



Charnwood Borough Council

BVPI General Survey 2006 - 2007

Final Report

I. Introduction

The consultation was carried out by the Communications, Consultations and Partnerships Team between October 2006 – March 2007.

The aims of the survey were as follows:

- To assess current % of residents satisfied with the overall service provided by the council to inform future service planning / design and provision.
- To identify levels of satisfaction with the refuse and recycling service.
- To identify levels of satisfaction with local cultural and recreational facilities.
- To identify levels of satisfaction amongst people who have made a complaint.
- To identify what residents see as priorities in their local neighbourhood (e.g. anti-social behaviour).
- To identify changes in levels of satisfaction from the 2003/2004 survey.
- To identify whether we have achieved our BVPI targets for the percentage of people satisfied with various aspects of the overall service the council provides.
- To collect data to ensure that we are engaging with our customers and providing services that meet their needs and expectations.

2. Executive Summary

2.1 Methodology

The methodology of the BVPI surveys was prescribed in detail by the ODPM (Now DCLG – Department for Communities and Local Government).

Survey Type

The type of survey used was postal. This single prescribed method for all authorities was chosen so that data could be comparable across all authorities. For reasons of cost, the method had to be a postal survey. This proposal was included in the pre-survey consultation and a large majority of respondents were in favour of this methodology.

Sample Method

A random sample of Charnwood addresses was drawn from the Post Office small users address file (PAF) by the Audit Commission and given to the council to use. The sample method used was census – in other words everyone on the list was sent a questionnaire.

The Questionnaire

All BVPI surveys had to use the questionnaire templates provided to them by the Audit Commission on behalf of the ODPM.

We were able to “Charnwoodize” the design of the survey (e.g. change the name of a service) but **could not alter the order** in which the mandatory questions were presented or change the meaning/wording of the questions.

2.2 Response Rate

Sample Size

The ODPM required that a minimum of **1100** respondents needed to be achieved.

Response Rate Achieved

A total of **1392** valid responses were received and submitted to the audit commission for analysis. This was a response rate of **22%**

2.3 Relevant BVPI Headline Indicators

See the table below at 3.1

2.3 Reliability of Results

This is a measurement of reliability – of how confident you can be that the responses of your sample are representative of the whole population.

E.g. If 1,000 people in Charnwood responded, how confident can you be that the answers they give would be the same if you asked all Charnwood Residents.

This is measured as a percentage, which represents the margin of error. The most frequently used confidence interval is 95%. This means that 95 times out of a hundred your results will be reliable with a margin of error of - for example – 3.15% either way. So, if the BV80a result is 76% satisfied we can be confident that if we asked every service user the result would at worst be 72.85% and at best 79.15%

See the **Confidence Intervals** for this survey in the table below (3.1).

3. Main Findings

This section identifies the main findings of the survey. The information shown is in an un-weighted format. Weighted data will be provided by the audit commission for the BVPI Headline Indicator questions at a later date and will be added to the report at this time. It is expected that this will be in late spring – early summer 07.

3.1 BVPI Scores

The following table identifies satisfaction with various aspects of the service.

The **Sample** size is the number of respondents to the survey who answered the particular BVPI question asked.

The **BVPI Score** is the percentage of respondents satisfied with the service the indicator refers to. This percentage is a combination of the respondents who answered “very satisfied” and “satisfied”. In the results below you will sometimes see this combination referred to as “to some extent satisfied”. The BVPI’s referred to below are as follows (see next page):

BVPI**	Sample	Confidence Interval	06-07 BVPI Score	03- 04 BVPI Score	00-01 BVPI Score
BV3 – The % of residents satisfied with the overall service provided	1268	2.74	46	57	60.8
BV4 – The % of complainants satisfied with the handling of their complaint	236	6.11	36	37	42.4
BV89 – % of people satisfied with cleanliness standards	1315	2.58	65	64	Not Measured
BV90a - % of people satisfied with household waste collection	1285	2.33	76	86	Not Measured
BV90b - % of people satisfied with waste recycling	1141	2.44	77	80	Not Measured
BV119a - % of residents satisfied with local authority cultural services (sports and leisure)	1254	2.71	60	55	53.3
BV119b - % of residents satisfied with local authority cultural services (libraries)	1275	2.33	77	Not Measured	Not Measured
BV119c - % of residents satisfied with local authority cultural services (museums)	1215	2.8	46	43	49.7
BV119d - % of residents satisfied with local authority cultural services (theatres and concert halls)	1229	2.79	46	45	49
BV119e - % of residents satisfied with local authority cultural services (parks and open spaces)	1276	2.24	79	78	64

**BV3, BV4 (Corp Health); BV89 (Environment); BV90a, b (Waste); BV119a, b, c, d, e (Culture):

3.2 Other Findings (The full results can be found in the tables show below at Appendix A).

Issues regarding the Local Area

When asked what is most important in making somewhere a good place to live, the top five answers given by respondents were: The Level of Crime (47.2% of respondents); Health Services (41.5%); Affordable Decent Housing (32.3%); Education Provision (26.3%) and Clean Streets (25.4%).

When it came to what most needed improving in their local area, the top five were: The level of traffic congestion (26.8% of respondents); Activities for Teenagers (25.7%); The Level of Crime (25.4%); Clean Streets (19.7%) and Road & Pavement Repairs (17.6%)

Overall, 71.1% of respondents were to some extent satisfied with their local area. 14.3% were dissatisfied.

The main problems in the local area that respondents identified were Parents not taking responsibility for the behaviour of their children (49% of respondents); Teenagers hanging around on the streets (44%) and People not treating other people with respect and consideration (37%)

Issues regarding Cultural and Recreational Activities

(note – answers to these questions included a high percentage of Don't Know's)

20% of respondents felt that sport/leisure facilities had got better in the last three years. Only 4.6% felt they had got worse.

A majority 41% of respondents felt that the museums / galleries had not got better or worse. 5.7% thought they had improved and just under 4% thought they had gotten worse. 15.7% of respondents felt that parks and open spaces had improved.

Issues regarding Refuse Collection

A third of respondents felt that the collection of household waste has gotten better in the last three years (22% felt it had got worse) and 37% thought that doorstep collection of items for recycling had got better (about 9% felt it had got worse).

41% felt that local recycling facilities had got better (only 4% thought this had got worse).

Issues regarding information provision

81% of respondents felt that they were either very well or fairly well informed about how to pay bills.

An equally high 80% of respondents felt that they were either very well or fairly well informed about how and where to register to vote.

Over 45% of respondents did not feel well informed (and some not informed at all) about how to get involved in local decision making.

More respondents (44%) felt that they were uninformed about how to complain to the council that felt they were well informed (41%).

52% of respondents felt uninformed about whether the council was delivering on its promises.

60.1% of respondents did not feel informed when it came to what the council was doing to tackle anti-social behaviour in your local area.

50% didn't feel well informed about how the council was performing.

When asked what was the main source of information respondents used to find out things about the council the highest percentage response was for "information provided by the council" (27%). Second was "the local media" (20.3%) and coming in third was "word of mouth" (8.6%).

The free text responses to this survey will be provided separately to services due to the large volume.

Issues regarding contacting the council

(note – answers to these questions included a high percentage of Don't Know's)

The most used way on contacting the council amongst respondents was the telephone (41.6%) followed by a visit (18.2%).

When it came to why they contacted the council the highest percentage response was for "asked for advice/information" (23.7%) Second was "applied to use a service" (18.2%).

37% of respondents were satisfied with the ease of finding the right person to deal with. Only 9% were dissatisfied. A similar balance of results was also true for the length of time it took to deal with the person they contacted.

38% of respondents were satisfied with how helpful staff were and only 6% were dissatisfied.

38% were also satisfied with how competent staff were.

Issues regarding opportunities to participate in local decision making

18% of respondents were satisfied with opportunities to participate in local decision making but only 16% were dissatisfied. The majority of respondents put Neither or Don't Know.

51% of respondents felt that they couldn't influence decisions affecting the local area. 20% did think that they could.

14% of respondents wanted to get more involved in council decision making (14% didn't) however, just over 50% indicated that they would like to get involved but that it would depend on the issue.

Other Overall Issues

48% of respondents felt that the council was making the area a better place to live and just over 40% felt the council was working to make their area safer.

51% felt the council was working to make their area cleaner and greener.

28% of respondents did not feel that the council was trustworthy (36% thought it was).

40% of respondents did not feel that the council promotes the interests of local residents and over 40% felt that the council did not act on the concerns of local residents.

14% of respondents felt that the way the council runs things has got better in the last three years. 16% felt it had got worse and 46% felt it had stayed the same.

Full Data

The following percentages are based upon the total number of respondents rather than responses to individual questions. This is the same way that we were required to submit the data to the audit commission.

This means that the % used below are based upon totals that include not answered. Therefore, when considering what the data shows us it is important to consider the impact of this and you may wish to exclude the not answered's and recalculate the percentages for your own purposes. This will have the impact of raising other percentages – obviously, how much this is by will be dependent on the number of not answered's. However, it is worth noting that the BVPI indicator results detailed in the table above are based upon totals that have had the “not answered” responses excluded. This will also be the case for the final BVPI scores sent to us by the Audit Commission.

Q1. Most important in making somewhere a good place to live (Up to 5)	
Access to nature	229 (17.00%)
Activities for teenagers	157 (11.66%)
Affordable decent housing	435 (32.29%)
Clean streets	342 (25.39%)
Community activities	90 (6.68%)
Cultural facilities	59 (4.38%)
Education provision	355 (26.35%)
Facilities for young children	90 (6.68%)
Health services	559 (41.50%)
Job prospects	160 (11.88%)
The level of crime	636 (47.22%)
The level of pollution	116 (8.61%)
The level of traffic congestion	239 (17.74%)
Parks and open spaces	241 (17.89%)
Public transport	296 (21.97%)
Race relations	34 (2.52%)
Road and pavement repairs	145 (10.76%)
Shopping facilities	313 (23.24%)
Sports and leisure facilities	110 (8.17%)
Wage levels & local cost of living	100 (7.42%)
Other	23 (1.71%)
None of these	0 (0.00%)

Don't know	5 (0.37%)
Not answered	367 (27.25%)

Q2. Most needs improving (Up to 5)

Access to nature	48 (3.56%)
Activities for teenagers	346 (25.69%)
Affordable decent housing	201 (14.92%)
Clean streets	266 (19.75%)
Community activities	121 (8.98%)
Cultural facilities	70 (5.20%)
Education provision	57 (4.23%)
Facilities for young children	109 (8.09%)
Health services	185 (13.73%)
Job prospects	92 (6.83%)
The level of crime	343 (25.46%)
The level of pollution	134 (9.95%)
The level of traffic congestion	362 (26.87%)
Parks and open spaces	113 (8.39%)
Public transport	190 (14.11%)
Race relations	28 (2.08%)
Road and pavement repairs	238 (17.67%)
Shopping facilities	169 (12.55%)
Sports and leisure facilities	102 (7.57%)
Wage levels and cost of living	72 (5.35%)
Other	32 (2.38%)
None of these	0 (0.00%)
Don't know	21 (1.56%)
Not answered	447 (33.18%)

Q3. Overall satisfaction with local area as place to live

Very Satisfied	216 (16.04%)
Fairly Satisfied	742 (55.09%)
Neither	166 (12.32%)
Fairly dissatisfied	99 (7.35%)
Very dissatisfied	94 (6.98%)

Not answered

30 (2.23%)

Q4. How much of a problem each item is in local area

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know	Not answered
Parents not taking responsibility for the behaviour of their children	257 (19.08%)	403 (29.92%)	372 (27.62%)	135 (10.02%)	112 (8.31%)	68 (5.05%)
People not treating other people with respect and consideration	164 (12.18%)	342 (25.39%)	439 (32.59%)	221 (16.41%)	91 (6.76%)	90 (6.68%)
Noisy neighbours or loud parties	63 (4.68%)	110 (8.17%)	464 (34.45%)	513 (38.08%)	75 (5.57%)	122 (9.06%)
Teenagers hanging around on the streets	248 (18.41%)	348 (25.84%)	395 (29.32%)	179 (13.29%)	68 (5.05%)	109 (8.09%)
Rubbish or litter lying around	160 (11.88%)	318 (23.61%)	537 (39.87%)	200 (14.85%)	41 (3.04%)	91 (6.76%)
People being drunk or rowdy in public spaces	113 (8.39%)	182 (13.51%)	516 (38.31%)	321 (23.83%)	79 (5.86%)	136 (10.10%)
Abandoned or burnt out cars	34 (2.52%)	64 (4.75%)	405 (30.07%)	623 (46.25%)	92 (6.83%)	129 (9.58%)
Vandalism, graffiti and other deliberate damage to property or vehicles	133 (9.87%)	311 (23.09%)	466 (34.60%)	287 (21.31%)	49 (3.64%)	101 (7.50%)
People using or dealing drugs	156 (11.58%)	213 (15.81%)	306 (22.72%)	301 (22.35%)	266 (19.75%)	105 (7.80%)

Q5. Whether local area is a place where people from different backgrounds get on well

Definitely agree	74 (5.49%)
Tend to agree	622 (46.18%)
Tend to disagree	140 (10.39%)
Definitely disagree	60 (4.45%)
Don't know	253 (18.78%)
Too few people in local area	66 (4.90%)
All the same background	109 (8.09%)
Not answered	23 (1.71%)

Q6. Satisfaction that local authority has kept public land clear of litter and refuse

Very satisfied	156 (11.58%)
Fairly satisfied	695 (51.60%)
Neither	189 (14.03%)
Fairly dissatisfied	177 (13.14%)
Very dissatisfied	98 (7.28%)
Not answered	32 (2.38%)

Q7. Satisfaction with each aspect of household waste collection

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Does not apply/don't know	Not answered
The bin provided for your general household waste	544 (40.39%)	480 (35.63%)	76 (5.64%)	73 (5.42%)	90 (6.68%)	54 (4.01%)	30 (2.23%)
How "clean and tidy" the street is following the waste collection	319 (23.68%)	668 (49.59%)	107 (7.94%)	104 (7.72%)	72 (5.35%)	37 (2.75%)	40 (2.97%)
The collection of bulky household waste	180 (13.36%)	338 (25.09%)	179 (13.29%)	126 (9.35%)	166 (12.32%)	299 (22.20%)	59 (4.38%)
The waste collection service overall	347 (25.76%)	631 (46.84%)	82 (6.09%)	121 (8.98%)	104 (7.72%)	17 (1.26%)	45 (3.34%)

Q8. Satisfaction with each aspect of the collection of waste for recycling

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/don't know	Not answered
The container provided for items of recycling	464 (34.45%)	556 (41.28%)	75 (5.57%)	94 (6.98%)	65 (4.83%)	45 (3.34%)	48 (3.56%)
How "clean and tidy" the street is following the collection of items for recycling	365 (27.10%)	655 (48.63%)	95 (7.05%)	92 (6.83%)	50 (3.71%)	32 (2.38%)	58 (4.31%)
The service for the collection of items for recycling overall	419 (31.11%)	612 (45.43%)	86 (6.38%)	77 (5.72%)	68 (5.05%)	27 (2.00%)	58 (4.31%)

Q9. Satisfaction with each aspect of local recycling facilities

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/Don't know	Not answered
The location of the recycling facilities	343 (25.46%)	566 (42.02%)	112 (8.31%)	64 (4.75%)	57 (4.23%)	132 (9.80%)	73 (5.42%)
The items you can deposit for recycling	332 (24.65%)	599 (44.47%)	108 (8.02%)	58 (4.31%)	49 (3.64%)	120 (8.91%)	81 (6.01%)
How "clean and tidy" the site is	252 (18.71%)	577 (42.84%)	146 (10.84%)	76 (5.64%)	75 (5.57%)	139 (10.32%)	82 (6.09%)
The provision of local recycling facilities overall	290 (21.53%)	589 (43.73%)	126 (9.35%)	74 (5.49%)	62 (4.60%)	118 (8.76%)	88 (6.53%)

Q10. Satisfaction with each aspect of cultural and recreational activities

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not answered
Sports / Leisure facilities and events	196 (14.55%)	556 (41.28%)	351 (26.06%)	94 (6.98%)	57 (4.23%)	93 (6.90%)
Libraries	391 (29.03%)	585 (43.43%)	214 (15.89%)	47 (3.49%)	38 (2.82%)	72 (5.35%)
Museums and galleries	144 (10.69%)	415 (30.81%)	483 (35.86%)	91 (6.76%)	82 (6.09%)	132 (9.80%)
Theatres / Concert halls	147 (10.91%)	420 (31.18%)	482 (35.78%)	103 (7.65%)	77 (5.72%)	118 (8.76%)
Parks and open spaces	291 (21.60%)	716 (53.16%)	175 (12.99%)	57 (4.23%)	37 (2.75%)	71 (5.27%)

Q11. Frequency of using each cultural and recreational service in last 12 months

	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Does not apply / Don't know	Not answered
Sports / Leisure facilities and events	18 (1.34%)	171 (12.69%)	105 (7.80%)	181 (13.44%)	105 (7.80%)	298 (22.12%)	337 (25.02%)	56 (4.16%)	76 (5.64%)
Libraries	18 (1.34%)	123 (9.13%)	255 (18.93%)	192 (14.25%)	122 (9.06%)	289 (21.46%)	247 (18.34%)	38 (2.82%)	63 (4.68%)
Museums and galleries	3 (0.22%)	1 (0.07%)	57 (4.23%)	231 (17.15%)	147 (10.91%)	369 (27.39%)	394 (29.25%)	54 (4.01%)	91 (6.76%)
Theatres / Concert halls	2 (0.15%)	3 (0.22%)	68 (5.05%)	225 (16.70%)	171 (12.69%)	387 (28.73%)	355 (26.35%)	46 (3.41%)	90 (6.68%)
Parks and open spaces	136 (10.10%)	257 (19.08%)	255 (18.93%)	192 (14.25%)	88 (6.53%)	195 (14.48%)	89 (6.61%)	72 (5.35%)	63 (4.68%)

Q12. Whether each service has got better or worse in the last 3 years

	Better	Stayed the same	Worse	Don't know	Not answered
Keeping public land clear of litter and refuse	233 (17.30%)	698 (51.82%)	175 (12.99%)	151 (11.21%)	90 (6.68%)
Collection of household waste	463 (34.37%)	419 (31.11%)	295 (21.90%)	89 (6.61%)	81 (6.01%)
Local recycling facilities	558 (41.43%)	468 (34.74%)	62 (4.60%)	146 (10.84%)	113 (8.39%)
Doorstep collection of items for recycling	502 (37.27%)	404 (29.99%)	121 (8.98%)	208 (15.44%)	112 (8.31%)
Sport/leisure facilities	260 (19.30%)	486 (36.08%)	63 (4.68%)	413 (30.66%)	125 (9.28%)
Libraries	277 (20.56%)	574 (42.61%)	60 (4.45%)	314 (23.31%)	122 (9.06%)
Museums/galleries	77 (5.72%)	559 (41.50%)	44 (3.27%)	528 (39.20%)	139 (10.32%)
Theatres/concert Halls	132 (9.80%)	534 (39.64%)	52 (3.86%)	492 (36.53%)	137 (10.17%)
Parks and open spaces	212 (15.74%)	750 (55.68%)	88 (6.53%)	177 (13.14%)	120 (8.91%)

Q13. Overall satisfaction with each service

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not answered
			628		230	107
Housing services	49 (3.64%)	246 (18.26%)	(46.62%)	87 (6.46%)	(17.07%)	(7.94%)
Planning services	46 (3.41%)	241 (17.89%)	(41.80%)	96 (7.13%)	(19.90%)	(9.87%)

Q14. Services used in the last 12 months

Housing services	283 (21.01%)
Planning Services	269 (19.97%)

Q15. Overall satisfaction with authority

Very satisfied	65 (4.83%)
Fairly satisfied	521 (38.68%)
Neither	353 (26.21%)
Fairly dissatisfied	153 (11.36%)
Very dissatisfied	176 (13.07%)
Not answered	79 (5.86%)

Q16. How well informed about each item

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know	Not answered
How to pay bills to the council	434 (32.22%)	662 (49.15%)	86 (6.38%)	19 (1.41%)	92 (6.83%)	54 (4.01%)
How and where to register to vote	492 (36.53%)	594 (44.10%)	102 (7.57%)	28 (2.08%)	68 (5.05%)	63 (4.68%)
How you can get involved in local decision making	95 (7.05%)	362 (26.87%)	443 (32.89%)	173 (12.84%)	194 (14.40%)	80 (5.94%)
How to complain to the council	140 (10.39%)	421 (31.25%)	410 (30.44%)	186 (13.81%)	120 (8.91%)	70 (5.20%)
What the council spends its money on	96 (7.13%)	488 (36.23%)	371 (27.54%)	197 (14.63%)	112 (8.31%)	83 (6.16%)
What standard of service you should expect from the council	140 (10.39%)	419 (31.11%)	427 (31.70%)	156 (11.58%)	124 (9.21%)	81 (6.01%)
Whether the council is delivering on its promises	63 (4.68%)	307 (22.79%)	487 (36.15%)	215 (15.96%)	197 (14.63%)	78 (5.79%)
What the council is doing to tackle anti-social behaviour in your local area	46 (3.41%)	210 (15.59%)	491 (36.45%)	319 (23.68%)	218 (16.18%)	63 (4.68%)
How well the council is performing	66 (4.90%)	336 (24.94%)	440 (32.67%)	234 (17.37%)	190 (14.11%)	81 (6.01%)
Overall, how well informed you think your Council keeps residents about the services it provides	85 (6.31%)	452 (33.56%)	412 (30.59%)	205 (15.22%)	124 (9.21%)	69 (5.12%)

Q17. Main source of finding out about the authority

Local media	274 (20.34%)
Information provided by council	368 (27.32%)
Council website/internet	92 (6.83%)
Local councillor	9 (0.67%)
Direct contact with council	84 (6.24%)
Word of mouth	116 (8.61%)
Other source	17 (1.26%)
None of the above	304 (22.57%)
Don't know	0 (0.00%)
Not answered	48 (3.56%)

Q18. Have contacted the authority with a complaint in last 12 months

Yes	243 (18.04%)
No	906 (67.26%)
Not answered	198 (14.70%)

Q19. Free text Responses – see separate document

Q20. Satisfaction with the way in which complaint was handled

Very satisfied	35 (2.60%)
Fairly satisfied	53 (3.93%)
Neither	32 (2.38%)
Fairly dissatisfied	49 (3.64%)
Very dissatisfied	79 (5.86%)
Not answered	1099 (81.59%)

Q21. Reason for contacting council

Reported an issue or problem	194 (14.40%)
Asked for advice / information	319 (23.68%)
Applied to use a service	246 (18.26%)
Don't know / can't remember	129 (9.58%)
Other	121 (8.98%)

Q22. Method of contacting council

In person	246 (18.26%)
By telephone	561 (41.65%)
By e-mail	97 (7.20%)
Via a website / internet	70 (5.20%)
By letter	157 (11.66%)
Other	39 (2.90%)

Q23. Overall satisfaction with each aspect of contact with council

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable	Not answered
How easy it was to find the right person to deal with	204 (15.14%)	305 (22.64%)	77 (5.72%)	68 (5.05%)	54 (4.01%)	21 (1.56%)	107 (7.94%)	511 (37.94%)
The length of time it took to deal with the person you contacted	189 (14.03%)	290 (21.53%)	77 (5.72%)	74 (5.49%)	66 (4.90%)	26 (1.93%)	95 (7.05%)	530 (39.35%)
Any information you were given	204 (15.14%)	264 (19.60%)	82 (6.09%)	74 (5.49%)	68 (5.05%)	17 (1.26%)	98 (7.28%)	540 (40.09%)
How competent the staff were	227 (16.85%)	289 (21.46%)	95 (7.05%)	35 (2.60%)	53 (3.93%)	20 (1.48%)	101 (7.50%)	527 (39.12%)
How helpful the staff were	235 (17.45%)	284 (21.08%)	97 (7.20%)	37 (2.75%)	53 (3.93%)	15 (1.11%)	107 (7.94%)	519 (38.53%)
The final outcome	217 (16.11%)	225 (16.70%)	68 (5.05%)	64 (4.75%)	99 (7.35%)	41 (3.04%)	95 (7.05%)	538 (39.94%)

Q24. Overall satisfaction with opportunities to participate in local decision making

Very satisfied	58 (4.31%)
Fairly satisfied	186 (13.81%)
Neither	433 (32.15%)
Fairly dissatisfied	123 (9.13%)
Very dissatisfied	93 (6.90%)
Don't know	376 (27.91%)
Not answered	78 (5.79%)

Q25. Whether agrees that can influence decisions affecting local area

Definitely agree	21 (1.56%)
Tend to agree	258 (19.15%)
Tend to disagree	408 (30.29%)
Definitely disagree	277 (20.56%)
Don't know	316 (23.46%)
Not answered	67 (4.97%)

Q26. Whether would like to be more involved in decisions made by council

Yes	190 (14.11%)
No	192 (14.25%)
Depends on issue	687 (51.00%)
Don't know	219 (16.26%)
Not answered	59 (4.38%)

Q27. Extent to which each statement applies to local council

	A great deal	To some extent	Not very much	Not at all	Don't know	Not answered
Is making the area a better place to live	111 (8.24%)	543 (40.31%)	291 (21.60%)	161 (11.95%)	141 (10.47%)	100 (7.42%)
Is working to make the area safer	120 (8.91%)	449 (33.33%)	315 (23.39%)	174 (12.92%)	185 (13.73%)	104 (7.72%)
Is working to make the area cleaner and greener	185 (13.73%)	510 (37.86%)	253 (18.78%)	169 (12.55%)	125 (9.28%)	105 (7.80%)
Is efficient and well run	94 (6.98%)	432 (32.07%)	260 (19.30%)	184 (13.66%)	271 (20.12%)	106 (7.87%)
Provides good value for money	81 (6.01%)	336 (24.94%)	338 (25.09%)	225 (16.70%)	252 (18.71%)	115 (8.54%)
Is trustworthy	109 (8.09%)	387 (28.73%)	189 (14.03%)	167 (12.40%)	367 (27.25%)	128 (9.50%)
Is remote and impersonal	115 (8.54%)	383 (28.43%)	236 (17.52%)	245 (18.19%)	234 (17.37%)	134 (9.95%)
Promotes the interests of local residents	69 (5.12%)	369 (27.39%)	337 (25.02%)	207 (15.37%)	243 (18.04%)	122 (9.06%)
Acts on the concerns of local residents	75 (5.57%)	375 (27.84%)	325 (24.13%)	233 (17.30%)	227 (16.85%)	112 (8.31%)
Treats all types of people fairly	170 (12.62%)	405 (30.07%)	139 (10.32%)	158 (11.73%)	363 (26.95%)	112 (8.31%)

Q28. Whether the way the authority runs things has got better or worse in the last 3 years

Better	196 (14.55%)
The same	622 (46.18%)
Worse	216 (16.04%)
Don't know	228 (16.93%)
Not answered	85 (6.31%)

Q29. Sex of respondent

Male	511 (37.94%)
Female	769 (57.09%)
Not answered	67 (4.97%)

Q30. Free text Responses – see separate document

Q31. How long at current accommodation

Under 1 year	70 (5.20%)
1 - 2 years	92 (6.83%)
3 - 5 years	131 (9.73%)
6 - 10 years	186 (13.81%)
11 - 20 years	254 (18.86%)
21 or more years	476 (35.34%)
Don't know / Can't remember	84 (6.24%)
Not Answered	54 (4.01%)

Q32. How long in area

Under 1 year	31 (2.30%)
1 - 2 years	45 (3.34%)
3 - 5 years	92 (6.83%)
6 - 10 years	104 (7.72%)
11 - 20 years	190 (14.11%)
21 or more years	669 (49.67%)
Don't know / Can't remember	11 (0.82%)
Not Answered	205 (15.22%)

Q33. Home ownership

Owned outright	521 (38.68%)
Buying on mortgage	413 (30.66%)
Rent from council	97 (7.20%)
Rent from housing association / trust	31 (2.30%)
Rented from private landlord	63 (4.68%)
Other	18 (1.34%)
Not answered	204 (15.14%)

Q34. Number of adults 18+

One	299 (22.20%)
Two	648 (48.11%)
Three	91 (6.76%)
Four	68 (5.05%)
Five	6 (0.45%)
More than five	13 (0.97%)
Not answered	222 (16.48%)

Q35. Employment

Employee FT	317 (23.53%)
Employee PT	106 (7.87%)
Self employed, FT or PT	64 (4.75%)
Govt. supported training	3 (0.22%)
Full time education	10 (0.74%)
Unemployed	14 (1.04%)
Permanently sick or disabled	32 (2.38%)
Retired	343 (25.46%)
Looking after the home	70 (5.20%)
Other	186 (13.81%)
Not answered	202 (15.00%)

Q36. Illness	
Yes	311 (23.09%)
No	836 (62.06%)
Not answered	200 (14.85%)

Q37. Limit activities	
Yes	236 (17.52%)
No	75 (5.57%)
Not answered	1036 (76.91%)

Q38. Ethnic Group	
White British	990 (73.50%)
White Irish	10 (0.74%)
White Other	31 (2.30%)
Mixed White and Black Caribbean	3 (0.22%)
Mixed White and Black African	4 (0.30%)
Mixed White and Asian	13 (0.97%)
Mixed Other	8 (0.59%)
Chinese	8 (0.59%)
Black/Black British Caribbean	2 (0.15%)
Black/Black British African	6 (0.45%)
Black/Black British Other	1 (0.07%)
Asian Indian	44 (3.27%)
Asian Pakistani	0 (0.00%)
Asian Bangladeshi	1 (0.07%)
Asian Other	7 (0.52%)
Other	36 (2.67%)
No answer	183 (13.59%)