



Item No.]

Ward/s
N/A

Name of Group:	CABINET
Directorate:	Citizens, Finance & Governance
Corporate Manager:	Dale Phillipson
Cabinet Meeting Date	1st October 2007
Agenda Status:	Public

Report Title	Customer Satisfaction Survey Analysis 2006/07
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Key Decision	NO
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1. Recommendations

- 1.1 That Cabinet note the contents of the report
- 1.2 That Cabinet endorses action to address the issues raised and incorporate results of the surveys to inform service planning process for 2008 and onwards.

2. Summary

This report details the results and key issues from the triennial Best Value Satisfaction Surveys undertaken in 2006.

3. Report Background

3.1 Report Background

Statutory satisfaction surveys are undertaken every three years. The surveys comprise four specific areas:

- General Satisfaction (addresses Corporate Health, Environment and Culture)
- Benefits
- Housing
- Planning

The latest surveys were conducted by MORI/IPSOS and CWA in the autumn of 2006. The Audit Commission has aggregated national results and presented these in quartile tables. This data, where available, is appended to this report.

3.2 Issues

3.2a Frequency of Satisfaction Surveys

In order to strengthen the Council's understanding of customer satisfaction and to improve its ability to respond to the results of such surveys, the frequency of these surveys is being increased to an annual basis. This exceeds the statutory requirement. Negotiations are underway with potential survey suppliers with the aim of commencing the next satisfaction in October or November of this year.

3.2b Results of the Survey

The attached report sets out details of the specific survey. Results overall are disappointing and reflect the circumstances of the Council in 2006, prior to the current range of improvement activity. A range of actions have been taken to address the results of the surveys. These include:

- Adoption of an interim Community Engagement Strategy.
- Implementation of a Citizens Panel jointly with Northamptonshire County Council.
- Implementation and ongoing monitoring of Housing Service Standards and development of tenant handbook.
- Further customer testing using mystery shopping approaches within housing service.
- Customer profile exercise currently underway within the Housing service.
- Introduction of a complaints process case review and learning log together with improved complaints monitoring and action tracking.
- Improved customer feedback systems at Cliftonville Reception with results used to make improvements to facilities.

4. Options and Evaluation of Options

None

5. Resource Implications (including Financial Implications)

Policy

The survey results will be used to inform future Policy development.

6. Risk and Opportunity Issues

Failure to use the Survey results to inform future service delivery will adversely impact on customer satisfaction.

7. Consultees (Internal and External)

Internal	Management Board
External	

8. Compliance Issues

A: How Proposals Deliver Priority Outcomes

Improvement Plan

Directly impacts on actions identified within the improvement plan and the need for improvement within customer satisfaction.

Corporate Plan

The proposed management action to ensure results are used to inform future service delivery will support delivery of Corporate Plan objectives and Improvement Plan outcomes.

B: Other Implications

Other Strategies

None

Finance Comments

None

Legal Comments

None

Crime and Disorder Issues

None

Equality Impact Assessments

None

9. Background Papers

Title	Description	Source
Ipsos MORI General Satisfaction Survey Report 2006/07	Results of triennial Satisfaction Survey	MORI
CWA Tenant, Benefit and Planning Service Best Value Satisfaction Results	Results of Service Satisfaction Surveys	CWA
Communities and Local Government – General Survey National Report 'Best Value User Satisfaction Surveys 2006/07'	National results of General Survey User Satisfaction	Communities & Local Government

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