Best Value General User Survey 2006/7

Research Study Conducted for
Oxfordshire County Council

OXFORDSHIRE COUNTY COUNCIL

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Introduction

Background

This report presents the results for the BVPI General Survey conducted by Ipsos MORI on behalf of Oxfordshire County Council.

Best Value Performance Indicators (BVPIs) are part of the performance management framework for local authorities, which the Government started to introduce in 1997. As part of the duty of Best Value introduced in the Local Government Act 1999, authorities are required to seek continuous improvement in their services. Best Value Performance Indicators are designed to monitor service improvement with regard to the efficiency, effectiveness and economy of service delivery.

The Government specifies that local authorities (and other best value authorities) collect and report on a number of Best Value Performance Indicators (BVPIs) that explicitly reflect users' perceptions of a range of services provided. These perception-based performance indicators are collected triennially, with 2006/7 marking the third time all local authorities have had to collect these measures of performance. This document contains the findings of a "General User Survey" carried out for Oxfordshire County Council to collect a range of BVPIs.

The Government has prescribed in detail what it believes to be the minimum requirements for the conduct of the survey. The minimum requirements are specified in the publication *Best Value Performance Indicators for 2006/7: Guidance for undertaking the Best Value Surveys*[1]. The minimum requirements are in place to ensure comparability of data across authorities, while allowing authorities some flexibility on the contents of the questionnaire.

Structure of this Report

Included in the report is a set of topline findings which provides quick reference to all the headline BVPIs, together with trend data where available. Results for additional questions included by the council have also been included. Computer tables are provided under separate cover. These provide a detailed analysis of the findings by a range of socio-demographic variables.

In addition, the report provides technical details relating to the conduct of the survey, a consideration of response rates and respondent profile, plus a guide to reading tables and interpreting the data.

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[1] The full guidance can be downloaded from www.survey.bvpi.gov.uk.

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Acknowledgements

Publication of the Findings

As Oxfordshire County Council has engaged Ipsos MORI to undertake an objective research project, it is important to protect the interests of both organisations by ensuring that it is accurately reflected in any press release or publication of findings. As part of our standard terms and conditions of contract, the publication of the findings of this research is therefore subject to advance approval of Ipsos MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

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Checked & Approved:

Kate Smith

Claire Lambert

Technical Note

Methodology

A postal self-completion methodology is prescribed for 2006/07 for all the BVPI surveys, with the exception of libraries.

Sampling

The sampling frame prescribed by the Audit Commission and Communities and Local Government (CLG) is the small-user Postcode Address File (PAF). As the Government wishes to be able to compare results across local authorities, it specified that data on all of the indicators must be collected using the principle of random selection.

A random sample of 6,000 addresses from the PAF covering the Council's area was downloaded from the Audit Commission's website www.survey.bvpi.gov.uk. As Oxfordshire County Council wished to mail out to less than 6,000 addresses, 3,000 addresses were randomly selected from the PAF file, using a random start point and then a '1 in n' approach to selection.

The Questionnaire

To meet the requirements of the Data Protection Act, CLG specified that a covering letter stating the purpose for which the data is being collected must be sent with each questionnaire. The front page of each questionnaire was branded with the logos of both Oxfordshire County Council and Ipsos MORI and contained a covering letter from Joanna Simons, the Council's Chief Executive.

The questionnaire itself was designed using the General User Survey questionnaire template provided by the Audit Commission for the collection of the BVPIs. The standardised nature of the questions was maintained in line with the requirements. The wording used in the covering letter(s) was derived from CLG and Audit Commission guidance. It was not possible to personally address letters to a named resident of the household as the PAF was the sampling frame used. Letters were therefore addressed to "Dear local resident". As the target population specified is all adult local authority residents (aged 18 and over) the questionnaire asked that only someone aged 18 or over completed it.

The Audit Commission and CLG prescribed that the General Survey questionnaire template be used in full to collect the data. The questions set in the questionnaire are those which the Government requires each authority to ask in order to measure performance indicators. Altering the wording of questions or omitting questions is prohibited since it reduces the ability to make comparisons with other authorities using the same questionnaire.

Adding questions to collect more detailed information on services and issues which are relevant to the local area was permitted, but authorities were urged to do this with caution, due to the length of the questionnaire and the possible

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detrimental effect doing so might have on response rates. If authorities did wish to ask supplementary questions, they were asked to use the Audit Commission's bank of approved questions. Oxfordshire County Council added the following questions:

- respect of ethnic differences (Q6);

- information provision about local events and activities (Q20);

- additional statements on the Council's image at Q30; and

- volunteering and care (Q32 to Q36).

Questionnaire Reminders

The guidance specifies that authorities should *"take all reasonable steps possible to maximise their response rates and should in no circumstances stop making efforts to boost them"*. For a postal survey, the guidance states that authorities should aim to maximise the response rate by sending out at least two reminder questionnaires. The covering letter has to be sent with reminders reflecting the fact that it is a reminder, while still meeting data protection requirements. All correspondence (including envelopes) had to include the authority logo.

Fieldwork

The CLG guidance specifies that fieldwork must start between 1 September and 30 November 2006. It recommends that the schedule allows four weeks for the initial fieldwork period, with a three week fieldwork period for each of the reminder fieldwork periods. The entire fieldwork period for this project is eleven weeks: between 15 September and 1st December 2006. This breaks down into the following key stages:

- **First mailout**: questionnaires posted to all 3,000 addresses in the sample on 15 September, with an instruction asking for all questionnaires to be returned by 6th October;

- **First reminder questionnaire**: posted to individuals in the sample who, at the 'cut off' point for the first mailout, had not returned the questionnaire (2,316);

- **Second reminder questionnaire**: posted to individuals in the sample who, at the 'cut off' point for the first reminder mailing had not returned the questionnaire (1,935).

The final 'cut-off' date for all data to be submitted to the Audit Commission was 15 December 2006.

Booking In

Returned questionnaires were booked in on a daily basis. The number of valid and void returns (e.g. those not completed because they were sent to derelict, demolished or vacant addresses) were recorded in our Survey Management System. This allowed for the daily calculation and monitoring of response rates, as well as the exclusion of 'deadwood' in the (reminder) sample.

Response Rates and Sample Profile

The **overall <u>unadjusted</u> response rate**[2] achieved from the main sample is **41%** - based on 1,235 returned questionnaires from an original sample of 3,000 addresses.

The **overall <u>adjusted</u> response rate**, removing incomplete responses and all non-effective addresses, achieved from the main sample is also **41%** - based on 1,207 valid questionnaires from an effective sample of 2,965 addresses (35 non-effective addresses).

The following charts show:

- How the response rate for Oxfordshire County Council compares to other county councils, and

- The unweighted sample profile broken down by key socio-economic variables.

Methodology: Response Rate

Response rates in counties surveyed by Ipsos MORI
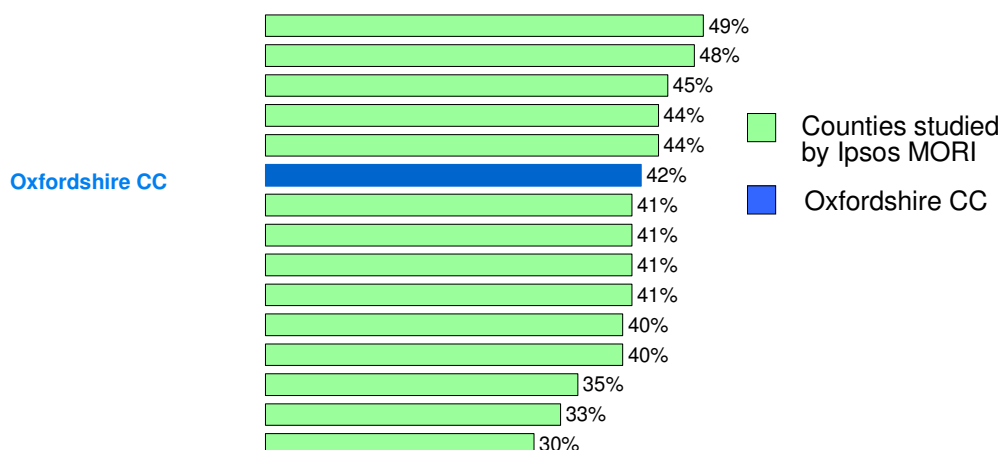
BVPI General Survey 2006

Source: Ipsos MORI

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[2] This does not allow for invalid addresses, vacant properties etc, which will be an element of any sample drawn from the Postal Address File, as well as incomplete responses.

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Methodology: Sample Profile

Sample Profile for Oxfordshire CC: Key demographics

Population (Census 2006 mid-year estimates)   BVPI sample (unweighted)

Gender
- Men — 40% / 49%
- Women — 60% / 51%

Age
- 18-24 — 2% / 4%
- 25-34 — 12% / 25%
- 35-54 — 38% / 37%
- 55-64 — 19% / 15%
- 65+ — 30% / 28%

Work status
- Full-time — 44% / 56%
- Not full-time — 56% / 45%

Ethnicity
- White — 98% / 95%
- BME — 2% / 6%
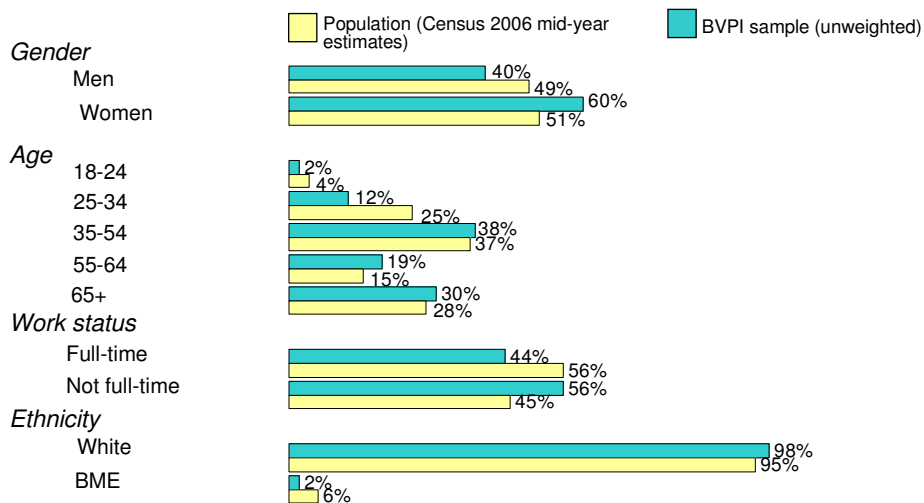
Base: All valid responses (1184), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

In the sample achieved before weighting, a few sub-groups are under-represented compared with their weight in the Oxfordshire population. These are men, people aged under 35, BMEs, and people who work full time.

Weighting

CLG guidance outlines weighting as a way of tackling the issue of over- and under-representation in the sample. As noted above, certain groups in the survey are under-represented, and to achieve a representative sample, weights need to be applied to the data to correct for this. The results for the sample profile discussed in this report are based on unweighted data only. However, findings from BVPI questions reported in this volume and the computer tabulations are based on weighted data, following the approach specified by CLG.

Weighting was applied by CLG's data processing supplier, Cobalt Sky, to a specification designed by The Office for National Statistics. The appropriate weight for each individual respondent contained in the dataset was applied after submission of the raw unweighted data to the Audit Commission.

The principles of the weighting scheme used are set out on the survey website (www.survey.bvpi.gov.uk). A two-stage cell weighted approach was used. In the first instance, data is weighted by sex, age, working status and ethnicity to the known profile of the area as recorded in the 2005 Census mid-year population estimates, and then by a further weight to adjust for household size.

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Data Processing

All questionnaires returned by respondents were booked in and scanned by Ipsos MORI. Once captured electronically, data processing was undertaken by Ipsos MORI.

Quality Control

The quality of data is assured through checks embedded in the scanning process. The software used is set up to only accept valid responses. With all tick box information, the confidence or tolerance of the scanning software is set at a tested level and anything outside this confidence level is filtered through to a human verification process. In the verification process any questionable responses are highlighted and subsequently confirmed or corrected. All responses which contain text were also sent for verification.

Calculating Results

In accordance with guidance, the base for questions is "valid responses" or all those providing an answer. Those stating don't know or who do not complete the question are excluded from the calculations. The base size may, therefore, vary from question to question, and from the total sample size, depending on the extent of non response.

Where percentages do not sum to 100, this may be due to computer rounding or multiple answers. Throughout the volume an asterisk (*) denotes any value of less than half a percent but greater than zero.

In the report, reference is made to 'combined scores'. This is where we combine 'very' and 'fairly', or 'strongly' and 'tend to' scores. Combined scores are calculated as follows:

Examples of combined scores	Sum of the following scores
% satisfied	% very satisfied + % fairly satisfied
% dissatisfied	% very dissatisfied + % fairly dissatisfied
% agree	% strongly agree + % tend to agree
% disagree	% strongly disagree + % tend to disagree

Source: Ipsos MORI

In the report, reference is also made to "net" figures. This represents the balance of opinion on attitudinal questions, and provides a particularly useful means of comparing the results for a number of variables. In the case of a "net satisfaction" figure, this represents the percentage satisfied on a particular issue or service, less the percentage dissatisfied. For example, if 40% of people are satisfied with a service and 25% dissatisfied, the "net satisfaction" figure is +15 points.

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Please note that combined and net scores are calculated using the true value of the scores before they are rounded. This occasionally results in a small discrepancy (usually one percentage point) between the combined and the sum of the rounded scores it relates to. Examples of such discrepancy are given in the following tables:

Scores	Exact value	Rounded value (on charts)
% very satisfied	23.4	23
% fairly satisfied	12.3	12
% satisfied (combined score)	23.4+12.3=35.7 rounded as **36%**	23+12 = **35%**

Source: Ipsos MORI

Scores	Exact value	Rounded value
% satisfied	44.6	45
% dissatisfied	23.3	23
net satisfaction score (+/-)	44.6-23.3=21.3 rounded as **21%**	45-23= **22%**

Source: Ipsos MORI

In the report, the combined scores and net scores are compiled as per the middle column.

Confidence Intervals

On the basis of all respondents who answer each question (as specified by CLG), and assuming that the confidence interval is unaffected by the survey response rate, the overall margin of error for this survey ranges from +/- 2.47% to +/- 7.46%. The specific margin of error for each BVPI is set out in the table below.

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BVPI	Service	Indicator	Confidence Interval
BVPI3	Corporate Health	The percentage of citizens satisfied with the overall service provided by their authority.	+/- 2.87%
BVPI4	Corporate Health	The percentage of those making complaints satisfied with the handling of those complaints.	+/- 7.46%
BVPI90	Waste	Percentage of survey respondents expressing satisfaction with civic amenity sites.	+/- 2.47%
BVPI103	Transport	Percentage of users satisfied with local provision of public transport information.	+/- 3.24%
BVPI104	Transport	Percentage of users satisfied with local bus services.	+/- 3.09%
BVPI119	Culture	The percentage of residents users satisfied with the local authorities cultural and recreational activities overall and with: a) Sports/leisure facilities, b) Libraries, c) Museums/galleries, d) Theatres/Concert Halls, and e) Parks and open spaces.	+/- 2.87% +/- 2.63% +/- 2.93% +/- 2.95% +/- 2.53%
			Source: Ipsos MORI

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Summary

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Key Findings

Corporate image

Satisfaction with how the authority runs things (BV3) has remained stable since the last BVPI General Survey, with half of residents satisfied (49% in 2003/4 and 50% in 2006). Encouragingly, dissatisfaction has decreased and is now back at the 2001 level (12% dissatisfied in 2001, 17% in 2003/4 and 11% in 2006). Oxfordshire's performance for overall satisfaction is in line with the national average for counties (50%). Cherwell residents are least likely to be satisfied with the county council, while Oxford City residents are most likely to be satisfied (43% in Cherwell, 56% Oxford City).

Satisfaction with the way the authority runs things is strongly correlated with other indicators, such as information provision, perception that the council's performance is improving or that it delivers value for money. Residents who feel informed about the council, who feel its performance has improved over the last three years, or who agree that it delivers value for money, are far more likely than average to be satisfied with the council overall. Ipsos MORI often observe these same correlations when conducting residents' surveys for other local authorities.

Oxfordshire County Council is very much perceived as an authority that treats everyone fairly (72% a great deal/ to some extent), and makes effort to improve the area as a place to live (70% a great deal/ to some extent). However, compared with other county councils Ipsos MORI has surveyed, it is not perceived as efficient and well run (51% not very much/ not at all). It is also generally not perceived as a council that delivers value for money (59% not very much/ not at all), although this is also the case for all 12 counties surveyed by Ipsos MORI in 2006/7 (58% not very much/ not at all).

Communications and contact

Over two in five residents (43%) feel the council keeps them informed about the services and benefits it provides. This represents a drop by seven percentage points on 2003/4. Oxfordshire's performance is slightly below the Ipsos MORI average based on 12 counties (46% informed). Level of information is high regarding how to pay bills to the council (92% informed) and how to register to vote (90% informed), but low on what the council is doing to tackle anti-social behaviour (20% informed), the council's performance, and whether the council is delivering on its promises (33% informed for each aspect).

Most residents are satisfied with their most recent contact with the council. Three-quarters of those who had contacted the council found the staff helpful (74%) and over seven in ten found the staff competent (72%). This is in line with other counties that Ipsos MORI has surveyed. Aspects of contact where performance could be improved include ease of getting hold of the right person (net satisfaction score of +50, below the Ipsos MORI average for 12 counties of +55), and satisfaction with the final outcome (net score of +37, versus +43 for the 12 counties surveyed by Ipsos MORI).

Satisfaction with complaint handling has improved significantly since the last BVPI survey, from one in five residents satisfied in 2003/4 (20%) to over a third (37%). Oxfordshire performs better than the national average for counties (34% satisfied) on this indicator.

Living in Oxfordshire

Overall satisfaction with the area as a place to live is high in Oxfordshire, with over four in five residents satisfied (82%). Only six percent of residents (6%) are dissatisfied with their area. Again, Oxfordshire performs better than the Ipsos MORI average based on 12 counties (78% satisfied). Most residents agree that the council is making the area a better place to live (70% a great deal/ to some extent), and that it works to make it cleaner and greener (69% a great deal/ to some extent). These figures are in line with the Ipsos MORI county average.

Traffic congestion is residents' top priority for improvement (mentioned by 47% residents, as opposed to 40% across the 12 counties surveyed by Ipsos MORI). Mentions of traffic congestion have risen by eleven percentage points since the 2003/4 BVPI survey. Some local factors may account for this rise (e.g. road work). Mentioned by three in seven residents (43%), activities for teenagers is the second priority for improvement, having increased by ten percentage points since 2003/4. The Ipsos MORI county average for activities for teenagers is slightly higher (47% mention).

Perceptions of anti-social behaviour are in line with the above finding that activities for teenagers are a priority for improvement for residents. Over half of residents feel that parents not taking responsibility for their children is a problem in their local area (53%), and a similar proportion consider teenagers hanging around on the streets to be a problem (49%). Encouragingly, perceptions of anti-social behaviour are lower in Oxfordshire than in the 12 counties Ipsos MORI has surveyed.

Most residents do not feel that they can influence local decisions (68% disagree that they can influence decisions affecting their local area), though less than a quarter (22%) are dissatisfied with opportunities for participation in local decision-making, or would like to get more involved in the decisions affecting their local area (23%).

Satisfaction with specific services

Over four in five residents (83%) are satisfied with the local tip/household waste recycling centre. This is stable when compared with 2003/4 BVPI survey (84% satisfied), and in line with the national average for counties.

Satisfaction with public transport information has also remained stable since the last BVPI survey, with half of residents satisfied (50% in 2003/4, 51% in 2006). This is four points above the national average for counties. Satisfaction with local bus services is ten percentage points above the national county average, with over three in five residents satisfied (64%). This represents a nine-point increase on the 2003/4 performance.

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With the exception of libraries, satisfaction with recreational services is above the national average. Importantly, Oxfordshire is top performer for museums and galleries (54% satisfied). Satisfaction with theatres and concert halls is also much higher than the national average (49% in Oxfordshire, 42% for all counties). Seven in ten residents are satisfied with libraries (71%), below the national average of three quarters (74%).

Levels of satisfaction with planning services, personal social services, fire and rescue services and local authority education services have gradually decreased since the first BVPI general survey. With the exception of education, Oxfordshire's performance for these services is now slightly below the national average.

Context

Trend Data for the Core BVPIs

The table shows **trend data for the core BVPI performance indicators contained in the General User Survey**. Some of this data needs to be treated with caution. The published data in 2000/2001 remained unweighted because there was no prescribed weighting scheme set by DETR (as CLG was then called) with each authority left to use different weighting schemes. Data collected in 2003/2004 was weighted centrally to achieve a representative sample in each authority, and the 2006/2007 data has been weighted in the same way. Furthermore, other methodological changes effected in 2003/2004 may have an impact on our understanding of trends, for example the requirement to use PAF rather than electoral roll means that comparison with 2000/2001 data is difficult. Some authorities also carried out their General User Surveys using a face-to-face approach in previous years.

The main points to note are as follows:

- Satisfaction with complaint handling has seen the largest rise since 2003/2004, from 20% to 37% residents satisfied.

- Overall satisfaction with the way the authority runs things has remained stable since 2003/04, with half of residents satisfied (50%).

- Satisfaction with bus services has increased, from 55% in 2003/04 to 64%.

BVPI	Title	2000/1 (%)	2003/4 (%)	2006/7 (%)
BV3	Overall satisfaction	60	49	50
BV4	Satisfaction with complaint handling	31	20	37
BV90C	Waste disposal (local tips)	74	84	83
BV103	Satisfaction with transport information	46	49	51
BV104	Satisfaction with bus services	51	55	64
BV119A	Sports/leisure facilities			60
BV119B	Libraries	49	69	71
BV119C	Museums/galleries	66	58	54

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BVPI	Title	2000/1 (%)	2003/4 (%)	2006/7 (%)
BV119D	Theatres/concert halls			49
BV119E	Parks and open spaces			75
				Source: Ipsos MORI

Comparisons with other County Councils

The following table provides an overview of how Oxfordshire County Council results rank against all 34 county councils in England. The overall pattern is of an improved position on many scores when compared with 2003/4. In addition, Oxfordshire is ranked first for satisfaction with museums and galleries, and third for satisfaction with bus services.

BVPI	Title	County Ranking 2003/4	County Ranking 2006/7
BV3	Overall Satisfaction	24=	14=
BV4	Satisfaction with complaint handling	33=	5=
BV90C	Waste disposal (local tips)	14=	17=
BV103	Satisfaction with transport information	12=	8
BV104	Satisfaction with bus services	7=	3=
BV119A	Sports/leisure facilities	n/a	10=
BV119B	Libraries	20=	25=
BV119C	Museums/galleries	3	1
BV119D	Theatres/concert halls	n/a	5=
BV119E	Parks and open spaces	n/a	12=
			Source: Ipsos MORI

The chart below shows the extreme (highest and lowest) scores for the same group of County Councils studied by Ipsos MORI, as well as the median score for each BVPI. Oxfordshire County Council's score is also shown in each case. Oxfordshire performs better than the county average on many indicators (complaint handling, transport information, bus services, sport/leisure facilities, theatres/ concert halls, parks and open spaces) and is top performer for

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museums and galleries. Satisfaction with libraries is the only indicator where the council performs below the county average.

BVPIs: A Comparison with Extremes and Mean Scores for County Councils

■ Lowest	■ Highest	■ Mean	■ Oxfordshire

BV3 Overall satisfaction
43%   50% 50%   57%

BV4 Satisfaction with complaint handling
25%   34%   37%   43%

BV90c Waste disposal (local tips)
74%   83% 83%   93%

BV103 Satisfaction with transport information
39%   48%   51%   60%

BV104 Satisfaction with bus services
42%   54%   64% 68%

BV119a Sports/leisure facilities
48%   58% 60%   64%

BV119b Libraries
69%   71%   74%   80%

BV119c Museums/galleries
29%   41%   54% 54%

BV119d Theatres/concert halls
29%   42%   49%   55%

BV119e Parks and open spaces
64%   73% 75%   81%

BVPI General Survey 2006   Source: Ipsos MORI

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National Context: Current Themes in Local Government

In this section, we outline some of the recent themes that Ipsos MORI has observed in its work on the BVPI surveys and for local government more generally. The 2006 BVPI General User Surveys present us with a powerful source of data on residents' views on a wide array of issues. The uniform methodology does have its critics and all the surveys suffer from the self-selection present in postal research of this kind, but now that the weighting scheme used in 2006/7 is the same as that used in 2003/4, we have for the first time an excellent opportunity to examine how perceptions of local authorities have changed across time[3] where comparable approaches have been used each time. The size of the dataset means that there is extensive scope to conduct comparative analysis by authority type, as well as by geography, and other area-based characteristics. Please let us know if you would like any further details on any of these themes, or would like copies of any of the reports mentioned.

Ratings of Individual Services: A Picture of Improvement

BVPI results for upper and single tier authorities point to some strong advances in <u>service</u> satisfaction, and more rises than falls; a finding made all the more impressive because some local government services, such as libraries and refuse collection, are already among the best regarded in the country. Showing the effects of investment in the *Cleaner, Greener, Safer* agenda, there have been some noticeable improvements at the aggregate level for cleanliness standards and parks and open spaces (up by 9 and 2 percentage points respectively). Reflecting wider availability and improvement scores for local recycling facilities have also seen a marked improvement (recording an increase of 5 percentage points). Results also show a public more confident in library, sports and leisure facilities in 2006/7, with satisfaction up.

Overall Reputation: taking the Plaudits?

So does higher service satisfaction filter through into an improved corporate reputation? Sadly not. But looking at the national BVPI data in the aggregate, there is some good news. Between 2000/1 and 2003/4 there was a decline of 10 percentage points, from 65% to 55%. This time, however, there has been a dramatic slowing in the fall for top and single tier authorities, with overall satisfaction down 2 percentage points to 51%. This decline also masks the effects of a change of methodology (and subsequently large falls) for a handful of top tier authorities who did face-to-face surveys last time, as well as an encouraging improvement of 2 percentage points among London Boroughs.

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[3] In 2000/1 data was not weighted centrally by DCLG or its contractors, but by local authorities themselves.

This trend broadly follows the pattern seen in our face-to-face Omnibus tracking research over recent years at the national level. When looking at the chart below it should be remembered that the scores shown are net satisfaction scores (derived by subtracting negative from positive opinion), and are therefore prone to larger fluctuations than we see when we just look at satisfaction (as we do with the Best Value Performance Indicators). Also, we do not ask about named authorities, but rather *'your local council'* which tends to produce less positive findings.

Satisfaction with Local Government – Trend Data

Q How satisfied or dissatisfied are you with the way your "local council" runs things?

Net satisfaction +%
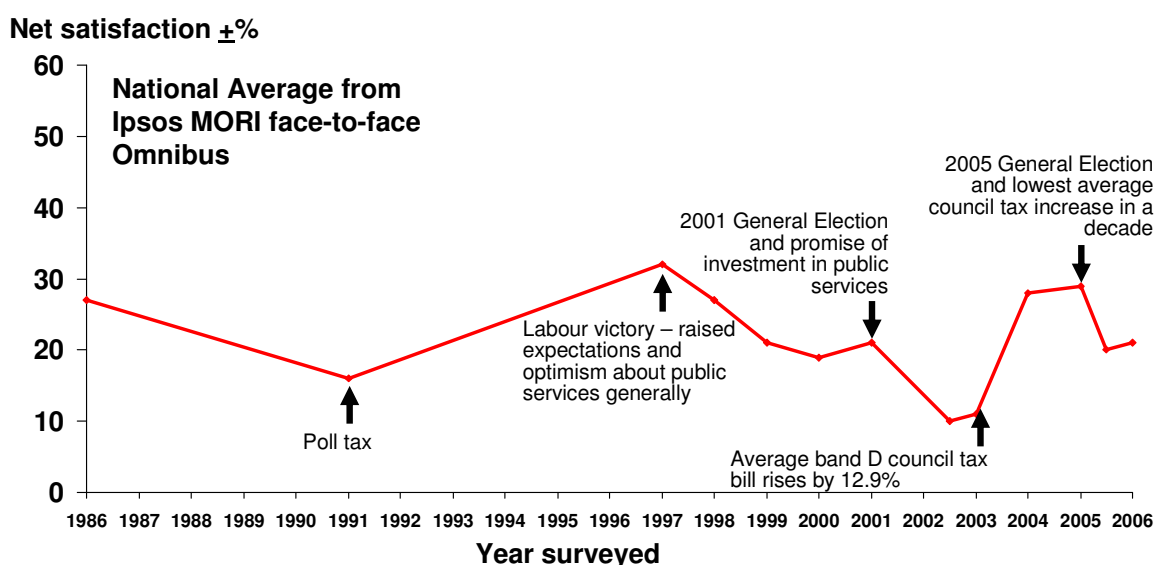
N.B. Scores using c.2,000 GB Adults

Source: Ipsos MORI

Data collected outside of the BVPI survey programme does imply a drop between 2001 and 2003, but latterly we have seen more volatility. However, despite a round of council tax rises much closer to the rate of inflation than we have seen for a number of years, our recent quarterly tracking work on the reputation of councils for the Local Government Association shows that it is extremely difficult to turn around perceptions in this area, particularly in the face of hostile media coverage, and the fact that council tax rates remain markedly higher than in the 1990s. This is reinforced through the BVPI returns we have seen so far, which show that in all but a few authorities that value for money is the image attribute on which views are most negative.

User Engagement and Participation

Greater user engagement and participation in decision making is one of the key policy strands in the Local Government White Paper. Some local authorities are already doing great work in this direction, and one of the early messages emerging from Communities and Local Government about the single and upper tier results is that there is - potentially for the first time - a link between satisfaction with opportunities to get involved in local decisions and overall satisfaction with authorities.

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Opportunities for Participation and Satisfaction with Council

Satisfied with opportunities for participation (%)
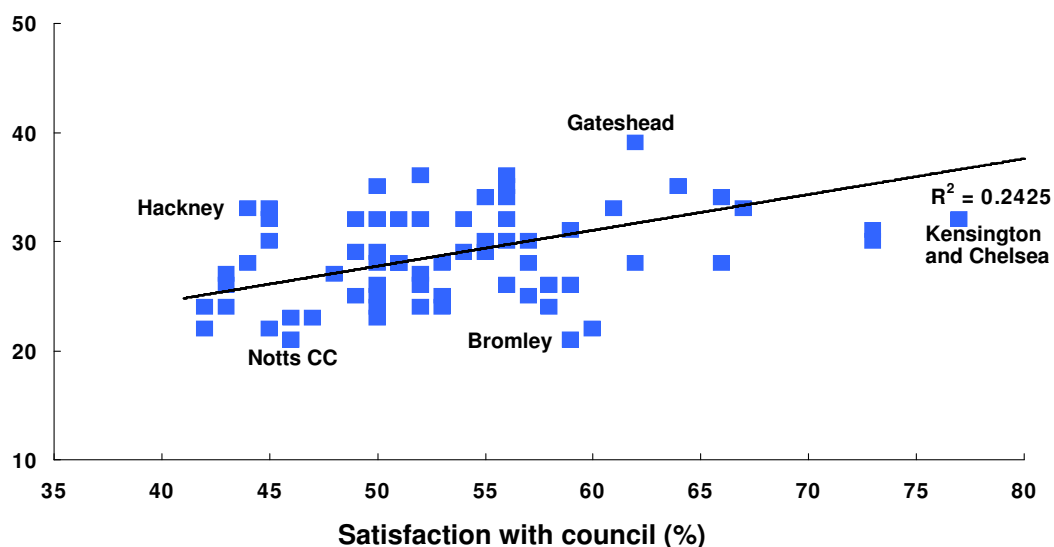
Base: BVPI 2006 (70 District, County and Unitary Authorities)   Source: Ipsos MORI

The link is, however, weaker than that for better communications. Irrespective of the impact on the ground of participation initiatives so far, the general thrust from government is for more! Authorities need to draw on emerging best practice to understand how and when the different consultation and research tools should be applied in different contexts. Our recent report '*Ingredients for Community Engagement: The Civic Pioneer Experience',* as well as other work on community engagement can be found at www.ipsos-mori.com/participation.

What Value Communications?

Using the data released so far, fewer consider that they are being kept well informed about the activities of local government in 2006/7. The proportion of BVPI General Survey respondents saying that they are kept informed has fallen from 51% to 42% between 2003/4 and 2006/7. This is disappointing in some ways and may potentially explain the lack of improvement in overall satisfaction.

Feeling Informed and Satisfaction with Council

Feel informed by Council about services and benefits it provides (%)
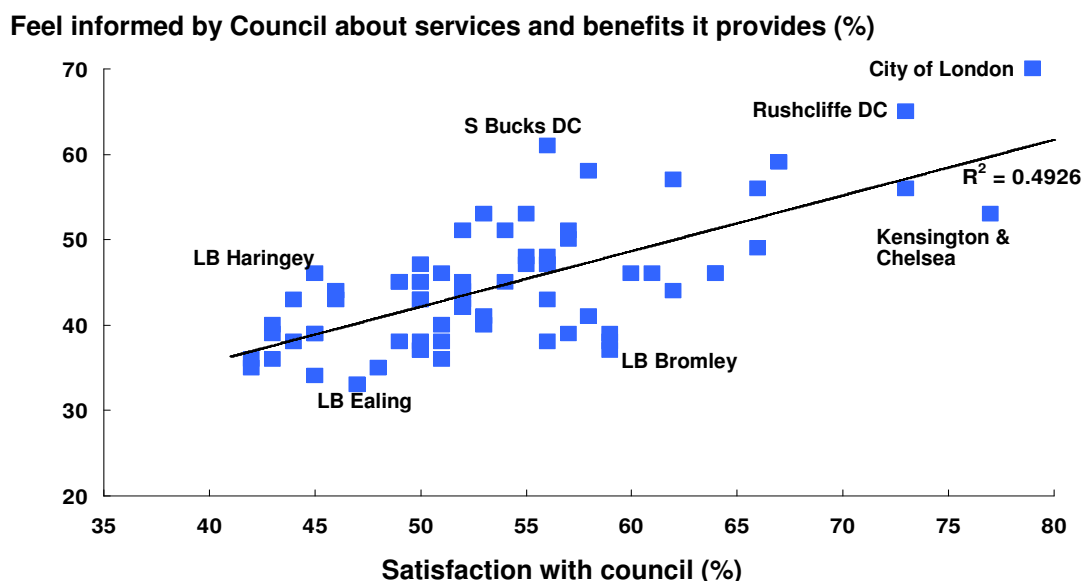
Base: BVPI 2006 (70 District, County and Unitary Authorities)   Source: Ipsos MORI

However, the correlation between overall satisfaction with local government is still stronger for communications than it is for involvement. Analysis carried out so far indicates that those authorities who consistently communicate their message are better regarded by residents than those where levels of information are perceived to be lower. Given that good communications are an initial and valuable step towards securing higher levels of participation, it can be argued that authorities with good scores are well placed to motivate and engage with the public. For more information on communications and the LGA's' reputation campaign, please visit www.campaigns.lga.gov.uk/reputation/home.

The Impact of General Attitudes to Government and Public Services

Evidence from the Ipsos MORI Delivery Index (www.ipsos-mori.com/polls) shows increasing pessimism about improvements in key services at the national level. Looking at public services generally, the net agree (agreement minus disagreement) figure for the statement *"In the long term, this government's policies will improve the state of Britain's public services"* stands at -24 percentage points, after a post-election high of -2 percentage points in May 2005.

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Evidence from the Ipsos MORI Delivery Index: The Public are Increasingly Sceptical about Public Services

Q *Do you agree or disagree… "In the long term, this government's policies will improve the state of Britain's Public Services"*

% net agree
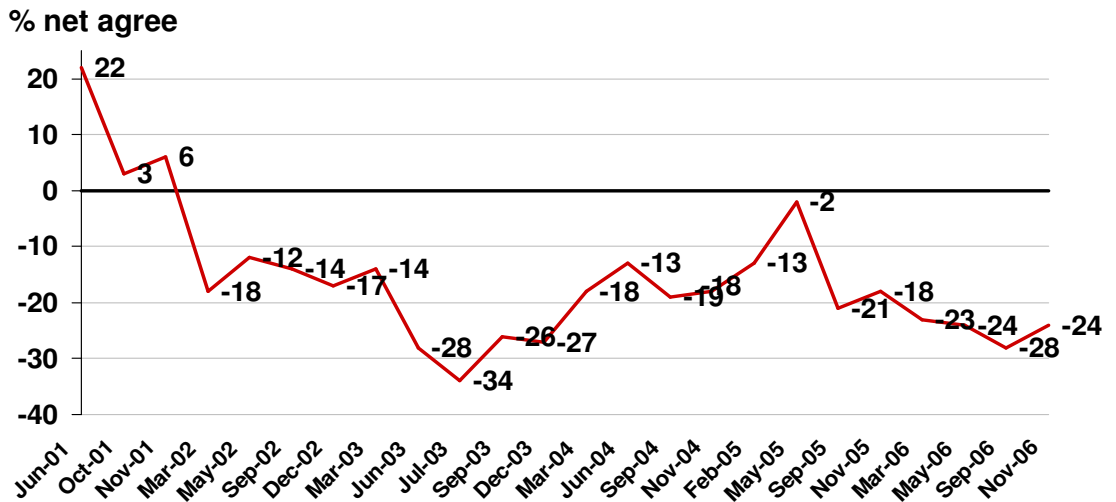
Base: c.1,000 British Adults

Source: Ipsos MORI

This fall can be attributed in part to rising expectations of public services generally - the proportion saying that their experience falls short of their expectations rose from 40% to 51% from 1998 to 2004[4] - but also to some extent by their views of the Government which have also fallen since 2003. Our broader analysis shows a faint (10%-13%), although by no means dismissible, correlation between this and the public's views of local authorities.

The public do differentiate between key service areas, however, with education generally seen as more of a success than other priority areas. But the broad trend is one of declining optimism, and the longer term trend for the quality of the environment is also in decline (despite a slight improvement in the last 12 months).

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[4] People's Panel Research for the Cabinet Office (1998), and MORI Omnibus (2004).

Ipsos MORI   22

Evidence from the Ipsos MORI Delivery Index: Expectations of the Electorate over the Year

Q Thinking about… over the next few years, do you expect it to get better/worse?
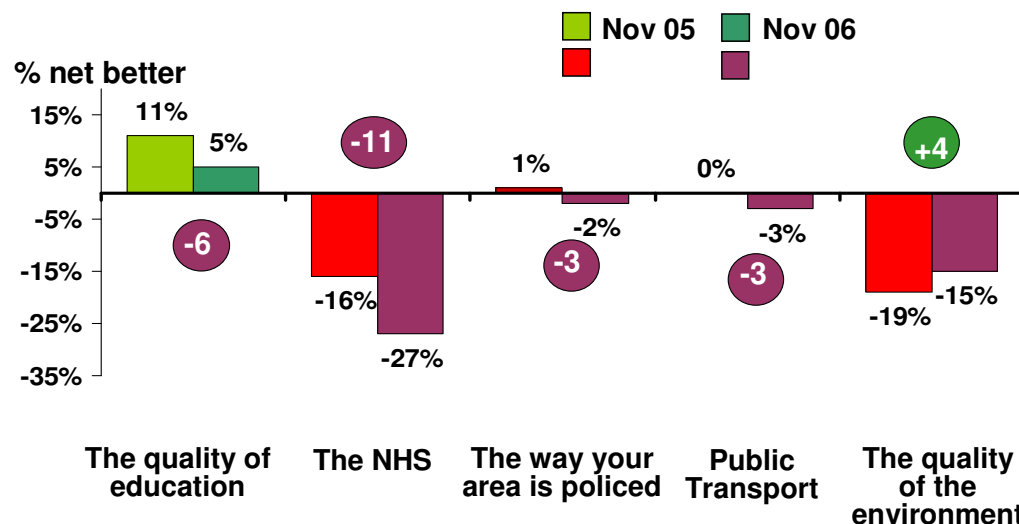
Base: 980 British adults, 17-18 November 2006
Source: Ipsos MORI Social Research Institute Delivery Index

Source: Ipsos MORI

We often see a huge difference between how the public view the national situation (the state of Britain's schools, changes to the NHS, and how crime, anti-social behaviour and immigration are handled), and the local situation. There is a general uplift in positive opinion as people move from a national to a more local view. The service satisfaction scores contained in these BVPI surveys raise the question as to whether the same thing is happening in local government, with better local services not leading to rising satisfaction with the councils providing the services.

Using Data to understand Local Needs

The Local Government White Paper makes clear the urgent need for authorities to develop a stronger relationship with the communities they serve. It is therefore worth considering how councils can use their BVPI data to make a difference locally. Area-based analysis can establish whether there are any marked differences in how residents in different areas view the authority and individual services. Comparison should also be sought between residents' views of their community, in terms of priorities to improve quality of life, as well as the community cohesion and opportunities to involve.

There are some ever-presents, such as health services, which are consistently selected as one of the three most important aspects contributing to a good quality of life, irrespective of area, but other factors, such as activities for teenagers, are clearly only felt to be a quality of life priority in a smaller number of areas. Those authorities covering larger, and more rural areas in which transport is more likely to be seen as a priority, might also wish to see the Commission for Rural Communities 'State of the Countryside 2006' report (www.ruralcommunities.gov.uk/publications), which looks at economic, social and environmental change.

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Following on from this point, evidence in this report should be read in conjunction with other insight about the authority gathered through existing mechanisms, such as Neighbourhood Forums, as well as with other research results from qualitative projects and quantitative surveys. It does provide useful intelligence to be used in considering how service provision and decision making can be devolved to local areas most effectively. The further growth in LAAs also means that there is a greater need this time around to share data with partner agencies.

Where now for Inspection and Strategic Regulation?

The White Paper and pronouncements by the Audit Commission about a more forward looking, risk-based Comprehensive Area Assessment signal a streamlining of strategic regulation. We will see a much reduced, but possibly tougher national performance regimes (there may be the last ever BVPI surveys) towards a more localised and ad hoc approach to collecting data on community opinion. Generally, this is something we approve of, but we do also point to the value of an approach which permits the collection of at least some core indicators using a common methodology to support performance comparison and trends.

Local government will continually be pushed to adopt a more area- and user-focussed role, as well as a more strategic role, potentially responsible for changing resident behaviour in areas such as health, recycling, transport usage (through mechanisms such road charging schemes and parking regulations), as well as taking a stronger lead on tackling crime through Crime and Disorder Reduction Partnerships, and creating more cohesive communities.

To aid a better understanding of some of the more strategic issues local public services will be addressing in the coming years, and to challenge received wisdom, Ipsos MORI has set up an horizon scanning database for the DTI. To access the hundreds of themed papers it contains, please go to www.ipsos-mori.com/horizons/. Please also visit www.ipsos-mori.com, where you will soon be able to access our *'Frontiers of Transport'* and *'Frontiers of ASB'* reports.

Next Steps

We hope that this report helps to provide context for your local BVPI survey, as well as pointers about how data can be used and shared.

Over the next few months, Ipsos MORI will be conducting further analysis of BVPI general survey data for all councils to highlight key trends and patterns in the data, and to help authorities' assess where they stand relative to others serving similar populations. As Comprehensive Area Assessments approach, we feel that it is essential for local authorities to be in the best position to adopt the role of place shaper, rather than be an institution which is simply shaped by place. We will therefore be producing our own comprehensive analysis of council performance and the impact of local factors in the very near future.

MORI Local Government Research Unit (www.ipsos-mori.com/localgovt).

February 2007

Main Findings 1: Corporate Image

This section looks at how residents view Oxfordshire County Council. Over the coming pages, we will look at

- *Overall perceptions of the council;*

- *More detailed aspects of image (e.g. value for money); and*

- *Direction of travel*

The Best Value Performance Indicator covered in this section of the report is BV3.

Ipsos MORI

Satisfaction with Overall Service provided by the Authority (BV3)

Half of Oxfordshire residents are satisfied with the way the authority runs things (50%), and one in ten dissatisfied (11%). Two in five residents (40%) are neutral toward the council.

Satisfaction with Oxfordshire CC

Q   Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?

- Very satisfied
- Fairly satisfied
- Neither/nor
- Fairly dissatisfied
- Very dissatisfied

4%
2%
8%
40%
46%

Net satisfaction score 39%
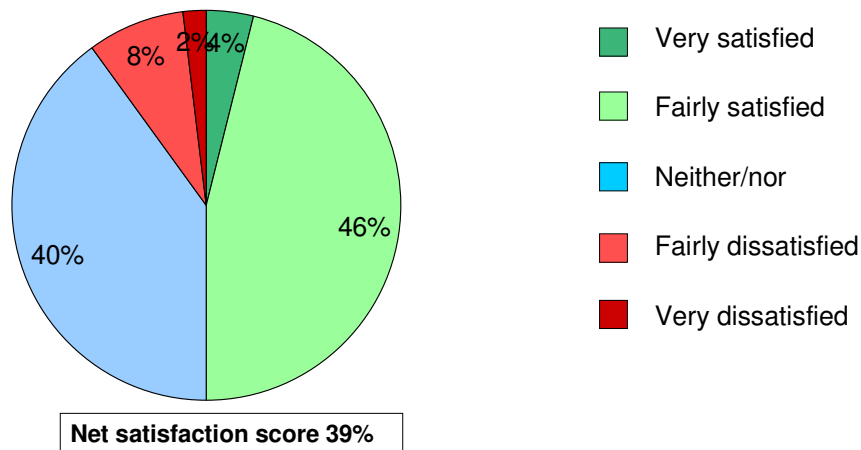
Base: All valid responses (1162), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Context

Satisfaction with the authority is exactly at the level of the national average for counties (50%). Compared with previous BVPI surveys, it is important to note that although satisfaction has remained fairly stable (from 48% to 50%), dissatisfaction has gone down and is now back at its 2001 level, with one in ten residents dissatisfied (11% in 2006, 17% in 2003/4, 12% in 2001/2).

Satisfaction with Council: Contextual Data

Q How satisfied or dissatisfied are you with the way the authority runs things?

■ % Satisfied   ■ % Dissatisfied

Trend data for Oxfordshire   Comparative data for 2006/7

60	48	50		49.7
12	17	11		

2000/1   2003/4   2006/7   All counties
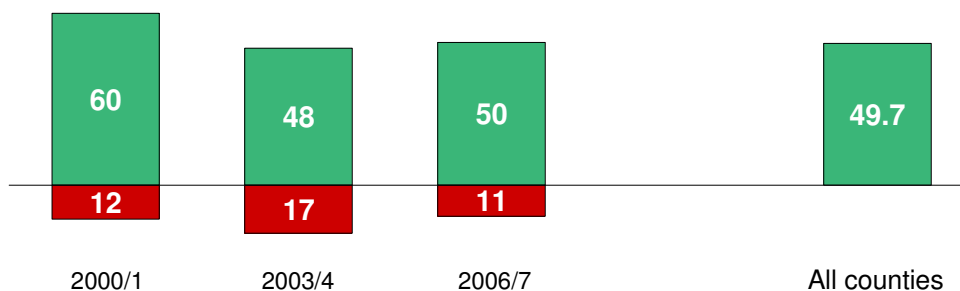
Base: All valid responses (1162), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Who is Dissatisfied?

Dissatisfaction with the council is higher among some groups of residents, mainly men and those in private rented accommodation. Note that some demographic groups have a small base size and that not all differences on the chart below are statistically significant at the 95% level of confidence (e.g. 18-24 versus other age groups).

Dissatisfaction with Council: Subgroup Analysis

Q   Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?

Proportion of who are dissatisfied

Dissatisfied   11

Satisfied   50

Age
18-24   6%
25-34   12%
35-54   10%
55-64   11%
65+   8%

Gender
Male   13%
Female   8%

Tenure
Owner occupier   11%
Social rented   4%
Private rented   15%
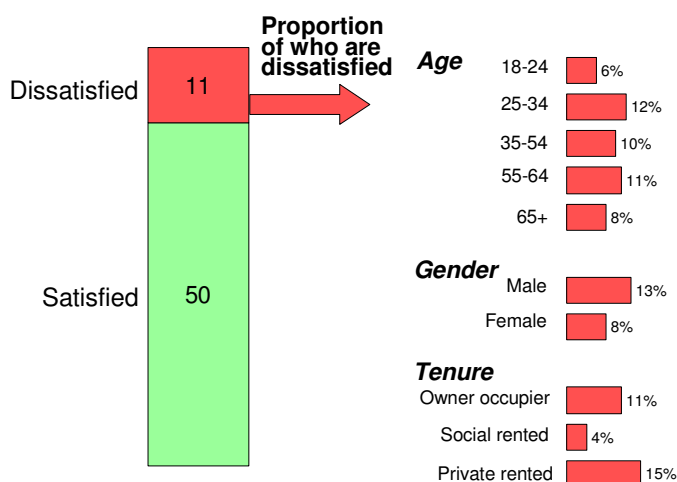
Base: All valid responses (1162), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Ipsos MORI

Important differences can also be observed between geographical areas, with residents in West Oxfordshire and Oxford City more likely to be satisfied than average.

Satisfaction with Oxfordshire County Council: breakdown by area

Q   How satisfied or dissatisfied are you with the way the authority runs things?

| | ■ % Satisfied | ■ % Dissatisfied |

Average: 50% satisfied, 11% dissatisfied
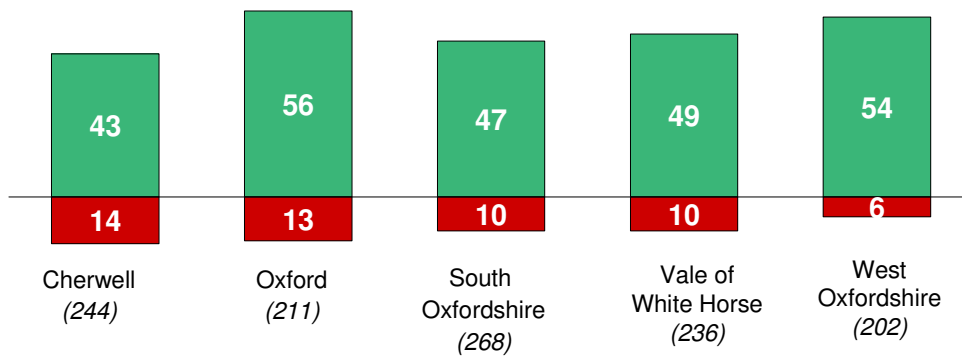
	Cherwell (244)	Oxford (211)	South Oxfordshire (268)	Vale of White Horse (236)	West Oxfordshire (202)
% Satisfied	43	56	47	49	54
% Dissatisfied	14	13	10	10	6

Bases in brackets: All valid responses. Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

As is commonly observed by Ipsos MORI, net satisfaction is higher among residents who feel informed about the council (+66, as opposed to an average of +39). Unsurprisingly, it is also higher among those who feel that the council provides value for money (net satisfaction score of +72).

Direction of Travel

Over seven in ten residents (72%) feel that the council's performance has stayed the same over the past three years, while one in six think it has got worse (16%) and one in eight that it has improved (12%). This is an encouraging move compared with the previous survey in 2003/4, where three in ten residents considered the council's performance to have deteriorated. This finding is in line with the improvement observed for satisfaction with the council overall (BV3).

Perceived Direction of Travel

Q   *Thinking about the way the Authority runs things, do you think this has got better or worse over the past three years, or has it stayed the same?*

| ■ 2003/4 | □ 2006/7 |

Better	Worse	About the same
11% 12%	29% 16%	60% 72%

Net better score -18 in 2003/4 and -4% in 2006/7
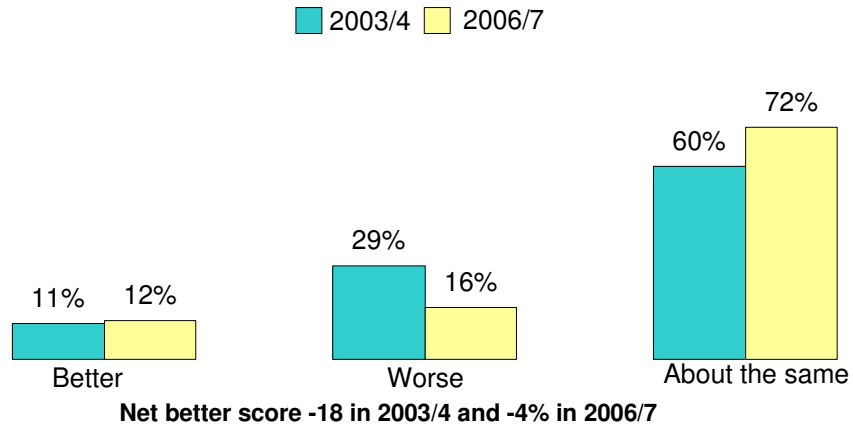
Base: All valid responses (892), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Perceived improvement and deterioration are lower in Oxfordshire than in other counties Ipsos MORI has surveyed for the 2006 BVPI General Survey, reflecting the large proportion of residents who feel the council's performance has remained stable.

Direction of Travel: A Comparison with other Counties

% Worse   % Better

% Worse	% Better
17	19
13	18
18	17
18	16
22	16
16	15
18	15
22	15
18	15
26	15
15	14
21	14
Oxfordshire CC 16	12
16	12
22	11
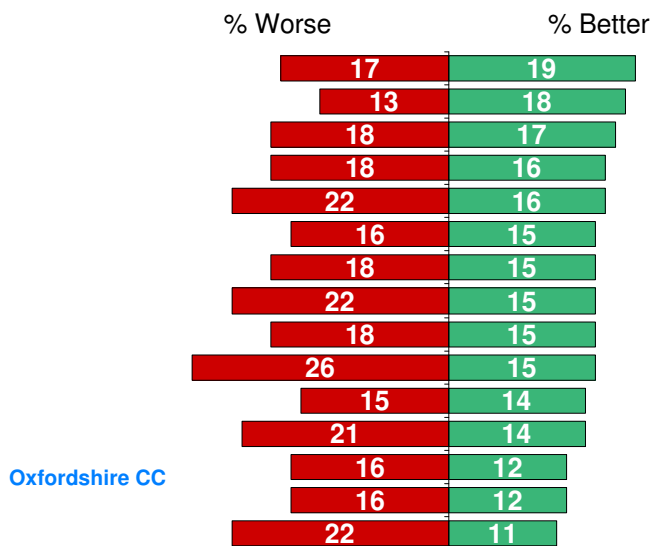
Base: All valid responses in each authority, BVPI General Survey 2006   Source: Ipsos MORI

Ipsos MORI

More Detailed Aspects of Council Image

Oxfordshire County Council is perceived as an authority that treats everyone fairly and makes the county a better place to live, in particular by making the area cleaner, greener and safer. Concerns are expressed with regard to the use of financial resources (value for money and spending money wisely). The council is not perceived by the majority of residents as an organisation that listens and engages with residents or acts upon their views.

How the Council Performs overall

Q Here are some things that other people have said about their Council. To what extent do you think that these statements apply to your local Council?

■ % Not very much/at all   ■ % A great deal/some extent

Net score ±

Statement	% Not very much/at all	% A great deal/some extent	Net score ±
Treats all types of people fairly (618)	28	72	+43
Is making the local area a better place to live (1018)	30	70	+40
Is working to make the area cleaner and greener (1008)	31	69	+39
Is working to make the area safer (953)	40	60	+21
Works well with other agencies to provide services (583)	40	60	+20
Is remote and impersonal (865)	41	59	+18
Is trustworthy (650)	41	59	+19
Keeps its promises (583)	46	54	+8
Has improved town centres in the local area (987)	47	53	+6
Does enough for people like me (852)	50	50	+1
Is efficient and well run (747)	51	49	-2
Listens to the concerns of local residents (841)	54	46	-8
Promotes the interests of local residents (826)	57	43	-14
Provides good value for money (801)	59	41	-18
Acts on the concerns of local residents (785)	60	40	-21
Involves residents when making decisions (846)	61	39	-23
Spends its money wisely (683)	65	35	-29

Bases in brackets: All valid responses.
Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Ipsos MORI

Comparative Data on Key Aspects of Image

Encouragingly, Oxfordshire County Council's image is in line with the Ipsos MORI average for value for money and it is also broadly in line with others in terms of perceived remoteness. The council does however score lower than average in terms of perceived efficiency.

Aspects of Council Image: Comparative Data

Q   To what extent do you think that these statements apply to your local council?

█ % A great deal/some extent   █ % Not very much/not at all

All Ipsos MORI Counties

Provides good value for money (801)

41% | 42%
59% | 58%

My council is efficient and well run (747)

49% | 56%
51% | 44%

My council is remote and impersonal (865)

59% | 59%
41% | 41%

Base: All valid responses, Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Ipsos MORI
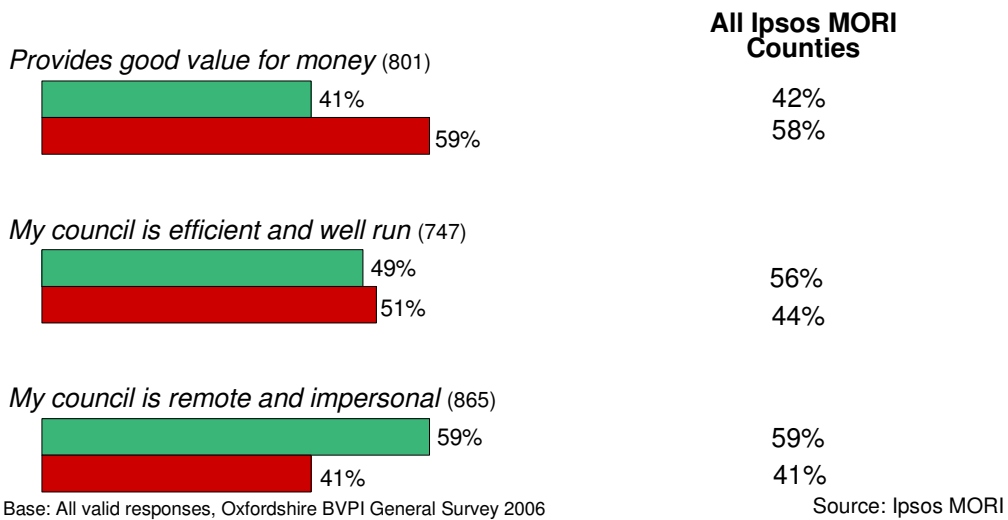
Main Findings 2:
Communications and Contact

This chapter presents residents' views on how the authority communicates and deals with customer contact. More specifically, we examine:

- *Overall level of information;*

- *Level of knowledge on more detailed aspects of the authority's work;*

- *How residents feel about their customer service experience when they contact the council (including managing complaints).*

The Best Value Performance Indicator covered in this section of the report is BV4.

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Overall Level of Information

Four in seven residents (57%) do not feel informed about the services and benefits provided by Oxfordshire County Council. This proportion is higher among residents aged 25-34 (71% not informed) and those living in private rented accommodation (80% not informed). Importantly, people who feel that the council's performance has improved over the last three years, and those who say it provides value for money, are more likely to feel informed (74% and 59% respectively, compared with 43% for all).

South Oxfordshire residents stand out as being the most informed about the council: over half of them feel informed about the services and benefits provided by the council (53%) and this compares very favourably with the county average of 44%.

Keeping Residents Informed

Q   Overall, how well informed do you think the Council keeps residents about the services and benefits it provides?

Very well informed
Fairly well informed
Not very well informed
Not at all informed

5%
17%
39%
40%
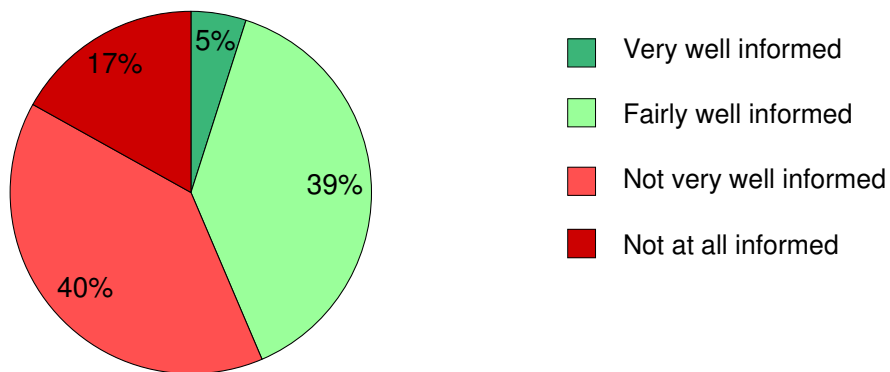
Net informed score -13%

Base: All valid responses (1049), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Ipsos MORI

Context

Oxfordshire's performance on information provision has declined since the last BVPI General Survey, from 50% who felt informed in 2003/4 to 44% in 2006. Oxfordshire now stands just below the national average for counties.

Keeping Residents Informed: Contextual Data

Q   *Overall, how well informed do you think the Council keeps residents about the services and benefits it provides?*

■ % Very/fairly well informed
■ % Not very well/not at all informed

Trend data   Comparative data for 2006/7

50	44	46
51	57	54
2003/4	2006/7	All Ipsos MORI Counties
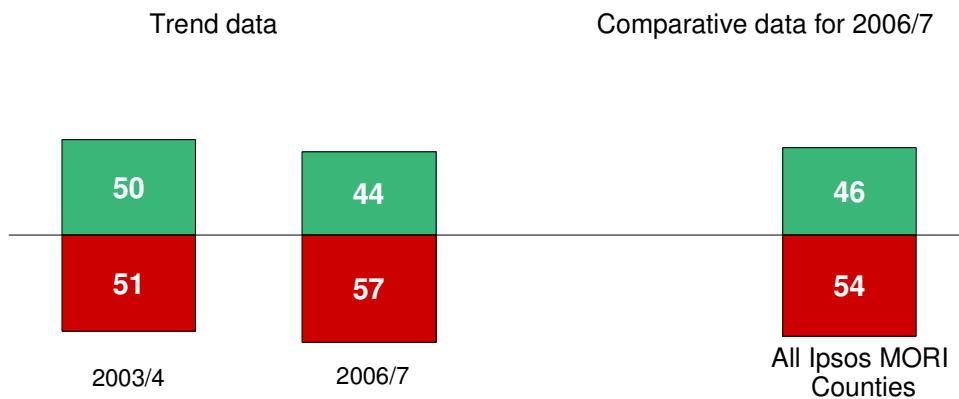
Base: All valid responses (1049), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Levels of Information about Different Aspects of the Council's Work

The majority of Oxfordshire residents feel well informed about arrangements to pay bills to the council (92%) and to register to vote (90%). Note that Oxfordshire County Council is not in charge of voter registration but did run a high level information campaign before the last round of county council elections to encourage people to do so via their district councils. Level of information about expenditure is also reasonably good, with three in five residents feeling informed. Fewer residents feel informed about what the council does to reduce anti-social behaviour, how it is performing in general and whether it is delivering on its promises.

Differences between demographic groups are consistent for all types of information. People aged 55+ are always more likely than average to feel informed, and so are people living in social housing and people who do not work full time. Note that these demographic groups overlap.

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Levels of Information about Different Aspects of the Council's Work

Q   How well informed do you feel about each of the following?

	% Uninformed	% Informed	Net Informed +/-
How to pay bills to the council *(1090)*	8	92	+83
How and where to register to vote *(1110)*	10	90	+81
How you can get involved in local decision-making *(970)*	58	42	-16
How to complain to the council *(1021)*	53	47	-7
What the council spends its money on *(1045)*	40	60	+21
What standard of service you should expect from the council *(1008)*	52	48	-4
Whether the council is delivering on its promises *(952)*	67	33	-35
What the council is doing to tackle anti-social behaviour in your local area *(928)*	80	20	-61
How well the council is performing *(931)*	67	33	-34

Bases in brackets: All valid responses, Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Information about local events and activities

Information provision about local events and activities compares favourably with information about services and benefits. Just under half of residents feel informed (47%).

Information about Local Events and Activities

Q   How well informed do you feel about local events and activities that affect you as a resident?

- 5% Very well informed
- 43% Fairly well informed
- 34% Not very well informed
- 11% Not at all informed
- 7% Don't know
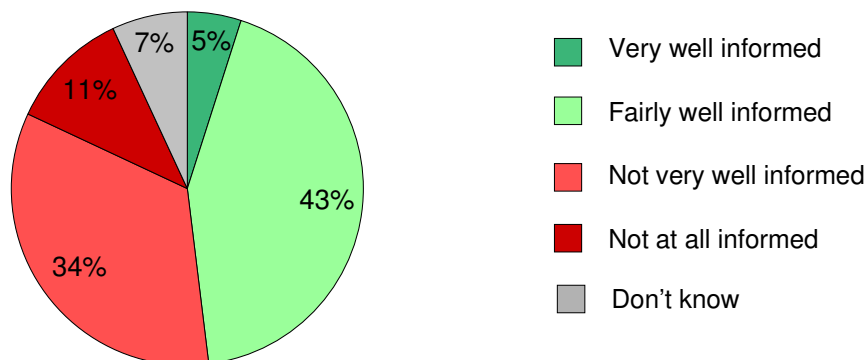
Net informed score 2%

Base: All valid responses (1176), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Differences between groups of residents are in line with those observed on information about benefits and services: older people are more likely to feel informed than younger people (61% for 65+ compared with 39% for 25-34), and

so are residents who do not work full time (53% informed) compared with those who work full time (44% informed).

Residents who are satisfied with the council or feel its performance has improved are also more likely to say they feel informed about local events and activities (61% and 68% respectively).

Information Sources

Over a third of residents (36%) find out about the council from the information it provides (newspaper/magazine, leaflets, posters). Other sources of information include the local media for a quarter of residents (24%), and the council's web site or the Internet for a fifth of residents (22%).

Finding out About Oxfordshire CC

Q   How do you find out about your council?

Information provided by the council	36%
Local media (newspaper, TV, radio)	24%
Council website/internet	22%
Word of mouth (e.g. family or friends)	8%
Direct contact with the council	4%
From local councillor	1%
Other source	3%
None of the above	2%
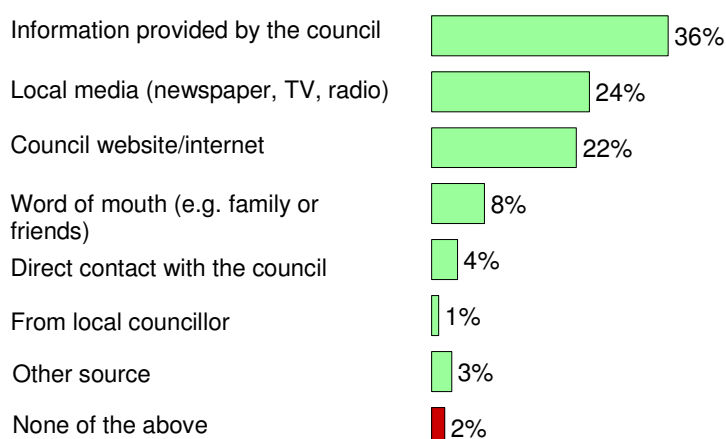
Base: All valid responses (1021), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Important differences can be observed between demographic groups: the use of local media to find out about the council is higher than average among older residents (32% for people aged 55-64 and 31% for 65+). The use of the council's web site/ internet as a source of information is highest among residents aged 25-34 (42%), then gradually decreases with age (21% mention among 35-54, and 14% among 55-64).

Residents who are satisfied with the council or who feel that its performance has improved over the last three years use the information provided by the council as their main source. This contrasts with dissatisfied residents, who are more likely than average to use 'other sources' to find out about the council (12% as opposed to 3% for all).

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Contact and Complaints Handling

Within the past twelve months, 52% of residents report that they have contacted the council. Oxfordshire scores well on satisfaction with most aspects of contact. Three quarters of residents find the staff helpful (74%) and over seven in ten find them competent (72%). Satisfaction is slightly lower regarding the speed of response (67%) and the final outcome (62%).

Contacting the Council

Q   Still thinking about your most recent contact with your Council, please indicate how satisfied or dissatisfied you were with each aspect of the service you received.

	% Dissatisfied	% Satisfied	Net satisfaction +/-
How easy it was to find the right person to deal with *(629)*	19	69	+50
The length of time it took to deal with the person you contacted *(614)*	21	67	+46
Any information you were given *(610)*	16	69	+53
How competent the staff were *(607)*	14	72	+58
How helpful the staff were *(616)*	13	74	+61
The final outcome *(607)*	25	62	+37

Bases in brackets: All valid responses, Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

On every aspect of contact, people aged 55+ are more likely than average to be satisfied. Four in five find the staff competent (81%) and helpful (80%), and over seven in ten are satisfied with the final outcome (72%). This is in line with earlier findings on aspects of information provision.

As could be expected, satisfaction with aspects of contact is linked to views over the council's performance and whether it provides value for money. Among residents who say that the council provides value for money, five in six find the staff helpful (84%) and just under three quarters (73%) are satisfied with the final outcome of their contact. The same can be said among those who feel that the council's performance has improved over the last three years: five in six (83%) are satisfied with the final outcome of their contact and seven in eight (88%) found the staff helpful.

Reasons for Getting in Touch

Advice and information are the main reasons for contacting the council for two in five residents (39%). Reporting a problem or an issue, and use of a service, are a reason for contact for just under three in ten residents (28% each). Older people are far more likely than average to contact the council to report an issue or a problem (40% of mentions among those aged 65+).

Reason for Most Recent Contact

Q   Which of these describes the reason why you made your most recent contact with the council?

Asked for advice/ information	39%
Reported an issue or problem	28%
Applied to use a service	28%
Other	13%
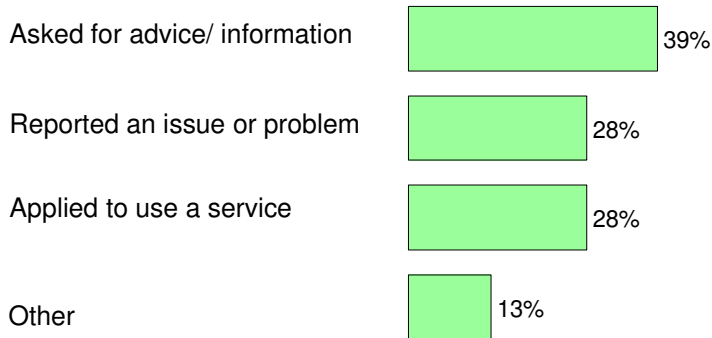
Base: All valid responses (629), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Overall Satisfaction with Complaints Handling (BV4)

Among residents who have contacted the council with a complaint over the last year, three in eight are satisfied with the way it was handled (37%). It should be noted however that over a quarter (27%) are very dissatisfied. Due to small sample size, it is not possible to look at differences between demographic groups.

Satisfaction with Complaint Handling

Q   How satisfied or dissatisfied are you with the way in which your complaint was/were handled?

- Very satisfied — 21%
- Fairly satisfied — 16%
- Neither/nor — 17%
- Fairly dissatisfied — 19%
- Very dissatisfied — 27%

Net satisfaction score -9%
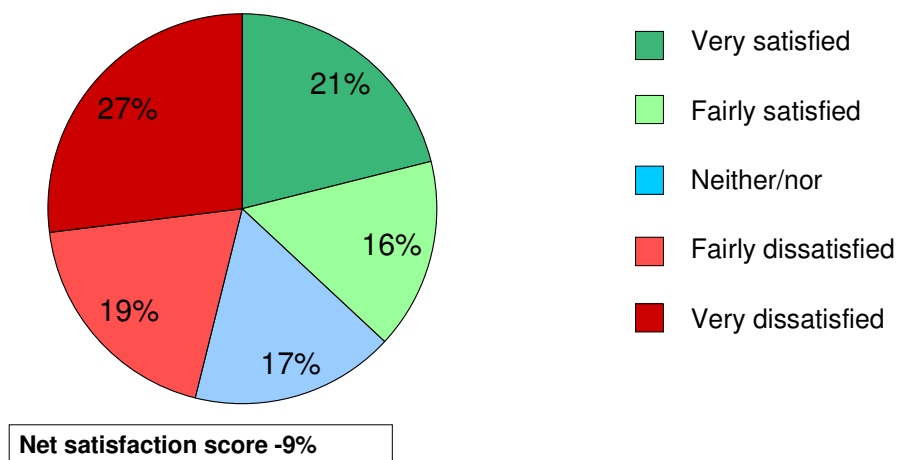
Base: All valid responses (166), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Ipsos MORI

Overall Satisfaction with Complaints Handling: Comparative Data

Satisfaction with complaint handling in Oxfordshire has increased over the last few years: it now stands at its highest point ever since the first BVPI General Survey was conducted in 2000/1. Importantly, the proportion of dissatisfied residents has decreased from 63% in 2003/4 to 46% in 2006. This also includes an important drop in the proportion of very dissatisfied residents, from 41% in 2003/4 to 27% in 2006. Please note that due to small base sizes for this question (166 in 2006 and 170 in 2003/4), a difference of at least 11 percentage points is needed for a change to be statistically significant at the 5% level of confidence.

Oxfordshire County Council now scores three percentage points above the national average for counties on this indicator.

Satisfaction with Complaint Handling: Contextual Data

Q   *How satisfied or dissatisfied are you with the way in which your complaint was/were handled?*

| | % Satisfied | | % Dissatisfied |

Trend data for Oxfordshire   Comparative data for 2006/7

| 31 | 20 | 37 | | 33.8 |
| 55 | 63 | 46 | | |

2000/1   2003/4   2006/7   All counties
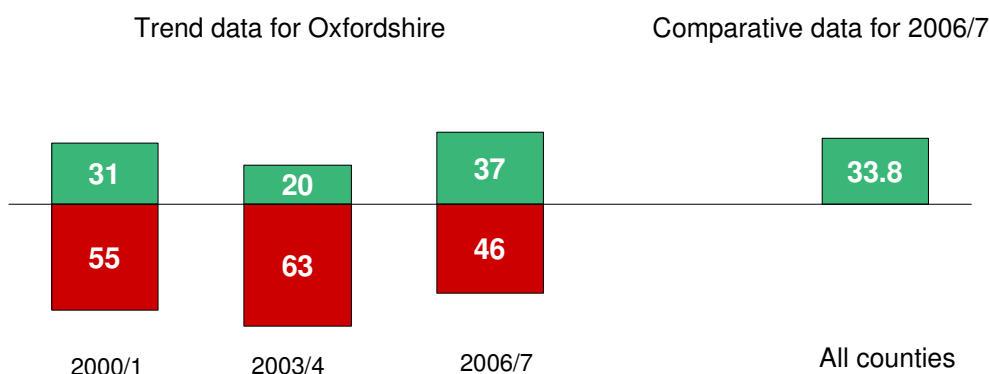
Base: All valid responses (166 in 2006), Oxfordshire BVPI General Survey   Source: Ipsos MORI

Profile of those Complaining to the Council?

One in seven residents say they have contacted the council with a complaint in the last 12 months. This proportion has been stable since the first BVPI general survey in 2000/1.

The chart that follows shows the demographic profile of residents who make a complaint. Note that due to small base sizes, not all demographic differences are statistically significant (e.g. BME versus white). Significant differences relate to age and tenure. Older residents are more likely than average to say they have made a complaint, and so are owner occupiers. Note the overlap between these demographic groups (84% of people aged 55-64 are owner occupiers, and 82% among people aged 65+).

Ipsos MORI   40

Profile of Residents who have complained

Q   *Have you contacted the Council with a complaint in the last 12 months?*

Proportion who have complained

| Yes | 14 |
| No | 86 |

Age
18-24	8%
25-34	8%
35-54	16%
55-64	17%
65+	18%

Gender
| Male | 13% |
| Female | 15% |

Ethnicity
| White | 13% |
| BME | 27% |

Tenure
Owner occupier	16%
Social rented	13%
Private rented	3%
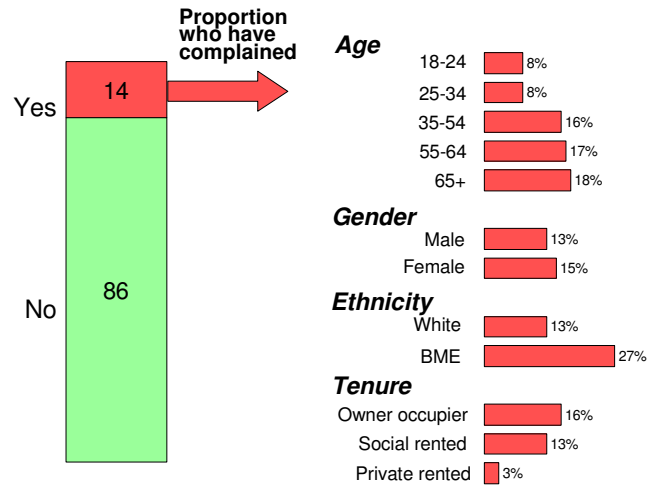
Base: All valid responses (1141), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

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Main Findings 3: Life in Oxfordshire

This section reports on residents' views about their quality of life, focusing in particular on:

- *Priorities for improving the local area;*

- *Anti-social behaviour; and*

- *Community cohesion.*

Ipsos MORI

Overall Satisfaction with Area

Satisfaction with the local area as a place to live is very high in Oxfordshire with over four in five residents satisfied (82%), including one in five who are very satisfied (22%).

Satisfaction with the local area is consistent across the five districts. It is slightly higher than average among older people (86% of 65+ are satisfied). It is also correlated with views on the council's performance: nine in ten residents who are satisfied with the council are satisfied with their local area (91%). The same can be said about residents who feel the council's performance is improving (90% of them are satisfied with the local area).

Satisfaction with the Local Area

Q   *Overall, how satisfied or dissatisfied are you with your local area as a place to live?*
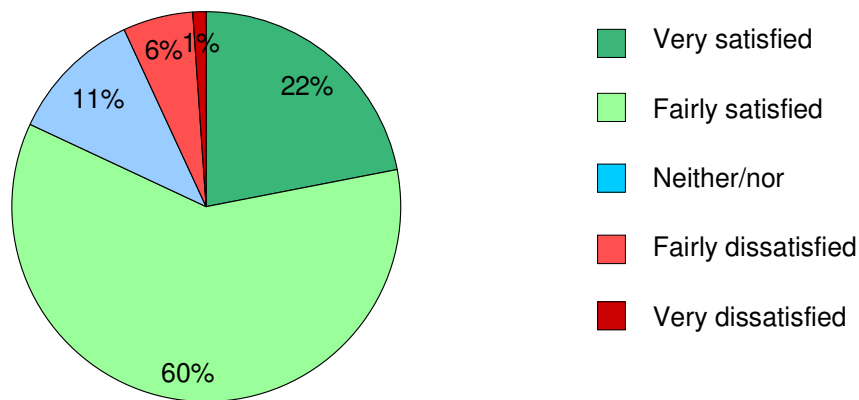
Net satisfaction score 76%

Base: All valid responses (1147), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Context

Satisfaction with the local area as a place to live is four percentage points higher in Oxfordshire than in other counties surveyed by Ipsos MORI. This is encouraging, and confirms Oxfordshire's position as a county offering a good quality of life.

Satisfaction with Area: Contextual Data

Q Overall, how satisfied or dissatisfied are you with your local area as a place to live?
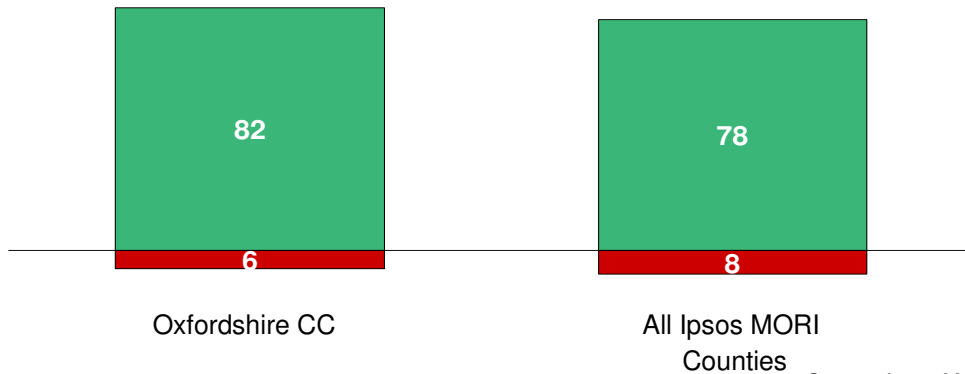
Base: All valid responses (1147), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Who is Dissatisfied?

Only one in twenty residents (6%) are dissatisfied with their area as a place to live. This proportion is much higher among those in private rented accommodation (16%). In line with earlier findings, residents who are dissatisfied with the council or who feel its performance is deteriorating are also more likely to be dissatisfied with their local area (20% and 16% respectively).

Dissatisfaction with Area: Subgroup Analysis

Q Overall, how satisfied or dissatisfied are you with your local area as a place to live?
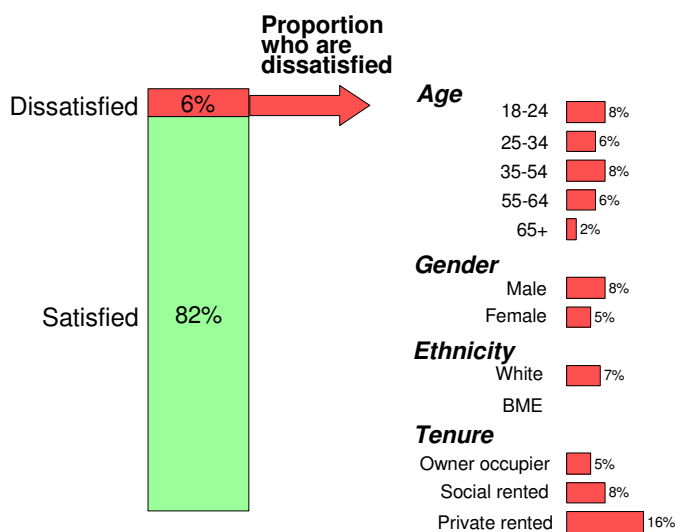
Base: All valid responses (1147), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Ipsos MORI

The Perceived Role of the Council

Oxfordshire County Council is well regarded by residents for its effort to make the county a pleasant place to live. Seven in ten agree that the council is making the local area a better place to live (70%), and a similar proportion agrees that the council is working to make the area cleaner and greener (69%). This is in line with the Ipsos MORI average for counties.

Aspects of the Local Council: Comparative Data

Q   To what extent do you think that these statements apply to your local council?

■ % A great deal/some extent   ■ % Not very much/not at all

My council is making the local area a better place to live (1018)

All Ipsos MORI Counties

70%   68%
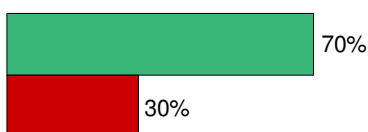
30%   32%

My council is working to make the area cleaner and greener (1008)

69%   68%
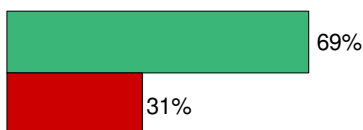
31%   32%

Bases in brackets: All valid responses, Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Differences between sub groups are in line with those observed earlier. Older people are more likely than other age groups to agree that the council is improving the area (74% among those aged 65+). The vast majority of residents who feel the council's performance is improving or/ and that it provides value for money agrees that it is making the area a better place to live (95% and 91% respectively), cleaner and greener (90% and 87% respectively).

What needs to be Improved?

Traffic congestion is the top priority for improvement in Oxfordshire, mentioned by just under half of all residents (47%) and primarily by residents living in Oxford (64%) and West Oxfordshire (55%). Mentions of traffic congestion have gone up by eleven points since the last BVPI general survey in 2003/4, and there might be some very local issues affecting the responses (e.g. road works).

Activities for teenagers is the second most important priority for residents, following an increase by ten percentage points since 2003/4 (33% to 43% in 2006). However, this remains lower than the Ipsos MORI average based on the 12 counties surveyed (47%). Activities for teenagers is primarily mentioned by residents living in the Cherwell (55%) and West Oxfordshire (50%) districts. Only one in five Oxford residents (21%) mention this. Cherwell residents are also more likely to mention education provision than any other areas (19% compared with 9% for all).

Roads and pavement repairs, mentioned by two in five (39%), comes third. This priority is primarily mentioned by Vale and South Oxfordshire residents (53% and 48% respectively). The mention of traffic congestion and road and pavement maintenance as top priorities for improvement are in line with other work conducted by Ipsos MORI for Oxfordshire County Council in the last two years. Although other counties also face issues with traffic congestion, the prominence of road and pavement repairs in Oxfordshire is higher than the average for the 12 counties Ipsos MORI has surveyed for the 2006 BVPI General Survey (49% versus 40%).

Encouragingly, mentions of crime and affordable housing have gone down compared with the 2003/4 BVPI general survey. Mention of crime is lower than the Ipsos MORI average based on 12 counties (25% in Oxfordshire versus 31% average). In line with earlier findings, it is in Cherwell that the level of crime is most often mentioned (32%, as opposed to 25% for all). Mention of affordable decent housing is higher than average in Oxfordshire (37% versus 31% for all 12 counties surveyed by Ipsos MORI).

Priorities for Improvement

Q *Thinking about this local area, which of the things below, if any, do you think <u>most need improving</u>?*

■ 2003/4   □ 2006/7

Top 10 mentions in 2006/7

	2003/4	2006/7
The level of traffic congestion	36%	47%
Activities for teenagers	33%	43%
Road and pavement repairs	42%	39%
Affordable decent housing	43%	37%
Public transport	27%	26%
The level of crime	31%	25%
Clean streets	23%	21%
Cultural facilities (eg cinemas, museums)	21%	18%
Wage levels & local cost of living	21%	18%
Shopping facilities	21%	17%
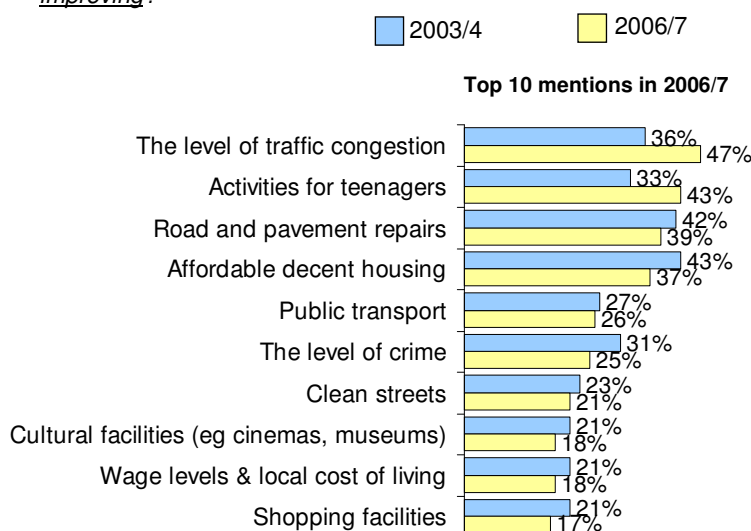
Base: All valid responses (1034), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Developing Priorities for Quality of Life

The following scatter chart looks to establish real priorities for local areas. It does so by plotting the extent to which people think aspects of life in their area need to be improved (on the vertical axis), against the extent to which they think the same things are important generally. The further to the top and right of the chart an aspect is, the more it is seen to be in need of improvement and important generally. If something is found at the top of the chart, but over to the left, then it is seen as in need of improvement locally, but not that important generally. In the case of Oxfordshire, traffic congestion, activities for teenagers and roads and pavement repairs are the aspects most in need of improvement, but they are not considered as important in making somewhere a good place to live as level of crime, health services and affordable decent housing.

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Developing Priorities for Quality of Life

% Most need improving locally

% Important generally
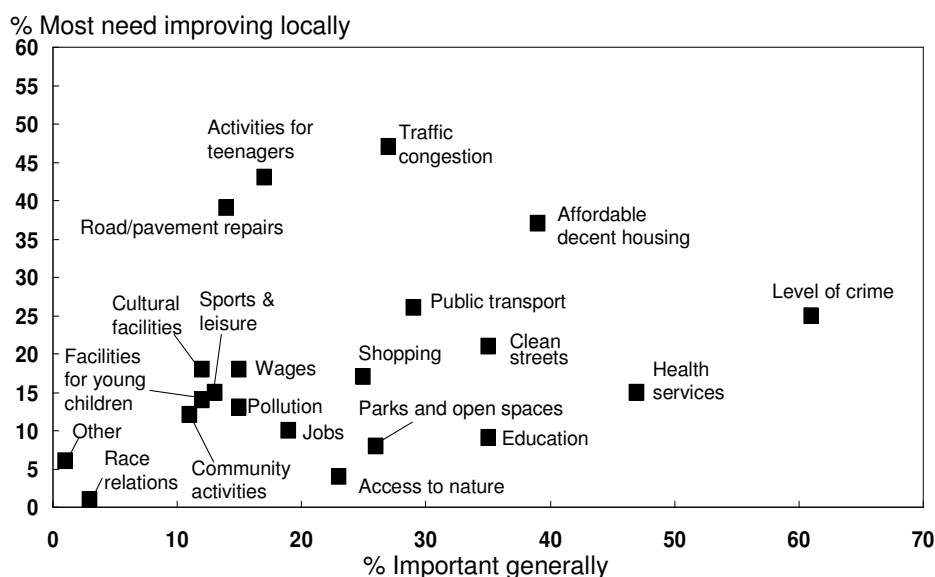
Base: All valid responses. Oxfordshire BVPI general survey 2006.   Source: Ipsos MORI

Focus on Anti-social Behaviour

Parents not taking responsibility for their children is perceived as the main problem when it comes to anti-social behaviour. Over half of residents consider this a fairly or very big problem (53%). This is primarily mentioned by people living in social housing (66%) and people aged 55-64 (65%).

Teenagers hanging around on the streets is the second most salient problem, mentioned by half of residents (49%). This reflects the earlier finding that activities for teenagers are seen to be one of the most important priorities needed to improve the local area.

Ipsos MORI   48

Anti-social Behaviour

Q   Thinking about this local area, how much of a problem do you think are...

	% A fairly big problem	% A very big problem

Net problem +/-

Behaviour	% A fairly big	% A very big	Net problem +/-
Parents not taking responsibility for behaviour of their children *(1043)*	34	19	+7%
People not treating others with respect and consideration *(1055)*	25	12	-27%
Noisy neighbours or loud parties *(1052)*	10	5	-71%
Teenagers hanging round streets *(1058)*	31	18	-2%
Rubbish/litter lying around *(1084)*	28	13	-18%
People being drunk/rowdy in public places *(1011)*	23	9	-35%
Abandoned/burnt out cars *(985)*	7	4	-78%
Vandalism/graffiti/deliberate damage *(1039)*	23	10	-35%
People using/dealing drugs *(825)*	22	13	-30%

Bases in brackets: All valid responses, Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

The following table shows how perceptions of anti-social behaviour have changed in the last three years. Encouragingly, perceptions have improved, with fewer residents considering aspects of anti-social behaviour as a problem in 2006. Some drops are impressive: abandoned or burnt out cars (problem for 11% of residents in 2006, 38% in 2003/4), vandalism and graffiti (33% in 2006, 56% in 2003/4), and people being drunk or rowdy in public places (32% in 2006, 46% in 2003/4).

	Consider a very big problem in area		
Anti-social behaviour	**2003/4 (%)**	**2006/7 (%)**	**% point change**
Parents not taking responsibility for behaviour of their children	n/a	53	n/a
People not treating others with respect and consideration	n/a	37	n/a
Noisy neighbours or loud parties	19	15	-4
Teenagers hanging round streets	52	49	-3
Rubbish/litter lying around	48	41	-7
People being drunk/rowdy in public places	46	32	-14
Abandoned/burnt out cars	38	11	-27
Vandalism/graffiti/deliberate damage	56	33	-23
People using/dealing drugs	58	35	-23

Source: Ipsos MORI

Ipsos MORI

A Comparison with the National Picture

Oxfordshire compares favourably to other counties on perception of anti-social behaviour. On most aspects, it scores either at the level of the national average, or below.

A Comparison between Anti-social Behaviour in Oxfordshire CC and other Counties

☐ % A very big problem in Oxfordshire CC   ☐ % A very big problem for all Ipsos MORI counties

Base

	Oxfordshire CC	All counties	Base
Parents not taking responsibility for behaviour of their children	19%	24%	1043
People not treating others with respect and consideration	12%	15%	1055
Noisy neighbours or loud parties	5%	5%	1052
Teenagers hanging round streets	18%	21%	1058
Rubbish/litter lying around	13%	13%	1084
People being drunk/rowdy in public places	9%	9%	1011
Abandoned/burnt out cars	4%	3%	985
Vandalism/graffiti/deliberate damage	10%	11%	1039
People using/dealing drugs	13%	16%	825

Base: All valid responses, Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Safety in the Local Area

Just over half of residents (53%) feel safe when outside in their local area after dark, and nine in ten do during day time (88%). Residents living in social housing are less likely than average to feel safe alone after dark (only 25% do, and 44% feel unsafe). Only three in even people with a disability feel safe alone at after dark (43%), as opposed to 55% for people who do not have a disability.

Safety in Local Area

Q How safe or unsafe do you feel when outside in your local area….
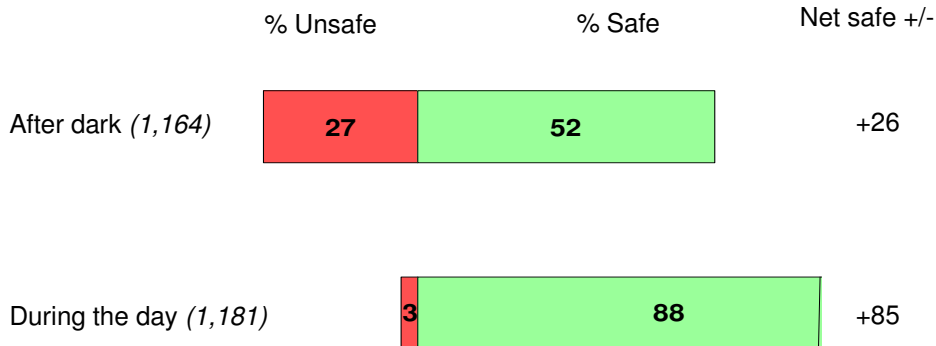
	% Unsafe	% Safe	Net safe +/-

After dark *(1,164)*   **27**   **52**   +26

During the day *(1,181)*   **3**   **88**   +85

Bases in brackets: All valid responses, Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Social Cohesion

Three-quarters of residents agree that people from different backgrounds get on well together in their local area (73%), and one in eight disagree (13%).

Social Cohesion

Q To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?

14%

14%

3%

10%

59%

Net agree score 60%

- Definitely agree
- Tend to agree
- Tend to disagree
- Definitely disagree
- Too few people/all same background
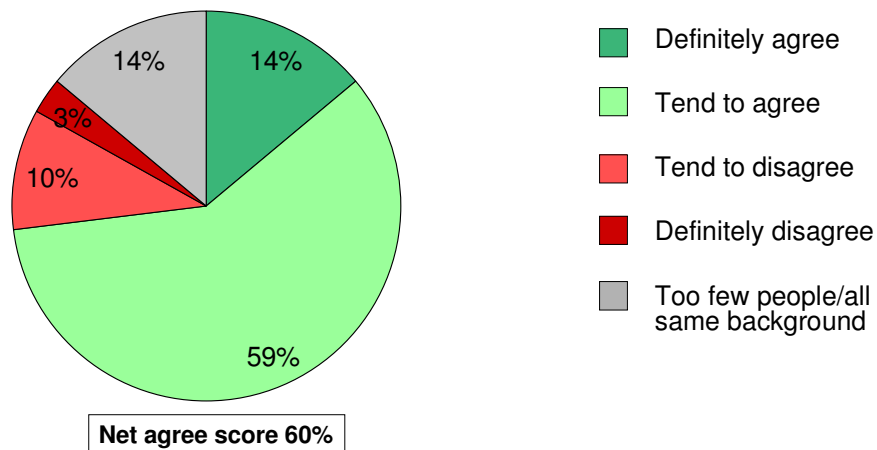
Base: All valid responses (928), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Ipsos MORI

Who disagrees?

The chart below shows the profile of residents who disagree that people from different backgrounds get on well in their local area. Due to small base sizes, not all differences are statistically significant. Men are slightly more likely than women to disagree, and so are people working full-time compared with those who do not work full-time.

Social Cohesion: Subgroup Analysis

Q   *To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?*

Proportion who disagree

| Disagree | 13 |
| Agree | 73 |

Age

18-24	13%
25-34	12%
35-54	15%
55-64	13%
65+	9%

Gender

| Male | 17% |
| Female | 9% |

Tenure

Owner occupier	13%
Social rented	9%
Private rented	20%
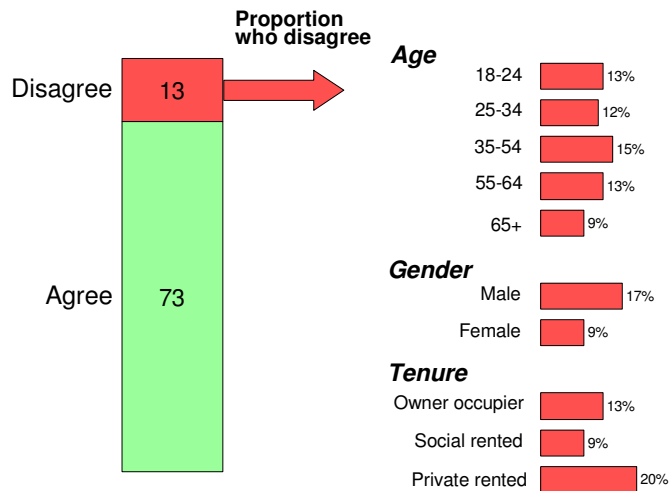
Base: All valid responses (928), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Respect

Just over half of residents agree that in their area residents respect ethnic differences between people (52%), and one in eight disagree (12%). A significant proportion of residents (one in five) don't know about this issue (21%).

Respect of Ethnic Differences

Q   To what extent do you agree or disagree that this local area is a place where residents respect ethnic differences between people?

8%

21%

44%

15%

2%

10%

- Strongly agree
- Tend to agree
- Tend to disagree
- Definitely disagree
- Too few people/ all same background
- Don't know
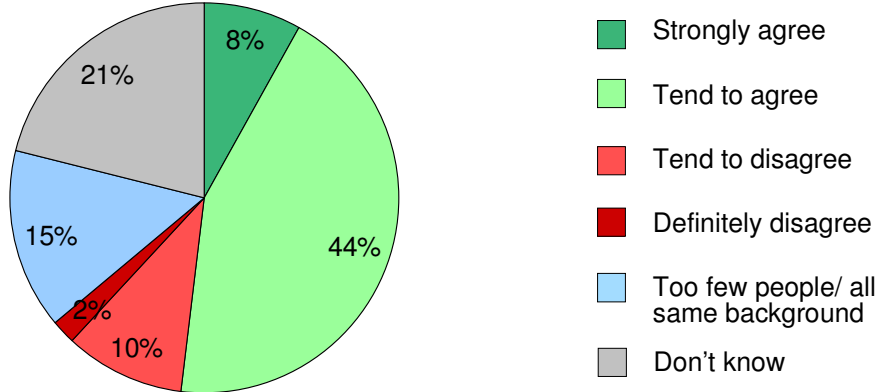
Net agree score 40%

Base: All valid responses (1160), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Volunteering

Among residents who do some voluntary work in the county, one in five give up at least two hours of their time per week (21%), one in seven give up some time but less than two hours (15%). Three in five do not spend any time in a typical week but still say they do some voluntary work in the county.

Voluntary Work in Oxfordshire

Q   In a typical week, how many hours, if any, would you say you spend doing voluntary (unpaid) activities in the county?

3%

15%

21%

61%

- Less than two hours per week
- Two hours or more per week
- None
- Don't know/can't recall
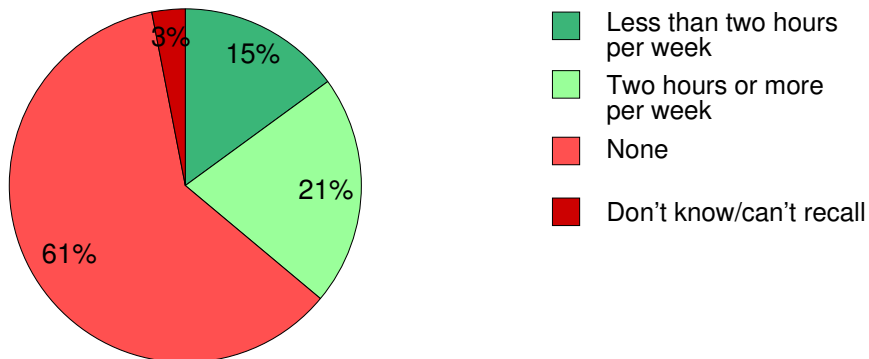
Base: All answering the question who have done unpaid or voluntary activities in the county in the last twelve months (555), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Ipsos MORI

Two-thirds of residents who help to look after someone in an unpaid capacity say the person they look after is aged 65+. A fifth help to look after a young person (up to 18), and one in seven look after an adult aged 18-64.

Among people who say they help care for someone in an unpaid capacity, women are far more likely than men to help look after a young person (30% versus 7%), and so are people who do not work full time (29% versus 12% for those who work full time) or are aged 35-54 (26%). People aged 65+ and people working full-time are most likely to look after an older person (93% of people aged 65+ who report caring for someone in an unpaid capacity do, and 75% for people working full time).

Age of People Cared for

Q   Are you caring for someone or some people aged…

Under 18
18-64
65 and over
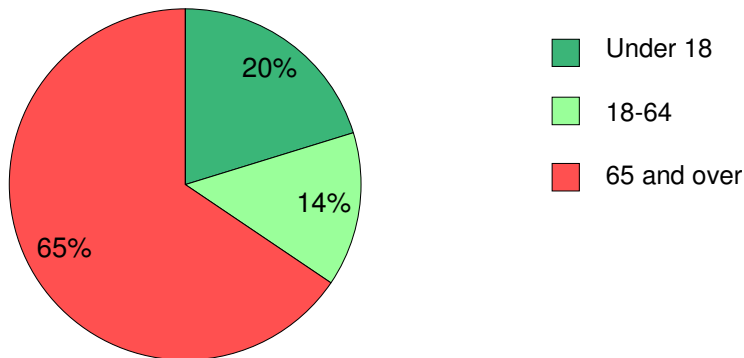
Base: All answering the question who are helping to look after someone who needs support to live in the community because of a disability, illness or old age (225).
Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Getting Involved

Two-thirds of residents disagree that they can influence decisions affecting their area, and a third agree. Residents living in social housing are more likely than average to feel they have a say, with over half who agree with the statement (53%). In line with earlier findings, views on opportunities for participation in decision-making are more positive among residents who are satisfied with the council, feel its performance is improving or that it provides value for money (46%, 57% and 50% respectively agree that they can influence decisions).

Influencing Local Decisions

Q   Do you agree or disagree that you can influence decisions affecting your local area?

- Definitely agree
- Tend to agree
- Tend to disagree
- Definitely disagree

3%
22%
29%
46%

Net agree score -36%
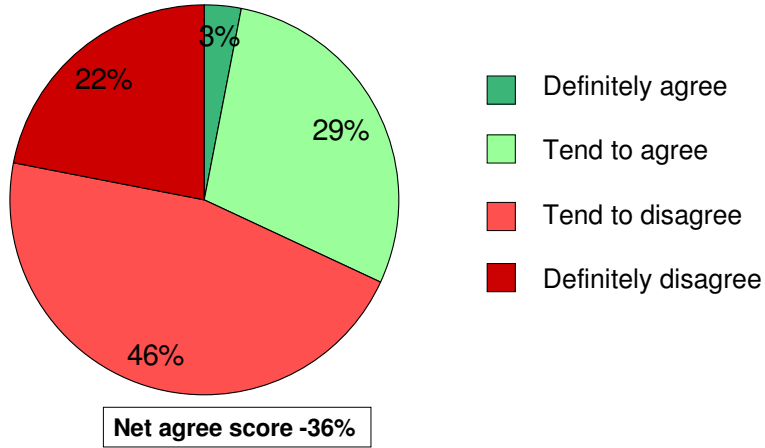
Base: All valid responses (870), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Over half of residents are unable to say if they are satisfied and dissatisfied with opportunities for participation in decision-making. Of those who hold views, a quarter are satisfied (25%) and a similar proportion are not (23%).

Participation in Local Decision-making

Q   Overall, how satisfied or dissatisfied are you with opportunities for participation in local decision-making provided by your council?

- Very satisfied
- Fairly satisfied
- Neither/nor
- Fairly dissatisfied
- Very dissatisfied

4%
22%
8%
14%
52%

Net satisfaction score 3%
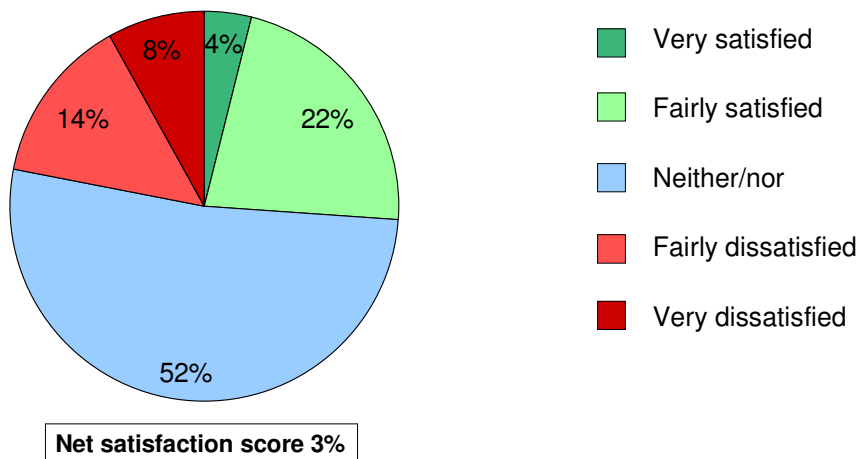
Base: All valid responses (853), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Ipsos MORI

Who is dissatisfied?

Dissatisfaction with opportunities for participation in decision-making is higher among men than among women (28% versus 17%), and among people aged 35-54 (26%) compared with other age groups. Owner-occupiers are also far more likely than people living in social housing to be dissatisfied (24% versus 8%).

Dissatisfaction with Opportunities for Participation: Subgroup Analysis

Q   *Overall, how satisfied or dissatisfied are you with opportunities for participation in local decision-making provided by your Council?*
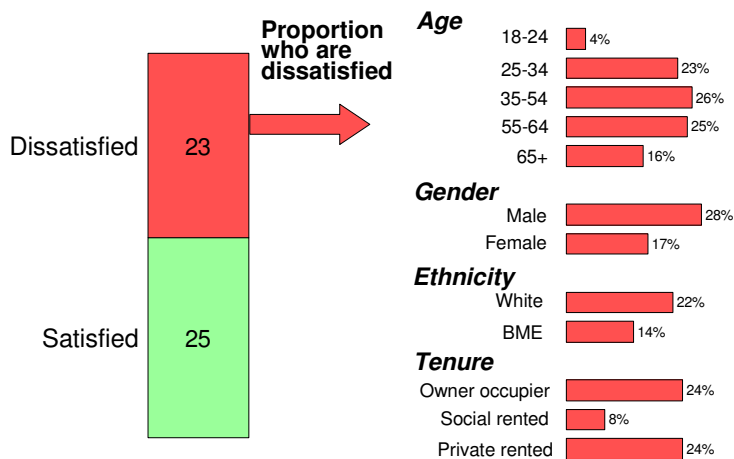
Base: All valid responses (853), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

But who really wants to be more Involved?

Just under a quarter of residents say they would like to be more involved in decisions affecting their local area. This proportion is much higher among people who are dissatisfied with the council, feel its performance is getting worse, or do not feel informed (46%, 41% and 30% of them respectively want to be more involved).

Older people and those living in social housing are less likely to say they want to be more involved. This might be related to their satisfaction with opportunities for participation in decision-making, which is higher than average.

Ipsos MORI   56

Which Residents want to be Involved?

Q   *Generally speaking, would you like to be more involved in the decisions Oxfordshire CC makes that affect your local area?*

Yes	23
No	13
Depends on issue	64

Proportion who say yes →

Age

18-24	20%
25-34	27%
35-54	26%
55-64	24%
65+	13%

Gender

Male	26%
Female	20%

Ethnicity

White	23%
BME	19%

Tenure

Owner occupier	24%
Social rented	16%
Private rented	26%
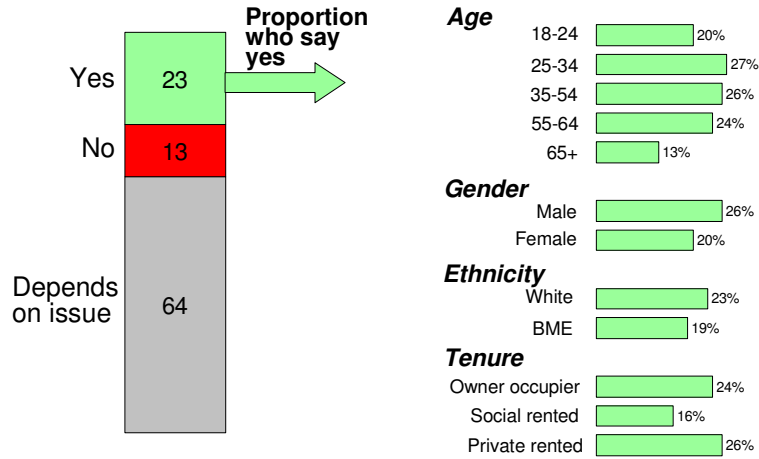
Base: All valid responses (1081), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Ipsos MORI

Main Findings 4: Services

This section looks at a range of local authority services under four headings. These are:

- Environmental Services;

- Transport;

- Cultural and Recreational Services; and

- Other Services.

Best Value Performance Indicators covered in this section of the report are BVs 90c, 103, 104 and 119.

Ipsos MORI

ENVIRONMENTAL SERVICES

The Local Tip/Household Waste Recycling Centre (BV90c)

Most residents are satisfied with the waste recycling services provided by Oxfordshire County Council. Nearly nine in ten are satisfied with the facilities at the recycling site (88%), and find the site clean (87%). Over four in five residents are satisfied with the local tip/ household waste recycling centre overall (83%). Satisfaction with the site overall is slightly higher among women (86%) and older people (90% for 65+). People with a disability are more likely to be dissatisfied than residents who do not have a disability (11% compared with 5%). This might be related to access issues. In line with previous results, satisfaction with the local tip/ recycling site is strongly linked with satisfaction with the council.

The Local Tip/Household Waste Recycling Centre

Q   Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service, which we provide:

	% Dissatisfied	% Satisfied	Net satisfaction +/-
Location of site (894)	10	83	73
Opening hours (870)	9	85	76
Recycling facilities at site (860)	4	88	84
How clean site is (864)	4	87	82
How helpful staff were (809)	5	75	70
How user-friendly (863)	9	80	71
The local tip/household waste recycling site overall (873)	6	83	77

Bases in brackets: All valid responses, Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Context

Oxfordshire's performance for satisfaction with the local tip/ recycling centre has remained stable since the last BVPI General Survey in 2003/4. It is also in line with the national average for counties (82.9%).

Ipsos MORI

**The Local Tip/Household Waste Recycling Centre :
Contextual Data**

*Q   Please indicate whether you are satisfied or dissatisfied with each of the
following elements of the service which we provide: the local tip/ household
waste recycling site overall*
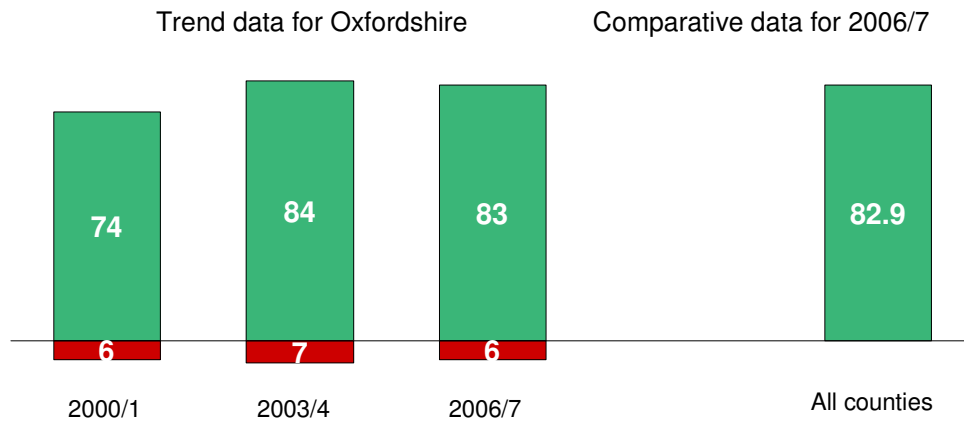
Base: All valid responses (873), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Interestingly, half of residents feel that the local tips/ household recycling centres have got better over the last three years. Only three in seven said so in 2003/4 (42%).

TRANSPORT

Public Transport Information (BV103)

Half of the residents are satisfied with the provision of public transport information (51%), and one in five are dissatisfied. Specific aspects of transport information generate higher levels of satisfaction with 59% of residents satisfied with the accuracy of information and 57% satisfied with the amount of information provided. On all these aspects, older people are more satisfied than average (73% of people aged 65+ are satisfied with the amount of information, 74% with its accuracy, and 65% with the provision of information overall).

Ipsos MORI

Public Transport Information

Q   *Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport provided:*
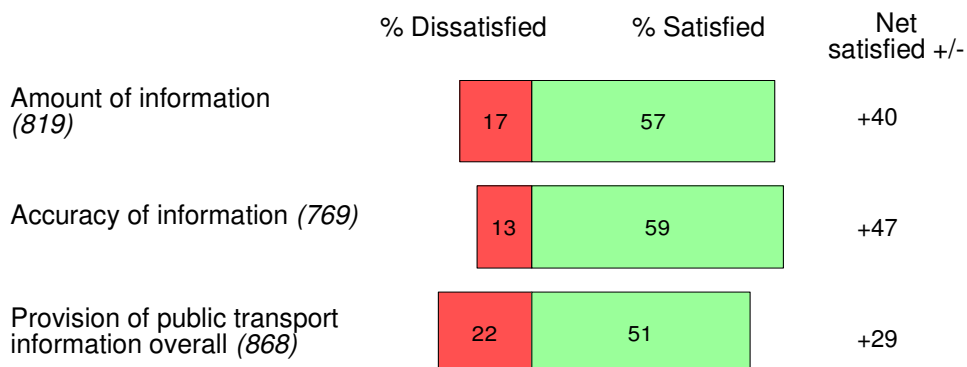
	% Dissatisfied	% Satisfied	Net satisfied +/-
Amount of information (819)	17	57	+40
Accuracy of information (769)	13	59	+47
Provision of public transport information overall (868)	22	51	+29

Bases in brackets: All valid responses, Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Context

Oxfordshire's performance on satisfaction with the provision of public transport information has gradually improved since the first BVPI General Survey conducted in 2000/1. Residents' perceptions are in line with this improvement: 17% of residents say the provision of public transport information has got better, as opposed to 11% in 2003/4.

Oxfordshire scores are better than the national average for county councils (47.5% satisfied). Out of all county councils, this score puts Oxfordshire in 8th position.

Public Transport Information: Contextual Data

Q   *Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide: Provision of public transport information overall*

█ % Satisfied   █ % Dissatisfied

Trend data for Oxfordshire   Comparative data for 2006/7

46	50	51		47.5
23	26	22		

2000/1   2003/4   2006/7   All counties
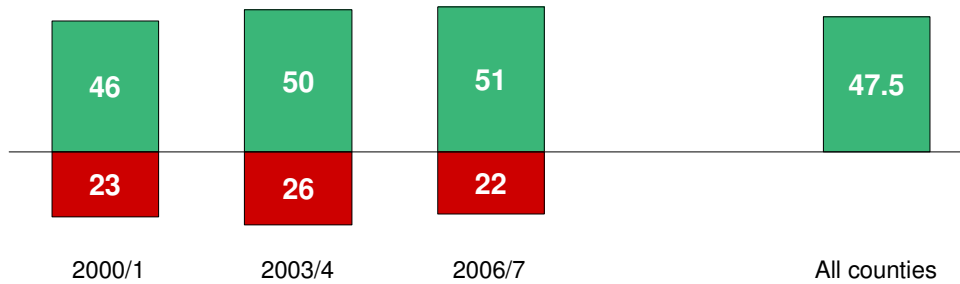
Base: All valid responses (868), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

The Local Bus Service (BV104)

Over five in eight residents are satisfied with the local bus services overall. In line with earlier findings, satisfaction is higher among older residents and those living in social housing (80% and 79% respectively), who are also more likely to be users of the local bus service. Buses are easy to get on and off for a majority of residents (81%), and four in five are satisfied with the number of bus stops. There are no differences on these aspects of services between residents who suffer from a disability and those who don't. Residents hold less favourable views regarding the punctuality of buses (60% satisfied).

Ipsos MORI

Local Bus Services

Q   Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service:

	% Dissatisfied	% Satisfied	Net satisfaction +/-
Frequency of buses *(891)*	22	67	+46
Number of bus stops *(874)*	7	78	+71
State of bus stops *(873)*	16	65	+48
Whether buses arrive on time *(817)*	17	60	+43
How easy to get on and off *(850)*	6	81	+75
Local bus service overall *(903)*	18	64	+46

Bases in brackets: All valid responses, Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Context

Oxfordshire's performance has improved, and more residents are satisfied with local bus services than ever since the BVPI General Survey was first conducted (51% satisfied in 2001/2, 55% in 2003/4 and 64% in 2006). The councils now stands above the national average for county councils (54.1% satisfied), and is the fifth best performing county council.

In line with this, fewer residents feel that the local bus service has got worse in the last three years (24% in 2003/4 compared with 17% in 2006).

Ipsos MORI

Local Bus Services: Contextual Data

Q   Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide: Local bus service overall

■ % Satisfied   ■ % Dissatisfied

Trend data for Oxfordshire   Comparative data for 2006/7

2000/1	2003/4	2006/7		All counties
51	55	64		54.1
24	23	18		
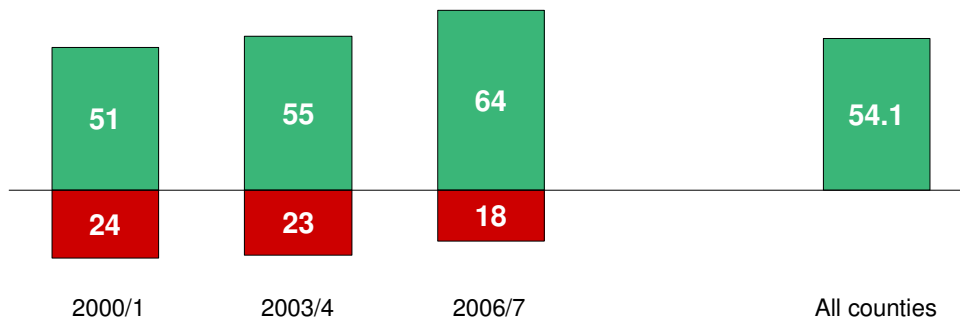
Base: All valid responses (903), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

CULTURAL AND RECREATIONAL SERVICES

Three-quarters of residents are satisfied with parks and open spaces, and seven in ten residents are satisfied with libraries. Sports and leisure facilities and events are well regarded by three in five residents (60%). Just over half are satisfied with museums and galleries (54%) and theatres and concert halls (49%), though over a third of residents are neutral on these two aspects (39% and 36% respectively are neither satisfied nor dissatisfied). Dissatisfaction with aspects of cultural and recreational activities and venues is low.

Satisfaction with libraries, museums and galleries is higher than average among older people (83% and 59% satisfied respectively among people aged 65+).

Ipsos MORI

Cultural and Recreational Activities and Venues

Q   *Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Oxfordshire CC:*

	% Dissatisfied	% Satisfied	Net satisfaction +/-
Sports/Leisure facilities and events *(1101)*	12	60	+48
Libraries *(1119)*	4	71	+67
Museums and galleries *(1080)*	8	54	+46
Theatres/ concert halls *(1071)*	15	49	+34
Parks and open spaces *(1116)*	9	75	+65
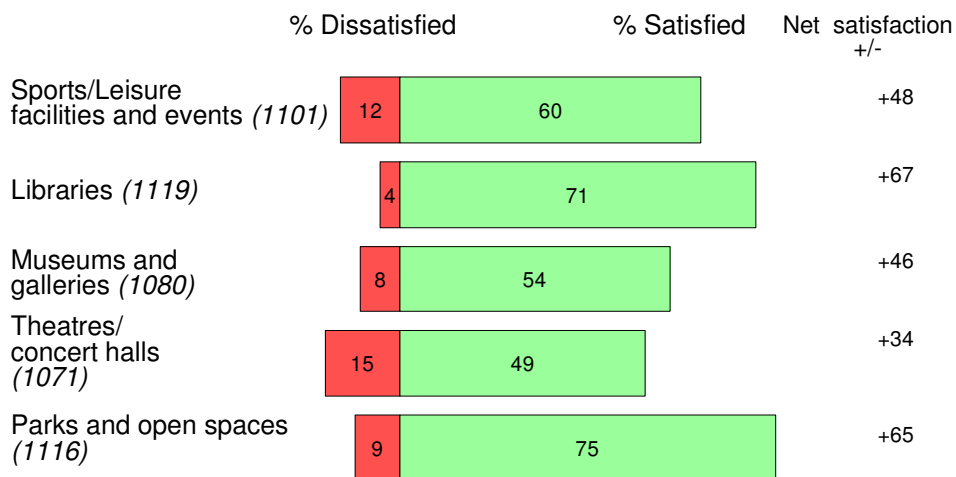
Bases in brackets: All valid responses, Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

For all aspects of cultural and recreational services, satisfaction is higher among users. This pattern is in line with other residents' surveys that Ipsos MORI has conducted.

Users' satisfaction with recreational services		
Service	**Base (number of users)**	**% of users satisfied**
Sports and leisure facilities and events	636	70
Museums and galleries	558	71
Parks and open spaces	928	81
Theatres and concert halls	577	67
Libraries	696	88

Context

The council's performance for sports and leisure facilities is higher than the national average for all counties (60% versus 57.9%). This score puts Oxfordshire in 10th position. Over a quarter of residents feel the council's performance has improved over the last three years (27%), while less than one in ten feel it has got worse.

Sports and Leisure Facilities: Contextual Data

*Q   Please indicate how satisfied or dissatisfied you are with each of the following
       services provided or supported by Oxfordshire CC: Sports/leisure facilities.*

■ % Satisfied   ■ % Dissatisfied

60	**57.9**
12	
Oxfordshire 2006	All counties 2006

Base: All valid responses (1101), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Although satisfaction with libraries has gradually increased since the first BVPI
survey in 2000/1, Oxfordshire's performance remains slightly below the national
average for counties (71% versus 74.2% satisfied). Only one in six residents
(16%) feel libraries have got better over the last three years, compared with a
quarter (26%) who believed so three years ago.

Libraries: Contextual Data

*Q   Please indicate how satisfied or dissatisfied you are with each of the following
       services provided or supported by Oxfordshire CC: Libraries.*

■ % Satisfied   ■ % Dissatisfied

Trend data for Oxfordshire   Comparative data for 2006/7

66	**69**	**71**		**74.2**
6	**5**	**4**		
2000/1	2003/4	2006/7		All counties

Base: All valid responses (1119), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Ipsos MORI

Satisfaction with museums and galleries has very slightly declined since 2003/4, though Oxfordshire still performs much better than the national average (54% satisfied in Oxfordshire versus 40.7% nationally). As a result of this score, Oxfordshire is ahead of all counties for satisfaction with museums and galleries.

Museums and Galleries: Contextual Data

Q   Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Oxfordshire CC: Museums and galleries

■ % Satisfied   ■ % Dissatisfied

Trend data for Oxfordshire   Comparative data for 2006/7

49	58	54		40.7
3	3	8		
2000/1	2003/4	2006/7		All counties
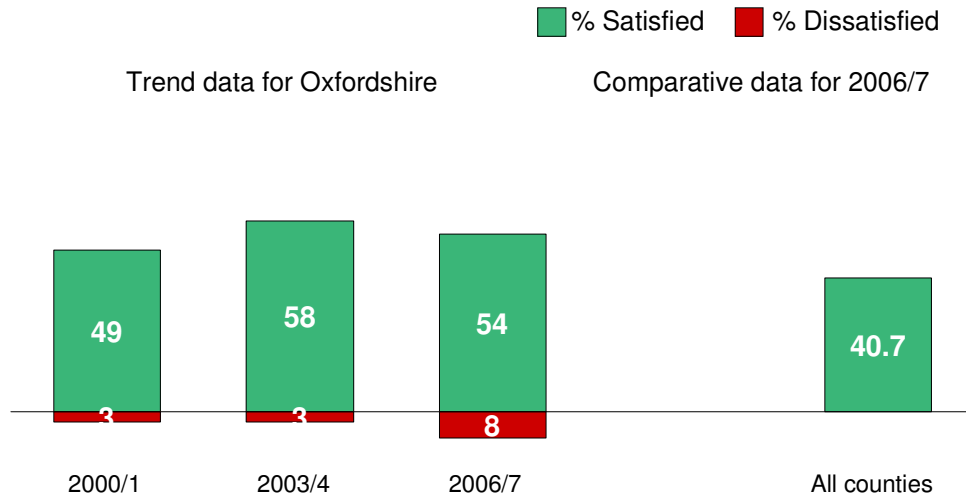
Base: All valid responses (1080), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Oxfordshire also performs better than the national average for theatres and concert halls, with 49% of residents satisfied, as opposed to 42.1% for all counties. Nine in ten residents feel the service has remained stable in the last three years (89%).

Theatres/Concert Halls: Contextual Data

Q   Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Oxfordshire CC: Theatres/concert halls.

■ % Satisfied   ■ % Dissatisfied

49		42.1
15		
Oxfordshire 2006		All counties 2006
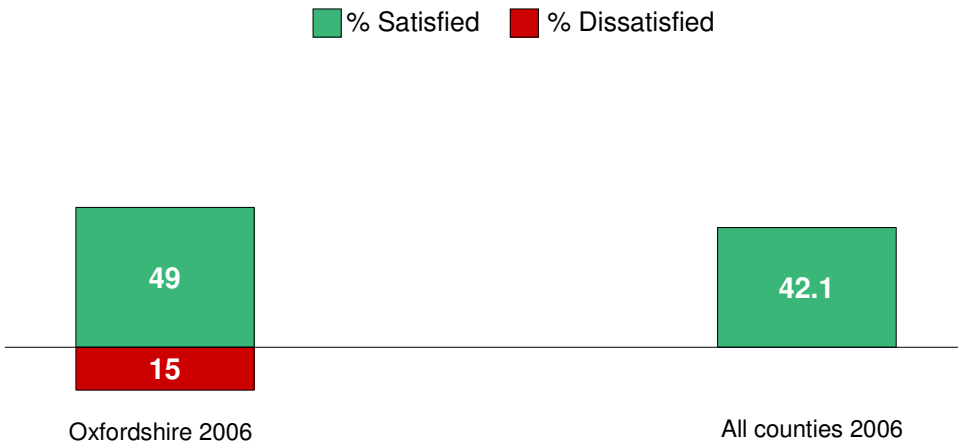
Base: All valid responses (1071), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Three-quarters of residents are satisfied with parks and open spaces. This is just above the national average for counties (73%).

Parks and Open Spaces: Contextual Data

Q   Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Oxfordshire CC: Parks and open spaces

■ % Satisfied   ■ % Dissatisfied

75	**73**
9	
Oxfordshire 2006	All counties

Base: All valid responses (1116), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

OTHER SERVICES

The General User Survey also covers a number of other services. Over a third of residents are satisfied with education services (37%), though the rating increases significantly when considering users only. Three in five users are satisfied (62%). The same pattern occurs for personal social services: while only 18% of residents are satisfied with these services, three in five users of social services are satisfied (59%). Satisfaction with these services is also higher than average among people aged 55+, more likely to be using services for the elderly either for themselves or for a relative. Social services are also well regarded by people with a disability (26% satisfied as opposed to 16% for those who do not have a disability).

The fire and rescue service is well regarded by three in seven residents (44%). The proportion doubles when considering users only, with 89% of them satisfied. Importantly, this service is well regarded by typically more vulnerable groups of residents, who are more likely than average to be satisfied (58% among 65+ and 54% among residents with a disability).

Although only one in five residents are satisfied with housing services (19%), encouragingly the proportion more than doubles when looking at users: 55% of them are satisfied with housing services. Housing services are particularly well regarded by those living in social housing (71% of them are satisfied). Satisfaction with housing services is also higher than average among older people and residents with a disability (32% and 29% respectively).

Ipsos MORI

Other Services

Q   *Please indicate how satisfied or dissatisfied you are overall with the following services provided by Oxfordshire CC:*

	% Dissatisfied	% Satisfied	Net satisfaction +/-
Housing Services *(1096)*	6	19	+13
Planning Services *(1091)*	12	25	+13
Personal Social Services *(1091)*	6	18	+12
Fire and Rescue Service (1097)	2	44	+42
Local Authority Education Service *(1091)*	8	37	+28

Bases in brackets: All valid responses, Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Context

Satisfaction with most of these other services has declined since the last BVPI general survey was conducted in 2003/4. For all but education (where it is just one point above the national average), the county's performance is below the national average.

Housing Services: Contextual Data

Q   *Please indicate how satisfied or dissatisfied you are overall with the following services provided by Oxfordshire CC: Housing services*

■ % Satisfied   ■ % Dissatisfied

19	22
6	9
Oxfordshire 2006/7	All Ipsos MORI Counties 2006

Base: All valid responses (1096), Oxfordshire BVPI General Survey 2006   Source: Ipsos MORI

Satisfaction with planning services, fire and rescue services, and personal social services have gradually declined since the first BVPI General Survey in 2000/1.

Ipsos MORI   70

However, although satisfaction has declined, there has been little increase in dissatisfaction. Instead, more people have become neutral toward the service (neither satisfied nor dissatisfied).

Planning Services: Contextual Data

Q   Please indicate <u>how satisfied or dissatisfied</u> you are overall with the following services provided by Oxfordshire CC : Planning services

■ % Satisfied   ■ % Dissatisfied

Trend data   Comparative data for 2006/7

2000/1	2003/4	2006/7	All Ipsos MORI Counties
32	28	25	27
14	10	12	14

Base: All valid responses (1091), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI
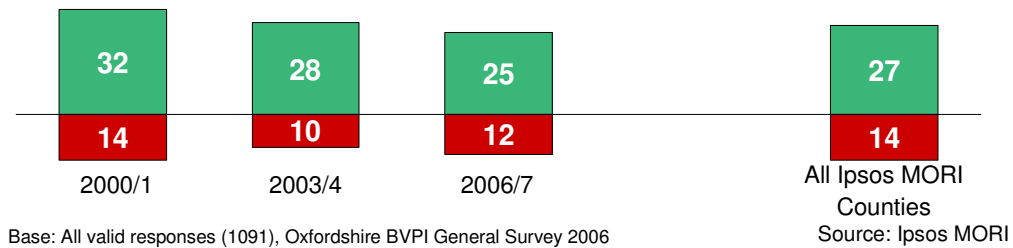
Personal Social Services: Contextual Data

Q   Please indicate <u>how satisfied or dissatisfied</u> you are overall with the following services provided by Oxfordshire CC: Personal social services

■ % Satisfied   ■ % Dissatisfied

Trend data   Comparative data for 2006/7

2000/1	2003/4	2006/7	All Ipsos MORI Counties
33	28	18	22
7	8	6	8

Base: All valid responses (1091), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Ipsos MORI

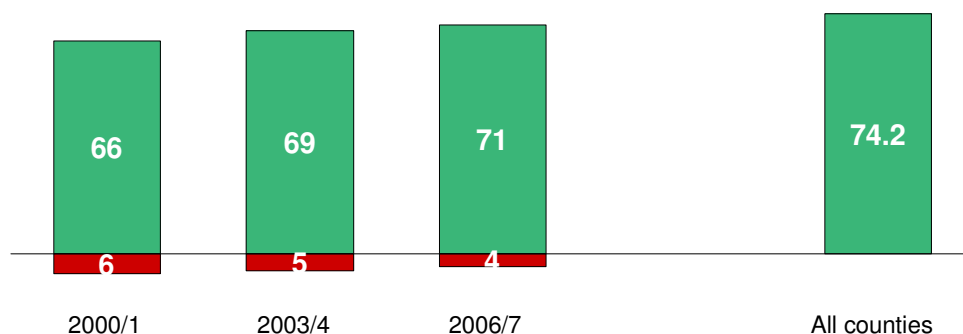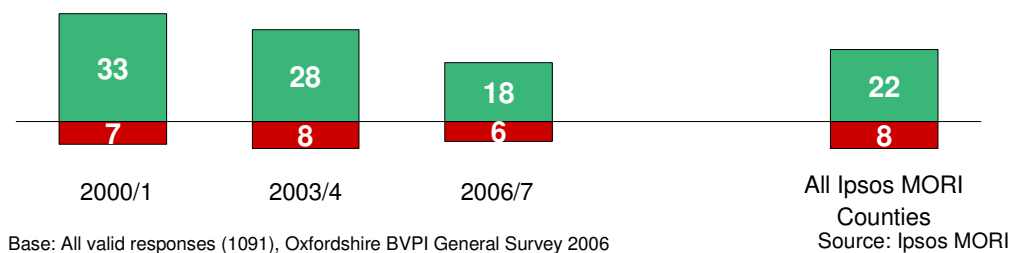# Fire and Rescue Services: Contextual Data

Q   *Please indicate <u>how satisfied or dissatisfied</u> you are overall with the following services provided by Oxfordshire CC: Fire and Rescue services*

■ % Satisfied   ■ % Dissatisfied

Trend data   Comparative data for 2006/7

72	55	44		47
1	1	2		2
2000/1	2003/4	2006/7		All Ipsos MORI Counties

Base: All valid responses (1097), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI
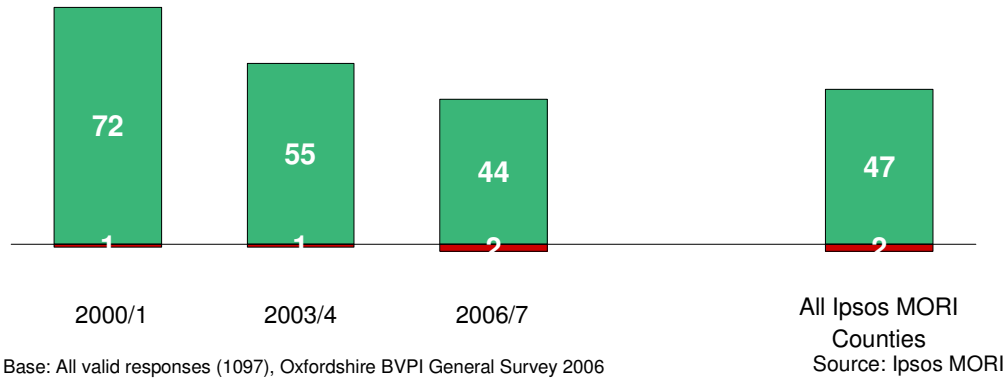
Local Authority Education Services: Contextual Data

Q   *Please indicate <u>how satisfied or dissatisfied</u> you are overall with the following services provided by Oxfordshire CC: Local authority education services*

■ % Satisfied   ■ % Dissatisfied

Trend data   Comparative data for 2006/7

48	47	37		36
12	7	8		8
2000/1	2003/4	2006/7		All Ipsos MORI Counties

Base: All valid responses (1091), Oxfordshire BVPI General Survey 2006

Source: Ipsos MORI

Ipsos MORI   72
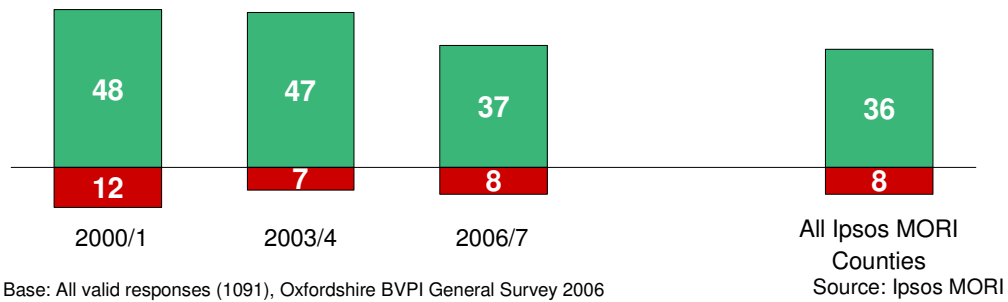
Appendix

Guide to Statistical Reliability

Marked-up Questionnaire

Ipsos MORI

Guide to Statistical Reliability

Respondents to the questionnaire are only samples of the total "population", so we cannot be certain that the figures obtained are exactly those we would have if everybody had been interviewed (the "true" values). For a random probability survey we can, however, predict the variation between the sample results and the "true" values from a knowledge of the size of the samples on which the results are based and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range.   The table below illustrates the predicted ranges for different sample sizes and percentage results at the "95% confidence interval":

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 interviews	6	9	10
250 interviews	4	6	6
500 interviews	3	4	4
750 interviews	2	3	4
1,000 interviews	2	3	3
1,207 interviews	**2**	**3**	**3**

For example, with a sample size of 1,207 where 30% give a particular answer, the chances are 19 in 20 that the "true" value (which would have been obtained if the whole population had been interviewed) will fall within the range of +/- 3 percentage points from the sample result.

When results are compared between separate groups within a sample, different results may be obtained. The difference may be "real," or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is "statistically significant", we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we assume "95% confidence interval", the differences between the results of two separate groups must be greater than the values given in the table below:

Ipsos MORI   74

Size of samples compared	Differences required for significance at or near these percentage levels		
	10% or 90%	**30%** or	**70%**
50%			
	±	±	±
100 and 100	8	13	14
100 and 300	7	10	11
100 and 500	6	10	11
100 and 700	6	10	10
100 and 1,000	6	10	10
300 and 300	5	7	8
300 and 500	4	7	7
300 and 700	4	6	7
400 and 400	4	6	7
400 and 600	4	6	6
400 and 800	4	5	6
500 and 500	4	6	6
500 and 600	3	5	6
600 and 600	3	5	6

Ipsos MORI

OXFORDSHIRE COUNTY COUNCIL

BVPI General Survey
Topline Results
January 2007

A total of 3000 questionnaires were mailed out to randomly selected addresses between September and November 2006

1207 valid responses were received representing an adjusted response rate of 42%

In line with survey guidelines, two full reminder questionnaires were sent to residents who had not responded within the initial fieldwork period.

Data are weighted to household composition, age, gender and ethnicity by Cobalt-Sky on behalf of The Department of Communities and Local Government.

Responses to BVPI statutory questions are based on all respondents expressing a view (i.e. don't know, no opinion and blanks have been excluded). Consequently, the base for each question is different. Responses to non-statutory questions are based on all answering the question (including don't know but excluding blanks).

An * indicates a score less than 0.5%, but greater than zero.

Where available, results are shown for the 2000/1 and 2003/4 BVPI surveys.

Oxfordshire County Council BVPI GENERAL SURVEY TOPLINE

Q. No.	Base	Question	Response	2006/2007 %	2003/2004 %	2000/2001 %
SECTION 1						

Oxfordshire County Council BVPI GENERAL SURVEY TOPLINE

Q. No.	Base	Question	Response	2006/2007 %	2003/2004 %	2000/2001 %
SECTION 1: ABOUT YOUR LOCAL AREA						
Q1	*1025*	**Thinking generally, which of the things below would you say are <u>most important</u> in making somewhere a good place to live?**	The level of crime	61	62	
			Health services	47	52	
			Affordable decent housing	39	38	
			Clean streets	35	28	
			Education provision	35	30	
			Public transport	29	27	
			The level of traffic congestion	27	26	
			Parks and open spaces	26	22	
			Shopping facilities	25	27	
			Access to nature	23	23	
			Job prospects	19	19	
			Activities for teenagers	17	18	
			The level of pollution	15	15	
			Wage levels & local cost of living	15	13	
			Road and pavement repairs	14	19	
			Sports & leisure facilities	13	14	
			Cultural facilities	12	18	
			Facilities for young children	12	10	
			Community activities	11	11	
			Race relations	3	2	
			Other	1	3	
Q2	*1034*	**And thinking about this local area, which of the things below, if any, do you think <u>most need improving</u>?**	The level of traffic congestion	47	37	
			Activities for teenagers	43	33	
			Road and pavement repairs	39	42	
			Affordable decent housing	37	43	
			Public transport	26	27	
			The level of crime	25	32	
			Clean streets	21	23	
			Cultural facilities	18	22	
			Wage levels & local cost of living	18	21	
			Shopping facilities	17	21	
			Health services	15	20	
			Sports & leisure facilities	15	18	
			Facilities for young children	14	11	
			The level of pollution	13	9	
			Community activities	12	9	
			Job prospects	10	7	
			Education provision	9	9	
			Parks and open spaces	8	7	
			Access to nature	4	3	
			Race relations	1	2	
			Other	6	7	
Q3	*1147*	**Overall, how satisfied or dissatisfied are you with your local area as a place to live?**	Very satisfied	22		
			Fairly satisfied	60		
			Neither satisfied nor dissatisfied	11		
			Fairly dissatisfied	6		
			Very dissatisfied	1		

* Where base sizes are under 30 raw numbers are provided (N) rather than percentages (%). These data should be treated with caution

Q4		**Thinking about this local area, how much of a problem do you think are…**				
	1043	parents not taking responsibility for the behaviour of their children	A very big problem	19		
			A fairly big problem	34		
			Not a very big problem	35		
			Not a problem at all	11		
	1055	…people not treating other people with respect and consideration	A very big problem	12		
			A fairly big problem	25		
			Not a very big problem	45		
			Not a problem at all	19		
	1052	...noisy neighbours or loud parties	A very big problem	5	6	
			A fairly big problem	10	13	
			Not a very big problem	40	42	
			Not a problem at all	45	40	
	1058	…teenagers hanging around on the streets	A very big problem	18	18	
			A fairly big problem	31	34	
			Not a very big problem	38	34	
			Not a problem at all	13	14	
	1084	…rubbish and litter lying around	A very big problem	13	17	
			A fairly big problem	28	31	
			Not a very big problem	45	41	
			Not a problem at all	14	11	
	1011	…people being drunk or rowdy in public spaces	A very big problem	9	15	
			A fairly big problem	23	31	
			Not a very big problem	41	37	
			Not a problem at all	27	17	
	985	…abandoned or burnt out cars	A very big problem	4	12	
			A fairly big problem	7	26	
			Not a very big problem	32	40	
			Not a problem at all	57	22	
	1039	…vandalism, graffiti and other deliberate damage to property or vehicles	A very big problem	10	21	
			A fairly big problem	23	35	
			Not a very big problem	41	33	
			Not a problem at all	26	11	
	825	…people using or dealing drugs	A very big problem	13	26	
			A fairly big problem	22	32	
			Not a very big problem	35	26	
			Not a problem at all	30	17	
Q5	928	**To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?**	Definitely agree	14		
			Tend to agree	59		
			Tend to disagree	10		
			Definitely disagree	3		
			Too few people in local area	7		
			All the same background	7		
Q6	1160	**To what extent do you agree or disagree that this local area is a place where residents respect ethnic differences between people?**	Definitely agree	8		
			Tend to agree	44		
			Tend to disagree	10		
			Definitely disagree	2		
			Too few in local area	8		
			All the same background	7		
			Don't know	21		

* Where base sizes are under 30 raw numbers are provided (N) rather than percentages (%). These data should be treated with caution

		SECTION 2: YOUR LOCAL AUTHORITY				
Q7		**Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service, which we provide.**				
	894	The location of the site	Very satisfied	38	36	30
			Fairly satisfied	45	47	50
			Neither satisfied nor dissatisfied	7	8	10
			Fairly dissatisfied	7	5	6
			Very dissatisfied	3	5	3
	870	The opening hours of the site	Very satisfied	34	32	27
			Fairly satisfied	51	51	50
			Neither satisfied nor dissatisfied	7	6	14
			Fairly dissatisfied	6	8	7
			Very dissatisfied	3	2	1
	860	The recycling facilities at the site	Very satisfied	42	39	31
			Fairly satisfied	46	47	49
			Neither satisfied nor dissatisfied	8	9	11
			Fairly dissatisfied	3	4	7
			Very dissatisfied	1	1	1
	864	How clean the site is	Very satisfied	36	34	26
			Fairly satisfied	50	49	44
			Neither satisfied nor dissatisfied	9	13	20
			Fairly dissatisfied	3	2	7
			Very dissatisfied	1	2	2
	809	How helpful the staff are	Very satisfied	37	34	22
			Fairly satisfied	38	36	35
			Neither satisfied nor dissatisfied	19	20	34
			Fairly dissatisfied	3	6	7
			Very dissatisfied	2	4	3
	863	How "user-friendly" the site is (the ability to deposit your waste easily)	Very satisfied	31	30	26
			Fairly satisfied	50	49	44
			Neither satisfied nor dissatisfied	10	9	19
			Fairly dissatisfied	7	8	9
			Very dissatisfied	2	5	3
	873	The local tip/household waste recycling site overall	Very satisfied	31	29	21
			Fairly satisfied	52	55	53
			Neither satisfied nor dissatisfied	11	9	19
			Fairly dissatisfied	5	4	4
			Very dissatisfied	2	3	2
		Public transport information				
Q8		**Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide.**				
	819	The amount of information	Very satisfied	9	11	12
			Fairly satisfied	48	45	40
			Neither satisfied nor dissatisfied	25	22	26
			Fairly dissatisfied	13	15	16
			Very dissatisfied	4	8	6
	769	The accuracy of the information	Very satisfied	8	10	11
			Fairly satisfied	51	44	39
			Neither satisfied nor dissatisfied	28	28	35
			Fairly dissatisfied	8	11	11
			Very dissatisfied	5	6	4
	868	The provision of public transport information overall	Very satisfied	7	9	11
			Fairly satisfied	43	41	35
			Neither satisfied nor dissatisfied	27	25	31
			Fairly dissatisfied	13	15	15
			Very dissatisfied	9	11	8

* Where base sizes are under 30 raw numbers are provided (N) rather than percentages (%). These data should be treated with caution

Q9	918	**Have you received or seen any of the information provided on local transport services, in the last 12 months?**	Yes	42	46	50
			No	58	54	50

Local bus service						
Q10		**Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service.**				
	891	The frequency of buses	Very satisfied	21	21	21
			Fairly satisfied	46	41	36
			Neither satisfied nor dissatisfied	11	14	16
			Fairly dissatisfied	13	13	18
			Very dissatisfied	8	12	9
	874	The number of bus stops	Very satisfied	26	28	24
			Fairly satisfied	52	48	42
			Neither satisfied nor dissatisfied	15	13	20
			Fairly dissatisfied	4	7	8
			Very dissatisfied	3	4	6
	873	The state of the bus stops	Very satisfied	12	12	12
			Fairly satisfied	53	50	37
			Neither satisfied nor dissatisfied	19	17	25
			Fairly dissatisfied	11	15	16
			Very dissatisfied	5	6	9
	817	Whether buses arrive on time	Very satisfied	8	10	12
			Fairly satisfied	52	47	36
			Neither satisfied nor dissatisfied	23	20	26
			Fairly dissatisfied	13	15	15
			Very dissatisfied	4	7	11
	850	How easy buses are to get on and off	Very satisfied	26	23	
			Fairly satisfied	54	58	
			Neither satisfied nor dissatisfied	13	11	
			Fairly dissatisfied	4	5	
			Very dissatisfied	2	3	
	903	The local bus service overall	Very satisfied	14	15	15
			Fairly satisfied	50	40	36
			Neither satisfied nor dissatisfied	18	22	24
			Fairly dissatisfied	10	13	14
			Very dissatisfied	7	10	10
Q11	1149	**How frequently, if at all, do you use the local bus service?**	Almost every day	8	11	10
			At least once a week	21	17	21
			About once a month	17	19	20
			Within the last 6 months	13	15	12
			Within the last year	8	7	7
			Longer ago	8	10	10
			Never used	24	21	20

Cultural and recreational activities and venues						
Q12		**Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Oxfordshire County**				
	1101	Sports/leisure facilities and events	Very satisfied	14		
			Fairly satisfied	45		
			Neither satisfied nor dissatisfied	29		
			Fairly dissatisfied	9		
			Very dissatisfied	2		
	1119	Libraries	Very satisfied	27	30	27
			Fairly satisfied	45	39	39
			Neither satisfied nor dissatisfied	24	26	28
			Fairly dissatisfied	4	4	4
			Very dissatisfied	1	1	2

* Where base sizes are under 30 raw numbers are provided (N) rather than percentages (%). These data should be treated with caution

	1080	Museums and galleries	Very satisfied	17	23	19
			Fairly satisfied	36	35	30
			Neither satisfied nor dissatisfied	39	39	49
			Fairly dissatisfied	6	2	2
			Very dissatisfied	2	1	1
	1071	Theatres/Concert halls	Very satisfied	13		
			Fairly satisfied	36		
			Neither satisfied nor dissatisfied	36		
			Fairly dissatisfied	9		
			Very dissatisfied	6		
	1116	Parks and open spaces	Very satisfied	22		
			Fairly satisfied	52		
			Neither satisfied nor dissatisfied	16		
			Fairly dissatisfied	7		
			Very dissatisfied	2		
Q13		**Please indicate how frequently you have used the following cultural and recreational services provided or supported by Oxfordshire County Council in the last 12 months**				
	1043	Sports/leisure facilities and events	Almost every day	3		
			At least once a week	22		
			About once a month	17		
			Within the last 6 months	15		
			Within the last year	11		
			Longer ago	15		
			Never used	17		
	1103	Libraries	Almost every day	1	*	*
			At least once a week	14	11	12
			About once a month	24	22	21
			Within the last 6 months	14	12	16
			Within the last year	10	10	8
			Longer ago	19	20	17
			Never used	19	24	25
	1022	Museums and galleries	Almost every day	*	*	*
			At least once a week	2	1	1
			About once a month	11	8	3
			Within the last 6 months	28	22	16
			Within the last year	17	17	16
			Longer ago	19	23	25
			Never used	23	29	38
	995	Theatres/Concert halls	Almost every day	-		
			At least once a week	2		
			About once a month	9		
			Within the last 6 months	27		
			Within the last year	22		
			Longer ago	18		
			Never used	21		
	1091	Parks and open spaces	Almost every day	16		
			At least once a week	29		
			About once a month	20		
			Within the last 6 months	15		
			Within the last year	8		
			Longer ago	6		
			Never used	6		

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Q14		**For each of the following services provided by Oxfordshire County Council, do you think the service has got better or worse over the last three years, or has it stayed the same?** Local tips/Household waste recycling				
	963	Local tips/ household waste recycling centres	Better	50	42	
			Stayed the same	45	51	
			Worse	6	7	
	746	Local transport information	Better	17	11	
			Stayed the same	71	72	
			Worse	12	17	
	806	Local bus service	Better	19	19	
			Stayed the same	64	57	
			Worse	17	24	
	750	Sport/leisure facilities	Better	27		
			Stayed the same	64		
			Worse	9		
	770	Libraries	Better	16	24	
			Stayed the same	80	71	
			Worse	4	4	
	593	Museums/galleries	Better	10	18	
			Stayed the same	86	80	
			Worse	3	2	
	628	Theatres/concert halls	Better	6		
			Stayed the same	89		
			Worse	5		
	904	Parks and open spaces	Better	14		
			Stayed the same	78		
			Worse	8		
		Other services				
Q15		**Please indicate how satisfied or dissatisfied you are overall with the following services provided by Oxfordshire County Council.**				
	1096	Housing services	Very satisfied	3		
			Fairly satisfied	16		
			Neither satisfied nor dissatisfied	74		
			Fairly dissatisfied	4		
			Very dissatisfied	2		
	1091	Planning services	Very satisfied	3	6	6
			Fairly satisfied	22	22	26
			Neither satisfied nor dissatisfied	63	62	54
			Fairly dissatisfied	7	5	10
			Very dissatisfied	5	5	4
	1091	Personal social services	Very satisfied	3	6	8
			Fairly satisfied	14	22	25
			Neither satisfied nor dissatisfied	76	64	60
			Fairly dissatisfied	4	5	5
			Very dissatisfied	2	3	2
	1097	Fire and rescue service	Very satisfied	19	24	37
			Fairly satisfied	25	31	35
			Neither satisfied nor dissatisfied	55	44	27
			Fairly dissatisfied	1	1	1
			Very dissatisfied	1	*	*
	1091	Local authority education service	Very satisfied	6	12	12
			Fairly satisfied	30	35	36
			Neither satisfied nor dissatisfied	55	45	40
			Fairly dissatisfied	6	5	8
			Very dissatisfied	2	2	4

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Q16	1207	**Please indicate whether you or any other member of your family have used any of the following services provided by Oxfordshire County Council in the last 12 months.**	Housing services	11	19	0
			Planning services	14	13	9
			Personal social services	8	9	7
			Fire and rescue service	5	3	19
			Local authority education services	23	25	
Q17	1162	**Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?**	Very satisfied	4	4	5
			Fairly satisfied	46	44	55
			Neither satisfied nor dissatisfied	40	35	28
			Fairly dissatisfied	8	13	11
			Very dissatisfied	2	4	1
SECTION 3: INFORMATION ABOUT YOUR COUNCIL AND ITS SERVICES						
Q18		**How well informed do you feel about each of the following?**				
	1090	How to pay bills to the council	Very well informed	33		
			Fairly well informed	58		
			Not very well informed	6		
			Not well informed at all	2		
	1110	How and where to register to vote	Very well informed	41		
			Fairly well informed	50		
			Not very well informed	7		
			Not well informed at all	2		
	970	How you can get involved in local decision making	Very well informed	7		
			Fairly well informed	35		
			Not very well informed	42		
			Not well informed at all	16		
	1021	How to complain to the council	Very well informed	10		
			Fairly well informed	37		
			Not very well informed	36		
			Not well informed at all	17		
	1045	What the council spends its money on	Very well informed	11		
			Fairly well informed	49		
			Not very well informed	24		
			Not well informed at all	15		
	1008	What standard of service you should expect from the council	Very well informed	10		
			Fairly well informed	38		
			Not very well informed	39		
			Not well informed at all	13		
	952	Whether the council is delivering on its promises	Very well informed	5		
			Fairly well informed	28		
			Not very well informed	45		
			Not well informed at all	22		
	928	What the council is doing to tackle anti-social behaviour in your local area	Very well informed	3		
			Fairly well informed	17		
			Not very well informed	46		
			Not well informed at all	35		
	931	How well the council is performing	Very well informed	5		
			Fairly well informed	28		
			Not very well informed	47		
			Not well informed at all	20		
	1049	Overall, how well informed do you think your council keeps residents about the services and benefits it provides	Very well informed	5	6	
			Fairly well informed	39	44	
			Not very well informed	40	31	
			Not well informed at all	17	20	

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Q19	1021	How do you find out about Oxfordshire County Council? Please tick the MAIN source you use from the list below.	Local media (newspapers, television, radio)	24		
			Information provided by the council (newspaper/magazine, leaflets, posters)	36		
			Council website/internet	22		
			From local councillor	1		
			Direct contact with the council	4		
			Word of mouth (eg family or friends)	8		
			Other source	3		
			None of the above	2		
Q20	1176	How well informed do you feel about local events and activities that affect you as residents?	Very well	5		
			Fairly well	43		
			Not very well	34		
			Not well at all	11		
			Don't know	7		
SECTION 4: CONTACTING YOUR COUNCIL						

SECTION 4: CONTACTING YOUR COUNCIL
Making a complaint

Q21	1141	Have you contacted the authority with a complaint(s) in the last 12 months?	Yes	14	13	14
			No	86	87	86
Q23	166	How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?	Very satisfied	21	9	17
			Fairly satisfied	16	11	14
			Neither satisfied nor dissatisfied	17	17	14
			Fairly dissatisfied	19	22	26
			Very dissatisfied	27	41	29

Contacting your Council for other reasons

Q24	629	Which of these describes the reasons why you made YOUR MOST RECENT contact with the council?	Reported an issue or problem	28		
			Asked for advice/information	39		
			Applied to use a service	28		
			Any other reason	13		
Q25	710	How were you in contact with the council?	In person	21		
			By telephone	67		
			By e-mail	9		
			Via a website/ Internet	8		
			By letter	16		
			Other method	3		
Q26		Still thinking about your most recent contact with the council, please indicate how satisfied or dissatisfied you were with each aspect of the service you received. If any aspect does not apply to your particular experience, please tick not applicable.				
	629	How easy it was to find the right person to deal with	Very satisfied	25		
			Fairly satisfied	44		
			Neither satisfied nor dissatisfied	11		
			Fairly dissatisfied	12		
			Very dissatisfied	8		
	614	The length of time it took to deal with the person you contacted	Very satisfied	28		
			Fairly satisfied	39		
			Neither satisfied nor dissatisfied	12		
			Fairly dissatisfied	13		
			Very dissatisfied	8		

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	610	Any information you were given	Very satisfied	27		
			Fairly satisfied	42		
			Neither satisfied nor dissatisfied	15		
			Fairly dissatisfied	8		
			Very dissatisfied	8		
	607	How competent the staff were	Very satisfied	30		
			Fairly satisfied	42		
			Neither satisfied nor dissatisfied	15		
			Fairly dissatisfied	7		
			Very dissatisfied	6		
	616	How helpful the staff were	Very satisfied	33		
			Fairly satisfied	41		
			Neither satisfied nor dissatisfied	12		
			Fairly dissatisfied	8		
			Very dissatisfied	6		
	607	The final outcome	Very satisfied	30		
			Fairly satisfied	32		
			Neither satisfied nor dissatisfied	13		
			Fairly dissatisfied	12		
			Very dissatisfied	13		
SECTION 5: LOCAL DECISION MAKING						
Q27	853	**Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by your council?**	Very satisfied	4		
			Fairly satisfied	22		
			Neither satisfied nor dissatisfied	52		
			Fairly dissatisfied	14		
			Very dissatisfied	8		
Q28	870	**Do you agree or disagree that you can influence decisions affecting your local area?**	Definitely agree	3		
			Tend to agree	29		
			Tend to disagree	46		
			Definitely disagree	22		
Q29	1081	**Generally speaking, would you like to be more involved in the decisions your council makes that affect your local area?**	Yes	23		
			No	13		
			Depends on the issue	64		
SECTION 6: HOW YOUR COUNCIL PERFORMS OVERALL						
Q30		**Here are some things that other people have said about their council. To what extent do you think that these statements apply to your local council? Oxfordshire County Council**				
	1018	…is making the local area a better place to live	A great deal	7		
			To some extent	63		
			Not very much	26		
			Not at all	4		
	953	…is working to make the area safer	A great deal	7		
			To some extent	53		
			Not very much	31		
			Not at all	9		
	1008	…is working to make the area cleaner and greener	A great deal	13		
			To some extent	57		
			Not very much	24		
			Not at all	7		
	987	…has improved town centres in the local area.	A great deal	11		
			To some extent	42		
			Not very much	34		
			Not at all	13		

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	747	…is efficient and well run	A great deal	4		
			To some extent	45		
			Not very much	37		
			Not at all	14		
	801	…provides good value for money	A great deal	3		
			To some extent	39		
			Not very much	36		
			Not at all	22		
	683	...spends its money wisely	A great deal	2		
			To some extent	34		
			Not very much	39		
			Not at all	26		
	650	…is trustworthy	A great deal	6		
			To some extent	53		
			Not very much	24		
			Not at all	16		
	865	…is remote and impersonal	A great deal	12		
			To some extent	47		
			Not very much	29		
			Not at all	12		
	846	...involves residents when making decisions.	A great deal	2		
			To some extent	37		
			Not very much	44		
			Not at all	17		
	826	…promotes the interests of local residents	A great deal	2		
			To some extent	41		
			Not very much	43		
			Not at all	14		
	841	...listens to concerns of local residents.	A great deal	3		
			To some extent	43		
			Not very much	40		
			Not at all	14		
	785	…acts on the concerns of local residents	A great deal	2		
			To some extent	37		
			Not very much	45		
			Not at all	16		
	583	...works well with other agencies to provide services.	A great deal	6		
			To some extent	54		
			Not very much	32		
			Not at all	8		
	618	…treats all types of people fairly	A great deal	19		
			To some extent	53		
			Not very much	17		
			Not at all	12		
	583	...keeps its promises.	A great deal	4		
			To some extent	50		
			Not very much	36		
			Not at all	10		
	852	...does enough for people like me.	A great deal	5		
			To some extent	45		
			Not very much	33		
			Not at all	17		
Q31	892	**Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?**	Better	12	11	
			Stayed the same	72	60	
			Worse	16	29	

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		SECTION 8: COMMUNITY				
Q32	*555*	**In a typical week, how many hours, if any, would you say you spend doing voluntary (unpaid) activities in the county?**	Less than two hours per week	15		
			Two hours or more	21		
			None	61		
			Don't know / can't recall	3		
Q33	*938*	**Are you helping in an unpaid capacity to look after someone (for example relative, a friend, or a neighbour) who needs support to live in the community because of disability, mental or physical illness, or problems associated with old age?**	Yes	5		
			No	95		
Q34	*225*	**Are you caring for someone or some people aged under 18/ 18-64/ 65 and over?**	Under 18	20		
			18 - 64	14		
			65 and over	65		
		SECTION 9: COMMUNITY SAFETY				
Q35	*1164*	**Overall, how safe or unsafe do you feel when outside in you local area after dark?**	Very safe	10		
			Fairly safe	43		
			Neither safe or unsafe	19		
			Fairly unsafe	21		
			Very unsafe	6		
			Don't know	2		
Q36	*1181*	**Overall, how safe or unsafe do you feel when outside in you local area during the day?**	Very safe	39		
			Fairly safe	48		
			Neither safe or unsafe	9		
			Fairly unsafe	3		
			Very unsafe	1		
			Don't know	1		
		SECTION 7: ABOUT YOURSELF				
Q37	*1184*	**Are you male or female?**	Male	49	48	48
			Female	51	52	52
Q38	*1159*	**What was your age on your last birthday?**	18-24	4	3	13
			25-34	25	29	21
			35-44	17	16	19
			45-54	20	20	15
			55-64	15	13	11
			65-69	5	6	5
			70-74	4	5	6
			75+	9	8	10
Q39	*1172*	**How long have you/your household been living in your current accommodation?**	Under 1 year	12	9	
			1-2 years	13	15	
			3-5 years	21	19	
			6-10 years	16	15	
			11-20 years	18	19	
			21+ years	20	23	
Q40	*1172*	**How long have you/your household been living in this area?**	Under 1 year	4	4	
			1-2 years	7	7	
			3-5 years	16	13	
			6-10 years	14	13	
			11-20 years	15	19	
			21+ years	44	44	
Q41	*1171*	**In which of these ways does your household occupy your current accommodation?**	Owned outright	31	31	
			Buying on mortgage	45	49	
			Rent from council	3	3	
			Rent from Housing Association/ Trust	6	5	
			Rented from private landlord	11	10	
			Other	3	2	

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Q42	1158	How many adults aged 18 or over are living here?	One	15	16	
			Two	63	60	
			Three	12	14	
			Four	8	7	
			Five	2	2	
			More than five	-	0	
Q43	1131	Which of these activities best describes what you are doing at present?	Employee in full-time job (30 hours plus per wk)	45	45	44
			Employee in part-time job (under 30 hours per week)	11	12	11
			Self employed full or part-time	11	11	8
			On a government supported training programme (eg Modern Apprenticeship/ Training for Work)	-	*	0
			Full-time education at school, college or university	2	2	6
			Unemployed and available for work	1	1	1
			Permanently sick/disabled	2	3	3
			Wholly retired from work	18	19	18
			Looking after the home	8	7	9
			Doing something else	3	1	0
Q44	1146	Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)	Yes	17	19	20
			No	83	81	80
Q45	261	Does this illness or disability limit your activities in any way?	Yes	67	68	67
			No	33	32	33
Q46	1178	To which of these groups do you consider you belong to?	White	95	95	98
			British	88	91	94
			Irish	*	1	1
			Any other White background	6	3	3
			Black or Black British	1	1	*
			Caribbean	*	1	*
			African	*	*	0
			Any other Black background	-	0	0
			Mixed	1	1	1
			White & Black Caribbean	-	*	*
			White & Black African	*	0	*
			White & Asian	1	*	*
			Any other Mixed background	-	1	*
			Asian or Asian British	2	2	1
			Indian	*	0	*
			Pakistani	-	1	*
			Bangladeshi	-	1	*
			Any other Asian background	1	*	*
			Chinese and Other ethnic groups	1	1	*
			Chinese	1	1	*
			Other ethnic group	*	*	*

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