

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting23rd March 2016

1. Title of Item/Report

IPSOS MORI - Residents Survey

2. Record of the Decision

Consideration was given to a report that provided a copy of the final report (including summary infographic sheet) on the Residents Survey 2015 from Ipsos MORI and a covering note to remind Members of how and why the Survey was done; including notes about how results may be compared with other Local Authorities and the national picture; highlighted key headlines; and, proposed a forward plan for reporting and use of the Survey results.

Overall, the results were very positive with almost 9 in 10 residents satisfied with the local area (just 7% are dissatisfied). Over 7 in 10 were satisfied with how the Council runs things (just 12% were dissatisfied), 7 in 10 trust the Council a great deal / fair amount (with only 7% saying "not at all"), almost 7 in 10 agree that the Council acted on residents' concerns a great deal / fair amount (just 6% say "not at all"), almost 6 in 10 agree the Council provides value for money (19% disagree). The results also showed general improvement from the 2012 survey.

With regard to the next steps the results would be analysed in more detail as the views of residents were vital in helping the Council to plan and deliver services in the best way possible. This process would also inform the difficult decisions the Council faced as services were reviewed in response to unprecedented reductions to the Council's budget. The Council would also be looking in particular detail at the areas identified for improvement.

All Members were presented with the results at a Members Policy seminar on 9th March 2016. The proposed forward plan outlined below would be delivered:

- a. The results will be shared with all residents in the borough via an article in the March 2016 Stockton News.

b. The results will be shared with all managers to be used in planning future service delivery and shaping of services. This will help ensure that managers consider and use the Survey findings, as a matter of course, in:

i. Planned 'Big Picture' Reviews over the next 3 years

ii. In service planning, delivery and improvement work

iii. Medium Term Financial Planning (MTFP)

c. Where required further analysis will be carried out on the areas for improvement to gain a better understanding of the underlying reasons / issues. This could include identifying vulnerable groups compared to the population as a whole or key drivers of perception / satisfaction.

d. The 'Residents Survey 2015 – Final Report' summary key findings will be shared with all employees. The summary infographic sheet, Appendix 2, will be central to this work. Sharing the report in this way will help ensure that all employees are aware of the Survey findings and consider and use them, as a matter of course, during their day to day work including when they engage with residents, visitors and businesses.

e. The results will be shared with key partners and stakeholders when and where appropriate to ensure that the views of the residents of the Borough are reflected in their future service delivery.

RESOLVED that:-

1. The report be noted.

2. The proposed next steps at paragraph 10 be agreed.

3. Reasons for the Decision

The recommendations and subsequent actions will ensure that Council and other partners' services can be improved by using the information contained in the report and that produced through further analysis. It will also inform communications on key issues.

4. Alternative Options Considered and Rejected

None

5. Declared (Cabinet Member) Conflicts of Interest

None

6. Details of any Dispensations

N/A

7. Date and Time by which Call In must be executed

Midnight, 4th April 2016

Proper Officer
29 March 2016