Residents’ Survey 2009

Summary of Results (full report available from sara.hamilton@dacorum.gov.uk)

Satisfaction with local area as a place to live

Why do you say you are satisfied? – number of comments

125 Services are local conveniently placed amenities
87 Green spaces, canal, countryside, rural, quiet
37 Lived here long time
32 Community, neighbours, the people
30 Transport links, London commutable
26 Safe / low crime
24 Clean, tidy , well kept
14 Specific local amenity named eg shop, refuse, buses

• “Everything gets done around here. It looks nice and we’re well informed”
• “It’s got everything I need at hand, good bus service, street lights, refuse collection, care of the roads, there’s always information, leaflets”
  • “It’s clean and tidy with low crime”
• “It’s leafy, I feel safe here, and it’s reasonably close to the station”
  • “Nice and clean, regular collection of rubbish”
  • “Transport is fine, rubbish gets picked up, crime is fine”

• “We have pleasant neighbours, very little crime and the area is well kept”
Why do you say you are dissatisfied*?

11 Untidy / not well kept / litter
10 Roads / pavements
10 Nothing to do / lack of facilities
  7 Run down / declining area
  7 Crime / ASB
  5 Inadequate parking
  4 Specific service mentioned
  4 Hospital closure
  3 Traffic
  2 Overcrowded / built up
  2 Lack of community
  1 Public toilets

• “It looks run down, it doesn’t look like somewhere I want to live”

• “It never seems to be clean, there is a lack of parking and a lack of facilities”

  • “It’s not a very nice place”

  • “Taken hospital away”

Ability to influence decisions affecting your local area

[Pie chart showing responses: definitely agree 7%, tend to agree 31%, tend to disagree 32%, definitely disagree 30%]
Why do you say that? (if do not feel able to influence decisions)

63% - I don’t think they listen / nothing will be done / decision already made

11% - I don’t want to be involved / too laid back / never tried

Would you like to be more involved in decision making?

Planning 18%, Services for children 10%, Housing 9%, Car Parking 7%

72% willing to take part in other Council research

How would you like to be more involved?

81% Taking part in more consultation / surveys
73% Attending neighbourhood meetings
71% More opportunities to speak with Councillors
70% Petitions
63% More opportunities to speak with Council officers
59% Attending public meetings
43% Joining Citizens Panel
Do you think Dacorum as a place to live is better, worse, or about the same as 5 years ago?

To what extent do you agree / disagree that Dacorum Borough Council provides value for money

What would you consider to be good value for money from your Council?

- Refuse and recycling
- Cleanliness / landscaping
- Parks / open spaces
- Council Tax levels
- Housing (maintenance and rent)
- Buses
- Roads
- Hospital
- Bus passes
- Street lighting
- Police / crime
- Sports centre
How satisfied / dissatisfied with the way the Council runs things

<table>
<thead>
<tr>
<th>%age</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied / dissatisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Series 1</td>
<td>10</td>
<td>50</td>
<td>19</td>
<td>9</td>
<td>3</td>
</tr>
</tbody>
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Agreement / Disagreement statements: ...making the area a better place to live?

<table>
<thead>
<tr>
<th>%age</th>
<th>A great extent</th>
<th>To some extent</th>
<th>Not very much</th>
<th>Not at all</th>
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<tbody>
<tr>
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<td>12</td>
<td>60</td>
<td>19</td>
<td>9</td>
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Agreement / Disagreement statements: ...is efficient and well run?

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<tr>
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How strongly do you agree or disagree that the quality of DBC services is good overall?

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<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree/disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seriest</td>
<td>12</td>
<td>54</td>
<td>22</td>
<td>7</td>
<td>5</td>
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</table>

Which DBC service is most important to you?

181 Waste / recycling / bin collection
47 Street cleaning
36 Parks / playgrounds
36 Housing
32 Planning
21 Environmental health / public health / noise
14 Repairs and maintenance
12 Doctors / health services / hospital / NHS
9 Bus service / public transport
8 Car parking

Given the very difficult financial situation...and service you would suggest the Council makes savings on?

- 70% None
- 5% Administration / business
- 2% Budget processes / Council tax
- 1% Arts
- 1% Benefits
- 1% Bus passes
- 1% Car parking
- 1% CCTV
- 1% Environmental concerns