

ACTION TAKEN UNDER DELEGATED POWERS BY OFFICER

Subject	Residents' Perception Survey
Officer taking decision	Deputy Chief Operating Officer
Date of decision	15 July 2013

Summary

This decision authorises the approval of the Residents' Perception Survey to be conducted twice a year, and to procure and enter into a two year contract with an external research provider to administer the survey on the council's behalf.

Officer Contributors

Rosie Evangelou, Consultation Officer,

Status (public or exempt)

Public

Wards affected

All

Function of (Council/Executive)

None

Enclosures

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1. RELEVANT PREVIOUS DECISIONS

1.1 None

2. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

2.1 One of the main priority areas for this year's Corporate Plan 2013-14 is to improve the satisfaction of residents and businesses with the London Borough of Barnet as a place to live, work and study. Administering the Residents' Perception Survey on a more regular basis will enable the council to track residents' perception, satisfaction, and respond in a more timely fashion to where any improvements are required.

2.2 It is important that the survey is seen as impartial for this reason the council wishes to procure an external market research provider to run the surveys on the council's behalf.

3. RISK MANAGEMENT ISSUES

3.1 I do not consider the issues involved are likely to raise significant levels of public concern or give rise to policy considerations. With out more frequent monitoring via the more regular Residents' Perception Surveys the council limits its ability to improve forward planning

4. EQUALITIES AND DIVERSITY ISSUES

4.1 The decision to run the Residents' Perception Survey more regularly does not give rise to any obvious equalities and diversity issues. The survey will support the council in meeting its statutory equalities duties in ensuring that findings are used to understand the different needs of our residents and can be used to fulfil our equalities objective.

5. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

5.1 The survey and its administration is anticipated to cost in the region of £60,000 per year. Over the next 2 years £25k per annum will be funded non-recurrently from contingency. The remaining expenditure will be funded from within the consultation budget within the commissioning group.

5.2 Procurement of a reputable research provider will be undertaken in accordance with the requirements of the Council's Contract Procedure Rules and a minimum of two competitive quotations will be sought.

5.3 The Residents' Perception Survey will help monitor performance, Corporate Plan KPI targets and Capita's KPIs. By commissioning an omnibus style survey, services and our partner Capita will enjoy economies of scales.

6. LEGAL ISSUES

- 6.1 Under CPR officers must obtain a minimum of two written quotations for a contract of this value.
- 6.2 Under CPR 5.9 HB Public Law must approve the contract terms and conditions to be used in the procurement.

7. CONSTITUTIONAL POWERS

- 7.1 Constitution Part 3, Responsibility for Functions- Section 6 – Powers delegated to officers and Contract Procedure Rule Appendix 1 Table A authorises a Director or Assistant Director to authorise the procurement and a Director, Assistant Director, Service Lead or Lead Commissioner or Head of Service can authorise acceptance of a tender by way of a summary DPR

8. BACKGROUND INFORMATION

- 8.1 With the demise of the Place Survey in 2010, there was no longer a statutory requirement for local councils to carry out perception surveys as stipulated by central government.

However, the council still felt it was important to monitor resident satisfaction in order to respond to the needs of residents. So in 2010/11, the council took the decision to commission a telephone Residents' Perception Survey every two years.

- 8.2 This year it was agreed at the Delivery Board meeting on the 19th June, that in order to support customer-driven performance management and improvement, the council would run the Residents' Perception Survey more regularly. After a careful review of the frequency required, it has been agreed that the frequency should be twice a year. This will allow the council to act in a more timely fashion when there are any areas of poor performance.

9. LIST OF BACKGROUND PAPERS

- 9.1 Delivery Board Minutes 19th June 2013

10. DECISION TAKER'S STATEMENT

I have the required powers to make the decision documented in this report. I am responsible for the report's content and am satisfied that all relevant advice has been sought in the preparation of this report and that it is compliant with the decision making framework of the organisation which includes Constitution, Scheme of Delegation, Budget and Policy Framework and Legal issues including Equalities obligations.

11. OFFICER'S DECISION

I authorise the following action

- 11.1 For the Residents' Perception Survey to be administered twice a year and to procure a research provider to enter into a two year contract for administering the survey on the council's behalf.**

Signed Deputy Chief Operating Officer

Date 15 July 2013