

RESIDENTS SURVEY WORKING PARTY

14 January 2021 at 9.00 am

Present: Councillors Mrs Cooper (Chairman) and Tilbrook

1. APPOINTMENT OF CHAIRMAN

The Working Party

RESOLVED

That Councillor Mrs Cooper be appointed Chairman of the Residents Survey Working Party.

2. DECLARATIONS OF INTEREST

There were no declarations of interest made.

3. START TIMES

The Working Party

RESOLVED

That its start times for meetings for the remainder of 2020/21 be 9.00 am.

4. AGREEMENT OF RECOMMENDATIONS TO THE OVERVIEW SELECT COMMITTEE

The Group Head of Policy provided the Working Party with a brief overview of the report that had been sent to Members separately to the agenda detailing their informal discussions.

The Working Group then discussed the recommendations that had been suggested by the Group Head of Policy. Discussion was centred around the detailed wording of the recommendations in line with the desire to allow flexibility to build on improving the survey further for 2021.

The Working Party

RECOMMENDS to the Overview Select Committee

1. That the Council carries out its 2021 Residents Satisfaction Survey using methods identified by the Working Party to improve participation across age groups, which can be implemented within budget, these are:

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- a) Increase number of surveys, potentially offsetting this cost by not sending out follow up letters, numbers to be determined with the survey provider
 - b) Carry out an open online survey alongside the targeted survey
 - c) Explore options for incentives for survey completion to be vouchers for local businesses
 - d) Explore options for invitations to participate being sent in a more appealing format.
 - e) Carry out an additional sample geographically targeted survey to target younger respondents
2. That delegated authority be given to the Group Head of Policy to work with our chosen provider to deliver the most representative survey for 2021, within existing budgets based on the recommendations of the Residents Satisfaction Survey Working Party and in consultation with the Chairman of the Working Party
 3. That the effectiveness of the changed methodology be reviewed in the 2021 survey report and developed for future years

(The meeting concluded at 9.43 am)