

Polling Results

In September and October, a poll was conducted amongst more than 500 residents of Wassenaar.

Questions on Corona

The survey started with questions about Corona. Citizens were asked to rate the Municipalities' communication on the National Corona measures, community specific measures, the amount and frequency of communication, the reachability by phone and e-mail, whether information on the website was current and updated, enforcement of the rules and the extent to which inhabitants felt supported.

The results lie between 6,01 (on enforcement) to 7,02 (current and updated information on the website). There were tips on improving communication and also some compliments for the entrepreneurs at the beach, WassenaarseSlag.

The questions can't be compared because the survey was specific to Wassenaar.

Entrepreneurs were asked the same questions and the results lie between 6,05 (amount of communication) to 6,76 for the information on the website.

The results have been shared with the team working on Corona. One of the changes that was made, is that National Communication now runs through the municipalities and our Wassenaar logo has been added to express this.

The reports

Our residents' responses have been categorized by priority. This way, the relationship between relevance and impact become clear. Subjects that have a lower score and have high impact show us that it is important to work on these subjects. Vice versa, subjects with a high score and high impact can remain at current level of service.

| Subject/score | 2018 | 2020 |
|---------------------------------|-------------|-------------|
| Living environment | 6,52 | 7,14 |
| Resident-Community Relationship | | |

| | | |
|------------------------------------|------|------|
| Collaboration with the inhabitants | 5,65 | 5,96 |
| Community Service | | |
| Direct services | 6,31 | 6,76 |
| Digital services | 6,20 | 6,51 |
| Communication and information | 5,60 | 6,45 |
| Wellbeing and (health)care | | |
| Participation in society | 6,14 | 6,68 |

Response to Living environment scores

Residents are very satisfied about the amount of green in Wassenaar but maintenance needs improvement. Apparently, this is the current sentiment even though the level of maintenance is at level B, which is the second highest level. Also, many extra comments were given about our green and traffic. The report indicates that the municipality has visibly been committed to improving liveability in the neighbourhoods, which provides a lot of input for the stakeholder managers.

Response to Resident-Community Relationship

Faith in the local board rose from 18 percent to 31 percent. Also, the overall results for collaboration have increased. When it comes to the municipalities attitude and integrity; do what you say you would do, sufficient enforcement, being flexible, involving residents and giving room for ideas, listening to inhabitants, have all increased. Overall, the results seem great yet there is still room for improvement.

Citizen's participation is an overarching theme in the strategic agenda of Wassenaar 'On our way to 2030'. A plan is in the making and in its final stages, has formulated specific actions, knowledge development and resources to collaborate on improving living and work environments. The results of the survey have added to creating this plan. It is important to involve people in the early stages as this will help the creating of citizen's initiatives. There will be a digital system for participation in 2021 which will

help to reach a larger population. This way, we will make better use of the brainpower of our Wassenaar residents.

Response to Community Services

The direct and digital services were graded higher than in 2018. The channels that residents used to connect remained the same. Questions asked were about the level of service, completeness of information, handling and time management and so on. The only exception was in answer to the question if people got what they came for. What stands out as very positive, is the question on *hostmanship*, the connection with staff, which went up with 1-10%. 44 percent of the respondents is positively surprised by the level of service.

The community recently launched a new website, which will contribute to furthering digital services.

Response to Wellbeing and (health)care

Results are positive in this field. The services are considered good as well as the contact with local residents. An example is the sports agreement that was recently reached, stimulating sports in the community. The results of this poll have been given to our social and welfare organisations.

What do our citizens want to keep 'as is'?

Residents indicate they want to keep the digital information boards at the entrance of the village. Additionally, they are satisfied with the parking policy. It is important to our residents to keep the green character of the village as well as keeping services like the swimming pool, library and other sports facilities.