

80/05 - **2005/2006 BEST VALUE PERFORMANCE INDICATORS (BVPI)**

SATISFACTION SURVEY – OVERVIEW OF RESULTS: A report by the Performance Officer was submitted providing the results of the 2005/2006 BVPI satisfaction survey. The full survey report, including the methodology and background information, was detailed in Appendix 1 to the report. The Executive Director (Corporate Policy and Improvement) commented that the results had been extremely encouraging and that a press release, focusing upon the key areas, would be released.

RESOLVED (UNANIMOUSLY):

That (1) the individual results on the national BVPI survey questions be noted and that the data be used when considering setting targets for the 2006/2007 Performance Plan in November 2005; and

(2) a letter be sent from the Chief Executive to all Members of staff thanking them for their efforts in light of the good performance in the Best Value Performance Indicators.

Reason for making the decision:

A decision is required as the information is presented as part of the Council's performance management arrangements and to enable realistic and challenging target setting.

Alternative options considered and rejected:

Not having the mid-term results would hamper the Council's efforts in setting realistic and challenging performance targets. Reporting progress on the Council's performance is a key part of the Council's performance management arrangements.

(6.12 pm – 6.15 pm)

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