

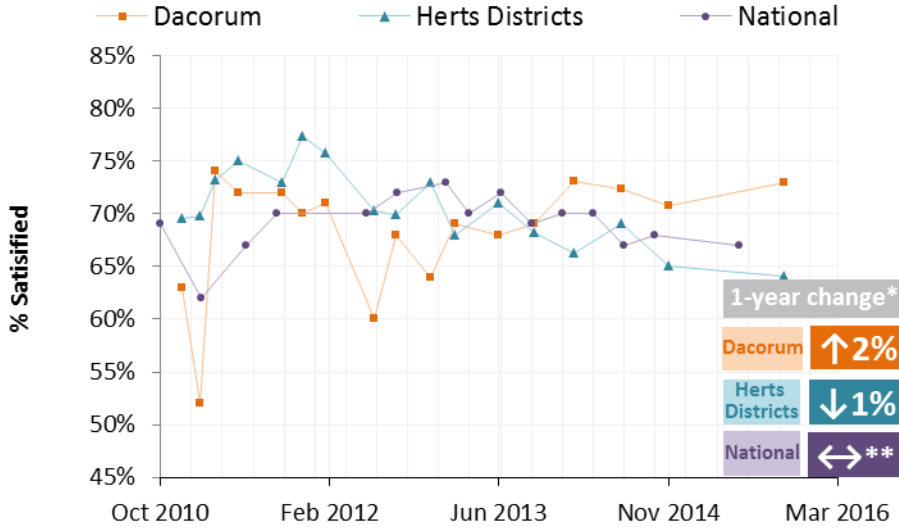


Dacorum Residents' Views of Local Councils

December 2015

How satisfied or dissatisfied are you with the way Dacorum Borough Council runs things? ^[1, 2, 3, 4, 5]

* Based on change between November 2014 and November 2015 ** National data based on change between July 2014 and June 2015



Dacorum 2015 average		
73%	13%	14%
Satisfied	Neither	Dissatisfied
National Result June 2015		
67%	16%	16%
Satisfied	Neither	Dissatisfied
Change since Dacorum 2014 average		
↑1%	↓2%	↑1%
Satisfied	Neither	Dissatisfied

DISTRICT Autumn 2015	Broxbourne	Dacorum	East Hertfordshire	Hertsmere	North Hertfordshire	St Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield
% satisfied with District Council	68%	72%	61%	61%	69%	58%	59%	76%	71%	56%
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, 10]			Dacorum Borough Council supports the local community ^[1, 6, 10]			Your Council tax is well spent ^[1, 6, 10]		
52%	29%	19%	64%	20%	16%	50%	20%	30%
Agree	Neither	Disagree	Agree	Neither	Disagree	Agree	Neither	Disagree
Change since 2014			Change since 2014			Change since 2014		
Agree ↑13%* (39%)			Agree ↑4%* (60%)			Agree ↑10%* (40%)		

You feel well informed about the Dacorum Borough Council services available to you ^[1, 2, 3, 8, 10]			Dacorum Borough Council provides value for money ^[1, 2, 3, 7, 10]		
67%	11%	22%	59%↑	24%↑	15%↓
Agree	Neither	Disagree	Yes	Neither	No
National			Change since 2014		
61%* Agree			Agree ↑7%* (60%)		
National			Herts		
51%* Agree			43%* Agree		
Change since 2014			Change since 2014		
			Agree ↑7%* (52%)		

Contacting Dacorum Borough Council... ^[1, 6]

54% of Dacorum residents have contacted Dacorum Council in the last 12 months - compared to 48% in 2014.

To what extent do you agree or disagree that ...

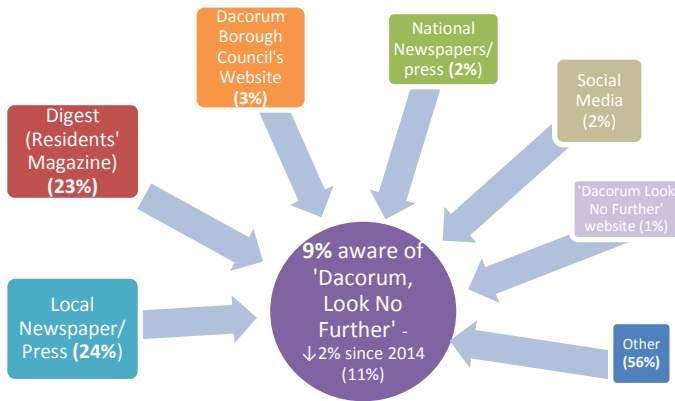
Dacorum's residents' magazine 'Digest' is an effective way of finding out about council Services? ^[1, 6, 10]



Change since 2014

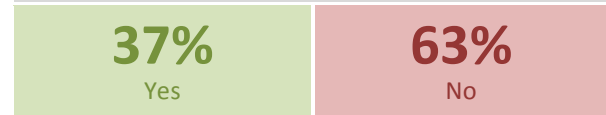
Agree ↑3% (67%)

Have you seen or heard the term 'Dacorum, Look No Further'? Where did you see/hear about it? ^[1, 6, 9]



Did you know that...

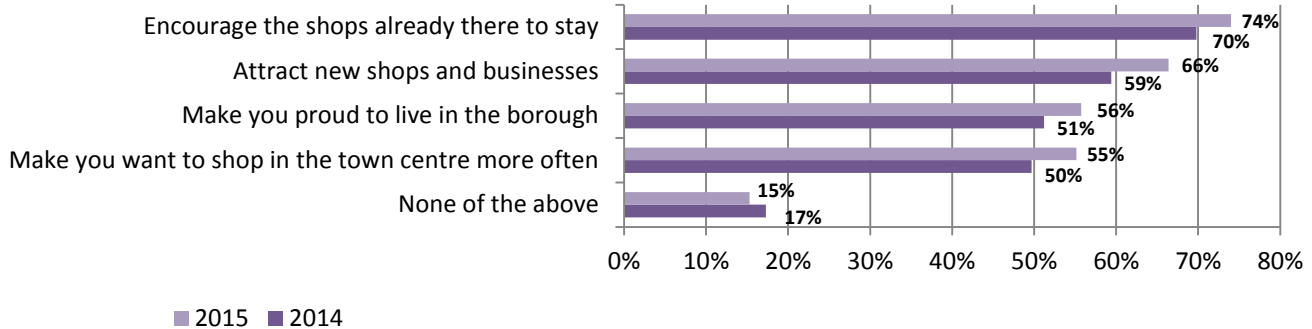
Working toward having more affordable homes in the borough is one of Dacorum Borough Council's top priorities? ^[1, 6]



Change since 2014

↔

Do you think the regeneration of Hemel Hempstead's town centre will...



Notes

- Local results taken from the Dacorum Residents' Survey 2015 (Sept-Nov 2015), a telephone survey with a representative cross-section of 1,000 Dacorum residents aged 16+.
- Local figures include 'Don't Know' responses (Don't Know valid) to be comparable with national results.
- National results taken from LGA/LGinsight National Poll (June 2015), a telephone survey with a representative cross-section of 1,000 GB residents aged 18+. LGA National figures include 'Don't Know' responses (Don't Know valid). The question asked refers to 'local councils'.
- Trend based local data taken from Herts Omnibus/residents' survey (17 waves, Dec 2010- October/November 2015). Trend based national data taken from LGA/LGinsight National Poll (16 waves, Oct 2010-June 2015). 1-year change figures based on individual survey results i.e. Change since November 2014 rather than a comparison with the 2014 average.
- Comparison of 'Satisfaction with the way Dacorum BC runs things' with other Herts districts uses results from most recent wave (October/November 2015) 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).
- Results exclude 'Don't Know' (Don't Know invalid).
- Hertfordshire Result taken from most recent wave of Herts Omnibus (Oct/Nov 2015).
- LGA question wording varies slightly from that in the Dacorum Residents' survey. LGA asks 'How well informed do you think local council(s) keeps residents about the services and benefits it provides?' as opposed to 'Do you agree or disagree that you feel well informed about the Dacorum Borough Council services available to you?'. Therefore caution should be applied when comparing these results.
- Of the 9%, 6.9% had heard of the term 'Dacorum, Look No Further' without any prompts, while 2.5% recognised the term once prompted. 'Where did you see hear about it?' based on responses from 86 respondents only. Respondents could state more than one answer. In 2014 the most frequently given response was 'Digest' (32%) followed by 'Local Newspapers/Press' (15%).
- Change since last year based on the Dacorum Residents survey 2014, a telephone survey with a representative cross-section of 1,000 Dacorum residents aged 16+, reported in December 2014