

Improving Quality of Life (QoL)

Social Research opportunity:
Environmental Maintenance &
Keep Britain Tidy.

Steve Brown

Background:

- Keep Britain Tidy , in conjunction with Environmental Maintenance and partners are undertaking a social research project to improve the quality of life for residents. This will be focused within Bridgnorth Town and outlying rural areas.

Background:

- Social research will assist the service in understanding what in communities affects and could improve QoL. To shape, mould and where required re-engineer the service. To deliver an efficient and effective service based upon local importance and locally lead performance measures.

Cont.....

- This project will seek to improve the QOL for communities to take action on local issues that matter to them. And for us to be able to identify, engage with communities more effectively. It will also provide the justification and business case for service improvements or revisions to meet this identified need.
- Other authorities (Allerdale, Sheffield, Leeds) are also participating, supported by BKT consultants.

Background

- This project has been approved as a Transformation Project for Shropshire Council.
- The outcome and impact - well we will see....

What is it ?

- Understanding what impacts on the quality of life in local communities?
- Utilising environmental services - Street Cleaning and Grounds Maintenance?
- Understanding the evidence and need review and revise the service.
- Devising measures of how the service will be judged?

How?

With KBT - there will be :-

- Small scale resident perception surveys.
- Facilitated focus groups of residents and stakeholders.
- Define new indicators of performance and agree satisfaction levels.
- Definition of new standards and evaluate
- Measure efficiency and effectiveness
- Develop new web site for reporting.
- Working groups of residents.
- Measurement of QOL.
- One year programme.

Who's involved?

- Shropshire Council – Environmental Maintenance Service & Community Working Team.
- Bridgnorth Town Council.
- Bridgnorth LJC.
- Bridgnorth Civic Society.
- Local Members.
- Astley Abbots – awaiting confirmation.

Questions ?

