

HEREFORDSHIRE SATISFACTION SURVEY

Report By: Head of Policy and Performance

Wards Affected

Countywide

Purpose

To advise the Committee of the range of data provided by the survey that might:

- (1) inform proposed scrutiny reviews
- (2) assist in the choice of future scrutiny reviews
- (3) assist in the routine performance management of services by identifying issues which should be addressed in the design, delivery or assessment of services in current and future plans.

Financial Implications

There are no financial implications. The survey costs are met from within the Policy & Performance base budget.

Background

1. The Council is required to run this survey every three years under the Best Value legislation. We choose to survey every year as a matter of best practice. A large proportion of the questions address issues relating to leisure, countryside, culture and libraries services that are central to this Committees remit.
2. The survey is largely about people's perceptions of services and their area. It can be analysed by age group, area, users / non-users, deprivation as well as over time, in comparison with other authorities. Results can be combined to give a picture of what is important as well as what individuals would like to see improve in future.
3. The recent headline best value indicators present a generally positive picture of rising satisfaction with sports, leisure, libraries, museums, galleries, parks and open spaces. Only satisfaction with theatres and concert halls has declined. These results can be analysed further to distinguish between users and non-users of the services. The Herefordshire Voice panel have been used in the past to probe more deeply into reasons for [dis] satisfaction and produced some positive suggestions for change. The action taken on these suggestions may be part of the reason for the rising satisfaction scores currently.
4. More specifically the low level of crime is amongst the five most important reasons for making Herefordshire a good place to live and is also one of the issues that the public still want improving most as are activities for teenagers. Both of these topics have been consistently amongst the most important issues for the public for a number of years. As far as the overall quality of life in concerned access to nature

and sports / leisure facilities are amongst the few factors to get positive scores, i.e the public feel they have got better. All the other quality of life factors examined got negative scores – the public feel that they have got worse – and those that relate to this Committee's work again include crime, activities for teenagers and to much lesser extent cultural facilities and community activities.

5. Finally, there is specific information on anti-social behaviour and community relations as well as access to local services including parks, libraries, sports / leisure facilities and cultural / recreation facilities. As a result of all this data, the survey is a potentially important 'tool' for members of this scrutiny committee to use in their current and future work.

RECOMMENDATION

THAT (a) The Committee consider what use survey results such as these can be when considering their future work programme

BACKGROUND PAPERS

- Herefordshire satisfaction survey March and April 2007