



## SERVICE QUALITY

We will try to achieve the right balance between the quality of service provision and the cost to you the Council Taxpayer or Council tenant.

Many of our services are required by law. Others are discretionary.

Our aim is that services should be of a high standard. Improvements are sought through service plans, Best Value reviews and regular performance monitoring and management.

The independent Audit Commission has inspected three of our major services – Council Housing, Environmental Services and Building Control. The Commission has decided that all were “Good” services, with “Good or Excellent prospects for improvement”.

We aim and are pleased to find that the

Kingfisher Leisure Centre, Sudbury



majority of our citizens consider that we provide our services efficiently and effectively. But there are a number of areas where some citizens are looking for improvement. We will try to make those improvements.

We are looking to improve our purchasing and partnership arrangements to improve services and efficiency, and to make savings.

## COST

As regards the cost of our services this year, of the seven Suffolk District Councils:

- We are receiving the lowest Government grant per head of population.
- We are charging the second lowest level of Council Tax.

We believe that this reflects good management and use of resources.

This year our Council Tax increase of 2.8% is the lowest in Suffolk and at the rate of inflation.

For future years our aim is to do our best to keep our Council Tax increases to the rate of inflation. But that will depend on the level of Government grant and our ability to make further savings and raise additional income. It may prove difficult in some years to provide services at the required level and keep Council Tax increases to inflation.

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