

Item 10 - Residents Survey

The attached report was considered by the Policy & Performance Advisory Committee relevant Minute extract below

Policy & Performance Advisory Committee - 1 March 2016 (Minute 35)

The Communications Manager gave a [presentation](#) on, and presented a report which, set out the results of the 2015 Residents' Survey carried out from 24 October to 2 November 2015 by an independent research company on behalf of the Council. The purpose of the survey was to evaluate the level of satisfaction with the Council and its services, the effectiveness of the Council's communications activities and to establish where local people obtain information about the Council. The data was collected by way of a telephone survey of 201 Sevenoaks District residents, who collectively formed a broadly representative sample of the District population.

The research had been conducted under the Code of Practice of the UK Market Research Society, which meant that all of the answers residents gave remained strictly confidential and anonymous. Satisfaction with the Council stood at 79%, 59% of residents thought the Council provided Value for Money, and 70% said they were well informed about Council services. In all cases the scores were significantly higher than the national benchmark.. In Shape magazine continued to be the communication that was most seen by residents in the 6 months prior to the survey and overall satisfaction with In Shape magazine was high with 85% of respondents agreeing it provides good value for money,.

Public Sector Equality Duty

Members noted that consideration had been given to impacts under the Public Sector Equality Duty.

Resolved: That the results of the 2015 Residents Survey, be noted.

