

Customer satisfaction & perception

Annex 4

Ref code	Description	Directorate responsible	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	Improving? Declining? Stable?
BVPI 103	% of 'residents' satisfied with local provision of public transport information	City Strategy	76%	57%	55%	59%	54%	53%	Stable
BVPI 104	% of all respondents satisfied with the local bus service	City Strategy	66%	67%	67%	74%	71%	68%	Stable
BVPI 111	% of planning applicants satisfied with the service received	City Strategy	No survey	74%	No survey	No survey	81%	81%	Qualified but improving
VH 37	% of people satisfied with the condition of roads & pavements in York	City Strategy	43%	47%	51%	56%	51%	49%	Stable
BVPI 3	% of citizens satisfied with the overall service provided by their authority	Corporate	76%	59%	53%	50%	44%	51%	Improving
BVPI 4	% of complainants satisfied with the handling of their complaint	Corporate	No survey	30%	21%	24%	33%	30%	Declining
CC2	% of people feeling that York is a safe city in which to live	Corporate	48%	49%	47%	51%	53%	56%	Stable
CG12	% of people who feel the Council keeps them informed	Corporate	63%	61%	53%	50%	54%	45%	Declining
CG13	% of people surveyed satisfied with the amount of information provided by the Council	Corporate	72%	63%	46%	46%	44%	38%	Declining
COLI 53	% of residents who feel that the Council takes their views into consideration when making decisions which affect them	Corporate	33%	32%	25%	29%	25%	27%	Stable
COLI 5	% of people satisfied with local area/ neighbourhood	Corporate	77%	72%	78%	73%	75%	81%	Improving
No code	% of people satisfied with the York area	Corporate	No survey	70%	81%	75%	74%	78%	Improving
BVPI 74a	Satisfaction of tenants of Council housing with the overall service provided by their landlord	Housing & Adult Social Care	89%	83.4%	80%	79%	80%	88%	Improving

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BVPI 74b	Satisfaction of tenants of Council housing with the overall service provided by their landlord (black & minority ethnic)	Housing & Adult Social Care	81%	79%	76.92%	100%*	67%	76%	Sample size too small to comment
BVPI 74c	Satisfaction of tenants of Council housing with the overall service provided by their landlord (non black & minority ethnic)	Housing & Adult Social Care	89%	84%	80.03%	78%	81%	88%	Improving
BVPI 75a	Satisfaction of tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord	Housing & Adult Social Care	58%	66%	71.56%	55%	57%	64%	Improving
BVPI 75b	Satisfaction with participation (Black & Ethnic Minorities)	Housing & Adult Social Care	44%	100%	57.14%	50%	33%	70%	Sample size too small to comment
BVPI 75c	Satisfaction with participation (non Black & Ethnic Minorities)	Housing & Adult Social Care	58%	66%	35%	55%	57%	63%	Improving
COLI 6	% of tenants satisfied with the maintenance of local open spaces	Housing & Adult Social Care	80%	84%	84%	77%	67%	No survey	N/A
BVPI 118a	Libraries: % of users reporting success in obtaining a specific book to borrow	LCCS	No survey	67.5%	No survey	No survey	86%	No Survey	N/A
BVPI 119a	% of residents satisfied with the cultural & recreational provision in the city - Sports and leisure	LCCS	56%	55%	44%	40%	41%	44%	Stable
BVPI 119b	% of residents satisfied with the cultural & recreational provision in the city - Libraries	LCCS	68%	70%	64%	66%	73%	73%	Stable
BVPI 119c	% of residents satisfied with the cultural & recreational provision in the city - Museums & Galleries	LCCS	72%	72%	62%	67%	76%	73%	Stable
BVPI 119d	% of residents satisfied with the cultural & recreational provision in the city - Theatres and concert halls	LCCS	71%	73%	65%	67%	68%	69%	Stable
BVPI 119e	% of residents satisfied with the cultural & recreational provision in the city - Parks and Open Spaces	LCCS	67%	77%	70%	76%	78%	75%	Stable
CYP7	% of residents satisfied with leisure activities for young people (measured through residents opinion survey)	LCCS	24%	18%	25%	29%	17%	21%	Improving
BVPI 118b	Libraries: % of adult library users reporting success in gaining information as a result of a search or enquiry	LCCS	75%	67.4%	No survey	No survey	86%	No survey	N/A

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BVPI 118c	Libraries: % of users who were satisfied with the overall library service	LCCS	No survey	92.4%	No survey	No survey	92%	No survey	N/A
BVPI 90b	% of people satisfied with waste recycling facilities	Neighbourhood Services	No survey	70%	62%	54%	75%	77%	Stable
BVPI 90c	% of people satisfied with waste disposal (Local tip)	Neighbourhood Services	No survey	69%	69%	67%	86%	85%	Stable
COLI 15	% of York residents concerned about vandalism	Neighbourhood Services	58%	68%	68%	45%	50%	45%	Improving
COLI 16	% York residents concerned about speeding cars and lorries	Neighbourhood Services	61%	69%	73%	62%	62%	60%	Stable
COLI 22	% of residents concerned about young people hanging around on the streets.	Neighbourhood Services	46%	61%	67%	53%	54%	53%	Stable
COLI 28	% of residents willing to report crime and anti-social behaviour.	Neighbourhood Services	60%	55%	57%	76%	70%	69%	Stable
COLI 29	% of people concerned about going out alone in York	Neighbourhood Services	34%	30%	27%	25%	26%	26%	Stable
COLI 30	% people concerned about leaving the house empty.	Neighbourhood Services	52%	60%	55%	44%	43%	40%	Stable
BVPI 89	% of people satisfied with cleanliness standards in their area (based on residents satisfied that the authority has kept the land clear of litter and rubbish)	Neighbourhood Services	47%	60%	63%	61%	71%	67%	Declining
BVPI 90a	% of people satisfied with household waste collection	Neighbourhood Services	78%	91%	87%	69%	72%	75%	Stable
E30 (CPA)	% of customers satisfied with Trading Standards	Neighbourhood Services	98%	96%	86%	91%	84%	86%	Improving
E31 (CPA)	% of businesses satisfied with Trading Standards	Neighbourhood Services	79%	85%	100%	97%	89%	100%	Improving
No code	% of people saying noisy neighbours are a problem	Neighbourhood Services	No survey	20%	17%	13%	14%	12%	Improving

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BVPI 80a	Benefits satisfaction survey - contact/access	Resources	No survey	76%	No survey	74%	68%	No survey	N/A
BVPI 80b	Benefits satisfaction survey - service in benefits office	Resources	No survey	71%	No survey	72%	72%	No survey	N/A
BVPI 80c	Benefits satisfaction survey - telephone service	Resources	No survey	56%	No survey	60%	58%	No survey	N/A
BVPI 80d	Benefits satisfaction survey - staff in benefits office	Resources	No survey	76%	No survey	74%	73%	No survey	N/A
BVPI 80e	Benefits satisfaction survey - clarity of forms	Resources	No survey	60%	No survey	58%	52%	No survey	N/A
BVPI 80f	Benefits satisfaction survey - time taken for decision	Resources	No survey	58%	No survey	53%	55%	No survey	N/A
BVPI 80g	Benefits satisfaction survey - overall satisfaction	Resources	No survey	71%	No survey	68%	64%	No survey	N/A