

REPORT OF THE LEADER**UPDATE ON THE NOTTINGHAMSHIRE ANNUAL SATISFACTION
SURVEY****Purpose of the Report**

1. To provide a progress report on the outcome of the procurement process for the procurement of a provider to conduct a Nottinghamshire annual satisfaction survey.

Information and Advice

2. Customer satisfaction is a key element of assessing the performance of public bodies. Research by Ipsos MORI shows that the top performing councils undertake annual citizens' surveys of one form or another as a way of measuring and understanding perceptions, behaviours and priorities amongst residents. Furthermore, understanding resident satisfaction and being able to make informed comparisons can strengthen local accountability and be a key part of the Authority's approach to managing its own performance.
3. At its meeting on 20 June 2012, Policy Committee provisionally agreed to conduct an annual satisfaction survey for the County Council, subject to approval of the contract price by the Leader, Deputy Leader, Chairman of Finance and Property and the Corporate Director Policy, Planning and Corporate Services.
4. During the competitive tendering exercise, 34 expressions of interest were received from a range of market research companies across the country resulting in 14 formal tender submissions. The tenders were evaluated using a 40:30:30 cost, time and quality ratio, as detailed in the tender documentation.
5. The most advantageous tender in terms of quality and price was assessed and a preferred bidder determined. Following approval by the Leader, Deputy Leader, Chairman of Finance and Property and the Corporate Director Policy, Planning and Corporate Services, the contract to provide a Nottinghamshire Annual Satisfaction Survey has been awarded to Enventure Consultancy Ltd at a cost of £14,223. This cost is significantly lower than the originally anticipated cost of £35,000 suggesting the economic climate has resulted in considerably fewer tenders being available, resulting in more competition and lower prices.

6. The County Council's contribution to this contract is £4,223, with the remainder of the costs being funded by partners – NHS Nottinghamshire, Ashfield District Council, Broxtowe Borough Council and Bassetlaw PCT; by undertaking this contract in partnership the Council has saved £10,000.
7. Enventure Consultancy Ltd (Enventure Research) has been delivering research projects since March 2003, including a wide range of projects for health organisations, local authorities, public transport agencies and government departments. Recent projects have included a region wide research project for NHS Midlands and East Strategic Health Authority Cluster and a council priorities and residents' survey for Braintree District Council in Essex. They have also just completed face-to-face on-street interviews relating to resident satisfaction on behalf of Thurrock Council. Enventure have offices in Bradford and London.
8. The Nottinghamshire annual satisfaction survey will take the form of a face-to-face survey carried out in each of the seven districts across the county. Results for Nottinghamshire County Council will be made up from an amalgamation of the seven district scores. In addition to measuring performance around resident satisfaction, council strategies, information provision, and achievement of Strategic Plan commitments, the data provided by the Council's annual resident satisfaction survey will be used to benchmark against other authorities.
9. The survey work will be completed by the end of October 2012. The results will be available in early December and will be reported to Policy Committee in January 2013.

Recommendation

It is recommended that

- i. the Committee note that by working in partnership the Council has saved £10,000.
- ii. the report be noted.

Councillor Kay Cutts Leader of the Council

For any enquiries about this report please contact: Angela Smeeton, Senior Consultation Officer telephone: 0115 9772937 E: angela.smeeton@nottsccl.gov.uk

Constitutional Comments [NAB 20.08.12]

1. This report is for noting only by the Policy Committee.

Financial Comments [MB 20.08.12]

2. The cost of the survey can be met from the 2012/13 budget for Communications & Marketing.

Background Papers

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None

Electoral Division(s) and Member(s) Affected

All