

BMG Research – Executive Summary Report

East Riding of Yorkshire Council General BVPI Survey

Prepared for:
East Riding of Yorkshire Council



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 decreased by two percentage points from 56% in 2003 to 54% 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	65	56	55	1128	2.9
BV4: Complaints handling					
BV4: % satisfied with the handling of complaints	43	38	28	215	6.0
BV89: Litter					
BV89: % satisfied with cleanliness of public spaces	65	62	72	1176	2.6
BV90: Waste					
BV90a: % satisfied with the waste collection service overall	87	86	89	1163	1.8
BV90b: % satisfied with the provision of local waste recycling facilities	68	65	77	1112	2.5
BV90c: % satisfied with the local tip	83	84	90	927	1.9
BV103/104: Public Transport					
BV103: % satisfied with the provision of public transport information overall	50	44	57	895	3.2
BV104 % satisfied with the local bus service overall	52	53	57	860	3.3
BV119: Cultural and Recreational Services					
BV119a: % satisfied with sports and leisure facilities and events	n/a	51	59	1108	2.9
BV119b: % satisfied with libraries	n/a	64	69	1136	2.7
BV119c: % satisfied with museums and galleries	n/a	43	37	1069	2.9
BV119d: % satisfied with theatres and concert halls	n/a	42	33	1079	2.8

BV119e: % satisfied with parks and open spaces	n/a	65	64	1113	2.8
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1.1.3 The following table compares the Council's Best Value Performance Indicators from 2006 with those from other upper tier authorities.

Best Value User Satisfaction Performance Indicators – 2006 National Data						
		All upper tier %	All Counties %	All Unitaries %	All Mets %	This authority %
BV3: % satisfied with the way the Authority runs things	Mean	51	50	50	52	55
	Top Quartile	55	52	54	56	
BV4: % satisfied with satisfied with the handling of complaints	Mean	32	34	32	32	28
	Top Quartile	35	36	34	36	
BV89: % satisfied that the Authority has kept the land clear of litter and rubbish the waste collection service overall	Mean	64	-	64	61	72
	Top Quartile	69	-	71	64	
BV90a: % satisfied with the waste collection service overall	Mean	79	-	79	82	89
	Top Quartile	84	-	84	85	
BV90b: % satisfied with the provision of local waste recycling facilities	Mean	66	-	70	67	77
	Top Quartile	72	-	73	72	
BV90c: % satisfied with the local tip	Mean	80	83	81	82	90
	Top Quartile	85	86	85	85	
BV103: % satisfied with the provision of public transport information overall	Mean	54	48	51	57	57
	Top Quartile	60	50	56	60	
BV104 % satisfied with the local bus service overall	Mean	60	54	57	61	57
	Top Quartile	68	58	64	64	
BV119a: % satisfied with sports and leisure facilities and events	Mean	55	58	58	55	59
	Top Quartile	61	61	63	59	
BV119b: % satisfied with libraries	Mean	72	74	72	72	69
	Top Quartile	76	77	75	76	
BV119c: % satisfied with museums and galleries	Mean	43	41	46	50	37
	Top Quartile	52	47	57	58	
BV119d: % satisfied with theatres and concert halls	Mean	45	42	50	47	33
	Top Quartile	55	47	62	58	
BV119e: % satisfied with parks and open spaces	Mean	72	73	74	69	64
	Top Quartile	77	77	79	75	

1.2 Key Findings

Corporate health

- 1.2.1 In total, 54% of respondents that provided a response are satisfied with the way East Riding of Yorkshire Council runs things, a proportion which is lower than that returned in the 2003/04 and 2000/2001 BVPI surveys (56% and 65% respectively).
- 1.2.2 In terms of whether things have changed in the last three years, around a fifth of all respondents providing a rating feel it has got better (19%) and a further (12%) feeling it has got worse. The majority (68%) think that things had stayed the same.
- 1.2.3 Looking at more specific performance indicators, the majority of respondents indicate they agree the council treats all types of people fairly (79% a great deal/to some extent), is working to make the area cleaner and greener (75%) and is making the local area a better place to live (71%).
- 1.2.4 Conversely, perceptions are less strong in relation to the provision of good value for money where 50% of respondents indicate that this applies a great deal or to some extent to the Council compared with 50% expressing an opposing view (not very much/not at all).

Contact with the council

- 1.2.5 Almost a fifth of all respondents (18%) report that they have contacted the authority with a complaint in the last twelve months. Amongst these¹, less than three in ten (28%) rate themselves as satisfied with how their complaint was handled, which represents a downturn on the level achieved in 2003/2004 where 38% of respondents were satisfied and significantly less than in 2000 (43%).
- 1.2.6 Around half (51%) of all respondents report that they have contacted the council other than to complain in the last twelve months. Amongst these, nearly two thirds (65%) are satisfied with the final outcome of that contact, whilst just over a fifth (21%) are dissatisfied.
- 1.2.7 Other than making a complaint, respondents contacted the council principally to ask for advice/information (52%) and/or to report an issue or problem (26%). These contacts are done mainly through the telephone (62%).

Information provision

- 1.2.8 The degree with which respondents feel informed about certain aspects of council service provision could 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 but weighted towards not feeling well informed, e.g. how to complain; and c) those where a large 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, over half (56%) of respondents feel the council keeps them very or fairly well informed, whilst over two fifths (44%) feel they do not keep them well informed.
- 1.2.10 In terms of sources of information about the council, these tend to be the council itself (48%) and/or the local media (21%)

¹ Noteworthy, responses to this question should be viewed with some caution, as experience shows us that satisfaction with the way a complaint is handled can be significantly affected by the outcome of the complaint, rather than purely how it was handled

Local public services

Refuse and recycling services

- 1.2.11 Almost three quarters of respondents (72%) providing a valid response are satisfied that the council keeps all open public land it controls clear of litter and refuse. This represents a 10 percentage point increase on results returned in 2003, where 62% of respondents were satisfied.
- 1.2.12 Of those providing a response, around a fifth (22%) feel the council is keeping its land clear of litter and refuse has improved over the last three years, while one in seven (13%) feel it has got worse.

Household waste collection

- 1.2.13 In terms of overall satisfaction with the household waste collection, nearly nine in ten respondents (89%) who provide a response report that they are either very or fairly satisfied. This is in line with the satisfaction rating achieved in the 2003 and 2000 BVPI (86% and 87% respectively).
- 1.2.14 This is supported by the fact that amongst respondents providing a response, over four in ten (42%) feel the household waste collection service has improved over the last three years. Only 9% feel it has got worse.

Provision of local waste recycling facilities

- 1.2.15 In terms of satisfaction with the provision of local waste recycling facilities, over three quarters (77%) of respondents who provide a response report that they are either very or fairly satisfied. This is significantly higher than the satisfaction rating achieved in the 2003 and 2000 BVPI (65% and 68% respectively), and over one in ten (10%) express dissatisfaction with the service overall.
- 1.2.16 Reflected in the above satisfaction levels, over half (55%) of respondents providing a response feel that the service has improved over the last three years, and only 4% that it has got worse.

Local Tip/HWRC

- 1.2.17 Levels of satisfaction are very positive with local tips/HWRC, with 90% very or fairly satisfied, and only 4% dissatisfied to any extent. This represents a significant increase on results returned in 2003 and 2000 where 84% and 83% (respectively) were satisfied.
- 1.2.18 Consequently, half (50%) of the respondents providing a response feel that the service has improved over the last three years, and only 4% feel it has got worse.

Door recycling collection

- 1.2.19 Satisfaction with the doorstep recycling collection is high with around eight in ten (79%) respondents who provide a response reporting that they are either very or fairly satisfied. Unsurprisingly six in ten (59%) respondents providing a response feel the service has improved over the last three years, whilst only 5% feel it has got worse.

Public transport information

- 1.2.20 In relation to public transport information overall, at 56%, the level of satisfaction amongst those providing a response remains higher than levels achieved in 2000 (50%), following a marked decrease in 2003 (to 44%). Amongst users of the bus service, over three quarters (76%) express satisfaction with the provision of public transport information overall, and just over one in ten (10%) express a level of dissatisfaction.

- 1.2.21 In line with the above increase in levels of satisfaction, 18% of all respondents providing a response feel it has improved over the last three years whilst a slightly lower proportion (14%) feel that it has got worse.

Local bus service

- 1.2.22 Almost three in five respondents are satisfied with the local bus service. At 57% satisfaction with the service shows an increase since 2000 (52%), and 2003 (53%). Amongst users of the service, approaching three quarters (70% of those providing a response) are satisfied, and 18% expressing a level of dissatisfaction.

Sports and leisure facilities

- 1.2.23 The level of satisfaction with sports and leisure facilities (59%) has increased slightly since 2003 (51%). Amongst users providing a response, three quarters (75%) are either very or fairly satisfied, and 13% express a level of dissatisfaction.
- 1.2.24 While the majority (72%) of respondents providing a response feel that sports and leisure facilities have stayed the same over the last three years, just over a fifth (21%) feel that improvements in the service were experienced, with only 7% feel that they have deteriorated.

1.2.25 Libraries

- 1.2.26 Nearly three quarters (69%) of all respondents providing a valid response indicate that they are satisfied with libraries. This represents a four percentage point increase on the results returned in 2003. Only 5% express a level of dissatisfaction.
- 1.2.27 Certainly, while the majority (71%) of respondents providing a response feel that libraries have stayed the same over the last three years, significantly more do feel that they have improved (27%) than feel they have deteriorated (2%).

Museums and galleries

- 1.2.28 The level of satisfaction (37%) with museums and galleries has decreased significantly since 2003 where 43% were satisfied. Amongst users providing a response, over two thirds (68%) are satisfied to a degree, with one in ten (11%) who are dissatisfied.
- 1.2.29 Whilst the majority (88%) of respondents providing a response feel that museums and galleries have stayed the same over the last three years, more do feel that they have improved (7%) than feel they have deteriorated (5%).

Theatres and concert halls

- 1.2.30 As with museums and galleries, the level of satisfaction (33%) with theatres and concert halls has decreased significantly since 2003 where 42% of respondents were satisfied. Amongst users providing a response, over three fifths (61%) are satisfied to a degree, including one sixth (16%) who are very satisfied, and almost a fifth (18%) express a level of dissatisfaction
- 1.2.31 While the majority (83%) of respondents providing a response feel that theatres and concert halls have stayed the same over the last three years, more do feel that they have deteriorated (11%) than feel they have improved (6%).

Parks and open spaces

- 1.2.32 Satisfaction (63%) with parks and open spaces is somewhat similar to 2003 where 65% of respondents were satisfied. Amongst users 74% are satisfied including a fifth (20%) who are very satisfied.
- 1.2.33 Although the majority (75%) of respondents providing a response feel that parks and open spaces have stayed the same over the last three years, one in six (16%) feel they have improved whilst one in ten (9%) feels they have deteriorated.

Housing services

- 1.2.34 A tenth (11%) of all respondents report using the housing services provided by the council in the last twelve months.
- 1.2.35 Amongst users of housing services, just over two thirds (68%) of those providing a response are either very or fairly satisfied, and around one in ten (9%) are neither satisfied nor dissatisfied. However, close to a quarter (24%) express a level of dissatisfaction.

Planning services

- 1.2.36 Approaching one in five (18%) of all respondents report using the planning services provided by the council in the last twelve months.
- 1.2.37 Amongst users of planning services, half (51%) of those providing a response are either very or fairly satisfied. Conversely, over two fifths (42%) express a level of dissatisfaction.

Personal social services

- 1.2.38 One in ten (11%) of all respondents report using the personal social services in the last twelve months.
- 1.2.39 Amongst users of personal social services, nearly three fifths (58%) of those providing a response are either very or fairly satisfied, and a further fifth (20%) are neither satisfied nor dissatisfied. However, just over a fifth (22%) express a level of dissatisfaction.

Fire and rescue service

- 1.2.40 Less than one in ten (5%) of all respondents report using the fire and rescue service in the last twelve months. Amongst users of fire and rescue services, the overwhelming majority (96%) of those providing a response are either very or fairly satisfied. Just 2% indicate they are dissatisfied.

Local Authority education service

- 1.2.41 A quarter (24%) of all respondents report using the local authority education service in the last twelve months.
- 1.2.42 Amongst users of local authority services, almost two thirds (63%) of those providing a response are either very or fairly satisfied contrasting with a fifth (21%) who are neither satisfied nor dissatisfied and one in six (16%) who express a level of dissatisfaction.

Quality of life

- 1.2.43 When asked about aspects that are most important in making somewhere a good place to live, the level of crime (57%), health services (46%), clean streets (39%) and education provision (38%) are the issues mentioned most often.
- 1.2.44 Similarly respondents were asked which aspects most need improving in the local area; activities for teenagers (47%), road and pavement repairs (36%), level of congestion (31%) are the factors identified as priorities for improvement.
- 1.2.45 Over four out of every five (81%) respondents providing a valid response rate themselves as satisfied with their local area as a place to live, with almost 1 in 4 (24%) rating themselves as very satisfied. Only 6% have said they are dissatisfied with the local area as a place to live.

Community cohesion

- 1.2.46 The way respondents feel about specific types of antisocial behaviour fall broadly into two groups: a) those where views are relatively balanced e.g. teenagers hanging around on the street; and b) those which a majority of respondents do not regard as being a particular problem e.g. people being drunk or rowdy in public places.
- 1.2.47 Three fifths (61%) of respondents providing a response agree to an extent that people in their local area from different backgrounds get on well together, while a less than a fifth (15%) disagree.

Local decision making

- 1.2.48 Amongst respondents providing a response, over a quarter (28%) are satisfied that the council provide opportunities for participation in local decision-making, and around a fifth (19%) are dissatisfied. A significant proportion (53%) does not express a strong opinion one way or the other.
- 1.2.49 In terms of influencing local decision making that affects the local area, of all respondents providing a response, the majority (63%) disagree while the corresponding 37% do feel that they can.
- 1.2.50 Around a fifth (19%) 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. Just over one in ten (13%) report that they would not like to be more involved in such decisions.