

HBBC overall results. Respondents:	Percent satisfied or positive					HBBC 2016	HBBC 2015	National poll	Urban	Rural	
	HBBC 16/17	HBBC 15/16	National poll February 2017								
	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

