

Following the meeting of the Scrutiny Panel (22<sup>nd</sup> March 2021), two actions were agreed:

1. Further information be provided on the key performance information definition on the number of residents benefiting from opportunities created by the communities team,
2. The Panel welcomes the commitment to review the methodology for collecting customer satisfaction data.

In response, an update is provided below for each action:

**1. Further information be provided on the key performance information definition on the number of residents benefiting from opportunities created by the communities team**

The indicator .TC03 - Number of residents benefiting from opportunities created by the communities' team, is a new indicator which seeks to capture the incidences where the Communities Team has provided an opportunity that has benefited an individual.

In determining what is included as an opportunity from which individuals benefit there are three categories that have been defined. These are:

1. Number of referrals made into the Communities team from partner organisations through 'South Ribble Together' (e.g. via referent, the covid-19 support mailbox or the covid-19 support line) which have been followed with an intervention.
2. Number of individuals who actively participate in a new community development initiative that has been organised by the communities' team.
3. Number of individuals who attend a community, engagement or consultation event organised by the Communities team.

The activities of the Communities Team are varied but for clarity reporting under this indicator does not include the number of meals provided as part of the holiday hunger offer. This data is captured in the separate performance indicator.

When determining how to record or calculate the reported data, further information is set down in the written procedure:

- The number of new SRT referrals who were actively supported with an intervention by the Communities Team,
- Registrations/booking forms used by the Communities team or obtained from third parties for engagement and consultation events,
- Head counts/estimations taken at open access sessions, including number of people assisted with queries through social media or newsletters,
- Number of people participating in community-based activities, and new people engaged in residents' associations, friends of groups or similar.

## 2. The Panel welcomes the commitment to review the methodology for collecting customer satisfaction data

This indicator is currently under review by the Performance and Partnership Team. The review scope is to consider:

- The existing survey sample used,
- Response rates,
- Methods of collection,
- Other areas outside the Gateway where customer satisfaction is or could be monitored by services.

The current position is that customer satisfaction data is collected through postal forms, requiring respondents to complete and post back to the council (pre-paid envelope provided). The survey sample includes every resident who requests items be sent out in the post. The survey is only focused on the service received in the Gateway and not wider services provided by the Council.

An additional collection route is in place when the offices are open. The usual procedure is to provide residents with a survey when they have come in for face to face advice. This is planned to resume once face to face services resume.

The outcome of the review will be determined by the Shared Leadership Team, who will receive a report by the end of June 2020 with a set of recommendations on how customer satisfaction data is collected and determined going forward.

It is expected that recommendations will consider digital options and accessibility as well as potential sample surveys from across Council services and the methods of coordination and collection.

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**Provided by:** Howard Anthony, Performance and Partnerships Team Leader

**Date:** 1<sup>st</sup> June 2021