

What is the BVPI General Survey?

- The Best Value Performance Indicators Survey (BVPI) is a government requirement.
- The BVPI Survey is carried out every three years, usually around September time.
- The BVPI Survey is usually carried out via a postal survey.
- People to be surveyed are selected at random from the Postcode Address File (PAF)
- Selection process to include a mix of sexes, ages, ethnicity, disability, work status etc.
- The BVPI Survey requests that local authorities collect and report on a defined number of Best Value Performance Indicators that will reflect users perceptions of council services. The results are then collected and collated by the government so that Councils' performance can be compared.
- The BVPI's that North Hertfordshire District Council (NHDC) is required to report on as part of the General survey are as follows:

BVPI	Description
BV3 Corporate Health	The percentage of Citizens satisfied with the overall service provided by the authority
BV4 Corporate Health	The percentage of those making complaints satisfied with the handling of those complaints
BV89 Environment	Percentage of People satisfied with cleanliness standards
BV90 Waste	Percentage of respondents expressing satisfaction with: a) household waste management b) recycling facilities
BV119 Culture	The percentage of residents by targeted group satisfied with the local authorities cultural and recreational activities, including sports/leisure facilities, museums and galleries and parks and open spaces

Through the BVPI General Survey, NHDC is able to compare its performance against all of the other councils in England. In terms of benchmarking NHDC compares its performance with the 9 other Hertfordshire districts as well as our 15 nearest neighbours.

Hertfordshire Districts

Broxbourne, Dacorum, East Herts, Hertsmere, St Albans, Stevenage, Three Rivers, Watford and Welwyn Hatfield

Nearest Neighbours

Ashford, Braintree, Colchester, Dacorum, Epping Forest, Hertsmere, Maidstone, Rugby, Shrewsbury & Atcham, South Bedfordshire, Stroud, Taunton Deane, Test Valley, Tonbridge & Malling, Tunbridge Wells

NHDC compares itself against these 'nearest neighbours' as they are similar to us in many socio-economic indicators. Finally through the BVPI General Survey NHDC is able to find out if its performance is in the top quarter, second, third or bottom quartile. Top quartile means that a council is in the top quarter of all English councils, while bottom quartile means that a council is in the bottom quarter in terms of performance.

