Best Value General Survey 2006

Full Report
(June 2006)

Prepared by The Market Research Group (MRG), Bournemouth University,
on behalf of
Christchurch Borough Council.

Contents

1: Executive Summary

The following summary points have been taken directly from the research findings section of the report, in which more detailed results may be found.

1.1: Best Value Performance Indicators

- BV3: Overall satisfaction with the way the Council runs things.
    - 72% ‘Satisfied’ (55% at 2003)
- BV4: Complaints handling.
    - 41% ‘Satisfied’ (37% at 2003)
- BV89: Cleanliness of public land.
    - 73% ‘Satisfied’ (65% at 2003)
- BV90A: Household waste collection overall.
    - 84% ‘Satisfied’ (88% at 2003)
- BV90B: Recycling facilities overall.
    - 78% ‘Satisfied’ (75% at 2003)
- BV119A: Sports & leisure facilities overall.
    - 72% ‘Satisfied’ (51% at 2003)
- BV119C: Museum & gallery facilities overall.
    - 63% ‘Satisfied’ (50% at 2003)
- BV119D: Theatre & concert hall facilities overall.
    - 64% ‘Satisfied’ (55% at 2003)
- BV119E: Park and open spaces.
    - 89% ‘Satisfied’ (82% at 2003)

1.2: The Local Area

- A clear majority believed that a low level of crime (62%) and health services (55%) are important factors. Under half also thought that clean streets (42%), a low level of traffic congestion (41%), affordable decent housing (36%) and education provision (31%) are important to the local area.
- Nearly three quarters of respondents agree that the main factor in need of improvement is facilities for young children (74%). Over a third of respondents stated that sports and leisure facilities (39%) and shopping facilities (35%) also need improving.
- The majority of respondents (85%) were satisfied to some extent with the local area.
- Just under two thirds of respondents (61%) answered that parents not taking responsibility of their children is a very or fairly big problem.
- Under half of respondents (40%) think that people not treating other people with respect is a very or fairly big problem.
- A few respondents (13%) believe that noisy neighbours or loud parties are a problem.
- Just over half of respondents (51%) believe that teenagers hanging out on the streets are a very or fairly big problem.
- Over a third of respondents (38%) think that rubbish and litter lying around is a very or fairly big problem.

- Around a quarter of respondents (26%) think that people being drunk or rowdy in public spaces is a very big or fairly big problem.
- Very few people (7%) think that abandoned or burnt cars are a very or fairly big problem.
- Around a third of respondents (32%) think that vandalism and graffiti is a very or fairly big problem.
- Around a third (33%) think that people using drugs is a very or fairly big problem.
- When asked whether they agree that the local area is a place where people from different backgrounds get on, two thirds of respondents (69%) answered that they definitely agree or that they tend to agree.

1.3: The Council

- Nearly three quarters of respondents (73%) were satisfied to an extent with the Council's fulfilment of its duty to keep public land free of litter and refuse.
- The majority of respondents (86%) were very or fairly satisfied with the place they leave their waste for collection.
- A large proportion of respondents (81%) were very or fairly satisfied with how clean the street is following collection.
- Just under two thirds of respondents (62%) were very or fairly satisfied with the collection of bulky household waste.
- A large proportion of respondents (84%) were satisfied to an extent with waste collection overall.
- A large proportion of respondents (76%) were satisfied to an extent with the container provided for items of recycling.
- A large proportion of respondents (83%) were satisfied to an extent with how clean the street is following the collection of items for recycling.
- Around two thirds of respondents (67%) were satisfied to an extent with the collection of recyclable items overall.
- The majority of respondents (85%) were satisfied to an extent with the location of the recycling facility.
- The majority of respondents (84%) were satisfied to an extent with the items they could deposit for recycling.
- Three quarters of respondents (77%) were satisfied to an extent with how clean and tidy the site is.
- Three quarters of respondents (78%) were satisfied to an extent with the recycling facilities overall.
- Nearly three quarters of respondents (72%) were satisfied to an extent with sport and leisure facilities.
- Just under two thirds of respondents (63%) were satisfied to an extent with museums and galleries.
- Just under two thirds of respondents (64%) were satisfied to an extent with theatres and concert halls.
- A very large proportion (89%) was satisfied to an extent with parks and open spaces.

1.4: Usage Of Facilities

- A fifth of respondents (20%) answered that they never use sport and leisure facilities. Under a fifth answered that they have used them once within the last 6 months (18%), at least once per week (17%), longer than a year ago (16%) or about once per month (15%).
- Over a fifth of respondents answered that they never use museums and galleries (24%), that they used them longer than a year ago (24%) or that they used them once within the last 6 months (23%). A fifth answered that they have used them once within the last year (20%).
- Around a quarter of respondents answered that they have used theatres and concert halls within the last six months (29%). Just under a fifth replied that they used theatres and concert halls longer than a year ago (19%) or that they never used them. Another fifth replied that they used them once within the last year (17%) or that they use them once per month (14%).
- Over a third of respondents answered that they use parks and open spaces at least once per week (38%). Around a fifth answered that they use them almost every day (21%) or about once per month (19%).

1.5: Changes In Cleanliness & Waste Services

- Just under a fifth of respondents (19%) think that keeping the land clear of litter and refuse has got better.
- Around a fifth of respondents (21%) think that the collection of household waste has got better.
- Over a third of respondents (35%) think that the collection of household recycling waste has got better.
- Over a third of respondents (38%) think that the local recycling facilities have got better.
- Over a third of respondents (15%) think that sport and leisure facilities have got better.
- Very few respondents (6%) think that museums and galleries facilities have got better.
- Just under a fifth of respondents (19%) think that theatres and concert halls have got better.
- Just under a fifth of respondents (19%) think that parks and open spaces have got better.

1.6: Information Provision

- The vast majority (96%) feel that they are kept fairly or very well informed about how to pay bills to the Council.
- The vast majority (91%) feel that they are kept fairly or very well informed about how to register to vote.
- Around half of respondents (53%) feel that they are kept fairly or very well informed about how they can get involved in local decision making.
- Just under two thirds of respondents (60%) feel that they are kept fairly or very well informed about how to complain to the Council.
- Just under two thirds of respondents (62%) feel that they are kept fairly or very well informed about what the Council spends its money on.

- Just under two thirds of respondents (60%) feel that they are kept fairly or very well informed about the standard of service they should expect from the Council.
- Just under half of respondents (45%) feel that they are kept fairly or very well informed about whether the Council delivers its promises.
- Over a third of respondents (35%) feel that they are kept fairly or very well informed about what the Council is doing to tackle antisocial behaviour.
- Half of respondents (50%) feel that they are kept fairly or very well informed about how well the Council is performing.
- Just under two thirds (61%) feel that they are kept fairly or very well informed by the Council.
- Under half of respondents (46%) find out about the Council from information that the Council provides.

1.7: Council Complaints

- A large proportion of respondents (85%) were very or fairly satisfied with how easy it was to find the right person.
- A large proportion of respondents (79%) were very or fairly satisfied with the length of time it took to deal with the person they contacted.
- Just over three quarters of respondents (78%) were satisfied with the information they were given by the Council.
- A large proportion of respondents (81%) were satisfied with how competent the staff were.
- A large proportion of respondents (82%) were satisfied with how helpful the staff were.
- Three quarters of respondents (75%) were satisfied with the final outcome.

1.8: How the Council performs overall

- Under half of respondents (41%) are satisfied with the opportunities for participation in local decision making.
- Over a third of respondents (36%) definitely agree or tend to agree that they can influence decisions in their local area.
- A quarter of respondents (25%) would like to be more involved in the decisions that the Council makes.
- The majority (81%) of respondents agree to an extent that the Council is making the local area a better place to live.
- Nearly three quarters (73%) of respondents agree to an extent that the Council is making the local area safer.
- Three quarters (76%) of respondents agree to an extent that the Council is making the local area cleaner and greener.
- Nearly three quarters (72%) of respondents agree to an extent that the Council is making the local area safer.
- Over half (57%) of respondents agree to an extent that the Council is good value for money.

- Three quarters (75%) of respondents agree to an extent that the Council is trustworthy.
- Under half (45%) of respondents agree to an extent that the Council is remote and impersonal.
- Around two thirds (69%) of respondents agree to an extent that the Council promotes the interests of local residents.
- Around two thirds (66%) of respondents agree to an extent that the Council acts on the concerns of local residents.
- Three quarters (78%) of respondents agree to an extent that the Council treats all people fairly.

1.9: Council Changes

- Nearly three quarters (72%) believe that the Council has stayed the same over the last three years.

1.10: Nature Of Residents

- Just over half of respondents (52%) were female and just under half (48%) male.
- The vast majority of these respondents (99%) are from a white ethnic background.
- The average age of respondents is 48 years, with a majority (49%) aged over 55 years.

2: Introduction

2.1: Christchurch Borough Council

Christchurch Borough Council is the local authority for the area, and provides services and facilities to all local residents in partnership with Dorset County Council. The Council has a duty to provide the best quality services to the public in the most efficient and effective manner.

Consultation is a route by which Councils can monitor the quality and cost of services, and investigate issues of importance to stakeholders. Assessing the views of residents and service users is key to this process, so the Council has embarked on a full and sustained public consultation programme to ensure that decisions are made in line with public opinion, and so that communities are more involved in the decision making process.

2.2: Best Value General Survey

This report details the results of the Best Value General Survey 2006, addressing the local area and Council's general service provision to residents, an exercise that must be repeated at least every three years under the Department of Communities and Local Government (DCLG) guidelines.

Best Value consultation is a nation-wide mechanism by which Councils can monitor the quality and cost of services they provide for the public by using standard Best Value Performance Indicators (BVPI) to assess service usage and satisfaction levels.

The results of this survey will be compared to those collected in 2003 where appropriate, to identify trends in behaviour and opinion. They can also be used as a baseline for future quantitative consultation and investigative qualitative consultation.

2.3: The Market Research Group (MRG)

The Council commissioned the Market Research Group (MRG), based at Bournemouth University, to undertake this research. The group offers expertise, experience and advice in the field of market research, tailored to suit the needs of individual organisations. MRG has specialised in consultation of this sort, and has numerous Best Value consultations to its name.

2.4: Project Aims & Objectives

2.4.1: Project Aims

The project's research aim was to provide the Council, and the DCLG, with reliable information about the views of residents on various topics of interest. The results of the research will help the Council to make informed decisions about the future of the services provided for residents and actions to be taken in the local area in light of comparisons with other authorities, and can be used as a basis for further consultation.

2.4.2: Project Objectives

More specifically, the project sought to achieve the following objectives:

- To fulfil the requirement placed upon the Council to report back its BVPIs to the DCLG.
- To investigate issues of importance in the local area and to identify which of these are most in need of improvement.
- To assess opinions about the waste and litter services.
- To assess opinions about the household waste collection service.
- To assess opinions about the local recycling facilities.
- To assess opinions about the doorstep recycling collection.
- To determine usage and assess opinions about the cultural and recreational facilities.
- To identify how well the Council keeps residents informed.
- To determine Council service usage and to assess opinions of these services.
- To assess overall opinions of the Council and determine how this has changed over time.
- To determine how services have changed over time.
- To investigate Council complaints topics and procedures.
- To identify any anti-social behaviour problems in the local area.
- To investigate the nature of local residents.
- To collect any additional comments and suggestions of relevance.

3: Methodology

This section outlines the methods used to undertake the Best Value General Survey 2006, as prescribed by the DCLG guidance documents.

3.1: Research Design

3.1.1: Target Population

Under the Best Value guidance the target population, those of interest to the project, can be defined as all residents over the age of 18 living in the area.

3.1.2: Sample Frame

DCLG specified that the Postal Address File (PAF) should be used as the sample frame in this instance. This is a complete list of household addresses in the area which can be easily manipulated to produce a sample for research purposes, and has the advantages of being complete and up to date. A list of 5,000 addresses was supplied by DCLG which MRG used to randomly select 3,000 addresses in which to mail the survey.

3.1.3: Sample Size

DCLG indicated that a maximum confidence interval of +/-3% (at the 95% confidence level) should be achieved for each performance indicator. This simply means that we should be 95% confident in the results to within this specified margin of error, although it should be noted that breakdowns by demographic data will have larger confidence intervals.

In order to achieve this confidence interval we needed to achieve a sample of around 1,100 complete interviews. As meeting these confidence intervals is so crucial to the success of the project, MRG underestimated the likely response rate and chose a sample of 3,000 addresses. In the event 1,658 residents responded (55% response), meaning that we can be confident that the results are a true reflection of the local population's views to within +/-2.4% (at the 95% confidence level).

3.1.4: Sampling Technique

If the response was to provide representative results it was essential that the respondents reflect the demographic profile of the local population, reducing the need to apply data weighting. To this end MRG chose to conduct a random sample of addresses, stratified by ward area to ensure good geographical coverage.

3.1.5: Data Collection

The DCLG specified a single methodology (postal survey), the means by which respondents were contacted and interviews administered.

DCLG specified a standard fieldwork window for this project, beginning with an initial mailing to claimants from 1st September 2006 and ending on 30 November 2006.

They also required that two questionnaire reminder mailings be sent to non-respondents, which MRG distributed at three weekly intervals following the initial mailing.

3.1.6: Survey Materials

MRG designed and produced a questionnaire and introductory covering letter for respondents, both of which were based on the standard templates produced by DCLG for this survey.

The questionnaire included all the standard service, opinion and demographic questions required to report performance indicators applicable to the Council, and several additional questions were included regarding public conveniences. MRG added a unique ID number to each questionnaire sent out to reduce the possibility of duplicate responses and so that non-respondents could be identified and targeted with reminder mailings.

The covering letter introduced the project, its purpose, MRG contacts and Data Protection information. A slightly amended letter was included with repeat mailings of reminder questionnaires.

Provision was also made for those with sensory impairment and those speaking other languages in the form of large print versions, translated versions or telephone interviews. In addition, to encourage a good response each respondent received a freepost return envelope in which to return their completed questionnaire.

3.2: Data Processing & Analysis

Upon receipt of the questionnaires, each unique ID number was used to update responses on the sample frame database. This was then used to update the Council of response rates and key demographic breakdowns, and was also used as a basis for reminder mailings.

All questionnaires were scanned and checked by MRG, and back-checking exercises conducted if warranted. All open-ended responses were coded with standard numerical tags for ease of analysis and finally all responses were entered into a specialist computer package and combined with the sample frame database.

MRG then produced the tabulated results and data weighting information required by DCLG, but did not apply data weighting until submission of further results to the Council.

3.3: Reporting

The Council received regular weekly fieldwork updates from MRG upon commencement of the project, including the number of responses and key demographic breakdowns. This allowed swift corrective action should any problems be encountered.

MRG also provided the Council with advanced copies of all data and document submissions intended for DCLG for confirmation before they were sent. These included a brief methodology, the raw data file, weighting information, tabulated results and research materials.

Upon completion of these basic requirements, MRG conducted further detailed analysis of the results to satisfy the information requirements of the Council, including cross-tabulations, statistical calculations and benchmarking with historical data and a peer organisation (another Council in Dorset).

4: Research Findings

This section of the report discusses the findings of the survey.

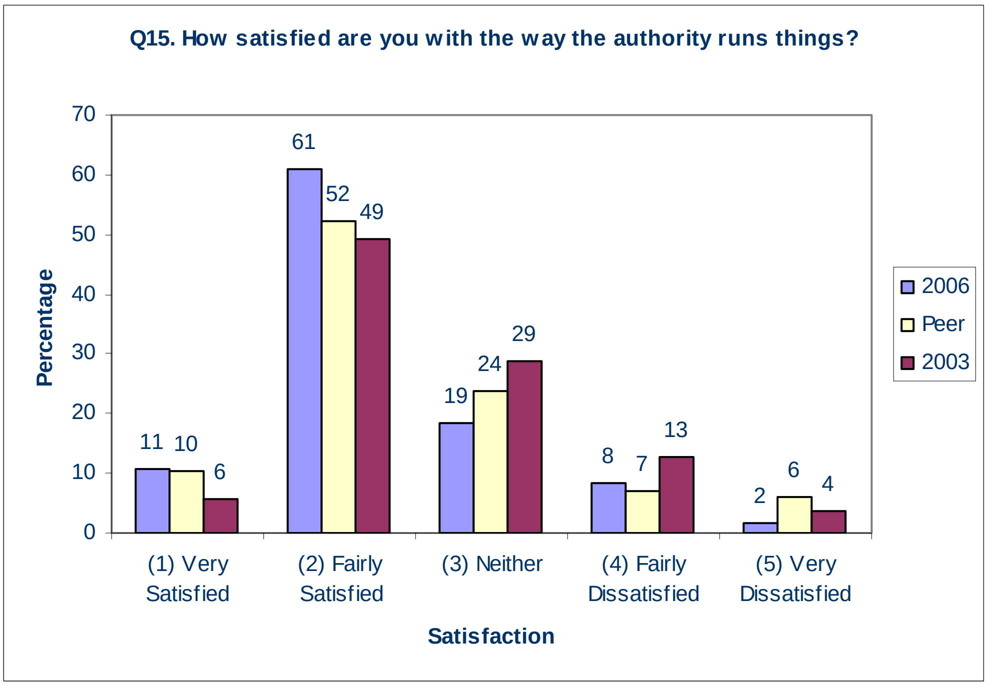
4.1: Best Value Performance Indicators

This section of the results details the Best Value Performance Indicator (BVPI) results. These include satisfaction with the Council overall (BV3), with complaint handling (BV4), cleanliness (BV89), and waste collection and recycling (BV90).

4.1.1: Overall Satisfaction (BV3)

The following graph shows respondent satisfaction with the way the Council runs things in 2006, compared to the results reported in 2003 and by peer organisations this year.

Nearly three quarters (72%) were satisfied to some extent with the service provided by the Council. This will be reported as the performance indicator score for BV3. Most of those satisfied were fairly satisfied (61%), around a fifth (19%) were neutral on this point and a tenth in total (9%) were dissatisfied.

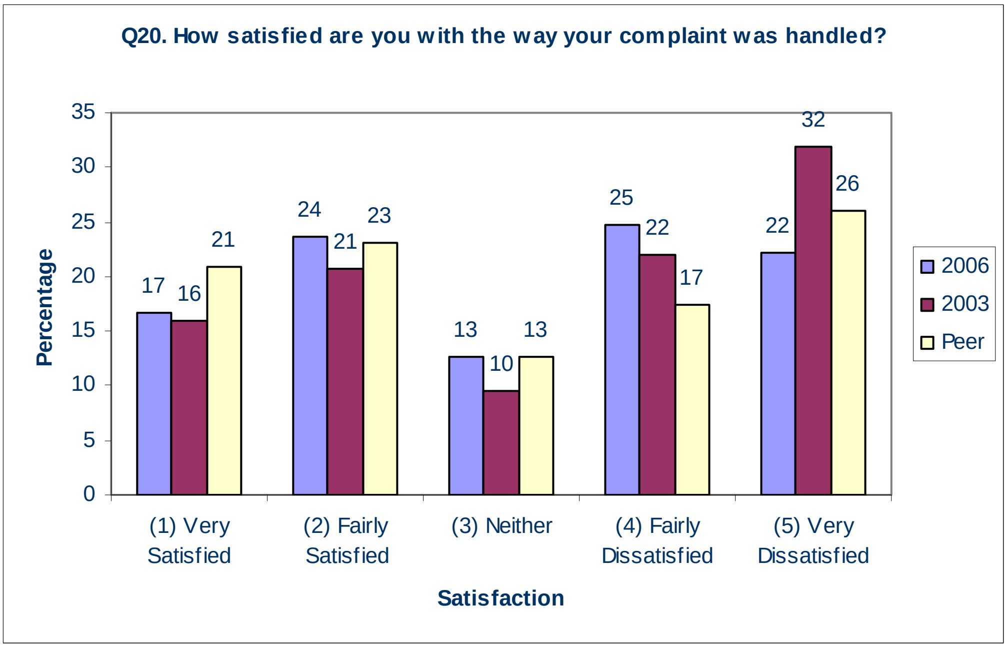


The proportion satisfied (72%) with the Council has increased significantly since the 2003 survey (55%) and is also higher than peer organisation surveyed this year (62%).

4.1.2: Complaints Handling (BV4)

A quarter of respondents (25%) reported contacting the Council with a complaint within the last year. The following graph shows satisfaction with the way the Council handled these complaints, compared to the results reported in 2003 and by the peer organisation surveyed this year.

Under half of respondents complaining to the Council (41%) were satisfied to an extent with the outcome. This will be reported as the performance indicator score for BV4. Many of those satisfied were fairly satisfied (24%) and around a tenth (13%) were neutral on this point. Around half (46%) were dissatisfied to an extent.

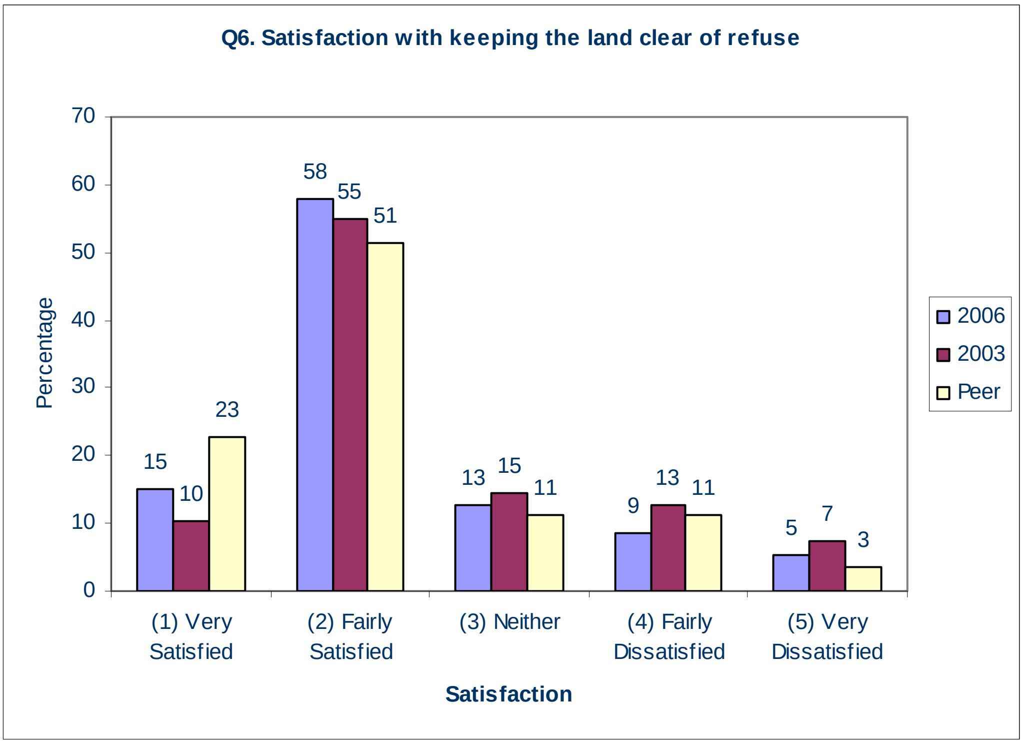


The proportion satisfied (41%) with the Council's complaint procedures has increased slightly since the 2003 survey (37%), and is on par with the result for the peer organisation surveyed (44%).

4.1.3: Cleanliness Of Public Land (BV89)

The following graph shows satisfaction with the Council's fulfilment of its duty to keep public land free of litter and refuse, compared to the results reported in 2003 and by the peer organisation surveyed this year.

Nearly three quarters of respondents (73%) were satisfied to some extent with this aspect of the Council's services. This will be reported as the performance indicator score for BV89. Many of those satisfied were fairly satisfied (58%), over a tenth (13%) were neutral on this point, with under a fifth in total (14%) being dissatisfied.

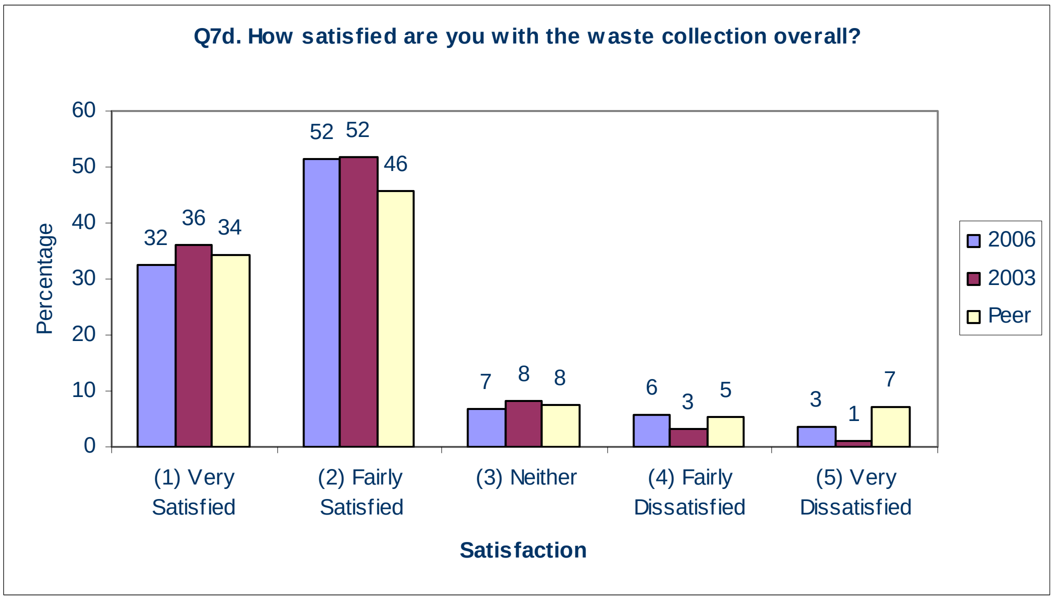


The proportion satisfied (73%) with the level of cleanliness in public areas has increased since the 2003 survey (65%), and is on par with the average result for the peer organisation surveyed (74%).

4.1.4: Household Waste Collection (BV90A)

The following graph shows satisfaction with the Council's household waste collection service, compared to the results reported in 2003 and by the peer organisation surveyed this year.

A large proportion of respondents (84%) were satisfied to some extent with this service. This will be reported as the performance indicator score for BV90A. Around half were fairly satisfied (52%), and under a tenth each were neutral or dissatisfied (7% and 9% respectively).

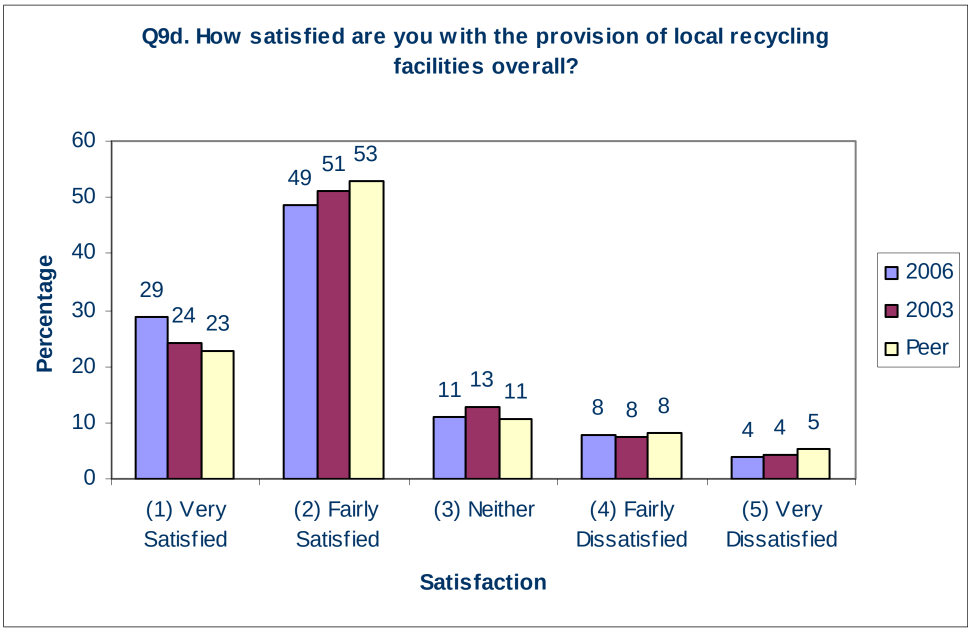


The proportion satisfied (84%) with the Council's waste collection service is in par with the 2003 survey (88%), but is slightly higher than the average result for the peer organisation surveyed (80%).

4.1.5: Recycling Facilities (BV90B)

The following graph shows satisfaction with the Council's provision of recycling facilities, compared to the results reported in 2003 and by the peer organisation surveyed this year.

Three quarters of respondents (78%) were satisfied to some extent with this service. This will be reported as the performance indicator score for BV90B. Many of those satisfied were fairly satisfied (49%), and around a tenth each were neutral or dissatisfied (12% and 11% respectively).

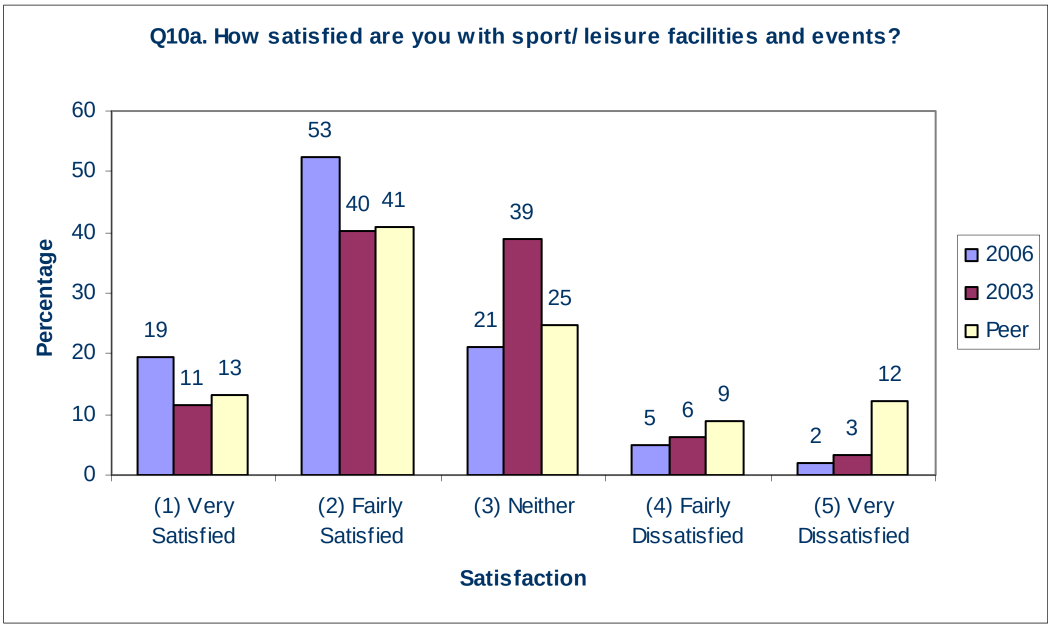


The proportion satisfied (78%) with the Council's recycling facilities is similar with the 2003 survey (75%) and the result for the peer organisation surveyed (76%).

4.1.6: Sports & Leisure Facilities (BV119A)

The following graph shows satisfaction with local sports and leisure facilities, compared to the results reported in 2003 and by the peer organisation surveyed this year.

Nearly three quarters of respondents (72%) were satisfied to an extent with this service. This will be reported as the performance indicator score for BV119A. Many of those satisfied were fairly satisfied (53%), around a fifth (21%) were neutral and under a tenth were dissatisfied (7%).

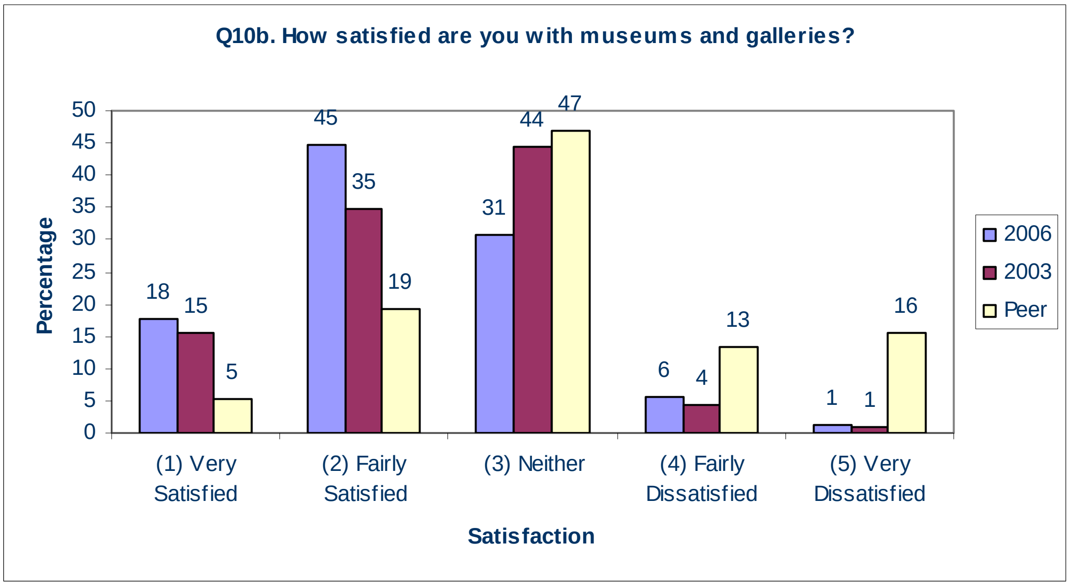


The proportion satisfied (72%) with these facilities has improved significantly since the 2003 survey (51%), and is higher than the result for the peer organisation surveyed (54%).

4.1.7: Museums & Galleries (BV119C)

The following graph shows satisfaction with local museums and galleries, compared to the results reported in 2003 and by the peer organisation surveyed this year.

Just under two thirds of respondents (63%) were satisfied to an extent with this service. This will be reported as the performance indicator score for BV119C. Most of those respondents were fairly satisfied (45%), around a third (30%) were neutral and under a tenth dissatisfied (7%).

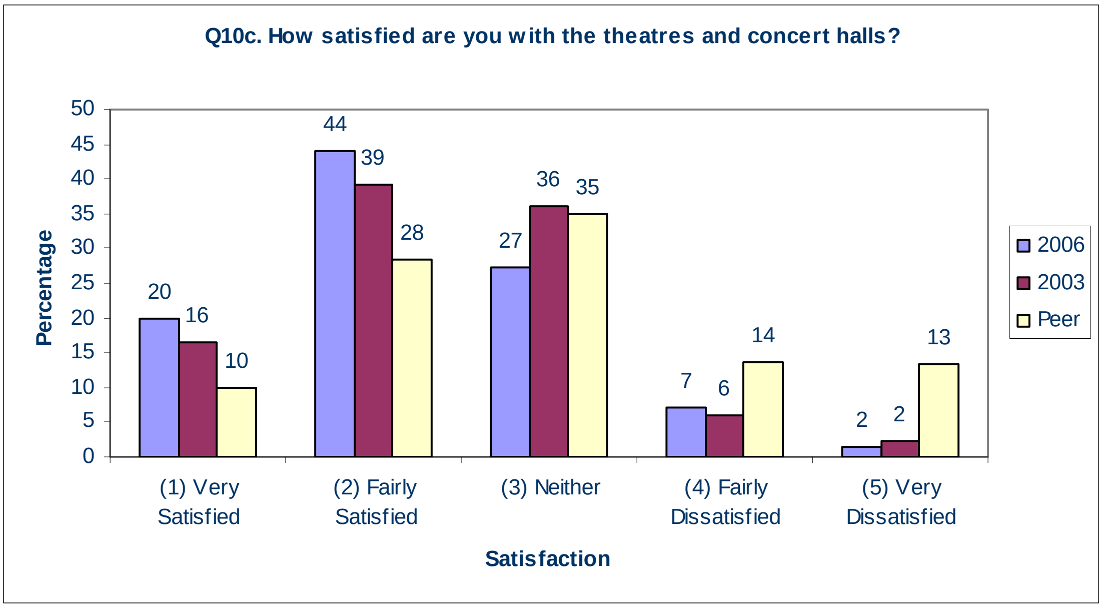


The proportion satisfied (63%) with these facilities has increased since the 2003 survey (50%), and is significantly higher than the result reported by the peer organisation this year (24%).

4.1.8: Theatres & Concerts Halls (BV119D)

The following graph shows satisfaction with local theatres and concert halls, compared to the results reported in 2003 and by the peer organisation surveyed this year.

Just under two thirds of respondents (64%) were satisfied to an extent with this service. This will be reported as the performance indicator score for BV119D. Many of those satisfied were fairly satisfied (44%), around a quarter (27%) were neutral and under a tenth dissatisfied (9%).

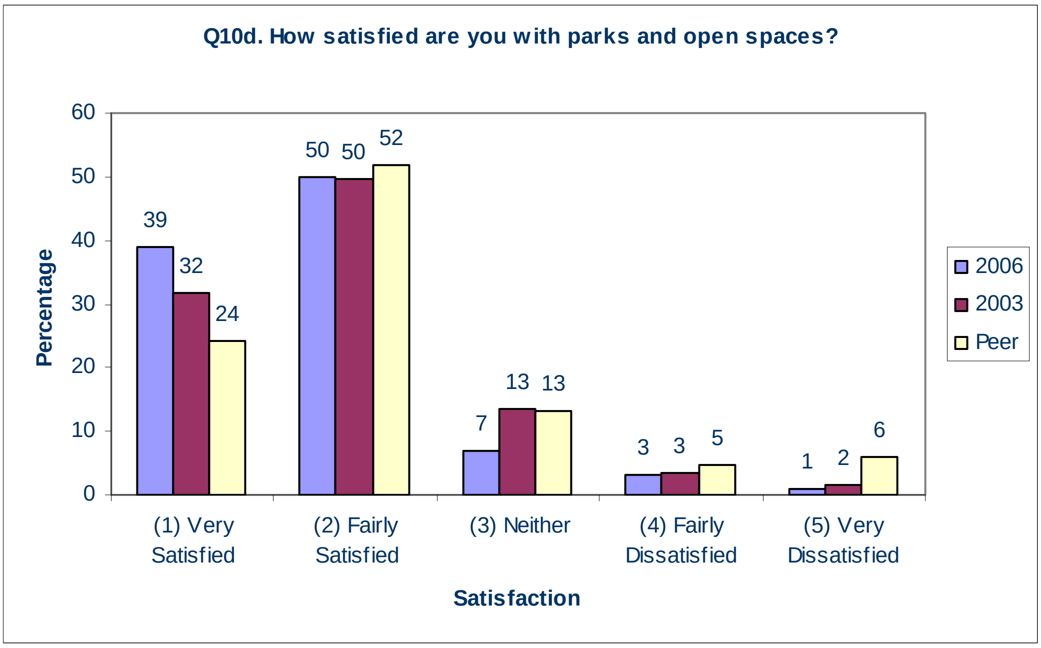


The proportion satisfied (64%) with these facilities has increased significantly since the 2003 survey (55%), and is significantly higher than the result for the peer organisation surveyed (38%).

4.1.9: Parks & Open Spaces (BV119E)

The following graph shows satisfaction with local parks and open spaces, compared to the results reported in 2003 and by peer the organisation surveyed this year.

A very large proportion (89%) was satisfied to an extent with this service. This will be reported as the performance indicator score for BV119E. Half were fairly satisfied (50%), under a tenth (7%) were neutral and very few were dissatisfied (4%).



The proportion satisfied (89%) with these facilities has increased since the 2003 survey (82%) and is higher than the result for the peer organisation surveyed (76%).

4.2: The Local Area

This section of the findings relates to the results of the questions asked about the respondent's local area. More specifically it deals with the factors of importance in the area, how these have changed over time, the improvements required and specific anti-social problems in the area.

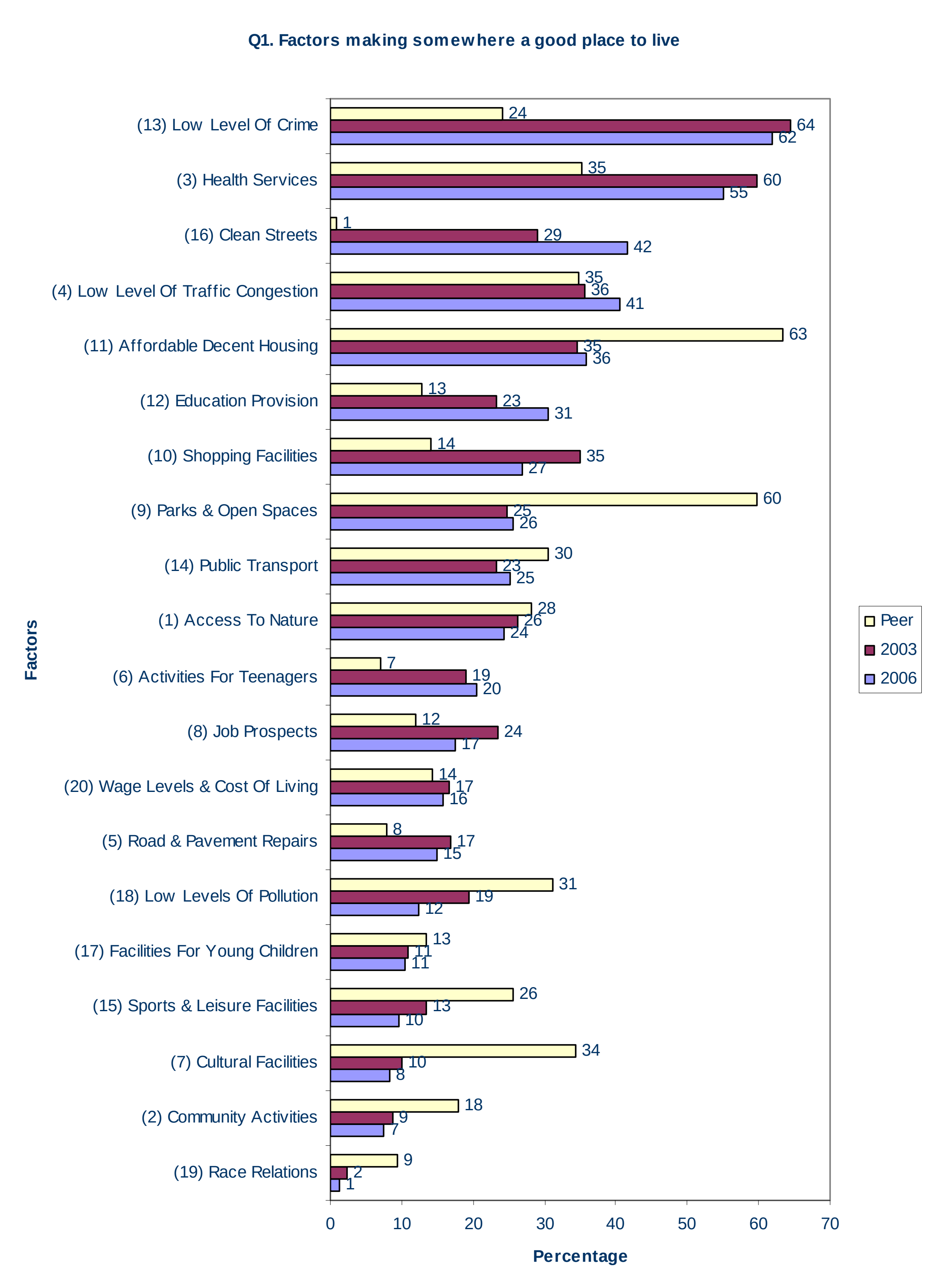
4.2.1: Factors Of Importance

The graph overleaf shows the factors of importance in making the local area a good place to live. Each respondent was asked to nominate up to five factors, and the results have been ordered by most important to least important.

A clear majority believed that a low level of crime (62%) and health services (55%) are important factors. Under half also thought that clean streets (42%), a low level of traffic congestion (41%), affordable decent housing (36%) and education provision (31%) are important to the local area.

Around a quarter nominated shopping facilities (27%), parks and open spaces (26%), public transport (25%), access to nature (24%) and activities for teenagers (20%). All other factors were nominated by under a fifth, and therefore are considered less important.

These factors were rated at a similar level of importance with the results of the 2003 survey. However results from the peer organisation suggest that most important factors for making somewhere a good place to live is affordable housing (63%) and parks and open spaces (60%).


Q1. Factors making somewhere a good place to live
Factors
Percentage
Peer
2003
2006
(13) Low Level Of Crime 24 64 62
(3) Health Services 35 60 55
(16) Clean Streets 1 29 42
(4) Low Level Of Traffic Congestion 35 36 41
(11) Affordable Decent Housing 63 35 36
(12) Education Provision 13 23 31
(10) Shopping Facilities 14 35 27
(9) Parks & Open Spaces 60 25 26
(14) Public Transport 30 23 25
(1) Access To Nature 28 26 24
(6) Activities For Teenagers 7 19 20
(8) Job Prospects 12 24 17
(20) Wage Levels & Cost Of Living 14 17 16
(5) Road & Pavement Repairs 8 17 15
(18) Low Levels Of Pollution 31 19 12
(17) Facilities For Young Children 13 11 11
(15) Sports & Leisure Facilities 26 13 10
(7) Cultural Facilities 34 10 8
(2) Community Activities 18 9 7
(19) Race Relations 9 2 1
0 10 20 30 40 50 60 70

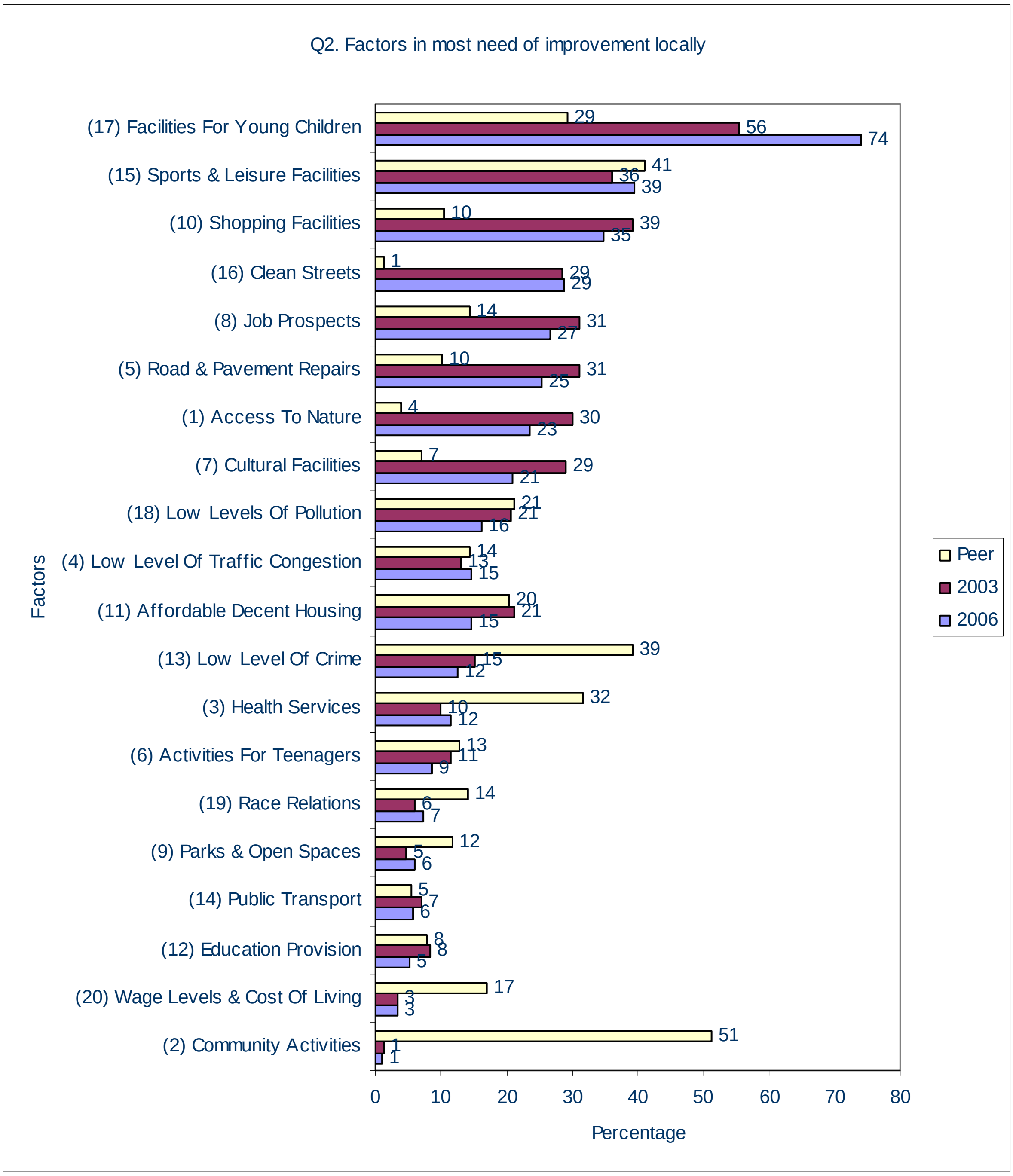
4.2.2: Improvements Required

The graph overleaf shows the factors that respondents believe are most in need of improvement. Again, each respondent was asked to nominate up to five factors, and the results have been ordered by those most in need of improvement.

Nearly three quarters of respondents agree that the main factor in need of improvement is facilities for young children (74%). Over a third of respondents stated that sports and leisure facilities (39%) and shopping facilities (35%) also need improving.

Other factors in need of improvement were job prospects (27%), road and pavement repairs (25%), access to nature (23%) and cultural activities (21%). All other factors were nominated by under a fifth of respondents and are therefore considered in less need of improvement.

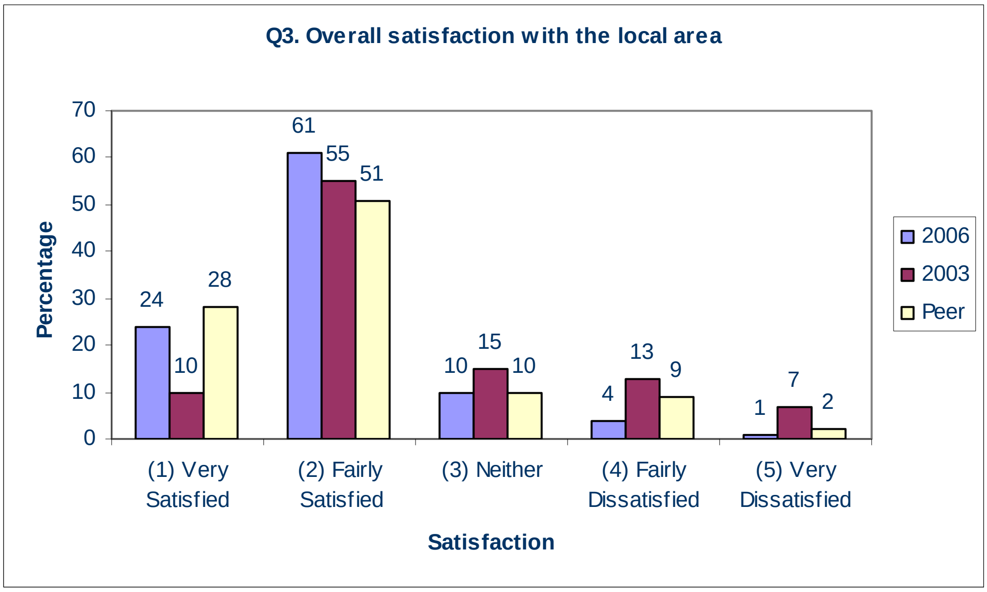
These factors were rated at a similar level of importance with the results of the 2003 survey. However, results from the peer organisation suggest that factors in need of improvement are community activities (51%), low level of crime (39%) and health services (32%).


Q2. Factors in most need of improvement locally
(17) Facilities For Young Children
29
56
74
(15) Sports & Leisure Facilities
41
36
39
(10) Shopping Facilities
10
39
35
(16) Clean Streets
1
29
29
(8) Job Prospects
14
31
27
(5) Road & Pavement Repairs
10
31
25
(1) Access To Nature
4
30
23
(7) Cultural Facilities
7
29
21
(18) Low Levels Of Pollution
21
21
16
(4) Low Level Of Traffic Congestion
14
13
15
(11) Affordable Decent Housing
20
21
15
(13) Low Level Of Crime
39
15
12
(3) Health Services
32
10
12
(6) Activities For Teenagers
13
11
9
(19) Race Relations
14
6
7
(9) Parks & Open Spaces
12
5
6
(14) Public Transport
5
7
6
(12) Education Provision
8
8
5
(20) Wage Levels & Cost Of Living
17
3
3
(2) Community Activities
51
1
1
Factors
0
10
20
30
40
50
60
70
80
Percentage
Peer
2003
2006

4.2.3: Overall Opinion Of The Local Area

The following graph shows respondent satisfaction with the way the local area in 2006, compared to the results reported in 2003 and by the peer organisation surveyed this year.

The majority of respondents (85%) were satisfied to some extent with the local area. Most of those satisfied were fairly satisfied (61%), a tenth (10%) were neutral on this point and few (5%) were dissatisfied.



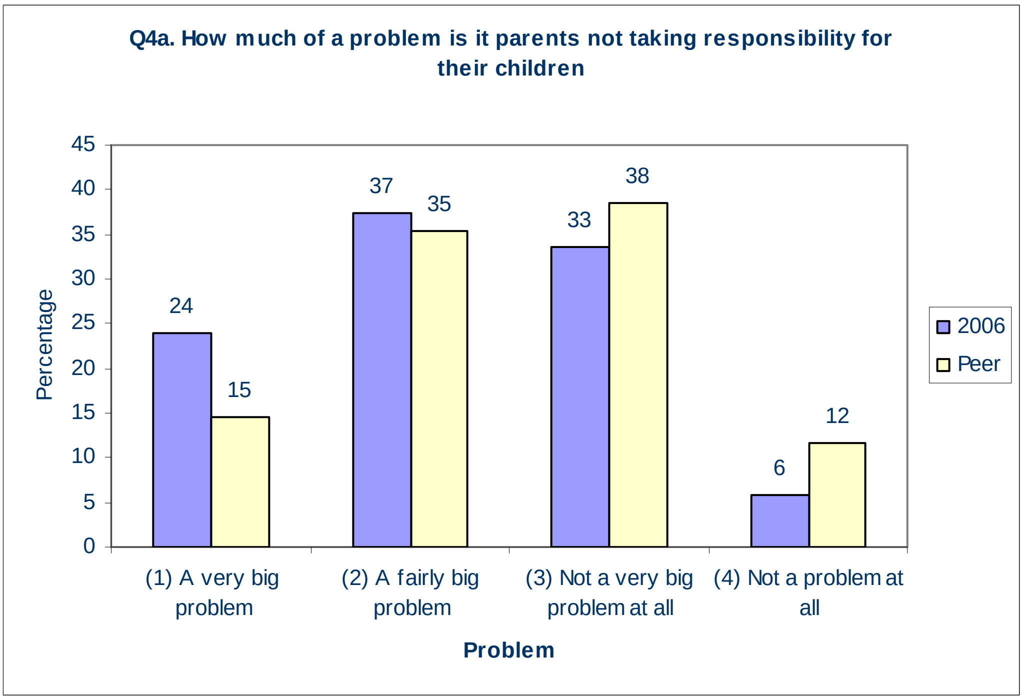
The proportion satisfied (85%) with the Council has significantly increased since the 2003 survey (65%) and is also higher than the average result for the peer organisation surveyed (79%).

4.2.4: Anti social behaviour

Respondents were asked a series of questions regarding certain problems in the local area.

Parents not taking responsibility of their kids

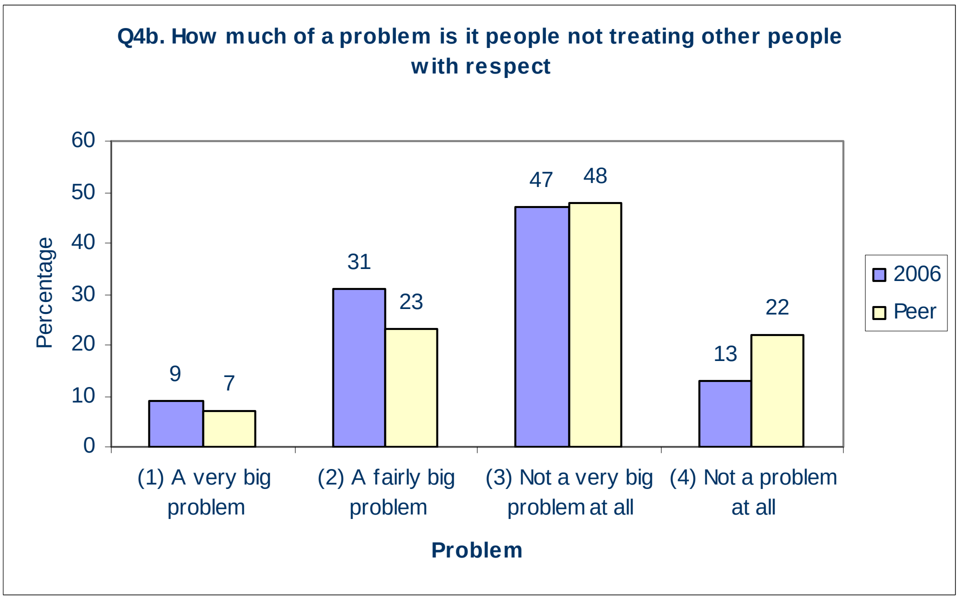
Just under two thirds of respondents (61%) answered that parents not taking responsibility of their children is a very or fairly big problem. Over a third (39%) think that it is not a very big problem or not a problem at all.



The proportion of respondents (61%) who consider that parents not taking responsibility of their children is a problem is higher than the figure reported by the peer organisation (50%).

People not treating other people with respect

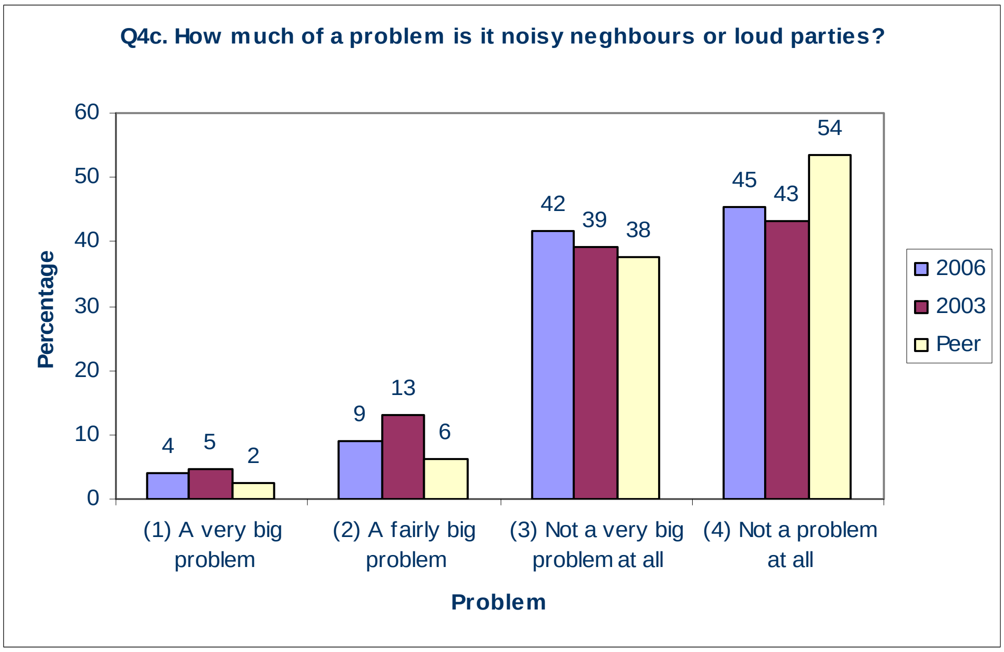
Under half of respondents (40%) think that people not treating other people with respect is a very or fairly big problem. Just under two thirds (60%) consider it not a very big problem or not a problem at all.



The proportion of respondents (40%) who consider that people not treating other people with respect is a problem is higher than the figure reported by the peer organisation (30%).

Noisy neighbours or loud parties

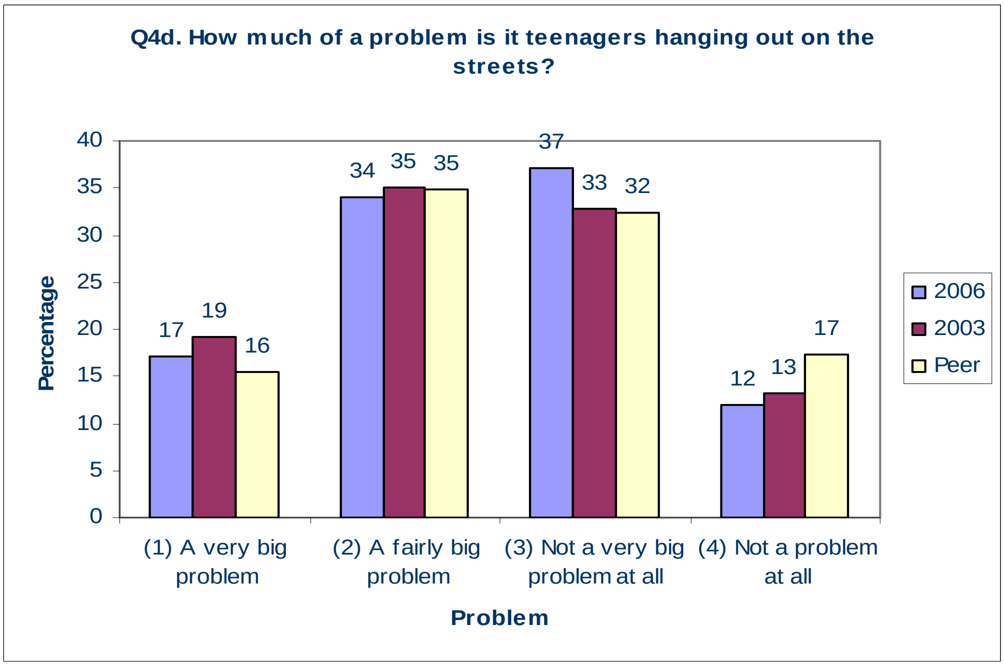
Over a tenth of respondents (13%) believe that noisy neighbours or loud parties is a problem to an extent. The majority (87%) think that it is not a very big problem or not a problem at all.



The proportion of respondents who consider noisy neighbours or loud parties as a problem (13%) is slightly lower than the 2003 survey (18%), but slightly higher than the average result for the peer organisation surveyed (8%).

Teenagers hanging out on the streets

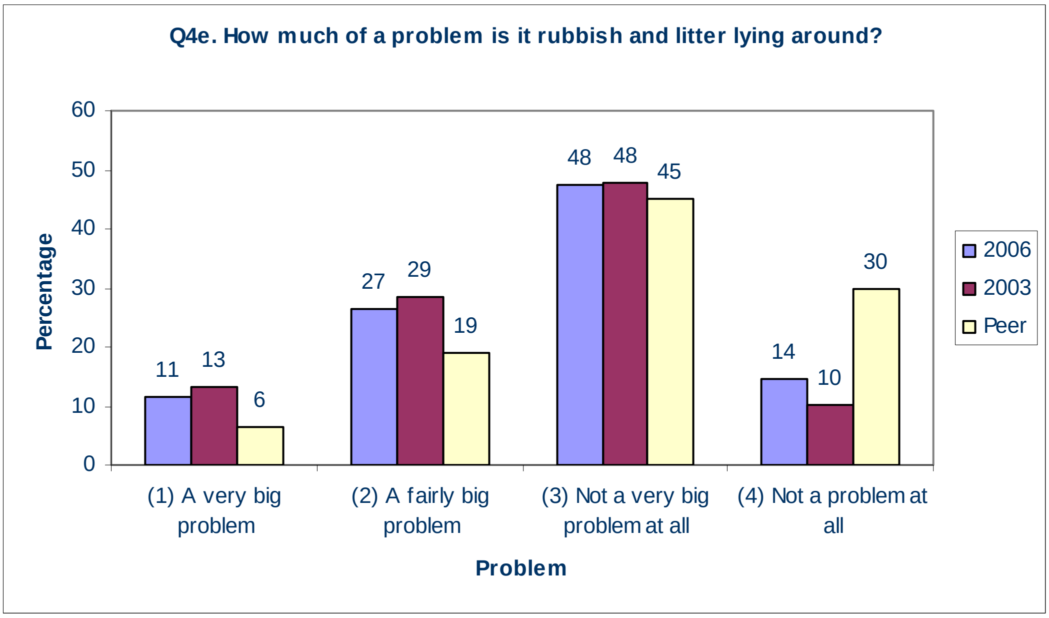
Just over half of respondents (51%) believe that teenagers hanging out on the streets are a very or fairly big problem. Just under half (49%) think that it is not a very big problem or not a problem at all.



The proportion of respondents considering teenagers hanging out on the streets as a problem (51%) is slightly lower than the 2003 survey (54%), and is on par with the average result for the peer organisation surveyed (51%).

Rubbish and litter lying around

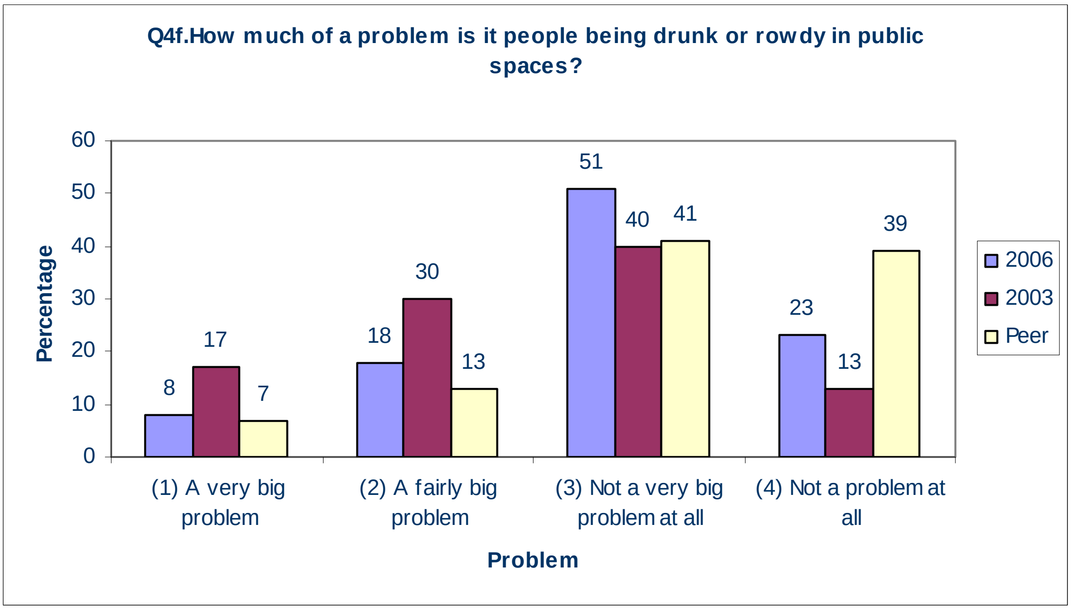
Over a third of respondents (38%) think that rubbish and litter lying around is a very or fairly big problem. Just under two thirds (62%) believe that it is not a very big problem or not a problem at all.



The proportion of respondents who consider that rubbish and litter lying around is a problem (38%) is lower than the 2003 survey (42%), but higher than the average result for the peer organisation surveyed (25%).

People being drunk or rowdy in public spaces

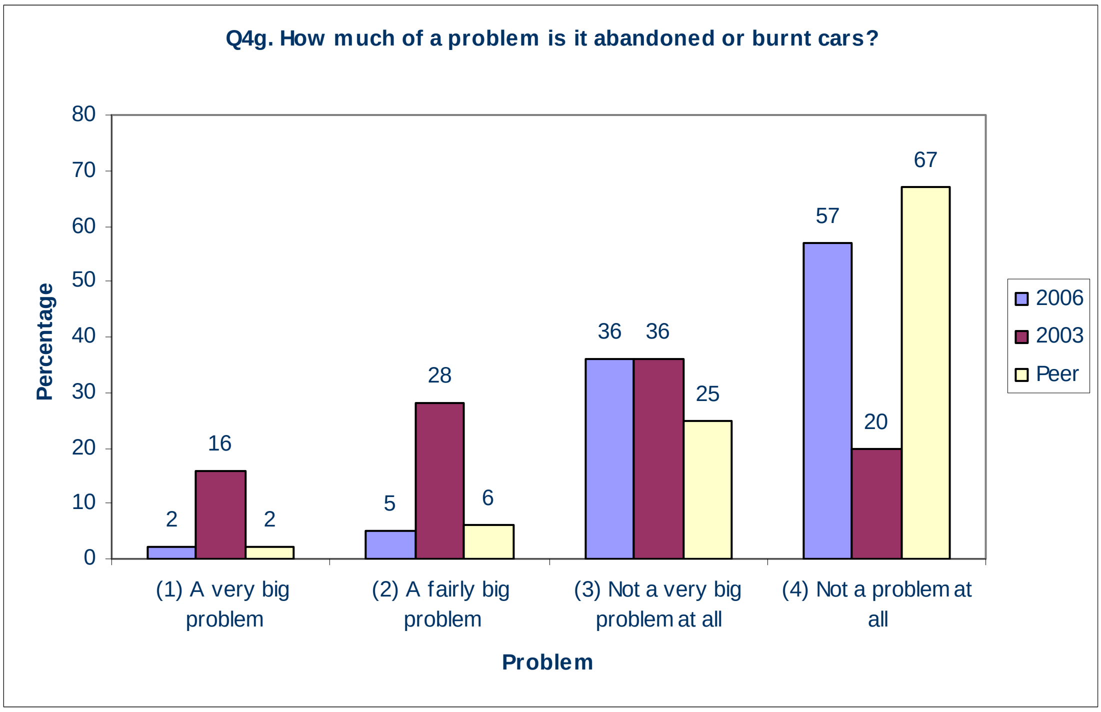
Around a quarter of respondents (26%) think that people being drunk or rowdy in public spaces is a very big or fairly big problem. Nearly three quarters (74%) believe that it is not a very big problem or not a problem at all.



The proportion of respondents who consider the above a problem (26%) is significantly lower than the 2003 survey (47%), but slightly higher than the average result for the peer organisation surveyed (20%).

Abandoned or burnt cars

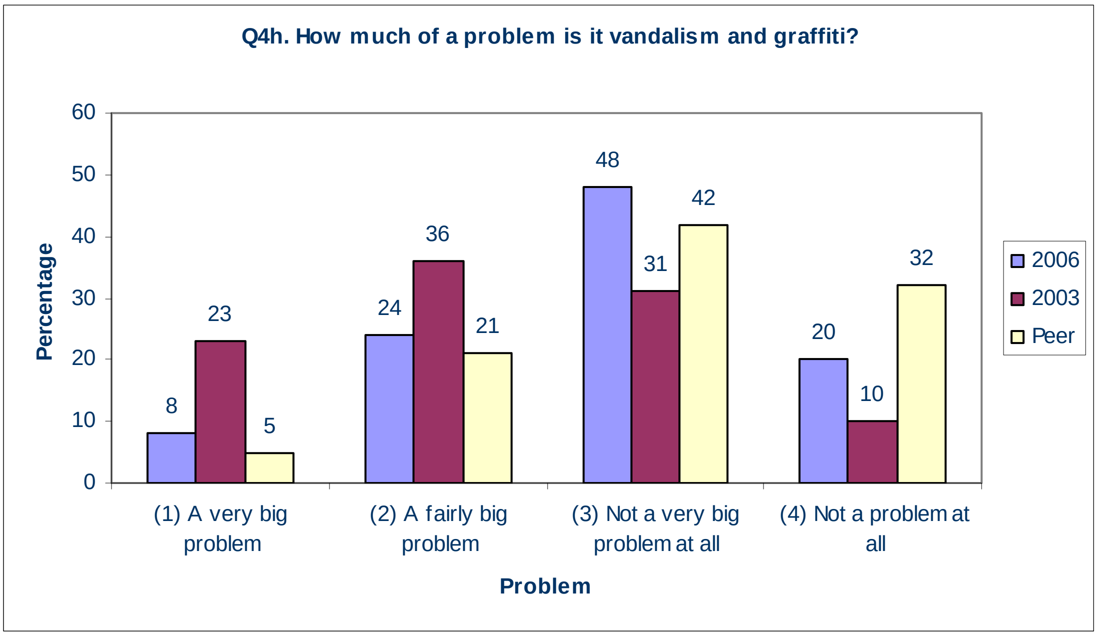
Very few people (7%) think that abandoned or burnt cars are a very or fairly big problem. The vast majority (93%) think that it is not a big problem or not a problem at all.



The proportion of respondents who consider the above a problem (7%) is significantly lower than the 2003 survey (44%), but is on par with the result for the peer organisation surveyed (8%).

Vandalism and graffiti

Around a third of respondents (32%) think that vandalism and graffiti is a very or fairly big problem. Around two thirds (68%) believe that it is not a very big problem or not a problem at all.

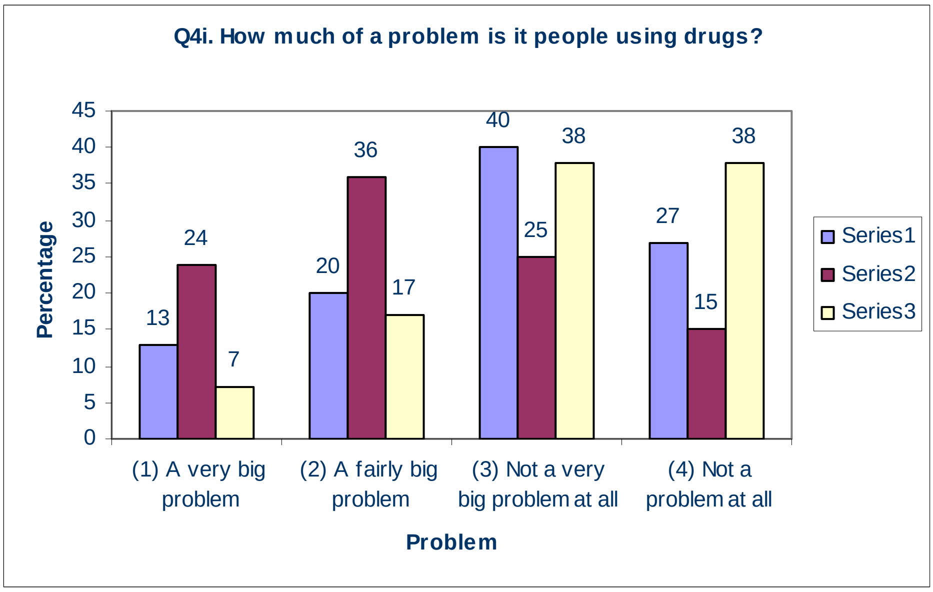


The proportion of respondents who consider the above a problem (32%) is significantly lower than the 2003 survey (59%), but the figure is slightly higher than the result for the peer organisation surveyed (26%).

A larger proportion of people aged 70-74 years old think the above as a very or fairly big problem (39%) compared to people aged 18-24 years old (14%).

People using drugs

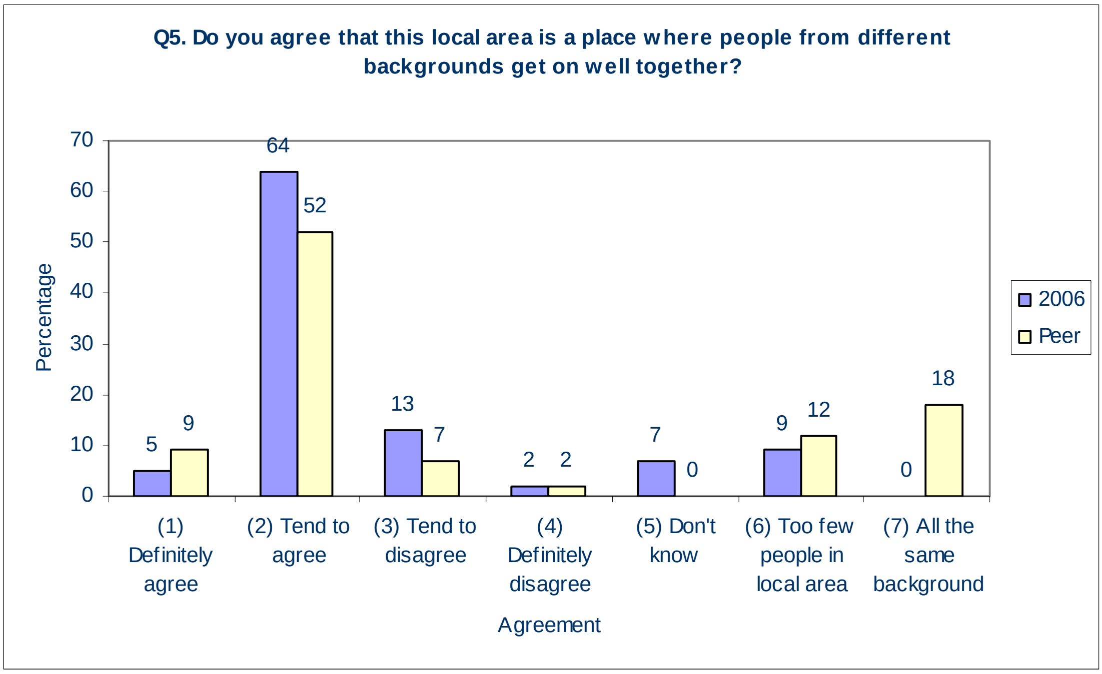
Around a third (33%) think that people using drugs is a very or fairly big problem. Around two thirds (67%) believe that it is not a very big problem or not a problem at all.



The proportion of respondents who consider the above a problem (33%) is significantly lower than the 2003 survey (60%), and slightly higher than the average result for the peer organisation surveyed (24%).

People from different backgrounds

When asked whether they agree that the local area is a place where people from different backgrounds get on, two thirds of respondents (69%) answered that they definitely agree or that they tend to agree. Under a fifth (15%) replied that they tend to disagree or that they definitely disagree.



The percentage of people that agree with the above statement (69%) is slightly lower than the figure reported for the peer organisation (61%).

Just under a fifth (18%) of the peer organisation respondents believe that people in the area all share the same background compared to the percentage of Christchurch respondents who think that all people share the same background (0%).

4.3: Your local authority

This section of the findings relates to the questions asked about the Council generally. These include satisfaction with the Council, changes to the Council, information provision and complaints.

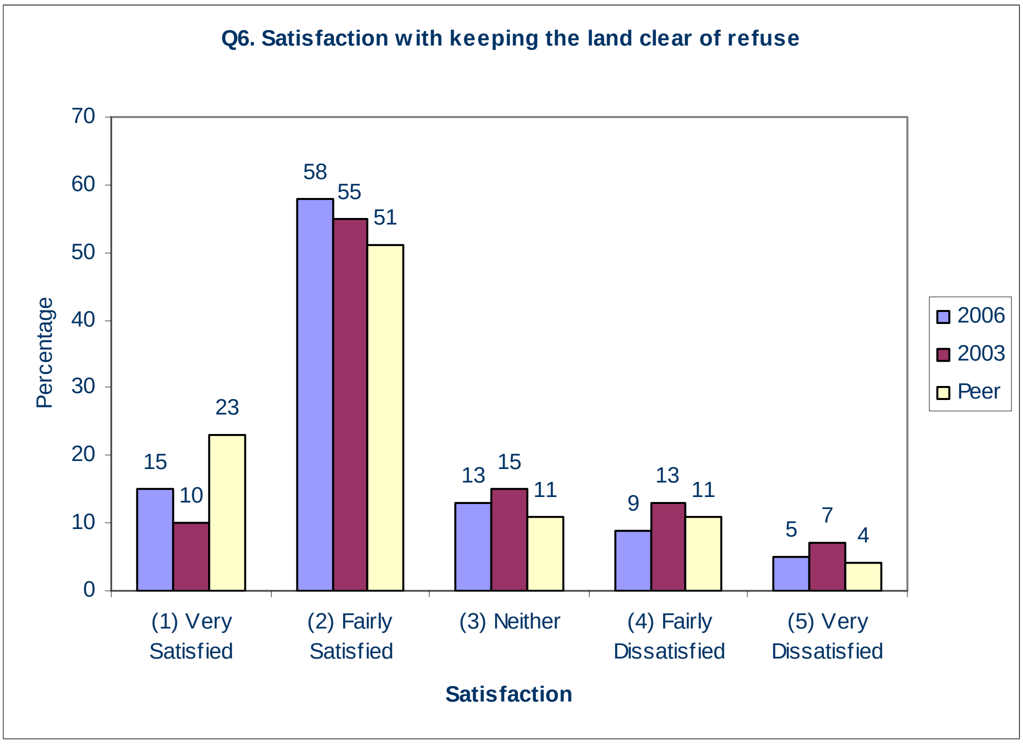
4.3.1: Waste and litter services

This section of the findings relates to respondent opinions of cleanliness and waste services. More specifically it details satisfaction with litter and refuse on public land, household waste collection, local recycling facilities and the Council's recycling collection service.

Litter & Refuse

The following graph shows satisfaction with the Council's fulfilment of its duty to keep public land free of litter and refuse, compared to the results reported in 2003 and by the peer organisation surveyed this year.

Nearly three quarters of respondents (73%) were satisfied to an extent with this aspect of the Council's services. Many of those satisfied were fairly satisfied (58%), over a tenth (13%) were neutral on this point, with less than a fifth (14%) being dissatisfied to an extent.



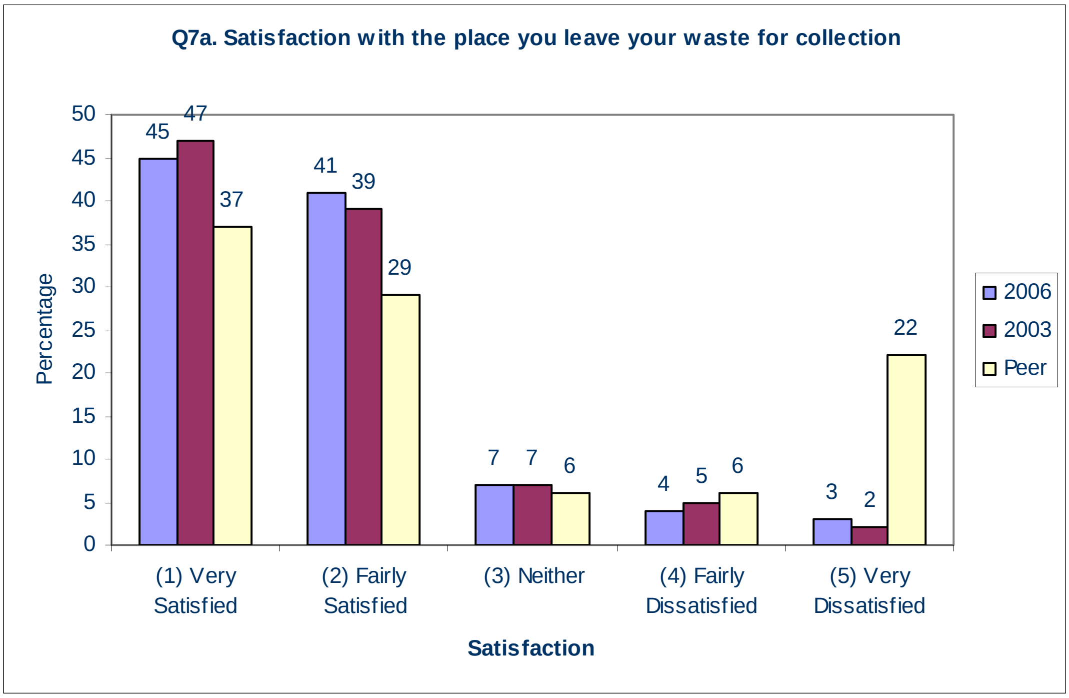
The proportion satisfied (73%) with the level of cleanliness in public areas has increased since the 2003 survey (65%), and is on par with the result for the peer organisation surveyed (74%).

4.3.2: Household Waste Collection

The following graphs show respondents' satisfaction with the household waste collection.

The receptacle provided

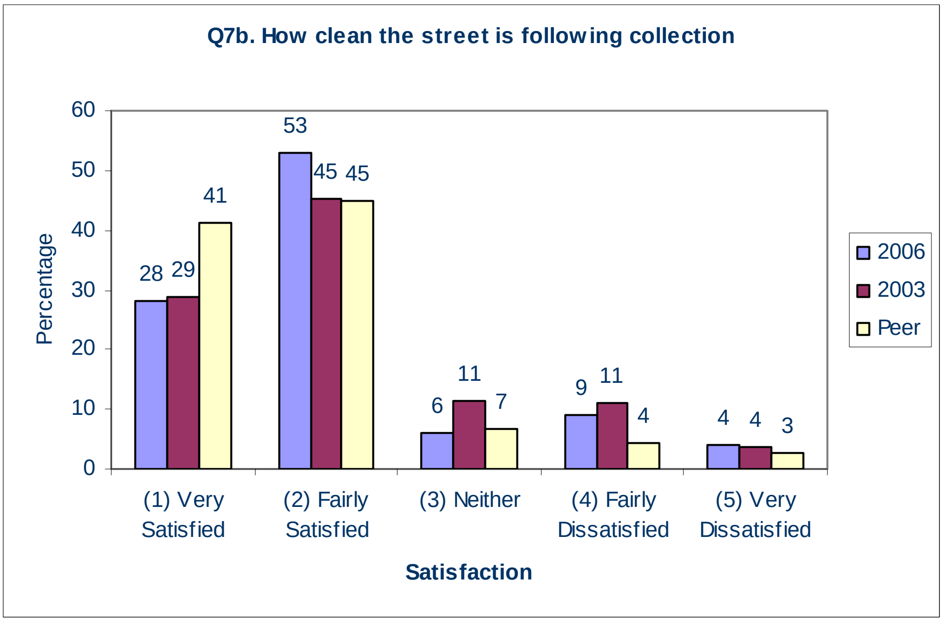
The majority of respondents (86%) were very or fairly satisfied with the place they leave their waste for collection. Few were dissatisfied to an extent (7%) or neutral (7%).



The proportion satisfied (86%) with the place they leave their waste for collection is on par with the 2003 survey (86%), and is significantly higher than the result for the peer organisation surveyed (66%).

How clean is the street after collection

A large proportion of respondents (81%) were very or fairly satisfied with how clean the street is following collection. Around a tenth were dissatisfied to an extent (13%) and few were neutral (6%).

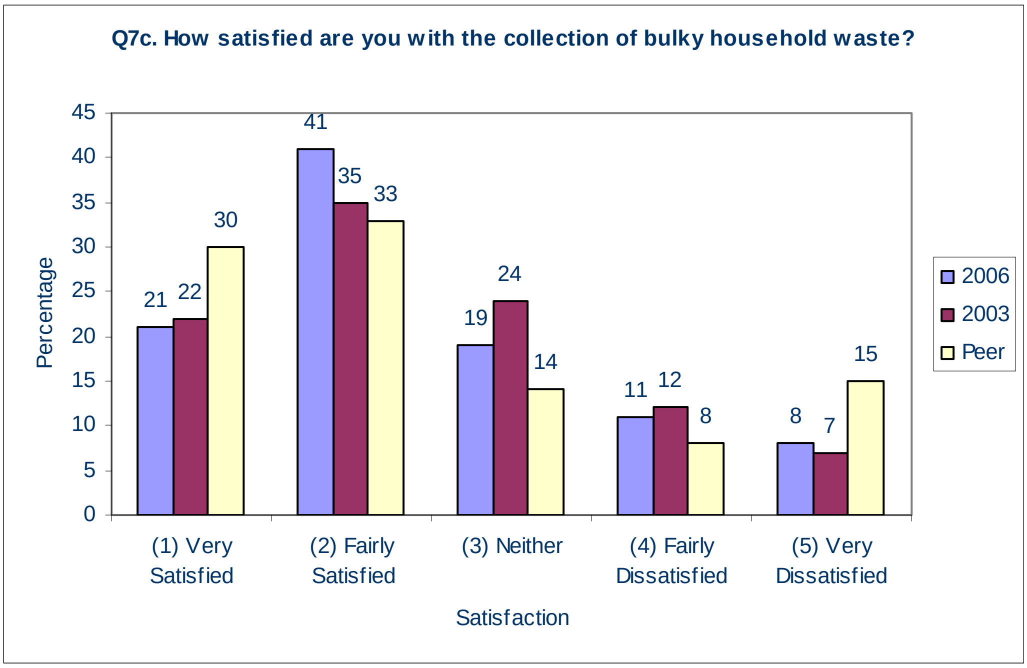


The proportion satisfied (81%) with how clean the street is following collection is slightly higher than the 2003 survey (74%), but is slightly lower than the result for the peer organisation surveyed (86%).

People aged 75+ years old are more satisfied to an extent with how clean the street is following collection (90%) compared to people aged 18-24 years old (62%).

The collection of bulky waste

Just under two thirds of respondents (62%) were very or fairly satisfied with the collection of bulky household waste. Around a fifth were dissatisfied to an extent (19%) or neutral (19%).

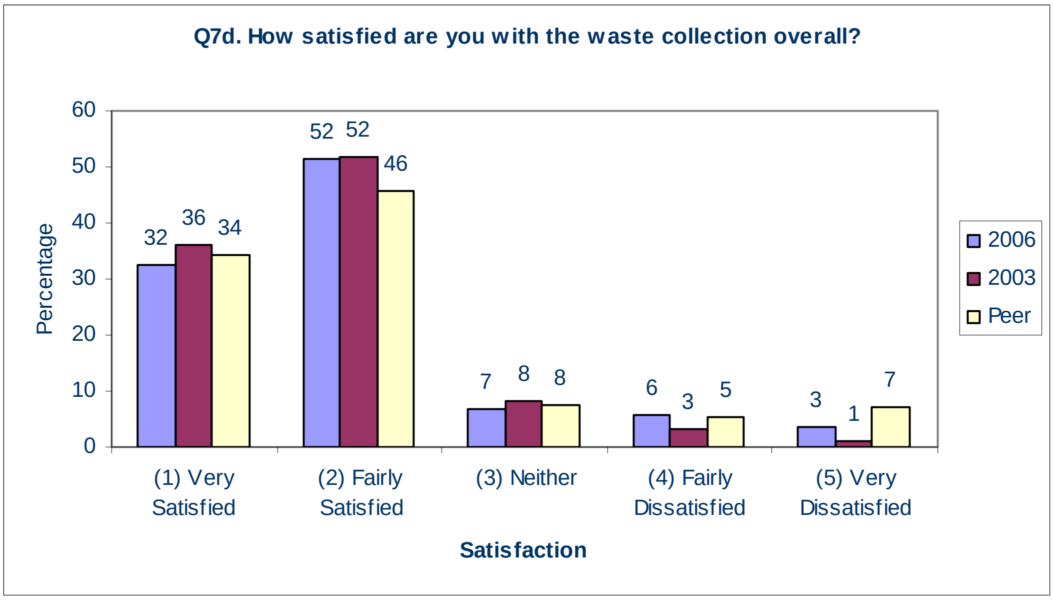


The proportion satisfied (62%) with the collection of bulky household waste is slightly higher than the 2003 survey (57%) and is on par with the result for the peer organisation surveyed (63%).

People aged 75+ years old are more satisfied to an extent with the collection of bulky household waste (73%), compared to people aged 18-24 years old (50%).

The waste collection overall

A large proportion of respondents (84%) were satisfied to an extent with the waste collection overall. Around half (52%) were simply fairly satisfied, and under a tenth each were neutral or dissatisfied to an extent (7% and 9% respectively).



The proportion satisfied (84%) with the Council's waste collection service has slightly decreased since the 2003 survey (88%), but it is slightly higher than the average result for the peer organisation surveyed (80%).

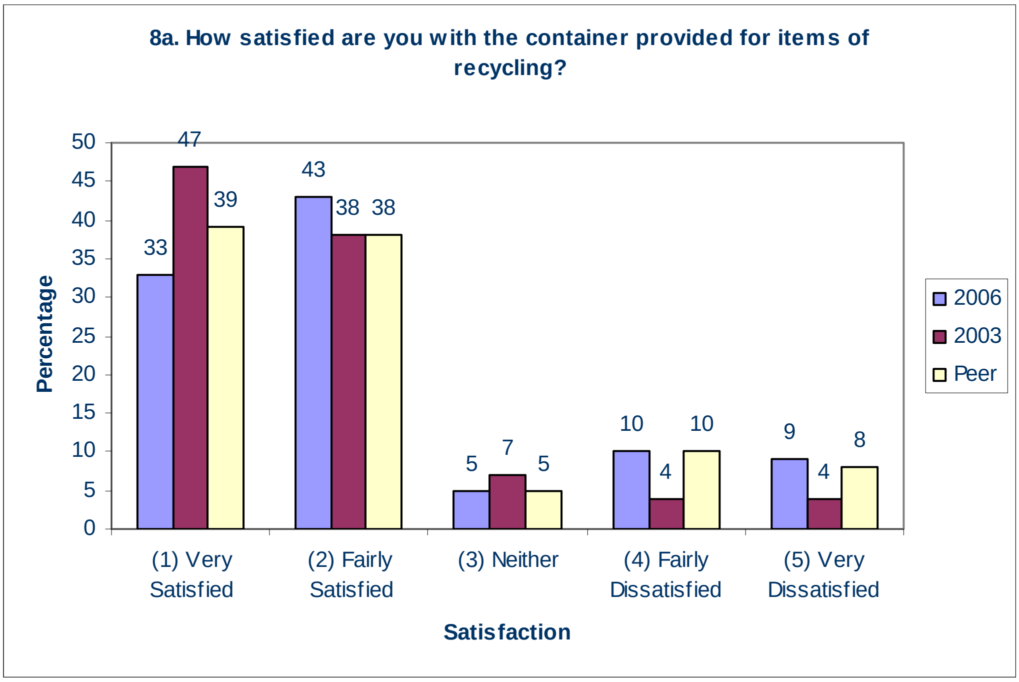
People aged 75+ years old are more satisfied to an extent with the waste collection overall (92%), compared to people aged 18-24 years old (63%).

4.3.3: Doorstep Recycling Collection

The following graphs show respondents' satisfaction with the local recycling facilities.

The receptacle provided for recycling

A large proportion of respondents (76%) were satisfied to an extent with the container provided for items of recycling. Around a fifth (19%) were dissatisfied to an extent and very few were neutral (5%).

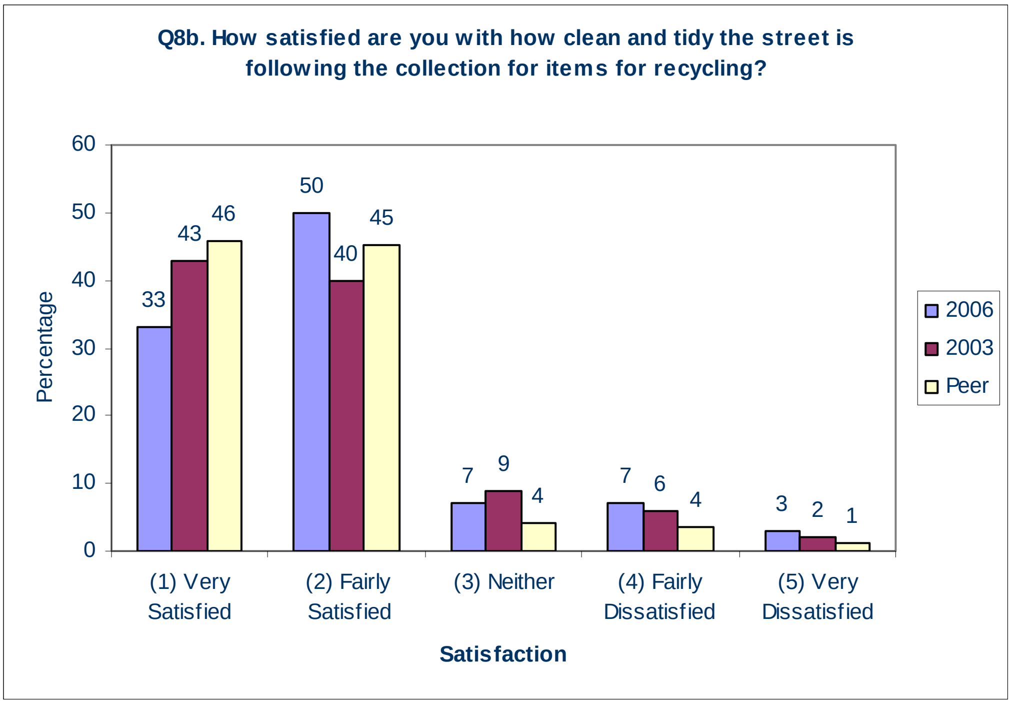


The proportion satisfied (76%) with the container provided for items of recycling is lower than the 2003 survey (85%), but is on par with the average result for the peer organisation surveyed (77%).

People aged 75+ years old are more satisfied to an extent with the container provided for items of recycling (91%), compared to people aged 18-24 years old (73%).

How clean and tidy the street is following the collection of items for recycling

A large proportion of respondents (83%) were satisfied to an extent with how clean the street is following the collection of items for recycling. A tenth (10%) were dissatisfied to an extent and a few were neutral (7%).

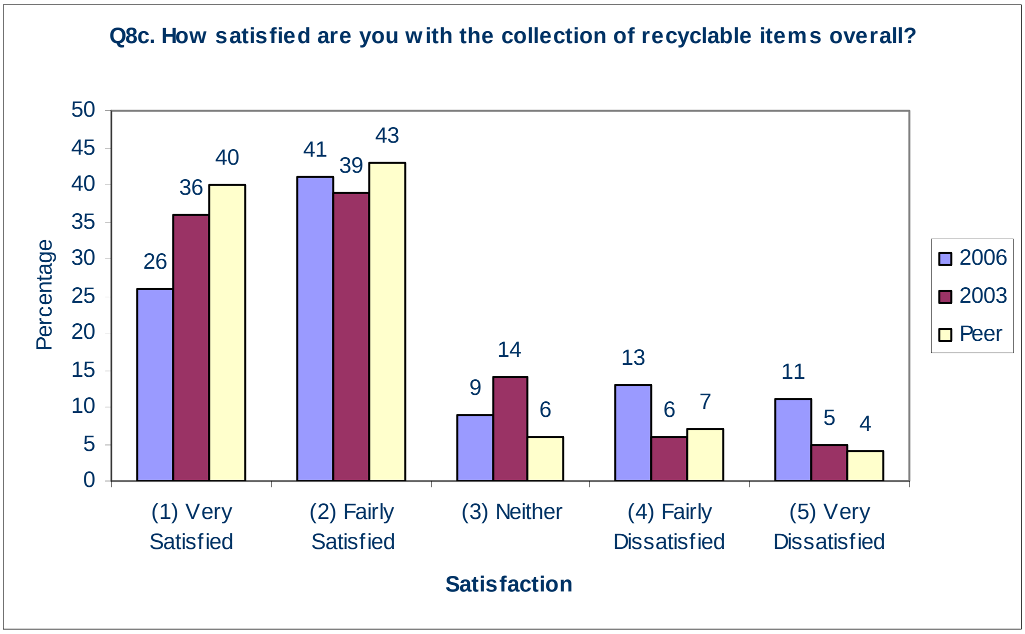


The proportion satisfied (83%) with how clean the street is following the collection of items for recycling is on par with the 2003 survey (83%), but it is slightly lower than the average result for the peer organisation surveyed (91%).

People aged 75+ years old are more satisfied to an extent with how clean the street is following the collection of items for recycling (90%), compared to people aged 18-24 years old (73%).

The collection of recyclable items overall

Around two thirds of respondents (67%) were satisfied to an extent with the collection of recyclable items overall. Around a fifth (24%) were dissatisfied to an extent and under a tenth were neutral (9%).



The proportion satisfied (67%) with the collection of recyclable items overall is slightly lower than the 2003 survey (75%), and the result for the peer organisation surveyed (83%).

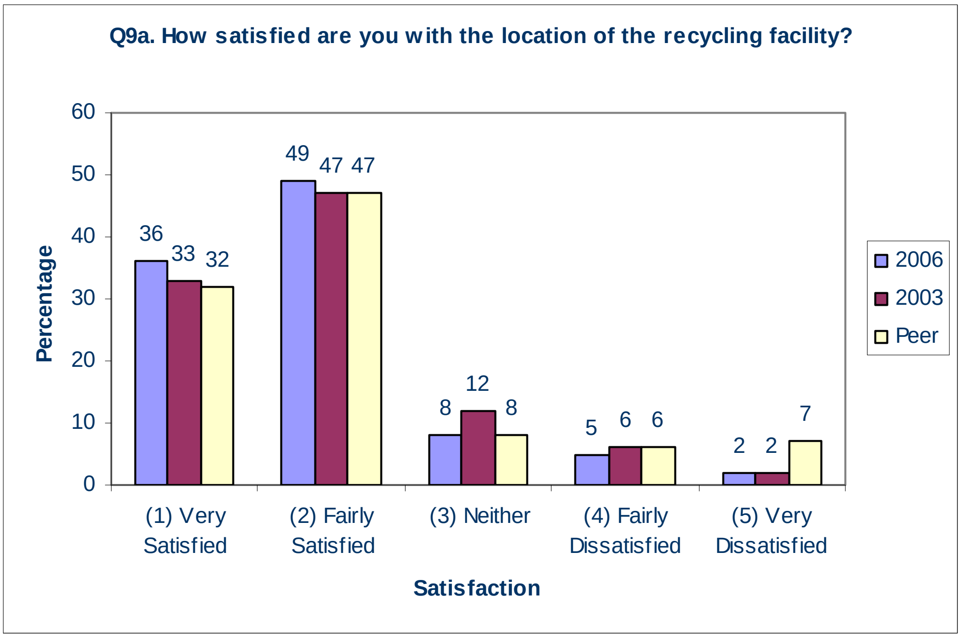
People aged 75+ years old are more satisfied to an extent with the collection of recyclable items overall (85%), compared to people aged 18-24 years old (54%).

4.3.4: Local Recycling Facilities

The following graph provides a summary of the satisfaction ratings applied by respondents to the Council's recycling facilities.

The location of the recycling facility

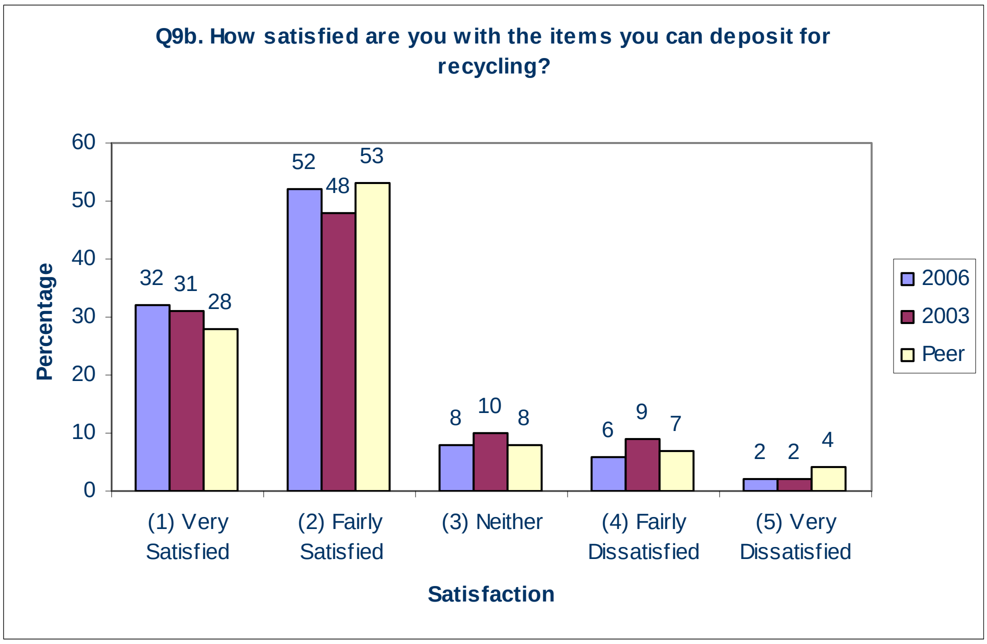
The majority of respondents (85%) were satisfied to an extent with the location of the recycling facility. Under a tenth (7%) were dissatisfied to an extent or were neutral (8%).



The proportion satisfied (85%) with the location of the recycling facility is slightly lower than the 2003 survey (80%), and the result for the peer organisation surveyed (79%).

The items you can deposit for recycling

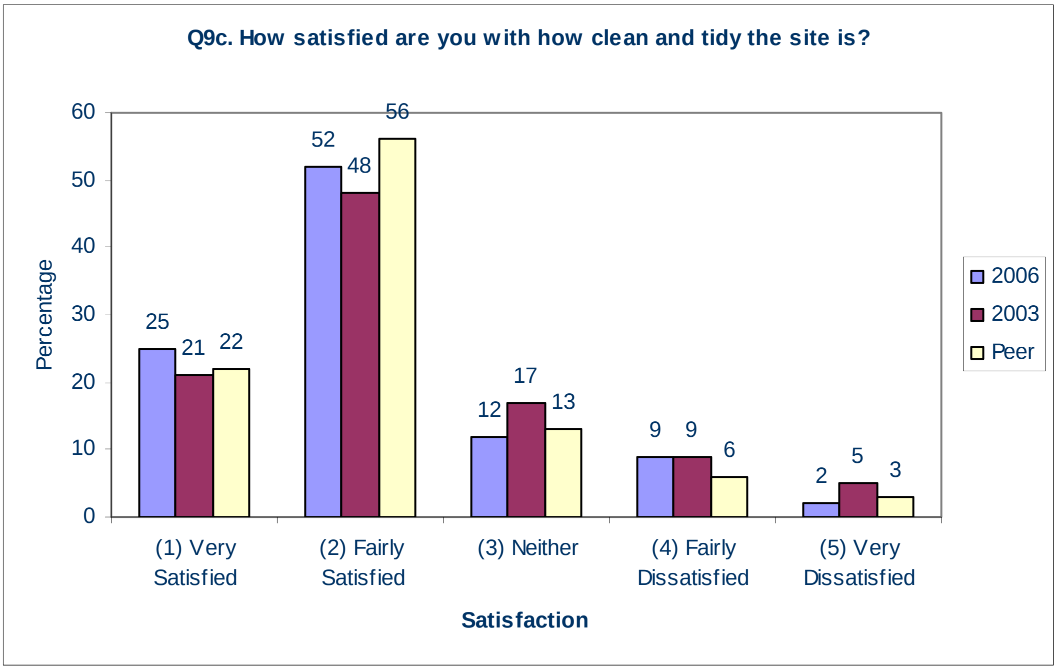
The majority of respondents (84%) were satisfied to an extent with the items they could deposit for recycling. Under a tenth were dissatisfied to an extent or were neutral (8% each).



The proportion satisfied (84%) with the items they could deposit for recycling is higher than the 2003 survey (79%), but is on par with the result for the peer organisation surveyed (81%).

How clean and tidy the site is

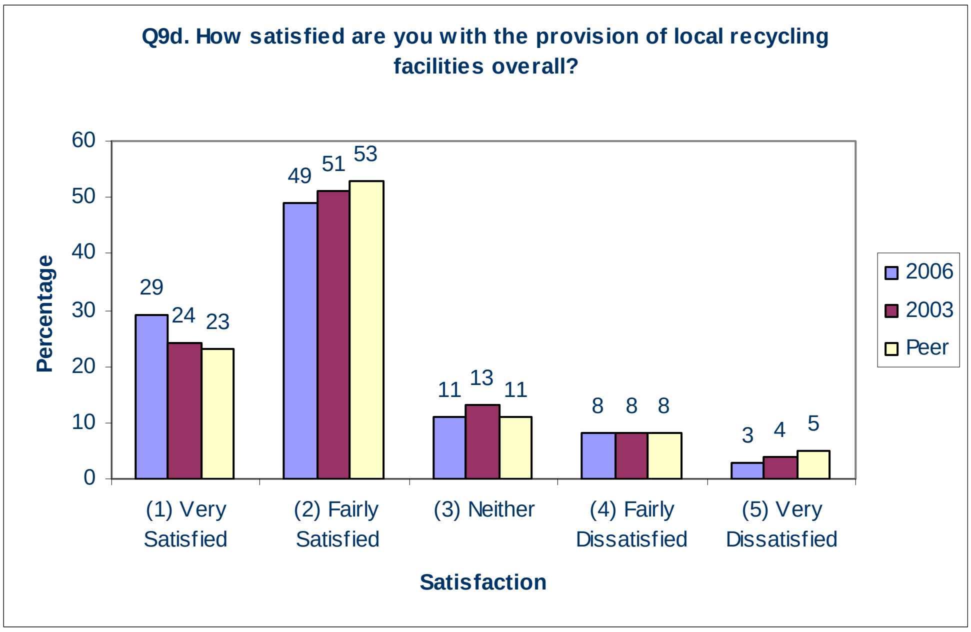
Three quarters of respondents (77%) were satisfied to an extent with how clean and tidy the site is. Around a tenth were dissatisfied to an extent or were neutral (11% and 12% respectively).



The proportion satisfied (77%) with how clean and tidy the site was, is higher than the 2003 survey (69%), and but is on par with the average result for the peer organisation surveyed (78%).

The local recycling facilities overall

Three quarters of respondents (78%) were satisfied to an extent with the recycling facilities overall. Around a tenth were dissatisfied to an extent (11%) or were neutral (11%).

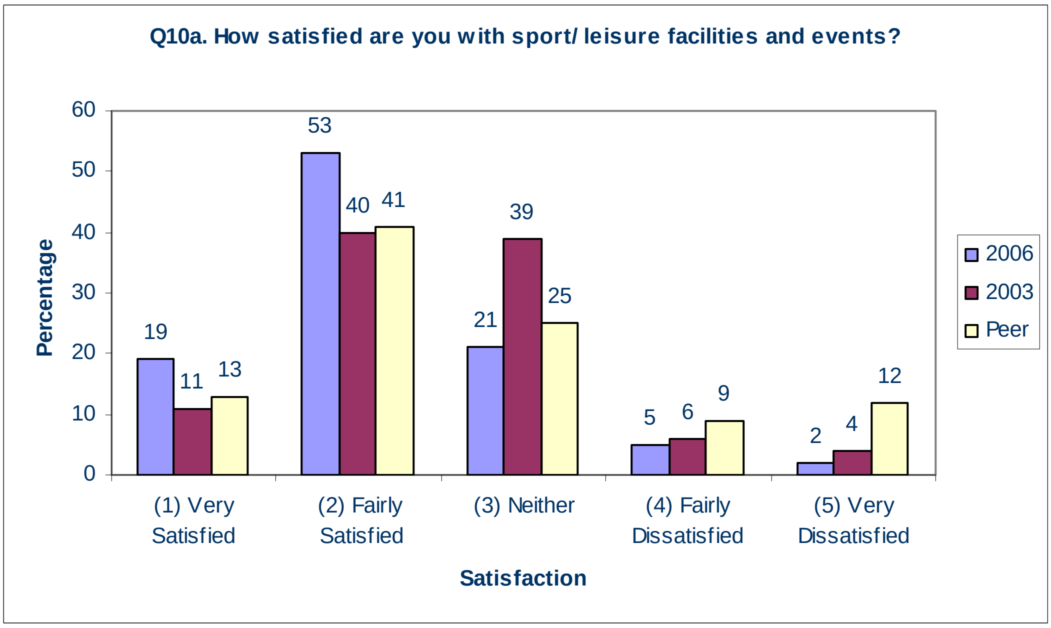


The proportion satisfied (78%) with the provision of local recycling facilities is on par with the 2003 survey (75%), and the result for the peer organisation surveyed (76%).

4.3.5: Cultural and recreational activities and venues

Sport/ leisure facilities and events

Nearly three quarters of respondents (72%) were satisfied to an extent with this service. Many of those satisfied (53%) were simply fairly satisfied, around a fifth (21%) were neutral and under a tenth were dissatisfied (7%).

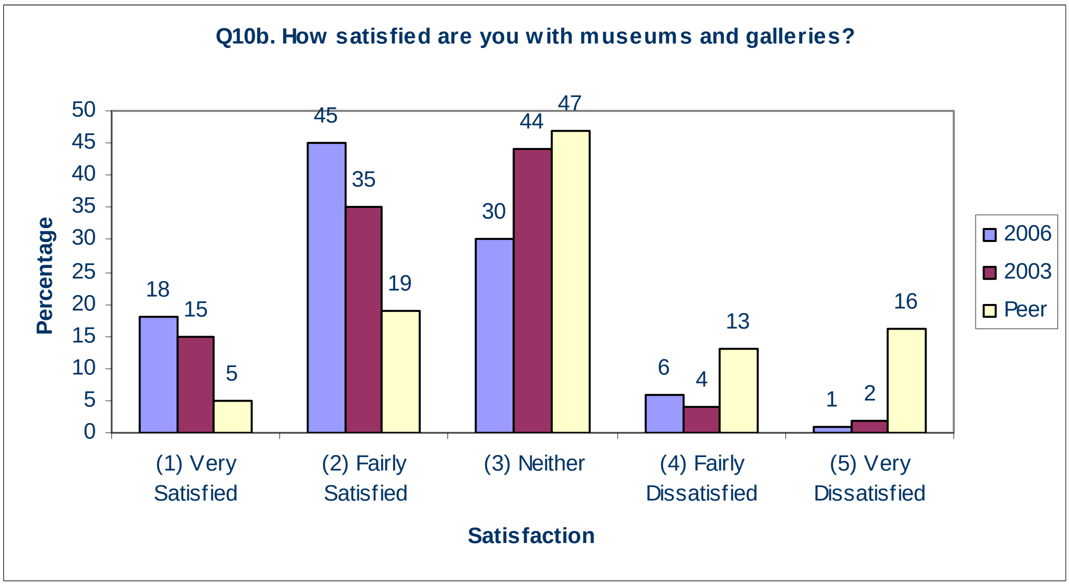


The proportion satisfied (72%) with these facilities has improved significantly since the 2003 survey (51%), and is higher than the figure for the peer organisation surveyed (54%).

Museums & Galleries

The following graph shows satisfaction with local museums and galleries, compared to the results reported in 2003 and by the peer organisation surveyed this year.

Just under two thirds of respondents (63%) were satisfied to an extent with this service. Many of those satisfied were fairly satisfied (45%), around a third (30%) were neutral and under a tenth were dissatisfied to an extent (7%).



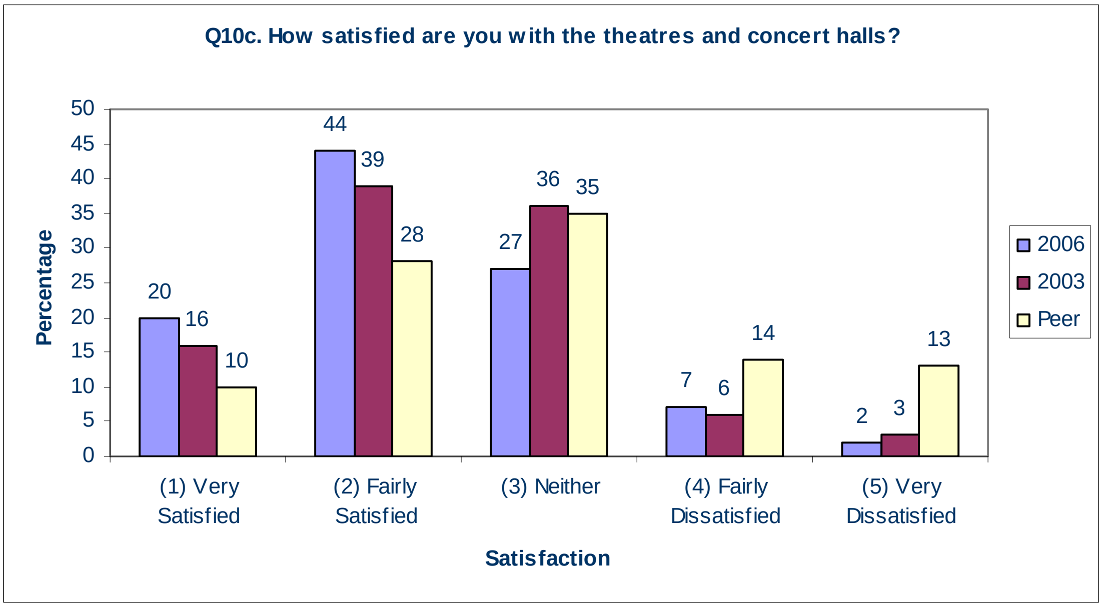
The proportion satisfied (63%) with these facilities has increased since the 2003 survey (50%), and is higher than the figure reported by the peer organisation surveyed this year (24%).

People aged 65-69 years old are more satisfied with museums and galleries (78%), compared to people aged 18-24 years old (32%).

Theatres & Concerts Halls

The following graph shows satisfaction with local theatres and concert halls, compared to the results reported in 2003 and by the peer organisation surveyed this year.

Just under two thirds of respondents (64%) were satisfied to an extent with this service. Many of those satisfied (44%) were fairly satisfied, around a quarter (27%) were neutral and under a tenth were dissatisfied to an extent (9%).



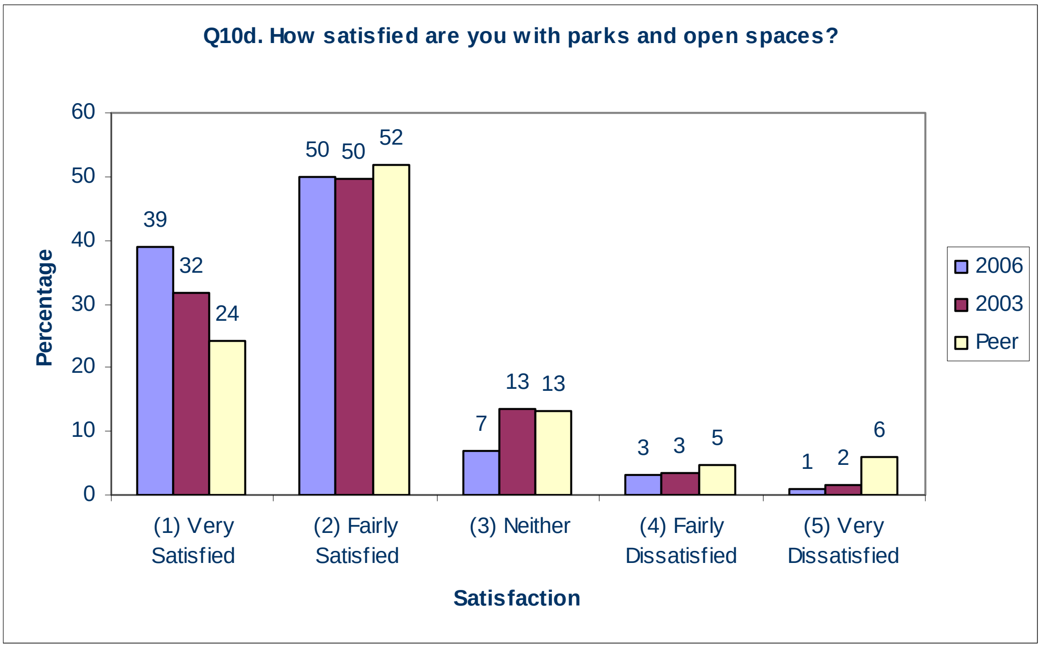
The proportion satisfied (64%) with these facilities has risen significantly since the 2003 survey (55%) and is significantly higher than the result for the peer organisation surveyed this year (38%).

People aged 65-69 years old are more satisfied with theatres and concert halls (82%), compared to people aged 25-34 years old (44%).

Parks & Open Spaces

The following graph shows satisfaction with local parks and open spaces, compared to the results reported in 2003 and by the peer organisation surveyed this year.

A very large proportion (89%) was satisfied to an extent with this service. Half (50%) were fairly satisfied, under a tenth (7%) were neutral and very few were dissatisfied to an extent (4%).



The proportion satisfied (89%) with these facilities has increased since the 2003 survey (82%) and is higher than the result for the peer organisation surveyed (76%).

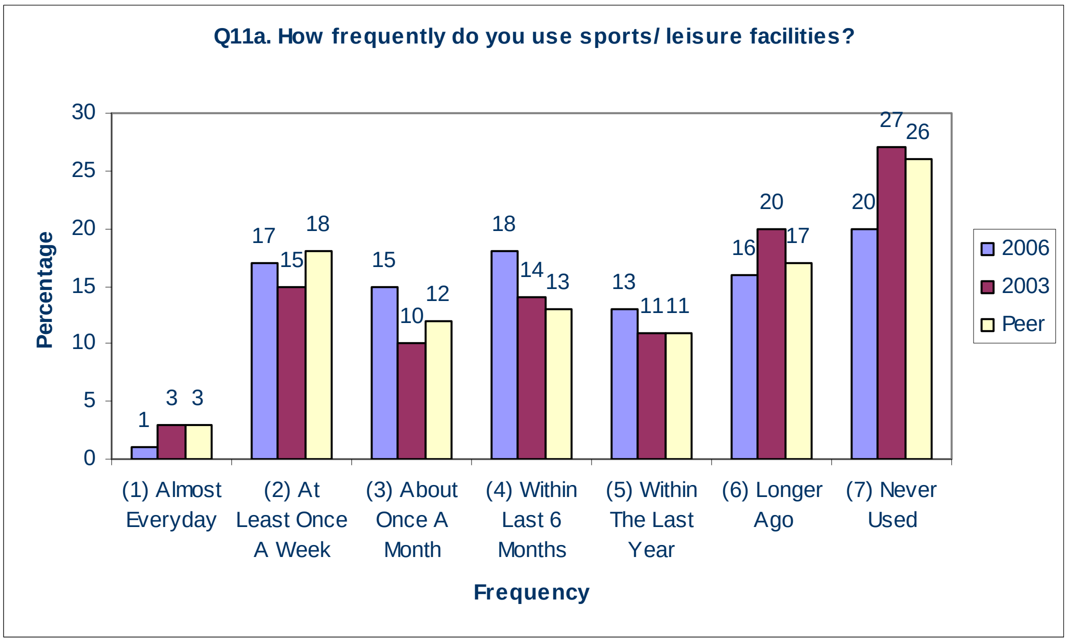
People aged 70-74 years old are more satisfied with parks and open spaces (93%), compared to people aged 18-24 years old (69%).

4.3.6: Usage Of Facilities

This section of the findings relates to the results of the questions asked about local cultural and recreational facilities. Specifically it deals with usage of sports and leisure facilities, museums and galleries, theatres and concert halls, and parks and open spaces.

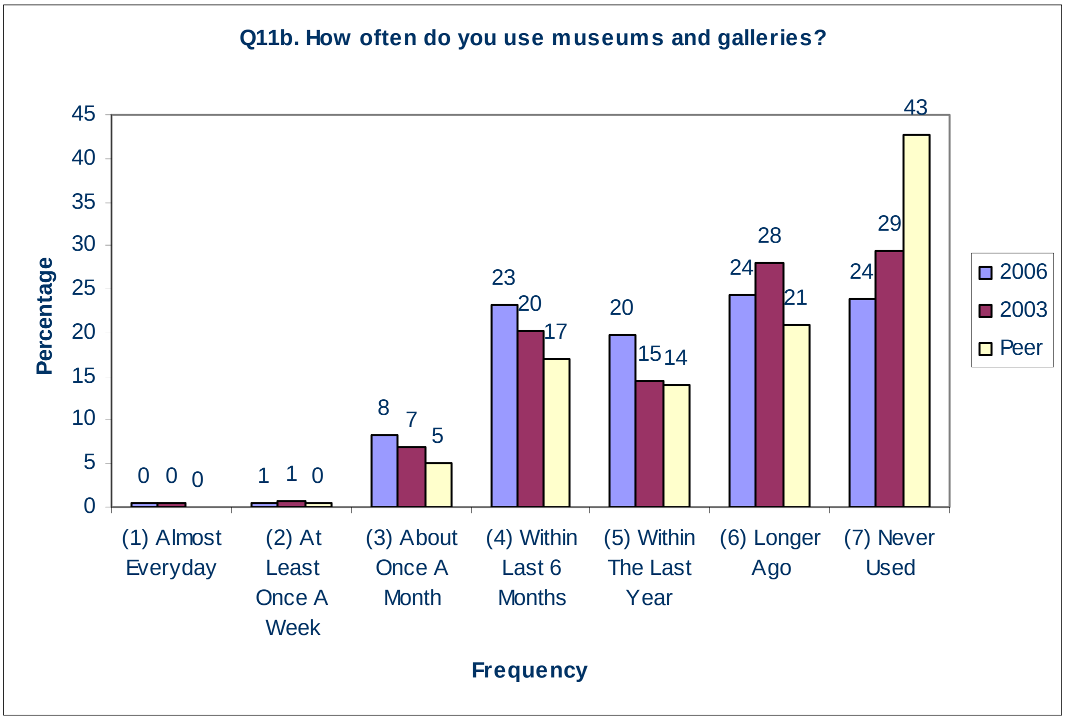
Sports and leisure facilities

A fifth of respondents (20%) answered that they never use sport and leisure facilities. Under a fifth answered that they have used them once within the last 6 months (18%), at least once per week (17%), longer than a year ago (16%) or about once per month (15%).



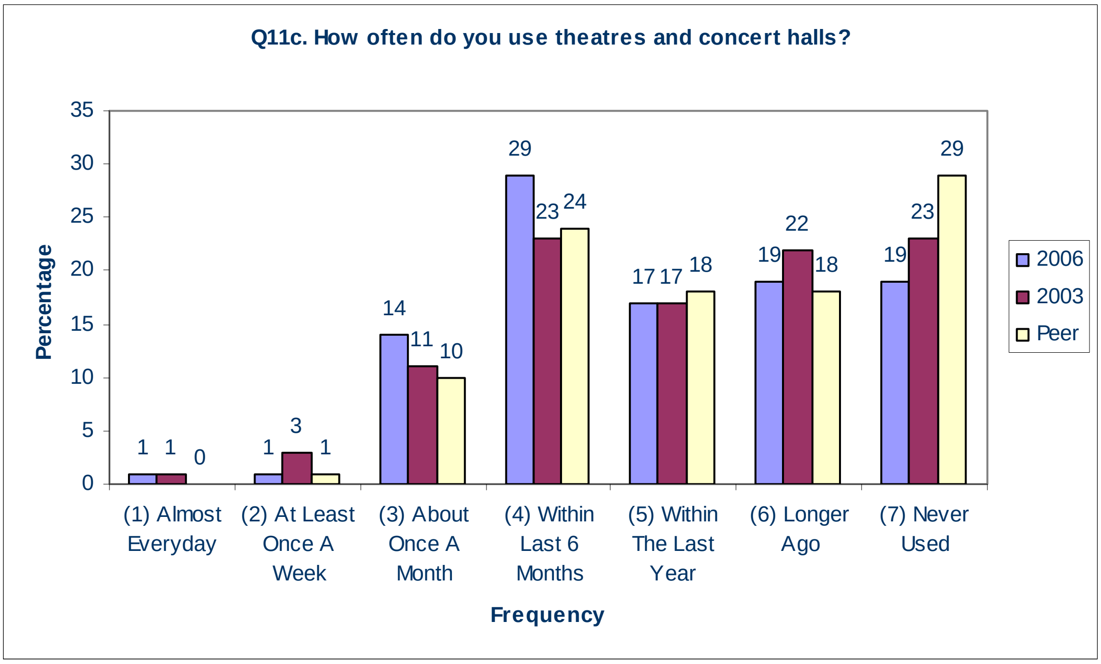
Museums and galleries

Over a fifth of respondents answered that they never use museums and galleries (24%), that they used them longer than a year ago (24%) or that they used then once within the last 6 months (23%). A fifth answered that they have used them once within the last year (20%).



Theatres and concert halls

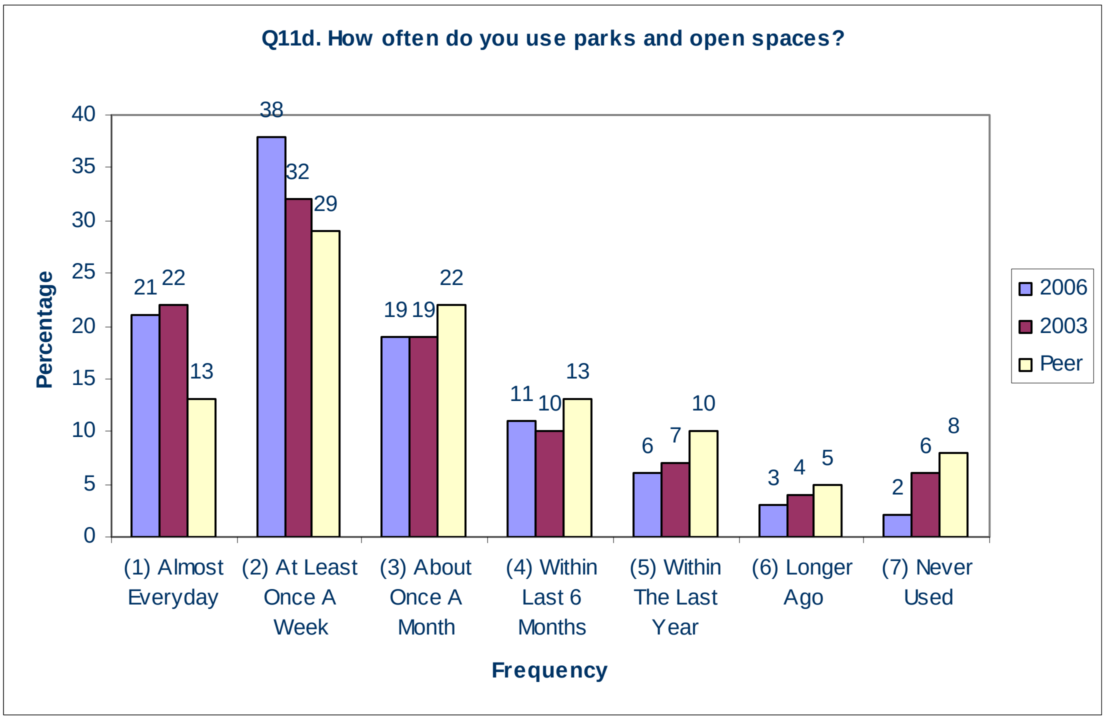
Around a quarter of respondents answered that they have used theatres and concert halls within the last six months (29%). Just under a fifth replied that they used them longer than a year ago (19%), that they never used them (19%), that they used them once within the last year (17%) or that they used them once per month (14%).



A larger proportion of people aged 70-74 years old visit theatres and concert halls once per month (23%), compared to people aged 18-24 years old (0%).

Parks and open spaces

Over a third of respondents answered that they use parks and open spaces at least once per week (38%). Around a fifth answered that they use them almost every day (21%) or about once per month (19%).



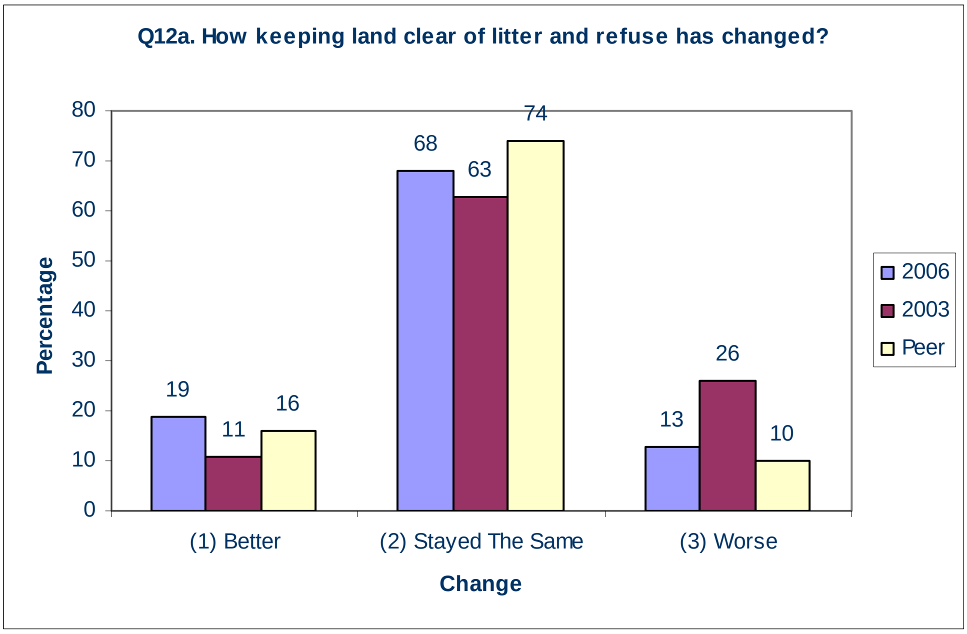
A larger percentage of people aged 65-69 years old visit parks and open spaces once per month (27%), compared to people aged 18-24 years old (8%).

4.3.7: Changes In Services

The following graphs show how cleanliness and waste services have changed.

How keeping land clear of litter and refuse has changed

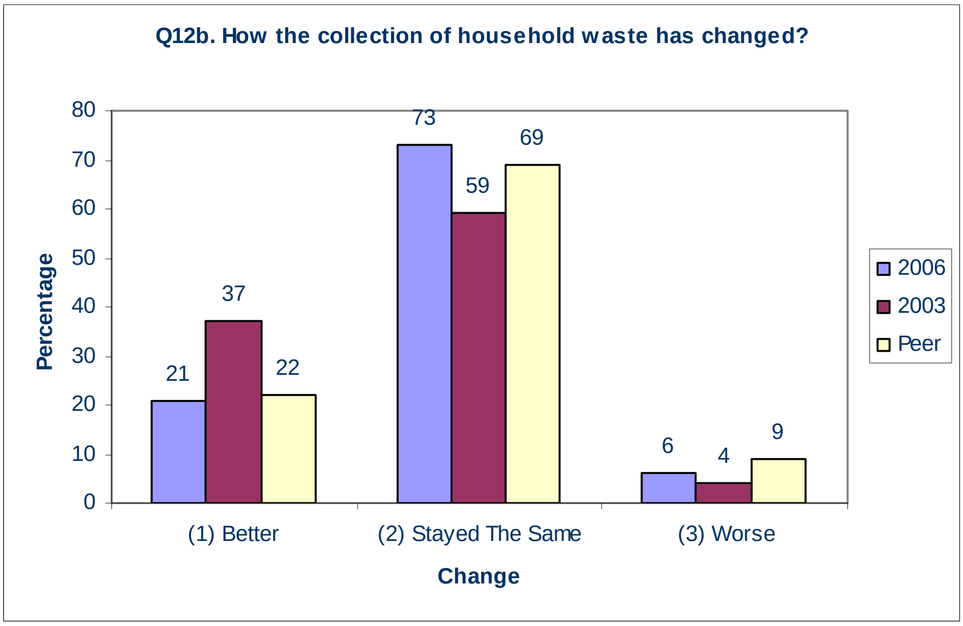
Just under a fifth of respondents (19%) think that keeping the land clear of litter and refuse has got better. Around two thirds (68%) believe that it has stayed the same and under a fifth (13%) think that it has got worse.



The proportion of respondents who think that keeping the land clear of litter and refuse has got better (19%) is higher than the 2003 survey (11%) and the figure for the peer organisation surveyed this year (16%).

How the collection of household waste has changed

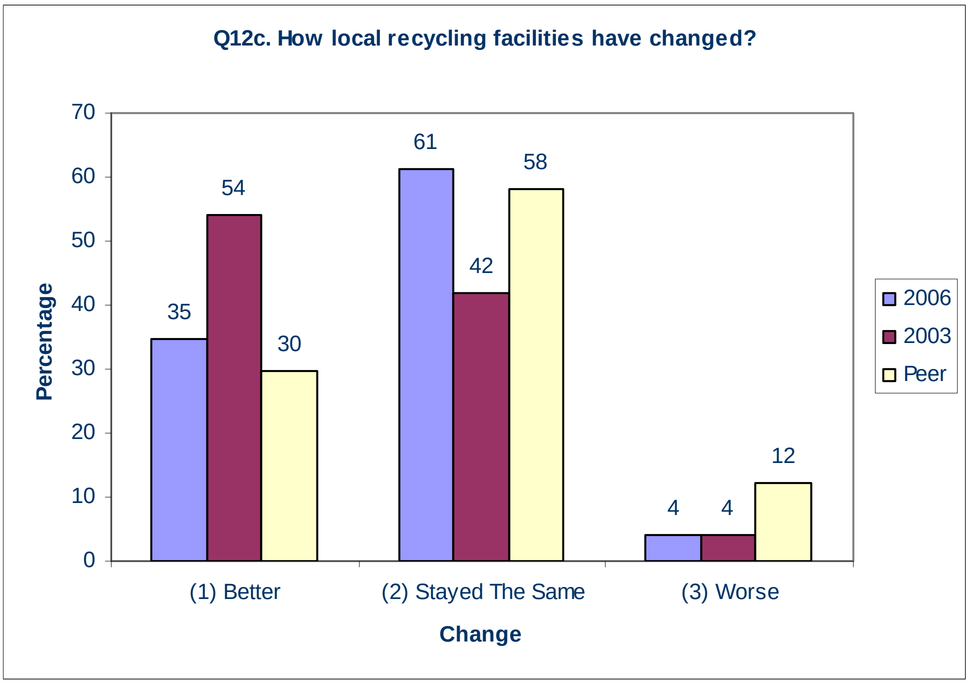
Around a fifth of respondents (21%) think that the collection of household waste has got better. Nearly three quarters (73%) believe that it has stayed the same and very few (6%) think that it has got worse.



The proportion of respondents that think that the collection of household waste has got better (21%) is lower than the 2003 survey (37%) but is on par with the figure of the peer organisation surveyed this year (22%).

How local recycling facilities have changed

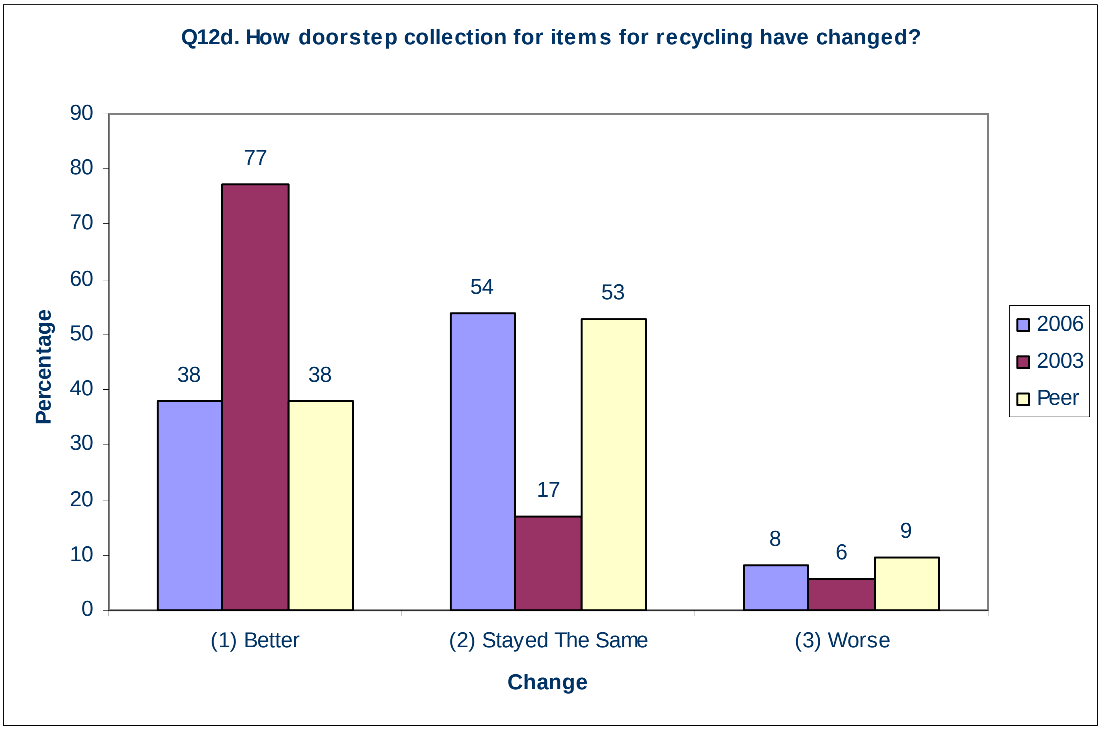
Over a third of respondents (35%) think that local recycling facilities have got better. Just under two thirds (61%) believe that they have stayed the same and very few (4%) think that they have got worse.



The proportion of respondents who think that local recycling facilities have got better (35%) is lower than the 2003 survey (54%) and slightly lower than the figure for the peer organisation surveyed (30%).

How doorstep collection of items for recycling has changed

Over a third of respondents (38%) think that the doorstep collection of items for recycling has got better. Around half (54%), believe that it has stayed the same and under a tenth (8%), think that it has got worse.

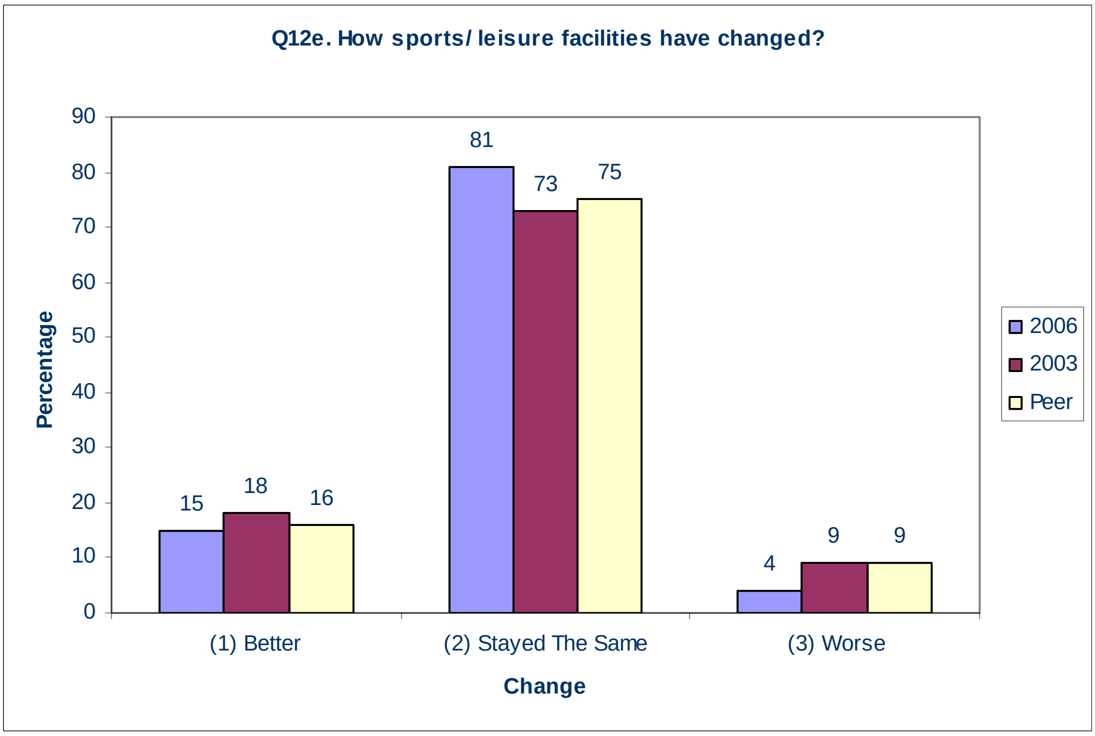


The proportion of respondents who think that the doorstep collection of items for recycling has got better (38%) is lower than the 2003 survey (77%) but is on par with the figure reported by the peer organisation surveyed (38%).

More people aged 18-24 years old (23%) think that doorstep collection for items of recycling has got worse compared to people aged 70-74 years old (2%).

How sport and leisure facilities have changed

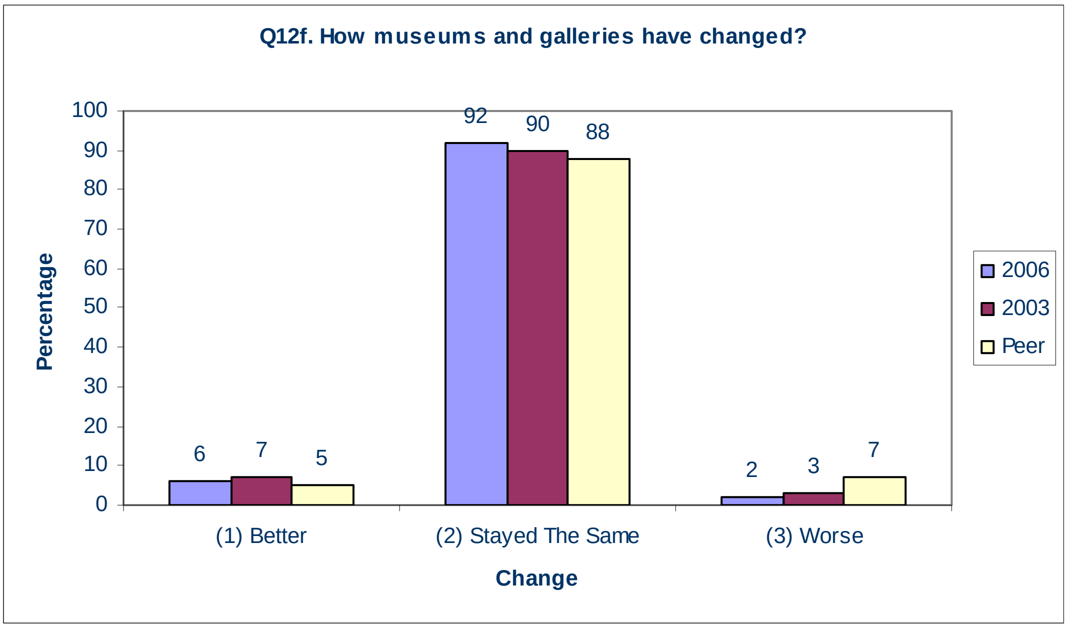
Over a third of respondents (15%) think that sport and leisure facilities have got better. The majority (81%) believe that they have stayed the same and very few (4%) think that they have got worse.



The proportion of respondents who think that sport and leisure facilities have got better (15%) is on par with the 2003 survey (18%) and the figure reported by the peer organisation surveyed (16%).

How museums and galleries have changed

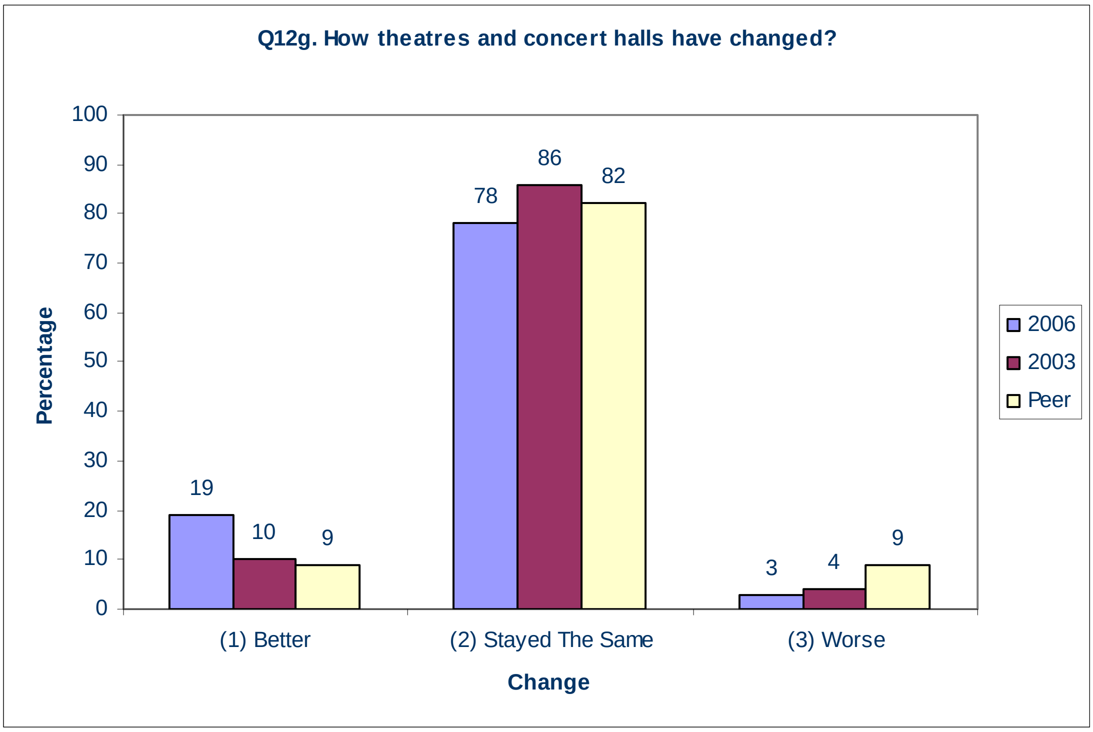
A few respondents (6%) think that museums and galleries facilities have got better. The majority (92%) believe that they have stayed the same and very few (2%) think that they have got worse.



The proportion of respondents who think that museums and galleries have got better (6%) is on par with the 2003 survey (7%) and the figure reported by the peer organisation surveyed (5%).

How theatres and concert halls have changed

Just under a fifth of respondents (19%) think that theatres and concert halls have got better. Three quarters (78%) believe that they have stayed the same and very few (3%) think that they have got worse.

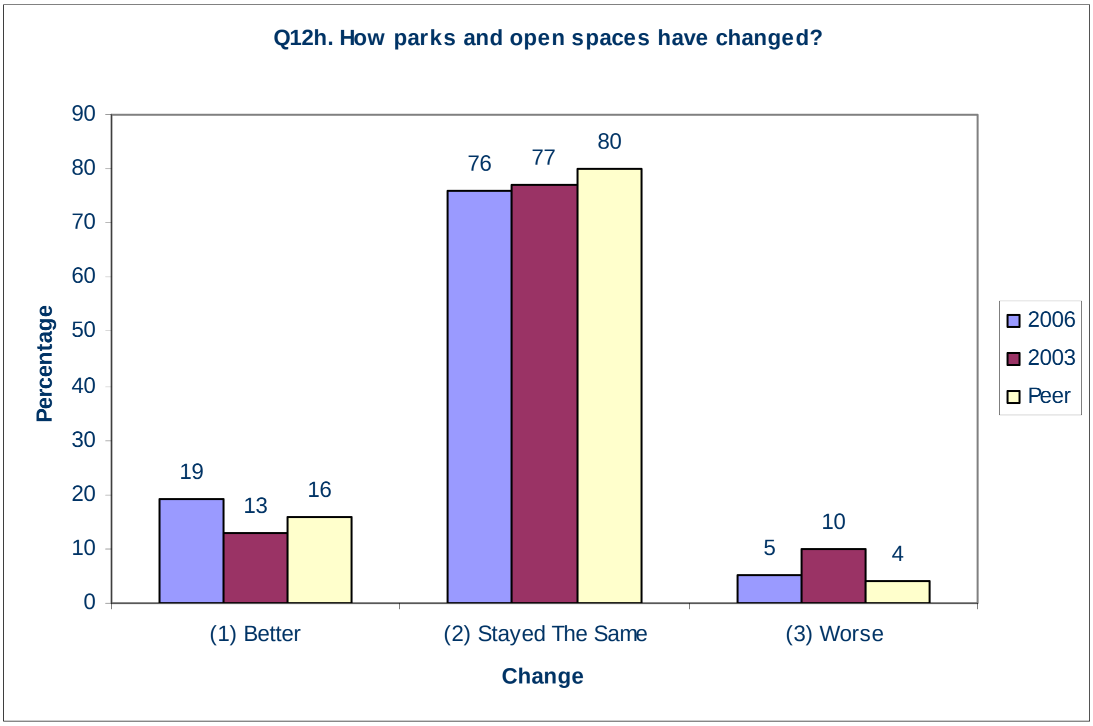


The proportion of respondents who think that theatres and concert halls have got better (19%) is higher than the 2003 survey (10%) and the figure for the peer organisation surveyed (9%).

A larger proportion of people aged 18-24 years old (20%) think that theatres and concert halls have got worse compared to people aged 25-34 (0%) or 65-69 years old (1%).

How parks and open spaces have changed

Just under a fifth of respondents (19%) think that parks and open spaces have got better. Three quarters (76%) believe that they have stayed the same and very few (5%) think that they have got worse.



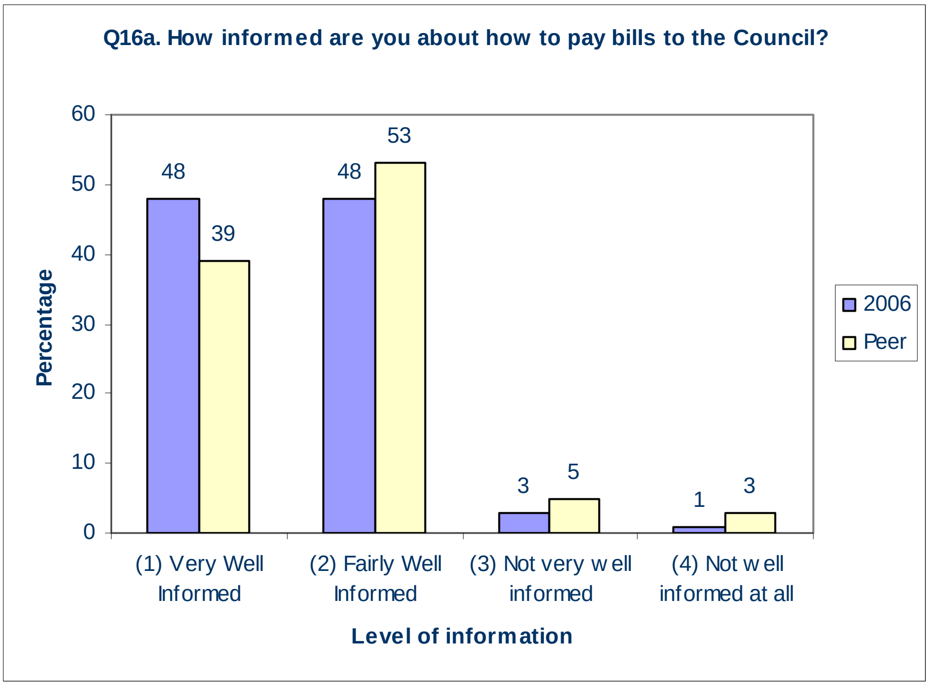
The proportion of respondents who think that parks and open spaces have got better (19%) is higher than the 2003 survey (13%) and the figure for the peer organisation surveyed (16%).

4.3.3: Information Provision

The following graphs show how informed respondents are about Council services and benefits, compared to the peer organisation surveyed this year.

Information about how to pay bills to the Council

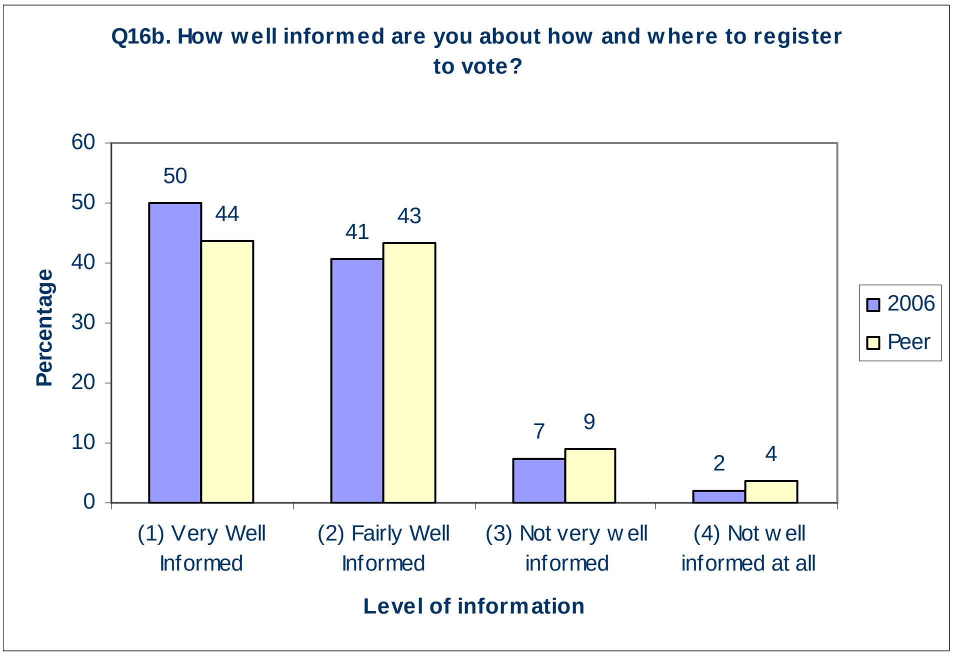
The vast majority (96%) feel that they are kept fairly or very well informed about how to pay bills to the Council. Very few (4%) thought that the Council does not keep them well informed or not informed at all.



The proportion who thought that the Council keeps them well informed about how to pay their bills (96%) is slightly higher than the result for the peer organisation surveyed (92%).

Information about how to register to vote

The vast majority (91%) feel that they are kept fairly or very well informed about how to register to vote. Relatively few (9%) thought that the Council keeps them not very well informed or not informed at all.

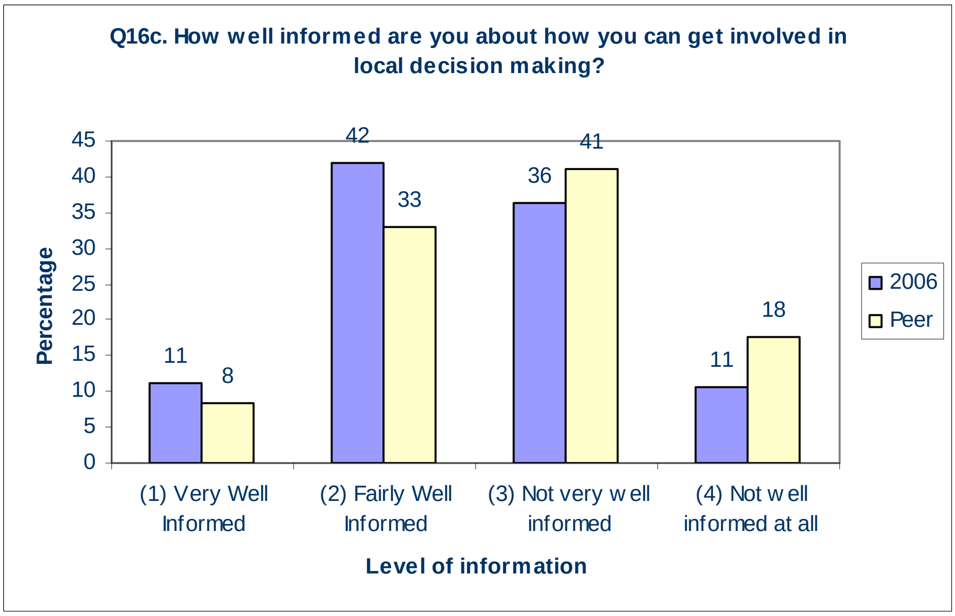


The proportion who thought that the Council keeps them well informed about how to register to vote (91%) is slightly higher than the result for the peer organisation surveyed (87%).

People aged 18-24 years old feel less informed about where to register to vote (34% are not very well informed or not informed at all) compared to people aged 75+ years old (2% are not very well informed or not informed at all).

Information about how to get involved in local decision making

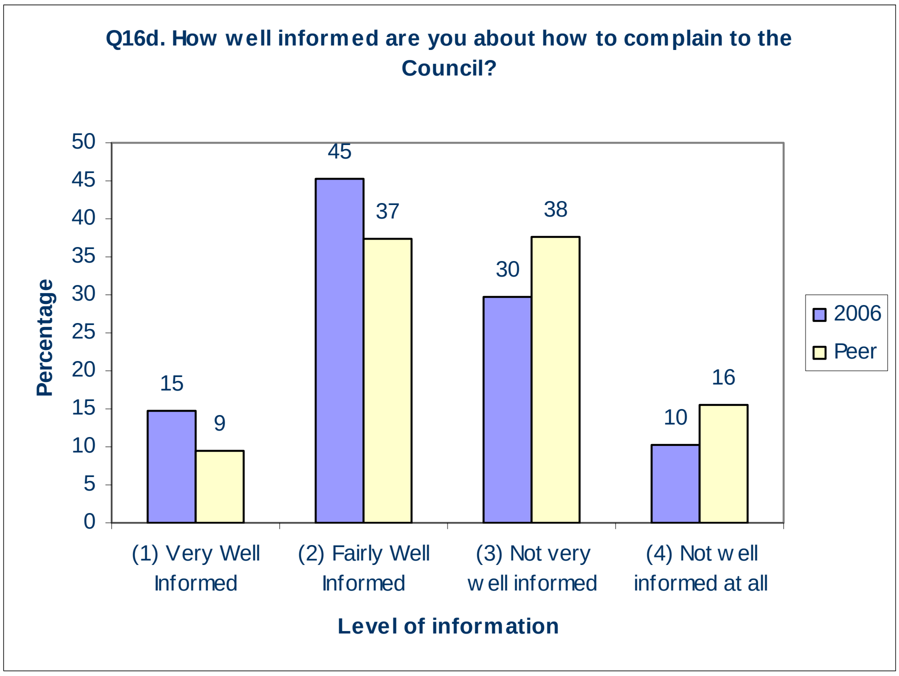
Around half of respondents (53%) feel that they are kept fairly or very well informed about how they can get involved in local decision making, whereas under half (47%) thought that the Council keeps them not very well informed or not informed at all.



The proportion who thought that the Council keeps them well informed about how to participate in local decision making (53%), is higher than the result for the peer organisation surveyed (41%).

Information about how to complain to the Council

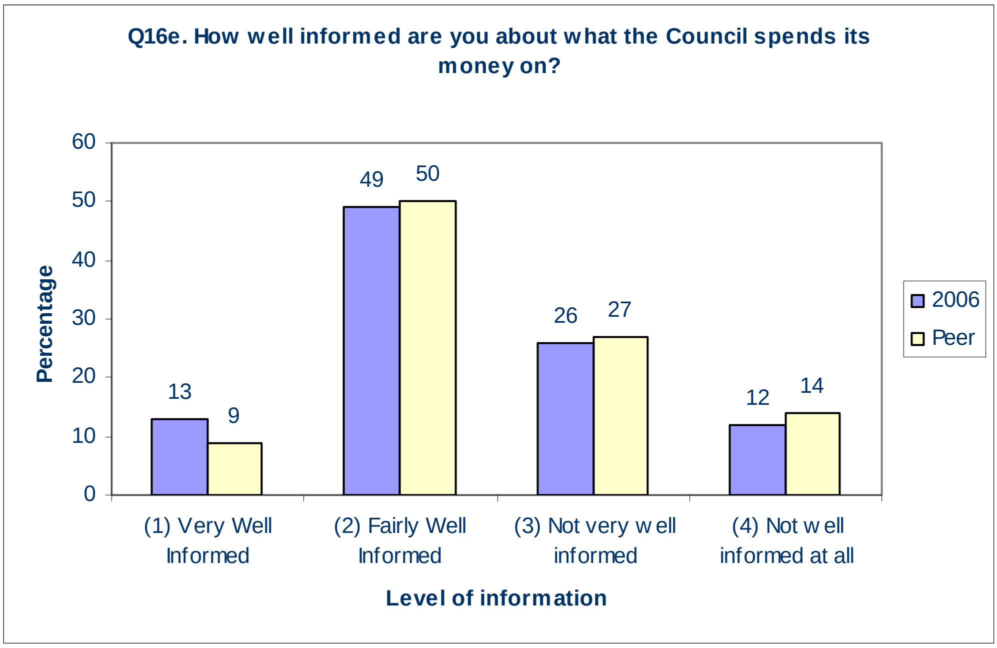
Just under two thirds of respondents (60%) feel that they are kept fairly or very well informed about how to complain to the Council, whereas under half (40%) thought that the Council does not keep them well informed or not informed at all.



The proportion who thought that the Council keeps them well informed about how to complain (60%) is higher than the result for the peer organisation surveyed (46%).

Information about what the Council spends its money on

Just under two thirds of respondents (62%) feel that they are kept fairly or very well informed about what the Council spends its money on, whereas over a third (38%) thought that the Council does not keep them very well informed or not informed at all.

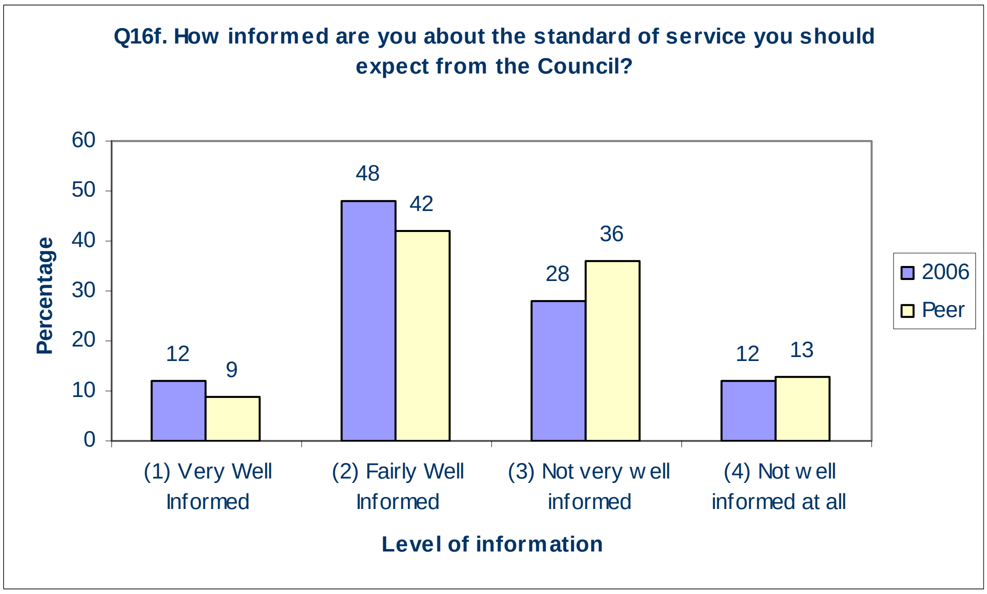


The proportion of respondents who thought that they are kept well informed about what the Council spends its money on (62%) is on par with the result for the peer organisation surveyed (59%).

People aged 18-24 years old feel less informed about where the Council spends its money on (55% feel not very well informed or not informed at all) compared to people aged 75+ years old (27% feel not very well informed or not informed at all).

Information about the standard of service expected from the Council

Just under two thirds of respondents (60%) feel that they are kept fairly or very well informed about the standard of service they should expect from the Council, whereas under half (40%) thought that the Council does not keep them very well informed or informed at all.

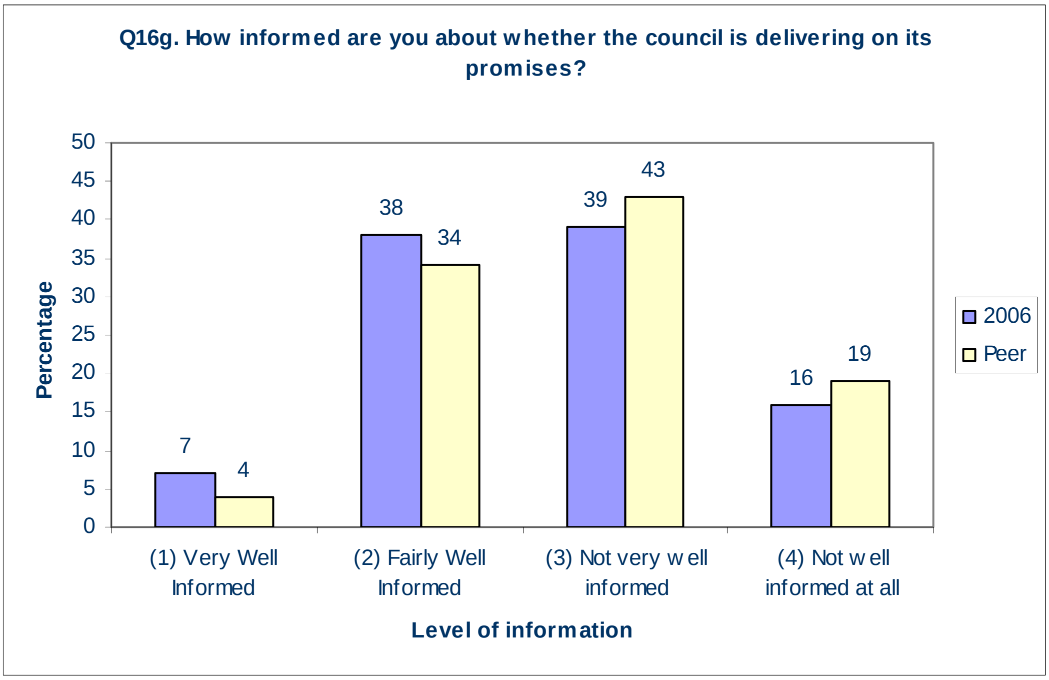


The proportion of respondents who thought that they are kept well informed about the standard of service they should expect from the Council (60%) is higher than the result for the peer organisation surveyed (51%).

People aged 18-24 years old feel less informed about the standard of service they should expect from the Council (62% feel not very well informed or not informed at all) compared to people aged 75+ years old (26% feel not very well informed or not informed at all).

Information about whether the Council delivers on its promises

Just under half of respondents (45%) feel that they are kept fairly or very well informed about whether the Council delivers on its promises, whereas over half (55%) thought that the Council does not keep them very well informed or not informed at all.

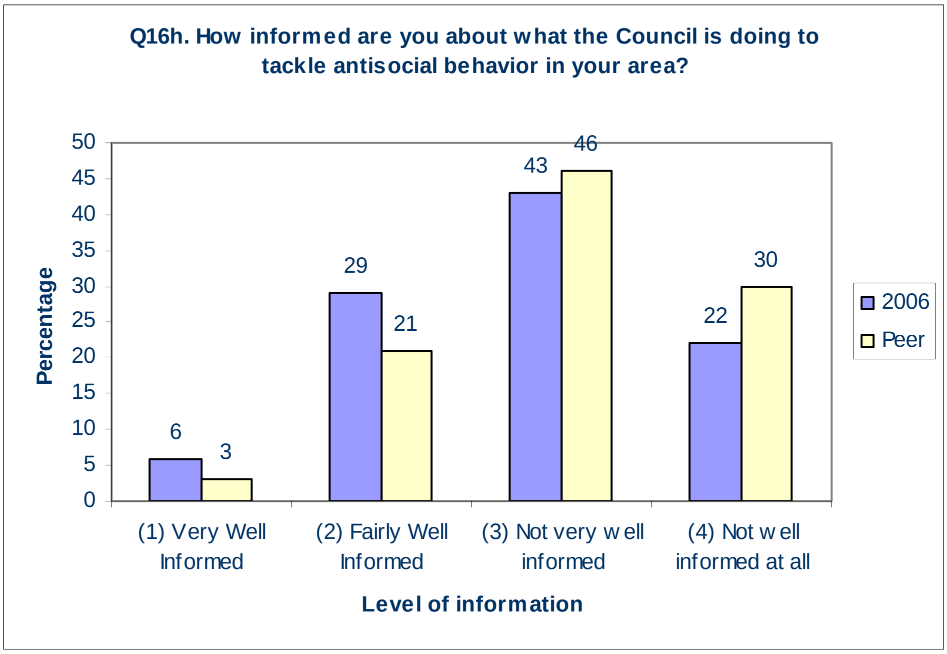


The proportion of respondents who thought that they are kept well informed about whether the Council is delivering on its promises (45%) is higher than the result for the peer organisation surveyed (38%).

People aged 18-24 years old feel less informed about whether the Council delivers on its promises (71% feel not very well informed or not informed at all) compared to people aged 75+ years old (40% feel not very well informed or not informed at all).

Information about what the Council is doing to tackle antisocial behaviour

Over a third of respondents (35%) feel that they are kept fairly or very well informed about what the Council is doing to tackle antisocial behaviour, whereas two thirds (65%) thought that the Council does not keep them very well informed or informed at all.

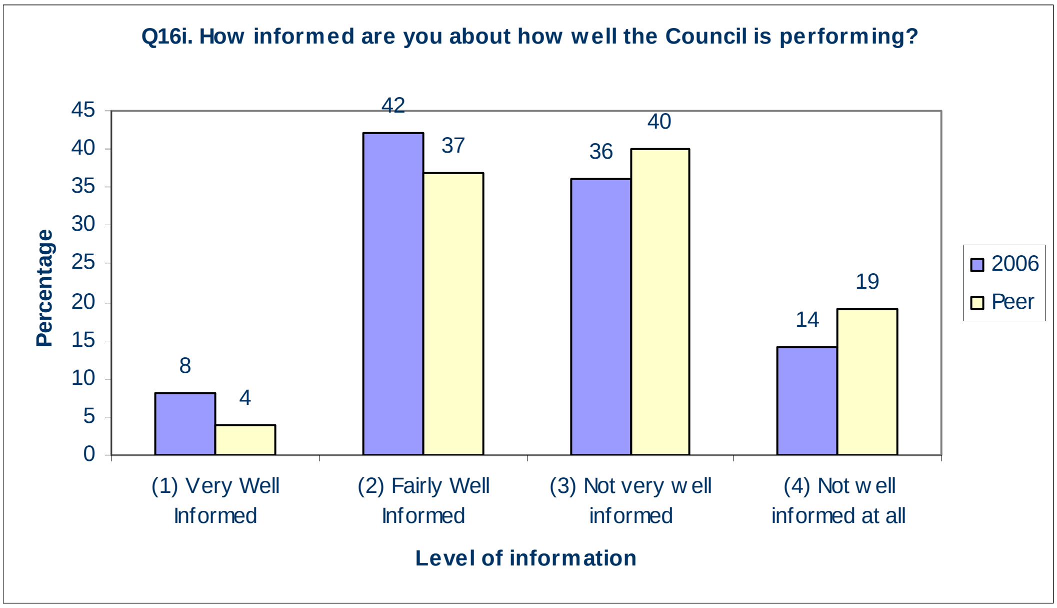


The proportion of respondents who thought that they are kept well informed about what the Council is doing to tackle antisocial behaviour (35%) is higher than the result for the peer organisation surveyed (24%).

People aged 35-44 years old feel less informed about what the Council is doing to tackle antisocial behaviour (66% feel not very well informed or not informed at all), compared to people aged 75+ years old (27% feel not very well informed or not informed at all).

Information about how well the Council is performing

Half of respondents (50%) feel that they are kept fairly or very well informed about how well the Council is performing, whereas the other half (50%) thought that the Council does not keep them very well informed or informed at all.

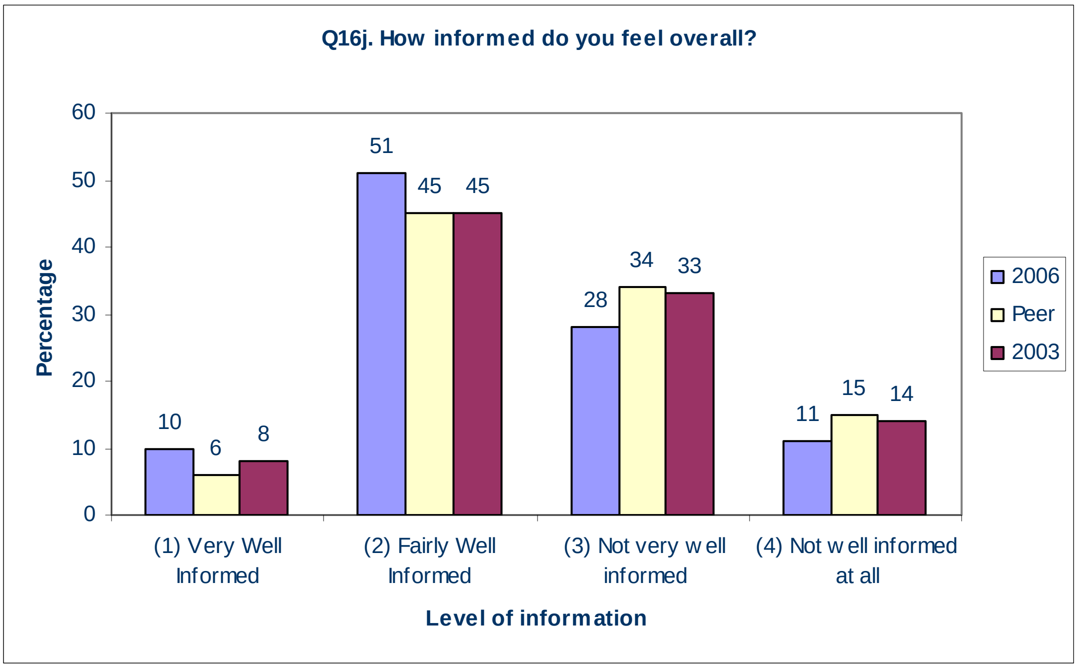


The proportion of respondents who thought that they are kept well informed about how well the Council is performing (50%) is higher than the result for the peer organisation surveyed (41%).

People aged 18-24 years old feel less informed about how well the Council is performing (65% feel not very well informed or not informed at all), compared to people aged 75+ years old (27% feel not very well informed or not informed at all).

Information overall

Just under two thirds (61%) feel that they are kept fairly well or very well informed by the Council and over a third (39%) thought that the Council does not keep them very well informed or informed at all.

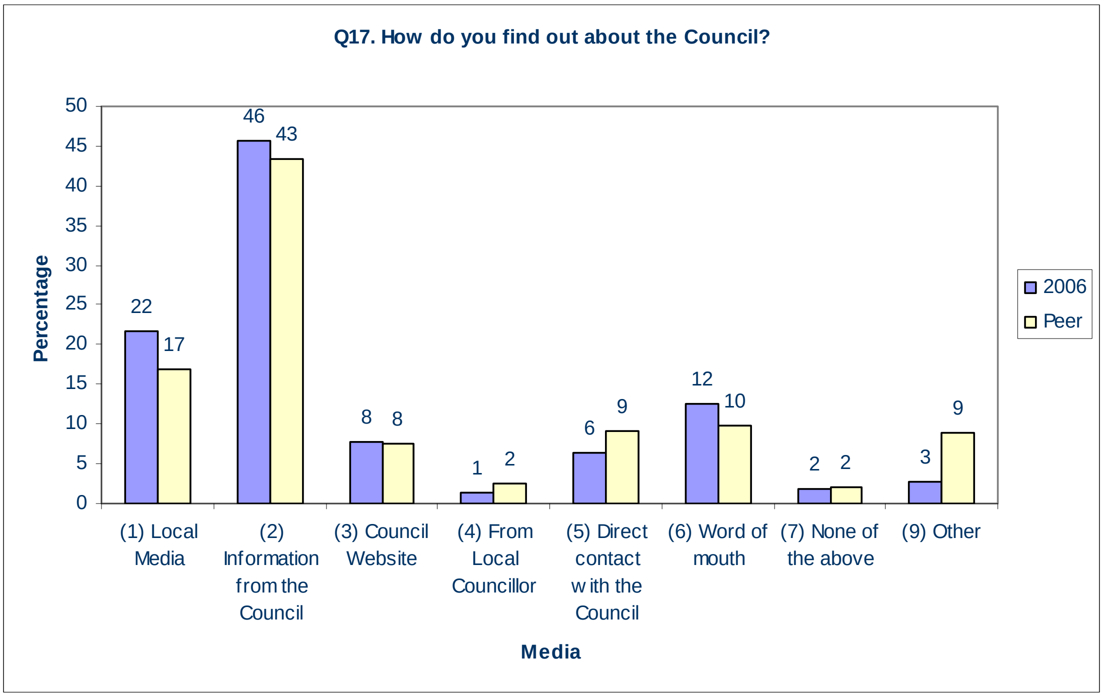


The proportion who feels well or fairly well informed by the Council (61%) has increased since the 2003 survey (53%) and is also higher than the result for the peer organisation surveyed (61%).

Not surprisingly people aged 18-24 years old feel less informed about the Council overall (54% feel not very well informed or not informed at all) compared to people aged 65-69 years old (23% feel not very well informed or not informed at all).

Finding out about the Council

Under half of respondents (46%) find out about the Council from information that the Council provides. Just over a fifth (22%) find out from the local media and for around a tenth (12%) the main source of information is word of mouth.



4.5: Contacting the Council

4.5.1: Making a complaint

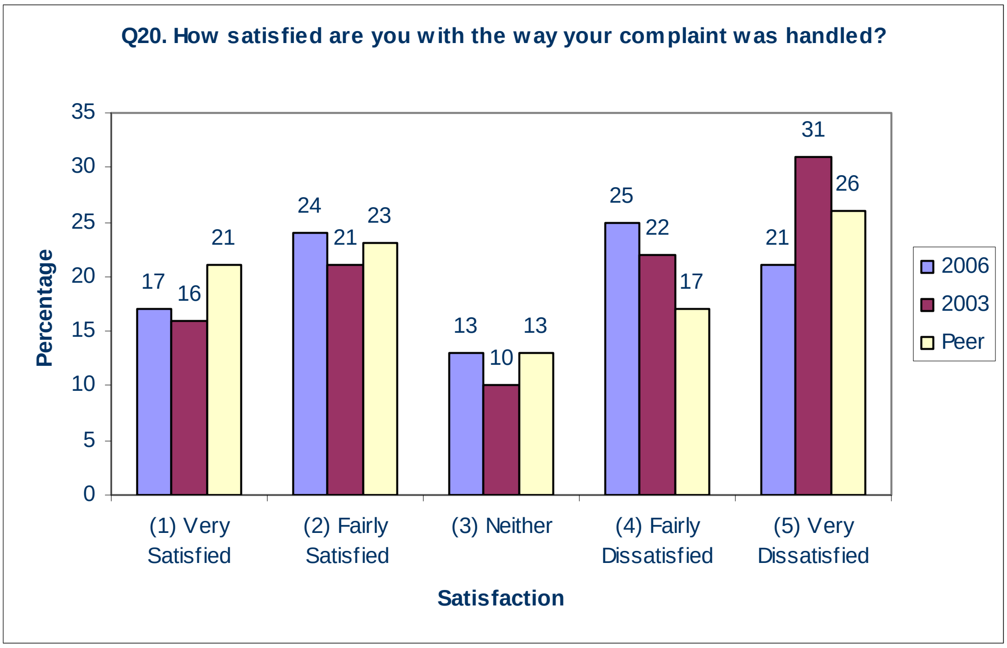
A quarter of respondents (25%) reported that they had made a complaint to the Council within the last year. This proportion has risen slightly since 2003 (21%) and it is also higher than the result for the peer organisation surveyed (13%).

Around a quarter of these complaints (29%) were related to waste & recycling collections, around a fifth to the highways and public footpaths (18%) and to car parking & traffic (17%). Around a tenth related to other issues (12%), planning services (7%), or housing and maintenance (7%). All other topics were mentioned less frequently than this.

Complaints handling

Those who had complained within the last year were asked to rate their satisfaction with the way in which the Council handled their complaint, as shown in the following graph.

Under half of these respondents (41%) were satisfied to an extent with the handling of their complaint. Most of those satisfied were fairly satisfied (24%), around a tenth (13%) were neutral and just under half (46%) were dissatisfied to an extent.



The proportion of those who are very or fairly satisfied with the Council (41%) has increased slightly since the 2003 survey (37%) but is on par with the result for the peer organisation surveyed (44%).

Respondents aged 18-24 years old were less satisfied with the way their complaint was handled (8% overall satisfaction) compared to respondents 75+ years old (58% overall satisfaction).

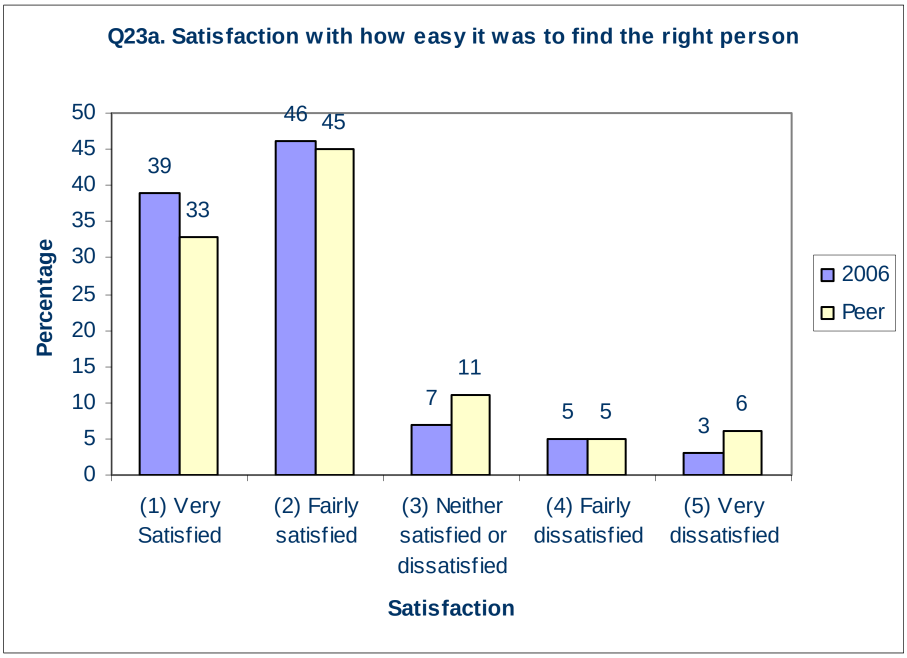
4.3.5: Contacting the Council for other reasons

When asked the reasons why they contacted the Council, a quarter of respondents replied that they contacted the Council to ask for advice or information (25%), a fifth applied to use a service (20%) and under a fifth to report an issue or a problem (14%).

Under half of the respondents contacted the Council by telephone (40%), around a third made their contact in person (33%) and around a fifth contacted the Council by letter (15%).

How easy it was to find the right person

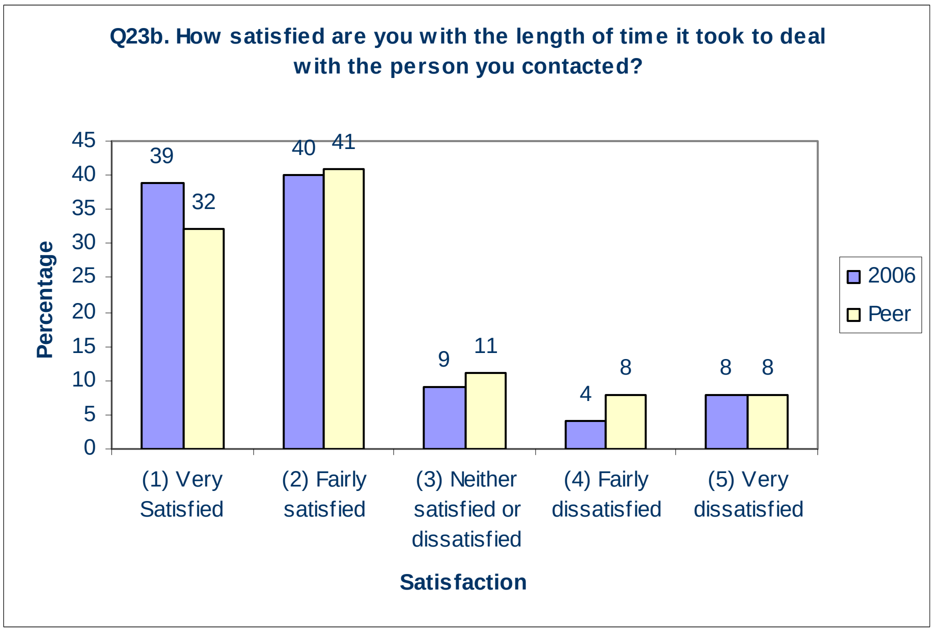
A large proportion of respondents (85%) were very or fairly satisfied with how easy it was to find the right person. Under a tenth were dissatisfied to an extent (8%) or neutral (7%).



The proportion of those who are very or fairly satisfied with how easy it was to find the right person (85%) is slightly higher than the result for the peer organisation surveyed (78%).

The length of time it took to deal with the person they contacted

A large proportion of respondents (79%) were very or fairly satisfied with the length of time it took to deal with the person they contacted. Around a tenth were dissatisfied to an extent (12%) and under a tenth were neutral (9%).

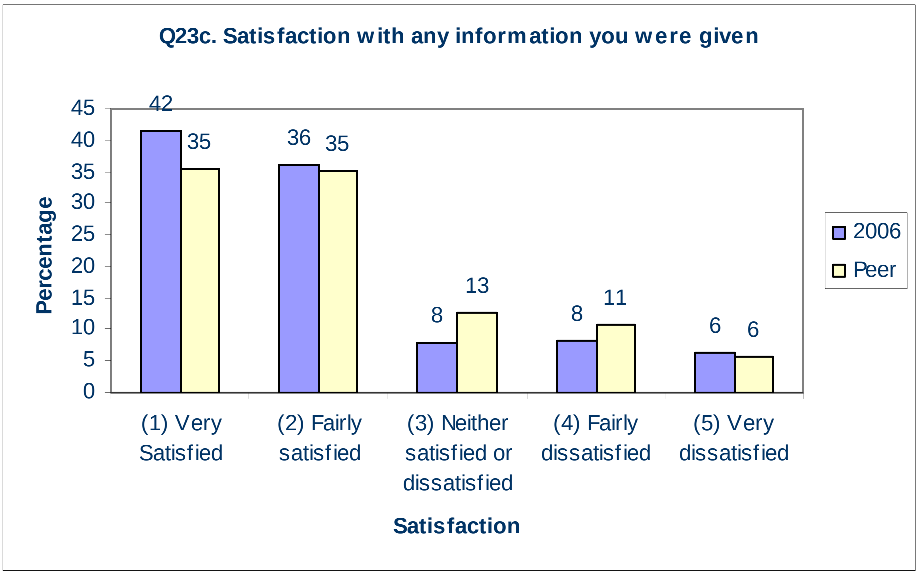


The proportion of respondents who are very or fairly satisfied with the length of time it took to deal with the person they contacted (79%) is slightly higher than the result for the peer organisation surveyed (73%).

Respondents aged 18-24 years old were less satisfied with the length of time it took to deal with the person they contacted (44% overall satisfaction), compared to respondents 75+ years old (91% overall satisfaction).

The information given

Just over three quarters of respondents (78%) were satisfied with the information they were given by the Council. Under a fifth were dissatisfied to an extent (14%) and under a tenth were neutral (8%).

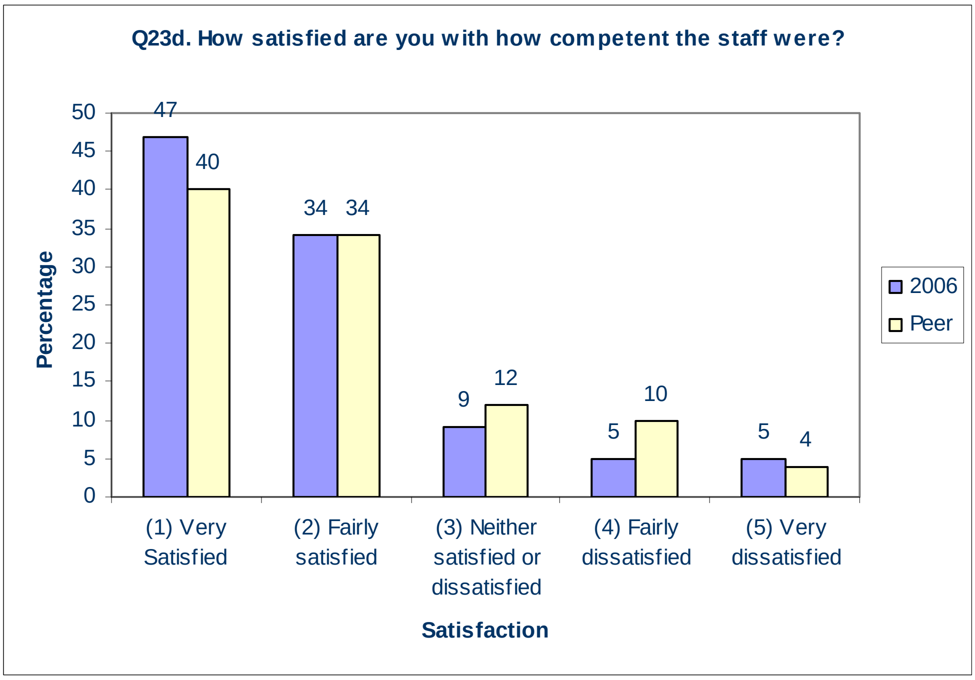


The proportion of those who are very or fairly satisfied with the information they were given by the Council (78%) is slightly higher than the result for the peer organisation surveyed (70%).

Respondents aged 18-24 years old were less satisfied with the information they were given by the Council (30% overall satisfaction), compared to respondents 75+ years old (88% overall satisfaction).

Competency of staff

A large proportion of respondents (81%) were satisfied with how competent the staff were. Under a tenth were dissatisfied to an extent (10%) or neutral (9%).

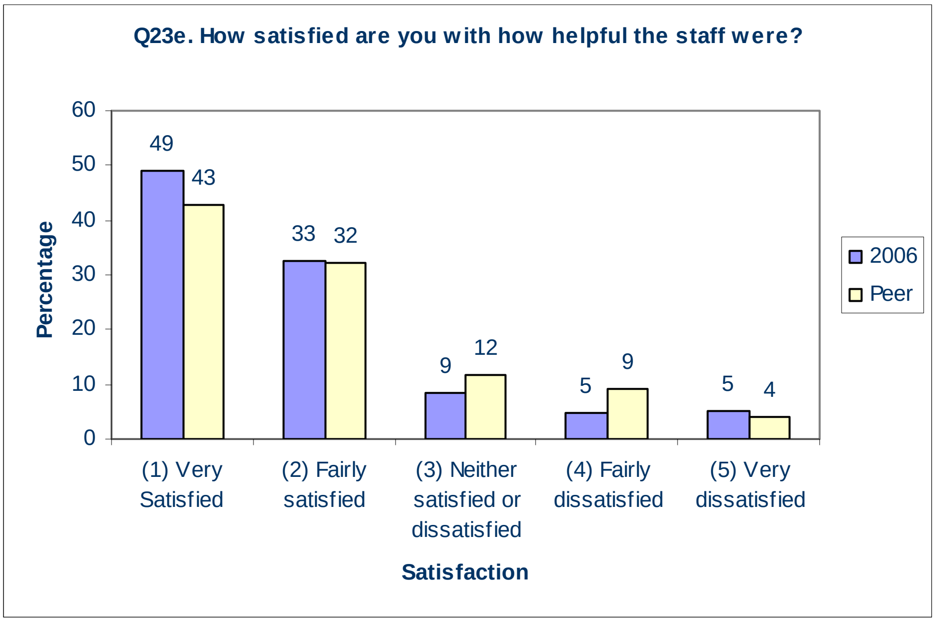


The proportion of those who are very or fairly satisfied with how competent the staff were (81%) is slightly higher than the average result for the peer organisation surveyed (74%).

Respondents aged 18-24 years old were less satisfied with how competent the staff were (40% overall satisfaction), compared to respondents 75+ years old (94% overall satisfaction).

Helpfulness of staff

A large proportion of respondents (82%) were very or fairly satisfied with how helpful the staff were. A tenth were dissatisfied to an extent (9%) or neutral (9%).

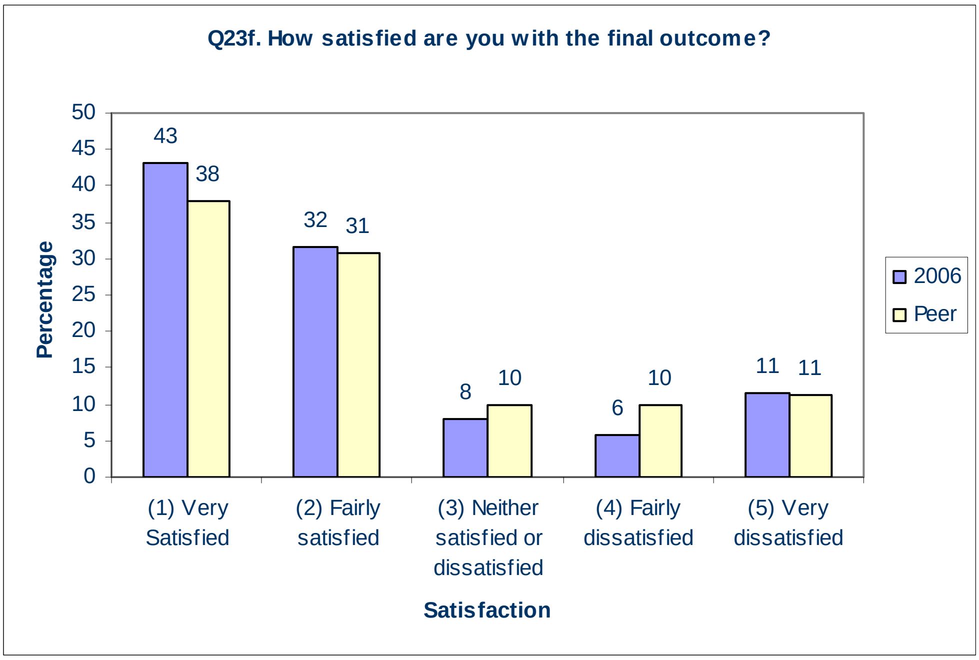


The proportion of those who are very or fairly satisfied with how helpful the staff were (82%) is slightly higher than the result for the peer organisation surveyed (75%).

Respondents aged 18-24 years old were less satisfied with how helpful the staff were (47% overall satisfaction), compared to respondents 75+ years old (91% overall satisfaction).

The final outcome

Three quarters of respondents (75%) were very or fairly satisfied with the final outcome of the service they received. Just under a fifth were dissatisfied to an extent (17%) and under a tenth were neutral (8%).

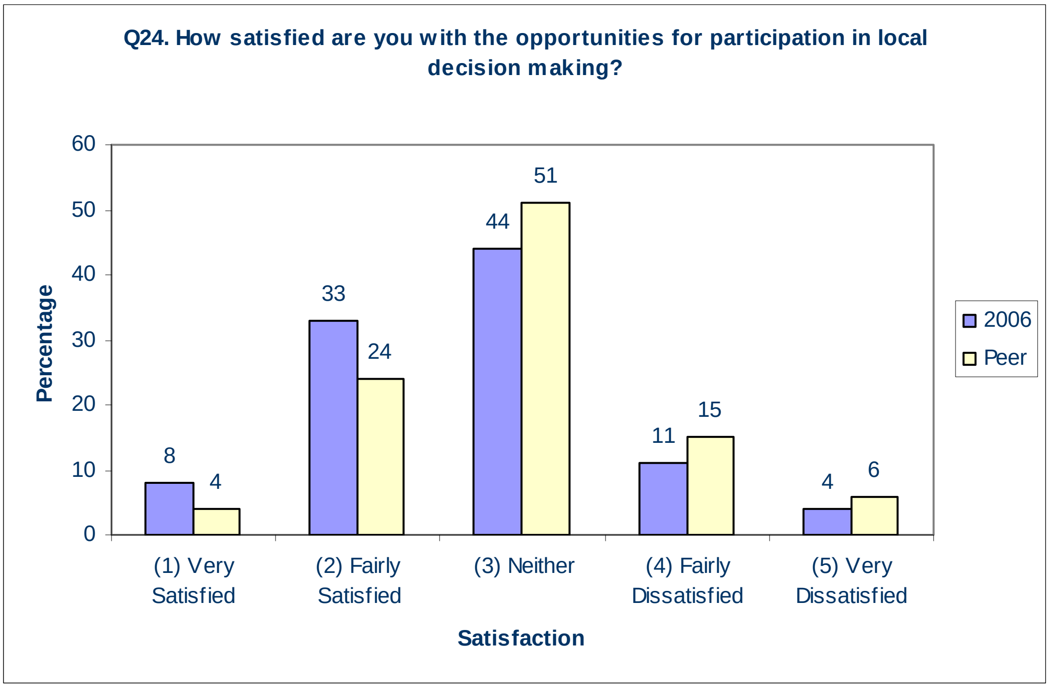


The proportion of those who are very or fairly satisfied with the final outcome (75%) is slightly higher than the result for the peer organisation surveyed (69%).

4.6: Local decision making

4.6.1: Participation in local decision making

Under half of respondents (41%) are satisfied with opportunities for participation in local decision making. Just under a fifth are dissatisfied to an extent (15%) and under half were neutral (44%).

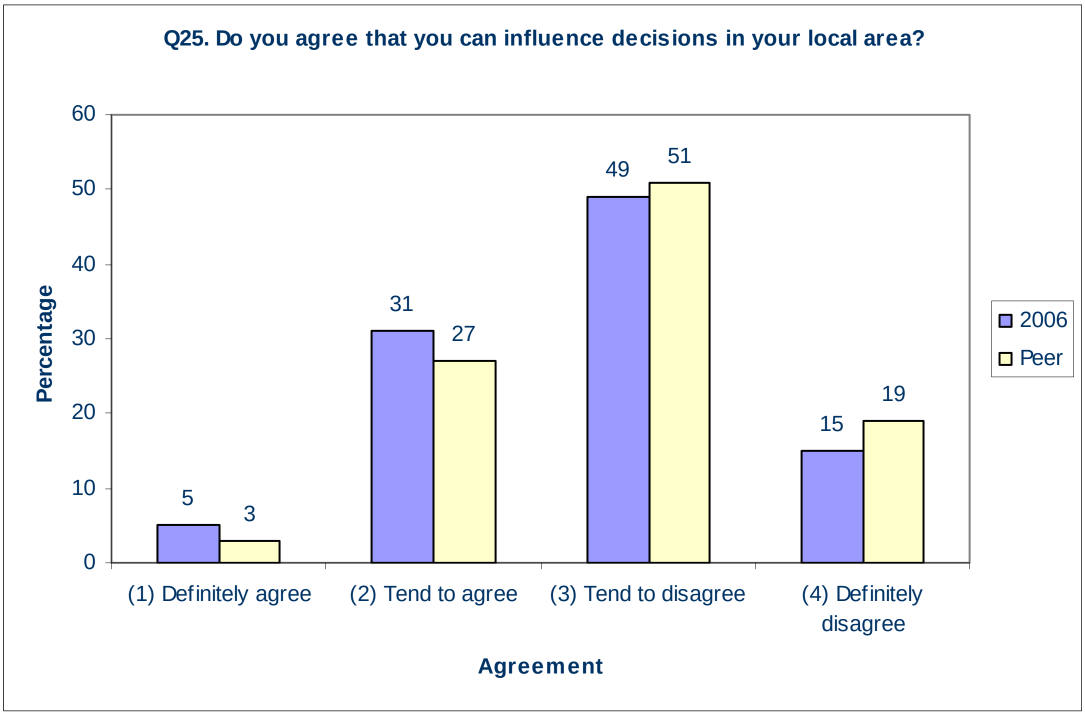


The proportion of those who are very or fairly satisfied with opportunities for participation in local decision making (41%) is higher than the result for the peer organisation surveyed (28%).

Respondents aged 18-24 years old were less satisfied with opportunities for participation in local decision making (24% overall satisfaction), compared to respondents 75+ years old (55% overall satisfaction).

4.6.2: Influence decisions

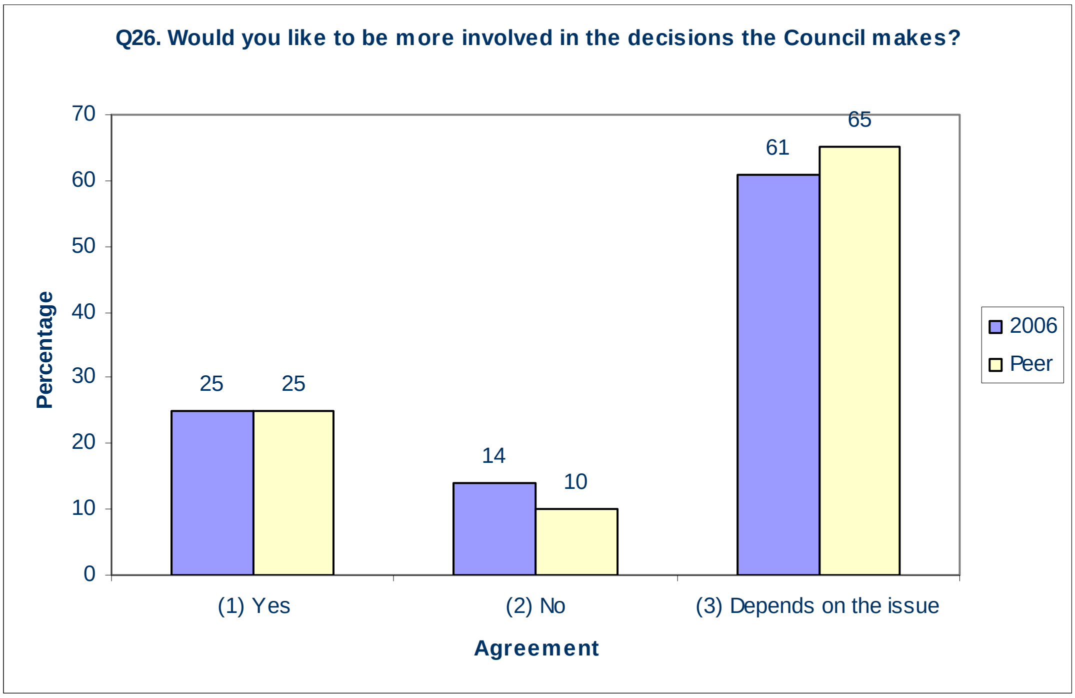
Over a third of respondents (36%) definitely agree or tend to agree that they can influence decisions in their local area. Just under two thirds (64%) tend to disagree or definitely disagree that they can influence decisions in their local area.



The proportion of those who agree to an extent that they can influence decisions in their local area (36%) is slightly higher than the result for the peer organisation surveyed (30%).

4.6.3: Involvement in decision making

A quarter of respondents (25%) would like to be more involved in the decisions that the Council makes. Under a fifth answered that they wouldn't (14%) and just under two thirds replied that it depends on the issue (62%).



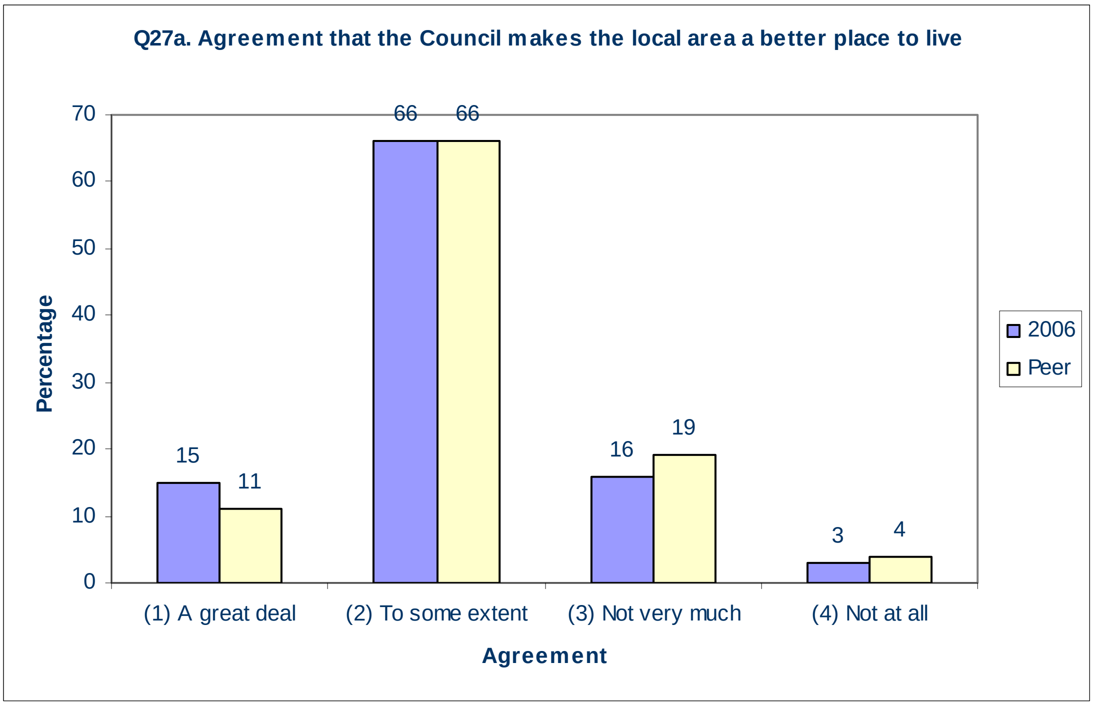
The proportion of those who would like to be more involved in the decisions that the Council makes (25%) is on par with the result for the peer organisation surveyed (25%).

4.7: How the Council performs overall

The next graphs illustrate how the Council performs overall.

The Council is making the local area a better place to live

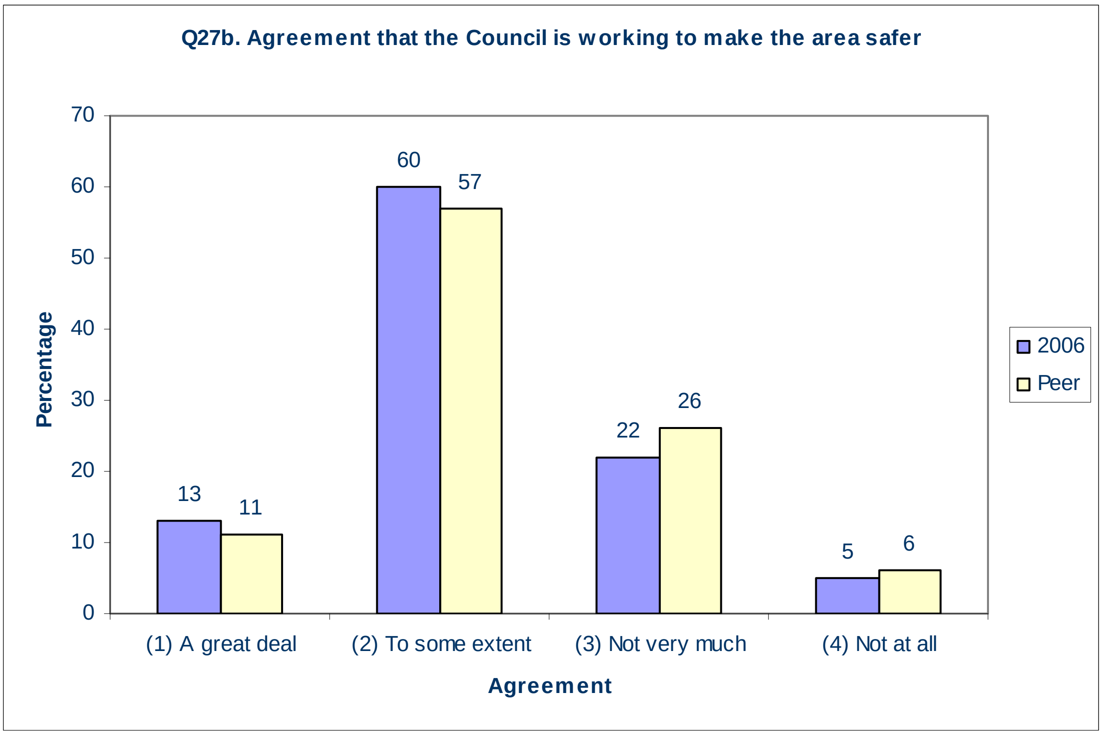
The majority (81%) of respondents agree to an extent that the Council is making the local area a better place to live. Around a fifth (19%) disagree to an extent with the above statement.



The proportion of respondents who agree to an extent that the Council is making the local area a better place to live (81%) is slightly higher than the result for the peer organisation surveyed (77%).

The Council is making the local area safer

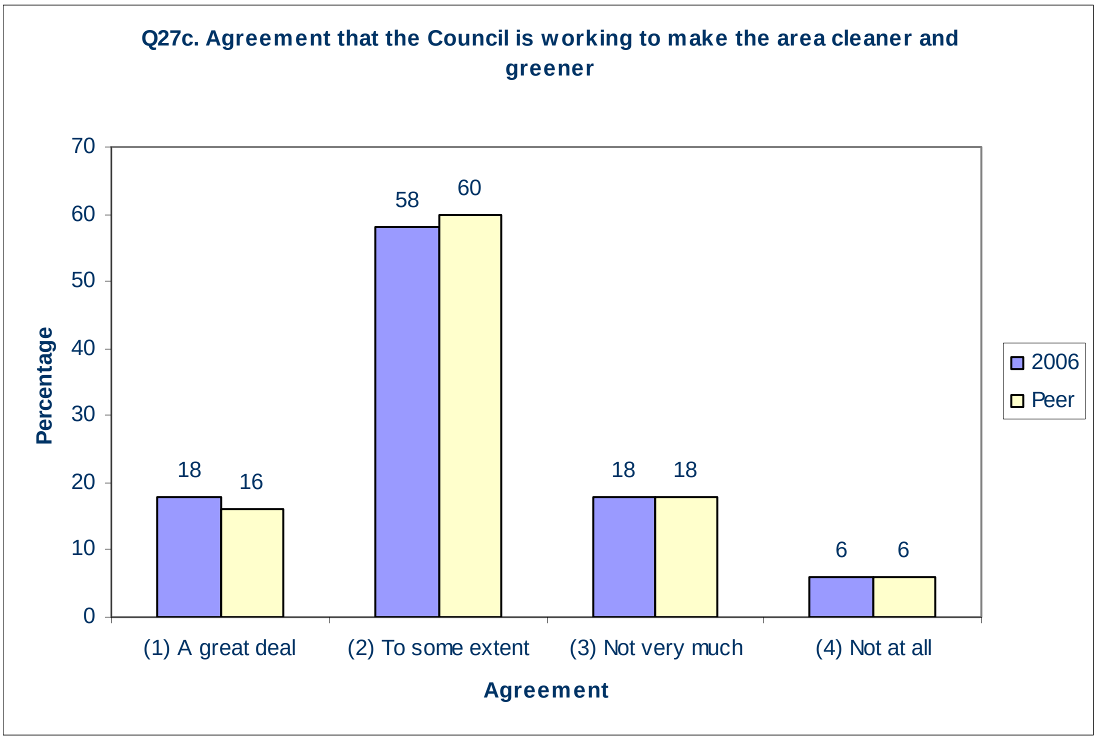
Nearly three quarters (73%) of respondents agree to an extent that the Council is making the local area safer. Around a quarter (27%) disagree to an extent with the above statement.



The proportion of respondents who agree to an extent that the Council is making the local area safer (73%) is slightly higher than the result for the peer organisation surveyed (68%).

The Council is making the local area cleaner and greener

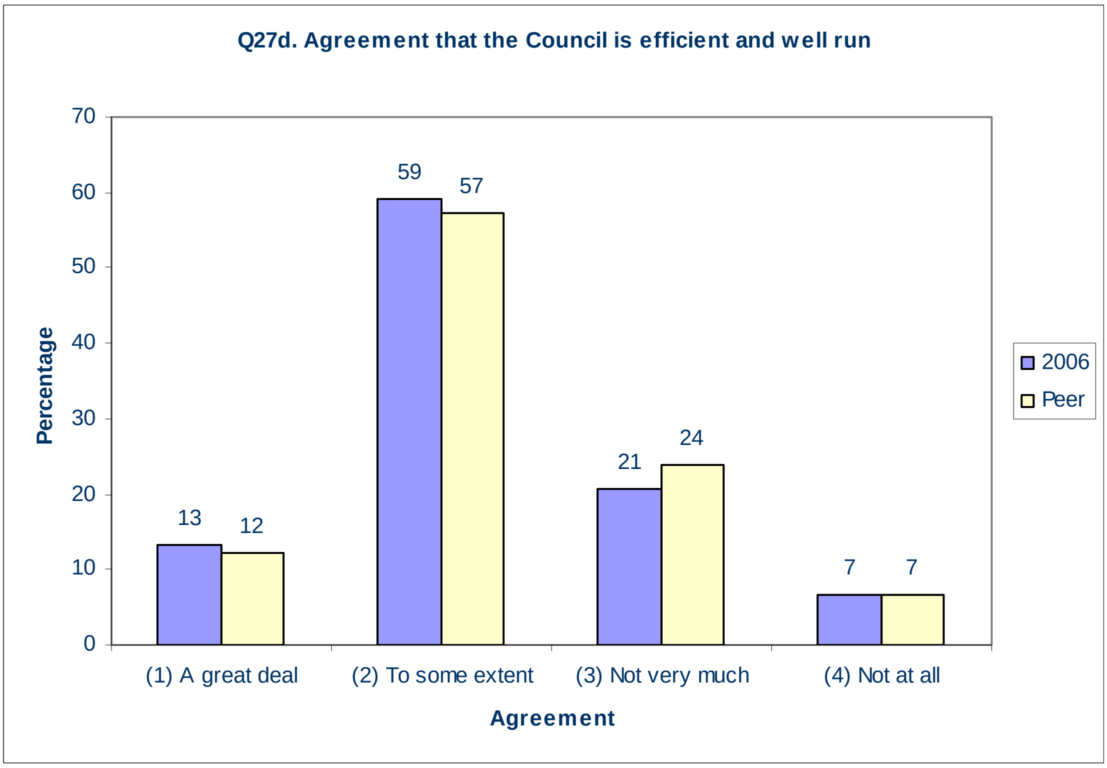
Three quarters (76%) of respondents agree to an extent that the Council is making the local area cleaner and greener. Under a fifth (24%) disagree to an extent with the above statement.



The proportion of respondents who agree to an extent that the Council is making the local area cleaner and greener (76%) is on par with the average result for the peer organisation surveyed (76%).

The Council is efficient and well run

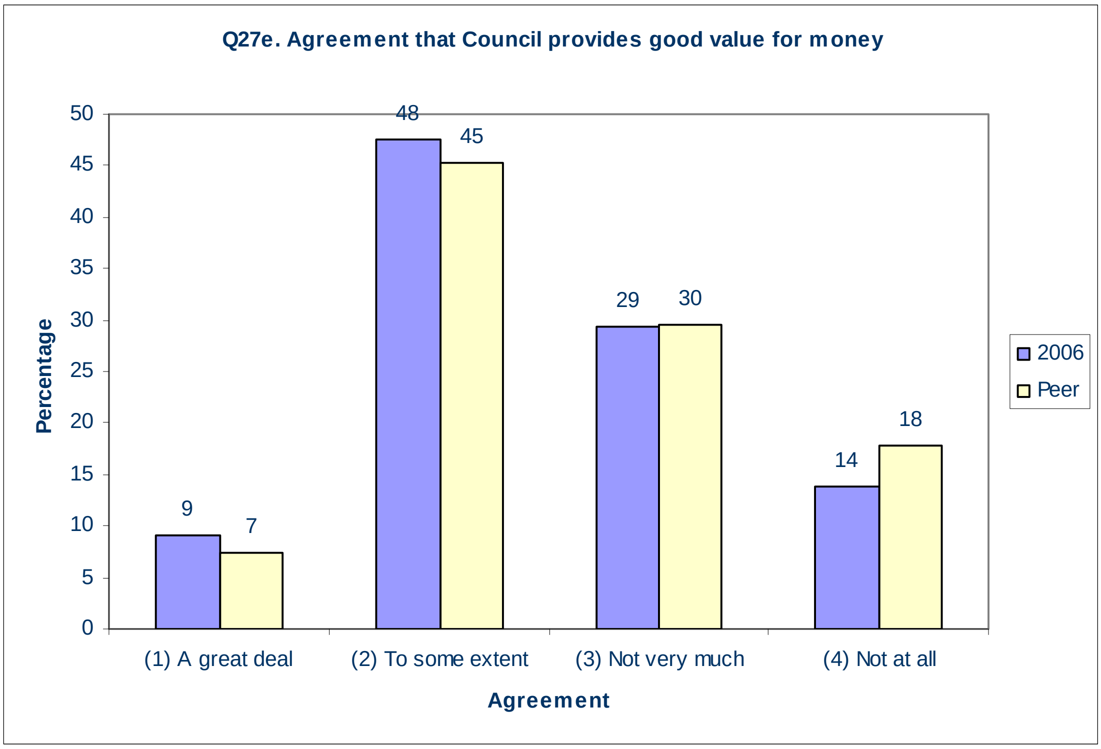
Nearly three quarters (72%) of respondents agree to an extent that the Council is efficient and well run. Around a quarter (28%) disagree to an extent with the above statement.



The proportion of respondents who agree to an extent that the Council is efficient and well run (72%) is slightly higher than the result for the peer organisation surveyed (69%).

The Council provides good value for money

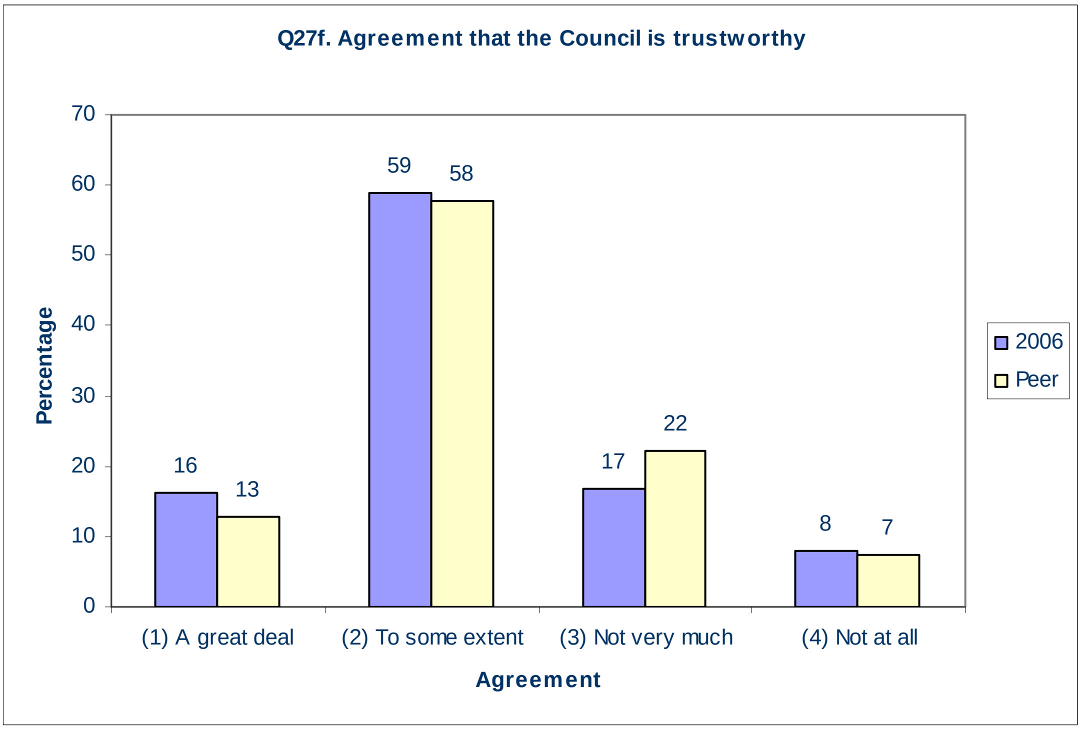
Over half (57%) of respondents agree to an extent that the Council is good value for money. Under half (43%) disagree to an extent with the above statement.



The proportion of respondents who agree to an extent that the Council is good value for money (57%) is slightly higher than the result for the peer organisation surveyed (52%).

The Council is trustworthy

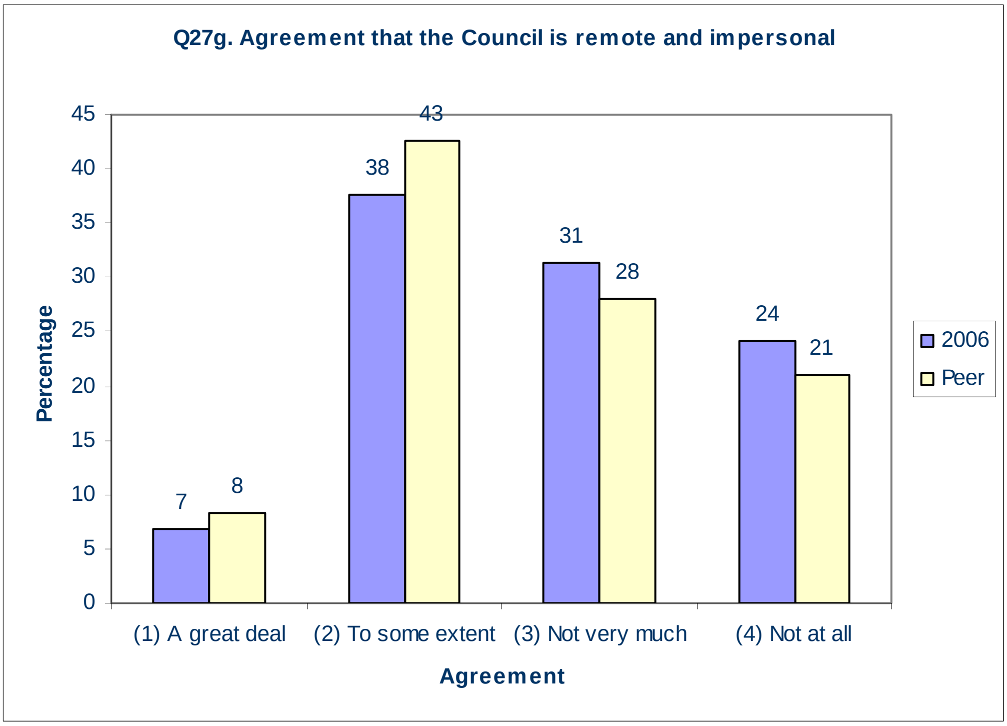
Three quarters (75%) of respondents agree to an extent that the Council is trustworthy. A quarter (25%) disagree to an extent with the above statement.



The proportion of respondents who agree that the Council is trustworthy (75%) is slightly higher than the result for the peer organisation surveyed (71%).

The Council is remote and impersonal

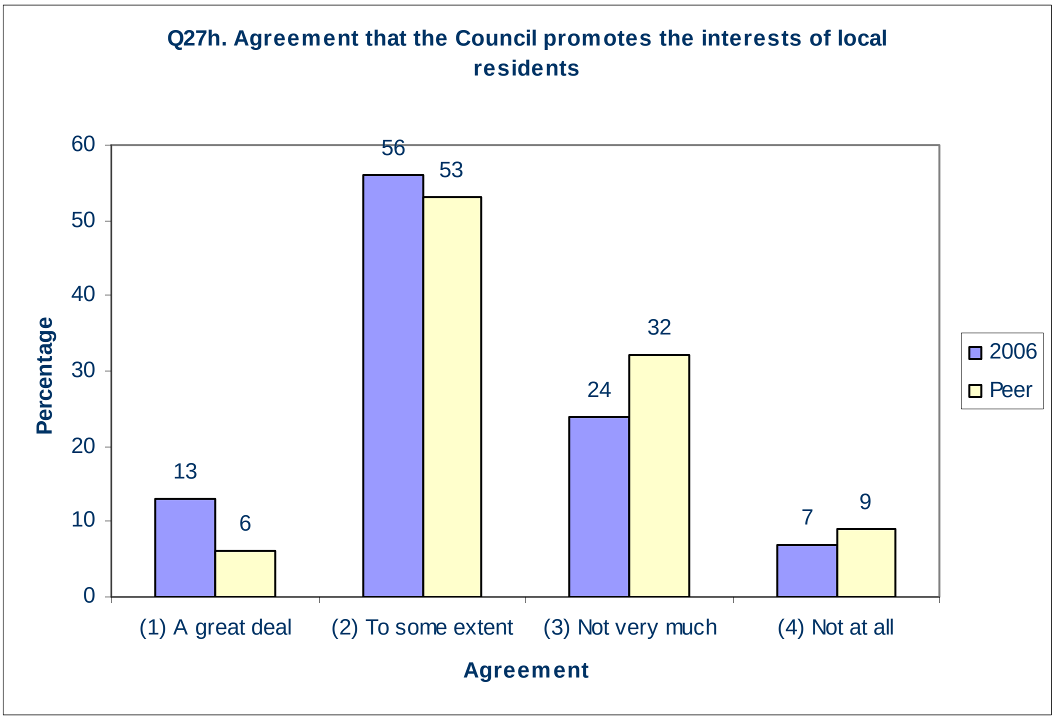
Under half (45%) of respondents agree to an extent that the Council is remote and impersonal. Over half (55%) disagree to an extent with the above statement.



The proportion of respondents who agree that the Council is remote and impersonal (45%) is lower than the result for the peer organisation surveyed (51%).

The Council promotes the interest of local residents

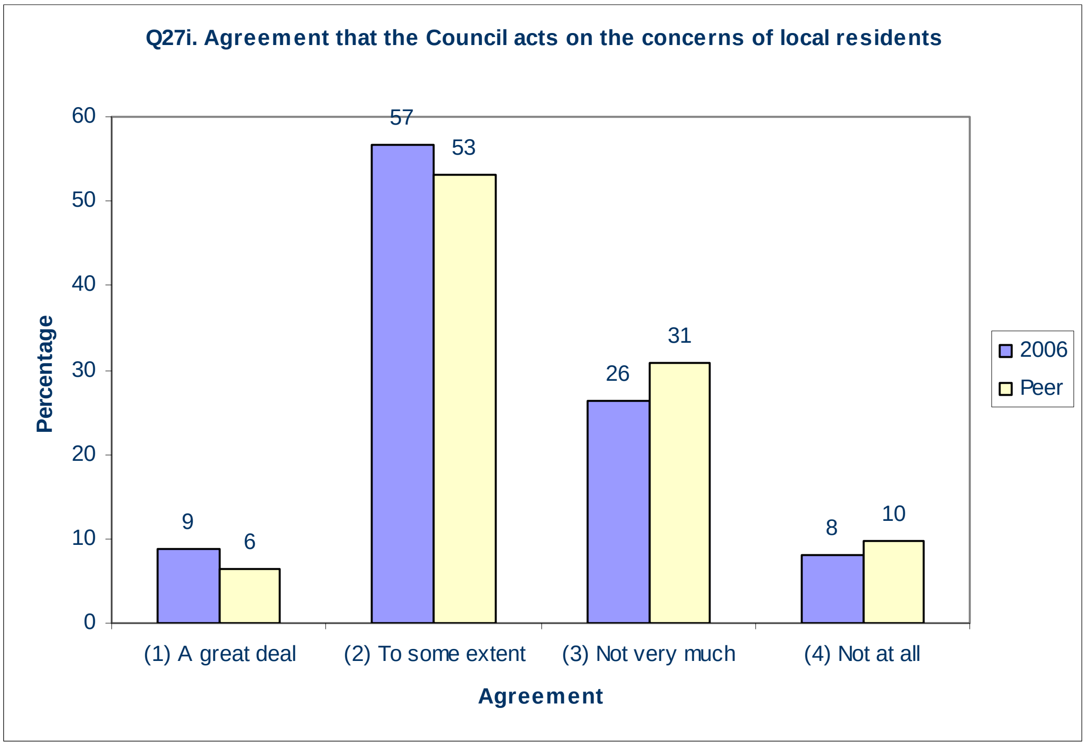
Around two thirds (69%) of respondents agree to an extent that the Council promotes the interests of local residents. Around a third (31%) disagree to an extent with the above statement.



The proportion of respondents who agree that the Council promotes the interest of local residents (69%) is higher than the result for the peer organisation surveyed (59%).

The Council acts on the concerns of local residents

Around two thirds (66%) of respondents agree to an extent that the Council acts on the concerns of local residents. Around a third (34%) disagree to an extent with the above statement.

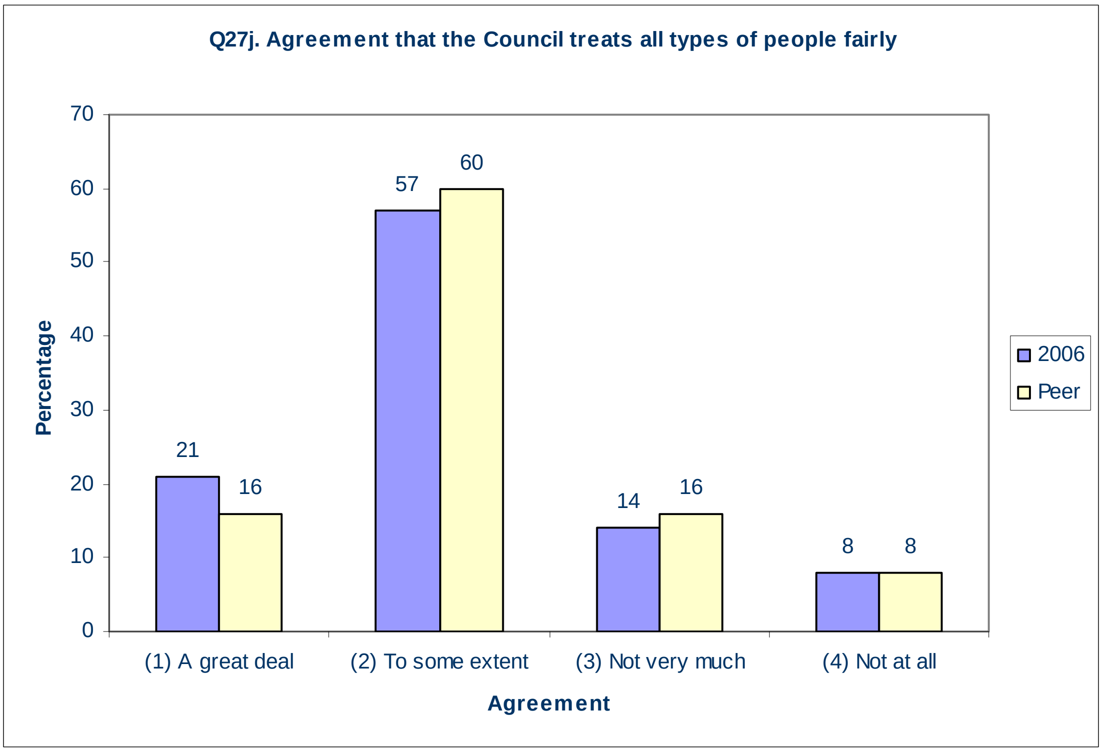


The proportion of respondents who agree that the Council acts on the concerns of local residents (66%) is higher than the result for the peer organisation surveyed (59%).

A larger proportion of respondents aged 18-25 years old disagree to an extent that the Council acts on the concerns of local residents (58%) compared to respondents aged 75+ years old (27%).

The Council treats all people fairly

Three quarters (78%) of respondents agree to an extent that the Council treats all people fairly. Around a fifth (22%) disagree to an extent with the above statement.



The proportion of respondents who agree that the Council treats all people fairly (78%) is on par with the result for the peer organisation surveyed (76%).

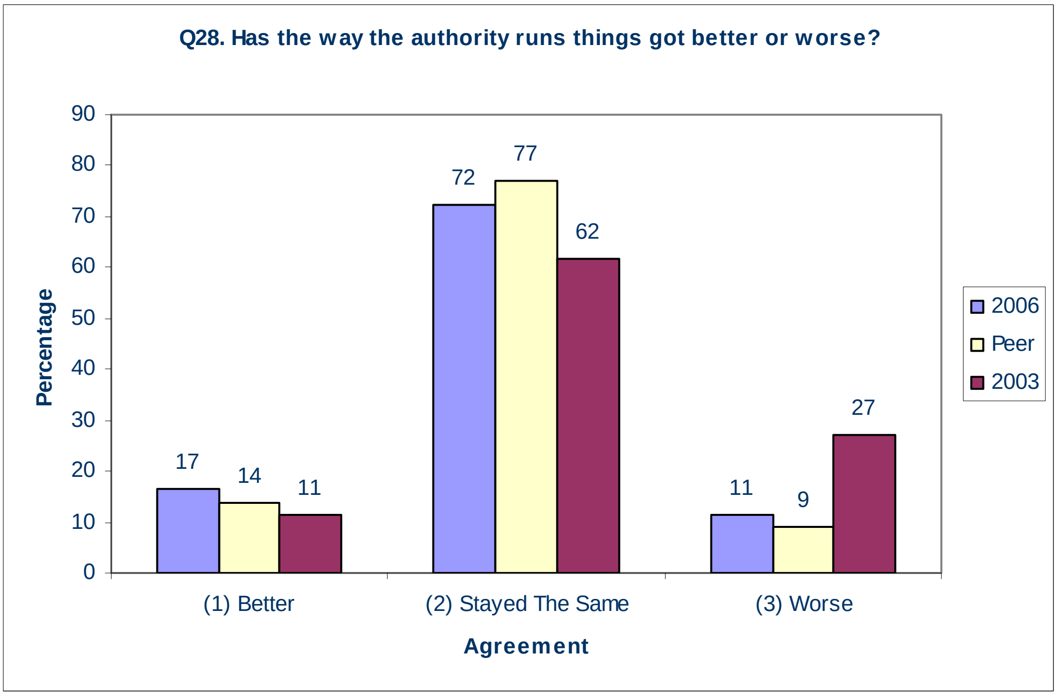
A larger proportion of respondents aged 18-25 years old disagree to an extent that the Council treats all people fairly (51%), compared to respondents aged 75+ years old (12%).

How the Council changed

The graph below shows how respondents believe the Council has changed over the last three years.

Nearly three quarters (72%) believe that the Council has stayed the same over this period, a majority that would seem to confirm the earlier comparison of satisfaction with the Council over time.

Around a tenth (11%) stated that the Council had become worse in their opinion, whilst just under a fifth (17%) believe that it has improved over this period.



The proportion who thought that the Council has got better over the last three years (17%) is slightly higher than the 2003 survey (11%) and the result for the peer organisation surveyed (14%).

A larger proportion of respondents aged 18-25 years old disagree that the Council has got better over the years (34%), compared to respondents aged 75+ years old (7%).

4.8: Other Comments & Suggestions

Respondents were asked if they had any other comments or suggestions of relevance to make.

Of these submissions the most common related to car parking, traffic and road maintenance (28%), waste collection, recycling and littering (25%), local area & amenities (12%) and council tax (10%). This result indicates that these topics are of importance to respondents. All other comments were submitted less frequently than this.

4.9: Nature Of Residents

This section of the findings details the nature of residents in Christchurch. Whilst the primary focus of the survey was the local area and the Council, certain demographic and personal questions were asked of respondents, and can be useful in understanding the local population and their needs.

4.9.1: Demographic Profile

Just over half of respondents (52%) were female and just under half (48%) male.

The vast majority of these respondents (99%) are from a white ethnic background.

The average age of respondents is 48 years, with a majority (49%) aged over 55 years. Over a third of respondents (33%) were retired from work, with most of the remainder in full-time (29%) and part-time (10%) employment or self employed (11%).

A quarter of respondents (25%) had a disability, long-term illness or infirmity. Three quarters of these people (75%) reported that it limits their daily activities in some way.

4.9.2: Residency History

Respondents have spent an average of 15 years in the local area and an average of 11 years in their current accommodation, results not too dissimilar from the 2003 results.

Almost half (46%) reported that they own outright their home, just over a third (36%) are currently buying on mortgage, a tenth (8%) are renting from a housing association or trust and very few are renting from other sources. Just under two thirds of households (63%) are comprised of two adults over 18 years old. Again these results are very similar to the 2003 results.

5: Conclusions & Recommendations

The following conclusions and recommendations have been drawn from the research findings section of this report. We recommend that attention should be given to the following areas.

- All Best Value Performance Indicators have improved since 2003. The only exception is BV90A, Household waste collection overall (84% where satisfied to an extent- 88% at 2003). Considering that a large percentage of the open ended comments concentrated on the household and recycling waste collection it is recommended that some caution should be given on that area.

- The BVPI with the lowest score was for BV4 (outcome of complaint-41%).

- Nearly three quarters of respondents agree that the main factor in need of improvement in their local area is facilities for young children (74%).

- In terms of antisocial behaviour the main problem seems to be parents not taking responsibility of their children and teenagers hanging out on the streets.

- People 18-24 are less informed about the Council and they are also less satisfied with certain Council services. It is therefore recommended that effort should be made to reach these audiences, inform them about their local authority and help them participate in decision making.