

### Appendix 3 : User Satisfaction - Targets for next three years

Description	Perf 2002/03	Perf 2003/04	Perf 2004/05	Perf 2005/06	2004/05 Top Quartile	2004/05 Bottom Quartile	Average	Target 2006/07	Target 2007/08	Target 2008/09
BV003 Satisfaction - council overall	78.00*	52.00	55**	58***	61.00	52.00	55.96	61.00%	64.00%	67.00%
BV004 Satisfaction - complaint handling	44.00*	31.00	30**	29***	37.00	30.00	33.45	30.00%	32.00%	35.00%
BV074a Sat'n - tenants overall	74.88*	77.82	N/A	71.73	85.00	78.00	81.00	78.00%	81.00%	85.00%
BV074b % Black and ethnic - Tenant sat'n	?	50.00	N/A	N/A	85.50	64.50	74.00	78.00%	82.00%	85.50%
BV074c % Non-black and ethnic - Tenant	?	77.90	N/A	N/A	85.00	78.00	81.00	78.00%	82.00%	85.50%
BV075 Satisfaction - participation	58.72*	58.22	N/A	56.68	70.00	59.75	65.00	63.00%	67.00%	71.00%
BV075(i) Satn - Participation BEM	?	100.00	N/A	N/A	78.75	50.00	65.00	60.00%	65.00%	71.00%
BV075(ii) Satn Participation non-BEM	?	58.10	N/A	N/A	70.00	61.00	65.00	63.00%	67.00%	71.00%
BV080a Benefit Svc Satisfaction: Contact	81.40*	79.50	N/A	N/A	84.00	76.00	79.85	85.00%	N/A	N/A
BV080b Benefit Svc Satisfaction: Office	84.90*	83.40	N/A	N/A	86.00	78.00	81.38	86.00%	N/A	N/A
BV080c Benefit Svc Satisfaction: Tel Svc	77.20*	76.90	N/A	N/A	80.00	67.00	72.56	80.00%	N/A	N/A
BV080d Benefit Svc Satisfaction: Staff	82.10*	81.60	N/A	N/A	86.00	79.00	82.37	86.00%	N/A	N/A
BV080e Benefit Svc Satisfaction: Forms	56.80*	62.90	N/A	N/A	67.50	60.00	63.75	65.50%	N/A	N/A
BV080f Benefit Svc Satisfaction: Speed	68.20*	73.20	N/A	N/A	77.00	67.00	71.93	78.00%	N/A	N/A
BV080g Benefit Svc Satisfaction: Overall	?	79.30	N/A	N/A	84.00	77.00	79.98	84.00%	N/A	N/A
BV089 Satisfaction - Litter and Refuse	69.00*	52.00	60**	59***	68.00	58.00	62.58	60.00%	63.00%	65.00%
BV090a Satisfaction - Refuse overall	93.00*	87.00	N/A	85***	90.00	83.00	85.75	75.00%	80.00%	85.00%
BV090b Sat Recycling	77.00*	74.00	N/A	72***	75.50	67.00	71.21	73.00%	73.50%	74.00%
BV111 Satisfaction - Planning Apps	88.00*	76.40	N/A	N/A	81.00	70.00	75.11	80.00%	85.00%	85.00%
BV119asI Satisfaction Sports & Leisure	41.00*	56.00	N/A	57***	60.25	50.00	55.01	60.00%	62.00%	64.00%
BV119e.02 Satisfaction Park/Open Spc	47.00*	65.00	73**	78***	77.00	68.00	72.43	78.00%	79.00%	80.00%

\* 2000/01 User Satisfaction Survey Results

\*\* BMG Satisfaction Survey Results 2004/05

\*\*\* NWA Survey Results 2005/06