

APPENDIX 2: 2006 BVPI GENERAL SURVEY ACTION PLAN

Problem	Solution	Target 09 Survey	Lead Officer	Target Date	Progress	Cost
<p>Communications</p> <p>Only 45% of respondents feel the council keeps residents informed about the services and benefits it provides. This is a satisfaction drop of 13% compared with the 2003 BVPI Survey.</p>	<p>Implementation of Communications Strategy (more frequent and proactive comms) Consider using other formats, styles and methods to suit given audiences</p>	<p>Target of 60% of respondents feeling the council keeps them informed about services and benefits it provides in the 2009 BVPI Survey.</p>	<p>Head of Communications & PR</p>			<p>Met through existing budgets</p>
<p>Communications</p> <p>Only 47% of respondents agree that the council provides good value for money.</p>	<p>Increased publicity on value for money through Outlook Magazine</p> <p>“Annual report” for households</p> <p>Publicity must link policies to VFM (eg recycling)</p> <p>Relay principles of the VFM strategy</p>	<p>Target of 60% in the 2009 BVPI Survey</p>	<p>Head of Communications & PR</p> <p>Head of Communications & PR</p>			<p>Met through existing budgets</p>

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<p>Communications</p> <p>Only 47% of respondents agree that the council provides good value for money.</p>	<p>As part of the Efficiency FSR process we will produce a Value for Money Strategy</p>	<p>Target of 60% in the 2009 BVPI Survey</p>	<p>Head of Financial Services / Head of Policy, Partnerships & Performance</p>	<p>By end October 2007</p>	<p>Draft currently under preparation</p>	<p>Within existing budgets</p>