



St Albans City and District Council Community Survey 2012

January 2013



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

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1. Project Overview

The Survey

- 1.1 Opinion Research Services (ORS) was commissioned by St Albans City and District Council to undertake a Residents Survey using a postal methodology.
- 1.2 The Residents 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.
- 1.3 The survey was designed to repeat some key questions from the national Place Survey of 2008 and the 2010/11 Community Survey (which were also designed and analysed by ORS).
- 1.4 The survey contained questions on the following topics:
 - About Your Area
 - Your Local Public Services
 - Information
 - Local Decision Making
 - Helping Out and Getting Involved
 - Respect and Consideration
 - Community Safety
- 1.5 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. The 2012 St Albans Residents survey, whilst remaining consistent with some of the previous National Indicator questions, explores other aspects of living in the district which are particularly relevant to St Albans City and District Council. Where appropriate, reference is made to National Indicators for the purpose of longitudinal analysis.
- 1.6 Any changes to the questionnaire since 2010/11 and 2008 which may affect the comparability of National Indicator scores are also highlighted.
- 1.7 Some changes to the questionnaire were made to reflect the guidance provided by the Local Government Association (to meet the requirements of the LG Inform data benchmarking service).

Table 1: National Indicators collected as part of the survey

	National Indicator	Higher or Lower Score better?	2008 Score	2010/11 Score	2012 score	Improvement since 2008?	Improvement since 2010/11?
NI 1	% of people who believe people from different backgrounds get on well together in their local area ¹	Higher	85.3	81.4	86.8	Yes	Yes
NI 2	% of people who feel that they belong to their local area/neighbourhood ²	Higher	59.9	66.7	73.9	Yes	Yes
NI 3	Civic participation in the local area	Higher	15.5	16.2	14.8	No	No
NI 4	% of people who feel they can influence decisions in their locality	Higher	26.7	33.7	26.5	No	No
NI 5	Overall/general satisfaction with local area	Higher	90.3	90.1	93.6	Yes	Yes
NI 6	Participation in regular volunteering	Higher	29.4	31.8	26.4	No	No
NI 17	Perceptions of anti-social behaviour	Lower	10.1	11.1	4.8	Yes	Yes
NI 41	Perceptions of drunk or rowdy behaviour as a problem	Lower	18.6	19.1	14.8	Yes	Yes
NI 42	Perceptions of drug use or drug dealing as a problem	Lower	15.6	14.6	11.8	Yes	Yes
NI 119	Self-reported measure of people's overall health and wellbeing	Higher	84.0	84.5	85.4	Yes	Yes
NI 139	Support for older people	Higher	23.0	30.3	29.9	Yes	No

Survey Response

¹⁸ 4,000 questionnaires were sent out week commencing 26th October 2012 by post, with 1 reminder sent to non-responders. The cut-off date for returned questionnaires was 7th December 2012. 18 were returned as failed mail and 1,331 were returned complete, yielding a response rate of 33%.

Weighting the Data

¹⁹ 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

¹ When answering this question in 2010/11 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 2010/11 and 2008; nonetheless caution should be exercised when drawing comparisons between these results.

² In 2010/11 and 2008, residents were asked how strongly they felt they belonged to their 'immediate neighbourhood' rather than their 'local area'.

selected, different types of people in different places may have been more or less likely to take part. This is known as response bias, and can be corrected for through a process of statistical weighting and application of a sample design correction factor (which also maintains consistency with the approach used previously).

- 1.10 Inferences about the views of the population can be improved by calculating weights for any under or over-sampling of particular groups. Weights are assigned by comparing the sample proportions for particular groups with known population characteristics from other sources for the same groups. Each observation is then multiplied by its weight to ensure that the weighted sample will conform to the known population characteristics.
- 1.11 In this case, the data was compared against Census 2011 population data. The weighted data should, therefore, be representative of the population of St Albans and will be treated as being so throughout this report. When the un-weighted data is discussed the report refers to 'respondents' but for weighted data it refers to 'residents'.
- 1.12 The returned sample was weighted by number of adults in the household, age and gender interlocked and ethnicity, using Census 2011 data. As far as possible weighting for the 2012 survey was kept consistent with that for the 2010/11 and 2008 surveys to allow for comparability.

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 2: Gender - All Residents

Note: Figures may not sum due to rounding

Gender	Unweighted Count	Unweighted Valid %	Weighted Valid %
Male	586	46	48
Female	694	54	52
Not known	51	-	-
Total	1,331	100	100

Table 3: Age - All Residents

Note: Figures may not sum due to rounding

Age	Unweighted Count	Unweighted Valid %	Weighted Valid %
Aged 18 to 24	14	1	5
Aged 25 to 34	108	8	17
Aged 35 to 44	211	16	23
Aged 45 to 54	266	20	19
Aged 55 to 64	248	19	15
Aged 65 to 74	232	18	11
Aged 75 or over	219	17	10
Not known	33	-	-
Total	1,331	100	100

Table 4: Ethnic Origin - All Residents

Note: Figures may not sum due to rounding

Ethnic Origin	Unweighted Count	Unweighted Valid %	Weighted Valid %
White	1,230	96	91
Non-white	55	4	9
Not known	46	-	-
Total	1,331	100	100

Table 5: Long-standing illness/Disability - All Residents

Note: Figures may not sum due to rounding

Long-standing illness/Disability	Unweighted Count	Unweighted Valid %	Weighted Valid %
Long-standing illness/disability	296	23	16
No long-standing illness/disability	998	77	84
Not known	37	-	-
Total	1,331	100	100

Table 6: Household Type - All Residents

Note: Figures may not sum due to rounding

Household Type	Unweighted Count	Unweighted Valid %	Weighted Valid %
With children	348	27	37
Without children	926	73	63
Not known	57	-	-
Total	1,331	100	100

Table 7: Working Status - All Residents

Note: Figures may not sum due to rounding

Working Status	Unweighted Count	Unweighted Valid %	Weighted Valid %
Working	708	55	66
Retired	455	35	22
Otherwise not working	129	10	12
Not known	39	-	-
Total	1,331	100	100

Table 8: Tenure - All Residents

Note: Figures may not sum due to rounding

Household Type	Unweighted Count	Unweighted Valid %	Weighted Valid %
Owned	1,094	86	82
Rented	175	14	18
Not known	62	-	-
Total	1,331	100	100

Interpretation of the Data

- 1.13 Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers.
- 1.14 In some cases figures of 2% or below have been excluded from graphs to ensure they are easy to read.
- 1.15 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.
- 1.16 It should be remembered that a sample, and not the entire population of the district, has been interviewed. In consequence, all results are subject to sampling tolerances, which means that not all differences are statistically significant. When considering changes in responses between this year’s survey and previous surveys, 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

- 1.17 Where appropriate the results of this survey have been compared with results from the previous 2010/11 Community Survey and the 2008 National Place Survey. It should be noted that while many of the results are largely comparable, different questionnaires and sample sizes were used between the two surveys which may have an impact on comparability.
- 1.18 Changes to the questionnaire design in 2012 which affect comparability with the earlier surveys are indicated in footnotes and the main text.

Acknowledgements

- 1.19 ORS would like to thank Oliver Jones at St Albans City and District Council for his help and assistance. We would also like to thank the 1,331 people who took part in the survey, without whose valuable input the research would not have been possible.

2. Executive Summary

Main Conclusions and Recommendations

- 2.1 The most positive indicators have been outlined below as well as some areas for consideration. Please bear in mind that these comparisons of 'best' and 'worst' rankings are an arbitrary indication of performance.

Areas of high performance

- 2.2 More than 9 in 10 residents (94%) are *satisfied* with *their local area as a place to live*, and more than two fifths (44%) say that they are *very satisfied*. Only 3% said that they are *dissatisfied* with *their local area as a place to live*. The proportion of residents who are *satisfied* has significantly increased by 4 percentage points since 2010/11 and 2008.
- 2.3 7 out of 10 (70%) residents are satisfied with the way that St Albans City and District Council runs things; this represents an increase of 16 percentage points on the level of satisfaction reported in 2010/11, and an increase of 28 percentage points on the level of satisfaction reported in 2008. Residents responding to the survey in 2012 are significantly more likely to be satisfied than those who responded in 2010/11 and 2008.
- 2.4 Levels of satisfaction with many of the public services listed in the survey have increased. The levels of satisfaction with *doorstep recycling* (76%), *local tips/recycling centres* (83%), *sport/leisure facilities* (53%), *museums/galleries* (60%), *theatres/concert halls* (61%), and *parcs and open spaces* (91%) have improved since both 2010/11 and 2008.
- 2.5 The proportions of residents who feel that various types of anti-social behaviour represent *a big problem* in their local area have all decreased since 2010/11. There have been decreases in the number of residents who regard the following as a *very or fairly big problem*: *teenagers hanging around the streets* (15% in 2012; 23% in 2010/11; 29% in 2008); *rubbish and litter lying around* (21% in 2012; 28% in 2010/11; 30% in 2008); *vandalism, graffiti and other deliberate damage to property or vehicles* (12% in 2012; 15% in 2010/11; 20% in 2008); and *people using or dealing drugs* (12% in 2012; 15% in 2010/11; 16% in 2008).

Areas for consideration

- 2.6 Less than half of residents (42%) feel that St Albans City and District Council *provides good value for money*; however there has been a significant increase in the level of agreement since 2008 (29%).
- 2.7 Fewer than 3 out of 10 (28%) residents are *satisfied* with *parking* in St Albans. Moreover, the overall level of satisfaction among residents has decreased significantly by 13 percentage points since 2010/11.

- ^{2.8} Fewer than 3 out of 10 (26%) residents *agree* that they can *influence decisions in their local area*; 74% disagree. This represents a significant decrease of 8 percentage points in the level of agreement since 2010/11; however, the level of agreement is similar to that reported in 2008 in the Place Survey (26%).

Summary of Main Findings

- ^{2.9} The following paragraphs highlight the key results from this survey, but readers are referred to the detailed graphics for the full story. The suite of ORS reports also includes a full analysis document, including cross tabulations.

Satisfaction with Local Area and St Albans City and District Council

- ^{2.10} More than 9 in 10 residents (94%) are *satisfied with their local area as a place to live*, of whom almost half (47%) say that they are *very satisfied*. Only 3% said that they are *dissatisfied* with their local area as a place to live. The proportion of residents who are *satisfied* has increased by 4 percentage points since 2010/11 and 2008³.
- ^{2.11} 7 in 10 (70%) residents are *satisfied with the way St Albans City and District Council runs things*: a significant increase of 16 and 28 percentage points since 2010/11 and 2008, respectively. 1 in 10 (10%) are *dissatisfied*.
- ^{2.12} Around two fifths (42%) of residents *agree* that St Albans City and District Council *provides value for money*; a similar proportion (38%) *neither agree nor disagree*.
- ^{2.13} Around three quarters (74%) of residents say that they feel they belong either *very strongly* or *fairly strongly* to their local area.⁴ This represents a significant increase on the proportion of residents who felt they belonged to their 'immediate neighbourhood' in 2010/11 (67%) and 2008 (60%).
- ^{2.14} More than 9 in 10 (92%) residents are *satisfied with their home as a place to live*; just 1 in 20 (5%) are *dissatisfied*.⁵

Your Local Public Services

- ^{2.15} The public services that are used most frequently⁶ by residents are *doorstep recycling* and *parks and open spaces*. Those used least frequently are *planning and building control*, *museums/galleries* and *theatres/concert halls*. However, the proportion of residents who use *street markets* at least once a month has decreased by 15 percentage points since 2010/11.

³ In 2012, a response option *Don't know* was added to this question as featured in the LGA's 'Are You Being Served' question setting and guidance document. However, none of the 1,331 residents selected this option and therefore results from previous years are comparable.

⁴ In 2010/11 and 2008, residents were asked how strongly they felt they belonged to their 'immediate neighbourhood' rather than their 'local area'.

⁵ In 2012 a response option *Don't Know* was added to this question (see note 2 above) although the proportion of residents who selected this answer was negligible.

⁶ Based on the proportion of residents who use the service at least once a month

- 2.16 The public services with which residents are most satisfied are *parks and open spaces* (91%), *local tips/household waste recycling centres* (83%) and *street markets* (81%). These were also the top three public services in 2010/11 in terms of satisfaction levels (90%, 85% and 82% respectively).
- 2.17 The public services with the lowest levels of satisfaction are *planning and building control* (27%), *promoting sustainability* (28%) and *parking* (28%). As in 2010/11, *parking* attracted the highest level of dissatisfaction (49%), which was also 12% higher than reported in the last survey.

Information

- 2.18 More than three fifths (63%) of residents agree that they are kept either *fairly* or *very well informed* by St Albans City and District Council about the services it provides; about 3 in 10 (31%) feel either *not very well informed* or *not well informed at all*.
- 2.19 More than 9 in 10 residents (94%) feel either *fairly* or *very well informed* about *how and where to vote*, and around two thirds (67%) feel well informed about how their council tax is spent. Residents feel least well informed about *how to get involved in local decision making* (31%) and *how to complain about local public services* (35%).
- 2.20 The last time they contacted the Council to find out information, more than 9 in 10 (93%) were able to find out at least *some of* the information they needed, and more than half (53%) were able to find *all of* the information they needed. However, residents who contacted the Council by email were significantly more likely to report that they were unable to obtain the information they needed.
- 2.21 The preferred means of finding out almost all of the various types of information from the Council was visiting the website. The one exception was on *reporting a missed recycling/refuse collection*, where more than half (54%) of residents said they would prefer to make a telephone call.
- 2.22 More than 1 in 10 residents (13%) had *made a complaint to the Council about a service it provides* in the last twelve months. Four fifths (80%) agree that staff were *helpful* and *polite* when they made their complaint. More than three fifths (63%) *agree* that they were *treated fairly*, although more than a third (37%) *disagree*.
- 2.23 Three quarters (75%) of residents had seen a copy of 'Community News' (the Council's quarterly eight page publication for residents, incorporating 'Recycling News') in the past year, compared with 54% in 2010/11. Nearly all (98%) of these had at least *glanced at the information*, and more than three fifths (62%) had read either *all or most of* it.
- 2.24 When residents who had at least glanced at the information were asked about various aspects of the publication, the response was generally complimentary. Almost all agreed that *the information was easy to understand* (99%) and that *the articles were clearly written* (98%), while around 9 in 10 agreed that *the publication was informative* (93%) and *about the right length* (89%).
- 2.25 However, around a quarter (26%) disagreed that *the articles are relevant to me*, and a similar proportion (28%) agreed that *the publication is boring*. Nonetheless, the majority of residents expressed positive opinions of the publication.

Local Decision Making

- ^{2.26} Around a quarter (26%) of residents *agree* that they *can influence decisions affecting their local area*, while close to three quarters (74%) *disagree*. This represents a significant decrease of 8 percentage points since 2010/11 in the proportion of residents who agree that they can influence decisions; however, the level of agreement is comparable with that observed in 2008.
- ^{2.27} More than a quarter (27%) of residents would like to be *more involved in the decisions that affect their local area*, although nearly two thirds of residents (66%) said that it would *depend on the issue*. Fewer than 1 in 10 (7%) residents would **not** like to be *more involved in the decisions that affect their local area*. These results are very similar to those seen in 2010/11 and 2008 (see Figure 26 below).

Helping Out and Getting Involved

- ^{2.28} Around half (52%) of residents had *not given any unpaid help* to any to any voluntary group(s), club(s) or organisation(s) during the 12 months prior to the survey. Around a quarter (26%) give help *at least once a month*, although the proportion that do this has decreased significantly since 2010/11. A further 10% had given unpaid help *as an individual only, and not through a group, club or organisation*.
- ^{2.29} In the previous 12 months, between 0.5% and 4.9% of residents had *been a local councillor (for the local authority, town or parish)*, or had been a member of a *decision-making group set up to tackle local crime problems, a tenants' group decision-making committee, a group making decisions on locals services for young people, or a group making decisions on local health or education services*. 8.4% reported that they had been a member of *another group making decisions on services in the local community*.

Respect and Consideration

- ^{2.30} 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 higher than in both 2010/11 (82%) and 2008 (85%).⁷
- ^{2.31} When residents were asked whether older people in the local area are *able to get the services and support they need to live at home for as long as they want to*, 30% said *yes* and 9% said *no*. The remaining 61% reported that they *don't know*. Since 2010/11 the proportion of residents saying *yes* has remained unchanged, although fewer residents now say *no*.

Community Safety

- ^{2.32} The types of anti-social behaviour which the fewest residents report as being either a *very big* or *fairly big* problem are *abandoned or burnt out cars* (2%), *noisy neighbours or loud parties* (8%), and *people using or dealing drugs* (12%).

⁷ When answering this question in 2010/11 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 2010/11 and 2008; nonetheless caution should be exercised when drawing comparisons between these results.

- ^{2.33} The type of anti-social behaviour that most residents think is *a fairly or a very big problem* is *rubbish or litter lying around*. However, around four fifths of residents (79%) feel this is either *not a very big problem* or *not a problem at all*.
- ^{2.34} Around three fifths (61%) of residents *agree* that *the police and other local public services are successfully dealing with these issues in their local area*; less than a fifth (15%) *disagree*. However, around a quarter of residents reported that they *don't know* whether *the police and other local public services are successfully dealing with these issues*.⁸

About You

- ^{2.35} The majority (85%) of St Albans residents report that their health is either *good* or *very good*, while only 3% report having *bad* or *very bad* health. These results are unchanged since 2010/11.

⁸ The option to *'Neither agree nor disagree'* was removed from this question in 2012, after being included in 2010/11 and 2008. This may explain the higher proportion of *'Don't know'* responses which this question attracted in 2012 relative to the other two surveys. Caution should be exercised when comparing the 2012 result for this question with that of the previous surveys in 2010/11 and 2008.

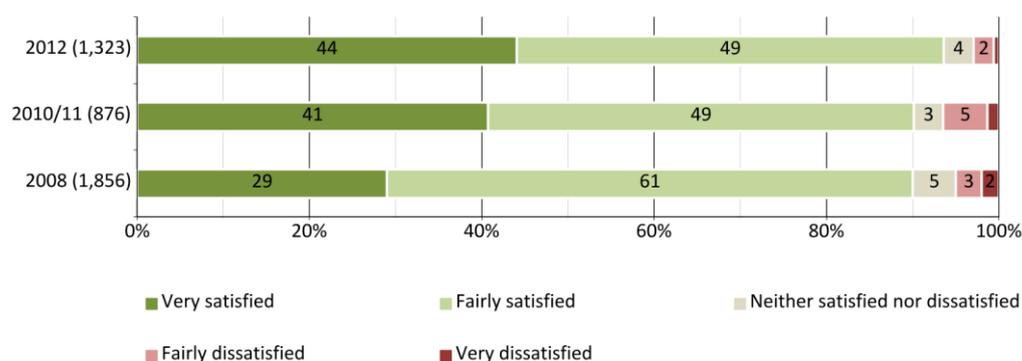
3. Satisfaction with Local Area Results

Satisfaction with local area as a place to live

- 3.1 More than 9 in 10 residents (94%) are *satisfied* with their local area as a place to live, with more than two fifths (44%) saying that they are *very satisfied*. Only 3% said that they are *dissatisfied* with their local area as a place to live.
- 3.2 The proportion of residents who are *satisfied* has increased significantly by 4 percentage points since 2010/11 and 2008.
- 3.3 A *Don't know* response option was added to this question in 2012. However, no residents selected this option when answering the question.

Figure 1: 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)



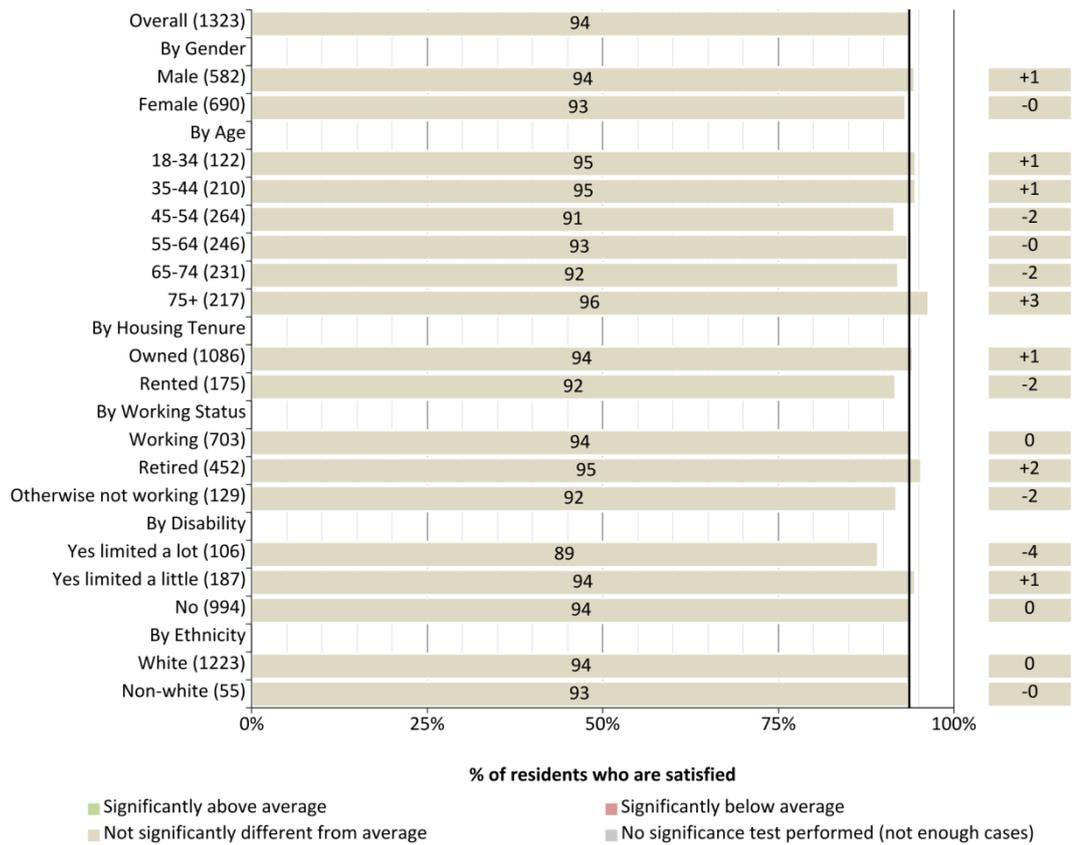
- 3.4 NI 5 is calculated based on the proportion of St Albans District residents who are *fairly* or *very satisfied* with their *local area as a place to live*.
- 3.5 **The score for NI 5 (satisfaction with local area) for St Albans City and District Council is 93.6 (90.1 in 2010/11; 90.3 in 2008). The higher the score the better the result.**
- 3.6 The following chart (overleaf) shows how the responses for this score vary across different sub-groups of the population. Results for sub-groups which are significantly better (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 is statistically significant.

3.8 In this case, there are no significant differences between the population sub-groups.

Figure 2: Overall, how satisfied or dissatisfied are you with your local area as a place to live?

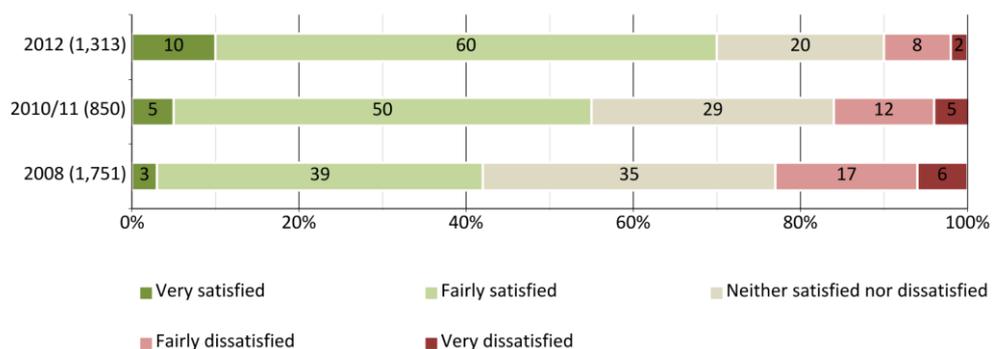
Base: All Residents (number of residents shown in brackets)



Satisfaction with how St Albans City and District Council runs things

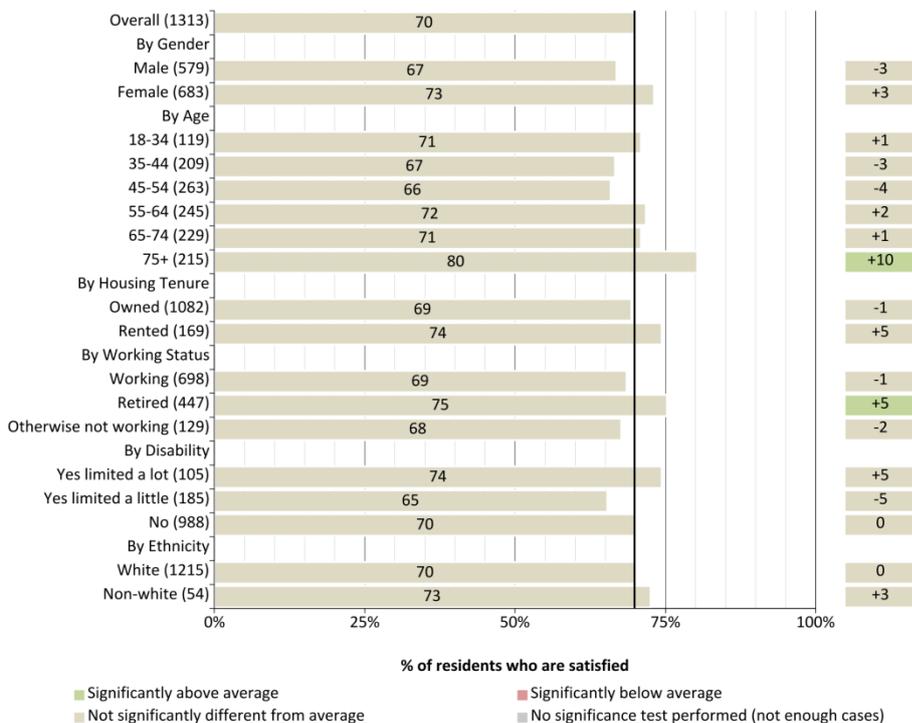
3.9 7 in 10 (70%) residents are *satisfied* with *the way St Albans City and District Council runs things*, which represents an increase of 16 percentage points since 2010/11 and 28 percentage points since 2008. 1 in 10 (10%) are *dissatisfied*.

Figure 3: 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)



3.10 Residents aged 75 or above and retired residents are significantly more likely to be *satisfied* with *how St Albans City and District Council runs things*.

Figure 4: 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)

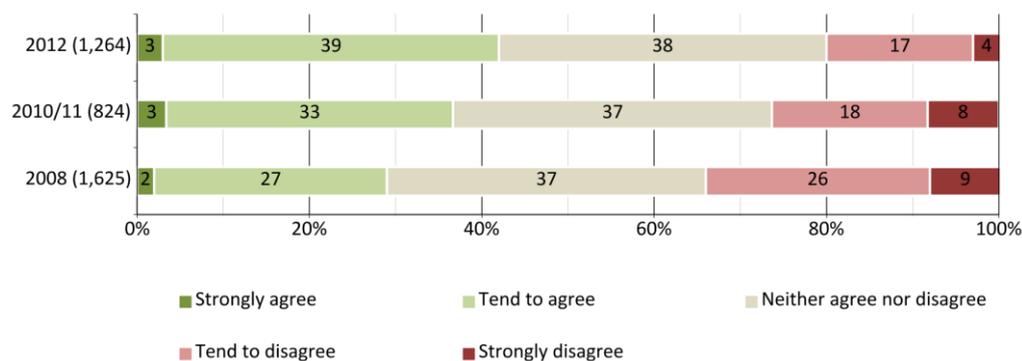


Value for Money

- 3.11 Around two fifths (42%) of residents *agree* that St Albans City and District Council *provides value for money*; a similar proportion (38%) *neither agree nor disagree*.
- 3.12 The proportion of residents who *agree* has increased by 6 percentage points since 2010/11, and by 13 percentage points since 2008.

Figure 5: To what extent do you agree or disagree that St Albans City and District Council provides value for money?

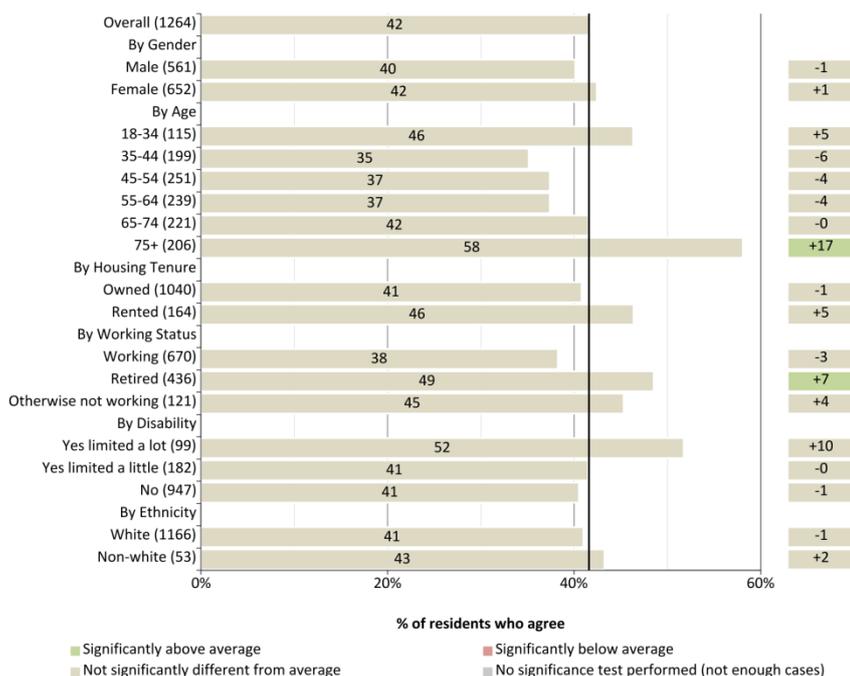
Base: All Residents (number of residents shown in brackets)



- 3.13 Residents aged 75 or above and retired residents are significantly more likely to agree that St Albans City and District Council provides *value for money*.

Figure 6: 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)



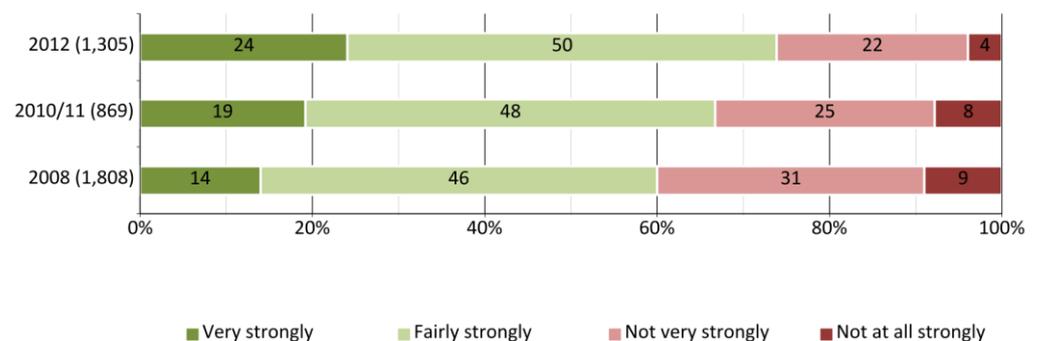
Feelings of belonging

3.14 Around three quarters (74%) of residents say that they feel they belong either *very strongly* or *fairly strongly* to their local area; around a quarter (26%) feel they belong either *not very strongly* or *not at all strongly* to their local area.

3.15 Please note when comparing results between years, that in 2010/11 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 comparability of the results.

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

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



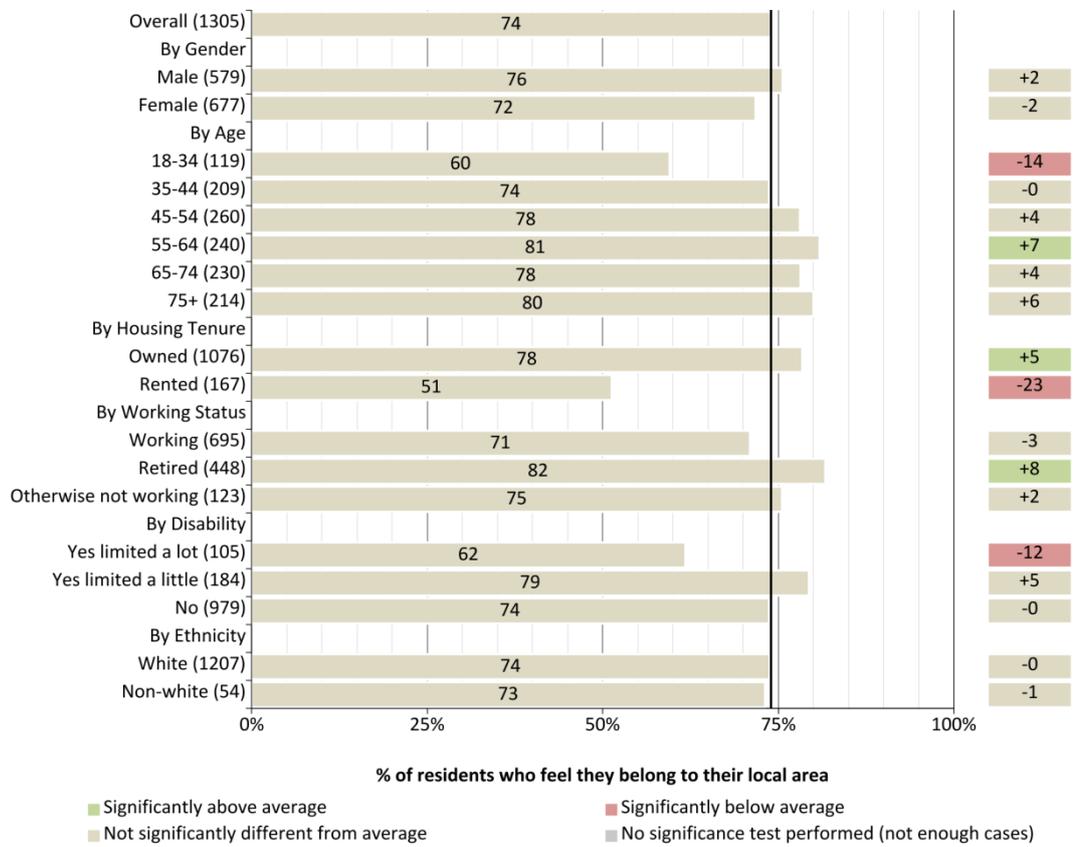
3.16 NI 2 is calculated based on the proportion of St Albans District residents who *fairly strongly* or *very strongly* feel that they belong to their neighbourhood. In this case, *don't know* is excluded from the calculation.

3.17 **The score for NI 2 (feel belong to neighbourhood) for St Albans City and District Council was 66.7 in 2010/11 and 59.9 in 2008. The higher the score the better the result.**

3.18 **The equivalent score for 2012 is 73.9; however, caution should be exercised when comparing the results between these surveys due to the slight change in question wording.**

3.19 Residents aged 18-34, residents who rent their home, and residents whose day-to-day activities are limited a lot because of a health problem or disability, are all significantly less likely to feel they *belong to their local area*. Residents who are aged 55 to 64, who are retired, or who own their own home are all significantly more likely to feel that they *belong to their local area* (see Figure 8 overleaf).

Figure 8: Overall, how strongly do you feel you belong to your local area? (Grouped Responses)
 Base: All Residents (number of residents shown in brackets)

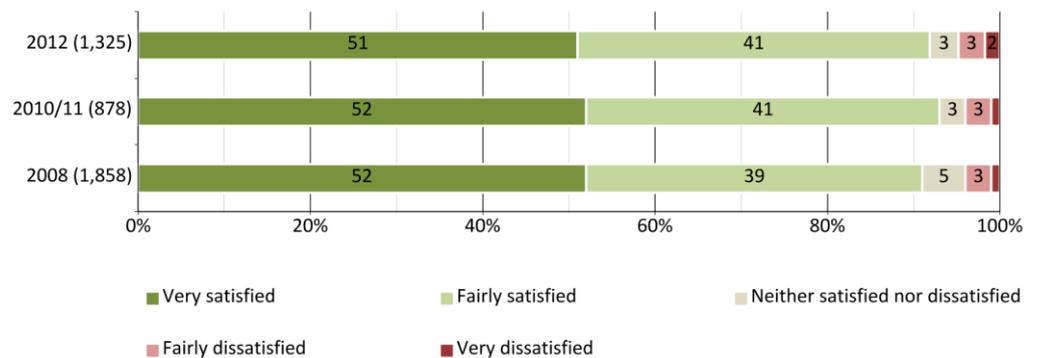


Satisfaction with your home

- 3.20 More than 9 in 10 (92%) residents are *satisfied* with their *home as a place to live*; just 1 in 20 (5%) are *dissatisfied*.
- 3.21 The proportion of residents who are *satisfied* with their home has not changed significantly since 2010/11 or 2008.
- 3.22 A *Don't know* response option was added to this question in 2012, which may have some impact on comparability with the previous surveys. However, the number of residents who selected the *don't know* option in 2012 was negligible (only selected by one individual).

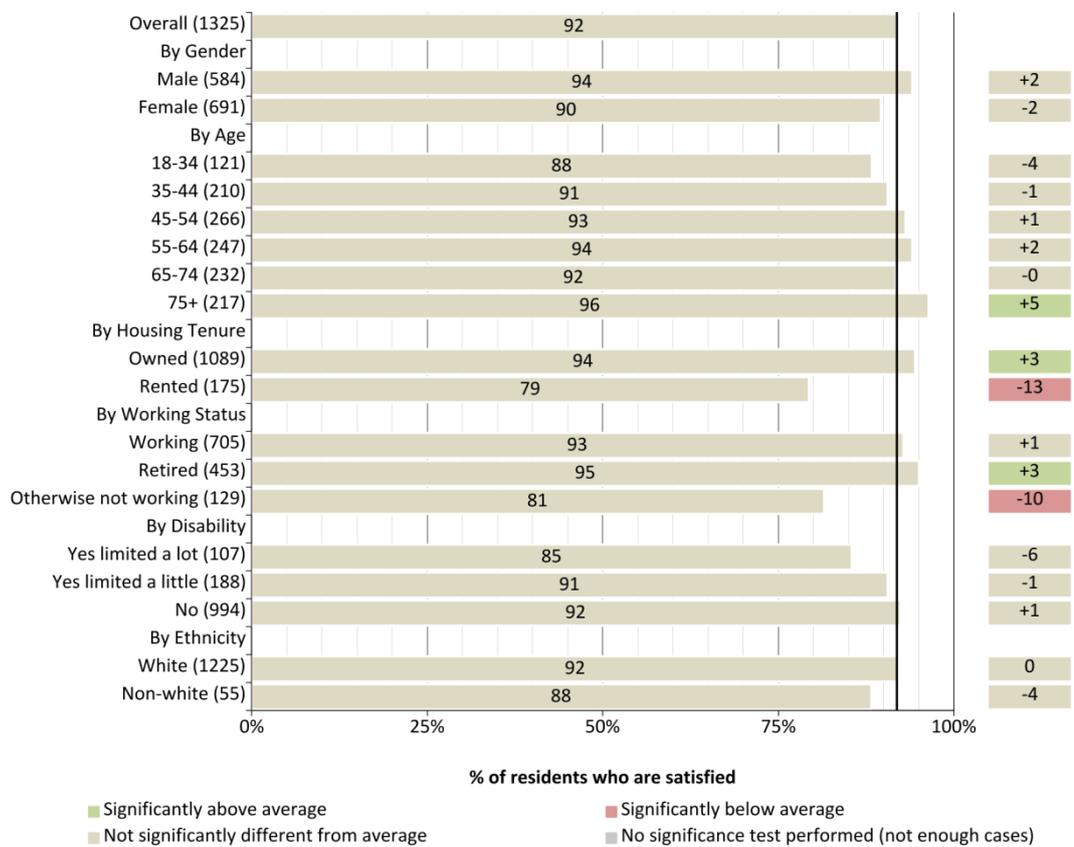
Figure 9: How satisfied or dissatisfied are you with your home as a place to live?

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



- 3.23 Residents who are otherwise not working (i.e. not working, but not retired) and who rent their home are significantly less likely to feel *satisfied* with their *home as a place to live*. Residents who are aged 75 or above, who are retired, or who own their homes are significantly more likely to feel *satisfied* with their home (see Figure 10 overleaf).

Figure 10: How satisfied or dissatisfied are you with your home as a place to live? (Grouped Responses)
Base: All Residents (number of residents shown in brackets)



Comparisons with 2010/11 and 2008 surveys

3.24 The tables below show the results and the percentage point changes between 2008, 2010/11 and 2012 for questions which are comparable across the different surveys.

Table 9: Overall, how satisfied or dissatisfied are you with your local area as a place to live?⁹
Comparison with 2010/11 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 2010/11	% who were satisfied 2012	% change since 2008	% change since 2010/11
	90	90	94	↑4	↑4

Table 10: Overall, how satisfied or dissatisfied are you with the way that St Albans City and District Council runs things?
Comparison with 2010/11 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 2010/11	% who were satisfied 2012	% change since 2008	% change since 2010/11
	42	54	70	↑28	↑16

Table 11: To what extent do you agree or disagree that St Albans City and District Council provides value for money?
Comparison with 2010/11 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 2010/11	% who agreed 2012	% change since 2008	% change since 2010/11
	29	37	42	↑13	↑5

Table 12: Overall, how strongly do you feel you belong to your local area/immediate neighbourhood)?¹⁰
Comparison with 2010/11 and 2008 surveys.

Overall, how strongly do you feel you belong to your local area?	% who said strongly 2008	% who said strongly 2010/11	% who said strongly 2012	% change since 2008	% change since 2010/11
	60	67	74	↑14	↑7

Table 13: How satisfied or dissatisfied are you with your home as a place to live?¹¹
Comparison with 2010/11 and 2008 surveys.

How satisfied or dissatisfied are you with your home as a place to live?	% good 2008	% good 2010/11	% good 2012	% change since 2008	% change since 2010/11
	91	93	92	↑1	↓1

⁹ A 'don't know' response option was added to this question in 2012

¹⁰ In 2010/11 and 2008 the question referred to 'immediate neighbourhood' rather than 'local area.'

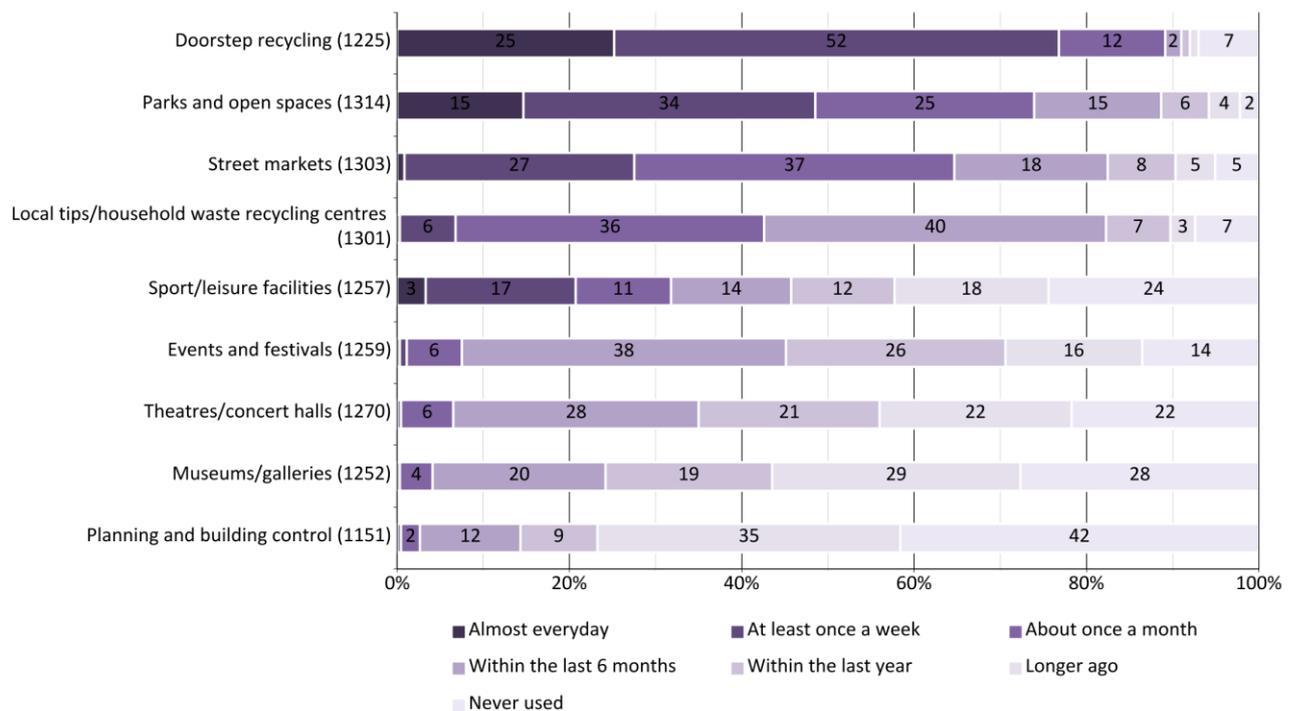
¹¹ A 'don't know' response option was added to this question in 2012

4. Your Local Public Services Results

^{4.1} The public services most frequently¹² used by residents are *doorstep recycling* and parks and open spaces. Those used least frequently are *planning and building control*, *museums/galleries* and *theatres/concert halls*.

Figure 11: 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)



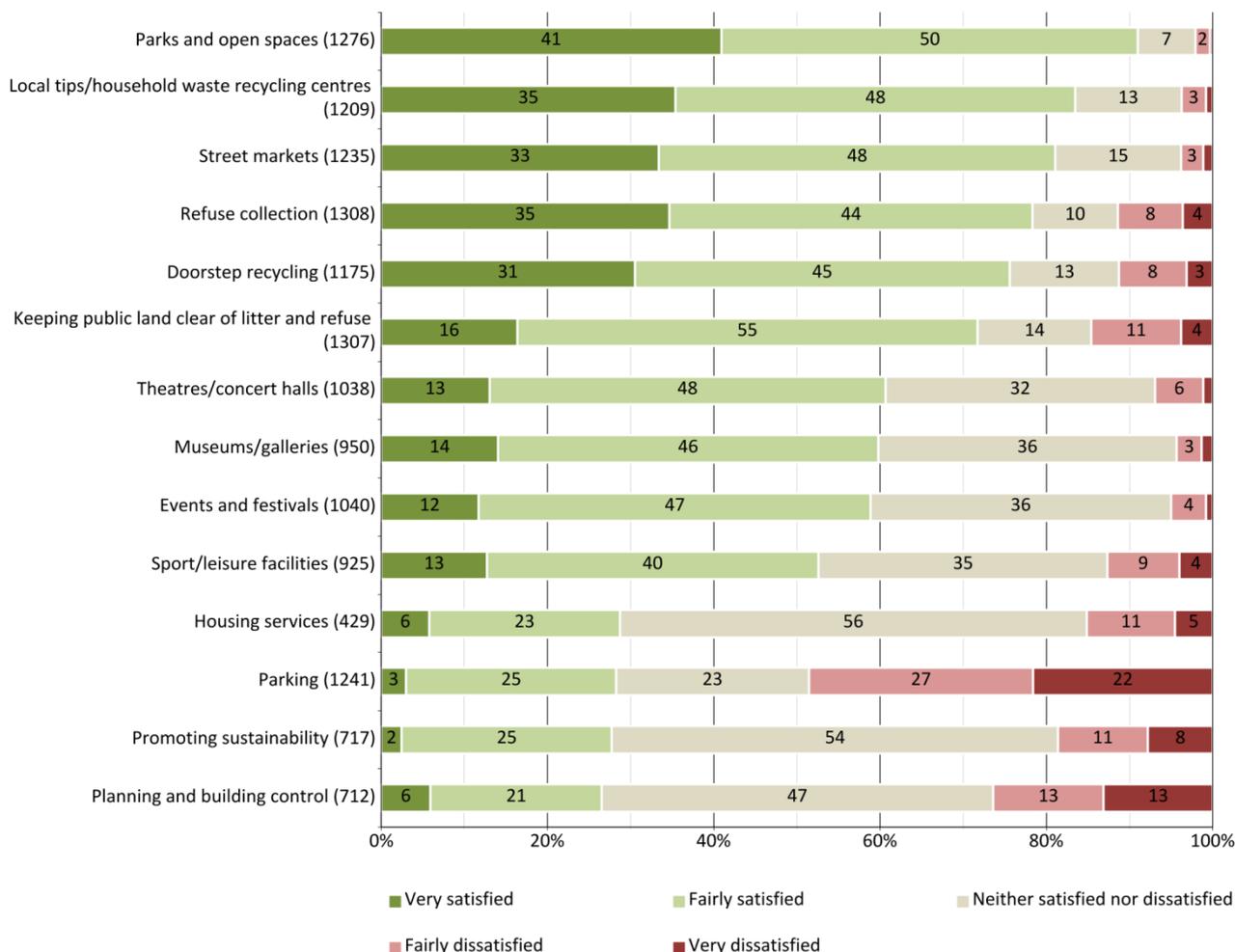
¹² Based on the proportion of residents who use the service at least once a month

Satisfaction with local public services

- 4.2 More than four fifths of residents are satisfied with *parks and open spaces* (91%), *local tips/household waste recycling centres* (83%) and *street markets* (81%). These were also the top three public services in 2010/11 in terms of satisfaction levels (90%, 85% and 82% respectively).
- 4.3 The public services with the lowest levels of satisfaction are *planning and building control* (27%), *promoting sustainability* (28%), *parking* (28%) and *housing services* (29%). However, these were the only services with which less than half of residents were satisfied.
- 4.4 As in 2010/11, *parking* attracted the highest level of dissatisfaction (49%), and the proportion satisfied was also lower than in 2010/11.

Figure 12: 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)



Comparisons with 2010/11 and 2008 surveys

4.5 The tables below show the results and the percentage point changes between 2008, 2010/11 and 2012 for questions which are comparable across the different surveys.

Table 14: Please indicate how frequently you have used the following public services provided or supported by St Albans City and District Council.

Comparison with 2010/11 and 2008 surveys.

Please indicate how frequently you have used the following public services provided or supported by St Albans City and District Council	% who said about once a month or more 2008	% who said about once a month or more 2010/11	% who said about once a month or more 2012	% change since 2008	% change since 2010/11
Doorstep recycling	-	87	89	-	↑2
Local tips/household waste recycling centres	51	50	42	↓9	↓8
Sport/leisure facilities	37	38	31	↓6	↓7
Museums/galleries	6	9	4	↓2	↓5
Theatres/concert halls	7	10	6	↓1	↓4
Parks and open spaces	71	73	74	↑3	↑1
Street markets	-	70	65	-	↓15
Planning and building control	-	5	2	-	↓3
Events and festivals	-	12	7	-	↓5

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

Comparison with 2010/11 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 2010/11	% who were satisfied 2012	% change since 2008	% change since 2010/11
Keeping public land clear of litter and refuse	60	72	72	↑12	↔
Refuse collection	74	78	78	↑4	↔
Doorstep recycling	72	75	76	↑4	↑1
Local tips/household waste recycling centres	81	85	83	↑2	↓2
Sport/leisure facilities	43	48	53	↑10	↑5
Museums/galleries	54	55	60	↑6	↑5
Theatres/concert halls	52	55	61	↑9	↑6
Parks and open spaces	87	90	91	↑4	↑1
Street markets	-	82	81	-	↓1
Planning and building control	-	28	27	-	↓1
Housing services	-	26	29	-	↑3
Parking	-	41	28	-	↓13
Promoting sustainability ¹³	-	21	28	-	↑7
Events and festivals	-	57	59	-	↑2

¹³ In 2010/11 residents were asked about their level of satisfaction with 'sustainability and climate change'. Caution should therefore be exercised when comparing these results.

5. Information

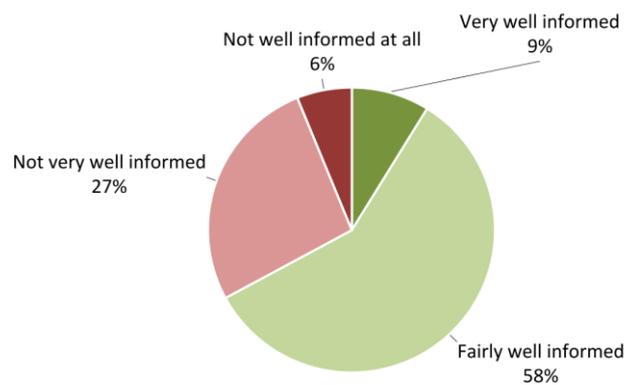
Results

Being kept informed

^{5.1} Around two thirds (67%) of residents report that St Albans City and District Council keeps them *very or fairly well informed about the services and benefits it provides*; around a third (33%) *disagree*¹⁴.

Figure 13: 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 (1235)

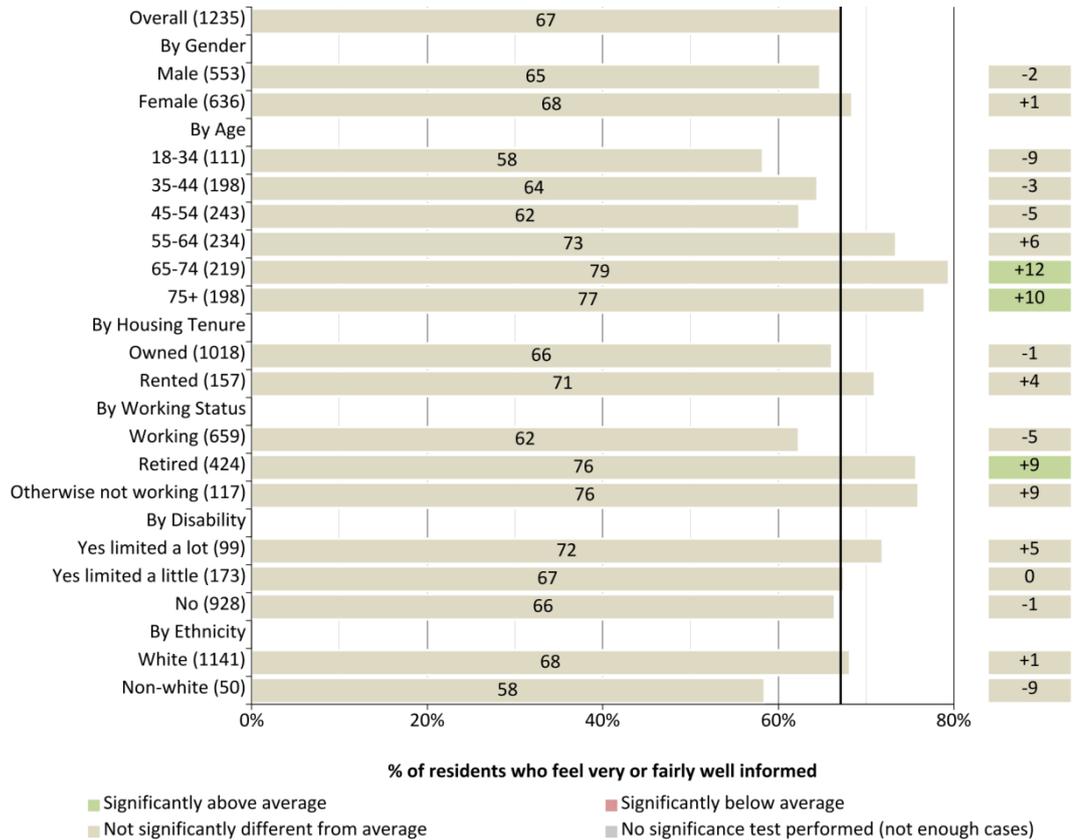


¹⁴ In 2010/11 and 2008, a broadly similar question: 'Overall, how well informed do you feel about local public services?' was included. However, due to differences in the wording and location of the question (and therefore due to comparability issues) results have not been tracked.

5.2 Residents who are aged 65 or above or who are retired are significantly more likely to feel that St Albans City and District Council keeps them well *informed about the services and benefits it provides*.

Figure 14: Overall, how well informed do you think St Albans City and District Council keeps residents about the services and benefits it provides? (Grouped Responses)

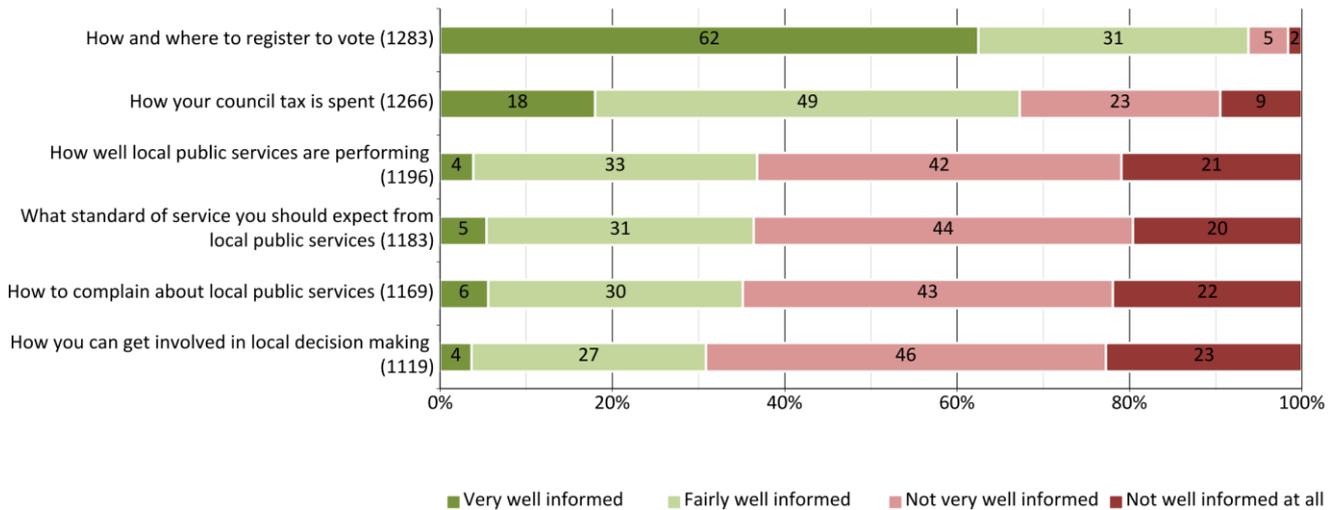
Base: All Residents (number of residents shown in brackets)



5.3 Residents generally feel well informed about *how and where to register to vote* (93%) and about *how their council tax is spent* (67%). Fewer residents feel well informed about *how well local public services are performing* (37%), *the standard of service they should expect from local public services* (36%), *how to complain about local public services* (36%) and *how to get involved in local decision making* (31%).

Figure 15: How well informed do you feel about each of the following?

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

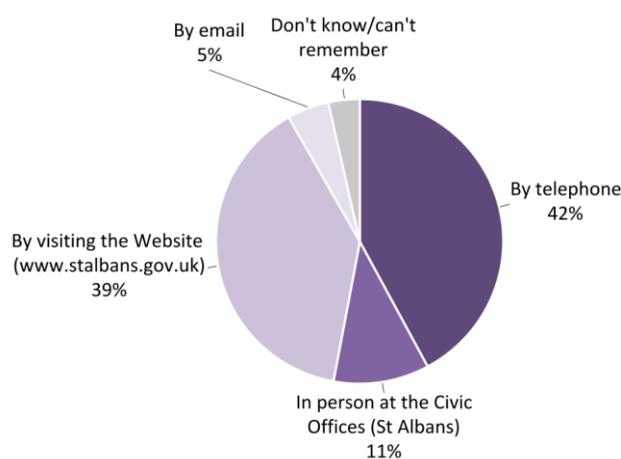


Finding out information

- 5.4 Around three quarters (76%) of residents had contacted the Council for information in the previous 12 months. Of these, around two fifths (42%) had contacted the Council *by telephone*, and a similar proportion (39%) did so *by visiting the website*.

Figure 16: Thinking about the last 12 months, the last time you needed to find out information from St Albans City and District Council, how did you contact the Council or find out this information?

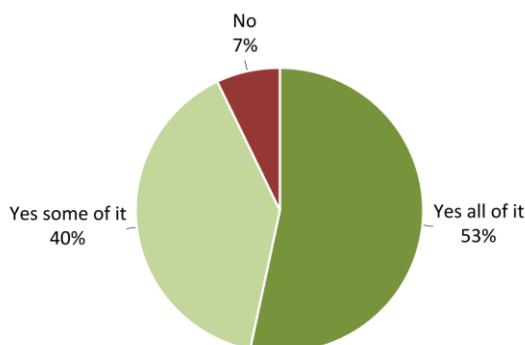
Base: All Residents (1259)



- 5.5 Of those residents who had contacted the Council and could remember how they had done so, more than 9 in 10 (93%) were able to find at least *some of* the information they needed. However, only just over half (53%) were able to find *all of* the information they needed.

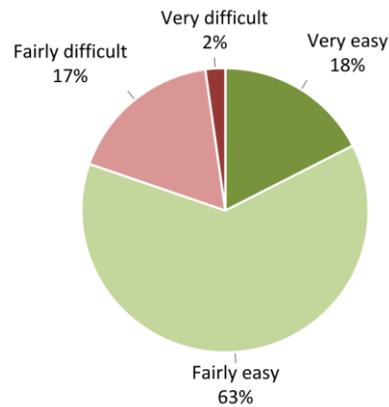
Figure 17: Were you able to find out the information you needed?

Base: All Residents (1005)



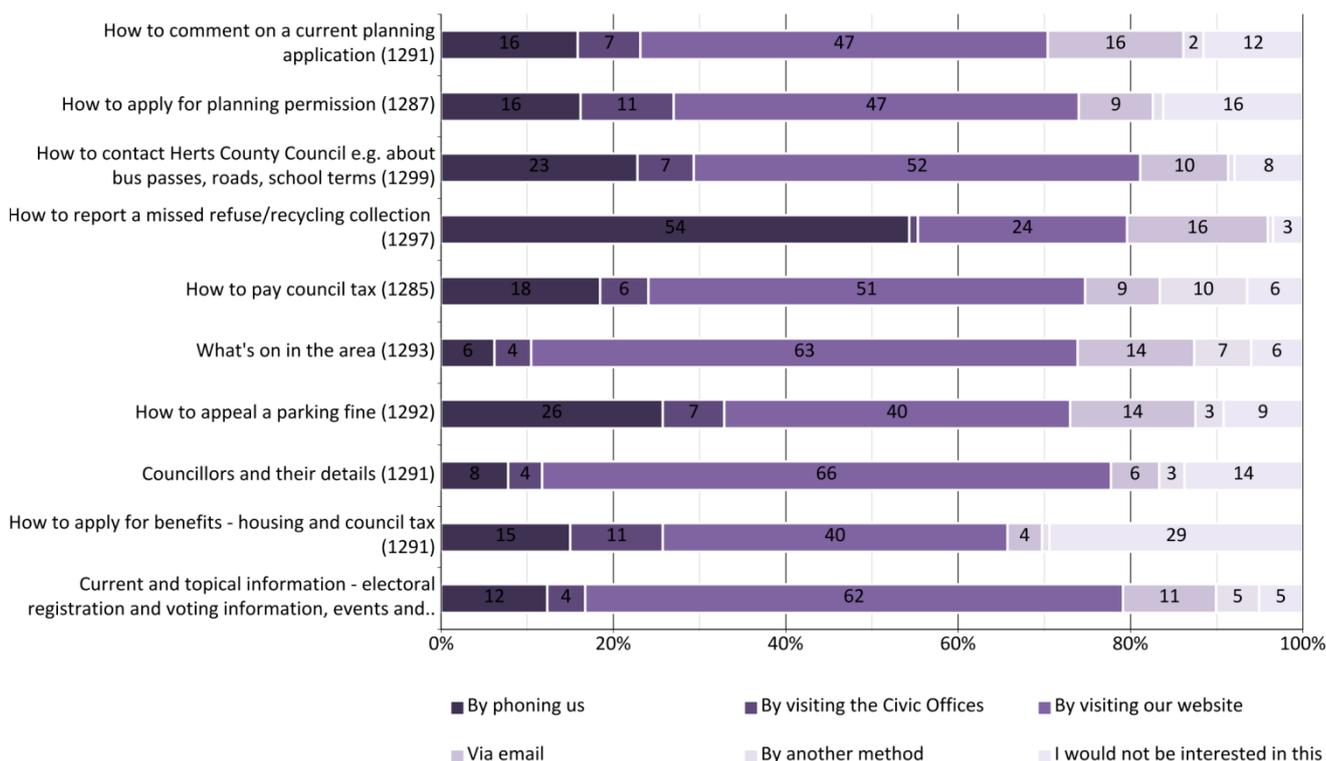
- 5.6 Residents who were able to find at least some of the information they needed were asked about how easy or difficult it was for them to find this information.
- 5.7 Around four fifths (81%) of residents found it either *very* or *fairly easy* to *find the information they needed*; around a fifth (19%) found it *difficult*.

Figure 18: How easy or difficult was it for you to find the information you needed?
Base: All Residents (920)



- 5.8 The preferred means of finding out almost all of the various types of information from the Council was *visiting the website*.
- 5.9 The one exception was on *reporting a missed recycling/refuse collection*, where more than half (54%) of residents said they would prefer to use a telephone call.

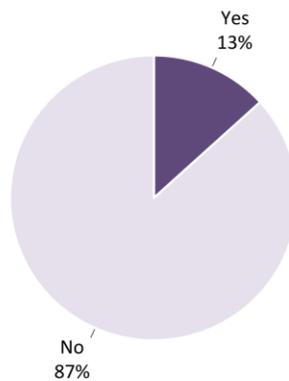
Figure 19: The Council receives many queries from members of the public on a daily basis. The most commonly requested types of information are listed below. In what way would you prefer to find out information about each of the following?
 Base: All Residents (number of residents shown in brackets)



Making a complaint

5.10 In the last year, just over 1 in 10 residents (13%) have *made a complaint to the Council about a service it provides*.

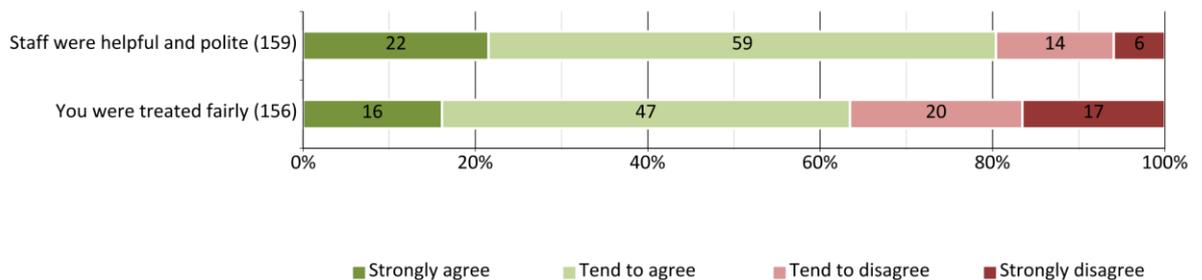
Figure 20: In the last year, have you made a complaint to the Council about a service it provides?
Base: All Residents (1318)



5.11 The majority of residents who have made a complaint to the Council in the last year agree that *staff were helpful and polite* (81%) and that *they were treated fairly* (63%). However, nearly two fifths (37%) disagree that they were *treated fairly*.

Figure 21: To what extent do you agree or disagree with the following statements about your experience when you made the complaint?

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

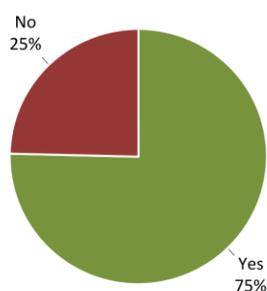


Community News

- 5.12 Three quarters of residents (75%) had seen a copy of 'Community News' in the previous year, compared with 54% in 2010/11.
- 5.13 In the 2010/11 questionnaire, '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 stand alone publication)*". The changes in the publication arrangements may have had an impact on the increased proportion of residents who reported that they had seen a copy in 2012. The format of the publication has also changed from a 4 page tabloid wrap, to an 8 page A4 format.

Figure 22: 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?

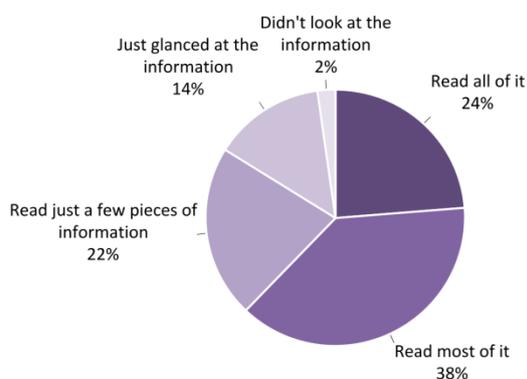
Base: All Residents (1314)



- 5.14 More than three fifths (62%) of residents who had seen 'Community News' read either *all or most of it*. Only 2% *did not look at the information* at all. In 2010/11, around half (49%) of residents who had seen 'Community News' read either *all or most of it*.

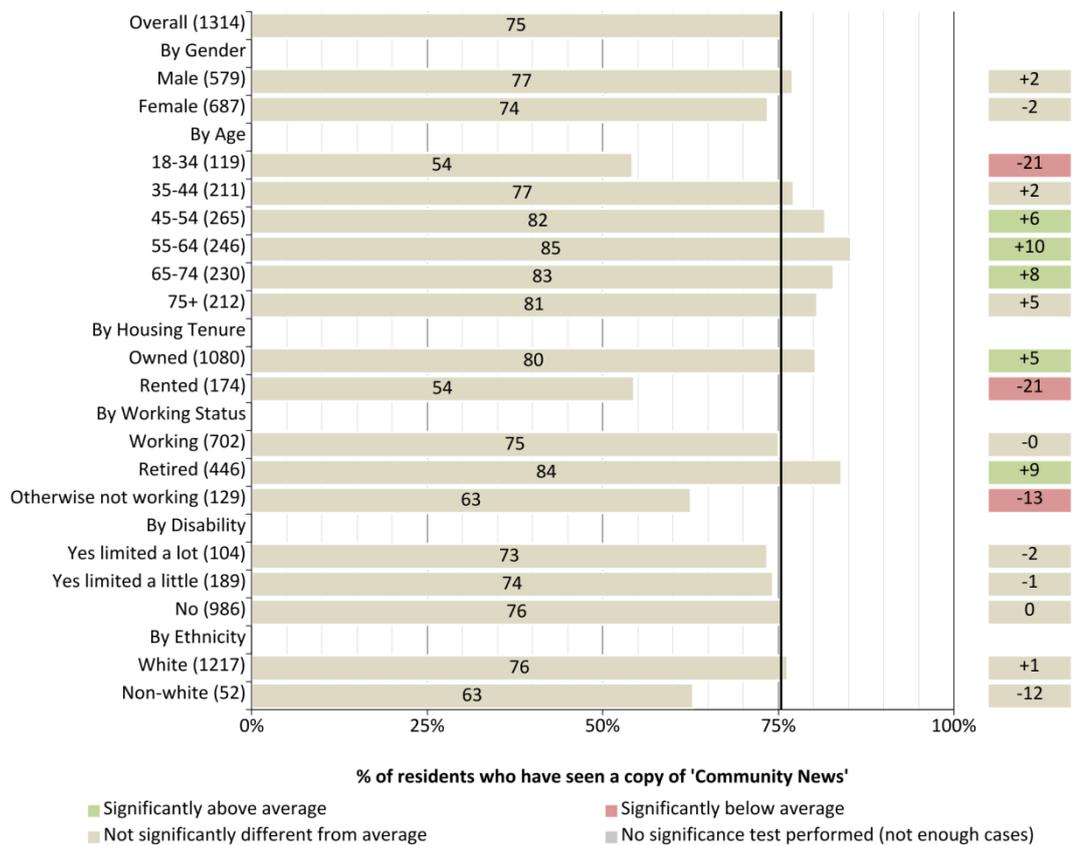
Figure 23: Would you say you...?

Base: All Residents who had seen a copy of Community News (1028)



5.15 Residents who are aged 45 to 74, who are retired, or who own their home, were significantly more likely to have seen a copy of 'Community News' in the past year. Residents who are aged 18 to 34, who rent their accommodation, or who are otherwise not working, were significantly less likely to have seen a copy of 'Community News'.

Figure 24: 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? 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* (99%) and that *the articles were clearly written* (98%), while around 9 in 10 or more agreed that *the publication was informative* (93%) and *about the right length* (89%).
- 5.17 However, around a quarter (26%) *disagreed* that *the articles are relevant to me*, and a similar proportion (28%) agreed that *the publication is boring*. Nonetheless, the majority of residents expressed a positive opinion when presented with these statements.¹⁵

Figure 25: To what extent do you agree or disagree with the following statements about Community News?
 Base: All Residents (number of residents shown in brackets)

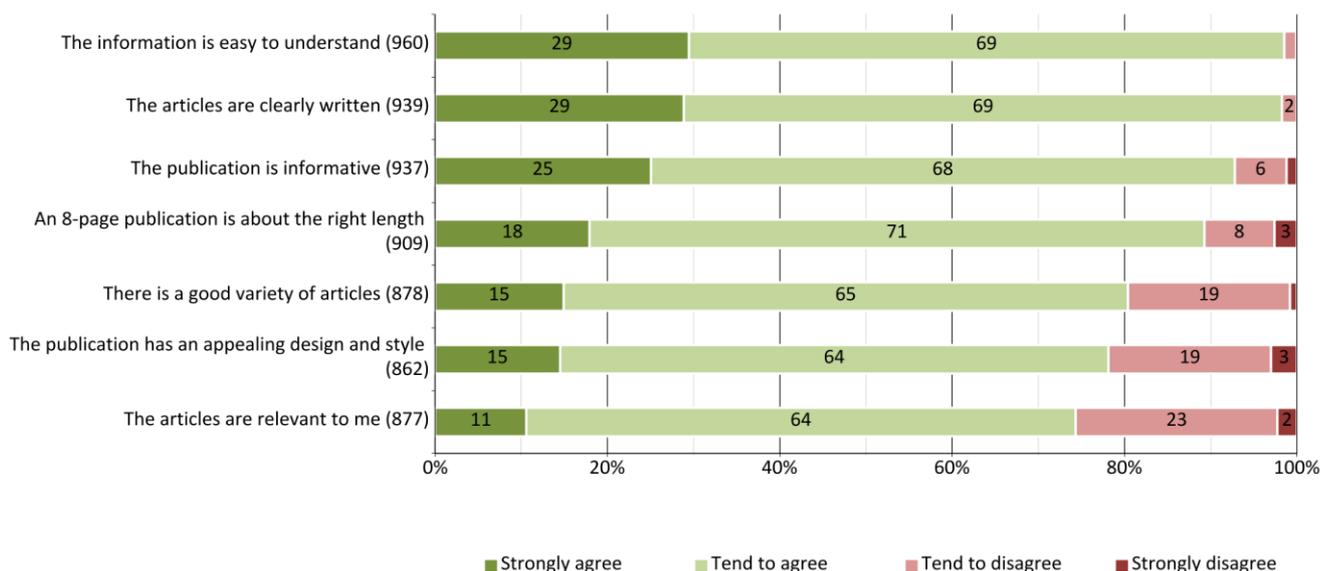
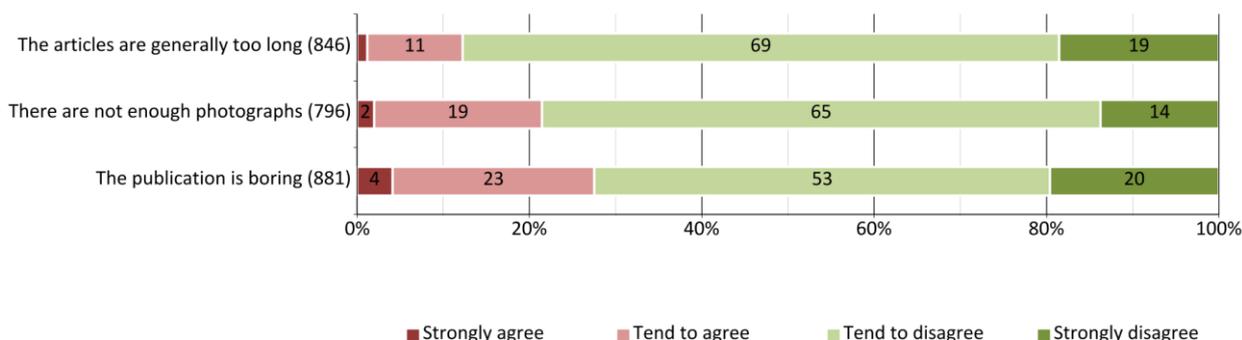


Figure 26: To what extent do you agree or disagree with the following statements about Community News?
 Base: All Residents (number of residents shown in brackets)



¹⁵ Residents were also asked whether they agreed or disagreed with these statements in 2010/11 and 2008, they had the option to *neither agree nor disagree*. This was removed in 2012, and it is therefore difficult to draw comparisons between the results for 2012 and the earlier surveys.

Comparisons with 2010/11 and 2008 surveys

^{5.18} The tables below show the results and the percentage point changes between 2008, 2010/11 and 2012 for questions which are comparable across the different surveys.

Table 16: How well informed do you feel about each of the following?¹⁶
Comparison with 2010/11 and 2008 surveys.

How well informed do you feel about each of the following?	% who felt informed 2008	% who felt informed 2010/11	% who felt informed 2012	% change since 2008	% change since 2010/11
How and where to register to vote	94	96	94	↔	↓2
How your council tax is spent	68	68	67	↓1	↓1
How you can get involved in local decision making	28	32	31	↑3	↓1
What standard of service you should expect from local public services	36	33	36	↔	↑3
How well local public services are performing	33	33	37	↑4	↑4
How to complain about local public services	36	36	35	↓1	↓1

Table 17: 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?
Comparison with 2010/11 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? ¹⁷	% who said yes 2010/11	% who said yes 2012	% change since 2010/11
	54	75	↑21

Table 18: Would you say you...?
Comparison with 2010/11 and 2008 surveys.

Would you say you...?	% read all or most of it 2010/11	% read all or most of it 2012	% change since 2010/11
	49	62	↑13

¹⁶ In 2012, the 'don't know' response option was replaced by 'no view'

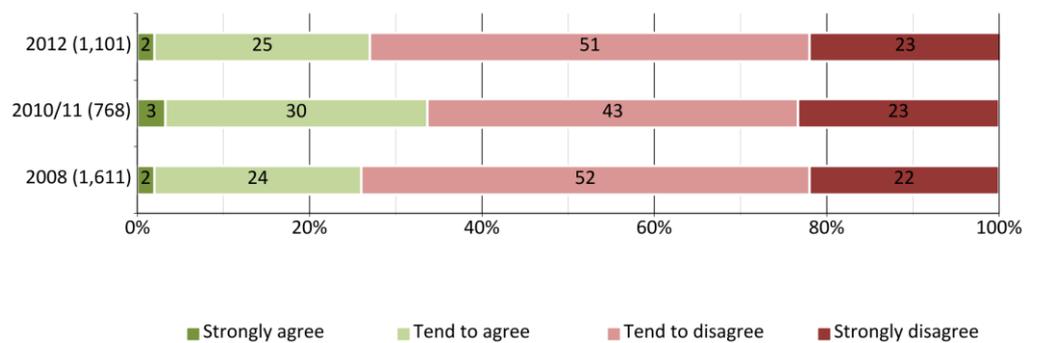
¹⁷ In 2010/11, 'Community News' was described as *St Albans City and District Council's newspaper (Community News, which is published as a wrap on the Herts Advertiser, and also as a stand alone publication)*. Changes in the dissemination of the publication could have had an impact on the increased proportion of residents who reported that they had seen a copy in 2012.

6. Local Decision Making

Results

- 6.1 Around a quarter (26%) of residents *agree* that they can *influence decisions affecting their local area*, while close to three quarters (74%) *disagree*. The percentage of residents who *agree* has decreased significantly by 8% since 2010, but remains similar to that seen in 2008, as Figure 26 below shows.

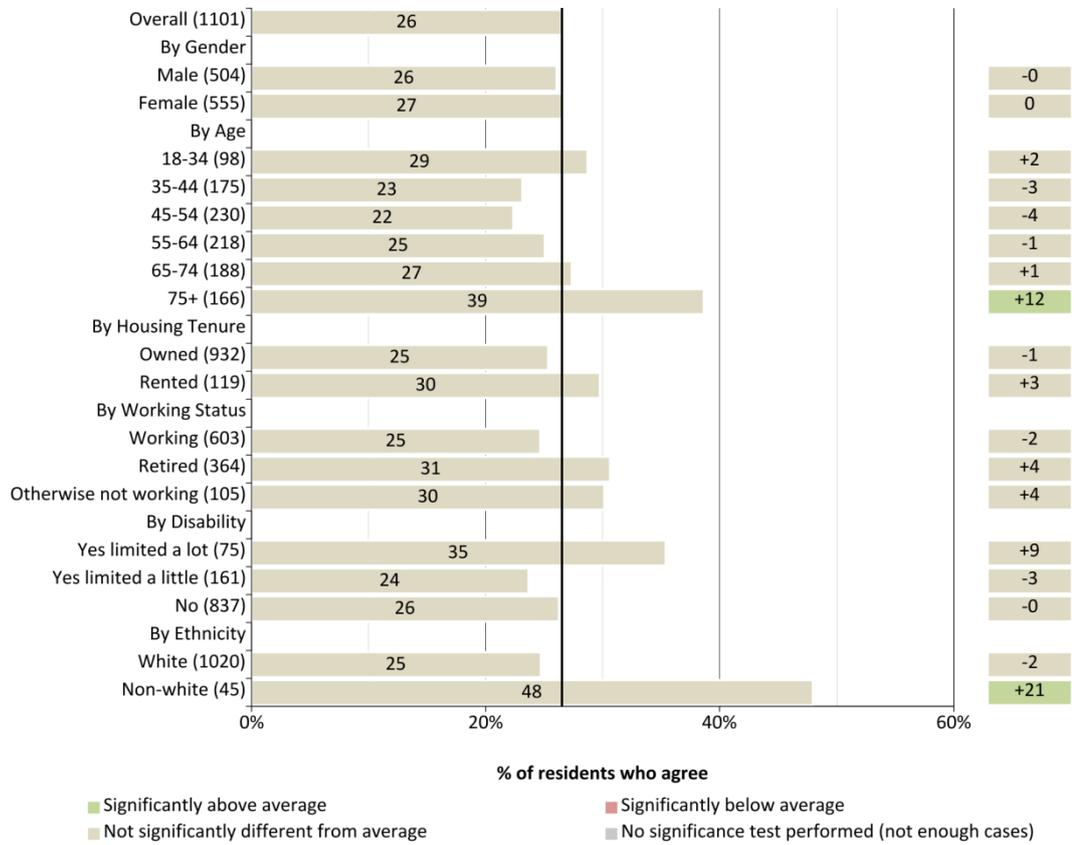
Figure 27: To what extent do you agree or disagree that you can influence decisions affecting your local area?
Base: All Residents



- 6.2 NI 4 is calculated based on the proportion of St Albans District residents who *agree* that they feel able to *influence decisions affecting the local area*.
- 6.3 **The score for NI 4 (feel can influence local decisions) for St Albans City and District Council is 26.5 (33.7 in 2010/11; 26.7 in 2008). The higher the score the better the result.**
- 6.4 Residents who are non-white or aged 75 or above are significantly more likely to feel they can *influence decisions affecting their local area* (see Figure 27 overleaf).

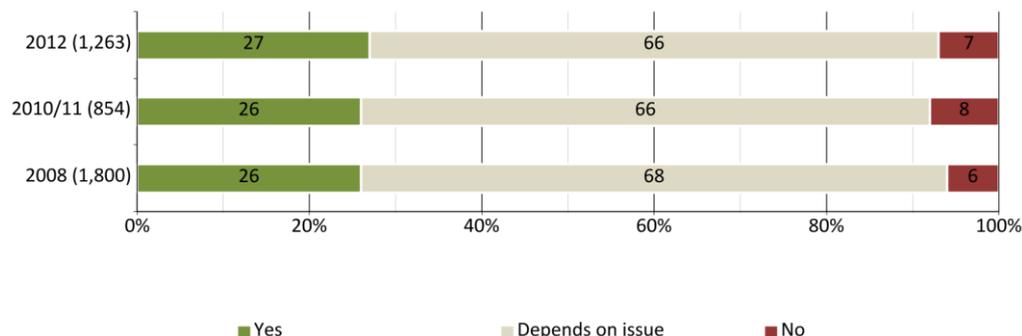
Figure 28: To what extent do you agree or disagree that you can influence decisions affecting your local area? (Grouped Responses)

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



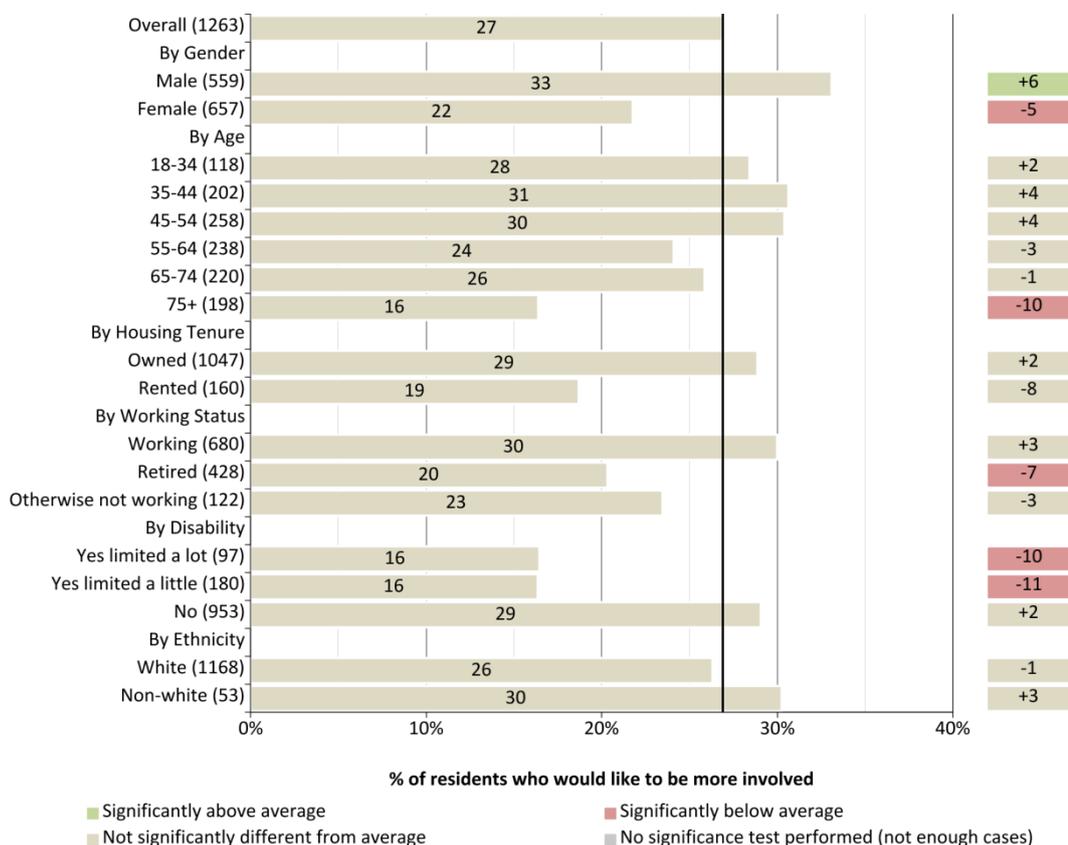
6.5 More than a quarter (27%) of residents would like to be *more involved in decisions affecting their local area*, and for a further 66% this would *depend on the issue*. Figure 28 below shows that the proportion of residents who would like to be more involved has remained roughly the same since 2008.

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



6.6 Male residents are significantly more likely to report that they would *like to be more involved in the decisions that affect their local area*. Residents who are female, aged 75 or above, are retired or who have a health problem or disability that limits their day-to-day activities, are significantly less likely to report that they would like to be *more involved*.

Figure 30: Generally speaking, would you like to be more involved in the decisions that affect your local area?
Base: All Residents (number of residents shown in brackets)



Comparisons with 2010/11 and 2008 surveys

6.7 The tables below show the results and the percentage point changes between 2008, 2010/11 and 2012 for questions which are comparable across the different surveys.

Table 19: To what extent do you agree or disagree that you can influence decisions affecting your local area?
Comparison with 2010/11 and 2008 surveys.

To what extent do you agree or disagree that you can influence decisions affecting your local area?	% who agreed 2008	% who agreed 2010	% who agreed 2012	% change since 2008	% change since 2010
	26	34	26	↔	↓8

Table 20: Generally speaking, would you like to be more involved in the decisions that affect your local area?
Comparison with 2010/11 and 2008 surveys.

Generally speaking, would you like to be more involved in the decisions that affect your local area?	% who said yes 2008	% who said yes 2010	% who said yes 2012	% change since 2008	% change since 2010
	26	26	27	↑1	↑1

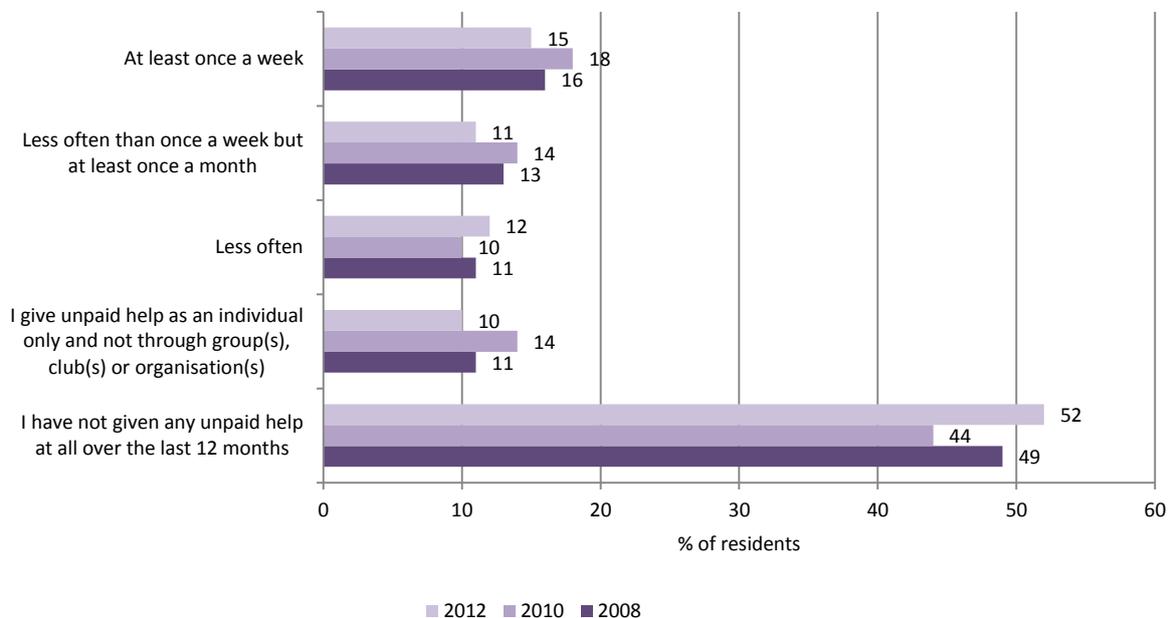
7. Helping Out and Getting Involved

Results

- 7.1 Residents were asked whether they had been involved with any groups, clubs or organisations during the previous 12 months through taking part, support or helping out. They were asked to exclude donating money or anything related to their job.
- 7.2 Around half (52%) of residents had *not given any unpaid help to any to any voluntary group(s), club(s) or organisation(s)* during the 12 months prior to the survey, although around a quarter (26%) had done so *at least once a month*. A further 10% had given unpaid *help as an individual only*, and not through a group, club or organisation.
- 7.3 The proportion of residents who have given unpaid help in the last twelve months is 6 percentage points lower than in 2010/11, and 3 percentage points lower than in 2008.

Figure 31: Overall, about how often over the last 12 months have you given unpaid help to any group(s), clubs or organisation (s)?

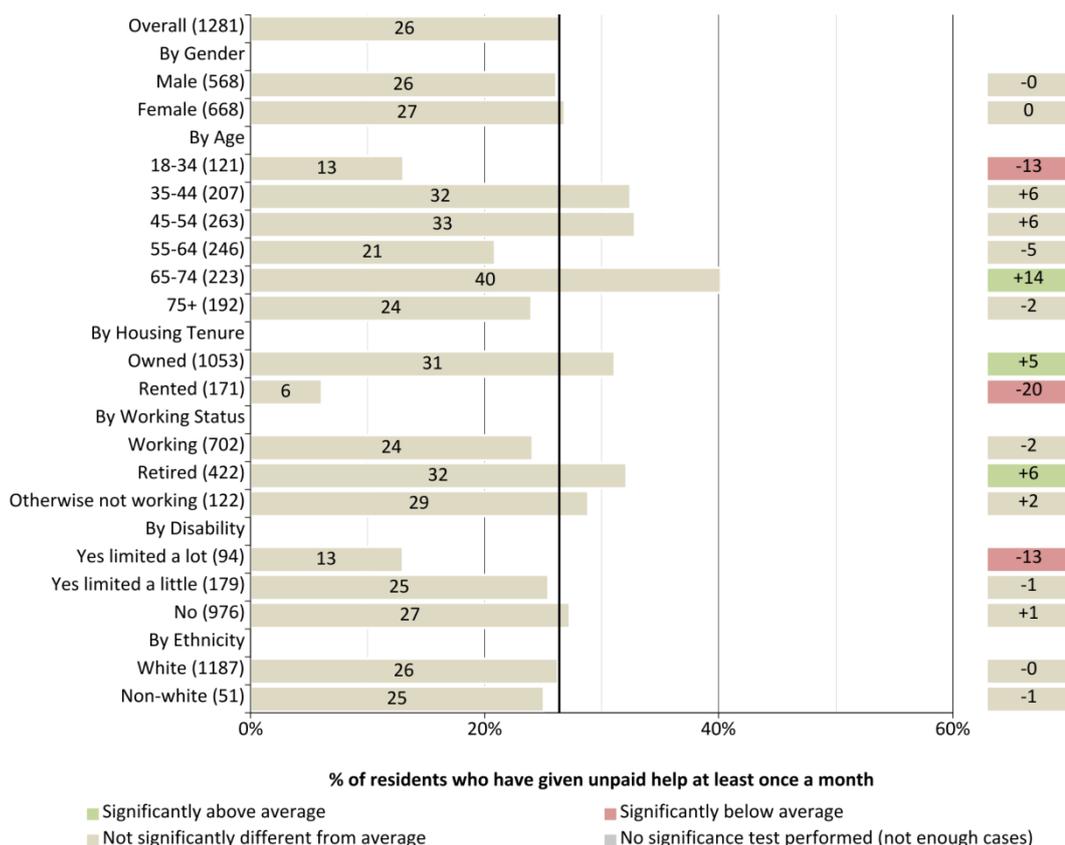
Base: All residents 2008 (1,728) 2010/11 (800) 2012 (1,281)



- 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 26.4 (31.8 in 2010/11; 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 decreased significantly since 2010/11.
- 7.7 Residents aged 18 to 34, living in rented accommodation or whose activities are limited a lot by a disability or illness, are significantly less likely to give unpaid help at least once a month. Residents aged 45 to 54 and 65 to 74 are significantly more likely to give unpaid help at least once a month.

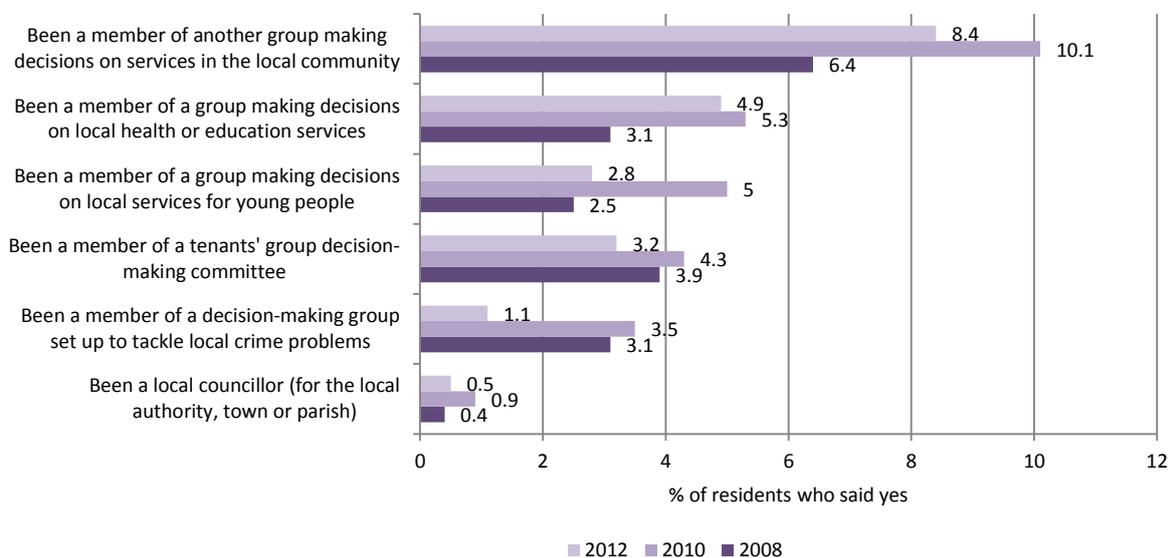
Figure 32: Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)

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



- 7.8 Residents were asked whether to think about any group(s) to which they belong, which make decisions that affect the local area.¹⁸
- 7.9 In the previous 12 months, between 0.5% and 4.9% of residents had *been a local councillor (for the local authority, town or parish)*, or had been a member of a *decision-making group set up to tackle local crime problems, a tenants' group decision-making committee, a group making decisions on locals services for young people, or a group making decisions on local health or education services*. 8.4% reported that they had been a member of *another group making decisions on services in the local community*.

Figure 33: Please think about any group(s) to which you belong which make(s) decisions that affect your local area. Please exclude anything that was a requirement for your job. In the past 12 months have you...?



- 7.10 NI 3 is calculated based on the proportion of St Albans District residents who have been involved in at least one of these activities during the last 12 months.
- 7.11 **The score for NI 3 (civic participation) for St Albans is 14.0 (16.2 in 2010/11; 15.5 in 2008). The higher the score the better the result.**

¹⁸ The sub-question: *Been a member of a group set up to regenerate the local area* was removed in 2012, after inclusion in 2010/11 and 2008.

Comparisons with 2010/11 and 2008 surveys

Table 21: 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 2010/11 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 2010/11	% who said at least once a week OR Less than once a week, but at least once a month 2012	% change since 2008	% change since 2010/11
	29	32	26	↓3	↓6

Table 22: Please think about any group(s) to which you belong, which make(s) decisions that affect your local area. Please exclude anything that was a requirement for your job. In the past 12 months have you...?

Comparison with 2010/11 and 2008 surveys.

Please think about any group(s) to which you belong, which make(s) decisions that affect your local area. Please exclude anything that was a requirement for your job. In the past 12 months have you...?	% who said yes 2008	% who said yes 2010/11	% who said yes 2012	% change since 2008	% change since 2010/11
Been a local councillor (for the local authority, town or parish)	0	1	0	↔	↓1
Been a member of a group making decisions on local health or education services	3	5	5	↑2	↔
Been a member of a decision-making group set up to tackle local crime problems	3	3	1	↓2	↓2
Been a member of a tenants' group decision-making committee	4	4	3	↓1	↓1
Been a member of a group making decisions on local services for young people	3	5	3	↔	↓2
Been a member of a another group making decisions on services in the local community	6	10	8	↑4	↑2

8. Respect and Consideration

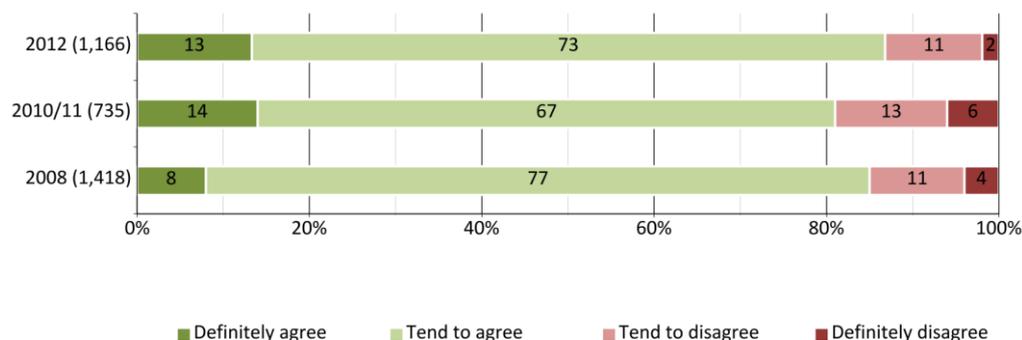
Results

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 slightly higher than in both 2010/11 (82%) and 2008 (85%).
- 8.2 When answering this question in 2010/11 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.
- 8.3 Along with *don't know*, neither of these response options were treated as valid in calculating levels of agreement or disagreement in 2010/11 and 2008; nonetheless caution should be exercised when drawing comparisons with the 2012 result.

Figure 34: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

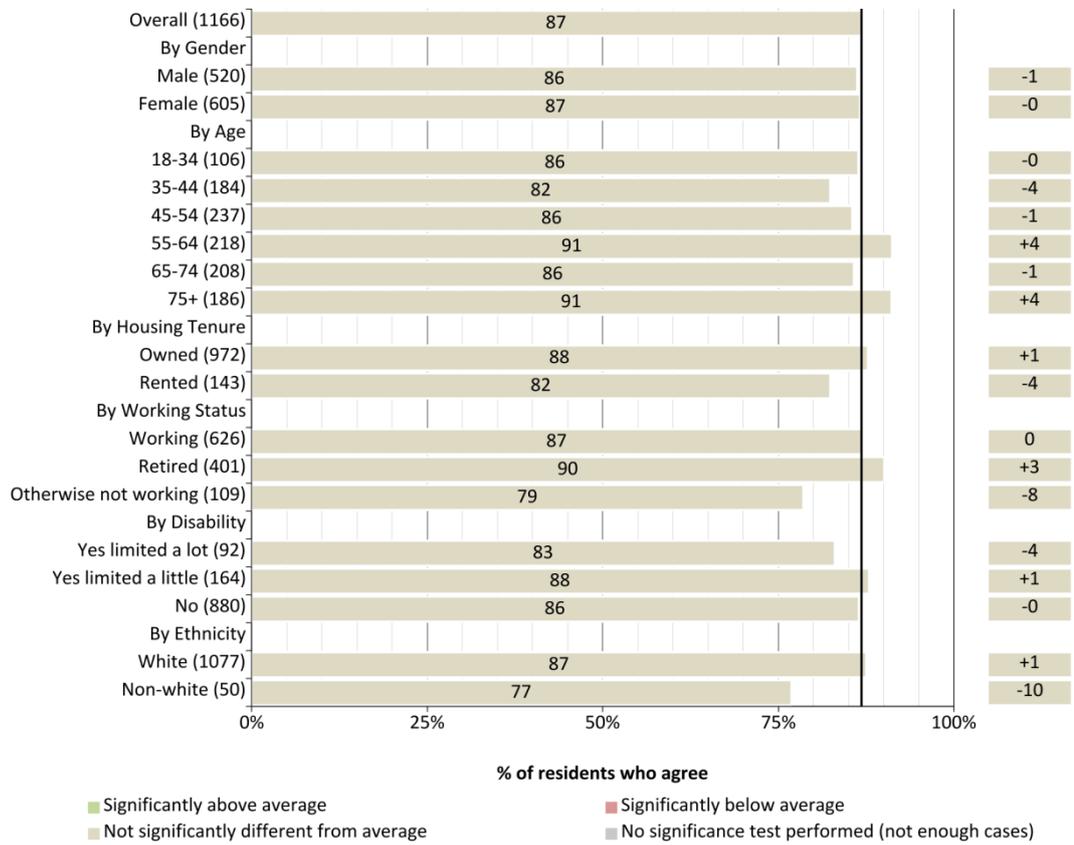
Base: All Residents



- 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 86.8 (81.4 in 2010/11; 85.3 in 2008). The higher the score the better the result.**
- 8.6 There were no significant differences between different population sub-groups in terms of the level of agreement (see Figure 35 overleaf).

Figure 35: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

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

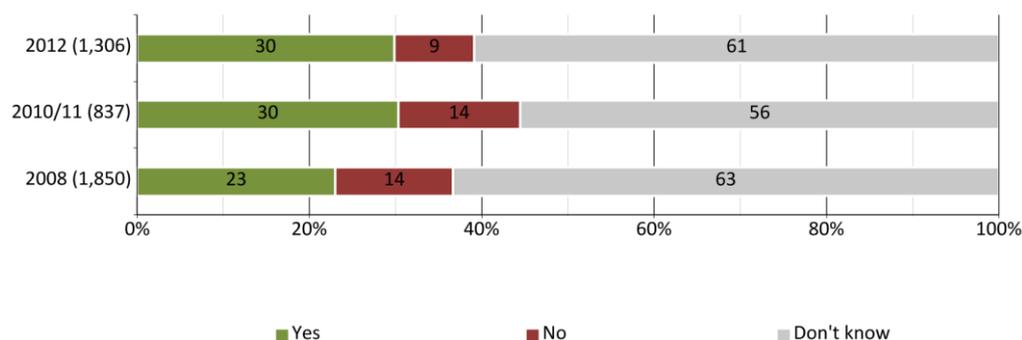


Services and support for older people

- 8.7 3 in 10 (30%) residents agree that *older people in the local area are able to get the services and support they need to continue living at home for as long as they want to*; less than 1 in 10 (9%) disagree; however, three fifths *do not know*. The proportion of residents who *agree* has remained unchanged since 2010/11, although the proportion of residents who *disagree* has decreased by 5 percentage points in this time.

Figure 36: In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to? (This could include help or support from public, private or voluntary services or from family, friends and the wider community).

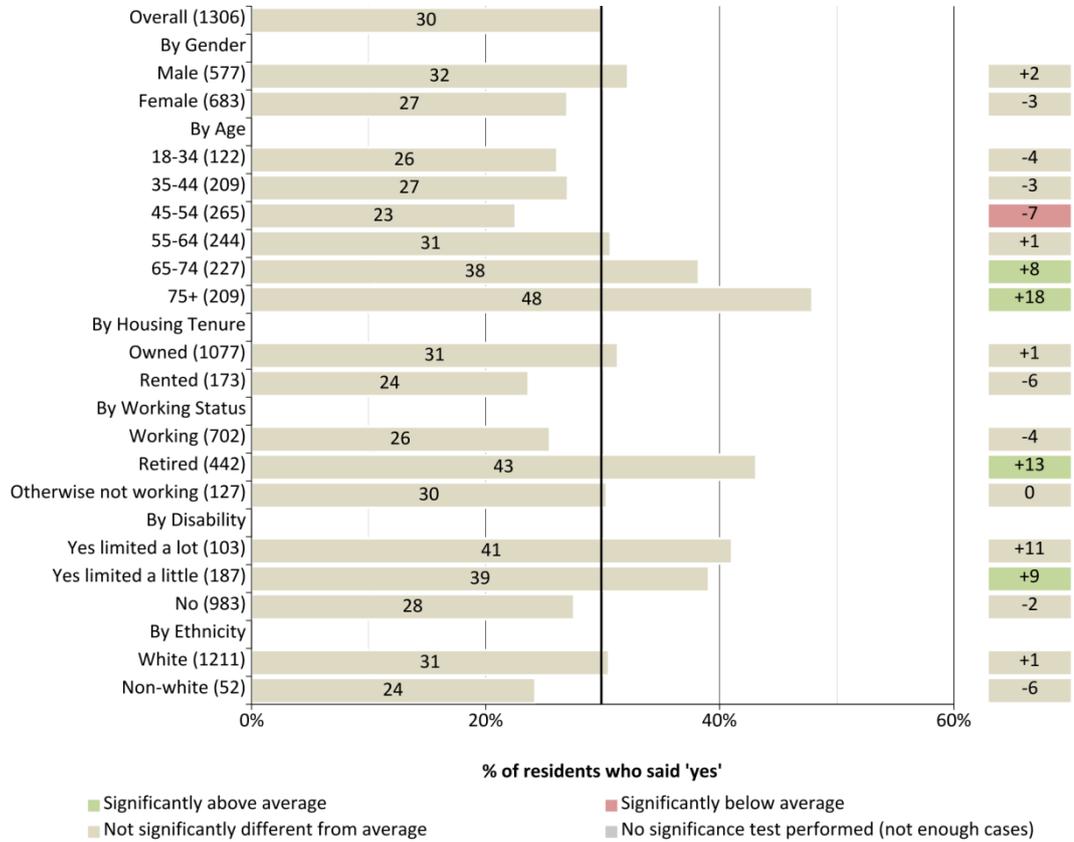
Base: All Residents



- 8.8 NI 139 is calculated based on the proportion of St Albans District residents expressing an opinion believing that older people locally receive the support they need to live independently at home as long as possible. In this case the calculation includes *don't know* responses.
- 8.9 **The score for NI 139 (support for older people) for St Albans City and District Council is 29.9 (30.3 in 2010/11; 23.0 in 2008). The higher the score the better the result.**
- 8.10 Residents aged 65 or above, who are retired, or who have a disability or health problem which limits their activities a little, are significantly more likely to *agree* that *older people are able to get the services and support they need to continue to live at home*. Residents aged 45 to 54 are significantly less likely to *agree* (see Figure 37 overleaf).

Figure 37: In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want? (This could include help or support from public, private or voluntary services or from family, friends and the wider community).

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



Comparisons with 2010/11 and 2008 surveys

8.11 The tables below show the results and the percentage point changes between 2008, 2010/11 and 2012 for questions which are comparable across the different surveys.

Table 23: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?¹⁹

Comparison with 2010/11 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 2010/11	% who agreed 2012	% change since 2008	% change since 2010/11
	78	76	87	↑9	↑11

Table 24: In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to? (This could include help or support from public, private or voluntary services or from family, friends and the wider community)?

Comparison with 2010/11 and 2008 surveys.

In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to?	% who said yes 2008	% who said yes 2010/11	% who said yes 2012	% change since 2008	% change since 2010/11
	23	30	30	↑7	↔

¹⁹ When answering this question in 2010/11 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. Along with *don't know*, neither of these response options were treated as valid in calculating levels of agreement or disagreement in 2010/11 and 2008; nonetheless caution should be exercised when drawing comparisons with the 2012 result.

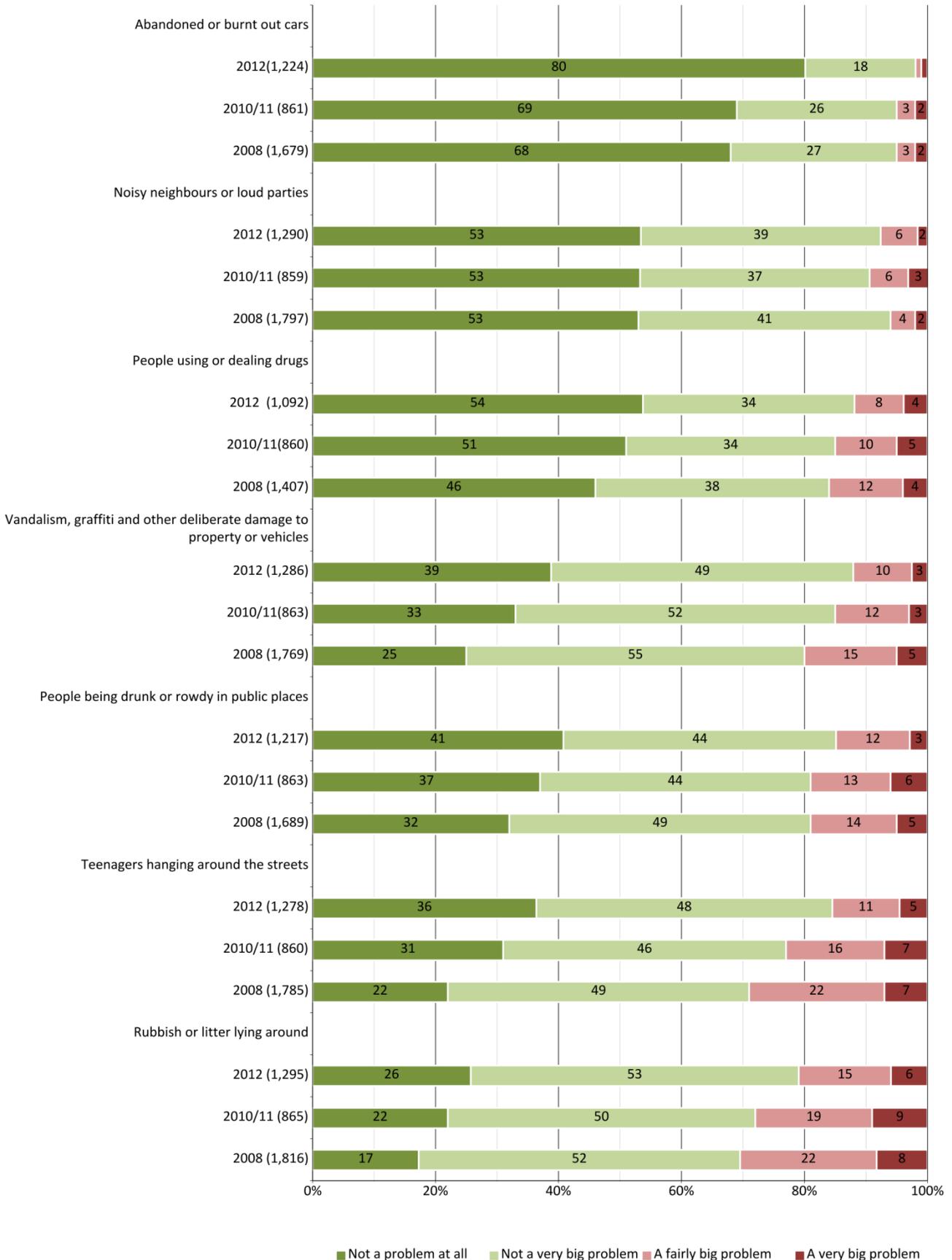
9. Community Safety

Results

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 36 overleaf.
- ^{9.2} Fewer than 1 in 10 residents feel that *abandoned or burnt out cars* (2%), or *noisy neighbours or loud parties* (8%), are either a *fairly* or a *very big problem*.
- ^{9.3} The type of anti-social behaviour that the most residents think is a fairly or a very big problem is *rubbish or litter lying around*. This was also the type of anti-social behaviour that was identified as being a problem by the most residents in 2010/11 and 2008. However, around four fifths of residents (79%) feel this is either *not a very big problem* or *not a problem at all*, which represents an increase of 7 percentage points since 2010/11 and 10 percentage points since 2008.
- ^{9.4} NI 17 is calculated based on the proportion of St Albans District residents with a high level of perceived anti-social behaviour calculated from the combined responses to seven questions about anti-social behavioural problems. In this case 'No opinion' is included as a valid response in the calculation of this score.
- ^{9.5} **The score for NI 17 (anti-social behaviour being a problem) for St Albans City and District Council is 4.8 (11.1 in 2010/11; 10.1 in 2008). The lower the score the better the result.**

Figure 38: 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)

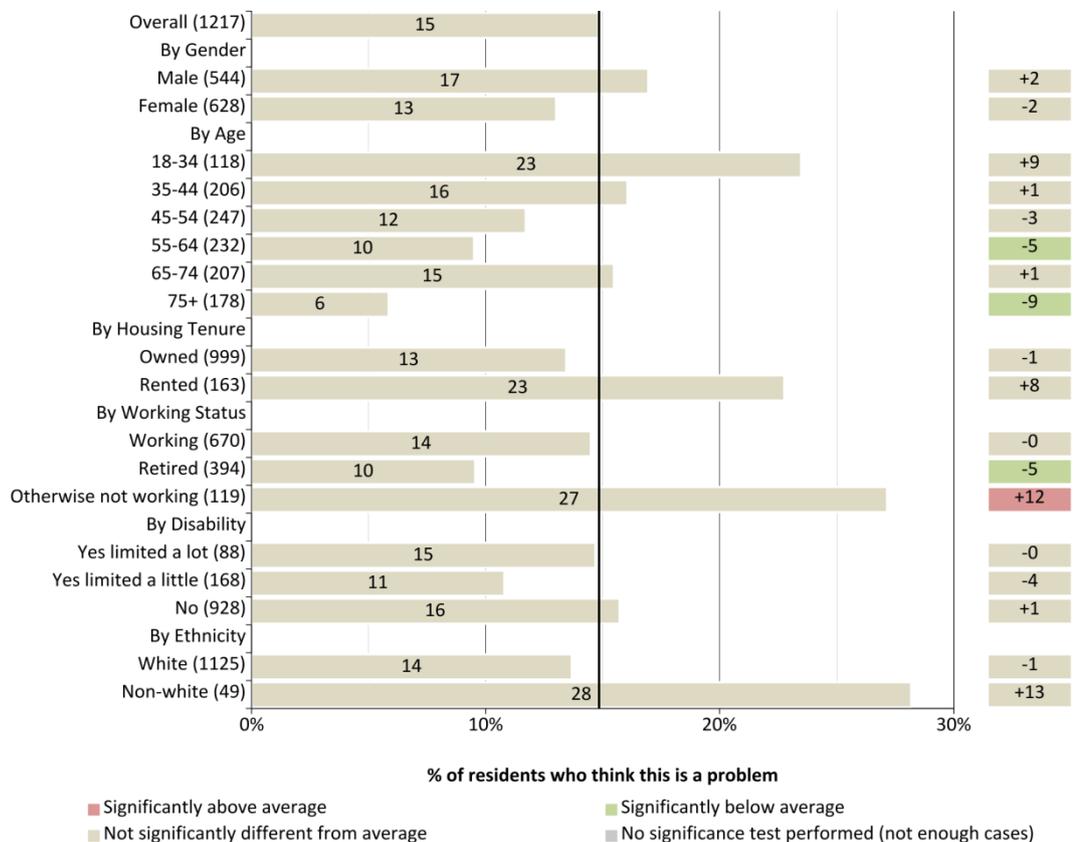


Drunk and rowdy behaviour

- 9.6 15% of St Albans District residents reported that *drunk or rowdy behaviour* is a *big problem*, and 3% feel that this is a *very big problem*. The proportion of residents who feel this is a *big problem* has *decreased* significantly by 4 percentage points since 2010/11 and 2008.
- 9.7 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.
- 9.8 **The score for NI 41 (drunk or rowdy behaviour being a problem) is 14.8 (19.1 in 2010/11; 18.6 in 2008). The lower the score the better the result.**
- 9.9 Residents who are otherwise not working are significantly more likely to think that drunk or rowdy behaviour is a *big problem*; residents aged 55 to 64 or 75 or above, and residents who are retired, are significantly less likely to think that drunk or rowdy behaviour is a *big problem*.

Figure 39: 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)

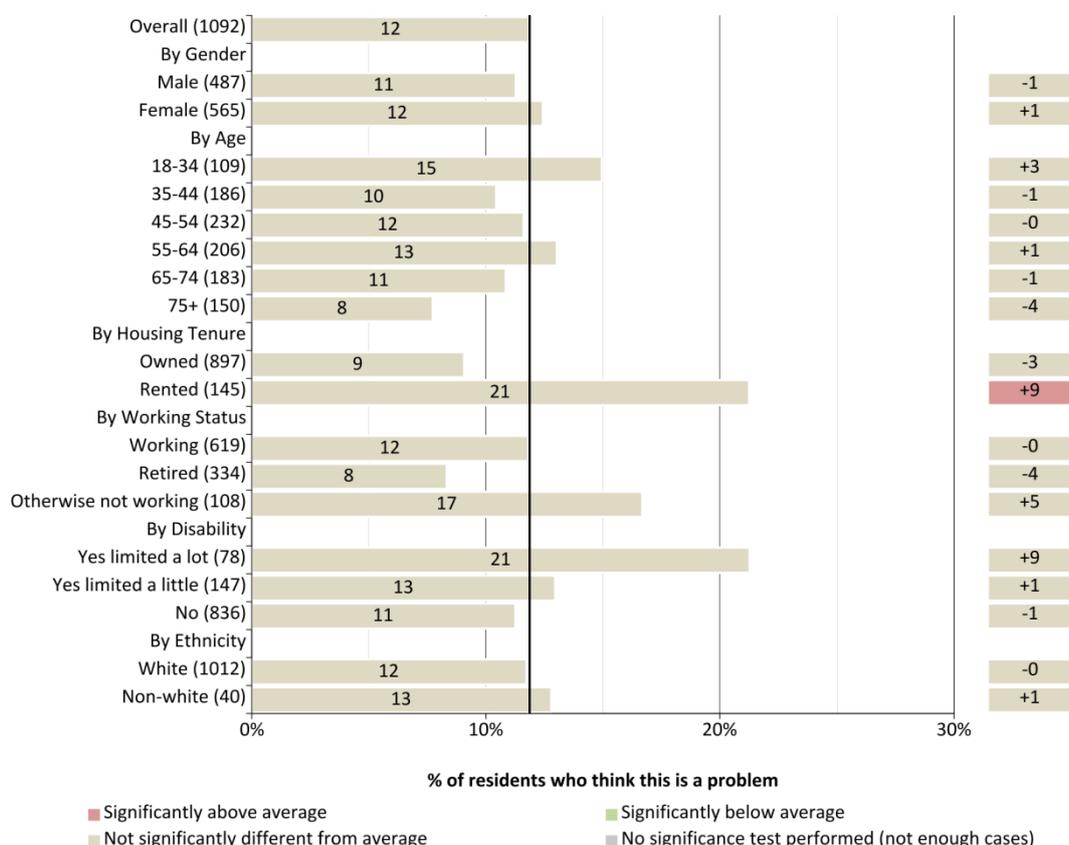


People using or dealing drugs

- 9.10 12% of St Albans District residents reported that *people using or dealing drugs* is a *big problem*, and 3% feel that this is a *very big problem*. The proportion that feel this is a *big problem* has decreased significantly since 2008, by 4 percentage points.
- 9.11 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.
- 9.12 **The score for NI 42 (drug use and dealing being a problem) is 11.8 (14.6 in 2010/11; 15.6 in 2008). The lower the score the better the result.**
- 9.13 Residents who are aged 75 or above or retired are significantly less likely to think that drug use and drug dealing is a *big problem*; however, residents living in rented accommodation are significantly more likely to think it is a *big problem*.

Figure 40: 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

- 9.14 Around three fifths (61%) of residents *agree* that *the police and other local public services are successfully dealing with these issues in their local area*; less than a fifth (15%) disagree. However, around a quarter of residents reported that they don't know whether *the police and other local public services are successfully dealing with these issues*.
- 9.15 When don't know responses are treated as invalid, four fifths (80%) of residents *agree* that *the police and other local public services are successfully dealing with these issues in their local area*; one fifth (20%) disagree.
- 9.16 The option to '*Neither agree nor disagree*' was removed from this question in 2012, after being included in 2010/11 and 2008 (when it was used to calculate NI 21). This may explain the higher proportion of 'Don't know' responses which this question attracted in 2012 (24%) relative to the 2010/11 survey (10%) in particular, although it is difficult to explain this change with any real certainty.
- 9.17 The 2012 results have therefore been shown with 'don't know' treated as both valid and invalid (see Figures 41 and 42, below and overleaf). The result from the 2012 survey has also been presented separately from the 2010/11 and 2008 data (see Figure 43 overleaf) due to the resulting issues surrounding comparability.

Figure 41: 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 (1,305) (Don't know treated as a valid response)

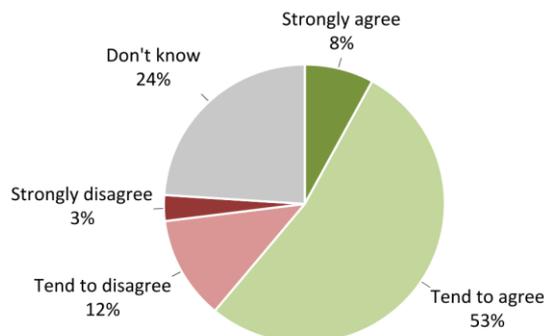


Figure 42: And to what extent do you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?

Base: All Respondents (1008) (Don't know treated as an invalid response)

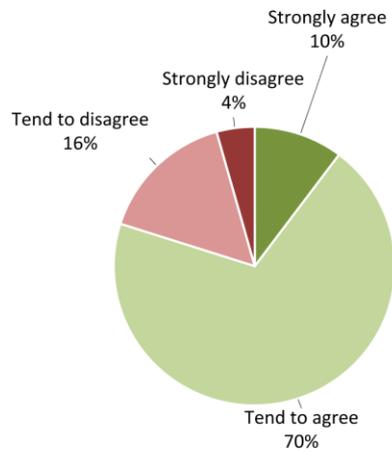
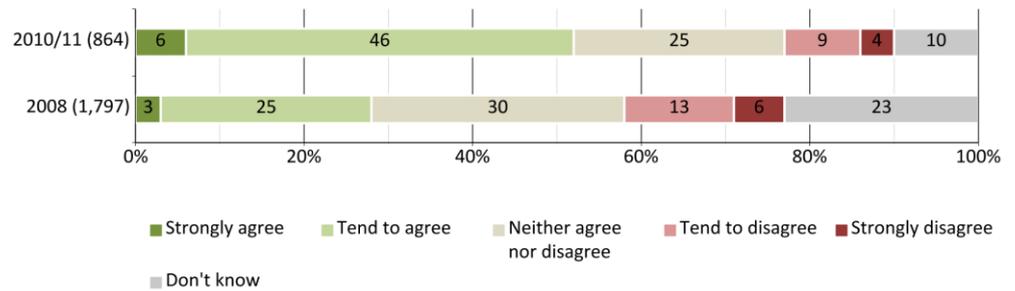


Figure 43: And to what extent do you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area? (2010/11 and 2008 results only)

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



Comparisons with 2010/11 and 2008 surveys

^{9.18} The table below shows the results and the percentage point changes between 2008, 2010/11 and 2012 for questions which are comparable across the different surveys.

**Table 25: Thinking about your local area, how much of a problem do you think each of the following are?
Comparison with 2010/11 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 2010/11	% who said not a very big problem OR not a problem at all 2012	% change since 2008	% change since 2010/11
Noisy neighbours or loud parties	94	90	92	↓2	↑2
Teenagers hanging around the streets	71	77	85	↑14	↑8
Rubbish or litter lying around	69	72	79	↑10	↑7
Vandalism, graffiti and other deliberate damage to property or vehicles	80	85	88	↑8	↑3
People using or dealing drugs	84	85	88	↑4	↑3
People being drunk or rowdy in public places	81	81	85	↑4	↑4
Abandoned or burnt out cars	95	95	98	↑3	↑3

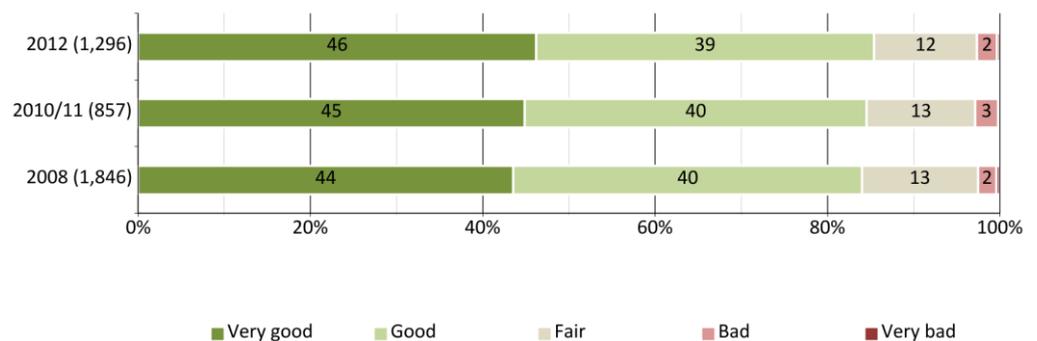
10. About You

Results

Your health

10.1 The majority (85%) of St Albans residents report that their health is either *good* or *very good*, while only 3% report having *bad* or *very bad* health. These proportions have changed little since 2008, as Figure 41 below illustrates.

Figure 44: How is your health in general? Would you say it is...?
Base: All Residents

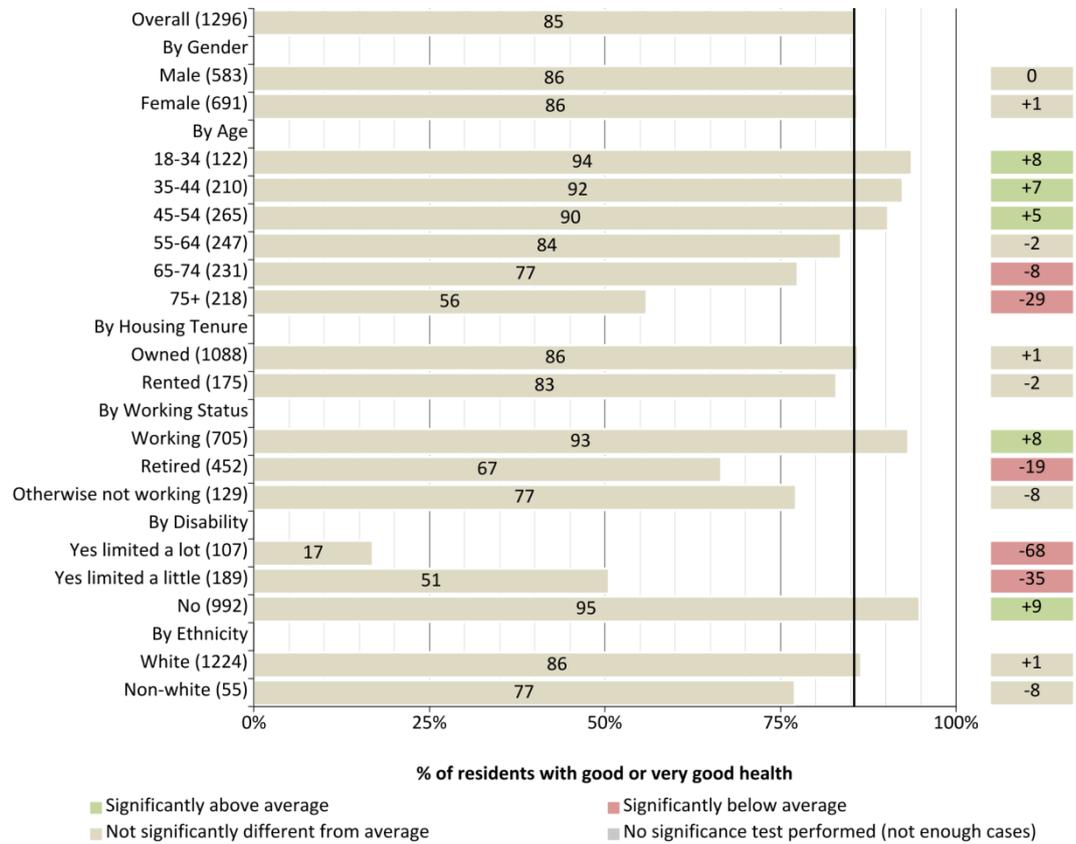


10.2 NI 119 is calculated based on the proportion of St Albans District residents stating that their health is *very good* or *good*.

10.3 **The score for NI 119 (general health) for St Albans City and District Council is 85.4 (84.5 in 2010/11; 84.0 in 2008). The higher the score the better the result.**

10.4 Residents aged 18 to 54 and those currently working are significantly more likely to say that their health is *good*. Residents who are aged 65 or above, who are retired, or who have a disability or health problem with limits their day-to-day activities are significantly less likely to say that their health is *good* (see Figure 44 overleaf).

Figure 45: How is your health in general? Would you say it is? (Grouped Responses)
 Base: All Residents (number of residents shown in brackets)



Comparisons with 2010/11 and 2008 surveys

^{10.5} The table below shows the results and the percentage point changes between 2008, 2010/11 and 2012 for questions which are comparable across the different surveys.

Table 26: How is your health in general? Would you say it is...?
 Comparison with 2010/11 and 2008 surveys.

How is your health in general? Would you say it is...?	% who said good 2008	% who said good 2010/11	% who said good 2012	% change since 2008	% change since 2010/11
	84	85	85	↑1	↔

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