

OVERVIEW AND SCRUTINY COMMITTEE
6 NOVEMBER 2019
CITIZEN SURVEY RECOMMENDATION WRITTEN RESPONSE
REPORT OF HEAD OF LEGAL AND GOVERNANCE

1 Purpose

- 1.1 To receive the written response from the Portfolio Holder for Communities on the Committee's recommendation made at its meeting in July 2019.

2 Action required

- 2.1 To consider the written response from the Portfolio Holder for Communities to the Committee's recommendation to reduce the frequency of the Citizen Satisfaction survey to every other year instead of annually.

3 Background information

- 3.1 At its meeting on 3 July 2019, the Committee considered a report on the results of the Nottingham Citizen Survey 2018.
- 3.2 As part of the presentation, the Committee was informed that the annual Citizen Satisfaction Survey was no longer a statutory requirement, but there was a local commitment to continue to conduct it annually. It was procured alongside the 'Respect' survey, at a cost of around £23,000. The appointed consultant helped to frame the questions and aimed to carry out 2,000 face-to-face interviews with people in all wards, who were representative of the age, gender and ethnicity of the population of the City as a whole, and then input and quality check the data. The results were considered to be an accurate reflection of the views of the total City population, but they did not reflect opinion at a ward level as accurately. The results were shared with the relevant departments and Portfolio Holders.
- 3.3 The Committee raised concerns relating to the overall cost of the Citizen Satisfaction Survey, in terms of consultant fees and colleague time (given that it was no longer a statutory requirement), and the real robustness of its data in informing meaningful decision-making, due to the general nature of the data collected. Councillors felt that it would be of a much greater benefit to seek and understand citizen feedback at the level of individual wards and services. Councillors also asked whether it would be more cost-effective for the Council to carry out the survey, rather than using an external consultant.
- 3.4 As a result of the concerns, the Committee made the following recommendation:

“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.”

3.5 The response to the recommendation is attached.

4 List of attached information

4.1 Written response to the recommendation.

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 Overview and Scrutiny Committee minutes – 3 July 2019.

7 Wards affected

7.1 All.

8 Contact information

8.1 Laura Wilson
Senior Governance Officer
0115 8764301
laura.wilson@nottinghamcity.gov.uk

Written response

As part of the Council Plan there is a commitment to protect annual resident's surveys. The Citizens Survey will be undertaken in 2019. The proposal from Overview and Scrutiny will be considered as part of the budget process.