

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 2015 was carried out between the 19th October and 4th December 2015 and 1,314 responses were received.

A. Previous National Indicators

	Higher or Lower is better	2008/09	2010/11	2012	2015	Improved since 2012?
NI1 - % of people who believe people from different backgrounds get on well together in their local area	Higher	85.3%	81.4%	86.8%	88.2%	Yes
NI2 - % of people feel that they belong to their local area/ neighbourhood	Higher	60.0%	66.7%	73.9%	75.0%	Yes
NI3 – Civic participation in the local area	Higher	15.5%	16.2%	14.0%	10.3%	No
NI5 – Overall/ general satisfaction with local area	Higher	90.3%	90.1%	93.6%	90.5%	No
NI6 – Participation in regular volunteering	Higher	29.4%	31.8%	26.4%	21.8%	No
NI17 – Perceptions of anti-social behaviour	Lower	10.1%	11.1%	4.8%	4.8%	No
NI41 – Perceptions of drunk or rowdy behaviour as a problem	Lower	18.7%	19.1%	14.8%	12.7%	Yes
NI42 – Perceptions of drug use or drug dealing as a problem	Lower	15.6%	14.6%	11.8%	14.5%	No
NI119 – Self-reported measure of people's overall health and wellbeing	Higher	84.0%	84.5%	85.4%	86.0%	Yes

B. Satisfaction with local area

Percentage of residents	Higher or Lower is better	2008/09	2010/11	2012	2015	% pts change since 2012
Satisfied with your local area as a place to live	Higher	90%	90%	94% ¹	90%	- 4%
Satisfied with the way that St Albans City and District Council runs things	Higher	42%	54%	70%	71%	Within sampling error
Agree St Albans City and District Council provide Value for Money	Higher	29%	37%	42%	46%	+ 4%
Who feel they very and fairly strongly belong to their local area	Higher	60%	67%	74% ²	75%	Within sampling error
Satisfied with their home as a place to live	Higher	91%	93%	92% ³	92%	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	2008/09	2010/11	2012	2015	% pts change since 2012
Keeping public land clear of litter and refuse	Higher	60%	72%	72%	69%	Within sampling error
Refuse collection	Higher	74%	78%	78%	81%	Within sampling error
Doorstep recycling	Higher	72%	75%	76%	79%	Within sampling error
Sport/leisure facilities	Higher	43%	48%	53%	66%	+ 13%
Museum / galleries	Higher	54%	55%	60%	54%	- 6%
Theatres/concert halls	Higher	53%	55%	61%	59%	Within sampling error
Parks and open spaces	Higher	86%	90%	91%	88%	- 3%
Street Markets	Higher	Not asked	82%	81%	83%	Within sampling error
Planning and building control	Higher	Not asked	28%	27%	31%	+ 4%
Housing services	Higher	Not asked	26%	29%	34%	+ 5%
Parking	Higher	Not asked	41%	28%	41%	+ 13%
Events and festivals	Higher	Not asked	57%	59%	63%	+ 4%

D. Information

Percentage of residents who feel very or fairly well informed	Higher or Lower is better	2008/09	2010/11	2012	2015	% pts change since 2012
About the services and benefits the Council provides	Higher	Not Asked	Not Asked	67%	73%	+ 6%
On how and where to register to vote	Higher	96%	96%	94%	96%	+ 2%
On how Council Tax is spent	Higher	66%	68%	67%	69%	Within sampling error
On how they can get involved in local decision making	Higher	32%	32%	31%	37%	+ 6%
On what standard of service they should expect from local public services	Higher	35%	36%	36%	39%	Within sampling error
On how well local public services are performing	Higher	32%	34%	37%	38%	Within sampling error
On how to complain about local public services	Higher	33%	36%	35%	40%	+ 5%

Percentage of residents who...	Higher or Lower is better	2008/09	2010/11	2012	2015	% pts change since 2012
In the past year, have seen a copy of Community News	Higher	Not Asked	54%	75%	80%	+ 5%
Read all or most of Community News	Higher	Not Asked	49%	62%	56%	- 6%

E. Helping out and getting involved

Percentage of residents	Higher or Lower is better	2008/09	2010/11	2012	2015	% pts change since 2012
Over the last 12 month, have given unpaid help at least once a month	Higher	29%	32%	26%	22%	- 4%

F. Respect and consideration

Percentage of residents	Higher or Lower is better	2008/09	2010/11	2012	2015	% pts change since 2012
Agree that the local area is a place where people from different backgrounds get on well together	Higher	85%	82%	87% ⁵	88%	Within sampling error

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

G. Community Safety

Percentage of residents who say is <u>not</u> a problem	Higher or Lower is better	2008/09	2010/11	2012	2015	% pts change since 2012
Noisy neighbours or loud parties is a problem	Higher	93%	91%	92%	94%	Within sampling error
Groups hanging around the streets is a problem ⁶	Higher	71%	77%	85%	84%	Within sampling error
Rubbish or litter lying around is a problem	Higher	70%	72%	79%	76%	Within sampling error
Vandalism, graffiti and other deliberate damage to property or vehicles is a problem	Higher	80%	85%	88%	92%	+ 4%
People using or dealing drugs is a problem	Higher	84%	85%	88%	86%	Within sampling error
People being drunk or rowdy in public places is a problem	Higher	81%	81%	85%	87%	Within sampling error
Abandoned or burnt out cars is a problem	Higher	95%	95%	98%	98%	No change

⁶ Previously worded as "Teenagers hanging around the streets" in 2008 and 2010/11

Percentage of residents that	Higher or Lower is better	2008/09	2010/11	2012	2015	% pts change since 2012
Agree that the Police and other local public services are successfully dealing with these issues in their local area	Higher	37%	58%	80% ⁷	76%	- 4%

⁷ 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. 21% of residents selected 'Don't know' in 2015, compared to 24% in 2012 and just 10% in 2010/11.