

Appendix 1

	Urban	Rural	Disabled	Under 45	45 - 54	55 - 64	65+	Overall	Overall trend (%)				
									08/09	09/10	10/11	11/12	12/13
No of responses	198	112	93	64	64	83	99	403	366	388	318	344	403
Council services: how satisfied are residents?									No of non valid (don't know) responses				
% satisfied with local area as a place to live	86	93	91	91	86	89	90	0					
% satisfied with cleanliness of streets (BV89)	77	81	78	72	86	73	83	0					
% satisfied with black bin collection (BV90a)	94	96	92	92	95	93	99	1					
% satisfied with waste recycling services - Recycling service general (BV90b)	94	97	96	88	92	99	100	1					
% satisfied with sports & leisure facilities (BV119a)	76	66	69	79	61	72	77	49					
% satisfied with art activities & venues	73	67	71	75	58	72	75	70					
% satisfied with how well maintained parks are (QOL4)	86	84	82	80	84	87	90	52					
% satisfied with play areas in the parks (QOL5)	77	80	76	71	73	80	87	114					
% satisfied with parks & open spaces (BV119e)	82	84	77	82	80	80	89	38					
% satisfied with what Hinckley & Bosworth do (BV03)	76	82	82	80	78	76	80	1					

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Value for money indicator									No of non valid (don't know) responses				
% of respondents that agree work Hinckley & Bosworth BC does is value for money	69	74	74	74	65	72	72	12					
Continuous improvement - Parks and open spaces									Better Stayed same Worse				
% that think parks & open spaces have stayed the same or got better in past 3 years (QOL2)	85	83	85	79	83	83	90						
Respect indicator									Respect No respect				
% that think people treat each other with respect	41	50	37	37	37	43	55						
Communication - best way to find out about council activities and information (% of total votes)									Rank				
Borough bulletin/leaflets	34	37	44	28	33	41	36						
Newspapers	32	17	24	36	20	21	30						
Website	12	26	13	17	20	21	11						
Council leaflets & other docs	4	5	5	2	5	5	5						
Word of mouth	4	2	6	3	7	3	2						
Direct contact with council staff/members	6	6	2	7	7	3	7						
Other	5	5	3	7	3	4	6						
Radio/TV	2	3	2	0	5	3	2						

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Crime - most important things to tackle (% of total votes)									Rank				
Anti social behaviour	27	22	27	28	26	25	23						
Burglary in the home	21	28	23	19	23	24	27						
Criminal damage	20	22	16	22	17	20	22						
Car crime	13	15	14	11	12	15	16						
Mugging (robbery)	6	4	5	8	6	5	4						
Domestic abuse	5	3	5	3	8	4	4						
Other	4	5	5	4	5	4	3						
Hate crime	4	1	5	5	5	3	1						
Crime - Anti social behaviour									Decreased Stayed same Increased				
% that think anti social behaviour decreased or stayed the same over last 12 months	86	88	92	82	82	87	94						
Crime- how safe do resident feel?									No of non valid (don't know) responses				
% that feel safe outside after dark	78	88	76	75	76	87	87						
% that feel safe outside during the day	95	97	91	95	97	96	96						

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Satisfaction with other local public services									No of non valid (don't know) responses				
% satisfied with Support carers	60	63	62	69	52	56	72	242	79	79	61		
% satisfied with Police	74	66	72	74	74	65	71	21	70	79	71		
% satisfied with Fire/rescue	90	88	84	94	87	87	91	87	97	97	88		
% satisfied with G.P (doctor)	84	89	89	77	84	89	90	9	92	91	87		
% satisfied with Hospital	76	84	81	70	71	78	89	71	81	86	79		
% satisfied with Dentist	85	84	84	85	80	84	90	62	89	90	84		
% satisfied with Nursery	74	79	77	77	70	76	78	264	91	89	76		
% satisfied with Secondary education	60	80	79	72	58	70	67	214	71	79	69		
% satisfied with Transport	65	49	63	55	51	53	73	47	61	61	60		