

## Priority 4

### Objective 4:

Our Council – Inclusive and Adaptable



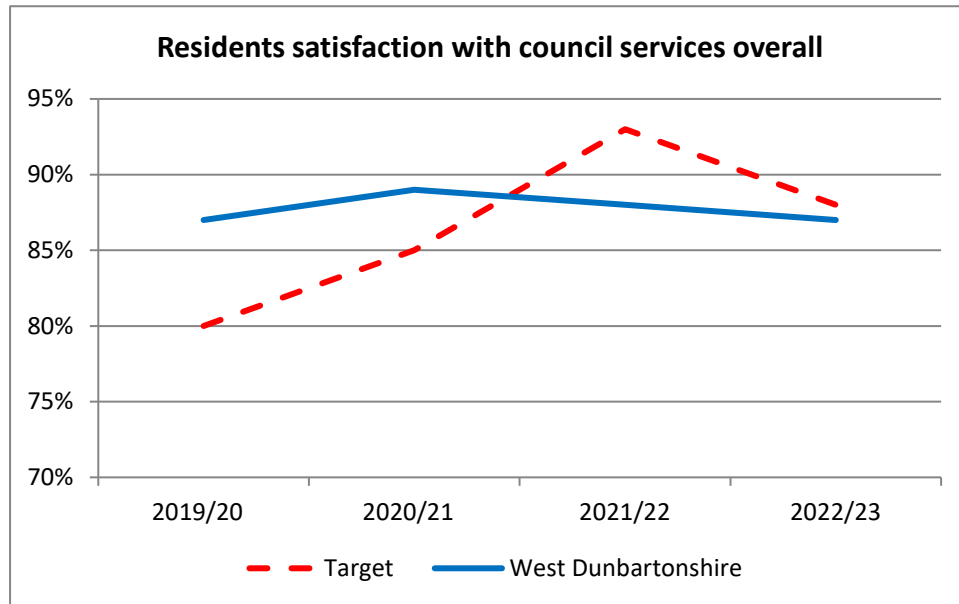
### Indicator:

Residents who report satisfaction with council services



### Target:

88%



#### ***What does the data say?***

The results for 2022/23 show a slight fall in satisfaction levels from the previous year by 1% point, and the target was narrowly missed.

Resident satisfaction is taken from the Customer Telephone survey using random sampling and work continues to identify any areas whereby Council services fall below a good standard of satisfaction.