

2023 Community Survey results LGA comparison

Survey owner	Zencity	LGA
Survey mode	Digital (targeted social & Google ads) 2023	Phone (2023)
Respondent engagement level	Potentially new people with no current relationship with us	Random selection of adults
Number of respondents	715	1,001
Weighted / Unweighted	Weighted by location, age, gender & ethnicity	Unweighted
Survey questions and answers:		
Overall, how satisfied or dissatisfied are you with North Herts as a place to live	74%	73%
NEW How likely are you to recommend North Herts as a place to live	67%	N/A
How satisfied are you with the current services provided by North Herts Council		
a. Waste collection	62%	79%
b. Street cleaning	48%	64%
c. Parks and green spaces	64%	80%
d. Leisure facilities	47%	55%
e. Car parks	36%	N/A
How satisfied or dissatisfied are you with the way North Herts Council runs things	43%	60%
To what extent do you agree or disagree that North Herts Council provides value for money?	25%	42%
Do you agree or disagree that you can influence decisions affecting your local area?	15%	N/A
NEW How much do you trust North Herts Council?	43%	56%
NEW To what extent are you aware of what your local councillor does in your local area	33%	45%
NEW Overall, how well-informed do you think North Herts Council keeps residents about the services and benefits it provides?	36%	55%
North Herts Council involves, consults and engages with the local community	21%	N/A
North Herts Council makes an effort to find out what people want	19%	N/A
North Herts Council should listen/consult more	84%	N/A
North Herts Council is working to make the area cleaner and greener	31%	N/A