

## **EXETER CITY COUNCIL**

### **EXECUTIVE**

**3 July 2007**

## **BEST VALUE PERFORMANCE INDICATOR SURVEY RESULTS**

### **1.0 BACKGROUND**

- 1.1 A postal survey was conducted during September to November 2006 in accordance with the DCLG guidelines for measuring Best Value Performance Indicators. A copy of the survey is included in the full report.
- 1.2 The objective of the survey was to measure satisfaction with a range of services provided by the City Council, and with the Council's performance overall. All local authorities were required to undertake this survey.
- 1.3 The Council sent out 4,000 surveys to addresses selected at random across the city. The total number of completed questionnaires was 1,772 out of 4,000 giving a response rate of 44% this is slightly lower than the 52% achieved in 2003 and the 54% achieved in 2000.
- 1.4 This report focuses on the findings for Exeter City Council only. The full report compares the findings with previous data, where comparable, from the 2003 and 2000 surveys. The satisfaction scores quoted in this report correspond to the percentage sum of the people who were either very satisfied or satisfied with the service provided.
- 1.5 The survey provides the data for a number of the statutory performance indicators and DCLG have produced national league tables for this data. The Council's performance on these measures is included in Appendix 1
- 1.6 Comparative data for all the survey questions with similar councils is not available as yet. The Devon Consultation group plan to do a benchmarking exercise to share data on quality of life questions and other areas.

### **2.0 SUMMARY OF RESULTS**

#### **2.1 Statutory Performance Indicators**

A number of statutory performance indicators are drawn from this survey. The method of calculation for the indicators varies and can exclude "don't know" results and can be the product of cross tabulations.

The government has produced national league tables for these indicators and Exeter was placed 19<sup>th</sup> nationally for its overall satisfaction score.

Appendix 1 shows how the Council has performed against the following:

- The national average score of all councils (including districts, unitaries, metropolitans, London boroughs and county councils)
- The average score for district councils
- The average score for all council in Devon
- The average score for the audit family group of councils similar to Exeter
- The average score for councils in the South West
- The score for the 75% point above which put the council in the highest performing councils

It is noted that Exeter outperforms the national average easily and in fact in nearly all cases is one of the top performing authorities.

## 2.2 Overall trends

There are some overall trends, which run throughout the survey when analysis is conducted by gender, ward and age. The details of these can be seen in full report but can be summed up very broadly as follows:

- Women are more likely to be satisfied with the Council and its services than men
- People over 65 are more likely to be satisfied with the Council and its services and those under 34 less satisfied
- People in the central city wards and those with higher proportions of social housing and houses of multiple occupation tend to suffer more from a range of quality of life issues and feel less positively about some Council services

It is not clear whether these trends are just specific to the Council or may be typical of the demographic profile across public sector or in fact all service sector organisations

## 2.3 Council services and overall satisfaction

When asked about overall satisfaction with the authority, 64% were satisfied. This was 9% higher than in 2003. On the BV3 indicator (Appendix 1) Exeter appears in the top quartile of all authorities and has bucked the national trend, which has shown a fall in satisfaction.

Respondents were asked to indicate whether they had used Housing or Planning services in the last 12 months, 15% had used planning and 16% housing. People were then asked to indicate how satisfied they were with the service regardless of whether they had used it or not the results were planning 25% and housing 24%. This shows a slight fall in satisfaction in housing and planning since 2003.

When people were asked whether they felt the way the Council was running things was better or worse over the last three years 67% said it was better or had stayed the same an increase of 10% on 2003.

When asked to comment on whether specific aspects of the Council's service had got better or worse they said the following had got better or stayed the same

- ❑ Keeping public land clear of litter and refuse 73%
- ❑ Collection of household waste 80%
- ❑ Local recycling facilities 84%
- ❑ Doorstep collection of recycling 73%
- ❑ Sport and leisure facilities 63%
- ❑ Museums and galleries 66%
- ❑ Theatres and concert halls 60%
- ❑ Parks and open spaces 73%

#### 2.4 **Overall performance**

This was a new section in the 2006 survey.

When asked about Council performance across a range of factors the highest scores were for:

Making Exeter a better place to live 71%

Making Exeter cleaner and greener 70%

Making areas safer 59%

This links in closely to the DCLG's Cleaner, Greener, Safer agenda.

Overall, 67% of respondents said they thought performance was improving across all factors.

#### 2.5 **Quality of Life**

Respondents were asked to note their top five factors that made a place somewhere good to live. The top five responses were as follows:

- Low crime rate 52%
- Clean streets 40%
- Affordable decent housing 39%
- Good health services 38%
- Education 28%

When people were asked the top five aspects, which needed improving they said:

- Traffic congestion 51%
- Activities for teenagers 35%

- Road and pavement repairs 34%
- Affordable housing 33%
- Level of crime 28%
- Wage levels both 28%

## 2.6 **Overall satisfaction with area**

Overall, 82% of respondents were satisfied with Exeter as a place to live.

## 2.7 **Antisocial behaviour**

People were asked to consider their local area or neighbourhood and identify which of a list of types of antisocial behaviour they found a problem and to indicate the level of the problem

The figures below show the top five things people quoted as a big or fairly big problem

- Parents not being made to take responsibility for their children's behaviour 52%
- Teenagers hanging about on the streets 48%
- Rubbish or litter lying around 44%
- People not treating others with respect or consideration 42%
- People being drunk or rowdy in public spaces 38%

## 2.8 **Community cohesion**

People were asked to indicate whether they felt that their local area was one where people from different backgrounds get on together and 50% of people felt this was the case.

## 2.9 **Waste collection and recycling**

When asked about a number of aspects of the refuse collection service the results were as follows:

- Keeping land clear of litter and refuse 68%
- The bin provided for general household waste 73%
- How clean and tidy the street are following waste collection 78%
- Collection of bulky waste 41%
- Waste collection overall 80%

When the results are compared with those for 2003 there has been significant improvement across the board in satisfaction rates and most notably keeping land clear of litter and refuse which is up by 12%.

People were then asked for their views on aspects of the Recycle from Home service:

- The container provided for items of recycling 81%
- How clean and tidy the street is after collection 84%
- The service for collection of recycling overall 85%

This service shows huge improvements over 2003 with all factors rated over 16% higher.

When asked about the “bring” recycling facilities answers were as follows:

- Location of recycling facilities 79%
- The items you can deposit for recycling 80%
- How clean and tidy the site is 62%
- Provision of recycling facilities 78%

When compared to 2003 there is general improvement across all factors.

#### 2.10 **Leisure facilities**

People were asked how often they used a range of leisure facilities. If regular users are considered to be those who use the facilities more frequently than once a month then 53% use sports/leisure facilities or events, 16% museums and galleries, 11% theatres and concert halls, 71% parks and open spaces. Usage of all facilities with the exception of theatres has risen since 2003.

People were then asked regardless of whether they had used the facilities or not to give their satisfaction with them. Sports and leisure facilities received 68%, museums and galleries 75%, theatres and concert halls 58% and parks and open spaces 80%. A major increase with satisfaction is shown for the museum with a rise of 12% in satisfaction since 2003.

#### 2.11 **Information**

The next question looked to establish how well informed people felt the Council kept them about services and benefits. This was a more expansive question than in previous years and looked at what types of things people felt informed about.

The highest scoring elements were Paying bills 83%, Electoral registration and voting 84%, Spending 46%, Service standards 44% and How to complain 44%. However despite this and most of the other factors exceeding 40% those who overall felt very well informed or fairly well informed accounted for 43% a fall of 9% from 2003.

## 2.12 **Complaints**

Of the respondents 19% (315) had made a complaint to the Council in the last 12 months. Of those who had complained to the Council 39% were satisfied with way the Council had dealt with the complaint.

## 2.11 **Customer care**

This was a new section for the 2006 survey. Although similar questions have been used in the Council's Wavelength surveys.

People were asked why they had contacted the Council. The main reason 23% was to ask for advice or information. When asked how they contacted the Council 36% used the telephone, 21% visited in person with 8% using letters and only 4% email.

Overall satisfaction with the way enquiries were dealt with was 66%.

When asked about their satisfaction with opportunities to take part in decision-making and the extent to which they could influence decision making 22% and 29% were satisfied respectively. However, when asked whether they would like to be more involved with the Council 25% said they would and 56% said they would depending on the issue.

## 3.0 **NEXT STEPS**

- 3.1 SMT and Heads of Service should review the Council results in the light of results from the Council's benchmarking group and other Devon authorities when available during the summer and consider what action needs to be taken.

## 4.0 **RECOMMENDATIONS**

- 4.1 That the results are noted and the action proposed be endorsed.

### **SMT**

#### **Local Government (Access to Information) Act 1985 (as amended):**

Background Papers used in compiling this report:

BVPI full report. A copy is available in the Members' room and on the intranet and website.

<b>BVPI GENERAL SURVEY 2006-2007 - 5080 Exeter District Council</b>	<b>ECC 2006</b>	<b>National average</b>	<b>District average</b>	<b>Devon average including DCC and unitaries)</b>	<b>Audit family group averag</b>	<b>SW averagge</b>	<b>75<sup>th</sup> percentile</b>
BVPI Scores							
WEIGHTED							
Base	<b>1772</b>						
Sample for BVPI BV 3	<b>1721</b>						
<b>BV 3 Overall satisfaction</b>	<b>64</b>	<b>54</b>	<b>55</b>	<b>49</b>	<b>57</b>	<b>54</b>	<b>58</b>
BV 3 CI	<b>2</b>						
Sample for BVPI BV 4	<b>302</b>						
<b>BV 4 Satisfaction with complaint handling</b>	<b>40</b>	<b>34</b>	<b>35</b>	<b>33</b>	<b>40</b>	<b>34</b>	<b>37</b>
BV 4 CI	<b>6</b>						
Sample for BVPI BV 89	<b>1713</b>						
<b>BV 89 Satisfaction with cleanliness</b>	<b>69</b>	<b>68</b>	<b>69</b>	<b>69</b>	<b>72</b>	<b>70</b>	<b>73</b>
BV 89 CI	<b>2</b>						
<u>BV 90 - satisfaction with:</u>							
Sample for BVPI BV 90A	<b>1712</b>						
<b>BV 90A Waste collection</b>	<b>80</b>	<b>79</b>	<b>79</b>	<b>79</b>	<b>86</b>	<b>81</b>	<b>85</b>
BV 90A CI	<b>2</b>						
Sample for BVPI BV 90B	<b>1665</b>						
<b>BV 90B Waste recycling (local facilities)</b>	<b>78</b>	<b>70</b>	<b>72</b>	<b>73</b>	<b>74</b>	<b>73</b>	<b>75</b>
BV 90B CI	<b>2</b>						

<u>BV 119 - satisfaction with cultural and recreational activities:</u>							
Sample for BVPI BV 119A	<b>1689</b>						
BV 119A Sports/leisure facilities	<b>68</b>	<b>58</b>	<b>60</b>	<b>60</b>	<b>66</b>	<b>60</b>	<b>63</b>
BV 119A CI	<b>2</b>						
Sample for BVPI BV 119B	<b>1702</b>						
BV 119B Libraries	<b>71</b>	<b>73</b>	<b>74</b>	<b>73</b>	<b>75</b>	<b>75</b>	<b>77</b>
BV 119B CI	<b>2</b>						
Sample for BVPI BV 119C	<b>1699</b>						
BV 119C Museums/galleries	<b>75</b>	<b>41</b>	<b>39</b>	<b>50</b>	<b>65</b>	<b>46</b>	<b>51</b>
BV 119C CI	<b>2</b>						
Sample for BVPI BV 119D	<b>1693</b>						
BV 119D Theatres/concert halls	<b>57</b>	<b>41</b>	<b>39</b>	<b>47</b>	<b>59</b>	<b>43</b>	<b>52</b>
BV 119D CI	<b>2</b>						
Sample for BVPI BV 119E	<b>1711</b>						
BV 119E Parks and open spaces	<b>80</b>	<b>73</b>	<b>73</b>	<b>75</b>	<b>83</b>	<b>74</b>	<b>77</b>
BV 119E CI 1.87 2	<b>2</b>						
Satisfaction with place to live	<b>82</b>	<b>75</b>	<b>77</b>	<b>N/a</b>	<b>N/a</b>	<b>81</b>	<b>81</b>