



Resolution

8th Floor,
10 South Colonnade
Canary Wharf
London
E14 4PU
Telephone: 020 7811 2700

August 2024
FOI_6679

The following information was requested on 24 July 2024:

The information that we require, under the Freedom of Information Act, is as follows:

- 1) Do you use a tool for Surveys? (a survey tool would help to create the survey, design the questions, distribute the survey, drive responses, and build out reports and insights into the data)*
- 2) If so, which supplier do you use for this tool?*
- 3) How much do you spend annually on a Survey Tool?*
- 4) Which month & year does your contract with your supplier end?*
- 5) Who is the budget holder for this contract?*

Our Response

- 1) Do you use a tool for Surveys? (a survey tool would help to create the survey, design the questions, distribute the survey, drive responses, and build out reports and insights into the data)*

Yes.

- 2) If so, which supplier do you use for this tool?*

SmartSurvey

- 3) How much do you spend annually on a Survey Tool?*

£2,160.00

- 4) Which month & year does your contract with your supplier end?*

July 2024

- 5) Who is the budget holder for this contract?*

Nick Rigg

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance, Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/>