

North Lincolnshire Council
Best Value Performance Indicators
General Survey Results

Prepared For North Lincolnshire Council
Prepared By Barbara Crozier/Doug Hall
Ref BVPI2054
Date January 2001

CONTENTS

INTRODUCTION	
Method	1
EXECUTIVE SUMMARY	2
DETAILED RESULTS	
Duty to keep land clear of litter and refuse	4
Household waste collection	5
Recycling facilities	6
Civic amenity sites	7
Public transport information	8
Local bus service	9
Car ownership	11
Cultural and Recreational Activities	
Frequency of use	12
Sports and leisure facilities	13
Libraries	13
Museums and Galleries	13
Theatres and Concert Halls	14
Parks, open spaces etc	15
Service Departments	
Transport services	16
Environmental services	16
Local Authority Education Service	17
Personal Social Services	17
Planning services	18
Cultural and recreational services	18
Housing services	19
The Authority as a Whole	
The way the Authority runs things	20
Complaint handling	20
Future surveys	20
TECHNICAL APPENDIX	
Detailed methodology	22
Weighting of data	23
Summary data	24
Questionnaire	30
Reminder postcard	
Reminder letter	

Introduction

This report summarises the main findings from the Best Value Performance Indicators General Survey conducted in accordance with DETR guidelines.

Method

Questionnaires were mailed to a random sample of 2,205 residents drawn from the electoral register on 13th October 2000.

After two reminders a total of 1,052 completed questionnaires were received with a further 69 returned as 'gone away'. This represents 3.1% 'deadwood' and an effective response rate of 49%.

A full description of the methodology used is given in the Technical Appendix at the end of this document.

The Technical Appendix also gives details of the profile of the achieved sample compared with the known profile of the area. Where necessary weighting has been applied to the survey data to make the results as representative as possible of the population of the area. The weights used are also shown in the appendix.

All results discussed in this document are based on the weighted data.

The technical appendix also includes a table containing all the information required by the DETR for reporting purposes as well as data the DETR recommend should be included in the Authority's Performance Plan.

This table shows the percentages satisfied and dissatisfied for each BVPI Indicator together with the appropriate 95% confidence interval. The confidence intervals are also indicated on all the charts featured in this document.

A copy of the questionnaire is also appended to this document. Note that the wording of the questions was set by the DETR and could not be altered.

Copies of the reminder postcard and the reminder letter are also appended.

EXECUTIVE SUMMARY

The Duty to Keep Relevant Land Clear of Litter and Refuse

Only 55% of respondents were satisfied with the Authority's performance in terms of keeping relevant land clear of litter and refuse, with 28% being dissatisfied.

Household Waste Collection

Generally speaking satisfaction with the Household Waste Collection service was high, with 88% being satisfied with the service overall (43% being very satisfied).

Recycling Facilities

Overall, 69% expressed satisfaction with the Authority's provision of recycling facilities, although satisfaction with each of the three individual elements was higher (73% - 76%).

Civic Amenity Sites

Whilst three-quarters of those with an opinion expressed satisfaction with the Civic Amenity site service overall, a quarter were dissatisfied with opening hours, 15% with the user-friendliness of sites, 12% with accessibility and 10% with the helpfulness of the staff.

Public Transport Information

Overall, 24% said they had seen information related to public transport. Whilst almost three quarters were satisfied with the clarity and accuracy of information, satisfaction with the amount of information was a little lower at 68% bringing the overall satisfaction rating down to 67%.

Local Bus Service

Using the DETR definition, 54% of residents could be classified as 'bus users' i.e. had used the local bus service in the last twelve months. Less than half of these, however, use the bus service at least once a week or more often (21%).

Only 58% of bus users were satisfied with the service overall, with 23% being dissatisfied.

There were significant minorities of both users and non users expressing dissatisfaction with each aspect of the service; 23% of users and 26% of non-users being dissatisfied with 'the local bus service overall'.

Car Ownership

Overall 87% have at least one private vehicle for their household use - 31% having two vehicles and 7% three or more.

Local Authority's Cultural and Recreational Activities

Overall, just over half of residents have used the Authority's sports and leisure facilities in the last twelve months, 73% of whom are satisfied with the facilities provided.

Half have visited a library in the last twelve months, 85% of whom are satisfied with the service.

Slightly more have visited the Authority's Theatres and Concert Halls (45%) than Museums and Galleries (39%). More than three-quarters of visitors to these facilities were satisfied with their experience.

Overall two-thirds have visited parks, open spaces and other community recreation facilities, with 72% being satisfied.

Service Departments

Overall, around half of all residents expressed satisfaction with Transport Services (49%), with just under a quarter being dissatisfied (23%).

Overall, two-thirds expressed satisfaction with Environmental Services, with only 12% being dissatisfied (the remainder responding 'neither satisfied nor dissatisfied').

The majority of those with a view about Education Services were positive in their attitudes (65% being satisfied and 5% dissatisfied). The vast majority of those who indicated that they had had direct experience of the education service were satisfied (84%).

Only half had a view one way or the other about Personal Social Services, with most being satisfied (42%). Only 44 people indicated that they had had experience of this department so the data for users will not be commented on as it is not statistically reliable.

Less than half had a view on the service provided by Planning Services (35% being satisfied and 10% dissatisfied). Only 38 respondents (4%) had had direct experience of planning services. Again the data on users is not statistically reliable and will not be commented on.

There was a relatively large proportion of people responding 'neither satisfied nor dissatisfied' when asked to rate the service provided by Cultural Services (30%). Amongst those with an opinion the vast majority were satisfied (64%) with only 6% expressing any level of dissatisfaction.

Only 44% of respondents expressed a view one way or the other about Housing Services with the majority being positive in their rating – 33% satisfied. Very few respondents had had direct contact with Housing Services (38 people).

The Authority as a Whole

Overall, 62% of respondents said they were satisfied with the way the Authority runs things, with 13% showing some degree of dissatisfaction.

Seventeen percent of all respondents had contacted the Authority with a complaint over the last twelve months. Well over half of these were dissatisfied with the way the complaint was handled (58%).

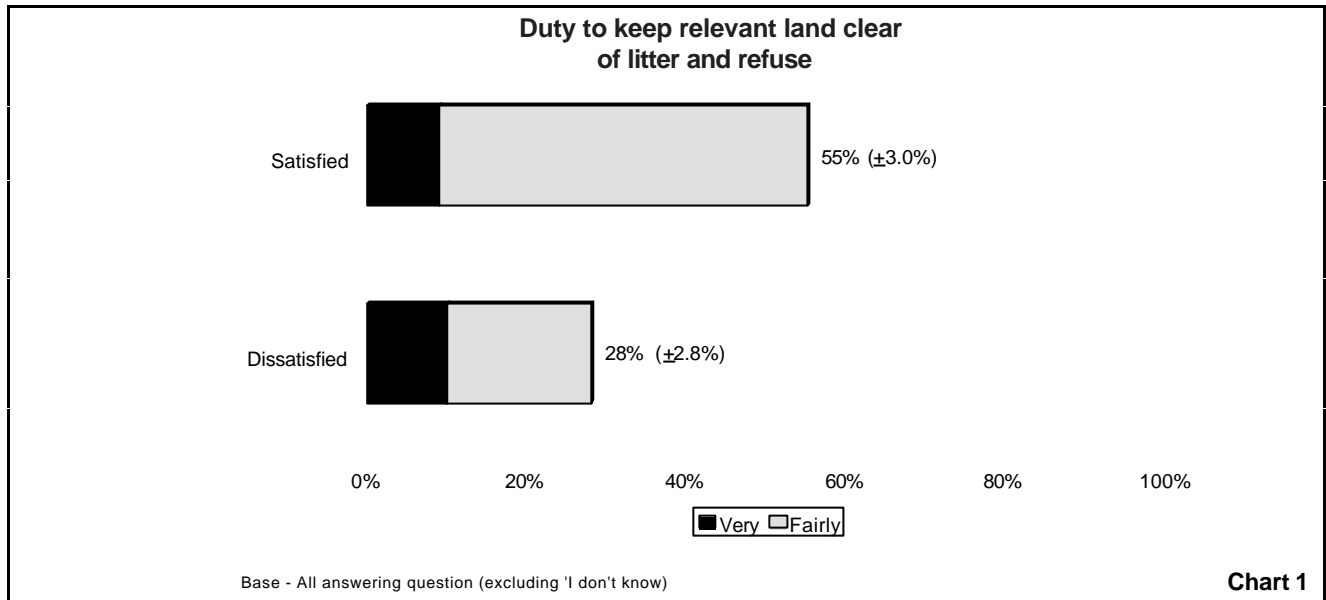
Future Surveys

Over a third of those responding to this survey said they would be willing to be contacted for future surveys – 367 people in total.

DETAILED RESULTS

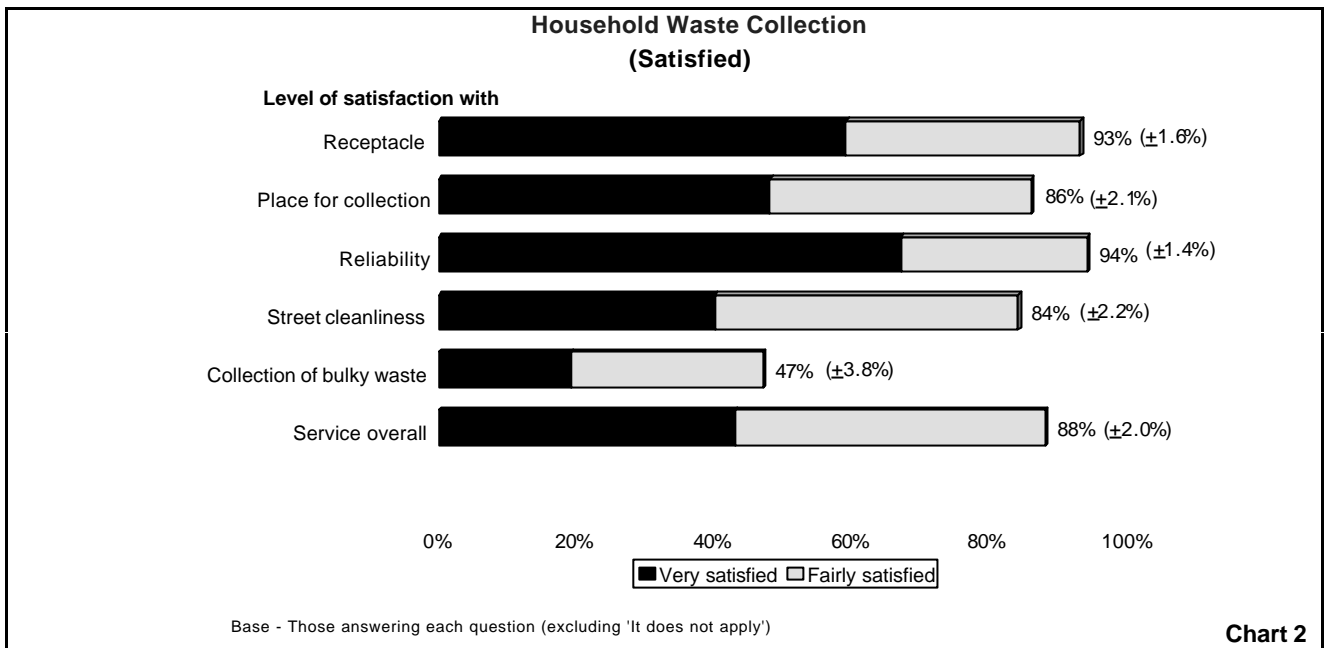
The Duty to Keep Relevant Land Clear of Litter and Refuse

Only 55% of respondents were satisfied with the Authority's performance in terms of keeping relevant land clear of litter and refuse, with 28% being dissatisfied (the remainder opting for the 'neither satisfied nor dissatisfied' box on the questionnaire).



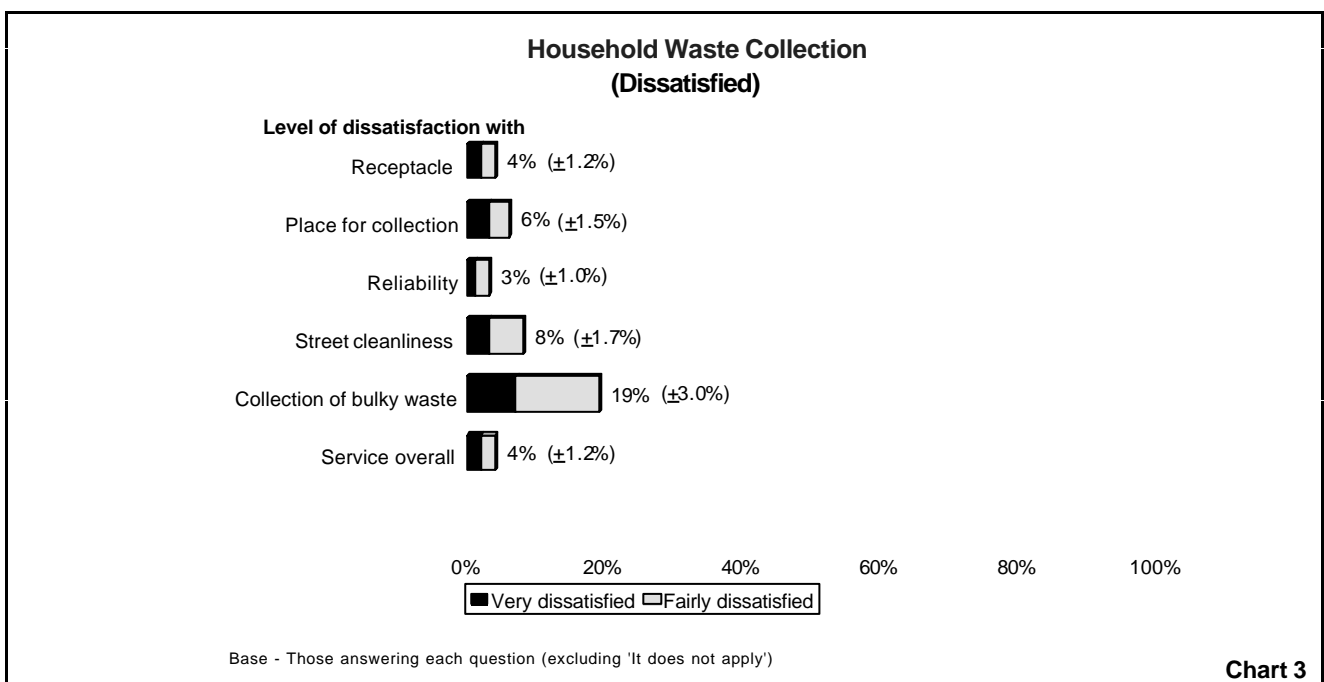
Household Waste Collection

Generally speaking satisfaction with the Household Waste Collection service was high, with 88% being satisfied with the service overall (43% being very satisfied).



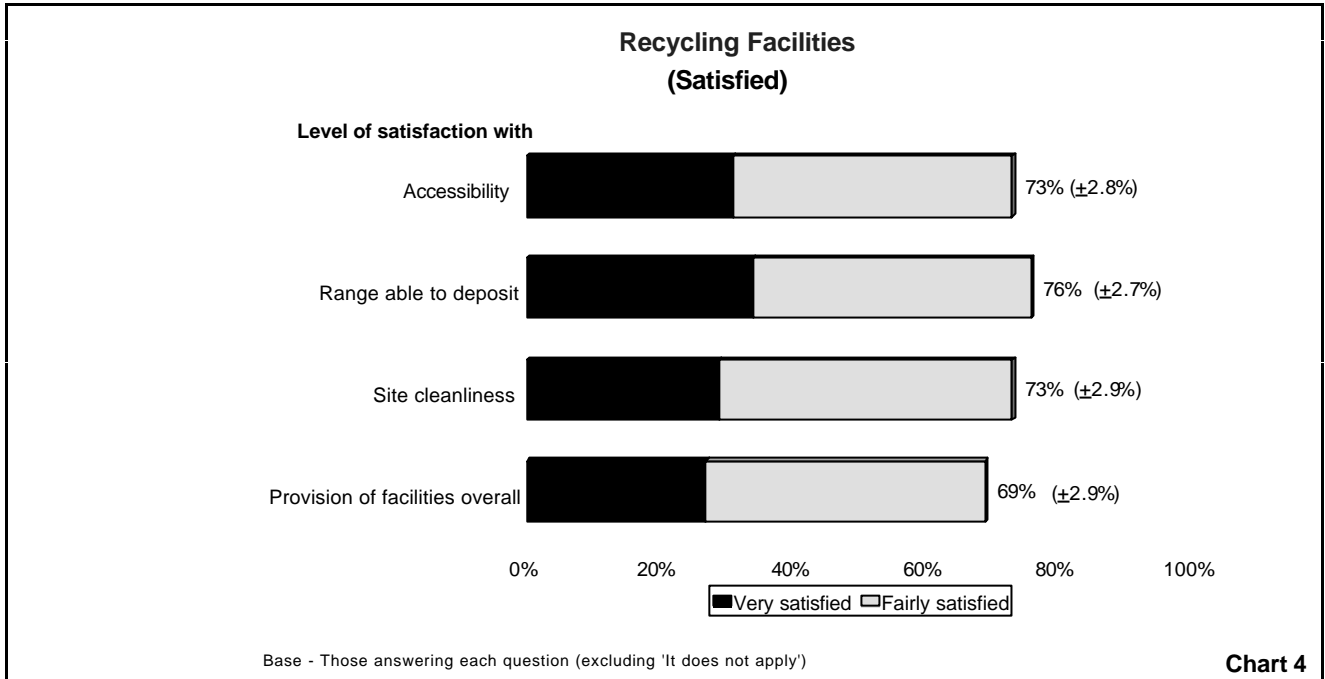
Whilst the level of satisfaction with bulky household waste collection appears considerably lower than for the other elements of the service, it should be noted that only 63% of respondents commented on this service (the remainder either not answering the question at all, or ticking the 'it does not apply' box) and of those who did make a comment 34% opted for the neutral 'neither satisfied nor dissatisfied' category.

That notwithstanding, there was nevertheless a significant group expressing dissatisfaction with this aspect of the service (19%).

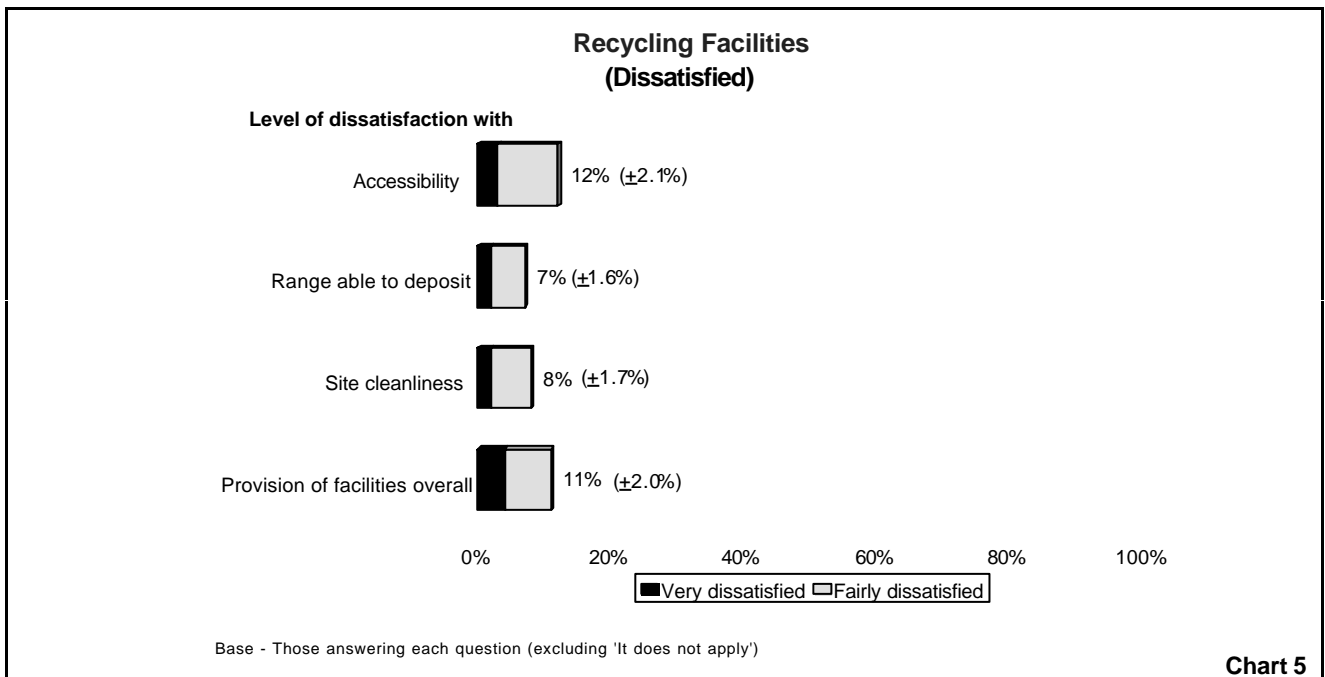


Recycling Facilities

Overall, 69% expressed some degree of satisfaction with the Authority’s provision of recycling facilities, although satisfaction with each of the three individual elements was higher (73% - 76%). This suggests that whilst some residents are reasonably satisfied with what is provided in terms of accessibility, the range of recyclables they are able to deposit and the cleanliness of the sites provided, there are other areas where they feel service could be improved.



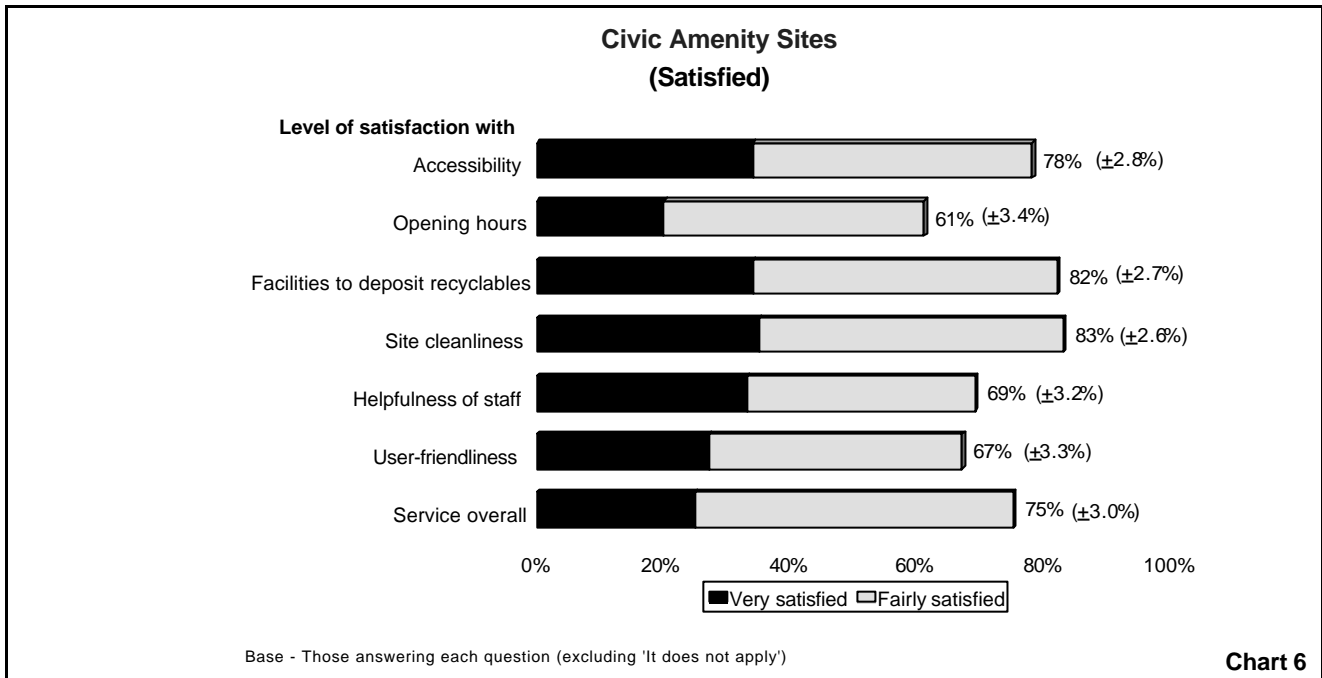
Overall 11% expressed dissatisfaction with provision of recycling facilities, with 12% being dissatisfied with accessibility.



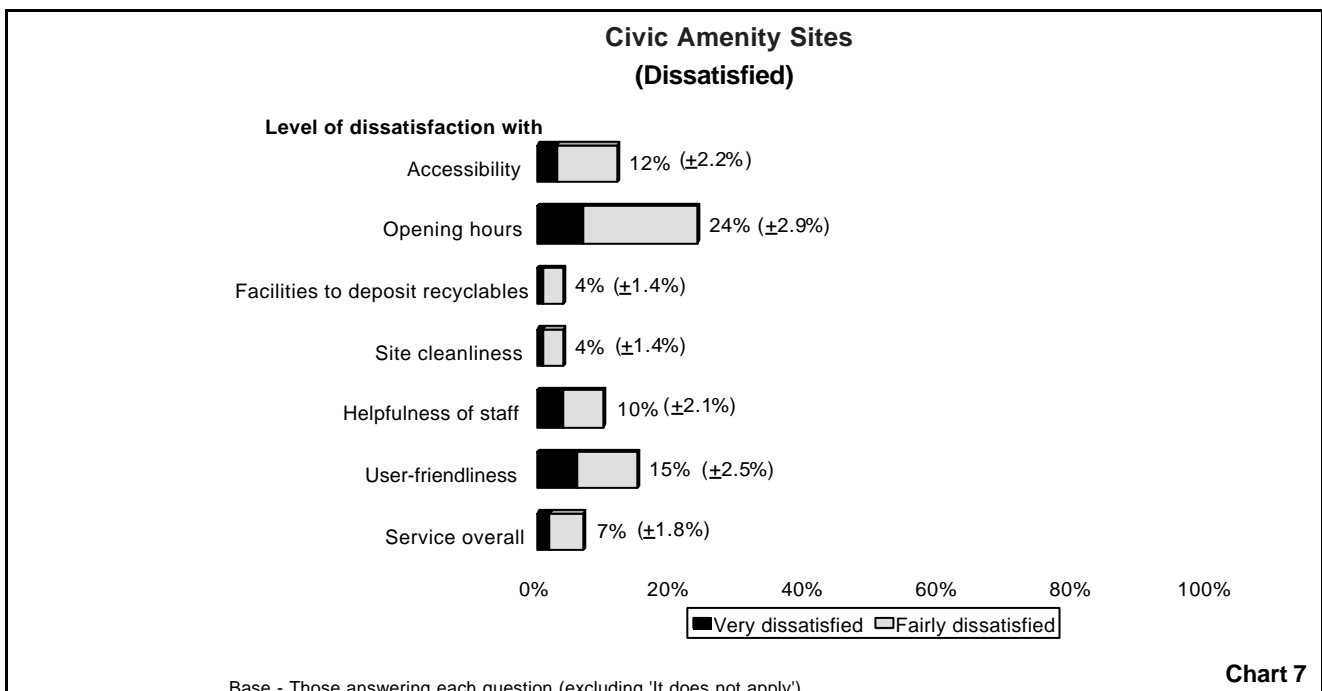
Civic Amenity (Recycling and Household Waste) Sites

When interpreting these figures it should be borne in mind that around a quarter of people completing the survey questionnaire had no opinion on Civic Amenity Sites (i.e. ticked the 'it does not apply' box or did not answer the question at all).

Whilst three-quarters of those with an opinion expressed satisfaction with this service overall, there were a number of aspects of the service where there was a significant minority who were dissatisfied. Opening hours was the area receiving most criticism with almost a quarter being dissatisfied.



Fifteen percent were dissatisfied with the user-friendliness of sites, 12% with accessibility and 10% with the helpfulness of the staff.

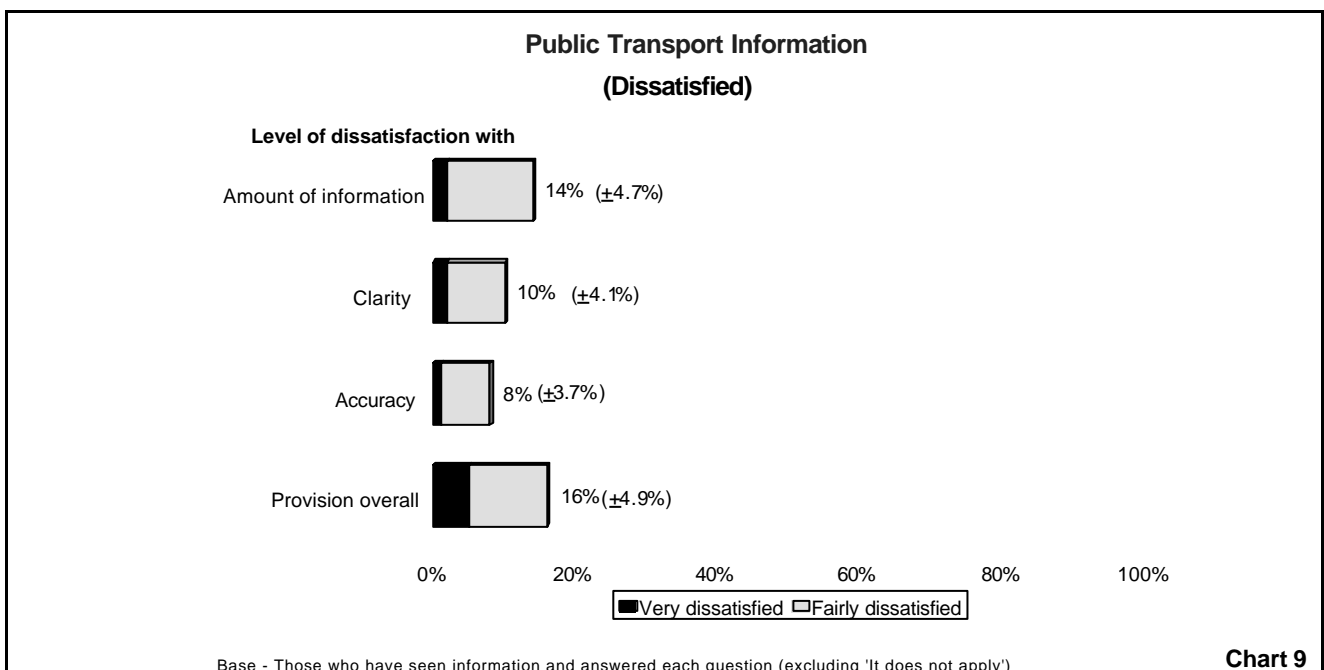
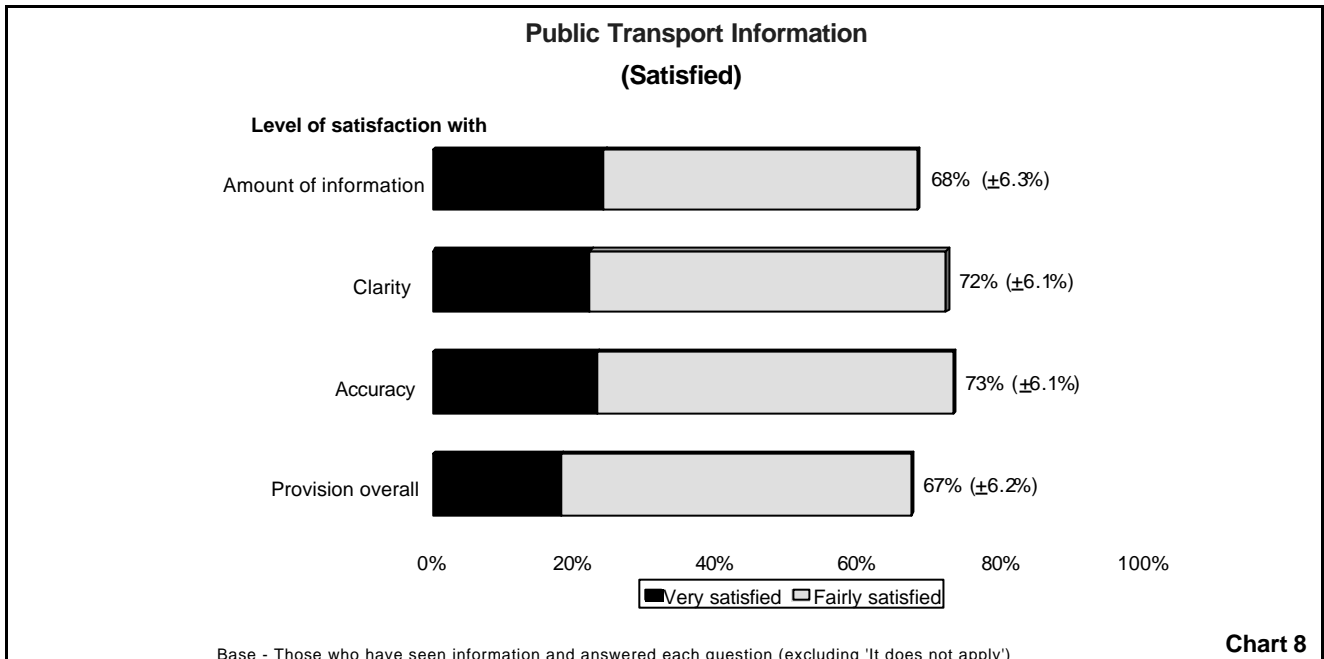


Public Transport Information

Around 60% of all the people who responded to the survey completed the section related to public transport information, with the remainder ticking 'it does not apply' or not answering the questions.

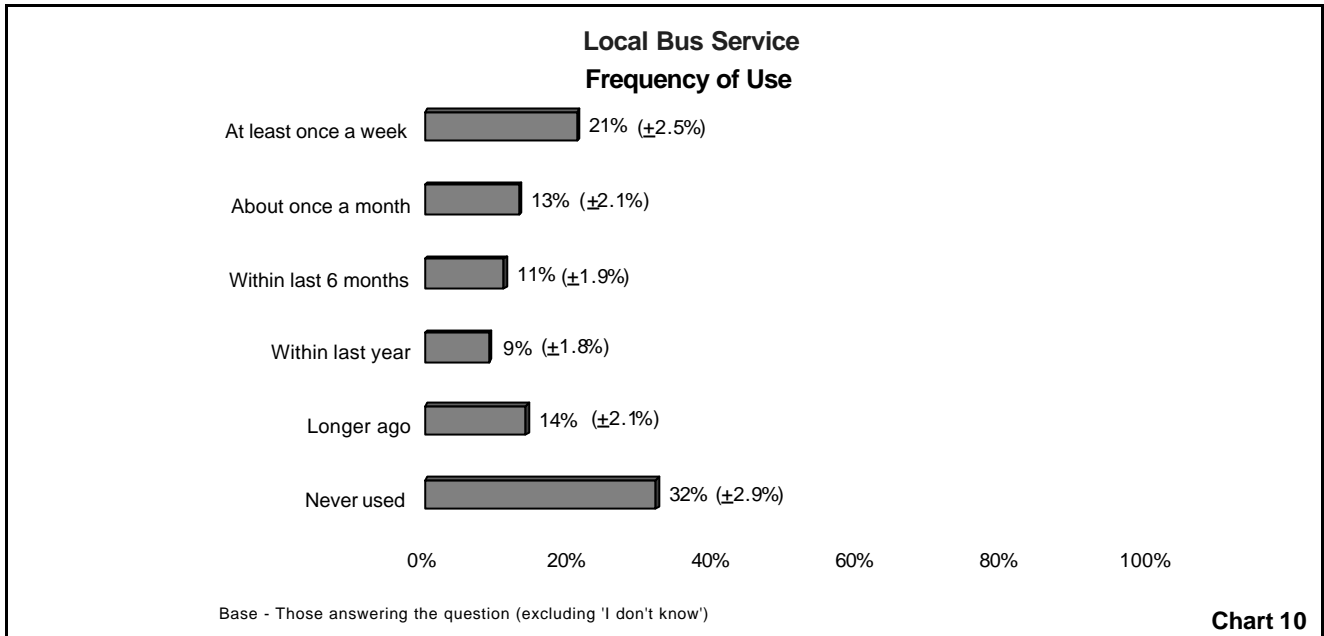
Overall, 24% of all those completing the questionnaire said they had seen information related to public transport. The charts below are based on those who have seen information.

Whilst almost three quarters are satisfied with the clarity and accuracy of information, satisfaction with the amount of information was a little lower at 68% bringing the overall satisfaction rating down to 67%.



Local Bus Service

Using the DETR definition, 54% of residents could be classified as ‘bus users’ i.e. had used the local bus service in the last twelve months. Less than half of these, however, use the bus service at least once a week or more often (21%).



When asked to comment on the quality of the bus service, just over two-thirds of respondents completed the questions (the remainder ticking ‘it does not apply’)

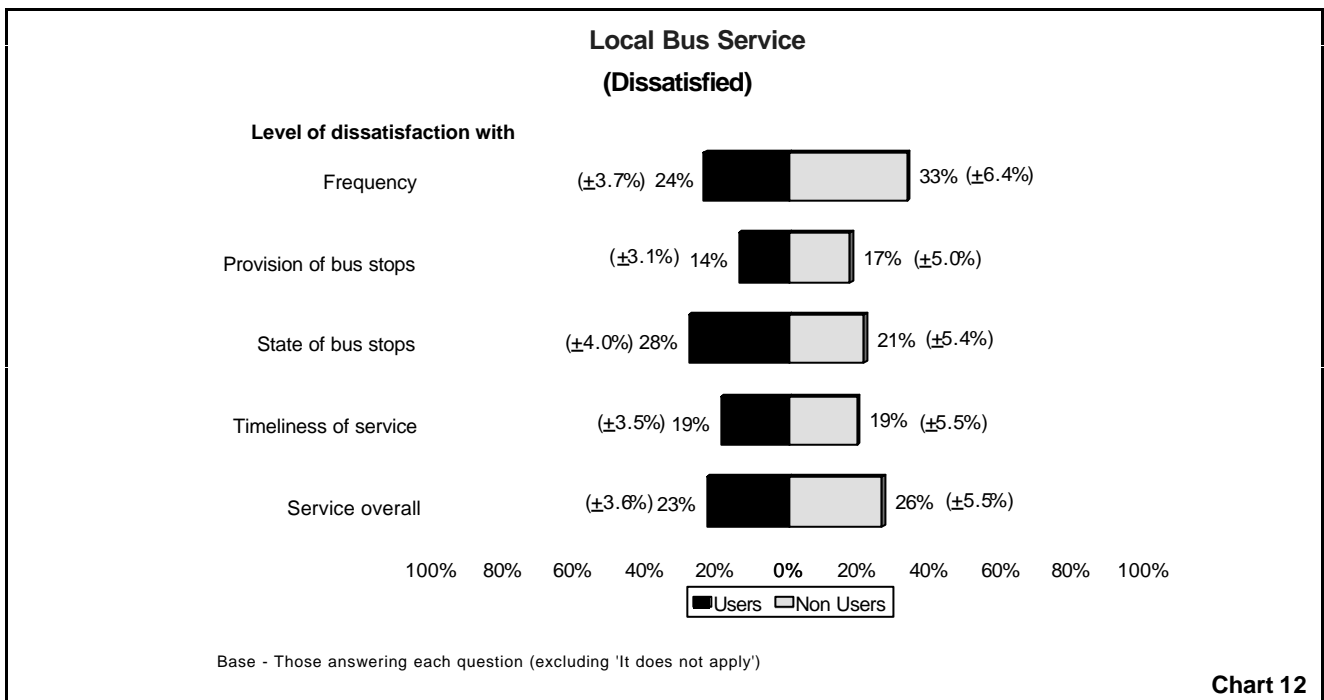
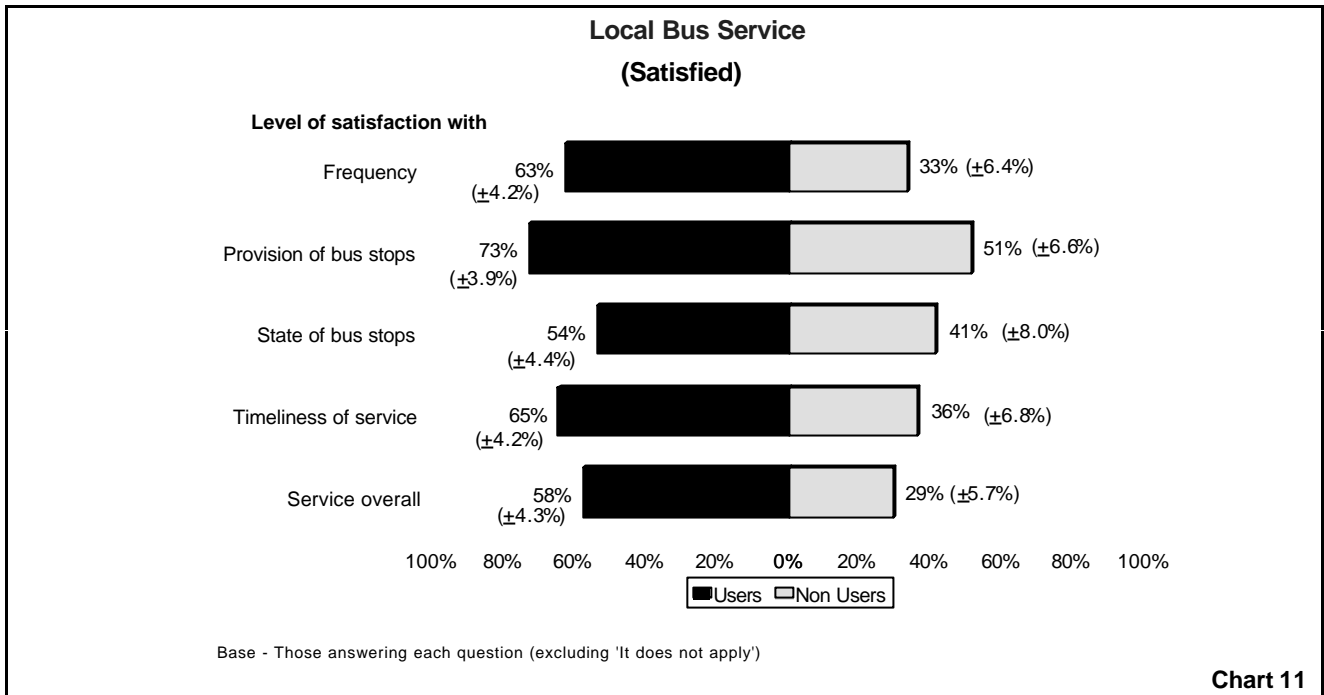
The two following charts show the levels of satisfaction and dissatisfaction with the bus service amongst both users (defined as used in the last year) and non users.

When asked to rate the local bus service overall, only 58% of bus users were satisfied and 23% were dissatisfied. Satisfaction was lowest with ‘the state of the bus stops’ with 54% being satisfied and 28% dissatisfied.

Fewer than two-thirds of bus users were satisfied with the frequency (63%) and the timeliness (65%) of the local bus service.

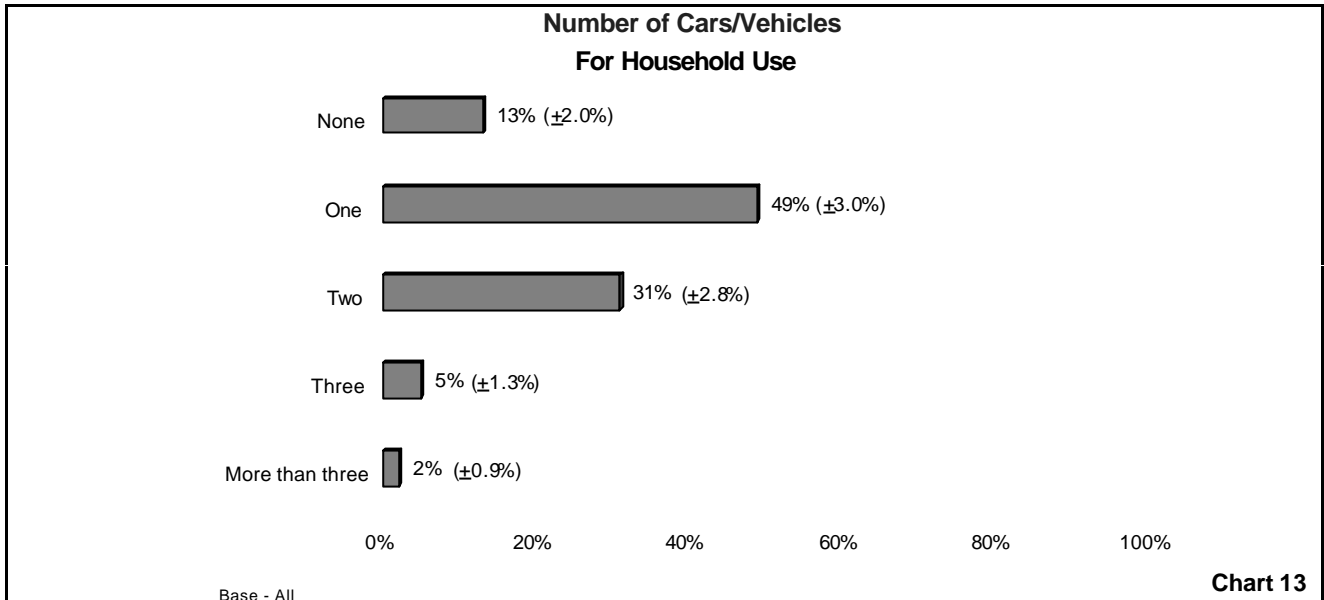
Whilst the levels of satisfaction amongst non-users were considerably lower – 29% being satisfied with the bus service overall, there tended to be a higher proportion of non-users than users ticking the ‘neither satisfied nor dissatisfied’ option on the questionnaire.

Nevertheless, there were significant minorities of both users and non users expressing dissatisfaction with each aspect of the service; 23% of users and 26% of non-users being dissatisfied with ‘the local bus service overall’. Amongst non-users it was the frequency of the service which received the most criticism, with 33% being dissatisfied.



Car Ownership

Overall 87% of North Lincolnshire's residents have at least one private vehicle for their household use, - 31% having two vehicles and 7% three or more.



Local Authority’s Cultural and Recreational Activities

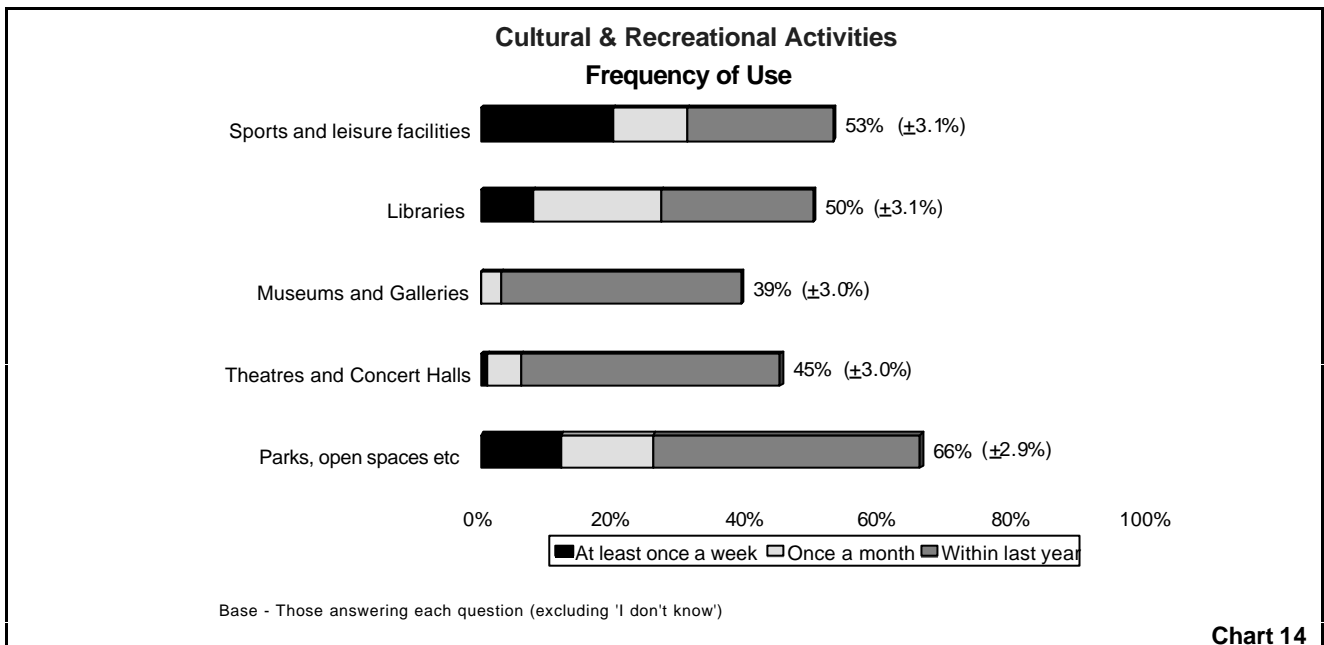
Frequency of use

Overall, just over half of residents have used the Authority’s sports and leisure facilities in the last twelve months – 20% using these facilities at least once a week and further 11% once a month.

Half have visited a library in the last twelve months, with 8% using them weekly and 19% monthly.

Slightly more have visited the Authority’s Theatres and Concert Halls (45%) than Museums and Galleries (39%), with visits in both cases being infrequent.

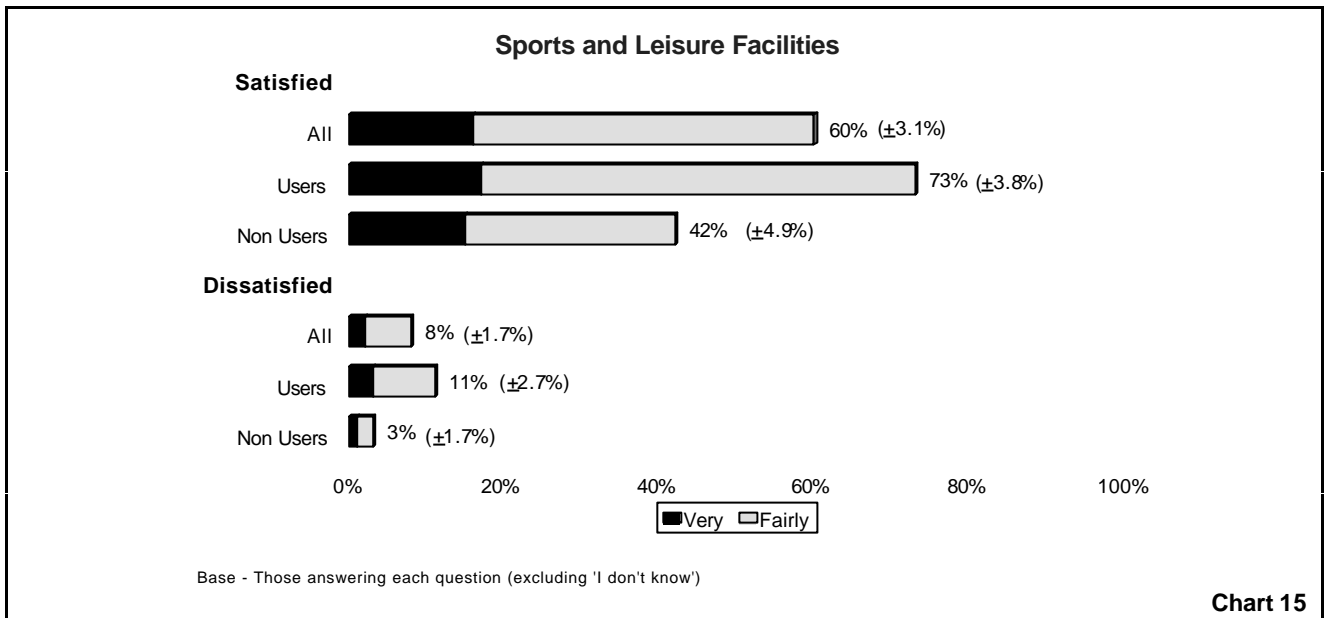
Overall two-thirds have visited parks, open spaces and other community recreation facilities – 12% weekly and 14% monthly.



Sports and Leisure Facilities

Almost three-quarters of those who have used the Authority’s sports and leisure facilities in the last twelve months claim to be either very satisfied (17%) or quite satisfied (56%); 11% were dissatisfied.

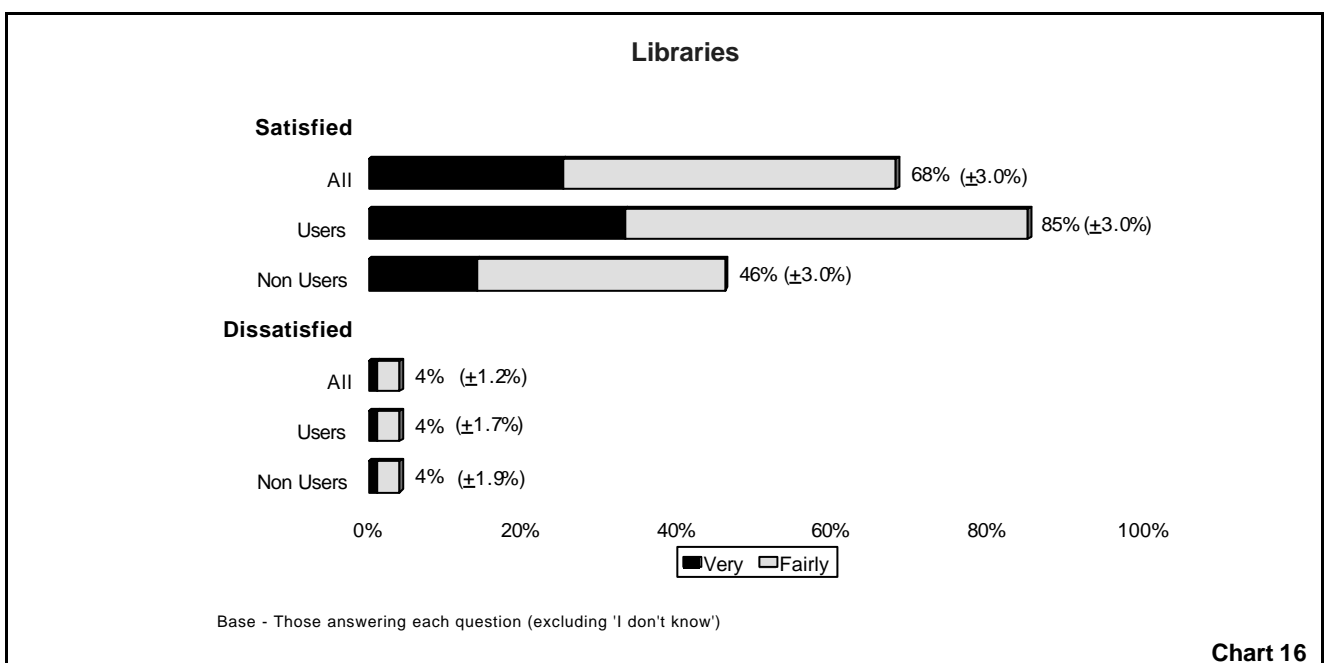
A relatively small proportion expressed dissatisfaction with these facilities (8% overall), with a large proportion of non–users opting for the neutral category on the questionnaire (55%).



Libraries

The vast majority of library users are satisfied with the Authority’s facilities (85%). Only 5% of users expressed dissatisfaction, with the remainder opting for the 'neither satisfied nor dissatisfied' position.

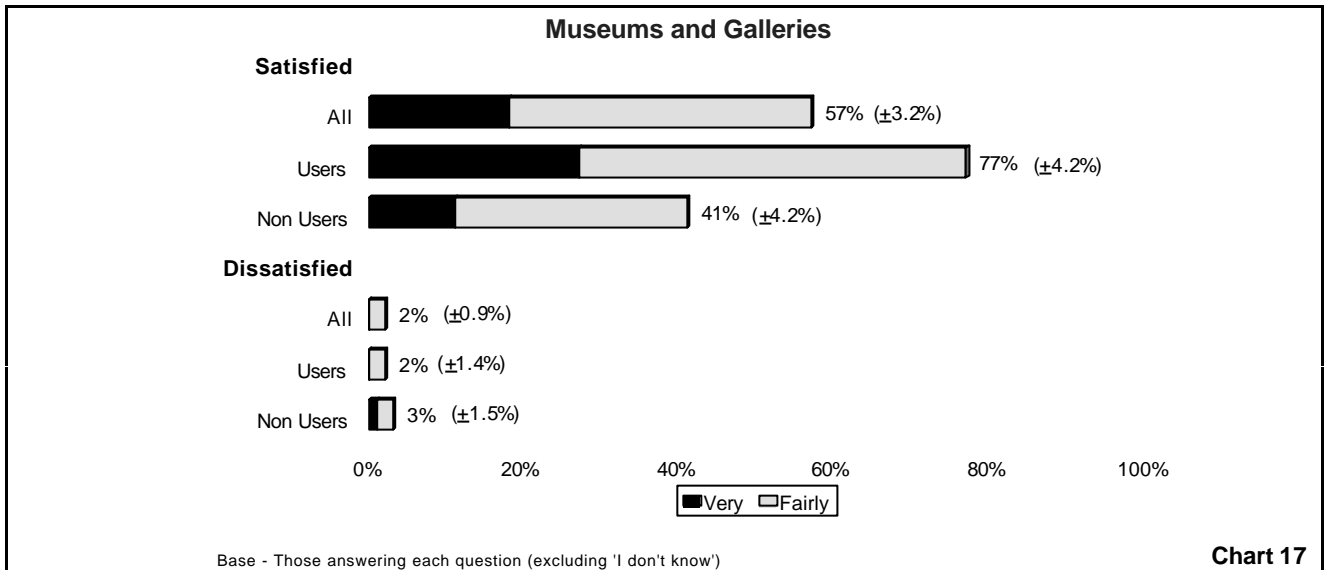
Only half of those who have not used libraries in the last year expressed an opinion one way or the other, with 50% selecting the neutral 'neither satisfied nor dissatisfied' option. Amongst those with an opinion the balance was very much in favour with 46% satisfied and only 4% dissatisfied.



Museums and Galleries

More than three-quarters of those who have visited the museums and galleries in the last twelve months were satisfied with their experience (77%), with only 2% dissatisfied.

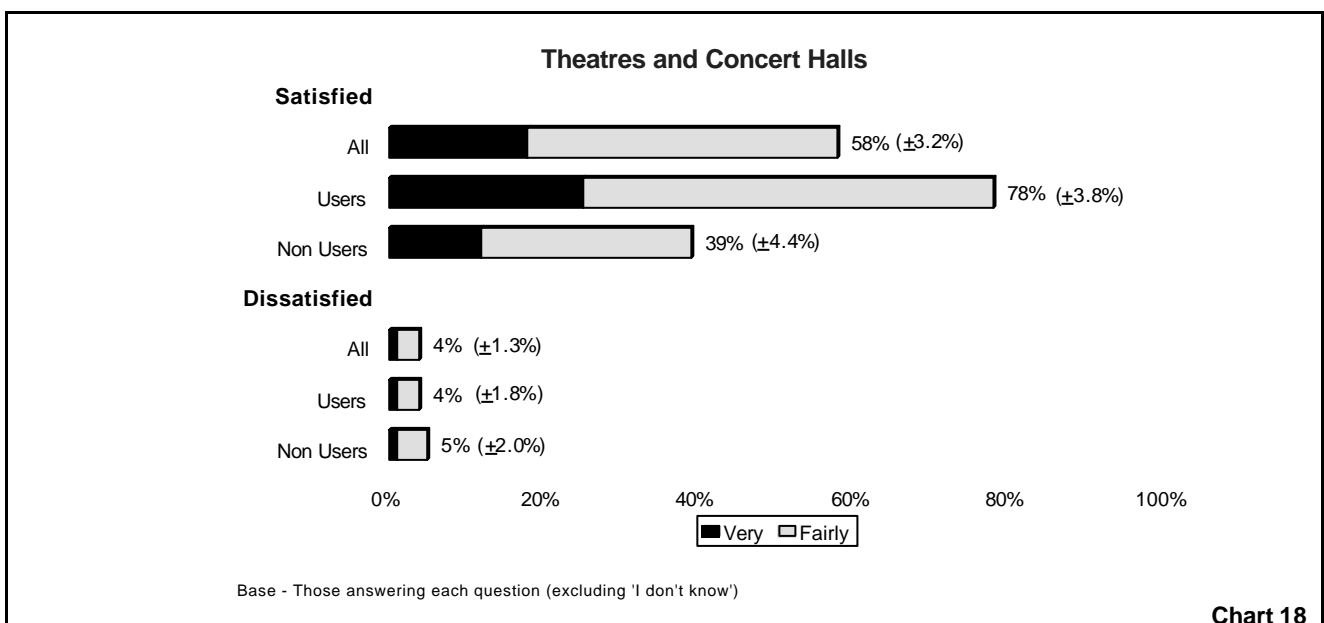
Again, a large proportion of those who have not visited museums were unable to comment (56% responding 'neither satisfied nor dissatisfied'). The balance of opinion amongst the remainder was positive – 41% satisfied and only 3% dissatisfied.



Theatres and Concert Halls

The majority of those who had visited Theatres and Concert Halls in the last twelve months were satisfied with their experience – 25% very and 53% fairly satisfied.

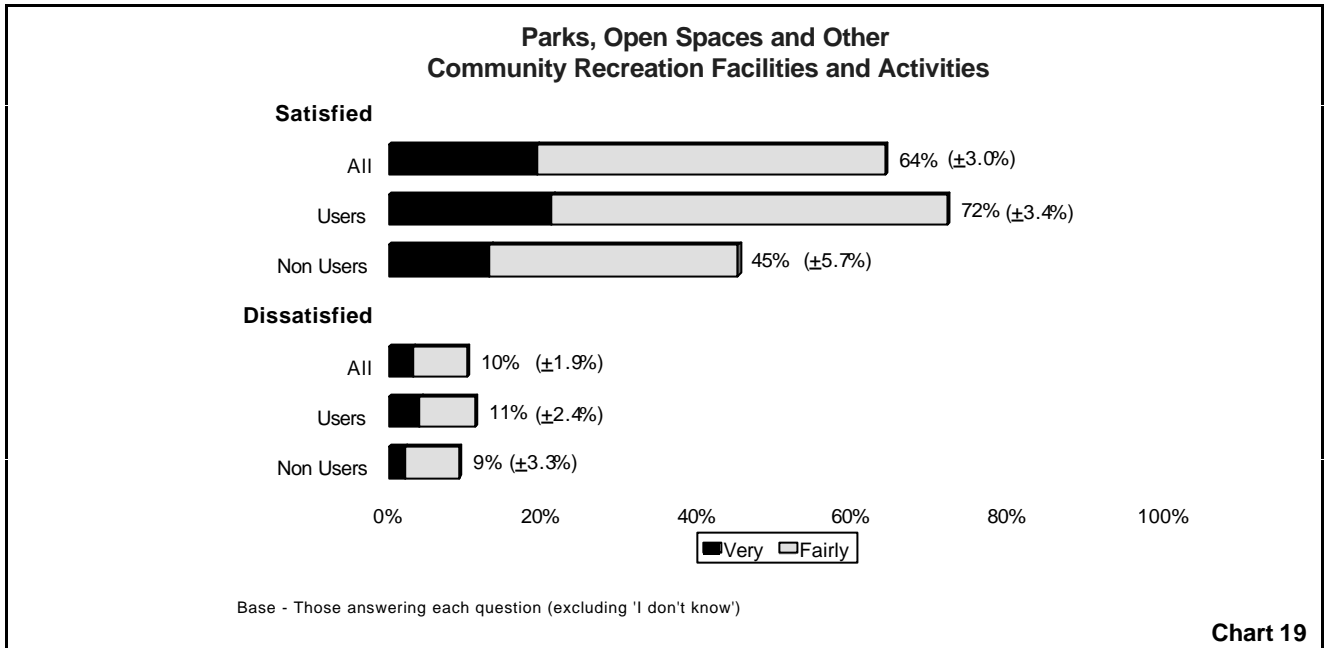
Again only a small proportion expressed any level of dissatisfaction with these facilities - 4% overall, with a large proportion of non users being unable to express an opinion one way or the other (56%).



Parks, Open Spaces, Play Areas and Other Community Recreation Facilities and Activities

Almost two-thirds of all residents are satisfied with the parks, open spaces and play areas provided by the Authority, with a further 26% falling in the neutral 'neither satisfied nor dissatisfied' category.

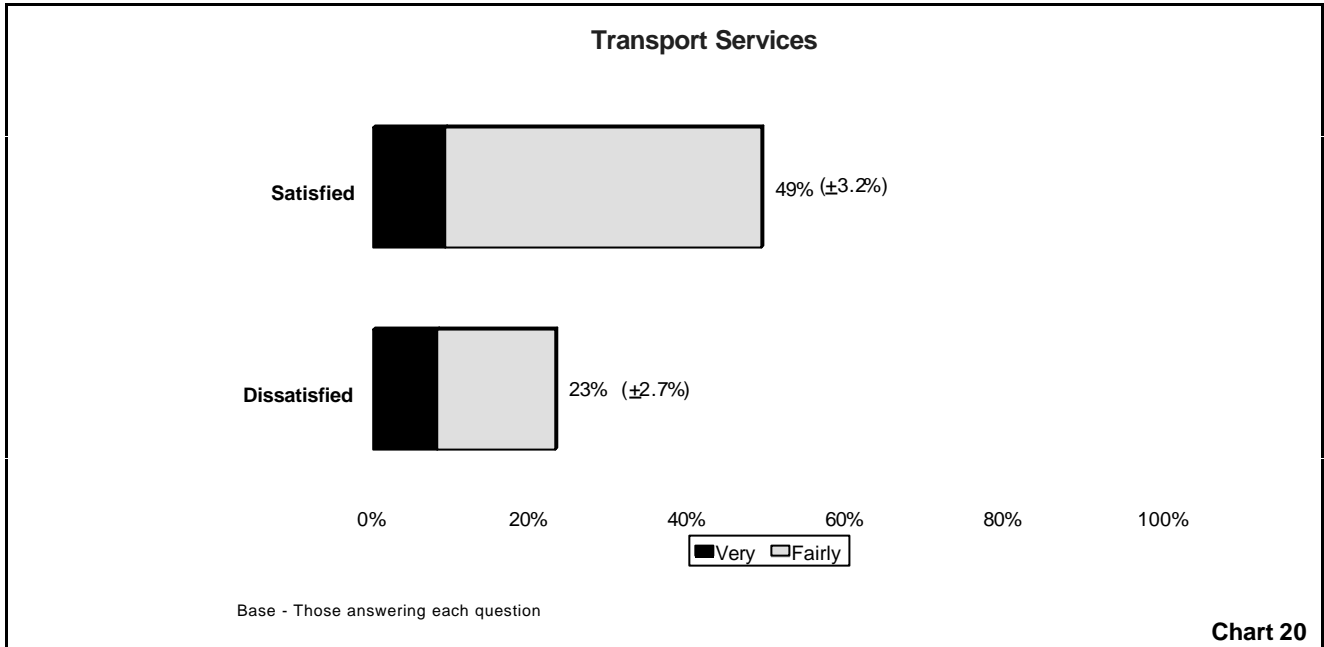
Amongst users of these facilities 72% claimed to be satisfied, with 11% expressing dissatisfaction.



Service Departments

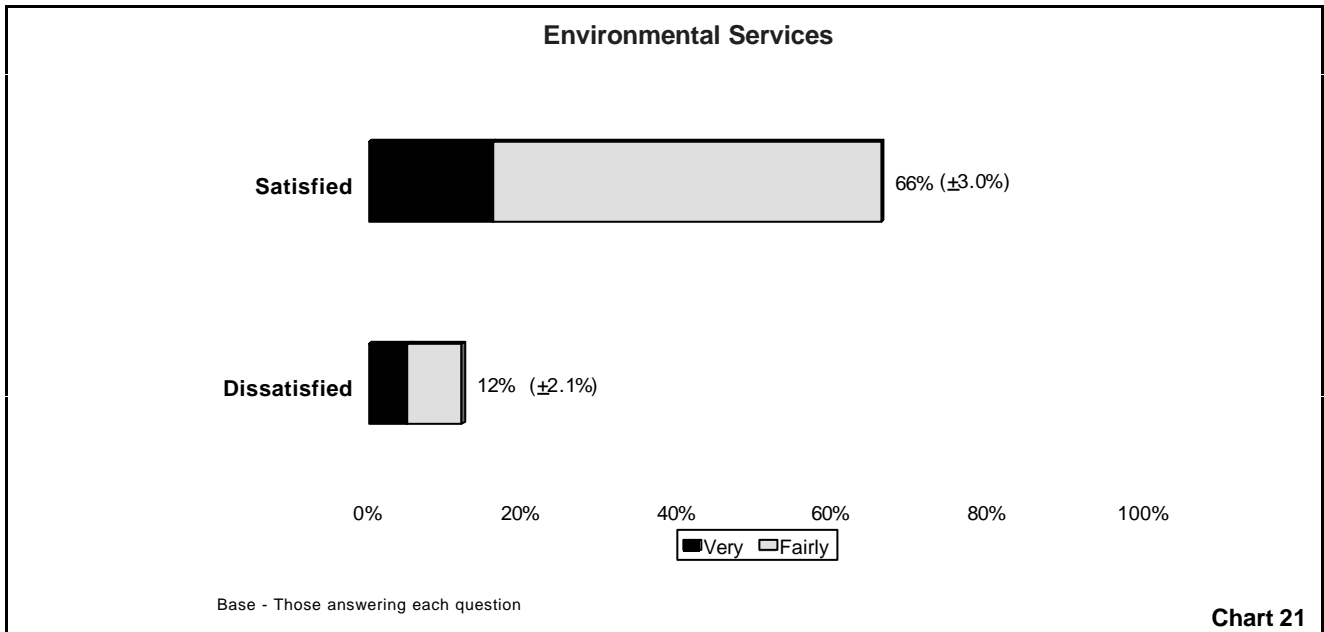
Transport Services

Overall, around half of all residents expressed satisfaction with Transport Services, with just under a quarter being dissatisfied (23%). The remaining 28% opted for the 'neither satisfied nor dissatisfied' box on the questionnaire.



Environmental Services

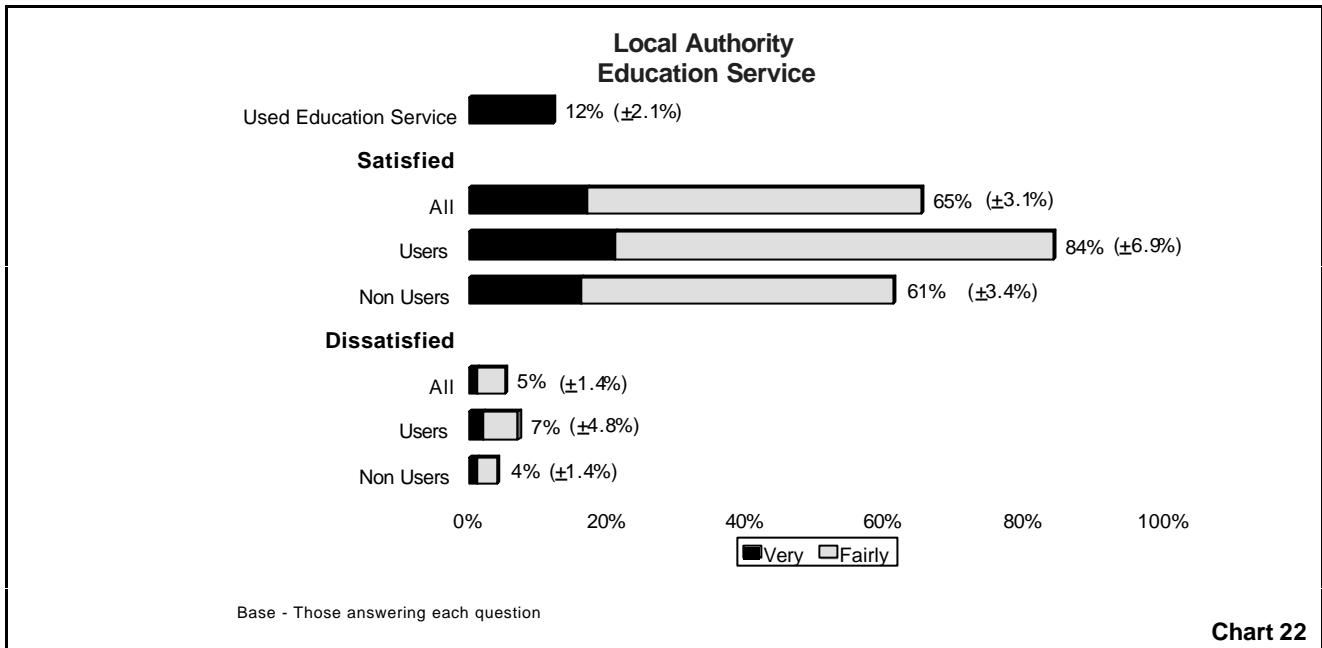
Overall, two-thirds expressed satisfaction with Environmental Services, with only 12% being dissatisfied (the remainder responding 'neither satisfied nor dissatisfied').



Local Authority Education Service

The majority of those with a view about Education Services were positive in their attitudes (65% being satisfied and 5% dissatisfied) with the remainder ticking the 'neither satisfied nor dissatisfied' option.

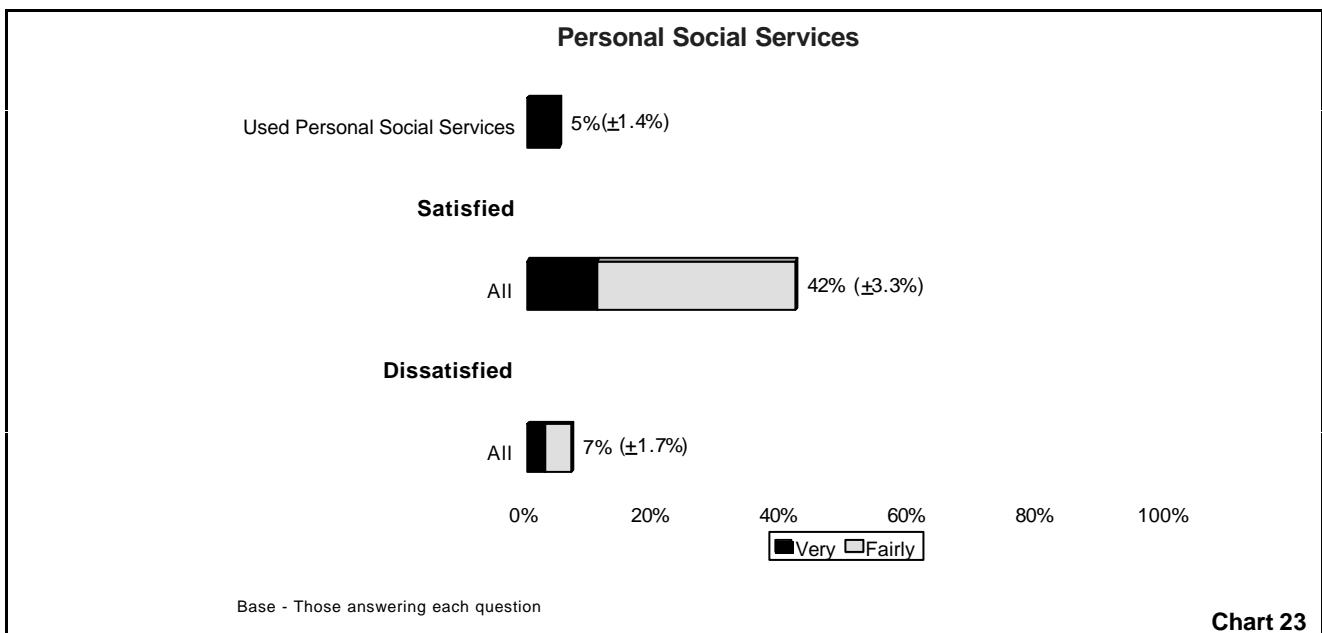
Only 12% ticked the box indicating that they, or a member of their household, had used a service from this department during the last twelve months. Whilst this is obviously due to the way in which the questionnaire was designed (which was determined by the DETR) rather than a true reflection of the situation, we can nevertheless see that the vast majority of those who indicated that they had had direct experience of the education service were satisfied (21% very satisfied and 63% fairly).



Personal Social Services

Only half had a view one way or the other about Personal Social Services, with most being satisfied (42%)

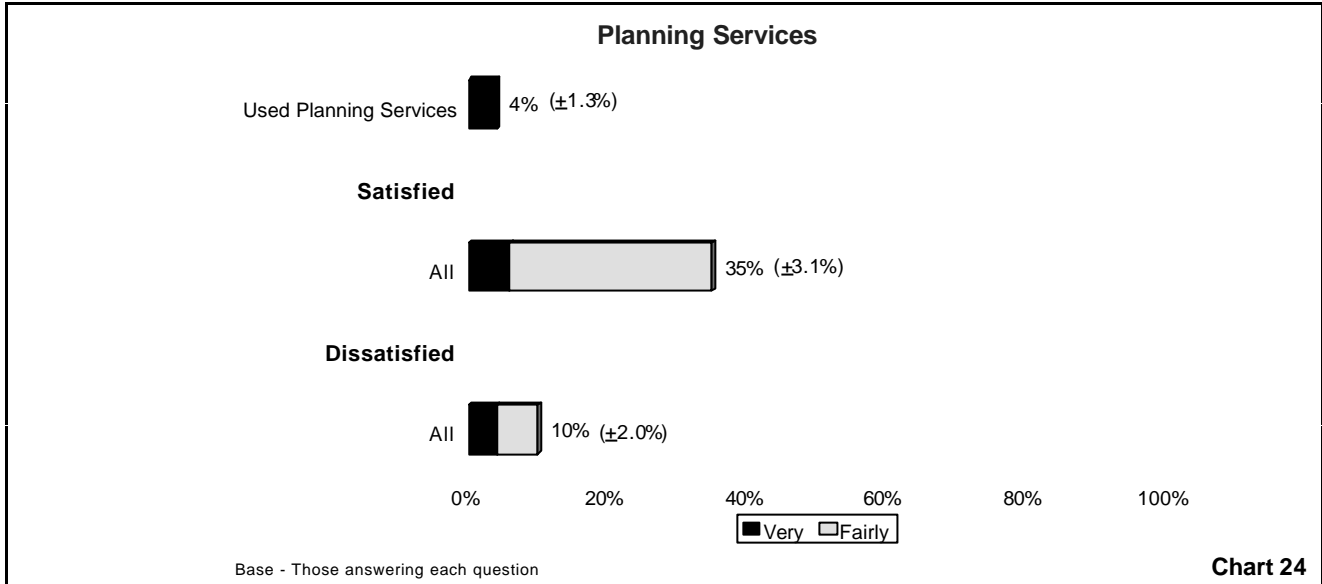
Only 44 people indicated that they had had experience of this department. Data on such a small base is not statistically reliable and will not be commented on



Planning Services

Less than half of those responding to the questionnaire had a view on the service provided by Planning Services (35% being satisfied and 10% dissatisfied) with the remainder ticking the ‘neither satisfied nor dissatisfied’ option.

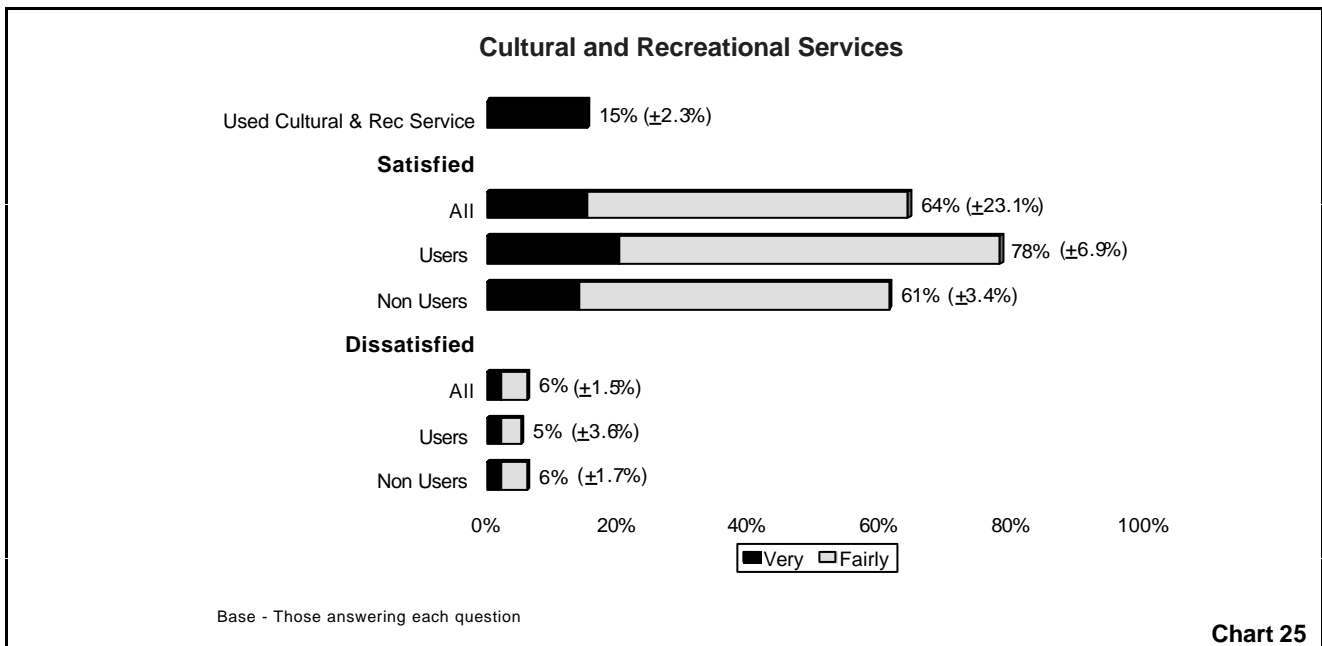
Only 38 respondents (4%) had had direct experience of planning services. Again the data on users is not statistically reliable and will not be commented on



Cultural and Recreational Services

Although all the cultural and recreational services discussed earlier are included in the definition of this department on the questionnaire, it would appear that many respondents interpreted this question differently as only 15% indicated at this question that they had used cultural and recreational services. The majority of these were satisfied with the facilities provided (78%).

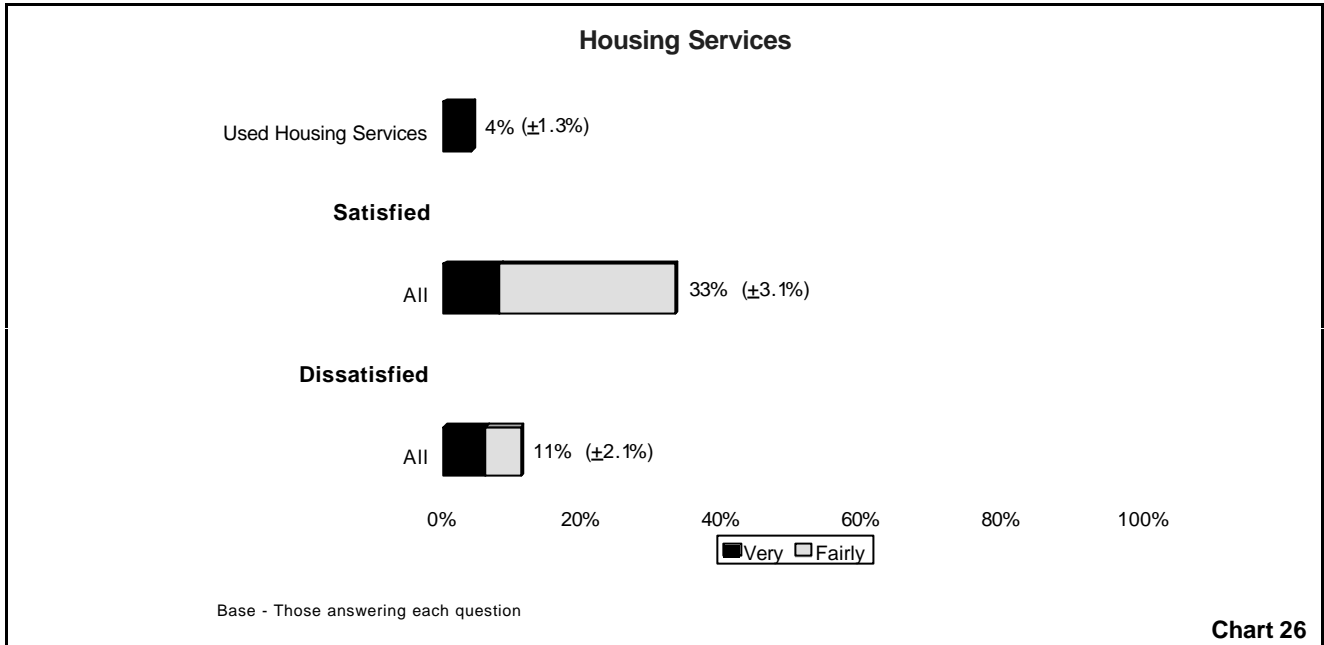
There was a relatively large proportion of people responding ‘neither satisfied nor dissatisfied’ when asked to rate the service provided by this department (30%). Amongst those with an opinion the vast majority were satisfied (64%) with only 6% expressing any level of dissatisfaction.



Housing Services

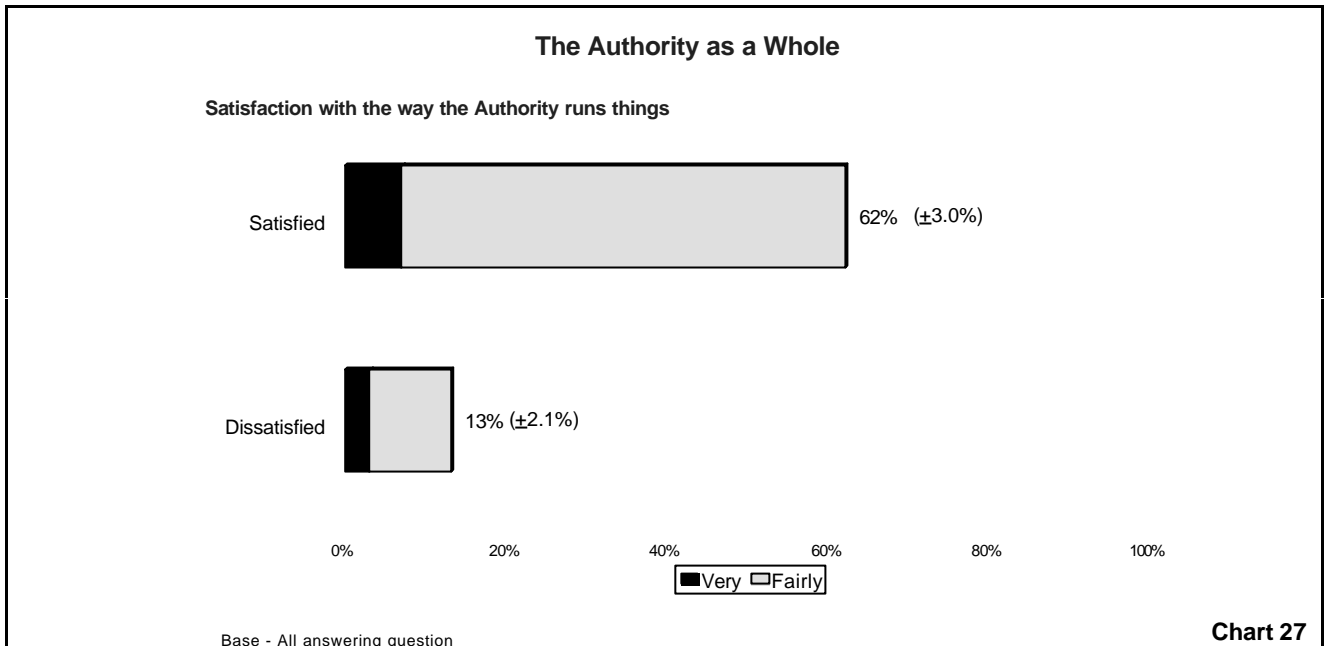
Only 44% of respondents expressed a view one way or the other about Housing Services with the majority being positive in their rating – 33% satisfied.

Very few respondents had had direct contact with Housing Services (38 people). The data for this group is not statistically reliable and so will not be commented on.



The Authority as a Whole

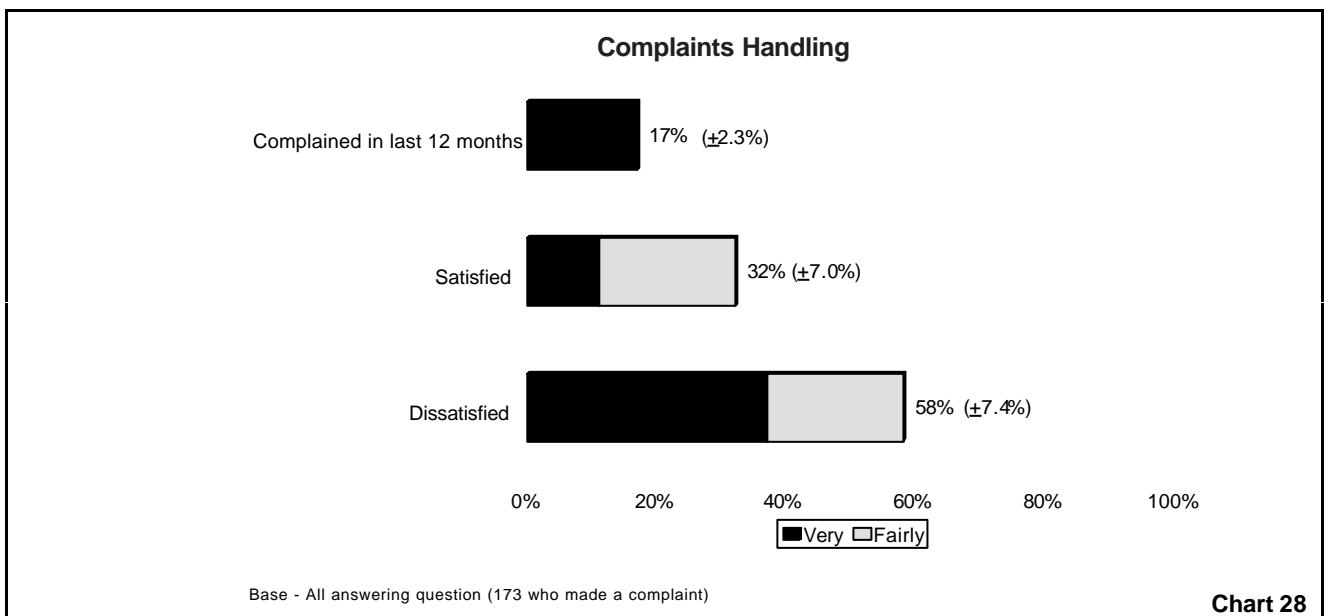
Overall, 62% of respondents said they were satisfied with the way the Authority runs things, with 13% showing some degree of dissatisfaction.



Complaints Handling

Seventeen percent of all respondents had contacted the Authority with a complaint over the last twelve months.

Well over half of these were dissatisfied with the way the complaint was handled – 21% being very dissatisfied and 37% fairly dissatisfied.



Future Surveys

Over a third of those responding to this survey said they would be willing to be contacted for future surveys – 367 people in total.

Technical Appendix

Detailed Methodology

Survey method

North Lincolnshire Council supplied a random sample of 2,205 names and addresses drawn from the electoral register to QCL Market Research.

Questionnaires were mailed to these 2,205 residents on 13th October 2000. A FREEPOST return envelope addressed to QCL Market Research was included.

A total of 426 completed questionnaires were received by 3rd November, together with 44 returned by the post office, marked as 'not known at this address', or incomplete. A postcard reminder was sent to all those who had not responded at this point.

By 22nd November a further 175 completed questionnaires had been received. A second reminder was sent to all those who had not responded at this point. This consisted of a covering letter, a second copy of the questionnaire and another FREEPOST envelope.

By 21st December 2000 a total of 1,052 completed questionnaires had been received and 69 'gone aways'. This represents 3.1% 'deadwood' and an effective response rate of 49%.

All questionnaires were checked manually by QCL's experienced staff in preparation for data entry.

Data entry was carried out by experienced data entry staff and checked by the department supervisor.

A preliminary print out of results was examined by one of the QCL's Directors and any errors were identified and corrected before data was finalised.

Weighting of data

The profile of the sample achieved was compared with the known profile of the area in terms of sex and age. The data was then weighted in line with the known profile in order to make the results representative of the population.

The table below shows the sample profile achieved compared with the population profile of the area, and the weights applied to the data. All data used in this report is based on the weighted data.

Age	North Lincs Population	BVPI General Survey			Weight applied
		Target	Actual		
Male	%	No	No.	%	
18-24	5.5	58	32	3.26	1.808
25-34	9.3	98	59	6.00	1.658
35-44	9.2	97	63	6.41	1.536
45-54	9.1	96	87	8.85	1.100
55-64	6.7	70	94	9.56	0.750
65+	9.0	95	112	11.39	0.845
Total	48.80	513	447	45.47	1.148
Female					
18-24	5.1	54	39	3.97	1.376
25-34	9.2	97	73	7.43	1.326
35-44	9.0	95	74	7.53	1.279
45-54	9.0	95	116	11.80	0.816
55-64	6.9	73	95	9.66	0.764
65+	12.0	126	139	14.14	0.908
Total	51.20	539	536	54.53	1.005

Summary Data

The table overleaf summarises all the data which the Authority is required to report both to the DETR and in the Performance Review.

The table shows the percentages satisfied and dissatisfied for each BVPI Indicator together with the appropriate 95% confidence interval.

In line with DETR requirements all data is based only on those who answer each question and excludes those responding 'don't know'. The base numbers for each question are therefore different and these are also shown on the table overleaf.

	Base Number	Very Satisfied %	Fairly Satisfied %	Total Satisfied %	95% Confidence (satisfied)	Neither /Nor %	Fairly Dissatisfied %	Very Dissatisfied %	Total Dissatisfied %	95% Confidence (dissatisfied)
A. Duty to keep land clear of litter or refuse										
How satisfied are you that North Lincolnshire Council has fulfilled its duty to keep this land clear of litter and refuse	1017	9	46	55	3.1	17	18	10	28	2.8
B . Household waste collection										
The receptacle provided for your household waste	1037	59	34	93	1.4	4	2	2	4	1.0
The place you are required to leave your waste for collection	1023	48	38	86	2.1	9	3	3	6	1.6
The reliability of the waste collection	1030	67	27	94	1.5	4	2	1	3	0.9
The level of street cleanliness/tidiness following the waste collection	1028	40	44	84	2.3	9	5	3	8	1.7
The collection of bulky household waste	799	19	28	47	3.4	34	12	7	19	2.4
The waste collection service overall	1027	43	45	88	1.9	8	2	2	4	1.2
C. Recycling facilities										
The accessibility of recycling facilities	933	31	42	73	2.8	16	9	3	12	2.0
The range of recyclables you are able to deposit at recycling facilities	916	34	42	76	2.7	17	5	2	7	1.7
The cleanliness and servicing of the site	914	29	44	73	2.8	19	6	2	8	1.8
The provision of recycling facilities overall	949	27	42	69	2.9	20	7	4	11	1.9
D. Civic amenity sites										
The accessibility of the site	803	34	44	78	2.8	10	9	3	12	2.2
The opening hours of the site	795	20	41	61	3.3	15	17	7	24	2.9
The facilities for the deposit of recyclables at the site	780	34	48	82	2.6	14	3	1	4	1.4
The cleanliness of the site	794	35	48	83	2.5	13	3	1	1	1.4
The helpfulness of the staff	765	33	36	69	3.2	22	6	4	10	1.9
The user friendliness of the site	772	27	40	67	3.3	17	9	6	15	2.6
The civic amenity site service overall	772	25	50	75	2.9	18	5	2	7	1.8

	Base Number	Very Satisfied %	Fairly Satisfied %	Total Satisfied %	95% Confidence (satisfied)	Neither /Nor %	Fairly Dissatisfied %	Very Dissatisfied %	Total Dissatisfied %	95% Confidence (dissatisfied)
E. Public transport information - All										
The amount of information	648	11	35	46	3.8	29	15	10	25	3.3
The clarity of the information	613	11	37	48	4.0	33	11	8	19	3.1
The accuracy of the information	602	12	39	51	4.0	34	10	6	16	2.9
The provision of public transport information overall	702	10	33	43	3.7	33	12	12	24	3.2
E. Public transport information – Those who have seen info										
The amount of information	209	24	44	68	6.3	19	12	2	14	4.7
The clarity of the information	209	22	50	72	6.1	19	8	2	10	4.1
The accuracy of the information	206	23	50	73	6.1	18	7	1	8	3.7
The provision of public transport information overall	218	18	49	67	6.2	17	11	5	16	4.9
E. Public transport information – Those who have not seen info										
The amount of information	419	4	30	34	4.5	35	17	14	31	4.4
The clarity of the information	392	6	29	35	4.7	40	14	11	25	4.3
The accuracy of the information	384	6	32	38	4.9	42	11	9	20	4.0
The provision of public transport information overall	467	6	24	30	4.2	40	14	15	29	4.1

F. Local bus service - All	Base Number	Very Satisfied %	Fairly Satisfied %	Total Satisfied %	95% Confidence (satisfied)	Neither /Nor %	Fairly Dissatisfied %	Very Dissatisfied %	Total Dissatisfied %	95% Confidence (dissatisfied)
The frequency of the bus service	730	18	37	55	3.6	19	15	12	27	3.2
The provision of bus stops	729	21	45	66	3.4	20	9	6	15	2.6
The state of the bus stops	720	14	35	49	3.7	25	16	10	26	3.2
The timeliness of the service	700	16	40	56	3.7	25	12	8	20	3.0
The local bus service overall	767	14	34	48	3.5	27	13	11	24	3.0
F. Local bus service - Users										
The frequency of the bus service	507	21	42	63	4.2	12	15	9	24	3.7
The provision of bus stops	497	25	48	73	3.9	13	9	5	14	3.1
The state of the bus stops	489	17	37	54	4.4	19	18	10	28	4.0
The timeliness of the service	494	19	46	65	4.2	16	12	7	19	3.5
The local bus service overall	513	18	40	58	4.3	18	14	9	23	3.6
F. Local bus service – Non -users										
The frequency of the bus service	206	8	25	33	6.4	33	15	18	33	6.4
The provision of bus stops	218	12	39	51	6.6	33	9	8	17	5.0
The state of the bus stops	216	8	33	41	8.0	38	13	8	21	5.4
The timeliness of the service	192	9	27	36	6.8	45	10	9	19	5.5
The local bus service overall	240	7	22	29	5.7	46	10	16	26	5.5

<i>G. Cultural and Recreational facilities</i>	Base Number	Very Satisfied %	Fairly Satisfied %	Total Satisfied %	95% Confidence (satisfied)	Neither /Nor %	Fairly Dissatisfied %	Very Dissatisfied %	Total Dissatisfied %	95% Confidence (dissatisfied)
<i>Sports and leisure facilities</i>										
All	943	16	44	60	3.1	32	6	2	8	1.7
Users	529	17	56	73	3.8	15	8	3	11	2.7
Non Users	395	15	27	42	4.9	55	2	1	3	1.7
<i>Libraries</i>										
All	953	25	43	68	3.0	28	3	1	4	1.2
Users	534	33	52	85	3.0	12	3	1	4	1.7
Non Users	406	14	32	46	3.0	50	3	1	4	1.9
<i>Museums and Galleries</i>										
All	916	18	39	57	3.2	41	2	0	2	0.9
Users	383	27	50	77	4.2	21	2	0	2	1.4
Non Users	516	11	30	41	4.2	56	2	1	3	1.5
<i>Theatres and Concert Halls</i>										
All	941	18	40	58	3.2	37	3	1	4	1.3
Users	457	25	53	78	3.8	18	3	1	4	1.8
Non Users	472	12	27	39	4.4	56	4	1	5	2.0
<i>Parks, open spaces and other community recreation facilities and activities</i>										
All	974	19	45	64	3.0	26	7	3	10	1.9
Users	667	21	51	72	3.4	17	7	4	11	2.4
Non Users	297	13	32	45	5.7	46	7	2	9	3.3

H. Satisfaction – dissatisfaction with service departments overall	Base Number	Very Satisfied %	Fairly Satisfied %	Total Satisfied %	95% Confidence (satisfied)	Neither /Nor %	Fairly Dissatisfied %	Very Dissatisfied %	Total Dissatisfied %	95% Confidence (dissatisfied)
Transport services	954	9	40	49	3.2	28	15	8	23	2.7
Environmental services	959	16	50	66	3.0	21	7	5	12	2.1
Local Authority Education Service - All	901	17	48	65	3.1	31	4	1	5	1.4
Local Authority Education Service - Users	108	21	63	84	6.9	9	5	2	7	4.8
Local Authority Education Service – Non Users	793	16	45	61	3.4	34	3	1	4	1.4
Personal Social Services - All	883	11	31	42	3.3	52	4	3	7	1.7
Personal Social Services - Users	44	21	39	60	14.5	19	10	12	22	12.2
Personal Social Services – Non Users	839	11	30	41	3.3	54	3	2	5	1.5
Planning Services - All	886	6	29	35	3.1	54	6	4	10	2.0
Planning services - Users	38	7	42	49	15.9	16	24	11	35	15.2
Planning services – Non Users	848	6	28	34	3.2	56	6	4	10	2.0
Cultural and recreational services - All	919	15	49	64	3.1	30	4	2	6	1.5
Cultural and recreational services - Users	138	20	58	78	6.9	16	3	2	5	3.6
Cultural and recreational services – Non Users	780	14	47	61	3.4	33	4	2	6	1.7
Cultural and recreational services - Men	462	12	48	60	4.5	33	5	2	7	2.3
Cultural and recreational services - Women	457	17	49	66	4.3	28	4	2	6	2.2
Cultural and recreational services - White	890	15	49	64	3.2	30	4	2	6	1.6
Cultural and recreational services – Ethnic minority	22	0	56	56	20.7	38	6	0	6	9.9
Housing services - All	877	8	25	33	3.1	56	5	6	11	2.1
Housing services - Users	38	15	30	45	15.8	18	13	24	37	15.4
Housing services – Non Users	838	7	25	32	3.2	58	5	5	10	2.0

	Base Number	Very Satisfied %	Fairly Satisfied %	Total Satisfied %	95% Confidence (satisfied)	Neither /Nor %	Fairly Dissatisfied %	Very Dissatisfied %	Total Dissatisfied %	95% Confidence (dissatisfied)
<i>I. Satisfaction – dissatisfaction with the Authority as a whole</i>										
The way the Authority runs things	1006	7	55	62	3.0	25	10	3	13	2.1
<i>J. Satisfaction – dissatisfaction with complaint handling</i>										
The way in which your complaint(s) was (were) handled	173	11	21	32	7.0	9	21	37	58	7.4

Questionnaire

Reminder Postcard

Reminder letter