

## How NHDC compared against the Hertfordshire districts and the nearest neighbours in the BVPI General Survey 2003.

The table below shows how NHDC compared with the Hertfordshire districts and our nearest neighbours in the 2003 BVPI General Survey. In terms of our nearest neighbours, the list is different to that used by the 2006 BVPI survey.

### Nearest Neighbours

Ashford, Maidstone, Mix Sussex, South Bedfordshire, Braintree, Tunbridge Wells, Colchester, Tonbridge & Malling, East Hampshire, West Wiltshire, Salisbury, Stroud, Warwick, Chelmsford, Rugby.

BVPI	% Satisfied	District Council Average	Ranking compared with other Hertfordshire Districts	Ranking compared with Nearest Neighbours	Top, second, third, bottom quartile
BV3 The percentage of citizens satisfied with the overall services provided by the authority	<b>54%</b>	<b>56%</b>	<b>9<sup>th</sup> out of 10 councils</b>	<b>13<sup>th</sup> out of 16 councils</b>	<b>Second quartile</b>
BV4 The percentage of those making complaints satisfied with the handling of those complaints	<b>32%</b>	<b>33%</b>	<b>6<sup>th</sup> out of 10 councils</b>	<b>13<sup>th</sup> out of 16 councils</b>	<b>Third quartile</b>
BV89 The percentage of people satisfied with the cleanliness standards in their area	<b>63%</b>	<b>63%</b>	<b>3<sup>rd</sup> out of 10 councils</b>	<b>7<sup>th</sup> out of 16 councils</b>	<b>Second quartile</b>
BV90A The percentage of people satisfied with household waste collection	<b>89%</b>	<b>86%</b>	<b>2<sup>nd</sup> out of 10 councils</b>	<b>4<sup>th</sup> out of 16 councils</b>	<b>Top quartile</b>
BV90B The percentage of people satisfied with waste recycling	<b>64%</b>	<b>71%</b>	<b>5<sup>th</sup> out of 9 councils</b>	<b>11<sup>th</sup> out of 16 councils</b>	<b>Third quartile</b>
BV119A The percentage of residents satisfied with sports & leisure facilities	<b>51%</b>	<b>55%</b>	<b>7<sup>th</sup> out of 9 councils</b>	<b>9<sup>th</sup> out of 16 councils</b>	<b>Third quartile</b>
BV119C The percentage of residents satisfied with museums	<b>49%</b>	<b>41%</b>	<b>1<sup>st</sup> out of 9 councils</b>	<b>4<sup>th</sup> out of 10 councils</b>	<b>Second quartile</b>
BV119E The percentage of residents satisfied with parks and open spaces	<b>72%</b>	<b>72%</b>	<b>7<sup>th</sup> out of 9 councils</b>	<b>9<sup>th</sup> out of 16 councils</b>	<b>Second quartile</b>