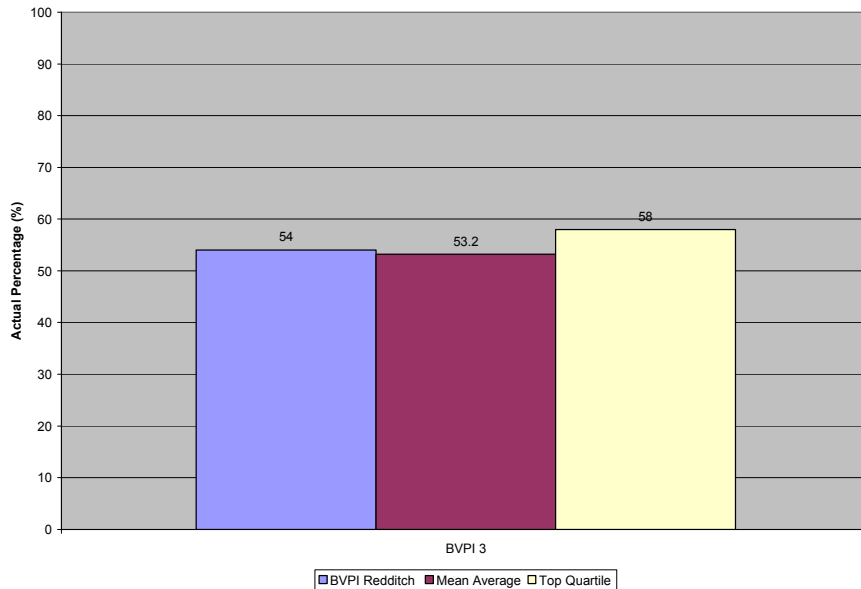


Appendix B(ii)

Customer Satisfaction Performance Indicators	2003	2006	Change
Planning			
BV 111 The % of applicants satisfied with the service received	65	68	+3%
Benefits			
BV 80 Overall Satisfaction with the Benefit service	79	83*	+4%
General			
BV 3 The % of citizens satisfied with the overall service provided by their local authority	48	54	+6%
BV 4 The % of complainants satisfied with the handling of their complaint	25	35	+10%
BV 89 The % of people satisfied with the cleanliness standard in their area	57	72	+15%
BV 90a The % of people satisfied with household waste collection	86	87	+1%
BV 90b The % of people satisfied with waste recycling facilities	77	79	+2%
BV 119a The % of residents satisfied with sports and leisure facilities	53	56	+3%
BV 119d The % of residents satisfied with arts activities and venues	58	53	-5%
BV 119e The % of residents satisfied with parks and open spaces	75	78	+3%
Housing			
BV 74a Satisfaction of tenants of council housing with the overall service provided by their landlord	64	77	+13%

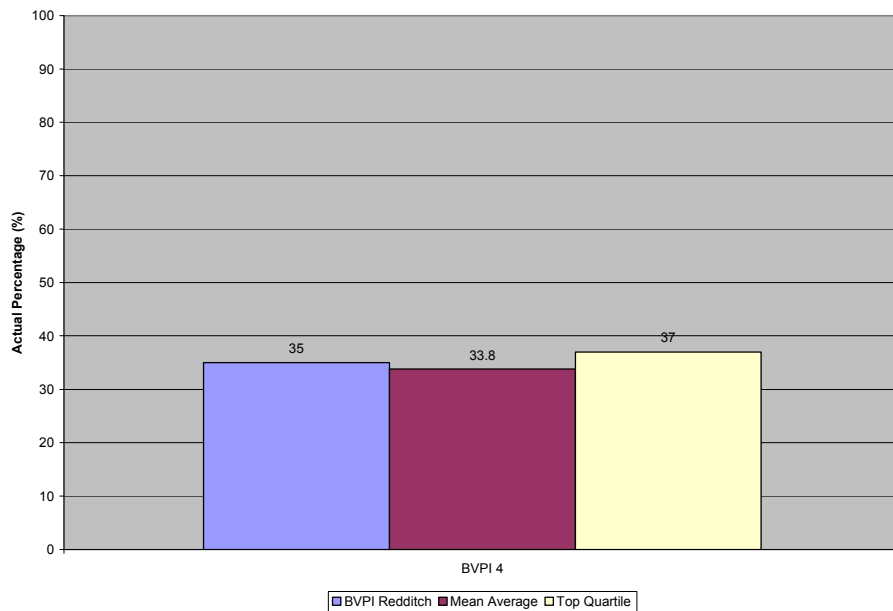
BV 75a Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord	50	62	+12%
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BV 3 – The % of citizens satisfied with the overall service provided by their local authority



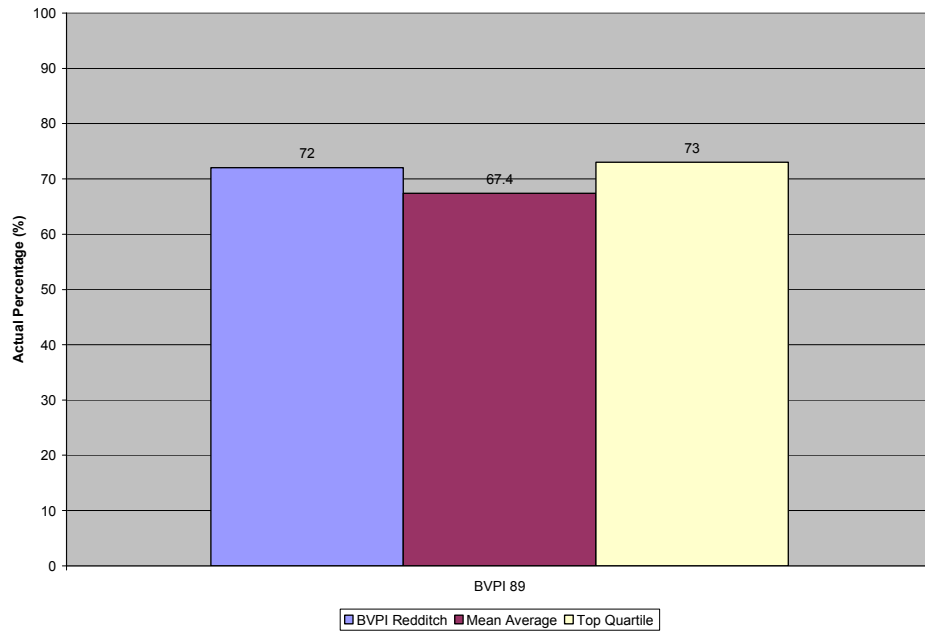
2nd Quartile

BV 4 – The % of complainants satisfied with the handling of their complaint



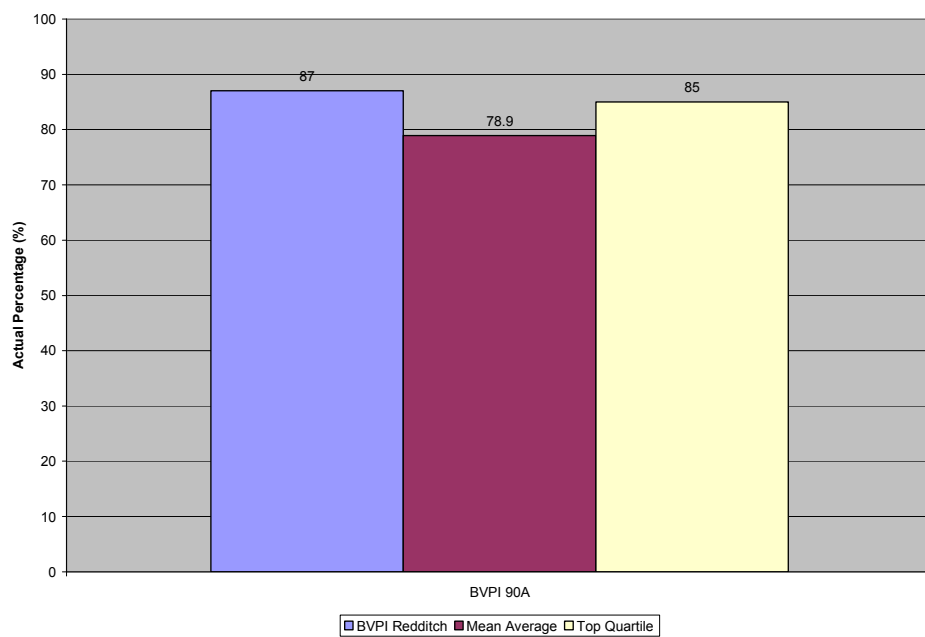
2nd Quartile

BV 89 – The % of people satisfied with the cleanliness standard in their area



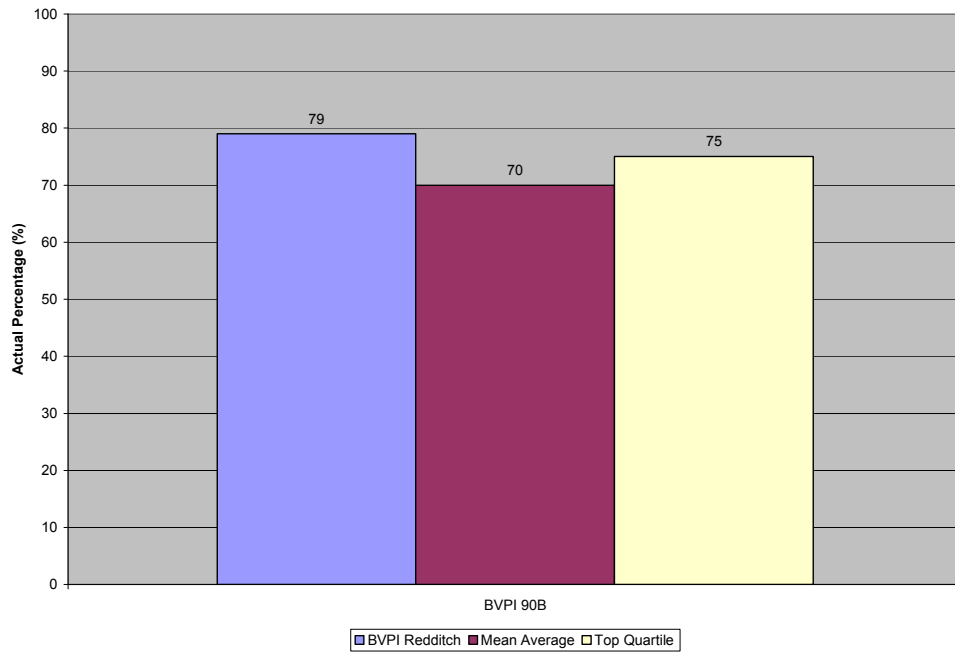
2nd Quartile

BV 90A – The % of people satisfied with household waste collection



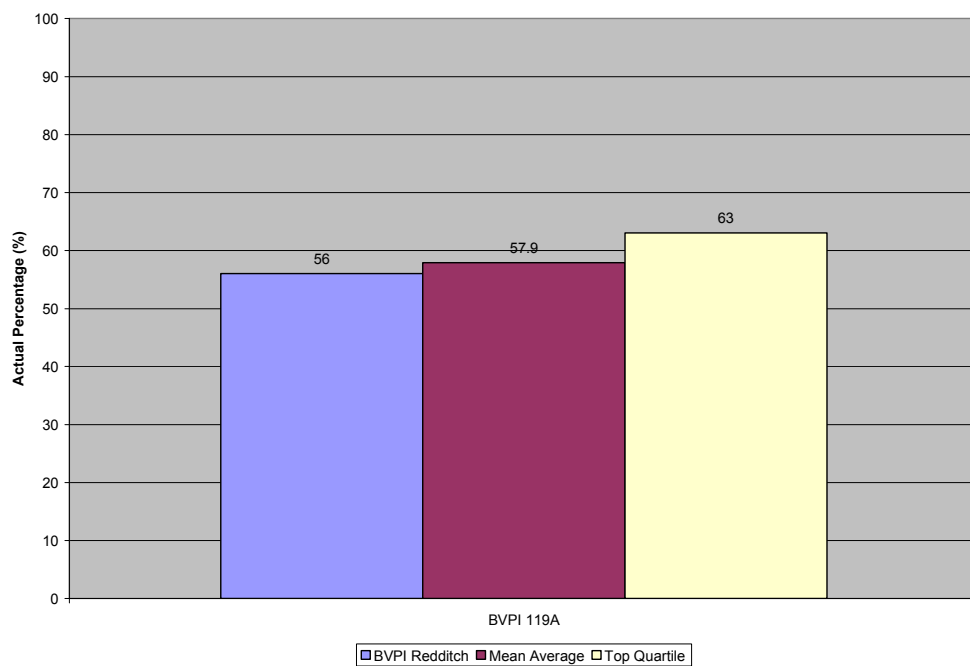
Top Quartile

BV 90B – The % of people satisfied with waste recycling facilities



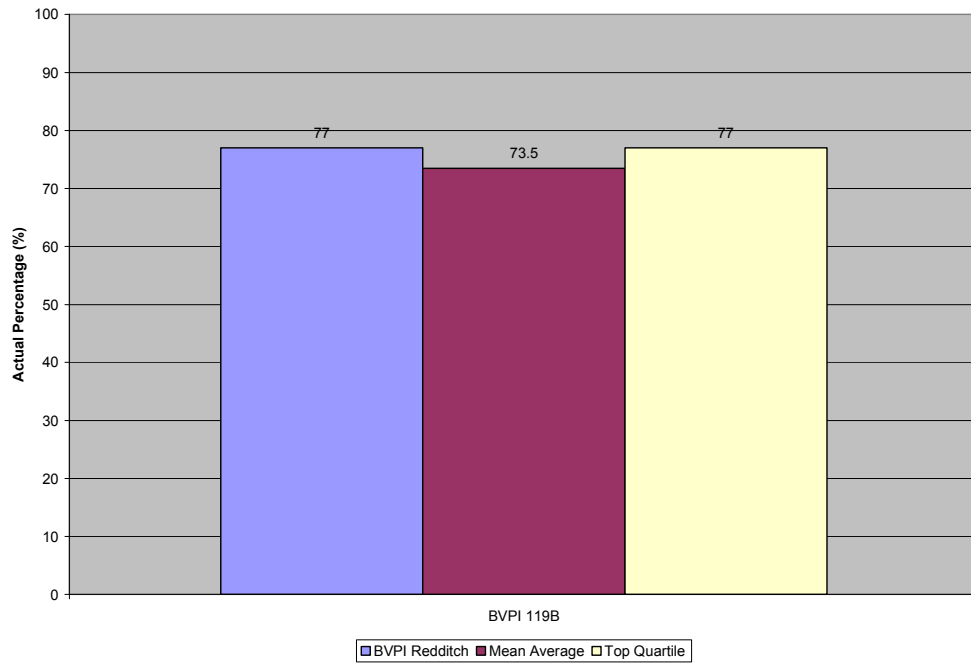
Top Quartile

BV 119A – The % of residents satisfied with sports and leisure facilities



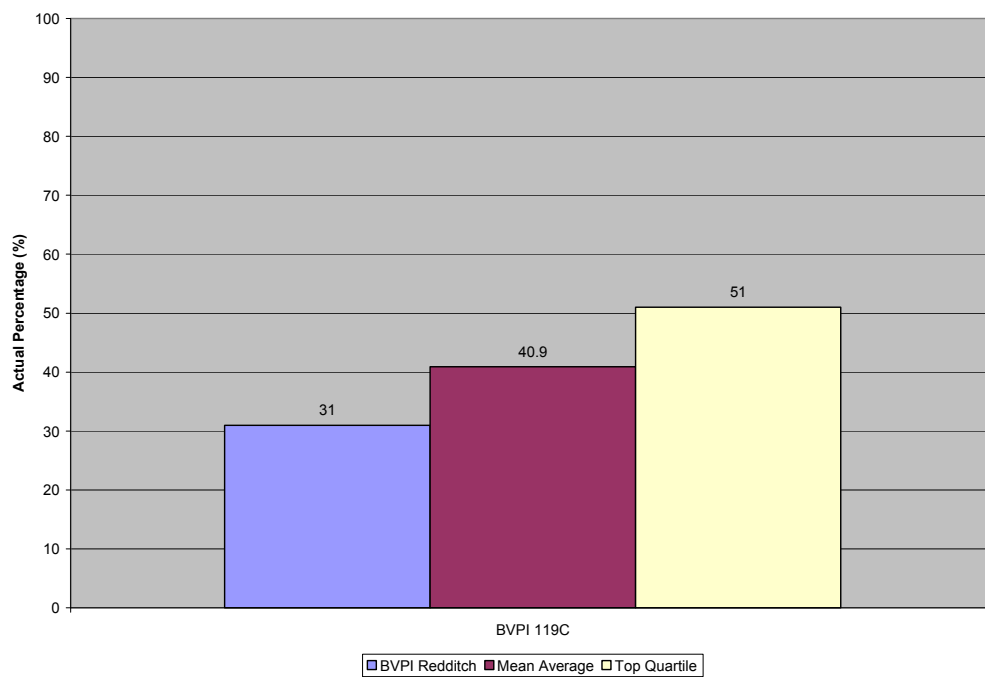
1st Quartile

BV 119B – The % of residents satisfied with libraries



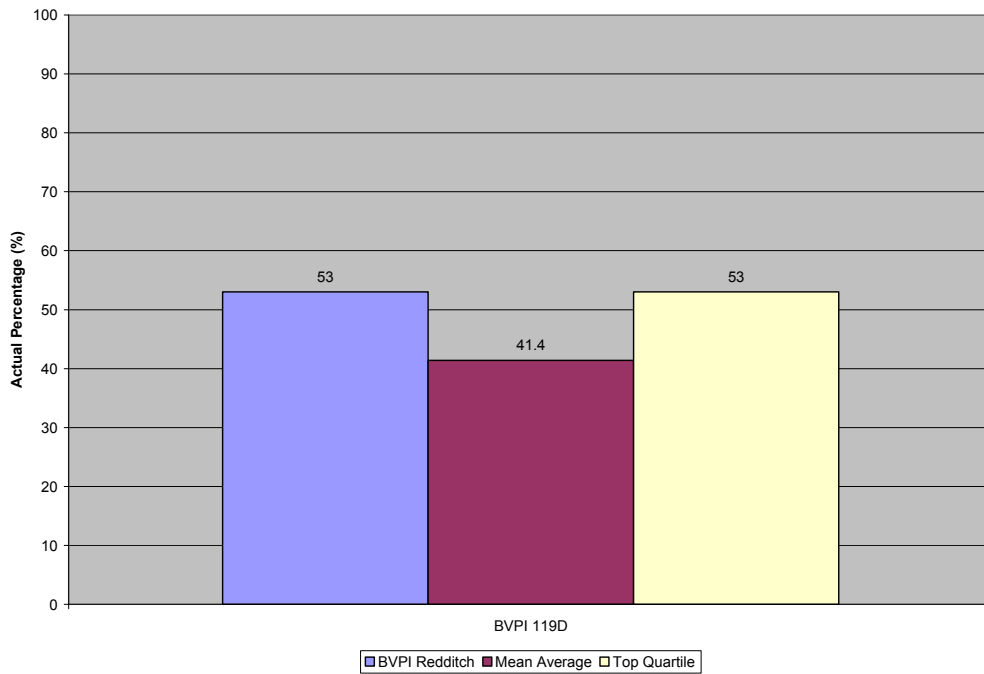
Top Quartile

BV 119C – The % of residents satisfied with museums and galleries



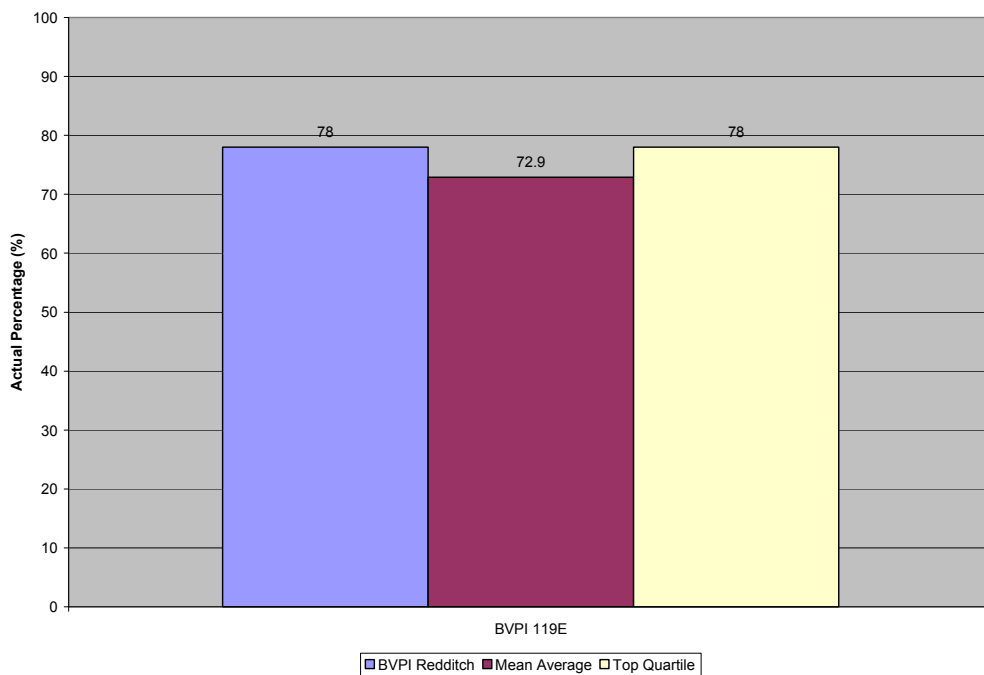
1st Quartile

BV 119D – The % of residents satisfied with arts activities and venues



Top Quartile

BV 119E – The % of residents satisfied with parks and open spaces



Top Quartile