

The Community Survey is a postal survey of 4,000 random households across the District. This survey is conducted every 2 years to assess residents' views.

The survey in 2012 was carried out between the 22 October and 7 December 2012 and 1,331 responses were received. Initial results were received on the 7 January 2013 and reported to Cabinet on the 17 January 2013. Below is a more detailed analysis of the results. A full report is also available from the Council's website.

A. Previous National Indicators

	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Community Survey 2012	Improvement since 2010/11
NI1 - % of people who believe people from difference backgrounds get on well together in their local area	Higher	85.3%	81.4%	86.8%	Yes
NI2 - % of people feel that they belong to their local area/ neighbourhood	Higher	59.9%	66.7%	73.9%	Yes
NI3 – Civic participation in the local area	Higher	15.5%	16.2%	14.8%	No
NI4 - % of people who feel they can influence decisions in their locality	Higher	26.7%	33.7%	26.5%	No
NI5 – Overall/ general satisfaction with local area	Higher	90.3%	90.1%	93.6%	Yes
NI6 – Participation in regular volunteering	Higher	29.4%	31.8%	26.4%	No
NI17 – Perceptions of anti-social behaviour	Lower	10.1%	11.1%	4.8%	Yes
NI41 – Perceptions of drunk or rowdy behaviour as a problem	Lower	18.6%	19.1%	14.8%	Yes
NI42 – Perceptions of drug use or drug dealing as a problem	Lower	15.6%	14.6%	11.8%	Yes
NI119 – Self-reported measure of people's overall health and wellbeing	Higher	84.0%	84.5%	85.4%	Yes
NI 139 - Support for older people	Higher	23.0%	30.0%	29.9%	No

B. Satisfaction with local area

Percentage of residents	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Community Survey 2012	% pts change since 2010/11
Satisfied with your local area as a place to live	Higher	90%	90%	94% ¹	+ 4%
Satisfied with the way that St Albans City and District Council runs things	Higher	42%	54%	70%	+ 16%

Percentage of residents	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Community Survey 2012	% pts change since 2010/11
Agree St Albans City and District Council provide Value for Money	Higher	29%	37%	42%	+ 5%
Who feel they very and fairly strongly belong to their local area	Higher	60%	67%	74% ²	+ 7%
Satisfied with their home as a place to live	Higher	91%	93%	92% ³	Within sampling error

¹ A 'Don't Know' response option was added to question in 2012.

² 2008 and 2010/11 referred to 'immediate neighbourhood'.

³ A 'Don't Know' response option was added to question in 2012.

C. Your Local Public Service

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	Community Survey 2012	% pts change since 2010/11
Keeping public land clear of litter and refuse	Higher	60%	72%	72%	Within sampling error
Refuse collection	Higher	74%	78%	78%	Within sampling error
Doorstep recycling	Higher	72%	75%	76%	Within sampling error
Local tips/household waste recycling centres	Higher	81%	85%	83%	Within sampling error
Sport/leisure facilities	Higher	43%	48%	53%	+ 5%
Museum / galleries	Higher	54%	55%	60%	+ 5%
Theatres/concert halls	Higher	52%	55%	61%	+ 6%
Parks and open spaces	Higher	87%	90%	91%	Within sampling error
Street Markets	Higher	Not asked	82%	81%	Within sampling error
Planning and building control	Higher	Not asked	28%	27%	Within sampling error
Housing services	Higher	Not asked	26%	29%	+ 3%
Parking	Higher	Not asked	41%	28%	- 13%
Promoting sustainability	Higher	Not asked	21%	28% ⁴	+ 7%
Events and festivals	Higher	Not asked	57%	59%	Within sampling error

⁴ in 2010/11 this was referred to as Sustainability and Climate Change

D. Information

Percentage of residents who feel very or fairly well informed	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Community Survey 2012	% pts change since 2010/11
On how and where to register to vote	Higher	95%	96%	94%	Within sampling error
On how Council Tax is spent	Higher	68%	68%	67%	Within sampling error
On how they can get involved in local decision making	Higher	28%	32%	31%	Within sampling error
On what standard of service they should expect from local public services	Higher	36%	33%	36%	+ 3%
On how well local public services are performing	Higher	33%	33%	37%	+ 4%
On how to complain about local public services	Higher	36%	36%	35%	Within sampling error

Percentage of residents	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Community Survey 2012	% pts change since 2010/11
In the past year, have seen a copy of Community News	Higher	Not asked	54%	75%	+ 21%
Read all or most of Community News	Higher	Not Asked	49%	62%	+ 13%

E. Local Decision Making

Percentage of residents	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Community Survey 2012	% pts change since 2010/11
Agreed they can influence decisions affecting local area	Higher	26%	34%	26%	- 8%
Would like to be more involved in the decisions that affect their local area	Higher	26%	26%	27%	Within sampling error

F. Helping out and getting involved

Percentage of residents	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Community Survey 2012	% pts change since 2010/11
Over the last 12 month, have given unpaid help at least once a month	Higher	29%	32%	26%	- 6%

G. Respect and consideration

Percentage of residents	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Community Survey 2012	% pts change since 2010/11
Agree that the local area is a place where people from difference backgrounds get on well together	Higher	78%	76%	87% ⁵	+ 11%
Older people in the local area are able to get the services and support they need to continue to live at home for long as they want to.	Higher	23%	30%	30%	Within sampling error

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

H. Community Safety

Percentage of residents who say is <u>not</u> a problem	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Community Survey 2012	% pts change since 2010/11
Noisy neighbours or loud parties is a problem	Higher	94%	90%	92%	Within sampling error
Teenagers hanging around the streets is a problem	Higher	71%	77%	85%	+ 8%
Rubbish or litter lying around is a problem	Higher	69%	72%	79%	+ 7%
Vandalism, graffiti and other deliberate damage to property or vehicles is a problem	Higher	80%	85%	88%	+ 3%
People using or dealing drugs is a problem	Higher	84%	85%	88%	+ 3%
People being drunk or rowdy in public places is a problem	Higher	81%	81%	85%	+ 4%
Abandoned or burnt out cars is a problem	Higher	95%	95%	98%	+ 3%

Percentage of residents that	Higher or Lower is better	Place Survey 2008/09	Community Survey 2010/11	Community Survey 2012	% pts change since 2010/11
Agree that the Police and other local public services are successfully dealing with these issues in their local area	Higher	20%	58%	80% ⁶	+ 22%

⁶ Using valid responses only. The option to ‘Neither agree or disagree’ was removed from the question in 2012, after being included in 2010/11 and 2008. 24% of respondents selected Don’t Know in 2012, compared to only 10% in 2010/11.