

**WRITTEN STATEMENT OF A NON-KEY DECISION
CABINET**

ITEM:	RESULTS OF 2003/04 BVPI SATISFACTION SURVEY
Members Present:	Councillors RJ Phillips (Chairman), Mrs O Barnett, P Edwards, Mrs J French, GV Hyde, C Mayson, R Stockton, B Wilcox, M Wilson
Date of Decision:	17th June, 2004
Purpose:	To inform Members of the outcome of the BVPI Satisfaction Survey 2003/04.
Decision:	THAT (a) the content of the report be noted; and (b) Officers be asked to bring back a further report detailing how satisfaction levels can be measured on a year on year basis rather than awaiting the outcome of the three year satisfaction survey.
Reasons for the Decision:	In 2000/01, <i>User Satisfaction Best Value Performance Indicators</i> (BVPI) were introduced to the BVPI set for measurement on a 3 yearly basis.
Options Considered:	There are no alternative options
Declaration of Interest:	None

RJ PHILLIPS:..... Date:.....
LEADER OF THE COUNCIL