

## North Herts Community Survey 24 Vs 23 comparison

Survey dates	ROUND 2 (March to May 2024)	ROUND 1 (March to June 2023)
Survey mode	Digital (targeted social & Google ads) run by Zensity	
Respondent engagement level	Likely to be people with no current relationship with us	Likely to be people with no current relationship with us
Number of respondents	599	715
Weighted by area, age, gender and ethnicity		
<b>Weighted / Unweighted</b>		
<b>Survey questions and answers:</b>		
Overall, how satisfied or dissatisfied are you with North Herts as a place to live	74%	74%
How likely are you to recommend North Herts as a place to live	66%	67%
How satisfied are you with the current services provided by North Herts Council		
a. Waste collection	65%	62%
b. Street cleaning	51%	48%
c. Parks and green spaces	64%	64%
d. Leisure facilities	47%	47%
e. Car parks	36%	36%
How satisfied or dissatisfied are you with the way North Herts Council runs things	43%	43%
To what extent do you agree or disagree that North Herts Council provides value for money?	28%	25%
Do you agree or disagree that you can influence decisions affecting your local area?	18%	15%
How much do you trust North Herts Council?	46%	43%
To what extent are you aware of what your local councillor does in your local area	30%	33%
Overall, how well-informed do you think North Herts Council keeps residents about the services and benefits it provides?	35%	36%
North Herts Council involves, consults and engages with the local community	24%	21%
North Herts Council makes an effort to find out what people want	23%	19%
North Herts Council should listen/consult more	80%	84%
North Herts Council is working to make the area cleaner and greener	30%	31%