

AUTHORITY	Rochford DC	Basilidon DC	Southend-O-S BC	Castle Point BC	Thurrock	Colchester BC	Tendring DC	Harlow DC	Brentwood BC	Braintree DC	Chelmsford BC	Epping Forest DC	Maldon DC	UDC	UDC Ranking	
Overall Response Rate	50	43	39	39	40	44	47	32	43	47	47	41	47	46	n/a	
<b>VERY OR FAIRLY SATISFIED WITH . . .</b>																
Keeping public land clear of litter and refuse	66.8	58.1	57.2	59.5	48.3	58.2	64.8	58.5	69.6	64	62.5	63.1	68.4	64.5	5th	
Refuse collection	85.4	86.6	84.6	86	77.3	82.5	88.9	77.5	86.1	75.4	86.3	73.8	83.9	77.8	10th	
Doorstep recycling	83.8	82.7	82.5	79.4	71.4	77	80	73.2	83	79.6	81.4	80.6	68.9	73.2	11th	
Local tips/hhold waste recycling centres	75.2	78.2	80.4	81.3	66.6	72.5	83.1	73.8	84.2	71.9	80.2	72.5	79.1	68.9	13th	
Local transport information	43.3	42.8	48.7	44	39.5	43.6	47.6	45.5	33.3	37.2	51.4	32.6	35.4	30.8	14th	
Local bus services	48.2	51.4	56.3	50.8	42.9	52.2	51.3	53	31	43.5	53.8	34.9	37.5	30.9	14th	
Sport/leisure facilities	48.2	36.5	44.6	46.1	41.9	50.1	45.3	32.3	49.8	44.3	47.6	44.3	42.9	42.8	11th	
Libraries	77.7	72	77.4	74.8	69.9	71.5	72.2	68.9	77.7	71.3	72.1	67.9	69.1	63	14th	
Musuem/galleries	25.2	17.1	51.8	18.7	30.8	54.2	26.8	40.5	22.4	33.4	40.9	24.6	40.4	45.4	3rd	
Theatres/concert/halls	33.5	26.4	67.8	30.2	40.1	56.9	46	43.7	36.3	23.5	49	20.2	21.6	23.1	12th	
Parks and open spaces	75.9	71.5	78.6	58.4	52.6	77.3	59.8	72.1	79.5	63.9	77.9	70	78.6	69.6	10th	
<b>VALUE FOR MONEY . . .</b>																
Strongly or tend to agree local council provides value for money?	43.7	30.5	32.3	39.4	27.3	33.2	34.8	24.3	41.7	37.5	35.2	36.2	31.7	36	6th	
Very or fairly satisfied with how council runs things	55.6	42.9	45.2	49.6	39.8	44.7	44.7	32.1	56.9	49.7	54.3	48.5	44.1	48.7	6th	
Generally speaking would you like to be more involved in the decisions that affect your local area	25.9	25.9	28.4	26.5	28	25.6	27.9	25.8	28.1	22.4	26.3	28.3	23.3	24.1	12th	
<b>NATIONAL INDICATOR QUESTIONS</b>	<b>*Aim (Min/Max)</b>															
N11: % of people who believe people from different backgrounds get on well together in their local area	Max	86.5	70.6	75.7	81	54.3	81	77	77.5	82.9	77.9	85.2	78.3	84.7	87.3	1st
N12: % of people who feel that they belong to their neighbourhood	Max	67	54.6	55.3	62.5	52.4	59.1	64.3	48.7	62.9	60.9	59	62.6	64.4	67.8	1st
N13: Civic participation in the local area	Max	7.6	9.6	12.5	8.6	10	12.4	11.8	9.6	11	10.7	9.9	12.7	13.8	17.2	1st
N14: % of people who feel they can influence decisions in their locality	Max	23.8	23.9	25.9	25.1	27	29.8	26.2	23.5	30.8	30.6	28.9	25.2	22.8	31.1	1st
N15: Overall/general satisfaction with local area	Max	89.7	76.1	82.6	80	63.9	84.7	78.7	75.4	89.8	85	89.3	86.7	85.7	91.9	1st

AUTHORITY		Rochford DC	Basilidon DC	Southend-O-S BC	Castle Point BC	Thurrock	Colchester BC	Tendring DC	Harlow DC	Brentwood BC	Braintree DC	Chelmsford BC	Epping Forest DC	Maldon DC	UDC	UDC Ranking
NI6: Participation in regular volunteering	Max	17.5	17.8	21.8	20.9	18	23.7	22.5	18.2	24.8	23.2	24.3	25.2	25	32.3	1st
NI17: Perceptions of anti-social behaviour	Min	13.9	25.6	23.3	18.2	29.1	16.5	21.4	22.6	12.9	16.6	11.9	17.8	12.9	9.7	1st
NI21: Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	Max	31.3	21.8	24.2	25.3	21.6	27.8	27	21.2	32.7	26.5	28.7	24.2	26.6	29.3	3rd
NI22: Perceptions of parents taking responsibility for the behaviour of their children in the area	Max	32	23	30.6	26.9	17.6	32.8	24.9	25.7	34.2	27.5	33.2	26.3	28.3	42.8	1st
NI23: Perceptions that people in the area treat one another with respect and consideration	Min	18.3	37.8	33.7	31.6	46.9	22.1	30	33.7	21	28.5	21.2	29.6	25.1	16.3	1st
NI27: Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	Max	27	22.3	21.5	24.9	22.9	22.8	26.7	20.7	27.7	24.6	25.5	18.4	23.8	22.7	10th
NI37: Awareness of civil protection arrangements in the local area	Max	13.5	11.8	13.4	23.8	13.1	11.6	19.2	12.4	11.8	15.5	16.4	12.1	19.1	13	9th
NI41: Perceptions of drunk or rowdy behaviour as a problem	Min	22.5	33.8	33.5	25.2	36.5	26.7	30.6	30.9	28.9	30	23.7	26.5	21.3	17.5	1st
NI42: Perceptions of drug use or drug dealing as a problem	Min	21.7	35.8	33.1	27.3	39.3	21.9	35.1	33.1	19.1	24.7	15.5	25.5	26	18.7	2nd
NI119: Self-reported measure of people's overall health and wellbeing	Max	78.4	74.4	74.4	74.6	75.3	79.5	65.2	76.7	82.5	77.1	80.7	76.5	75.5	82.1	2nd
NI138: Satisfaction of people 65 and over with both home and neighbourhood	Max	87	81.5	85.8	83.6	72.6	86.8	87.9	82.3	93.8	86.2	89.6	86.6	85.9	92.3	2nd
NI139: The extent to which older people receive the support they need to live independently	Max	29	28.4	29	35.8	25.8	28.8	33.4	28.4	25.3	27.5	27.2	22.3	29.6	28.5	7th
NI140: Fair treatment by local services	Max	81.7	71.8	72.5	75.1	66.7	75.5	76.3	66.7	79.6	77.9	79.9	74.1	75.5	80.2	2nd

\* Aim - Where the aim is to *minimise*, good performance is typified by a lower percentage. Where the aim is to *maximise*, good performance is typified by a higher percentage