



# ISLINGTON

## London Borough of Islington BVPI National Postal Survey Topline Findings (11/01/2001)

- A systematic random sample of 4400 Islington Council residents was drawn from the Electoral Register, ensuring that number of respondents living in each ward was proportionate to the Islington Council population.
- BVPI general survey questionnaires were mailed out to all residents in the sample on 9th October; non-respondents were then sent a postcard reminder (16th October), followed by a second questionnaire (20th November). The overall response rate is 28.52% (1255 valid responses).
- Data are weighted by sex, age, ethnicity, disability, work status and area.
- Where results do not sum to 100%, this may be due to multiple responses, computer rounding or the exclusion of 'don't know/not stated' response categories
- An asterisk (\*) represents a value of less than one per cent, but not zero.
- Following DETR guidelines, results are based on valid responses only; "I don't know", "It does not apply" and blank answers are, therefore, excluded from analysis (represented by NA).
- Results are based on all valid answers, unless otherwise stated. The base size for each question is provided.
- Confidence intervals shown are calculated on the basis of all answering a question (as specified by DETR) and assume that the confidence interval is unaffected by the survey response rate (inferred from DETR guidance).
- Data are benchmarked against findings from the MORI/LGA BVPI Postal Pilot Survey conducted between May – July 2000. Aggregate data (BVPI Pilot Total) are based on 2,964 BVPI responses, while data from London Boroughs (LBC) are based on 310 BVPI responses.

### BVPI 89

#### A. THE DUTY TO KEEP RELEVANT LAND CLEAR OF LITTER AND REFUSE

Islington Borough Council has a duty to keep clean all open public land which it controls, including highways and excluding educational lands.

#### 1. How satisfied or dissatisfied are you that the Council has fulfilled its duty to keep this land clear of litter and refuse?

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	I don't know
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	<i>(1184)</i>	<b>7</b>	<b>37</b>	14	25	17	NA
BVPI Pilot (Total)	<i>(2,871)</i>	9	47	16	18	11	NA
BVPI Pilot (LBC)	<i>(299)</i>	8	41	18	22	11	NA

Confidence interval:  $\pm 3\%$

# BVPI 90/1

## B. HOUSEHOLD WASTE COLLECTION

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

### 1. The receptacle provided for your household waste

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
<i>Base</i>		%	%	%	%	%	%
<b>Islington Council</b>	<i>(1041)</i>	26	35	13	13	12	NA
BVPI Pilot (Total)	<i>(2,410)</i>	45	34	7	8	6	NA
BVPI Pilot (LBC)	<i>(200)</i>	31	34	12	13	10	NA

Confidence interval:  $\pm 4\%$

### 2. The place you are required to leave your waste for collection

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
<i>Base</i>		%	%	%	%	%	%
<b>Islington Council</b>	<i>(1115)</i>	34	33	13	10	10	NA
BVPI Pilot (Total)	<i>(2,782)</i>	45	37	11	5	3	NA
BVPI Pilot (LBC)	<i>(284)</i>	29	43	17	8	3	NA

Confidence interval:  $\pm 3\%$

### 3. The reliability of the waste collection

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
<i>Base</i>		%	%	%	%	%	%
<b>Islington Council</b>	<i>(1168)</i>	34	41	12	8	5	NA
BVPI Pilot (Total)	<i>(2,893)</i>	59	33	4	3	1	NA
BVPI Pilot (LBC)	<i>(303)</i>	44	44	6	5	2	NA

Confidence interval:  $\pm 3\%$

### 4. The level of street cleanliness /tidiness following the waste collection

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
<i>Base</i>		%	%	%	%	%	%
<b>Islington Council</b>	<i>(1167)</i>	16	38	16	17	13	NA
BVPI Pilot (Total)	<i>(2,872)</i>	27	43	11	13	6	NA
BVPI Pilot (LBC)	<i>(298)</i>	15	41	16	20	7	NA

Confidence interval:  $\pm 3\%$

<b>5. The collection of bulky household waste</b>							
<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	<i>(1033)</i>	<b>17</b>	<b>26</b>	<b>22</b>	<b>17</b>	<b>17</b>	<b>NA</b>
BVPI Pilot (Total)	<i>(2,296)</i>	<b>25</b>	<b>30</b>	<b>25</b>	<b>12</b>	<b>9</b>	<b>NA</b>
BVPI Pilot (LBC)	<i>(251)</i>	<b>15</b>	<b>28</b>	<b>27</b>	<b>14</b>	<b>16</b>	<b>NA</b>
Confidence interval: $\pm 4\%$							

<b>6. The Waste Collection Service overall</b>							
<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	<i>(1173)</i>	<b>18</b>	<b>43</b>	<b>19</b>	<b>13</b>	<b>7</b>	<b>NA</b>
BVPI Pilot (Total)	<i>(2,885)</i>	<b>34</b>	<b>49</b>	<b>11</b>	<b>5</b>	<b>1</b>	<b>NA</b>
BVPI Pilot (LBC)	<i>(299)</i>	<b>18</b>	<b>51</b>	<b>18</b>	<b>11</b>	<b>2</b>	<b>NA</b>
Confidence interval: $\pm 3\%$							

## BVPI 90/2

### C. RECYCLING FACILITIES

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

#### 1. The accessibility of recycling facilities

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
<i>Base</i>		%	%	%	%	%	%
<b>Islington Council</b>	(1029)	17	29	18	18	17	NA
BVPI Pilot (Total)	(2,670)	23	41	17	11	8	NA
BVPI Pilot (LBC)	(277)	19	42	15	16	8	NA

Confidence interval:  $\pm 4\%$

#### 2. The range of recyclables you are able to deposit at recycling facilities

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
<i>Base</i>		%	%	%	%	%	%
<b>Islington Council</b>	(994)	13	32	23	18	15	NA
BVPI Pilot (Total)	(2,630)	23	43	18	10	6	NA
BVPI Pilot (LBC)	(270)	16	41	19	16	8	NA

Confidence interval:  $\pm 4\%$

#### 3. The cleanliness and servicing of the site

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
<i>Base</i>		%	%	%	%	%	%
<b>Islington Council</b>	(964)	9	28	28	21	14	NA
BVPI Pilot (Total)	(2,577)	17	43	24	11	5	NA
BVPI Pilot (LBC)	(262)	9	36	28	15	12	NA

Confidence interval:  $\pm 4\%$

#### 4. The provision of recycling facilities overall

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
<i>Base</i>		%	%	%	%	%	%
<b>Islington Council</b>	(1065)	11	29	24	18	19	NA
BVPI Pilot (Total)	(2,699)	18	42	20	11	9	NA
BVPI Pilot (LBC)	(280)	14	38	22	13	14	NA

Confidence interval:  $\pm 3\%$

# BVPI 90/3

## D. CIVIC AMENITY SITES

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service we provide. (Please only fill in if you have used this service at any point during the last 12 months)

### 1. The accessibility of the site

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
<i>Base</i>		%	%	%	%	%	%
<b>Islington Council</b>	(453)	18	35	30	8	9	NA
BVPI Pilot (Total)	(1,967)	26	49	12	7	6	NA
BVPI Pilot (LBC)	(189)	20	48	12	7	14	NA

Confidence interval:  $\pm 4\%$

### 2. The opening hours of the site

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
<i>Base</i>		%	%	%	%	%	%
<b>Islington Council</b>	(422)	14	35	34	11	5	NA
BVPI Pilot (Total)	(1,948)	28	47	15	7	4	NA
BVPI Pilot (LBC)	(185)	23	44	16	9	9	NA

Confidence interval:  $\pm 4\%$

### 3. The facilities for the deposit of recyclables at the site

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
<i>Base</i>		%	%	%	%	%	%
<b>Islington Council</b>	(406)	13	27	43	12	6	NA
BVPI Pilot (Total)	(1,899)	24	47	19	7	3	NA
BVPI Pilot (LBC)	(174)	15	53	20	6	6	NA

Confidence interval:  $\pm 4\%$

<b>4. The cleanliness of the site</b>							
<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	(427)	11	26	40	14	10	NA
BVPI Pilot (Total)	(1,951)	23	43	21	8	4	NA
BVPI Pilot (LBC)	(183)	18	37	31	5	8	NA
Confidence interval: $\pm 4\%$							

<b>5. The helpfulness of the staff</b>							
<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	(399)	14	30	41	9	5	NA
BVPI Pilot (Total)	(1,849)	24	35	29	8	4	NA
BVPI Pilot (LBC)	(175)	20	36	31	6	7	NA
Confidence interval: $\pm 4\%$							

<b>6. The user-friendliness of the site (i.e. the ability to deposit your waste without having to: climb steps; carry the waste long distances; lift the waste over a high railing/barrier; etc)</b>							
<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	(401)	17	31	36	9	6	NA
BVPI Pilot (Total)	(1,908)	21	39	20	13	6	NA
BVPI Pilot (LBC)	(182)	17	45	21	9	8	NA
Confidence interval: $\pm 4\%$							

<b>7. The Civic Amenity Site service overall</b>							
<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	(466)	9	30	47	8	6	NA
BVPI Pilot (Total)	(1,988)	19	50	20	8	3	NA
BVPI Pilot (LBC)	(194)	16	52	18	8	7	NA
Confidence interval: $\pm 4\%$							

## BVPI 103

### E. PUBLIC TRANSPORT INFORMATION

1. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on local public transport we provide.

#### a. The amount of information

<i>Base: All valid responses</i>		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	<b>(1074)</b>	10	37	28	16	9	NA
BVPI Pilot (Total)	(2,241)	8	31	26	21	13	NA
BVPI Pilot (LBC)	(247)	8	36	24	19	14	NA

Confidence interval:  $\pm 4\%$

#### b. The clarity of the information

<i>Base: All valid responses</i>		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	<b>(1044)</b>	10	38	30	13	9	NA
BVPI Pilot (Total)	(2,138)	9	33	29	17	11	NA
BVPI Pilot (LBC)	(240)	11	33	29	18	9	NA

Confidence interval:  $\pm 4\%$

#### c. The accuracy of the information

<i>Base: All valid responses</i>		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	<b>(1038)</b>	9	33	30	16	12	NA
BVPI Pilot (Total)	(2,109)	8	34	31	15	12	NA
BVPI Pilot (LBC)	(238)	7	30	30	18	15	NA

Confidence interval:  $\pm 4\%$

**d. The provision of public transport information overall**

<i>Base: All valid responses</i>		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	<b>(1083)</b>	<b>8</b>	<b>32</b>	<b>29</b>	<b>17</b>	<b>13</b>	<b>NA</b>
BVPI Pilot (Total)	(2,329)	8	30	27	20	15	NA
BVPI Pilot (LBC)	(254)	6	34	30	16	13	NA

Confidence interval:  $\pm 4\%$

**2. Have you received or seen any of the information provided on public transport services in the last 12 months?**

<i>Base: All valid responses</i>		Yes	No
	<i>Base</i>	%	%
<b>Islington Council</b>	<b>(1200)</b>	<b>29</b>	<b>71</b>
BVPI Pilot (Total)	(2,820)	33	67
BVPI Pilot (LBC)	(298)	35	65

Confidence interval:  $\pm 3\%$

# BVPI 104

## F. LOCAL BUS SERVICE

1. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service, whether you normally use the bus or not.

### a. The frequency of the bus service

<i>Base: All valid responses</i>		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	(1145)	9	37	14	23	17	NA
BVPI Pilot (Total)	(2,367)	15	37	18	18	11	NA
BVPI Pilot (LBC)	(273)	12	34	18	26	10	NA

Confidence interval:  $\pm 3\%$

### b. The provision of bus stops

<i>Base: All valid responses</i>		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	(1144)	23	53	15	6	3	NA
BVPI Pilot (Total)	(2,367)	23	47	18	8	5	NA
BVPI Pilot (LBC)	(271)	21	52	15	7	4	NA

Confidence interval:  $\pm 3\%$

### c. The state of the bus stops

<i>Base: All valid responses</i>		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	(1144)	14	49	19	12	6	NA
BVPI Pilot (Total)	(2,372)	12	38	24	16	9	NA
BVPI Pilot (LBC)	(272)	11	40	21	15	13	NA

Confidence interval:  $\pm 3\%$

<b>d. The timeliness of the service</b>							
<i>Base: All valid responses</i>		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	(1133)	5	25	20	25	25	NA
BVPI Pilot (Total)	(2,319)	9	35	26	16	13	NA
BVPI Pilot (LBC)	(268)	7	26	24	22	21	NA
Confidence interval: $\pm 3\%$							

<b>e. The local bus service overall</b>							
<i>Base: All valid responses</i>		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply
	<i>Base</i>	%	%	%	%	%	%
<b>Islington Council</b>	(1152)	9	35	22	20	15	NA
BVPI Pilot (Total)	(2,440)	12	36	26	15	11	NA
BVPI Pilot (LBC)	(277)	9	36	25	18	12	NA
Confidence interval: $\pm 3\%$							

<b>2. How frequently, if at all, do you use the <u>local bus service</u>?</b>									
<i>Base: All valid responses</i>		Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	I don't know
	<i>Base</i>	%	%	%	%	%	%	%	%
<b>Islington Council</b>	(1207)	48	30	11	4	2	2	4	NA
BVPI Pilot (Total)	(2,879)	15	21	13	12	9	12	17	NA
BVPI Pilot (LBC)	(302)	27	26	13	13	5	6	9	NA
Confidence interval: $\pm 3\%$									

# BVPI 119/1

## G. LOCAL AUTHORITY'S CULTURAL AND RECREATIONAL ACTIVITIES (BVPI 119/1)

<b>Sports and leisure facilities</b>									
<b>1. How frequently, if at all, do you use the <u>sports/ leisure facilities</u>?</b>									
<i>Base: All valid responses</i>		Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	I don't know
	<i>Base</i>	%	%	%	%	%	%	%	%
<b>Islington Council</b>	<i>(1194)</i>	2	14	11	12	7	14	40	NA
BVPI Pilot (Total)	<i>(2,852)</i>	2	15	11	12	8	15	37	NA
BVPI Pilot (LBC)	<i>(297)</i>	2	14	13	12	7	15	37	NA
Confidence interval: $\pm 3\%$									

<b>Libraries</b>									
<b>2. How frequently, if at all, do you use the <u>libraries</u>?</b>									
<i>Base: All valid responses</i>		Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	I don't know
	<i>Base</i>	%	%	%	%	%	%	%	%
<b>Islington Council</b>	<i>(1205)</i>	1	12	17	13	8	16	33	NA
BVPI Pilot (Total)	<i>(2,880)</i>	*	11	23	14	11	17	23	NA
BVPI Pilot (LBC)	<i>(301)</i>	1	10	22	14	12	13	28	NA
Confidence interval: $\pm 3\%$									

<b>Museums and Galleries</b>									
<b>3. How frequently, if at all, do you use the <u>museums/ galleries</u>?</b>									
<i>Base: All valid responses</i>		Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	I don't know
	<i>Base</i>	%	%	%	%	%	%	%	%
<b>Islington Council</b>	<i>(1200)</i>	*	*	2	4	4	7	83	NA
BVPI Pilot (Total)	<i>(2,810)</i>	*	*	5	13	15	25	42	NA
BVPI Pilot (LBC)	<i>(284)</i>	*	1	4	9	13	16	57	NA
Confidence interval: $\pm 3\%$									

***Parks, Open Spaces, Play area and other community recreation facilities and activities***

**5. And how frequently, if at all, do you use local parks, open spaces, play areas and other community recreation facilities and activities?**

<i>Base: All valid responses</i>		Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	I don't know
	<i>Base</i>	%	%	%	%	%	%	%	%
<b>Islington Council</b>	<i>(1223)</i>	10	24	21	14	7	8	16	NA
BVPI Pilot (Total)	<i>(2,866)</i>	9	23	21	14	10	9	14	NA
BVPI Pilot (LBC)	<i>(300)</i>	12	25	21	15	12	6	8	NA

Confidence interval:  $\pm 3\%$

## BVPI 119/2

**6. Please indicate how satisfied or dissatisfied you are with each of the services that we provide (please answer whether you have used them or not):**

### a. Sports/ leisure facilities

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<i>Base</i>	%	%	%	%	%
<b>Islington Council</b>	<b>(1086)</b>	<b>16</b>	<b>34</b>	41	6	2
BVPI Pilot (Total)	(2,600)	11	40	37	9	4
BVPI Pilot (LBC)	(259)	7	37	41	12	3

Confidence interval:  $\pm 3\%$

### b. Libraries

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<i>Base</i>	%	%	%	%	%
<b>Islington Council</b>	<b>(1116)</b>	<b>18</b>	<b>35</b>	36	8	3
BVPI Pilot (Total)	(2,711)	25	40	29	5	2
BVPI Pilot (LBC)	(274)	23	34	35	7	1

Confidence interval:  $\pm 3\%$

### c. Museums/ galleries

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<i>Base</i>	%	%	%	%	%
<b>Islington Council</b>	<b>(1035)</b>	<b>7</b>	<b>20</b>	66	5	2
BVPI Pilot (Total)	(2,572)	12	30	53	3	2
BVPI Pilot (LBC)	(256)	7	18	69	4	2

Confidence interval:  $\pm 4\%$

<b>e. Parks/ open spaces play areas and other community recreation facilities and activities</b>						
<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<i>Base</i>	%	%	%	%	%
<b>Islington Council</b>	<i>(1128)</i>	<b>14</b>	<b>44</b>	25	12	5
BVPI Pilot (Total)	<i>(2,668)</i>	18	47	21	8	5
BVPI Pilot (LBC)	<i>(280)</i>	16	52	17	9	5
Confidence interval: $\pm 3\%$						

## BVPI 3/1

### H. SATISFACTION - DISSATISFACTION WITH SOME OF THE SERVICE DEPARTMENTS OVERALL

**How satisfied or are you, overall, with your local authority's ....**

*(Before answering this question please read the previous page about some of the service departments in your authority)*

#### 1. ...Transport services

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<i>Base</i>	<i>(1124)</i>	%	%	%	%	%
<b>Insert Council Name</b>		<b>7</b>	<b>37</b>	24	21	11
BVPI Pilot (Total)	(2,601)	9	36	32	16	7
BVPI Pilot (LBC)	(271)	6	34	34	19	6

Confidence interval:  $\pm 3\%$

#### 2. ...Environmental services

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<i>Base</i>	<i>(1099)</i>	%	%	%	%	%
<b>Islington Council</b>		<b>7</b>	<b>34</b>	28	20	10
BVPI Pilot (Total)	(2, 582)	12	46	26	10	5
BVPI Pilot (LBC)	(267)	7	40	28	14	11

Confidence interval:  $\pm 3\%$

#### 3. ...Local Authority Education service

<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<i>Base</i>	<i>(984)</i>	%	%	%	%	%
<b>Islington Council</b>		<b>6</b>	<b>20</b>	51	14	10
BVPI Pilot (Total)	(2,374)	11	37	41	7	4
BVPI Pilot (LBC)	(242)	8	31	44	7	10

Confidence interval:  $\pm 4\%$

<b>4. ...Personal Social services</b>						
<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<i>Base</i>	%	%	%	%	%
<b>Islington Council</b>	<b>(969)</b>	<b>6</b>	<b>16</b>	<b>62</b>	<b>8</b>	<b>7</b>
BVPI Pilot (Total)	(2,367)	10	22	59	6	2
BVPI Pilot (LBC)	(236)	8	15	62	9	5
Confidence interval: $\pm 4\%$						

<b>5. ...Planning services</b>						
<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<i>Base</i>	%	%	%	%	%
<b>Islington Council</b>	<b>(997)</b>	<b>3</b>	<b>17</b>	<b>56</b>	<b>12</b>	<b>11</b>
BVPI Pilot (Total)	(2,338)	6	21	56	11	7
BVPI Pilot (LBC)	(236)	6	18	55	13	9
Confidence interval: $\pm 4\%$						

<b>6. ...Cultural and recreational services</b>						
<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<i>Base</i>	%	%	%	%	%
<b>Islington Council</b>	<b>(1040)</b>	<b>8</b>	<b>36</b>	<b>41</b>	<b>12</b>	<b>3</b>
BVPI Pilot (Total)	(2,391)	9	38	43	8	3
BVPI Pilot (LBC)	(240)	5	33	46	13	4
Confidence interval: $\pm 4\%$						

<b>7. ...Housing services</b>						
<i>Base: All valid responses</i>		Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<i>Base</i>	%	%	%	%	%
<b>Islington Council</b>	<b>(1050)</b>	<b>4</b>	<b>15</b>	<b>43</b>	<b>15</b>	<b>23</b>
BVPI Pilot (Total)	(2,335)	7	19	58	9	7
BVPI Pilot (LBC)	(233)	4	15	54	9	17
Confidence interval: $\pm 4\%$						

## BVPI 3/2

### I. SATISFACTION - DISSATISFACTION WITH THE AUTHORITY AS A WHOLE

Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?						
<i>Base: All valid responses</i>						
	<i>Base</i>	Very Satisfied %	Fairly satisfied %	Neither satisfied nor dissatisfied %	Fairly dissatisfied %	Very dissatisfied %
<b>Islington Council</b>	<i>(1204)</i>	<b>4</b>	<b>33</b>	29	24	10
BVPI Pilot (Total)	<i>(2,837)</i>	6	47	27	15	5
BVPI Pilot (LBC)	<i>(298)</i>	7	39	27	20	7
Confidence interval: $\pm 3\%$						

## BVPI 4

### J. SATISFACTION – DISSATISFACTION WITH COMPLAINT HANDLING

1. Have you contacted the authority with a complaint(s) over the last 12 months?			
<i>Base: All valid responses</i>			
	<i>Base</i>	Yes %	No %
<b>Islington Council</b>	(1212)	38	62
BVPI Pilot (Total)	(2,790)	25	75
BVPI Pilot (LBC)	(295)	34	66
Confidence interval: $\pm 3\%$			

2. Do you remember which departments/s you contacted?		
<i>Base: All valid responses from complainants</i>		
		(453) %
Transport services	(12)	3
Environment services	(85)	19
Education services	(8)	2
Social services	(4)	1
Planning services	(20)	5
Culture/Recreation/Leisure services	(4)	1
Housing services	(136)	31
Finance services	(24)	6
Other	(184)	42
* Caution: Small base sizes		

3. How satisfied or dissatisfied are you with the way in which your complaint(s) was(were) handled?						
<i>Base: All valid responses</i>						
	<i>Base</i>	Very Satisfied %	Fairly satisfied %	Neither satisfied nor dissatisfied %	Fairly dissatisfied %	Very dissatisfied %
<b>Islington Council</b>	(470)	7	13	9	24	48
BVPI Pilot (Total)	(2,837)	14	21	9	27	29
BVPI Pilot (LBC)	(119)	11	14	20	24	32
Confidence interval: $\pm 6\%$						

## K. ABOUT YOURSELF

1. Are you male or female?		Male	Female
	Base	%	%
Weighted	1226	47	53
Unweighted	1226	42	58

2. What was your age on your last birthday?						
		18-24	25-34	35-54	55-64	65+
	Base	%	%	%	%	%
Weighted	1203	12	28	33	10	17
Unweighted	1203	4	22	40	12	22

4. Which of these activities best describes what you are doing at present?				
			Weighted	Unweighted
		Base	% (1165)	% (1165)
a.	Employee in full-time job (30 hours plus per week)		36	35
b.	Employee in part-time job (under 30 hours per week)		8	8
c.	Self employed (full or part-time)		10	11
d.	On a government supported training programme (e.g. Modern Apprenticeship/National Traineeship/Training for Work/Adult training)		1	1
e.	Full-time education at school, college or university		7	3
f.	Unemployed and available for work		5	5
g.	Permanently sick/disabled		8	8
h.	Wholly retired from work		15	18
i.	Looking after the home		7	8
j.	Doing something else		3	3

5. Do you have any long-standing illness, disability or infirmity? (long standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)				
		Yes	No	
	Base	%	%	
Weighted	(1178)	27	73	<b>If the answer is 'yes' please answer the following question.</b>
Unweighted	(1177)	29	71	

<b>6. Does this illness or disability limit your activities in anyway?</b>			
	Base	Yes %	No %
Weighted	(314)	78	22
Unweighted	(335)	80	20

<b>6. To which one of these groups do you consider you belong?</b>			
	Base	Weighted % (1171)	Unweighted % (1171)
<b>a. White</b>			
British		67	71
Irish		5	6
Other white background		9	8
<b>b. Mixed</b>			
White and Black Caribbean		*	1
White and Black African		-	1
White and Asian		*	1
Other mixed background		1	1
<b>c. Asian or Asian British</b>			
Indian		1	1
Pakistani		1	*
Bangladeshi		2	1
Other Asian background		1	1
<b>d. Black or Black British</b>			
Caribbean		5	3
African		5	3
Other black background		1	1
<b>e. Chinese</b>			
		1	1
<b>f. Other ethnic group</b>			
		1	1