HBBC overall results. Percent satisfied or positive Respondents: HBBC 16/17	HBBC 2016	HBBC 2015	National poll	Urban	Rural
HBBC 15/16 National poll February 2017		-010	P C C		
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%					
Are satisfied with the way HBBC runs things	86%	85%	77%	84%	90%
Agree HBBC provides value for money	72%	69%	64%	71%	74%
Think HBBC acts on the concerns of residents	64%	62%	62%	65%	64%
Are well informed about services	71%	63%	60%	70%	74%
Say they trust HBBC	74%	71%	59%	71%	78%
Feel safe when outside after dark	79%	0%	88%	73%	84%
Feel safe when outside during the day	97%	0%	98%	98%	97%
Are satisfied with the waste collection service	90%	91%	82%	89%	93%
Are satisfied with the street cleaning service	77%	81%	78%	78%	75%
Are satisfied with the recycling service	86%	89%	0%	86%	89%
Are satisfied with the garden waste service	79%	96%	0%	78%	80%
Are satisfied with sport & leisure services	79%	77%	82%	85%	70%
Are satisfied with services & support for older people	64%	0%	71%	63%	68%
Are satisfied with services & support for children & young people	73%	0%	74%	75%	66%
Are satisfied with the housing advice service	66%	79%	0%	60%	67%
Are satisfied with the environmental protection service	55%	58%	0%	55%	53%
Are satisfied with the planning & building control service	47%	46%	0%	39%	53%
Are satisfied with the community safety service	79%	66%	0%	77%	80%
Are satisfied with the licences, permits & permissions service	86%	81%	0%	84%	86%
Are satisfied with the benefits service	77%	88%	0%	74%	83%
Think the media has viewed the government positively in the last few months	22%	0%	29%	17%	28%
Think the media has viewed local councils positively in the last few months	15%	0%	38%	12%	20%
Think the media has viewed HBBC positively in the last few months	48%	0%	55%	34%	63%
Top three ways residents find out about council activities					
29.1%		14.7%			
		14.770			
Borough Bulletin Media Reasons for feeling unsafe when out in local area	l	.eaflets			
Lack of street lights, 52 Lack of police presence, 26					
Crime, 16 Anti-Social Dangerous dr				hs/roads	
benaviour, / parking,	5		not fit for	purpose,	5
65 50					
$\frac{28}{23}$ $\frac{28}{14}$ $\frac{28}{20}$ $\frac{40}{12}$ $\frac{40}{12}$	-		_		
	8		5	4	-
Refuse & Recycling Recycling Environment Control General negative comments Parking Road Infrastructur e General positive comments Street lights Street lights Street lights Community Safety Safety	Road	maintenance	Regeneration	Car Parks	