

**Subject:** Performance Surveys 2006/2007 – Legal and Democratic Services  
**Status:** For Publication

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**Report to:** Performance Scrutiny Committee    **Date:** 25<sup>th</sup> July 2007

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**Report of:** Head of Planning, Legal & Democratic Services

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**Portfolio**

**Holder:** Well - Managed Council

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**Key Decision:** NO

Forward Plan     General Exception     Special Urgency     "X" In  
*Relevant Box*

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**1. PURPOSE OF REPORT**

1.1 To inform Members of the results of performance surveys

**2. CORPORATE PRIORITIES**

2.1 The matters discussed in this report directly impact on the corporate priority of delivering quality services to our customer.

**3. RISK ASSESSMENT IMPLICATIONS**

3.1 All the issues raised and the recommendation(s) in this report involve risk considerations as set out below:

- Loss of confidence in the Council and local democracy

**4. BACKGROUND AND OPTIONS**

4.1 Legal Services

1. A questionnaire was sent to all Members in November 2006; 15 completed questionnaires were received, representing a response rate of about 40%, and the results are set out in Appendix 1.
2. A questionnaire was sent to Client Service Areas; 5 completed questionnaires were received, and the results are set out in Appendix 2.

## 4.2 Democratic Services

1. A questionnaire was sent to all Members in 2006; 12 completed questionnaires were received, representing a response rate of 33%, and the results are set out in Appendix 3.

## 5. **COMMENTS OF THE HEAD OF FINANCIAL SERVICES**

- 5.1 No comments

## 6. **COMMENTS OF THE HEAD OF LEGAL AND DEMOCRATIC SERVICES**

- 6.1 As in this Report

## 7. **COMMENTS OF THE HEAD OF HUMAN RESOURCES**

- 7.1 No comments

## 8. **CONCLUSION**

- 8.1 Members are requested to consider the results of these surveys

## 9. **RECOMMENDATION(S)**

- 9.1 Members are recommended to note this Report

## 10. **CONSULTATION CARRIED OUT**

- 10.1 Members

<b>Contact Officer</b>	
Name	Linda Fisher
Position	Head of Planning, Legal & Democratic Services
Service / Team	Legal and Democratic
Telephone	01706 252447
Email address	<a href="mailto:lindafisher@rossendalebc.gov.uk">lindafisher@rossendalebc.gov.uk</a>

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Background Papers	
Document	Place of Inspection
Attached to this Report.	