



Reference: RFI 1709023

Request:

Under the Freedom of Information Act, I would like to request the following information, for any Service User and/or Customer Experience feedback surveys and contracts in place within the Authority.

1. Current supplier of service user/customer experience feedback surveys (This may be more than one. For example, one supplier may be providing a survey solution for community feedback whilst a different supplier may provide a survey solution for feedback within care homes and another supplier for contact centre surveys. Please provide details of supplier contracts for all).

North Tyneside Council Customer Services currently use Survey Gizmo as an online tool to create in house Customer Satisfaction Surveys for all contact to Customer Services either face to face, over the phone or in response to emails from Customers.

2. Value of individual contract(s). Please specify whether "including VAT" or "plus VAT".

£393.71 pa inc VAT

3. Renewal date of current contract(s).

07/07/2018

4. Contact details of officer(s) responsible for the contract(s).

Rachel.trainor@northtyneside.gov.uk

5. Brief description of service provided by current supplier.

Ability to create our own surveys in Customer Services and tailor to suit our needs, reporting and export of raw data also available for reporting and performance management purposes

6. Where contracts have been renewed in the last 6 months, please can you also provide a short list of suppliers that bid for each contract.

N/A – ongoing provider



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7. Typical route to tender (i.e., what procurement portal or individual quote requests etc.).

N/A

8. Does the authority own and/or run Care Homes and if yes, how many.

We don't own or run any care homes for adults

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Date: 05/10/2017

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