

30/07 - **BEST VALUE PERFORMANCE INDICATORS (BVPI) – PRESENTATION ON SURVEY RESULTS:** Council received the benefit of a presentation of the key findings of the general BVPI survey 2006 prepared by Glen Joseph, Senior Research Executive, BMG Research.

The presentation encompassed the following aspects:-

Introduction and methodology;  
Overall Satisfaction;  
Image of the Council;  
Information provision;  
Environmental Services;  
Cultural and Community Services;  
The Local Community

The survey had concluded that overall satisfaction remained largely unchanged since 2003; but that environmental, cultural and recreational services had either seen marked improvements or were bucking national trends over the same period.

Mr Joseph then responded to Members' questions on the survey findings following which the Mayor thanked him for his attendance.