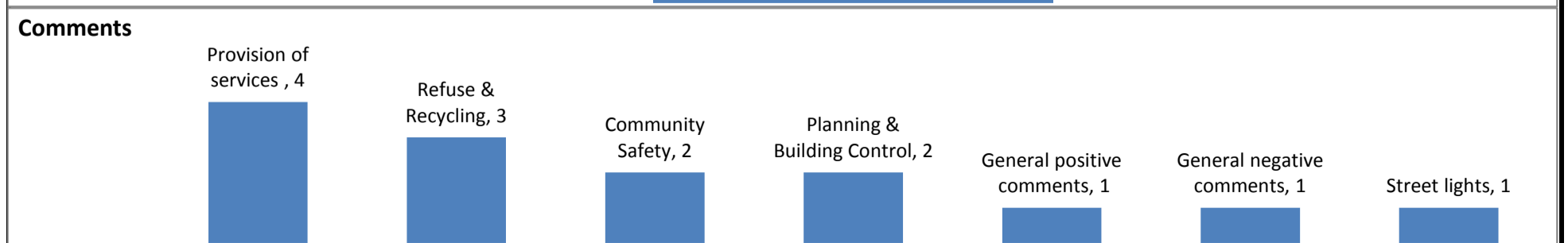
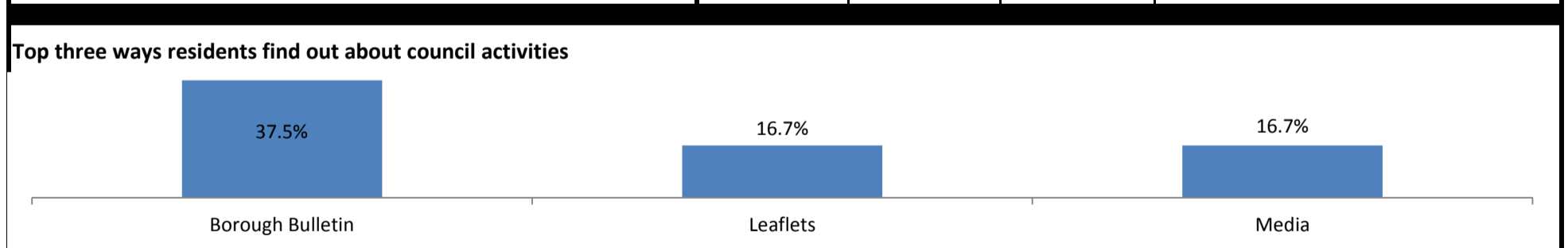
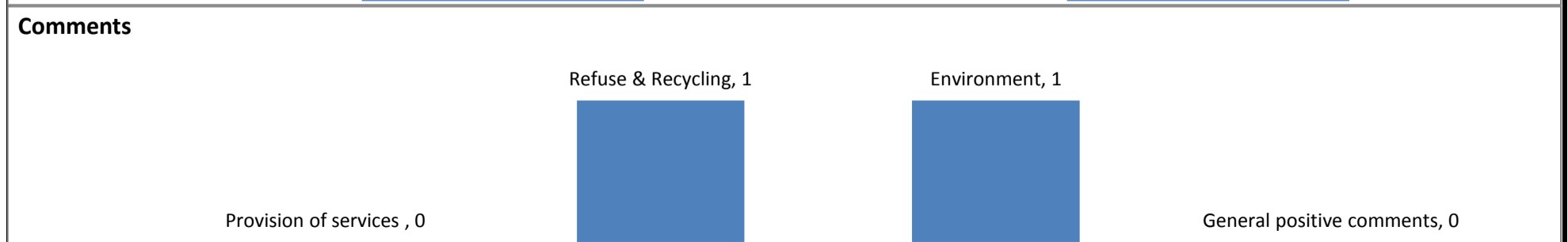
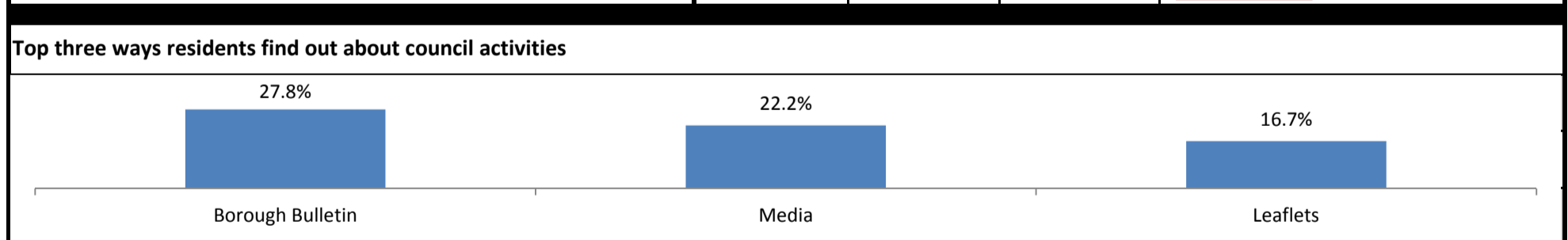


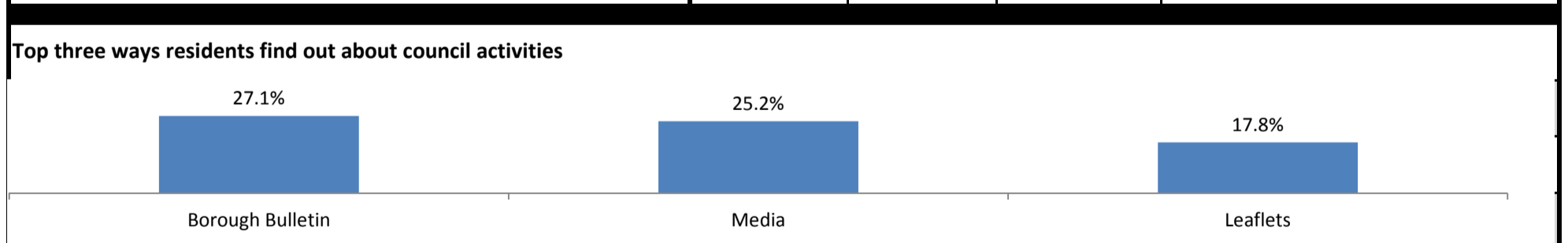
Bagworth & Thornton	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	6	1	5	86%	86%
Agree HBBC provides value for money	5	4	3	56%	72%
Think HBBC acts on the concerns of residents	4	5	3	44%	64%
Are well informed about services	6	5	1	55%	71%
Say they trust HBBC	5	4	3	56%	74%
Feel safe when outside after dark	11	1	0	92%	79%
Feel safe when outside during the day	11	1	0	92%	97%
Satisfied with the waste collection service	9	2	1	82%	90%
Satisfied with the street cleaning service	5	2	5	71%	77%
Satisfied with the recycling service	5	2	5	71%	86%
Satisfied with the garden waste service	3	6	3	33%	79%
Satisfied with sport & leisure services	1	3	8	25%	79%
Satisfied with services & support for older people	1	1	10	50%	64%
Satisfied with services & support for children & young people	0	2	10	0%	73%
Satisfied with the housing advice service	1	0	11	100%	66%
Satisfied with the environmental protection service	2	4	6	33%	55%
Satisfied with the planning & building control service	5	1	5	83%	47%
Satisfied with the community safety service	2	0	10	100%	79%
Satisfied with the licences, permits & permissions service	1	0	11	100%	86%
Satisfied with the benefits service	0	0	12	0%	77%
Media has viewed the government positively in last few months	0	5	7	0%	22%
Media has viewed local councils positively in last few months	0	4	8	0%	15%
Media has viewed HBBC positively in last few months	0	1	11	0%	48%



Barlestone	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	7	0	2	86%	100%
Agree HBBC provides value for money	6	0	3	72%	100%
Think HBBC acts on the concerns of residents	6	2	1	64%	75%
Are well informed about services	8	1	0	71%	89%
Say they trust HBBC	6	1	2	74%	86%
Feel safe when outside after dark	5	1	3	79%	83%
Feel safe when outside during the day	7	0	2	97%	100%
Satisfied with the waste collection service	6	1	2	90%	86%
Satisfied with the street cleaning service	4	3	2	77%	57%
Satisfied with the recycling service	4	3	2	86%	57%
Satisfied with the garden waste service	5	0	4	79%	100%
Satisfied with sport & leisure services	4	0	5	79%	100%
Satisfied with services & support for older people	2	0	7	64%	100%
Satisfied with services & support for children & young people	0	0	9	0%	73%
Satisfied with the housing advice service	1	0	8	66%	100%
Satisfied with the environmental protection service	2	2	5	55%	50%
Satisfied with the planning & building control service	3	2	12	47%	60%
Satisfied with the community safety service	3	0	6	79%	100%
Satisfied with the licences, permits & permissions service	4	0	5	86%	100%
Satisfied with the benefits service	1	0	8	77%	100%
Media has viewed the government positively in last few months	1	2	6	22%	33%
Media has viewed local councils positively in last few months	2	1	6	15%	67%
Media has viewed HBBC positively in last few months	2	1	6	48%	67%

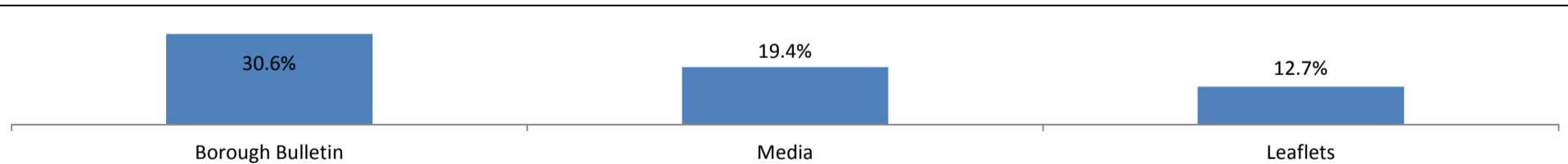


Barwell	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	23	6	10	86%	79%
Agree HBBC provides value for money	13	8	18	72%	62%
Think HBBC acts on the concerns of residents	17	14	8	64%	55%
Are well informed about services	26	11	2	71%	70%
Say they trust HBBC	21	14	4	74%	60%
Feel safe when outside after dark	17	13	9	79%	57%
Feel safe when outside during the day	33	0	6	97%	100%
Satisfied with the waste collection service	31	5	3	90%	86%
Satisfied with the street cleaning service	18	10	11	77%	64%
Satisfied with the recycling service	18	10	11	86%	64%
Satisfied with the garden waste service	14	10	15	79%	58%
Satisfied with sport & leisure services	14	5	20	79%	74%
Satisfied with services & support for older people	6	4	29	64%	60%
Satisfied with services & support for children & young people	7	3	29	73%	70%
Satisfied with the housing advice service	2	4	33	66%	33%
Satisfied with the environmental protection service	11	16	12	55%	41%
Satisfied with the planning & building control service	3	8	28	47%	27%
Satisfied with the community safety service	6	5	28	79%	55%
Satisfied with the licences, permits & permissions service	4	1	34	86%	80%
Satisfied with the benefits service	5	1	32	77%	83%
Media has viewed the government positively in last few months	2	17	19	22%	11%
Media has viewed local councils positively in last few months	1	16	21	15%	6%
Media has viewed HBBC positively in last few months	4	7	28	48%	36%

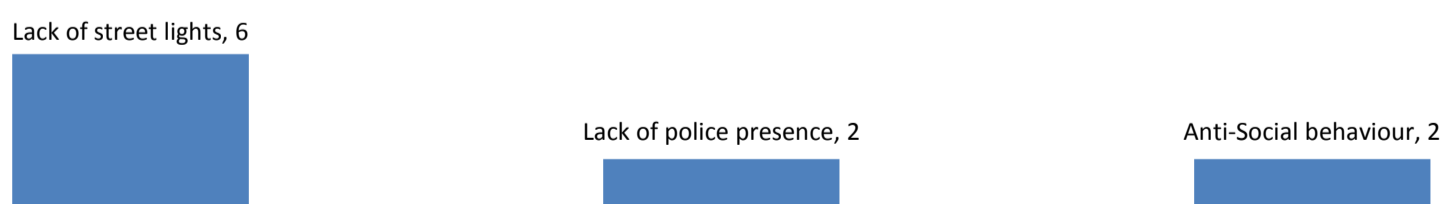


Burbage	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	38	7	10	86%	84%
Agree HBBC provides value for money	24	13	18	72%	65%
Think HBBC acts on the concerns of residents	31	16	8	64%	66%
Are well informed about services	31	23	1	71%	57%
Say they trust HBBC	37	14	4	74%	73%
Feel safe when outside after dark	38	6	11	79%	86%
Feel safe when outside during the day	48	1	6	97%	98%
Satisfied with the waste collection service	46	5	4	90%	90%
Satisfied with the street cleaning service	30	11	14	77%	73%
Satisfied with the recycling service	30	11	14	86%	73%
Satisfied with the garden waste service	40	7	8	79%	85%
Satisfied with sport & leisure services	20	1	34	79%	95%
Satisfied with services & support for older people	11	6	38	64%	65%
Satisfied with services & support for children & young people	6	3	46	73%	67%
Satisfied with the housing advice service	6	1	48	66%	86%
Satisfied with the environmental protection service	18	9	28	55%	67%
Satisfied with the planning & building control service	11	18	76	47%	38%
Satisfied with the community safety service	12	2	41	79%	86%
Satisfied with the licences, permits & permissions service	6	0	49	86%	100%
Satisfied with the benefits service	4	2	49	77%	67%
Media has viewed the government positively in last few months	5	24	26	22%	17%
Media has viewed local councils positively in last few months	3	15	37	15%	17%
Media has viewed HBBC positively in last few months	2	7	46	48%	22%

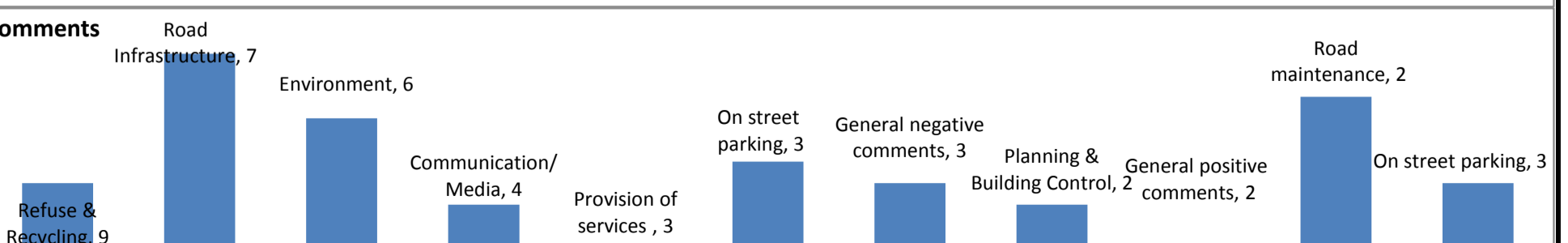
### Top three ways residents find out about council activities



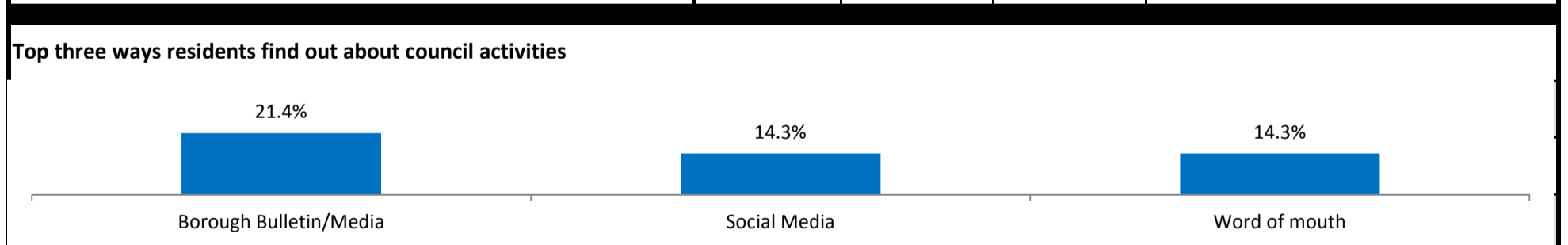
### Reasons for feeling unsafe when out in local area



### Comments



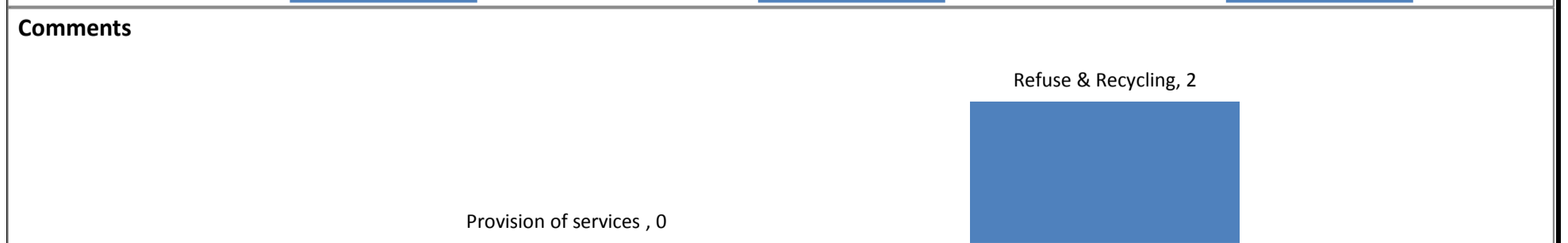
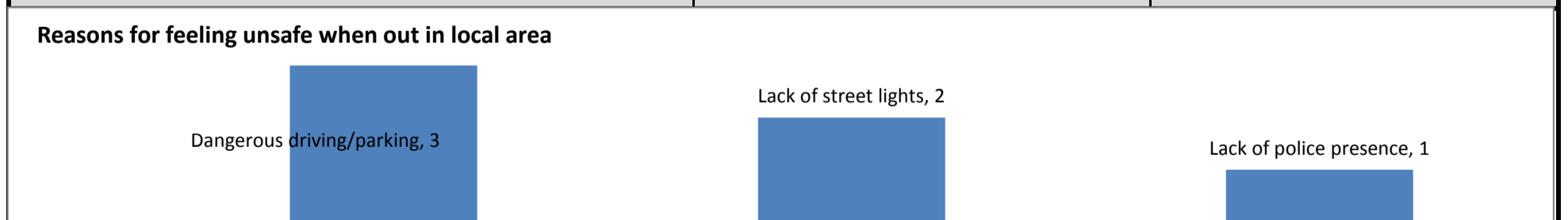
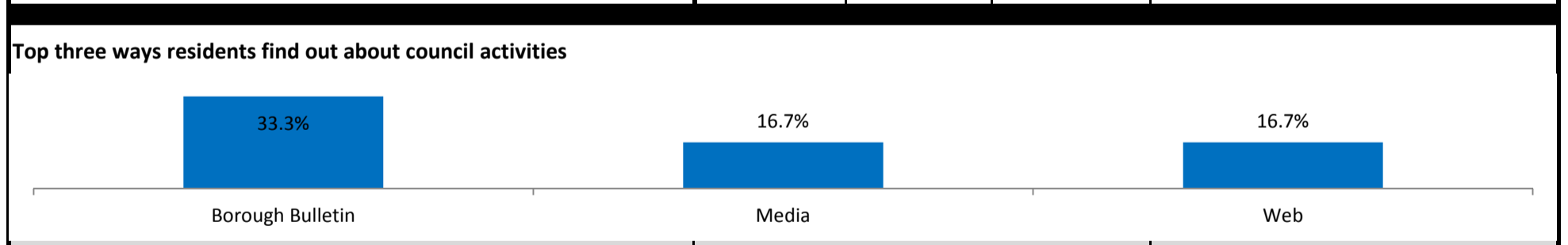
Cadeby	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	3	1	1	75%	86%
Agree HBBC provides value for money	2	1	2	67%	72%
Think HBBC acts on the concerns of residents	3	2	0	60%	64%
Are well informed about services	3	2	0	60%	71%
Say they trust HBBC	3	2	0	60%	74%
Feel safe when outside after dark	4	0	1	100%	79%
Feel safe when outside during the day	5	0	0	100%	97%
Satisfied with the waste collection service	5	0	0	100%	90%
Satisfied with the street cleaning service	4	0	1	100%	77%
Satisfied with the recycling service	4	0	1	100%	86%
Satisfied with the garden waste service	4	0	1	100%	79%
Satisfied with sport & leisure services	0	0	5	0%	79%
Satisfied with services & support for older people	0	1	4	0%	64%
Satisfied with services & support for children & young people	1	0	4	100%	73%
Satisfied with the housing advice service	0	1	4	0%	66%
Satisfied with the environmental protection service	0	2	3	0%	55%
Satisfied with the planning & building control service	2	3	0	40%	47%
Satisfied with the community safety service	2	0	3	100%	79%
Satisfied with the licences, permits & permissions service	1	0	4	100%	86%
Satisfied with the benefits service	1	0	4	100%	77%
Media has viewed the government positively in last few months	1	2	2	33%	22%
Media has viewed local councils positively in last few months	1	0	4	100%	15%
Media has viewed HBBC positively in last few months	0	0	5	0%	48%



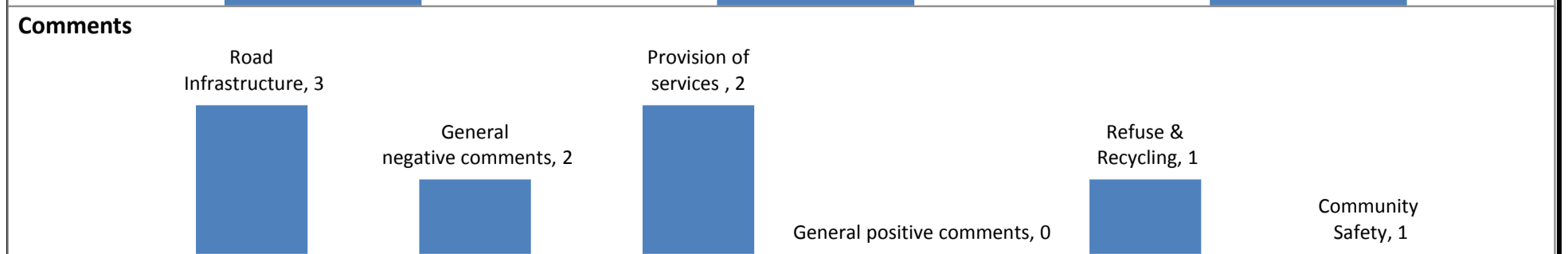
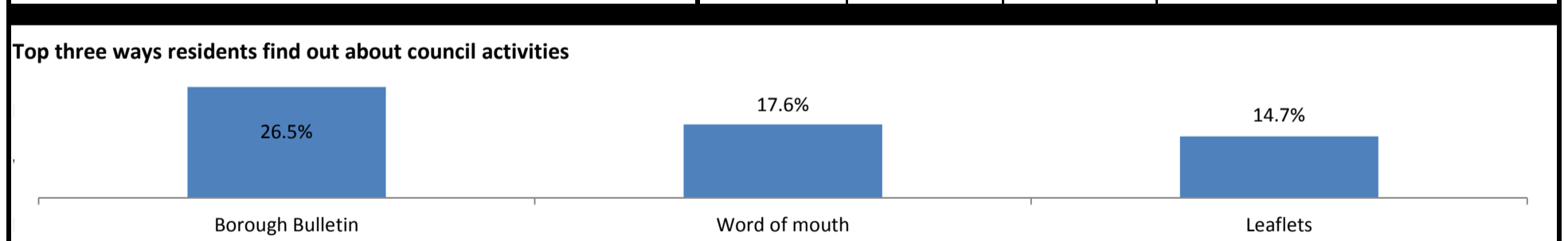
**Reasons for feeling unsafe when out in local area**



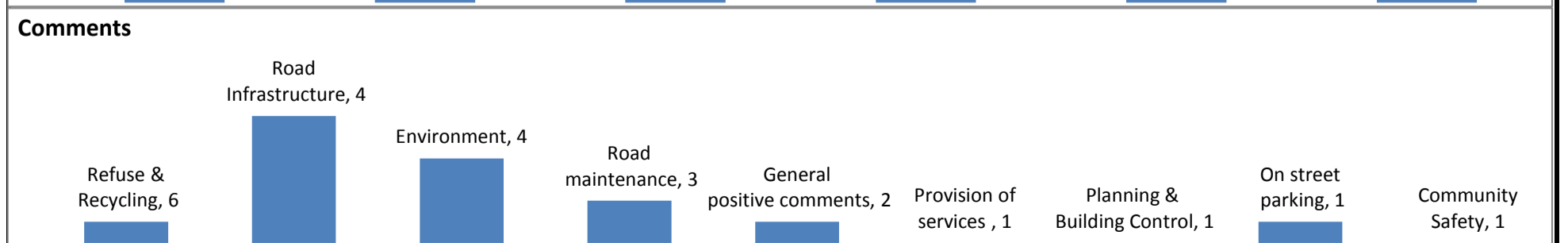
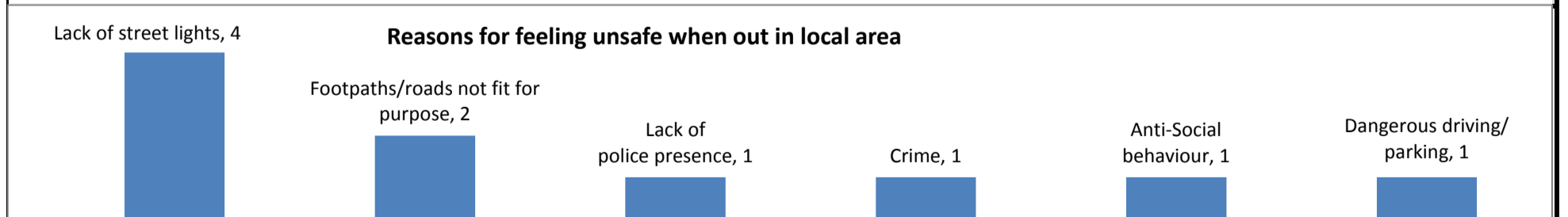
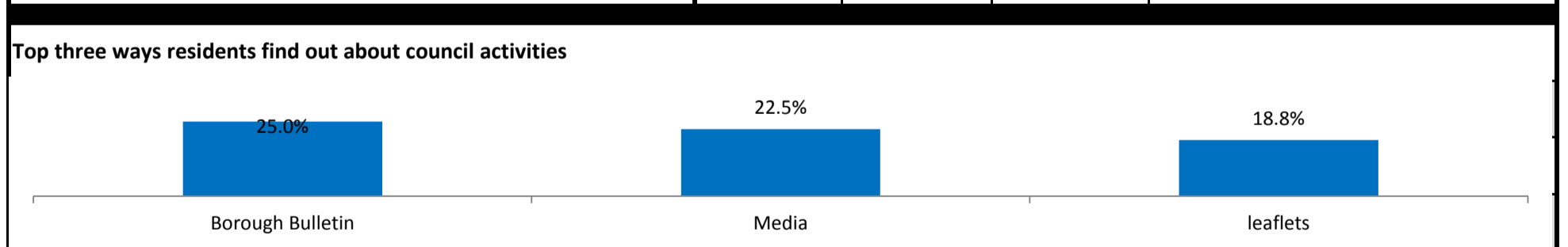
Carlton	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	10	0	2	86%	100%
Agree HBBC provides value for money	5	1	6	72%	83%
Think HBBC acts on the concerns of residents	3	2	7	64%	60%
Are well informed about services	8	2	1	71%	80%
Say they trust HBBC	8	1	2	74%	89%
Feel safe when outside after dark	7	2	3	79%	78%
Feel safe when outside during the day	9	2	1	97%	82%
Satisfied with the waste collection service	11	1	0	90%	92%
Satisfied with the street cleaning service	6	4	2	77%	60%
Satisfied with the recycling service	6	4	2	86%	60%
Satisfied with the garden waste service	7	2	3	79%	78%
Satisfied with sport & leisure services	3	2	7	79%	60%
Satisfied with services & support for older people	3	3	6	64%	50%
Satisfied with services & support for children & young people	0	1	11	73%	0%
Satisfied with the housing advice service	2	2	8	66%	50%
Satisfied with the environmental protection service	3	3	6	55%	50%
Satisfied with the planning & building control service	5	1	4	47%	83%
Satisfied with the community safety service	2	0	10	79%	100%
Satisfied with the licences, permits & permissions service	4	1	7	86%	80%
Satisfied with the benefits service	2	0	10	77%	100%
Media has viewed the government positively in last few months	2	6	4	22%	25%
Media has viewed local councils positively in last few months	0	2	10	15%	0%
Media has viewed HBBC positively in last few months	0	0	12	48%	0%



Desford	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	9	3	3	86%	75%
Agree HBBC provides value for money	7	2	6	72%	78%
Think HBBC acts on the concerns of residents	5	8	2	64%	38%
Are well informed about services	10	4	1	71%	71%
Say they trust HBBC	7	5	3	74%	58%
Feel safe when outside after dark	10	2	3	79%	83%
Feel safe when outside during the day	13	1	1	97%	93%
Satisfied with the waste collection service	12	1	2	90%	92%
Satisfied with the street cleaning service	8	6	1	77%	57%
Satisfied with the recycling service	8	6	1	86%	57%
Satisfied with the garden waste service	9	2	4	79%	82%
Satisfied with sport & leisure services	2	1	12	79%	67%
Satisfied with services & support for older people	1	3	11	64%	25%
Satisfied with services & support for children & young people	1	1	13	73%	50%
Satisfied with the housing advice service	1	2	12	66%	33%
Satisfied with the environmental protection service	2	8	5	55%	20%
Satisfied with the planning & building control service	4	5	6	47%	44%
Satisfied with the community safety service	3	3	9	79%	50%
Satisfied with the licences, permits & permissions service	2	0	13	86%	100%
Satisfied with the benefits service	2	0	13	77%	100%
Media has viewed the government positively in last few months	2	3	10	22%	40%
Media has viewed local councils positively in last few months	2	5	8	15%	29%
Media has viewed HBBC positively in last few months	2	2	10	48%	50%



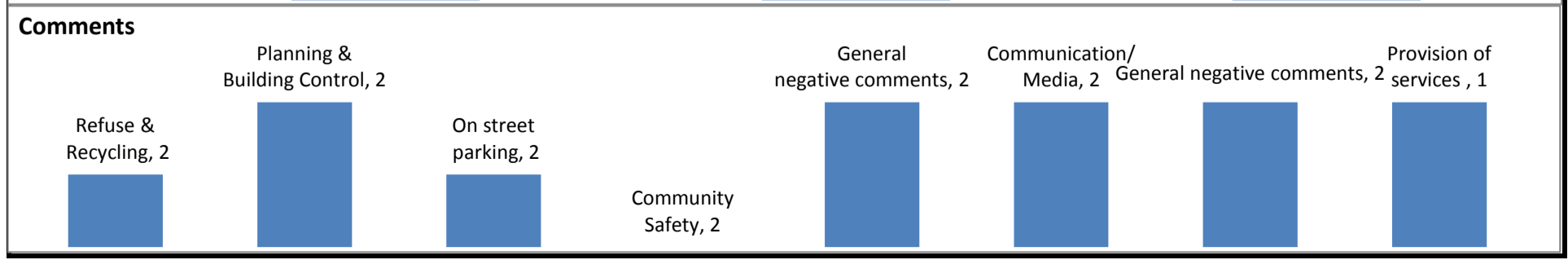
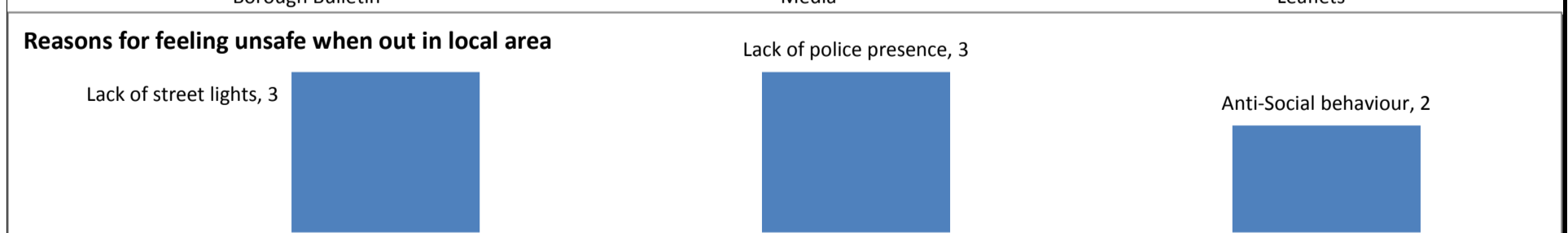
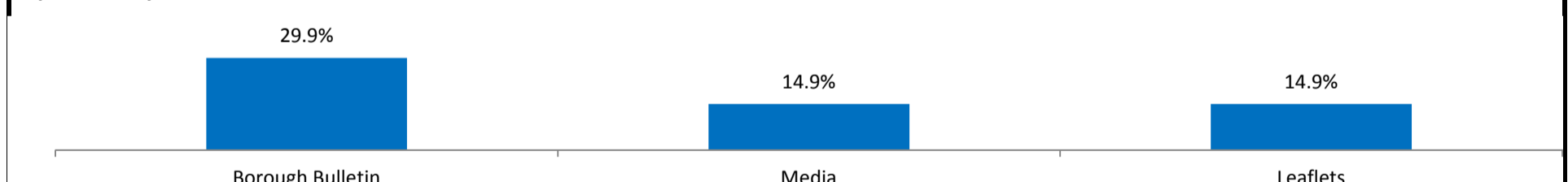
Earl Shilton	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	20	5	14	86%	80%
Agree HBBC provides value for money	18	8	13	72%	69%
Think HBBC acts on the concerns of residents	16	13	10	64%	55%
Are well informed about services	26	11	2	71%	70%
Say they trust HBBC	24	10	5	74%	71%
Feel safe when outside after dark	23	9	7	79%	72%
Feel safe when outside during the day	33	0	4	97%	91%
Satisfied with the waste collection service	34	4	1	90%	89%
Satisfied with the street cleaning service	23	11	5	77%	68%
Satisfied with the recycling service	23	11	5	86%	68%
Satisfied with the garden waste service	30	3	6	79%	91%
Satisfied with sport & leisure services	6	2	31	79%	75%
Satisfied with services & support for older people	4	7	28	64%	36%
Satisfied with services & support for children & young people	6	3	29	73%	67%
Satisfied with the housing advice service	2	4	32	66%	33%
Satisfied with the environmental protection service	13	14	11	55%	48%
Satisfied with the planning & building control service	5	5	5	47%	50%
Satisfied with the community safety service	3	2	33	79%	60%
Satisfied with the licences, permits & permissions service	2	2	34	86%	50%
Satisfied with the benefits service	5	1	32	77%	83%
Media has viewed the government positively in last few months	2	15	21	22%	12%
Media has viewed local councils positively in last few months	1	14	22	15%	7%
Media has viewed HBBC positively in last few months	1	8	29	48%	11%





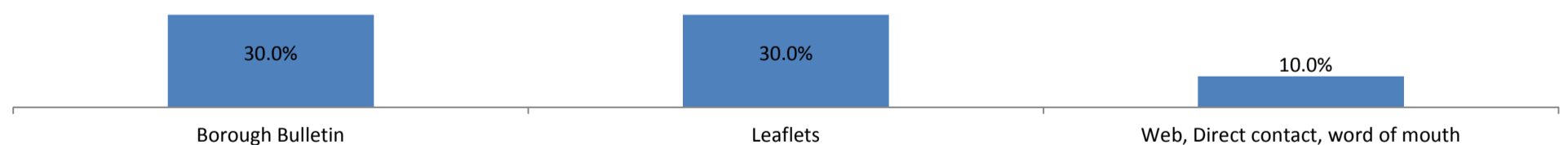
Groby	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	20	2	4	86%	91%
Agree HBBC provides value for money	12	5	9	72%	71%
Think HBBC acts on the concerns of residents	18	5	3	64%	78%
Are well informed about services	20	4	2	71%	83%
Say they trust HBBC	21	4	1	74%	84%
Feel safe when outside after dark	17	3	6	79%	85%
Feel safe when outside during the day	48	1	1	97%	100%
Satisfied with the waste collection service	25	0	1	90%	100%
Satisfied with the street cleaning service	22	2	2	77%	92%
Satisfied with the recycling service	22	2	2	86%	92%
Satisfied with the garden waste service	16	4	6	79%	80%
Satisfied with sport & leisure services	3	2	21	79%	60%
Satisfied with services & support for older people	6	1	19	64%	86%
Satisfied with services & support for children & young people	5	2	19	73%	71%
Satisfied with the housing advice service	4	0	22	66%	100%
Satisfied with the environmental protection service	10	1	15	55%	91%
Satisfied with the planning & building control service	10	4	7	47%	71%
Satisfied with the community safety service	6	0	20	79%	100%
Satisfied with the licences, permits & permissions service	5	3	18	86%	63%
Satisfied with the benefits service	5	0	21	77%	100%
Media has viewed the government positively in last few months	3	9	14	22%	25%
Media has viewed local councils positively in last few months	3	6	17	15%	33%
Media has viewed HBBC positively in last few months	3	2	21	48%	60%

**Top three ways residents find out about council activities**



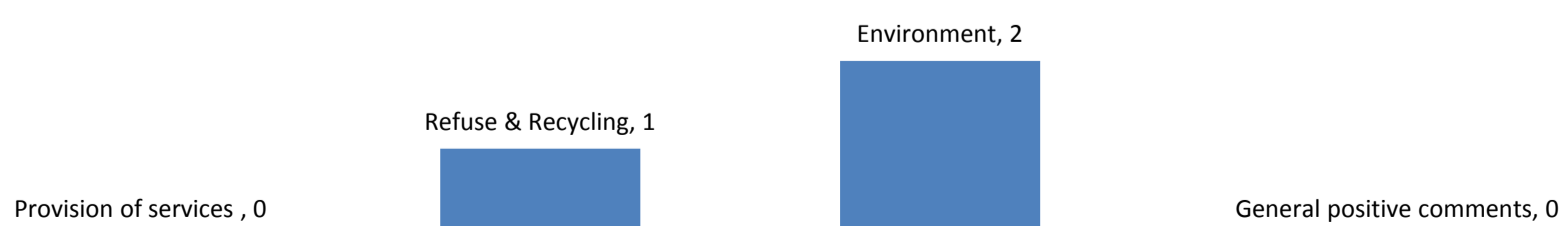
Higham on the Hill	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	4	0	1	86%	100%
Agree HBBC provides value for money	3	1	1	72%	75%
Think HBBC acts on the concerns of residents	2	2	1	64%	50%
Are well informed about services	4	1	0	71%	80%
Say they trust HBBC	3	1	0	74%	75%
Feel safe when outside after dark	4	0	0	79%	100%
Feel safe when outside during the day	4	0	0	97%	100%
Satisfied with the waste collection service	4	0	0	90%	100%
Satisfied with the street cleaning service	2	1	1	77%	67%
Satisfied with the recycling service	2	1	1	86%	67%
Satisfied with the garden waste service	2	2	0	79%	50%
Satisfied with sport & leisure services	2	0	2	79%	100%
Satisfied with services & support for older people	1	0	3	64%	100%
Satisfied with services & support for children & young people	1	0	4	73%	100%
Satisfied with the housing advice service	1	0	4	66%	100%
Satisfied with the environmental protection service	2	3	0	55%	40%
Satisfied with the planning & building control service	1	1	3	47%	50%
Satisfied with the community safety service	1	0	4	79%	100%
Satisfied with the licences, permits & permissions service	1	0	4	86%	100%
Satisfied with the benefits service	1	0	4	77%	100%
Media has viewed the government positively in last few months	1	2	2	22%	33%
Media has viewed local councils positively in last few months	1	2	2	15%	33%
Media has viewed HBBC positively in last few months	1	0	4	48%	100%

#### Top three ways residents find out about council activities

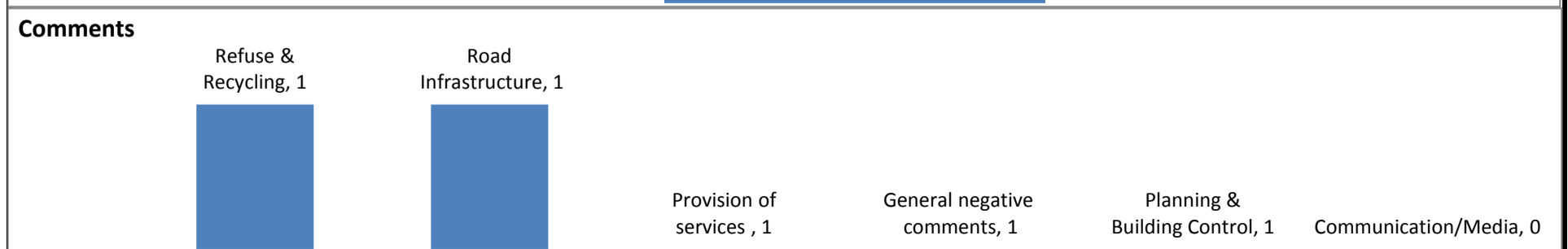
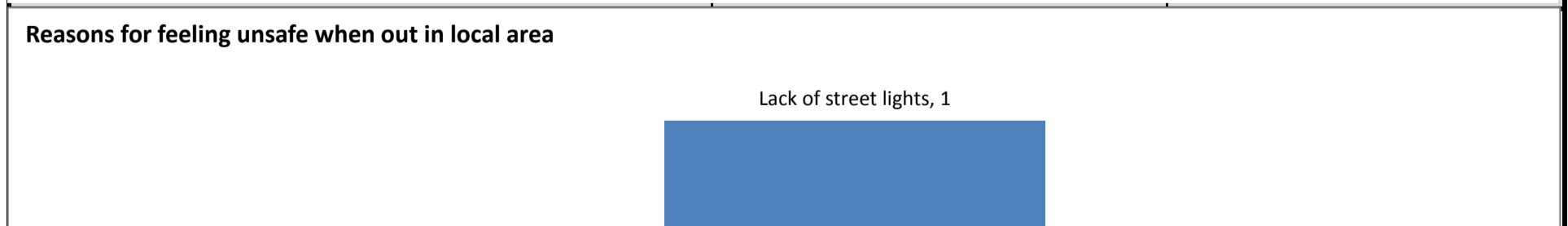
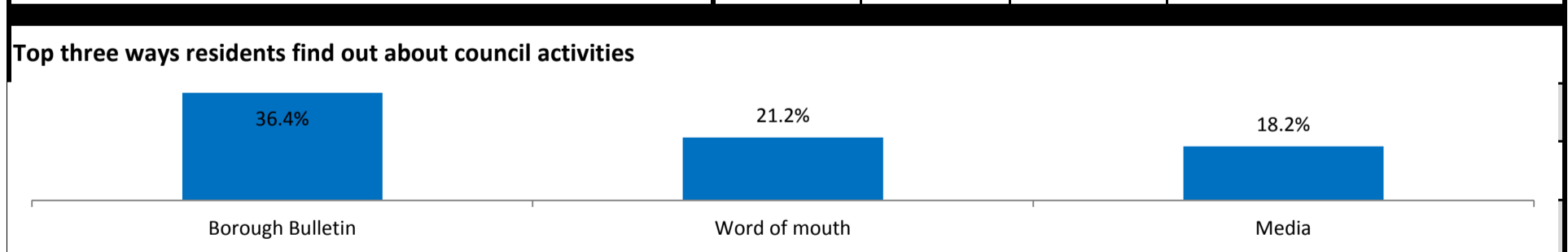


#### Reasons for feeling unsafe when out in local area

#### Comments

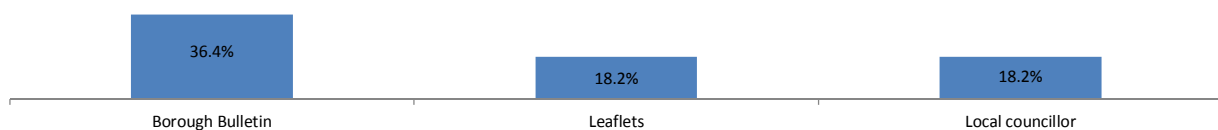


Market Bosworth	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	10	1	3	86%	91%
Agree HBBC provides value for money	6	3	5	72%	67%
Think HBBC acts on the concerns of residents	10	2	2	64%	83%
Are well informed about services	10	4	0	71%	71%
Say they trust HBBC	11	1	2	74%	92%
Feel safe when outside after dark	10	2	2	79%	83%
Feel safe when outside during the day	13	0	1	97%	100%
Satisfied with the waste collection service	13	1	0	90%	93%
Satisfied with the street cleaning service	10	3	1	77%	77%
Satisfied with the recycling service	10	3	1	86%	77%
Satisfied with the garden waste service	11	2	1	79%	85%
Satisfied with sport & leisure services	5	1	8	79%	83%
Satisfied with services & support for older people	2	2	10	64%	50%
Satisfied with services & support for children & young people	2	1	11	73%	67%
Satisfied with the housing advice service	1	0	13	66%	100%
Satisfied with the environmental protection service	6	3	5	55%	67%
Satisfied with the planning & building control service	6	2	6	47%	75%
Satisfied with the community safety service	4	2	8	79%	67%
Satisfied with the licences, permits & permissions service	1	0	13	86%	100%
Satisfied with the benefits service	2	0	12	77%	100%
Media has viewed the government positively in last few months	2	2	10	22%	50%
Media has viewed local councils positively in last few months	1	5	8	15%	17%
Media has viewed HBBC positively in last few months	2	2	10	48%	50%



Markfield	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	12	0	3	86%	100%
Agree HBBC provides value for money	8	3	4	72%	73%
Think HBBC acts on the concerns of residents	9	1	5	64%	90%
Are well informed about services	9	4	2	71%	69%
Say they trust HBBC	11	1	2	74%	92%
Feel safe when outside after dark	7	4	4	79%	64%
Feel safe when outside during the day	13	1	1	97%	93%
Satisfied with the waste collection service	13	2	0	90%	87%
Satisfied with the street cleaning service	8	3	4	77%	73%
Satisfied with the recycling service	8	3	4	86%	73%
Satisfied with the garden waste service	6	1	8	79%	86%
Satisfied with sport & leisure services	2	3	10	79%	40%
Satisfied with services & support for older people	3	2	10	64%	60%
Satisfied with services & support for children & young people	1	0	14	73%	100%
Satisfied with the housing advice service	1	0	14	66%	100%
Satisfied with the environmental protection service	4	5	6	55%	44%
Satisfied with the planning & building control service	5	4	28	47%	56%
Satisfied with the community safety service	1	1	13	79%	50%
Satisfied with the licences, permits & permissions service	3	1	11	86%	75%
Satisfied with the benefits service	1	2	12	77%	33%
Media has viewed the government positively in last few months	2	3	10	22%	40%
Media has viewed local councils positively in last few months	1	2	12	15%	33%
Media has viewed HBBC positively in last few months	2	0	13	48%	100%

#### Top three ways residents find out about council activities



#### Reasons for feeling unsafe when out in local area

Crime, 1



#### Comments

Provision of services, 4



Refuse & Recycling, 0

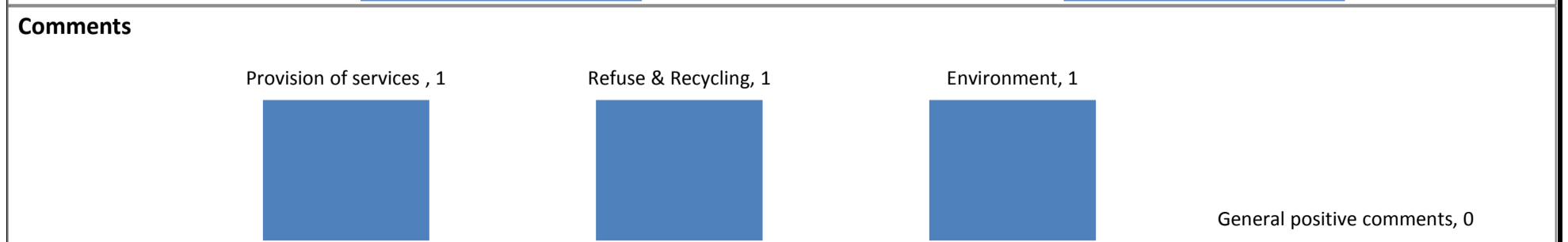
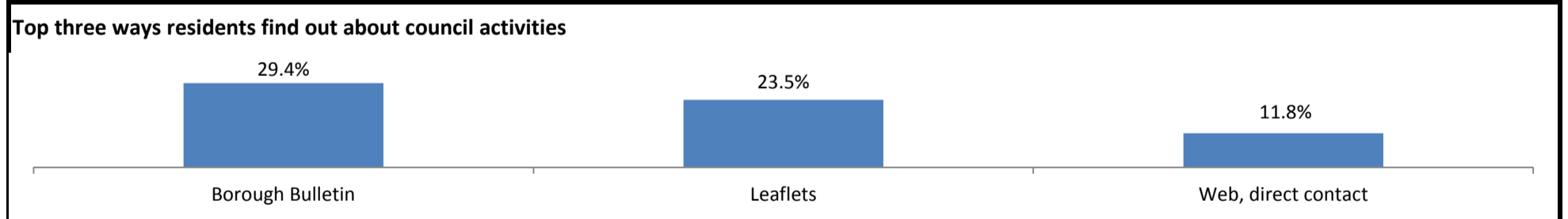
Planning & Building Control, 1

Road Infrastructure, 1

General positive comments, 1

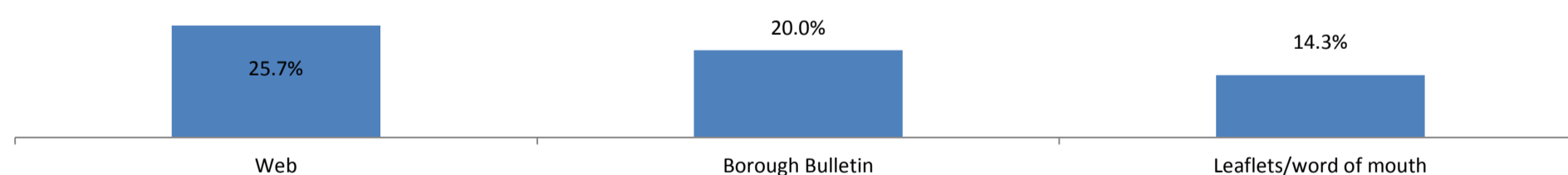
Communication/Media, 0

Nailstone	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	4	1	3	86%	80%
Agree HBBC provides value for money	2	1	5	72%	67%
Think HBBC acts on the concerns of residents	3	3	2	64%	50%
Are well informed about services	5	3	0	71%	63%
Say they trust HBBC	5	1	2	74%	83%
Feel safe when outside after dark	6	0	2	79%	100%
Feel safe when outside during the day	6	1	1	97%	86%
Satisfied with the waste collection service	7	1	0	90%	88%
Satisfied with the street cleaning service	3	1	4	77%	75%
Satisfied with the recycling service	3	1	4	86%	75%
Satisfied with the garden waste service	5	2	1	79%	71%
Satisfied with sport & leisure services	0	0	8	79%	0%
Satisfied with services & support for older people	0	0	8	64%	0%
Satisfied with services & support for children & young people	0	0	8	73%	0%
Satisfied with the housing advice service	0	0	8	66%	0%
Satisfied with the environmental protection service	1	1	6	55%	50%
Satisfied with the planning & building control service	1	2	5	47%	33%
Satisfied with the community safety service	1	1	6	79%	50%
Satisfied with the licences, permits & permissions service	2	0	6	86%	100%
Satisfied with the benefits service	1	0	7	77%	100%
Media has viewed the government positively in last few months	0	3	5	22%	0%
Media has viewed local councils positively in last few months	0	3	5	15%	0%
Media has viewed HBBC positively in last few months	0	1	7	48%	0%

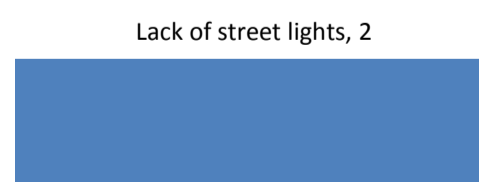


Newbold Verdon	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	11	0	4	86%	100%
Agree HBBC provides value for money	10	1	4	72%	91%
Think HBBC acts on the concerns of residents	11	4	0	64%	73%
Are well informed about services	12	3	0	71%	80%
Say they trust HBBC	14	1	0	74%	93%
Feel safe when outside after dark	7	2	6	79%	78%
Feel safe when outside during the day	14	0	1	97%	100%
Satisfied with the waste collection service	14	1	0	90%	93%
Satisfied with the street cleaning service	11	2	2	77%	85%
Satisfied with the recycling service	11	2	2	86%	85%
Satisfied with the garden waste service	11	2	2	79%	85%
Satisfied with sport & leisure services	7	3	5	79%	70%
Satisfied with services & support for older people	5	3	7	64%	63%
Satisfied with services & support for children & young people	5	1	9	73%	83%
Satisfied with the housing advice service	2	1	12	66%	67%
Satisfied with the environmental protection service	6	3	6	55%	67%
Satisfied with the planning & building control service	4	4	6	47%	50%
Satisfied with the community safety service	5	1	9	79%	83%
Satisfied with the licences, permits & permissions service	4	1	10	86%	80%
Satisfied with the benefits service	3	0	12	77%	100%
Media has viewed the government positively in last few months	2	7	6	22%	22%
Media has viewed local councils positively in last few months	2	3	10	15%	40%
Media has viewed HBBC positively in last few months	3	1	11	48%	75%

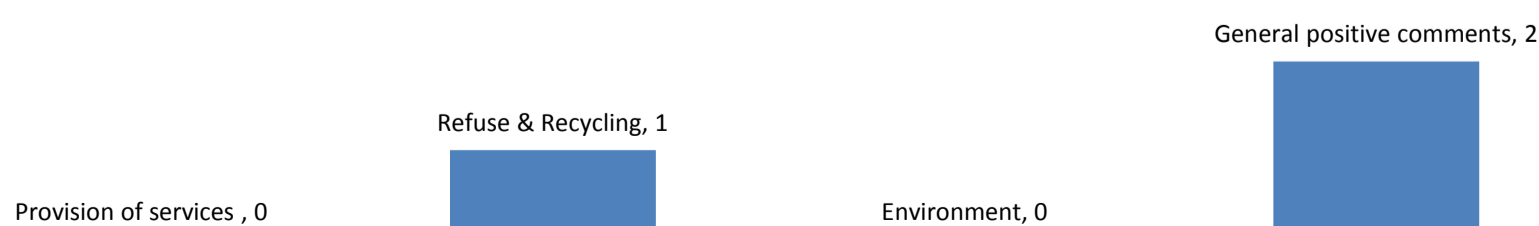
### Top three ways residents find out about council activities



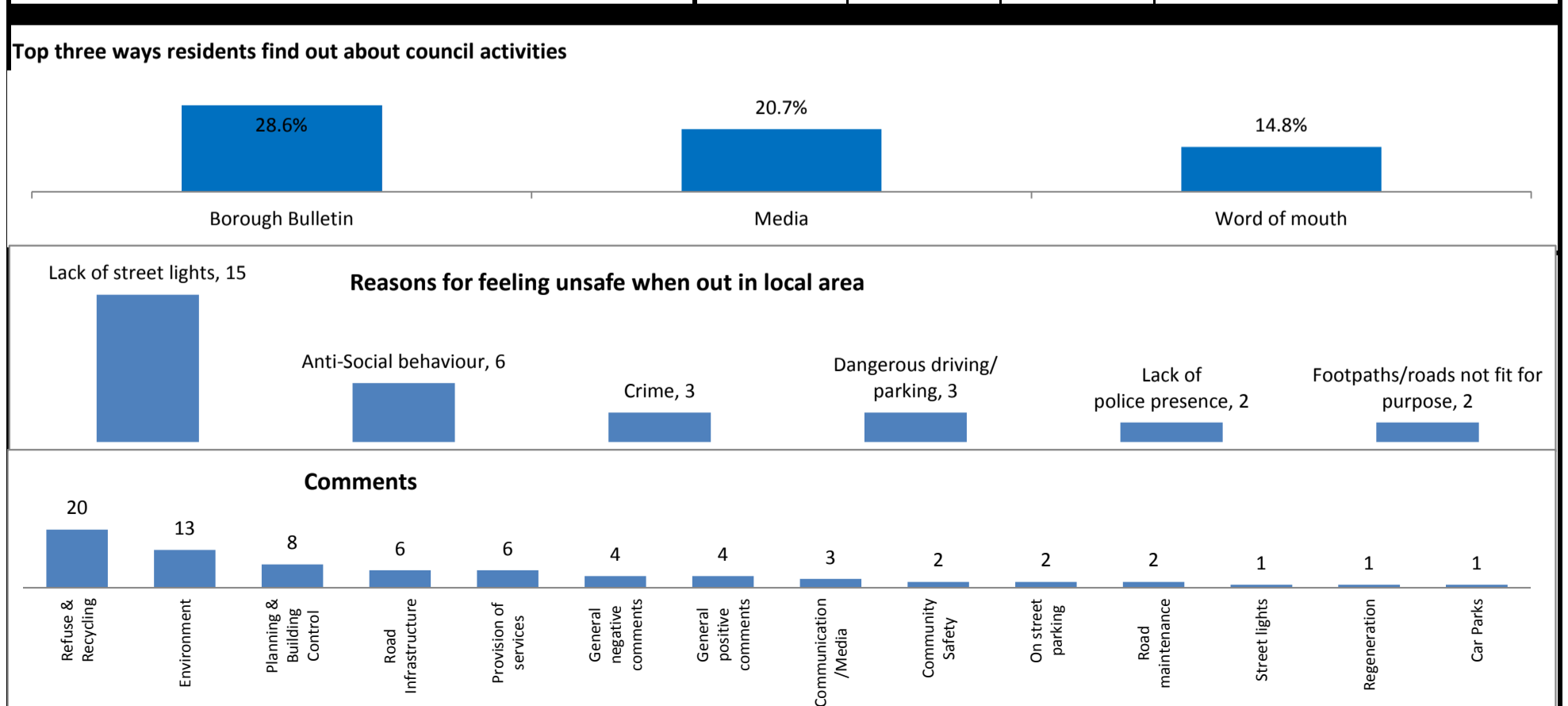
### Reasons for feeling unsafe when out in local area



### Comments

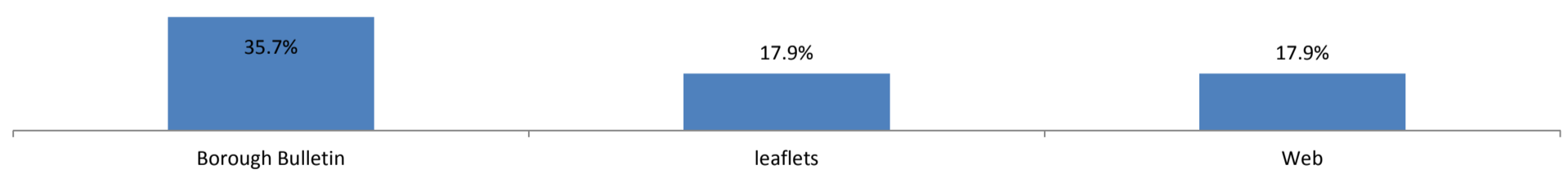


Hinckley (non parish)	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	87	15	22	86%	85%
Agree HBBC provides value for money	67	20	37	72%	77%
Think HBBC acts on the concerns of residents	76	33	14	64%	70%
Are well informed about services	91	30	2	71%	75%
Say they trust HBBC	84	30	10	74%	74%
Feel safe when outside after dark	70	26	28	79%	73%
Feel safe when outside during the day	109	4	11	97%	96%
Satisfied with the waste collection service	98	12	14	90%	89%
Satisfied with the street cleaning service	84	11	29	77%	88%
Satisfied with the recycling service	84	11	29	86%	88%
Satisfied with the garden waste service	69	23	32	79%	75%
Satisfied with sport & leisure services	48	7	69	79%	87%
Satisfied with services & support for older people	21	8	95	64%	72%
Satisfied with services & support for children & young people	21	4	99	73%	84%
Satisfied with the housing advice service	8	3	113	66%	73%
Satisfied with the environmental protection service	48	34	42	55%	59%
Satisfied with the planning & building control service	19	29	26	47%	40%
Satisfied with the community safety service	27	5	92	79%	84%
Satisfied with the licences, permits & permissions service	14	2	108	86%	88%
Satisfied with the benefits service	11	5	108	77%	69%
Media has viewed the government positively in last few months	13	55	54	22%	19%
Media has viewed local councils positively in last few months	7	46	70	15%	13%
Media has viewed HBBC positively in last few months	13	17	93	48%	43%



Osbaston	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	7	2	2	86%	78%
Agree HBBC provides value for money	4	3	4	72%	57%
Think HBBC acts on the concerns of residents	6	4	1	64%	60%
Are well informed about services	6	4	1	71%	60%
Say they trust HBBC	8	3	0	74%	73%
Feel safe when outside after dark	7	2	2	79%	78%
Feel safe when outside during the day	11	0	0	97%	100%
Satisfied with the waste collection service	9	1	1	90%	90%
Satisfied with the street cleaning service	5	4	2	77%	56%
Satisfied with the recycling service	5	4	2	86%	56%
Satisfied with the garden waste service	4	0	6	79%	100%
Satisfied with sport & leisure services	0	2	9	79%	0%
Satisfied with services & support for older people	2	1	8	64%	67%
Satisfied with services & support for children & young people	0	1	10	73%	0%
Satisfied with the housing advice service	3	2	6	66%	60%
Satisfied with the environmental protection service	4	5	2	55%	44%
Satisfied with the planning & building control service	3	3	4	47%	50%
Satisfied with the community safety service	3	1	7	79%	75%
Satisfied with the licences, permits & permissions service	1	0	10	86%	100%
Satisfied with the benefits service	4	3	4	77%	57%
Media has viewed the government positively in last few months	2	4	5	22%	33%
Media has viewed local councils positively in last few months	1	1	9	15%	50%
Media has viewed HBBC positively in last few months	2	0	9	48%	100%

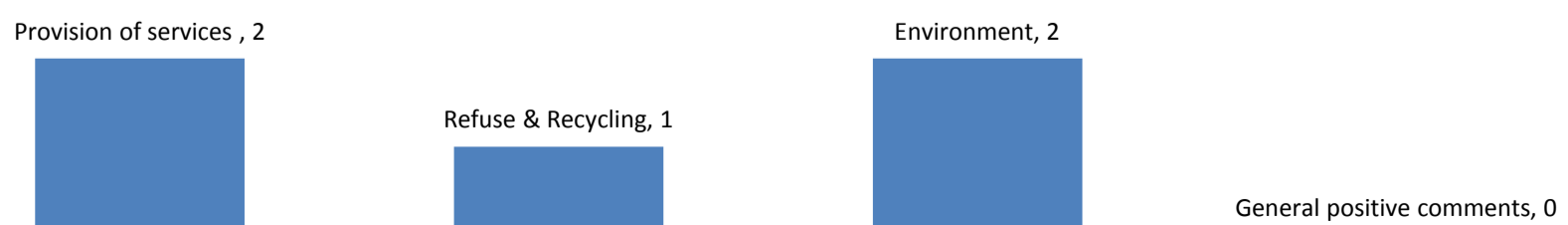
#### Top three ways residents find out about council activities



#### Reasons for feeling unsafe when out in local area

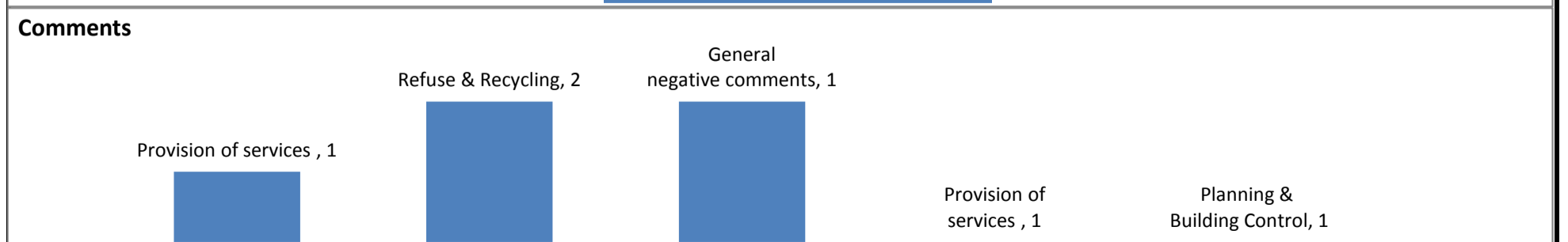
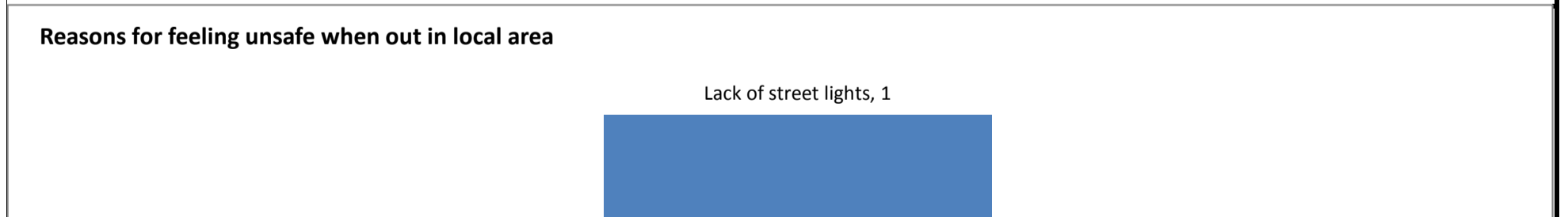
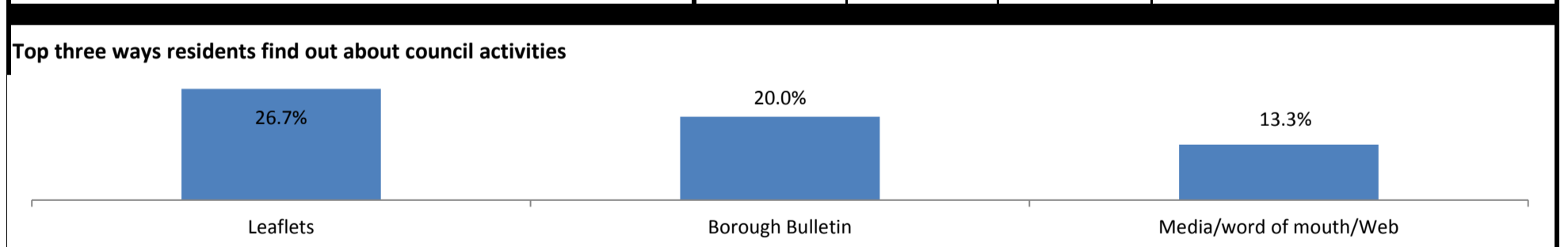


#### Comments

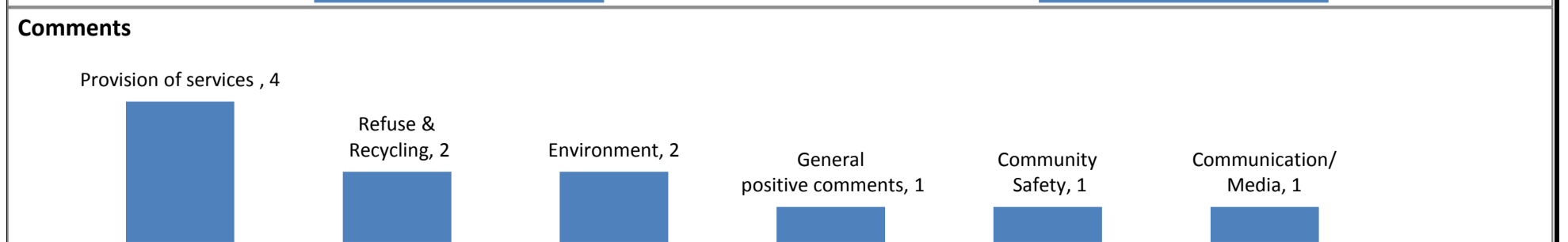
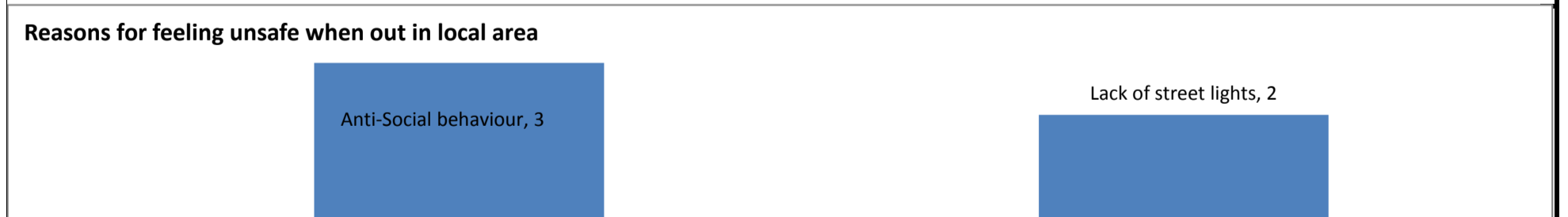
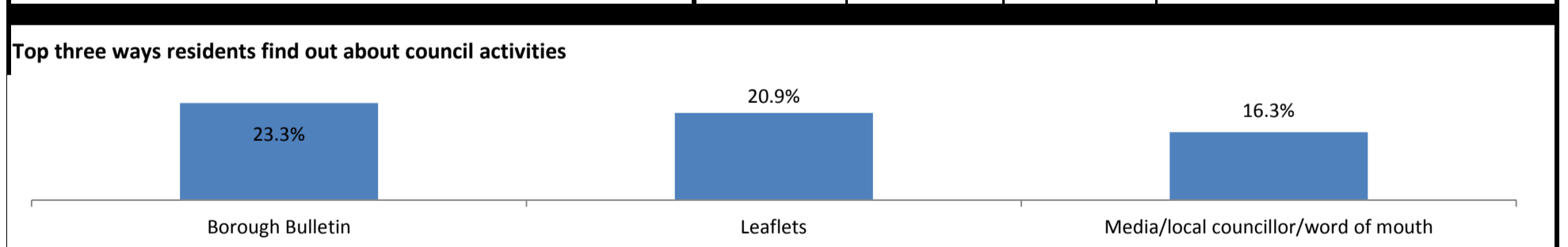




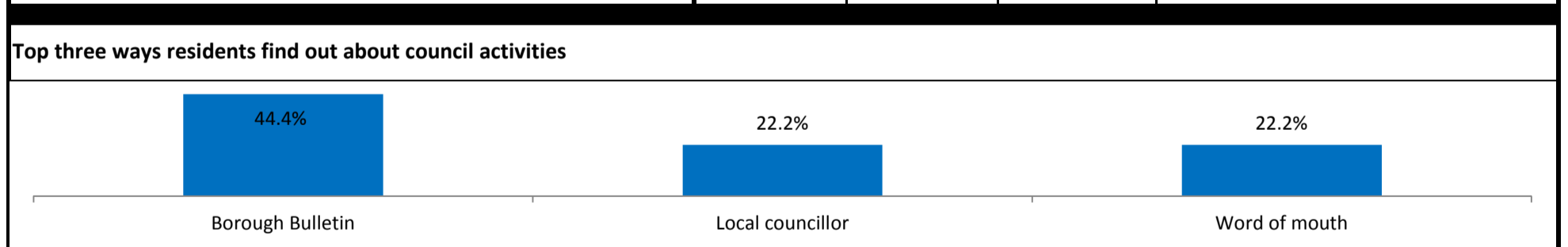
Peckleton	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	5	2	1	86%	71%
Agree HBBC provides value for money	4	2	2	72%	67%
Think HBBC acts on the concerns of residents	4	3	1	64%	57%
Are well informed about services	5	3	0	71%	63%
Say they trust HBBC	5	2	1	74%	71%
Feel safe when outside after dark	4	1	3	79%	80%
Feel safe when outside during the day	7	0	1	97%	100%
Satisfied with the waste collection service	6	0	2	90%	100%
Satisfied with the street cleaning service	4	3	1	77%	57%
Satisfied with the recycling service	4	3	1	86%	57%
Satisfied with the garden waste service	4	3	1	79%	57%
Satisfied with sport & leisure services	5	0	3	79%	100%
Satisfied with services & support for older people	1	1	6	64%	50%
Satisfied with services & support for children & young people	0	0	8	73%	0%
Satisfied with the housing advice service	0	0	8	66%	0%
Satisfied with the environmental protection service	2	4	2	55%	33%
Satisfied with the planning & building control service	2	2	6	47%	50%
Satisfied with the community safety service	0	0	8	79%	0%
Satisfied with the licences, permits & permissions service	1	0	7	86%	100%
Satisfied with the benefits service	0	0	8	77%	0%
Media has viewed the government positively in last few months	2	1	5	22%	67%
Media has viewed local councils positively in last few months	0	1	7	15%	0%
Media has viewed HBBC positively in last few months	1	0	7	48%	100%



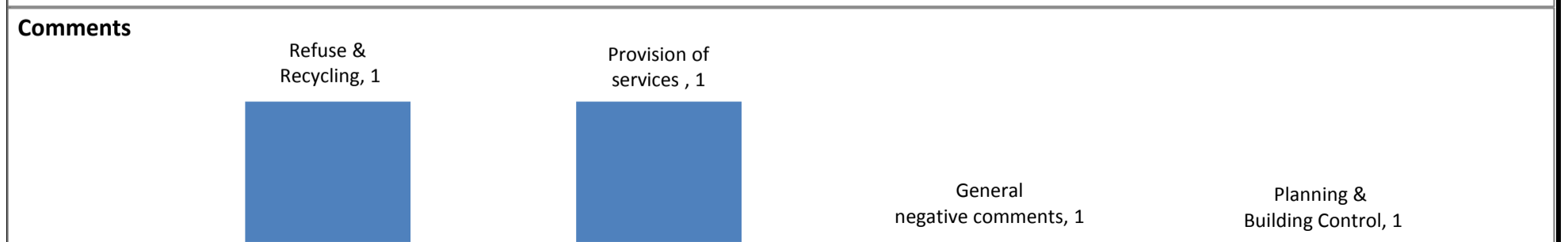
Ratby	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	12	2	4	86%	86%
Agree HBBC provides value for money	12	2	4	72%	86%
Think HBBC acts on the concerns of residents	9	3	6	64%	75%
Are well informed about services	12	6	0	71%	67%
Say they trust HBBC	14	3	1	74%	82%
Feel safe when outside after dark	12	5	1	79%	71%
Feel safe when outside during the day	18	0	0	97%	100%
Satisfied with the waste collection service	16	1	1	90%	94%
Satisfied with the street cleaning service	5	6	7	77%	45%
Satisfied with the recycling service	5	6	7	86%	45%
Satisfied with the garden waste service	11	2	5	79%	85%
Satisfied with sport & leisure services	2	2	14	79%	50%
Satisfied with services & support for older people	2	0	16	64%	100%
Satisfied with services & support for children & young people	0	1	17	0%	73%
Satisfied with the housing advice service	1	1	16	66%	50%
Satisfied with the environmental protection service	6	5	7	55%	55%
Satisfied with the planning & building control service	6	6	4	47%	50%
Satisfied with the community safety service	3	0	15	79%	100%
Satisfied with the licences, permits & permissions service	2	0	16	86%	100%
Satisfied with the benefits service	2	1	15	77%	67%
Media has viewed the government positively in last few months	1	6	10	22%	14%
Media has viewed local councils positively in last few months	0	4	14	15%	0%
Media has viewed HBBC positively in last few months	0	0	18	48%	0%



Shackerstone	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	4	1	0	86%	80%
Agree HBBC provides value for money	3	1	1	72%	75%
Think HBBC acts on the concerns of residents	3	2	0	64%	60%
Are well informed about services	4	1	0	71%	80%
Say they trust HBBC	3	2	0	74%	60%
Feel safe when outside after dark	4	0	0	79%	100%
Feel safe when outside during the day	4	0	0	97%	100%
Satisfied with the waste collection service	4	1	0	90%	80%
Satisfied with the street cleaning service	1	1	3	77%	50%
Satisfied with the recycling service	1	1	3	86%	50%
Satisfied with the garden waste service	4	1	0	79%	80%
Satisfied with sport & leisure services	2	1	2	79%	67%
Satisfied with services & support for older people	1	0	4	64%	100%
Satisfied with services & support for children & young people	1	0	4	73%	100%
Satisfied with the housing advice service	0	0	5	66%	0%
Satisfied with the environmental protection service	1	1	3	55%	50%
Satisfied with the planning & building control service	0	1	4	47%	0%
Satisfied with the community safety service	1	0	4	79%	100%
Satisfied with the licences, permits & permissions service	1	0	4	86%	100%
Satisfied with the benefits service	0	0	5	77%	0%
Media has viewed the government positively in last few months	2	0	3	22%	100%
Media has viewed local councils positively in last few months	1	1	3	15%	50%
Media has viewed HBBC positively in last few months	0	1	4	48%	0%

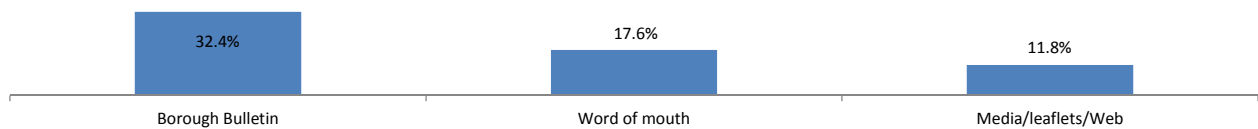


**Reasons for feeling unsafe when out in local area**



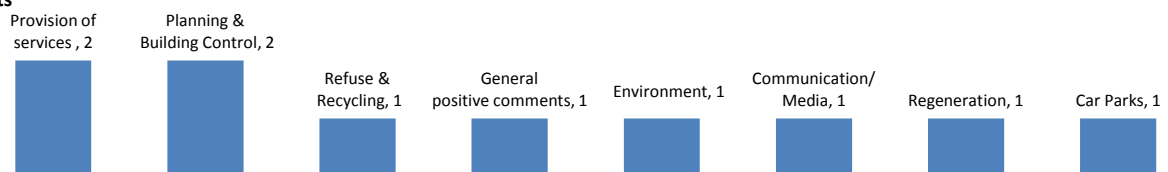
Sheepy	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	10	0	2	86%	100%
Agree HBBC provides value for money	8	0	4	72%	100%
Think HBBC acts on the concerns of residents	6	5	1	64%	55%
Are well informed about services	11	1	0	71%	92%
Say they trust HBBC	8	4	0	74%	67%
Feel safe when outside after dark	12	0	0	79%	100%
Feel safe when outside during the day	12	0	0	97%	100%
Satisfied with the waste collection service	11	0	1	90%	100%
Satisfied with the street cleaning service	8	0	4	77%	100%
Satisfied with the recycling service	8	0	4	86%	100%
Satisfied with the garden waste service	11	0	1	79%	100%
Satisfied with sport & leisure services	0	0	12	0%	79%
Satisfied with services & support for older people	5	0	7	64%	100%
Satisfied with services & support for children & young people	2	0	10	73%	100%
Satisfied with the housing advice service	1	0	11	66%	100%
Satisfied with the environmental protection service	8	1	3	55%	89%
Satisfied with the planning & building control service	5	3	6	47%	63%
Satisfied with the community safety service	4	0	8	79%	100%
Satisfied with the licences, permits & permissions service	4	0	8	86%	100%
Satisfied with the benefits service	0	0	12	0%	77%
Media has viewed the government positively in last few months	0	5	7	0%	22%
Media has viewed local councils positively in last few months	0	4	8	0%	15%
Media has viewed HBBC positively in last few months	1	2	9	33%	48%

#### Top three ways residents find out about council activities

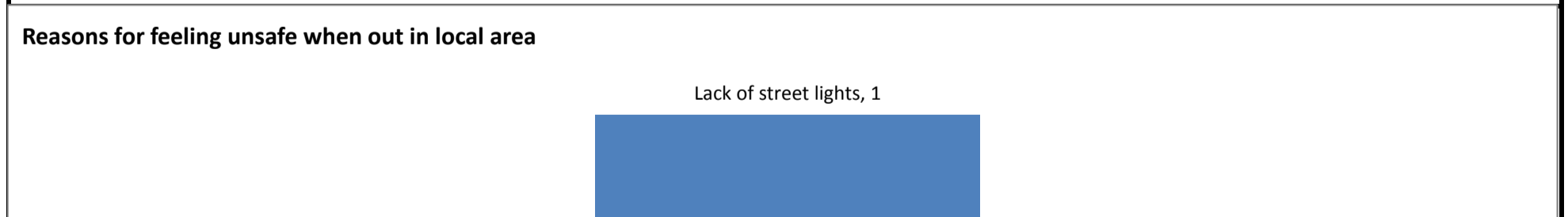
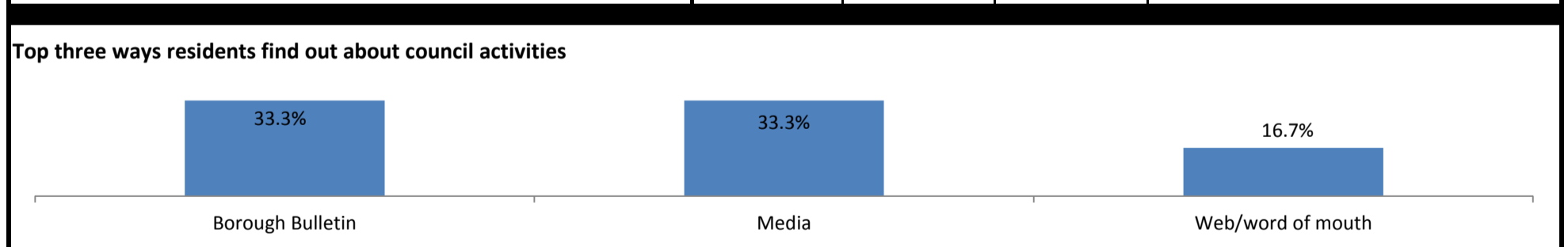


#### Reasons for feeling unsafe when out in local area

#### Comments



Stanton under Bardon	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	1	1	3	50%	86%
Agree HBBC provides value for money	0	1	4	0%	72%
Think HBBC acts on the concerns of residents	2	2	1	50%	64%
Are well informed about services	3	2	0	60%	71%
Say they trust HBBC	2	1	2	67%	74%
Feel safe when outside after dark	1	1	3	50%	79%
Feel safe when outside during the day	3	1	1	75%	97%
Satisfied with the waste collection service	4	0	1	100%	90%
Satisfied with the street cleaning service	2	2	1	50%	77%
Satisfied with the recycling service	2	2	1	50%	86%
Satisfied with the garden waste service	2	2	1	50%	79%
Satisfied with sport & leisure services	0	1	4	0%	79%
Satisfied with services & support for older people	1	1	3	50%	64%
Satisfied with services & support for children & young people	0	1	4	0%	73%
Satisfied with the housing advice service	0	0	5	0%	66%
Satisfied with the environmental protection service	1	1	3	50%	55%
Satisfied with the planning & building control service	0	3	2	0%	47%
Satisfied with the community safety service	0	0	5	0%	79%
Satisfied with the licences, permits & permissions service	0	0	5	0%	86%
Satisfied with the benefits service	0	0	5	0%	77%
Media has viewed the government positively in last few months	0	1	4	0%	22%
Media has viewed local councils positively in last few months	0	0	5	0%	15%
Media has viewed HBBC positively in last few months	0	0	5	0%	48%

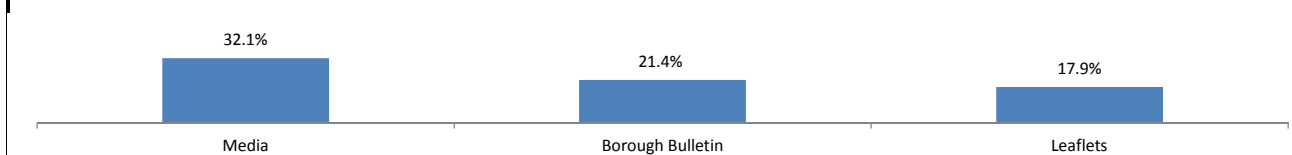


**Comments**

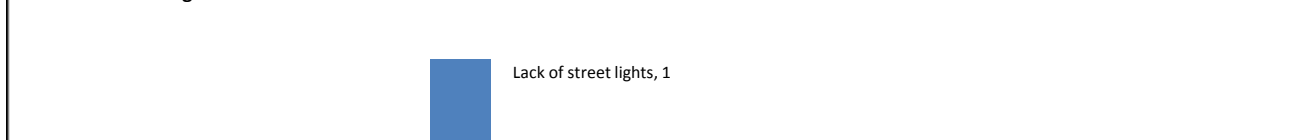
Provision of services , 0      Refuse & Recycling, 0      Environment, 0

Stoke Golding	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	10	1	5	86%	91%
Agree HBBC provides value for money	7	4	5	72%	64%
Think HBBC acts on the concerns of residents	5	8	3	64%	38%
Are well informed about services	10	5	1	71%	67%
Say they trust HBBC	9	5	1	74%	64%
Feel safe when outside after dark	10	1	4	79%	91%
Feel safe when outside during the day	14	0	1	97%	100%
Satisfied with the waste collection service	11	2	2	90%	85%
Satisfied with the street cleaning service	9	1	5	77%	90%
Satisfied with the recycling service	9	1	5	86%	90%
Satisfied with the garden waste service	10	2	3	79%	83%
Satisfied with sport & leisure services	7	1	7	79%	88%
Satisfied with services & support for older people	4	0	11	64%	100%
Satisfied with services & support for children & young people	2	0	14	73%	100%
Satisfied with the housing advice service	2	2	12	66%	50%
Satisfied with the environmental protection service	3	5	8	55%	38%
Satisfied with the planning & building control service	3	9	4	47%	25%
Satisfied with the community safety service	1	0	15	79%	100%
Satisfied with the licences, permits & permissions service	2	1	13	86%	67%
Satisfied with the benefits service	0	0	16	77%	0%
Media has viewed the government positively in last few months	1	8	7	22%	11%
Media has viewed local councils positively in last few months	0	8	8	15%	0%
Media has viewed HBBC positively in last few months	1	0	15	48%	100%

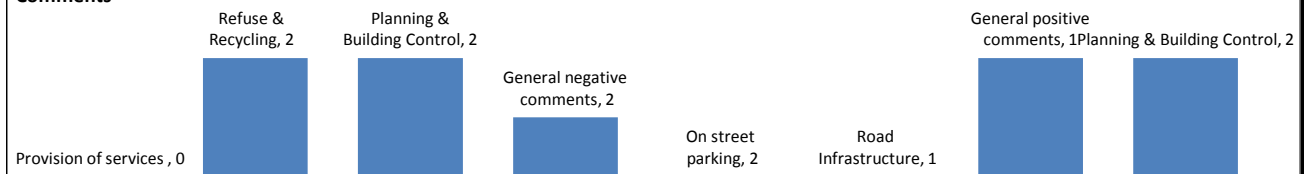
#### Top three ways residents find out about council activities



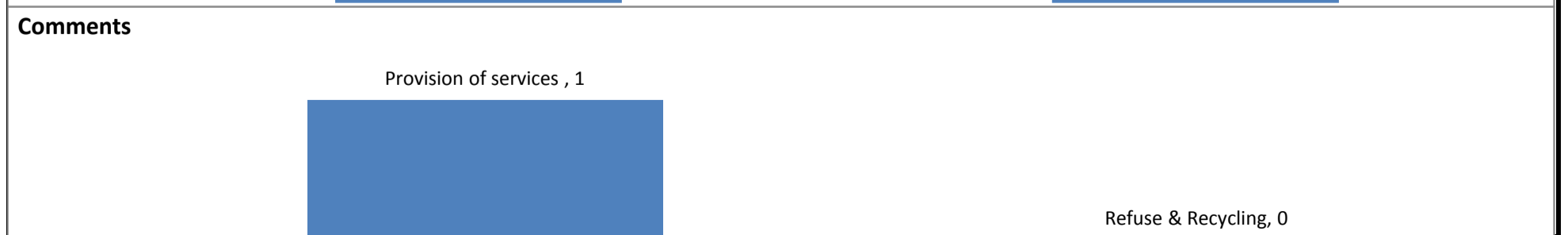
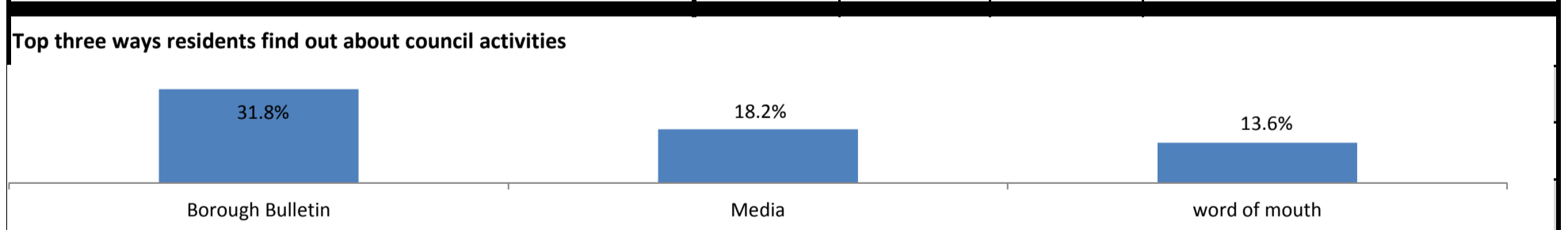
#### Reasons for feeling unsafe when out in local area



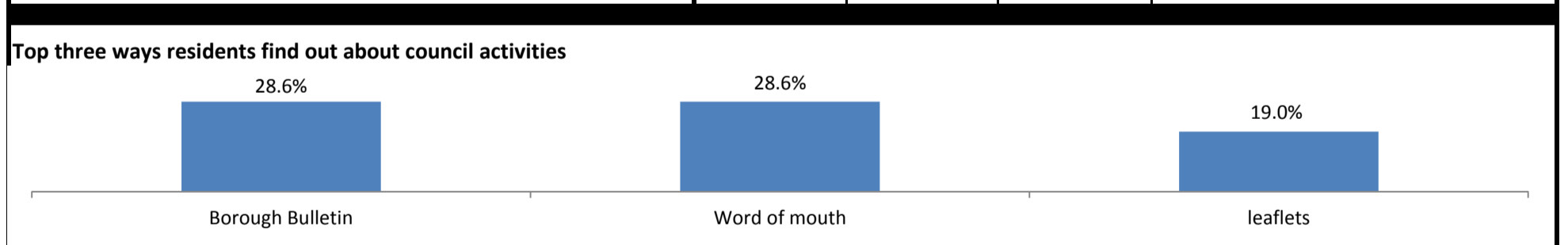
#### Comments



Sutton Cheney	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	6	1	2		86%
Agree HBBC provides value for money	2	1	5		67%
Think HBBC acts on the concerns of residents	6	0	2		100%
Are well informed about services	8	1	0		89%
Say they trust HBBC	6	1	1		86%
Feel safe when outside after dark	7	2	0		78%
Feel safe when outside during the day	9	0	0		100%
Satisfied with the waste collection service	8	0	1		100%
Satisfied with the street cleaning service	8	0	1		100%
Satisfied with the recycling service	8	0	1		100%
Satisfied with the garden waste service	6	1	1		86%
Satisfied with sport & leisure services	5	0	4		100%
Satisfied with services & support for older people	0	0	8		0%
Satisfied with services & support for children & young people	2	0	7		100%
Satisfied with the housing advice service	2	0	7		100%
Satisfied with the environmental protection service	6	0	3		100%
Satisfied with the planning & building control service	1	2	6		33%
Satisfied with the community safety service	1	0	8		100%
Satisfied with the licences, permits & permissions service	0	0	9		0%
Satisfied with the benefits service	3	0	6		100%
Media has viewed the government positively in last few months	1	4	4		20%
Media has viewed local councils positively in last few months	0	3	6		0%
Media has viewed HBBC positively in last few months	0	0	9		0%



Twycross	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	8	0	0	86%	100%
Agree HBBC provides value for money	5	1	2	72%	83%
Think HBBC acts on the concerns of residents	6	1	1	64%	86%
Are well informed about services	7	1	0	71%	88%
Say they trust HBBC	7	0	1	74%	100%
Feel safe when outside after dark	6	0	2	79%	100%
Feel safe when outside during the day	8	0	0	97%	100%
Satisfied with the waste collection service	7	1	0	90%	88%
Satisfied with the street cleaning service	5	1	2	77%	83%
Satisfied with the recycling service	5	1	2	86%	83%
Satisfied with the garden waste service	4	1	3	79%	80%
Satisfied with sport & leisure services	3	0	4	79%	100%
Satisfied with services & support for older people	2	0	6	64%	100%
Satisfied with services & support for children & young people	2	0	6	73%	100%
Satisfied with the housing advice service	1	1	6	66%	50%
Satisfied with the environmental protection service	2	4	2	55%	33%
Satisfied with the planning & building control service	2	1	7	47%	67%
Satisfied with the community safety service	1	1	6	79%	50%
Satisfied with the licences, permits & permissions service	3	0	5	86%	100%
Satisfied with the benefits service	0	0	8	77%	0%
Media has viewed the government positively in last few months	2	2	4	22%	50%
Media has viewed local councils positively in last few months	0	3	5	15%	0%
Media has viewed HBBC positively in last few months	3	0	5	48%	100%





Witherley	Number of respondents satisfied/positive	Number of respondents dissatisfied/negative	Number of respondents that don't know/not used service	Percent satisfied or positive	
				Parish	HBBC
Satisfied with the way HBBC runs things	5	0	5	86%	100%
Agree HBBC provides value for money	4	3	3	72%	57%
Think HBBC acts on the concerns of residents	3	6	1	64%	33%
Are well informed about services	7	3	0	71%	70%
Say they trust HBBC	6	2	2	74%	75%
Feel safe when outside after dark	7	2	1	79%	78%
Feel safe when outside during the day	6	0	4	97%	100%
Satisfied with the waste collection service	9	0	1	90%	100%
Satisfied with the street cleaning service	5	1	4	77%	83%
Satisfied with the recycling service	5	1	4	86%	83%
Satisfied with the garden waste service	8	1	1	79%	89%
Satisfied with sport & leisure services	0	1	9	0%	79%
Satisfied with services & support for older people	0	1	9	0%	64%
Satisfied with services & support for children & young people	0	2	9	0%	73%
Satisfied with the housing advice service	0	0	11	0%	66%
Satisfied with the environmental protection service	1	4	6	55%	20%
Satisfied with the planning & building control service	2	2	6	47%	50%
Satisfied with the community safety service	0	1	10	0%	79%
Satisfied with the licences, permits & permissions service	2	0	9	86%	100%
Satisfied with the benefits service	2	0	9	77%	100%
Media has viewed the government positively in last few months	3	2	6	22%	60%
Media has viewed local councils positively in last few months	0	3	8	0%	15%
Media has viewed HBBC positively in last few months	1	1	9	48%	50%

