

<b>OVERVIEW AND SCRUTINY COMMITTEE</b>
<b>9 SEPTEMBER 2015</b>
<b>CITIZEN SURVEY</b>
<b>REPORT OF HEAD OF DEMOCRATIC SERVICES</b>

**1. Purpose**

- 1.1 To scrutinise the results of the Citizen Survey 2014 and to consider the proposals for the survey in 2015.

**2. Action required**

The Committee is asked to

- 2.1 consider the results of the Citizen Survey 2014;
- 2.2 consider the proposals for the Citizen Survey in 2015.

**3. Background information**

- 3.1 In 2014, Nottingham City Council commissioned and conducted the Nottingham Citizen' Survey 2014 in order to monitor progress against the targets set out in the Nottingham Plan to 2020 and the Nottingham City Council Plan.
- 3.2 The survey provides the opportunity to track citizen satisfaction and establish what Nottingham citizens think about the Council and the services it delivers for them. By conducting the survey, the Council is able to understand Nottingham citizens' lifestyle choices affecting their health and it informs service improvements at the Council.
- 3.3 In 2014, the field work was undertaken in October and November 2014, involving face to face interviews with 2,107 citizens (approximately 100 per ward). The methodology used is the same as the 2011, 2012 and 2013 surveys so the results are directly comparable.

**4. List of attached information**

- 4.1 Citizens' Survey 2014 – Executive Summary

**5. Background papers, other than published works or those disclosing exempt or confidential information**

- 5.1 None

**6. Published documents referred to in compiling this report**

6.1 Nottingham Insight

<http://www.nottinghaminsight.org.uk/f/63850/Library/Council-Government-and-Democracy/Local-Engagement-and-Consultation/>

**7. Wards affected**

7.1 Citywide

**8. Contact information**

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