

## RESIDENT SURVEY 2021

Improvement & Innovation Advisory Committee - 25 November 2021

**Report of:** Chief Executive

**Status:** For Consideration

**Key Decision:** No

**Portfolio Holder:** Cllr. Peter Fleming

**Contact Officers:** Daniel Whitmarsh, Ext. 7414

Lee Banks, Ext. 7161

**Recommendation to Improvement & Innovation Advisory Committee:**

The 2021 Resident Survey results are noted.

**Reason for recommendation:** To ensure Members are aware of resident views in relation to the District and the services the Council provides.

### Introduction and Background

- 1 During September 2021, the Council employed Lake Market Research Ltd, an independent research company, to carry out a resident survey on behalf of the Council.
- 2 The purpose of the survey was to understand residents' satisfaction with their local area and the Council's service and to evaluate the effectiveness of the Council's communications.
- 3 A number of the core questions were taken from the LGA's 'LG Inform' project, a tool developed by the LGA as a benchmarking data service for local authorities.
- 4 The data was collected by way of a telephone survey of 300 Sevenoaks District residents. Collectively they formed a representative sample of the District population.
- 5 Research took place from 6 to 26 September 2021. Some telephone calls took place during evenings and at weekends.
- 6 The research was conducted under the Code of Practice of the UK Market Research Society, which means that all of the answers residents gave remain strictly confidential and anonymous.

## Headline Results

- 7 Set out below are the results of three of the main measures arising from the Resident Survey.
- 81% of residents are satisfied with the way in which Sevenoaks District Council runs things. This is compared to 79% when last measured in 2015 and higher than the national benchmark from the LGA of 68%.
  - 63% of residents believe that Sevenoaks District Council provides value for money. This is compared to 59% when last measured in 2015 and higher than the national benchmark from the LGA of 49%.
  - 86% of residents have trust in Sevenoaks District Council. This is compared to 74% when last measured in 2015 and higher than the national benchmark from the LGA of 64%.
- 8 Comparative data from the Local Government Association (LGA) is provided from their national resident survey. The LGA also conduct their survey by telephone and dates to June 2021.

## Results presentation

- 9 A presentation will be provided to Members at the Improvement & Innovation Advisory Committee which will summarise a wider set of the data from the Sevenoaks District Council Resident Survey.

## Other options Considered and/or rejected

There were no other options considered or rejected in relation to this report.

## Key Implications

### Financial

There are no financial implications arising from this report.

### Legal Implications and Risk Assessment Statement

There are no legal implications arising from this report.

### Equality Assessment

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

### Net Zero Implications

The decisions recommended through this paper have a remote or low relevance to the council's ambition to be Net Zero by 2030. There is no perceived impact

regarding either an increase or decrease in carbon emissions in the district, or supporting the resilience of the natural environment.

## **Conclusions**

The Council's 2021 Resident Survey was conducted during September 2021 and has provided a strong set of results in respect of the Council's performance. A presentation will be provided for the Advisory Committee which will summarise a wider set of data.

### **Appendices**

None.

### **Background Papers**

None.

**Dr. Pav Ramewal**  
**Chief Executive**