



St Albans City and District Council Community Survey 2018



Opinion Research Services

Report of findings

January 2019



St Albans City and District Council Community Survey 2018



Report of findings by Opinion Research Services

Opinion Research Services

The Strand · Swansea · SA1 1AF
01792 535300 | www.ors.org.uk | info@ors.org.uk

As with all our studies, findings from this survey are subject to Opinion Research Services' Standard Terms and Conditions of Contract.

Any press release or publication of the findings of this survey requires the advance approval of ORS. Such approval will only be refused on the grounds of inaccuracy or misrepresentation

This study was conducted in accordance with ISO 20252:2012

© Copyright January 2019

Contents

Contents	3
The ORS Project Team	4
1. Project Overview	5
Main Conclusions and Recommendations.....	10
2. Executive Summary	11
Summary of Main Findings	11
3. About your area.....	14
4. Your Local Public Services.....	24
5. Information	27
6. Environment.....	36
7. Helping Out and Getting Involved	38
8. Respect and Consideration.....	41
9. Community Safety	44
10. About You.....	51
11. Summary of National Indicators.....	53
12. List of Tables and Figures	54
Tables.....	54
Figures.....	55

The ORS Project Team

Project management and reporting

Kester Holmes

Alys Thomas

Christopher Doel

Data processing and fieldwork management

Leanne Hurlow

Joseph DeMarco

Data analysis

Richard Harris

Matjaž Bone

Sheng Yang

Peter Maggs

1. Project Overview

The Survey

- 1.1 Opinion Research Services (ORS) was commissioned by St Albans City and District Council to undertake its 2018 Community Survey using a postal and online methodology. The survey captures residents' general views and perceptions towards the Council and the services it provides and is used to explore changes in these opinions over time.
- 1.2 The survey was designed to repeat some key questions from the national Place Survey of 2008, as well as the 2010, 2012 and 2015 Community Surveys (all of which were also designed and analysed by ORS).
- 1.3 The survey contained questions on the following topics:
 - About Your Area
 - Your Local Public Services
 - Information
 - Environment
 - Helping Out and Getting Involved
 - Respect and Inclusion
 - Community Safety
- 1.4 In 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. For the purpose of longitudinal analysis some of the National Indicators remain, but the research also explores other aspects of living in the district which are particularly relevant to St Albans City and District Council.

Survey Response

- 1.5 4,000 questionnaires were sent out by post the week commencing 8th October 2018, with one reminder sent to non-responders. A total of 1,326 were returned complete. Of these, 1,244 were returned by post and a further 82 were fully or partially completed online, yielding a response rate of 33%.

Weighting the Data

- 1.6 The extent to which results can be generalised from a sample depends on how well the sample represents the population from which it is drawn. Although a random sample of addresses was selected, different types of people in different places may have been more or less likely to take part.
- 1.7 Under these circumstances, inferences about the views of the population can be improved by calculating weights for any under or over-sampling of particular groups. Characteristics identified in the

returned sample (completed surveys) were checked against comparative data for the population of St Albans (in this case, from Census 2011 population data and Mid-year Population Estimates for 2017).

- 1.8 Weights were then assigned by comparing the sample proportions for particular groups with known population characteristics from other sources for the same groups. Each observation was then multiplied by its weight to ensure that the weighted sample conformed to the known population characteristics.
- 1.9 The returned sample was weighted by the number of eligible adults in the household, interlocked age and gender (using 2017 Mid-Year Estimates), working status, disability, tenure and ethnicity (all Census). The weighted data should, therefore, be broadly representative of the population of St Albans. When the un-weighted data is discussed the report refers to ‘respondents’ but for weighted data it refers to ‘residents’.
- 1.10 The tables on the following pages show the profile characteristics of respondents to the survey. Any value denoted by a * represents a percentage which is less than 1%.

Table 1: Gender - All Residents

Gender	Unweighted Count	Unweighted Valid %	Weighted Valid %
Male	555	46	45
Female	654	54	55
Not known	117	-	-
TOTAL	1,326	100	100

Table 2: Age - All Residents

Age	Unweighted Count	Unweighted Valid %	Weighted Valid %
Aged 18 to 34	85	7	19
Aged 35 to 44	202	16	22
Aged 45 to 54	241	19	22
Aged 55 to 64	234	19	16
Aged 65 to 74	260	21	11
Aged 75+	225	18	10
Not known	79	-	-
TOTAL	1,326	100	100

Table 3: Ethnic Origin - All Residents

Ethnic Group	Unweighted Count	Unweighted Valid %	Weighted Valid %
White	1,165	95	91
Non-white	67	5	9
Not known	94	-	-
TOTAL	1,326	100	100

Table 4: Long-standing illness/Disability - All Residents

Long-standing illness/Disability	Unweighted Count	Unweighted Valid %	Weighted Valid %
----------------------------------	------------------	--------------------	------------------

Long-standing illness/disability	308	25	15
No illness/disability	909	75	85
Not known	109	-	-
TOTAL	1,326	100	100

Table 5: Working Status - All Residents

Working Status	Unweighted Count	Unweighted Valid %	Weighted Valid %
Working	653	53	64
Retired	472	38	20
Otherwise not working	107	9	16
Not known	94	-	-
TOTAL	1,326	100	100

Table 6: Tenure - All Residents

Tenure	Unweighted Count	Unweighted Valid %	Weighted Valid %
Owned	1,037	84	79
Rented	201	16	21
Not known	88	-	-
TOTAL	1,326	100	100

Interpretation of the Data

^{1.11} 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 residents making relevant responses. Where possible, the colours of the charts have been standardised with a ‘traffic light’ system in which:

- Green shades represent positive responses
- Beige and purple shades represent 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.

^{1.12} Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. In some cases, figures of 2% or below have been excluded from graphs to ensure they are easy to read.

^{1.13} It should be remembered that a sample, and not the entire population of the district, has been surveyed. In consequence, all results are subject to sampling tolerances, which means that not all differences are statistically significant. When considering changes in responses between this year’s survey and 2015’s survey, and between different groups within the population, differences have been analysed using appropriate statistical means to check for statistical significance (i.e. not happened ‘by chance’). Statistical significance is at a 95% level of confidence.

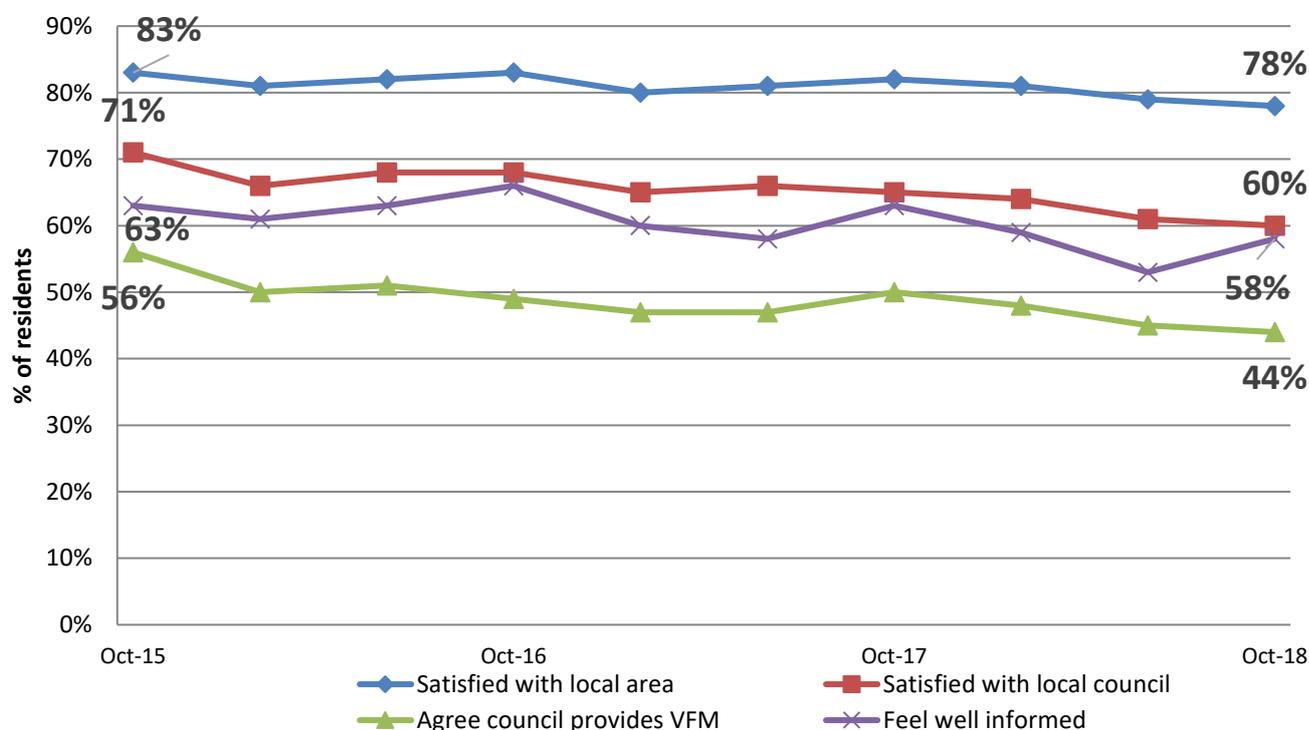
Comparisons

- ^{1.14} Where appropriate the results of this survey have been compared with results from the previous 2015, 2012 and 2010 Community Surveys and the 2008 National Place Survey. It should be noted that while many of the results are largely comparable, differences in question wording, ordering and sample sizes may have had an impact on comparability.
- ^{1.15} Changes to the questionnaire design which may affect comparability are indicated in footnotes and the main text.

National context

- ^{1.16} Four of the key headline questions asked in the St Albans Community Survey (satisfaction with local area, satisfaction with how the Council runs things, agreement that the Council provides value for money, and feeling informed) align with indicators set by the Local Government Association (LGA) to measure how satisfied respondents are with their local area and council. These are asked as part of the LGA's national (i.e. England-wide) telephone survey, which is carried out three times a year (in February, June and September/October) with approximately 1,000 respondents per wave.
- ^{1.17} Recent results from the LGA survey suggest a national context of declining results where respondents are asked about their local area and council, as the figure below illustrates.

Figure 1: Recent results from national LGA Polling¹ for the four indicators also asked about in the St Albans Community Survey 2018 (NB don't know treated as valid). Base: Approx. 1,000 British adults per four-monthly wave



¹ Source: <https://www.local.gov.uk/polling-resident-satisfaction-councils-october-2018>. The chart contains data for the period autumn 2015 to autumn 2018 – this is to correspond as closely as possible to the time period between the 2015 and 2018 St Albans surveys. October 2018 is the most recent wave for which data is available (at time of writing).

- ^{1.18} While it would be inappropriate to make direct comparisons between the actual results from the LGA polling and the St Albans Community Survey (because of key differences in methodology that can affect results i.e. one being an interviewer-led telephone survey, the other being a self-completion postal/online survey), this national context is nonetheless useful for interpreting any changes (particularly negative changes) in St Albans. Therefore, where relevant, this report refers to national trends over a similar period.
- ^{1.19} It is difficult to attribute these wider trends to any specific cause; however, it may in part be due to aspects of the current environment given the uncertainty surrounding Brexit and the economic and political situation globally.

Acknowledgements

- ^{1.20} ORS would like to thank Scott Rawlinson, Maria Cutler and Harry Graham at St Albans City and District Council for their help and assistance. We would also like to thank the 1,326 people who took part in the survey, without whose valuable input the research would not have been possible.

Main Conclusions and Recommendations

1.21 Some positive indicators have been outlined below as well as areas for consideration. Please bear in mind that these comparisons are an arbitrary indication of performance.

Areas of high performance

1.22 Satisfaction with the local area as a place to live remains high (90%) and the proportion feeling that they belong to their local area (77%) is at the highest level seen.

1.23 Compared to 2015, residents are more likely to feel informed about how to get involved in local decision-making and about how local public services are performing.

1.24 While views of many public services have declined (both locally and nationally), satisfaction with museums and galleries has seen a statistically significant increase since 2015 (of 10 percentage points).

Areas for consideration

1.25 Although most residents (66%) remain satisfied with the way the council runs things, there has been a statistically significant decrease since 2015 (when 71% were satisfied). There has also been a decrease in the proportion that feel the council provides value for money (38%; down from 46% in 2015). It is worth noting, however, that these changes have taken place against a wider backdrop of nationally declining results (see Figure 1 above) which suggest that councils elsewhere are likely to be similarly affected by declining satisfaction among residents.

1.26 There have been statistically significant increases in the proportions of residents identifying most types of anti-social behaviour as either a very or fairly big problem, particularly: rubbish or litter lying around (up by 15 percentage points), people using or dealing drugs (up by 12 percentage points), and vandalism and deliberate damage (up by 11 percentage points).

1.27 Similarly, the proportion of residents who agree that the police are successfully dealing with the anti-social behaviour issues listed in the survey has declined, from 76% in 2015 to 68% in 2018.

2. Executive Summary

Summary of Main Findings

^{2.1} The following paragraphs selectively highlight some key findings, but readers are referred to the detailed graphics for the full story. The suite of ORS reports also includes full cross tabulations.

Satisfaction with Local Area and St Albans City and District Council

^{2.2} Overall, 9 in 10 residents (90%) are satisfied with their local area as a place to live, and this result is in line with 2015. Only 5% said that they are dissatisfied with their local area as a place to live.

^{2.3} Around two thirds (66%) of residents are satisfied with the way St Albans City and District Council runs things,² and nearly two fifths (38%) of residents agree that St Albans City and District Council provides value for money (13% are satisfied and 24% disagree, respectively). The results to both questions have declined since 2015; however, it is worth noting that in the wider, national context there is also evidence of declining results (see Figure 5 above).

^{2.4} Just over three quarters (77%) of residents say that they feel they belong either very strongly or fairly strongly to their local area (75% in 2015).

Your Local Public Services

^{2.5} The public services that are used most frequently³ by residents are refuse collection, doorstep recycling, parking, and parks and open spaces. Those used least frequently include planning and building control, theatres/concert halls and museums/galleries.

^{2.6} The public services with which residents are most satisfied are parks and open spaces (87%), street markets (84%) and refuse collection (82%), which were also the top three public services in 2015 in terms of satisfaction levels. Parking continues to attract the highest levels of dissatisfaction (41% in 2018, compared with 33% in 2015 and 49% in 2012).

Contact with the Council

^{2.7} More than two thirds (69%) of residents agree that they are kept either fairly or very well informed by St Albans City and District Council about the services and benefits it provides. However, nearly a third (31%) feel either not very well informed or not well informed at all.

² The preamble to this question has changed slightly over time to inform residents of different services provided by St Albans City and District Council; some caution should therefore be exercised when comparing results over time.

³ Based on the proportion of residents who use the service at least once a month

- 2.8 The proportion of residents who feel informed is 4 percentage points lower than in 2015 (73%) although this change is not quite significant at 95% confidence and, moreover, there is evidence that fewer feel informed nationally.
- 2.9 Most residents feel well informed about how and where to register to vote (97%) and about how their council tax is spent (73%). While less than half feel well informed about how well local services are performing (43%) and how to get involved in local decision making (46%), these results have improved since 2015 (by 5 and 10 percentage points respectively).
- 2.10 Around three quarters of residents had contacted the Council in the 12 months prior to the survey, most commonly by visiting the website (www.stalbans.gov.uk) or by telephone. Nearly three quarters (74%) were satisfied with the outcome of their contact, and a similar proportion found it easy to resolve their query or conduct their business with the Council (72%).
- 2.11 The proportion who had made a complaint to the Council about a service in the previous year was 15% (12% in 2015). 7 in 10 of those who complained (70%) agree that staff were helpful and polite, although fewer than this (56%) agree that they were treated fairly.
- 2.12 Around four fifths (79%) of residents had seen a copy of 'Community News' in the past year, in line with 2015 (80%). More than half (54%) of these read either most or all of the publication (again, a similar result to 2015 – 56%), while only 2% did not look at the information at all.
- 2.13 As in previous years, residents who have at least glanced at Community News tend to be positive about the publication: in particular, more than 9 in 10 feel it is informative (93%) and that the information is easy to understand (98%). However, fewer residents (though still a majority) agree that the articles are relevant to them (69%).

Environment

- 2.14 Two new questions introduced in 2018 asked respondents about environmental issues.
- 2.15 A large majority (82%) agree that they are concerned about environmental issues and would like to see more action taken locally to address them; only 2% disagree.
- 2.16 Respondents were also asked how they would rank various environmental issues according to how concerned they were about them. A ranking analysis was then conducted to help interpret the results: this suggested that residents are most concerned about 'air quality, traffic congestion and public transport', followed by 'reducing waste and increasing recycling' and 'street cleanliness and fly tipping'.

Helping Out and Getting Involved

- 2.17 Residents were asked how often they had given unpaid help to any groups, clubs or organisations during the previous 12 months. Just over half (52%) had not given any unpaid help during the 12 months prior to the survey, although 3 in 10 (30%) had done so at least one a month.
- 2.18 The proportion of residents who have given unpaid help at least once a month in the last twelve months is significantly higher (by 8 percentage points) than in 2015, and at the highest level seen since 2010.

Respect and Consideration

^{2.19} When asked the extent to which they agree or disagree that their local area is a place where people from different backgrounds get on well together, nearly 9 in 10 (87%) residents agree, compared to just 13% who disagree.

Community Safety

^{2.20} The biggest anti-social behaviour concerns are rubbish and litter lying around and people using and dealing drugs (felt to be very or fairly big problems by 39% and 26% of residents respectively).

^{2.21} Moreover, there have been statistically significant increases (since 2015) in the proportions identifying these and three other types of anti-social behaviour (vandalism, graffiti and deliberate damage; people being drunk or rowdy; and noisy neighbours and loud parties) as problems.

^{2.22} Although the majority still agree, there has been a decrease in the proportion who agree that the police and other local public services are successfully dealing with these issues in the local area: 68% agree with this statement in 2018 (53% if treating 'don't know' as a valid response), compared with 76% in 2015 (60% with valid don't knows)⁴.

About You

^{2.23} A substantial majority (83%) of St Albans residents report that their health is either good or very good, while 4% report having bad or very bad health. Results to this question have remained fairly consistent since the question was introduced.

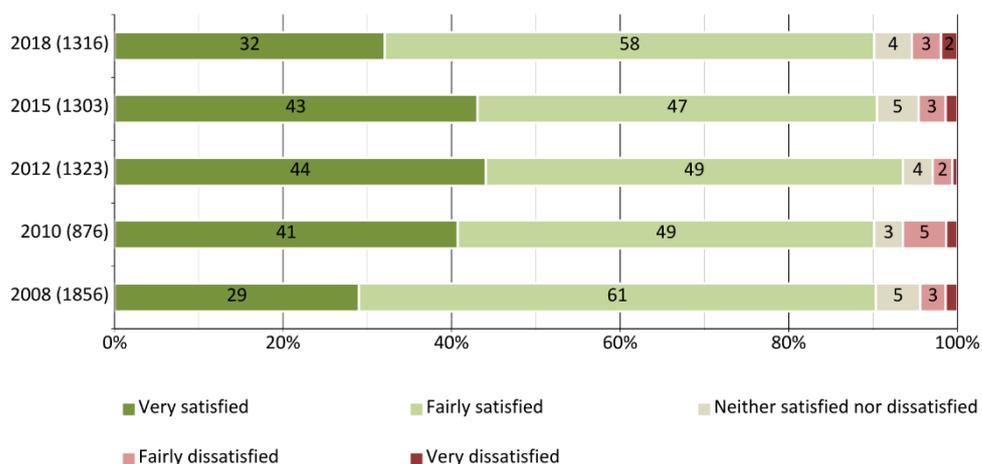
⁴ Due to the high proportion of 'don't know' responses to this question, it has been reported with 'don't know' as both a valid and an invalid option

3. About your area

Satisfaction with local area as a place to live

- 3.1 Throughout the survey residents were asked to think about their 'local area', which was defined as the area within 15 – 20 minutes walking distance from their home.
- 3.2 Residents were initially asked about their satisfaction with their local area as a place to live. 9 in 10 residents (90%) are satisfied with their local area as a place to live, with around a third (32%) saying that they are very satisfied. Only 5% said that they are dissatisfied with their local area as a place to live.
- 3.3 The overall proportion of residents who are satisfied is in line with 2015, although fewer are 'very satisfied'.

Figure 2: Overall, how satisfied or dissatisfied are you with your local area as a place to live? Base: All Residents (number of residents shown in brackets)

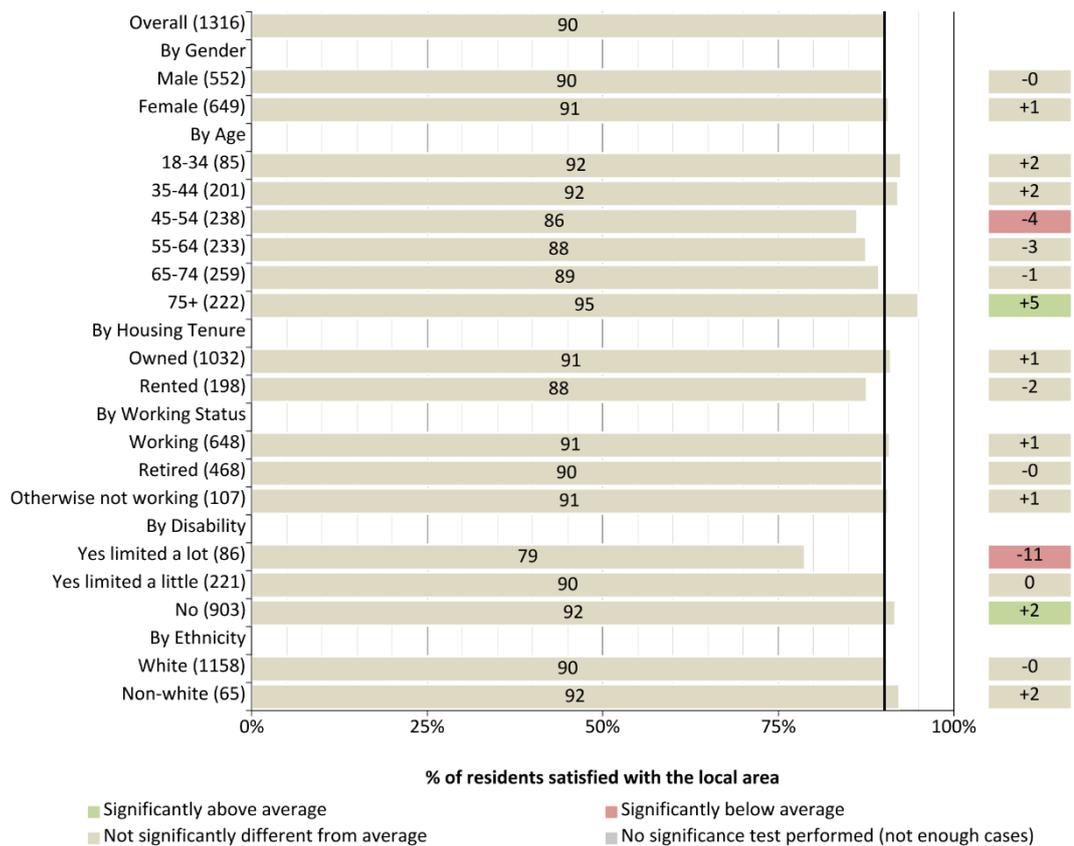


National Indicator Score

- 3.4 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.
- 3.5 **The score for NI 5 (satisfaction with local area) for St Albans City and District Council is 90.1 (90.5 in 2015; 93.6 in 2012; 90.1 in 2010; 90.3 in 2008). The higher the score the better the result.**
- 3.6 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 (statistically) than the overall score are highlighted in green, whilst results which are significantly poorer (statistically) are highlighted in red.

- 3.7 In order to identify which differences in sub-group responses are significant, ORS applies statistical tests to calculate whether apparent differences are due to chance or are statistically significant. By taking into account the sample and sub-sample sizes, we calculate whether we can be 95% confident that a particular difference between datasets is statistically significant.
- 3.8 Residents aged 75+ are significantly more likely to feel satisfied with their local area as a place to live, whereas those aged 45-54 and those whose daily activities are limited a lot by a disability or illness are significantly less likely to agree (see Figure 2 below).

Figure 3: Overall, how satisfied or dissatisfied are you with your local area as a place to live?

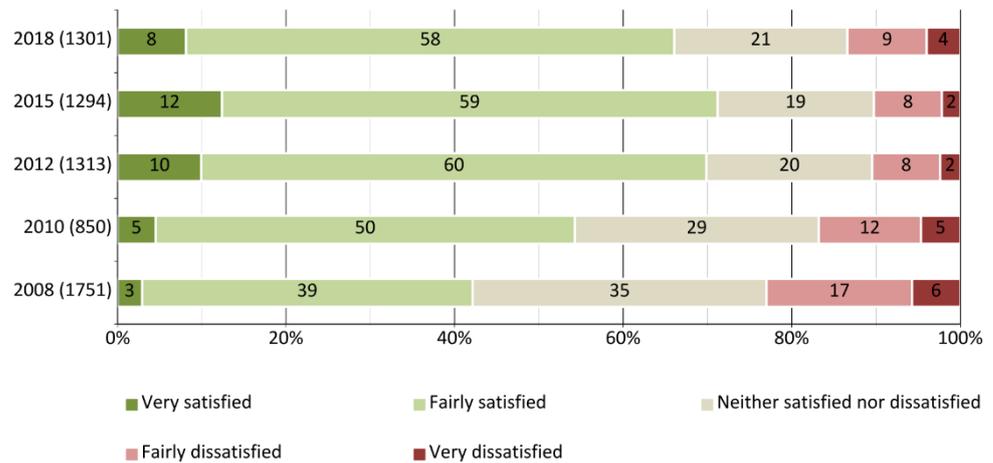


Base: All Residents (number of residents shown in brackets)

Satisfaction with how St Albans City and District Council runs things

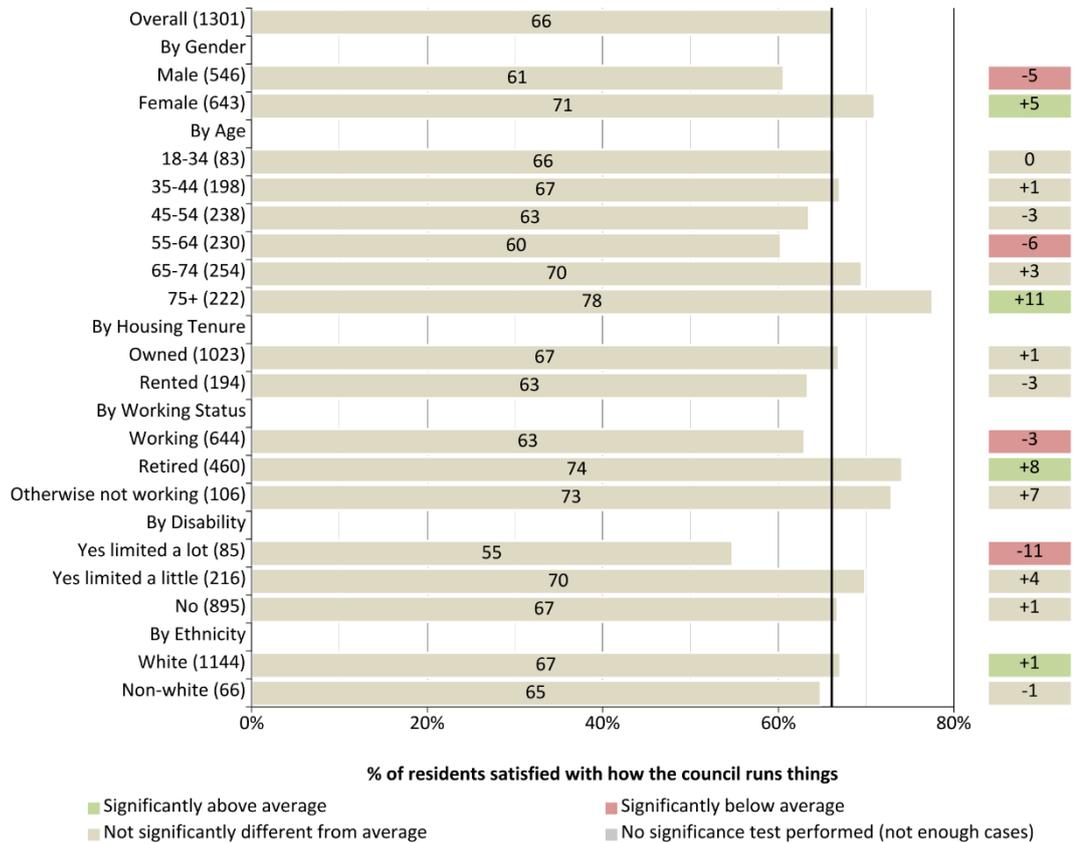
- 3.9 Around two thirds (66%) of residents are satisfied with the way St Albans City and District Council runs things, while more than a tenth (13%) are dissatisfied.
- 3.10 The preamble to this question has changed slightly over time, either to inform residents of different services provided by St Albans City and District Council, or (as in 2018) to ensure compatibility with the LGA Inform benchmarking services. Consequently, results should be treated with some caution when considering changes over time.
- 3.11 Overall satisfaction is down (by 5 percentage points) compared to 2015; however, it is worth noting that there has also been a downward trend nationally over a similar period (see Figure 1), where residents are asked for their views on their local council (results obtained via the LGA's triannual telephone survey).

Figure 4: Overall, how satisfied or dissatisfied are you with the way that St Albans City and District Council runs things? Base: All residents (number of residents shown in brackets)



3.12 Residents who are aged 75 or above and those who are retired are among those more likely to be satisfied with the way the council runs things. Women are more likely to be satisfied than men.

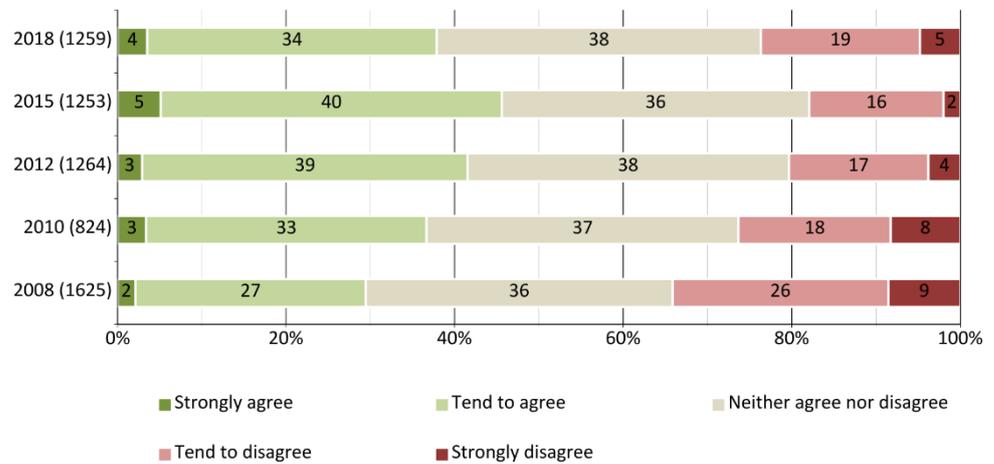
Figure 5: Overall, how satisfied or dissatisfied are you with the way that St Albans City and District Council runs things? (Grouped Responses) Base: All Residents (number of residents shown in brackets)



Value for Money

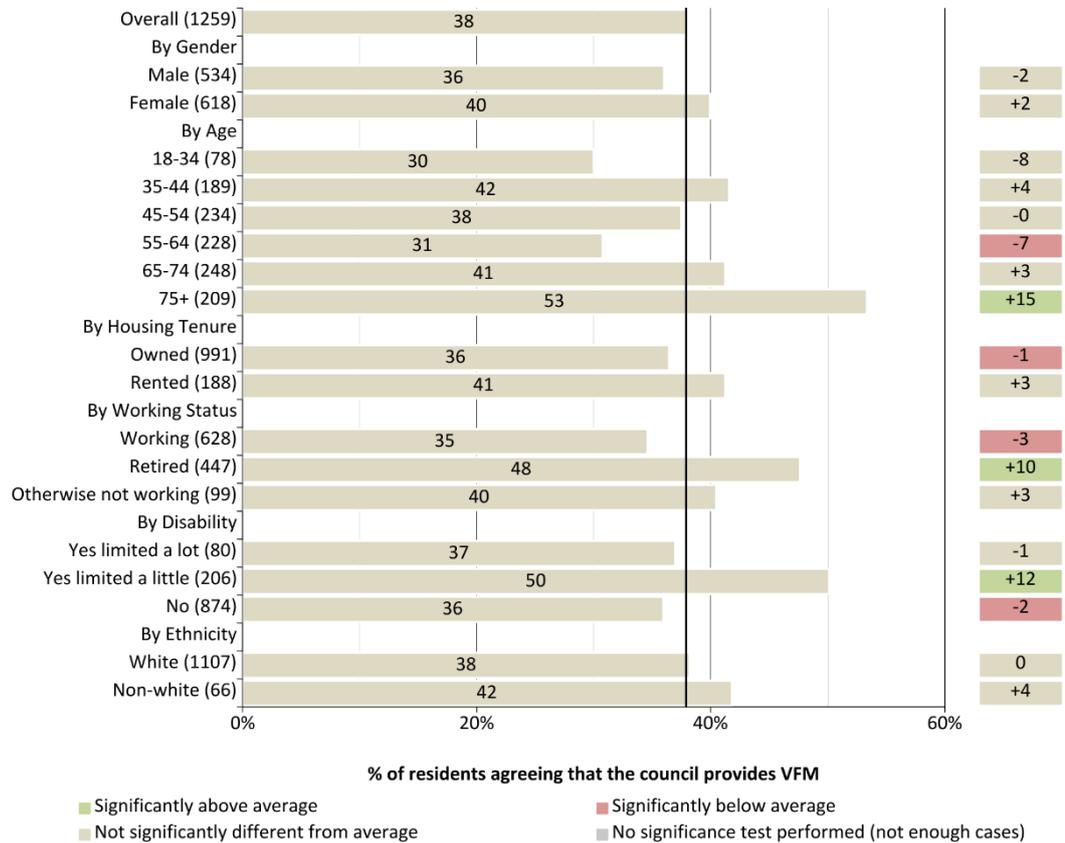
- 3.13 Nearly two fifths (38%) of residents agree that St Albans City and District Council provides value for money. The same proportion (38%) neither agree nor disagree, while around a quarter (24%) disagree.
- 3.14 The proportion of residents who agree has decreased significantly by 8 percentage points since 2015, when it was at the highest level observed to date.
- 3.15 It is worth noting that results obtained by the LGA (see Figure 1) suggest fewer respondents nationally are agreeing that their local council provides value for money; this provides some context for the more negative result seen for St Albans in 2018.

Figure 6: To what extent do you agree or disagree that St Albans City and District Council provides value for money? Base: All residents (number of residents shown in brackets)



3.16 Residents who are working and residents aged 55 to 64 are among the sub-groups significantly less likely to agree that St Albans City and District Council provides value for money.

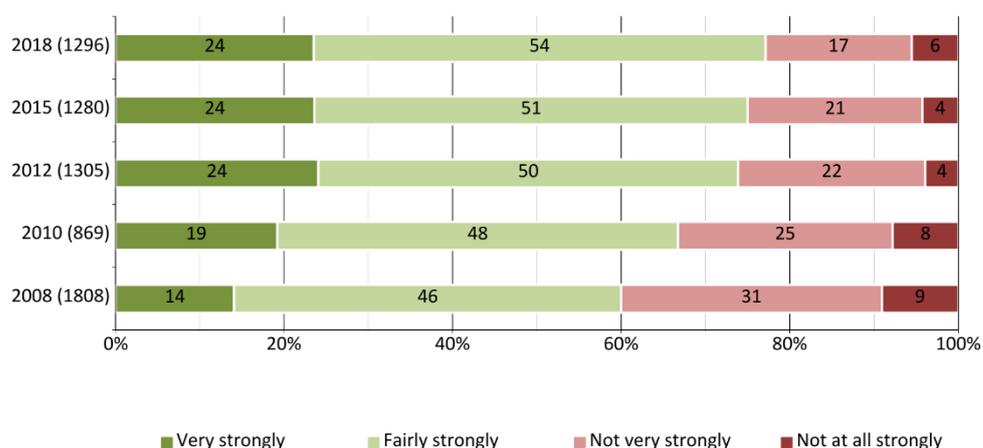
Figure 7: To what extent do you agree or disagree that St Albans City and District Council provides value for money? (Grouped Responses). Base: All Residents (number of residents shown in brackets)



Feelings of belonging

- 3.17 Residents were asked how strongly they felt they belonged to their local area. Just over three quarters (77%) of residents say that they feel they belong either very strongly or fairly strongly; just under a quarter (23%) feel they belong either not very strongly or not at all strongly to their local area.
- 3.18 Please note when comparing results between years, that in 2010 and 2008 residents were asked how strongly they felt they belonged to their ‘immediate neighbourhood’ rather than their ‘local area’. There might therefore be some impact on the longer-term comparability of the results.

Figure 8: How strongly do you feel you belong to your local area/immediate neighbourhood?



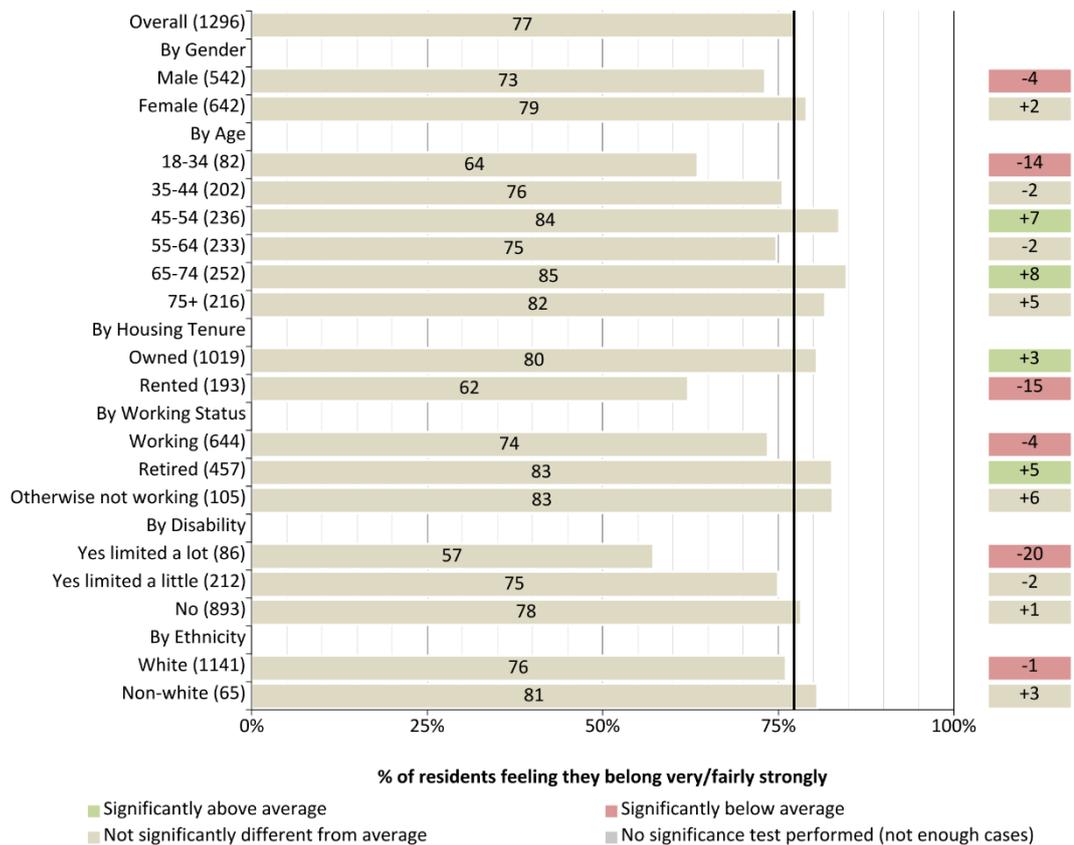
Base: All Residents (number of residents shown in brackets)

National Indicator Score

- 3.19 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.
- 3.20 **The score for NI 2 (feel belong to neighbourhood) for St Albans City and District Council is 77.2 in 2018 (75.0 in 2015 and 73.9 in 2012).**
- 3.21 Because of the comparability effects described above, some caution should be exercised when comparing the results from 2012 onwards to earlier results.

3.22 Residents aged 18-34, men and those who rent their homes are among those significantly less likely to feel they belong to their local area. Residents who are retired are significantly more likely to feel that they belong to their local area.

Figure 9: How strongly do you feel you belong to your local area? (Grouped Responses). Base: All Residents (number of residents shown in brackets)



Comparisons with 2015, 2012, 2010 and 2008 surveys

3.23 The tables below provide a summary of year-on-year results since 2008.

3.24 It can be seen that satisfaction with the local area has remained generally consistent over time. While satisfaction with the way the Council runs things is down significantly on 2015, it remains significantly higher than 2008-10 levels.

3.25 Agreement that the Council provides value for money is similar to 2010, and higher than in 2008.

3.26 There is evidence of an upward trend in terms of the proportion that feel they belong to their local area.

Table 7: Overall, how satisfied or dissatisfied are you with your local area as a place to live?⁵

Comparison with 2015, 2012, 2010 and 2008 surveys.

Overall, how satisfied or dissatisfied are you with your local area as a place to live?	% who were satisfied 2008	% who were satisfied 2010	% who were satisfied 2012	% who were satisfied 2015	% who agreed 2018	%-pt change since 2015 (an asterisk * indicates a statistically significant change)
	90	90	94	90	90	↔

Table 8: Overall, how satisfied or dissatisfied are you with the way that St Albans City and District Council runs things?⁶

Comparison with 2015, 2012, 2010 and 2008 surveys.

Overall, how satisfied or dissatisfied are you with the way that St Albans City and District Council runs things?	% who were satisfied 2008	% who were satisfied 2010	% who were satisfied 2012	% who were satisfied 2015	% who agreed 2018	%-pt change since 2015 (an asterisk * indicates a statistically significant change)
	42	54	70	71	66	↓5*

Table 9: To what extent do you agree or disagree that St Albans City and District Council provides value for money?

Comparison with 2015, 2012, 2010 and 2008 surveys.

To what extent do you agree or disagree that St Albans City and District Council provides value for money?	% who agreed 2008	% who agreed 2010	% who agreed 2012	% who agreed 2015	% who agreed 2018	%-pt change since 2015 (an asterisk * indicates a statistically significant change)
	29	37	42	46	38	↓8*

Table 10: Overall, how strongly do you feel you belong to your local area/immediate neighbourhood?⁷

Comparison with 2015, 2012, 2010 and 2008 surveys.

⁵ A 'don't know' response option was added to this question from 2012

⁶ The preamble to this question has been slightly altered over time

⁷ In 2010 and 2008 the question referred to 'immediate neighbourhood' rather than 'local area.'

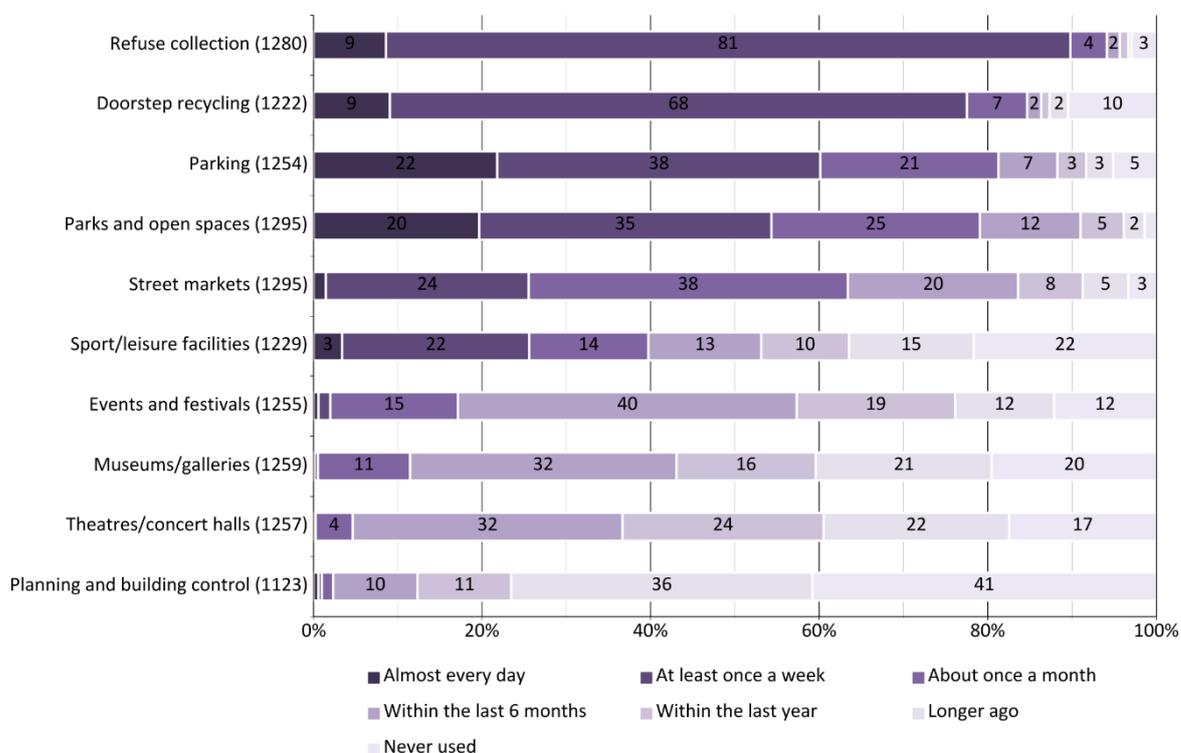
Overall, how strongly do you feel you belong to your local area?	% who said strongly 2008	% who said strongly 2010	% who said strongly 2012	% who said strongly 2015	% who said strongly 2018	%-pt change since 2015 (an asterisk * indicates a statistically significant change)
	60	67	74	75	77	↑2

4. Your Local Public Services

Use of local public services

4.1 The public services that are used most frequently⁸ by residents are refuse collection, doorstep recycling, parking, and parks and open spaces. Those used least frequently include planning and building control, theatres/concert halls and museums/galleries.

Figure 10: Please indicate how frequently you have used the following public services provided or supported by St Albans City and District Council. Base: All Residents (number of residents shown in brackets)

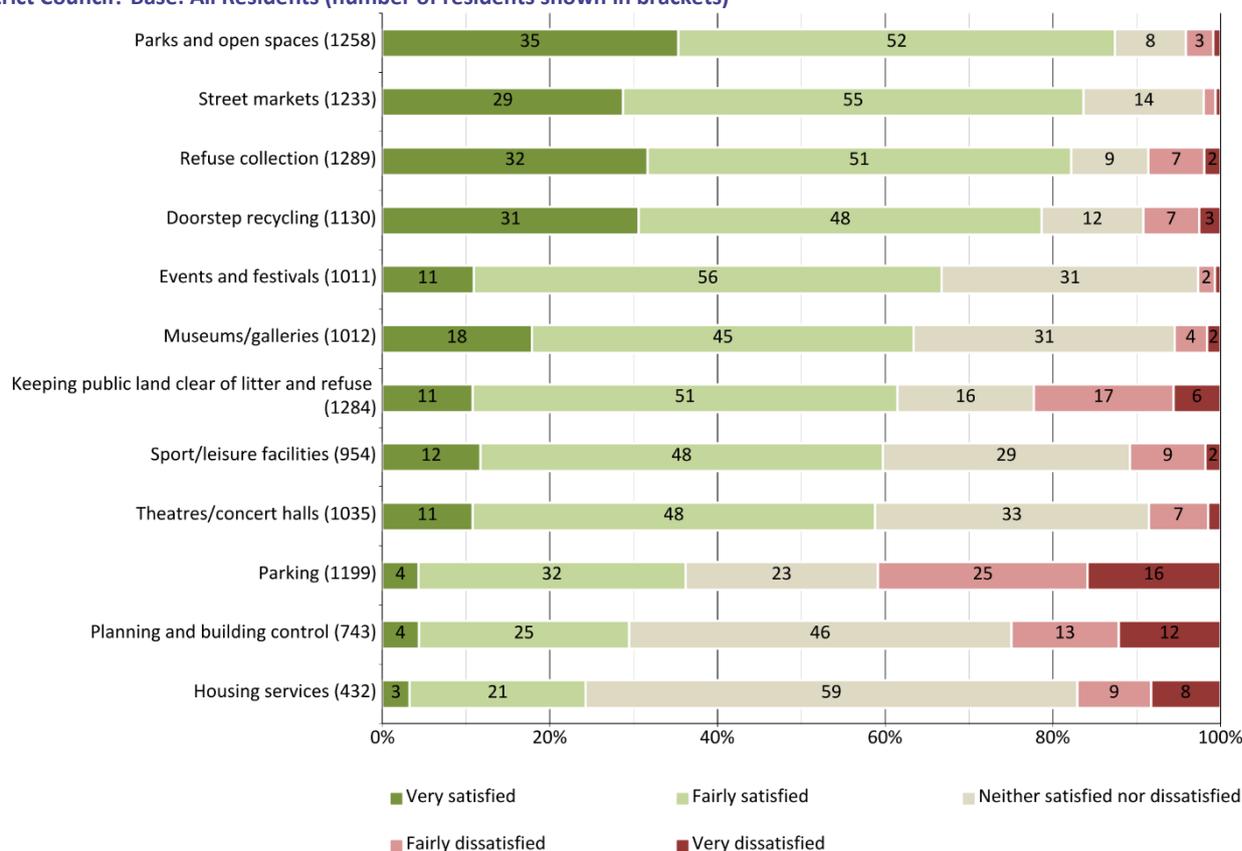


⁸ Based on the proportion of residents who use the service at least ‘about once a month’

Satisfaction with local public services

- 4.2 More than four fifths of residents are satisfied with parks and open spaces (87%), street markets (84%) and refuse collection (82%). The public services with the lowest levels of satisfaction are parking (36%) housing services (24%), and planning and building control (29%) – due in part to some high proportions of residents answering ‘neither satisfied nor dissatisfied’.
- 4.3 There have been statistically significant decreases (since 2015) in the proportions satisfied with housing services, sport/leisure facilities, parking and keeping public land clear of litter and refuse; however, satisfaction with museums/galleries has improved (by 10 percentage points since 2015).
- 4.4 Parking continues to attract the highest level of dissatisfaction, with over two fifths (41%) of residents being dissatisfied with this service (33% in 2015). However, the proportion of residents who are dissatisfied with parking remains lower than in 2012 (49%).
- 4.5 The LGA asks respondents to share their views on several local council services as part of its national telephone survey. Although the list of services asked about in the LGA survey does not align very closely with that in the St Albans Survey, the decline in in LGA results⁹ does imply that any decline results for St Albans may be part of some wider national trend.

Figure 11: 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 (number of residents shown in brackets)



⁹ See, for example pp.8-9 of the report <https://www.local.gov.uk/polling-resident-satisfaction-councils-october-2018>

Comparisons with 2015, 2012, 2010 and 2008 surveys

- 4.6 The table below provides a summary of year-on-year results since 2008.
- 4.7 Satisfaction with museums and galleries has increased significantly compared to 2015 and is at the highest level seen to date.
- 4.8 Other services have seen a decline in satisfaction since 2015, in many cases falling back to levels seen in previous years: the level of satisfaction with keeping public land clear or litter and refuse, for example, is broadly back in line with 2008 levels.
- 4.9 It is worth noting that although satisfaction with sports and leisure facilities has decreased since 2015, it remains higher than in 2008-12.

Table 11: How satisfied or dissatisfied are you with each of the following services provided or supported by St Albans City and District Council? Comparison with 2015, 2012, 2010 and 2008 surveys.

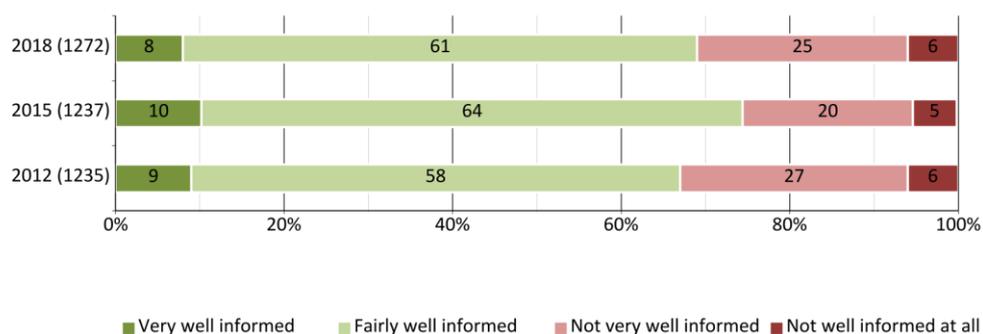
How satisfied or dissatisfied are you with each of the following services provided or supported by St Albans City and District Council?	% who were satisfied 2008	% who were satisfied 2010	% who were satisfied 2012	% who were satisfied 2015	% who were satisfied 2018	%-pt change since 2015 (an asterisk * indicates a statistically significant change)
Keeping public land clear of litter and refuse	60	72	72	69	61	↓8*
Refuse collection	74	78	78	81	82	↑1
Doorstep recycling	72	75	76	79	79	↔
Sport/leisure facilities	43	48	53	66	60	↓6*
Museums/galleries	54	55	60	54	63	↑10*
Theatres/concert halls	53	55	61	59	59	↓1
Parks and open spaces	86	90	91	88	87	↓1
Street markets	-	82	81	83	84	↑1
Planning and building control	-	28	27	31	29	↓2
Housing services	-	26	29	34	24	↓9*
Parking	-	41	28	41	36	↓4*
Events and festivals	-	57	59	63	67	↑4

5. Information

Being kept informed

- 5.1 Around 7 in 10 (69%) residents report that St Albans City and District Council keeps them very or fairly well informed about the services and benefits it provides, while close to a third (31%) either feel not very well informed or not well informed at all¹⁰.
- 5.2 The proportion of residents who feel well informed about the services and benefits provided is 4 percentage points lower than in 2015 (73%), although this difference is not quite statistically significant at 95% confidence. The 2018 result is also broadly consistent with that seen in 2012 (67%).
- 5.3 It is also worth noting a recent downward trend in national results (see Figure 1) around the extent to which respondents feel their local council keeps them informed.

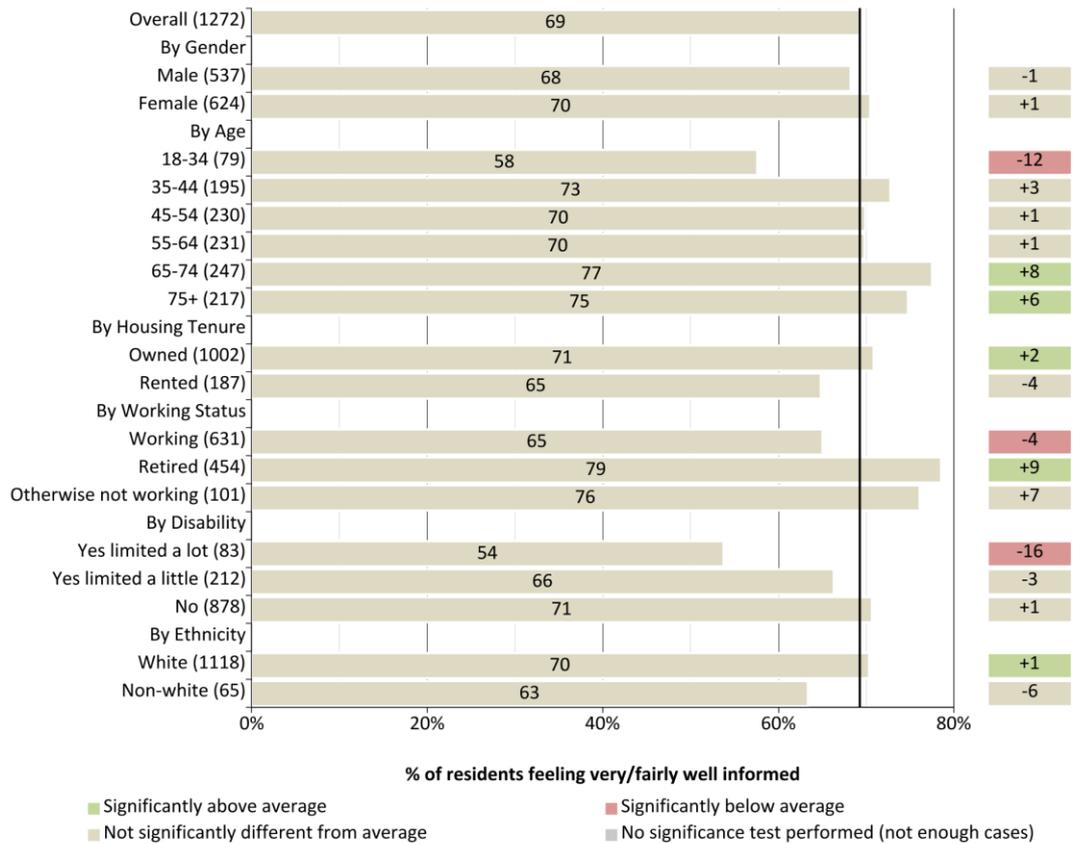
Figure 12: Overall, how well informed do you think St Albans City and District Council keeps residents about the services and benefits it provides? Base: All Residents (number in brackets)



- 5.4 Residents who are aged 65 or above, residents who are retired and residents who are owner occupiers are among those significantly more likely to feel that St Albans City and District Council keeps them either very or fairly well informed about the services and benefits it provides. Residents aged 18 to 34, those who are working, and those with a disability that limits their activities a lot, are all significantly less likely to feel very or fairly well informed.

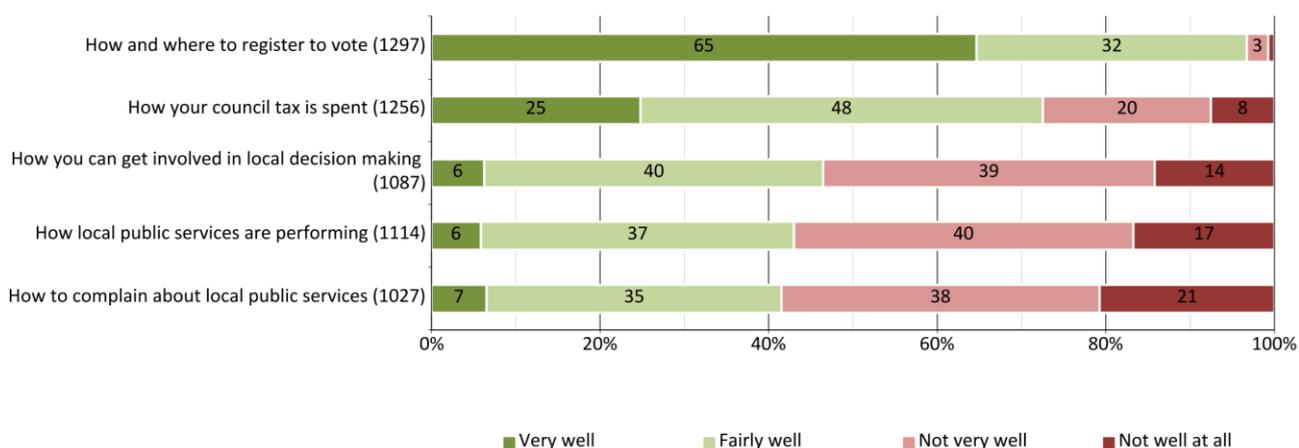
¹⁰ In 2010 and 2008, a broadly similar question: 'Overall, how well informed do you feel about local public services?' was included. However, due to differences in the wording and location of the question (and therefore due to comparability issues) results have only been compared to 2015 and 2012 results.

Figure 13: Overall, how well informed do you think St Albans City and District Council keeps residents about the services and benefits it provides? (Grouped Responses). Base: All Residents (number of residents shown in brackets)



- 5.5 The majority of residents report that they feel well informed about how and where to register to vote (97%) and about how their council tax is spent (73%).
- 5.6 Less than half of residents feel well informed about how to complain about local public services (42%), how well local public services are performing (43%), and how to get involved in local decision making (46%).
- 5.7 However, the proportions of residents who said they feel well informed about how to get involved in local decision making has increased significantly (by 10 percentage points) since 2015, as has the proportion who feel informed about how well local public services are performing (by 5 percentage points).

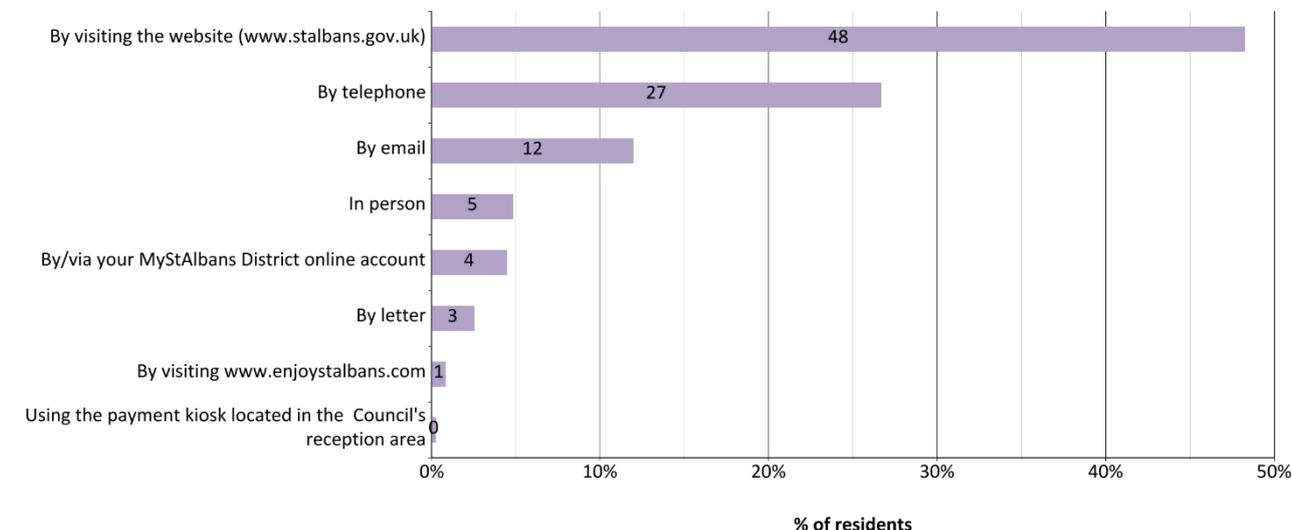
Figure 14: How well informed do you feel about each of the following? Base: All Residents (number of residents shown in brackets)



Contact with the Council

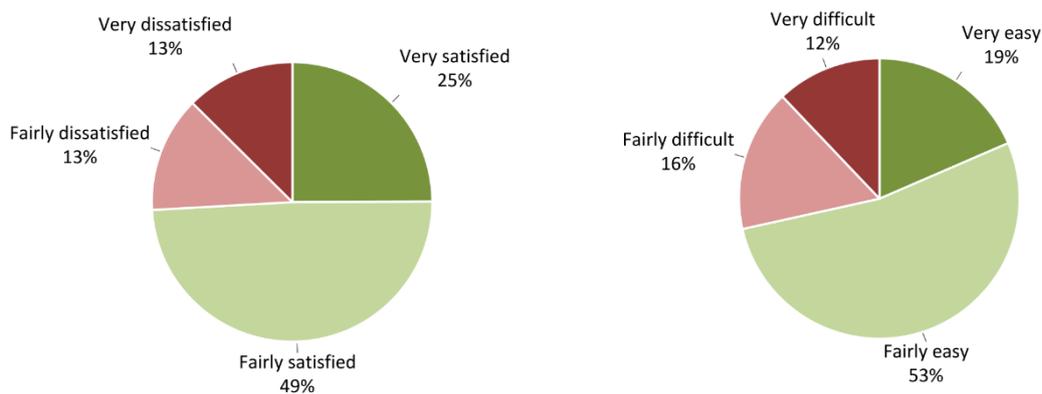
- 5.8 Around three quarters of residents had contacted the Council in the previous 12 months. Of these, around half got in contact via the website on the most recent occasion (48%), while over a quarter had done so by telephone (27%).

Figure 15: If you have contacted St Albans City and District Council in the last 12 months for any reason, how did you get in contact with the Council on the most recent occasion? Base: All residents who contacted the Council in the previous 12 months (750)



- 5.9 Residents who had contact with St Albans City and District Council for any reason in the 12 months prior to the survey were asked how satisfied or dissatisfied they were with the final outcome of their contact with the Council. Nearly three quarters (74%) of residents were satisfied with the outcome – the same proportion as in 2015. Around a quarter were dissatisfied (26%).
- 5.10 Residents were also asked how easy it was to resolve their query or conduct their business with the Council: around 7 in 10 (72%) said it was at least fairly easy, although nearly 3 in 10 (28%) found it difficult.

Figure 16: How satisfied or dissatisfied were you with the final outcome of your contact with the Council? And, Figure 17: How easy or difficult was it for you to resolve your query or conduct your business with the Council?

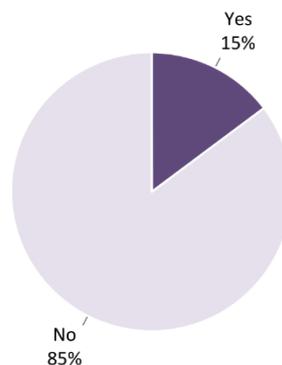


Base: Residents who contacted the Council in the 12 months prior to the survey (872 and 823 respectively)

Making a complaint

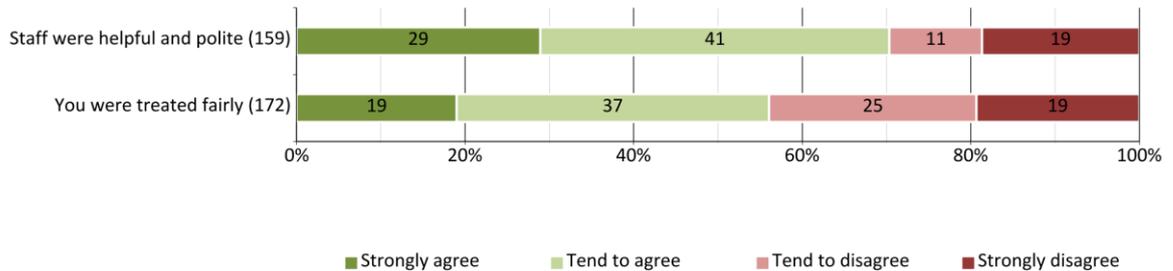
- 5.11 In the last year, 15% of residents had made a complaint to the Council about a service it provides (12% in 2015).

Figure 18: In the last year, have you made a complaint to the Council about a service it provides? Base: All Residents (1288)



5.12 The majority of residents who have made a complaint to the Council in the last year agree that staff were helpful and polite (70%) – the same result as seen in 2015. However, fewer residents feel that they were treated fairly (56%), with more than two fifths in disagreement (44%).

Figure 19: To what extent do you agree or disagree with the following statements about your experience when you made the complaint?

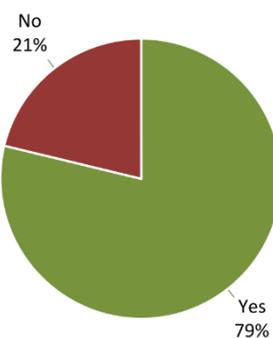


Base: Residents who had made a complaint (number of residents shown in brackets)

Community News

5.13 Residents were asked whether they had seen a copy of 'Community News', St Albans City and District Council's quarterly eight-page publication for residents, which is delivered to households in the district and viewable online. Around four fifths of residents (79%) had seen a copy of 'Community News' in the previous year, which is in line with 2015 (80%).

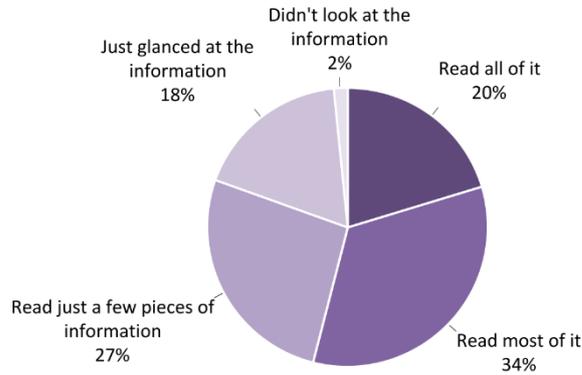
Figure 20: In the past year, have you seen a copy of 'Community News', St Albans City and District Council's quarterly eight page publication for residents, which is delivered to households in the District and viewable online at www.stalbans.gov.uk/communitynews?



Base: All Residents (1,304)

5.14 More than half (54%) of residents who had seen ‘Community News’ read either all or most of it (a fairly similar result to 2015, when 56% read either all or most of the publication). Only 2% did not look at the information at all.

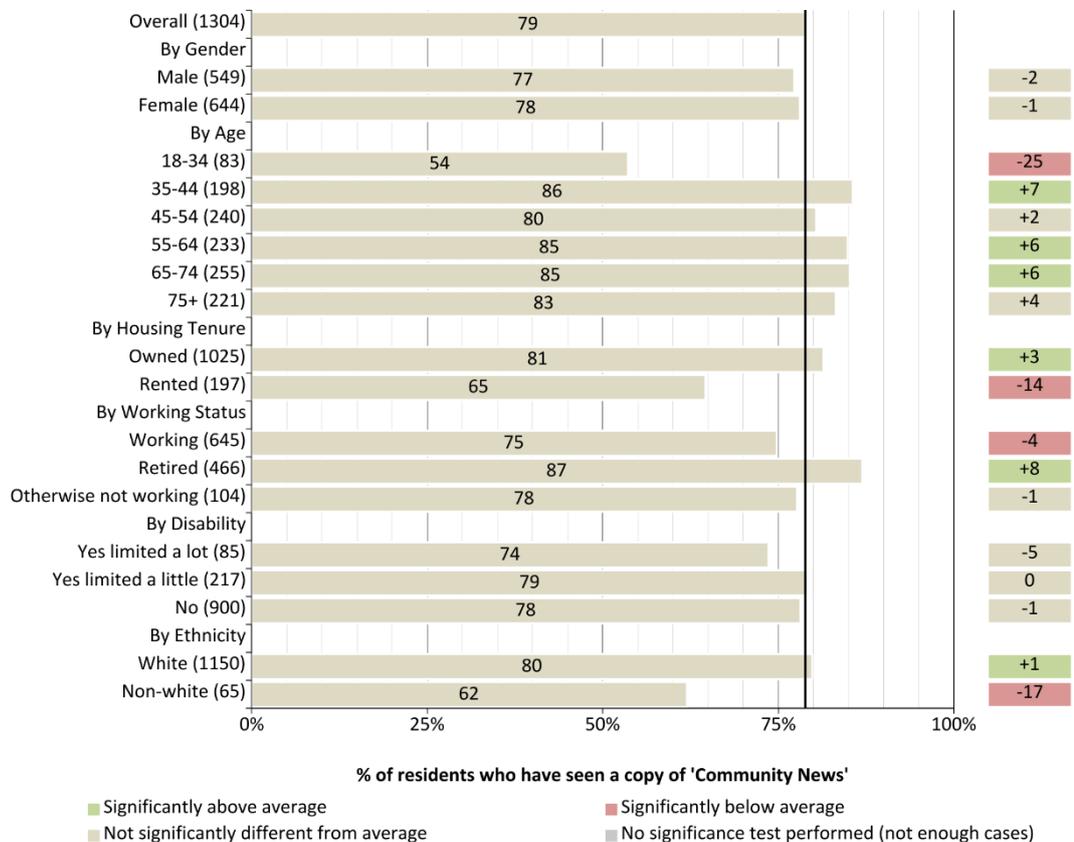
Figure 21: Would you say you...?



Base: Residents who have seen a copy of Community News in the past year (1072)

5.15 Residents who are retired are significantly more likely to have seen a copy of ‘Community News’ in the past year. Younger residents aged 18 to 34, those who are working, those who rent their accommodation and those of a non-white ethnicity are all significantly less likely to have seen a copy.

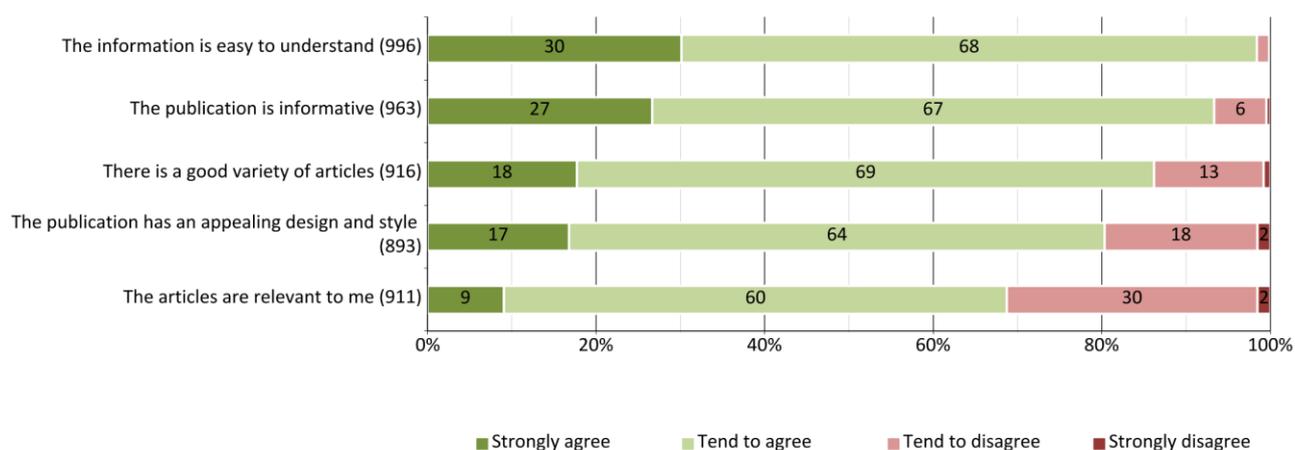
Figure 22: In the past year, have you seen a copy of 'Community News', St Albans City and District Council's quarterly eight-page publication for residents?



Base: All Residents (number of residents shown in brackets)

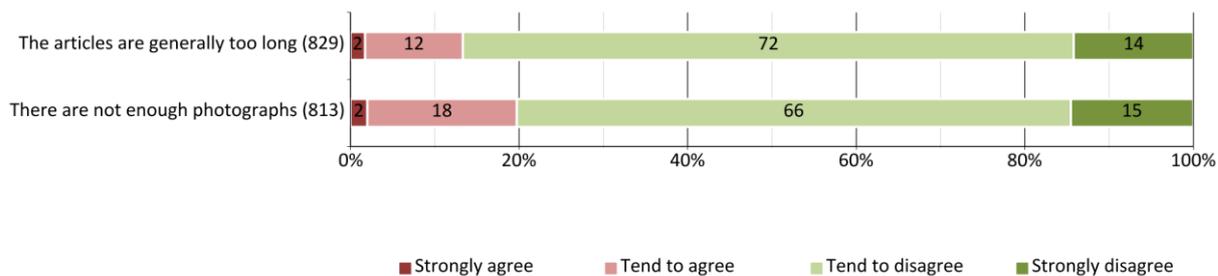
- 5.16 Residents who had at least glanced at the information in ‘Community News’ were asked whether they agreed or disagreed with various statements about the publication. Almost all agreed that the information was easy to understand (98%) while four fifths or more agreed that the publication is informative (93%), that there is a good variety of articles (86%) and that the publication has an appealing design and style. Moreover, most disagreed that the articles are generally too long (87%) or that there are not enough photographs (80%).
- 5.17 The most negative result was seen in relation to the relevance of articles: while more than two thirds agreed that these are relevant to them (69%), nearly a third disagreed (31%).
- 5.18 Results are generally consistent with 2015, with no statistically significant changes in the proportions that agree with each statement.

Figure 23: To what extent do you agree or disagree with the following statements about Community News?



Base: Residents who had looked at a copy of Community News in the past year (number of residents shown in brackets)

Figure 24: To what extent do you agree or disagree with the following statements about Community News?



Base: Residents who had looked at a copy of Community News in the past year (number of residents shown in brackets)

Comparisons with 2015, 2012, 2010 and 2008 surveys

- 5.19 The tables below provide a summary of year-on-year results.
- 5.20 The proportion that feel informed about how and where to register to vote has remained fairly consistent since 2008. However there has been a generally positive trend in terms of feeling informed about other aspects of Council information.
- 5.21 Views about ‘Community News’ have not changed significantly since 2015, and even since 2012 there has been relatively little change in the proportions that feel Community News is easy to understand, is informative, has an appealing design and style, has articles that are not too long, and has an appropriate number of photographs.
- 5.22 Compared with 2012, more feel that there is a good variety of article; however, fewer feel that the articles are relevant to them.

Table 12: How well informed do you feel about each of the following?

Comparison with 2015 and 2012 surveys.

Overall, how well informed do you think St Albans City and District Council keeps residents about the services and benefits it provides?	% who felt informed 2012	% who felt informed 2015	% who felt informed 2018	%-pt change since 2015 (an asterisk * indicates a statistically significant change)
	67	73	69	↓4

Table 13: How well informed do you feel about each of the following?¹¹

Comparison with 2015, 2012, 2010 and 2008 surveys.

How well informed do you feel about each of the following?	% who felt informed 2008	% who felt informed 2010	% who felt informed 2012	% who felt informed 2015	% who felt informed 2018	%-pt change since 2015 (an asterisk * indicates a statistically significant change)
How and where to register to vote	94	96	94	96	97	↔
How your council tax is spent	66	68	67	69	73	↑3
How you can get involved in local decision making	32	32	31	37	46	↑10*
How well local public services are performing	32	34	37	38	43	↑5*
How to complain about local public services	33	36	35	40	42	↑2

¹¹ In 2012 only, the ‘don’t know’ response option was changed to ‘no view’

Table 14: In the past year, have you seen a copy of ‘Community News’?¹²

Comparison with 2015, 2012, 2010 and 2008 surveys.

In the past year, have you seen a copy of Community News (incorporating Recycling News), St Albans City and District Council's quarterly eight page publication for residents, which is delivered to households in the District?	% who said yes 2010	% who said yes 2012	% who said yes 2015	% who said yes 2018	%-pt change since 2015 (an asterisk * indicates a statistically significant change)
	54	75	80	79	↓2

Table 15: Would you say you...?

Comparison with 2015, 2012 and 2010 surveys

Would you say you...?	% read all or most of it 2010	% read all or most of it 2012	% read all or most of it 2015	% read all or most of it 2018	%-pt change since 2015 (an asterisk * indicates a statistically significant change)
	49	62	56	54	↓2

Table 16: To what extent do you agree or disagree with the following statements about Community News?

Comparison with 2012 survey.

To what extent do you agree or disagree with the following statements about Community News?	% who agreed 2012	% who agreed 2015	% who agreed 2018	%-pt change since 2015 (an asterisk * indicates a statistically significant change)
The information is easy to understand	99	99	98	↔
The publication is informative	93	94	93	↓1
There is a good variety of articles	80	87	86	↓1
The publication has an appealing design and style	78	82	80	↓2
The articles are relevant to me	74	72	69	↓3

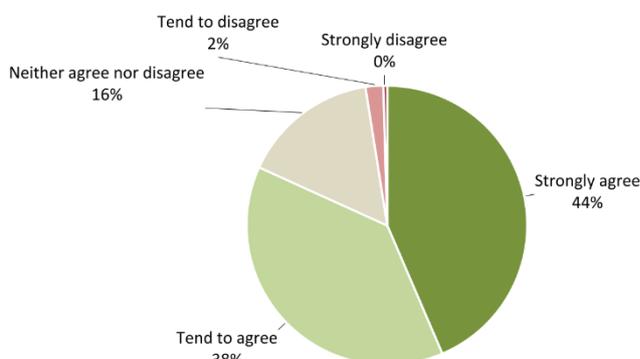
To what extent do you agree or disagree with the following statements about Community News?	% who agreed 2012	% who agreed 2015	% who agreed 2018	%-pt change since 2015 (an asterisk * indicates a statistically significant change)
The articles are generally too long	12	13	13	↔
There are not enough photographs	21	20	20	↓1

¹² In 2010, ‘Community News’ was described as “St Albans City and District Council’s newspaper (Community News, which is published as a wrap on the Herts Advertiser, and also as a standalone publication).” In 2012, it was described as “St Albans City and District Council’s quarterly eight page publication for residents, which is delivered to households in the District”. Changes in the dissemination of the publication (for example that it was made available online) could have had an impact on the increased proportion of residents who reported that they had seen a copy in 2015.

6. Environment

- 6.1 A new section, introduced in 2018, asked respondents to provide their views on environmental issues.
- 6.2 A substantial majority of residents (82%) agree that they are concerned about environmental issues and would like to see more action taken locally to address them; only 2% disagree (with only a very negligible proportion in strong disagreement).

Figure 25: To what extent do you agree or disagree with the following statement? I am concerned about environmental issues and would like to see more action taken locally to address them. Base: All Respondents (1281)



- 6.3 Respondents were also invited to rank a list of environmental issues in terms of their level of concern about them, where '1' indicated the area of highest concern and '8' indicated the lowest. To help interpret the results, ORS undertook a rank analysis to assign each issue with an average score (where the lower the score, the higher the level of importance attached to the issue).
- 6.4 The result of this analysis (provided overleaf) suggested that residents' highest concern is 'air quality, traffic congestion and public transport', followed by 'reducing waste and increasing recycling' and 'street cleanliness and fly tipping'. 'Local food and sustainably produced products' placed eighth in the ranking (i.e. as the lowest concern).

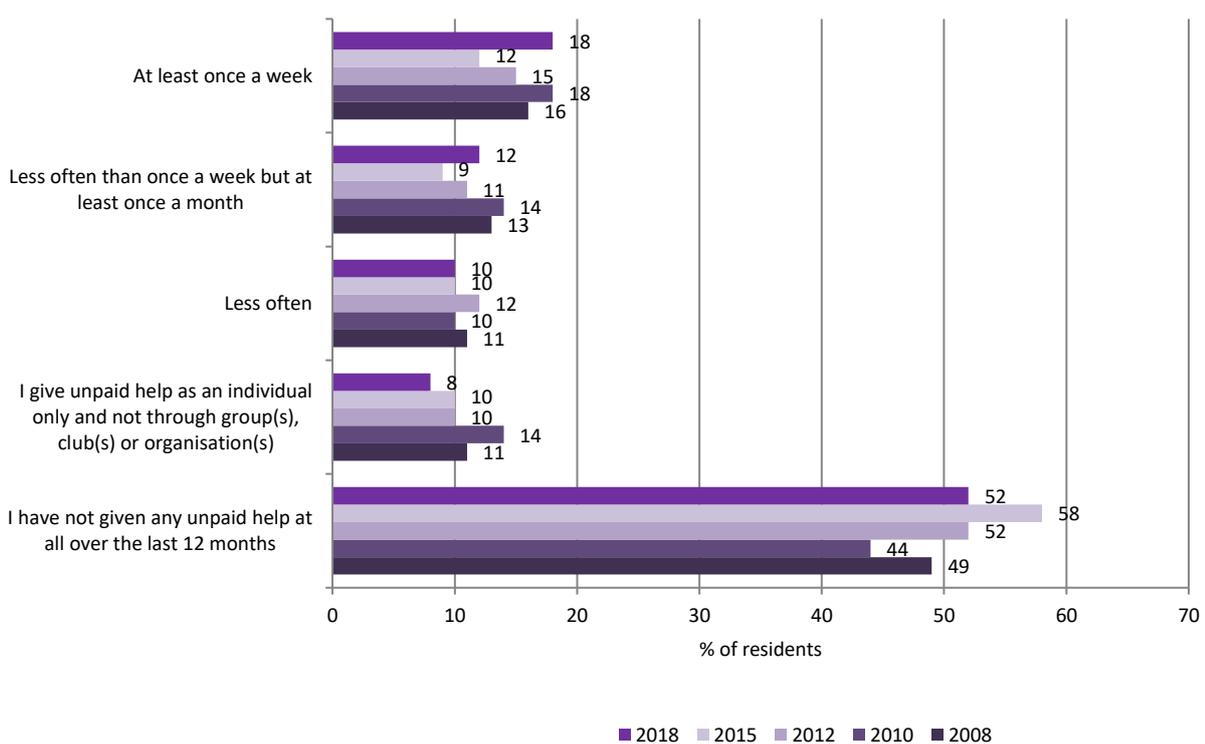
Table 17: Results of a ranking analysis for the question: Please rank your level of concern about the following environmental topics in St Albans, where '1' is the area of highest concern and '8' is the area of lowest concern.

Issue	Average score (lower score=higher concern)	Ranking
Air quality, traffic congestion and public transport	2.5	1
Reducing waste and increasing recycling	3.5	2
Street cleanliness and fly-tipping	3.8	3
Green spaces, biodiversity and natural habitats	4.0	4
Water quality and biodiversity of rivers and lakes	4.9	5
Improving energy efficiency and renewable technologies	5.4	6
Adapting to the longer-term impacts of climate change	5.8	7
Local food and sustainably produced products	6.1	8

7. Helping Out and Getting Involved

- 7.1 Residents were asked how often they had given unpaid help to any groups, clubs or organisations during the previous 12 months.
- 7.2 Just over half (52%) had not given any unpaid help during the 12 months prior to the survey, although 3 in 10 (30%) had done so at least one a month.
- 7.3 The proportion of residents who have given unpaid help at least once a month in the last twelve months is significantly higher (by 8 percentage points) than in 2015, and at the highest level seen since 2010.

Figure 26: Overall, about how often over the last 12 months have you given unpaid help to any group(s), clubs or organisation(s)?

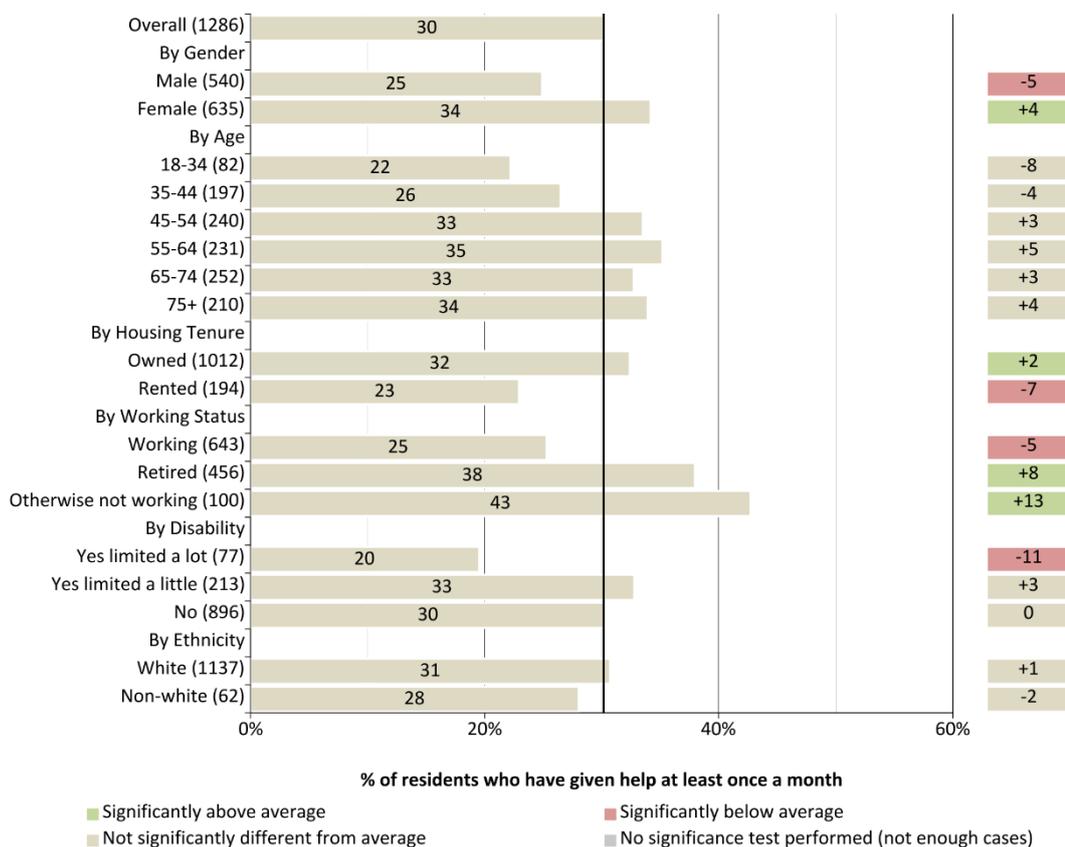


Base: All residents 2008 (1,728), 2010 (800), 2012 (1,281), 2015 (1,262), 2018 (1,286)

National Indicator Score

- 7.4 NI 6 is calculated based on how many residents 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 30.2 (21.8 in 2015; 26.4 in 2012; 31.8 in 2010; 29.4 in 2008). The higher the score the better the result.**
- 7.6 The proportion of residents who have given unpaid help at least once a month in the last twelve months has increased significantly since 2015 and 2012.
- 7.7 Residents who are not working (whether retired, or not working for another reason) are significantly more likely to give unpaid help at least once a month. Women are also more likely than men to provide unpaid help.

Figure 27: 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 (number of residents shown in brackets)

Comparisons with 2015, 2012, 2010 and 2008 surveys

7.8 The table below summarises the year-on-year result for giving unpaid help at least once a month.

7.9 It confirms that the proportion giving help at least once a month is in line with 2008-2010 levels.

Table 18: Overall, about how often over the last 12 months have you given unpaid help to any voluntary group(s), club(s) or organisation(s)?

Comparison with 2015, 2012, 2010 and 2008 surveys.

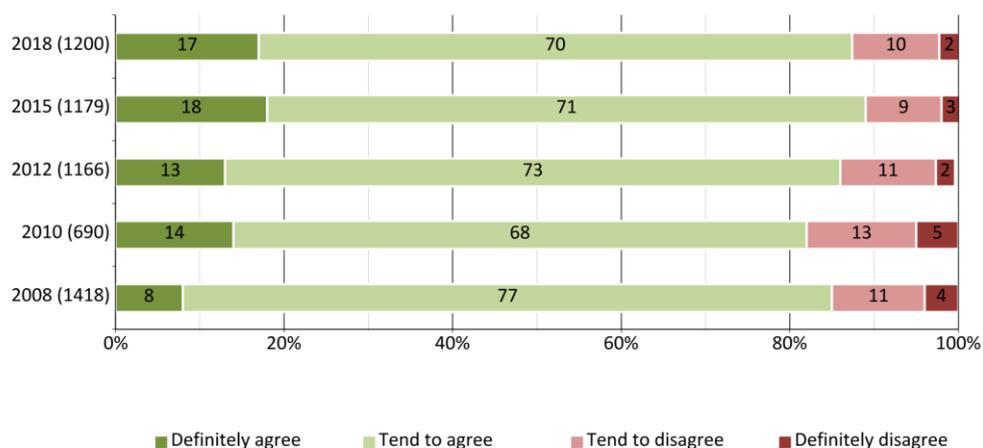
Overall, about how often over the last 12 months have you given unpaid help to any voluntary group(s), club(s) or organisation(s)?	% who said at least once a week OR Less than once a week, but at least once a month 2008	% who said at least once a week OR Less than once a week, but at least once a month 2010	% who said at least once a week OR Less than once a week, but at least once a month 2012	% who said at least once a week OR Less than once a week, but at least once a month 2015	% who said at least once a week OR Less than once a week, but at least once a month 2018	% change since 2015
	29	32	26	22	30	↑8*

8. Respect and Consideration

Getting on well together

- 8.1 Nearly 9 in 10 (87%) residents agree that their local area is a place where people from different backgrounds get on well together, whereas 13% disagree. The proportion who agree is in line with that seen in 2015 (88%).
- 8.2 When answering this question in 2010 and 2008, residents had the opportunity to state that there were ‘too few people in the local area’, or that local people were ‘all from the same background’, whereas these options were not included from 2012 onwards.
- 8.3 Along with ‘don’t know’, neither of these response options were treated as valid in calculating levels of agreement or disagreement in 2010 and 2008; nonetheless caution should be exercised when directly comparing results from 2012 and later with those for 2010 and 2008.

Figure 28: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



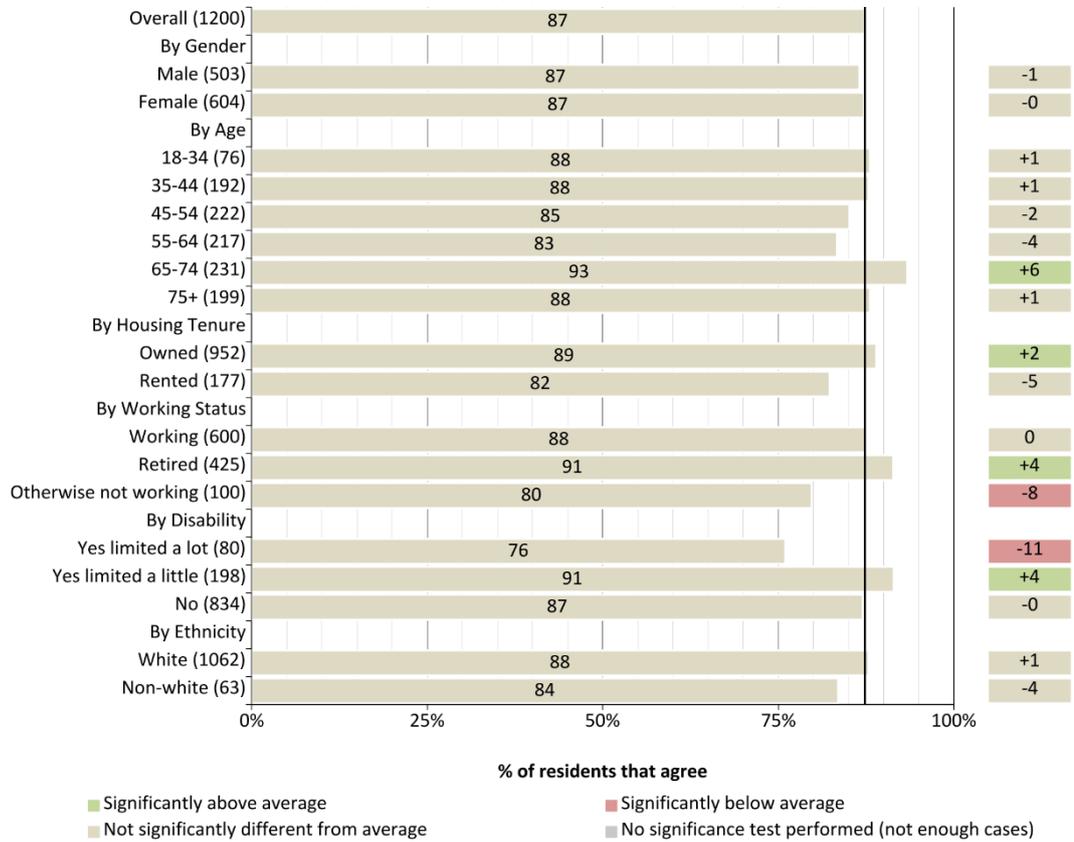
Base: All Residents (number in brackets)

National Indicator Score

- 8.4 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.
- 8.5 **The score for NI 1 (different backgrounds get on well together) for St Albans City and District Council is 87.3 (88.2 in 2015, 86.8 in 2012; 81.4 in 2010; 85.3 in 2008). The higher the score the better the result.**

8.6 Retired residents are among those more likely to agree that the local area is a place where people from different backgrounds get on well together,

Figure 29: 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 (number of residents shown in brackets)

Comparisons with 2015, 2012, 2010 and 2008 surveys

8.7 The table below provides a summary of year-on-year results since 2008.

8.8 It confirms that the 2018 result is broadly consistent with the previous two surveys (in 2015 and 2012), although it seems to have improved since 2010.

Table 19: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?¹³

Comparison with 2015, 2012, 2010 and 2008 surveys.

To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?	% who agreed 2008	% who agreed 2010	% who agreed 2012	% who agreed 2015	% who agreed 2018	%-pt change since 2015 (an asterisk * indicates a statistically significant change)
	85	82	87	88	87	↓1

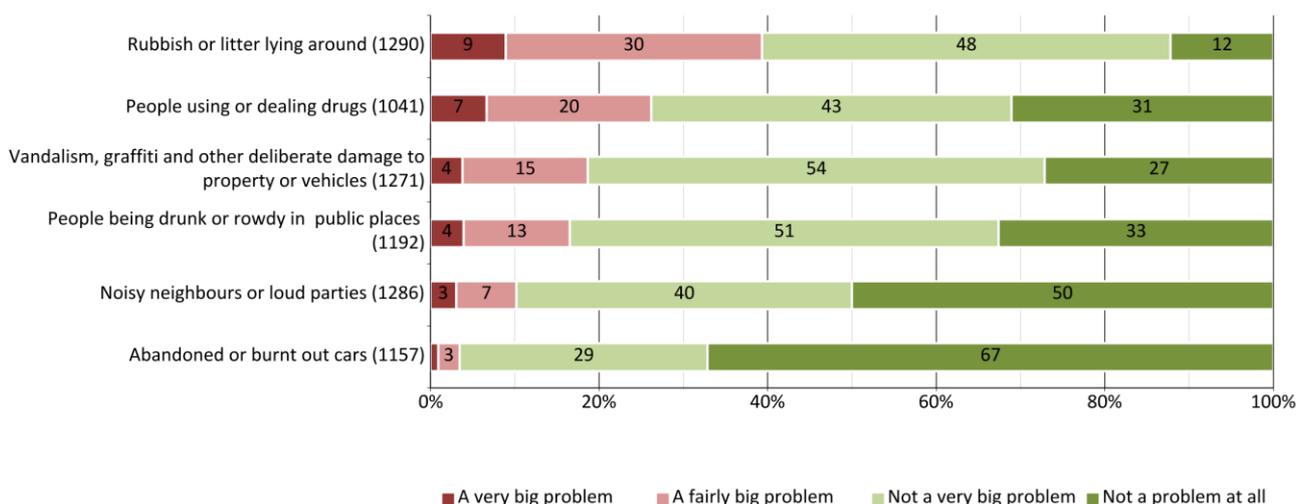
¹³ When answering this question in 2010 and 2008, residents had the opportunity to state that there were *too few people in the local area*, or that local people were *all from the same background*, whereas these options were removed from the question in 2012 and 2015. Along with 'don't know', neither of these response options were treated as valid in calculating levels of agreement or disagreement in 2010 and 2008; nonetheless caution should be exercised when drawing comparisons between 2012/2015 and earlier surveys.

9. Community Safety

Anti-social behaviour

- 9.1 The extent to which residents of St Albans feel that various types of anti-social behaviour represent a problem in their local area is summarised in Figure 32 overleaf.
- 9.2 The figure below has been ordered in terms of how big a problem each issue is perceived to be by residents. The biggest problems are rubbish or litter lying around and people using or dealing drugs, with 39% and 26% of residents respectively reporting these as a very or fairly big problem.
- 9.3 More than 1 in 10 residents think that vandalism, graffiti and other deliberate damage to property or vehicles (19%) and people being drunk or rowdy (17%) are very or fairly big problems. In contrast, only 3% think abandoned or burnt out cars are a problem.
- 9.4 The figures overleaf compare results between the 2018 Community Survey and previous iterations of this survey for each anti-social behaviour issue. Since 2015, there have been statistically significant increases in the proportion of residents viewing each of the following as a problem: rubbish and litter (up by 15 percentage points); people using or dealing drugs (up by 12 percentage points); vandalism, graffiti and other deliberate damage (up by 11 percentage points); people being drunk or rowdy in public places (up by 4 percentage points) and noisy neighbours and loud parties (again, up by 4 percentage points).

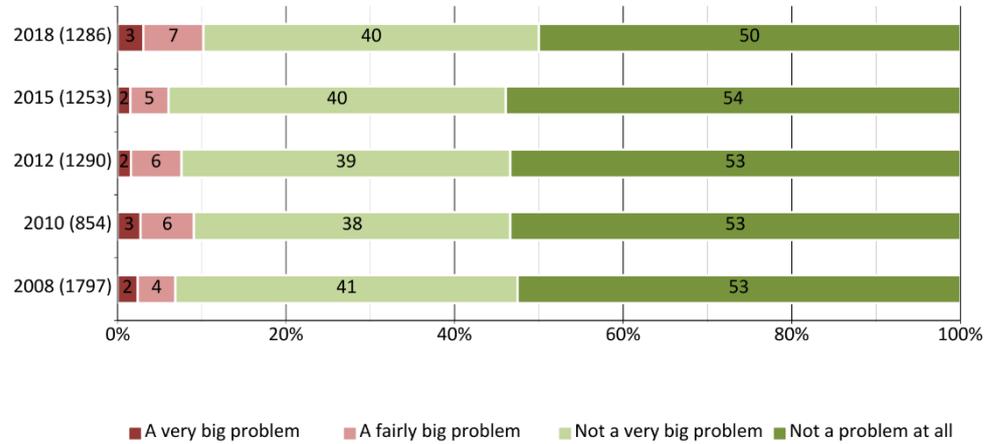
Figure 30: Thinking about this local area, how much of a problem do you think each of the following are?



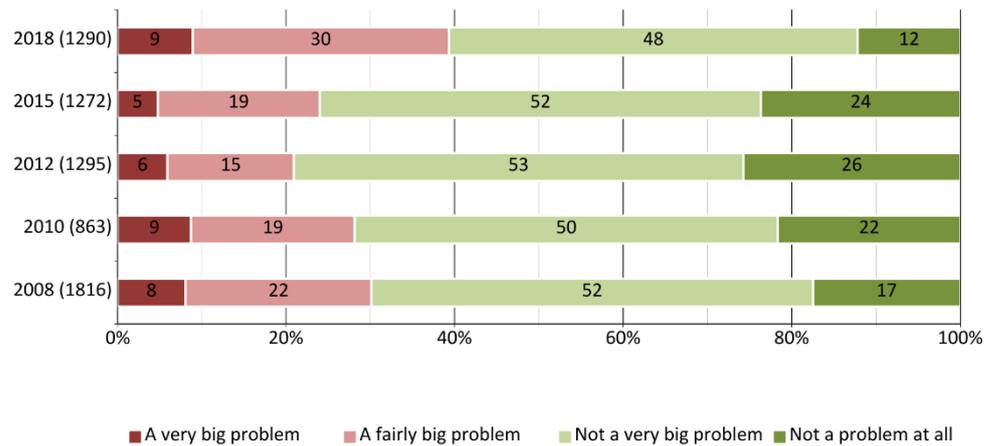
Base: All Residents (number of residents shown in brackets)

Figure 31: Thinking about your local area, how much of a problem do you think each of the following are? Base: All Residents (number of residents shown in brackets)

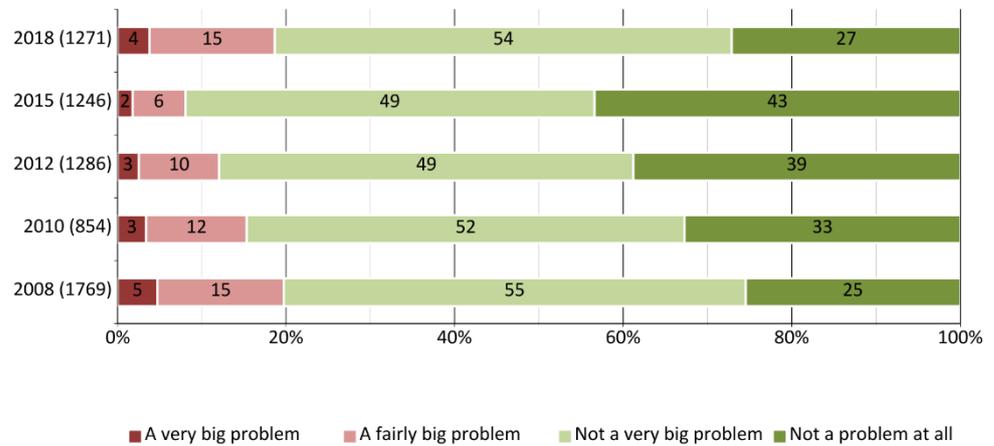
Noisy neighbours or loud parties



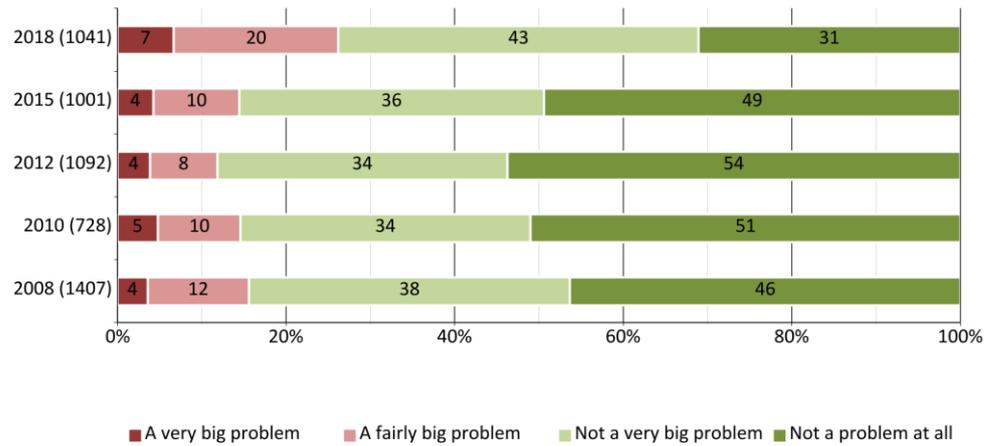
Rubbish or litter lying around



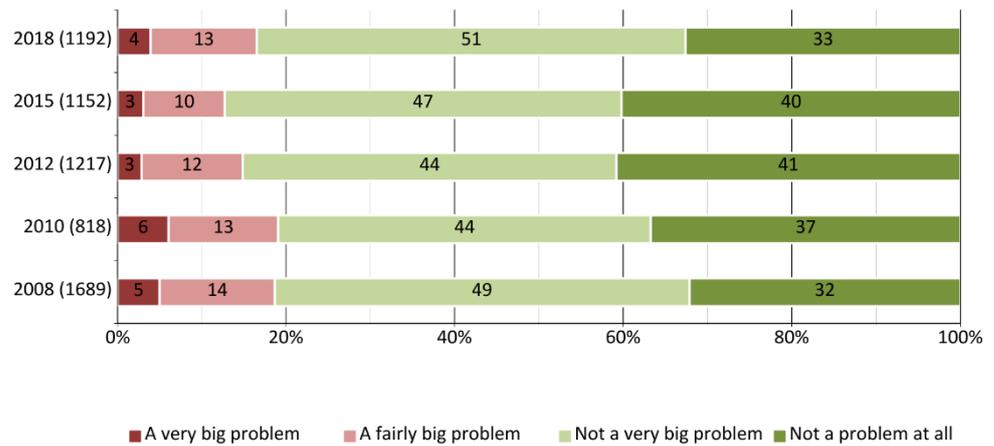
Vandalism, graffiti and other deliberate damage to property or vehicles



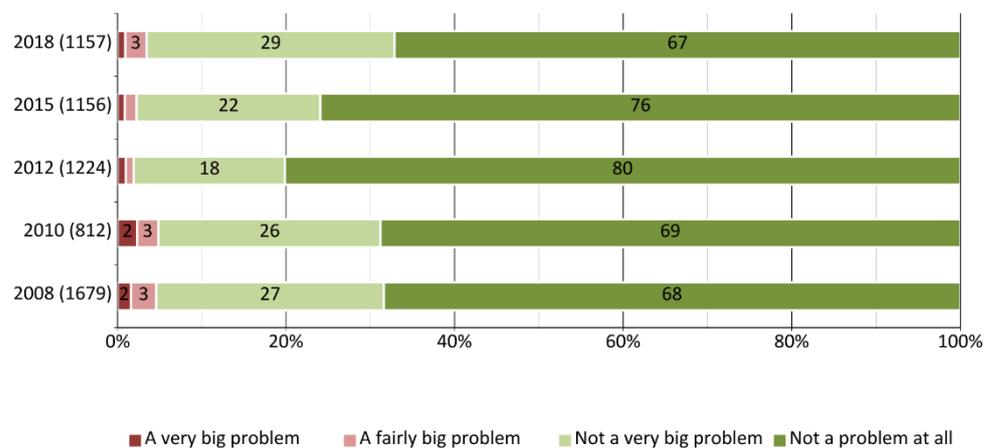
People using or dealing drugs



People being drunk or rowdy in public places



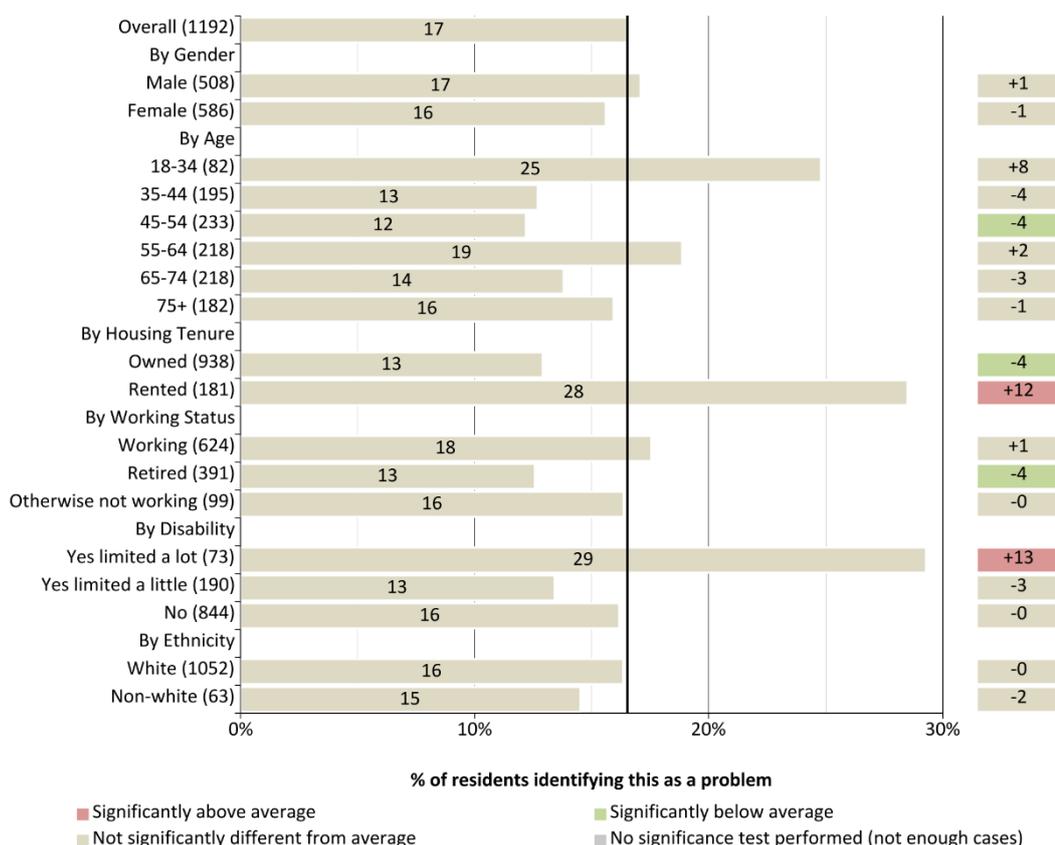
Abandoned or burnt out cars



Drunk and rowdy behaviour

- 9.5 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.
- 9.6 **The score for NI 41 (drunk or rowdy behaviour being a problem) is 16.5 (12.7 in 2015; 14.8 in 2012; 19.1 in 2010; 18.7 in 2008). The lower the score the better the result.**
- 9.7 In other words, 17% of St Albans District residents report that drunk or rowdy behaviour is a big problem: a significant increase on 2015 when 13% felt it was a very or fairly big problem.
- 9.8 Residents who rent their accommodation, and those whose daily activities are limited a lot by a disability, are both significantly more likely to see drunk and rowdy behaviour as a problem. On the other hand, owner occupiers and retired residents are significantly less likely to see this as a problem.

Figure 32: 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 (Grouped Responses)

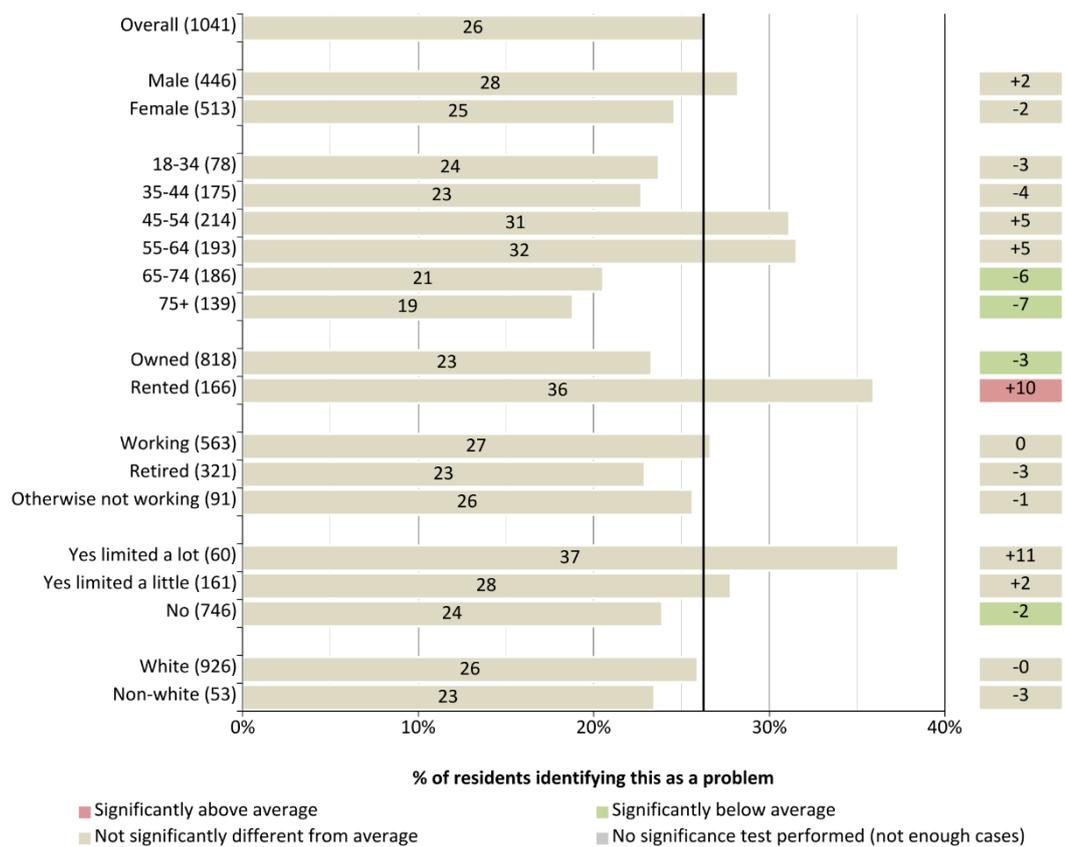


Base: All Residents (number of residents shown in brackets)

People using or dealing drugs

- 9.9 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.
- 9.10 **The score for NI 42 (drug use and dealing being a problem) is 26.2 (14.5 in 2015; 11.8 in 2012; 14.6 in 2010; 15.6 in 2008). The lower the score the better the result.**
- 9.11 26% of St Albans District residents reported that people using or dealing drugs is a big problem, and 7% feel that this is a very big problem. The proportion identifying drug dealing/use as a problem has increased significantly since 2015 – by 12 percentage points.
- 9.12 Residents in rented accommodation are significantly more likely to think that drug use and drug dealing is a very or fairly big problem, with owner occupiers and residents aged 65 or above significantly less likely to feel this way.

Figure 33: Thinking about your local area, how much of a problem do you think each of the following are? People using or dealing drugs (Grouped Responses)



Base: All Residents (number of residents shown in brackets)

The police and other local public services

- 9.13 In line with the 2015 report, results for this question have been presented with ‘don’t know’ treated as both valid and invalid (see figures below). Prior to 2012, the question contained a ‘neither agree nor disagree’ option; due to the significant comparability effects this is likely to have introduced¹⁴, the results from 2018 are only presented directly alongside those from the 2015 and 2012 surveys (although the 2010 and 2008 results – with valid don’t knows - are nonetheless included for reference in Figure 36).
- 9.14 When ‘don’t know’ responses are treated as invalid, over two thirds (68%) of residents agree that the police and other local public services are successfully dealing with these issues in their local area, while almost a third (32%) disagree. In 2015, however, around three quarters (76%) agreed (a statistically significant difference of 8 percentage points) and in 2012 the figure was even higher (80%).
- 9.15 When ‘don’t know’ is treated as valid, just over half (53%) of residents agree, compared with three fifths (60%) in 2015.
- 9.16 Irrespective of whether ‘don’t know’ is treated as valid or invalid, it is apparent that there has been a decrease in the proportion of residents who agree with the statement that the police and other local public services are successfully dealing with these anti-social behaviour issues.

Figure 34: And to what extent do 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 (number shown in brackets) (Don’t know treated as an invalid response)

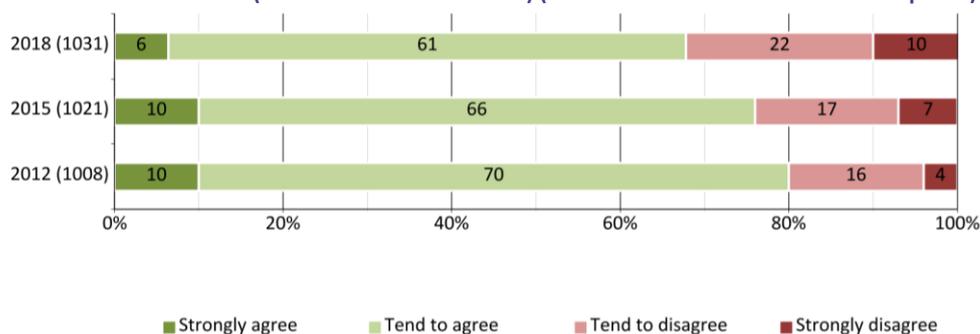
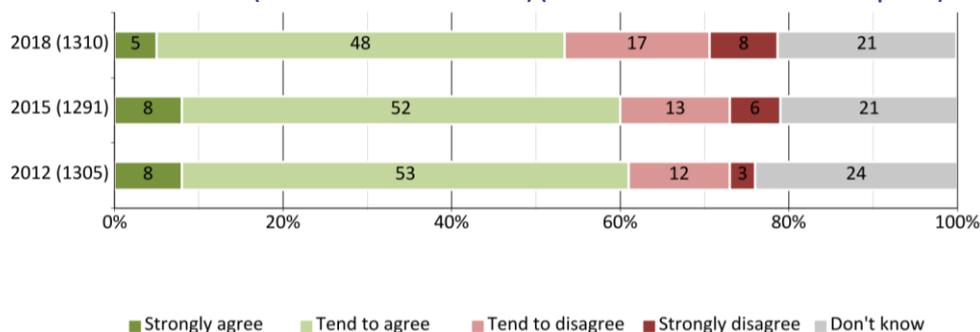
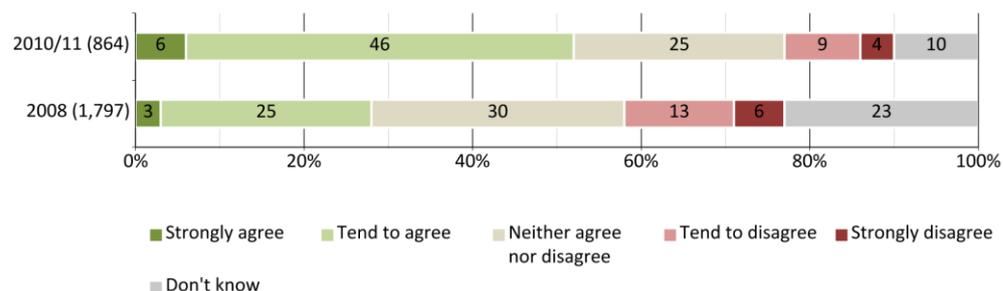


Figure 35: And to what extent do you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area? Base: All Residents (number shown in brackets) (Don’t know treated as a valid response)



¹⁴ It is also worth being aware that in 2015 and 2012, the list of anti-social behaviours in the survey contained an additional issue: ‘teenagers hanging around on the streets’ – this may have impacted slightly on the comparability given that respondents were asked to think about “these issues” in the round.

Figure 36: And to what extent do you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area? (2010 and 2008 results only) Base: All Residents (number of residents shown in brackets)



Comparisons with 2015, 2012, 2010 and 2008 surveys

9.17 The table below provides a summary of year-on-year results since 2008.

9.18 It confirms that many results have deteriorated. In particular, the proportions who feel rubbish and litter and people using or dealing drugs are not a problem, are at the lowest levels seen to date.

9.19 It is worth noting, however, that while the result for being drunk and rowdy has deteriorated significantly since 2015, it is generally consistent with earlier results from 2008-12.

9.20 The result for vandalism, graffiti and deliberate damage is broadly in line with levels seen in 2008.

Table 20: Thinking about your local area, how much of a problem do you think each of the following are?

Comparison with 2015, 2012, 2010 and 2008 surveys.

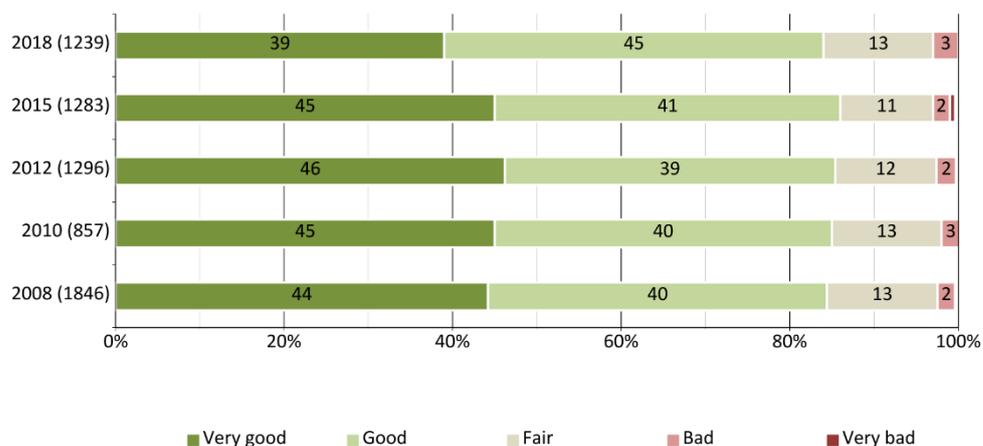
	% who said not a very big problem OR not a problem at all 2008	% who said not a very big problem OR not a problem at all 2010	% who said not a very big problem OR not a problem at all 2012	% who said not a very big problem OR not a problem at all 2015	% who said not a very big problem OR not a problem at all 2018	%-pt change since 2015 (an asterisk * indicates a statistically significant change)
Noisy neighbours or loud parties	93	91	92	94	90	↓4*
Rubbish or litter lying around	70	72	79	76	61	↓15*
Vandalism, graffiti and other deliberate damage to property or vehicles	80	85	88	92	81	↓11*
People using or dealing drugs	84	85	88	86	74	↓12*
People being drunk or rowdy in public places	81	81	85	87	83	↓4*
Abandoned or burnt out cars	95	95	98	98	97	↓1

10. About You

Your health

^{10.1} The majority (83%) of St Albans residents report that their health is either *good* or *very good*, while only 4% report having bad or very bad health. These proportions have changed little since 2008, as the figure below illustrates.

Figure 37: How is your health in general? Would you say it is...?



Base: All Residents

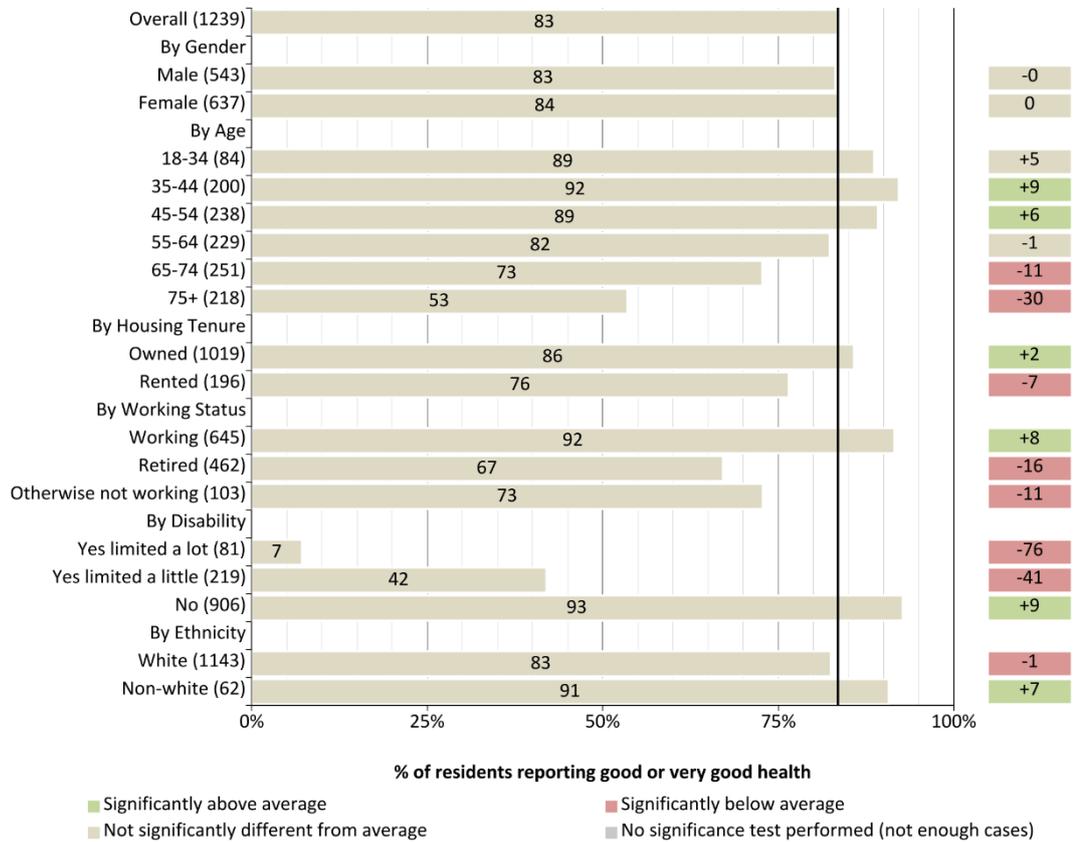
National Indicator Score

^{10.2} NI 119 is calculated based on the proportion of St Albans District residents stating that their health is very good or good.

^{10.3} **The score for NI 119 (general health) for St Albans City and District Council is 83.4 (86.0 in 2015, 85.4 in 2012; 84.5 in 2010; 84.0 in 2008). The higher the score the better the result.**

10.4 Residents aged 65 or above, those who are retired or otherwise not working and those with a disability or limiting illness are among those significantly less likely to report good health. Non-white residents, those aged 35 to 54 and those who are working are among those groups more likely than average to report good health.

Figure 38: How is your health in general? Would you say it is...? (Grouped Responses)



Comparisons with 2015, 2012, 2010 and 2008 surveys

10.5 The table below provides a summary of year-on-year results since 2008.

10.6 It confirms there has been relatively little change in results over time.

Table 21: How is your health in general? Would you say it is...?

Comparison with 2012, 2010 and 2008 surveys.

How is your health in general? Would you say it is...?	% who said good 2008	% who said good 2010	% who said good 2012	% who said good 2015	% who said good 2018	%-pt change since 2015 (an asterisk * indicates a statistically significant change)
	84	85	85	86	83	↓3

11. Summary of National Indicators

Table 22: National Indicators collected as part of the survey

	National Indicator	Higher or Lower Score better?	2008 Score	2010 Score	2012 Score	2015 Score	2018 Score	Improvement since 2008?	Improvement since 2010?	Improvement since 2012?	Improvement since 2015?
NI 1	% of people who believe people from different backgrounds get on well together in their local area ¹⁵	Higher	85.3	81.4	86.8	88.2	87.3	Yes	Yes	Yes	No
NI 2	% of people who feel that they belong to their local area /neighbourhood ¹⁶	Higher	60.0	66.7	73.9	75.0	77.2	Yes	Yes	Yes	Yes
NI 5	Overall/general satisfaction with local area	Higher	90.3	90.1	93.6	90.5	90.1	No	No	No	No
NI 6	Participation in regular volunteering	Higher	29.4	31.8	26.4	21.8	30.2	Yes	No	Yes	Yes
NI 41	Perceptions of drunk or rowdy behaviour as a problem	Lower	18.7	19.1	14.8	12.7	16.5	Yes	Yes	No	No
NI 42	Perceptions of drug use or drug dealing as a problem	Lower	15.6	14.6	11.8	14.5	26.2	No	No	No	No
NI 119	Self-reported measure of people's overall health and wellbeing	Higher	84.0	84.5	85.4	86.0	83.4	No	No	No	No

¹⁵ When answering this question in 2010 and 2008, residents had the opportunity to state that there were *too few people in the local area*, or that local people were *all from the same background*, whereas these options were removed from the questionnaire in 2012. Neither of these response options were treated as valid in calculating levels of agreement or disagreement in 2010 and 2008; nonetheless caution should be exercised when drawing comparisons between these results.

¹⁶ In 2010 and 2008, residents were asked how strongly they felt they belonged to their 'immediate neighbourhood' rather than their 'local area'.

12. List of Tables and Figures

Tables

Table 1: Gender - All Residents	6
Table 2: Age - All Residents	6
Table 3: Ethnic Origin - All Residents.....	6
Table 4: Long-standing illness/Disability - All Residents	6
Table 5: Working Status - All Residents.....	7
Table 6: Tenure - All Residents	7
Table 7: Overall, how satisfied or dissatisfied are you with your local area as a place to live?.....	22
Table 8: Overall, how satisfied or dissatisfied are you with the way that St Albans City and District Council runs things?	22
Table 9: To what extent do you agree or disagree that St Albans City and District Council provides value for money?	22
Table 10: Overall, how strongly do you feel you belong to your local area/immediate neighbourhood?.....	22
Table 11: How satisfied or dissatisfied are you with each of the following services provided or supported by St Albans City and District Council? Comparison with 2015, 2012, 2010 and 2008 surveys.	26
Table 12: How well informed do you feel about each of the following?	34
Table 13: How well informed do you feel about each of the following?.....	34
Table 14: In the past year, have you seen a copy of 'Community News'?	35
Table 15: Would you say you...?.....	35
Table 16: To what extent do you agree or disagree with the following statements about Community News?	35
Table 17: Results of a ranking analysis for the question: Please rank your level of concern about the following environmental topics in St Albans, where '1' is the area of highest concern and '8' is the area of lowest concern.	37

Table 18: Overall, about how often over the last 12 months have you given unpaid help to any voluntary group(s), club(s) or organisation(s)?.....	40
Table 19: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?	43
Table 20: Thinking about your local area, how much of a problem do you think each of the following are?	50
Table 21: How is your health in general? Would you say it is...?	52
Table 22: National Indicators collected as part of the survey.....	53

Figures

Figure 1: Recent results from national LGA Polling for the four indicators also asked about in the St Albans Community Survey 2018 (NB don't know treated as valid).....	8
Figure 2: Overall, how satisfied or dissatisfied are you with your local area as a place to live?	14
Figure 3: Overall, how satisfied or dissatisfied are you with your local area as a place to live?	15
Figure 4: Overall, how satisfied or dissatisfied are you with the way that St Albans City and District Council runs things?	16
Figure 5: Overall, how satisfied or dissatisfied are you with the way that St Albans City and District Council runs things? (Grouped Responses).....	17
Figure 6: To what extent do you agree or disagree that St Albans City and District Council provides value for money?	18
Figure 7: To what extent do you agree or disagree that St Albans City and District Council provides value for money? (Grouped Responses).....	19
Figure 8: How strongly do you feel you belong to your local area/immediate neighbourhood?.....	20
Figure 9: How strongly do you feel you belong to your local area? (Grouped Responses).	21
Figure 10: Please indicate how frequently you have used the following public services provided or supported by St Albans City and District Council.	24
Figure 11: How satisfied or dissatisfied are you with each of the following services provided or supported by St Albans City and District Council?	25
Figure 12: Overall, how well informed do you think St Albans City and District Council keeps residents about the services and benefits it provides?	27
Figure 13: Overall, how well informed do you think St Albans City and District Council keeps residents about the services and benefits it provides? (Grouped Responses).....	28
Figure 14: How well informed do you feel about each of the following?.....	29

Figure 15: If you have contacted St Albans City and District Council in the last 12 months for any reason, how did you get in contact with the Council on the most recent occasion?.....	29
Figure 16: How satisfied or dissatisfied were you with the final outcome of your contact with the Council?	30
Figure 17: How easy or difficult was it for you to resolve your query or conduct your business with the Council?	30
Figure 18: In the last year, have you made a complaint to the Council about a service it provides?	30
Figure 19: To what extent do you agree or disagree with the following statements about your experience when you made the complaint?	31
Figure 20: In the past year, have you seen a copy of 'Community News', St Albans City and District Council's quarterly eight page publication for residents, which is delivered to households in the District and viewable online at www.stalbans.gov.uk/communitynews?	31
Figure 21: Would you say you...?	32
Figure 22: In the past year, have you seen a copy of 'Community News', St Albans City and District Council's quarterly eight-page publication for residents?	32
Figure 23: To what extent do you agree or disagree with the following statements about Community News?	
Figure 24: To what extent do you agree or disagree with the following statements about Community News?	33
Figure 25: To what extent do you agree or disagree with the following statement? I am concerned about environmental issues and would like to see more action taken locally to address them.	36
Figure 26: Overall, about how often over the last 12 months have you given unpaid help to any group(s), clubs or organisation(s)?	38
Figure 27: Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)	39
Figure 28: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?	41
Figure 29: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?	42
Figure 30: Thinking about this local area, how much of a problem do you think each of the following are?	44
Figure 31: Thinking about your local area, how much of a problem do you think each of the following are? Base: All Residents (number of residents shown in brackets).....	45

Figure 32: 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 (Grouped Responses)	47
Figure 33: Thinking about your local area, how much of a problem do you think each of the following are? People using or dealing drugs (Grouped Responses)	48
Figure 34: And to what extent do you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area? (Don't know treated as a valid response)	49
Figure 35: And to what extent do you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area? (Don't know treated as an invalid response).....	49
Figure 36: And to what extent do you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area? (2010 and 2008 results only).....	50
Figure 37: How is your health in general? Would you say it is...?.....	51
Figure 38: How is your health in general? Would you say it is...? (Grouped Responses)	52