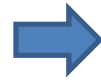


Priority 4

Objective 1:

Equality of access for all residents



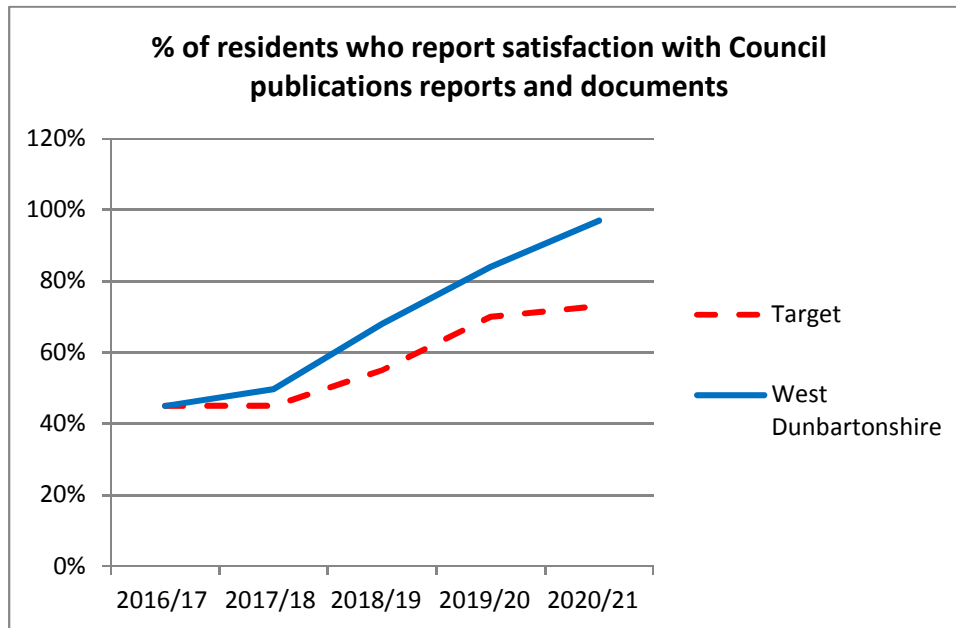
Indicator:

Percentage of residents who are satisfied with Council publications, reports and documents



Target:

73%



What does the data say?

Results for 2020/21 show that resident satisfaction with the Council publications, reports and documents has exceeded the target by 24% points . Representing significant progress made over the three years to improve resident satisfaction.

This is measured through the Resident Telephone Survey and helps to drive and inform future activity around this area.