

Community Services Survey

Residents have the opportunity to let Cherwell District Council know what they think of its services by completing the annual satisfaction survey this spring. From early May, residents and businesses will have six weeks to complete a short questionnaire allowing them to give feedback on the council's services, whether it provides value for money and the quality of its day-to-day operations.

The information provided will be used to help the council prioritise its budgets and service provision for future years and make improvements in areas where people have reported concerns.

Cllr Barry Wood, leader of Cherwell District Council, said: "We want to hear from the people we are working to serve how they feel about the services we offer. This is their chance to tell us what works well, what could be improved and what they think of Cherwell overall.

"At Cherwell we work hard all year round to deliver what we think are the most important services for the best value for money but we don't profess to always getting it right and if there are improvements that can be made, we want to hear about them. Equally, we want to know what people are happy with so we can ensure those teams get the feedback they deserve and we can learn from their best practice."

This year, the survey has been shortened to encourage more people to take part. The survey will be available to complete online and hard copies will be available in Cherwell's offices, Link Points and in local libraries. A number of hard copies will also be distributed to selected addresses across the district with a pre-paid envelope for people to return their completed survey.

Cllr Wood said: "This is the chance for people to really feedback their views; if people don't tell us what they think then we may not be aware to address any issues. We would encourage as many people as possible to have their say to ensure the service they receive is the best we can possibly provide."

As last year, the survey will once again be conducted by an external market research organisation, Marketing Means, to ensure all information returned remains entirely confidential.

The survey will be available to complete online from the beginning of May. You can access it by logging on to Cherwell District Council's website or clicking on www.marketingmeans.co.uk/cherwell2017. Alternatively those who would prefer a hard copy can request one by calling 01295 227001.