

**Minute extract**

**181/09 Place Survey Action Plan**

The Council Cabinet considered a report on the Place Survey Action Plan. Local areas were required to complete a 'Place Survey' every two years. The survey asks residents for their views on quality of life and satisfaction with public services. Headline results from the 2008 survey were presented to Council Cabinet in September 2009. Further analysis had been undertaken to review the Place Survey results by age, disability, ethnicity, gender and ward. A number of focus groups were undertaken with local people who had completed the survey to explore issues around satisfaction with council services, value for money, perceptions of the Council and our communications to local people. A Place Survey Workshop took place on 12 November 2009 to review issues arising from the survey in respect of People and Place and Council satisfaction. The aim of the workshop was to feedback key findings from the Place Survey with a view to identifying an appropriate action plan to address areas of concern and underperformance. The report presented the action plan for approval by Council Cabinet.

**Decision**

1. To approve the Place Survey Action Plan as shown in Appendix 2 of the report.
2. To refer the Place Survey Action Plan to Scrutiny Management Commission on 22 March 2010.
3. To delegate to the Chief Executive in consultation with the Leader of the Council to consider and make any amendments arising from comments from the Scrutiny Management Commission.