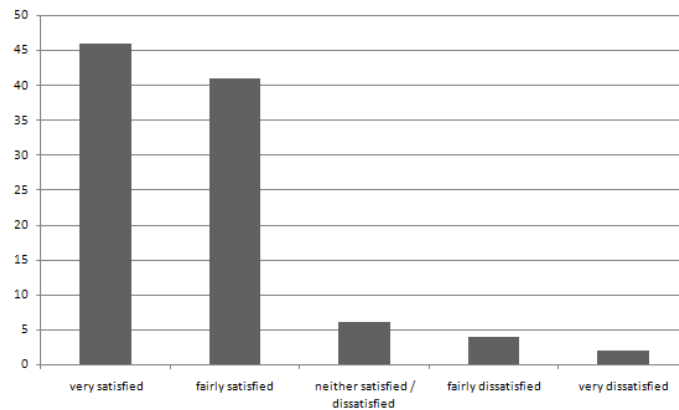


Residents' Survey 2009

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

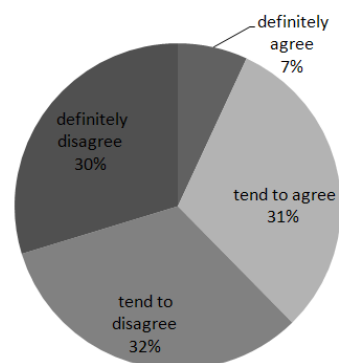
- *“Everything gets done around here. It looks nice and we’re well informed”*
- *“It’s got everything I need at hand, good bus service, street lights, refuse collection, care of the roads, there’s always information, leaflets”*
 - *“It’s clean and tidy with low crime”*
- *“It’s leafy, I feel safe here, 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

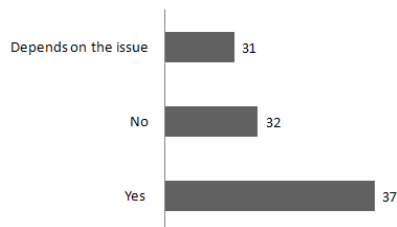


Why do you say that? (if do not feel able to influence decisions)

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?



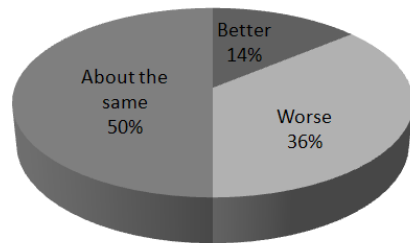
Planning 18%, Services for children 10%, Housing 9%, Car Parking 7%

72% willing to take part in other Council research

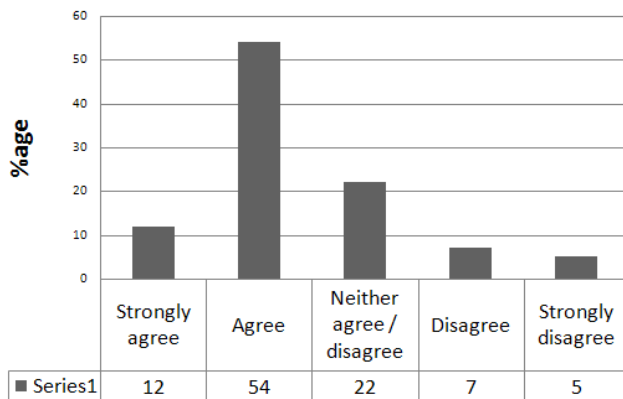
How would you like to be more involved?

- 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?



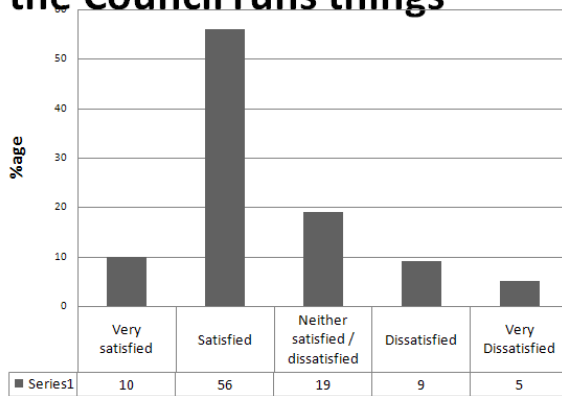
To what extent do you agree / disagree that Dacorum Borough Council provides value for money



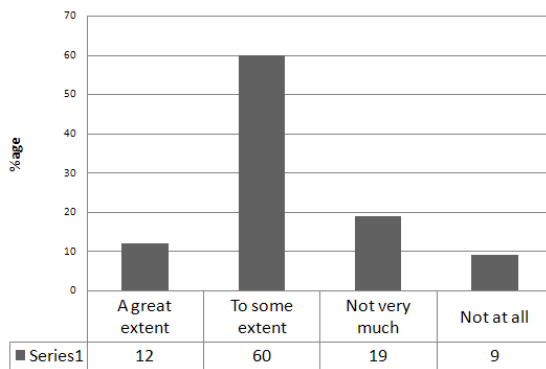
What would you consider to be good value for money from your Council?

- 217 Refuse and recycling
- 68 Cleanliness / landscaping
- 42 Parks / open spaces
- 18 Council Tax levels
- 14 Housing (maintenance and rent)
- 10 Buses
- 10 Roads
- 10 Hospital
- 7 Bus passes
- 6 Street lighting
- 6 Police / crime
- 6 Sports centre

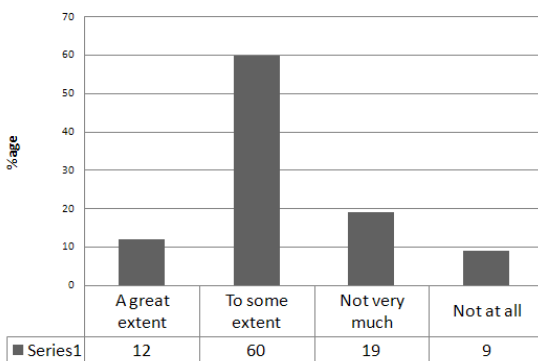
How satisfied / dissatisfied with the way the Council runs things



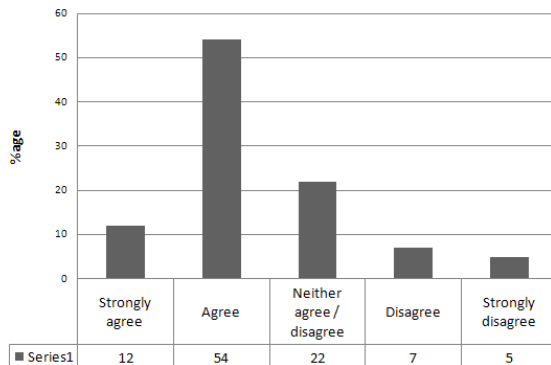
Agreement / Disagreement statements: ...making the area a better place to live?



Agreement / Disagreement statements: ...is efficient and well run ?



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



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