

BUCKINGHAMSHIRE COUNTY COUNCIL

DETR SURVEY – AUTUMN 2000

MANAGEMENT SUMMARY OF THE FINDINGS

Throughout this report there has been no reference made to responses from ethnicity groups because of the small numbers involved and therefore the findings are likely to be unreliable. Those who have not answered questions have been removed from the calculations for levels of satisfaction and dissatisfaction. In all cases, for this report, those responding 'very satisfied' and 'fairly satisfied' have been combined as have those giving 'fairly dissatisfied' and 'very dissatisfied'.

LITTER AND REFUSE COLLECTION

- Overall 66% are satisfied that Buckinghamshire County Council has fulfilled its duty to keep the *land it is responsible for clear of litter and refuse*, with 12% being dissatisfied. There was little variation by gender, age or location. (Q.1)

CIVIC AMENITY SITES

- Only those who have used the Civic Amenity Sites provided by Buckinghamshire County Council during the previous 12 months were asked to comment on aspects of them and between 27% and 32% have not responded. 68% are satisfied with *the civic amenity site overall*, while 10% are dissatisfied. Of the elements, 78% are satisfied (8% dissatisfied) with *the opening hours of the site*, 76% satisfied (12% dissatisfied) with *the accessibility of the site* and 74% (8% dissatisfied) with *the facilities for the deposit of recyclables at the site*. 64% are satisfied with the *user-friendliness of the site* with 19% being dissatisfied. The *cleanliness of the site* had a satisfaction level of 64% with 12% being dissatisfied, while exactly half (50%) are satisfied with *the helpfulness of the staff* and 19% say they are dissatisfied. (Q.5)

INFORMATION ON PUBLIC TRANSPORT

- Around 32% did not answer the questions about satisfaction with elements of the information on public transport, which Buckinghamshire County Council provides. Of those who gave an opinion 60% are satisfied with *the amount of information* with 11% being dissatisfied. For *the clarity of the information* the figures are 60% satisfied and 10% dissatisfied and for *the accuracy of the information* there are 55% satisfied and 9% dissatisfied. There are 49% who are satisfied with *the provision of public transport information overall*, with 17% being dissatisfied. Even here there were 26% who did not answer. (Q.6)
- 58% have *received or seen any of the information* with 32% not having done so. (Q.7)

LOCAL BUS SERVICES

- Overall 37% are satisfied with *the frequency of the bus service*, 38% being dissatisfied. For *the provision of bus stops* the figures are 58% satisfied and 14% dissatisfied. For *the state of the bus stops* the figures are 47% satisfied and 20% dissatisfied. Likewise for *the timeliness of the service* 36% are satisfied and 28% are dissatisfied. Although ‘It does not apply’ was not an option for comment on *the local bus service overall*, 29% did not answer this element. Overall 33% are satisfied with 32% being dissatisfied. (Q.8)
- 41% say they have *never used* the local bus service. 4% use it *almost every day*, 9% *at least once a week*, 8% *about once a month*, 10% *within last 6 months*, 9% *within last year* and 17% *longer ago*. (Q.9)
- 45% of households have use of 2 cars or vans, 34% have one, and with 13% having 3 or more. Only 8% have none. (Q.10)

CULTURAL AND RECREATIONAL ACTIVITIES

- The frequency of usage of facilities provided by Buckinghamshire County Council is shown below:-

Frequency	Sports & leisure facilities	Libraries	County Museum & Roald Dahl Gallery	Parks, open spaces, play areas, etc.
Almost every day / At least once a week	9%	19%	<1%	21%
About once a month / Within last 6 months	11%	43%	6%	33%
Within last year / Longer ago	16%	20%	21%	19%
Never used / Don't know	64%	18%	73%	27%

The *sports and leisure facilities* are used more by younger age groups. Usage during the last 6 months of the *parks, open spaces and play areas* drops dramatically with an increase in age. (Q.11)

- Overall 45% are satisfied with the *sports and leisure facilities* provided by Buckinghamshire County Council while just 8% are dissatisfied. Satisfaction with *libraries* is at 75% overall, while just 5% are dissatisfied. 29% are satisfied with the *County Museum and Roald Dahl Gallery* with dissatisfaction at only 2%. 61% are satisfied with the *parks, open spaces, play areas etc.*, which reduces slightly with age, while 6% are not. (Q.12)

SATISFACTION – DISSATISFACTION WITH BUCKINGHAMSHIRE COUNTY COUNCIL

- Overall 38% are satisfied with *transport services* while 19% are not. 24% are service users.
57% are satisfied with *environmental services* while 18% are dissatisfied, with just over a third (34%) being service users.
Across the board 48% are satisfied with 9% being dissatisfied with the *local authority education service*. Here 16% are service users.
29% are satisfied with *personal social services* and 6% are not, with 4% being service users.
For the *planning services* 29% say they are satisfied with 12% saying they are not. Here 7% are service users.
59% are satisfied with the *cultural and recreational services* with again 5% being dissatisfied and 27% are service users. (Q.16)

- *Taking everything into account* 65% are satisfied with the way Buckinghamshire County Council runs things with 9% saying they are not. The main reasons given for not being satisfied include comments on ‘the poor condition of the roads and pavements’ from 31%, 15% say ‘public transport services need drastic improvements’. Another 15% say that ‘the education system is poor and/or under-funded’, with a further 13% commenting that ‘responses to complaints, enquiries, etc. are either very slow or sometimes ignored’, (Q.17 / 17a)

- 14% had contacted Buckinghamshire County Council with a complaint in the last 12 months. Of them 28% had contacted *Environmental services*, 26% *Highways*, 8% *Refuse collection*, 7% *Transport*, and 6% *Planning*. Of all of these 35% were satisfied with the way the complaint was handled, while 54% were dissatisfied. (Q.18 / 18a / 18b)

ADDITIONAL QUESTIONS FROM BUCKINGHAMSHIRE COUNTY COUNCIL

- 11% have seen *Buckinghamshire County Council’s Local Performance Plan or its summary*. (Q.22)

- 12% know the name of their *local Buckinghamshire County Council Councillor*. The figure increased significantly with age. Rodney Royston received 5% of mentions, with 4% mentioning Mrs. A. Bainbridge and Richard Worrell. They were followed on 3% by Ken Ross, Richard Pushman and Francis Robinson. (Q.23)