

St Albans Place Survey 2008-09

Report of Findings

Final Issue
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Chapter 1: Introduction

The Survey

- 1.1 Opinion Research Services (ORS) was commissioned by Hertfordshire County Council, St Albans City and District Council and the other district and borough Councils of Hertfordshire to undertake the Place Survey.
- 1.2 The Place Survey has been designed by the Department of Communities and Local Government and the Audit Commission to inform eighteen of the new National Indicators for Local Authorities. It replaces the Best Value Performance Indicator (BVPI) surveys (conducted in 2000, 2003 and 2006) and from 2008 onwards, all Local Authorities in England will be required to carry out the survey every two years.
- 1.3 Whilst the former BVPI surveys asked questions about services provided by local authorities and other public sector organisations, the Place Survey represents a new approach. Instead of focussing on satisfaction with service provision, the survey captures residents' more general views and perceptions of the area in which they live. Throughout the survey residents were asked to think about their local area, defined as being within a 15-20 minute walk from home.

National Indicators

- 1.4 The eighteen National Indicators that are being collected via the Place Survey are summarised below. The indicators recognise that to improve the area requires a joined up approach to improve services, tackle problems and improve the quality of life for local residents.

Figure 1
National Indicators that are being collected via the Place Survey

Place Survey Indicator	
NI 1	% of people who believe people from different backgrounds get on well together in their local area
NI 2	% of people who feel that they belong to their neighbourhood
NI 3	Civic participation in the local area
NI 4	% of people who feel they can influence decisions in their locality
NI 5	Overall/general satisfaction with local area
NI 6	Participation in regular volunteering
NI 17	Perceptions of anti-social behaviour
NI 21	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area
NI 23	Perceptions that people in the area treat one another with respect and consideration
NI 27	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police
NI 37	Awareness of civil protection arrangements in the local area
NI 41	Perceptions of drunk or rowdy behaviour as a problem
NI 42	Perceptions of drug use or drug dealing as a problem
NI 119	Self-reported measure of people's overall health and wellbeing
NI 138	Satisfaction of people 65 and over with both home and neighbourhood
NI 139	The extent to which older people receive the support they need to live independently
NI 140	Fair treatment by local services

Methodology

- 1.5 For the Place survey results in each Local Authority area to be comparable, the Audit Commission released specific guidelines and requirements on the approach and methodology for this survey. The survey was postal, with two full reminders sent to non responders and a minimum of 1,100 valid responses were required in each district or borough.
- 1.6 The survey was in field between the 25th September 2008 and the 5th January 2009 and the reminders were sent after the 15th October 2008. A prize draw was also offered as an incentive to respondents.
- 1.7 St Albans City and District Council distributed 4,500 questionnaires of which 38 were returned as failed mail. 1,871 completed questionnaires were received yielding a response rate of 42%.
- 1.8 Detailed breakdowns by the following variables are provided in data tables which have been provided under separate cover:
 - Gender
 - Age
 - Health
 - Housing tenure
 - Children in household
 - Working status
 - Long-term illness or disability
 - Ethnicity

Overview of Report and Interpretation of the Data

- 1.9 Following on from this introduction and a summary of key findings for St.Albans, the survey findings are presented under the following main topic headings:
 - The local area
 - Local public services
 - The local community
 - Respect and consideration
 - Community safety
- 1.10 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 respondents making relevant responses. Where possible the colours used in the charts have been standardised with a 'traffic light' system – in which:
 - Green shades represent positive responses
 - Yellow represents 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.
- 1.11 In this report, reference is made to 'net' figures. This represents the balance of opinion on attitudinal questions, and provides a particularly useful means of comparing the results for a number of variables. In the case of a 'net satisfaction' figure, this represents the percentage satisfied on a particular issue or service, less the percentage dissatisfied. For example, if a service records 40% satisfied and 25% dissatisfied, the 'net satisfaction' figure is +15 percentage points.

- 1.12 Please note that where percentages do not sum to 100, this may be due to rounding, the exclusion of 'don't know' categories, or multiple answers.
- 1.13 It should be remembered that a sample, and not the entire population of the District/Borough, has been interviewed. In consequence, all results are subject to sampling tolerances, which means that not all differences between question responses are statistically significant.
- 1.14 Differences between responses have been analysed using appropriate statistical methods to check for statistical significance at the 95% confidence level (i.e. the difference has not happened 'by chance' for 95% of responses) and differences that are not said to be 'significant' or 'statistically significant' are indicative only. This report mostly concentrates on 'significant' differences.

Acknowledgements

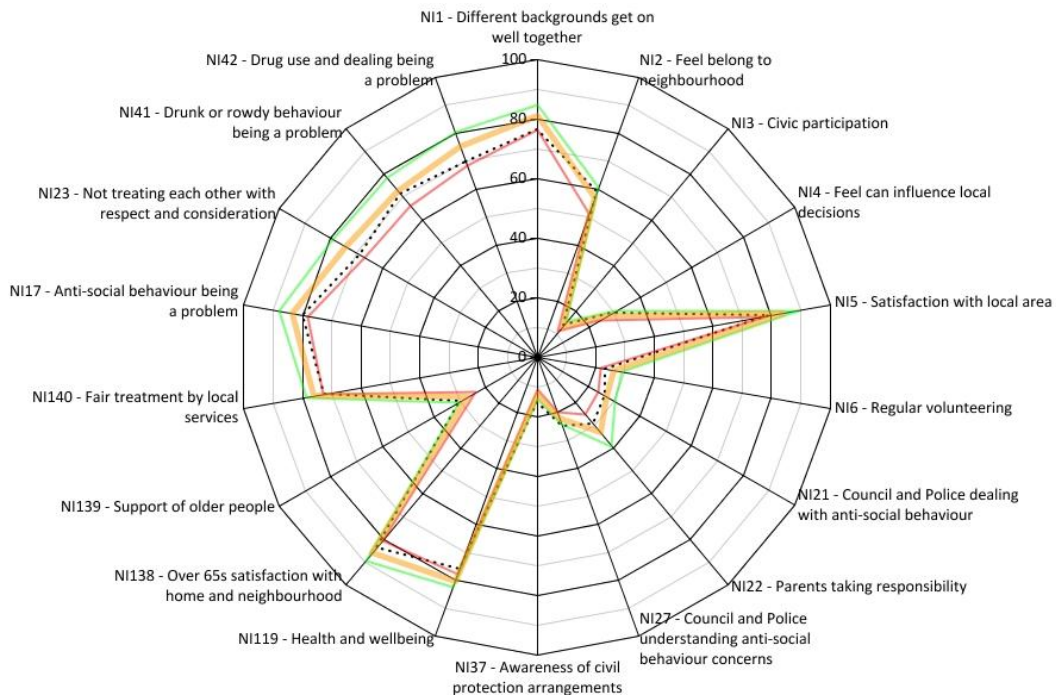
- 1.15 ORS would like to thank the following people and their colleagues for their help and assistance during the project: Alison Adams, Andy Stovold, Angela Fieldhouse, Ashley Hawkins, Carl Jauncey, Catherine Feast, Elaine Wright, Grace Crawford, Jane Ratford, Kathryn Robson, Lorna Georgiou, Paul Underwood and Sara Hamilton. We would also like to thank the people who took part in the survey, without whose valuable input the research would not have been possible.

Chapter 2: Key Findings

Countywide National Indicators

- 2.1 This section of the report discusses the National Indicator scores that have been collected through the Place survey across Hertfordshire.
- 2.2 Each Place National Indicator is scored out of 100 and for most indicators 100 is the best result possible. However, there are four National Indicators where 100 is the worst result possible. For the purposes of benchmarking these results, we have subtracted the actual indicator score from 100 – so in the diagram, 100 always represents the best possible result.
- 2.3 The spider chart below compares the National Indicator scores for the countywide survey. Each National Indicator is shown on the periphery of the spider chart. The orange line shows the average score for each indicator (or 100 minus the score for the indicators where a lower result is better). The varying width of the zone between the red and green lines shows the ranges within which the relevant responses fall across all of the districts in the county. The dotted black line shows the England score.
- 2.4 For each indicator the closer the line is to the outside of the chart the better the result. The varying width of the zone between the red and green lines shows the ranges within which the relevant responses fall across all of the districts in the county. The dotted black line shows the England score.

Figure 2
Countywide diagram
Base: Hertfordshire respondents (16858)



- 2.5 Typically, Hertfordshire National Indicator scores are neither significantly better nor worse than the all-England scores and this should be remembered when looking at the good and bad scores for Hertfordshire.
- 2.6 The only National Indicator for which Hertfordshire scores significantly higher than the all-England score is in relation to general health and wellbeing. Of the other indicators, Hertfordshire scores well for anti-social behaviour and social cohesion which, as discussed later in this report, have a strong impact on satisfaction with area as a place to live.
- 2.7 Hertfordshire scores worst in relation to participation, volunteering and awareness of civic participation arrangements. The scores for the Council and Police understanding anti-social behaviour concerns and dealing with anti-social behaviour are also low in comparison to other indicators, but Hertfordshire does not score significantly lower than the all-England score for any National Indicator.

National Indicators for St.Albans

- 2.8 The results for St.Albans can be summarised as follows:
 - Performance on 10 of the National Indicators was amongst the top 25% of all Local Authorities in England, 7 of which were within the top 10%
 - Performance on 3 of the National Indicators was amongst the bottom 10% of all Local Authorities in England
- 2.9 The following chart shows how each of the NI results for St.Albans compares nationally. The chart is split into three areas; green for the top 25% of all Local Authorities in England, beige for the middle 50% of all English Local Authorities, and red for the bottom 25% of all English Local Authorities. The NI scores for St.Albans, Hertfordshire County and England are detailed in the table overleaf.

Figure 3
St.Albans National Indicator scores



Figure 4

St.Albans, Countywide and England Scores for National Indicators that are being collected via the Place Survey

	Indicator	St.Albans Score	Countywide Score	England Score
NI 1	% of people who believe people from different backgrounds get on well together in their local area	85.3	81.2	76.4
NI 2	% of people who feel that they belong to their neighbourhood	59.9	56.8	58.7
NI 3	Civic participation in the local area	15.5	13.3	14.0
NI 4	% of people who feel they can influence decisions in their locality	26.7	27.0	28.9
NI 5	Overall/general satisfaction with local area	90.3	83.9	79.7
NI 6	Participation in regular volunteering	29.4	26.0	23.2
NI 17	Perceptions of anti-social behaviour	10.1	16.3	20.0
NI 21	Dealing with local concerns about anti-social behaviour and crime issues by the local Council and Police	28.2	27.3	26.3
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area	45.4	33.2	29.6
NI 23	Perceptions that people in the area treat one another with respect and consideration	16.7	26.2	31.2
NI 27	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	19.7	21.9	24.8
NI 37	Awareness of civil protection arrangements in the local area	10.6	12.2	15.3
NI 41	Perceptions of drunk or rowdy behaviour as a problem	18.6	27.2	29.0
NI 42	Perceptions of drug use or drug dealing as a problem	15.6	24.9	30.5
NI 119	Self-reported measure of people's overall health and wellbeing	84.0	80.3	75.8
NI 138	Satisfaction of people 65 and over with both home and neighbourhood	88.2	85.8	83.9
NI 139	The extent to which older people receive the support they need to live independently	23.0	26.8	30.0
NI 140	Fair treatment by local services	77.4	75.9	72.4

Local Areas and Communities in St.Albans

- ^{2.10} Satisfaction with area and home is typically high (90% respectively).
- ^{2.11} Three fifths (60%) of residents feel that they belong to their immediate neighbourhood and residents who are significantly more likely to feel that they do not belong are aged 18-34, are working or are in rented accommodation. Residents that are retired or over the age of 65 are significantly more likely to feel they belong.
- ^{2.12} Just under half (49%) of residents have not given unpaid help or been involved in a decision-making group during the last year. Retired residents and those aged 65 to 74 are typically more likely to get involved or give unpaid help. Residents aged 18 to 34 or those that non-white or in rented accommodation are significantly less likely to have been involved in a local decision-making group. Residents aged 65 to 74, or those that are retired are significantly more likely.
- ^{2.13} The majority of residents (63%) do not know if older people are able to get the services and support they need to continue to live at home for as long as they want. This indicates a lack of information or interest in these services until they become relevant to the resident. Of those expressing an opinion around two thirds feel that services and support are adequately available.

Respect and Consideration in St.Albans

- 2.14 Residents aged 65 or over generally have a positive view of community cohesion in their area. They are significantly less likely to report a problem with parents not taking responsibility for their children's behaviour, people from different backgrounds not getting on well together, lack of mutual respect and consideration and not being treated with respect and consideration by their local public services. It is residents who in rented accommodation who are most likely to feel that some or all of these things are a problem in their area.
- 2.15 Typically more residents feel that parents do not take enough responsibility for the behaviour of their children than those who feel that they do and 'teenagers hanging around in the streets' is rated by residents as a bigger problem in their local area than drug or alcohol use, for example.
- 2.16 The majority of residents feel that people from different backgrounds not getting on well together, people not treating each other with respect and consideration and local public services not treating them with respect and consideration are not big problems in their area. Correlation analysis shows that it is this sort of local issue that greatly influences satisfaction with area.

Community Safety in St.Albans

- 2.17 The majority of residents (95%) feel safe when outside during the day but after dark this number reduces to 65%. Females, those aged 75 or over, residents in rented accommodation or residents with a limiting illness/disability are significantly more likely than average to feel unsafe after dark.
- 2.18 Residents identified 'rubbish or litter lying around' as the biggest anti-social problem in their area followed by teenagers hanging around on the streets and deliberate damage (e.g. vandalism and graffiti).
- 2.19 15% of residents feel that drug use and dealing is a big problem in their local area and a fifth see people being drunk and rowdy as a problem. Residents in rented accommodation and with a limiting illness/disability are most likely to feel this way. This may be due to differing perceptions or expectations by these groups or to the types of area that these groups of residents live in.
- 2.20 A fifth of residents agree that the police and local public services seek people's views about dealing with anti-social behaviour and crime and almost three tenths agree that the police and local public services are successfully dealing with anti-social behaviour and crime.

Public Services in St.Albans

- 2.21 Generally the majority of residents are satisfied with their GP, Fire and Rescue Service, dentist, and to a lesser degree their hospital and constabulary. About two fifths of residents (42%) are satisfied with their local council and almost three tenths of residents (29%) feel that their local council provides value for money.
- 2.22 With the exception of how and where to register to vote and how council tax is spent, the majority of residents do not feel well informed about public services, getting involved or what to do in the event of a large-scale emergency.
- 2.23 Just over a quarter of residents feel they can influence decision making (26%). A quarter of residents would generally like to be more involved in local decision-making and a further 68% want to be more

involved in local decision-making with regard to certain issues. Male residents are significantly more likely to want to be involved.

Figure 5
St.Albans and Countywide results for satisfaction with public services that are being collected via the Place Survey

Satisfaction with...	St.Albans Score	Countywide Score
Local District/Borough Council	42	46
Hertfordshire County Council	39	44
Hertfordshire Constabulary	57	57
Hertfordshire Fire and Rescue Services	78	79
GP	86	82
Local Hospital	52	61
Local Dentist	75	71

2.24 Satisfaction with St Albans City and District Council Council has decreased 18 percentage points since the 2000/01 BVPI survey.

Figure 6
Satisfaction with St Albans City and District Council

	2000/01 BVPI	2003/04 BVPI	2006/07 BVPI	2008/09 Place
Satisfaction with how St Albans City and District Council runs things	60	59	56	42

2.25 The following chart shows how satisfaction with St.Albans services compares nationally. As with the previous chart, it is split into three areas; green for the top 25% of all Local Authorities in England, beige for the middle 50% of all English Local Authorities, and red for the bottom 25% of all English Local Authorities. The results reported for St.Albans, Hertfordshire County and England are detailed in the table overleaf

Figure 7
St.Albans and England Results for satisfaction with public services that are being collected via the Place Survey

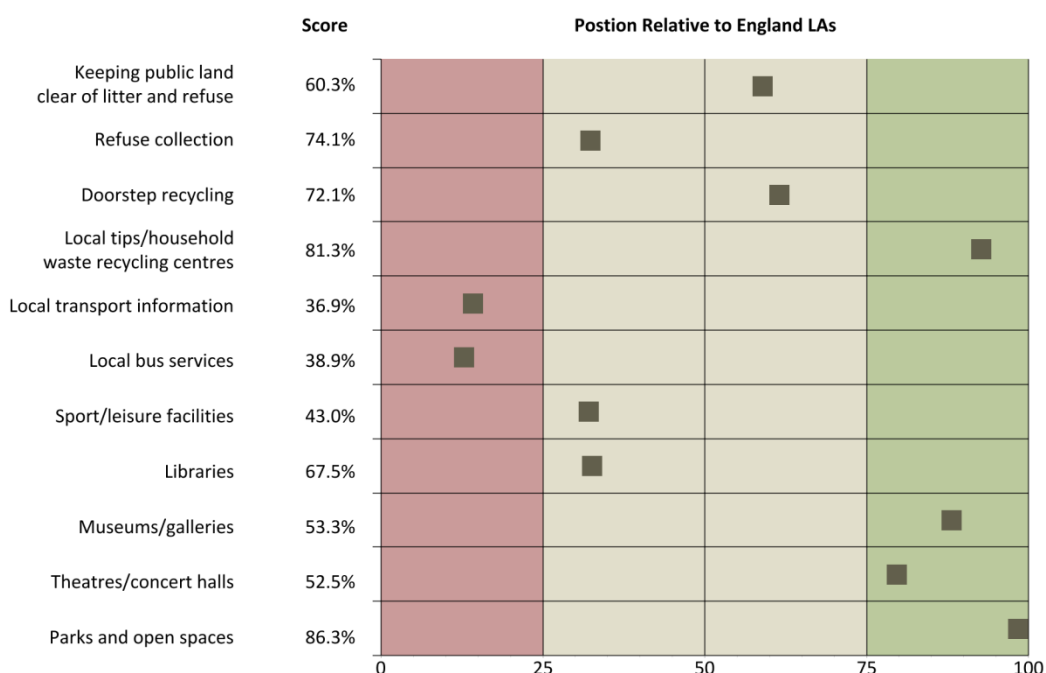


Figure 8

St.Albans, Countywide and England Results for satisfaction with public services that are being collected via the Place Survey

Satisfaction with...	St.Albans Score	Countywide Score	England Score
Keeping public land clear of litter and refuse	60	59	57
Refuse collection	74	76	78
Doorstep recycling	72	68	70
Local tips/household waste recycling centres	81	71	71
Local transport information	37	41	48
Local bus services	39	45	55
Sport/leisure facilities	43	52	46
Libraries	67	73	69
Museums/galleries	53	41	42
Theatres/concert halls	53	44	43
Parks and open spaces	86	76	69

- ^{2.26} St Albans City and District Council is in the top 10% of all England LAs for local tips/household recycling centres and parks and open spaces and in the top 25% for museums/galleries and theatres/concert halls but in the bottom 25% for local transport information and local bus services.
- ^{2.27} Residents feel that the level of crime is most important in making somewhere a good place to live but identified road and pavement repairs as most in need of improvement. Considering importance alongside need for improvement, the priorities identified for improvement are clean streets, affordable housing, health services, the level of traffic congestion, public transport and road and pavement repairs.
- ^{2.28} The following table summarises the outcomes of the priority analysis which takes into account which services residents feel are most important and which services residents feel are most in need of improvement.

Figure 9

Priority Analysis summary

Less Important, Most Needs Improving IMPROVEMENTS REQUIRED	More Important, Most Needs Improving PRIORITIES FOR IMPROVEMENT
Activities for teenagers	Affordable decent housing Clean streets Health services The level of traffic congestion Public transport Roads and pavement repairs
Less Important, Least Needs Improving LOW PRIORITY STRENGTHS	More Important, Least Needs Improving KEY STRENGTHS
Community activities Cultural facilities Facilities for young children Job prospects The level of pollution Race relations Sports and leisure facilities Wage levels and local cost of living Other	Access to nature Education provision The level of crime Parks and open spaces Shopping facilities

Chapter 3: The Local Area

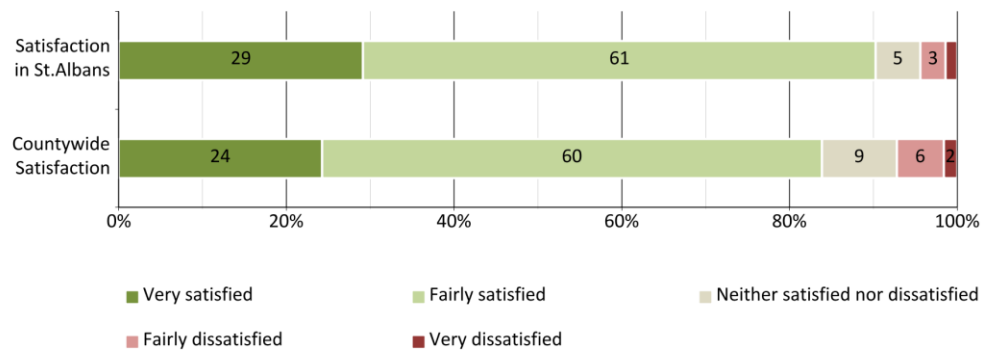
Satisfaction with Local Area

- 3.1 The majority of St.Albans residents are very or fairly satisfied with their local area as a place to live (90%) and the same is true across Hertfordshire (84%). Only 4% of St.Albans residents and 7% of Hertfordshire residents are dissatisfied.

Figure 10

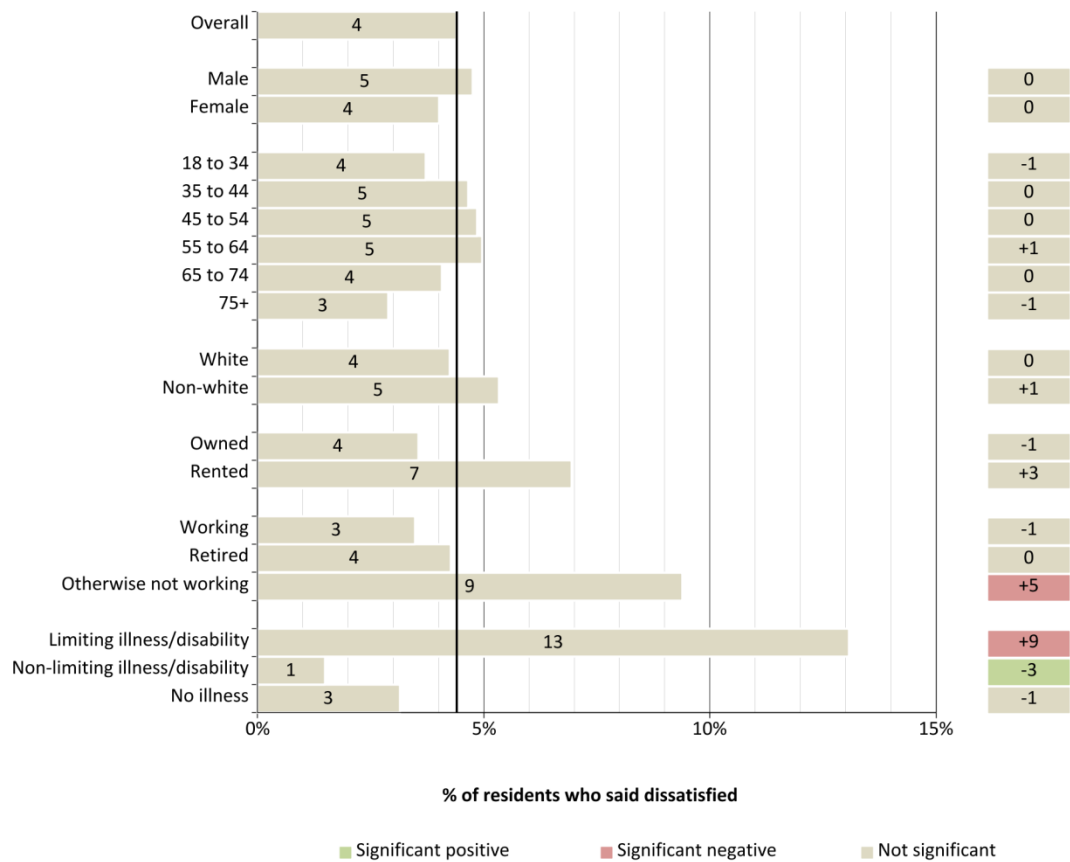
Satisfaction with Area (NI 5) – Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Base: All St.Albans respondents (1856); All Hertfordshire respondents (16644)



- 3.2 **The score for NI 5 (satisfaction with local area) for St Albans City and District Council is 90.3. The higher the score the better the result.**
- 3.3 The countywide score for NI 5 is 83.9 and the score for all England is 79.7. The score for St Albans City and District Council is significantly better than the countywide score. St Albans City and District Council is in the top 10% of all local authorities in England.
- 3.4 This question previously informed one of the Best Value Performance Indicators. The score for the equivalent indicator in 2006/07 for St Albans City and District Council was 84. The score for NI 5 is significantly better than the score for the equivalent indicator in 2006/07. In 2006/07 the England score was 75.1.
- 3.5 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 than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

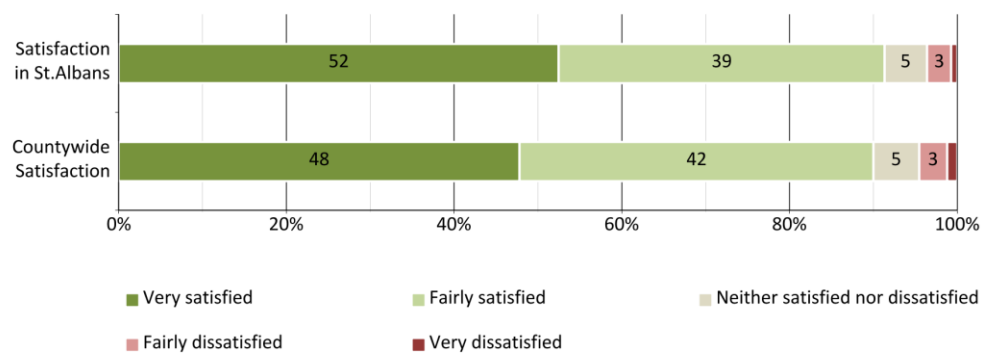
Figure 11
Satisfaction with Area (NI 5) by demographic sub-groups – Overall, how satisfied or dissatisfied are you with your local area as a place to live?
 Percentage stating fairly or very dissatisfied
 Base: St.Albans respondents (1856)



Satisfaction with Your Home

3.6 As with the results for satisfaction with local area, the majority of St.Albans and Hertfordshire residents are satisfied with their home as a place to live (91% in St.Albans and 90% across Hertfordshire respectively).

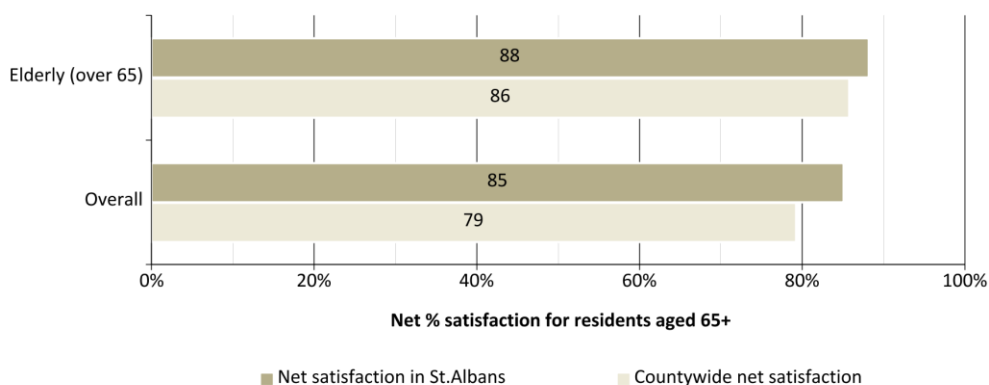
Figure 12
How satisfied or dissatisfied are you with your home as a place to live?
 Base: All St.Albans respondents (1858); All Hertfordshire respondents (16699)



Satisfaction amongst Older People

- 3.7 In Hertfordshire, residents aged over 65 are significantly more likely than average to be satisfied with their home and neighbourhood.
- 3.8 NI 138 is calculated using the positive responses of elderly people to two questions, satisfaction with the home and satisfaction with the local area as a place to live. The figure below shows the percentage of residents aged over 65 who answered very or fairly satisfied with both their home and local.

Figure 13
 Satisfaction with Area and Home by Elderly People (NI 138) – Overall, how satisfied or dissatisfied are you with your local area as a place to live? And how satisfied or dissatisfied are you with your home as a place to live? Percentage satisfied with both home and area
 Base: St.Albans respondents: average (1853); over 65 (548). Hertfordshire respondents: average (16606); over 65 (5298)

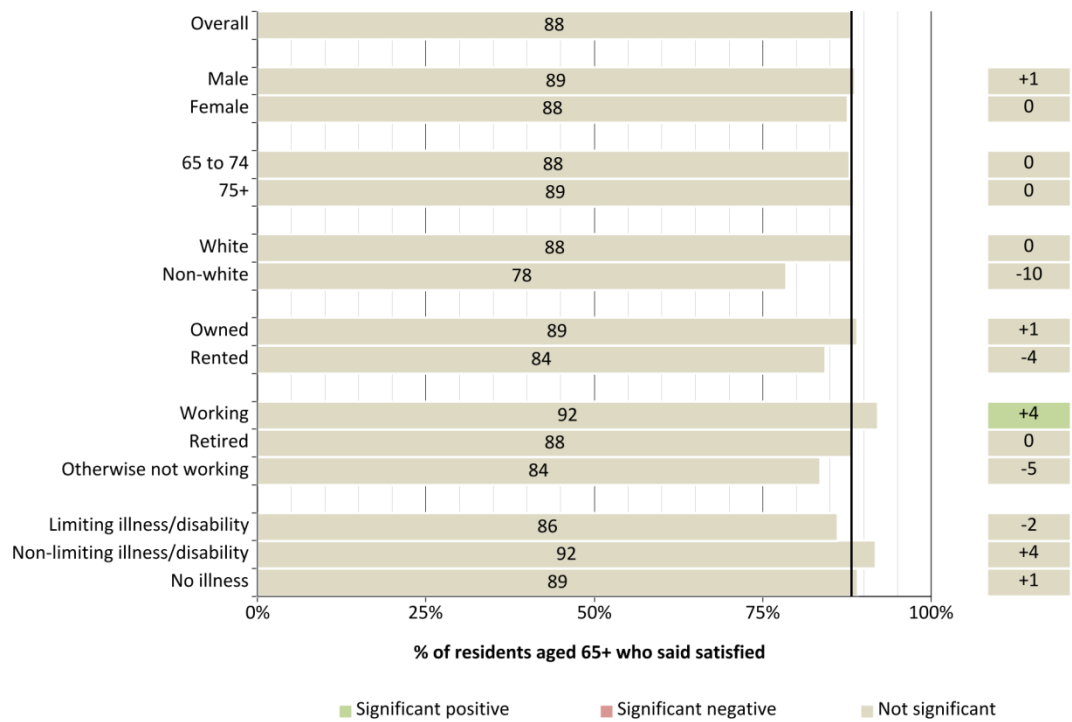


- 3.9 **The score for NI 138 (over 65s satisfied with home and neighbourhood) for St Albans City and District Council is 88.2. The higher the score the better the result.**
- 3.10 The countywide score for NI 138 is 85.8 and the score for all England is 83.9. There is no significant difference between the score for St.Albans City and District Council and the countywide score. St Albans City and District Council is in the top 25% of all local authorities in England.
- 3.11 While this indicator has been collected at the national level previously, it has not been collected at the local level; therefore no trend based information is available.
- 3.12 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 than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 14

Satisfaction with Area and Home by Elderly People (NI 138) by demographic sub-groups – Overall, how satisfied or dissatisfied are you with your local area as a place to live? And how satisfied or dissatisfied are you with your home as a place to live? Percentage satisfied with both home and area

Base: St Albans respondents: average (1853); over 65 (548)



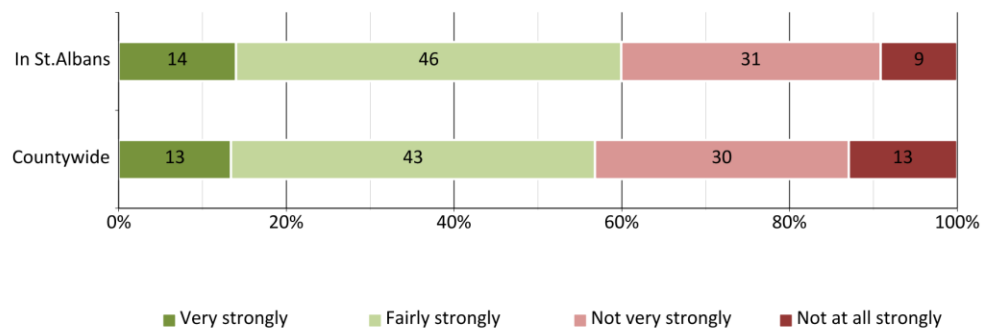
Feeling of Belonging

3.13 60% of St.Albans residents feel very or fairly strongly that they belong to their immediate neighbourhood. However, 40% do not feel very/at all strongly that they belong to their neighbourhood. The results are similar for the whole county with slightly fewer stating that they feel very or fairly strongly that they belong to the neighbourhood (57%).

Figure 15

Belong to Neighbourhood (NI 2) – How strongly do you feel you belong to your immediate neighbourhood?

Base: All St.Albans respondents (1808); All Hertfordshire respondents (16095)

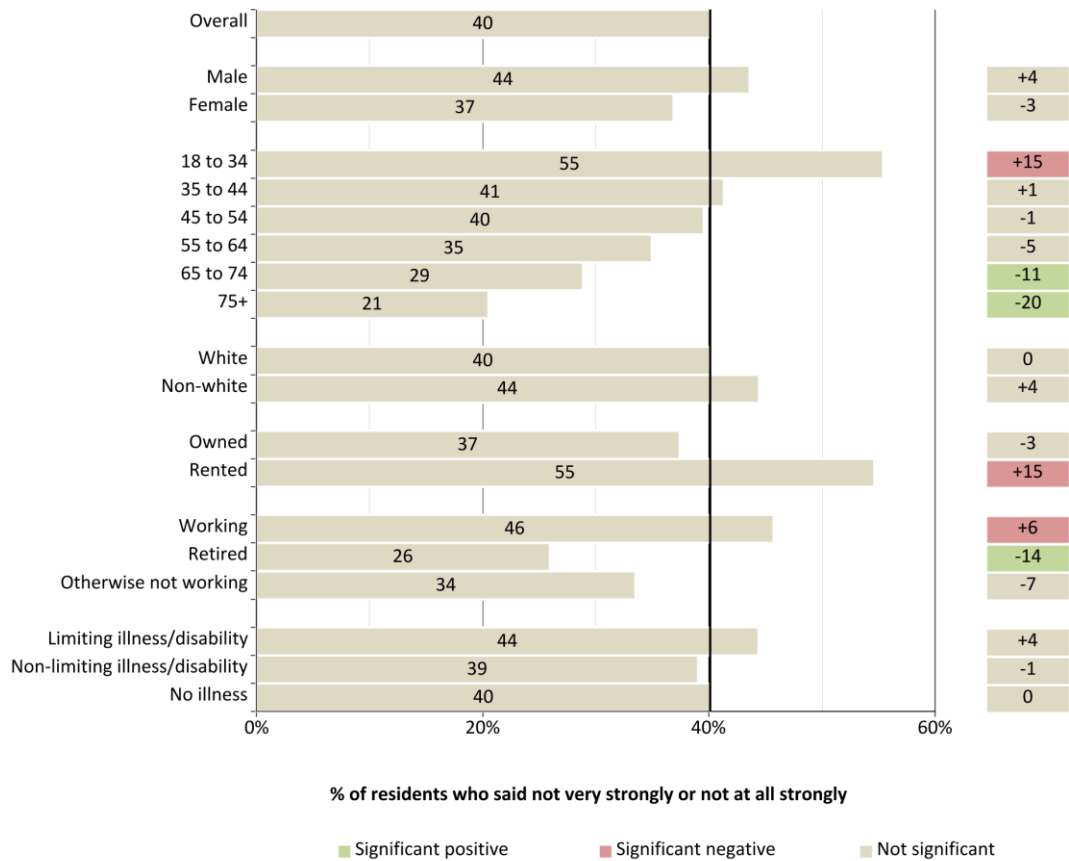


3.14 The score for NI 2 (feel belong to neighbourhood) for St Albans City and District Council is 59.9. The higher the score the better the result.

3.15 The countywide score for NI 2 is 56.8 and the score for all England is 58.7. The score for St.Albans City and District Council is significantly better than the countywide score.

- 3.16 This is the first time that this indicator has been collected using this methodology; therefore no trend based information is available.
- 3.17 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 than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 16
Belong to Neighbourhood (NI 2) by demographic sub-groups – How strongly do you feel you belong to your immediate neighbourhood?
 Percentage stating not very strongly or not at all strongly
 Base: St.Albans respondents (1808)



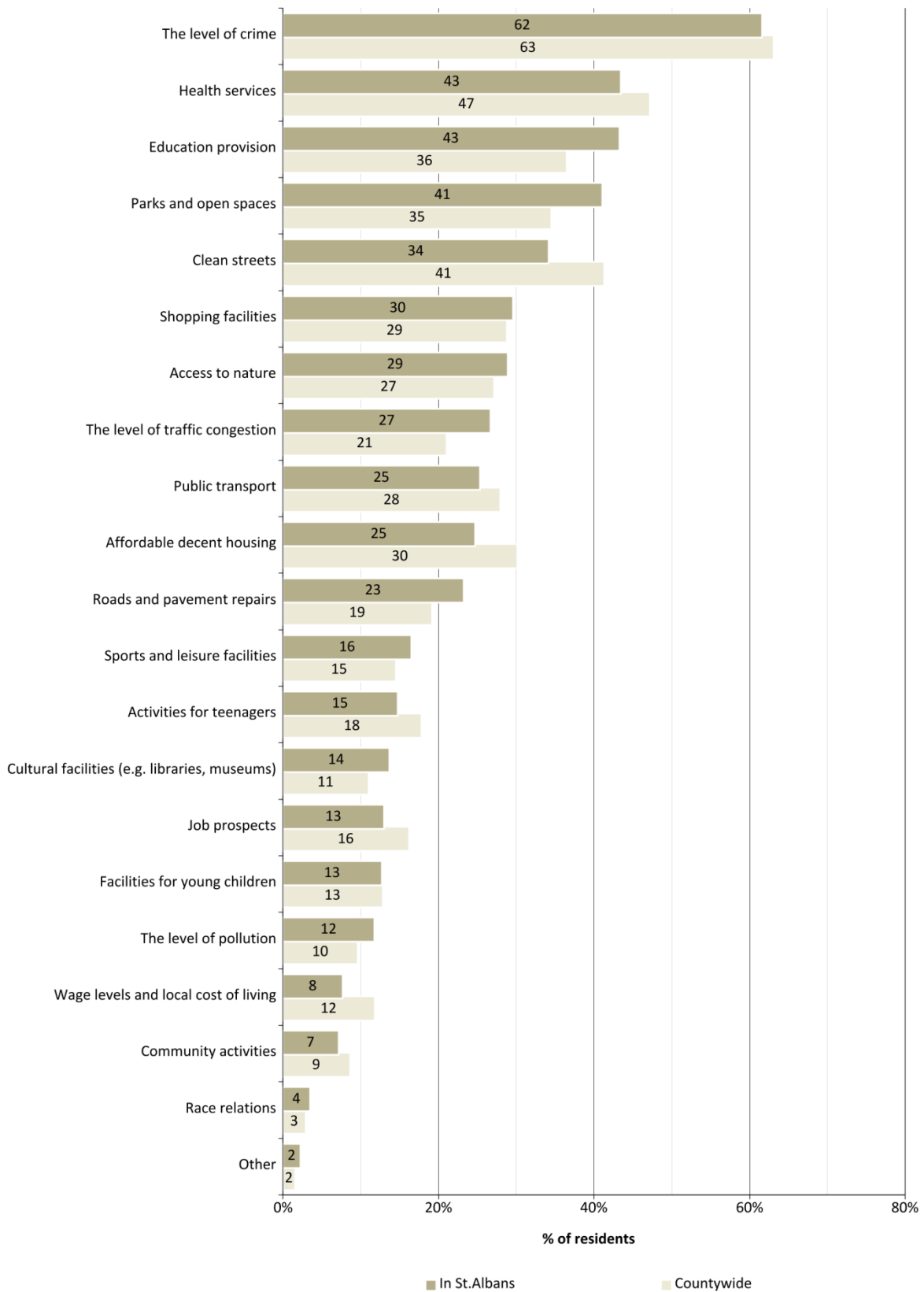
Priorities for the Local Area

- 3.18 When asked what St.Albans residents think makes somewhere a good place to live, the level of crime comes out as most important (62%) followed by health services (43%) and education provision (43%). Other is considered the least important with only (2%) of respondents selecting this as one of their five most important factors.

Figure 17

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

Base: All St.Albans respondents (1660); All Hertfordshire respondents (14654)



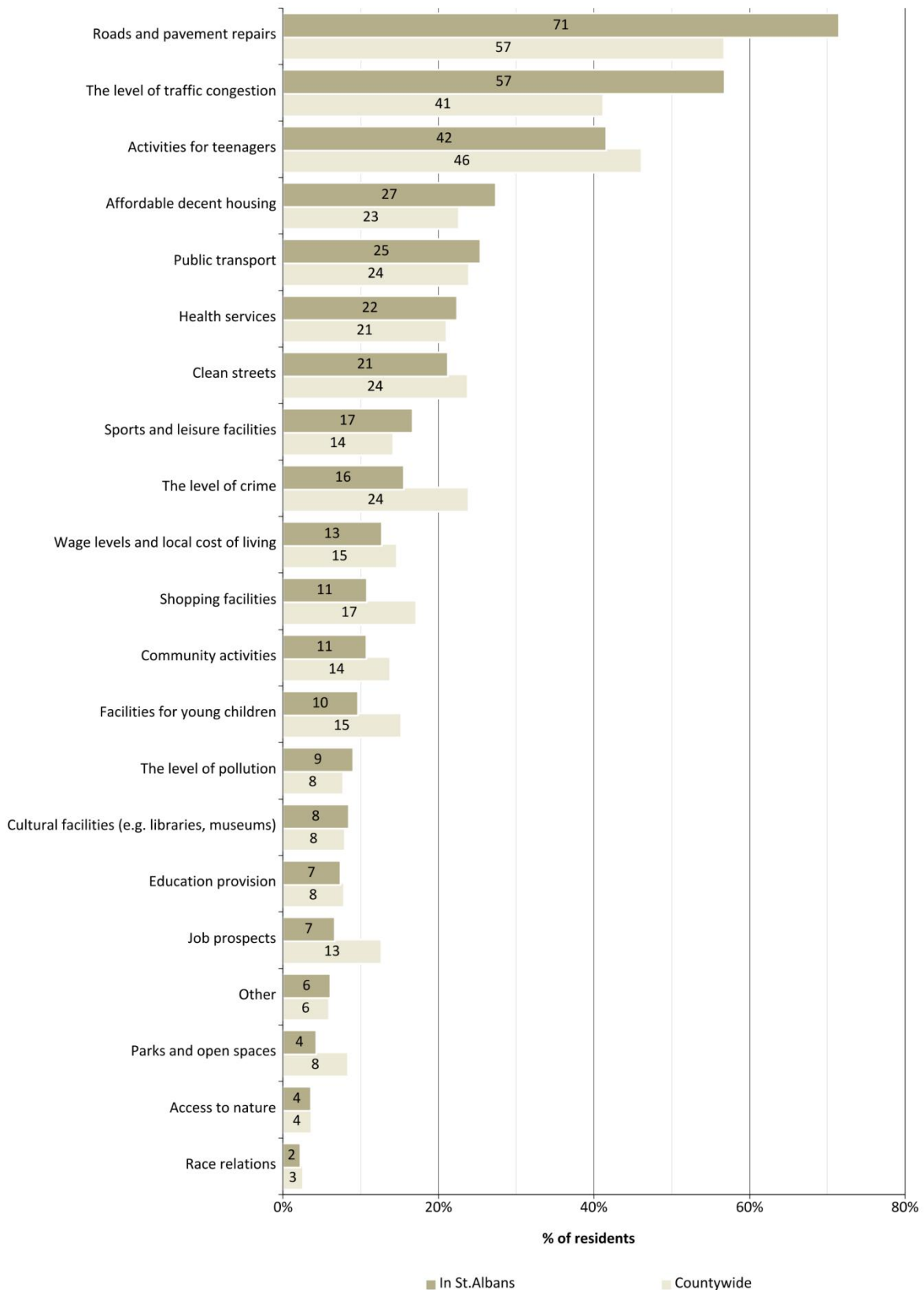
3.19 Following on from *what makes somewhere a good place to live*, St.Albans residents were asked to identify the five things that most need improving in their local area. Over half (71%) picked roads and pavement repairs as being most in need of improvement. A large proportion of residents also selected

the level of traffic congestion (57%) and activities for teenagers (41%). Race relations is considered the least in need of improvement (2%).

Figure 18

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

Base: All St.Albans respondents (1736); All Hertfordshire respondents (15003)



- 3.20 Figures 20 and 21 on pages 22 and 23 bring together the factors that St.Albans residents feel are most important in making somewhere a good place to live and the factors that they think most need improving locally.
- 3.21 Scatter graphs have been used to plot the importance of services against satisfaction with those services (Strategic Priority Analysis). The graphs are split into quadrants (divided using the mean scores for satisfaction and importance) and each quadrant represents a particular strength or weakness (see example overleaf).
- 3.22 The bottom left hand corner shows aspects of services that are performing well but are of lesser importance to residents. The top left hand corner represents scores that need improvement but are less important to residents. The bottom right hand corner shows aspects which are organisational strengths insofar as they are important and performing well. Finally, the top right hand corner includes scores that most need improvement and are important to residents.
- 3.23 These quadrants are based on a standard management tool designed to analyse priorities for organisations and it is aspects included in the top right hand quadrant upon which St Albans City and District Council and its partners might want to focus. It is important to remember these scatter graphs relate only to public opinion and do not take into account any other pressures or priorities, including statutory responsibilities. For example, the label 'low priority strength', shows that the public feel satisfied with a service but do not rate it as particularly important. Although scatter graphs can help to determine service priorities, they should not be used in isolation.

Figure 19
Strategic Priority Analysis

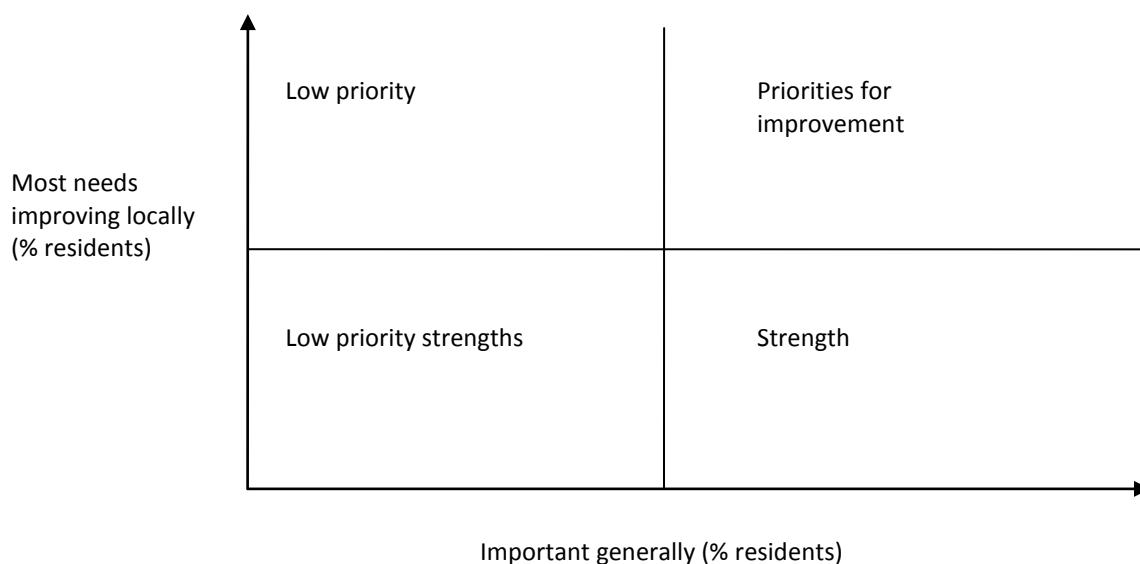
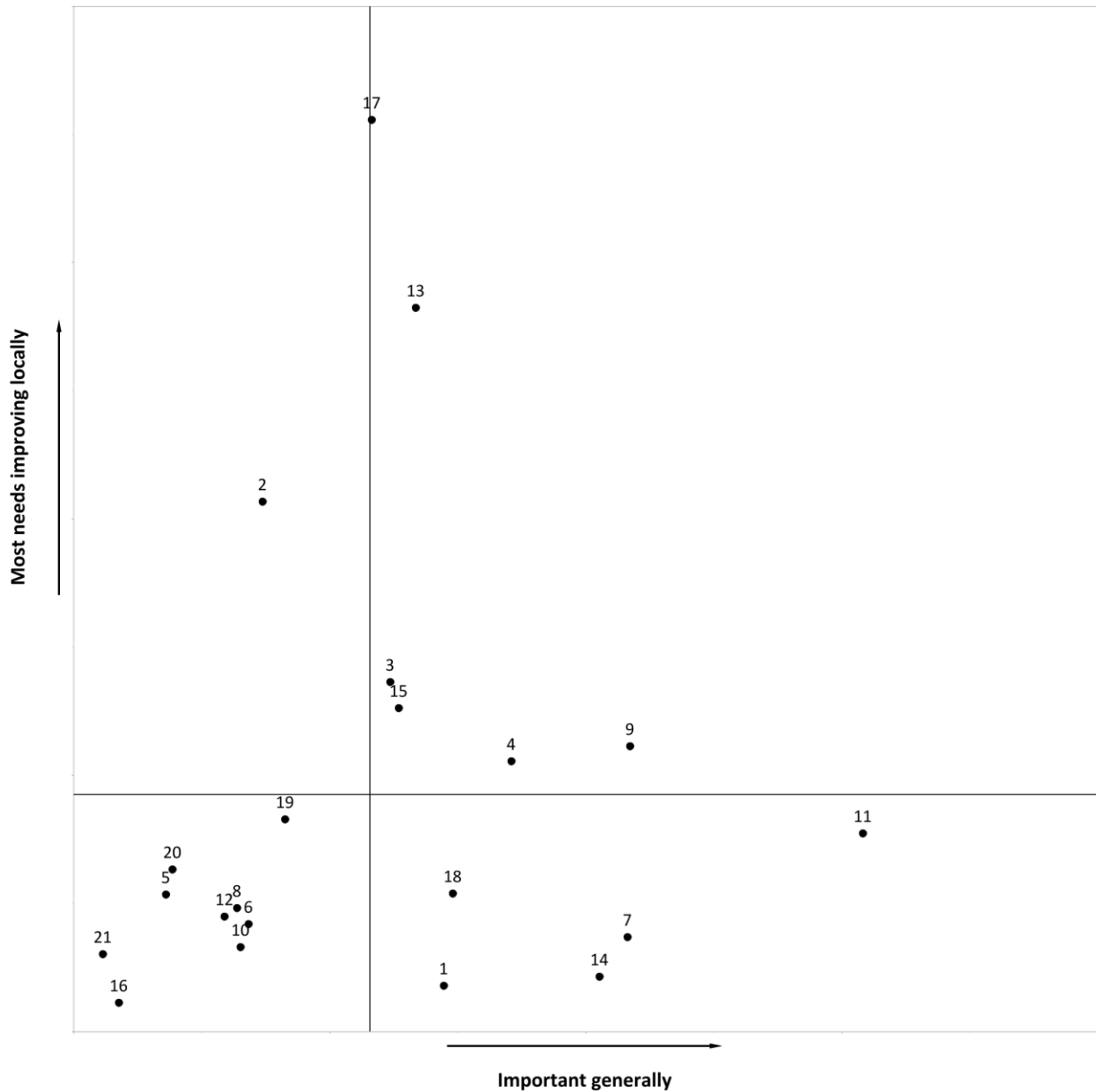


Figure 20

Quality of Life – Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?
Thinking about this local area, which of the things below, if any, do you think most need improving?

Base: All St.Albans respondents: Important generally (1660); Need improving locally (1736)



- 1 Access to nature
 - 2 Activities for teenagers
 - 3 Affordable decent housing
 - 4 Clean streets
 - 5 Community activities
 - 6 Cultural facilities
 - 7 Education provision
 - 8 Facilities for young children
 - 9 Health services
 - 10 Job prospects
 - 11 The level of crime
 - 12 The level of pollution
 - 13 The level of traffic congestion
 - 14 Parks and open spaces
 - 15 Public transport
 - 16 Race relations
 - 17 Roads and pavement repairs
 - 18 Shopping facilities
 - 19 Sports and leisure facilities
 - 20 Wage levels and local cost of living
 - 21 Other
- Improving mean
– Importance mean

3.24 In the following chart the results for each service have been ranked and then plotted against each other. This way of representing the data enables a much clearer representation of where services fall within the four quadrants of the priority analysis chart.

3.25 As with the previous chart the bottom left hand corner shows aspects of services that are performing well but are of lesser importance to residents. The top left hand corner represents services that need improvement but are less important to residents. The bottom right hand corner shows aspects which are organisational strengths. Finally, the top right hand corner includes scores that most need improvement and are important to residents. The results are also summarised in figure 22 overleaf.

Figure 21
 Quality of Life – Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?
 Thinking about this local area, which of the things below, if any, do you think most need improving? (By rank)
 Base: All St.Albans respondents: Important generally (1660); Need improving locally (1736)

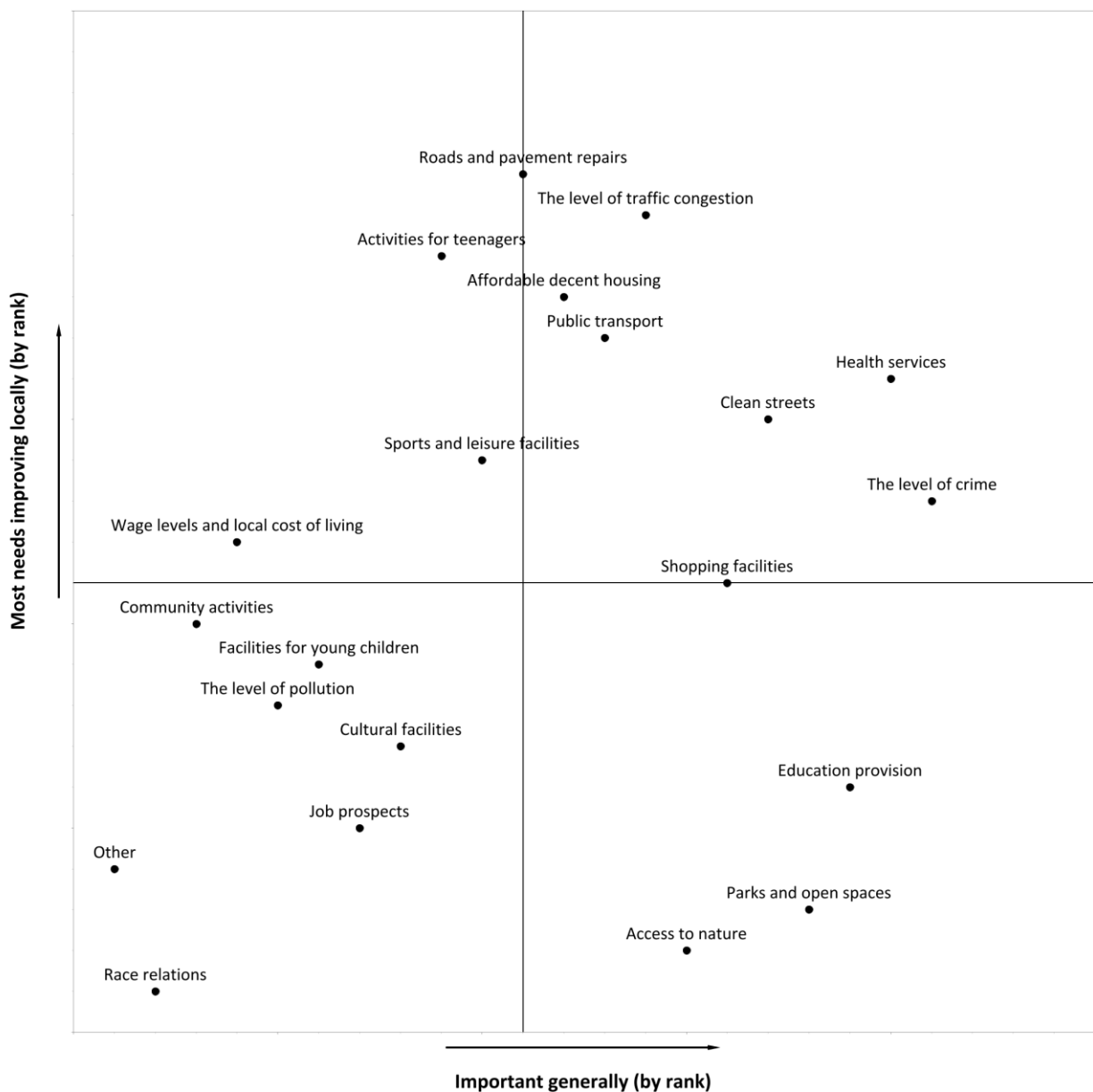


Figure 22
Priority Analysis summary

Less Important, Most Needs Improving IMPROVEMENTS REQUIRED	More Important, Most Needs Improving PRIORITIES FOR IMPROVEMENT
Activities for teenagers	Affordable decent housing Clean streets Health services The level of traffic congestion Public transport Roads and pavement repairs
Less Important, Least Needs Improving LOW PRIORITY STRENGTHS	More Important, Least Needs Improving KEY STRENGTHS
Community activities Cultural facilities Facilities for young children Job prospects The level of pollution Race relations Sports and leisure facilities Wage levels and local cost of living Other	Access to nature Education provision The level of crime Parks and open spaces Shopping facilities

The Local Area – St.Albans’ Key Points

- The majority of residents (90%) are satisfied with their area as a place to live.
- The majority of residents (91%) are also satisfied with their home.
- Elderly residents are significantly more likely than average to be satisfied with their area and home. Of these, those who are significantly more likely to be satisfied are residents that are working.
- Three fifths (60%) of residents feel that they belong to their immediate neighbourhood; in particular, residents aged 65 or over and retired residents. Residents who are significantly more likely to feel that they do not belong are:
 - aged 18-34
 - in rented accommodation
 - working
- Residents feel that the level of crime is most important in making somewhere a good place to live but identified road and pavement repairs as most in need of improvement.
- Taking both importance and need for improvement into account, the priorities identified for improvement are:
 - affordable decent housing
 - clean streets
 - health services
 - public transport
 - level of traffic congestion
 - road and pavement repairs

Chapter 4: Local Public Services

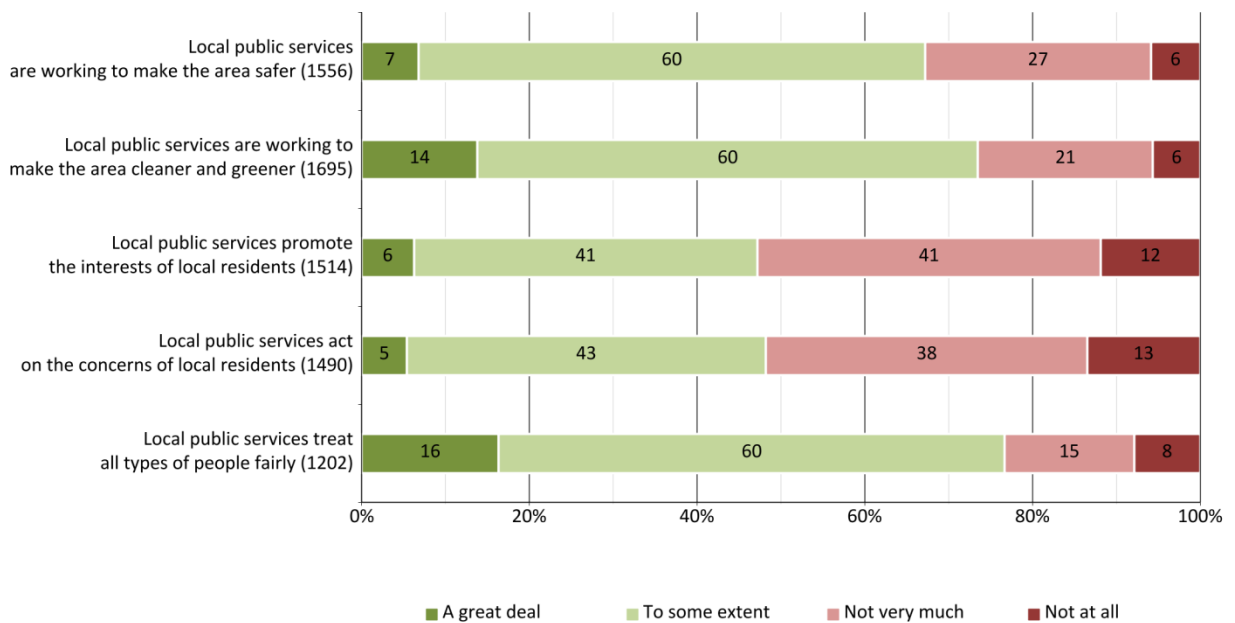
Satisfaction with local public services

- 4.1 The majority of residents think to some extent that local public services are working to make the area safer, are working to make the area cleaner and greener and treat all types of people fairly. For the statements local public services promote the interests of local residents and act on the concerns of local residents there were higher negative than positive responses.

Figure 23

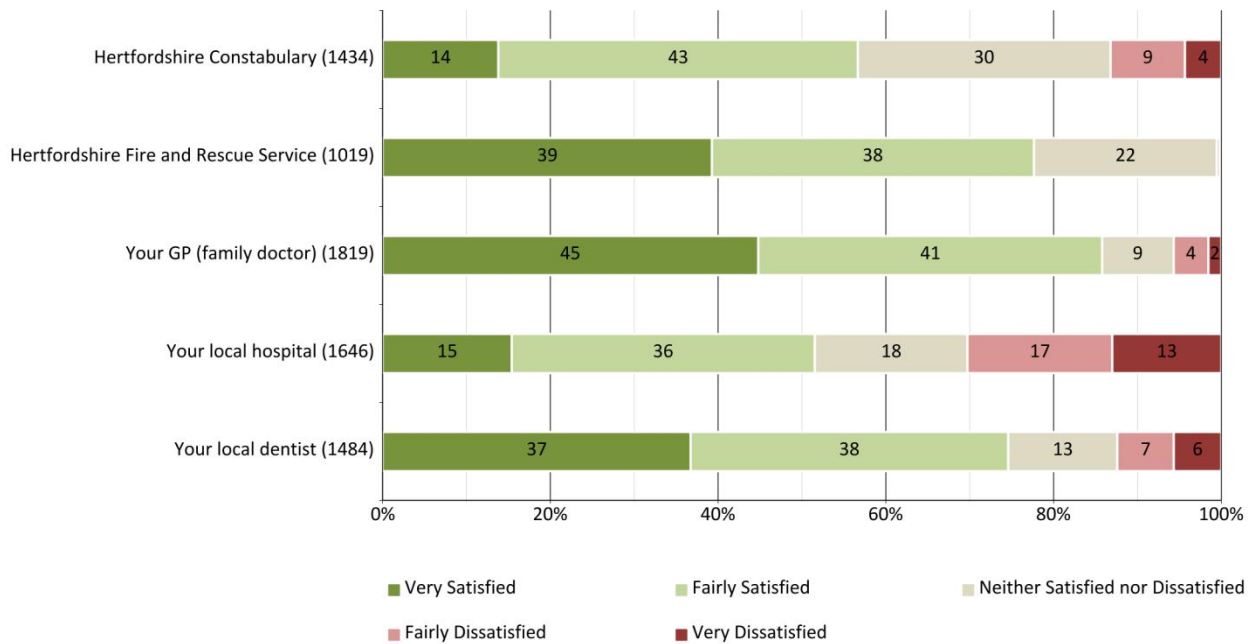
Local Public Services – To what extent do you think that these statements apply to public services in your local area?

Base: All St.Albans respondents (number of respondents shown in brackets)



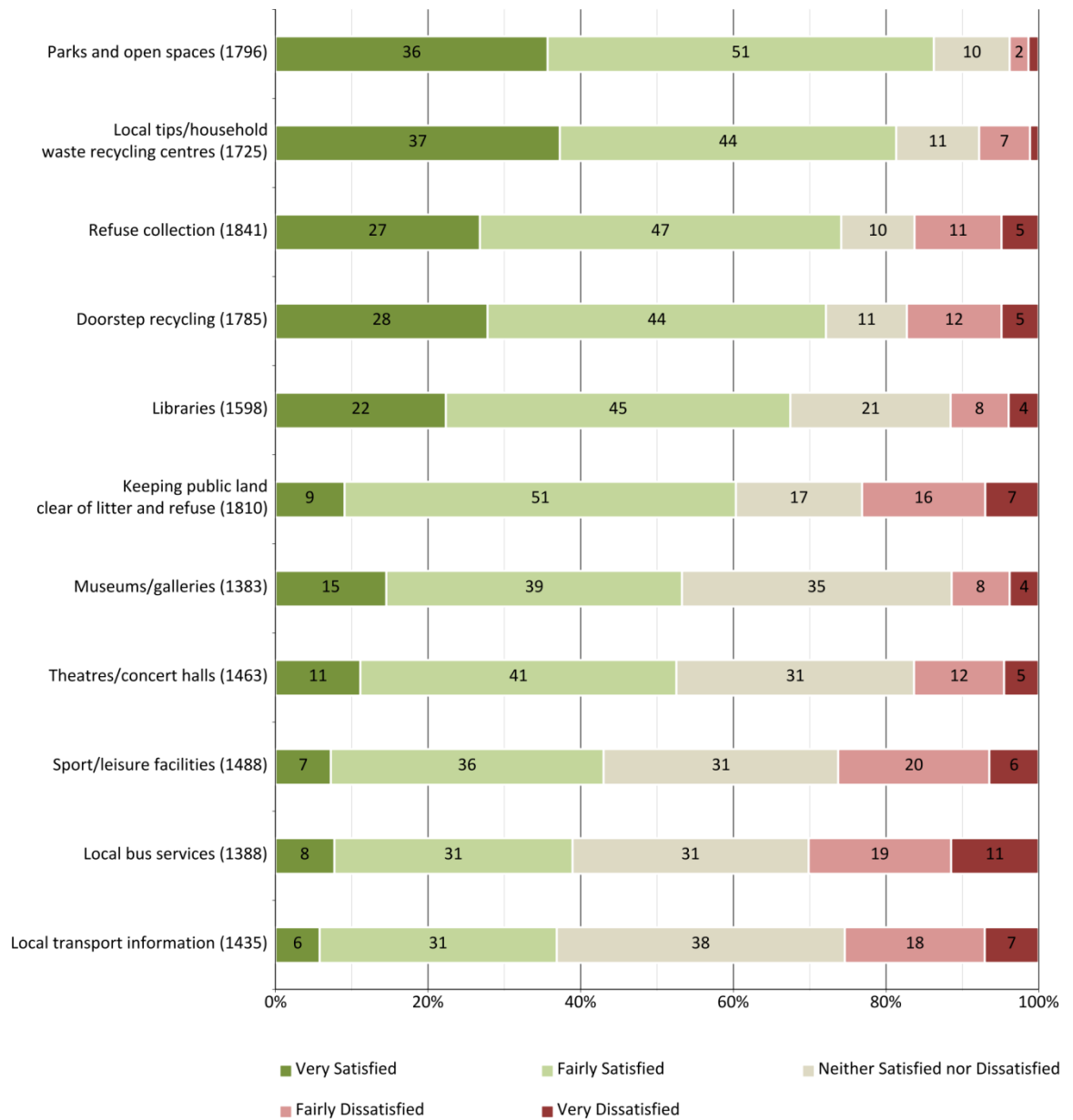
- 4.2 The results show a higher level of satisfaction than dissatisfaction for the following public service providers: Hertfordshire Constabulary (57% satisfied v 13% dissatisfied), Hertfordshire Fire and Rescue Service (78% satisfied v 1% dissatisfied), residents' local GPs (86% satisfied v 6% dissatisfied), local hospitals (52% satisfied v 30% dissatisfied) and local dentists (75% satisfied v 12% dissatisfied).

Figure 24
Satisfaction with Local Public Services – Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area
 Base: All St.Albans respondents (number of respondents shown in brackets)



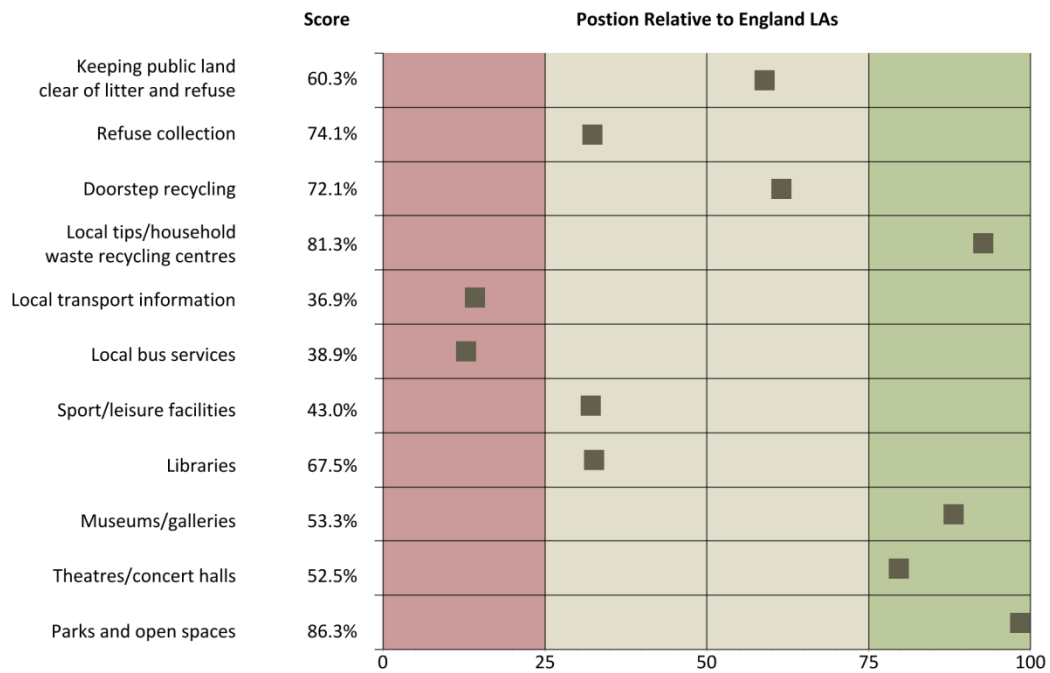
4.3 Residents generally reported satisfaction with the public services in their area. The services receiving the highest level of satisfaction are parks and open spaces (86%), local tips/household waste recycling centres (81%), and refuse collection (74%). The services receiving the lowest satisfaction are sport/leisure facilities (43%), local bus services (39%), and local transport information (37%).

Figure 25
Satisfaction with Local Public Services – Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area
 Base: All St.Albans respondents (number of respondents shown in brackets)



4.4 The following chart shows how St.Albans results compare nationally. The chart is split into three areas; green for the top 25% of all Local Authorities in England, beige for the middle 50% of all English Local Authorities, and red for the bottom 25% of all English Local Authorities.

Figure 26
Satisfaction with Local Public Services – Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area
 Base: All St.Albans respondents (as above)

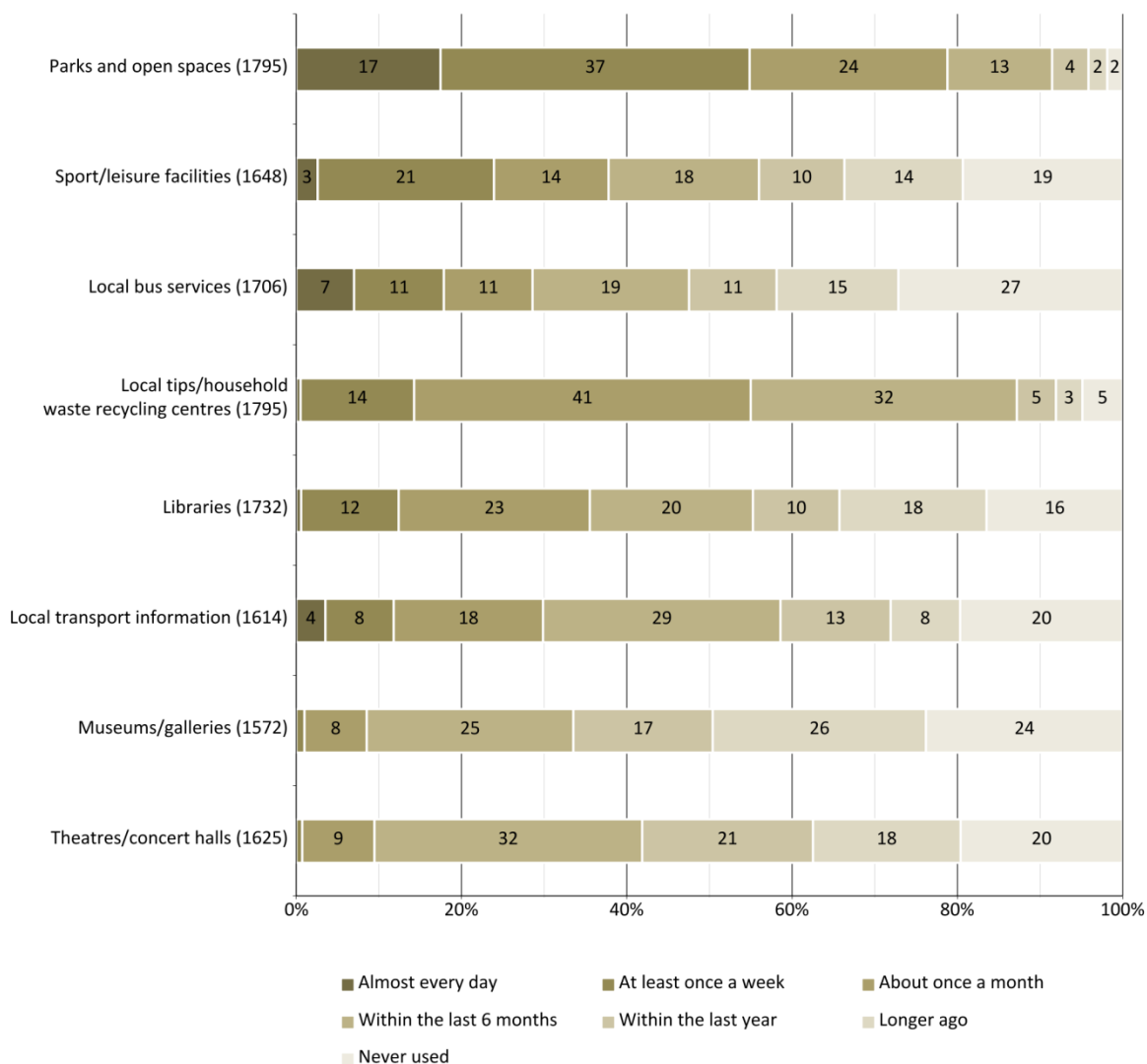


4.5 The public services most commonly used are parks and open spaces, sport/leisure facilities and local bus services and the least used public services are local transport information, museums/galleries and theatres/concert halls.

Figure 27

Use of Local Public Services – Please indicate how frequently you have used the following public services provided or supported by Hertfordshire County Council and your local District/Borough Council

Base: All St.Albans respondents (number of respondents shown in brackets)



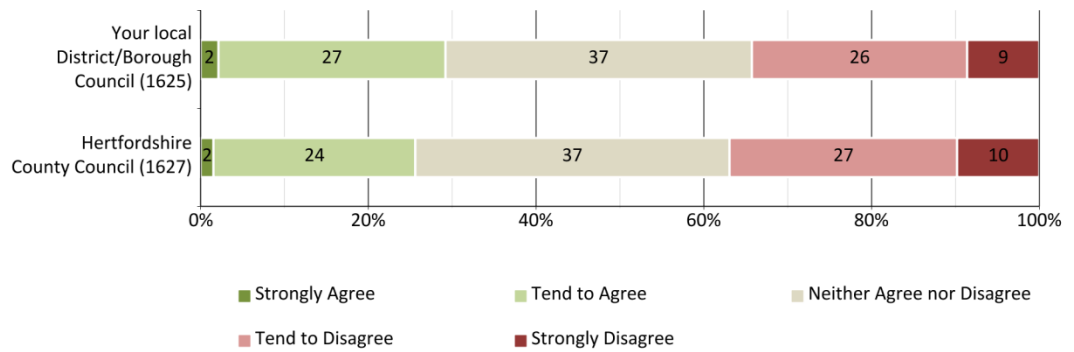
4.6 Residents were provided with a list of the services for which Hertfordshire County Council and St Albans City and District Council are responsible. They were then asked about their satisfaction with their two councils.

4.7 When asked about value for money, 29% of residents in St.Albans said they are strongly or tended to agree that their local council provides value for money and 26% said Hertfordshire County Council does. It should be noted that a large number of St.Albans residents selected ‘neither agree nor disagree’ for this question which is also the case for the countywide results.

Figure 28

Value for Money – To what extent do you agree or disagree that Hertfordshire County Council and your local District/Borough Council provide value for money?

Base: All St.Albans respondents (number of respondents shown in brackets)

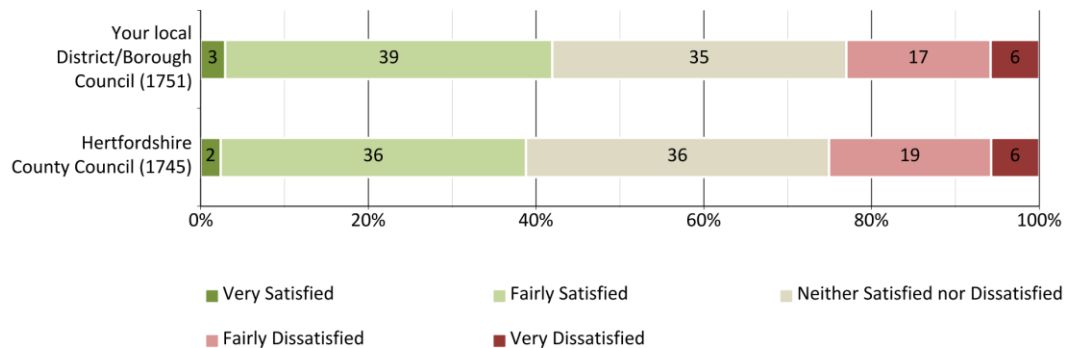


4.8 42% of residents are very or fairly satisfied with how their local District/Borough Council runs things and 39% are satisfied with how Hertfordshire County Council runs things. Conversely 23% of residents are dissatisfied with how their local District/Borough Council runs things and 25% are dissatisfied with how Hertfordshire County Council runs things. As with the question about value for money, it should be noted that a large proportion of residents selected ‘neither satisfied nor dissatisfied’ for this question which is also the case for the countywide results.

Figure 29

Satisfaction with how Council runs things – And now taking into everything into account, how satisfied or dissatisfied are you with the way Hertfordshire County Council and you local District/Borough Council runs things?

Base: All St.Albans respondents (number of respondents shown in brackets)



4.9 The question about satisfaction with how St Albans City and District Council runs things previously informed one of the Best Value Performance Indicators. The scores for this indicator are shown in the figure below.

Figure 30

Satisfaction with St Albans City and District Council

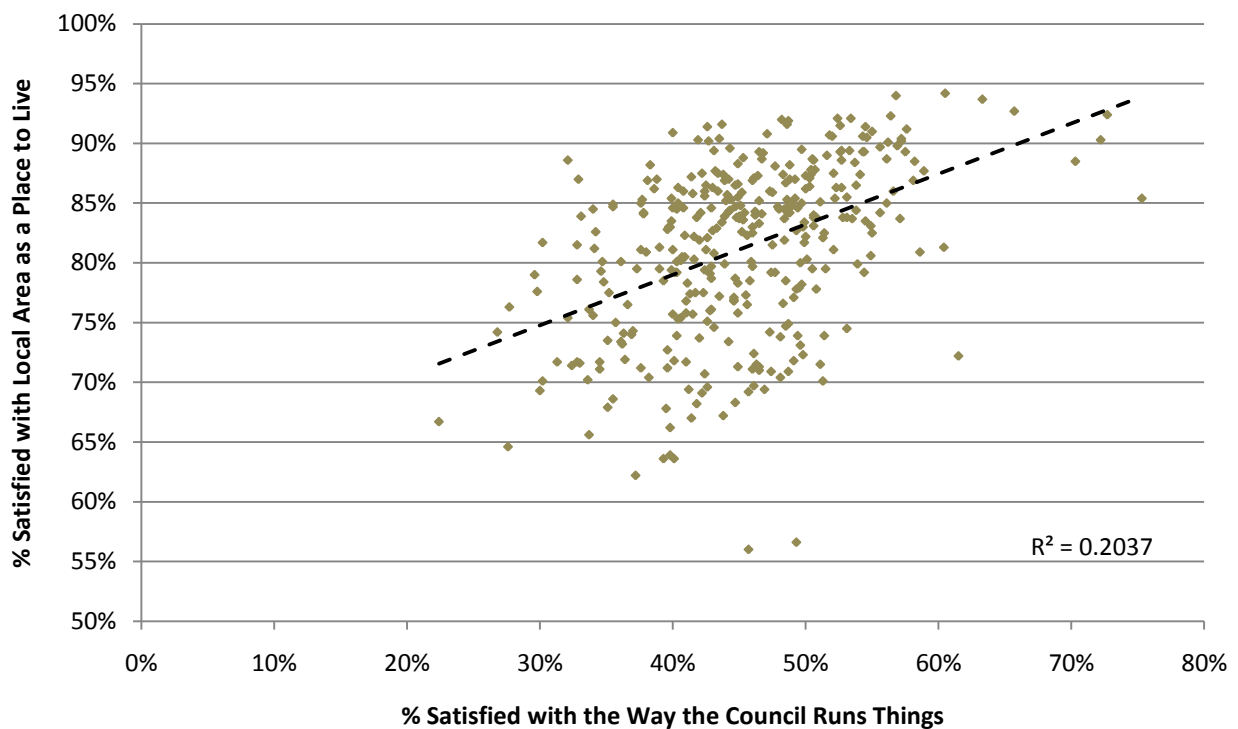
	2000/01 BVPI	2003/04 BVPI	2006/07 BVPI	2008/09 Place
Satisfaction with how St Albans City and District Council runs things	60	59	56	42

4.10 Whilst it is useful to gauge levels of satisfaction with an area or council it does not provide enough information to properly inform decisions unless you know what is influencing those levels of satisfaction. Over the next few pages and throughout the rest of this report scatter charts have been

used to investigate possible relationships. Each chart shows the spread of the national scores for satisfaction with area or council and the national scores for another, possibly related, question. The R² value on each chart shows how much of the variation in the data can be explained by the correlation (0 = no correlation; 1 = complete correlation) and the direction of the line of best fit shows whether the correlation is positive or negative.

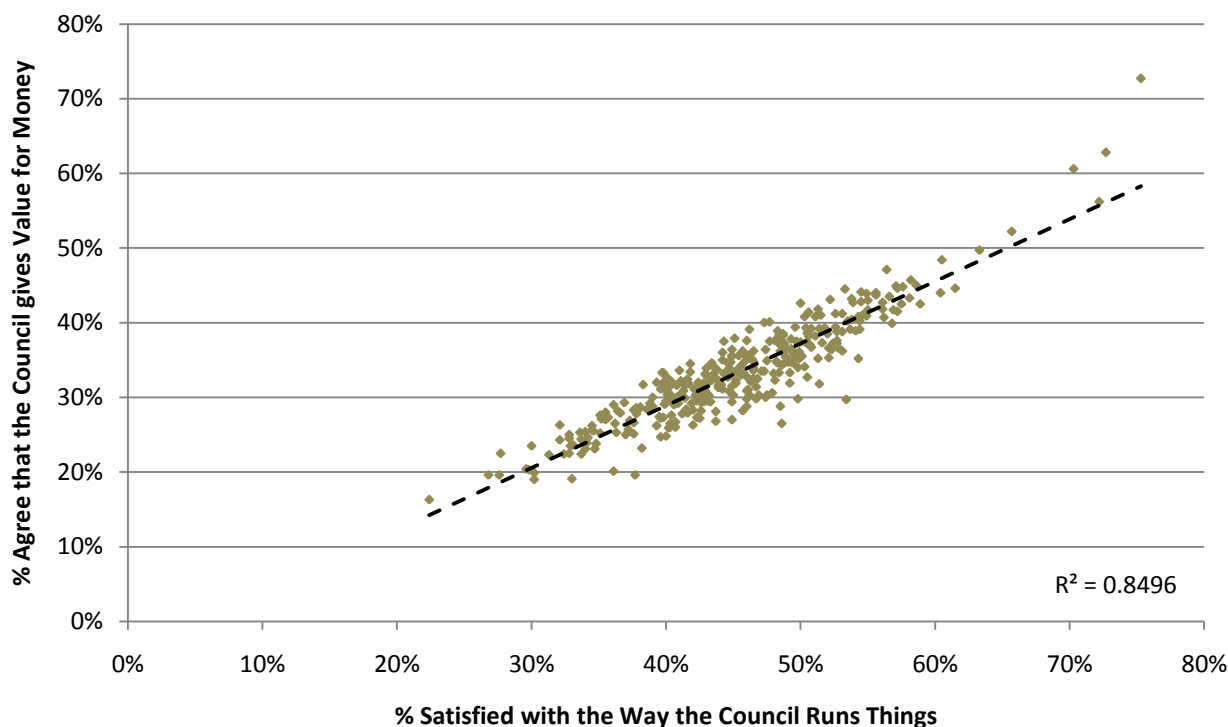
- 4.11 When analysing the national scores, satisfaction with area as a place to live only has a slight correlation with satisfaction with how the council runs things (R²=0.20).

Figure 31
 Satisfaction with how Council runs things cf. Satisfaction with Area as a Place to Live – results for all Local Authorities in England (Source: Place Survey 2008/09, CLG)



- 4.12 Perceptions of the council providing value for money are strongly linked to satisfaction with how the council runs things (R²=0.85). However, the national indicator score for value for money is based on an uninformed perception of value for money so it is not unlikely that a feeling of satisfaction with how the council runs things will lead to a feeling of receiving value for money.

Figure 32
 Satisfaction with how Council runs things cf. Proportion of Respondents who agree that the Council provides Value for Money – results for all Local Authorities in England (Source: Place Survey 2008/09, CLG)



4.13 Ten of the eleven public services enquired about in the survey also show very little correlation with how the council runs things or with satisfaction with area (R^2 ranges from 0.001 to 0.21). The exception is satisfaction with ‘keeping public land clear of litter and refuse’ which has a slightly higher correlation with satisfaction with how the council runs things ($R^2=0.47$) and satisfaction with area ($R^2=0.46$).

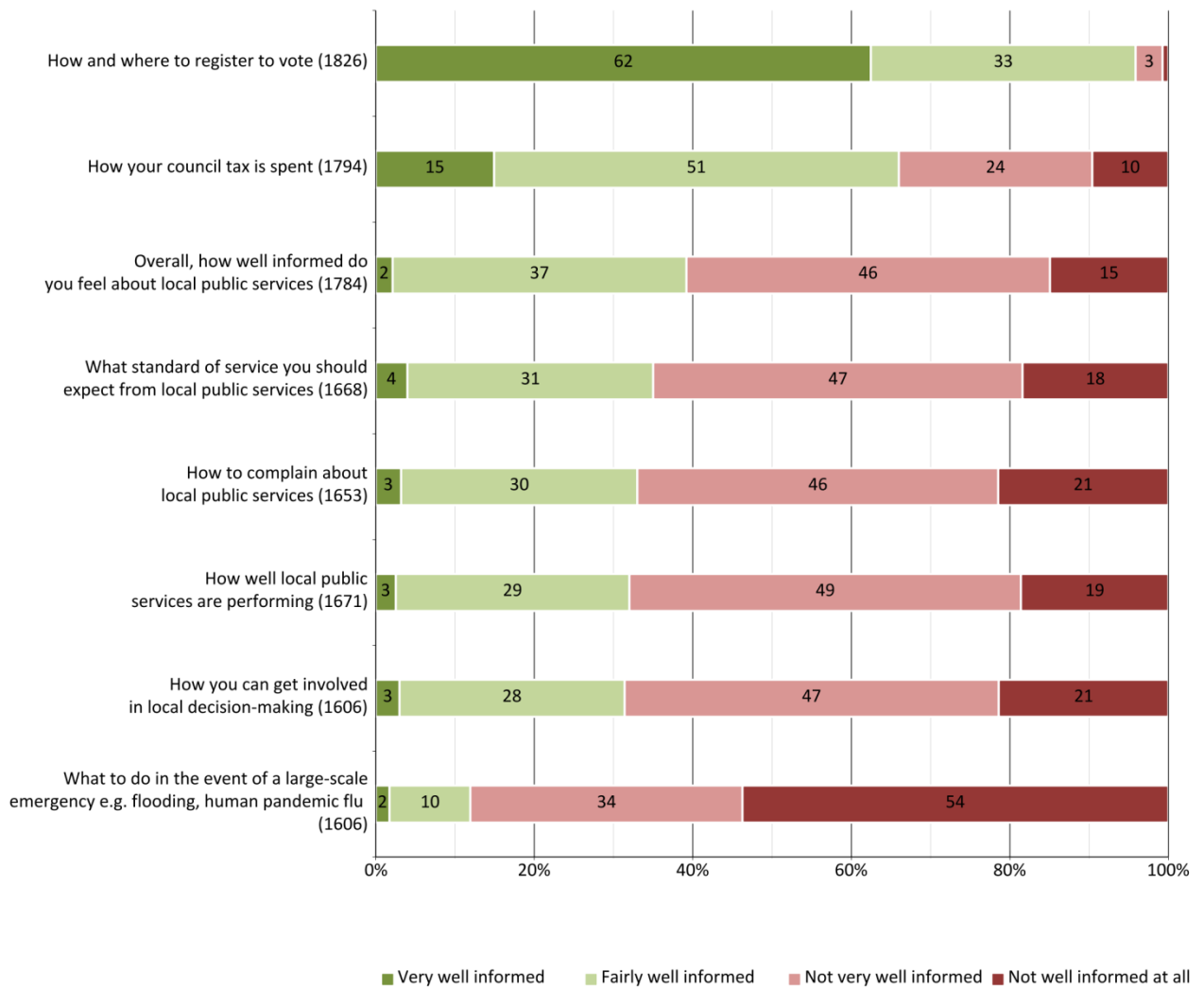
Figure 33
 Satisfaction with Service, area and St Albans City and District Council Council

Council Service	Satisfaction with area as a place to live (R^2)	Satisfaction with how the Council runs things (R^2)
Keeping public land clear of litter and refuse	0.46	0.47
Refuse collection	0.034	0.13
Doorstep recycling	0.02	0.08
Local tips/household waste recycling	0.08	0.002
Local transport information	0.10	0.04
Local bus services	0.17	0.01
Sport/leisure facilities	0.02	0.16
Libraries	0.07	0.11
Museums/galleries	0.01	0.001
Theatres/concert halls	0.03	0.04
Parks and open spaces	0.21	0.17

Feeling informed

- 4.14 The majority of residents feel very or fairly well informed about how and where to register to vote 96% with only 1% saying that they do not feel at all well informed.
- 4.15 More than half of residents (66%) feel well informed about how council tax is spent but 10% do not feel at all well informed.

Figure 34
Feeling informed (NI 37) – How well informed do you feel about each of the following?
 Base: All St.Albans respondents (number of respondents shown in brackets)

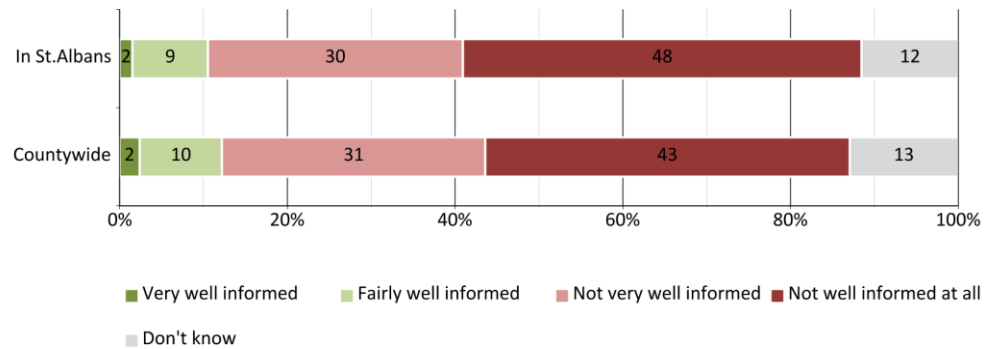


4.16 Notably very few residents (11%) feel well informed about what to do in a large-scale emergency (NI 37). This may be due to the vague nature of the question and the sheer range of emergencies that are possible, for example flooding or human pandemic flu. 48% residents said they do not feel at all well informed about what to do.

Figure 35

Feeling informed (NI 37) – How well informed do you feel about each of the following? What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu

Base: All St.Albans respondents (1830); All Hertfordshire respondents (16374)



4.17 **The score for NI 37 (awareness of civil protection arrangements) for St Albans City and District Council is 10.6. The higher the score the better the result.**

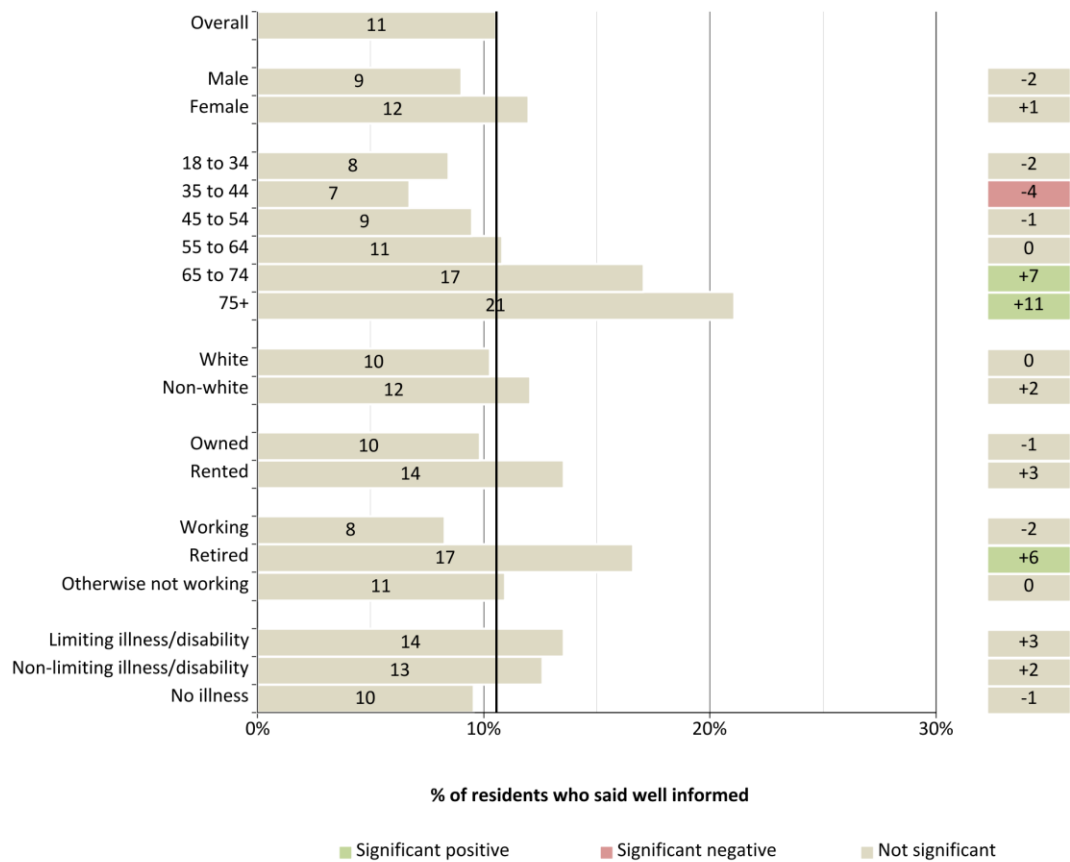
4.18 The countywide score for NI 37 is 12.2 and the score for all England is 15.3. There is no significant difference between the score for St Albans City and District Council and the countywide score. St Albans City and District Council is in the bottom 10% of all local authorities in England.

4.19 This is the first time that this indicator has been collected; therefore no trend based information is available.

4.20 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 than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 36

Feeling informed about what to do in an emergency (NI 37) by demographic sub-groups – How well informed do you feel about each of the following? What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu. Percentage stating very or fairly well informed
 Base: St.Albans respondents (1830)

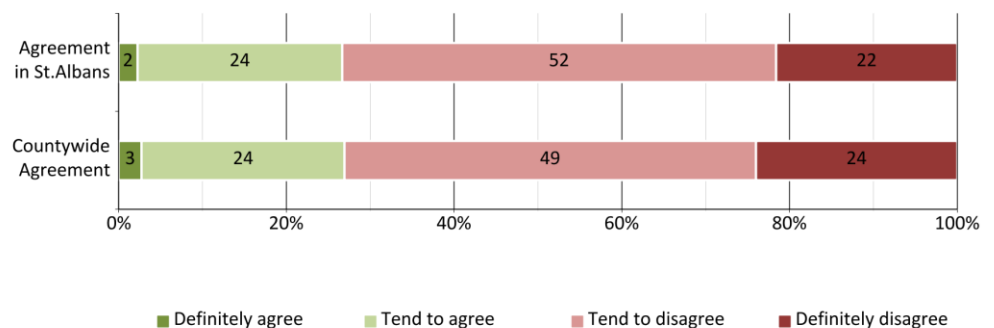


Involvement in local decision-making

4.21 27% of St.Albans residents agree that they can influence local decision making; across the county 27% agree.

Figure 37

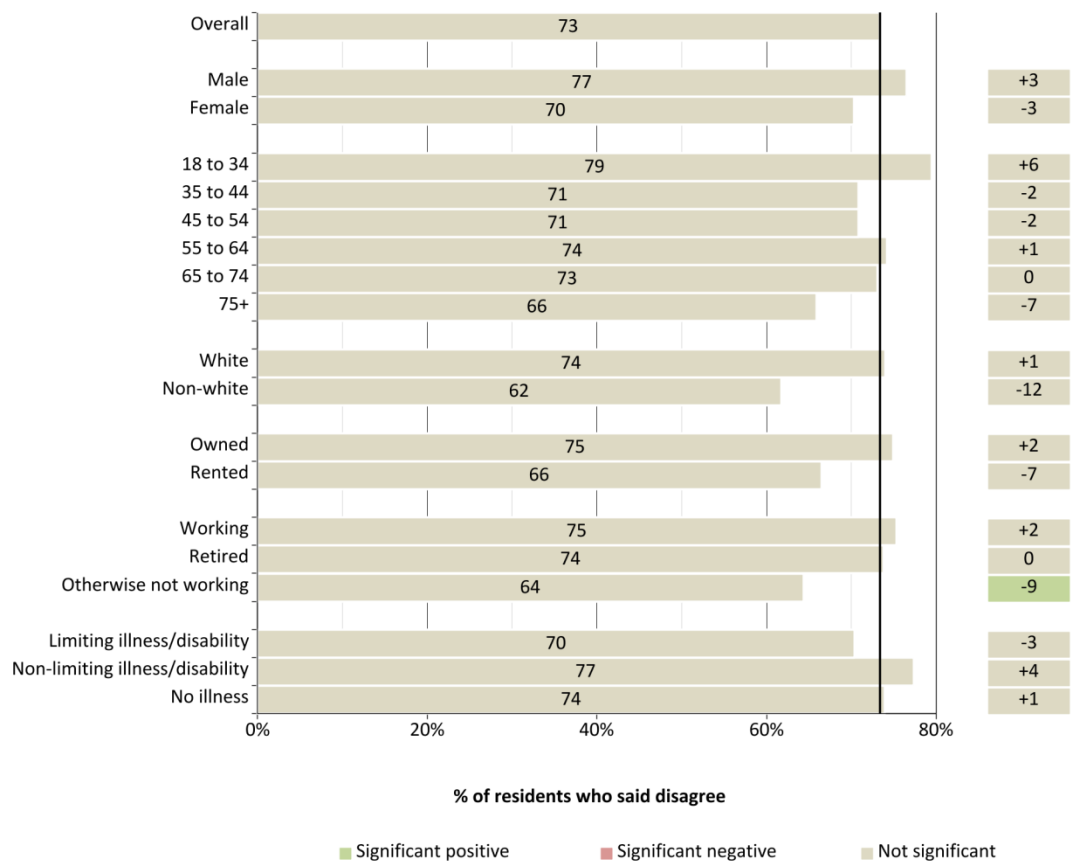
Influence local decision-making (NI 4) – Do you agree or disagree that you can influence local decision making?
 Base: All St.Albans respondents (1611); All Hertfordshire respondents (14117)



4.22 The score for NI 4 (feel can influence local decisions) for St Albans City and District Council is 26.7. The higher the score the better the result.

- 4.23 The countywide score for NI 4 is 27 and the score for all England is 28.9. There is no significant difference between the score for St.Albans City and District Council and the countywide score.
- 4.24 This question previously informed one of the Best Value Performance Indicators. The score for the equivalent indicator in 2006/07 for St Albans City and District Council was 33. The score for NI 4 is significantly worse than the score for the equivalent indicator in 2006/07. The England score in 2006/07 was 31.8.
- 4.25 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 than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 38
Influence local decision-making (NI 4) by demographic sub-groups – Do you agree or disagree that you can influence local decision making?
Percentage stating tend to disagree or strongly disagree
 Base: St.Albans respondents (1611)

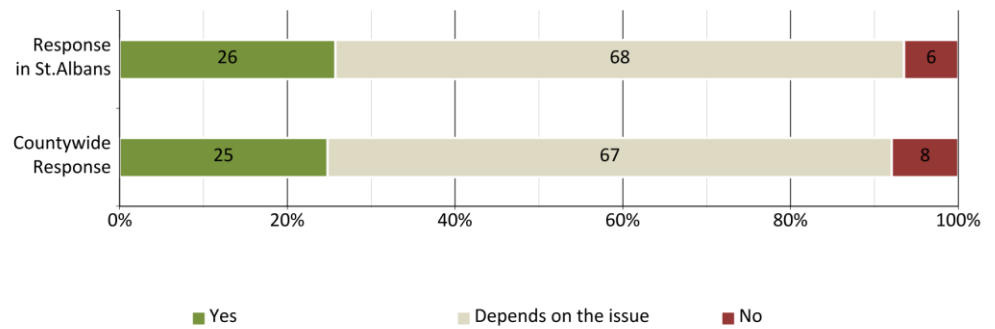


- 4.26 26% of residents in St.Albans would like to be more involved in local decision making regardless of the issue, but 6% would not like to be more involved. 68% would like to be more involved in local decision-making for certain issues.
- 4.27 In comparison, 25% of residents across the county reported that they would like to be more involved in local decision-making regardless of the issue, 67% would like to be more involved for certain issues and 8% would not like to be more involved.

Figure 39

Want to be involved in local decision-making – Generally speaking, would you like to be more involved in the decisions that affect your local area?

Base: St.Albans respondents (1800); Hertfordshire respondents (16018)

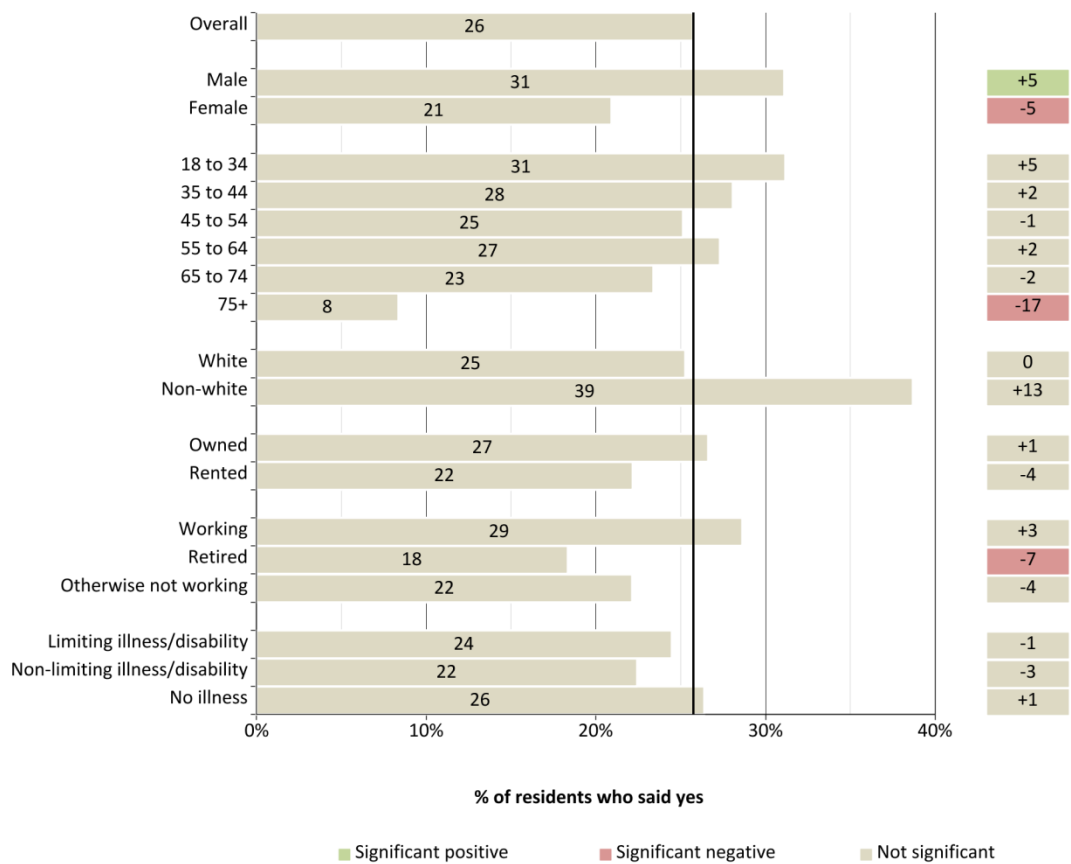


4.28 The following chart shows how the responses for this question vary across different sub-groups of the population. Results for sub-groups which are significantly better than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 40

Want to be involved in local decision-making by demographic sub-groups – Generally speaking, would you like to be more involved in the decisions that affect your local area? Percentage stating yes

Base: St.Albans respondents (1800)



- 4.29 When examining the national scores, there is very little correlation between feeling involved, wanting to be more involved and satisfaction with the council or area.

Figure 41
Involvement, area and St Albans City and District Council

Question	Satisfaction with area as a place to live (R ²)	Satisfaction with how the Council runs things (R ²)
Been involved in decisions that affect local area (NI 3)	0.10	0.01
Agree can influence decisions in local area (NI 4)	0.01	0.27
Would like to be more involved in the decisions that affect the local area?	0.19	0.0002

Local Public Services – St.Albans' Key Points

- The majority of residents think that local public services are working to make the area cleaner and greener and safer, and that they treat all types of people fairly.
- High levels of satisfaction are reported for GPs and Hertfordshire Fire and Rescue Service (86% and 78% respectively).
- When presented with a list of local services, residents express most satisfaction with parks and open spaces, local tips/household waste recycling centres and refuse collection. Local bus services and local transport information received the lowest levels of satisfaction.
- St Albans is in the top 10% of all England LAs for parks and open spaces and local tips/household recycling centres and in the top 25% for museums/galleries and theatres/concert halls but in the bottom 25% for local transport information and local bus services.
- Around a third of residents (29%) feel that their local council provides value for money and 35% disagree.
- Slightly more than two fifths of residents (42%) are satisfied with their local council and 23% are dissatisfied.
- The vast majority (96%) of residents feel well informed about how and where to register to vote.
- Only 11% of residents feel well informed about what to do in a large-scale emergency. Residents who are significantly more likely to feel well informed are those aged 65 or over and those who are retired. Significantly less likely to feel well informed are residents aged 35 to 44.
- Over a quarter of residents feel they can influence decision making (27%). Residents that are not working but not retired are significantly less likely to disagree.
- Around a quarter of residents would generally like to be more involved in local decision-making and a further 68% want to be more involved in local decision-making with regard to certain issues. Residents who are male are significantly more likely to want to be involved and females, those aged 75 or over or are retired are significantly less likely to want to be involved.

Chapter 5: The Local Community

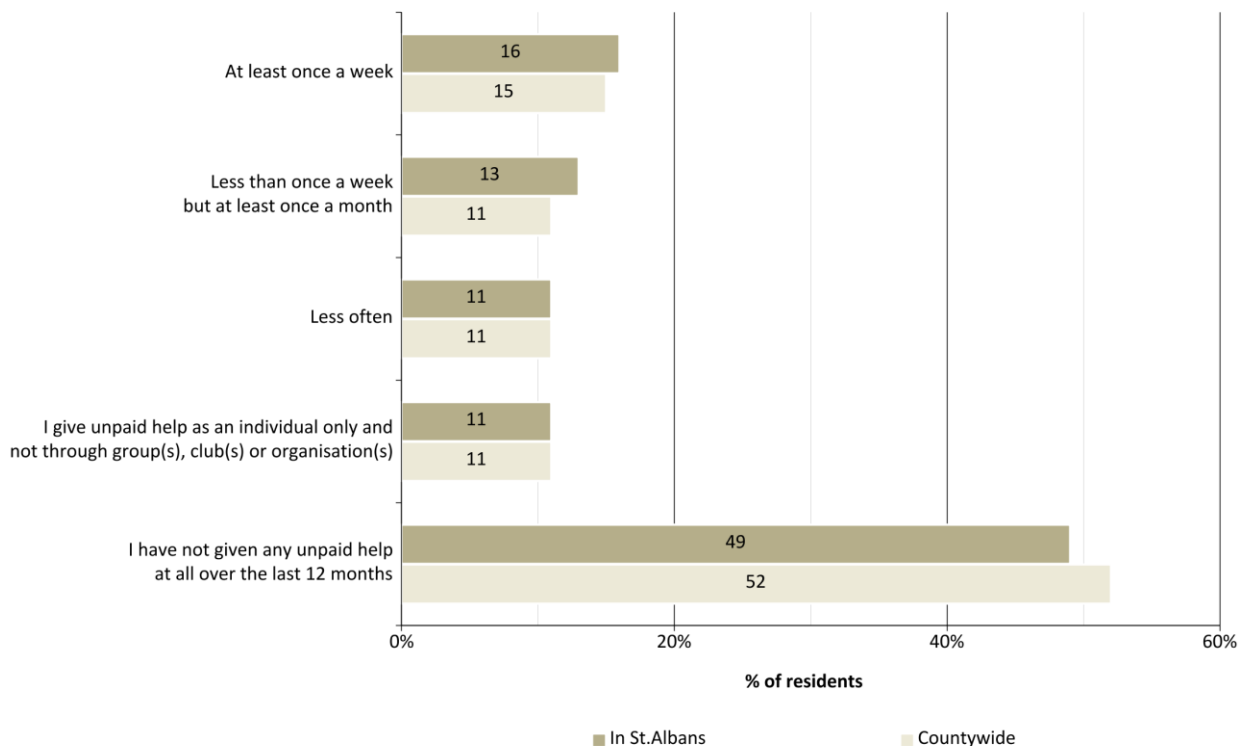
Volunteering Work

- 5.1 Residents were asked about any groups, clubs or organisations that they had been involved with during the previous 12 months through taking part, support or helping out. They were asked to exclude donating money or anything related to their job.
- 5.2 The majority of residents in St.Albans and across the county have not given unpaid help during the 12 months prior to the survey (49% in St.Albans and 52% across Hertfordshire). Of those who have given help as part of a group, club or organisation in St.Albans, 29% have given help at least once a month and 11% have given help less often. 11% give unpaid help as an individual and not through a group, club or organisation.

Figure 42

Volunteering (NI 6) - Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?

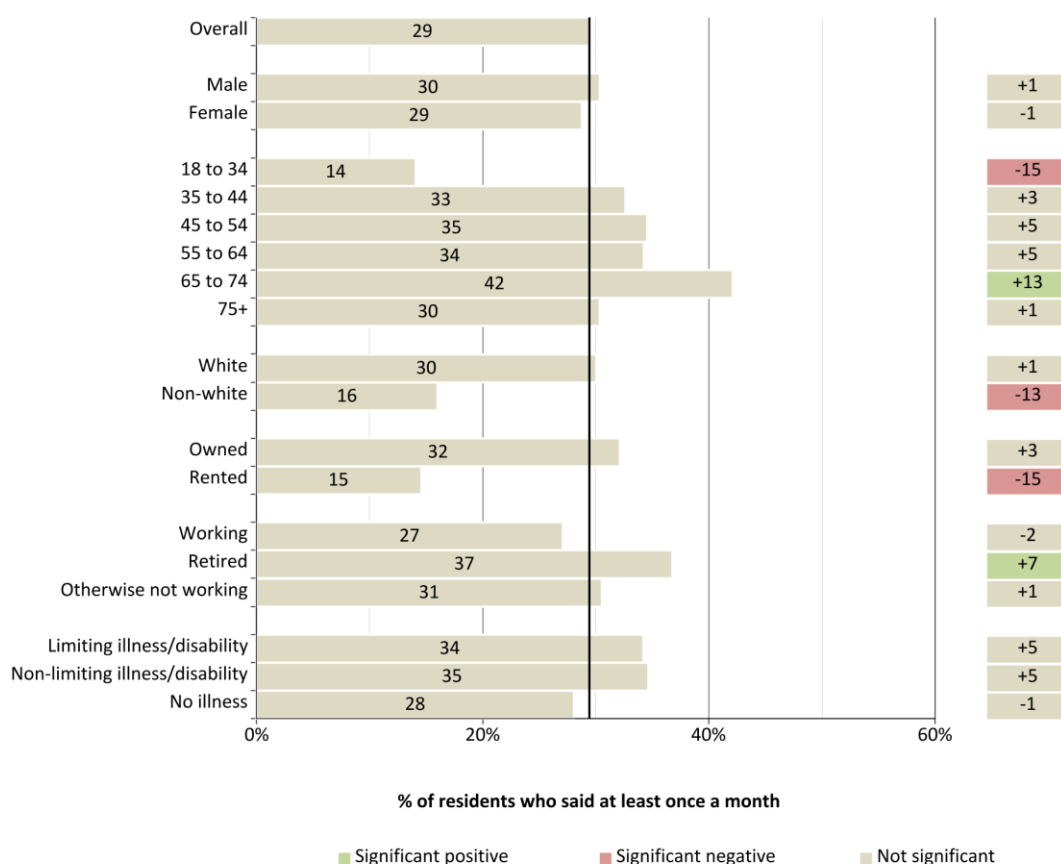
Base: All St.Albans respondents (1728); All Hertfordshire respondents (15059)



- 5.3 NI 6 is calculated based on how many respondents reported that they had volunteered at least once a month over the preceding 12 months.
- 5.4 **The score for NI 6 (regular volunteering) for St Albans City and District Council is 29.4. The higher the score the better the result.**

- 5.5 The countywide score for NI 6 is 26.0 and the score for all England is 23.2. The score for St Albans City and District Council is significantly better than the countywide score. St Albans City and District Council is in the top 25% of all local authorities in England.
- 5.6 This is the first time that this indicator has been collected using this methodology; therefore no trend based information is available.
- 5.7 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 than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 43
Volunteering (NI 6) by demographic sub-groups – Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)? At least once a month
 Base: St.Albans respondents (1728)



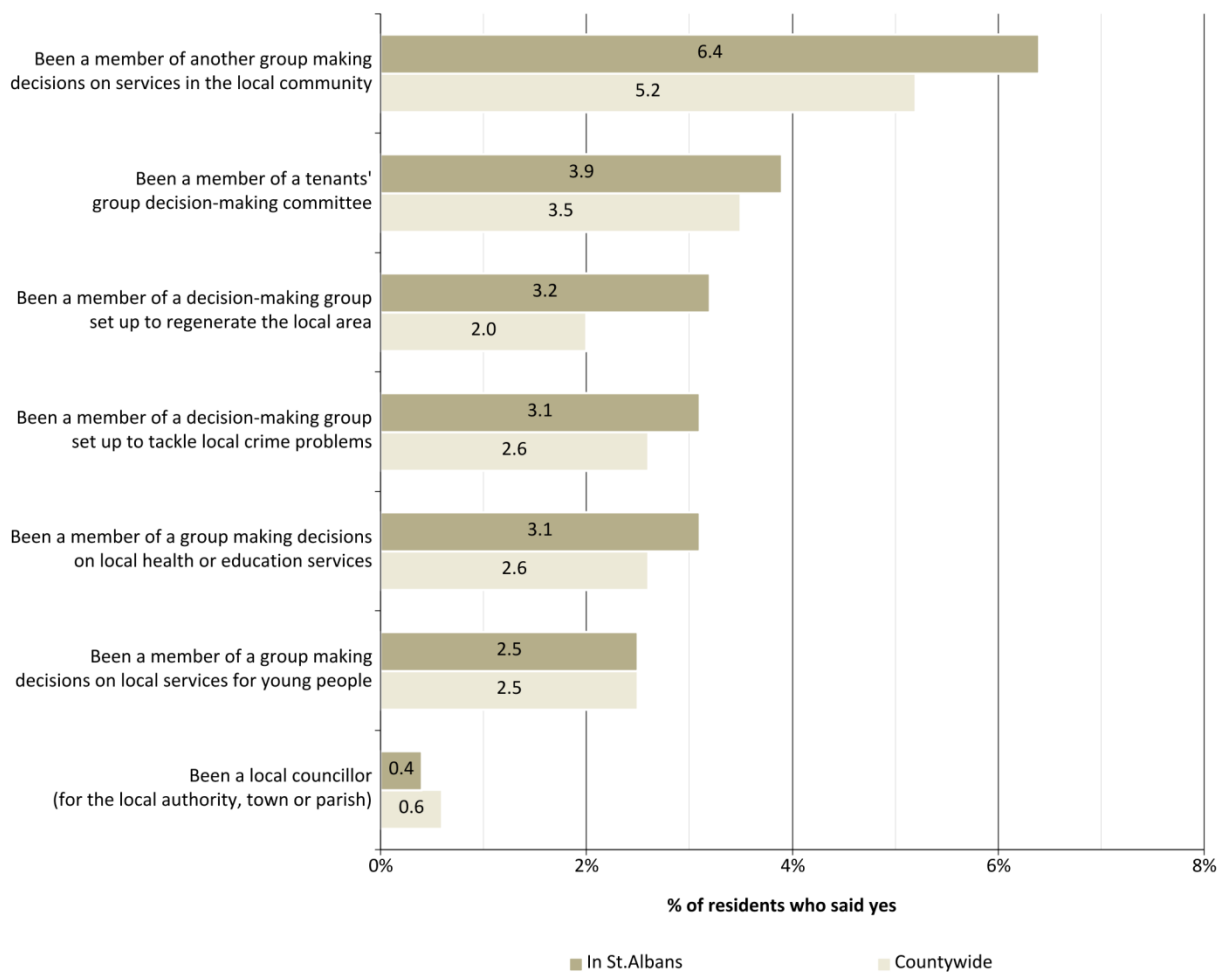
Getting Involved

- 5.8 Very few residents are involved in groups which make decisions affecting their local area. During the last 12 months in St.Albans, between 0.4% and 6.4% have been a local councillor, a member of a group making decisions on local health or education, a member of a group set up to regenerate the local area, a member of a group set up to tackle local crime, a member of a tenants’ group decision making committee, a member of a group making decisions on local services for young people or a member of another group making decisions on services in the local community.

Figure 44

Making decisions (NI 3) – In the past 12 months have you been a...? Percentage stating yes

Base: All St.Albans respondents who said yes (1799); All Hertfordshire respondents who said yes (16084)



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

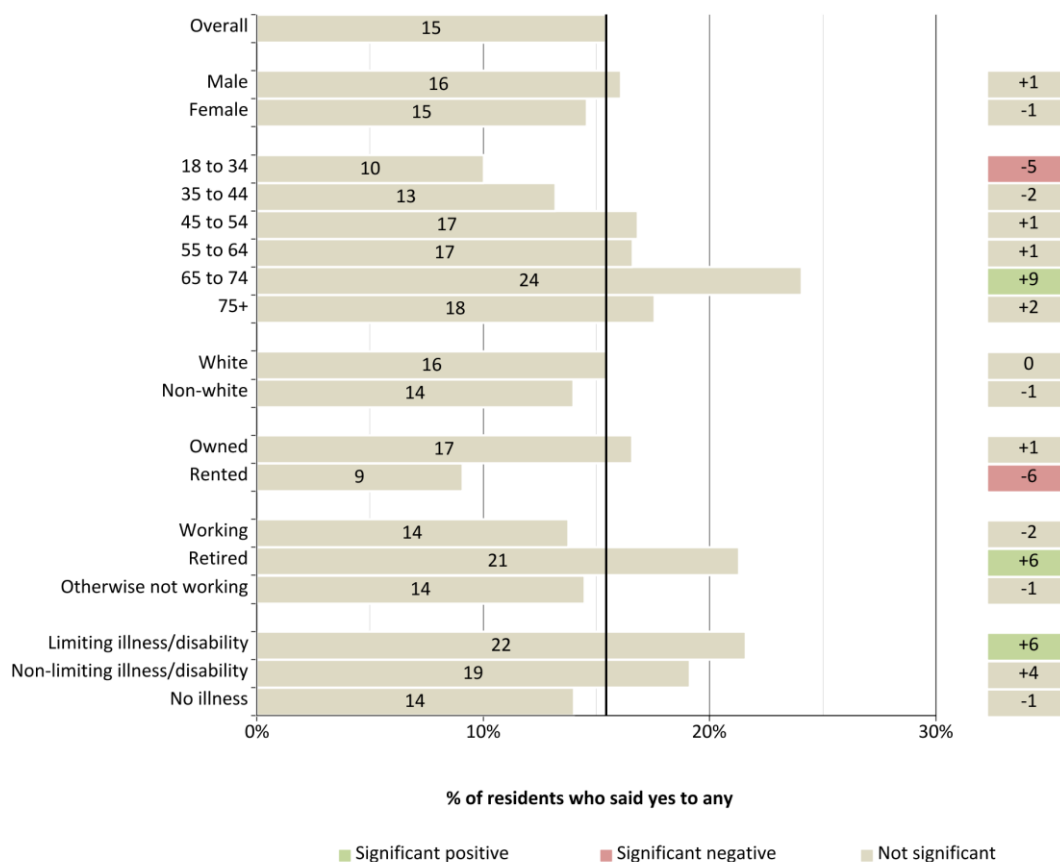
5.10 **The score for NI 3 (civic participation) for St.Albans is 15.5. The higher the score the better the result.**

5.11 The countywide score for NI 3 is 13.3 and the score for all England is 14.0. The score for St Albans City and District Council is significantly better than the countywide score.

5.12 This is the first time that this indicator has been collected using this methodology; therefore no trend based information is available.

5.13 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 than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 45
Getting involved (NI 3) by demographic sub-groups – In the past 12 months have you...? Percentage stating yes to any
 Base: St.Albans respondents (1799)



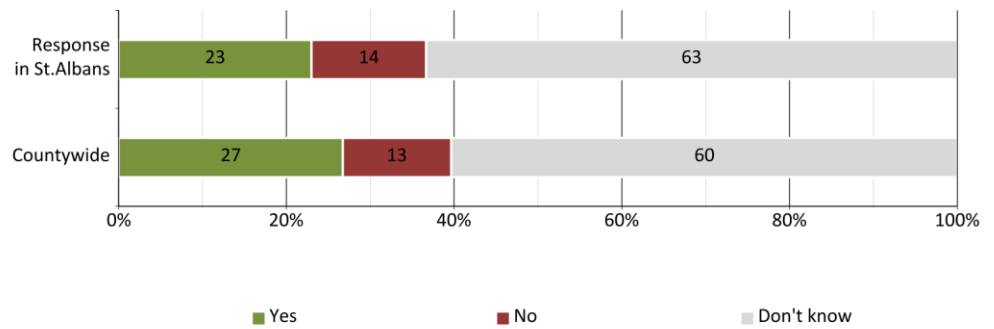
Support for older people

- 5.14 When St.Albans residents were asked if there are sufficient services and support for older people allowing them to continue to live at home as long as they want to, 23% said yes but 14% said no. Across Hertfordshire 27% said that the support and services are sufficient and 13% said they are not.
- 5.15 **The score for NI 139 (support for older people) for St Albans City and District Council is 23.0. The higher the score the better the result.**
- 5.16 The countywide score for NI 139 is 26.8 and the score for all England is 30.0. The score for St Albans City and District Council is significantly worse than the countywide score. St Albans City and District Council is in the bottom 10% of all local authorities in England.

Figure 46

Support for older people (NI 139) – In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to?

Base: All St.Albans respondents (1850); All Hertfordshire respondents (16660)



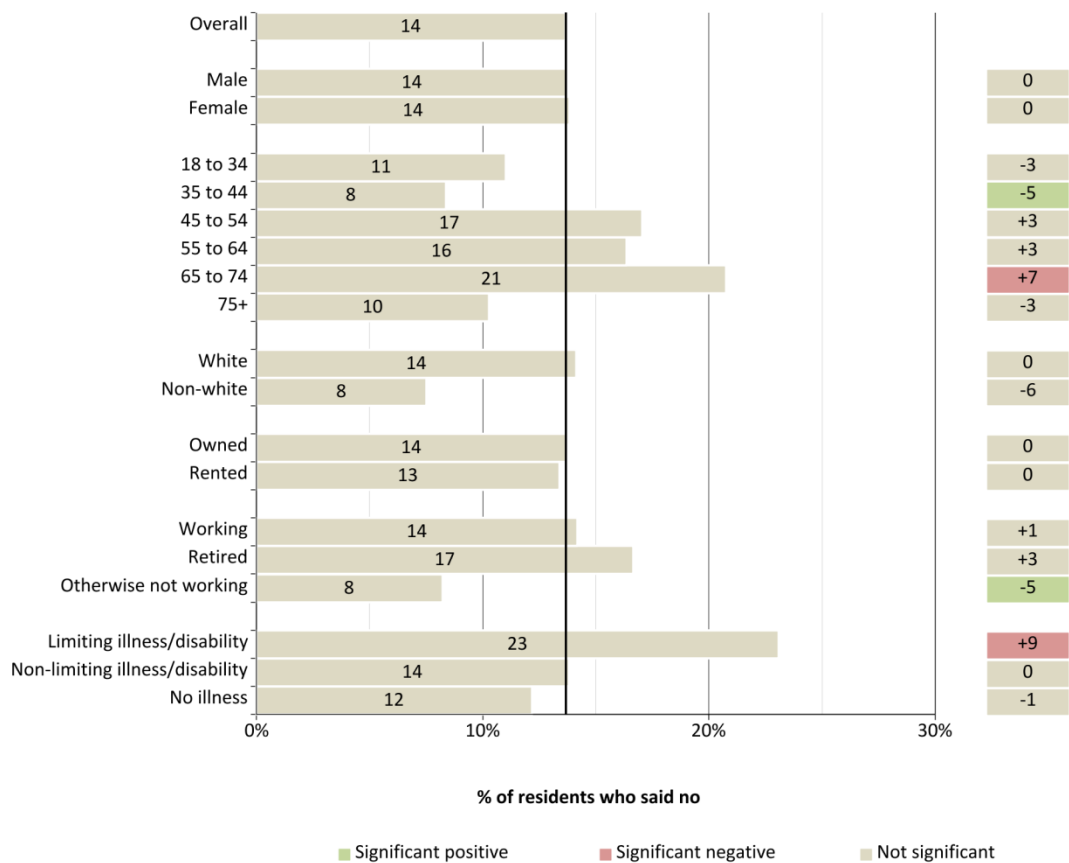
5.17 This is the first time that this indicator has been collected; therefore no trend based information is available.

5.18 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 than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 47

Support for older people (NI 139) by demographic sub-groups – In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to? Percentage stating no

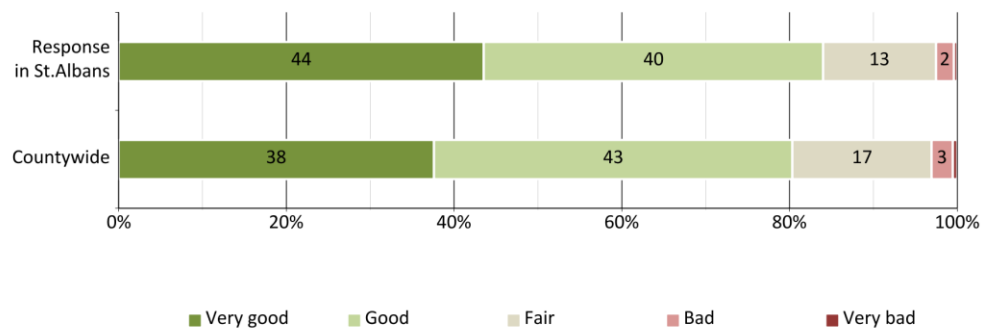
Base: St.Albans respondents (1850)



Health and Wellbeing

- 5.19 The majority of St.Albans residents report that they have good or very good health in general (84%) and the same is the case for residents across the whole of Hertfordshire (80%). Only 3% of St.Albans residents report having bad or very bad health.
- 5.20 **The score for NI 119 (general health) for St Albans City and District Council is 84.0. The higher the score the better the result.**
- 5.21 The countywide score for NI 119 is 80.3 and the score for all England is 75.8. The score for St Albans City and District Council is significantly better than the countywide score. St Albans City and District Council is in the top 10% of all local authorities in England.
- 5.22 Hertfordshire scores significantly better than the all England score for general health but it is in the bottom 25% of all English Local Authorities for providing enough support for older people to stay in their homes as long as possible. This is the only national indicator where the Hertfordshire score is significantly different to the all England score.

Figure 48
General health (NI 119) – How is your health in general?
 Base: All St.Albans respondents (1846); All Hertfordshire respondents (16676)

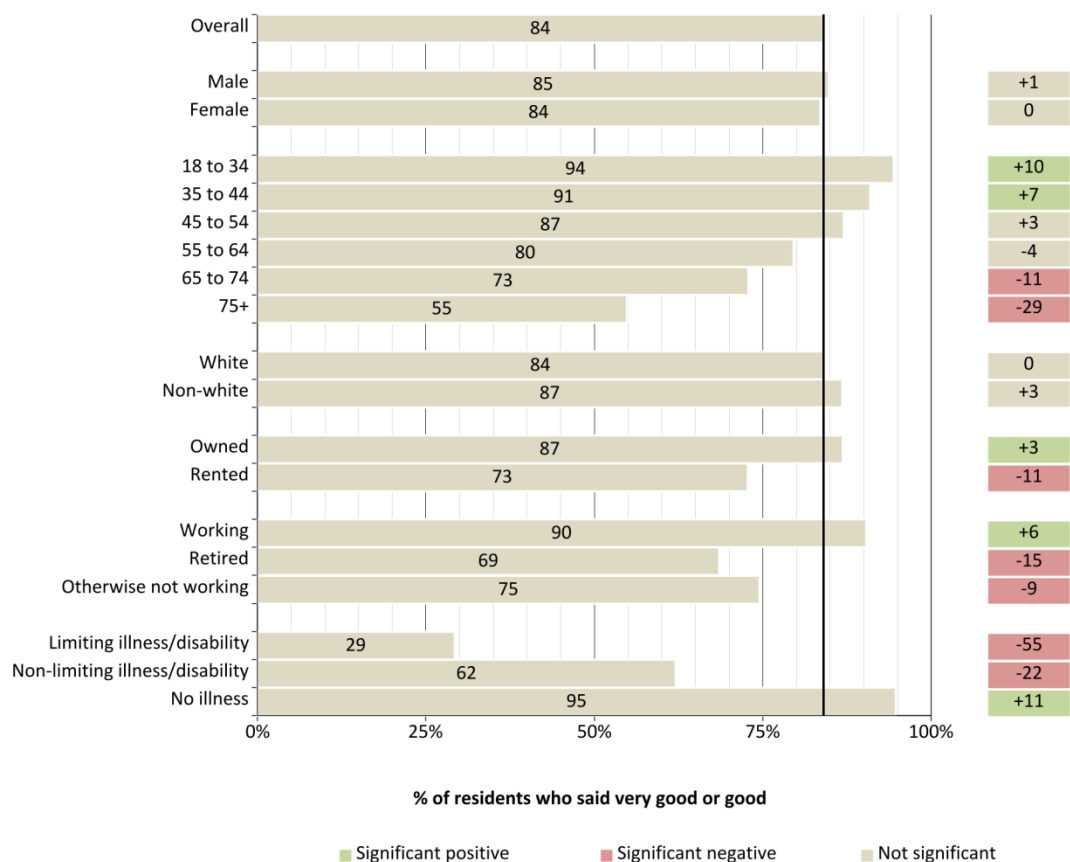


- 5.23 This is the first time that this indicator has been collected using this methodology; therefore no trend based information is available.
- 5.24 The following chart shows how the responses for this score vary across different sub-groups of the population. Results for sub-groups which are significantly better than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 49

General health (NI 119) by demographic sub-groups – How is your health in general? Percentage stating very good or good

Base: St.Albans respondents (1846)



The Local Community – St.Albans’ Key Points

- Just under half (49%) of residents did not give any unpaid help during the 12 months prior to the survey. Residents aged 65 to 74 and retired residents are significantly more likely to give help at least one a month and residents aged 18-34, in rented accommodation and those that are non-white are significantly less likely to give help at least once a month.
- 16% of residents have either been a local councillor or involved in a group making decisions about their local area. Retired residents, those with a limiting illness/disability and those aged 65 to 74 are significantly more likely to be involved but residents aged 18-34 and in rented accommodation are significantly less likely to be involved.
- 23% report that older people in their area are able to get the services they need to continue to live at home as long as they want to but 14% disagree. St Albans is in the bottom 10% of all LA’s in England regarding this indicator.
- Over four fifths (84%) of residents report having good or very good health and St Albans is in the top 10% of all LAs in England. Residents who are most likely to have good health are :
 - Aged 18 to 44
 - Own their home
 - Working
- Residents who are least likely to have good health are:
 - Aged 65 and over
 - Living in rented accommodation
 - Retired or otherwise not working

Chapter 6: Respect and Consideration

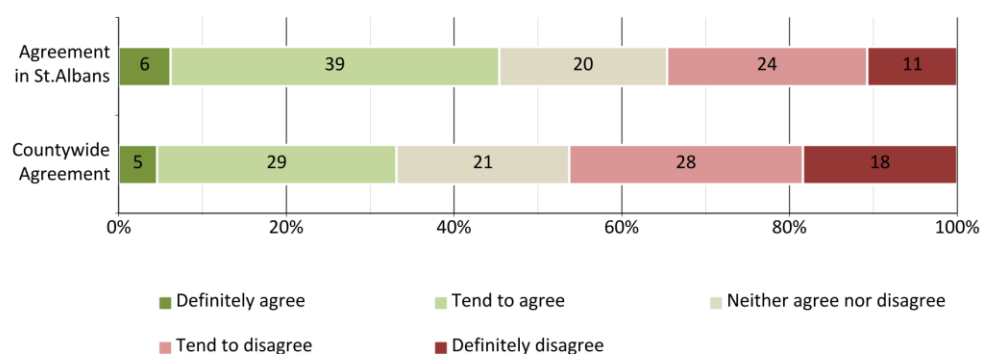
Parental responsibility

- 6.1 45% of St Albans residents think that in their local areas, parents take enough responsibility for the behaviour of their children, but 35% disagreed. In comparison, 33% of residents across the county agree and 46% disagree. It should be noted that a large proportion of St Albans residents (20%) answered 'neither agree nor disagree' to this question.

Figure 50

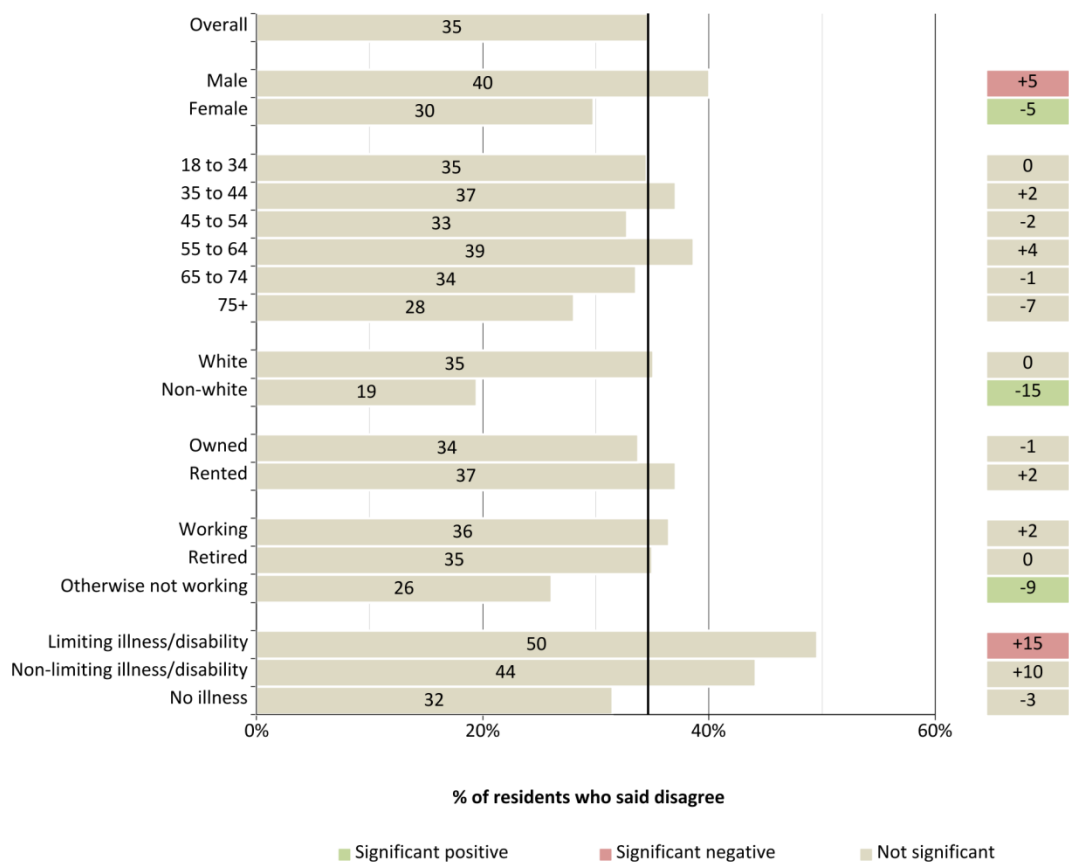
Parents taking responsibility (NI 22) – To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?

Base: All St.Albans respondents (1725); All Hertfordshire respondents (15438)



- 6.2 **The score for NI 22 (parents taking responsibility) for St Albans City and District Council is 45.4. The higher the score the better the result.**
- 6.3 The countywide score for NI 22 is 33.2 and the score for all England is 29.6. The score for St Albans City and District Council is significantly better than the countywide score. St Albans City and District Council is in the top 10% of all local authorities in England.
- 6.4 This is the first time that this indicator has been collected using this wording; therefore no trend based information is available.
- 6.5 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 than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 51
Parents taking responsibility (NI 22) by demographic sub-groups – To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children? Percentage stating tend to disagree or strongly disagree
 Base: St.Albans respondents (1725)



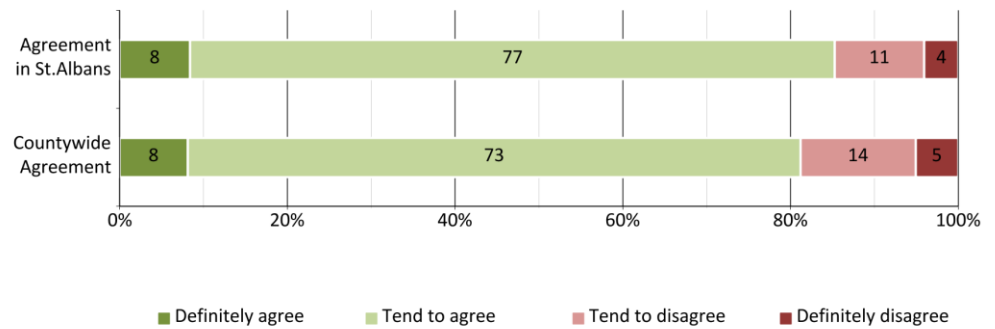
Respecting and getting on well with each other

- 6.6 The majority of St.Albans residents (85%) agree that their local area is a place where people from different backgrounds get on well together, but 15% disagree. Across the county 81% of residents agree.
- 6.7 **The score for NI 1 (different backgrounds get on well together) for St Albans City and District Council is 85.3. The higher the score the better the result.**
- 6.8 The countywide score for NI 1 is 81.2 and the score for all England is 76.4. The score for St Albans City and District Council is significantly better than the countywide score. St Albans City and District Council is in the top 10% of all local authorities in England.

Figure 52

People from different backgrounds getting on well (NI 1) – 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 St.Albans respondents (1418); All Hertfordshire respondents (12281)



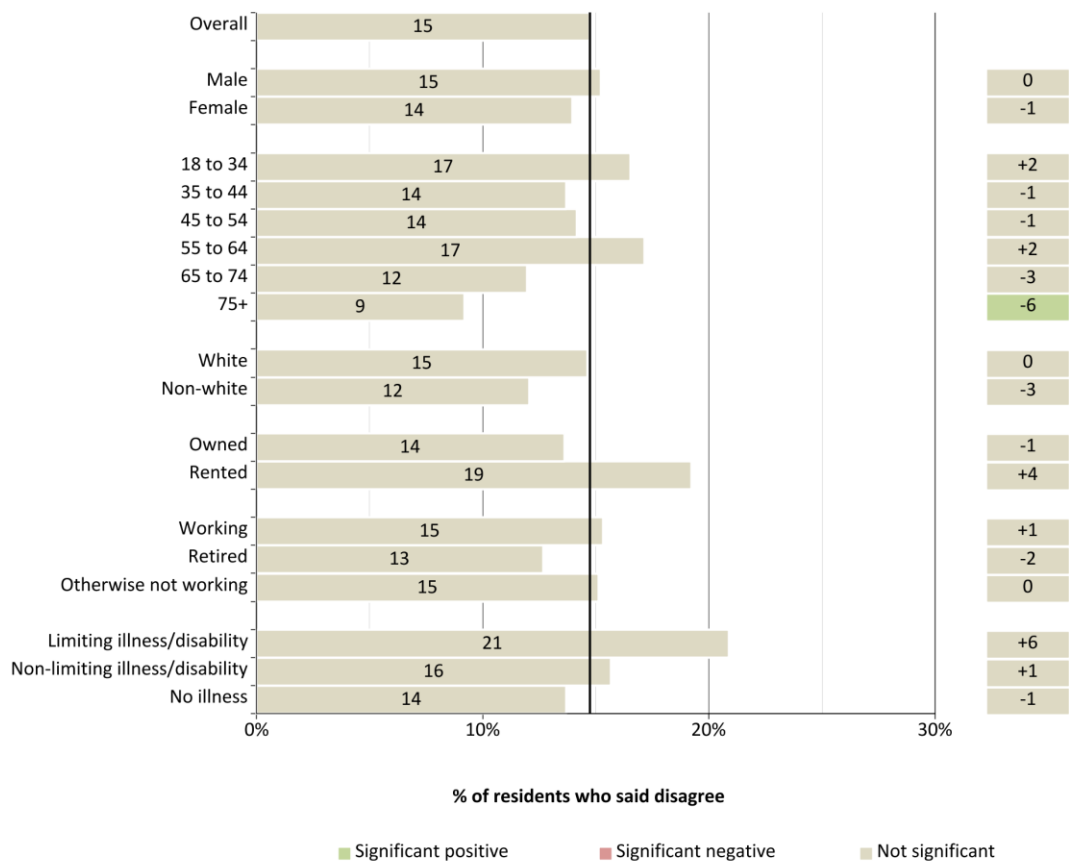
6.9 This question previously informed one of the Best Value Performance Indicators. The score for the equivalent indicator in 2006/07 for St Albans City and District Council was 85. There is no significant difference between the score for NI 1 and the equivalent indicator in 2006/07. The England score in 2006/07 was 78.9.

6.10 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 than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 53

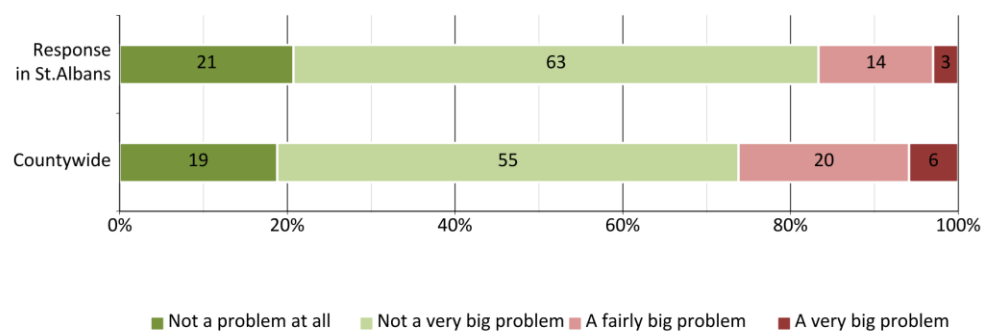
People from different backgrounds get on well (NI 1) by demographic sub-groups – To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? Percentage stating disagree or strongly disagree

Base: St.Albans respondents (1418)



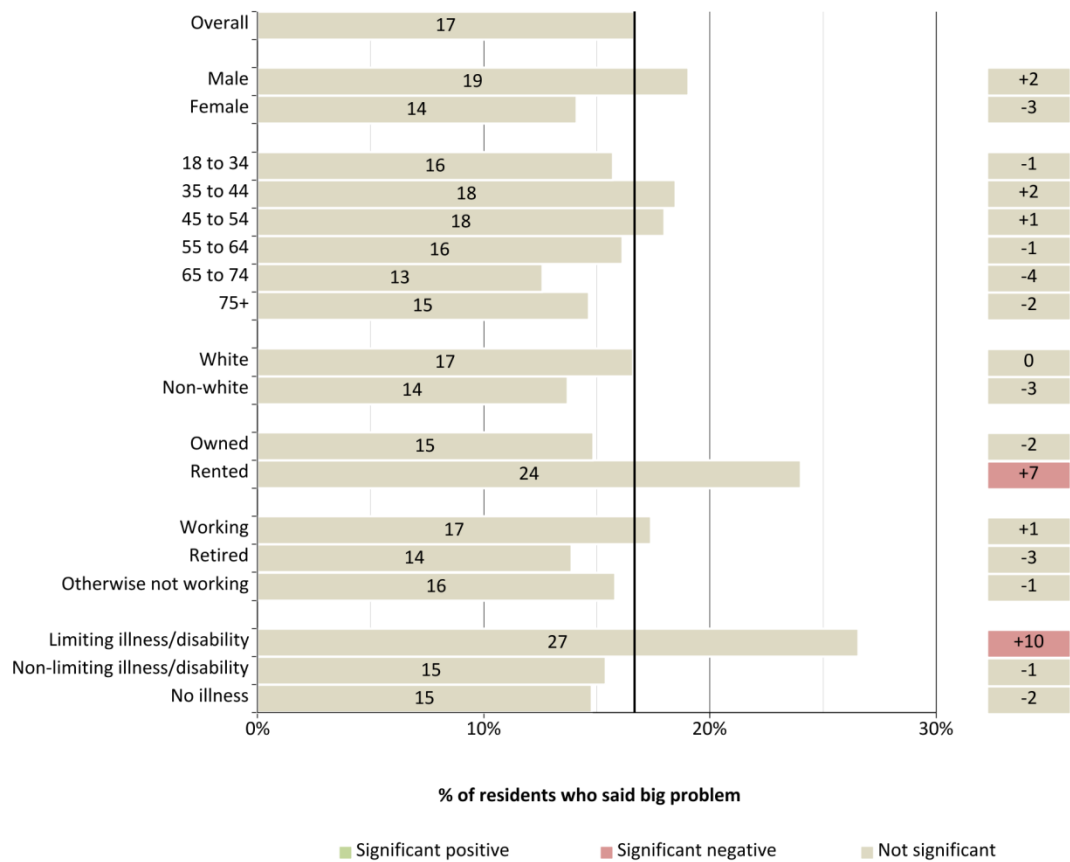
- 6.11 In St.Albans, 17% of residents feel that a lack of mutual respect and consideration between residents is a fairly/very big problem. Across the whole county, the percentage who identify such a lack of respect/consideration as a problem is 26%.
- 6.12 **The score for NI 23 (not treating each other with respect and consideration) for St Albans City and District Council is 16.7. The lower the score the better the result.**
- 6.13 The countywide score for NI 23 is 26.2 and the score for all England is 31.2. The score for St Albans City and District Council is significantly better than the countywide score. St Albans City and District Council is in the top 10% of all local authorities in England.

Figure 54
 Treating others with respect and consideration (NI 23) – In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?
 Base: All St.Albans respondents (1729); All Hertfordshire respondents (15194)



- 6.14 This question previously informed one of the Best Value Performance Indicators. The score for the equivalent indicator in 2006/07 for St Albans City and District Council was 32. The score for NI 23 is significantly better than the score for the equivalent indicator in 2006/07. The score for England also fell considerably between 2006/07 and 2008 (by 16.5 percentage points). However, the position of the question within the questionnaire is likely to impact on the way that respondents approach this question. In the 2006/07 survey it was included within a group of questions about anti-social behaviour, whereas in 2008 it appeared in a different section as a stand-alone question. Caution should be used, therefore, in interpreting these particular results.
- 6.15 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 than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

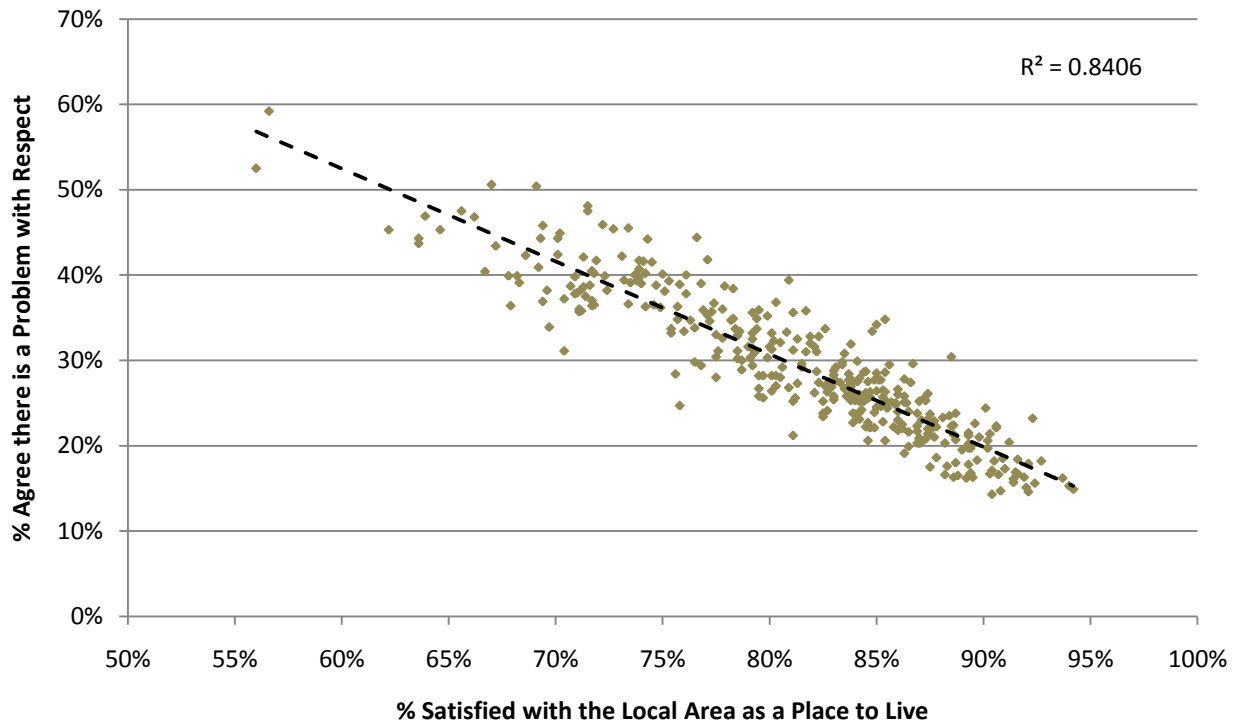
Figure 55
Treating others with respect and consideration (NI 23) by demographic sub-groups – In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration? Percentage stating a very big problem or a fairly big problem
 Base: St.Albans respondents (1729)



6.16 National data shows that there are strong links between social cohesion scores and satisfaction with area (but not council). The chart overleaf shows that there is a strong negative correlation between the scores for there being a problem with mutual respect (NI 23) and satisfaction with the area as a place to live ($R^2=0.84$).

Figure 56

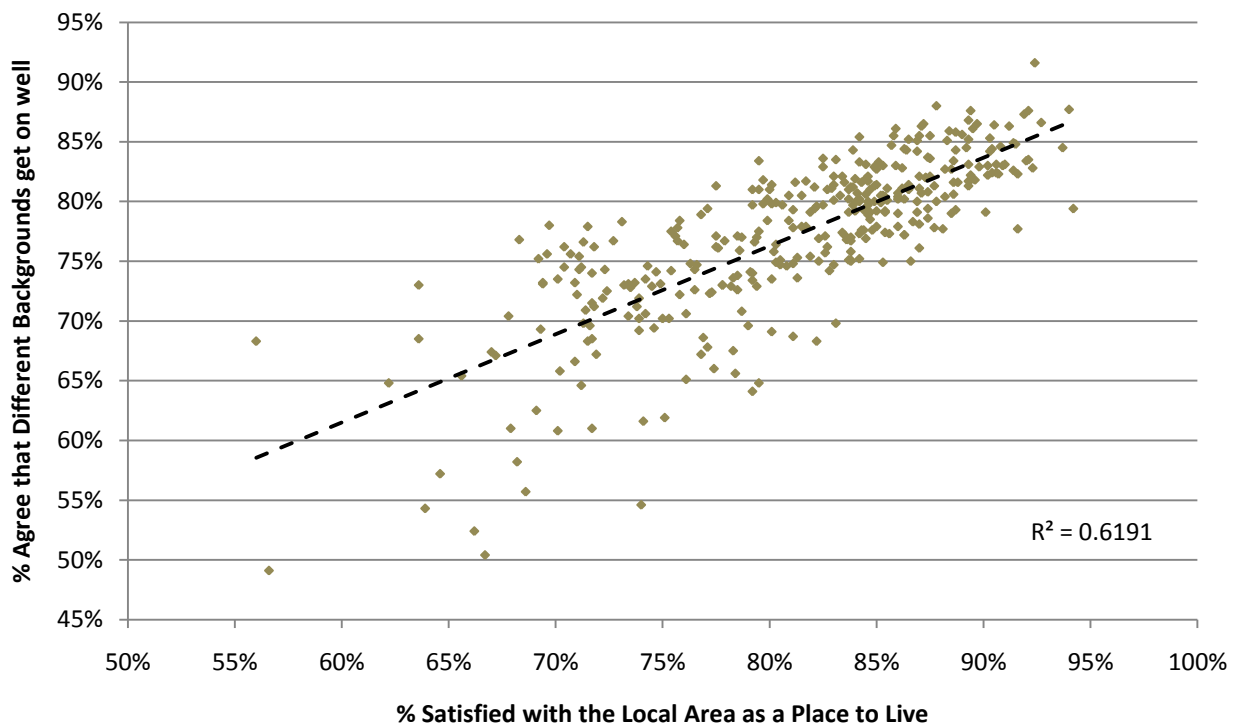
Satisfaction with Local Area as a Place to Live cf. Proportion of Respondents who agree that there is a Problem with People not Treating each other with Respect and Consideration – results for all Local Authorities in England (Source: Place Survey 2008/09, CLG)



6.17 There is a positive correlation between the scores for people of different backgrounds getting on well together (NI 1) and satisfaction with area but this is not quite as strong ($R^2=0.62$).

Figure 57

Satisfaction with Local Area as a Place to Live cf. Proportion of Respondents who agree that People from Different Backgrounds get on Well Together – results for all Local Authorities in England (Source: Place Survey 2008/09, CLG)



6.18 These links suggest that social cohesion in an area has an important impact on satisfaction with that area. One aspect of social cohesion is ‘race relations’ but notably residents did not identify this as being important or in need of improvement compared to 19 other factors (see chapter 3).

Respect and consideration by public services

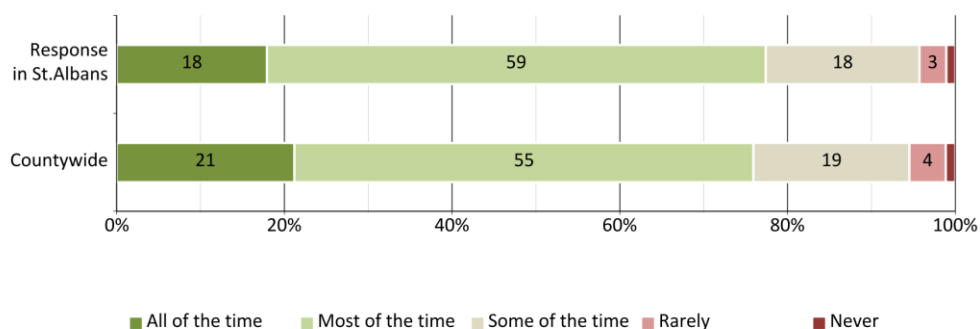
6.19 The majority of residents in St.Albans feel they were treated with respect and consideration by their local public services all or most of the time during the last year (77%), of which 18% said all of the time. Across the county 76% said that they were treated with respect and consideration by their local public services all or most of the time but 24% said they were not.

6.20 **The score for NI 140 (fair treatment by local services) for St Albans City and District Council is 77.4. The higher the score the better the result.**

6.21 The countywide score for NI 140 is 75.9 and the score for all England is 72.4. There is no significant difference between the score for St.Albans City and District Council and the countywide score.

Figure 58
 Treated with respect and consideration by local public services (NI 140) – In the last year would you say that you have been treated with respect and consideration by your local public services?

Base: All St.Albans respondents (1602); All Hertfordshire respondents (14362)



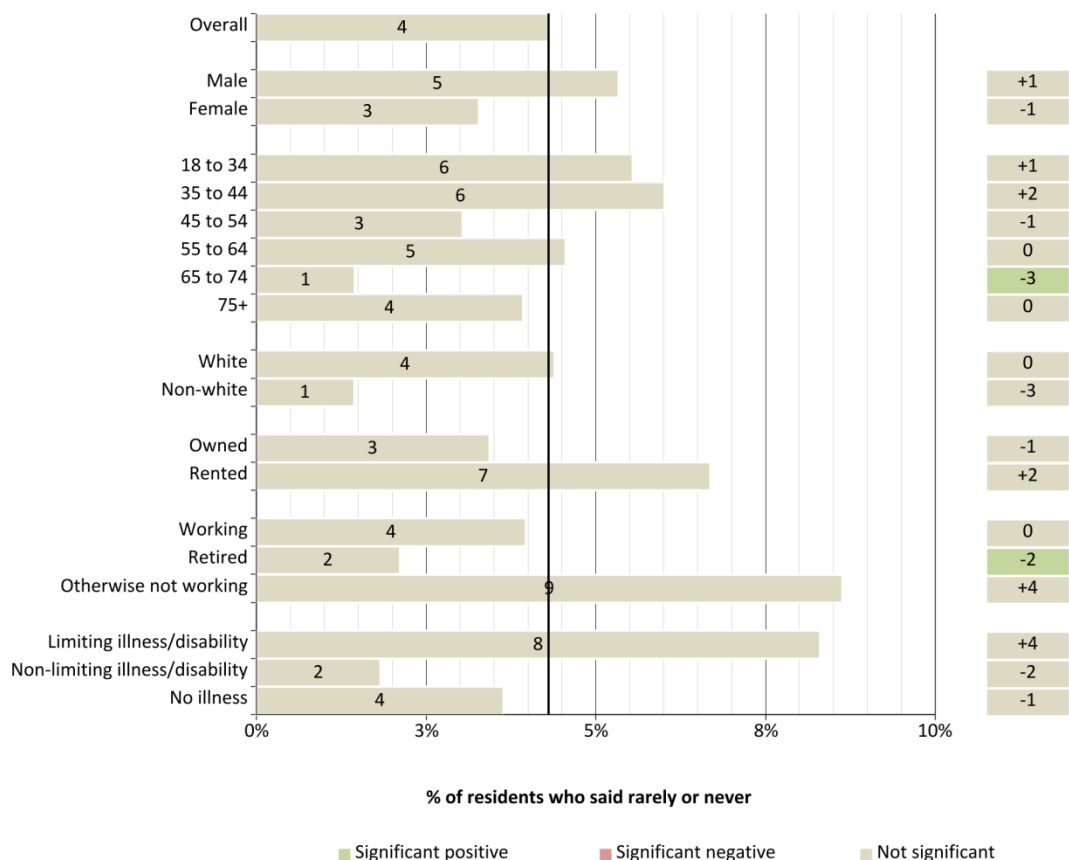
6.22 This is the first time that this indicator has been collected; therefore no trend based information is available.

6.23 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 than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 59

Treated with respect and consideration by local public services (NI 140) by demographic sub-groups – In the last year would you say that you have been treated with respect and consideration by your local public services? Percentage stating rarely or never

Base: St.Albans respondents (1602)



Respect and Consideration – St.Albans’ Key Points

- 35% of residents disagree that parents take enough responsibility for the behaviour of their children; in particular residents who are male or have a limiting illness/disability are significantly more likely to disagree whilst those who are female, non-white or otherwise not working are significantly less likely to disagree. St Albans is in the top 10% of LAs in England for this indicator.
- The majority of residents (85%) agree that their local area is a place where people from different backgrounds get on well together but 15% disagree. This is in the top 10% of LAs in England. Residents significantly less likely to disagree are those aged 75 or over.
- Nearly a fifth of residents feel that a lack of mutual respect and consideration between residents is a fairly/very big problem. The groups of residents significantly more likely to feel that this is a problem are in rented accommodation and residents that have a limiting illness/disability.
- Over three quarters of residents (77%) report that they are treated with respect and consideration by their local public services all or most of the time during the year prior to the survey. Residents aged 65 to 74, or are retired are significantly less likely to report never or rarely being treated with respect and consideration.

Chapter 7: Community Safety

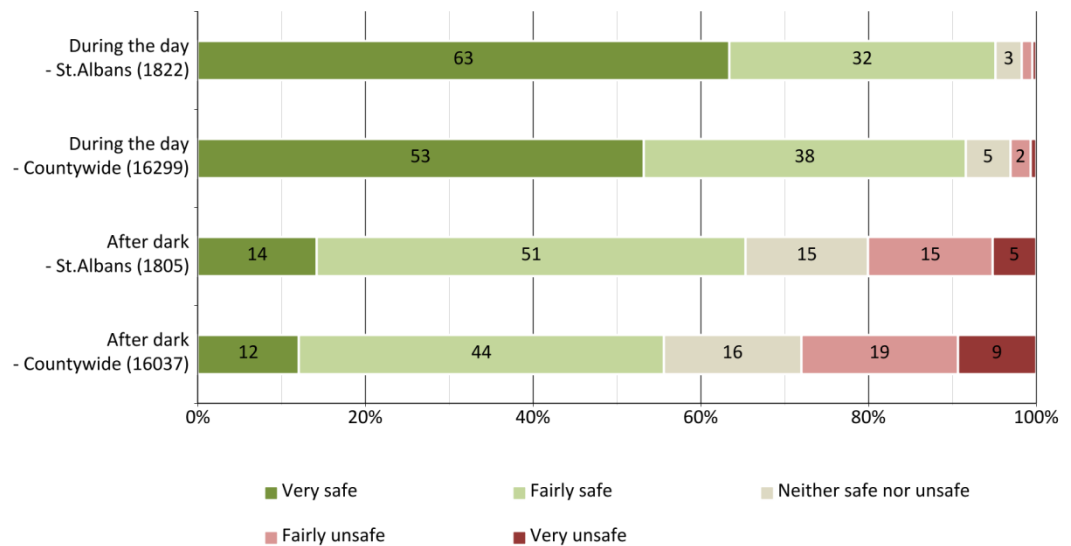
Feeling Safe in the Local Area

- 7.1 The majority of residents feel very or fairly safe when outside during the day. This is the case for residents in St.Albans (95%) and across the county (92%).
- 7.2 Residents reported feeling less secure after dark with 65% of St.Albans residents and 56% of Hertfordshire responding that they feel very or fairly safe then.

Figure 60

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

Base: All St.Albans respondents; All Hertfordshire respondents (number of respondents shown in brackets)



- 7.3 The following charts show how the responses for these questions vary across different sub-groups of the population. Results for sub-groups which are significantly better than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 61
Feeling safe in local area by demographic sub-groups – How safe or unsafe do you feel when outside in your local area after dark? Percentage stating very or fairly unsafe
 Base: St.Albans respondents (1822)

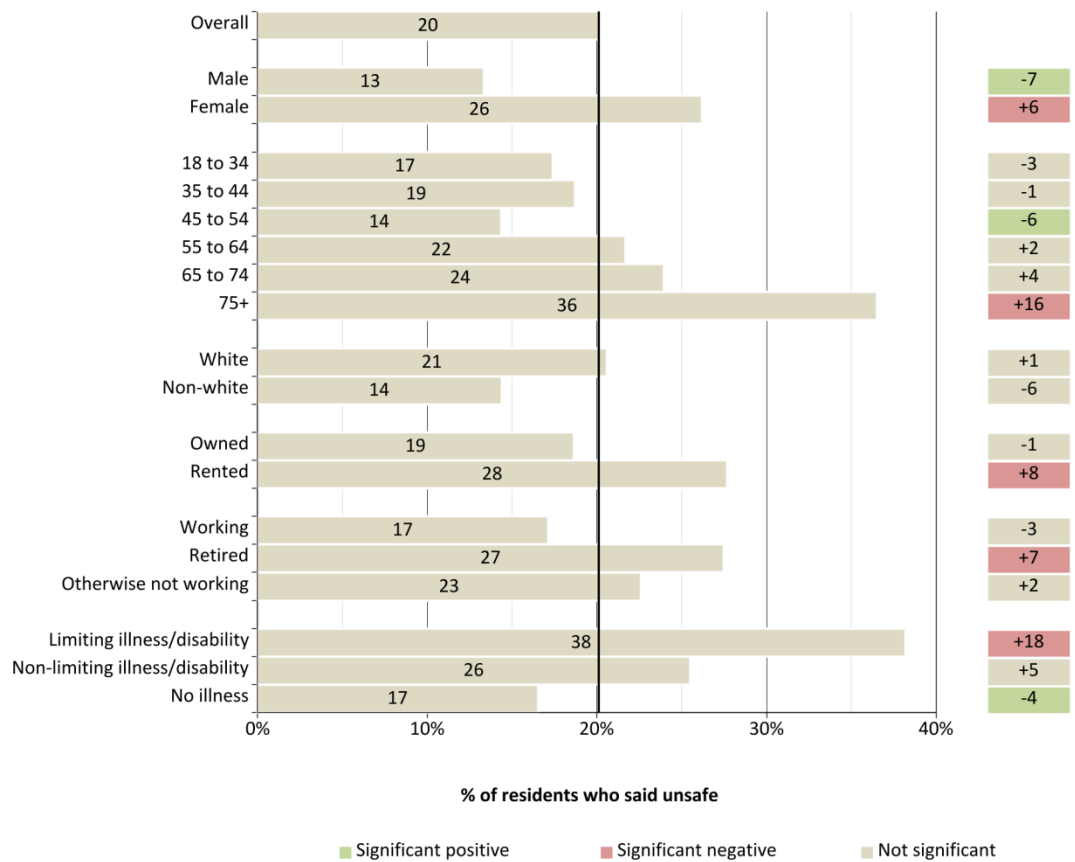
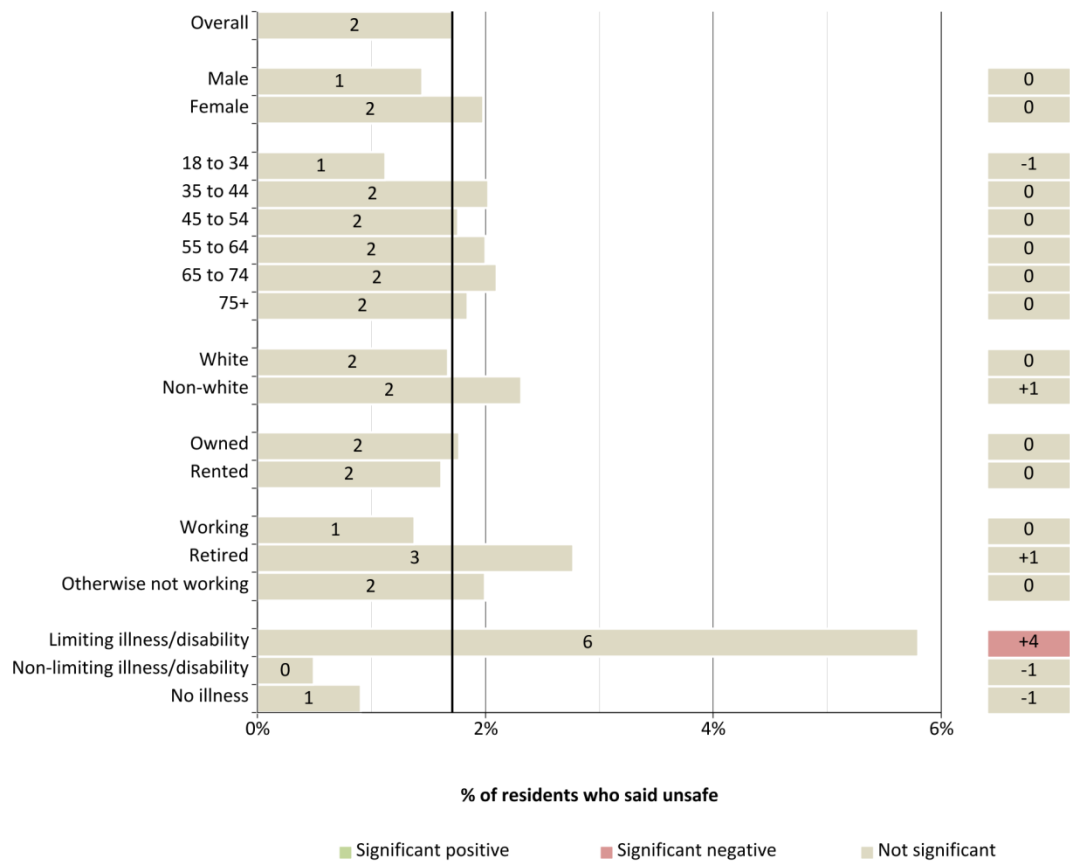


Figure 62
Feeling safe in local area by demographic sub-groups –How safe or unsafe do you feel when outside in your local area during the day?
Percentage stating fairly unsafe or very unsafe
 Base: St.Albans respondents (1805)



Anti-social behaviour

- 7.4 According to Hertfordshire residents, the biggest anti-social problems in Hertfordshire are teenagers hanging around the streets (40%), followed by rubbish or litter lying around (33%). In comparison, St.Albans residents feel that rubbish or litter lying around (30%), followed by teenagers hanging around the streets (29%) are the biggest problems.
- 7.5 In St.Albans and across Hertfordshire the anti-social behaviour selected by the fewest residents as a big problem is abandoned or burnt out cars and noisy neighbours or loud parties.

Figure 63

Anti-social behaviour (NI 17) (NI 42) (NI 41) in St.Albans – Thinking about this local area, how much of a problem do you think each of the following are...?

Base: All St.Albans respondents (number of respondents shown in brackets)

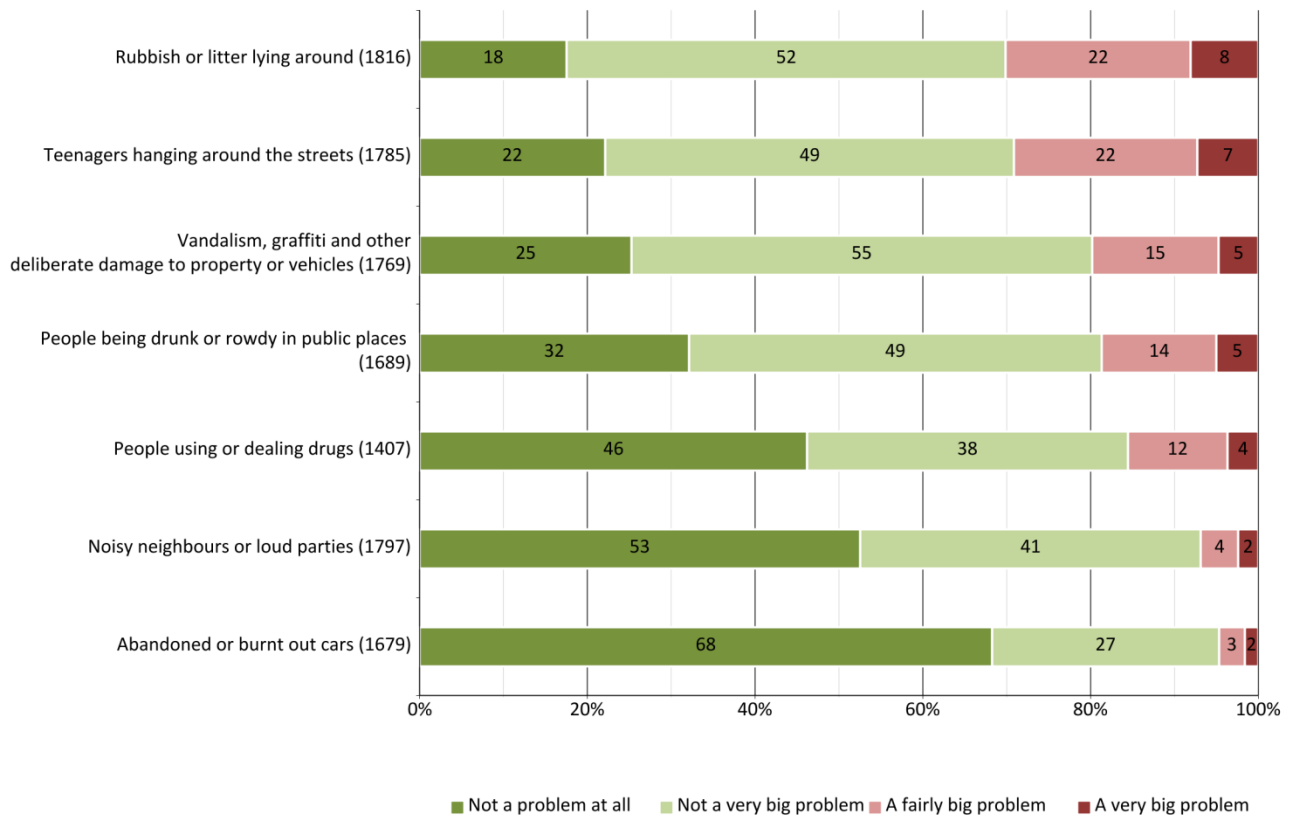
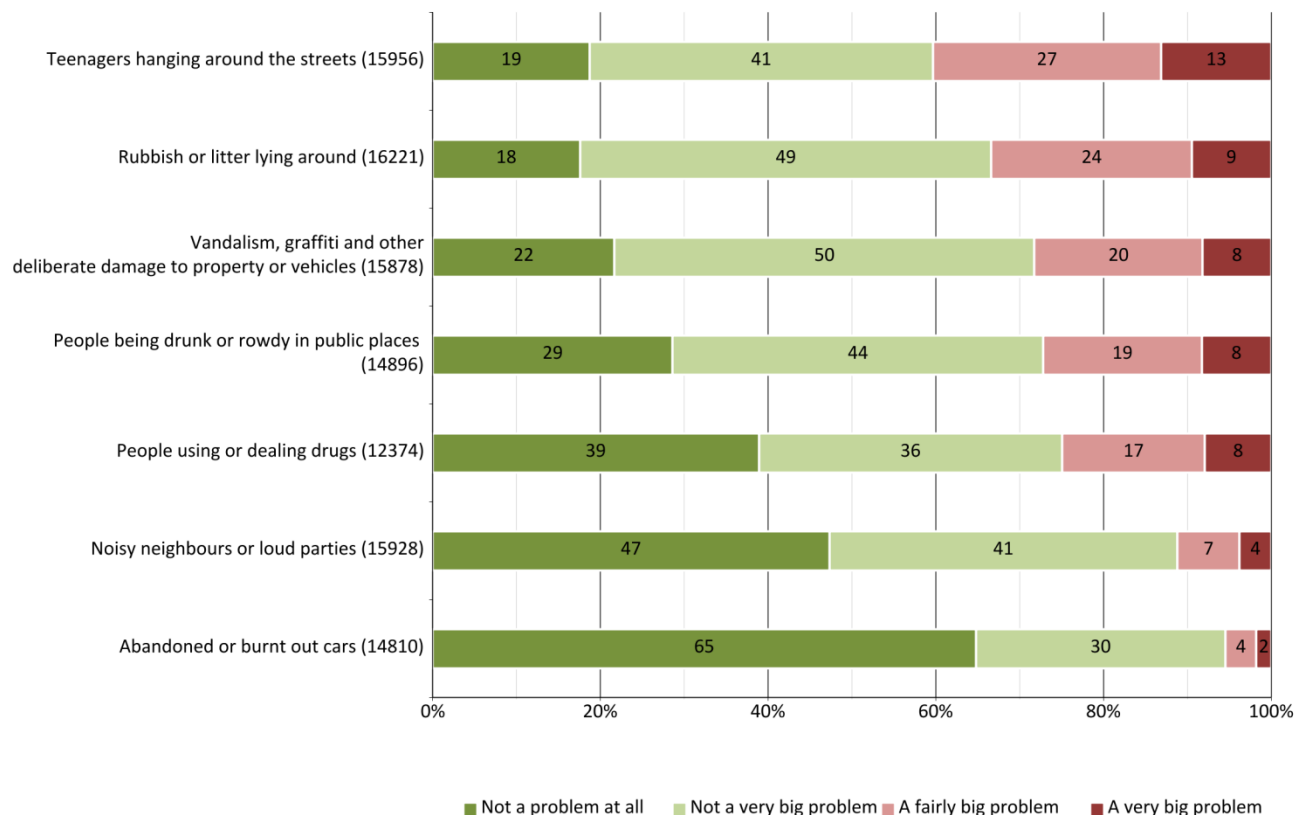


Figure 64
Anti-social behaviour (NI 17) (NI 42) (NI 41) in Hertfordshire – Thinking about this local area, how much of a problem do you think each of the following are...?

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



7.6 Overall, 61% of residents across Hertfordshire think that at least one of the following are a very or fairly big problem: noisy neighbours, loud parties, teenagers hanging around streets, rubbish or litter lying around, vandalism or other deliberate damage, drugs, people being drunk or rowdy and abandoned or burnt out cars. Within St.Albans this figure is fewer at 53%.

7.7 **The score for NI 17 (anti-social behaviour being a problem) for St Albans City and District Council is 10.1. The lower the score the better the result.**

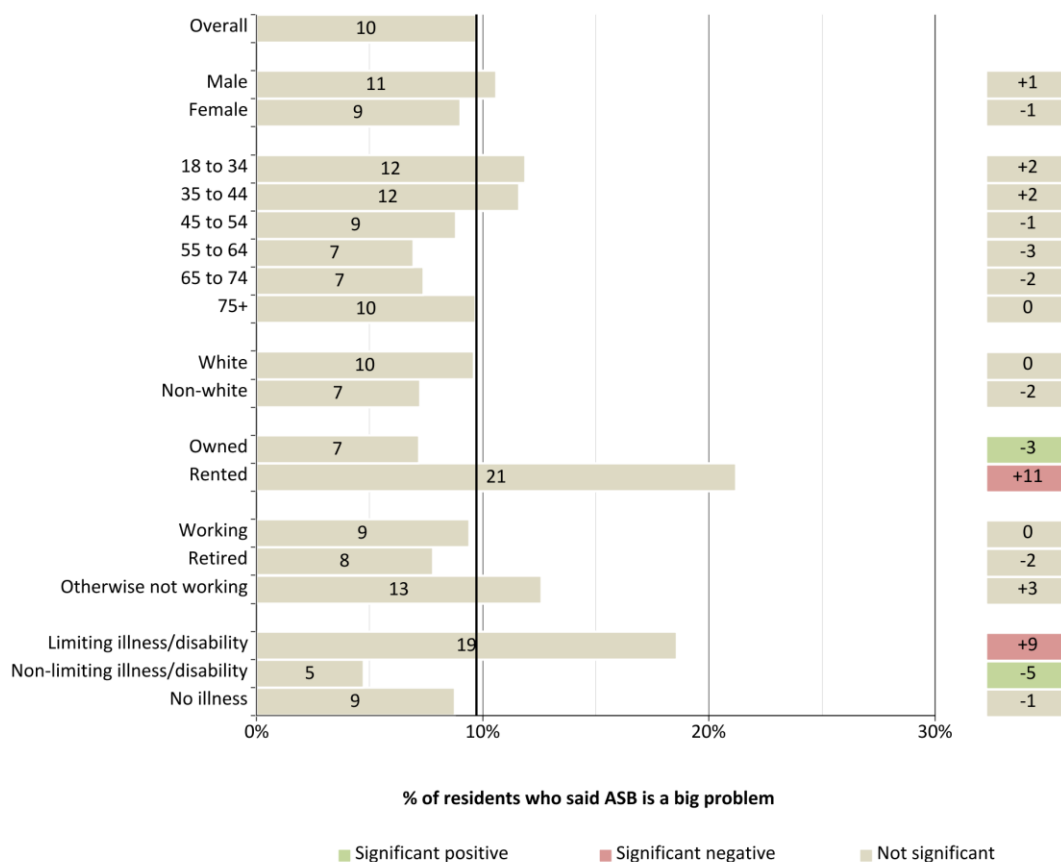
7.8 The countywide score for NI 17 is 16.3 and the score for all England is 20.0. The score for St Albans City and District Council is significantly better than the countywide score. St Albans City and District Council is in the top 25% of all local authorities in England.

7.9 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 than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 65

Anti-social behaviour (NI 17) by demographic sub-groups – Thinking about this 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, Vandalism, graffiti and other deliberate damage to property or vehicles, people using or dealing drugs, people being drunk or rowdy in public places, abandoned or burnt out cars. Percentage stating a very big problem or a fairly big problem for one or more problems

Base: Respondents who said very or fairly big problem: St.Albans (1820);



7.10 16% of St.Albans residents reported that people using or dealing drugs is a big problem, of which 4% feel that this is a very big problem.

7.11 **The score for NI 42 (drug use and dealing being a problem) is 15.6. The lower the score the better the result.**

7.12 The countywide score for NI 42 is 24.9 and the score for all England is 30.5. The score for St Albans City and District Council is significantly better than the countywide score. St Albans City and District Council is in the top 10% of all local authorities in England.

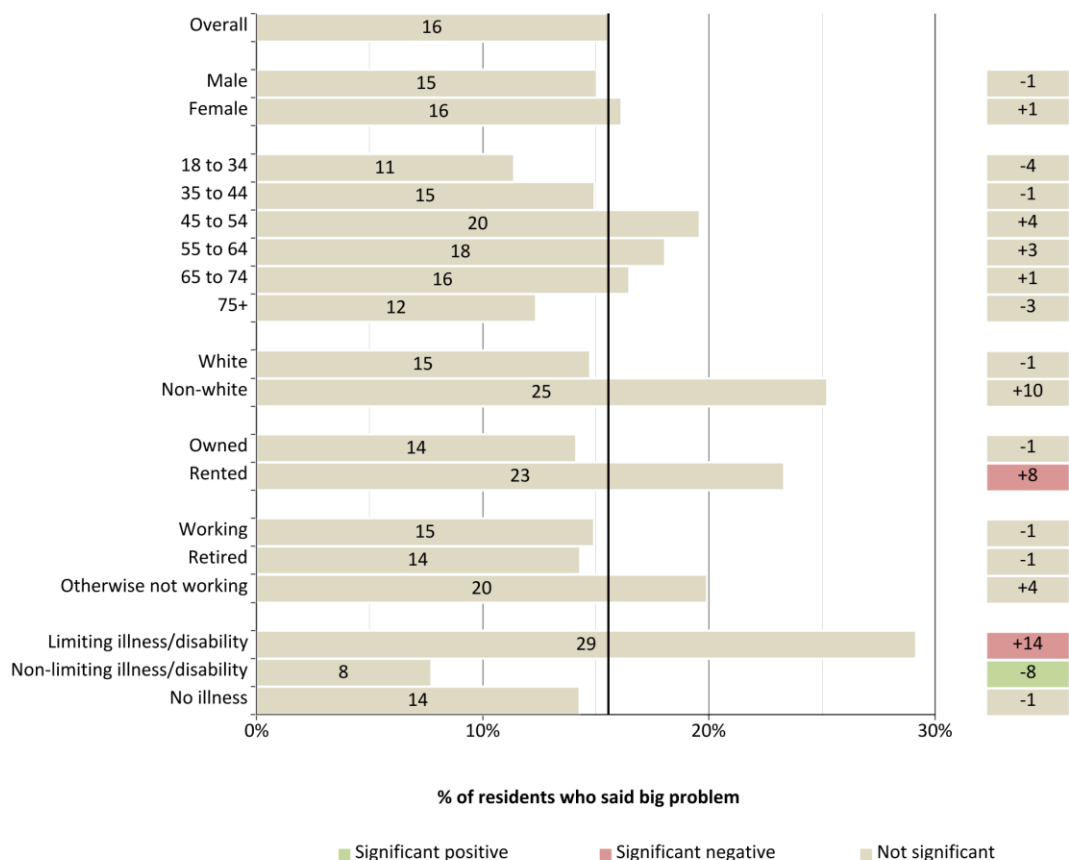
7.13 This question previously informed one of the Best Value Performance Indicators. The score for the equivalent Best Value Performance Indicator about drug use and dealing in 2006/07 for St Albans City and District Council was 29. The score for NI 42 is significantly better than the score for the equivalent indicator in 2006/07. The England score in 2006/07 was 43.0.

7.14 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 than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 66

People using or dealing drugs (NI 42) by demographic sub-groups – Thinking about this local area, how much of a problem do you think each of the following are...? People using or dealing drugs. Percentage stating a very big problem or a fairly big problem

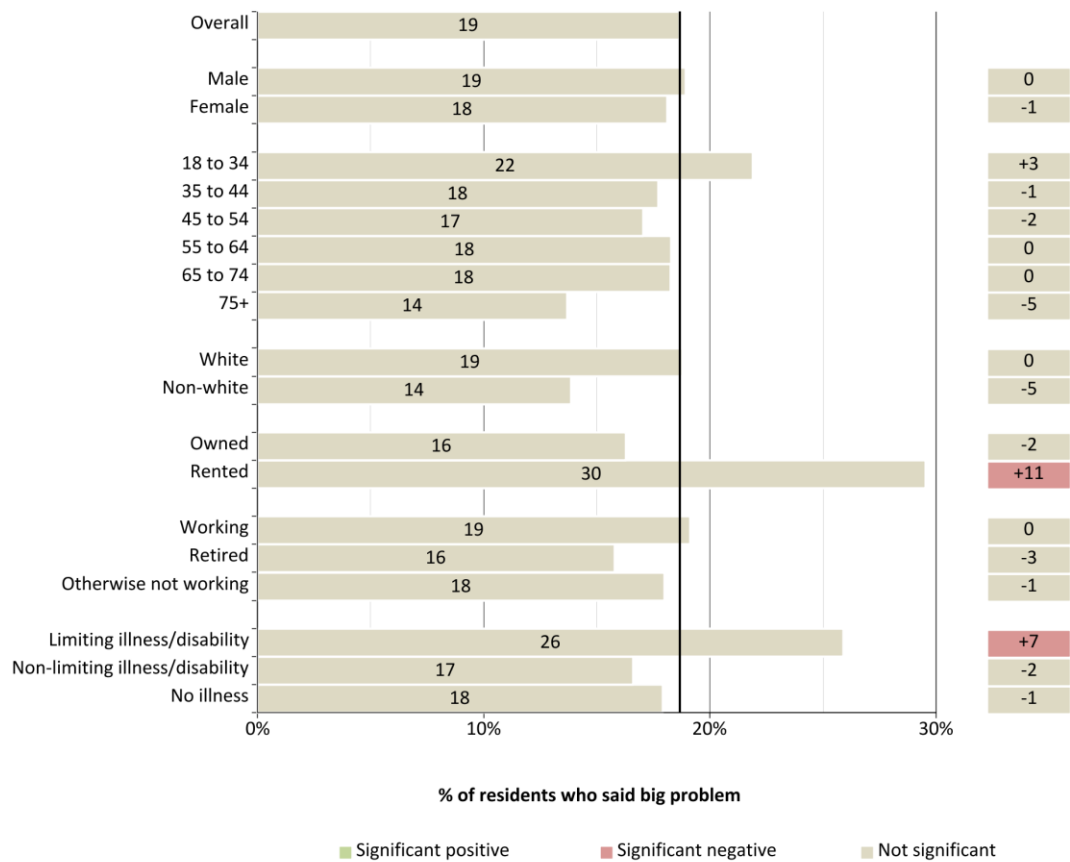
Base: St.Albans respondents (1407)



- 7.15 People being drunk or rowdy was scored by 5% of St.Albans residents as a very big problem and by a further 14% as a fairly big problem (19% in total).
- 7.16 **The score for NI 41 (drunk or rowdy behaviour being a problem) is 18.6. The lower the score the better the result.**
- 7.17 The countywide score for NI 41 is 27.2 and the score for all England is 29.0. The score for St Albans City and District Council is significantly better than the countywide score. St Albans City and District Council is in the top 10% of all local authorities in England.
- 7.18 This question previously informed one of the Best Value Performance Indicators. The score for the equivalent indicator about drunk and rowdy behaviour in 2006/07 for St Albans City and District Council was 27. The score for NI 41 is significantly better than the score for the equivalent indicator in 2006/07. The England score in 2006/07 was 30.6.
- 7.19 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 than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

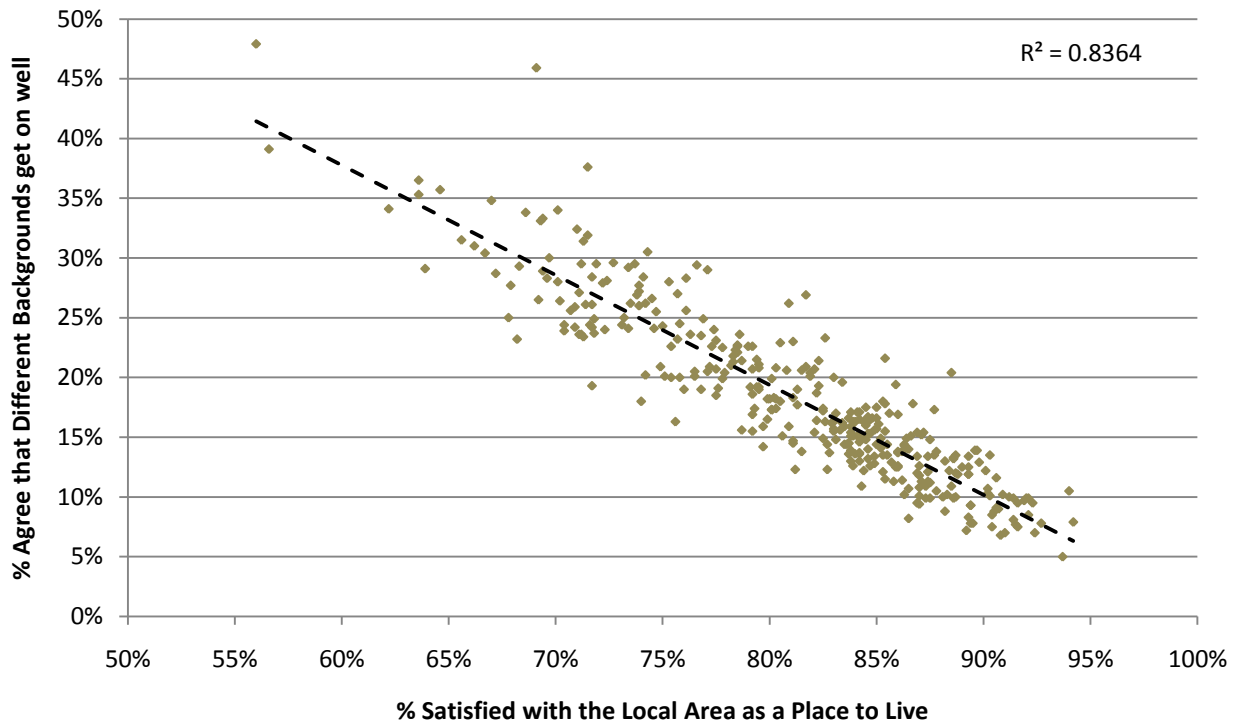
Figure 67

People being drunk or rowdy (NI 41) by demographic sub-groups – Thinking about this local area, how much of a problem do you think each of the following are...? People being drunk or rowdy in public places. Percentage stating a very big problem or a fairly big problem
 Base: St.Albans respondents (1689)



7.20 Nationally, there is a strong negative correlation between the national indicator scores for anti-social behaviour being a problem (NI 17) and satisfaction with area, as shown in the figure below ($R^2=0.84$).

Figure 68
 Satisfaction with Local Area as a Place to Live cf. Proportion of Respondents who agree that Anti-Social Behaviour is a problem in their Local Area – results for all Local Authorities in England (Source: Place Survey 2008/09, CLG)



7.21 There are also similar strong correlations between problems with drug use (NI 42) or drunkenness (NI 41) and satisfaction with area ($R^2=0.72$ and $R^2=0.62$ respectively).

Figure 69
 Satisfaction with Local Area as a Place to Live cf. Proportion of Respondents who agree that Drug Use or Drug Dealing is a problem in their Local Area – results for all Local Authorities in England (Source: Place Survey 2008/09, CLG)

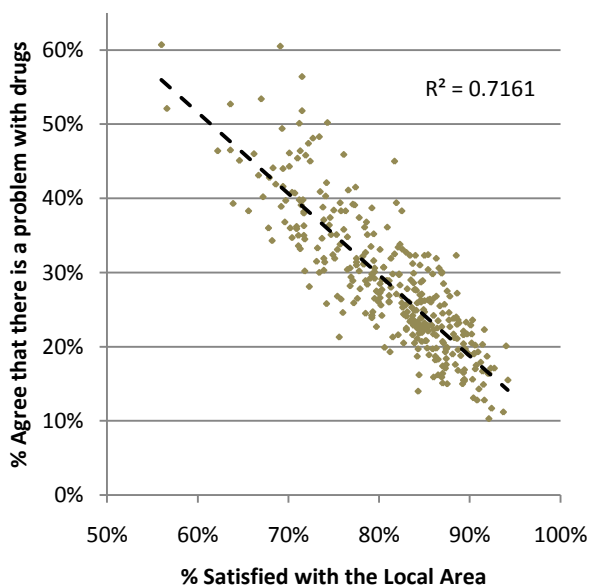
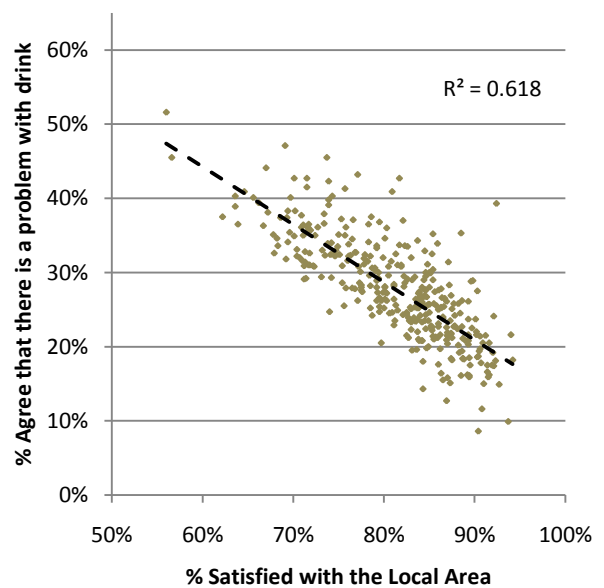


Figure 70
 Satisfaction with Local Area as a Place to Live cf. Proportion of Respondents who agree that there is a problem with Drunk and Rowdy Behaviour in their Local Area – results for all Local Authorities in England (Source: Place Survey 2008/09, CLG)

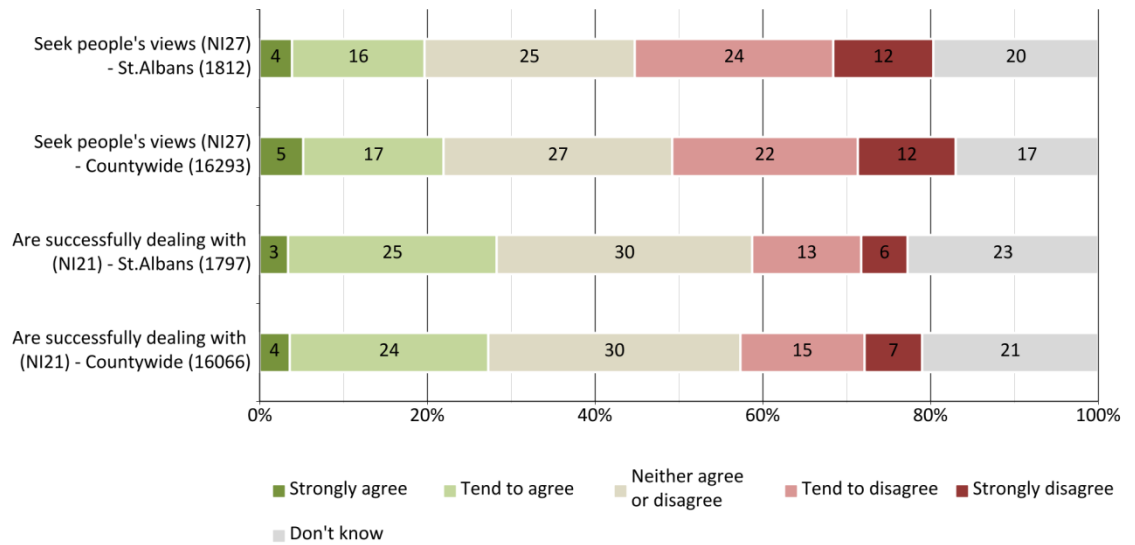


- 7.22 It is apparent that anti-social behaviour, like social cohesion, has a strong influence on satisfaction with area, suggesting that it is not service provision that governs satisfaction with area but the people within that area.
- 7.23 Residents were asked their opinions on the way in which the police and other local public services are working to deal with anti-social behaviour and crime in their areas.
- 7.24 In St.Albans 20% of residents agree that the police and other local public services seek people's views about dealing with anti-social behaviour and crime in their local areas. This compares to 22% agreement across the county. Larger proportions of residents reported that they disagree with this (36% in St.Albans and 34% countywide).
- 7.25 More St.Albans residents agree that the police and local public services are successfully dealing with anti-social behaviour and crime (28%) than agree that they seek people's views (20%). The comparable county proportions are 27% and 22% respectively.
- 7.26 Hertfordshire ranks in the bottom 25% of all English Local Authorities for seeking peoples' views on anti-social behaviour.
- 7.27 It should be noted that large proportions of residents selected the neutral options of neither agree nor disagree and don't know.
- 7.28 **The score for NI 21 (Council and Police dealing with anti-social behaviour) for St Albans City and District Council is 28.2 and the score for NI 27 (Council and Police understanding anti-social behaviour concerns) is 19.7. The higher the score for each the better the result.**
- 7.29 The countywide score for NI 21 is 27.3 and the score for all England is 26.3. There is no significant difference between the score for St.Albans City and District Council and the countywide score.
- 7.30 The countywide score for NI 27 is 21.9 and the score for all England is 24.8. There is no significant difference between the score for St.Albans City and District Council and the countywide score. St Albans City and District Council is in the bottom 10% of all local authorities in England.

Figure 71

Dealing with crime and anti-social behaviour (NI 27) (NI 21) – So, how much would you agree or disagree that the police and other local public services seek people’s views about these issues in your local area? And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?

Base: All St.Albans respondents; All Hertfordshire respondents (number of respondents shown in brackets)



7.31 The following charts show how the responses for these scores vary across different sub-groups of the population. Results for sub-groups which are significantly better than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 72

Seeking views about crime and anti-social behaviour by demographic sub-groups (NI 27) – So, how much would you agree or disagree that the police and other local public services seek people’s views about these issues in your local area? Percentage stating tend to disagree or strongly disagree

Base: St.Albans respondents (1812)

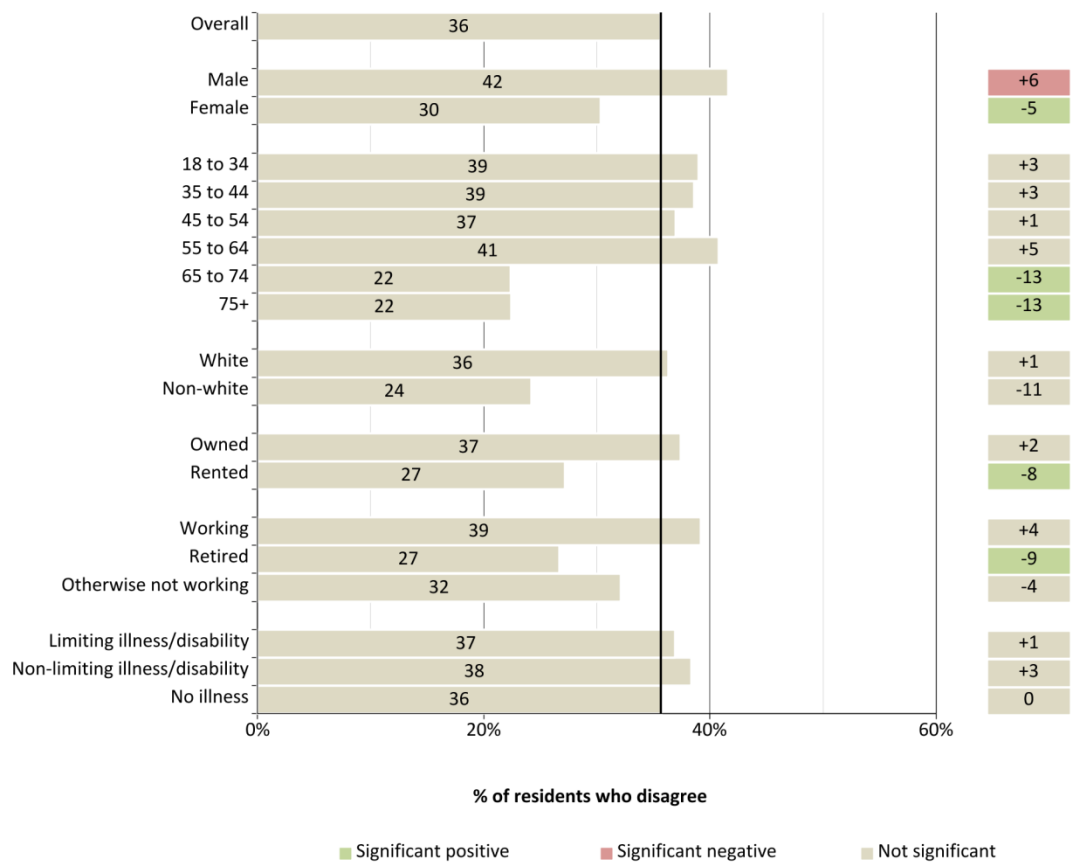
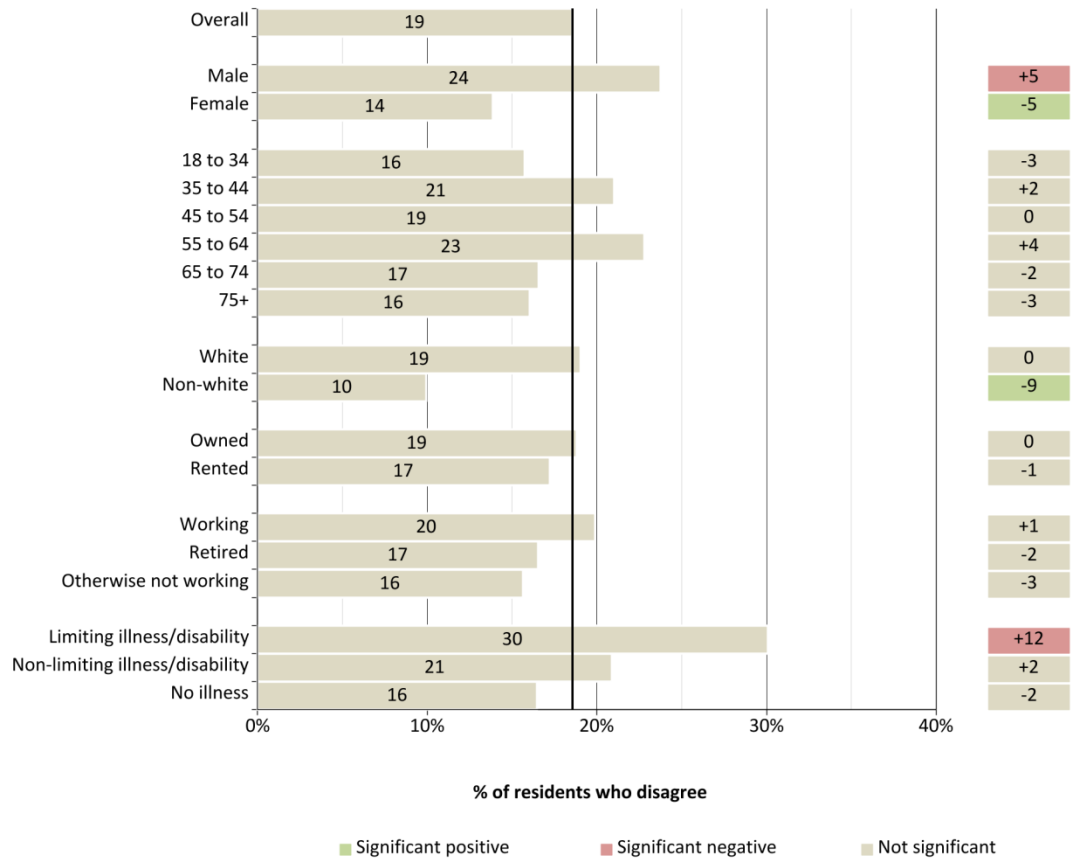


Figure 73

Dealing with crime and anti-social behaviour by demographic sub-groups (NI 21) – How much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area? Percentage stating tend to disagree or strongly disagree
 Base: St.Albans respondents (1812)



Community Safety – St.Albans' Key Points

- The vast majority of residents (95%) feel safe when outside during the day and just under two thirds feel safe after dark. Residents significantly more likely to feel unsafe after dark are females, those aged over 75 or retired, and those in rented accommodation or with a limiting illness/disability. Residents least likely to feel unsafe are male or aged 45 to 54 and generally healthy.
- The biggest anti-social problems identified by residents are rubbish and litter lying around (30%) and teenagers hanging around on streets (29%).
- Less than a fifth of residents (16%) identify people using or dealing drugs as a problem in their local area, and St Albans is in the top 10% of LAs in England regarding this issue. Residents significantly more likely to feel this way are in rented accommodation or have a limiting illness/disability. Residents who have a non-limiting illness/disability are significantly less likely to state that there is a problem.
- Less than a tenth of residents (5%) report people being drunk or rowdy as a very big problem in their local area; this score is also in the top 10% of LAs in England. Those significantly more likely to report it as a problem are living in rented accommodation or have a limiting illness/disability..
- A fifth of residents agree that the police and local public services seek people's views about dealing with anti-social behaviour and crime. Residents significantly less likely to disagree fall into the following groups:
 - female
 - aged 65 or over
 - living in rented accommodation
 - retired
- Male residents are significantly more likely to disagree that the police and local public services seek people's views about dealing with anti-social behaviour and crime.
- Nearly three tenths (28%) of residents agree that the police and local public services are successfully dealing with anti-social behaviour and crime. Residents significantly less likely to disagree are female or non-white.
- Males or residents with a limiting illness/disability are significantly more likely to disagree that this is the case.

Appendix A: Profile of Survey Respondents

A.1 The tables that appear without commentary on the following pages show the profiles of the responses to the survey. Please note that the figures may not always sum to 100% due to rounding.

Figure 74
Gender, by all respondents

Gender	Number of respondents (unweighted count)	% of respondents (unweighted valid)	% of respondents (weight valid)
Male	779	42	48
Female	1060	58	52
Total	1839	100%	100%

Figure 75
Age, by all respondents

Age	Number of respondents (unweighted count)	% of respondents (unweighted valid)	% of respondents (weight valid)
18 to 34	235	13	24
35 to 44	338	19	19
45 to 54	348	19	22
55 to 64	351	19	15
65 to 74	295	16	11
75+	260	14	8
Total	1827	100%	100%

Figure 76
Long-standing Illness/Disability, by all respondents

Long Standing Illness/Disability	Number of respondents (unweighted count)	% of respondents (unweighted valid)	% of respondents (weight valid)
Limiting illness/disability	295	17	12
Non-limiting illness/disability	129	7	6
No illness	1330	76	82
Total	1754	100%	100%

Figure 77
Ethnicity, by all respondents

Ethnic Group	Number of respondents (unweighted count)	% of respondents (unweighted valid)	% of respondents (weight valid)
White British	1650	90	88
White Irish	38	2	2
Any other White background	63	3	4
Mixed White and Black Caribbean	6	0	0
Mixed White and Black African	2	0	0
Mixed White and Asian	3	0	0
Any other Mixed background	3	0	0
Black or Black British Caribbean	8	0	1
Black or Black British African	8	0	1
Any other Black background	2	0	0
Asian or Asian British Indian	20	1	1
Asian or Asian British Pakistani	3	0	0
Asian or Asian British Bangladeshi	3	0	0
Any other Asian background	10	1	1
Chinese or Other ethnic group	8	0	0
Other ethnic group	3	0	0
Total	1830	100%	100%

Figure 78
Working status, by all respondents

Working Status	Number of respondents (unweighted count)	% of respondents (unweighted valid)	% of respondents (weight valid)
Employee in full-time job (30 hours plus per week)	629	34	45
Employee in part-time job (under 30 hours per week)	211	12	11
Self employed full or part-time	184	10	10
On a government supported training programme (e.g. Modern Apprenticeship/Training for Work)	1	0	0
Full-time education at school, college or university	7	0	1
Unemployed and available for work	31	2	2
Permanently sick/disabled	34	2	2
Wholly retired from work	541	30	19
Looking after the home	163	9	9
Doing something else	32	2	2
Total	1833	100%	100%

Figure 79

Housing tenure, by all respondents

Housing Tenure	Number of respondents (unweighted count)	% of respondents (unweighted valid)	% of respondents (weight valid)
Owned outright	839	46	37
Buying on a mortgage	700	38	45
Rent from council	129	7	6
Rent from Housing Association/Trust	42	2	2
Rented from private landlord	125	7	9
Other	3	0	0
Total	1838	100%	100%

Figure 80

Children aged 17 or under in household, by all respondents

Children in Household	Number of respondents (unweighted count)	% of respondents (unweighted valid)	% of respondents (weight valid)
None	1304	71	65
One	222	12	16
Two	234	13	15
Three	60	3	4
Four	8	0	1
More than four	3	0	0
Total	1831	100%	100%

Appendix B: District Comparisons

- B.1 The following tables show the National Indicator scores for each district in the county alongside the national and county averages. Note that for NI 17, NI 23, NI 41 and NI 42, lower scores are best.
- B.2 Within the tables, scores shown in green indicate a score significantly better than the county average and scores shown in red are significantly worse than average.

Figure 81
National Indicator comparisons

National Indicator		England	Countywide	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St.Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield
NI 1	% of people who believe people from different backgrounds get on well together in their local area	76	81	72	81	82	81	87	85	80	83	78	79
NI 2	% of people who feel that they belong to their neighbourhood	59	57	56	58	63	57	57	60	49	62	51	50
NI 3	Civic participation in the local area	14	13	11	11	15	14	16	16	12	12	13	12
NI 4	% of people who feel they can influence decisions in their locality	29	27	25	23	28	28	25	27	30	32	32	25
NI 5	Overall/general satisfaction with local area	80	84	74	82	90	84	87	90	80	89	80	77
NI 6	Participation in regular volunteering	23	26	20	29	28	23	31	29	21	24	23	25
NI 17	Perceptions of anti-social behaviour	20	16	28	15	14	17	15	10	17	13	21	19
NI 21	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	26	27	23	26	30	29	24	28	24	34	26	28
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area	30	33	20	35	37	29	33	45	23	36	32	32
NI 23	Perceptions that people in the area treat one another with respect and consideration	31	26	40	26	23	30	26	17	30	22	28	29
NI 27	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	25	22	23	20	23	26	22	20	20	24	22	22
NI 37	Awareness of civil protection arrangements in the local area	15	12	14	11	14	11	11	11	14	13	13	13
NI 41	Perceptions of drunk or rowdy behaviour as a problem	29	27	39	24	29	27	28	19	27	21	37	28
NI 42	Perceptions of drug use or drug dealing as a problem	31	25	37	22	23	28	26	16	27	20	31	28
NI 119	Self-reported measure of people's overall health and wellbeing	76	80	80	79	84	80	80	84	76	81	79	78
NI 138	Satisfaction of people 65 and over with both home and neighbourhood	84	86	80	87	89	87	88	88	84	91	79	80
NI 139	The extent to which older people receive the support they need to live independently	30	27	25	28	26	24	27	23	34	27	24	31
NI 140	Fair treatment by local services	72	76	71	75	79	74	77	77	73	79	75	75

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Notes:

Where the score is shown in green it is significantly above the county average and where it is shown in red it is significantly below the average
Rows shaded in grey denote National Indicators where the lower the NI score the better the result

Figure 82
National Indicator ranks

National Indicator	Topic	Rank (A score of 100 is best and 0 is worst)										
		1	2	3	4	5	6	7	8	9	10	11
NI 1	Different backgrounds get on well together	North Herts 87	St.Albans 85	Three Rivers 83	East Herts 82	Countywide 81	Dacorum 81	Hertsmere 81	Stevenage 80	Welwyn H 79	Watford 78	Broxbourne 72
NI 2	Feel belong to neighbourhood	East Herts 63	Three Rivers 62	St.Albans 60	Dacorum 58	Hertsmere 57	Countywide 57	North Herts 57	Broxbourne 56	Watford 51	Welwyn H 50	Stevenage 49
NI 3	Civic participation	North Herts 16	St.Albans 16	East Herts 15	Hertsmere 14	Countywide 13	Watford 13	Welwyn H 12	Three Rivers 12	Stevenage 12	Dacorum 11	Broxbourne 11
NI 4	Feel can influence local decisions	Three Rivers 32	Watford 32	Stevenage 30	East Herts 28	Hertsmere 28	Countywide 27	St.Albans 27	Welwyn H 25	North Herts 25	Broxbourne 25	Dacorum 23
NI 5	Satisfaction with local area	St.Albans 90	East Herts 90	Three Rivers 89	North Herts 87	Hertsmere 84	Countywide 84	Dacorum 82	Stevenage 80	Watford 80	Welwyn H 77	Broxbourne 74
NI 6	Regular volunteering	North Herts 31	St.Albans 29	Dacorum 29	East Herts 28	Countywide 26	Welwyn H 25	Three Rivers 24	Watford 23	Hertsmere 23	Stevenage 21	Broxbourne 20
NI 17	Anti-social behaviour being a problem	St.Albans 10	Three Rivers 13	East Herts 14	Countywide 16	Dacorum 15	North Herts 55	Stevenage 17	Hertsmere 17	Welwyn H 19	Watford 21	Broxbourne 28
NI 21	Council and Police dealing with anti-social behaviour	Three Rivers 34	East Herts 30	Hertsmere 29	St.Albans 28	Welwyn H 28	Countywide 27	Dacorum 26	Watford 26	Stevenage 24	North Herts 24	Broxbourne 23
NI 22	Parents taking responsibility	St.Albans 45	East Herts 37	Three Rivers 36	Dacorum 35	Countywide 33	North Herts 33	Welwyn H 32	Watford 32	Hertsmere 29	Stevenage 23	Broxbourne 20
NI 23	Not treating each other with respect and consideration	St.Albans 17	Three Rivers 22	East Herts 23	Countywide 26	North Herts 26	Dacorum 26	Watford 28	Hertsmere 30	Stevenage 30	Welwyn H 29	Broxbourne 40
NI 27	Council and Police understanding anti-social behaviour concerns	Hertsmere 26	Three Rivers 24	Broxbourne 23	East Herts 23	North Herts 22	Countywide 22	Welwyn H 22	Watford 22	Stevenage 20	St.Albans 20	Dacorum 20
NI 37	Awareness of civil protection arrangements	Stevenage 14	Broxbourne 14	East Herts 14	Three Rivers 13	Welwyn H 13	Watford 13	Countywide 12	North Herts 11	Dacorum 11	St.Albans 11	Hertsmere 11
NI 41	Drunk or rowdy behaviour being a problem	St.Albans 19	Three Rivers 21	Dacorum 24	Countywide 27	Hertsmere 27	Stevenage 27	North Herts 28	East Herts 29	Welwyn H 28	Watford 37	Broxbourne 39
NI 42	Drug use and dealing being a problem	St.Albans 16	Three Rivers 20	Dacorum 22	East Herts 23	Countywide 25	North Herts 26	Stevenage 27	Hertsmere 28	Welwyn H 28	Watford 31	Broxbourne 37
NI 119	Health and wellbeing	St.Albans 84	East Herts 84	Three Rivers 81	Countywide 80	North Herts 80	Broxbourne 80	Hertsmere 79	Dacorum 79	Watford 79	Welwyn H 78	Stevenage 76
NI 138	Over 65s satisfaction with home and neighbourhood	Three Rivers 91	East Herts 89	St.Albans 88	North Herts 88	Dacorum 87	Hertsmere 87	Countywide 86	Stevenage 84	Broxbourne 80	Welwyn H 80	Watford 79
NI 139	Support of older people	Stevenage 34	Welwyn H 31	Dacorum 28	North Herts 27	Three Rivers 27	Countywide 27	East Herts 26	Broxbourne 25	Watford 24	Hertsmere 24	St.Albans 23
NI 140	Fair treatment by local services	East Herts 79	Three Rivers 79	St.Albans 77	North Herts 77	Countywide 76	Dacorum 75	Welwyn H 75	Watford 75	Hertsmere 74	Stevenage 73	Broxbourne 71

Figure 83
Non-National Indicator comparisons (by question)

Question	Topic	Hertfordshire Countywide	Broxbourne	Dacorum	East Hertfordshire	Hertsmere	North Hertfordshire	St.Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield
		A score of 100 is best and 0 is worst										
Q6A	Local public services are working to make area safer	66	58	62	65	66	62	67	65	76	68	69
Q6B	Local public services are working to make area cleaner and greener	67	70	59	62	65	68	73	70	71	73	63
Q6C	Local public services promote the interests of local residents	42	38	41	42	43	43	47	40	49	42	37
Q6D	Local public services act on the concerns of local residents	44	39	41	42	43	44	48	46	53	47	41
Q6E	Local public services treat all types of people fairly	74	72	73	75	75	75	77	72	77	71	71
Q7A	Hertfordshire Constabulary	57	53	57	56	61	53	57	54	61	59	59
Q7B	Hertfordshire Fire and Rescue Service	79	80	80	80	73	78	78	84	76	78	80
Q7C	GP (family doctor)	82	74	86	81	83	85	86	73	85	84	76
Q7D	Local hospital	61	60	52	66	63	69	52	73	61	61	59
Q7E	Local dentist	71	69	75	72	67	71	75	74	66	69	67

Question	Topic	Hertfordshire Countywide	Broxbourne	Dacorum	East Hertfordshire	Hertsmere	North Hertfordshire	St.Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield
		A score of 100 is best and 0 is worst										
Q8A	Keeping public land clear of litter and refuse (satisfaction)	59	61	53	57	57	59	60	65	64	57	56
Q8B	Refuse collection (satisfaction)	76	75	70	87	61	65	74	83	86	81	77
Q8C	Doorstep recycling (satisfaction)	68	66	74	64	57	59	72	72	82	80	61
Q8D	Local tips/household waste recycling centres (satisfaction)	71	70	69	67	72	63	81	71	83	77	62
Q8E	Local transport information (satisfaction)	41	39	43	39	44	38	37	50	41	43	40
Q8F	Local bus services (satisfaction)	45	42	46	40	53	36	39	64	43	49	48
Q8G	Sport/leisure facilities (satisfaction)	52	54	56	42	63	50	43	57	45	69	51
Q8H	Libraries (satisfaction)	73	76	72	73	70	74	67	71	78	74	72
Q8I	Museums/galleries (satisfaction)	41	32	32	42	34	53	53	51	27	41	29
Q8J	Theatres/concert halls (satisfaction)	44	47	26	37	43	45	53	64	37	52	37
Q8K	Parks and open spaces (satisfaction)	76	76	73	75	74	74	86	73	77	81	67

Question	Topic	Hertfordshire Countywide	Broxbourne	Dacorum	East Hertfordshire	Hertsmere	North Hertfordshire	St.Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield
		A score of 100 is best and 0 is worst										
Q9A	Local tips/household waste recycling centres (use)	82	89	80	85	78	82	87	82	81	74	81
Q9B	Local transport information (use)	56	54	55	57	59	51	59	53	51	60	59
Q9C	Local bus services (use)	48	48	45	43	59	38	48	59	42	55	50
Q9D	Sport/leisure facilities (use)	53	55	53	52	56	51	56	55	45	58	55
Q9E	Libraries (use)	52	54	51	53	50	54	55	45	57	48	51
Q9F	Museums/galleries (use)	22	16	20	23	14	30	34	23	13	16	19
Q9G	Theatres/concert halls (use)	29	32	22	28	28	29	42	33	21	28	26
Q9H	Parks and open spaces (use)	86	86	87	88	83	85	91	84	86	85	83
Q10A	Value for money (county council)	31	33	28	34	32	31	26	35	33	32	33
Q10B	Value for money (local district/borough council)	34	35	31	33	31	30	29	43	39	41	30
Q11A	Satisfaction with county council	44	47	39	46	48	43	39	46	48	43	44
Q11B	Satisfaction with local district/borough council	46	49	43	44	47	41	42	54	54	52	41

Question	Topic	Hertfordshire Countywide	Broxbourne	Dacorum	East Hertfordshire	Hertsmere	North Hertfordshire	St.Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield
		A score of 100 is best and 0 is worst										
Q12A	How and where to register to vote	92	91	91	88	92	93	96	91	94	92	92
Q12B	How your council tax is spent	66	68	63	66	62	66	66	71	66	68	63
Q12C	How you can get involved in local decision making	33	31	29	32	29	33	31	42	36	37	34
Q12D	What standard of service you should expect from local public services	37	43	34	38	34	35	35	45	38	39	37
Q12E	How well local public services are performing	37	39	33	37	35	39	32	45	39	40	38
Q12F	How to complain about local public services	35	37	30	36	34	35	33	41	37	36	36
Q12H	Overall, how well informed do you feel about local public services	40	42	35	39	35	40	39	45	43	43	39
Q22	Safety after dark	56	42	57	65	49	61	65	43	63	47	50
Q23	Safety during the day	92	88	91	94	90	94	95	86	95	91	90

Question	Topic	Hertfordshire Countywide	Broxbourne	Dacorum	East Hertfordshire	Hertsmere	North Hertfordshire	St.Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield
		A score of 100 is best and 0 is worst										
Q24A	Noisy neighbours or loud parties	11	15	12	8	12	9	7	12	11	13	17
Q24B	Teenagers hanging around the streets	40	60	37	37	45	38	29	45	37	42	44
Q24C	Rubbish or litter lying around	33	37	36	30	39	30	30	32	27	38	37
Q24D	Vandalism, graffiti and other deliberate damage	28	39	29	24	31	27	20	29	28	35	27
Q24G	Abandoned or burnt out cars	6	6	4	5	6	5	5	6	7	7	7

Notes:

Where the score is shown in green it is significantly above the county average and where it is shown in red it is significantly below the average

Rows shaded in grey denote scores where the lower the score the better the result

Figure 84
Non-National Indicator ranks

Question	Topic	Rank (A score of 100 is best and 0 is worst)										
		1	2	3	4	5	6	7	8	9	10	11
Q6A	Local public services are working to make area safer	Three Rivers 76	Welwyn Hatfield 69	Watford 68	St.Albans 67	Hertsmere 66	Countywide 66	Stevenage 65	East Hertfordshire 65	Dacorum 62	North Hertfordshire 62	Broxbourne 58
Q6B	Local public services are working to make area cleaner and greener	St.Albans 73	Watford 73	Three Rivers 71	Broxbourne 70	Stevenage 70	North Hertfordshire 68	Countywide 67	Hertsmere 65	Welwyn Hatfield 63	East Hertfordshire 62	Dacorum 59
Q6C	Local public services promote the interests of local residents	Three Rivers 49	St.Albans 47	North Hertfordshire 43	Hertsmere 43	Watford 42	Countywide 42	East Hertfordshire 42	Dacorum 41	Stevenage 40	Broxbourne 38	Welwyn Hatfield 37
Q6D	Local public services act on the concerns of local residents	Three Rivers 53	St.Albans 48	Watford 47	Stevenage 46	North Hertfordshire 44	Countywide 44	Hertsmere 43	East Hertfordshire 42	Dacorum 41	Welwyn Hatfield 41	Broxbourne 39
Q6E	Local public services treat all types of people fairly	Three Rivers 77	St.Albans 77	North Hertfordshire 75	Hertsmere 75	East Hertfordshire 75	Countywide 74	Dacorum 73	Stevenage 72	Broxbourne 72	Watford 71	Welwyn Hatfield 71
Q7A	Hertfordshire Constabulary	Three Rivers 61	Hertsmere 61	Welwyn Hatfield 59	Watford 59	Countywide 57	St.Albans 57	Dacorum 57	East Hertfordshire 56	Stevenage 54	North Hertfordshire 53	Broxbourne 53
Q7B	Hertfordshire Fire and Rescue Service	Stevenage 84	Welwyn Hatfield 80	Broxbourne 80	East Hertfordshire 80	Dacorum 80	Countywide 79	Watford 78	North Hertfordshire 78	St.Albans 78	Three Rivers 76	Hertsmere 73

Question	Topic	Rank (A score of 100 is best and 0 is worst)										
		1	2	3	4	5	6	7	8	9	10	11
Q7C	GP (family doctor)	St.Albans 86	Dacorum 86	Three Rivers 85	North Hertfordshire 85	Watford 84	Hertsmere 83	Countywide 82	East Hertfordshire 81	Welwyn Hatfield 76	Broxbourne 74	Stevenage 73
Q7D	Local hospital	Stevenage 73	North Hertfordshire 69	East Hertfordshire 66	Hertsmere 63	Countywide 61	Watford 61	Three Rivers 61	Broxbourne 60	Welwyn Hatfield 59	Dacorum 52	St.Albans 52
Q7E	Local dentist	Dacorum 75	St.Albans 75	Stevenage 74	East Hertfordshire 72	North Hertfordshire 71	Countywide 71	Broxbourne 69	Watford 69	Hertsmere 67	Welwyn Hatfield 67	Three Rivers 66
Q8A	Keeping public land clear of litter and refuse (satisfaction)	Stevenage 65	Three Rivers 64	Broxbourne 61	St.Albans 60	North Hertfordshire 59	Countywide 59	East Hertfordshire 57	Watford 57	Hertsmere 57	Welwyn Hatfield 56	Dacorum 53
Q8B	Refuse collection (satisfaction)	East Hertfordshire 87	Three Rivers 86	Stevenage 83	Watford 81	Welwyn Hatfield 77	Countywide 76	Broxbourne 75	St.Albans 74	Dacorum 70	North Hertfordshire 65	Hertsmere 61
Q8C	Doorstep recycling (satisfaction)	Three Rivers 82	Watford 80	Dacorum 74	St.Albans 72	Stevenage 72	Countywide 68	Broxbourne 66	East Hertfordshire 64	Welwyn Hatfield 61	North Hertfordshire 59	Hertsmere 57
Q8D	Local tips/household waste recycling centres (satisfaction)	Three Rivers 83	St.Albans 81	Watford 77	Hertsmere 72	Countywide 71	Stevenage 71	Broxbourne 70	Dacorum 69	East Hertfordshire 67	North Hertfordshire 63	Welwyn Hatfield 62
Q8E	Local transport information (satisfaction)	Stevenage 50	Hertsmere 44	Watford 43	Dacorum 43	Countywide 41	Three Rivers 41	Welwyn Hatfield 40	Broxbourne 39	East Hertfordshire 39	North Hertfordshire 38	St.Albans 37
Q8F	Local bus services (satisfaction)	Stevenage 64	Hertsmere 53	Watford 49	Welwyn Hatfield 48	Dacorum 46	Countywide 45	Three Rivers 43	Broxbourne 42	East Hertfordshire 40	St.Albans 39	North Hertfordshire 36

Question	Topic	Rank (A score of 100 is best and 0 is worst)										
		1	2	3	4	5	6	7	8	9	10	11
Q8G	Sport/leisure facilities (satisfaction)	Watford 69	Hertsmere 63	Stevenage 57	Dacorum 56	Broxbourne 54	Countywide 52	Welwyn Hatfield 51	North Hertfordshire 50	Three Rivers 45	St.Albans 43	East Hertfordshire 42
Q8H	Libraries (satisfaction)	Three Rivers 78	Broxbourne 76	North Hertfordshire 74	Watford 74	East Hertfordshire 73	Countywide 73	Dacorum 72	Welwyn Hatfield 72	Stevenage 71	Hertsmere 70	St.Albans 67
Q8I	Museums /galleries (satisfaction)	North Hertfordshire 53	St.Albans 53	Stevenage 51	East Hertfordshire 42	Watford 41	Countywide 41	Hertsmere 34	Dacorum 32	Broxbourne 32	Welwyn Hatfield 29	Three Rivers 27
Q8J	Theatres /concert halls (satisfaction)	Stevenage 64	St.Albans 53	Watford 52	Broxbourne 47	North Hertfordshire 45	Countywide 44	Hertsmere 43	Welwyn Hatfield 37	Three Rivers 37	East Hertfordshire 37	Dacorum 26
Q8K	Parks and open spaces (satisfaction)	St.Albans 86	Watford 81	Three Rivers 77	Broxbourne 76	Countywide 76	East Hertfordshire 75	Hertsmere 74	North Hertfordshire 74	Dacorum 73	Stevenage 73	Welwyn Hatfield 67
Q9A	Local tips/household waste recycling centres (use)	Broxbourne 89	St.Albans 87	East Hertfordshire 85	North Hertfordshire 82	Countywide 82	Stevenage 82	Three Rivers 81	Welwyn Hatfield 81	Dacorum 80	Hertsmere 78	Watford 74
Q9B	Local transport information (use)	Watford 60	Welwyn Hatfield 59	Hertsmere 59	St.Albans 59	East Hertfordshire 57	Countywide 56	Dacorum 55	Broxbourne 54	Stevenage 53	Three Rivers 51	North Hertfordshire 51
Q9C	Local bus services (use)	Stevenage 59	Hertsmere 59	Watford 55	Welwyn Hatfield 50	Broxbourne 48	Countywide 48	St.Albans 48	Dacorum 45	East Hertfordshire 43	Three Rivers 42	North Hertfordshire 38
Q9D	Sport/leisure facilities (use)	Watford 58	St.Albans 56	Hertsmere 56	Stevenage 55	Broxbourne 55	Welwyn Hatfield 55	Countywide 53	Dacorum 53	East Hertfordshire 52	North Hertfordshire 51	Three Rivers 45
Q9E	Libraries (use)	Three Rivers 57	St.Albans 55	North Hertfordshire 54	Broxbourne 54	East Hertfordshire 53	Countywide 52	Dacorum 51	Welwyn Hatfield 51	Hertsmere 50	Watford 48	Stevenage 45

Question	Topic	Rank (A score of 100 is best and 0 is worst)										
		1	2	3	4	5	6	7	8	9	10	11
Q9F	Museums /galleries (use)	St.Albans 34	North Hertfordshire 30	East Hertfordshire 23	Stevenage 23	Countywide 22	Dacorum 20	Welwyn Hatfield 19	Broxbourne 16	Watford 16	Hertsmere 14	Three Rivers 13
Q9G	Theatres /concert halls (use)	St.Albans 42	Stevenage 33	Broxbourne 32	North Hertfordshire 29	Countywide 29	East Hertfordshire 28	Watford 28	Hertsmere 28	Welwyn Hatfield 26	Dacorum 22	Three Rivers 21
Q9H	Parks and open spaces (use)	St.Albans 91	East Hertfordshire 88	Dacorum 87	Three Rivers 86	Countywide 86	Broxbourne 86	North Hertfordshire 85	Watford 85	Stevenage 84	Welwyn Hatfield 83	Hertsmere 83
Q10A	Value for money (county council)	Stevenage 35	East Hertfordshire 34	Broxbourne 33	Three Rivers 33	Welwyn Hatfield 33	Hertsmere 32	Watford 32	Countywide 31	North Hertfordshire 31	Dacorum 28	St.Albans 26
Q10B	Value for money (local district/borough council)	Stevenage 43	Watford 41	Three Rivers 39	Broxbourne 35	Countywide 34	East Hertfordshire 33	Hertsmere 31	Dacorum 31	Welwyn Hatfield 30	North Hertfordshire 30	St.Albans 29
Q11A	Satisfaction with county council	Hertsmere 48	Three Rivers 48	Broxbourne 47	East Hertfordshire 46	Stevenage 46	Welwyn Hatfield 44	Countywide 44	Watford 43	North Hertfordshire 43	Dacorum 39	St.Albans 39
Q12H	Overall, how well informed do you feel about local public services	Stevenage 45	Watford 43	Three Rivers 43	Broxbourne 42	Countywide 40	North Hertfordshire 40	East Hertfordshire 39	Welwyn Hatfield 39	St.Albans 39	Hertsmere 35	Dacorum 35
Q22	Safety after dark	St.Albans 65	East Hertfordshire 65	Three Rivers 63	North Hertfordshire 61	Dacorum 57	Countywide 56	Welwyn Hatfield 50	Hertsmere 49	Watford 47	Stevenage 43	Broxbourne 42
Q23	Safety during the day	St.Albans 95	Three Rivers 95	East Hertfordshire 94	North Hertfordshire 94	Countywide 92	Dacorum 91	Watford 91	Hertsmere 90	Welwyn Hatfield 90	Broxbourne 88	Stevenage 86

Question	Topic	Rank (A score of 100 is best and 0 is worst)										
		1	2	3	4	5	6	7	8	9	10	11
Q24A	Noisy neighbours or loud parties	St.Albans 7	East Hertfordshire 8	North Hertfordshire 9	Countywide 11	Three Rivers 11	Stevenage 12	Hertsmere 12	Dacorum 12	Watford 13	Broxbourne 15	Welwyn Hatfield 17
Q24B	Teenagers hanging around the streets	St.Albans 29	East Hertfordshire 37	Three Rivers 37	Dacorum 37	North Hertfordshire 38	Countywide 40	Watford 42	Welwyn Hatfield 44	Hertsmere 45	Stevenage 45	Broxbourne 60
Q24C	Rubbish or litter lying around	Three Rivers 27	East Hertfordshire 30	St.Albans 30	North Hertfordshire 30	Stevenage 32	Countywide 33	Dacorum 36	Broxbourne 37	Welwyn Hatfield 37	Watford 38	Hertsmere 39
Q24D	Vandalism, graffiti and other deliberate damage	St.Albans 20	East Hertfordshire 24	Welwyn Hatfield 27	North Hertfordshire 27	Three Rivers 28	Countywide 28	Dacorum 29	Stevenage 29	Hertsmere 31	Watford 35	Broxbourne 39
Q24G	Abandoned or burnt out cars	Dacorum 4	East Hertfordshire 5	St.Albans 5	North Hertfordshire 5	Hertsmere 6	Countywide 6	Broxbourne 6	Stevenage 6	Three Rivers 7	Watford 7	Welwyn Hatfield 7

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