



Priority 4

Objective 4:

Our Council – Inclusive and Adaptable



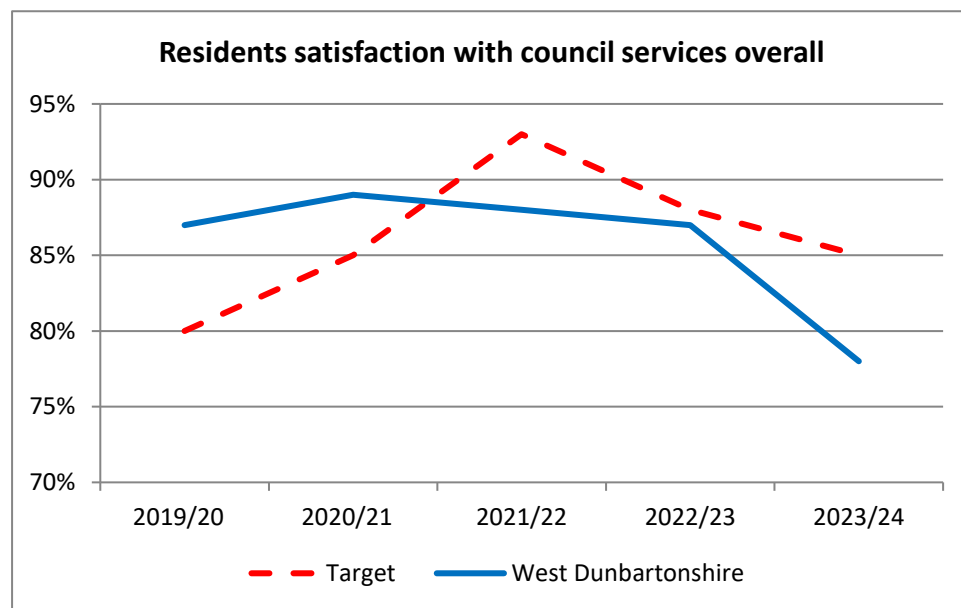
Indicator:

Residents who report satisfaction with council services



Target:

85%



What does the data say?

The results for 2023/24 show a fall in satisfaction levels from the previous year and the target was missed.

Recent changes made to services due to budget reductions have impacted on satisfaction levels.

Resident satisfaction is taken from the Customer Telephone survey using random sampling.