

## **[3] S/24: Public Satisfaction Survey: Outcome of**

### **3.1 OUTCOME SOUGHT:**

Council:

1. Noting the results of the Community Satisfaction Survey
2. Noting the actions intended to address issues of concern

### **3.2 SIGNIFICANCE:**

No public consultation required.

### **3.3 BACKGROUND:**

Ms Karen Selway of Opinions Market Research Ltd has addressed Council on the outcome of the 2013 public satisfaction survey. On that basis, and given the size of the document, the actual survey results document is not attached hereto. A copy can be made available to Council members on request.

This report notes a 79% general satisfaction rating of residents with Council and its services which is very favourable. Council has achieved strong results in virtually all aspects of its service delivery. The focus will be on addressing the relatively small "not satisfied" responses as recorded as a means of seeing how it can be improved further.

The customary format issues are not covered.

### **3.4 SUGGESTED RECOMMENDATION:**

That Council notes the favourable outcome of the 2013 public satisfaction survey and that staff focus will be on those services where a "not satisfied" response has been generated in excess of 10%.

### **3.5 RECOMMENDATION: (HIS WORSHIP – PUBLIC RELATIONS)**

That Council –

1. Congratulates Council staff on receiving 87% ratepayer approval, and
2. is pleased to note the public satisfaction of 83% for the Mayor and Councillors and an overall satisfaction for Council services of 79%, and
3. will continue to focus on Council core services to the satisfaction of ratepayers.