



## **POLICY AND RESOURCES SCRUTINY COMMITTEE– 21ST JULY 2009**

**SUBJECT: RESULTS OF THE FEBRUARY/MARCH 2009 HOUSEHOLD SURVEY**

**REPORT BY: CHIEF EXECUTIVE**

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### **1. PURPOSE OF REPORT**

- 1.1 To inform the Policy and Resources Scrutiny Committee of the findings of the 2009 Household Survey. This report seeks to draw out the key results in relation to overall levels of satisfaction with Council services and perception of the Quality of Council Services.

### **2. SUMMARY**

- 2.1 The attached Summary Report outlines the key findings of the Household Survey in areas of particular relevance to the Policy and Resources Scrutiny Committee. The associated presentation will focus on a more detailed analysis of these findings.

### **3. LINKS TO STRATEGY**

- 3.1 The Household Survey and its findings have a direct link with a number of council policies and strategies:
- Community Strategy
  - Corporate Improvement Plan
  - Customer Care
  - Consultation Strategy

- 3.2 The results of the Household Survey provide the data for key performance indicators and are fed into Service Improvement Plans.

### **4. THE REPORT**

- 4.1 This report seeks to draw out the key results in relation to satisfaction with Council Services.

### **5. FINANCIAL IMPLICATIONS**

- 5.1 Dependent of the impact of the findings, in relation to future service provision within individual Directorates/service areas.

### **6. PERSONNEL IMPLICATIONS**

- 6.1 Dependent of the impact of the findings, in relation to future service provision within individual Directorates/service areas.

## **7. CONSULTATIONS**

- 7.1 Directors and Heads of Service were consulted in relation to the content of the Household Survey. CMT, Cabinet, the Head of Policy and Performance and the Communications Unit and were consulted in the proposed dissemination of the results.

## **8. RECOMMENDATIONS**

- 8.1 the Household survey will feed into the Corporate Improvement Plan of the council by helping to:
- identify perceived areas of strength and weakness in the provision of Council services
  - highlight areas of change in this level of service provision over the last two years, to provide data for further comparison in future years and
  - to help determine future priorities.

## **9. REASONS FOR THE RECOMMENDATIONS**

- 9.1 To ensure that the data from the Household Survey is fully publicised amongst Officers, Members and the public and that the data is fully utilised in determining future priorities.

## **10. STATUTORY POWER**

Local Government Act 1972/2000

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Consultees: Corporate Management Team  
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Background Papers:  
Household Survey 2009 – Key Findings report attached