



REPORT TO: Cabinet
DATE: 19th October, 2005
DEPARTMENT: Corporate Policy and Improvement
REPORTING OFFICER: Rachel Glendinning, Performance Officer
SUBJECT: **2005/2006 BEST VALUE PERFORMANCE INDICATORS (BVPI) SATISFACTION SURVEY – OVERVIEW OF RESULTS**
WARD/S AFFECTED: N/A
FORWARD PLAN REF: N/A

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to outline the results of the 2005/2006 BVPI satisfaction survey and to help the Council to track its progress since the survey was last carried out in Autumn 2003. Although the Council is only required to undertake the surveys every three years, it was felt appropriate to undertake a mid-point survey in May, 2005. The next statutory survey is due in the Autumn of 2006.
- 1.2 To provide Officers and Portfolio holders with interim performance data to consider when setting targets on the satisfaction BVPIs for the 2006/2007 Performance Plan in November 2005 and subsequent service plans.

2.0 RECOMMENDATION/S

- 2.1 That Cabinet note the individual results on the national BVPI survey questions and use the data when considering setting their targets for the 2006/2007 Performance Plan in November, 2005.

3.0 RECOMMENDED REASON/S FOR DECISION/S

- 3.1 A decision is required as the information is presented as part of the Council's performance management arrangements and to enable realistic and challenging target setting.

4.0 ALTERNATIVE OPTION/S CONSIDERED AND RECOMMENDED FOR REJECTION

- 4.1 Not having the mid-term results would hamper the Council's efforts in setting realistic and challenging performance targets. Reporting progress on the Council's performance is a key part of the Council's performance management arrangements

5.0 THE SURVEY

5.1 This report is an overview of the results of the 2005/006 BVPI survey. The full report including methodology and background information is included in Appendix I.

6.0 OVERVIEW OF RESULTS

- Overall, satisfaction increased on the BVPI questions
- Satisfaction with council services increased
- Overall, satisfaction with waste collection and recycling increased
- Overall, respondents felt that the majority of factors influencing their quality of life had got better/stayed the same

7.0 BVPI QUESTION RESULTS

7.1 Of the nine BVPI questions, eight improved on their 2003/2004 performance. A slight decrease in performance was observed in BVPI 90a (Satisfaction with household waste collection). However, performance on this BVPI fell by just 1.1% to 87.9%.

7.2 Table One displays the results for the BVPI survey questions. Each of the BVPIs has been given an illustrative performance target of a 3% increase on the 2003/2004 performance figure; formal targets were not set.

Table One – Results of BVPI Questions: % of respondents satisfied

Question	2003/4 %	2005/6 % & movement	Above 3-year average?	Reached 2005/2006 Target?
Satisfaction with the way the authority runs things (BVPI 3)	58.0%	↑ 69.4%	☑	☑
Satisfaction with complaint handling (BVPI 4)	36.0%	↑ 37.6%	⊙	⊙
Satisfaction with street cleanliness (BVPI 89)	74.0%	↑ 77.3%	☑	☑
Satisfaction with household waste collection (BVPI 90a)	89.0%	↓ 87.9%	⊙	⊙
Satisfaction with waste recycling (BVPI 90b)	59.0%	↑ 61.5%	☑	⊙
Satisfaction with sport/leisure facilities (BVPI 119a)	56.0%	↑ 58.9%	☑	⊙
Satisfaction with museums/galleries (BVPI 119c)	50.0%	↑ 53.6%	☑	☑
Satisfaction with theatres and concert halls (BVPI 119d)	58.0%	↑ 63.6%	☑	☑
Satisfaction with parks and open spaces (BVPI 119e)	85.0%	↑ 86.2%	☑	⊙

8.0 COUNCIL SERVICES – OVERALL SATISFACTION

8.1 Respondents were asked how well the Council kept its residents informed. In comparison with the 2003/2004 result, the percentage increased by 4.3% to 66.3%.

8.2 Respondents felt the way in which the authority things had either got better or remained the same in comparison with the 2003/2004 result. The percentage increased by 6.4% to 90.4% (see page 20 of Appendix I).

- 8.3 Respondents were asked to indicate how satisfied they are with the Council services, regardless of whether they had used the service or not (see Table Two).

Table Two – Satisfaction with Services: % of respondents satisfied

Question	2003/4 %	2005/6 % & movement	Above 3-year average?	Reached 2005/2006 target?
Environmental Services	54.7%	↑ 58.5%	●	✓
Planning Services	31.4%	↑ 32.3%	●	●
Cultural & Recreational Services	45.7%	↑ 53.3%	✓	✓
Housing Services	22.6%	↑ 24.6%	●	●

9.0 SATISFACTION WITH WASTE AND RECYCLING

- 9.1 In general, satisfaction with the household waste collection service improved in comparison to the 2003/2004 results. The only question with a decrease in satisfaction was on the reliability of household waste collection, this decreased by 2% to 93.9%.
- 9.2 Satisfaction with recycling increased on all of the questions in comparison to the 2003/2004 results.
- 9.3 Satisfaction with the kerbside collection of items for recycling increased on all of the five questions in comparison to the 2003/2004 results.

10.0 IMPROVEMENTS TO COUNCIL SERVICES

- 10.1 Respondents were asked whether they felt specific Council services had got better or worse over the past one and a half years. Respondents felt that half had improved or stayed the same and half had got worse (see Table Three).

Table Three – % of respondents who felt the service had got better or stayed the same

Factor	2003/2004 %	2005/2006 %	Movement
Keeping public land clear of litter and refuse	85.5%	90.4%	↑
Doorstep collection of items for recycling	95.3%	95.4%	↑
Theatres/concert halls	89.1%	91.8%	↑
Parks and open spaces	94.2%	96.1%	↑
Collection of household waste	97.7%	97.3%	↓
Local recycling facilities	95.8%	94.0%	↓
Sport/leisure facilities	94.5%	91.9%	↓
Museums/galleries	97.9%	96.6%	↓

11.0 CULTURAL AND RECREATIONAL ACTIVITIES

11.1 More respondents use the Council's parks and open spaces than any of its other cultural and recreational activities.



Table Four – Use of cultural & recreational activities: % of respondents using the activity

Activity	Almost every day (%)		Daily-monthly (%)		Yearly (%)		Never used (%)	
	03/04	05/06	03/04	05/06	03/04	05/06	03/04	05/06
Parks & open spaces	14.5	15.9	61.7	67.6	88.1	89.9	6.7	4.7
Theatres / Concert halls	0.2	0.2	13.8	12.6	62.0	63.4	17.9	17.4
Sports / Leisure facilities & events	2.0	2.7	26.3	33.0	52.2	59.9	31.5	24.6
Museums & galleries	0.2	0.2	10	9.1	45.9	49.6	29.0	25.8
Key								
			Negative change			Positive change		

12.0 ANTI-SOCIAL BEHAVIOUR AND COMMUNITY SAFETY

12.1 In comparison to the 2003/2004 responses, respondents perceived 5 out of the 9 anti-social behaviour problems to have got worse.

Table Five – % of respondents who perceive the problem to be very/fairly big problem

Factor	2003/2004	2005/2006	Better/worse?
Noisy neighbours or loud parties	15.4%	12.1%	
Teenagers hanging around on the streets	47.2%	43.6%	
Vandalism, graffiti and other deliberate damage to property or vehicles	49.4%	42.8%	
Rubbish and litter lying around	32.0%	25.4%	
Abandoned or burnt out cars	13.6%	14.2%	
People being attacked because of their skin colour, ethnic origin or religion	7.4%	8.1%	
People using or dealing drugs	39.4%	49.1%	
People being drunk or rowdy in public places	45.9%	50.5%	
People sleeping rough on the streets or in other public places	16.9%	17.2%	



13.0 QUALITY OF LIFE QUESTIONS

13.1 Respondents were asked to select the five most important factors that make an area a good place to live from a list of 23 factors. A low level of crime and Health Services remained the two most important factors, these were also ranked as the two most important in the 2003/2004 survey.

14.0 CHANGES IN QUALITY OF LIFE IN THE AREA

- 14.1 The majority of respondents felt that changes to factors influencing their quality of life had got better or remained the same in the last one and a half years.

Table Six – Changes in the quality of life: % of respondents who felt the factor had got better/stayed the same

Factor	2003/2004	2005/2006	Movement
Access to nature	95.3%	96.2%	
Activities for teenagers	64.0%	68.2%	
Clean streets	80.3%	87.7%	
Cultural facilities (e.g. cinemas, museums)	93.4%	95.2%	
Education provision	93.5%	95.4%	
Facilities for young children	84.9%	88.2%	
Health services	83.1%	86.8%	
Job prospects	73.6%	78.5%	
Parks and open spaces	94.2%	96.3%	
Public transport	79.8%	88.1%	
Road and pavement repairs	47.4%	60.8%	
Shopping facilities	86.4%	86.6%	
The level of crime	40.6%	58.9%	
The level of pollution	63.4%	67.5%	
The level of traffic congestion	17.8%	28.4%	
Wage levels & local cost of living	45.6%	48.2%	
Affordable decent housing	42.7%	41.1%	
Community activities	92.3%	91.5%	
Race relations	93.9%	92.8%	
Sports & leisure facilities	94.5%	90.7%	

Background Papers –

OFFICER CONTACT: Please contact Rachel Glendinning if you require any further information on the contents of this report. The officer can be contacted at Crescent Gardens by telephone on 6159 or by email – Rachel.Glendinning@harrogate.gov.uk

SUSTAINABILITY ASSESSMENT/POLICY CONSIDERATIONS

		Implications are		
		Positive	Neutral	Negative
A.	Economy		✓	
B.	Environment		✓	
C.	Social Equity		✓	
(i)	General			
(ii)	Customer Care/People with Disabilities			
(iii)	Health Implications			
D.	Crime and Disorder Implications		✓	

If all comments lie within the shaded areas, the proposal is sustainable.



2005/2006 BVPI Survey Report

Rachel Glendinning
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Department of Corporate Policy & Improvement
September 2005

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1.0 BACKGROUND

- 1.1 The Council has a statutory duty to carry out a general user-satisfaction survey on a tri-annual basis. The first survey was carried out during 2000/2001, the last survey was conducted in 2003/2004.
- 1.2 The Council decided to undertake a 'mid-term' survey this year. The purpose of this was to help in the target setting process for this year's Performance Plan and subsequent service plans. The survey also included a District Panel recruitment form to 'refresh' the list of people on the District Panel. Of those who received the survey, 393 respondents asked to become Panel members; this represents 59.7% of the total number of respondents.

2.0 DEMOGRAPHICS

- 2.1 Of the 528 respondents who provided their gender, 42.6% were male and 57.4% were female. This compares to 48.4% males and 51.6% females recorded on the 2001 Census for Harrogate. Therefore, women are overrepresented in this survey.
- 2.2 640 respondents offered their age; this is detailed in Table One.

Table One – Age of respondents

Age Group	Number of respondents	% of respondents
17-24	30	4.7
25-34	88	13.8
35-44	136	21.3
45-54	134	20.9
55-64	118	18.4
65+	134	20.9

- 2.3 Respondents were asked how long they had lived in their current accommodation; 643 answered the question. The data is displayed in Table Two.

Table Two – Length of time living in current accommodation

Time period	Number of respondents	% of respondents
Under 1 year	48	7.5
1-2 years	101	15.7
3-5 years	128	19.9
6-10 years	99	15.4
11-20 years	129	20.1
21+ years	135	21.0
Don't know/can't remember	3	0.5

- 2.4 Respondents were asked how long they had been living in the area. 643 respondents of those surveyed answered this question. The results are displayed in Table 3.

Table Three - Length of time living in the area

Time period	Number of respondents	% of respondents
Under 1 year	14	2.2
1-2 years	54	8.4
3-5 years	74	11.5
6-10 years	83	12.9
11-20 years	124	19.3
21+ years	291	45.3
Don't know/can't remember	3	0.5

- 2.5 Respondents were asked to give details on the occupancy of their accommodation, 641 answered this question; these are detailed in Table Four. Those who owned their own property were over-represented.

Table Four – Type of occupancy

Type of occupancy	Number of respondents	% of respondents	% on 2001 Census
Owned outright	269	42.0	34.48
Rent from Housing Association/Trust	11	1.7	3.07
Buying on a mortgage	289	45.1	40.87
Rented from private landlord	35	5.5	10.49
Rented from Council	26	4.1	6.11
Other	11	1.7	4.48

- 2.6 Respondents were asked how many adults lived in their accommodation, 633 responded to the question, these are detailed in Table Five.

Table Five – Number of adults in accommodation

Number of adults	Number of respondents	% of respondents
1	114	18.0
2	406	64.1
3	75	11.8
4	31	4.9
5	5	0.8
5+	2	0.3

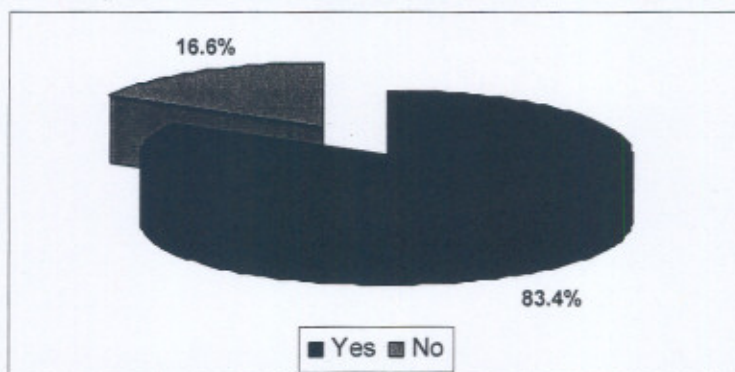
- 2.7 Respondents were asked to give their employment details, 652 replied to the question; these are displayed in Table Six.

Table Six – Economic Activity

Type of employment	Number of respondents	% of respondents
Employee in full time job (30 hours + per week)	238	36.5
Employee in part time job (under 30 hours per week)	101	15.5
Self-employed (full or part time)	81	12.4
Full time education at school, college or university	14	2.1
On a government supported training programme	3	0.5
Unemployed and available for work	7	1.1
Permanently sick/disabled	15	2.3
Wholly retired from work	149	22.9
Looking after the home	32	4.9
Doing something else	12	1.8

- 2.8 Respondents were asked about their health, 644 respondents answered the question; the majority did not have any long-standing disability, infirmity or illness. The 16.6% that have a disability/infirmity/illness is comparable to the 15.6% of residents living in the Harrogate district, as recorded on the 2001 Census.

Chart One – Long-standing infirmity, disability or illness



- 2.9 Of the 107 respondents with a long-standing infirmity/disability/illness 69 (65.7%) indicated that it limited their activities.
- 2.10 Respondents were asked to indicate their ethnicity, 651 gave their details, the results are displayed in Table Seven. Respondents from White, British backgrounds were over-represented.

Table Seven - Ethnicity

Ethnicity	Number of respondents	% of respondents	% on 2001 Census
White, British	637	97.8	94.80
White, Irish	3	0.5	0.56
White, Other White	5	0.8	3.08
Mixed, White and Black Caribbean	1	0.2	0.16
Mixed, White and Asian	1	0.2	0.25
Asian or Asian British, Indian	2	0.3	0.12
Asian or Asian British, Pakistani	1	0.2	0.04
Asian or Asian British, Other Asian	1	0.2	0.05

3.0 METHODOLOGY

- 3.1 The Council has a statutory duty to carry out a general user-satisfaction survey on a tri-annual basis. The first survey was carried out during 2000/2001 and the last in 2003/2004. 5.3 The Council decided to undertake a 'mid-term' survey this year. The purpose of this was to help in the target setting process for this year's Performance Plan. The survey also included a District Panel recruitment form to 'refresh' the Panels. 393 respondents asked to become Panel members; this represents 59.7% of the total number of respondents.
- 3.2 A random sample of 4,000 addresses was taken from the postal address file (PAF). We expected 1,000 surveys to be returned, giving a 27.5% response rate. However, the response rate was lower than was expected with 658 people responding to the survey, giving an overall response rate of 16.5%. However, each of the BVPI questions were analysed using confidence intervals to ensure an accurate measure of satisfaction could be obtained to draw comparisons with previous years.

4.0 RESULTS

- 4.1 This report gives details of the Best Value Performance Indicator (BVPI) questions along with other quality of life questions asked by the Council. It is not a comprehensive analysis of the questionnaire. More detailed analysis including cross-tabulations of questions with demographic data is available on request. The qualitative question responses (free text) are also available on request from Rachel Glendinning on extension 6159.
- 4.2 The survey did not include the BVPI questions on Planning, Benefits and Housing. These are carried out separately amongst users of the services.
- 4.3 Appendix I includes a frequency table with comparative data for each of the questions.

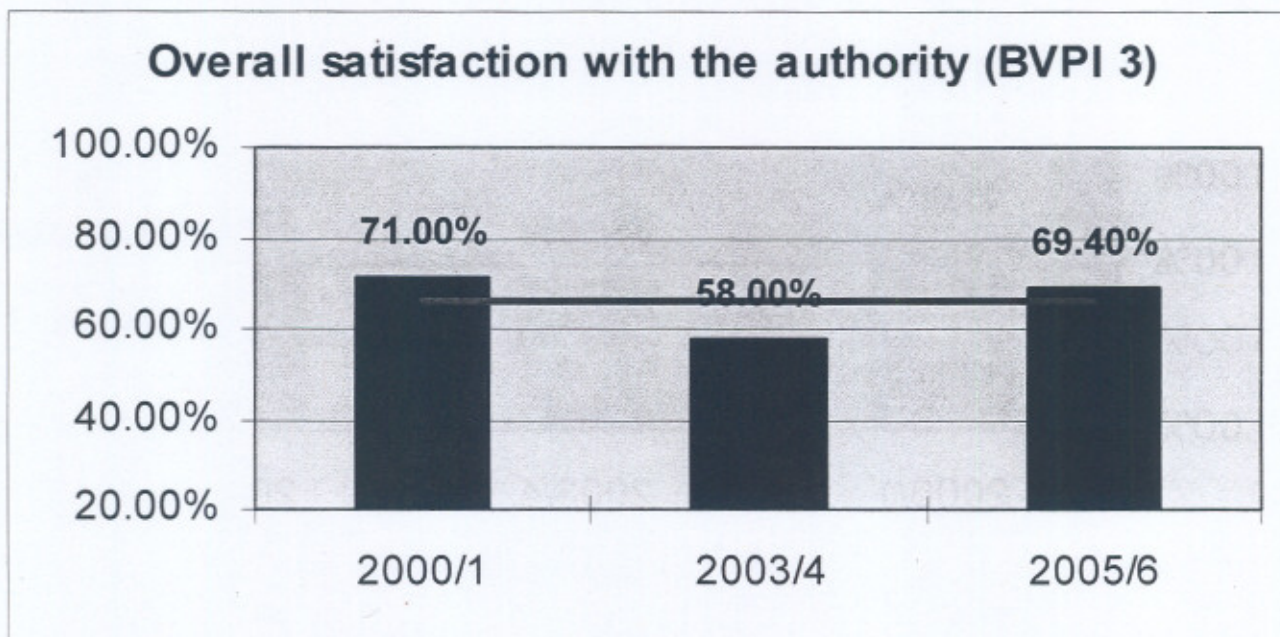
5.0 BVPI QUESTIONS

SATISFACTION WITH THE WAY THE AUTHORITY RUNS THINGS (BVPI 3)

5.1 The overall satisfaction level for the way in which the authority runs things in 2005/2006 is 69.4% with a confidence interval of +/- 3.6%, so we can be confident that the overall satisfaction lies between 65.8% and 73.0%. This is an improvement on the 2003/2004 figure as can be see in Table Eight and the chart below.

Table Eight - Satisfaction with the way the authority runs things

	2000/2001	2003/2004	2005/2006
Percentage	71%	58%	69.4%
Confidence Interval	+/-2.6%	+/-2.92%	+/-3.6%
Overall Range	68.4% to 72.6%	55.1% to 60.9%	65.8% to 73.0%
Average from 2000/01 to 2005/06	66.13%		

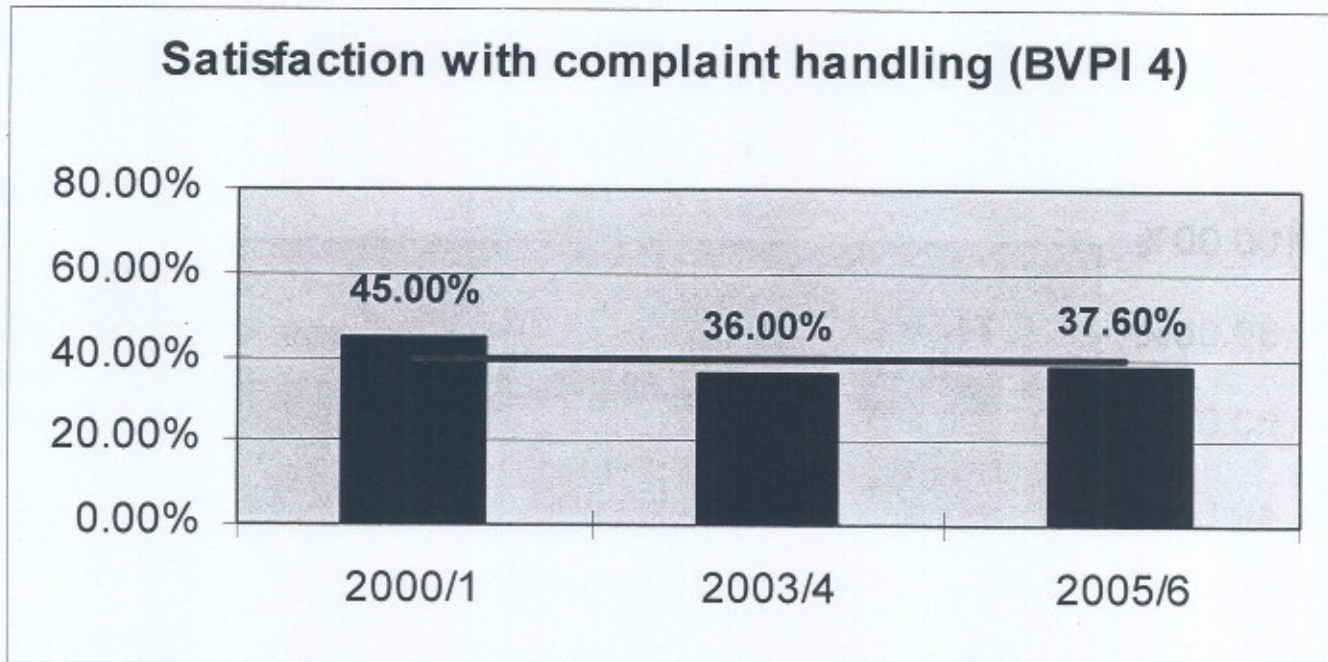


SATISFACTION WITH COMPLAINT HANDLING (BVPI 4)

- 5.2 The overall satisfaction level for complaint handling in 2005/2006 is 37.6% with a confidence interval of +/- 10.3% so we can be confident that the overall satisfaction lies between 27.3% and 47.9%. The confidence interval is high on this question because fewer people responded, i.e. a small amount of respondents had complained. The figure appears to be an improvement on the 2003/2004 figure as can be see in Table Nine and the chart below. However, it is worth considering the overall range, which shows satisfaction could be at its lowest (27.3%).

Table Nine – Satisfaction with complaint handling

	2000/2001	2003/2004	2005/2006
Percentage	45%	36%	37.6%
Confidence Interval	4/-7.1%	+/-6.73%	+/-10.3%
Overall Range	37.9% to 52.1%	29.27% to 42.2%	27.3% to 47.9%
Average from 2000/01 to 2005/06	39.53%		

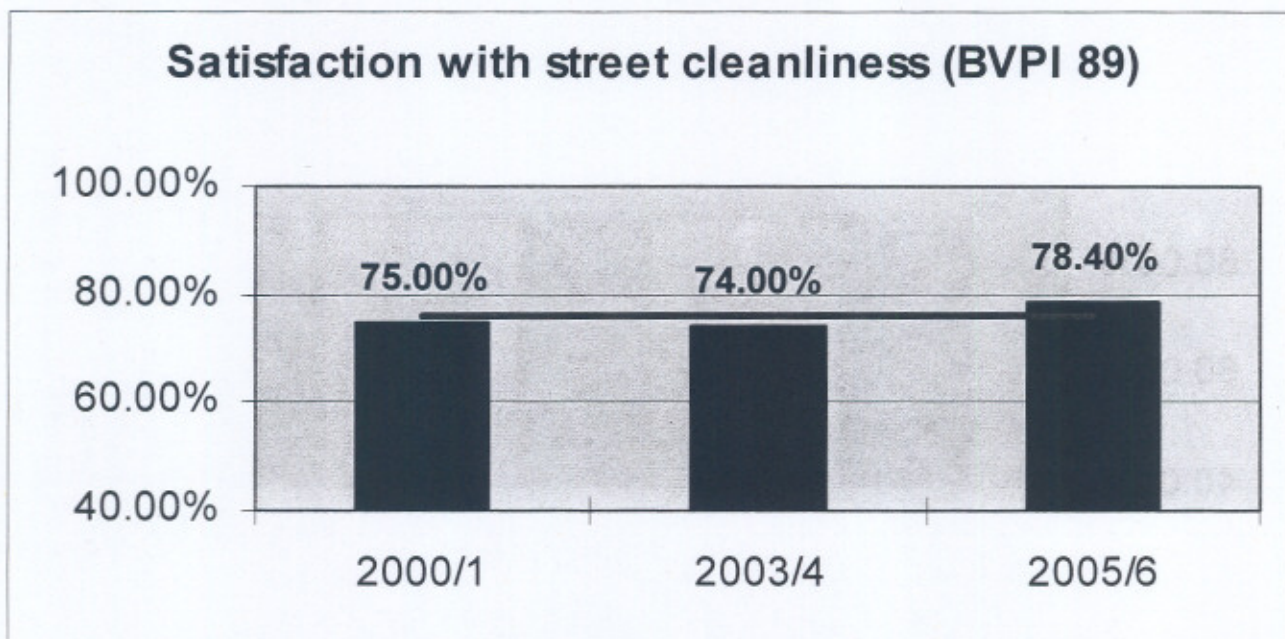


SATISFACTION WITH CLEANLINESS OF STREETS (BVPI 89)

5.3 The overall satisfaction level with the cleanliness of the streets in 2005/2006 is 78.4% with a confidence interval of +/- 3.3% so we can be confident that the overall satisfaction lies between 75.1% and 81.7%. This is an improvement on the 2003/2004 figure as can be see in Table Ten and the chart below.

Table Ten – Satisfaction with the cleanliness of the streets

	2000/2001	2003/2004	2005/2006
Percentage	75%	74%	78.4%
Confidence Interval	+/-2.5%	+/-2.56%	+/-3.3%
Overall Range	72.5% to 77.5%	71.44% to 76.56%	75.1% to 81.7%
Average from 2000/01 to 2005/06	75.8%		

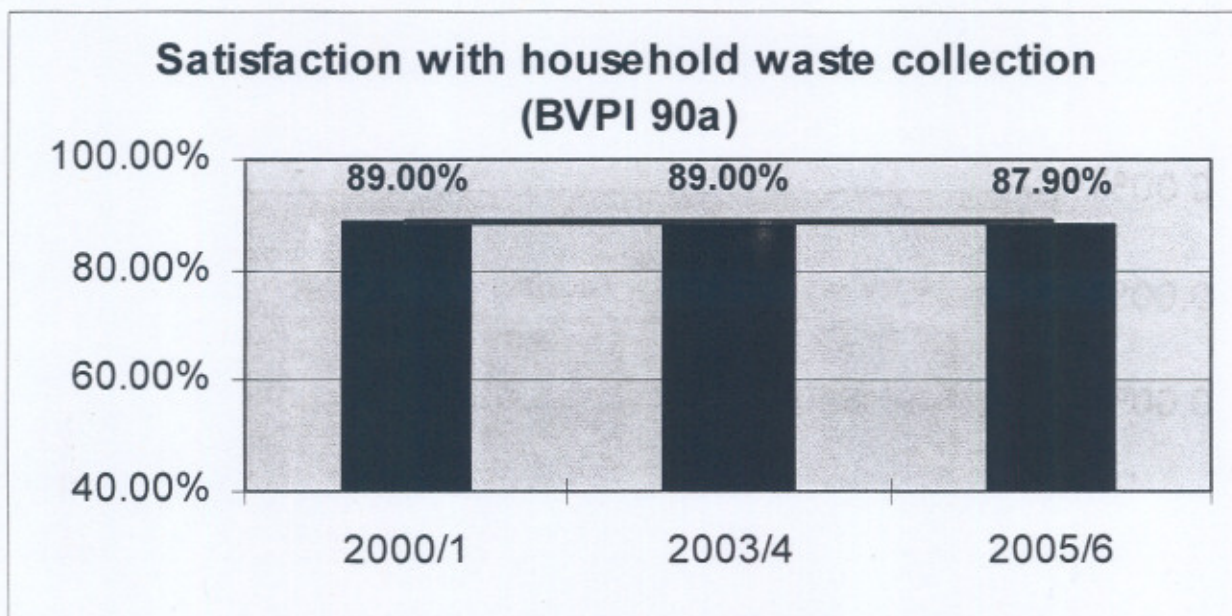


SATISFACTION WITH HOUSEHOLD WASTE COLLECTION (BVPI 90a)

5.4 The overall satisfaction level for household waste collection in 2005/2006 is 87.9% with a confidence interval of +/- 2.5% so we can be confident that the overall satisfaction lies between 85.4% and 90.4%. This is slightly below the 2003/2004 figure as can be see in Table 11 and the chart below.

Table 11 – Satisfaction with the household waste collection

	2000/2001	2003/2004	2005/2006
Percentage	89%	89%	87.9%
Confidence Interval	+/-2.8%	1.79%	2.5%
Overall Range	86.2% to 91.8%	87.2% to 90.8%	85.4% to 90.4%
Average from 2000/01 to 2005/06	86.63%		

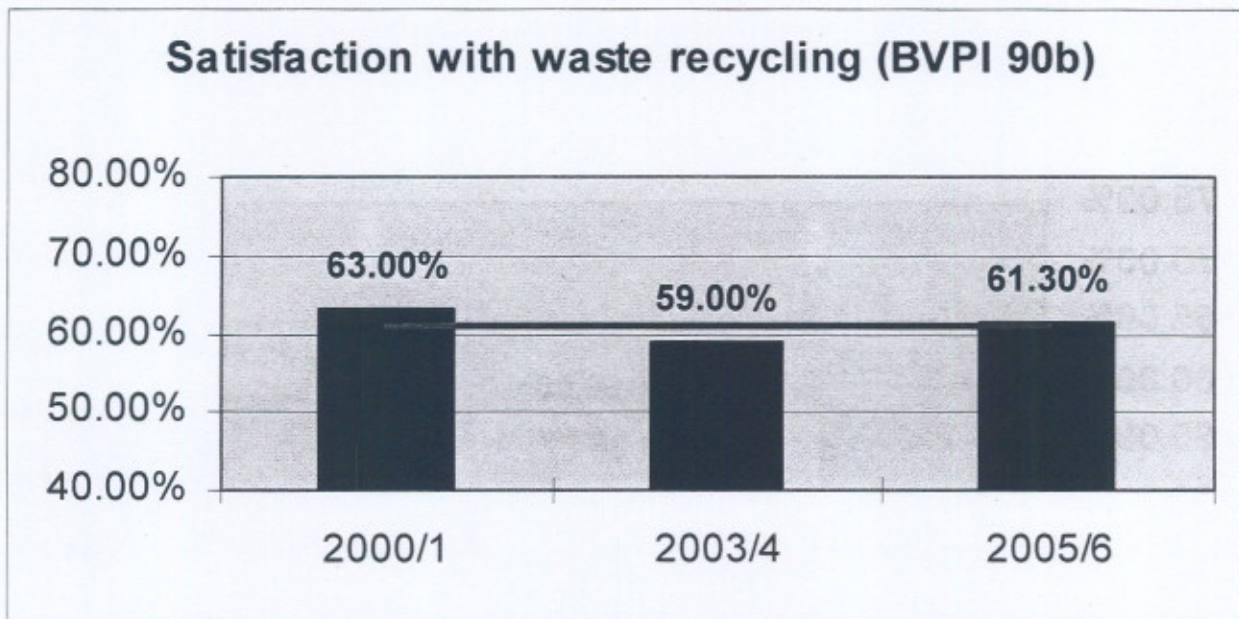


SATISFACTION WITH WASTE RECYCLING (BVPI 90b)

5.5 The overall satisfaction level for satisfaction with waste recycling in 2005/2006 is 61.3% with a confidence interval of +/- 3.9% so we can be confident that the overall satisfaction lies between 57.4% and 65.2%. This is an improvement on the 2003/2004 figure as can be see in Table 12 and the chart below.

Table 12 – Satisfaction with recycling

	2000/2001	2003/2004	2005/2006
Percentage	63%	59%	61.3%
Confidence Interval	+/-1.8%	+/-2.97%	+/-3.9%
Overall Range	61.2% to 64.8%	56.0% to 61.97%	57.4 to 65.2%
Average from 2000/01 to 2005/06	61.1%		

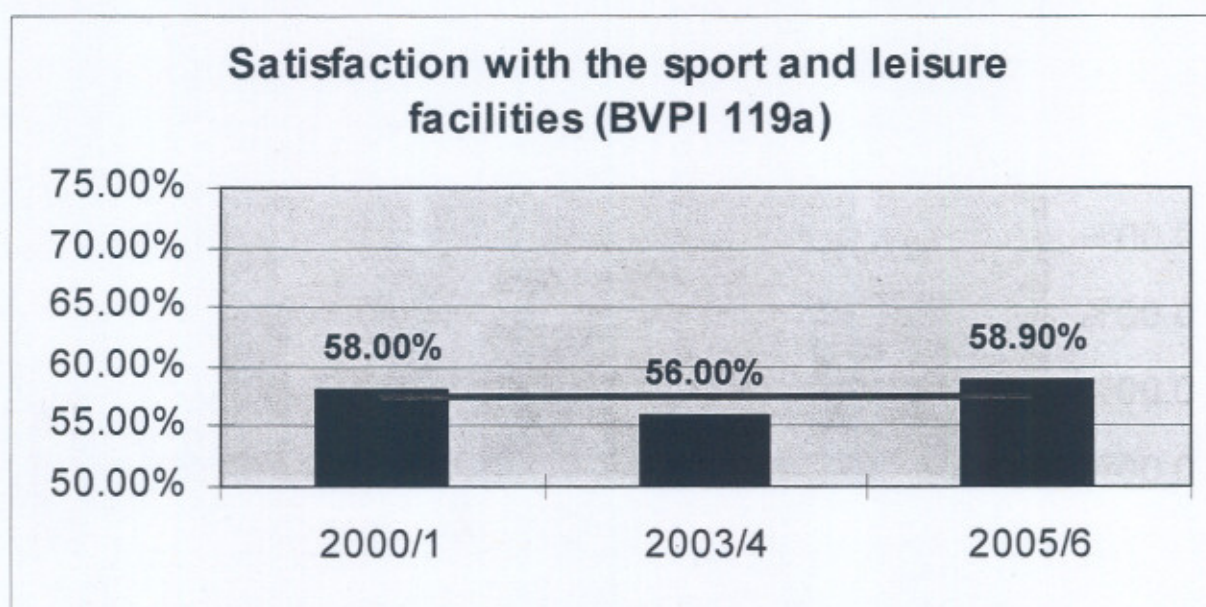


SATISFACTION WITH SPORT AND LEISURE FACILITIES (119a)

5.6 The overall satisfaction level for sport and leisure facilities in 2005/2006 is 58.9% with a confidence interval of +/-3.8% so we can be confident that the overall satisfaction lies between 55.1% and 62.7%. This is an improvement on the 2003/2004 figure as can be see in Table 13 and the chart below.

Table 13 – Satisfaction with sport and leisure facilities

	2000/2001	2003/2004	2005/2006
Percentage	58%	56%	58.9%
Confidence Interval	+/-2.9%	+/-2.93%	+/-3.8%
Overall Range	55.1% to 60.9%	53.1% to 58.9%	55.1% to 62.7%
Average (2000/1 to 2005/6)	57.63%		

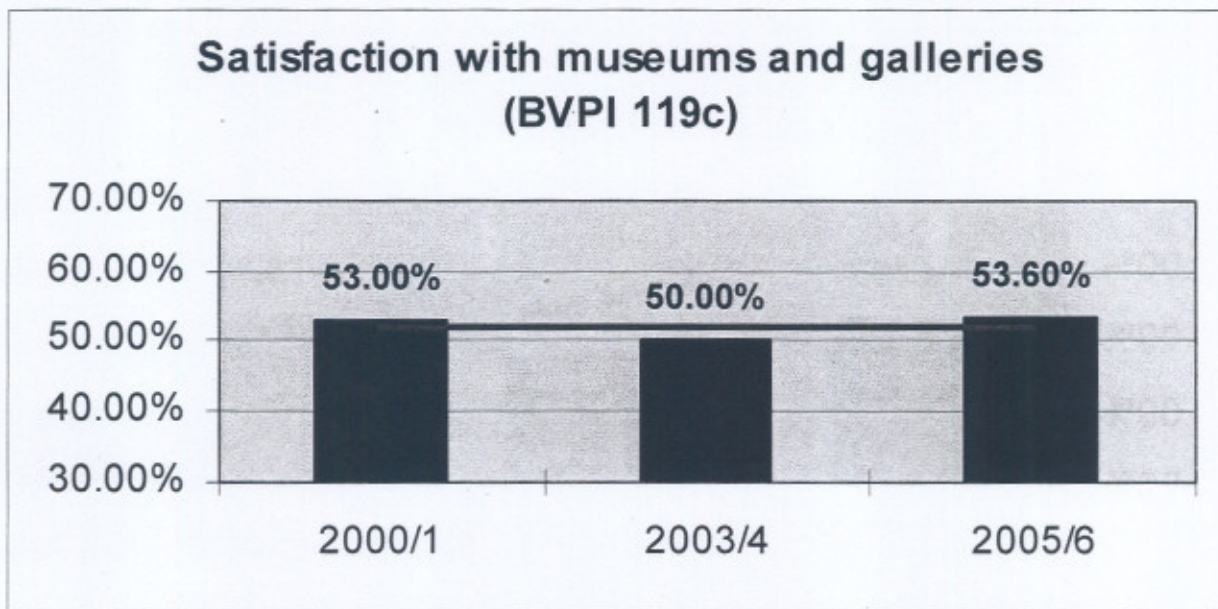


SATISFACTION WITH MUSEUMS AND GALLERIES (BVPI 119c)

5.7 The overall satisfaction level with museums and galleries in 2005/2006 is 53.6% with a confidence interval of +/-3.9% so we can be confident that the overall satisfaction lies between 49.7% and 57.5%. This is an improvement on the 2003/2004 figure as can be see in Table 14 and the chart below.

Table 14 – Satisfaction with museums and galleries

	2000/2001	2003/2004	2005/2006
Percentage	53%	50%	53.6%
Confidence Interval	+/-2.9%	+/-2.95%	+/-3.9%
Overall Range	50.1% to 55.9%	47.1% to 52.9%	49.7% to 57.5%
Average (2000/1 to 2005/6)	52.2%		

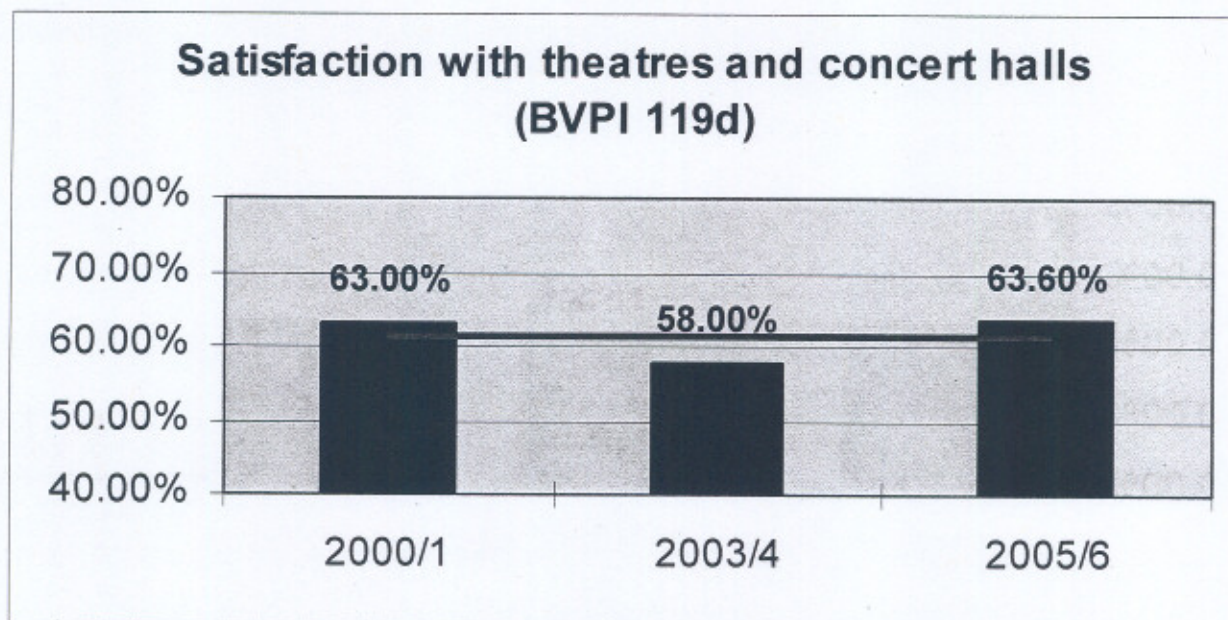


SATISFACTION WITH THEATRES AND CONCERT HALLS (BVPI 119d)

5.8 The overall satisfaction level with theatres and concert halls in 2005/2006 is 63.6% with a confidence interval of +/-3.8% so we can be confident that the overall satisfaction lies between 59.8% and 67.4%. This is an improvement on the 2003/2004 figure as can be see in Table 15 and the chart below.

Table 15 – Satisfaction with theatres and concert halls

	2000/2001	2003/2004	2005/2006
Percentage	63%	58%	63.6%
Confidence Interval	+/-2.7%	+/-2.91%	+/-3.8%
Overall Range	60.3% to 65.7%	55.1% to 60.9%	59.8% to 67.4%
Average (2000/1 to 2005/6)	61.53%		

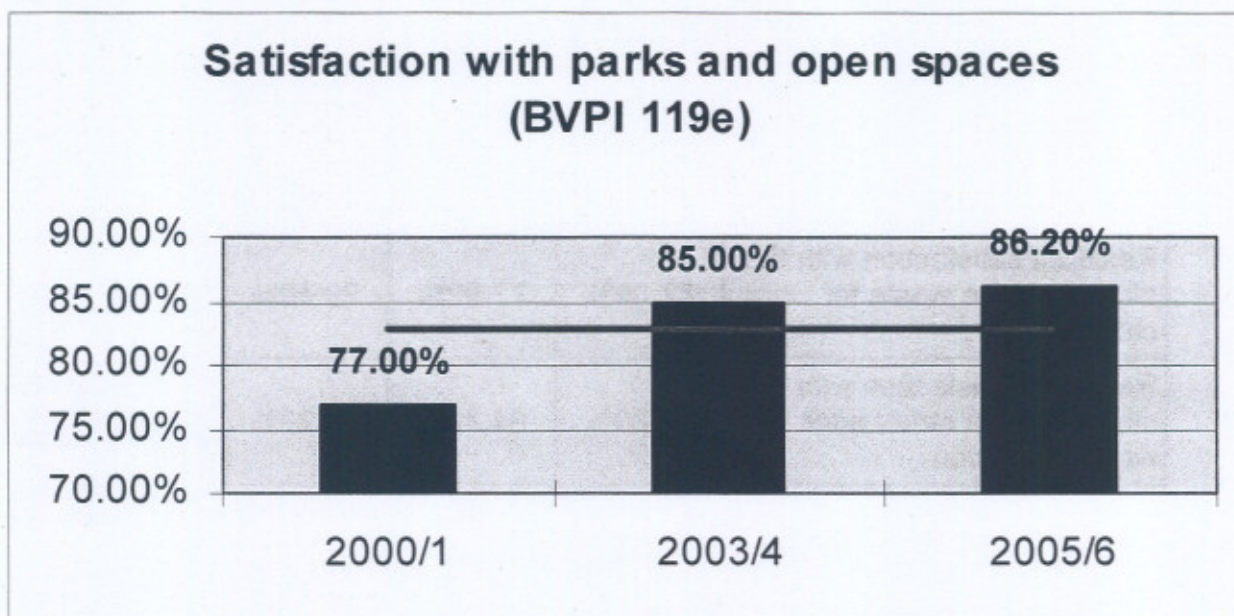


SATISFACTION WITH PARKS AND OPEN SPACES (BVPI 119e)

5.9 The overall satisfaction level for with parks and open spaces in 2005/2006 is 86.2% with a confidence interval of +/-2.7% so we can be confident that the overall satisfaction lies between 83.5% and 88.9%. This is an improvement on the 2003/2004 figure as can be see in Table 16 and the chart below.

Table 16 – Satisfaction with parks and open spaces

	2000/2001	2003/2004	2005/2006
Percentage	77%	85%	86.2%
Confidence Interval	+/-2.4%	+/-2.1%	+/-2.7%
Overall Range	74.6% to 79.4%	82.9% to 87.1%	83.5% to 88.9%
Average (2000/1 to 2005/6)	82.73%		



6.0 COUNCIL SERVICES – WASTE AND RECYCLING

SATISFACTION WITH WASTE AND LITTER SERVICES

- 6.1 In addition to the BVPI on waste collection, respondents were asked a series of questions on their satisfaction with their household waste collection. The results along with comparative data from 2003/2004 are displayed in Table 21. The percentages displayed are valid percentages (i.e. do not include blank responses and 'don't knows').
- 6.2 In general, satisfaction with household waste collection had improved from the 2003/2004 figures. The satisfaction with bulky household waste collection increased by 18.3%, from 40.4% in 2003/2004 to 58.7%. Satisfaction with the reliability of household waste collection decreased by 2% in comparison with the 2003/2004 figure.

Table 21 – Satisfaction with household waste collection

Question	2000/2001	2003/2004	2005/2006	Movement
Resident satisfaction with the bin provided for general household waste	70.00%	54.00%	67.70%	↑
Resident satisfaction with the place to leave waste for collection	87.00%	77.90%	79.40%	↑
Resident satisfaction with cleanliness of street after waste collection	84.00%	84.40%	86.20%	↑
Resident satisfaction with the collection of bulky household waste	60.00%	40.40%	58.70%	↑
Resident satisfaction with the reliability of waste collection	95.00%	95.90%	93.90%	↓

SATISFACTION WITH RECYCLING FACILITIES

- 6.3 In addition to the recycling BVPI, respondents were asked a series of questions on their satisfaction with the recycling facilities provided by the Council. The results along with comparative data from 2003/2005 are displayed in Table 22. The percentages displayed are valid percentages (i.e. do not include blank responses and 'don't knows').
- 6.4 Satisfaction with all three questions increased in comparison with the 2003/2004 data. 7% increases were observed in satisfaction levels for the location of recycling facilities and the cleanliness of the site.

Table 22 – Satisfaction with recycling facilities

Question	2000/2001	2003/2004	2005/2006	Movement
Resident satisfaction with items that can be deposited for recycling	70.00%	63.60%	66.80%	↑
Resident satisfaction with the location of recycling facilities	68.00%	60.70%	67.70%	↑
Resident satisfaction with the cleanliness of the recycling site	56.00%	52.00%	59.00%	↑

SATISFACTION WITH KERBSIDE RECYCLING

- 6.5 Respondents were asked about the kerbside recycling facilities. The results along with comparative data from 2003/2005 are displayed in Table 23. The percentages displayed are valid percentages (i.e. do not include blank responses and 'don't knows').

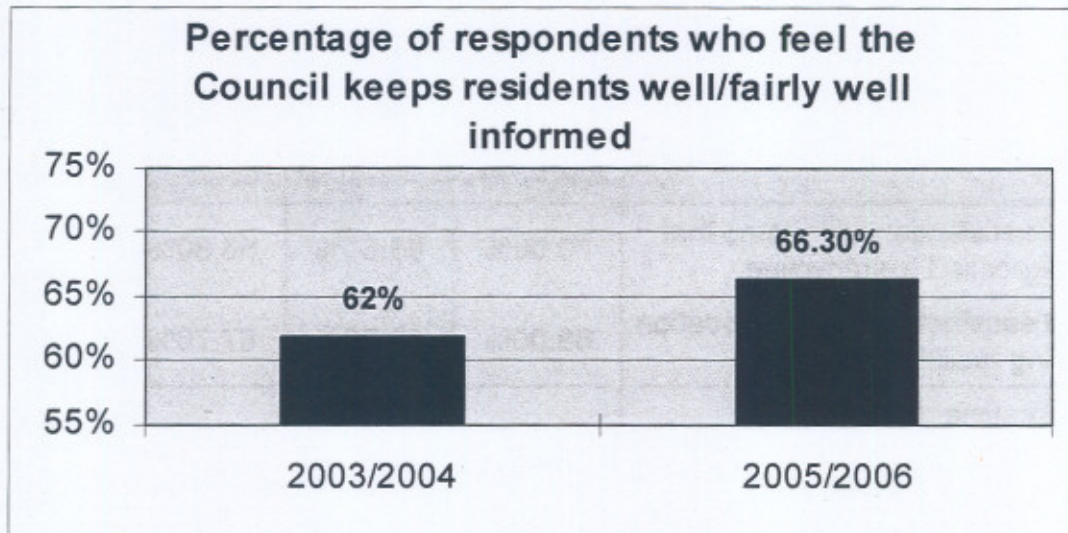
Table 23 – Satisfaction with kerbside recycling

Question	2003/2004	2005/2006	Movement
Resident satisfaction with the container provided for kerbside recycling collection	74.0%	78.60%	↑
Resident satisfaction with the place you have to leave items for kerbside recycling collection	77.9%	80.3%	↑
Resident satisfaction with the reliability of kerbside recycling collection	83.6%	85.1%	↑
Resident satisfaction with the cleanliness of the street following kerbside recycling collection	85.5%	87.9%	↑
Resident satisfaction with the service for kerbside collection of recycling overall	73.2%	76.8%	↑

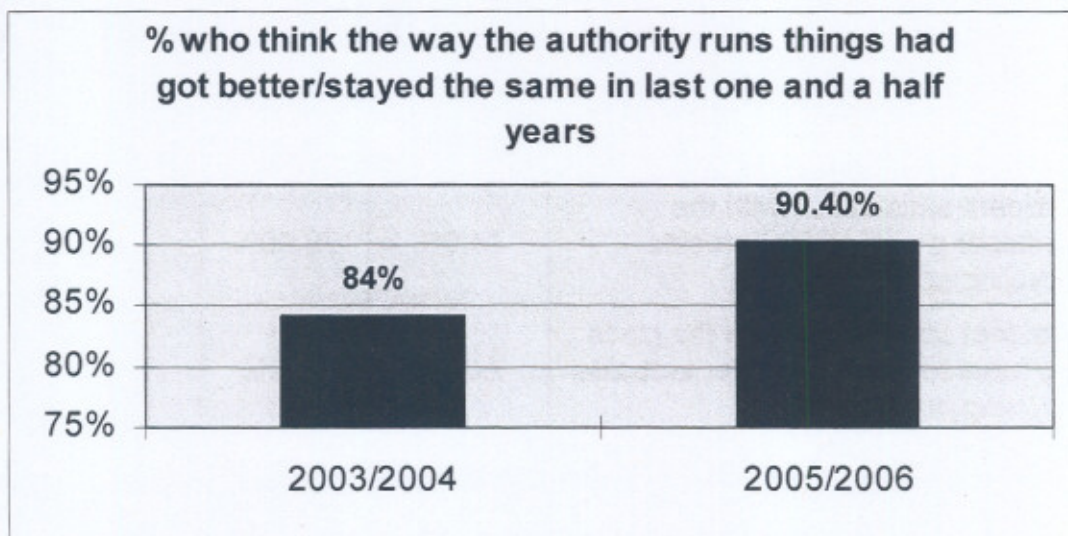
7.0 COUNCIL SERVICES – OVERALL SATISFACTION

HOW WELL INFORMED THE COUNCIL KEEPS ITS RESIDENTS

- 7.1 Respondents were asked how well informed the Council kept its residents about the services and benefits that it provides. Satisfaction on this question increased by 4.3%, from the 2003/2004 result of 62% to 66.3%, as can be seen in the chart below.



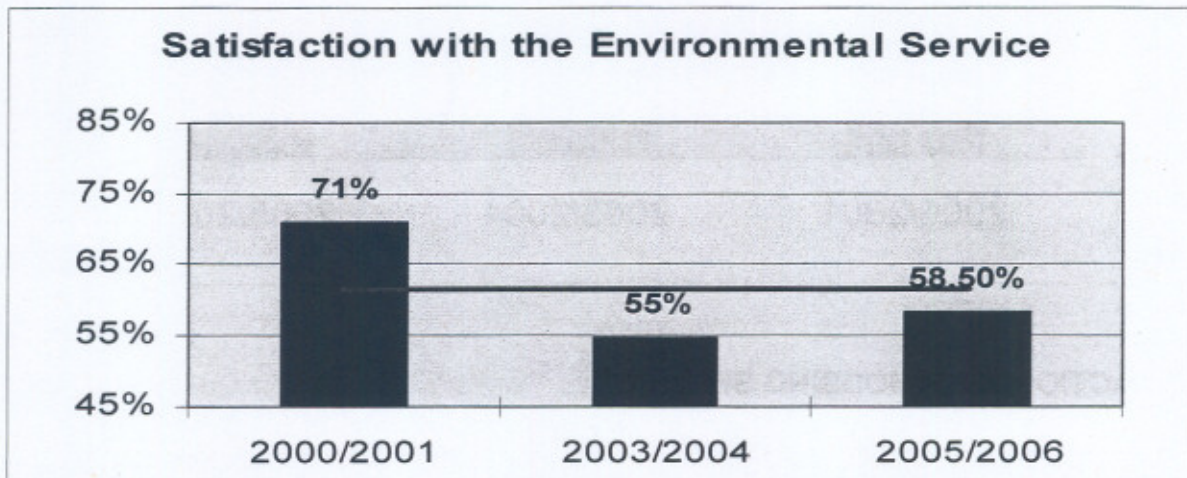
- 7.2 Respondents were asked whether they felt the way in which the authority runs things has got better/worse in the last one and a half years. 90.4% of those who responded to the question felt the authority had got better or stayed the same. The data is displayed in the following chart.



SATISFACTION WITH ENVIRONMENTAL SERVICES

7.3 Respondents were asked how satisfied they were with the environmental service, regardless of whether or not they had used the service. The results along with comparative data are displayed in the chart below. The percentages displayed are valid percentages (i.e. do not include blank responses and 'don't knows').

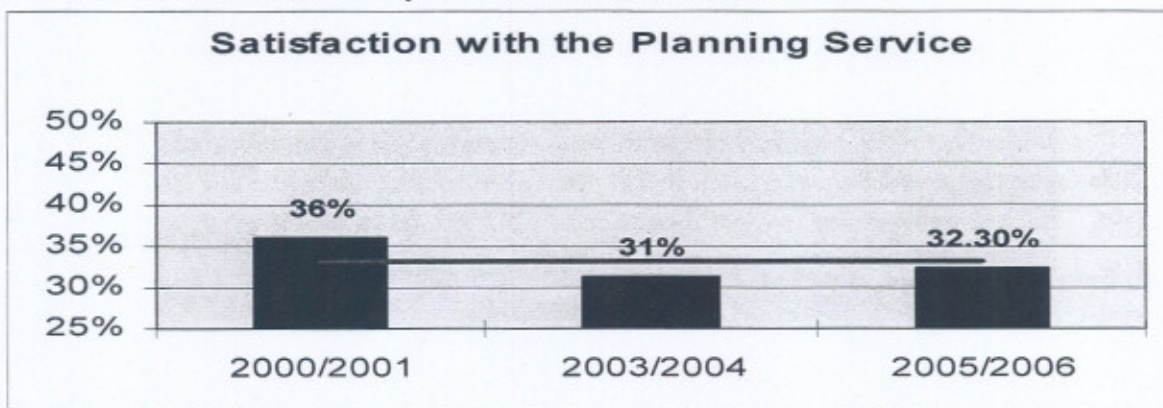
7.4 Satisfaction increased by 3.8% to 58.5% in 2005/2006.



SATISFACTION WITH PLANNING SERVICES

7.5 Respondents were asked how satisfied they were with the planning service, regardless of whether or not they had used the service. The results along with comparative data are displayed in the chart below. The percentages displayed are valid percentages (i.e. do not include blank responses and 'don't knows').

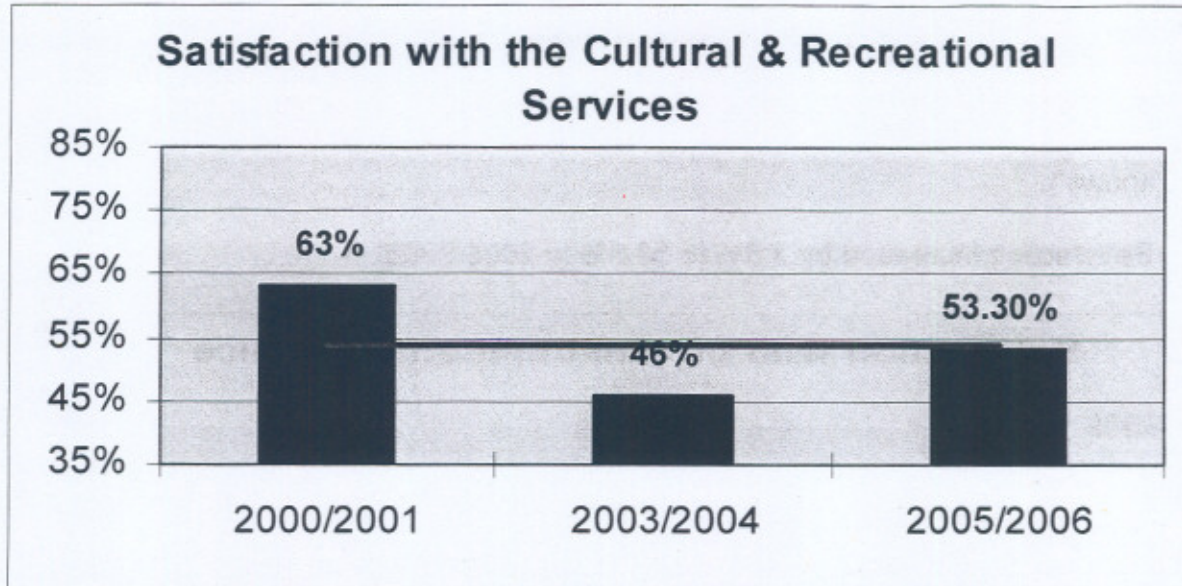
7.6 Satisfaction increased by 0.9% to 32.3% in 2005/2006.



SATISFACTION WITH THE CULTURAL & RECREATIONAL SERVICES

7.7 Respondents were asked how satisfied they were with the cultural and recreational services, regardless of whether or not they had used the service. The results along with comparative data are displayed in the chart below. The percentages displayed are valid percentages (i.e. do not include blank responses and 'don't knows').

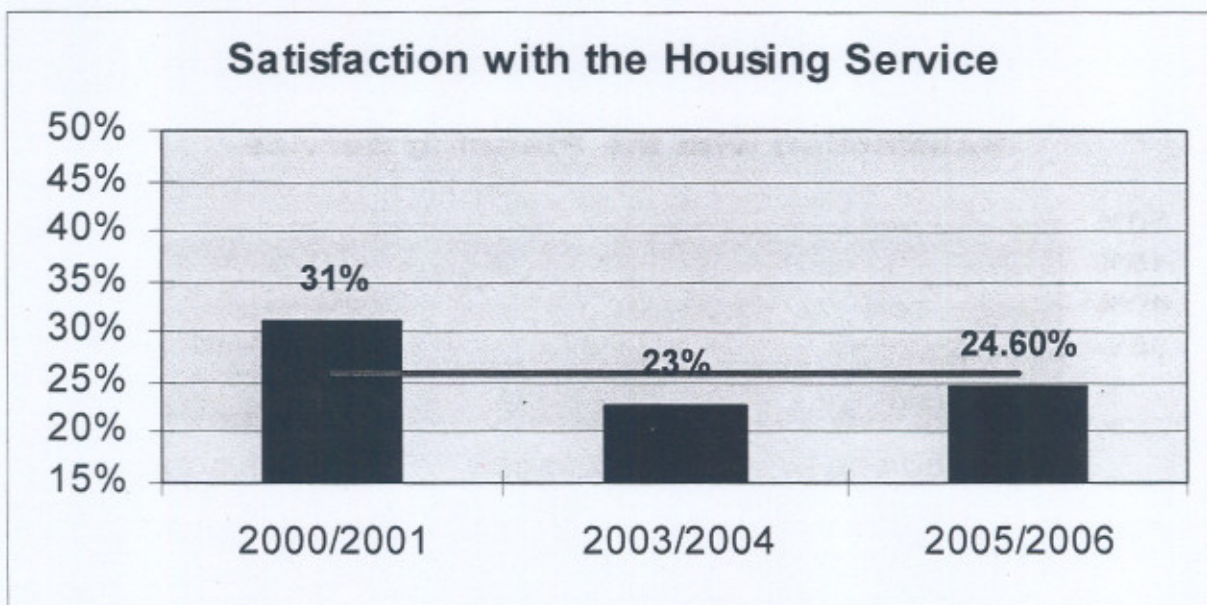
7.8 Satisfaction increased by 7.6% to 53.3% in 2005/2006.



SATISFACTION WITH HOUSING SERVICES

7.9 Respondents were asked how satisfied they were with the housing service, regardless of whether or not they had used the service. The results along with comparative data are displayed in the chart below. The percentages displayed are valid percentages (i.e. do not include blank responses and 'don't knows').

7.10 Satisfaction increased by 1% to 24.6% in 2005/2006.



7.11 It should be noted that satisfaction amongst tenants is very high. In 2003/2004, the Council was placed in the top quartile of all English District Councils for tenant satisfaction with the overall housing service and involvement in the decision making process. Satisfaction on these two questions was scored at 91% and 81% respectively.

8.0 IMPROVEMENTS IN COUNCIL SERVICES

- 8.1 Respondents were asked to consider whether a number of services provided by the Council had got better/worse in the last year and a half. The results are displayed in Table 24 along with comparative data from 2003/2004. The percentages displayed are valid percentages (i.e. do not include blank responses and 'don't knows'). The results for 'got better' and 'stayed the same' have been grouped together.

Table 24 – Changes in Council Services (Got better/stayed the same)

Factor	2003/2004	2005/2006	Movement
Keeping public land clear of litter and refuse	85.5%	90.4%	↑
Doorstep collection of items for recycling	95.3%	95.4%	↑
Theatres/concert halls	89.1%	91.8%	↑
Parks and open spaces	94.2%	96.1%	↑
Collection of household waste	97.7%	97.3%	↓
Local recycling facilities	95.8%	94.0%	↓
Sport/leisure facilities	94.5%	91.9%	↓
Museums/galleries	97.9%	96.6%	↓

9.0 QUALITY OF LIFE QUESTIONS

MOST IMPORTANT FACTORS IN MAKING SOMEWHERE A GOOD PLACE TO LIVE

- 9.1 Respondents were asked to select up to five factors out of a total of 23 that they felt helped to make somewhere a good place to live. These were then given a ranking to show which factors respondents perceived to be the most important. Table 17 contains the ranking of these factors with a comparison to the 2003/2004 rankings.
- 9.2 With the exception of education provision, the top five rankings in 2005/2006 remained the same as 2003/2004. The provision of education moved from 7th to 3rd place whilst the 3rd top-ranking factor (low level of traffic congestion) of 2003/2004 moved down to 7th place in 2005/2006. The importance of shopping facilities fell from 6th to 13th place and the provision of facilities for young children climbed from 19th to 14th position.

Table 17 – Most important factors for making somewhere a good place to live

Factor	2003/2004	2005/2006	Movement
Low level of crime	1	1	0
Health services	2	2	0
Education provision	7	3	+4
Clean streets	4	4	0
Affordable decent housing	5	5	0
Parks and open spaces	8	6	+2
Low level of traffic congestion	3	7	-4
Access to nature	11	8	+3
Public transport	9	9	0
Job prospects	12	10	+2
Activities for teenagers	14	11	+3
Low level of pollution	13	12	+1
Shopping facilities	6	13	-7
Facilities for young children	19	14	+5
Road and pavement repairs	10	15	-5
Cultural facilities, e.g. cinemas, museums	15	16	-1
Sports and leisure facilities	16	17	-1
Community activities	18	18	0
Wage levels & local cost of living	17	19	-2
Race relations	21	20	+1
Other	20	21	-1
None of these	22	22	0
Don't know	23	23	0

FACTORS THAT NEED IMPROVING IN THE LOCAL AREA

- 9.3 Respondents were then asked to consider their local area and identify factors that needed to be improved. Respondents were able to select up to five out of 23 factors. These were then given a ranking to show which factors respondents perceived to be the most important. Table 18 contains the ranking of these factors with a comparison to the 2003/2004 rankings.
- 9.4 The top two areas that residents perceived to need the most improvements remained the same as those in 2003/2004; level of traffic congestion and road and pavement repairs, these both fall into the Council's Corporate Priority of 'Traffic and transport'. Respondents placed community activities at 12th place in 2005/2006 compared to 15th in 2003/2004 and facilities for young children also increased by 3 places of importance (from 11th to 8th). These two factors help the Council to deliver its Corporate Priority of 'Delivering first class public services'. The level of crime was seen as needing less improvement with a fall from 3rd to 5th place. Respondents felt that clean streets were the 9th most important factor to be improved compared with those in 2003/2004 who placed this in 7th position.



Table 18 – Factors that need improving in the local area

Factor	2003/2004	2005/2006	Movement
Level of traffic congestion	1	1	0
Road and pavement repairs	2	2	0
Activities for teenagers	4	3	+1
Affordable decent housing	5	4	+1
Level of crime	3	5	-2
Public transport	6	6	0
Wage levels & local cost of living	8	7	+1
Facilities for young children	11	8	+3
Clean streets	7	9	-2
Sports & leisure facilities	12	10	+2
Health services	9	11	-2
Community activities	15	12	+3
Job prospects	13	13	0
Shopping facilities	10	14	-4
Cultural facilities, e.g. cinemas, museums	14	15	-1
Level of pollution	17	16	+1
Parks and open spaces	18	17	+1
Education provision	19	18	+1
Other	16	19	-3
Access to nature	20	20	0
None of these	22	21	+1
Don't know	23	22	+1
Race relations	21	23	-2

10.0 CHANGES IN QUALITY OF LIFE IN THE AREA

- 10.1 Respondents were asked to think about their local area and indicate whether a list of factors had got better or worse in the last three years. The results are displayed in Table 19 along with comparative data from 2003/2004. The percentages displayed are valid percentages (i.e. do not include blank responses and 'don't knows'). The results for 'got better' and 'stayed the same' have been grouped together.
- 10.2 In general, respondents perceived the majority of factors to have got better/stayed the same. The percentage that felt the level of crime had got better/stayed the same increased from 40.6% in 2003/2004 to 58.9% (a change of 18.3%). Those who felt that the sport/leisure facilities had improved decreased by 3.8%.

Table 19 – Changes in the quality of life (got better/stayed the same)

Factor	2003/2004	2005/2006	Movement
Access to nature	95.3%	96.2%	
Activities for teenagers	64.0%	68.2%	
Clean streets	80.3%	87.7%	
Cultural facilities (e.g. cinemas, museums)	93.4%	95.2%	
Education provision	93.5%	95.4%	
Facilities for young children	84.9%	88.2%	
Health services	83.1%	86.8%	
Job prospects	73.6%	78.5%	
Parks and open spaces	94.2%	96.3%	
Public transport	79.8%	88.1%	
Road and pavement repairs	47.4%	60.8%	
Shopping facilities	86.4%	86.6%	
The level of crime	40.6%	58.9%	
The level of pollution	63.4%	67.5%	
The level of traffic congestion	17.8%	28.4%	
Wage levels & local cost of living	45.6%	48.2%	
Affordable decent housing	42.7%	41.1%	
Sports & leisure facilities	94.5%	90.7%	
Community activities	92.3%	91.5%	
Race relations	93.9%	92.8%	

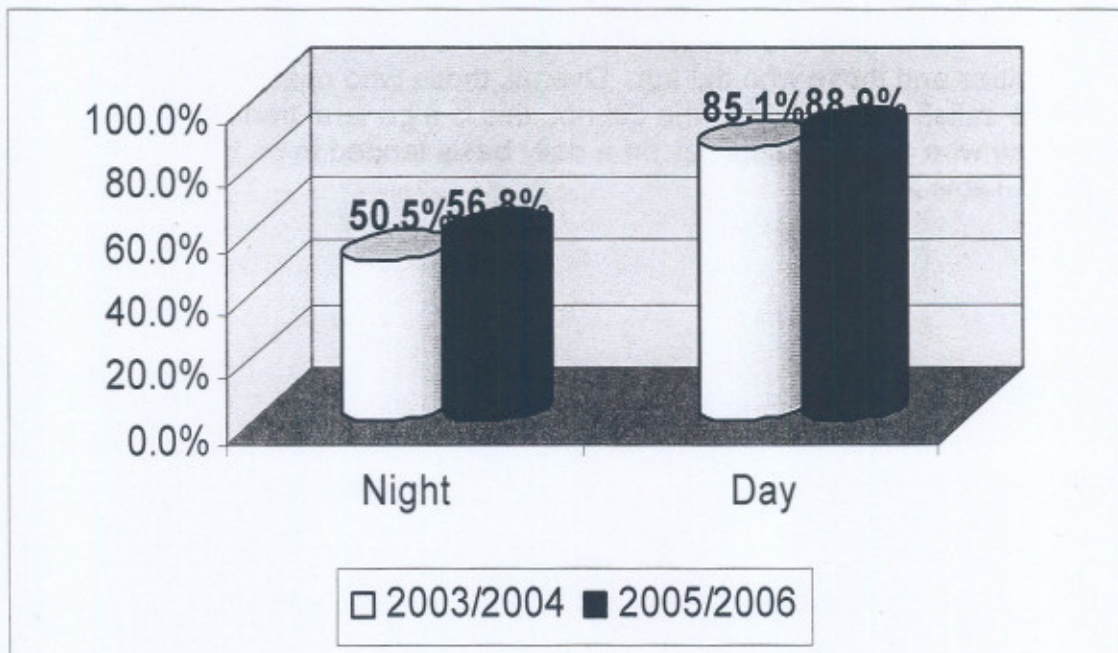
11.0 ANTI-SOCIAL BEHAVIOUR & COMMUNITY SAFETY

11.1 Respondents were asked to indicate how much of a problem anti-social behaviour was in their local area. The responses are grouped into those that feel anti-social behavioural issues are a very big/fairly big problem. The results are displayed with comparative data from 2003/2004 in Table 20. The percentages displayed are valid percentages (i.e. do not include blank responses and 'don't knows').

Table 20 – Perception of anti-social behaviour (very big/fairly big problem)

Factor	2003/2004	2005/2006	Better/worse?
Noisy neighbours or loud parties	15.4%	12.1%	☺
Teenagers hanging around on the streets	47.2%	43.6%	
Vandalism, graffiti and other deliberate damage to property or vehicles	49.4%	42.8%	
Rubbish and litter lying around	32.0%	25.4%	
Abandoned or burnt out cars	13.6%	14.2%	☹
People being attacked because of their skin colour, ethnic origin or religion	7.4%	8.1%	
People using or dealing drugs	39.4%	49.1%	
People being drunk or rowdy in public places	45.9%	50.5%	
People sleeping rough on the streets or in other public places	16.9%	17.2%	

11.2 Residents were then asked to indicate how safe they felt whilst outside in their local area, both during the day and at night. Respondents felt safer in both circumstances in 2005/2006. There was an increase of 3.8% in those who felt safe during the day and an increase of 6.3% in those who felt safe at night. The results are displayed in the chart below.



12.0 CULTURAL & RECREATIONAL ACTIVITIES

- 12.1 The respondents were asked to indicate how frequently they have used certain cultural and recreational activities provided or supported by the Council in the last 12 months. Respondents visited the Council's Parks and Gardens more than its museums and galleries. The results along with comparative data from 2003/2004 are displayed in Table 25. The percentages displayed are valid percentages (i.e. do not include blank responses and 'don't knows').
- 12.2 Overall, more respondents indicated that they used the Council's cultural & recreational activities on a yearly basis, with 7.7% more using the sport/leisure facilities and 3.7% more visiting the museums and galleries. Although, slightly fewer visited the theatres/concert halls and museums/galleries up to a monthly basis, annually the figures increased (this takes into account those who visit the facilities on a bi-annual basis).

Table 25 – Use of cultural & recreational activities

Activity	Almost every day (%)		Daily-monthly (%)		Yearly (%)		Never used (%)	
	03/04	05/06	03/04	05/06	03/04	05/06	03/04	05/06
Parks & open spaces	14.5	15.9	61.7	67.6	88.1	89.9	6.7	4.7
Theatres / Concert halls	0.2	0.2	13.8	12.6	62.0	63.4	17.9	17.4
Sports / Leisure facilities & events	2.0	2.7	26.3	33.0	52.2	59.9	31.5	24.6
Museums & galleries	0.2	0.2	10	9.1	45.9	49.6	29.0	25.8
Key								
		Negative change			Positive change			

- 12.3 Cross-tabulations were carried out to determine whether there was a difference in satisfaction levels for those who used the Council's cultural and recreational activities and those who did not. Overall, those who used the facilities were more satisfied than those who did not, this is a general trend in satisfaction. Those who used the services on a daily basis tended to be the most satisfied (see Table 26).

Table 26 - Use of cultural & recreational activities (Satisfaction of those who use facilities and those who do not)




	Sport and Leisure facilities	Museums and galleries	Theatres and Concert Halls	Parks and Open Spaces
Every day	94.2%	100%	100%	97.1%
Once a week	85.1%	100%	100%	92.3%
Once a month	75.4%	82.4%	82.4%	89.5%
Every 6 months	65.9%	77.9%	81.6%	84.2%
Once a year	57.3%	65.1%	67.4%	80.0%
Longer ago	37.4%	40.9%	48.7%	64.1%
Overall (use facilities)	65.8%	63.4%	70.6%	88.5%
Never	37.1%	22.5%	28.4%	46.4%



Appendix I

Code	Short Name	2000/1	2003/4	2005/6		Short Term Trend	Status
				Actual Value	Target		
BV90a	Satisfaction with household waste collection	89.00%	89.00%	87.90%	92.00%	↓	●
LSS11	Has the availability of affordable decent housing got better/stayed the same? (% agree)		42.70%	41.10%	45.70%	↓	●
LSS21	Have race relations got better/stayed the same? (% agree)		93.90%	92.80%	96.90%	↓	●
LSS24	Have sport and leisure facilities got better/stayed the same? (% agree)		94.50%	90.70%	97.50%	↓	●
LSS3	Have the local recycling facilities got better/stayed the same? (% agree)		95.80%	94.00%	98.80%	↓	●
LSS5	Have the sport/leisure facilities got better/stayed the same? (% agree)		95.30%	91.90%	98.30%	↓	●
LSSAB3	Residents who feel people being drunk or rowdy in public places is a very/fairly big problem		45.90%	50.50%	42.90%	↓	●
LSSAB4	Residents who feel people using or dealing drugs is a very/fairly big problem		39.40%	49.10%	36.40%	↓	●
LSSAB8	Residents who feel abandoned or burnt out cars is a very/fairly big problem		13.60%	14.20%	10.60%	↓	●
LSSP1	Resident satisfaction with the Planning Services	36.00%	31.40%	32.30%	34.40%	↑	●
LSSW3	Resident satisfaction with the reliability of waste collection	95.00%	95.90%	93.90%	98.90%	↓	●
BV119e	% satisfied with parks and open spaces	77.00%	85.00%	86.20%	88.00%	↑	△
BV4	Satisfaction with complaint handling	45.00%	36.00%	37.60%	39.00%	↑	△
BV90b	Satisfaction with waste recycling	63.00%	59.00%	61.30%	62.00%	↑	△
LSS13	Have community activities got better/stayed the same? (% agree)		92.30%	91.50%	95.30%	↓	△
LSS14	Have cultural facilities got better/stayed the same? (% agree)		93.40%	95.20%	96.40%	↑	△
LSS15	Has the provision of education got better/stayed the same? (% agree)		93.50%	95.40%	96.50%	↑	△
LSS19	Have the parks/open spaces got better/stayed the same? (% agree)		94.20%	96.30%	97.20%	↑	△
LSS2	Has the collection of household waste got better/stayed the same? (% agree)		97.70%	97.30%	100.00%	↓	△
LSS23	Have shopping facilities got better/stayed the same? (% agree)		86.40%	86.60%	89.40%	↑	△
LSS27	Have wage levels/cost of living got better/stayed the same? (% agree)		45.60%	48.20%	48.60%	↑	△
LSS29	How well informed does the Council keep its residents? (% agree)	71.00%	62.00%	64.30%	65.00%	↑	△
LSS4	Has the doorstep collection of items for recycling got better/stayed the same? (% agree)		95.30%	95.40%	98.30%	↑	△
LSS6	Have the museum/gallery facilities got better/stayed the same? (% agree)		97.90%	96.60%	100.00%	↓	△
LSS8	Have the parks/open spaces hall facilities got better/stayed the same? (% agree)		94.20%	96.10%	97.20%	↑	△
LSS9	Has the access to nature got better/stayed the same? (% agree)		95.30%	96.20%	98.30%	↑	△
LSSAB7	Residents who feel racially-motivated/religious attacks is a very/fairly big problem		7.40%	8.10%	4.40%	↓	△

Code	Short Name	2000/1	2003/4	2005/6		Short Term Trend	Status
				Actual Value	Target		
LSSH1	Resident satisfaction with the Housing Services	31.00%	22.60%	24.60%	25.60%	↑	△
LSSR5	Resident satisfaction with the place you have to leave items for kerbside recycling collection		77.90%	80.30%	80.90%	↑	△
LSSR6	Resident satisfaction with the reliability of kerbside recycling collection		83.60%	85.10%	86.60%	↑	△
LSSR7	Resident satisfaction with the cleanliness of the street following kerbside recycling collection		85.50%	87.90%	88.50%	↑	△
LSSW2	Resident satisfaction with the place to leave waste for collection	87.00%	77.90%	79.40%	80.90%	↑	△
LSSW4	Resident satisfaction with cleanliness of street after waste collection	84.00%	84.40%	86.20%	87.40%	↑	△
BV119a	% satisfied with sports/leisure facilities	58.00%	56.00%	58.90%	59.00%	↑	✓
BV119c	% satisfied with museums and galleries	53.00%	50.00%	53.60%	53.00%	↑	✓
BV119d	% satisfied with theatres and concert halls	63.00%	58.00%	63.60%	61.00%	↑	✓
BV3	Overall satisfaction with the authority	71.00%	58.00%	69.40%	61.00%	↑	✓
BV89	Satisfaction with cleanliness of streets	75.00%	74.00%	78.40%	77.00%	↑	✓
LSS1	Keeping public land clear of litter and refuse stayed the same? (% agree)		85.50%	90.40%	88.50%	↑	✓
LSS10	Have the activities for teenagers got better/stayed the same? (% agree)		64.00%	68.20%	67.00%	↑	✓
LSS12	Has the cleanliness of the streets got better/stayed the same? (% agree)		80.30%	87.70%	83.30%	↑	✓
LSS16	Have the facilities for young children got better/stayed the same? (% agree)		84.90%	88.20%	87.90%	↑	✓
LSS17	Have the health service facilities got better/stayed the same? (% agree)		83.10%	86.80%	86.10%	↑	✓
LSS18	Have job prospects got better/stayed the same? (% agree)		73.60%	78.50%	76.60%	↑	✓
LSS20	Has public transport got better/stayed the same? (% agree)		79.80%	88.10%	82.80%	↑	✓
LSS22	Have road and pavement repairs got better/stayed the same? (% agree)		47.40%	60.80%	50.40%	↑	✓
LSS25	Has the level of crime got better/stayed the same? (% agree)		40.60%	58.90%	43.60%	↑	✓
LSS26	Has the level of pollution got better/stayed the same? (% agree)		63.40%	67.50%	66.40%	↑	✓
LSS28	Has the level of traffic congestion got better/stayed the same? (% agree)		17.80%	28.40%	20.80%	↑	✓
LSS7	Have the theatres/concert hall facilities got better/stayed the same? (% agree)		89.10%	91.80%	92.10%	↑	✓
LSSAB1	Residents who feel vandalism, graffiti and other damage to property/vehicles is a very/fairly big problem		49.40%	42.80%	46.40%	↑	✓
LSSAB2	Residents who feel teenagers hanging around on the streets is a very/fairly big problem		47.20%	43.60%	44.20%	↑	✓
LSSAB5	Residents who feel rubbish and litter lying around is a very/fairly big problem		32.00%	25.40%	29.00%	↑	✓
LSSAB6	Residents who feel noisy neighbours or loud parties is a very/fairly big problem		15.40%	12.10%	12.40%	↑	✓
LSSCR1	Resident satisfaction with the Cultural and Recreational Services	63.00%	45.70%	53.30%	48.70%	↑	✓

Code	Short Name	2000/1	2003/4	2005/6		Short Term Trend	Status
				Actual Value	Target		
LSSE1	Resident satisfaction with the Environmental Services	71.00%	54.70%	58.50%	57.70%	↑	✓
LSSR1	Resident satisfaction with items that can be deposited for recycling	70.00%	63.60%	66.80%	66.60%	↑	✓
LSSR2	Resident satisfaction with the location of recycling facilities	68.00%	60.70%	67.70%	63.70%	↑	✓
LSSR3	Resident satisfaction with the cleanliness of the recycling site	56.00%	52.00%	59.00%	55.00%	↑	✓
LSSR4	Resident satisfaction with the container provided for kerbside recycling collection		74.00%	78.60%	77.00%	↑	✓
LSSW1	Resident satisfaction with the bin provided for general household waste	70.00%	54.00%	67.70%	57.00%	↑	✓
LSSW5	Resident satisfaction with the collection of bulky household waste	60.00%	40.40%	58.70%	43.40%	↑	✓

Status	
	This PI is significantly below target.
	This PI is slightly below target.
	This PI is on target.

Short Term Trends	
	The value of this PI has changed in the short term.
	The value of this PI has not changed in the short term.