

## APPENDIX 2

### HISTORICAL BENCHMARKING

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

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

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

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

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

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

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

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

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

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

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