



# HERTS RESIDENTS' SURVEY (AUTUMN 2016) Results for all Questions

This study was conducted in accordance with ISO 20252:2012



- » **Council Satisfaction**
- » **Local Area**
- » **Getting Involved**
- » **Arts & Culture**
- » **Hertfordshire County Council Website**
- » **Communications**
- » **Public Health**
- » **Mosaic Groups**



## Hertfordshire Telephone Omnibus Hertfordshire County Council Results Autumn 2016



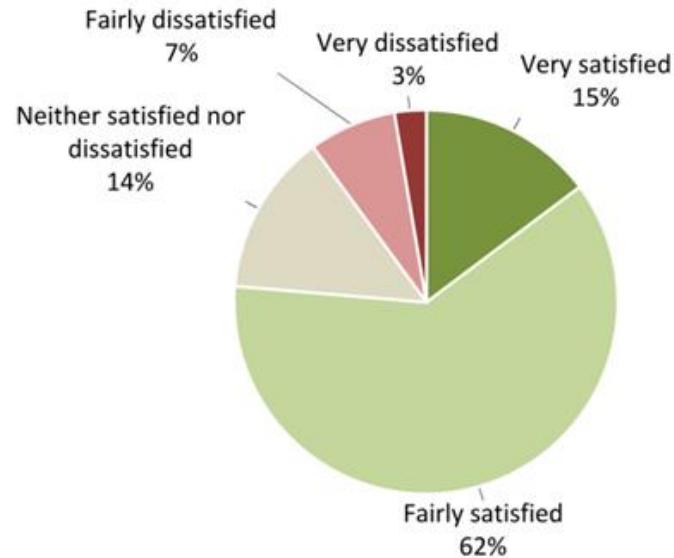
## INTRODUCTION AND OVERVIEW

- This report presents residents' attitudes towards services provided by the Council, their local area, getting involved, arts and culture, Hertfordshire County Council's website and communications, and public health.
- The Autumn 2016 findings are based on a survey of around 1,000 telephone interviews, carried out between 28<sup>th</sup> September and 18<sup>th</sup> November, with around 100 in each of the districts. This report shows results from this wave only.
- The sample was statistically weighted by age, gender, working status, ethnicity and the local authority area of residents to ensure that the proportionate distribution of the survey accurately reflects the distribution of adult residents across the county.
- Differences mentioned within the text of this presentation are statistically significant at the 95% level of confidence.
- Where percentages do not sum to 100, this may be due to rounding, the exclusion of 'don't know' categories, or multiple answers.
- In some cases figures of 2% or below are not shown in the graphs.
- Where possible the colours used in the charts have been standardised with a 'traffic light' system in which: green shades represent positive responses, beige represents neither positive nor negative responses, red shades represent negative responses and the bolder shades are used to highlight responses at the 'extremes' – for example, very satisfied or very dissatisfied.
- National results taken from:
  - LGA/LGinsight National Poll (October 2016), a telephone survey with a representative cross-section of 1,002 GB residents aged 18+. Figures rebased to exclude "Don't know" responses
  - Community Life Survey 2015-16 a face to face survey with randomly selected adults aged 16+ in England. Figures based on cumulative data (3,027 interviews) across 2015-16.



# COUNCIL SATISFACTION

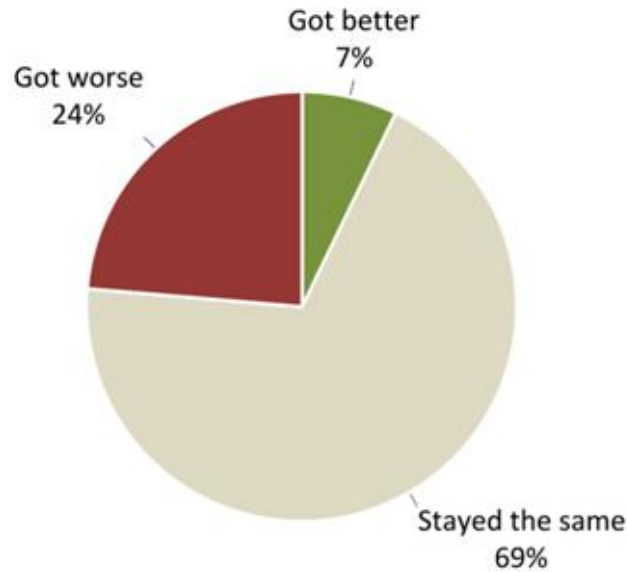




Base: All residents (997)

- Three quarters (76%) of Hertfordshire residents are satisfied with the way the County Council runs things, with 15% being very satisfied. Only 10% of residents are dissatisfied with the way the Council runs things.
- This compares to 68% nationally being satisfied with the way their local council runs things (LGA/LGinsight National Poll (October 2016)).
- Residents living in **North Hertfordshire** and those aged **16-24 years or 75 years+** are significantly more likely to be satisfied with the way the County Council runs things, while those living in **Watford** are significantly less likely to be satisfied.

# Have services Hertfordshire County Council provide got better, stayed the same or got worse?



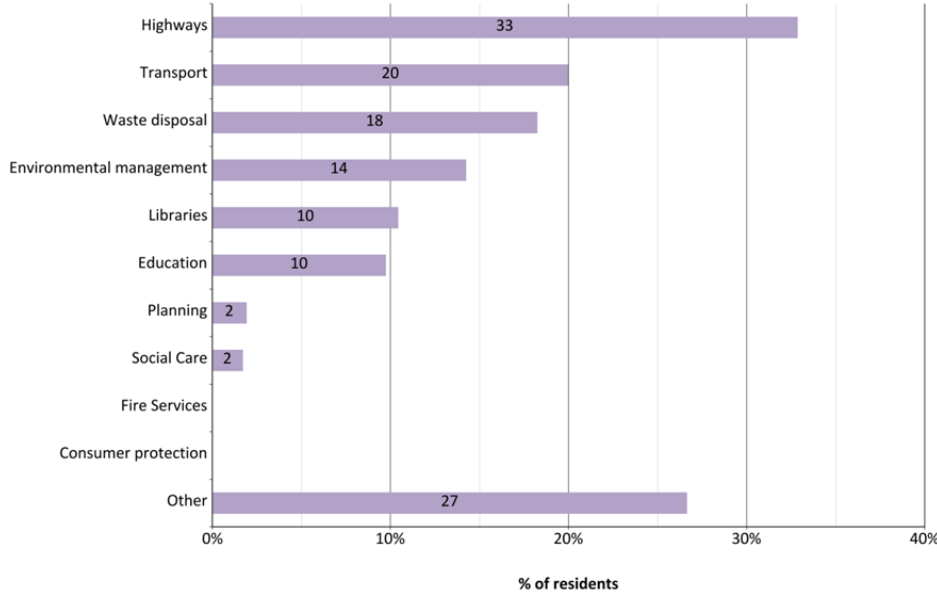
Base: All residents (977)

- Almost 7 in 10 residents (69%) think that the services Hertfordshire County Council provide have stayed the same, whilst a further 7% say they have got better. However, almost a quarter (24%) of residents state that they have got worse.
- Residents living in **Broxbourne** and **St Albans** and residents aged **35-44 years** and **65-74 years** are significantly more likely to say that the services the County Council provide have got worse while residents aged **16-24 years** are significantly more likely to say that the services have got better.

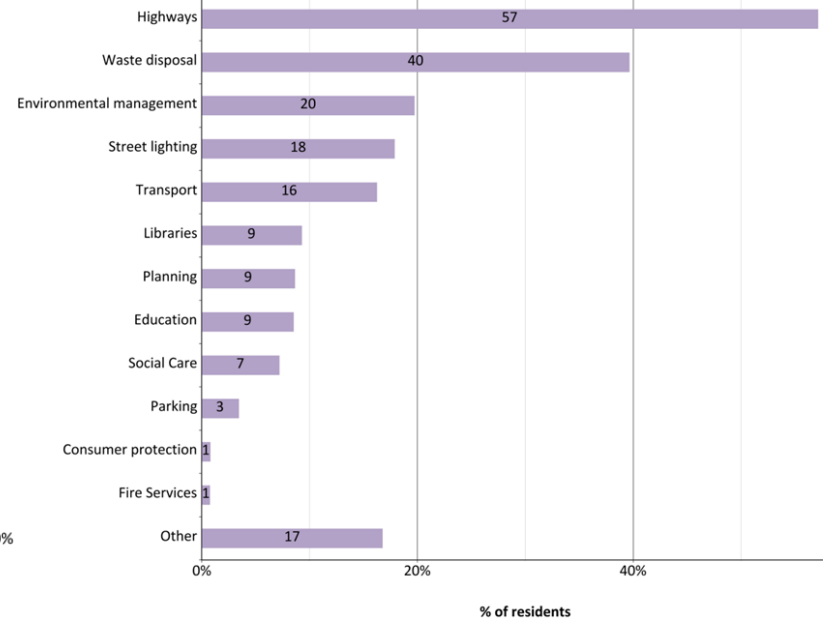
# Which Services have got Better/Worse?



## Better



## Worse



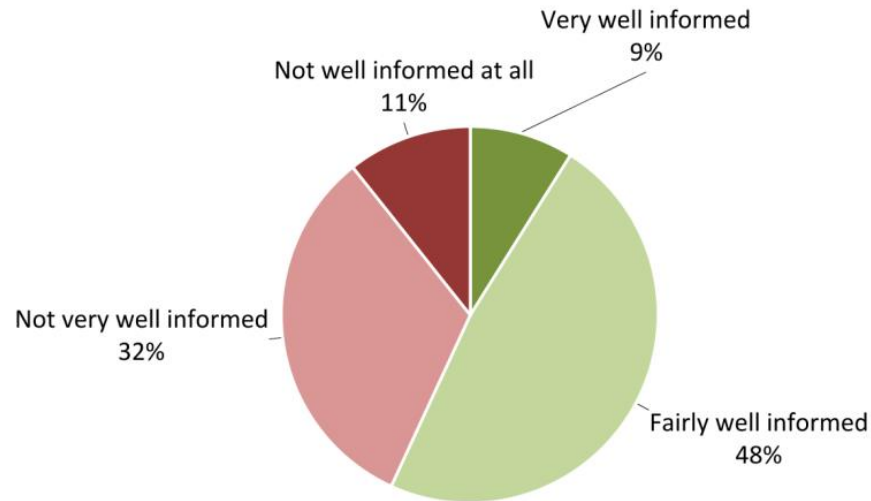
Base: All respondents who said services had got better (52)

Base: All respondents who said services had got worse (238)

- The most frequently stated services which residents feel have got better are **Highways (33%)**, **Transport (20%)** and **waste disposal (18%)**.
- However, **57%** of those who feel services have got worse in general feel that **Highways** have got worse, while **40%** feel **Waste Disposal** has got worse.
- Residents living in **Broxbourne** are significantly more likely to feel that Waste Disposal has got worse, while residents living in **St Albans** are significantly more likely to feel Highways have got worse.

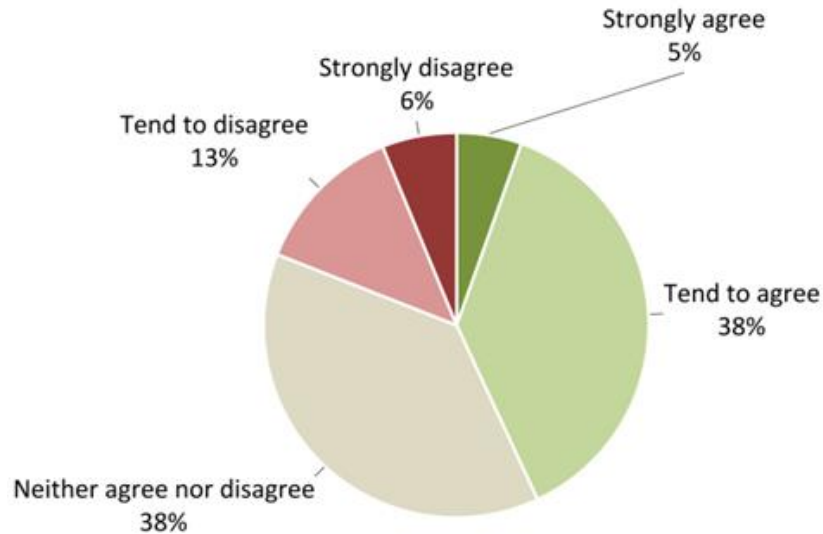
Note: Despite clarification of services provided by HCC earlier in the survey, some respondents may be referring to district waste *collection* rather than waste *disposal* so caution so be exercised when using this result.





Base: All residents (991)

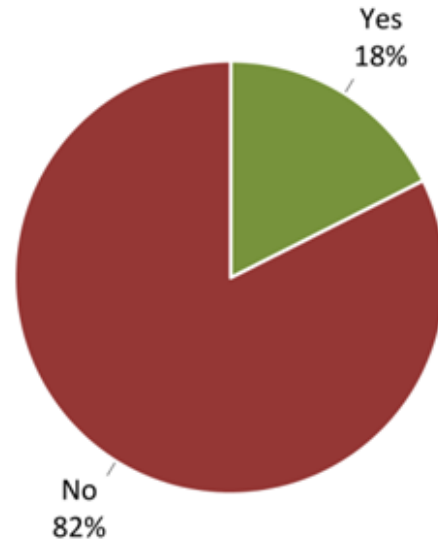
- Almost three fifths (57%) of Hertfordshire residents feel that Hertfordshire County Council keeps them well informed about the services and benefits it provides, with 9% feeling they are very well informed.
- Residents living in **North Hertfordshire** and those aged **65+ years** are significantly more likely to feel they are kept well informed about the services and benefits Hertfordshire County Council provides, while those living in **Three Rivers** and those aged **25-34 years** are significantly less likely to feel they are kept well informed.



Base: All residents (976)

- Over two fifths (43%) of Hertfordshire residents agree that Hertfordshire County Council (HCC) provides value for money, with 5% strongly agreeing. Just under a fifth (19%) disagree that the Council provides value for money, while almost two fifths (38%) neither agree nor disagree.
- This compares to 49% nationally agreeing that their local Council provides value for money (LGA/LGinsight National Poll (October 2016)).
- Residents aged **65+ years** are significantly more likely to agree that HCC provides value for money while residents in **Three Rivers** are significantly less likely to agree.

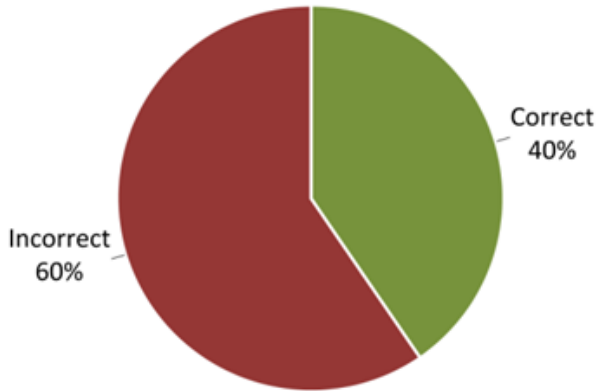
# Do you know who your local County Councillor is?



Base: All residents (1,002)

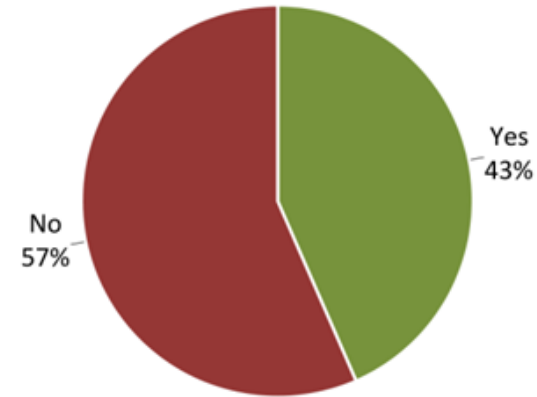
- Only 18% of residents claim to know who their local County Councillor is while the majority (82%) do not know this.
- Residents aged 65-74 years and those living in Dacorum are significantly more likely to claim to know who their local County Councillor is while those aged 16-24 years are significantly less likely to claim to know who their local County Councillor is.

Could you tell me their name?



Base: Residents who said they knew who their County Councillor was (161)

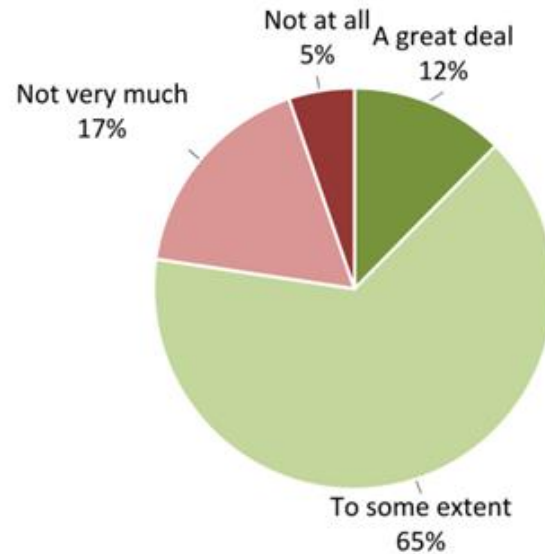
Have you previously heard of Councillor xxx?



Base: Residents who didn't know or couldn't name their County Councillor (909)

- Of those who said that they knew who their local County Councillor was, three fifths (60%) could not correctly name them. Therefore, of *all residents* only 6% knew and could correctly name their local County Councillor.
- Those who could not name their County Councillor were prompted with the name of the relevant person and on this occasion 43% had heard of their local County Councillor. When calculated as a proportion of *all residents* 46% have at least *heard* of their local County Councillor.

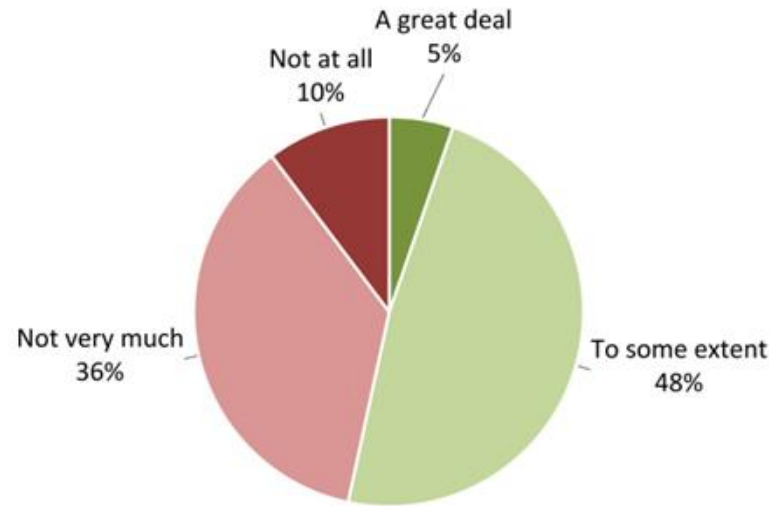
# To what extent, if at all, do you trust Hertfordshire County Council?



Base: All residents (976)

- Over three quarters (77%) of residents trust Hertfordshire County Council at least to some extent.
- Residents living in **Dacorum** are significantly more likely to trust Hertfordshire County Council at least to some extent.

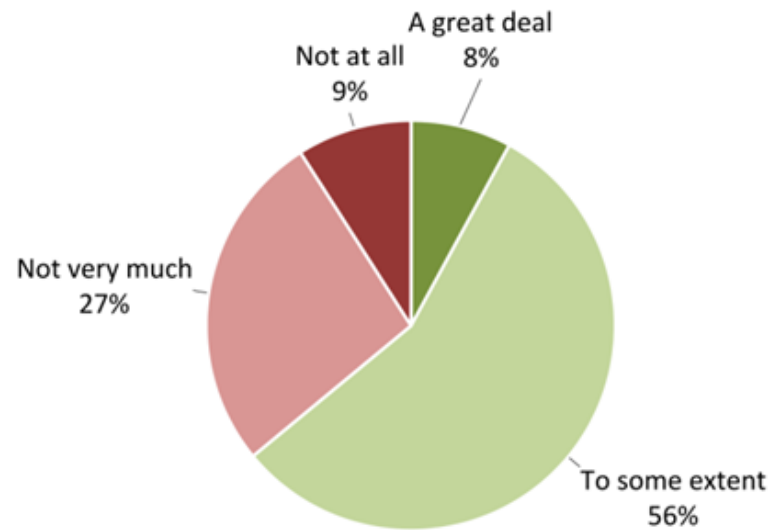
# To what extent, if at all, do you think Hertfordshire County Council is innovative?



Base: All residents (922)

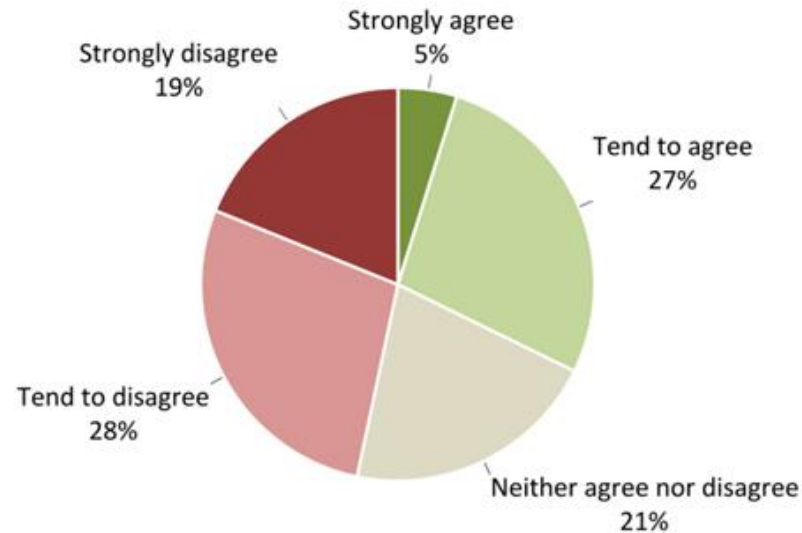
- Over half (53%) of Hertfordshire residents think that Hertfordshire County Council is innovative at least to some extent.
- Residents living in **Dacrom** and those aged **65 years+** are significantly more likely to think that Hertfordshire County Council is innovative at least to some extent, while residents living in **St Albans** and those aged **45-54 years** are significantly less likely to think that Hertfordshire County Council is innovative.

# To what extent, if at all, do you think that Hertfordshire County Council acts on the concerns of residents?



Base: All residents (932)

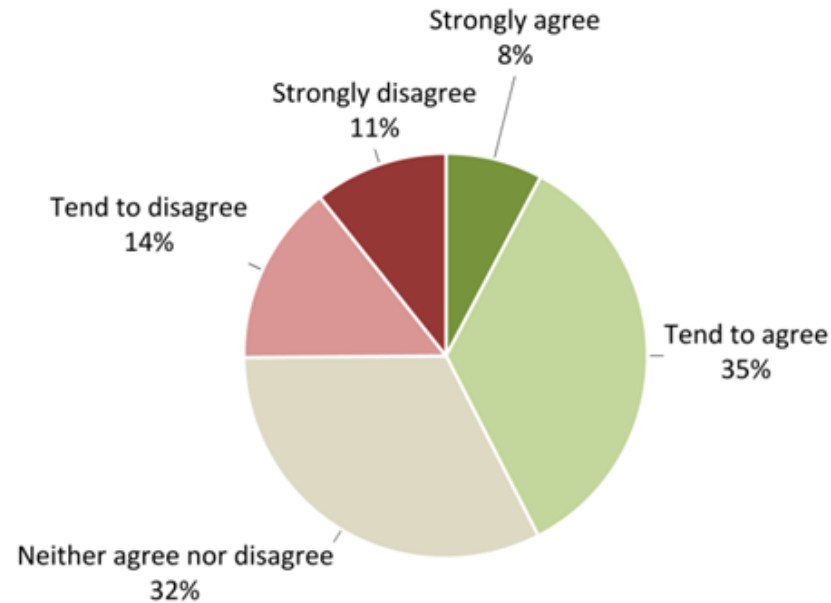
- Over three fifths (64%) of residents believe that Hertfordshire County Council acts on the concerns of residents at least to some extent.
- Residents aged **75 years+** are significantly more likely to think that Hertfordshire County Council acts on the concerns of residents at least to some extent, while those aged **45-54 years** are significantly less likely to think this.



Base: All residents (993)

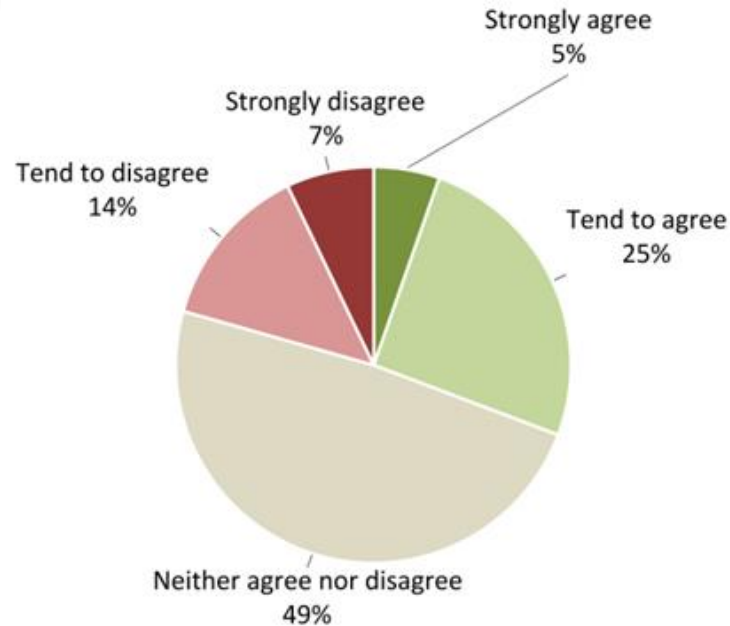
- Almost a third (32%) of Hertfordshire residents agree that they can influence decisions affecting the local area with 5% strongly agreeing. However, almost half (47%) disagree that they can influence decisions with around a fifth (19%) strongly disagreeing that this is the case.
- This compares to 36% nationally who agree they can influence decisions affecting the local area (Community Life Survey 2015-16).
- There are no significant differences, between districts or age-groups, in the proportion who agree that residents can influence decisions affecting the local area.





Base: All residents (910)

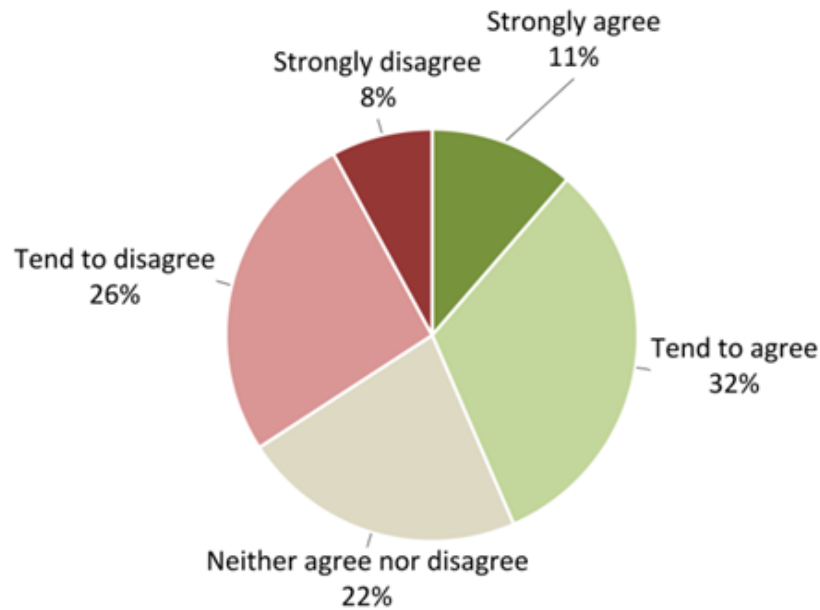
- Over two fifths (42%) of residents agree that the Council does enough to look after people most in need, while a quarter (25%) disagree.
- Residents aged **16-24 years** are significantly more likely to agree that the Council does enough to look after people who are most in need.



Base: All residents (778)

- Around 3 in 10 (31%) of residents agree that the Council helps people into work, while over a fifth of residents disagree (21%).
- Residents aged 16-24 are significantly more likely to agree that the Council helps people into work. Conversely, residents aged 45-64 are significantly less likely to agree.

# Agreement that the Council encourages residents to get involved in their local community



Base: All residents (955)

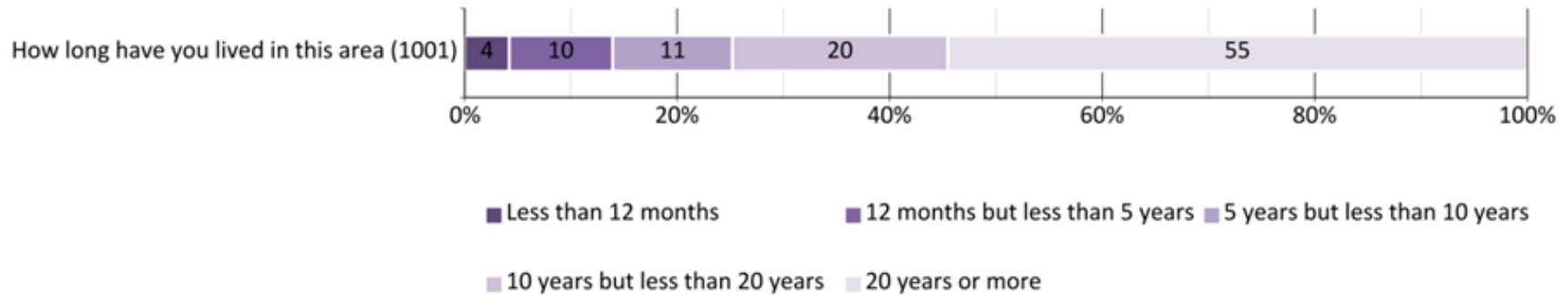
- Over two fifths (43%) of residents agree that the Council encourages residents to get involved in their local community, while around a third (34%) disagree.
- Residents aged **75 years+** and those living in **Stevenage** are significantly more likely to agree that the Council encourages residents to get involved.



# LOCAL AREA

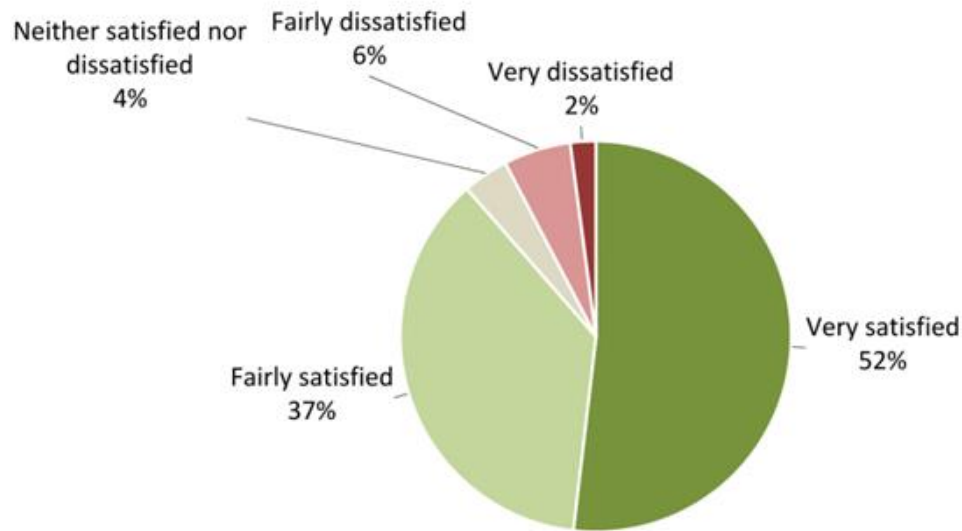


# Length of time resident in local area



Base: All residents (1,001)

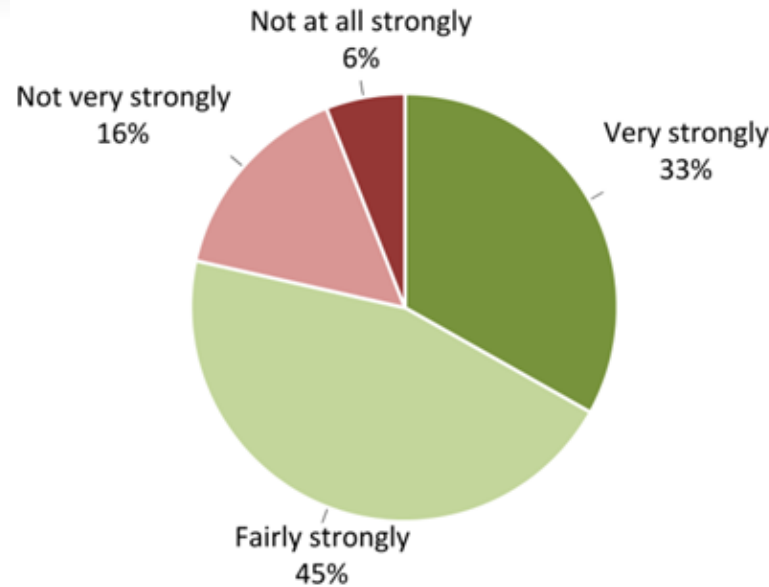
- Three quarters (75%) of residents have lived in their local area for 10 years or more, with over half (55%) having lived there for 20 years or more. Only 4% of residents have lived in the area for less than 12 months.
- Residents aged 55 years or over are significantly more likely to have lived in the area for 20 years or more while residents aged 25-34 years are significantly more likely to have lived in the area for less than 5 years.



Base: All residents (1,000)

- Almost 9 in 10 residents (89%) are satisfied with their local area as a place to live with more than half (52%) being very satisfied. Only 8% are dissatisfied with their area as a place to live.
- This compares with 83% nationally who are satisfied with their local area as a place to live (LGA/LGinsight National Poll (October 2016)).
- Residents living in **East Hertfordshire** are significantly more likely to be satisfied with the area as a place to live. Residents living in **Broxbourne** are significantly less likely to be satisfied with the area as a place to live.

# How strongly do you feel you belong to your local area?

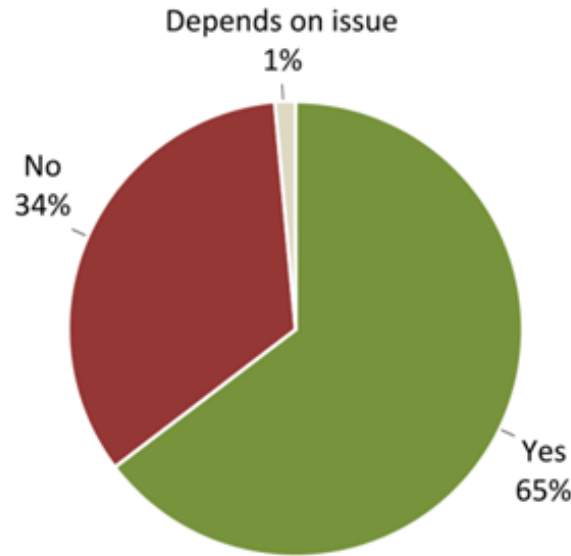


Base: All residents (992)

- Around a third (33%) of residents feel they belong very strongly to their local area, whilst a further 45% feel they belong fairly strongly (78% combined). Only 6% feel they belong not at all strongly.
- This compares to 71% nationally who feel they belong very or fairly strongly to their local area (Community Life Survey 2015-16\*)
- Residents living in **Dacorum** or **North Hertfordshire** and those aged **65-74 years** are significantly more likely to feel that they belong very or fairly strongly to their local area, while residents living in **Broxbourne** are significantly less likely to feel they belong very or fairly strongly to their local area.

\* The question in the Community Life surveys asks about 'neighbourhood' as opposed to 'local area'.

# Would you like to be more involved in the decisions that affect your local area?



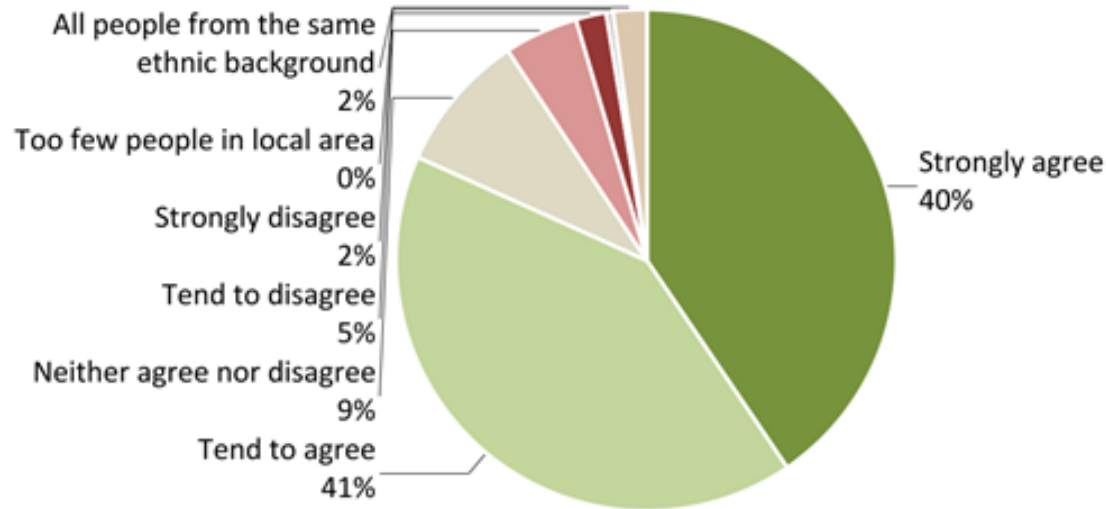
Base: All residents (999)

- Over three fifths (65%) of all residents would like to be more involved in decisions that affect their local area. However, just over a third (34%) would not like to be more involved and 1% feel that it would depend on the issue.
- This compares to 39% nationally who would like to be more involved in decisions that affect their local area (Community Life Survey 2014-15\*).
- Residents aged **35-44 years** are significantly more likely to want to become more involved in decisions that affect their area while residents **aged 65+ years** are significantly less likely to want to be more involved in decisions that affect their local area.

\* Community Life survey prompts a 'Depends on issue' whereas this is only taken as a spontaneous response in the Hertfordshire survey.



# Extent of agreement that their local area is a place where people from different ethnic backgrounds get on well together

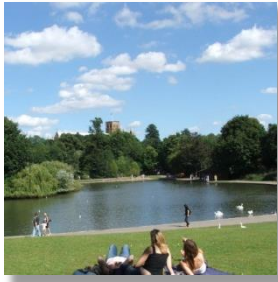


Base: All residents (993)

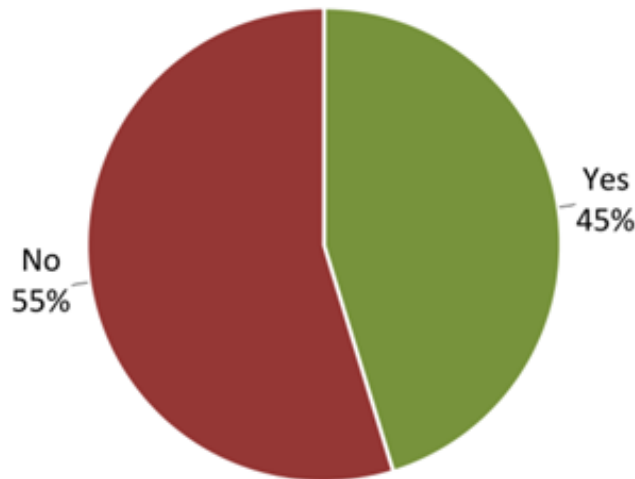
- Over four fifths (82%) of residents agree their local area is one in which people from different ethnic backgrounds get on well together – that is living alongside each other with respect. Only 7% disagree with this.
- Residents living in **Watford** and those aged **16-24 years** are significantly more likely to agree that their local area is one in which people from different ethnic backgrounds get on well together, while those aged **65-74 years** are significantly less likely to agree.



# GETTING INVOLVED

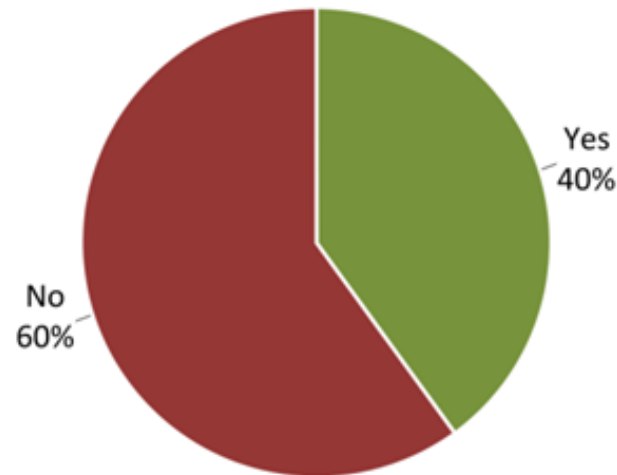


# Participation in activities as part of a local or community group, club or organisation in the last 12 months



Base: All residents (1,001)

- Over two fifths of residents (45%) have participated in activities as part of local or community groups, clubs or organisations within the last 12 months, while the remaining 55% have not.
- Residents aged **75+ years** and those living in **St Albans** are significantly more likely to have participated in activities as part of local or community groups, clubs or organisations in the last 12 months, while residents aged **25-34 years** and those living in **Stevenage** and **Watford** are significantly less likely to have participated in community activities.

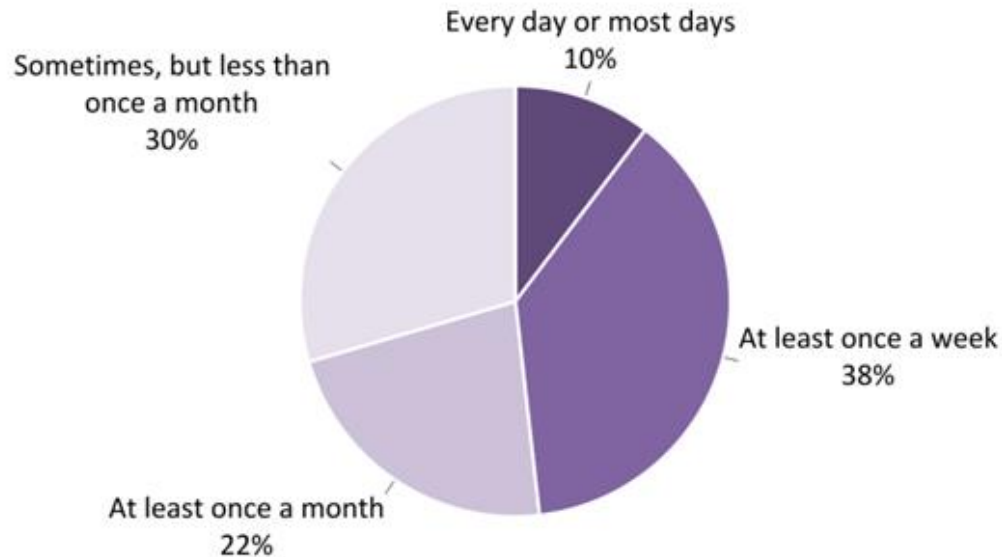


Base: All residents (1,002)

- Two fifths (40%) of residents have taken part in voluntary work of some sort in the last 12 months, whilst 60% have not.
- This compares to 41% nationally who participate in formal volunteering (Community Life Survey 2015-16\*).
- Residents aged **65-74 years** are significantly more likely to have taken part in volunteering in the last 12 months while those aged **25-34 years** and those living in **Broxbourne** and **Stevenage** are significantly less likely to have taken part in voluntary work in the last 12 months.

\* The question in the Community Life surveys asks about 'formal volunteering' whereas this survey asks about 'volunteering' in general.

# Frequency of participation in voluntary work



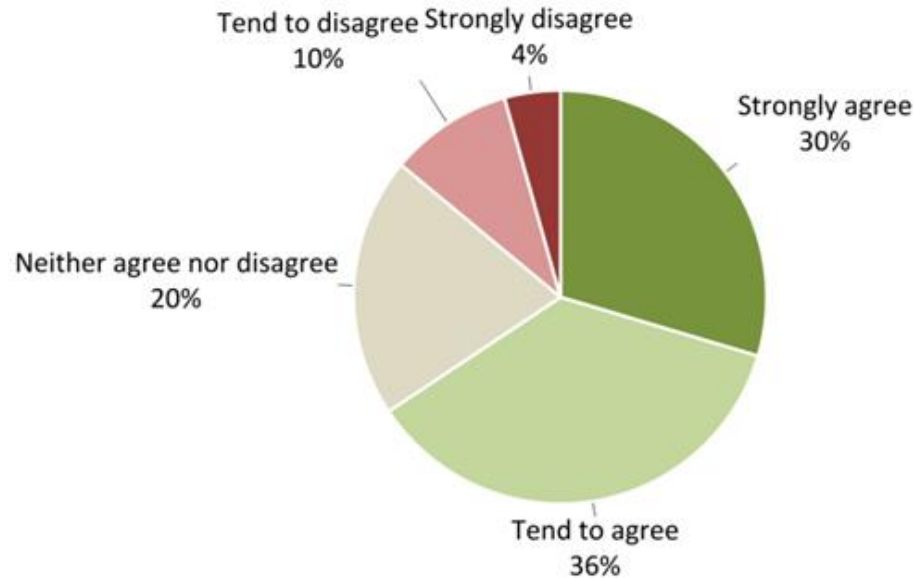
Base: Residents that have taken part in voluntary work (413)

- Of those who have taken part in voluntary work, almost half (48%) participate at least once a week and around 7 in 10 (70%) participate at least once a month.
- Residents aged **65-74 years** are significantly more likely to take part in voluntary work at least once a month.



# ARTS & CULTURE

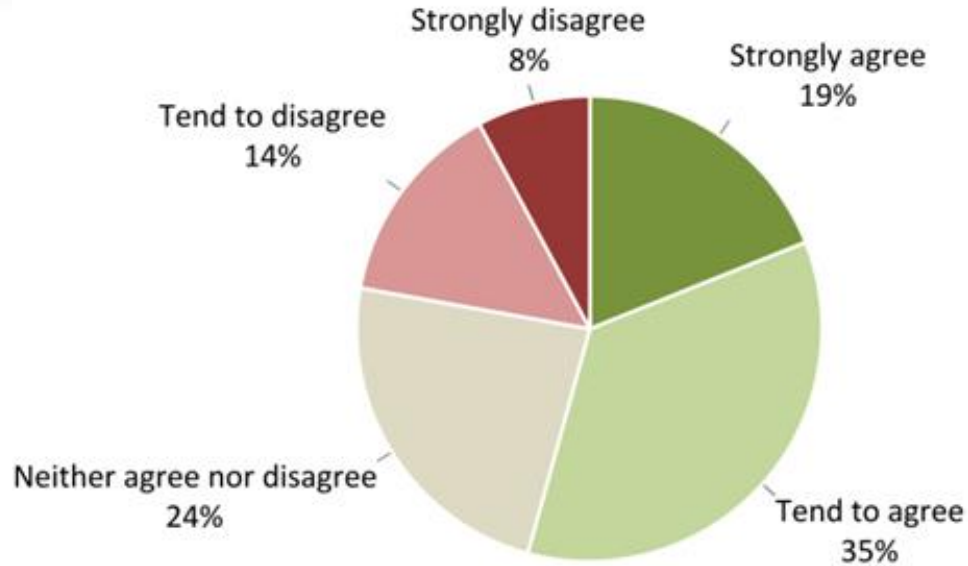




Base: All residents (982)

- Around two thirds (66%) of all residents agree that arts and culture make a difference to the area where they live while a fifth (20%) neither agree nor disagree and only 14% disagree.
- Residents living in **North Hertfordshire** or **St Albans** are significantly more likely to agree that arts and culture makes a difference to the area where they live, while those living in **Stevenage** and those aged **16-24 years** are significantly less likely to agree with this.

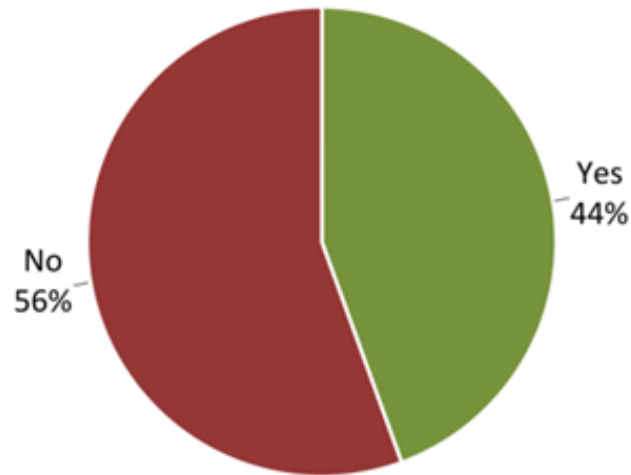
# Agreement that there are lots of opportunities to get involved in the arts



Base: All residents (951)

- Over half (54%) of all residents agree that there are lots of opportunities to get involved in the arts if they want to, while almost a quarter (24%) neither agree nor disagree and over a fifth (22%) disagree.
- Residents living in **North Hertfordshire** and those aged **65 years +** are significantly more likely to agree there are lots of opportunities to get involved in the arts if they want to, while those aged **16-34 years** are significantly less likely to agree with this.

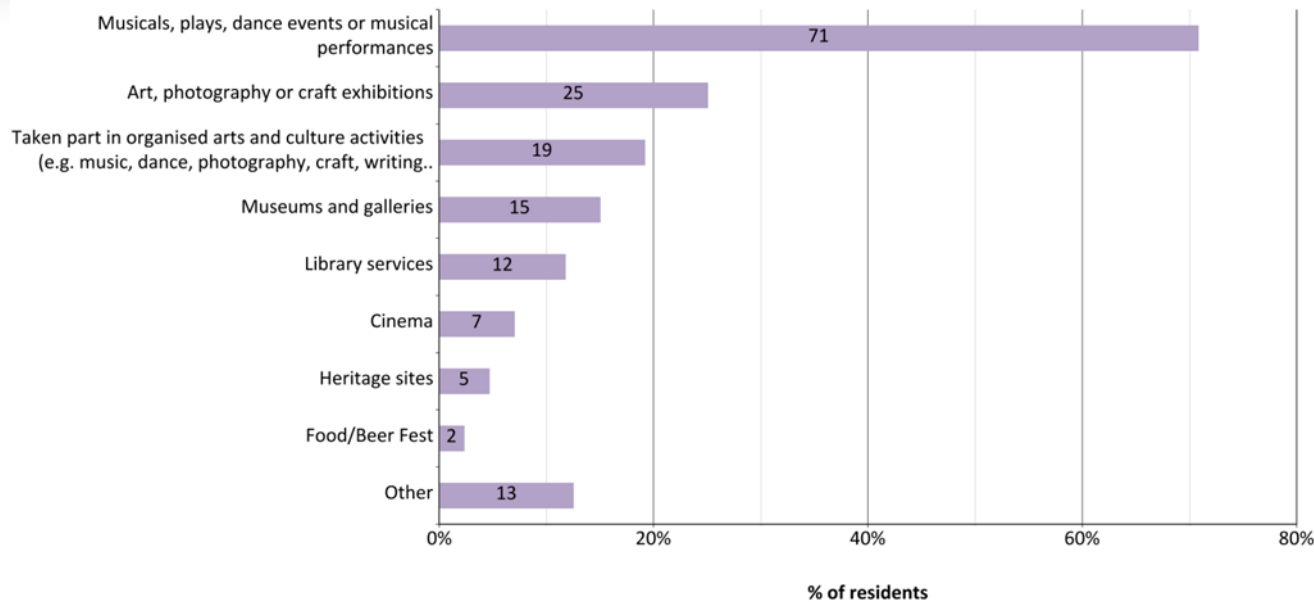




Base: All residents (1,000)

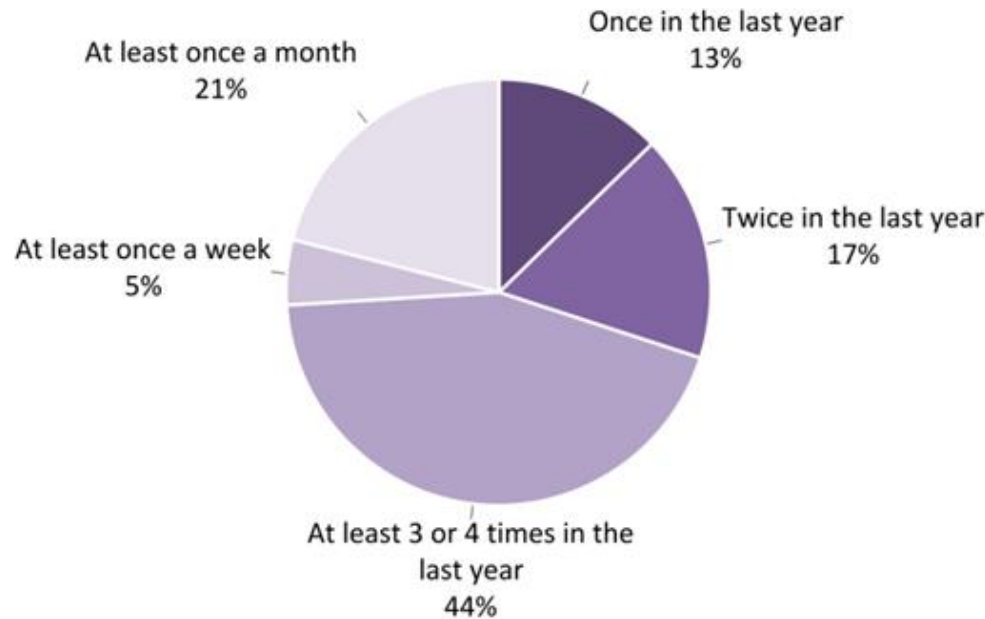
- Over two fifths of residents (44%) have either taken part in or gone to an arts and culture event in Hertfordshire in the last 12 months, however over half (56%) have not been to any art and culture events.
- Residents living in **St Albans** and those aged **45-64 years** are significantly more likely have taken part in or gone to an arts and culture event in the last 12 months, while those living in **Broxbourne** or **Stevenage** and those aged **16-34 years** are significantly less likely to have done so.

# Taking part in and going to arts and culture events



Base: All residents who have taken part in or gone to arts and culture events (449)

- Of those who have taken part in or gone to arts and culture events in the last 12 months, around 7 in 10 (71%) have attended musicals, plays, dance events or musical performances while a quarter (25%) have attended art, photography or craft exhibitions. Almost a fifth (19%) have taken part in organised arts and culture activities, for example music, dance, photography or writing.
- Other events include religious, historical, food and cultural festivals.



Base: All residents who have taken part in or gone to arts and culture events (452)

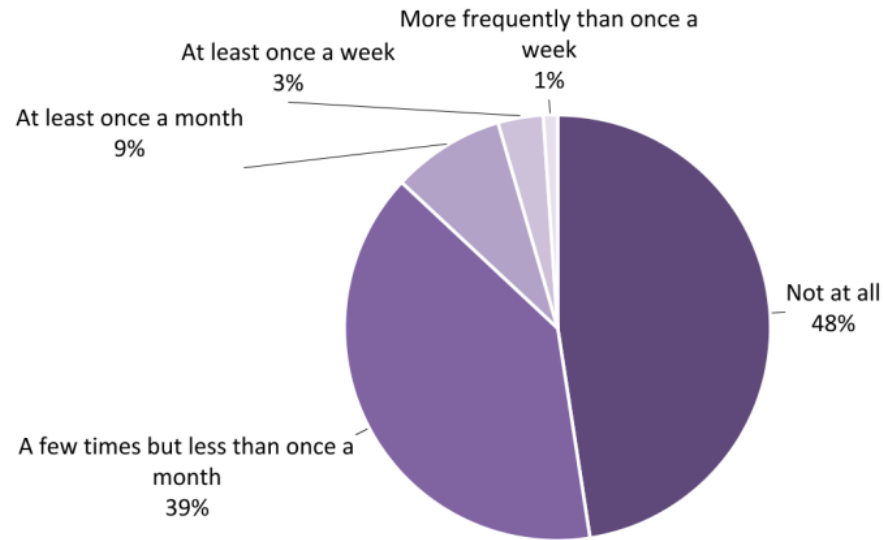
- Of those who have taken part in or gone to arts and culture events in the last 12 months, 7 in 10 (70%) have done so at least 3 or 4 times a year, with around a quarter (26%) doing so at least once a month.
- Residents living in **St Albans** and those aged **65-75 years** are significantly more likely to have taken part in or gone to arts and culture events at least 3 or 4 times in the last year.



# HERTFORDSHIRE COUNTY COUNCIL WEBSITE



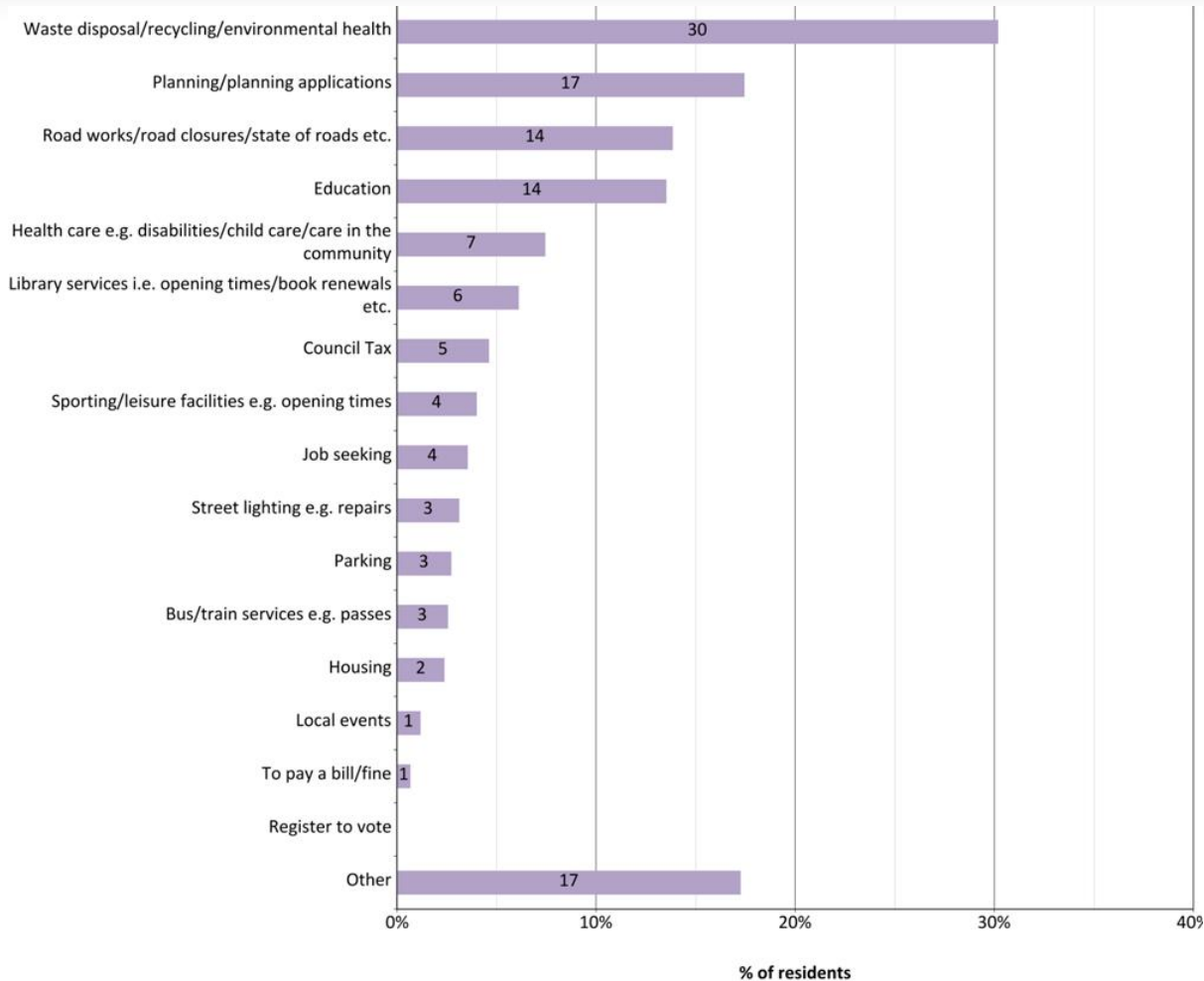
# Frequency of accessing Hertfordshire County Council website in the last six months



Base: All residents (998)

- Almost half (48%) of all residents have not accessed the council's website at all in the last six months while a further 39% have only accessed the website a few times, but less than once a month.
- 13% have accessed the council's website at least once a month over the last six months, while 4% have accessed the website at least once a week.
- Residents aged **75+** are significantly more likely not to have visited the Council's website at all.

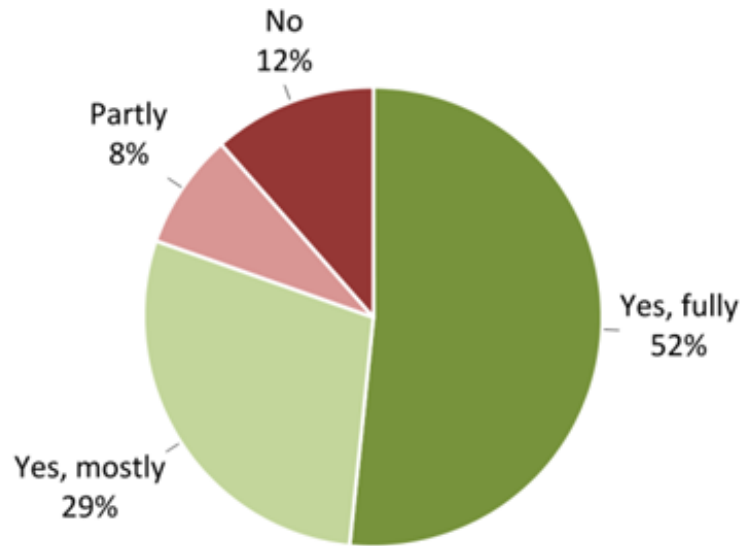
# Information Looked for on Council Website



Base: All residents who have visited the Herts Direct in the last 6 months (488)

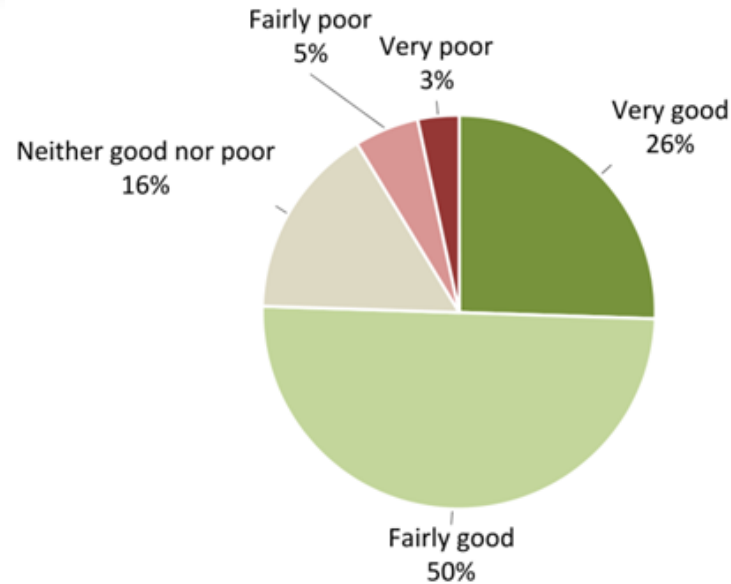
- The information most frequently looked for on the council website is related to *waste disposal/recycling/environmental health (30%)*, followed by *planning/planning applications (17%)*, *road works (14%)* and *education (14%)*.
- Residents aged **25-34 years** are significantly more likely to be looking for information on council tax, while residents aged **35-44 years** are significantly more likely to be looking for information on Education, those aged **65-74 years** are significantly more likely to be looking for information on planning/planning applications and those aged **75 years+** are significantly more likely to be looking for information on road work/closures/state of roads.

# Thinking about your most recent visit to the HCC website, did you find all the information you were looking for?



Base: Residents who visited the Herts CC website in the last 6 months (503)

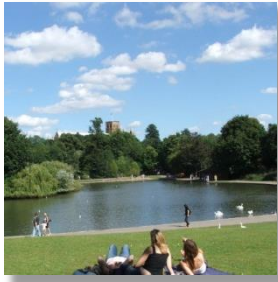
- The majority of residents (80%) fully, or mostly, found what they were looking for when they accessed the Council's website. 12% failed to find the information they were looking for, while a further 8% only partly found what they were looking for on the Council's website.



Base: Residents who visited the HCC website in the last 6 months (504)

- **Three quarters (75%) of residents found their experience of using the council website very or fairly good, the last time they visited. Only 9% found the website poor, with 16% stating it was neither good nor poor.**



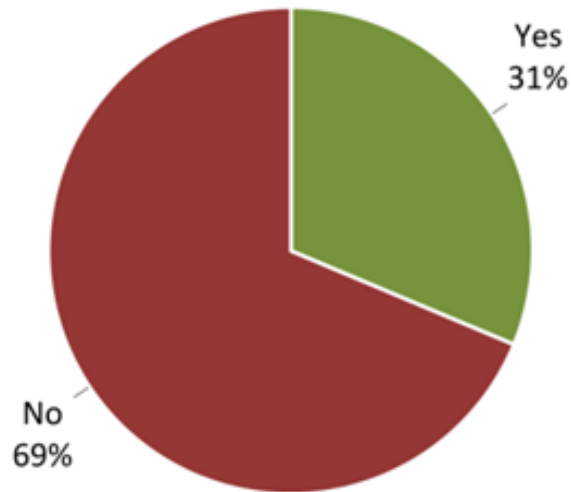


# COMMUNICATIONS

# Council Increasing Council Tax This Year to Protect Spending on Services

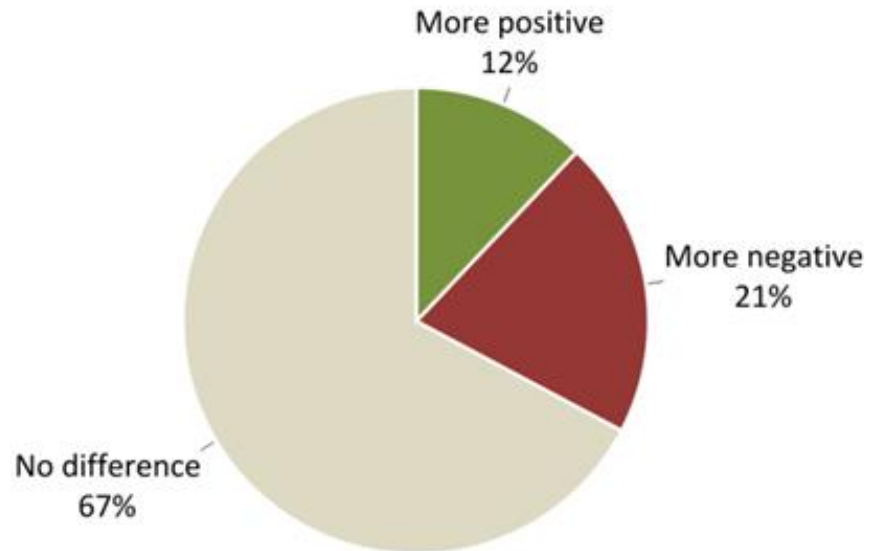


Seen or heard something about....



Base: All residents (992)

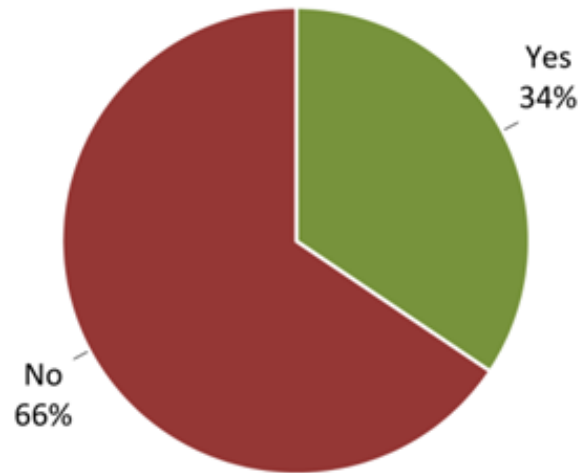
Feel more positive, negative or no different?



Base: All residents who are aware (321)

- Just fewer than a third (31%) have recently seen or heard something about the council having increased Council Tax this year to protect its spending on services provided.
- Residents aged 65 -74 years and those living in Broxbourne are significantly more likely to have seen or heard something about the council increasing Council Tax, while those aged 16-24 years or living in Welwyn Hatfield are significantly less likely.
- Of those who have seen or heard something, 12% state that this has made them feel generally more positive towards the council while around a fifth (21%) state this has made them feel more negative towards the council. Two thirds (67%) feel no different.
- Residents aged 75 years + are significantly more likely to state that this has made them feel more positive towards the council while those aged 35-44 years and those living in Broxbourne are significantly more likely to state that this has made them feel more negative towards the council.

Seen or heard something about....



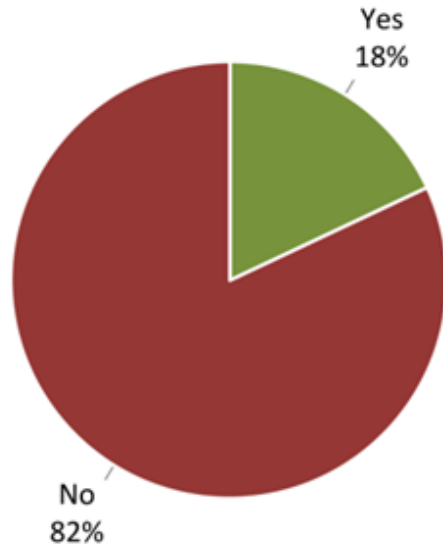
Base: All residents (995)

- Around a third (34%) have recently seen or heard something about central government reducing the amount of funding it gives to Hertfordshire County Council.
- Residents aged **65 + years** and those living in **St Albans** are significantly more likely to have seen or heard something about central government reducing the amount of funding it gives to Hertfordshire County Council, while those aged **16-34 years** are significantly less likely to have heard about the changes.

# Hertfordshire's Great School Campaign & Improvements to the County's Ofsted rating

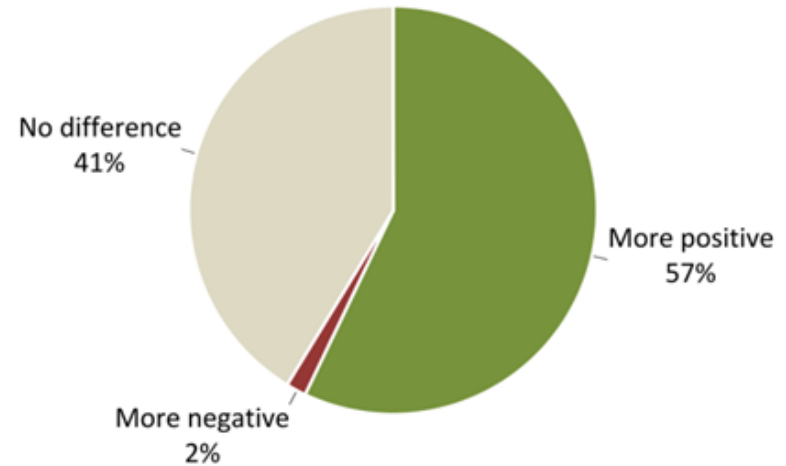


Seen or heard something about....



Base: All residents (993)

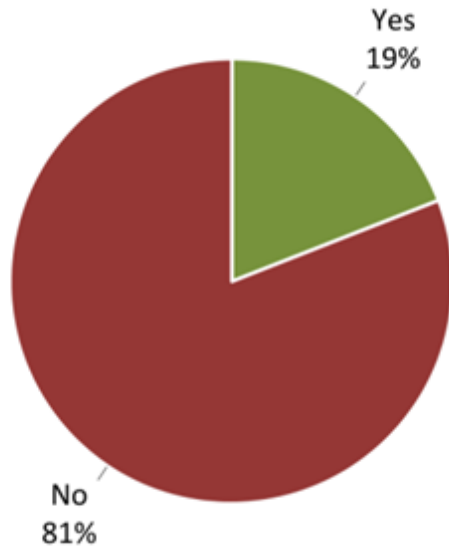
Feel more positive, negative or no different?



Base: All residents who are aware (184)

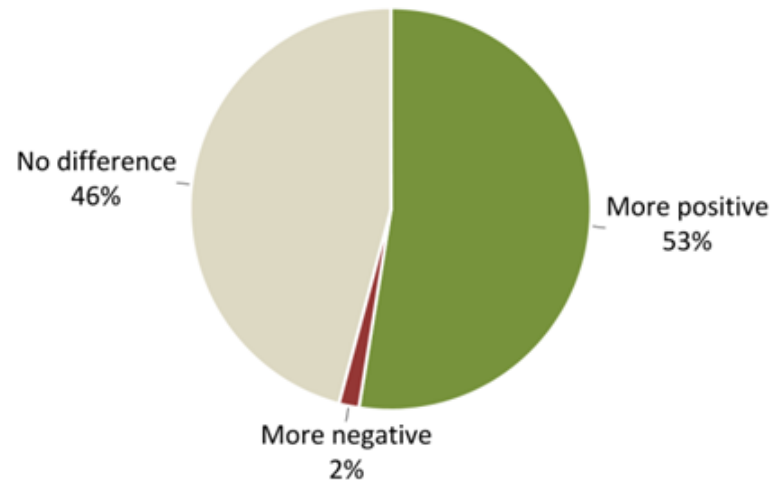
- Just under a fifth (18%) of residents have recently seen or heard something about Hertfordshire's great school campaign and improvement to the county's Ofsted rating.
- Residents living in **East Hertfordshire** and **Hertsmere** are significantly less likely to have heard about Hertfordshire's great schools campaign.
- Of those who have seen or heard something, almost three fifths (57%) state that this has made them feel generally more positive towards the council while only 2% state this has made them feel more negative towards the council.
- Residents living in **Stevenage** are significantly more likely to state that this has made them feel more positive towards the council.

Seen or heard something about....



Base: All residents (998)

Feel more positive, negative or no different?



Base: All residents who are aware (183)

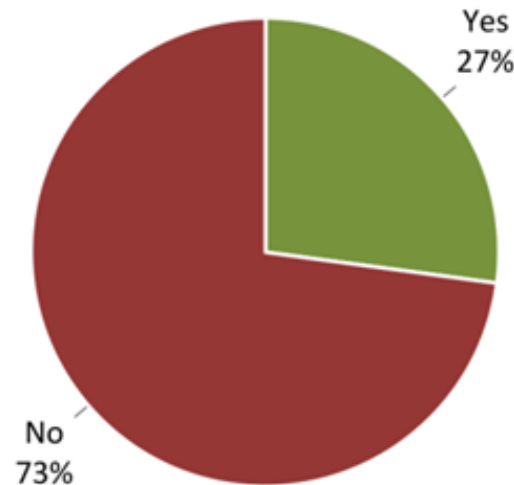
- Around a fifth (19%) of residents have recently seen or heard something about how a campaign to recruit more care workers.
- Of those who have seen or heard something, over half (53%) state that this has made them feel generally more positive towards the council while only 2% state this has made them feel more negative towards the council.



# PUBLIC HEALTH



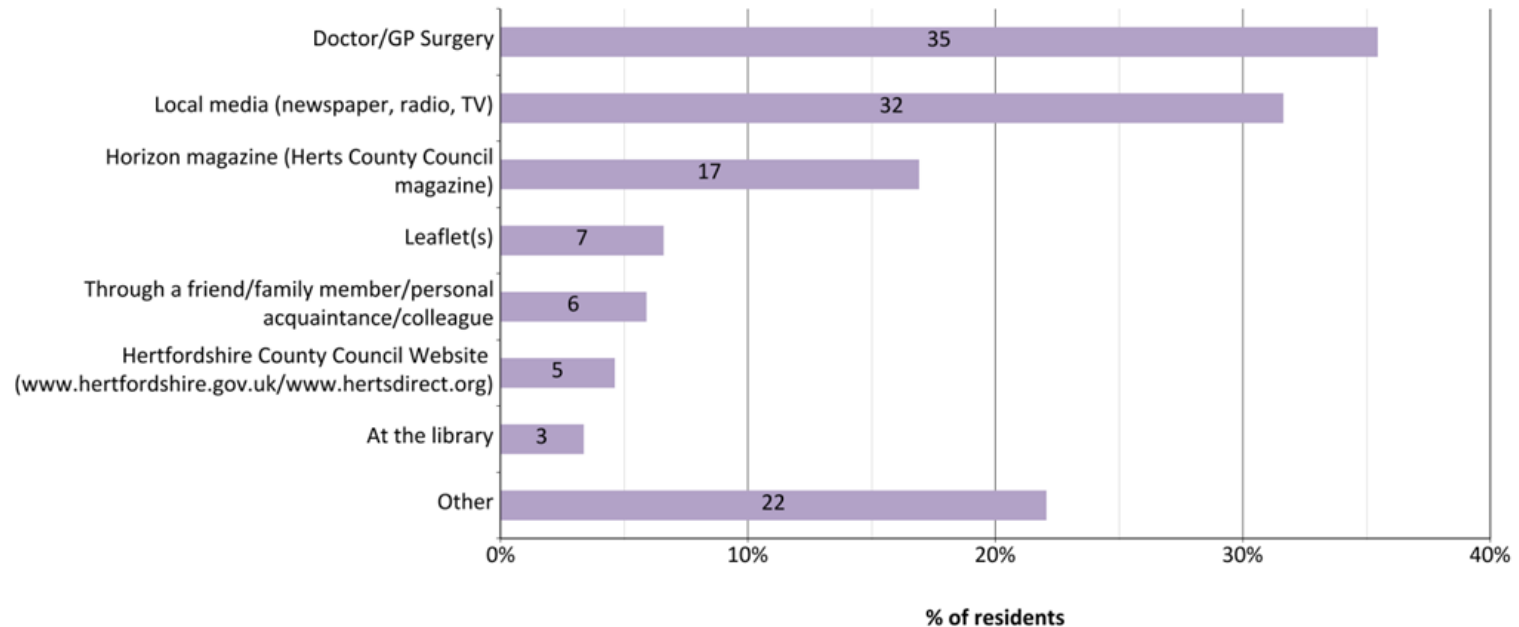
# Seen or Heard any Information about Hertfordshire County Council Helping People to Improve their Health



Base: All residents (997)

- Of all residents just over a quarter (27%) have seen or heard any information about Hertfordshire County Council helping to improve their health.
- Residents aged **65-74 years** and those living in **Welwyn Hatfield** are significantly more likely to have seen or heard any information about Hertfordshire County Council helping to improve their health while those aged 25-34 years are significantly less likely to have seen or heard any information.

# Where did you See or Hear Information about HCC Helping People to Improve their Health?

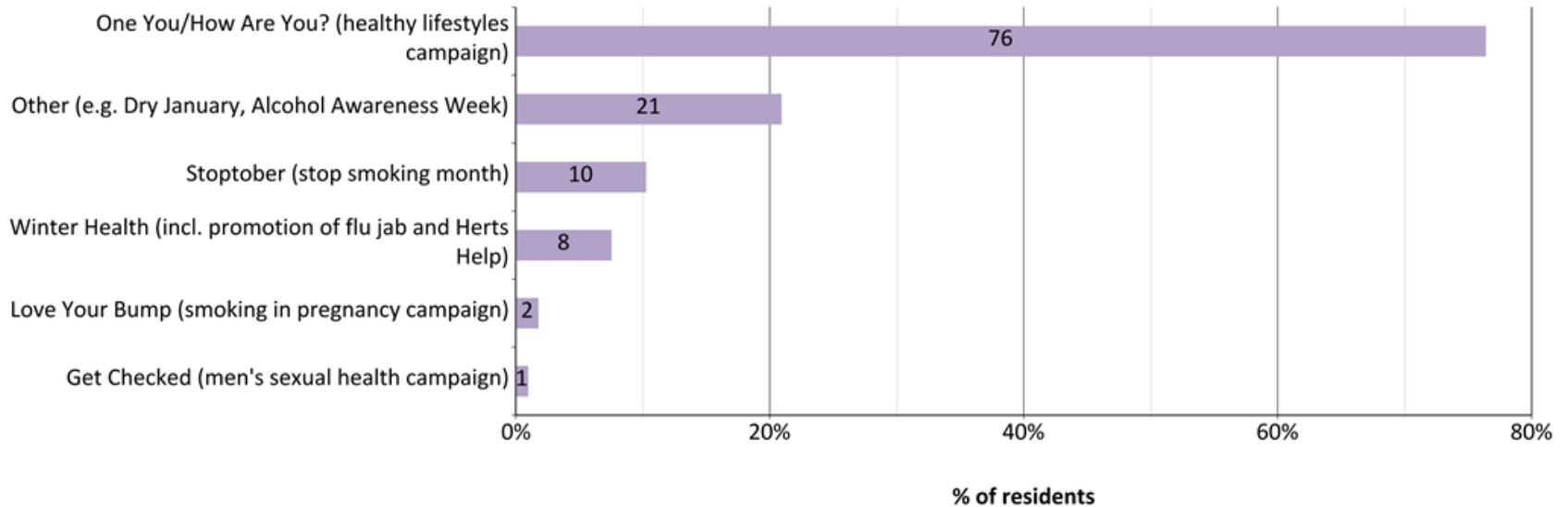


Base: All residents who had seen or heard information (267)

- Of the residents who had seen or heard information about Hertfordshire county Council helping people to improve their health 35% did so at a doctors/GP survey, 32% through local media (newspaper, radio, TV) and 17% in Horizon magazine (Herts County Council magazine).
- Other places include social media/the internet, schools, hospitals and word of mouth.



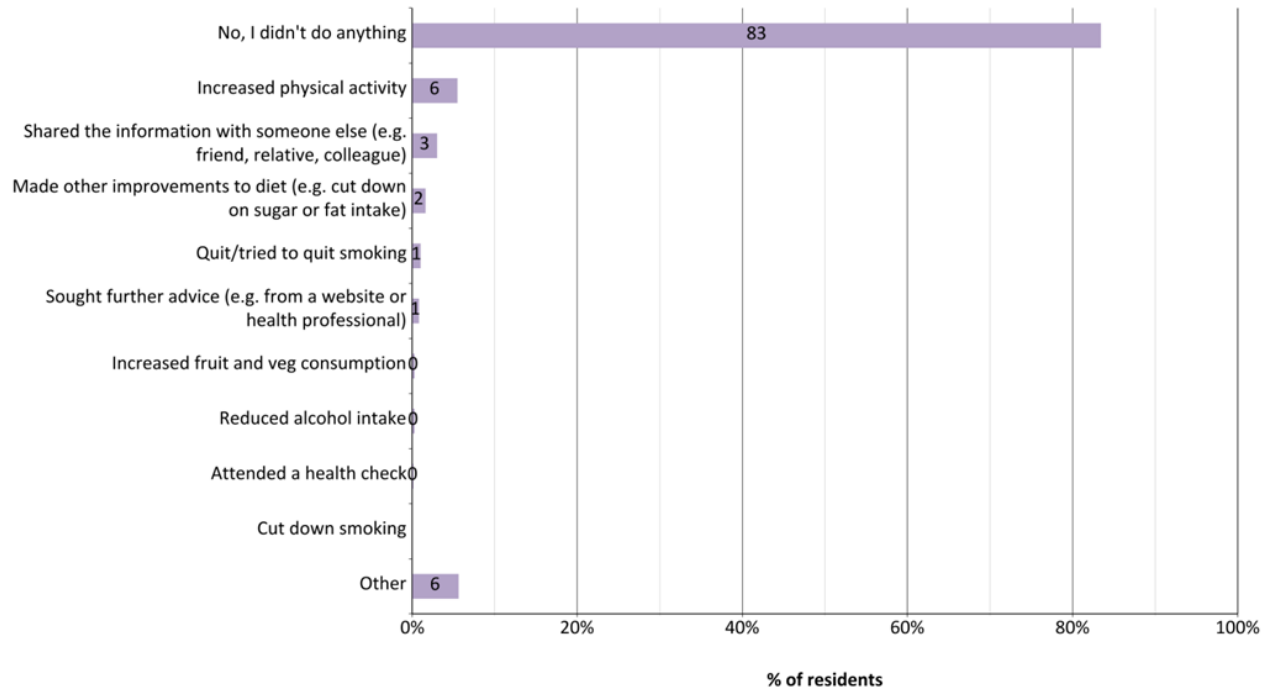
# What was the Information about?



Base: All residents who had seen or heard information (205)

- Of the residents who saw or heard information about Hertfordshire County Council trying to improve people's health, around three quarters (76%) saw information on 'One You/How Are You?' about healthy lifestyles. 10% saw information on Stoptober (stop smoking month) and 8% saw information on Winter Health.
- Around a fifth (21%) saw information about other campaigns such as Dry January, Alcohol Awareness Week, walking, mental health, giving up smoking generally, and general health.

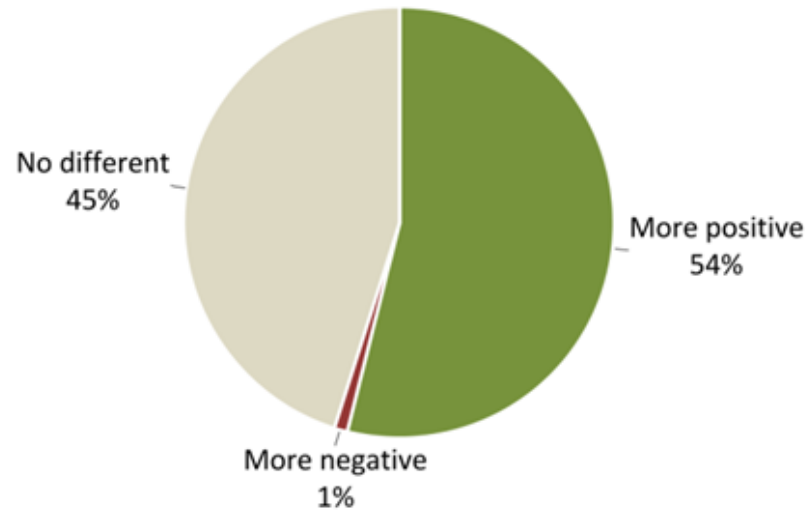
# Did you do anything as a result of the information you saw or heard?



Base: All residents who had seen or heard information (273)

- Of those who had seen or heard information on improving health, over four fifths (83%) said they didn't do anything as a result.
- However, 6% increased their physical activity, 3% shared the information with someone else, 2% made improvements to their diet and 1% quit or tried to quit smoking.
- Residents living in **Stevenage** are significantly more likely to have increased their physical activity as a result of information they have seen or heard.

# How did the Health Information make you Feel about the Council?



Base: All residents who had seen or heard information (278)

- Of all residents who have seen or heard information about Hertfordshire County Council improving people's health over half (54%) stated that this makes them feel more positive towards the council, while only 1% feel more negative. However 45% stated that it makes them feel no different towards the council.
- Residents aged **16-24 years** are significantly more likely to say that the information makes them feel more positive towards the council.



# INVESTIGATING OVERALL SATISFACTION



## Satisfaction with the Council – Aspects linked to overall satisfaction



Overall 76% are satisfied with the way HCC runs things.

The following residents are significantly more likely to say they are satisfied with the way HCC runs things.

Residents who:	% satisfied with Council
Agree that HCC provide value for money	94%
Feel services have got better or stayed the same	94%/82%
Think the council do enough to look after people in need	90%
Think that the council help people into work	90%
Think HCC is innovative	87%
Feel very or fairly well informed	86%
Agree that you can influence decisions affecting your local area	86%
Think the council encourages residents to get involved in their local community	86%
Trust HCC	84%
Have recently seen or heard about Hertfordshire's great schools campaign and improvement in the county's Ofsted ratings	84%
Have recently seen or heard about HCC helping people to improve their health	84%
Would <u>not</u> like to be involved in decisions that affect the local area	83%
Are satisfied with local area as a place to live	81%
Agree that there are lots of opportunities to get involved in the arts if they want to	81%

# Keeping Residents Informed – Links with overall satisfaction and other aspects



- Residents who are satisfied with the council and residents who agree that HCC provides value for money are significantly more likely to feel the council keeps residents well informed about the services and benefits it provides.

	% very or fairly well informed
Overall (all residents)	57%
Satisfied with the way HCC runs things	64%
Agree HCC provides value for money	73%

- Residents who feel the council keeps residents well informed are significantly more likely to:

Significantly more likely to:	Those who are Very/fairly well informed	Overall	Difference
Think HCC is innovative	68%	53%	+15%
HCC acts on the concerns of Residents	78%	64%	+14%
Trust HCC	87%	77%	+10%
The council does enough to look after people most in need	51%	42%	+9%
The council encourages residents to get involved in the local community	55%	43%	+8%
You can influence decisions	39%	32%	+7%
Would not like to be more involved in decisions	72%	65%	+7%
The council helps people into work	37%	31%	+6%
Agree that there are lots of opportunities to get involved in the arts if they want to	60%	54%	+6%
Have seen or heard something about HCC helping people to improve their health	33%	27%	+6%
Belong strongly to the local area	83%	78%	+5%
Have recently seen or heard about a campaign to recruit more care workers	23%	19%	+4%



# HERTFORDSHIRE MOSAIC GROUPS





## » **Significantly less likely to:**

- Have taken part in activities as part of a local community group, club or organisation, in the last 12 months.
- Have heard about central government reducing the amount of funding it gives to HCC
- Feel more positive about HCC because of what they have seen or heard about Hertfordshire's great schools campaign and improvement in the county's Ofsted ratings
- Feel more positive about HCC because what they have seen or heard about the campaign to recruit more care workers



## » **Significantly more likely to:**

- Be satisfied with the way HCC runs things
- Think there are lots of opportunities to get involved in the arts if they want to
- Have heard about central government reducing the amount of funding it gives to HCC

## » **Significantly less likely to:**

- Feel that the services HCC provide have got better
- Have heard of their local county councillor when prompted
- Have heard about Hertfordshire's great schools campaign and improvement in the county's Ofsted ratings.



» **Significantly more likely to:**

- Be satisfied with the way HCC runs things
- Agree they can influence decisions affecting their local area
- Be satisfied with their area as a place to live



» **Significantly more likely to:**

- Think that the council encourages residents to get involved in the community

» **Significantly less likely to:**

- Have heard about central government reducing the amount of funding it gives to HCC



» **Significantly more likely to:**

- Have lived in the area for 20 years or more

» **Significantly less likely to:**

- Have volunteered in the last 12 months

» **Significantly more likely to:**

- Have heard of their local county councillor when prompted
- Have lived in the area for 20 years or more
- Be satisfied with their area as a place to live
- Feel that they belong very or fairly strongly to their local area
- Have taken part in activities as part of a local community group, club or organisation, in the last 12 months.
- Have taken part in voluntary work in the last 12 months.
- Have taken part in or gone to arts and culture events in the last 12 months

» **Significantly less likely to:**

- Think that HCC is innovative
- Think that the council helps people into work
- Feel more positive about HCC because of what they have seen or heard about Hertfordshire's great schools campaign and improvement in the county's Ofsted ratings

» **Significantly more likely to:**

- To have lived in the area for less than 12 months

» **Significantly less likely to:**

- Have heard of their local county councillor when prompted
- Feel that they belong very or fairly strongly to their local area
- Think there are lots of opportunities to get involved in the arts if they want to
- Have taken part in or gone to arts and culture events in the last 12 months
- Have heard about HCC having increased its Council Tax this year to protect spending on services



» **Significantly more likely to:**

- Have lived in the area for 20 years or more
- Have done something as a result of information they have seen or heard about improving their health.

» **Significantly less likely to:**

- Have volunteered in the last 12 months.
- Have heard about Hertfordshire's great schools campaign and improvement in the county's Ofsted ratings



» **Significantly more likely to:**

- Want to be more involved in decisions that affect their local area.

» **Significantly less likely to:**

- Know who their local County Councillor is



» **Significantly more likely to:**

- Think that HCC is innovative
- Agree that their local area is one where people from different ethnic backgrounds get on well together

» **Significantly less likely to:**

- Agree they can influence decisions affecting their local area
- Have taken part in activities as part of a local community group, club or organisation, in the last 12 months.
- Have visited the Hertfordshire County Council website in the last 6 months