

## **Harrow Strategic Partnership Board**

**Thursday 16 June 2005**

### **MORI Quality of Life Survey**

In November 2004 the council contracted with MORI to provide two surveys. The first survey helped inform the budget process (and has been successful delivered). The second survey was designed to look at quality of life locally to inform the work of the Harrow Strategic Partnership (HSP).

In April 2005 the HSP Board agreed to conduct the quality of life survey in May 2005. The survey aimed to:

- Inform the council and HSP's priorities and planning;
- Collect perception of residents' quality of life and understand what drives these perceptions;
- Refresh our understanding of residents' satisfaction with the Council; and
- Understand more fully what drives satisfaction.

The results of this survey will assist the HSP in its intention to focus on delivery and addressing improvements in quality of life locally. It will also help inform the future plans (or actions) that the HSP wants to see addressed through the updated Community Strategy.

The attached report from the MORI group outlines the key findings of the quality of life survey.

Bindu Arjoon  
Manager, Policy & Partnership Service, Harrow Council