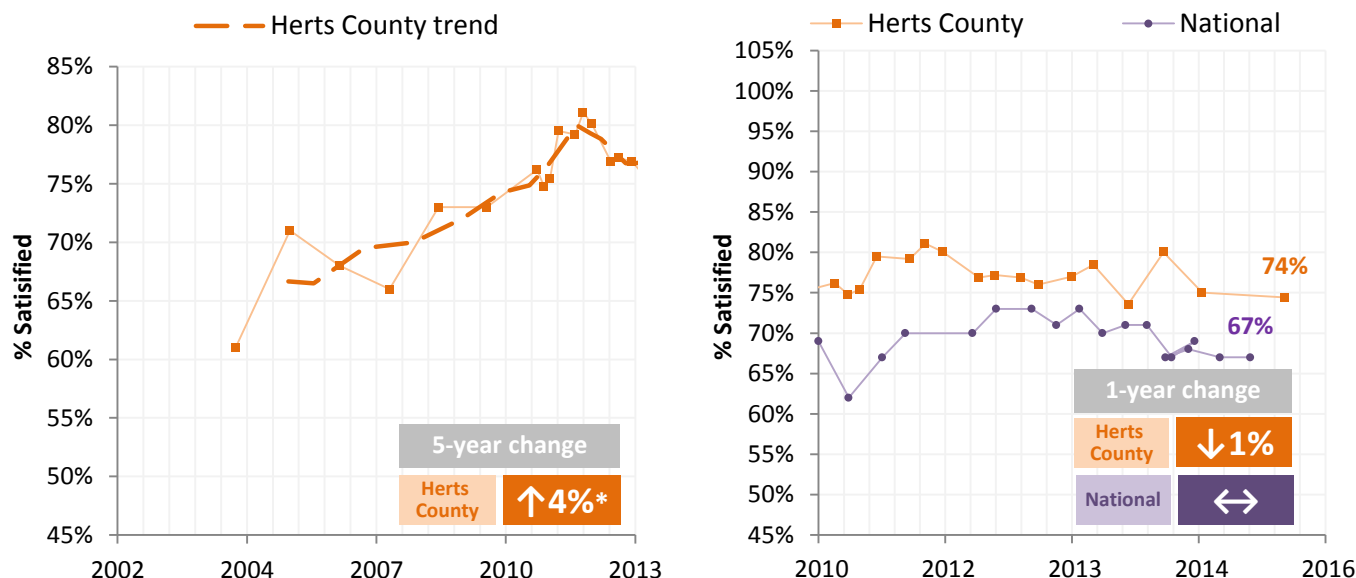


Hertfordshire Residents' Views of Local Councils

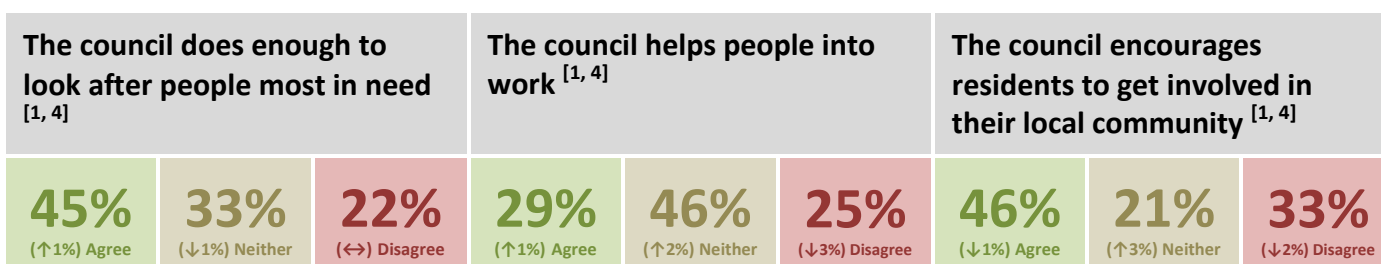
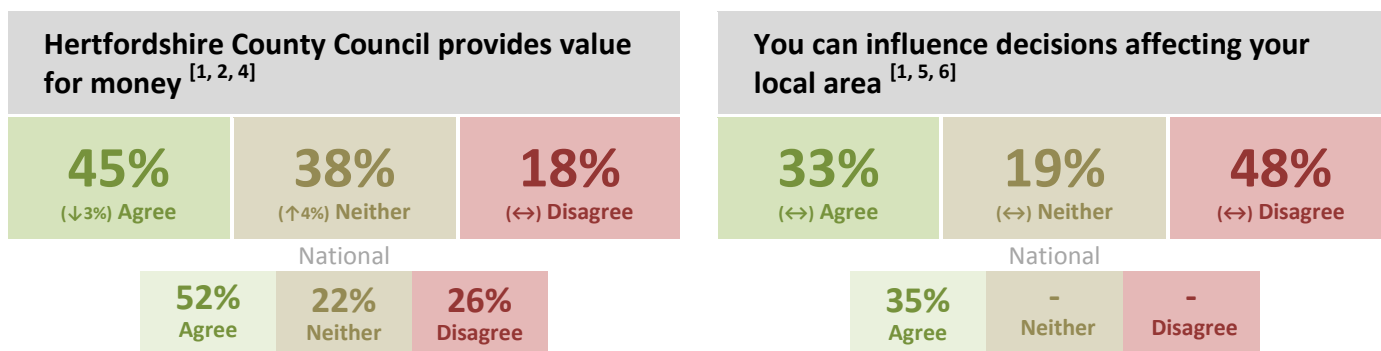
November 2015

How satisfied or dissatisfied are you with the way the Council runs things? ^[1, 2, 3] [↑↓ = change, * = significant difference]

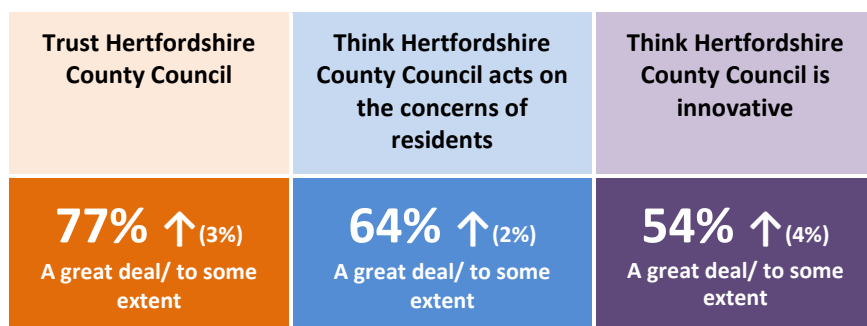


The October 2015 results for satisfaction with County shows a 1% decrease since the same period of the previous year (October 2014). However, the five year change in satisfaction with HCC still shows a significant increase of 4 percentage points.

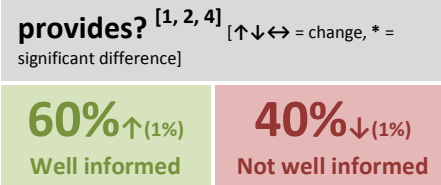
Do you agree or disagree that... [↑↓ = change, * = significant difference]



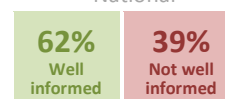
To what extent do you...^[1, 4] [$\uparrow\downarrow\leftrightarrow$ = change, * = significant difference]



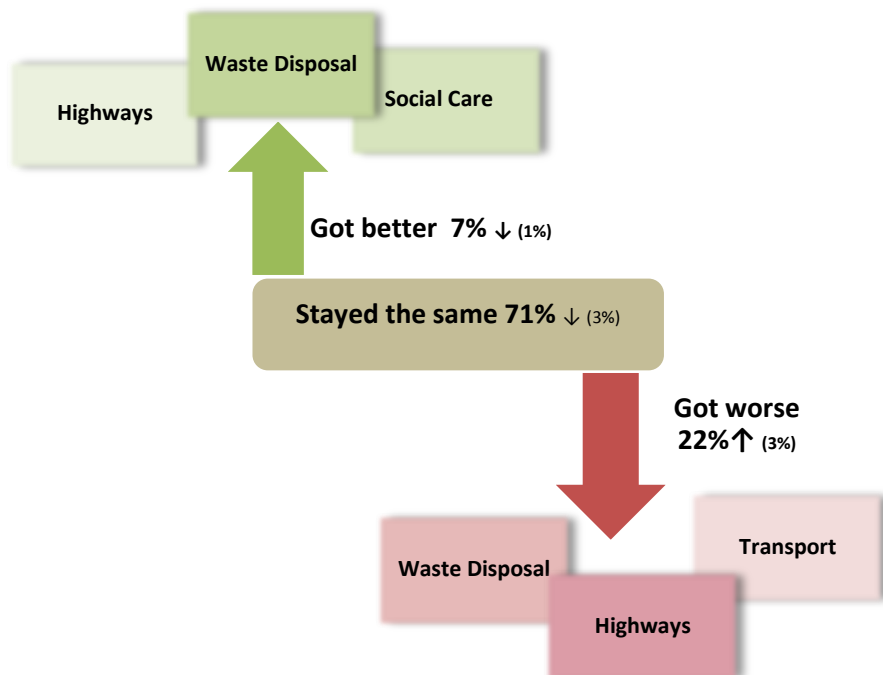
How well informed do you think Hertfordshire County Council keeps residents about the services and benefits it provides?^[1, 2, 4] [$\uparrow\downarrow\leftrightarrow$ = change, * = significant difference]



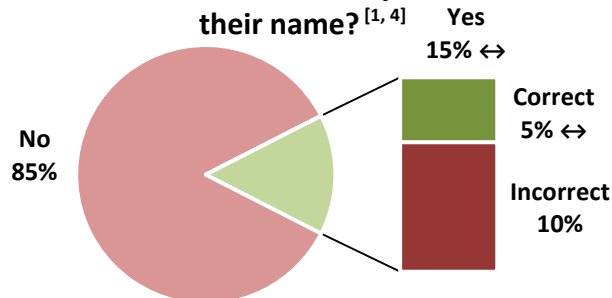
National



Over the last 12 months do you think that services Hertfordshire County Council provide have got better, stayed the same or got worse? And which services have got better/worse?^[1, 4]

[$\uparrow\downarrow\leftrightarrow$ = change, * = significant difference]

Do you know who your local councillor is and could you tell me their name?^[1, 4]



Notes

- Local results taken from Herts Residents' Survey (October 2015), a telephone survey with a representative cross-section of 1,000 Hertfordshire residents aged 16+.
- National results taken from LGA/LGInsight National Poll (June 2015), a telephone survey with a representative cross-section of approximately 1,000 GB residents aged 18+. Figures rebased to exclude "Don't know" responses.
- Trend based local data taken from Herts County Tracker (6 waves, 2004-09) and Herts Residents' Survey (17 waves, Dec 2010-October 2015). Trend based national data taken from LGA/LGInsight National Poll (16 waves, Oct 2010-June 2015). Long-term trend lines based on 4-period moving averages in order to minimise the impact of errors associated with individual survey estimates. 1-year change figures based on individual survey results. 5-year change figures based on long-term trend lines.
- Change based on comparison with Herts Residents' Survey (October 2014) a telephone survey with a representative cross-section of 1,000 respondents aged 16+; results: Value for money (48% agree; 34% neither; 18% disagree); The council does enough to look after people most in need (44% agree; 34% neither; 22% disagree); The council helps people into work (28% agree; 44% neither; 28% disagree); The council encourages residents to get involved in their local community (47% agree; 18% neither; 35% disagree); Trust HCC (74% a great deal/to some extent); Think HCC acts on concerns of residents (62% a great deal/to some extent); Think HCC is innovative (50% a great deal/to some extent); HCC keeps residents informed (59% well informed); Services got better or worse (8% (Got better); 74% (stayed the same); 19% (Got worse)); Know who Councillor is (15% Yes, 5% correct).
- National results taken from Community Life Survey 2014-15 a face to face survey with randomly selected adults aged 16+ in England. Figures based on cumulative data (2,022 interviews) across 2014-15
- Change based on comparison with Herts Residents' Survey (October 2014) a telephone survey with a representative cross-section of 1,000 respondents aged 16+; result 33%. Question asked in all 16 waves of Herts Residents' Survey, and there has been a significant decrease between wave 1 (40%) and wave 17 (33%).