

RESULTS OF 2003/04 BVPI SATISFACTION SURVEY

Report By: Director of Policy and Community

Wards Affected

County-wide

Purpose

1. To consider the report to Cabinet on the 17th June informing Members of the BVPI Satisfaction Survey results for 2003/04.

Financial Implications

2. None identified

Considerations

3. BMG Research was commissioned to undertake a survey of 3,200 residents during September to November 2003 through use of a postal questionnaire. The residents were selected randomly from a list of 5,000 addresses drawn from a Postcode Address File (PAF) provided to the Council by the Office of the Deputy Prime Minister (ODPM). The format of the survey was prescribed by the ODPM, requiring a minimum sample size of 1,100.
4. A total of 1,373 usable completed questionnaires were returned which, when assuming 10% of the original contacts as "deadwood" (e.g. dwellings unoccupied or non-residential addresses), represents a response rate of 48%.
5. Comparison with the previous survey in 2000/01 should be treated with caution since the outturn figures for 2003/04 have been weighted to reflect the County's population, as opposed to the data for 2000/01 that was un-weighted.
6. Attached at Appendix 1 are the results of the BVPI Satisfaction Survey 2003/04.
7. Cabinet agreed on 17th June that officers be asked to bring back a further report detailing how satisfaction levels can be measured on a year on year basis rather than awaiting the outcome of the three year satisfaction survey.

RECOMMENDATION

THAT the results of the Best Value Satisfaction Survey 2003/04 be noted.

BACKGROUND PAPERS

- None identified.