

SERVICE SATISFACTION ACTION PLAN

Survey Question	Result/Comparison	Lead/Owner	Service Comments on Result	Other/alternative survey data/info	Actions to Improve and Targets for 2009/10
Satisfaction with the way complaints are handled BV4	06/07 32% 03/04 31% Top Quartile 36% Bottom Quartile 31.8%	David Morgan/Simon Lawrence	Minor improvement but still places us near bottom quartile. Over half of the complaints relate to non-County services. Removing non-Council complaints raises result to 40%		<p>Actions to improve complaints and service fault handling via Customer First programme. Actions to focus on improved handling of multi-agency complaints.</p> <p>2009/10 Target – top quartile/36%</p>
Satisfaction with local tip overall BV90c	06/07 83.8% 03/04 82.2% Top Quartile 86% Bottom Quartile 79.8%	Holly Field	Improvement from 03/04 and upper threshold CPA. Pleasing result following appointment of new contractor from July 2006 and work that has gone into improving and developing our RHWS.	Departmental MORI survey in Feb / March 2007 (telephone based). Overall satisfaction with RHWS = 95%.	<p>Focus on helpfulness of staff, how user friendly sites are and analysis of satisfaction levels at individual sites. We will be carrying out satisfaction surveys at each site to inform a programme of targeted improvements.</p> <p>Ongoing pursuit of programme of ambitious improvements at all RHWS (signage, layout, installation of CCTV, opening hours) with intention of improving recycling / composting rates and increasing customer satisfaction.</p> <p>Development of medium term plan to drive forward</p>

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					<p>infrastructure developments.</p> <p>All of above to be taken forward with new contractor.</p> <p>2009/10 Target = 86%</p>
Service Improvement in Local Tip/Waste Centre	Felt got better: 06/07 – 47.7% Felt got Worse: 06/07 – 6.9%	Holly Field	Of all County Council services listed, RHWS service highest in terms of residents who felt service got better.	Departmental MORI – 80% of respondents indicated used RHWS in last 12 months.	See above
Satisfaction with public transport information BV103	06/07 41% 03/04 48% Top Quartile 50% Bottom Quartile 44%	Tony Kirk	<p>Disappointing results especially given increased marketing / publicity activity (displays, maps, guides, offers, promotions).</p> <p>See local bus services section for mitigating circumstances that may have contributed to results.</p>	<p>Departmental MORI (tel) – satisfaction increased from 51% (in 2006) to 55%.</p> <p>Annual face-to-face satisfaction surveys with service users carried out since 2001. Have highlighted similar areas of improvement, namely provision of information and the state of bus stops and bus</p>	<p>In-depth analysis of 2 main sets of survey results to identify key messages (focus on improving the amount, clarity and accuracy of information) and any potential reasons for discrepancies in results.</p> <p>Benchmarking of results to identify lessons that can be learned from high performing authorities.</p> <p>Review of Marketing Plan and Bus Information Strategy to feed in any improvements as result of above analysis.</p>

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				punctuality and reliability.	<p>Marketing of web and telephone opportunities to increase access to public transport information.</p> <p>Continue to pursue positive programme of press releases and publicity campaigns. 2009/10 Target = 54%</p>
<p>Satisfaction with local bus service overall</p> <p>BV104</p>	<p>06/07 54%</p> <p>03/04 58%</p> <p>Top Quartile 58%</p> <p>Bottom Quartile 49%</p>	<p>Tony Kirk</p>	<p>Satisfaction levels slipped slightly from 2003/04 level. Results likely to have been affected by heavy fare increases and service changes from commercial bus companies, alongside adverse press coverage around the time of the survey regarding proposed changes to concessionary travel and cuts to local bus services in the summer of 2006.</p>	<p>Departmental MORI – satisfaction increased from 60% (in 2006) to 65%.</p> <p>See above notes re annual surveys.</p>	<p>Again, mixed survey results.</p> <p>See actions identified to improve satisfaction with public transport information.</p> <p>Initial analysis has revealed that prime areas of focus should be on improving the state of bus stops and improving bus punctuality. Targets are set within the Local Transport Plan to ensure this happens.</p> <p>We will also continue to work closely with bus operators to ensure we can jointly focus on targeted improvements to raise satisfaction.</p>

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					2009/10 Target = 64%
User satisfaction with local buses overall CPA	06/07 62% 03/04 62% Top Quartile 66.3% Bottom Quartile 58.8%	Tony Kirk	Steady levels of user satisfaction, which sees us sitting in the middle threshold	Departmental MORI – satisfaction increased from 71% (in 2006) to 79%.	See actions identified above 2009/10 Target = 67%
Service Improvement in Local Bus service	Felt got better: 06/07 – 13.8% Felt got worse: 06/07 – 14%	Tony Kirk	Again, disappointing given efforts that have been made to improve bus services over last 3 years. Lot of don't knows.		See actions identified above.
Satisfaction with Sports and Leisure BV119	06/07 53% 03/04 - Top Quartile 61% Bottom Quartile 55.8%	John Byrne (Sports Partnership)	Discrepancy between Active People Survey results and BVUSS Results. Unclear whether we are being judged on sports or leisure issues. Some services run by Districts and a lot run privately.	Active People Survey in 2006 shows 73.8% of Leics people satisfied with local sports provision compared with east midlands average of 67.7%	2009/10 Target – top quartile N/A Work required to assess overall results, District results and consider including as part of new Community Strategy development and potential partnership work.
Service Improvement in Sport/Leisure Facilities	Felt got better: 06/07 – 16.2% Felt got worse: 06/07 – 6%	John Byrne (Sports Partnership)	See above.	See above.	Results along with District results to be considered as part of Sustainable Community Strategy development.
Satisfaction with Libraries	06/07 71% 03/04 70% Top Quartile	Margaret Bellamy	Minor improvement. The improvements in the library service are	Public Library User Satisfaction survey gave an	Continuation of the improvement programme, continuing customer

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BV119	77% Bottom Quartile 71%		ongoing and will take time to show in satisfaction surveys. Excluding non-users takes the figure to 84.4%.	overall satisfaction rate of 95%, however isn't directly comparable as excludes non-users	consultation. 2009/10 Target - 73%
Service Improvement in Libraries	Felt got better: 06/07 - 23.9% Felt got worse: 06/07 – 4.7%	Margaret Bellamy	Not all libraries have been improved as yet.		See above.
Satisfaction with Museums/Galleries BV119	06/07 35% 03/04 46% Top Quartile 47% Bottom Quartile 35%	Yolanda Courtney	Many organisations run 'museums' other than LCC so will require partnership approach to improvement. Excluding non-users takes the figure to 60.7%.	All LCC museum sites have customer satisfaction surveys. Users across all sites indicate satisfaction in excess of 90%	Adherence to standards such as accreditation, IIP, VAQAS as part of continuous improvement. Knowledge of audience needs is part of continuous improvement too. We are improving museums through external funding bids 2009/10 Target – 40% Charnwood, and Melton and Snibston are next in the pipeline, but not all have been improved as yet.
Satisfaction with Theatre/Concert Halls BV119	06/07 36% 03/04 50% Top Quartile 46.5% Bottom Quartile 37%	Mick Fattorini	LCC does not directly run or fund concert halls. Result likely to have been affected by Haymarket closure. Century Theatre has		Century Theatre undergoing strategic review with the aim of improving programmes and usage. New theatre in Leicester likely to increase satisfaction

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			been managed by external group but has now been taken "in house". Excluding non-users takes the figure to 58.6%.		ratings Target 2009/10 – N/A
Satisfaction with Parks/Open Spaces BV119	06/07 70% 03/04 76% Top Quartile 77% Bottom Quartile 70%	Peter Williams	Many organisations run 'Parks' other than LCC. Improvements will require a partnership approach. Excluding non-users takes the figure to 84.4%	Our own survey in 2006 gave satisfaction figures of Beacon 96.5%, BBVC 92%, Snibston 73% and Watermead 95%	Major capital programme improvements at Bosworth Battlefield and Watermead should improve visitor experience. 2009/10 target 75%.
Service Improvement in Parks/Open Spaces	Felt got better: 06/07 – 16.5% Felt got worse: 06/07 – 8.8%	Peter Williams	Hard to know whose performance this measures as many organisations run 'Parks' other than LCC. Improvements will require a partnership approach	Our own survey in 2006 gave satisfaction figures of Beacon 96.5%, BBVC 92%, Snibston 73% and Watermead 95%	Major capital programme improvements at Bosworth Battlefield and Watermead should improve visitor experience.
Most needs improving in the area	○Activities for teenagers ○Traffic congestion	Andy Robinson/ Nicole Rickard			Survey data will be used to inform the development of the new Community Strategy priorities.

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	o Level of crime				
Satisfaction with area as place to live	06/07 – 67% Top quartile – 81% Bottom quartile – 67%	Andy Robinson/ Nicole Rickard			Survey data will be used to inform the development of the new Community Strategy priorities.
Parents not taking responsibility for the behaviour of their children LAA	06/07 – 51% Top q -53% Bottom q – 63%	Phil Hawkins	In best quartile.	2006/07 LGUSS was first time this question has been asked.	GOEM recommend a three percentage point reduction against all the ASB measures. Target for 2009/10 - 45%.
People not treating other people with respect and consideration LAA	06/07 – 41% Top q - 41% Bottom q – 46%	Phil Hawkins	In best quartile.	2006/07 LGUSS was first time this question has been asked.	2009/10 Target – 38% Respect and ASB delivery plans being developed under LAA umbrella.
Noisy neighbours and loud parties LAA	06/07 – 12% Top q - 12% Bottom 03/04 – 15% LGUSS – 13% q	Phil Hawkins	In best quartile for 06/07 and improved since prev LGUSS in 03/04.		2009/10 Target – 9% Respect and ASB delivery plans being developed under LAA umbrella.
Teenagers hanging around on the streets	06/07 – 50% Top q - 49%	Phil Hawkins	Improved since prev LGUSS in 03/04.		2009/10 Target – 47%

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LAA	Bottom q – 59% 03/04 LGUSS – 51%				Respect and ASB delivery plans being developed under LAA umbrella.
Rubbish and litter lying around LAA	06/07 – 38% Top q – 35% Bottom q – 41% 03/04 LGUSS – 47%	Phil Hawkins	Improved since prev LGUSS in 03/04		2009/10 Target – 35% Respect and ASB delivery plans being developed under LAA umbrella.
People being drunk or rowdy in public LAA	06/07 – 26% Top q – 26% Bottom q – 31% 03/04 LGUSS – 43%	Phil Hawkins	In best quartile for 06/07 and improved since prev LGUSS in 03/04.		2009/10 Target – 23% Respect and ASB delivery plans being developed under LAA umbrella.
Abandoned/burnt out cars LAA	06/07 – 8% Top q – 6% Bottom q – 11% 03/04 LGUSS – 35%	Phil Hawkins	Improved since prev LGUSS in 03/04.		2009/10 Target – 5% Respect and ASB delivery plans being developed under LAA umbrella.
Vandalism graffiti and damage to property/vehicles LAA	06/07 – 30% Top q – 30% Bottom q – 38% 03/04 LGUSS – 53%	Phil Hawkins	In best quartile for 06/07 and improved since prev LGUSS in 03/04.		2009/10 Target – 27% Respect and ASB delivery plans being developed under LAA umbrella.
People using/dealing drugs LAA	06/07 – 33% Top q – 36% Bottom q – 44% 03/04 LGUSS – 55%	Phil Hawkins	In best quartile for 06/07 and improved since prev LGUSS in 03/04.		2009/10 Target – 30% Respect and ASB delivery plans being developed under LAA umbrella.
People from different	06/07 – 52%	Barry Davies		.	2009/10 Target – 83%

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backgrounds getting on LAA	Top q – 58% Bottom q – 45%				
Satisfied with Planning Services	06/07 22% 03/04 26% (06/07 41% satisfaction for service users.)	Lonek Wojtulewicz	This included all planning services (county and district). Many of the applications that the County Council deal with are controversial (minerals and waste) and so are not normally welcome by communities.	Our BV111 on planning satisfaction is in the region of 90% but that asks <u>applicants</u> not the general public.	Further action required to analyse District Council results and work in partnership towards improvements
Satisfied with Adult Social Care	06/07 19% 03/04 28% (52% satisfaction for service users)	Mick Connell	Comparisons over time are not possible at department level due to the changes in structure with the creation of the CYPS. The figures will also be affected by the respondents to the survey. The questionnaire goes to a general sample in the county. Therefore some respondents may have had little or no experience of dealing with social services.	A recent survey of people aged 65 or over in receipt of home care showed that 92% of respondents were either quite, very, or extremely satisfied.	Improved communications required to improve public perceptions of the service

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Satisfied with Children and Young People's Service	06/07 31% 03/04 51% (60% satisfaction for service users)	Isabel Merrifield	Comparisons over time are not really possible at department level due to the changes in structure with the creation of the CYPS.		New Department not yet established in public consciousness. Further work required to publicise its work and successes.
Residents kept well informed of Council's services and benefits	06/07 42.8%	Gayle Wells			Implement new Council Communications Strategy.
Satisfied with the following aspect of the service: <ul style="list-style-type: none"> ○ Finding the right person ○ Length of time to deal ○ Information given ○ Staff competence ○ Helpfulness of staff ○ Final outcome 	06/07 <ul style="list-style-type: none"> ○ 67% ○ 64% ○ 63% ○ 68% ○ 71% ○ 62% 	Simon Lawrence/ Customer First Board	Results reflect comments received about a wide range of contacts that the public will have had with the Council. The information will provide a helpful baseline for the development of the Customer First Programme.		Customer First Programme actions include new Customer Service Centres, improved website and improved face to face services at libraries to improve the levels of satisfaction. Targets to be set when comparative results published.