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| <p>CABINET MEETING – 11 March 2009</p> <p>EXECUTIVE SUMMARY SHEET – PART I</p> | |
| <p>Title of Report: Annual Residents Survey 2008 - Findings</p> | |
| <p>Author(s): Chief Executive</p> | |
| <p>Purpose of Report: To present findings from the 2008 Annual Residents' Survey.</p> | |
| <p>Description of Decision: Cabinet is asked to receive this report for information.</p> | |
| <p>Is the decision consistent with the Budget/Policy Framework? *Yes/Ne</p> | |
| <p>If not, Council approval is required to change the Budget/Policy Framework</p> | |
| <p>Suggested reason(s) for Decision: Information regarding needs and perceptions of residents is vital for future planning.</p> | |
| <p>Alternative options to be considered and recommended to be rejected: No alternative options have been considered</p> | |
| <p>Is this a “Key Decision” as defined in the Constitution? Yes/No</p> | <p>Relevant Review Committee: All</p> |
| <p>Is it included in the Forward Plan? Yes/No</p> | |

CABINET – 11 March 2009

ANNUAL RESIDENTS SURVEY 2008 - FINDINGS

Report of Chief Executive

1. Purpose of the Report

- 1.1 To present the findings from Sunderland Residents' Survey 2008 to Cabinet for information and comment.

2. Description of Decision (Recommendations)

- 2.1 Cabinet is asked to receive this report for information.

3. Introduction/Background

- 3.1 Since 1995 Sunderland City Council has commissioned an annual survey to monitor residents' satisfaction with and perceptions of the council and the services it provides.
- 3.2 The latest survey was undertaken during Autumn 2008.

4. Current Position

- 4.1 Appended to this covering report is the final Sunderland Residents' Survey 2008 report which includes an executive summary.
- 4.2 Andy Byrom of Ipsos MORI will attend to make the presentation and answer any questions.
- 4.3 An action plan is being drawn up to identify how the Council is responding to the issues raised. This will be included in the next performance report to be received by Cabinet as part of the quarterly performance monitoring cycle.

5. Reasons for the Decision

- 5.1 Information regarding residents' experiences and perceptions prove useful for future plans and form a vital part of our business monitoring and planning.

6. Alternative Options

- 6.1 No alternative options have been considered.

7. **Relevant Considerations / Consultations**

7.1 This report is for information only and no other considerations are relevant at present.

8. **List of Appendices**

- Sunderland Residents Survey 2008 – Final Report