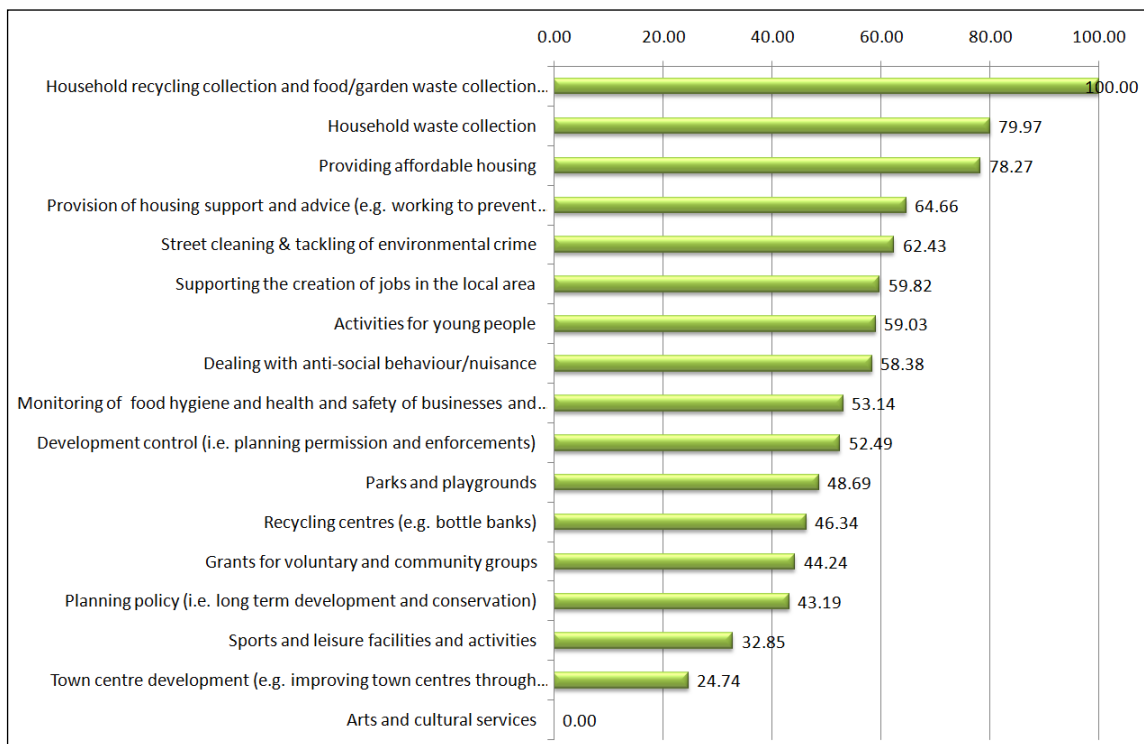
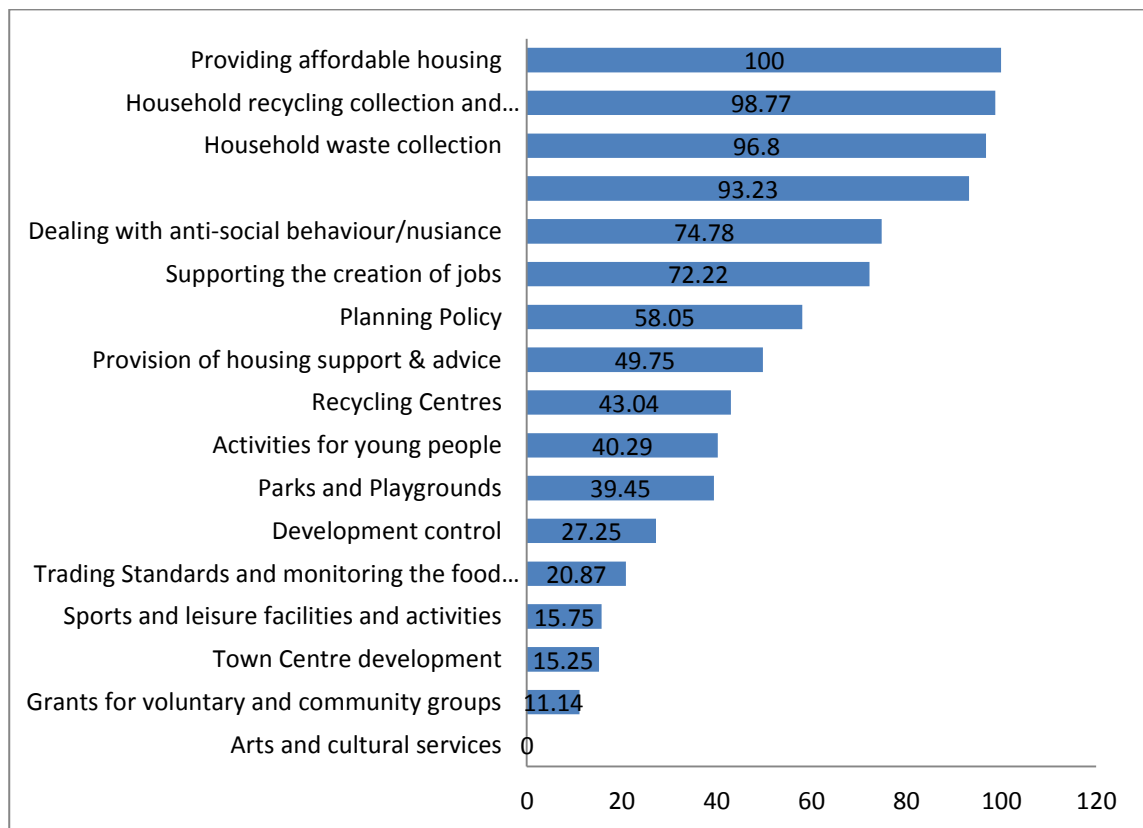


## Appendix 2 – Service Prioritisation

### 2016 results



### 2015 results



## Comparison of priorities over time

Priority	Change from 2015	2016	2015	2014	2013	2012
Providing affordable housing	↑ 1	1	2	2	2	3
Household recycling collection and food/ garden waste collection service	↑ 1	2	3	1	1	1
Household waste collection	↓ -2	3	1	4	5	5
Street cleaning and tackling of environmental crime	↑ 4	4	8	7	7	8
Dealing with anti-social behaviour/ nuisance	↓ -1	5	4	5	4	4
Supporting the creation of jobs in the local area	→ 0	6	6	6	3	2
Planning policy	↑ 3	7	10	9	8	7
Provision of housing support and advice	↓ -3	8	5	3	6	6
Recycling centres	↑ 4	9	13	12	13	11
Activities for young people	↑ 2	10	12	11	11	15
Parks and playgrounds	→ 0	11	11	10	10	9
Development control	↓ -3	12	9	13	12	13
Trading standards and monitoring the food hygiene of restaurants	↑ 3	13	16	16	16	14
Sports and leisure facilities and activities	↓ -7	14	7	8	9	10
Town centre development	↓ -1	15	14	14	14	12
Grants for voluntary and community groups	↓ -1	16	15	15	15	16
Arts and cultural services	→ 0	17	17	17	17	17
<b>Number answering question:</b>		1012	327	445	724	1018

### Appendix 3 – Re-tendering of Annual Satisfaction Survey contract: Summary

The previously Annual Customer Satisfaction Survey at Cherwell District Council was managed through Future Thinking. The contract ended in 2014 but was extended for an additional year. The new contract tender was to provide an Annual Customer Satisfaction Survey for both Cherwell District and South Northamptonshire Councils (CDC and SNC).

The key points of the tender were that:

- The survey covers overall satisfaction, satisfaction with individual services, value for money, communications and the ability to measure performance year on year.
- It is to be sent in paper form to a random set of addresses across the two areas, as opposed to the previous method of a Customer Panel made up of representation across the Cherwell area.
- The results would be analysed and provided in the form of report, of which full ownership is of the Councils.

The procurement process was completed through Procurement with quotes despatched to companies known to the Council and the opportunity was also advertised locally. 25 companies requested details; of these 6 returned completed bids:

Supplier Name	Bid received for providing survey for both councils
BMG	£24,626.00
CRT Viewpoint	£51,600.00
Enventure	£22,210.00
Future Thinking	£35,390.00
Marketing Means	£13,240.00
TLF	£13,966.00

The methodology used to evaluate the submissions was on:

- Price 60%
- Quality 40%

Following the evaluation of the submissions the top 4 bidders were:

- |                    |              |
|--------------------|--------------|
| 1. Marketing Means | 3. BMG       |
| 2. TLF             | 4. Enventure |

The top three bidders were then invited to attend a clarification meeting, Marketing Means presented very well and were the clear winner, and they also had the experience of working with SNC in the last Northamptonshire Place Survey in 2009. The evaluation panel therefore decided to keep the ranking of the evaluation result as was, and Marketing Means were confirmed as the winning bid.

The previous annual contract value for CDC only was £30,000. The new annual contract value for CDC only was originally £6,500 per annum. Costs this year have been higher due to the larger than anticipated survey (planned to be 8 pages and was 16 pages) meaning greater production and postage costs. The revised cost for 2016 is £8,913. Despite this slight increase the **saving** for the annual cost for CDC in 2016 is **£21,087**.

Summary of change	2015	2016	Difference
Total Respondents	437	1,034	+603
Cost	£30,000	£8,913	(£21,087)
Full report	Yes	Yes	More analysis around reports
Dynamic Tool	Yes	No	Under used in 2015

## 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 <b>3 wks</b> (set up, design and test)	P&I, Marketing Means
Run 2017 Survey (Marketing Means recommended timescales incorporated)	Apr and May 2017 <b>5 wks</b> (inc survey send out and reminder)	Marketing Means
Initial results and report (Marketing Means recommended timescales incorporated)	Jun 2017 <b>2 wks</b> Topline data <b>2 wks</b> 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