

Cherwell District Council

Annual Satisfaction Survey

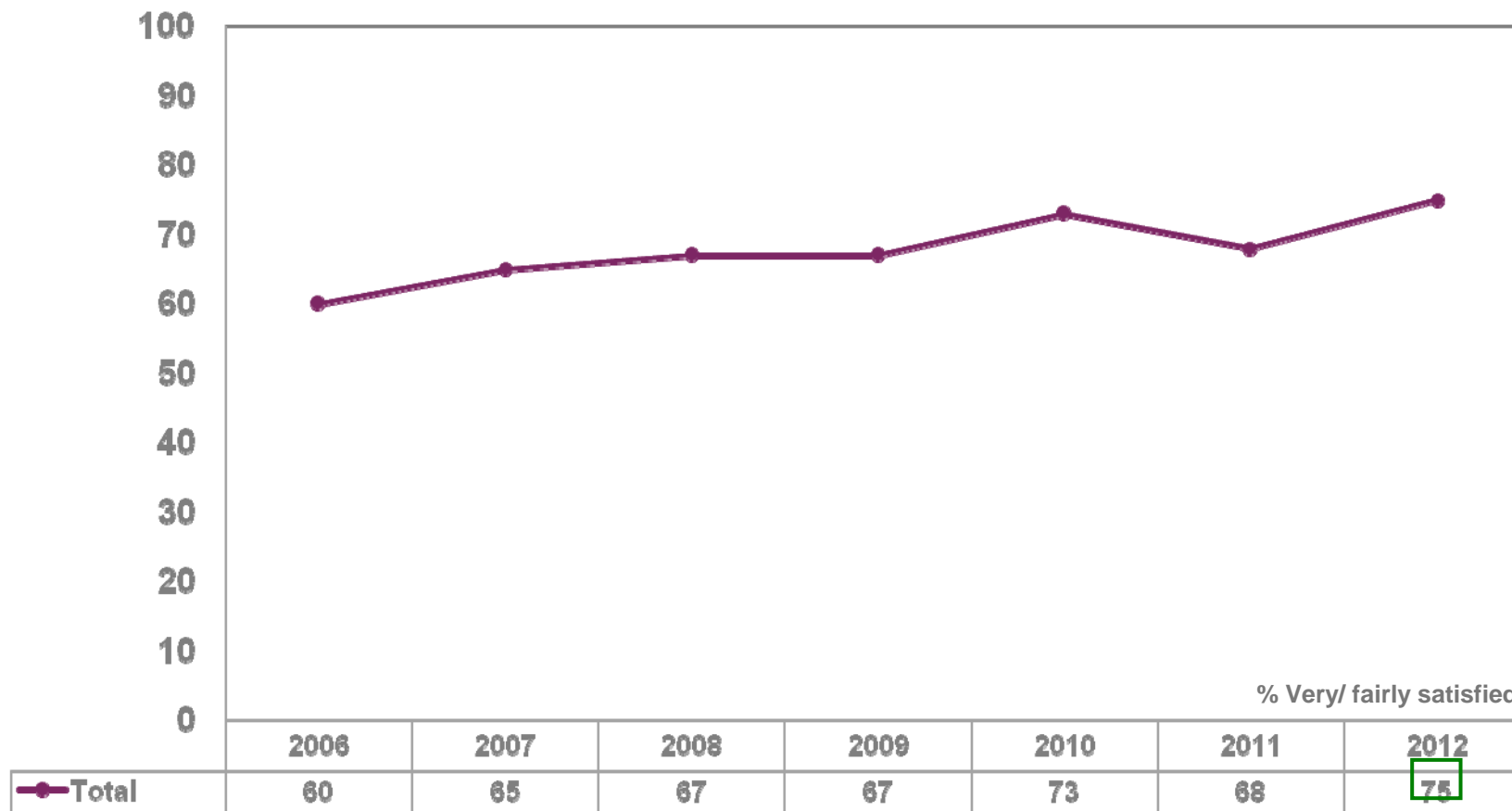
Topline Report 2012

If you would like to know more about Citizens Panel, Annual Satisfaction Survey or Budget Consultation please contact Michal Gogut, ext 1575.



The percentage of people satisfied with the services provided by Cherwell District council has risen significantly this year to 75%. This is the highest rating of satisfaction recorded since the survey began.

OVERALL SATISFACTION WITH SERVICE PROVIDED BY CHERWELL DISTRICT COUNCIL



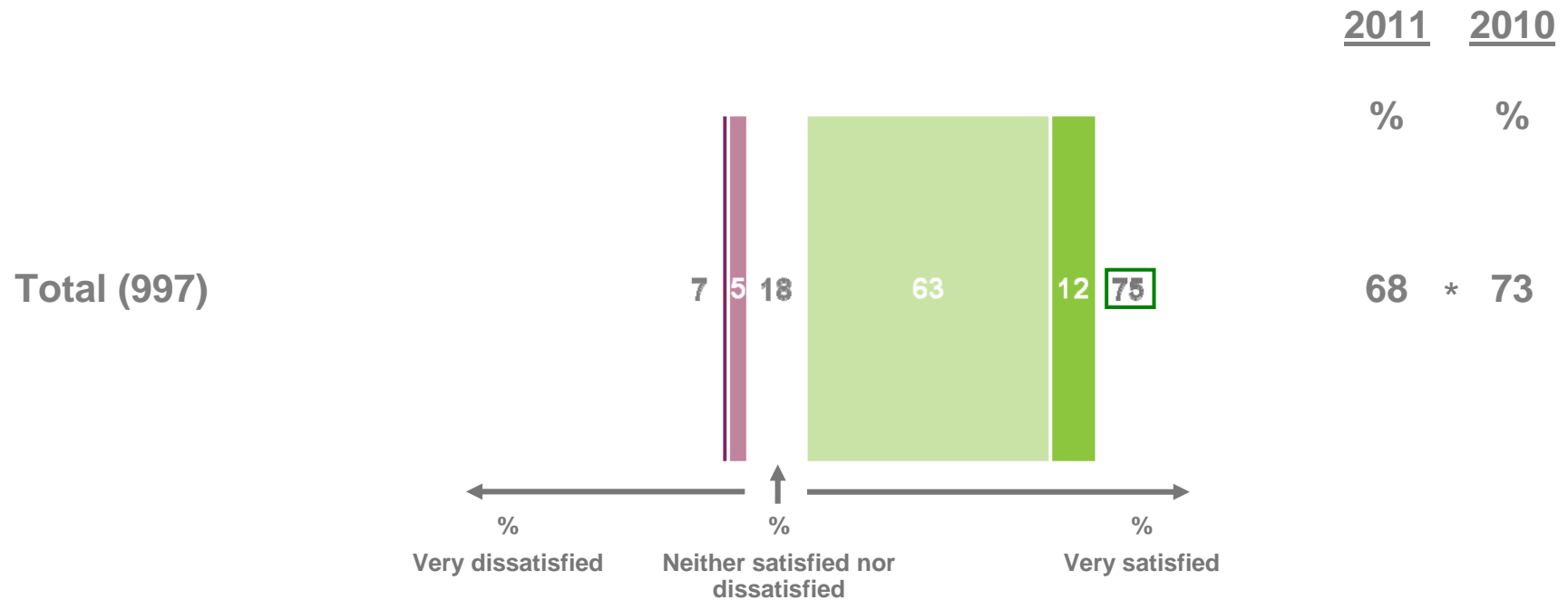
Base: (Those answering: 997)

Q37. Overall, how satisfied or dissatisfied are you with the services provided by Cherwell District Council?



The rise in satisfaction coincides with a fall of 2% in dissatisfaction.

OVERALL SATISFACTION WITH THE SERVICES PROVIDED BY CHERWELL DISTRICT COUNCIL



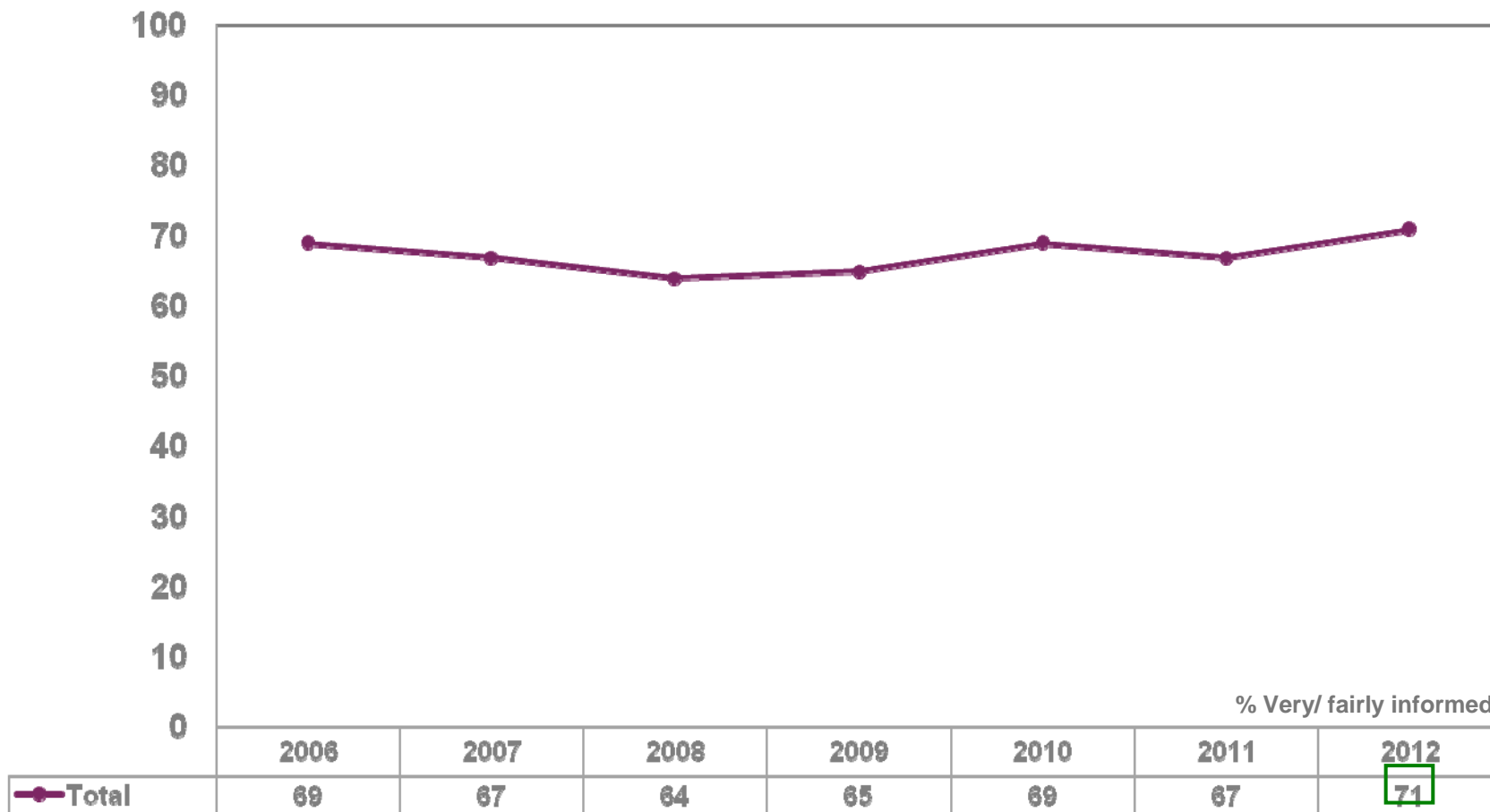
Base: (Those answering)

Q37. Overall, how satisfied or dissatisfied are you with the services provided by Cherwell District Council?



The percentage of people who feel well informed has also risen this year, with now 7 in 10 scoring highly.

HOW WELL INFORMED CHERWELL DISTRICT COUNCIL KEEPS RESIDENTS ABOUT THE BENEFITS AND SERVICES IT PROVIDES



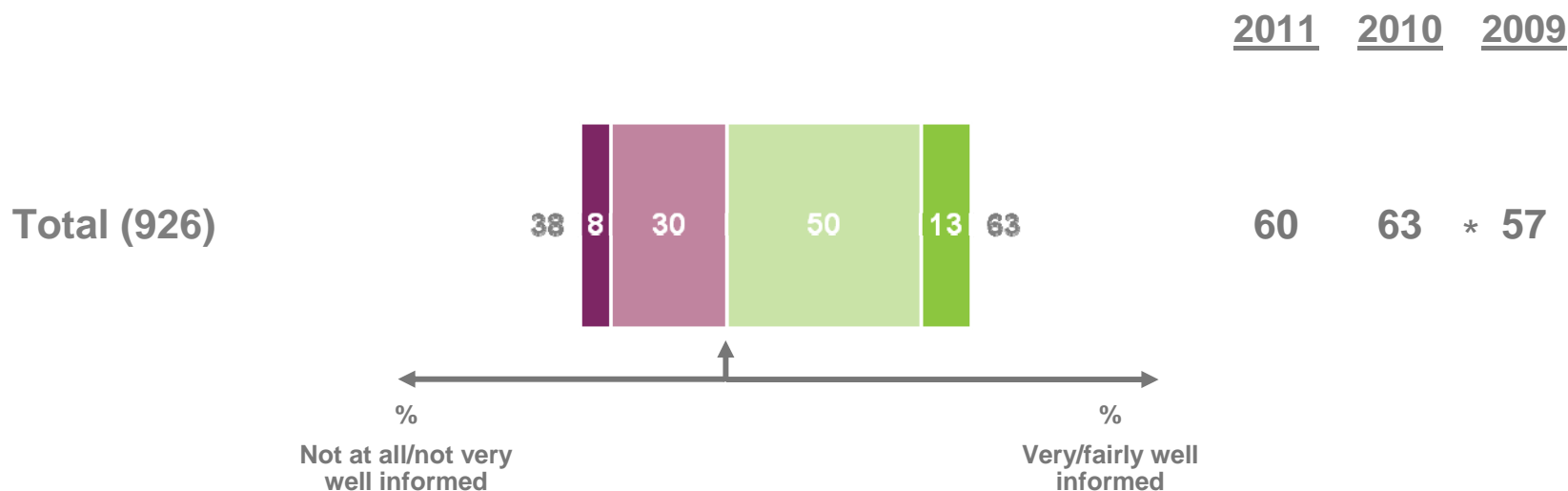
Base: (Those answering: 935)

Q38. How well informed, if at all, does Cherwell District Council keep residents about the benefits and services it provides?



After a small drop in the number of people who feel informed about what the Council spends money on, this has now risen again in 2012 to 63%, back in line with 2010.

HOW WELL INFORMED CHERWELL DISTRICT COUNCIL KEEPS RESIDENTS ABOUT WHAT THE COUNCIL SPENDS MONEY ON



Base: (Those answering)

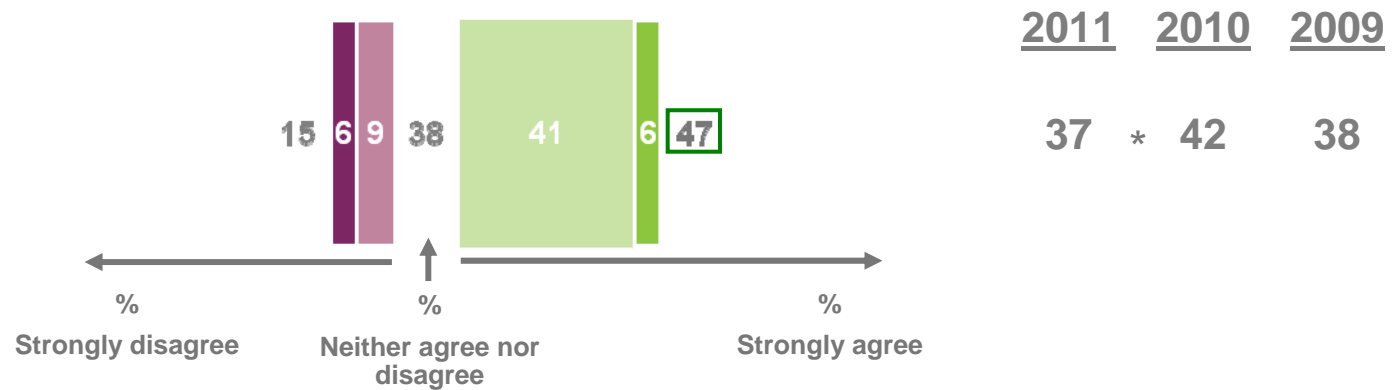
Q39. And, how well informed, if at all, does Cherwell District Council keep residents about what the Council spends money on?



Agreement that Cherwell District Council provides value for money has risen considerably by 10%. Nearly half of residents (47%) now agree, this is the highest recording since the question was introduced in 2009.

AGREEMENT THAT CHERWELL DISTRICT COUNCIL PROVIDES VALUE FOR MONEY

Total (937)



Base: (Those answering)

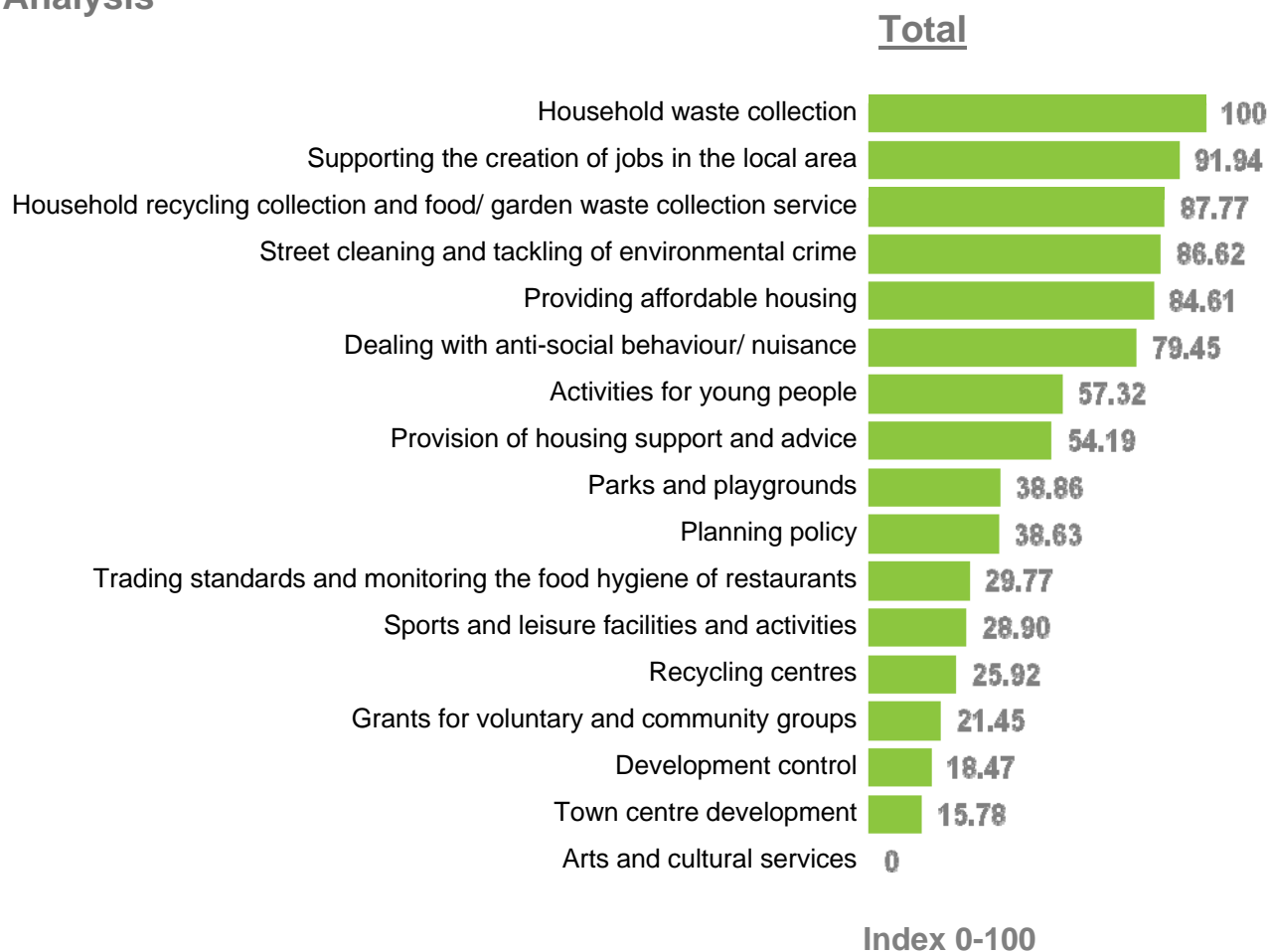
Q40. To what extent do you agree or disagree that Cherwell District Council provides value for money?



'Household waste collection' and 'supporting the creation of jobs in the local area' are still considered the most important services to maintain. 'Household recycling and food/garden waste collection' and 'street cleaning and tackling of environmental crime' have moved up the rankings to 3rd and 4th priority.

BUDGET CONSULTATION - KEY SERVICES TO BE MAINTAINED

Conjoint Analysis



Base: (Those answering)

Q43. It is important for Cherwell District Council to understand which services are most important to residents in the current economic climate. From the following pairs of Council Services, which would you prioritise for maintaining the current level of service provision?