

Appendix 4: Draft Action Plan for development of the Annual Satisfaction Survey

(P&I = Performance and Insight team)

Action	Timescale	Who
Identify service representatives to provide expert, service based viewpoint	Oct 2016	P&I, JMT
Review current question set to identify those questions that can be removed for future surveys	Oct and Nov 2016	P&I, service reps
Identify new questions to provide feedback from residents to 'fill the gaps' in the business plan	Oct and Nov 2016	P&I
Identify new questions to link in to service specific feedback requirements (which cannot be gathered via a focussed service led survey)	Oct and Nov 2016	Service reps
Liaise with partner organisations to see whether there can be any consolidation and sharing of key feedback information	Jan and Feb 2017	P&I, partners (input from engagement officers as well?)
Investigate other options for producing sample set of households	Mar 2017	P&I, Marketing Means have already provided some advice
Send recommendations to Overview and Scrutiny for review	Mar 2017	P&I
Send recommendations plus O&S feedback to Executive for sign off	Mar 2017	P&I
Notify Marketing Means of proposed changes and work with them to format the revised survey (Marketing Means recommended timescales incorporated)	Mar/Apr 2017 3 wks (set up, design and test)	P&I, Marketing Means
Run 2017 Survey (Marketing Means recommended timescales incorporated)	Apr and May 2017 5 wks (inc survey send out and reminder)	Marketing Means
Initial results and report (Marketing Means recommended timescales incorporated)	Jun 2017 2 wks Topline data 2 wks Report creation	Marketing Means
Summary report and analysis	Jul 2017	P&I
Results to JMT and Committees as part of Business Planning review/refresh process	Jul/Aug 2017	P&I