



Consultation Overview	
Name of Consultation exercise	Best Value Performance Indicator General Survey
Description including purpose of the consultation	Statutory survey required by central government which looks at resident satisfaction with council services alongside questions around quality of life and anti-social behaviour
What are the dates of the consultation?	September 2006 to January 2007
Who is being consulted?	Random sample of 1100 residents from across North Herts
What areas are being consulted?	District Wide
What method of consultation is being used?	Questionnaire methodology used
When will the results of the consultation be available?	The key findings and any subsequent action plan will be available on the NHDC Internet From July 2007
Contact for the consultation exercise	Ashley Hawkins, Consultation Officer, 01462 474520
Link to Strategic Objectives / Corporate Plan	Satisfied Communities, ensuring that we listen to our citizens and deliver high quality, value for money, customer focused services.