



# **Cherwell District Council**

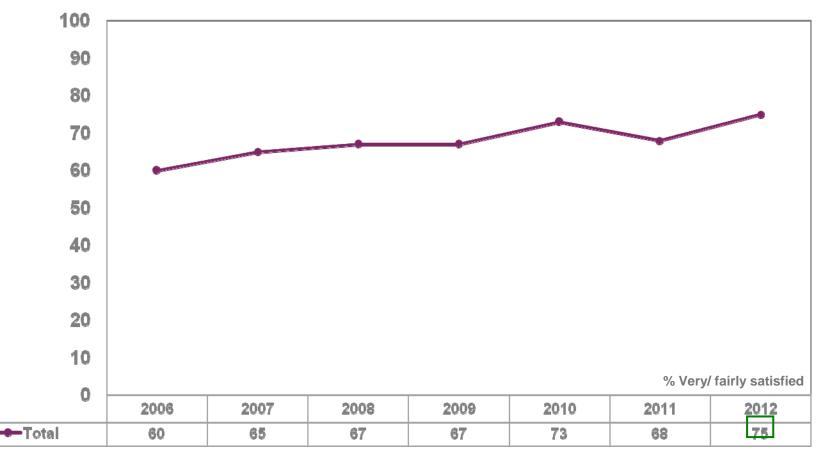
**Annual Satisfaction Survey** 

**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



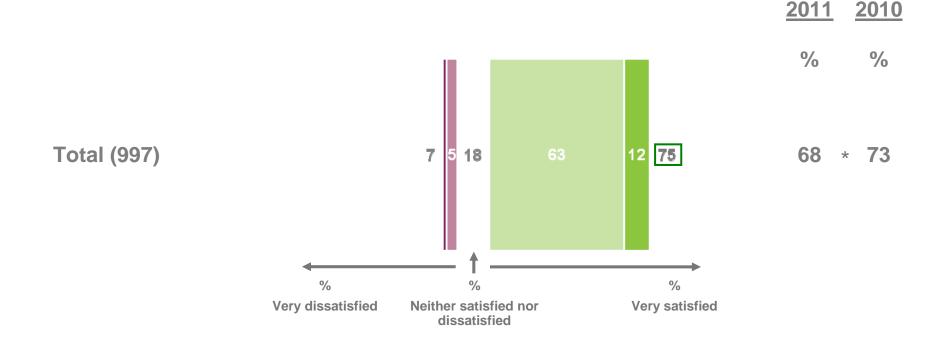
#### Base: (Those answering: 997)

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





# 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?

After recording the highest level of dissatisfaction in 2011, car parking has now seen the greatest rise in satisfaction with a 14% increase. It is, however, still one of the two services residents are most unhappy with, along with dealing with anti-social behaviour and nuisance (both 21% dissatisfaction). Although it is an improvement for both year on year.



## **OVERALL SATISFACTION WITH SPECIFIC SERVICES**

**Recycling centres (900)** Local area as a place to live (814) 7 5 Household recycling service (980) Food and garden waste collection (958) Waste collection (983) The way parks and open spaces are looked after (838) Leisure facilities (538) Street cleaning (796) Local car parking facilities (939) Leisure activities (502) Council's approach to dealing with anti-social behaviour & nuisance (800) Council's approach to dealing with environmental crime (866) % % % Neither satisfied nor Very dissatisfied Very satisfied dissatisfied

% Very/ fairly satisfied

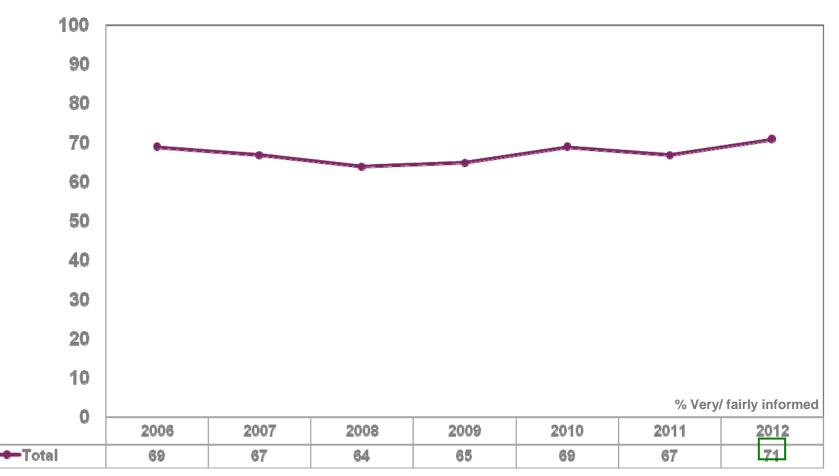
<u>201</u> <u>1</u>		<u>201</u> <u>0</u>		<u>200</u> <u>9</u>	<u>200</u> <u>8</u>		<u>200</u> <u>7</u>
88		87		86	83	*	77
78		N/A		N/A	N/A		N/A
82		83	*	78	75		76
80	*	76		N/A	N/A		N/A
76		78	*	70	68		67
72		74		73	70		71
74		71		68	63		58
64	*	72		67	66		63
49		63		64	63	*	58
56		N/A		N/A	N/A		N/A
43	*	44	*	36	36	*	30
42		N/A		N/A	N/A		N/A



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



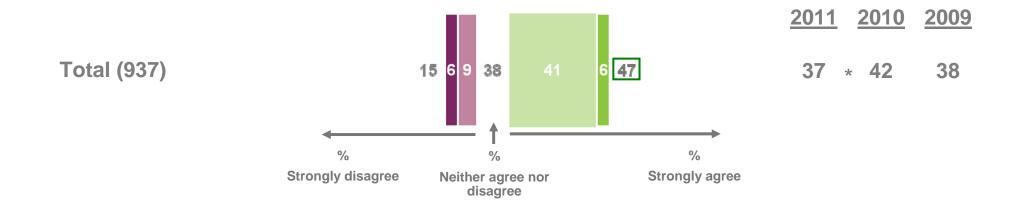
Base: (Those answering)

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



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 3<sup>rd</sup> and 4<sup>th</sup> priority.



# BUDGET CONSULTATION - KEY SERVICES TO BE MAINTAINED Conjoint Analysis

#### <u>Total</u>

Household waste collection				100
Supporting the creation of jobs in the local area				91.94
Household recycling collection and food/ garden waste collection service				87.77
Street cleaning and tackling of environmental crime				86.62
Providing affordable housing				84.61
Dealing with anti-social behaviour/ nuisance			7	79.45
Activities for young people			57.32	
Provision of housing support and advice			54.19	
Parks and playgrounds		38.	86	
Planning policy		38.0	63	
Trading standards and monitoring the food hygiene of restaurants		29.77		
Sports and leisure facilities and activities		28.90		
Recycling centres		25.92		
Grants for voluntary and community groups		21.45		
Development control		18.47		
Town centre development		15.78		
Arts and cultural services	0			

Index 0-100

#### 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?