

# Residents Annual Satisfaction 2019 – Summary of results

### Background

- Sent to 3,500 households
- 28% response rate**
- 985 Responses
- 23% 25 to 34 years old
- 19% 45 to 54 years old
- 17% 35 to 44 years old
- 50.9% Female
- 49% Male
- 0.1% Transgender

### Prioritisation of services

- 1 Dealing with anti-social behaviour
- 2 Household waste collection
- 3 Household recycling & food/garden waste collection
- 4 Street cleaning & tackling environment

### The Council

- 77%** Residents satisfied with the area as a place to live  
*2% less than 2018*
- 56%** 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*

*"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

*"I think Cherwell DC does a very good job I personally have no complaints."* -Kidlington Resident

### 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*
- 71%** Satisfaction with recycling centres  
*4% less than 2018*
- 65%** Satisfaction with street cleaning service  
*3% more than 2018*
- 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*

*"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

### What's next?

For additional analysis and further investigation please contact the Insight Team