



Report to Cabinet

Subject: Satisfaction Tracker Survey 2007

Date: 3 April 2008

Author: Head of Strategy and Performance

1. Purpose of the Report

- § To inform members of the results of the 2007 Satisfaction “Tracker” Survey

2. Background

Resident satisfaction with the Council, its services and wider quality of life issues are increasingly used as measures of Council performance.

Satisfaction measures form a key part of current and future Local Area Agreements and the national local government performance management framework.

Formal satisfaction surveys were required every three years under Best Value requirements. The Council however committed to carrying out satisfaction surveys annually to track progress.

2007 was one of the years in which a tracker, rather than full Best Value survey, was carried out. For the first time, Gedling BC worked in partnership with other Nottinghamshire councils to carry out a joined-up survey in every district across the county, using the same contractor.

3. Proposal

The main findings of the 2007 tracker are set out in the presentation to be given to the meeting. Copies of the slides are attached at **Appendix A**. The full report

also takes the form of a PowerPoint presentation and will be available for reference on the Council's website and intranet after today's meeting.

For the future, the government has proposed a new survey, the Place Survey, to replace the Best Value Satisfaction survey. Issues to be probed are included in new National Performance Indicators, but details of questions are still being developed.

The new survey will be required every two years. It does however look unlikely that it will include questions about specific council services, so consideration is currently being given to whether the Council should carry out surveys of this type in the alternate years to inform and assess customer service developments.

4. Recommendation

Members are **recommended** to note the presentation.