

Appendix A



Resident Survey 2011

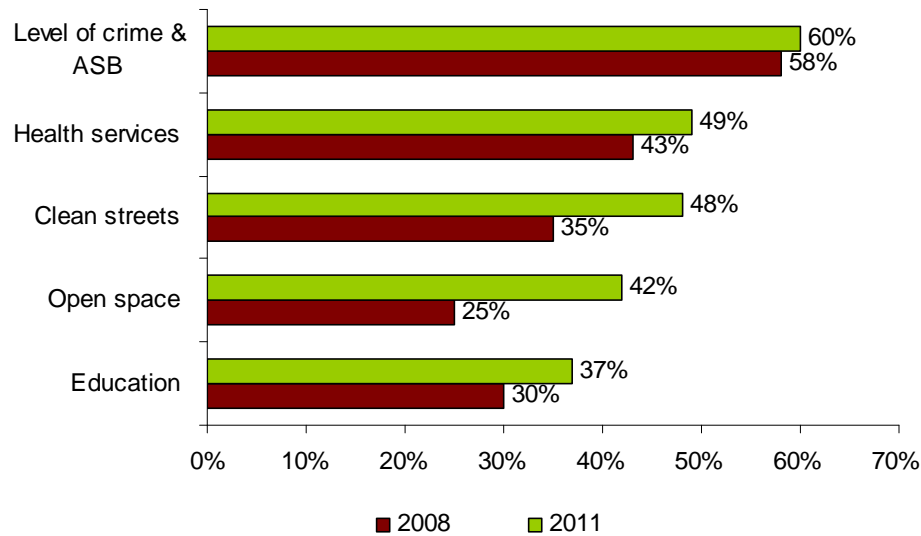
Headline Results on Performance

Progress on core reputation indicators

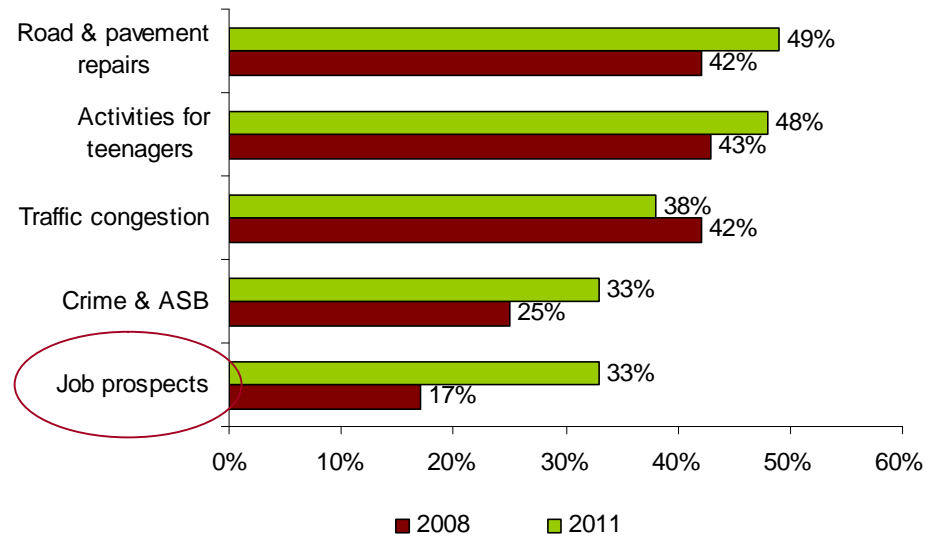
Proportion of our residents that....	2011	Shift from 2009	CIPFA Avg 2008	Unitary Avg 2008
...feel informed about the Council	62%	+14%		38%
...are satisfied with the Council overall.....	46%	+11%	42%	42%
...agree that the council provides good quality services overall	42%	+10%		
... believe the council is working to make the area safer	35%	+9%		
...feel the Council is making the area a better place to live	37%	+8%		
...feel the Council is trustworthy	26%	+7%		
...feel the Council acts on the concerns of residents	23%	+7%		
...are satisfied with the local area	81%	+6%	82%	79%
...are satisfied with contacting the Council	67%	+6%		
...feel the Council is efficient and well run	22%	+6%		
... believe the council is working to make the area greener & cleaner	45%	+5%		
.... believe the council is working with others to improve CB	27%	+4%		

Priorities for the area

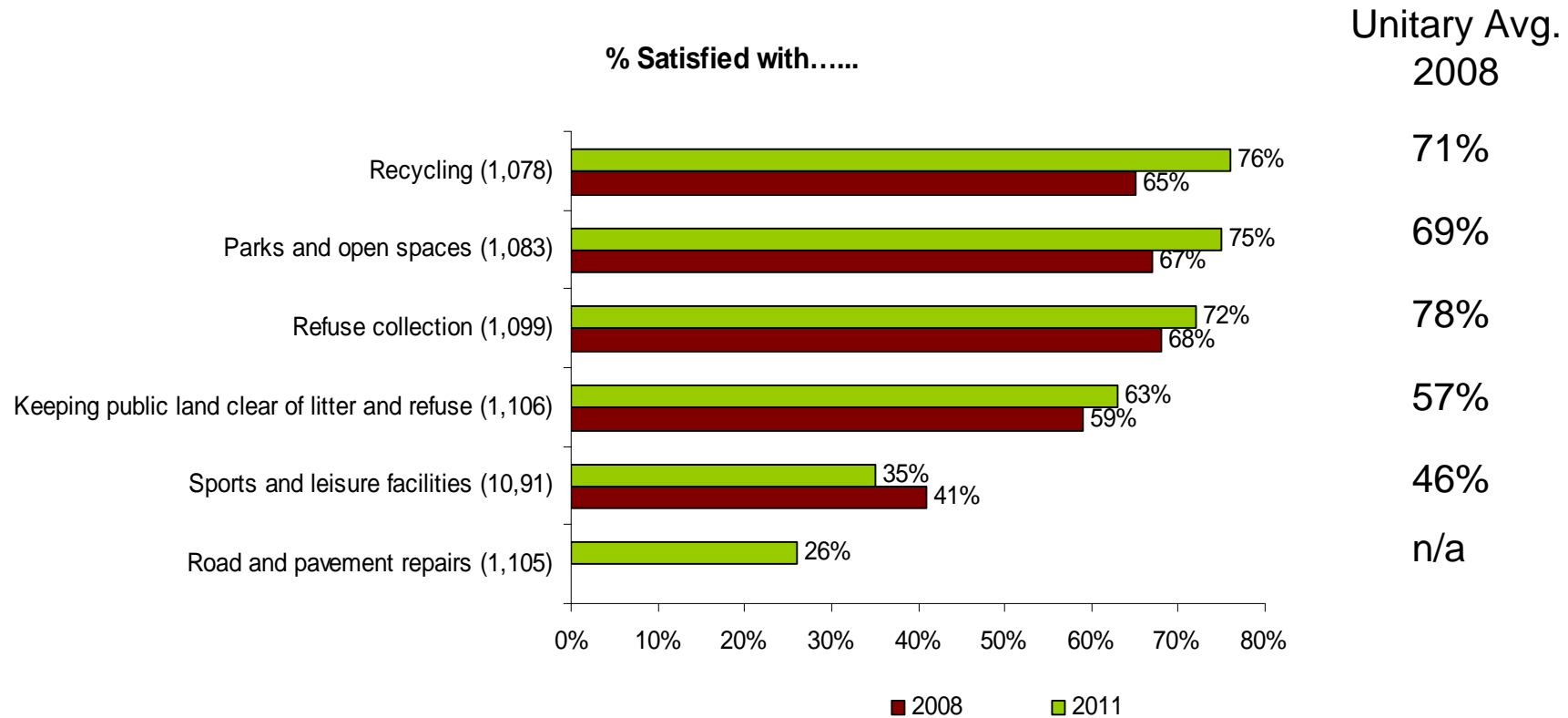
Most important in making somewhere a good place to live



What needs improving?



Views on universal services



Base number (number of respondents to each question) is shown in brackets

Value for money – survey results

- Slight rise in perception of VfM (24%, +5% from 2009), still a large proportion neutral

