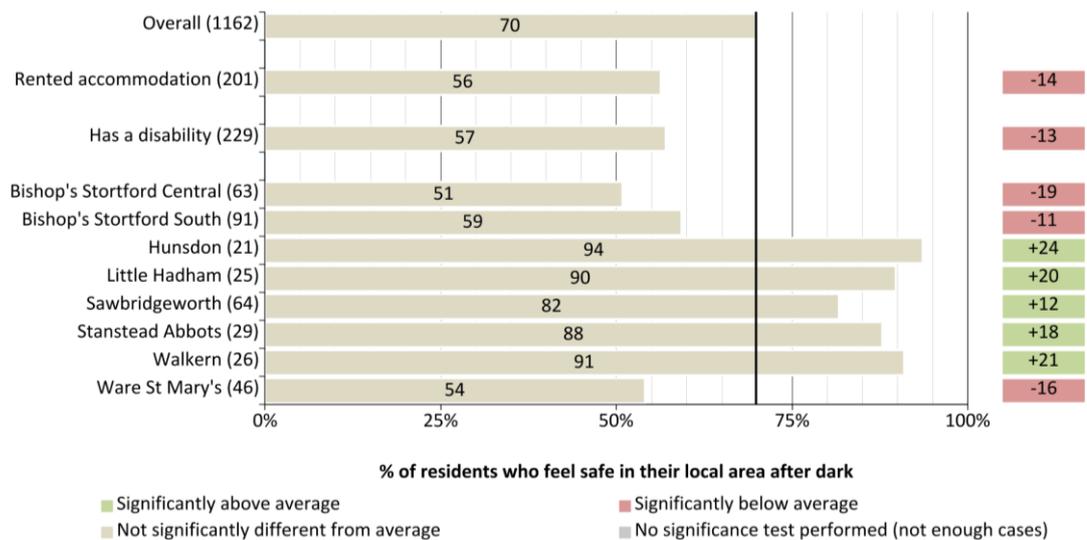
Figure 37: Responses to how safe or unsafe residents feel when outside in their local area after dark



Base: All residents (number in brackets)

6.1 When asked about their feelings of safety outside in their local area, around 7 in 10 (70%) residents said that they feel safe after dark – the same proportion as 2011 (70%) and two percentage points more than those surveyed in 2009 (68%). However, nearly a fifth of residents (17%) admitted that they feel unsafe outside in their local area after dark – a similar proportion to the 2011 (17%) and 2009 (19%) results.

Figure 38: Responses to how safe or unsafe residents feel when outside in their local area after dark – demographic sub group analysis



Base: All residents (number in brackets)

6.2 Residents who live in the following wards are significantly more likely to feel safe in their local area after dark: Hunsdon; Little Hadham; Sawbridgeworth; Stanstead Abbots; and Walkern. However, residents from the following wards are significantly less likely to feel safe: Bishop’s Stortford Central;

Bishop’s Stortford South and Ware St Mary’s, along with residents in rented accommodation and those who have a disability.

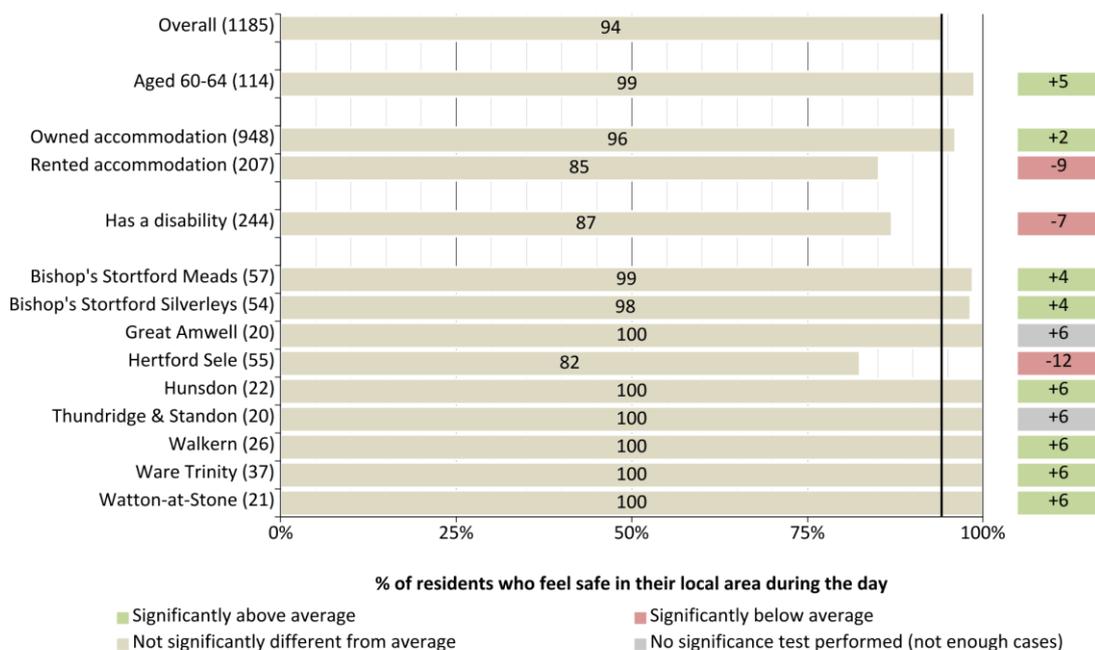
Figure 39: Responses to how safe or unsafe residents feel with outside in their local area during the day



Base: All residents

6.3 The vast majority (94%) of residents said that they feel safe in their local area during the day, with almost three fifths of residents (56%) saying that they feel very safe. Only 2% said that they feel unsafe. There has been little change when comparing the results from 2011 and 2009.

Figure 40: Responses to how safe or unsafe residents feel when outside in their local area during the day– demographic sub group analysis

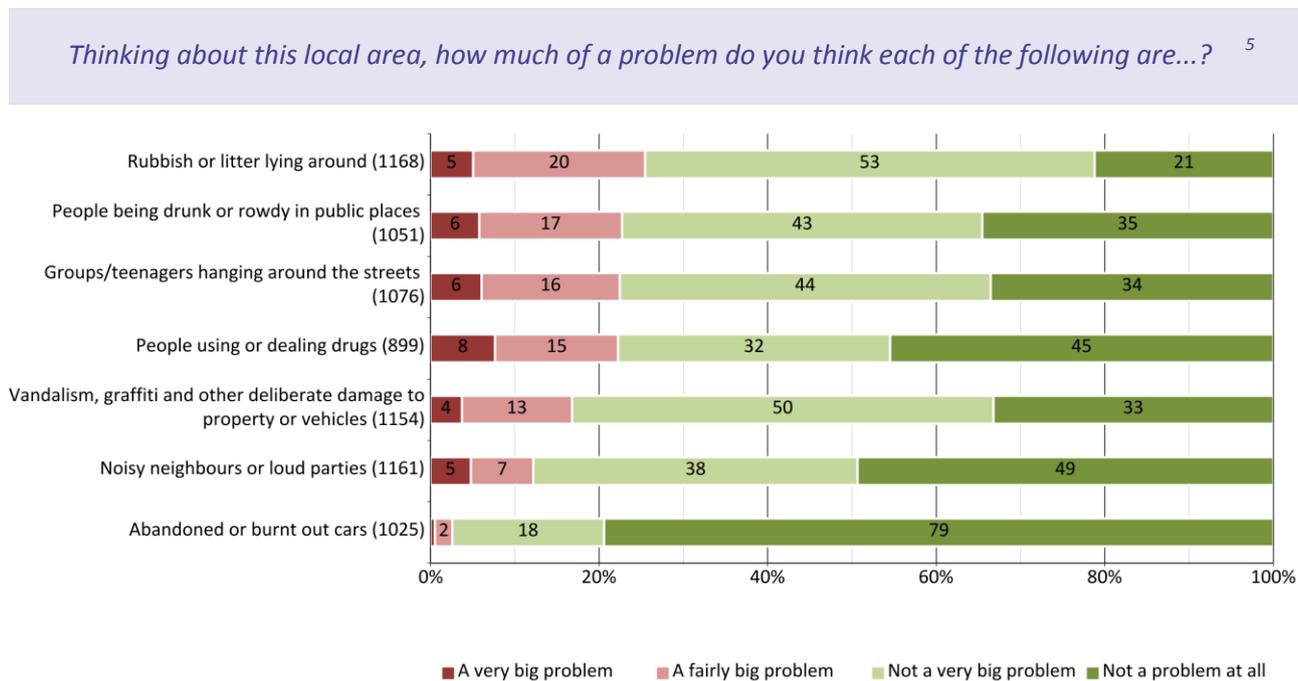


Base: All residents (number in brackets)

6.4 The following groups of residents are significantly more likely to feel safe in their local area during the day: those aged between 60 and 64; own their accommodation; and residents who live in the following wards: Bishop’s Stortford Meads; Bishop’s Stortford Silverlays; Hunsdon; Walkern; Ware Trinity; and

Watton-at-Stone. On the other hand, residents living in rented accommodation, those who have a disability and those who live in Hertford Sele ward are significantly less likely to feel safe.

Figure 41: Responses to how much of a problem each of the following were for residents in their local area



Base: All residents (number in brackets)

6.5 More than a fifth of residents reported that rubbish or litter lying around (25%), people drunk or rowdy in public places (23%), groups/teenagers hanging around streets (22%) and people using or dealing drugs (22%) are either a very or fairly big problem in their local area. However, more than four fifths reported abandoned or burnt out cars (97%), noisy neighbours or loud parties (88%) and vandalism, graffiti and other deliberate damage to property or vehicles (83%) are not a very big problem or not a problem at all.

Table 15: Responses to how much of a problem each of the following were for residents in their local area. Comparison with 2011 survey

Crime Type	% very or fairly big problem 13	% very or fairly big problem 11	% change since 2011
Rubbish or litter lying around	25%	28%	↓3
People being drunk or rowdy in public places	23%	27%	↓4
Groups/teenagers hanging around the streets	22%	30%	↓8
People using or dealing drugs	22%	19%	↑3
Vandalism, graffiti and other deliberate damage to property or vehicles	17%	23%	↓6
Noisy neighbours or loud parties	12%	10%	↑2
Abandoned or burnt out cars	3%	3%	-

<sup>5</sup> ‘Don’t know/no opinion’ was previously ‘Don’t know’.

Also – the order of the options has changed to reflect LGA guidance. ‘Teenagers hanging around the streets’ is now ‘Groups hanging around the streets’.

- 6.6 Residents feel that 4 out of the 7 neighbourhood issues listed above are less of a problem compared with 2011. In particular, the proportion who reported that groups/teenagers hanging around the streets and vandalism, graffiti & other deliberate damage to property or vehicles are a very or fairly big problem have decreased significantly by eight and six percentage points in the last 2 years, respectively.
- 6.7 Table 11 below shows the sub-groups of residents who are significantly more or less likely than average to feel the neighbourhood issues are a problem in their local area.
- 6.8 Residents from Bishop’s Stortford Central are significantly more likely to report that the following neighbourhood issues are a very or fairly big problem in their area: noisy neighbours or loud parties; vandalism, graffiti and other deliberate damage to property or vehicles; people using or dealing drugs; people being drunk or rowdy in public places; and groups hanging around the streets. It is also worth noting that disabled residents are significantly more likely to feel that groups hanging around the streets, people using or dealing drugs and vandalism are a very or fairly big problem with their local area.

**Table 16: Responses to how much of a problem each of the following were for residents in their local area. Demographic sub-group analysis.**

Neighbourhood Issue	Residents significantly more likely than average to feel issue is a problem	Residents significantly less likely than average to feel issue is a problem
<b>Rubbish or litter lying around</b>	Live in Ware Christchurch ward	Household with children Live in Bishop’s Stortford All Saints ward Live in Hertford Bengoe ward Live in Mundens and Cottered ward Live in Puckeridge ward Live in Sawbridgeworth ward
<b>People being drunk or rowdy in public places</b>	Aged between 60 and 64 Live in rented accommodation BME groups Live in Bishop’s Stortford Central ward	Aged 75 or over Retired Live in Little Hadham ward Live in Puckeridge ward Live in Walkern ward
<b>Groups hanging around the streets</b>	Aged 55 to 59 Disabled Live in Bishop’s Stortford Central ward	Non-Christian Live in Hertford Bengoe ward Live in Hunsdon ward Live in Little Hadham ward Live in Puckeridge ward
<b>People using or dealing drugs</b>	Live in rented accommodation Disabled BME groups Live in Bishop’s Stortford Central ward Live in Hertford Sele ward	-
<b>Vandalism, graffiti and other deliberate damage to property or vehicles</b>	Household without children Disabled Live in Bishop’s Stortford Central ward Live in Ware Trinity ward	Household with children Aged 35 to 44 Live in Datchworth and Aston ward Live in Hertford Bengoe ward Live in Mundens and Cottered ward Live in Puckeridge ward Live in Walkern ward
<b>Noisy neighbours or loud parties</b>	Live in rented accommodation BME groups Live in Bishop’s Stortford Central ward Live in Ware Christchurch ward	Aged 75 or over Retired Live in Datchworth and Aston ward Live in Walkern ward Live in Thundridge & Standon ward
<b>Abandoned or burnt out cars</b>	-	Non-Christian Live in Hertford Sele ward Live in Puckeridge ward Live in Sawbridgeworth ward



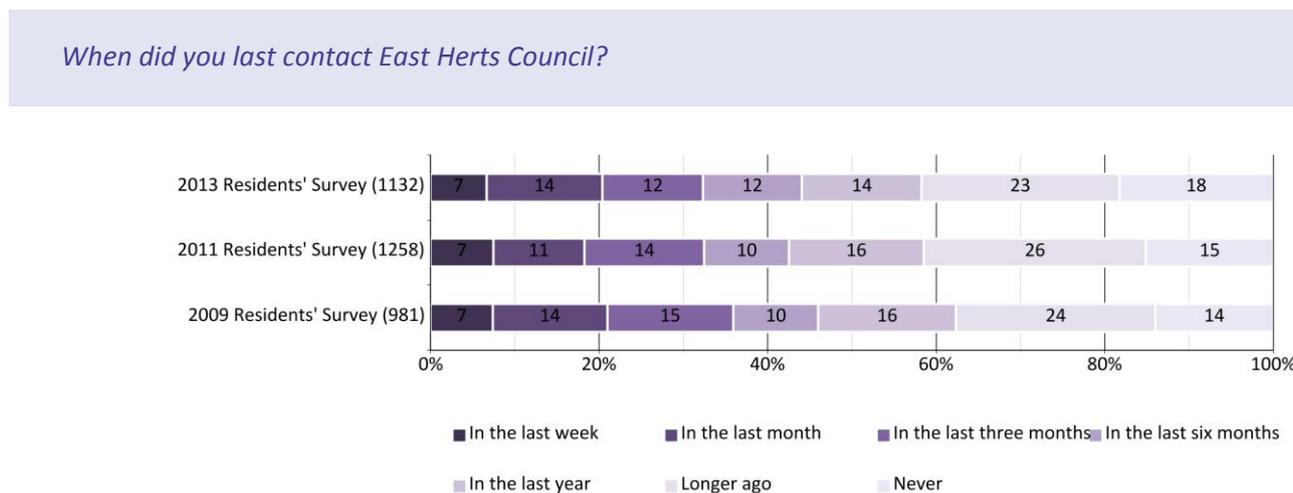
Live in Stanstead Abbots ward  
Live in Walkern ward  
Live in Ware Christchurch ward

### Summary of Key Points – Community Safety

- 7 in 10 (70%) of residents reported that they feel safe in their local area after dark, while around a fifth (17%) said that they feel unsafe.
- More than 9 in 10 (94%) of residents reported that they feel safe in their local area during the day, while only 2% said that they feel unsafe.
- There has been little change in the proportion of residents who feel safe in their local area both after dark and during the day since 2011.
- More than 7 in 10 residents do not feel that any of the neighbourhood issues listed in Figure 41 are a problem in their local area.
- The main neighbourhood issues reported by residents as being a fairly or very big problem in their local area are: rubbish or litter lying around (25%), people drunk or rowdy in public places (23%), groups/teenagers hanging around streets (22%) and people using or dealing drugs (22%).

# 7. Contact with East Herts Council

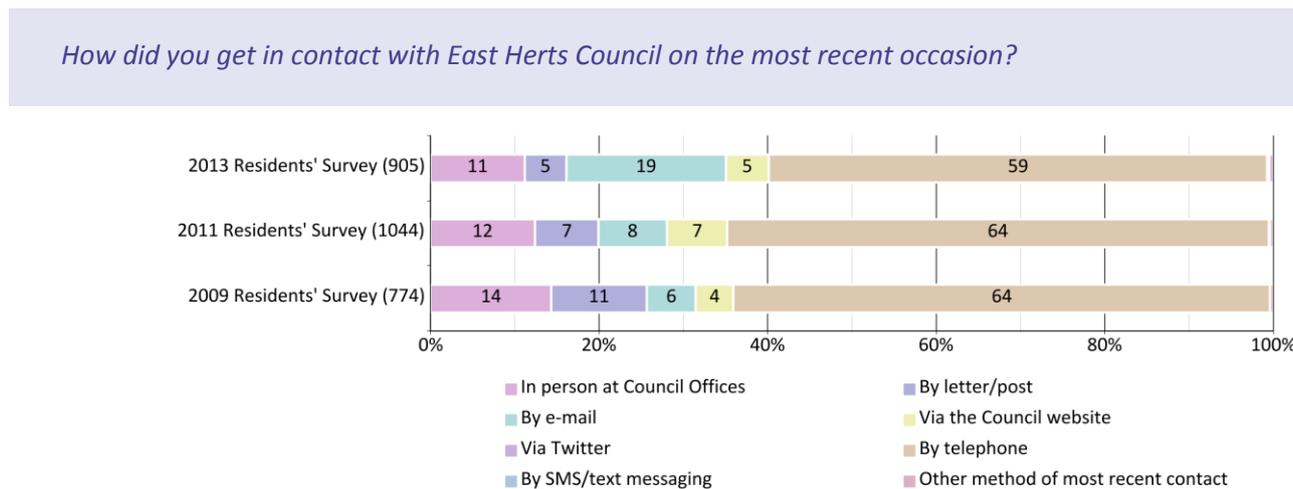
Figure 42: Responses to when residents last contacted East Herts Council



Base: All residents (number in brackets)

7.1 Around a third of residents (32%) have contacted the Council within the last three months. This increases to 58% for residents who have been in contact within the last 12 months. More than a fifth (23%) were in contact with the Council over a year ago, while 18% have never contacted the Council. There has been little change compared to previous years, however it is worth noting that the proportion of residents who have never contacted the council has increased by three percentage points since 2011.

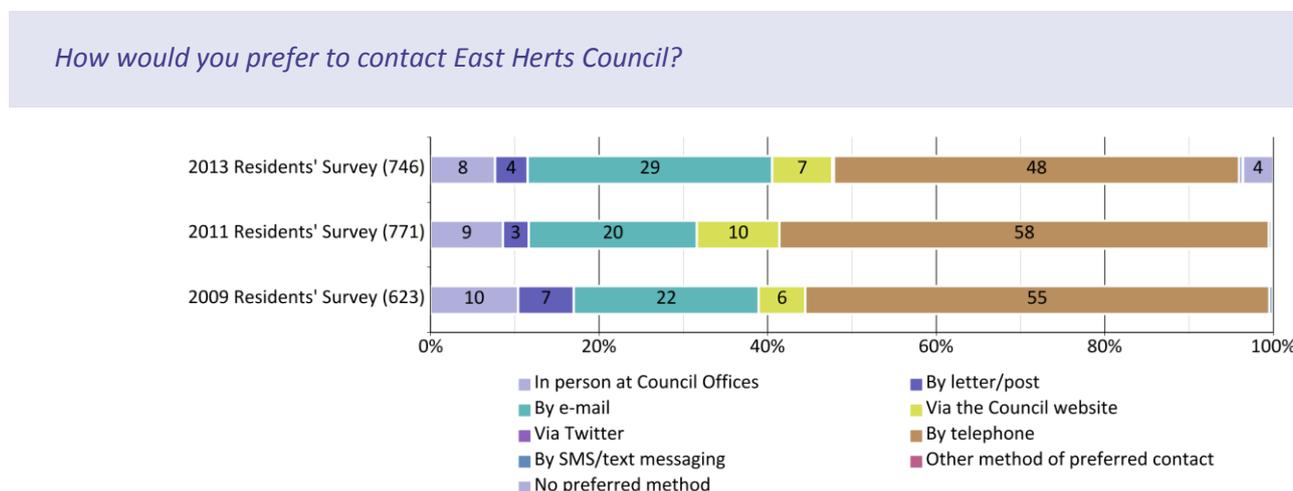
**Figure 43: Responses to how residents got in contact with East Herts Council on the most recent occasion**



**Base: All Residents who have contacted East Herts Council (number in brackets)**

7.2 As in previous years<sup>6</sup>, the most popular method that residents used most recently to contact the Council is by telephone (59%) – however this proportion has decreased significantly by five percentage points since 2011. This was followed by around a fifth (19%) who said that they used email to contact the Council most recently – a significant increase of eleven percentage points since 2011. It is also worth noting that the proportion who made contact via letter and in person has decreased (slightly) year on year since 2009.

**Figure 44: Responses to how residents prefer to contact East Herts Council**



**Base: All residents who have contacted East Herts Council (number in brackets)**

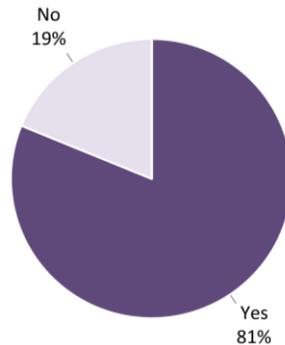
7.3 Contacting the Council by telephone is also the preferred method of contact for residents, with almost half (48%), followed by email (29%). Smaller proportions of residents said that they would prefer to make contact in person at the Council offices (8%) and via the Council website (7%). The proportion of

<sup>6</sup> Please note that 'Twitter' was not an option in 2011 and 2009

residents who would prefer to contact the Council via email has increased significantly by nine percentage points since 2011 (29% in 2013; 20% in 2011).<sup>7</sup>

**Figure 45: Responses to whether residents preferred method of contact is the same for all council services**

*Is this preferred method of contact the same for all council services?*

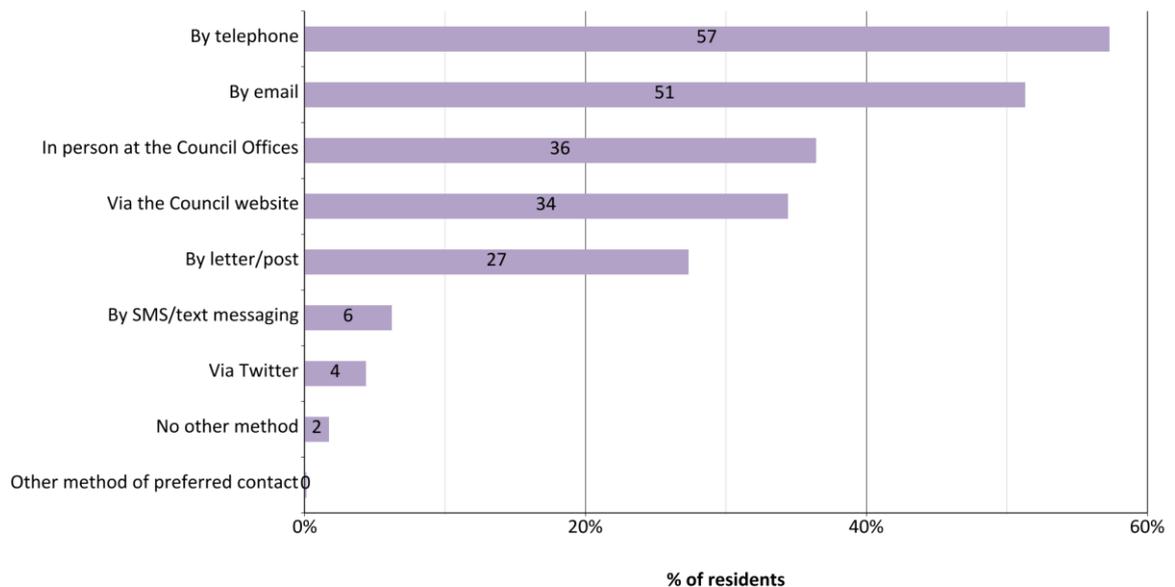


**Base: All residents who stated a preferred method to contact East Herts Council (711)**

<sup>7.4</sup> Around four fifths (81%) of residents who provided a preferred method of contact said that this would be the way in which they would like to make contact for all Council services.

**Figure 46: Responses to which other method(s) residents would like to be able to contact East Herts Council**

*By which other method(s) would you like to be able to contact East Herts Council?*



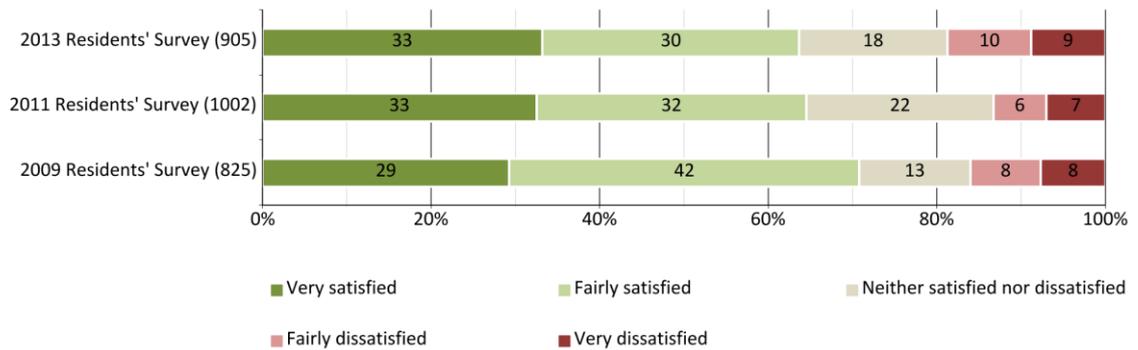
**Base: All Residents whose preferred method of contact is NOT the same for all council services (167)**

<sup>7</sup> Please note that 'Twitter' was not an option in 2011 and 2009

7.5 Residents whose preferred method of contacting the Council is not the same for all council services were asked which other methods they would also like to use. More than half reported that in addition to the preferred contact they stated in Figure 44, they would also like to make contact via telephone (57%) and/or by email (51%). This was followed by more than a third who would also like to be able to contact East Herts Council in person at Council Offices (36%) and/or via the Council website (34%).

**Figure 47: Responses to how satisfied or dissatisfied residents were with their contact with the Council on the most recent time they got in touch with them**

*Thinking about the most recent time you got in touch with the Council, on the whole, how satisfied or dissatisfied were you with your contact with the Council?*

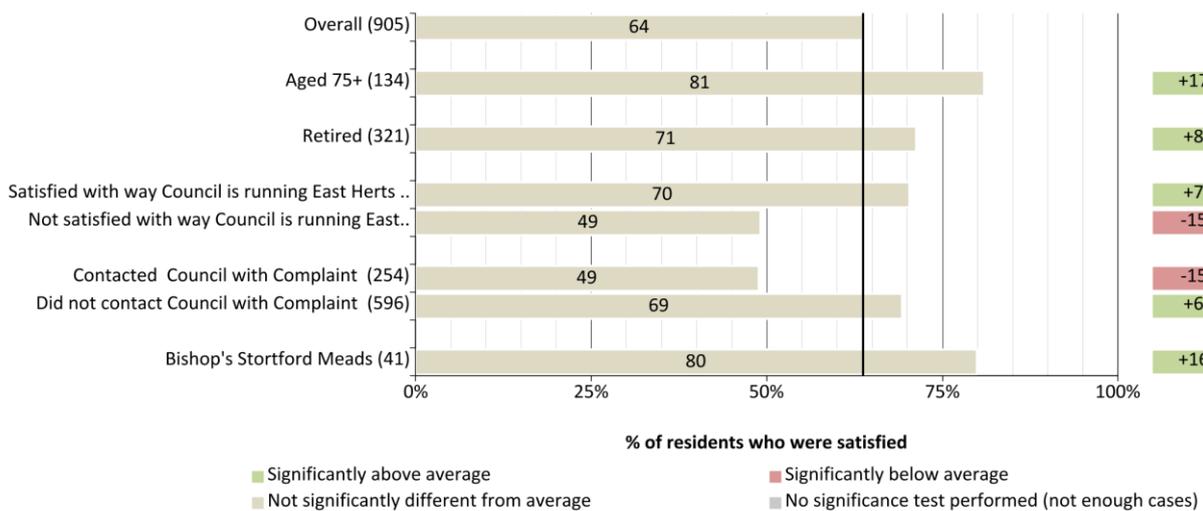


**Base: All residents who have contacted East Herts Council (number in brackets)**

7.6 Nearly two thirds (64%) of residents were satisfied with their most recent contact with the Council, including a third (33%) who were very satisfied. However, around a fifth (19%) said that they were dissatisfied.

7.7 Since 2011, the proportion of residents who were dissatisfied with their most recent contact has increased significantly by six percentage points (19% in 2013; 13% in 2011).

**Figure 48: Responses to how satisfied or dissatisfied residents were with their contact with the Council on the most recent time they got in touch with them – demographic sub group analysis**



**Base: All residents who have contacted East Herts Council (number in brackets)**





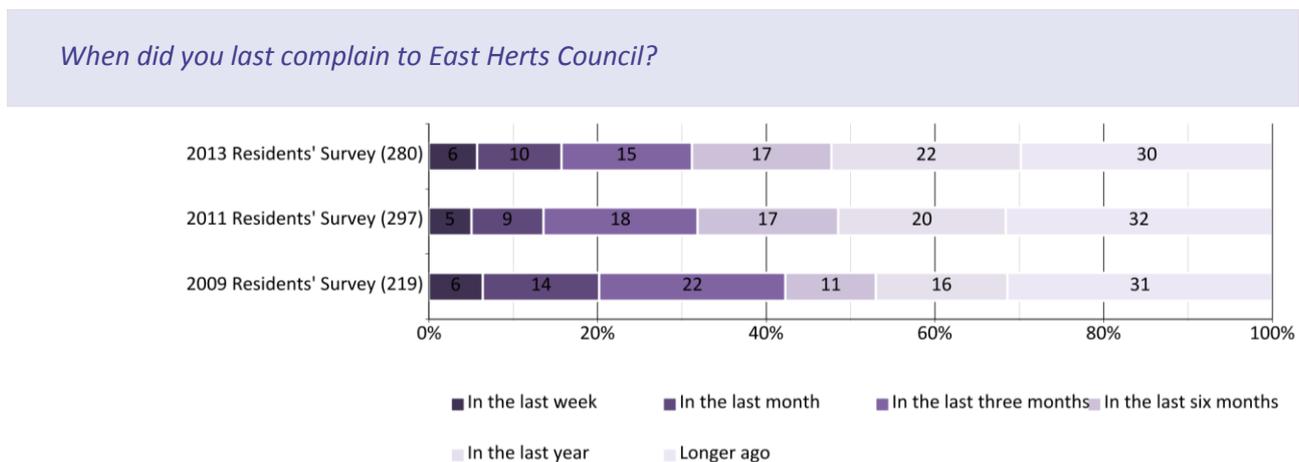
**Figure 51: Responses to whether residents have contacted East Herts Council with a complaint**



**Base: All residents who have contacted East Herts Council (number in brackets)**

7.12 Around 3 in 10 (29%) of residents have contacted East Herts Council with a complaint – the same proportion as those surveyed in 2011 and four percentage points more than those surveyed in 2009. Residents aged between 65 and 74 and those who are not satisfied with the way the Council is running East Herts are significantly more likely to have made a complaint.

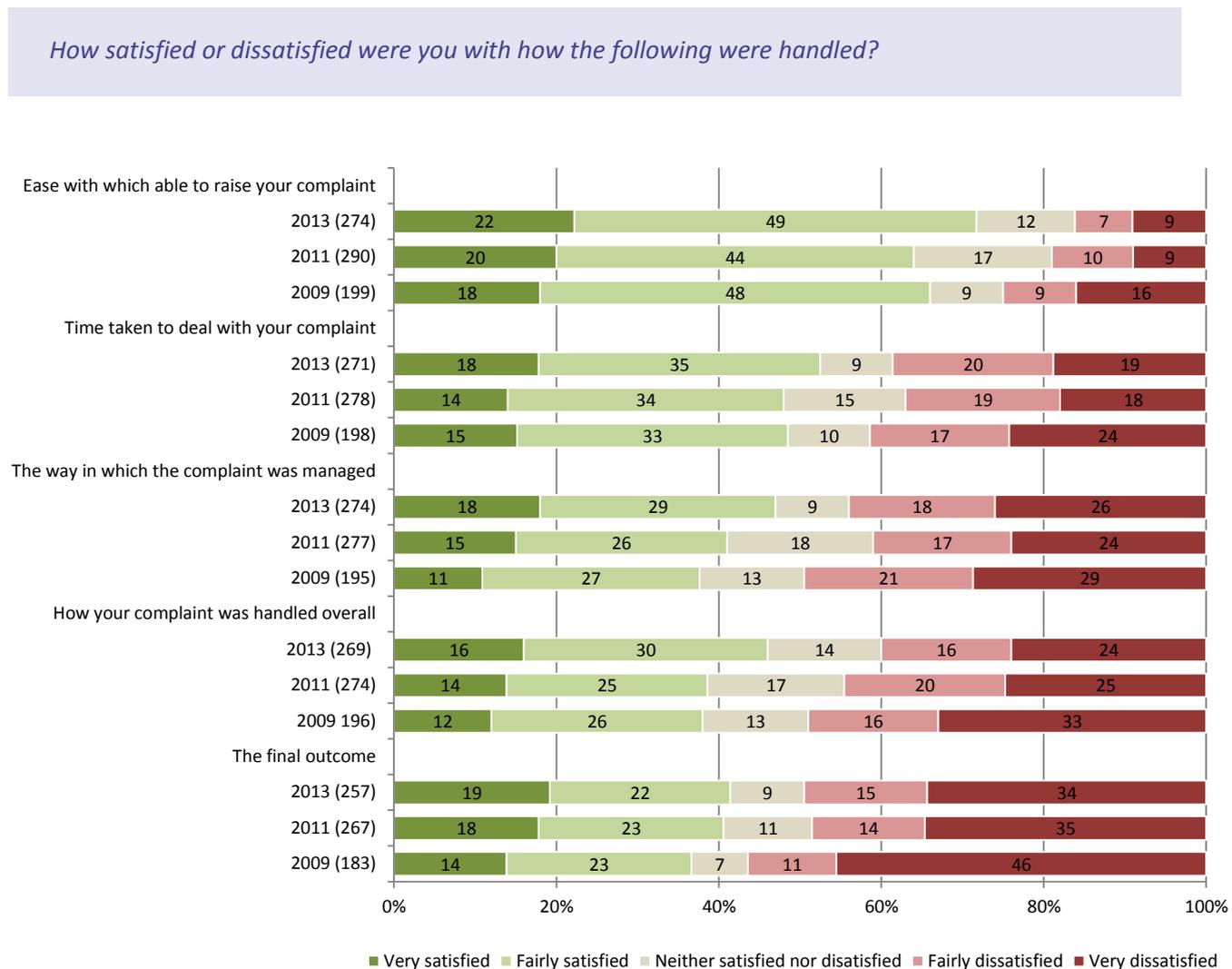
**Figure 52: Responses to when residents last complained to East Herts Council**



**Base: All residents who have contacted East Herts Council with a complaint (number in brackets)**

7.13 Almost a third (31%) of residents who have made a complaint did so within the last three months and almost half (48%) within the last six months. 3 in 10 (30%) had made a complaint to the Council over a year ago.

Figure 53: Responses to how satisfied or dissatisfied residents were with how the following were handled



Base: All residents who have contacted East Herts Council with a complaint (number in brackets)

- 7.14 Around two fifths or more of residents who have contacted East Herts Council to make a complaint are dissatisfied with 4 out of the 5 aspects of how it was handed (listed in the graph above). The final outcome of the complaint had the highest level of dissatisfaction, with almost half (49%) feeling this way, while the ease with which residents were able to raise the complaint showed the lowest, with less than a fifth (17%) feeling dissatisfied.
- 7.15 However, around 7 in 10 (71%) residents are satisfied with the ease which they were able to raise their complaint and more than half are satisfied with time taken to deal with it (52%).
- 7.16 Since 2011, satisfaction with the ease which residents were able to raise their complaint and how their complaint was handled overall have both increased significantly by seven and eight percentage points, respectively. However, dissatisfaction with the way in which the complaint was managed has increased by three percentage points.

7.17 Table 17 below shows the sub-groups of residents who are significantly more or less likely than average to feel satisfied with the 5 aspects of how their complaint was handled.

7.18 Residents aged 75 or over are significantly more likely to be satisfied with 3 out of 5 aspects of how their complaint was handled.

**Table 17: Responses to how much of a problem each of the following were for residents in their local area. Demographic sub-group analysis.**

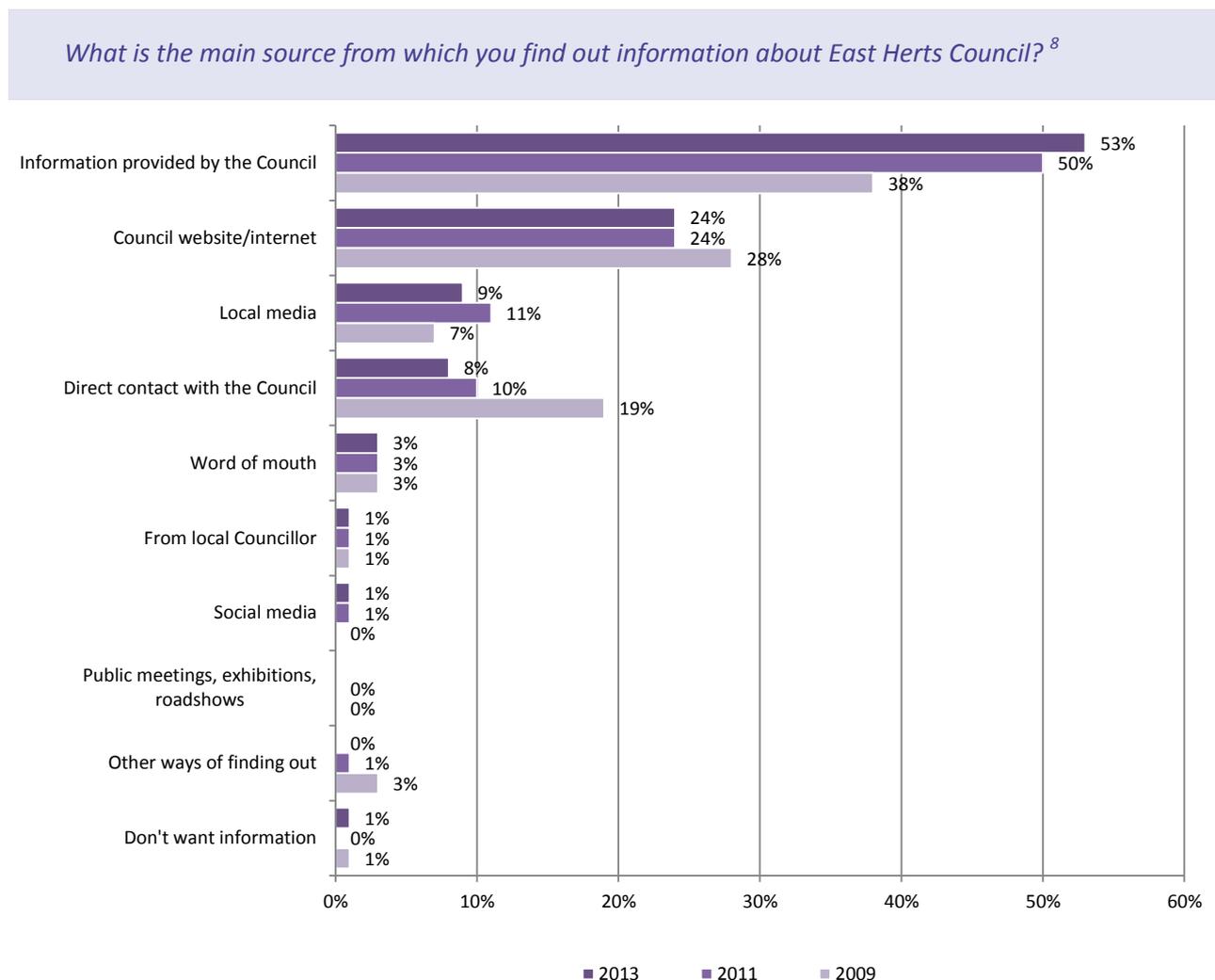
Aspects of how the complaint was handled	Residents significantly more likely than average to feel satisfied	Residents significantly less likely than average to feel satisfied
Ease with which you were able to raise your complaint	-	Live in Bishop's Stortford South ward
Time taken to deal with your complaint	Aged 75 or over	-
The way in which the complaint was managed	Aged 35 to 44 Aged 75 or over	Aged 65 to 74
How your complaint was handled overall	-	-
The final outcome	Aged 75 or over	-

#### Summary of Key Points – Contact with East Herts Council

- Around a third of residents (32%) have contacted the Council within the last 3 months
- Almost three fifths (58%) of residents have contacted the Council within the last 12 months
- The method that residents used most recently to contact the Council is by telephone (59%), followed by email (19%) and in person at Council offices (11%).
- The proportion of residents who used email to contact the Council on the most recent occasion has increased significantly since by eleven percentage points 2011 (19% v 8% in 2011).
- The highest proportion of residents would prefer to contact the Council by telephone (48%). This was followed by email. (29%), in person at Council offices (8%), via the Council website (7%) and by letter/post (4%).
- 19% of residents said their preferred method was NOT the same across all services ; of these, more than half would also like to contact the Council via telephone (57%) and/or by email (51%).
- More than three fifths (64%) of residents were satisfied with their most recent contact with the Council, however, around a fifth (19%) said that they were dissatisfied.
- Around 3 in 10 (29%) of residents have contacted East Herts Council with a complaint. Of these, almost a third (31%) did so within the last three months and almost half (48%) within the last six months.
- In terms of how their complaint was handled, the highest proportion of residents are dissatisfied with final outcome (49%). Around two fifths or more are also dissatisfied with: The way in which the complaint was managed; the time taken to deal with their complaint; and how their complaint was handled overall. However, around 7 in 10 (71%) residents are satisfied with the ease which they were able to raise their complaint.

## 8. Communications

Figure 54: Responses to main source residents find out information about the Council



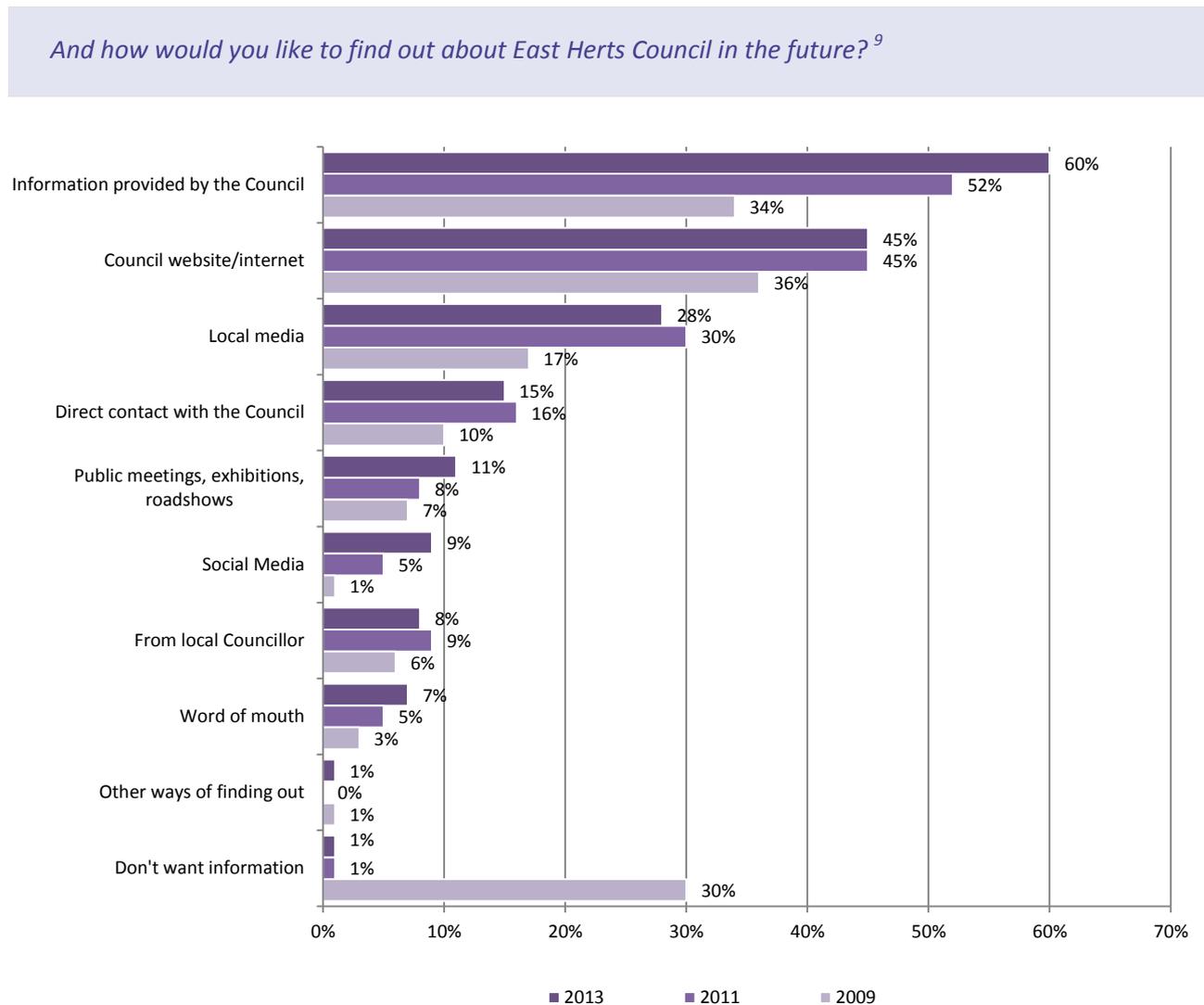
Base: All residents (1013)

- <sup>8.1</sup> Residents were asked how they find out about East Herts Council at the moment. The majority of residents reported that they find out about East Herts Council from information provided by the Council (53%), followed by the Council website/internet (24%). Just under 1 in 10 find out information through local media (9%) and through direct contact with the Council (8%).
- <sup>8.2</sup> Although the results are fairly comparable to the 2011 results, there are differences between the 2013 and 2009 results; in the last 4 years the proportion of residents who find out about the Council through

<sup>8</sup> Please note that 'Social media' was previously 'Social networking'

information provided the Council has increased significantly by fifteen percentage points, while those who use direct contact with the Council as their main source of information has decreased significantly by eleven percentage points since 2009.

**Figure 55: Responses to how residents would like to find out about East Herts Council in the future**



**Base: All residents (875)**

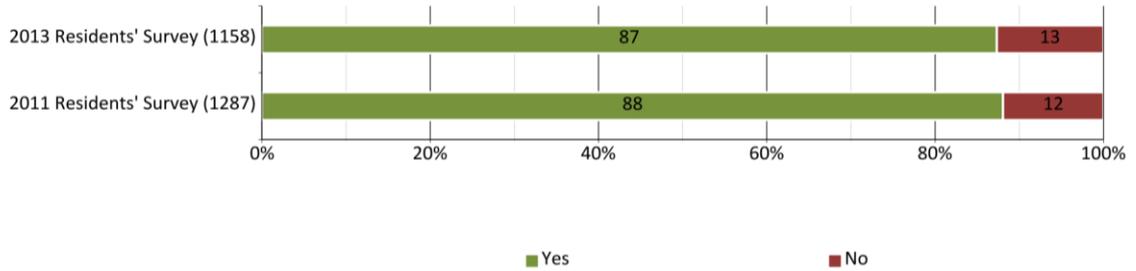
8.3 Residents were asked how they would like to find out about East Herts Council. The majority of residents reported that they would like to find out about the council from information provided by the Council (60%), followed by the Council website/internet (45%), and local media (28%). The majority of residents who would like to use other methods of finding out information said that they would like to receive a regular newsletter – either through post or email.

8.4 The results are fairly comparable to the 2011 and 2009 residents’ surveys. However, it is worth noting that the proportion of residents that would like to find out about the Council from information provided by the Council has increased significantly by eight percentage points since 2011 and twenty-six percentage points since 2009.

<sup>9</sup> Please note that ‘Social media’ was previously ‘Social networking’

**Figure 56: Responses to whether residents have seen a copy of Link magazine, the council’s publication, in the last 12 months**

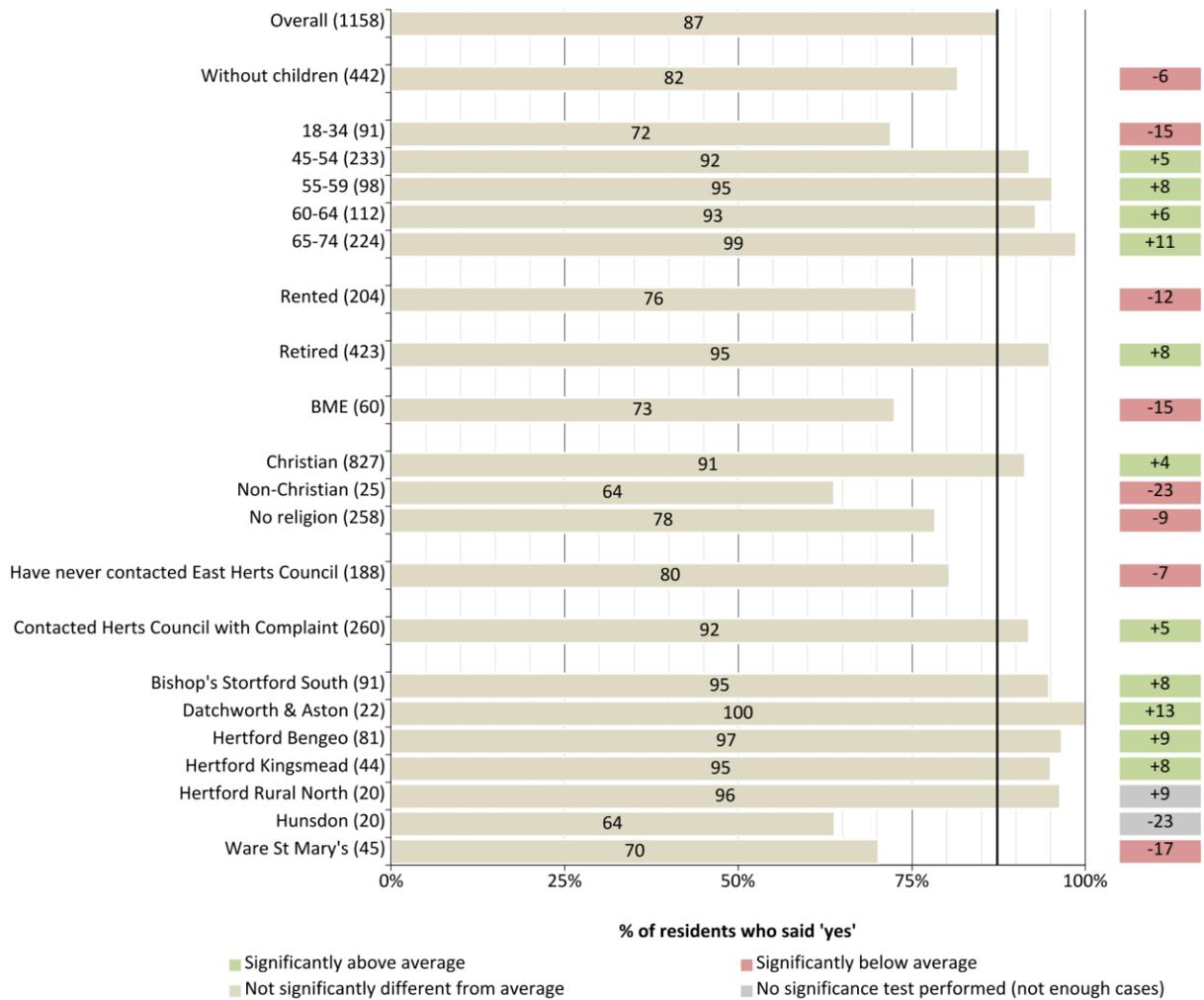
*Link magazine is the council’s publication, currently delivered four times a year to each household. Have you seen a copy in the last 12 months?*



Base: All residents (number in brackets)

8.5 Just under 9 in 10 (87%) of residents have seen a copy of Link magazine in the last 12 months – a similar proportion to 2011.

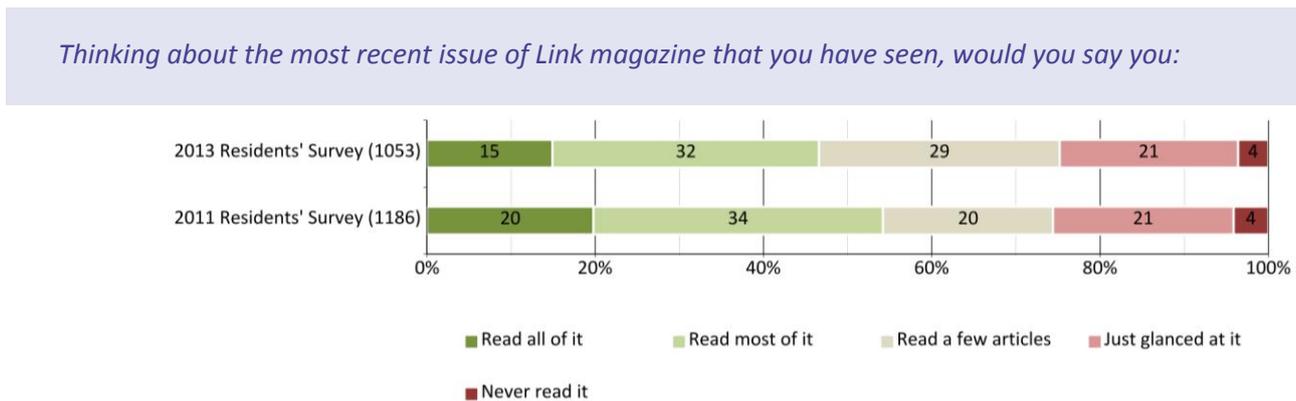
**Figure 57: Responses to whether residents have seen a copy of Link magazine, the council’s publication, in the last 12 months – demographic sub group analysis**



Base: All residents (number in brackets)

- 8.6 The following groups of residents are significantly more likely to have seen a copy of Link magazine in the last 12 months: aged between 45 and 74; retired; Christian; have contacted the Council with a complaint; live in the following wards: Bishop’s Stortford South; Datchworth & Aston; Hertford Bengoe; and Hertford Kingsmead.
- 8.7 However, the following groups of residents are significantly less likely to have seen the magazine: households without children; aged 18 to 34; live in rented accommodation; BME groups; non-Christian; no religion; have never contacted the Council; live in Ware St Mary’s ward.

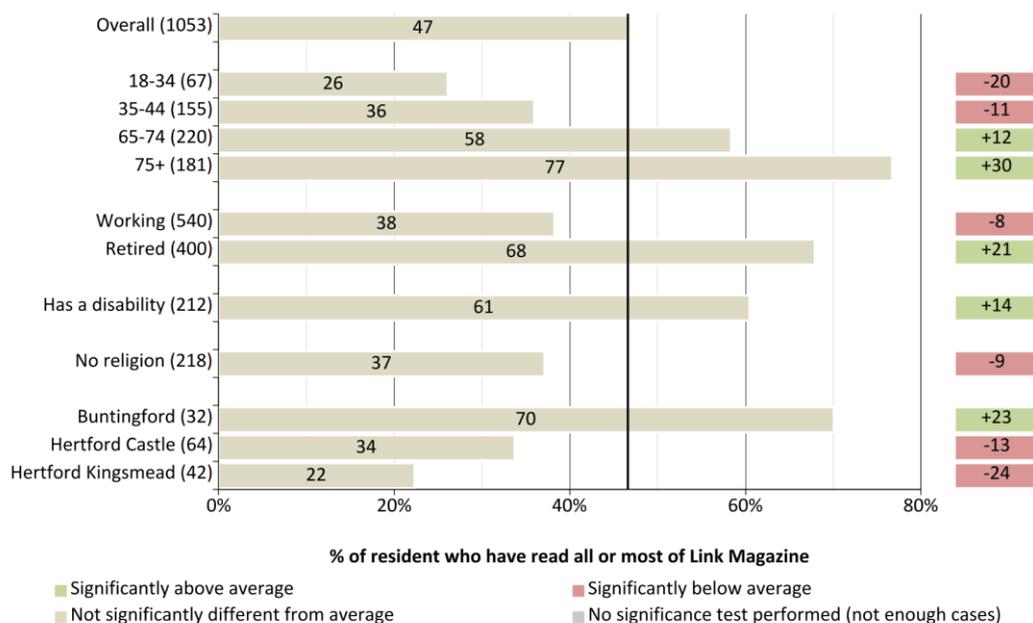
**Figure 58: Responses to how much of Link Magazine residents read**



**Base: All residents who have seen a copy of Link magazine in the last 12 months (number in brackets)**

- 8.8 Almost half (47%) of residents who have seen a copy of Link magazine in the last 12 months have either read all or most of it – a significant decrease of seven percentage points since 2011 (54%). Around 3 in 10 (29%) read a few articles and a quarter (25%) either just glanced at it or never read any of it.

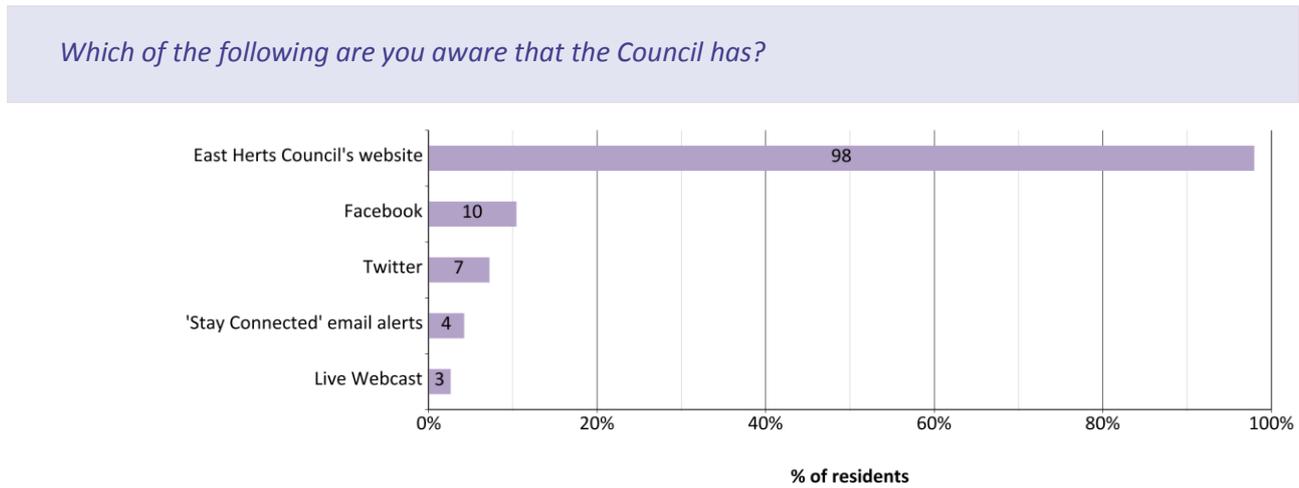
**Figure 59: Responses to how much of Link Magazine residents read – demographic sub group analysis**



**Base: All residents who have seen a copy of Link magazine in the last 12 months (number in brackets)**

- 8.9 Residents aged 65 and over, those who are retired, those who have a disability and residents who live in Buntingford ward are significantly more likely to have read all or most of the copy of Link magazine they had received, while residents aged between 18 and 44, those are working and those who live in Hertford Castle and Hertford Kingsmead are significantly less likely to have all or most of it.

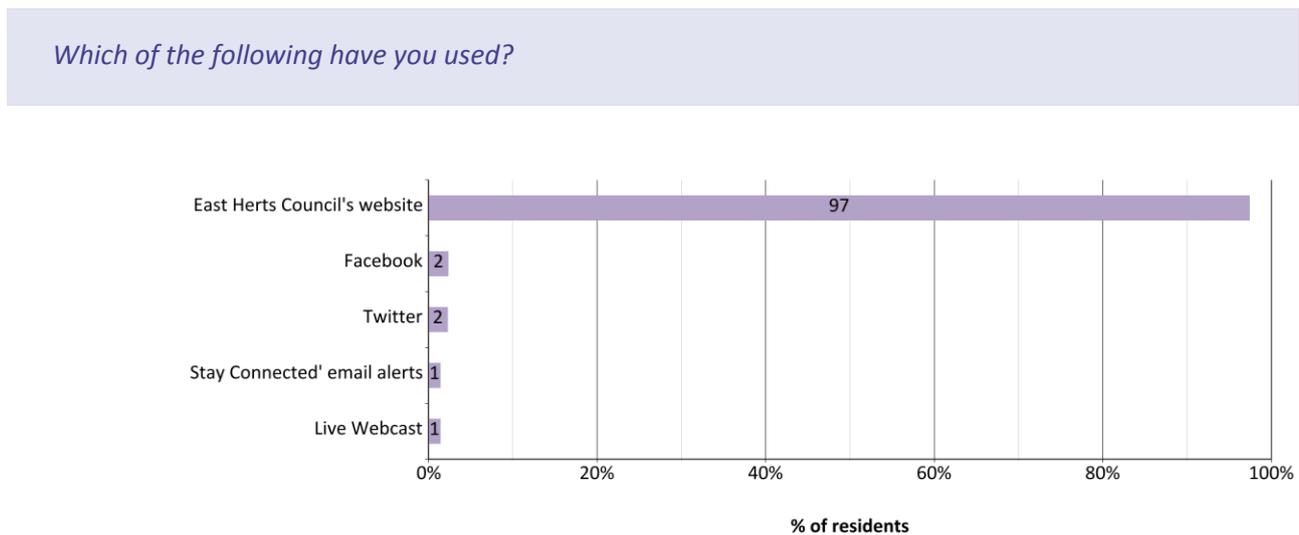
Figure 60: Responses to which of the following were residents aware that the Council has



Base: All residents (875)

8.10 Almost all residents (98%) are aware that East Herts Council has their own website, however, only small proportions are aware that the Council has a Facebook page (10%), a Twitter page (7%), 'Stay Connected' email alerts (4%) and a live webcast (3%).

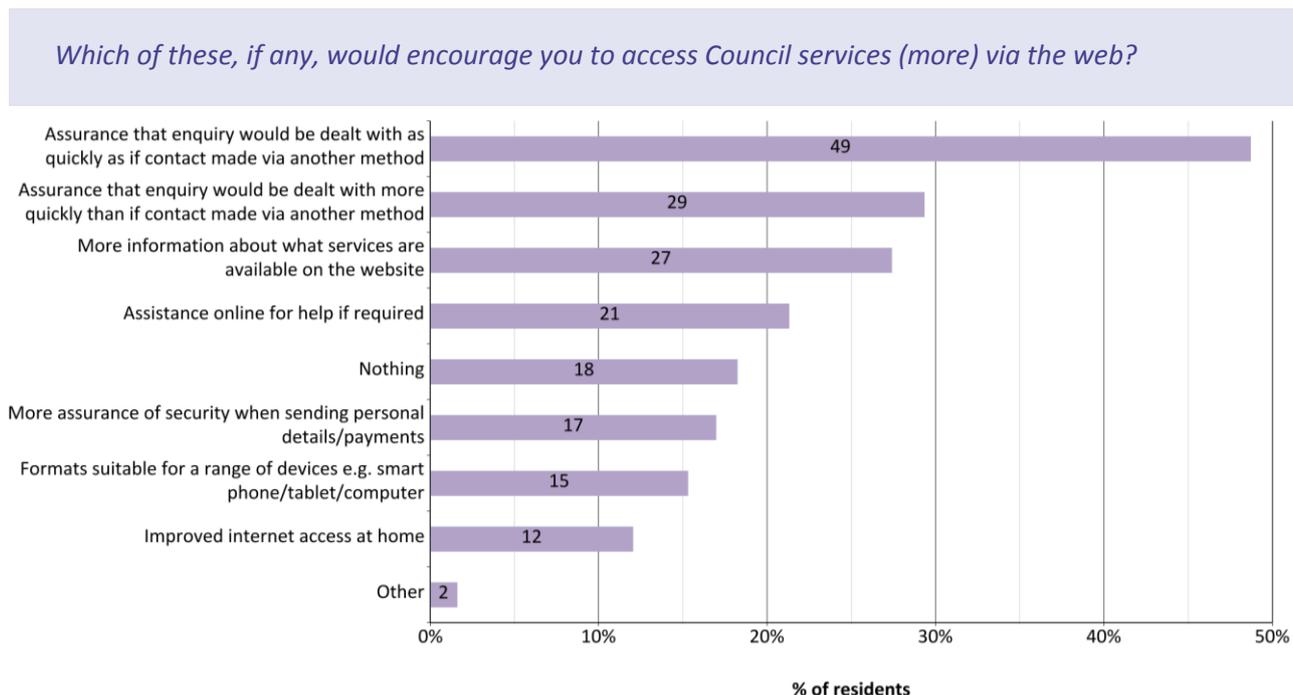
Figure 61: Responses to which of the following have residents used



Base: All residents (672)

8.11 Almost all residents (97%) have used East Herts Council's website, however, very few have used the Council's Facebook and Twitter pages (2%), along with the 'Stay Connected' email and a live webcast (1%).

**Figure 62: Responses to which of these, if any, would encourage residents to access Council services (more) via the web**

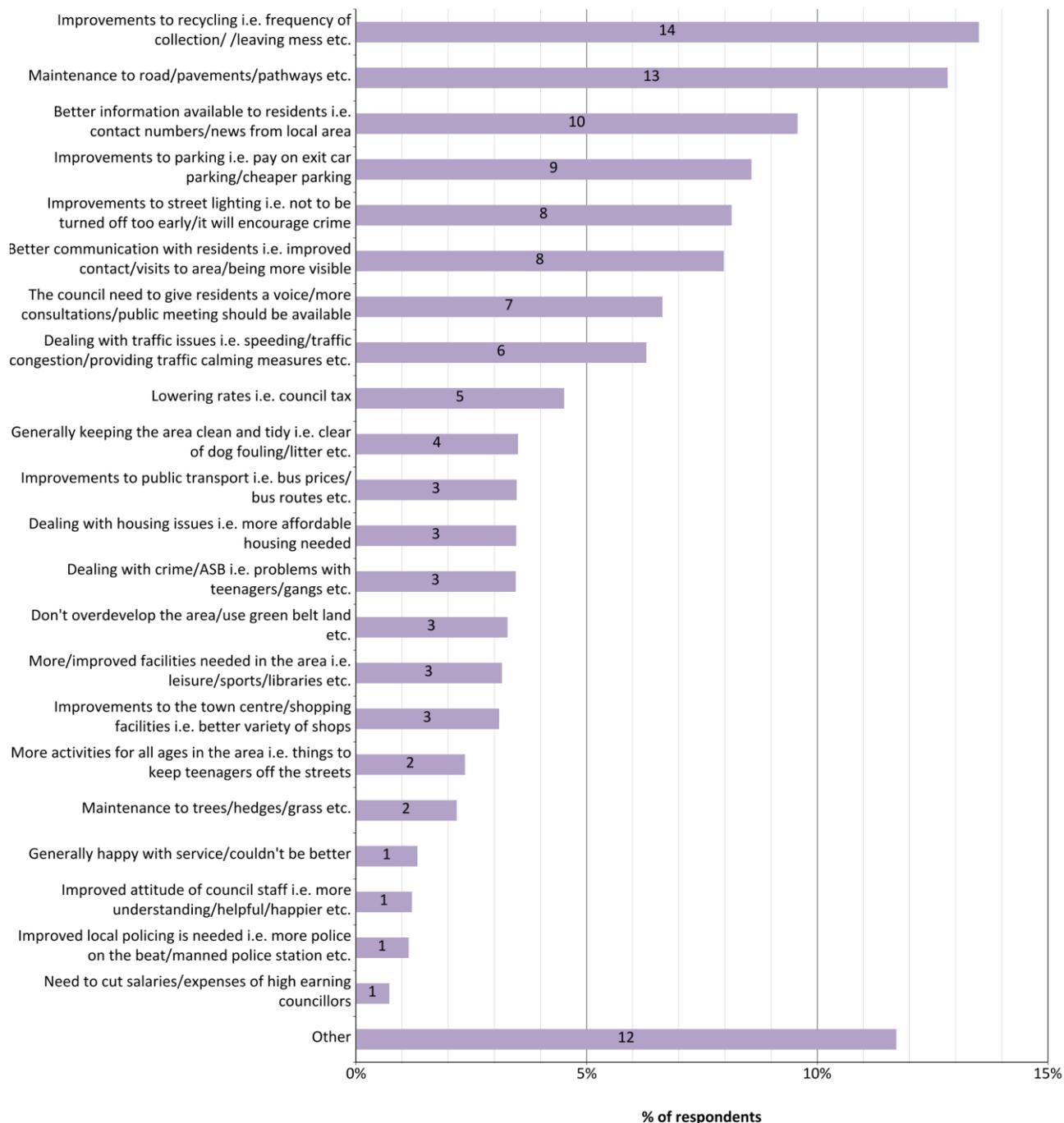


**Base: All residents (953)**

8.12 When asked what would encourage residents to access more online Council services, almost half (49%) said assurance that enquiries would be dealt with as quickly as if contact was made via another method. This was followed by more than quarter who said that they would be encouraged if enquiries would be dealt with more quickly than if contact was made via another method (29%) and if more information about council services was available on the website (27%). More than a fifth (21%) said that online assistance and help would encourage them.

**Figure 63: Ways in which East Herts Council could help residents more**

*Please suggest ONE way in which East Herts Council could help residents more.*



**All residents (634)**

8.13 Residents were asked to suggest one way in which East Herts Council could help residents more. The main suggestions included:

- Improvements to recycling: frequency of collection; bin men not leaving bins where they found them/leaving mess
- Maintenance to roads, pavements and pathways
- Better information available to residents i.e. contact numbers; news from local area; including better formats
- Improvements to parking, for example: pay on exit car parking, cheaper parking, dealing with illegal parking
- Improvements to street lighting i.e. not to be turned off too early; it will encourage crime/not safe
- Better communication with residents i.e. improved contact/visits to area/being more visible/keep people updated/responding to queries

#### Summary of Key Points – Communications

- The majority of residents currently (53%) and prefer (60%) to find out about East Herts Council from information provided by the Council.
- Around 9 in 10 (87%) of residents have seen a copy of Link magazine in the last 12 months. Of these, almost half (47%) have read all or most of it, while a quarter (25%) either just glanced at it or never read any of it.
- Although almost all (98%) residents are aware of (98%) and have used (97%) the East Herts website, 1 in 10 or less are both aware of and have used the Council Facebook page, twitter page, 'Stay Connected' email alerts and a live webcast.
- The main three ways in which residents could be encouraged to access more Council services online would be: assurance that enquiries would be dealt with *as quickly* as if contact was made via another method (49%); if enquiries would be dealt with *more quickly* than if contact was made via another method (29%); and if more information about what services are available on the website were available.
- The main three suggestions residents provided for how East Herts Council could help residents more are: improvements to recycling (14%); better maintenance of roads, pavements and pathways (13%); and better information available to residents (10%).

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