

Dear

I am writing to you in reply to your Freedom of Information Act (FOIA) request to Nottinghamshire County Council. I have the following information.

1. *Current supplier of service user/customer experience feedback surveys (This may be more than one. For example, one supplier may be providing a survey solution for community feedback whilst a different supplier may provide a survey solution for feedback within care homes and another supplier for contact centre surveys. Please provide details of supplier contracts for all).*

The Customer Service Centre uses the Institute of Customer Service (ICS) to measure customer satisfaction levels.

2. *Value of individual contract(s). Please specify whether "including VAT" or "plus VAT".*

We do not have a contract with the Institute of Customers Services but pay a membership fee.

3. *Renewal date of current contract(s).*

June 2020

4. *Contact details of officer(s) responsible for the contract(s).*

Membership responsibility - Marie Rowney, Group Manager, Customer Service Centre

5. *Brief description of service provided by current supplier.*

The Institute of Customer Services provides the use of materials, training and support, customer satisfaction surveys and networking.

6. *Where contracts have been renewed in the last 6 months, please can you also provide a short list of suppliers that bid for each contract?*

Not applicable

7. *Typical route to tender (i.e., what procurement portal or individual quote requests etc.).*

No procurement required for Institute of Customer Services as they are the only organisation available in this area.

8. *Does the authority own and/or run Care Homes and if yes, how many.*

This information is available on our disclosure log at the web address below. It is detailed in Appendix Two.

<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/?entryid245=626532&q=0%7e024396%7e>

If you have any queries or concerns then please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail

complaints@nottscc.gov.uk.

Yours sincerely

John Allison

Information Officer

Resources

Nottinghamshire County Council

County Hall, West Bridgford, Nottingham NG2 7QP

Telephone: 0115 977 2788