

## BEST VALUE PERFORMANCE INDICATOR GENERAL SURVEY RESULTS 2006

The BVPI I Survey is a central Government required consultation exercise that is carried out every three years. The 2006 Survey is the third in the series following previous consultations in 2003 and 2000. The BVPI Survey is carried out using a postal questionnaire with the sample surveyed coming from the Postcode Address File (PAF) as provided by the Audit Commission. Fieldwork for the BVPI survey was carried out between September and December 2006. The target population for the survey was the adult population (18+). The required response rate for this survey was 1100 responses and to achieve this 3200 questionnaires were sent out. In total, 1532 usable completed questionnaires were returned, representing a response rate of 48%. The standard error for this exercise is +/- 2.5% at the 95% level of confidence. As with the 2003 BVPI General Survey all data was weighted to ensure that the data reflected the demographics of the population. This weighting was carried out by the Audit Commission's sub-contractors, Cobalt Sky. Data weighting was completed by June 2007.

TABLE 1 showing the percentage of respondents who are satisfied with each of the BV Indicators comparing 2003 and 2006

BV Indicator	2003%	2006%	% Increase /decrease
BV3 % Satisfied with the way the authority runs things	54%	54%	Stayed the same
BV4 % Satisfied with the handling of complaints	32%	32%	Stayed the same
BV89 % Satisfied that the authority has kept the land clear of litter and rubbish	62%	74%	12% increase
BV90a % satisfied with the waste collection service overall	89%	90%	1% increase
BV90b % satisfied with the provision of local waste recycling facilities	64%	71%	7% increase
BV119A % satisfied with sports and leisure facilities and events	51%	66%	15% increase
BV119B % Satisfied with libraries	71%	77%	6% increase
BV119C % Satisfied with museums and galleries	49%	52%	3% increase
BV119D % Satisfied with theatres and concert halls	46%	43%	3% decrease
BV119E % Satisfied with parks and open spaces	72%	75%	3% increase

TABLE 2 showing the percentage of respondents satisfied with each BV Indicator in 2006 compared with the other Hertfordshire Districts and our nearest neighbours in terms of audit.

The table below highlights NHDC performance in the 2006 BVPI Survey against the 10 BV Indicators. The table shows how performance compares with 2003 as well as against our nearest neighbours and the other districts in Hertfordshire. The table also shows the district councils average for each indicator. Finally the table shows whether North Hertfordshire District Council performance against the indicators was in the top, second, third or bottom quartiles when compared with all English councils. (When determining quartile placement the Audit Commission recommend that this is set against all councils in England and not just district councils.) 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.

Hertfordshire districts (*Broxbourne, Dacorum, East Herts, Hertsmere, St Albans, Stevenage, Three Rivers, Watford, Welwyn/Hatfield*)

Nearest neighbours (*Ashford, Braintree, Colchester, Dacorum, Epping Forest, Hertsmere, Maidstone, Rugby, Shrewsbury & Atcham, South Bedfordshire, Stroud, Taunton Dean, Test Valley, Tonbridge & Malling, Tunbridge Wells.*)

BV Indicator	2003 % Satisfied	2006 % Satisfied	Nearest Neighbour Ranking	Hertfordshire District Ranking	District Councils of England average	Quartile based on all England councils
BV3 Overall Satisfaction	54%	54%	9 <sup>th</sup> out of 16	6 <sup>th</sup> out of 10	54.6%	Second quartile
BV4 Satisfaction with complaint handling	32%	32%	9 <sup>th</sup> out of 16	Joint 8 <sup>th</sup> out of 10	34.8%	Third quartile
BV89 Satisfaction with cleanliness	62%	74%	Joint 3 <sup>rd</sup> out of 16	Joint 2 <sup>nd</sup> out of 10	69.3%	Top quartile
BV90A Waste Collection	89%	90%	1 <sup>st</sup> out of 16	1 <sup>st</sup> out of 10	78.9%	Top quartile
BV90B Waste Recycling (Local Facilities)	64%	71%	Joint 8 <sup>th</sup> out of 16	6 <sup>th</sup> out of 10	71.8%	Second quartile
BV119A Sports/leisure facilities	51%	66%	Joint 5 <sup>th</sup> out of 16	5 <sup>th</sup> out of 10	59.7%	Top quartile
BV119B Libraries	71%	77%	5 <sup>th</sup> out of 15	Joint 2 <sup>nd</sup> of 10	74.7%	Top quartile
BV119C Museums	49%	52%	6 <sup>th</sup> out of 16	3 <sup>rd</sup> out of 10	39.5%	Top quartile
BV119D Theatres/concert halls	46%	43%	6 <sup>th</sup> out of 16	5 <sup>th</sup> out of 10	39.3%	Second quartile
BV119E Parks and open spaces	72%	75%	10 <sup>th</sup> out of 16	8 <sup>th</sup> out of 10	73.3%	Second quartile

