

Priority 4

Objective 1:

Equality of access for all residents



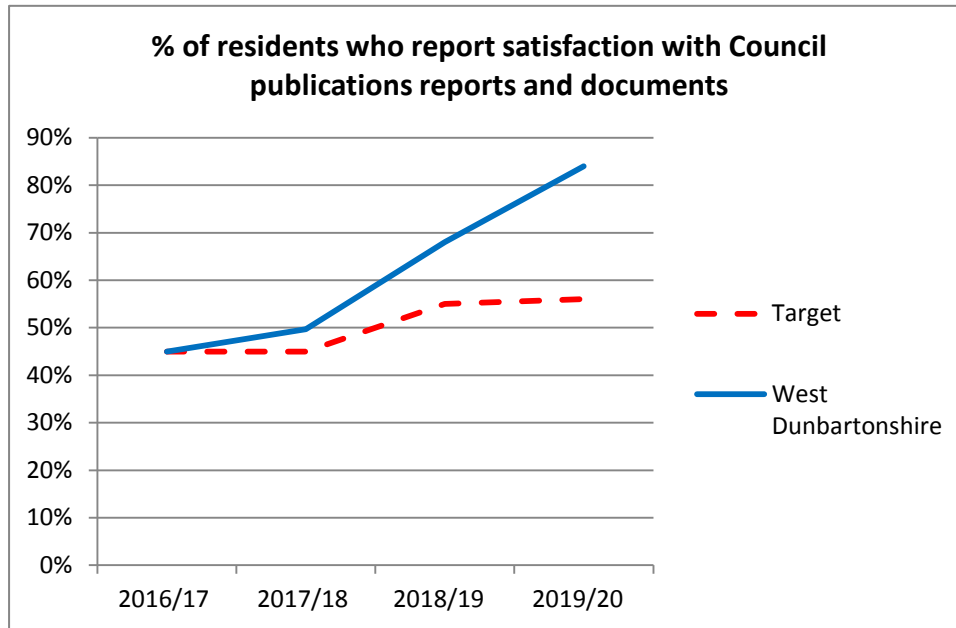
Indicator:

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



Target:

56%



What does the data say?

Results for 2019/20 show that resident satisfaction with the Council publications, reports and documents has exceeded the target by 28% . Representing significant progress made over the last couple of years to improve resident satisfaction

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