

Resident Satisfaction Survey 2018 – Results and summary

Background



Prioritisation of services



Overall satisfaction

- 55%** Are satisfied with services provided by the council
- 33%** Agrees that the council provides value for money
- 51%** Feels well or fairly well informed
- 48%** Feels well or fairly well informed

Overall, how satisfied or dissatisfied are you with the services provided by the council?

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

How well informed, if at all, does the council keep residents about what it spends the money on?

How well informed, if at all, does the council keep residents about benefits and services it provides?

Ward	Dissatisfied	Satisfied
Launton & Otmoor Ward	9.5%	88.2%
Kidlington West Ward	6.9%	90.8%
Kidlington East Ward	13.6%	80.7%
Fringford & Heyfords Ward	4.5%	85.8%
Deddington Ward	3.5%	88.5%
Cropredy, Sibfords & Wroxton Ward	8.7%	78.8%
Bicester West Ward	13.0%	72.4%
Bicester South & Ambrosden Ward	8.2%	78.7%
Bicester North & Caversfield Ward	8.3%	84.5%
Bicester East Ward	4.1%	81.4%
Banbury, Calthorpe & Easington Ward	9.0%	81.2%
Banbury Ruscote Ward	35.2%	48.1%
Banbury Hardwick Ward	10.4%	69.5%
Banbury Grimsbury & Hightown Ward	10.3%	77.0%
Banbury Cross & Neithrop Ward	19.1%	67.4%
Adderbury, Bloxham & Bodicote Ward	5.5%	87.5%

79% Satisfied and fairly satisfied

Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Environmental Services

- 86%** Satisfied and fairly satisfied: Satisfaction with "Green Bin" collection
- 75%** Satisfied and fairly satisfied: Satisfaction with recycling centres
- 81%** Satisfied and fairly satisfied: Satisfaction with household recycling collection service
- 85%** Satisfied and fairly satisfied: Satisfaction with food and garden waste collection service
- 62%** Satisfied and fairly satisfied: Satisfaction with street cleaning service

Leisure Services

- 69%** Satisfied and fairly satisfied: Satisfaction with the way parks and play areas are looked after
- 57%** Satisfied and fairly satisfied: Satisfaction with the leisure facilities provided by the council
- 48%** Satisfied and fairly satisfied: Satisfaction with the leisure activities provided by the council

Community Safety

32% Satisfied or fairly satisfied

Satisfaction with Council's approach to dealing with ASB and nuisance

What's next?
Service specific deeper dive survey will be carried out with each service by the Insight Team.
To know more please contact us: 22 1556