

Understanding Our Customers

Consultation and Survey Results 2007

This is the third 'Understanding our Customers' document that Wrexham County Borough Council has produced. It sets out how local people have responded to questions they have been asked about their views of the Council.

Wrexham County Borough Council consults with local people on major projects and decisions. It also manages a customer survey panel – the People's Voice – which provides a statistically valid panel of 800 people who agree to complete a detailed survey three times a year. This allows us to compile detailed information on local people's priorities and opinions.

Similarly to last year, 'Understanding Our Customers 2007' analyses the survey and consultation data held by the Council and presents the findings in the context of the Council's Corporate Priorities. Its production each year is timed to feed into the budget, corporate and service planning cycles.

This allows us to take your views into account in setting work plans and planning projects. Increasingly, we can also compare current findings against previous results, to show trends and changes in people's opinions over time.

Information collected in 2006/07 related to Wrexham County Borough Council's corporate priorities to:

- Strengthen Community Cohesion
- Improve Housing Stock
- Improve Customer Contact
- Improve Health, Social Care And Well-Being
- Reduce Crime And The Fear Of Crime
- Promote Welsh Language and Culture
- Prosperous businesses, a skilled workforce & regenerated communities

This paper also briefly sets out:

- Signpost information on consultation exercises undertaken by specific departments
- Consultation fora that Wrexham County Borough Council uses and supports

