



St Albans City and District Council Community Survey 2015



Opinion Research Services

February 2016



St Albans City and District Council Community Survey 2015



Final Report by Opinion Research Services

Opinion Research Services

The Strand • Swansea • SA1 1AF
01792 535300 | www.ors.org.uk | info@ors.org.uk

As with all our studies, findings from this survey are subject to Opinion Research Services' Standard Terms and Conditions of Contract.

Any press release or publication of the findings of this survey requires the advance approval of ORS. Such approval will only be refused on the grounds of inaccuracy or misrepresentation

This study was conducted in accordance with ISO 20252:2012

© Copyright February 2016

Contents

Project Overview	5
The Survey	5
Survey Response.....	5
Weighting the Data.....	6
Interpretation of the Data	9
Acknowledgements	9
Main Conclusions and Recommendations.....	10
Areas of high performance.....	10
Areas for consideration	10
Executive Summary	11
Summary of Main Findings	11
Satisfaction with Local Area and St Albans City and District Council	11
Your Local Public Services.....	11
Contact with the Council	12
Helping Out and Getting Involved	13
Respect and Consideration.....	13
Community Safety	13
About You	14
Satisfaction with Local Area	15
Your Local Public Services	26
Information.....	30
Helping Out and Getting Involved.....	44
Respect and Consideration	48
Community Safety	51
About You	61
List of Tables and Figures.....	64
Tables.....	64
Figures.....	65

The ORS Project Team

Project management and reporting

Angus Campbell

Alys Thomas

Anna Shakeshaft

Fieldwork management

Leanne Hurlow

Data analysis

Richard Harris

Joe Marchant

Timothy Driscoll

Matjaž Bone

1. Project Overview

The Survey

- 1.1 Opinion Research Services (ORS) was commissioned by St Albans City and District Council to undertake their 2015 Community Survey, using a postal methodology. Recipients of the postal survey were also given the option to complete the survey online.
- 1.2 The survey captures residents' general views and perceptions towards the Council and the services it provides, and is used to explore changes in these opinions over time.
- 1.3 The survey was designed to repeat some key questions from the national Place Survey of 2008, as well as the 2010/11 and 2012 Community Surveys (which were also designed and analysed by ORS).
- 1.4 The survey contained questions on the following topics:
 - About Your Area
 - Your Local Public Services
 - Information
 - Local Decision Making
 - Helping Out and Getting Involved
 - Respect and Consideration
 - Community Safety
- 1.5 In 2010, the National Indicators as set by the Secretary of State were abolished. This allowed councils to make individual decisions on how to gain perception information from their residents. For the purpose of longitudinal analysis some of the National Indicators remain, but the research also explores other aspects of living in the district which are particularly relevant to St Albans City and District Council.
- 1.6 Any changes to the questionnaire since 2012, 2010/11 and 2008 which may affect the comparability are also highlighted.

Survey Response

- 1.7 4,000 questionnaires were sent out by post the week commencing 19th October 2015, with one reminder sent to non-responders. The cut-off date for returned questionnaires was 4th December 2015. 16 were returned as failed mail and 1,314 were returned complete. Of these, 1,262 were returned by post and a further 52 were fully or partially completed online, yielding a response rate of 33%.

Table 1: National Indicators collected as part of the survey

	National Indicator	Higher or Lower Score better?	2008 Score	2010/11 Score	2012 Score	2015 Score	Improvement since 2008?	Improvement since 2010/11?	Improvement since 2012?
NI 1	% of people who believe people from different backgrounds get on well together in their local area ¹	Higher	85.3	81.4	86.8	88.2	Yes	Yes	Yes
NI 2	% of people who feel that they belong to their local area/neighbourhood ²	Higher	60.0	66.7	73.9	75.0	Yes	Yes	Yes
NI 3	Civic participation in the local area	Higher	15.5	16.2	14.0	10.3	No	No	No
NI 5	Overall/general satisfaction with local area	Higher	90.3	90.1	93.6	90.5	Yes	Yes	No
NI 6	Participation in regular volunteering	Higher	29.4	31.8	26.4	21.8	No	No	No
NI 17	Perceptions of anti-social behaviour	Lower	10.1	11.1	4.8	4.8	Yes	Yes	No
NI 41	Perceptions of drunk or rowdy behaviour as a problem	Lower	18.7	19.1	14.8	12.7	Yes	Yes	Yes
NI 42	Perceptions of drug use or drug dealing as a problem	Lower	15.6	14.6	11.8	14.5	Yes	Yes	No
NI 119	Self-reported measure of people's overall health and wellbeing	Higher	84.0	84.5	85.4	86.0	Yes	Yes	Yes

Weighting the Data

- ^{1.8} 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. Although a random sample of addresses was selected, different types of people in different places may have been more or less likely to take part.
- ^{1.9} 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 St Albans. Weights were then assigned by comparing the sample proportions for particular groups with known population characteristics from other sources for the same groups. Each observation was then multiplied by its weight to ensure that the weighted sample conformed to the known population characteristics.

¹ When answering this question in 2010/11 and 2008, residents had the opportunity to state that there were *too few people in the local area*, or that local people were *all from the same background*, whereas these options were removed from the questionnaire in 2012. Neither of these response options were treated as valid in calculating levels of agreement or disagreement in 2010/11 and 2008; nonetheless caution should be exercised when drawing comparisons between these results.

² In 2010/11 and 2008, residents were asked how strongly they felt they belonged to their 'immediate neighbourhood' rather than their 'local area'.

- 1.10 In this case, the data was compared against Census 2011 population data and Mid-year Population Estimates. The returned sample was weighted by working status, tenure, ethnicity and disability using Census 2011 data and by age and gender interlocked using Mid-year Population Estimates.
- 1.11 The weighted data should, therefore, be broadly representative of the population of St Albans 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’.
- 1.12 The tables on the following pages show the profile characteristics of respondents to the survey. Any value denoted by a * represents a percentage which is less than 1%.

Table 2: Gender - All Residents

Gender	Unweighted Count	Unweighted Valid %	Weighted Valid %
Male	577	45	46
Female	697	55	54
Not known	40	-	-
TOTAL	1,314	100	100

Table 3: Age - All Residents

Age	Unweighted Count	Unweighted Valid %	Weighted Valid %
Aged 18 to 34	102	8	20
Aged 35 to 44	229	18	24
Aged 45 to 54	262	20	22
Aged 55 to 64	245	19	15
Aged 65 to 74	224	17	10
Aged 75+	222	17	9
Not known	30	-	-
TOTAL	1,314	100	100

Table 4: Ethnic Origin - All Residents

Ethnic Group	Unweighted Count	Unweighted Valid %	Weighted Valid %
White	1,198	95	91
Non-white	64	5	9
Not known	52	-	-
TOTAL	1,314	100	100

Table 5: Long-standing illness/Disability - All Residents

Long-standing illness/Disability	Unweighted Count	Unweighted Valid %	Weighted Valid %
Long-standing illness/disability	292	33	15
No illness/disability	982	77	85
Not known	40	-	-
TOTAL	1,314	100	100

Table 6: Household Type - All Residents

Household Type	Unweighted Count	Unweighted Valid %	Weighted Valid %
With children	376	30	40
Without children	880	70	60
Not known	58	-	-
TOTAL	1,314	100	100

Table 7: Working Status - All Residents

Working Status	Unweighted Count	Unweighted Valid %	Weighted Valid %
Working	714	56	66
Retired	449	35	19
Otherwise not working	113	9	15
Not known	38	-	-
TOTAL	1,314	100	100

Table 8: Tenure - All Residents

Tenure	Unweighted Count	Unweighted Valid %	Weighted Valid %
Owned	1095	86	78
Rented	182	14	22
Not known	37	-	-
TOTAL	1,314	100	100

Interpretation of the Data

- 1.13 Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers.
- 1.14 In some cases figures of 2% or below have been excluded from graphs to ensure they are easy to read.
- 1.15 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 shades represent neither positive nor negative responses
 - Red shades represent negative responses
 - The bolder shades are used to highlight responses at the ‘extremes’, for example, very satisfied or very dissatisfied.
- 1.16 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’). Statistical significance is at a 95% level of confidence.

Comparisons

- 1.17 Where appropriate the results of this survey have been compared with results from the previous 2012 and 2010/11 Community Surveys and the 2008 National Place Survey. It should be noted that while many of the results are largely comparable, differences in question wording and sample sizes may have an impact on comparability.
- 1.18 Changes to the questionnaire design in 2015 which affect comparability with the earlier surveys are indicated in footnotes and the main text.

Acknowledgements

- 1.19 ORS would like to thank Maria Cutler at St Albans City and District Council for her help and assistance. We would also like to thank the 1,314 people who took part in the survey, without whose valuable input the research would not have been possible.

Main Conclusions and Recommendations

1.20 Some positive indicators have been outlined below as well as areas for consideration. Please bear in mind that these comparisons are an arbitrary indication of performance.

Areas of high performance

- 1.21 St Albans residents express high satisfaction with both *their local area as a place to live* and *their home as a place to live*. 9 in 10 residents (90%) are satisfied *with their local area as a place to live*, of which over two fifths (43%) say that they are very satisfied. Only 5% said that they are dissatisfied with *their local area as a place to live*. More than 9 in 10 residents (92%) are satisfied *with their home as a place to live*, while just 4% are dissatisfied.
- 1.22 Levels of satisfaction with many of the public services listed in the survey have increased. Notably, satisfaction with *leisure facilities* and *parking* increased significantly, both by 13% points since 2012. Satisfaction with *parking* had previously decreased significantly in 2012 compared to 2010/11.
- 1.23 There have been improvements in how well informed residents feel with various aspects of the Council. The proportion of residents who feel well informed about the services and benefits St Albans City and District Council provides significantly increased in 2015 (73%) compared to 2012 (67%). In addition, the proportion of residents who said they feel well informed about how to *get involved in local decision making* and *how to complain about public services* has also increased significantly since 2012.
- 1.24 The proportion of residents that agree that St Albans City and District Council *provides good value for money* (46%) has increased with each consecutive survey, and there has been a significant increase in the level of agreement since 2012 (42%).
- 1.25 The proportions of residents who feel that various types of anti-social behaviour represent a big problem in their local area are lower than in 2010/11 and 2008. There have been no significant increases in the proportion of residents saying any element of anti-social behaviour is a big problem since 2012, and the proportion of residents saying that *vandalism, graffiti and other deliberate damage to property or vehicles* is a big problem in their local area has significantly decreased since 2012.

Areas for consideration

- 1.26 Despite high levels of satisfaction expressed by residents with *their local area as a place to live*, the proportion who said they were satisfied significantly decreased in 2015 compared to 2012.
- 1.27 Regarding residents' experience when making a complaint, agreement that *staff were helpful and polite* significantly decreased by 10 percentage points compared to 2012, and more than a third (35%) of residents disagreed that they were *treated fairly* when making a complaint.
- 1.28 Although a higher proportion of residents said they had seen 'Community News' in 2015 compared to 2012, and despite generally positive feedback on the publication, the proportion of residents who said they read all or most of the publication significantly decreased from 62% in 2012 to 56% in 2015.
- 1.29 The proportion of residents who disagree that the police are successfully dealing with the anti-social behaviour issues listed in the survey significantly increased in 2015 compared to 2012.

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.

Satisfaction with Local Area and St Albans City and District Council

^{2.2} 9 in 10 residents (90%) are satisfied *with their local area as a place to live*, of which over two fifths (43%) say that they are very satisfied. Only 5% said that they are dissatisfied with their local area as a place to live.

^{2.3} Regarding Council performance, more than 7 in 10 (71%) residents are satisfied *with the way St Albans City and District Council runs things*,³ and almost half (46%) of residents agree that St Albans City and District Council *provides value for money*. Only 1 in 10 (10%) are dissatisfied *with the way the Council runs things* and less than a fifth disagree (18%) that the Council *provides value for money*.

^{2.4} Three quarters (75%) of residents say that they feel they belong either very strongly or fairly strongly to their local area.⁴

^{2.5} More than 9 in 10 residents (92%) are satisfied *with their home as a place to live*, while just 4% are dissatisfied.⁵

Your Local Public Services

^{2.6} The public services that are used most frequently⁶ by residents include *refuse collection*, *doorstep recycling* and *parking*. These services were used at least once a month by four fifths of residents or more. Those used least frequently are *planning and building control*, *museums/galleries* and *theatres/concert halls*, which were all used by fewer than 1 in 10 residents.

^{2.7} The public services with which residents are most satisfied are *parks and open spaces* (88%), *street markets* (83%) and *refuse collection* (81%). Excluding *tips/household waste recycling centres*, which was

³ The preamble to this question was slightly altered in 2015 to inform residents of a wider range of services provided by St Albans City and District Council. Consequently, results for 2015 should be viewed with caution when compared to results from previous years when residents were not informed of these services.

⁴ In 2010/11 and 2008, residents were asked how strongly they felt they belonged to their 'immediate neighbourhood' rather than their 'local area'.

⁵ In 2012 a response option 'don't know' was added to this question (see note 2 above) although the proportion of residents who selected this answer was negligible in 2012 and was not chosen by any residents in 2015.

⁶ Based on the proportion of residents who use the service at least once a month

removed as an option in the 2015 survey, these were also the top three public services in 2012 and 2010/11 in terms of satisfaction levels.

- 2.8 *Planning and building control* (31%), *housing services* (34%) and *parking* (41%) received the lowest levels of resident satisfaction.
- 2.9 As in 2012, *parking* attracted the highest level of *dissatisfaction* (33%). However, *satisfaction* with *parking* has increased significantly since 2012 from a low of 28%.

Contact with the Council

- 2.10 Almost three quarters (73%) of residents agree that they are kept either *fairly* or *very well informed* by St Albans City and District Council about the services and benefits it provides. However, over a quarter (27%) feel either *not very well informed* or *not well informed at all*.
- 2.11 The majority of residents reported that they feel well informed about *how and where to register to vote* (96%) and about *how their council tax is spent* (69%). Less than half of residents feel well informed about *how to complain about local public services* (40%), *the standard of service they should expect from local public services* (39%), *how well local public services are performing* (38%), and *how to get involved in local decision making* (37%).
- 2.12 Over two thirds (69%) of residents had contacted the Council in the previous 12 months for any reason. The most common methods of contact included *by telephone* (27%), and by *visiting the website* (25%).
- 2.13 Around three quarters (74%) of residents were satisfied with the final outcome of the contact they had with the Council. Residents who contacted the Council in person were significantly more likely to be satisfied with the outcome of their contact with the Council, whereas residents who contacted the Council by email were significantly more likely to be dissatisfied.
- 2.14 Regarding information requests and activities undertaken with members of the public, the majority of residents prefer to undertake these activities with the Council *online*. The only activity where this was not the case was when reporting a *missed refuse/recycling collection*, where almost half (46%) of residents stated that they preferred to report this *by telephone*, compared to 35% *online*.
- 2.15 Similarly to 2012, just over 1 in 10 residents (12%) had *made a complaint to the Council about a service it provides* in the last year. 7 in 10 (70%) agree that staff were *helpful* and *polite* when they made their complaint. More than three fifths (65%) agree that they were *treated fairly*, although more than a third (35%) disagree.
- 2.16 Four fifths (80%) of residents had seen a copy of 'Community News' (St Albans City and District Council's quarterly eight page publication for residents, which is delivered to households in the District and viewable online at www.stalbans.gov.uk/communitynews) in the past year, compared with 75% in 2012. Nearly all (99%) residents who had seen a copy of Community News had at least *glanced at the information*, and over half (56%) had read either *all* or *most* of it. However, the proportion who said they read *all* or *most* of the publication has significantly decreased since 2012 (62%).
- 2.17 When residents who had at least glanced at the information were asked about various aspects of the publication, the majority of residents expressed positive opinions of the publication. Almost all agreed that *the information was easy to understand* (99%) and that *the articles were clearly written* (98%),

while around 9 in 10 agreed that *the publication was informative* (94%) and *that there is a good variety of articles* (87%). Around four fifths (82%) agreed that *the publication has an appealing design and style*.

- 2.18 However, more than a quarter (28%) disagreed that *the articles are relevant to me*, and a similar proportion (27%) agreed that *the publication is boring*.

Helping Out and Getting Involved

- 2.19 Almost three fifths (58%) of residents had *not given any unpaid help* to any voluntary group(s), club(s) or organisation(s) during the 12 months prior to the survey. This proportion has significantly increased since 2012 where 52% of residents reported that they had not given any unpaid help.
- 2.20 However, over a fifth (22%) did give help *at least once a month*. Consistent with 2012, a further 10% had given unpaid help *as an individual only and not through group(s), club(s) or organisation(s)*.
- 2.21 In the previous 12 months, between 0.9% and 3.7% of residents had *been a local councillor (for the local authority, town or parish)*, or had been a member of a *decision-making group set up to tackle local crime problems, a tenants' group decision-making committee, a group making decisions on locals services for young people, or a group making decisions on local health or education services*. 7.4% reported that they had been a member of *another group making decisions on services in the local community*.

Respect and Consideration

- 2.22 When asked the extent to which they agree or disagree that their local area is a place where people from different backgrounds get on well together, nearly 9 in 10 (88%) residents agree compared to just 12% who disagree.

Community Safety

- 2.23 The biggest anti-social behaviour problem identified by residents is *rubbish or litter lying around*, with around a quarter (24%) of residents reporting this as a very or fairly big problem. More than 1 in 10 residents think that *teenagers hanging around in the streets* (16%), *people using or dealing drugs* (14%), and *people being drunk or rowdy in public places* (13%) are very or fairly big problems.
- 2.24 The proportion of residents who say that *vandalism, graffiti and other deliberate damage to property or vehicles* is a fairly or very big problem has significantly decreased since 2012.
- 2.25 Three fifths (60%) of residents agree that *the police and other local public services are successfully dealing with these (anti-social behaviour) issues in their local area*; less than a fifth (19%) disagree. However, around a fifth (21%) of residents reported that they don't know whether *the police and other local public services are successfully dealing with these issues*. The proportion of residents who disagree that the police are successfully dealing with the anti-social behaviour issues significantly increased in 2015 compared to 2012.

About You

^{2.26} The majority (86%) of St Albans residents report that their health is either *good* or *very good*, while only 3% report having *bad* or *very bad* health. These results remain almost unchanged since the introduction of this question in 2010/11.

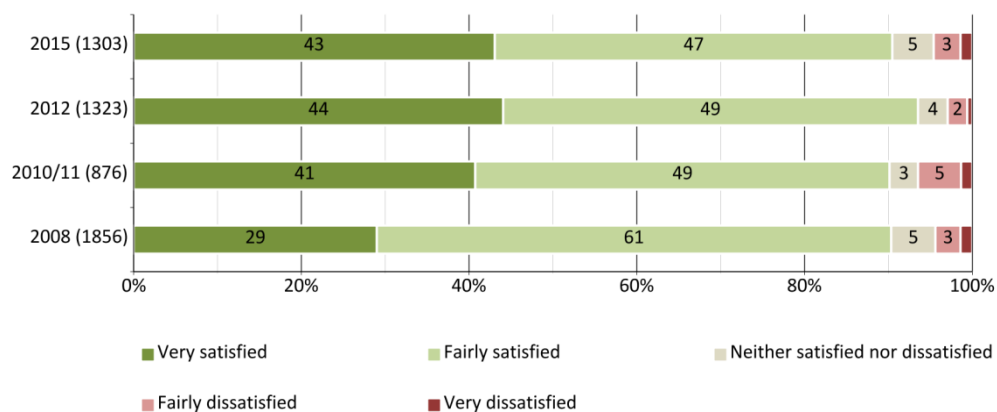
3. Satisfaction with Local Area

Results

Satisfaction with local area as a place to live

- 3.1 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.
- 3.2 Residents were initially asked about their satisfaction with their local area as a place to live. 9 in 10 residents (90%) are satisfied with their local area as a place to live, with more than two fifths (43%) saying that they are very satisfied. Only 5% said that they are dissatisfied with their local area as a place to live.
- 3.3 The proportion of residents who are satisfied has decreased significantly by 4 percentage points since 2012.
- 3.4 A 'don't know' response option was included in this question in 2012 and 2015, but this option was selected by less than 1% of residents.

Figure 1: Overall, how satisfied or dissatisfied are you with your local area as a place to live?

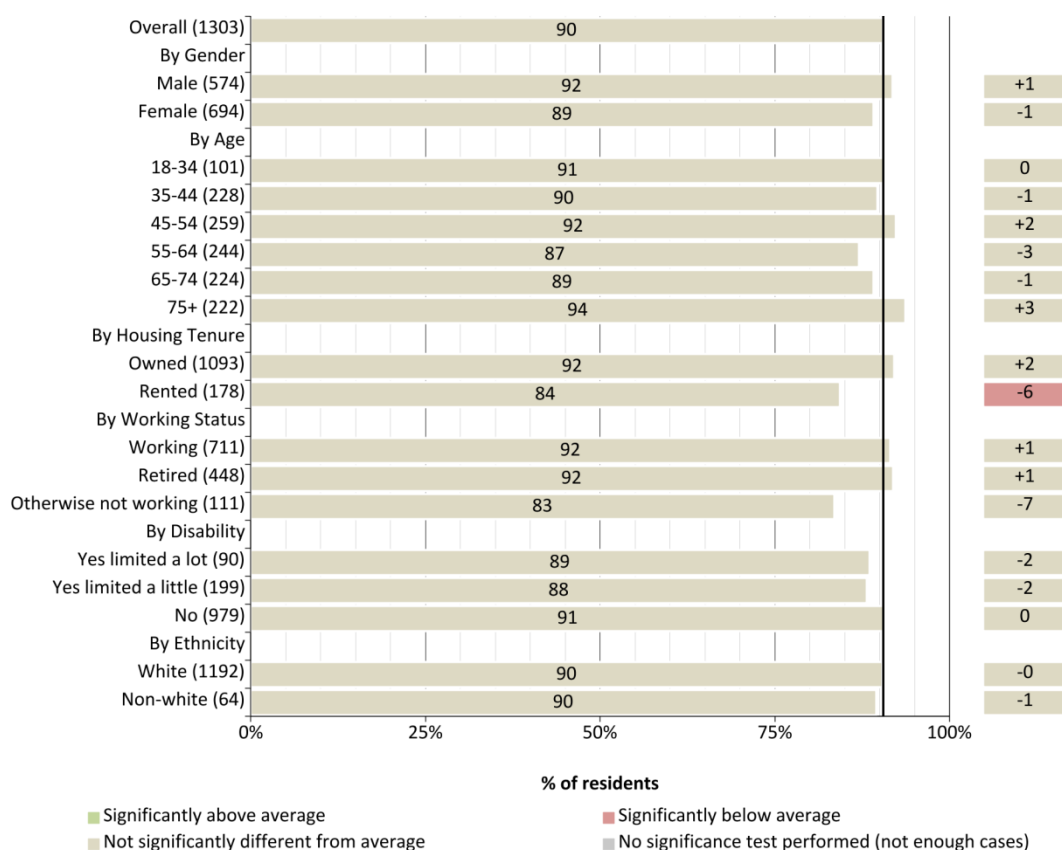


Base: All Residents (number of residents shown in brackets)

National Indicator Score

- 3.5 NI 5 is calculated based on the proportion of St Albans District residents who are fairly or very satisfied with their *local area as a place to live*.
- 3.6 **The score for NI 5 (satisfaction with local area) for St Albans City and District Council is 90.5 (93.6 in 2012; 90.1 in 2010/11; 90.3 in 2008). The higher the score the better the result.**
- 3.7 The following 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.
- 3.8 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.
- 3.9 Residents who live in rented accommodation are significantly less likely to feel satisfied with their local area as a place to live (see Figure 2 below).

Figure 2: Overall, how satisfied or dissatisfied are you with your local area as a place to live?

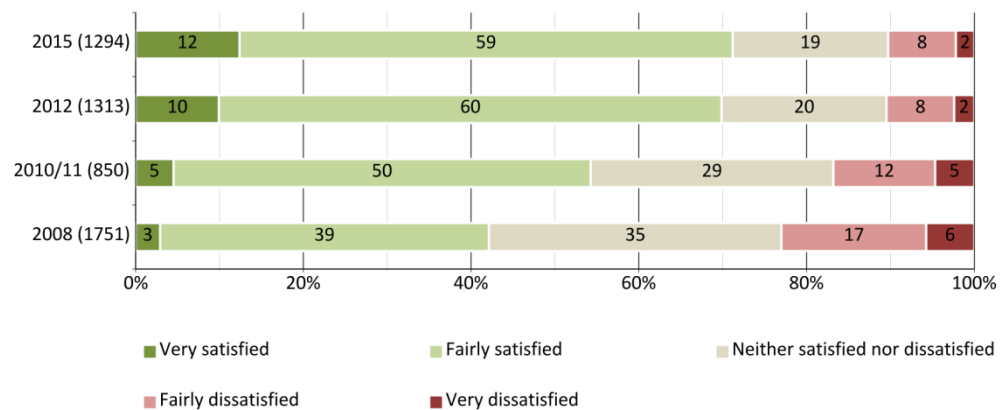


Base: All Residents (number of residents shown in brackets)

Satisfaction with how St Albans City and District Council runs things

- ^{3.10} Just over 7 in 10 (71%) residents are satisfied with *the way St Albans City and District Council runs things*. Only 1 in 10 (10%) residents are dissatisfied with how St Albans Council runs things.
- ^{3.11} The preamble to this question was slightly altered in 2015 to inform residents of a wider range of services provided by St Albans City and District Council. Consequently, results for 2015 should be viewed with caution when compared to results from previous years when residents were not informed of these services.

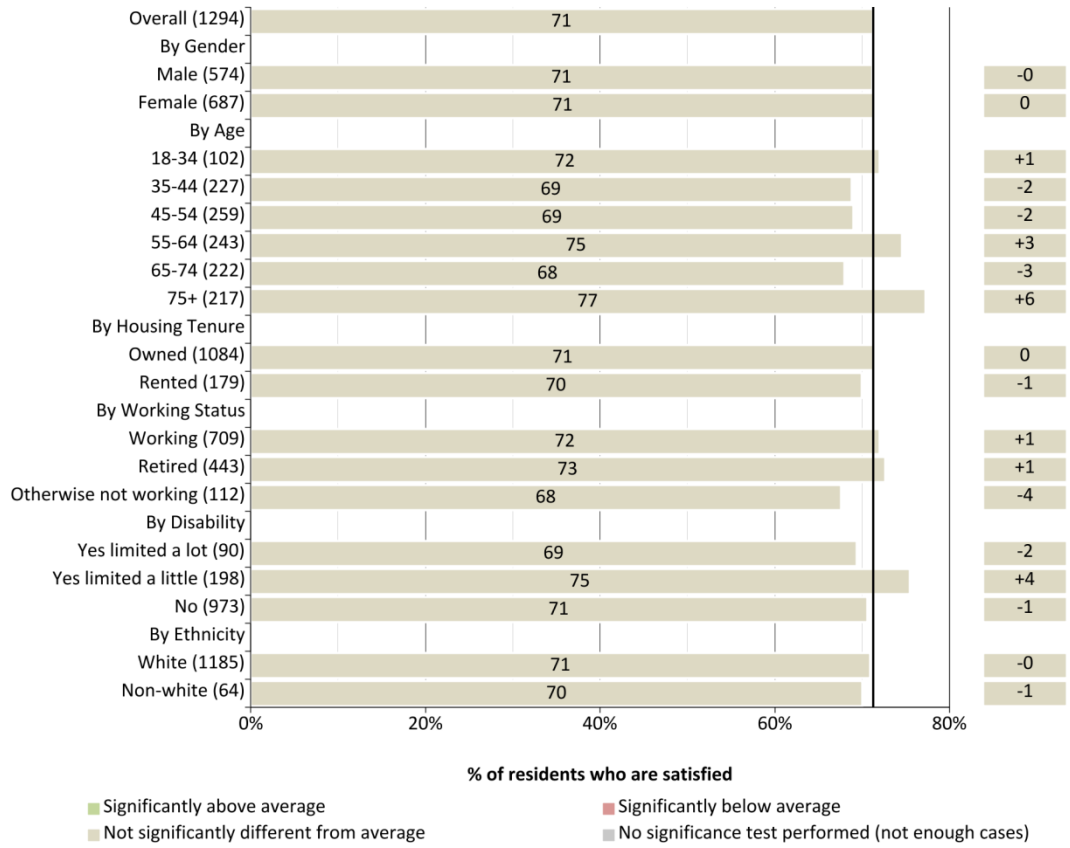
Figure 3: Overall, how satisfied or dissatisfied are you with the way that St Albans City and District Council runs things?



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

3.12 There are no significant differences between population sub-groups for this question.

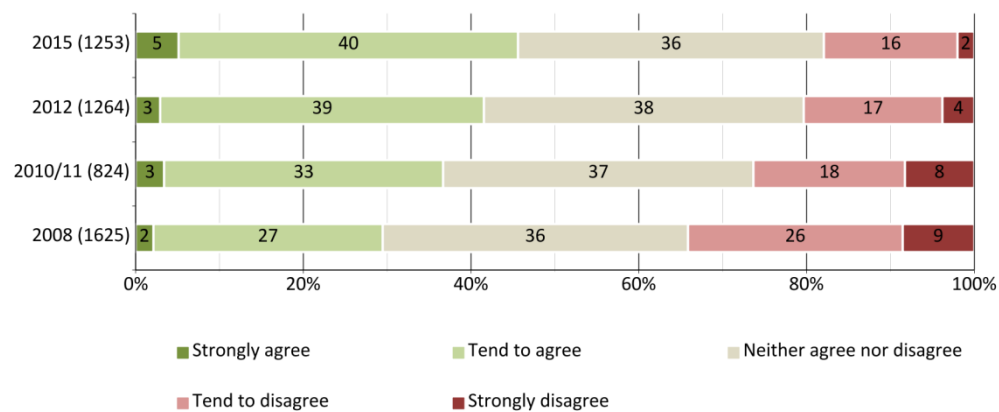
Figure 4: Overall, how satisfied or dissatisfied are you with the way that St Albans City and District Council runs things? (Grouped Responses)



Value for Money

- 3.13 More than two fifths (46%) of residents agree that St Albans City and District Council *provides value for money*. A smaller proportion (36%) neither agree nor disagree, whilst less than a fifth (18%) disagree.
- 3.14 The proportion of residents who agree has increased significantly by 4 percentage points since 2012, 10 percentage points since 2010/11, and by 17 percentage points since 2008.

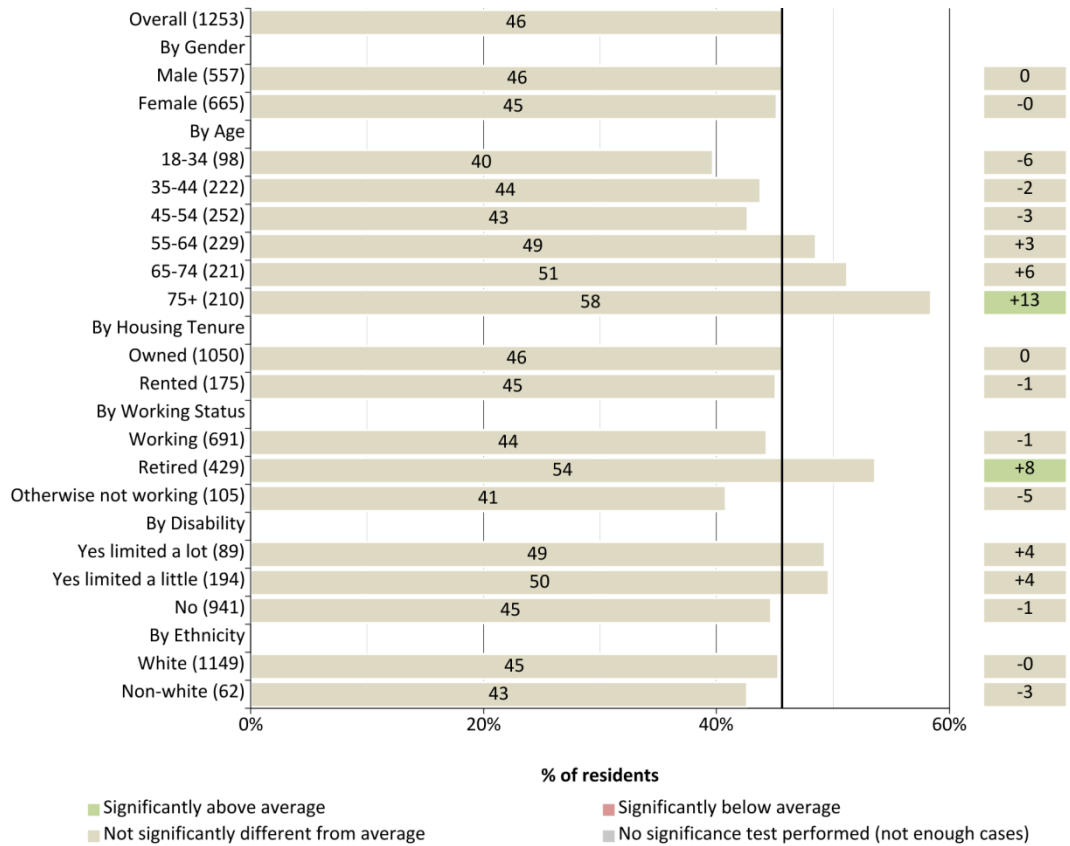
Figure 5: To what extent do you agree or disagree that St Albans City and District Council provides value for money?



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

3.15 Residents aged 75 or above and retired residents are significantly more likely to agree that St Albans City and District Council provides value for money.

Figure 6: To what extent do you agree or disagree that St Albans City and District Council provides value for money? (Grouped Responses)

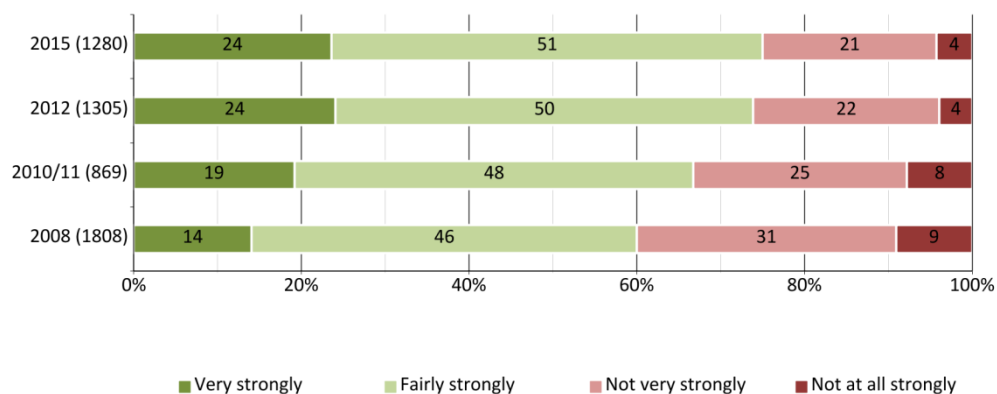


Base: All Residents (number of residents shown in brackets)

Feelings of belonging

- 3.16 Residents were asked how strongly they felt they belonged to their local area. Three quarters (75%) of residents say that they feel they belong either *very strongly* or *fairly strongly*; a quarter (25%) feel they belong either *not very strongly* or *not at all strongly* to their local area.
- 3.17 Please note when comparing results between years, that in 2010/11 and 2008 residents were asked how strongly they felt they belonged to their ‘immediate neighbourhood’ rather than their ‘local area’. There might therefore be some impact on the comparability of the results.

Figure 7: How strongly do you feel you belong to your local area/immediate neighbourhood?



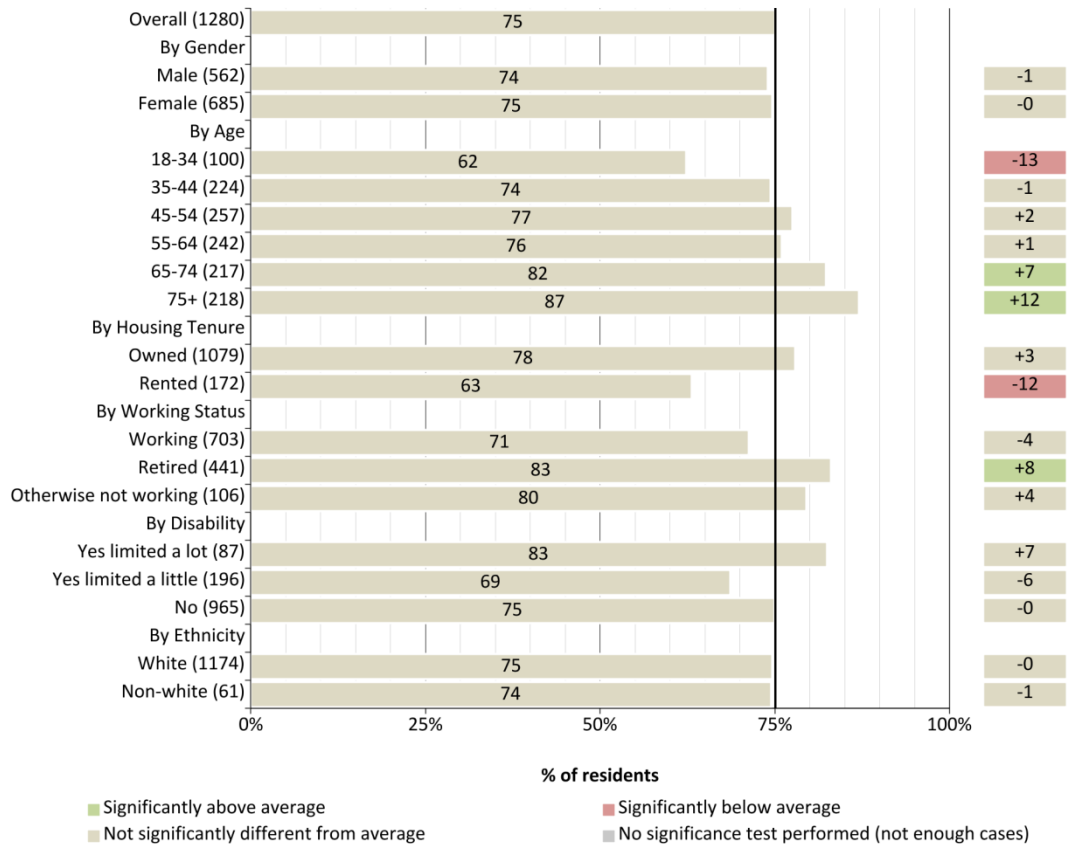
Base: All Residents (number of residents shown in brackets)

National Indicator Score

- 3.18 NI 2 is calculated based on the proportion of St Albans District residents who *fairly strongly* or *very strongly* feel that they belong to their neighbourhood. In this case, ‘don’t know’ is excluded from the calculation.
- 3.19 **The score for NI 2 (feel belong to neighbourhood) for St Albans City and District Council was 73.9 in 2012, 66.7 in 2010/11 and 60.0 in 2008. The higher the score the better the result.**
- 3.20 **The equivalent score for 2015 is 75.0; however, caution should be exercised when comparing the results between these surveys due to the slight change in question wording. The 2015 score should only be directly compared to 2012 results.**

3.21 Residents aged 18-34 and those who rent their homes are significantly less likely to feel they *belong to their local area*. Residents who are aged 65+ or those who are retired are significantly more likely to feel that they *belong to their local area*.

Figure 8: How strongly do you feel you belong to your local area? (Grouped Responses)

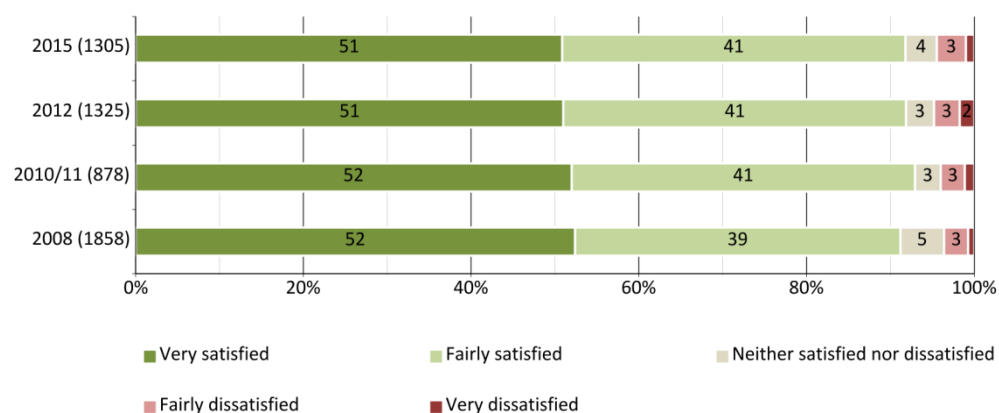


Base: All Residents (number of residents shown in brackets)

Satisfaction with your home

- 3.22 Residents were asked how satisfied or dissatisfied they are with their home as a place to live. More than 9 in 10 (92%) residents are satisfied with their *home as a place to live*, while only 4% are dissatisfied.
- 3.23 There have been no significant changes in the proportion of residents who are satisfied with their home since 2012, 2010/11 or 2008.
- 3.24 A 'don't know' response option was added to this question in 2012, which has the potential to impact on comparability with the previous surveys. However, no residents selected this option when answering the question in 2015, and only one individual gave a response of 'don't know' in 2012.

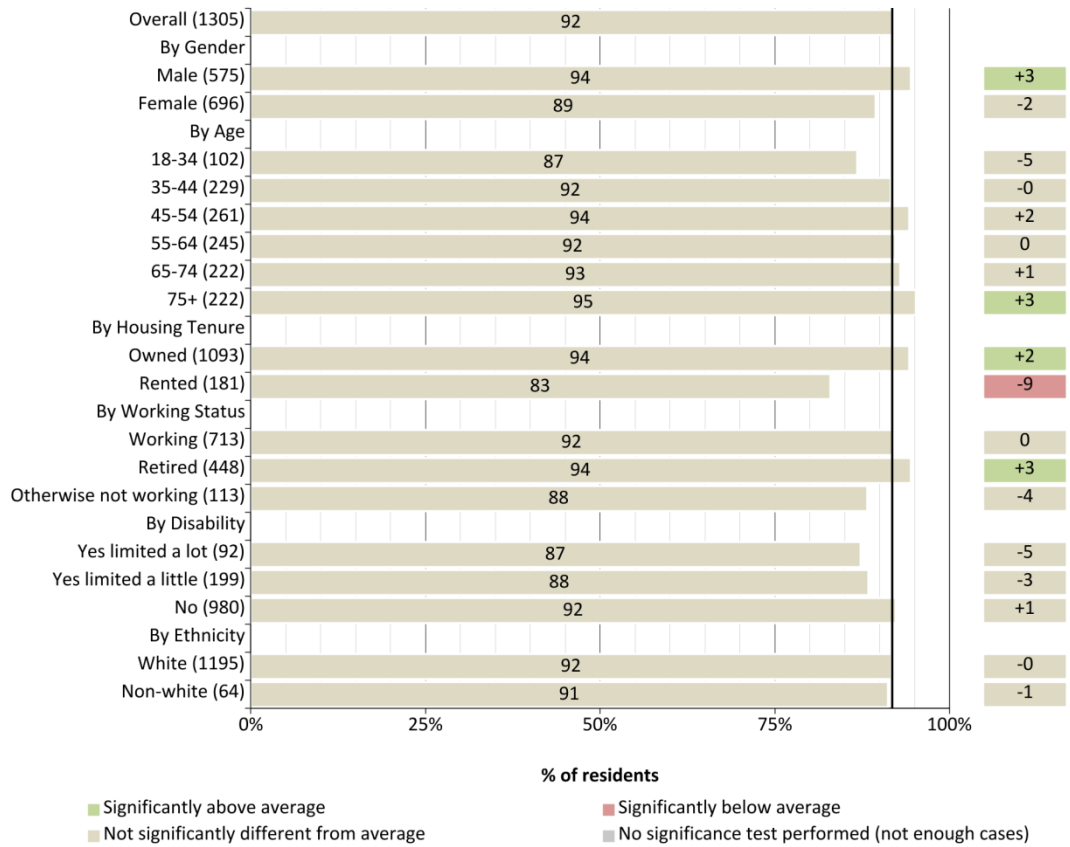
Figure 9: How satisfied or dissatisfied are you with your home as a place to live?



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

3.25 Residents who are male, those aged 75 or above, residents who are retired, and residents who own their homes are significantly more likely to feel satisfied with their *home as a place to live*. Residents who live in rented accommodation are significantly less likely to feel satisfied with their home.

Figure 10: How satisfied or dissatisfied are you with your home as a place to live? (Grouped Responses)



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

Comparisons with 2012, 2010/11 and 2008 surveys

^{3.26} The tables below show the results and the percentage point changes between 2008, 2010/11, 2012 and 2015 for questions which are comparable across the different surveys.

Table 9: Overall, how satisfied or dissatisfied are you with your local area as a place to live?⁷

Comparison with 2012, 2010/11 and 2008 surveys.

Overall, how satisfied or dissatisfied are you with your local area as a place to live?	% who were satisfied 2008	% who were satisfied 2010/11	% who were satisfied 2012	% who were satisfied 2015	% change since 2008	% change since 2010/11	% change since 2012
	90	90	94	90	↔	↔	↓4

Table 10: Overall, how satisfied or dissatisfied are you with the way that St Albans City and District Council runs things?⁸

Comparison with 2012, 2010/11 and 2008 surveys.

Overall, how satisfied or dissatisfied are you with the way that St Albans City and District Council runs things?	% who were satisfied 2008	% who were satisfied 2010/11	% who were satisfied 2012	% who were satisfied 2015	% change since 2008	% change since 2010/11	% change since 2012
	42	54	70	71	↑29	↑17	↑1

Table 11: To what extent do you agree or disagree that St Albans City and District Council provides value for money?

Comparison with 2012, 2010/11 and 2008 surveys.

To what extent do you agree or disagree that St Albans City and District Council provides value for money?	% who agree 2008	% who agree 2010/11	% who agree 2012	% who agree 2015	% change since 2008	% change since 2010/11	% change since 2012
	29	37	42	46	↑17	↑9	↑4

Table 12: Overall, how strongly do you feel you belong to your local area/immediate neighbourhood?⁹

Comparison with 2012, 2010/11 and 2008 surveys.

Overall, how strongly do you feel you belong to your local area?	% who said strongly 2008	% who said strongly 2010/11	% who said strongly 2012	% who said strongly 2015	% change since 2008	% change since 2010/11	% change since 2012
	60	67	74	75	↑15	↑8	↑1

Table 13: How satisfied or dissatisfied are you with your home as a place to live?¹⁰

Comparison with 2012, 2010/11 and 2008 surveys.

How satisfied or dissatisfied are you with your home as a place to live?	% who were satisfied 2008	% who were satisfied 2010/11	% who were satisfied 2012	% who were satisfied 2015	% change since 2008	% change since 2010/11	% change since 2012
	91	93	92	92	↑1	↓1	↔

⁷ A 'don't know' response option was added to this question in 2012 and 2015

⁸ The preamble to this question was slightly altered in 2015 to inform residents of a wider range of services provided by St Albans City and District Council.

⁹ In 2010/11 and 2008 the question referred to 'immediate neighbourhood' rather than 'local area.'

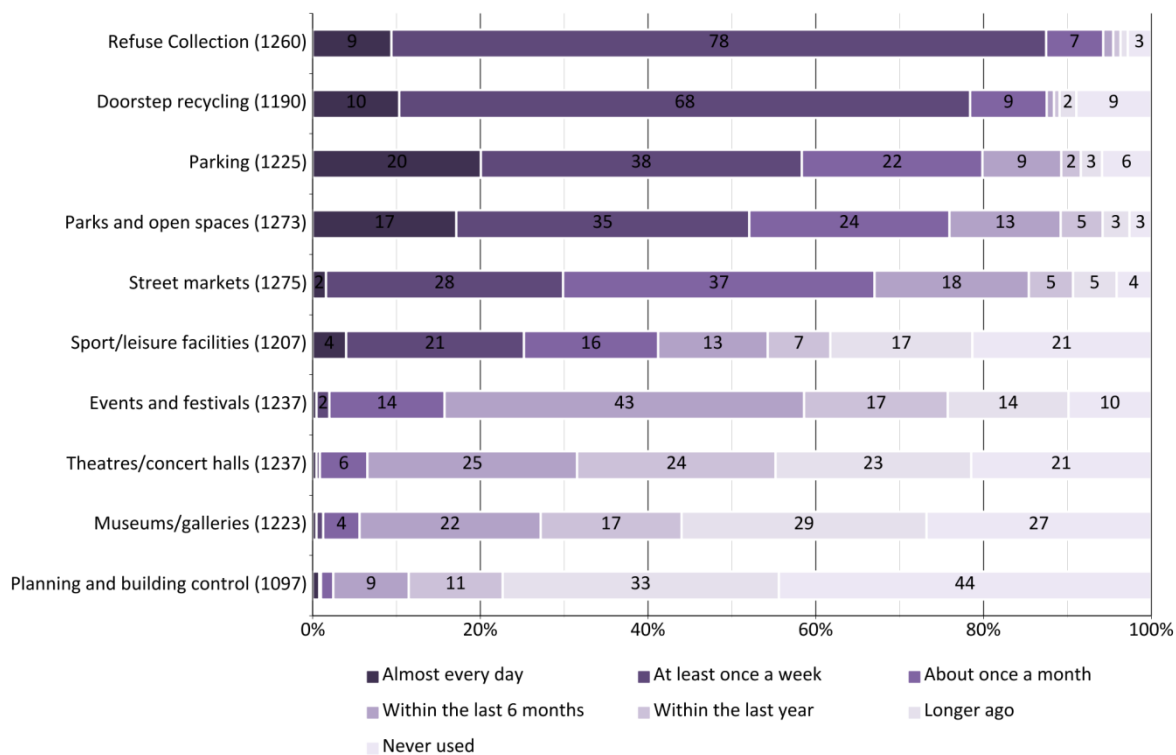
¹⁰ A 'don't know' response option was added to this question in 2012 and 2015

4. Your Local Public Services

Results

4.1 The public services most frequently¹¹ used by residents are *refuse collection, doorstep recycling, parking and parks and open spaces*. Those used least frequently include *planning and building control, museums/galleries and theatres/concert halls*.

Figure 11: Please indicate how frequently you have used the following public services provided or supported by St Albans City and District Council.



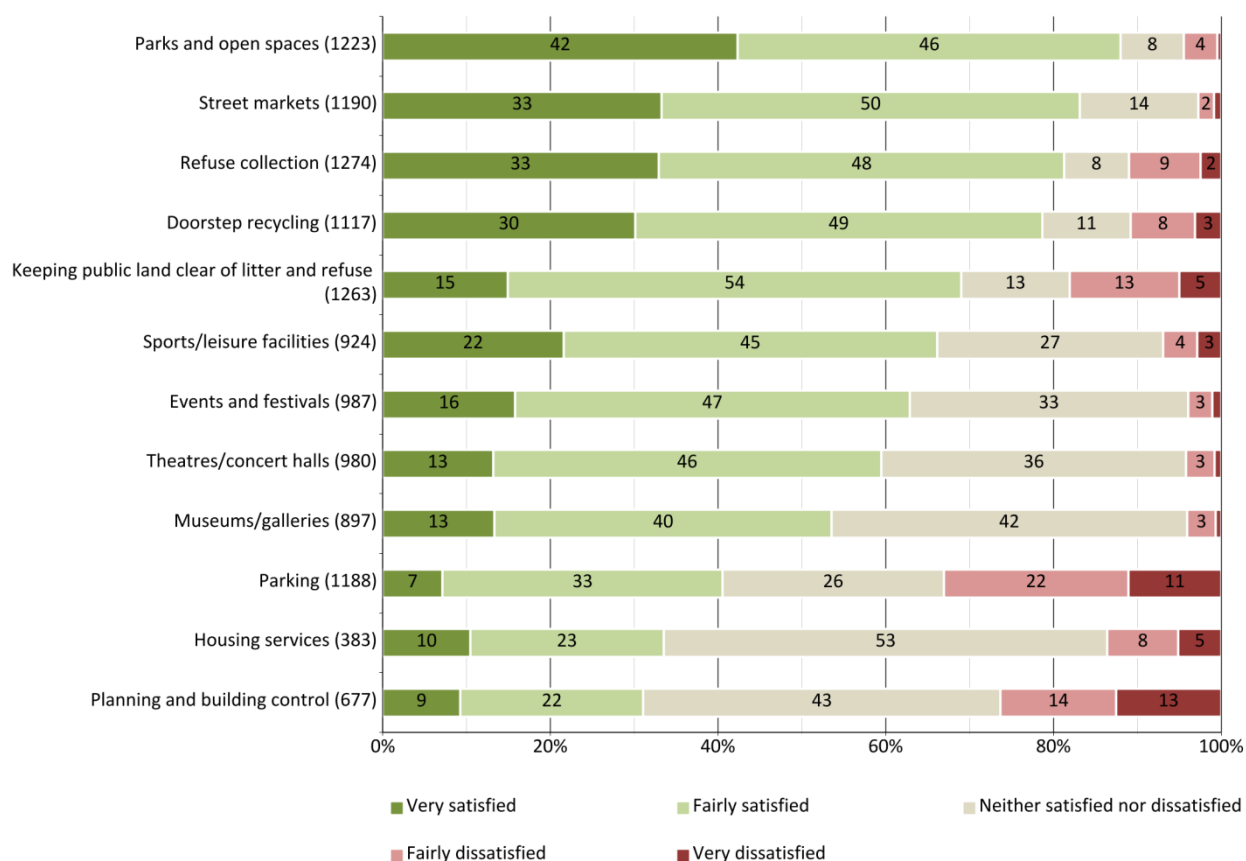
Base: All Residents (number of residents shown in brackets)

¹¹ Based on the proportion of residents who use the service at least ‘about once a month’

Satisfaction with local public services

- 4.2 More than four fifths of residents are satisfied with *parks and open spaces* (88%), *street markets* (83%) and *refuse collection* (81%).
- 4.3 The public services with the lowest levels of satisfaction are *planning and building control* (31%), *housing services* (34%), and *parking* (41%). These were the only services with which less than half of residents were satisfied.
- 4.4 Similarly to both 2010/11 and 2012, *parking* attracted the highest level of dissatisfaction, with a third (33%) of residents being dissatisfied with this service. However, the proportion of residents who were dissatisfied with *parking* decreased significantly from 49% in 2012.
- 4.5 Satisfaction with sports and leisure facilities has significantly increased, from 53% in 2012 to 66% in 2015.

Figure 12: How satisfied or dissatisfied are you with each of the following services provided or supported by St Albans City and District Council?



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

Comparisons with 2012, 2010/11 and 2008 surveys

4.6 The tables below show the results and the percentage point changes between 2008, 2010/11, 2012 and 2015 for questions which are comparable across the different surveys.

Table 14: Please indicate how frequently you have used the following public services provided or supported by St Albans City and District Council.

Comparison with 2012, 2010/11 and 2008 surveys.

Please indicate how frequently you have used the following public services provided or supported by St Albans City and District Council	% who said about once a month or more 2008	% who said about once a month or more 2010/11	% who said about once a month or more 2012	% who said about once a month or more 2015	% change since 2008	% change since 2010/11	% change since 2012
Doorstep recycling	-	87	89	88	-	↑1	↓1
Sport/leisure facilities	37	38	31	41	↑4	↑3	↑10
Museums/galleries	6	9	4	6	↔	↓3	↑2
Theatres/concert halls	7	10	6	7	↔	↓3	↑1
Parks and open spaces	71	73	74	76	↑5	↑3	↑2
Street markets	-	70	65	67	-	↓3	↑2
Planning and building control	-	5	2	2	-	↓3	↔
Parking	-	78	-	80	-	↑2	-
Events and festivals	-	12	7	16	-	↑4	↑9

Table 15: How satisfied or dissatisfied are you with each of the following services provided or supported by St Albans City and District Council?**Comparison with 2012, 2010/11 and 2008 surveys.**

How satisfied or dissatisfied are you with each of the following services provided or supported by St Albans City and District Council?	% who were satisfied 2008	% who were satisfied 2010/11	% who were satisfied 2012	% who were satisfied 2015	% change since 2008	% change since 2010/11	% change since 2012
Keeping public land clear of litter and refuse	60	72	72	69	↑9	↓3	↓3
Refuse collection	74	78	78	81	↑7	↑3	↑3
Doorstep recycling	72	75	76	79	↑7	↑4	↑3
Sport/leisure facilities	43	48	53	66	↑23	↑18	↑13
Museums/galleries	54	55	60	54	↔	↓1	↓6
Theatres/concert halls	53	55	61	59	↑6	↑4	↓2
Parks and open spaces	86	90	91	88	↑2	↓2	↓3
Street markets	-	82	81	83	-	↑1	↑2
Planning and building control	-	28	27	31	-	↑3	↑4
Housing services	-	26	29	34	-	↑8	↑5
Parking	-	41	28	41	-	↔	↑13
Events and festivals	-	57	59	63	-	↑6	↑4

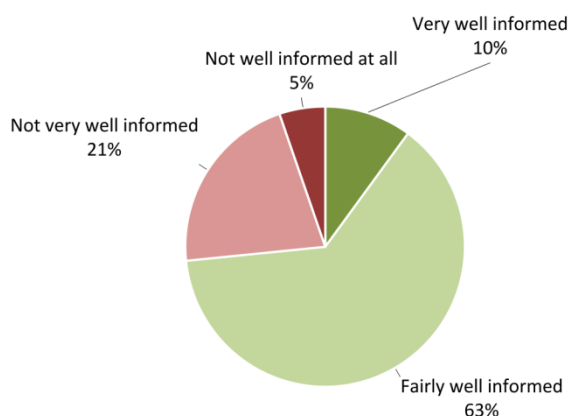
5. Information

Results

Being kept informed

- 5.1 Almost three quarters (73%) of residents report that St Albans City and District Council keeps them very or fairly well informed about *the services and benefits it provides*, while just over a quarter (27%) either feel not very well informed or not well informed at all¹².
- 5.2 The proportion of residents who feel well informed about the services and benefits St Albans City and District Council provides significantly increased in 2015 compared to 2012 (67%).

Figure 13: Overall, how well informed do you think St Albans City and District Council keeps residents about the services and benefits it provides?

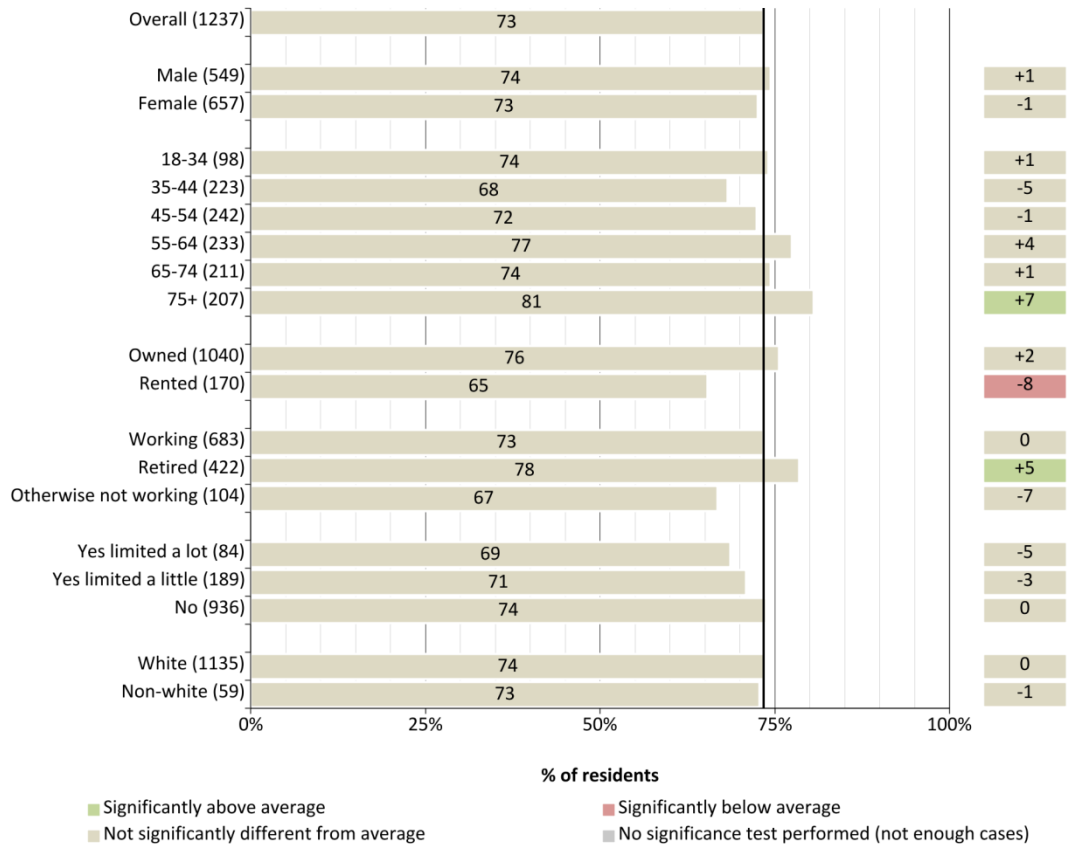


Base: All Residents (1237)

¹² In 2010/11 and 2008, a broadly similar question: ‘Overall, how well informed do you feel about local public services?’ was included. However, due to differences in the wording and location of the question (and therefore due to comparability issues) results have only been compared to 2012 results.

5.3 Residents who are aged 75 or above and residents who are retired are significantly more likely to feel that St Albans City and District Council keeps them either very or fairly well informed about *the services and benefits it provides*, while residents who rent their accommodation are significantly less likely to feel very or fairly well informed.

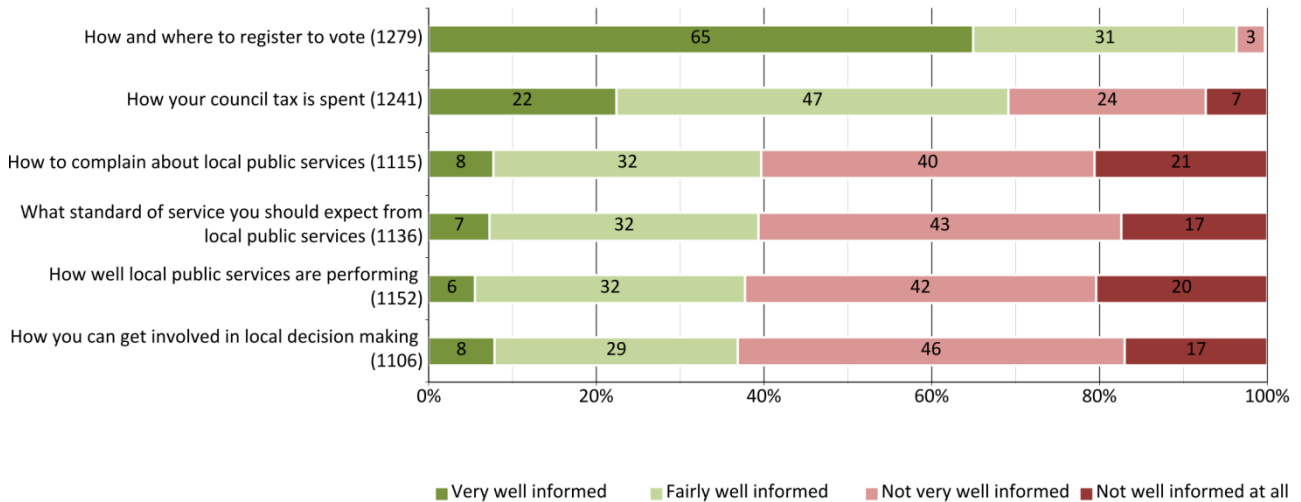
Figure 14: Overall, how well informed do you think St Albans City and District Council keeps residents about the services and benefits it provides? (Grouped Responses)



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

- 5.4 The majority of residents reported that they feel well informed about *how and where to register to vote* (96%) and about *how their council tax is spent* (69%). Less than half of residents feel well informed about *how to complain about local public services* (40%), *the standard of service they should expect from local public services* (39%), *how well local public services are performing* (38%), and *how to get involved in local decision making* (37%).
- 5.5 The proportion of residents who said they feel well informed about *how to get involved in local decision making* and *how to complain about public services* has increased significantly since 2012.

Figure 15: How well informed do you feel about each of the following?

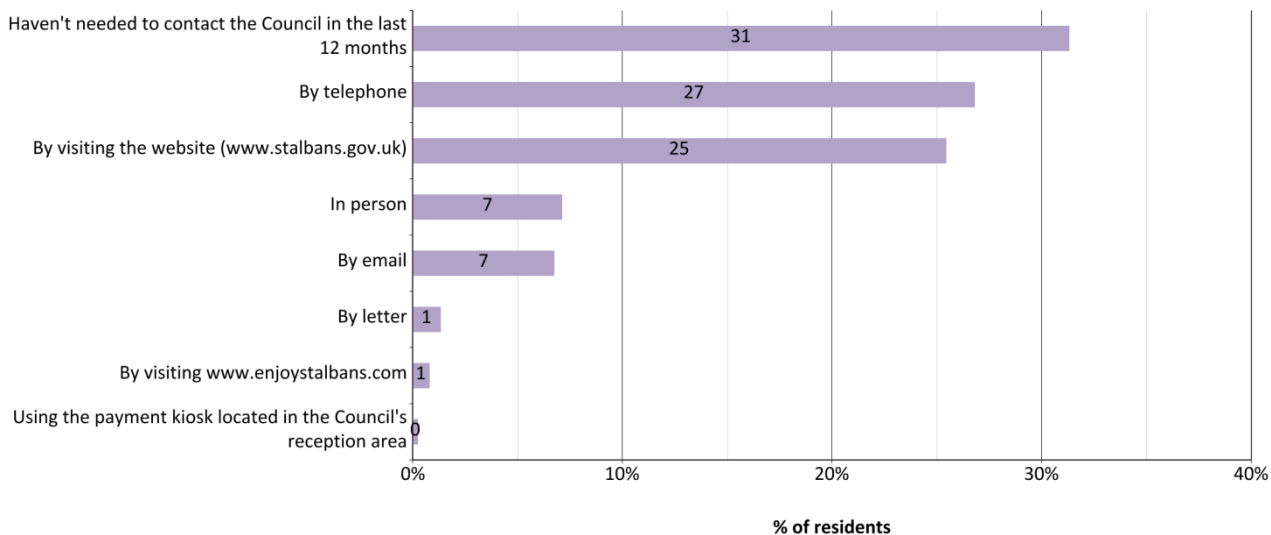


Base: All Residents (number of residents shown in brackets)

Contact with the Council

5.6 Over two thirds (69%) of residents had contacted the Council in the previous 12 months. Over a quarter (27%) had contacted the Council *by telephone*, and a similar proportion (25%) did so by *visiting the website*.

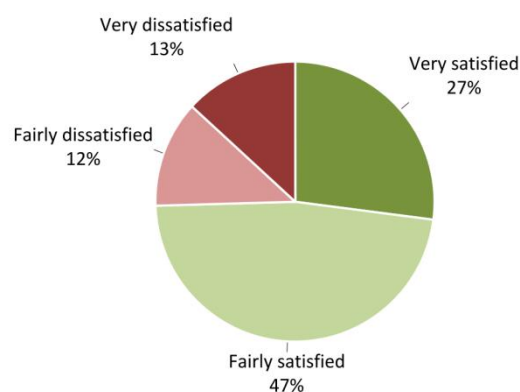
Figure 16: If you have contacted St Albans City and District Council in the last 12 months for any reason, how did you get in contact with the Council on the most recent occasion?



Base: All Residents (1082)

- 5.7 Residents who had contact with St Albans City and District Council for any reason in the 12 months prior to the survey were asked how satisfied or dissatisfied they were with the final outcome of their contact with the Council. Nearly three quarters (74%) of residents were satisfied with the final outcome.
- 5.8 Satisfaction with the final outcome of residents' contact with the council was cross-tabulated with the method by which they contacted the Council on the most recent occasion. Residents who contacted the Council *in person* were significantly more likely to be satisfied with the outcome of their contact, whereas residents who contacted the Council *by email* were significantly more likely to be dissatisfied.
- 5.9 It is worth noting that, as suggested by Figure 19, residents have different preferences for their method of contacting the Council depending on the purpose of their contact, and the purpose of this contact may have an impact on residents' satisfaction with the final outcome.

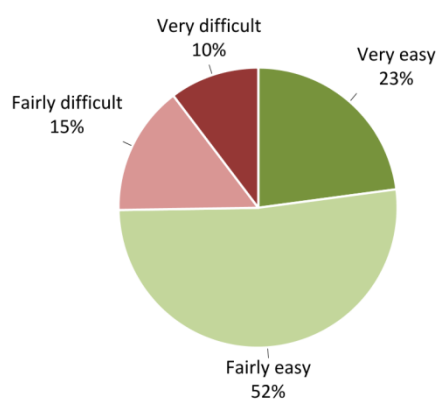
Figure 17: How satisfied or dissatisfied were you with the final outcome of your contact with the Council?



Base: Residents who contacted the Council in the 12 months prior to the survey (847)

- 5.10 Of those residents who had contacted the Council in the 12 months prior to the survey and could remember how they had done so, three quarters (75%) found it either very or fairly easy to resolve their query or conduct their business with the Council.
- 5.11 Again, results for this question were cross-tabulated with the method of contact with the Council used on the most recent occasion. Residents who most recently contacted the Council by visiting the Council’s website were significantly more likely to say that it was easy to resolve their query or conduct their business with the Council, while residents who contacted the Council by email were significantly less likely to state that this was easy.

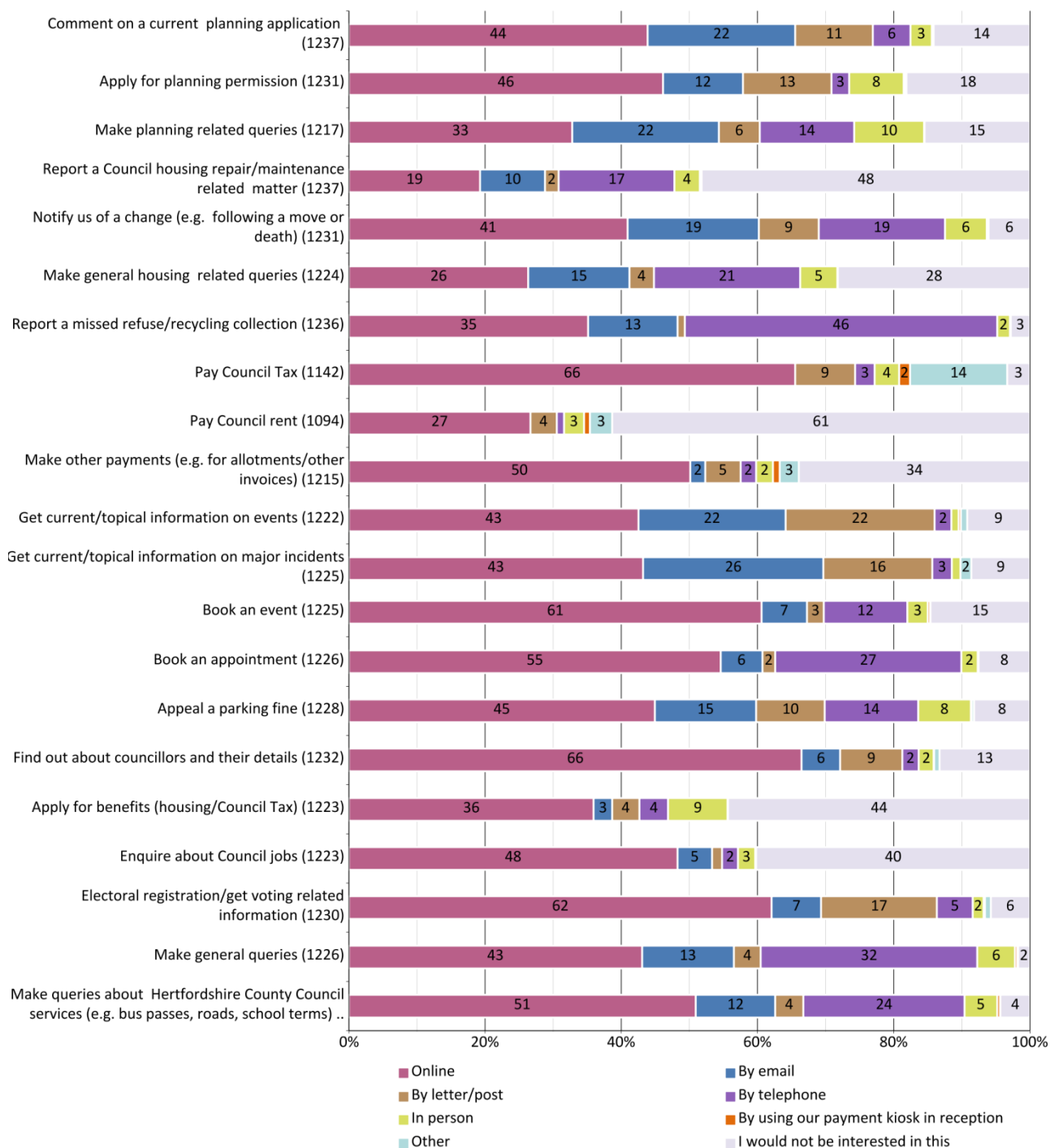
Figure 18: How easy or difficult was it for you to resolve your query or conduct your business with the Council?



Base: Residents who contacted the Council in the 12 months prior to the survey (806)

- 5.12 The preferred means of finding out almost all of the various types of information from the Council was *visiting the website*.
- 5.13 The one exception was *reporting a missed recycling/refuse collection*, where nearly half (46%) of residents said they would prefer to do this by telephone.

Figure 19: The Council receives many queries from, and undertakes many different activities with, members of the public on a daily basis. The most common types of information requests and activities undertaken are listed below. In what way would you prefer to do the following:

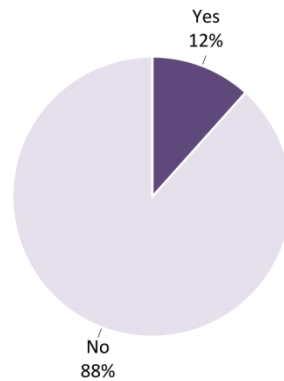


Base: All Residents (number of residents shown in brackets)

Making a complaint

5.14 In the last year, just over 1 in 10 residents (12%) have *made a complaint to the Council about a service it provides*. The proportion of residents who made a complaint to the Council is has remained consistent with 2012 results.

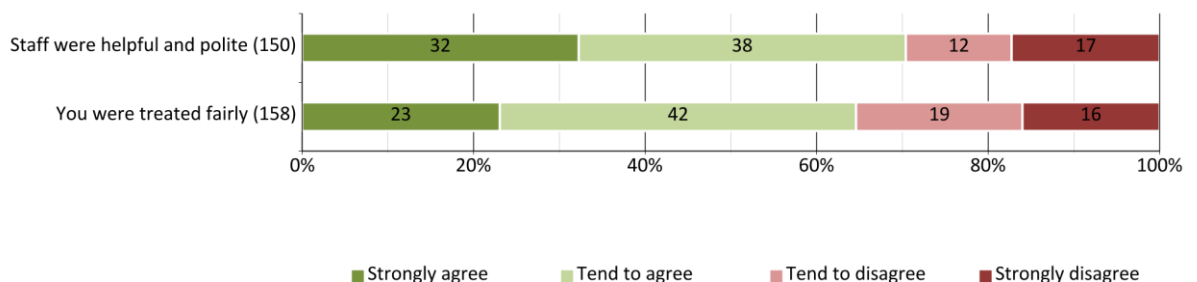
Figure 20: In the last year, have you made a complaint to the Council about a service it provides?



Base: All Residents (1293)

5.15 The majority of residents who have made a complaint to the Council in the last year agree that *staff were helpful and polite* (70%) and that *they were treated fairly* (65%). However, the percentage who agreed that *staff were helpful and polite* significantly decreased by 10 percentage points from 2012, and more than a third (35%) of residents disagreed that they were *treated fairly*.

Figure 21: To what extent do you agree or disagree with the following statements about your experience when you made the complaint?

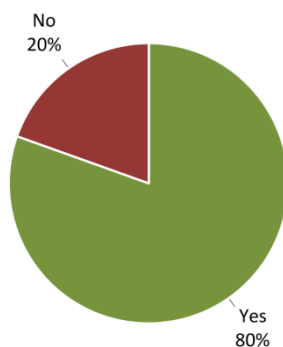


Base: Residents who had made a complaint (number of residents shown in brackets)

Community News

- 5.16 Residents were asked whether they had seen a copy of 'Community News', St Albans City and District Council's quarterly eight page publication for residents, which is delivered to households in the district and viewable online. Four fifths of residents (80%) had seen a copy of 'Community News' in the previous year, compared with 75% in 2012 and 54% in 2010/11.
- 5.17 In the 2012 questionnaire, 'Community News' was described as "*St Albans City and District Council's quarterly eight page publication for residents, which is delivered to households in the District*". The changes in the publication arrangements may have had an impact on the increased proportion of residents who recalled seeing a copy in 2015.

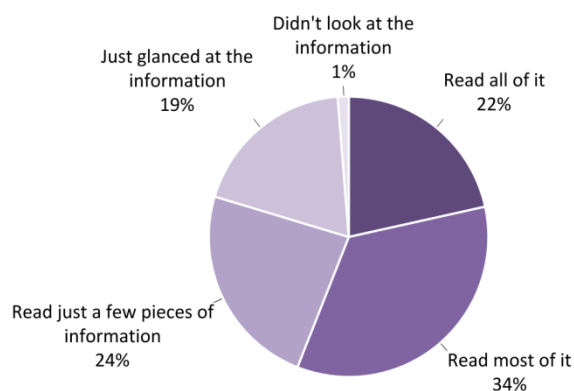
Figure 22: In the past year, have you seen a copy of 'Community News', St Albans City and District Council's quarterly eight page publication for residents, which is delivered to households in the District and viewable online at www.stalbans.gov.uk/communitynews?



Base: All Residents (1291)

5.18 More than half (56%) of residents who had seen 'Community News' read either *all* or *most of it*. Only 1% *did not look at the information* at all. The proportion who said they read *all or most* of the publication has significantly decreased since 2012 (62%).

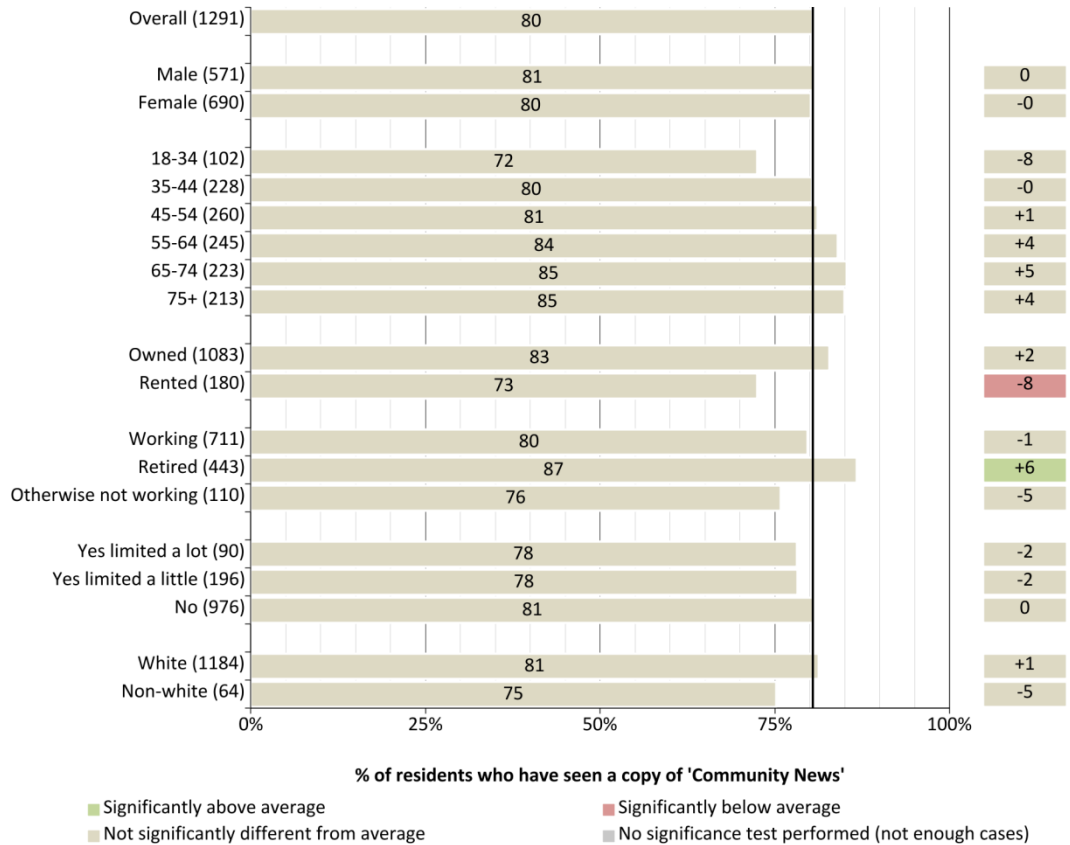
Figure 23: Would you say you...?



Base: Residents who had seen a copy of Community News in the past year (1068)

5.19 Residents who are retired were significantly more likely to have seen a copy of 'Community News' in the past year. Residents who rent their accommodation were significantly less likely to have seen a copy of 'Community News'.

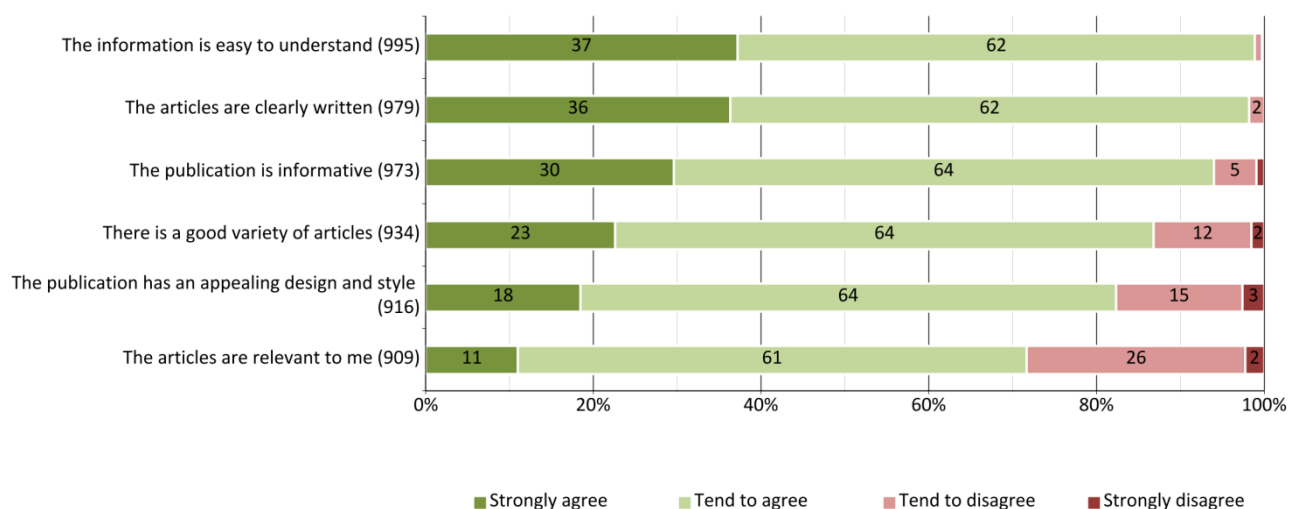
Figure 24: In the past year, have you seen a copy of 'Community News', St Albans City and District Council's quarterly eight page publication for residents, which is delivered to households in the District and viewable online at www.stalbans.gov.uk/communitynews?



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

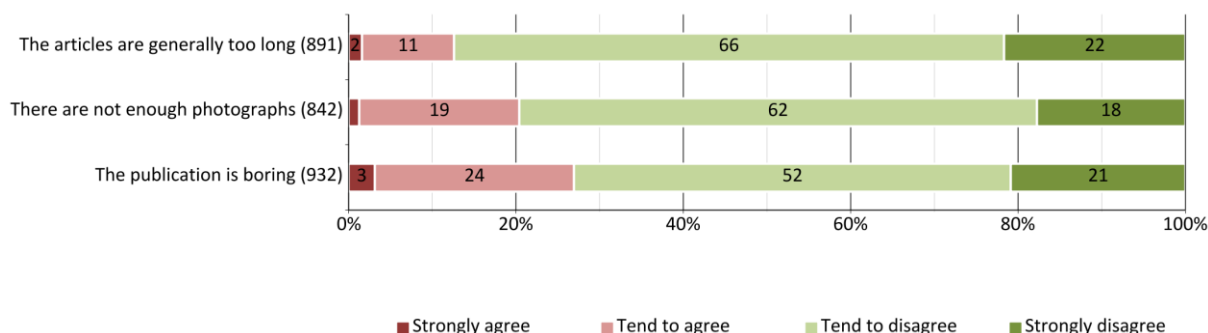
- 5.20 Residents who had at least glanced at the information in ‘Community News’ were asked whether they agreed or disagreed with various statements about the publication. Almost all agreed that *the information was easy to understand* (99%) and that *the articles were clearly written* (98%), and over 9 in 10 agreed that *the publication was informative* (94%). Over four fifths agreed that *there is a good variety of articles* (87%) and that *the publication has an appealing design and style* (82%).
- 5.21 However, more than a quarter (28%) disagreed that *the articles are relevant to me*, and a similar proportion (27%) agreed that *the publication is boring*. Nonetheless, the majority of residents expressed a positive opinion when presented with these statements.¹³
- 5.22 The proportion of residents that agreed that *there is a good variety of articles* and that *the publication has an appealing design and style* significantly increased in 2015 compared to 2012.

Figure 25: To what extent do you agree or disagree with the following statements about Community News?



Base: Residents who had seen a copy of Community News in the past year (number of residents shown in brackets)

Figure 26: To what extent do you agree or disagree with the following statements about Community News?



Base: Residents who had seen a copy of Community News in the past year (number of residents shown in brackets)

¹³ Residents were also asked whether they agreed or disagreed with these statements in 2010/11 and 2008, they had the option to *neither agree nor disagree*. This was removed in 2012, and it is therefore difficult to draw comparisons between the results for 2015/2012 and the earlier surveys.

Comparisons with 2012, 2010/11 and 2008 surveys

^{5.23} The tables below show the results and the percentage point changes between 2008, 2010/11, 2012 and 2015 for questions which are comparable across the different surveys.

Table 16: How well informed do you feel about each of the following?

Comparison with 2012, 2010/11 and 2008 surveys.

Overall, how well informed do you think St Albans City and District Council keeps residents about the services and benefits it provides?	% who felt informed 2012	% who felt informed 2015	% change since 2012
	67	73	↑6

Table 17: How well informed do you feel about each of the following?¹⁴

Comparison with 2012, 2010/11 and 2008 surveys.

How well informed do you feel about each of the following?	% who felt informed 2008	% who felt informed 2010/11	% who felt informed 2012	% who felt informed 2015	% change since 2008	% change since 2010/11	% change since 2012
How and where to register to vote	94	96	94	96	↑2	↔	↑2
How your council tax is spent	66	68	67	69	↑3	↑1	↑2
How you can get involved in local decision making	32	32	31	37	↑9	↑5	↑6
What standard of service you should expect from local public services	35	36	36	39	↑3	↑6	↑3
How well local public services are performing	32	34	37	38	↑5	↑5	↑1
How to complain about local public services	33	36	35	40	↑4	↑4	↑5

¹⁴ In 2012 only, the 'don't know' response option was changed to 'no view'

Table 18: In the past year, have you seen a copy of ‘Community News’, St Albans City and District Council’s quarterly eight page publication for residents, which is delivered to households in the District and viewable online at www.stalbans.gov.uk/communitynews/?¹⁵

Comparison with 2012, 2010/11 and 2008 surveys.

In the past year, have you seen a copy of Community News (incorporating Recycling News), St Albans City and District Council's quarterly eight page publication for residents, which is delivered to households in the District?	% who said yes 2010/11	% who said yes 2012	% who said yes 2015	% change since 2010/11	% change since 2012
	54	75	80	↑26	↑5

Table 19: Would you say you...?

Comparison with 2012, 2010/11 and 2008 surveys.

Would you say you...?	% read all or most of it 2010/11	% read all or most of it 2012	% read all or most of it 2015	% change since 2010/11	% change since 2012
	49	62	56	↑7	↓6

Table 20: To what extent do you agree or disagree with the following statements about Community News?

Comparison with 2012 survey.

To what extent do you agree or disagree with the following statements about Community News?	% who agreed 2012	% who agreed 2015	% change since 2012
The information is easy to understand	99	99	↔
The articles are clearly written	98	98	↔
The publication is informative	93	94	↑1
There is a good variety of articles	80	87	↑7
The publication has an appealing design and style	78	82	↑4
The articles are relevant to me	74	72	↓2

Table 21: To what extent do you agree or disagree with the following statements about Community News?

Comparison with 2012 survey.

To what extent do you agree or disagree with the following statements about Community News?	% who agreed 2012	% who agreed 2015	% change since 2012
The publication is boring	28	27	↓1
The articles are generally too long	12	13	↑1
There are not enough photographs	21	20	↓1

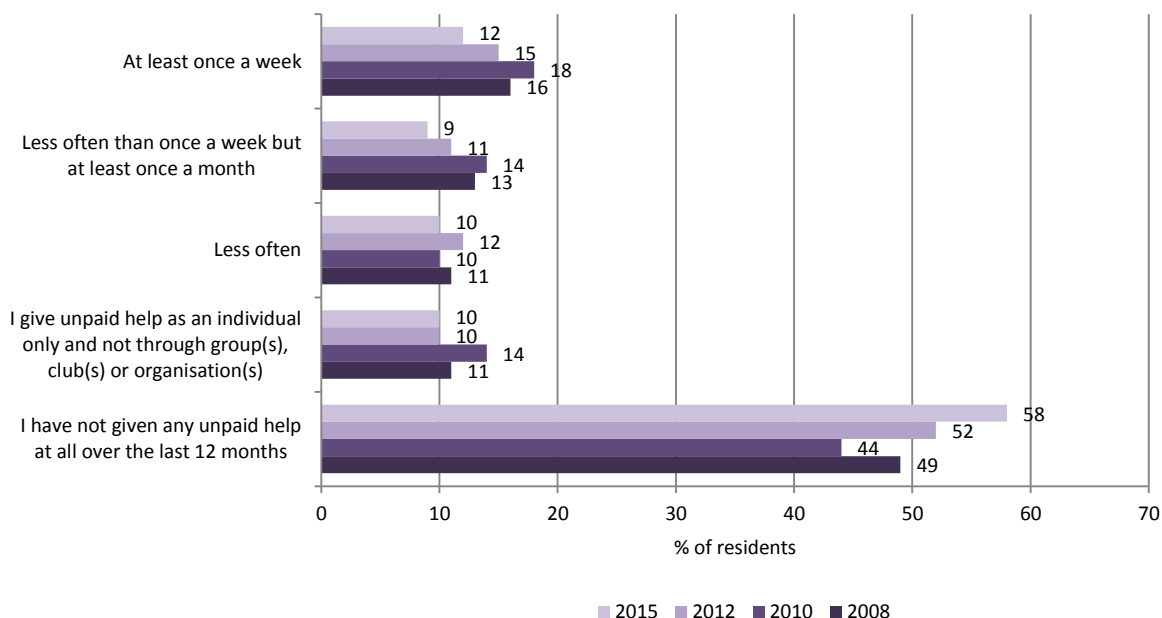
¹⁵ In 2010/11, ‘Community News’ was described as “St Albans City and District Council’s newspaper (Community News, which is published as a wrap on the Herts Advertiser, and also as a stand alone publication).” In 2012, it was described as “St Albans City and District Council’s quarterly eight page publication for residents, which is delivered to households in the District”. Changes in the dissemination of the publication (for example that it was made available online) could have had an impact on the increased proportion of residents who reported that they had seen a copy in 2015.

6. Helping Out and Getting Involved

Results

- 6.1 Residents were asked how often they had given unpaid help to any groups, clubs or organisations during the previous 12 months.
- 6.2 Almost three fifths (58%) of residents had not given any *unpaid help to any voluntary group(s), club(s) or organisation(s)* during the 12 months prior to the survey, although more than a fifth (22%) had done so *at least once a month*. A further 10% had given *unpaid help as an individual only, and not through group(s), club(s) or organisation(s)*.
- 6.3 The proportion of residents who have given unpaid help in the last twelve months is significantly lower by 6 percentage points than in 2012, and 12 percentage points lower than in 2010/11.

Figure 27: Overall, about how often over the last 12 months have you given unpaid help to any group(s), clubs or organisation(s)?

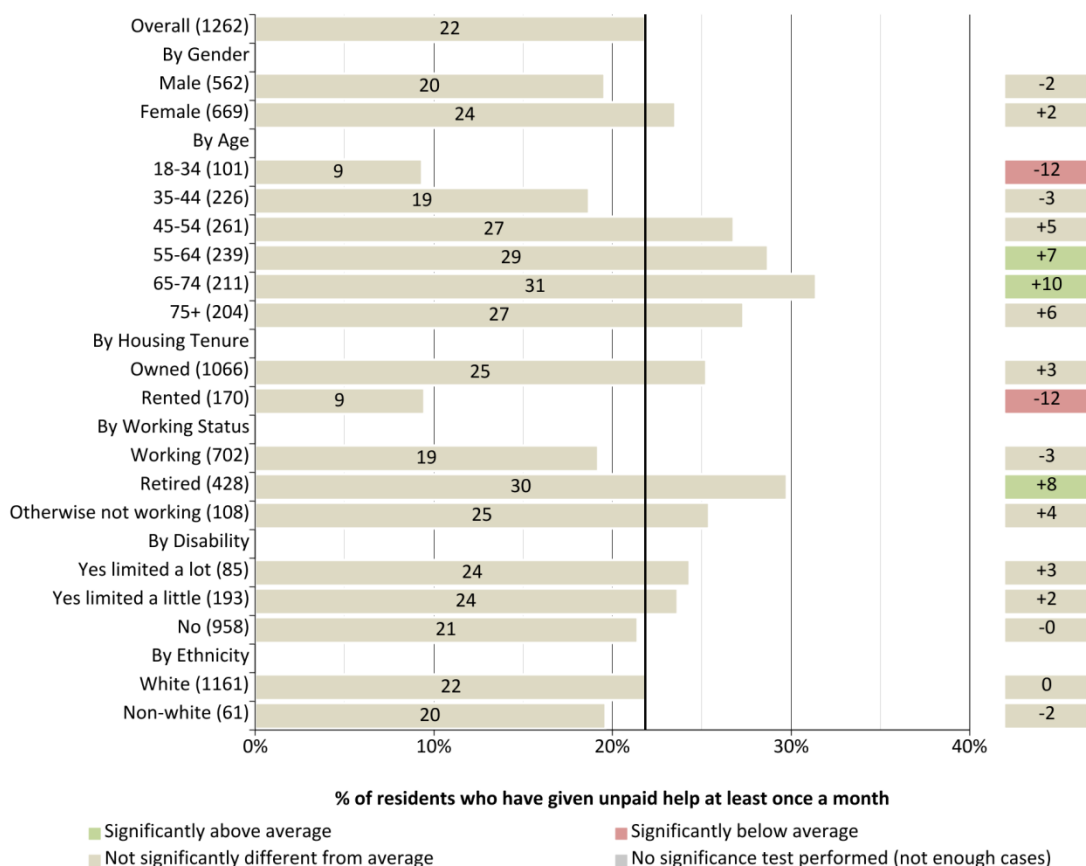


Base: All residents 2008 (1,728), 2010/11 (800), 2012 (1,281), 2015 (1,262)

National Indicator Score

- 6.4 NI 6 is calculated based on how many residents reported that they had volunteered at least once a month over the preceding 12 months.
- 6.5 **The score for NI 6 (regular volunteering) for St Albans City and District Council is 21.8 (26.4 in 2012; 31.8 in 2010/11; 29.4 in 2008). The higher the score the better the result.**
- 6.6 The proportion of residents who have given unpaid help at least once a month in the last twelve months has decreased significantly since 2012.
- 6.7 Residents aged 18 to 34 and residents living in rented accommodation are significantly less likely to give unpaid help at least once a month. Residents aged 55 to 74 and those who are retired are significantly more likely to give unpaid help at least once a month.

Figure 28: Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)

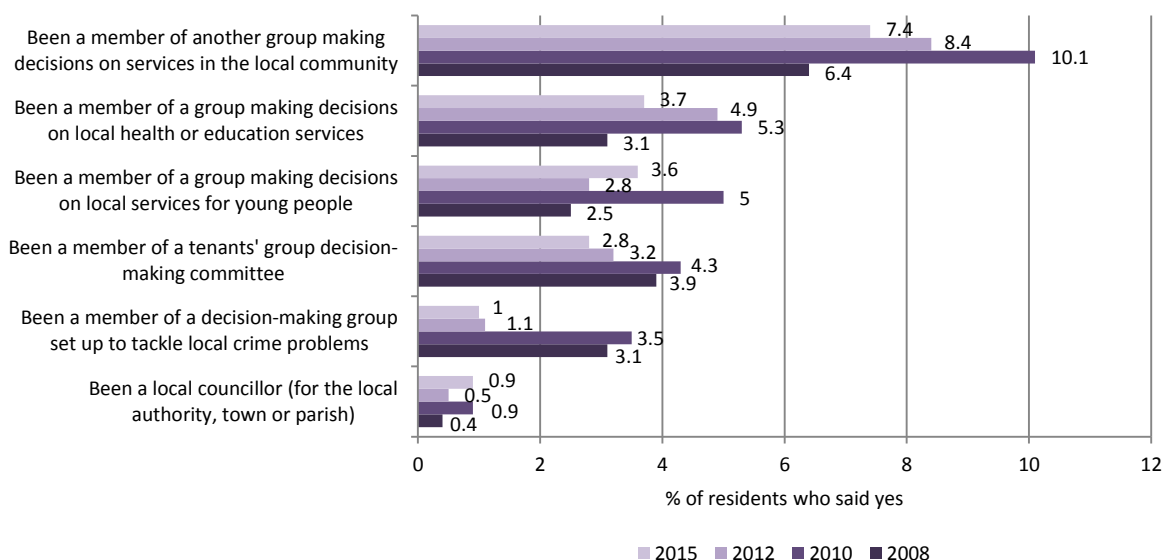


Base: All Residents (number of residents shown in brackets)

6.8 Residents were asked to think about any group(s) to which they belong that make(s) decisions that affect the local area.¹⁶ They were asked to exclude anything related to their job. Figures here are rounded to one decimal place due to small percentages, as rounding to integers may exaggerate or eliminate differences between data.

6.9 In the previous 12 months, between 0.9% and 3.7% of residents had *been a local councillor (for the local authority, town or parish)*, or had been a member of a *decision-making group set up to tackle local crime problems*, a *tenants’ group decision-making committee*, a *group making decisions on locals services for young people*, or a *group making decisions on local health or education services*. 7.4% reported that they had been a member of *another group making decisions on services in the local community*.

Figure 29: Please think about any group(s) to which you belong which make(s) decisions that affect your local area. Please exclude anything that was a requirement for your job. In the past 12 months have you...?



National Indicator Score

6.10 NI 3 is calculated based on the proportion of St Albans District residents who have been involved in at least one of these activities during the last 12 months.

6.11 **The score for NI 3 (civic participation) for St Albans is 10.3 (14.0 in 2012; 16.2 in 2010/11; 15.5 in 2008). The higher the score the better the result.**

¹⁶ The sub-question: *Been a member of a group set up to regenerate the local area* was removed in 2012, after inclusion in 2010/11 and 2008.

Comparisons with 2012, 2010/11 and 2008 surveys

6.12 The tables below show the results and the percentage point changes between 2008, 2010/11, 2012 and 2015 for questions which are comparable across the different surveys.

Table 22: Overall, about how often over the last 12 months have you given unpaid help to any voluntary group(s), club(s) or organisation(s)?

Comparison with 2012, 2010/11 and 2008 surveys.

Overall, about how often over the last 12 months have you given unpaid help to any voluntary group(s), club(s) or organisation(s)?	% who said at least once a week OR Less than once a week, but at least once a month 2008	% who said at least once a week OR Less than once a week, but at least once a month 2010/11	% who said at least once a week OR Less than once a week, but at least once a month 2012	% who said at least once a week OR Less than once a week, but at least once a month 2015	% change since 2008	% change since 2010/11	% change since 2012
	29	32	26	22	↓7	↓10	↓4

Table 23: Please think about any group(s) to which you belong, which make(s) decisions that affect your local area. Please exclude anything that was a requirement for your job. In the past 12 months have you...?

Comparison with 2010/11 and 2008 surveys.

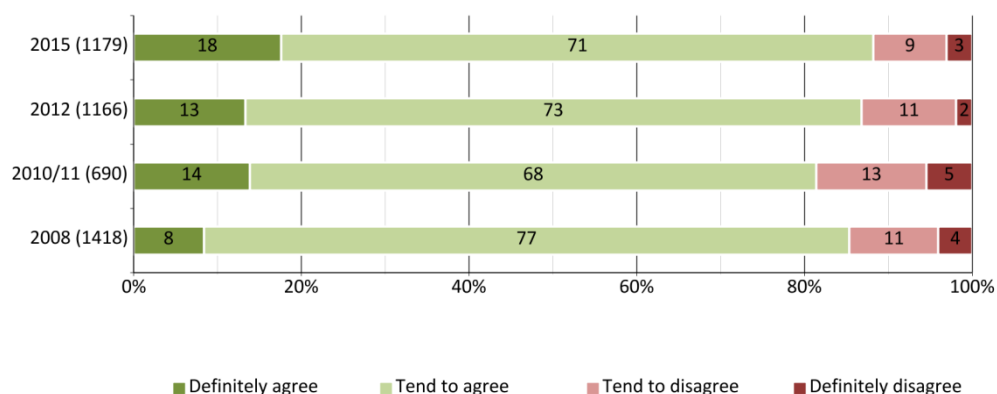
Please think about any group(s) to which you belong, which make(s) decisions that affect your local area. Please exclude anything that was a requirement for your job. In the past 12 months have you...?	% who said yes 2008	% who said yes 2010/11	% who said yes 2012	% who said yes 2015	% change since 2008	% change since 2010/11	% change since 2012
Been a local councillor (for the local authority, town or parish)	0	1	0	1	↑1	↔	↑1
Been a member of a group making decisions on local health or education services	3	5	5	4	↑1	↓1	↓1
Been a member of a decision-making group set up to tackle local crime problems	3	3	1	1	↓2	↓2	↔
Been a member of a tenants' group decision-making committee	4	4	3	3	↓1	↓1	↔
Been a member of a group making decisions on local services for young people	3	5	3	4	↑1	↓1	↑1
Been a member of a another group making decisions on services in the local community	6	10	8	7	↑1	↓3	↓1

7. Respect and Consideration

Getting on well together

- 7.1 Nearly 9 in 10 (88%) residents agree that their local area is *a place where people from different backgrounds get on well together*, whereas 12% disagree.
- 7.2 When answering this question in 2010/11 and 2008, residents had the opportunity to state that there were *too few people in the local area*, or that local people were *all from the same background*, whereas these options were not included in 2012 and 2015.
- 7.3 Along with ‘don’t know’, neither of these response options were treated as valid in calculating levels of agreement or disagreement in 2010/11 and 2008; nonetheless caution should be exercised when directly comparing results of the 2012 and 2015 surveys with the 2010/11 and 2008 surveys.

Figure 30: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



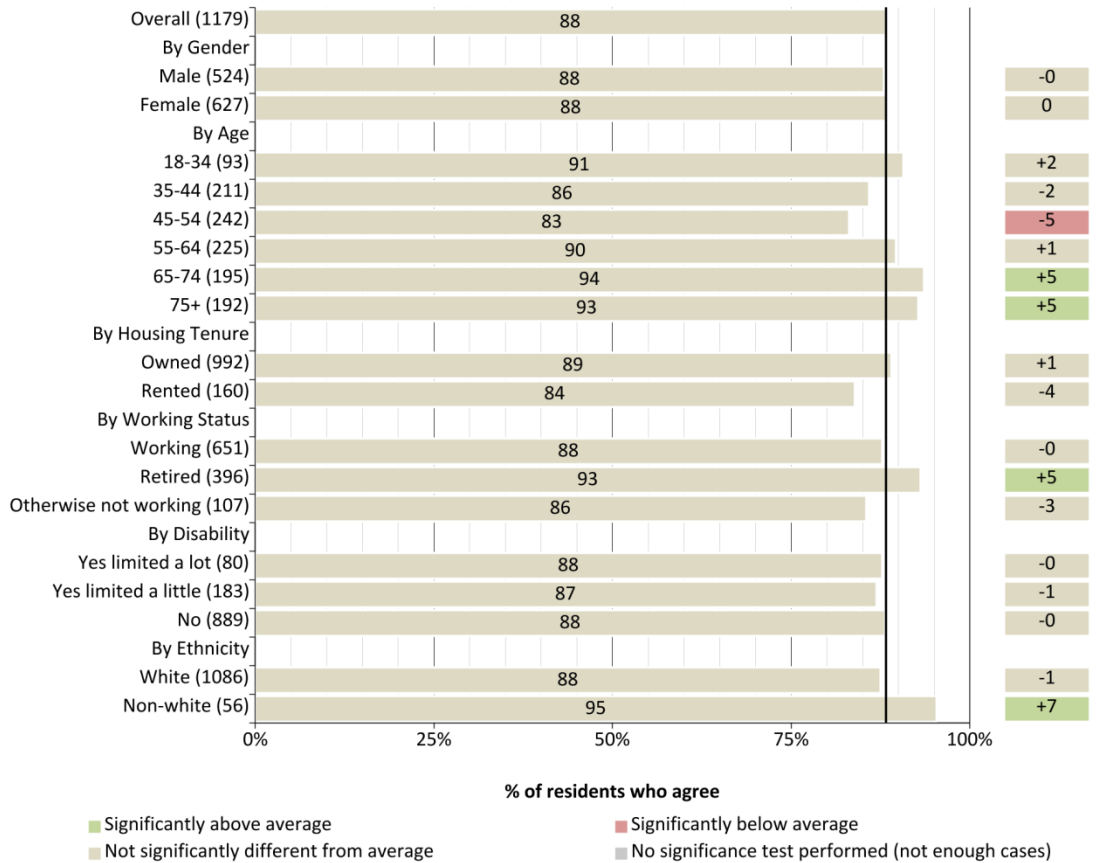
Base: All Residents

National Indicator Score

- 7.4 NI 1 is calculated based on the proportion of St Albans District residents who say they tend to agree or definitely agree that their local area is a place where people from different backgrounds get on well.
- 7.5 **The score for NI 1 (different backgrounds get on well together) for St Albans City and District Council is 88.2 (86.8 in 2012; 81.4 in 2010/11; 85.3 in 2008). The higher the score the better the result.**

7.6 Residents aged 65 and over, those who are retired and non-white residents are significantly more likely to agree that the local areas is a place where people from different backgrounds get on well together. However, residents aged 45-54 are significantly less likely to agree.

Figure 31: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



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

Comparisons with 2012, 2010/11 and 2008 surveys

7.7 The tables below show the results and the percentage point changes between 2008, 2010/11, 2012 and 2015 for questions which are comparable across the different surveys.

Table 24: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?¹⁷

Comparison with 2012, 2010/11 and 2008 surveys.

To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?	% who agreed 2008	% who agreed 2010/11	% who agreed 2012	% who agreed 2015	% change since 2008	% change since 2010/11	% change since 2012
	85	82	87	88	↑3	↑6	↑1

¹⁷ When answering this question in 2010/11 and 2008, residents had the opportunity to state that there were *too few people in the local area*, or that local people were *all from the same background*, whereas these options were removed from the question in 2012 and 2015. Along with 'don't know', neither of these response options were treated as valid in calculating levels of agreement or disagreement in 2010/11 and 2008; nonetheless caution should be exercised when drawing comparisons between 2012/2015 and earlier surveys.

8. Community Safety

Results

Anti-social behaviour

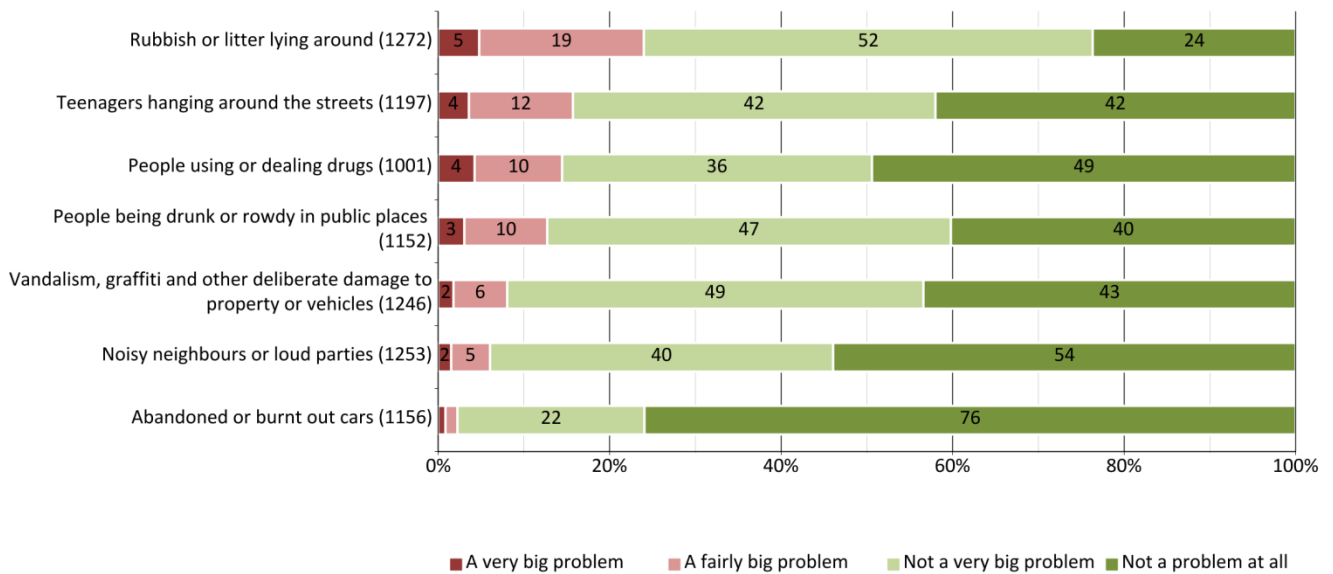
- 8.1 The extent to which residents of St Albans feel that various types of anti-social behaviour represent a problem in their local area is summarised in Figure 32 overleaf.
- 8.2 Fewer than 1 in 10 residents feel that *abandoned or burnt out cars* (2%), or *noisy neighbours or loud parties* (6%), are either a *fairly* or a *very* big problem.
- 8.3 The type of anti-social behaviour that the most residents think is a fairly or a very big problem is *rubbish or litter lying around* (24%). *Rubbish or litter* has consistently been identified as a problem by the most residents in 2012, 2010/11 and 2008. While more than three quarters of residents (76%) feel this is either *not a very big problem* or *not a problem at all*, this is a decrease of three percentage points since 2012.

National Indicator Score

- 8.4 NI 17 is calculated based on the proportion of St Albans District residents with a high level of perceived anti-social behaviour calculated from the combined responses to seven questions about anti-social behavioural problems. In this case 'Don't know/No opinion' is included as a valid response in the calculation of this score.
- 8.5 **The score for NI 17 (anti-social behaviour being a problem) for St Albans City and District Council is 4.8 (4.8 in 2012; 11.1 in 2010/11; 10.1 in 2008). The lower the score the better the result.**

- 8.6 The figure below has been ordered in terms of how big a problem each issue is perceived to be by residents. The biggest problem is *rubbish or litter lying around*, with around a quarter (24%) of residents reporting this as a very or fairly big problem. More than 1 in 10 residents think that *teenagers hanging around in the streets* (16%), *people using or dealing drugs* (14%), and *people being drunk or rowdy in public places* (13%) are very or fairly big problems.
- 8.7 The figures overleaf compare results between the 2015 Community Survey and previous iterations of this survey for each anti-social behaviour issue. The proportion of residents who say that *vandalism, graffiti and other deliberate damage to property or vehicles* is a fairly or very big problem has significantly decreased since 2012.

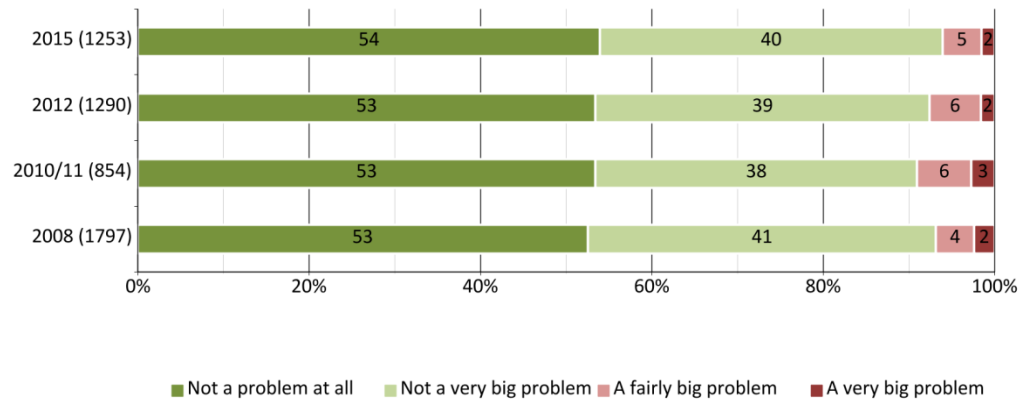
Figure 32: Thinking about this local area, how much of a problem do you think each of the following are?



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

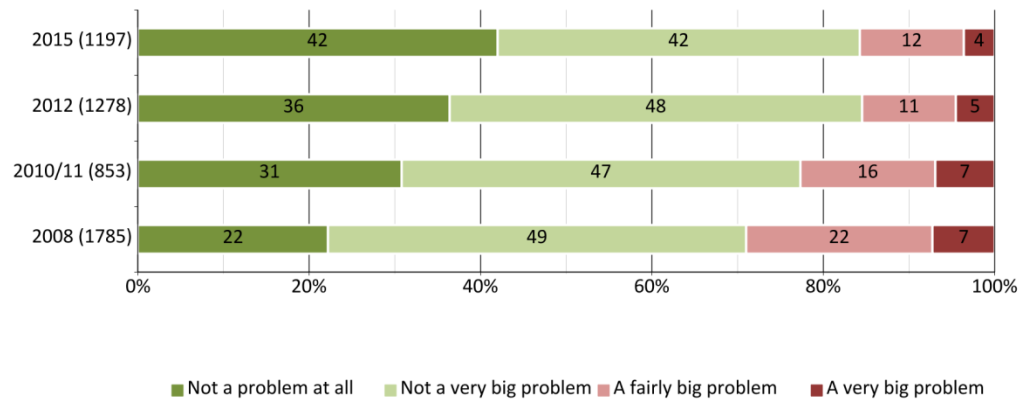
Figure 33: Thinking about your local area, how much of a problem do you think each of the following are?

Noisy neighbours or loud parties



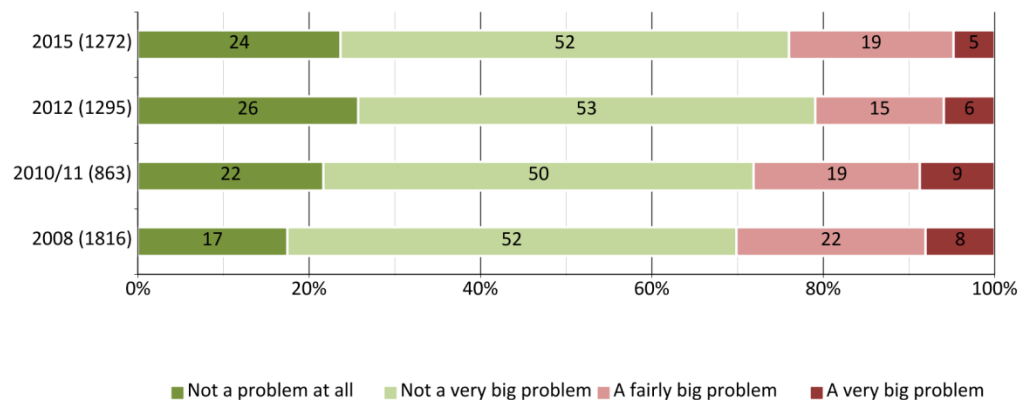
Base: All Residents (number of residents shown in brackets)

Teenagers hanging around the streets



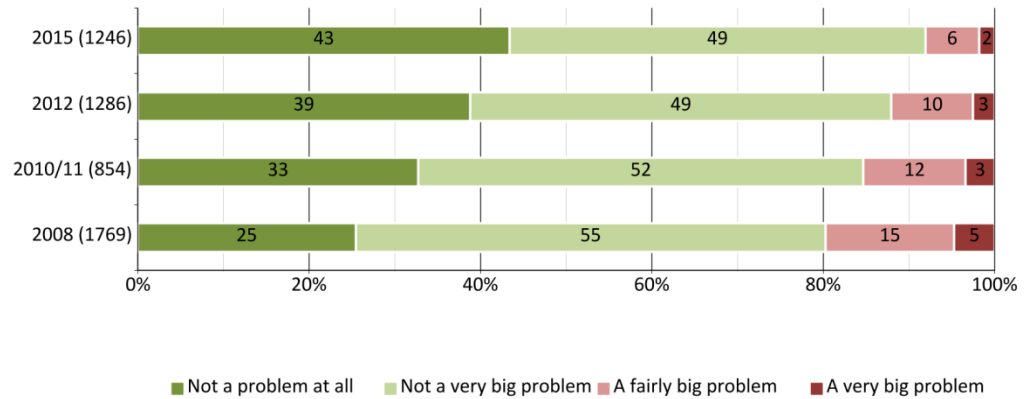
Base: All Residents (number of residents shown in brackets)

Rubbish or litter lying around



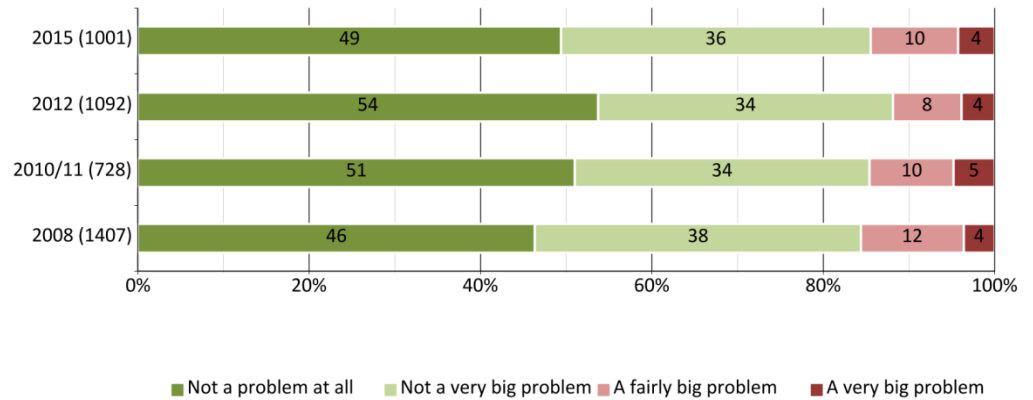
Base: All Residents (number of residents shown in brackets)

Vandalism, graffiti and other deliberate damage to property or vehicles



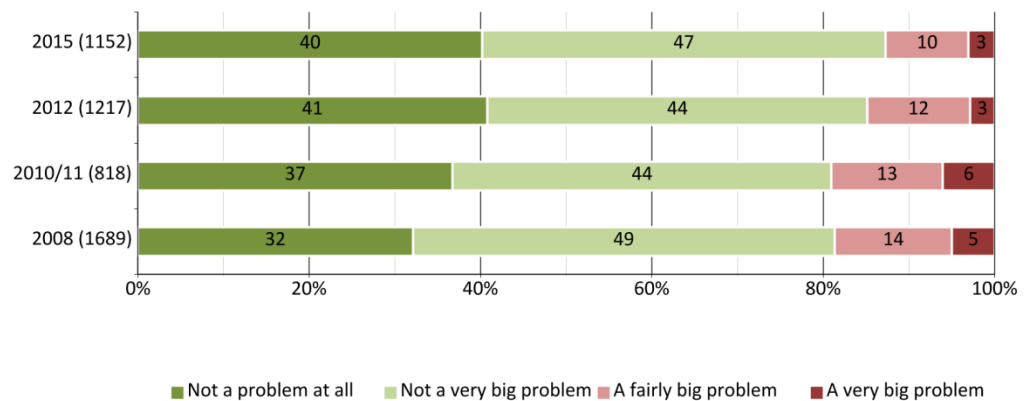
Base: All Residents (number of residents shown in brackets)

People using or dealing drugs



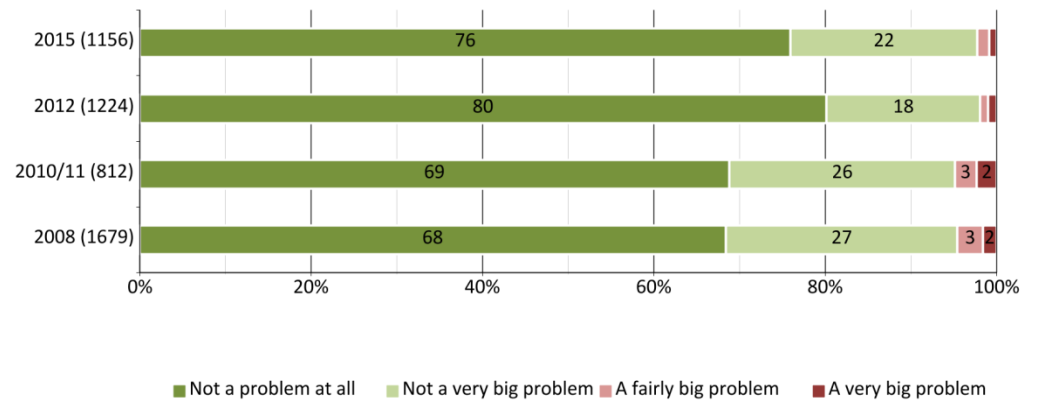
Base: All Residents (number of residents shown in brackets)

People being drunk or rowdy in public places



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

Abandoned or burnt out cars



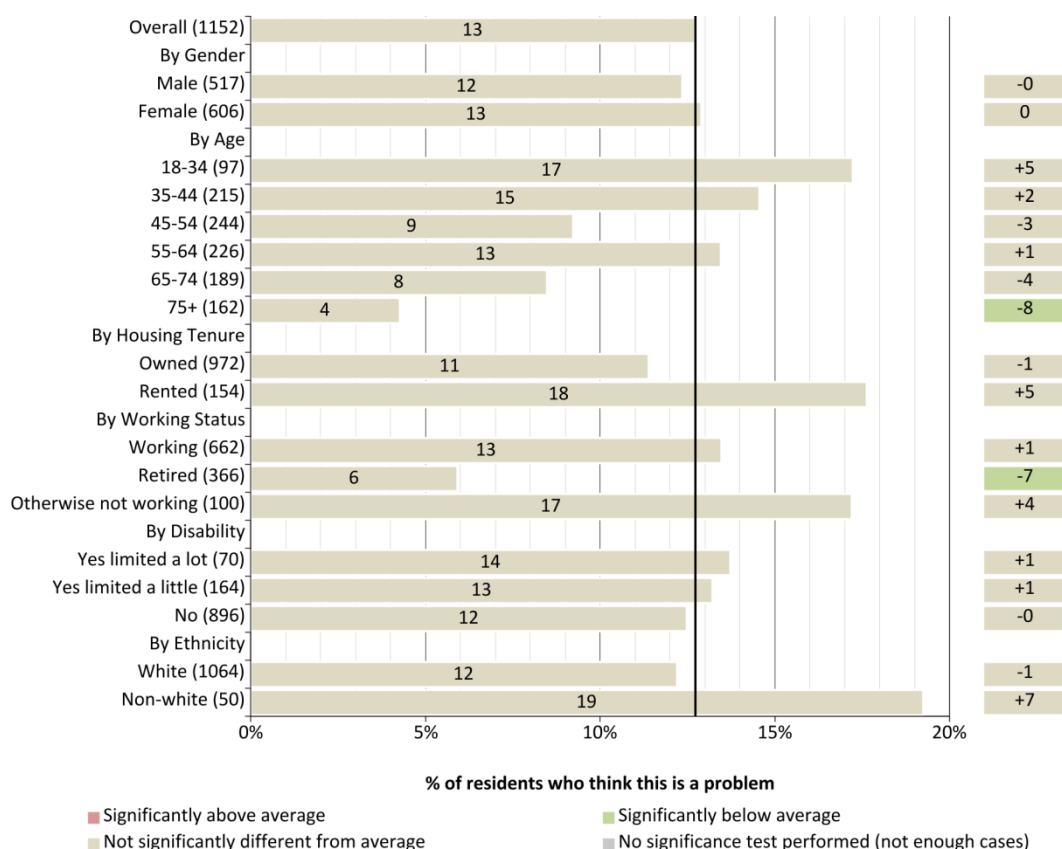
Base: All Residents (number of residents shown in brackets)

Drunk and rowdy behaviour

National Indicator Score

- 8.8 NI 41 is calculated based on the proportion of St Albans District residents who felt that people being drunk or rowdy was a very or fairly big problem in the area. In this case ‘No opinion’ is not included as a valid response in the calculation of this score.
- 8.9 **The score for NI 41 (drunk or rowdy behaviour being a problem) is 12.7 (14.8 in 2012; 19.1 in 2010/11; 18.7 in 2008). The lower the score the better the result.**
- 8.10 13% of St Albans District residents reported that *drunk or rowdy behaviour* is a big problem, and 3% feel that this is a very big problem. The proportion of residents who feel this is a big problem has *decreased* by 2 percentage points since 2012, and by 6 percentage points since 2010/11 and 2008.
- 8.11 Retired residents, and those who are aged 75 or over are significantly less likely to think that *drunk or rowdy behaviour* is a very/fairly big problem.

Figure 34: Thinking about your local area, how much of a problem do you think each of the following are? People being drunk or rowdy in public places (Grouped Responses)



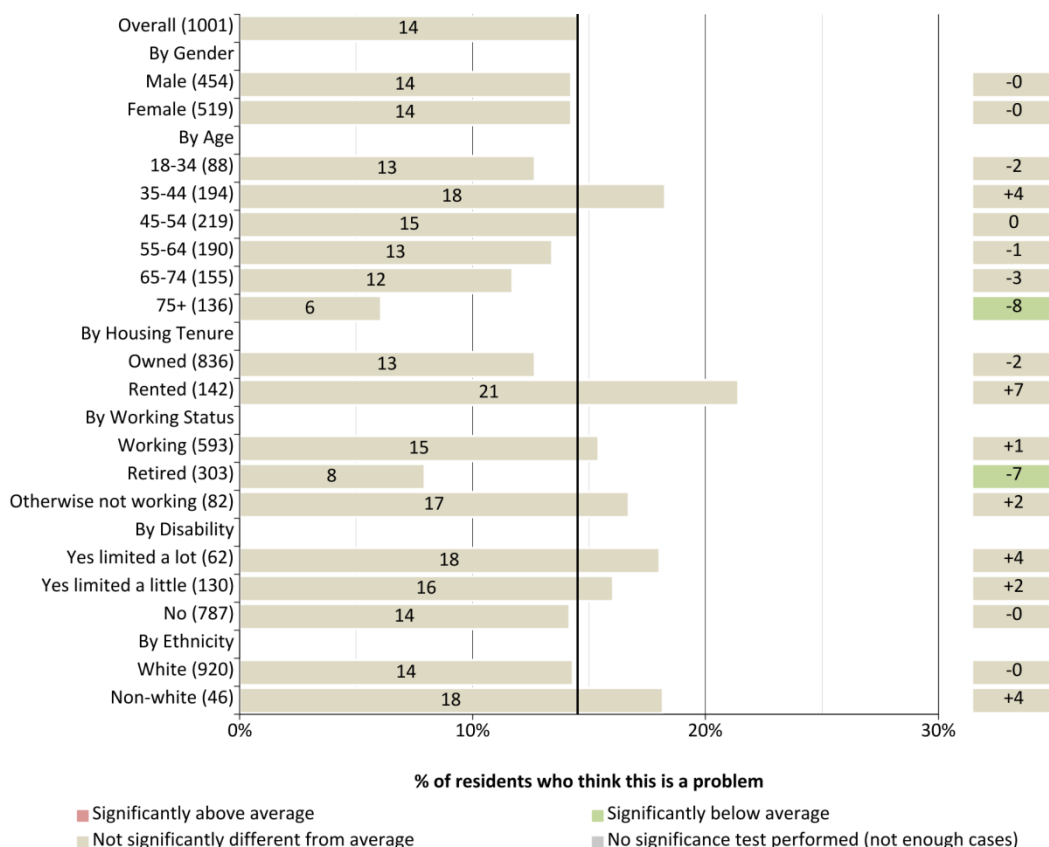
Base: All Residents (number of residents shown in brackets)

People using or dealing drugs

National Indicator Score

- 8.12 NI 42 is calculated based on the proportion of St Albans District residents who felt that people using or dealing drugs was a very or fairly big problem in the area. In this case ‘No opinion’ is not included as a valid response in the calculation of this score.
- 8.13 **The score for NI 42 (drug use and dealing being a problem) is 14.5 (11.8 in 2012; 14.6 in 2010/11; 15.6 in 2008). The lower the score the better the result.**
- 8.14 14% of St Albans District residents reported that *people using or dealing drugs* is a big problem, and 4% feel that this is a very big problem. The proportion that feels this is a big problem is slightly higher than in 2012, by 2 percentage points.
- 8.15 Residents aged 75+ and retired residents are significantly less likely to think that drug use and drug dealing is a very or fairly big problem.

Figure 35: Thinking about your local area, how much of a problem do you think each of the following are? People using or dealing drugs (Grouped Responses)

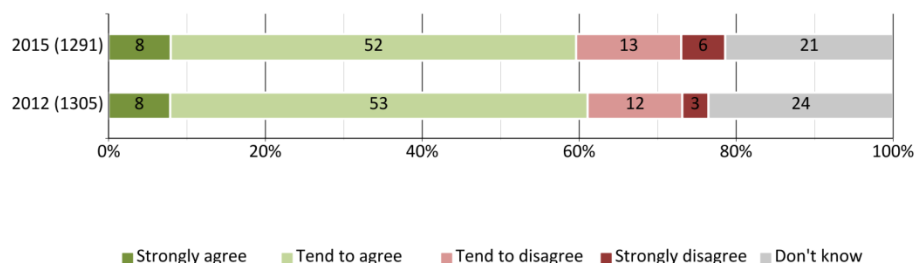


Base: All Residents (number of residents shown in brackets)

The police and other local public services

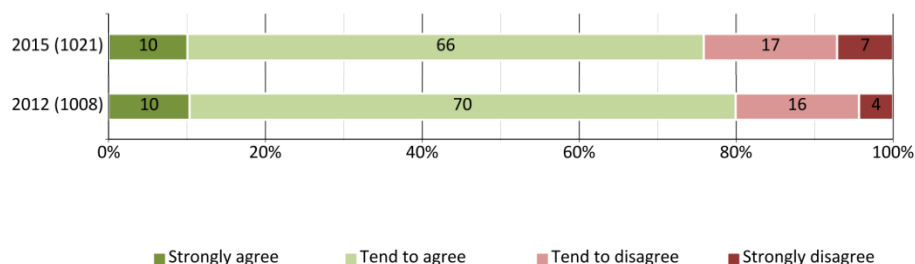
- 8.16 In line with the 2012 results, responses for this question have been presented both with ‘don’t know’ treated as valid and invalid (see figures below). The results from the 2015 and 2012 survey have been presented separately from the 2010/11 and 2008 data (see Figure 38 overleaf) due to issues surrounding comparability resulting from the removal of the response option ‘Neither agree nor disagree’ in 2012. This may have influenced the higher proportion of ‘don’t know’ responses which this question attracted in 2015 (21%) and 2012 (24%) relative to the 2010/11 survey (10%).
- 8.17 When ‘don’t know’ is treated as valid, three fifths (60%) of residents agree that *the police and other local public services are successfully dealing with these issues in their local area*; less than a fifth (19%) disagree. However, over a fifth (21%) of residents reported that they don’t know whether the police and other local public services are successfully dealing with these issues.
- 8.18 When ‘don’t know’ responses are treated as invalid, over three quarters (76%) of residents agree that *the police and other local public services are successfully dealing with these issues in their local area*, while almost a quarter (24%) disagree.
- 8.19 With ‘don’t know’ treated as valid or invalid, the proportion of residents who disagree that the police are successfully dealing with the anti-social behaviour issues listed significantly increased in 2015 compared to 2012.

Figure 36: And to what extent do you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?



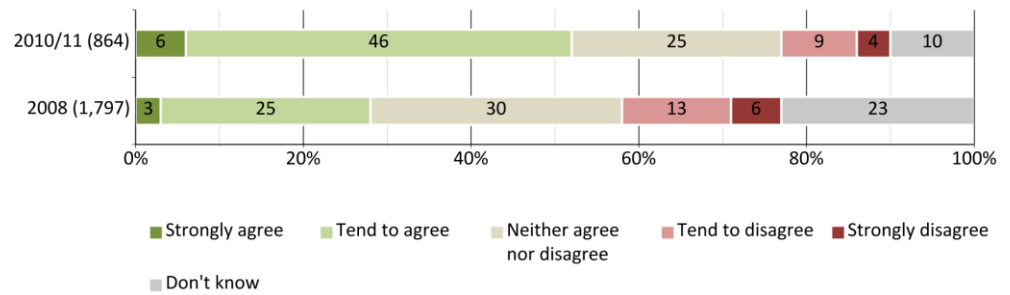
Base: All Residents (number of residents shown in brackets) (Don’t know treated as a valid response)

Figure 37: And to what extent do you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?



Base: All Residents (number of residents shown in brackets) (Don’t know treated as an invalid response)

Figure 38: And to what extent do you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area? (2010/11 and 2008 results only)



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

Comparisons with 2012, 2010/11 and 2008 surveys

8.20 The table below shows the results and the percentage point changes between 2008, 2010/11, 2012 and 2015 for questions which are comparable across the different surveys.

Table 25: Thinking about your local area, how much of a problem do you think each of the following are?

Comparison with 2012, 2010/11 and 2008 surveys.

	% who said not a very big problem OR not a problem at all 2008	% who said not a very big problem OR not a problem at all 2010/11	% who said not a very big problem OR not a problem at all 2012	% who said not a very big problem OR not a problem at all 2015	% change since 2008	% change since 2010/11	% change since 2012
Noisy neighbours or loud parties	93	91	92	94	↑1	↑3	↑2
Teenagers hanging around the streets	71	77	85	84	↑13	↑7	↓1
Rubbish or litter lying around	70	72	79	76	↑6	↑4	↓3
Vandalism, graffiti and other deliberate damage to property or vehicles	80	85	88	92	↑12	↑7	↑4
People using or dealing drugs	84	85	88	86	↑2	↑1	↓2
People being drunk or rowdy in public places	81	81	85	87	↑6	↑6	↑2
Abandoned or burnt out cars	95	95	98	98	↑3	↑3	↔

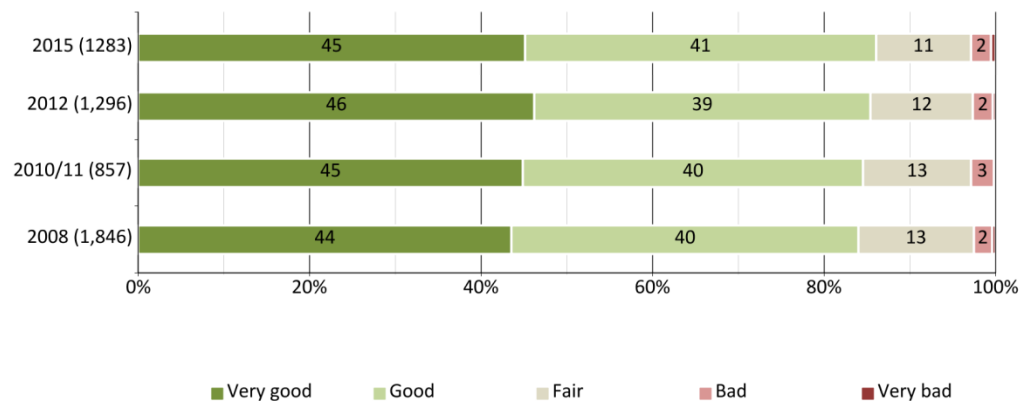
9. About You

Results

Your health

^{9.1} The majority (86%) of St Albans residents report that their health is either *good* or *very good*, while only 3% report having *bad* or *very bad* health. These proportions have changed little since 2008, as the figure below illustrates.

Figure 39: How is your health in general? Would you say it is...?



Base: All Residents

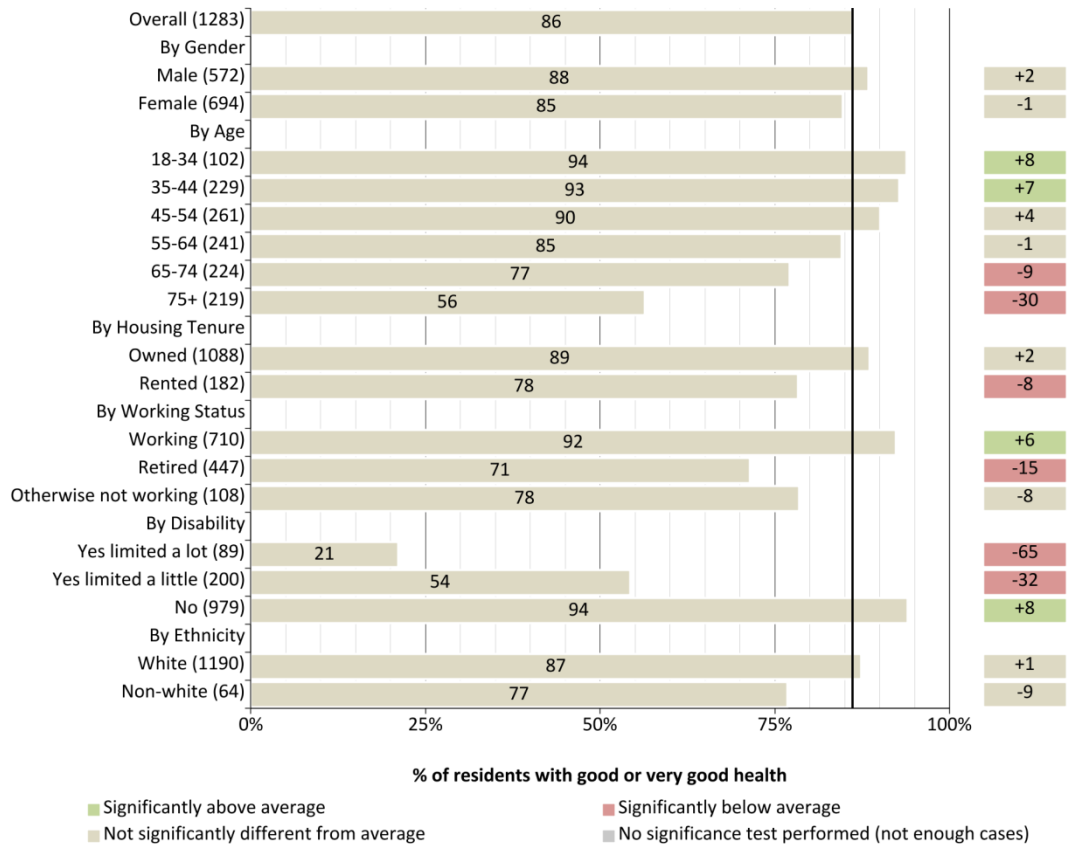
National Indicator Score

^{9.2} NI 119 is calculated based on the proportion of St Albans District residents stating that their health is *very good* or *good*.

^{9.3} **The score for NI 119 (general health) for St Albans City and District Council is 86.0 (85.4 in 2012; 84.5 in 2010/11; 84.0 in 2008). The higher the score the better the result.**

9.4 Residents aged 18 to 44 and those currently working are significantly more likely to say that their health is *good*. Residents who are aged 65 or above, those who are retired, residents who are renting their accommodation or who have a disability or health problem with limits their day-to-day activities are significantly less likely to say that their health is good.

Figure 40: How is your health in general? Would you say it is...? (Grouped Responses)



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

Comparisons with 2012, 2010/11 and 2008 surveys

^{9.5} The table below shows the results and the percentage point changes between 2008, 2010/11, 2012 and 2015 for questions which are comparable across the different surveys.

Table 26: How is your health in general? Would you say it is...?

Comparison with 2012, 2010/11 and 2008 surveys.

How is your health in general? Would you say it is...?	% who said good 2008	% who said good 2010/11	% who said good 2012	% who said good 2015	% change since 2008	% change since 2010/11	% change since 2012
	84	85	85	86	↑2	↑1	↑1

10. List of Tables and Figures

Tables

Table 1: National Indicators collected as part of the survey	6
Table 2: Gender - All Residents.....	7
Table 3: Age - All Residents	7
Table 4: Ethnic Origin - All Residents	7
Table 5: Long-standing illness/Disability - All Residents	8
Table 6: Household Type - All Residents.....	8
Table 7: Working Status - All Residents	8
Table 8: Tenure - All Residents	8
Table 9: Overall, how satisfied or dissatisfied are you with your local area as a place to live?	25
Table 10: Overall, how satisfied or dissatisfied are you with the way that St Albans City and District Council runs things?	25
Table 11: To what extent do you agree or disagree that St Albans City and District Council provides value for money?	25
Table 12: Overall, how strongly do you feel you belong to your local area/immediate neighbourhood)?	25
Table 13: How satisfied or dissatisfied are you with your home as a place to live?	25
Table 14: Please indicate how frequently you have used the following public services provided or supported by St Albans City and District Council.	28
Table 15: How satisfied or dissatisfied are you with each of the following services provided or supported by St Albans City and District Council?	29
Table 16: How well informed do you feel about each of the following?	42
Table 17: How well informed do you feel about each of the following?	42
Table 18: In the past year, have you seen a copy of 'Community News', St Albans City and District Council's quarterly eight page publication for residents, which is delivered to households in the District and viewable online at www.stalbans.gov.uk/communitynews/ ?	43
Table 19: Would you say you...?	43
Table 20: To what extent do you agree or disagree with the following statements about Community News?	43
Table 21: To what extent do you agree or disagree with the following statements about Community News?	43
Table 22: Overall, about how often over the last 12 months have you given unpaid help to any voluntary group(s), club(s) or organisation(s)?	47
Table 23: Please think about any group(s) to which you belong, which make(s) decisions that affect your local area. Please exclude anything that was a requirement for your job. In the past 12 months have you...?	47
Table 24: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?	50
Table 25: Thinking about your local area, how much of a problem do you think each of the following are?	60
Table 26: How is your health in general? Would you say it is...?	63

Figures

Figure 1: Overall, how satisfied or dissatisfied are you with your local area as a place to live?.....	15
Figure 2: Overall, how satisfied or dissatisfied are you with your local area as a place to live?.....	16
Figure 3: Overall, how satisfied or dissatisfied are you with the way that St Albans City and District Council runs things?	17
Figure 4: Overall, how satisfied or dissatisfied are you with the way that St Albans City and District Council runs things? (Grouped Responses)	18
Figure 5: To what extent do you agree or disagree that St Albans City and District Council provides value for money?	19
Figure 6: To what extent do you agree or disagree that St Albans City and District Council provides value for money? (Grouped Responses)	20
Figure 7: How strongly do you feel you belong to your local area/immediate neighbourhood?	21
Figure 8: How strongly do you feel you belong to your local area? (Grouped Responses)	22
Figure 9: How satisfied or dissatisfied are you with your home as a place to live?.....	23
Figure 10: How satisfied or dissatisfied are you with your home as a place to live? (Grouped Responses)	24
Figure 11: Please indicate how frequently you have used the following public services provided or supported by St Albans City and District Council.	26
Figure 12: How satisfied or dissatisfied are you with each of the following services provided or supported by St Albans City and District Council?	27
Figure 13: Overall, how well informed do you think St Albans City and District Council keeps residents about the services and benefits it provides?.....	30
Figure 14: Overall, how well informed do you think St Albans City and District Council keeps residents about the services and benefits it provides? (Grouped Responses)	31
Figure 15: How well informed do you feel about each of the following?.....	32
Figure 16: If you have contacted St Albans City and District Council in the last 12 months for any reason, how did you get in contact with the Council on the most recent occasion?.....	33
Figure 17: How satisfied or dissatisfied were you with the final outcome of your contact with the Council?	34
Figure 18: How easy or difficult was it for you to resolve your query or conduct your business with the Council?	35
Figure 19: The Council receives many queries from, and undertakes many different activities with, members of the public on a daily basis. The most common types of information requests and activities undertaken are listed below. In what way would you prefer to do the following:	36
Figure 20: In the last year, have you made a complaint to the Council about a service it provides?.....	37
Figure 21: To what extent do you agree or disagree with the following statements about your experience when you made the complaint?	37
Figure 22: In the past year, have you seen a copy of 'Community News', St Albans City and District Council's quarterly eight page publication for residents, which is delivered to households in the District and viewable online at www.stalbans.gov.uk/communitynews/	38
Figure 23: Would you say you...?.....	39
Figure 24: In the past year, have you seen a copy of 'Community News', St Albans City and District Council's quarterly eight page publication for residents,	40
Figure 25: To what extent do you agree or disagree with the following statements about Community News?	41
Figure 26: To what extent do you agree or disagree with the following statements about Community News?	41
Figure 27: Overall, about how often over the last 12 months have you given unpaid help to any group(s), clubs or organisation(s)?	44
Figure 28: Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)	45
Figure 29: Please think about any group(s) to which you belong which make(s) decisions that affect your local area. Please exclude anything that was a requirement for your job. In the past 12 months have you...?.....	46

Figure 30: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?	48
Figure 31: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?	49
Figure 32: Thinking about this local area, how much of a problem do you think each of the following are?	52
Figure 33: Thinking about your local area, how much of a problem do you think each of the following are? Noisy neighbours or loud parties Teenagers hanging around the streets Rubbish or litter lying around	53
Figure 34: Thinking about your local area, how much of a problem do you think each of the following are? People being drunk or rowdy in public places (Grouped Responses).....	56
Figure 35: Thinking about your local area, how much of a problem do you think each of the following are? People using or dealing drugs (Grouped Responses)	57
Figure 36: And to what extent do you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?	58
Figure 37: And to what extent do you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?	58
Figure 38: And to what extent do you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area? (2010/11 and 2008 results only).....	59
Figure 39: How is your health in general? Would you say it is...?	61
Figure 40: How is your health in general? Would you say it is? (Grouped Responses)	62