

APPENDIX 2

HISTORICAL BENCHMARKING

Satisfaction with the Council's performance against priorities				
	2008	2007	2008	2007
	% Positive	% Positive	% Negative	% Negative
Clean Streets and Recycling (2008)	46	30	38	36
Clean District (2007)				
Improving customer service	32	36	21	19
Sense of community	27	n/a	38	n/a
Increased availability of housing	18	27	16	17
Regenerating Bromsgrove town centre	12	18	50	39

Satisfaction with contacting the Council				
	2008	2007	2008	2007
	% Positive	% Positive	% Negative	% Negative
How easy it was to contact the Council	83	54	10	15

Would you recommend the Customer Service Centre to a friend?		
	2008	2007
Yes	73%	72%
No	11%	28%
Don't know	15%	n/a

How often do you visit www.bromsgrove.gov.uk?		
	2008	2007
Daily	0%	0%
At least once a week	1%	1%
Once per week	0%	n/a
Once per fortnight	1%	1%
Once a month	5%	7%
Once every 6 months	10%	16%
Once a year	9%	8%
Less often	12%	8%
Never	63%	59%

What prompted you to use the Council's website?		
	2008	2007
Info. about the local area	52%	34%
Info. About the Council/services	51%	51%
To make a request for a service	18%	18%
To make a complaint/compliment	18%	10%
Nothing in particular	8%	n/a
To make an application	8%	6%
To pay a bill	8%	n/a
To chase progress on a query	6%	10%
To book facilities or events	3%	1%
To apply for grants or benefits	2%	1%
Can't remember	1%	n/a
Other	7%	20%

How useful did you find Together Bromsgrove?		
	2008	2007
Very useful	11%	4%
Useful	50%	37%
Neither	24%	19%
Not useful	9%	7%
Not at all useful	6%	2%
Did not read/receive	n/a	32%

How useful did you find the Council Tax Leaflet?		
	2008	2007
Very useful	6%	3%
Useful	49%	48%
Neither	32%	23%
Not useful	8%	4%
Not at all useful	5%	2%
Did not read/receive	n/a	20%

How satisfied or dissatisfied are you with the refuse collection service in general?		
	2008	2007
Very satisfied	29%	27%
Fairly satisfied	42%	41%
Neither	5%	6%
Fairly dissatisfied	15%	18%
Very dissatisfied	9%	7%

Satisfaction with entertainment offered at Bromsgrove's Artrix Centre		
	2008	2007
Very satisfied	12%	13%
Fairly satisfied	25%	33%
Neither	10%	47%
Fairly dissatisfied	4%	4%
Very dissatisfied	2%	2%
Don't know	47%	n/a

Satisfaction with cultural and recreational activities				
	2008	2007	2008	2007
	% Positive	% Positive	% Negative	% Negative
Parks and Open spaces	67	71	10	7
Libraries	61	69	8	6
Nature trails/country paths	48	60	13	8
Christmas Lights	35	49	29	9
Bandstand	33	36	5	3
Street Theatre	30	32	7	2
Cultural & rec. activities	28	n/a	27	n/a
Indoor sports facilities	27	34	18	12
Outdoor sports facilities	22	26	17	12
Bonfire Night	22	36	24	5
Range and Quality of Shops	18	n/a	65	n/a

Satisfaction with the way the Council runs things		
	2008	2007
Very satisfied	2%	2%
Fairly satisfied	36%	34%
Neither	23%	36%
Fairly dissatisfied	26%	19%
Very dissatisfied	13%	9%