

WRITTEN STATEMENT OF A NON-KEY DECISION CABINET

ITEM:	HEREFORDSHIRE SATISFACTION SURVEY
Members Present:	Councillors: RJ Phillips (Leader), Mrs LO Barnett, PJ Edwards, Mrs JP French, JC Mayson, DW Rule MBE (Deputy Leader), DB Wilcox, RM Wilson.
Date of Decision:	22nd March 2007
Exempt:	No
Confidential	No
Urgent Decision:	No
Purpose:	To report to Cabinet the results of the recently completed survey and the actions being taken to follow these up.
Decision:	<p style="text-align: center;">THAT</p> <p style="text-align: center;">(a) the survey results be noted; and</p> <p style="text-align: center;">(b) the actions in paragraphs 19 and 20 of the report be approved.</p>
Reasons for the Decision:	<ol style="list-style-type: none"> 1. In line with best practice, the Authority conducts an annual satisfaction survey. Every three years this doubles as the best value general survey required by Community and Local Government. The data are important for service planning purposes, our performance assessments and central to the authority's improvement plan. 2. Addressing the issues raised by this survey is particularly important as 'perception' type indicators such as these are a vital element of the proposed comprehensive area assessment. They are central to the wider direction set for local government in the recent White Paper. Overall satisfaction with authorities nationally has tended to lag behind satisfaction with individual services for a number of years. One reason is that the link between the services received and the correct identification of the responsible organisation remains relatively weak. However, improving public perceptions such as these will become an even greater challenge in future. Authorities will need to manage their accountabilities both as leaders of the public sector in an area and as commissioners for specific services much more actively & consistently than in the past. 3. The data have been validated by the Audit Commission and weighted to correct over and under representation on a number of demographic factors. A range of comparisons is now becoming available nationally. The research team

	<p>should be commended for once again meeting all the required standards, comfortably exceeding the required response rate, not having any results amended by the Commission and conducting the survey at considerably lower cost than when it was produced under contract.</p> <p>4. The survey covers best value indicators, tracks perceptions of the Authority's service delivery and the quality of life in Herefordshire. In addition some optional questions have been included from previous surveys together with some that provide local indicators. The data are used by the Council but also by partners. Planning and library services are covered by separate surveys but summary results are included here.</p>
Options Considered:	Not to take any specific action.
Declaration of Interest:	None.

<p>COUNCILLOR RJ PHILLIPS:.....</p> <p>LEADER OF THE COUNCIL</p>	<p>Date:.... 22nd March 2007</p>
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