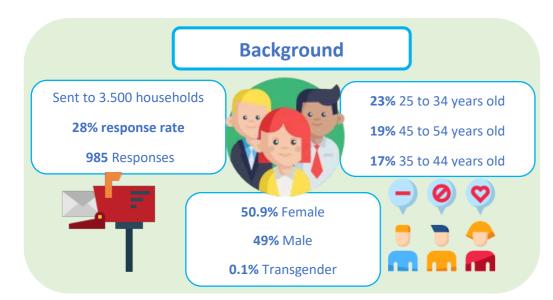
Residents Annual Satisfaction 2019 – Summary of results





"I am sure that the Council is trying very hard to meet local needs and in most ways is succeeding. Financial constraints cannot help your work but within your limits I feel that you are a vibrant and caring Council which is all that can be expected. Keep up the good work!" Banbury Resident

Prioritisation of services

1

Dealing

with anti-

social

behaviour

complaints." -Kidlington Resident



Household

waste

collection







Household recycling & food/garden waste collection



Street cleaning & tackling environment

The Council

77%



Residents satisfied with the area as a place to live

2% less than 2018



Residents satisfied with the services provided by the council

1% more than 2018



38%

Residents agree that CDC provides value for money

3% more than 2018



45%

Residents feel informed about the benefits and services the Council provides

3% less than 2018



50%

Residents feel informed about what the Council spends money on

1% more than 2018

Services



87%

Satisfaction with Green bin collection service

1% more than 2018



81%

Satisfaction with household recycling collection service

Same result than 2018



83%

Satisfaction with food and garden waste collection service

2% less than 2018



"I think Cherwell DC does a very good job I personally have no

71%

Satisfaction with recycling centres

4% less than 2018



Satisfaction with street cleaning service

3% more than 2018

"Cherwell District Council seem to me to be a really good council. Council tax rises have been very moderate, and yet I think services have still been maintained" - Bicester Resident

m

70%

Satisfaction with way parks and play areas are looked after

1% more than 2018



54%

Satisfaction with leisure facilities provided by the Council

3% less than 2018



46%

Satisfaction with leisure activities provided by the Council

2% less than 2018



35%

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

3% more than 2018

What's next?

For additional analysis and further investigation please contact the Insight Team