



Leicester
City Council

WARDS AFFECTED
All

FORWARD TIMETABLE OF CONSULTATION AND MEETINGS:

Cabinet

12th February 2001

Best Value Performance Indicator (BVPI) General Survey

Report of the Chief Executive

1. Purpose of Report

This report notifies Members of the results of Leicesters' BVPI General Survey carried out at the end of last year. Overall the survey was good news for the authority as it performed considerably well compared to other authorities.

2. Summary

Last year the Government specified that all local should collect and report on a number of quality Best Value Performance Indicators (BVPIs) that explicitly reflect users' experience of a number of services provided. Furthermore, the Government prescribed in detail what it believes to be the minimum requirements for conducting the survey that are to be repeated every three years.

- 2.1 Between October and December last year MORI on behalf of Leicester City Council carried out Leicesters' survey. This was a postal survey to gain the views of residents about local services such as street cleaning, local transport, leisure facilities, local authority schools and social services. A sample of 2,205 residents was randomly selected from the Electoral Register to fill in and return a short questionnaire. 850 (39%) were returned. The full report has been lodged in the Members area.
- 2.2 Compared with a national pilot survey carried out by MORI on behalf of the Local Government Association (LGA), Leicester scored the same or better on over 68% of the performance indicators. In particular the Council performed well for its provision of public transport information, 57% stated they were satisfied. This represented a net satisfaction rating 31 points better than similar authorities.
- 2.3 Overall, most (55%) residents' were satisfied with the way the City Council was running Leicester and one in six (18%) dissatisfied. These figures compared favorably with our last resident's survey in 1998.
- 2.4 A number of service departments and key services were also covered by the survey and residents' satisfaction with them were as follows:
 - 55% Transport Services
 - 63% Environmental Services

- 50% Education Service
- 43% Social Services
- 31% Planning Services
- 56% Cultural And Recreational Services
- 38% Housing Services

2.5 In comparison to the pilot survey the rating given to Leicester housing services was considerably greater than that for Unitary authorities as a whole, while that for social services it was higher than the national average.

2.6 The Area where the authority performed worst, and where all local government needs to do better, was on how complaints are handled, 62% of Leicester residents were dissatisfied. This represented a net satisfaction rating 23 points worst than similar authorities.

2.7 Comparisons With The MORI/LGA Survey – Examples:-

	Lcc	Pilot Total	Unitary
Libraries	+57	+58	+56
Recycling facilities	+54	+40	+43
Museums & galleries	+51	+37	+48
Environmental Services	+49	+43	+49
Cultural And Recreational Services	+42	+36	+46
Public transport information	+37	+3	+6
Sport & leisure facilities	+35	+38	+49
Education Service	+35	+37	+40
Transport Services	+32	+22	+30
Social Services	+31	+24	+29
Local bus service	+27	+22	+33
Housing Services	+20	+10	+18
Planning Services	+15	+9	+14
Complaint handling	-32	-21	-9
Overall Satisfaction	+37	+33	+29

3. Recommendations

Members are asked to note the findings of the report.

4. Financial and legal Implications

None

5. Report Author/Officer to contact

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