

**Woking Borough Council**  
**BVPI General Survey 2006 - Summary Data (weighted)**

## **Introduction**

In autumn 2006 the statutory Best Value General Satisfaction Survey was sent out to a random sample of 2500 Woking Borough's residents. It asked residents about how they viewed the following issues:

- About your local area
- Anti-social behavior
- Waste and litter services
- Household waste collection
- Recycling collection
- Local recycling facilities
- Cultural and recreational activities and venues
- Changes in your local area
- Other services
- Information about your council and its services
- Contacting your council - making a complaint
- Contacting your council for other reasons
- Local decision making
- How the council performs overall

1371 questionnaires were analysed representing a usable response rate of 55%. Below you will find a summary of the results from this survey.

The results of this questionnaire have had a weighting applied by the Department for Communities and Local Government to take account of demographic variations within the respondents. To enable comparisons, results of the 2003 survey are also shown. All results shown are in percentages and where percentage values do not add up to 100% this is likely to be due to rounding up or the exclusion of "no reply" from the analysis. Where they exceed 100% this is likely to be where respondents are allowed to tick more than one answer to a single question.

<b>About your local area</b>					
<b>Q1 Which of the following makes a good place to live in?</b>			<b>Q2 In the local area, which of the following needs improving?</b>		
Respondents were allowed to tick 5 boxes			Respondents were allowed to tick 5 boxes		
	2003	2006		2003	2006
Access to nature	24	20	Access to nature	4	4
Activities for teenagers	10	16	Activities for teenagers	26	39
Affordable decent housing	31	32	Affordable decent housing	35	29
Clean streets	38	37	Clean streets	36	24
Community activities	5	6	Community activities	5	10
Cultural Activities e.g. cinemas and museums	19	13	Cultural Activities e.g. cinemas and museums	4	4
Education provision	27	33	Education provision	9	9
Facilities for young children	13	12	Facilities for young children	8	12
Health services	50	52	Health services	22	19
Job prospects	19	16	Job prospects	8	8
The level of crime	72	58	The level of crime	32	39
The level of pollution	18	12	The level of pollution	10	9
The level of traffic congestion	40	24	The level of traffic congestion	52	43
Parks and open spaces	28	25	Parks and open spaces	11	6
Public transport	28	22	Public transport	29	21
Race relations	9	5	Race relations	5	9
Road and pavement repairs	17	12	Road and pavement repairs	30	35
Shopping facilities	42	23	Shopping facilities	10	7
Sports and leisure facilities	15	13	Sports and leisure facilities	7	8
Wage levels and local cost of living	15	11	Wage levels and local cost of living	22	14
Other	2	1	Other	5	6
None of these	0	0	None of these	1	1
Don't know	0	0	Don't know	1	2

<b>Q3 Overall, how satisfied or dissatisfied are you with your local area as a place to live?</b>					
Year	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
2003	New in '06	New in '06	New in '06	New in '06	New in '06
2006	11	63	16	8	2

<b>Antisocial Behaviour</b>										
<b>Q4 Thinking about your local area, how much of a problem do you think each of the following are?</b>										
	A very big problem		A fairly big problem		Not a very big problem		Not a problem at all		Don't know	
	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
Parents taking responsibility for the behaviour of their children	New in '06	18	New in '06	34	New in '06	28	New in '06	6	New in '06	8
People not treating other people with respect and consideration		14		27		38		11		3
Noisy neighbours and loud parties	4	5	9	10	38	37	42	38	3	2
Teenagers hanging around streets	13	23	27	33	33	25	19	11	3	3
Rubbish and litter lying around	11	12	25	25	44	43	12	12	2	1
People getting drunk and rowdy in public places	10	10	21	20	32	37	19	18	13	6
Abandoned or burnt out cars	12	3	21	6	33	34	23	42	8	7
Vandalism, graffiti and other deliberate damage to property or vehicles	14	13	27	23	33	37	18	16	4	5
People using or dealing drugs	12	9	16	18	19	23	18	19	30	24

<b>Q5 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?</b>							
Year	Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know	Too few people in area	All the same background
2003	6	48	12	3	24	2	5
2006	5	42	13	5	23	4	4

## Waste and litter services

**Q6** Woking Borough Council has a duty to keep all open public land which it controls clear of litter and refuse. How satisfied or dissatisfied are you that Woking Borough Council has kept this land clear of litter and refuse

Year	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
2003	7	49	18	18	8
2006	7	54	22	14	4

## Household waste collection

**Q7** Woking Borough Council undertakes an alternate weekly collection of general household waste. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

	Very satisfied		Fairly satisfied		Neither satisfied or dissatisfied		Fairly dissatisfied		Very dissatisfied	
	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
The bin provided for general household waste	18	37	31	40	13	8	11	9	27	6
How 'clean and tidy' the street is following the waste collection	19	28	49	49	12	13	13	8	7	2
The collection of bulky household waste	18	13	35	34	23	28	13	15	11	10
The waste collection service overall	22	19	53	45	14	13	7	12	4	11

## Recycling collection

**Q8** Woking Borough Council undertakes an alternate weekly collection of dry mixed recyclables and garden refuse for recycling. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

	Very satisfied		Fairly satisfied		Neither satisfied or dissatisfied		Fairly dissatisfied		Very dissatisfied	
	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
The container provided for items of recycling	12	40	28	43	17	8	13	6	30	3
How 'clean and tidy' the street is following the collection of items for recycling	22	30	47	51	18	12	7	5	5	2
The service for the collection of items for recycling overall	18	24	38	47	17	12	13	9	15	7

## Local recycling facilities

**Q9** Woking Borough Council provides a range of local recycling facilities such as glass, can and paper banks at supermarkets, local shops and in public car parks at around 25 locations around the Borough. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

	Very satisfied		Fairly satisfied		Neither satisfied or dissatisfied		Fairly dissatisfied		Very dissatisfied	
	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
The location of the recycling facilities	28	25	51	55	12	11	6	6	3	3
The items you can deposit for recycling	23	19	52	53	12	15	8	10	4	3
How 'clean and tidy' the site is	12	11	46	47	23	25	14	12	4	4
The provision of local recycling facilities overall	18	16	50	54	15	17	12	9	5	4

## Cultural and recreational activities and venues

**Q10** Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Woking Borough Council. (please answer whether you have used these or not)

	Very satisfied		Fairly satisfied		Neither satisfied or dissatisfied		Fairly dissatisfied		Very dissatisfied	
	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
Sports/leisure facilities and events	15	16	48	49	32	28	3	5	2	2
Libraries	New in '06	28	New in '06	47	New in '06	20	New in '06	4	New in '06	1
Museums and galleries		9		25		54		9		3
Theatres and concert halls	40	35	39	42	18	20	2	3	1	0
Parks and open spaces	19	21	56	55	19	17	4	6	2	2

<b>Q11</b> Please indicate how frequently you have used the following cultural and recreational services provided or supported by Woking Borough Council in the last 12 months																
1	Sports/leisure facilities and events															
2	Libraries															
3	Museums and galleries															
4	Theatres and concert halls															
5	Parks and open spaces															
	Almost every day		At least once a week		About once a month		Within the last 6 months		Within the last year		Longer ago		Never used		It does not apply/don't know	
	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
1	2	2	16	19	11	15	17	17	10	10	12	13	25	16	2	4
2	New in '06	1	New in '06	13	New in '06	24	New in '06	19	New in '06	9	New in '06	15	New in '06	14	New in '06	2
3		0		0		3		9		10		20		44		9
4	0	0	2	2	22	21	30	35	15	14	10	11	15	11	2	3
5	9	13	24	29	19	22	16	15	11	7	6	5	9	5	2	2

<b>Changes in your local area</b>						
<b>Q12</b> For each of the following services provided or supported by Woking Borough Council do you think the service has got better or worse over the last three years, or has it stayed the same?						
	Better		Stayed the same		Worse	
	'03	'06	'03	'06	'03	'06
Keeping public land clear of litter and refuse	17	19	61	64	22	17
Collection of household waste	20	38	72	28	8	35
Local recycling facilities	34	40	60	51	6	10
Doorstep collection of items for recycling	27	58	57	31	16	11
Sports/leisure facilities	14	8	81	86	5	7
Libraries	New in '06	12	New in '06	83	New in '06	5
Museums and galleries		11		85		5
Theatres/concert halls	21	9	78	89	2	2
Parks and open spaces	11	16	81	76	9	8

## Other services

**Q13** Please indicate how satisfied or dissatisfied you are overall with the following services provided by Woking Borough Council. (Please answer the question whether you have used these services or not)

	Very satisfied		Fairly satisfied		Neither satisfied or dissatisfied		Fairly dissatisfied		Very dissatisfied	
	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
Planning services	8	6	27	20	52	59	8	7	7	7
Housing services	5	4	19	15	64	69	7	8	4	5

**Q14** Please indicate whether you or any other member of your family have used any of the following services provided by Woking Borough Council in the last 12 months?

	2003	2006
Planning services		21
Housing services	New in '06	12

**Q15** Taking everything into account, how satisfied or dissatisfied are you with the way Woking Borough Council runs things?

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
6	5	54	47	29	33	8	11	3	4

## Information about your council and its services

**Q16** How well informed do you feel about each of the following?

	Very well informed		Fairly well informed		Not very well informed		Not well informed at all		Don't know	
	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
How to pay bills to the council	New in '06	32	New in '06	55	New in '06	6	New in '06	1	New in '06	4
How and where to register to vote		39		47		7		1		4
How to get involved in local decision making		7		27		39		11		12
How to complain to the council		10		35		34		9		9
What the Council spends its money on		9		43		26		11		7
What standard of service you should expect from the Council		8		37		33		10		9
Whether the council is delivering on its promises		3		24		40		15		15
What the council is doing to tackle anti-social behaviour in your local area		2		14		40		28		13
How well the council is performing		3		28		39		15		12
Overall, how well informed do you think your Council keeps residents about the services and benefits it provides		13		5		53		41		24

**Q17** How do you find out about Woking Borough Council?

	2003	2006
Local media (newspapers, television, radio)	New in '06	35
Information provided by the Council (newspaper/magazine, leaflets, posters)		38
Council website/internet		19
From your local councillor		2
Direct contact with the council		8
Word of mouth		10
Another source		1
None of the above		2
Don't know		3

## Contacting your council and making a complaint

**Q18** Have you contacted Woking Borough Council with a complaint in the last 12 months?

	2003	2006
Yes	22	22
No	78	75

**Q19** What did your complaint relate to? – This was a free text answer and does not lend itself to summary analysis.

**Q20** How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?

Very satisfied		Fairly satisfied		Neither satisfied or dissatisfied		Fairly dissatisfied		Very dissatisfied	
'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
15	16	19	17	13	10	25	22	28	35

**Q21** Which of these best describes the reasons why you made your most recent contact with the council?

	2003	2006
Reported an issue or problem	New in '06	15
Asked for advice/information		19
Applied to use a service		17
Don't know/can't remember		3
Any other reason		0

**Q22** How were you in contact with the council?

	2003	2006
In person	New in '06	14
By telephone		33
By email		5
Via website/Internet		2
By letter		6
Another method		0

**Q23** Still thinking about your most recent contact with the Council, please indicate how satisfied or dissatisfied you were with each aspect of the service you received. If any aspect does not apply to your particular experience, please tick not applicable.

	Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
How easy it was to find the right person to deal with		31		44		12		7		6
The length of time it took to deal with the person you contacted	New in '06	29	New in '06	43	New in '06	11	New in '06	8	New in '06	8
Any information you were given		29		39		15		9		8
How competent the staff were		34		37		14		8		7
How helpful the staff were		37		36		12		7		8
The final outcome		35		31		9		10		15

### Local decision making

**Q24** Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by the Council?

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied		Don't know	
'03	'06	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
New in '06	4	New in '06	17	New in '06	37	New in '06	10	New in '06	5	New in '06	24

**Q25** Do you agree or disagree that you can influence decisions affecting your local area?

Definitely agree		Tend to agree		Tend to disagree		Definitely disagree		Don't know	
'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
New in '06	2	New in '06	21	New in '06	38	New in '06	15	New in '06	21

**Q26** Generally speaking, would you like to be more involved in the decisions the Council makes that affect your local area

Yes		No		Depends in issue		Don't know	
'03	'06	'03	'06	'03	'06	'03	'06
New in '06	21	New in '06	11	New in '06	61	New in '06	6

## How the Council performs overall

**Q27** Here are some things that other people have said about their Council. To what extent do you think that these statements apply to Woking Borough Council

Woking Borough Council...	A great deal		To some extent		Not very much		Not at all		Don't know	
	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
...is making the local area a better place to live	New in '06	8	New in '06	55	New in '06	21	New in '06	4	New in '06	8
...is working to make the area safer		8		42		28		7		12
...is working to make the area cleaner and greener		14		53		18		5		7
...is efficient and well run		7		41		20		7		22
...provides good value for money		5		31		29		14		19
...is trustworthy		6		35		16		8		30
...is remote and impersonal		7		35		24		11		18
...promotes the interests of local residents		5		40		23		8		19
...acts on the concerns of local residents		5		36		24		10		21
...treats all types of people fairly		11		35		9		9		32

**Q28** Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?

Better		Stayed the same		Worse	
'03	'06	'03	'06	'03	'06
17	15	66	68	17	17