

Appendix C - Community Survey Results 2010/11

Local Public Service

Percentage of residents	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Change
Very or fairly <u>satisfied</u> with the way that St Albans City and District Council runs things	Higher	42%	55%	+ 13%
Strongly or tending to <u>agree</u> that St Albans City and District Council provide Value for Money	Higher	29%	36%	+ 7%

Percentage of residents very or fairly <u>satisfied</u> with the following services run by the district council	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Change
Parks and open spaces	Higher	87%	90%	Within sampling error
Local tips/household waste recycling centres	Higher	81%	85%	Within sampling error
Street Markets	Higher	Not asked	82%	n/a
Refuse collection	Higher	74%	78%	Within sampling error
Doorstep recycling	Higher	72%	75%	Within sampling error
Keeping public land clear of litter and refuse	Higher	60%	71%	+ 11%
Events and festivals	Higher	Not asked	57%	n/a
Museum / galleries	Higher	54%	55%	Within sampling error
Theatres/concert halls	Higher	52%	55%	Within sampling error
Sport/leisure facilities	Higher	43%	48%	Within sampling error
Parking	Higher	Not asked	41%	n/a
Planning and building control	Higher	Not asked	28%	n/a
Housing services	Higher	Not asked	27%	n/a
Sustainability and climate change	Higher	Not asked	21%	n/a

Local Area

Percentage of residents	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Change
Who feel they very and fairly strongly <u>belong</u> to their neighbourhood	Higher	59.9%	66.7%	+ 6.8%
That overall are very and fairly <u>satisfied</u> with local area	Higher	90.3%	90.1%	Within sampling error
Over 65 year olds that are very or fairly <u>satisfied</u> with both home and neighbourhood	Higher	88.2%	91.7%	Within sampling error

Residents perception of 2010/11 priorities	Percentage strongly or tending to <u>agree</u>
Improving the streetscene and public realm, including with Hertfordshire County Council seeking improvement to highways	91%
Continuing to provide value for money efficiencies including Council Tax of no more than the rate of annual inflation	91%
Continuing to protect and legally defend the Green Belt from additional housing development	90%
Extending sustainability, including recycling 60% of all household waste by 2015	87%
Supporting the provision of smaller scale cinemas to improve facilities for young people	80%
Making the District even greener and more attractive with an annual District in Bloom project	75%
Reducing the city centre traffic congestion and the District's carbon footprint by working with Network St Albans transport partners	74%
Providing a new leisure centre, pool, spa and youth facilities at Westminster Lodge in 2012 and sport facility in London Colney	69%
Improving citizen engagement and fulfilling our promise to customers	66%
Delivering the District Vision to address future challenges and ensure sustainability	53%

Information

Percentage of residents who feel very or fairly <u>well informed</u>	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Change
About local public services	Higher	39%	44%	Within sampling error
On how and where to register to vote	Higher	95%	96%	Within sampling error
On how Council Tax is spent	Higher	66%	70%	Within sampling error
On what standard of service they should expect from local public services	Higher	35%	36%	Within sampling error
On how to complain about local public services	Higher	33%	36%	Within sampling error
On how well local public services are performing	Higher	32%	33%	Within sampling error
On how they can get involved in local decision making	Higher	31%	32%	Within sampling error

Local Community

Percentage of residents	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Change
Who strongly or tend to <u>agree</u> people from different backgrounds get on well together in their local area	Higher	85.3%	81.4%	Within sampling error
Who <u>undertake</u> in civic participation in the local area	Higher	15.5%	16.2%	Within sampling error
Who have <u>undertaken</u> volunteering in the last 12 months	Higher	29.4%	31.8%	Within sampling error
With self-reported very good and good health	Higher	84.0%	84.5%	Within sampling error
Who agree older people receive the support they need to live independently	Higher	23.0%	30.3%	+ 7.3%

Local Decision Making

Percentage of residents	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Change
Who feel strongly or tend to <u>agree they can influence</u> decisions in their locality	Higher	26.7%	33.7%	+ 7%

Community Safety

Percentage of residents who feel	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Change
Anti-social behaviour is a very or fairly big <u>problem</u>	Lower	10.1%	11.1%	Within sampling error
They strongly or tend to <u>agree</u> that the local council and police deal with local concerns about anti-social behaviour and crime issues	Higher	28.2%	51.9%	+ 23.7%
Drunk or rowdy behaviour is a very or fairly big <u>problem</u>	Lower	18.6%	19.1%	Within sampling error
Drug use or drug dealing is a very or fairly big <u>problem</u>	Lower	15.6%	14.6%	Within sampling error

Percentage of people who think the issues below are a big or fairly big <u>problem</u> in their local area	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Change
Rubbish or litter lying around	Lower	30%	28%	Within sampling error
Teenagers hanging around the street	Lower	29%	23%	- 6%
People being drunk or rowdy in public places	Lower	19%	19%	Within sampling error
Vandalism, graffiti and other deliberate damage to property or vehicles	Lower	20%	15%	Within sampling error
People using or dealing drugs	Lower	16%	15%	Within sampling error
Noisy neighbours or loud parties	Lower	6%	9%	Within sampling error
Abandoned or burnt out cars	Lower	5%	5%	Within sampling error