

Nicola Hesketh  
Project and Information Co Ordinator

**Our Ref: FOI4800/NH/02**  
**Please ask for: Nicola Hesketh**  
**Direct dial: 01827 709 587**  
**E-mail: FOImailbox@tamworth.gov.uk**

[Name Redacted]  
Optimum Contact  
166 Northwood Way  
Northwood  
Middlesex  
HA6 1RB

20<sup>th</sup> November 2017

Dear [Name Redacted]

### **Freedom of Information – Request for Information**

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act. Please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

#### **Details of Your Request**

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).*
  2. *Value of individual contract(s). Please specify whether “including VAT” or “plus VAT”.*
  3. *Renewal date of current contract(s).*
  4. *Contact details of officer(s) responsible for the contract(s).*
  5. *Brief description of service provided by current supplier.*
  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.*
  7. *Typical route to tender (i.e., what procurement portal or individual quote requests etc.).*
  8. *Does the authority own and/or run Care Homes and if yes, how many. This question applies to all types of Care Homes, not just Care Homes exclusively for the elderly.*
- NB, Questions 1-7 relate to any feedback surveys and contracts in place within the Authority. Questions 1-7 are not only related exclusively to Care Homes; Q1-Q7 relate to all areas of responsibility and not just Care Homes.*

#### **The response to your request as follows:**

- **There is no corporate contract for “the service user/customer experience feedback surveys”, we conduct our own.**

- In regards to the procurement routes, we advertise our requirements on In-tend if the contract value exceeds £4k. This is carried out in a form of Invitation to Quote or Invitation to Tender (depending on the value of the contract). Link to In-tend: <https://in-tendhost.co.uk/tamworthbc>
- The council does own and/or run any care homes

### **IMPORTANT NOTICE ABOUT USE OF INFORMATION PROVIDED UNDER THE FREEDOM OF INFORMATION ACT (FoIA)**

Most of the information that we provide in response to Freedom of Information Act 2000 requests will be subject to copyright protection. In most cases the copyright will be owned by Tamworth Borough Council. The copyright in other information may be owned by another person or organisation, as indicated on the information itself.

You are free to use any information supplied for your own non-commercial research or private study purposes. The information may also be used for any other purpose allowed by a limitation or exception in copyright law, such as news reporting.

However, any other type of re-use, for example by publishing the information in analogue or digital form, including on the internet, will require the permission of the copyright owner. For information where the copyright is owned by Tamworth Borough Council details of the conditions on re-use can be provided on application to the contact below.

For information where the copyright is owned by another person or organisation you must apply to the copyright owner to obtain their permission.

This council also believes in transparency of information, this includes requests made under the Freedom of Information Act and the Environmental Information Regulations and we reserve the right to publish these requests in our Disclosure Log along with the response, the requestors name and/or company where the information is requested on a regular basis. Care shall be taken not to publish your email address or physical address where it is considered personal information as defined under the Data Protection Act 1998.

Project and Information Coordinator,  
Tamworth Borough Council,  
Marmion House,  
Lichfield Street,  
Tamworth,  
B79 7BZ

Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh  
Project and Information Coordinator