

<b>OVERVIEW AND SCRUTINY COMMITTEE</b>
<b>3 JULY 2019</b>
<b>CITIZEN SATISFACTION SURVEY / CUSTOMER SERVICE</b>
<b>REPORT OF HEAD OF LEGAL AND GOVERNANCE</b>

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**1 Purpose**

- 1.1 To review the results of the latest Citizen Survey for Nottingham City Council colleagues.

**2 Action required**

- 2.1 Councillors are asked to review the information provided, ask questions of colleague attending if appropriate, and make recommendations for further scrutiny as necessary.

**3 Background information**

- 3.1 The latest Nottingham Citizen Survey was conducted in October and November 2018.
- 3.2 Shelley Harrod (Research, Engagement and Consultation Manager) and Councillor Sally Longford (Portfolio Holder for Energy, Environment and Democratic Services (with a remit covering Customer Services)) will be attending the meeting to update the Councillors on results, trends and further actions arising from the latest survey.

**4 List of attached information**

- 4.1 Briefing on the results of the latest Citizen Survey.

**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 None.

**7 Wards affected**

- 7.1 All.

**8 Contact information**

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