

PROCEDURE BVPIs: 3/4/89/90a/90b/119a/119e

Title:

BV3: Overall satisfaction with the authority as a whole.

BV4: Satisfaction with complaints handling (of those making a complaint).

BV89: Satisfaction with cleanliness of public land.

BV90a: Satisfaction with household waste collection.

BV90b: Satisfaction with waste recycling (local facilities).

BV119a: Satisfaction with sports and leisure facilities.

BV119e Satisfaction with parks and open spaces.

Purpose: To define the procedure for collecting information for BVPIs: 3/4/89/90a/90b/119a/119b.

Responsible Service: Personnel Services: Improvement & Development Unit

Reporting period: 2003 / 2004 (+)

References: Best Value Performance Indicators 2003/2004 (ODPM January 2003).

Best Value and Audit Commission Performance Indicators for 2003/04: Guidance for undertaking Best Value Surveys (ODPM February 2003)

Performance Indicators - Newsletter 24 (Audit Commission 20th February 2004)

BVPI User Satisfaction Survey Website ODPM/ATP/MORI:
www.survey.bvpi.gov.uk

Record of evidence: BVPI Satisfaction Survey Table (Attachment 1).
Survey documents, data and results - paper and electronic files.

Procedure:

1. The survey for these performance indicators is conducted in the manner described in the reference documents set out above. The Improvement & Development Manager summarises the key elements and records TMBC's actions to ensure compliance (Attachment 1)
2. The survey for these performance indicators is also administered in accordance with the IDU's generic procedures for ensuring that satisfaction survey data and results are both accurate and complete.

Material Changes since the last revision are shown in italics

These include procedures for working with mailing and data entry contractors with a track record of accuracy and reliability.

3. ATP, the ODPM's contractor, analyses the raw data to produce results and confidence intervals at 95% confidence.
4. The IDU analyses the raw data to produce the BVPI results and confidence intervals using the in-built functionality of SPSS and, to produce bar and other charts, Microsoft Excel.
5. The IDU reconciles the results and confidence intervals produced by the IDU and ATP.
6. The IDU stores the survey data and results electronically for an indefinite period on the Council's central server.
7. The questionnaires and associated paper documents for this survey are stored in the offices of the IDU for at least 3 years following the end of the financial year to which they apply.

Material Changes since the last revision are shown in italics

General BVPI Satisfaction Survey 2003

Factor	ODPM Guidance	TMBC's Approach
1. Sampling Frame		
	Postcode Address File (PAF) (P14)	Use of the PAF (via sample provided by ODPM - see sampling method below)
2. Sampling method		
	Random sample of local addresses drawn from the Post Office small users address file (PAF) supplied to TMBC by ODPM. (P14)	Downloaded the ODPM's sample of 5000 addresses, selected a random starting position in the list and selected 3 of out of each set of 5 to produce a sub-sample of 3,000.
3. Use of ODPM's Questionnaire		
	All local authorities should use the General survey questionnaire template. (P21)	<p>The template was downloaded from the ODPM's website and TMBC's house -style was superimposed onto the content of the questionnaire. The only changes to the questionnaire were:</p> <ol style="list-style-type: none"> 1. Changes to some of the instructions to make them more polite. 2. Omission of : "Libraries" (BV 119b), "Museums and galleries" (BV 119c) and "Theatres/Concert Halls" (BV119d) from questions 7 and 8 because either they are not applicable or TMBC does not exert a significant influence over their performance. 3. Reducing the ethnicity codes to "White British" and "Other - please write in", to reflect the borough's ethnic make-up and with approval by MORI (acting on ODPM's behalf). ODPM then guided our re-coding in accordance with the full ethnicity classification. E-mails provide evidence.
4. Collection Method		
	Options for the General Survey Are (P73): 1. Postal 2. Face to face 3. Telephone 4. Citizens Panel	Postal
5. Steps taken to Maximise Response Rate		
	Twenty -two (22) actions to maximise response rates are listed on pages 93 and 94 of the Guide.	Five (5) of these were not applicable. We complied with 13 of the remaining 17 - we judged that the others would be not cost effective in our circumstances. We issued two reminders (see Field Work Period below) We also used our house-style booklet and comic sans font - a 'formula' that had already been proved successful.
6. Field Work Period		
	1 st September 2003 - November 30 th 2003. Steps to improve response, including sending reminders, may be taken after November. (P18)	Original mail- out: 17 th September 2003 First reminder mail-out: 15 th October 2003 Second reminder mail-out: 12 th November 2003

Factor	ODPM Guidance	TMBC's Approach
7. Statistical Accuracy		
	Minimum response rate (P87): 50%(+)	Response rate: 70% (highest response rate, for postal surveys, in Kent and in CIPFA family group).
	Minimum achieved sample size (P15): 1100 .	2060 (excluding 2 under 18s)
	Maximum confidence interval at 95% confidence level for each of the BVPIs (P15): +/- 3%	+/-3% or less.

Completed By: Improvement & Development Manager

24th July 2004