



**EXECUTIVE OVERVIEW &
SCRUTINY COMMITTEE: 15th June
2023**

CABINET: 27th June 2023

Report of: Chris Twomey: Corporate Director of Transformation, Housing and Resources

Relevant Portfolio Holder: Councillor R Molloy

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SUBJECT: RESULTS OF CITIZEN SURVEY 2022

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To share the action plan developed through the cross organisational officer Task & Finish Group, following the analysis of the Citizen Survey 2022.

2.0 RECOMMENDATIONS TO EXECUTIVE OVERVIEW & SCRUTINY COMMITTEE

2.1 That the report be noted and any agreed comments be referred to Cabinet for consideration.

3.0 RECOMMENDATIONS TO CABINET

3.1 That any agreed comments from the Executive Overview & Scrutiny Committee be considered.

3.2 To agree the action plan.

4.0 BACKGROUND

4.1 The last Citizen Survey took place with the results being shared with Executive Overview & Scrutiny Committee and Cabinet. At the executive Overview & Scrutiny meeting, a recommendation was made that the committees' comments

be passed to the officer Task & Finish Group and the findings of the group activities and the action plan be presented to a future meeting.

- 4.2 At the Cabinet, it was resolved that the future actions which included:
- sharing the data with relevant partners to inform their future delivery.
 - data be shared with Senior Managers to help shape operational delivery and service plans.
 - An officer Task & Finish Group be established to develop and action plan to identify and progress key outcomes to improve customer satisfaction with services provided by the Council and partner agencies.
 - A communication plan be developed to demonstrate the Task & Finish Group activities and outputs.

5.0 CURRENT POSITION

- 5.1 The Task & Finish Group have developed the action plan as agreed. Action plan at appendix 1.
- 5.2 Lancashire County Council has provided and committed to the delivery of actions as set out in appendix 2.
- 5.3 Following approval by Cabinet, a communication plan will be developed.

6.0 SUSTAINABILITY IMPLICATIONS

- 6.1 There are no significant sustainability impacts associated with this report and no significant impact on crime and disorder. The activities detailed in the action plan will progress key outcome to improve satisfaction with services provided.

7.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 7.1 There are no significant financial or resource implications arising from this report as all activities will be undertaken and delivered within existing resources.

8.0 RISK ASSESSMENT

- 8.1 Should the action plan not be progressed and actions delivered, there is a risk of reputational damage. To mitigate this risk, key actions and milestones of the action plan will be monitored by the Customer Engagement Team and will be reviewed and monitored by the working group. This will enable us to drive value for money and shape services we deliver to our customers.
- 8.2 The actions referred to in this Article are covered by the scheme of delegation to officers and any necessary changes have been made in the relevant risk registers.

Appendices

1. CITIZEN SURVEY 2022 – 23 ACTION PLAN
2. Minute – Executive Overview & Scrutiny Committee – 15 June 2023 (Cabinet Only 27 June 2023)