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**Report to**  
Scrutiny Co-ordination Committee

21 March 2007

**Report of**  
Head of Corporate Policy

**Title**  
Best Value User Satisfaction Survey

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### **1 Purpose of the Report**

- 1.1 This report informs you of the initial findings of the Best Value User Satisfaction General Survey conducted in late 2006. More detailed information will be available later in the year.

### **2 Recommendations**

- 2.1 You are asked to note the report.

### **3 Information/Background**

- 3.1 All English local authorities have been statutorily required to undertake Best Value Performance Indicator (BVPI) surveys on a three-yearly basis. The first round of surveys ran in 2000-01 and the second in 2003-04. This report summarises an initial set of results from the third round conducted in 2006-07.
- 3.2 These survey-based measures form part of the wider suite of BVPIs which councils are statutorily required to report. Local authorities collect the survey data following a methodology and a timetable prescribed by the Department for Communities and Local Government and the Audit Commission. Following data collection, authorities submit their data to the Audit Commission for collation and further analysis at national and regional aggregate levels.
- 3.3 Fieldwork for the General Survey took place in authorities across England between September and November 2006. These surveys are one of the largest conducted in the country. 1201 people responded in Coventry.
- 3.4 The results presented in this report only relate to single tier and upper tier authorities because these authorities were asked to submit their data earlier than usual so that it could be used for Comprehensive Performance Assessment (CPA) 2006. District councils are working to a lightly longer timetable with their results being due for submission at the end of March 2007.

- 3.5 The survey focuses on four key areas: Corporate Health, Environment & Waste, Transport and Cultural & Recreational Services. In addition to questions used to collect data for BVPIs, there are several non-BVPI questions. This includes question modules on Quality of Life in the local area and Anti- Social Behaviour. Data from these questions will be available in the summer of 2007.
- 3.6 The key findings are shown in Appendices 1 and 2. Appendix 1 shows national data and trends. Appendix 2 compares results for council services in Coventry in 2003 and 2006 against the national averages.

**4 Timescale and expected outcomes**

	<b>Yes</b>	<b>No</b>
<b>Key Decision</b>		<b>No</b>
<b>Scrutiny Consideration (if yes, which Scrutiny meeting and date)</b>		<b>21 March 2007</b>
<b>Council Consideration (if yes, date of Council meeting)</b>		<b>No</b>

List of background papers

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Papers open to Public Inspection

<b>Description of paper</b>	<b>Location</b>
None	

## Appendix 1

### Summary of Best Value Performance Indicator Results for single and upper tier authorities nationally

**51%** satisfied with the **overall service** provided by the local authority – *a decline of 2 percentage points since 2003-04.*

**32%** of complainants satisfied with the **handling of their complaints** – *an improvement of 1 percentage point since 2003-04.*

**64%** satisfied with the **cleanliness standard (keeping land clear of litter and waste)** in their area – *an improvement of 9 percentage points since 2003-04.*

**79%** satisfied with **household waste collection** – *a decline of 2 percentage points since 2003-04.*

**66%** satisfied with **waste recycling (local facilities)** – *an improvement of 5 percentage points since 2003-04.*

**79%** satisfied with **waste disposal (local tips)** – *an improvement of 4 percentage points since 2003-04.*

**54%** satisfaction with **local transport information** – *an improvement of 4 percentage points since 2003-04.*

**60%** satisfied with **local bus services** – *an improvement of 6 percentage points since 2003-04.*

**55%** satisfied with **sports and leisure facilities** – *an improvement of 3 percentage points since 2003-04.*

**71%** satisfied with **libraries** – *an improvement of 4 percentage points since 2003-04.*

**43%** satisfied with **museums and galleries** – *a decline of 1 percentage point since 2003-04.*

**44%** satisfied with **theatres and concert halls** – *a decline of 3 percentage points since 2003-04.*

**72%** satisfied with **parks and open spaces** – *an improvement of 2 percentage points since 2003-04.*

### Best Value User Satisfaction Surveys 2003 and 2006



