

Corporate Health

BVPI No	Description	2000/01		2003/04	
		% fairly/very satisfied	Unitary average (as conducted by BMG)	% fairly/very satisfied	Unitary average (as conducted by BMG)
3	Citizens satisfied with the overall service provided	59	58	48	52
4	Complainants satisfied with the handling of their complaint	34	36	29	30

*BVPI 3:* the results show a decline of 11% since 2000, with further analysis showing an increase of 4% to 18% of citizens that are fairly/very dissatisfied. As with all of these indicators, although respondents are asked to give their opinions based on the previous 12 months, the opinion is influenced by their most recent experience of the authority. That said, although the debate around Council Tax was coming to the fore at the time the survey was undertaken which may have influenced an individuals perceptions, the results are worse than the 6% decline in the mean score for Unitary Councils surveyed by BMG.

There is a strong relationship between how well residents felt they were informed by the authority and overall satisfaction levels. While 32% of those who rate themselves as satisfied with the way the authority runs things overall feel they are provided with a poor level of information, 83% of those feeling poorly informed were dissatisfied.

*BVPI 4:* the decline of 5% since 2000/01 is broadly in line with the change in the mean for the unitary authorities monitored of 6%. It should be borne in mind that the survey sought to ascertain the views of those residents that had made a complaint to the authority in the last year, but did not acknowledge whether the complaints were about the authority or not. Secondly, although the indicator relates to the handling of a complaint, an individual's opinion will be influenced by the actual outcome of their complaint and not necessarily how their complaint was handled.

Litter and Waste

BVPI No	Description	2000/01		2003/04	
		% fairly/very satisfied	Unitary average (as conducted by BMG)	% fairly/very satisfied	Unitary average (as conducted by BMG)
89	People satisfied with cleanliness standard in their area	59	56	62	57
90a	People satisfied with household waste collection	79	81	89	83

90b	People satisfied with waste recycling	60	60	67	56
90c	People satisfied with waste disposal (local tips)	58	67	82	70

**BVPI 89:** this indicator relates to the authority's duty to keep clear of litter and refuse all open public land that it controls. A 62% satisfaction rate represents an increase of 3% since 2000, and compares favourably with the smaller improvement of 1% amongst monitored unitary authorities.

**BVPI 90:** most notable work undertaken in the last 12 months within this area would be the introduction and expansion of doorstep recycling. This has no doubt had a major positive impact on the views of residents towards how the authority handles waste. 89% of residents were satisfied with the household waste collection overall, placing Herefordshire well above the 83% mean of monitored unitary authorities. Residents were particularly satisfied with reliability of the service, the cleanliness of areas following collection and the actual collection point.

In relation to recycling, the rise of 7% to 67% satisfaction of residents is particularly positive given the decline in the unitary authority mean. Residents were particularly positive about the location of facilities and the items that could be deposited for recycling.

The increase in satisfaction levels of waste disposal sites was the most significant improvement, with an increase of 24% to 82% of residents satisfied, well above the unitary authority mean. Again residents were most impressed with the cleanliness of site, facilities available on site, the location and the opening hours.

### Transport

BVPI No	Description	2000/01		2003/04	
		% fairly/very satisfied	Unitary average (as conducted by BMG)	% fairly/very satisfied	Unitary average (as conducted by BMG)
103	Respondents satisfied with public transport information	48	46	48	49
104	Respondents satisfied with local bus service	47	52	51	51

**BVPI 103:** satisfaction with provision of public transport information remains unchanged from 2000/01. However, of those surveyed that stated they had seen or received information, satisfaction levels fell 6% from 2000/01 to 63%. Interestingly, within that same group, 24% felt that the information had improved and only 10% felt that the situation had got worse.

**BVPI 104:** 51% of residents are now satisfied with the local bus service, an improvement of 4% on 2000/01 and now matching the unitary authority mean. Most satisfaction was around the ease in which users found in getting on and off the bus.

## Culture

BVPI No	Description	2000/01		2003/04	
		% fairly/very satisfied	Unitary average (as conducted by BMG)	% fairly/very satisfied	Unitary average (as conducted by BMG)
119a	Satisfaction with sports/leisure facilities	54	53	49	53
119b	Satisfaction with libraries	69	64	68	62
119c	Satisfaction with museums/galleries	53	46	48	42
119d	Satisfaction with theatres/concert halls	58	48	57	48
119e	Satisfaction with parks and open spaces	65	62	67	68

*BVPI 119a:* there has been a drop in satisfaction of 5% since 2000 with the sports and leisure facilities, falling below the mean average of unitary authorities.

Amongst users, more felt that facilities had improved rather than got worse.

*BVPI 119b:* there has been a slight drop in satisfaction with libraries, reflecting the situation with those unitary authorities that have been monitored by BMG. Amongst users there was an 83% satisfaction rate, an improvement of 2% on 2000/01.

The survey also revealed that there was a net perceived improvement in the service of 12%, with 17% of users feeling that the service had improved against 5% feeling that the service had got worse.

*BVPI 119c:* although there has been a decrease in satisfaction levels of museums and galleries, this is mirrored in the results of other unitary authorities that have been monitored, with Herefordshire still being better than the mean average.

*BVPI 119d:* although there has been a reduction in satisfaction levels in this area, the results are still favourable when compared to the mean average of monitored unitary authorities. Satisfaction amongst users has increased 2% from 2000/01 to 80%.

*BVPI 119e:* satisfaction with parks and open spaces improved slightly, although not reflecting the considerable increase witnessed in the mean average of monitored unitary authorities. 78% of users of parks and open spaces were satisfied, an increase of 3% on 2000/01 and above the mean of unitary authorities.