
Select Committee on Community Safety and Community Services - 10th January, 2008

Report of the Chief Executive

Public Perception Surveys - Local Government User Satisfaction Survey and Citizen's Panel

Purpose of Report

1. Dudley MBC engages with the residents of the Borough in order to gather data on public perceptions of Council services and quality of life. Various mechanisms are employed, the largest of which are the Local Government User Satisfaction Survey (LGUSS) and the Citizen's Panel.
2. One of the purposes of gathering this data is to measure the effects that the Council and its partner agencies are having upon perception of Community Safety and to raise the public's awareness of what the LAA is doing to tackle anti-social behaviour.

Background

3. This report was commissioned as a result of discussions that took place during the meeting dated 11th November 2007 and relates to points contained within agenda item no. 14.

Brief Description of the LGUSS and Citizen's Panel

4. The General User Satisfaction Survey takes place every three years, the most recent being Autumn 2006. A random sample of 3,500 was drawn from a postal address file of 6000 provided by the Audit Commission. A response rate of nearly 40% was achieved from the original questionnaire together with two reminders. This provided the baseline for all but one of the Safer & Stronger Communities perception measures currently quoted within the LAA.
5. The Citizen's Panel is used between two and four times each year and differs slightly from the LGUSS in that panel members agree to participate. 'SSC03.2 - % of people concerned about becoming a victim of crime' is the remaining LAA indicator measured via public perception surveys. As the LGUSS only occurs every three years, it is envisaged that the Citizen's Panel be utilised in interim years to monitor direction of travel for all the perception indicators.

6. A colour copy of the report has previously been circulated to Members. Members may wish to bring that copy with them to the meeting. The report, contains the following sections:
Appendix 1 – Local Government User Satisfaction – Public Perceptions of Anti Social Behaviour
Appendix 2 – Extract from the DUE analysis – Quality of Life
Appendix 3 – Further Analysis

Finance

7. There are no direct financial implications arising from this report

Law

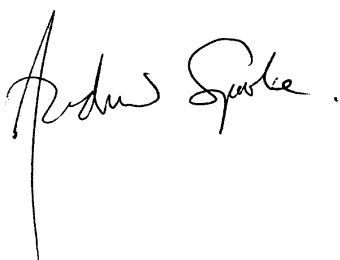
8. The Council may do anything which is incidental to conducive to or which facilitates the discharge of its functions under section 111 of the local government Act 1972. The surveys referred to in the report are incidental to a number of statutes but in particular in relation to anti social behaviour orders, the Crime and Disorder Act 1998.

Equality Impact

9. There are no special considerations to be made with regard to equality and diversity relating to receiving and noting this report.

Recommendation

8. It is recommended that:-
- The contents of the report be noted.



.....
Andrew Sparke
Chief Executive

Contact Officer: Trish Kilmurray
Telephone: 01384 815258
Email: trish.kilmurray@dudley.gov.uk

List of Background Papers

None