

Key Decision Details

Decision Name	Customer Survey
Date of Decision	15 July 2004
Decision maker	Cabinet
Describe the Decision taken	The results of the Customer Satisfaction Survey 2003/04 are noted.
What were the reasons for taking the Decision?	To consider a consolidation of satisfaction survey giving an indication of the level of satisfaction with Council Services.
What alternative options were considered and rejected?	none
Conflict of interest and dispensation	none
Is the decision a Key Decision?	No
Was the decision included in the Forward Plan	No
Was the decision subject to the urgency proceedings?	No
List the background papers to any report considered by the Decision Taker	Base data sets and results of survey undertaken between June 2003 and Jan 2004 by Bostock Marketing Group Best Value Performance Indicators 2003/04 issued by the Office of Deputy Prime Minister
Person Making this report	Mrs H Lack
Date upon which the Decision will come into force, subject to no call-in	26 July 2004
Accompanying Documents	cust satisfaction

