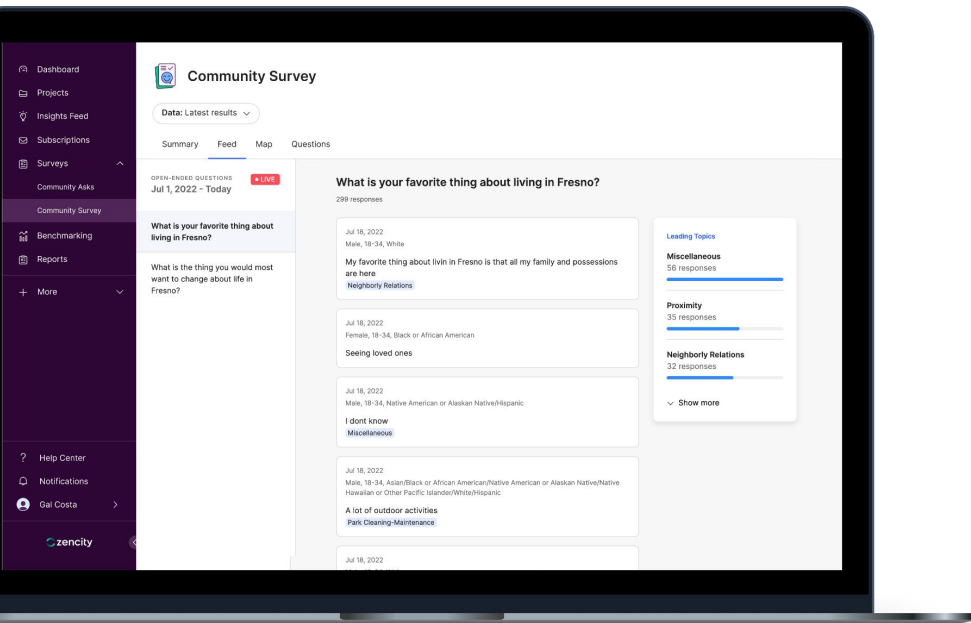




North Herts Council Community Survey

March - June 2023

Powered by  Zencity



The Zencity Community Survey

A recurring survey, the Zencity Community Survey measures how satisfied residents are with their community and with local government-provided services and allows officials to compare these scores over time and against a cohort of similar communities.



Survey Methodology

715 respondents were digitally recruited (e.g. over social media, mobile apps, local websites, and survey panels) between March - June, 2023. An additional 893 responses were collected through the council's distribution efforts, which were used to supplement the Zencity-recruited responses for free-text questions. Zencity built a representative sample by matching respondent data to the 2021 Census's ethnicity, age, and gender distributions in North Herts. Finally, rake-weighting was applied as a statistical safeguard to balance out any remaining discrepancies in distribution, so no demographic group is overrepresented or underrepresented in the final score.

For each question, percentages shown indicate the percent of respondents who responded positively (4 or 5). The bars indicate the proportion of respondents who were positive, neutral (3), or negative (1 or 2).

Sample Details

North Herts
March - June 2023

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 Zencity

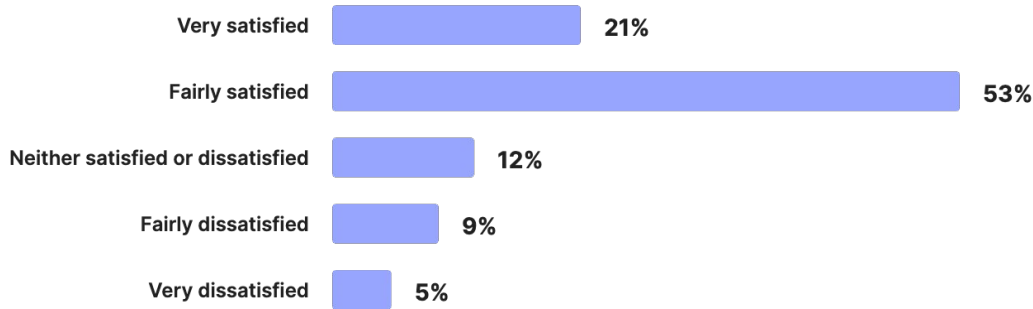
4

Area	Number of responses (unweighted)
Baldock and District	68
Hitchin	192
Letchworth	154
Royston	206
Southern Rural	95

Group	Number of responses (unweighted)	Distribution target (based on census)
16-34	113	100
35-54	272	140
55+	312	160
Female	447	208
Male	250	191
White	627	373
Other ethnic groups	34	27







Overall Satisfaction

Overall, how satisfied or dissatisfied are you with North Herts as a place to live?

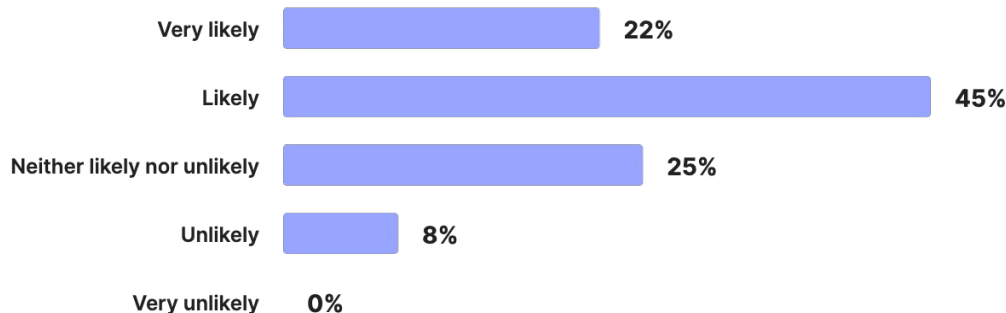


74%

of residents are satisfied with North Herts as a place to live

AREAS		SATISFACTION
North Hertfordshire, UK	74%	
Baldock and District	74%	
Hitчин	83%	
Letchworth	79%	
Royston	60%	
Southern Rural	73%	

How likely are you to recommend North Herts as a place to live?



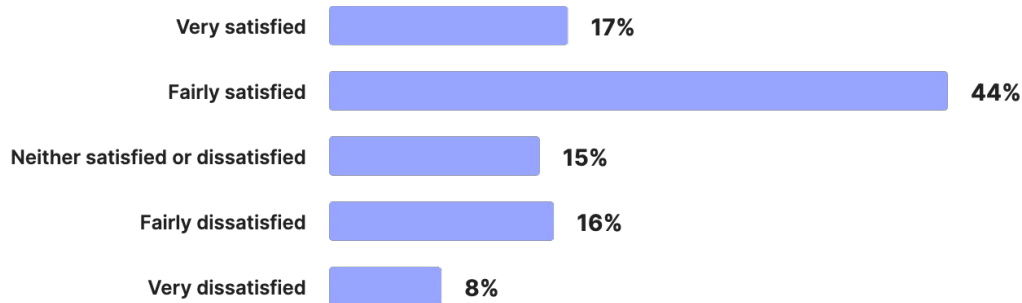
67%

of residents would recommend North Herts as a place to live

AREAS			SATISFACTION
North Hertfordshire, UK	67%	---	
Baldock and District	63%	---	
Hitchin	73%	---	
Letchworth	71%	---	
Royston	57%	---	
Southern Rural	68%	---	

Satisfaction with Council Services

We'd like to know how satisfied you are with the current services provided by North Herts Council: Waste and recycling collection



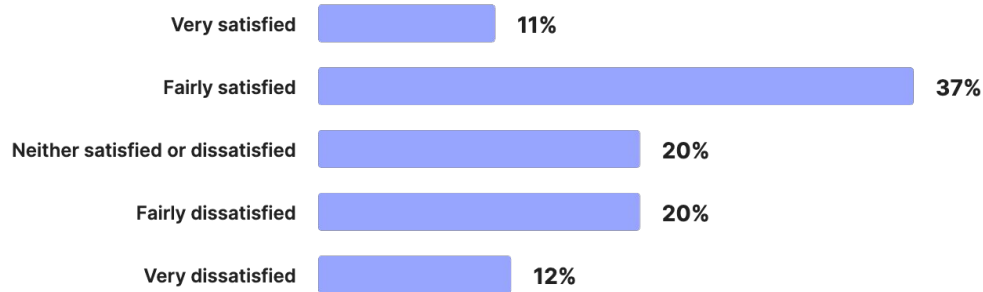
Please note, the sum of percentages may seem slightly different to what is shown in the graph due to the impact of rounding the percentages.

62%

of residents are satisfied with the waste and recycling collection

AREAS		SATISFACTION
North Hertfordshire, UK	62%	<div><div style="width: 62%;"></div></div>
Baldock and District	71%	<div><div style="width: 71%;"></div></div>
Hitchin	65%	<div><div style="width: 65%;"></div></div>
Letchworth	62%	<div><div style="width: 62%;"></div></div>
Royston	56%	<div><div style="width: 56%;"></div></div>
Southern Rural	60%	<div><div style="width: 60%;"></div></div>

We'd like to know how satisfied you are with the current services provided by North Herts Council: Street cleaning

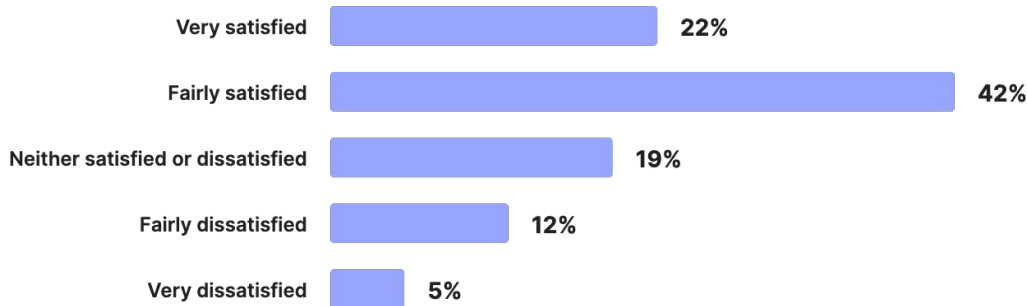


48%

of residents are satisfied with the street cleaning

AREAS		SATISFACTION
North Hertfordshire, UK	48%	
Baldock and District	65%	
Hitchin	50%	
Letchworth	47%	
Royston	41%	
Southern Rural	45%	

We'd like to know how satisfied you are with the current services provided by North Herts Council: Parks and green spaces

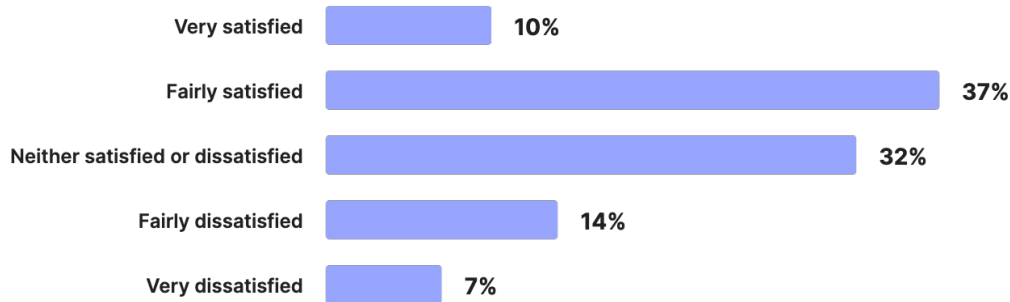


64%

of residents are satisfied with the parks and green spaces

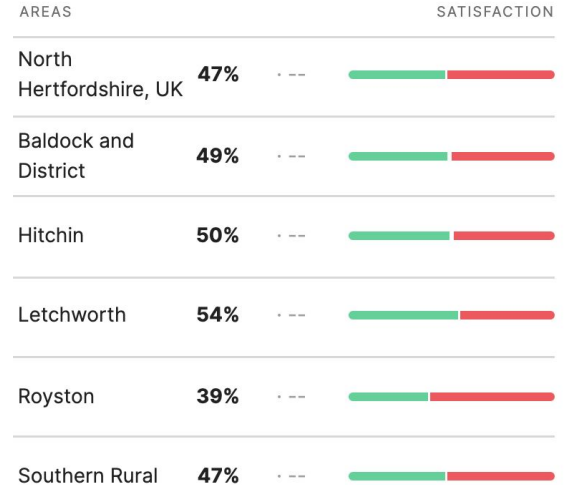
AREAS	SATISFACTION
North Hertfordshire, UK	64%
Baldock and District	62%
Hitchin	62%
Letchworth	72%
Royston	60%
Southern Rural	65%

**We'd like to know how satisfied you are with the current services provided by North Herts Council:
Leisure facilities**



47%

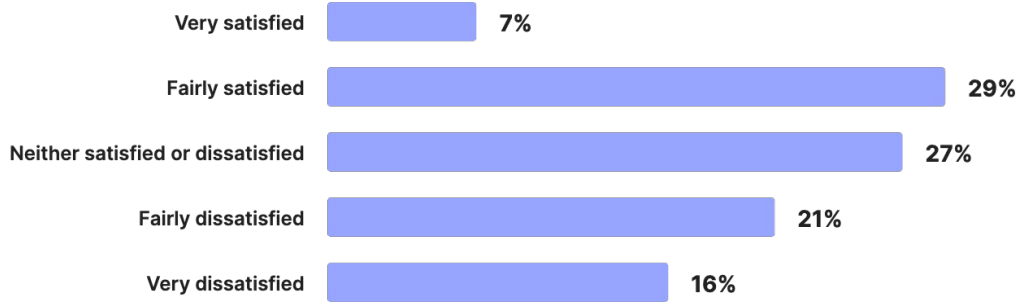
of residents are satisfied with the leisure facilities



We'd like to know how satisfied you are with the current services provided by North Herts Council: Car parks

36%

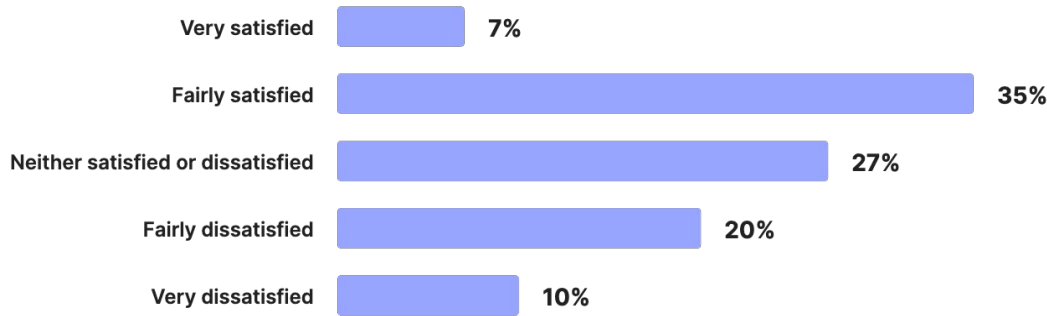
of residents are satisfied with the car parks



AREAS		SATISFACTION
North Hertfordshire, UK	36%	<div><div style="width: 36%;"></div></div>
Baldock and District	51%	<div><div style="width: 51%;"></div></div>
Hitchin	31%	<div><div style="width: 31%;"></div></div>
Letchworth	39%	<div><div style="width: 39%;"></div></div>
Royston	29%	<div><div style="width: 29%;"></div></div>
Southern Rural	39%	<div><div style="width: 39%;"></div></div>

Satisfaction With North Herts Council

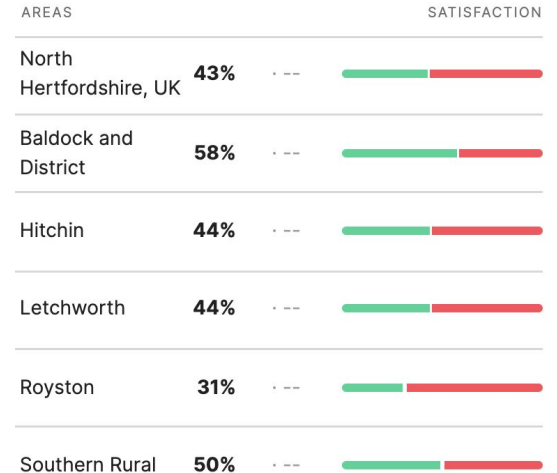
Overall, how satisfied or dissatisfied are you with the way North Herts Council runs things?



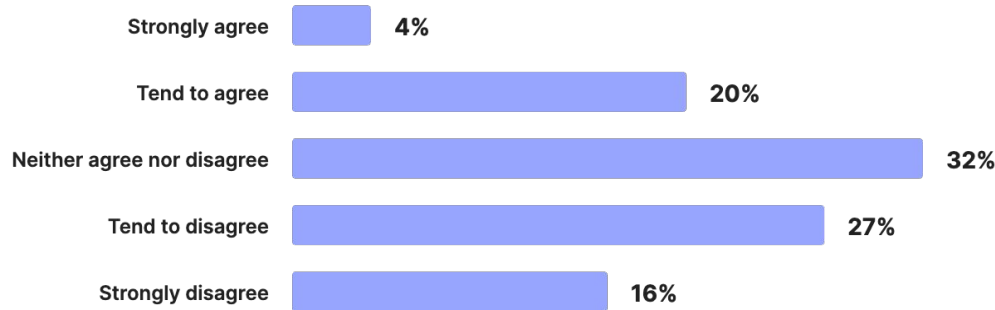
Please note, the sum of percentages may seem slightly different to what is shown in the graph due to the impact of rounding the percentages.

43%

of residents are satisfied with the way North Herts Council runs things



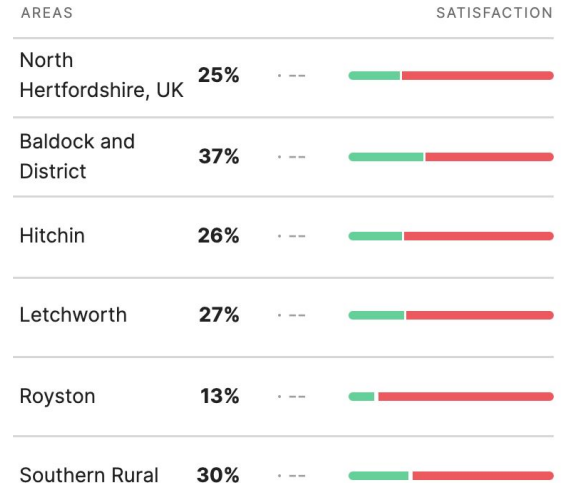
To what extent do you agree or disagree that North Herts Council provides value for money?



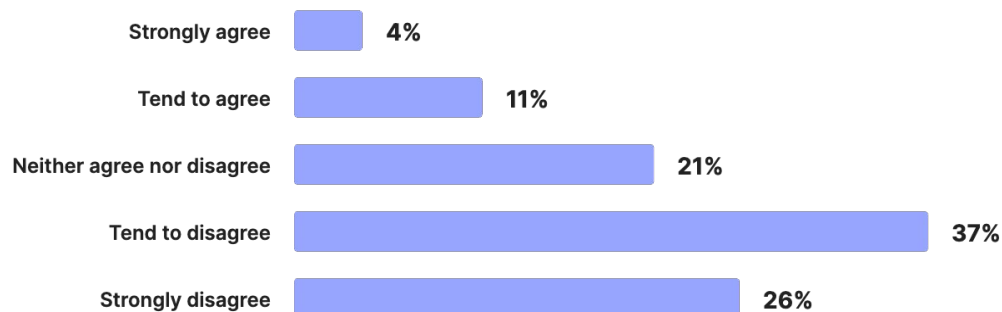
Please note, the sum of percentages may seem slightly different to what is shown in the graph due to the impact of rounding the percentages.

25%

of residents agree that North Herts Council provides value for money

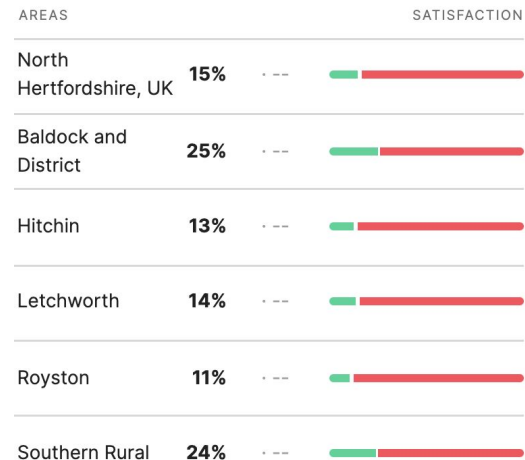


Do you agree or disagree that you can influence decisions affecting your local area?

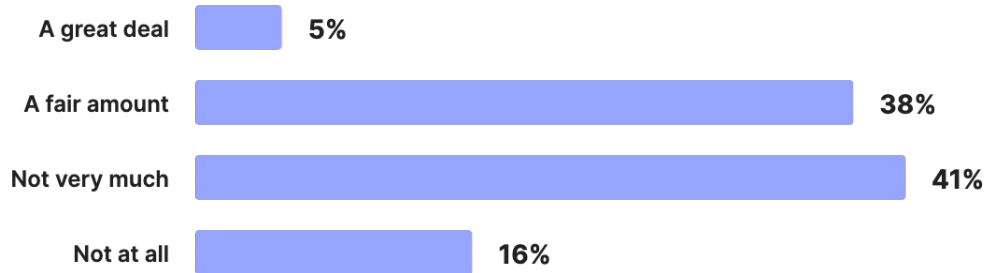


15%

of residents agree that they can influence decisions affecting their local area



How much do you trust North Herts Council?

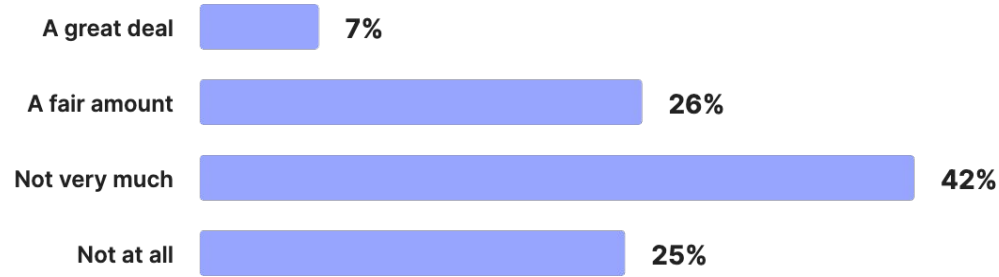


43%

of residents trust North Herts Council

AREAS		SATISFACTION
North Hertfordshire, UK	43%	
Baldock and District	54%	
Hitchin	46%	
Letchworth	43%	
Royston	33%	
Southern Rural	46%	

To what extent are you aware of what your local councillor does in your local area?

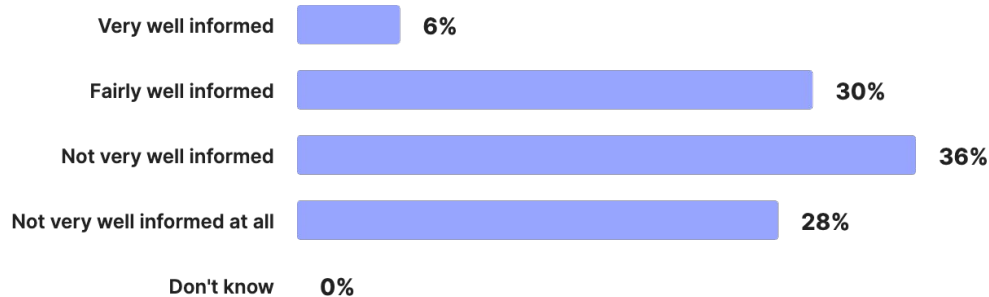


33%

of residents feel aware of what their local councillor does in their local area

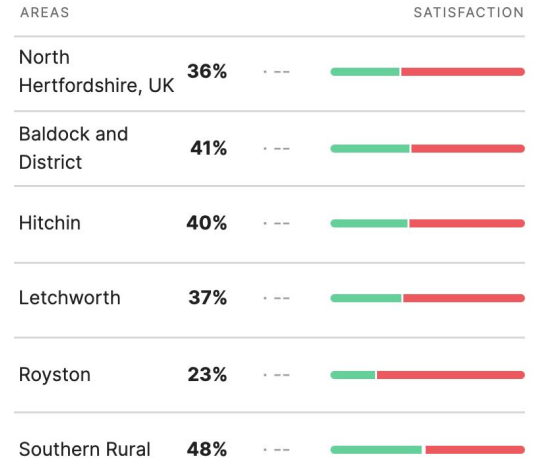
AREAS		SATISFACTION
North Hertfordshire, UK	33%	
Baldock and District	35%	
Hitchin	39%	
Letchworth	27%	
Royston	27%	
Southern Rural	41%	

Overall, how well-informed do you think North Herts Council keeps residents about the services and benefits it provides?



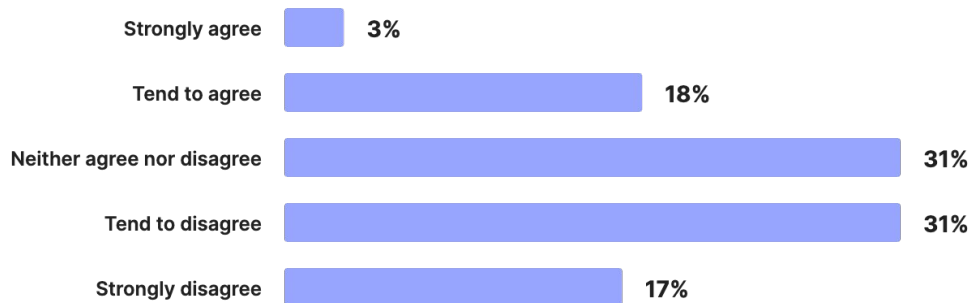
36%

of residents think North Herts Council keeps residents well-informed about the services and benefits it provides



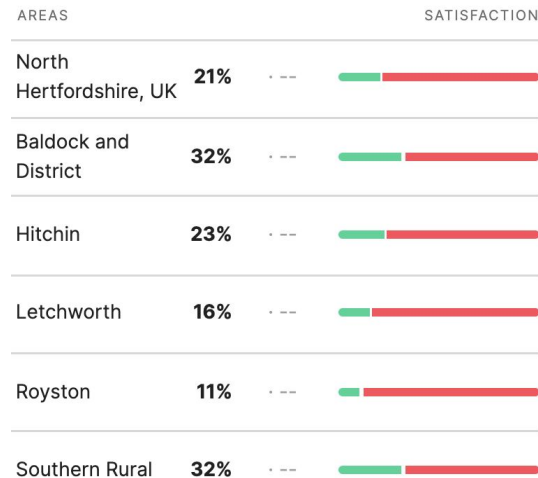
Attitudes Towards North Herts Council

North Herts Council involves, consults and engages with the local community

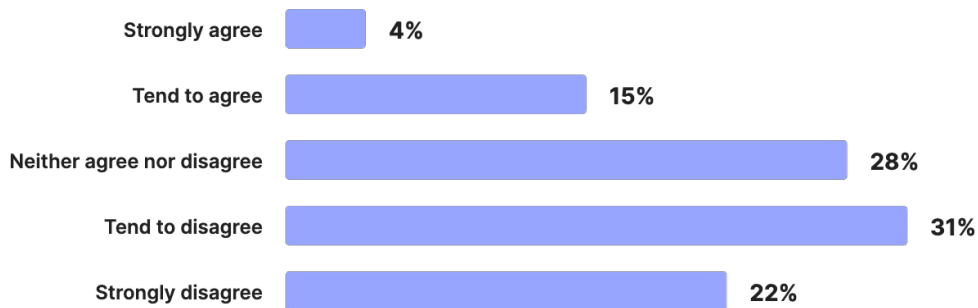


21%

of residents agree that North Herts Council involves, consults and engages with the local community

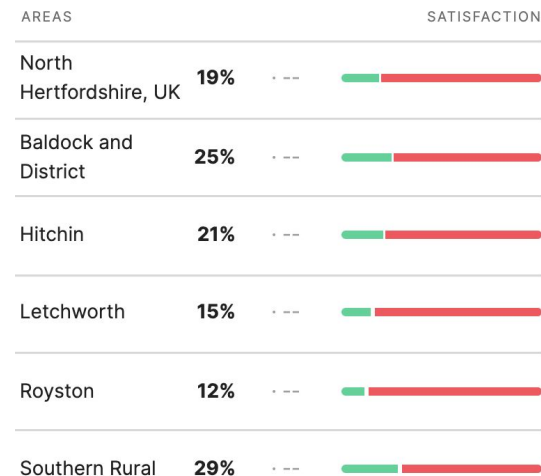


North Herts Council makes an effort to find out what people want

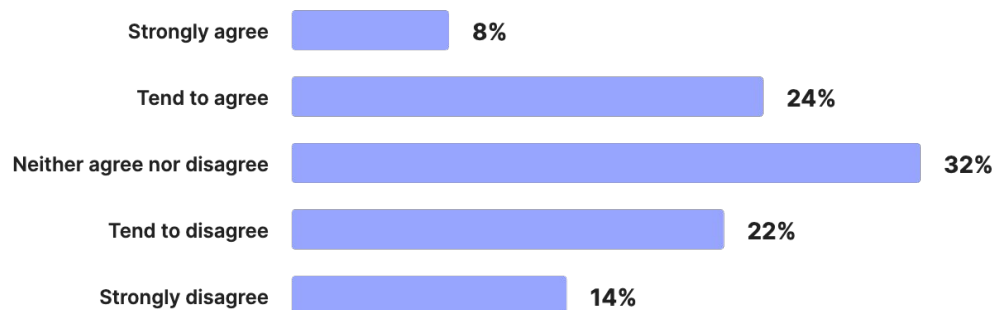


19%

of residents agree that North Herts Council makes an effort to find out what people want









North Herts Council is working to make the area cleaner and greener



Please note, the sum of percentages may seem slightly different to what is shown in the graph due to the impact of rounding the percentages.

31%

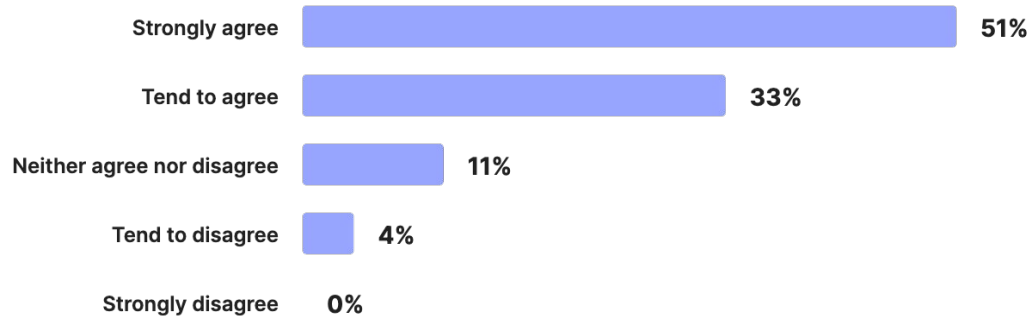
of residents agree that North Herts Council is working to make the area cleaner and greener

AREAS			SATISFACTION
North Hertfordshire, UK	31%	---	
Baldock and District	44%	---	
Hitchin	31%	---	
Letchworth	26%	---	
Royston	27%	---	
Southern Rural	39%	---	

North Herts Council should listen/consult more

84%

of respondents think North Herts Council should listen/consult more





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