

## **BEST VALUE USER SATISFACTION SURVEY 2006/2007 – CONSULTATION**

### **1 SUMMARY**

- 1.1 This report details the proposals put forward by Government for changes to the content of the Best Value User Satisfaction Survey (also referred to as the General Survey) due to be undertaken in 2006, and seeks feedback on proposals and options.

### **2 INTRODUCTION**

- 2.1 The Office of the Deputy Prime Minister's (ODPM) proposals, outlined in the consultation, include the introduction of new questions and alterations to the survey layout and structure. It also seeks feedback on the methodology to be used and the merits of a joint survey with the county council.
- 2.2 A copy of the consultation document has been placed in the Members' Library for information. Comments must be submitted to the ODPM by 6 February 2006.

### **3 SPECIFIC CONTENT**

- 3.1 The Government is requesting views on:
- the introduction of new questions covering quality of life, information provision, customer contact and care, and local decision-making
  - alterations to the layout and structure of the questionnaire
- 3.2 Views are also sought on the following issues
- Whether county councils should run joint surveys with district councils which fall within their boundaries, rather than separate surveys
  - The merits of a single prescribed research method
  - The use of sampling methods
  - Proposals to delete existing questions

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**4 OFFICER RESPONSE**

- 4.1 Officers have considered the details as proposed within the consultation paper and the suggested response is as outlined in Appendix A.
- 4.2 The ODPM are being prescriptive as to the feedback required on this consultation. However, several issues arising from the 2003 survey, and with existing performance indicator definitions, have not been addressed in the ODPM's current proposals, and feedback on these has therefore been incorporated in the Council's response.

**5 CRIME AND DISORDER IMPLICATIONS**

- 5.1 The survey addresses issues relating to crime and disorder.

**6 ENVIRONMENTAL IMPLICATIONS**

- 6.1 The survey addresses issues relating to the environment.

**7 RESOURCE IMPLICATIONS**

- 7.1 Following the issue of the final survey format, discussions will commence with the County Council concerning either a joint survey or joint-procurement of individual surveys, as was conducted in 2003. There is sufficient budgetary provision for this work, which will be out-sourced.

**8 LEGAL IMPLICATIONS**

- 8.1 It is a statutory requirement to conduct this survey.

**9 RECOMMENDATION**

- 9.1 It is proposed that the Committee **RESOLVES**

That, subject to Member consideration and comments, the Council's response to the consultation be on the basis set out in Appendix A.

Paul Warren  
Chief Executive

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**Background Papers:-**

None

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