Report to: Performance Management & Budget Scrutiny Committee, 4th June 2013

Report of: Service Manager for Performance, Improvement and Efficiency

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Subject: VIEWPOINT SURVEY - NOVEMBER 2012

1. Purpose of Report

1.1 To provide an overview of results from the Viewpoint Survey conducted in November 2012.

2. Background

2.1 The Worcestershire Viewpoint is a customer perception survey conducted across the County in partnership with Worcestershire County Council, the District Councils, NHS Worcestershire and Hereford and Worcester Fire and Rescue Service. The survey is delivered by the Research & Intelligence (R&I) Unit from Worcestershire County Council.

2.2 Two surveys are completed each year. One is distributed in November to include questions covering satisfaction with the area, local services and the council. A second survey in May provides an opportunity to ask more tailored questions usually developed around a theme or specific purpose.

2.3 The last survey was conducted between 2nd November and the 30th November 2012. The survey measures many National Indicators (NI), Best Value Performance Indicators (BVPI), and covers a number of different local public services, including questions on the local economy and business. Several questions are derived from the Place Survey conducted in 2008/09 and allow us to examine trends over time.

2.4 The survey was conducted via a postal and online self-completion approach. This included a boosted sample in the Areas of Highest Need (AoHN), where all households received a survey.

2.5 For the general Worcester City survey, a total of 619 questionnaires were mailed out to panel members. 272 valid responses were received from panel members representing a response rate of 45% a reduction from 57% in 2011. An additional 58 responses were received from new joiners to the panel to make a total of 330 responses.

For the Areas of Highest Needs boosted sample, 205 valid responses were received from panel members and AoHN residents representing a response rate of 12%, a slight increase from 11% in 2011.

2.6 The responses received to the Viewpoint Survey came from a sample of residents and therefore all the results are subject to sampling tolerances. Hence, not all the differences between results are statistically significant. The confidence level is typically +/- 4 to 7 percentage points. These confidence intervals assume a perfectly random sample has been achieved, whereas in practice this isn't the case and therefore margins of error may be slightly larger.

2.7 Topline results for Worcester City Council have been provided and summarised in this report.

The survey included a number of questions specific to Worcester City which were provided by the Services and AoHN partners to inform specific areas of work. Results from these questions are included in Paragraph 4, Sections 10 of this report.

2.8 Details of questions regarding other partners which are not as relevant to the Council are not included in this report. However, a full report, including results from across the County has been produced by R&IU and is attached as **Appendix 1**.

2.9 It should be noted that the order of the questions this year was different in order to meet with Local Government Association guidelines and for some questions this may have impacted on the trend. For example, overall satisfaction, which increased significantly, is now the second question on the survey rather than being asked later, after questions about specific services. The increase in satisfaction is in line with similar results seen for neighbouring authorities. It is also worth noting that this position in the survey should produce a more "true" reflection of views unbiased by earlier questions about specific services.

3. Results Summary – Key Points

3.1 Of the 33 questions from the City Survey that are relevant to Worcester City Council for which year on year data is available, 16 (49%) show a positive direction of travel (DoT) or performance has been maintained.

16 (47%) of these questions from the AoHN Survey show a positive (DoT) or have been maintained.

3.2 A number of areas have improved by more than 4 percentage points as shown in **Table 1** below. For the City Survey, notable improvements have been made regarding overall satisfaction with Worcester City Council and perception that the Council provides Value for Money.

There was a significant increase in the perception of respondents from the AoHN who feel that local public services promote the interests of local residents by 19 percentage points which may be a positive response to increased activities in these areas as part of the *Our Happy Place* AoHN project.

Table 1- areas of improvement

Questions	**2012**	**2011**
Worcester City		
Overall, satisfaction with the way Worcester City Council runs things	**71%**	53%
Agree that Worcester City Council provides value for money	**55%**	49%
Local public services promote the interests of local residents	**67%**	39%
Local public services act on the concerns of local residents	**61%**	48%
Satisfaction with Parks and open spaces	**87%**	83%
Satisfaction with Planning and building control	**40%**	31%
Satisfaction with Housing support services	**37%**	25%
Satisfaction with Council Tax and Housing Benefits	**42%**	38%
Residents agree that they can influence decisions affecting their your local area	**40%**	29%
AoHN		
Local public services promote the interests of local residents	**50%**	31%
Satisfaction with Theatres/entertainment venues	**69%**	65%
Satisfaction with Museums/galleries	**61%**	55%

Questions	2012	2011
Satisfaction with Planning and building control	**27%**	23%
Satisfaction with Council Tax and Housing Benefits	**50%**	45%
Residents would like to be more involved in the decisions that affect their local area	**32%**	24%
Agree that local area is a place where people from different backgrounds get on well together	**51%**	47%

3.3 Questions that show a negative DoT of 4 percentage points or more are shown in **Table 2**.

For the AoHN Survey, overall satisfaction with Worcester City Council and perception that the Council provides Value for Money has declined. This is in contrast with the improvement in these measures for the City-wide survey as shown in Table 1 above.

It is notable that a number of questions regarding how well informed residents feel have shown a negative DoT. This may have been influenced by the elections for the Police and Crime Commissioner (PCC) and accompanying media coverage which took place around the time of the survey. Perceived poor communication about the PCC elections may have influenced resident's responses to the Viewpoint questions regarding feeling informed.

Satisfaction with doorstep recycling and keeping public land clear of litter and refuse declined in both surveys. Satisfaction with refuse collection also fell in the AoHN.

Table 2- areas of decline

Question	2012	2011
Worcester City		
Satisfaction with keeping public land clear of litter and refuse	**58%**	65%
Satisfaction with doorstep recycling	**76%**	82%
Feel informed about how council tax is spent	**64%**	81%
Feel informed about how well local public services are performing	**43%**	52%
Overall, how well informed residents feel about local public services	**48%**	68%
Agree that local area is a place where people from different backgrounds get on well together	**71%**	79%
% who think that anti-social behaviour is a problem in their local area	**19%**	14%
AoHN		
Satisfaction with the way Worcester City Council runs things	**54%**	60%
Agree that Worcester City Council provides value for money	**38%**	45%
Satisfaction with keeping public land clear of litter and refuse	**45%**	53%
Satisfaction with refuse collection	**68%**	73%
Satisfaction with doorstep recycling	**61%**	67%
Satisfaction with housing support services	**40%**	45%
Feel informed about how council tax is spent	**50%**	62%
Feel informed about how well local public services are performing	**36%**	46%
Overall, how well informed residents feel about local public services	**33%**	56%
Residents feel safe in their local area when outside during the day	**65%**	77%

3.4 **Survey of Areas of Highest Need:** satisfaction and levels of positive perception are lower for most questions from respondents living in Areas of Highest Need. Areas where satisfaction or positive perceptions are higher or particularly lower in the AoHN compared to Worcester generally are shown in Table 3 below.

Table 3- areas of difference between Worcester City and AoHN

Questions	**W. City 2012**	**AoHN 2012**
Satisfaction / +ve perceptions **higher** in the AoHN		
Satisfaction with regulatory services	48%	53%
Satisfaction with sports and leisure facilities	54%	57%
Satisfaction with housing support services	37%	40%
Satisfaction with Council Tax and Housing Benefits	42%	50%
Satisfaction / +ve perceptions **lower** in the AoHN **(top 5)**		
1. Problem with people using or dealing drugs	34%	84%
2. Problem with rubbish and litter lying around	29%	68%
3. Problem with vandalism, graffiti, and other deliberate damage to property or vehicles	20%	57%
4. Residents feel safe in their local area when outside after dark	66%	30%
5. Problem with people not treating each other with respect and consideration	26%	58%
5. Problem with groups hanging around the streets	27%	59%
5. Overall satisfaction with local area as a place to live	86%	54%

3.5 Some of the areas where satisfaction or positive perceptions are higher may be due to increased use of these services by residents of AoHN, e.g. 50% of AoHN respondents stated that they had used Council Tax and Benefit Services in the last year compared to 28% of Worcester City respondents. Please see Figures 1 and 2 below for more details.

A number of measures that show lower satisfaction or perception in the AoHN compared to Worcester City are related to crime and community safety.

3.6 **Differences between Worcester City and Worcestershire:**

- In Worcestershire, 67.4% of respondents felt very or fairly strongly that they belong. The value varies across the county with Worcester City being less likely to feel this sense of belonging to a local area (57% feel they belong).
- In Worcester City a relatively high proportion of respondents viewed parks and open spaces as important in making somewhere a good place to live compared to other districts.
- Road and pavement repairs were selected as the most in need of improvement for all districts except Worcester City, where the level of traffic congestion was selected as most in need of improvement.
- The usage of community hospitals was considerably lower in Worcester City (6%) than across Worcestershire (26%).

4 Survey Results

Section 1: About Your Local Area and Public Services

Table 4.

Question	**Worcester City**			**AoHN**		
	2012	**2011**	**Trend**	**2012**	**2011**	**Trend**
Overall, satisfaction with local area as a place to live	**86%**	87%	⬇	**54%**	57%	⬇
Overall, satisfaction with the way Worcester City Council runs things	**71%**	53%	⬆	**54%**	60%	⬇
Agree that Worcester City Council provides value for money	**55%**	49%	⬆	**38%**	45%	⬇
Feel you belong to your local area	**57%**	60%	⬇	**41%**	38%	⬆
Local public services promote the interests of local residents	**67%**	39%	⬆	**50%**	31%	⬆
Local public services act on the concerns of local residents	**61%**	48%	⬆	**43%**	43%	

Table 5.

Top 5 most important things in making somewhere a good place to live?						
		1	**2**	**3**	**4**	**5**
Worcester City	2012	Level of crime	Clean streets	Health services	Parks and open spaces	= Affordable housing & Job prospects
	2011	Level of crime	Clean streets	Parks and open spaces	Health services	Education provision
AoHN	2012	Level of crime	Clean streets	Affordable decent housing	Health services	Activities for teenagers
	2011	Level of crime	Clean streets	Health services	Affordable decent housing	Facilities for young children
W'shire County	2012	Level of crime	Health services	Education provision	Affordable decent housing	Clean Streets

Table 5.

Top 5 things that need improving						
		1	**2**	**3**	**4**	**5**
Worcester City	2012	Level of traffic congestion	Road/ pavement repairs	Job prospects	Public transport	Activities for teenagers
	2011	Level of traffic congestion	Job prospects	Road/ pavement repairs	Public transport	Activities for teenagers
AoHN	2012	Level of crime	Road/ pavement repairs	Activities for teenagers	Clean streets	Public transport
	2011	Level of crime	Activities for teenagers	Clean streets	Job prospects	Facilities for young children
W'shire	2012	Road and	Activities for	Job prospects	Public	Traffic

Top 5 things that need improving						
		1	2	3	4	5
County		pavement repairs	teenagers		transport	congestion

Use of Services

Respondents from both the City and AoHN used parks and open spaces most frequently.

Respondents from the AoHN reported higher use of Council Tax and Housing Benefit services, Housing Support, sports/leisure centres than Worcester City respondents.

A higher percentage of respondents from Worcester City reported use of museums and galleries, theatres and entertainments compared to those from AoHN.

Figure 1.

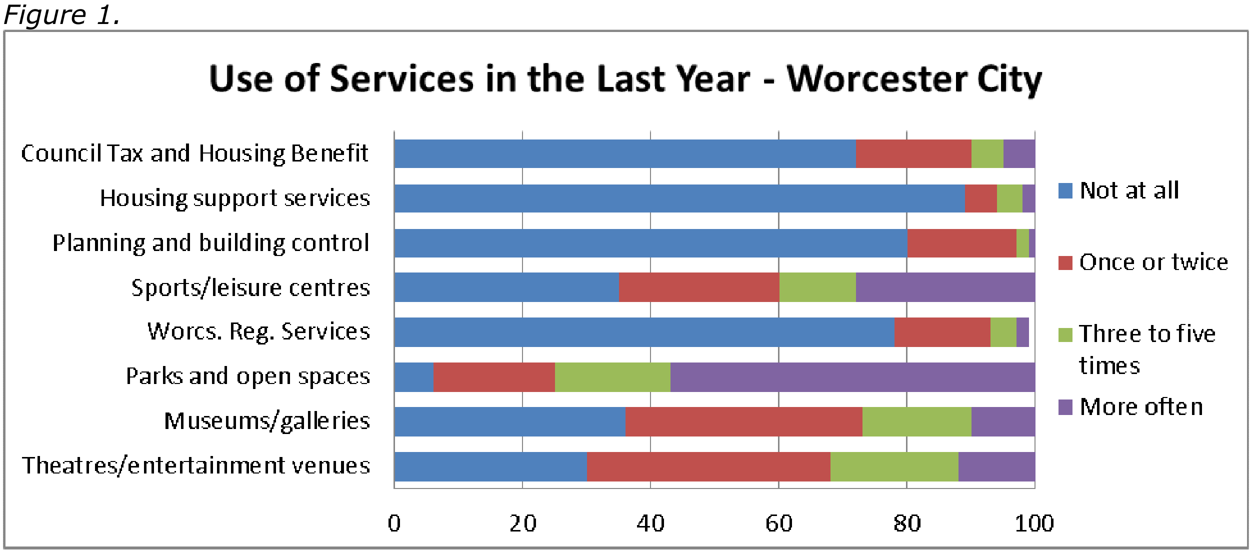


Figure 2.

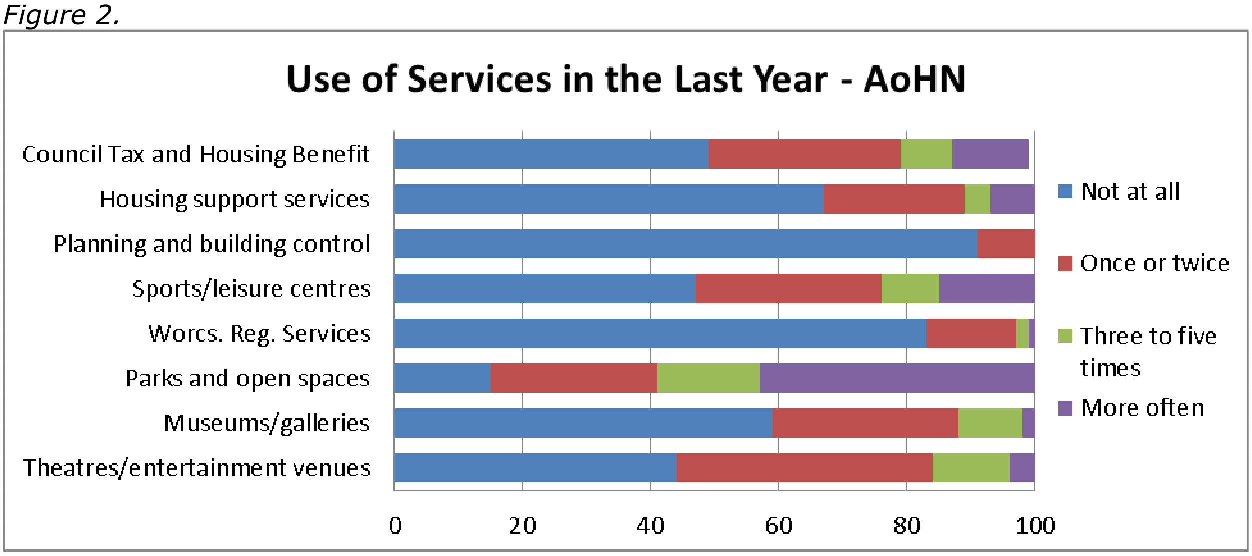


Table 6.

Satisfaction with:	Worcester City			AoHN		
	2012	2011	Trend	2012	2011	Trend
Theatres/entertainment venues	73%	71%	⬆	69%	65%	⬆
Museums/galleries	69%	69%		61%	55%	⬆
Parks and open spaces	87%	83%	⬆	66%	67%	⬇
Worcestershire Regulatory Services	48%			53%		
Keeping public land clear of litter and refuse	58%	65%	⬇	45%	53%	⬇
Refuse collection	82%	79%	⬆	68%	73%	⬇
Doorstep recycling	76%	82%	⬇	61%	67%	⬇
Sport/leisure facilities	54%	53%	⬆	57%	54%	⬆
Planning and building control	40%	31%	⬆	27%	23%	⬆
Housing support services	37%	25%	⬆	40%	45%	⬇
Council Tax and Housing Benefits	42%	38%	⬆	50%	45%	⬆

It should be noted that responses of 'neither satisfied or dissatisfied' for Planning and building control services were high (46% for Worcester and 64% for AoHN) and dissatisfaction was low (14% for Worcester City, 10%for AoHN). This corresponds with the low usage of the service as shown in Figures 1 and 2. Also the AOHN is the area with the fewest planning applications in the City.

Section 2: Information and Local Decision-Making

There was an overall decline in respondents feeling informed about services from both Worcester City generally and the AoHN sample.

Table 7.

How well informed residents feel about:	Worcester City			AoHN		
	2012	2011	Trend	2012	2011	Trend
How council tax is spent	64%	81%	⬇	50%	62%	⬇
How well local public services are performing	43%	52%	⬇	36%	46%	⬇
Overall, how well informed residents feel about local public services	48%	68%	⬇	33%	56%	⬇
Residents agree that they can influence decisions affecting their your local area	40%	29%	⬆	35%	34%	⬆
Residents would like to be more involved in the decisions that affect their local area	37%	38%	⬇	32%	24%	⬆

Section 3: Helping Out

Figure 3.

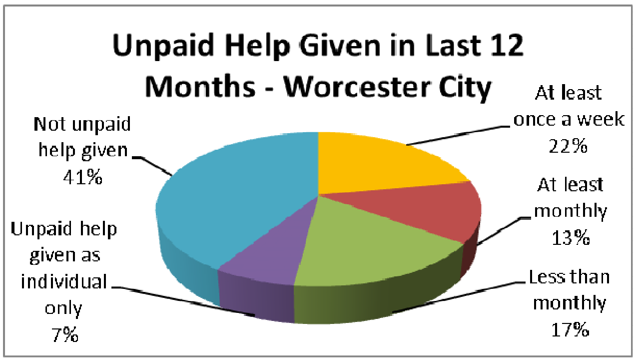
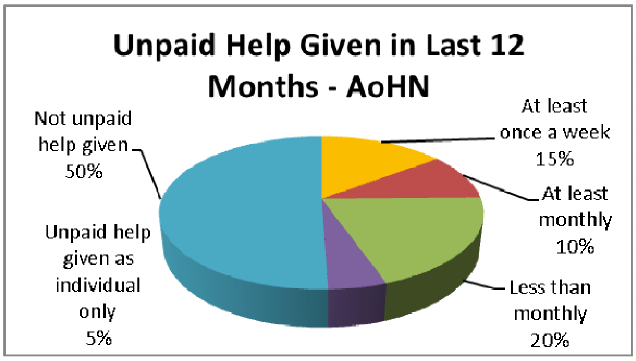


Figure 4.



In Worcester City, **47%** of respondents intend to give unpaid help to a group(s), club(s) or organisation(s) in the next 12 months.

21% of respondents from AoHN intend to give unpaid help in the next 12 months.

Section 4: Respect and Consideration

Table 8

	Worcester City			AoHN		
	2012	**2011**	**Trend**	**2012**	**2011**	**Trend**
Agree that local area is a place where people from different backgrounds get on well together	71%	79%	↓	51%	47%	↑
Consider that there is a problem with people not treating each other with respect and consideration	26%	25%	↓	58%	58%	

Section 5: Community Safety

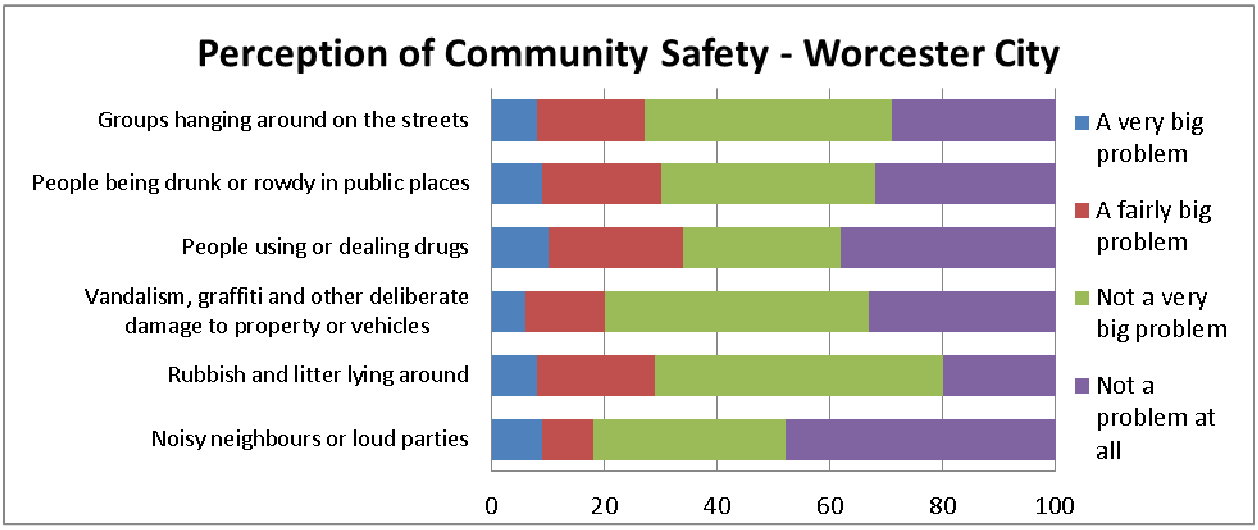
There has been a negative direction of travel for a number of community safety related question for both the AoHN and Worcester City generally. However, perception of crime and antisocial behaviour is considerably more significant for respondents from the AoHN.

Table 9

Residents feel safe in their local area:	Worcester City			AoHN		
	2012	**2011**	**Trend**	**2012**	**2011**	**Trend**
When outside during the day	93%	93%		65%	77%	↓
When outside after dark	66%	67%	↓	30%	32%	↓
% who think that anti-social behaviour is a problem in their local area *	19%	14%	↓			

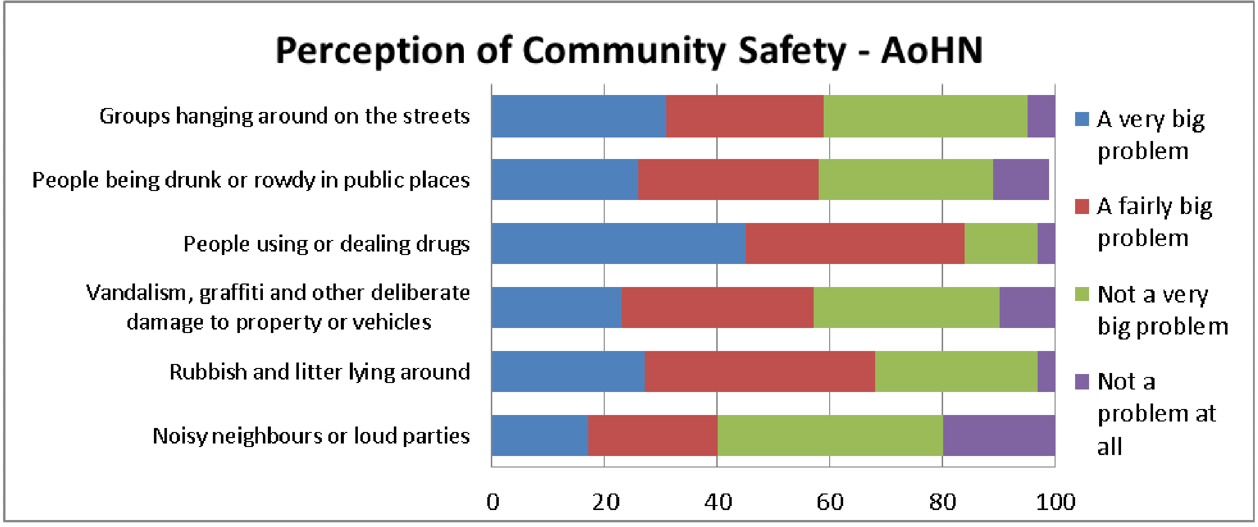
* calculation has been modified as only 6 anti-social behaviour types included in 2012 survey. Scores were assigned to each type as before, a score of 10 or more out of a possible 18 is taken as a general perception of anti-social behaviour.

Figure 5.



42% of Worcester City respondents agreed that the police and other local public services are successfully dealing with anti-social behaviour and crime in their local area. This was a decrease from 46% in 2011.

Figure 6.



26% of AoHN respondents agreed that the police and other local public services are successfully dealing with anti-social behaviour and crime in their local area. This was a decrease from 33% in 2011 and is significantly lower than for Worcester City generally.

Section 6: Economic Outlook

61% of respondents from the AoHN disagree that they would rather pay more Council Tax to maintain services compared to 51% from Worcester City overall.

84% of Worcester City residents do not agree that the nation's budget deficit won't affect what happens here in Worcestershire. This compares to 60% of respondents from the AoHN.

Figure 7.

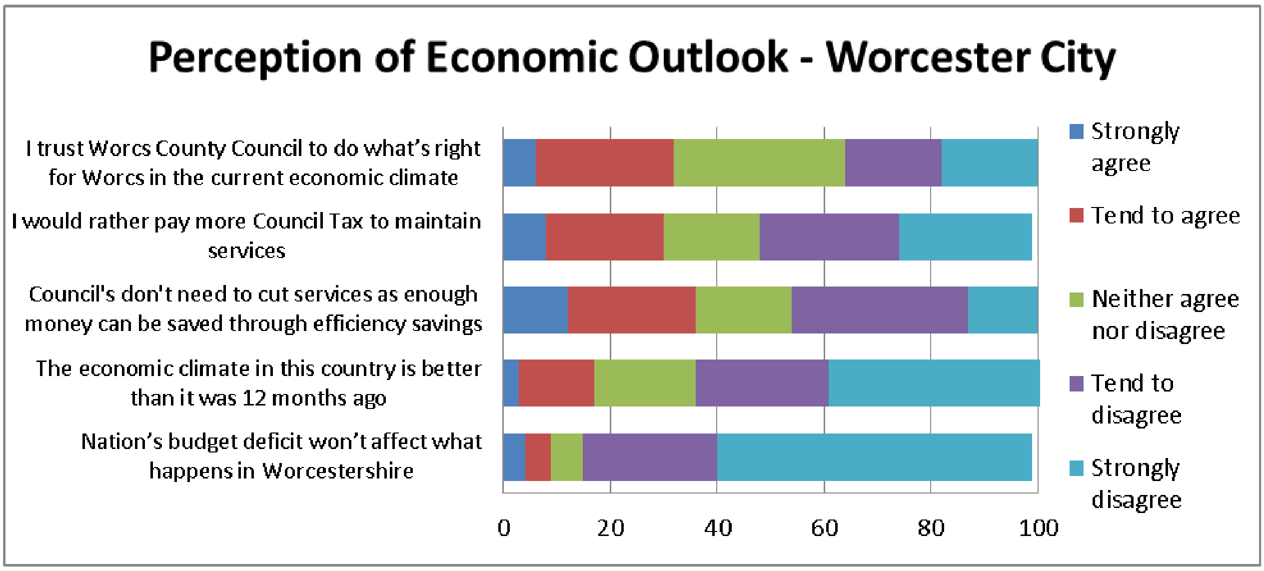
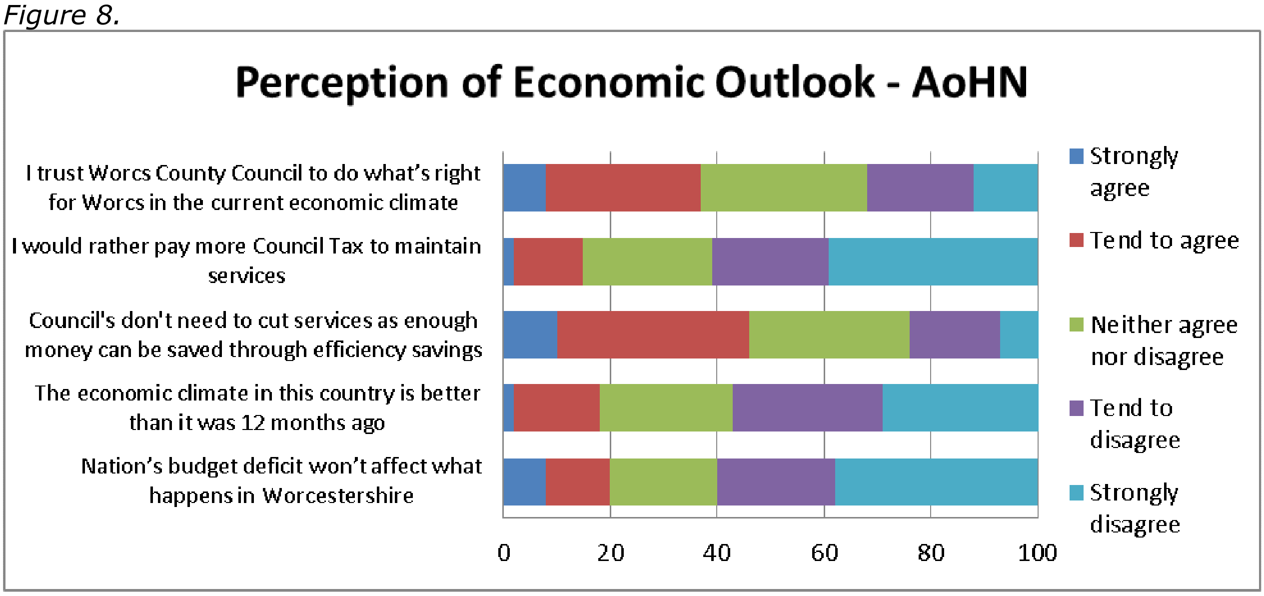


Figure 8.



Section 7: Open for Business

This section includes questions about how satisfied residents are with factors relating to the roads in their local area. Details can be found in Appendix 1.

Section 8: Learning Disabilities

This section includes questions regarding priorities for the county council as it seeks to improve the lives of a growing number of people with learning disabilities and activities to be in supporting people with learning disabilities. For more information, please see Appendix 1.

Section 9: NHS Worcestershire

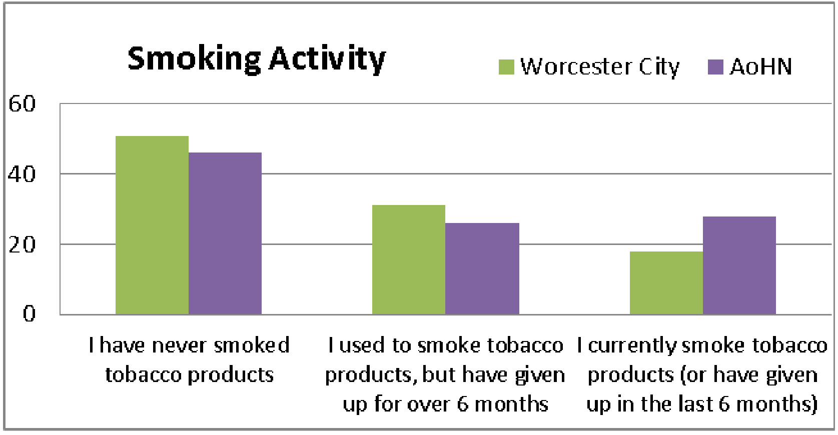
Section 9 covers questions about awareness of, use and satisfaction with health services in the area. Details can be found in Appendix 1.

Section 10: Worcester City Council

This section covers questions asked specifically about Worcester City Council by our services under the themes or Health and Wellbeing and Business in the City.

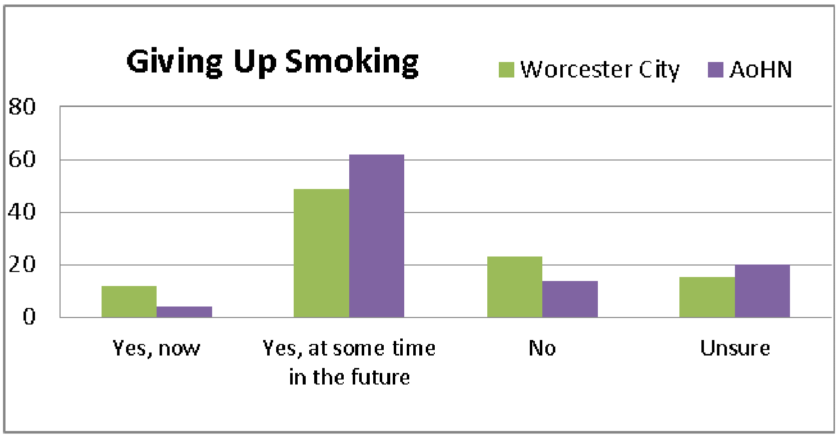
Health and Wellbeing

Figure 9.



The majority of those who wanted to give up smoking in Worcester City and the AoHN were most likely to do so on their own (Worcester City - 39% and AoHN - 59%) rather than trying using alternate therapies, over the counter products, NHS stop smoking services or GP surgeries.

Figure 10.



However, Worcester City respondents were more likely to use advice, treatment and services than respondents from AoHN.

Responses to the questions 'Thinking about health and well-being, what ONE thing would make the most difference to you and your household?' have been categorised and include those shown in Tables 10 and 11 below.

Better access to GP and Health advice were the most popular things that would make a difference to health and wellbeing for both Worcester City and AoHN.

Common themes for respondents in Worcester City generally were access to, and time for exercise and diet advice / weight loss.

Improved housing / facilities and stopping smoking were more frequently stated in the AoHN. Financial related issues, including the cost of prescription, food and gyms /exercise specifically as well as general cost of living were also areas that were identified by the AoHN.

Table 10.

Worcester City: Things that would make a difference to health & wellbeing	**No. of responses**
Better access to GP / Health advice	30
Access to / time for exercise	18
Diet advice /weight loss	16
Specialist treatments for disease / illness	10
Affordable gyms / leisure / exercise	7
Finances / lower cost of living	6
Retain/access to hospital services	6
Afford / provision of heating / hot water / energy	5
Mental health support	5
Price / quality of food	4
Disease / health screening	4
Care / treatment of the elderly	4
Cheaper prescriptions	4
Care / access for disability	3
More things to do	3
Dentistry	2
Improve parking / Stop parking charges	2
Quit smoking	2
Suitable accommodation	2
Air quality	2
Alcohol control	2
Alternative / natural therapies	2

Table 11.

AoHN: Things that would make a difference to health & wellbeing	**No. of responses**
Better access to GP / Health advice	14
Better housing / facilities	8
Quit smoking	5
Finances / lower cost of living	5
Cheaper prescriptions	5
Diet advice /weight loss	4
Community safety / safer streets	3
Access to / time for exercise	3
Price / quality of food	2
Affordable gyms / leisure / exercise	2
Alternative / natural therapies	2
Environmental enforcement	2
Employment	2
Afford / provision of heating / hot water / energy	2
Reduce traffic emissions / congestion	2
Transport for medical appointments	2

Figure 11.

Heating Homes

There was a higher percentage of respondents from the AoHN who considered their homes hard to heat than for respondents from the City overall – 37% in AoHN compared to 25% in the City.

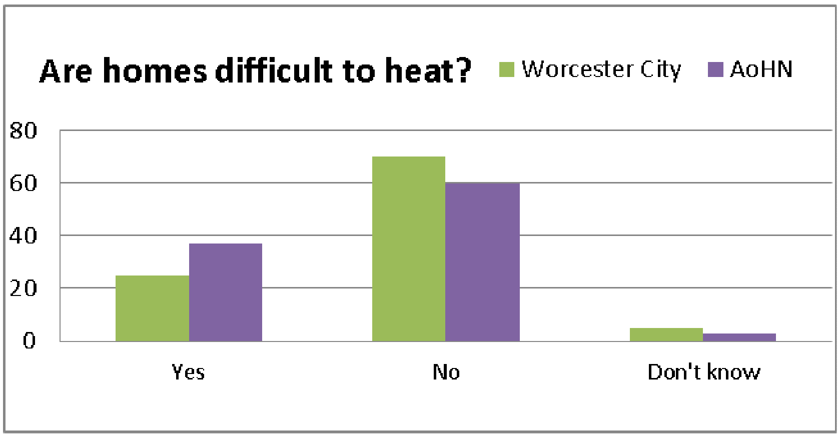
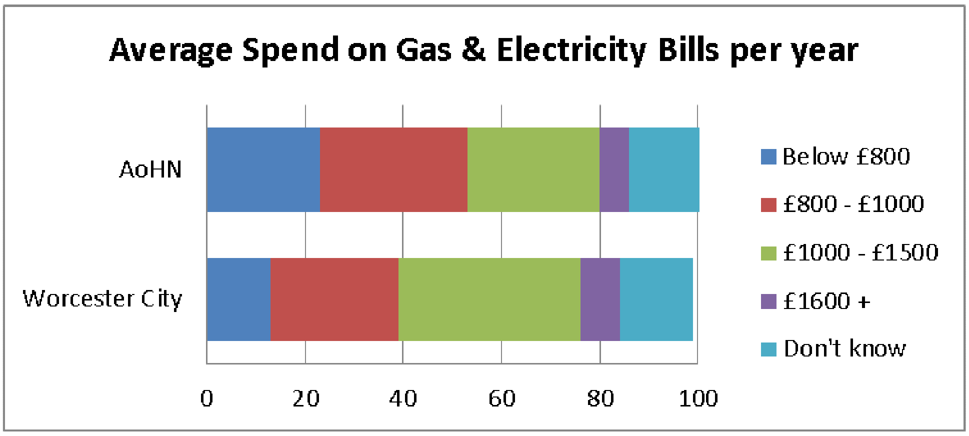


Figure 12



The average spend on gas and electricity was lower for the AoHN than Worcester City generally. The largest percentage of respondents from the AoHN spent an average of £800 - £1,000 per year compared to £1,000 - £1,500 for Worcester City respondents.

Responses to the questions 'Thinking about heating your home, what ONE thing would make the most difference to you and your household?' have been categorised and include those shown in Tables 12 and 13 below.

Themes identified were largely the same for both Worcester City and AoHN.

Table 12.

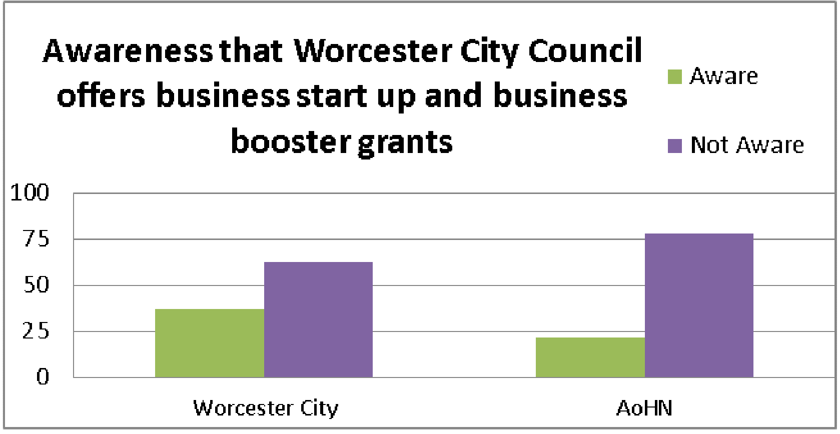
Worcester City: **Things that would make a difference to heating homes**	**No. of responses**
Lower fuel costs / reduced charges	88
Insulation / draft exclusion	39
Double glazing / new windows	24
Better / more efficient heating system	23
Affordable alternative energy	14
Grants / subsidy	8
Help with listed building	3
Newer House	2
Advice	2

Table 13.

AoHN: **Things that would make a difference to heating homes**	**No. of responses**
Lower fuel costs / reduced charges	33
Insulation / draft exclusion	29
Double glazing / new windows	12
Better / more efficient heating system	20
Affordable alternative energy	3
Grants / subsidy	2

Business in the City

Figure 10



The majority of respondents from both Worcester City and AoHN were unaware of business start-up and business booster grants offered by the Council.

32% of Worcester City respondents and **52%** of AoHN respondents were unaware of where to go to access the support and advice needed to start up / run their own business.

Responses to the question 'if you currently run a business, what are the THREE biggest challenges that your business is facing?' were categorised and include those shown in Tables 14 and 15 below.

There were few responses to this question from the AoHN sample.

Travel / transport issues and cost were identified by both the AoHN and Worcester City to be the biggest challenge.

Worcester City: **Three biggest challenges that businesses are facing**	**No. of responses**
Transport / travel issues and costs	5
Recession and stability	4
Rising costs and overheads	4
Low demand / sales	4
Legislation, legal advise & regulation	3
Cost of effective advertising	3
Suitable / affordable premises	5
Council tax / rates	3
Business loans/grants	2
Consumer / general economic confidence	2
Finance from banks and lack of investors	2
Energy bills and supply	2
Lack of prospective / right / trained staff	2
Poor payers	2
Making the local area a choice for businesses	1

Worcester City: **Three biggest challenges that businesses are facing**	**No. of responses**
Diversifying	1
Marketing expertise	1
Financial planning	1
Work life balance	1
Meeting demand	1
Lack of experience, knowledge & information about running a business	1
Too Much Red Tape	1
Local Government cuts in funding	1

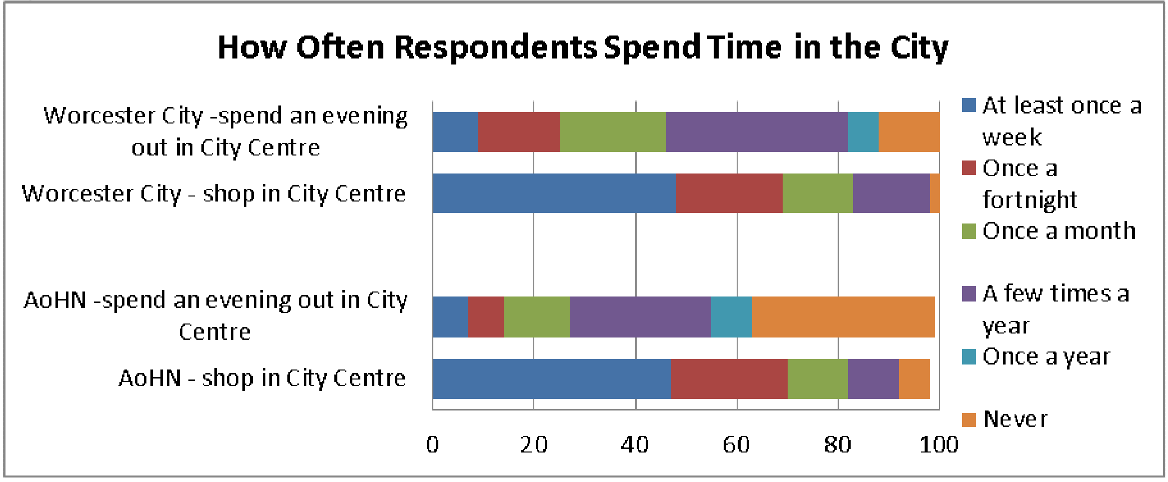
AoHN: **Three biggest challenges that businesses are facing**	**No. of responses**
Transport / travel issues and costs	1
Lack of prospective / right / trained staff	1

Spending Time in the City

46%of Worcester City respondents spend an evening out in the City Centre once a month or more. This compared to 27% of AoHN residents.

A higher percentage of respondents stated that they shopped in the City once a month or more for both AoHN and Worcester City respondents. There was little difference between the two samples (83% - Worcester City, 82% AoHN) in contrast to figures for spending an evening in the City.

Figure 11



With regards to ways to encourage respondents to spend more time in the City during the day, more diverse and better shops and improved car parking were identified. Better value for money was also an issue, particularly for respondents from AoHN.

The most popular ways to encourage respondents to spend more time in the City in the evenings differed between AoHN and Worcester City respondents. Longer opening hours for shops and more events were identified by Worcester City respondents, whereas AoHN respondents state that feeling safer in the City and better value for money would encourage them most.

This may be linked to the higher perception of crime (as demonstrate in Section 5) and lower incomes in the AoHN.

Figure 12

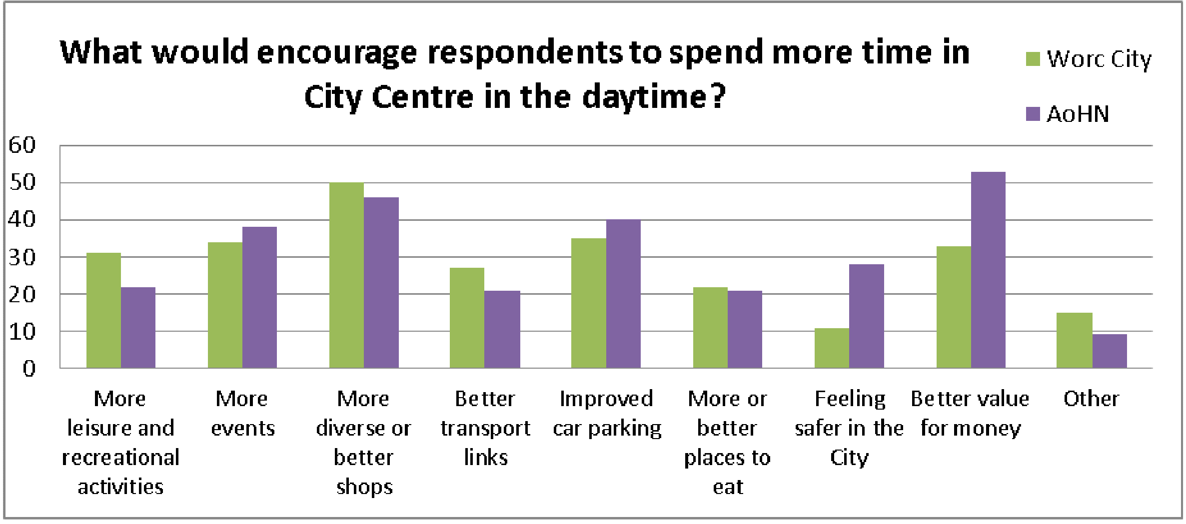
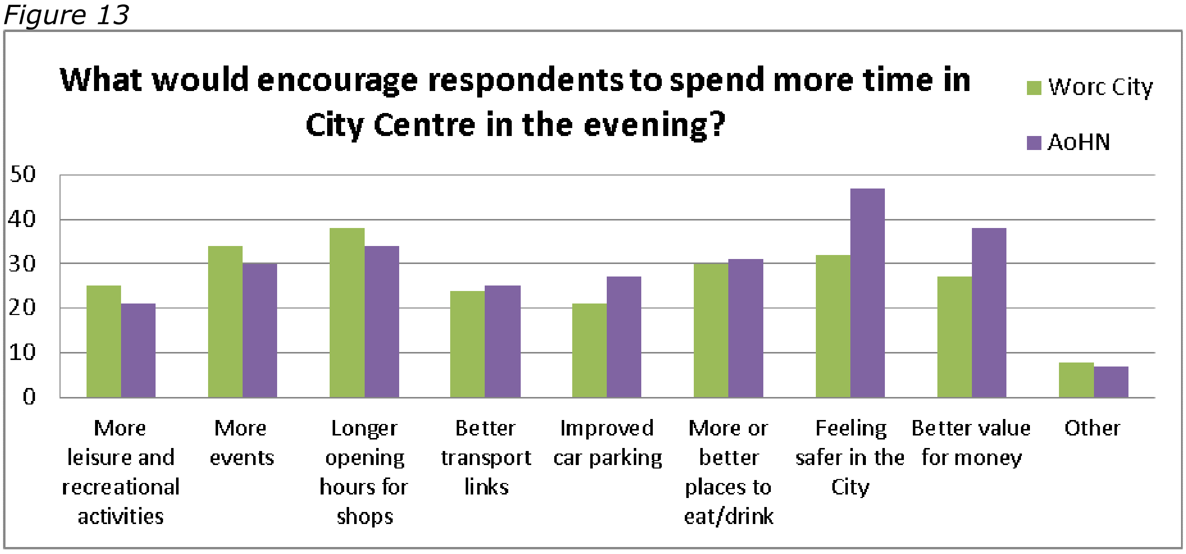


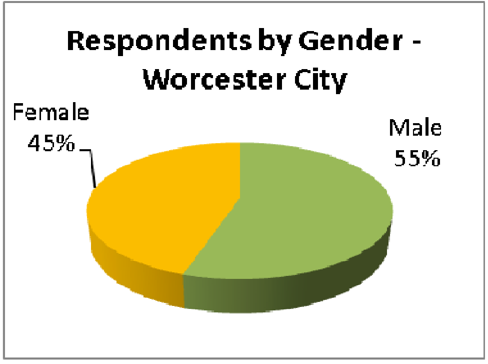
Figure 13



Section 11: About Yourself

This provides a summary of the main demographic features of the residents who responded to the survey.

Figure 14.



Gender: A higher percentage of respondents for the AoHN survey were female than for Worcester City.

Figure 15.

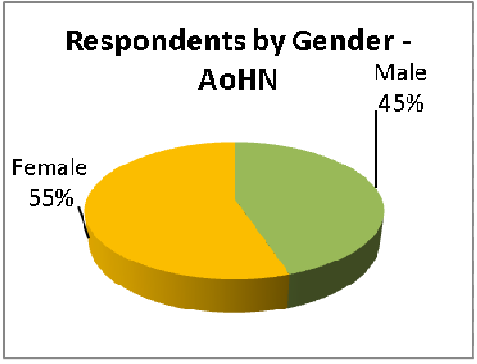


Figure 16.

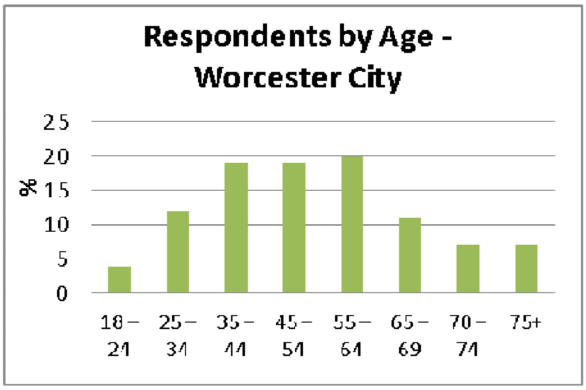
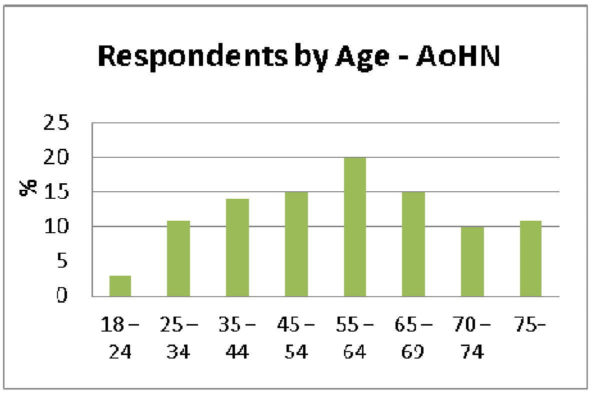


Figure 17.



Age: There was a broader age range of respondents from Worcester City than for the AoHN. The AoHN sample were generally older.

Ethnicity: 92% of respondents to the Worcester City Survey considered themselves to be White English / Welsh / Scottish/Northern Irish /British compared to 97% for the 2011 survey. This is compared to 93% of the general Worcester population (Census 2011) so is fairly representative.

Of those who responded from the AoHN, 91% considered themselves to be White English/Welsh/Scottish/Northern Irish/British compared to 94% for the 2011 survey

Disability: 32% of AoHN respondents and 37% Worcester City respondents consider that they have a limiting long term illness or disability. This compares to the 16% from the general Worcester population (Census 2011).

Health: 58% of respondents from the AoHN stated that their general health was good or very good completed to 78% for Worcester City respondents. This compares to the 82% from the general Worcester population (Census 2011).

Caring: 26% of respondents from Worcester City stated that they provided unpaid support to family or friends who could not manage without this help. This compares to 18% from the AoHN. This compares to the 9.8% from the general Worcester population (Census 2011).

5. Policy, Legal, Financial, Equalities and Risk Management Implications

5.1 Policy – The Council has in place a 'Lets Listen' Strategy and toolkit to setting out our corporate approach to consultation across the organisation to support our corporate theme Putting Customers First. The Corporate Plan states 'regular consultation which is used to shape services' as one of the actions to support our Priority for Customer Services and Communications. The results of consultations such as this are used to support policy making, service design and budget planning.

5.2 Financial – feedback from our residents helps to inform our planning and priorities and align resources accordingly.

5.3 Legal – none.

5.4 Risk – consulting with residents supports informed decision making and helps mitigate the risk of making decisions or designing services that are not reflective of the views or needs of residents and the local community.

5.5 Equalities – The Council has a duty to show due regard to Equalities issues and the Viewpoint Survey provides a breakdown of respondents for monitoring purposes. The survey is promoted through a number of different channels to widen the range of respondents to make it as representative as possible although it is acknowledged that there are still some disparities.

6. Comments of Service Manager for Performance Improvement and Efficiency

6.1 The results of the Viewpoint Survey give us valuable insight to the views of our residents with regards to their local area, their needs and the services that we provide. Although it is acknowledged that the sample sizes and response rates are limited, the results do provide an indication of resident perception and changes in that perception over time.

The November survey showed some significant improvements in views of the City Council, most notably with regard to overall satisfaction and perception of value for money. However, there were also a number of areas showing a negative direction of travel which we will need to analyse and address.

We must ensure that this customer information is used corporately and by services to help us to plan and shape how we deliver our services for the future.

7. THE SERVICE MANAGER FOR PERFORMANCE, IMPROVEMENT AND EFFICIENCY RECOMMENDS:

7.1 **That the Performance Management & Budget Scrutiny Committee note the results of the November Viewpoint Survey.**

Ward(s):	**All**
Contact Officer:	**Jo Payne, Policy & Performance Officer** **Tel: 01905 72 2407** **Email: Joanna.payne@worcester.gov.uk**
Background Papers:	**'Building on Success' Corporate Plan 2011 – 2015** **Performance Management Framework**