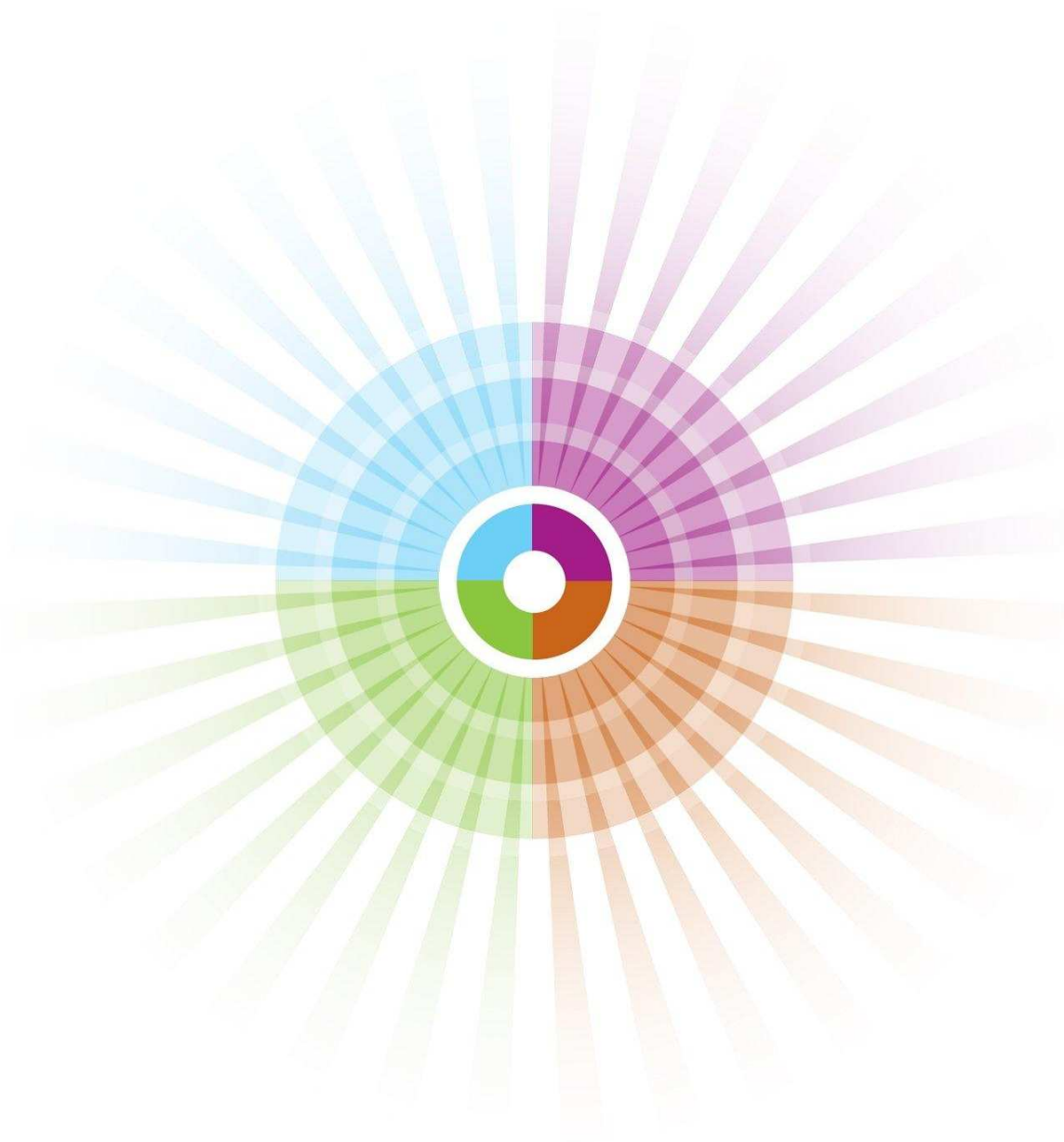






















































**Test Valley Borough Council
Corporate Action Plan
Annual Report 2012-13**



Corporate Plan Action Plan 2012 - 13

Project	Economy	Environment	Housing	Community	Doing Things Differently
Produce the Local Plan					
Romsey Future					
Regeneration of Walworth Business Park					
Deliver the Andover skills project (106 funds distribution)					
Targeted approach to waste minimisation and recycling					
Deliver the Council's Sustainability Agenda					
Deliver a programme of affordable housing development					
Develop the new neighbourhoods					
Deliver the Empowering Communities Project					
Continue to develop existing shared services					
Deliver Andover Vision programme of events					
Targeted support of vulnerable people to enable them to stay in their homes					
Deliver Sparkle Days – cleanliness campaigns					
Develop the Council's approach to social media					
Deliver the outcomes of the Council's Accommodation review					
Deliver an Olympic legacy for Test Valley					
Implement a new Council Tax Support Scheme					
Review the Council's strategic partnership arrangements					

Andover Town Centre Project (added 31/10/2012)



Introduction

The Corporate Action Plan sets out the key projects that the Council will be taking forward to meet the aims of the Corporate Plan 2011-15 – “doing things differently” thereby enabling us to monitor progress against these aims.



A competitive local economy



Enhancing and preserving our built and natural environment



Improving access to a decent home



Encouraging all our communities to reach their full potential



Doing Things Differently ... Doing Things Better

This document provides an annual update on the progress of each of the corporate projects, plus an overview of how the Council measures up against its corporate performance indicators. Nineteen key projects formed the corporate action plan in 2012-13 and there are sixteen performance indicators and eight satisfaction measures which measure the progress of the Corporate Plan and the things that matter most to our residents and service users.

Quarterly reports have been published on the Council's website and this information has also informed the Council's internal Performance Boards.

Deliver the Andover Skills Project

The **Andover Skills Training Grant** is supporting Andover businesses by offering financial help with relevant skills training for local residents (www.testvalley.gov.uk/business). The Council is supporting the project having secured £0.5million to improve skills in Andover as part of the planning agreement for the Andover Business Park. The project continues to allocate grants in line with the eligibility criteria. Following its launch in July 2011, the Council has so far received 139 applications for funding comprising of 90 Andover businesses, 277 residents and £34,600 in matched funding.

Produce the Local Plan

The **Local Plan** is a key policy document with regard to delivering the Council's corporate objectives. It sets out the policy framework for protecting and enhancing the environment and it makes provision for new housing, employment and other land uses.

The Plan will provide the Council with up-to-date planning policies, allocate sites to meet housing and employment needs, and provide a robust base for developer negotiations and defending planning appeals.

Following recent changes made to the planning system (including the content of the National Planning Policy Framework which was published in March 2012), the updating of local evidence and feedback from public consultation in 2012, a decision was taken to re-draft the Revised Local Plan and carry out a further round of consultation.

The statutory six-week consultation was carried out in March and April 2013, and we received well over 1000 responses. Exhibitions in Romsey, Andover and the villages were well-attended, and residents took the opportunity to speak with planning policy officers about the proposed Plan.

Regeneration of Walworth Business Park

The rejuvenation of Walworth Business Park through a partnership with Kier is a flagship project of TVBC. The project aims to improve the Park not only visually but also by attracting new business to the Park and thereby creating new jobs.

Despite the challenges of the current economic climate, good progress continues to be made as a result of the partnership. On top of a new marketing campaign, progress with a number of the plots has moved forward. At Plot 27a an industrial unit is now under offer with solicitors instructed to complete a new letting which will bring new jobs to Walworth. Additionally, Kier will speculatively refurbish the adjoining Plot 27b unit ready for a new occupier.

Town Centres

All towns need to change and adapt to meet different customer behaviours and changes in the economic climate. Ensuring that our two main towns thrive will continue to be a key focus over the coming years.

Romsey Future Project

Work has continued during this year to developing **Romsey Future**, a project aimed at creating a strategic vision for the town, ensuring its future as a vibrant, thriving market town with a recognisable local brand.

The project is addressing both current and future pressures on Romsey, and the challenge of how we can sustainably manage both the built and natural environments that create the character of the town. The work will be undertaken in consultation with the local community, local councillors and partner organisations.

A councillor-led steering group has been established and is working to develop the project.

As part of the 'Romsey Future' project, both Hampshire County Council and Test Valley Borough Council are considering ways in which the centre of Romsey could be enhanced to provide a more attractive environment for visitors and shoppers, and to encourage them to come to the town. Funding of over £400,000 has been identified for enhancements in Church Street and to improvements to Romsey's waterways.

Overall Satisfaction with Romsey Town Centre



82% Satisfied
9% Neutral
9% Dissatisfied

Andover Town Centre Project

The Andover Summit at the end of last year identified six priority actions which are now being progressed through 5 working groups.

- Parking and Signage
- High Street Events
- Environmental Improvements
- Reviewing Planning Controls
- Town Centre Management and Andover's Unique Quality

The first outcomes are now coming forward to improve the economic vitality of the town centre. These include the introduction of free bookings of the Time Ring to performers, with the aim of increasing footfall into the town centre; a series of events linked to the 2013 Farmers' Markets, including the retailers 'Out and About' initiative; a new Independent Retailer Grant of £1,000, which is now available to encourage independently owned retailers to take up vacant space; the possible introduction of on-street dash and go parking; selective reductions to parking charges to boost the number of Christmas shoppers and visitors to events; the phasing out of old style ticket machines and reviewing the signage welcoming people to Andover.

Overall Satisfaction with Andover Town Centre



36% Satisfied
43% Neutral
21% Dissatisfied

Targeted Approach to waste Minimisation and Recycling

Using a range of information and data, the seven worst areas for recycling were identified and the **Recycling Team** has since targeted all the houses in those areas, speaking to residents (where appropriate) and delivering Green Guides to Recycling, recycling wheels, magnets, information leaflets and newsletters. The aim was to improve resident's understanding of our waste and recycling collection system so that they would recycle more.

During the second half of 2012/13 the Recycling Team began to target flats within those seven areas. A new recycling bag was designed to help residents contain their recyclable materials in their home (until they could place them in the communal brown bins), a new information leaflet and bin store poster was designed and all of the communal brown bin lids were locked (to prevent contamination).

The recycling bags have been very well received. Residents like the size, the design and the fact that they prevent liquids falling on the floor. Residents feel reassured that the Council believes in recycling and in supporting those people who live in flats.

As this project comes to an end, the Environmental Service has been working with other services throughout the Council to prepare a new recycling awareness campaign – Recycling Stars. This will be a far more targeted and sustained approach and it will lead recycling promotions across Test Valley aiming to increase the recycling rate.

Deliver the Council's Sustainability Agenda

The implementation of the **Sustainability Strategy** will provide the basis for delivering further reductions in carbon emissions by the Council building upon its past reductions of CO2 emissions of 13% by a further 10% by 2016. Achievements to date include:

- The Council recently signed the Local Government Association's Climate Local Initiative
- The Council has approved a Home Energy Conservation Act (HECA) Report and Action Plan, which seeks to improve the energy efficiency of residential accommodation within the Borough over the next few years.
- Through the Insulate Hampshire scheme residents have been able to install approximately 1880 measures (including loft insulation, top up loft insulation, cavity wall insulation and a solar PV system).
- Voltage optimisation system has been installed at Beech Hurst and was activated in early April 2013, which will reduce the electricity consumption of the building.
- Valley Leisure has undertaken a programme of installing LED lighting at the leisure centres. The air handling / ventilation system at Romsey Rapids is to be replaced to enable the system to work more efficiently.
- The Council has continued to embed sustainability within its policy framework by ensuring Service Plans include a commitment to supporting the implementation of this strategy and that our Procurement Strategy gives greater consideration to sustainable procurement.
- Contract standing orders have taken account of the need to consider sustainability.

Deliver Sparkle Days – Cleanliness Campaigns

Sparkle Days were launched in Stockbridge town centre in May 2012 by the Environmental Service as part of its ongoing 'Love Where You Live' litter campaign. The initiative aims to add an extra little sparkle to an area.

Sparkle Days deliver:

- An increase in environmental cleanliness
- An increase in residents' pride of where they live
- improved reporting of environmental issues
- Improved community engagement
- Better understanding by residents of our waste and recycling collection system
- improved recycling and contamination rates

Since then a further eight Sparkle Days have taken place throughout the Borough in a range of environments including villages, housing estates and town centres. On a number of occasions we had councillors, community litter pickers and the Community Payback team all helping out. Over course of last year Sparkle Days have cleared approximately 39 tonnes of rubbish.

Cleanliness of neighbourhood



74% Satisfied
15% Neutral
11% Dissatisfied

Housing

Deliver a programme of affordable housing development

The Council has embarked on a four-year programme in partnership with the Housing & Communities Agency (HCA) and registered providers (RPs) to **deliver appropriate affordable housing development** in Test Valley – 740 affordable homes and 58 rural affordable homes by 2015.

In 2012/13 there were **360** affordable homes built in the Test Valley area, exceeding our target of 200. Delivering rural affordable homes remains a key challenge but through working closely with local communities **10** homes in rural areas were also built during the last year.

In November the development at Sunfield Close in partnership with Radian Housing scooped its third award, adding the Solent Design Awards' coveted 'Quality Place' to its collection. The development provides 17 new affordable homes for Andover: 12 for rent and five for part-rent, part-ownership. It has been praised for being an attractive, imaginative and well presented scheme which effectively addresses the needs of a diverse community.

Supporting vulnerable people

This project brings together a number of strands of work undertaken by the Council's services which supports **vulnerable people to remain safely in their own homes** for as long as is appropriate for their needs. Through our Housing Service the project has sought to provide appropriate adaptations to homes and provide support and grants to help tackle issues of fuel poverty.

Alongside this, working closely with other organisations the Council's Community & Leisure Service have maintained existing projects aimed at promoting wellbeing and independence, including:

Community Cookery Skills Course – 'What shall I cook tonight?' (formerly Fit As A Fiddle) - a 50 + mens cookery course. 10 gentlemen attended and were shown how to select and cook healthy options for themselves or dependents.

Steady and Strong - the new name for Later Life Stability, falls prevention classes which were changed to include pre-fallers as well as people who had suffered a fall. We also support Hampshire County Council to run Better Balance for Life falls prevention training sessions for people working in the community or in a care home.

Electric Blanket Testing - funded by Housing and Environmental Health and in partnership with Community & Leisure, HCC Regularity Services and Hants Fire and Rescue Service, 2 electric blanket testing events took place in Romsey and Andover to check electric blankets for general safety and fire risk. In total 120 blankets were tested and 46 failed the safety checks and were taken out of use.

Hitting the Cold Spots – an initiative to provide support, advice and financial assistance to older people to enable them to adequately heat their homes and maintain their health and wellbeing .

Older People's Forums - in both north and south of the Borough aim to provide a voice for older people on issues relevant to them. Each forum has identified local issues to address such as transport, pavements, health and social care concerns.

Deliver Andover Vision programme of events

The **Andover Vision** events make up the “Passionate Participation” work stream of the Vision. This includes delivering a number of major events in Andover over the last year, for example:

- Jubilee Jamboree - a music and arts event held in Beech Hurst Park during the Diamond Jubilee celebrations in June 2012.
- One World Jamboree – held in August 2012, the event celebrated cultures from around the world bringing an eclectic mix of live music, dance, stilt walkers and delicious fare, from Caribbean soul food to scrumptious paella. Visitors also had the chance to make a Native American dream catcher, Chinese lantern or an eye-catching Hawaiian garland
- Christmas Light Switch On – attracted around 10,000 people to see a range of performances on stage by local children and performers. Christmas Lights were provided by the Town Council and fireworks were provided by the Chantry Centre.

Deliver an Olympic Legacy for Test Valley

The Olympic Torch Relay through Andover in Test Valley was a highlight for the Borough in the run-up to the London 2012 Games. Test Valley also demonstrated its commitment to a lasting **Olympic Legacy** through a number of projects including: resurfacing Charlton Astro Pitch; the Valley Leisure Triathlon; London 2012 Decoupage Mural at Romsey Sports Centre and, Olympic Mural at Andover Leisure Centre swimming pool.

Develop the new neighbourhoods

The **new neighbourhoods** project is part of the commitment to ensuring our new communities can develop and thrive, securing a vibrant and sustainable future. Community Development Workers (CDW) are in post on all three of the new neighbourhood developments – Abbotswood in Romsey, Augusta Park and Picket Twenty in Andover.

At Augusta Park regular groups are held such as Army family coffee mornings, reading groups, 50+ group and Health Walks, as well as one off events such as family fun days, sports events and litter picks. Agencies such as the Housing Association and PCSOs also use the Community Centre for a venue for drop-ins and meetings.

The CDWs continue to work to integrate the new and existing communities and to promote cross boundary working and preventing duplication.

Deliver the Empowering Communities Project

During 2012/13 a number of practical steps have been taken to help the Council take forward its Corporate Plan ambition of **encouraging all of our communities to reach their full potential**.

Four main areas have been developed during the last year:

- Launching the Ward based Budgets Grants scheme, which supports councillors and communities to get things done in their local area. Awards of up to £500 are available for grass roots projects that local communities want to take forward.
- Establishing a Community Team to provide direct support and expertise to councillors and their communities when taking forward local projects.
- Introducing Ward Profiles for Test Valley, which now provide councillors and their communities with important local information, data and statistics which can be used to help pinpoint key issues facing different communities across the Borough
- Supporting five community planning pilots across Test Valley, exploring with councillors and communities the different approaches that can be taken to support local people to plan and prioritise their needs for the future. Progress so far has included the community in Kings' Somborne working with their councillor to identify key assets of community importance, Councillors and the Community Association in Alamein working together to develop the Community Centre and its activities; Councillors and partners working with residents in Pilgrims Way in Andover to make environmental improvements such as pavements and street naming plates, and Councillors in Valley Park undertaking community consultation to help set local priorities.

In 2012 the Council was also selected to be one of fifteen councils nationally to take part in the Local Government Association's Keep it Real programme, which seeks to help councils develop ways to enhance the role of local councillors. It has been a catalyst to help the Council transform how it works when responding to community need.

Review the Council's strategic partnership arrangements

Two key **strategic partnerships** exist in the Borough, namely the Test Valley Partnership (the Local Strategic Partnership) and the Test Valley Community Safety Partnership. The national and local level environment in which both operate has changed considerably since their initial creation. Many of the issues now dealt with by the two partnerships have become very similar in nature; therefore both Partnerships endorsed a proposal in late 2012 to merge into a single strategic partnership for the Borough.

The benefits of establishing a single strategic partnership are:

- a) the things we do together (where we can make a real difference that we couldn't achieve by working individually) and;
- b) the fact that boundaries between organisations are broken down.

The Partnership will have a renewed focus on communities within Test Valley and championing issues that are of importance to them, with partners both within the Borough and across Hampshire.

Doing Things Differently ... Doing Things Better

Deliver the outcomes of the Council's Accommodation Review

Following the outcome of the Council's **Accommodation Review**, the Council has purchased the Former Magistrates Court in Romsey and opened a new customer contact centre. The Customer Service facility includes Planning, Housing and Building Control officers and will continue to provide access to the full range of Council services previously available at Duttons Road, but in a modern town centre location

The remaining staff at Duttons Road have relocated to Beech Hurst in Andover, with some staff working remotely from home or hot-desking as required. The project will rationalise the Council's office accommodation and reduce on-going costs as a result of the disposal of the Duttons Road offices whilst maintaining services in Romsey. In addition, customers will benefit from a more accessible Customer Service point in Romsey.

Implement a new Council Tax Support Scheme

The national Council Tax benefit scheme was withdrawn at the end of March 2013 as part of the government's wider welfare reform program, and Councils were required to develop their own local support for customers.

The new **Council Tax Support Scheme** was approved by the Council prior to the statutory deadline of 31 January 2013. Despite a cut in government funding, the Council agreed not to make any changes to the level of support for the financial year 2013/14, in order to protect those on the lowest incomes. The Scheme will be reviewed during the course of 2013/14 before a decision is taken on plans for future years.

To make up the funding shortfall, the following changes to Council Tax discounts and exemptions on second and empty homes in Test Valley was implemented:

- 10% Council Tax discount for second homes abolished.
- 100% exemption period for vacant properties reduced from six months to three months, after which the full rate of Council Tax is payable.
- 50% Council Tax discount for vacant properties that applied after the six month 100% exemption period - as well as after certain other exemptions - abolished so that the full rate of council tax is payable.
- A premium Council Tax payment of an additional 50%, on top of the full rate for properties that are vacant for a period of two years or more.

Doing Things Differently ... Doing Things Better

Continue to develop existing shared services

Our work to develop **shared services** where appropriate continues as we seek to make most efficient use of staff and other resources. The roll out of employee and manager self-serve using the SAP system has been completed in partnership with Hampshire County Council.

We have entered into a number of shared services with Winchester City Council, and we are investigating shared Council Tax support schemes, aiming to maximise staff resources across the two councils whilst delivering an outcome that meets the differing requirements and circumstances in each council area.

A shared procurement exercise for a new telephony system across the two councils has been undertaken which has led to savings for both organisations. Implementation is being managed as a joint project which is making the best use of resources and removing duplication.

Shared IT infrastructure arrangements have been agreed and the primary/secondary data centre model is being implemented, with the primary data centre being located at Beech Hurst and the secondary datacentre at Winchester. This will deliver saving for both councils, and it is anticipated that a project to migrate systems onto the shared infrastructure will deliver further efficiencies.

Develop the Council's approach to social media

The use of social media is expanding and the Council is now using social media in an appropriate and measured way to benefit our business and our residents, while retaining more traditional forms of communication. Social media is used where appropriate to the audience and subject matter to keep residents well informed about Council decisions and services and to engage with them on specific topics.

Overall Satisfaction with the Council


















89% Satisfied
6% Neutral
5% Dissatisfied

Corporate Indicators

The table below set out the 16 Performance Indicators (PI's) which measure the progress of the Corporate Plan and the things that matter most to our customers.

- As at the end of 2012-13, 10 (66.6%) of the 15 indicators that have targets associated with them are on target with regard to end of year performance. 4 indicators are off target by a slight margin and are within 10% and only one has not met target by more than 10%.
- As a Council we have performed well in many areas. Some of which include, processing planning applications quickly, supporting good quality developments in the Borough; providing a high number of affordable homes; processing benefits quickly, ensuring our residents who require financial support receive it in a timely fashion; and we have achieved good satisfaction levels with regard to our customer service, leisure centres, open spaces in the Borough and our performance overall as a Council.
- Unfortunately, some of our indicators have not met the levels of performance we had hoped. We believe this is in some part due to the impact the current economic climate has had upon our Borough particularly in relation to Recycling and Council Tax collection. The only Performance Indicator where we have not met target significantly relates to Planning Enforcement Cases. This was mainly due to a resource issue during the year and a vacancy within the service which has now been resolved and we expect performance against this target to improve during 2013-14.

Code	Performance Indicator	2011/12	2012/13			2013/14 Target
			Actual	Target	Status	
001	Residual household waste (kgs) per household	521.20	508.79	540.00		540.00
002	Percentage of household waste sent for reuse, recycling and composting	35.1%	33.6%	36.5%		36.5%
003	Percentage of fly tips removed within 2 working days of notification	99%	99%	95%		95%
004	Number of missed bins per 100,000 collections	27	19	40		40
005	Percentage of applicable land that has an acceptable level of litter and detritus	99%	99%	95%		95%
006	Speed of processing - new HB/CTB claims (calendar days) (BV78a)	15.53	17.08	18 days		18
007	Speed of processing - changes of circumstances for HB/CTB claims (calendar days) (BV78b)	4.81	6.48	7 days		7
008	% of Council Tax collected (BV9)	98.3%	98.36%	98.40%		98.4%
009	Processing of planning applications: Major applications within 13 weeks	49%	65%	60%		60%
010	Processing of planning applications: Minor applications within 8 weeks	68%	66%	65%		65%
011	Processing of planning applications: Other applications within 8 weeks	82%	77%	80%		80%
012	Pre Application advice requests processed within 20 working days	85%	73%	80%		80%
013	Enforcement cases concluded within 42 working days	80%	69%	80%		80%

Code	Performance Indicator	2011/12	2012/13			2013/14 Target
			Actual	Target	Status	
014	Cumulative number of affordable homes delivered	220	360	200		109
015	Percentage of homelessness preventions	85%	81%	75%		75%
016	Percentage reduction in CO2 emissions produced by TVBC	2.31%	Awaiting data	2.00%	Awaiting data	2.00%

Corporate Satisfaction Measures

The table below sets out our eight corporate satisfaction measures. They record the level to which our customers are satisfied with the services we provide and their satisfaction with regard to some of the themes of the Corporate Plan, which local people identified as being important to them during the development of the Corporate Plan with cabinet members.

Satisfaction is gathered in two ways: either by surveying residents visiting or using borough council services; or, by local ward councillors and officers visiting a number of locations across the borough to ask people to rate their satisfaction.

Based on this year's results, the Council has achieved good satisfaction levels with regard to our customer service, leisure centre provision and our open spaces. Overall, the Council has achieved a high rate of satisfaction with 89% of residents surveyed being satisfied or very satisfied with the service provided by the Council. Only 5% residents surveyed were either very dissatisfied or dissatisfied.

The satisfaction measures provide a useful indicator for the Council to gauge public opinion about the issues it is tackling and the perception of our services. This information will be used to inform our ongoing planning of how we deliver services and how we communicate with our residents.

Code	Performance Indicator	2011/12	2012/13	Notes
S001	Percentage of people satisfied or very satisfied with the cleanliness of their local neighbourhood	70%	74%	In total, 533 people were surveyed. They said they were: Very satisfied 151 Satisfied 246 Neither/Nor 75 Dissatisfied 44 Very dissatisfied 17
	Percentage of people dissatisfied or very dissatisfied with the cleanliness of their local neighbourhood	13%	11%	
S002	Percentage of people satisfied or very satisfied with the service provided at The Lights	98%	99%	In total, 130 people were surveyed. They said they were: Very satisfied 74 Satisfied 55 Neither/Nor 0 Dissatisfied 1 Very dissatisfied 0
	Percentage of people dissatisfied or very dissatisfied with the service provided at The Lights	0%	1%	
S003	Percentage of people satisfied or very satisfied with the Service provided at Andover Leisure Centre	92%	92.4%	In total, 410 people were surveyed. They said they were:

Code	Performance Indicator	2011/12	2012/13	Notes
	Percentage <u>dissatisfied or very dissatisfied</u> with the Service provided at Andover Leisure Centre	1%	0.5%	Very satisfied 164 Satisfied 215 Neither/Nor 26 Dissatisfied 2 Very dissatisfied 0
S004	Percentage of people <u>satisfied or very satisfied</u> with the service provided at Romsey Rapids	98%	90%	In total, 304 people were surveyed. They said they were: Very satisfied 122 Satisfied 152 Neither/Nor 13 Dissatisfied 7 Very dissatisfied 1
	Percentage of people <u>dissatisfied or very dissatisfied</u> with the service provided at Romsey Rapids	0.5%	3%	
S005	Percentage of people <u>satisfied or very satisfied</u> with the Open Spaces in the Borough	78%	82%	In total, 439 people were surveyed. They said they were: Very satisfied 138 Satisfied 222 Neither/Nor 55 Dissatisfied 21 Very dissatisfied 3
	Percentage of people <u>dissatisfied or very dissatisfied</u> with the Open Spaces in the Borough	4.8%	6%	
S006	Percentage of people <u>satisfied or very satisfied</u> with the town centres	47%	63%	In total, 580 people were surveyed. They said they were: Very satisfied 142 Satisfied 222 Neither/Nor 97 Dissatisfied 89 Very dissatisfied 30
	Percentage of <u>people dissatisfied or very dissatisfied</u> with the town centres	26%	21%	
S006a	Percentage of people <u>satisfied or very satisfied</u> with Andover town centre	30%	36%	In total, 228 people were surveyed. They said they were: Very satisfied 15 Satisfied 66 Neither/Nor 51 Dissatisfied 71 Very dissatisfied 25
	Percentage of <u>people dissatisfied or very dissatisfied</u> with Andover town centre	37%	42%	
S006b	Percentage of people <u>satisfied or very satisfied</u> with Romsey town centre	57%	82%	In total, 256 people were surveyed. They said they were: Very satisfied 87 Satisfied 122 Neither/Nor 25 Dissatisfied 17 Very dissatisfied 5
	Percentage of <u>people dissatisfied or very dissatisfied</u> with Romsey town centre	19%	9%	
S006d	Percentage of people <u>satisfied or very satisfied</u> with Stockbridge town centre	76%	77%	In total, 96 people were surveyed. They said they were: Very satisfied 40 Satisfied 34 Neither/Nor 21 Dissatisfied 1
	Percentage of <u>people dissatisfied or very dissatisfied</u> with Stockbridge town centre	19%	1%	

Code	Performance Indicator	2011/12	2012/13	Notes
				Very dissatisfied 0
S007	Percentage of people satisfied or very satisfied with the service they received from the Customer Services Unit	93%	96%	In total, 502 people were surveyed. They said they were: Very satisfied 404 Satisfied 77 Neither/Nor 12 Dissatisfied 2 Very dissatisfied 7
	Percentage of people dissatisfied or very dissatisfied with the service they received from the Customer Services Unit	3%	2%	
S008	Percentage of people satisfied or very satisfied with the service provided by the Council	75%	89%	In total, 560 people were surveyed. They said they were: Very satisfied 251 Satisfied 247 Neither/Nor 39 Dissatisfied 14 Very dissatisfied 9
	Percentage of people dissatisfied or very dissatisfied with the service provided by the Council	6%	5%	

