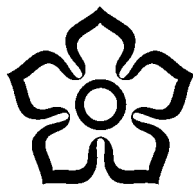


MORI

BVPI GENERAL SURVEY

Report and Computer Tables

Research Study Conducted for Leicester
City Council



Leicester
City Council

January 2001

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INTRODUCTION

Background and Objectives

The Government has, this year, specified that local authorities (and other best value authorities) collect and report on a number of quality Best Value Performance Indicators (BVPIs) that explicitly reflect users' experience of a number of services provided.

The Government has prescribed in detail what it believes to be the minimum requirements for conducting the survey. This is devised to ensure comparability of data across authorities, whilst allowing authorities some flexibility on the method of data collection and on the questionnaire (with possibility of adding questions to the core set to suit local circumstances). The minimum requirements are specified in the DETR and Audit Commission (1999a) 2000/ 2001 Performance Indicators Guidance – Chapter 14. (A copy of Chapter 14 is available in Appendix 7 and subsequent amendments to the Guidance in Appendix 8 of the DETR guidance).

Report Layout

Following this section, this report highlights the key implications for Leicester City Council of findings from the BVPI General Survey. This is followed by an outline of the Technical Details relating to this survey (including response rates, and a profile of respondents), and an outline of the main survey findings.

Appended to this report is a brief overview of DETR Guidance, and a guide on how to read computer tables (including an explanation of statistical reliability). Appendices also contain also include a marked-up questionnaire (with Leicester data benchmarked against results from the MORI/LGA BVPI National Postal Pilot Survey), and computer tables.

Presentation and Interpretation of the Data

It should be remembered at all times that a *sample* and not the entire population of residents living within Leicester City Council took part in this survey. In consequence, all results are subject to sampling tolerances, which means that not all differences are statistically significant. (Please refer to the marked-up questionnaire and guide to reading computer tables in the Appendices for an explanation of statistical significance and an outline of the margin of error for each BVPI question).

It is also worth bearing in mind that the survey deals with residents' *perceptions* at the time of the survey rather than facts; in particular, these perceptions may or may not accurately reflect the levels or quality of services actually being delivered within the local authority.

The results for response rates and the sample profile discussed in this report are based on unadjusted or un-weighted data only. However, findings from BVPI questions reported in this volume and the computer tabulations are based on weighted data.

In accordance with DETR guidance, the base for all questions are “valid responses” only – ie, all those providing an answer (this may or may not be the same as the total sample); the base size may, therefore, vary from question to question. (Please refer to the computer tables and marked up questionnaire for these details for each question).

Since the data collected by DETR from all BVPIs conducted in England are not available until 2002, this report includes comparisons between this survey and results obtained from the MORI/LGA BVPI National Postal Pilot Survey. Results are based on 2,964 valid responses obtained from two questionnaire mailouts to 8,330 randomly selected members of the public living in England (36% response rate) between 18 May and 21 July 2000. (A full report of this pilot survey is available under separate cover from the LGA, or on the LGA website – at www.lga.gov.uk).

Where appropriate, the report also includes comparisons with results from recent surveys conducted by MORI for Leicester City Council, as well as other local and national work conducted by the MORI Local Government Research Unit.

Care is needed, however, when the interpreting results from the present survey within the context of MORI comparative and national benchmark data, since different methodologies may have been used (quota sampling with face-to-face interviews) and, since MORI has not worked for every Council, such comparisons are not exhaustive. Such comparisons should therefore be viewed as indicative rather than as statistically reliable.

It must be also noted that MORI’s comparative data is not a league table: comparisons simply provide a context in which the results of this survey can be interpreted. Please note that this compiled data is the copyright of MORI and should not be released to any third party without the written permission of MORI.

In this report, reference is made to “net” figures. This represents the balance of opinion on attitudinal questions, and provides a particularly useful means of comparing the results for a number of variables. In the case of a “net satisfaction” figure, this represents the percentage satisfied on a particular issue less the percentage dissatisfied. For example, if an issue records 40% satisfied and 25% dissatisfied, the “net satisfaction” score is +15 points.

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout the volume an asterisk (*) denotes any value of less than half a percent but greater than zero.

Acknowledgements

MORI would like to thank Roy Roberts for his help in conducting this survey, as well as the 850 members of the public who took part.

Publication of the Findings

Any press release or publication of the findings requires the advance approval of MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

MORI/13763/January 2001

*Ben Page
Jason Cox
Alex Hard*

IMPLICATIONS

- Results are reasonably encouraging. Leicester has maintained its position with residents over the last two years (the rest of local government has seen real drops in satisfaction) and is performing similar to the average.
- The challenge will now be to reverse the drop in satisfaction that took place between 1994 and 1998. Leicester's reputation used to be outstanding.
- On services, there is some good news: housing in particular performs well, although ratings on leisure (but not museums) are weaker. Social Services perform creditably, although sample sizes denote caution.
- These findings will need to be used and contextualised by more detailed research by individual service managers as part of service reviews.

TECHNICAL DETAILS

Postal Methodology

The postal methodology was used in this BVPI survey for Leicester City Council - being judged as the most appropriate for the needs of the authority in terms of cost effectiveness and ease of administration. It is important to recognise, however, that this approach does have several limitations, including the:

- Need to keep the questionnaire fairly short to maximise response
- Potential for low response rates compared to other forms of data collection, such as face to face interviews
- Risk of differential response rates - although the questionnaire was sent to a random sample of residents, those who decide to respond select themselves; this can lead to a serious bias in the results
- Excluding groups - because of the nature of postal surveys some groups or individuals may have been excluded or under-represented. For example, these could include people with high care and support needs, people with difficulties reading, and people whose English is not their first language.

Sampling

Leicester City Council supplied MORI with a sample of 2,205 residents selected via a systematic random sampling frame using the Electoral Register. The sample was drawn so that it reflects the cities polling districts and the known population size of each ward within Leicester, with individuals being selected based on every 93rd elector. A true random sample was vetoed as tests highlighted the risk that all polling districts, although included in the draw, may not have electors selected and therefore the opportunity for representation across the entire electorate could not be guaranteed.

The City Council operates a system of regularly 'flagging' deceased electors that are automatically excluded from future surveys.

The Questionnaire

The questionnaire was designed using the General Survey questionnaire template provided by DETR for the collection of the BVPIs.

The front page of each questionnaire was branded with the Leicester City Council and MORI logos, and contained a covering letter from the Chief Executive, Rodney Green, personally addressed to a named resident of the household.

The wording used in the covering letter(s) was derived from DETR guidance, as was the wording used in the reminder postcard. Both were tailored to reflect local

circumstances. (Please refer to the appendices for the wording used in the covering letters for both questionnaire mailouts).

An open ended question for 'any other comments' was included to give respondents the opportunity to express their views about any other issues that they feel they haven't been able to express in the questionnaire and which they want to bring to the attention of the authority. This is the only question in the questionnaire that is not required by the Government.

It is also worth noting that one additional question was added to the BVPI questionnaire (QF3: the extent of car ownership among Leicester residents). While not a statutory question, this question was included following DETR guidance.

Maximising the Response Rate

Leicester City Council took the following additional actions to maximise response rates to the survey:

- Publicity in the local press, and the authorities own internal employee newsletter and magazine 'The Leicester Link' that goes to all households
- Interviews on local BBC Radio and MATV, an Asian TV network
- Provision of translation services
- Offer of large print questionnaires for the visually impaired
- Helpline telephone numbers at MORI and the authority
- An e-mail help-desk at MORI
- Prize draw (£20 voucher to 20 respondents for a leading local retail store)

Questionnaires and Postcard Reminders

The Guidance suggests that, in addition to the first questionnaire, a postcard reminder and second questionnaire should be sent to non-responders to boost response rates. This was the approach employed by Leicester City Council. (Please refer to the appendices for the wording used in postcard reminder).

Fieldwork

Consistent with DETR guidance, the schedule allowed a minimum of two weeks for each fieldwork period. Once this had elapsed, the 'cut off' point for moving on to the next stage of the project was determined by the rate of decline in returns.

The entire fieldwork period for this project was 9 weeks: from 5 October 2000 (despatch of first questionnaire) to 18 December 2000 (production of final data). This breaks down into the following key stages:

- **First mailout:** questionnaires posted to all 2,205 individuals in the sample (5 October), with an instruction asking for all questionnaires to be returned by 20 October.;
- **Postcard reminder:** posted to individuals in the sample who, by the 23 October, had not returned their questionnaire. Postcards were despatched on 27 October;
- **Second mailout:** questionnaires posted to individuals in the sample who, by 31 October, had not returned the questionnaire. Questionnaires were despatched on 10 November with an instruction to return the questionnaire by no later than 8 December.
- **Production of final data:** The final 'cut-off' date for all questionnaires to be returned to MORI was the 18 December: on this date all questionnaires were processed for data-entry, and final results were produced.

Data Processing

'Booking in'

Returned questionnaires were booked in by MORI's data processing house on a daily basis to record the number of valid and void (not completed) returns.

This allows the response rate to be calculated at all stages leading up to the final deadline for returns and to determine when reminders needed to be sent out or whether anything further needed to be done to encourage a higher response rate.

Weighting

DETR guidance outlines weighting as a way of tackling the issue of over-representation and under-representation in the sample. The data presented in this report has, therefore, been weighted by sex, age, ethnicity and work status.

Weighting does, however, have an effect on the reliability of results – the design effect. We calculate that the weighting involved *in this survey* implies a design effect of 1.2 overall, and the impact on some subgroups is even larger.

In practical terms, this means that the “effective” as opposed to “actual” sample sizes ought to be considered when interpreting results. (Please see the computer tables, marked-up questionnaire and the guide to reading computer tables in the appendices for full details on base size and margin of error for each question).

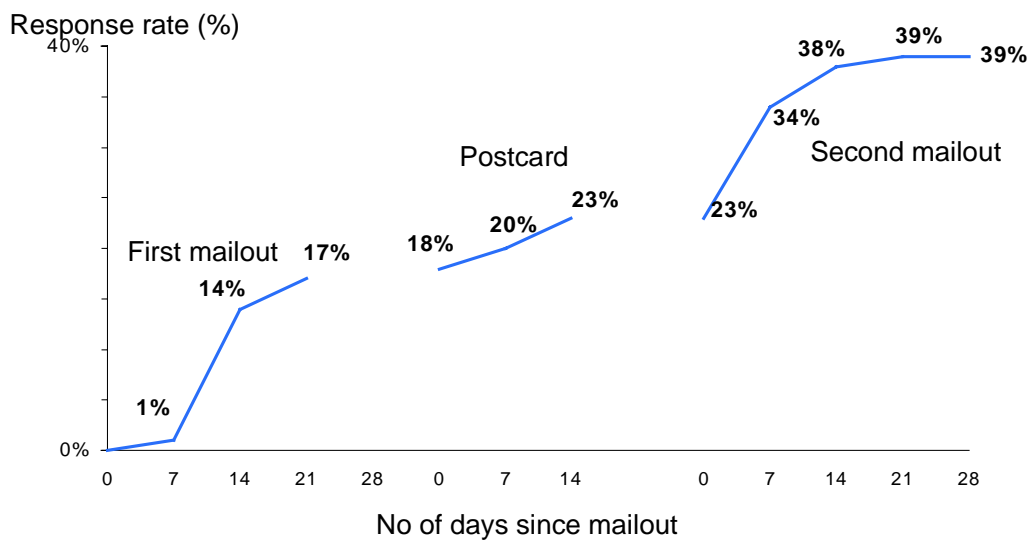
RESPONSE RATES

Response Rate

Across the entire fieldwork period – from first mailout to the final ‘cut off’ date for the second mailout – the overall unadjusted response rate achieved is **39%**.

A response rate of 17% was obtained from the first questionnaire, which was boosted by another 6% with the postcard reminder. The second questionnaire had the effect of increasing response rates by another 16%.

Response Rates - Leicester

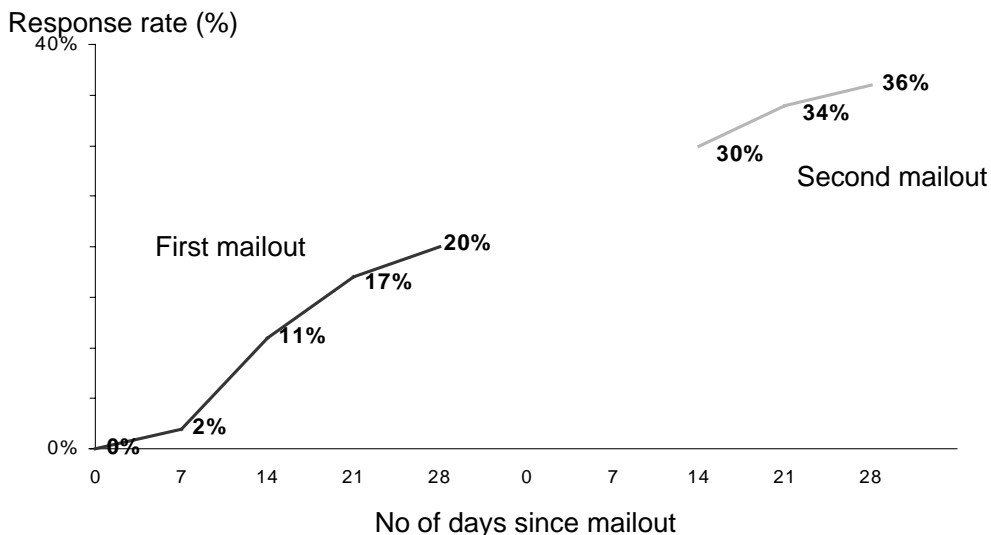


Base: all BVPI responses received (850)

Source: MORI

The response rates for Leicester broadly follow the pattern observed in the MORI/LGA pilot survey: responses to the first and second questionnaire begin to peak after 2-3 weeks of fieldwork; after which, the rate of return begins to decline.

Response Rates - MORI/ LGA Pilot



Base: all BVPI responses received

Source: MORI

As the chart below shows, Leicester's response rate compares well with the MORI/LGA pilot survey – exceeding the pilot aggregate, and equalling the rate recorded for District/County authorities.

Response Rates - Leicester vs MORI/ LGA Pilot

	Response Rate	Impact of first Q	Impact of p'card	Impact of second Q
Leicester City Council	39%	+17%	+6%	+16%
Overall	36%	+20%		+16%
District/County	39%	+22%		+17%
Mets	33%	+19%		+14%
Unitary	33%	+18%		+15%
London	29%	+17%		+12%
Outer London	34%	+19%		+15%
Inner London	22%	+13%		+9%

Base: all BVPI responses received

Source: MORI

On the basis of all respondents who answer each question (as specified by DETR) – and assuming that the confidence interval is unaffected by the survey response rate – the overall margin of error for this survey ranges from $\pm 3\%$ to $\pm 8\%$. The specific margin of error for each BVPI is set out in the table below (please see refer to the marked up questionnaire for full information on the confidence interval for each question).

BVPI	Service	Indicator	Margin of error
BVPI3	Corporate Health	The percentage of citizens satisfied with the overall service provided by their authority.	$\pm 3-4\%$
BVPI4	Corporate Health	The percentage of those making complaints satisfied with the handling of those complaints.	$\pm 8\%$
BVPI89	Litter	Percentage of people satisfied with cleanliness standards.	$\pm 4\%$
BVPI90	Waste	Percentage of survey respondents expressing satisfaction with: (a) Household Waste Collection, (b) Recycling Facilities, and (c) Civic Amenity Sites (*)	$\pm 4\%$ $\pm 4\%$ $\pm 5\%$
BVPI103	Transport	Percentage of users satisfied with local provision of public transport information.	$\pm 4\%$
BVPI104	Transport	Percentage of users satisfied with local bus services.	$\pm 4\%$
BVPI119	Culture	The percentage of residents by targeted group satisfied with the local authorities cultural and recreational activities.	$\pm 3-4\%$

Sample Profile

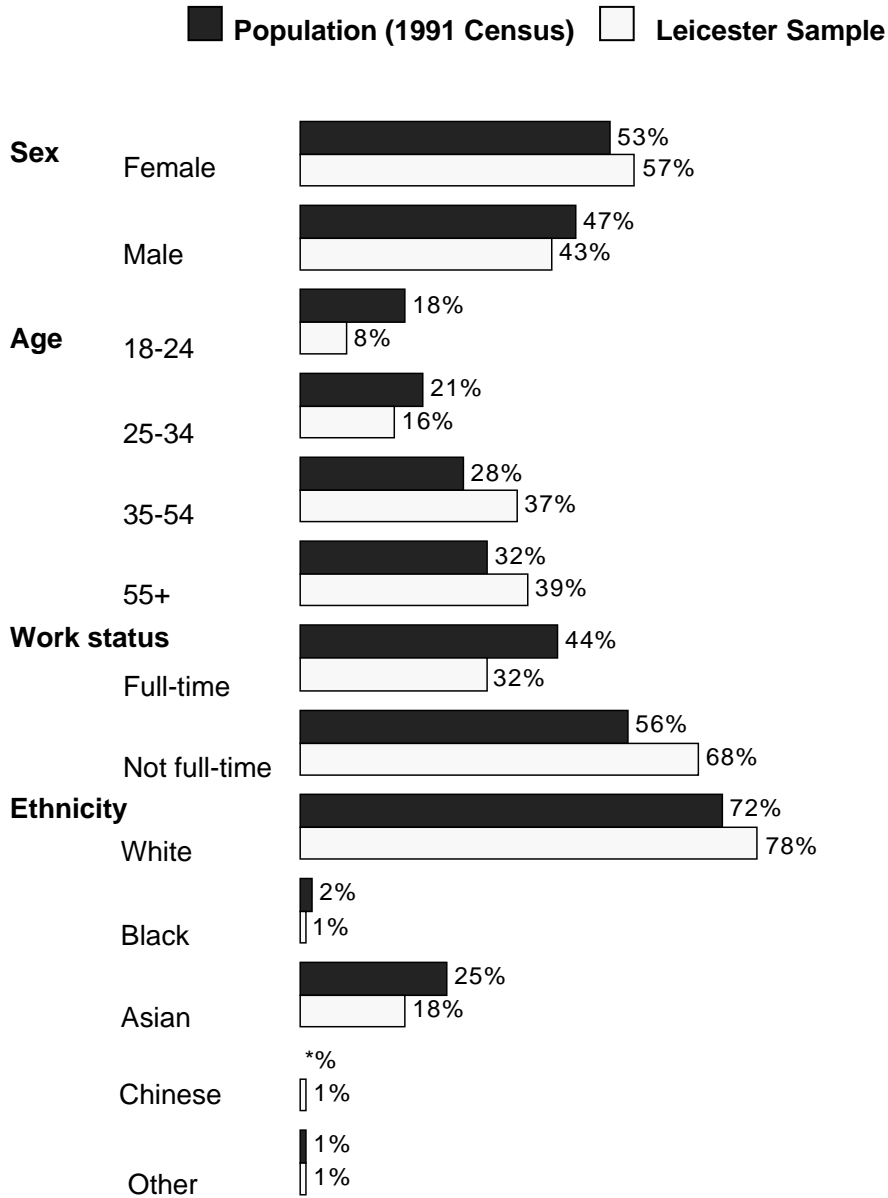
Key Demographics

The demographic profile of respondents to the BVPI general survey differs from the profile of Leicester City Council (based on the 1991 Census):

- **Gender:** females are more likely to take part in the survey than male residents
- **Age:** younger residents (aged 18-34) are under-represented among respondents, whilst older residents are more likely to take part
- **Work-status:** those not working full-time are over-represented in the Leicester profile, while those working full-time are under-represented
- **Ethnicity:** Asian residents are under-represented among respondents, while white residents are over-represented

A profile of the BVPI sample by key demographics is presented in the chart overleaf.

Sample Profile - Key Demographics



Base: All valid responses (850)

Source: MORI

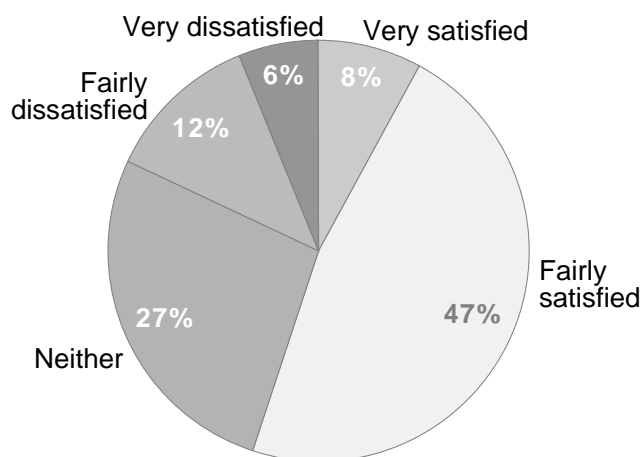
CORPORATE HEALTH

BVPI3 – The Percentage of Citizens Satisfied with the Overall Service Provided by their Authority

Overall, **55%** are satisfied with the way Leicester City Council runs things, while one in six is dissatisfied (18%)¹. A quarter feel neither satisfied nor dissatisfied.

BVPI 3 - Overall Satisfaction

Q *Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?*



Base: All valid BVPI responses (833)

Source: MORI

¹ Following DETR guidance, this figure is based on the percentage of all respondents who provide a “valid” response to each question (ie: blanks, “I don’t know” and “It does not apply” answers are excluded from analysis). This approach is adopted throughout this report.

This balance of opinion is broadly consistent with results from the Leicester residents survey conducted by MORI in 1998, and suggests that the decline in overall satisfaction with the authority from 1994 - 1998 has been halted. The challenge is now to reverse this trend.

Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?

	1988*	1991*	1994*	1998*	2000
<i>Base:</i>	<i>(1,670)</i>	<i>(1,585)</i>	<i>(1,547)</i>	<i>(1,500)</i>	<i>(833)</i>
Very Satisfied	13	10	11	7	8
Fairly satisfied	53	53	53	45	47
Neither satisfied nor dissatisfied	11	13	16	19	27
Fairly dissatisfied	13	13	12	16	12
Very dissatisfied	6	7	5	9	6
Don't know	4	3	3	5	NA
Satisfied	66	63	64	52	55
Dissatisfied	19	20	17	25	18
Net satisfied	+47	+43	+47	+27	+37

Base: all valid responses

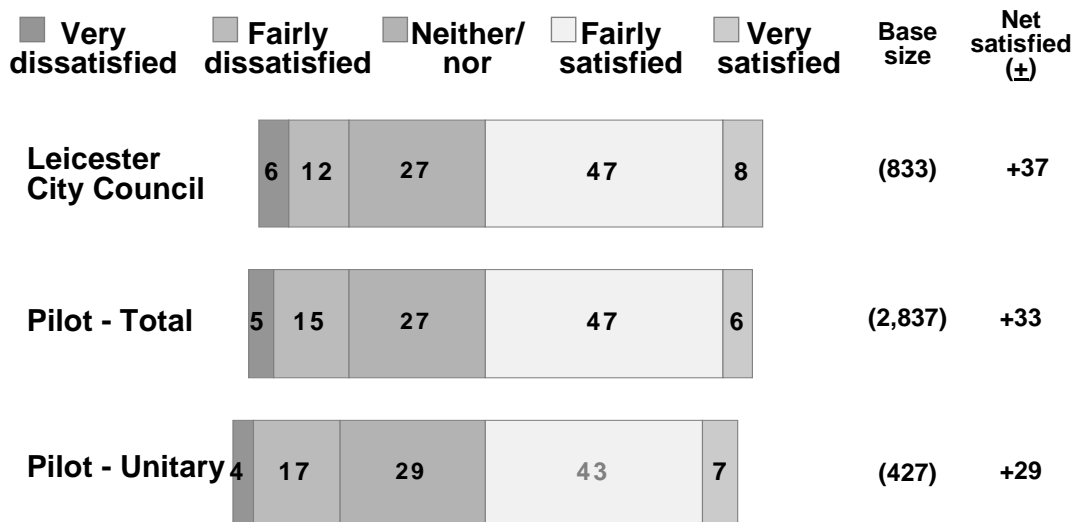
Source: MORI

**Overall, how satisfied or dissatisfied are you with the way the City Council is running Leicester?*

Leicester's performance on this BVPI is comparable to results from the MORI/LGA pilot survey.

BVPI 3 - Comparisons

Q Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?



Base: All valid responses

Source: MORI

Aggregate data for Leicester can be broken down to show data for specific groups of residents, as required by DETR. As the satisfaction scores shown in the table below illustrate, ratings are consistent across each of the key subgroups. This is markedly different from results from Leicester's own more representative survey conducted in 1998, which found that Asian residents are far more positive than white residents.

Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?

	<i>Base:</i>	Very/Fairly Satisfied
		%
All	<i>(833)</i>	55
Ethnic minority respondents	<i>(185)</i>	54
Non-ethnic minority respondents	<i>(648)</i>	55
Women	<i>(476)</i>	56
Men	<i>(357)</i>	53

Base: All valid responses

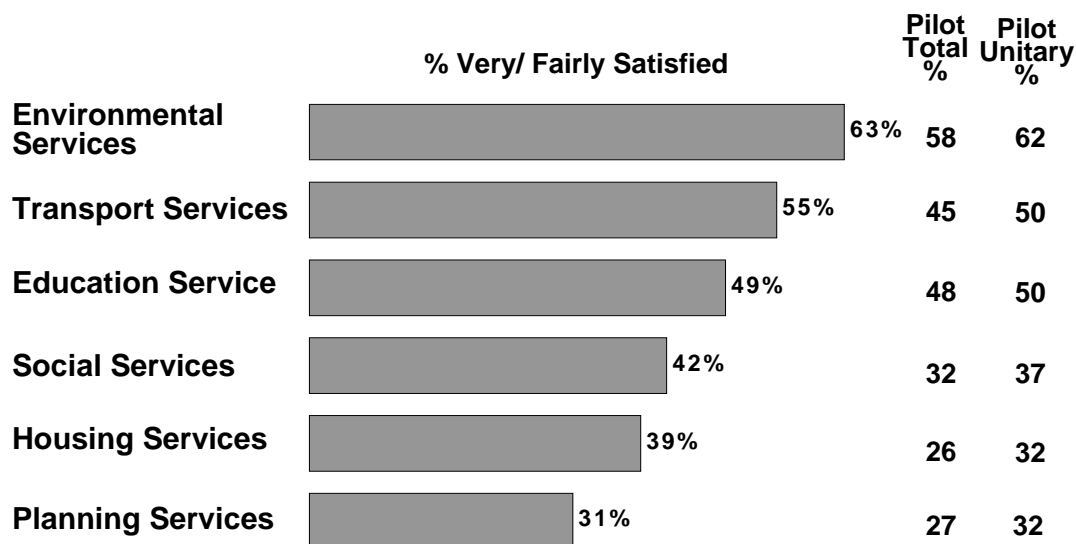
Source: MORI

BVPI3 - Service Departments

As part of BVPI3, authorities have to report data on satisfaction with a number of service departments and key services. The satisfaction figures for Leicester – based on all respondents – are shown on the chart below.

BVPI 3 - Satisfaction with Service Departments

Q How satisfied or dissatisfied are you with your local authority's ...?



Base: all valid responses

Source: MORI

As the chart highlights, satisfaction with Leicester services is consistent with MORI/LGA BVPI benchmark data for Unitary authorities, and are higher than the BVPI aggregate. It is worth noting, however, that the rating given to Leicester housing services is considerably greater than that for Unitary authorities as a whole, while that for social services is higher than the national average.

DETR require aggregate data for BVPI 3 to be broken down to show data for specific groups of residents, as required by DETR. As the satisfaction scores shown in the table below illustrate, users consistently rate services higher than non-users, while women are more positive than men. Satisfaction is also higher among ethnic minority residents, although differences are not statistically significant.

Please indicate how satisfied or dissatisfied you are with the overall service provided by each of the following.

	% Very/fairly Satisfied					
	Transport	Environ-ment	Educati-on	Social Services	Planning	Housing
	%	%	%	%	%	%
All	55	63	50	43	31	38
Service users	N/A	N/A	55	34	52	52
Non-service users	N/A	N/A	49	43	30	38
Ethnic minority respondents	56	63	54	46	37	43
Non-ethnic minority respondents	54	62	48	41	28	37
Women	57	63	52	46	33	42
Men	53	62	47	39	28	35

Base: all valid responses

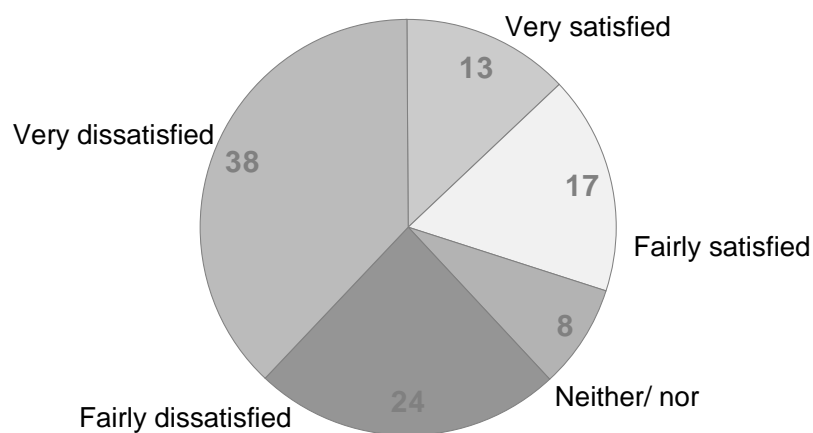
Source: MORI

BVPI4 – Percentage of those Making Complaints Satisfied with the Handling of Those Complaints

Overall, **21%** of respondents claim to have contacted the authority with a complaint over the past twelve months. Of these complainants, **30%** are satisfied with the way the complaint was handled. This is, however, outweighed by six in ten (**62%**) who feel dissatisfied, including over a third who are very dissatisfied.

BVPI 4 - Satisfaction with Complaint Handling

Q *How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?*



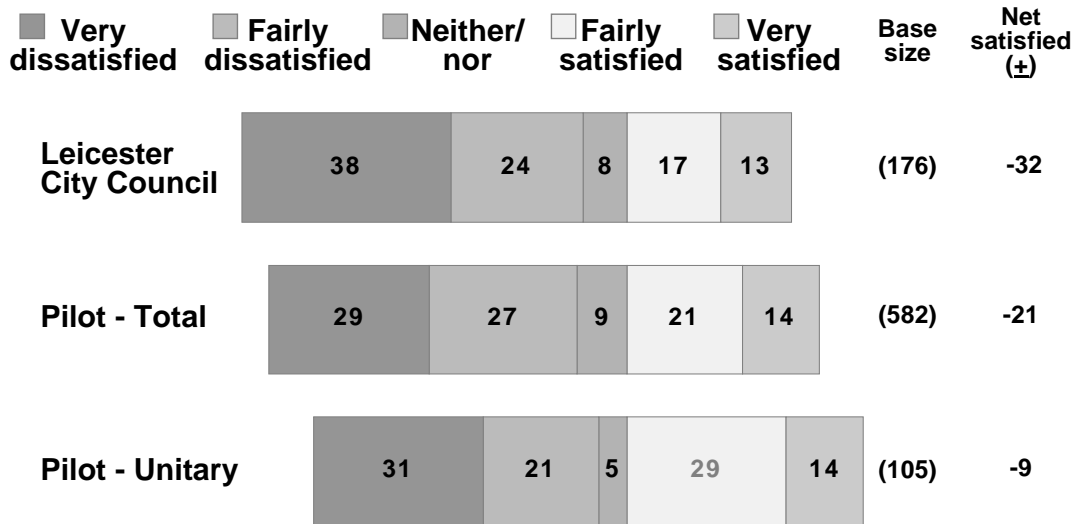
Base: All valid responses

Source: MORI

Levels of dissatisfaction with complaints handling are relatively high in Leicester. A point reinforced by comparison with MORI/LGA BVPI Pilot data:

BVPI 4 - Comparisons

Q How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?



Base: All valid responses

Source: MORI

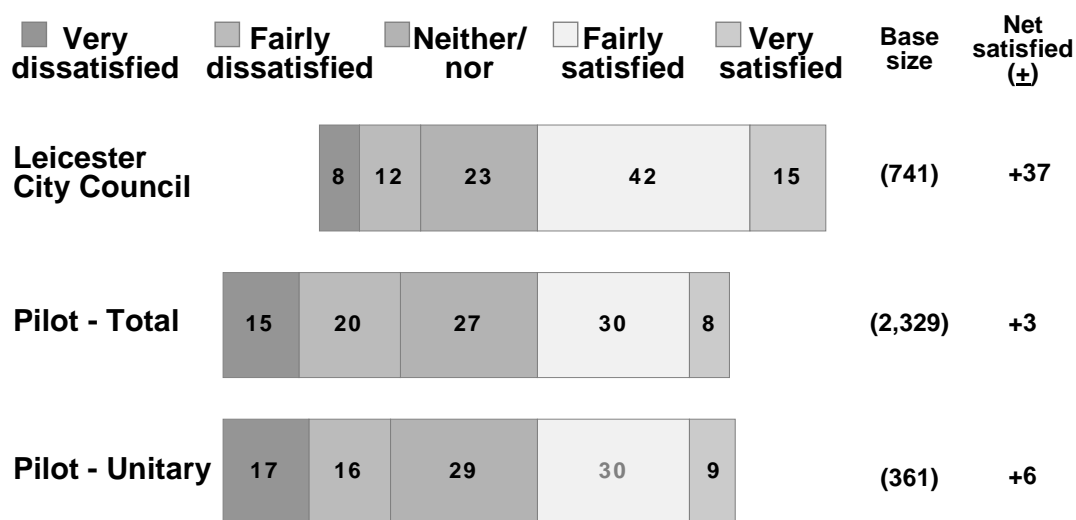
TRANSPORT SERVICES

BVPI103 - Percentage Satisfied with Local Provision of Public Transport Information

Among residents as a whole, **57%** say they are satisfied with the provision of public transport information overall. In comparison with findings from the MORI/LGA pilot survey, Leicester respondents are considerably more satisfied with public transport information.

BVPI 103 - Public Transport Information - Comparison

Q Please indicate whether you are satisfied or dissatisfied with ... the provision of public transport information overall.



Base: All valid responses

Source: MORI

In total, 50% recall seeing some of the information in the past twelve months. Among those who have seen information satisfaction rises to **64%**, but falls to **48%** among those who have not (both of these figures are requested by DETR).

BVPI104 – Percentage Satisfied with Local Bus Services

Among residents as a whole, **54%** say that they are satisfied with local bus services overall. This rises to **56%** among those who have used the local bus service in the past year, but falls to **35%** among non-users.

Levels of satisfaction with the bus service overall (among all respondents) are comparable to MORI/LGA benchmark data for Unitary authorities, and are significantly higher than aggregate ratings.

BVPI 104 - Local Bus Service - Comparison

Q Please indicate whether you are satisfied or dissatisfied with ... the local bus service overall.



Base: All valid responses

Source: MORI

COUNCIL SERVICES

BVPI89 – Percentage of People Satisfied with Cleanliness Standards

Around six in ten (59%) are satisfied that the authority has fulfilled its duty to keep land clear of litter and refuse. As the chart below shows, this is comparable to results obtained in the MORI/LGA Pilot survey.

BVPI 89 - Cleanliness Standards - Comparison

Q How satisfied or dissatisfied are you that the Council has fulfilled its duty to keep this land clear of litter and refuse?



Base: All valid responses

Source: MORI

Trend data from previous surveys conducted by MORI for Leicester City Council indicates that satisfaction with this Council function has declined over recent years. However, this is may be due to the higher proportion of respondents saying that they feel “neither satisfied nor dissatisfied” in this postal survey, than a general increase in dissatisfaction. This in turn may also reflect the more complex wording in the General Survey than in previous research conducted by MORI in Leicester.

How satisfied or dissatisfied are you that Leicester City Council has fulfilled its duty to keep this its land clear of litter and refuse?

	1988*	1991*	1994*	1998*	2000
<i>Base:</i>	(1,670)	(1,585)	(1,547)	(1,500)	(760)
Very Satisfied	13	8	20	12	11
Fairly satisfied	50	47	58	59	48
Neither satisfied nor dissatisfied	7	6	6	8	16
Fairly dissatisfied	19	26	12	12	16
Very dissatisfied	10	12	3	6	9
Don't know	NA	NA	NA	3	NA
Satisfied	63	55	+78	+71	59
Dissatisfied	29	38	+15	+9	25
Net satisfied	+34	+17	+63	+62	+34

Base: all valid response

Source: MORI

**Overall, how satisfied or dissatisfied are you with street cleaning in Leicester?*

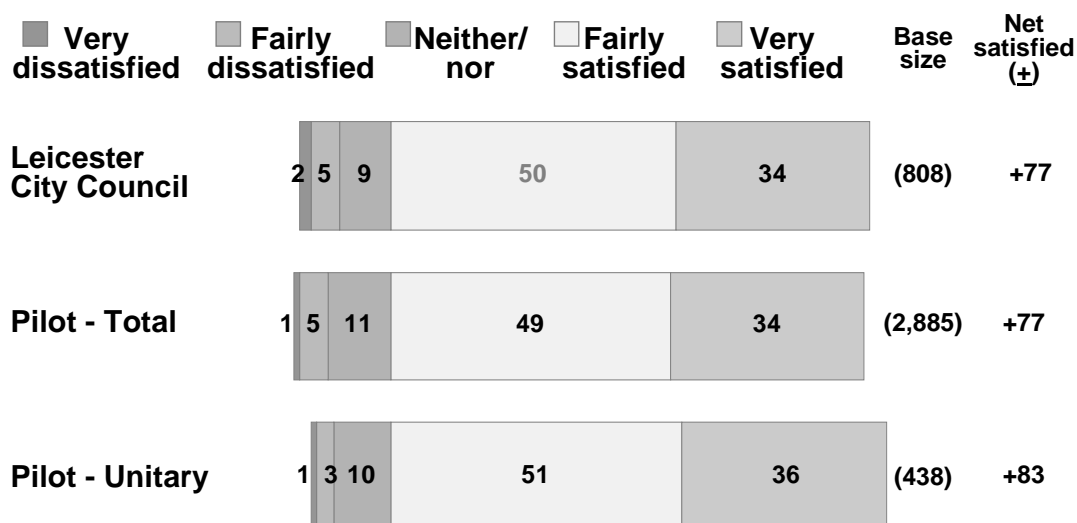
BVPI90 – Percentage Satisfied with Household Waste Collection, Recycling Facilities and Civic Amenity Sites

Four in five (**84%**) respondents are satisfied with household waste collection, while two in three are satisfied with recycling facilities (**67%**). Marginally fewer users of civic amenity sites feel likewise (**62%**) about this service.

In comparison with MORI/LGA benchmark data and recent MORI research survey conducted for Leicester, the authority's performance on these BVPIs is mixed. For example, while ratings for recycling is higher than in the pilot survey, it is lower than the 1998 residents' survey. In contrast, satisfaction with the waste collection service is comparable to the pilot and 1998 survey results, while it is lower than the pilot for civic amenity sites.

BVPI 90 - Waste Collection - Comparison

Q Please indicate whether you are satisfied or dissatisfied with ... the waste collection service overall.



Base: All valid responses

Source: MORI

Q Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

Household waste collection service overall

	1988	1991*	1994*	1998*	2000
<i>Base:</i>	(1,670)	(1,585)	(1,547)	(1,500)	(808)
Very Satisfied	26	30	40	30	34
Fairly satisfied	50	57	50	57	50
Neither satisfied nor dissatisfied	4	2	2	5	9
Fairly dissatisfied	13	7	5	4	5
Very dissatisfied	7	4	1	1	2
Don't know	1	1	2	3	NA
Satisfied	76	87	90	87	84
Dissatisfied	20	11	6	5	7
Net satisfied	+56	+76	+84	+82	+77

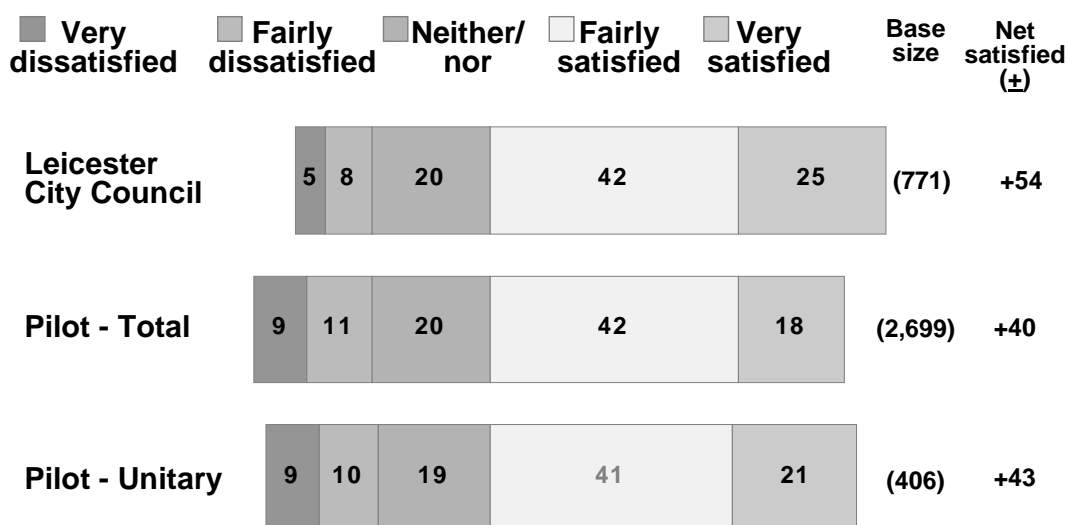
Base: all valid response

Source: MORI

**Overall, how satisfied or dissatisfied are you with refuse collection in Leicester?*

BVPI 90 - Recycling Facilities - Comparison

Q Please indicate whether you are satisfied or dissatisfied with ... the provision of recycling facilities overall?



Base: All valid responses

Source: MORI

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

The provision of recycling facilities overall.

	1998*	2000
<i>Base:</i>	(622)	(771)
Very Satisfied	29	25
Fairly satisfied	57	42
Neither satisfied nor dissatisfied	3	20
Fairly dissatisfied	6	8
Very dissatisfied	2	5
Don't know	3	NA
Satisfied	86	67
Dissatisfied	8	13
Net satisfied	+78	+54

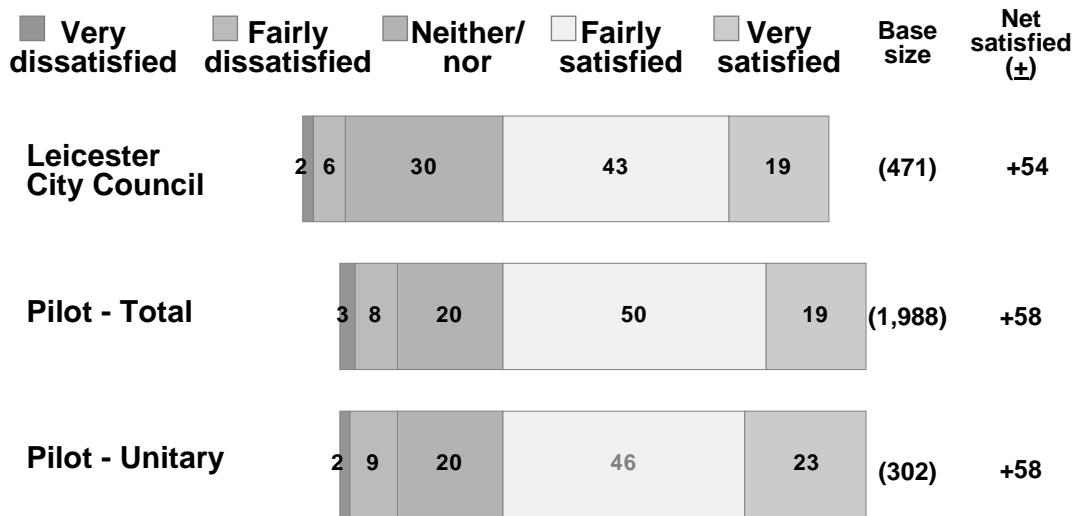
Base: all valid response

Source: MORI

**Overall, how satisfied or dissatisfied are you with recycling facilities in Leicester?*

BVPI 90 - Civic Amenity Site Service - Comparison

Q Please indicate whether you are satisfied or dissatisfied with the ... civic amenity site service overall.



Base: All valid responses from users

Source: MORI

BVPI119 – Percentage Satisfied with Cultural and Recreational Activities

Levels of satisfaction with the cultural and recreational activities asked about are as follows:

- **50%** are satisfied with sports and leisure facilities
- **63%** are satisfied with libraries
- **56%** are satisfied with museums and galleries
- **57%** are satisfied with theatres and concert halls
- **64%** are satisfied with parks, open spaces, play areas and other community recreation facilities and activities

The following charts compare Leicester's performance on BVPI 119 with results obtained in the MORI/LGA survey. While Leicester's ratings are broadly comparable with pilot results, it is worth noting that satisfaction with sports and leisure facilities and libraries is lower than aggregate and Unitary data, while it is higher for museums and galleries.

Within the context of recent findings from Leicester residents' surveys, results are mixed. Satisfaction among users of theatres/concert halls and parks/open spaces are comparable to 1998 survey findings, while they are lower for libraries, museums/galleries and sports and leisure facilities.

BVPI 119 - Sports and Leisure Facilities - Comparison

Q Please indicate how satisfied or dissatisfied you are with ... sports and leisure facilities.



Base: All valid responses

Source: MORI

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

Sports and leisure facilities

	1991*	1994*	1998	2000
<i>Base:</i>	(792)	(748)	(666)	(348)
Very Satisfied	32	32	23	17
Fairly satisfied	51	48	52	49
Neither satisfied nor dissatisfied	4	6	8	19
Fairly dissatisfied	7	6	11	11
Very dissatisfied	1	1	3	4
Don't know	5	6	3	NA
Satisfied	83	80	75	66
Dissatisfied	8	7	14	15
Net satisfied	+75	+73	+61	+51

Base: all valid response from users

Source: MORI

*Overall, how satisfied or dissatisfied are you with swimming pools and sports facilities in Leicester?

BVPI 119 - Libraries - Comparison

Q Please indicate how satisfied or dissatisfied you are with ... libraries.



Base: All valid responses

Source: MORI

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

Libraries

	1994*	1998*	2000
<i>Base:</i>	(748)	(818)	(419)
Very Satisfied	42	27	26
Fairly satisfied	46	60	37
Neither satisfied nor dissatisfied	5	6	30
Fairly dissatisfied	1	4	4
Very dissatisfied	7	1	2
Don't know	*	3	NA
Satisfied	88	87	63
Dissatisfied	8	5	6
Net satisfied	+80	+82	+57

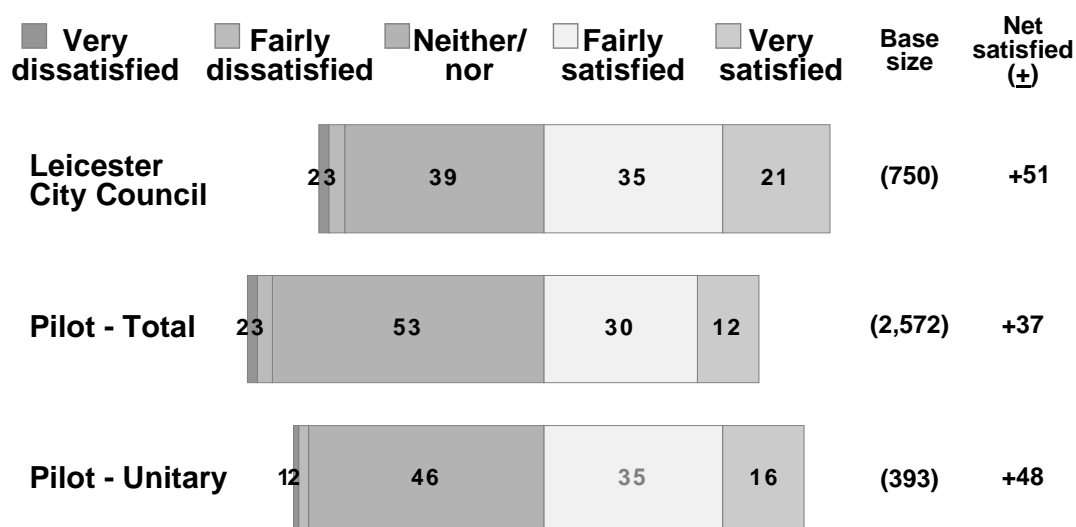
Base: all valid response from users

Source: MORI

**Overall, how satisfied or dissatisfied are you with libraries in Leicester?*

BVPI 119 - Museums and Galleries - Comparison

Q Please indicate how satisfied or dissatisfied you are with ... museums and galleries.



Base: All valid responses

Source: MORI

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

Museums and galleries

	1996*	1998*	2000
<i>Base:</i>	(639)	(348)	(349)
Very Satisfied	34	24	32
Fairly satisfied	49	60	46
Neither satisfied nor dissatisfied	9	6	16
Fairly dissatisfied	3	3	3
Very dissatisfied	1	1	3
Don't know	4	4	NA
Satisfied	83	84	78
Dissatisfied	4	4	6
Net satisfied	+79	+80	+72

Base: all valid response from users

Source: MORI

**Overall, how satisfied or dissatisfied are you with museums in Leicester?*

BVPI 119 - Theatres and Concert Halls - Comparison

Q Please indicate how satisfied or dissatisfied you are with ... theatres and concert halls.



Base: All valid responses

Source: MORI

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

Theatres and concert halls

	1998*	2000
<i>Base:</i>	<i>(351)</i>	<i>(395)</i>
Very Satisfied	15	27
Fairly satisfied	57	49
Neither satisfied nor dissatisfied	14	17
Fairly dissatisfied	8	5
Very dissatisfied	3	2
Don't know	4	NA
Satisfied	72	76
Dissatisfied	11	7
Net satisfied	+61	+69

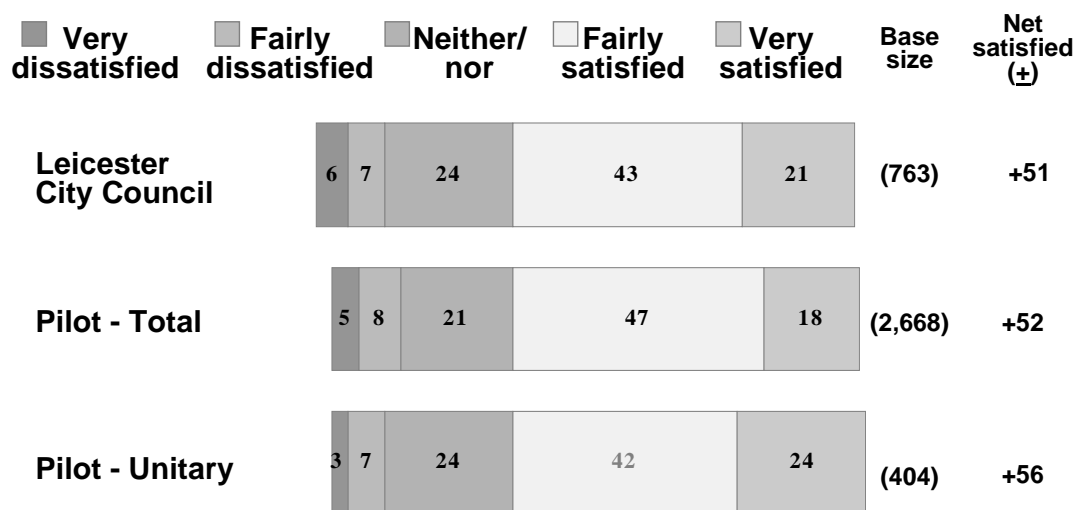
Base: all valid response from users

Source: MORI

**Overall, how satisfied or dissatisfied are you with arts, entertainments and events in Leicester?*

BVPI 119 - Parks and Open Spaces - Comparison

Q Please indicate how satisfied or dissatisfied you are with ... parks/open spaces, play areas and other community recreation facilities and activities.



Base: All valid responses

Source: MORI

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

Parks, open spaces, play areas and other community recreation facilities and activities

	1998*	2000
<i>Base:</i>	(1,286)	(594)
Very Satisfied	16	22
Fairly satisfied	56	48
Neither satisfied nor dissatisfied	6	18
Fairly dissatisfied	13	7
Very dissatisfied	5	5
Don't know	4	
Satisfied	72	70
Dissatisfied	18	12
Net satisfied	+54	+68

Base: all valid response from users

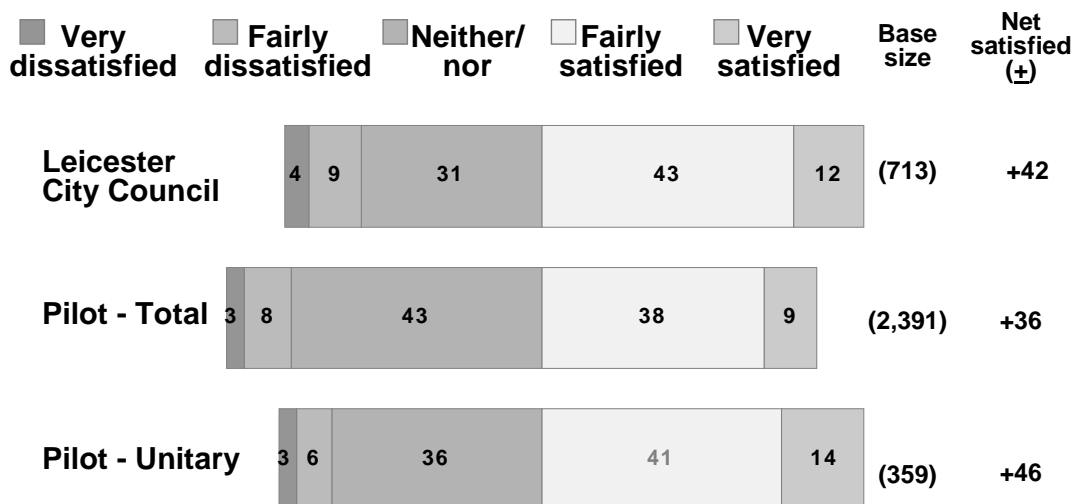
Source: MORI

**Overall, how satisfied or dissatisfied are you with parks arts, entertainments and events in Leicester?*

Having been asked about specific cultural and recreational services, respondents were also asked to rate “cultural and recreational services overall”, with findings to be reported as part of BVPI119. In total, **55%** are satisfied, which compares favourably with the scores from the pilot studies, while just one in eight (13%) are dissatisfied.

BVPI 119 - Cultural Services Overall - Comparison

Q *How satisfied or dissatisfied are you overall with your local authority's cultural and recreational services?*



Base: All valid responses

Source: MORI

A breakdown of satisfaction with cultural and recreational services overall (as required by DETR) is shown below:

How satisfied or dissatisfied are you, overall, with your local authority's cultural and recreational services

	<i>Base:</i>	Very/fairly Satisfied
		%
All	<i>(713)</i>	56
Users	<i>(76)</i>	78
Non-users	<i>(637)</i>	53
Ethnic minority respondents	<i>(172)</i>	60
Non-ethnic minority respondents	<i>(541)</i>	54
Women	<i>(397)</i>	56
Men	<i>(316)</i>	55

Base: All valid responses

Source: MORI
