



Report to Cabinet

Subject: Overall Satisfaction Survey 2006 – Progress

Date: 11 January 2006

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Members will recall that, in Autumn 2006, the Council undertook the statutory triennial survey of satisfaction with council services and quality of life in the Borough. QCL Market Research carried out the survey work on the Council's behalf.

Unweighted results from the survey were received in late December. However, prior to publication, these results need to be weighted by an external agency (not by the Council's contractor) in line with arrangements specified for all authorities carrying out these surveys.

At the time of writing (20 December 2006), I have been led to believe that this weighting should be completed in time for me to report headline results (including Best Value Performance indicator measures) to this Cabinet meeting, though this does depend on the speed of processing by the external agency.

If the weighted data has been received by then, I will report the headline figures to the meeting. I will follow this up with a further, more detailed presentation of results to Cabinet and relevant Scrutiny Committees later in the year, in line with previous practice for these surveys. This will include comparisons with the Council's previous performance and with the performance of other authorities. Members may also wish to consider the results, in particular wider quality of life issues, as part of any review of corporate priorities later this year.

In the meantime, members should be aware that it is likely that the weighted results will feature in a presentation to be made to the Nottinghamshire Partnership on 25 January 2007 looking at "The State of Nottinghamshire", assuming that the weighted data has been received in time to allow for this.

Members are **recommended** to note the report and to await further information on the issue as it becomes available.