

## Operational Decision Record

Publication Date 09/09/2022 07813181380	Decision Reference Number 4715
<b>Decision Title</b>	
Citizens Survey and Respect Survey 2022	
<b>Decision Value</b>	
£55,000	
<b>Revenue or Capital Spend?</b>	
Revenue	
<b>Department</b>	
Analysis & Insight, Finance and Resources	
<b>Contact Officer (Name, job title, and contact details)</b>	
Jon Rea, Research, Engagement & Consultation Manager, jon.rea@nottinghamcity.gov.uk	
<b>Decision Taken</b>	
To award a contract to supply delivery of fieldwork consultation on the 2022 Citizens Survey and 2022 Respect Survey, based on the successful application to quote. Quotation process administered by Procurement in accordance with financial regulations and best practice, through an ITQ on the Procurement portal and assessment of submitted bids.	
<b>Reasons for Decision and Background Information</b>	
The surveys track citizen satisfaction, experiences and opinions on a range on services it delivers and issues of concern (e.g. community safety). The results inform performance management and influences policy and decision making. The surveys will inform performance management of the strategic council plan which is in its final year. Therefore, we need to award a contract for one year only (2022) to deliver both surveys using the standard methodology. This will enable the collation of comparative data with the existing Council Plan and Crime and Drug Partnership Plan. The value of this award is such that a full tender process is not needed. The two surveys are conducted separately but commissioned through the same invitation as two separate lots.	
<b>Other Options Considered and why these were rejected</b>	
Managing this survey process in-house has been considered. However, there is no resource within the Council to undertake this number of interviews with citizens within the three-month period. To manage this would require employing an experienced team of around 30 interviewers over a three-month period, training them and project managing the work. It would then require a team of data inputters around one months' worth of resource time in inputting, which would mean addition resource being bought in just for a one-month period. A consultant can	

carry out all of the above for much less cost than it would be to temporarily take on 40-50 staff for the three months the fieldwork is being carried out.

**Reasons why this decision is classified as operational**

The cost to undertake both surveys is expected to not exceed £55,000. Existing budget has been identified therefore there is no financial pressure nor additional funding needed as a result of this decision.

**Additional Information**

- The contracts will be awarded in accordance with the City Council's Contract Procedure Rules.
- A Data Protection Impact Assessment will be completed in advance of the commencement of the surveys.
- A formal agreement will be completed for each project, containing detailed responsibilities, prior to the commencement of fieldwork.

**Decision Maker (Name and Job Title)**

Melbourne Barrett, Chief Executive

**Scheme of Delegation Reference Number**



**Date Decision Taken**

8<sup>th</sup> Sep 2022