

2024 North Herts Community Survey Vs LGA survey comparison

Survey owner	North Herts Council	LGA
Survey dates	March to May 2024	February 2024
Survey mode	Digital (targeted social & Google ads) run by Zencity	Phone
Respondent engagement level	Likely to be people with no current relationship with us	Random selection of adults
Number of respondents	599	1,000
Weighted / Unweighted	Weighted by area, age, gender and ethnicity	Unweighted
Survey questions and answers:		
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%	N/A
How satisfied are you with the current services provided by North Herts Council		
a. Waste collection	65%	79%
b. Street cleaning	51%	56%
c. Parks and green spaces	64%	73%
d. Leisure facilities	47%	54%
e. Car parks	36%	N/A
How satisfied or dissatisfied are you with the way North Herts Council runs things	43%	53%
To what extent do you agree or disagree that North Herts Council provides value for money?	28%	40%
Do you agree or disagree that you can influence decisions affecting your local area?	18%	N/A
How much do you trust North Herts Council?	46%	55%
To what extent are you aware of what your local councillor does in your local area	30%	43%
Overall, how well-informed do you think North Herts Council keeps residents about the services and benefits it provides?	35%	54%
North Herts Council involves, consults and engages with the local community	24%	N/A
North Herts Council makes an effort to find out what people want	23%	N/A
North Herts Council should listen/consult more	80%	N/A
North Herts Council is working to make the area cleaner and greener	30%	N/A