

**BEST VALUE PERFORMANCE INDICATORS : SATISFACTION SURVEYS
(Report by Head of Policy)**

1. INTRODUCTION

- 1.1 Members will be familiar with the Best Value Performance Indicators (BVPs), set nationally by the Audit Commission, which are designed to provide information about the Council and the services we provide in a range of areas.
- 1.2 A number of the BVPs relate to satisfaction with aspects of the Council's services and, in common with other local authorities, we have to survey local people and collect this information periodically – currently every three years.
- 1.3 The purpose of this report is to consolidate the satisfaction surveys so that Members have an indication of the level of satisfaction, or otherwise, with Council services.

2. SUPPORTING INFORMATION

- 2.1 The questions and the methodology for conducting the survey is set by the Office of the Deputy Prime Minister (ODPM). Due to changes in the methodology, it is not possible to make a direct comparison between the results of this and the previous survey (2000). If Members require this comparative information, a detailed analysis of the base data can be undertaken for most of the Indicators.
- 2.2 The attached report draws together the "headline" results from the survey, comparing this with the performance of other Councils in Cambridgeshire and providing further detailed analysis for Huntingdonshire.
- 2.3 The Central Services Policy Division is drawing together the results of the survey, along with other significant surveys and research, to provide a combined resource to help in service planning and managing performance.

3. CONCLUSION

- 3.1 The results of the surveys, along with other consultation research and data, forms an important part of the Council's Comprehensive Performance Management framework. The framework will be used to assist in the planning and development of services and policy formulation, the allocation of resources and in reviewing performance and achievement.

4. RECOMMENDATION

4.1 It is recommended that the Cabinet,

- a) consider the views of the Overview and Scrutiny Panels, and
- b) review the results of the satisfaction surveys.

BACKGROUND DOCUMENTS

Base data sets and results of surveys undertaken between June 2003 and January 2004 by Bostock Marketing Group.

Best Value Performance Indicators 2003/04 issued by the Office of the Deputy Prime Minister.

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