

Committee: PERFORMANCE SELECT COMMITTEE

Agenda Item

Date: 28 July 2009

8

Title: PLACE SURVEY SUMMARY REPORT

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Item for
information

Summary

- 1 This report presents a summary of the Place Survey results for Uttlesford District Council that was conducted in 2008.
- 2 It specifically details the performance of the Council alongside all other District and Borough Councils that conducted their surveys through the Essex consortium.
- 3 All of the results detailed have now been verified and published by the Audit Commission.

Recommendations

- 4 That the Committee notes the performance of the Council and makes any comment as necessary.

Background Papers

- 5 Audit Commission Place Survey Results 2008, Table 2 – Results for all Local Authorities, England.

Impact

Communication/Consultation	The Place Survey was conducted on a random sample of the community. Results are available via the Council's Internet.
Community Safety	None beyond awareness of any results pertaining to Community Safety related survey questions.
Equalities	None beyond awareness of any results pertaining to Equalities related survey questions.

Finance	All costs associated with conducting and communicating the Place Survey are built into the relevant approved service budgets.
Human Rights	No direct impact resulting from report findings
Legal implications	No direct impact resulting from report findings
Sustainability	No direct impact resulting from report findings

Situation

- 6 The Place Survey is a government-led community survey that replaces the previous Best Value Survey.
- 7 The purpose of the Best Value Survey was to primarily capture performance data relating to residents perception of their local council's service provision. The Place Survey however, focuses more generally on how people feel about their local community as a whole, including quality of life factors, alongside their perception of the level of service provided by their local authority. As a direct result of this, Uttlesford conducted their survey in partnership with Uttlesford Futures, our Local Strategic Partnership.
- 8 The Council were invited, and subsequently agreed, to conduct their survey through an Essex Consortium that was managed by Essex County Council. This relieved the authority of the administration burden that such a survey would impose and allowed a certain level of data provision that allowed us to assess our performance against others in the county.
- 9 The completion of the survey was managed through the research and consultancy company BMG. The company has 20 years experience of both the social public and commercial private sectors.
- 10 A total of 3,145 residents were surveyed. The distribution process consisted of an initial mailing in September 2008 with reminders being sent during October and a requested return date of no later than 19th December 2008. A full set of verified results were published by the Audit Commission on 23rd June 2009.

Summary Analysis

- 11 Please see Appendix 1 attached for a summary of the results collated for members of the Essex Consortium.

Risk Analysis

12 The following have been assessed as the potential risks associated with this issue:

Risk	Likelihood	Impact	Mitigating actions
That survey results will identify areas of weakness that are not addressed	2	3	Performance in areas that have not been rated highly are reviewed regularly at both SMB and Committee level. Where necessary corrective actions are identified, tracked and monitored through to closure.

- 1 = Little or no risk or impact
- 2 = Some risk or impact – action may be necessary
- 3 = Significant risk or impact – action required
- 4 = Near certainty of risk occurring, catastrophic effect or failure of project