

LONDON BOROUGH OF HARROW

Meeting:	Community Consultative Forum
Date:	22 October 2003
Subject:	Satisfaction Surveys 2003/04
Key decision:	No
Responsible Chief Officer:	Executive Director (Organisational Development)
Relevant Portfolio Holder:	All
Status:	Part I
Ward:	All
Enclosures:	None

1. **Summary/ Reason for urgency (if applicable)**

- 1.1 To report details of surveys being carried out this financial year.

2. **Recommendations**

2.1 **That the report be noted.**

REASON: To advise Forum members of consultation activity taking place in the next few months.

3. **Consultation with Ward Councillors**

- 3.1 Not applicable.

4. **Policy Context (including Relevant Previous Decisions)**

- 4.1 Not applicable.

5. **Relevance to Corporate Priorities**

- 5.1 The outcomes of these surveys will be useful in assessing local people's views on Council services and priorities, but this report has no direct effect.

6. **Background Information**

- 6.1 As a Best Value authority we are statutorily required to conduct user satisfaction surveys, every three years. These surveys are designed specifically to reflect users' experience of services and form part of the Best Value Performance Indicator framework. On completion, the statistical data obtained from these surveys will be reported to the ODPM (Office of the Deputy Prime Minister) and published in next year's Best Value Performance Plan (2004/2005), in June 2004. The ODPM have prescribed what they consider to be the minimum survey detail to ensure comparability of data across authorities. The questions are mandatory and cannot be modified. For information, the surveys and other related information are detailed below for each respective survey:

Title of survey	Questionnaires sent out	Lead Officer/s	Extension No.
Benefits applicants	August 2003 and January 2004	Sitwat Asad David Ashmore	2632 2813
Planning applicants	October 2003	Frank Stocks	2498
Housing tenants	October 2003	Rebecca Price	2339
Library users	October/November 2003	Bob Mills	2048
General survey (random sample of at least 1,100 residents)	October 2003	Martin Randall Melanie Irons	2815 2868

- 6.2 The Public Library User Survey (PLUS) will be conducted by asking visitors to libraries to complete a questionnaire on the spot. The remaining surveys will be distributed by post. Harrow, along with most other London Boroughs, has commissioned MORI to carry out this work on their behalf, following a tendering exercise by the Association for Local Government (ALG). In accordance with recommended practice, we will offer translation into community languages on request. Facilities are also provided for those with impaired vision.
- 6.3 The General survey asks questions across a range of services and some other topics such as the quality of life in the area and anti-social behaviour. By the time of the Committee's meeting the General survey questionnaire, together with those for Benefits (first phase) and Planning, will have gone out.
- 6.4 Further information is available from the relevant officer indicated above, who can also provide a sample questionnaire on request.

7. **Finance Observations**

- 7.1 The cost of these surveys will be met from existing budgets.

8. **Legal Observations**

- 8.1 None.

9. **Conclusion**

9.1 Reported for information.

10. **Background Papers**

10.1 ODPM guidance on satisfaction surveys (available at www.survey.bvpi.gov.uk).

11. **Author**

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