



## St Albans City and District Council Community Survey 2010/11

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Report of Findings

May 2011





**Opinion Research Services** The Strand, Swansea SA1 1AF  
**Catherine Nock · Anna Williams · Kester Holmes**  
enquiries **01792 535300** · [info@ors.org.uk](mailto:info@ors.org.uk) · [www.ors.org.uk](http://www.ors.org.uk)

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**St Albans City and District Council**  
Civic Centre, St Peters Street, St Albans, Hertfordshire, AL1 3JE, England  
**Oliver Jones** (Performance and Research Analyst)  
[oliver.jones@stalbans.gov.uk](mailto:oliver.jones@stalbans.gov.uk)  
enquiries **01727 819501**

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## **The ORS Project Team**

### **Project Design and Management**

Anna Williams  
Kester Holmes  
Catherine Nock

### **Fieldwork Management**

Kirsty Millbank  
Leanne Hurlow

### **Data Services**

Lindsey Carter

### **Data Analysis**

Richard Harris  
Joe Marchant

### **Report Authors**

Catherine Nock

# Chapter 1: Introduction

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## The Survey

- 1.1 Opinion Research Services (ORS) was commissioned in 2010 by St Albans City and District Council to undertake a Community Survey. The survey was designed to repeat some key questions of local importance from the 2008 Place Survey (which has since been decommissioned by the government), alongside additional questions, to examine residents' views and perceptions towards their local area as a place to live, their Council and the local public services it provides.
- 1.2 Some of the questions follow national guidelines for the Place Survey so that the data can be used to calculate previous National Indicator Scores, which can then be compared with scores from 2008.
- 1.3 This report presents the findings from this survey under the following main topic headings:
  - Local Area
  - Local Public Services
  - Information
  - Local Decision Making
  - The Local Community
  - Community Safety
- 1.4 Where appropriate the results of this survey have been compared with results from the previous Place survey (2008) for St Albans City and District. It should be noted that whilst the results are largely comparable, different questionnaires and sample sizes were used between the two surveys which may have an impact on comparability. Differences in results between the two should be considered with this in mind, however where there are marked differences, e.g. more than around 5 or 6%, it is very likely that the difference has not occurred by chance.

## Previous National Indicators

- 1.5 Thirteen of the previous National Indicators were selected as of particular local importance and were collected as part of the survey (Figure 1 below). The indicators recognise that to improve the area this requires a joined up approach to improve services, tackle problems and improve the quality of life for local residents.
- 1.6 On 10th August 2010, the National Indicators as set by the Secretary of state were abolished. This allowed Councils to make individual decisions on how to gain perception information from their residents. The 2010/11 St Albans community survey, whilst remaining consistent with some of the previous National Indicator questions, explores other aspects of living in the district which are particularly relevant to St Albans City and District Council.

Figure 1: Previous National Indicators collected as part of the 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 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

## Methodology

- 1.7 Questionnaires were distributed to residents within St Albans District by post with 1 reminder sent to non-responders. The survey was in field between the 29<sup>th</sup> November, 2010 and the 11<sup>th</sup> February, 2011 and the reminders were sent after the 10<sup>th</sup> January, 2011. 4,000 questionnaires were distributed and 884 completed questionnaires were received, yielding a response rate of 22%. The 2008 survey yielded a 42% response rate but results for like questions between the two surveys should still remain largely comparable.
- 1.8 The sample was statistically weighted by the local authority area of respondents to ensure that the proportionate distribution of the survey accurately reflects the distribution of adult residents across the District. As far as possible weighting for the 2010/11 survey was kept consistent with the 2008 survey, to allow for comparability, although a sample design correction factor was applied to allow for difference in methodology between the two.
- 1.9 The tables that appear without commentary on the following pages show the profile of survey respondents in relation to a range of characteristics. Each table includes details about the number and percentage of respondents interviewed in each category alongside the percentage of respondents in the weighted sample.

1.10 More detailed tables have been provided under separate cover which provide breakdowns of results to all questions by the following sub-groups:

- Gender
- Age
- Health
- Housing tenure
- Children in household
- Working status
- Long-term illness or disability
- Ethnicity

1.11 Please note that the figures may not always sum to 100% due to slight rounding errors. \*% denotes a proportion of less than 1% but greater than zero.

Figure 2: Gender – All Respondents

Note: Figures may not sum due to rounding

Gender	Unweighted Count	Unweighted Valid %	Weighted Valid %
Male	421	49	49
Female	437	51	51
Not Known	26	-	-
<b>Total</b>	<b>884</b>	<b>100</b>	<b>100</b>

Figure 3: Age – All Respondents

Note: Figures may not sum due to rounding

Age	Unweighted Count	Unweighted Valid %	Weighted Valid %
18-24	5	1	1
25-34	96	11	24
35-44	174	20	24
45-54	158	18	18
55-64	154	18	14
65-74	126	15	9
75+	146	17	9
Not Known	25	-	-
<b>Total</b>	<b>884</b>	<b>100</b>	<b>100</b>

Figure 4: Ethnicity – All Respondents

Note: Figures may not sum due to rounding

Ethnicity	Unweighted Count	Unweighted Valid %	Weighted Valid %
White	809	96	90
Non-white	34	4	10
Not Known	41	-	-
<b>Total</b>	<b>884</b>	<b>100</b>	<b>100</b>

Figure 5: Number of Adults in the Household – All Respondents

Note: Figures may not sum due to rounding

Number of Adults in the Household	Unweighted Count	Unweighted Valid %	Weighted Valid %
1	263	31	16
2	473	56	62
3	79	9	13
4	24	3	5
5	8	1	2
6+	5	1	2
Not Known	32	-	-
<b>Total</b>	<b>884</b>	<b>100</b>	<b>100</b>

### Interpretation of the Data

- 1.12 It should be remembered that a sample, and not the entire population of the district, has been interviewed. In consequence, all results are subject to sampling tolerances, which means that not all differences are statistically significant. Differences that are not said to be 'significant' or 'statistically significant' are indicative only. Statistical significance is at a 95% level of confidence.
- 1.13 Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of 'don't know' categories, or multiple answers.

### Graphics

- 1.14 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
  - Beige 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.

### Acknowledgements

- 1.15 ORS would like to thank Oliver Jones and Karen Wheeler at St Albans City and District Council for their help and assistance. We would also like to thank the 884 people who took part in the survey, without whose valuable input the research would not have been possible.

## Chapter 2: Key Findings

### Previous National Indicator Scores

- 2.1 The following table summarises the previous National Indicator scores for St Albans District that have been collected via the Community Survey, along with a comparison of the scores from the 2008 Place Survey.
- 2.2 There has been an improvement in nine of the indicators: NI 2, NI 3, NI 4, NI 6, NI 21, NI 42, NI 119, NI 138 and NI 139.

Figure 6: St Albans Scores for previous National Indicators that are collected via the Community/Place Survey

Indicator	2010/11 Score	2008 Score	Higher or Lower Score better?	Improvement since 2008?	
NI 1	% of people who believe people from different backgrounds get on well together in their local area	81.4	85.3	Higher	No
NI 2	% of people who feel that they belong to their neighbourhood	66.7	59.9	Higher	Yes
NI 3	Civic participation in the local area	16.2	15.5	Higher	Yes
NI 4	% of people who feel they can influence decisions in their locality	33.7	26.7	Higher	Yes
NI 5	Overall/general satisfaction with local area	90.1	90.3	Higher	No
NI 6	Participation in regular volunteering	31.8	29.4	Higher	Yes
NI 17	Perceptions of anti-social behaviour	11.1	10.1	Lower	No
NI 21	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	51.9	28.2	Higher	Yes
NI 41	Perceptions of drunk or rowdy behaviour as a problem	19.1	18.6	Lower	No
NI 42	Perceptions of drug use or drug dealing as a problem	14.6	15.6	Lower	Yes
NI 119	Self-reported measure of people's overall health and wellbeing	84.5	84.0	Higher	Yes
NI 138	Satisfaction of people 65 and over with both home and neighbourhood	91.7	88.2	Higher	Yes
NI 139	Support for older people	30.3	23.0	Higher	Yes

### Local Area

- 2.3 The majority (90%) of St Albans District residents are very or fairly satisfied with their local area as a place to live whilst only 6% are dissatisfied. The proportion of those satisfied is comparable with the 2008 survey, however there has been a significant increase in the proportion stating very satisfied from 29% in 2008 to 41% in 2010/11.
- 2.4 The majority (93%) of St Albans District residents are also satisfied with their home as a place to live. Again results are very similar to those in 2008 (91% satisfied).

- 2.5 Around two thirds (67%) of St Albans District residents feel very or fairly strongly that they belong to their immediate neighbourhood. Since 2008 there has been an increase in the proportion stating very or fairly strongly from 60% to 67%.
- 2.6 The Council priorities with the highest proportion of residents agreeing that they are the right priorities are *'Continuing to provide value for money efficiencies including Council Tax rises of no more than the rate of annual inflation'*; *'continuing to protect and legally defend the Green Belt from additional housing development'*; and *'improving the streetscene and public realm including seeking improvements to highways and pavements'*.

### Council Services

- 2.7 The public services most frequently used by St Albans District residents are *refuse collection, doorstep recycling, and parking* while the least frequently used public services are *theatres/concert halls events and festivals* and *housing services*.
- 2.8 *Parks and open spaces, sports and leisure facilities* and *local tips/household waste recycling centres* were used at least once a week by a smaller proportion of residents in 2010/11 than in 2008 (a percentage point decrease of 11%, 1% and 5% respectively).
- 2.9 Residents generally reported satisfaction with the public services in their area. The services receiving the highest level of satisfaction are *parks and open spaces* (90%), *local tips/household waste recycling centres* (85%), and *street markets* (82%).
- 2.10 The services receiving the lowest satisfaction are *sustainability and climate change* (21%), *planning and building control* (28%) and *parking* (41%). *Parking* also received the highest proportion of dissatisfaction (37%).
- 2.11 36% of residents in St Albans District said they strongly or tend to agree that their local council provides value for money – a higher proportion than in 2008 (29%).
- 2.12 55% of residents are very or fairly satisfied with how their local District Council runs things – an increase of 13 percentage points when compared to 2008 results. There has also been a decrease in dissatisfaction of 6 percentage points since 2008.

### Information

- 2.13 Residents generally feel well informed on *how and where to vote* (96%) but not on *how to get involved in local decision making* (32%), *council performance* (33%) or *how to complain* (36%). Only 44% of residents feel well informed about local public services overall. Results from the 2008 survey were very similar with no notable differences.
- 2.14 In the past year just over half (54%) of residents have seen a copy of the St Albans City and District council's newspaper. Of those who had seen 'Community News' half (49%) had either read all or most of it; only 2% didn't look at the information at all.
- 2.15 Three quarters (75%) of residents found the information given in 'Community News' easy to understand, while 72% thought the articles were clearly written and two thirds (67%) thought that the newspaper was informative. However, only just over a third (36%) felt that articles were relevant to them and 40% felt that the newspaper should be distributed more frequently.

## Local Decision-Making

- 2.16 Only around a third (33%) of residents feel that they can influence decisions made by St Albans City and District Council with two thirds (66%) disagreeing. The proportion of those agreeing has increased by 7 percentage points when compared with the 2008 results.
- 2.17 Around a quarter of residents (26%) would like to be more involved in decisions made by St Albans City and District Council affecting their area and a further 66% would for some issues. Only a tenth of residents do not want to be more involved.
- 2.18 *Refuse collection (99%), Keeping public land clear of litter and refuse (99%), and local tips/household waste recycling centres (97%)* are the top three services in terms of the proportion of residents feeling they should be increased or maintained. Conversely, over a quarter of residents feel that *sustainability and climate change, and housing services* should be reduced or stopped (27% and 28% respectively).

## The Local Community

- 2.19 The largest proportion (44%) of residents in St Albans District, have not given unpaid help during the 12 months prior to the survey. Of those who have given help as part of a group, club or organisation, 32% have given help at least once a month.
- 2.20 Very few residents are involved in groups which make decisions affecting their local area. During the last 12 months in St Albans District, between 0.9% and 10.1% have been involved in some form of civic participation, split across 7 different groups.
- 2.21 The majority of St Albans District residents (82%) agree that their local area is a place where people from different backgrounds get on well together, but 19% disagree. A slightly higher proportion (85%) of residents agreed to this in 2008.
- 2.22 When St Albans District 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, 30% said yes but 14% said no. The proportion saying yes is 7 percentage points higher in 2010/11 than in 2008.
- 2.23 The majority of St Albans District residents report that they have good or very good health in general (85%) while only 3% report having bad or very bad health.

## Community Safety

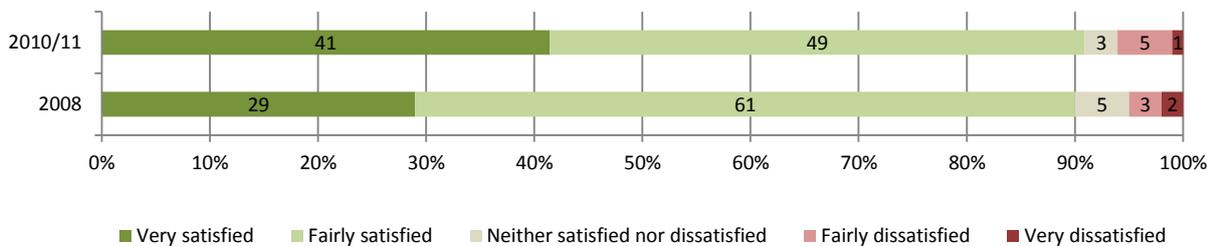
- 2.24 While the biggest two anti-social problems in St Albans District (*rubbish or litter lying around (28%), and teenagers hanging around the streets (23%)*) were the same in 2008, the proportion of residents who thought that these were big problems has decreased slightly (2% and 5% respectively).
- 2.25 15% of St Albans District residents reported that *people using or dealing drugs* is a big problem, of which 5% feel that this is a very big problem. *People being drunk or rowdy* was scored by 6% of St Albans District residents as a very big problem and by a further 13% as a fairly big problem (19% in total). Both results are comparable with 2008 results (16% and 19% respectively).
- 2.26 Over half (52%) of St Albans District residents agree that the police and other public services are successfully dealing with these issues in their local area. This compares to only 28% in 2008 indicating a marked improvement.

## Chapter 3: Local Area

### Satisfaction with the Local Area

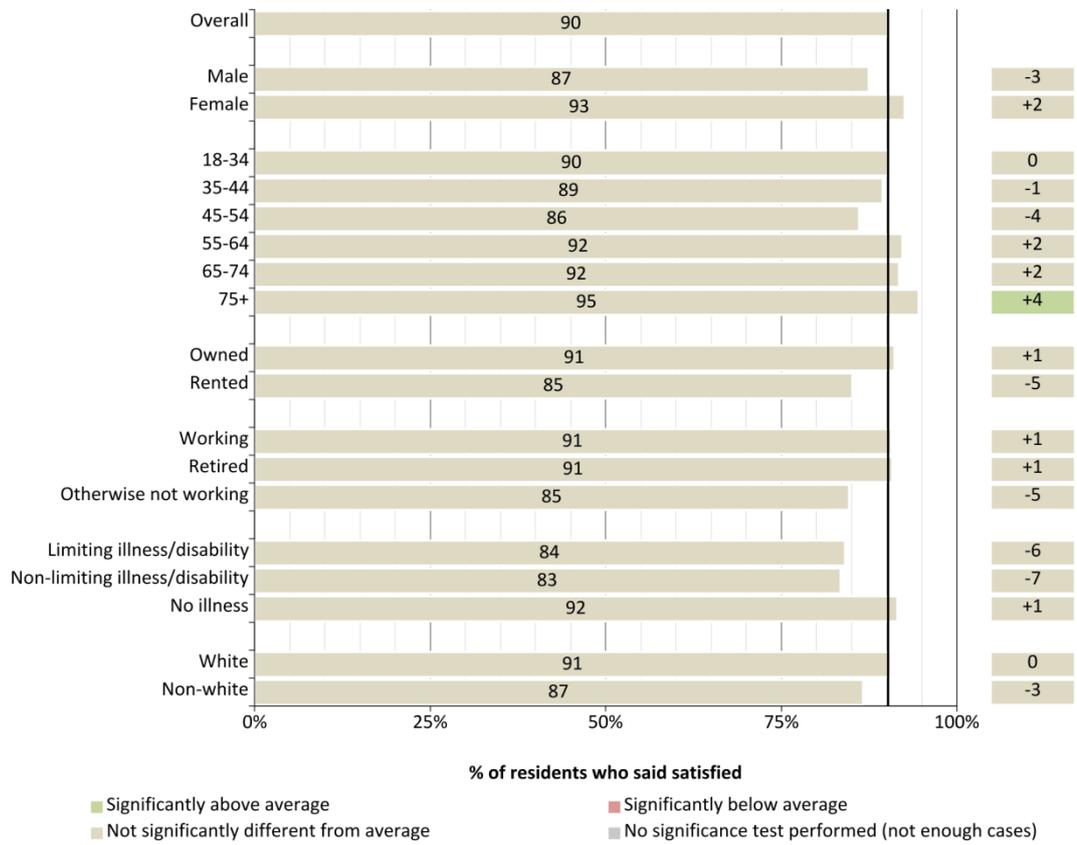
- 3.1 The majority (90%) of St Albans District residents are very or fairly satisfied with their local area as a place to live whilst only 6% are dissatisfied. The proportion of those satisfied is comparable with the 2008 survey; however there has been a significant increase in the proportion stating very satisfied from 29% in 2008 to 41% in 2010/11.

Figure 7: Overall, how satisfied or dissatisfied are you with your local area as a place to live?  
Base: All residents 2008 (1,856); 2010 (876)



- 3.2 NI 5 is calculated based on the proportion of St Albans District residents who are fairly or very satisfied with their local area as a place to live.
- 3.3 **The score for NI 5 (satisfaction with local area) for St Albans City and District Council is 90.1. (90.3 in 2008). The higher the score the better the result.**
- 3.4 The following chart (overleaf) shows how the responses for this score vary across different sub-groups of the population. Results for sub-groups which are significantly better (statistically) than the overall score are highlighted in green, whilst results which are significantly poorer (statistically) are highlighted in red.

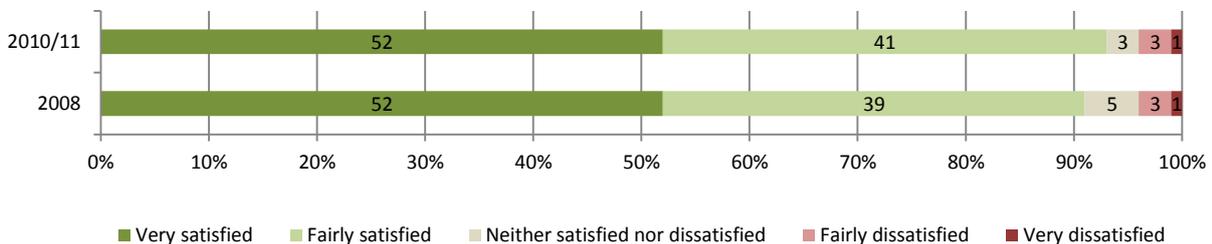
Figure 8: Overall, how satisfied or dissatisfied are you with your local area as a place to live?  
Base: All residents (837)



### Satisfaction with Your Home

3.5 As with the results for satisfaction with local area, the majority (93%) of St Albans District residents are satisfied with their home as a place to live. Again results are very similar to those in 2008 (91% satisfied).

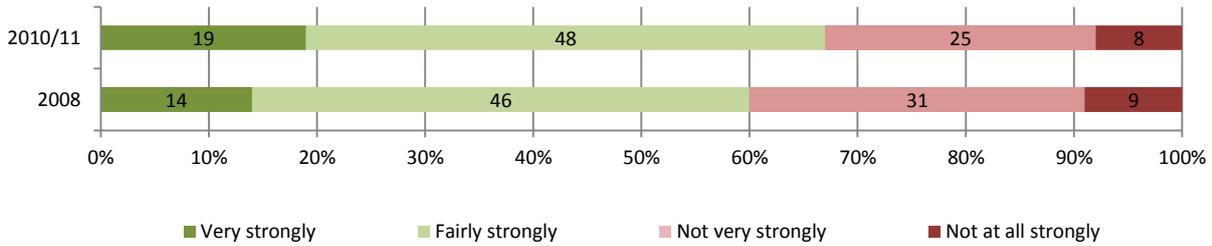
Figure 9: Overall, how satisfied or dissatisfied are you with your home as a place to live?  
Base: All residents 2008 (1,858); 2010 (878)



### Feeling of Belonging

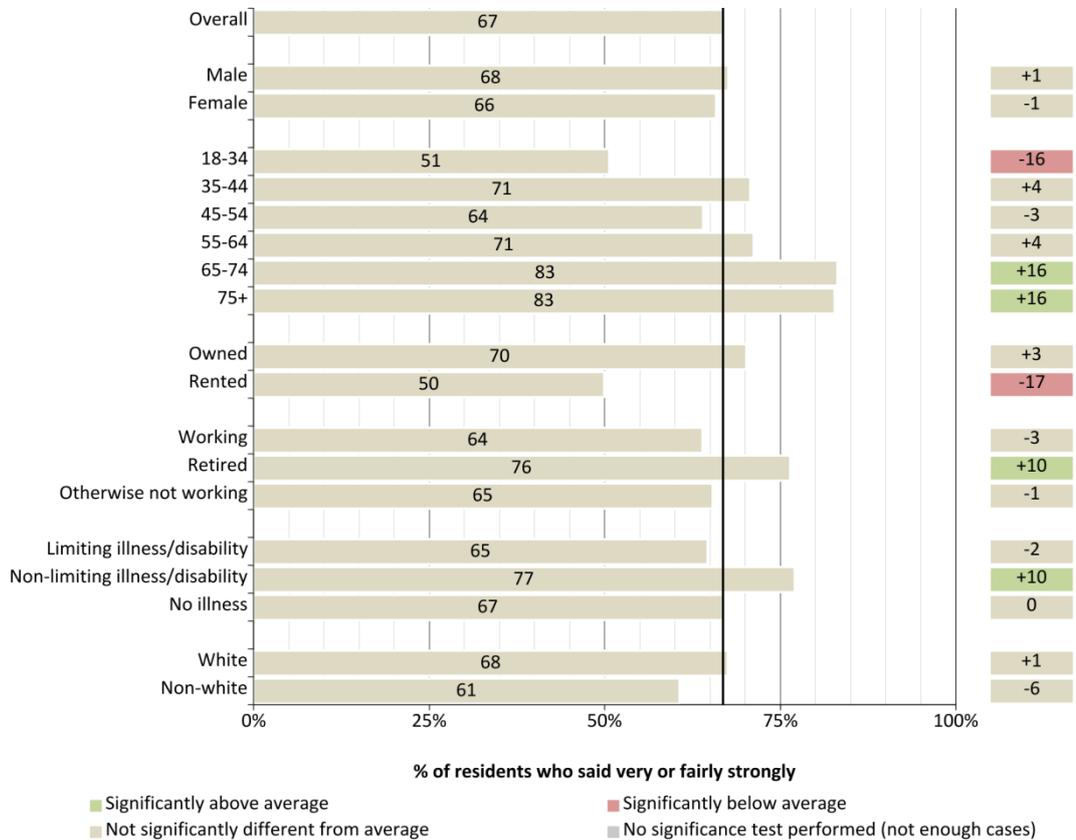
3.6 Around two thirds (67%) of St Albans District residents feel very or fairly strongly that they belong to their immediate neighbourhood; an increase of 7 percentage points in comparison to 2008 (60%) (Figure 10 overleaf).

Figure 10: How strongly do you feel you belong to your immediate neighbourhood?  
 Base: All residents 2008 (1808); 2010 (869)



- 3.7 NI 2 is calculated based on the proportion of St Albans District residents who fairly strongly or very strongly feel that they belong to their neighbourhood. In this case, don't know is excluded from the calculation.
- 3.8 **The score for NI 2 (feel belong to neighbourhood) for St Albans City and District Council is 66.7 (59.9 in 2008). The higher the score the better the result.**
- 3.9 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. Those aged 18-34 and those who rent their home are significantly less likely to feel they belong to their neighbourhood, while older residents aged 65+ are significantly more likely to feel this way.

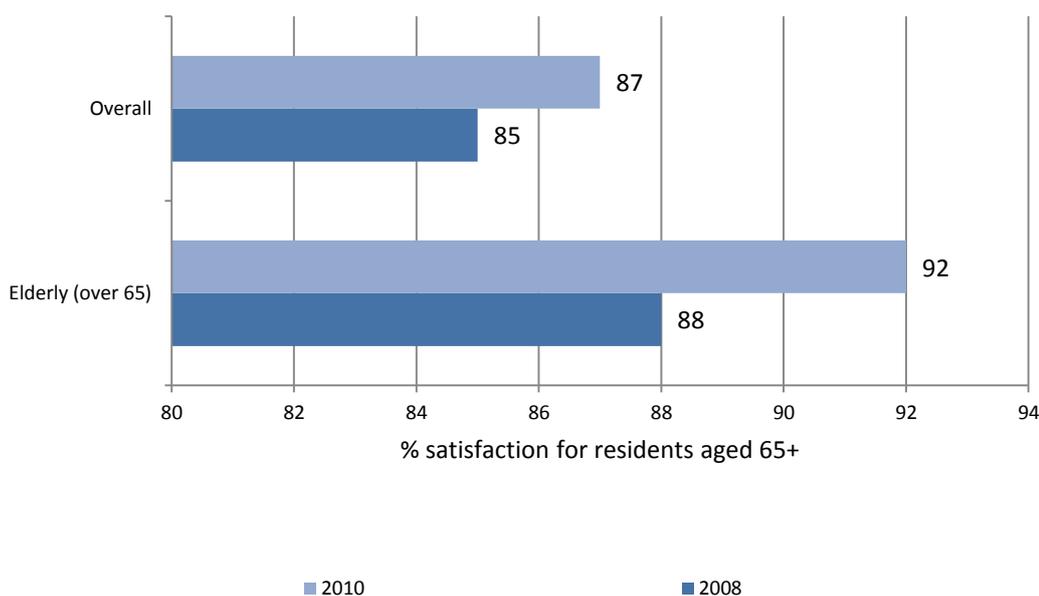
Figure 11: How strongly do you feel you belong to your immediate neighbourhood?  
 Base: All residents (830)



### Satisfaction amongst Older People

- 3.10 In St Albans District, residents aged over 65 are more likely than the overall population to be satisfied with their home and neighbourhood (92% and 87% respectively). The proportion of residents aged 65 or more that are satisfied with both their home and neighbourhood has increased by 4 percentage points since 2008 (Figure 12 overleaf).
- 3.11 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 area, compared to the overall percentage.

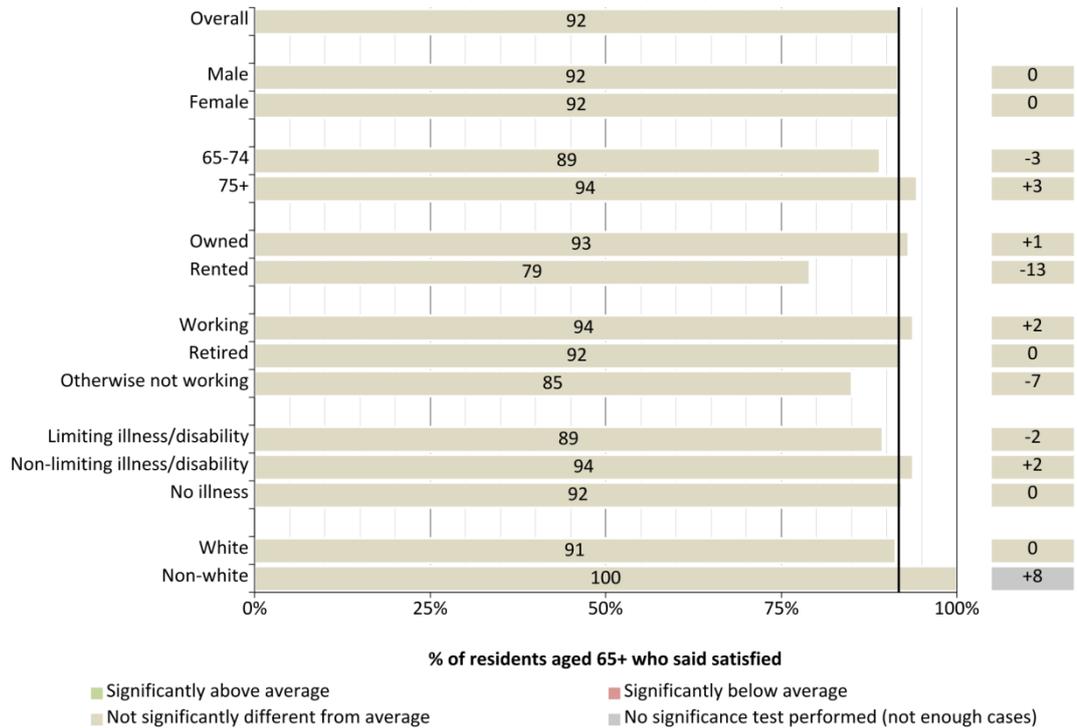
Figure 12: Satisfaction with Area and Home by Elderly People (NI 138) – Overall, how satisfied or dissatisfied are you with your local area as a place to live? And how satisfied or dissatisfied are you with your home as a place to live? Percentage satisfied with both home and area  
 Base: 2010: All residents: (884); over 65 (272). 2008: All residents (1853); Over 65 (548)



- 3.12 NI 138 is calculated based on the proportion of St Albans District residents aged over 65 years who fairly or very satisfied with both their home and the area as a place to live.
- 3.13 **The score for NI 138 (over 65s satisfied with home and neighbourhood) for St Albans City and District Council is 91.7 (88.2 in 2008). The higher the score the better the result.**
- 3.14 The following chart (overleaf) 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 13: 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: All residents over 65 (548)

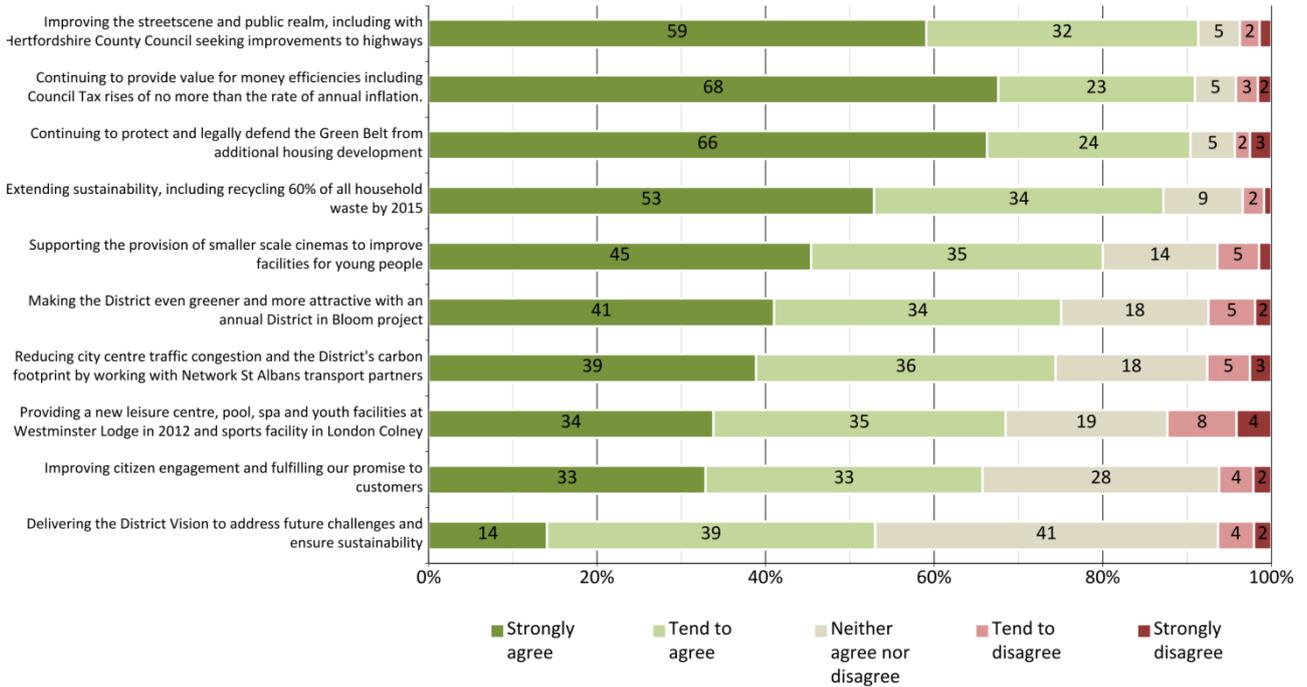


### Local Priorities

- 3.15 Residents were provided with a list of the Council’s priorities as set out in the Corporate Plan 2010 - 13 and were asked to what extent they agreed or disagreed that they are the right priorities for the District.
- 3.16 Figure 14 overleaf shows that the priorities with the highest proportion of residents agreeing that they are the right priorities are ‘improving the streetscene and public realm including seeking improvements to highways and pavements’; ‘continuing to provide value for money efficiencies including Council Tax rises of no more than the rate of annual inflation’; and ‘continuing to protect and legally defend the Green Belt from additional housing development’.
- 3.17 The priority with the lowest proportion of residents agreeing that it is the right priority is ‘delivering the District Vision to address future challenges and ensure sustainability’, although both this priority and *improving citizen engagement and fulfilling our promise to customers* received a relatively high proportion of ‘neither agree nor disagree’ responses (41% and 28% respectively) suggesting that residents may be less clear on the meaning of these. However, all the priorities received support from at least 54% of residents.

Figure 14: Please indicate how strongly you agree or disagree that they are the right priorities for the District?

Base: All residents

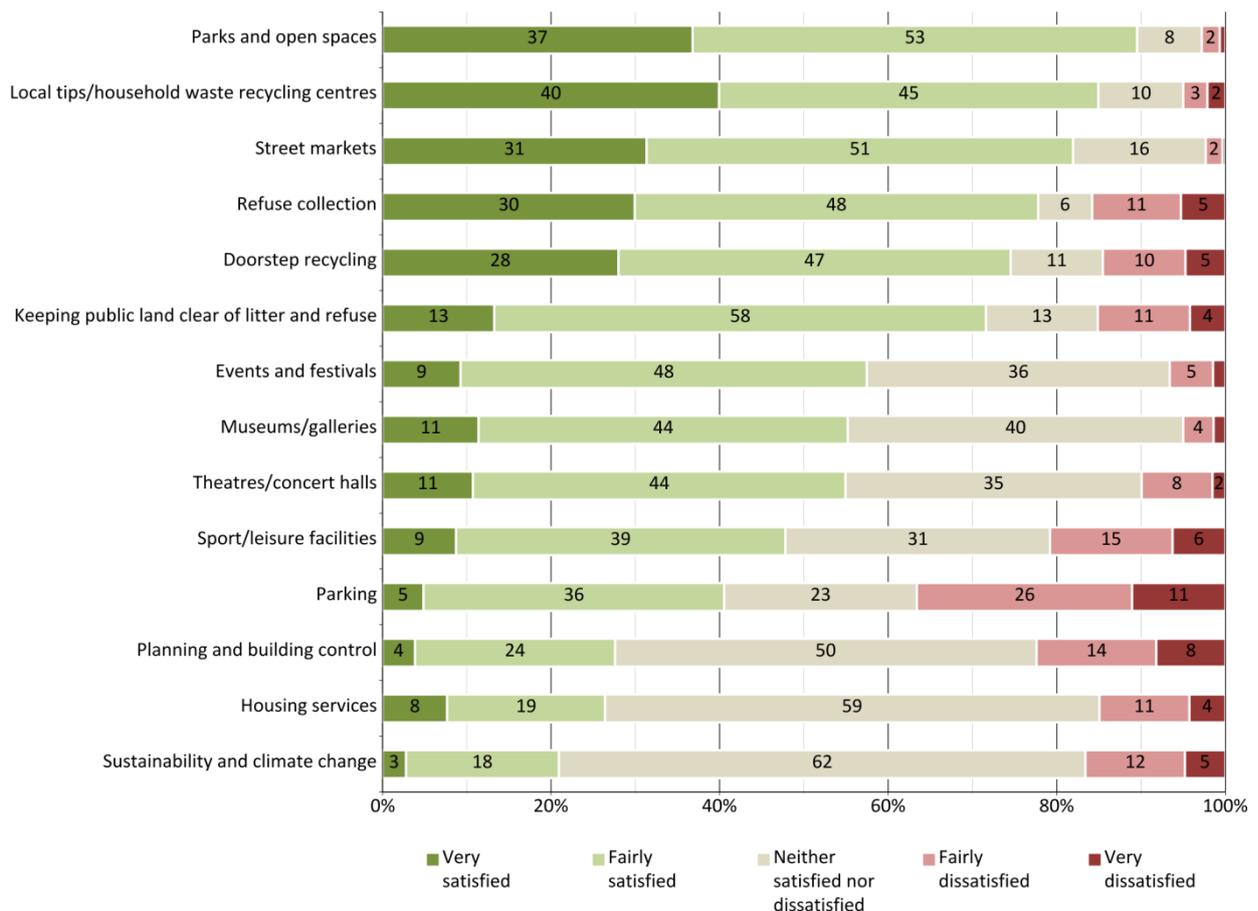


## Chapter 4: Local Public Services

### Satisfaction with Local Public Services

- 4.1 Residents generally reported satisfaction with the public services in their area. The services receiving the highest level of satisfaction are *parks and open spaces* (90%), *local tips/household waste recycling centres* (85%), and *street markets* (82%). The services receiving the lowest satisfaction are *sustainability and climate change* (21%), *housing services* (27%) *planning and building control* (28%) and *parking* (41%). *Parking* also received the highest proportion of dissatisfaction (37%).

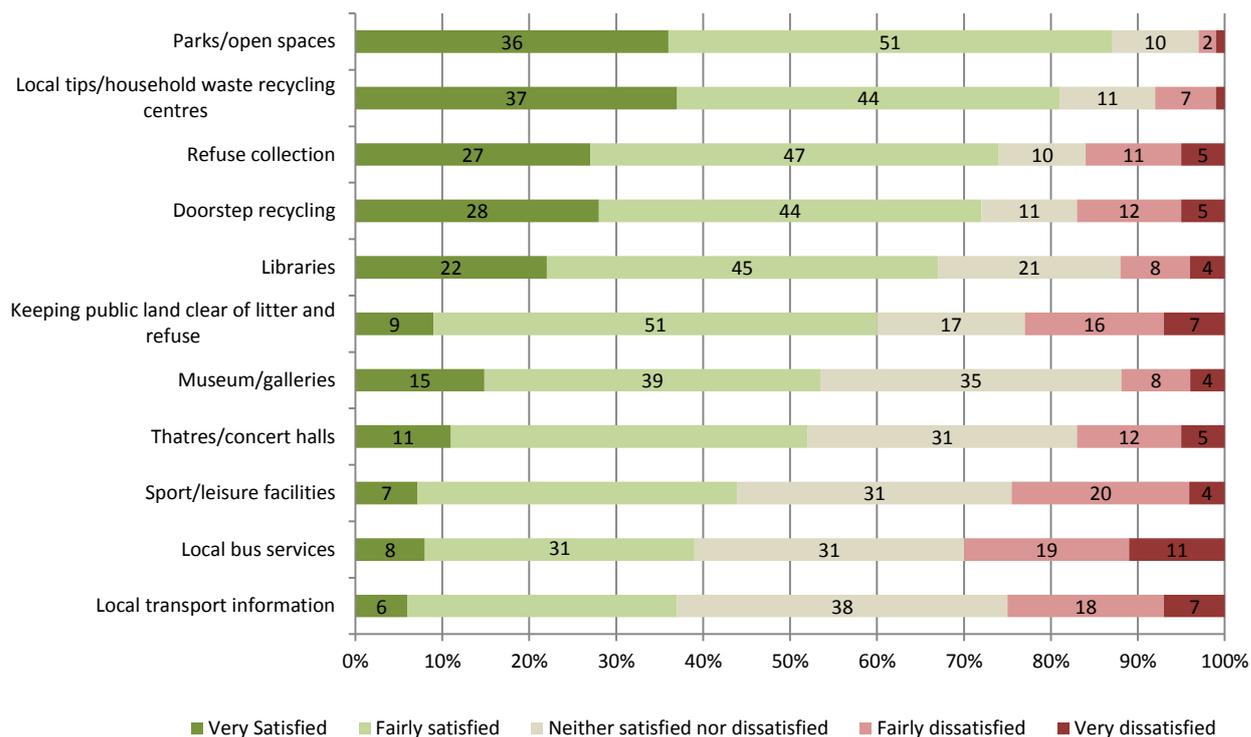
Figure 15: How satisfied or dissatisfied are you with each of the following services provided or supported by St Albans City and District Council?  
Base: All residents



- 4.2 Again, a similar (although not identical) question was asked in the 2008 survey (Figure 16 overleaf). All comparable services have increased in the proportion satisfied although the order of services, in terms of satisfaction, remains unchanged. In particular, satisfaction with *local tips/household waste recycling centres* has increased from 81% to 85% and *parks and open spaces* from 87% in 2008 to 90% in 2010/11.

Figure 16: How satisfied or dissatisfied are you with each of the following services in your local area: 2008 results?

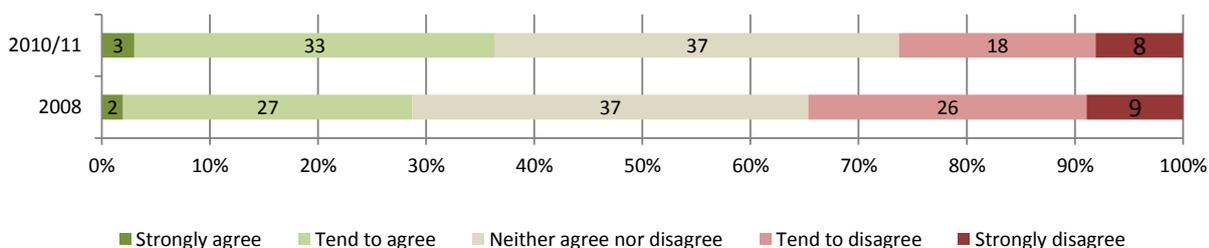
Base: All residents



4.3 When asked about value for money (Figure 17), 36% of residents in St Albans District said they strongly or tend to agree that their local council provides value for money – a higher proportion than in 2008 (29%). It should be noted that a similar proportion of St Albans District residents selected ‘neither agree nor disagree’ for this question, as they did ‘agree’ or ‘disagree’.

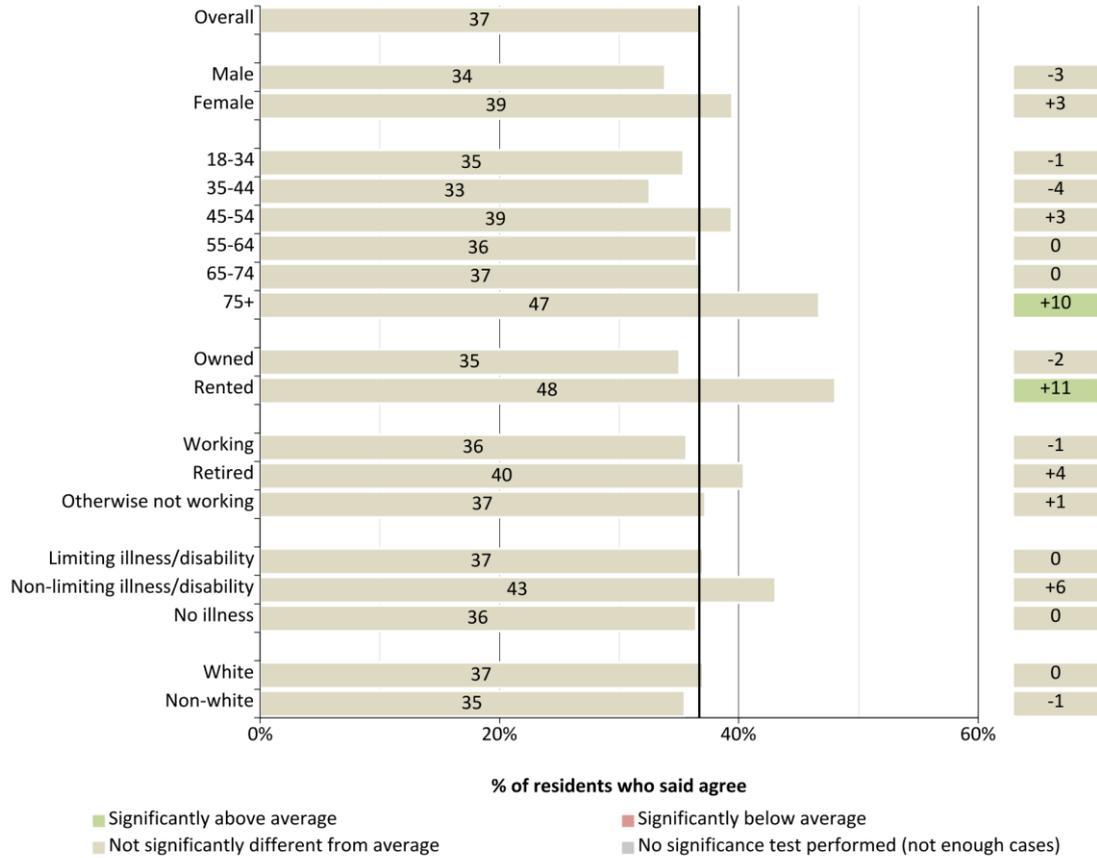
Figure 17: To what extent do you agree or disagree that St Albans City and District Council provides value for money?

Base: All residents 2008 (1,625); 2010 (824)



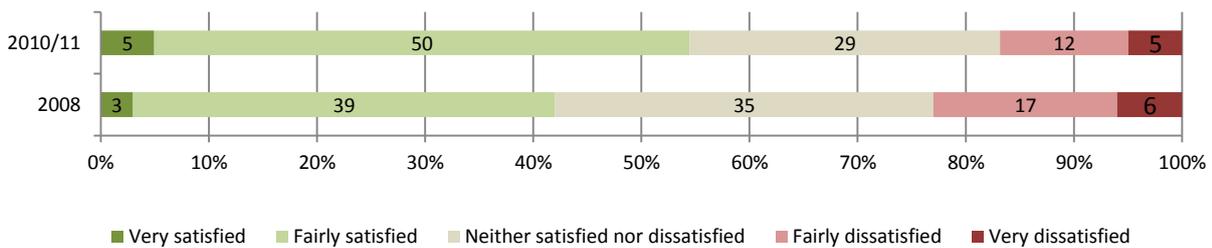
4.4 The following chart (overleaf) shows how the responses for this score vary across different sub-groups of the population. Results for sub-groups which are significantly better than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red. Resident’s aged 75+ and those who rent their home are significantly more likely to agree that the Council provides value for money.

Figure 18: To what extent do you agree or disagree that St Albans City and District Council provides value for money?  
Base: All Residents (791)



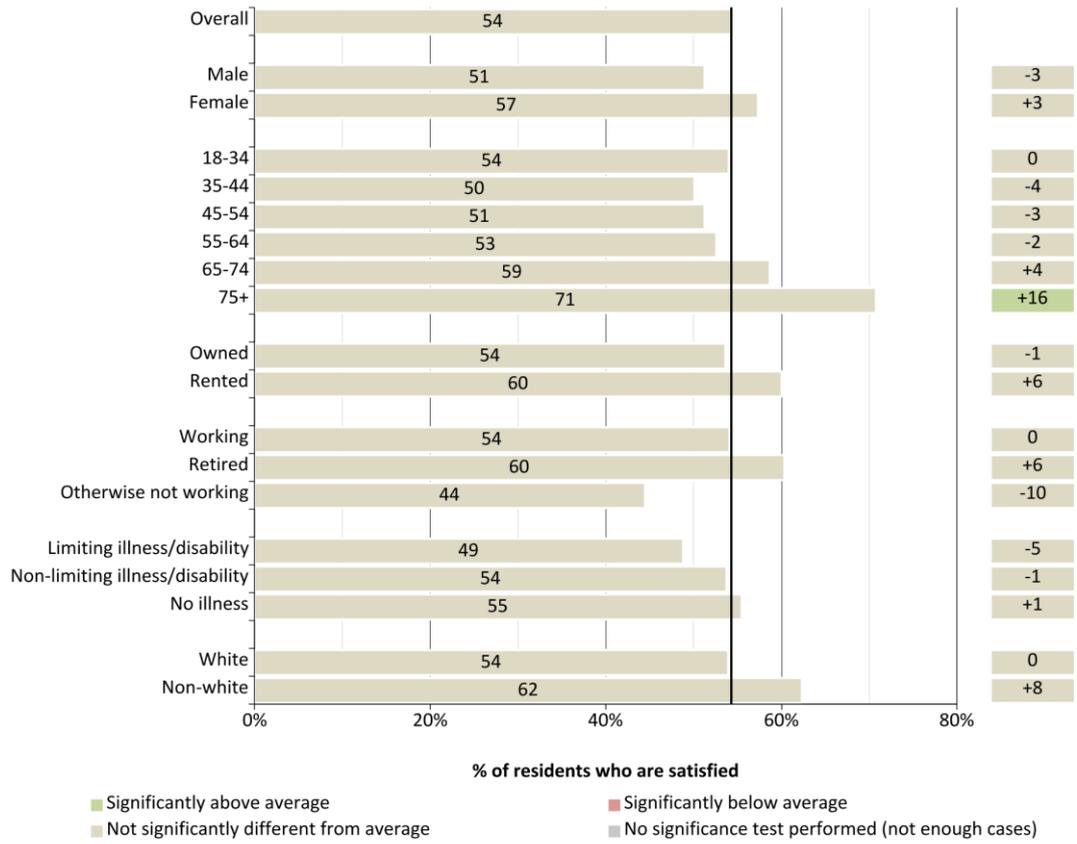
4.5 55% of residents are very or fairly satisfied with how their local District Council runs things – an increase of 13 percentage points when compared to 2008 results. Conversely, 17% of residents are dissatisfied with how their local District Council runs things - a decrease of 6 percentage points since 2008.

Figure 19: And now taking everything into account, how satisfied or dissatisfied are you with the way St Albans City and District Council runs things?  
Base: All residents 2008 (1,751); 2010 (850)



4.6 The following chart (overleaf) 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. Those aged 75+ are significantly more likely to be satisfied with the way St Albans City and District council run things.

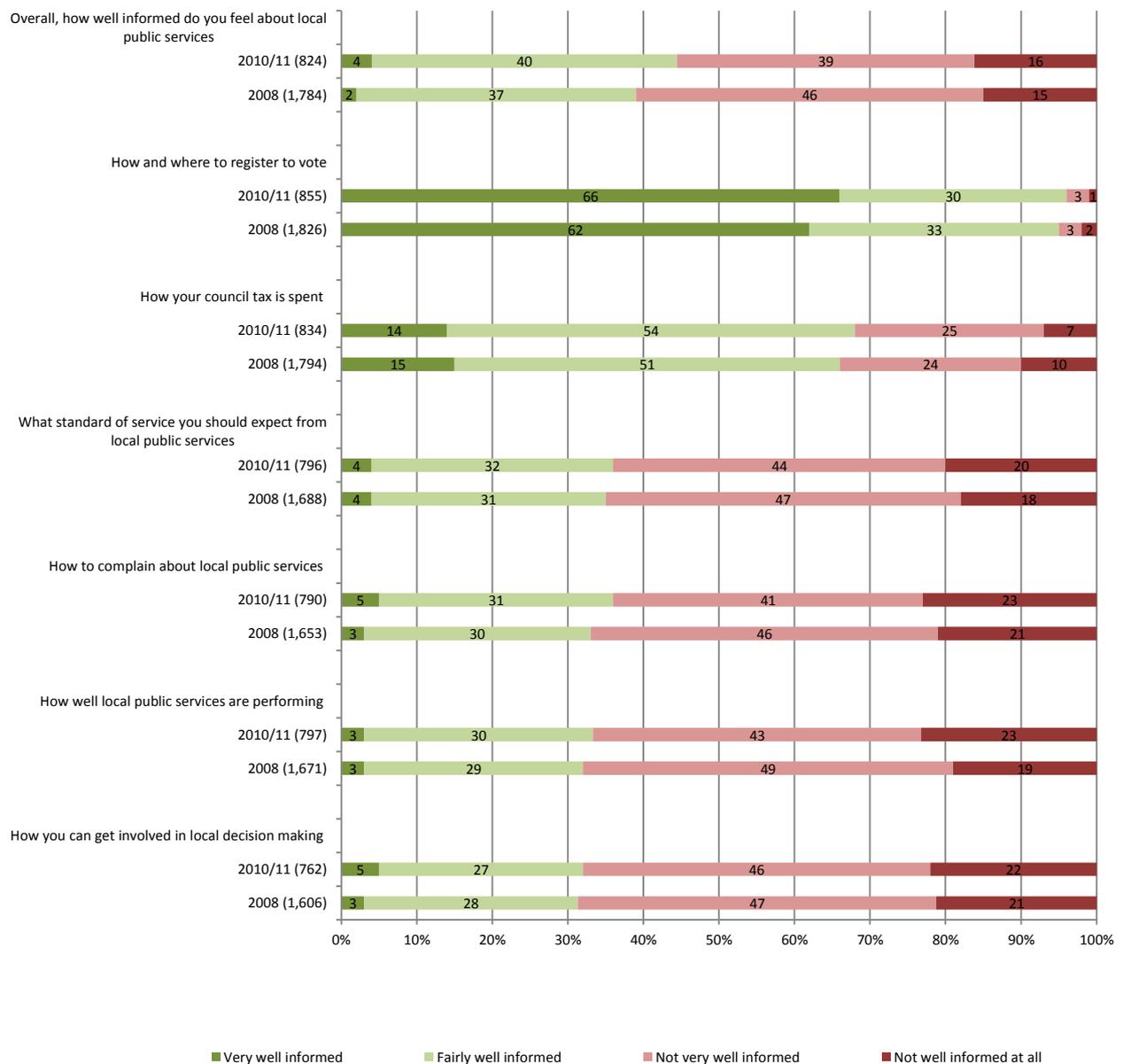
Figure 20: And now taking everything into account, how satisfied or dissatisfied are you with the way St Albans City and District Council runs things?  
 Base: All Residents (815)



## Chapter 5: Information

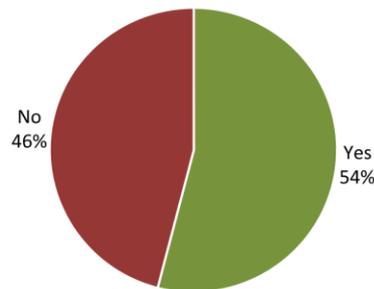
- 5.1 Residents generally feel well informed on *how and where to vote* (96%) but less on *how to get involved in local decision making* (32%), *council performance* (33%) or *how to complain* (36%). 44% of residents feel well informed about local public services overall. In general, slightly more people felt well informed in 2010 than in 2008.

Figure 21: How well informed do you feel about each of the following?  
Base: All residents (number of respondents shown in brackets)



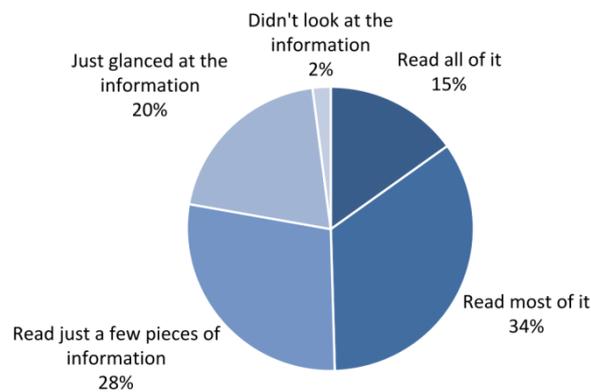
- 5.2 In the past year just over half (54%) of residents have seen a copy of the St Albans City and District Council's newspaper (Community News, which is published as a wrap on the Herts Advertiser, and also as a stand-alone publication).

Figure 22: In the past year, have you seen a copy of St Albans City and District Council's newspaper (Community News, which is published as a wrap on the Herts Advertiser, and also as a stand alone publication)?  
Base: All residents (850)



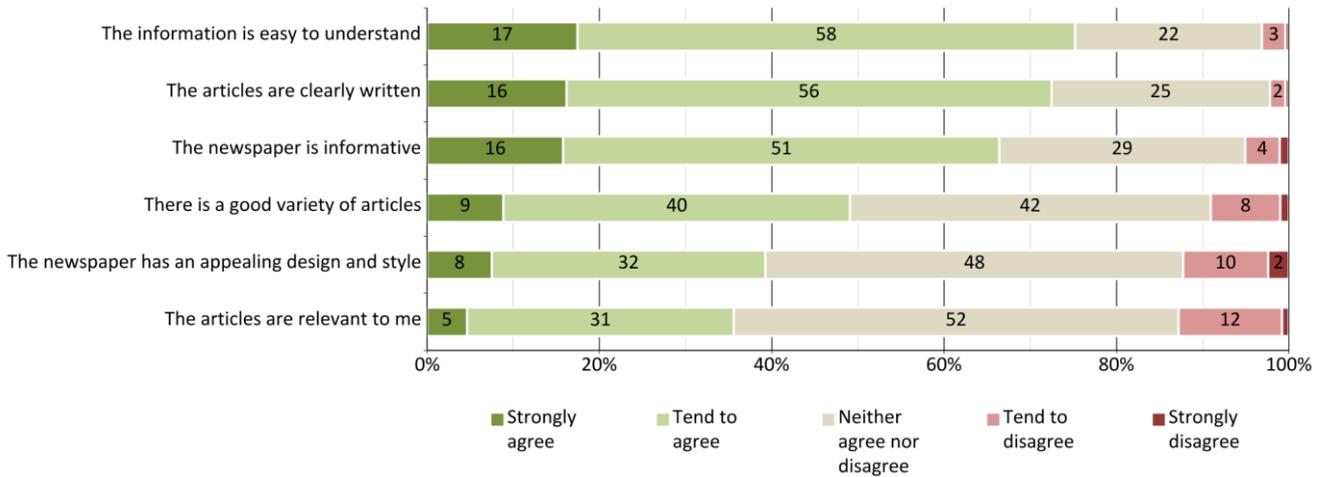
- 5.3 Of those who had seen 'Community News', almost half (49%) had either read all or most of it; only 2% didn't look at the information at all.

Figure 23: Would you say you...?  
Base: All residents who have seen a copy of 'Community News' (485).



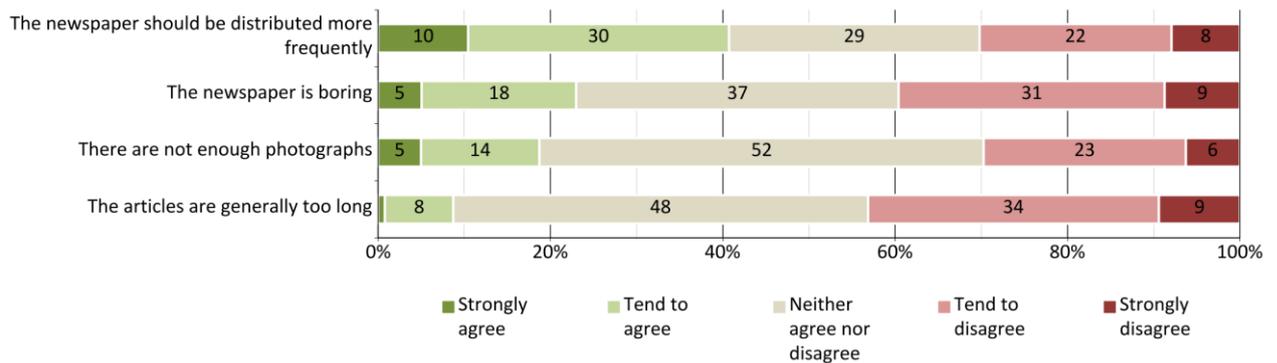
- 5.4 Three quarters (75%) of residents who had seen a copy of the newspaper found the information given in 'Community News' easy to understand, while 72% thought the articles were clearly written and around two thirds (67%) thought that the newspaper was informative. However, only just over a third (36%) felt that articles were relevant to them (Figure 24 overleaf).

Figure 24: Do you agree or disagree with the following statements about St Albans City and District Council's newspaper (Community News)?  
Base: All residents who had seen a copy of 'Community News' (485).



5.5 The majority did not feel that the newspaper was boring (77%), didn't have enough photographs (81%) nor that the articles were generally too long (91%). However, 40% felt that the newspaper should be distributed more frequently.

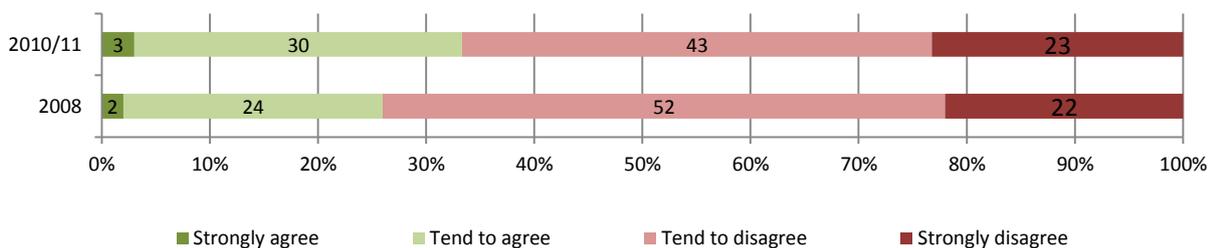
Figure 25: Do you agree or disagree with the following statements about St Albans City and District Council's newspaper (Community News)?  
Base: All residents who had seen a copy of 'Community News' (485).



## Chapter 6: Local Decision Making

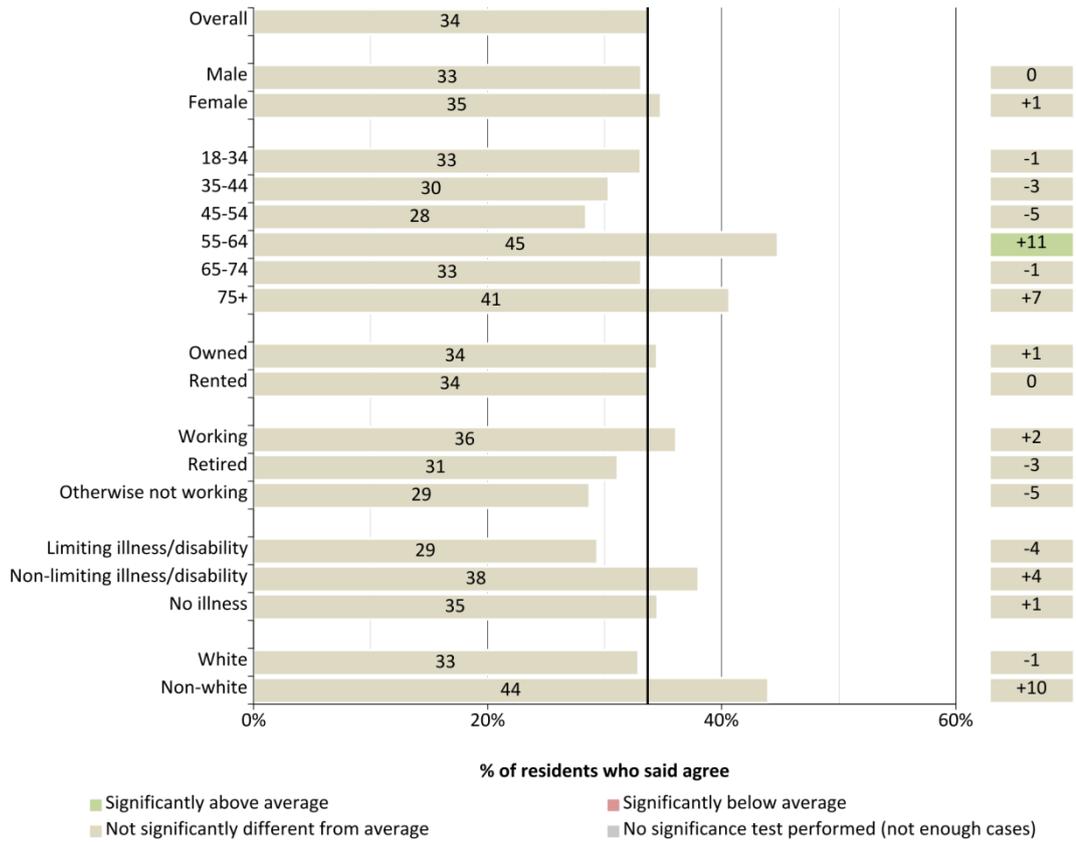
- 6.1 Only around a third (33%) of residents feel that they can influence decisions made by St Albans City and District Council with two thirds (66%) disagreeing. The proportion of those agreeing has increased by 7 percentage points when compared with the 2008 results (26%).

Figure 26: Do you agree or disagree that you can influence decisions affecting your local area?  
Base: All residents 2008 (1,611); 2010 (768)



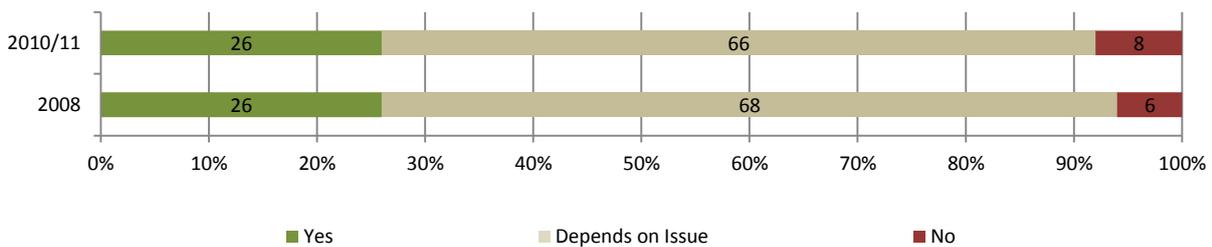
- 6.2 NI 4 is calculated based on the proportion of St Albans District residents who agree that they feel able to influence decisions affecting the local area.
- 6.3 **The score for NI 4 (feel can influence local decisions) for St Albans City and District Council is 33.7 (26.7 in 2008). The higher the score the better the result.**
- 6.4 The following chart (overleaf) 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 27: Do you agree or disagree that you can influence decisions affecting your local area?  
Base: All residents (732)



6.5 Just over a quarter of residents (26%) would like to be more involved in decisions made by St Albans City and District Council affecting their area and a further 66% would for some issues. Less than a tenth (8%) of residents do not want to be more involved. These results are very similar to those seen in 2008.

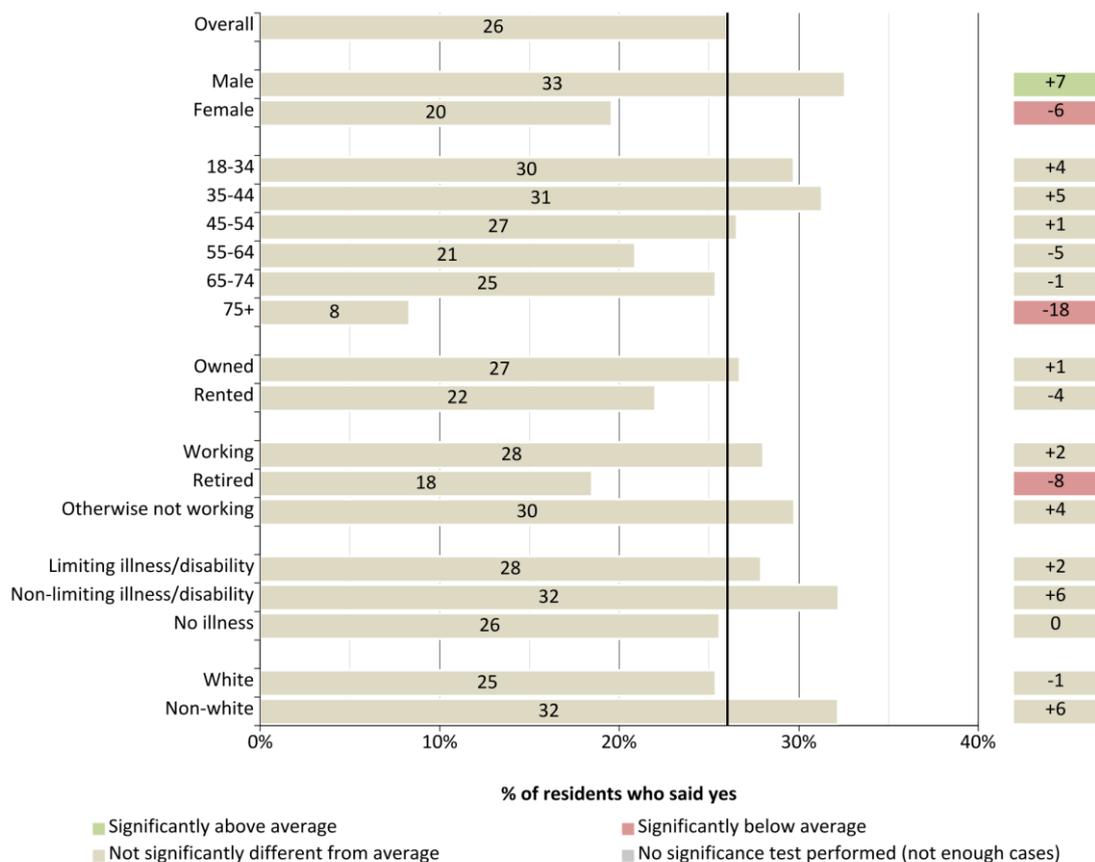
Figure 28: Generally speaking would you like to be more involved in the decisions that affect your local area?  
Base: All residents 2008 (1,800); 2010 (854)



6.6 The following chart (overleaf) 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. This shows that while men are significantly more likely to be more involved in the decisions that affect their local area, women are significantly less likely, as are those aged 75+.

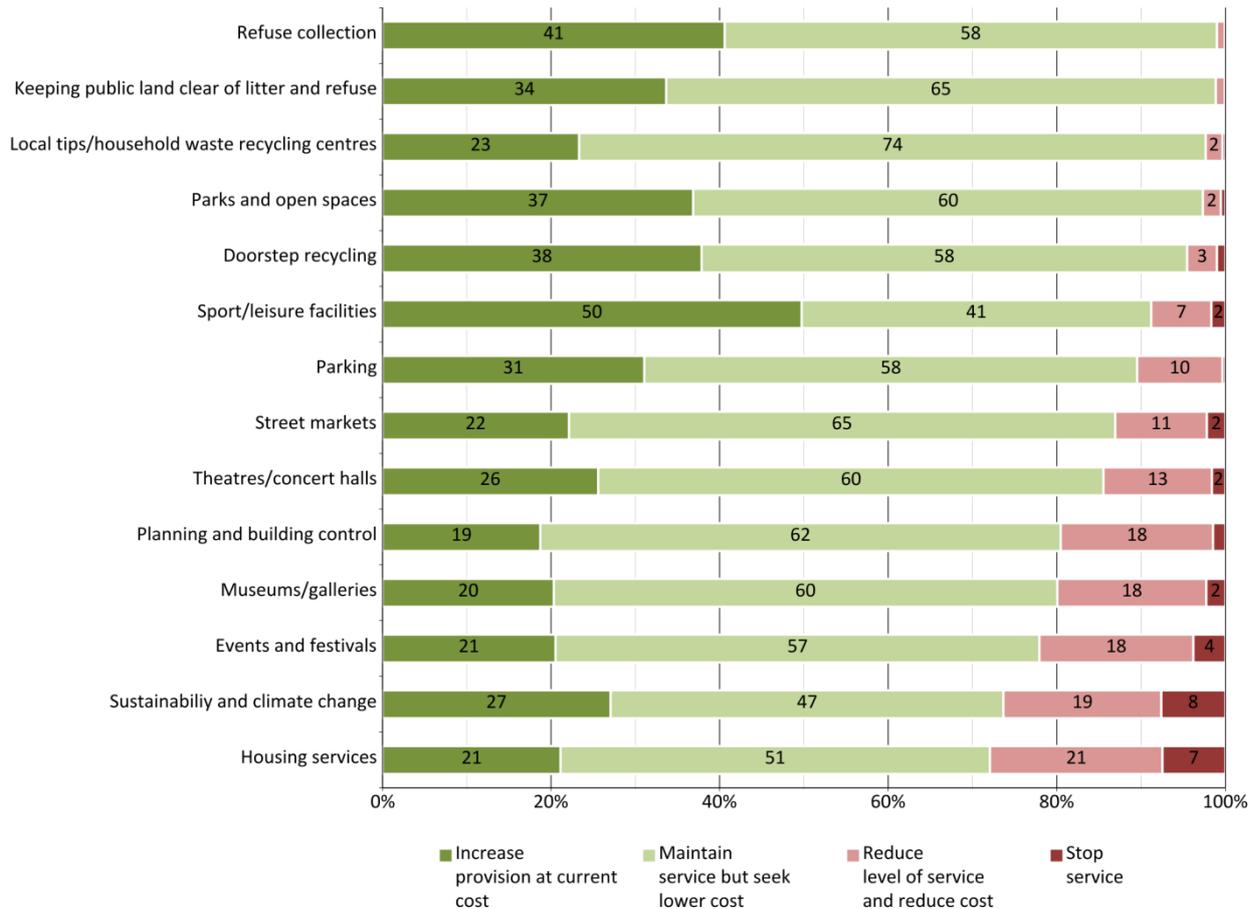
Figure 29: Generally speaking, would you like to be more involved in the decisions that affect your local area?

Base: All residents (816)



- 6.7 Respondents to the survey were given a list of services provided by St Albans City and District Council, and for each service they were asked what the council should do in terms of continuing its provision. Figure 30 shows that for all services, at least three quarters of residents would like the service to be increased at current cost or maintained at a lower cost.
- 6.8 *Refuse collection (99%), keeping public land clear of litter and refuse (99%), and local tips/household waste recycling centres (97%)* are the top three services in terms of the proportion of residents feeling they should be increased or maintained, while *sports/leisure facilities* has the highest proportion of residents wanting to see the service increased (50%). Conversely, over a quarter of residents feel that *sustainability and climate change*, and *housing services* should be reduced or stopped (27% and 28% respectively).

Figure 30: Below is a list of services provided by St Albans City and District Council. Please indicate for each service whether you think we should...  
Base: All residents



6.9 Respondents to the survey were also asked if they had any other suggestions or examples of how the council could save money and a wide variety of responses were received. However, the most frequently occurring suggestions were relating to Council staff and costs, suggesting a review of Council staffing and management costs to ensure that important services are maintained whilst improving cost effectiveness.

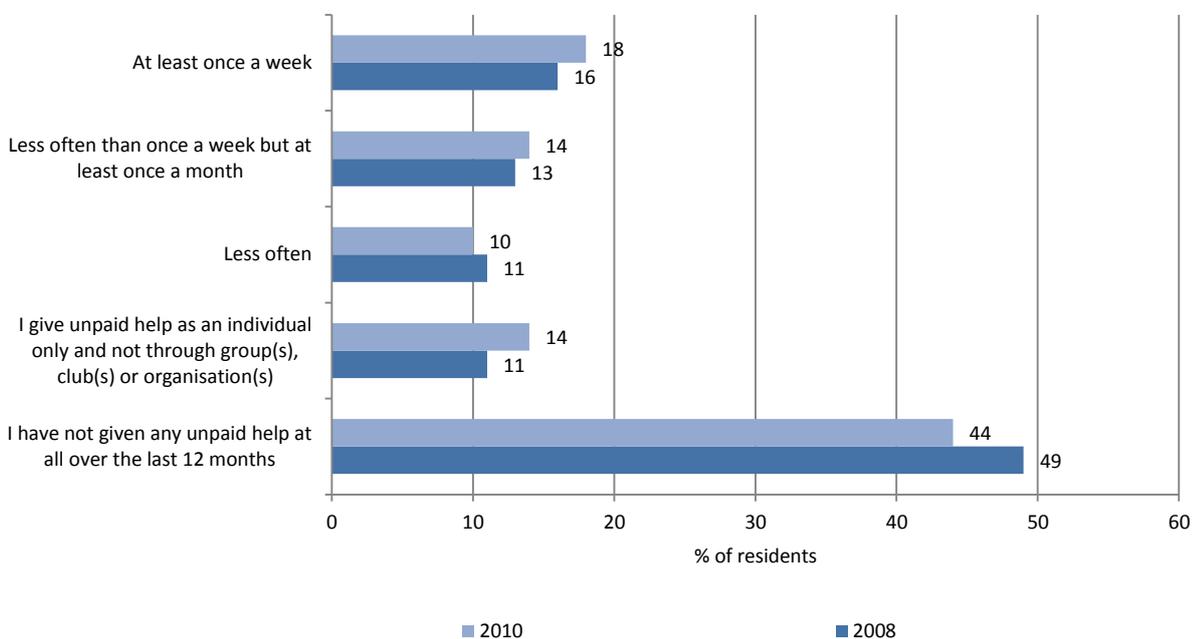
6.10 Practical examples included turning off street lights when they are not needed, increasing recycling/cutting back on refuse collections/changing the current scheme, more affordable parking to increase business in the town centre, more efficient road repairs so they last longer and getting the community, particularly children and young people, more involved in voluntary activities. Many residents also felt unable to comment as they did not feel suitably informed as to council expenditures.

## Chapter 7: The Local Community

### Volunteering Work

- 7.1 Residents were asked whether they had been involved with any groups, clubs or organisations 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.
- 7.2 56% of residents in St Albans District stated that they have given unpaid help during the 12 months prior to the survey although (44%) of residents have not given any unpaid help during this time period. Of those who have given help as part of a group, club or organisation in St Albans District, 32% have given help at least once a month and 10% have given help less often. 14% give unpaid help as an individual and not through a group, club or organisation.
- 7.3 The proportion of residents that have given unpaid help is 5 percentage points higher than in 2008.

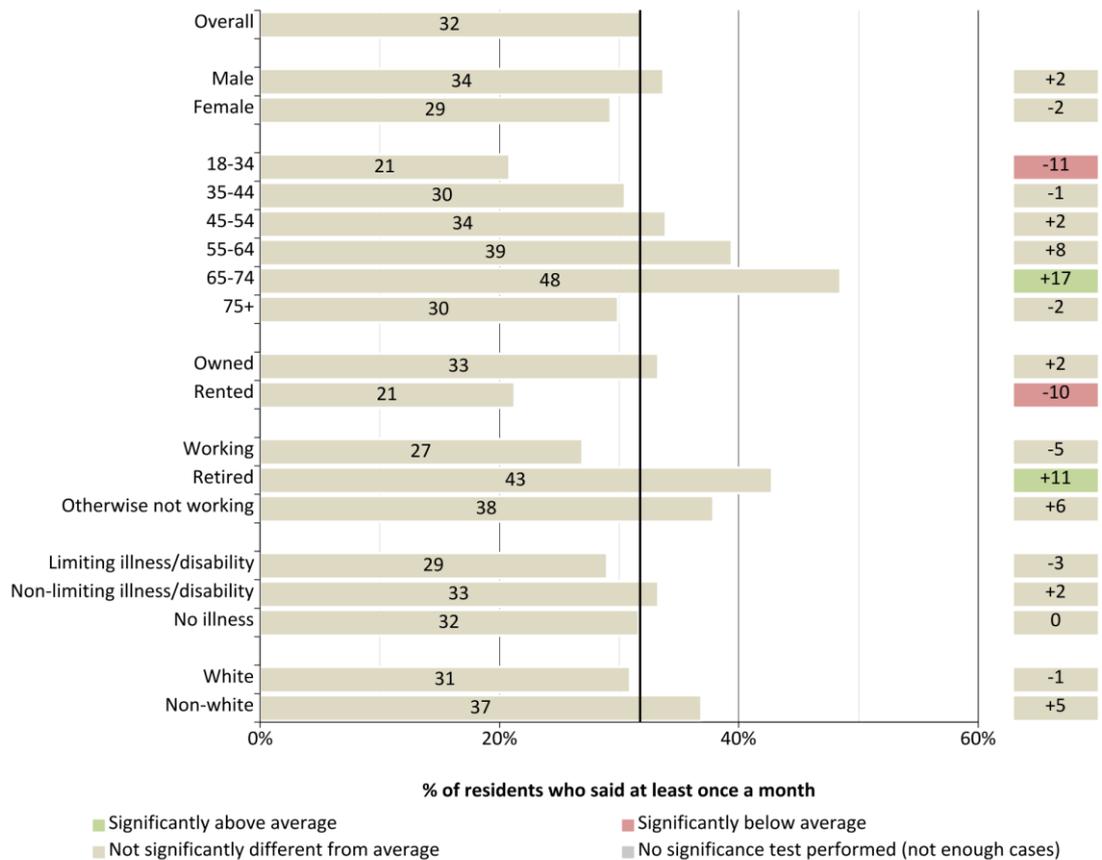
Figure 31: Overall, about how often over the last 12 months have you given unpaid help to any group(s), clubs or organisation (s)?  
Base: All residents 2008 (1,728) 2010 (800)



- 7.4 NI 6 is calculated based on how many respondents reported that they had volunteered at least once a month over the preceding 12 months.
- 7.5 **The score for NI 6 (regular volunteering) for St Albans City and District Council is 31.8 (29.4 in 2008). The higher the score the better the result.**

7.6 The following chart (overleaf) 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. Residents aged between 18-34 are significantly less likely to give unpaid help, whilst those aged 65-74 are significantly more likely.

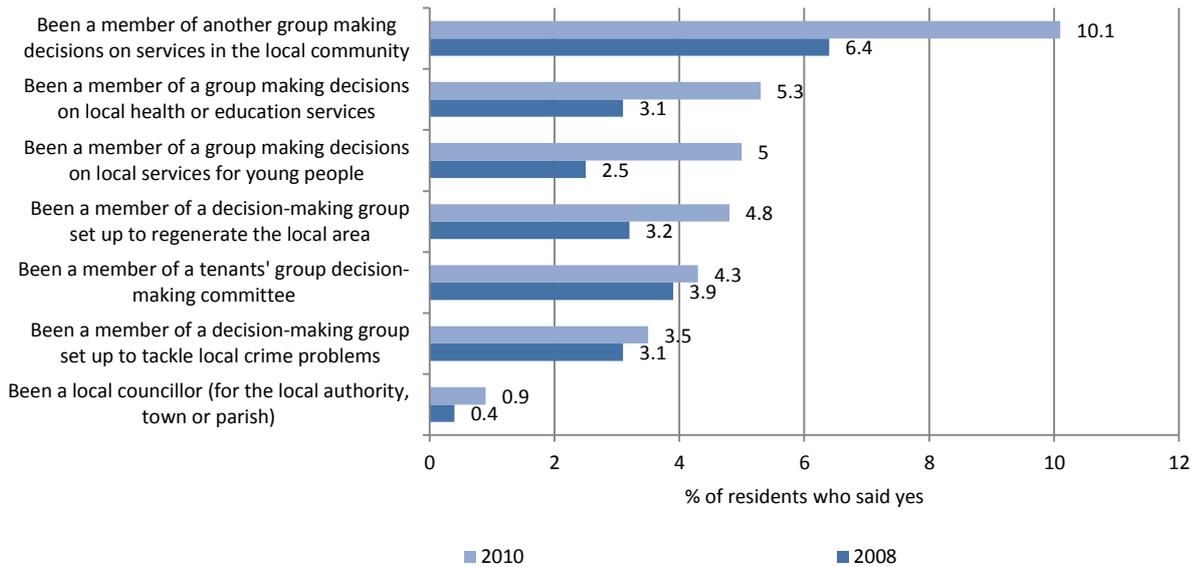
Figure 32: Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?  
Base: All residents (769)



### Getting Involved

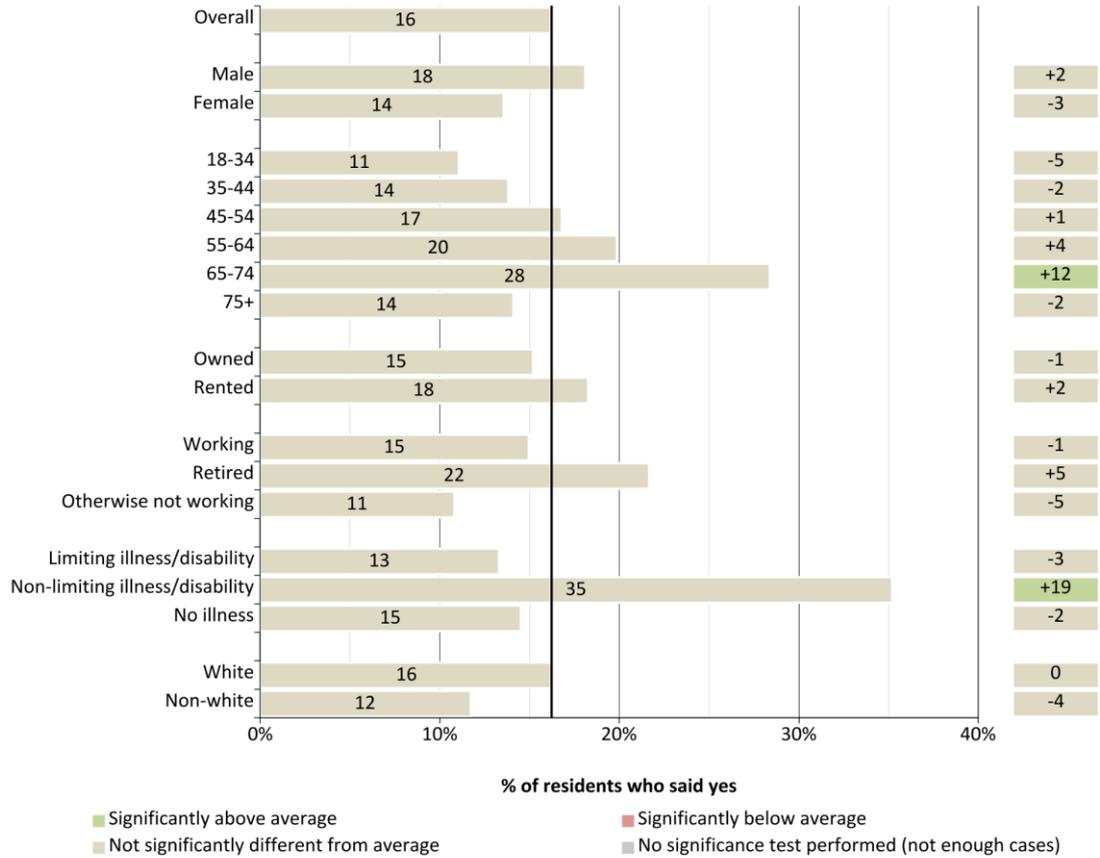
7.7 Very few residents are involved in groups which make decisions affecting their local area. During the last 12 months in St Albans District, between 0.9% and 10.1% have been a local councillor, a member of a group making decisions on local health or education, a member of a group set up to regenerate 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 33 overleaf).

Figure 33: In the Past 12 months have you?  
 Base: All residents 2008 (1,799) 2010 (730)



- 7.8 NI 3 is calculated based on the proportion of St Albans District residents who have been involved in at least one of these activities during the last 12 months.
- 7.9 **The score for NI 3 (civic participation) for St Albans is 16.2 (15.5 in 2008). The higher the score the better the result.**
- 7.10 The following chart (overleaf) 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.

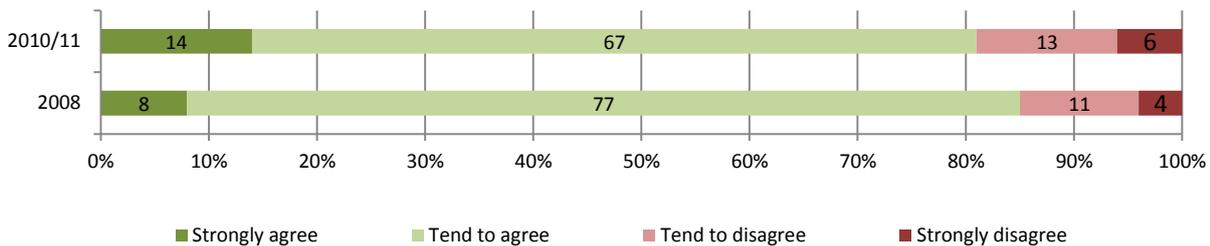
Figure 34: In the past 12 months have you been involved in any form of civic participation?  
Base: All residents (703)



### Respect and Consideration

7.11 The majority of St Albans District residents (81%) agree that their local area is a place where people from different backgrounds get on well together. A slightly higher proportion (85%) of residents agreed to this in 2008.

Figure 35: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?  
Base: All residents 2008 (1,418); 2010 (735)



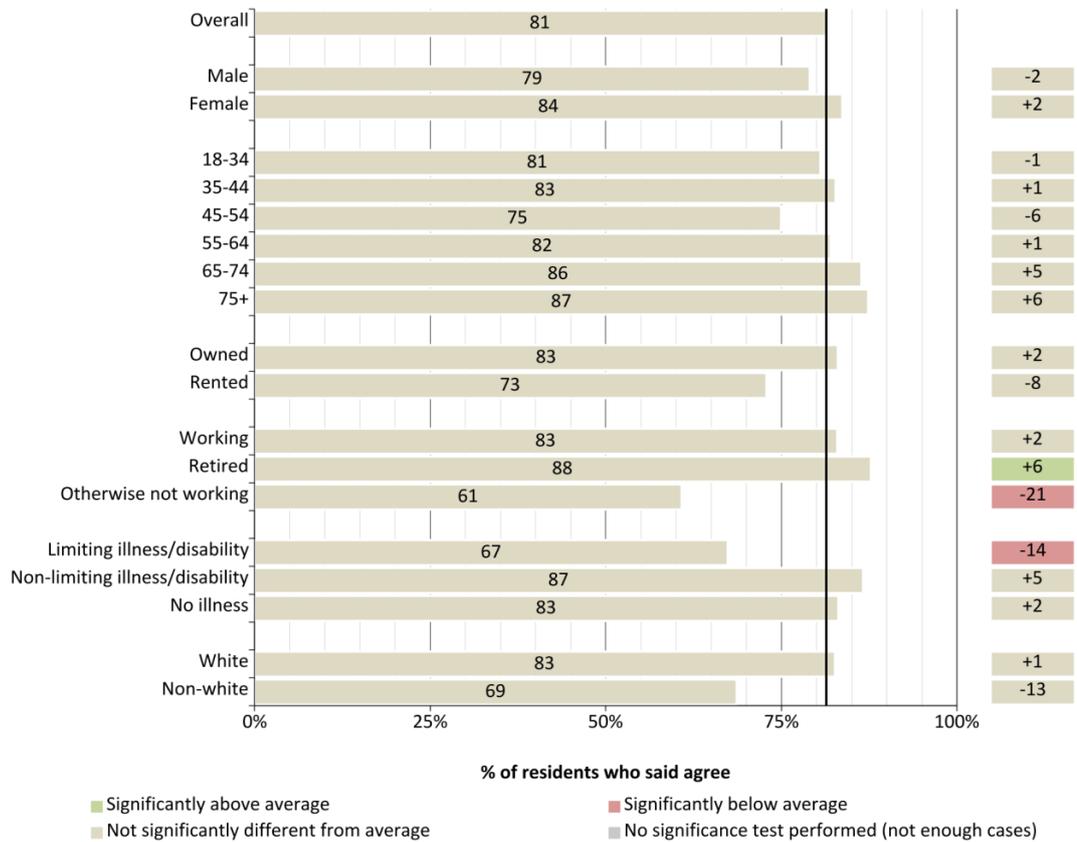
7.12 NI 1 is calculated based on the proportion of St Albans District residents who say they ‘tend to agree’ or ‘definitely agree’ that their local area is a place where people from different backgrounds get on well.

7.13 **The score for NI 1 (different backgrounds get on well together) for St Albans City and District Council is 81.4 (85.3 in 2008). The higher the score the better the result.**

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. Those who are currently not working and those with a limiting illness or disability are significantly less likely to feel that their local area is somewhere where people from different backgrounds get on well together.

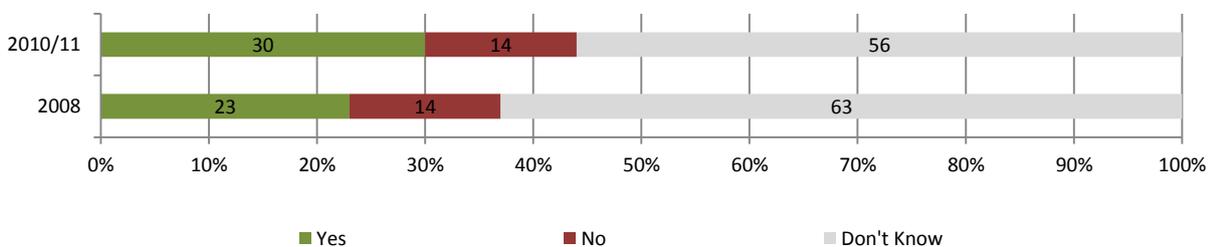
Figure 36: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?  
Base: All residents (690)



### Support for Older People

7.15 When St Albans District residents were asked if there are sufficient services and support for older people which allow them to continue to live at home as long as they want to, 30% said yes. The proportion saying yes is 7 percentage points higher in 2010/11 than in 2008 (23%).

Figure 37: 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? (This can include help or support from public, private or voluntary services or from family, friends and the wider community).  
Base: All residents 2008 (1,850); 2010 (837)

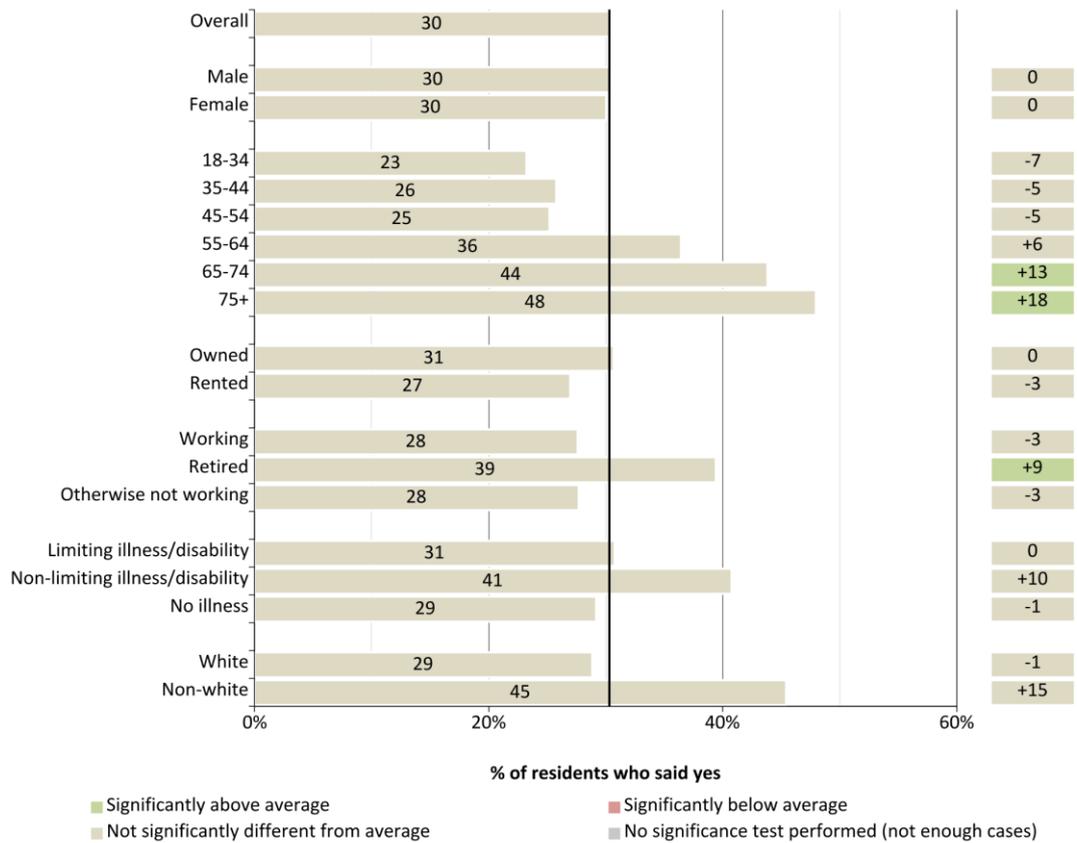


7.16 NI 139 is calculated based on the proportion of St Albans District residents expressing an opinion believing that older people locally receive the support they need to live independently at home as long as possible. In this case the calculation includes 'don't know' responses.

7.17 The score for NI 139 (support for older people) for St Albans City and District Council is 30.3 (23.0 in 2008). The higher the score the better the result.

7.18 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. Those with a limiting illness or disability are significantly more likely to feel that older people in their local area are able to get the services and support they need to continue to live at home for as long as they want to.

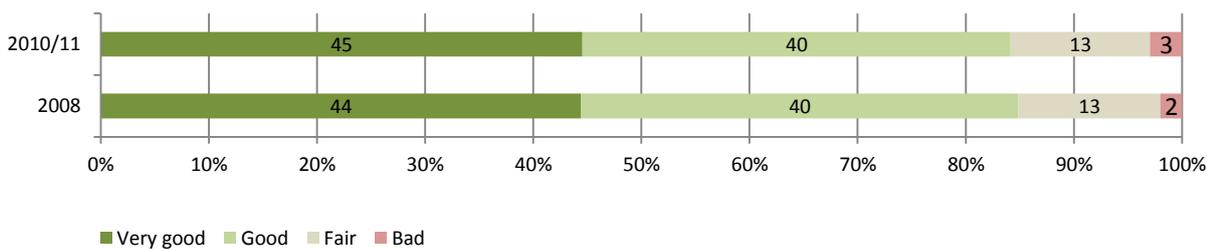
Figure 38: In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to?  
Base: All residents (805)



### Health and Wellbeing

7.19 The majority of St Albans District residents report that they have good or very good health in general (85%) while only 3% report having bad or very bad health. Results in 2010/11 are comparable with those in 2008.

Figure 39: How is your health in general? Would you say it is?  
Base: All residents 2008 (1,846); 2010 (857)

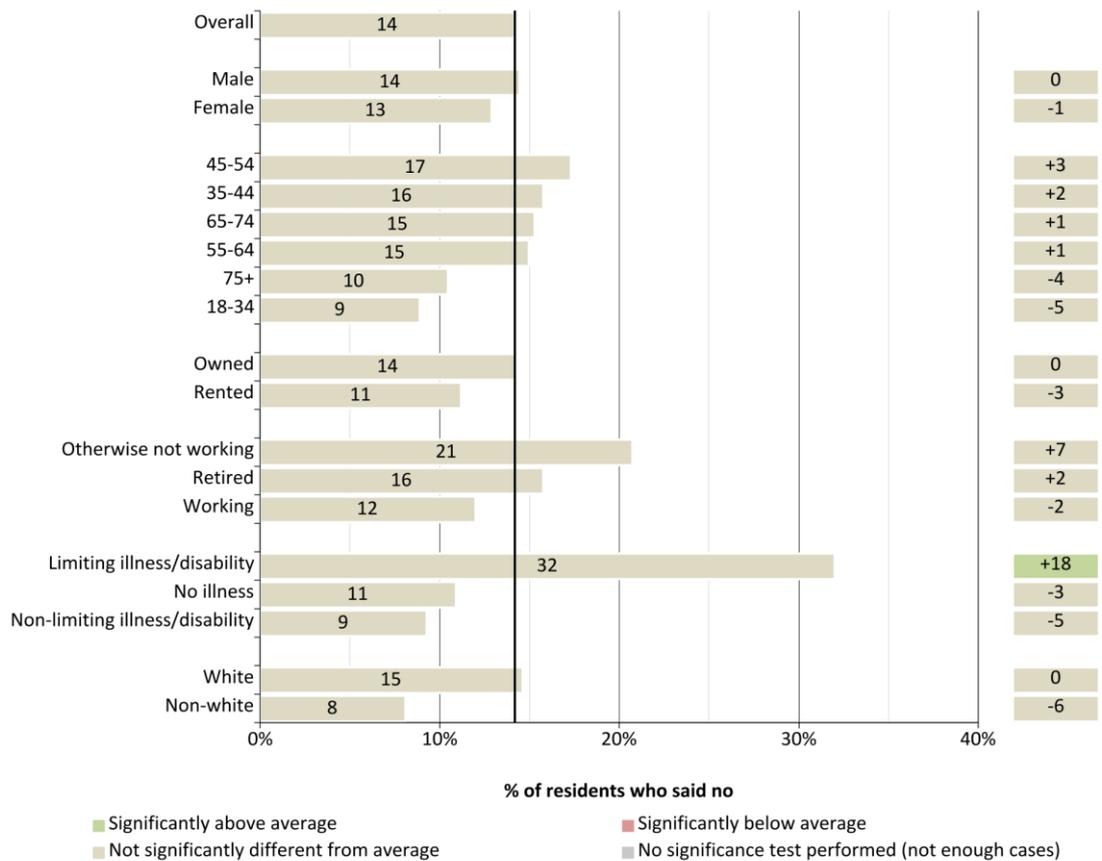


7.20 NI 119 is calculated based on the proportion of St Albans District residents stating that their health is 'very good' or 'good'.

7.21 **The score for NI 119 (general health) for St Albans City and District Council is 84.5 (84.0 in 2008). The higher the score the better the result.**

7.22 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. Younger residents and those currently working are significantly more likely to say that their health is good, while those aged 65+ and retired or otherwise not working are significantly less likely to have good health.

Figure 40: How is your health in general? Would you say it is...?  
Base: All residents (839)

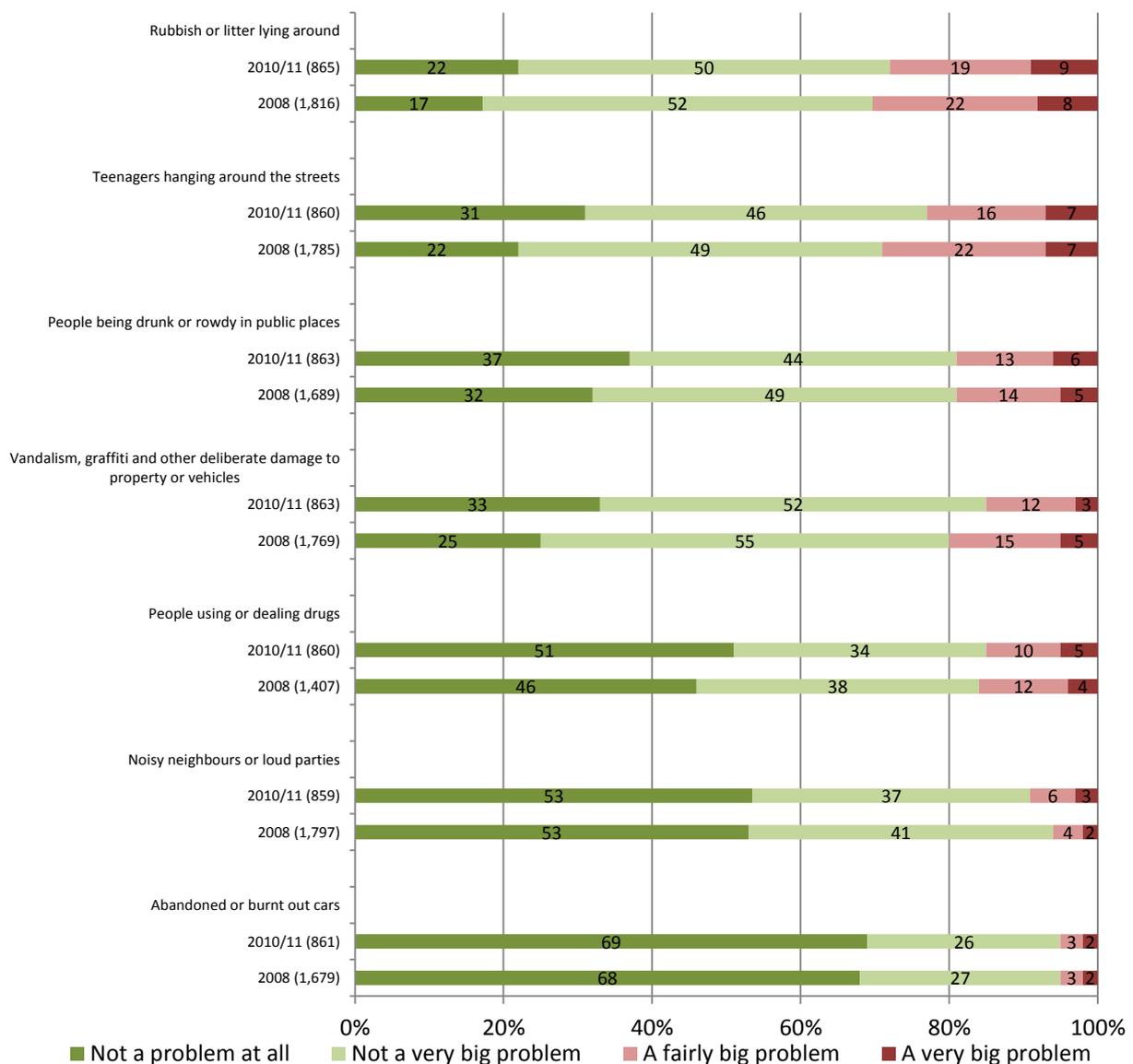


## Chapter 8: Community Safety

### Anti-social Behaviour

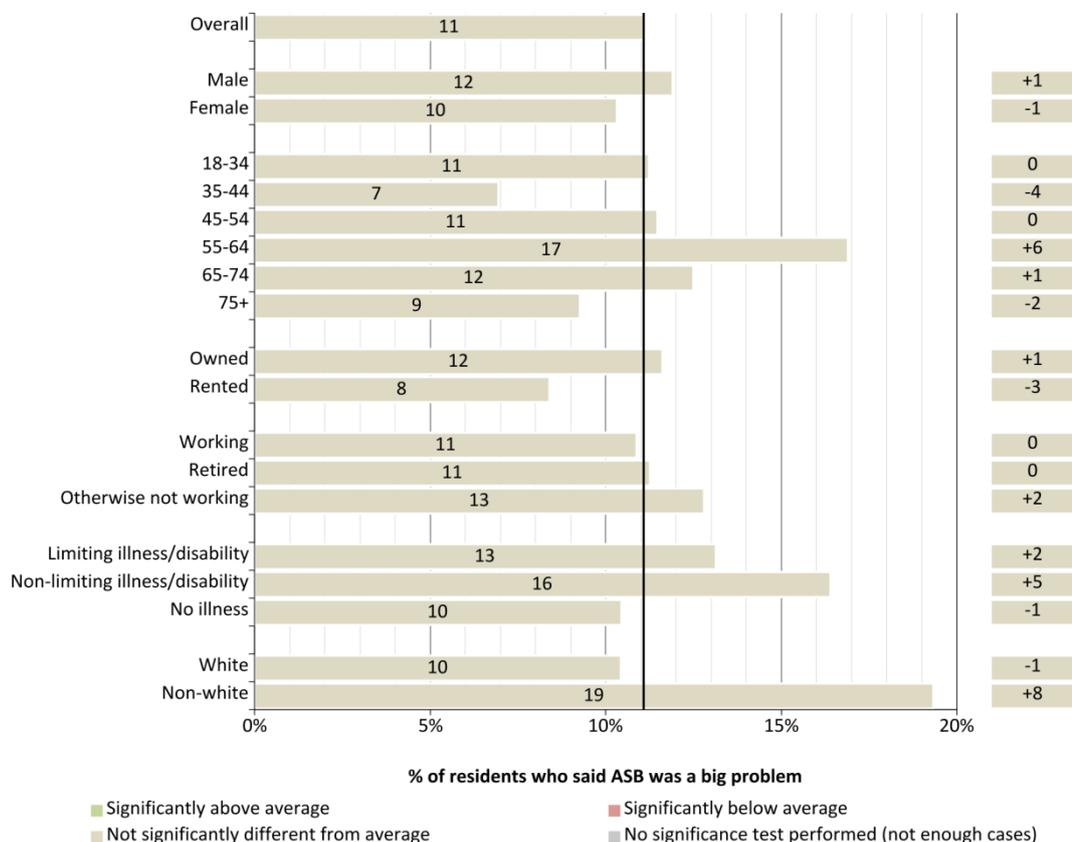
- 8.1 While the biggest two anti-social problems in St Albans (*rubbish or litter lying around* (28%), and *teenagers hanging around the streets* (23%)) were the same in 2008, the proportion of residents who thought that these were big problems has decreased slightly (2% and 5% respectively). In particular, there has been an increase in those who felt that both of these issues were *not a problem at all* (5% and 9% respectively).

Figure 41: Thinking about your local area, how much of a problem do you think each of the following are...?  
Base: All residents (number of respondents shown in brackets). Note: Values <2 are not shown



- 8.2 In St Albans District the anti-social behaviour selected by the fewest residents in both 2010/11 and 2008 as a big problem is *abandoned or burnt out cars* and *noisy neighbours or loud parties*.
- 8.3 NI 17 is calculated based on the proportion of St Albans District residents with a high level of perceived anti-social behaviour calculated from the combined responses to seven questions about anti-social behavioural problems (as in Figure 41). In this case 'No opinion' is included as a valid response in the calculation of this score.
- 8.4 **The score for NI 17 (anti-social behaviour being a problem) for St Albans City and District Council is 11.1 (10.1 in 2008). The lower the score the better the result.**
- 8.5 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.

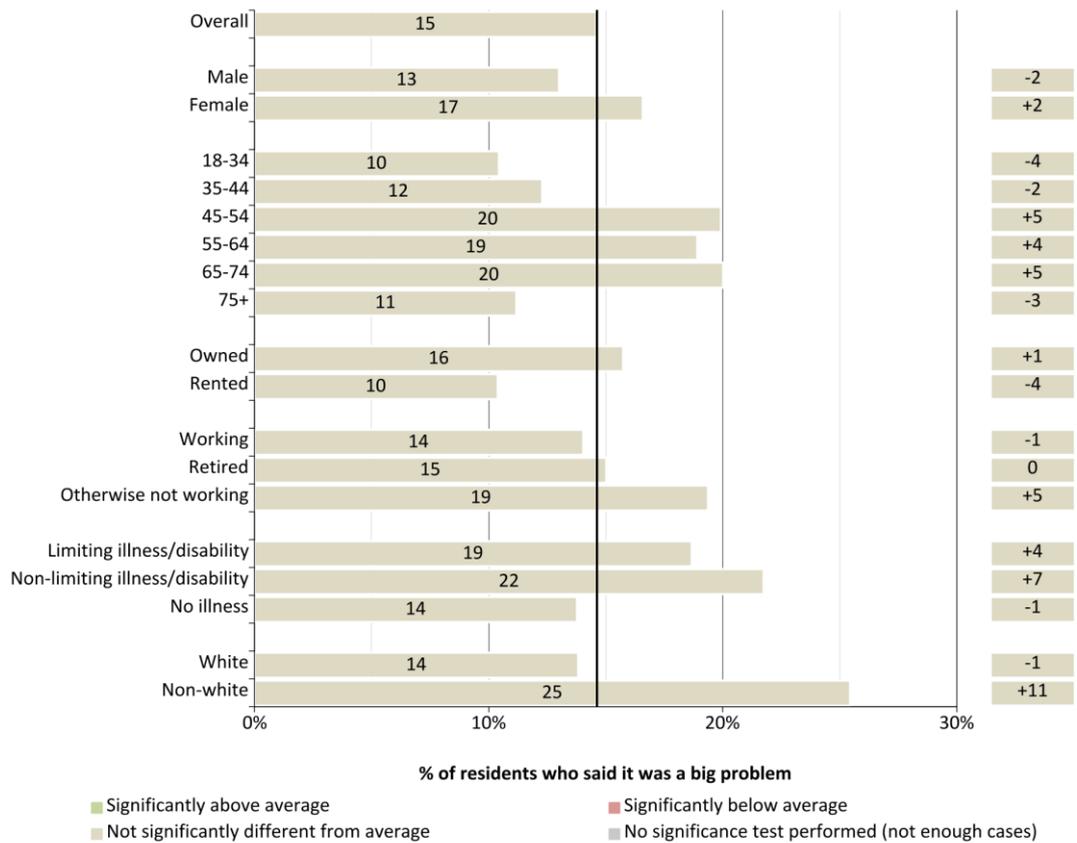
Figure 42: Perceptions of anti-social behaviour  
Base: All residents (824)



- 8.6 15% of St Albans District residents reported that *people using or dealing drugs* is a big problem, of which 5% feel that this is a very big problem (see Figure 41).
- 8.7 NI 42 is calculated based on the proportion of St Albans District residents who felt that people using or dealing drugs was a very or fairly big problem in the area. In this case 'No opinion' is not included as a valid response in the calculation of this score.
- 8.8 **The score for NI 42 (drug use and dealing being a problem) is 14.6 (15.6 in 2008). The lower the score the better the result.**

8.9 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 43: Thinking about your local area, how much of a problem do you think each of the following are...? People using or dealing drugs  
Base: All residents (825)



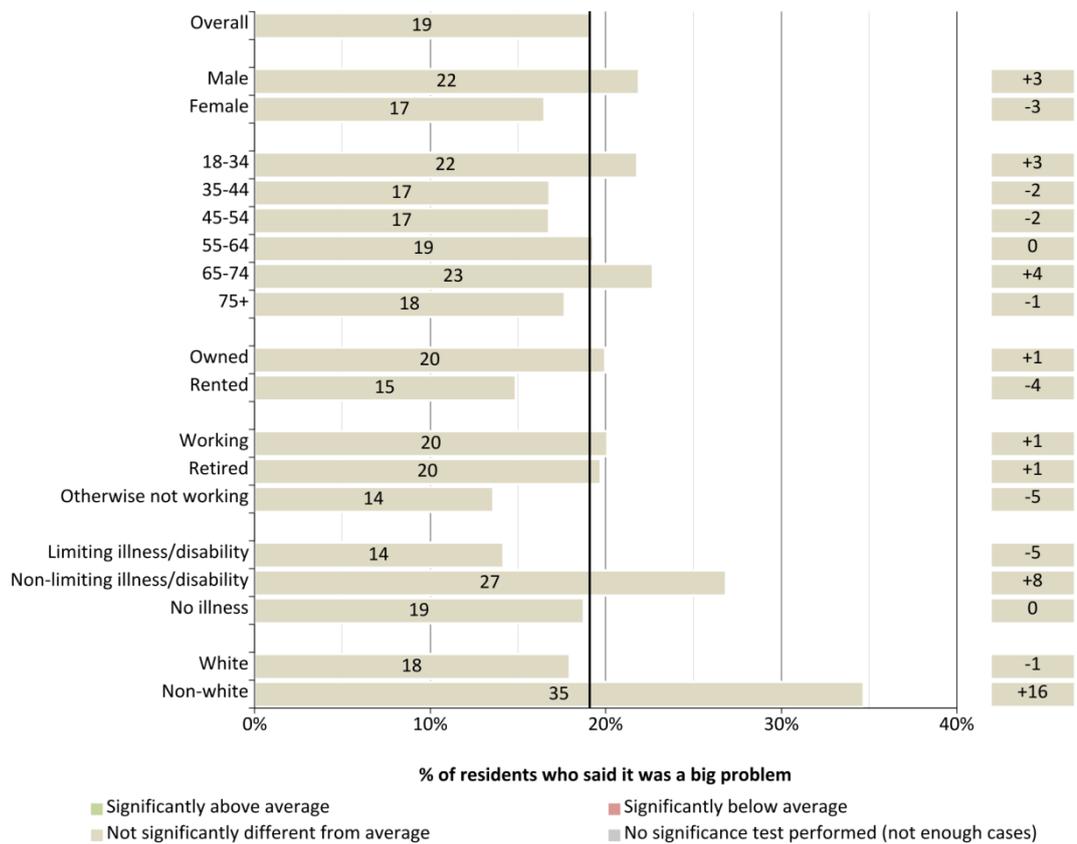
8.10 *People being drunk or rowdy* was scored by 6% of St Albans District residents as a very big problem and by a further 13% as a fairly big problem (19% in total) (See Figure 41).

8.11 NI 41 is calculated based on the proportion of St Albans District residents who felt that people being drunk or rowdy was a very or fairly big problem in the area. In this case 'No opinion' is not included as a valid response in the calculation of this score.

8.12 **The score for NI 41 (drunk or rowdy behaviour being a problem) is 19.1 (18.6 in 2008). The lower the score the better the result.**

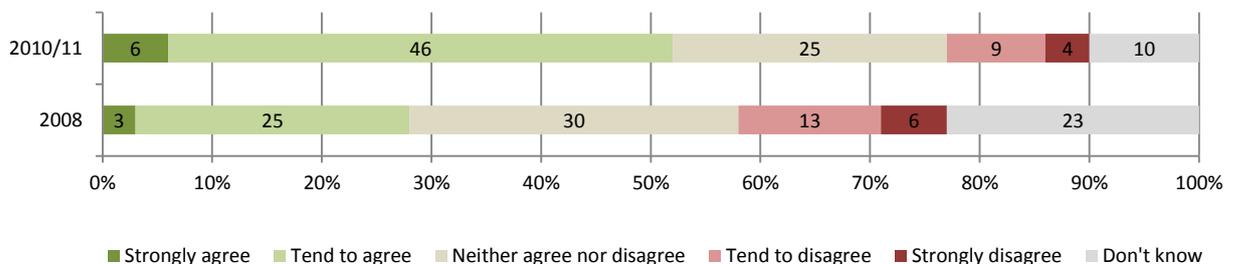
8.13 The following chart (overleaf) shows how the responses for this score vary across different sub-groups of the population. Results for sub-groups which are significantly better than the overall score are highlighted in green, whilst results which are significantly poorer are highlighted in red.

Figure 44: Thinking about your local area, how much of a problem do you think each of the following are...? People being drunk or rowdy in public places  
 Base: All residents (828)



- 8.14 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.
- 8.15 Over half (52%) of St Albans District residents agree that the police and other public services are successfully dealing with these issues in their local area. This compares to only 28% in 2008 indicating a marked improvement.
- 8.16 It should be noted that notable proportions of residents selected the neutral options of neither agree nor disagree and don't know.

Figure 45: 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 residents 2008 (1,797); 2010 (864)



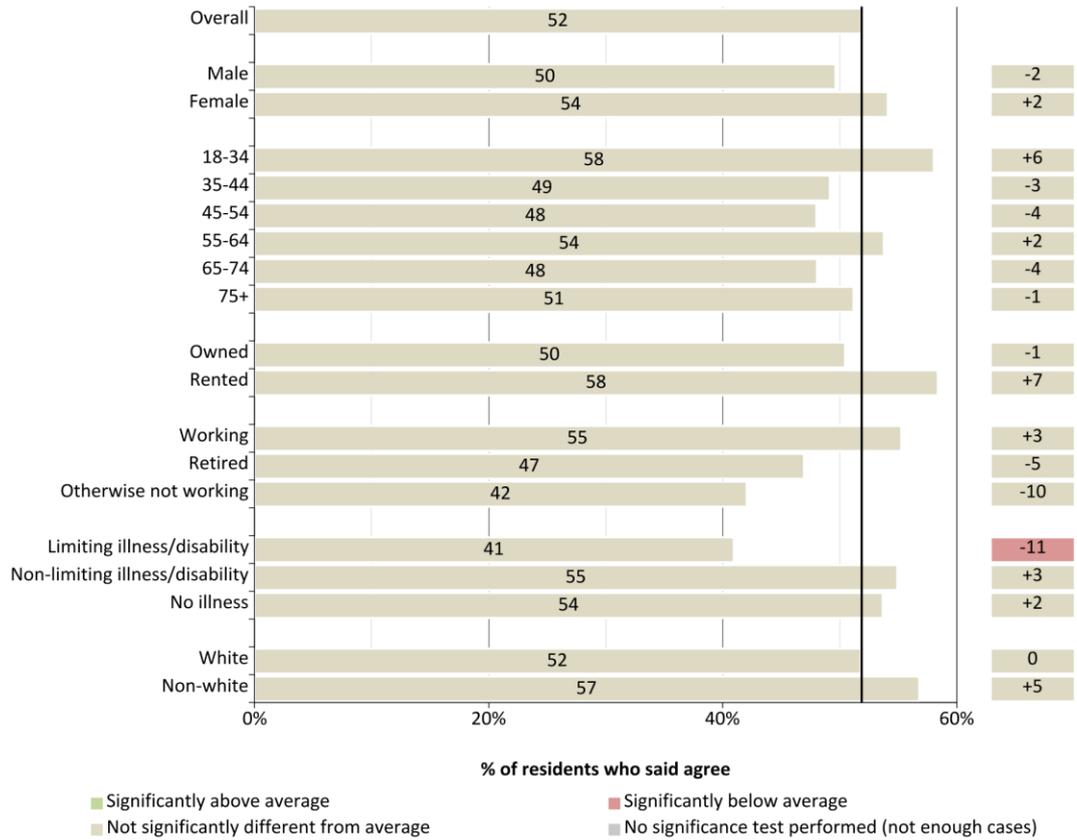
- 8.17 NI 21 is calculated based on the proportion of St Albans District residents who agree that the police and other local public services are dealing with anti-social behaviour issues in the local area. In this case 'don't know' responses are included in the calculation.

8.18 **The score for NI 21 (Council and Police dealing with anti-social behaviour) for St Albans City and District Council is 51.9 (28.2 2008). The higher the score the better the result.**

8.19 The following chart 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 46: 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 residents (830)



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**Opinion Research Services** The Strand, Swansea SA1 1AF  
enquiries **01792 535300** · [info@ors.org.uk](mailto:info@ors.org.uk) · [www.ors.org.uk](http://www.ors.org.uk)

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