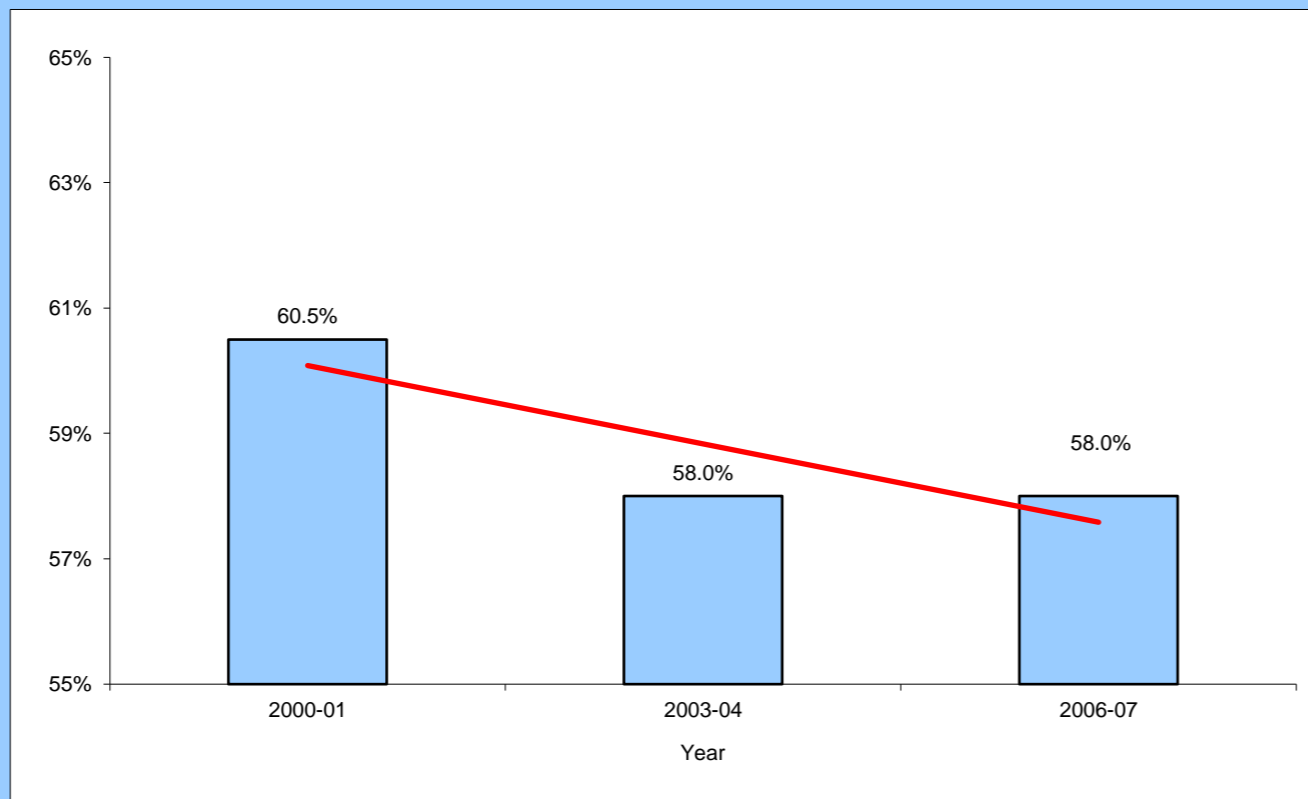


US001 - BV3 - The percentage of citizens satisfied with the overall service provided by their local authority



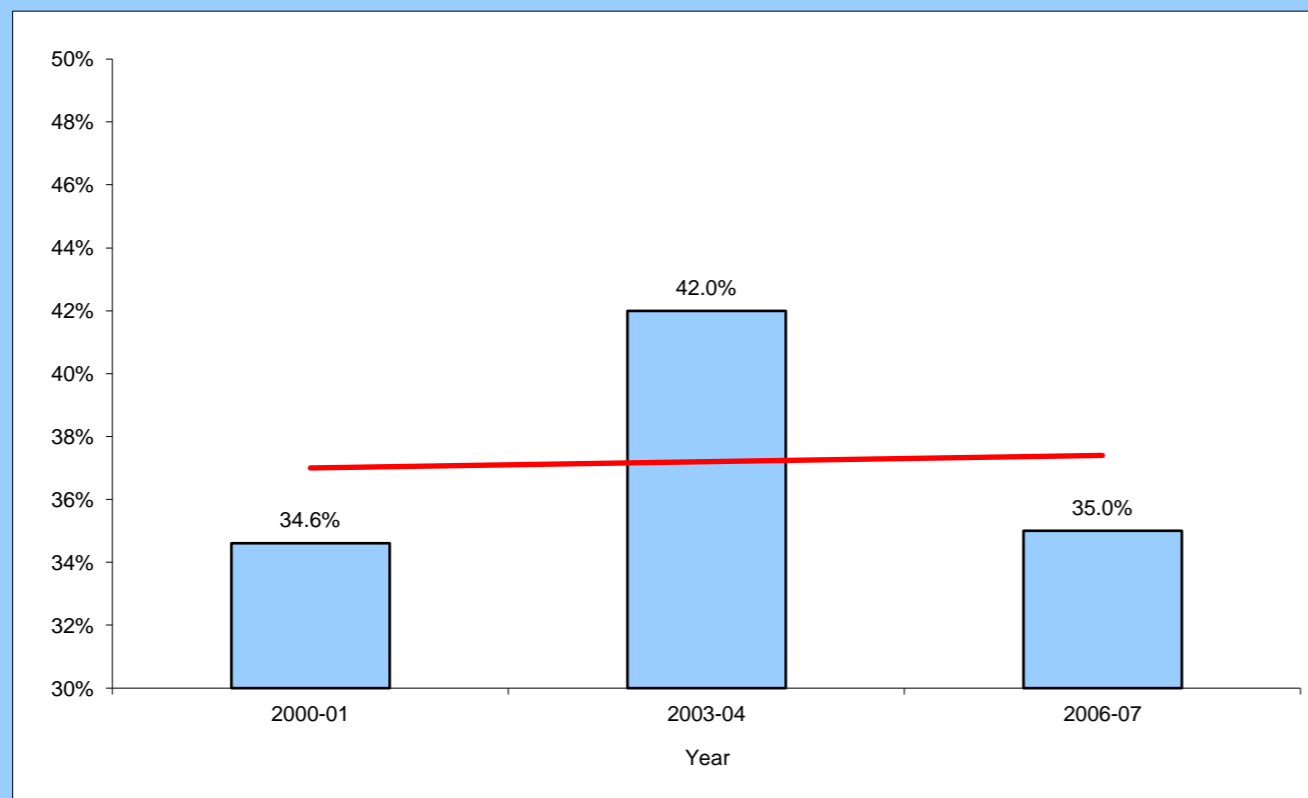
Performance Comparisons



2005/6 Top Quartile 58.0  
SBC Top Quartile

Comments:

US002 - BV4 - The percentage of complainants satisfied with the handling of their complaint



Performance Comparisons



2005/6 Top Quartile 37.0  
SBC Second Quartile

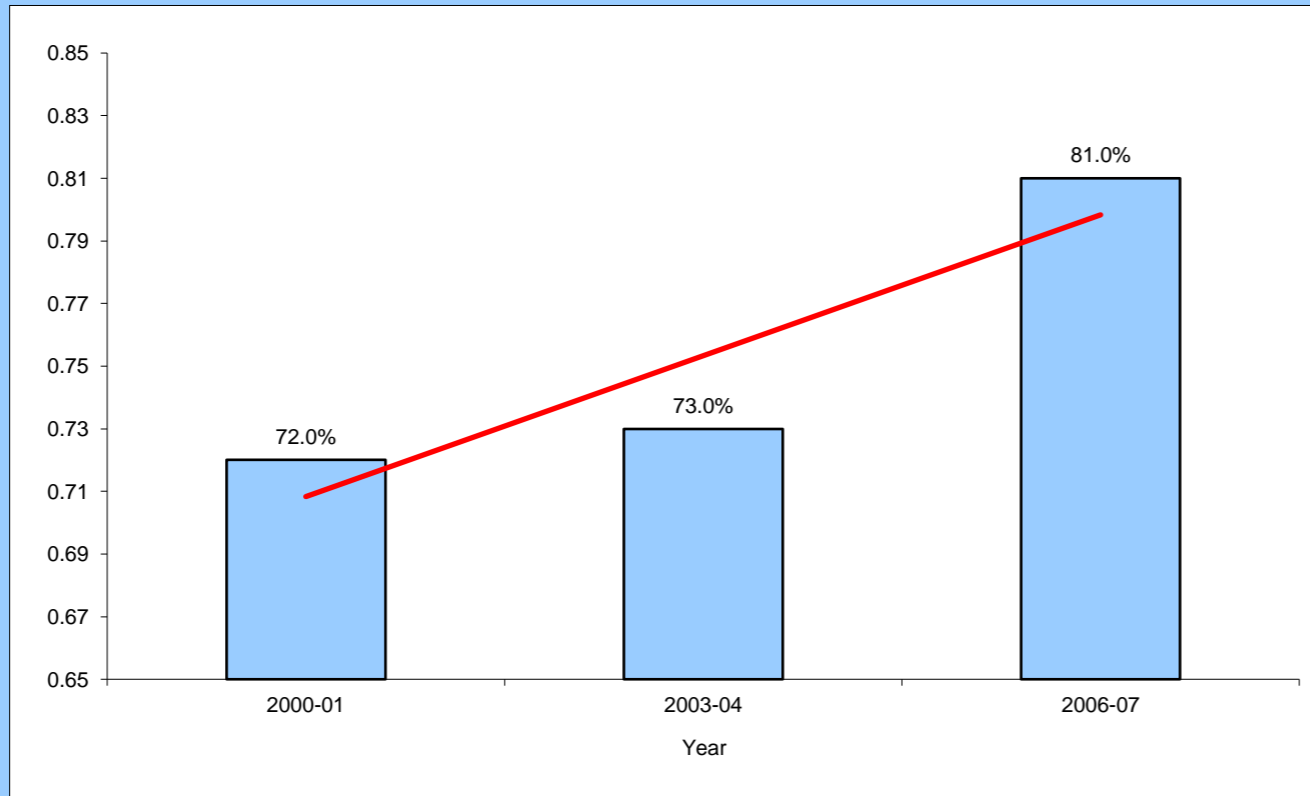
Comments:



### BVPI User Satisfaction Survey Data

2006/7

US003 - BV74a - Percentage of all council tenants stating that they are satisfied with the overall service provided by their landlord



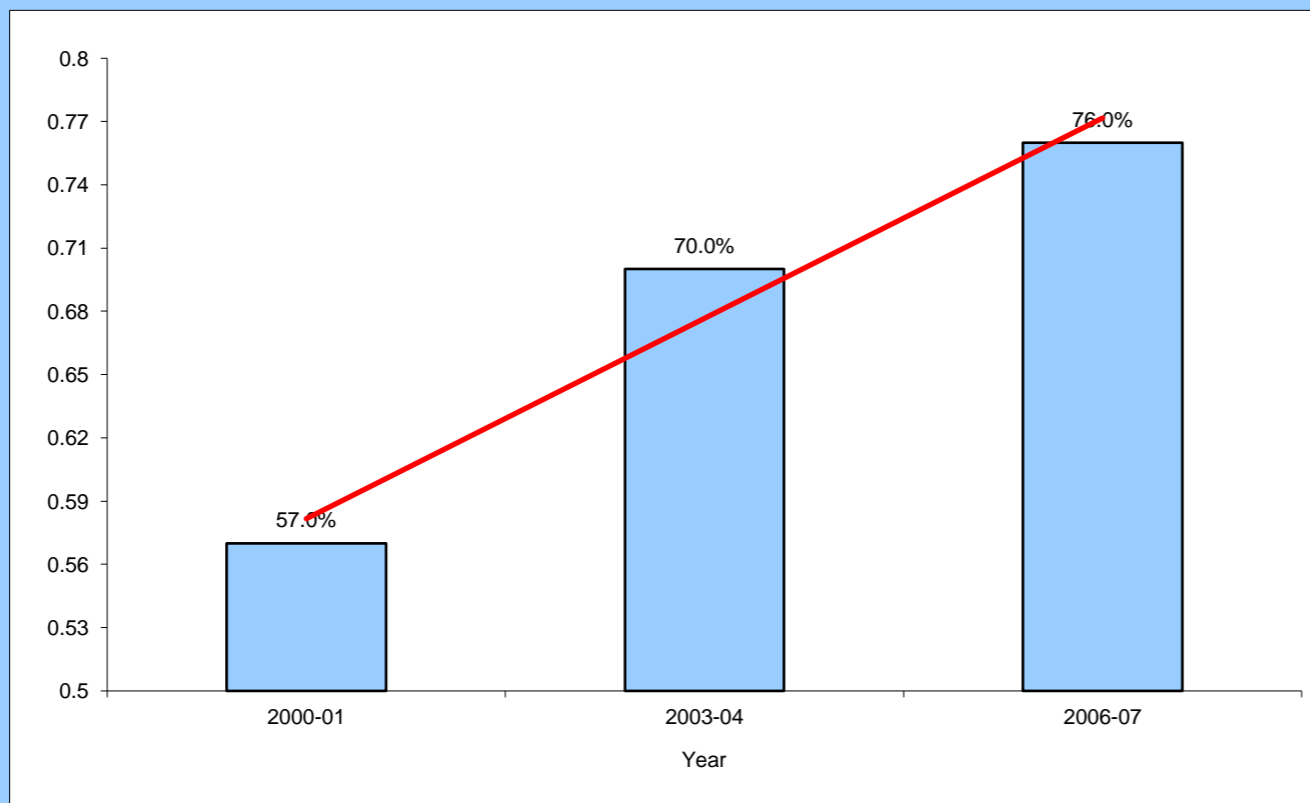
#### Performance Comparisons



2005/6 Top Quartile 78.0  
SBC Top Quartile

Comments:

US004 - BV75a - Percentage of all council tenants stating that they are satisfied with opportunities for participation in management and decision making, in relation to housing services provided by their landlord



#### Performance Comparisons



2005/6 Top Quartile 67.0%  
SBC Top Quartile

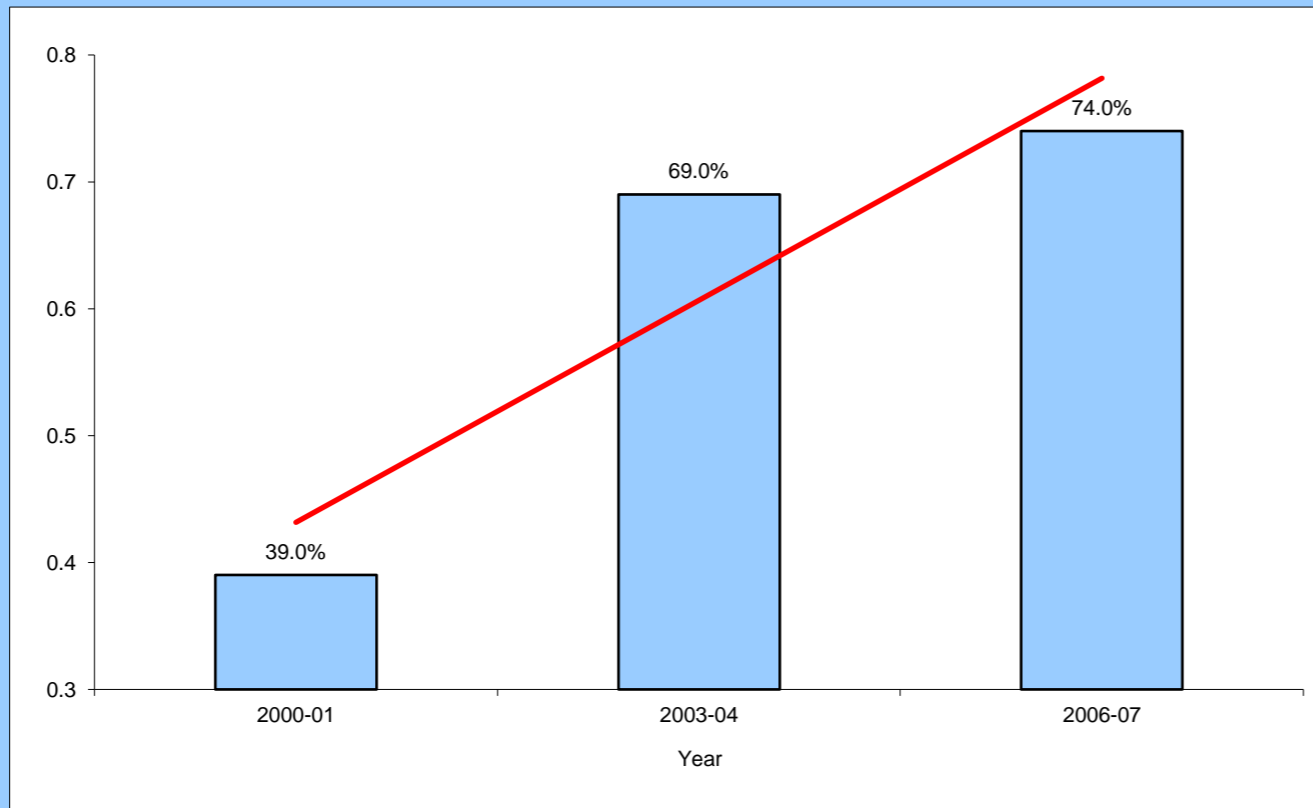
Comments:



### BVPI User Satisfaction Survey Data

2006/7

#### US005 - BV89 - The percentage of people satisfied with the cleanliness standard in their area



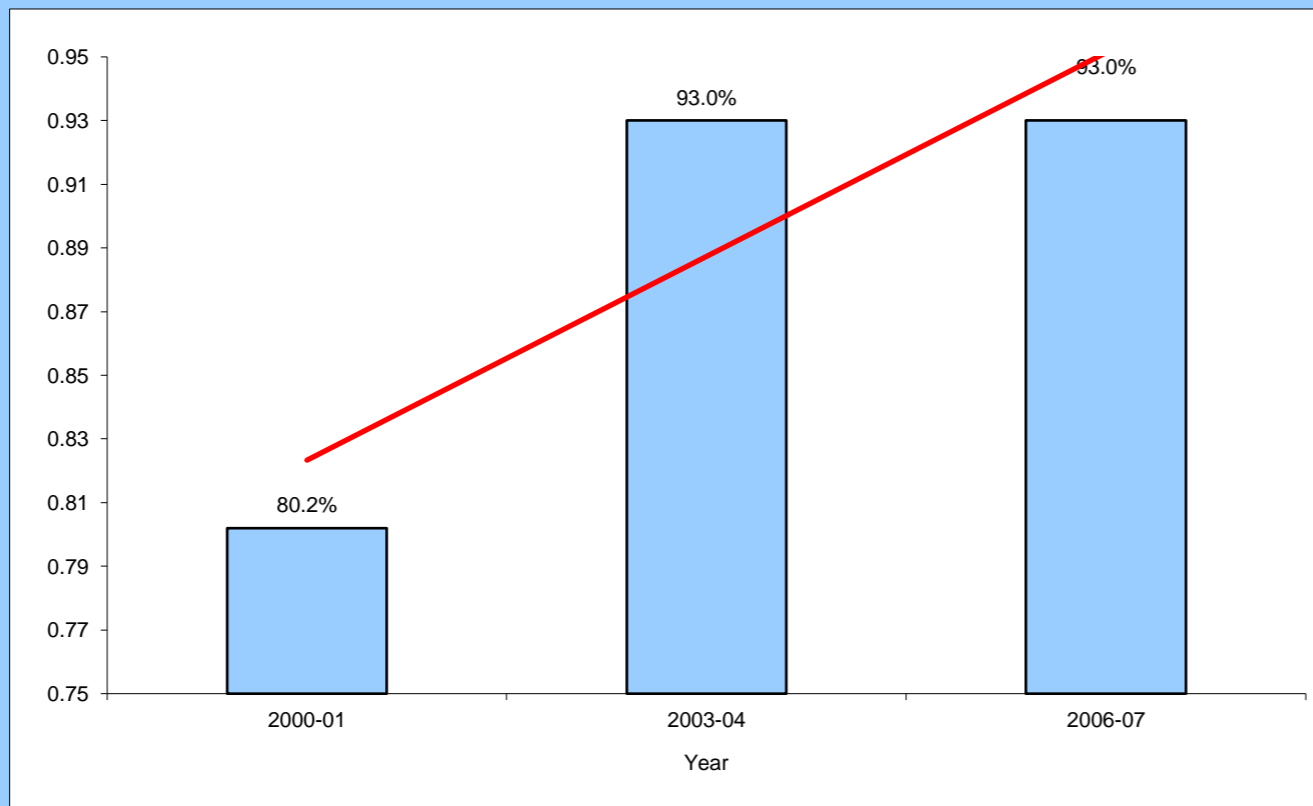
#### Performance Comparisons



2005/6 Top Quartile 73.0%  
SBC Top Quartile

Comments:

#### US006 - BV90a - The percentage of people satisfied with household waste collection



#### Performance Comparisons



2005/6 Top Quartile 85.0%  
SBC Top Quartile

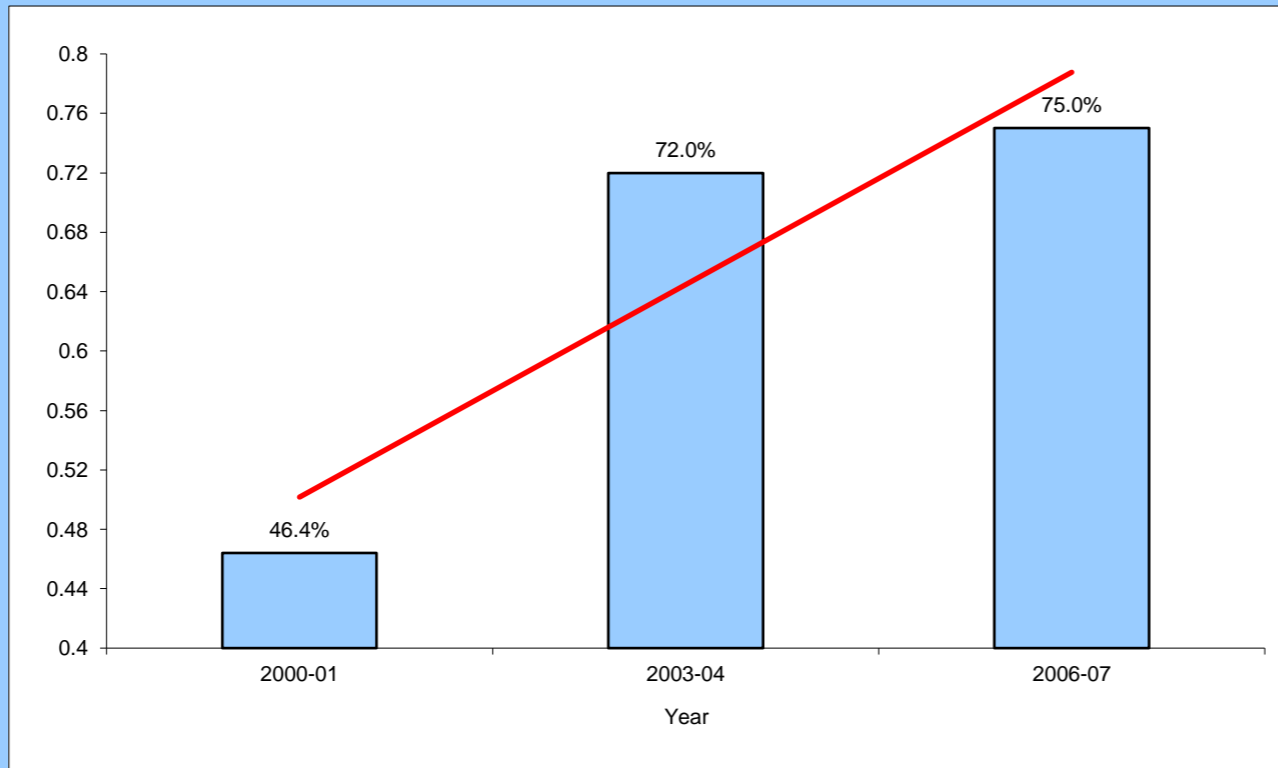
Comments:



### BVPI User Satisfaction Survey Data

2006/7

#### US007 - BV90b - The percentage of people satisfied with recycling facilities



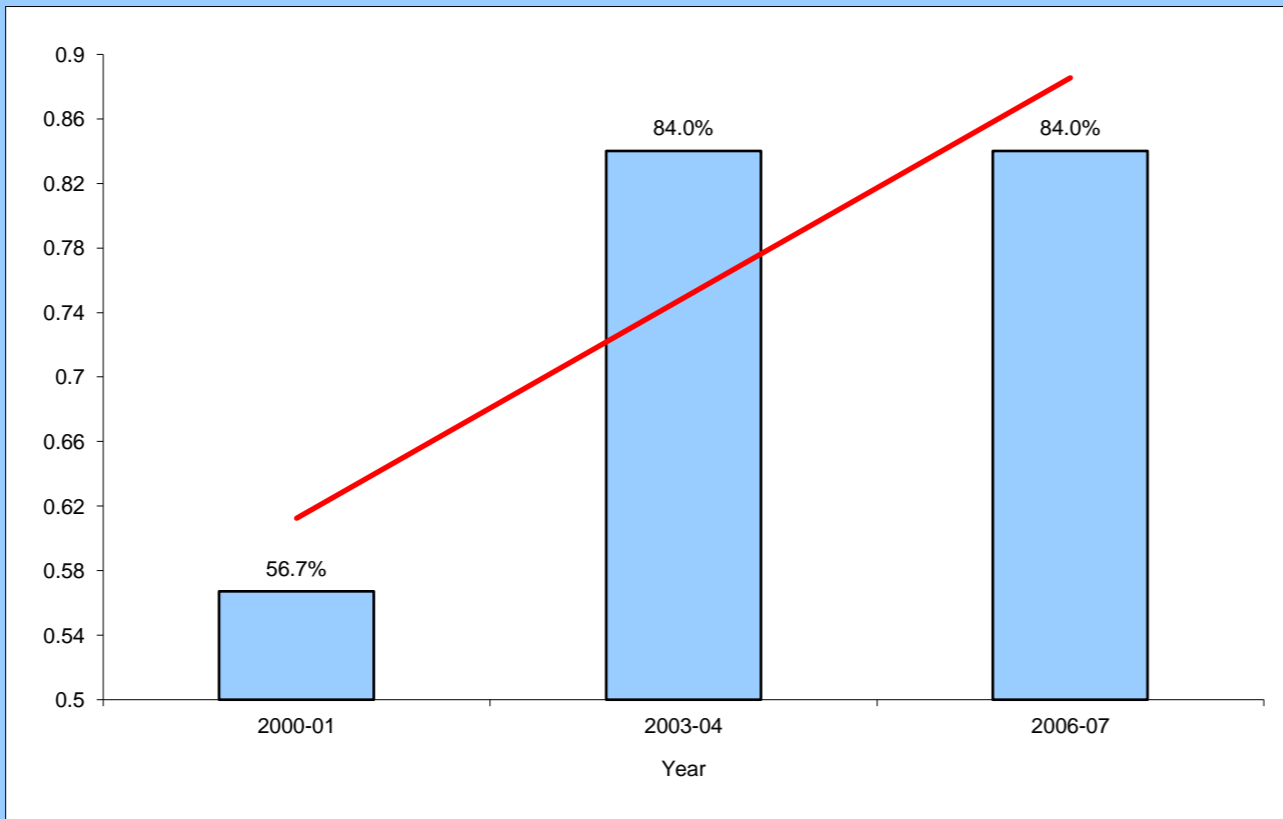
#### Performance Comparisons



2005/6 Top Quartile 75.0%  
SBC Top Quartile

Comments:

#### US008 - BV90c - The percentage of people satisfied with waste disposal facilities



#### Performance Comparisons



2005/6 Top Quartile 85.0%  
SBC 2nd Quartile

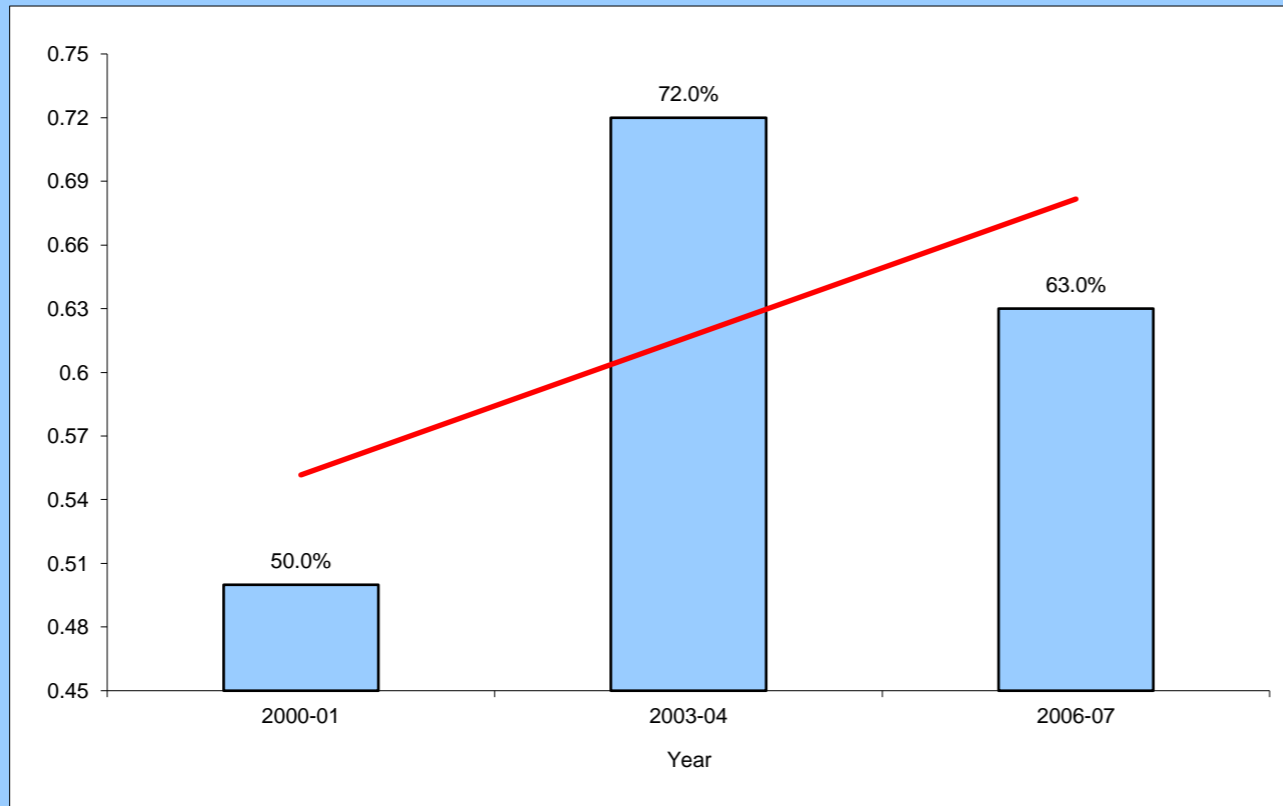
Comments:



### BVPI User Satisfaction Survey Data

2006/7

#### US009 - BV103 - The percentage of respondents satisfied with local transport information



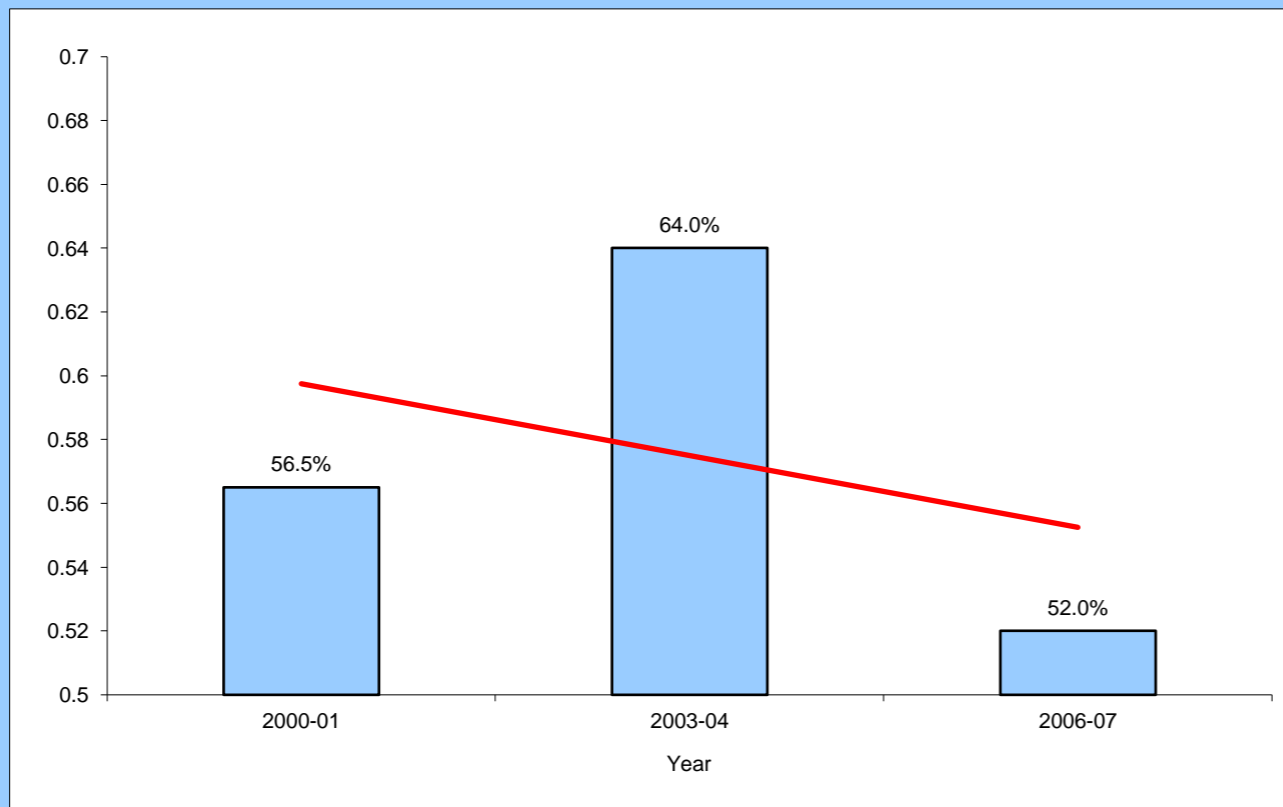
#### Performance Comparisons



2005/6 Top Quartile 77.0%  
SBC 4th Quartile

Comments:

#### US010 - BV104 - The percentage of respondents satisfied with the local bus service overall



#### Performance Comparisons



2005/6 Top Quartile 71.0%  
SBC 4th Quartile

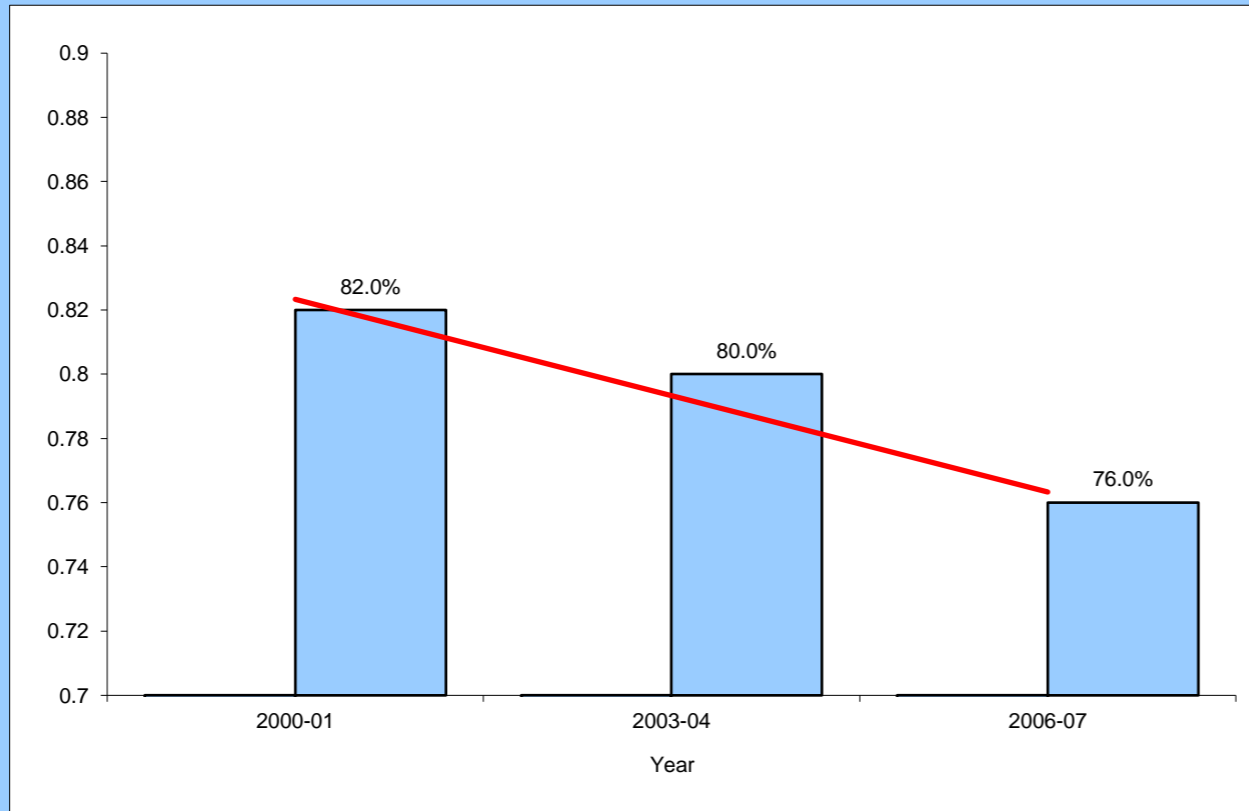
Comments:



### BVPI User Satisfaction Survey Data

2006/7

#### US011 - BV111 - Satisfaction with the Planning Service



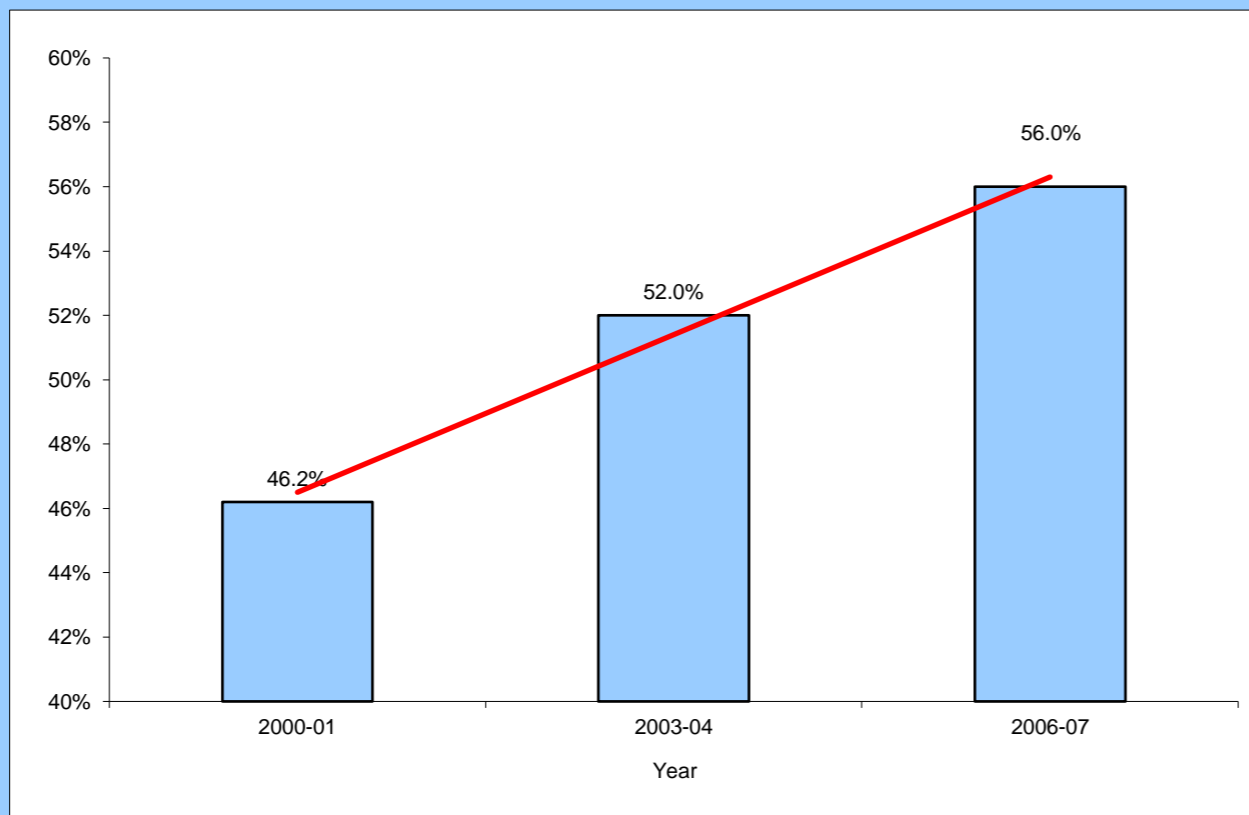
#### Performance Comparisons



2005/6 Top Quartile 80.0%  
SBC 2nd Quartile

#### Comments:

#### US012 - BV119a - The percentage of residents satisfied with sports and leisure facilities



#### Performance Comparisons



2005/6 Top Quartile 63%  
SBC 3rd Quartile

#### Comments: