

The Community Survey was sent by post to 4,000 randomly selected households across the District in autumn 2018. It assesses residents' views on Council services and life locally.

The weighted data is broadly representative of the population of St Albans District as a whole. The survey is commissioned from Opinion Research Services (ORS), an independent market research company. It is conducted every 2 to 3 years. The last survey was undertaken in 2015.

The survey in 2018 was carried out between the week beginning 12 October and 7 December. 1,326 responses were received.

A. Previous National Indicators

	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	Higher or lower than 2015?
NI1 - % of people who believe people from different backgrounds get on well together in their local area	Higher	85.3%	81.4%	86.8%	88.2%	87.3%	Lower
NI2 - % of people feel that they belong to their local area/ neighbourhood	Higher	60.0%	66.7%	73.9%	75.0%	77.2%	Higher
NI5 – Overall/ general satisfaction with local area	Higher	90.3%	90.1%	93.6%	90.5%	90.1%	Lower
NI6 – Participation in regular volunteering	Higher	29.4%	31.8%	26.4%	21.8%	30.2%	Higher
NI41 – Perceptions of drunk or rowdy behaviour as a problem	Lower	18.7%	19.1%	14.8%	12.7%	16.5%	Higher
NI42 – Perceptions of drug use or drug dealing as a problem	Lower	15.6%	14.6%	11.8%	14.5%	26.2%	Higher
NI119 – Self-reported measure of people's overall health and wellbeing	Higher	84.0%	84.5%	85.4%	86.0%	83.4%	Lower

In Tables B to G below, coloured shading is used to highlight any *statistically significant* differences between the 2015 and 2018 results (where green indicates a positive change, and red indicates a negative change). Statistical significance is at a 95% level of confidence. Note: Where there are similarities in percentage point change, but dissimilarities in whether that change is statistically significant (and therefore in a coloured box), may be explained by reference to the sample size, rounding (i.e. the difference could be 3.500 or 4.499 but rounded to 4%) as well as the size of the confidence interval. Also, some of the numbers in the tables below do not add up due to rounding.

B. Satisfaction with local area

Percentage of residents	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
Satisfied with your local area as a place to live	Higher	90%	90%	94% ¹	90%	90%	-
Satisfied with the way that St Albans City and District Council runs things	Higher	42%	54%	70%	71%	66%	-5%
Agree St Albans City and District Council provide Value for Money	Higher	29%	37%	42%	46%	38%	-8%
Who feel they very and fairly strongly belong to their local area	Higher	60%	67%	74% ²	75%	77%	+2%

¹ A 'Don't Know' response option was added to question in 2012. ² 2008 and 2010/11 referred to 'immediate neighbourhood'. ³ A 'Don't Know' response option was added to question in 2012.

C. Your Local Public Services

Percentage of residents very or fairly <u>satisfied</u> with the following services run by the district council	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
Keeping public land clear of litter and refuse	Higher	60%	72%	72%	69%	61%	-8%
Refuse collection	Higher	74%	78%	78%	81%	82%	+1%
Doorstep recycling	Higher	72%	75%	76%	79%	79%	-
Sport/leisure facilities	Higher	43%	48%	53%	66%	60%	-6%
Museum / galleries	Higher	54%	55%	60%	54%	63%	+10%
Theatres/concert halls	Higher	53%	55%	61%	59%	59%	-
Parks and open spaces	Higher	86%	90%	91%	88%	87%	-1%

Percentage of residents very or fairly <u>satisfied</u> with the following services run by the district council	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
Street Markets	Higher	Not asked	82%	81%	83%	84%	+1%
Planning and building control	Higher	Not asked	28%	27%	31%	29%	-2%
Housing services	Higher	Not asked	26%	29%	34%	24%	-9%
Parking	Higher	Not asked	41%	28%	41%	36%	-4%
Events and festivals	Higher	Not asked	57%	59%	63%	67%	+4%

D. Information

Percentage of residents who feel very or fairly well informed	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
About the services and benefits the Council provides	Higher	Not Asked	Not Asked	67%	73%	69%	-4%
On how and where to register to vote	Higher	96%	96%	94%	96%	97%	-
On how Council Tax is spent	Higher	66%	68%	67%	69%	73%	+3%
On how they can get involved in local decision making	Higher	32%	32%	31%	37%	46%	+10%
On how well local public services are performing	Higher	32%	34%	37%	38%	43%	+5%
On how to complain about local public services	Higher	33%	36%	35%	40%	42%	+2%

Percentage of residents who...	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
In the past year, have seen a copy of Community News	Higher	Not Asked	54%	75%	80%	79%	-1%
Read all or most of Community News (if seen a copy)	Higher	Not Asked	49%	62%	56%	54%	-2%

E. Helping out and getting involved

Percentage of residents	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
Over the last 12 months, have given unpaid help at least once a month	Higher	29%	32%	26%	22%	30%	+8%

F. Respect and consideration

Percentage of residents	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
Agree that the local area is a place where people from different backgrounds get on well together	Higher	85%	82%	87% ⁵	88%	87%	-1%

⁵ Question options have changed (removal of “too few people in local area”)

G. Community Safety

Percentage of residents who say is <u>not</u> a problem	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
Noisy neighbours or loud parties is not a problem	Higher	93%	91%	92%	94%	90%	-4%
Rubbish or litter lying around is not a problem	Higher	70%	72%	79%	76%	61%	-15%
Vandalism, graffiti and other deliberate damage to property or vehicles is not a problem	Higher	80%	85%	88%	92%	81%	-11%
People using or dealing drugs is not a problem	Higher	84%	85%	88%	86%	74%	-12%
People being drunk or rowdy in public places is not a problem	Higher	81%	81%	85%	87%	83%	-4%
Abandoned or burnt out cars is not a problem	Higher	95%	95%	98%	98%	97%	-1%

Percentage of residents that	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
Agree that the Police and other local public services are successfully dealing with these issues in their local area	Higher	37%	58%	80% ⁷	76%	68%	-8%

⁷ Using valid responses only. The option to 'Neither agree or disagree' was removed from the question in 2012, after being included in 2010/11 and 2008. 21% of residents selected 'Don't know' in 2015, compared to 24% in 2012 and just 10% in 2010/11.