| The bin/black sacks provided for your general household waste  n/a  97  84  86  89  87  94  61  VOID  95  95 | The place you have to leave your waste for collection  n/a  98  82  88  89  86  90  78  73  90  92 | reliability of   | How 'clean and tidy' the street is following the waste collection  n/a  89  77  83  79  74  82  76  81  | The collection of bulky household waste  n/a  90  37  52  50  52  46  60  61   | The waste collection service overall  n/a  97  75  81  89  85  78  76  88   | The location of the recycling facilities  n/a  85  75  84  85  82  86  80  |   | n/a 82 65 72 70 73 67  | The provision of local recycling facilities  n/a  82  71  79  81   |
|--|--|--|---|--|---|--|---|--|--|
| The bin/black sacks provided for your general household waste  n/a  97  84  86  89  87  94  61  VOID  95  95 | n/a 98 82 88 89 86 90 78 73  | The reliability of the waste collection  n/a  98  88  93  93  93  65  93  95 | How 'clean and tidy' the street is following the waste collection  n/a  89  77  83  79  74  82  76  81  | collection of bulky household waste  n/a 90 37 52 50 52 46 60  | n/a 97 75 81 89 85 78   | of the recycling facilities  n/a  85  75  84  85  82  86  80   | The items you can deposit for recycling  n/a  90  75  85  86  82  87  | How 'clean and tidy' the site is  n/a  82  65  72  70  73  67  | provision or local recycling facilities  n/a  82  71  79  81  77   |
| The bin/black sacks provided for your general household waste  n/a  97  84  86  89  87  94  61  VOID  95  95 | n/a 98 82 88 89 86 90 78 73  | n/a 98 88 93 93 93 65 93   | and tidy' the street is following the waste collection  n/a  89  77  83  79  74  82  76  81             | collection of bulky household waste  n/a 90 37 52 50 52 46 60  | n/a 97 75 81 89 85 78   | of the recycling facilities  n/a  85  75  84  85  82  86  80   | you can deposit for recycling  n/a 90 75 85 86 82 87  | n/a 82 65 72 70 73 67  | provision or local recycling facilities  n/a  82  71  79  81  77   |
| 97<br>84<br>86<br>89<br>87<br>94<br>61<br>VOID<br>95   | 98<br>82<br>88<br>89<br>86<br>90<br>78<br>73   | 98<br>88<br>93<br>93<br>93<br>65<br>93<br>95                                 | 89<br>77<br>83<br>79<br>74<br>82<br>76<br>81  | 90<br>37<br>52<br>50<br>52<br>46<br>60   | 97<br>75<br>81<br>89<br>85<br>78  | 85<br>75<br>84<br>85<br>82<br>86<br>80   | 90<br>75<br>85<br>86<br>82<br>87  | 82<br>65<br>72<br>70<br>73<br>67   | 82<br>71<br>79<br>81<br>77   |
| 97<br>84<br>86<br>89<br>87<br>94<br>61<br>VOID<br>95   | 98<br>82<br>88<br>89<br>86<br>90<br>78<br>73   | 98<br>88<br>93<br>93<br>93<br>65<br>93<br>95                                 | 89<br>77<br>83<br>79<br>74<br>82<br>76<br>81  | 90<br>37<br>52<br>50<br>52<br>46<br>60   | 97<br>75<br>81<br>89<br>85<br>78  | 85<br>75<br>84<br>85<br>82<br>86<br>80   | 90<br>75<br>85<br>86<br>82<br>87  | 82<br>65<br>72<br>70<br>73<br>67   | 82<br>71<br>79<br>81<br>77   |
| 84<br>86<br>89<br>87<br>94<br>61<br>VOID<br>95   | 82<br>88<br>89<br>86<br>90<br>78<br>73<br>90   | 88<br>93<br>93<br>93<br>93<br>65<br>93<br>95                                 | 77<br>83<br>79<br>74<br>82<br>76<br>81  | 37<br>52<br>50<br>52<br>46<br>60   | 75<br>81<br>89<br>85<br>78  | 75<br>84<br>85<br>82<br>86<br>80   | 75<br>85<br>86<br>82<br>87  | 65<br>72<br>70<br>73<br>67   | 71<br>79<br>81<br>77   |
| 86<br>89<br>87<br>94<br>61<br>VOID<br>95   | 88<br>89<br>86<br>90<br>78<br>73<br>90   | 93<br>93<br>93<br>65<br>93<br>95   | 83<br>79<br>74<br>82<br>76<br>81  | 52<br>50<br>52<br>46<br>60   | 81<br>89<br>85<br>78<br>76  | 84<br>85<br>82<br>86<br>80   | 85<br>86<br>82<br>87  | 72<br>70<br>73<br>67   | 79<br>81<br>77   |
| 89<br>87<br>94<br>61<br>VOID<br>95<br>95   | 89<br>86<br>90<br>78<br>73<br>90   | 93<br>93<br>65<br>93<br>95   | 79<br>74<br>82<br>76<br>81  | 50<br>52<br>46<br>60   | 89<br>85<br>78<br>76  | 85<br>82<br>86<br>80   | 86<br>82<br>87  | 70<br>73<br>67   | 81<br>77   |
| 87<br>94<br>61<br>VOID<br>95<br>95   | 86<br>90<br>78<br>73<br>90   | 93<br>65<br>93<br>95   | 74<br>82<br>76<br>81  | 52<br>46<br>60   | 85<br>78<br>76  | 82<br>86<br>80   | 82<br>87  | 73<br>67   | 77   |
| 94<br>61<br>VOID<br>95<br>95   | 90<br>78<br>73<br>90   | 65<br>93<br>95   | 82<br>76<br>81  | 46<br>60   | 78<br>76  | 86<br>80   | 87  | 67   |  |
| 61<br>VOID<br>95<br>95   | 78<br>73<br>90   | 93<br>95   | 76<br>81  | 60   | 76  | 80   |   |  | 81   |
| VOID<br>95<br>95   | 73<br>90   | 95   | 81  |  |   |  | 81  | 70   |  |
| 95<br>95   | 90   |  |   | 61   | 00  |  |   | 72   | 75   |
| 95   |  | 95   |   |  | 00  | 82   | 87  | 74   | 78   |
|  | 02   |  | 82  | 65   | 92  | 86   | 88  | 71   | 83   |
| 94   | 92   | 95   | 87  | 57   | 93  | 88   | 89  | 82   | 85   |
| J-7  | 93   | 97   | 88  | 59   | 94  | 80   | 83  | 82   | 77   |
| 61   | 73   | 91   | 63  | 49   | 80  | 68   | 71  | 63   | 63   |
| 86   | 86   | 91   | 80  | 57   | 86  | 82   | 84  | 73   | 78   |
| 95   | 91   | 95   | 84  | 60   | 92  | 85   | 87  | 76   | 81   |
| 85   | 81   | 93   | 77  | 50   | 80  | 80   | 82  | 69   | 77   |
|  |  |  |   |  |   |  |   |  |  |
| VOID   | воттом   | TOP  | MID RANGE   | ТОР  | MID<br>RANGE  | MID<br>RANGE   | MID<br>RANGE  | MID<br>RANGE   | MID<br>RANGE   |
| VOID   | -13  | 4  | 1   | 5  | 2   | 0  | 3   | 1  | 0  |
| 89   | 89   | 93   | 82  | 55   | 87  | 83   | 86  | 72   | 79   |
|  | 85<br>VOID<br>VOID   | VOID BOTTOM VOID -13   | 85         81         93           VOID         BOTTOM         TOP           VOID         -13         4 | 85         81         93         77           VOID         BOTTOM         TOP         MID RANGE           VOID         -13         4         1 | 85         81         93         77         50           VOID         BOTTOM         TOP         MID RANGE         TOP           VOID         -13         4         1         5 | 85         81         93         77         50         80           VOID         BOTTOM         TOP         MID RANGE         TOP         MID RANGE           VOID         -13         4         1         5         2 | 85         81         93         77         50         80         80           VOID         BOTTOM         TOP         MID RANGE         TOP         MID RANGE         RANGE           VOID         -13         4         1         5         2         0 | 85         81         93         77         50         80         80         82           VOID         BOTTOM         TOP         MID RANGE         TOP         MID RANGE         RANGE         RANGE         RANGE           VOID         -13         4         1         5         2         0         3 | 85         81         93         77         50         80         80         82         69           VOID         BOTTOM         TOP         MID RANGE         TOP         MID RANGE         RANGE         RANGE         RANGE         RANGE         RANGE         RANGE         NID RANGE         RANGE         RANGE         NID RANGE         RANGE         NID RANGE |

| Section         | Waste and<br>litter services |               | Нои            | sehold wast    | e collection   |   |                                      |  | Recyclin   | g facilities                           |   |
|-----------------|------------------------------|---------------|----------------|----------------|--|---|--------------------------------------|--|--|--|---|
| Question number | 3                            |               |                | 4              |  |   |                                      |  |  | 5                                      |   |
|                 | % satisfied                  |               |                | % satisfied    | with   |   |                                      |  | % satisfi  | ed with                                |   |
| Question text   | that authority               | The bin/black | your waste for | reliability of | How 'clean<br>and tidy' the<br>street is<br>following the<br>waste<br>collection | The collection of bulky household waste | The waste collection service overall | The location of the recycling facilities | The items<br>you can<br>deposit for<br>recycling | How 'clean<br>and tidy' the<br>site is | • |
|                 | 4                            | VOID          | 1              | 4              | 2  | 4                                       | 3                                    | 2  | 3  | 3                                      | 2 |

| Section                         |   | Doorst   | ep recycling o   | collection   |   |
|---------------------------------|---|--|--|--|---|
| Question number                 |   |  | 6  |  |   |
|                                 |   |  | % satisfied with   | ١  |   |
| Question text                   | The<br>container<br>provided for<br>items of<br>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<br>the collection of<br>items for<br>recycling<br>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  |
| <u> </u>                        |   |  |  |  |   |
| Start of top quartile range     | 91  | 90   | 92   | 86   | 87  |
| Finish of bottom quartile range | 82  | 83   | 86   | 81   | 80  |
|                                 |   |  |  |  |   |
| New Forest quartile position    | MID<br>RANGE  | MID RANGE  | MID RANGE  | MID RANGE  | MID RANGE   |
| New Forest +/- average          | -1  | -3   | 4  | 0  | 1   |
|                                 |   |  |  |  |   |
| Median                          | 86  | 89   | 92   | 84   | 85  |

| Section         |   | Doorst   | ep recycling o   | collection   |   |
|-----------------|---|--|--|--|---|
| Question number |   |  | 6  |  |   |
|                 |   |  | % satisfied witl   | ٦  |   |
| Question text   | The<br>container<br>provided for<br>items of<br>recycling | The place where<br>you have to leave<br>your items for<br>recycling awaiting<br>collection | The reliability<br>of the<br>collection of<br>items for<br>recycling | How 'clean and tidy' the street is following the collection of items for recycling | The service for<br>the collection of<br>items for<br>recycling<br>overall |
|                 | 2   | 2  | 3  | 2  | 2   |

| Question number  Question text fi  Authority  Hampshire County Council | % who have                          | ve used the fo  | 7<br>ollowing facili        | line with in the              |                       |  |           | 8                           |                               |                       |
|--|-------------------------------------|---|-----------------------------|-------------------------------|-----------------------|--|-----------|-----------------------------|-------------------------------|-----------------------|
| fa   |                                     | e used the fo   | ollowing facili             | والمراجعة المالية المالية     |                       |  |           |                             |                               |                       |
| fa   | Sports/                             | % who have used the following facilities within the last year:  70 Satisfied with each of the following service supported by authority: |                             |                               |                       |  |           |                             |                               | ovided or             |
|  | leisure<br>facilities and<br>events | Libraries   | Museums<br>and<br>galleries | Theatres/<br>Concert<br>halls | Parks and open spaces | Sports/<br>leisure<br>facilities and<br>events | Libraries | Museums<br>and<br>galleries | Theatres/<br>Concert<br>halls | Parks and open spaces |
| 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                    |
|  | <u>.</u>                            |   |                             |                               |                       | •••  |           |                             |                               |                       |
| 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   | ТОР                                 | n/a   | MID<br>RANGE                | n/a                           | TOP                   | воттом   | n/a       | воттом                      | n/a                           | MID<br>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                    |

FALSE

ONE

FALSE

General BVPI Survey Results for Hampshire Authorities (excluding Southampton City Council) NE

| Section         |  |                |                             | Cultural a                    | nd recreation         | n activities ar                                | nd venues |                                  |                               |                       |
|-----------------|--|----------------|-----------------------------|-------------------------------|-----------------------|--|-----------|----------------------------------|-------------------------------|-----------------------|
| Question number |  |                | 7                           |                               |                       |  |           | 8                                |                               |                       |
|                 | % who hav                                      | ve used the fo | ollowing facili             | ties within the               | e last year:          | % satisfie                                     |           | of the followin<br>orted by auth | •                             | ovided or             |
| Question text   | Sports/<br>leisure<br>facilities and<br>events | Libraries      | Museums<br>and<br>galleries | Theatres/<br>Concert<br>halls | Parks and open spaces | Sports/<br>leisure<br>facilities and<br>events | Libraries | Museums<br>and<br>galleries      | Theatres/<br>Concert<br>halls | Parks and open spaces |
|                 | 4  | n/a            | 3                           | n/a                           | 4                     | 1  | n/a       | 1                                | n/a                           | 2                     |

| Section                         | Information provision  |                    |                           | Overall satist     | action with the               | authority as a w            | hole                 |   |                     |
|---------------------------------|--|--------------------|---------------------------|--------------------|-------------------------------|-----------------------------|----------------------|---|---------------------|
| Question number                 | 9  |                    |                           |                    | 10                            |                             |                      |   |                     |
|                                 | % who thought residents are  | % who had          | used or a memb            | er of their family | had used the fol<br>12 months | lowing services p           | provided by          | the authority                               | in the last         |
| Question text                   | being kept either<br>very well or fairly<br>well informed<br>about the services<br>and benefits it<br>provides | Transport services | Environmental<br>services | Fire services      | Local Authority<br>Education  | Personal Social<br>Services | Planning<br>services | Cultural<br>and<br>recreational<br>services | Housing<br>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                  |
| Finish of bottom quartile range | 61   | 33                 | 24                        | 2                  | 18                            | 9                           | 12                   | 24  | 9                   |
|                                 |  |                    |                           |                    |                               |                             |                      |   |                     |
| New Forest quartile position    | TOP  | MID<br>RANGE       | MID RANGE                 | n/a                | n/a                           | n/a                         | TOP                  | MID<br>RANGE                                | MID<br>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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General BVPI Survey Results for Hampshire Authorities (excluding Southampton City Council) ALSE

| Section         | Information provision  |                    |                           | Overall satist     | action with the               | authority as a w            | hole                 |   |                     |
|-----------------|--|--------------------|---------------------------|--------------------|-------------------------------|-----------------------------|----------------------|---|---------------------|
| Question number | 9  |                    |                           |                    | 10                            |                             |                      |   |                     |
|                 | % who thought residents are  | % who had          | used or a memb            | er of their family | had used the fol<br>12 months |                             | provided by          | the authority                               | in the last         |
| Question text   | being kept either<br>very well or fairly<br>well informed<br>about the services<br>and benefits it<br>provides | Transport services | Environmental<br>services | Fire services      | Local Authority<br>Education  | Personal Social<br>Services | Planning<br>services | Cultural<br>and<br>recreational<br>services | Housing<br>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                              | 1                              |                      |                                    |                     | 12  |  |  |
|                                 |  | % satisfie             | d overall with   | n the following                 | service prov                   | ided by the a        | uthority:                          |                     | % satisfied                                     |  |  |
| Question text                   | Transport services   | Environmental services | Fire<br>services | Local<br>Authority<br>Education | Personal<br>Social<br>Services | Planning<br>services | Cultural and recreational services | Housing<br>services | with the<br>way the<br>authority<br>runs things |  |  |
| 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    | воттом   | воттом                 | n/a              | n/a                             | n/a                            | MID<br>RANGE         | MID<br>RANGE                       | воттом              | 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  |  |  |

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General BVPI Survey Results for Hampshire Authorities texcluding Southampton City Council) \_2

| Section         |                    | C                      | Overall satis    | faction with                    | the authority                  | as a whole           | (continued)                        |                     |   |
|-----------------|--------------------|------------------------|------------------|---------------------------------|--------------------------------|----------------------|------------------------------------|---------------------|---|
| Question number |                    |                        |                  | 11                              |                                |                      |                                    |                     | 12  |
|                 |                    | % satisfie             | d overall with   | the following                   | service prov                   | ided by the a        | uthority:                          |                     | · % satisfied                                   |
| Question text   | Transport services | Environmental services | Fire<br>services | Local<br>Authority<br>Education | Personal<br>Social<br>Services | Planning<br>services | Cultural and recreational services | Housing<br>services | with the<br>way the<br>authority<br>runs things |
|                 | 1                  | 1                      | n/a              | n/a                             | n/a                            | 2                    | 3                                  | 1                   | 4   |

| Section                         |  |   | Have things got better or worse |                                  |   |   |               |                             |                               |                       | Complaints handlin   |  |
|---------------------------------|--|---|---------------------------------|----------------------------------|---|---|---------------|-----------------------------|-------------------------------|-----------------------|--|--|
| Question number                 | 13   |   |                                 |                                  |   | 14  |               |                             |                               |                       | 15   | 18   |
|                                 | % who thought the way the  | % w   | /ho thought th                  | e following se                   | ervices have  | got better' or                                | 'stayed the s | ame' over the               | last three ye                 | ars:                  | %<br>contacted   | % satisfied                                    |
| Question text                   | authority runs things have 'got better' or 'stayed the same' over the last three years | Keeping<br>public land<br>clear of litter<br>and refuse | Collection of household waste   | Local<br>recycling<br>facilities | Doorstep<br>collection of<br>items for<br>recycling | Sport/<br>leisure<br>facilities and<br>events | Libraries     | Museums<br>and<br>galleries | Theatres/<br>Concert<br>halls | Parks and open spaces | the council<br>with a<br>complaint in<br>the last 12<br>months | with the<br>way<br>complaint<br>was<br>handled |
| Authority                       |  |   |                                 |                                  |   |   |               |                             |                               |                       |  |  |
| 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   |
| otart or top quartile range     | 04   | 02  | 31                              |                                  | 30  | 34  | 31            | 30                          | 30                            | 31                    | 10   |  |
| Finish of bottom quartile range | 78   | 77  | 88                              | 94                               | 90  | 90  | 97            | 94                          | 88                            | 89                    | 19   | 34   |
|                                 |  |   |                                 |                                  |   |   |               |                             |                               |                       |  |  |
| New Forest quartile position    | TOP  | TOP   | MID<br>RANGE                    | воттом                           | MID<br>RANGE  | MID<br>RANGE                                  | n/a           | воттом                      | n/a                           | MID<br>RANGE          | MID<br>RANGE   | MID<br>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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General BVPI Survey Results for Hampshire Authorities (excluding Southampton City Council) 2

| Section         |                                |  |                               | Have                             | things got k  | etter or wor                                  | se           |                             |                               |                       | Complaint                                   | s handling                                     |
|-----------------|--------------------------------|--|-------------------------------|----------------------------------|---|---|--------------|-----------------------------|-------------------------------|-----------------------|---|--|
| Question number | 13                             |  |                               |                                  |   | 14  |              |                             |                               |                       | 15  | 18   |
|                 | % who thought the way the      | % w  | tho thought the               | e following s                    | ervices have '                                      | got better' or                                | stayed the s | ame' over the               | last three ye                 | ars:                  | %   | % satisfied                                    |
| Question text   | 'got better' or<br>'staved the | the ity runs shave etter' or ed the over the three | Collection of household waste | Local<br>recycling<br>facilities | Doorstep<br>collection of<br>items for<br>recycling | Sport/<br>leisure<br>facilities and<br>events | Libraries    | Museums<br>and<br>galleries | Theatres/<br>Concert<br>halls | Parks and open spaces | the council with a complaint in the last 12 | with the<br>way<br>complaint<br>was<br>handled |
|                 | 4                              | 4  | 3                             | 1                                | 3   | 3   | n/a          | 1                           | n/a                           | 3                     | 3   | 3  |

|                            | ctivities for<br>eenagers             | Affordable decent housing   | Clean<br>streets   | % who thoug  Community activities   | ht the followi  Cultural facilities   | ng have 'got l   | 19 petter' or 'stay Facilities for   | ed the same   | over the last   |   |  |  | Dood and   |                     |
|----------------------------|---------------------------------------|---|--|---|---|--|--|---|---|---|--|--|--|---------------------|
| eture tee                  | eenagers                              | decent  | Clean  | Community   | Cultural  |  |  | ed the same   | over the last   |   |  |  | Dood and   |                     |
| eture tee                  | eenagers                              | decent  |  |   |   | Education  | Facilities for   |   |   | Dorko and   |  |  | Dood and   |                     |
|                            | 60                                    |   |  |   | idomilioo   | provision  | young<br>children  | Health<br>services  | Job<br>prospects  | Parks and open spaces   | Public<br>transport  | Race<br>relations  | Road and pavement repairs  | Shopping facilities |
|                            | 60                                    |   |  |   |   |  |  |   |   |   |  |  |  |                     |
| 93                         |                                       | 34  | 77   | 89  | 81  | 88   | 79   | 74  | 73  | 90  | 73   | 91   | 56   | 84                  |
|                            | 75                                    | 58  | 82   | 94  | 95  | 92   | 87   | 86  | 84  | 91  | 78   | 93   | 65   | 86                  |
| 96                         | 68                                    | 50  | 75   | 90  | 84  | 89   | 83   | 77  | 71  | 92  | 57   | 92   | 44   | 84                  |
| 93                         | 64                                    | 45  | 74   | 93  | 85  | 89   | 81   | 79  | 73  | 90  | 72   | 94   | 49   | 91                  |
| 96                         | 64                                    | 45  | 76   | 91  | 89  | 87   | 83   | 73  | 74  | 90  | 70   | 81   | 50   | 85                  |
| 94                         | 59                                    | 47  | 77   | 88  | 50  | 86   | 76   | 48  | 61  | 89  | 66   | 82   | 64   | 74                  |
| 92                         | 67                                    | 43  | 76   | 91  | 60  | 88   | 87   | 76  | 72  | 87  | 50   | 95   | 53   | 84                  |
| 93                         | 62                                    | 46  | 79   | 85  | 80  | 86   | 75   | 74  | 61  | 84  | 74   | 89   | 55   | 74                  |
| 93                         | 66                                    | 41  | 79   | 92  | 81  | 92   | 83   | 80  | 69  | 89  | 72   | 88   | 50   | 82                  |
| 94                         | 62                                    | 42  | 79   | 83  | 39  | 86   | 78   | 76  | 76  | 89  | 65   | 85   | 54   | 62                  |
| 94                         | 60                                    | 45  | 78   | 89  | 59  | 91   | 82   | 80  | 68  | 92  | 68   | 92   | 51   | 78                  |
| 93                         | 73                                    | 42  | 83   | 94  | 96  | 93   | 90   | 81  | 72  | 94  | 74   | 94   | 54   | 85                  |
| 92                         | 60                                    | 42  | 68   | 85  | 90  | 86   | 81   | 65  | 69  | 90  | 68   | 78   | 51   | 87                  |
| 94                         | 65                                    | 45  | 77   | 90  | 76  | 89   | 82   | 75  | 71  | 90  | 68   | 89   | 54   | 81                  |
| 94                         | 67                                    | 46  | 79   | 92  | 89  | 91   | 83   | 80  | 73  | 91  | 73   | 93   | 55   | 85                  |
| 93                         | 60                                    | 42  | 76   | 88  | 60  | 86   | 79   | 74  | 69  | 89  | 66   | 85   | 50   | 78                  |
|                            |                                       |   |  |   |   |  |  |   |   |   |  |  |  |                     |
| TTOM                       | MID<br>RANGE                          | воттом  | TOP  | TOP   | MID<br>RANGE  | TOP  | TOP  | TOP   | воттом  | воттом  | MID<br>RANGE   | MID<br>RANGE   | воттом   | MID<br>RANGE        |
| -1                         | 1                                     | -4  | 2  | 2   | 5   | 3  | 1  | 5   | -2  | -1  | 4  | -1   | -4   | 1                   |
| 93                         | 64                                    | 45  | 77   | 90  | 81  | 88   | 82   | 76  | 72  | 90  | 70   | 91   | 53   | 84                  |
| 9<br>9<br>9<br>9<br>9<br>9 | 4 2 3 3 3 4 4 4 3 3 2 4 4 4 3 3 TOM 1 | 4 59 2 67 3 62 3 66 4 62 4 60 3 73 2 60 4 65 4 67 3 60  TOM MID RANGE 1 1 | 4 59 47 2 67 43 3 62 46 3 66 41 4 62 42 4 60 45 3 73 42 2 60 42 4 65 45  4 67 46  TOM MID RANGE BOTTOM 1 1 -4  3 64 45 | 4 59 47 77 2 67 43 76 3 62 46 79 3 66 41 79 4 62 42 79 4 60 45 78 3 73 42 83 2 60 42 68 4 65 45 77  4 67 46 79  3 60 42 76  TOM MID RANGE BOTTOM TOP 1 1 -4 2 | 4     59     47     77     88       2     67     43     76     91       3     62     46     79     85       3     66     41     79     92       4     62     42     79     83       4     60     45     78     89       3     73     42     83     94       2     60     42     68     85       4     65     45     77     90       4     67     46     79     92       3     60     42     76     88       TOM     MID RANGE     BOTTOM     TOP     TOP       1     1     -4     2     2       3     64     45     77     90 | 4     59     47     77     88     50       2     67     43     76     91     60       3     62     46     79     85     80       3     66     41     79     92     81       4     62     42     79     83     39       4     60     45     78     89     59       3     73     42     83     94     96       2     60     42     68     85     90       4     65     45     77     90     76       4     67     46     79     92     89       3     60     42     76     88     60       TOM     MID RANGE     BOTTOM     TOP     TOP     MID RANGE       1     1     -4     2     2     5 | 4     59     47     77     88     50     86       2     67     43     76     91     60     88       3     62     46     79     85     80     86       3     66     41     79     92     81     92       4     62     42     79     83     39     86       4     60     45     78     89     59     91       3     73     42     83     94     96     93       2     60     42     68     85     90     86       4     65     45     77     90     76     89       4     67     46     79     92     89     91       3     60     42     76     88     60     86       4     67     46     79     92     89     91       3     60     42     76     88     60     86       4     67     46     79     70     80     86       5     3     80     80     80     80     80       6     80     80     80     80     80     80     80 <t< td=""><td>4     59     47     77     88     50     86     76       2     67     43     76     91     60     88     87       3     62     46     79     85     80     86     75       3     66     41     79     92     81     92     83       4     62     42     79     83     39     86     78       4     60     45     78     89     59     91     82       3     73     42     83     94     96     93     90       2     60     42     68     85     90     86     81       4     65     45     77     90     76     89     82       4     67     46     79     92     89     91     83       3     60     42     76     88     60     86     79       4     67     46     79     92     89     91     83       3     60     42     76     88     60     86     79       4     67     46     79     70     70     70     70     70     70     70     70</td><td>4       59       47       77       88       50       86       76       48         2       67       43       76       91       60       88       87       76         3       62       46       79       85       80       86       75       74         3       66       41       79       92       81       92       83       80         4       62       42       79       83       39       86       78       76         4       60       45       78       89       59       91       82       80         3       73       42       83       94       96       93       90       81         2       60       42       68       85       90       86       81       65         4       65       45       77       90       76       89       82       75         4       67       46       79       92       89       91       83       80         3       60       42       76       88       60       86       79       74         TOM       RANGE</td><td>4       59       47       77       88       50       86       76       48       61         2       67       43       76       91       60       88       87       76       72         3       62       46       79       85       80       86       75       74       61         3       66       41       79       92       81       92       83       80       69         4       62       42       79       83       39       86       78       76       76         4       60       45       78       89       59       91       82       80       68         3       73       42       83       94       96       93       90       81       72         2       60       42       68       85       90       86       81       65       69         4       67       46       79       92       89       91       83       80       73         3       60       42       76       88       60       86       79       74       69         1       1       -</td><td>4       59       47       77       88       50       86       76       48       61       89         2       67       43       76       91       60       88       87       76       72       87         3       62       46       79       85       80       86       75       74       61       84         3       66       41       79       92       81       92       83       80       69       89         4       62       42       79       83       39       86       78       76       76       89         4       60       45       78       89       59       91       82       80       68       92         3       73       42       83       94       96       93       90       81       72       94         2       60       42       68       85       90       86       81       65       69       90         4       67       46       79       92       89       91       83       80       73       91         3       60       42       76</td><td>4       59       47       77       88       50       86       76       48       61       89       66         2       67       43       76       91       60       88       87       76       72       87       50         3       62       46       79       85       80       86       75       74       61       84       74         3       66       41       79       92       81       92       83       80       69       89       72         4       62       42       79       83       39       86       78       76       76       89       65         4       60       45       78       89       59       91       82       80       68       92       68         3       73       42       83       94       96       93       90       81       72       94       74         2       60       42       68       85       90       86       81       65       69       90       68         4       67       46       79       92       89       91       83</td><td>4     59     47     77     88     50     86     76     48     61     89     66     82       2     67     43     76     91     60     88     87     76     72     87     50     95       3     62     46     79     85     80     86     75     74     61     84     74     89       3     66     41     79     92     81     92     83     80     69     89     72     88       4     62     42     79     83     39     86     78     76     76     89     65     85       4     60     45     78     89     59     91     82     80     68     92     68     92       3     73     42     83     94     96     93     90     81     72     94     74     94       2     60     42     68     85     90     86     81     65     69     90     68     78       4     65     45     77     90     76     89     82     75     71     90     68     89       4     67</td><td>4</td></t<> | 4     59     47     77     88     50     86     76       2     67     43     76     91     60     88     87       3     62     46     79     85     80     86     75       3     66     41     79     92     81     92     83       4     62     42     79     83     39     86     78       4     60     45     78     89     59     91     82       3     73     42     83     94     96     93     90       2     60     42     68     85     90     86     81       4     65     45     77     90     76     89     82       4     67     46     79     92     89     91     83       3     60     42     76     88     60     86     79       4     67     46     79     92     89     91     83       3     60     42     76     88     60     86     79       4     67     46     79     70     70     70     70     70     70     70     70 | 4       59       47       77       88       50       86       76       48         2       67       43       76       91       60       88       87       76         3       62       46       79       85       80       86       75       74         3       66       41       79       92       81       92       83       80         4       62       42       79       83       39       86       78       76         4       60       45       78       89       59       91       82       80         3       73       42       83       94       96       93       90       81         2       60       42       68       85       90       86       81       65         4       65       45       77       90       76       89       82       75         4       67       46       79       92       89       91       83       80         3       60       42       76       88       60       86       79       74         TOM       RANGE | 4       59       47       77       88       50       86       76       48       61         2       67       43       76       91       60       88       87       76       72         3       62       46       79       85       80       86       75       74       61         3       66       41       79       92       81       92       83       80       69         4       62       42       79       83       39       86       78       76       76         4       60       45       78       89       59       91       82       80       68         3       73       42       83       94       96       93       90       81       72         2       60       42       68       85       90       86       81       65       69         4       67       46       79       92       89       91       83       80       73         3       60       42       76       88       60       86       79       74       69         1       1       - | 4       59       47       77       88       50       86       76       48       61       89         2       67       43       76       91       60       88       87       76       72       87         3       62       46       79       85       80       86       75       74       61       84         3       66       41       79       92       81       92       83       80       69       89         4       62       42       79       83       39       86       78       76       76       89         4       60       45       78       89       59       91       82       80       68       92         3       73       42       83       94       96       93       90       81       72       94         2       60       42       68       85       90       86       81       65       69       90         4       67       46       79       92       89       91       83       80       73       91         3       60       42       76 | 4       59       47       77       88       50       86       76       48       61       89       66         2       67       43       76       91       60       88       87       76       72       87       50         3       62       46       79       85       80       86       75       74       61       84       74         3       66       41       79       92       81       92       83       80       69       89       72         4       62       42       79       83       39       86       78       76       76       89       65         4       60       45       78       89       59       91       82       80       68       92       68         3       73       42       83       94       96       93       90       81       72       94       74         2       60       42       68       85       90       86       81       65       69       90       68         4       67       46       79       92       89       91       83 | 4     59     47     77     88     50     86     76     48     61     89     66     82       2     67     43     76     91     60     88     87     76     72     87     50     95       3     62     46     79     85     80     86     75     74     61     84     74     89       3     66     41     79     92     81     92     83     80     69     89     72     88       4     62     42     79     83     39     86     78     76     76     89     65     85       4     60     45     78     89     59     91     82     80     68     92     68     92       3     73     42     83     94     96     93     90     81     72     94     74     94       2     60     42     68     85     90     86     81     65     69     90     68     78       4     65     45     77     90     76     89     82     75     71     90     68     89       4     67 | 4                   |

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

| Section                         | , , , , ,   |                    |                        |                                 |   |  |  |  |  |  |  |
|---------------------------------|---|--------------------|------------------------|---------------------------------|---|--|--|--|--|--|--|
| Question number                 | " 19 (continued) % who thought the following have 'got better' or 'stayed the                 |                    |                        |                                 |   |  |  |  |  |  |  |
|                                 | % who thought the following have 'got better' or 'stayed the same' over the last three years: |                    |                        |                                 |   |  |  |  |  |  |  |
| Question text                   | Sports and<br>leisure<br>facilities   | The level of crime | The level of pollution | The level of traffic congestion | Wage<br>levels and<br>local cost of<br>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  |  |  |  |  |  |  |
| Finish of bottom quartile range | 90  | 42                 | 57                     | 21                              | 42  |  |  |  |  |  |  |
|                                 |   |                    |                        |                                 |   |  |  |  |  |  |  |
| New Forest quartile position    | MID<br>RANGE  | воттом             | MID<br>RANGE           | MID<br>RANGE                    | воттом  |  |  |  |  |  |  |
| New Forest +/- average          | 1   | -5                 | 1                      | 1                               | -2  |  |  |  |  |  |  |
|                                 |   |                    |                        |                                 |   |  |  |  |  |  |  |
| Median                          | 91  | 46                 | 61                     | 28                              | 42  |  |  |  |  |  |  |

| Section         | Changes in your quality of life (continued)   |                    |                        |                                 |   |  |  |  |
|-----------------|---|--------------------|------------------------|---------------------------------|---|--|--|--|
| Question number |   | •                  | 19 (continued          | )                               |   |  |  |  |
|                 | % who thought the following have 'got better' or 'stayed the same' over the last three years: |                    |                        |                                 |   |  |  |  |
| Question text   | Sports and leisure facilities   | The level of crime | The level of pollution | The level of traffic congestion | Wage<br>levels and<br>local cost of<br>living |  |  |  |
|                 | 3   | 1                  | 3                      | 3                               | 1   |  |  |  |

| Section                         | Anti-social behaviour   |  |  |  |  |  |  |                                       |                                  |  |  |  |
|---------------------------------|---|--|--|--|--|--|--|---------------------------------------|----------------------------------|--|--|--|
| Question number                 |   |  |  |  | 20                                     |  |  |                                       |                                  |  |  |  |
|                                 | % who thought the following was a very big or a fairly big problem: |  |  |  |  |  |  |                                       |                                  |  |  |  |
| Question text                   | Noisy<br>neighbours<br>or loud<br>parties                           | Teenagers<br>hanging<br>around on<br>the streets | Vandalism,<br>graffiti and<br>other deliberate<br>damage to<br>property or<br>vehicles | People being<br>attacked<br>because of their<br>skin colour,<br>ethnic origin or<br>religion | People<br>using or<br>dealing<br>drugs | People<br>being drunk<br>or rowdy in<br>public<br>places | People<br>sleeping<br>rough on<br>the streets<br>or in other<br>public<br>places | Rubbish<br>and litter<br>lying around | Abandoned<br>or burnt ou<br>cars |  |  |  |
| Authority                       |   |  |  |  |  |  |  |                                       |                                  |  |  |  |
| Hampshire County Council        | 11  | 40   | 41   | 9  | 37                                     | 32   | 10   | 33                                    | 22                               |  |  |  |
| Basingstoke and Dene            | 8   | 30   | 29   | 5  | 24                                     | 18   | 5  | 24                                    | 20                               |  |  |  |
| East Hants                      | 14  | 53   | 54   | 9  | 53                                     | 44   | 7  | 39                                    | 23                               |  |  |  |
| Eastleigh                       | 17  | 63   | 63   | 19   | 56                                     | 47   | 17   | 40                                    | 27                               |  |  |  |
| Fareham                         | 19  | 60   | 63   | 16   | 57                                     | 52   | 22   | 41                                    | 31                               |  |  |  |
| Gosport                         | 21  | 68   | 72   | 26   | 79                                     | 61   | 20   | 44                                    | 38                               |  |  |  |
| Hart                            | 17  | 57   | 57   | 10   | 54                                     | 53   | 6  | 38                                    | 34                               |  |  |  |
| Havant                          | 20  | 60   | 65   | 23   | 64                                     | 54   | 16   | 40                                    | 40                               |  |  |  |
| New Forest                      | 13  | 57   | 59   | 8  | 56                                     | 42   | 10   | 33                                    | 30                               |  |  |  |
| Rushmoor                        | 22  | 61   | 67   | 27   | 67                                     | 54   | 26   | 43                                    | 39                               |  |  |  |
| Test Valley                     | 19  | 54   | 58   | 13   | 56                                     | 50   | 32   | 40                                    | 30                               |  |  |  |
| Winchester                      | 13  | 36   | 37   | 7  | 39                                     | 38   | 26   | 30                                    | 16                               |  |  |  |
| Portsmouth                      | 26  | 62   | 68   | 42   | 62                                     | 59   | 39   | 51                                    | 38                               |  |  |  |
| Average                         | 17  | 54   | 56   | 16   | 54                                     | 46   | 18   | 38                                    | 30                               |  |  |  |
| Start of top quartile range     | 13  | 53   | 54   | 9  | 53                                     | 42   | 10   | 33                                    | 23                               |  |  |  |
| Finish of bottom quartile range | 20  | 61   | 65   | 23   | 62                                     | 54   | 26   | 41                                    | 38                               |  |  |  |
| N = ( )                         |   | 1415   |  |  | MID                                    |  |  |                                       |                                  |  |  |  |
| New Forest quartile position    | TOP   | MID<br>RANGE                                     | MID RANGE  | TOP  | MID<br>RANGE                           | TOP  | TOP  | TOP                                   | MID<br>RANGE                     |  |  |  |
| New Forest +/- average          | 4   | -3   | -3   | 8  | -2                                     | 4  | 8  | 5                                     | 0                                |  |  |  |
| Median                          | 17  | 57   | 59   | 13   | 56                                     | 50   | 17   | 40                                    | 30                               |  |  |  |

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General BVPI Survey Results for Hampshire Authorities (excluding Southampton City Council)

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