

## Best Value User Satisfaction Survey 2006/07: Consultation

**Response from:**

Rochford District Council

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**Note** This template seeks to obtain viewpoints on particular issues but not general feedback on the content, and detail, of the questionnaire, taking regard of learning from 2003. Rochford DC considers that the questions cannot be answered without substantial comment and reservation. The template has therefore been adapted to provide more comprehensive feedback to the ODPM

We wish to add our concern that we were unable to locate any communication from the ODPM to advise the existence of this consultation document on the ODPM website

This pro-forma is divided into the following sections:

SECTION ONE	-	QUESTIONS USED FOR CALCULATING BVPIs
SECTION TWO	-	OTHER QUESTIONS
SECTION THREE	-	JOINT COUNTY AND DISTRICT SURVEY
SECTION FOUR	-	RESEARCH METHOD

Please limit comments to the boxes provided  
- it will greatly help us in the analysis of responses.



**SECTION ONE: QUESTIONS USED FOR CALCULATING BVPI5**

**General Survey**

<b>BV 3</b>	Agree to the inclusion of an indicator on this subject? (Y/N)		
<b>The % of citizens satisfied with the overall service provided</b>	Agree to the wording of this indicator? (Y/N)	Y	
<b>Scope: Metropolitan authorities, London Boroughs, Unitary authorities, County councils, District councils, Council of the Isles of Scilly, Common Council of the City of London, Fire &amp; Rescue Authorities in England.</b>	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:			
<b>BV 4</b>	Agree to the inclusion of an indicator on this subject? (Y/N)		
<b>The % of complainants satisfied with the handling of their complaint</b>	Agree to the wording of this indicator? (Y/N)	Y	
<b>Scope: Metropolitan authorities, London Boroughs, Unitary authorities, County councils, District councils, Council of the Isles of Scilly, Common Council of the City of London</b>	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:			
<b>BV 89</b>	Agree to the inclusion of an indicator on this subject? (Y/N)		
<b>The % of people satisfied with the cleanliness standard in their area</b>	Agree to the wording of this indicator? (Y/N)	Y	
<b>Scope: Metropolitan authorities, London Boroughs, Unitary authorities, District councils, Council of the Isles of Scilly, Common Council of the City of London</b>	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:			
<b>BV 90</b>	Agree to the inclusion of an indicator on this subject? (Y/N)		
<b>The % of people satisfied with (a) household waste collection (b) waste recycling and (c) waste disposal</b>	Agree to the wording of this indicator? (Y/N)		<b>N</b>
<b>Scope: Metropolitan authorities, London Boroughs, Unitary authorities, County councils (part c only), District councils (parts a and b only), Council of the Isles of Scilly, Common Council of the City of London</b>	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:	Currently 90(b) covers bring-bank sites only but can be interpreted by a reader to cover doorstep recycling. A new 90(b) should be introduced for doorstep recycling with 'other recycling facilities' becoming 90(c), and waste disposal 90(d)		
<b>BV 103</b>	Agree to the inclusion of an indicator on this subject? (Y/N)		
<b>The % of respondents satisfied with local provision of public transport information</b>	Agree to the wording of this indicator? (Y/N)		<b>N</b>
<b>Scope: Metropolitan authorities, London Boroughs,</b>	Satisfied with the scope of		<b>N</b>



<b>Unitary authorities, County councils, Common Council of the City of London</b>	this indicator? (Y/N)		
Comment:	<p>The indicator should read <b>'The % of respondents satisfied with the provision of local public transport information'</b></p> <p>Q11 and Q12 in the survey should be transposed.</p> <p>Question 12 asks a question which cannot be answered as the respondent does not know what he/she should have received. It should read <b>'Have you received or seen any information on local transport services in the last 12 months?'</b></p> <p>Whilst this information is not collected by District Councils, we feel that the data should be analysed to provide districts with an awareness of local issues</p>		
<b>BV 104</b>	Agree to the inclusion of an indicator on this subject? (Y/N)		
<b>The % of all respondents satisfied with the local bus service</b>	Agree to the wording of this indicator? (Y/N)		<b>N</b>
<b>Scope: Metropolitan authorities, London Boroughs, Unitary authorities, County councils, Common Council of the City of London</b>	Satisfied with the scope of this indicator? (Y/N)		<b>N</b>
Comment:	<p>Only responses from those using the bus service should be evaluated.</p> <p>Whilst this information is not collected by District Councils, we feel that the data should be analysed to provide districts with an awareness of local issues</p>		
<b>BV 119</b>	Agree to the inclusion of an indicator on this subject? (Y/N)		
<b>The % of residents satisfied with the Local Authority cultural services: (a) sports and leisure facilities (b) libraries (c) museums (d) arts activities and venues (e) parks and open spaces</b>	Agree to the wording of this indicator? (Y/N)		<b>N</b>
<b>Scope: Metropolitan authorities, London Boroughs, Unitary authorities, County councils (excluding BV119c), Common Council of the City of London, District councils (excluding BV119b)</b>	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:	<p>The categories (a) to (e) are not the same as those listed in questions 15-17 of the survey. One or other needs to be changed</p>		

### Benefits survey

<b>BV 80</b>	Agree to the inclusion of an indicator on this subject? (Y/N)		
<b>Overall satisfaction with the service</b>	Agree to the wording of this indicator? (Y/N)		<b>N</b>
<b>Scope: Metropolitan authorities, London Boroughs, Unitary authorities, Council of the Isles of Scilly, District councils, Common Council of the City of London</b>	Satisfied with the scope of this indicator? (Y/N)	Y	



Comment:	<p>This indicator applies to the Benefits Service but the definition does not say so. When quoted, it always has to be qualified. It should read 'Overall satisfaction with the Benefits service'</p> <p>It is unclear whether a single measure is to be used for the 2006 survey. In 2003, 7 indicators 80(a) to 80(g) were used, covering various elements of service delivery. We consider that <b>only</b> overall satisfaction should be measured by the PI.</p>
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### Planning Survey

<b>BV 111</b>	Agree to the inclusion of an indicator on this subject? (Y/N)		
<b>The % of applicants satisfied with the service received</b>	Agree to the wording of this indicator? (Y/N)		<b>N</b>
<b>Scope: Metropolitan authorities, London Boroughs, Unitary authorities, Council of the Isles of Scilly, County councils, District councils, National Park authorities, Broads Authority</b>	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:	This indicator applies to the Planning Service but the definition does not say so. When quoted, it always has to be qualified. It should read 'The % of applicants satisfied with the Planning service'		

### Libraries Survey

<b>BV 118</b>	Agree to the inclusion of an indicator on this subject? (Y/N)		
<b>The % of library users who found the book/information they wanted or reserved it and were satisfied with that outcome.</b>	Agree to the wording of this indicator? (Y/N)		No view
<b>Scope: To be undertaken as part of PLUS survey by Metropolitan authorities, London Boroughs, Unitary authorities, Council of the Isles of Scilly, County councils</b>	Satisfied with the scope of this indicator? (Y/N)		
Comment:			

### Housing Survey

<b>BV 74</b>	Agree to the inclusion of an indicator on this subject? (Y/N)		
<b>Satisfaction of tenants of council housing with the overall service provided by their landlord: with results further broken down by i) black and ethnic minority and ii) non - black and ethnic minority tenants</b>	Agree to the wording of this indicator? (Y/N)		<b>N</b>
<b>Scope: Metropolitan authorities, London Boroughs, Unitary authorities, Council of the Isles of Scilly, District councils</b>	Satisfied with the scope of this indicator? (Y/N)		<b>N</b>
Comment:	The definition is incorrectly stated. Currently there are 3 categories for BV74, (a) to (c).		



	<p>It is unclear from the definition for (ii) above whether we are measuring 'non-black and non-ethnic minorities' or 'non-black who are also an ethnic minority'. The full definition for (c) in the ODPM guidance says it relates to non-ethnic minority tenants (no reference to non-black) and this should be used if the sub-division is retained.</p> <p>Category (b) of this PI (your (i)) is evaluating a response from only one 'hard to reach' group and is not therefore addressing the diversity agenda.</p> <p>Within District Councils such as Rochford DC, the very small population of 'black and ethnic minority' can seriously distort the figures and make the figures worthless. Such authorities should only need to report overall satisfaction</p>		
<b>BV 75</b>	<p>Agree to the inclusion of an indicator on this subject? (Y/N)</p>		
<p><b>Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord: with results further broken down by i) black and ethnic minority and ii) non - black and ethnic minority tenants</b></p>	<p>Agree to the wording of this indicator? (Y/N)</p>		N
<p><b>Scope: Metropolitan authorities, London Boroughs, Unitary authorities, Council of the Isles of Scilly, District councils</b></p>	<p>Satisfied with the scope of this indicator? (Y/N)</p>		N
<p>Comment:</p>	<p>Currently there are 3 categories for BV75, (a) to (c).</p> <p>It is unclear from the definition for (ii) above whether we are measuring 'non-black and non-ethnic minorities' or 'non-black who are also an ethnic minority'. The full definition for (c) in the guidance says it relates to non-ethnic minority tenants (no reference to non-black) and this should be used if the sub-division is retained.</p> <p>Category (b) of this PI (your (i)) is evaluating a response from only one 'hard to reach' group and is not addressing the diversity agenda.</p> <p>Within District Councils such as Rochford DC, the very small population of 'black and ethnic minority' can seriously distort the figures and make the figures worthless. Such authorities should only need to report overall satisfaction</p>		

## SECTION TWO: OTHER QUESTIONS

<b>How important is it to include the following new other questions in the General Household survey? [Questions coloured green in the questionnaire (Annex A)]</b>					
Please number the questions 1-5 in descending order of importance, i.e. 1 = most important, 5 = least important					
	Rank (1 -5)	Very important	Important	Not very important	Not important at all
Information about your council and its services [Q21 - Q22]	3 (c)		X		
Contacting your council and customer care [Q27 - Q32]	2 (b)	X			
Local decision-making [Q33 - 35]	5 (e)			X	
How your council performs overall [Q36]	1 (a)	X			
Satisfaction with the local area [Q5]	4 (d)			X	

**The above ratings are qualified by the following comments:g**

- (a) The following statements should be condensed into one:

Is efficient and well run  
Provides good value for money  
Spends its money wisely

Change to **Gives good value for money (2005/06 expenditure Xp in the £ of council tax)**

Involves residents when making decisions  
Promotes the interest of local residents  
Listens to the concerns of local residents  
Acts on the concerns of local residents

Change to **Listens to and acts on what is important to local residents**

*Remove*  
'Is trustworthy'  
'Treats all types of people fairly'  
'Does enough for people like me'

*Amend statements to read*

'Works well with other organisations to provide joined-up services'

- (b) This is far too long-winded, taking 2 pages of questions. This can be incorporated with Q27 to ask whether they have contacted the Council, thereafter identifying whether their most recent contact related to a complaint, obtaining advice, notifying a matter or something else.

The 2003 survey has shown that what a resident considers to be a complaint may in actual fact be a notification of something.

- (c) When reading some of the statements, the respondent is likely to forget that the survey is asking **how well informed** they are. There are too many statements and we suggest it is limited to the following:

'How well are you informed about the services and benefits provided by the Council, and the means for accessing these?'

It is unclear what Q22 is asking as it talks about the Council and not Council services. It is questionable whether there is a MAIN source for finding out about council services, so there appears to be little value to this question, which should be deleted.

(d) 2 statements should be reworded to read:

. . . incidents arising as a result of people's skin colour, ethnic origin or religion  
. . . people sleeping rough in public places

(e) Q35 is unlikely to provide any additional information to Q33 and Q34

<b>How important is it to include the following existing other questions in the General Household survey?</b> [Questions coloured black in the questionnaire (Annex A)] Please number the questions 1-4 in descending order of importance, i.e. 1 = most important, 7 = least important					
	Rank (1 -7)	Very important	Important	Not very important	Not important at all
Quality of life in your local area	1 (a)	X			
Household waste collection	2	X			
Recycling facilities	3 (b)	X			
Public transport information and local bus service	6 (c)		X		
Cultural and recreational activities and venues	4	X			
Other services	5		X		
Demographic data	7			X	

Please note the following on the above:

(a) It is unclear which question/s is/are being referred to.

Q2 and Q3 cover the same things but the activities are in a different order. This should be corrected

We do not feel that Q3 adds to the information provided by Q2. Respondents are unlikely to be able to consider changes over a specific '3-year' period.

In Q2 the word 'low' should be removed from the crime, pollution and congestion statements. This unnecessarily qualifies the item.

'Fear of crime' should be added to Q2 (and Q3 if retained)

(b) Q8 and Q9 should be reversed with Recycling Facilities re-titled Other Recycling Facilities. Otherwise the risk is that a respondent answers Q8 on recycling generally and then has to backtrack when Q9 on doorstep recycling is read.

The final question of Q9 (see BV90 in section 1) should read 'The doorstep recycling service overall'

The final question of Q8 (see BV90 in section 1) should read ' The provision of other recycling facilities overall'

<b>Do you support the following proposed changes to the ordering of questions and descriptive information in the General Household survey?</b>			
	Support	Do not support	No view
Bringing all quality of life/views about the local area questions together in Section 1 of the questionnaire?	Y		
Moving the detailed description of local authority services to appear at the start of the Local Services Section (Section 2)?	Y		
Bringing all the questions on the quality of local service together into Section 2 of the questionnaire?	Y		
Moving BV3 [Q20] to the end of the Local Services Section (Section 2)?	Y		
Further comments on the ordering of questions:	<p>As referred to above, reverse the order of Q8 and Q9 and re-title Q8 Other Recycling Facilities</p> <p>Switch Q11 and Q12 re transport information</p> <p>Switch Q13 and Q14 re bus service</p> <p>Switch Q15 and Q16 re cultural activities</p>		

### **OTHER PROPOSED CHANGES**

<b>Are there any questions which do not contribute to the calculation of BVPIs which you would like to see deleted?</b>		
<b>Question Number</b>	<b>Question topic</b>	<b>Rationale for deletion</b>
Q3	Changes in quality of life in last 3 years	<p>Q2 asks what most needs improving so the status compared with 3 years ago is not important</p> <p>The questionnaire is currently 19 pages long and needs to be shortened substantially</p>
Q15	Cultural and recreational activities	<p>Remove the statement in the introductory sentence relation to licensing and planning responsibilities as the response cannot be linked to issues in these areas</p> <p>Do not require the respondent to assess unless the service has been used within a given period (say 6 months). If completion compulsory, then add two assessment boxes 'Not used' and 'Does not offer what I want'</p>





Q17	Changes to service provision in last 3 years	<p>It is the current level of service that is important. These activities are all evaluated elsewhere in the questionnaire. Identifying a change is dependent on the start point and worsening or staying the same may not be indicative of a poor service or the respondent's view of what needs to be done.</p> <p>The questionnaire is currently 19 pages long and needs to be shortened substantially</p> <p>This question should be deleted</p>
Q18 and Q19	Use of other services	<p>Clarification is necessary on 'transport services'. Q14 has already asked about bus services. Authorities could detail other transport services they provide or omit the element</p> <p>Use of cultural and recreational services has already been determined in Q15 and Q16</p> <p>District Councils to omit Fire Service, Education Services (unclear on use of word 'Local Authority' ), and Social Services (unclear on use of word 'Personal')</p> <p>Q19 should only be completed for those services used within the 12 month period (this is not stated) and again transport needs clarification and cultural and recreational should be deleted as well as County responsibilities for DCs</p>
Q21	Information about the Council	<p>A single question should be asked</p> <p>See comment (c) in Section 2 New Questions response above</p>
Q22	Main source for Council information	<p>This is historical and does not contribute to forward thinking</p> <p>See comment (c) in Section 2 New Questions response above</p>
Q24, Q25 and Q26	Nature of complaint	<p>Q24 should relate to most recent complaint. Therefore should remove word 'were' in Q26</p>
Q27 to Q32	Other contact with the Council	<p>This takes 2 pages and we need to condense the questionnaire from its current 19 pages</p> <p>See comment (b) in Section 2 New Questions response above</p>
Q33, 34 and 35	Local decision making	<p>It is unclear what the response to these questions will tell us and how we can take that response forward. These questions</p>



		<p>should therefore be deleted</p> <p>The questionnaire is currently 19 pages long and needs to be shortened substantially</p>
Q36	How the Council performs	Several of the statements have fine differences that a respondent is unlikely to be able to evaluate. See comment (a) in Section 2 New Questions response above
Q37 (also Q3 and Q17 if retained)	Introductory sentence	Reword to 'Thinking about . . . got better or worse, or stayed the same, over the last three years'
Section 7	Personal information	<p>This is taking 3 pages. The questionnaire is currently 19 pages long and needs to be shortened substantially</p> <p>We are not aware of any detailed analysis of this information undertaken from the General Satisfaction Survey 2003 and feel that the inclusion of Q40, Q41, Q42, Q43, and Q44 needs to be reviewed</p>
All questions	Options for response	'Don't know' is an inappropriate response and should be changed to 'No view'



### SECTION THREE: JOINT COUNTY & DISTRICT COUNCIL SURVEY

To what extent do you agree with the following statements relating to the operation of a joint county and district council General Household Survey?				
	Agree Strongly	Agree	Disagree	Disagree Strongly
It would be practical to run a joint county and district council survey		Y		
It would be desirable to run a joint county and district council survey		Y		
The sample questionnaire at Annex B would be a good model to use for a joint county and district council survey		Y		
Comment:	Our agreement is based on the presumption that the confidence level achieved for the separate surveys can be retained. It would also be necessary to evaluate each council separately on such things as transport (where appropriate) and value for money			



#### SECTION FOUR: RESEARCH METHOD

	Yes	No
Should a single prescribed research method be specified for the 2006/07 Best Value User Satisfaction Survey?	Y	
Should the single prescribed research method be by postal survey?	Y	
Should stratification continue to be allowed for the General Household Survey?		
Should clustering continue to be allowed for the General Household Survey?		N
Should a weighting factor be introduced for county council results to reflect the variable response rates amongst the district councils within their boundaries?		
Comment:	Stratification is not opposed if comparisons between local authorities remain valid.  We have no view on the weighting factor for county councils	