

| <b>BVPI 3 – Overall Satisfaction</b>   |  |                    |                |                |                |               |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
|--|--|--------------------|----------------|----------------|----------------|---------------|--------------|----|----|----|----|--------|----|----|----|----|-----------------|----|----|----|----|-------------------|--|-----------|-----------|-----------|---------------|--|--|----|--|----------|--|--|----|--|----------------|--|--|----|--|----------|--|--|----|--|-------------|--|--|----|--|
| <b>National Position</b>   | <b>Bromsgrove in Context</b>   |                    |                |                |                |               |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| <p><b>54%</b> satisfied with the <b>overall service</b> provided by the local authority – a decline of 1 percentage point since 2003-04. Within this overall picture, 77 authorities show statistically significant improvement since 2003-04, whilst 121 authorities show statistically significant decline. 189 authorities show no significant change since 2003-04<sup>1</sup>.</p> <p>Overall satisfaction varies by age, gender, ethnicity, and stated disability. Older age groups are more likely to express satisfaction with their local authority than younger age groups, and women are more likely to express satisfaction than men. Variation by ethnicity is more complex: respondents identifying themselves as Black are slightly more likely to be satisfied than the average, and those identifying themselves as Mixed, Asian or other non-White ethnicities are slightly less likely to be satisfied than the average</p> | <p>Satisfaction increased by 3 percentage points, contrary to the declining national trend, but remains low – 3<sup>rd</sup> quartile and also in comparison to neighbouring authorities</p> <table border="1"> <thead> <tr> <th><b>% satisfied</b></th> <th><b>2000-01</b></th> <th><b>2003-04</b></th> <th><b>2006-07</b></th> <th><b>Change</b></th> </tr> </thead> <tbody> <tr> <td>Top quartile</td> <td>71</td> <td>60</td> <td>58</td> <td>-2</td> </tr> <tr> <td>Median</td> <td>66</td> <td>55</td> <td>53</td> <td>-2</td> </tr> <tr> <td>Bottom quartile</td> <td>60</td> <td>50</td> <td>49</td> <td>-1</td> </tr> <tr> <td><b>Bromsgrove</b></td> <td></td> <td><b>48</b></td> <td><b>51</b></td> <td><b>+3</b></td> </tr> <tr> <td>Malvern Hills</td> <td></td> <td></td> <td>57</td> <td></td> </tr> <tr> <td>Wychavon</td> <td></td> <td></td> <td>65</td> <td></td> </tr> <tr> <td>Worcester City</td> <td></td> <td></td> <td>61</td> <td></td> </tr> <tr> <td>Redditch</td> <td></td> <td></td> <td>54</td> <td></td> </tr> <tr> <td>Wyre Forest</td> <td></td> <td></td> <td>50</td> <td></td> </tr> </tbody> </table> | <b>% satisfied</b> | <b>2000-01</b> | <b>2003-04</b> | <b>2006-07</b> | <b>Change</b> | Top quartile | 71 | 60 | 58 | -2 | Median | 66 | 55 | 53 | -2 | Bottom quartile | 60 | 50 | 49 | -1 | <b>Bromsgrove</b> |  | <b>48</b> | <b>51</b> | <b>+3</b> | Malvern Hills |  |  | 57 |  | Wychavon |  |  | 65 |  | Worcester City |  |  | 61 |  | Redditch |  |  | 54 |  | Wyre Forest |  |  | 50 |  |
| <b>% satisfied</b>   | <b>2000-01</b>   | <b>2003-04</b>     | <b>2006-07</b> | <b>Change</b>  |                |               |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Top quartile   | 71   | 60                 | 58             | -2             |                |               |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Median   | 66   | 55                 | 53             | -2             |                |               |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Bottom quartile  | 60   | 50                 | 49             | -1             |                |               |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| <b>Bromsgrove</b>  |  | <b>48</b>          | <b>51</b>      | <b>+3</b>      |                |               |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Malvern Hills  |  |                    | 57             |                |                |               |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Wychavon   |  |                    | 65             |                |                |               |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Worcester City   |  |                    | 61             |                |                |               |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Redditch   |  |                    | 54             |                |                |               |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Wyre Forest  |  |                    | 50             |                |                |               |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |

| <b>BVPI 4 Satisfaction with complaints handling</b>  |  |                |                |                |                       |
|--|--|----------------|----------------|----------------|-----------------------|
| <b>National Position</b>   | <b>Bromsgrove in Context</b>   |                |                |                |                       |
| <p><b>34%</b> of complainants satisfied with the <b>handling of their complaints</b> – an improvement of 1 percentage point since 2003-04.</p> | <p>Satisfaction increased by 6 percentage points, significantly better than the national trend, but remains low – 3<sup>rd</sup> quartile and also in comparison to neighbouring authorities</p> |                |                |                |                       |
|  | <b>% satisfied</b>   | <b>2000-01</b> | <b>2003-04</b> | <b>2006-07</b> | <b>Change 2006-07</b> |
|  | Top quartile   | 44             | 36             | 37             | +1                    |
|  | Median   | 40             | 33             | 34             | +1                    |
|  | Bottom quartile  | 36             | 29             | 31             | +2                    |
|  | <b>Bromsgrove</b>  |                | <b>25</b>      | <b>31</b>      | <b>+6</b>             |
|  | Malvern Hills  |                |                | 36             |                       |
|  | Wychavon   |                |                | 45             |                       |
|  | Worcester City   |                |                | 42             |                       |
|  | Redditch   |                |                | 35             |                       |
|  | Wyre Forest  |                |                | 37             |                       |

| <b>BVPI 89 Satisfaction with cleanliness of public land</b>   |  |                |                |                |                       |
|---|--|----------------|----------------|----------------|-----------------------|
| <b>National Position</b>  | <b>Bromsgrove in Context</b>   |                |                |                |                       |
| <b>68%</b> satisfied with the <b>cleanliness standard (keeping land clear of litter and waste)</b> in their area – an improvement of 8 percentage points since 2003-04. | Satisfaction increased by 1 percentage points, significantly less than the national trend, and remains low – 3 <sup>rd</sup> quartile and also in comparison to neighbouring authorities |                |                |                |                       |
|   | <b>% satisfied</b>   | <b>2000-01</b> | <b>2003-04</b> | <b>2006-07</b> | <b>Change 2006-07</b> |
|   | Top quartile   | 71             | 67             | 73             | +6                    |
|   | Median   | 64             | 61             | 68             | +7                    |
|   | Bottom quartile  | 56             | 54             | 62             | +8                    |
|   | <b>Bromsgrove</b>  |                | <b>61</b>      | <b>62</b>      | <b>+1</b>             |
|   | Malvern Hills  |                |                | 74             |                       |
|   | Wychavon   |                |                | 77             |                       |
|   | Worcester City   |                |                | 69             |                       |
|   | Redditch   |                |                | 72             |                       |
|   | Wyre Forest  |                |                | 62             |                       |

| <b>BVPI 90a Satisfaction with household waste collection</b>   |                |  |                |                       |                    |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
|--|----------------|--|----------------|-----------------------|--------------------|----------------|----------------|----------------|-----------------------|--------------|----|----|----|----|--------|----|----|----|----|-----------------|----|----|----|----|-------------------|--|-----------|-----------|-----------|---------------|--|--|----|--|----------|--|--|----|--|----------------|--|--|----|--|----------|--|--|----|--|-------------|--|--|----|--|
| <b>National Position</b>   |                | <b>Bromsgrove in Context</b>   |                |                       |                    |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| <p><b>79% satisfied with household waste collection</b> – a decline of 5 percentage points since 2003-04.</p> <p>There are considerable variations in performance on this and other waste satisfaction indicators for different types of authority, for example satisfaction with waste collection in London Boroughs has risen by 4 percentage points, whilst in Districts satisfaction has declined by 7 percentage points</p> |                | <p>Satisfaction decreased by 7 percentage points, slightly more than the national average and remains low – 3<sup>rd</sup> quartile and also in comparison to neighbouring authorities</p> <table border="1"> <thead> <tr> <th><b>% satisfied</b></th> <th><b>2000-01</b></th> <th><b>2003-04</b></th> <th><b>2006-07</b></th> <th><b>Change 2006-07</b></th> </tr> </thead> <tbody> <tr> <td>Top quartile</td> <td>90</td> <td>89</td> <td>85</td> <td>-4</td> </tr> <tr> <td>Median</td> <td>88</td> <td>86</td> <td>81</td> <td>-5</td> </tr> <tr> <td>Bottom quartile</td> <td>84</td> <td>80</td> <td>74</td> <td>-6</td> </tr> <tr> <td><b>Bromsgrove</b></td> <td></td> <td><b>83</b></td> <td><b>76</b></td> <td><b>-7</b></td> </tr> <tr> <td>Malvern Hills</td> <td></td> <td></td> <td>87</td> <td></td> </tr> <tr> <td>Wychavon</td> <td></td> <td></td> <td>84</td> <td></td> </tr> <tr> <td>Worcester City</td> <td></td> <td></td> <td>79</td> <td></td> </tr> <tr> <td>Redditch</td> <td></td> <td></td> <td>87</td> <td></td> </tr> <tr> <td>Wyre Forest</td> <td></td> <td></td> <td>67</td> <td></td> </tr> </tbody> </table> |                |                       | <b>% satisfied</b> | <b>2000-01</b> | <b>2003-04</b> | <b>2006-07</b> | <b>Change 2006-07</b> | Top quartile | 90 | 89 | 85 | -4 | Median | 88 | 86 | 81 | -5 | Bottom quartile | 84 | 80 | 74 | -6 | <b>Bromsgrove</b> |  | <b>83</b> | <b>76</b> | <b>-7</b> | Malvern Hills |  |  | 87 |  | Wychavon |  |  | 84 |  | Worcester City |  |  | 79 |  | Redditch |  |  | 87 |  | Wyre Forest |  |  | 67 |  |
| <b>% satisfied</b>   | <b>2000-01</b> | <b>2003-04</b>   | <b>2006-07</b> | <b>Change 2006-07</b> |                    |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Top quartile   | 90             | 89   | 85             | -4                    |                    |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Median   | 88             | 86   | 81             | -5                    |                    |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Bottom quartile  | 84             | 80   | 74             | -6                    |                    |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| <b>Bromsgrove</b>  |                | <b>83</b>  | <b>76</b>      | <b>-7</b>             |                    |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Malvern Hills  |                |  | 87             |                       |                    |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Wychavon   |                |  | 84             |                       |                    |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Worcester City   |                |  | 79             |                       |                    |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Redditch   |                |  | 87             |                       |                    |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Wyre Forest  |                |  | 67             |                       |                    |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |           |           |           |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |

| <b>BVPI 90b Satisfaction with recycling (local facilities)</b>  |   |                |                |                |                       |
|---|---|----------------|----------------|----------------|-----------------------|
| <b>National Position</b>  | <b>Bromsgrove in Context</b>  |                |                |                |                       |
| <b>70% satisfied with waste recycling (local facilities)</b> – an improvement of 2 percentage points since 2003-04. | Satisfaction increased by 5 percentage points, better than the average national increase. Satisfaction remains in the top quartile but three neighbouring authorities have better satisfaction rates. |                |                |                |                       |
|   | <b>% satisfied</b>  | <b>2000-01</b> | <b>2003-04</b> | <b>2006-07</b> | <b>Change 2006-07</b> |
|   | Top quartile  | 73             | 74             | 75             | +1                    |
|   | Median  | 68             | 69             | 70             | +1                    |
|   | Bottom quartile   | 60             | 63             | 66             | +3                    |
|   | <b>Bromsgrove</b>   |                | <b>71</b>      | <b>76</b>      | <b>+5</b>             |
|   | Malvern Hills   |                |                | 86             |                       |
|   | Wychavon  |                |                | 80             |                       |
|   | Worcester City  |                |                | 72             |                       |
|   | Redditch  |                |                | 79             |                       |
|   | Wyre Forest   |                |                | 73             |                       |

| <b>BVPI 119a Satisfaction with sports &amp; leisure facilities</b>  |  |                |                |                |                       |
|---|--|----------------|----------------|----------------|-----------------------|
| <b>National Position</b>  | <b>Bromsgrove in Context</b>   |                |                |                |                       |
| <b>58%</b> satisfied with <b>sports and leisure facilities</b> – an improvement of 4 percentage points since 2003-04. | Satisfaction increased by 8 percentage points, double the national average, but remains low – bottom quartile and also in comparison to neighbouring authorities |                |                |                |                       |
|   | <b>% satisfied</b>   | <b>2000-01</b> | <b>2003-04</b> | <b>2006-07</b> | <b>Change 2006-07</b> |
|   | Top quartile   | 59             | 60             | 63             | +3                    |
|   | Median   | 54             | 54             | 58             | +4                    |
|   | Bottom quartile  | 47             | 48             | 54             | +6                    |
|   | <b>Bromsgrove</b>  |                | <b>45</b>      | <b>53</b>      | <b>+8</b>             |
|   | Malvern Hills  |                |                | 61             |                       |
|   | Wychavon   |                |                | 66             |                       |
|   | Worcester City   |                |                | 66             |                       |
|   | Redditch   |                |                | 56             |                       |
|   | Wyre Forest  |                |                | 65             |                       |

| <b>BVPI 119b Satisfaction with libraries</b>  |  |                |                |                |                       |
|---|--|----------------|----------------|----------------|-----------------------|
| <b>National Position</b>  | <b>Bromsgrove in Context</b>   |                |                |                |                       |
| <ul style="list-style-type: none"> <li>● <b>73%</b> satisfied with <b>libraries</b> – an improvement of 6 percentage points since 2003-04.</li> </ul> | Satisfaction is in the 3 <sup>rd</sup> quartile and is remains low in comparison to neighbouring authorities |                |                |                |                       |
|   | <b>%satisfied</b>  | <b>2000-01</b> | <b>2003-04</b> | <b>2006-07</b> | <b>Change 2006-07</b> |
|   | Top quartile   | 75             | 72             | 77             | +5                    |
|   | Median   | 70             | 69             | 73             | +4                    |
|   | Bottom quartile  | 65             | 63             | 70             | +7                    |
|   | <b>Bromsgrove</b>  |                |                | <b>72</b>      |                       |
|   | Malvern Hills  |                |                |                |                       |
|   | Wychavon   |                |                | 80             |                       |
|   | Worcester City   |                |                | 75             |                       |
|   | Redditch   |                |                |                |                       |
|   | Wyre Forest  |                |                | 82             |                       |

| <b>BV119c – Satisfaction with museums &amp; galleries</b>   |  |                |                |                |                       |
|---|--|----------------|----------------|----------------|-----------------------|
| <b>National Position</b>  | <b>Bromsgrove in Context</b>   |                |                |                |                       |
| <p><b>41% satisfied with museums and galleries</b> – a decline of 1 percentage point since 2003-04.</p> | <p>Satisfaction increased by 2 percentage points, contrary to the declining national trend, but remains low – bottom quartile and also in comparison to neighbouring authorities</p> |                |                |                |                       |
|   | <b>% satisfied</b>   | <b>2000-01</b> | <b>2003-04</b> | <b>2006-07</b> | <b>Change 2006-07</b> |
|   | Top quartile   | 56             | 50             | 51             | +1                    |
|   | Median   | 49             | 42             | 39             | -3                    |
|   | Bottom quartile  | 41             | 31             | 29             | -2                    |
|   | <b>Bromsgrove</b>  |                | <b>25</b>      | <b>27</b>      | <b>+2</b>             |
|   | Malvern Hills  |                |                | 49             |                       |
|   | Wychavon   |                |                | 37             |                       |
|   | Worcester City   |                |                | 60             |                       |
|   | Redditch   |                |                | 33             |                       |
| Wyre Forest   |  |                | 42             |                |                       |



| <b>BVPI 119d – Satisfaction with theatres and concert halls</b>  |  |                |                |                       |                   |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |  |           |  |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
|--|--|----------------|----------------|-----------------------|-------------------|----------------|----------------|----------------|-----------------------|--------------|----|----|----|----|--------|----|----|----|----|-----------------|----|----|----|----|-------------------|--|--|-----------|--|---------------|--|--|----|--|----------|--|--|----|--|----------------|--|--|----|--|----------|--|--|----|--|-------------|--|--|----|--|
| <b>National Position</b>   | <b>Bromsgrove in Context</b>   |                |                |                       |                   |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |  |           |  |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| <p><b>41%</b> satisfied with <b>theatres and concert halls</b> – a decline of 6 percentage points since 2003-04, including a considerable decline of 8 percentage points for District councils</p> <ul style="list-style-type: none"> <li>•</li> </ul> | <p>Satisfaction is in the 3<sup>rd</sup> quartile and low in comparison to neighbouring authorities</p> <table border="1"> <thead> <tr> <th><b>%satisfied</b></th> <th><b>2000-01</b></th> <th><b>2003-04</b></th> <th><b>2006-07</b></th> <th><b>Change 2006-07</b></th> </tr> </thead> <tbody> <tr> <td>Top quartile</td> <td>61</td> <td>56</td> <td>52</td> <td>-4</td> </tr> <tr> <td>Median</td> <td>52</td> <td>47</td> <td>41</td> <td>-6</td> </tr> <tr> <td>Bottom quartile</td> <td>43</td> <td>36</td> <td>29</td> <td>-7</td> </tr> <tr> <td><b>Bromsgrove</b></td> <td></td> <td></td> <td><b>33</b></td> <td></td> </tr> <tr> <td>Malvern Hills</td> <td></td> <td></td> <td>79</td> <td></td> </tr> <tr> <td>Wychavon</td> <td></td> <td></td> <td>38</td> <td></td> </tr> <tr> <td>Worcester City</td> <td></td> <td></td> <td>57</td> <td></td> </tr> <tr> <td>Redditch</td> <td></td> <td></td> <td>53</td> <td></td> </tr> <tr> <td>Wyre Forest</td> <td></td> <td></td> <td>32</td> <td></td> </tr> </tbody> </table> |                |                |                       | <b>%satisfied</b> | <b>2000-01</b> | <b>2003-04</b> | <b>2006-07</b> | <b>Change 2006-07</b> | Top quartile | 61 | 56 | 52 | -4 | Median | 52 | 47 | 41 | -6 | Bottom quartile | 43 | 36 | 29 | -7 | <b>Bromsgrove</b> |  |  | <b>33</b> |  | Malvern Hills |  |  | 79 |  | Wychavon |  |  | 38 |  | Worcester City |  |  | 57 |  | Redditch |  |  | 53 |  | Wyre Forest |  |  | 32 |  |
| <b>%satisfied</b>  | <b>2000-01</b>   | <b>2003-04</b> | <b>2006-07</b> | <b>Change 2006-07</b> |                   |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |  |           |  |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Top quartile   | 61   | 56             | 52             | -4                    |                   |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |  |           |  |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Median   | 52   | 47             | 41             | -6                    |                   |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |  |           |  |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Bottom quartile  | 43   | 36             | 29             | -7                    |                   |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |  |           |  |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| <b>Bromsgrove</b>  |  |                | <b>33</b>      |                       |                   |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |  |           |  |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Malvern Hills  |  |                | 79             |                       |                   |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |  |           |  |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Wychavon   |  |                | 38             |                       |                   |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |  |           |  |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Worcester City   |  |                | 57             |                       |                   |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |  |           |  |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Redditch   |  |                | 53             |                       |                   |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |  |           |  |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |
| Wyre Forest  |  |                | 32             |                       |                   |                |                |                |                       |              |    |    |    |    |        |    |    |    |    |                 |    |    |    |    |                   |  |  |           |  |               |  |  |    |  |          |  |  |    |  |                |  |  |    |  |          |  |  |    |  |             |  |  |    |  |

| <b>BV119e – Satisfaction with parks and open spaces</b>  |   |                |                |                |                       |
|--|---|----------------|----------------|----------------|-----------------------|
| <b>National Position</b>   | <b>Bromsgrove in Context</b>  |                |                |                |                       |
| <p><b>73%</b> satisfied with <b>parks and open spaces</b> – an improvement of 2 percentage points since 2003-04.</p> | <p>Satisfaction increased by 5 percentage points, considerably better than the national average trend and is in the second quartile, comparing favourably with neighbouring authorities</p> |                |                |                |                       |
|  | <b>% satisfied</b>  | <b>2000-01</b> | <b>2003-04</b> | <b>2006-07</b> | <b>Change 2006-07</b> |
|  | Top quartile  | 70             | 77             | 77             | 0                     |
|  | Median  | 63             | 72             | 74             | +2                    |
|  | Bottom quartile   | 57             | 66             | 68             | +2                    |
|  | <b>Bromsgrove</b>   |                | <b>71</b>      | <b>76</b>      | <b>+5</b>             |
|  | Malvern Hills   |                |                | 85             |                       |
|  | Wychavon  |                |                | 81             |                       |
|  | Worcester City  |                |                | 74             |                       |
|  | Redditch  |                |                | 78             |                       |
| Wyre Forest  |   |                | 76             |                |                       |

| <b>Quality of life</b>                                  |   |
|---|---|
| <b>National Position</b>                                | <b>Bromsgrove in Context</b>                          |
| . 75% are satisfied with their area as a place to live. | 77% are satisfied with their area as a place to live. |

| <b>Social cohesion</b>   |   |
|--|---|
| <b>National Position</b>   | <b>Bromsgrove in Context</b>  |
| 79% of people definitely or tend to agree that their local area is a place where people of different backgrounds get on well together. | 82% of people definitely or tend to agree that their local area is a place where people of different backgrounds get on well together |

| <b>Respect and anti-social behaviour</b>   |   |  |                                    |
|--|---|--|------------------------------------|
| <b>National Position</b>   | <b>Bromsgrove in Context</b>  |  |                                    |
| <p>Nationally, there is considerable variation in peoples' perceptions of anti-social behaviour in their area. 62% of residents feel parents not taking responsibility for the behaviour of their children is a very or fairly big problem, whilst 57% identify teenagers hanging around on streets and 43% identify people using or dealing drugs as problems in their local area</p> | Issue   | Percentage of people in Bromsgrove who think this is a big or fairly big problem | Average percentage (all Districts) |
|  | Parents not taking responsibility for the behaviour of their children   | 54   | 60                                 |
|  | People not treating each other with respect and consideration           | 42   | 46                                 |
|  | Noisy neighbours or loud parties  | 10   | 15                                 |
|  | Teenagers hanging around on the streets                                 | 52   | 55                                 |
|  | Rubbish and litter lying around   | 41   | 39                                 |
|  | People being drunk or rowdy in public places                            | 21   | 29                                 |
|  | Abandoned or burnt out cars   | 6  | 9                                  |
|  | Vandalism, graffiti and other deliberate damage to property or vehicles | 30   | 36                                 |
|  | People using or dealing drugs   | 33   | 42                                 |

| <b>Information provision</b>   |  |   |  |   |
|--|--|---|--|---|
| <b>National Position</b>   |  | <b>Bromsgrove in Context</b>  |  |   |
| <p>Nationally, 47% of residents feel their council keeps residents very or fairly well informed about the services and benefits it provides, which represents a decline of 9 percentage points from 2003-04<br/>                     People who feel more informed, tend to be more satisfied with their council overall</p> |  | <p>Bromsgrove residents feel somewhat less well informed than the district average.</p>                 |  |   |
|  |  | Issue   | Percentage of people in Bromsgrove who feel very or fairly well informed | Average percentage of people feeling very or fairly well informed (all Districts) |
|  |  | How well informed are you about what the council is doing to tackle anti social behaviour               | 20   | 24  |
|  |  | How well informed do you think your council keeps residents about the services and benefits it provides | 39   | 49  |

| <b>Participation and Local Decision Making</b>   |   |   |   |
|--|---|---|---|
| <b>National Position</b>   | <b>Bromsgrove in Context</b>  |   |   |
| <p>Nationally, 32% of people agree that they can influence decisions affecting their local area; 28% are satisfied with opportunities for participation in decision making, whilst 26% would like to be more involved in decisions the council makes that affect their local area.. These early results suggest that there appears to be a relationship between overall satisfaction with the authority as a whole, opportunities for participation and the degree to which respondents agree they can influence local decisions</p> | Issue   | Percentage of people in Bromsgrove who are very or fairly satisfied                     | Average percentage of people who are very or fairly satisfied (all Districts)                     |
|  | How satisfied are you with the opportunities for participation in local decision making provided by the council | 26  | 29  |
|  |   | Percentage of people in Bromsgrove who definitely or tend to agree                      | Average percentage of people who definitely or tend to agree (all Districts)                      |
|  | Do you agree that you can influence decisions in your local area  | 31  | 32  |
|  |   | Percentage of people in Bromsgrove who want to be more involved regardless of the issue | Average percentage of people who want to be more involved regardless of the issue (all Districts) |
|  | Would you like to be more involved in the decisions your council makes that affect your local area              | 20  | 24  |

PRIORITIES FOR IMPROVEMENT

APPENDIX 4

| <b>Priorities for Improvement</b><br><b>Which of the following (standard list) do you think most needs improving</b> |                                  |
|--|----------------------------------|
| <b>Issue</b>   | <b>Percentage of respondents</b> |
| Road and pavement repairs  | 47                               |
| Traffic congestion   | 41                               |
| Activities for teenagers   | 40                               |
| Crime levels   | 40                               |
| Public transport   | 34                               |
| Clean streets  | 32                               |
| Health services  | 25                               |
| Affordable decent housing  | 21                               |
| Shopping facilities  | 21                               |
| Facilities for young children  | 12                               |
| Job prospects  | 10                               |
| Sports & leisure facilities  | 10                               |
| Pollution  | 9                                |
| Cultural facilities  | 9                                |
| Parks & open spaces  | 8                                |
| Community activities   | 8                                |
| Education provision  | 6                                |
| Wage levels & local cost of living   | 6                                |
| Access to nature   | 4                                |
| Race relations   | 0                                |

| <b>Do you think the service has got better or worse over the last three years</b> |   |                               |                            |  |                             |           |                     |                          |                     |                                     |
|---|---|-------------------------------|----------------------------|--|-----------------------------|-----------|---------------------|--------------------------|---------------------|-------------------------------------|
|   | Keeping public land clear of litter and rubbish | Collection of household waste | Local recycling facilities | Doorstep collection of items for recycling | Sports & leisure facilities | Libraries | Museums & Galleries | Theatres & concert halls | Parks & open spaces | Overall how the council runs things |
| Better  | 19  | 50                            | 46                         | 63   | 15                          | 25        | 5                   | 33                       | 21                  | 14                                  |
| Same  | 62  | 30                            | 49                         | 27   | 74                          | 69        | 88                  | 60                       | 72                  | 65                                  |
| Worse   | 19  | 20                            | 5                          | 10   | 11                          | 7         | 8                   | 7                        | 7                   | 22                                  |



| <b>To what extent do you think these statements apply to Bromsgrove Council</b> |  |                                       |   |                             |                                  |                    |                              |   |   |                                       |
|---|--|---------------------------------------|---|-----------------------------|----------------------------------|--------------------|------------------------------|---|---|---------------------------------------|
|   | ...is making the local area a better place to live | ... is working to make the area safer | ... is working to make the area cleaner & greener | ... is efficient & well run | ...provides good value for money | ... is trustworthy | ... is remote and impersonal | ... promotes the interests of local residents | ... acts on the concerns of local residents | ... treats all types of people fairly |
| A great deal  | 5  | 6                                     | 11  | 6                           | 4                                | 8                  | 13                           | 4   | 5   | 12                                    |
| To some extent  | 57   | 53                                    | 57  | 44                          | 34                               | 47                 | 47                           | 46  | 43  | 58                                    |
| Not very much   | 29   | 32                                    | 24  | 32                          | 37                               | 27                 | 26                           | 35  | 36  | 19                                    |
| Not at all  | 8  | 10                                    | 8   | 18                          | 25                               | 18                 | 14                           | 15  | 16  | 11                                    |

**BENEFITS SERVICE PROPOSED ACTIONS**

**APPENDIX 6**

| <b>Survey Area</b>                   | <b>Weakness</b>  | <b>Suggested Action</b>  |
|--------------------------------------|--|--|
| Ways to Contact the Local Authority  | Not always given the name of the person to contact about a claim | Ensure contact details is on all correspondence  |
| Visit to the Office                  | Privacy when discussing claim                                    | Give clear information to say that private interviews are available  |
| Visit to the Office                  | More Seats are needed  | New seats are due to be installed soon<br>In addition a queue monitoring system is being implemented which will assist with assessing waiting times and types of enquiry |
| Housing and Council Tax Benefit Form | Claim form is complicated  | Continually review the form for improvements and offer assistance for those who find it difficult  |
| What needs improving most?           | Benefit Form<br>Time taken to tell me my claim is successful     | As above<br>Continually check length of time for turnaround of new claims  |