

**CABINET
23 JUNE 2020**

PART 1 – PUBLIC DOCUMENT

**5c ITEM REFERRED FROM OVERVIEW AND SCRUTINY COMMITTEE: 16 JUNE 2020
– DISTRICT WIDE SURVEY 2019 – KEY FINDINGS**

Councillor Martin Stears-Handscomb, Leader of the Council, presented the report entitled District Wide Survey 2019 – Key Findings and informed Members of the following:

- The Peer Review recommended that reports should be presented by Executive Members.
- The District Wide Survey was carried out every two years.
- Drew attention to various elements within the report.
- He thanked the Communications Manager and her team for the work and analysis involved in producing this report.

The following Members took part in the debate and asked questions:

- Councillor David Levett;
- Councillor Claire Strong;
- Councillor Val Bryant;
- Councillor Sam Collins;
- Councillor Sue Ngwala

In response to questions the Communications Manager advised:

- That the search facilities for Mod.gov and the Council's website had not been integrated although this was being looked at;
- The website platform would be upgraded and this created the opportunity to look at the design of the website;
- Drupal 7 was not affecting the performance of the website;
- E-bulletins now had 12,000 subscribers;
- The vast majority of customers were engaging with the Council as opposed to contacting the Council via social media;
- The survey was intended as a snapshot and further information could be sought if desired;
- The Consultation Strategy would be updated later this year.

RESOLVED: That the report entitled District Wide Survey 2019 – Key Findings be noted.

RECOMMENDED TO CABINET:

- (1) That Cabinet comment on and note the key findings and observations from the District Wide Survey.

- (2) That Cabinet note that the results will be considered by Senior Management Team in conjunction with Executive Members, to inform the service planning process and future consultation activity.

REASON FOR DECISION: To ensure that Cabinet is aware of the results and any trends from previous surveys and how the results will be used to inform future service delivery.

(Take with Item 7)