

## Appendix 3 – Satisfaction Surveys Technical Information

User satisfaction surveys are carried out nationally every three years. The first set of surveys was carried out in 2000/01, the second set in 2003/04 and the most recent in 2006/07. These were carried out in the form of postal questionnaire surveys.

A total of five surveys provide information for a range of indicators. Three of those surveys provide indicator information relevant to North Norfolk District Council. The results for the Best Value indicators derived from those surveys are shown in the relevant sections of Appendix 1 Key Performance Indicator Results and Targets.

Further information from the surveys will be published separately.

Satisfaction Surveys Technical Information				
Survey for Collection	Indicator	Number of Respondents	Sample Size	Response Rate
<b>General Survey</b>	BV 3 Overall satisfaction	1433	3000	49%
	BV 4 Satisfaction with complaint handling			
	BV 89 % people satisfied with the cleanliness standard in their area.			
	BV 90a Satisfaction with waste collection			
	BV 90b Satisfaction with waste recycling			
	Satisfaction with cultural and recreational activities:			
	BV 119a sports and leisure facilities			
	BV 119b libraries			
	BV 119c Museums/galleries			
	BV 119d Theatres/concert halls			
BV 119e parks and open spaces				
<b>Benefits Survey</b>	Satisfaction with the benefits office:			
	BV 80a Contact with the office			
	BV 80b Service in the office			
	BV 80c Telephone service			
	BV 80d Staff in the office			
	BV 80e Forms			
	BV 80f Speed of service			
	BV 80g Overall satisfaction			
	1st wave	392	800	51%
	2nd wave	343	789	45%
	Total	735	1589	48%
<b>Planning Survey</b>	BV 111 Satisfaction with the Planning service	307	451	68%