

## What do residents think of East Herts Council services?

### 1. Introduction

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

								Response Percent	Response Total	
1	Very satisfied							9.68%	67	
2	Satisfied							45.09%	312	
3	Neutral							27.46%	190	
4	Dissatisfied							12.86%	89	
5	Very dissatisfied							4.34%	30	
6	Don't know							0.58%	4	
<b>Statistics</b>	Minimum	1	Mean	2.59	Std. Deviation	1.01	Satisfaction Rate	31.76	answered	692
	Maximum	6	Variance	1.02	Std. Error	0.04			skipped	4

#### 2. Did you know that for every £1 of council tax collected, East Herts only gets to keep 10p of it? Around the same amount is kept by the police and the majority (around 75p in every £1) goes to the County Council.

								Response Percent	Response Total	
1	Yes							32.07%	220	
2	No							67.93%	466	
<b>Statistics</b>	Minimum	1	Mean	1.68	Std. Deviation	0.47	Satisfaction Rate	67.93	answered	686
	Maximum	2	Variance	0.22	Std. Error	0.02			skipped	10

#### 3. To what extent are you satisfied or unsatisfied that East Herts Council provides value for money?

								Response Percent	Response Total	
1	Very satisfied							9.24%	64	
2	Satisfied							35.93%	249	
3	Neutral							35.06%	243	
4	Dissatisfied							12.70%	88	
5	Very dissatisfied							5.77%	40	
6	Don't know							2.02%	14	
<b>Statistics</b>	Minimum	1	Mean	2.76	Std. Deviation	1.1			answered	693
	Maximum	6	Variance	1.2	Std. Error	0.04			skipped	3

### 2. How satisfied are you with the following services run by the district?

**4. Recycling and waste collection? We collect black bins, blue lidded bins, brown bins and paper boxes from outside your homes. Please note the household waste centres are not run by East Herts Council.**

						Response Percent	Response Total	
1	Very satisfied					44.73%	310	
2	Satisfied					40.69%	282	
3	Neutral					6.06%	42	
4	Dissatisfied					6.78%	47	
5	Very dissatisfied					1.88%	13	
6	Don't know					0.29%	2	
<b>Statistics</b>	Minimum	1	Mean	1.82	Std. Deviation	0.98	answered	693
	Maximum	6	Variance	0.96	Std. Error	0.04	skipped	3

**5. Parks and open spaces? East Herts Council owns and manages around 120 open spaces including "village greens", formal gardens, woodland and naturalised areas. We own and manage 45 main parks and 56 equipped play areas.**

						Response Percent	Response Total	
1	Very satisfied					20.12%	139	
2	Satisfied					50.94%	352	
3	Neutral					17.37%	120	
4	Dissatisfied					7.67%	53	
5	Very dissatisfied					1.74%	12	
6	Don't know					2.60%	18	
<b>Statistics</b>	Minimum	1	Mean	2.28	Std. Deviation	1.08	answered	691
	Maximum	6	Variance	1.17	Std. Error	0.04	skipped	5

**6. Leisure services? East Herts Council funds or partially funds facilities including Hartham Leisure Centre in Hertford, Grange Paddocks Leisure Centre in Bishop's Stortford, Fanshawe swimming pool and gym in Ware, Leventhorpe pool and gym in Sawbridgeworth and Ward Feeman swimming pool in Buntingford.**

						Response Percent	Response Total	
1	Very satisfied					6.66%	46	
2	Satisfied					29.67%	205	
3	Neutral					34.01%	235	
4	Dissatisfied					11.14%	77	
5	Very dissatisfied					3.33%	23	
6	Don't know					16.21%	112	
<b>Statistics</b>	Minimum	1	Mean	3.23	Std. Deviation	1.48	answered	691
	Maximum	6	Variance	2.19	Std. Error	0.06	skipped	5

### 7. Housing advice and support for homeless people?

								Response Percent	Response Total	
1	Very satisfied							2.76%	19	
2	Satisfied							7.70%	53	
3	Neutral							28.20%	194	
4	Dissatisfied							6.54%	45	
5	Very dissatisfied							2.47%	17	
6	Don't know							52.33%	360	
<b>Statistics</b>	Minimum	1	Mean	4.55	Std. Deviation	1.63	Satisfaction Rate	71.05	answered	688
	Maximum	6	Variance	2.65	Std. Error	0.06			skipped	8

### 8. Planning services? This includes dealing with planning applications and planning enforcement.

								Response Percent	Response Total	
1	Very satisfied							3.47%	24	
2	Satisfied							14.60%	101	
3	Neutral							26.01%	180	
4	Dissatisfied							20.66%	143	
5	Very dissatisfied							15.46%	107	
6	Don't know							19.80%	137	
<b>Statistics</b>	Minimum	1	Mean	3.89	Std. Deviation	1.45	Satisfaction Rate	57.89	answered	692
	Maximum	6	Variance	2.09	Std. Error	0.05			skipped	4

### 9. Parking services? This includes resident's permits zones, running town centre car parks and parking enforcement.

								Response Percent	Response Total	
1	Very satisfied							5.92%	41	
2	Satisfied							26.16%	181	
3	Neutral							25.29%	175	
4	Dissatisfied							25.29%	175	
5	Very dissatisfied							12.86%	89	
6	Don't know							4.48%	31	
<b>Statistics</b>	Minimum	1	Mean	3.26	Std. Deviation	1.26	Satisfaction Rate	45.29	answered	692
	Maximum	6	Variance	1.6	Std. Error	0.05			skipped	4

**10. Support for businesses? This includes giving out grants to eligible businesses as well as providing advice and guidance for operating safely under Covid-19 restrictions.**

								Response Percent	Response Total	
1	Very satisfied							5.07%	35	
2	Satisfied							13.62%	94	
3	Neutral							29.13%	201	
4	Dissatisfied							4.20%	29	
5	Very dissatisfied							3.48%	24	
6	Don't know							44.49%	307	
<b>Statistics</b>	Minimum	1	Mean	4.21	Std. Deviation	1.75	Satisfaction Rate	64.17	answered	690
	Maximum	6	Variance	3.06	Std. Error	0.07			skipped	6

**11. Dealing with anti-social behaviour and nuisance?**

								Response Percent	Response Total	
1	Very satisfied							2.17%	15	
2	Satisfied							19.57%	135	
3	Neutral							31.30%	216	
4	Dissatisfied							19.57%	135	
5	Very dissatisfied							9.13%	63	
6	Don't know							18.26%	126	
<b>Statistics</b>	Minimum	1	Mean	3.69	Std. Deviation	1.42	Satisfaction Rate	53.74	answered	690
	Maximum	6	Variance	2.02	Std. Error	0.05			skipped	6

**12. Please provide any other information here regarding your thoughts on our services.**

			Response Percent	Response Total
1	Open-Ended Question		100.00%	219
			answered	219
			skipped	477

3. Last part!

**13. You do not need to provide an email address to take part in this survey however this is needed if you want to be considered for the £50 voucher to spend in a local business. If you wish to be considered please provide your email address:**

			Response Percent	Response Total
1	Open-Ended Question		100.00%	440
			answered	440

13. You do not need to provide an email address to take part in this survey however this is needed if you want to be considered for the £50 voucher to spend in a local business. If you wish to be considered please provide your email address:

	Response Percent	Response Total
	skipped	256

14. For the purposes of current data protection laws the information (email address) you supply the Council as part of this survey will be used for the purposes outlined above and retained as per our published corporate data protection privacy policy which can be found on the East Herts District Council Data Protection page: <https://www.eastherts.gov.uk/information-requests/data-protection> Please confirm you have read the above privacy notice

	Response Percent	Response Total
1   I confirm I have read the notice	100.00%	660
<b>Statistics</b>	answered	660
Minimum 1   Mean 1   Std. Deviation 0   Satisfaction Rate 0	skipped	36
Maximum 1   Variance 0   Std. Error 0		