

1 Key Indicators and Findings

1.1 Best value user satisfaction performance indicator scores

- 1.1.1 Outlined below are the user satisfaction performance indicator out-turns resulting from the 2006 BVPI survey based on comparable statutory statistics required by Department for Communities and Local Government (DCLG) on a triennial basis. To comply with the DCLG requirements, the proportion of respondents that are very or fairly satisfied is reported for each of the User Satisfaction Best Value Performance Indicators. This statistic is based only on those respondents that provided a rating (i.e. excluding 'don't know' and non-respondents), and the sample base and associated confidence interval is quoted.
- 1.1.2 Overall satisfaction with the way the Council runs things increased by one percentage points from 58% in 2003 to 59% in the 2006 survey.

BEST VALUE USER SATISFACTION PERFORMANCE INDICATORS					
	% FAIRLY / VERY SATISFIED			SAMPLE BASE	CONFIDENCE INTERVAL
	2000	2003	2006		
BV3: THE WAY THE AUTHORITY RUNS THINGS					
BV3: % satisfied with the way the Authority runs things	71	58	59	1124	2.9
BV4: COMPLAINTS HANDLING					
BV4: % satisfied with satisfied with the handling of complaints	45	36	36	179	7.3
BV89: LITTER					
BV89: % satisfied that the Authority has kept the land clear of litter and rubbish the waste collection service overall	75	74	81	1307	2.7
BV90: WASTE					
BV90a: % satisfied with the waste collection service overall	89	89	87	1309	2.7
BV90b: % satisfied with the provision of local waste recycling facilities	63	59	64	1211	2.8
BV119: CULTURAL & RECREATIONAL ACTIVITIES & VENUES					
BV119a: % satisfied with sports and leisure facilities and events	-	56	69	1271	2.7
BV119b: % satisfied with libraries	-	N/A	79	1294	2.7
BV119c: % satisfied with museums and galleries	-	50	59	1251	2.8
BV119d: % satisfied with theatres and concert halls	-	58	63	1272	2.7
BV119e: % satisfied with parks and open spaces	-	85	90	1298	2.7

Cells in bold type denote a statistically significant increase in satisfaction between 2003 and 2006

1.2 Key Findings

Corporate health

- 1.2.1 In total, over half (59%) of all respondents rate themselves as satisfied with the way the authority runs things, which represents an increase of 1% since the last BVPI in 2003. The proportion of respondents rating themselves as dissatisfied is 12% compared to 11% in 2003.
- 1.2.2 In terms of whether things have changed in the last three years, whilst one in seven (14%) of those responding felt that things had improved over the last 3 years, a slightly lower proportion (9%) felt that things have got worse over this period. The majority of respondents (77%) however felt that the way things are run remained the same.
- 1.2.3 Looking at more specific performance indicators, over three quarters of respondents express agreement that the council treats all types of people fairly, is working to make the area cleaner and greener and is making the local area a better place to live.
- 1.2.4 Opinions are, however, divided in relation to promoting the interests of local residents and providing good value for money.

Contact with the council

- 1.2.5 One in seven respondents (14%) report that they have contacted the authority with a complaint in the last twelve months. Amongst all complainants providing a valid response, over a third (36%) rate themselves as satisfied with how their complaint was handled, which is the same proportion as was found in the BVPI survey for 2003.
- 1.2.6 Over half (56%) of all respondents report that they have contacted the council other than to complain in the last twelve months. Of these, just over two thirds (68%) are satisfied with the final outcome of their contact whilst one fifth (20%) are dissatisfied.
- 1.2.7 Other than making a complaint, respondents contacted the council principally to ask for advice/information (23%). Contact is generally made via the telephone (71%).

Information provision

- 1.2.8 The degree with which respondents feel informed about certain aspects of council service provision can be divided into three categories: a) those where a majority of respondents feel fairly or very well informed, e.g. how to pay bills to the council; b) those where views are more balanced e.g. what standard of service should be expected; and c) those where a majority do not feel well informed, which relate to more abstract aspects of council performance, e.g. its role in tackling anti-social behaviour.
- 1.2.9 Overall, 55% feel the council keeps them very or fairly well informed. The remainder (45%) feel they do not keep them well informed, including 13% who feel they do not keep them well informed at all.
- 1.2.10 In terms of sources of information about the council, respondents tend to get information from the local media (29%) and/or the council itself (35%).

Local public services

Refuse and recycling services

- 1.2.11 Four fifths of respondents (81%) providing a valid response are satisfied that the council keeps all open public land it controls clear of litter and refuse. This represents an improvement on the results returned in 2003, where 74% of respondents were satisfied.
- 1.2.12 Of those providing a response, approaching a fifth (18%) of respondents feel the council's keeping land clear of litter and refuse has improved over the last three years, while one in ten (10%) feel it has got worse.

Household waste collection

- 1.2.13 In terms of overall satisfaction with the household waste collection, the vast majority (87%) of respondents who provided a response report that they are either very or fairly satisfied. This is consistent with satisfaction rating achieved in the 2003 BVPI survey, 89%. Only 7% expressed a level of dissatisfaction.
- 1.2.14 This is supported by the fact that amongst respondents providing a response, approaching three in four (72%) feel the household waste collection service has stayed the same over the last three years, while one in four (25%) feel it has got better.

Provision of local waste recycling facilities

- 1.2.15 In terms of satisfaction with the provision of local waste recycling facilities, approaching two thirds (64%) of respondents who provide a response report that they are either very or fairly satisfied. This slightly higher than the ratings achieved in the 2003 (59%) BVPI survey.
- 1.2.16 Encouragingly, two fifths (41%) of respondents feel that the service has improved over the last three years, and only 7% are of the view that it has got worse.

Doorstep recycling collection

- 1.2.17 In terms of overall satisfaction with the doorstep recycling collection, over two in three respondents (68%) who provide a response report that they are either very or fairly satisfied. It is very encouraging to note that over half (52%) of all respondents providing a response feel the service has improved over the last three years, and only 5% feel it has got worse.

Sports and leisure facilities

- 1.2.18 The level of satisfaction with sports and leisure facilities at 69% is higher than that achieved in 2003 (56%), although one in ten (10%) remain dissatisfied. Amongst users providing a response, three quarters (77%) are either very or fairly satisfied, with one in ten (11%) expressing a level of dissatisfaction.
- 1.2.19 Four fifths (81%) of respondents providing a response feel that sports and leisure facilities have stayed the same over the last three years. More respondents feel that they have improved (12%) than feel they have deteriorated (6%).

Libraries¹

- 1.2.20 The overall level of satisfaction with libraries at 79% is high. Amongst users providing a response, the vast majority (90%) are either very or fairly satisfied, with less than one in twenty (4%) expressing a level of dissatisfaction.

¹ Readers are reminded that Libraries are a service provided by North Yorkshire County Council

- 1.2.21 More respondents providing a response feel that libraries have got better over the last three years (27%) as compared to those who believe they have got worse (5%).

Museums and galleries

- 1.2.22 With 59% satisfied and 9% dissatisfied, the overall level of satisfaction with museums and galleries is higher than that recorded by the 2003 BVPI survey (50%). Amongst users providing a response, three in four respondents (75%) are satisfied to a degree, whilst less than one in ten (8%) express a level of dissatisfaction.
- 1.2.23 While the majority (91%) of respondents providing a response feel that museums and galleries have stayed the same over the last three years, slightly more feel that they have improved (8%) than feel they have deteriorated (1%).

Theatres and concert halls

- 1.2.24 Overall, approaching two thirds (63%) of respondents are satisfied with theatres and concert halls whilst one eighth (12%) are dissatisfied. The 2003 BVPI Survey found 58% satisfied with theatres and concert halls. Amongst users providing a response, almost four fifths (79%) are satisfied to a degree, including over a quarter (28%) who are very satisfied. Almost a tenth (9%) of users, express a level of dissatisfaction.
- 1.2.25 Certainly, while the majority (85%) of respondents providing a response feel that theatres and concert halls have stayed the same over the last three years, similar proportions feel that they have improved (8%) as feel they have deteriorated (7%).

Parks and open spaces

- 1.2.26 Satisfaction with parks and open spaces is extremely high at 90% of all respondents, with only 3% dissatisfied. This is up on the results from 2003 (85% satisfaction). Amongst users providing a response, over nine in ten (93%) are satisfied to a degree.
- 1.2.27 While the majority (80%) of respondents providing a response feel that parks and open spaces have stayed the same over the last three years, the proportion feeling they have improved (15%) is greater than the proportion (5%) who feel they have deteriorated.

Housing services

- 1.2.28 Almost one in eight (11%) of respondents report using the housing services provided by the council in the last twelve months. Over half (54%) of this group are either very or fairly satisfied with the Housing Services provided, whilst just over a quarter (26%) express a level of dissatisfaction.

Planning services

- 1.2.29 Almost one in five (19%) of all respondents report using the planning services provided by the council in the last twelve months. Half (50%) of this group are either very or fairly satisfied with the planning services provided, whilst a third (34%) express a level of dissatisfaction.

Quality of life

- 1.2.30 When asked about aspects that are most important in making somewhere a good place to live, the level of crime (59%), health services (49%), education provision (36%), clean streets (35%) and affordable decent housing (34%) are the issues mentioned most often.

- 1.2.31 Interestingly when respondents were asked which aspects most need improving in the local area, the level of traffic congestion (48%), activities for teenagers (43%), road and pavement repairs (34%), affordable decent housing (33%) and the level of crime (24%) are the factors identified as priorities for improvement.
- 1.2.32 Nine in every ten (90%) respondents providing a valid response rate themselves as satisfied with their local area as a place to live whilst only 3% have said they are dissatisfied with the local area as a place to live.

Community cohesion

- 1.2.33 The way respondents feel about specific types of antisocial behaviour fall broadly into three groups: a) those which approaching half of all respondents regard as a very or fairly big problem e.g. parents not taking responsibility for the behaviour of their children; b) those which around three in ten regard as a very or fairly big problem e.g. rubbish and litter lying around; and c) those which the vast majority of respondents do not regard as being a particular problem e.g. noisy neighbours or loud parties.
- 1.2.34 Six in ten (63%) of respondents providing a response agree to an extent that in their local area people from different backgrounds get on well together, one in ten (9%) disagree.

Local decision making

- 1.2.35 When asked about their opportunities for participation in local decision making amongst respondents providing a response, views are relatively balanced, with more than a quarter (30%) satisfied, and a fifth (21%) dissatisfied.
- 1.2.36 In terms of influencing local decision making affecting the local area, of all respondents providing a response, the majority (66%) disagree that they can do this.
- 1.2.37 A fifth (22%) of all respondents report that they would like to be more involved in the decisions their council makes that affect their local area, and a further 58% say that it would depend on the issue in question. One in eight (13%) report that they would not like to be more involved in such decisions.