

Three Rivers District Council
Telephone Omnibus Survey
2021-22
Report of Findings



By Opinion Research Services

Final Report

April 2022

Three Rivers District Council

Telephone Omnibus Survey

2021-22

Opinion Research Services

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1. Project Overview

The Survey

- 1.1 Opinion Research Services (ORS) was commissioned by Three Rivers District Council (TRDC) to undertake a rolling telephone survey of residents in the Three Rivers area. The aim of the survey was to gauge levels of satisfaction with the council and its services.
- 1.2 The questionnaire was designed collaboratively between ORS and Three Rivers District Council. The telephone interviews were carried out between 1st September and 4th November 2021 (wave 1) and between 3rd February and 31st March 2022 (waves 2 and 3 combined). A total of 500 telephone interviews were conducted during the fieldwork period (168 in wave 1 and 332 in waves 2 and 3) with a randomly selected sample of residents of Three Rivers.
- 1.3 The survey contained questions on the following topics:
 - Council Satisfaction
 - Local Public Services
 - Neighbourhood
 - Community Safety
 - Health

Interpretation of the Data

- 1.4 It should be remembered that a sample, and not the entire population of the district, has been interviewed. In consequence, all results are subject to sampling tolerances, which means that not all differences are necessarily statistically significant.
- 1.5 Where differences between demographic groups have been highlighted as significant (i.e. where the differences between demographic groups are shaded red or green), there is a 95% probability (unless otherwise stated) that the difference is significant and not due to chance. When tracking results between years, only results which are significantly different are highlighted in the text. Please note that where the differences between demographic groups are shaded in grey no significance test has been performed due to a low number of cases.
- 1.6 The returned sample was checked against comparative data for age, gender, working status and ethnic group, and then subsequently weighted by age by gender and working status. The results presented here are therefore broadly representative of the Three Rivers District. As the data is representative of the population across the Three Rivers district, the report refers to 'residents' throughout as opposed to 'respondents'.
- 1.7 Please note that where percentages do not sum to 100, this may be due to rounding, the exclusion of 'don't know' categories, or multiple answers.

¹⁸ In some cases, the grouped result shown on charts, or noted in the text, is not equal to that of the individual results which make up the group figure. This is due to rounding. For example, if the result for ‘very satisfied’ is 25.6% and the result for ‘fairly satisfied’ is 40.7%, individually this gives rounded figures of 26% and 41% - which if simply added together would give 67%. However, the actual grouped result would be 66.3%, which rounds to 66%.

¹⁹ The tables below show the profile characteristics of respondents to the survey. Any value denoted by a * represents a percentage which is less than 1%.

Table 1: Gender – All Residents (Note: Figures may not sum due to rounding)

| Gender | Unweighted Count | Unweighted Valid % | Weighted Valid % |
|--------------|------------------|--------------------|------------------|
| Male | 262 | 52 | 48 |
| Female | 238 | 48 | 52 |
| Total | 500 | 100 | 100 |

Table 2: Age – All Residents (Note: Figures may not sum due to rounding)

| Age | Unweighted Count | Unweighted Valid % | Weighted Valid % |
|--------------|------------------|--------------------|------------------|
| 16-24 | 28 | 6 | 10 |
| 25-34 | 30 | 6 | 15 |
| 35-54 | 181 | 36 | 38 |
| 55+ | 261 | 52 | 36 |
| Total | 500 | 100 | 100 |

Table 3: Ethnic Group – All Residents (Note: Figures may not sum due to rounding)

| Ethnic Group | Unweighted Count | Unweighted Valid % | Weighted Valid % |
|--------------|------------------|--------------------|------------------|
| White | 440 | 91 | 88 |
| Non-white | 44 | 9 | 12 |
| Not Known | 16 | - | - |
| Total | 500 | 100 | 100 |

Table 4: Working Status – All Residents (Note: Figures may not sum due to rounding)

| Working Status | Unweighted Count | Unweighted Valid % | Weighted Valid % |
|-----------------------|------------------|--------------------|------------------|
| Working | 282 | 56 | 64 |
| Retired | 172 | 34 | 21 |
| Otherwise not working | 46 | 9 | 15 |
| Total | 500 | 100 | 100 |

Table 5: Disability – All Residents (Note: Figures may not sum due to rounding)

| Working Status | Unweighted Count | Unweighted Valid % | Weighted Valid % |
|---------------------------------|------------------|--------------------|------------------|
| Long term illness/disability | 119 | 24 | 22 |
| No long-term illness/disability | 377 | 76 | 78 |
| Not Known | 4 | - | - |
| Total | 500 | 100 | 100 |

Comparisons

- 1.10 Comparisons between the current (2021/22) TRDC results and last year's (2020/21) TRDC results obtained from the Three Rivers Residents Omnibus telephone survey are made at appropriate points, where the same questions have been asked in both years.
- 1.11 Comparisons are also made between the current (2021/22) Three Rivers results and relevant results obtained across all the districts of Hertfordshire (from the Hertfordshire Omnibus telephone survey). In this case the most appropriate Hertfordshire result is employed. These are mostly the results from a single wave of around 1,000 interviews in 2018-19 (autumn 2018).
- 1.12 Where appropriate Three Rivers and Hertfordshire results have been compared to national results taken from the Local Government Association (LGA) February 2022 survey – polling on resident satisfaction with councils (a representative survey with approximately 1,000 British adults polled by telephone between 22nd February and 6th March 2022).

Graphics

- 1.13 Graphics are used extensively in this report to make it as user-friendly as possible. The pie charts and other graphics show the proportions (percentages) of residents making relevant responses. Where possible the colours used in the charts have been standardised with a 'traffic light' system in which:
- Green shades represent positive responses – for example, 'agree'
 - Yellow/Purple/Blue shades represent neither positive nor negative responses
 - Red shades represent negative responses – for example, 'disagree'
 - The darker shades are used to highlight responses at the extremes – for example, 'very satisfied' or 'very dissatisfied'.
- 1.14 'Demographic' charts are also used to show how the responses for each question vary across different sub-groups of the population. Where the response is significantly higher, they are highlighted in purple, whilst results which are significantly lower are highlighted in pink.

Ward Groups

^{1.15} Please note that the demographic charts throughout the report show results that are broken down by ward group. The table below shows the wards that fall under each ward group.

Table 6: Wards/Ward Groups

| Ward | Ward Group |
|--|---|
| Abbots Langley & Bedmond Gade Valley Leavesden | Abbots Langley, Leavesden and surrounding areas |
| Carpenders Park | Carpenders Park |
| Chrolewood North and Sarratt | Chrolewood North and Sarratt |
| Chorleywood South and Maple Cross | Chorleywood South and Maple Cross |
| Dickinsons Durrants | Croxley Green |
| Moor Park and Eastbury | Moor Park and Eastbury |
| Oxhey Hall and Hayling | Oxhey Hall and Hayling |
| Penn and Mill End | Penn and Mill End |
| Rickmansworth Town | Rickmansworth Town |
| South Oxhey | South Oxhey |
| Abbots Langley & Bedmond Gade Valley Leavesden | Abbots Langley, Leavesden and surrounding areas |
| Carpenders Park | Carpenders Park |
| Chrolewood North and Sarratt | Chrolewood North and Sarratt |

Acknowledgements

^{1.16} ORS would like to thank Gordon Glenn and Jemma Duffell at Three Rivers District Council for their help and assistance in developing the project. We would also like to thank the 500 people who took part in the survey, without whose valuable input the research would not have been possible.

2. Executive Summary

^{2.1} The following paragraphs selectively highlight some key issues, but readers are referred to the detailed graphics for the full story. The suite of ORS reports also includes full cross tabulations.

Council Satisfaction

^{2.2} Two thirds (**66%**) of Three Rivers residents are **satisfied with the way Hertfordshire County Council runs things** which is lower than the previous two surveys and back to the level seen in 2018/2019. However, the level of satisfaction with Hertfordshire County Council remains above the LGA average (64%).

^{2.3} Around three fifths (**63%**) of Three Rivers residents are **satisfied with the way Three Rivers District Council runs things** which is significantly lower than all the previous 5 years, apart from 2018-19. Satisfaction with Three Rivers District Council is in-line with the national average (64%, LGA February 2022).

^{2.4} Around 1 in 20 Three Rivers residents (**6%**) think that the **services Three Rivers District Council provide have got better over the last 12 months**, while 20% think they have **got worse**, which is in-line with recent years. However, over three quarters (**74%**) think services **have stayed the same**.

^{2.5} Almost three quarters (**74%**) of Three Rivers residents **know about the services Three Rivers District Council provide in their local area a great deal/to some extent**. Results for this measure have remained relatively consistent over the last 5 years.

^{2.6} Around two fifths (**39%**) of Three Rivers residents think that **Hertfordshire County Council is efficient and well run**, which is the lowest level recorded and a significant 12 percentage point drop compared to 2020/21.

^{2.7} Half (**50%**) of Three Rivers residents **agree that Three Rivers District Council is efficient and well run**, a significant 10 percentage point decrease compared to 2020/2021.

^{2.8} More than a third of Three Rivers residents (**37%**) **agree that Hertfordshire County Council provides value for money**. This a significant 8 percentage points decline when compared with the 2020/21 results. It is also 11 percentage points lower than the national average (48% LGA February 2022).

^{2.9} Over two fifths (**44%**) of Three Rivers residents **agree that Three Rivers District Council provides value for money**, which is 8 percentage points lower than in 2020/21. It is also 4 percentage points lower than the national average (48% LGA February 2022).

^{2.10} Around a quarter (**24%**) of Three Rivers residents agree that they can **influence decisions affecting their local area**, which continues the downward trend observed since 2017/18. Over half (**51%**) of Three Rivers residents **disagreed** with this statement.

Local Public Services

- 2.11 Over four fifths (**84%**) of Three Rivers residents reported having **used parks and open spaces** within the last year, compared with less than a third (**32%**) who had **used Council run sports and leisure facilities** within the last year. Both these results are in line with 2020/21.
- 2.12 9 in 10 (90%) Three Rivers residents who used sports and leisure facilities are satisfied with them. While over 9 in 10 (92%) Three Rivers residents who have used parks and open spaces are satisfied with them. Both these results are in-line with 2020/21.

Housing

- 2.13 Almost two thirds (**65%**) of residents **agree that public services should make providing affordable housing one of its main priorities**. The proportion who agrees has continued to decline for the fourth year running and is 11 percentage points lower than when first measured in 2017/18.
- 2.14 Less than three fifths (**56%**) of residents **agree that public services should make providing temporary accommodation one of its main priorities**, the lowest level of agreement seen since surveying started in 2017/2018.

Refuse and Recycling

- 2.15 7 in 10 (**70%**) Three Rivers residents are **satisfied with keeping public land clear of litter and refuse**; this is five percentage points higher than in 2020/21 (not significant) but remains below the level of satisfaction seen before 2020.
- 2.16 Over 4 in 5 (**86%**) Three Rivers residents are **satisfied with refuse collection**, in line with 2020/21 and significantly higher than in 2016/17.
- 2.17 More than four fifths (**83%**) of Three Rivers residents are **satisfied with doorstep recycling**. This is the lowest proportion observed since 2016 and 4 percentage points lower (not significant) than the last survey in 2020/21.

Neighbourhood

- 2.18 Over four fifths of Three Rivers residents (**85%**) **feel that their local area is a place where people from different ethnic backgrounds get on well together** which is comparable with the results of prior surveys.

Community Safety

- 2.1 Over half (**54%**) of Three Rivers residents are **satisfied with the service provided by Police Community Support Officers (PCSOs) in their local area**, which is a significant 7 percentage points drop compared to the 2020/21 survey.
- 2.2 Two fifths (**40%**) of Three Rivers residents feel that **anti-social behaviour is a problem in their local area 'a great deal' or 'to some extent'** which is in line with the result in 2020/21 and significantly lower, by 10 percentage points, than in 2019/20.

- 2.3 Over half (**53%**) of Three Rivers residents feel that **fly tipping is a problem in their local area ‘a great deal’ or ‘to some extent’**. This is in-line with the 2020/21 and 2019/20 surveys.
- 2.4 Less than half (**48%**) of Three Rivers residents feel that **anti-social parking is a problem in their local area ‘a great deal’ or ‘to some extent’**, which is in-line with 2020/21. Over half (52%) of Three Rivers residents feel that this is not very much of a problem, or not a problem at all.
- 2.5 Around two fifths (**39%**) of Three Rivers residents feel that **dog fouling is a problem in their local area ‘a great deal’ or ‘to some extent**, continuing the upward trend observed over the past 3 surveys which is now 5-percentage points higher than when the question was first asked in 2018/19. However, around three fifths (**61%**) of Three Rivers residents feel that **this is not very much of a problem, or not a problem at all**.
- 2.6 3 in 10 (**30%**) Three Rivers residents feel that **owners not being in control of their dogs is a problem in their local area ‘a great deal’ or ‘to some extent’** continuing an upward trend observed since 2018/19, with a significant increase of 10-percentage points since 2018/2019.
- 2.7 Half (**50%**) of Three Rivers residents feel that **crime is a problem in their local area ‘a great deal’ or ‘to some extent’**, which is in-line with the 2020/21 survey.
- 2.8 Around 7 in 10 (**69%**) Three Rivers residents feel that **public services are responding to crime and anti-social behaviour in their local area ‘a great deal’ or ‘to some extent’**, which is which is in-line with the 2020/21 and 2019/20 survey and significantly lower to when the question was first asked in 2018/19.

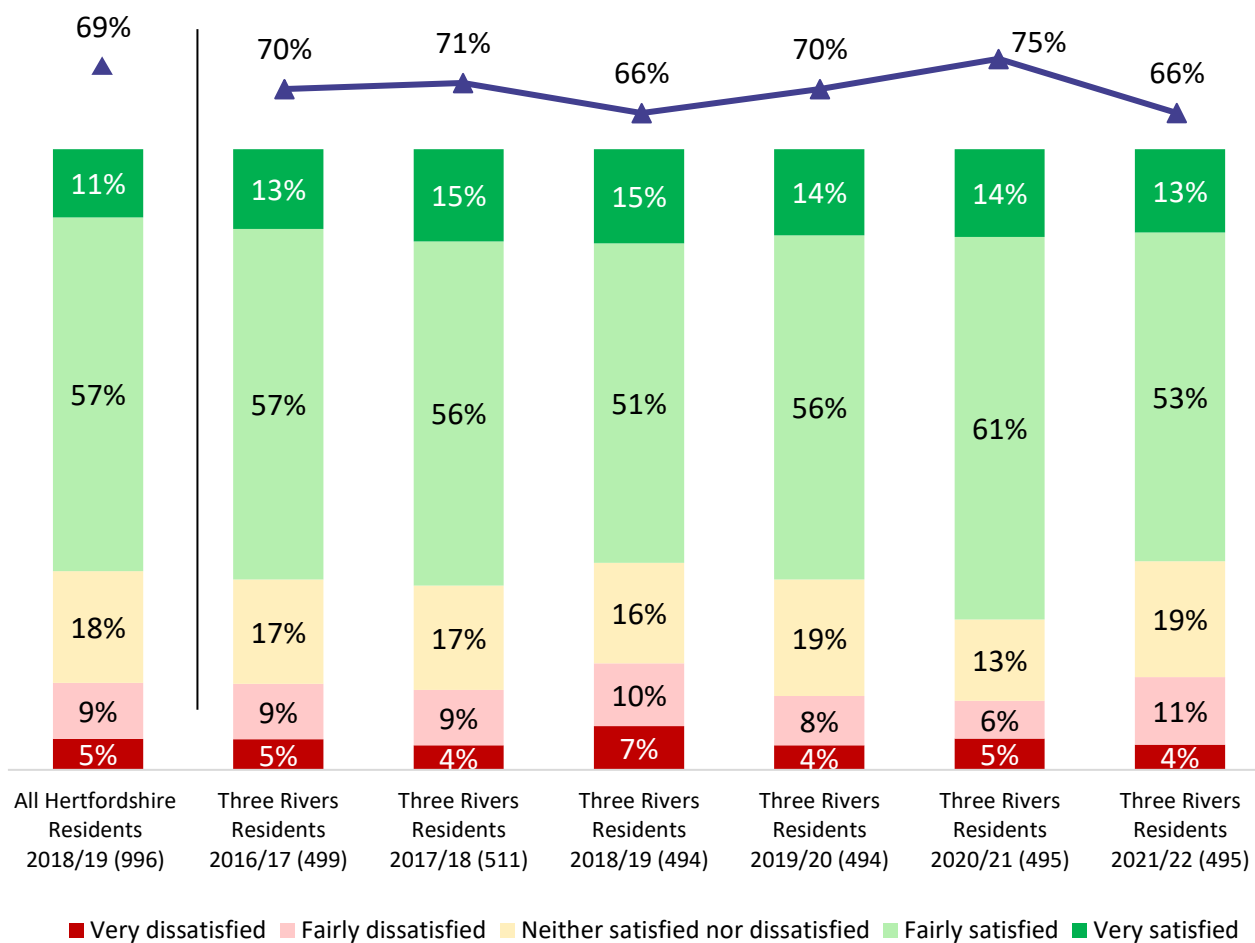
Health

- 2.9 Around three quarters (**73%**) of Three Rivers residents claim to **do at least 1 hour or more of moderate-intensity physical activity** (enough to raise their heart rate and make them breathe faster and feel warmer) **in a typical week**, with half (**50%**) saying that they **do 2 hours and 30 minutes or more**. Less than a fifth (**16%**) **do less than half an hour of moderate intensity physical activity a week**. This has remained relatively consistent over the last 6 years.
- 2.10 For those that don't do at least 2 hours and 30 minutes moderate-intensity physical activity a week the most commonly given reason was **illness and disability (27%)** followed by **other responsibilities, e.g. work and family (25%)**. Since 2020/21, there has been a significant increase of 11 percentage points in the proportion of residents saying that the reason they spend less than 2 and a half hours exercising a week is due to having other responsibilities.

3. Council Satisfaction

- 3.1 The chart below shows that around two thirds (**66%**) of Three Rivers residents are **satisfied with the way Hertfordshire County Council runs things** which is lower than the previous 2 waves of the survey, and significantly lower than in 2020/21. It is now back in-line with satisfaction in 2018/19.
- 3.2 However, satisfaction with Hertfordshire County Council is 2 percentage points higher than the national average for satisfaction with a local Council (64%, LGA February 2022) and in line (not significantly different) with the 2018/19 Hertfordshire residents survey (69%).

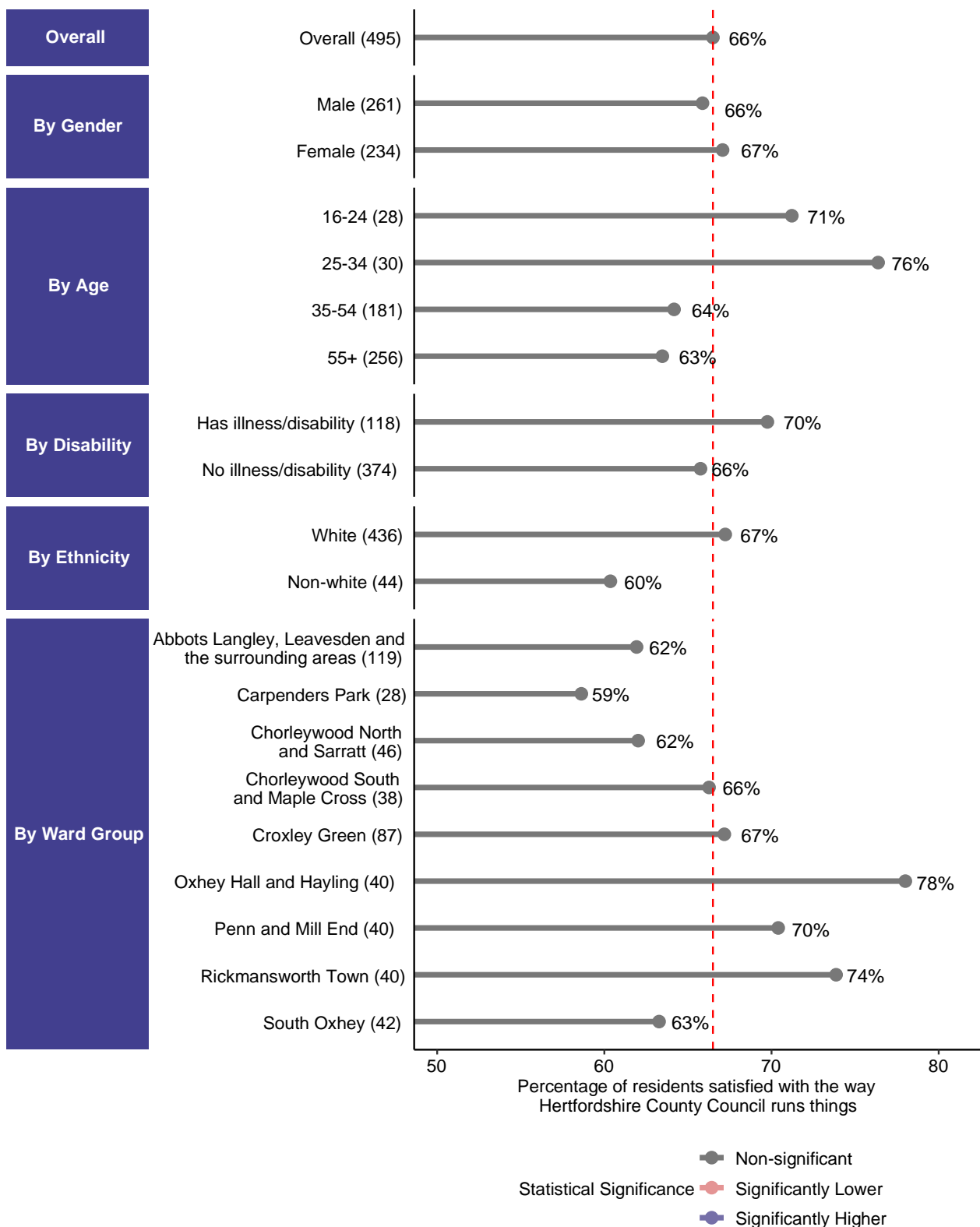
Figure 1: How satisfied or dissatisfied are you with the way Hertfordshire County Council runs things?
 Base: All Residents (number of residents shown in brackets)



3.3 Figure 2 shows the variation in satisfaction with the way Hertfordshire County Council runs things. While there is no significant variation at the 95% confidence level, residents of Oxhey Hall and Hayling are more likely to be satisfied at the 90% confidence level.

Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the way Hertfordshire County Council runs things? (Grouped Responses)

Base: All Respondents (number of respondents shown in brackets)

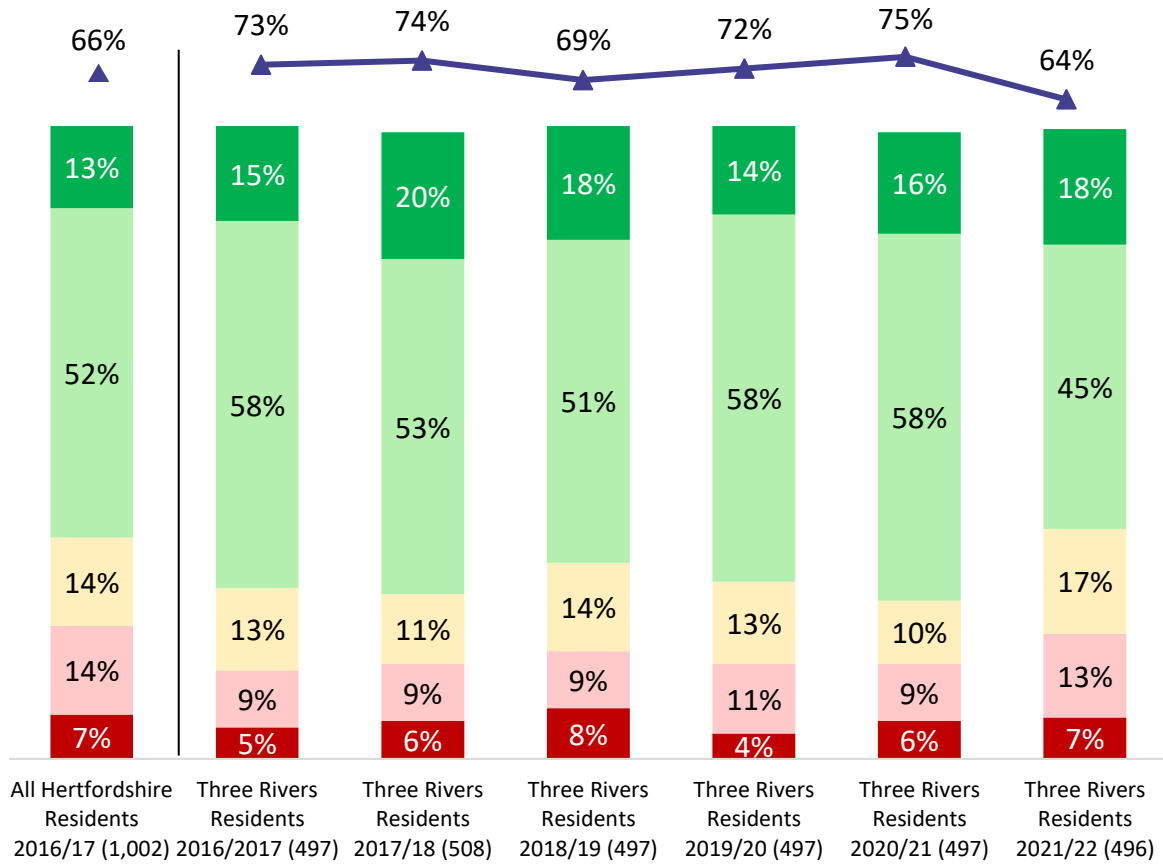


3.4 Around three fifths (**64%**¹) Three Rivers residents are **satisfied with the way Three Rivers District Council runs things** which is significantly lower than all of the previous 5 years, apart from 2018-19.

3.5 However, satisfaction with Three Rivers District Council is in-line (no significant difference) with the national average (64%, LGA February 2022), and also the 2016/17 survey of Hertfordshire residents (66%).

Figure 3: Taking everything into account, how satisfied or dissatisfied are you with the way Three Rivers District Council (your local District/Borough Council) runs things?

Base: All Residents (number of residents shown in brackets)



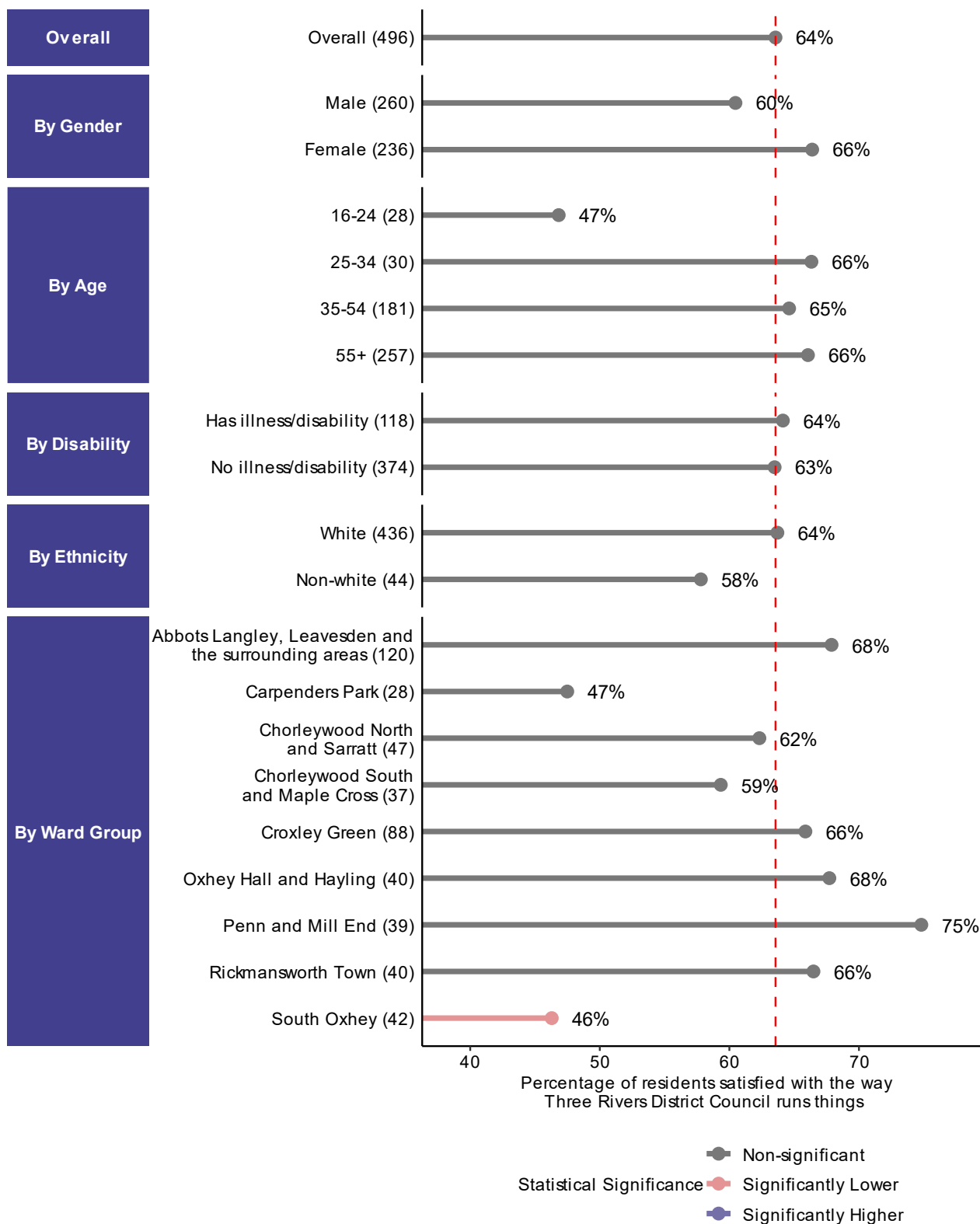
■ Very satisfied
 ■ Fairly satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied

¹ The grouped result differs from the sum of the individual results due to rounding.

3.6 Figure 4 below shows the variation in satisfaction with the way Three Rivers District runs things across subgroups. Those who live in South Oxhey are significantly less likely to be satisfied with the way Three Rivers District Council runs things.

Figure 4: Taking everything into account, how satisfied or dissatisfied are you with the way Three Rivers District Council runs things? (Grouped Responses)

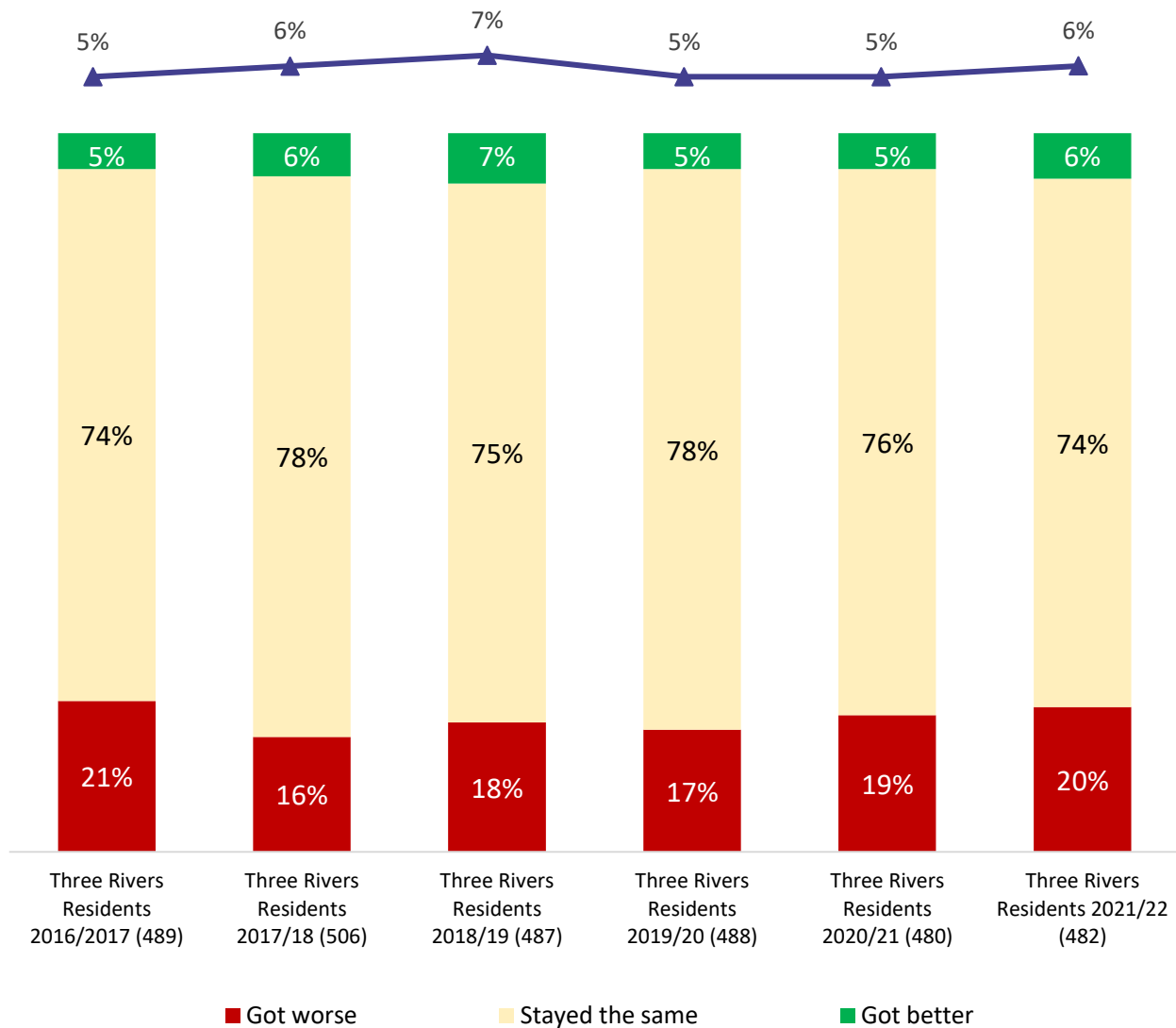
Base: All Respondents (number of respondents shown in brackets)



3.7 Around 1 in 20 Three Rivers residents (**6%**) think that **the services Three Rivers District Council provide have got better over the last 12 months**, which is in line with recent years, while 20% think they have got worse, which is also in line with recent years. However, around three quarters (74%) think services have stayed the same.

Figure 5: Over the last 12 months, do you think that services Three Rivers District Council provide have got better, stayed the same or got worse?

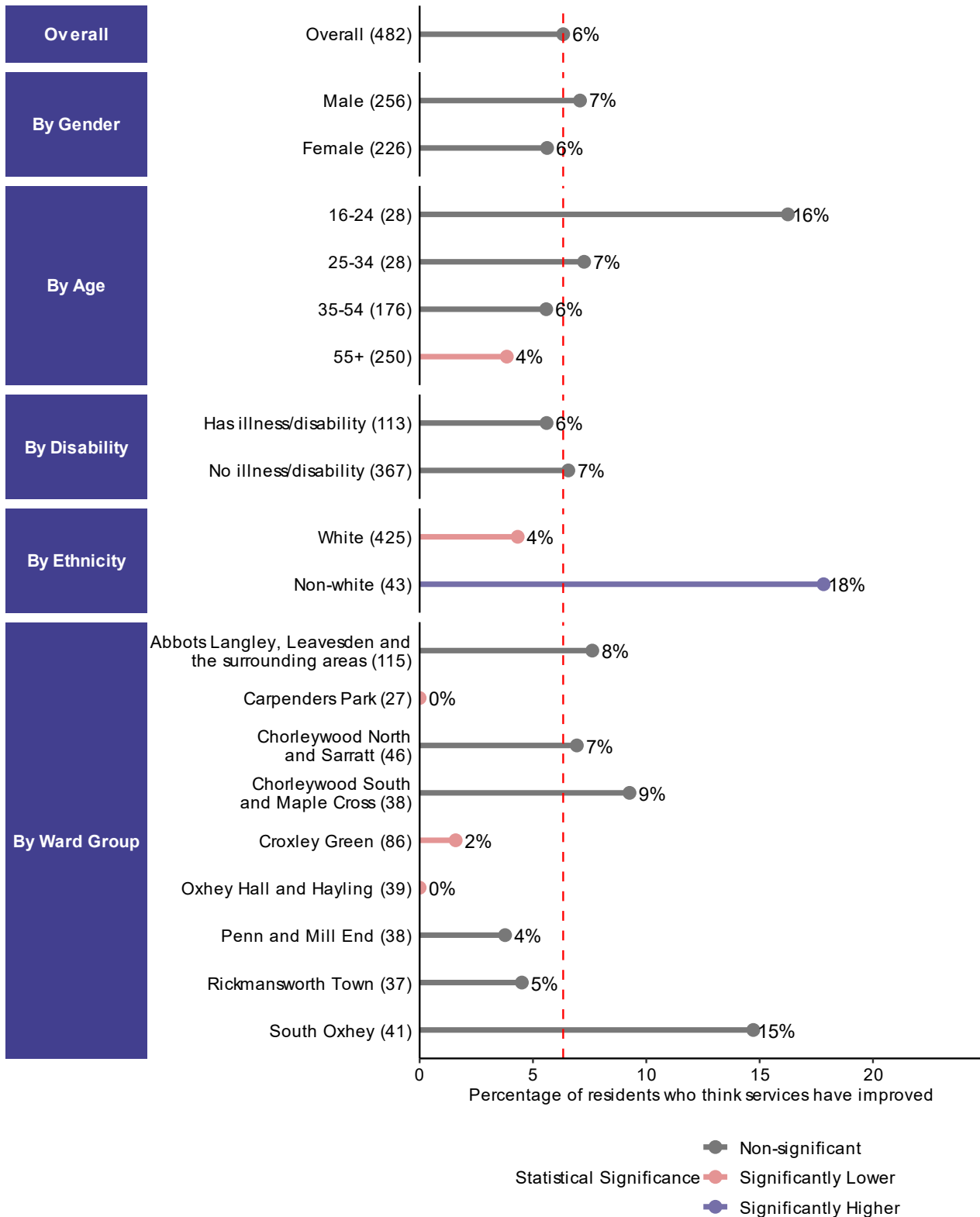
Base: (Number of Residents shown in brackets)



3.8 The figure below shows the variation in the proportion of residents who think services are getting better by subgroup. Those who are over 55, White, or live in Croxley Green are significantly less likely to think services have improved whilst those who are from a BME group are significantly more likely to think services have improved.

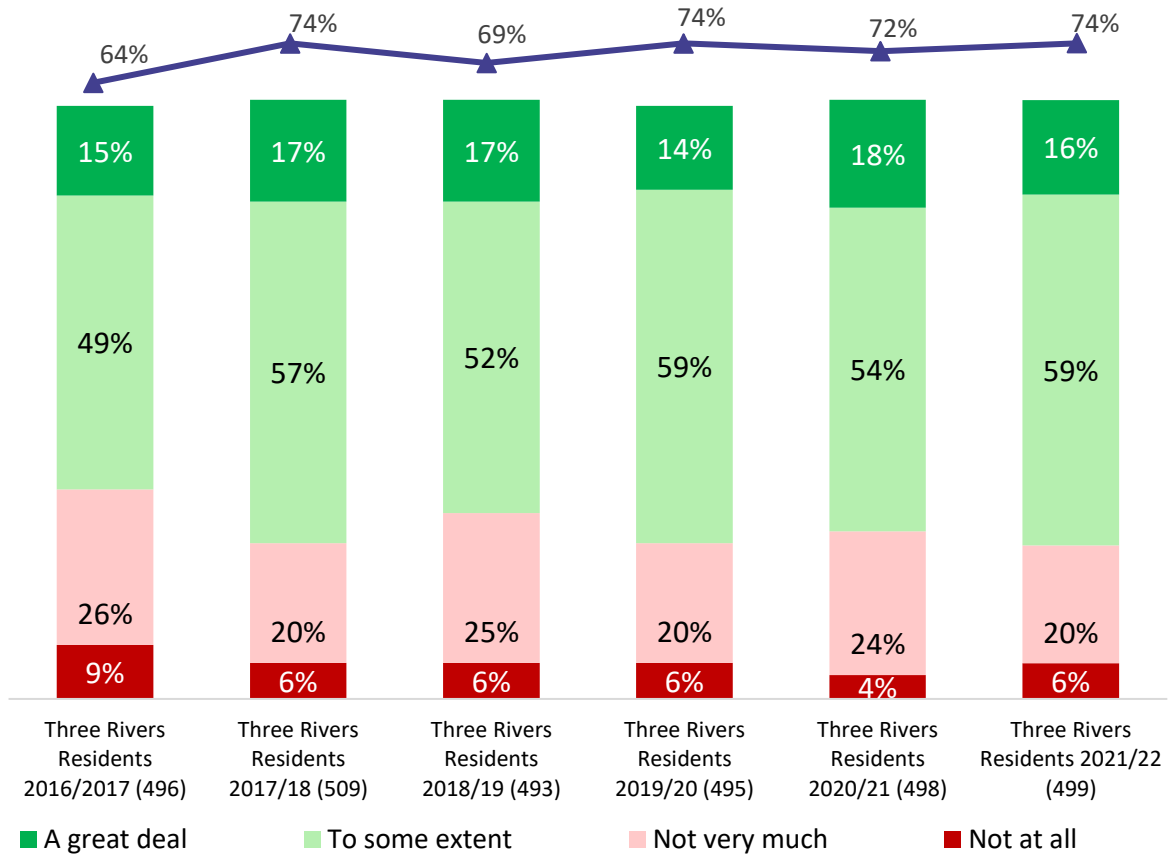
Figure 6: Over the last 12 months, do you think that services Three Rivers District Council provide have got better, stayed the same or got worse?

Base: All Residents (number of Residents shown in brackets)



3.9 Almost three quarters (**74%**²) of Three Rivers residents know **what services Three Rivers District Council provide in their local a great deal or to some extent**. Results for this measure have remained relatively consistent over the last 5 years, with the exception of a slight dip in awareness seen in 2018/19 (69%). It also remains significantly higher than in 2016/17 (64%).

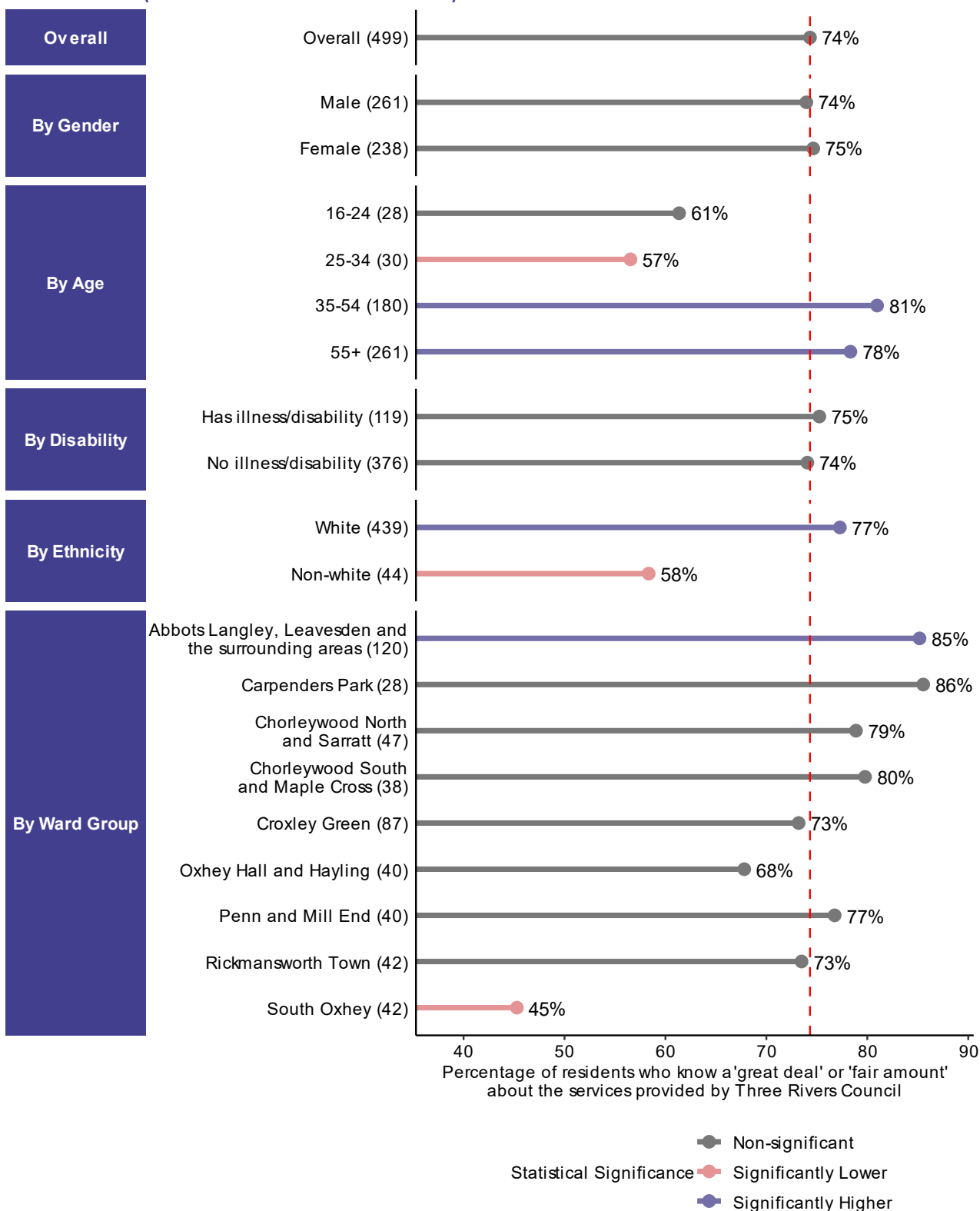
Figure 7: To what extent, if at all, do you know what services... Three Rivers District Council provides in your local area?
 Base: All Residents (number of Residents shown in brackets)



² The grouped result differs from the sum of the individual results due to rounding.

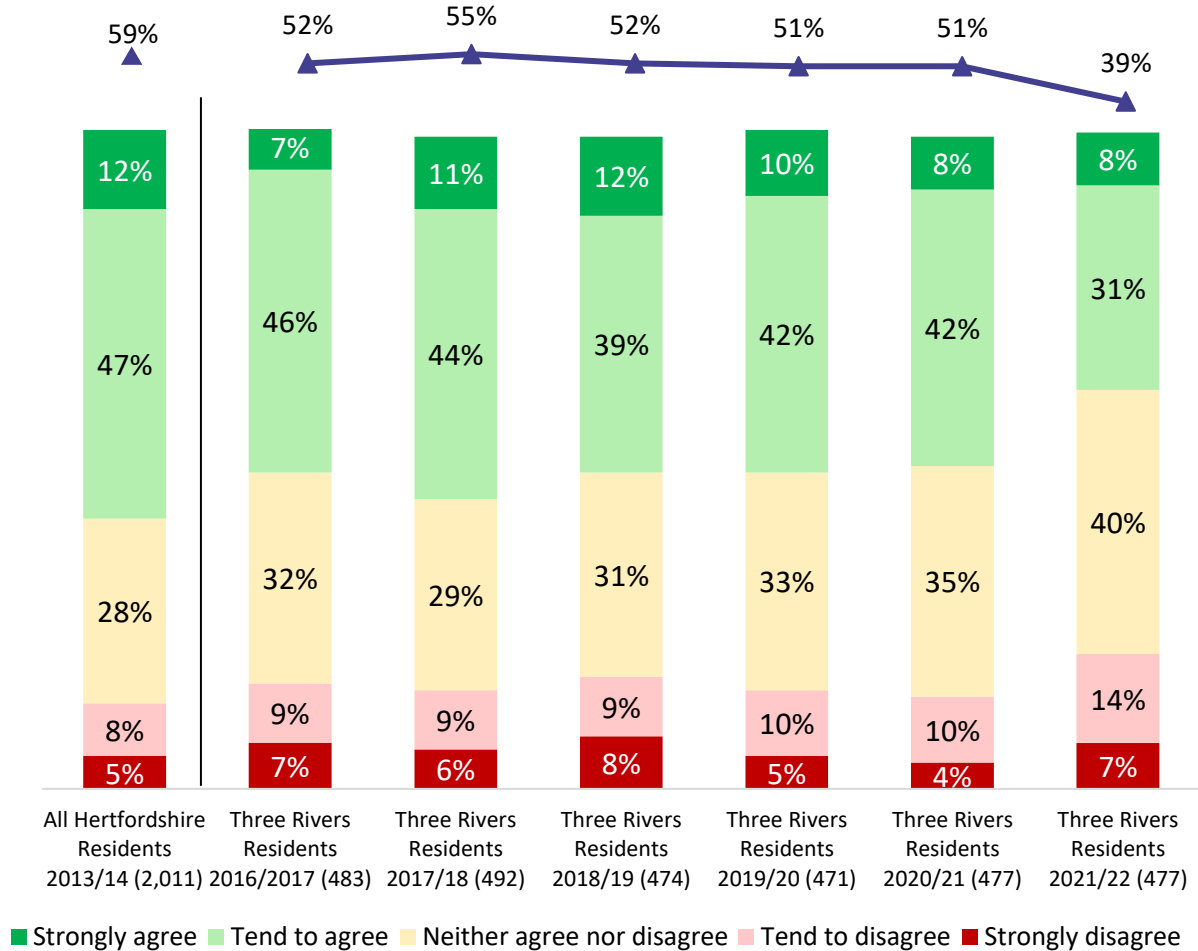
3.10 The figure below shows the variation in the proportion of residents who know a great deal or fair amount about the services provided by Three Rivers District Council by subgroup. Those who are White, aged 35 or above, and live in Abbots Langley, Leavesden and the surrounding areas are significantly more likely to know a great deal or fair amount. Residents who are 25-34, non-white or live in South Oxhey are significantly less likely to know a great deal or fair amount.

Figure 8: To what extent, if at all, do you know what services... Three Rivers District Council provides in your local area?
 Base: All Residents (number of Residents shown in brackets)



^{3.11} The following chart shows that around two fifths of Three Rivers residents (**39%³**) think that **Hertfordshire County Council is efficient and well run**, which is significantly lower than the five previous years and when compared to all Hertfordshire residents from the 2013/14 survey (59%).

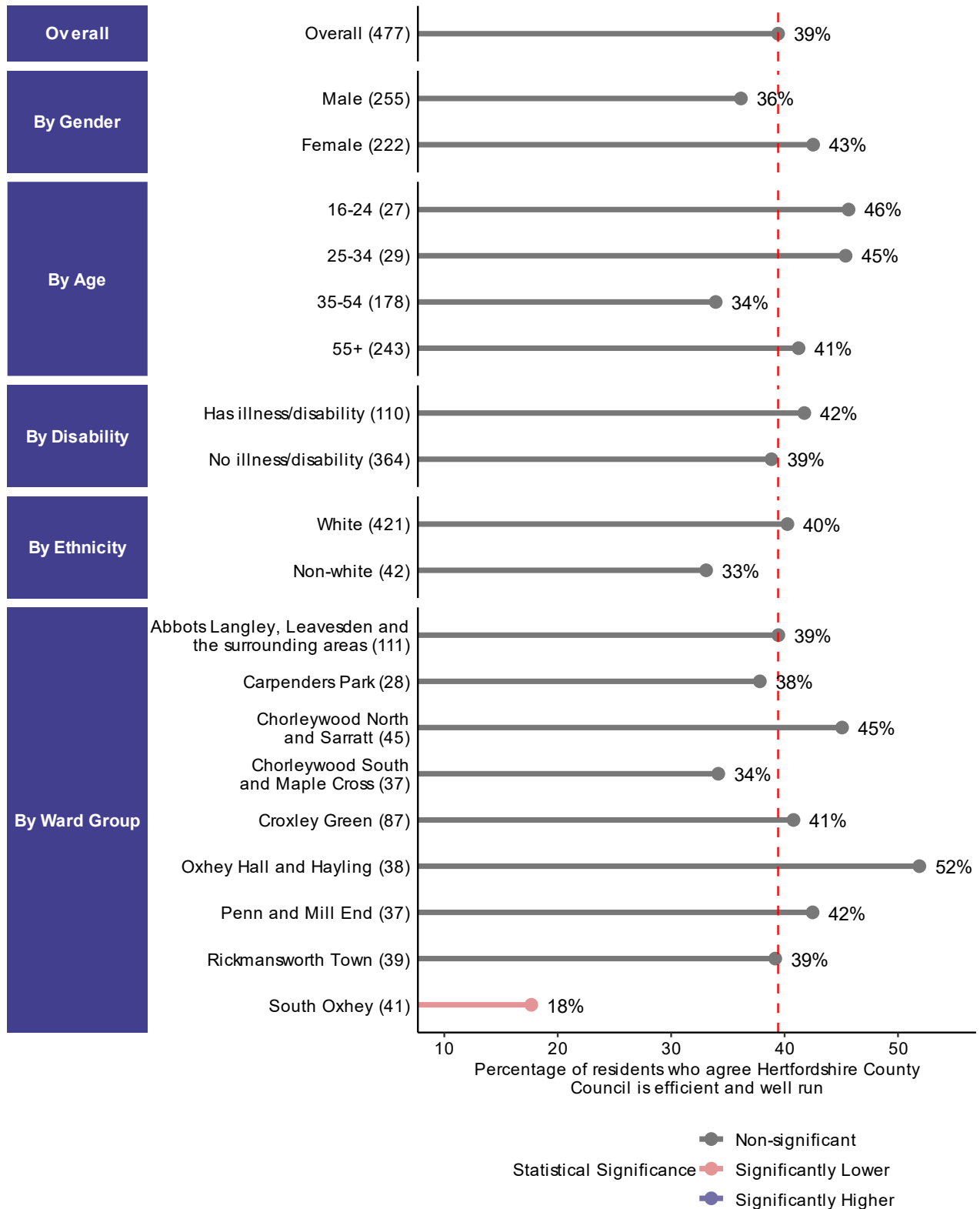
Figure 9: To what extent do you agree or disagree that...Hertfordshire County Council is efficient and well run?
 Base: All Residents (number of Residents shown in brackets)



³ The grouped result differs from the sum of the individual results due to rounding.

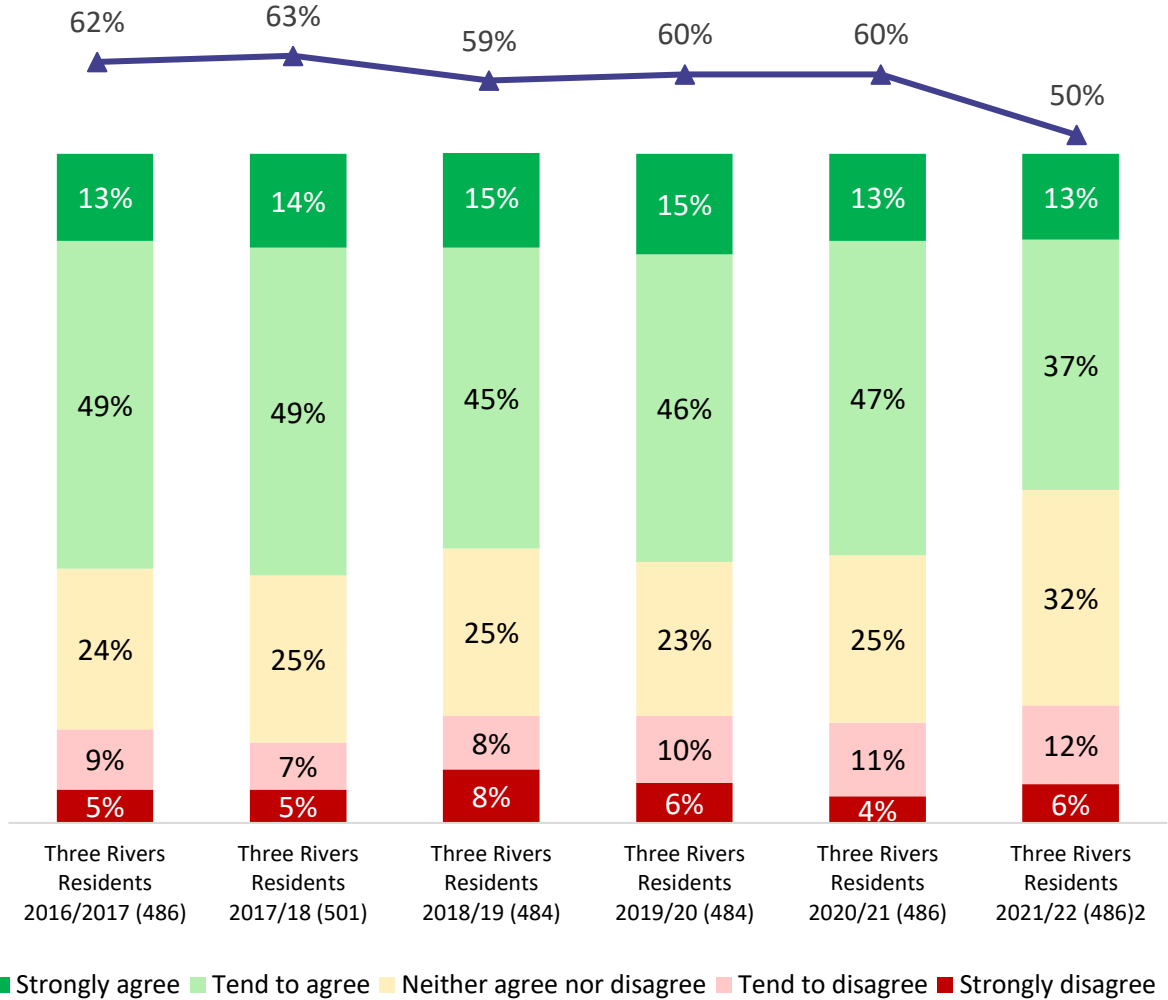
3.12 The figure below shows the differences in the proportion of residents who agree that Hertfordshire County Council is well run across different subgroups. Residents of South Oxhey are significantly less likely to agree that the County Council is efficient and well run.

Figure 10: Do you agree or disagree that Hertfordshire County Council is efficient and well run? (Grouped Responses)
 Base: All Residents (number of Residents shown in brackets)



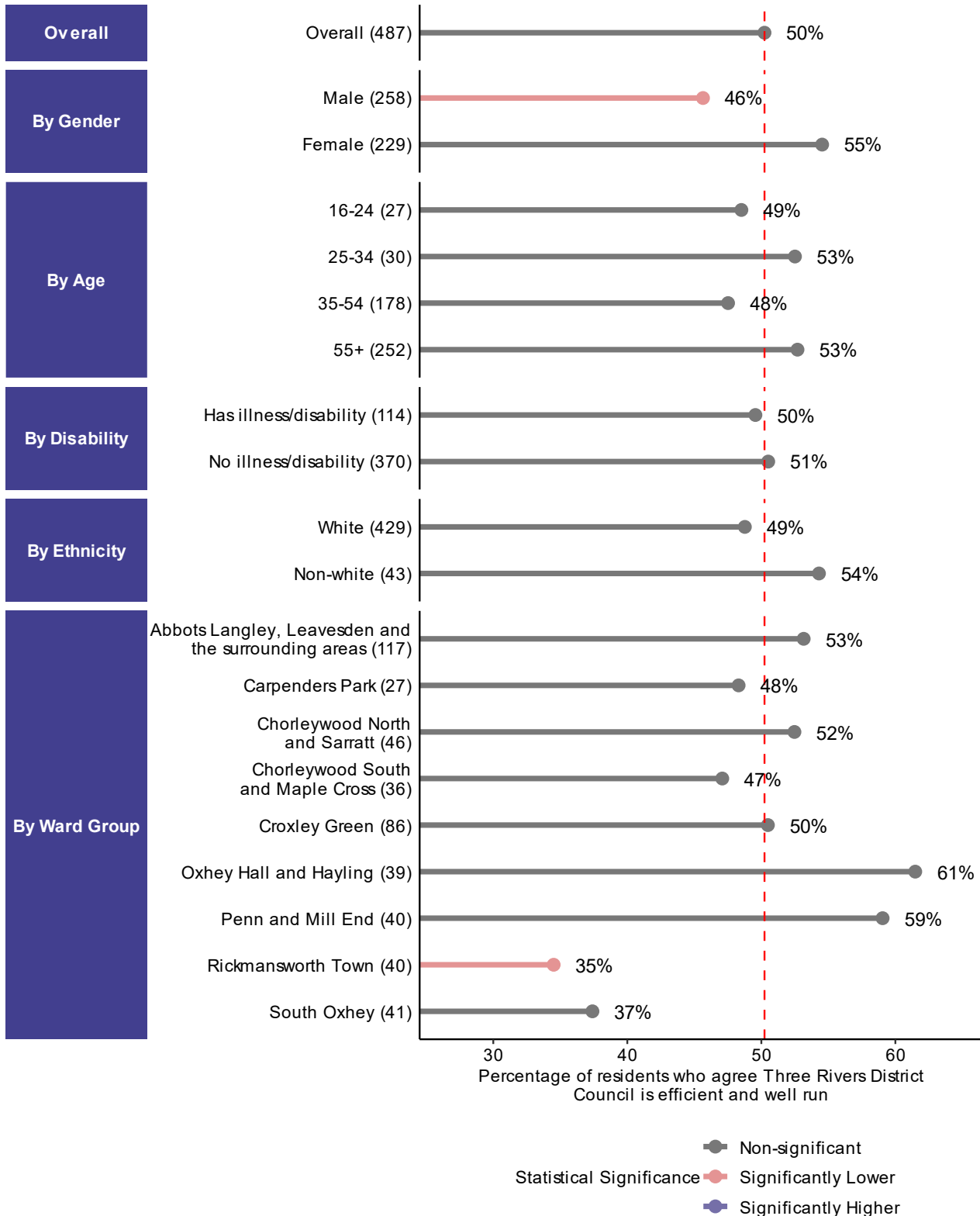
3.13 Half (**50%**) of Three Rivers residents **agree** that **Three Rivers District Council is efficient and well run**, this is a significant 10 percentage point decline compared to the 2020/21 survey. But it remains significantly higher compared to the level of agreement that Hertfordshire County Council is efficient and well run (39%).

Figure 11: To what extent do you agree or disagree that... Three Rivers District Council is efficient and well run?
 Base: All Residents (number of Residents shown in brackets)



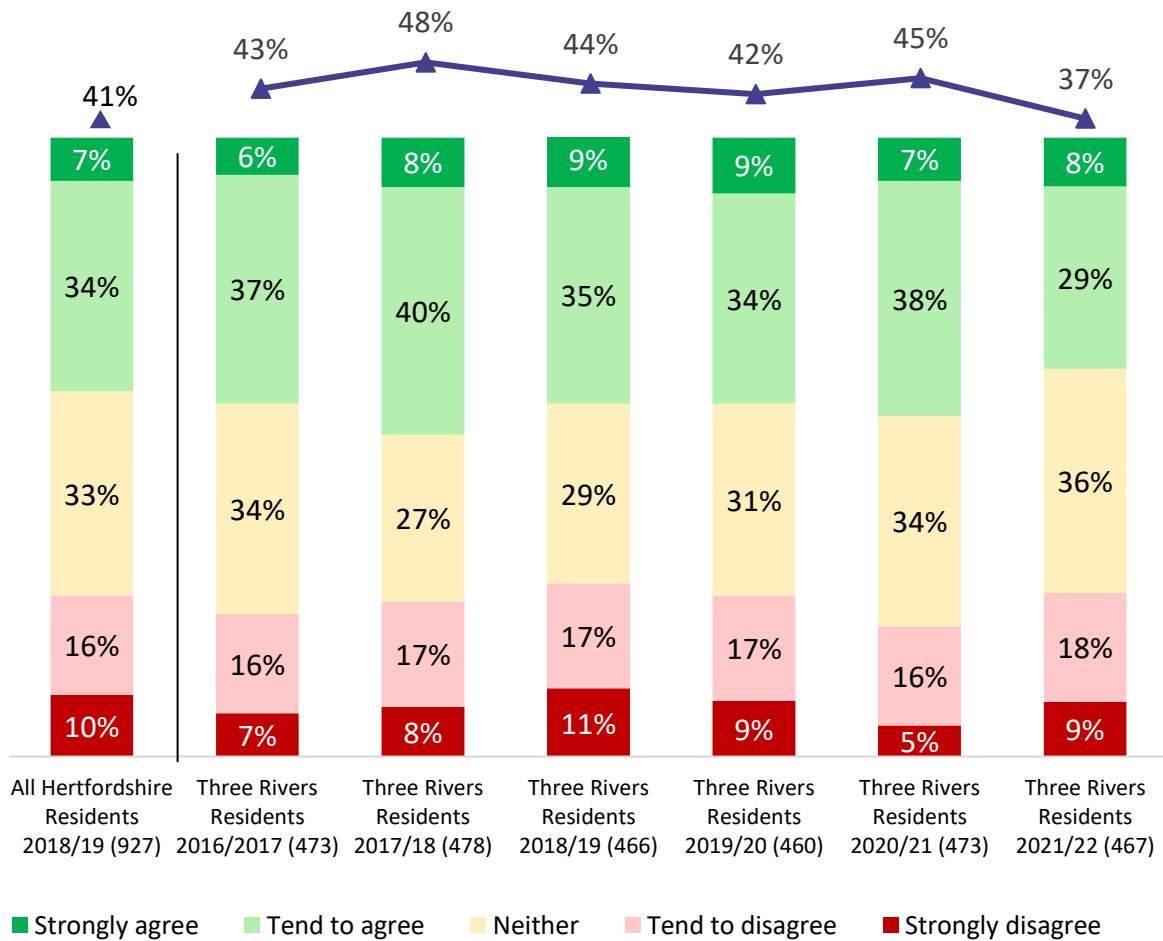
3.14 The figure below shows the differences in the proportion of residents who agree that Three Rivers District Council is well run across different subgroups. Those residents who are male or live in Rickmansworth Town are significantly less likely to agree that the District Council is efficient and well run.

Figure 12: Do you agree or disagree that... Three Rivers District Council is efficient and well run? (Grouped Responses)
 Base: All Residents (number of Residents shown in brackets)



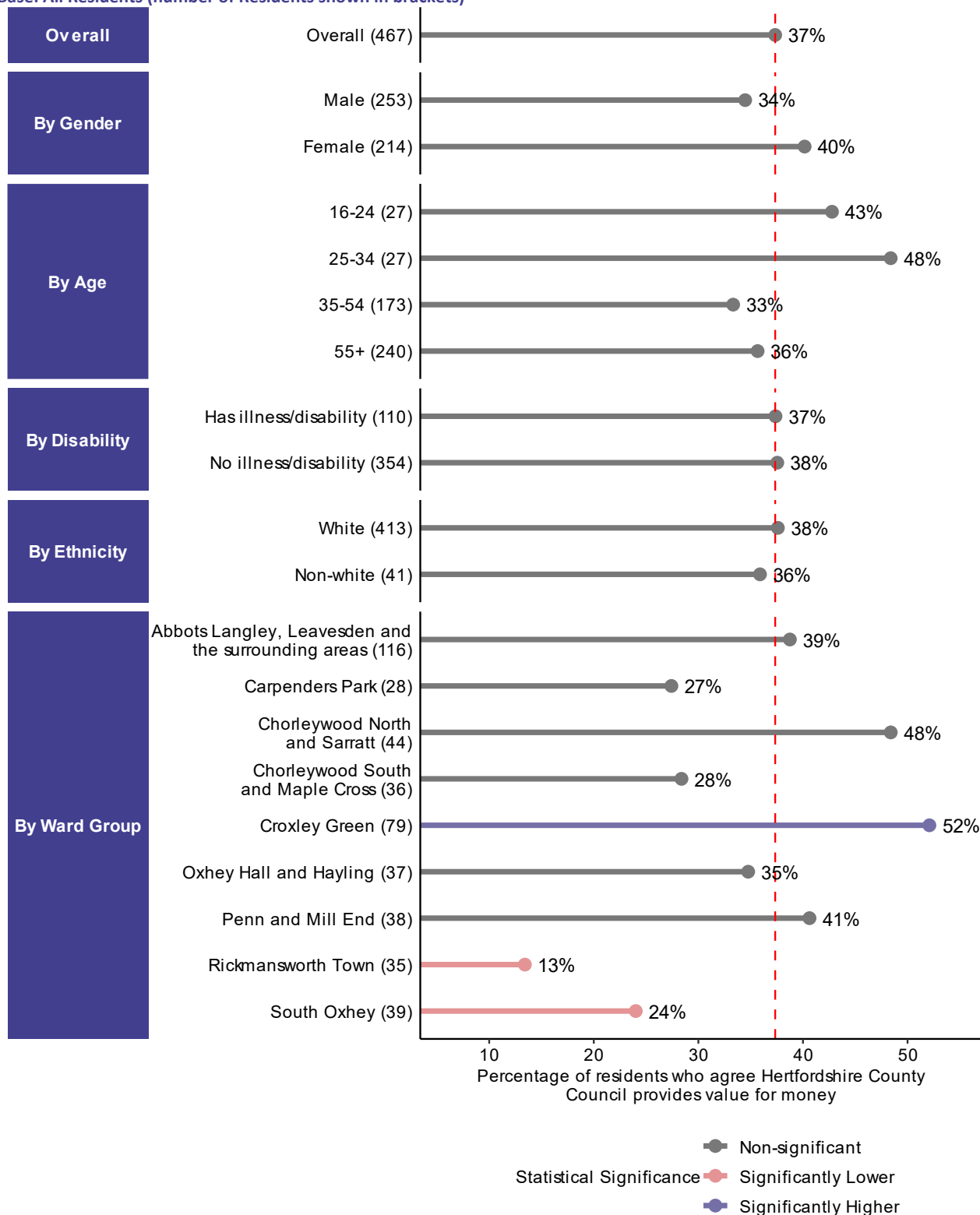
^{3.15} More than a third (**37%**) of Three Rivers residents **agree** that **Hertfordshire County Council provides value for money** which is the lowest level recorded in recent years and significantly lower than observed in last year’s survey by 8 percentage points. It is also significantly lower by 11 percentage points when compared with the national average (48% LGA February 2022).

Figure 13: To what extent do you agree or disagree that Hertfordshire County Council provides value for money? All Residents (number of Residents shown in brackets)



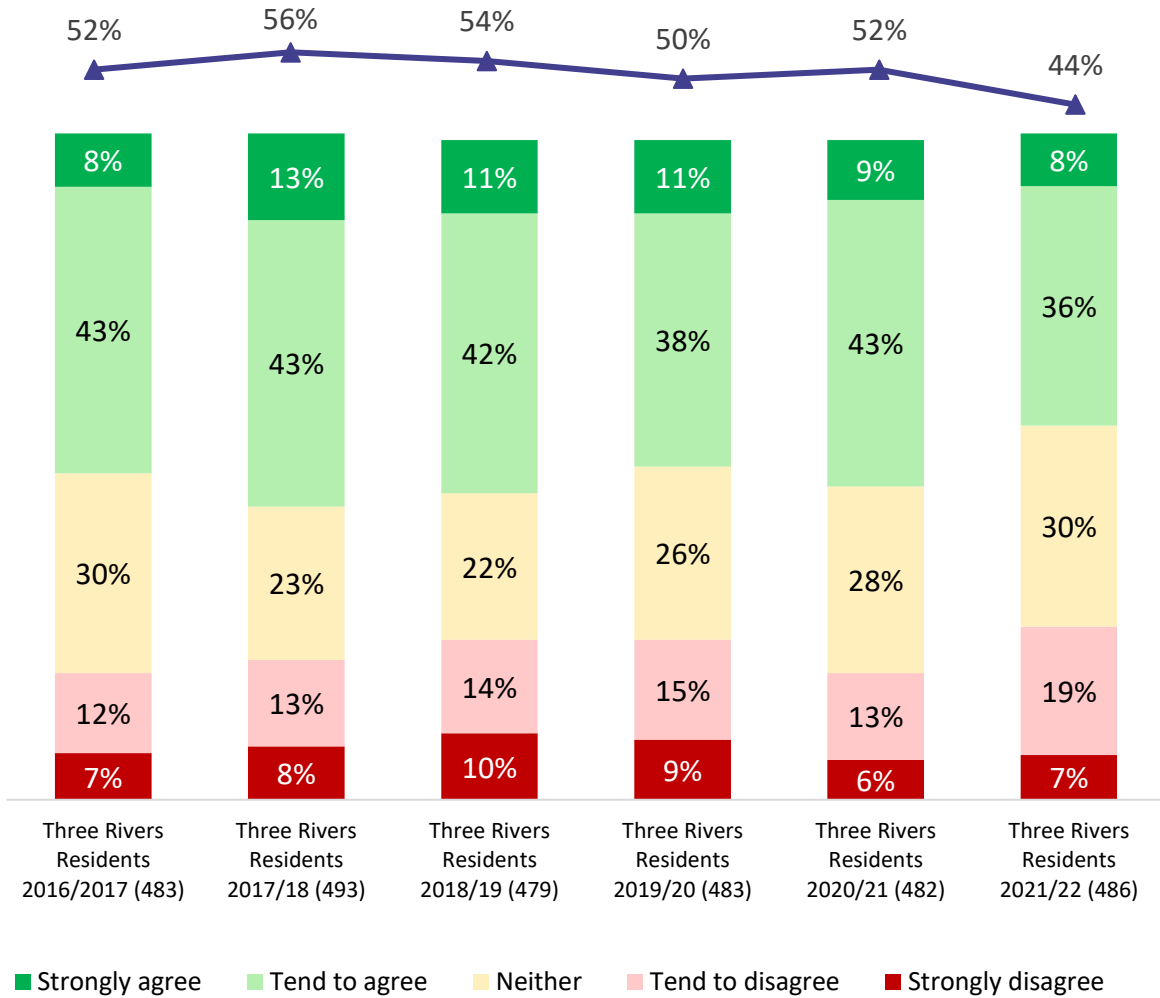
3.16 The figure below shows the differences in the proportion of residents who agree that Hertfordshire County Council provides value for money across different subgroups. Those residents who live in Croxley Green are significantly more likely to agree that the County Council provides value for money whilst residents of Rickmansworth and South Oxhey are significantly less likely to agree.

Figure 14: Do you agree or disagree that... Hertfordshire County Council provides value for money? (Grouped Responses)
 Base: All Residents (number of Residents shown in brackets)



^{3.17} The following chart shows that over two fifths (**44%**) of Three Rivers residents **agree** that **Three Rivers District Council provides value for money**, which is a significant 8 percentage points reduction compared to the 2020/21 survey. It is also 4 percentage points lower than the national average (48% LGA February 2022). There is however, a significantly higher level of agreement that Three Rivers District Council provides value for money compared with Hertfordshire County Council (37%).

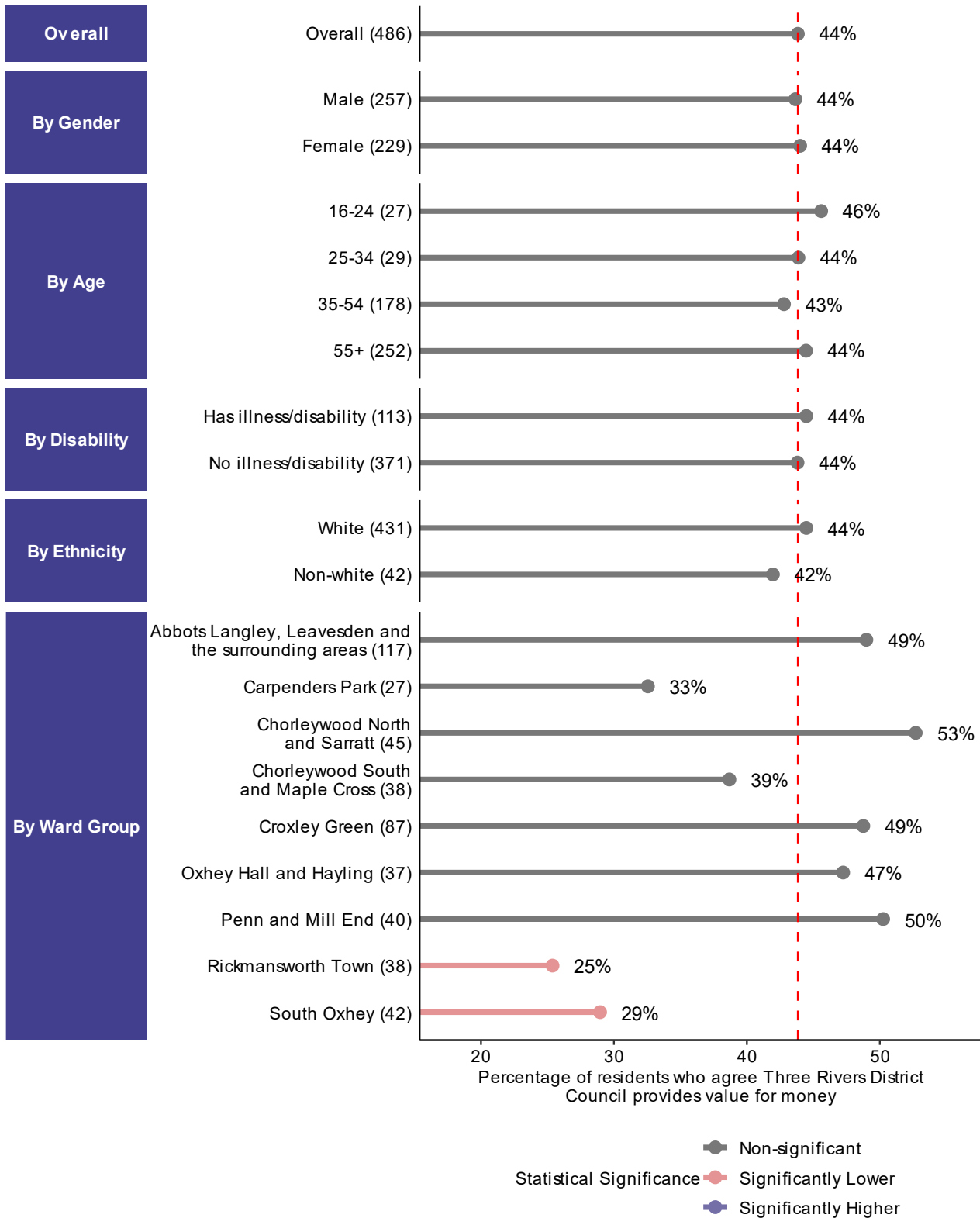
Figure 15: To what extent do you agree or disagree that Three Rivers District Council provides value for money?
 Base: All Residents (number of residents shown in brackets)



3.18 The figure below shows the differences in the proportion of residents who agree that Three Rivers District Council provides value for money across different subgroups. Those residents who live in Rickmansworth Town and South Oxhey are significantly less likely to agree that the District Council provides value for money.

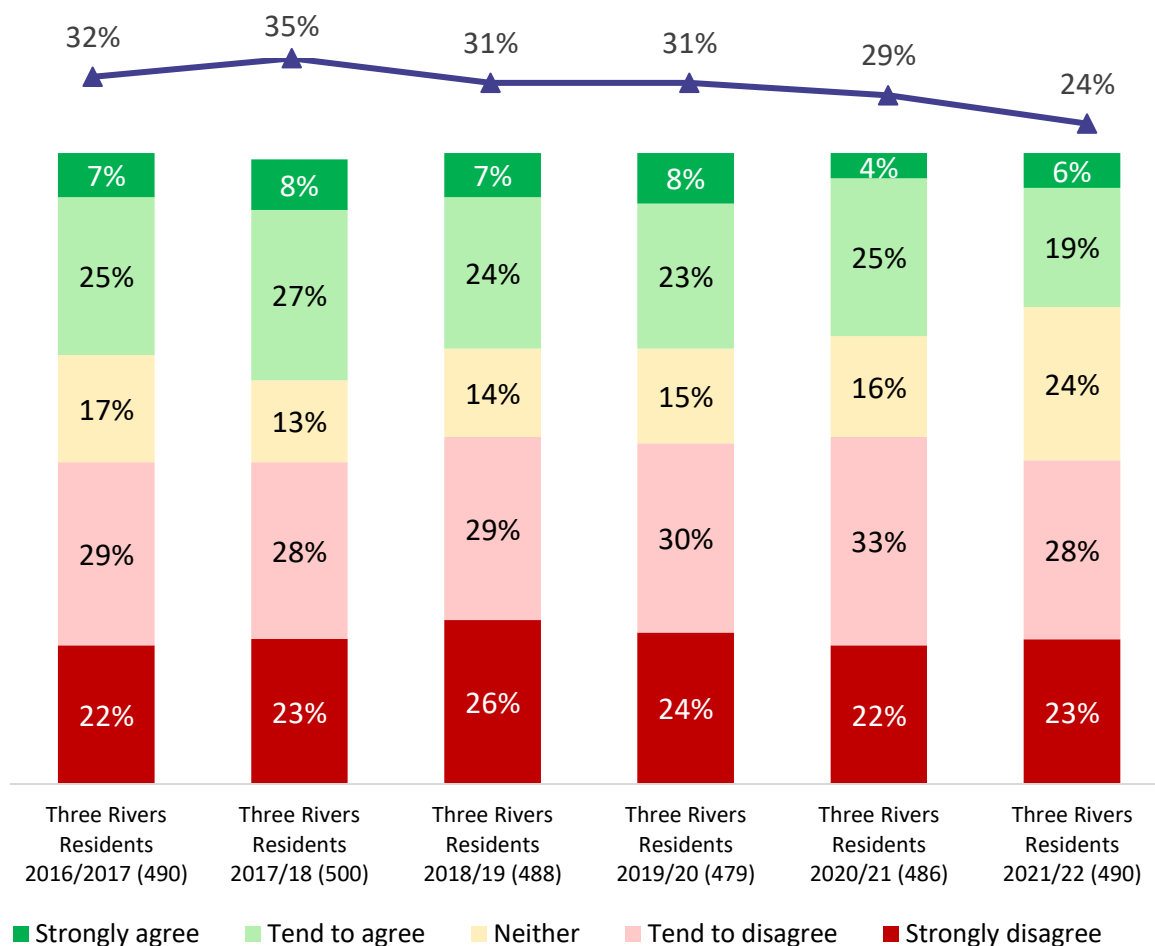
Figure 16: To what extent do you agree or disagree that Three Rivers District Council provides value for money? (Grouped Responses)

Base: All Residents (number of Residents shown in brackets)



3.19 The following chart shows that around a quarter (**24%**⁴) of Three Rivers residents agree that they can **influence decisions affecting their local area**, which continues the downward trend observed since 2017/18, though it is not significantly lower when compared to 2020/21. However, while over half (**51%**) of Three Rivers residents **disagreed** that they can influence decisions affecting their local area, this a slightly lower proportion than last year.

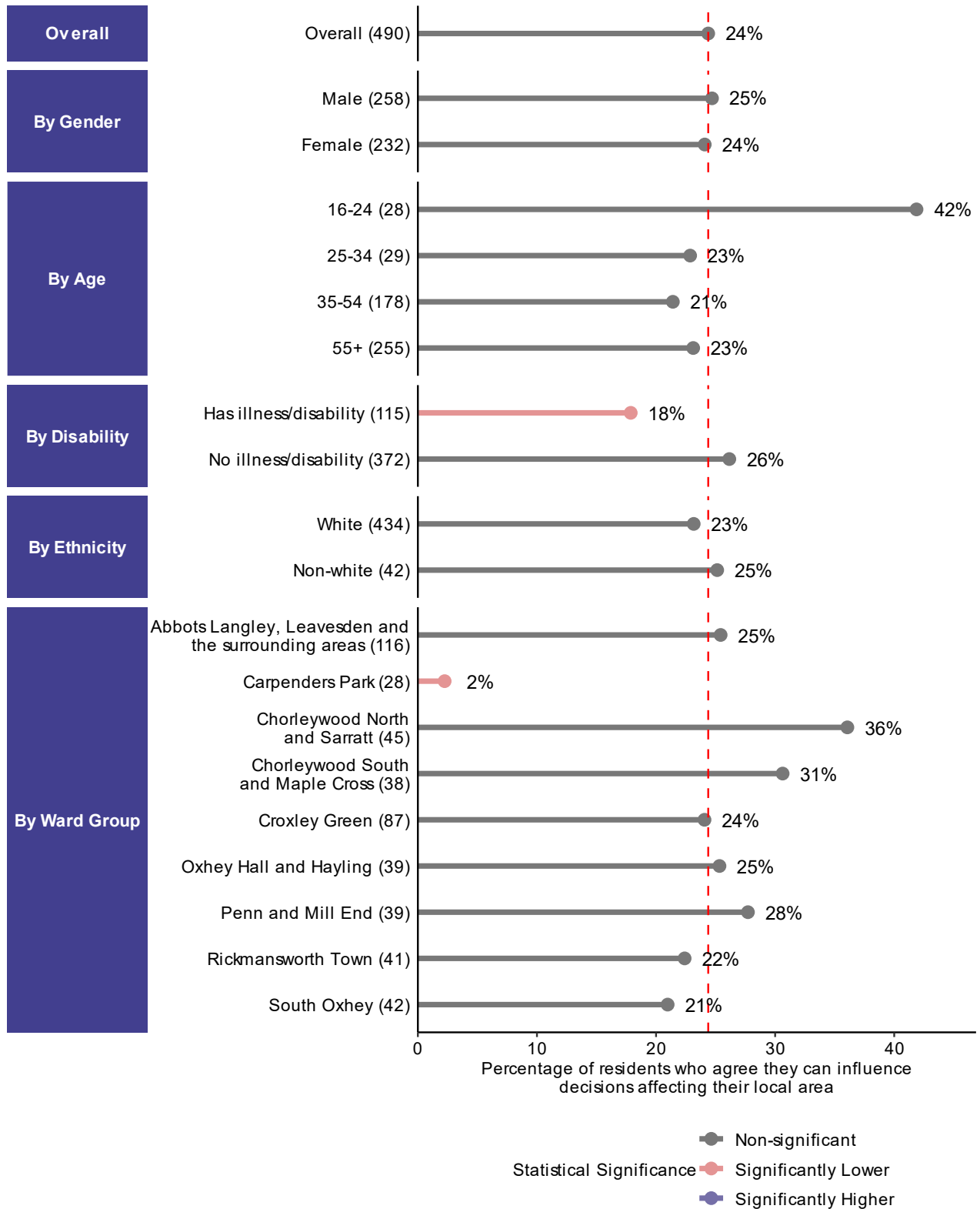
Figure 17: Do you agree or disagree that.... You can influence decisions affecting your local area?
 Base: All Residents (number of Residents shown in brackets)



⁴ The grouped result differs from the sum of the individual results due to rounding.

3.20 The figure below shows the differences in the proportion of residents who agree that they can influence decisions affecting their area by subgroup. Residents with a long-term illness/disability, or who live in Carpenders Park are significantly less likely to think they can influence decisions affecting their local area.

Figure 18: Do you agree or disagree that... You can influence decisions affecting your local area? (Grouped Responses)
 Base: All Residents (number of Residents shown in brackets)



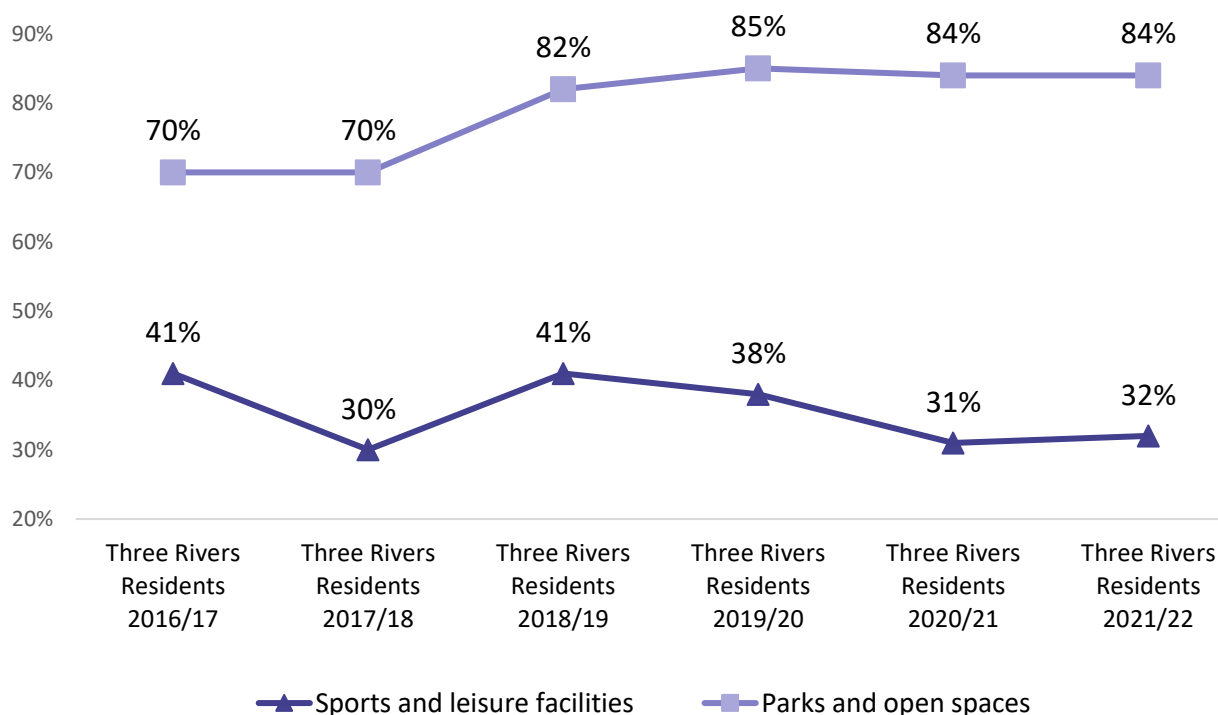
4. Local Public Services

4.1 Over four fifths (**84%**) of Three Rivers residents reported having **used parks and open spaces** within the last year, compared with around a third (32%) who had **used Council run sports and leisure facilities** within the last year.

4.2 The proportion of residents who have used these services is in line with 2020/21 results.

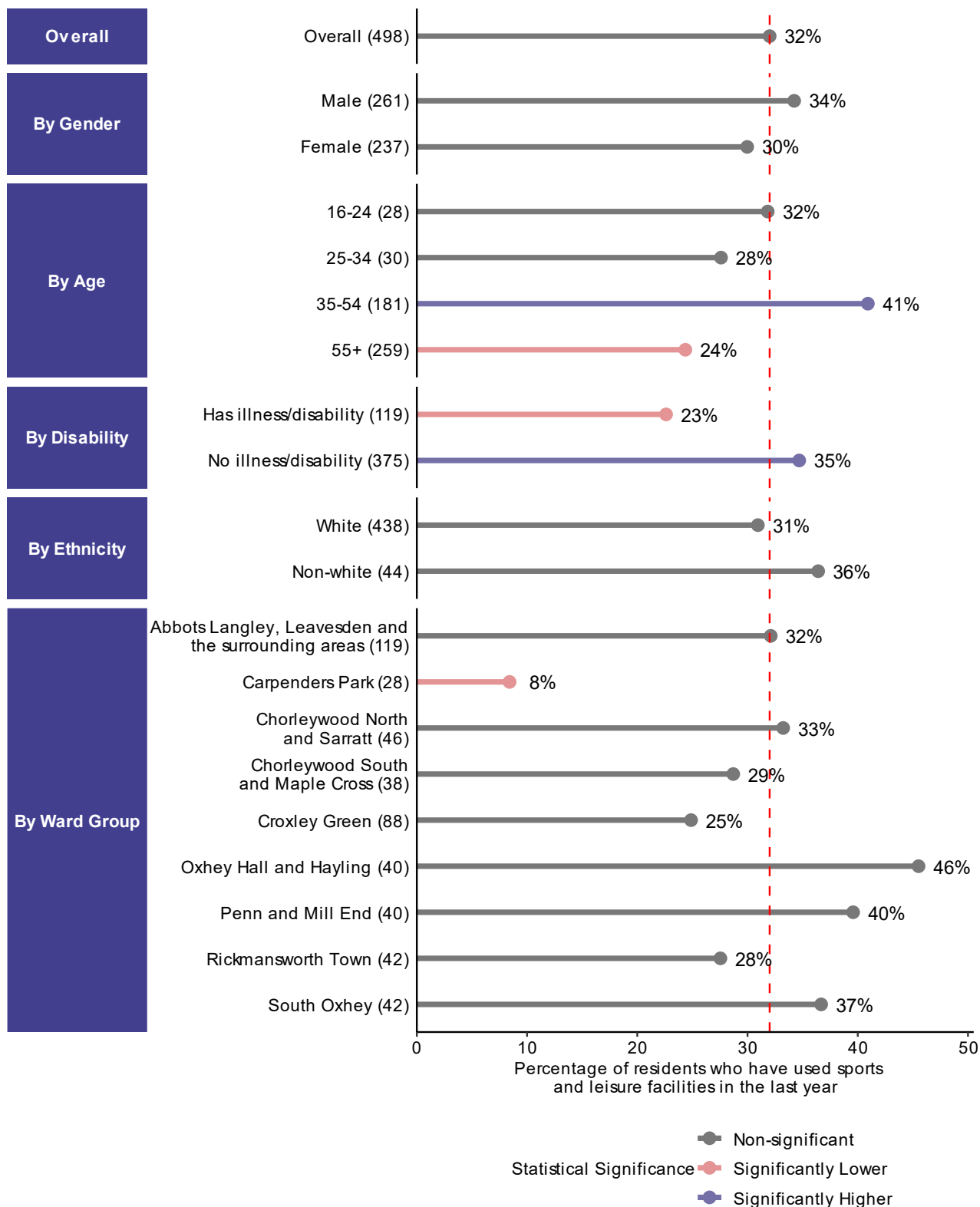
Figure 33: Service use – Have you used any of the following in the last year?

Base: All Residents (500)



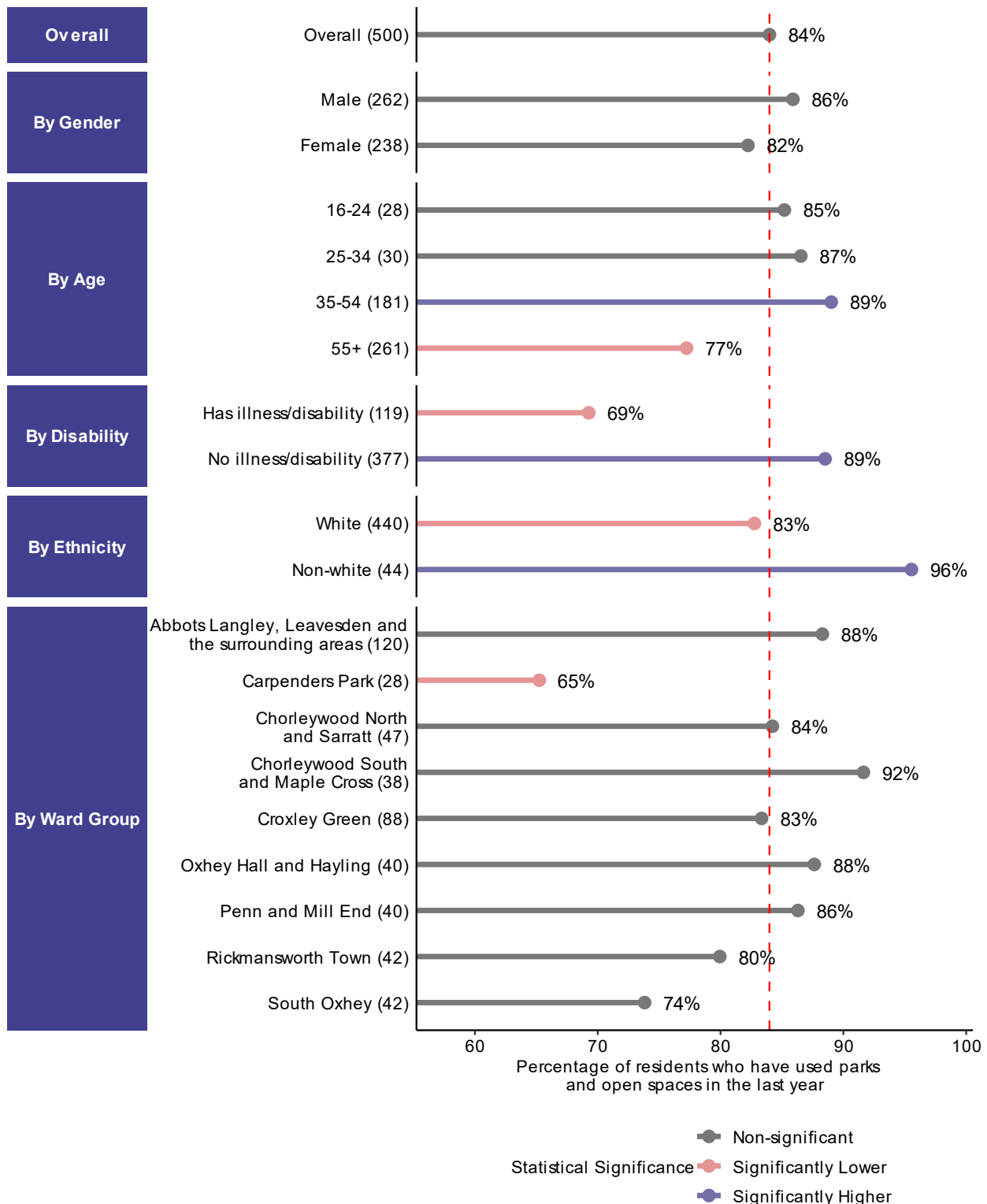
4.3 Figure 19 below highlights the significant variation in sports and leisure facility use by subgroup. Those without a long-term illness/disability or between the ages of 35 and 54 are significantly more likely to have used the facilities within the last year, while those with a long-term illness/disability, aged 55 years or above, or live in Carpenders Park were significantly less likely to have used the facilities.

Figure 19: Within the last year, have you used any sports and leisure facilities?
 Base: All Residents (number of residents shown in brackets)



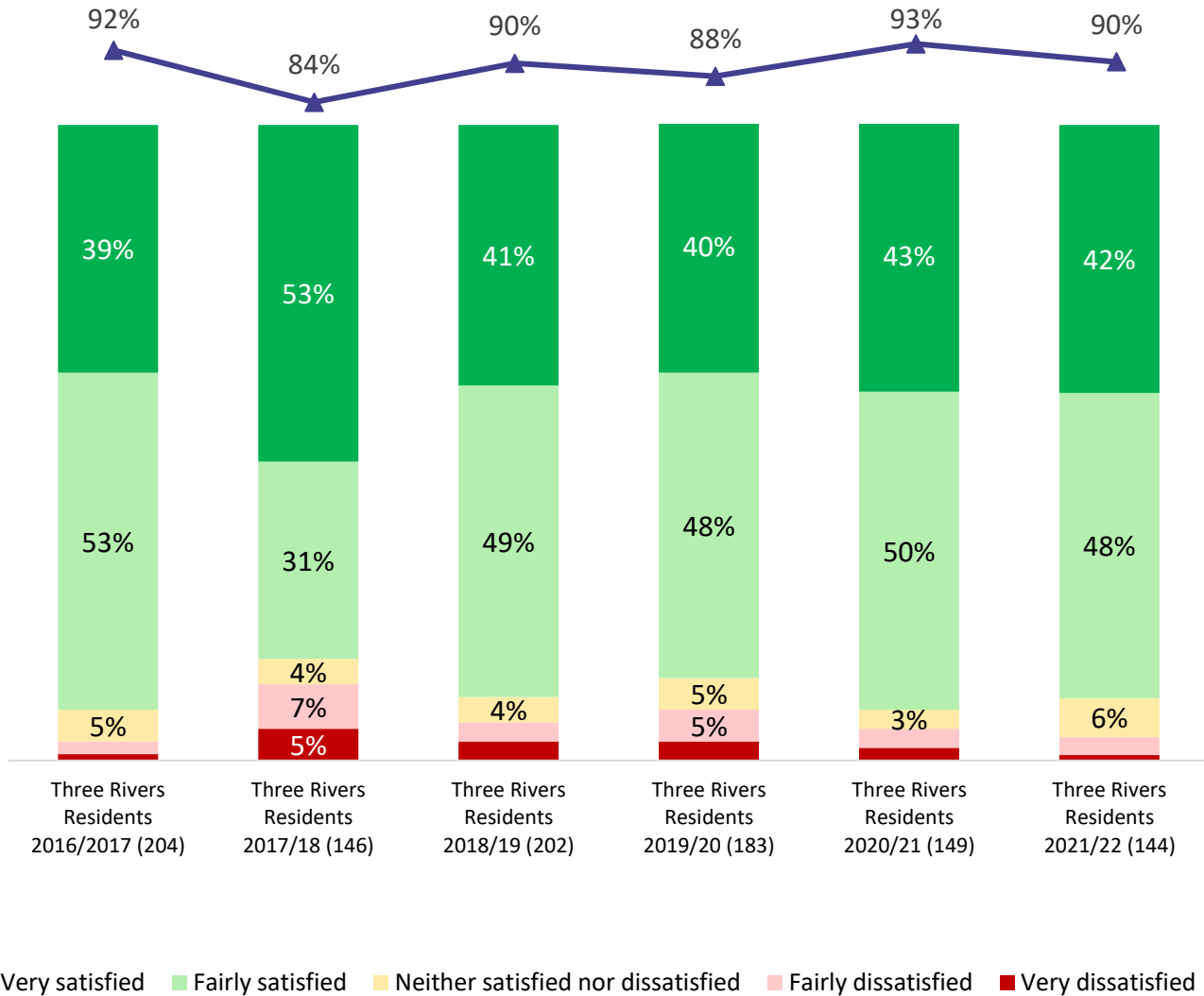
4.4 Figure 20 shows the significant variation in park and open space use by subgroup. Those who are non-white, have no long-term illness/disability, and between the ages of 35 and 54 are significantly more likely to have used parks and open spaces within the last year. While those who are White, have a long-term illness or disability, aged 55 years or above, and live in the Carpenders Park ward were significantly less likely to have used the parks and open spaces.

Figure 20: Within the last year, have you used any parks and open spaces?
 Base: All Residents (number of residents shown in brackets)



⁴⁵ The chart below shows that 9 in 10 (**90%**) Three Rivers residents who used **sports and leisure facilities** are **satisfied** with them. This is in line with the level of satisfaction measured in previous surveys.⁵ Less than 1 in 20 (**4%**) residents are **dissatisfied** with **sports and leisure facilities**.

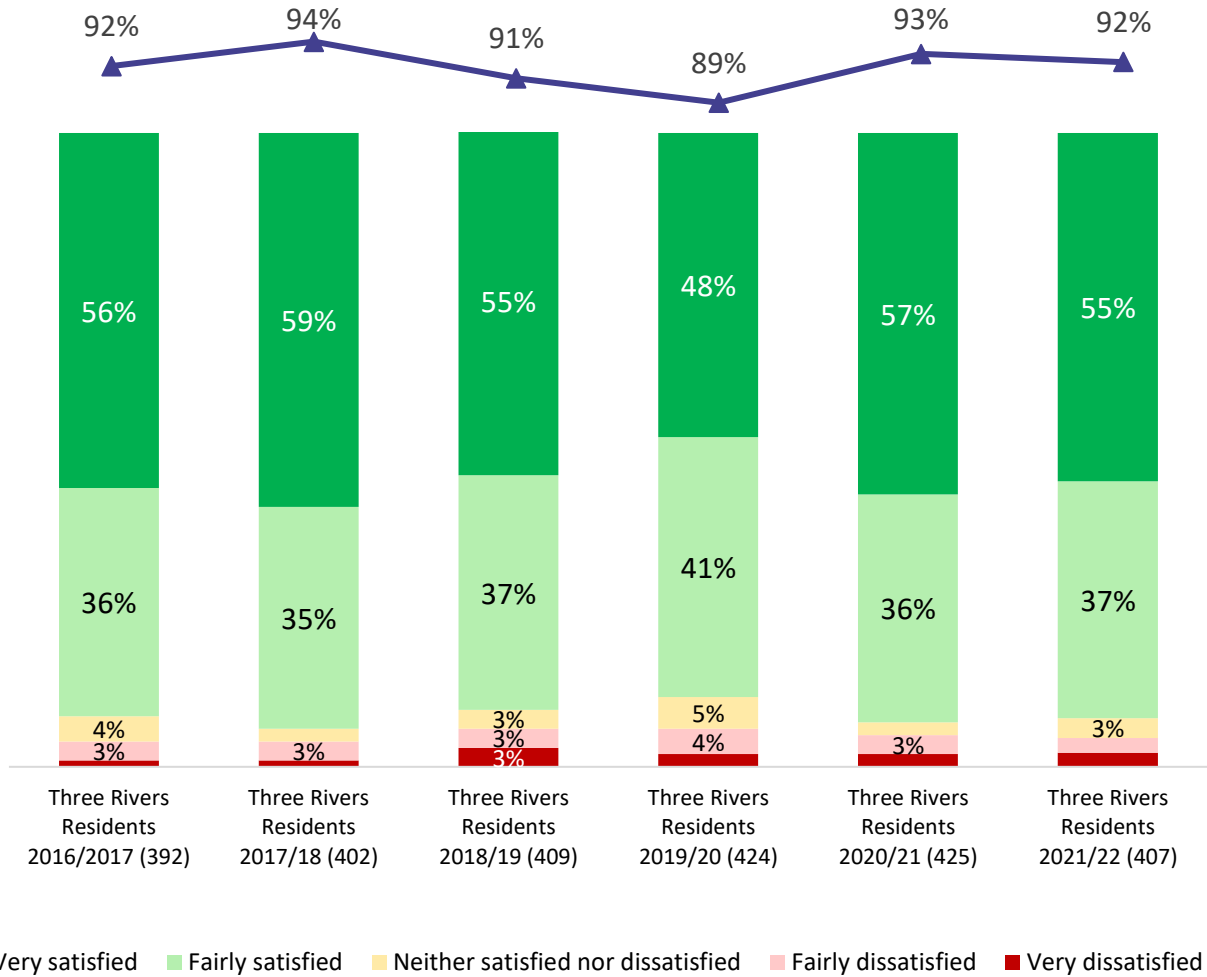
Figure 21: Satisfaction with local public services – How satisfied or dissatisfied are you with sports and leisure facilities?
 Base: All Residents (number of residents shown in brackets)



⁵ A subgroup chart is not shown for this question due to the low number of respondents which means most subgroups don't have the number or respondents necessary to make meaningful comparisons.

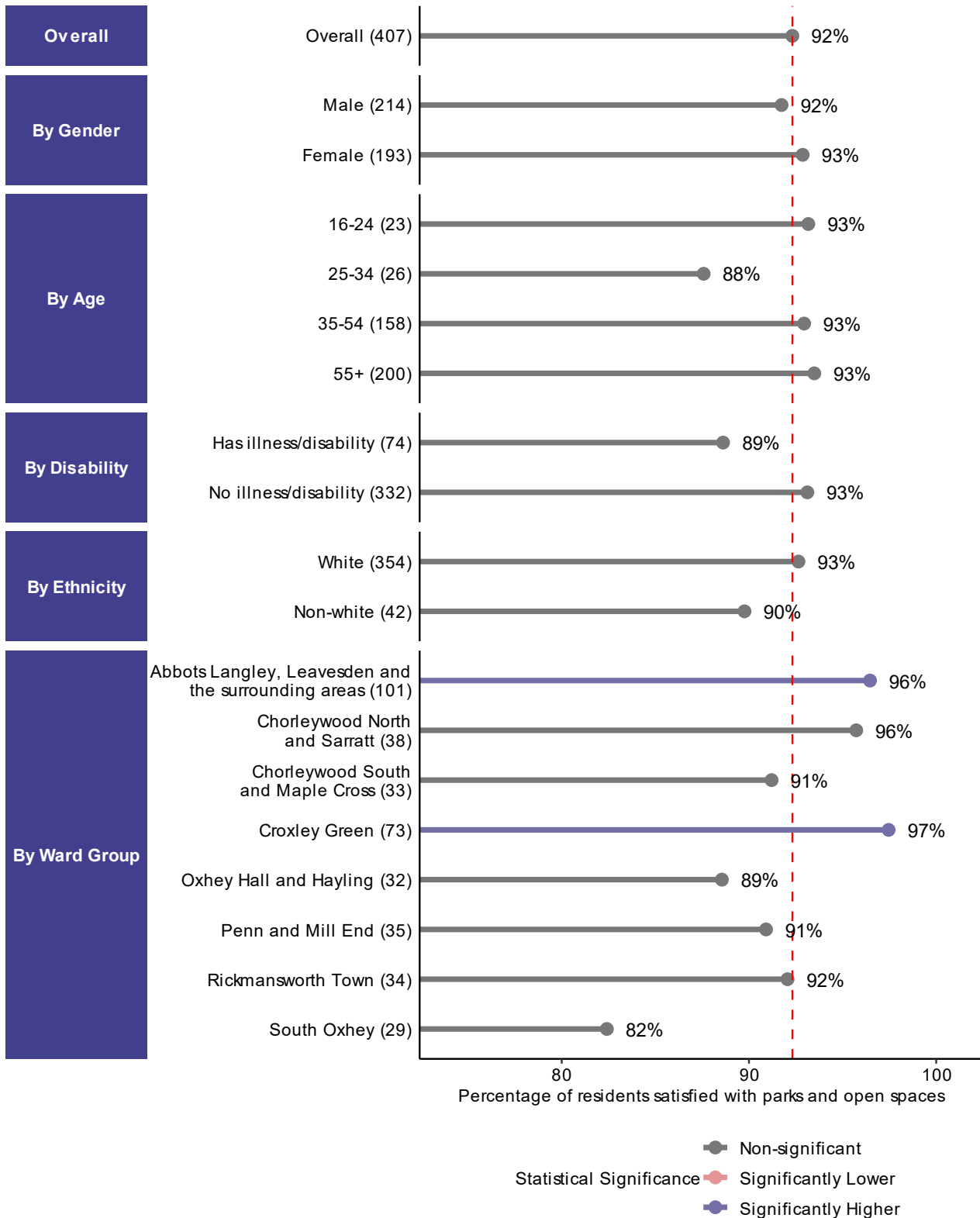
4.6 The chart below shows that over 9 in 10 (92%) Three Rivers residents who have used **parks and open spaces** are satisfied with them. This is in line with the results observed in the 2020/21 survey. 1 in 20 (5%) residents are **dissatisfied** with the **parks and open spaces**.

Figure 22: Satisfaction with local public services – How satisfied or dissatisfied are you with parks and open spaces?
 Base: All Residents (number of residents shown in brackets)



4.7 The chart below shows the significant variation in satisfaction with parks and open spaces by subgroup. Residents of Abbots Langley, Leavesden and the surrounding areas as well as Croxley Green are all significantly more likely to be satisfied with parks and open spaces.

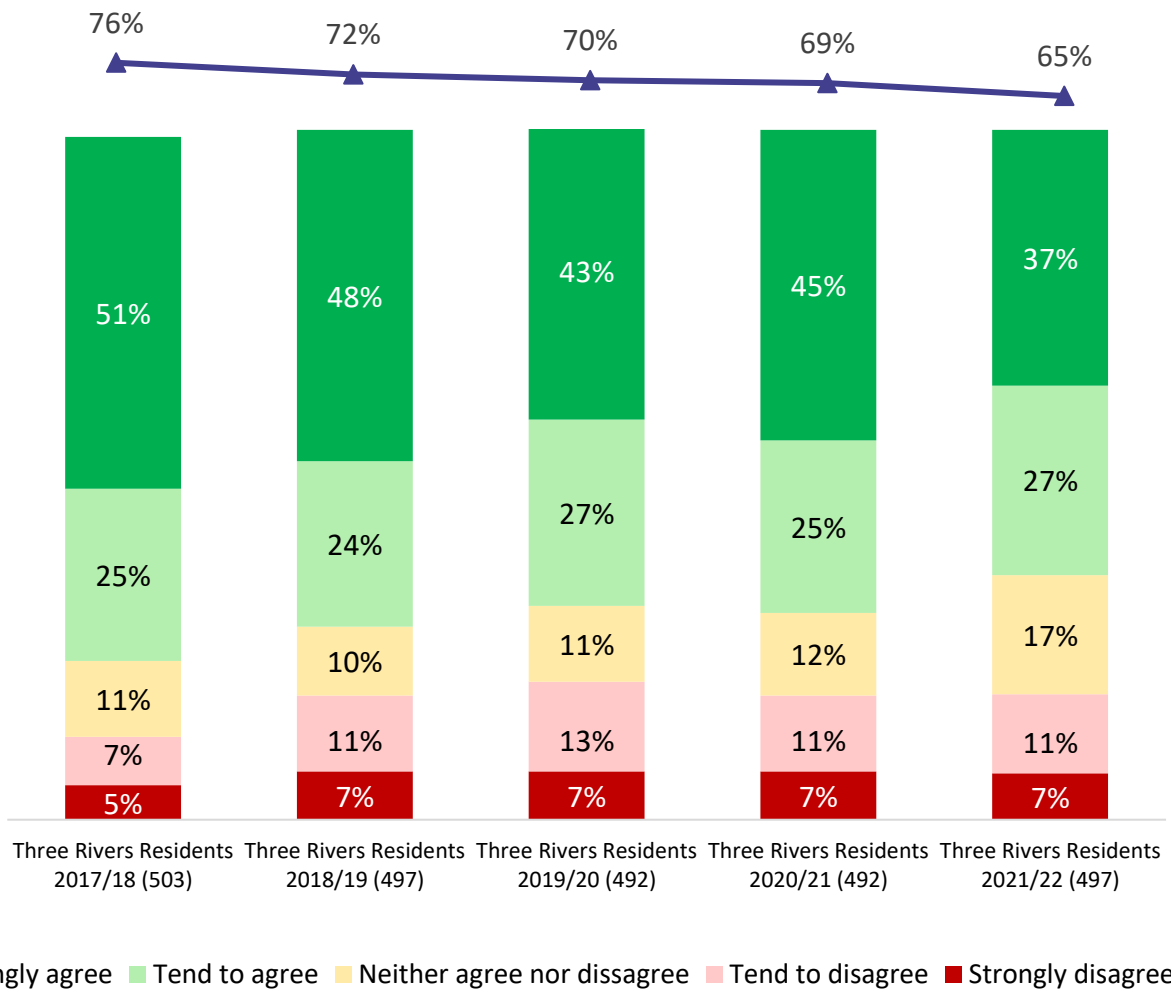
Figure 23: How satisfied or dissatisfied are you with parks and open spaces? (Grouped Responses)
 Base: All Residents (number of Residents shown in brackets)



Housing

4.8 Almost two thirds (65%⁶) of residents agree that **public services should make providing affordable housing one of its main priorities**. The proportion of residents who agree that housing should be a priority has declined for the third year running and is 11 percentage points lower than when first measured in 2017/18 (a significant decrease when compared with both the 2017/2018 and 2018/2019 results).

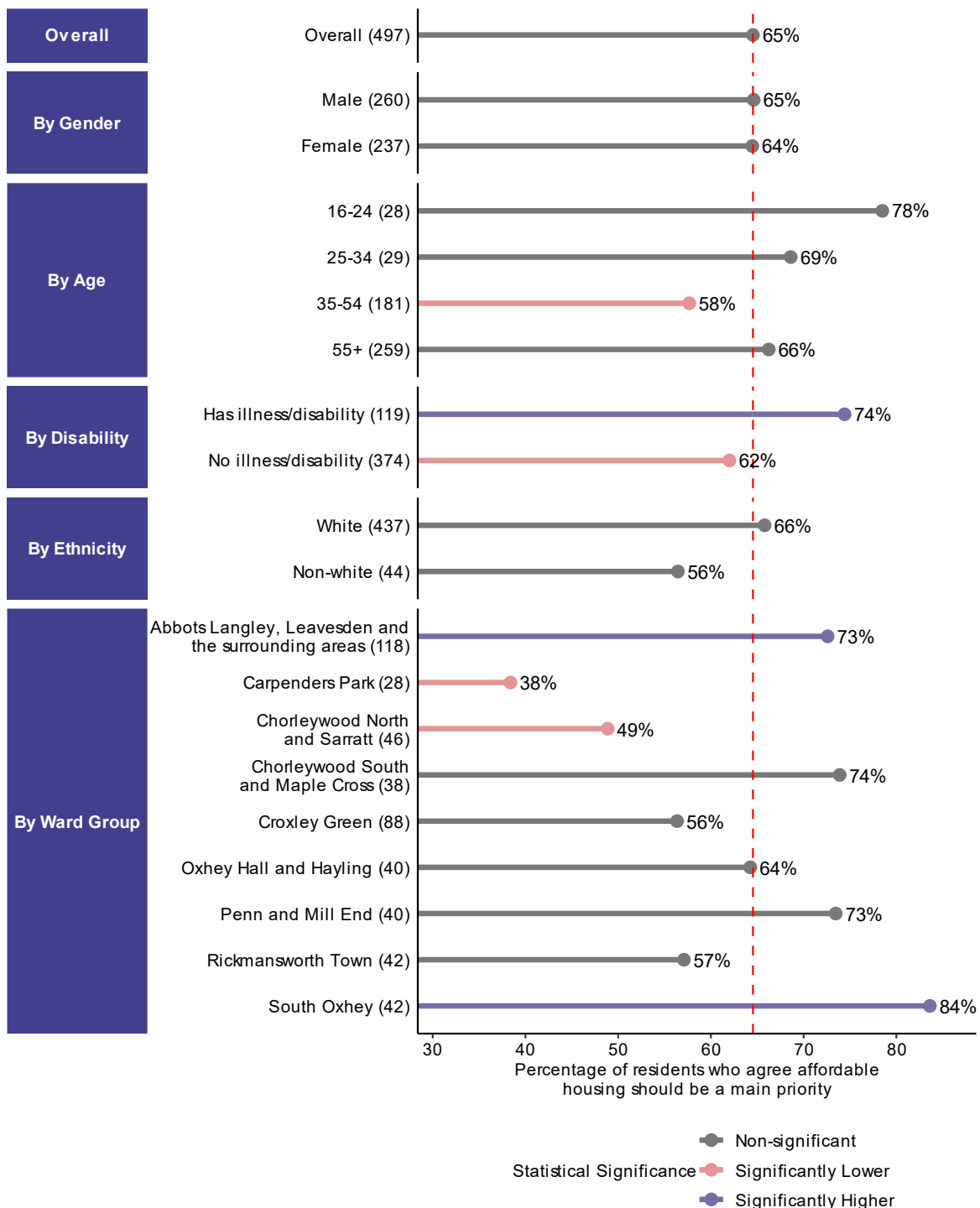
Figure 24: Thinking about how public services allocates its budget, to what extent do you agree or disagree that...public services should make providing affordable housing one of its main priorities?
 Base: All Residents (number of residents shown in brackets)



⁶ The grouped result differs from the sum of the individual results due to rounding.

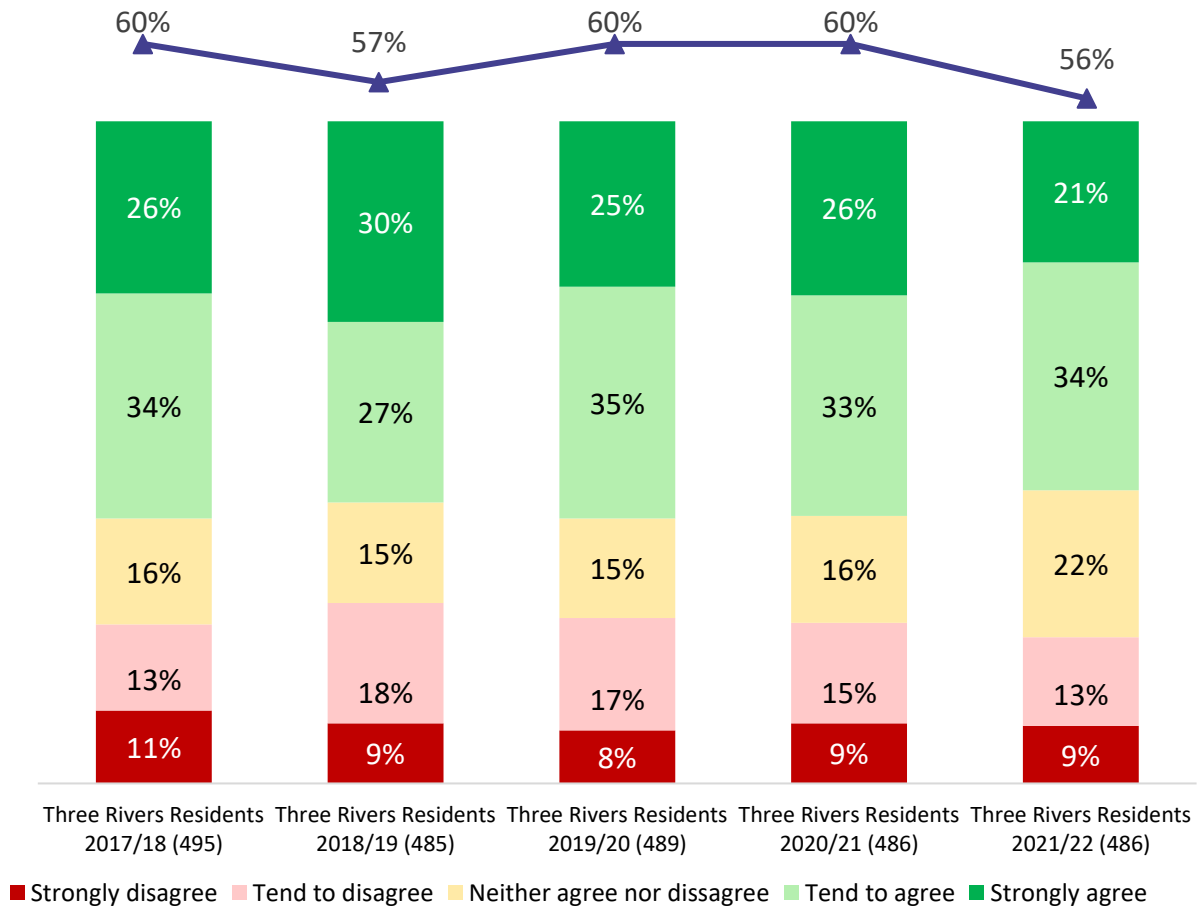
4.9 The figure below shows how the percentage of residents who agree that public services should make affordable housing a priority varies by subgroup. Those with no illness/disability, aged between 35 and 54 or who live in Carpenders Park or Chorleywood North & Sarratt ward groups are significantly less likely to agree that affordable housing should be made a main priority. Those who have an illness/disability, and those who live in Abbots Langley, Leavesden and the surrounding area or South Oxhey were significantly more likely to agree that it's a priority.

Figure 25: Thinking about how public services allocates its budget, to what extent do you agree or disagree that...public services should make providing affordable housing one of its main priorities?
 Base: All Residents (number of Residents shown in brackets)



^{4.10} Less than three fifths (**56%⁷**) of residents agree that **public services should make providing temporary accommodation one of its main priorities**; this is the lowest level of agreement seen since surveying started in 2017/2018. It is important to note that there has been an increase in the percentage saying they neither agree nor disagree rather than an increase in the proportion of residents disagreeing (which is lower than in 2020/21).

Figure 26: Thinking about how public services allocates its budget, to what extent do you agree or disagree that...public services should make providing temporary accommodation one of its main priorities?
 Base: All Residents (number of residents shown in brackets)

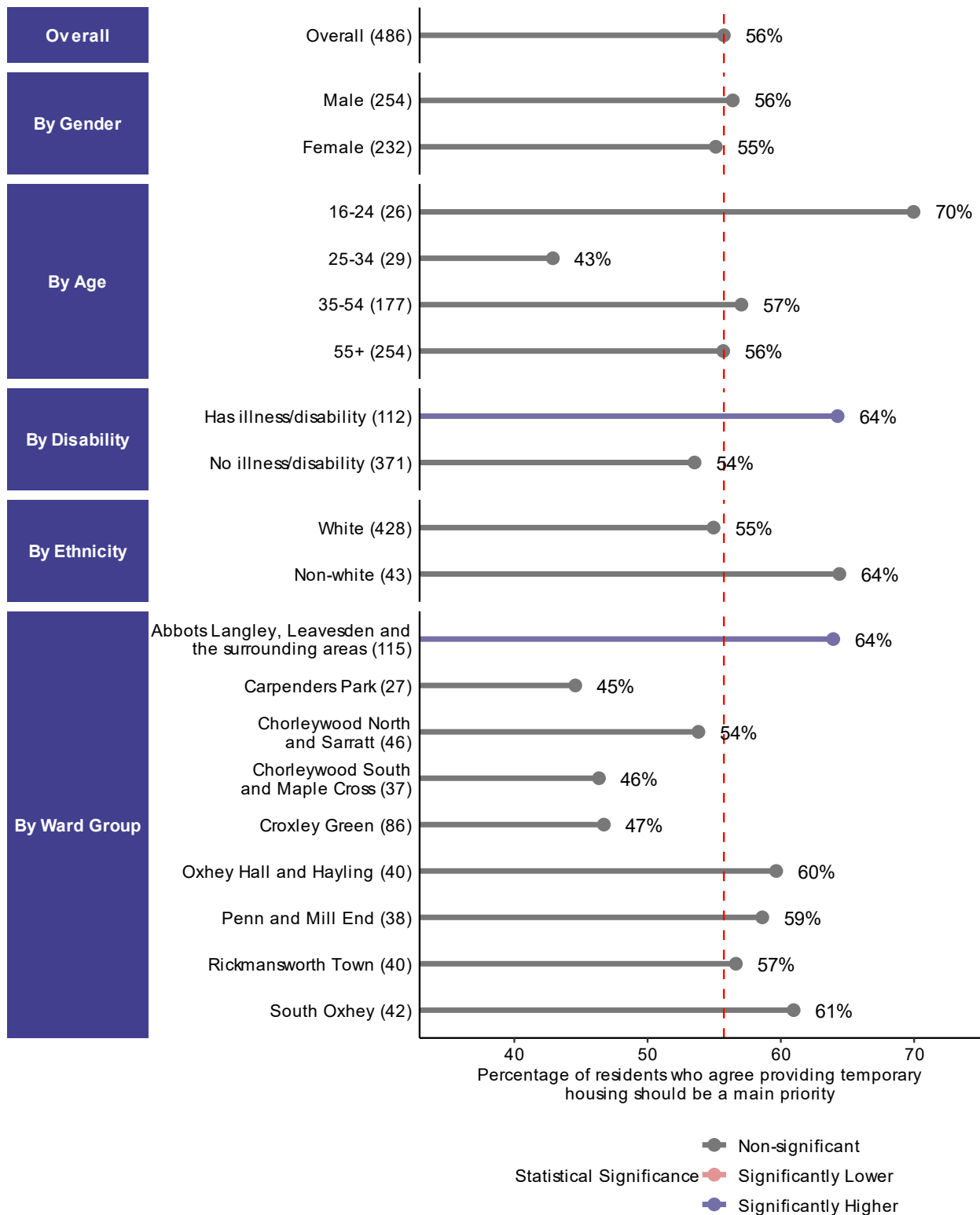


⁷ The grouped result differs from the sum of the individual results due to rounding.

4.11 The figure below shows how the percentage of residents who agree that public services should make providing temporary accommodation one of its main priorities varies by subgroup. Those who have an illness/disability and who live in the Abbot Langley & Leavesden and the surrounding area are significantly more likely to agree.

Figure 27: Thinking about how public services allocates its budget, to what extent do you agree or disagree that...public services should make providing temporary accommodation one of its main priorities?

Base: All Residents (number of Residents shown in brackets)

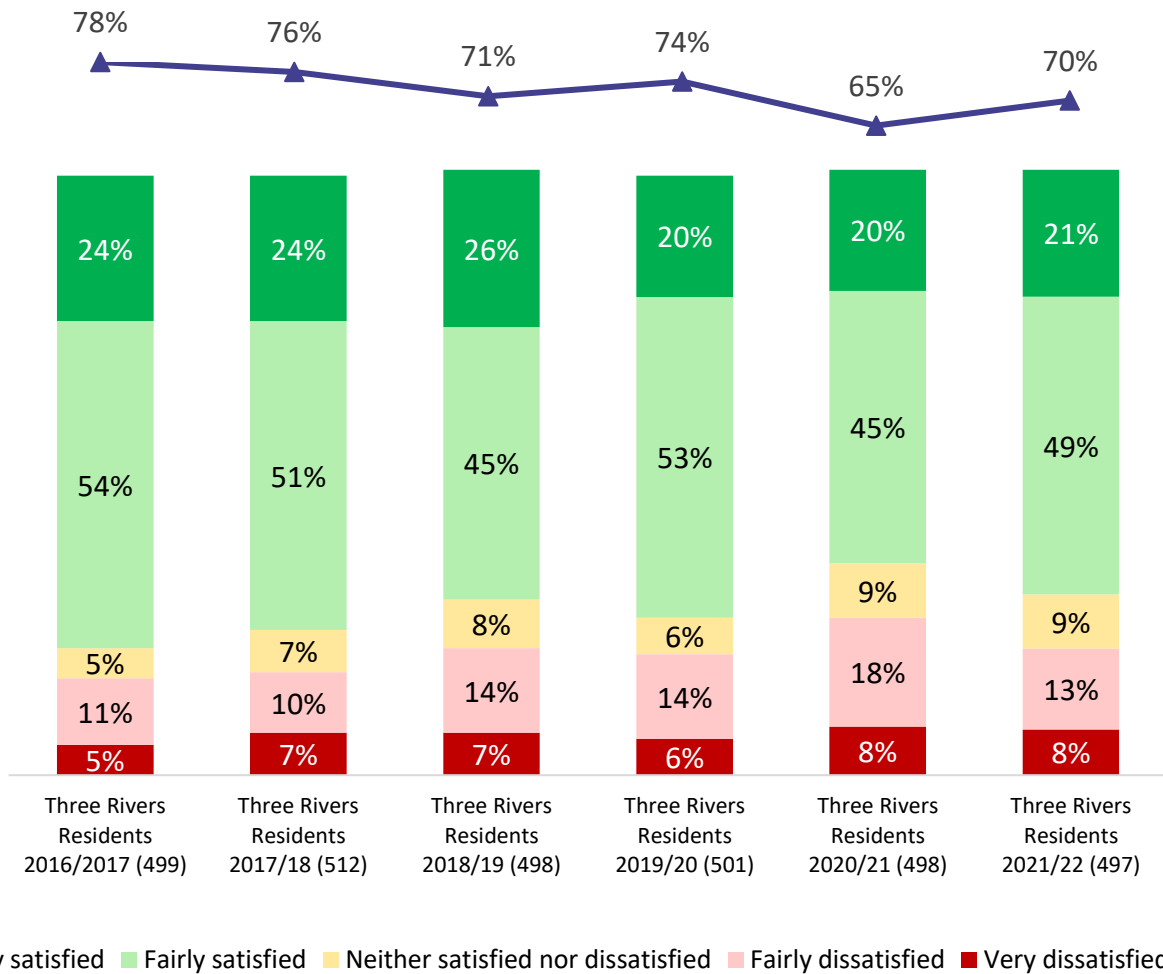


Refuse and Recycling

^{4.12} The chart below shows that 7 in 10 (**70%**) Three Rivers residents are **satisfied** with **keeping public land clear of litter and refuse**; this is five percentage points higher than in 2020/21 (not significant) but remains below the level of satisfaction seen before 2020.

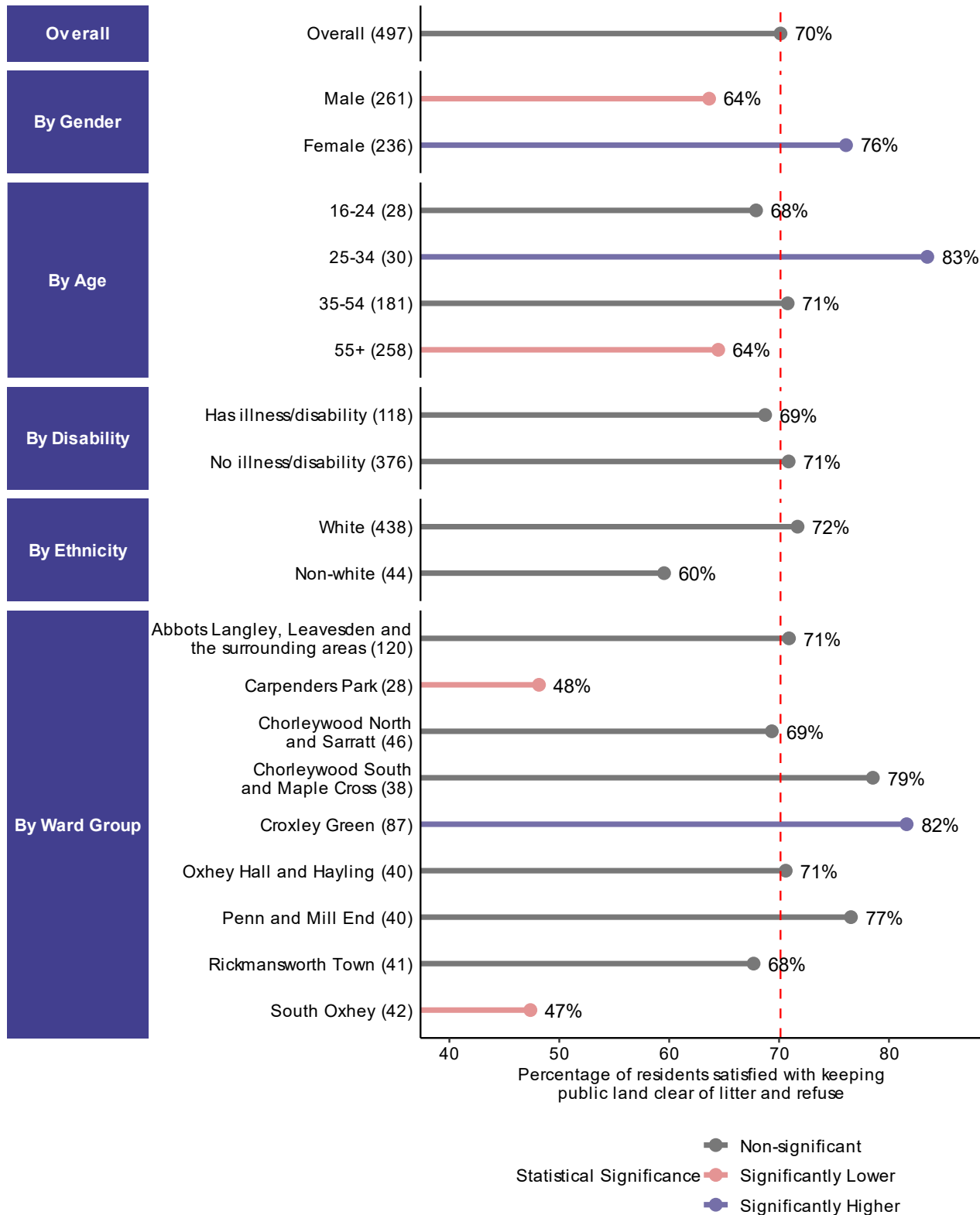
Figure 28: Satisfaction with local public services – How satisfied or dissatisfied are you with keeping public land clear of litter and refuse?

Base: All Residents (number of residents shown in brackets)



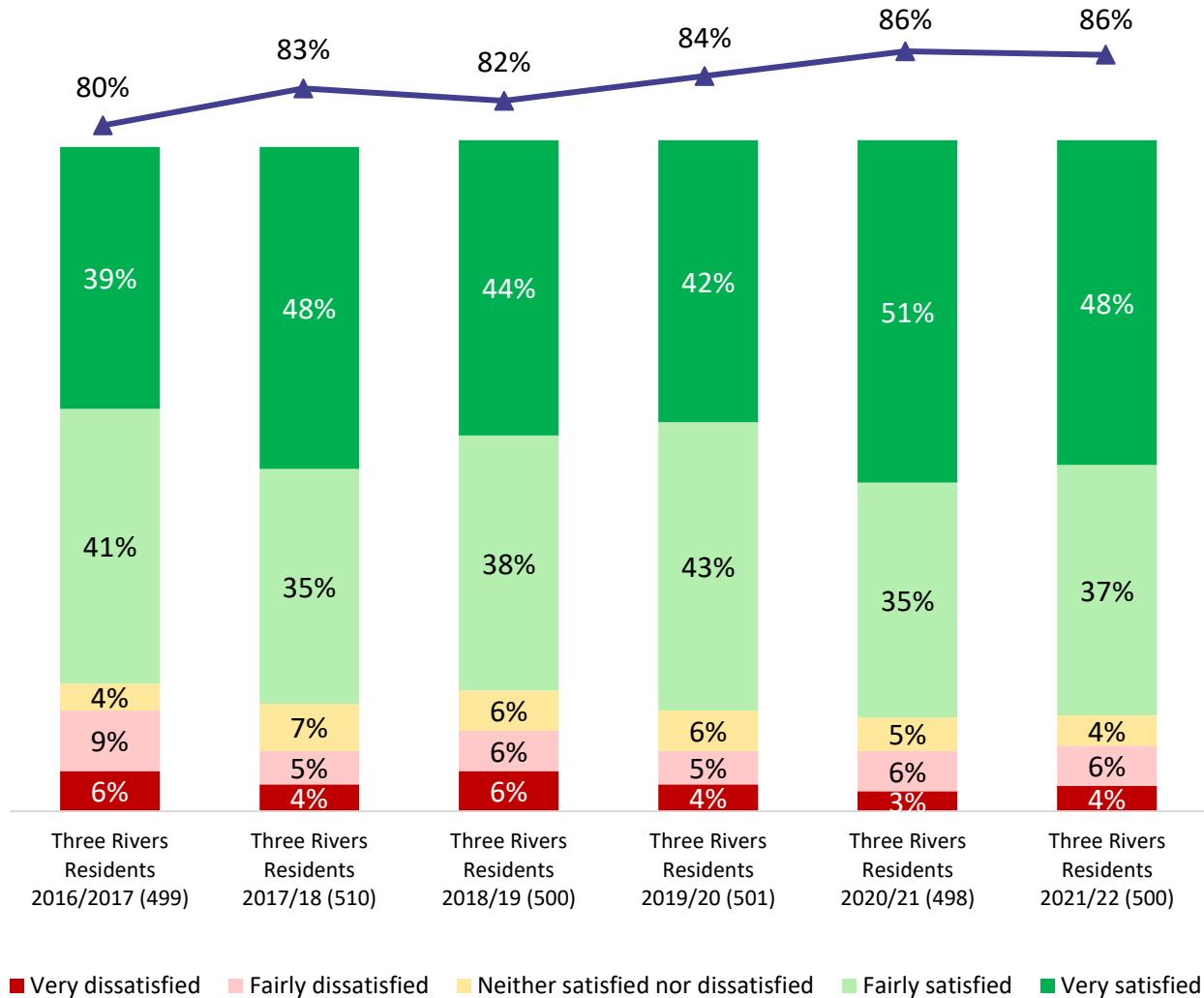
4.13 The percentage of residents satisfied with the council keeping public land clear of litter and refuse varies across subgroups. The figure below shows that who are male, aged 55 years or more, live in Carpenders Park or South Oxhey are significantly less likely to be satisfied, whilst those who are female, aged 25-34, and live in Croxley Green are significantly more likely to be satisfied with the council’s efforts to keep public land clear of litter and refuse.

Figure 29: How satisfied or dissatisfied are you with... Keeping public land clear of litter and refuse? (Grouped Responses)
 Base: All Respondents (number of respondents shown in brackets)



4.14 Figure 30 shows that over 4 in 5 (86%⁸) Three Rivers residents are **satisfied** with **refuse collection**, which is the same proportion as were satisfied in 2020/21 and significantly higher than when first measured in 2016/2017.

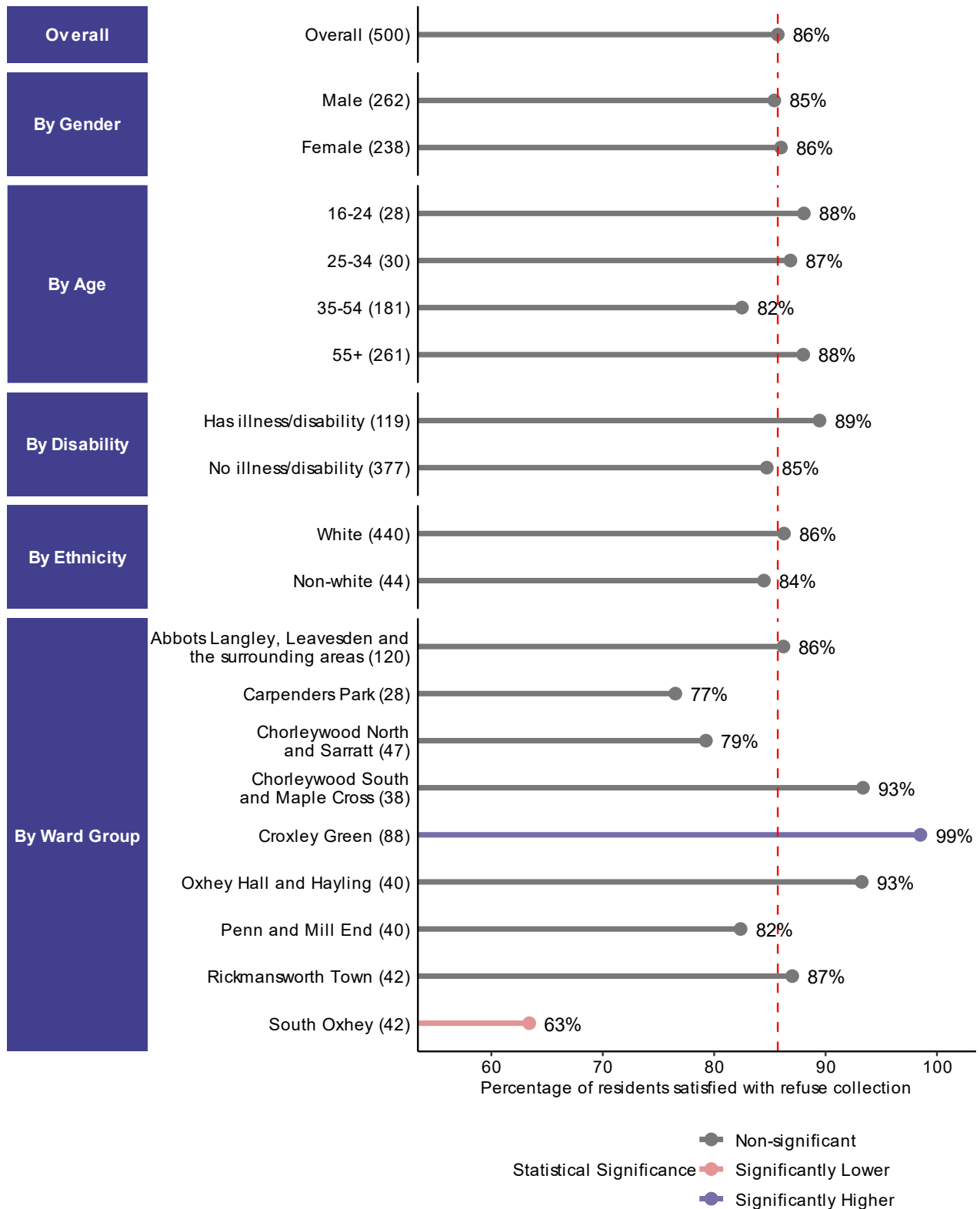
Figure 30: Satisfaction with local public services – How satisfied or dissatisfied are you with refuse collection?
 Base: All Residents (number of residents shown in brackets)



⁸ The grouped result differs from the sum of the individual results due to rounding.

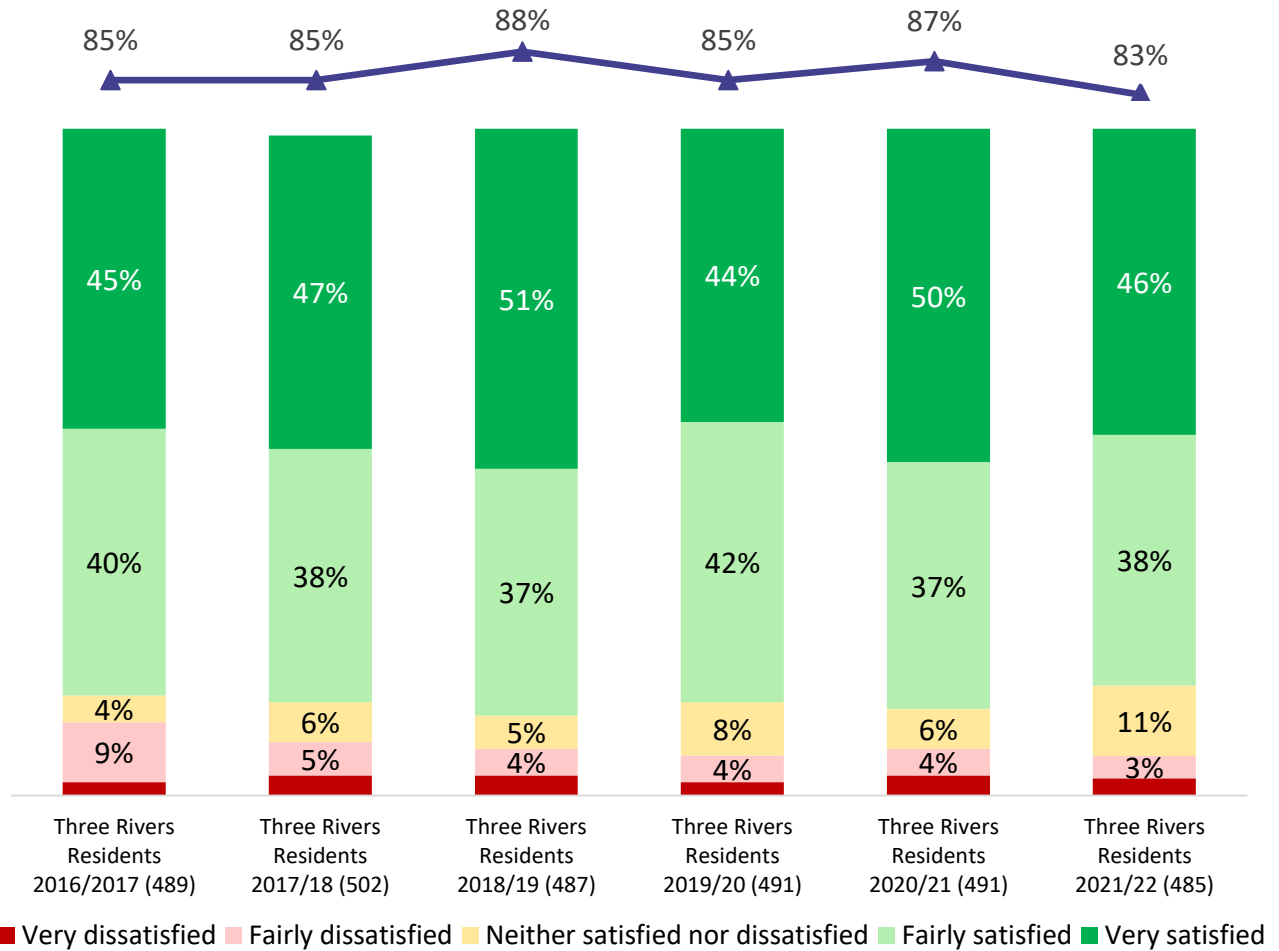
4.15 The percentage of residents satisfied with refuse collection varies across subgroups. The figure below shows that who live in Croxley Green are significantly more likely to be satisfied while those living in South Oxhey are significantly less likely to be satisfied with refuse collection.

Figure 31: How satisfied or dissatisfied are you with refuse collection? (Grouped Responses)
 Base: All Residents (number of Residents shown in brackets)



4.16 More than four fifths (**83%**⁹) of Three Rivers residents are **satisfied** with **doorstep recycling**. This is the lowest proportion observed since 2016 and 4 percentage points lower (not significant) than the last survey in 2020/21. However, the proportion of residents who are **dissatisfied** (**6%**) has remained constant.

Figure 32: How satisfied or dissatisfied are you with doorstep recycling? (Grouped Responses)
 Base: All Residents (number of Residents shown in brackets)

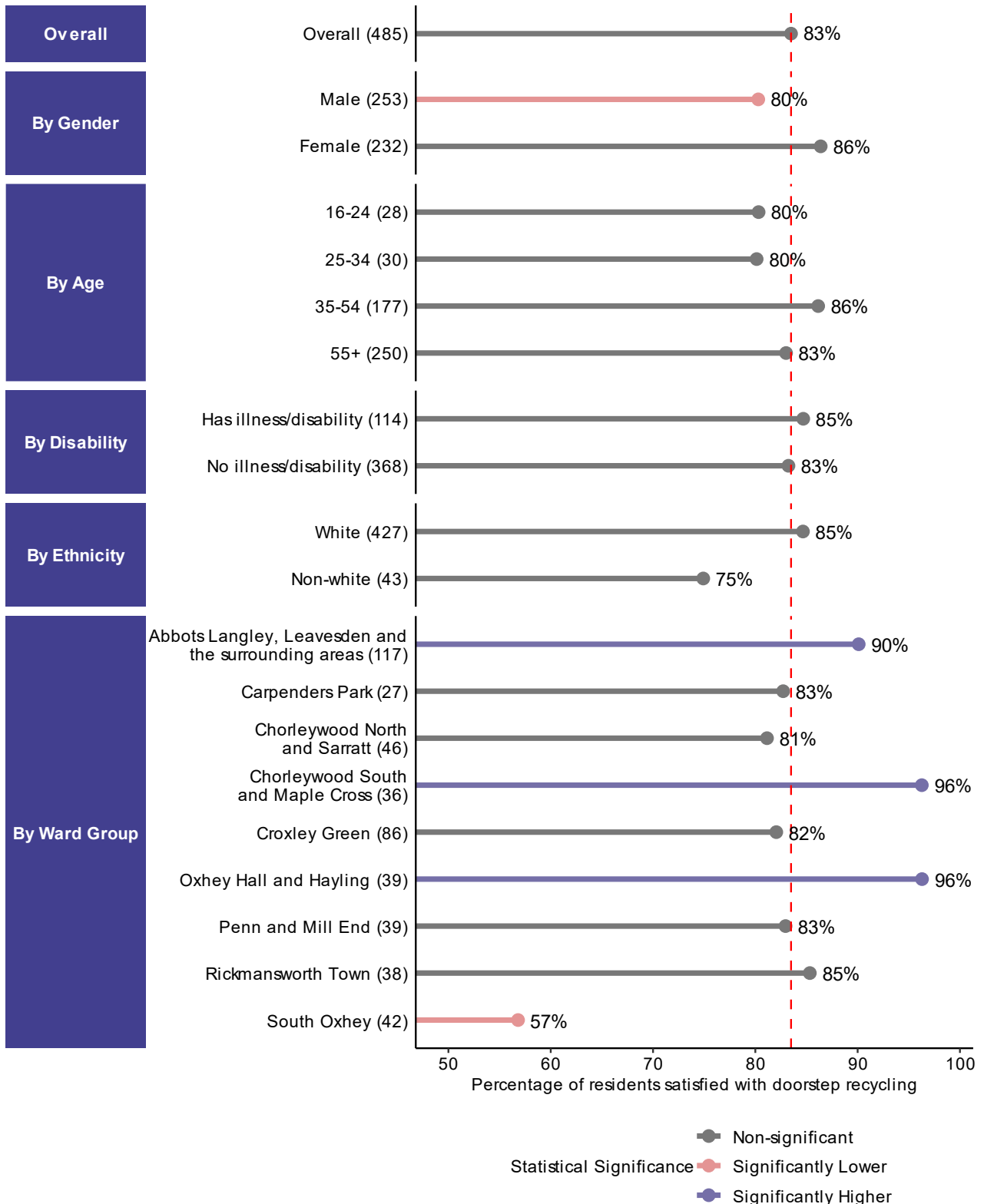


⁹ The grouped result differs from the sum of the individual results due to rounding.

4.17 The percentage of residents satisfied with doorstep recycling varies across subgroups. The figure below shows that those who are male or live in South Oxhey are significantly less likely to be satisfied while those living in Abbots Langley, Leavesden and the surrounding area, Chorleywood South & Maple Cross, and Oxhey Hall & Hayling are significantly more likely to be satisfied with doorstep recycling.

Figure 33: How satisfied or dissatisfied are you with doorstep recycling? (Grouped Responses)

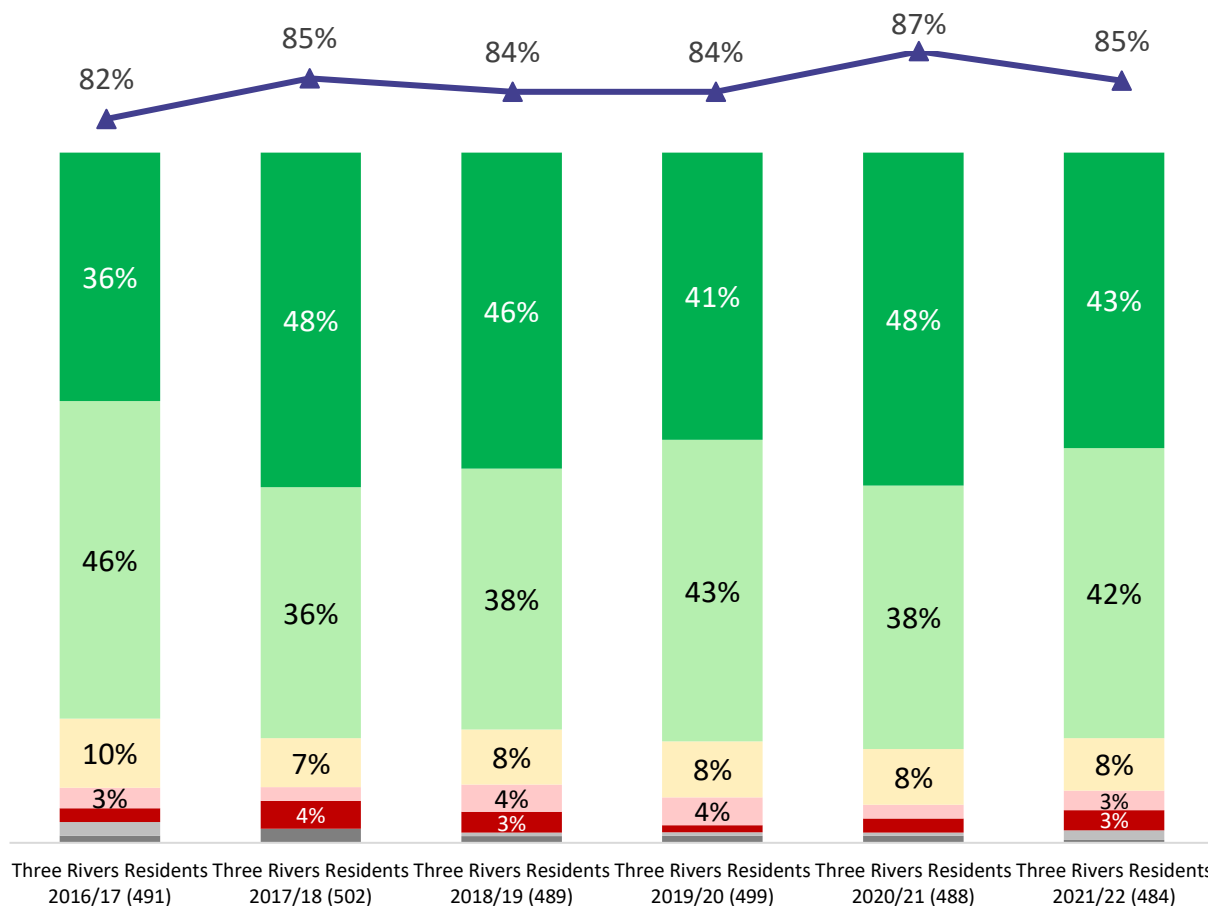
Base: All Residents (number of Residents shown in brackets)



5. Neighbourhood

^{5.1} Over four fifths (85%) of Three Rivers residents **agree that their local area is a place where people from different ethnic backgrounds get on well together** which is comparable with the results of prior surveys.

Figure 34: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? By getting on well together we mean living alongside each other with respect.
 Base: All Residents (number of Residents shown in brackets)

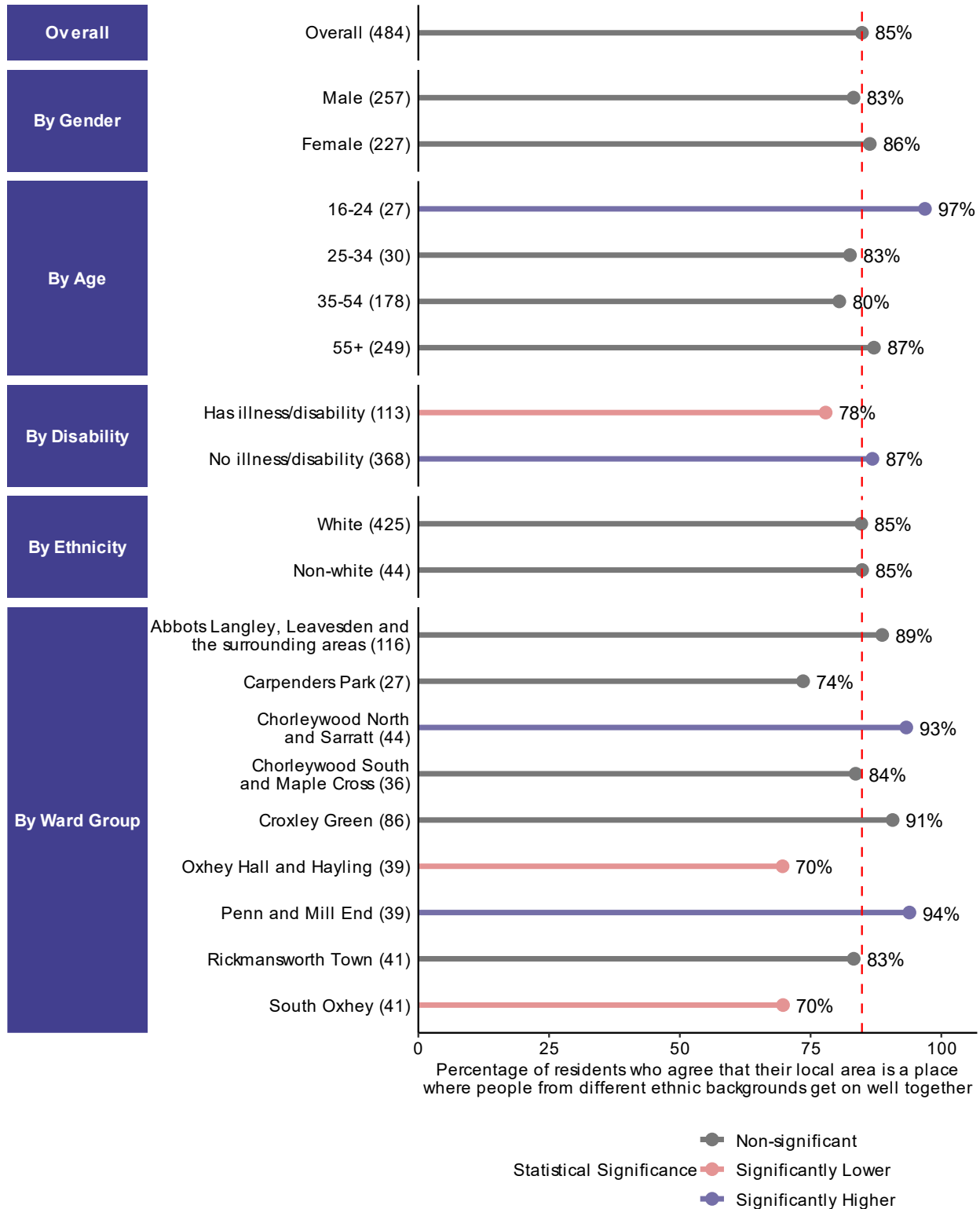


- All people from the same ethnic background
- Strongly disagree
- Neither agree nor disagree
- Strongly agree
- Too few people in the local area
- Tend to disagree
- Tend to agree

5.2 The percentage of residents who agree that the local area is a place where people from different ethnic backgrounds get on well together varies across subgroups. Those aged 16-24 years, do not have a long-term illness or disability, live in Chorleywood North and Sarratt or Penn & Mill End are significantly more likely to agree whilst those with a long-term illness/disability, and those living in Oxhey Hall & Hayling or South Oxhey are significantly more likely to disagree.

Figure 35: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? (Grouped Responses)

Base: All Residents (number of Residents shown in brackets)

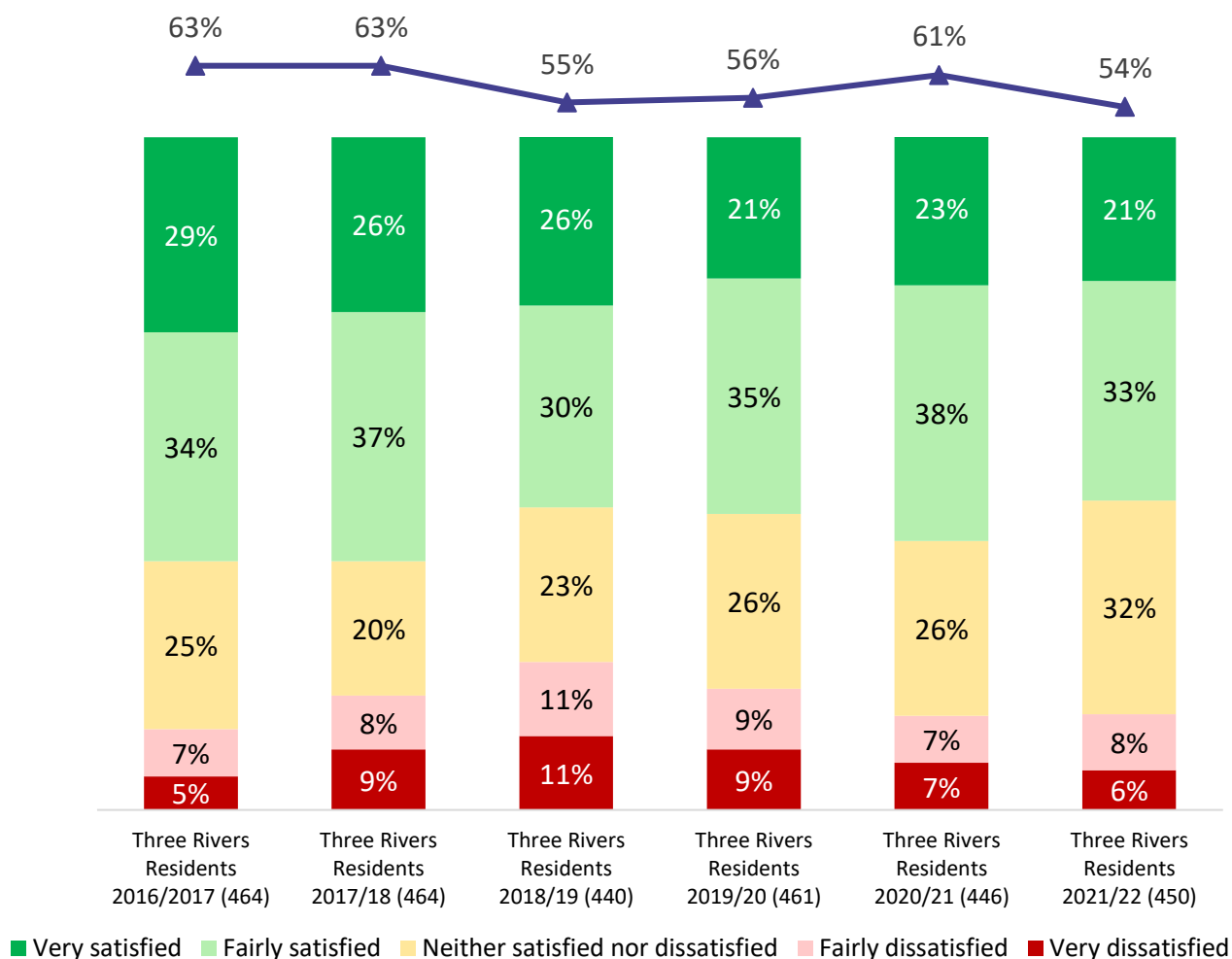


6. Community Safety

- 6.1 Over half (54%) of Three Rivers residents are **satisfied** with the **service provided by Police Community Support Officers (PCSOs) in their local area**.
- 6.2 This is a significant 7 percentage points drop in the level of satisfaction compared to the 2020/21 survey, taking satisfaction to its lowest level in recent years. However, this is mostly driven by an increase in the proportion of residents reporting they are neither satisfied nor dissatisfied rather than residents saying they are dissatisfied.

Figure 36: How satisfied or dissatisfied are you with the service provided by Police Community Support Officers (PCSOs) in your local area?

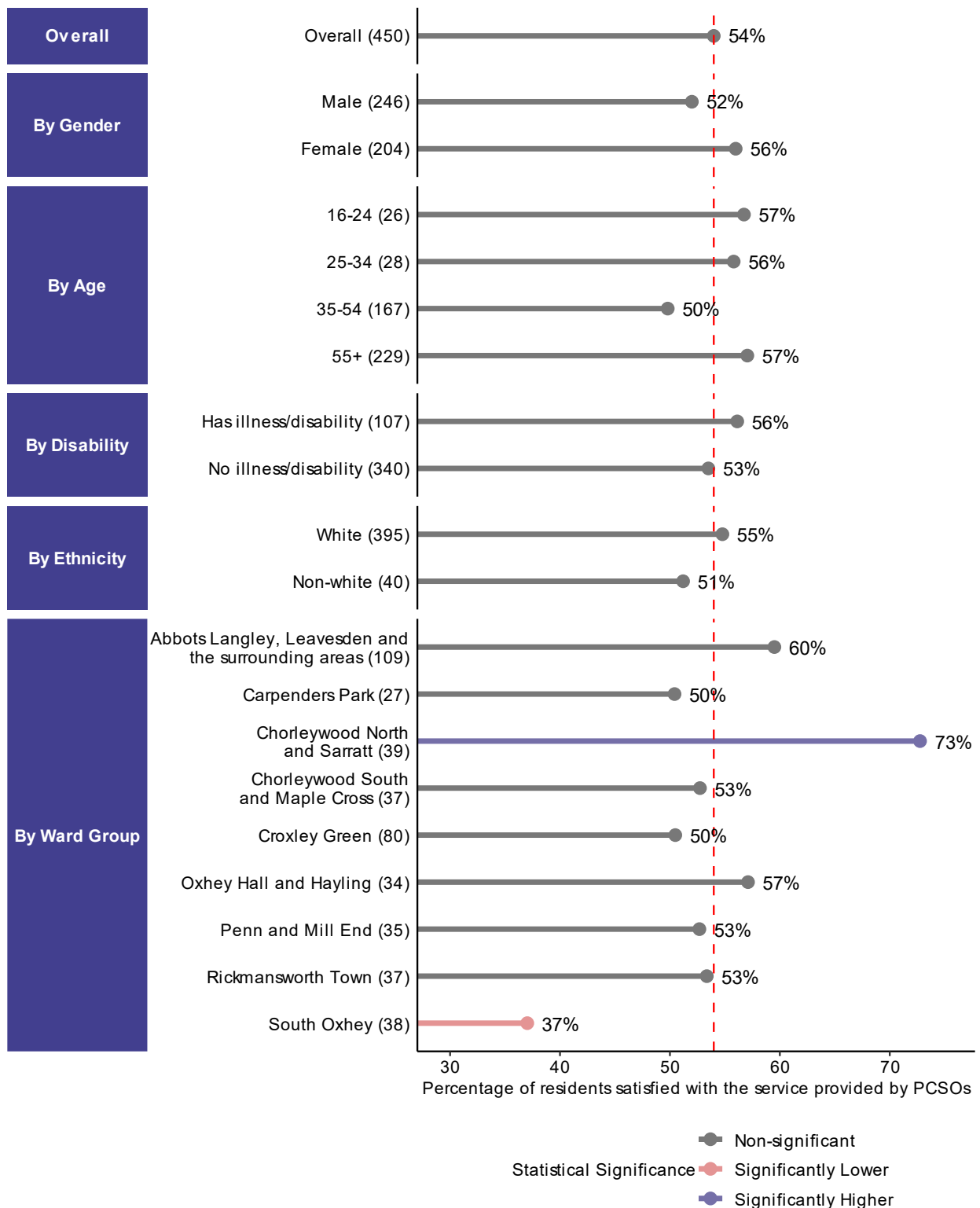
Base: All Residents (number of residents shown in brackets)



6.3 The proportion of residents who are satisfied with the service provided by PCSOs in their local area varies by subgroup. The figure below shows that residents who live in Chorleywood North and Sarratt are significantly more likely to be satisfied while those living in South Oxhey are significantly less likely to be satisfied.

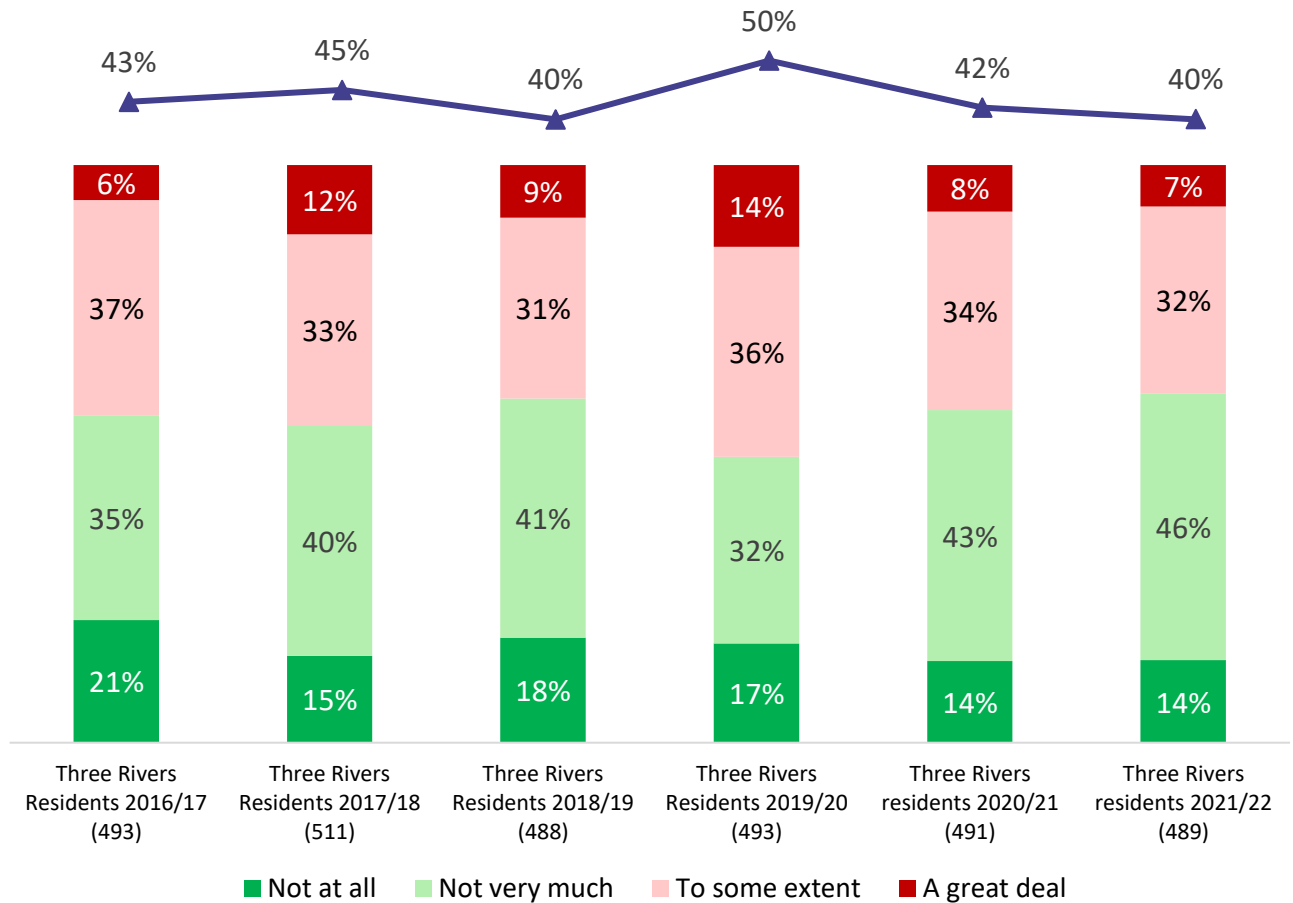
Figure 37: How satisfied or dissatisfied are you with the service provided by Police Community Support Officers (PCSOs) in your local area? (Grouped Responses)

Base: All Residents (number of residents shown in brackets)



6.4 Two fifths (**40%**¹⁰) of Three Rivers residents feel that **anti-social behaviour is a problem in their local area ‘a great deal’ or ‘to some extent’**, which is in line with the result in 2020/21 and significantly lower by 10 percentage points than in 2019/20.

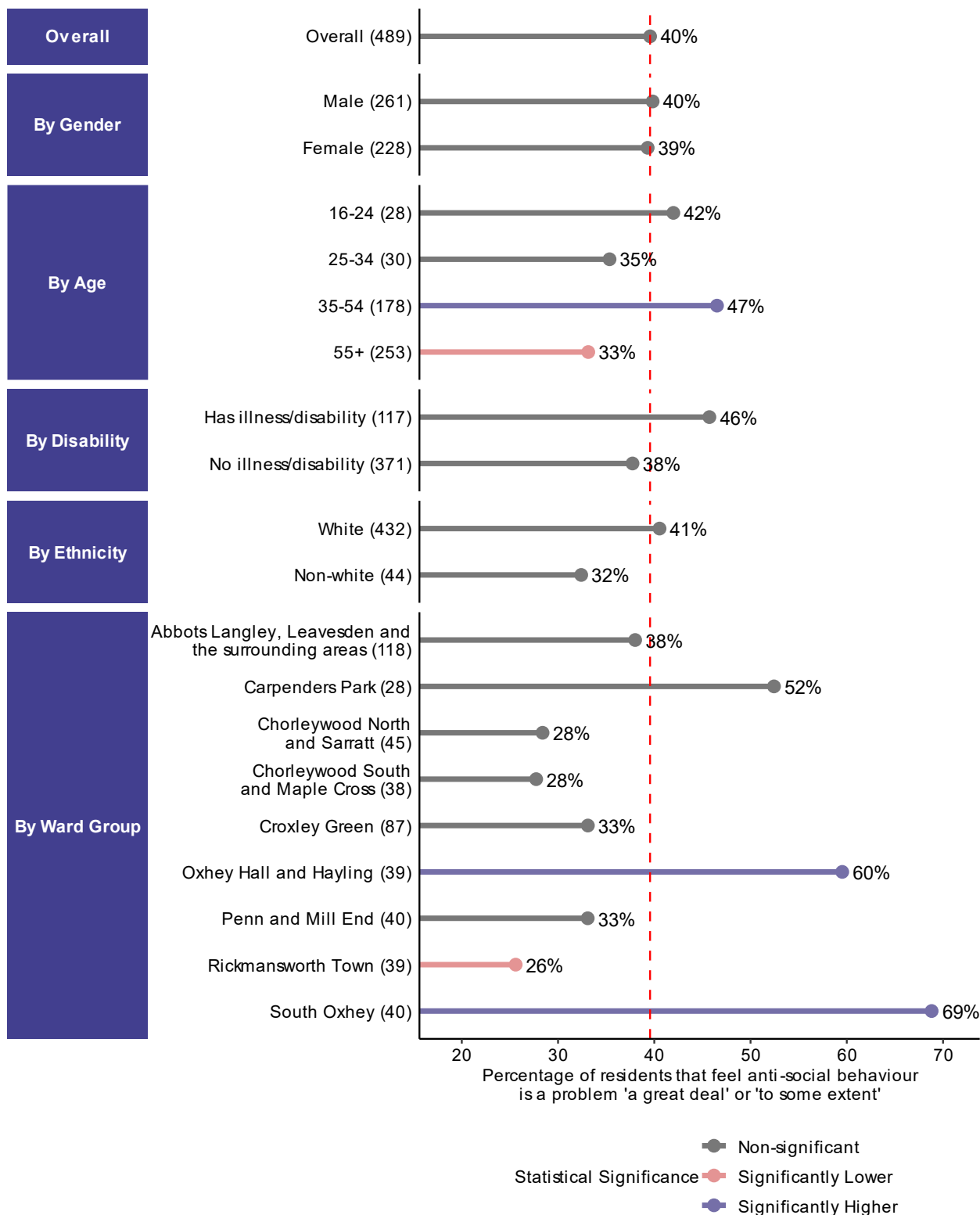
Figure 38: To what extent do you feel that anti-social behaviour is a problem in your local area?
 Base: All Residents (number of residents shown in brackets)



¹⁰ The grouped result differs from the sum of the individual results due to rounding.

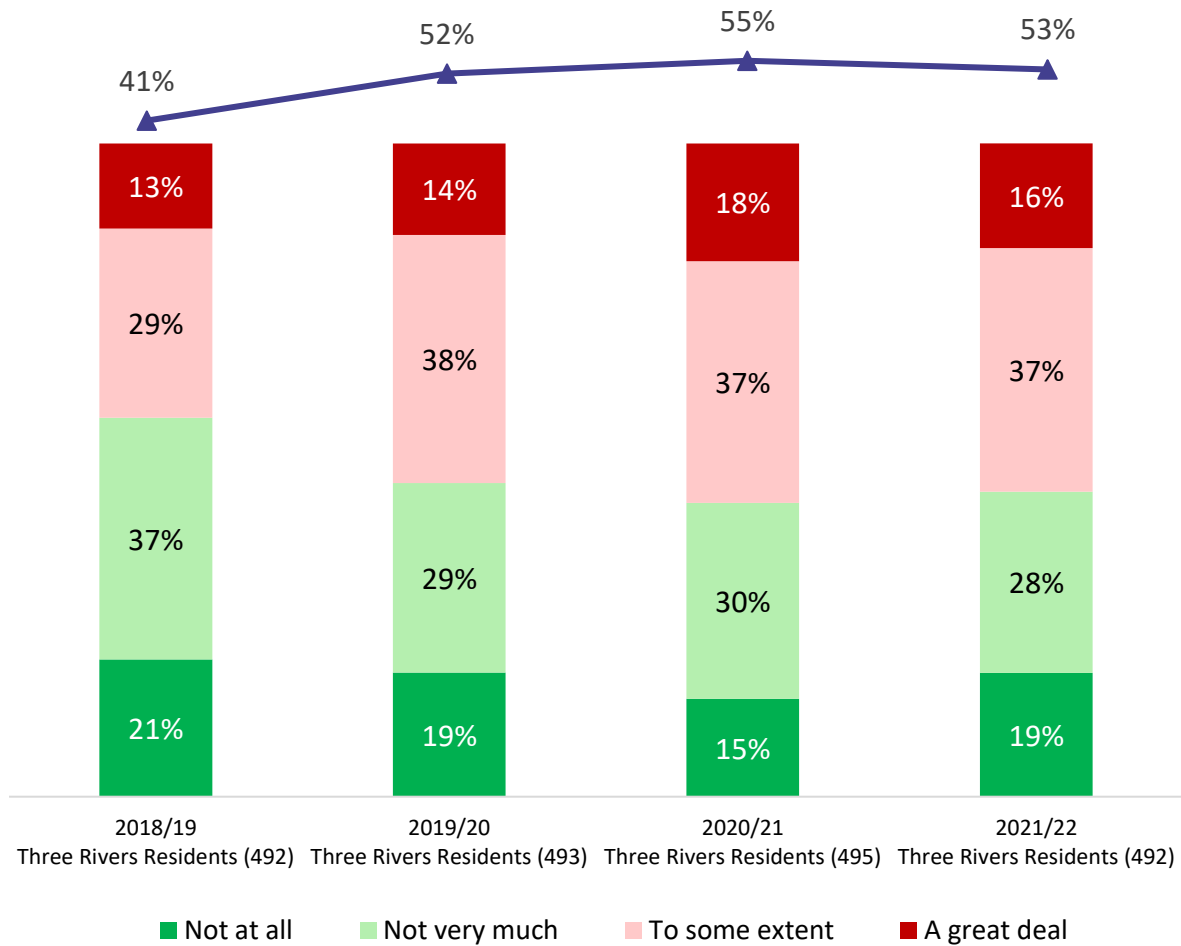
6.5 The percentage of residents who think anti-social behaviour is a problem ‘a great deal’ or ‘to some extent’ varies across subgroups. The figure below shows that those aged 35-54, and those who live in Oxhey Hall and Hayling or South Oxhey are significantly more likely to think anti-social behaviour is a problem in their area. Residents who are aged 55 years or more, or live in Rickmansworth Town are significantly less likely to think anti-social behaviour is a problem a ‘great deal’ or ‘to some extent’.

Figure 39: To what extent do you feel that anti-social behaviour is a problem in your local area? (Grouped Responses)
 Base: All Residents (number of residents shown in brackets)



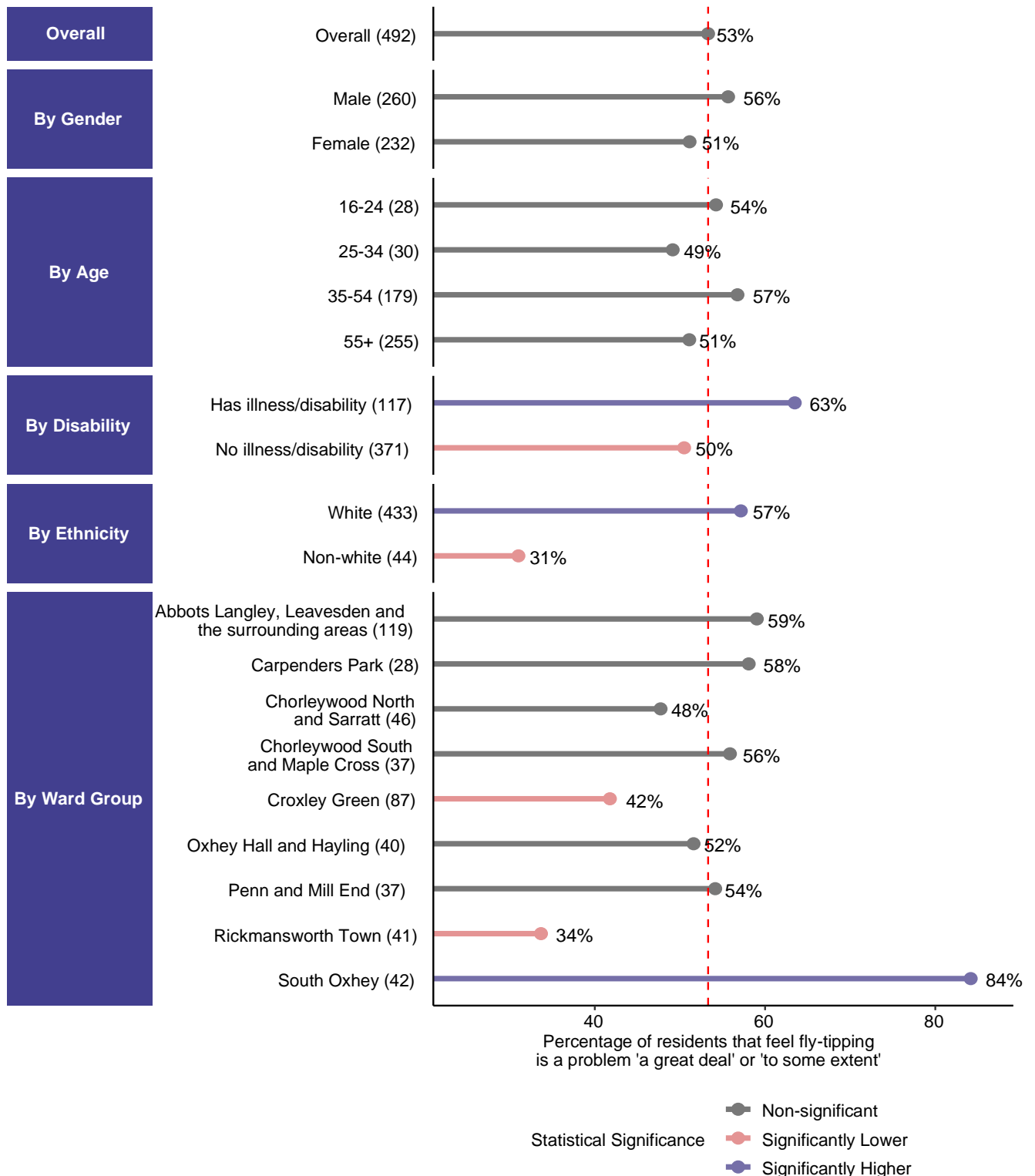
6.6 Over half (**53%**) of Three Rivers residents feel that **fly tipping is a problem in their local area ‘a great deal’ or ‘to some extent’**. This result remains consistent with the previous two years with just a 2 percentage point difference compared with 2020/21. It is still however significantly higher than 2018/2019 by 12 percentage points when the question was first asked.

Figure 40: To what extent do you feel that...fly-tipping is a problem in your local area?
 Base: All Residents (number of residents shown in brackets)



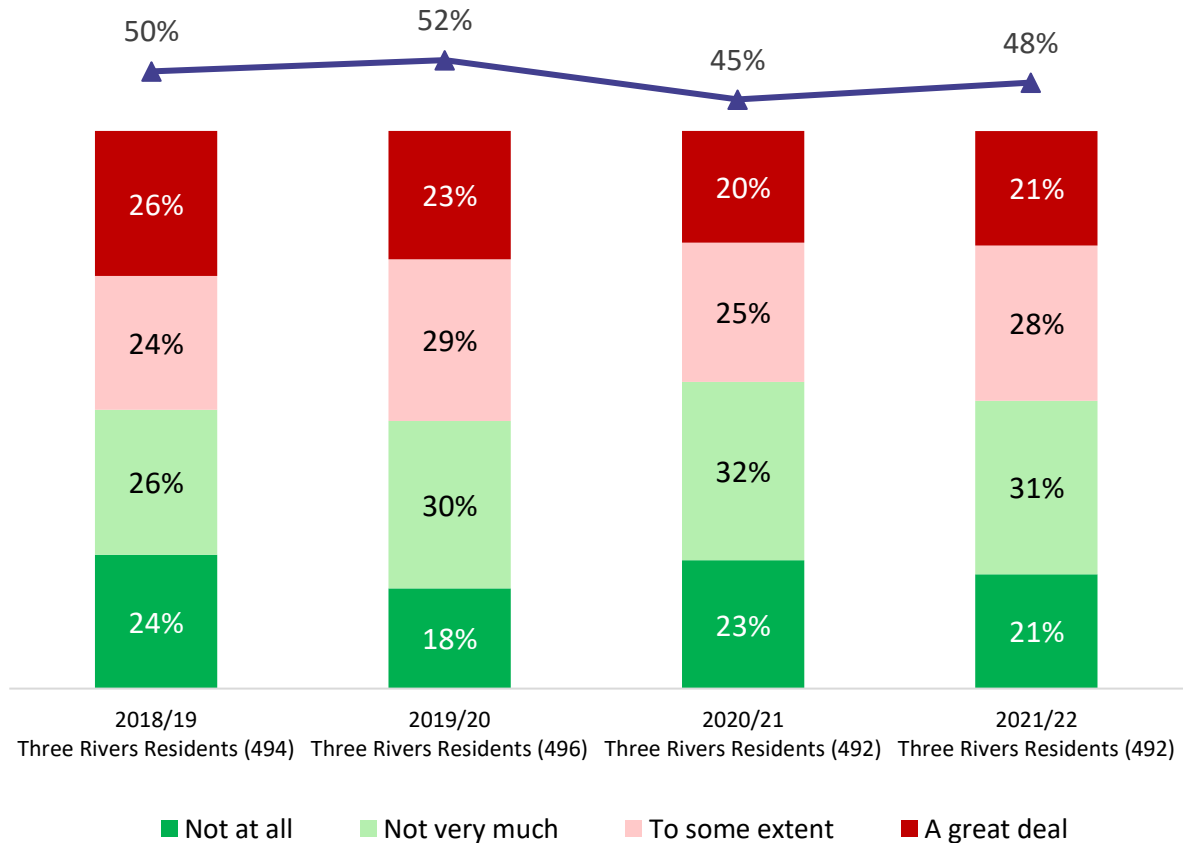
6.7 The percentage of residents who think fly-tipping is a problem ‘a great deal’ or ‘to some extent’ varies across subgroups. Those who have a long-term illness/disability, are White, and live in South Oxhey are more likely to think it is a problem a ‘a great deal’ or ‘to some extent’ while those without an illness/disability, who are non-white, and live in Croxley Green or Rickmansworth Town are less likely to think fly-tipping is a problem.

Figure 41: To what extent do you feel that...fly-tipping is a problem in your local area? (Grouped Responses)
 Base: All Residents (number of residents shown in brackets)



6.8 Less than half (**48%¹¹**) of Three Rivers residents feel that **anti-social parking is a problem in their local area ‘a great deal’ or ‘to some extent’**, which is a 3-percentage point increase on 2020/21. However, this is not a significant increase and the percentage who think anti-social parking is a problem remains below the level of 2018/2019 and 2019/2020. Over half (52%) of Three Rivers residents feel that this is not very much of a problem, or not a problem at all.

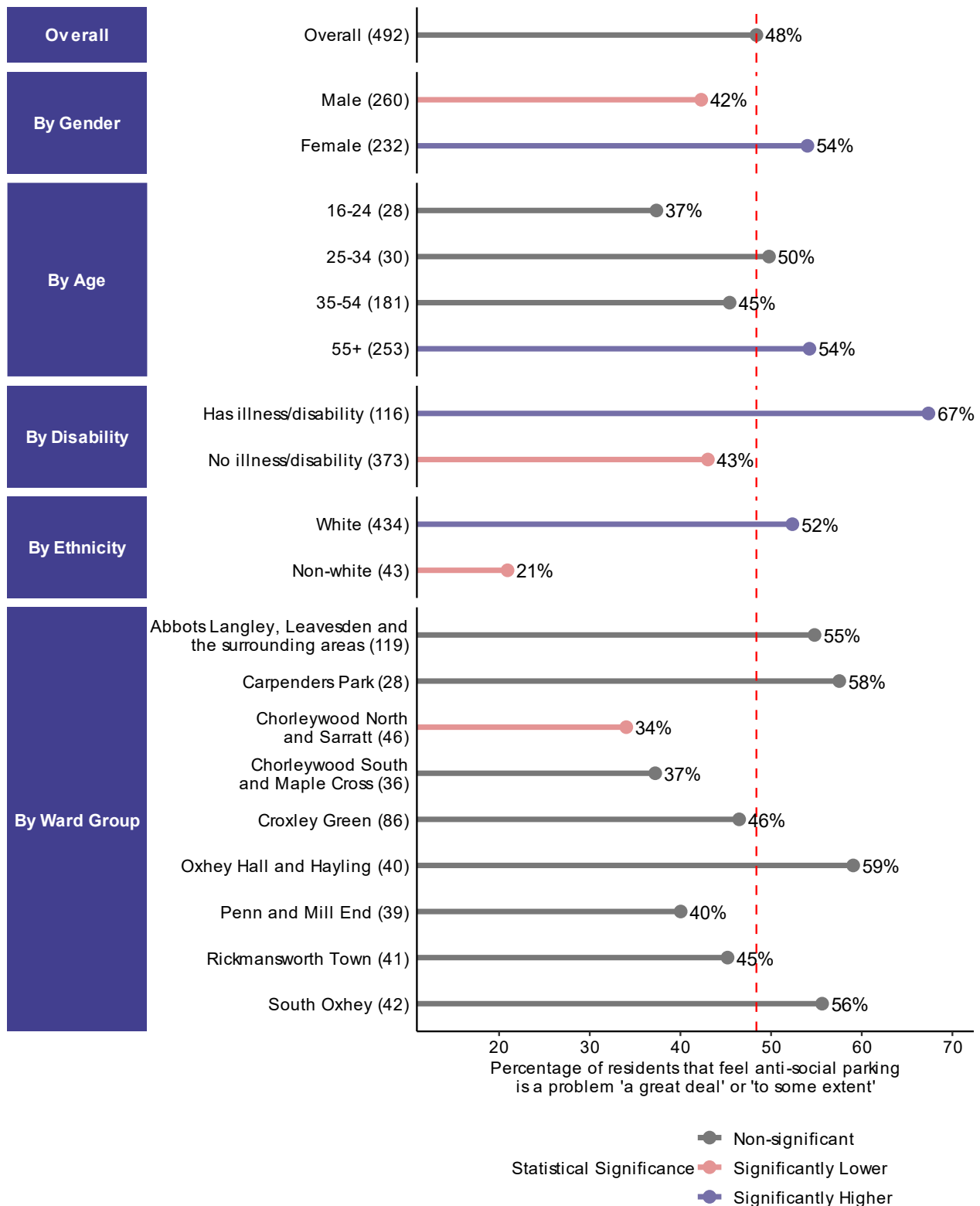
Figure 42: To what extent do you feel that...anti-social parking is a problem in your local area?
 Base: All Residents (number of residents shown in brackets)



¹¹ The grouped result differs from the sum of the individual results due to rounding.

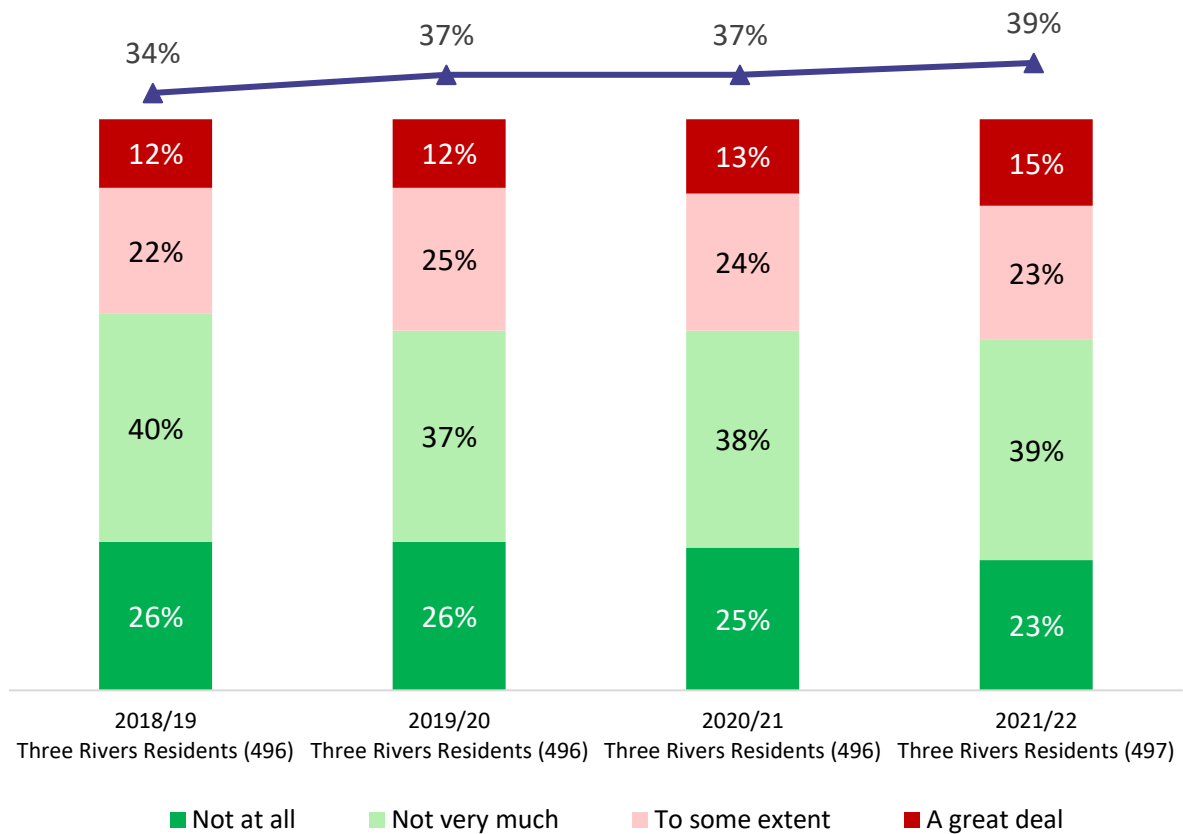
6.9 The percentage of residents who think anti-social parking is a problem ‘a great deal’ or ‘to some extent’ varies across subgroups. Those who are female, aged 55 years or over, have an illness/disability, and are White are significantly more likely to feel the issue is a problem. While those who are male, have no disability/illness, are non-white, or live in Chorleywood North and Sarratt are significantly less likely to feel this is an issue.

Figure 43: To what extent do you feel that...anti-social parking is a problem in your local area? (Grouped Responses)
 Base: All Residents (number of residents shown in brackets)



^{6.10} Around two fifths (**39%**¹²) of Three Rivers residents feel that **dog fouling is a problem in their local area ‘a great deal’ or ‘to some extent**, which is in-line (no significant difference) with 2020/21, though there appears to be signs that is becoming an increasing problem, sitting 5 percentage points higher than the 2018/19 result. However, around three fifths (61%) of Three Rivers residents feel that dog fouling is not very much of a problem, or not a problem at all.

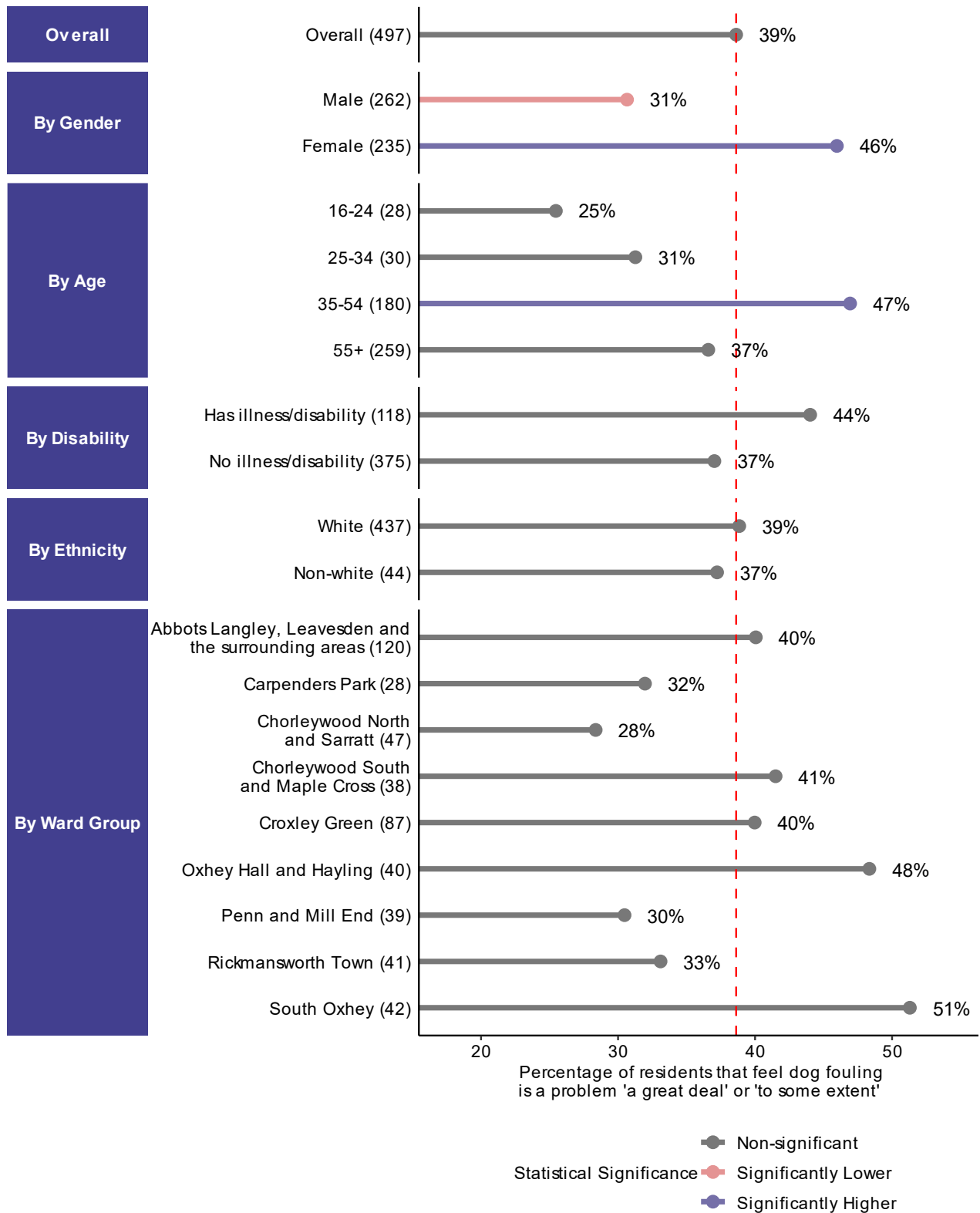
Figure 44: To what extent do you feel that...dog fouling is a problem in your local area?
 Base: All Residents (number of residents shown in brackets)



¹² The grouped result differs from the sum of the individual results due to rounding.

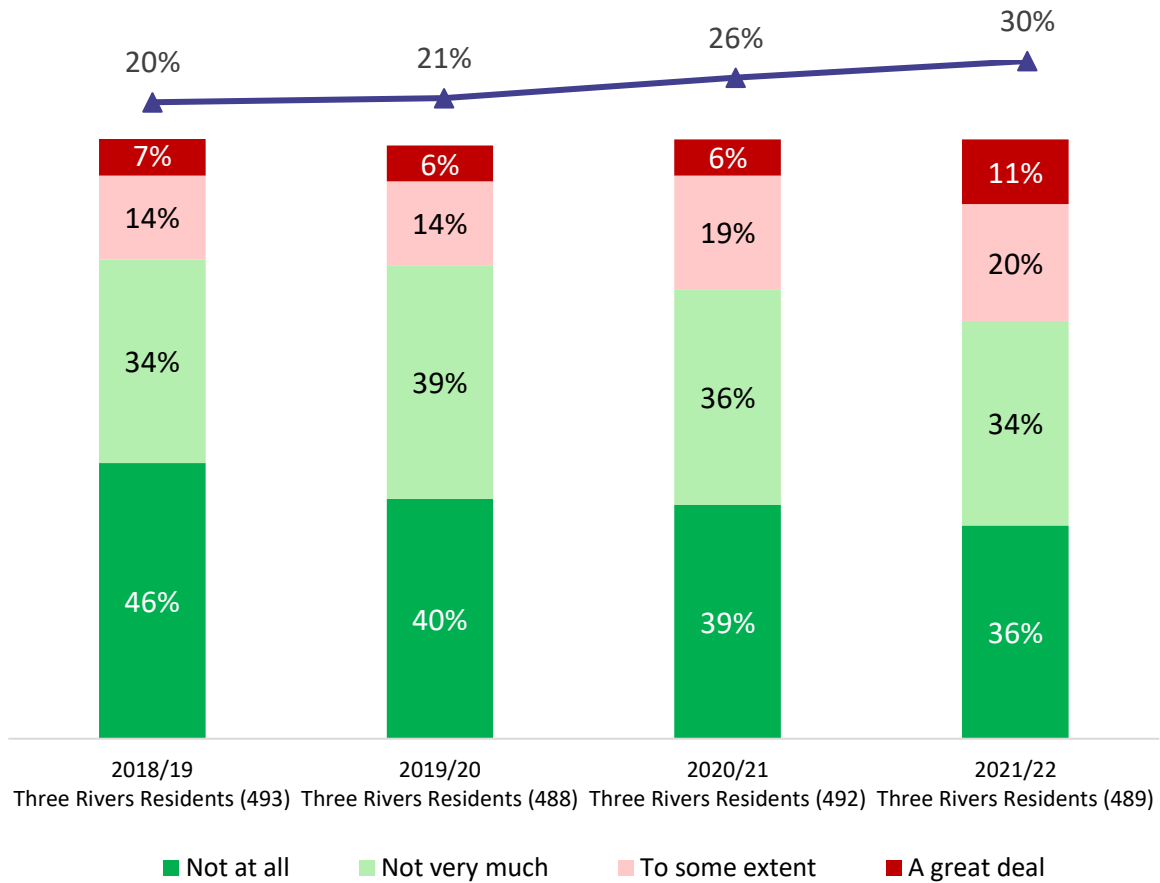
6.11 The percentage of residents who think dog fouling is a problem ‘a great deal’ or ‘to some extent’ varies across subgroups. Those who are female and those aged between 35-54, are significantly more likely to feel the issue is a problem. While those who are male are significantly less likely to view it as a problem.

Figure 45: To what extent do you feel that...dog fouling is a problem in your local area? (Grouped Responses)
 Base: All Residents (number of residents shown in brackets)



6.12 3 in 10 (30%¹³) Three Rivers residents feel that **owners not being in control of their dogs is a problem in their local area ‘a great deal’ or ‘to some extent’** continuing an upward trend observed since 2018/19. The proportion saying ‘a great deal’ or ‘to some extent’ is significantly higher compared to 2018/19 and 2019/20.

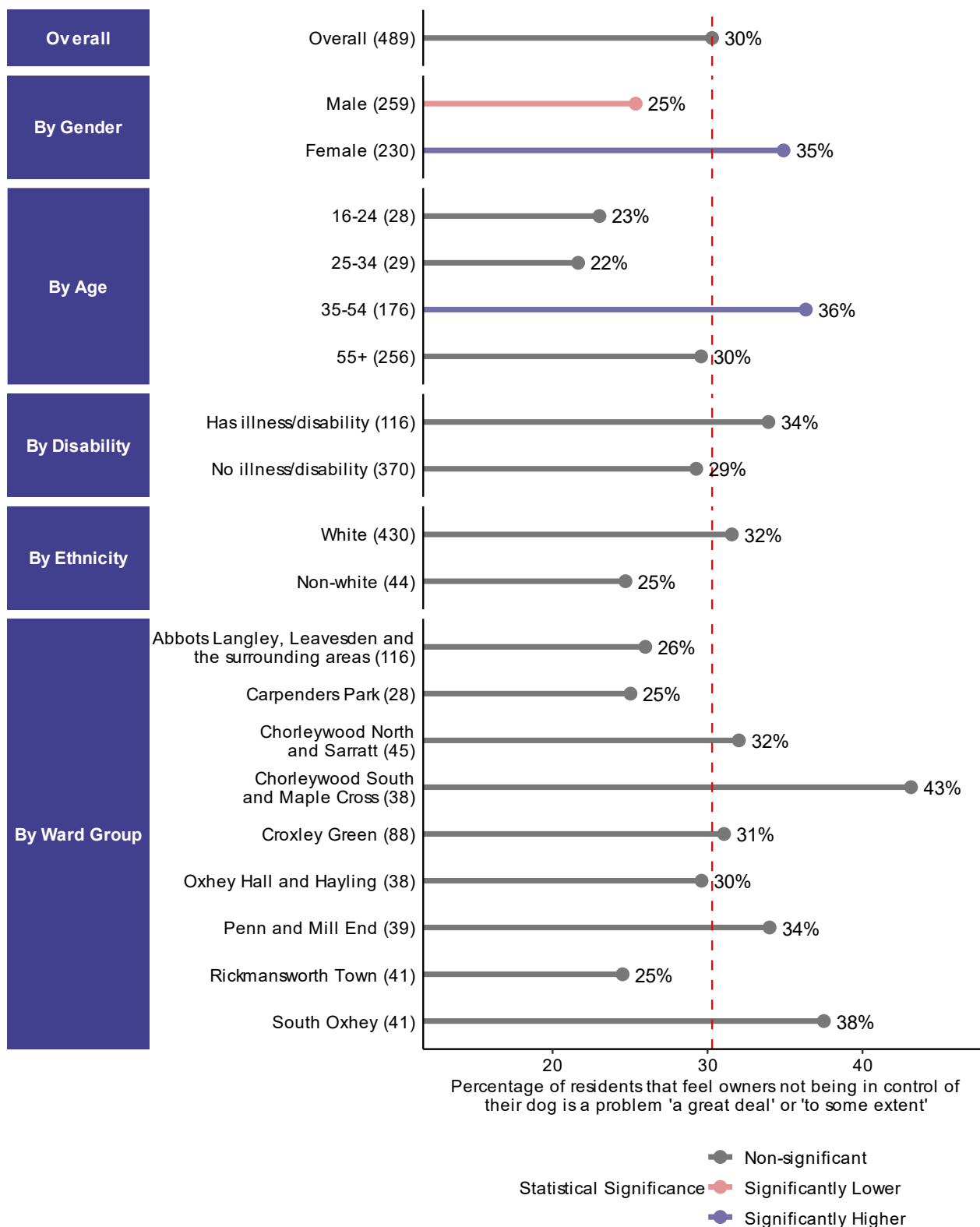
Figure 46: To what extent do you feel that...owners not being in control of their dogs is a problem in your local area?
 Base: All Residents (number of residents shown in brackets)



¹³ The grouped result differs from the sum of the individual results due to rounding.

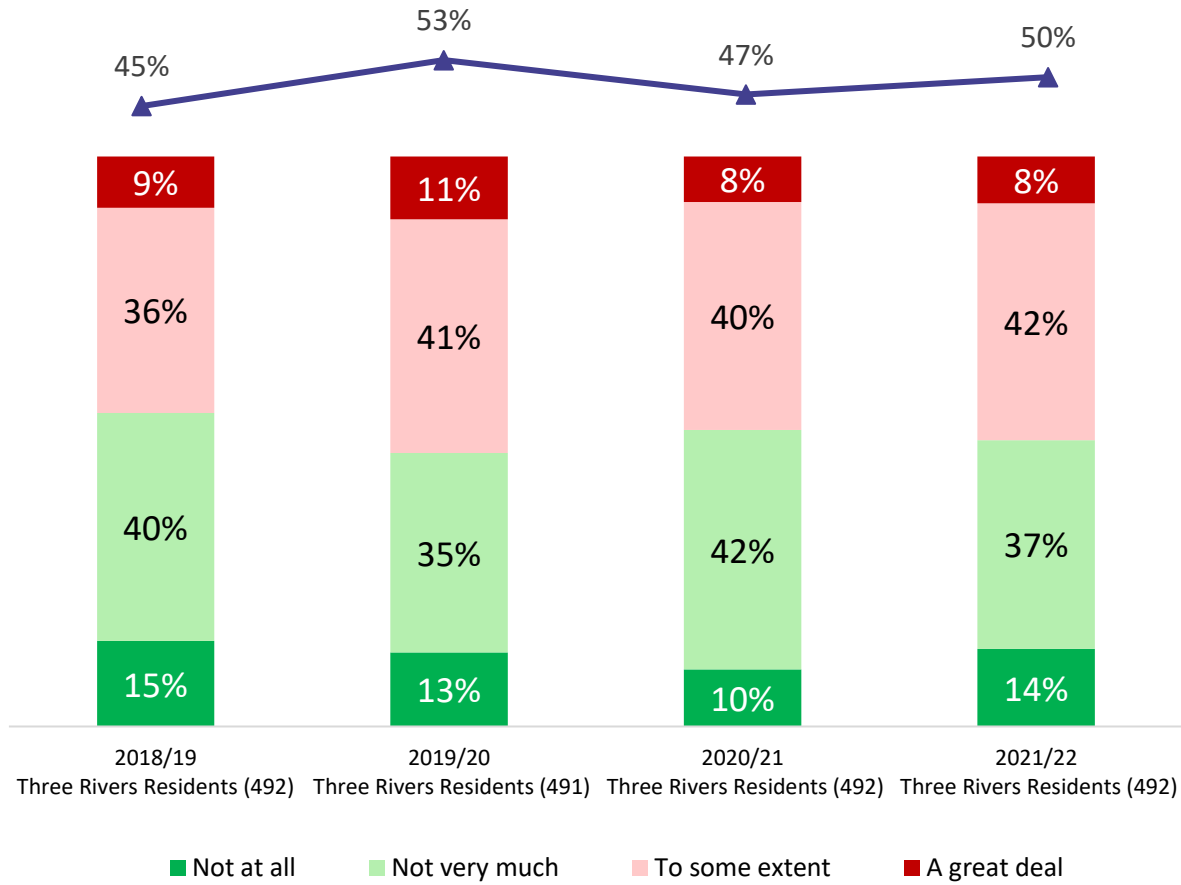
6.13 The percentage of residents who think owners not being in control of their dogs is a problem ‘a great deal’ or ‘to some extent’ varies across subgroups. Those who are female and those who are aged between 35-54 years are significantly more likely to view it as a problem, whilst those who are male are less likely to.

Figure 47: To what extent do you feel that...owners not being in control of their dogs is a problem in your local area? (Grouped Responses)
 Base: All Residents (number of residents shown in brackets)



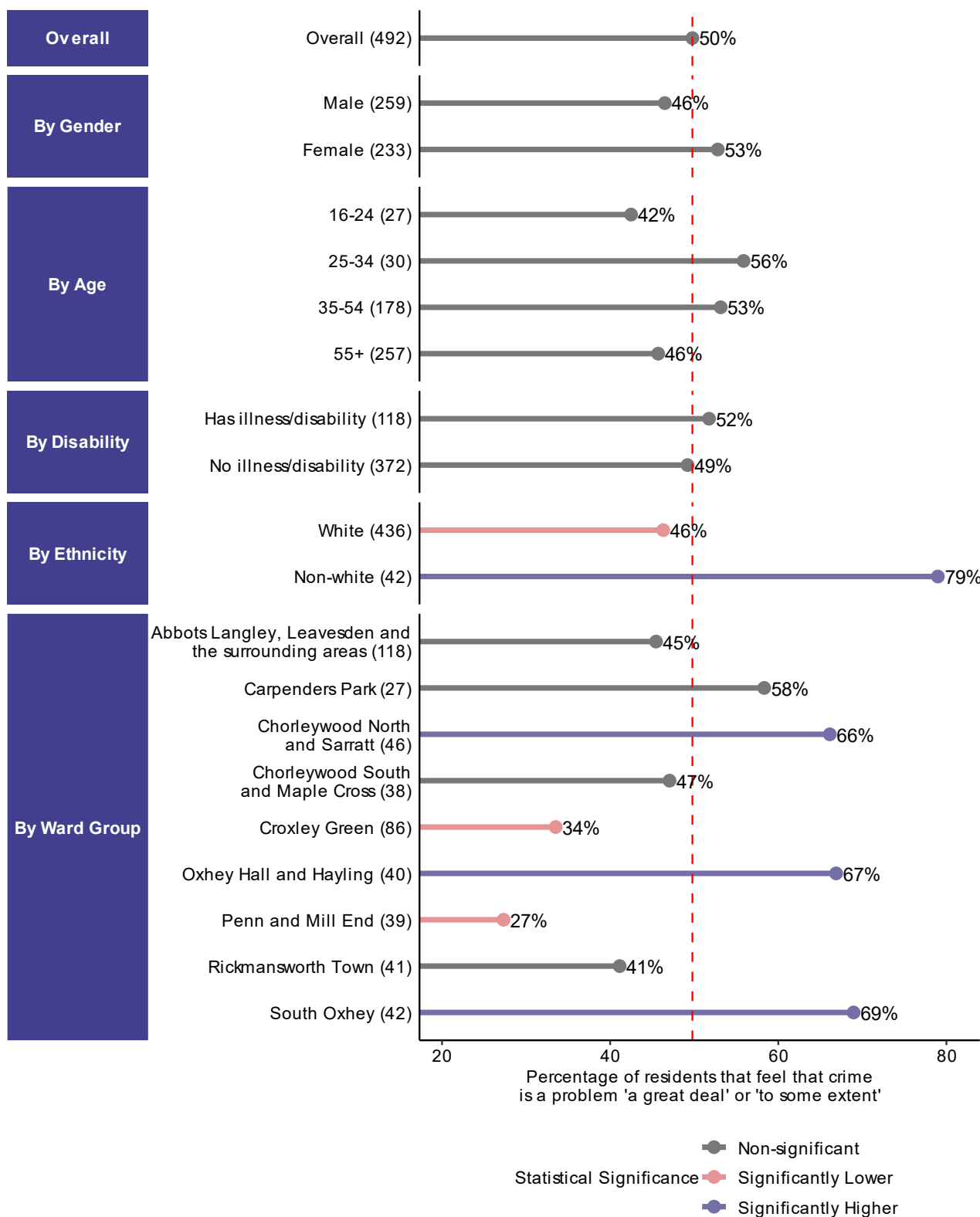
^{6.14} Half (**50%**) of Three Rivers residents feel that **crime is a problem in their local area ‘a great deal’ or ‘to some extent’**, which is in-line (no significant difference) with the 2020/21 survey. It remains lower than the high point observed in 2019/20.

Figure 48: To what extent do you feel that...crime is a problem in your local area?
 Base: All Residents (number of residents shown in brackets)



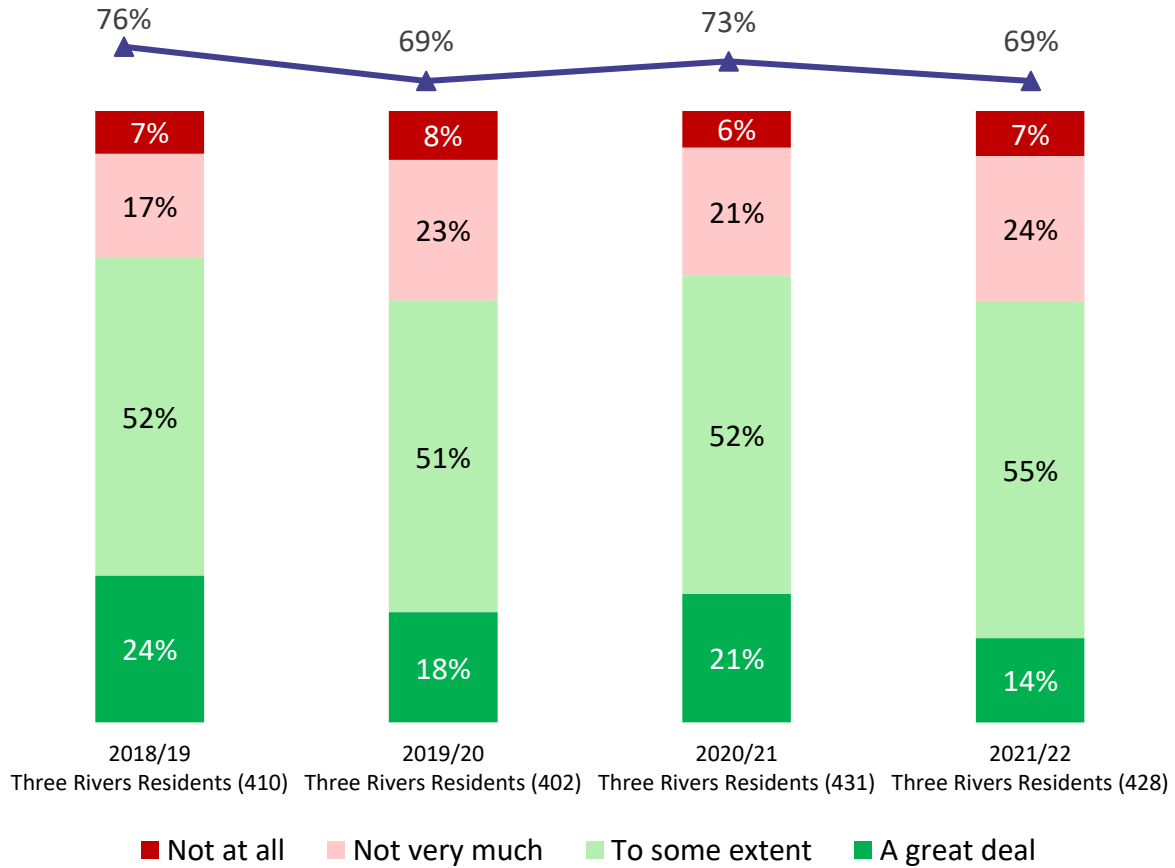
6.15 The percentage of residents who feel crime is a problem in their local area ‘a great deal’ or ‘to some extent’ varies across subgroups. Those who are non-white, and those who live in Chorleywood North and Sarratt, Oxhey Hall and Hayling, or South Oxhey are significantly more likely to view it as a problem while those who are White, and those who live in Croxley Green or Penn and Mill End are significantly less likely to feel it’s a problem.

Figure 49: To what extent do you feel that...crime is a problem in your local area? (Grouped Responses)
 Base: All Residents (number of residents shown in brackets)



^{6.16} Around 7 in 10 (69%) Three Rivers residents feel that **public services are responding to crime and anti-social behaviour in their local area ‘a great deal’ or ‘to some extent’**, which is in-line (no significant difference) with the 2020/21 and 2019/20 survey and significantly lower to when the question was first asked in 2018/19.

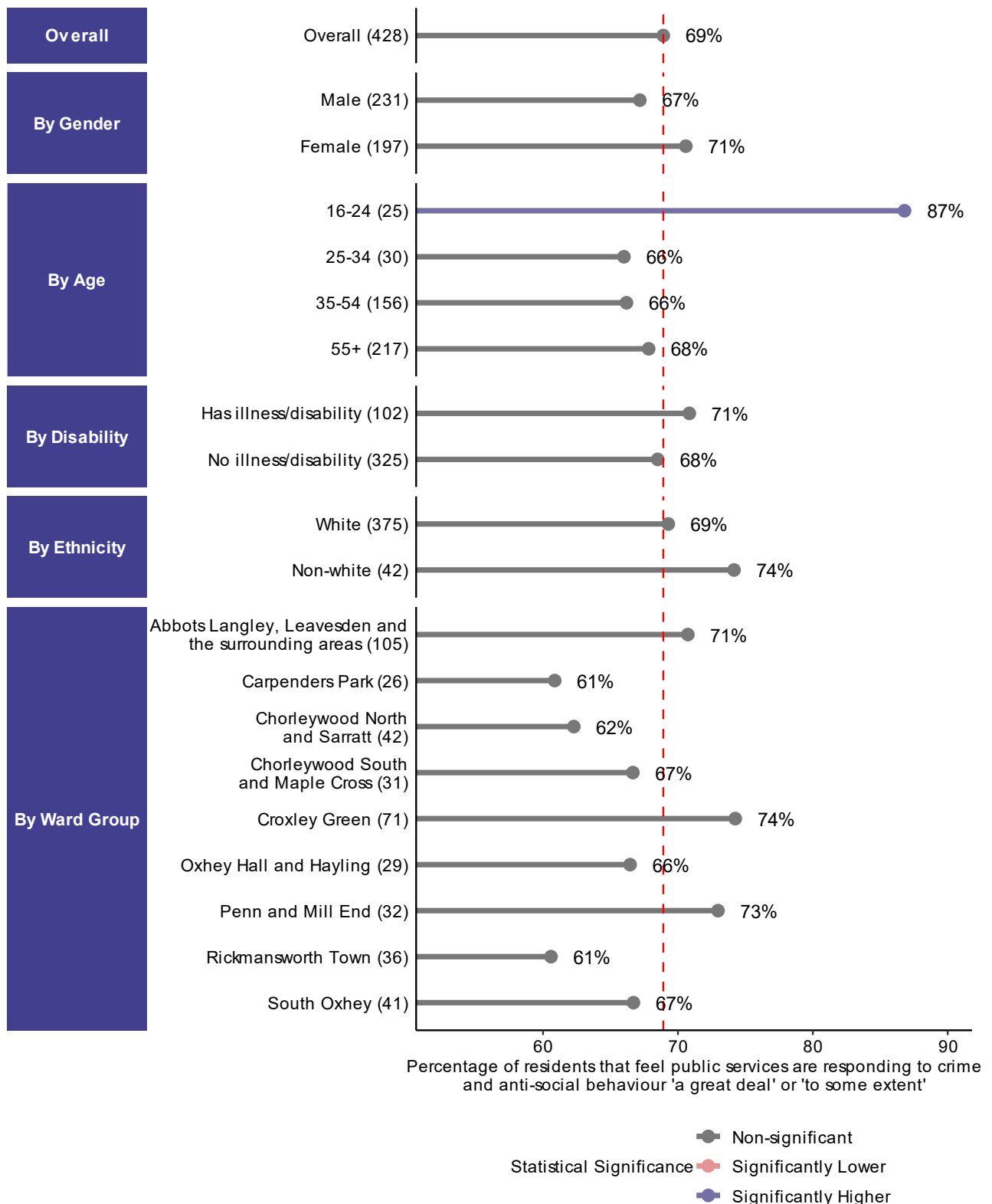
Figure 50: To what extent do you feel that...public services are responding to crime and anti-social behaviour in your local area?
 Base: All Residents (number of residents shown in brackets)



6.17 The percentage of residents who feel public services are responding to crime and anti-social behaviour in their local area ‘a great deal’ or ‘to some extent’ varies across subgroups. Residents who are aged between 16-24 years are significantly more likely to feel that public services are responding to crime and anti-social behaviour in their local area.

Figure 51: To what extent do you feel that...public services are responding to crime and anti-social behaviour in your local area? (Grouped Responses)

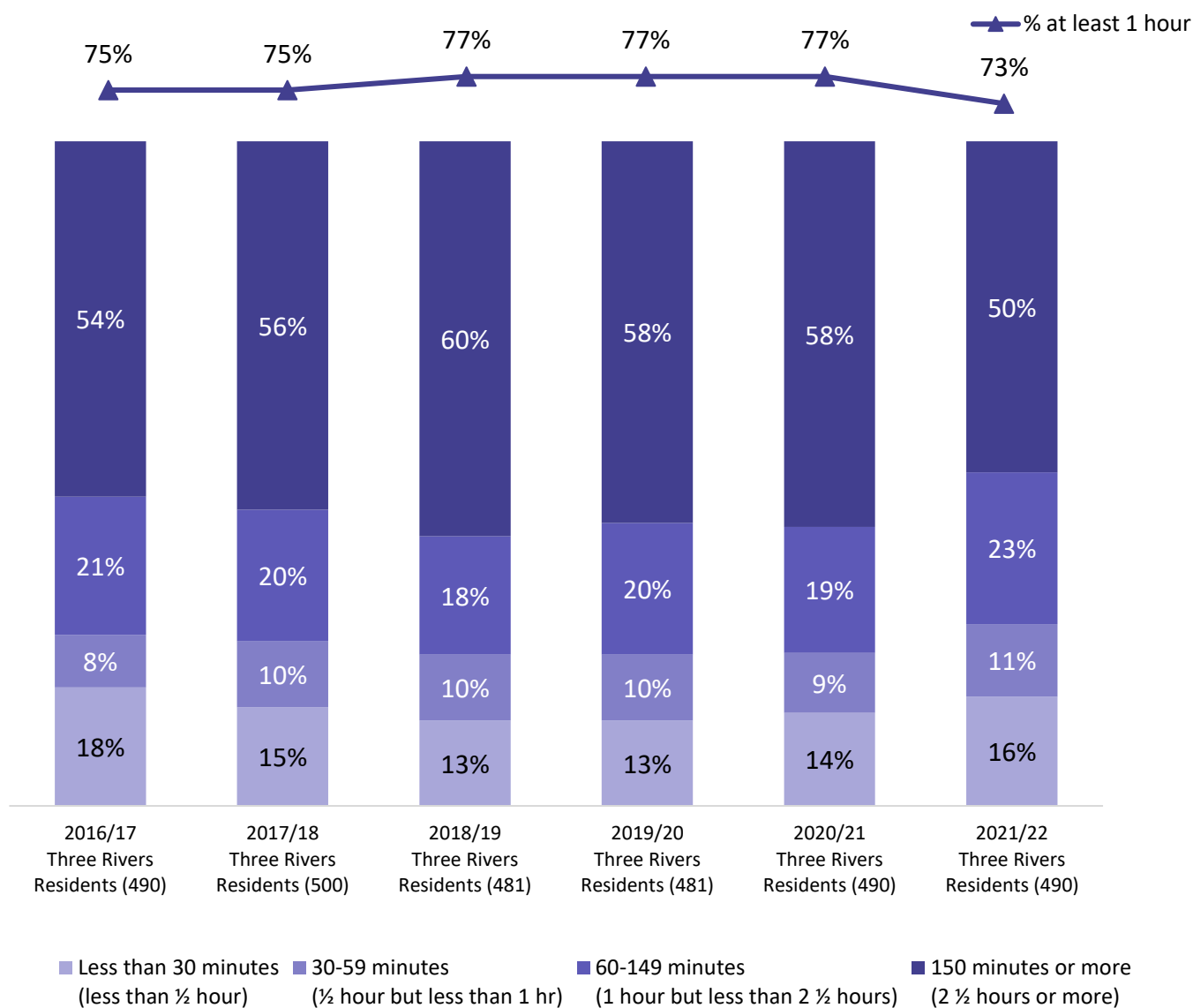
Base: All Residents (number of residents shown in brackets)



7. Health

- 7.1 Almost three quarters (73%) of Three Rivers residents claim to **do at least 1 hour or more of moderate-intensity physical activity** (enough to raise their heart rate and make them breathe faster and feel warmer) **in a typical week**, with half (50%) saying that they **do two and a half hours or more**. 16% do less than half an hour of moderate intensity physical activity a week.
- 7.2 These results are 4 percentage points lower than seen in 2020/21, 2019/20 and 2018/19 (77%), indicating a potential decline in the amount of time spent exercising, however the difference is not significant and the overall trend is consistent over the last 6 years.

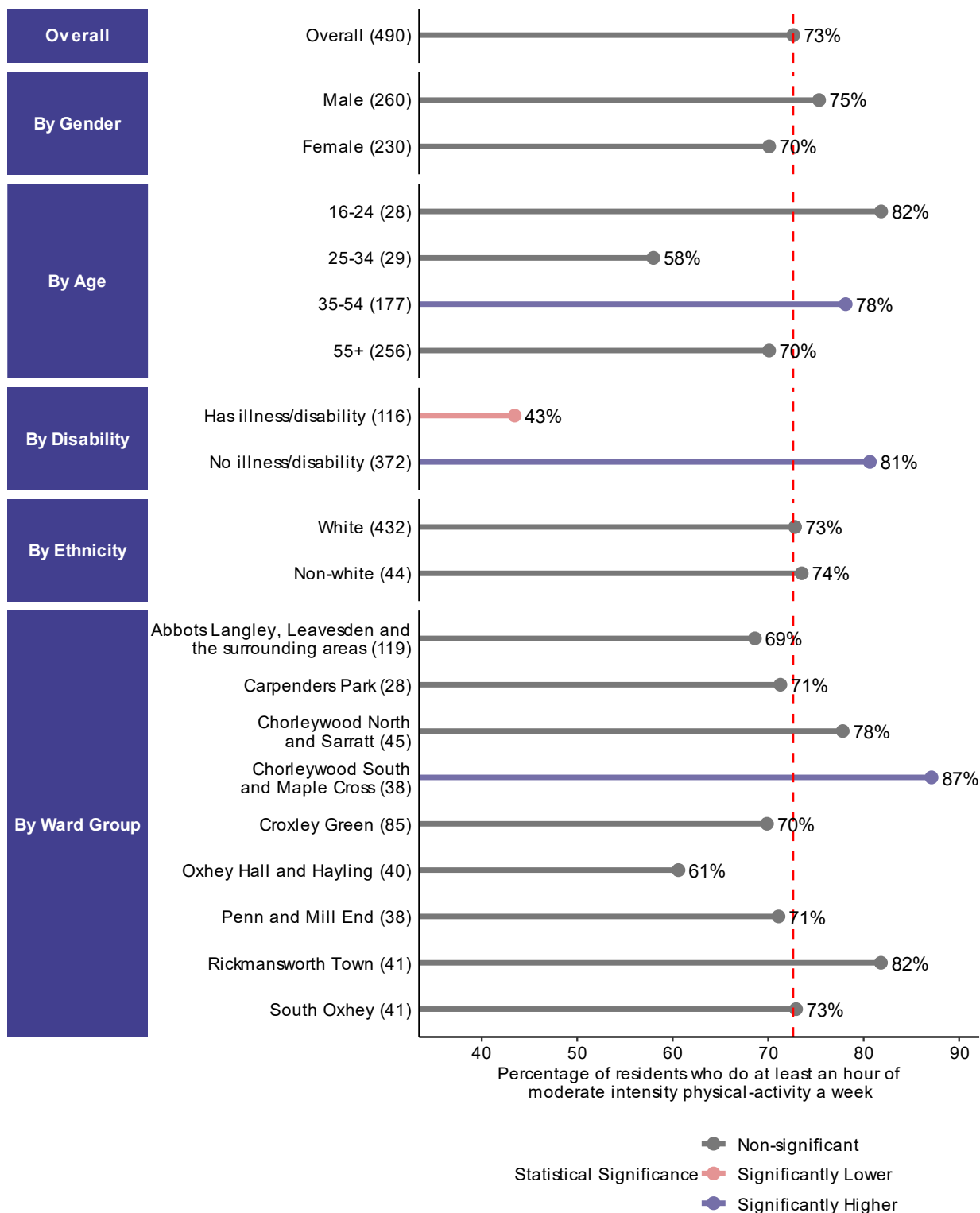
Figure 52: In a typical week how many minutes of moderate-intensity physical activity do you do? Moderate-intensity activity will raise your heart rate and make you breathe faster and feel warmer. You can still talk, but you can't sing the words to a song. For example, cycling or brisk walking
 Base: All Residents (number of residents shown in brackets)



7.3 The percentage of residents who do at least 1 hour of moderate-intensity physical exercise varies according to subgroup. Those aged 35-54 years, do not have an illness/disability and who live in Chorleywood South and Maple Cross are significantly more likely to do at least an hour of exercise a week, whilst those with a disability/illness are significantly less likely to do at least an hour of exercise.

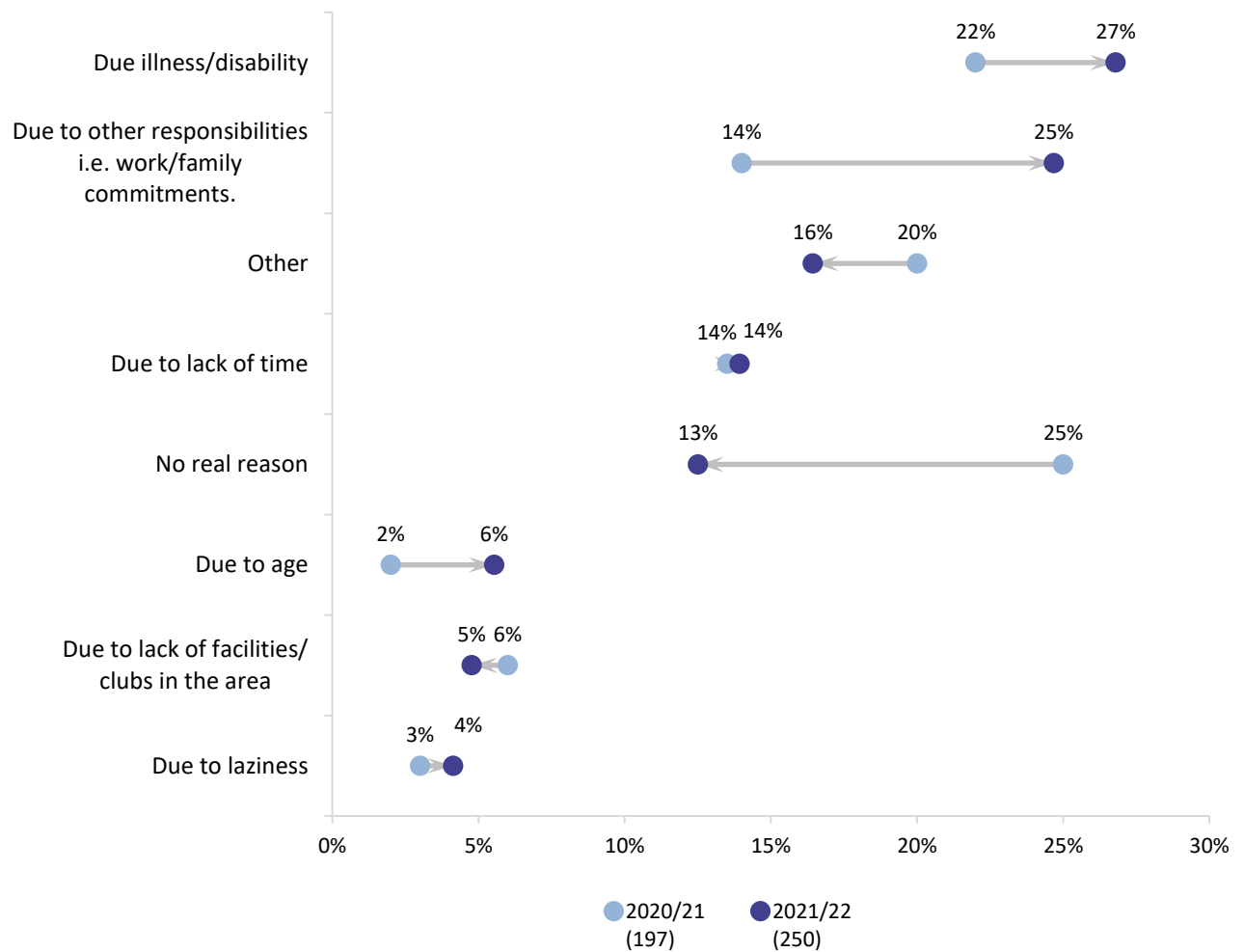
Figure 53: In a typical week how many minutes of at least moderate-intensity physical activity do you do? Moderate-intensity activity will raise your heart rate and make you breathe faster and feel warmer. You can still talk, but you can't sing the words to a song. For example, cycling or brisk walking (Grouped Responses)

Base: All Residents (number of residents shown in brackets)



- 7.4 Those who took part in less than 150 minutes (2 ½ hours) of moderate intensity exercise per week were asked what reasons, if any, there were for not exercising as much as they would like.
- 7.5 The chart below shows that the most common reason given was ‘illness/disability’ (27%) followed by ‘other responsibilities’ (25%). The largest increase compared to the 2020/21 survey was ‘other responsibilities’ which increased significantly by 11 percentage points. The largest decrease was ‘no real reason’ falling significantly by 12 percentage points.

Figure 54: What are the reasons, if any, that stop you from taking part in physical activity as much as you would like?
Base: All residents who took part in less than 150 minutes of exercise per week (number of residents shown in brackets)



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