

Scottish Household Survey – the local context

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Overview

- Our local context
- National framework
- Satisfaction measurement -data and metrics
- Where do we go next?

Local context

- LGBF
- Strategic and service planning
- Best value and continuous improvement

National Framework



Satisfaction measurement - data and metrics

- What do we know?
- What do we need to know?
- What data do we have access to?
- Where are our gaps?

Where do we go next?

- Sample size
- Representativeness
- Local discussions
- 'opening the can'

Any Questions?

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