How satisfied or dissatisfied are you with the way Dacorum Borough Council runs things? \([1, 2, 3, 4]\)  
* Based on change between November 2015 and November/December 2016  
** National data based on change between September 2015 and October 2016  

Dacorum 2016/17 average  
- **Satisfied**: 78%  
- **Neither**: 13%  
- **Dissatisfied**: 9%  

Change since Dacorum 2015 average  
- **Satisfied**: ↑ 4%  
- **Neither**: ↓ 4%  
- **Dissatisfied**: ↓ 4%  

**District**  
- **Broxbourne**: 60%  
- **Dacorum**: 76%  
- **East Hertfordshire**: 74%  
- **Hertsmere**: 56%  
- **North Hertfordshire**: 72%  
- **St Albans**: 58%  
- **Stevenage**: 66%  
- **Three Rivers**: 68%  
- **Watford**: 73%  
- **Welwyn Hatfield**: 64%  

**National Result October 2016**  
- **Satisfied**: 68%  
- **Neither**: 18%  
- **Dissatisfied**: 13%  

**Comparison to Herts average**  
- **↓**: 60%  
- **↑**: 67%  
- **↑**: 61%  
- **↓**: 45%  
- **↑**: 50%  
- **↓**: 49%  
- **↑**: 50%  
- **↓**: 49%  
- **↓**: 49%  
- **↓**: 49%  
- **↑**: 50%  

**Overall, how well informed do you think Dacorum Borough Council keeps residents about the services and benefits it provides?**  
- **Very/fairly well informed**: 72%  
- **Not very well/not well informed at all**: 28%  

**Your Council tax is well spent**  
- **Agree**: 48%  
- **Disagree**: 24%  

**Dacorum Borough works to boost the local economy**  
- **Agree**: 49%  
- **Disagree**: 15%  

**Dacorum Borough Council is working to make your local area a cleaner, greener and enjoyable environment**  
- **Agree**: 67%  
- **Disagree**: 16%  

**To what extent do you agree or disagree that Dacorum Borough Council provides value for money?**  
- **Agree**: 55%  
- **Disagree**: 15%  

**Change since 2015**  
- **Dacorum**: ↓ 3% (52%)  
- **National**: ↓ 2% (50%)
Notes

1. Local results taken from the Dacorum Residents’ Survey 2016/17 (Nov 2016-Jan 2017), a telephone survey with a representative cross-section of 1,000 Dacorum residents aged 16+. Results exclude ‘Don’t Know’ (Don’t Know invalid).
2. National results taken from LGA/LGinsight National Poll (October 2016), a telephone survey with a representative cross-section of 1,000 GB residents aged 18+. LGA National figure rebased to exclude ‘Don’t Know’ responses (Don’t Know invalid).
4. Comparison of ‘Satisfaction with the way Dacorum BC runs things’ with other Herts districts uses results from most recent wave (October/November 2016) of Herts Omnibus – 100 interviews per district. Dacorum result based on 1,100 interviews (100 of which were carried out within the Herts Omnibus/residents’ survey script, and 1,000 as part of the stand-alone Dacorum BC script).
5. Hertfordshire Result taken from most recent wave of Herts Omnibus (Oct/Nov 2016).
6. Change since last year based on the Dacorum Residents’ Survey 2015, a telephone survey with a representative cross-section of 1,000 Dacorum residents aged 16+, reported in December 2015. 2014 results taken from Dacorum residents’ Survey 2014 reported in December 2014.
7. The question asked in 2015 was worded differently (‘To what extent do you agree or disagree that you feel well informed about the Dacorum Borough Council Services available to you’) and therefore results from 2015 and 2016/17 are not directly comparable and are indicative only.
8. Where differences between surveys do not sum, this is due to rounding.

### To what extent do you... [1, 6]  

**Think Dacorum Borough Council acts on the concerns of local residents?**

- 71% A great deal/a fair amount  
- 29% Not very much/not at all

**Feel proud to live in your local area?**

- 84% A great deal/a fair amount  
- 16% Not very much/not at all

**Agree or disagree that Dacorum’s residents’ magazine ‘Digest’ is an effective way of finding out about council Services?**

- 66%↓ Agree  
- 16%↑ Neither  
- 18%↑ Disagree

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### Do you think that...?

**Dacorum Borough Council is doing enough to provide good quality affordable homes in particular for those most in need?** [1]

- 45% Yes  
- 55% No

### Are you aware that...?

**Dacorum Borough Council is working towards making the majority of their services available online so residents have the convenience of 24 hour a day, 7 days a week online service availability?** [1]

- 45% Yes  
- 55% No

### Do you think the regeneration of Hemel Hempstead’s town centre will...? [1, 6]

- 72% Encourage the shops already there to stay  
- 65% Attract new shops and businesses  
- 58% Make you proud to live in the borough  
- 55% Make you want to shop in the town centre more often  
- 14% None of the above

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### Notes

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2. National results taken from LGA/LGinsight National Poll (October 2016), a telephone survey with a representative cross-section of 1,000 GB residents aged 18+. LGA National figure rebased to exclude ‘Don’t Know’ responses (Don’t Know invalid). The question asked refers to ‘local councils’.
4. Comparison of ‘Satisfaction with the way Dacorum BC runs things’ with other Herts districts uses results from most recent wave (October/November 2016) of Herts Omnibus – 100 interviews per district. Dacorum result based on 1,100 interviews (100 of which were carried out within the Herts Omnibus/residents’ survey script, and 1,000 as part of the stand-alone Dacorum BC script).
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