

WYRE FOREST DISTRICT COUNCIL**LICENSING AND ENVIRONMENTAL COMMITTEE**
7 APRIL 2008**Environmental Health and Licensing Customer Satisfaction Survey**

OPEN	
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APPENDICES	Appendix 1 – Survey Results

1. PURPOSE OF REPORT

- 1.1 To report to Committee the results of a customer satisfaction survey carried out during January/February 2008.

2. RECOMMENDATION

The Committee is asked to RECOMMEND to Cabinet:

- 2.1 **The contents of the report be noted.**
- 2.2 **A further customer satisfaction survey be carried out in 2010 and the results reported to this Committee and to Cabinet.**

3. BACKGROUND

- 3.1 Environmental Health and Licensing have always carried out 'ad hoc' customer satisfaction surveys and a much larger survey was carried out during 2006 as part of the CPA self assessment. This showed that 82% of respondents rated the quality of service received as satisfactory or better.
- 3.2 This survey was designed to be a follow-on to the 2006 survey and used many of the same questions.
- 3.3 A total of 600 questionnaires were sent out to a variety of stakeholders including:-

Complainants
Local businesses
Licence holders (including taxi drivers)
Members
Partners

3.4 A total of 106 questionnaires were returned which represents a return rate of 17.6%.

4. KEY ISSUES

4.1 91% of respondents (excluding those not applicable) rated the quality of service as satisfactory or better.

4.2 Only 10% of total respondents rated the quality of information on our website as very good and almost 70% of respondents had not used the website.

4.3 Our promptness of reply results show that only a very small number, 5% overall, think that the response time is poor.

4.4 Copies of all the survey results are available at Appendix 1.

5. LEGAL AND POLICY IMPLICATIONS

5.1 The results of this survey will be used to help renew the services that the Council offers and to identify areas in which improvements could improve.

6. CONCLUSIONS

6.1 The overall levels of satisfaction are very creditable, especially when put into the context of a regulatory function. Many of the respondents will have been persons or businesses who have made complaints to the Council, or who have had regulatory contact with its officers.

6.2 The one immediate result which stands out is the low usage of the Council's website and the comments regarding its content. Work will be undertaken to improve the content and publicise it to a wider audience

7. CONSULTEES

None

8. BACKGROUND PAPERS

None