



## **Citizens' Panel Survey – October 2000**

### **Analysis of Results**

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## **Worcestershire County Council**

### **Citizens Panel October 2000 – Analysis of Results**

#### **Overview**

This is the third Citizens Panel Survey to be completed by Worcestershire County Council. In total 1853 self-completion questionnaires were sent to residents who had previously volunteered to be included on the panel which is intended to represent the views of the county's residents. At the time of analysis 1483 questionnaires had been returned, representing a very healthy response rate of 80%.

The survey itself covers local people's opinions of the various services provided by the County Council and any concerns that citizens may have.

The results presented in this report have been weighted in order to take into account differences between the population and the sample. Population figures have taken from the 1998 Mid-year estimates produced by the Office for National Statistics.

The findings from this survey will be used to:

- Help us improve the services we provide
- Compare your views of our performance with that of other councils
- Measure our performance over time from previous surveys

The Government has stated that this style of user satisfaction survey will be repeated every three years as a compulsory activity.

The analysis of the results within this report has been carried out in accordance with the guidelines provided by the DETR.

## **Notes**

### **Crosstabs analysis.**

Charts summarise responses in accordance with DETR guidelines. They are tables in which the responses to a question are compared to responses from other questions, or information on the type of respondent e.g. measuring the level of satisfaction between ethnic groups.

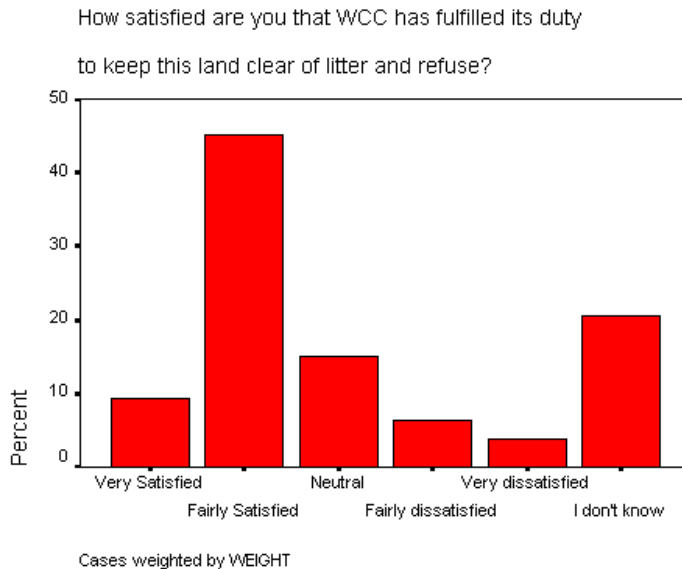
**Freq.** = Frequency, number of people.

**Confidence Interval** – is a measure of confidence in the achieved results, the 95% confidence limit has been used.

*E.g. a confidence Interval of 1.2 means that we can be 95% sure that the calculated level of satisfaction lies within 1.2% +/- of the panel result. Therefore the smaller the confidence Interval the more accurate the result.*

## A. THE DUTY TO KEEP RELEVANT LAND CLEAR OF LITTER AND REFUSE

### 1. How satisfied or dissatisfied are you that Worcestershire County Council has fulfilled its duty to keep this land clear of litter and refuse?



All respondents were asked to state their overall level of satisfaction in response to the above question. Majority of respondents, **45% said that they were fairly satisfied with the Council's efforts at keeping the land clear of litter.**

### Crosstabs Analysis

#### **BVPI89 LITTER - Satisfaction with Standards of Cleanliness. Excluding Don't know responses**

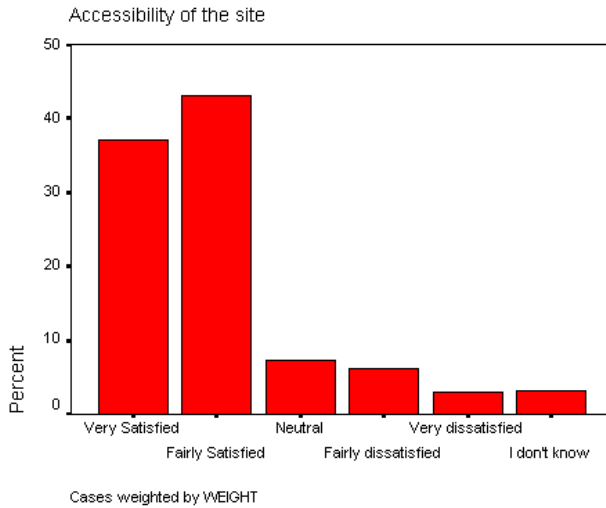
Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
11.7	134	56.8	649	68.5	18.8	215	7.9	90	4.7	54	12.6

Confidence Interval for Total Satisfied and Total Dissatisfied = 1.7039%  
 Total Respondents = 1142

## B. CIVIC AMENITY SITES

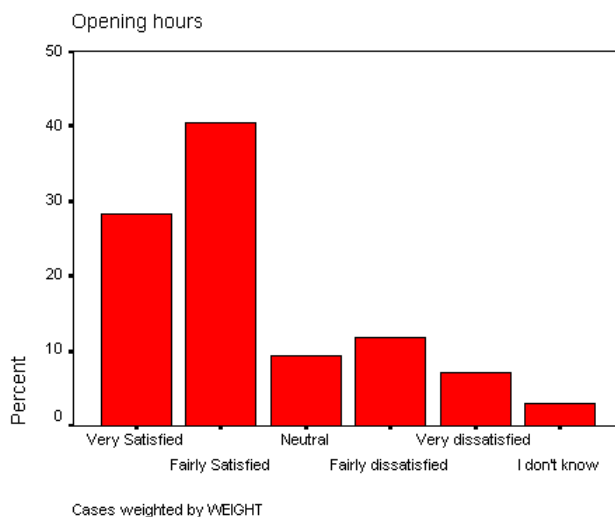
Respondents were asked to state their level of satisfaction with regard to a number of issues related to Civic Amenity Sites in the county.

### 1. Accessibility of the Site



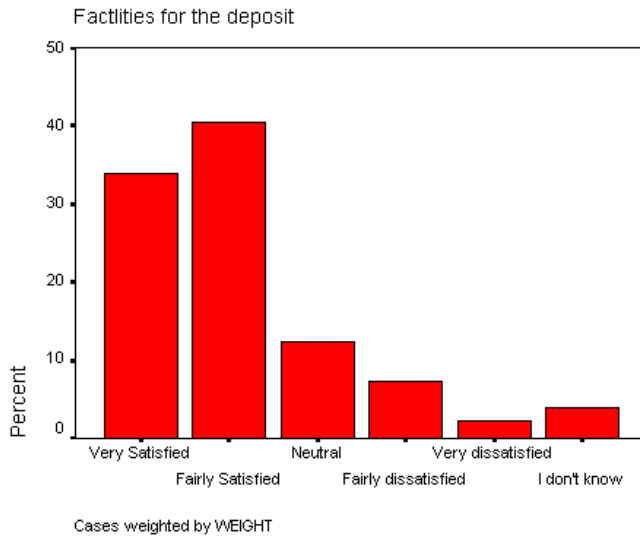
Majority of respondents are Satisfied with the accessibility of the Civic Amenity Sites. **Three percent said they were Very Dissatisfied.**

### 2. Opening Hours



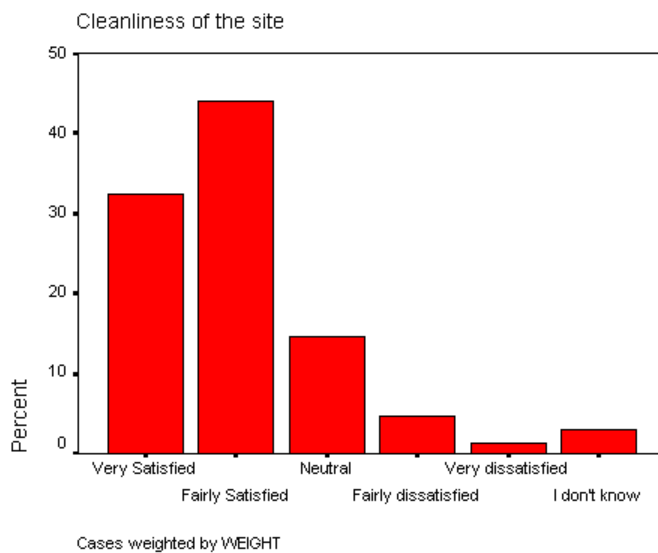
Most people are Fairly Satisfied with the opening hours of the Civic Amenity sites. **Twenty-eight said they were Very Satisfied and 41% Fairly Satisfied.** Twelve percent (149 people) said they were Fairly dissatisfied with the opening hours.

### 3. Facilities for the deposit



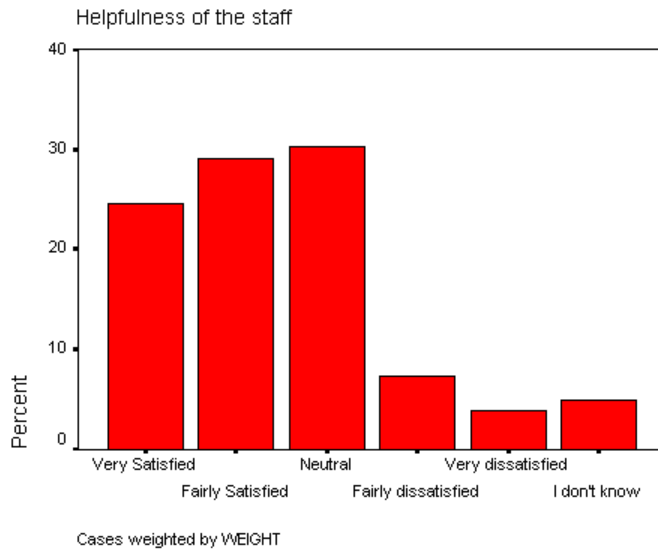
Overall respondents are Satisfied with the facilities for the deposit at the Civic Amenity sites. **Thirty-four percent said they were Very Satisfied and 41% said Fairly Satisfied.**

### 4. Cleanliness of the Site



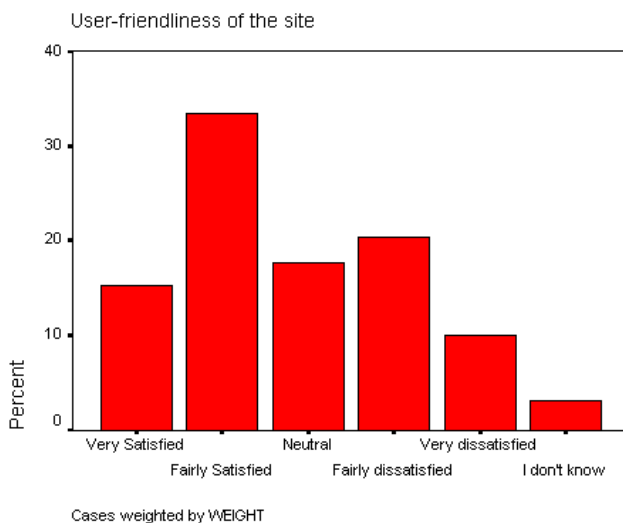
Results show that overall respondents are Satisfied with the cleanliness of the civic amenity sites. **A total of 974 people said they were satisfied to some degree.** Six percent of respondents said they were generally dissatisfied.

## 5. Helpfulness of the staff



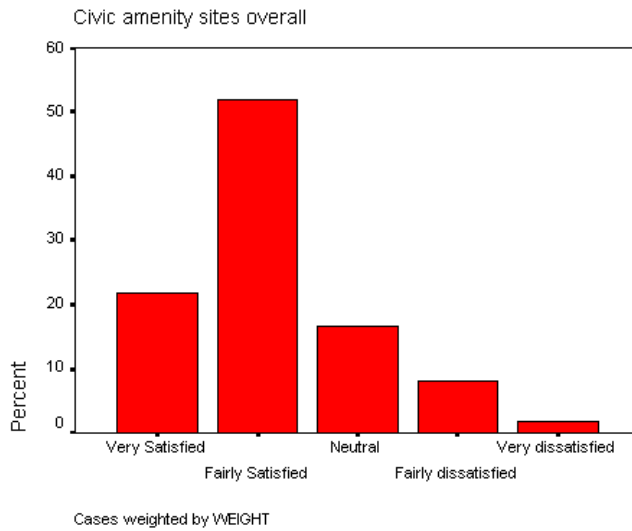
Twenty-five percent of respondents stated that they were Very Satisfied with the Helpfulness of the site staff. Twenty-nine percent said they were Fairly Satisfied and 30% Neutral. **A total of 140 people said they were dissatisfied to some degree.**

## 5. User-friendliness of the site



Majority of respondents said they were Fairly Satisfied, 33% responded this way. Fifteen percent (195 people) said they were Very Satisfied with the user-friendliness of the site. Thirty percent of respondents said they were Dissatisfied to some degree, **10% of which were Very Dissatisfied.**

## 6. Civic Amenity sites overall



**Just over 50% of respondents said they were Fairly Satisfied with Civic Amenity Sites overall.** Twenty-two percent said they were Very Satisfied. Ten percent of those who answered this question said they were Dissatisfied to some degree with Civic Amenity sites.

### Crosstabs Analysis

#### BVPI90 WASTE - Satisfaction with Civic Amenity Sites

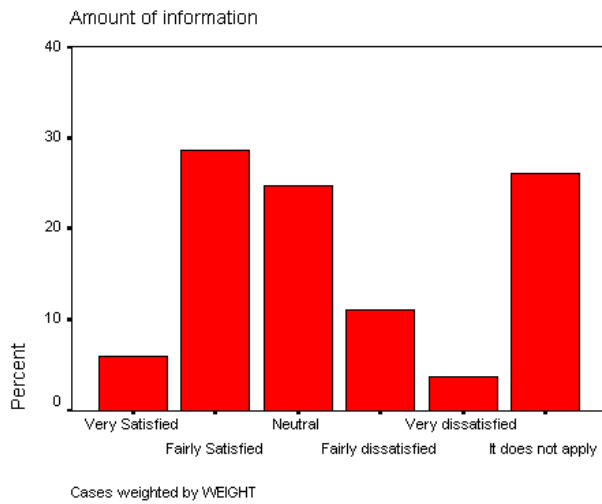
Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
21.7	268	51.8	639	73.5	16.6	204	8.1	100	1.8	22	9.9

Confidence Interval for Total Satisfied and Total Dissatisfied = 1.5057  
 Total Respondents = 1233

### C. PUBLIC TRNSPORT INFORMATION

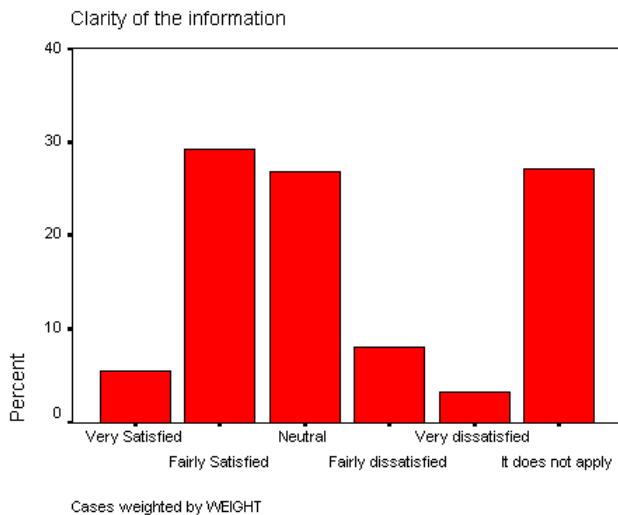
1. Respondents were asked to state whether their level of satisfaction with a number of public transport elements.

a. The amount of Information



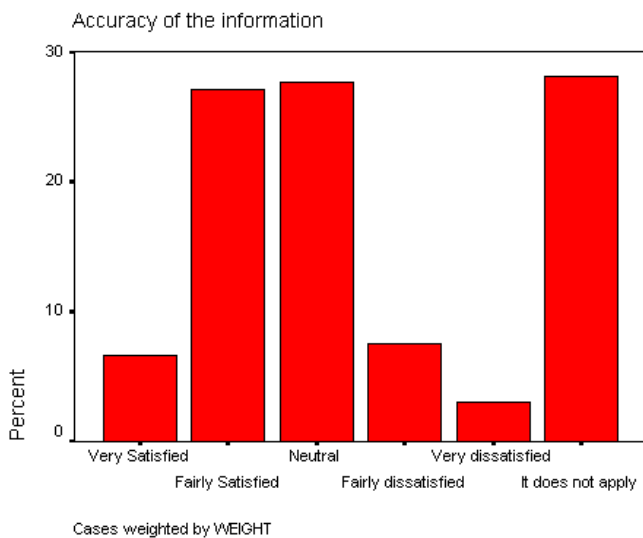
**Generally people appear to be Fairly Satisfied (29%) with the amount of public transport information provided by the County Council.** Six percent (79 people) said they were Very Satisfied and 25% Neutral. A total of 199 people said they were Dissatisfied to some degree with the amount of information on public transport.

**b. Clarity of the Information**



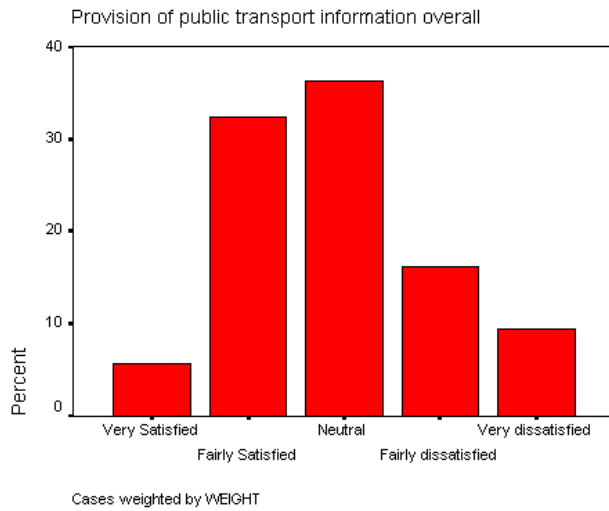
Majority of respondents said they were **Fairly Satisfied (29%) or Neutral (27%)** with the Clarity of the public transport information. Eight percent (107 people) said they were Fairly Dissatisfied and 3% Very Dissatisfied.

**c. The accuracy of the Information**



Seven percent of respondents said they were Very Satisfied with the accuracy of the public transport information. Most respondents said they were either Fairly Satisfied or Neutral, 27% and 28% respectively. **Forty people said they were Very Dissatisfied in response to this question.**

**d. The provision of Public Transport Information overall**

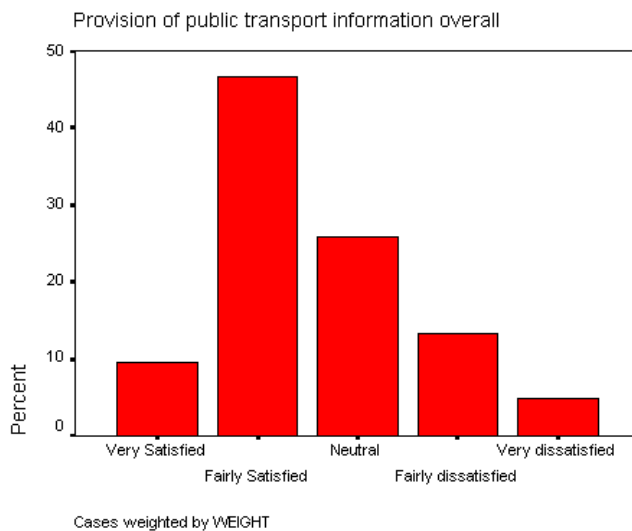


Majority of respondents stated Neutral in response to this question (36%). **Thirty-two percent said that they are Fairly Satisfied with the provision of information overall** and 16% Fairly Dissatisfied (169 people).

**2. Have you received or seen any of the information that we provide on public transport services in the last 12 months?**

Five hundred and sixty seven people on the panel said they had seen or received public transport information in the last 12 months. **This represents 41% of respondents.**

The following bar chart illustrates what these people thought of public transport information overall.



Those who said Yes to question C2. responses indicate that they are Fairly Satisfied with the public transport information they have seen or received. Thirteen percent said they were Fairly Dissatisfied with the information.

**Crosstabs Analysis**

**BVPI103 TRANSPORT - Satisfaction with Provision of Public Transport Information – All respondents**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
5.6	59	32.4	338	38	36.3	378	16.2	169	9.5	99	25.7

Confidence Interval for Total Satisfied and Total Dissatisfied = 1.8984  
 Total Respondents = 1041

**BVPI103 – Satisfaction with Provision of Public Transport Information – Have seen/received in Last 12 Months**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
9.6	50	46.5	242	56.1	25.8	134	13.3	69	4.8	25	18.1

Confidence Interval for Total Satisfied and Total Dissatisfied = 2.7389  
 Total Respondents = 520

**BVPI103 – Satisfaction with Provision of Public Transport Information – Not Seen/received in Last 12 Months**

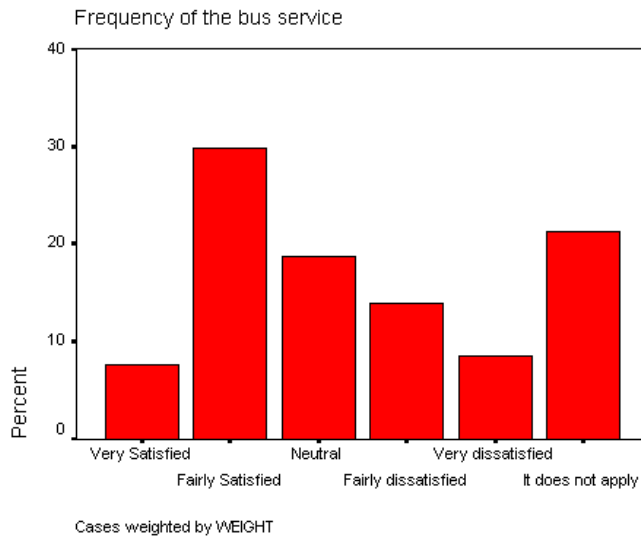
Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
1.2	6	18.5	93	19.7	46.7	235	1.3	97	14.3	72	15.6

Confidence Interval for Total Satisfied and Total Dissatisfied = 1.532  
 Total Respondents = 503

## D. LOCAL BUS SERVICE

Respondents were asked to indicate their level of satisfaction with a number of elements related to the local bus service.

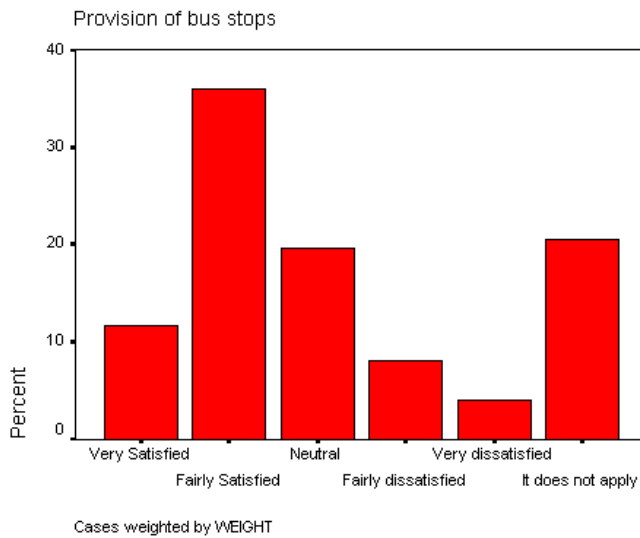
### 1a. The frequency of the bus service



**Majority of respondents, 30% said they are Fairly Satisfied with the frequency of the bus service.** Nineteen percent stated Neutral and 14% Fairly Dissatisfied. One hundred and twenty people said they were Very Dissatisfied.

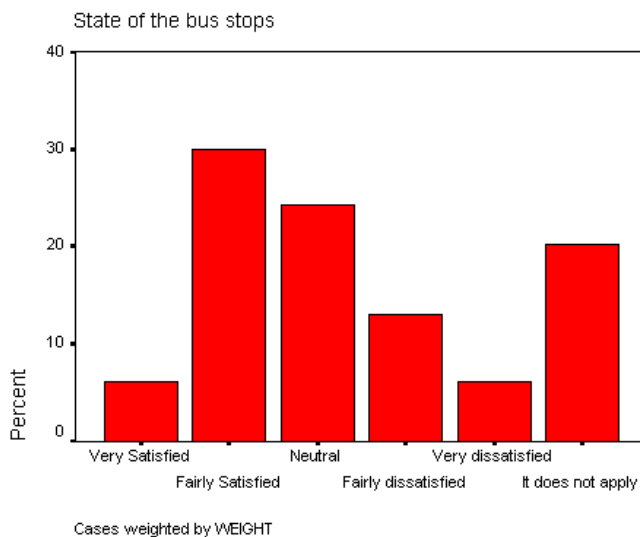
Urban/Rural comparison of responses indicates that rural dwellers tend to be more dissatisfied with the frequency of buses compared to Urban dwellers. **Fourteen percent of rural dwellers said they were Very dissatisfied compared to 6% of urban dwellers.**

## b. Provision of Bus Stops



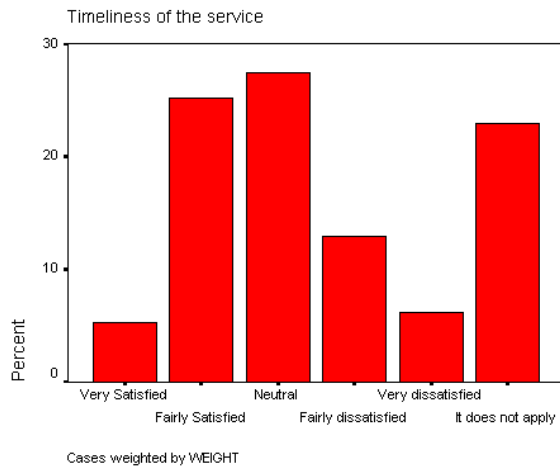
**Overall results indicate that people are Fairly Satisfied with the provision of bus stops, 36% responded this way. Twenty percent stated Neutral and 12% said they were dissatisfied to some degree.**

## c. The state of the Bus Stops



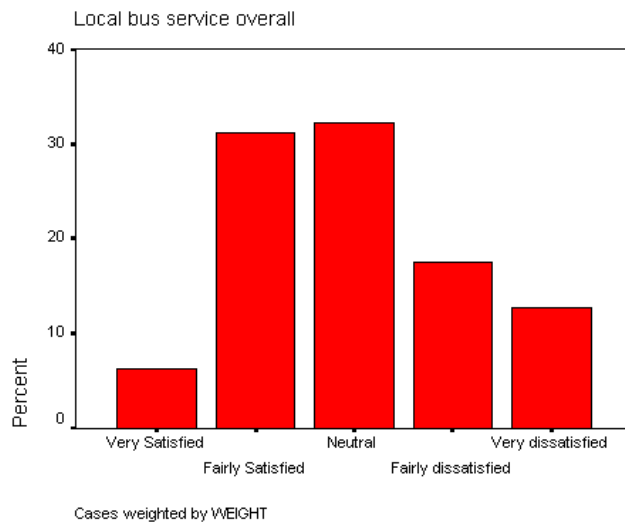
**Thirty percent, 416 people, said that they are Fairly Satisfied with the state of the bus stops. A total of 268 people said they were dissatisfied to some degree, 6% of which were Very Dissatisfied.**

#### d. The timeliness of the service



Three hundred and forty six respondents are Fairly Satisfied with the timeliness of the service. Twenty-seven percent stated Neutral. **Thirteen percent of the panel are Fairly Dissatisfied with the timeliness of the service and 6% Very Dissatisfied.**

#### e. The local bus service overall



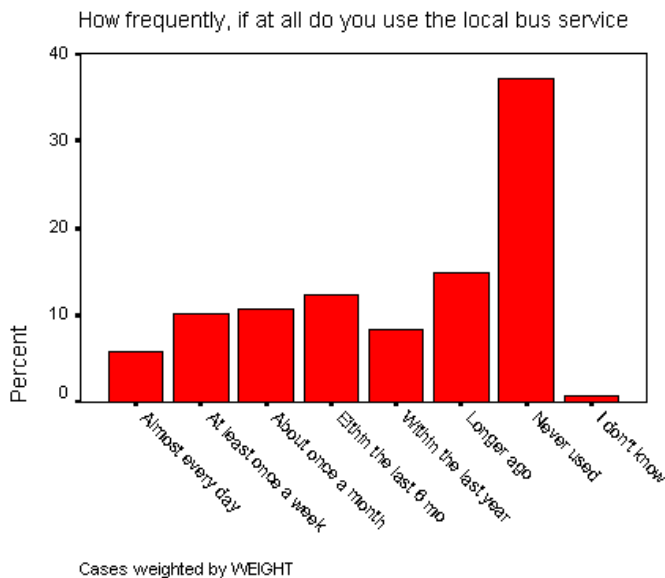
All respondents were asked to rate the local bus service overall. The results indicate that most people are Fairly Satisfied (31%) to Neutral (32%). **Eighteen percent said that they were Fairly Dissatisfied with the local bus service overall, 13% Very Dissatisfied.**

Comparison of Urban/Rural responses show that Rural dwellers have a lower level of satisfaction than Urban dwellers (see chart below)

**Local bus service overall**

Rural/Urban location			Frequency	Valid Percent
Rural	Valid	Very Satisfied	22	5.7
		Fairly Satisfied	110	27.9
		Neutral	113	28.8
		Fairly dissatisfied	74	18.9
		Very dissatisfied	74	18.8
		Total	393	100.0
Urban	Valid	Very Satisfied	52	6.7
		Fairly Satisfied	251	32.7
		Neutral	261	34.0
		Fairly dissatisfied	130	16.9
		Very dissatisfied	74	9.7
		Total	768	100.0

**2. How frequently if at all, do you use the local bus service?**



**Results indicate that majority of respondents are not regular users of the local bus service.** Thirty-seven percent have Never used it and 15% last used the bus over a year ago. Six percent (85 people) use the bus almost every day, with 10% at least once a week.

## Crosstabs Analysis

### **BVPI104 – Satisfaction with Local Bus Service All frequency users**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
<b>6.4</b>	<b>74</b>	<b>31.1</b>	<b>361</b>	<b>37.5</b>	<b>32.2</b>	<b>374</b>	<b>17.6</b>	<b>204</b>	<b>12.7</b>	<b>148</b>	<b>30.3</b>

Confidence Interval for Total Satisfied and Total Dissatisfied = 1.939  
Total Respondents = 1161

### **BVPI104 – Satisfaction with Local Bus Service –All frequency users excluding ‘Don’t Know’ Responses**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
<b>6.3</b>	<b>73</b>	<b>31.5</b>	<b>362</b>	<b>37.8</b>	<b>32.2</b>	<b>370</b>	<b>17.7</b>	<b>204</b>	<b>12.3</b>	<b>141</b>	<b>30</b>

Confidence Interval for Total Satisfied and Total Dissatisfied = 1.9463  
Total Respondents = 1150

### **BVPI104 – Satisfaction with Local Bus Service – Respondents Who Have Used Facility Within the Last Year Only**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
<b>8.5</b>	<b>57</b>	<b>39</b>	<b>262</b>	<b>47.5</b>	<b>18</b>	<b>121</b>	<b>22</b>	<b>149</b>	<b>12</b>	<b>82</b>	<b>34</b>

Confidence Interval for Total Satisfied and Total Dissatisfied = 3.0408  
Total Respondents = 671

### **BVPI104 – Satisfaction with Local Bus Service – Non Users**

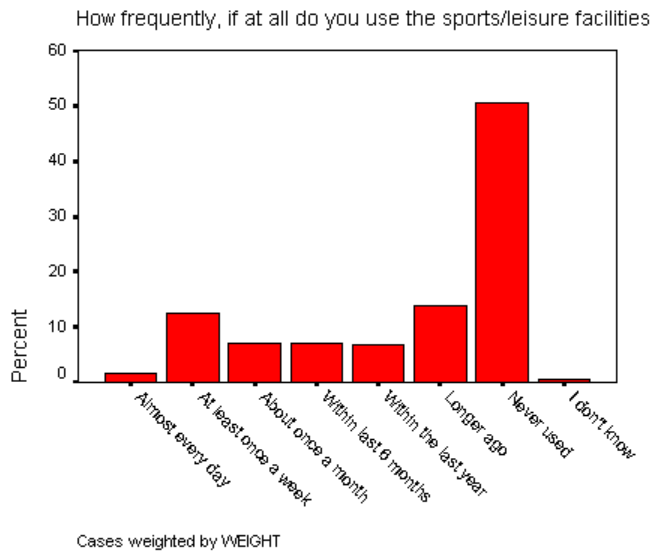
Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
<b>3.3</b>	<b>16</b>	<b>20.9</b>	<b>100</b>	<b>24.2</b>	<b>52</b>	<b>249</b>	<b>11.5</b>	<b>55</b>	<b>12.3</b>	<b>59</b>	<b>23.8</b>

Confidence Interval for Total Satisfied and Total Dissatisfied = 2.1492  
Total Respondents = 479

## E. WORCESTERSHIRE COUNTY COUNCILS CULTURAL AND RECREATIONAL ACTIVITIES

How frequently do you use...

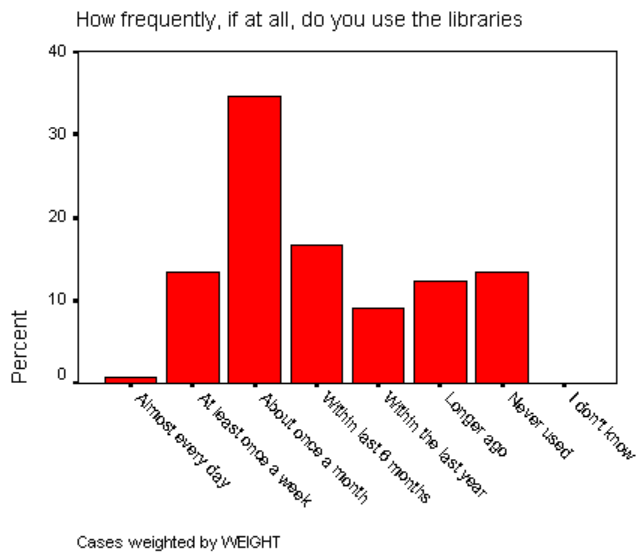
### 1. Sports and Leisure Facilities



**Most of the panel have never used the sports/leisure facilities provided by the Council.** Twelve percent said they use the facilities at least once a week. Twenty-two people said they use the facilities Almost everyday.

Analysis of responses by age group show that the 18-34 year olds use sports/leisure facilities the most frequently, 34% said they use them between everyday and once a month.

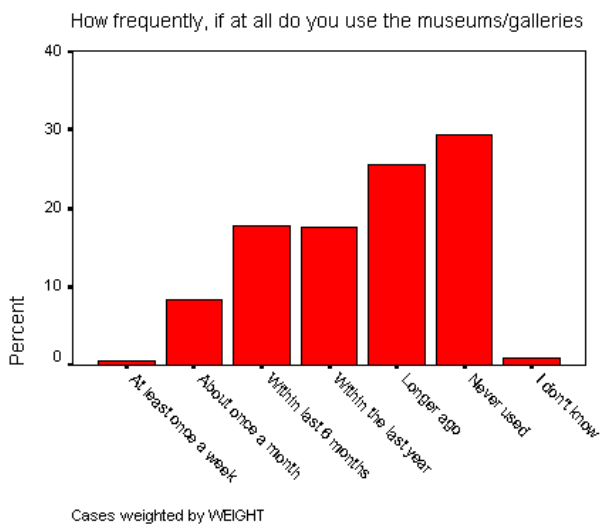
## 2. Libraries



Thirty-five percent of respondents said they use the libraries about Once a Month. Thirteen percent said once a week.

**Analysis indicates that the 65+ age group use the libraries the most frequently, 59% said they use them between everyday and once a month. The 35-49 age group was the second most frequent user group with 50%.**

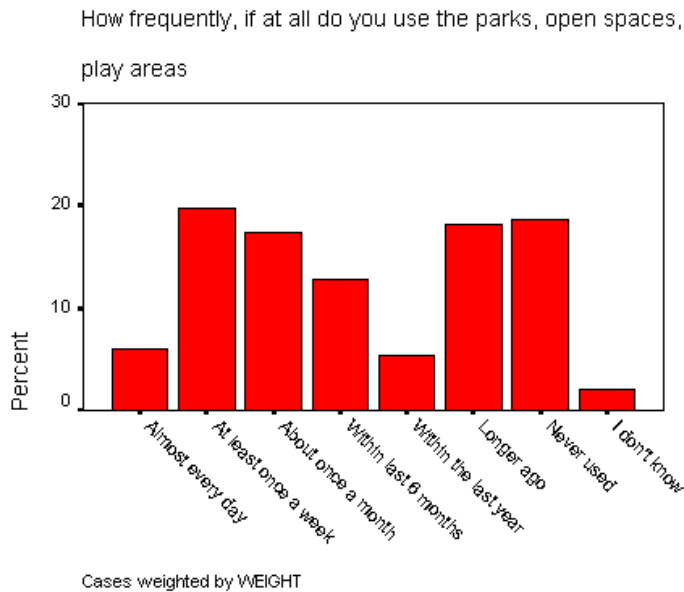
## 3. Museums/Galleries



Majority of respondents have never used the museums or galleries, 29%. Twenty-six percent said they used them longer than within the last year and **18% said they had used them within the last year and within the last 6 months.**

Comparison of age groups shows that the 50-64 year olds are the most frequent users of museums/galleries, with 31% using them between everyday and once a month. 65+ age group are the second most frequent users (28%).

## 2. Parks, Open Spaces, Play areas and other community recreation facilities and activities

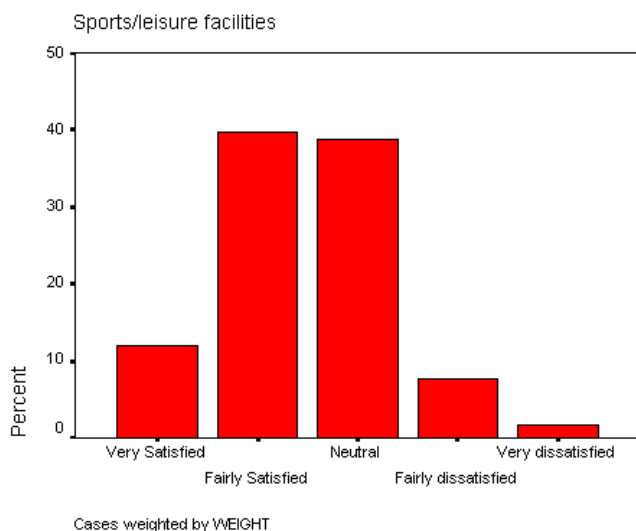


**Most people use the recreation facilities at least Once a Week, 20% said this.** Nineteen percent said they had never used these facilities, and 18% longer than a year ago.

Analysis by age group shows that the 18-34 year olds use these recreation facilities the most frequently, with 52% using them between every day and once a month. The second most frequent user group is the 35-49 age group, 46%. Thirty-three percent of the 65+ age group use recreation facilities between every day and once a month.

**3. Respondents were asked to state their level of satisfaction with each of the following County Council services...**

**a. Sports and leisure facilities**



**Majority of respondents (40%) are Fairly satisfied with County Council's sports and Leisure facilities.** Thirty-nine percent stated Neutral, possibly because they have not used the facilities and are therefore unable to comment. **Eight percent (103 people) said they were Fairly Dissatisfied and 2% Very Dissatisfied.**

**Crosstabs Analysis**

**BVPI119 – Satisfaction with Sports/Leisure Facilities All frequency users excluding 'Don't Know' Responses**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
12	160	40	534	52	38.7	516	7.5	100	1.8	24	9.3

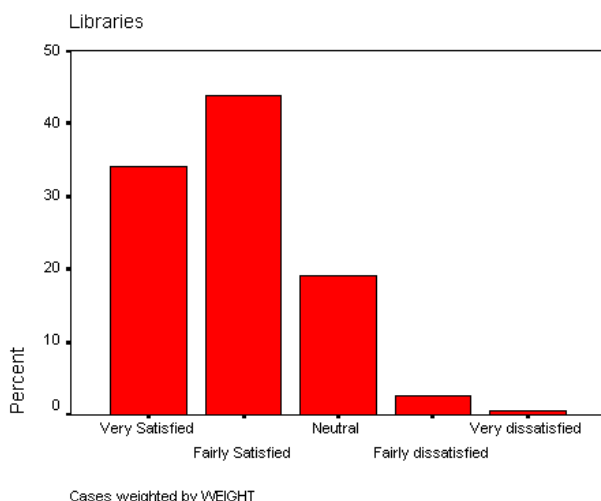
Confidence Interval for Total Satisfied and Total Dissatisfied = 1.1801  
 Total Respondents = 1334

**BVPI119 – Satisfaction with Sports/Leisure Facilities – Respondents Who Have Used Facility Within the Last Year Only**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
18	89	56.3	278	74.3	13	64	10.7	53	2	10	12.7

Confidence Interval for Total Satisfied and Total Dissatisfied = 2.7089  
 Total Respondents = 494

**b. Libraries**



Majority of the respondents are Fairly Satisfied with the County Council Libraries, 44% ticked Fairly Satisfied. Thirty-four percent stated that they were Very Satisfied. Results show that few people were Dissatisfied, total of 45 people stated that they were Dissatisfied to some degree.

**BVPI119 – Satisfaction with Libraries All frequency users excluding ‘Don’t Know’ Responses**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
33.9	479	43.8	618	77.7	19.1	270	2.6	37	0.6	8	3.2

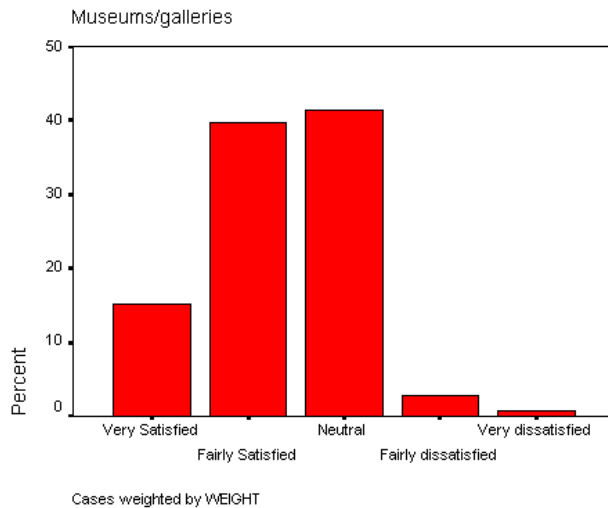
Confidence Interval for Total Satisfied and Total Dissatisfied = 0.8225  
 Total Respondents = 1412

**BVPI119 – Satisfaction with Libraries – Respondents Who Have Used Facility Within Last Year Only**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
<b>40.5</b>	<b>437</b>	<b>47.9</b>	<b>516</b>	<b>88.4</b>	<b>8.5</b>	<b>92</b>	<b>2.7</b>	<b>29</b>	<b>0.4</b>	<b>4</b>	<b>3.1</b>

Confidence Interval for Total Satisfied and Total Dissatisfied = 0.9882  
 Total Respondents = 1078

**c. Museums / Galleries**



**Responses show that people are Fairly Satisfied to Neutral with regards to the County’s museums and galleries.** Three percent (39 people) said they were Fairly Dissatisfied.

**BVPI119 – Satisfaction with Museums/Galleries (All frequency users excluding ‘Don’t Know’ Responses)**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
<b>15.2</b>	<b>206</b>	<b>39.9</b>	<b>539</b>	<b>55.1</b>	<b>41</b>	<b>557</b>	<b>2.8</b>	<b>38</b>	<b>0.9</b>	<b>12</b>	<b>3.7</b>

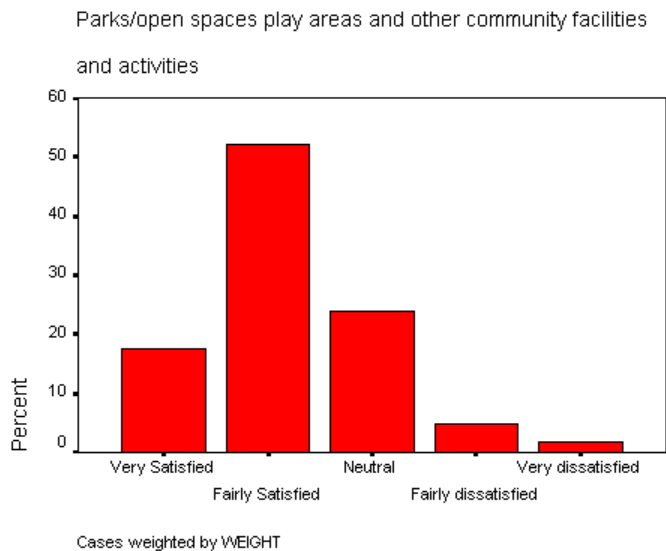
Confidence Interval for Total Satisfied and Total Dissatisfied = 0.7611  
 Total Respondents = 1352

**BVPI119 – Satisfaction with Museums/Galleries – Respondents Who Have Used Facility Within Last Year Only**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
23.5	149	54	340	77.5	18.6	118	3.6	23	0.8	5	4.4

Confidence Interval for Total Satisfied and Total Dissatisfied = 1.4363  
 Total Respondents = 635

**d. Parks/Open spaces play areas and other community facilities**



**Over 50% of the respondents said they were Fairly Satisfied with the parks and open spaces.** Eighteen percent said they were Very Satisfied with 6% Dissatisfied to some degree.

**BVPI119 – Satisfaction with Parks (All frequency users excluding ‘Don’t Know’ Responses)**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
18	246	52	711	70	23.5	321	4.8	66	1.7	23	6.5

Confidence Interval for Total Satisfied and Total Dissatisfied = 1.1308  
 Total Respondents = 1367

**BVPI119 – Satisfaction with Parks – Respondents Who Have Used Facility Within Last Year Only**

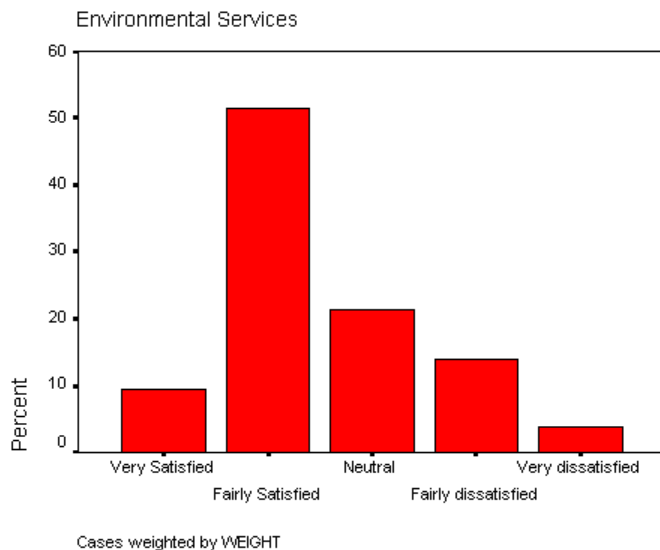
Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
22.3	190	51.3	437	73.6	19.5	166	4.9	42	2	17	6.9

Confidence Interval for Total Satisfied and Total Dissatisfied = 1.5132  
 Total Respondents = 852

**G. SATISFACTION – DISSATISFACTION WITH SOME OF THE SERVICE DEPARTMENTS OVERALL**

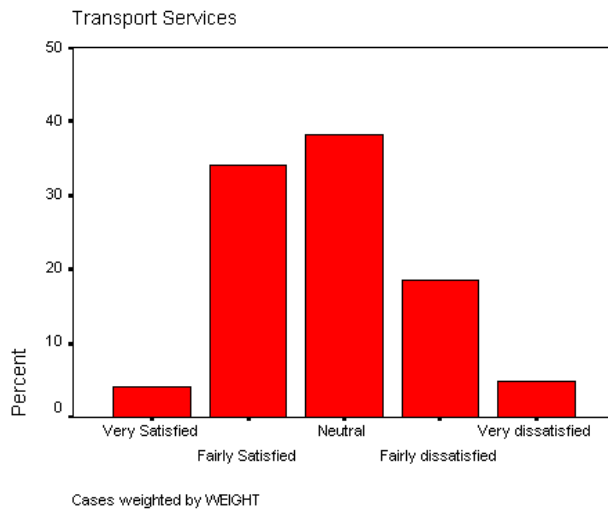
Respondents were asked to state how satisfied they are with the Authority’s ...

**1. Environmental Services**



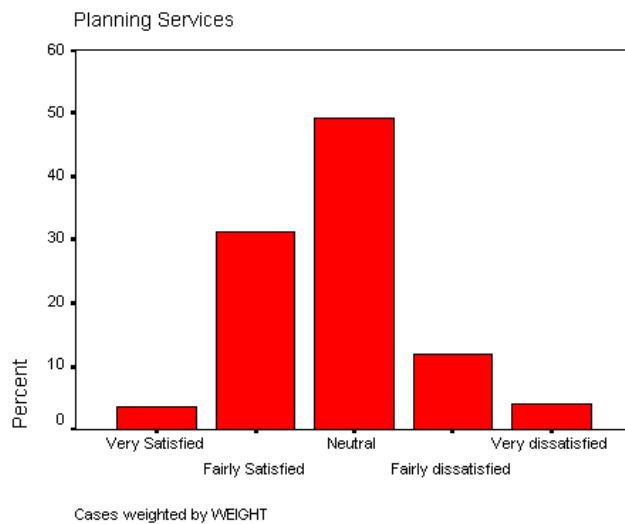
**Over 50% of respondents said they were Fairly Satisfied with Environmental Services as a whole.** Fourteen percent said they were Fairly Dissatisfied and 4% (54 people) Very Dissatisfied.

## 2. Transport Services



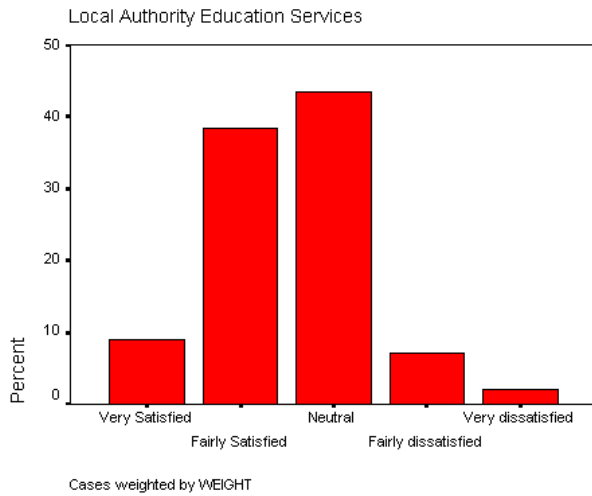
Majority of respondents stated Neutral in response to this question with **34% saying they were Fairly Satisfied and 19% Fairly Dissatisfied**. Sixty seven people said they were very Dissatisfied with Transport Services.

## 3. Planning Services



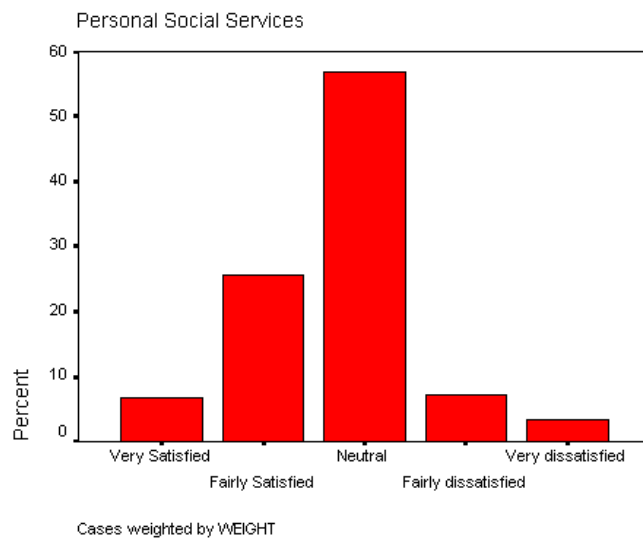
**Thirty-one percent of the panel said that they were Fairly Satisfied with Planning Services with the majority, 49% stating Neutral**. Twelve percent said that they were Fairly Dissatisfied and 4% (56 people) said Very Dissatisfied.

#### 4. Local Authority Education Services



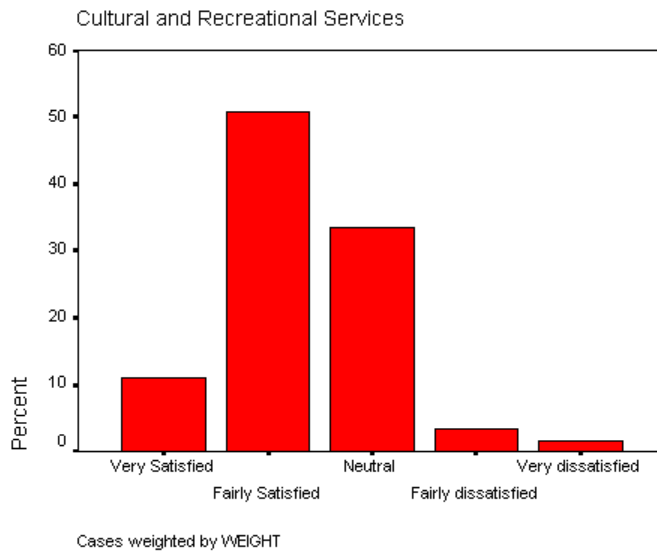
Five hundred and eighty-three people stated Neutral in response to this question. **Thirty-eight percent said they were Fairly Satisfied with Education Services in the County and 7% Fairly Dissatisfied.** Twenty-nine percent (2%) said they were very Dissatisfied.

#### 5. Personal Social Services



Majority of respondents stated Neutral, with **26% saying they are Fairly Satisfied** and 7% Fairly Dissatisfied. Two percent (29 people) said they were Very Dissatisfied with Social Services.

## 6. Cultural and Recreational Services



**Results show that 51% of respondents are Fairly Satisfied with Cultural and Recreational Services.** Eleven percent said Very Satisfied. Twenty-one people (2%) said that they are Very Dissatisfied with the service department.

### Crosstabs Analysis

#### BVPI119 – Satisfaction with Cultural & Recreational Services All respondents

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
11.1	152	50.6	692	61.7	33.6	460	3.3	45	1.4	19	4.7

Confidence Interval for Total Satisfied and Total Dissatisfied = 0.9024

Total Respondents = 1368

#### BVPI119 – Satisfaction with Cultural & Recreational Services – White (section a)

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
11.1	152	50.7	692	61.8	33.5	458	3.3	45	1.4	19	4.7

Confidence Interval for Total Satisfied and Total Dissatisfied = 0.9038

Total Respondents = 1366

**BVPI119 – Satisfaction with Cultural & Recreational Services – Ethnic Groups  
(sections b – f)**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Confidence Interval for Total Satisfied and Total Dissatisfied = 0  
Total Respondents = 2

**BVPI119 – Satisfaction with Cultural & Recreational Services Male Respondents**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
<b>10.1</b>	<b>67</b>	<b>48.3</b>	<b>320</b>	<b>58.4</b>	<b>37</b>	<b>245</b>	<b>3.2</b>	<b>21</b>	<b>1.4</b>	<b>9</b>	<b>4.6</b>

Confidence Interval for Total Satisfied and Total Dissatisfied = 1.2486  
Total Respondents = 662

**BVPI119 – Satisfaction with Cultural & Recreational Services Female Respondents**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
<b>11.9</b>	<b>86</b>	<b>52.9</b>	<b>381</b>	<b>64.8</b>	<b>30</b>	<b>217</b>	<b>3.5</b>	<b>25</b>	<b>1.5</b>	<b>11</b>	<b>5</b>

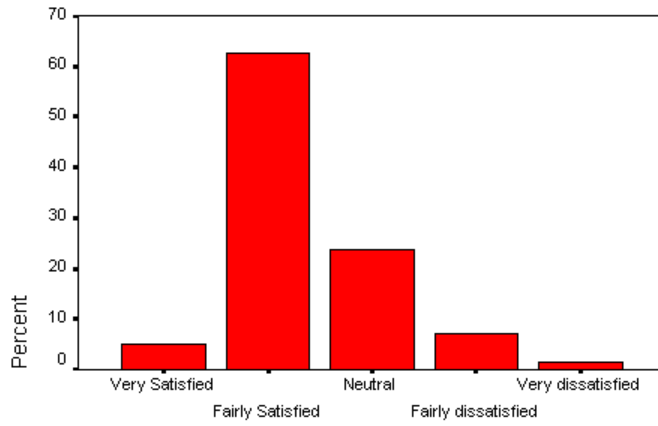
Confidence Interval for Total Satisfied and Total Dissatisfied = 1.3148  
Total Respondents = 720

**Which Service Department have you used in the last 6 months?**

Results show that 64% of the respondents have used Cultural and Recreational services in the last six months, with Education 13%, Planning Services 12% and Social Services 10% of the respondents.

## H. FINALLY SATISFACTION – DISSATISFACTION WITH THE AUTHORITY AS A WHOLE

Taking everything into account how satisfied are you with the way the authority runs things



Cases weighted by WEIGHT

**Overall 63% of respondents are Fairly Satisfied with the way Worcestershire County Council runs things.** Five percent said they are Very Satisfied. One hundred and twenty-five people (9%) stated that they were dissatisfied to some degree and 346 (24) stated Neutral.

### Crosstabs Analysis

#### BVPI3 – Satisfaction with the Authority as a Whole

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
5	72	62.5	906	67.5	23.9	346	7	102	1.6	23	8.6

Confidence Interval for Total Satisfied and Total Dissatisfied = 1.241  
Total Respondents = 1448

## I. SATISFACTION – DISSATISFACTION WITH COMPLAINT HANDLING

### 1. Have you contacted the authority with complaint(s) over the last 12 months?

Of the 1441 people who answered this question, **18% said Yes** they had made a complaint in the last 12 months.

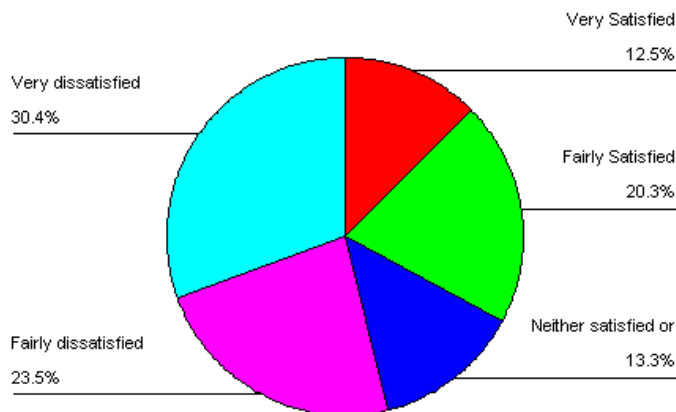
### 2. Those who answered Yes in I1. were asked if they could state which department they had contacted.

Cultural and Recreational Services	2%
Environmental Services	77%
Education Services	4%
Planning	9%
Social Services	3%
Transport	5%

*(Results are not necessarily accurate, due to respondent error)*

### 3. How satisfied or dissatisfied are you with the way in which your complaint(s) were handled?

How satisfied are you with the way in which your complaint was handled



Cases weighted by WEIGHT

Overall 274 people said they had complained to the authority in the last 12 months. Thirty percent said they were Very Dissatisfied with the response and 24% Fairly Dissatisfied. A total of 33% said they were Satisfied to some degree.

*(Results are not necessarily accurate, due to respondent error)*

Four people said they had contacted **Cultural and Recreational Services**, 62% said they were Neither satisfied or dissatisfied. Twenty-one percent said they were Very Satisfied and 17% Very Dissatisfied.

One hundred and fifty-nine people said they contacted **Environmental Services** of which 30% said they were very dissatisfied and 26% Fairly Dissatisfied with the way in which their complaint was handled. Sixty-one people said they were satisfied to some degree.

Eight people said they contacted **Education Services** to complain, 30% said they were Very Dissatisfied with the way their complaint was dealt with. Twenty-seven percent said they were Neither Satisfied or Dissatisfied. Twenty-four percent said they were Fairly Satisfied.

Eighteen people said they contacted **Planning** to complain. Thirty-three percent said they were Very Dissatisfied and 22% Fairly Dissatisfied by the way it was handled. Twenty percent said they were Fairly Satisfied.

Seven people complained to **Social Services**, 51% said they were Neither Satisfied or Dissatisfied with the response. Twenty-one percent were Fairly Dissatisfied and 28% Very Dissatisfied.

Ten people contacted **Transport Services** to complain, 52% of which were Very Dissatisfied with the response. Eighteen percent were Neither Satisfied or Dissatisfied. Twenty-two percent (2 people) were satisfied to some degree.

**Crosstabs Analysis**

**BVPI4 – Satisfaction with Complaint Handling all Directorates**

Very Satisfied		Fairly Satisfied		Total % Satisfied	Neither		Fairly Dissatisfied		Very Dissatisfied		Total % Dissatisfied
%	Freq.	%	Freq.		%	Freq.	%	Freq.	%	Freq.	
12.5	34	20.3	55	32.8	13.3	36	23.5	65	30.4	83	53.9

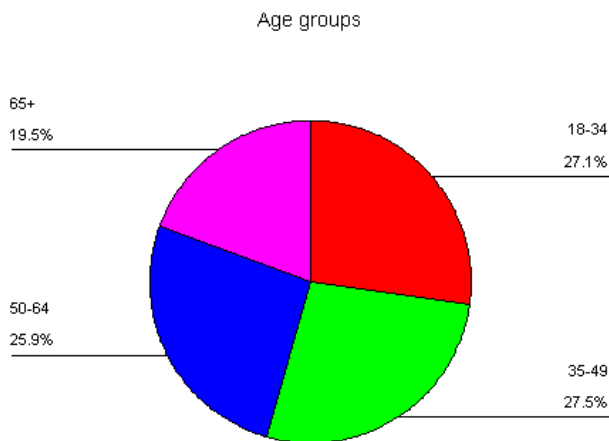
Confidence Interval for Total Satisfied and Total Dissatisfied = 4.9787  
 Total Respondents = 274

## J. ABOUT YOURSELF

### 1. Are you Male or Female?

**48% Males**  
**52% Females**

### 2. Age group



Cases weighted by WEIGHT

### 3. Which activity best describes what you are doing at present?

What are you doing at the moment

		Frequency	Valid Percent
Valid	Employee in full-time job	601	41.0
	Employee in part-time job	194	13.2
	Self employed full or part time	142	9.7
	Government supported training scheme	3	.2
	Full-time education	21	1.5
	Unemployed and available for work	13	.9
	Permanently sick/disabled	41	2.8
	Wholly retired from work	272	18.5
	looking after the home	137	9.3
	Carer	25	1.7
	Something else	19	1.3
	Total	1467	100.0
	Missing	System	10
Total		1477	

**4. Do you have any long-standing illness or infirmity?**

Of the 1477 people who answered this question, 24% stated that they had a long-standing illness or infirmity.

**5a. Does this illness or disability limit your activities in anyway?**

Of the people who said Yes to question J5, 231 people (32%) said their illness/disability does limit their activities in some way.

**6. To which of these groups do you consider you belong?**

**Ethnic group**

		Frequency	Valid Percent
Valid	British	1441	98.5
	Irish	10	.7
	Other white	10	.7
	Indian	2	.1
	Total	1462	100.0
Missing	System	14	
Total		1477	