

Section	Waste and litter services	Household waste collection						Recycling facilities			
Question number	3	4						5			
Question text	% satisfied that authority has kept open public land clear of litter and refuse	% satisfied with...						% satisfied with...			
		The bin/black sacks provided for your general household waste	The place you have to leave your waste for collection	The reliability of the waste collection	How 'clean and tidy' the street is following the waste collection	The collection of bulky household waste	The waste collection service overall	The location of the recycling facilities	The items you can deposit for recycling	How 'clean and tidy' the site is	The provision of local recycling facilities
Authority											
Hampshire County Council	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Basingstoke and Dene	70	97	98	98	89	90	97	85	90	82	82
East Hants	60	84	82	88	77	37	75	75	75	65	71
Eastleigh	62	86	88	93	83	52	81	84	85	72	79
Fareham	67	89	89	93	79	50	89	85	86	70	81
Gosport	64	87	86	93	74	52	85	82	82	73	77
Hart	62	94	90	65	82	46	78	86	87	67	81
Havant	66	61	78	93	76	60	76	80	81	72	75
New Forest	74	VOID	73	95	81	61	88	82	87	74	78
Rushmoor	65	95	90	95	82	65	92	86	88	71	83
Test Valley	67	95	92	95	87	57	93	88	89	82	85
Winchester	72	94	93	97	88	59	94	80	83	82	77
Portsmouth	62	61	73	91	63	49	80	68	71	63	63
Average	66	86	86	91	80	57	86	82	84	73	78

Start of top quartile range	68	95	91	95	84	60	92	85	87	76	81
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Finish of bottom quartile range	62	85	81	93	77	50	80	80	82	69	77
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New Forest quartile position	TOP	VOID	BOTTOM	TOP	MID RANGE	TOP	MID RANGE	MID RANGE	MID RANGE	MID RANGE	MID RANGE
New Forest +/- average	8	VOID	-13	4	1	5	2	0	3	1	0

Median	66	89	89	93	82	55	87	83	86	72	79
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Section	Waste and litter services	Household waste collection					Recycling facilities				
Question number	3	4					5				
Question text	% satisfied that authority has kept open public land clear of litter and refuse	% satisfied with...					% satisfied with...				
		The bin/black sacks provided for your general household waste	The place you have to leave your waste for collection	The reliability of the waste collection	How 'clean and tidy' the street is following the waste collection	The collection of bulky household waste	The waste collection service overall	The location of the recycling facilities	The items you can deposit for recycling	How 'clean and tidy' the site is	The provision of local recycling facilities

4	VOID	1	4	2	4	3	2	3	3	2
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Section	Doorstep recycling collection				
Question number	6				
Question text	% satisfied with...				
	The container provided for items of recycling	The place where you have to leave your items for recycling awaiting collection	The reliability of the collection of items for recycling	How 'clean and tidy' the street is following the collection of items for recycling	The service for the collection of items for recycling overall
Authority					
Hampshire County Council	n/a	n/a	n/a	n/a	n/a
Basingstoke and Dene	83	96	95	95	94
East Hants	88	84	87	82	80
Eastleigh	90	88	92	84	86
Fareham	93	89	92	85	89
Gosport	79	81	81	78	75
Hart	94	90	68	84	80
Havant	70	79	88	84	83
New Forest	83	83	92	83	84
Rushmoor	93	89	93	87	89
Test Valley	88	91	91	88	86
Winchester	83	92	93	75	86
Portsmouth	62	74	81	67	69
Average	84	86	88	83	83

Start of top quartile range	91	90	92	86	87
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Finish of bottom quartile range	82	83	86	81	80
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New Forest quartile position	MID RANGE	MID RANGE	MID RANGE	MID RANGE	MID RANGE
New Forest +/- average	-1	-3	4	0	1

Median	86	89	92	84	85
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Section	Doorstep recycling collection				
Question number	6				
Question text	% satisfied with...				
	The container provided for items of recycling	The place where you have to leave your items for recycling awaiting collection	The reliability of the collection of items for recycling	How 'clean and tidy' the street is following the collection of items for recycling	The service for the collection of items for recycling overall
	2	2	3	2	2

Section	Cultural and recreation activities and venues									
Question number	7					8				
Question text	% who have used the following facilities within the last year:					% satisfied with each of the following services provided or supported by authority:				
	Sports/leisure facilities and events	Libraries	Museums and galleries	Theatres/Concert halls	Parks and open spaces	Sports/leisure facilities and events	Libraries	Museums and galleries	Theatres/Concert halls	Parks and open spaces
Authority										
Hampshire County Council	55	60	32	48	86	70	84	54	63	82
Basingstoke and Dene	52	52	30	56	71	69	70	56	70	77
East Hants	56	n/a	35	39	84	53	n/a	33	33	72
Eastleigh	59	61	34	45	88	65	70	44	49	82
Fareham	50	n/a	40	49	84	54	n/a	45	54	76
Gosport	52	n/a	30	n/a	84	52	n/a	46	n/a	76
Hart	58	n/a	n/a	n/a	82	58	n/a	n/a	n/a	72
Havant	52	n/a	30	32	82	51	n/a	31	27	63
New Forest	57	n/a	38	n/a	86	53	n/a	32	n/a	73
Rushmoor	54	n/a	24	40	81	52	n/a	26	38	71
Test Valley	54	62	33	38	84	61	73	44	42	77
Winchester	48	57	42	48	83	57	69	53	55	79
Portsmouth	58	66	52	55	89	54	74	55	49	76
Average	54	60	35	45	83	58	73	43	48	75
Start of top quartile range	57	62	39	49	86	61	74	53	55	77
Finish of bottom quartile range	52	58	30	39	82	53	70	33	39	72
New Forest quartile position	TOP	n/a	MID RANGE	n/a	TOP	BOTTOM	n/a	BOTTOM	n/a	MID RANGE
New Forest +/- average	3	n/a	3	n/a	3	-5	n/a	-11	n/a	-2
Median	54	61	34	47	84	54	72	45	49	76

Section	Cultural and recreation activities and venues									
Question number	7					8				
Question text	% who have used the following facilities within the last year:					% satisfied with each of the following services provided or supported by authority:				
	Sports/ leisure facilities and events	Libraries	Museums and galleries	Theatres/ Concert halls	Parks and open spaces	Sports/ leisure facilities and events	Libraries	Museums and galleries	Theatres/ Concert halls	Parks and open spaces

4	n/a	3	n/a	4	1	n/a	1	n/a	2
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Section	Information provision	Overall satisfaction with the authority as a whole							
Question number	9	10							
Question text	% who thought residents are being kept either very well or fairly well informed about the services and benefits it provides	% who had used or a member of their family had used the following services provided by the authority in the last 12 months:							
		Transport services	Environmental services	Fire services	Local Authority Education	Personal Social Services	Planning services	Cultural and recreational services	Housing services
Authority									
Hampshire County Council	52	70	80	7	41	15	15	72	n/a
Basingstoke and Dene	66	45	53	n/a	n/a	n/a	13	40	9
East Hants	70	37	28	n/a	n/a	n/a	17	24	10
Eastleigh	64	38	23	3	19	9	12	28	n/a
Fareham	70	38	23	n/a	n/a	n/a	16	32	7
Gosport	61	n/a	34	n/a	n/a	n/a	15	32	19
Hart	64	23	26	n/a	n/a	n/a	18	28	6
Havant	64	44	27	n/a	n/a	n/a	14	23	13
New Forest	68	34	27	n/a	n/a	n/a	20	30	11
Rushmoor	60	29	27	n/a	n/a	n/a	9	24	11
Test Valley	72	34	32	3	18	10	17	27	n/a
Winchester	68	26	17	1	12	6	12	16	9
Portsmouth	56	57	24	2	21	9	8	19	14
Average	64	40	32	3	22	10	14	30	11

Start of top quartile range	68	44	32	3	21	10	17	32	13
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Finish of bottom quartile range	61	33	24	2	18	9	12	24	9
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New Forest quartile position	TOP	MID RANGE	MID RANGE	n/a	n/a	n/a	TOP	MID RANGE	MID RANGE
New Forest +/- average	4	-6	-5	n/a	n/a	n/a	6	0	0

Median	64	38	27	3	19	9	15	28	11
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Section	Information provision	Overall satisfaction with the authority as a whole								
Question number	9	10								
Question text	% who thought residents are being kept either very well or fairly well informed about the services and benefits it provides	% who had used or a member of their family had used the following services provided by the authority in the last 12 months:								
		Transport services	Environmental services	Fire services	Local Authority Education	Personal Social Services	Planning services	Cultural and recreational services	Housing services	
		4	2	3	n/a	n/a	n/a	4	3	3

Section	Overall satisfaction with the authority as a whole (continued)								
Question number	11								12
Question text	% satisfied overall with the following service provided by the authority:								% satisfied with the way the authority runs things
	Transport services	Environmental services	Fire services	Local Authority Education	Personal Social Services	Planning services	Cultural and recreational services	Housing services	
Authority									
Hampshire County Council	50	76	72	66	45	40	75	n/a	66
Basingstoke and Dene	47	69	n/a	n/a	n/a	26	57	21	75
East Hants	30	43	n/a	n/a	n/a	26	36	19	63
Eastleigh	47	54	53	50	32	32	52	n/a	66
Fareham	39	46	n/a	n/a	n/a	26	42	19	67
Gosport	n/a	53	n/a	n/a	n/a	32	45	29	59
Hart	28	50	n/a	n/a	n/a	29	40	18	54
Havant	39	44	n/a	n/a	n/a	22	33	17	58
New Forest	36	46	n/a	n/a	n/a	27	45	19	68
Rushmoor	40	57	n/a	n/a	n/a	27	45	25	61
Test Valley	49	65	58	52	38	39	52	n/a	73
Winchester	48	55	53	48	31	32	48	30	62
Portsmouth	55	65	87	66	67	53	73	58	52
Average	42	56	65	56	43	32	49	26	63
Start of top quartile range	48	65	72	66	45	32	52	28	67
Finish of bottom quartile range	38	46	53	50	32	26	42	19	59
New Forest quartile position	BOTTOM	BOTTOM	n/a	n/a	n/a	MID RANGE	MID RANGE	BOTTOM	TOP
New Forest +/- average	-6	-10	n/a	n/a	n/a	-5	-4	-7	5
Median	44	54	58	52	38	29	45	20	63

Section	Overall satisfaction with the authority as a whole (continued)								
Question number	11							12	
Question text	% satisfied overall with the following service provided by the authority:							% satisfied with the way the authority runs things	
	Transport services	Environmental services	Fire services	Local Authority Education	Personal Social Services	Planning services	Cultural and recreational services		Housing services
	1	1	n/a	n/a	n/a	2	3	1	4

Section	Have things got better or worse										Complaints handling		
Question number	13	14										15	18
Question text	% who thought the way the authority runs things have 'got better' or 'stayed the same' over the last three years	% who thought the following services have 'got better' or 'stayed the same' over the last three years:										% contacted the council with a complaint in the last 12 months	% satisfied with the way complaint was handled
Authority		Keeping public land clear of litter and refuse	Collection of household waste	Local recycling facilities	Doorstep collection of items for recycling	Sport/leisure facilities and events	Libraries	Museums and galleries	Theatres/Concert halls	Parks and open spaces			
Hampshire County Council	81	n/a	n/a	n/a	n/a	94	97	98	94	89	20	34	
Basingstoke and Dene	88	80	98	95	98	97	n/a	99	99	90	19	33	
East Hants	78	76	72	88	91	91	n/a	n/a	n/a	92	19	43	
Eastleigh	81	77	90	93	92	95	96	94	96	91	17	34	
Fareham	87	80	96	97	96	90	n/a	97	92	90	22	43	
Gosport	78	82	83	95	90	84	n/a	94	n/a	88	19	42	
Hart	76	77	74	95	87	91	n/a	n/a	n/a	89	21	30	
Havant	82	82	95	96	94	89	n/a	93	n/a	84	16	32	
New Forest	84	83	96	94	94	93	n/a	94	n/a	90	17	39	
Rushmoor	78	82	98	98	96	85	n/a	89	82	87	16	39	
Test Valley	87	78	95	95	89	91	97	94	89	91	15	40	
Winchester	83	84	98	95	96	95	97	98	97	94	14	39	
Portsmouth	75	76	92	94	90	92	98	96	86	89	17	37	
Average	81	80	91	95	93	91	97	95	92	90	18	37	

Start of top quartile range	84	82	97	95	96	94	97	98	96	91	16	40
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Finish of bottom quartile range	78	77	88	94	90	90	97	94	88	89	19	34
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New Forest quartile position	TOP	TOP	MID RANGE	BOTTOM	MID RANGE	MID RANGE	n/a	BOTTOM	n/a	MID RANGE	MID RANGE	MID RANGE
New Forest +/- average	3	3	5	-1	1	2	n/a	-1	n/a	0	1	2

Median	81	80	95	95	93	91	97	94	93	90	17	39
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Section	Have things got better or worse										Complaints handling		
Question number	13	14										15	18
Question text	% who thought the way the authority runs things have 'got better' or 'stayed the same' over the last three years	% who thought the following services have 'got better' or 'stayed the same' over the last three years:										% contacted the council with a complaint in the last 12 months	% satisfied with the way complaint was handled
	Keeping public land clear of litter and refuse	Collection of household waste	Local recycling facilities	Doorstep collection of items for recycling	Sport/leisure facilities and events	Libraries	Museums and galleries	Theatres/Concert halls	Parks and open spaces				
	4	4	3	1	3	3	n/a	1	n/a	3	3	3	

Section	Changes in your quality of life														
Question number	19														
Question text	% who thought the following have 'got better' or 'stayed the same' over the last three years:														
	Access to nature	Activities for teenagers	Affordable decent housing	Clean streets	Community activities	Cultural facilities	Education provision	Facilities for young children	Health services	Job prospects	Parks and open spaces	Public transport	Race relations	Road and pavement repairs	Shopping facilities
Authority															
Hampshire County Council	93	60	34	77	89	81	88	79	74	73	90	73	91	56	84
Basingstoke and Dene	93	75	58	82	94	95	92	87	86	84	91	78	93	65	86
East Hants	96	68	50	75	90	84	89	83	77	71	92	57	92	44	84
Eastleigh	93	64	45	74	93	85	89	81	79	73	90	72	94	49	91
Fareham	96	64	45	76	91	89	87	83	73	74	90	70	81	50	85
Gosport	94	59	47	77	88	50	86	76	48	61	89	66	82	64	74
Hart	92	67	43	76	91	60	88	87	76	72	87	50	95	53	84
Havant	93	62	46	79	85	80	86	75	74	61	84	74	89	55	74
New Forest	93	66	41	79	92	81	92	83	80	69	89	72	88	50	82
Rushmoor	94	62	42	79	83	39	86	78	76	76	89	65	85	54	62
Test Valley	94	60	45	78	89	59	91	82	80	68	92	68	92	51	78
Winchester	93	73	42	83	94	96	93	90	81	72	94	74	94	54	85
Portsmouth	92	60	42	68	85	90	86	81	65	69	90	68	78	51	87
Average	94	65	45	77	90	76	89	82	75	71	90	68	89	54	81
Start of top quartile range	94	67	46	79	92	89	91	83	80	73	91	73	93	55	85
Finish of bottom quartile range	93	60	42	76	88	60	86	79	74	69	89	66	85	50	78
New Forest quartile position	BOTTOM	MID RANGE	BOTTOM	TOP	TOP	MID RANGE	TOP	TOP	TOP	BOTTOM	BOTTOM	MID RANGE	MID RANGE	BOTTOM	MID RANGE
New Forest +/- average	-1	1	-4	2	2	5	3	1	5	-2	-1	4	-1	-4	1
Median	93	64	45	77	90	81	88	82	76	72	90	70	91	53	84

Section	Changes in your quality of life														
Question number	19														
Question text	% who thought the following have 'got better' or 'stayed the same' over the last three years:														
	Access to nature	Activities for teenagers	Affordable decent housing	Clean streets	Community activities	Cultural facilities	Education provision	Facilities for young children	Health services	Job prospects	Parks and open spaces	Public transport	Race relations	Road and pavement repairs	Shopping facilities
	1	3	1	4	4	3	4	4	4	1	1	3	2	1	2

Section	Changes in your quality of life (continued)				
Question number	19 (continued)				
Question text	% who thought the following have 'got better' or 'stayed the same' over the last three years:				
	Sports and leisure facilities	The level of crime	The level of pollution	The level of traffic congestion	Wage levels and local cost of living
Authority					
Hampshire County Council	95	48	60	18	37
Basingstoke and Dene	96	64	75	39	57
East Hants	90	50	67	36	44
Eastleigh	95	46	55	23	42
Fareham	89	45	57	21	47
Gosport	82	31	61	16	43
Hart	91	44	53	20	41
Havant	90	42	66	36	45
New Forest	92	42	62	28	42
Rushmoor	85	49	61	28	42
Test Valley	91	53	70	36	47
Winchester	95	56	63	28	41
Portsmouth	94	36	48	22	42
Average	91	47	61	27	44

Start of top quartile range	95	50	66	36	45
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Finish of bottom quartile range	90	42	57	21	42
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New Forest quartile position	MID RANGE	BOTTOM	MID RANGE	MID RANGE	BOTTOM
New Forest +/- average	1	-5	1	1	-2

Median	91	46	61	28	42
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Section	Changes in your quality of life (continued)				
Question number	19 (continued)				
Question text	% who thought the following have 'got better' or 'stayed the same' over the last three years:				
	Sports and leisure facilities	The level of crime	The level of pollution	The level of traffic congestion	Wage levels and local cost of living

3	1	3	3	1
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Section	Anti-social behaviour									
Question number	20									
Question text	% who thought the following was a very big or a fairly big problem:									
	Noisy neighbours or loud parties	Teenagers hanging around on the streets	Vandalism, graffiti and other deliberate damage to property or vehicles	People being attacked because of their skin colour, ethnic origin or religion	People using or dealing drugs	People being drunk or rowdy in public places	People sleeping rough on the streets or in other public places	Rubbish and litter lying around	Abandoned or burnt out cars	
	4	3	3	4	3	4	4	4	3	