

Report on the Results of the BVPI General Survey

This report analyses the results of the tri-annual BVPI General Survey and compares the results for the Dover District to the national district average. It also shows the detailed responses (appendix 5) to the survey questions to illustrate the underlying levels of customer satisfaction of the Council's services. This will enable service planning and provision to be aligned to customer requirements.

This analysis has been made possible as the survey was conducted in-house which has enabled an in depth analysis of the results to be made which was not possible in previous BVPI surveys.

A response rate of 48% to the survey was achieved with 1452 surveys being returned which represents a good cross section of the district when compared to the 2001 census as shown on appendix 1.

Key Findings (appendix 2 & 3)

- There has been an increase in the number of people using the Council's services
- Overall satisfaction is higher amongst the older groups (over 65) and lowest with the younger groups (18-24)
- People who have lived in the district longer are less satisfied than those who have lived here less than 5 years
- The areas that are most in need of improvement are:
 - Activities for teenagers
 - Road and pavement repairs
 - Job prospects
- The areas that are considered most important are:
 - Health services
 - Low crime levels
 - Clean streets
 - Affordable housing

Analysis of the DDC results 2003/4 compared to 2006/7 and other Districts (appendix 4)

- **Overall satisfaction** with council has remained in the **same** at 50% whilst the District Council average has reduced from 56% to 55%
- **Complaint handling** has **increased** from 27% to 36% compared to a current district average of 35%
- Satisfaction with the **cleanliness of public land** has **increased** from 61% to 68% and is just below the average of 69%
- Satisfaction with **household waste collection** has **fallen** from 86% to 79% but is the same as the average of 79%
- Satisfaction with **waste recycling** has **slightly increased** to 76% and is above the average of 72%

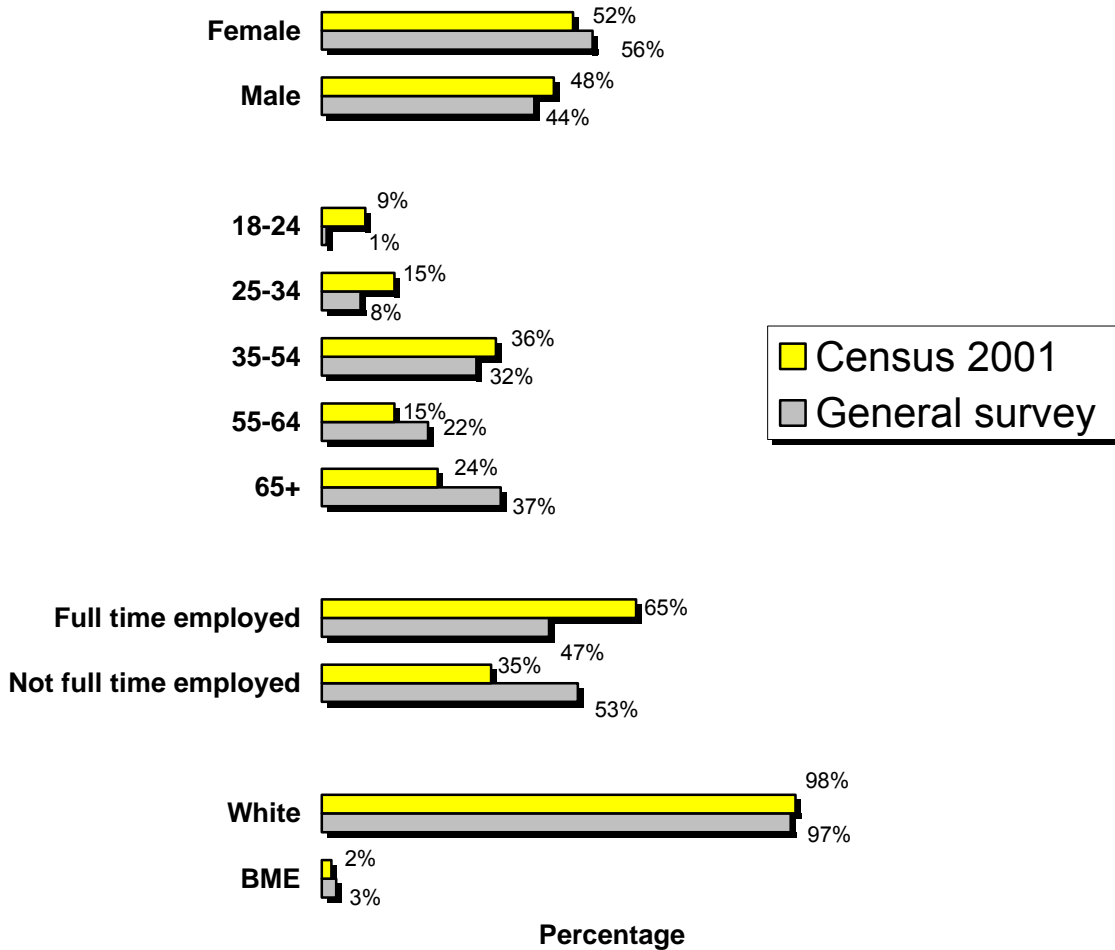
- Satisfaction with **sports and leisure facilities** has remained the **same** at 54% whilst the national average has increased to 60%
- Satisfaction with **museums and galleries** has **increased** faster than the national average and has risen from 46% to 51% against a average of 40%
- Satisfaction with **theatres and concert halls** has **fallen** from 35% to 28% whereas the average has fallen from 47% to 39%

Considerations

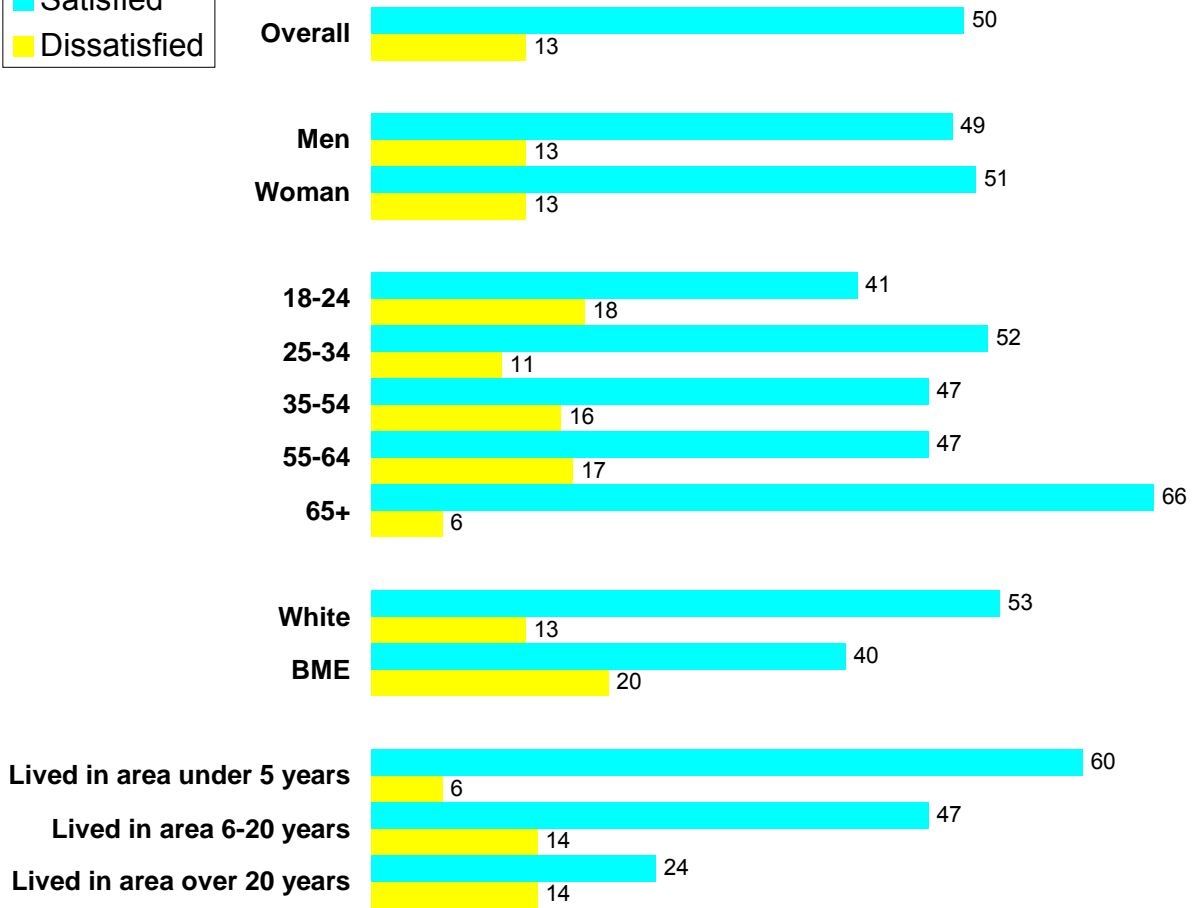
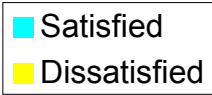
To a large extent steps are already being taken to address the findings in this survey as this information has been obtained through various consultation exercises such as SIMALTO and individual customer liaison and feedback. However it is worth noting the key results and the associated actions that are taking place which should be considered when developing the Corporate Plan and MTFP:

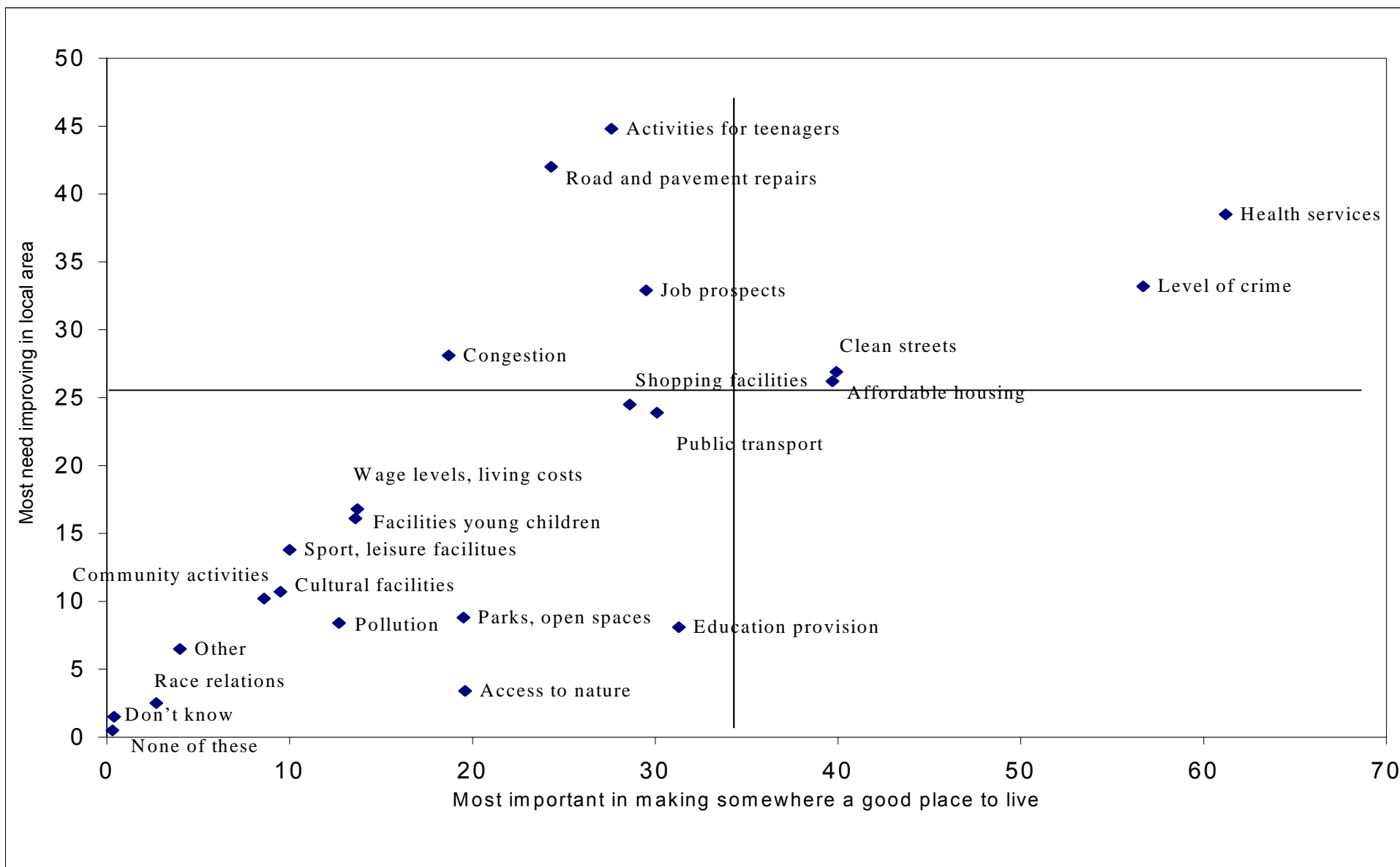
- **Youth opportunities** – Two new posts have recently been created, a Youth Development Officer and a Sports Development Officer, which will enable the increase in focus for these areas to continue
- **Health Services** – A Scrutiny review is underway to investigate the PCT proposals for new modern health care facilities in the district.
- **Affordable Housing** – This has been recognised as key priority as there is a shortage of affordable housing in the district and work is being carried out with RSLs and developers to make up this shortfall. DDC are considering the adoption of Supplementary Planning Documents to help provide more affordable housing in the district.
- **Crime Reduction** – DDC was recently voted the fourth safest district in Kent and this has shown to be a key factor of importance for residents. Therefore the good work of the Anti Social Behaviour Unit to reduce Crime and disorder through the CDRP should be continue as a key priority for residents.
- **Waste collection and recycling**– Targets have been increased for 2007/8 and which reflect the increased efforts being applied to further develop services. The black box recycling scheme is being rolled out to all residents.
- **Sports and leisure facilities** – Discussions are being held with Vista to develop a customer care strategy and improve overall satisfaction with their services. The improvement in facilities is also evident and is being considered as part of the overall regeneration agenda.
- **Roads and pavements** – DDC needs to continue to work with KCC for improvements within the district.
- **Theatres and concert halls** – The absence of permanent facilities in Dover is reflected in customer satisfaction although one of events such as the outdoor cinema should help to improve satisfaction in future.

Profile of Respondents



Satisfaction Levels





Best Value User Satisfaction Surveys 2006/07 General Survey Topline report

Table 1: Overall Satisfaction (BV3) – 2006/07 and 2003/04 results at a national and regional level and by authority type.

Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?

% satisfied	2003/04	2006/07	Change between surveys	Direction of travel
National average	55	53	-2	▼
District Councils	56	55	-1	▼
South East	58	56	-2	▼
Dover	50	50	No change	▶
25th percentile	50	50	No change	▶
50th percentile	55	55	No change	▶
75th percentile	60	60	No change	▶

Table 2: Satisfaction with complaint handling (BV4) – 2006/07 and 2003/04 results at a national and regional level and by authority type.

How satisfied or dissatisfied are you with the way in which your complaint(s) was(were) handled ?

% satisfied	2003/04	2006/07	Change between surveys	Direction of travel
National average	32	34	+2	▲
District Councils	33	35	+2	▲
South East	33	37	+4	▲
Dover	27	36	+9	▲
25th percentile	30	32	+2	▲
50th percentile	33	34	+1	▲
75th percentile	37	38	+1	▲

Table 3: Satisfaction with cleanliness of public land (BV89) – 2006/07 and 2003/04 results at a national and regional level and by authority type.

<Authority> has a duty to keep clear of litter and refuse all open public land which it controls. How satisfied are you that the authority has kept this land clear of litter and refuse?

% satisfied	2003/04	2006/07	Change between surveys	Direction of travel
National average	60	67	+7	▲
District Councils	63	69	+6	▲
South East	63	70	+7	▲
Dover	61	68	+7	▲
25th percentile	54	65	+11	▲
50th percentile	61	71	+10	▲
75th percentile	67	74	+7	▲

Table 4: Satisfaction with household waste collection (BV90a) – 2006/07 and 2003/04 results at a national and regional level and by authority type.

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service, which we provide ... the waste collection service overall.

% satisfied	2003/04	2006/07	Change between surveys	Direction of travel
National average	84	79	-5	▼
District Councils	86	79	-7	▼
South East	84	80	-4	▼
Dover	86	79	-7	▼
25th percentile	80	73	-7	▼
50th percentile	86	81	-5	▼
75th percentile	89	86	-3	▼

Table 5: Satisfaction with waste recycling (local facilities) (BVP90b) – 2006/07 and 2003/04 results at a national and regional level and by authority type.
Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide ... the provision of local recycling facilities overall.

% satisfied	2003/04	2006/07	Change between surveys	Direction of travel
National average	68	70	+2	▲
District Councils	71	72	+1	▲
South East	70	71	+1	▲
Dover	75	76	+1	▲
25th percentile	63	68	+5	▲
50th percentile	69	72	+3	▲
75th percentile	74	76	+2	▲

Table 6: Satisfaction with sports and leisure facilities (BVP119a) – 2006/07 and 2003/04 results at a national and regional level and by authority type.
Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by <Authority> ... sports/leisure facilities and events.

% satisfied	2003/04	2006/07	Change between surveys	Direction of travel
National average	54	58	+4	▲
District Councils	55	60	+5	▲
South East	57	56	-1	▼
Dover	54	54	No change	▶
25th percentile	48	55	+7	▲
50th percentile	54	60	+6	▲
75th percentile	60	65	+5	▲

Table 7: Satisfaction with museums and galleries (BVP119c) – 2006/07 and 2003/04 results at a national and regional level and by authority type.
Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by <Authority> ... museums and galleries.

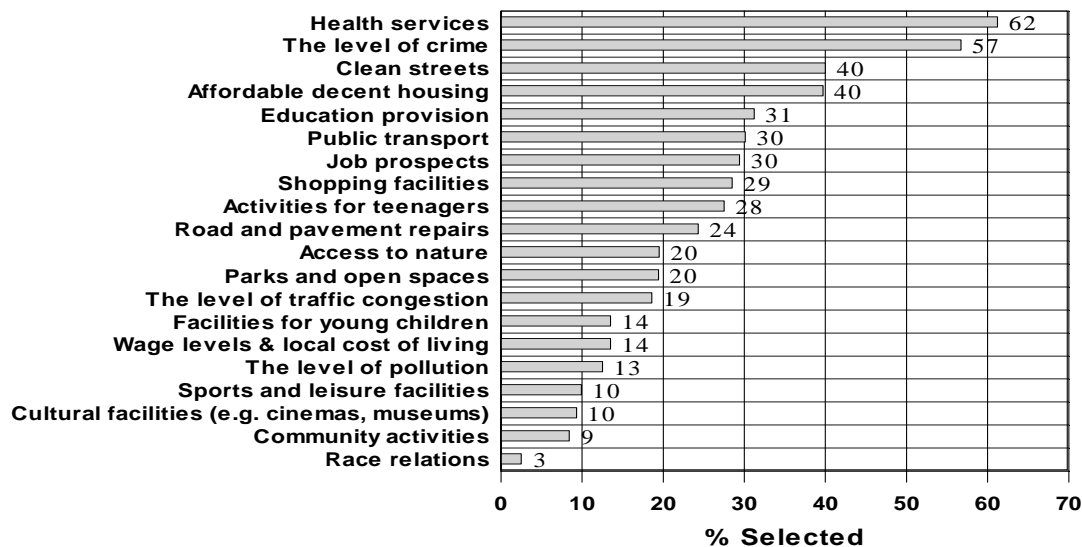
% satisfied	2003/04	2006/07	Change between surveys	Direction of travel
National average	42	41	-1	▼
District Councils	41	40	-1	▼
South East	40	40	No change	▶
Dover	46	51	+5	▲
25th percentile	31	26	-5	▼
50th percentile	42	38	-4	▼
75th percentile	50	50	No change	▶

Table 8: Satisfaction with theatres and concert halls (BVP119d) – 2006/07 and 2003/04 results at a national and regional level and by authority type.
Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by <Authority> ... theatres and concert halls.

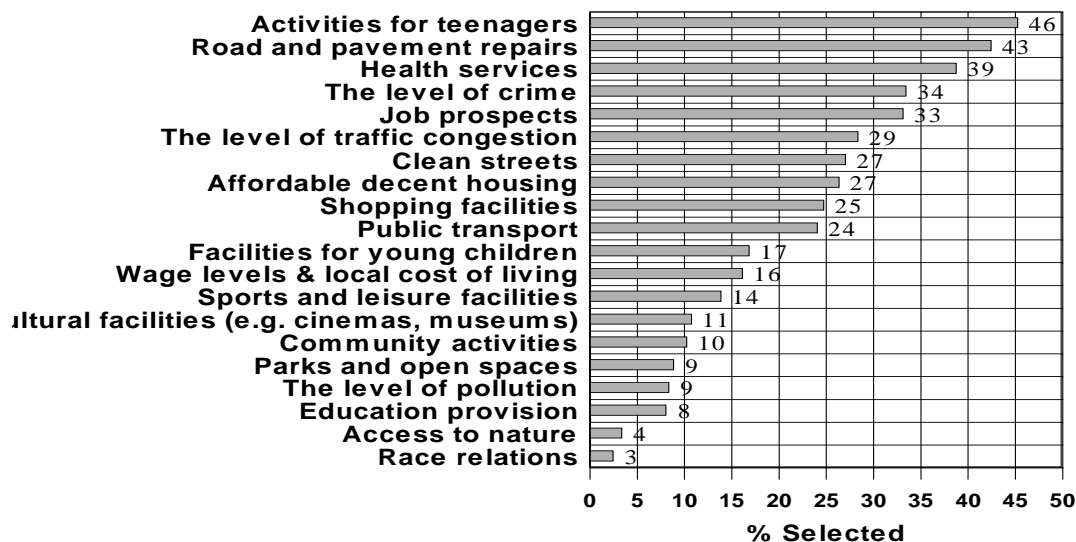
% satisfied	2003/04	2006/07	Change between surveys	Direction of travel
National average	47	41	-6	▼
District Councils	47	39	-8	▼
South East	51	39	-12	▼
Dover	35	28	-7	▼
25th percentile	36	26	-10	▼
50th percentile	47	37	-10	▼
75th percentile	56	52	-4	▼

GENERAL SURVEY 2007

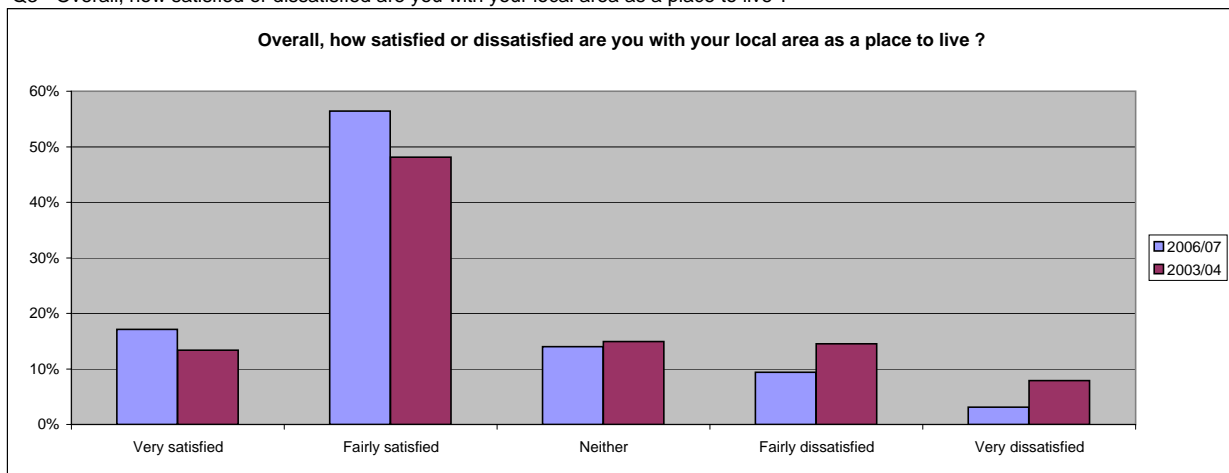
Thinking generally, which of the things below would you say are most important in making Q1 somewhere a good place to live ? (Choose up to 5 boxes only)



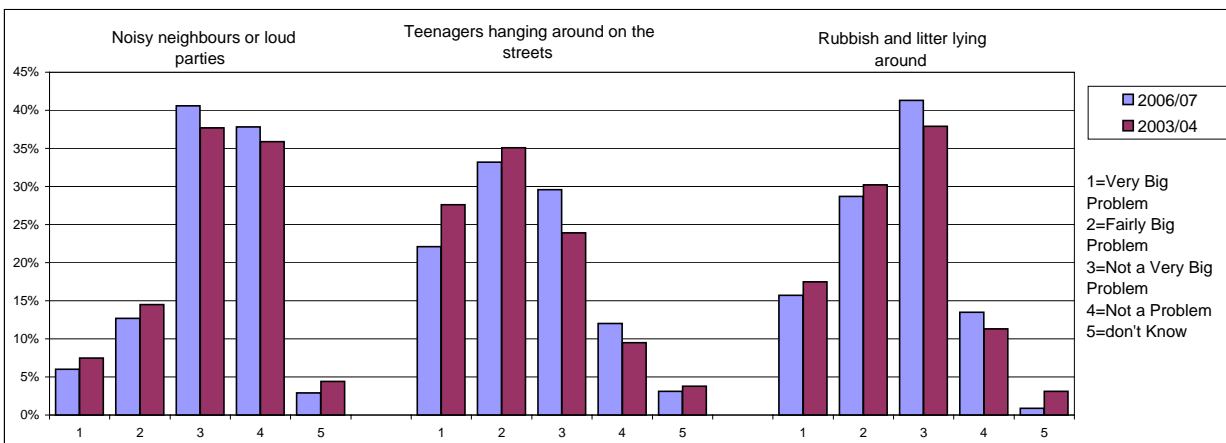
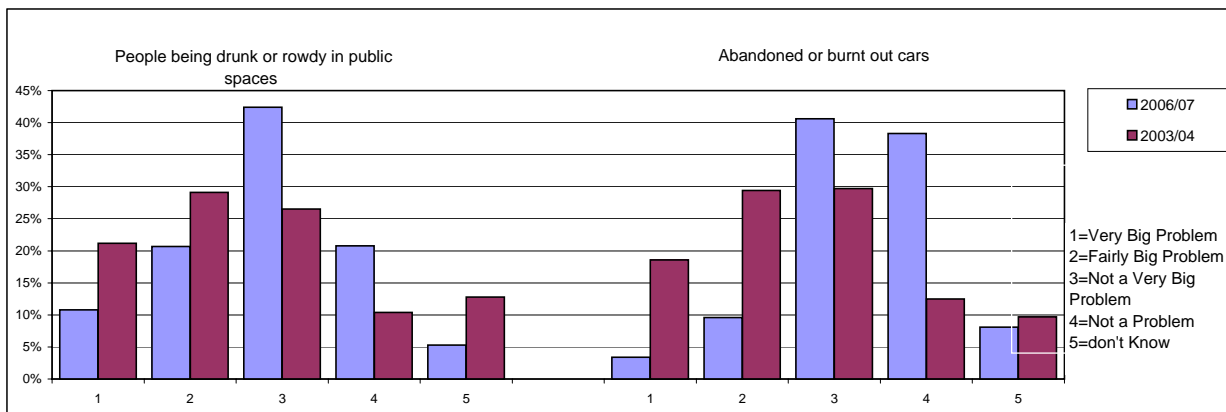
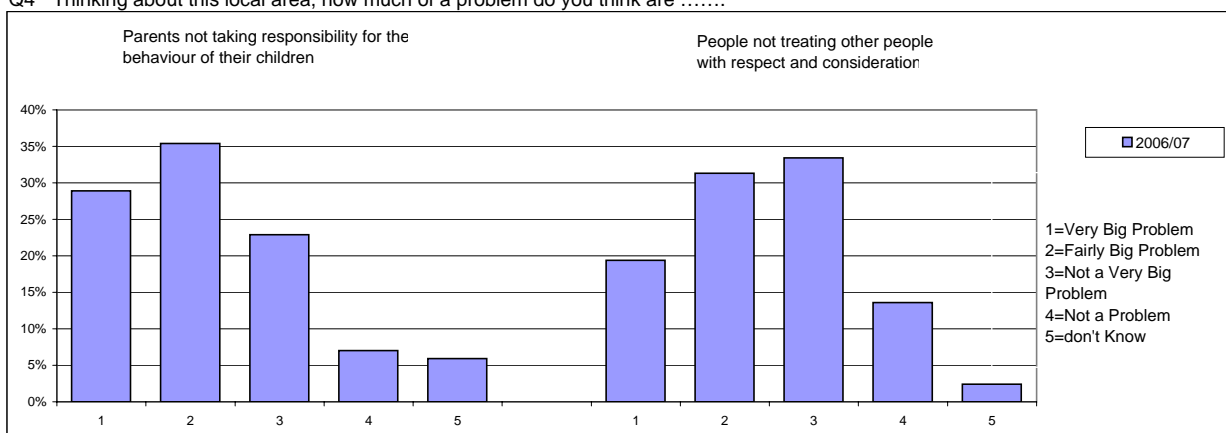
Thinking about this local area, which of the things below, if any, do you think most needs Q2 improving ? (Choose up to 5 boxes)



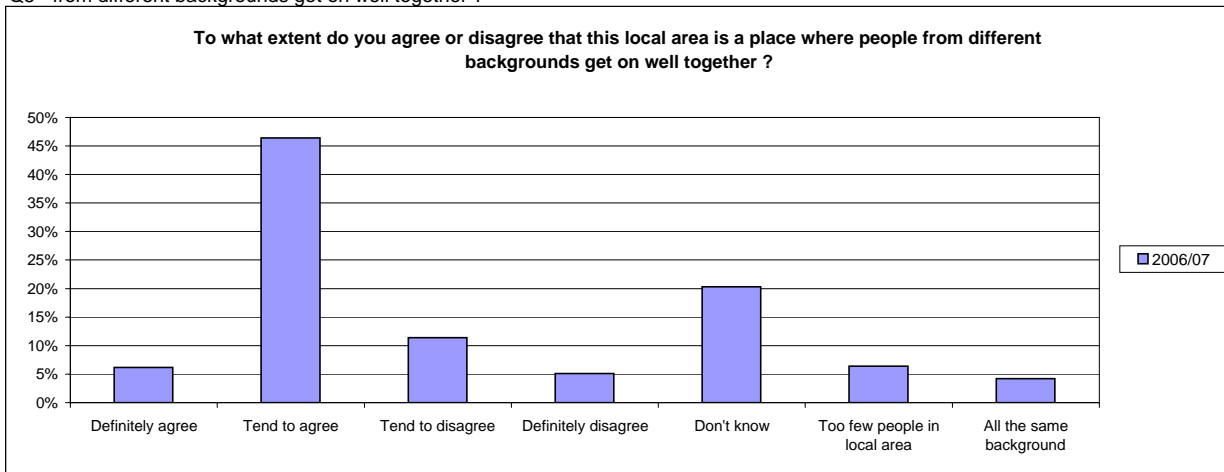
Q3 Overall, how satisfied or dissatisfied are you with your local area as a place to live ?



Q4 Thinking about this local area, how much of a problem do you think are

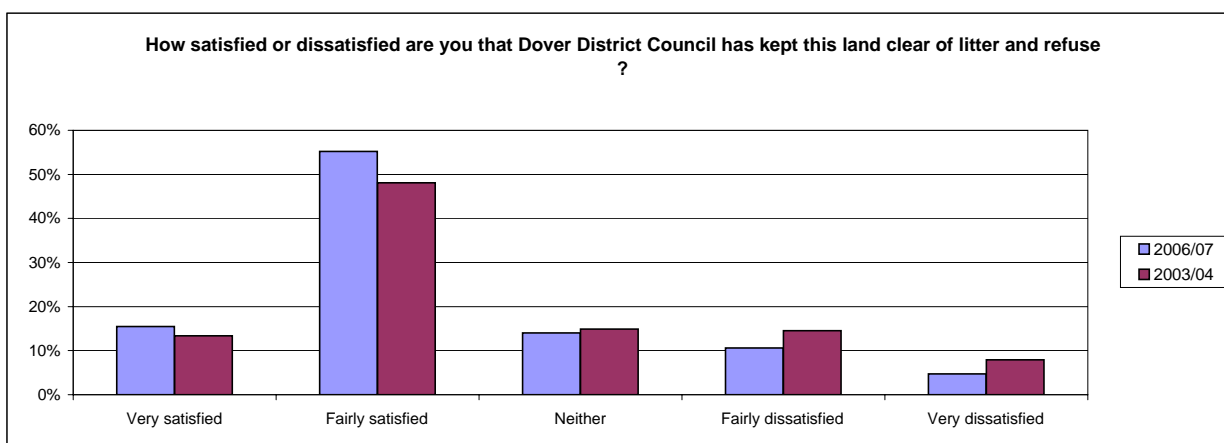


To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together ?



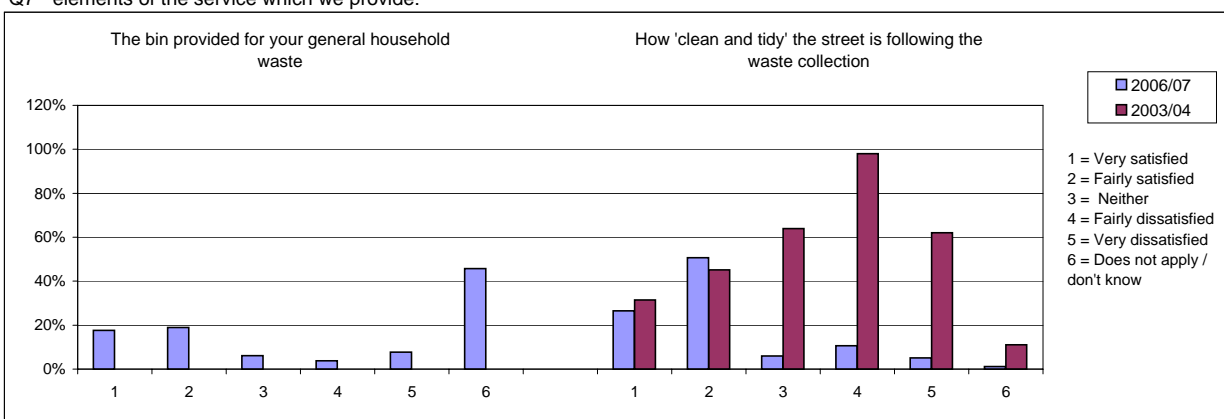
Waste and litter services

Q6 How satisfied or dissatisfied are you that Dover District Council has kept this land clear of litter and refuse ?

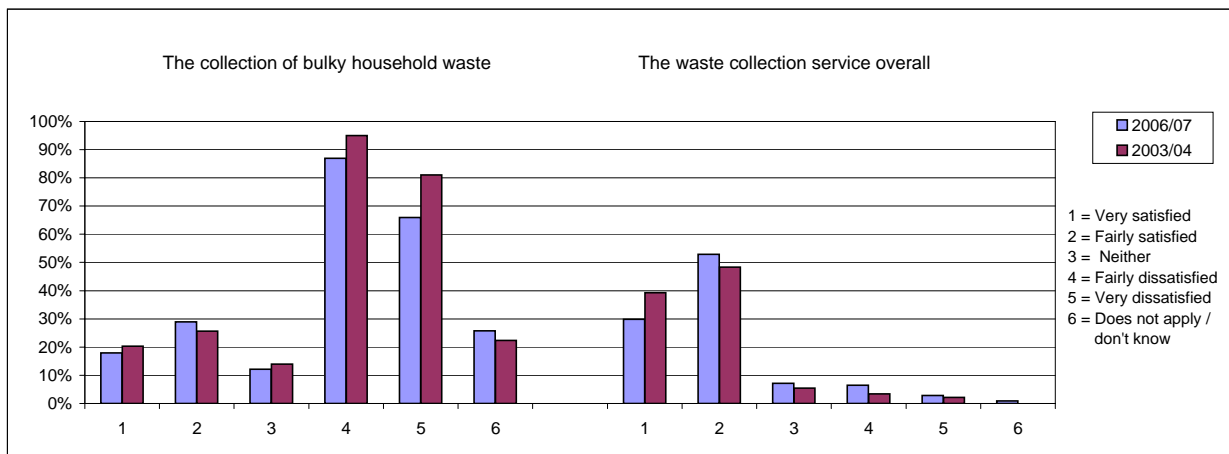


Household waste collection

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:

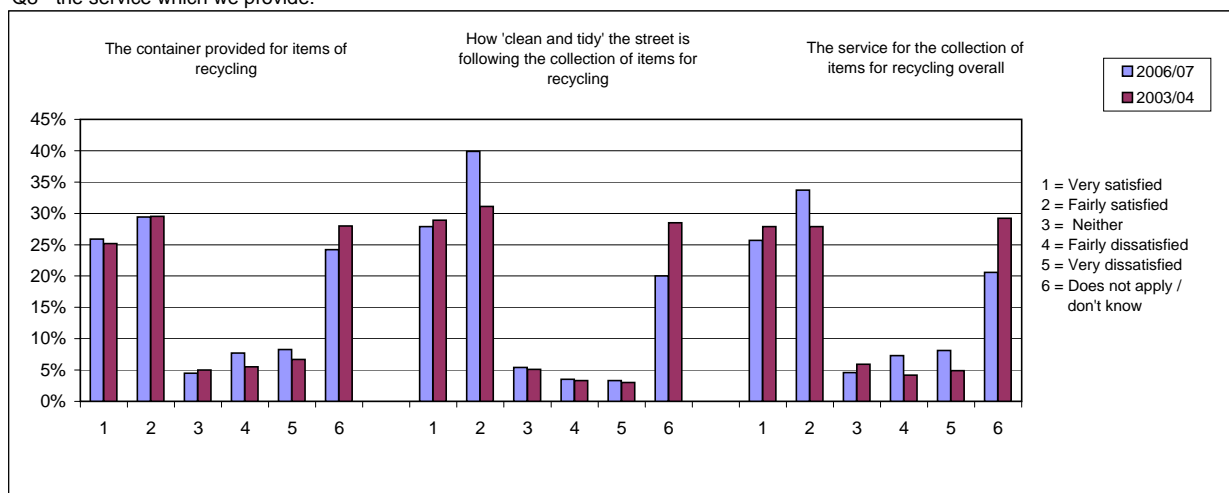


1 = Very satisfied
 2 = Fairly satisfied
 3 = Neither
 4 = Fairly dissatisfied
 5 = Very dissatisfied
 6 = Does not apply / don't know



Doorstep recycling collection

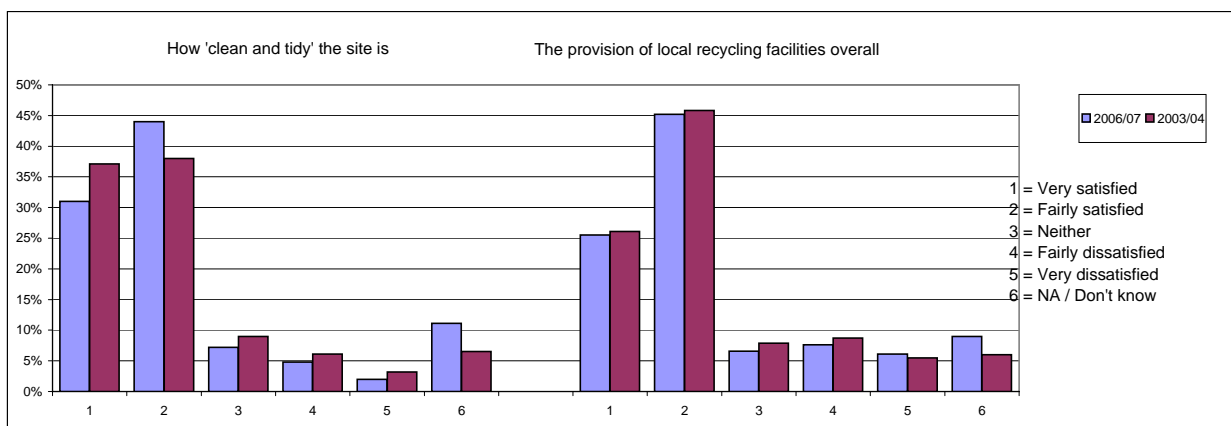
Please indicate whether you are satisfied or dissatisfied with each of the following elements of Q8 the service which we provide:



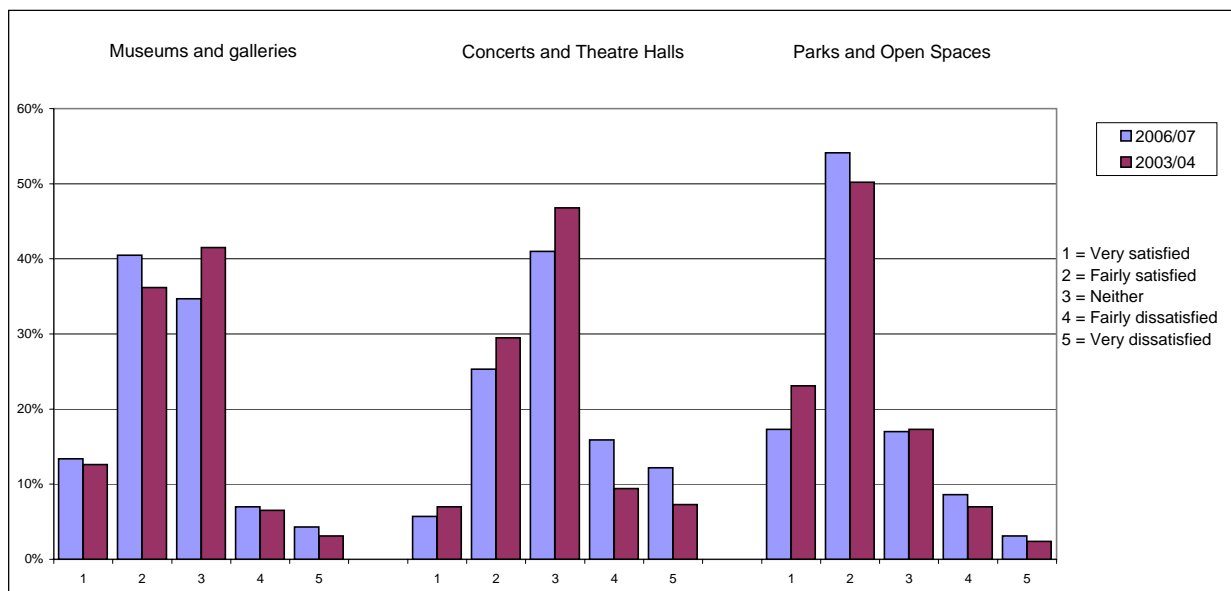
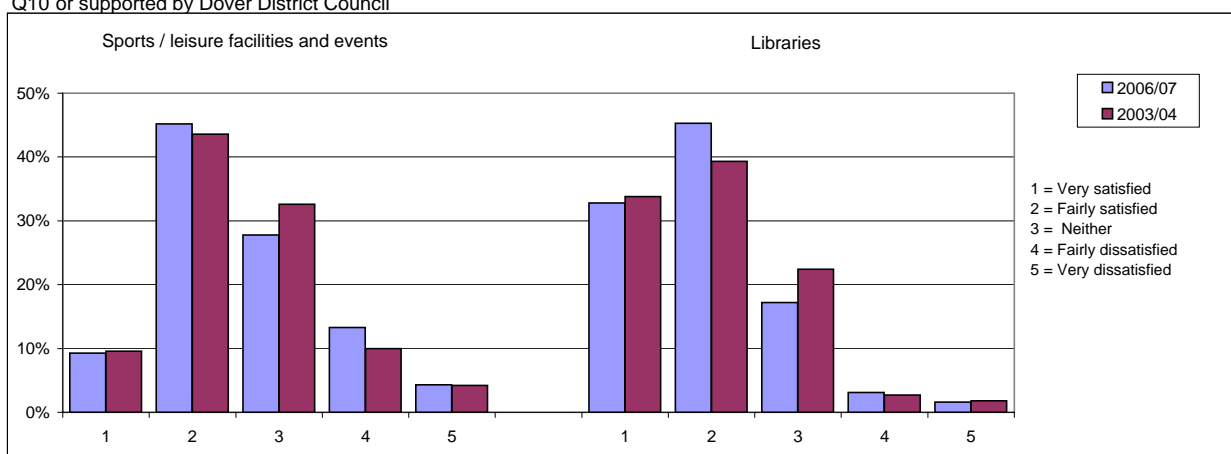
Local recycling facilities

Please indicate whether you are satisfied or dissatisfied with each of the following elements of Q9 the service which we provide:

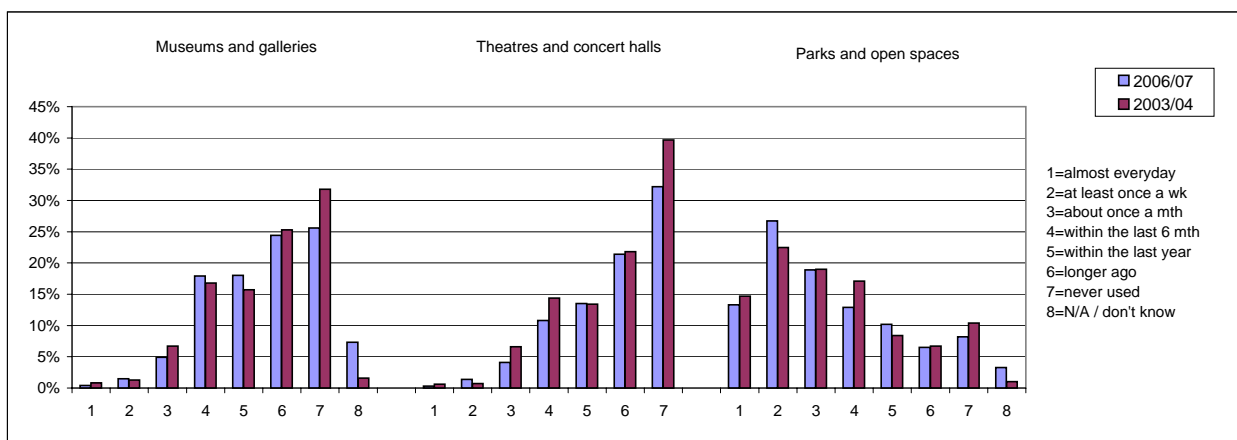
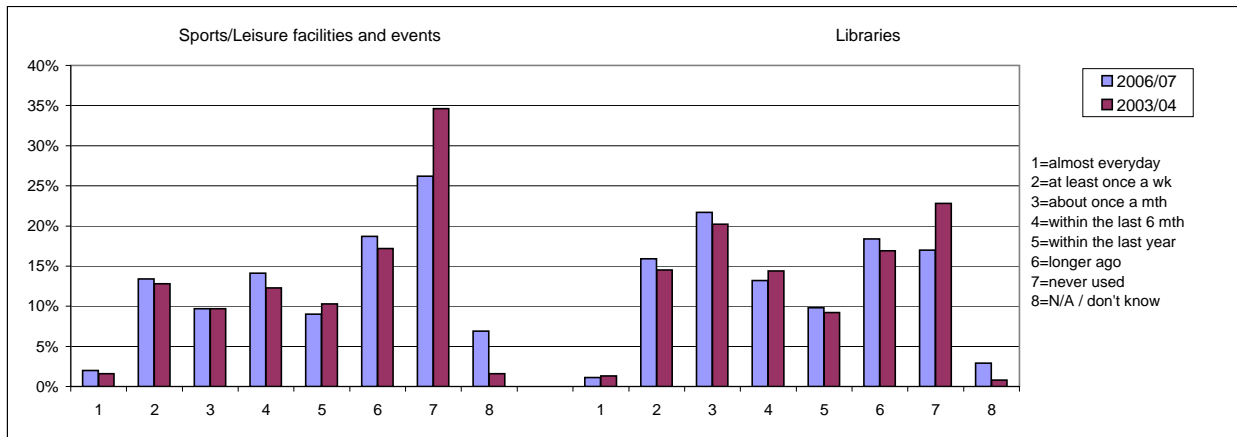




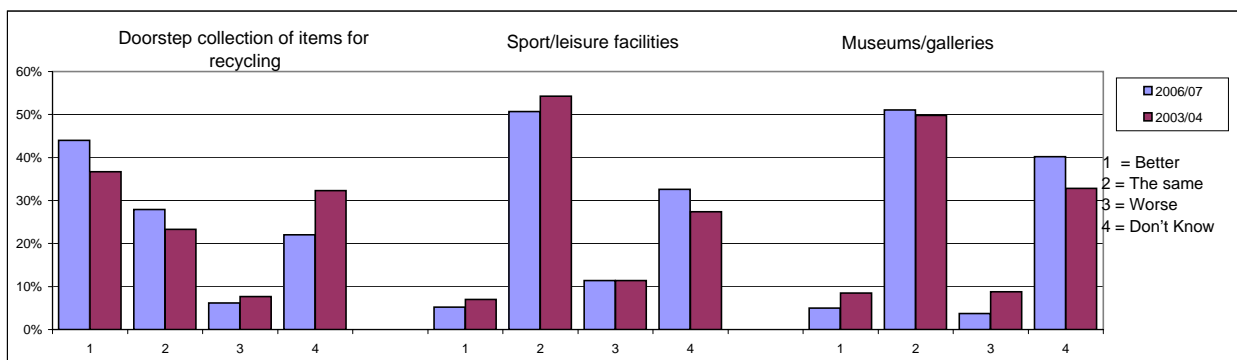
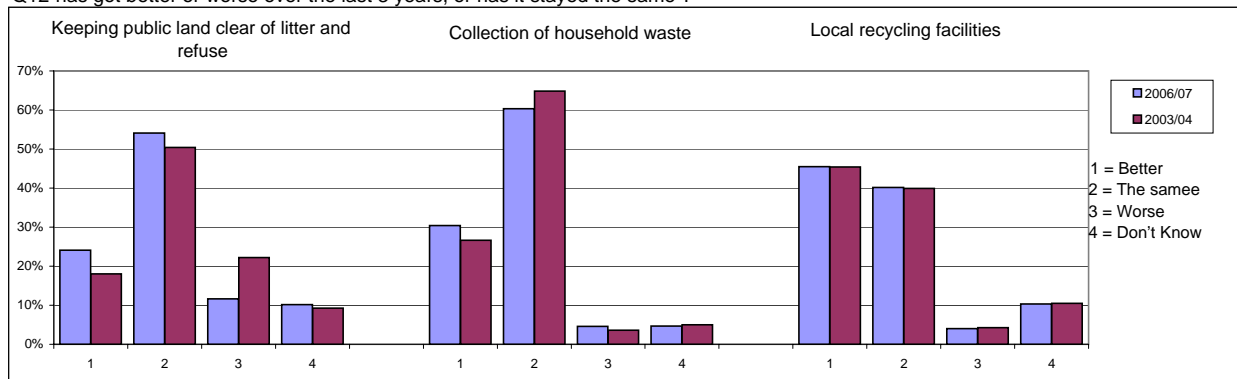
Please indicate how satisfied or dissatisfied you are with each of the following services provided Q10 or supported by Dover District Council



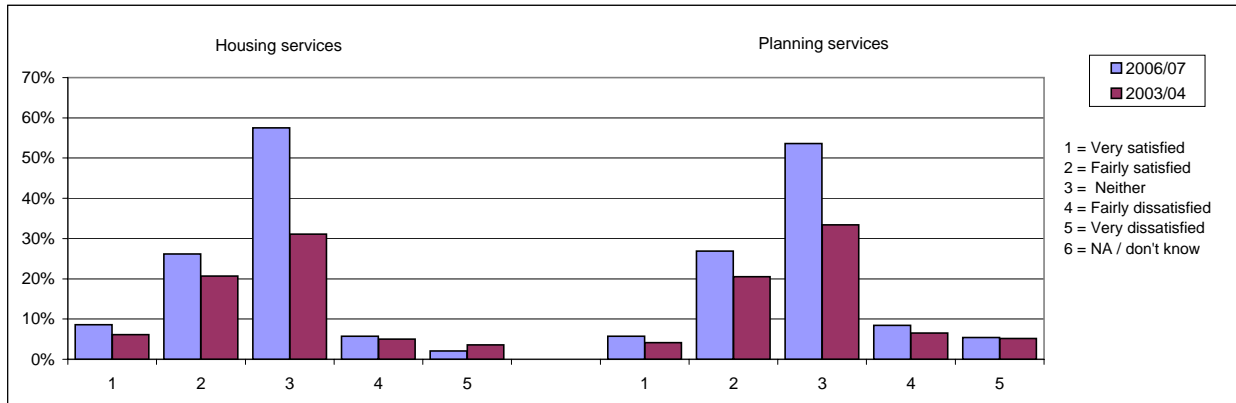
Please indicate how frequently you have used the following cultural and recreational services Q11 provided or supported by Dover District Council in the last 12 months



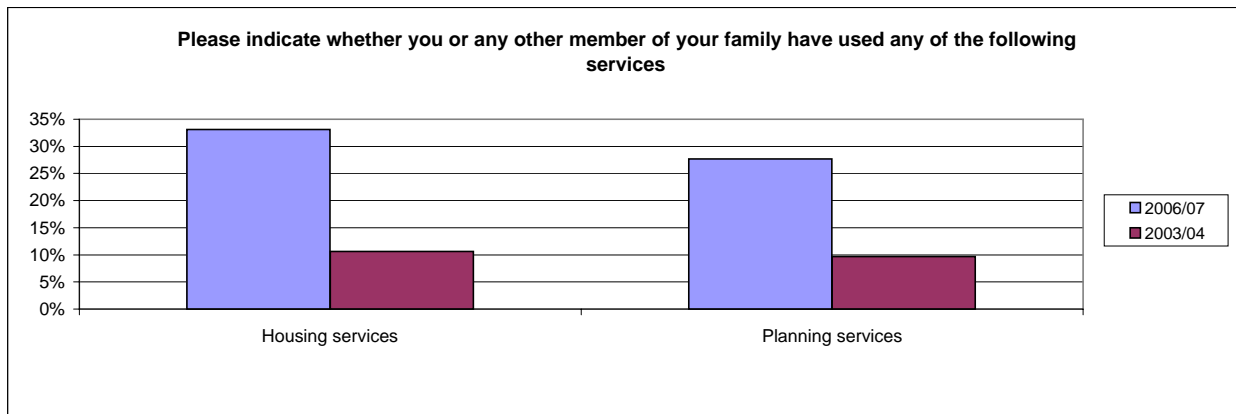
For each of the following services provided by Dover District Council do you think the service Q12 has got better or worse over the last 3 years, or has it stayed the same ?



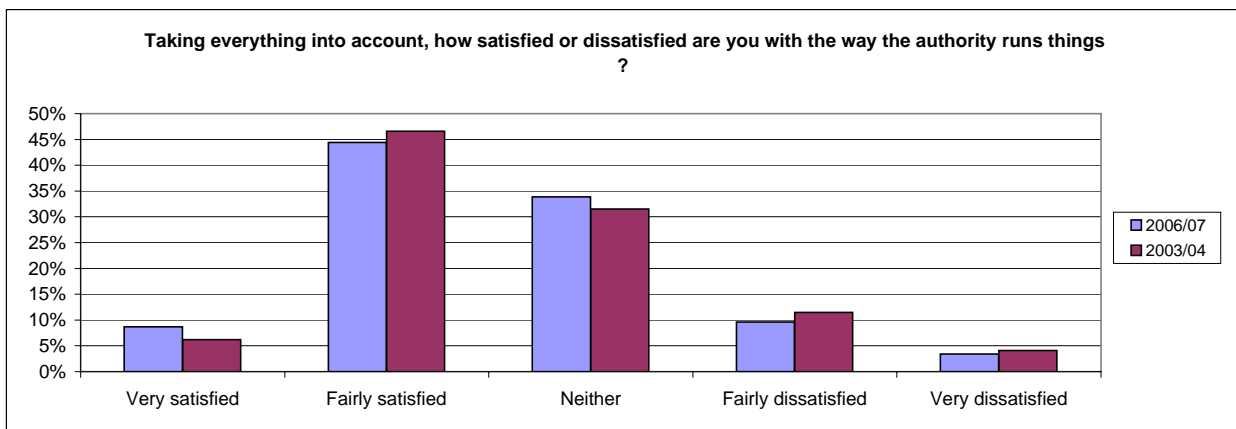
Please indicate how satisfied or dissatisfied you are overall with the following services provided by Q13 Dover District Council



Please indicate whether you or any other member of your family have used any of the following Q14 services provided by Dover District Council in the last 12 months

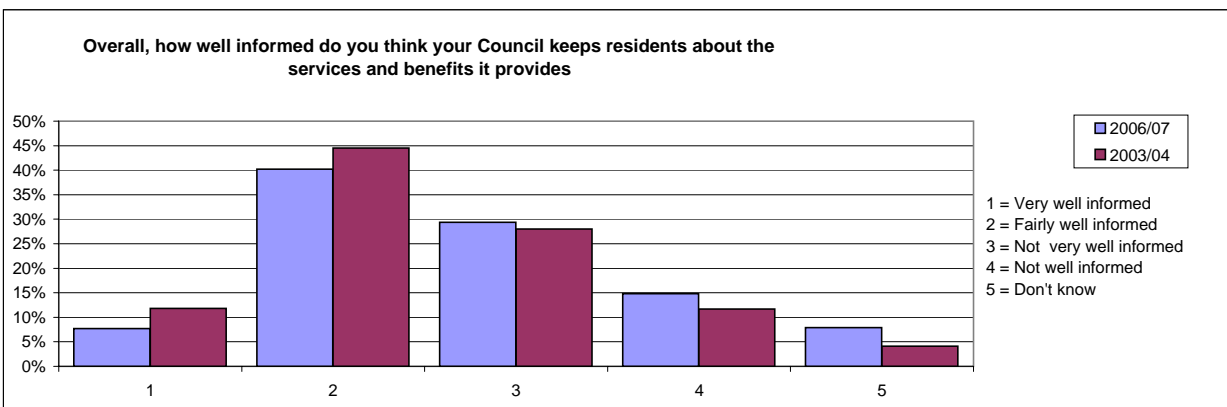
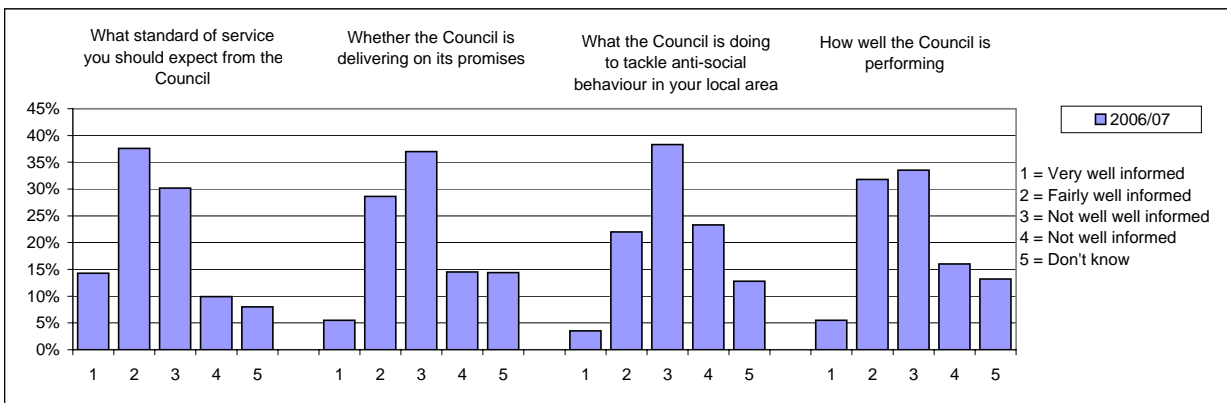
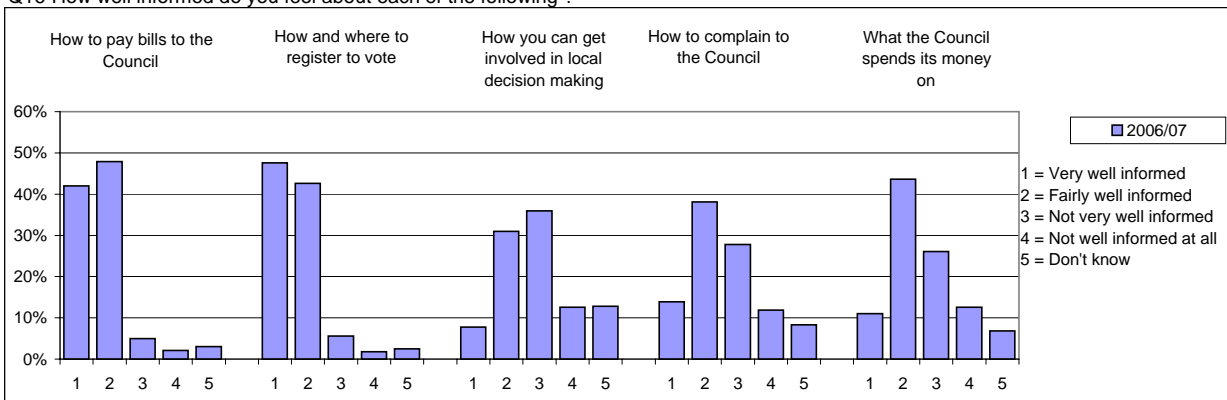


Taking everything into account, how satisfied or dissatisfied are you with the way the Q15 authority runs things ?

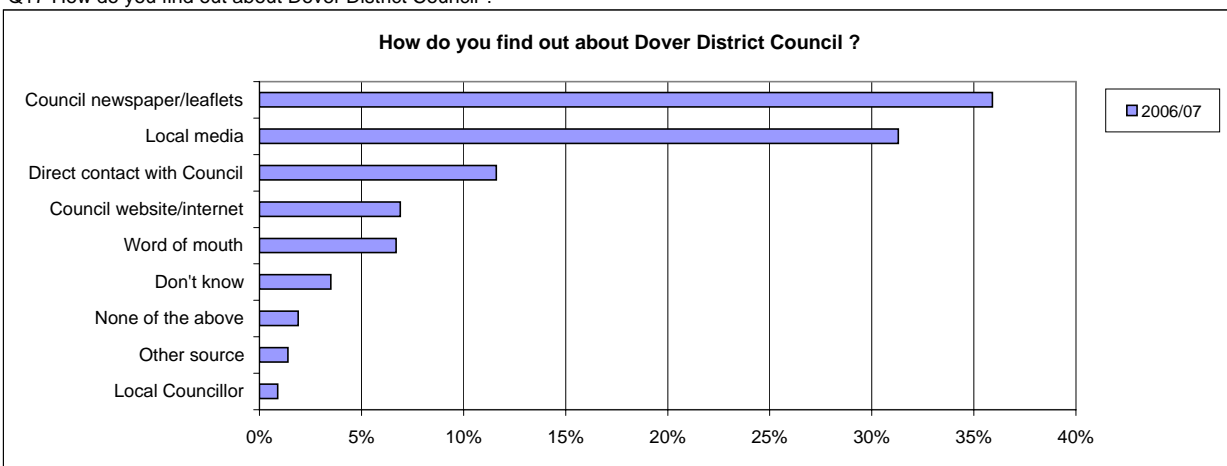


Information about your Council and its services

Q16 How well informed do you feel about each of the following ?



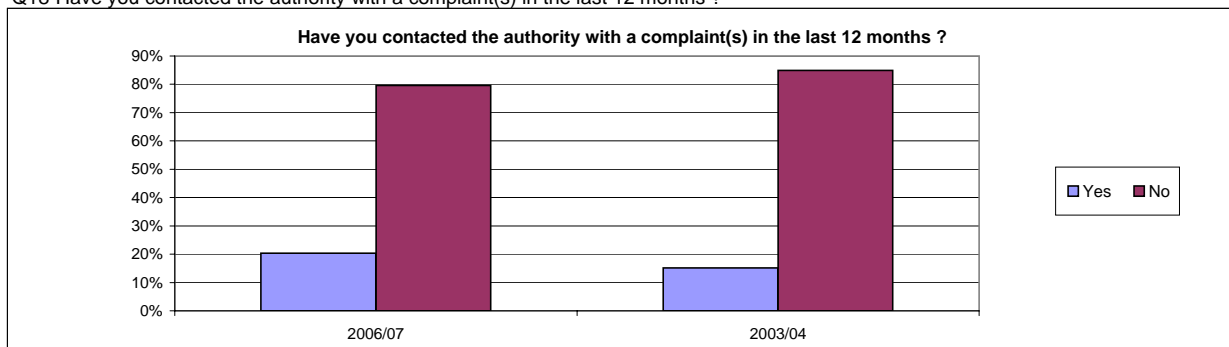
Q17 How do you find out about Dover District Council ?



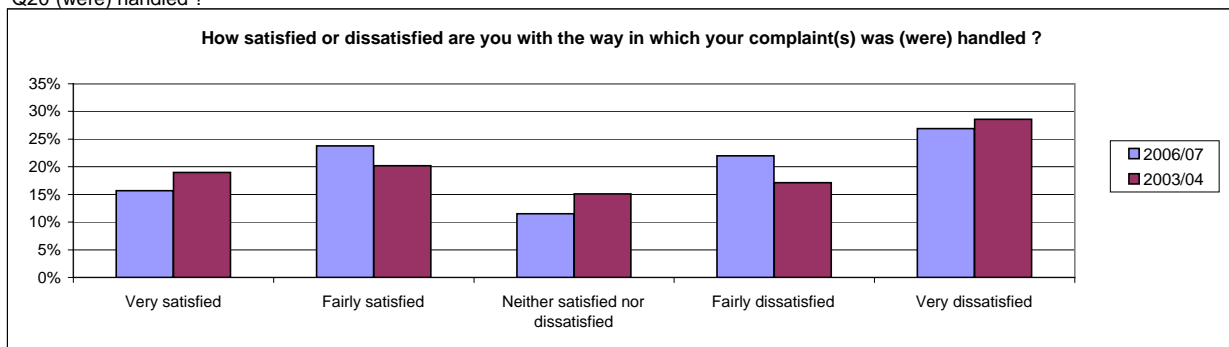
Contacting your Council

Making a complaint

Q18 Have you contacted the authority with a complaint(s) in the last 12 months ?

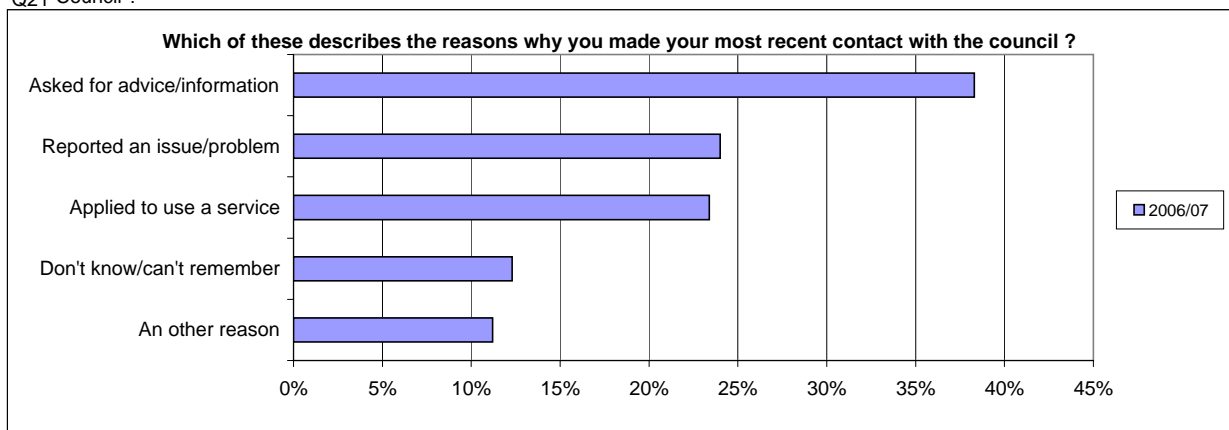


How satisfied or dissatisfied are you with the way in which your complaint(s) was Q20 (were) handled ?

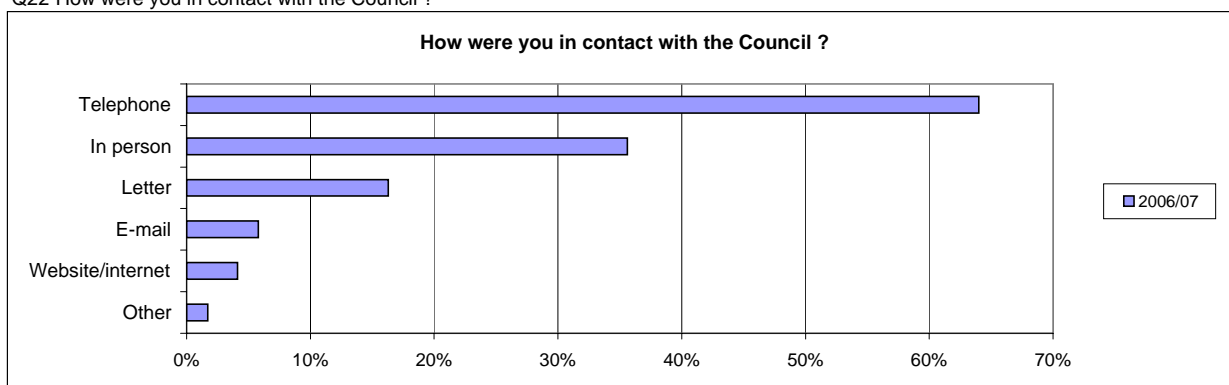


Contacting your Council for other reasons

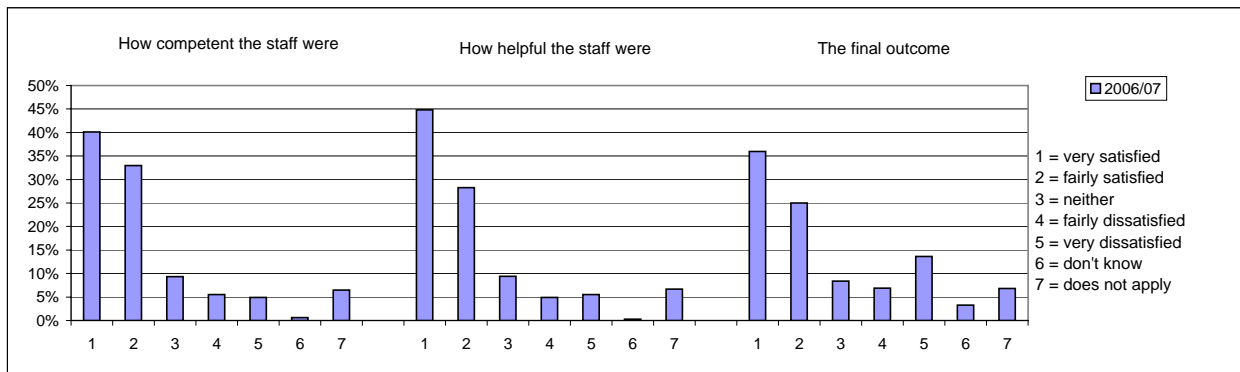
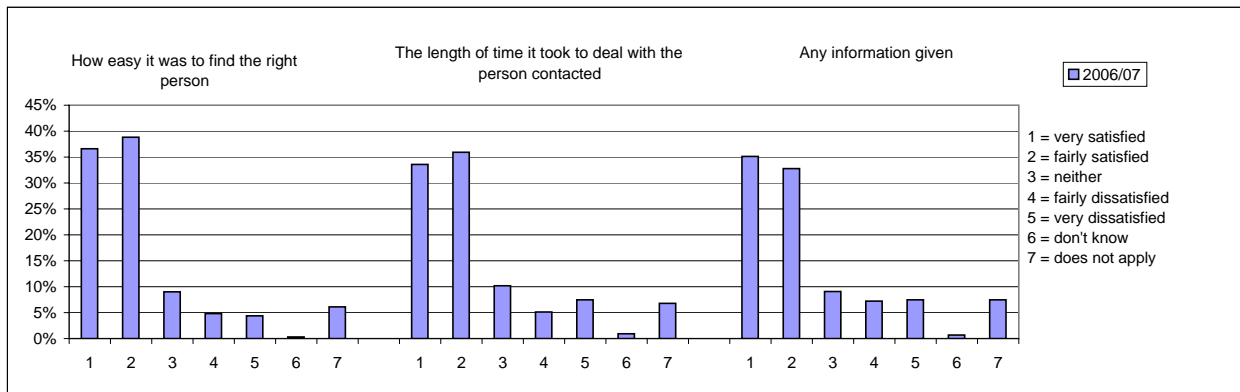
Which of these describes the reasons why you made your most recent contact with the Q21 Council ?



Q22 How were you in contact with the Council ?

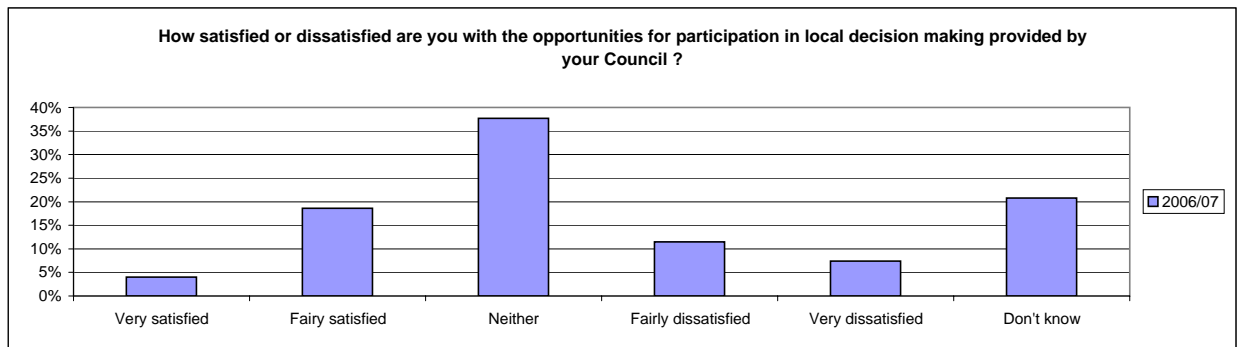


How satisfied or dissatisfied were you with each aspect of the service you received in your most Q23 recent contact with the Council

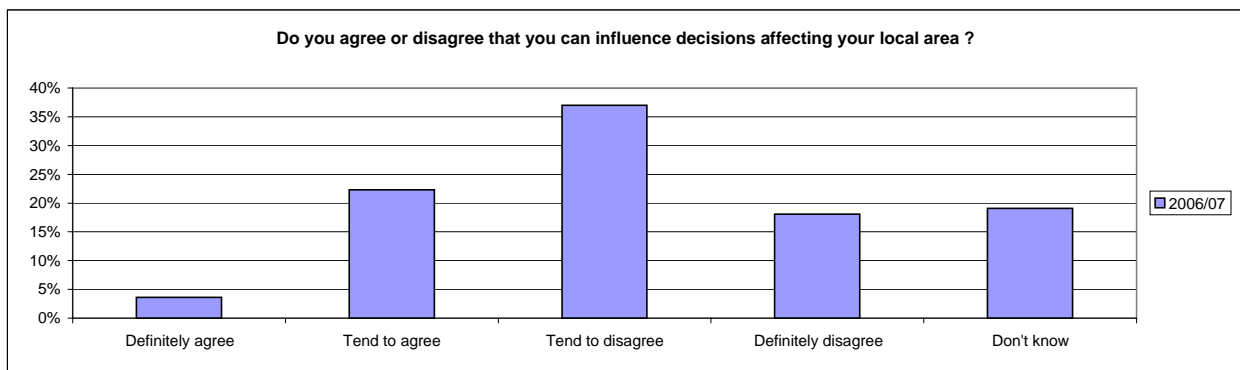


Local decision making

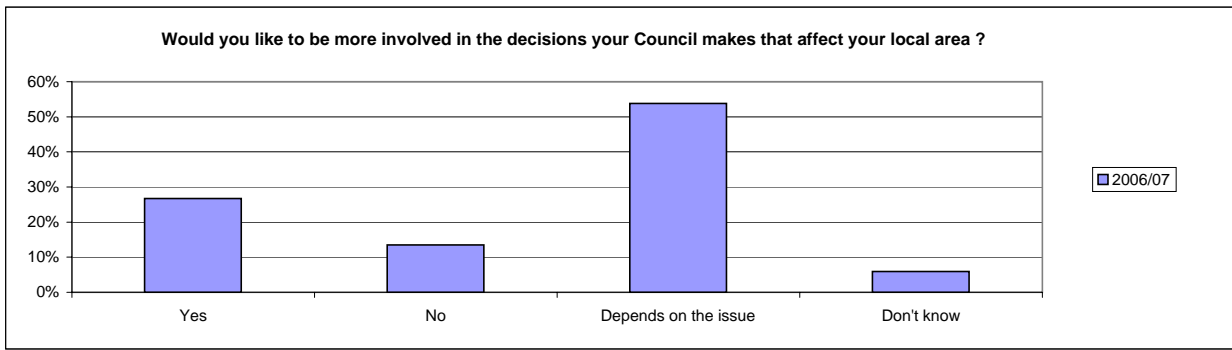
Overall, how satisfied or dissatisfied are you with the opportunities for participation in Q24 local decision making provided by your Council ?



Q25 Do you agree or disagree that you can influence decisions affecting your local area ?

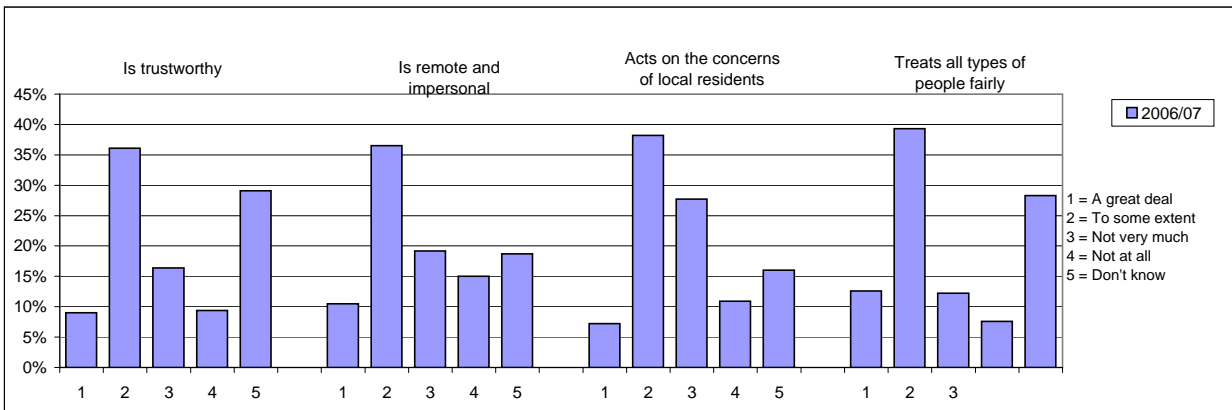
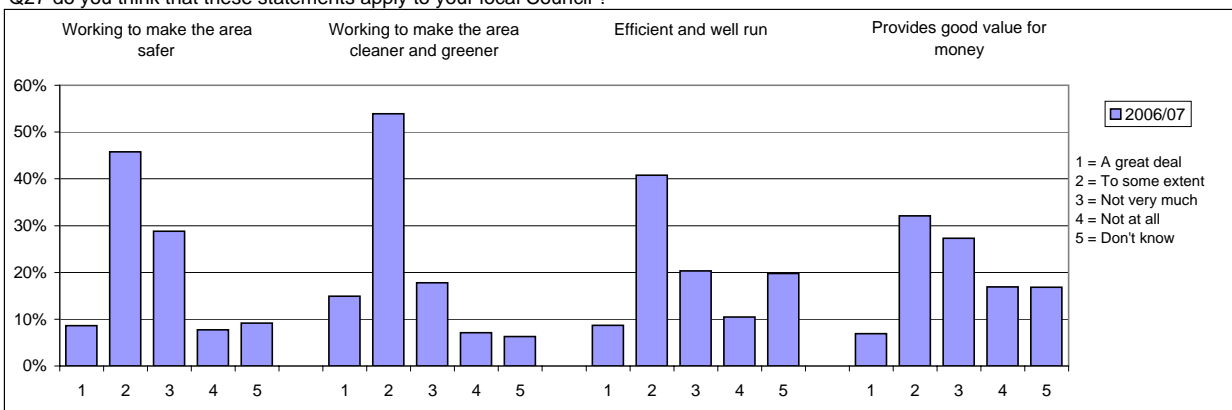


Generally speaking, would you like to be more involved in the decisions your Council makes that Q26 affect your local area ?



How your Council performs overall

Here are some things that other people have said about their Council. To what extent Q27 do you think that these statements apply to your local Council ?



Thinking about the way the authority runs things, do you think this has got better or Q28 worse over the last three years, or has it stayed the same ?

