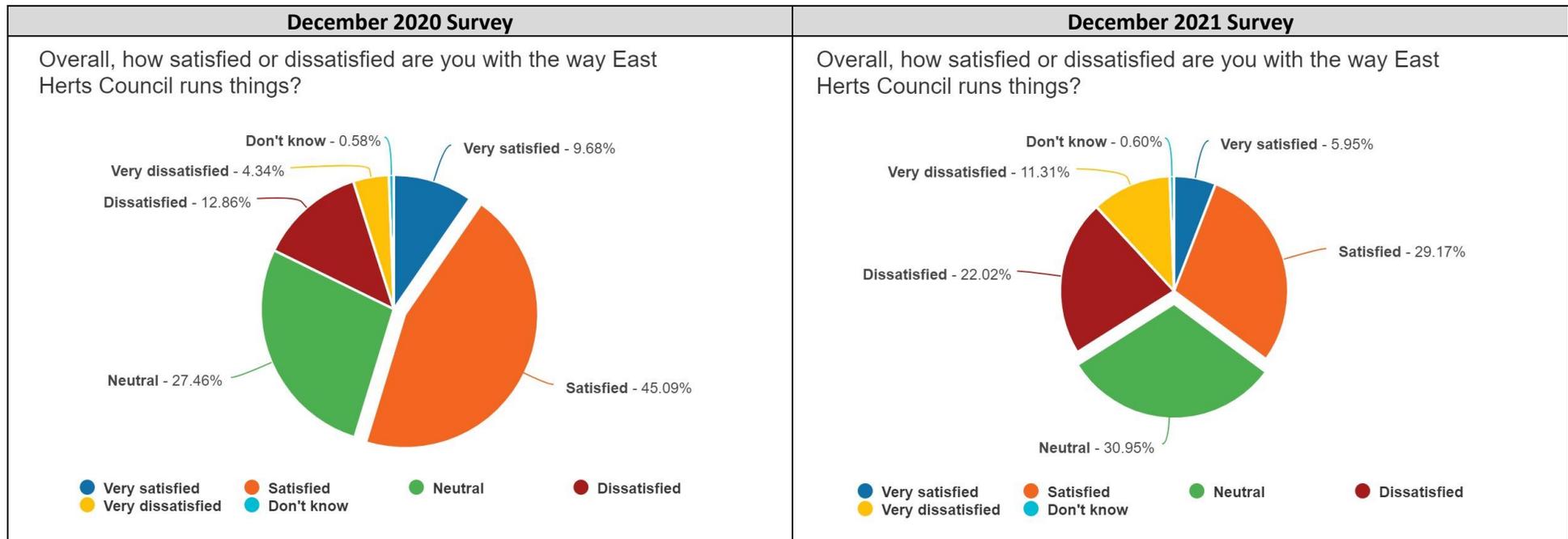


What do residents think of East Herts Council? Survey comparison between December 2020 and December 2021



APPENDIX E

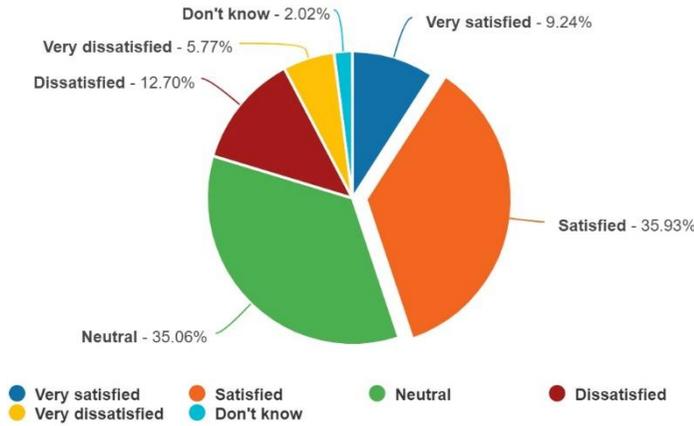
Did you know that for every £1 of council tax collected, East Herts only gets to keep 10p of it? Around the same amount is kept by the police and the majority (around 75p in every £1) goes to the County Council.



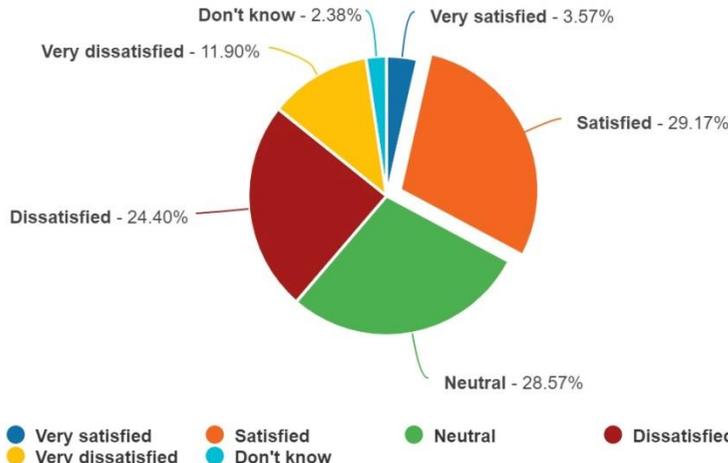
Did you know that for every £1 of council tax collected, East Herts only gets to keep 10p of it? Around the same amount is kept by the police and the majority (around 75p in every £1) goes to the County Council.



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



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



APPENDIX E

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.

Answer Choices		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
		answered	693
		skipped	3

4. Recycling and waste collection? We collect black bins, blue lidded bins, and paper boxes from outside your homes. For those who have opted to pay for an additional service we also undertake green waste collection. Please note the household waste centres are not run by East Herts Council.

Answer Choices		Response Percent	Response Total
1	Very satisfied	18.93%	32
2	Satisfied	42.60%	72
3	Neutral	13.02%	22
4	Dissatisfied	13.02%	22
5	Very dissatisfied	13.02%	22
6	Don't know	0.59%	1
		answered	169
		skipped	5

APPENDIX E

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.

Answer Choices		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
		answered	691
		skipped	5

5. Parks and open spaces? East Herts Council owns and manages 45 main parks, 56 equipped play areas and a number of other spaces including village greens, formal gardens and woodlands.

Answer Choices		Response Percent	Response Total
1	Very satisfied 	8.88%	15
2	Satisfied 	46.15%	78
3	Neutral 	27.22%	46
4	Dissatisfied 	10.06%	17
5	Very dissatisfied 	4.73%	8
6	Don't know 	3.55%	6
		answered	169
		skipped	5

APPENDIX E

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

Answer Choices		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
		answered	691
		skipped	5

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

Answer Choices		Response Percent	Response Total
1	Very satisfied 	5.92%	10
2	Satisfied 	29.59%	50
3	Neutral 	31.95%	54
4	Dissatisfied 	10.06%	17
5	Very dissatisfied 	8.28%	14
6	Don't know 	14.79%	25
		answered	169
		skipped	5

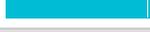
APPENDIX E

7. Housing advice and support for homeless people?				
Answer Choices			Response Percent	Response Total
	2.76%	19		
	7.70%	53		
	28.20%	194		
	6.54%	45		
	2.47%	17		
	52.33%	360		
			answered	688
			skipped	8

7. Housing advice and support for homeless people?			
Answer Choices		Response Percent	Response Total
1	Very satisfied	0.00%	0
2	Satisfied		3.57% 6
3	Neutral		26.19% 44
4	Dissatisfied		4.76% 8
5	Very dissatisfied		1.79% 3
6	Don't know		63.69% 107
		answered	168
		skipped	6

APPENDIX E

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.

Answer Choices			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
			answered	690
			skipped	6

8. Support for businesses? This includes giving out grants to eligible businesses as well as providing advice and guidance on operating safely under Covid restrictions.

Answer Choices			Response Percent	Response Total
1	Very satisfied		2.98%	5
2	Satisfied		10.71%	18
3	Neutral		26.19%	44
4	Dissatisfied		5.36%	9
5	Very dissatisfied		2.38%	4
6	Don't know		52.38%	88
			answered	168
			skipped	6

APPENDIX E

11. Dealing with anti-social behaviour and nuisance?				
Answer Choices			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
			answered	690
			skipped	6

9. Dealing with anti-social behaviour and nuisance?				
Answer Choices			Response Percent	Response Total
	Very satisfied		0.00%	0
	Satisfied		11.24%	19
	Neutral		28.40%	48
	Dissatisfied		24.26%	41
	Very dissatisfied		12.43%	21
	Don't know		23.67%	40
			answered	169
			skipped	5

APPENDIX E

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

Answer Choices			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
			answered	692
			skipped	4

10. Parking Services - do you live in a Residents Parking Permit Zone and/ or regularly use a council owned car park?

Answer Choices			Response Percent	Response Total
1	Yes		35.12%	59
2	No		64.88%	109
			answered	168
			skipped	6

11. How satisfied are you with Parking services?

Answer Choices			Response Percent	Response Total
1	Very satisfied		4.14%	7
2	Satisfied		20.71%	35
3	Neutral		33.73%	57
4	Dissatisfied		14.20%	24
5	Very dissatisfied		14.79%	25
6	Don't know		12.43%	21
			answered	169
			skipped	5

APPENDIX E

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

Answer Choices			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
			answered	692
			skipped	4

12. Have you had any contact with the planning service? (eg. applying for planning permission or commenting on a planning application)

Answer Choices			Response Percent	Response Total
1	Yes		43.45%	73
2	No		56.55%	95
			answered	168
			skipped	6

13. How satisfied were you with the planning service?

Answer Choices			Response Percent	Response Total
1	Very satisfied		2.45%	4
2	Satisfied		11.04%	18
3	Neutral		19.63%	32
4	Dissatisfied		11.66%	19
5	Very dissatisfied		17.18%	28
6	Don't know		38.04%	62
			answered	163
			skipped	11

Free Text Comments from 2021 survey:

3. To what extent are you satisfied or unsatisfied that East Herts Council provides value for money?				
Answer Choices			Response Percent	Response Total
1	Very satisfied		4.59%	9
2	Satisfied		29.08%	57
3	Neutral		29.59%	58
4	Dissatisfied		22.96%	45
5	Very dissatisfied		11.22%	22
6	Don't know		2.55%	5
			answered	196
			skipped	6
Comments: (70)				
1	Collect garden waste and food waste please.			
2	I have no idea of how much they spend and what on			
3	The state of some of the road surfaces in Bishop's Stortford are ridiculous. The people who work on them don't seem to have a clue what they're doing, take absolutely forever to complete a task & then have to come back after the job is 'finished' to correct their mistakes.			

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

- | | |
|----|--|
| 4 | Over charges and constantly loose services or have extra charges implemented |
| 5 | Pavements are not maintained at all which means walking safely is difficult especially with children on school runs or with prams |
| 6 | Too many newspeak emails telling me how good you are whilst slashing services across the board. Not entirely your fault, but the council needs to adopt a private model to streamline and improve |
| 7 | I live in Hertford and can't fathom why you have decided to close Hartham gym and Hertford Theatre at the same time so they can be redeveloped. This is at a time when the town centre is also closed. There is nothing in the town for young people to do. Also, I question why the redevelopment of these two facilities even needs to happen when they were done not that long ago. It is a waste of money. |
| 8 | I have already answered the survey but meant to say that the bin men who collect our rubbish in Hertford are always incredibly friendly and always wave at my young son if we're outside and getting in the car when they come past. |
| 9 | Planning permission is given to poor quality developments that are allowed to not comply with the conditions imposed upon them. Eg permission condition included that all construction parking should be on site but developer is allowed to park workforce on residential streets. Planning department 'consults' with the community but decides to exclude parts of the community because they want to give permission |
| 10 | Disappointed with brown bin charge |
| 11 | Charging for garden waste after a very biased consultation survey was disappointing. |
| 12 | East Herts invests heavily in Hertford and Stortford while doing nothing for Ware. |
| 13 | The only thing that annoys me is the extra levy for the garden recycling bin. This should not have been brought in. |
| 14 | As a resident narrowboat owner I pay council tax but do not have many of the services afforded to other CT payers. |
| 15 | Without any figures on expenditure and what services you provide how can we be expected to answer this question accurately |
| 16 | opinion has been tainted by one particular service - planning enforcement |

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

- | | |
|----|---|
| 17 | Having to pay for brown bin collection, no longer collecting food waste. Playgrounds are not maintain improved or looked after. |
| 18 | Everything is funded for town residents. Nothing beyond waste and schools spent on villages. No sports, libraries, arts etc I |
| 19 | No interest in providing parking provision to residents or visitors |
| 20 | Living in Buntingford spending seems skewed to other towns.
We also have the highest council tax in the area, without the services to match. |
| 21 | Pot holes in roads are a definite problem though . |
| 22 | No bin bags for months, bin men that are rude throw recycling boxes in front garden once emptied. Trees not looked after leaves not cleared up.
Stupid planters left in roads in fore street etc where wares have been removed. Could go on but service in areas is shocking. |
| 23 | Street cleansing services in Stanstead Abbots are not being performed to the contract. Many residents are complaining how awful the High St looks.
Failure to clear leaves causes flood risk. |
| 24 | Even more so now I know the % they receive |
| 25 | Rubbish everywhere down the high street, whole place needs more refurb/upkeep, generally looks tatty |
| 26 | I just wish EHDC and Broxbourne would get together to provide shared waste collection services, saving all of us money on staff, vehicles and resources,
rather than hanging onto small bit of localised control. It really doesn't make sense to have a separate arrangement. |
| 27 | Street sweeping, litter and street drain hole clearance woefully insufficient in Stanstead Abbots |
| 28 | Some of the projects will add value but others (Northgate End and ORL) seem very disorganised |
| 29 | I don't know exactly what East Herts has to spend all the 10ps on so I can't tell if we are getting value for money or not. |

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

- | | |
|----|--|
| 30 | If all you get is 10p from every pound, then you are providing a good service for the cost. |
| 31 | Think they do the best they can under the difficult times we have had. Must be difficult juggling the cash pot. |
| 32 | I find the binmen really friendly & when I moved in I arranged an easy collection of my brown bin |
| 33 | There are only two street lights in my road, South Street. We have had no street cleaning for at least 3 years, There is no control over the size of the low loaders carrying boats to and from the marina - who travel along thr pavement on one side because they are so wide. |
| 34 | There seems to be little care in the way the services are delivered by the contractors employed by the council, no pride whatsoever |
| 35 | Stanstead Abbotts High Street rarely gets swept and I often have to send in complaints about unemptied public bins. |
| 36 | Without details it's hard to say but looking at the amount I pay in tax in relation to the quality of services etc. Available I would say it's poor - get the basics right. |
| 37 | Very hard to find information about how efficient East Herts Council is. Are services run well? Do tax payers get value for money? Would be nice to see more transparency. |
| 38 | We pay more council tax, yet get less service. No more garden waste collection (unless we pay extra), main road hardly ever swept, bins in the village overflowing |
| 39 | I now pay extra for by green bin to be emptied. |
| 40 | New homes building approval and management has been in my view poor. |
| 41 | A lack of bus services ; potholes ; grass cutting on verges; de icing of roads in Winter all could be improved. |
| 42 | The parking on Cambridge Road does not appear to be managed well. No clear demarcation line on driveways. Motorists partially blocking access to property, making entry and exit onto busy main road dangerous - blocking visibility of oncoming vehicles. |

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

- | | |
|----|---|
| 43 | Stortford Theatre development waste money and proposed 3G pitch Grange Paddocks should be at Woodside |
| 44 | Generally satisfied but it would be nice if side roads and litter bins were attended to more often
And they did miss emptying our bin once
On the plus side the new Westmill public refuse site is fantastic so well done there |
| 45 | Refuse collection is very efficient. Not happy that Kitchen waste is no longer recycled and goes into land fill. Have noticed that hedge cutting (along roads in the estates) is infrequently done and any dead trees and plants in public areas not cleared up despite contacting the council |
| 46 | The grass cutting this year was unacceptable and the contractors seem to get away it, they accept the terms of the contract and therefore should be made to do a decent job. |
| 47 | I have assisted bin collection and on several occasions recently my brown bin has not been emptied. |
| 48 | Wasting council taxpayers' money on a horrible multi-storey car park in Bishop's Stortford. Shame on you for ruining the environment and air quality |
| 49 | Roads are very bad. Pot holes and worn out road markings. Weeds on the pavements. |
| 50 | They don't do anything they promise to do . They have been in their position so long they just don't care . While the world is worried about trees and green spaces that are been taken over and covered with houses, art centres, shopping centres. There are enough empty shops that can be refurbished and the same with many empty houses . With all the houses going up the roads are gridlocked already . We were promised more doctors surgeries but nothing as yet , one new school. Bishop's Stortford is a shambles if I was younger I would definitely move from this awful town . It's not the town I was born in . |
| 51 | Can see the need for grounds men planting flowers and hanging baskets in the area, I object to motor vehicles being parked on footpaths as this is dangerous to pedestrians and obscures the besieged of oncoming traffic for motorists. |
| 52 | The Change to the Brown Bin /Garden Waste Charge has brought 2 Problems. Those Not Willing or Able to Pay 1st Burning whether by Bonfire [SMOKE / SMELL] or Incinerator SMELL FOR LONG PERIODS. IN N North West Bishops Stortford. 2nd those who did not Pay but putting Bins Out getting them Emptied without Paying. So Checks are Not Being Made or the system has failed.
I |

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

- | | |
|----|---|
| 53 | Undertakes costly projects that are not necessary ie:- Theatre upgrade. Money could have been put to better use in other areas. |
| 54 | The bin situation is ludicrous. You do one thing - and do it wrong!! |
| 55 | Planning is run appallingly. Waste services are nowhere near to contribute sustainability. |
| 56 | Insufficient information to make that judgement |
| 57 | wasting the money on massive car parks that we be empty for eternaty |
| 58 | <p>I reported to the highways department almost two years ago that the grass verges in Stapleford had not been cut, also the trees are overhanging the slip road behind the bus stop had not been pruned for years. It iis an eyesore in a village that seems to have been forgotten. In the summer the grass was at least a foot high. I did report this to the council and was given reference numbers (the grass verge being one department and the trees another). I telephoned about six months later as nothing had been done and was told that this had taken place (evidently the lady on the phone said it was south of the bridge, and there is no grass verge there).</p> <p>The bus stop and verges in question is north of the bridge. She said this would be reported, again. To date nothing has still been done. These works used to be carried out on a regular basis.</p> <p>Why are our taxes still increasing, but the service we pay for is not?</p> |
| 59 | The Town centre has been badly affected by the Bircherley Green redevelopment debacle. The continued use of the planters in Fore Street and beyond had had a major negative impact on shoppers who used to pop into town and use local shops - I have heard this in person from several shops keepers on fore street |
| 60 | It isn't clear there distinction between the services your provide versus Herts council so it is hard to comment. Planning control has been exceptionally poor, provision of facilities for non-motorized visitors to the town (cyclepaths that cars cannot park on, safe cyclepaths, the speed of traffic next to footpaths -i.e. Bengoe high street) all need attention. Is that East Herts jurisdiction? |
| 61 | Too much digging up of roads the re digging up roads l'm a night worker and had to endure over 6 months of this now I learned that it's getting dug up again for 18 months |
| 62 | Where I live our streets are always kept clean and rubbish bins are emptied. We also have gardens and there are always keep immaculate |

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

- | | |
|----|--|
| 63 | Litter never seems to be collected or streets swept where I live. |
| 64 | Not that happy that the street lights are off at night plus not much gritting payments can cause accidents |
| 65 | Overall very good |
| 66 | The planning decisions taken in respect of former Green Belt land sacrificed for housing forecasts that are no longer valid will end up costing the council tax payer far more in the long run due to environmental clean-up bills and emissions offsetting in the future. |
| 67 | Excellent service collection of bin fantastic they work really hard well done to them always very tidy |
| 68 | you waste money very easy |
| 69 | It's been a difficult time and sometimes you have been short of staff but still the bins were emptied |
| 70 | Money is wasted on rebuilding the theatre and on on town centre |

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

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	130
1	Brown bins for all! Need to manage waste as well as we can - recycle and compost - the opt in cost for brown buns will put people off.		
2	We live in area near the train station so have parking restrictions. We only see the parking officer about once a week. Cars regularly park illegally and get away with it. There is a huge increase in drug taking in the local parks, I feel very concerned about my teenage son visiting them as I don't feel he is safe		
3	The lack of funding/match funding for community projects is very disappointing, resulting in many organisations delivering district priorities to struggle. Additionally, the lack of support for new initiatives across local parks is frustrating, one particular officer has been blocking a number of great community led initiatives. Regarding traffic management and parking, there is a real issue on Sele Farm since the Ridgeway development, often resulting in buses getting stuck on Thieves lane and constantly beeping their horns to try and get cars to move. More yellow lines need to be implemented on bus routes.		
4	Traffic management needs addressing in Hertford. Particularly the Sele Farm area which has become far busier in recent years. This area would also benefit additional facilities for those unable to freely head into town. Regarding sports and leisure in general, Hertford would benefit from more affordable activities for residents. Not enough affordable options when it comes to swimming pools and not enough cycle route around town.		
5	On road bin collection could be better Reactive to reports and don't address issue of regularly overflowing bins and rubbish Door collection service excellent though		
6	To many people not paying into the system or paying little for a high return, residential canal boats don't pay council tax however are happy to moor all summer on Hartham Common leaving litter every where, charge them a mooring fee to cover the costs of cleaning it all up.		
7	Having dealt with parking and planning departments I feel they are both run in a shambolic fashion. Neither gives credible customer service parking meters that don't work when the sun shines on them which are installed facing the sun (Ware Priory car park). Quote by planning officer "if there's not		

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

	been an obvious breach of planning regulations we're not going to look into it" shameful
8	I have recently set up a local your basketball team catering for children 9-14 years old. I have funded everything myself & have never heard of any grants or financial support available - what I do hear, is how thousands of pounds are spent on the rugby, cricket and football clubs to upgrade their facilities. What about people like me? Small business owners trying to help the local community.
9	Cut back in services provided in Buntingford yet still paying one of the highest council taxes in East Herts. Recycling at Aspenden gone and police services in the area cut back, why are we still paying a higher premium for reduced services?
10	Roads are shocking and need attention. Traffic is absurd! Too many houses being built without the roads to deal with it. It shouldn't take 40 mins to get from one side of town to the other!
11	Planning is a joke, plans are passed without thought to local community needs and requirements, EH rely too much on car parking charges that still make a loss because they're afraid to put them up, and building unnecessary new car parks (Bishops Stortford) or the stupidity of charging residents for on street parking until 8pm when the restrictions on local roads in town finish at 6.30pm. Allowing high rise developments in the town of Bishops Stortford destroying views across the valley from the higher points in town. Licensing rules for local businesses along the high street and south street in the town are preventing an evening 'cafe culture' that would bring life into the town in the evenings, shut the main high street off to traffic after 7pm and let cafes and bars open until late. Return the public space taken by wetherspoons and Skew back, so the public can enjoy the public space again without being hassled by security or staff from those establishments when all you want to do is congregated with friends by the river after a cycle ride or walk in what was a public space.
12	There is not enough leisure or social provision for young people in Hertford. Apart from sporting activities there is little for them to engage in. If there was more on offer then we might start to see anti social behaviour drop.
13	Anti-social behaviour is a concern. Lack of a visible police presence particularly over the weekend exacerbates this.
14	Pavements!!! Traffic in Bishops Stortford is a nightmare, Jackson Square car park is badly planned and we are all being encouraged to walk yet the pavements are not kept clear at all. It's so dangerous.
15	Reducing recycling is unacceptable. Problems with waste collections, litter collection, civic pride and road/pavement clearances are not good enough
16	I have said I am dissatisfied with a number of items. Firstly the parks and open space situation. Since Hartham play ground has been refurbished it is a lovely facility but it is packed. All the while my closest playground at the castle grounds is old and poorly maintained. If this is under FHDC control I would

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

- | | |
|----|--|
| | <p>urge you to improve it. I am also concerned about antisocial behaviour being allowed to continue. There is a homeless lady who has been living in the Gascoyne Way car park for many weeks. She needs help herself but equally she is mentally unwell and shouts at people using the car park. How is this allowed to happen? I have had occasions to use the planning system and got planning permission granted but did not speak to a single person the whole time my application was in. That's fine but agents I used have complained bitterly about the lack of communication and delays in decisions. You can't just put a blanket statement on your website and expect people to be okay with that. Finally, get Hertford town back open again and stop businesses fleeing. It is becoming a ghost town and I question why I am sticking around when nothing is open. Thank you!</p> |
| 17 | <p>Finally, your car parking wardens are incredibly rude and give no one the benefit of the doubt and just slap tickets one cars left right and centre. I've even seen one standing and waiting by a car until the time ticks down so he can issue a ticket. Disgusting!</p> |
| 18 | <ol style="list-style-type: none"> 1. Another poorly worded questionnaire from east Herts council. Same as the recycling and waste questionnaire which didn't enable residents to properly comment on your proposed changes without bias in the questions. The questions were written in such a way that you generated the answers you wanted to enable you to push through your changes. Very poor communication strategy if this is the way you're going to continue with your survey design. 2. Not to mention that you are now not appropriately disposing of household food waste. It's disgusting that you don't have a better recycling service in 2021. You should be doing everything to make the county greener not introducing policies that back track on progress. 3. District counsellors should be more visible to the public. Let's have some flyers round introducing them all and telling people what they can contact them for. 4. Invest in your environmental health teams as they are the boot leather of public and environmental health. They are understaffed, underpaid and under-appreciated. We need them to keep doing their preventative health work to keep the county in better physical and mental health. Food safety, housing conditions and noise all have huge impacts on peoples health and well-being. Bolster these services to help with pandemic recovery. |
| 19 | <p>Parking department has unilaterally decided not to consult on a Residents parking Zone in Tamworth Road based on a couple of hours of survey, in June 2021 when many businesses had not fully resumed and ignoring developers intention to 'considerately' (sic) park 40 to 60 vehicles on local residential streets despite only 20k of S106 money out of over £1.5 mill being allocated to an RPZ</p> |
| 20 | <p>Great service, quick to respond when I reported muddy slippy dangerous long section of pavement. Thank you.</p> |
| 21 | <p>You take money from Southern Maltings while spending on other centres. You refuse to repair Fanshawe Pool while spending millions in other towns. There are no EV charging points in your car parks in Ware, plenty in Hertford. Your parking people are predatory in car parks, but ignore traffic violations on roads. Can't wait for your abolition for a unitary authority.</p> |
| 22 | <p>I thought it was an absolute disgrace when the brown recycling bin collection became chargeable - you cannot take something away and then expect people to pay for it to retain the service. Furthermore, the charging of this is ridiculous and inflexible. Why not adopt a PAYG scheme or the opportunity</p> |

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

	to pay monthly ? Not everyone can afford £50 up front.
23	On the whole I think the council are doing a good job.
24	We need a New gym / swimming pool asap
25	Planning allows too many (not very affordable) homes without sufficient parking allocated leading to exacerbation of already chronic traffic problems getting through Hertford especially at rush 'hour' which runs from late afternoon through early evening. Developers allowed to make changes to agreed plans which leads me to believe the agreements were there as a sop to residents objections - not worth responding as nothing is done.
26	With the amount of properties being built in the town there doesn't seem to be enough infra-structure being provided to accommodate this. I have a neighbour that couldn't get her child into any school in Hertford and it is practically impossible to get a doctors appointment.
27	Please rethink food waste collection. Most of it must now go in the black bin. How is this good for the environment? Your planning enforcement team is very slow to respond and reluctant to take action. Please sort it out.
28	Planning search could be improved. Enforcement of parking in ACCESS ONLY areas is poor with always the argument 'Is it HCC or EHDC'?
29	There seems to be an increase in street rubbish and overflowing public bins.
30	Grange paddocks new leisure center car park is a joke. Not enough space for the amount of new people.
31	Bin collectors are efficient and helpful. The car parking wardens are helpful and cheery.
32	Planning service department is run ragged it is so busy it has had to cut some services offered. Please get more staff in to support the workload.
33	Maintenance of footpath, pavements and parks (public spaces in general) is poor if non existing. Lighting of footpaths is poor or non existing. Walking and cycling during the cooler months is often seen as too unsafe by too many people, increasing car usage. Public transport is limited, unreliable and expensive.

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

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| 34 | You seem to represent developer wishes and not the people of East Herts |
| 35 | Residents in villages should pay reduced rates, we have virtually no bus services, and can't access sports or art facilities in towns. We have no local library service nor arts yet we pay for those, which are only accessible by car . And council refusing to put e charging points in villages. Soon if petrol cars banned we will be totally isolated. But paying just as much council tax as town residents. And single people are discriminated against as we are charged 50% more per head than a couple are. So unfair and unjust. Parents with kids should pay more council tax , stop overcharging those of us on their own, who use little and produce little waste. Council should be encouraging local commerce and shopping facilities and prevent any commercial property being changed to residential use. Councils are responsible for dormitory state of some villages, reduce businesses rates! Tax large families!! |
| 36 | Planning not linking with licensing, planning state a time on decision notices for businesses to operate but then planning make no comment when the same business applies for an alcohol licence past the planning times. Even though planning are consulted as part of the licensing application. Its confusing for businesses. |
| 37 | You introduced no parking on bull plain Hertford, this is poorly enforced. Cars are often parked either side making it difficult for Folly Island residents to get through. You do not provide enough pink sacks for Folly Island residents waste, I really think it's about time we are given a bin to place our rubbish in, we are still having to place rubbish in bags outside our properties which get attacked by cats and foxes which results in food waste being all over the roads. Why is the residents parking in folly island not 24 hours (including Sundays)? On Sunday people who are not used to driving and parking in the tight roads end up hitting residents car's. This could be easily avoided by introducing 24 hour residents parking which should be enforced |
| 38 | My bin collection was missed last week despite putting the bin in the usual place at the boundary. Could have been a one off but I was very dissatisfied. I use the car park at grange paddocks leisure centre regularly at 10:30am on Thursdays for me and my daughter and since the new opening, have found there are not enough spaces. I am driving round like it's Christmas Eve at the supermarket every week and once the fields are complete there will be even more users. I am dissatisfied that parking was not a priority. It's all very well trying to be green, but you can't travel on a bike with a family. |
| 39 | I live on Southmill Road in Bishop's Stortford and would like the permit times to be extended to lo ger during the week and also for peak times over the weekend. Other than that, having moved from a London Borough I love living here and think East Herts give great value for money if they are only getting 10p out of the £1 |
| 40 | A lot of people raised valid concerns regarding the new Lea Wharf development and none of them were addressed. Parking services are a joke run by people who don't actually know Hertford town centre |
| 41 | Poor decision to charge for garden waste.
No provision for recycling or household waste disposal despite the increasing size of Buntingford, instead expecting residents to drive to Ware |

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

	Poor planning decisions, resulting in inadequate schooling numbers, doctors etc.
42	I like being able to see and comment on planning applications online.
43	Just problem with pot holes on various roads.
44	Your environmental health service and support for residents is very poor
45	It would be useful to have more published updates on progress with major initiatives in the District e.g. Hertford Theatre, it has been closed now for over 6 months and not a great deal seems to be happening on site, have there been delays? I am supposed to receive updates but nothing has arrived recently.
46	Bin collections - waste is left all over the roads and is down to the residents to clear up. Planning - ridiculous amount of new houses and lack of public services. East Herts should leverage their power to gain meaningful facilities through Section 106 agreements rather than accept the bare minimum and shutting facilities. We do not need any more balancing ponds, we need another high st, in the village development, another doctors, dentist etc. Simply to service all the extra people you have bought to the town through greedy development!
47	Street and other rubbish bins need more regular emptying.
48	Shocking service live in permit area but have blue badge almost a ticket from over zealous warden as winter screen mister up/ice and he wanted to issue a ticket as he couldn't see badge ?
49	There is an increase in antisocial behaviour particularly around play parks in Hertford. We have also been without a swimming pool for years now at Hartham as a result of works beginning the week after COVID restrictions were lifted.
50	Litter bins need emptying more often
51	Parking is terrible on my road, partly because we live next to a residents parking scheme that hardly anyone seems to use. We offered to pay so we could get a parking permit but we don't live on the correct street.

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

	Can't wait for Hertford Theatre to be open again! :)
52	<p>Flytipping is not being tackled systematically. It is a huge issue.</p> <p>Withdrawing food waste collection is a backward step for the planet.</p>
53	Not sure where street cleaning including street bins comes within this survey! I feel there is lack of such service within the Stanstead Abbots Village. Bins constantly overflowing, which we know is largely due to the boating community who have limited facilities. Why not remove high street bins to encourage people to take their rubbish home or use recycling facilities?
54	Lived in my home for 28 year. Seen the road swept once. Drains need clearing out to prevent flooding in areas prone to flooding. More gritting on busy rural roads
55	Information is knowledge, great to see and hear more of what your doing
56	Generally very slow at everything
57	Rubbish bins have been taken away from Stanstead Abbots both in the high street and along the river. The few remaining ones get filled up too fast and spill over in the street. It is a disgusting mess all spring and summer. The large Amwell roundabout has the most ridiculous road markings to force traffic to use use it differently but it has made the problems worse. This roundabout needs traffic lights. Stopping the brown bin collection in this way has led to difficulties. If it was too expensive, try once a month rather than once a fortnight. There has been no moves to collect the unwanted brown bins months after collection stopped.
58	<p>I think the policy decision to start charging for green waste removal was a very poor choice. For those of us with a need for green waste but with limited disposable income, we're now forced to feel guilty about putting everything in landfill. More innovation required on balancing your books I think. I'd be happy to make some suggestions.</p> <p>Also, please can you try a little harder to encourage a more consistent approach to recycling, especially plastics? The advice is unclear and standalone, so us residents are confused about what exactly can go in and what needs to stay out. Again, I'd be happy to work with you to develop this from a citizen's perspective.</p>
59	No waste food collection, worst council in the country for green belt destruction

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

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| 60 | Green spaces: too much emphasis on 'tidiness' and nowhere near enough on biodiversity and the environmental benefits of vegetation. Planning: consultations are just box ticking exercises and green washing without listening to public opinion or what is necessary to combat climate change and biodiversity loss. Any housing should prioritise social housing and not line developers pockets. |
| 61 | East Herts feels like a quiet council - would be good to see more initiatives |
| 62 | The only visible services we see you providing are bin collections - which have been late / missing ever since we had to start paying for the brown bins which is certainly not value for money and car parks where the card machines aren't working properly half the time. It's been a long time since I've seen anyone maintaining/emptying bins in the parks (and we use them daily) and the people cutting grass verges are ridiculous - can't we cut the budget by letting the grass grow a little longer before reducing the daisy's and dandelions to patches of mud - come on, we're in a climate emergency we need all the plants we can get! |
| 63 | I have always found East Herts Council very helpful when dealing with queries and any issues and reporting any problems the response is usually very quick and problems resolved quickly.
Your bin men are great too so pass on my thanks. |
| 64 | You do the best you can with limited funds. |
| 65 | We live in a cul de sac & my neighbours said they don't salt the roads here Cm234px (we moved here in January) |
| 66 | Weed spraying and the mowing of grass alongside roads and around roundabouts, if this comes within your remit, is appalling. Apart from the refuse collection and street lighting I am not satisfied with our level of service. |
| 67 | I live in Stanstead Abbots and the council is meant to empty the bins and sweep the paths . This is not being done to any kind of acceptable standard . Dirty high street and overflowing bins |
| 68 | You just wave planning applications through and are destroying east Herts when will you stop! |
| 69 | Road/pavement cleaning pretty poor in Stanstead Abbots, particularly in Autumn when leaves fall |

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

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| 70 | Enforcement of basic double yellow lines is non existent. Bin collection is in frequent and whilst most collections are very good you can tell some people can't be bothered as they just chuck bins around which is a struggle for those who have disabilities. |
| 71 | I live in Stanstead abbotts on the high street and regularly have to contact the council as litter bins are not emptied frequently enough and the high st is deep in litter and rubbish particularly in the summer when people visit to use river and walks |
| 72 | Would like more transparency - money used more efficiently. |
| 73 | Cleanliness & emptying bins in stanstead abbotts not happening village not being regularly cleaned |
| 74 | Our village (Stanstead Abbots) high Street Looks a mess. Broken railing by the traffic lights not repairs in almost two years. Rubbish on the street (although they are supposed to be swept several times a week, I have yet to actually see someone do it), rubbish bins overflowing regularly |
| 75 | I think high street bins could be emptied more regularly in the towns and villages.
I think waste collection including the green bin service are good!
I think there's too much fly tipping and it'd be nice to see more action taken to clean it up and stop it happening.
Planning permission department are very hard to contact for simple "free" advice on what types of works need permissions (from the perspective of living in a g2 listed property)
There are a lot of local businesses in the village so if these are supported by EHC then I think that's great |
| 76 | Planning - 2 weeks to get a phone appointment to ask a single question, appalling. Leisure facilities - swimming pools are very expensive so I'm not clear how you 'fund' them. Open spaces- you don't bother to cut trees on my road or clear leaves and gutters and leave residents to do it. |
| 77 | New homes building approval and management has been in my view poor. |
| 78 | Two major issues:
(1) failure to regularly empty waste and dog bins (although same may be Parish Council); and
(2) failure to weed treat kerbs/pavements on estate roads. Many have considerable growth and look very unsightly |
| 79 | see previous entry |

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

80	Very disappointed by the unexplained delays in re-opening Hartham LC and specifically the pool. There seems to be a view in the ruling party that EHDC should not have to be accountable to council tax payers.
81	I believe there would not be a huge cost involved in painting demarcation lines on driveways to ensure safety of motorists and pedestrians on Cambridge Road.
82	Fix the pot holes in the road in Stortford by Jackson Square Parking. Sort out traffic flow out of JS Parking.
83	Overall very satisfied with services offered
84	Generally satisfied with services but it would be nice if you banned and enforced parking on footpaths and installed double yellow lines on junctions on more residential roads
85	The Councils Development Management process is not fit for purpose. There is an overall lack of focus on customers; lack of communication and customer care, and severe delays that has caused substantial financial losses to local businesses and residents alike. Harm is also being caused to the environment because of these delays. The system needs overhauling urgently.
86	Some of the street cleansing leaves something to be desired. I regularly have to complain about overflowing bins, especially by the riverside in Ware. Why are they not on a rota, or even replaced by BIGGER bins.
87	Very pleased that through these last 2 years with covid the wheelie bins have been emptied on time with no collections missed I commend the council and workers for this. Well done!
88	Planning appears to be a shambles, have had a application for planning permission since June and we are still waiting, have not had a e-mail or phone call informing us at which stage our application has reached. Paying for emptying Brown Bins, all this has done I would imagine is increase the waste going to land fill.
89	An underpass ref:401002288386, 401001909642, 401002402299 has been flooded for 18 months and despite reminders and emails it has still not been sorted. So some of the services provided are not satisfactory.

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

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| 90 | Planning, too many flats without adequate parking. Our county town is a disgrace, too many weeds growing through barriers, on and around fences and paths, the whole area looks run down. |
| 91 | My planning application was quickly and professionally dealt with |
| 92 | Always a problem when a council is almost a one party state - whatever the political colour. A strong opposition is necessary to ensure accountability |
| 93 | Bus service is poor from Thorley. No direct bus to Stansted or Harlow. |
| 94 | The planning department is a joke , they just don't listen to the people living in the affected areas. |
| 95 | I think you do your best in difficult circumstances, on the whole. |
| 96 | I don't have an especial understanding that any particular service I am using might be provided by EHC. When I am benefiting from such a service (whether with or without knowing it), I generally won't have an opinion as to its quality - it is just that - a service. Perhaps more awareness is needed on my part! |
| 97 | Council tax should be calculated on individuals earnings why should two retired people pay as much as four working people living in a similar property. Planning sort should be on an individual basis with planning officers in attendance where necessary to make informed decisions and not read from a script. |
| 98 | Recycling services have gone backwards. t |
| 99 | Parks and open Spaces NEED MORE WASTE BINS. More Action in Parking Scheme Areas to Stop Driving School Cars Parking Across Peoples Drives and Parking in Scheme Areas in General by People who ignore the Signs. Speed Enforcement in these and other Areas is VERY LAX. The Humps in Rye Street B/S should be RIGHT ACROSS THE ROAD TO STOP LARGE CARS AND LORRIES IGNORING THEM WHILE SMALL CAR OWNERS HAVING THEIR VEHICLES DAMAGED BECAUSE OF THEIR SMALL WHEELBASE SUFFERING RIPPED TYRES / BUCKLED WHEEL RIMS / BROKEN SPRINGS AND SHOCK ABSORBERS DESTROYED BY THE BROKEN EDGES OF PARTIAL HUMPS MY COSTS ARE APPROACHING [£3K] SINCE THEIR INTRODUCTION.;; YOU WOULD SAVE MONEY BY GOING STRAIGHT ACROSS ON MAINTAINANCE AND COMPLAINTS BECAUSE TOTAL COVERAGE WOULD ELIMINATE THIS. |

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

100	The company that deal with the waste service seem to be ridiculous i hear the staff are very unhappy
101	Commented on Tamworth Road Re-Development but it was a complete waste of time. The Government has laid down a set of rules and, as long as the application is within the rules, then nothing else matters or is taken into account. Local consultation is a con.
102	Flytipping and litter isn't dealt with effectively, it ruins our country roads and footpaths. Also bins are not emptied along the high street (Stanstead Abbotts) regularly enough and are often overflowing as a result. The same goes for litter picking and street sweeping, sometimes the same piece of litter remains on the street for weeks!
103	Need to keep road works more up to date. A road near us was recently re-tarmaced after probably more than 2 years in the waiting, and the Disabled parking box has still to be repainted in.
104	Charging extra to use the parking app vs ydibg cash is madness. Other councils do not.
105	Parks: I'd like to see a lot more focus on biodiversity and natural spaces, rather than formal parks. Planning: the EH dept does not appear to have the staff and expertise to deal with the fog of misinformation presented by large developers. I know EH planning is not to blame here - it is just far too under-resourced.
106	Lack of enough genuine engagement with rresidents. Poor approach to planning, insufficient good staff not gough enough on developers..
107	Very difficult to understand the difference between East Herts and the County Council
108	There are never EO patrols in residential areas always in town centre where the EOs pair up! If you contact EHDC you are treated like a fly to be swotted away as soon as possible!
109	I think stopping recycling of food waste was a very bad decision, particularly when garden waste still gets recycled in the same way as before, so why can't those who use the garden waste facility still be encouraged to add their food waste? Most people do not have room for compost facilities and now food waste goes directly to landfill, how can this be accepted by the Council?
110	I'm generally happy, but disappointed in the brown bin service now being chargeable and the sub contracted company has not done a good job. I asked for the sticker for a housing association bin to be sent to my address and only by chance discovered it had been delivered to a resident who had thrown

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

	it away.
111	<p>The council is not doing enough to combat climate change and it is putting money before it's environmental obligations.</p> <p>Firstly there needs to be more parking in council run car parks that has chargers for electric cars. I'm thinking particularly of Bishops Stortford. Those spaces should be for electric car drivers only with parking penalties for anyone else using them. It's easy revenue for the council.</p> <p>Secondly, the change of the successfully run brown bin scheme for both food and garden waste to a chargeable garden waste system is disgraceful. This is not because of the charge, but because of the lack of provision of a separate food waste service now. Telling even the people that pay for the brown bin to put their food waste in to the black bins again, even though it can still be collected alongside garden waste and composted in the same way as it always was, is criminal. We know that this is because you can't officially tell them they can still recycle food waste in there, because you then can't legally charge for the garden waste. EHDC knows the cost to the environment, hasn't listened to the consultation where people even said they would now fly tip their garden waste, but has pressed ahead regardless. Saying you hope to bring in a separate food waste collection sometime in 2023 (when the government says all councils must provide one) is simply not good enough. Yes other local councils charge for garden waste collections, but those same councils also provide separate food waste collections. 2023 is not good enough, everyone in East Herts produces food waste and it could be making you money like it does other councils by turning it into biofuel instead of rotting in landfill and causing one of the worst greenhouse gasses - methane. As Boris Johnson told the worlds leaders at COP26 "Humanity has long since run down the clock on climate change. It's one minute to midnight on that doomsday clock and we need to act now." You are a Conservative Council, this is what our Conservative Prime Minister is telling the world, yet EHDC instead of prioritising the environment at a time we all have to do much more, has taken a huge step backwards.</p>
112	There never seems to be drain clearance on the main roads, a problem in some areas when we have heavy rains. This would held to eliminate a lot of problems in some areas.
113	Please don't use surveys with leading questions that give you the answer you want e.g. the recent one on the continued use of the planters in Fore Street
114	Poor service by the planning department not supporting tax paying residents from inappropriate home improvements even after action paid for.
115	<p>Parking charges for open spaces (no not happy) gas works cadent (not happy)</p> <p>Amount of new build houses being put up (not happy) pot holes in roads (not happy) poorly lit streets (not happy) I'd love to come and speak to some of you regarding several issues and offer solutions</p>
116	I think that pot holes in the roads need attention before they are allowed to get too big

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

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| 117 | The contractors are not doing their job satisfactory, grass is left in a mess, litter bins not emptied regularly, where are the inspectors, they should be chancing the contractors to make sure their work is done properly. Weeds not removed around footpaths and verges, Hertford is looking like a third world town. |
| 118 | There is no enforcement of conservation areas. When was the last time anyone checked on the large number of satellite dishes on the front faces in these areas. Start with Port Vale for a start. There is around 20 there. |
| 119 | Dropping food collection from brown bins is awful in the summer, with food waste only collected fortnightly. |
| 120 | Refuse collection is excellent wish all depts were as good |
| 121 | The recent road retarmacing was excellent. Very efficiently delivered at night. Easy to understand announcements about it. Big improvement on the old surface and was much needed. |
| 122 | The developments in Sawbridgeworth are causing big problems for the local residents. How some of these developments got planning permission, lord only knows. They have been foisted on us and beginning to have families move into them but the school expansion to enable children who have moved into the local area has not started. Why was this not a provision to be in place early so that school places were available.
I could go on and on about what I feel about these developments getting planning permission but there is plenty of information about how local people feel in the public domain already an no one in East Herts take any notice so what is the point. |
| 123 | Planning process for the so called "Gresley Park" development was inherently flawed, and already the developer is effectively removing bridle paths in the area from use by equestrians by planning to reduce their width and run access roads for earth movers right next to them. Ever tried to control a horse being ridden next to a backhoe? I wouldn't recommend it. The bund has also been marked for destruction along 30% of it's length, which was not in the planning proposal. The whole project was based on an outdated and overinflated forecast for housing needs in East Herts, and will lead to overburdening of services in Stevenage (not East Herts) thereby making it neatly "Somebody Else's Problem". |
| 124 | Hartham Pool has been closed for too long. |
| 125 | I would like to mention the dust men. I think they do an excellent job. |
| 126 | All I use is the bin collection service which is excellent |

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

127	it always comes across to me that as a council tax payer we never get value for money and that the council has no one to answer too, every year our council tax goes up but the service is less, then to top it all we have to pay extra to have our brown bins emptied. as for the planning in east herts its a joke having objected to a small development in our road a few years ago ,it got turned down on first application when back few months later in hear second one,it was done deal ,waste of time turning up
128	Recycling collection staff are amazing, they have done a great job this year. More money could be spent on leisure in Buntingford
129	With friends that have contact with Heritage all 3 couples have gone through hell they are very hard to get hold off and take forever to make a decision. Which l'm does not make any sense whatsoever
130	Feels like Hertford loses out to the rest of the district while the district seems to give carte blanche to new developments like Blakemore Manor, Gilston, NE Ware and Birchall village

answered	130
skipped	72