

## Update to Overview and Scrutiny Committee: Respect for Nottingham and Citizens' Survey

Recommendation from the committee:

**Recommend that, after the next Nottingham Citizen Survey (which will be carried out in the context of the revised ward boundaries), following surveys are carried out every other year, in conjunction with any other surveys that can be procured as part of the same package, as a cost-saving measure, and that any further cost-saving measures should be explored in relation to the Citizen Survey.**

Both the Respect for Nottingham and Citizen's surveys have been conducted by the same external company during a very similar time period every year with joint procurement to save money and officer time. A budget saving proposal was also accepted last year to conduct the two surveys every other year in order to achieve a saving. Thus this year the Citizen's survey will be carried out in Oct 2020 followed by the Respect Survey in 2021.

The Citizens' Survey tracks citizen satisfaction and asks Nottingham citizens their opinion of the Council and what it delivers. It allows the Council to understand citizens' lifestyle choices affecting their health and informs service improvements as well as the overall performance of the Council.

The insight gained from the Respect for Nottingham Survey is used to inform the overall aims of the Crime & Drugs Partnership, such as reducing crime, substance misuse and antisocial behaviour and provides an indication of changes in perception regarding crime and anti-social behaviour.

In addition to the annual citizens survey we are currently undertaking consultation and engagement on how the COVID situation has effected citizens in their everyday life to find out how they have been doing things differently during the lockdown and what they think the priorities should be going in to the recovery phase. We want to understand how citizens have been impacted and where they see the council's role in delivering services. The output will help inform the Council's response to COVID.