



East Herts Council Residents' Survey 2015



**Opinion Research Services
January 2015**



East Herts Council Residents' Survey 2015



Draft Report by Opinion Research Services

Opinion Research Services

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1. Project Overview

The Survey

- 1.1 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 previously undertaken by ORS in 2013, 2011 and 2009. The residents' survey is useful to help inform decision making and planning in the Council by tracking changes in the attitudes and opinions of residents on a range of topics.
- 1.2 This report presents the findings from the survey under the following key headings:
 - Your Local Area
 - East Herts Council and Council Services
 - Waste and Recycling Collections
 - Community Safety
 - Contact with East Herts Council
 - Communications
- 1.3 Comparisons with the 2013, 2011 and 2009 residents' surveys have been made where appropriate. In particular, the 2015 survey retains many of the changes that were made in 2013 in order to abide by LGA guidance, meaning results for these questions are directly comparable. However, other questions have been altered since the 2013 survey and footnotes highlight this where appropriate. There are also some new questions in 2015 that were not previously included.

Survey Response

- 1.4 4000 questionnaires were distributed to a random sample of households in East Hertfordshire which were drawn from the Postal Address File. Questionnaires were distributed on October 2nd 2015, with a reminder sent to all non-respondents on November 6th. 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. 20 questionnaires were returned as failed mail and 1,166 were returned complete, yielding a response rate of 29%.

Weighting the Data

- 1.5 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.

- 1.6 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. Characteristics identified in the returned sample (completed surveys) were checked against comparative data for the population of East Hertfordshire.
- 1.7 In this case, the data was checked against Census 2011 data for age, gender, working status and ethnic group then subsequently weighted to account age, gender, and working status. The results presented here are therefore representative of all residents of East Hertfordshire and will be treated as being so throughout this report. When the un-weighted data is discussed the report refers to ‘respondents’, but for weighted data it refers to ‘residents’.
- 1.8 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%. Please note that the figures may not always sum to 100% due to rounding.

Table 1: Gender - All Respondents

| Gender | Unweighted Count | Unweighted Valid % | Weighted Valid % |
|--------------|------------------|--------------------|------------------|
| Male | 465 | 41 | 48 |
| Female | 677 | 59 | 52 |
| Not known | 24 | - | - |
| TOTAL | 1,166 | 100 | 100 |

Table 2: Age - All Respondents

| Age | Unweighted Count | Unweighted Valid % | Weighted Valid % |
|---------------|------------------|--------------------|------------------|
| Aged 18 to 34 | 87 | 8 | 22 |
| Aged 35 to 44 | 149 | 13 | 20 |
| Aged 45 to 54 | 257 | 23 | 21 |
| Aged 55 to 59 | 114 | 10 | 9 |
| Aged 60 to 64 | 105 | 9 | 7 |
| Aged 65 to 74 | 247 | 22 | 13 |
| Aged 75+ | 180 | 16 | 8 |
| Not known | 27 | - | - |
| TOTAL | 1,166 | 100 | 100 |

Table 3: Ethnic Group - All Respondents

| Ethnic Group | Unweighted Count | Unweighted Valid % | Weighted Valid % |
|-----------------|------------------|--------------------|------------------|
| White - British | 1,069 | 94 | 91 |
| BME | 68 | 6 | 9 |
| Not known | 29 | - | - |
| TOTAL | 1,166 | 100 | 100 |

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

| Long-standing illness/Disability | Unweighted Count | Unweighted Valid % | Weighted Valid % |
|----------------------------------|------------------|--------------------|------------------|
| Long-standing illness/disability | 240 | 21 | 14 |
| No illness/disability | 883 | 79 | 86 |
| Not known | 43 | - | - |
| TOTAL | 1,166 | 100 | 100 |

Table 5: Household Type - All Respondents

| Household Type | Unweighted Count | Unweighted Valid % | Weighted Valid % |
|------------------|------------------|--------------------|------------------|
| With children | 271 | 24 | 37 |
| Without children | 867 | 76 | 63 |
| Not known | 28 | - | - |
| TOTAL | 1,166 | 100 | 100 |

Table 6: Working Status - All Respondents

| Working Status | Unweighted Count | Unweighted Valid % | Weighted Valid % |
|-----------------------|------------------|--------------------|------------------|
| Working | 606 | 53 | 65 |
| Retired | 443 | 39 | 21 |
| Otherwise not working | 97 | 8 | 14 |
| Not known | 20 | - | - |
| TOTAL | 1,166 | 100 | 100 |

Interpretation of the Data

- ^{1.9} 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 report, a value replaced by an asterisk (*) denotes any value less than half a per cent.
- ^{1.10} In some cases figures of 2% or below have been excluded from graphs.
- ^{1.11} 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 for very satisfied (bold green) or very dissatisfied (bold red).

^{1.12} It should be remembered that a sample, and not the entire population of the district, has been surveyed. 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. An asterisk (*) in comparison tables indicates a significant percentage point change at a 95% level of confidence between 2013 and 2015.

Acknowledgements

^{1.13} 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 1,166 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

- 2.1 The following paragraphs selectively highlight some key findings, but readers are referred to the detailed graphics for the full story. The suite of ORS reports also includes full cross tabulations.
- 2.2 For questions which are directly comparable, results for 2013 have also been included in this summary for comparison.

Your Local Area

- 2.3 Almost 9 in 10 (88%; 90% in 2013) residents were satisfied with their local area as a place to live, with only 7% expressing dissatisfaction.
- 2.4 Regarding Council performance, 69% (70% in 2013) of residents were satisfied with the way East Herts Council runs things and nearly half (47%; 42% in 2013) of residents agreed that East Herts Council provides value for money. Only 18% of residents disagreed that the Council provides value for money.
- 2.5 Furthermore, two thirds (66%; 71% in 2013) of residents feel that East Herts Council kept them very or fairly well informed about the services and benefits it provides.
- 2.6 Factors most frequently identified as the most important in making somewhere a good place to live are the level of crime (65%); health services (63%); clean streets (44%); and parks and open spaces (38%), which remain broadly consistent with previous residents' surveys.
- 2.7 Residents' priorities for improvement in East Herts include the level of traffic congestion (57%); activities for teenagers (34%); public transport (33%); health services (33%); affordable housing (31%) and shopping facilities (30%).

East Herts Council and Council Services

- 2.8 Over two fifths (43%; 45% in 2013) of residents agreed that East Herts Council is making the local area a better place to live. Just over a third (35%; 33% in 2013) agreed that East Herts Council is efficient and well run, and over half (55%; 54% in 2013) agreed that the quality of East Herts Council services is good overall.
- 2.9 Between 7 in 10 and 8 in 10 residents were satisfied with their refuse collection (79%; 81% in 2013), parks and open spaces (77%; 76% in 2013) and doorstep recycling (74%; 75% in 2013). Around three fifths (63%; 66% in 2013) were satisfied with public land being kept clear of litter and refuse and local tips/household waste recycling centres (57%; 71% in 2013). Less than half were satisfied with sport/leisure facilities (48%; 50% in 2013) and theatres/concert halls (46%; 45% in 2013).

- ^{2.10} However, two fifths of residents or more were *dissatisfied* with local bus services (40%; 28% in 2013), and planning for the future development of their area (43%). Around a fifth or more of residents were dissatisfied with theatres/concert halls (19%; 21% in 2013), sport/leisure facilities (23%; 19% in 2013), keeping public land clear of litter or refuse (23%; 22% in 2013), local tips/household waste recycling centres (25%; 12% in 2013), and local transport information (28%; 23% in 2013).
- ^{2.11} The most substantial decrease in satisfaction was with local tips/household waste recycling centres. While 71% were satisfied with this service in 2013, this proportion significantly decreased by 14% points to 57% in 2015, and satisfaction with local bus services also significantly decreased (30%; 36% in 2013).

Waste and Recycling Collections

- ^{2.6} More than four fifths of residents were satisfied with the types of materials collected by the recycling and composting collection service (86%; 81% in 2013) and the information provided about the service (88%; 90% in 2013), while just under four fifths were satisfied with the service for the collection of items for recycling and composting overall (79%; 80% in 2013) and the service for collection of waste (refuse) overall (79%).

Community Safety

- ^{2.7} Just over 7 in 10 residents (72%; 70% in 2013) reported that they feel safe in their local area after dark, while around a fifth (17%; 17% in 2013) said they feel unsafe.
- ^{2.8} By comparison, during the day almost all residents (95%; 94% in 2013) reported feeling safe in their local area.
- ^{2.9} The main four neighbourhood issues reported by residents as being a fairly or very big problem in their local area include rubbish or litter lying around (26%; 25% in 2013), people using or dealing drugs (22%; 22% in 2013), groups hanging around in the streets (19%; 22% in 2013) and people being drunk or rowdy in public places (19%; 23% in 2013).
- ^{2.10} The proportion of residents that feel that vandalism, graffiti and other deliberate damage to property or vehicles, noisy neighbours or loud parties, people being drunk or rowdy in public places and groups hanging around the streets are big problems in their local area has significantly decreased since 2013.

Contact with East Herts Council

- ^{2.11} Around a third of residents (32%; 32% in 2013) have contacted the Council within the last 3 months, while three fifths (60%; 58% in 2013) have contacted the Council within the last 12 months. The most popular means of contact with the Council (on the most recent occasion) was by telephone (56%; 59% in 2013), followed by email (18%; 19% in 2013) and in person at Council offices (10%; 11% in 2013). Residents who stated they contacted the Council on the most recent occasion via the Council website rose significantly from 5% in 2013 to 10% in 2015.
- ^{2.12} Over three fifths (61%; 64% in 2013) of residents were satisfied with their most recent contact with the Council, however almost a fifth (17%; 19% in 2013) said they were dissatisfied.
- ^{2.13} A quarter of residents (25%; 29% in 2013) have contacted East Herts Council with a complaint. Of these, almost a third (31%) did so within the last three months and half (50%) within the last six months.

- 2.14 While the majority (66%; 71% in 2013) of residents were satisfied with the ease with which they were able to raise their complaint, since 2013, residents' satisfaction with each aspect of the complaints procedure has decreased, while dissatisfaction has increased. In particular, satisfaction significantly decreased with the way in which the complaint was managed (from 47% in 2013 to 39% in 2015), how the complaint was handled overall (from 47% in 2013 to 37% in 2015) and with the time taken to deal with the complaint (from 52% in 2013 to 41% in 2015).
- 2.15 Over half (55%; 49% in 2013) of residents were dissatisfied with the final outcome of their complaint.

Communications

- 2.16 Information provided by the Council (such as the Link Magazine, leaflets and posters) is the most common source of information residents currently use to find out information about East Herts Council (45%; 53% in 2013). Over half (55%; 60% in 2013) stated that this is their preferred source of information. However, the proportion that said they currently use the Council website/internet (33%; 24% in 2013) and the proportion that said they would like to use this to find out about East Herts Council (52%; 45% in 2013) has increased significantly since 2013.
- 2.17 Although a majority of residents are aware of (80%) and have used (66%) the East Herts Council website, only a small minority have used the Council Facebook page (3%), Twitter page (2%), 'Stay Connected' email alerts (2%) and a live webcast (2%). Almost a fifth (18%) of residents are unaware of any these, and nearly a third (32%) of residents have not used any of these.
- 2.18 The main three ways in which residents could be encouraged to use the East Herts Council's website would be through better awareness of Council services that are available online (51%), if the Council website was more user-friendly/easier to use (27%) and if the Council website was accessible on smartphones and/or mobile phones (24%).
- 2.19 15% of residents said they have contacted East Herts Council by email in the last 6 months. Of these residents, over a third (35%) of residents chose to contact the Council by email because of its convenience/ease, while a fifth (21%) did so because email is quicker/faster than using the phone/they receive a quicker response from the Council via email. Over 1 in 10 residents emailed to inform their local Council/Councillor of concerns or issues (13%) or because the Council requested or only gave details for correspondence by email (13%). 1 in 10 (10%) residents chose to contact the Council by email for proof of contact or because it is easier to trace or refer back to.
- 2.20 Just over four fifths (85%) of residents have seen a copy of Link magazine in the last 12 months. Of these residents, just over two fifths (44%) either read all or most of it, decreasing slightly by 3% points since 2013, and significantly decreasing by 10% points since 2011 (54%).

Health and Wellbeing

- 2.21 Over four fifths of residents (83%) say that their health is good or very good in general. A further 14% of residents say that their health is fair, while only 2% say that it is bad or very bad.
- 2.22 Residents were asked to rate their wellbeing on a scale of 0-10, where 0 is very poor and 10 is very good, and were given a definition of wellbeing. 92% gave an answer between 6 and 10, indicating good wellbeing, while 5% gave a neutral answer and 3% gave an answer between 0 and 4, indicating poor wellbeing.

3. Comparisons with the 2013 Residents' Survey

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

| Overall, how satisfied or dissatisfied are you with your local area as a place to live? | % very or fairly satisfied 2015 | % very or fairly satisfied 2013 | % change since 2013 |
|---|---------------------------------|---------------------------------|---------------------|
| | 88% | 90% | ↓2 |

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

| Overall, how satisfied or dissatisfied are you with the way East Herts Council runs things? | % very or fairly satisfied 2015 | % very or fairly satisfied 2013 | % change since 2013 |
|---|---------------------------------|---------------------------------|---------------------|
| | 69% | 70% | ↓1 |

To what extent do you 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? | % very or fairly satisfied 2015 | % very or fairly satisfied 2013 | % change since 2013 |
|---|---------------------------------|---------------------------------|---------------------|
| | 47% | 42% | ↑5* |

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

| How well informed do you think East Herts Council keeps residents about the services and benefits it provides? | % very or fairly well informed 2015 | % very or fairly well informed 2013 | % change since 2013 |
|--|-------------------------------------|-------------------------------------|---------------------|
| | 66% | 71% | ↓5* |

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 2015 | % strongly or tend to agree 2013 | % change since 2013 |
|---|----------------------------------|----------------------------------|---------------------|
| Is making the local area a better place to live | 43% | 45% | ↓2 |
| Is efficient and well run | 35% | 33% | ↑2 |

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 2015 | % strongly or tend to agree 2013 | % change since 2013 |
|--|----------------------------------|----------------------------------|---------------------|
| The quality of East Herts Council services is good overall | 55% | 54% | ↑1 |

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 2015 | % very or fairly satisfied 2013 | % change since 2013 |
|--|---------------------------------|---------------------------------|---------------------|
| Keeping public land clear of litter and refuse | 63% | 66% | ↓3 |
| Refuse collection | 79% | 81% | ↓2 |
| Doorstep recycling | 74% | 75% | ↓1 |
| Local tips/household waste recycling centres | 57% | 71% | ↓14* |
| Local transport information | 32% | 35% | ↓2 |
| Local bus services | 30% | 36% | ↓6* |
| Sport/leisure facilities | 48% | 50% | ↓2 |
| Theatres/concert halls | 46% | 45% | ↑1 |
| Parks and open spaces | 77% | 76% | ↑1 |

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 2015 | % very or fairly satisfied 2013 | % change since 2013 |
|---|---------------------------------|---------------------------------|---------------------|
| The types of materials collected by the recycling and composting collection service | 86% | 81% | ↑5* |
| The information we provided about the service (e.g. collection calendars, details of what we collect) | 88% | 90% | ↓2 |
| The service for the collection of items for recycling and composting overall | 79% | 80% | ↓1 |
| The service for collection of waste (refuse) overall ¹ | 79% | 83% | ↓4 |

¹ This option was previously included as "The waste collection service overall". As such, caution should be exercised when directly comparing results between surveys due to this slight wording change.

How safe or unsafe do you feel when outside in your local area...?

| How safe or unsafe do you feel when outside in your local area ... | % very or fairly safe 2015 | % very or fairly safe 2013 | % change since 2013 |
|--|----------------------------|----------------------------|---------------------|
| ...after dark | 72% | 70% | ↑2 |
| ...during the day | 95% | 94% | ↑1 |

Thinking about this local area, how much of a problem do you think each of the following are...?²

| Crime Type | % very or fairly big problem 2015 | % very or fairly big problem 2013 | % change since 2013 |
|---|-----------------------------------|-----------------------------------|---------------------|
| Rubbish or litter lying around | 26% | 25% | ↑1 |
| People being drunk or rowdy in public places | 19% | 23% | ↓4* |
| Groups hanging around the streets ³ | 19% | 22% | ↓3* |
| People using or dealing drugs | 22% | 22% | - |
| Vandalism, graffiti and other deliberate damage to property or vehicles | 12% | 17% | ↓5* |
| Noisy neighbours or loud parties | 8% | 12% | ↓4* |
| Abandoned or burnt out cars | 2% | 3% | ↓1 |

When did you last contact East Herts Council?

| Time | % 2015 | % 2013 | % change since 2013 |
|--------------------------|--------|--------|---------------------|
| In the last week | 5% | 7% | ↓2 |
| In the last month | 12% | 14% | ↓2 |
| In the last three months | 15% | 12% | ↑3 |
| In the last six months | 12% | 12% | - |
| In the last year | 17% | 14% | ↑3 |
| Longer ago | 22% | 23% | ↓1 |
| Never | 17% | 18% | ↓1 |

Have you contacted East Herts Council with a complaint?

| Have you contacted East Herts Council with a complaint? | % yes 2015 | % yes 2013 | % change since 2013 |
|---|------------|------------|---------------------|
| | 25% | 29% | ↓4 |

² 'Don't know/no opinion' was previously 'Don't know'.

³ 'Groups hanging around the streets' was previously included as 'Teenagers hanging around the streets' until 2013, where the wording was changed to reflect LGA guidance.

When did you last complain to East Herts Council?

| Time | % 2015 | % 2013 | % change since 2013 |
|--------------------------|--------|--------|---------------------|
| In the last week | 5% | 6% | ↓1 |
| In the last month | 9% | 10% | ↓1 |
| In the last three months | 17% | 15% | ↑2 |
| In the last six months | 19% | 17% | ↑2 |
| In the last year | 21% | 22% | ↓1 |
| Longer ago | 29% | 30% | ↓1 |

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

| | % very or fairly satisfied 2015 | % very or fairly satisfied 2013 | % change since 2013 |
|---|---------------------------------|---------------------------------|---------------------|
| The ease with which you were able to raise your complaint | 66% | 71% | ↓5 |
| The time taken to deal with your complaint | 41% | 52% | ↓11* |
| The way in which the complaint was managed | 39% | 46% | ↓7 |
| The final outcome | 35% | 42% | ↓7 |
| How your complaint was handled overall | 37% | 47% | ↓10* |

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 2015 | % yes 2013 | % change since 2013 |
|--|------------|------------|---------------------|
| | 85% | 87% | ↓2 |

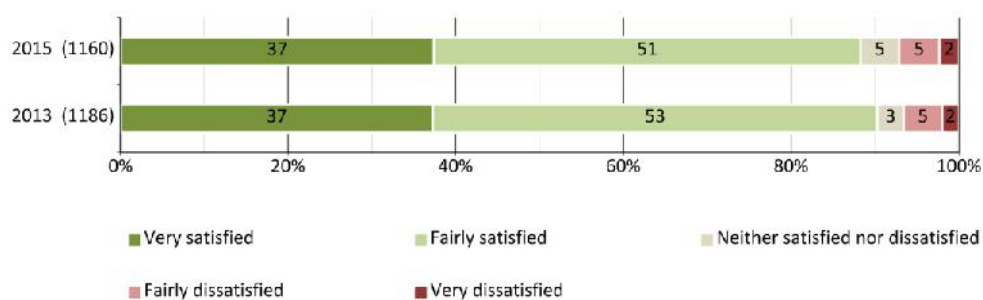
Thinking about the most recent issue of Link magazine that you have seen, would you say you:

| Thinking about the most recent issue of Link magazine that you have seen, would you say you: | % 2015 | % 2013 | % change since 2013 |
|--|--------|--------|---------------------|
| Read all of it | 13% | 15% | ↓2 |
| Read most of it | 32% | 32% | - |
| Read a few articles | 26% | 29% | ↓3 |
| Just glanced at it | 25% | 21% | ↑4 |
| 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

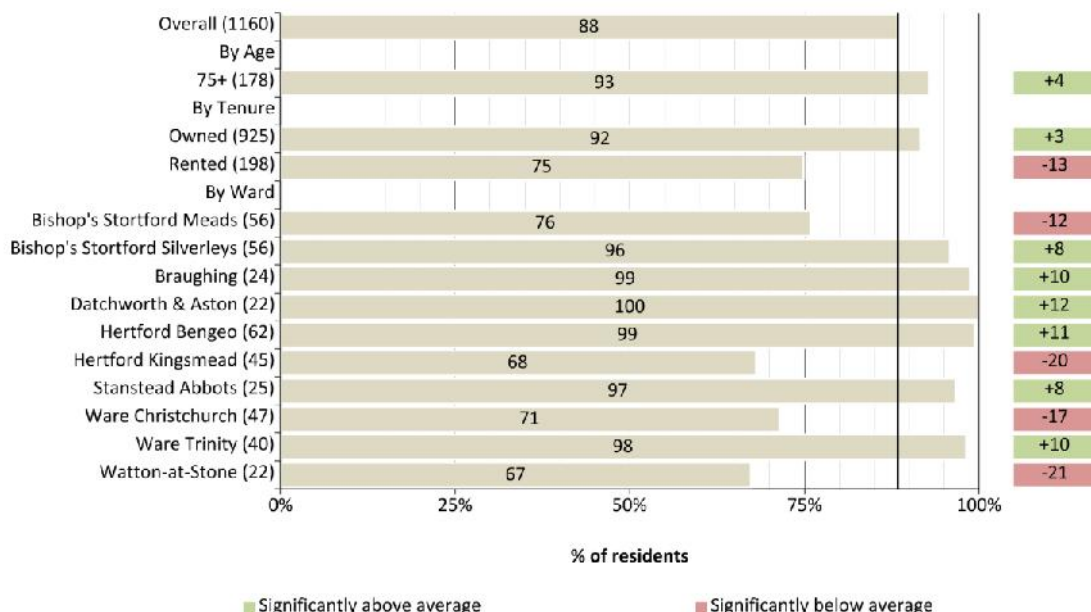
Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Base: All residents (1160)

- 4.1 Throughout this survey residents were asked to think about their ‘local area’. Residents were asked to consider their local area to be the area within 15 – 20 minutes walking distance from their home.
- 4.2 When asked how satisfied or dissatisfied they were with their local area as a place to live, almost 9 in 10 (88%) residents stated they were satisfied, with almost two fifths (37%) saying they were very satisfied.
- 4.3 Only 7% of residents were fairly or very dissatisfied 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 – demographic sub group analysis

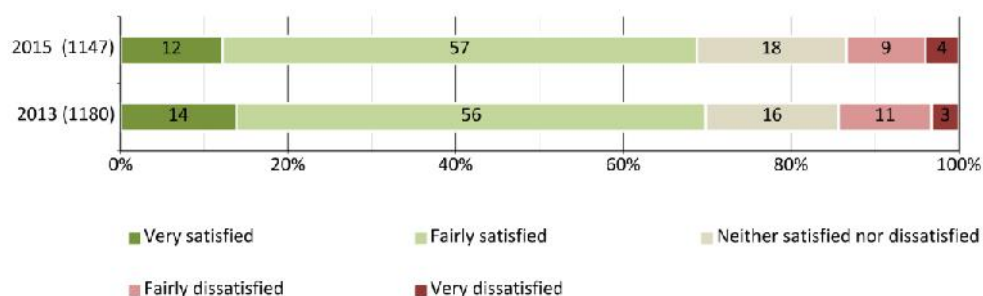


Base: All Residents (number of residents shown in brackets)

- 4.4 This chart shows how the responses for this score vary across different sub-groups of the population. Results for sub-groups which are significantly better (statistically) than the overall score are highlighted in green, whilst results which are significantly poorer (statistically) are highlighted in red.
- 4.5 In order to identify which differences in sub-group responses are significant, ORS applies statistical tests to calculate whether apparent differences are due to chance or are statistically significant. By taking into account the sample and sub-sample sizes, we calculate whether we can be 95% confident that a particular difference between datasets is statistically significant.
- 4.6 Residents aged 75+, those who own their own home and residents from Bishop’s Stortford Silverleys, Braughing, Datchworth and Aston, Hertford Bengoe, Stanstead Abbots and Ware Trinity wards are significantly more likely to be satisfied with their local area as a place to live.
- 4.7 Residents who live in rented accommodation and those from Bishops Stortford Meads, Hertford Kingsmead, Ware Christchurch and Watton-at-Stone wards were significantly less likely to agree.

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

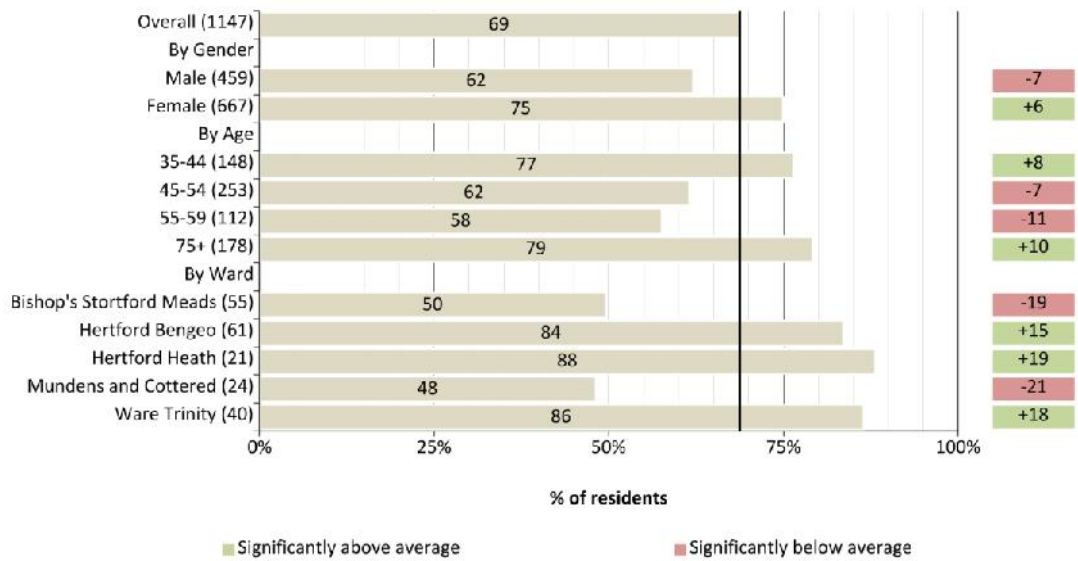
Overall, how satisfied or dissatisfied are you with the way East Herts Council runs things?



Base: All Residents (1147)

- 4.9 69% of residents were satisfied with the way East Herts Council runs things, with 12% of them stating they were very satisfied. 13% of residents were dissatisfied and 18% were neither satisfied nor dissatisfied.
- 4.10 Changes in the positioning and preamble for this question that were made in 2013 and continued in the 2015 survey means that caution should be exercised when comparing satisfaction for this question with earlier iterations of the survey. 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 the 2015/2013 and 2011 surveys may be influenced by the question being at the start of the questionnaire in 2013 and 2015, 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 in 2011.
- 4.11 A preamble (stipulated by the LGA guidance) was also present in the 2013 and 2015 questionnaires and not in the 2011 questionnaire. This preamble explained that residents receive services from two Councils, East Herts Council and Hertfordshire County Council, and that the survey is asking about East Herts Council specifically, which is responsible for services such as refuse collection, street cleaning and planning. For this reason, comparisons have only been presented here between the 2015 and 2013 surveys which are directly comparable.

Figure 4: Responses to how satisfied or dissatisfied residents were with the way East Herts Council runs things – demographic sub group analysis

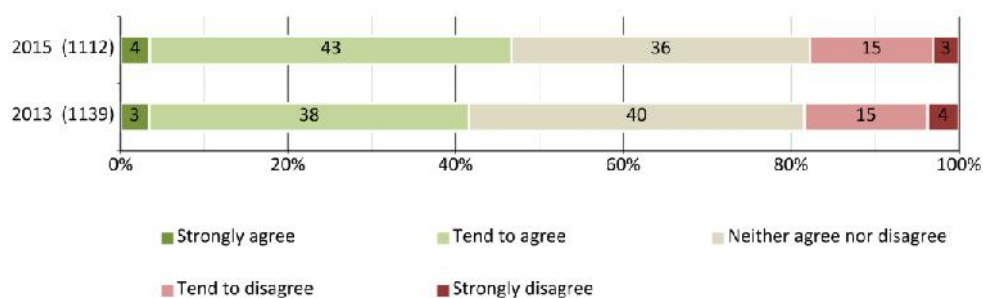


Base: All Residents (number of residents shown in brackets)

- 4.12 Female residents, residents aged 35-44 or 75+ as well as residents living in Hertford Bengoe, Hertford Heath and Ware Trinity wards are significantly more likely to be satisfied with the way East Herts Council runs things. However, male residents, residents aged 45-59 and residents living in Bishop's Stortford Meads or Mundens and Cottered wards are significantly less likely to express satisfaction.

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

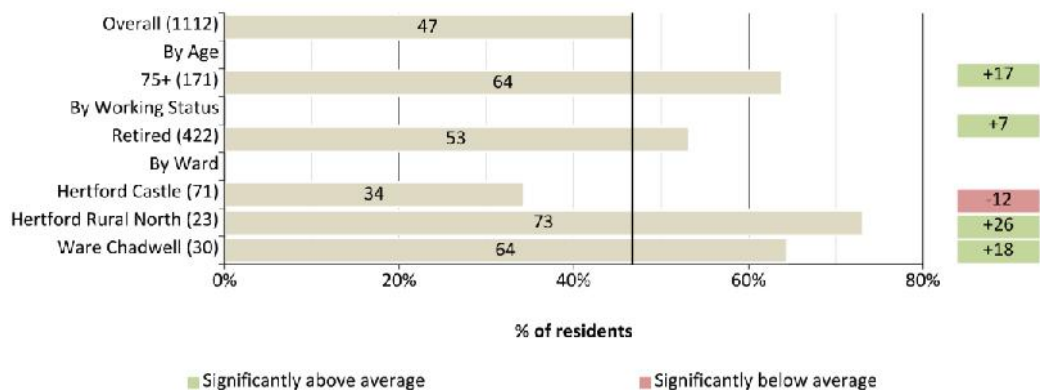
To what extent do you agree or disagree that East Herts Council provides value for money?



Base: All Residents (1112)

- 4.13 Almost half (47%) of residents agreed that East Herts Council provides value for money. Nearly a fifth (18%) of residents disagreed, whilst over a third (36%) neither agreed nor disagreed. The proportion of residents that agree that East Herts Council provides value for money has significantly increased in 2015 (47%) when compared to results from 2013 (42%).
- 4.14 Caution should be exercised when examining results for this question in 2015 or 2013 compared to 2011, as 2015 results are only directly comparable with the 2013 survey. In 2013 this question was repositioned, re-worded and given a new preamble in-line with LGA guidance, which may account for differences in the proportion of residents that agreed or disagreed when compared to 2011. For this reason results from 2011 have not been displayed.

Figure 6: Extent to which residents agree or disagree that East Herts Council provides value for money – demographic sub group analysis



Base: All Residents (number of residents shown in brackets)

4.15 Retired residents, residents aged 75+, residents living in Hertford Rural North and Ware Chadwell wards are significantly more likely to say that East Herts Council provides value for money, while residents living in Hertford Castle ward are significantly less likely to agree with this statement.

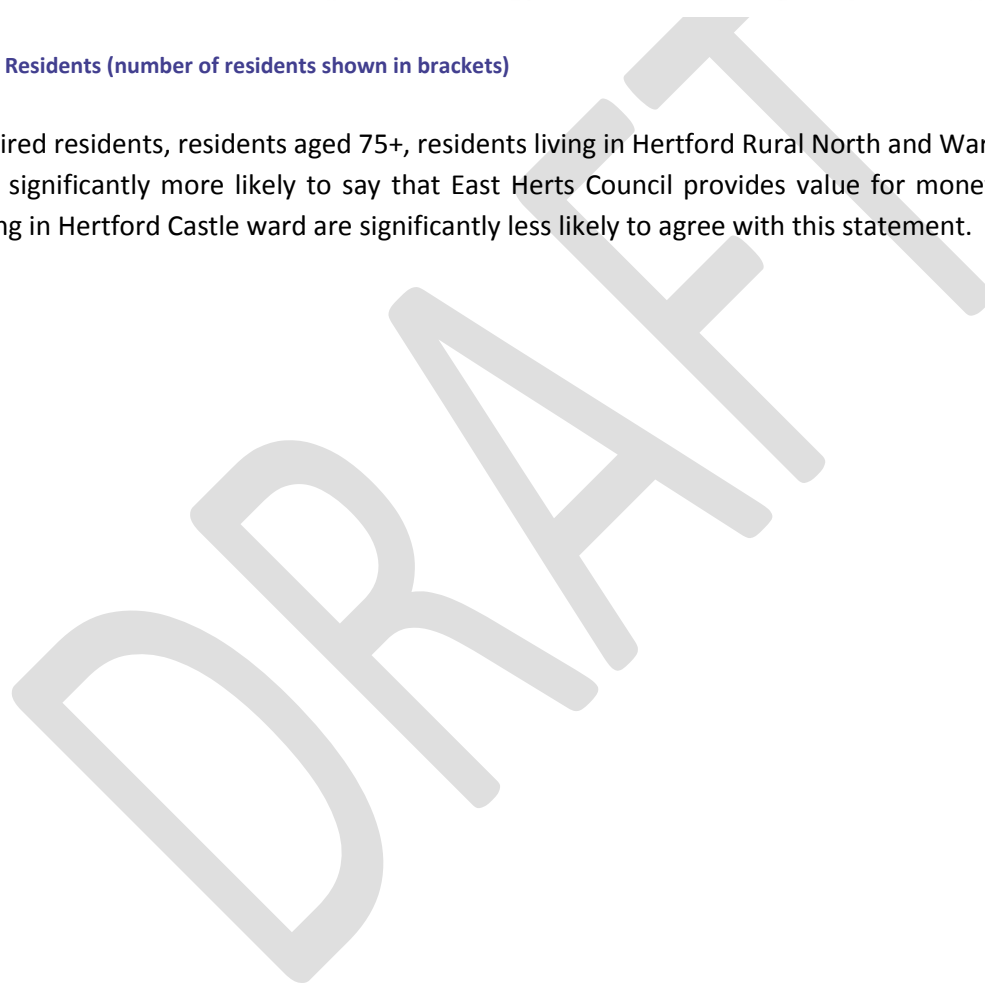
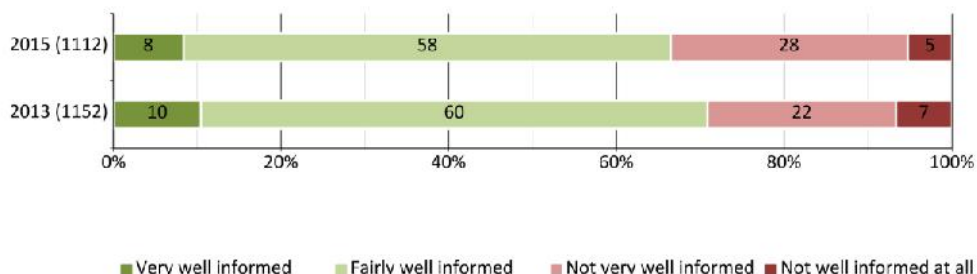


Figure 7: Responses to how well informed residents think East Herts Council kept them about the services and benefits it provides

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



Base: All Residents (1112)

- 4.16 Two thirds (66%) of residents feel that East Herts Council kept them very or fairly well informed about the services and benefits it provides. Over a third (34%) felt that they were not kept informed, with 5% of residents reporting that they were not well informed at all.
- 4.17 The proportion of residents who said they feel very or fairly well informed has significantly decreased, from 71% in 2013 to 66% in 2015, a significant decrease of 5% points.

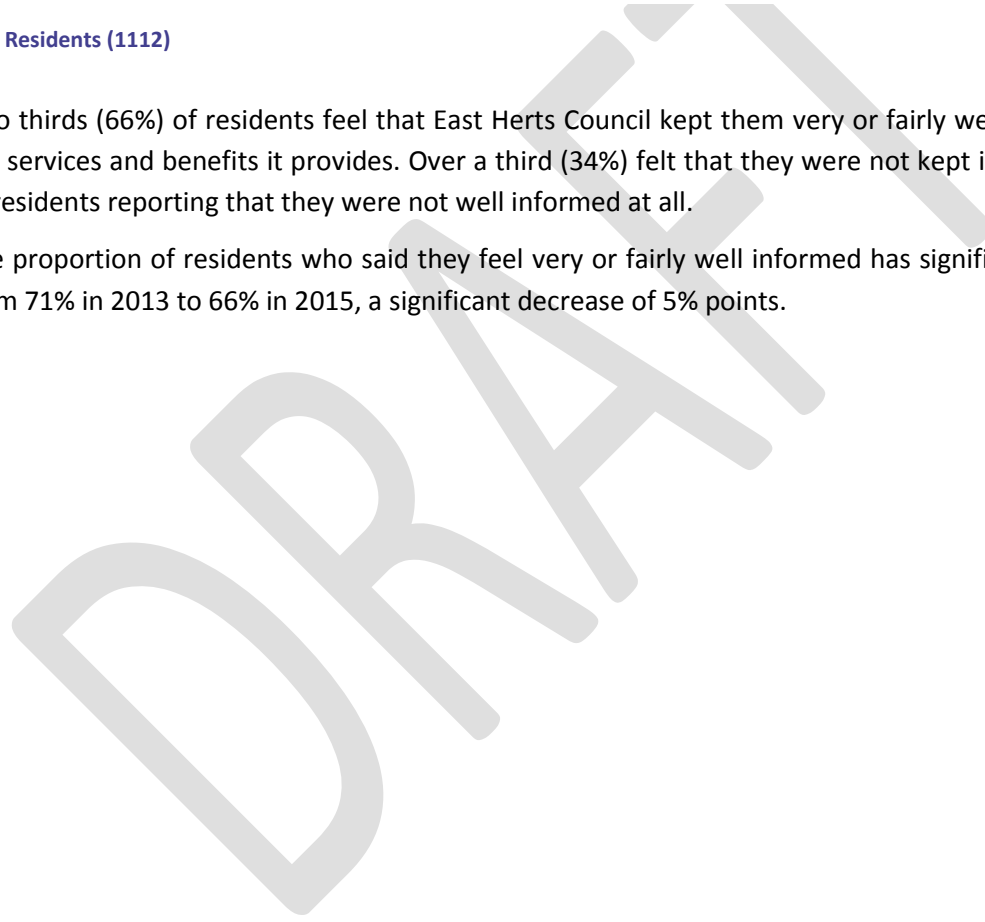
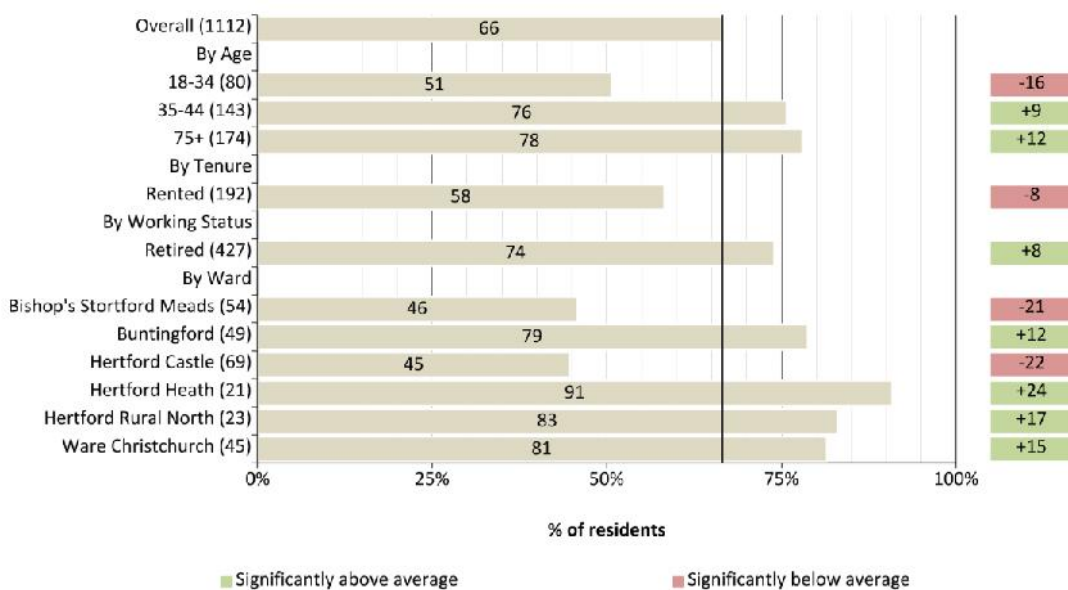


Figure 8: Responses to how well informed residents think East Herts Council kept them about the services and benefits it provides – demographic sub group analysis



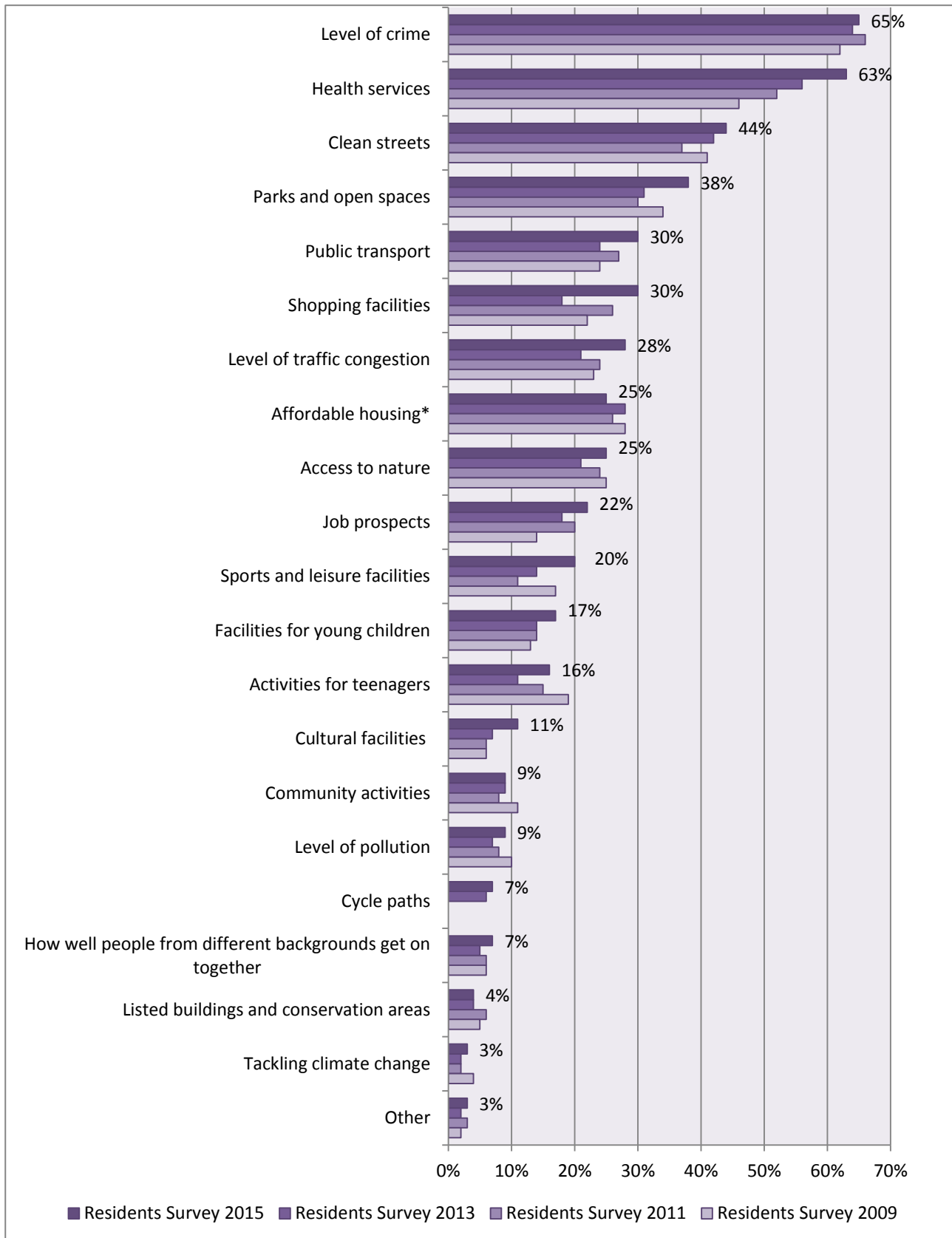
Base: All Residents (number of residents shown in brackets)

4.18 Residents aged 35-44 and 75+, retired residents and residents living in Buntingford, Hertford Heath, Hertford Rural North and Ware Christchurch are significantly more likely to say that East Herts Council keeps them well informed about the services and benefits it provides. Residents aged 18-34, those in rented accommodation and residents living in Bishop’s Stortford Meads or Hertford Castle are significantly less likely to say they feel well informed.

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

- 4.19 Residents were asked to identify up to five factors from a list of 20 which they consider to be the most important in making somewhere a good place to live. They were also given a box in which to write their own important factor if it was not covered by the 20 provided.
- 4.20 Figure 9 (overleaf) presents the results for this year's survey alongside those for the East Herts residents' survey in 2013, 2011 and 2009. Factors consistently identified as most important are the *level of crime* (65%), *health services* (63%) and *clean streets* (44%).
- 4.21 Of least importance in making somewhere a good place to live are *cycle paths* (7%), *how well people from different backgrounds get on together* (7%), *listed buildings and conservation areas* (4%) and *tackling climate change* (3%).
- 4.22 Text comments revealed 'other' factors that are important to residents in *making somewhere a good place to live*. Among the most frequently put forward were factors involving education/schools, adequate car parking, and road safety (repairing potholes/gritting roads/speed limits), although none of these received as many mentions as the factors provided.
- 4.23 It should be noted that 'Affordable Housing' previously appeared as 'Affordable Decent Housing' until 2015, and consequently the results for 2015 should not be directly compared to previous iterations of the survey.
- 4.24 It should also be noted that three factors listed in 2013, 2011 and 2009 were removed from the 2015 version of the survey. As residents can choose up to five options, it is to be expected that the remaining options experienced a slight increase in their selection by residents, and consequently this could account for at least some part of the increases in the percentages for things that make somewhere a good place to live.

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



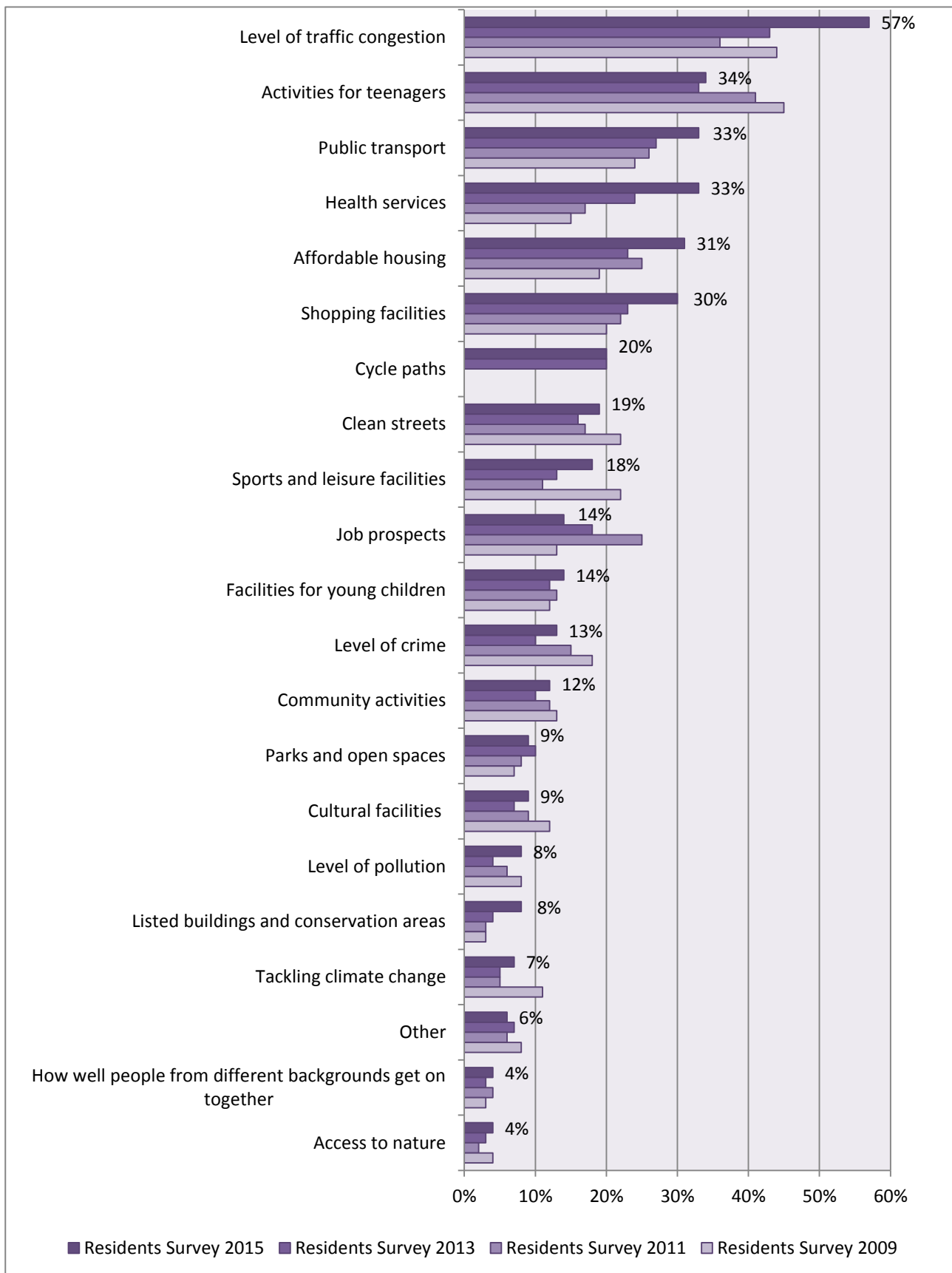
Base: All Residents (1002)

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

- 4.25 Alongside *what makes somewhere a good place to live*, East Herts residents were also asked to identify the five things that most need improving in their local area from the same list of 20 factors. Once again, they were also given the opportunity to propose their own factor if it did not feature among the list.
- 4.26 Figure 10 (overleaf) presents the findings for this survey alongside the results from the 2013, 2011 and 2009 East Herts residents’ surveys. Over half (57%) chose *the level of traffic congestion* as most in need of improvement, followed by *activities for teenagers* (34%), *public transport* (33%), *health services* (33%) and *affordable housing* (31%). *How well people from different backgrounds get on together* (4%), *access to nature* (4%) and *listed buildings and conservation areas* (4%) were identified as the least in need of improvement.
- 4.27 Text comments also revealed that ‘other’ factors that need improving in the local area include: repair of roads/road maintenance and street cleanliness (including the emptying of litter bins).
- 4.28 The most frequently reported thing that needs improving – the level of traffic congestion – also experienced the greatest increase in selection, from 43% in 2013 to 57% in 2015; a significant increase of 14% points.
- 4.29 Once again, it should be borne in mind that that three factors listed in 2013, 2011 and 2009 were removed from the 2015 version of the survey. As residents can choose up to five options, it is to be expected that the remaining options experienced a slight increase in their selection by residents, and consequently this could account for at least some part of the increases in percentages for things that need improving in the local area.

⁴ ‘Cycle paths’ was introduced in 2013

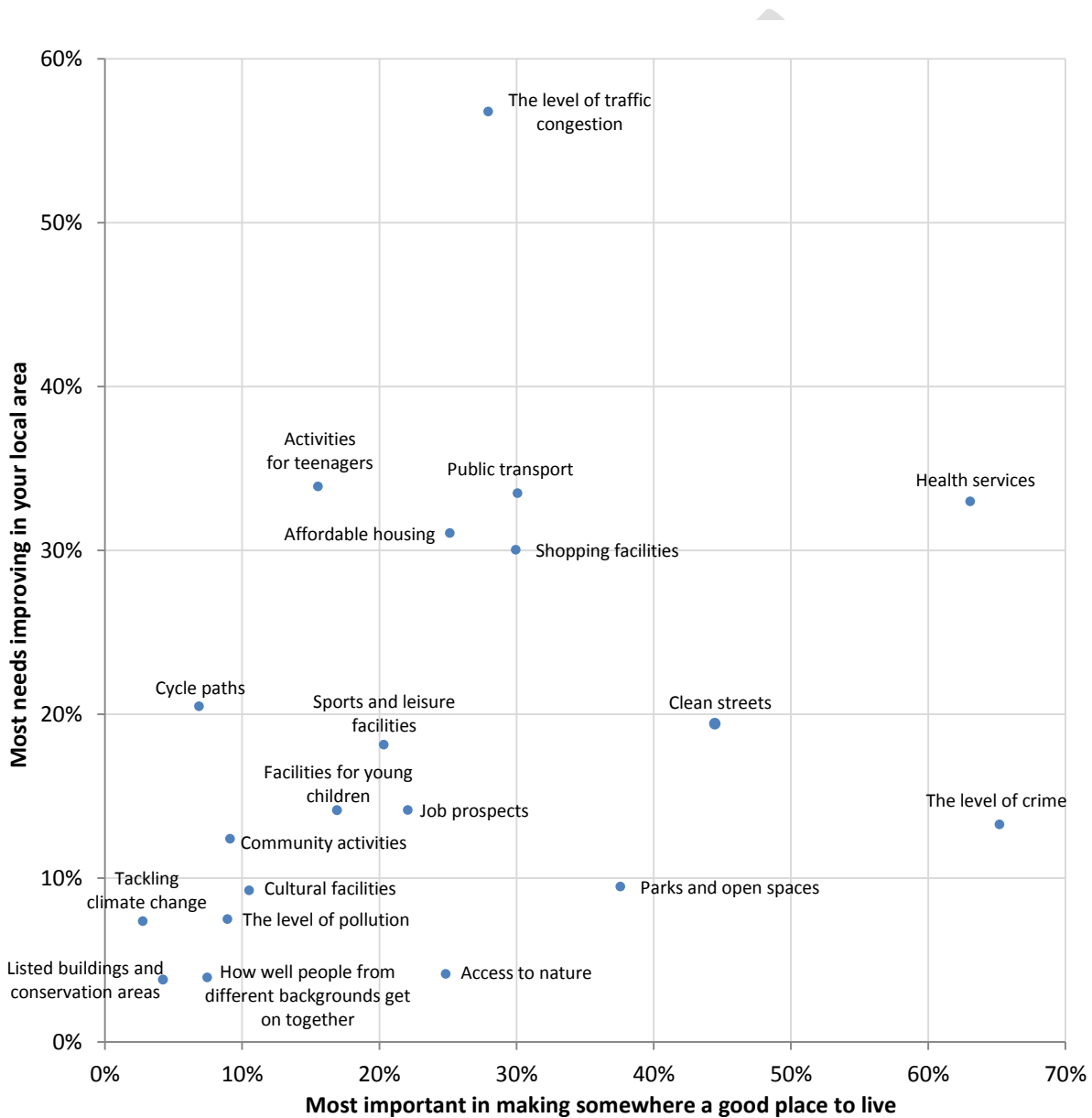
Figure 10: Responses to which of the things below, if any, do residents think most need improving



Base: All Residents (987)

- 4.30 The figures below and overleaf compare factors that East Herts residents feel are most important in making somewhere a good place to live in relation to the factors that they think most need improving locally.
- 4.31 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 their local area.

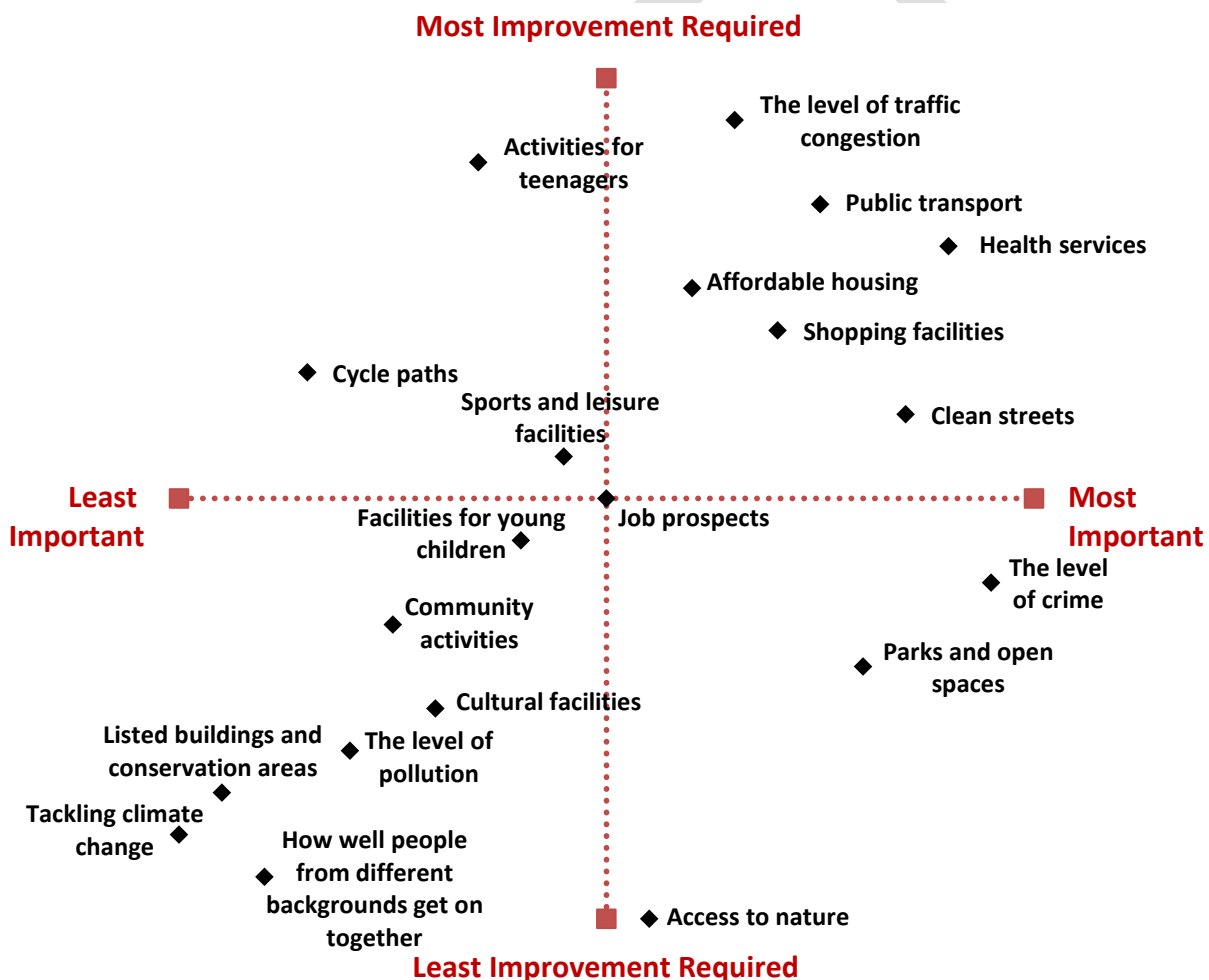
Figure 11: Strategic Priority Analysis – Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? And thinking about this local area, which of the things below, if any, do you think most need improving?



Base: All Residents

- 4.32 Figure 12 below is split into quadrants, divided using the mean scores for importance and need for improvement. The bottom left hand corner shows services that are performing well but are regarded as being of lesser importance by residents. The top left hand corner represents services that need improvement but are also less important to residents. The bottom right hand corner shows services which residents not only identified as important but are also performing well. Finally, the top right hand corner presents services that most need improvement and are of higher importance to residents.
- 4.33 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

- 4.34 Figure 13 below provides a summary of the results for each service in terms of importance and need for improvement that 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.
- 4.35 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. ‘Job prospects’ was ranked in the middle both in terms of importance and need for improvement.

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 Sports and leisure facilities | The level of traffic congestion Public transport Health services Affordable housing Shopping facilities Clean streets |
| Less Important, Least Needs Improving LOW PRIORITY STRENGTHS | More Important, Least Needs Improving KEY STRENGTHS |
| Facilities for young children Community activities Cultural facilities The level of pollution Listed buildings and conservation areas Tackling climate change How well people from different backgrounds get on together | The level of crime Parks and open spaces Access to nature |

Summary of Key Points – Your Local Area

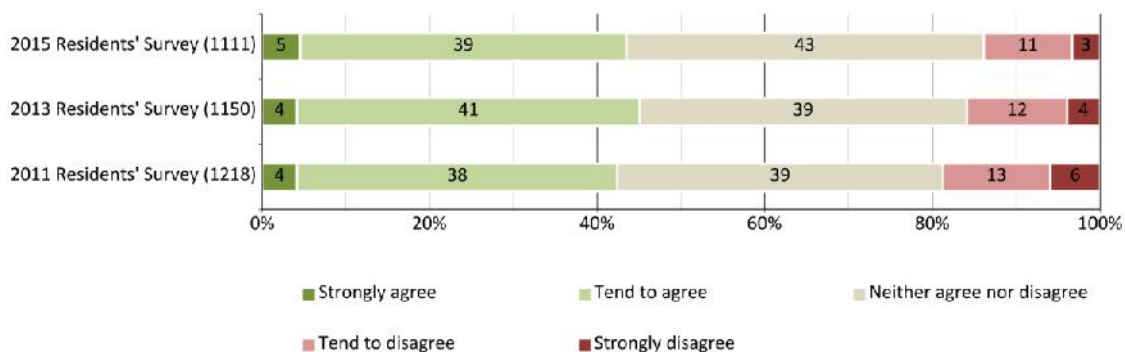
- Nearly 9 in 10 (88%) residents were satisfied with their local area as a place to live.
- Around 7 out of 10 (69%) residents were generally satisfied with how East Herts Council is running things.
- 47% of residents agreed that East Herts Council provides value for money, significantly higher than in 2013.
- 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 parks and open spaces.
- Resident priorities for improvement in East Herts are:
 - The level of traffic congestion
 - Public transport
 - Health services
 - Affordable housing
 - Shopping facilities
 - Clean streets

DRAFT

5. 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



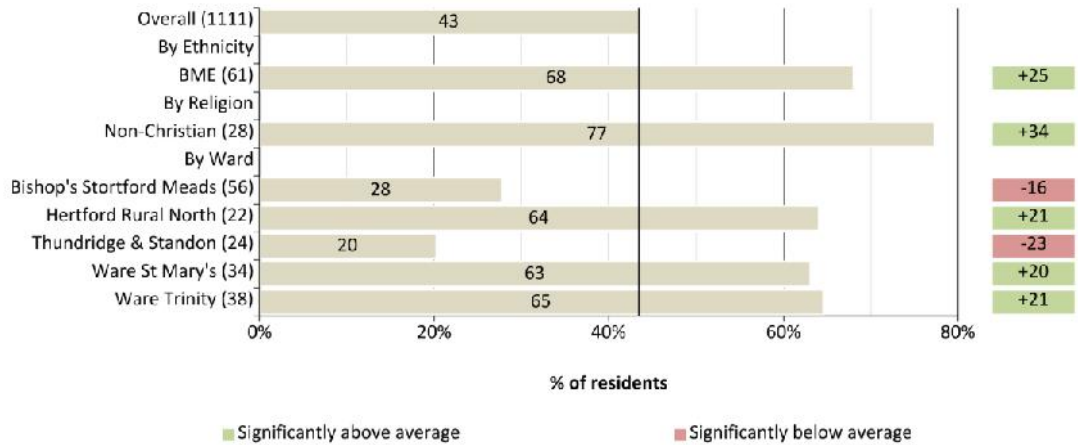
Base: All Residents (number of residents shown in brackets)

5.1 Less than half (43%) of residents agreed that East Herts Council is making the local area a better place to live. 14% of residents disagree with this statement, while a relatively large 43% of residents said that they neither agree nor disagree.

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 2013 survey.

| My Council... | % strongly or tend to agree 2015 | % strongly or tend to agree 2013 | % change since 2013 |
|---|----------------------------------|----------------------------------|---------------------|
| Is making the local area a better place to live | 43% | 45% | ↓2 |

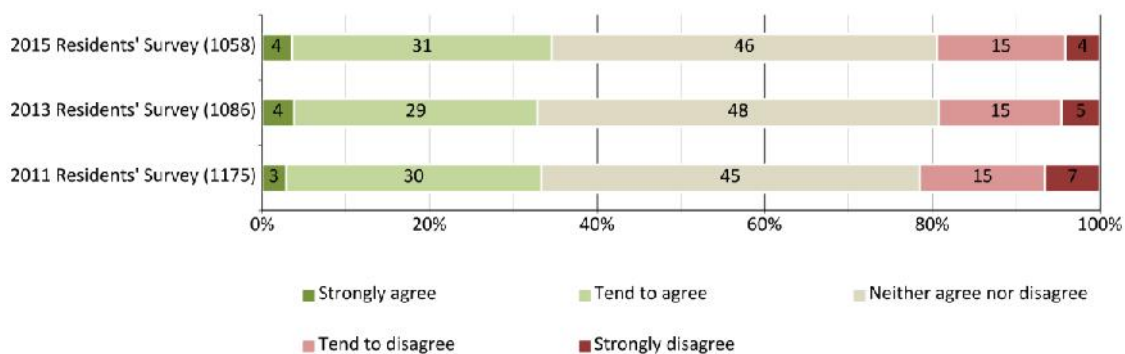
Figure 15: Extent to which residents agree or disagree that the East Herts Council is making the local area a better place to live – demographic sub group analysis



Base: All Residents (number of residents shown in brackets)

- 5.2 Non-Christian residents, those who are from a Black Minority Ethnic (BME) background and residents living in Hertford Rural North, Ware St Mary's and Ware Trinity wards 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 living in Bishops Stortford Meads or Thundridge & Standon wards are significantly less likely to agree.

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



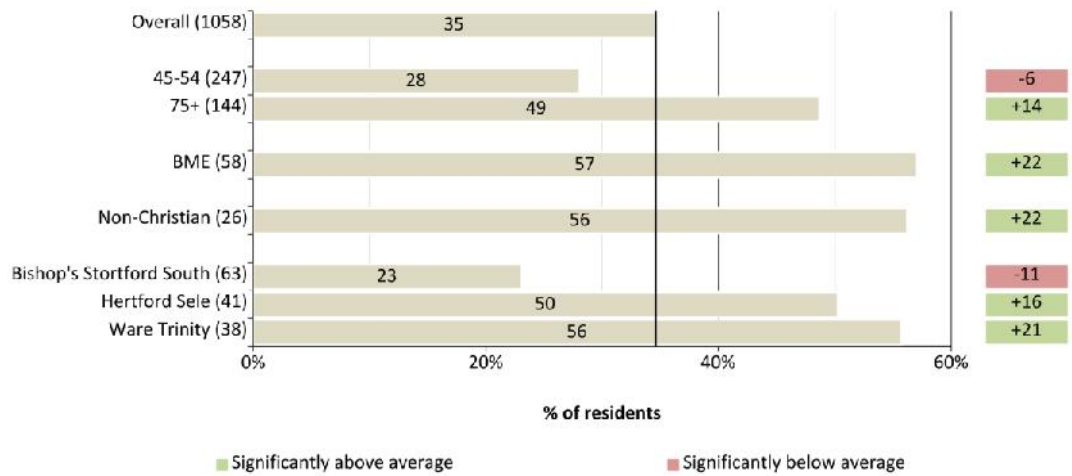
Base: All Residents (number of residents shown in brackets)

5.3 Residents were asked the extent to which they agree or disagree that East Herts Council is efficient and well run. Over a third (35%) of residents agreed that East Herts Council is efficient and well run. Nearly half (46%) said they neither agreed nor disagreed, whilst under a fifth (19%) disagreed.

Table 8: Extent to which residents agree or disagree that East Herts Council is efficient and well run. Comparison with 2013 survey.

| My Council... | % strongly or tend to agree 2015 | % strongly or tend to agree 2013 | % change since 2013 |
|---------------------------|----------------------------------|----------------------------------|---------------------|
| Is efficient and well run | 35% | 33% | ↑2 |

Figure 17: Extent to which residents agree or disagree that East Herts Council is efficient and well run – demographic sub group analysis



Base: All Residents (number of residents shown in brackets)

- 5.4 Residents aged 75+, non-Christian residents, residents from a BME background and residents living in Hertford Sele and Ware Trinity wards are significantly more likely to agree that East Herts Council is efficient and well run. Residents aged 45-54 and residents living in Bishop's Stortford South ward are significantly less likely to agree.

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



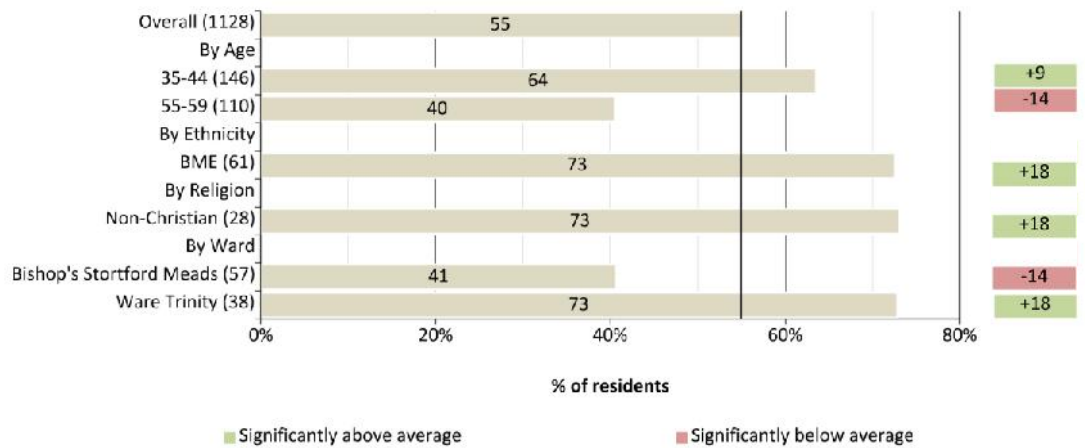
Base: All Residents (number of residents shown in brackets)

5.5 Over half (55%) of residents agreed that the quality of East Herts Council is good overall. Almost a third (32%) stated that they neither agreed nor disagreed, whilst 13% disagreed. The proportion agreeing with this statement has remained fairly consistent with the 2013 residents’ survey (54%).

Table 9: Responses to how strongly residents agree or disagree with the statement ‘the quality of East Herts Council is good overall’. Comparison with 2013 survey.

| Statement | % strongly or tend to agree 2015 | % strongly or tend to agree 2013 | % change since 2013 |
|---|----------------------------------|----------------------------------|---------------------|
| The quality of East Herts Council is good overall | 55% | 54% | ↑1 |

Figure 19: Responses to how strongly residents agree or disagree with the statement 'the quality of East Herts Council is good overall' – demographic sub group analysis

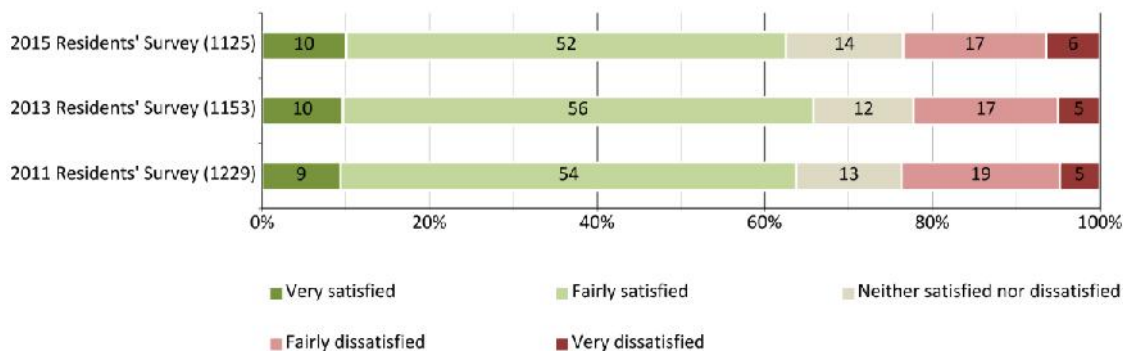


Base: All Residents (number of residents shown in brackets)

- 5.6 Residents aged 35-44, non-Christian residents, BME residents and those from Ware Trinity ward are significantly more likely to agree with the statement that 'the quality of East Herts Council is good overall'. Residents aged 55-59 and those from Bishop's Stortford Meads ward are significantly less likely to agree.

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

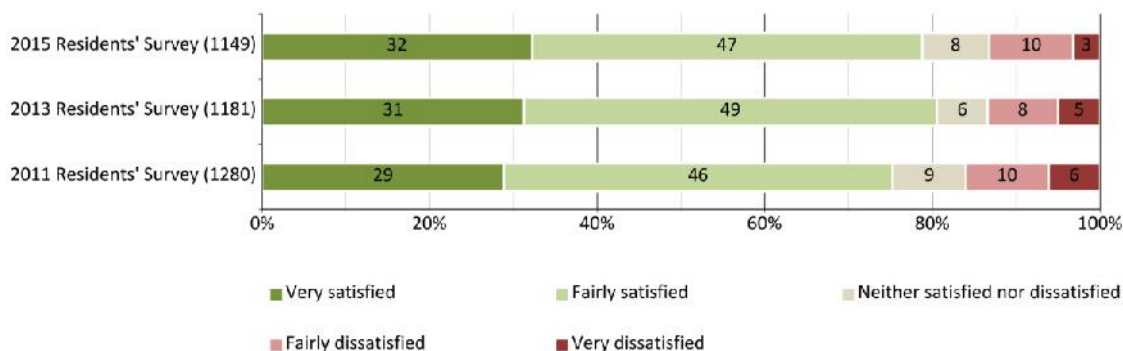
Figure 20: Responses to how satisfied or dissatisfied residents were with keeping of public land clear of litter and refuse



Base: All Residents (number of residents shown in brackets)

5.7 Just under two thirds (63%) of residents said they were satisfied with public land being kept clear of litter and refuse, whilst nearly a quarter (23%) were dissatisfied.

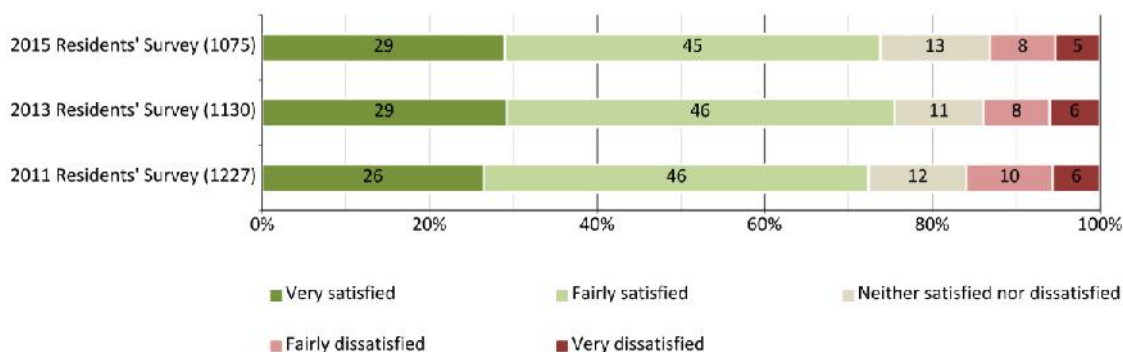
Figure 21: Responses to how satisfied or dissatisfied residents were with their refuse collection



Base: All Residents (number of residents shown in brackets)

5.8 Just under four fifths (79%) of residents stated they were very or fairly satisfied with their refuse collection, with only 13% indicating that they were dissatisfied. The proportion of residents who were dissatisfied with their refuse collection has remained the same since 2013 (13%).

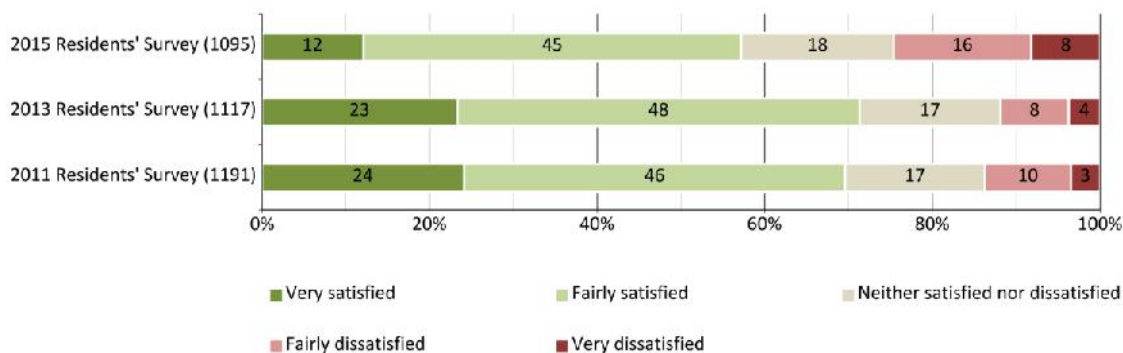
Figure 22: Responses to how satisfied or dissatisfied residents were with their doorstep recycling



Base: All Residents (number of residents shown in brackets)

5.9 Around three quarters (74%) of residents said that they were satisfied with their doorstep recycling and only 13% were dissatisfied.

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

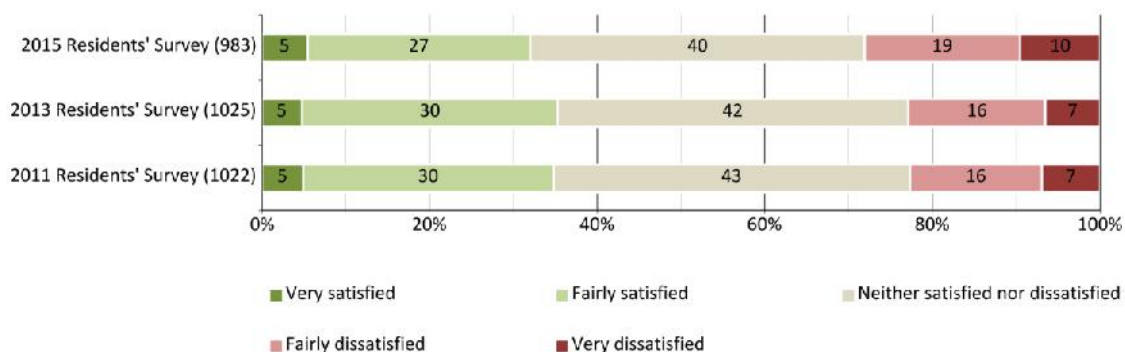


Base: All Residents (number of residents shown in brackets)

5.10 Over half (57%) of residents said they were satisfied with their local tips/household waste recycling centres, whilst a quarter (25%) stated they were dissatisfied. Compared with the 2013 residents’ survey, residents’ satisfaction with local tips/household waste recycling centres is down 14% points (71% in 2013), whilst dissatisfaction has more than doubled (12% in 2013).

5.11 The proportion of residents who stated that they were satisfied with local tips/household waste recycling centres significantly decreased in 2015 when compared to the 2013 survey.

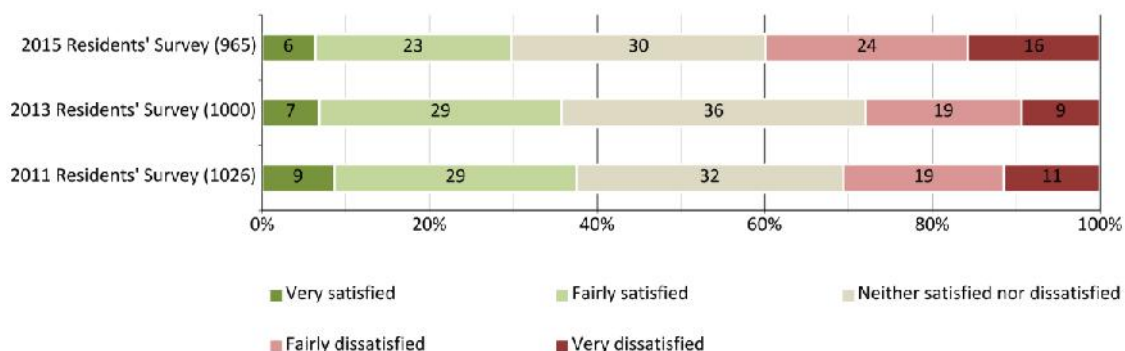
Figure 24: Responses to how satisfied or dissatisfied residents were with local transport information



Base: All Residents (number of residents shown in brackets)

5.12 Just under a third (32%) of residents said they were satisfied with local transport information; over a quarter (28%) said they were dissatisfied. The greatest proportion of residents (40%) stated they were neither satisfied nor dissatisfied. Compared with the 2013 residents’ survey, dissatisfaction with local transport information has increased significantly by 5% points (23% in 2013).

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

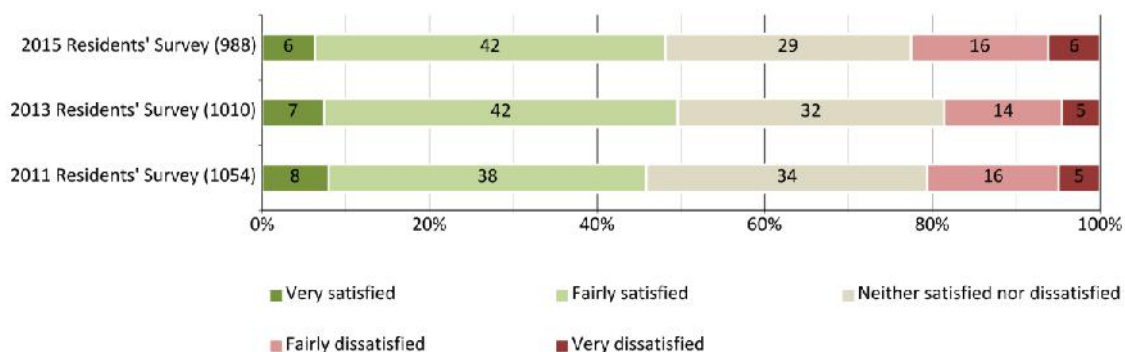


Base: All Residents (number of residents shown in brackets)

5.13 Almost a third (30%) of residents said they were satisfied with the local bus services, whilst two fifths (40%) were dissatisfied. The remaining (30%) of residents were neither satisfied nor dissatisfied.

5.14 The proportion of residents stating that they were satisfied with the local bus services significantly decreased in 2015 when compared to results from the 2013 survey (36% in 2013), while the proportion who said they were dissatisfied has increased significantly by 12% points (28% in 2013).

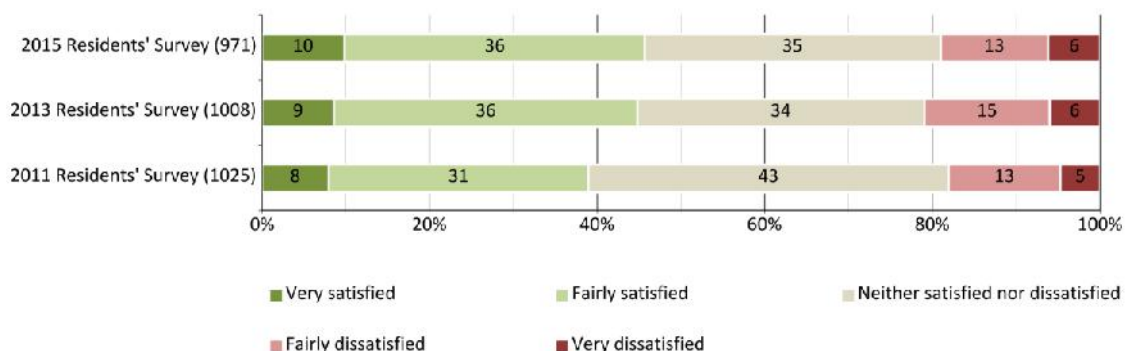
Figure 26: Responses to how satisfied or dissatisfied residents were with the sport/leisure facilities



Base: All Residents (number of residents shown in brackets)

5.15 Almost half (48%) of residents were satisfied with the sport/leisure facilities, whilst over a quarter (29%) said they were neither satisfied nor dissatisfied. Just under a quarter (23%) of residents indicated they were dissatisfied with sport/leisure facilities. Compared with the 2013 residents’ survey, the proportion of residents who were dissatisfied increased significantly by 4% points (19% in 2013).

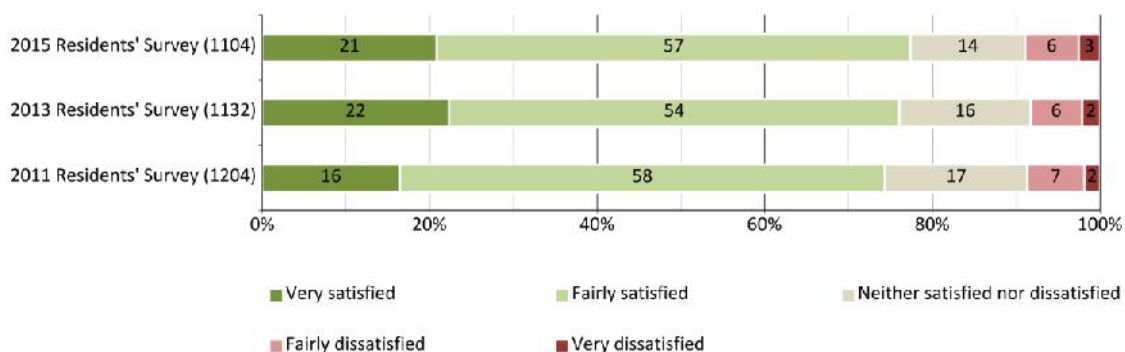
Figure 27: Responses to how satisfied or dissatisfied residents were with theatres/concert halls



Base: All Residents (number of residents shown in brackets)

5.16 Almost half (46%) of residents indicated they were satisfied with the theatres/concert halls. Just over a third (35%) stated they were neither satisfied nor dissatisfied, while just under a fifth (19%) of residents said they were dissatisfied.

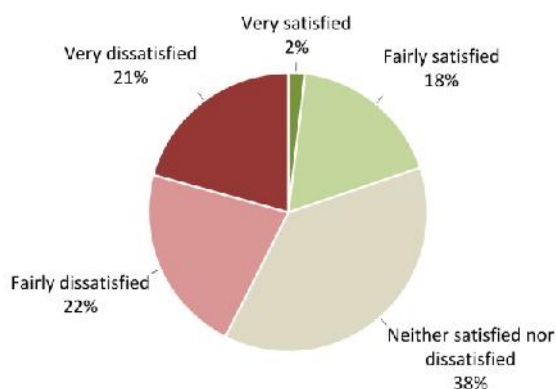
Figure 28: Responses to how satisfied or dissatisfied residents were with parks and open spaces



Base: All Residents (number of residents shown in brackets)

5.17 Over three quarters (77%) of residents said they were satisfied with parks and open spaces, with less than 1 in 10 (9%) indicating that they were dissatisfied.

Figure 29: Responses to how satisfied or dissatisfied residents were with planning for the future development of their area



Base: All Residents (964)

5.18 Over two fifths (43%) of residents are dissatisfied with the planning for the future development of their area. Only a fifth (20%) of residents are satisfied and the remaining 38% are neither satisfied nor dissatisfied.

5.19 Residents in Much Hadham and Buntingford are significantly more likely to be dissatisfied with planning for the future development of their area.

Table 10: Responses to how satisfied or dissatisfied residents are with the following services provided or supported by East Herts Council. Comparison with 2013 survey.

| Service | % very or fairly satisfied 2015 | % very or fairly satisfied 2013 | % change since 2013 |
|--|---------------------------------|---------------------------------|---------------------|
| Keeping public land clear of litter and refuse | 63% | 66% | ↓3 |
| Refuse collection | 79% | 81% | ↓2 |
| Doorstep recycling | 74% | 75% | ↓1 |
| Local tips/household waste recycling centres | 57% | 71% | ↓14* |
| Local transport information | 32% | 35% | ↓3 |
| Local bus services | 30% | 36% | ↓6* |
| Sport/leisure facilities | 48% | 50% | ↓2 |
| Theatres/concert halls | 46% | 45% | ↑1 |
| Parks and open spaces | 77% | 76% | ↑1 |

5.20 Residents' satisfaction with 7 of the 9 services provided or supported by East Herts Council has decreased since 2013. In particular, the proportion of residents who reported that they were very or fairly satisfied with local tips/household waste recycling centres significantly decreased by 14% points, and there was a significant 6% point drop in satisfaction with Local bus services.

5.21 Table 11 overleaf shows the sub-groups of residents who are significantly more or less likely than average to be satisfied with services provided or supported by East Herts Council.

Table 11: 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 |
|--|--|--|
| Keeping public land clear of litter and refuse | Aged 35-44 Aged 75+ Non-Christian Satisfied with the way the Council runs things Live in Buntingford ward Live in Hertford Heath ward Live in Sawbridgeworth ward | Aged 60-64 Not satisfied with the way the Council runs things Have contacted the Council with a complaint Live in Braughing ward Live in Mundens and Cottered ward Live in Stanstead Abbots ward |
| Refuse collection | Aged 75+ Retired Satisfied with the way the Council runs things Live in Hertford Bengeo ward Live in Hertford Heath ward Live in Ware Trinity ward | Aged 55-59 Not satisfied with the way the Council runs things Have contacted East Herts Council with a complaint Live in Mundens and Cottered ward |
| Doorstep recycling | Satisfied with the way the Council runs things Live in Buntingford ward Live in Hunsdon ward | Live in rented accommodation Not satisfied with the way the Council runs things Have contacted the Council with a complaint Live in Mundens and Cottered ward Live in Stanstead Abbots ward Live in Ware Christchurch ward |
| Local tips/household waste recycling centres | Aged 75 or over BME groups Satisfied with the way the Council runs things Live in Stanstead Abbots ward | Aged 55-59 Have contacted East Herts Council in the last year but not the last 3 months Not satisfied with the way the Council runs things Live in Hunsdon ward |
| Local transport information | Live in rented accommodation BME groups Non-Christian Satisfied with the way the Council runs things Live in Hertford Rural North ward Live in Ware Trinity ward | Aged 55-59 Not satisfied with the way the Council runs things Live in Bishop's Stortford South ward Live in Buntingford ward Live in Hunsdon ward |
| Local bus services | Aged 65 or over Live in rented accommodation Retired Have a disability BME groups Non-Christian Satisfied with the way the Council runs things Live in Bishop's Stortford All Saints ward Live in Hertford Sele ward Live in Stanstead Abbots ward Live in Ware Trinity ward | Aged 55-59 Not satisfied with the way the Council runs things Have contacted the Council with a complaint Live in Buntingford ward Live in Datchworth & Aston ward Live in Hunsdon ward Live in Much Hadham ward Live in Mundens and Cottered ward Live in Puckeridge ward |
| Sport/leisure facilities | Satisfied with the way the Council runs things Live in Hertford Bengeo ward Live in Hertford Rural North ward | Aged 60-74 Not satisfied with the way the Council runs things Live in Hunsdon ward Live in Ware Christchurch ward |

| | | |
|--|--|---|
| Theatres/concert halls | Aged 75 or over Female Satisfied with the way the Council runs things Live in Hertford Bengo ward Live in Hertford Castle ward Live in Hertford Rural North ward Live in Stanstead Abbots | Aged 55-59 Male Have contacted East Herts Council over a year ago Not satisfied with the way the Council runs things Live in Buntingford ward Live in Hunsdon ward Live in Walkern ward Live in Ware Christchurch ward |
| Parks and open spaces | Satisfied with the way the Council runs things Live in Bishop's Stortford Meads ward Live in Hertford Bengo ward Live in Hertford Sele ward Live in Sawbridgeworth ward Live in Thundridge & Standon ward | Not satisfied with the way the Council runs things Live in Braughing ward Live in Hunsdon ward Live in Ware Christchurch ward Live in Ware St Mary's ward |
| Planning for the future development for the future development of your area | Aged 75 or over Live in rented accommodation BME groups Satisfied with the way the Council runs things Never contacted the Council | Aged 55-59 Aged 65-74 Not satisfied with the way the Council runs things Live in Buntingford ward Live in Mundens and Cottered ward |

Summary of Key Points – East Herts Council and Council Services

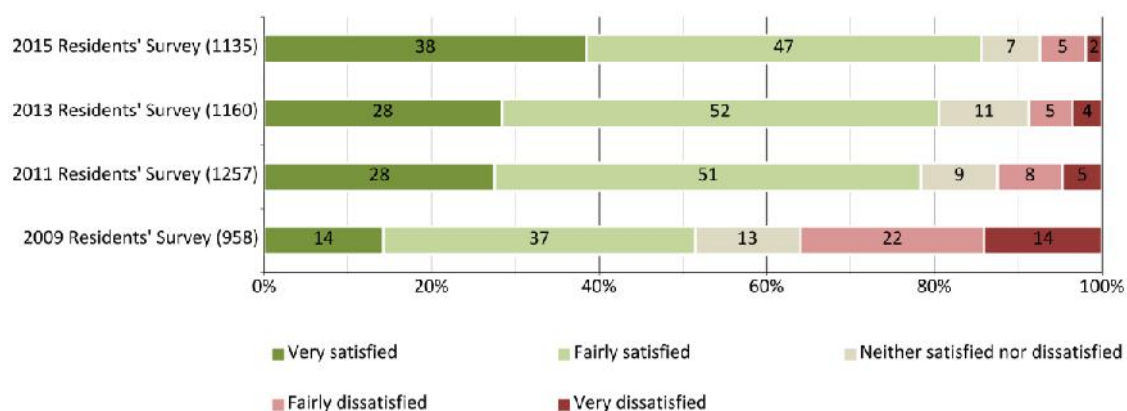
- Less than half (44%) of residents agreed that East Herts Council is making the local area a better place to live.
- Over a third (35%) of residents agreed that East Herts Council is efficient and well run.
- Over half (55%) of residents agreed with the statement 'the quality of East Herts Council is good overall'.
- 7 in 10 or more residents were satisfied with refuse collection (79%), parks and open spaces (77%) and doorstep recycling (74%).
- Around a fifth or more of residents were dissatisfied with local transport information (28%), local tips/household waste recycling centres (25%), keeping public land clear of litter and refuse (23%), sport/leisure facilities (23%), and theatres/concert halls (19%).
- Around two fifths of residents were *dissatisfied* with planning for the future development of their area (43%) and their local bus services (40%).

6. Waste and Recycling Collections

East Herts Council undertakes a collection of waste (refuse), recycling and composting.

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

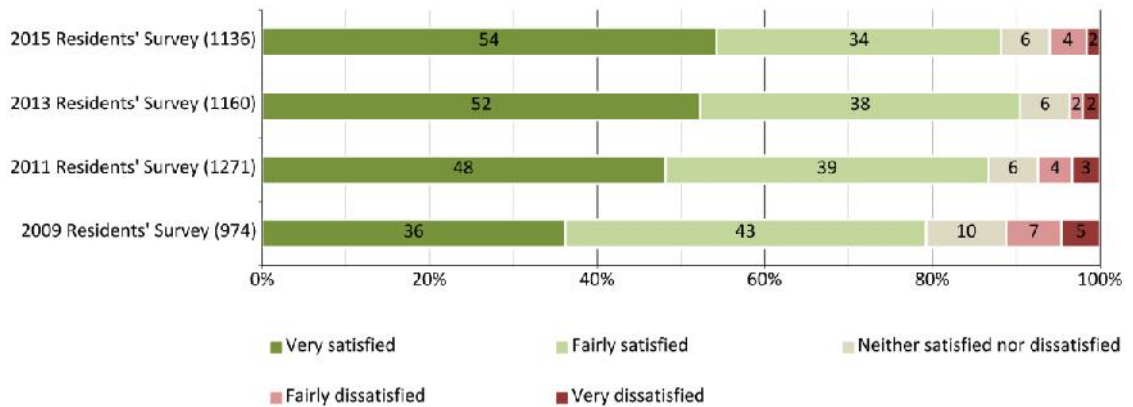
Figure 30: Indication of whether residents are satisfied or dissatisfied with the types of materials collected by the recycling and composting collection services



Base: All Residents (number of residents shown in brackets)

- 6.1 Over four fifths (86%) of residents indicated that they were satisfied with the types of materials collected by the recycling and composting collection services, with only 7% saying they were dissatisfied.
- 6.2 Satisfaction with the types of materials collected by the recycling and composting collection services has increased in each consecutive survey. Satisfaction increased by 5% points in 2015 when compared to 2013; a statistically significant increase. The percentage expressing satisfaction has risen by 32% points since 2009.

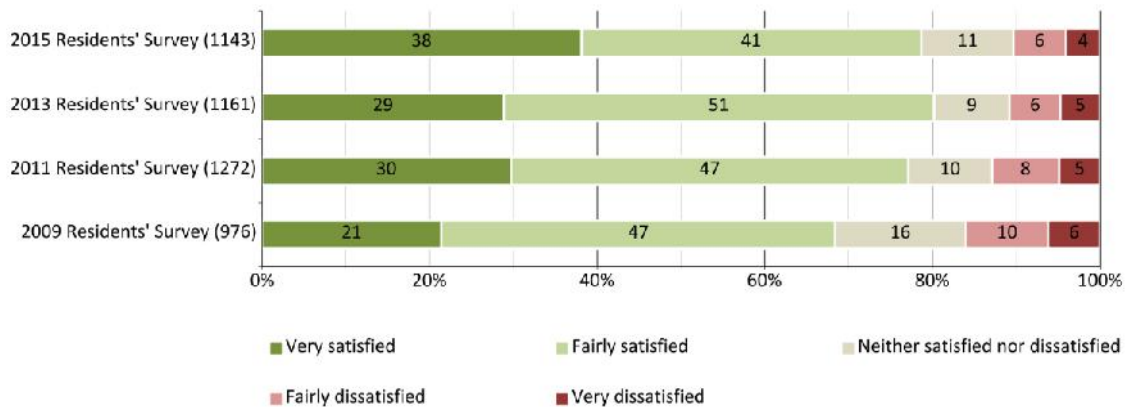
Figure 31: Indication of whether residents are satisfied or dissatisfied with the information provided about the service (e.g. collection calendars, details of when they collect)



Base: All Residents (number of residents shown in brackets)

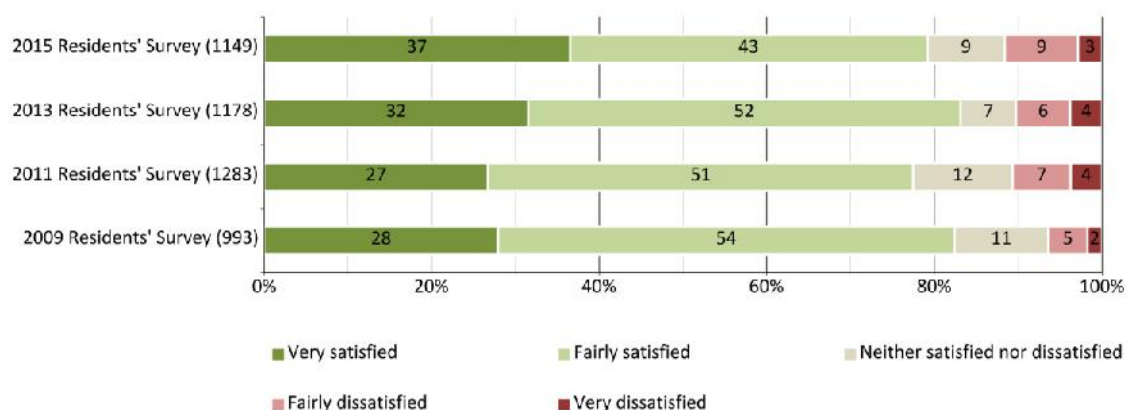
6.3 Nearly 9 in 10 (88%) residents stated they were satisfied with the information provided about the service, whilst only 6% said they were dissatisfied. The proportion of residents saying they are satisfied is 9% points higher than in 2009; a statistically significant increase.

Figure 32: Indication of whether residents are satisfied or dissatisfied with the service for the collection of items for recycling and composting overall



Base: All Residents (number of residents shown in brackets)

6.4 Around four fifths (79%) of residents said they were satisfied with the service for the collection of items for recycling and composting overall, with 1 in 10 (10%) saying they were dissatisfied. The proportion of residents saying they are satisfied is significantly higher when compared to 2009 by 11% points.

Figure 33: Indication of whether residents are satisfied or dissatisfied with the collection of waste (refuse) overall

Base: All Residents (number of residents shown in brackets)

- 6.5 Nearly four fifths (79%) of residents said they were satisfied with the service for the collection of waste (refuse) overall, with just over 1 in 10 (12%) saying they were dissatisfied.
- 6.6 It should be noted that there has been a slight change in the wording of this question since 2013. Previously, this question referred to ‘the waste collection service overall’, rather than ‘the collection of waste (refuse) overall’, and for this reason caution should be exercised when drawing direct comparison with results from previous years.
- 6.7 Table 12 below gives a comparison between 2015 and 2013 data for satisfaction with waste and recycling collections.

Table 12: 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 2013 survey.

| Service | % very or fairly satisfied 2015 | % very or fairly satisfied 2013 | % change since 2013 |
|---|---------------------------------|---------------------------------|---------------------|
| The types of materials collected by the recycling and composting collection service | 86% | 81% | ↑5* |
| The information we provided about the service (e.g. collection calendars, details of what we collect) | 88% | 90% | ↓2 |
| The service for the collection of items for recycling and composting overall | 79% | 80% | ↓1 |
| The service for the collection of waste (refuse) overall | 79% | 83% | ↓4 |

- 6.8 Nearly 9 in 10 (86%) residents are satisfied with the types of materials collected by the recycling and composting collection service, a statistically significant increase of 5% points since 2013 (81%). The proportion of residents satisfied with the service of the collection of waste (refuse) overall is 4% points lower than when asked about the waste collection service overall in 2013 (83%).
- 6.9 Table 13 overleaf 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 13: 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 |
|--|---|---|
| The types of materials collected by the recycling and composting collection service | Aged 65 or over Retired Satisfied with the way the Council runs things Live in Bishop's Stortford Silverleys ward Live in Buntingford ward Live in Hertford Heath ward | Not satisfied with the way the Council runs things Have contacted East Herts Council with a complaint |
| The information we provided about the service (e.g. collection calendars, details of what we collect) | Aged 35-44 Aged 65 or over Retired Disabled Christian Satisfied with the way the Council runs things Live in Bishop's Stortford All Saints ward Live in Buntingford ward Live in Datchworth & Aston ward Live in Hertford Heath ward Live in Walkern ward | Aged 18-34 Live in rented accommodation No religion Not satisfied with the way the Council runs things Live in Ware Christchurch ward |
| The service for the collection of items for recycling and composting overall | Aged 60 or over Retired Satisfied with the way the Council runs things Never contacted East Herts Council Live in Bishop's Stortford Silverleys ward Live in Buntingford ward Live in Hertford Heath ward | Live in rented accommodation Not satisfied with the way the Council runs things Have contacted East Herts Council with a complaint Live in Bishop's Stortford Central ward Live in Hertford Castle ward |
| The service for collection of waste (refuse) overall | Aged 60 or over Retired Satisfied with the way the Council runs things Live in Bishop's Stortford Silverleys ward Live in Buntingford ward Live in Ware Trinity ward | Aged 18-34 Aged 55-59 Live in rented accommodation Not satisfied with the way the Council runs things Live in Hertford Castle ward |

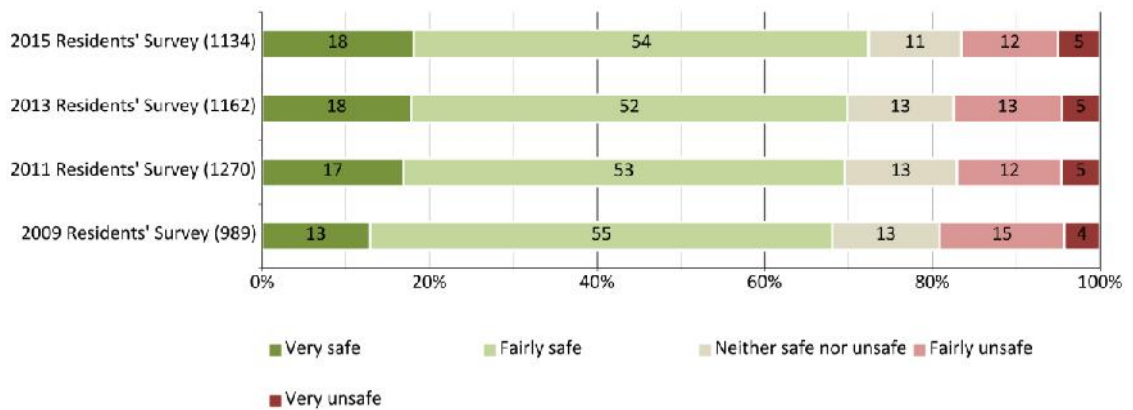
Summary of Key Points – Waste and Recycling Collections

- Residents indicated high levels of satisfaction with the service East Herts Council provides in terms of waste and recycling collections. Around four fifths or more were satisfied with each element of the service, which were:
 - 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 service for collection of waste (refuse) overall
- Whilst satisfaction with the types of materials collected by the recycling and composting collection service, the information provided about the service and the service for the collection of items for recycling and composting overall has increased significantly since 2009, only satisfaction with the types of materials collected by the recycling and composting collection service has increased significantly since 2013.

7. Community Safety

Figure 34: Responses to how safe or unsafe residents feel when outside in their local area after dark

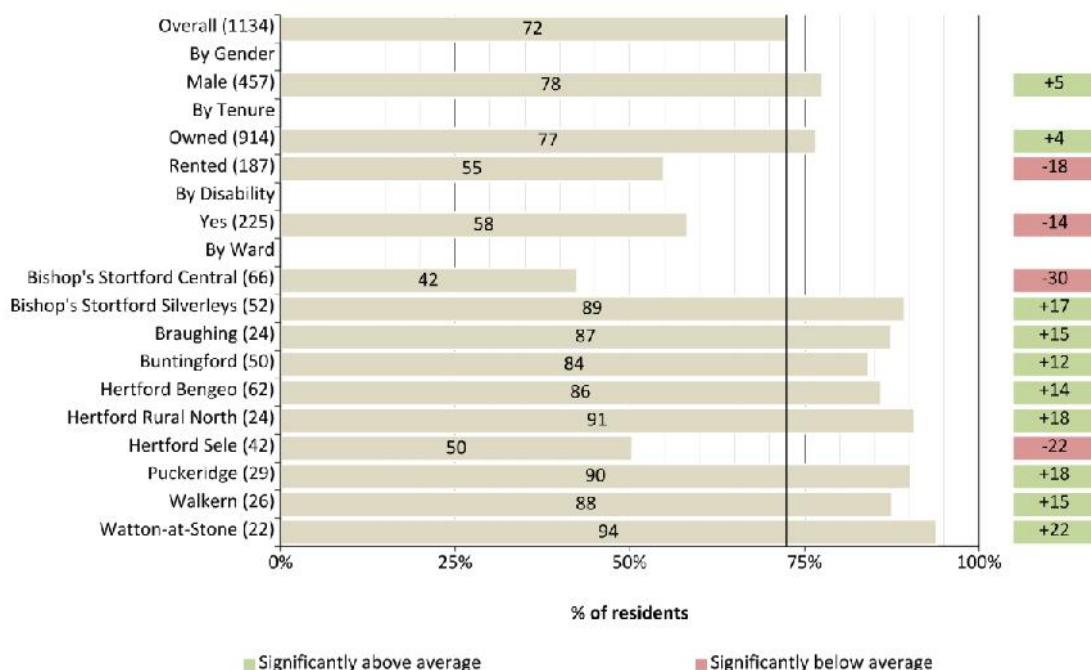
How safe or unsafe do you feel when outside in your local area after dark?



Base: All Residents (number of residents shown in brackets)

- 7.1 When asked about their feelings of safety outside in their local area, more than 7 in 10 (72%) residents said that they feel safe after dark; a slightly higher proportion than in 2013/2011 (70%) and significantly higher 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. This remains unchanged from both 2013 and 2011 (17%), though slightly lower than in 2009 (19%).

Figure 35: Responses to how safe or unsafe residents feel when outside in their local area after dark – demographic sub group analysis

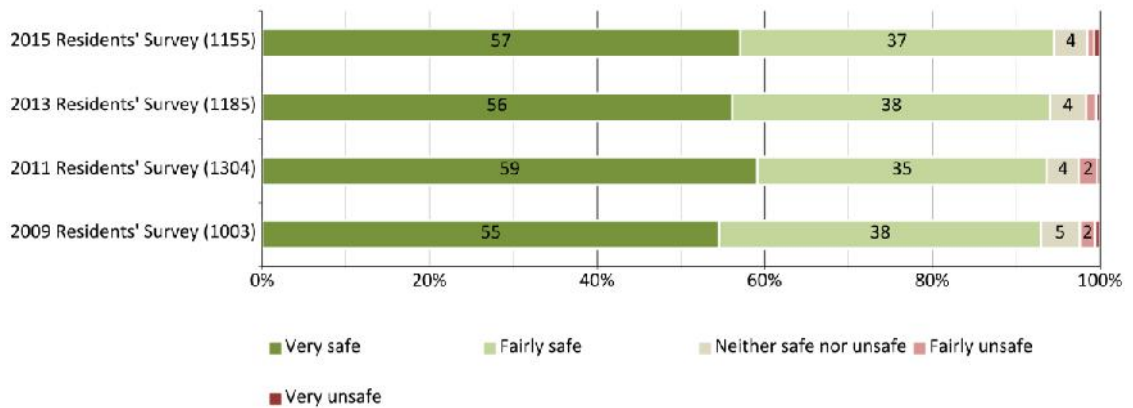


Base: All Residents (number of residents shown in brackets)

- 7.2 Male residents and residents living in owned accommodation are significantly more likely to feel safe after dark. Disabled residents and those in rented accommodation are significantly less likely to feel this way.
- 7.3 Residents in the following wards are significantly more likely to feel safe after dark: Bishop’s Stortford Silverleys; Braughing; Buntingford; Hertford Bengo; Hertford Rural North; Puckeridge; Walkern; Watton-at-Stone. Residents who live in Bishop’s Stortford Central or Hertford Sele are significantly less likely to feel safe in their local area after dark.

Figure 36: Responses to how safe or unsafe residents feel with outside in their local area during the day

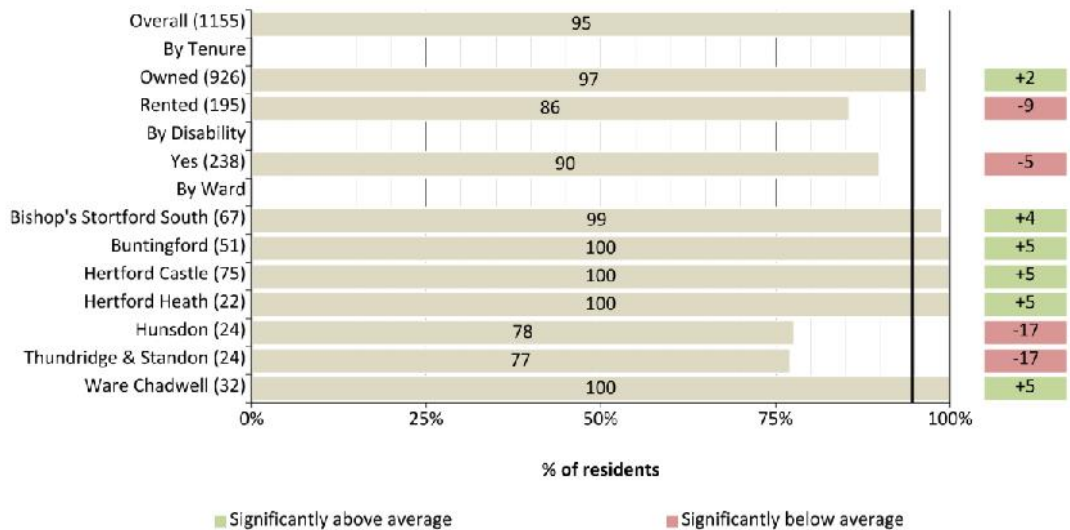
How safe or unsafe do you feel when outside in your local area during the day?



Base: All Residents (number of residents shown in brackets)

7.4 Almost all (95%) residents said that they feel safe in their local area during the day, with almost three fifths of residents (57%) saying that they feel very safe. Only 2% said that they feel unsafe. There has been little change when comparing the results from previous residents’ surveys.

Figure 37: Responses to how safe or unsafe residents feel when outside in their local area during the day– demographic sub group analysis



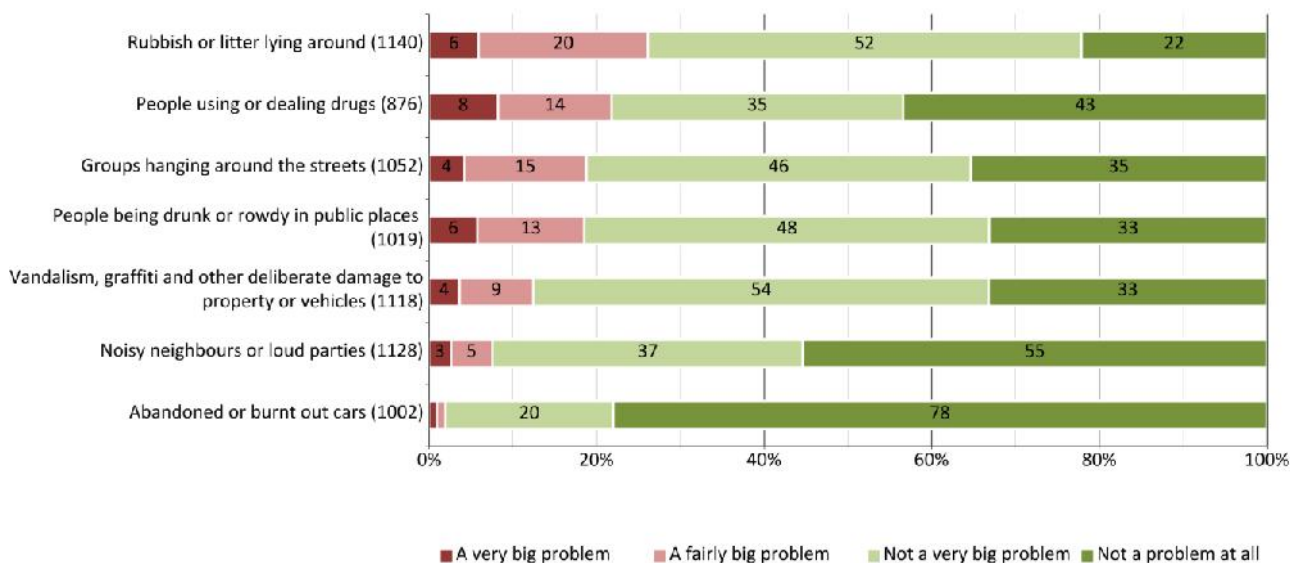
Base: All Residents (number of residents shown in brackets)

7.5 Residents who own their accommodation are significantly more likely to feel safe during the day, whilst disabled residents and residents living in rented accommodation are significantly less likely to feel safe during the day. These were also the demographic groups that had significant results when asked how safe they felt at night.

7.6 Residents living in Bishop’s Stortford South, Buntingford, Hertford Castle, Hertford Heath or Ware Chadwell are significantly more likely to feel safe during the day. Those living in Hunsdon or Thundridge & Standon are significantly less likely to feel this way.

Figure 38: Responses to how much of a problem each of the following were for residents in their local area

Thinking about this local area, how much of a problem do you think each of the following are...? ⁵



Base: All Residents (number of residents shown in brackets)

- 7.7 This figure has been ordered in terms of how big a problem each issue is perceived to be by residents. The biggest problem identified by residents is rubbish or litter lying around, with around a quarter (26%) of residents reporting this as a very or fairly big problem, and more than a fifth identified people using and dealing drugs (22%) as either a very or fairly big problem.
- 7.8 Less than a fifth of residents reported that groups hanging around the streets (19%), people being drunk or rowdy in public places (19%), and vandalism, graffiti and other deliberate damage to property or vehicles (12%) as very or fairly big problems in the local area. Only 8% reported loud parties and 2% reported abandoned or burnt out cars as big problems in the local area.
- 7.9 The proportion of residents that feel that vandalism, graffiti and other deliberate damage to property or vehicles, noisy neighbours and loud parties and people being drunk or rowdy in public places are a big problem in their local area has significantly decreased since 2013.

⁵ ‘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’.

Table 14: Responses to how much of a problem each of the following were for residents in their local area. Comparison with 2013 survey

| Crime Type | % very or fairly big problem 2015 | % very or fairly big problem 2013 | % change since 2013 |
|---|-----------------------------------|-----------------------------------|---------------------|
| Rubbish or litter lying around | 26% | 25% | ↑1 |
| People being drunk or rowdy in public places | 19% | 23% | ↓4* |
| Groups/teenagers hanging around the streets | 19% | 22% | ↓3* |
| People using or dealing drugs | 22% | 22% | - |
| Vandalism, graffiti and other deliberate damage to property or vehicles | 12% | 17% | ↓5* |
| Noisy neighbours or loud parties | 8% | 12% | ↓4* |
| Abandoned or burnt out cars | 2% | 3% | ↓1 |

7.10 5 out of the 7 neighbourhood issues listed above were identified as less of a problem compared with 2013. In particular, the proportion of residents that feel that vandalism, graffiti and other deliberate damage to property or vehicles, noisy neighbours or loud parties, people being drunk or rowdy in public places and groups hanging around the streets are big problems in their local area has significantly decreased since 2013.

7.11 Table 15 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.

7.12 It is worth noting that residents from Hertford Kingsmead are significantly more likely to report that rubbish or litter lying around, groups hanging around the streets, people using or dealing drugs, noisy neighbours or loud parties, and abandoned or burnt out cars are big problems in their neighbourhood.

Table 15: 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 |
|--|--|---|
| Rubbish or litter lying around | Aged 55-59 Aged 65-74 Disabled Not satisfied with the way the Council runs things Contacted the Council in the last 3 months Contacted the Council with a complaint Live in Hertford Kingsmead ward Live in Stanstead Abbots Live in Ware Trinity ward | Aged 35-44 Non-Christian Satisfied with the way the Council runs things Never contacted the Council Live in Braughing ward Live in Buntingford ward Live in Datchworth & Aston ward Live in Hertford Bengoe ward Live in Sawbridgeworth ward |
| People being drunk or rowdy in public places | Aged 55-59 Live in rented accommodation BME groups Not satisfied with the way the Council runs things Live in Bishop’s Stortford Central ward Live in Hertford Castle ward | Retired Live in Datchworth & Aston ward Live in Thundridge & Standon ward Live in Puckeridge ward Live in Ware St Mary’s ward |
| Groups hanging around the streets | Live in rented accommodation Live in Hertford Castle ward Live in Hertford Kingsmead ward Live in Ware Trinity ward | Aged 65-74 Retired Non-Christian Live in Bishop’s Stortford All Saints ward Live in Bishop’s Stortford South ward Live in Hertford Heath ward Live in Hertford Rural North ward Live in Puckeridge ward Live in Thundridge & Standon ward Live in Walkern ward |

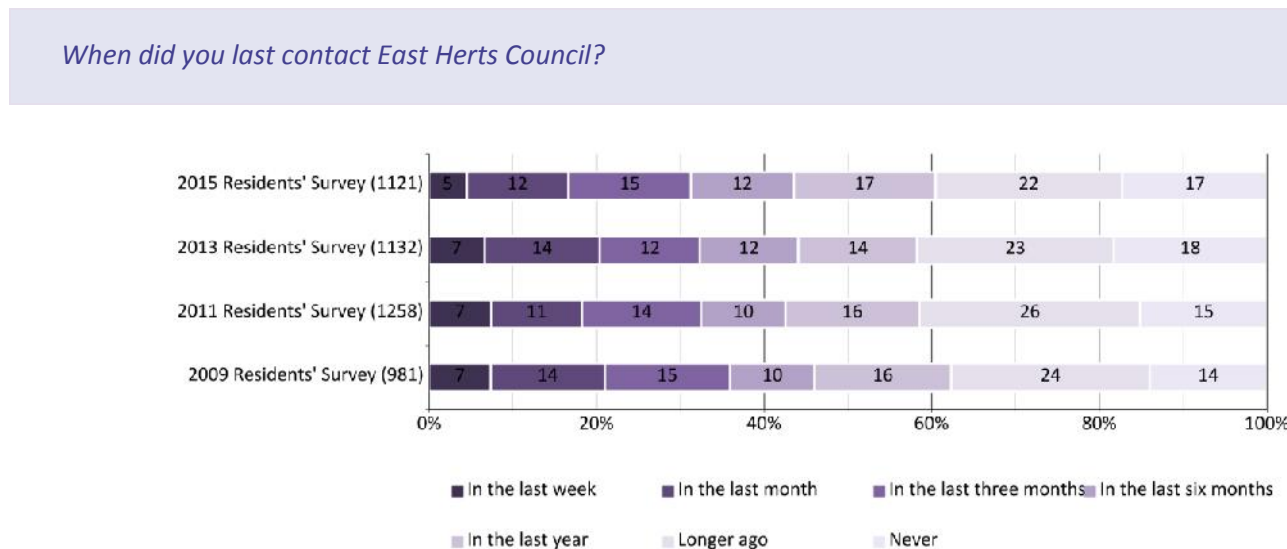
| | | |
|--|---|--|
| People using or dealing drugs | Aged 55-59 Live in rented accommodation Not satisfied with the way the Council runs things Contacted the Council with a complaint Live in Bishop's Stortford Central ward Live in Hertford Kingsmead | Retired Living in Bishop's Stortford South ward |
| Vandalism, graffiti and other deliberate damage to property or vehicles | Live in rented accommodation Disabled Not satisfied with the way the Council runs things Contacted the Council with a complaint Live in Hertford Sele ward | Aged 35-44 Non-Christian Live in Braughing ward Live in Puckeridge ward Live in Walkern ward |
| Noisy neighbours or loud parties | Live in rented accommodation Contacted the Council with a complaint Live in Hertford Kingsmead | Live in Bishop's Stortford All Saints ward Live in Braughing ward Live in Datchworth & Aston ward Live in Hertford Bengoe ward Live in Puckeridge ward Live in Thundridge and Standon ward Live in Walkern ward Live in Ware Chadwell ward Live in Ware St Mary's ward |
| Abandoned or burnt out cars | BME groups Live in Hertford Kingsmead ward | Household with children Female Aged 35 -44 Aged 55-59 Contacted the Council in the last year Live in Bishop's Stortford All Saints ward Live in Bishop's Stortford Meads ward Live in Braughing ward Live in Buntingford ward Live in Hertford Bengoe ward Live in Hertford Heath ward Live in Hunsdon ward Live in Mundens and Cottered ward Live in Puckeridge ward Live in Thundridge & Standon ward Live in Walkern ward Live in Ware Chadwell ward Live in Ware St Mary's ward |

Summary of Key Points – Community Safety

- More than 7 in 10 (72%) 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 (95%) of residents reported that they feel safe in their local area during the day, with only 2% saying 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 2013, although the proportion that feels safe after dark has increased significantly compared to 2009.
- More than 7 in 10 residents do not feel that any of the neighbourhood issues listed in the questionnaire are a big problem in their local area.
- However, around a quarter report that rubbish or litter lying around (25%) is a big problem in their local area, and around a fifth think that people using or dealing drugs (22%), groups hanging around the streets (19%) and people being drunk or rowdy in public places (19%) are big problems.
- The proportion of residents that feel that vandalism, graffiti and other deliberate damage to property or vehicles, noisy neighbours or loud parties, people being drunk or rowdy in public places and groups hanging around the streets are big problems in their local area has significantly decreased since 2013.

8. Contact with East Herts Council

Figure 39: Responses to when residents last contacted East Herts Council

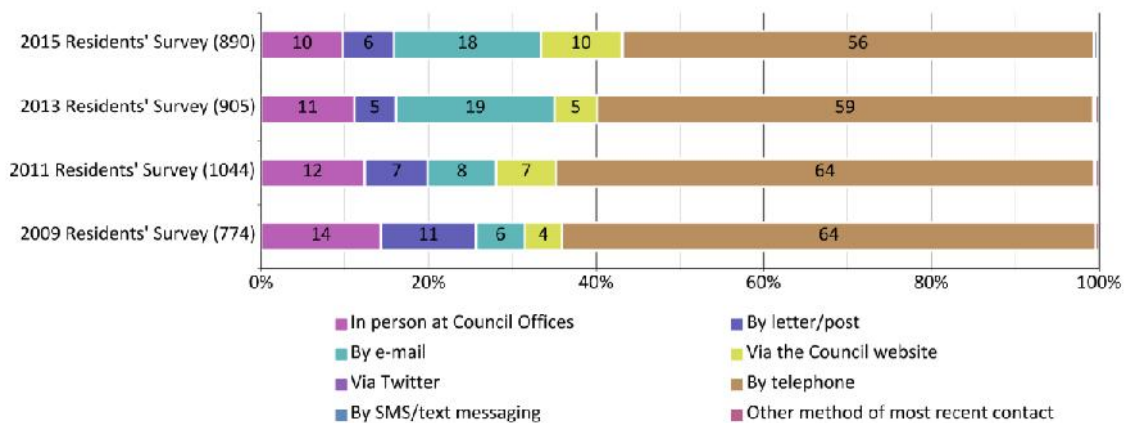


Base: All Residents (number of residents shown in brackets)

- 8.1 Just under a third of residents (32%) have contacted the Council within the last three months. Around three fifths (61%) have contacted the Council within the last year, while just over a fifth (22%) were in contact with the Council over a year ago. Almost a fifth (18%) of residents have never contacted the Council.
- 8.2 There has been very little change compared to previous residents’ surveys, and there are no significant differences between surveys in the percentage of residents who had contacted the Council in the last year.

Figure 40: Responses to how residents got in contact with East Herts Council on the most recent occasion

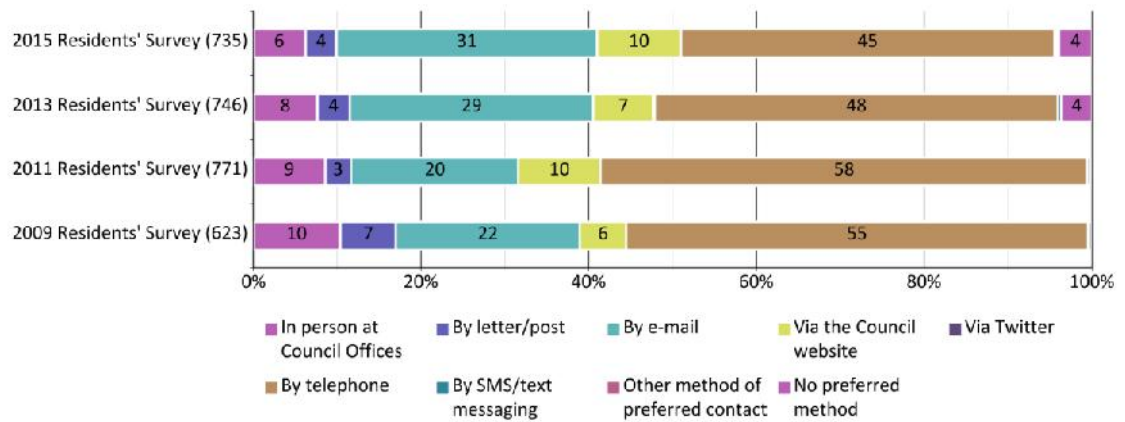
How did you get in contact with East Herts Council on the most recent occasion?



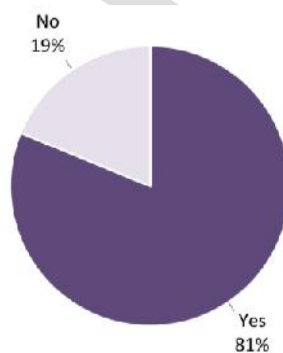
Base: Residents who have contacted East Herts Council (number of residents shown in brackets)

- 8.3 The most popular method that residents used in their most recent contact with the Council was by telephone (56%). This has remained the consistently most popular method of contact since 2009⁶. However, the proportion of residents contacting the Council by telephone has decreased significantly by 8% points since 2009/11 (64%), while the proportion of residents who used the Council website has significantly increased from 5% to 10% since the 2013 residents’ survey.
- 8.4 Just under a fifth (18%) of residents said that they used e-mail to contact the Council on the most recent occasion, whilst the percentage of residents who used twitter or SMS/text messaging is below 0.5%.

⁶ Please note that ‘Twitter’ was not an option in 2011 and 2009

Figure 41: Responses to how residents prefer to contact East Herts Council*How would you prefer to contact East Herts Council?***Base: Residents who have contacted East Herts Council (number of residents shown in brackets)**

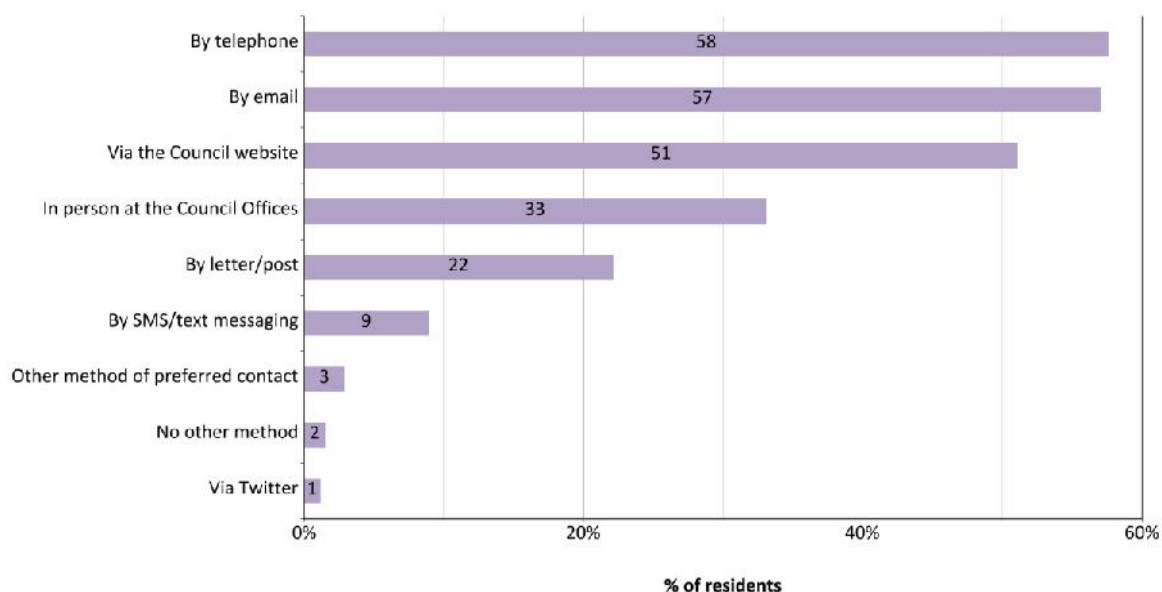
- 8.5 Almost half (45%) of residents would prefer to contact the Council by telephone, and just under a third (31%) would prefer email. Smaller proportions of residents said that they would prefer to make contact in person at the Council offices (6%) and/or via the Council website (10%). The proportion of residents who would prefer to contact the Council by telephone has decreased significantly since 2011 (from 58% to 45%) whilst the proportion of those who would prefer to use e-mail has increased significantly (from 20% in 2011 to 31% in 2015).

Figure 42: 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: Residents who stated a preferred method to contact East Herts Council (726)**

- 8.6 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 43: 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?

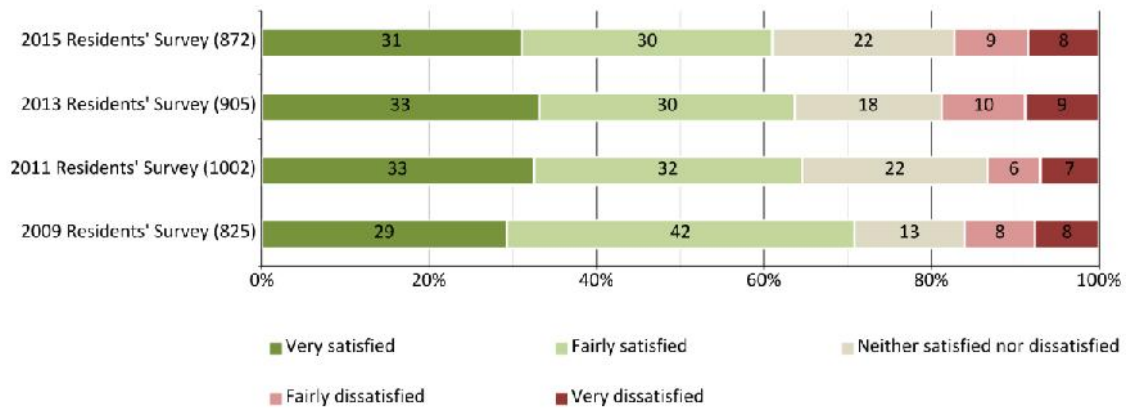


Base: Residents whose preferred method of contact is NOT the same for all Council services (162)

- 8.7 Residents who indicated that their preferred method of contacting the Council is not the same for all Council services in Figure 42 were asked which other methods they would also like to use.
- 8.8 More than half reported that in addition to the preferred contact they stated in Figure 41, they would also like to make contact via telephone (58%), by email (57%) or by visiting the Council website. 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 (33%).
- 8.9 While the order of popularity with these methods is similar to 2013, residents who expressed the desire to contact the Council via the Council’s website moved from the fourth to the third most popular method of contact that residents would like to use to contact East Herts Council. This was chosen by 51% of residents in 2015 compared to 34% in 2013.

Figure 44: 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

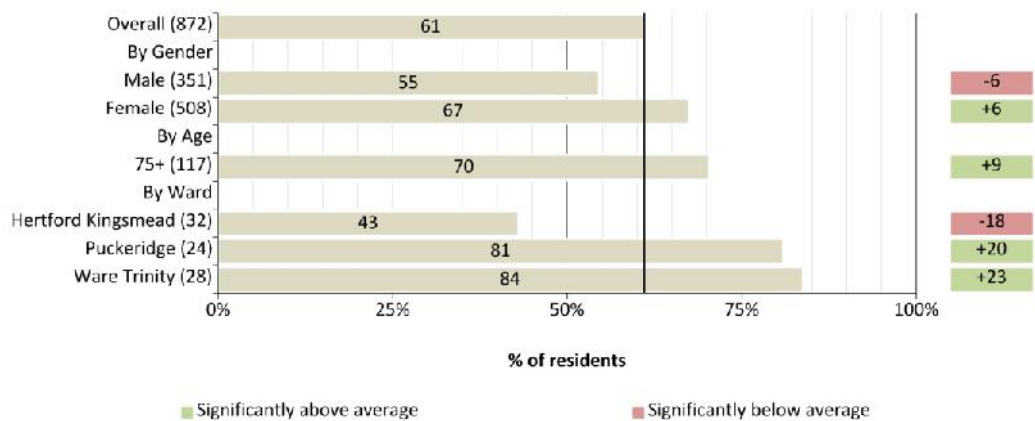
Thinking about the most recent time you got in touch with the Council, on the whole, how satisfied or dissatisfied were you with your contact with the Council?



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

- 8.10 Around three fifths (61%) of residents were satisfied with their most recent contact with the Council, with around a third (31%) who were very satisfied. However, nearly a fifth (17%) expressed dissatisfaction.
- 8.11 The percentage of residents who are satisfied with their last contact with the Council has fallen year on year, and has significantly decreased by 10% points when compared to 2009.

Figure 45: Responses to how satisfied or dissatisfied residents were with their contact with the Council on the most recent occasion – demographic sub group analysis

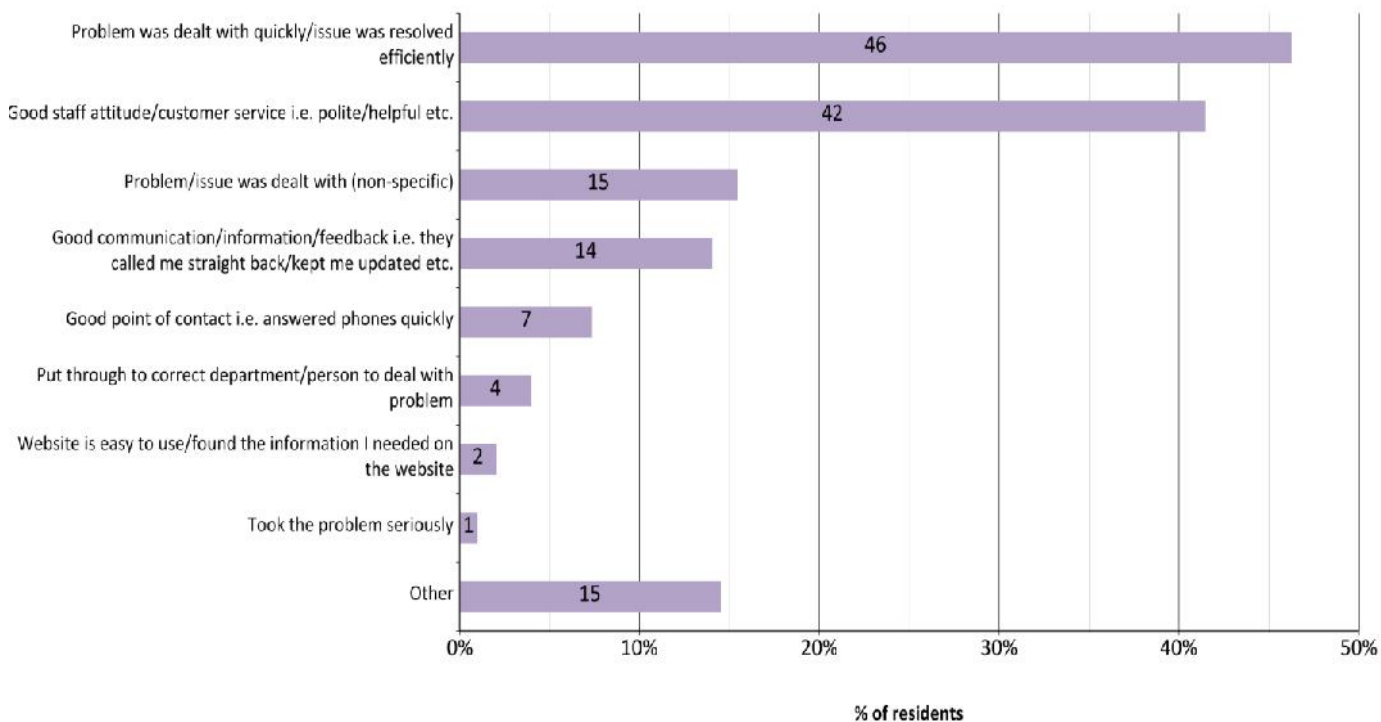


Base: Residents who have contacted East Herts Council (number of residents shown in brackets)

- 8.12 Female residents, residents aged 75 or over and those who live in Puckeridge or Ware Trinity wards are significantly more likely to feel satisfied with their most recent contact with the Council. However, male residents and those living in Hertford Kingsmead ward are significantly less likely to feel satisfied with their most recent contact with the Council.

Figure 46: Responses to why residents were satisfied with their most recent contact

If you were satisfied with the most recent time you got in touch with the Council, can you please explain why?

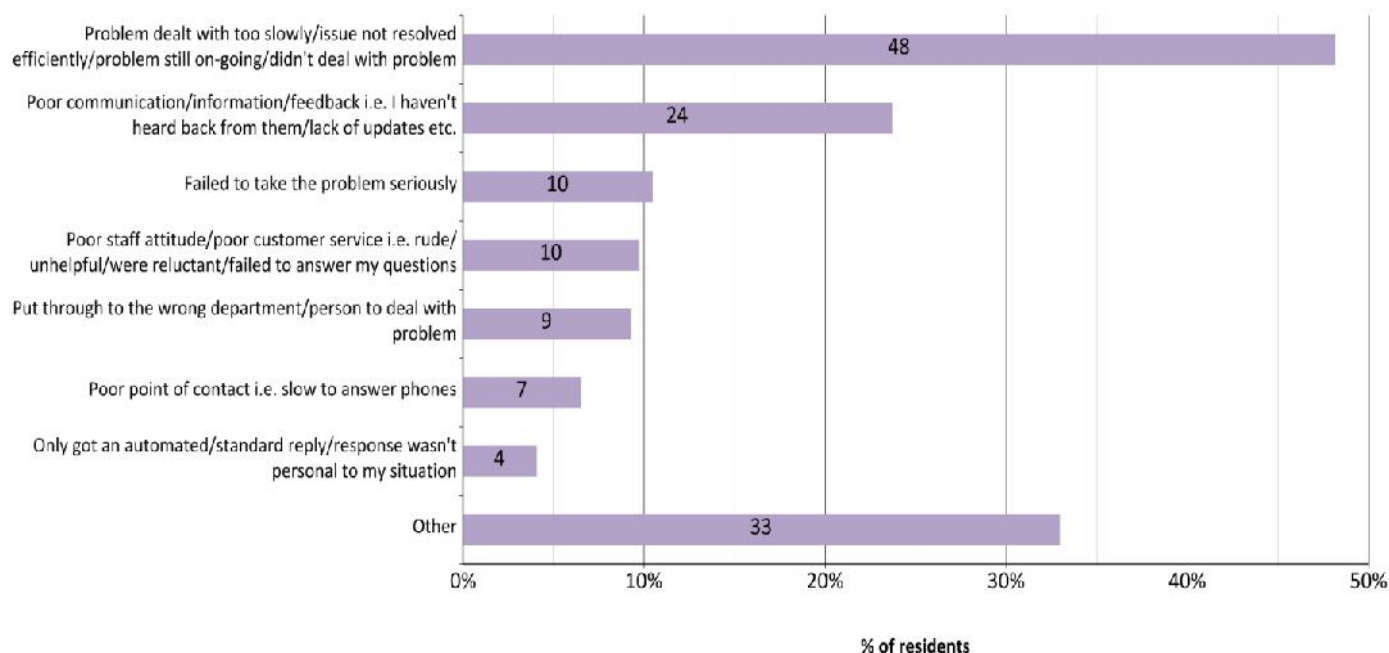


Base: Residents who were satisfied with their most recent contact with East Herts Council (461)

- 8.13 Residents who expressed satisfaction with their most recent contact with Council were asked to explain why.
- 8.14 Almost half (46%) of residents stated that a reason they were satisfied was because their problem was dealt with quickly/the issue was resolved efficiently, while over two fifths (42%) stated that they were satisfied because of good staff attitude/customer service.
- 8.15 ‘Other’ comments included (among others) ease of communication (via email); praise for individual Council workers (showing genuine interest/enjoying doing their job); confidence in the Council.

Figure 47: Responses to why residents were dissatisfied with their most recent contact

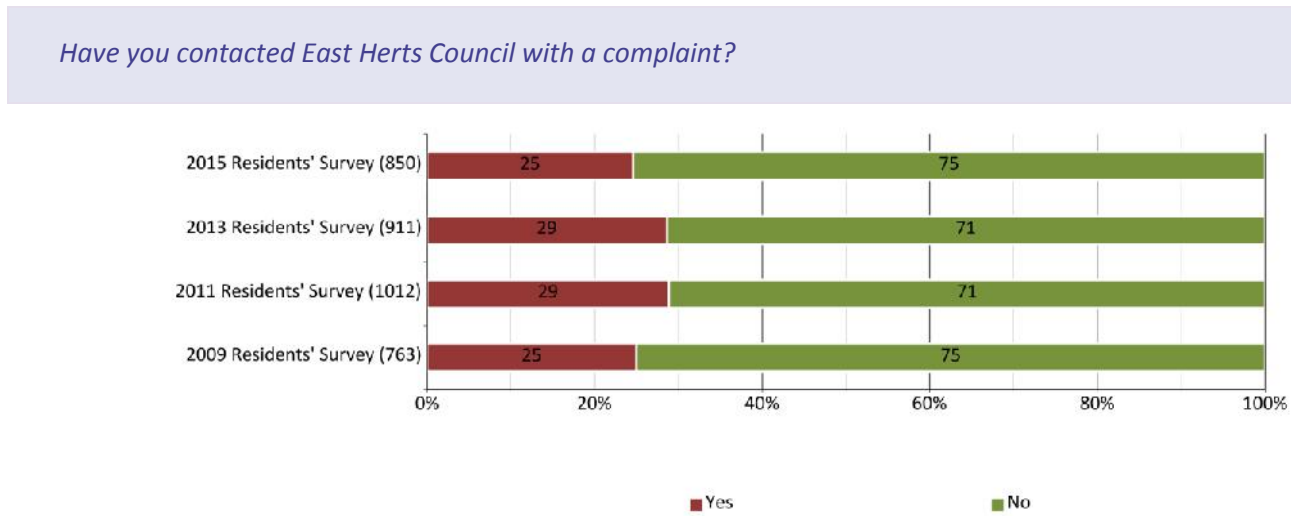
If you were dissatisfied with the most recent time you got in touch with the Council, can you please explain why?



Base: Residents who were dissatisfied with their most recent contact with East Herts Council (155)

- 8.16 Residents who stated that they were dissatisfied with the most recent contact they had with Council were also given the opportunity to say why this was.
- 8.17 Similarly to those who were satisfied, the most common responses with those who were dissatisfied related to the speed with which the problems were dealt with. Almost half (48%) of residents stated that they were dissatisfied because the problem was dealt with too slowly/issue was not resolved efficiently/the problem was still on-going/they didn't deal with the problem.
- 8.18 'Other' comments which appeared repeatedly included (among others) lack of action taken by the Council/Council contractors following the contact; poor response regarding road repairs; difficulty in communicating with the Council about planning concerns/applications and the Council website being confusing or difficult to navigate.

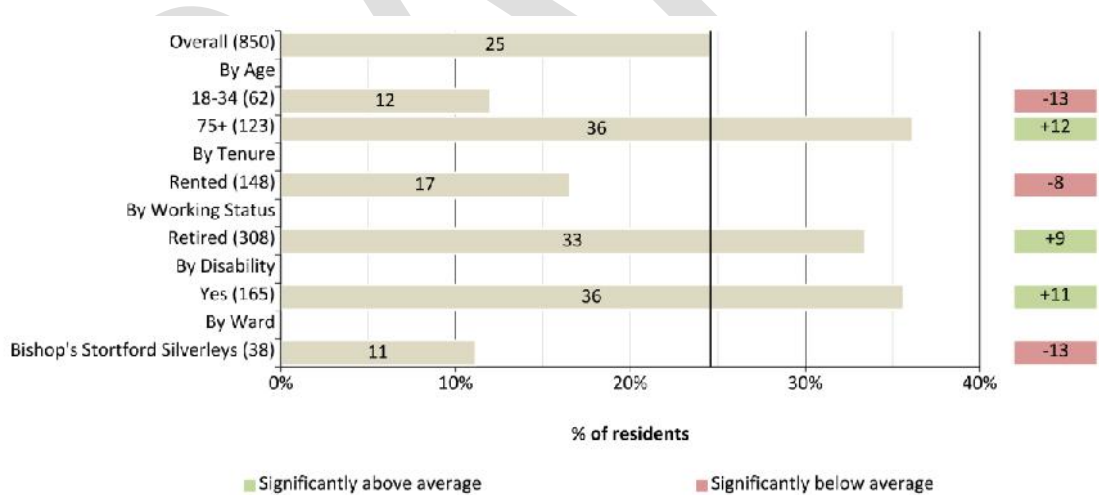
Figure 48: Responses to whether residents have contacted East Herts Council with a complaint



Base: Residents who have contacted East Herts Council (number of residents shown in brackets)

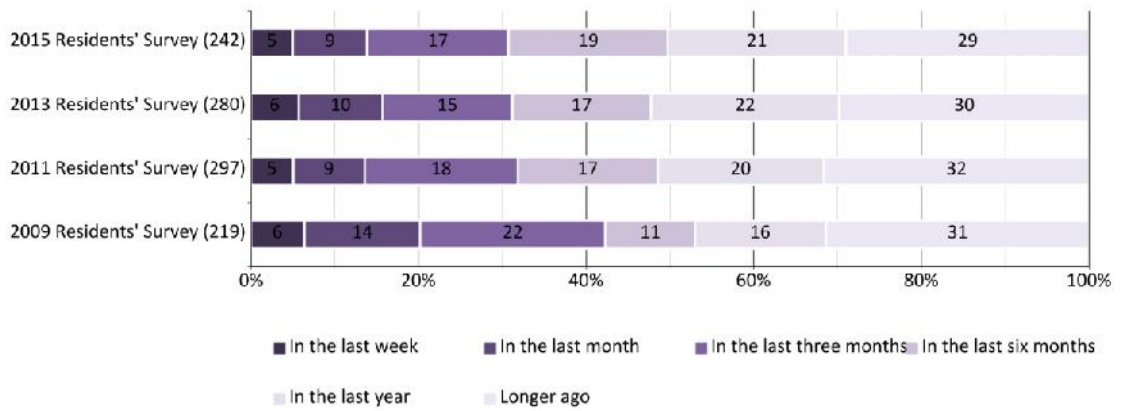
8.19 A quarter (25%) of residents have contacted East Herts Council with a complaint; slightly lower than in 2013/11 (29%) by 4% points.

Figure 49: Responses to whether residents have contacted East Herts Council with a complaint – demographic sub group analysis



Base: Residents who have contacted East Herts Council (number of residents shown in brackets)

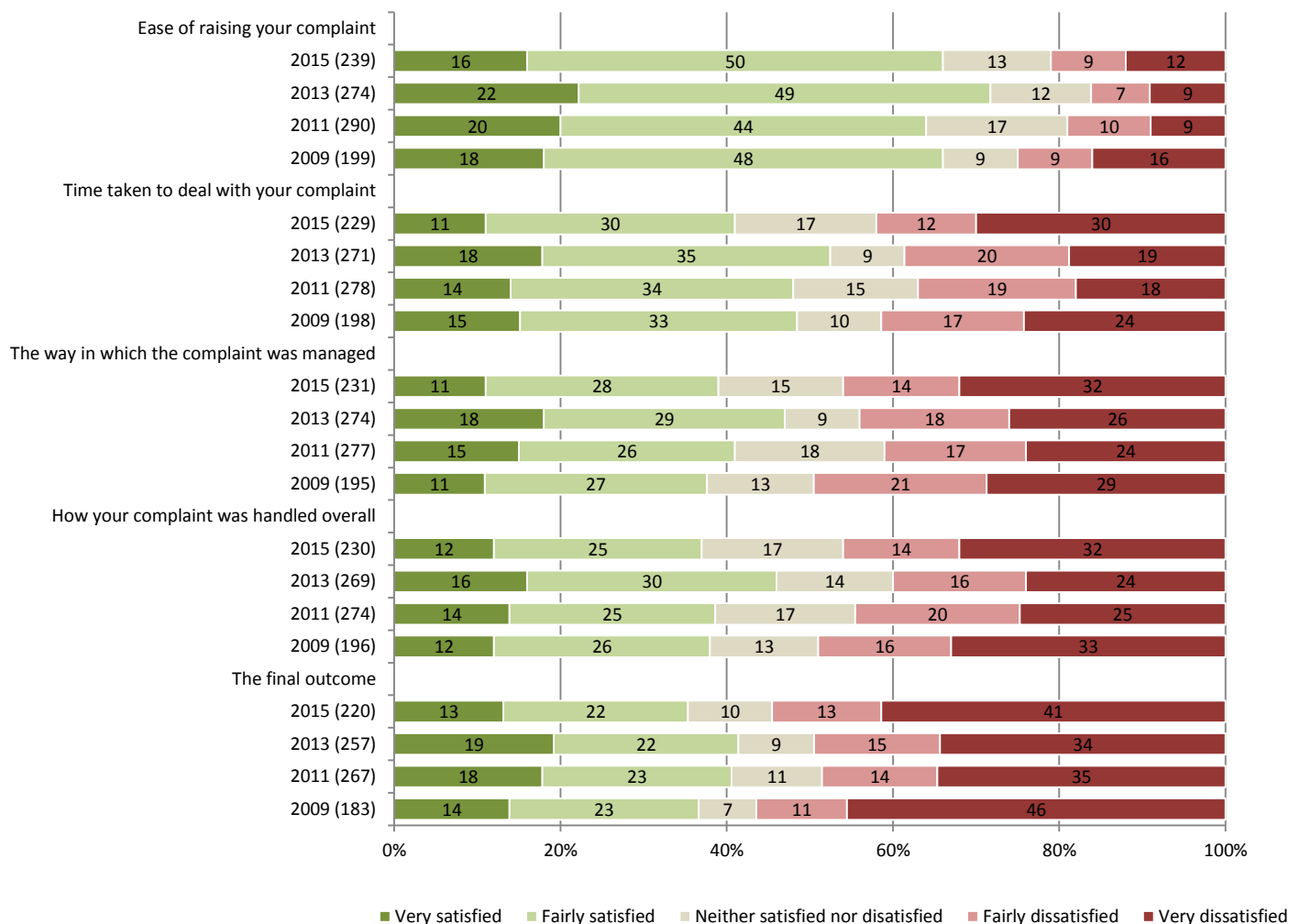
8.20 Retired residents, residents aged 75 or over and disabled residents are significantly more likely to have contacted the Council with a complaint. Residents aged 18-34, those in rented accommodation are significantly less likely to have complained to the Council, as are those living in Bishop’s Stortford Silverleys ward.

Figure 50: Responses to when residents last complained to East Herts Council*When did you last complain to East Herts Council?***Base: Residents who have contacted East Herts Council with a complaint (number in brackets)**

- 8.21 Almost a third (31%) of residents who have made a complaint did so within the last three months and half (50%) within the last six months. More than a quarter (29%) had last made a complaint to the Council over a year ago.

Figure 51: Responses to how satisfied or dissatisfied residents were with how the following were handled

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



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

- 8.22 Two thirds (66%) of residents were satisfied with the ease with which they were able to raise their complaint.
- 8.23 However, over half (55%) were dissatisfied with the final outcome of their complaint, and more than two fifths of residents were dissatisfied with the way their complaint was managed (47%), how their complaint was handed overall (46%), and the time taken to deal with the complaint (41%).
- 8.24 Since 2013, residents’ satisfaction with each aspect of the complaints procedure has decreased, whilst dissatisfaction has increased. In particular, satisfaction significantly decreased with how the complaint was handled overall (from 47% in 2013 to 37% in 2015) as well as with the time taken to deal with the complaint (from 52% in 2013 to 41% in 2015).
- 8.17 Table 16 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.

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

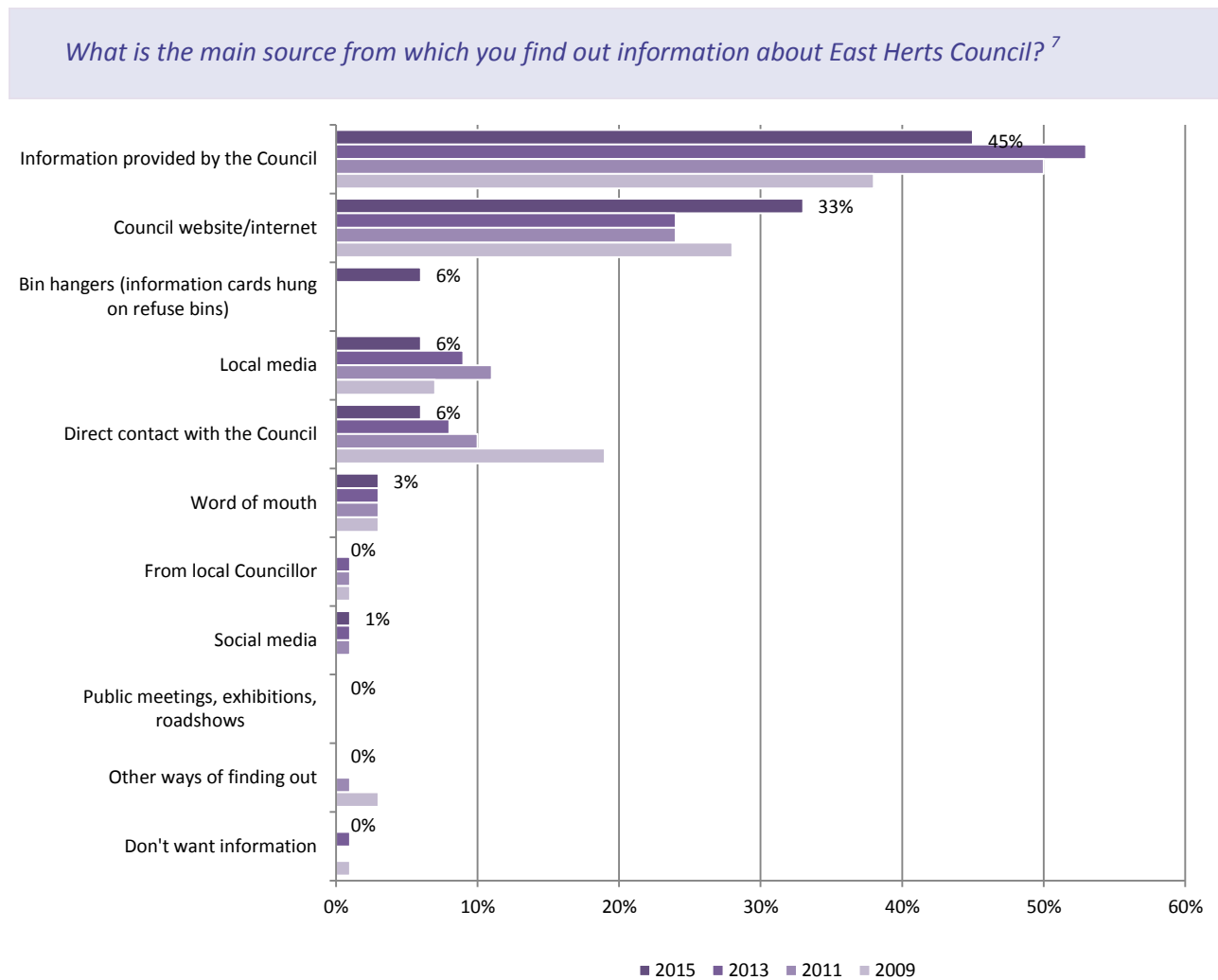
| Aspects of how the complaint was handled | Residents significantly more likely than average to feel satisfied | Residents significantly less likely than average to feel satisfied |
|---|--|--|
| Ease with which you were able to raise your complaint | Female Live in rented accommodation | - |
| Time taken to deal with your complaint | Female Satisfied with the way the Council is running things | Male Not satisfied with the way the Council is running things |
| The way in which the complaint was managed | Female Satisfied with the way the Council is running things | Male Not satisfied with the way the Council is running things |
| How your complaint was handled overall | Female Live in rented accommodation | - |
| The final outcome | Retired | - |

Summary of Key Points – Contact with East Herts Council

- Almost a third of residents (32%) have contacted the Council within the last 3 months
- A majority (61%) of residents have contacted the Council within the last 12 months
- The method that most residents used most recently to contact the Council is by telephone (56%), via e-mail (18%), via the council website (10%) and in person at Council offices (10%).
- The proportion of residents who had used the Council website to contact the Council doubled from 5% in 2013 to 10% in 2015.
- The highest proportion of residents would prefer to contact the Council by telephone (45%). This was followed by email. (31%), via the Council website (10%), in person at Council offices (6%), 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 like to contact the Council by telephone (58%), email (51%) and/or the Council website (51%).
- More than three fifths (61%) of residents were satisfied with their most recent contact with the Council. Less than a fifth (17%) said that they were dissatisfied.
- A quarter (25%) of residents have contacted East Herts Council with a complaint. Of these, almost a third (31%) did so within the last three months, and half (50%) within the last six months.
- Two thirds (66%) of residents were satisfied with the ease with which they were able to raise their complaint. Despite this, over half (55%) of residents were dissatisfied with the final outcome, whilst two fifths or more were dissatisfied with the way in which the complaint was managed (47%), how their complaint was handled overall (46%), and the time taken to deal with their complaint (41%).

9. Communications

Figure 52: Responses to main source residents find out information about the Council



Base: All Residents (1013)

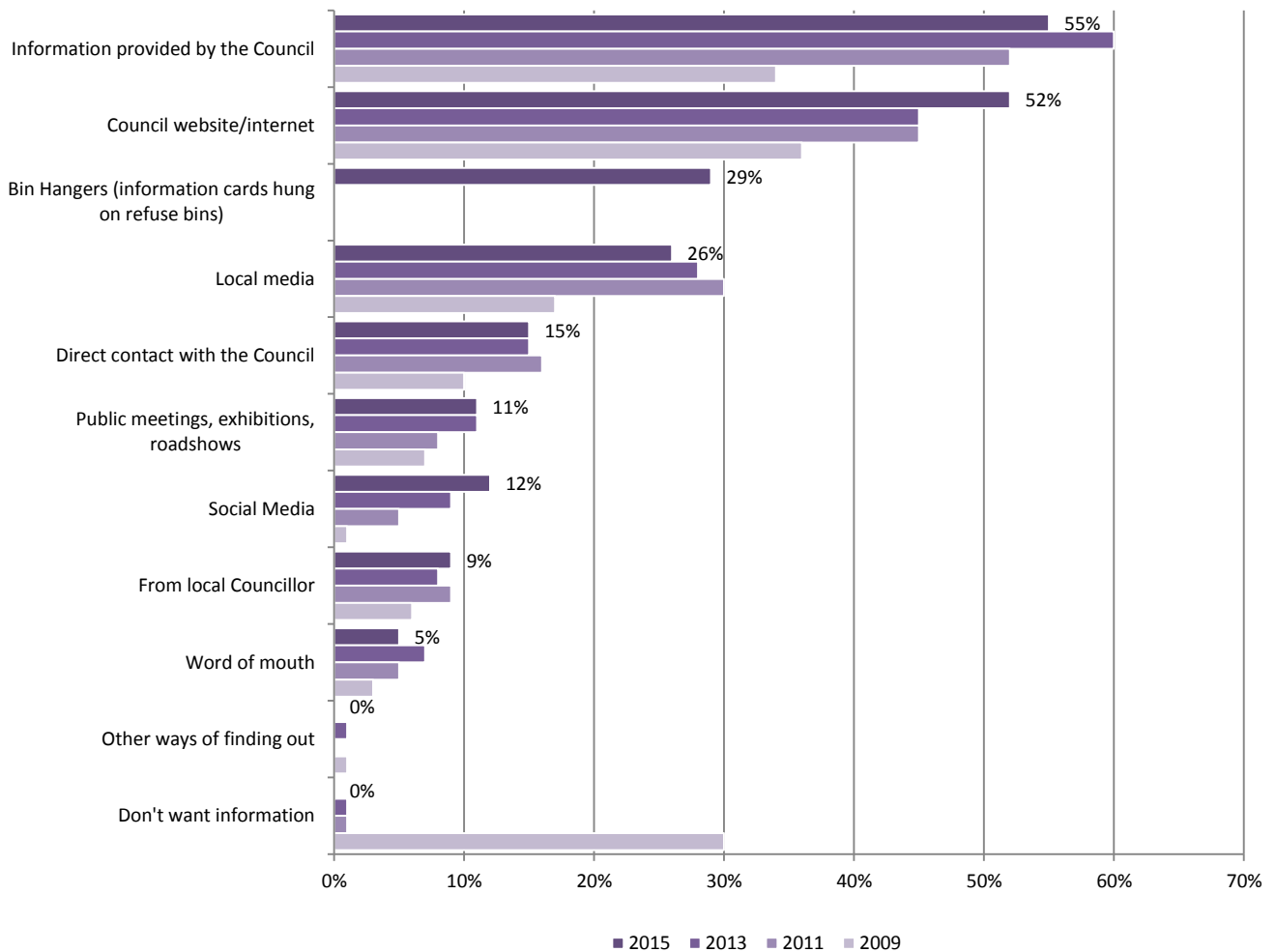
9.1 Residents were asked what their main source of information was about East Herts Council. The largest proportion of residents (45%) reported that they find out about East Herts Council from information provided by the Council itself (e.g. via the Link magazine, leaflets and posters), and a third (33%) use the Council website/internet. Just 6% of residents find out information through local media or through direct contact with the Council. ‘Bin hangers’ was included as a new option in the 2015 Residents’ Survey, and 6% of respondents said that bin hangers were their main source of information about the Council.

⁷ Please note that ‘Social media’ was previously ‘Social networking’ in 2011

- 9.2 Since 2013, the percentage of those informed by information provided by the Council has significantly decreased by 8% points (45%; 53% in 2013). However, a third (33%) of residents use the Council website/internet in 2015, compared to around a quarter (24%) that reported that they did so in 2013; a statistically significant increase.

Figure 53: Responses to how residents would like to find out about East Herts Council in the future

And how would you like to find out about East Herts Council in the future?⁸



Base: All Residents (875)

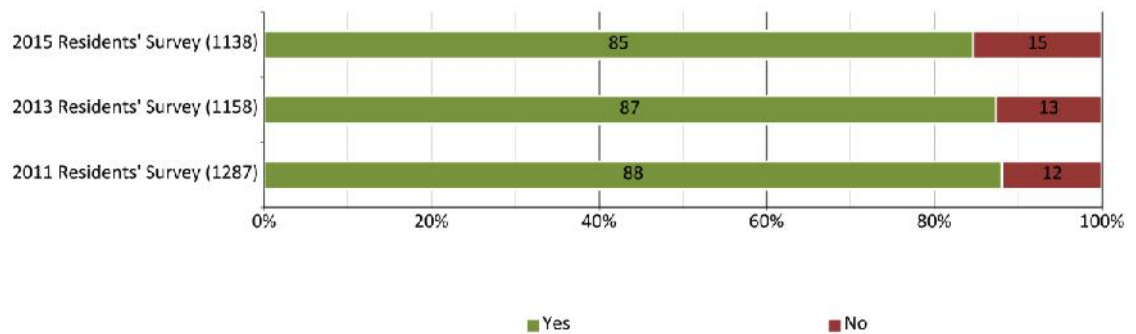
- 9.3 Residents were asked how they would like to find out about East Herts Council. A majority of residents reported that they would like to find out about the Council from information provided by the Council (55%), followed closely by the Council website/internet (52%), and then by local media (26%). More than a quarter (29%) of residents would like find to out about the Council by seeing bin hangers on refuse bins – a choice not given in previous residents’ surveys.

⁸ Please note that ‘Social media’ was previously ‘Social networking’ in 2011

- 9.4 The proportion of residents who would like to find out about the Council using information provided by the Council has decreased significantly by 5% points from 60% in 2013 to 55% in 2015. However, the proportion of residents who would like to use the Council website/internet has increased significantly by 7% points since 2013 (52%; 45% in 2013) and residents wanting to find out about the Council via social media increased by significantly by 3% points (12%; 9% in 2013).

Figure 54: Responses to whether residents have seen a copy of Link magazine, the Council's publication, in the last 12 months

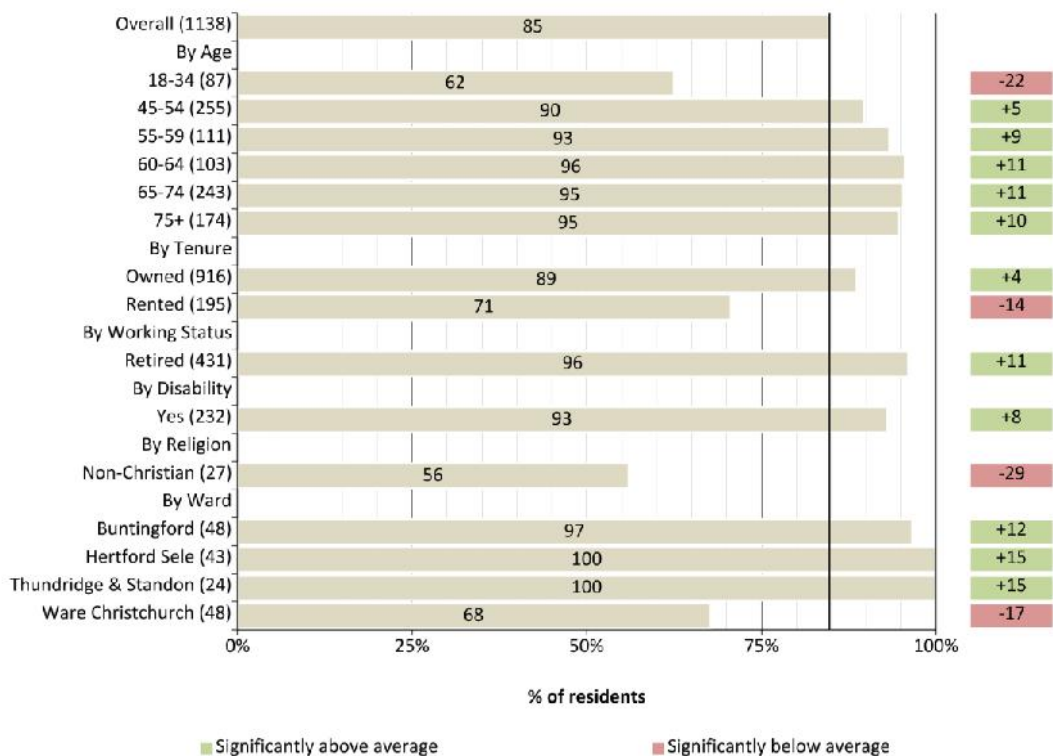
*Link magazine is the Council's publication, currently delivered four times a year to each household.
Have you seen a copy in the last 12 months?*



Base: All Residents (number of residents shown in brackets)

- 9.5 More than four fifths (85%) of residents have seen a copy of Link magazine in the last 12 months. This percentage is slightly lower than in 2011 (88%) and 2013 (87%).

Figure 55: Responses to whether residents have seen a copy of Link magazine, the Council’s publication, in the last 12 months – demographic sub group analysis

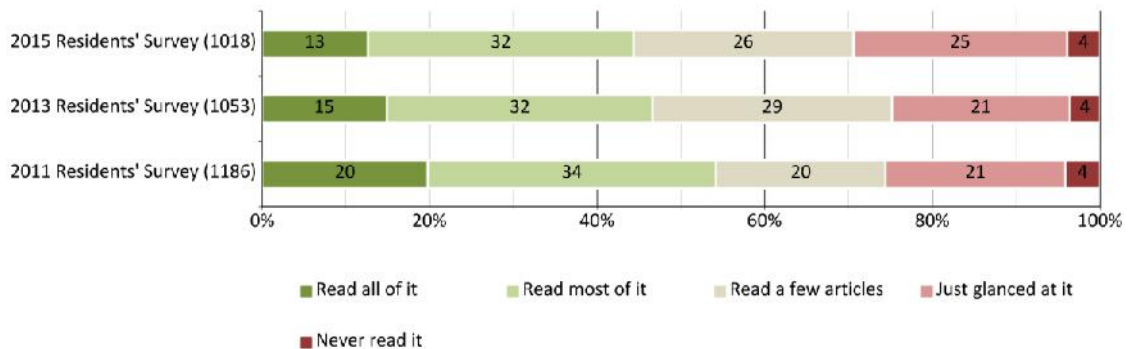


Base: All Residents (number of residents shown in brackets)

- 9.6 Residents aged 45 and over, retired residents, residents who own their accommodation and residents living in Buntingford, Hertford Sele and Thundridge & Standon wards are significantly more likely to have seen a copy of Link magazine in the last 12 months.
- 9.7 However, residents aged 18 to 34, those living in rented accommodation, non-Christian residents and residents living in Ware Christchurch are significantly less likely to have seen the magazine.

Figure 56: Responses to how much of Link Magazine residents read

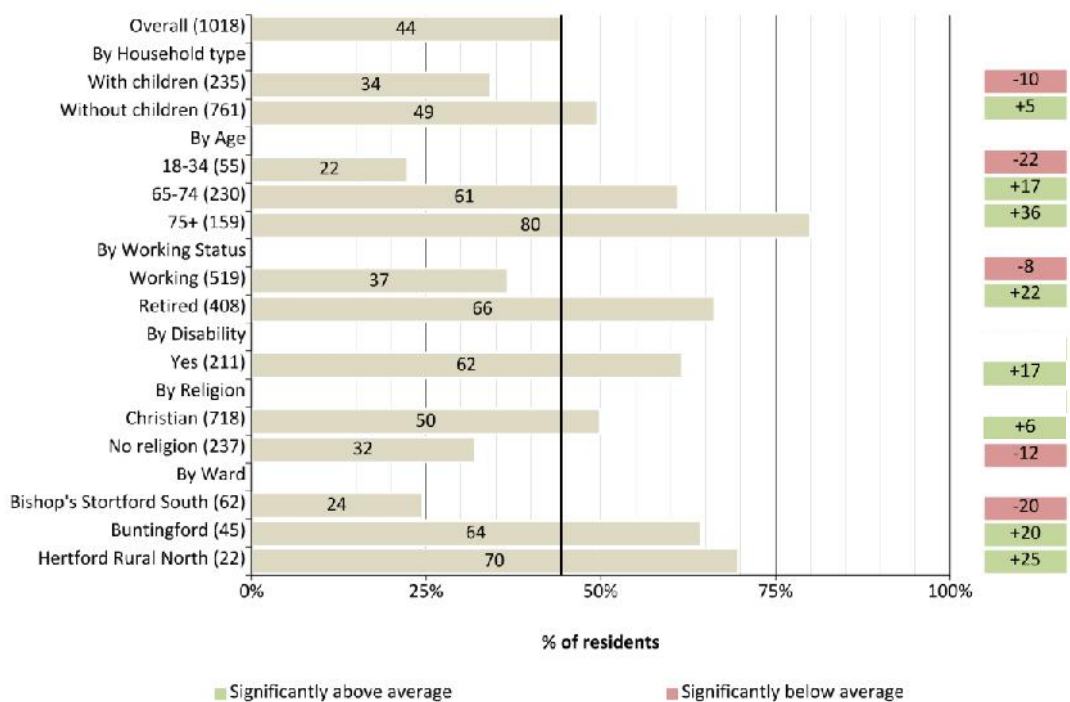
Thinking about the most recent issue of Link magazine that you have seen, would you say you:



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

9.8 Just over two fifths (44%) of residents who have seen a copy of Link magazine in the last 12 months have either read all or most of it, decreasing slightly by 3% points since 2013 (47%), and significantly decreasing by 10% points since 2011 (54%). Over a quarter (29%) of residents either just glanced at it or never read any of it.

Figure 57: Responses to how much of Link Magazine residents read – demographic sub group analysis

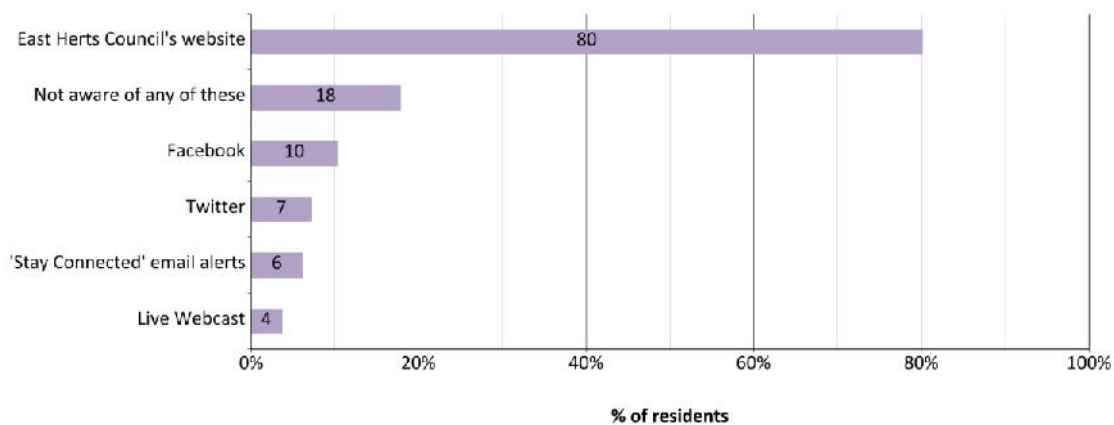


Base: Residents who have seen a copy of Link magazine in the last 12 months (number in brackets)

9.9 Residents aged 65 and over, retired residents, residents without children, those who have a disability, Christian residents and residents who live in Buntingford and Hertford Rural North wards are significantly more likely to have read all or most of the copy of Link magazine they received, while residents aged between 18 and 34, those are working, residents with children, residents who have no religion and those living in Bishop’s Stortford South ward are significantly less likely to have read all or most of it.

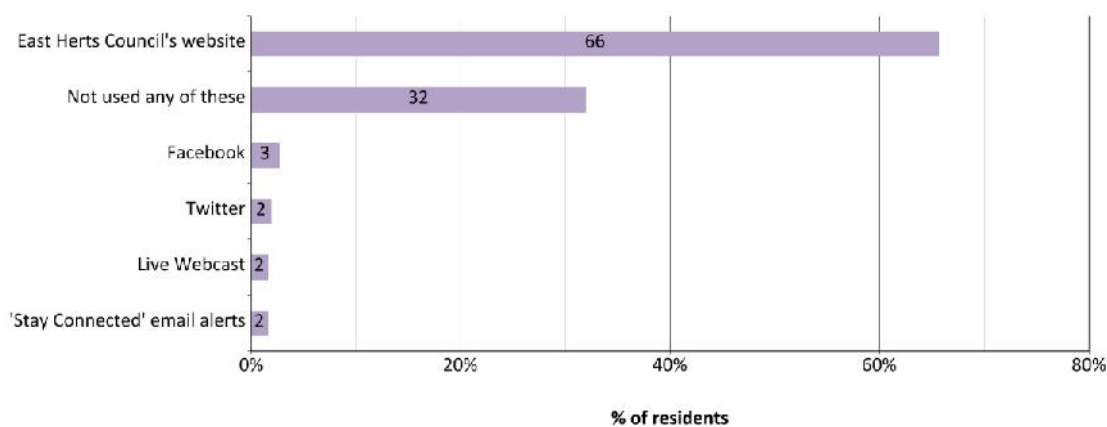
Figure 58: Responses to which of the following were residents aware that the Council has

Which of the following are you aware that the Council has?



Base: All Residents (1094)

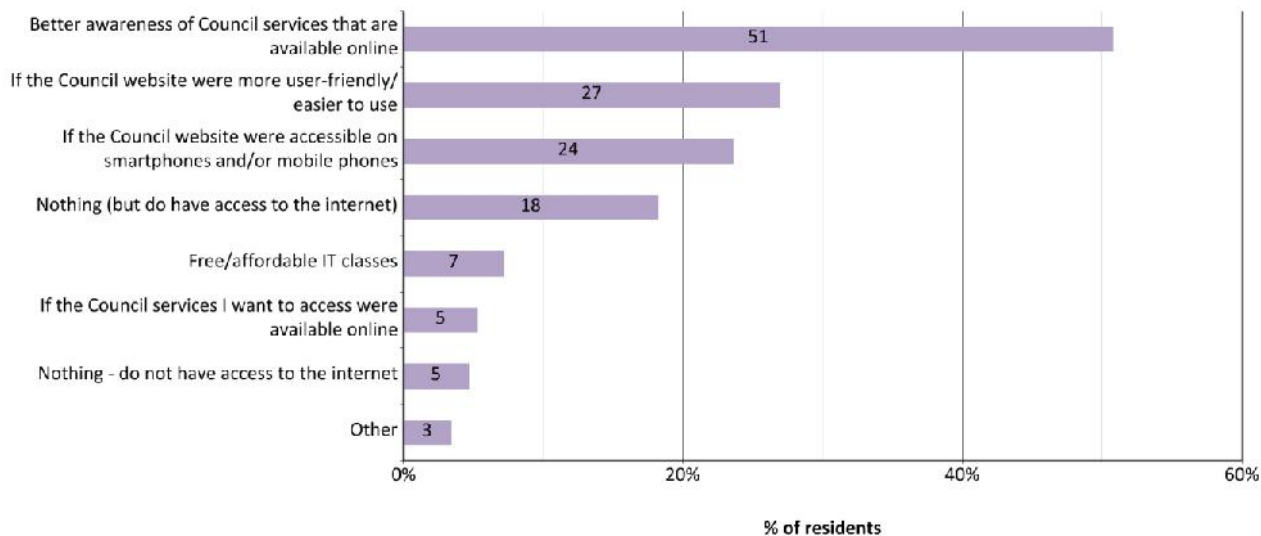
- ^{9.10} Four fifths (80%) of residents are aware that East Herts Council has their own website, however, only small proportions are aware that the Council has a Facebook page (10%), a Twitter page (7%), 'Stay Connected' email alerts (6%) and a live webcast (4%). Nearly a fifth (18%) of residents are not aware of any of these.
- ^{9.11} In 2015, the additional response category 'Not aware of any of these' was included in order to distinguish between non-response and genuine instances where residents were not aware of listed online Council resources. For this reason, direct comparisons should not be drawn with previous surveys. However, when this response is treated as 'invalid' direct comparisons can be made. Residents in 2015 were significantly more likely to be aware of the Council's 'Stay Connected' email alerts.

Figure 59: Responses to which of the following residents used*Which of the following have you used?***Base: All Residents (1115)**

- 9.12 Two thirds of residents (66%) have used East Herts Council’s website, however, very few have used the Council’s Facebook (3%) and Twitter (2%) pages, along with the ‘Stay Connected’ email (2%) and live webcast (2%).
- 9.13 For this question, the response option ‘Not used any of these’ was added in 2015 in order to distinguish between non-response and genuine instances where residents had not used any of the listed online Council resources. With this response treated as valid, nearly a third of residents (32%) stated that they have not used any of these resources.
- 9.14 When this response option is treated as ‘invalid’ so that comparisons can be drawn to the 2013 survey, there are no significant increases or decreases in the use of any of the online Council resources.

Figure 60: Responses to what would encourage residents to use the Council’s website more

In our last Residents’ Survey, we found that only 7% of you use East Herts Council's website. What would encourage you to use the Council's website more?

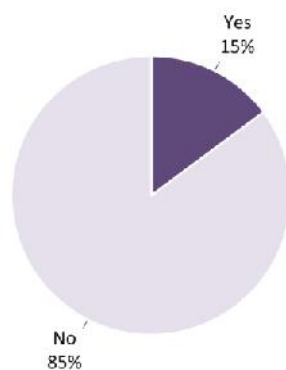


Base: All Residents (1043)

- 9.15 When asked what would encourage residents to use the Council’s website more, over half (51%) said better awareness of Council services that are available online. Over a quarter (27%) of residents said if the Council website was more user-friendly/easier to use, and just under a quarter (24%) said that if the Council website was accessible on smartphones and/or mobile phones, this would encourage them to use the Council’s website more.
- 9.16 Almost a fifth (18%) said that, although they have access to the internet, nothing would encourage them to use East Herts Council’s website.

Figure 61: Recent email contact with East Herts Council

Have you contacted East Herts Council by email in the last 6 months?

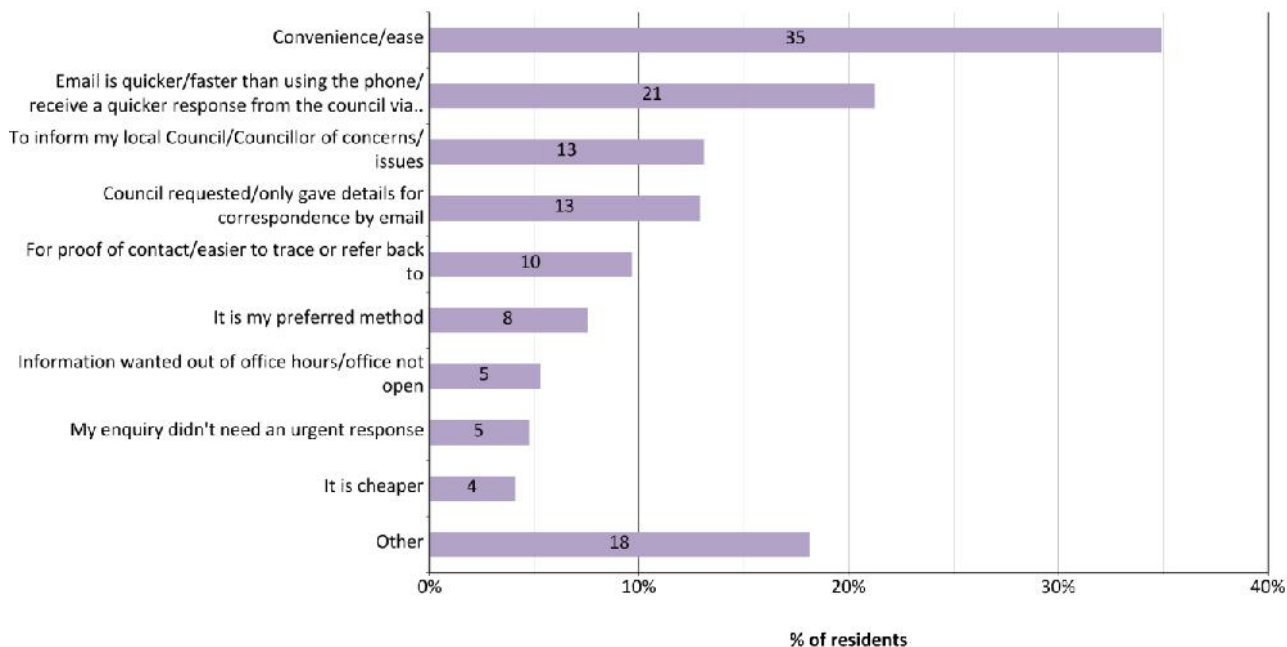


Base: All Residents (1114)

- ^{9.17} Only 15% of residents have contacted East Herts Council by email in the last 6 months. Residents aged 75+ and those living in Hertford Kingsmead, Sawbridgeworth, Ware Christchurch and Ware St Mary’s are significantly less likely to have contacted the Council by email in the last 6 months, while residents who have contacted the Council with a complaint are significantly more likely to have contacted the Council by email in the last 6 months.

Figure 62: Reasons for contacting the Council by email

Why did you choose to contact the Council by email rather than by another method?



All Residents (146)

- 9.18 Over a third (35%) of residents chose to contact the Council by email because of its convenience/ease, while around a fifth (21%) did so because email is quicker/faster than using the phone/they receive a quicker response from the Council via email. Over 1 in 10 residents emailed to inform their local Council/Councillor of concerns or issues (13%) or because the Council requested or only gave details for correspondence by email (13%). 1 in 10 (10%) residents chose to contact the Council by email for proof of contact or because it is easier to trace or refer back to.
- 9.19 Some 'other' responses commonly referred to issues with telephone contact, such as dissatisfaction with the ease or outcome of telephone contact.

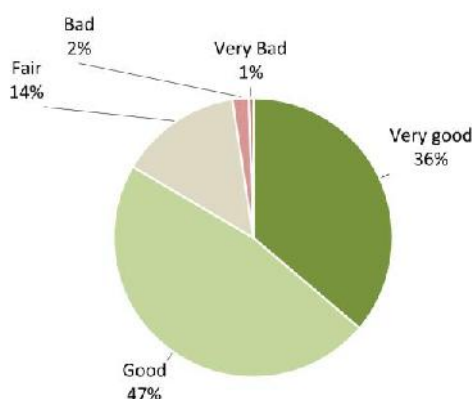
Summary of Key Points – Communications

- The majority of residents currently (45%) and would like to (55%) to find out about East Herts Council from information provided by the Council. A third (33%) of residents currently find out about East Herts Council using the Council website/internet, whilst just over half (52%) of residents would like to do the same.
- Over four fifths (85%) of residents have seen a copy of Link magazine in the last 12 months. Of these, almost half (44%) have read all or most of it, while over a quarter (29%) either just glanced at it or never read any of it.
- Two thirds of residents (66%) have used East Herts Council's website, however, very few have used the Council's Facebook (3%) and Twitter (2%) pages, along with the 'Stay Connected' email (2%) and live webcast (2%). Nearly a third of residents (32%) have used none of the Council's online services.
- The main three ways in which residents could be encouraged to use the East Herts Council's website would be through better awareness of Council services that are available online (51%), if the Council website was more user-friendly/easier to use (27%) and if the Council website were accessible on smartphones and/or mobile phones (24%).

10. Health and Wellbeing

Figure 63: Responses to how residents rate their health

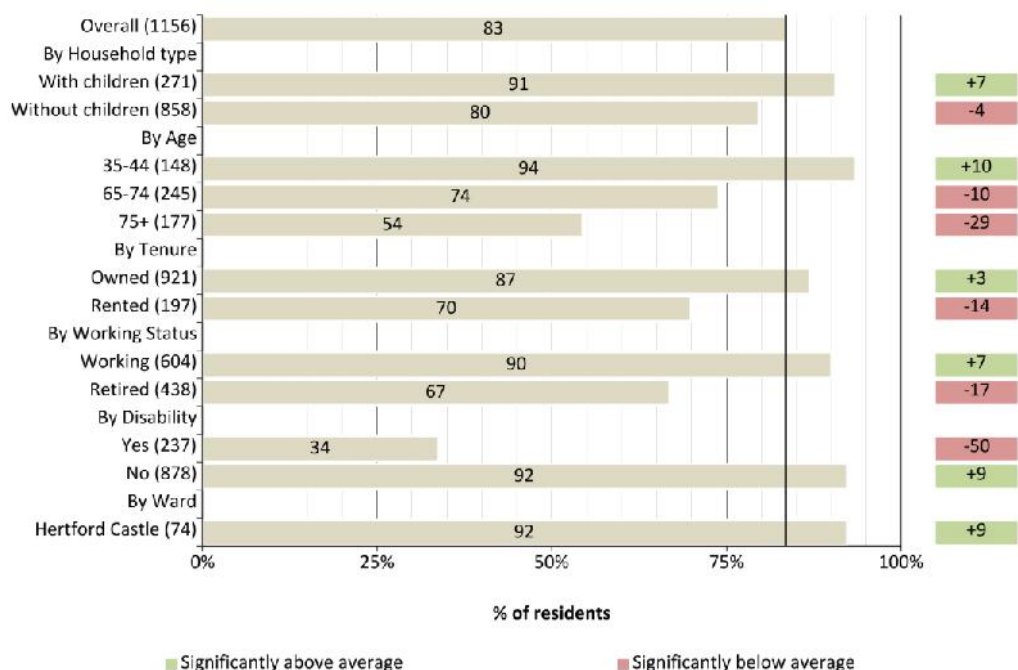
How is your health in general? Would you say it is...?



Base: All Residents (1156)

- 10.1 Additional questions were included in 2015 regarding residents’ self-reported assessment of health and wellbeing. Residents were initially asked how their health was in general.
- 10.2 Over four fifths of residents (83%) say that their health is good or very good in general. A further 14% of residents say that their health is fair, while only 2% say that it is bad or very bad.

Figure 64: Responses to how residents rate their health – demographic sub group analysis

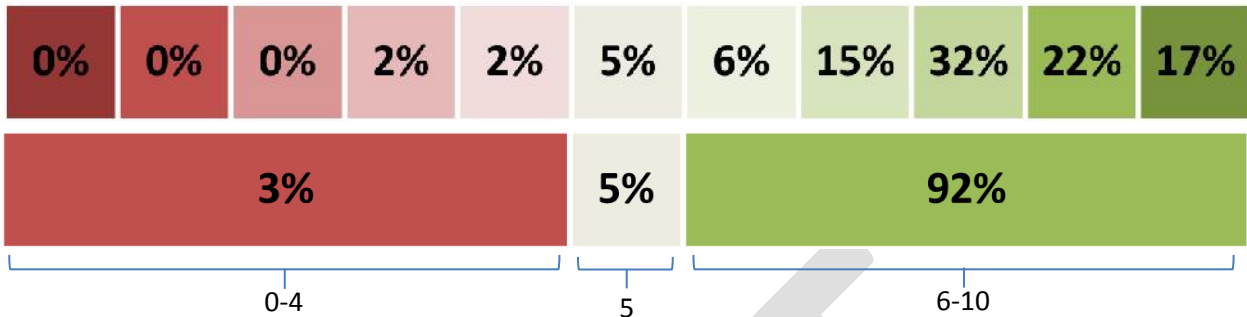


Base: All Respondents (number of respondents shown in brackets)

10.3 Residents with children, those aged 34-44, residents living in owned accommodation, working residents, those without a disability and residents living in Hertford Castle were significantly more likely to say that their health was good in general. Residents without children, aged 65+, retired residents, those who live in rented accommodation and residents with a disability are significantly less likely to rate their health as good in general.

Figure 65: Responses to how residents rate their wellbeing

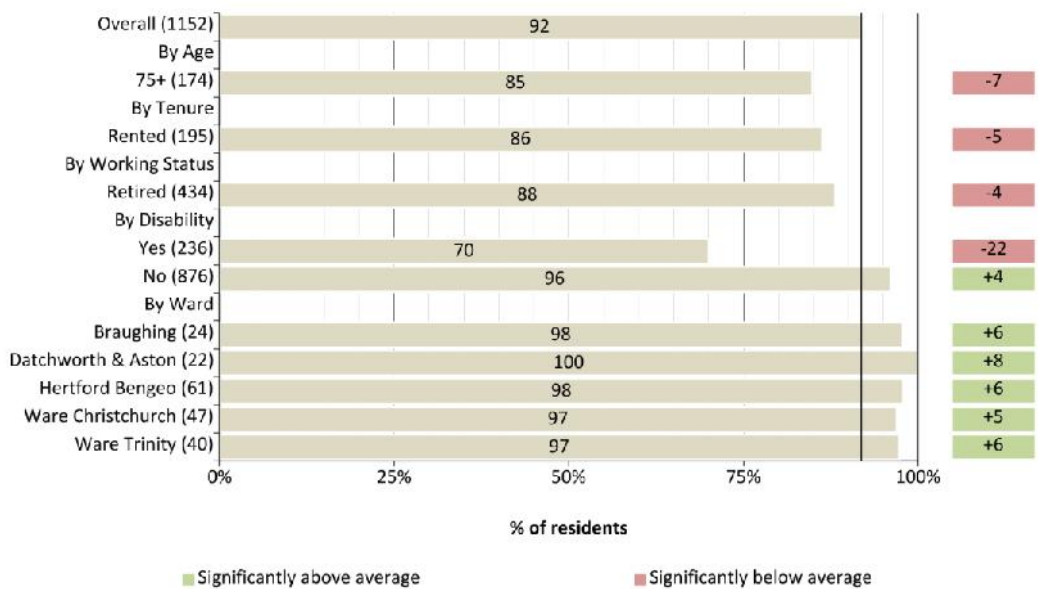
On a scale of 0-10, where 0 is very poor and 10 is very good, how would you rate your wellbeing in general? Wellbeing can be defined as your outlook on life and how content you are with it.



Base: All Residents (1152)

- 10.4 Residents were asked to rate their wellbeing on a scale of 0-10, where 0 is very poor and 10 is very good, and were given a definition of wellbeing.
- 10.5 92% gave an answer between 6 and 10, indicating good wellbeing, while 5% gave a neutral answer and 3% gave an answer between 0 and 4, indicating poor wellbeing.

Figure 66: Responses to how residents rate their wellbeing – demographic sub group analysis



Base: All Respondents (number of respondents shown in brackets)

- 10.6 This chart shows residents who were significantly more or less likely to rate their wellbeing between 6 and 10. Residents who do not have a disability and residents living in Braughing, Datchworth & Aston, Hertford Bengoe, Ware Christchurch and Ware Trinity were significantly more likely to rate their wellbeing between 6-10, while residents who are aged 75+, retired residents, those living in rented accommodation and residents who have a disability are significantly less likely to rate their wellbeing between 6-10.

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