



Best Value User Satisfaction Survey 2006/07: Consultation

Response from:
(Name & organisation)

Copeland Borough Council

This pro-forma is divided into the following sections:

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

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



SECTION ONE: QUESTIONS USED FOR CALCULATING BVPI3

General Survey

BV 3	Agree to the inclusion of an indicator on this subject? (Y/N)	Y	
The % of citizens satisfied with the overall service provided	Agree to the wording of this indicator? (Y/N)	Y	
Scope: Metropolitan authorities, London Boroughs, Unitary authorities, County councils, District councils, Council of the Isles of Scilly, Common Council of the City of London, Fire & Rescue Authorities in England.	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:			
BV 4	Agree to the inclusion of an indicator on this subject? (Y/N)	Y	
The % of complainants satisfied with the handling of their complaint	Agree to the wording of this indicator? (Y/N)	Y	
Scope: Metropolitan authorities, London Boroughs, Unitary authorities, County councils, District councils, Council of the Isles of Scilly, Common Council of the City of London	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:			
BV 89	Agree to the inclusion of an indicator on this subject? (Y/N)	Y	
The % of people satisfied with the cleanliness standard in their area	Agree to the wording of this indicator? (Y/N)	Y	
Scope: Metropolitan authorities, London Boroughs, Unitary authorities, District councils, Council of the Isles of Scilly, Common Council of the City of London	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:			
BV 90	Agree to the inclusion of an indicator on this subject? (Y/N)	Y	
The % of people satisfied with (a) household waste collection (b) waste recycling and (c) waste disposal	Agree to the wording of this indicator? (Y/N)	Y	
Scope: Metropolitan authorities, London Boroughs, Unitary authorities, County councils (part c only), District councils (parts a and b only), Council of the Isles of Scilly, Common Council of the City of London	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:			
BV 103	Agree to the inclusion of an indicator on this subject? (Y/N)	Y	
The % of respondents satisfied with local provision of public transport information	Agree to the wording of this indicator? (Y/N)	Y	
Scope: Metropolitan authorities, London Boroughs, Unitary authorities, County councils, Common Council of the City of London	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:			



General Survey (Cont'd)

BV 104	Agree to the inclusion of an indicator on this subject? (Y/N)	Y	
The % of all respondents satisfied with the local bus service	Agree to the wording of this indicator? (Y/N)	Y	
Scope: Metropolitan authorities, London Boroughs, Unitary authorities, County councils, Common Council of the City of London	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:			
BV 119	Agree to the inclusion of an indicator on this subject? (Y/N)	Y	
The % of residents satisfied with the Local Authority cultural services: (a) sports and leisure facilities (b) libraries (c) museums (d) arts activities and venues (e) parks and open spaces	Agree to the wording of this indicator? (Y/N)	Y	
Scope: Metropolitan authorities, London Boroughs, Unitary authorities, County councils (excluding BV119c), Common Council of the City of London, District councils (excluding BV119b)	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:			

Benefits survey

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

Planning Survey

BV 111	Agree to the inclusion of an indicator on this subject? (Y/N)	Y	
The % of applicants satisfied with the service received	Agree to the wording of this indicator? (Y/N)	Y	
Scope: Metropolitan authorities, London Boroughs, Unitary authorities, Council of the Isles of Scilly, County councils, District councils, National Park authorities, Broads Authority	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:			



Libraries Survey

BV 118	Agree to the inclusion of an indicator on this subject? (Y/N)	Y	
The % of library users who found the book/information they wanted or reserved it and were satisfied with that outcome.	Agree to the wording of this indicator? (Y/N)	Y	
Scope: To be undertaken as part of PLUS survey by Metropolitan authorities, London Boroughs, Unitary authorities, Council of the Isles of Scilly, County councils	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:			

Housing Survey

BV 74	Agree to the inclusion of an indicator on this subject? (Y/N)	Y	
Satisfaction of tenants of council housing with the overall service provided by their landlord: with results further broken down by i) black and ethnic minority and ii) non - black and ethnic minority tenants	Agree to the wording of this indicator? (Y/N)	Y	
Scope: Metropolitan authorities, London Boroughs, Unitary authorities, Council of the Isles of Scilly, District councils	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:			
BV 75	Agree to the inclusion of an indicator on this subject? (Y/N)	Y	
Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord: with results further broken down by i) black and ethnic minority and ii) non - black and ethnic minority tenants	Agree to the wording of this indicator? (Y/N)	Y	
Scope: Metropolitan authorities, London Boroughs, Unitary authorities, Council of the Isles of Scilly, District councils	Satisfied with the scope of this indicator? (Y/N)	Y	
Comment:			



SECTION TWO: OTHER QUESTIONS

How important is it to include the following new other questions in the General Household survey? [Questions coloured green in the questionnaire (Annex A)]

Please number the questions 1-5 in descending order of importance, i.e. 1 = most important, 5 = least important

	Rank (1 -5)	Very important	Important	Not very important	Not important at all
Information about your council and its services [Q21 - Q22]	2	X			
Contacting your council and customer care [Q27 - Q32]	1		X		
Local decision-making [Q33 - 35]	5		X		
How your council performs overall [Q36]	4	X			
Satisfaction with the local area [Q5]	3	X			

How important is it to include the following existing other questions in the General Household survey? [Questions coloured black in the questionnaire (Annex A)]

Please number the questions 1-4 in descending order of importance, i.e. 1 = most important, 7 = least important

	Rank (1 -7)	Very important	Important	Not very important	Not important at all
Quality of life in your local area	1	X			
Household waste collection	2	X			
Recycling facilities	3	X			
Public transport information and local bus service	5		X		
Cultural and recreational activities and venues	4		X		
Other services	7		X		
Demographic data	6		X		



Do you support the following proposed changes to the ordering of questions and descriptive information in the General Household survey?			
	Support	Do not support	No view
Bringing all quality of life/views about the local area questions together in Section 1 of the questionnaire?	X		
Moving the detailed description of local authority services to appear at the start of the Local Services Section (Section 2)?	X		
Bringing all the questions on the quality of local service together into Section 2 of the questionnaire?	X		
Moving BV3 [Q20] to the end of the Local Services Section (Section 2)?			X
Further comments on the ordering of questions:			

Are there any questions which do not contribute to the calculation of BVPIs which you would like to see deleted?		
Question Number	Question topic	Rationale for deletion



SECTION THREE: JOINT COUNTY & DISTRICT COUNCIL SURVEY

To what extent do you agree with the following statements relating to the operation of a joint county and district council General Household Survey?				
	Agree Strongly	Agree	Disagree	Disagree Strongly
It would be practical to run a joint county and district council survey		X		
It would be desirable to run a joint county and district council survey		X		
The sample questionnaire at Annex B would be a good model to use for a joint county and district council survey		X		
Comment:	Annex C (not B)			



SECTION FOUR: RESEARCH METHOD

	Yes	No
Should a single prescribed research method be specified for the 2006/07 Best Value User Satisfaction Survey?	X	
Should the single prescribed research method be by postal survey?		X
Should stratification continue to be allowed for the General Household Survey?	X	
Should clustering continue to be allowed for the General Household Survey?		X
Should a weighting factor be introduced for county council results to reflect the variable response rates amongst the district councils within their boundaries?	X	
Comment:		