

Housing Frontiers 2008

An analysis of local authority tenant satisfaction data

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Introduction

This is the second Housing Frontiers report dedicated to analysis of tenant satisfaction data derived from the 2006/07 wave of Best Value Performance Indicator (BVPI) Surveys.

This report is published at an important time for local housing authorities as steps towards the new local government performance management regime (Comprehensive Area Assessments) are introduced. The recent release of the new National Indicator dataset identifies the full range of variables that will help inform and assess performance and it is clear that there will be increasing emphasis on understanding key performance results in the light of local factors. The Audit Commission recognises that local demographic and socio-economic factors are a significant determinant of satisfaction:

Councils and their partners are increasingly obtaining robust data about satisfaction levels and the views of customers and residents. However, there remains a reluctance to draw definite or scored conclusions about overall performance based upon performance information in isolation..... There are major issues in relation to the impact on satisfaction levels of factors such as deprivation, geography and diversity which need careful consideration.

Assessment of local services beyond 2008¹,

These changes point to a greater need to understand the effect that place has on local authority performance and we believe our frontiers analysis provides a valuable input into this debate.

The key differentiating aspect of our analysis is that it recognises the impact of factors, outside the control of the authority (such as deprivation and ethnic fractionalisation), on how people rate their landlord. The main purpose of the report then, is to place tenant satisfaction data in a wider context that not only provides a valuable insight beyond the headline figures, but also allows comparisons of performance in a more sophisticated and sensitive manner.

The analysis presented in this report uses updated tenant satisfaction data (all English councils² whose data was collected in the 2006/07 BVPI surveys and

¹ <http://www.audit-commission.gov.uk/beyond2008/>

² The data presented in this report are for the 201 authorities that retained council stock in 2006 and were able to submit data to the CLG in the format required. Excluded from the analysis are authorities who have transferred all their stock under Large Scale Voluntary Transfer (LSVT) as they are not required to carry out the survey. Authorities who have transferred to an Arms Length Management Organisation (ALMO) are included, as they retain ownership. Also excluded are authorities who did not submit data.

published by CLG in 2007), along with the latest deprivation data (IMD 2007) and council stock information (at 2006).

As a repeat exercise, we have sought to maximise comparability between this and the previous housing frontiers report by using the same model approach. This has allowed us to revisit data from the previous round of BVPI surveys (conducted in 2003/04) to establish trends in satisfaction over time.

The BVPI surveys, conducted every three years, have provided the largest set of public perceptions data on council performance across England. These are soon to be replaced by the new place-based survey which will be conducted every two years using the same postal methodology. In the future, tenant satisfaction data is to be collected separately but on the same two-year cycle and again by means of a postal survey. This will ensure that valuable trend data is retained and allows scope for further development of our housing frontiers work in future years.

We hope you find the analysis in this report both interesting and engaging, offering a more useful insight into tenant satisfaction levels than is possible from a simple league table approach. The remainder of the report provides more detailed data and commentary and we welcome any comments you may have.

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Trends in tenants satisfaction

Tenant satisfaction data are now available from three waves of BVPI surveys which indicate a high and very stable pattern of satisfaction being achieved over time. Some 77% of tenants are satisfied with the services provided by their landlord overall, exactly the same as in 2000/01 and 2003/04. This is consistent with other national aggregated tenant satisfaction data³ showing levels that remain remarkably consistent.

The stability in tenant satisfaction is in stark contrast with residents' view of the performance of their local authority more generally. Satisfaction with the way the authority runs things (BV3) across all English local authorities has fallen by 12 percentage points since 2000/01.

Tracking BVPI satisfaction data over time – BV74 vs BV3

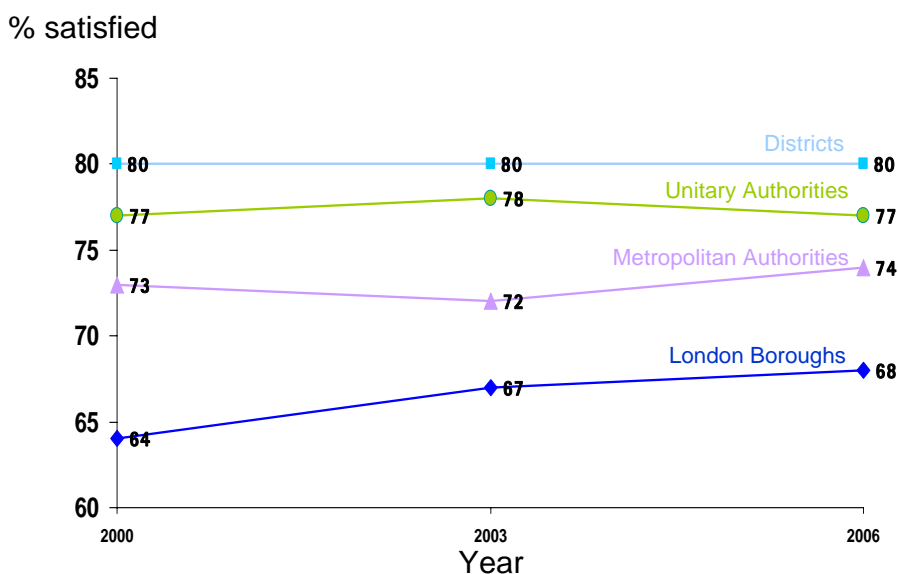


Source: Audit Commission BVPI Data (2006, 2003, 2000)

When looking at tenant satisfaction data in a little more detail we see that district authorities consistently achieve the highest levels of satisfaction. In contrast, satisfaction levels among tenants in London are lowest, despite having seen the largest improvement since 2000/01. Metropolitan authorities show average satisfaction levels some six percentage points higher than the London boroughs and the largest rise since 2003/04, but continue to fall short of satisfaction levels achieved by unitary authorities.

³ Survey of English Housing published by CLG and the Housing Corporation's Existing Tenants Survey

Tenant satisfaction over time



Source: Audit Commission BVPI Data (2006, 2003, 2000)

At the level of individual authority (full data can be found at the end of this document), we see significant variations in satisfaction across the country. On the one hand, some 92% of tenants in Carrick are satisfied, compared to just over a half of tenants living in Kingston upon Thames (51%).

Just two of the top 30 best performers are not districts; Bournemouth and East Riding of Yorkshire (both unitary authorities). In contrast, with the exception of Liverpool City Council, nine of the bottom ten are London boroughs. This is consistent with the trend seen in 2003/04 with urban authorities generally performing worse than rural authorities. The analysis presented in the rest of this report seeks to examine and explain some of these patterns in greater detail.

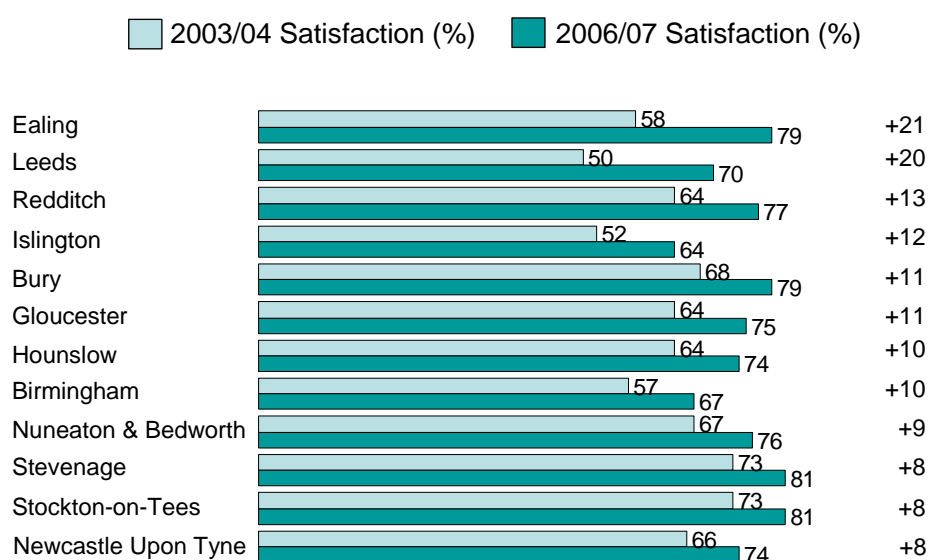
Landlords improving in 2006/07

Ealing and Leeds, two urban authorities, have made most progress since 2003/04. Tenant satisfaction levels in Ealing have increased by 21 percentage points, taking them well above the mean score for London as a whole. Leeds, despite a 20 point increase in satisfaction and being the second most improving authority, is still four points below the metropolitan average and seven below the overall average. This, however, is good progress given that it was the outright worst performing authority in 2003/04.

As in 2003/04, Islington again appears as a top improving authority. Between 2000/01 and 2006/07, satisfaction levels have risen by 23 percentage points. Redditch and Gloucester are the only districts to have improved by more than 10 percentage points since the 2003/04 wave.

Those making most improvement have, generally, done so from a relatively poor score in 2003/04. Only a few authorities that were above average in 2003/04 have made further improvements this time round, with South Holland the only one improving by more than five percentage points. In fact, out of the 101 authorities that were above average in 2003/04 just 26 of them have improved their score in this wave, with 14 scoring the same and the remaining 61 seeing a decrease in satisfaction.

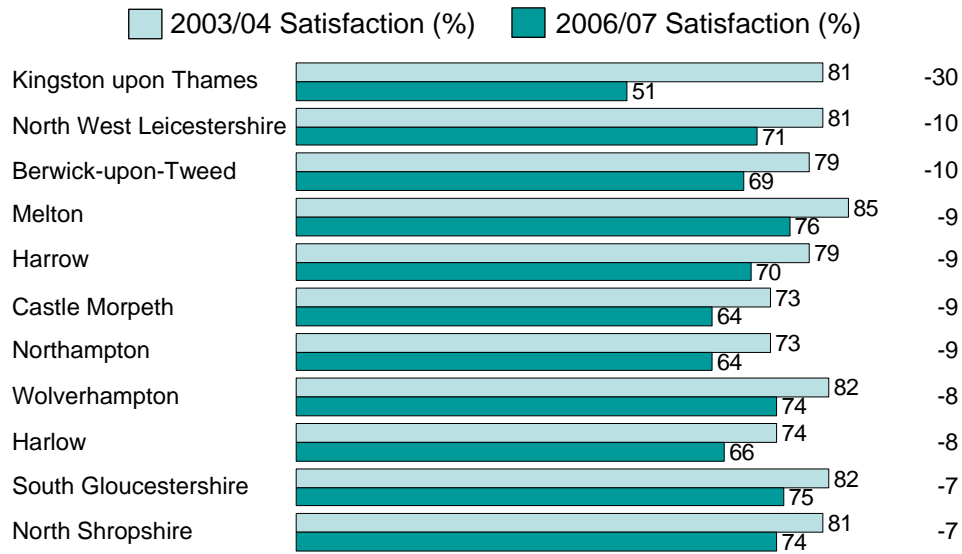
Landlords improving most over time



Landlords losing ground

Seven of the 11 authorities showing the largest falls in satisfaction are districts. However it is Kingston upon Thames, with a 30 percentage point drop, that is the biggest casualty. From being comfortably above average in 2003/04, Kingston upon Thames is now the lowest ranked authority.

Landlords showing most decline



Satisfaction levels in Castle Morpeth, Northampton and Harlow, all of which were below the average position in 2003/04, have fallen further in the current wave. For the remaining authorities identified above they have dropped from an above average position in the last wave to a below average one in 2006/07.

All but two of the lowest ten ranked authorities in 2003/04 have shown improvement in the current wave, with Ealing and Leeds the most dramatic. Liverpool, however, has made no progress at all with tenant satisfaction remaining at 54%.

Frontiers analysis

Our frontiers approach seeks to take a more sensitive look at satisfaction levels by taking account of local factors that are most closely associated with levels of customer satisfaction. It is an approach we have adopted across a range of public services covering, for example, local government and health.

The first stage of the analysis is to ensure we are including those factors which have the largest impact on satisfaction levels. We have used the most up-to-date data to develop a model that enables us to predict satisfaction levels we might expect to see, given prevailing local conditions. Hence by knowing the profile of an area based on these factors we can predict expected attitudes to within relatively small ranges.

Developing the model

In constructing the 2003/04 model we considered a wide range of factors, both demographic and environmental, which we felt might have an impact on satisfaction levels. The strength of the relationship between these variables and tenant satisfaction levels was measured using correlation analysis⁴. Those factors identified as having the most significant relationships were then further refined by a process of multiple regression⁵ to identify the aspects that explain the highest amount of variation in satisfaction across all authorities.

The result is a model that provides a close statistical fit, incorporating four independent variables all of which are largely beyond the local authority's control. Thus the modelling of predicted satisfaction scores is designed to be sensitive to those factors local authorities can do little about.

The factors used to develop the model include:

- Deprivation
- Ethnic fractionalisation
- The proportion of elderly social tenants (aged 60+); and
- The proportion of housing stock which is council owned

⁴ Correlation is a bivariate measure of association (strength) of the relationship between two variables. It ranges from 0 (random relationship) to 1 (perfect linear relationship) or -1 (perfect negative linear relationship). It is usually reported in terms of its square (r^2), interpreted as percent of variance explained. For instance, if r^2 is .25, then the independent variable is said to explain 25% of the variance in the dependent variable.

⁵ Multiple regression can establish that a set of independent variables explains a proportion of the variance in a dependent variable at a significant level (through a significance test of R^2), and can establish the relative predictive importance of the independent variables (by comparing beta weights).

For the 2006/07 data we have used the same model to ensure maximum comparability between the analysis although have updated the data used for two of the key variables; deprivation (using IMD 2007 rather than 2004) and the proportion of council owned stock (using 2006 rather than 2003 figures).

Details of the factors used in the model and their strength of association with landlord satisfaction is presented below. It is important to stress here that, although the statistical model is strong, a statistical relationship does not necessarily prove a *causal* link. In other words, the data do not demonstrate that a high level of satisfaction for a particular council is a direct result of, for example, having a smaller council stock, or, conversely, that reducing the size of the stock would automatically increase the level of satisfaction.

Factor	Source of data	Correlation score
Deprivation (IMD 2007)	CLG ⁶	-0.50
Ethnic fractionalisation	2001 Census	-0.60
Proportion of social tenants aged 60+	2001 Census	+0.59
Council dwelling stock 2006	CLG	-0.44

From this it has been possible to derive a new set of predicted scores for each authority to reflect any changes over recent years. For example, 'Tower Hamlets' predicted score rose by five percentage points from 2003/04 whilst at the other end of the scale, Bracknell Forest's score is two percentage points lower than the previous wave. Many of the changes, however, are very minor and of the comparable authorities between the two waves, the average overall increase in predicted score was just 0.06%.

Using this combination of variables, we have "predicted" the level of satisfaction that a local authority landlord might reasonably expect. The predicted satisfaction scores derived from the model range from 59% for Southwark with a large council stock, high levels of deprivation and ethnic fractionalisation, and a below average proportion of elderly tenants to 88% for Blaby District Council, with a very high proportion of elderly tenants.

Before commenting in more detail on the results from the analysis we look specifically at the main factors used to predict satisfaction levels.

⁶ Communities and Local Government (formerly the Office of the Deputy Prime Minister)

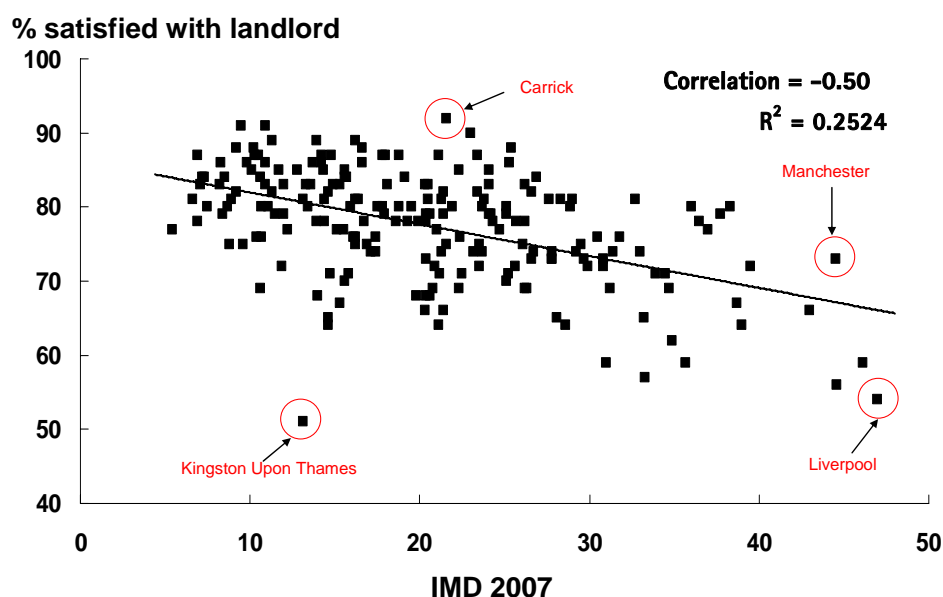
Factors predicting satisfaction

Deprivation

In much of our work we find that levels of deprivation are closely associated with satisfaction levels and it is no different for satisfaction with landlord. The negative nature of this association means that, generally, the more deprived an area the lower the level of satisfaction. Below are the scores for 201 authorities comparing overall satisfaction with landlord against the deprivation level in that authority, as measured by the Index of Deprivation (IMD 2007)⁷.

Although the relationship has slightly weakened since the 2003/04 wave, and despite some notable outliers, there is a strong relationship between the two figures - in statistical terms, there is an R-squared value of 0.2524 (25%). The analysis re-confirms the significant impact of deprivation on tenant satisfaction, perhaps to be expected, given that service provision is more challenging in deprived areas; with tenants who are likely to be more dependent, and to place more complex demands, on their landlord.

Satisfaction with landlord and deprivation



⁷ The Index of Multiple Deprivation 2007 (IMD 2007) is a measure of multiple deprivation and is made up of seven super output (SOA) level Domain Indices. Summary measures of the IMD 2007 are presented at district and county level. The SOA level Domain Indices and IMD 2007, together with the district and county level summaries are referred to as the Indices of Deprivation 2007 (ID 2007). The new Index of Multiple Deprivation 2007 contains seven “domains” which relate to income, employment, health and disability, education, skills and training, barriers to housing and services, living environment and crime, and is the same measure as 2004. For full details, please refer to <http://www.communities.gov.uk/documents/communities/pdf/733520>.

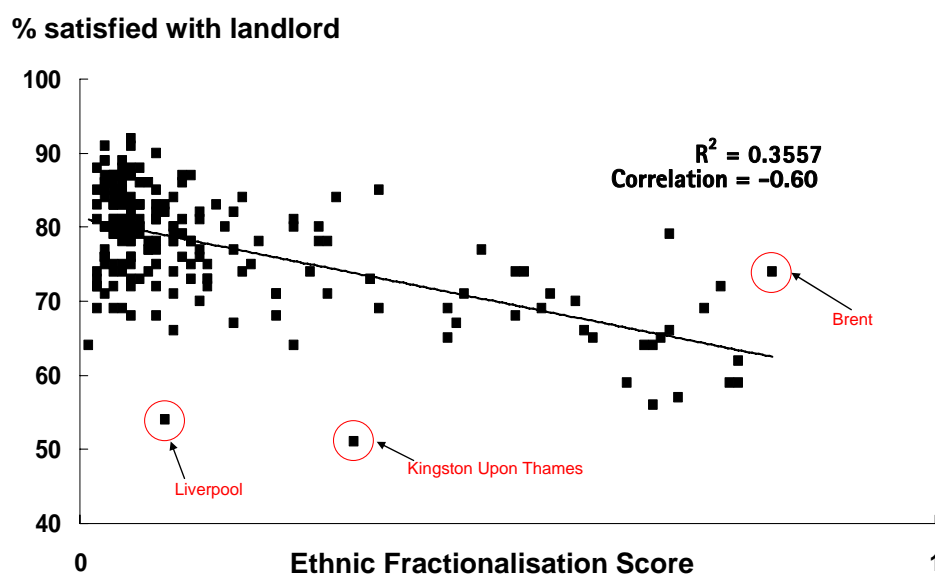
Ethnic Fractionalisation

We also find ethnic fractionalisation (EF) to be an important factor. Fractionalisation is a measure not only of the proportion of people from ethnic minority communities, but the extent to which there are a wide range of *different* ethnic minority communities in an area⁸. A higher score indicates a greater concentration of an ethnic group (or groups) in an area whereas a low score indicates the concentration of ethnic groups is lower.

Looking at satisfaction with landlord and the degree of ethnic fractionalisation indicates a strong negative correlation, suggesting that more ethnically heterogeneous areas are likely to demonstrate lower landlord satisfaction scores than ethnically homogenous areas. This is consistent with much of our previous work where ethnic heterogeneity can be viewed as making service provision relatively more difficult. Further, not only are the needs of tenants likely to be greater in more diverse areas, but their expectations will be different as well.

Satisfaction with landlord

satisfaction vs. ethnic fractionalisation



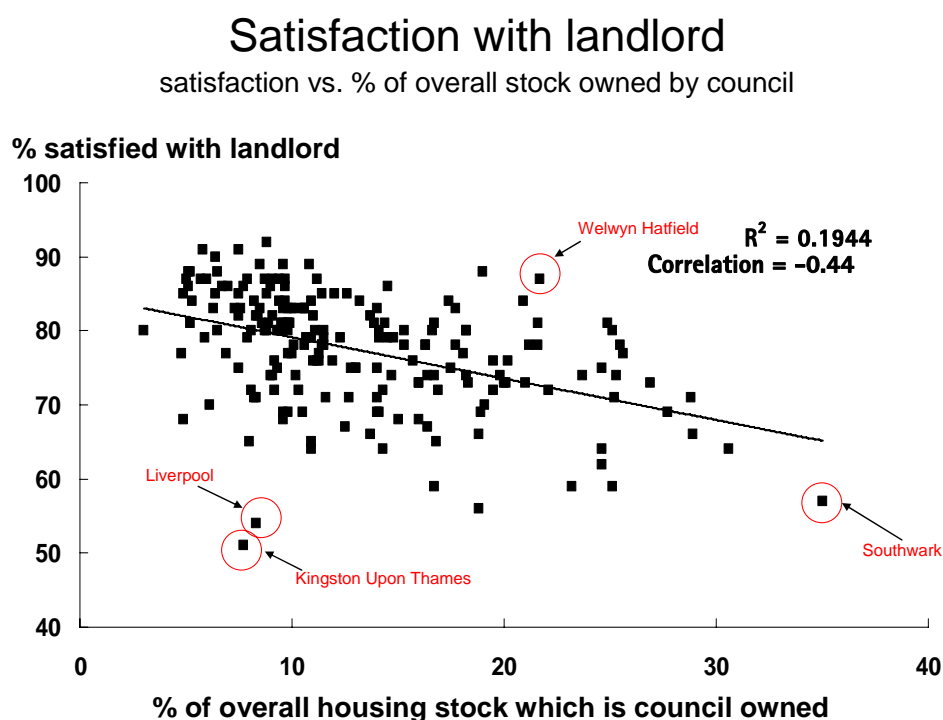
⁸ Ethnic fractionalisation (EF) is calculated in the same way the Herfindahl Index is calculated, it is a sophisticated way of measuring the concentration of ethnic groups in an area. EF is obtained by squaring the proportion of each ethnic group (taken from the 16-group Ethnic classification on the ONS Neighbourhood Statistics Website covering England and Wales) in the area (ward) and then summing them up and taking them away from 1. A high EF value signifies a less diverse, more singular, ethnic concentration, while a low EF signifies the opposite.

Some of our recent diagnostic work looking at tenant satisfaction among BME groups both for local authorities⁹ and the Housing Corporation¹⁰ has suggested that cultural differences are an important factor affecting expectations and subsequent satisfaction levels.

This said, there are some significant outliers here, demonstrating that diversity is not the only factor affecting perceptions of the landlord. While Brent has a high EF score, it achieves better than expected tenant satisfaction scores. In contrast, Liverpool and Kingston Upon Thames are under-performing on satisfaction relative to many other authorities.

Council owned stock

There is a clear negative correlation between the size of the Council owned stock and overall satisfaction. As the percentage of total stock owned by the council increases, satisfaction levels decrease. Authorities with high proportions of Council owned stock may suffer from perceptions among tenants that services are unresponsive, impersonal and not sufficiently tailored, with consequent effects on satisfaction scores achieved.



⁹ An analysis of tenants satisfaction for Southwark Council (March 2008) – Opportunities to participate are a much more important driver of overall satisfaction for Black Caribbean tenants.

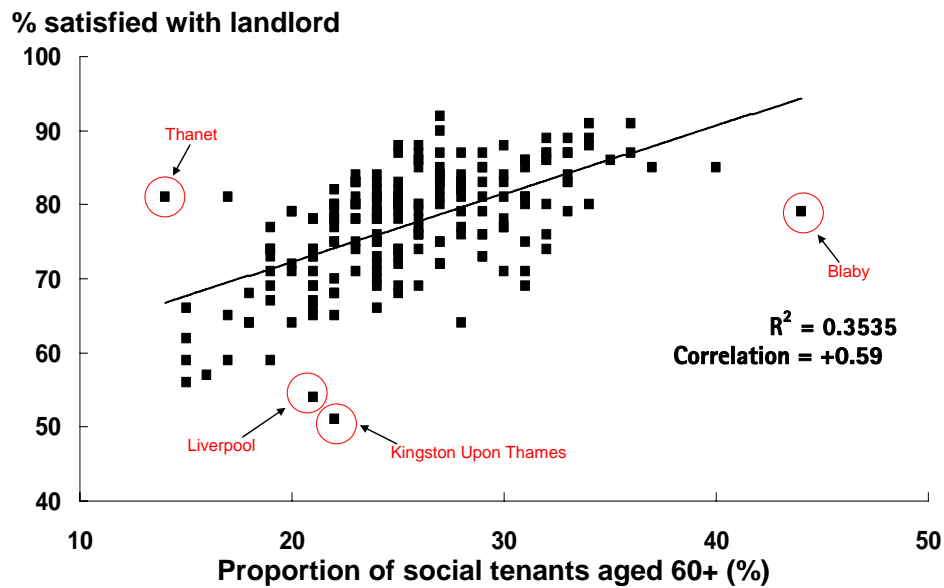
¹⁰ Drivers of Satisfaction amongst Black and Minority Ethnic Tenants (April 2008) – Strong aspirations for ownership and the importance of local community networks for Asian tenants meant that the lack of right-to-buy opportunities in the RSL sector is a major cause of discontent for this group.

Age of social tenants

The final factor that feeds into our model is the proportion of social tenants aged 60+. This is the only positively correlated factor and demonstrates a strong association (+0.59) with landlord satisfaction. Here it is older tenants that are more likely to be positive about the services they receive. Blaby has the highest proportion of older tenants with nearly half of all its social renters over 60.

Satisfaction with landlord

satisfaction vs. proportion of social tenants aged 60+

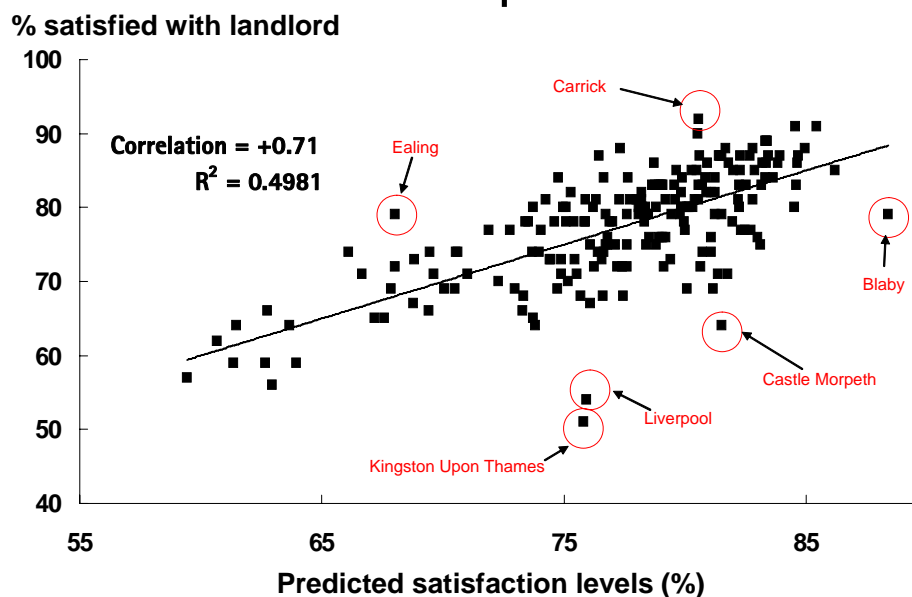


Towards a more sensitive measure of performance

This model enables us to “level the playing field” and thus compare authorities on a much fairer basis than the traditional league tables seen earlier in this report. For example, a satisfaction score of 62% would be seen near the bottom of any league table and may be viewed as a failure by the council involved. However, the predicted score from our model is 61%, so in actual fact, the council in question, Lambeth, is performing slightly better than could be expected for a council under its particular set of circumstances.

Bringing the four variables identified together to model levels of satisfaction, we have derived a set of predicted scores for each local authority. Below we see predicted scores plotted against actual levels of satisfaction which demonstrates the close fit of the model (with a correlation score of +0.71).

Satisfaction with landlord: actual and predicted



Those authorities below the line are performing worse than our model predicts, while those above the line are performing better. The distance they are from the line indicates *how much* better or worse they are performing.

Of the 201 local authorities included in the analysis, 153 (or 76%) recorded levels of tenant satisfaction in 2006/07 which are within five percentage points of the scores predicted by our model. This compares favourably with 71% of authorities in this category in 2003/04.

In the analysis that follows we concentrate on those authorities that outperform their predicted level of satisfaction and those for which a lower than anticipated score is recorded. The analysis shows:

- The *actual satisfaction* score recorded for each authority (BV74 performance indicator – satisfaction with overall service provided by your landlord);
- The *predicted satisfaction* score – the level of satisfaction our model suggests is achievable in each local authority area; and
- The *gap* between actual and predicted satisfaction levels.

With this being the second Housing Frontiers analysis, it also allows us to compare this wave's results with the previous waves. We have done this by comparing changes in the performance gap between actual and predicted scores between 2003/04 and 2006/07 data.

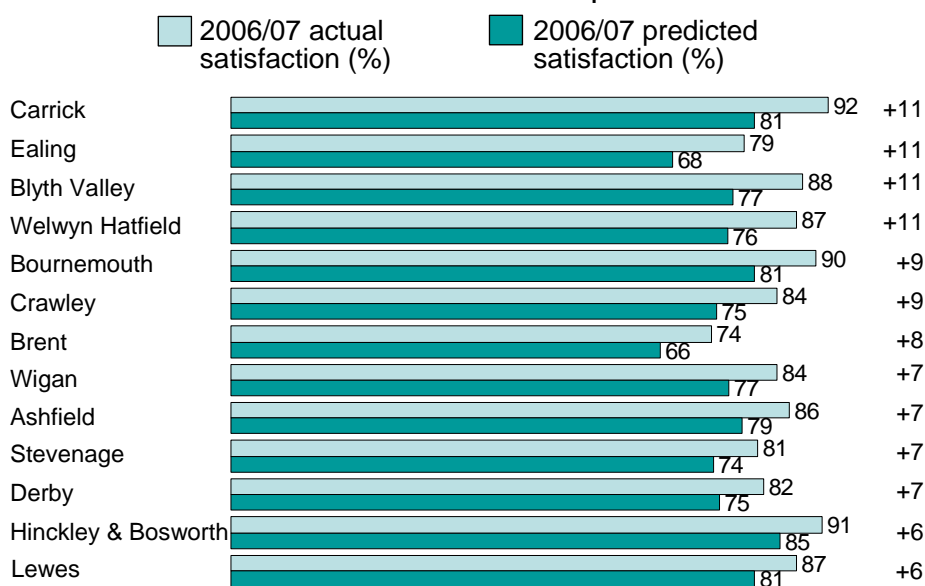
Tables containing the full set of results from our frontiers analysis are appended at the end of this report.

Strong performing authorities

Overall, 105 authorities (52%) out-performed their predicted score, with four authorities, Carrick, Ealing, Blyth Valley and Welwyn Hatfield jointly topping the table, 11 percentage points ahead of what was expected. Ealing is perhaps the most impressive of these given that it is predicted to be an average London borough, well below the overall average, yet managed to out-perform this and deliver a satisfaction score above the national mean (79% compared to a national average of 77%).

Best performing authorities

Actual scores above predicted

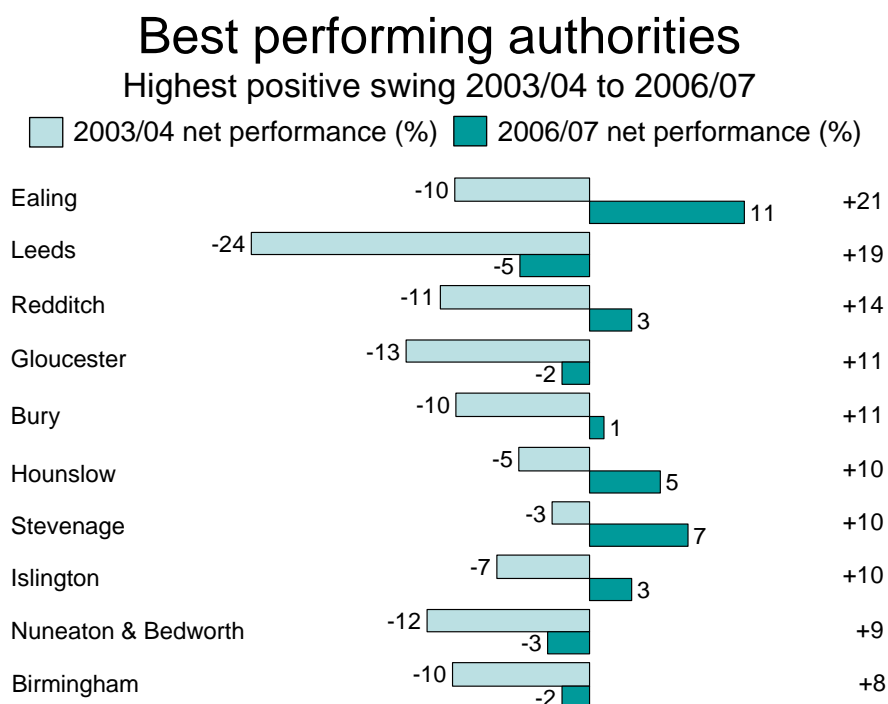


In 2003/04, 17 authorities performed exactly as predicted and the same is true this time round with 16 councils delivering what we would expect. Lancaster and Newcastle upon Tyne stand out from this group with a seven and eight percentage point rise respectively, taking them from a below average position in 2003/04 to meeting their predicted score in 2006/07.

Who has closed the gap since 2003/04?

The chart below shows which authorities have been most effective at closing the gap between actual and predicted satisfaction over time, showing authorities that have the greatest positive difference. It is evident however, as Leeds and others demonstrate, this does not necessarily mean their current performance score is positive.

Ealing stands out as the authority with the most dramatic improvement – actual satisfaction in 2003/04 was 10 percentage points lower than their predicted score, whereas in 2006/07 it is 11 percentage points above. Other London Boroughs, such as Hounslow and Islington, have also improved to a positive position this time around, as too have district authorities such as Redditch and Stevenage. In contrast Metropolitan Boroughs such as Leeds and Birmingham, although showing significant improvement, have satisfaction levels below predicted scores.



Under-performing authorities

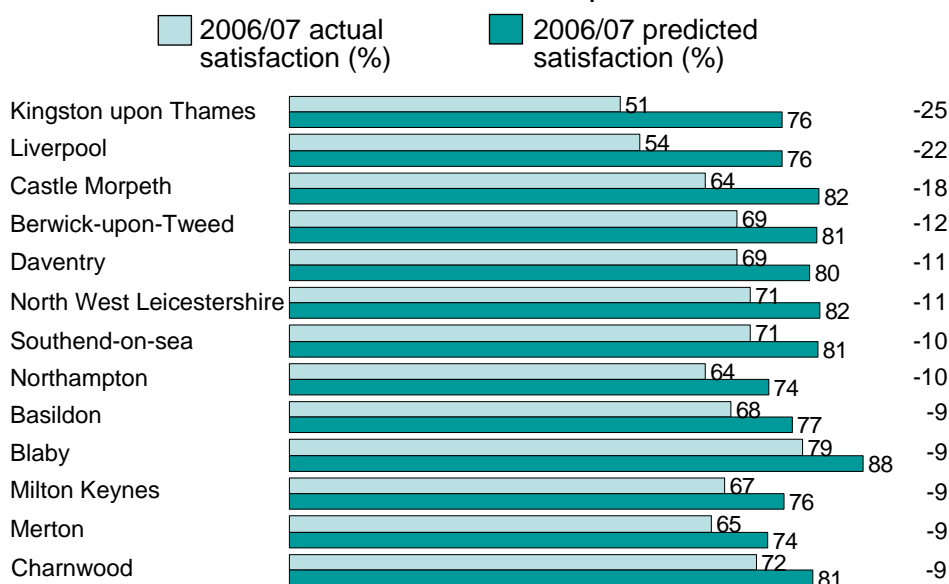
At the other end of the spectrum, we can see which authorities exhibit the largest negative gap between actual and predicted levels of satisfaction. Some 80 authorities (40%) scored less than their predicted score, none more so than Kingston upon Thames which saw a 25 percentage point drop from above average performance in 2003/04 to outright worst authority in 2006/07.

To see change of this level of magnitude is highly unusual but might be explained by any one, or combination, of reasons. It could reflect a genuine drop in satisfaction due to changes in provision of housing services or changing expectations. It may reflect an expression of dissatisfaction related to provision of wider council services, not necessarily related to housing – changes to the refuse collection service for example. Or it could reflect that the survey data used is simply incorrect.

Liverpool and Castle Morpeth also score significantly below their predicted totals as does Blaby, the authority predicted to have the highest satisfaction score of any (88%). In fact, Blaby, Milton Keynes and Liverpool are the only three authorities to appear on the poorest performing authorities list in 2003/04 as well as in 2006/07. Blaby and Liverpool remain at their 2003/04 satisfaction levels of 79% and 54% respectively whilst Milton Keynes has actually improved by six percentage points despite still being nine points below its predicted score.

Poorest performing authorities

Actual scores below predicted

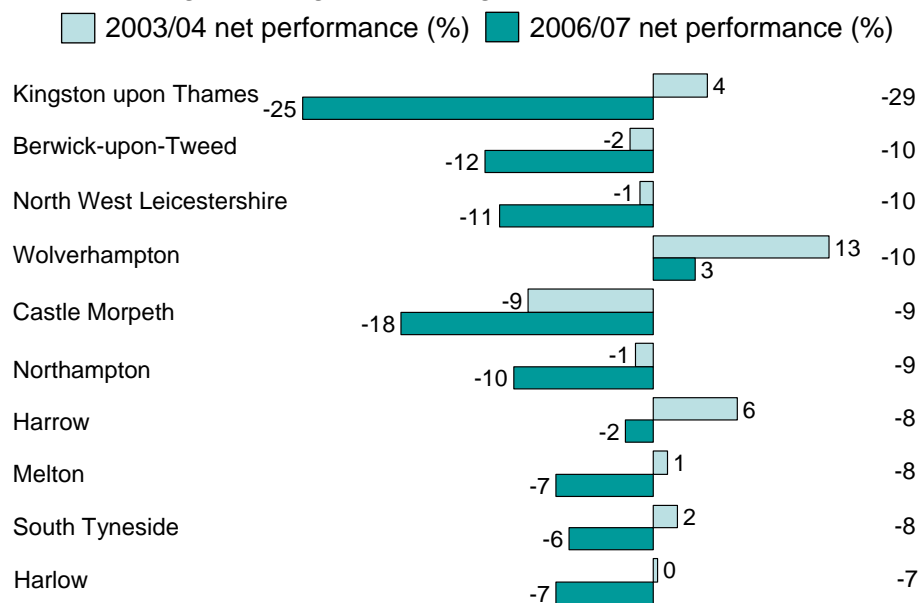


Where has the gap widened since 2003/04?

Here we look at authorities where the gap between expected and actual levels of satisfaction have grown over time. As already noted, Kingston upon Thames stands out as the authority with the largest swing, although to a much lesser extent, Harrow, Melton and South Tyneside have also moved from a positive position in 2003/04 to a negative one in 2006/07.

Worst performing authorities

Highest negative swing 2003/04 to 2006/07



Performance by different authority types

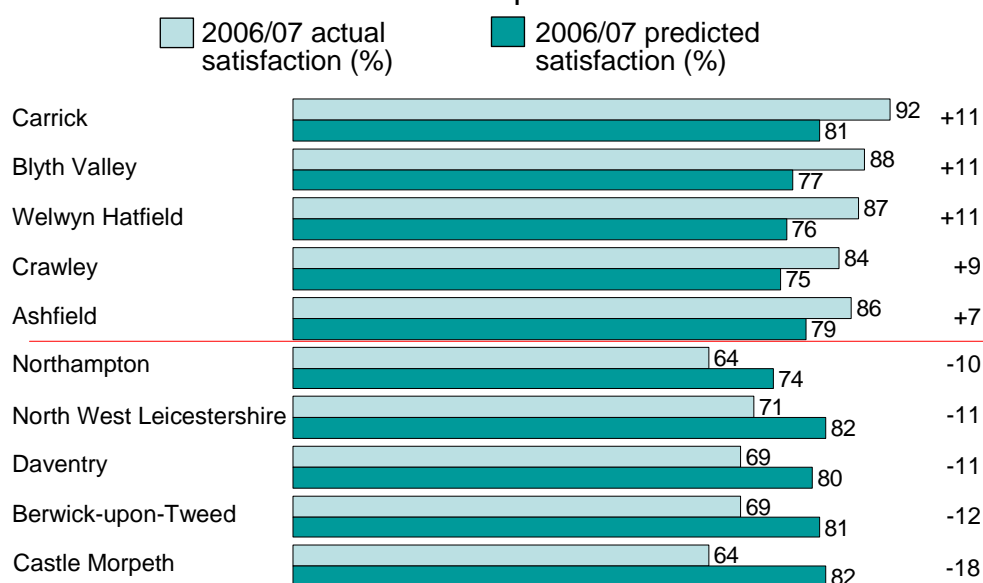
Four different types of authority are covered in this analysis: District Councils, London Boroughs, Metropolitan Authorities and Unitary Authorities. This delineation enables us to show the best and worst five performing authorities in each category, starting with the largest group, District Councils.

District councils

This group provides three of the four best performing authorities, all 11 points above their predicted scores. Generally districts perform very well but many of their predicted scores are also high. In consequence some authorities, whilst scoring relatively well, are not able to meet what is expected of their area.

Best and Worst District Councils

Actual scores vs. predicted scores

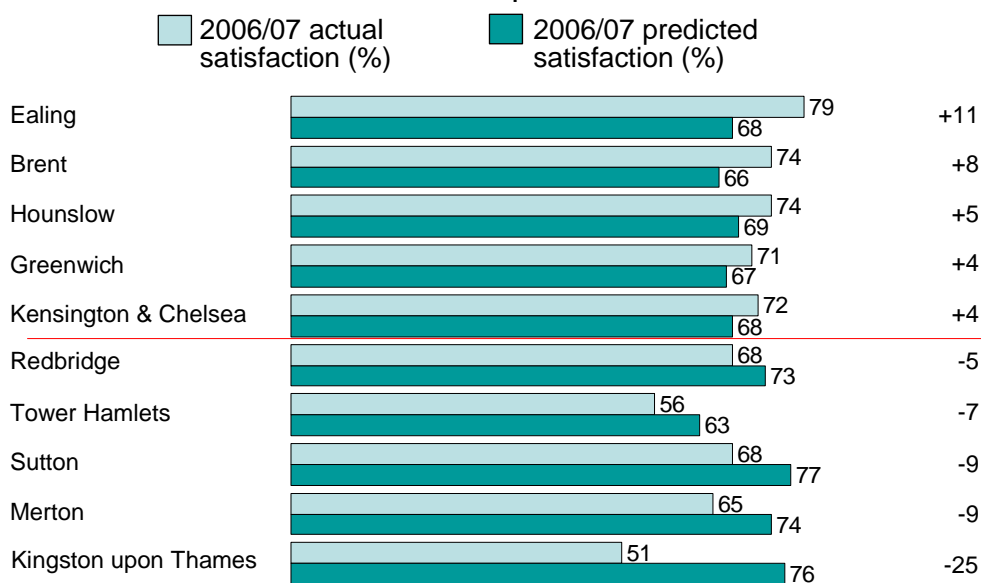


London Boroughs

London Boroughs have the lowest average of all four types of authority (68%) with only a handful predicted to score over 70%. Ealing is one of the joint top performers overall and sets the standard for other boroughs with its actual satisfaction levels higher than the overall national average. Despite achieving satisfaction scores around the London average, Merton and Sutton both fall below predicted scores given their local circumstances.

Best and Worst London Boroughs

Actual scores vs. predicted scores

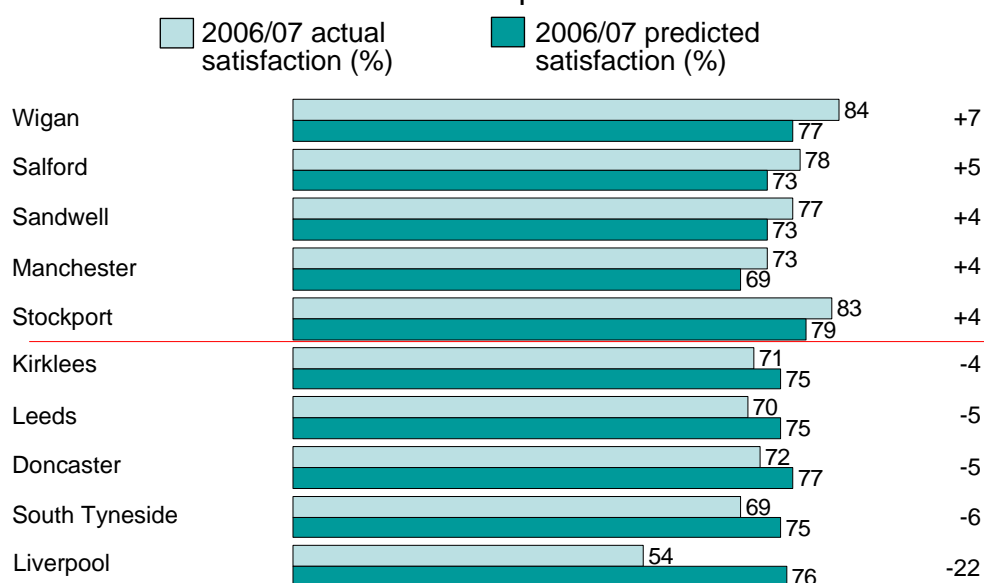


Metropolitan Authorities

Metropolitan Authorities represent the biggest cities outside London: Manchester, Liverpool, Birmingham, Leeds etc. Unfortunately, 63% (15 out of 24) are performing worse than we would expect and only five are out-performing their predicted score by four or more points. Wigan is the best performing Metropolitan Authority, with recorded satisfaction levels seven points above predicted levels. Liverpool, in contrast, shows the largest gap between actual and predicted scores.

Best and Worst Metropolitan Authorities

Actual scores vs. predicted scores

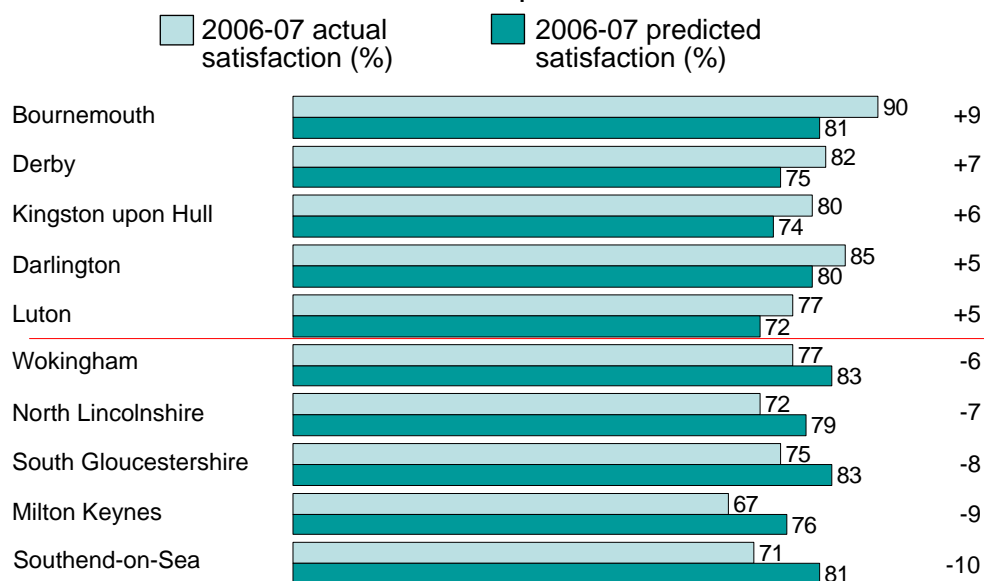


Unitary Authorities

Finally, we have unitary authorities. The majority of these have high predicted scores (the lowest being Leicester at 71%) and on the whole perform very well against them. Bournemouth is the best performing authority in this category with a nine point positive net score. Southend-on-sea, in contrast, achieves actual satisfaction levels that are 10 points below expected levels given its local circumstances.

Best and Worst Unitary Authorities

Actual scores vs. predicted scores



Concluding comments

Despite tenant satisfaction levels remaining static over time at the aggregate level, a more detailed investigation of the data highlights a much more complex picture.

Crude analysis of 2006/07 tenant satisfaction data tells us that it is district authorities that are achieving the highest levels of satisfaction whereas the lowest levels are seen in London. Indeed a simple look at league table results indicate that 28 of the top 30 local authorities with the highest levels of tenant satisfaction are districts and nine of the bottom 10 authorities with the lowest levels of recorded satisfaction are London Boroughs.

However, in developing the analysis for the first Housing Frontiers report we recognised that it is unfair to expect some authorities to perform as well as others. At the heart of this is the importance of place – it will always be harder for some authorities, serving certain types of communities, to achieve the same levels of satisfaction as others. The analysis presented here seeks to take account of these issues presenting an alternative, and more sensitive, way of assessing performance.

Overall the report presents a relatively positive picture, with over half of all authorities out-performing predicted satisfaction levels when local factors are accounted for. In contrast to crude results, however, we see that some of the most significant improvements in satisfaction are seen in London and other Metropolitan authorities (Ealing and Leeds to name but two).

The case of Ealing is a prime example; this would be lost in mid-table with a satisfaction score of 79%, just two points above the national average. However, with the local factors taken into account, this London borough comes out top as it is out-performing its expected level by 11 percentage points.

On the other hand, the majority of authorities falling short of their predicted satisfaction levels are districts. There are, nevertheless, some notable exceptions; Kingston Upon Thames, with a satisfaction score of 51%, is 25 points below predicted levels.

The main downside of BVPI data is that it does not shed any light into the underlying causes of the results we are seeing, why, for example, Kingston upon Thames has seen such a dramatic decline in satisfaction, or why Ealing is on the up. We also make no claim that the data present a fair reflection of each authority's performance – our model does not claim to account for every single factor that may impact on satisfaction levels.

What is clear though, as the government moves towards the introduction of a new inspection regime, is that local authorities will increasingly be expected to consider performance information in relation to local factors like deprivation and diversity. Encouragingly, despite huge differences in the different communities served, our analysis does show that it is still possible for good landlords to rise above and achieve good scores.

If authorities are to improve, it is essential they understand the nature of place and the challenges it brings. We believe our analysis is a useful step along this path and hope you have found the results (presented in full in the following pages) of interest.

Full Results for 2006/07

Ranked by the gap between actual and predicted scores (column 3).
For results in alphabetical order, please turn to page 25, and for results by authority type, page 30...

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
Carrick	92	81	11
Ealing	79	68	11
Blyth Valley	88	77	11
Welwyn Hatfield	87	76	11
Bournemouth	90	81	9
Crawley	84	75	9
Brent	74	66	8
Wigan	84	77	7
Ashfield	86	79	7
Stevenage	81	74	7
Derby	82	75	7
Hinckley and Bosworth	91	85	6
Lewes	87	81	6
Wycombe	84	78	6
New Forest	88	82	6
Kingston upon Hull	80	74	6
Babergh	89	83	6
South Derbyshire	89	83	6
South Holland	89	83	6
Tendring	87	81	6
Gosport	87	81	6
Harrogate	91	85	6
Oadby and Wigston	87	82	5
Darlington	85	80	5
Arun	88	83	5
Thanet	81	76	5
Luton	77	72	5
Chorley	86	81	5
Stoke-on-Trent	80	75	5
Oxford	80	75	5
Newark and Sherwood	87	82	5
Epping Forest	85	80	5
Barrow-in-Furness	81	76	5
Salford	78	73	5
Hounslow	74	69	5

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
Alnwick	85	80	5
Corby	78	74	4
Adur	83	79	4
Greenwich	71	67	4
Caradon	87	83	4
Sandwell	77	73	4
Warwick	83	79	4
Runnymede	86	82	4
Manchester	73	69	4
Taunton Deane	84	80	4
Exeter	83	79	4
Stockport	83	79	4
Kensington & Chelsea	72	68	4
North Cornwall	83	79	4
Derwentside	83	79	4
Eastbourne	82	78	4
Ipswich	80	76	4
Thurrock	81	77	4
Torridge	87	83	4
Wolverhampton	74	71	3
Braintree	83	80	3
Croydon	74	71	3
Reading	78	75	3
Newham	66	63	3
St. Albans	81	78	3
Dover	84	81	3
North Kesteven	87	84	3
Rochford	88	85	3
Stockton-on-Tees	81	78	3
City of London	85	82	3
Redditch	77	74	3
Southampton	78	75	3
Sedgefield	81	78	3
East Devon	86	83	3
Tandridge	84	81	3
Waveney	85	82	3
Mid Suffolk	86	83	3
Hillingdon	78	75	3
Islington	64	61	3
Guildford	83	81	2
Uttlesford	87	85	2
West Lancashire	79	77	2
High Peak	83	81	2

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
Cambridge	78	76	2
Colchester	82	80	2
Wealden	86	84	2
South Lakeland	85	83	2
Chesterfield	78	76	2
Dacorum	80	78	2
Great Yarmouth	81	79	2
Cheltenham	80	78	2
Woking	80	78	2
Portsmouth	79	78	1
Canterbury	81	80	1
Barking & Dagenham	71	70	1
East Riding of Yorkshire	86	85	1
Lambeth	62	61	1
Sefton	80	79	1
Westminster	69	68	1
Ellesmere Port and Neston	78	77	1
Shepway	82	81	1
Gravesham	78	77	1
Salisbury	82	81	1
Bury	79	78	1
Richmondshire	83	82	1
Brentwood	82	81	1
Winchester	84	83	1
Rugby	81	80	1
Warrington	79	78	1
Cannock Chase	79	78	1
Poole	83	83	0
Fenland	81	81	0
Fareham	84	84	0
Camden	64	64	0
Newcastle upon Tyne	74	74	0
Oswestry	80	80	0
York	80	80	0
Bristol	74	74	0
Barnet	71	71	0
Medway	80	80	0
Bolsover	80	80	0
Stroud	80	80	0
Bridgnorth	83	83	0
Lancaster	80	80	0
Dartford	78	78	0
South Bedfordshire	79	79	0

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
Blackpool	79	80	-1
Barnsley	76	77	-1
Enfield	69	70	-1
Gateshead	75	76	-1
Broxtowe	81	82	-1
Ribble Valley	85	86	-1
Norwich	73	74	-1
Bolton	73	74	-1
Leicester	69	71	-2
Harborough	83	85	-2
Solihull	75	77	-2
South Cambridgeshire	81	83	-2
Birmingham	67	69	-2
Gloucester	75	77	-2
Lincoln	73	75	-2
Ashford	78	80	-2
Plymouth	75	77	-2
Hammersmith & Fulham	65	67	-2
Bassetlaw	79	81	-2
Sedgemoor	80	82	-2
Harrow	70	72	-2
Hackney	59	61	-2
Dudley	74	76	-2
Southwark	57	59	-2
Oldham	73	75	-2
Nuneaton and Bedworth	76	79	-3
South Kesteven	79	82	-3
Waltham Forest	65	68	-3
Swindon	75	78	-3
Rotherham	74	77	-3
Havering	76	79	-3
Kettering	77	80	-3
North East Derbyshire	76	79	-3
Wear Valley	76	79	-3
Three Rivers	76	79	-3
North Tyneside	75	78	-3
Wandsworth	66	69	-3
Sheffield	73	77	-4
Haringey	59	63	-4
Bracknell Forest	75	79	-4
Kirklees	71	75	-4
Waverley	78	82	-4
Slough	69	73	-4

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
Easington	72	76	-4
Watford	71	76	-5
Rutland	80	85	-5
Lewisham	59	64	-5
North Warwickshire	76	81	-5
Leeds	70	75	-5
Doncaster	72	77	-5
Gedling	77	82	-5
Redbridge	68	73	-5
Brighton & Hove	72	77	-5
Selby	77	82	-5
Wansbeck	72	78	-6
Wokingham	77	83	-6
South Tyneside	69	75	-6
Chester le Street	73	79	-6
North Shropshire	74	81	-7
Tower Hamlets	56	63	-7
Melton	76	83	-7
Durham City	74	81	-7
North Lincolnshire	72	79	-7
Harlow	66	73	-7
Tamworth	68	76	-8
South Gloucestershire	75	83	-8
Sutton	68	77	-9
Charnwood	72	81	-9
Merton	65	74	-9
Milton Keynes	67	76	-9
Blaby	79	88	-9
Basildon	68	77	-9
Northampton	64	74	-10
Southend-on-sea	71	81	-10
North West Leicestershire	71	82	-11
Daventry	69	80	-11
Berwick-upon-Tweed	69	81	-12
Castle Morpeth	64	82	-18
Liverpool	54	76	-22
Kingston upon Thames	51	76	-25

Scores in alphabetical order of local authority name

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
Adur	83	79	4
Alnwick	85	80	5
Arun	88	83	5
Ashfield	86	79	7
Ashford	78	80	-2
Babergh	89	83	6
Barking & Dagenham	71	70	1
Barnet	71	71	0
Barnsley	76	77	-1
Barrow-in-Furness	81	76	5
Basildon	68	77	-9
Bassetlaw	79	81	-2
Berwick-upon-Tweed	69	81	-12
Birmingham	67	69	-2
Blaby	79	88	-9
Blackpool	79	80	-1
Blyth Valley	88	77	11
Bolsover	80	80	0
Bolton	73	74	-1
Bournemouth	90	81	9
Bracknell Forest	75	79	-4
Braintree	83	80	3
Brent	74	66	8
Brentwood	82	81	1
Bridgnorth	83	83	0
Brighton & Hove	72	77	-5
Bristol	74	74	0
Broxtowe	81	82	-1
Bury	79	78	1
Cambridge	78	76	2
Camden	64	64	0
Cannock Chase	79	78	1
Canterbury	81	80	1
Caradon	87	83	4
Carrick	92	81	11
Castle Morpeth	64	82	-18
Charnwood	72	81	-9
Cheltenham	80	78	2
Chester le Street	73	79	-6
Chesterfield	78	76	2
Chorley	86	81	5

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
City of London	85	82	3
Colchester	82	80	2
Corby	78	74	4
Crawley	84	75	9
Croydon	74	71	3
Dacorum	80	78	2
Darlington	85	80	5
Dartford	78	78	0
Daventry	69	80	-11
Derby	82	75	7
Derwentside	83	79	4
Doncaster	72	77	-5
Dover	84	81	3
Dudley	74	76	-2
Durham City	74	81	-7
Ealing	79	68	11
Easington	72	76	-4
East Devon	86	83	3
East Riding of Yorkshire	86	85	1
Eastbourne	82	78	4
Ellesmere Port and Neston	78	77	1
Enfield	69	70	-1
Epping Forest	85	80	5
Exeter	83	79	4
Fareham	84	84	0
Fenland	81	81	0
Gateshead	75	76	-1
Gedling	77	82	-5
Gloucester	75	77	-2
Gosport	87	81	6
Gravesham	78	77	1
Great Yarmouth	81	79	2
Greenwich	71	67	4
Guildford	83	81	2
Hackney	59	61	-2
Hammersmith & Fulham	65	67	-2
Harborough	83	85	-2
Haringey	59	63	-4
Harlow	66	73	-7
Harrogate	91	85	6
Harrow	70	72	-2
Havering	76	79	-3
High Peak	83	81	2

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
Hillingdon	78	75	3
Hinckley and Bosworth	91	85	6
Hounslow	74	69	5
Ipswich	80	76	4
Islington	64	61	3
Kensington & Chelsea	72	68	4
Kettering	77	80	-3
Kingston upon Hull	80	74	6
Kingston upon Thames	51	76	-25
Kirklees	71	75	-4
Lambeth	62	61	1
Lancaster	80	80	0
Leeds	70	75	-5
Leicester	69	71	-2
Lewes	87	81	6
Lewisham	59	64	-5
Lincoln	73	75	-2
Liverpool	54	76	-22
Luton	77	72	5
Manchester	73	69	4
Medway	80	80	0
Melton	76	83	-7
Merton	65	74	-9
Mid Suffolk	86	83	3
Milton Keynes	67	76	-9
New Forest	88	82	6
Newark and Sherwood	87	82	5
Newcastle upon Tyne	74	74	0
Newham	66	63	3
North Cornwall	83	79	4
North East Derbyshire	76	79	-3
North Kesteven	87	84	3
North Lincolnshire	72	79	-7
North Shropshire	74	81	-7
North Tyneside	75	78	-3
North Warwickshire	76	81	-5
North West Leicestershire	71	82	-11
Northampton	64	74	-10
Norwich	73	74	-1
Nuneaton and Bedworth	76	79	-3
Oadby and Wigston	87	82	5
Oldham	73	75	-2
Oswestry	80	80	0

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
Oxford	80	75	5
Plymouth	75	77	-2
Poole	83	83	0
Portsmouth	79	78	1
Reading	78	75	3
Redbridge	68	73	-5
Redditch	77	74	3
Ribble Valley	85	86	-1
Richmondshire	83	82	1
Rochford	88	85	3
Rotherham	74	77	-3
Rugby	81	80	1
Runnymede	86	82	4
Rutland	80	85	-5
Salford	78	73	5
Salisbury	82	81	1
Sandwell	77	73	4
Sedgefield	81	78	3
Sedgemoor	80	82	-2
Sefton	80	79	1
Selby	77	82	-5
Sheffield	73	77	-4
Shepway	82	81	1
Slough	69	73	-4
Solihull	75	77	-2
South Bedfordshire	79	79	0
South Cambridgeshire	81	83	-2
South Derbyshire	89	83	6
South Gloucestershire	75	83	-8
South Holland	89	83	6
South Kesteven	79	82	-3
South Lakeland	85	83	2
South Tyneside	69	75	-6
Southampton	78	75	3
Southend-on-sea	71	81	-10
Southwark	57	59	-2
St. Albans	81	78	3
Stevenage	81	74	7
Stockport	83	79	4
Stockton-on-Tees	81	78	3
Stoke-on-Trent	80	75	5
Stroud	80	80	0
Sutton	68	77	-9

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
Swindon	75	78	-3
Tamworth	68	76	-8
Tandridge	84	81	3
Taunton Deane	84	80	4
Tendring	87	81	6
Thanet	81	76	5
Three Rivers	76	79	-3
Thurrock	81	77	4
Torridge	87	83	4
Tower Hamlets	56	63	-7
Uttlesford	87	85	2
Waltham Forest	65	68	-3
Wandsworth	66	69	-3
Wansbeck	72	78	-6
Warrington	79	78	1
Warwick	83	79	4
Watford	71	76	-5
Waveney	85	82	3
Waverley	78	82	-4
Wealden	86	84	2
Wear Valley	76	79	-3
Welwyn Hatfield	87	76	11
West Lancashire	79	77	2
Westminster	69	68	1
Wigan	84	77	7
Winchester	84	83	1
Woking	80	78	2
Wokingham	77	83	-6
Wolverhampton	74	71	3
Wycombe	84	78	6
York	80	80	0

Sorted by authority type *and then ranked by the gap between actual and predicted scores (column 3)*

District Councils

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
Carrick	92	81	11
Blyth Valley	88	77	11
Welwyn Hatfield	87	76	11
Crawley	84	75	9
Ashfield	86	79	7
Stevenage	81	74	7
Hinckley and Bosworth	91	85	6
Lewes	87	81	6
Wycombe	84	78	6
New Forest	88	82	6
Babergh	89	83	6
South Derbyshire	89	83	6
South Holland	89	83	6
Tendring	87	81	6
Gosport	87	81	6
Harrogate	91	85	6
Oadby and Wigston	87	82	5
Arun	88	83	5
Thanet	81	76	5
Chorley	86	81	5
Oxford	80	75	5
Newark and Sherwood	87	82	5
Epping Forest	85	80	5
Barrow-in-Furness	81	76	5
Alnwick	85	80	5
Corby	78	74	4
Adur	83	79	4
Caradon	87	83	4
Warwick	83	79	4
Runnymede	86	82	4
Taunton Deane	84	80	4
Exeter	83	79	4
North Cornwall	83	79	4
Derwentside	83	79	4
Eastbourne	82	78	4
Ipswich	80	76	4
Torridge	87	83	4
Braintree	83	80	3
St. Albans	81	78	3

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
Dover	84	81	3
North Kesteven	87	84	3
Rochford	88	85	3
Redditch	77	74	3
Sedgefield	81	78	3
East Devon	86	83	3
Tandridge	84	81	3
Waveney	85	82	3
Mid Suffolk	86	83	3
Guildford	83	81	2
Uttlesford	87	85	2
West Lancashire	79	77	2
High Peak	83	81	2
Cambridge	78	76	2
Colchester	82	80	2
Wealden	86	84	2
South Lakeland	85	83	2
Chesterfield	78	76	2
Dacorum	80	78	2
Great Yarmouth	81	79	2
Cheltenham	80	78	2
Woking	80	78	2
Canterbury	81	80	1
Ellesmere Port and Neston	78	77	1
Shepway	82	81	1
Gravesham	78	77	1
Salisbury	82	81	1
Richmondshire	83	82	1
Brentwood	82	81	1
Winchester	84	83	1
Rugby	81	80	1
Cannock Chase	79	78	1
Fenland	81	81	0
Fareham	84	84	0
Oswestry	80	80	0
Bolsover	80	80	0
Stroud	80	80	0
Bridgnorth	83	83	0
Lancaster	80	80	0
Dartford	78	78	0
South Bedfordshire	79	79	0
Broxtowe	81	82	-1
Ribble Valley	85	86	-1
Norwich	73	74	-1

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
Harborough	83	85	-2
South Cambridgeshire	81	83	-2
Gloucester	75	77	-2
Lincoln	73	75	-2
Ashford	78	80	-2
Bassetlaw	79	81	-2
Sedgemoor	80	82	-2
Nuneaton and Bedworth	76	79	-3
South Kesteven	79	82	-3
Kettering	77	80	-3
North East Derbyshire	76	79	-3
Wear Valley	76	79	-3
Three Rivers	76	79	-3
Waverley	78	82	-4
Easington	72	76	-4
Watford	71	76	-5
North Warwickshire	76	81	-5
Gedling	77	82	-5
Selby	77	82	-5
Wansbeck	72	78	-6
Chester le Street	73	79	-6
North Shropshire	74	81	-7
Melton	76	83	-7
Durham City	74	81	-7
Harlow	66	73	-7
Tamworth	68	76	-8
Charnwood	72	81	-9
Blaby	79	88	-9
Basildon	68	77	-9
Northampton	64	74	-10
North West Leicestershire	71	82	-11
Daventry	69	80	-11
Berwick-upon-Tweed	69	81	-12
Castle Morpeth	64	82	-18

London Boroughs

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
Ealing	79	68	11
Brent	74	66	8
Hounslow	74	69	5
Greenwich	71	67	4
Kensington & Chelsea	72	68	4
Croydon	74	71	3
Newham	66	63	3
City of London	85	82	3
Hillingdon	78	75	3
Islington	64	61	3
Barking & Dagenham	71	70	1
Lambeth	62	61	1
Westminster	69	68	1
Camden	64	64	0
Barnet	71	71	0
Enfield	69	70	-1
Hammersmith & Fulham	65	67	-2
Harrow	70	72	-2
Hackney	59	61	-2
Southwark	57	59	-2
Waltham Forest	65	68	-3
Havering	76	79	-3
Wandsworth	66	69	-3
Haringey	59	63	-4
Lewisham	59	64	-5
Redbridge	68	73	-5
Tower Hamlets	56	63	-7
Sutton	68	77	-9
Merton	65	74	-9
Kingston upon Thames	51	76	-25

Metropolitan Authorities

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
Wigan	84	77	7
Salford	78	73	5
Sandwell	77	73	4
Manchester	73	69	4
Stockport	83	79	4
Wolverhampton	74	71	3
Sefton	80	79	1
Bury	79	78	1
Newcastle upon Tyne	74	74	0
Barnsley	76	77	-1
Gateshead	75	76	-1
Bolton	73	74	-1
Solihull	75	77	-2
Birmingham	67	69	-2
Dudley	74	76	-2
Oldham	73	75	-2
Rotherham	74	77	-3
North Tyneside	75	78	-3
Sheffield	73	77	-4
Kirklees	71	75	-4
Leeds	70	75	-5
Doncaster	72	77	-5
South Tyneside	69	75	-6
Liverpool	54	76	-22

Unitary authorities

	Actual satisfaction (BV74a) %	Predicted satisfaction %	Net score (actual minus predicted)
Bournemouth	90	81	9
Derby	82	75	7
Kingston upon Hull	80	74	6
Darlington	85	80	5
Luton	77	72	5
Stoke-on-Trent	80	75	5
Thurrock	81	77	4
Reading	78	75	3
Stockton-on-Tees	81	78	3
Southampton	78	75	3
Portsmouth	79	78	1
East Riding of Yorkshire	86	85	1
Warrington	79	78	1
Poole	83	83	0
York	80	80	0
Bristol	74	74	0
Medway	80	80	0
Blackpool	79	80	-1
Leicester	69	71	-2
Plymouth	75	77	-2
Swindon	75	78	-3
Bracknell Forest	75	79	-4
Slough	69	73	-4
Rutland	80	85	-5
Brighton & Hove	72	77	-5
Wokingham	77	83	-6
North Lincolnshire	72	79	-7
South Gloucestershire	75	83	-8
Milton Keynes	67	76	-9
Southend-on-sea	71	81	-10

Further information

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