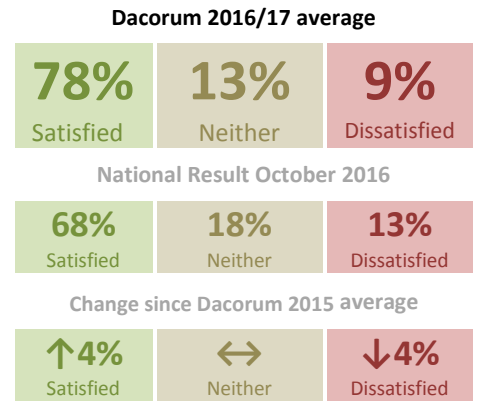
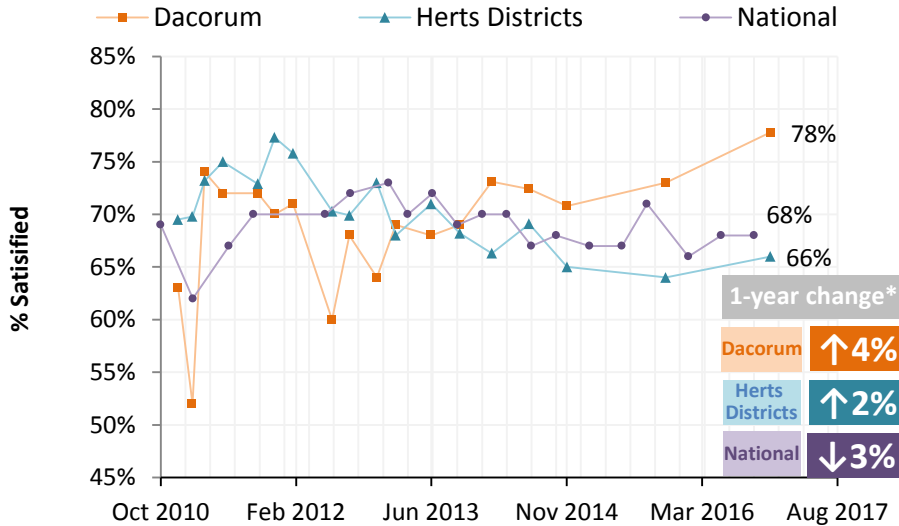


Dacorum tracker survey

March 2017

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



* = significantly different to Herts overall at 95% cl.

DISTRICT Autumn 2016	Broxbourne	Dacorum	East Hertfordshire	Hertsmere	North Hertfordshire	St Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield
% satisfied with District Council	60%	76%	74%	56%	72%	58%	68%	73%	64%	69%
Comparison to Herts average	↓	↑*	↑	↓	↑	↓	↑	↑	↓	↑

Do you agree or disagree that... * = significant change/significant difference at 95% cl.

Dacorum Borough works to boost the local economy [1, 6]			Dacorum Borough Council is working to make your local area a cleaner, greener and enjoyable environment [1]			Your Council tax is well spent [1, 6]		
49% Agree	36% Neither	15% Disagree	67% Agree	17% Neither	16% Disagree	48% Agree	29% Neither	24% Disagree

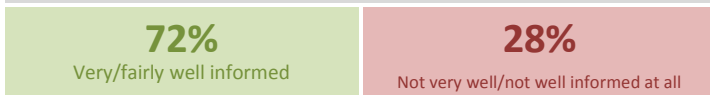
Change since 2015



Change since 2015



Overall, how well informed do you think Dacorum Borough Council keeps residents about the services and benefits it provides? [1, 2, 6, 7] * = significant change/significant difference at 95% cl.



National



Change since 2015



To what extent do you agree or disagree that Dacorum Borough Council provides value for money [1, 2, 5, 6, 8] * = significant change/significant difference at 95% cl.



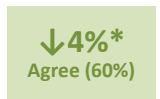
National



Herts



Change since 2015

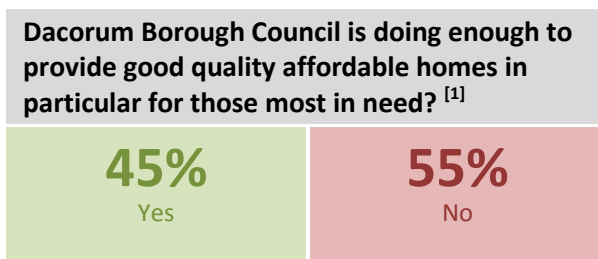


To what extent do you... ^[1, 6] *= significant change/significant difference at 95% cl.

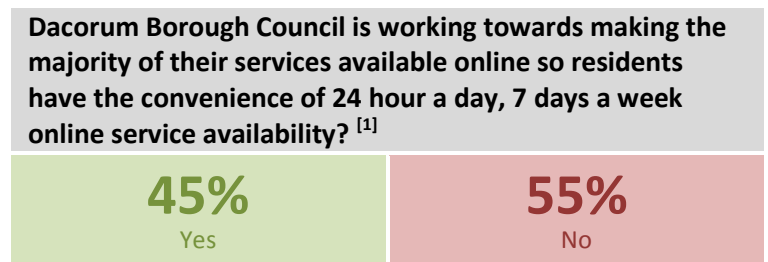


Change since 2015
Agree ↓4%* (70%)

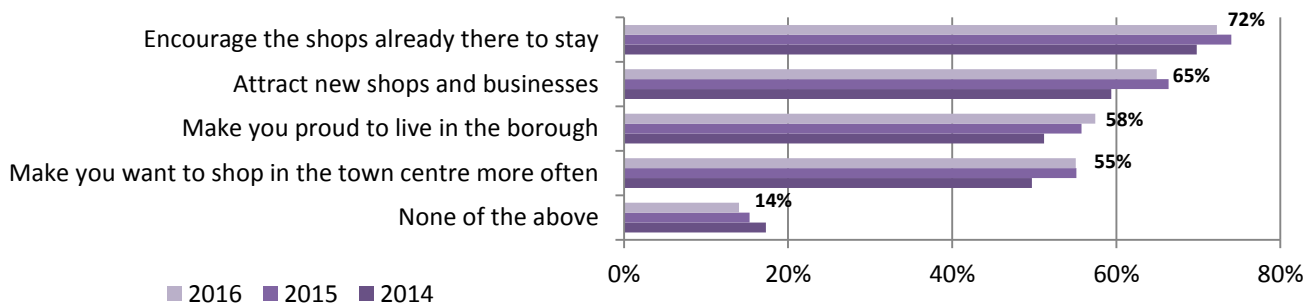
Do you think that...



Are you aware that...



Do you think the regeneration of Hemel Hempstead's town centre will... ^[1, 6]



Notes

- 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).
- 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'.
- Trend based local data taken from Herts Omnibus/residents' survey (18 waves, Dec 2010- October/November 2016). Trend based national data taken from LGA/LGinsight National Poll (20 waves, Oct 2010-Oct 2016). 1-year change figures based on individual survey results i.e. Change since October/November 2015 rather than a comparison with the 2015 average.
- 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).
- Hertfordshire Result taken from most recent wave of Herts Omnibus (Oct/Nov 2016).
- 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.
- 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 .
- Where differences between surveys do not sum, this is due to rounding.