

Our Ref: 090/2020  
March 2020

## Re: Your request made under the Freedom of Information Act 2000

---

1) Who provides your Friends & Family Test, or is it done in-house?

**In-house**

2) Do you use a real time reporting tool?

**No**

3) When does the contract end?

**N/A**

4) What is the annual value (£) of contract?

**N/A**

5) Do you do localised surveys?

**Yes**

6) If so, who do you do use?

**Survey Monkey**

7) How are these surveys delivered?

- a) SMS
- b) Online / tablet**
- c) Paper
- d) Kiosk