



**Nottinghamshire County
Council and the Office for the
Nottinghamshire Police and
Crime Commissioner**

**Nottinghamshire Annual
Satisfaction Survey 2015**

Final Report

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Contents

Executive Summary.....	4
Introduction and Methodology	4
Summary of Key Findings	4
The Research Programme	9
Introduction	9
Methodology	9
Interpreting the Data	10
Research Findings	11
Sample Profile	11
Satisfaction with the Local Area	14
Satisfaction with the Local Authority.....	18
Value for Money.....	22
Advocacy	26
Information Provision	30
Respect and Consideration	34
Community Safety	38
Community Cohesion	50
Influence on Local Decision Making	54
Participation in Volunteering.....	58
Perceptions of Anti-Social Behaviour	61
Internet Usage	67
County Council Publications.....	72
Uniqueness of Nottinghamshire	80
Police and Crime	81
Democratic Engagement.....	95
Acknowledgments.....	96
Appendix 1 – Questionnaire	97

Executive Summary

Introduction and Methodology

This report presents the findings from the 2015 Residents' Satisfaction Survey conducted for Nottinghamshire County Council and the Nottinghamshire Police and Crime Commissioner by independent market research agency Enventure Research. The Annual Satisfaction Survey plays an important role in capturing local people's views, experiences and perceptions of value for money, communication channels, quality of life and policing and crime.

The results for Nottinghamshire County Council are made up from an amalgamation of the seven Districts and Boroughs: Ashfield District Council, Bassetlaw District Council, Broxtowe Borough Council, Gedling Borough Council, Mansfield District Council, Newark & Sherwood District Council and Rushcliffe Borough Council.

The research was conducted via a face-to-face, on-street survey with residents aged 18 or over, across Nottinghamshire. A representative sample of 1,081 respondents were interviewed between 5 October 2015 and 30 October 2015. Quotas were set on gender, age, working status and ethnicity according to the most up to date population data (i.e. the Census 2011). To identify differences between Districts and Boroughs, approximately 150 respondents were interviewed in each.

Summary of Key Findings

Satisfaction with the Local Area

Four in five survey respondents (82%) were satisfied with their local area (35% very satisfied and 47% fairly satisfied), an increase of 2% since the 2014 survey and 3% higher than in 2013. Nine per cent said that they were dissatisfied (6% fairly dissatisfied and 3% very dissatisfied).

Satisfaction was highest in Newark & Sherwood, where 93% were either satisfied or fairly satisfied, and lowest in Ashfield (74% overall satisfaction).

Satisfaction with the Local Authority

Six in ten respondents (59%) were satisfied with the way Nottinghamshire County Council runs things, with 12% indicating that they were very satisfied and 47% that they were fairly satisfied, representing a decrease of 2% since the survey was last conducted in 2014. One in five (22%) were neither satisfied nor dissatisfied with the way the County Council runs things, whilst 15% were either fairly dissatisfied (9%) or very dissatisfied (6%).

Overall satisfaction with Nottinghamshire County Council was highest amongst Rushcliffe respondents (65%) and lowest amongst Ashfield respondents (44%).

Value for Money

Four in ten (43%) respondents agreed that Nottinghamshire County Council provides value for money (6% strongly agreed and 37% tended to agree). This represents an overall decrease of 4% in the proportion of respondents who agree since the 2014 survey and marks a return to the same level of agreement reported in 2013. Three in ten (29%) neither agreed nor disagreed and one in five (22%) disagreed that the County Council provides value for money (14% tended to disagree and 8% strongly disagreed).

A greater proportion of Newark & Sherwood respondents agreed at 49%, in comparison to 31% of Ashfield respondents. Agreement was also higher in Rushcliffe, where 47% agreed to some extent that Nottinghamshire County Council provides value for money.

Advocacy

Two in five respondents (39%) stated that they speak positively of the County Council, either without being asked (6%) or if they are asked (33%), representing an increase of 4% since 2014. As in previous years, the greatest proportion of respondents (44%) indicated that they had no views one way or the other about the County Council.

Larger proportions of Newark & Sherwood (45%) and Rushcliffe (44%) respondents indicated that they speak positively about the County Council in comparison to the overall sample, whilst advocacy of the County Council was lowest in Bassetlaw (34%).

Information Provision

Over half of respondents (54%) felt either very well informed (8%) or fairly well informed (46%) by Nottinghamshire County Council about the services and benefits it provides. This is an increase of 1% since the previous year's survey, and is 4% higher than the proportion who felt well informed in 2013. Overall 38% did not feel well informed, with 23% indicating that they were not very well informed and 15% that they were not at all informed.

Two in three (67%) Rushcliffe respondents felt that they were well informed by the County Council, in comparison to 54% of the overall sample. Those living in Ashfield were less well informed, with 47% indicating that they were well informed.

Respect and Consideration

One in three respondents (34%) felt that they had been treated with respect and consideration by their local public services most of the time and one in four (25%) felt that they had been treated with respect and consideration all of the time. The overall proportion feeling respected all or most of the time (59%) has decreased by 2% since the 2014 survey.

A greater proportion of Newark & Sherwood (69%) and Rushcliffe respondents (67%) felt respected, whilst Gedling respondents were less likely to indicate that they were treated with respect, with 43% feeling respected all or most of the time.

Community Safety

Three in four (74%) respondents reported feeling safe (either very or fairly safe) in their local area when outside after dark, however 15% felt unsafe (9% fairly unsafe and 6% very unsafe), a decrease of 4% since the 2014 survey. A large proportion of Newark & Sherwood (84%) respondents felt safe, compared to 68% of Ashfield and Bassetlaw respondents.

When considering how safe they felt when outside during the day, 95% of the overall sample felt either very safe (77%) or fairly safe (18%), an increase of 1% since last year's survey. Two per cent overall felt either fairly unsafe or very unsafe. Few differences were identified between respondents from different Districts and Boroughs, although a slightly higher proportion of Newark & Sherwood respondents (98%) felt safe compared to Bassetlaw respondents (89%).

The proportion of respondents who indicated that they felt very safe when home alone at night has increased from 59% in 2014 to 69% in 2015. Furthermore, nine in ten (89%) overall reported that they felt either very (69%) or fairly (20%) safe, a 1% increase since 2014. Six per cent reported that they felt either fairly or very unsafe (4% and 2% respectively). Perceptions of feeling safe when home alone at night were high in most Districts and Boroughs, although slightly smaller proportions of Bassetlaw and Gedling respondents (87% each) and a higher proportion of Broxtowe and Mansfield respondents (91% each) reported feeling either very or fairly safe.

Community Cohesion

Almost half of respondents (48%) agreed that people from different ethnic backgrounds get along well together in Nottinghamshire (15% definitely agreeing and 33% tending to agree), which is 3% lower than in 2014. One in eight (13%) said there were too few people in their local area to say whether or not this was true, whilst 7% said that the people in their local area were all from the same ethnic background and a further 12% said they did not know.

Agreement was highest in Broxtowe and Gedling (60% and 58% respectively) and low in Mansfield (31% agreement), however 38% of Mansfield respondents said there were too few people in the area to tell or everyone was from the same ethnic background.

Influence on Local Decision-Making

Twenty-seven per cent of 2015 survey respondents agreed to some extent that they could influence decisions affecting their local area (with 4% definitely agreeing and 24% tending to agree), however a larger proportion disagreed (40% - with 22% tending to disagree and 19% definitely disagreeing). The proportion who agreed has decreased by 9% since the 2014 survey. Agreement was higher in Gedling (33%), Bassetlaw (32%) and Newark & Sherwood (31%) in comparison to Ashfield (19%) and Mansfield (21%).

Participation in Volunteering

The majority of respondents (83%) indicated that they had not participated in any voluntary activities over the last twelve months, however 16% had volunteered for at least one hour over this time period.

Few differences were identified across respondents from different Districts and Boroughs, however a smaller proportion of Newark & Sherwood respondents (73%) said that they had not volunteered compared to Ashfield respondents (93%).

Of those respondents who had volunteered over the last twelve months, 23% had done so for local community or neighbourhood groups, whilst 23% said that they volunteered in health, disability and social welfare positions and 22% had volunteered in children's education and schools.

Perceptions of Anti-Social Behaviour

Respondents were asked how much of a problem a range of anti-social behaviours were in their local area. The majority of respondents felt that each of the behaviours considered were not a problem at all, ranging from 77% (rubbish or litter lying around and people using or dealing drugs) to 97% (abandoned or burnt out vehicles). One in four (23%) survey respondents felt that rubbish or litter lying around was a problem (either a very big problem or a fairly big problem), a decrease of 3% since 2014. One in six (18%) said that people using or dealing drugs was a problem, which is 2% lower than in 2014.

A very small proportion of respondents overall felt that abandoned or burnt out vehicles were a problem, at 2% (3% in 2014), whilst 4% felt that people being attacked or harassed because of their skin colour, ethnic origin or religion was a problem (1% lower than in 2014). The proportion of respondents who indicated that vandalism, graffiti and other deliberate damage to property was a problem behaviour in their local area has decreased by 6% since the 2014 Annual Satisfaction Survey (from 16% in 2014 to 10%

in 2015). The proportion of respondents saying that noisy neighbours or loud parties were a problem, however, has increased from 12% in 2014 to 14% in 2015.

Internet Usage

A series of questions about how people access and use the internet was asked of respondents in the 2015 Annual Satisfaction Survey. The majority of respondents used only one type of broadband at home, with 37% in total indicating that they used two or more types. The most frequently used broadband type was fibre broadband, used by over one in three (36%). A further 27% and 9% used wireless and mobile broadband most frequently. One in five (21%) indicated that they either did not know their broadband type or did not use the internet and 6% used satellite broadband.

Nine in ten (88%) respondents were not aware of the Better Broadband for Nottinghamshire programme, which aims to roll out fibre broadband across the country. Awareness was slightly higher for Newark & Sherwood respondents (19%) and lower for Broxtowe and Gedling respondents (9%).

One in three (33%) respondents used a laptop computer to access the internet most frequently at home, whilst one in five (19%) used a smartphone. Six in ten (61%) used more than one type of device to access the internet. The most common uses of the internet were shopping, social networking and banking (59%, 57% and 46% respectively).

Memory of Picking up or Seeing County Council 'Life' Publications

Eight out of ten (79%) survey respondents could not remember picking up or seeing any of the County Council's 'Life' publications, with 11% recalling picking up or seeing 'Country Life', 9% picking up or seeing 'Family Life' and 6% seeing 'Your Life'. Of those who had picked up or seen a publication, 66% read it either thoroughly (19%) or read selected articles (47%) whilst 35% had either not read it (6%) or had glanced at it (28%). Eight in ten (83%) of those who had picked up or seen a publication found it informative (22% very informative and 62% fairly informative).

Six in ten (59%) said that the County Council publication they had seen or picked up made them feel satisfied to some degree with the County Council (13% very satisfied and 46% satisfied). Although 1% said they felt unsatisfied after picking it up or seeing it, four in ten (40%) said that it made no difference to their opinion.

County Council website

A series of questions was asked about the County Council website. When asked to rate how easy it was to access information about services on the County Council website, six in ten (63%) survey respondents said they did not know. One in four (23%) rated it as excellent or good, and 14% said average or poor.

When asked to rate how easy the website was to complete transactions for County Council services, two in three (67%) said they did not know. One in five (18%) rated it as excellent or good and the rest said it was average or poor (15%).

One in five (19%) survey respondents indicated that the County Council website makes them feel satisfied to some degree with the County Council (2% very satisfied and 17% satisfied) and 4% said dissatisfied to some extent (2% each for very unsatisfied and unsatisfied). However, over half (52%) said it made no difference to their opinion and one in four (25%) said that they did not know.

Police and Crime

A number of questions were asked around policing and crime. Respondents were asked to rank a number of Police and Crime Plan priorities in terms of importance. Of the priorities considered, 36% said that the most important was 'protect, support and respond to victims, witnesses and vulnerable people', whilst 20% ranked 'focus on those local areas that are most affected by crime and disorder and anti-social behaviour' as most important.

One in six (16%) felt that reducing the impact of drugs and alcohol misuse was the most important and 13% felt it was to 'spend your money wisely'.

Four in five (81%) survey respondents said that they did not currently obtain any information about the Nottinghamshire Police and Crime Commissioner. This is similar to last year when 80% said the same. The most common methods of accessing information were via local newspapers (11%) and from local broadcast media (5%). These results are consistent with the findings from the 2014 survey, in which local newspapers were also the most common method of obtaining information.

When considering a number of areas of business identified for review by the Nottinghamshire Police Independent Advisory Group (IAG), the majority of respondents felt that all areas were important (either very important or important). 'Recruitment and retention of police officers' was felt to be important by 92% of respondents, whilst 90% said that 'hate crime related to disability' was important. 'Stop and search' was felt to be either important or very important by the smallest proportion of respondents, at 69%.

Almost a half (49%) said that they would be prepared to pay more towards policing, which is 4% lower than in last year's survey. One in three (32%) said they would not, whilst one in five (19%) were undecided. Respondents from Bassetlaw and Rushcliffe appeared most open to the idea of paying more, with 61% and 63% respectively indicating that they would be willing to do so. In contrast, 35% of Mansfield respondents were willing to pay more. Of those who said they would not be prepared to pay more towards policing, 60% said that this was because they could not afford to, or felt that they paid enough already and one in five (20%) said it was because they felt they don't get their money's worth at the moment or their money is being wasted.

When asked about where potential savings could be made, 45% suggested that the Nottinghamshire Office of the Police and Crime Commissioner was one such area, whilst 26% said that savings should be made in road policing and a further 25% said in support functions such as estates and buildings costs. Support was lowest for making savings related to investigations/investigative support (5%) and local policing (4%).

Democratic Engagement

Seven per cent of respondents wished to pass on their contact details to Nottinghamshire County Council in order to be kept informed about its services, consultations and events via email, whilst 4% chose to provide their contact details in order to receive further information about the Citizens Panel.

The Research Programme

Introduction

This report presents the findings from the 2015 Residents' Satisfaction Survey conducted for Nottinghamshire County Council and the Nottinghamshire Police and Crime Commissioner by independent market research agency Enventure Research.

The Annual Satisfaction Survey plays an important role in capturing local people's views, experiences and perceptions of value for money, communication channels, quality of life and health and wellbeing from the Council's public services.

Methodology

The research was conducted via a face-to-face, on-street survey with residents aged 18 or over, across Nottinghamshire. A sample of 1,081 respondents were interviewed between 5 October 2015 and 30 October 2015. To identify differences between Districts and Boroughs, 150 respondents were interviewed in each, with the exception of Ashfield, Broxtowe, Mansfield and Rushcliffe, where slightly more respondents were interviewed (as shown in **Table 1**).

Table 1 – Interviews across the Districts/Boroughs

District/Borough Council	Number of interviews
Ashfield District Council	151
Bassetlaw District Council	150
Broxtowe Borough Council	174
Gedling Borough Council	150
Mansfield District Council	151
Newark & Sherwood District Council	150
Rushcliffe Borough Council	155
Overall	1,081

The survey was designed in partnership between Nottinghamshire County Council, the Nottinghamshire Police and Crime Commissioner and Enventure Research.

The majority of questions from previous years' surveys were included, whilst some additional bespoke questions for the 2015 survey were added. Each street survey interview questionnaire took approximately 15 minutes to administer and a copy can be found in **Appendix A**.

Before conducting the fieldwork the questionnaire was piloted in Nottinghamshire by an experienced interviewer to ensure it was fit for purpose. The survey was undertaken by an experienced team of local Interviewer Quality Control Scheme (IQCS) trained interviewers. The IQCS is an independently run scheme which requires members to adhere to a set of benchmark market research industry standards. The interviewing team also received comprehensive training specifically related to the project, including information about the research aims and objectives. The team was supervised by a local fieldwork supervisor with many years' experience of training interviewing staff.

Interviewer shifts took place at different times, on both weekdays and weekends (including peak times) up to 8.00 pm, to ensure that all segments of the community had an equal opportunity to participate.

Quotas were set on gender, age, working status and ethnicity according to the most up to date population data (i.e. the Census 2011).

Based on a total population of 785,800 (i.e. Census 2011 data) a sample of 1,081 respondents will give results that are accurate to approximately +/-3% at the 95% confidence interval. This means with a result of 50%, we can be 95% sure that if we interviewed all residents then the result would be between 47% and 53%.

Interpreting the Data

This report contains several tables and charts that present the survey results. In some instances, the responses may not add up to 100%. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- Only the most common responses may be shown in the table
- Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%
- The question may have been passed over by the respondent, therefore the base size may vary slightly by question
- Percentages of less than 1% are not displayed

In order for Nottinghamshire County Council and the Nottinghamshire Police and Crime Commissioner to understand how levels of satisfaction and perceptions have changed, comparisons were made where the same questions were asked in the 2013 and 2014 surveys which were also conducted by Enventure Research. Where there are significant differences, these have been highlighted.

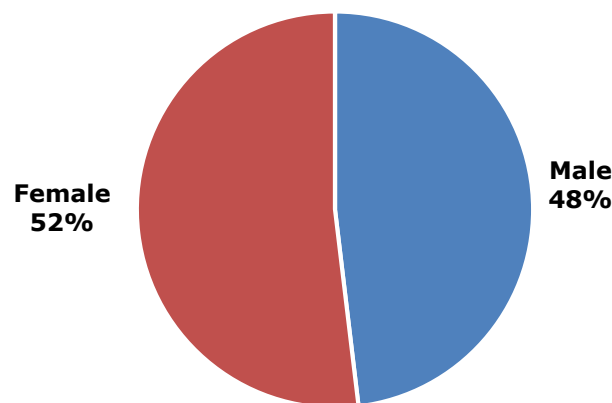
Where appropriate, subgroup analysis has been undertaken to explore the results provided by different demographic groups, such as age, gender, working status, and disability status. Where sample sizes were not large enough, subgroups have been combined (for example, working status groups) to create a larger group. Only those differences that are statistically significant according to the z-test have been commented on within the report. The z-test is a commonly used statistical test used to highlight whether differences in results are 'significant'. By 'significant' we mean the likelihood that two results would still be different if we surveyed everyone in the population.

Research Findings

Sample Profile

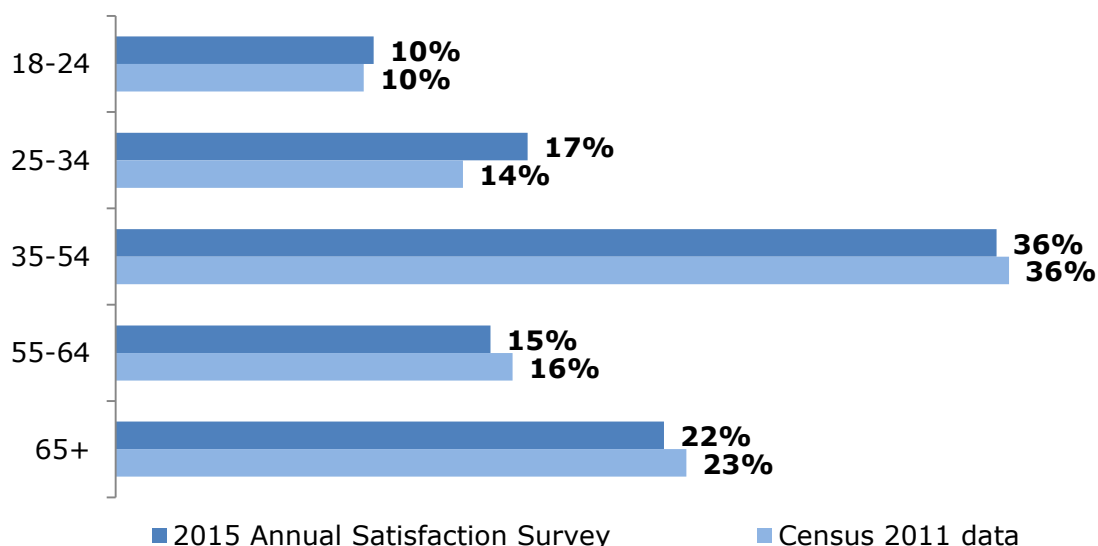
Figure 1 shows that the sample was fairly evenly split between females (52%) and males (48%), almost replicating the Census data for 2011 (51% and 49% respectively).

Figure 1 – Gender
Base: All respondents (1,081)



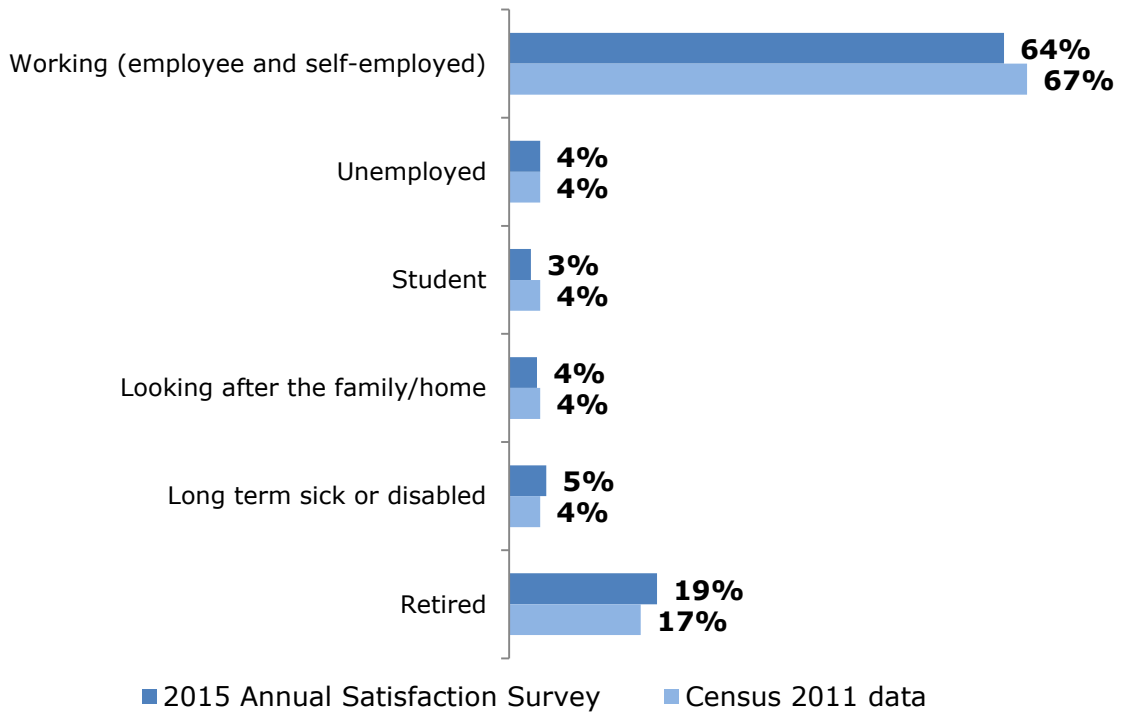
As can be seen in **Figure 2**, a broad spread of age groups responded to the survey, closely matching the 2011 Census data.

Figure 2 – Age
Base: All respondents (1,081)



Respondents who were between the age of 18 and 74 were asked about their employment status. Sixty-four per cent of respondents were employed, with almost one in five (19%) indicating that they were retired. These figures are broadly representative of the Census 2011 data. The breakdown of employment status is shown in **Figure 3**.

Figure 3 – Employment status
Base: Respondents aged 18 to 75 (1002)



One in five (20%) respondents reported that they had a disability, a decrease of 3% from 2014. Of those who considered themselves to be disabled, the most common type of impairment was mobility at 60%, followed by mental health (14%) and hearing impairments (12%). These results are presented in **Figures 4 and 5**.

Figure 4 - Disability
Base: All respondents (1,081)

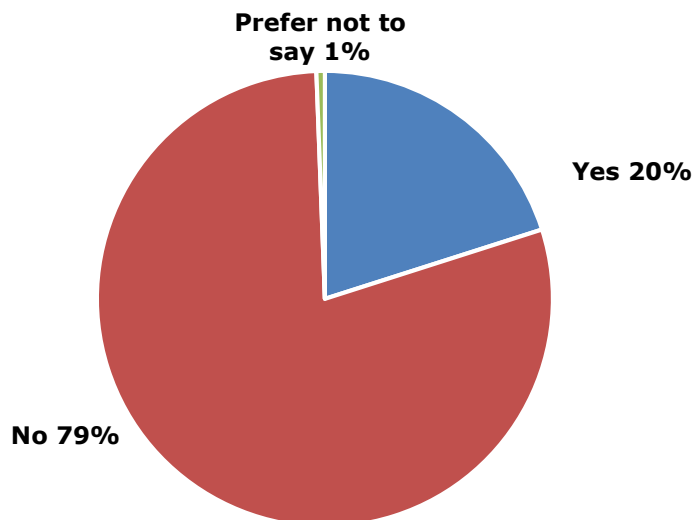
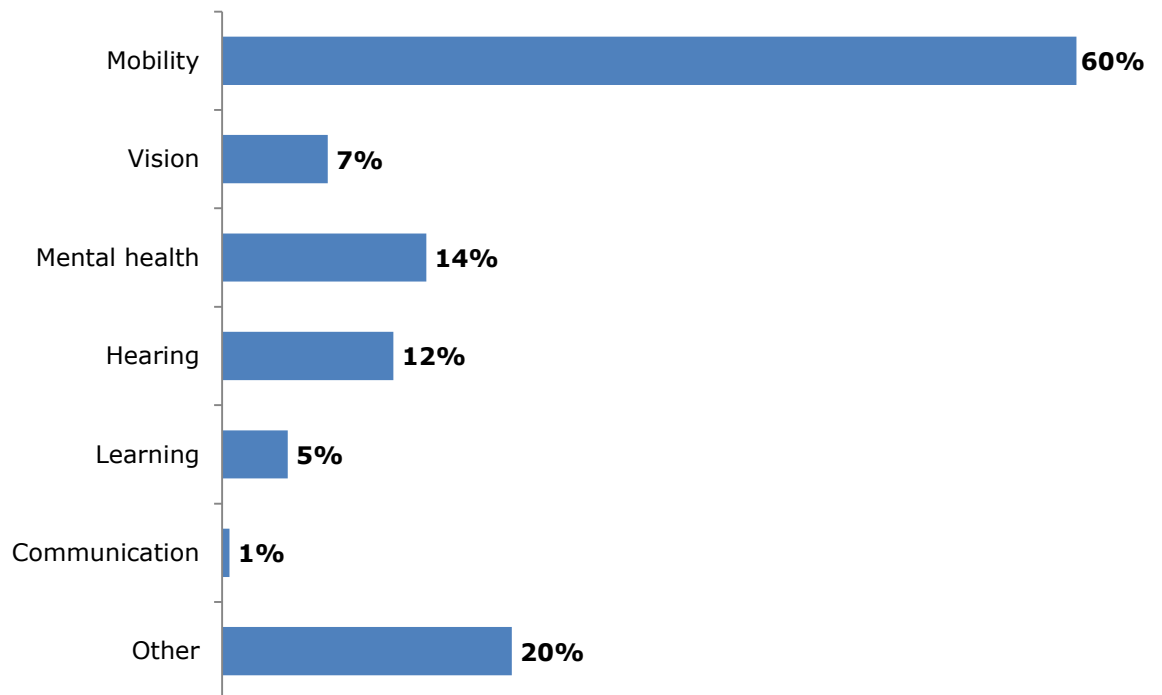
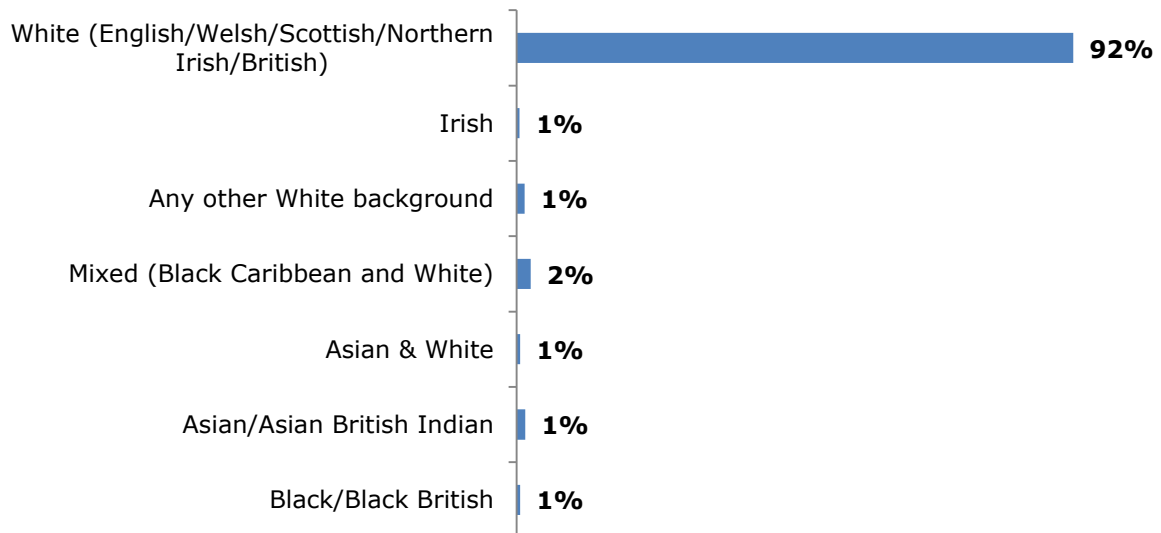


Figure 5 - Disability - type of impairment
Base: All respondents considering themselves to be disabled (217)



Nine in ten respondents (92%) identified themselves as White (English/Welsh/Scottish/Northern Irish/British) (see **Figure 6**).

Figure 6 - Ethnicity
Base: All respondents (1,081)



Satisfaction with the Local Area

Understanding how people feel about where they live provides important context to help Nottinghamshire County Council understand attitudes on other local issues. Respondents were asked how satisfied or dissatisfied they were with their local area as a place to live (their local area was defined as the area within 15-20 minutes' walking distance from their home).

As shown in **Figure 7**, four in five respondents (82%) indicated that they were satisfied with their local area (35% very satisfied and 47% fairly satisfied). This represents an increase from 2014 (where 80% of respondents were satisfied) and is the highest satisfaction level in the last three years.

Nine per cent overall were dissatisfied (6% fairly dissatisfied and 3% very dissatisfied), representing a slight decrease of 2% since the 2014 survey.

Figure 7 – Satisfaction with the local areas as a place to live
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

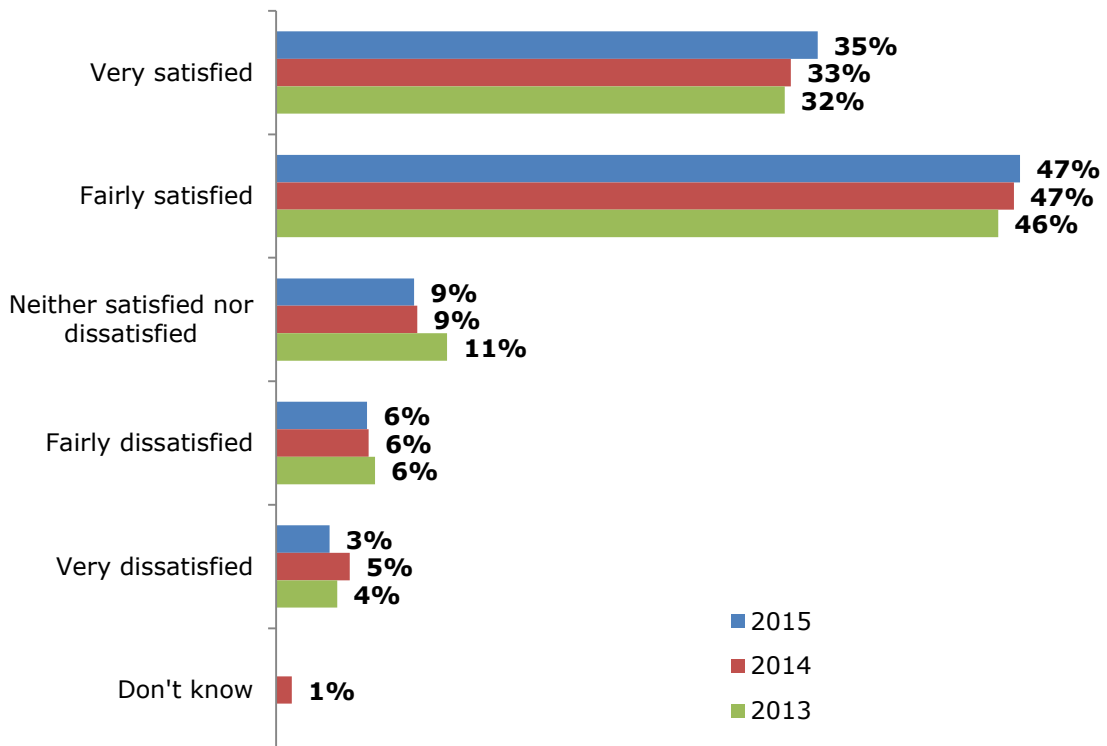
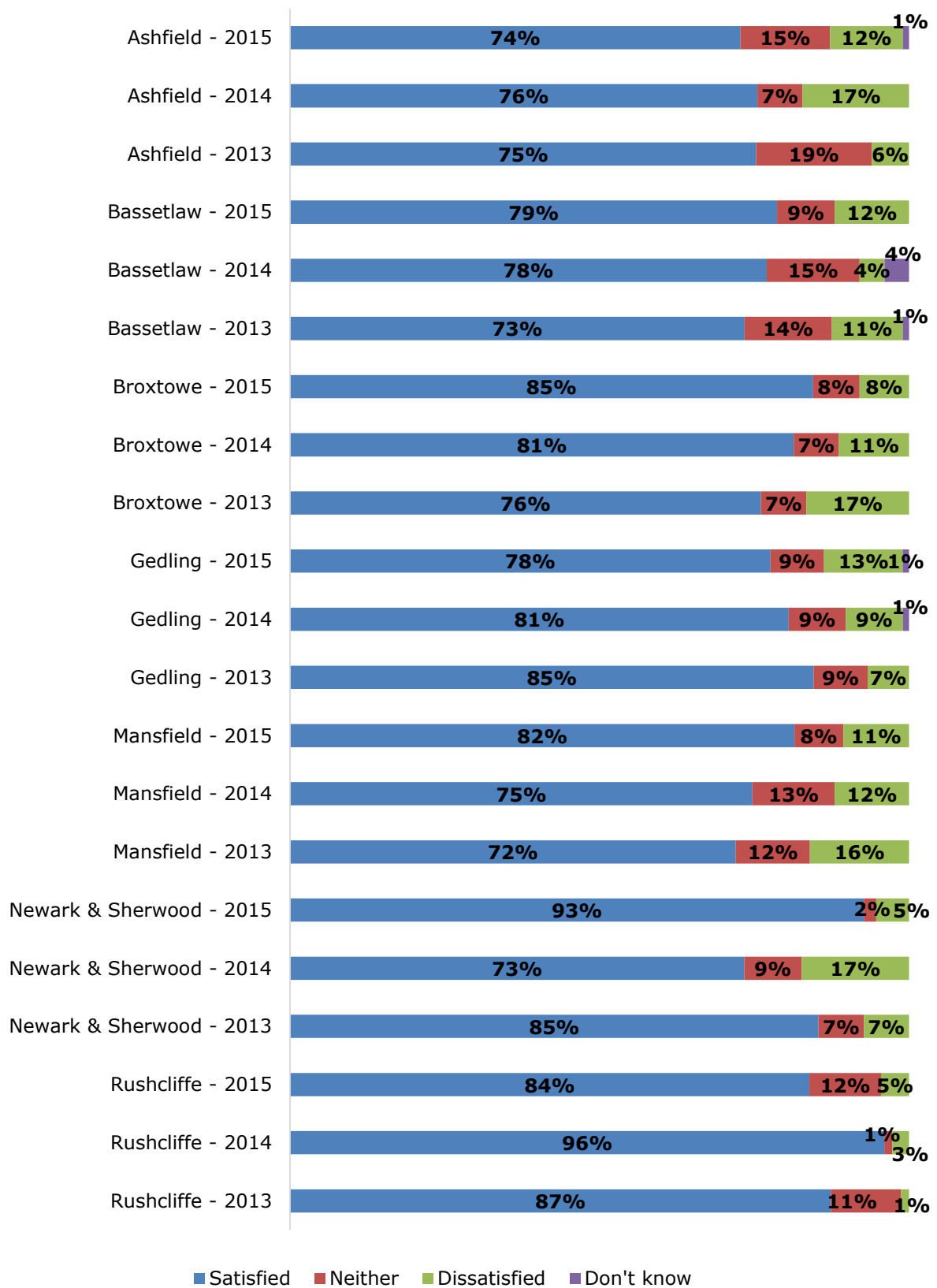


Figure 8 presents the satisfaction levels reported by respondents in each District or Borough. This year satisfaction was highest in Newark & Sherwood, where 93% of respondents were either satisfied or fairly satisfied. By contrast, in 2013 and 2014 satisfaction was highest in Rushcliffe. Newark & Sherwood saw the biggest increase from 73% satisfied in 2014 to 93% this year. Mansfield has also seen an increase since last year when 75% said they were satisfied, compared to 82% this year. Satisfaction was lowest in Ashfield at 74%, compared to the 82% who were satisfied overall. However, it should be noted that Rushcliffe has seen a decrease in satisfaction since last year, when 96% said they were satisfied compared to 84% this year.

Figure 8 – Satisfaction with the local area as a place to live, by Local Authority area

Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)



The overall levels of satisfaction (including both very satisfied and fairly satisfied responses) for each year's Satisfaction Survey are presented in **Table 2**. Overall, satisfaction has increased from 80% in 2014 to 82% in 2015.

Since 2014, satisfaction has increased in Broxtowe (+4%), Mansfield (+7%) and Newark & Sherwood (+20%). Decreases were recorded in Ashfield (-2%), Bassetlaw (-2%), Gedling (-3%) and Rushcliffe (-12%).

Table 2 – Satisfaction with the local area as a place to live, by Local Authority area

Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

District/Borough Council	Overall satisfaction 2013	Overall satisfaction 2014	Overall satisfaction 2015
Ashfield District Council	75%	76%	74%
Bassetlaw District Council	74%	81%	79%
Broxtowe Borough Council	76%	81%	85%
Gedling Borough Council	85%	81%	78%
Mansfield District Council	72%	75%	82%
Newark & Sherwood District Council	85%	73%	93%
Rushcliffe Borough Council	87%	96%	84%
Overall	79%	80%	82%

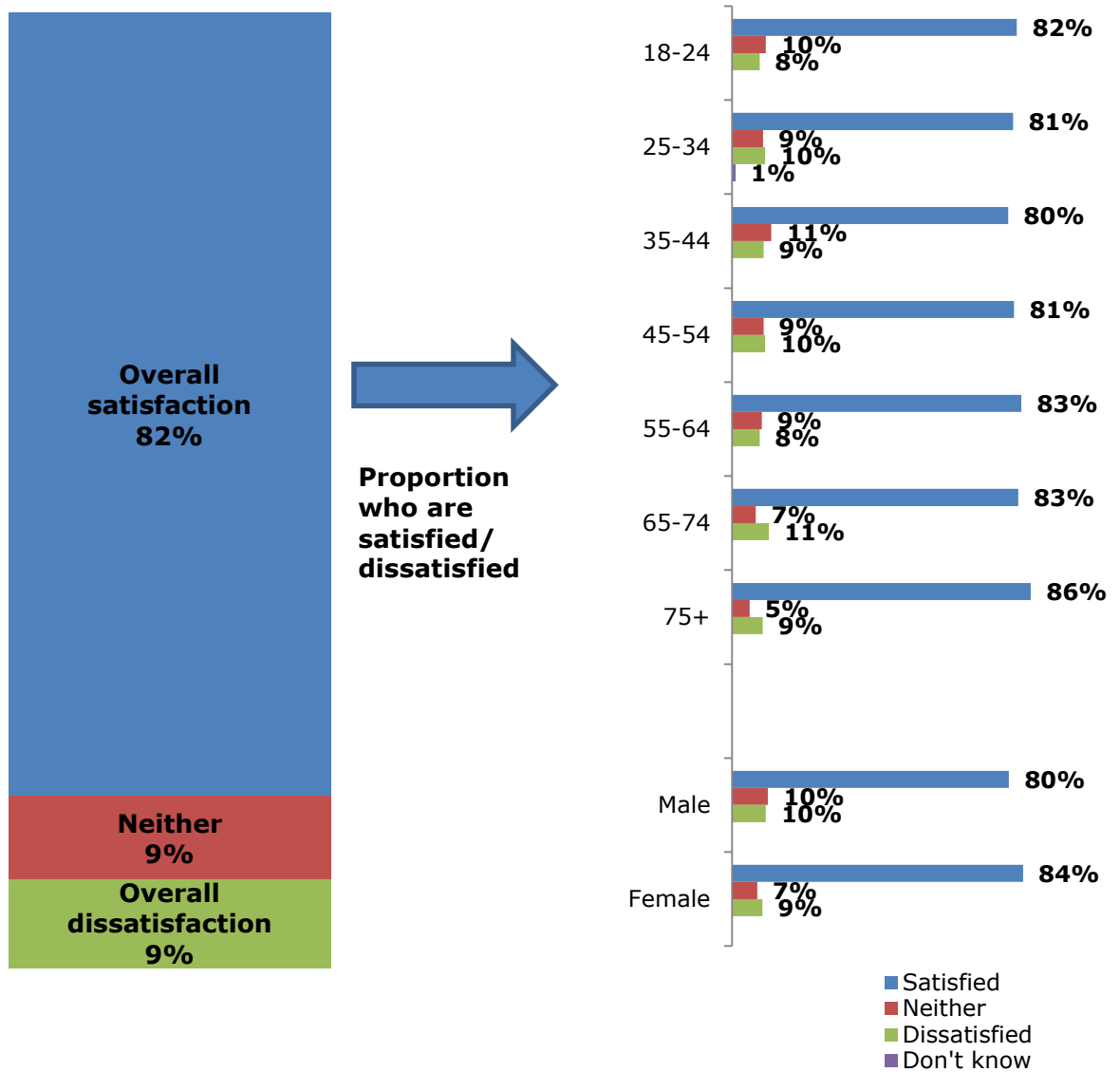
As can be seen in **Figure 9**, respondents aged 35-44 were least satisfied with their local area as a place to live (80% were satisfied, compared to 82% of the overall sample).

Satisfaction was highest amongst those aged 75+ (86%), followed by those aged 65-74 and 55-64 (83% each). Satisfaction was lowest in the 35-44 group where 80% said they were satisfied. This represents a change from the 2014 Satisfaction Survey, in which those aged 55-64 were the least satisfied of all the age groups.

Female respondents reported being more satisfied, with 84% saying that they were either very or fairly satisfied, compared to 80% of males.

A smaller proportion of those who indicated having a health problem or disability reported being satisfied with their local area as a place to live (77%) in comparison to those who were not disabled (83%).

Figure 9 – Satisfaction with the local area as a place to live, by age and gender
Base: All respondents (1,081)



Satisfaction with the Local Authority

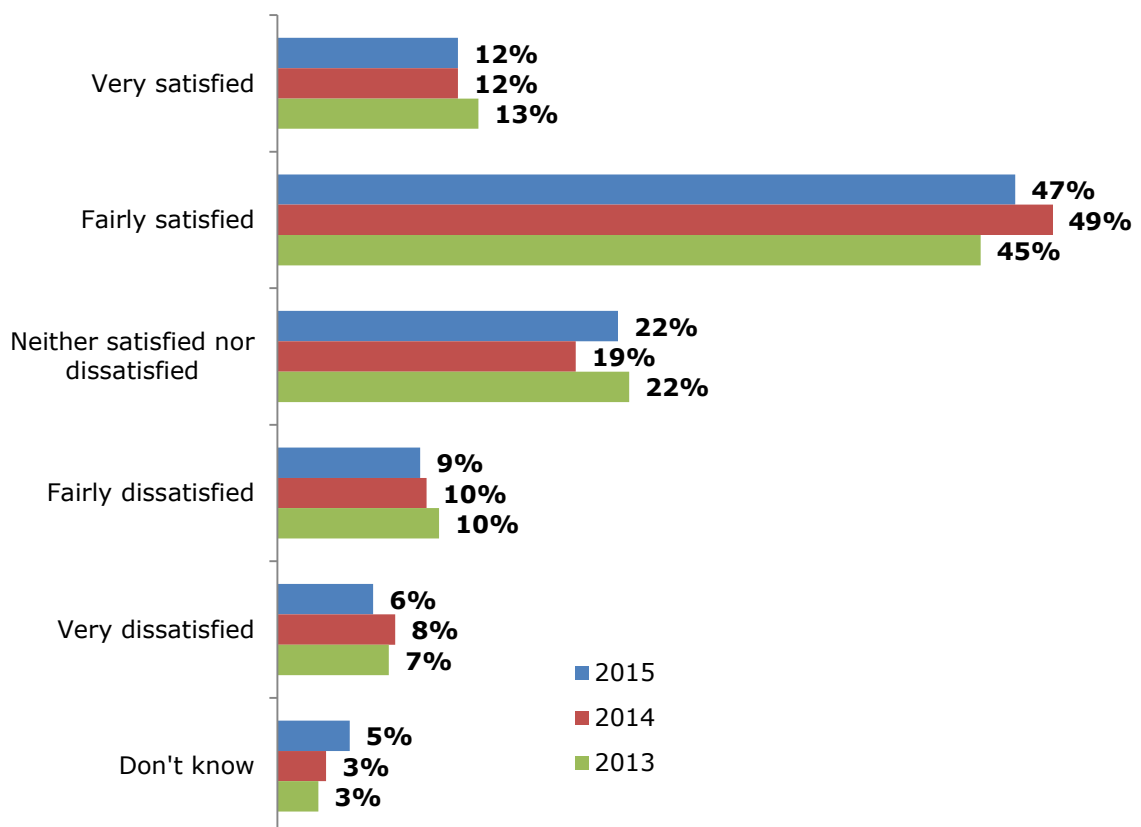
Survey respondents were asked how satisfied or dissatisfied they were with the way Nottinghamshire County Council runs things. The purpose of this question is to monitor overall attitudes and is generally considered the key perceptual indicator of how well regarded the Council is by its residents. At a time of austerity and budget cuts, it should be kept in mind that satisfaction with local authorities will be low at a national level.

Figure 10 presents the results received for this question for the 2013, 2014 and 2015 Annual Satisfaction Surveys. Three in five (59%) respondents in the 2015 survey reported that they were satisfied with the way the Council runs things (12% very satisfied and 47% fairly satisfied), which is 2% lower than the 61% reported in the 2014 survey.

One in five (22%) reported that they were neither satisfied or dissatisfied with the way Nottinghamshire County Council runs things, an increase of 3% since last year's survey and the same as 2013. The proportion of those indicating that they were either fairly or very dissatisfied has decreased to 15% from 17% in 2014, and the proportion of respondents who said that they did not know has increased (5% from 3% in 2014).

Figure 10 – Satisfaction with the way Nottinghamshire County Council runs things

Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)



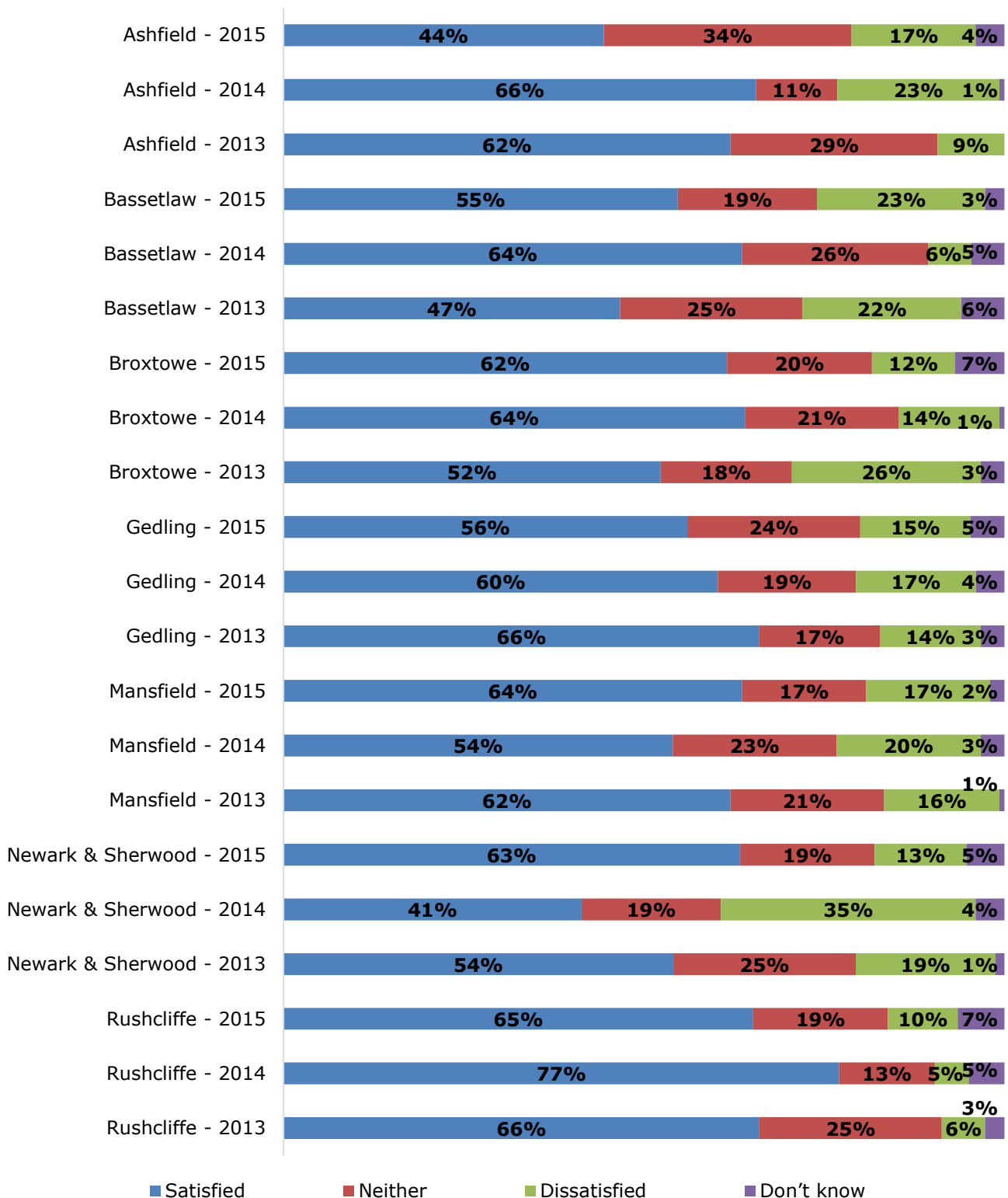
Levels of satisfaction (those who were either very or fairly satisfied) with the Local Authority reported by respondents in each District or Borough are presented in **Figure 11**. Overall satisfaction with the way Nottinghamshire County Council runs things has decreased by 2% to 59% since the previous year's survey. Satisfaction is highest in Rushcliffe at 65% (although this has decreased from 77% in last year's survey), followed

by Mansfield (64%).

Respondents of Bassetlaw were least satisfied, with 23% indicating that they were either very or fairly dissatisfied, in comparison to 15% of the overall sample.

Figure 11 - Satisfaction with the way Nottinghamshire County Council runs things, by Local Authority area

Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)



Satisfaction (those who were either very or fairly satisfied) with the way the County Council runs things reported by respondents from each District or Borough in each year's survey is presented below in **Table 3**. As can be seen, increases in satisfaction have been reported in Mansfield (+10%), and Newark & Sherwood (+22%) since the 2014 survey.

Satisfaction has fallen in Ashfield (-22%), Bassetlaw (-9%), Broxtowe (-2%), Gedling (-4%), and Rushcliffe (-12%). In Gedling satisfaction levels have decreased steadily since 2013, when 66% reported that they were satisfied.

Table 3 – Satisfaction with the way Nottinghamshire County Council runs things, by Local Authority area

Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

District/Borough Council	Overall satisfaction 2013	Overall satisfaction 2014	Overall satisfaction 2015
Ashfield District Council	62%	66%	44%
Bassetlaw District Council	47%	64%	55%
Broxtowe Borough Council	52%	64%	62%
Gedling Borough Council	66%	60%	56%
Mansfield District Council	62%	54%	64%
Newark & Sherwood District Council	54%	41%	63%
Rushcliffe Borough Council	66%	77%	65%
Overall	58%	61%	59%

Figure 12 shows the breakdown of responses by age and gender subgroups. As with last year's result, those aged 65-74 were least satisfied with the way the County Council runs things, with 51% either very or fairly satisfied. This age group also reported the highest levels of dissatisfaction, at 21% in comparison to 15% of the overall sample.

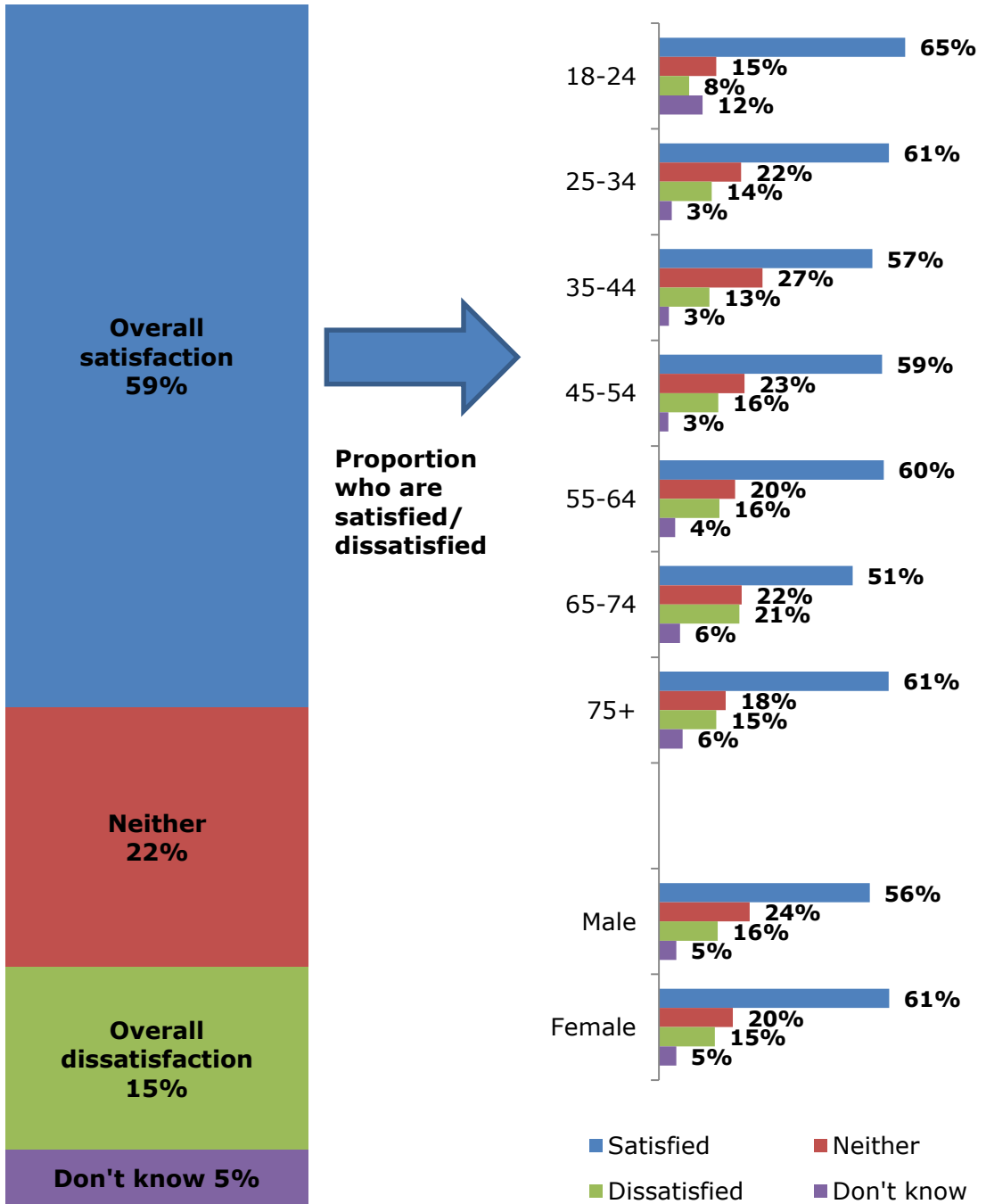
A higher proportion of respondents aged 18-24 indicated that they were satisfied (65%) than any other age group.

A higher proportion of females indicated that they were satisfied (61%, compared to 56% of males).

One in five (20%) respondents who reported having a health problem or disability were dissatisfied with the way Nottinghamshire County Council runs things, in comparison to 14% of those who were not disabled.

A higher proportion of respondents who were economically inactive expressed dissatisfaction than those who were economically active (21% compared to 12%).

Figure 12 – Satisfaction with the way Nottinghamshire County Council runs things, by age and gender
Base: All respondents (1,081)



Value for Money

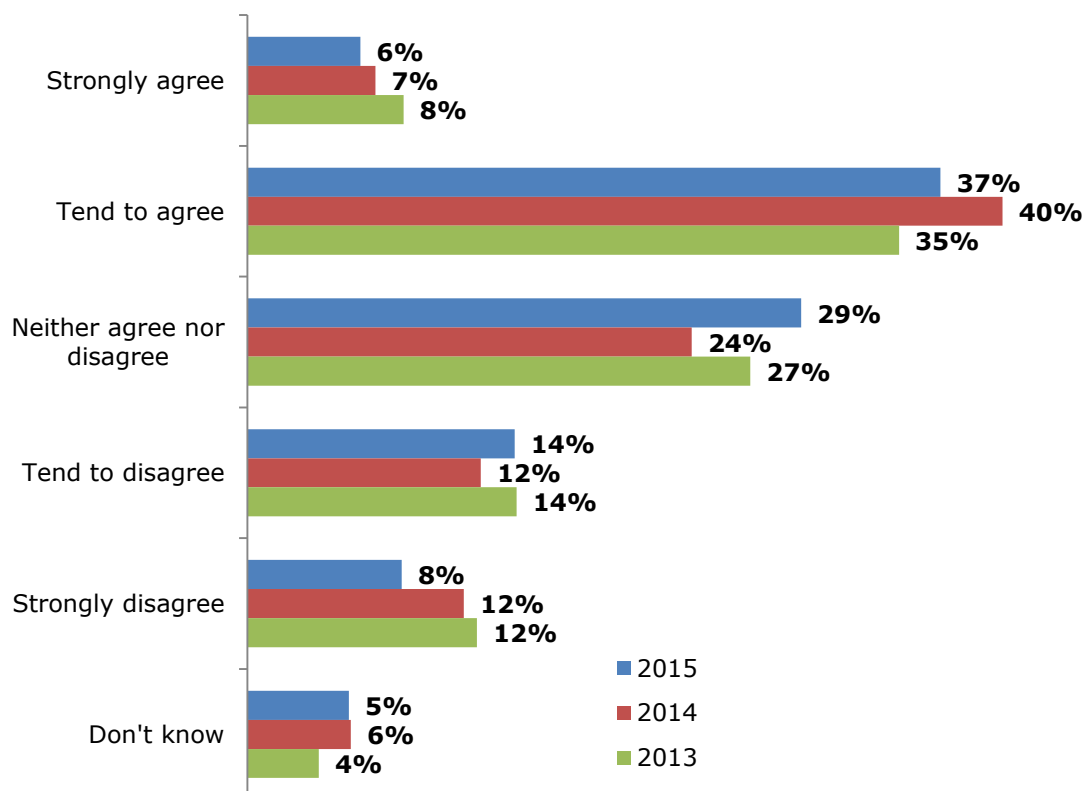
A key driver of the reputation of all Councils is whether or not residents believe they receive value for money. In this section of the questionnaire, respondents were asked to think about the range of services Nottinghamshire County Council provides (e.g. the Library Service, waste management and recycling etc.) to the community as a whole, as well as the services their household uses. They were then asked to consider the extent to which they agree or disagree that the County Council provides value for money. **Figure 13** presents these results.

Four in ten (43%) respondents agreed to some extent that Nottinghamshire County Council provides value for money (6% strongly agree and 37% tend to agree), whilst three in ten (29%) neither agreed or disagreed. This represents an overall decrease of 4% in those who agree since the 2014 survey, and is the same as 2013 (43%).

One in five (22%) tended to disagree or strongly disagreed, which is 2% lower than last year.

Figure 13 – Agreement that Nottinghamshire County Council provides value for money

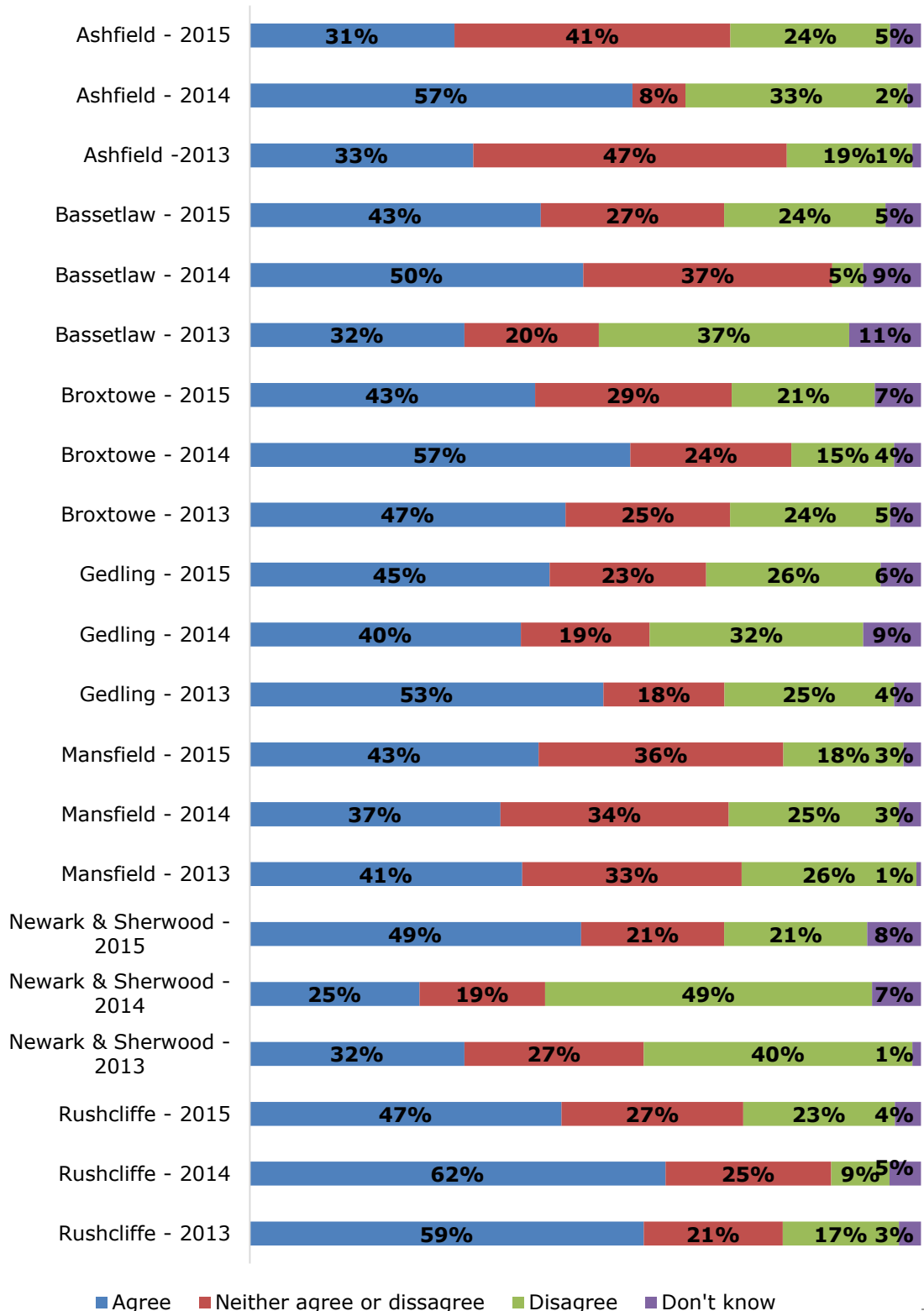
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)



Responses received in each District or Borough are presented below in **Figure 14**. A higher proportion of respondents from Newark & Sherwood reported that they were satisfied in terms of Nottinghamshire County Council providing value for money at 49% than the other Districts and Boroughs, followed by Rushcliffe (47%). This bucks the trend as in 2014 respondents in Newark & Sherwood reported the lowest level of agreement (25%).

Ashfield respondents reported the lowest level of agreement that the County Council provides value for money, with 31% either strongly agreeing or tending to agree. One in four (24%) respondents in this area disagreed that Nottinghamshire County Council provides value for money. Disagreement was also high in Bassetlaw and Gedling, with 24% and 26% respectively either strongly disagreeing or tending to disagree, compared to 22% of the overall sample.

Figure 14 – Agreement that Nottinghamshire County Council provides value for money, by Local Authority area
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)



Overall agreement (strongly agree and tend to agree responses) that the County Council provides value for money is presented below in **Table 4**. As can be seen, agreement has increased since 2014 in Gedling (+5%), Mansfield (+6%), and Newark & Sherwood (+24%), but has decreased in Ashfield (-26%), Bassetlaw (-7%), Broxtowe (-14%) and Rushcliffe (-15%).

Overall, agreement has decreased by 4% to 43% since 2014, to the same level as the 2013 Annual Satisfaction Survey.

Table 4 – Agreement that Nottinghamshire County Council provides value for money, by Local Authority area

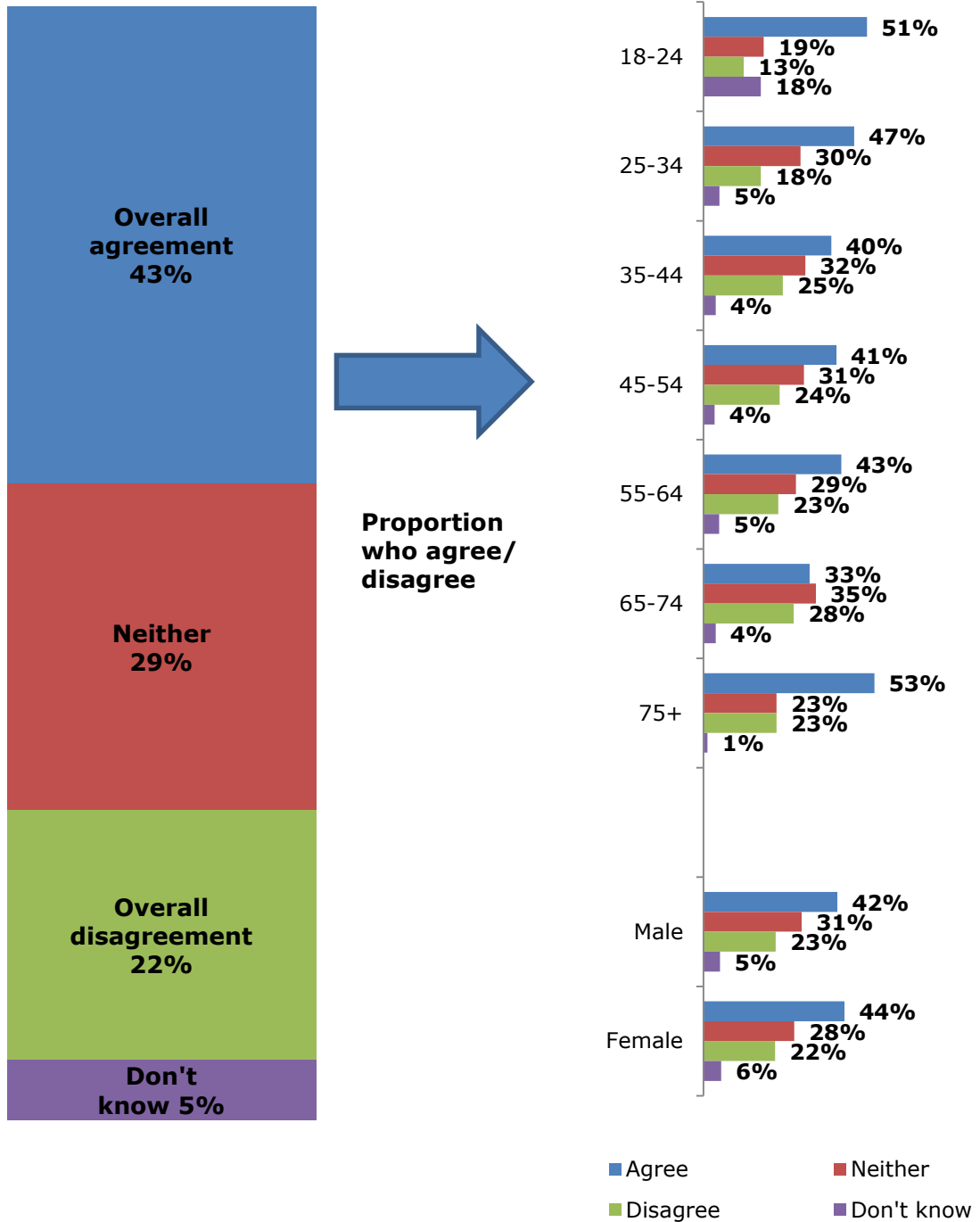
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

District/Borough Council	Overall agreement 2013	Overall agreement 2014	Overall agreement 2015
Ashfield District Council	33%	57%	31%
Bassetlaw District Council	32%	50%	43%
Broxtowe Borough Council	47%	57%	43%
Gedling Borough Council	53%	40%	45%
Mansfield District Council	41%	37%	43%
Newark & Sherwood District Council	32%	25%	49%
Rushcliffe Borough Council	59%	62%	47%
Overall	43%	47%	43%

Demographic subgroup analysis demonstrates there was not a great deal of variation in agreement that Nottinghamshire County Council provides value for money across the different age groups, however larger proportions of those aged 18-24 and 75+ agreed (51% and 53% respectively). **Figure 15** shows these results. Agreement was lowest in the 65-74 age category, at 33%. A greater proportion of this age category did also not feel that the County Council provides value for money, with more than one in four (28%) indicating that they disagreed.

A slightly higher proportion of females agreed the County Council provides value for money than males (44% compared to 42%), but this difference was not significant. No significant differences were identified between ethnic subgroups, but it should be noted that people who were economically inactive were more likely to disagree than those who are active (26% compared to 20%), as were people who were disabled (27% compared to 21% of those who didn't have a disability).

Figure 15 – Agreement that Nottinghamshire County Council provides value for money, by age and gender
Base: All respondents (1,081)



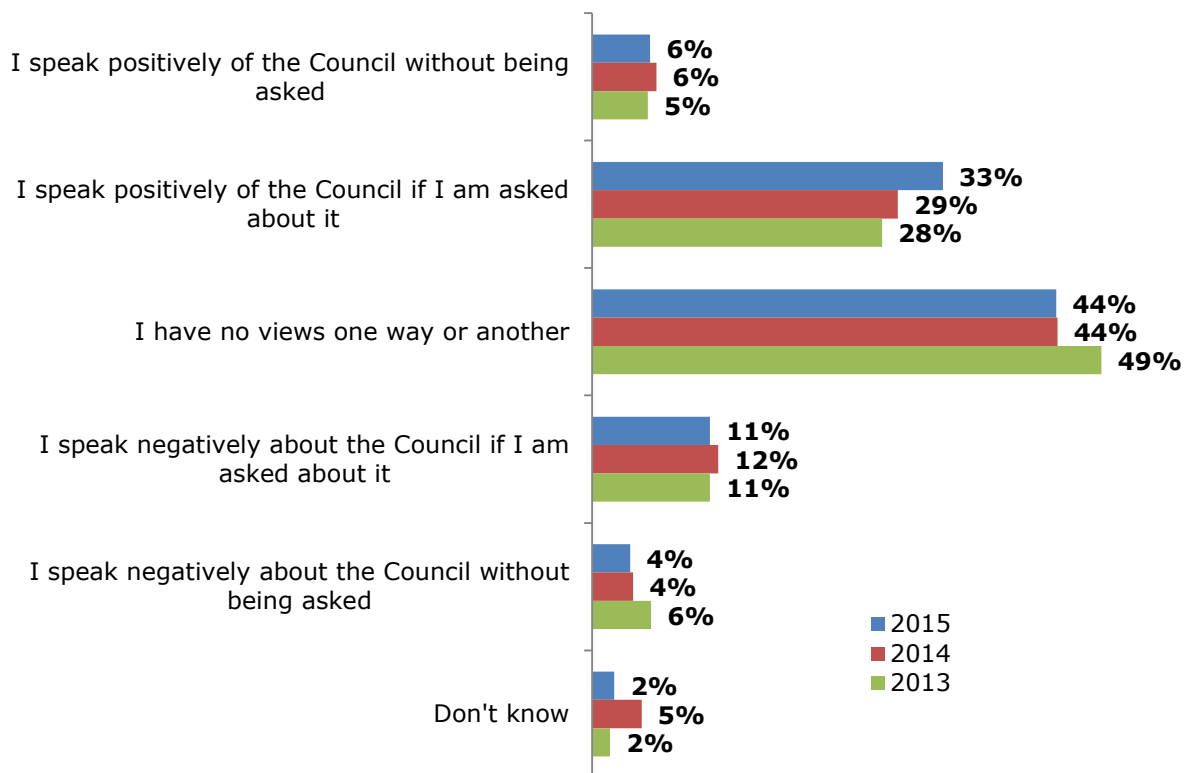
Advocacy

Respondents were next asked to indicate which of a number of statements came the closest to how they felt about Nottinghamshire County Council. The responses received to this question are presented in **Figure 16**. Four in ten (39%) stated that they speak positively about the County Council, either without being asked (6%), or if they are asked (33%), representing an increase of 4% since the 2014 Satisfaction Survey.

Overall, 15% reported that they speak negatively of the County Council if they are asked (11%) or without being asked about it (4%). This is very similar to last year when 16% gave the same answers. As in previous years, the greatest proportion of respondents (44%) indicated that they had no views one way or the other about the County Council.

Figure 16 – Statements about the way respondents feel about Nottinghamshire County Council

Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

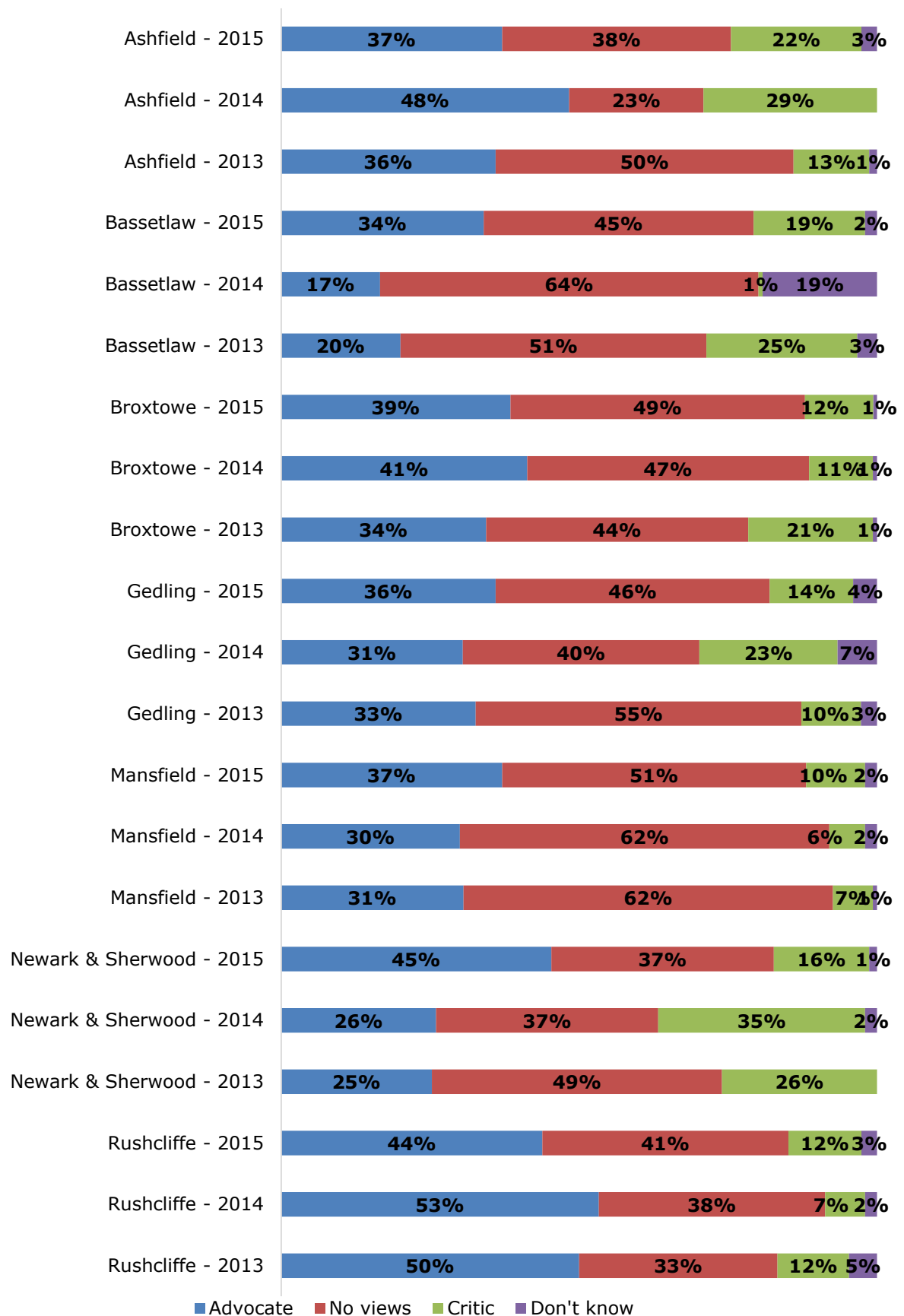


Looking across the Districts and Boroughs about perceptions of Nottinghamshire County Council, larger proportions of respondents in Newark & Sherwood (45%) and Rushcliffe (44%) indicated that they speak positively of the County Council in comparison to the overall sample (39%). Advocacy of the County Council was lowest in Bassetlaw at 34% (however, this is a 17% increase since 2014), and Gedling at 36% (which is also an increase from 2014 of 5 percentage points).

In the majority of areas, the largest proportion of respondents indicated that they had no views either way about Nottinghamshire County Council, however the proportions indicating this response in Newark & Sherwood (37%) and Ashfield (38%) were lower compared to the overall sample (44%) and higher in Broxtowe (49%) and Mansfield (51%). Small proportions in each area said that they did not know how they felt about the County Council, but this was not higher than 4% in any area. These results are presented in **Figure 17**.

Figure 17 – Statements about the way respondents feel about Nottinghamshire County Council, by Local Authority area

Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)



Overall, advocacy of the County Council (the proportion who speak positively of the County Council, either with or without being asked) for each District and Borough is presented in **Table 5**. As can be seen, there is a little variation in advocacy across each of the Districts and Boroughs, from 34% in Bassetlaw and 36% in Gedling, to 45% in Newark & Sherwood and 44% in Rushcliffe.

The largest increase in the proportion who advocate for the County Council since 2014 can be seen in Newark & Sherwood respondents (+19%), closely followed by Bassetlaw (+17%). Increases were also demonstrated by respondents in Gedling (+5%) and Mansfield (+7%).

Decreases in the proportion of respondents advocating for Nottinghamshire County Council since 2014 were recorded in Ashfield (-11%), Broxtowe (-2%) and Rushcliffe (-9%).

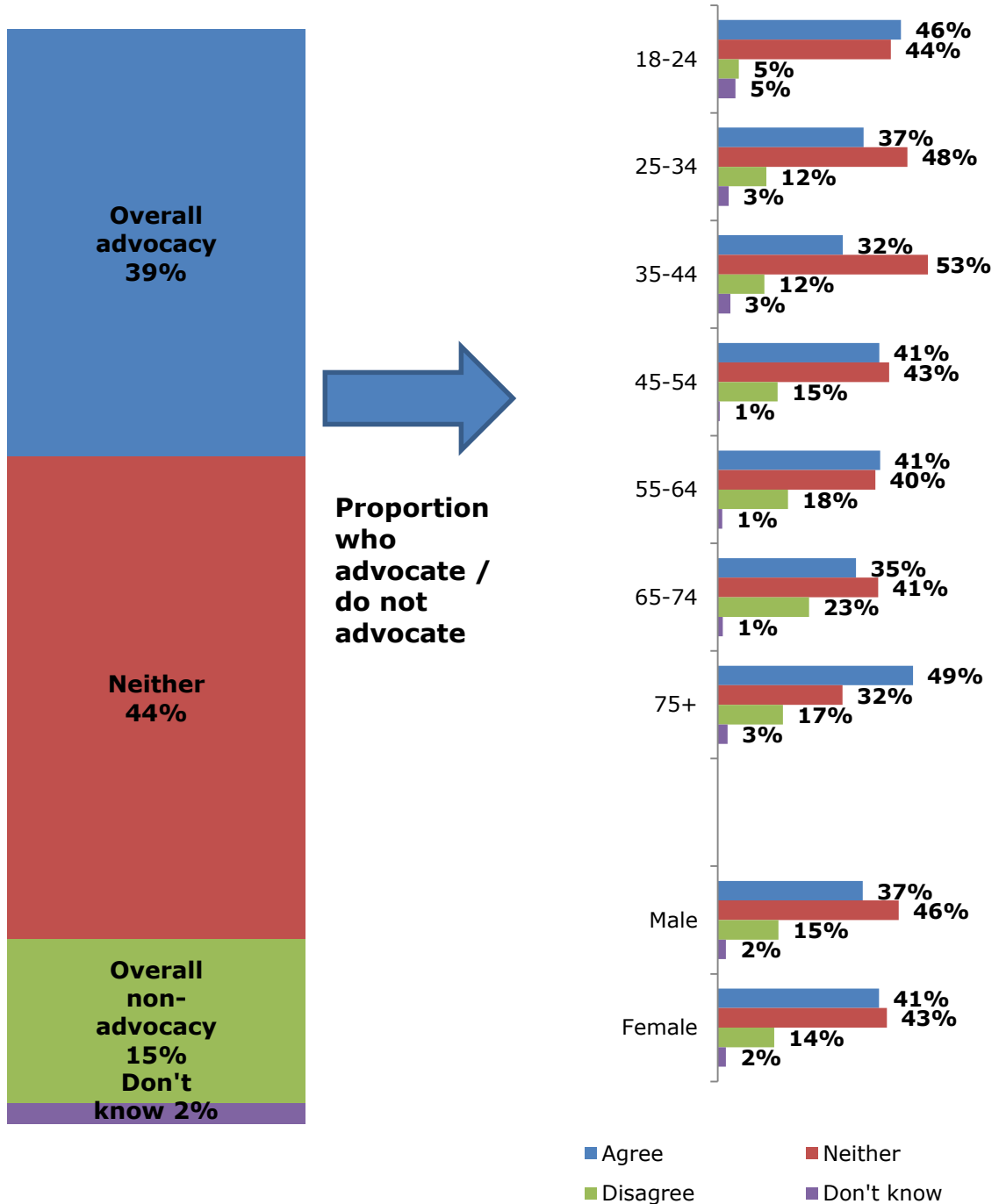
Overall advocacy has risen by 4% since 2014, showing a year by year increase since 2013.

Table 5 – Advocacy of Nottinghamshire County Council, by Local Authority area
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

District/Borough Council	Overall advocacy 2013	Overall advocacy 2014	Overall advocacy 2015
Ashfield District Council	36%	48%	37%
Bassetlaw District Council	20%	17%	34%
Broxtowe Borough Council	34%	41%	39%
Gedling Borough Council	33%	31%	36%
Mansfield District Council	31%	30%	37%
Newark & Sherwood District Council	25%	26%	45%
Rushcliffe Borough Council	50%	53%	44%
Overall	33%	35%	39%

The results to this question by age and gender subgroups are presented in **Figure 18**. As can be seen, larger proportions of those aged 18-24 and 75+ indicated that they advocated for Nottinghamshire County Council (46% and 49% respectively), whilst a smaller proportion of those aged 35-44 were advocates (32% each). A slightly greater proportion of female survey respondents were advocates (41%) in comparison to male respondents (37%), but this difference was not significant.

Figure 18 – Statements about how respondents feel about Nottinghamshire County Council, by age and gender
Base: All respondents (1,081)



A larger proportion of those not in employment indicated that they were critics of the County Council, at 20%, in comparison to 12% of those who were not in active employment. There was also a difference between disabled respondents saying they were critics (22%) and those who were not disabled (13%).

Information Provision

The Duty to Involve came into force in April 2009, and requires Councils to involve residents in decisions made about how they provide services. Good information and communications are important elements of service delivery, and there is a strong relationship between how informed residents feel they are kept by their Council and their perceptions of its performance. Understanding residents' views on this is therefore important both as an indicator of the effectiveness of County Council communications and as one of the most important drivers of reputation among local residents.

Respondents participating in the Nottinghamshire Annual Satisfaction Survey were asked for their overall view about how well informed they feel the County Council keeps them about the services and benefits it provides. As shown in **Figure 19**, over half (54%) of respondents felt that Nottinghamshire County Council kept them well informed about the services and benefits it provides (8% very well informed and 46% fairly well informed). This represents an increase of 1% in the proportion of respondents stating that they were either very well informed or fairly well informed since the previous Satisfaction Survey took place in 2014, and is 4% higher than the result in 2013.

One in four (23%) indicated that they were not very well informed, an increase of 4% since 2014, whilst 15% said that they were not well informed at all which is 3% less than last year. The proportion of those who said they did not know has also fallen from 11% in 2014 to 8% in 2015.

Figure 19 – Agreement that Nottinghamshire County Council keeps residents informed

Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

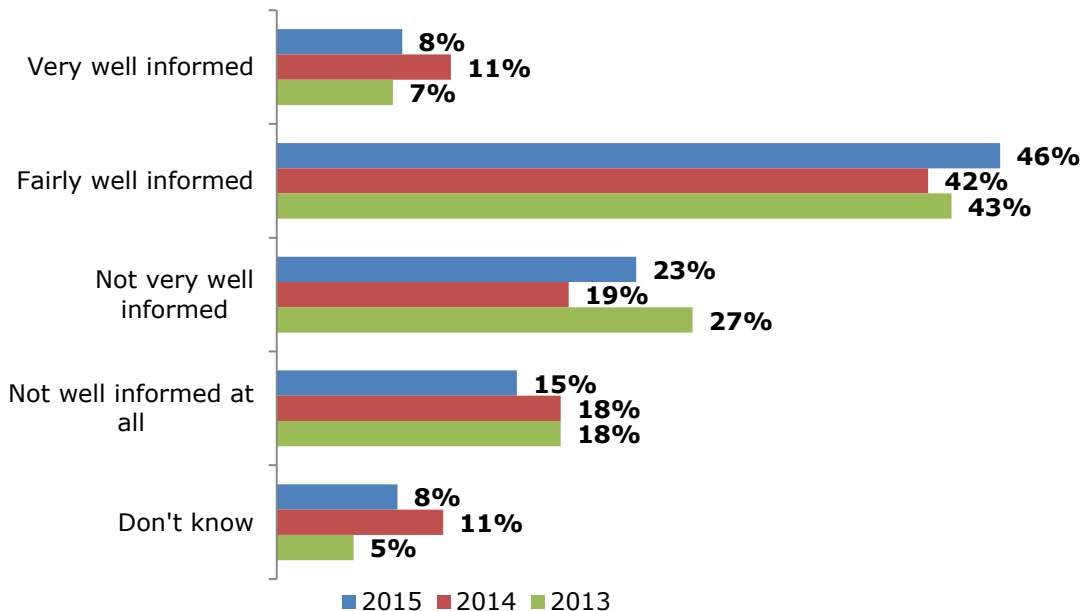
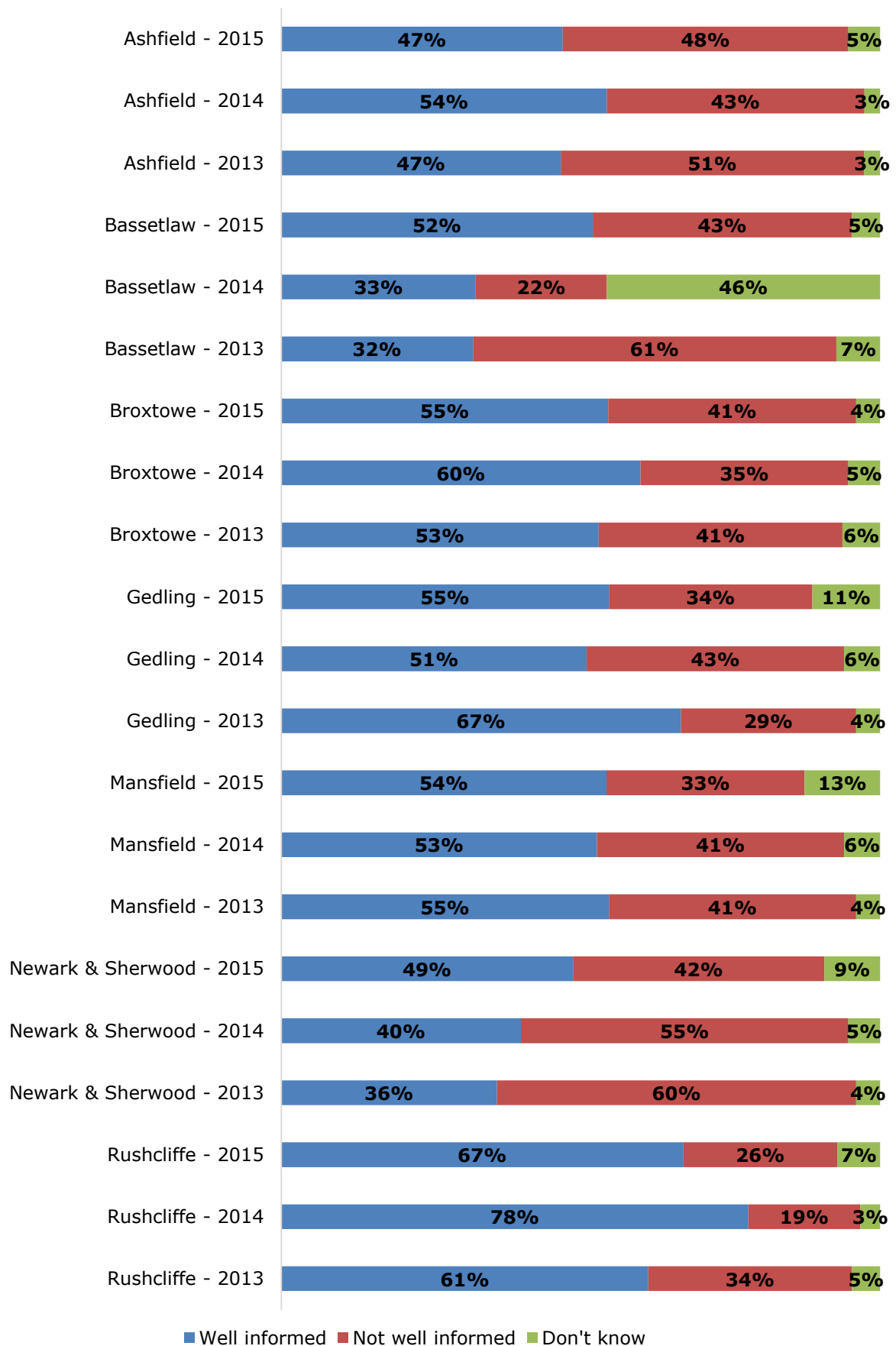


Figure 20 presents the proportion of respondents in each District or Borough that are satisfied (either very or fairly satisfied) with the way Nottinghamshire County Council keeps residents about its services and benefits. As can be seen, two in three (67%) Rushcliffe respondents felt that they were well informed by the County Council, in comparison to 54% of the overall sample. Respondents from Ashfield and Newark & Sherwood were less positive, with 47% and 49% respectively indicating that they were well informed. Ashfield also saw the highest proportion of respondents who felt they were not well informed, with 48% saying this.

Figure 20 – Agreement that Nottinghamshire County Council keeps residents informed, by Local Authority area

Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)



The proportions of respondents in each District or Borough who felt well informed (either very well or fairly well informed) by Nottinghamshire County Council in each year of the Annual Satisfaction Survey are presented below in **Table 6**. As shown below, the proportion of respondents who felt informed by the County Council has increased in Bassetlaw (+19%), Gedling (+4%), Mansfield (+1%), and Newark & Sherwood (+9%) since 2014. Respondents from Ashfield (-7%), Broxtowe (-5%) and Rushcliffe (-11%) feel less informed than in the 2014 survey.

Overall, over the last three years the proportion of respondents who felt well informed has risen year on year.

Table 6 – Agreement that Nottinghamshire County Council keeps residents informed, by Local Authority area

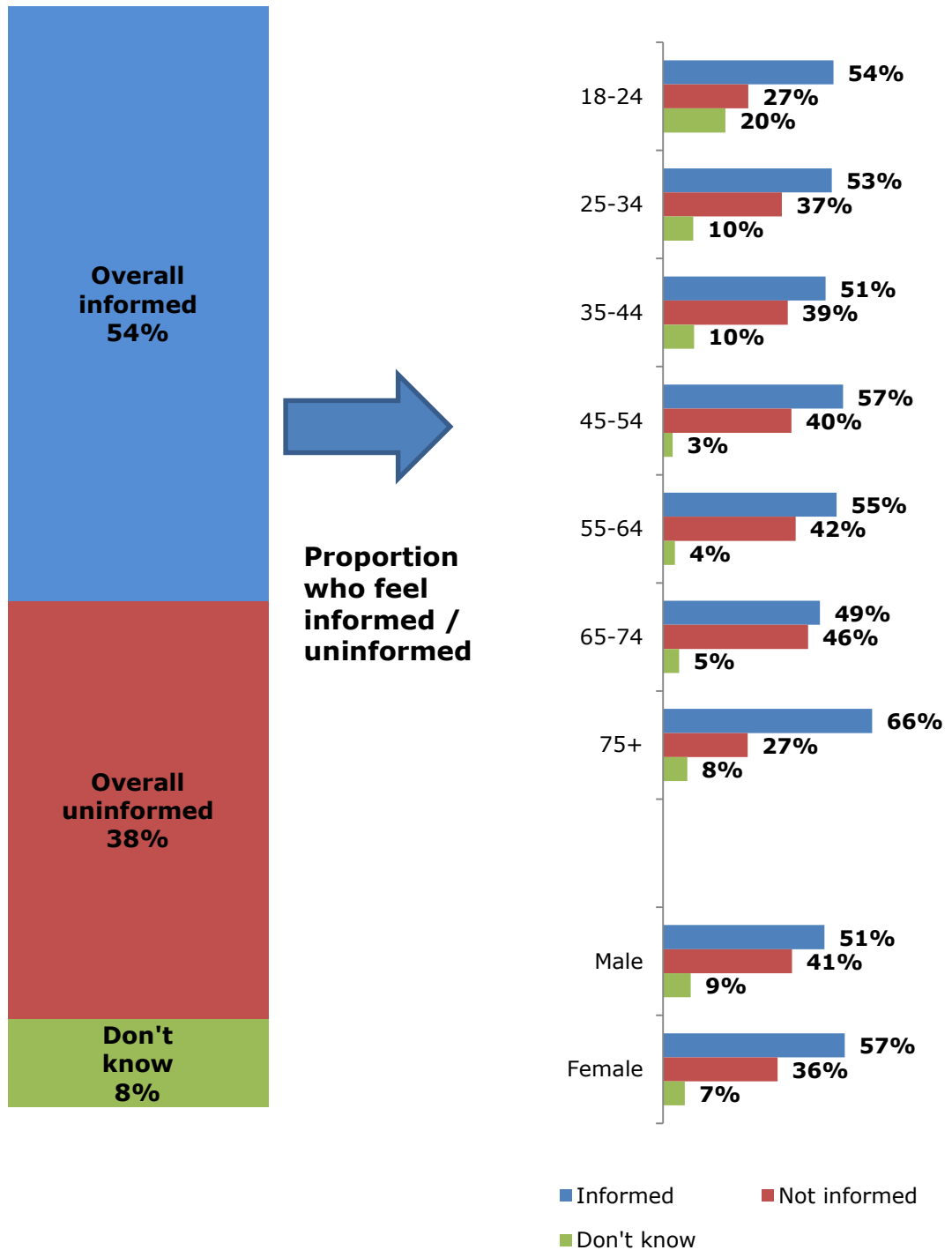
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

District/Borough Council	Overall 2013	Overall 2014	Overall 2015
Ashfield District Council	47%	54%	47%
Bassetlaw District Council	32%	33%	52%
Broxtowe Borough Council	53%	60%	55%
Gedling Borough Council	67%	51%	55%
Mansfield District Council	55%	53%	54%
Newark & Sherwood District Council	36%	40%	49%
Rushcliffe Borough Council	61%	78%	67%
Overall	50%	53%	54%

Figure 21 presents the responses by age and gender. As can be seen, respondents aged 75+ felt most informed by Nottinghamshire County Council (66%). Those aged 65-74 and 35-44 felt a lot less informed, with 49% and 51% respectively indicating that the Council kept them either very or fairly well informed.

A larger proportion of female respondents also felt well informed, at 57%, in comparison to 51% of male respondents. No significant differences were identified between those who had a disability and those who did not, but it should be noted that those who were economically inactive felt less informed than their working counterparts (48% felt informed compared to 57%).

Figure 21 – Agreement that Nottinghamshire County Council keeps residents informed, by age and gender
Base: All respondents (1,081)

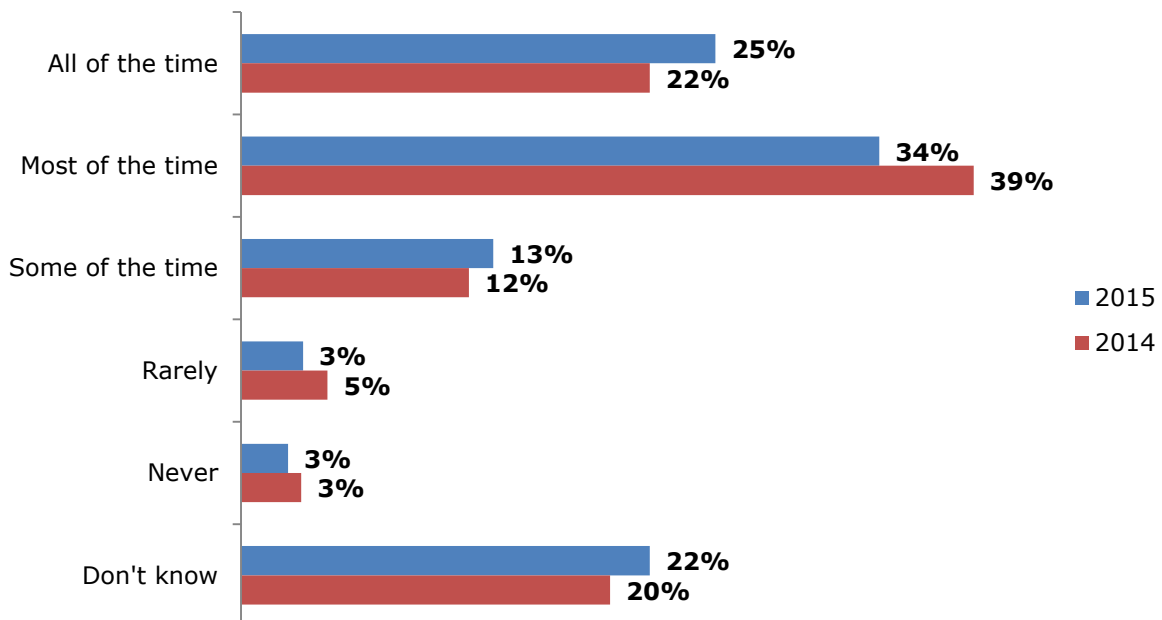


Respect and Consideration

Local Authorities and their partners are encouraged to take action by Central Government through legislation and policies to promote strong communities with shared values, where local people treat one another with respect and consideration. Accordingly, respondents were asked how often (in the last year) they had been treated with respect and consideration by local public services. The results to this question are presented below in **Figure 22** and are compared to the results from the 2014 survey only as this question was not asked in 2013.

One in four (25%) felt that they had been treated with respect all of the time by their local public services, which is a 3% increase since last year. The majority felt that they had been treated with respect most of the time, at 34% (-5% since last year). One in five (19%) felt less well respected (13% some of the time, 3% rarely and 3% never), whilst 22% indicated that they did not know.

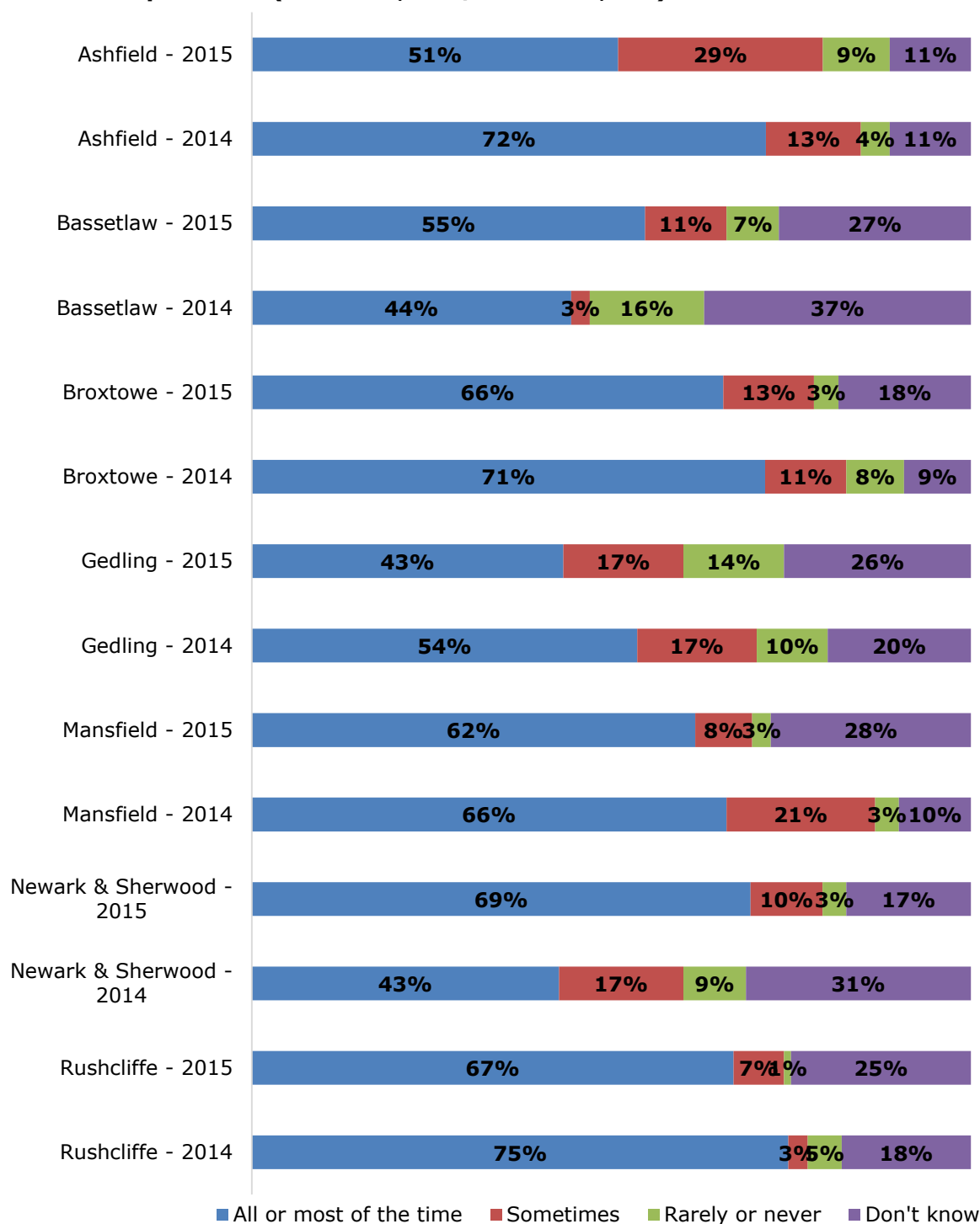
Figure 22 – Being treated with respect and consideration by local public services
Base: All respondents (2015 = 1,081 / 2014 = 1,053)



The results received to this question by respondents in each Local Authority area are presented below in **Figure 23**. As shown, greater proportions of Newark & Sherwood (69%), Broxtowe (66%) and Rushcliffe (67%) respondents felt that they were generally treated with respect by their local public services, in comparison to 59% of the overall sample. Gedling respondents were least likely to indicate that they were treated with respect, with 43% feeling respected all or most of the time.

Figure 23 – Being treated with respect and consideration by local public services, by Local Authority area

Base: All respondents (2015 = 1,081 / 2014 = 1,053)



The proportions of respondents who felt respected by their local public services (either all or most of the time) for each year’s survey are presented in **Table 7**. Since the 2014 survey, the proportion of respondents feeling respected by their local public services has fallen slightly, from 61% in 2014 to 59% in 2015. However, greater proportions of respondents in Bassetlaw (+11%) and Newark & Sherwood (+26%) indicated that they felt respected in this year’s survey compared to last year’s.

Decreases were recorded in Ashfield (-21%), Broxtowe (-5%), Gedling (-11%), Mansfield (-4%), and Rushcliffe (-8%).

Table 7 – Being treated with respect and consideration by local public services, by Local Authority area

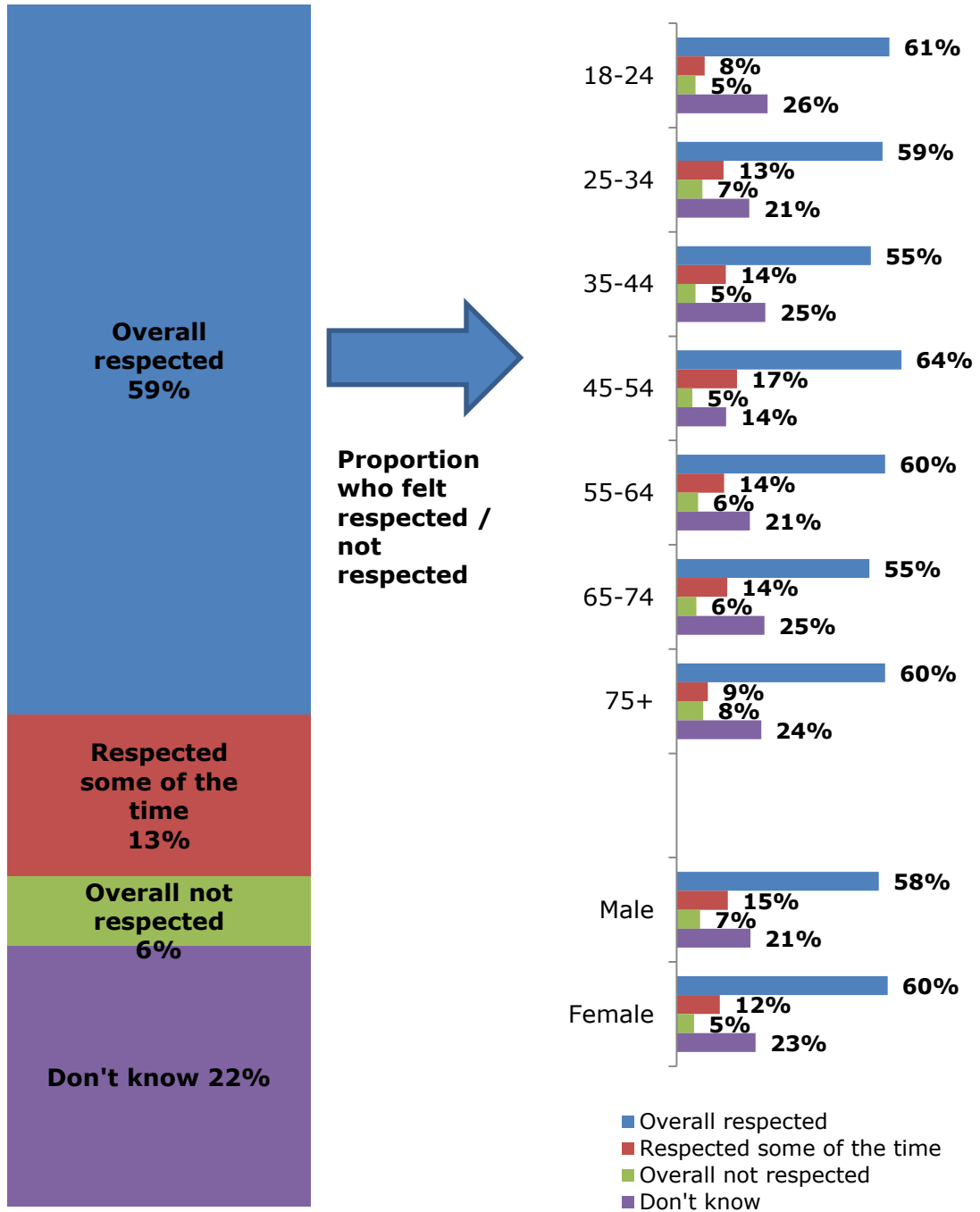
Base: All respondents (2015 = 1,081 / 2014 = 1,053)

District/Borough Council	Overall respected 2014	Overall respected 2015
Ashfield District Council	72%	51%
Bassetlaw District Council	44%	55%
Broxtowe Borough Council	71%	66%
Gedling Borough Council	54%	43%
Mansfield District Council	66%	62%
Newark & Sherwood District Council	43%	69%
Rushcliffe Borough Council	75%	67%
Overall	61%	59%

Figure 24 presents the results to this question by age and gender. A higher proportion of respondents aged 45-54 felt respected by their local public services all or most of the time (64%) in comparison to the overall sample (59%). Similarly, those aged 18-24 also felt more respected, at 61%. One in four of those aged 18-24 (26%), those aged 35-44 (25%) and those aged 65-74 (25%) said that they did not know how well respected they felt.

Few differences could be identified between male and female respondents, with similar proportions indicating each response (58% and 60% respectively). Differences could be identified by working status subgroups, with 61% of those in active employment indicating that they were treated with respect and consideration all or most of the time, in comparison to 55% of those who were not in active employment.

Figure 24 – Being treated with respect and consideration by local public services, by age and gender
Base: All respondents (1,081)



Community Safety

Safety in the local area after dark

Respondents across Nottinghamshire were asked a series of questions which focussed on the degree to which they feel safe in their local area after dark, during the day and at home at night.

As shown in **Figure 25**, three in four (74%) respondents indicated that they felt safe when outside in their local area after dark (45% very safe and 29% fairly safe). This is a similar level to last year when 75% reported feeling safe. However, the proportion of people reporting that they felt unsafe (either fairly or very) has decreased from 19% in 2014 to 15% in this year's survey.

Figure 25 – Feeling of being safe in the local area after dark
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

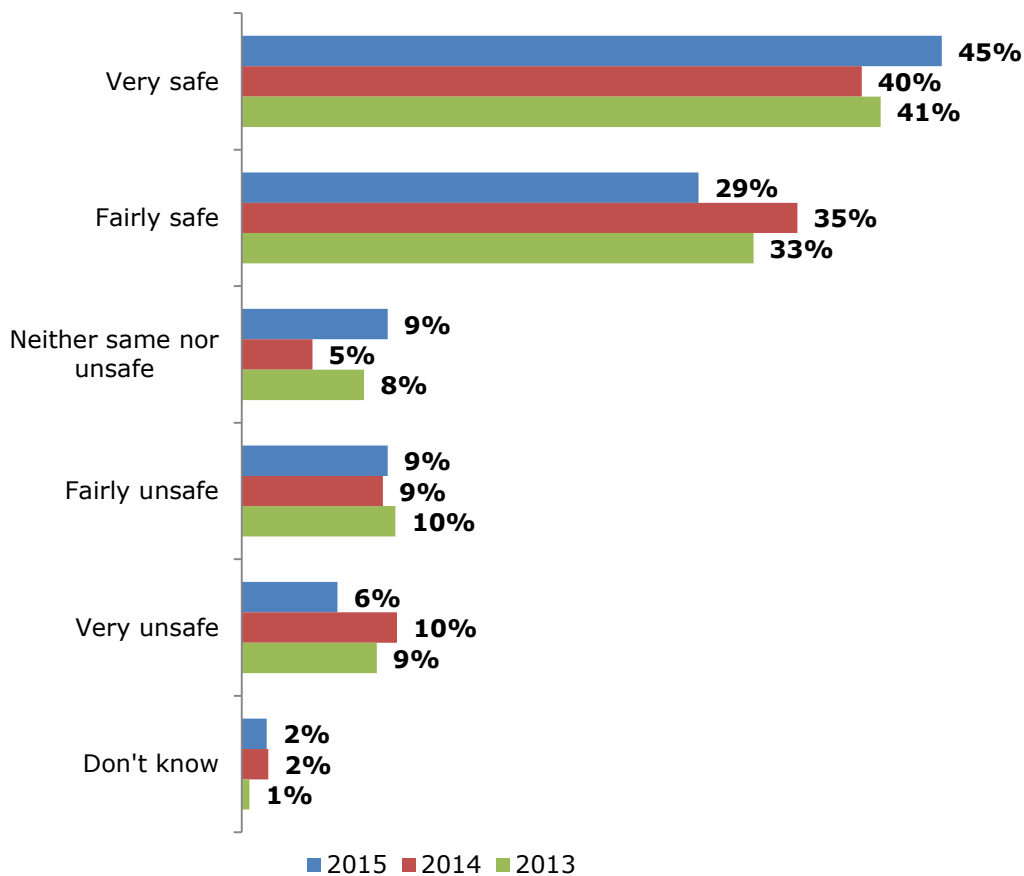
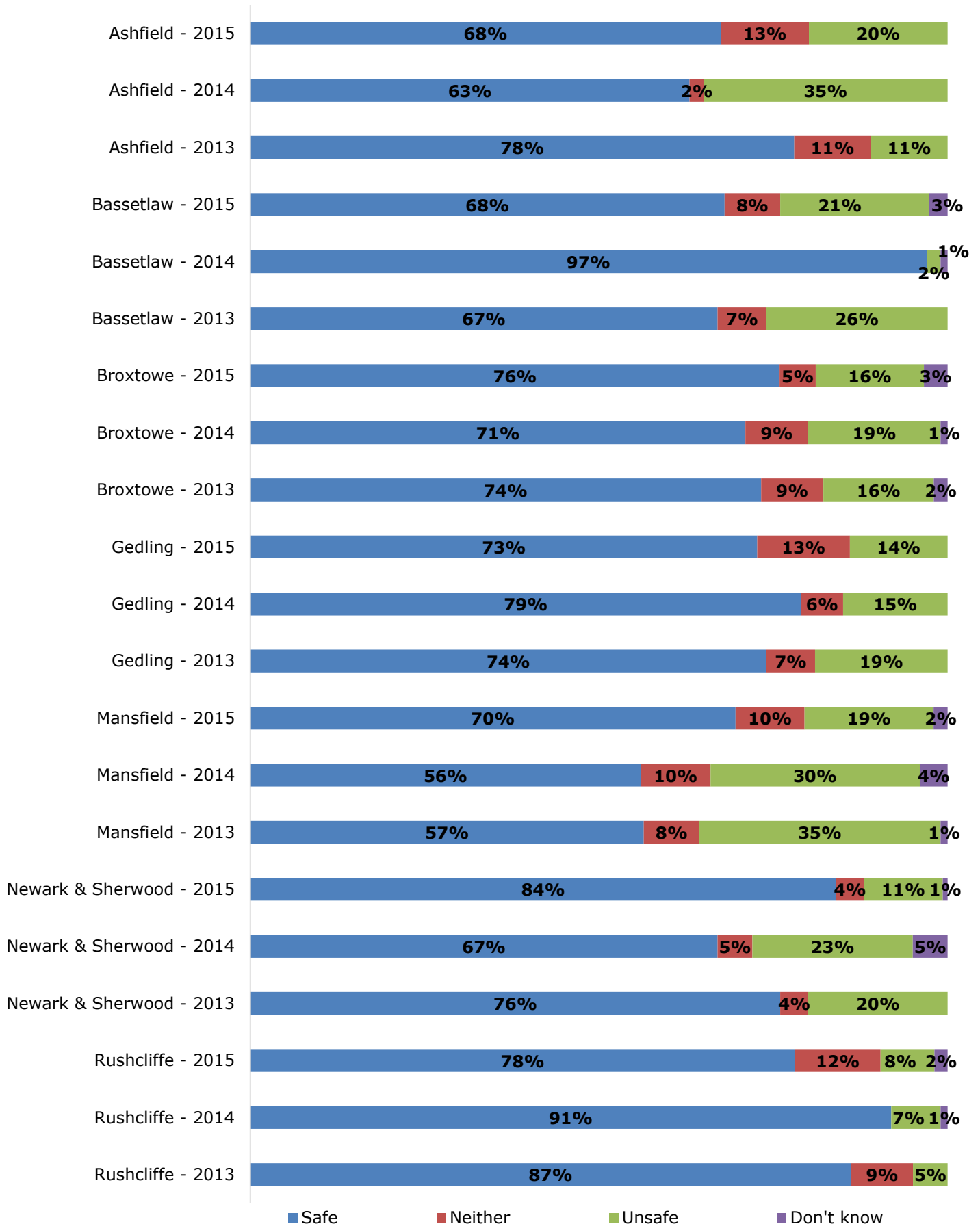


Figure 26 presents the results to this question by Local Authority area. As can be seen, large proportions of respondents from Newark & Sherwood (84%) and Rushcliffe (78%) reported feeling safe (either very or fairly safe) in their local area after dark, in comparison to 74% of the overall sample. Ashfield and Bassetlaw respondents felt least safe, with 68% in both indicating that they felt either very safe or fairly safe.

Figure 26 – Feeling safe outside in the local area after dark, by Local Authority area

Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)



The proportion of respondents indicating that they felt safe (either very or fairly safe) in their local area after dark in each year of the Annual Satisfaction Survey are presented below in **Table 8**. As can be seen, the proportion of respondents indicating that they felt safe in their local area after dark has decreased slightly by 1% to 74%, but in reality there has been little variation over the last three years.

The proportion of respondents feeling safe in Ashfield, Broxtowe, Mansfield, and Newark & Sherwood have increased since the survey conducted in 2014 (+5%, +5%, +14%, and +17% respectively).

Perceptions of safety have decreased in Bassetlaw (-29%), Gedling (-6%), and Rushcliffe (-13%).

Table 8 – Feeling safe outside in the local area after dark, by Local Authority area

Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

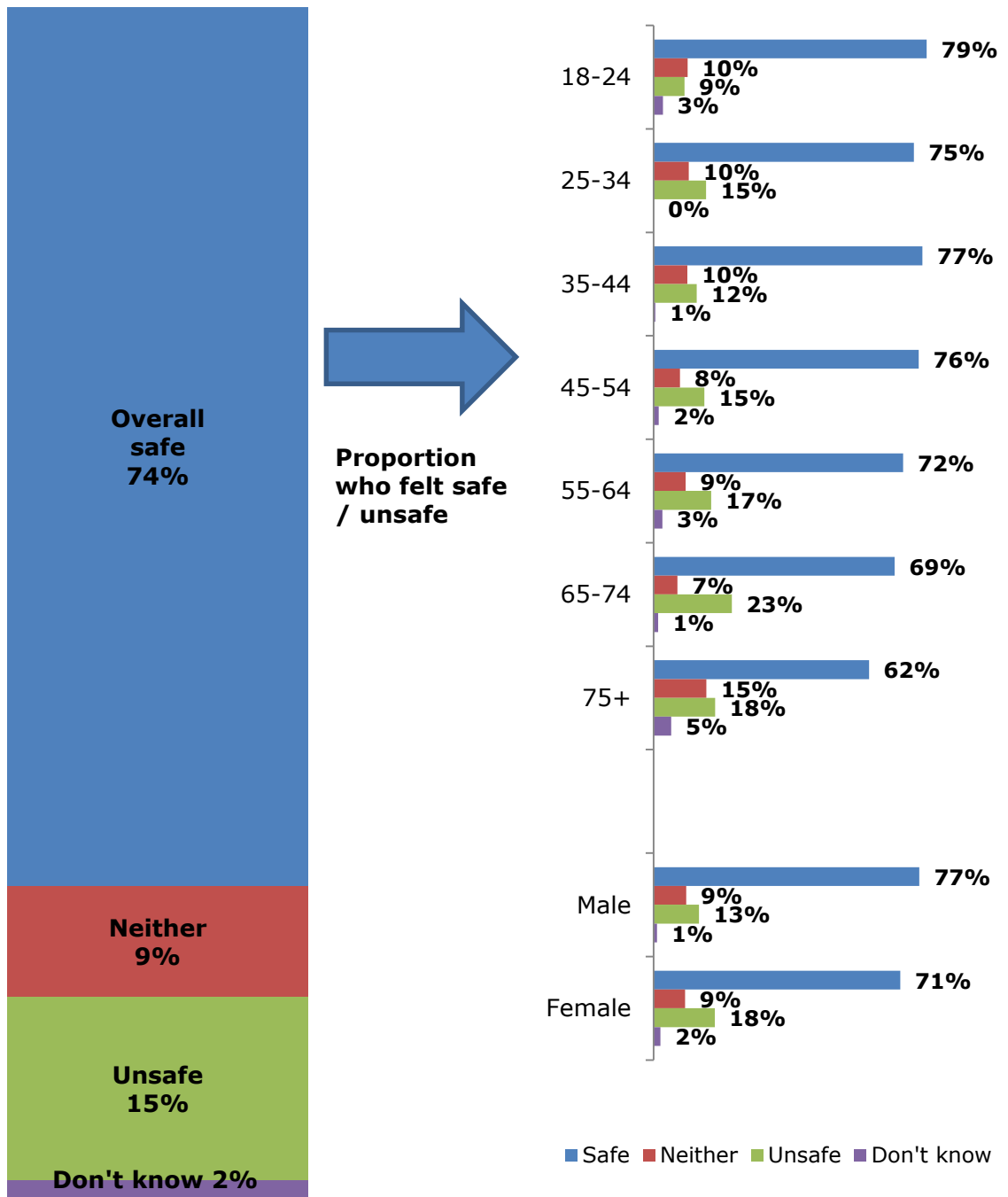
District/Borough Council	Overall safe 2013	Overall safe 2014	Overall safe 2015
Ashfield District Council	78%	63%	68%
Bassetlaw District Council	67%	97%	68%
Broxtowe Borough Council	74%	71%	76%
Gedling Borough Council	74%	79%	73%
Mansfield District Council	57%	56%	70%
Newark & Sherwood District Council	76%	67%	84%
Rushcliffe Borough Council	87%	91%	78%
Overall	73%	75%	74%

The results of the 2015 survey by age and gender are presented below in **Figure 27**. As can be seen, there are few differences between subgroups, particularly between male and female respondents, with a higher proportion of female respondents saying that they feel unsafe after dark (18%) than males (13%).

Respondents aged 75+ were least likely to say they felt safe after dark (62%) than the other age groups and one in four (23%) of those aged 65-74 said they did not feel safe. By contrast, 79% of respondents aged 18-24 said they felt safe.

Twenty-seven per cent of respondents who were disabled indicated that they did not feel either very or fairly safe when outside in the local area after dark, compared to 13% of respondents who were not disabled. A greater proportion of those who were not in employment also reported that they did not feel safe, at 20%, whilst 13% of those who were employed reported feeling unsafe.

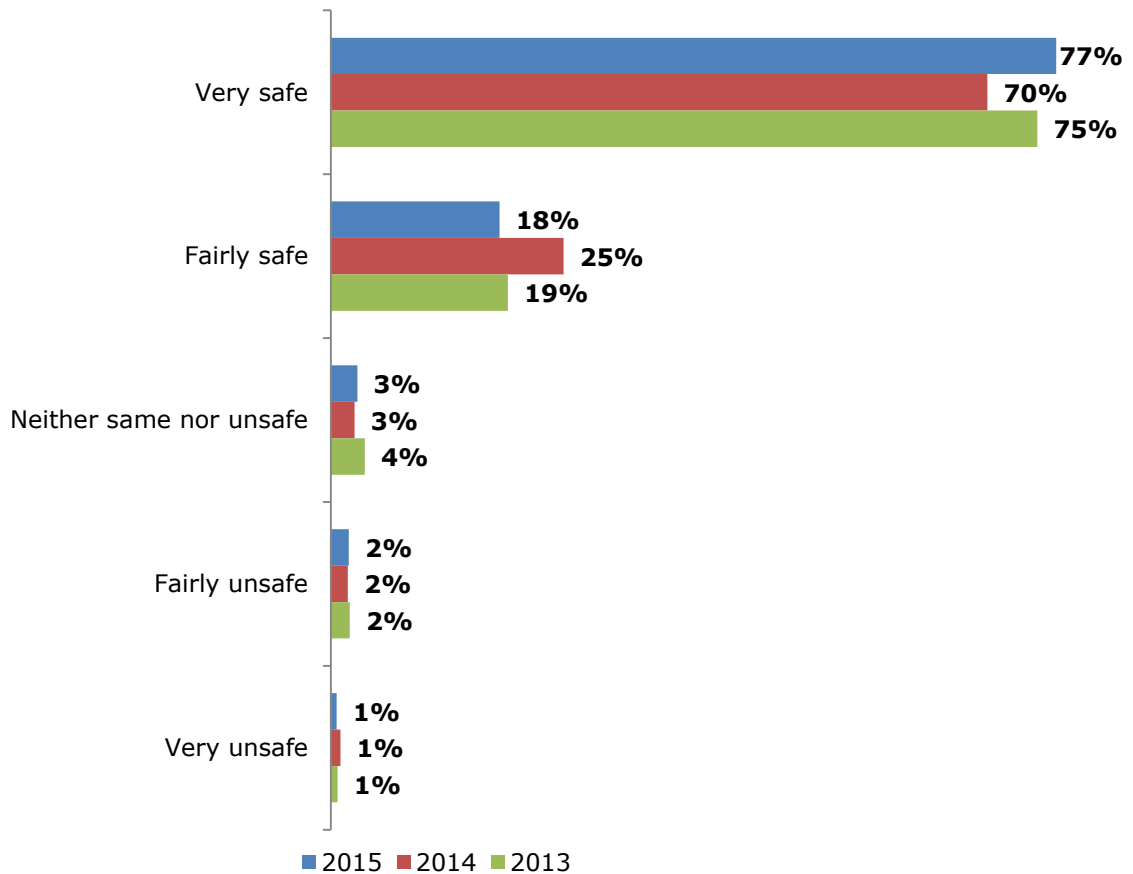
Figure 27 – Feeling safe outside in the local area after dark, by age and gender
Base: All respondents (1,081)



Safety in the local area during the day

Respondents were next asked about their perceptions of feeling safe when outside in their local area during the day. As shown in **Figure 28**, 95% of respondents indicated that they felt either very (77%) or fairly (18%) safe. This is a similar figure to last year (94%), but it should be noted that the percentage of people saying they felt very safe has increased from 70% in 2014 to 77% in this year’s survey.

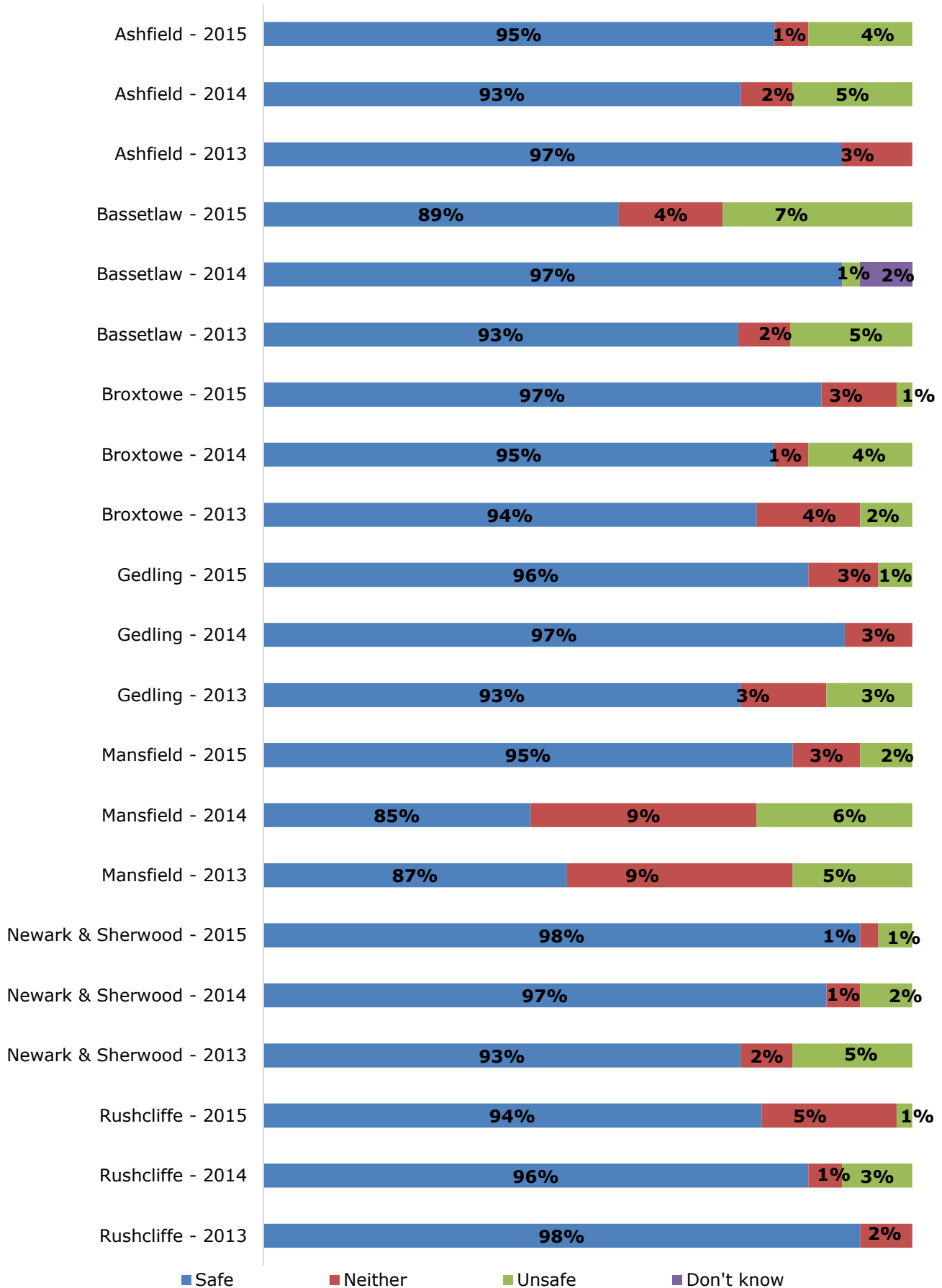
Figure 28 – Feeling safe outside in the local area during the day
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)



Looking at the results for each District and Borough, there are few differences to be identified in the responses. Perceptions of feeling safe (either very or fairly safe) when outside in the local area during the day are high in each area, ranging from 98% in Newark & Sherwood and 97% in Broxtowe to 89% in Bassetlaw (where 7% indicated that they felt unsafe). These results are presented in **Figure 29**.

Figure 29 – Feeling safe outside in the local area during the day, by local authority area

Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)



The proportion of respondents feeling safe (either very or fairly safe) when outside during the day are presented below in **Table 9**. As can be seen, perceptions of safety are high in each District or Borough, but have increased in Ashfield (+2%), Broxtowe (+2%), Mansfield (+10%) and Newark & Sherwood (+1%) since 2014.

Perceptions of feeling safe have decreased in Bassetlaw (-8%), Gedling (-1%) and Rushcliffe (-2%).

Overall, perceptions of feeling safe when outside during the day are very similar to previous years, with a 1% increase since last year.

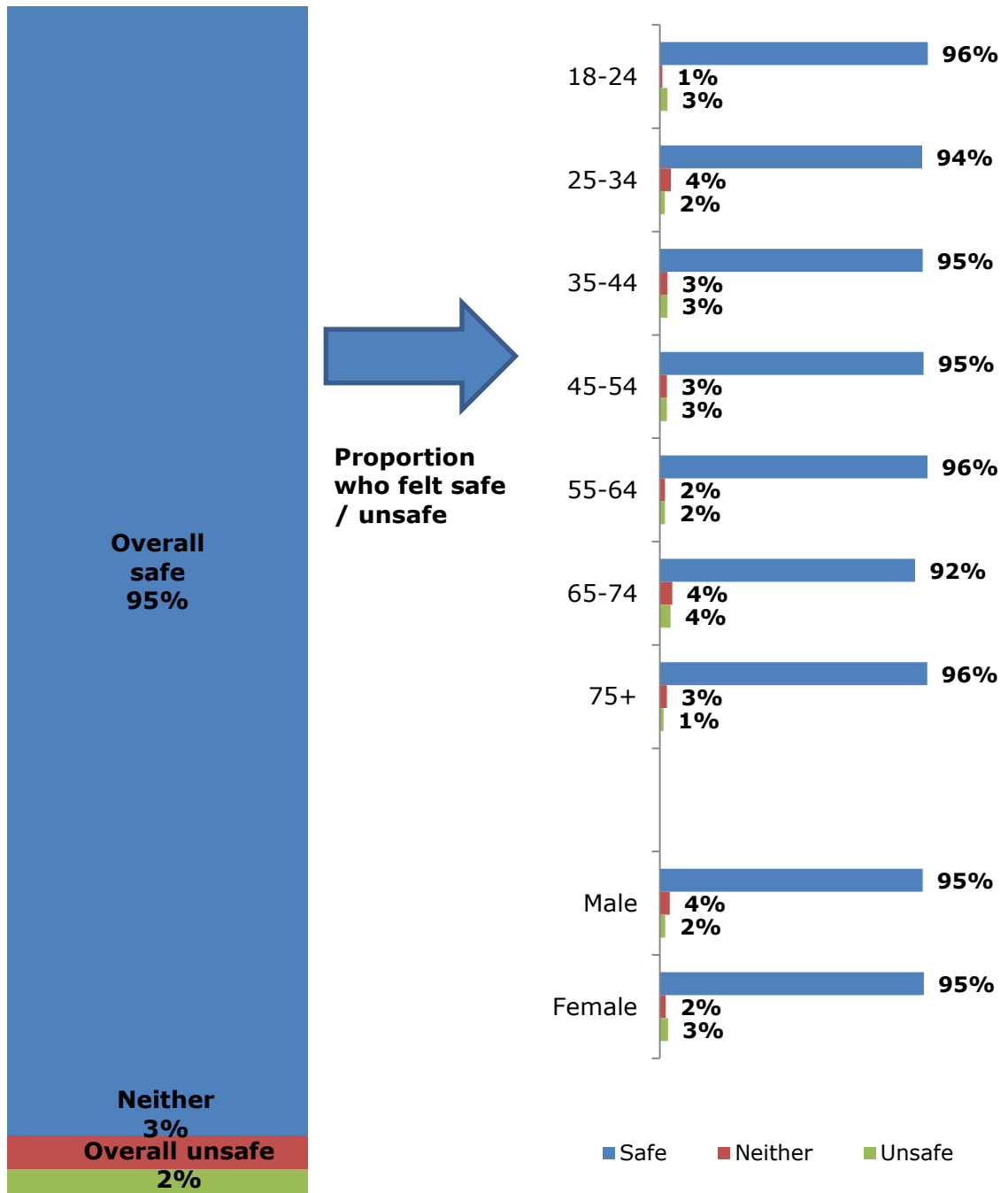
Table 9 – Feeling safe outside in the local area outside during the day, by Local Authority area

Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

District/Borough Council	Overall safe 2013	Overall safe 2014	Overall safe 2015
Ashfield District Council	97%	93%	95%
Bassetlaw District Council	93%	97%	89%
Broxtowe Borough Council	94%	95%	97%
Gedling Borough Council	93%	97%	96%
Mansfield District Council	87%	85%	95%
Newark & Sherwood District Council	93%	97%	98%
Rushcliffe Borough Council	98%	96%	94%
Overall	94%	94%	95%

The results by age and gender are presented below in **Figure 30**. There are few subgroup differences to be identified, as the proportion of respondents feeling safe remains high in all age categories (range of 92% to 96%) and in both males and females (95% for both).

Figure 30 – Feeling safe outside in the local area during the day, by age and gender
Base: All respondents (1,081)



Again, a slight difference could be identified between respondents who reported that they had a health problem or disability and those who did not. Ninety-two per cent of disabled respondents reported feeling safe when outside during the day, whereas this proportion was at 96% for those who were not disabled.

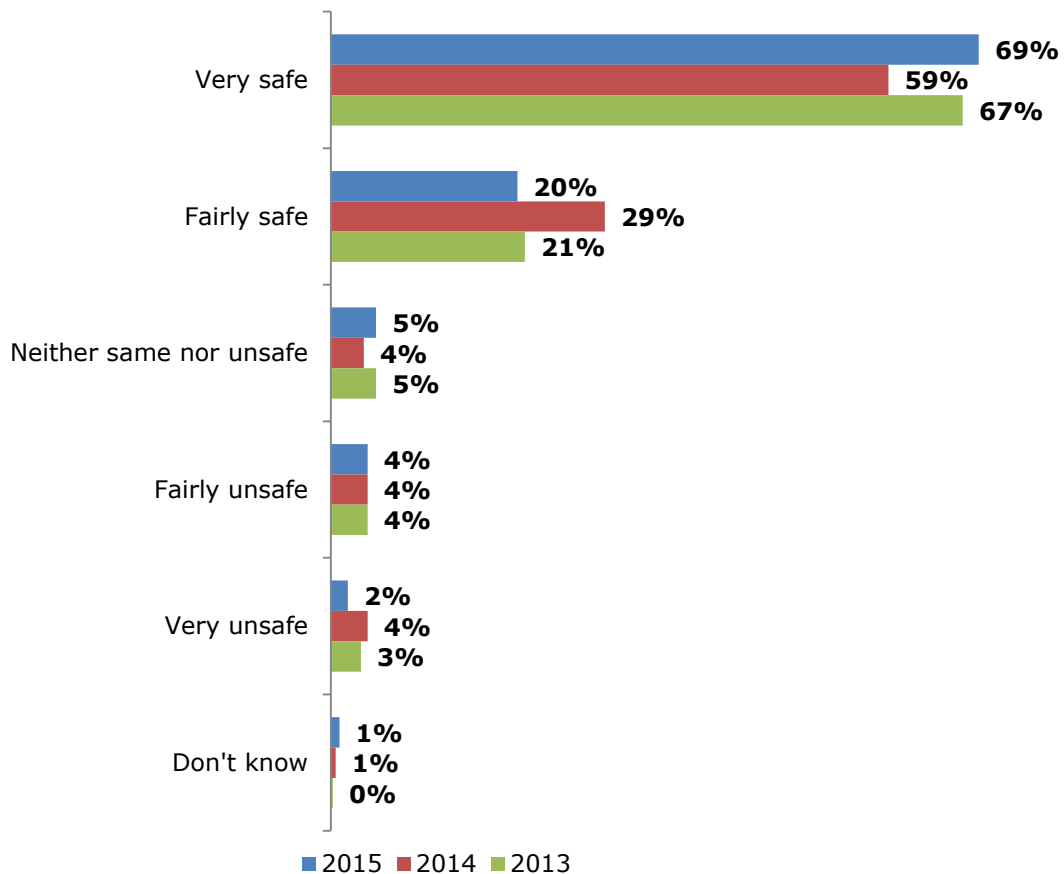
Safety when home alone at night

Respondents were also asked about how safe they feel when in their home alone at night. **Figure 31** presents these results. As can be seen, the proportion of respondents indicating that they felt very safe has increased this year to 69% from 59% in 2014. However, 89% overall reported that they felt either very (69%) or fairly (20%) safe when home alone at night, which is a 1% increase since last year.

Six per cent of respondents reported that they felt either fairly unsafe or very unsafe, which is a 2% decrease since 2014 (8%).

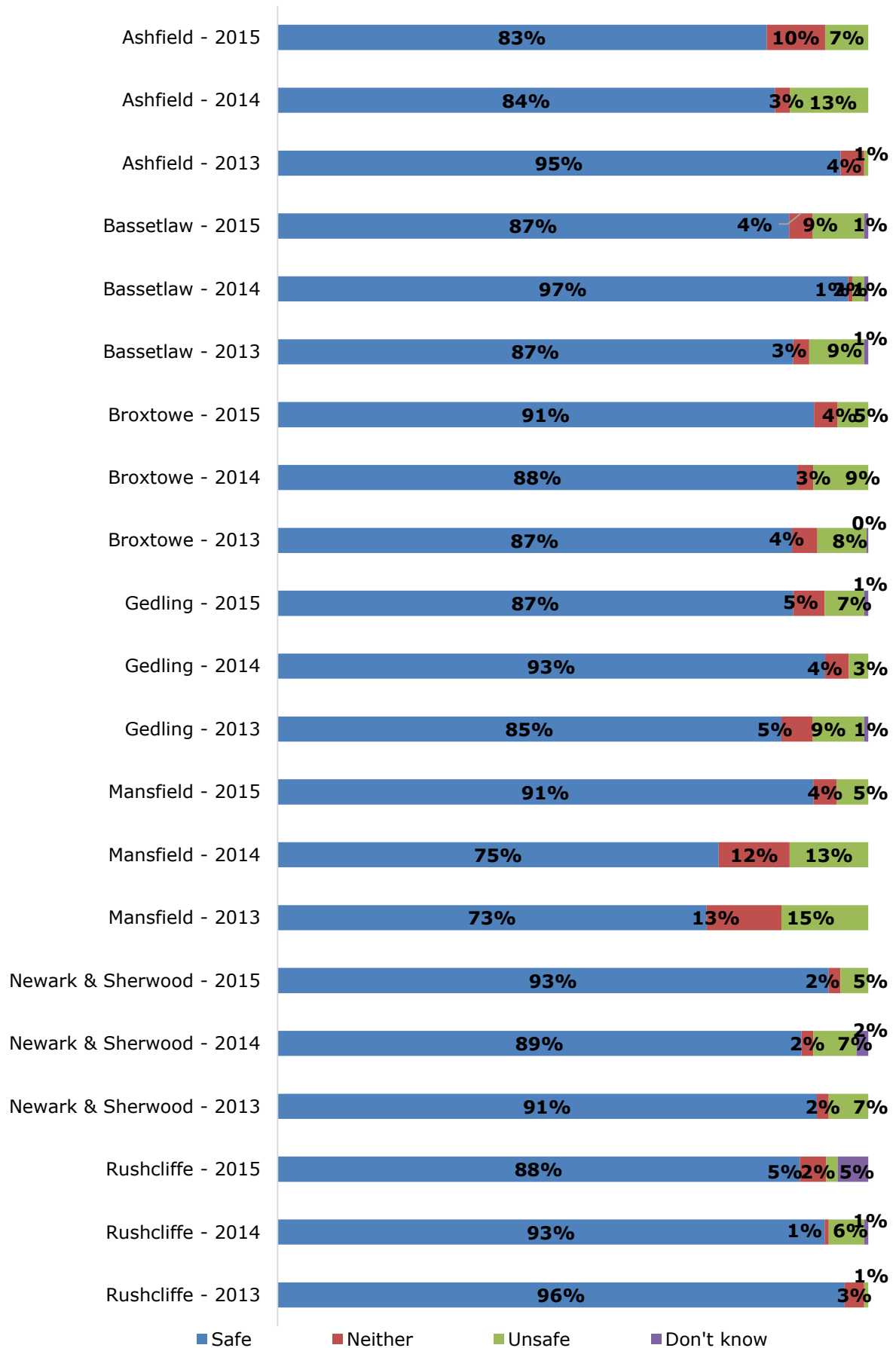
Figure 31 – Feeling safe when home alone at night

Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)



Perceptions of feeling safe when home alone at night were high in most Districts and Boroughs, however a smaller proportion of Ashfield respondents (83%) reported feeling safe (either very or fairly safe) in comparison to the overall sample (89%). A very high proportion of Newark & Sherwood respondents reported feeling either very or fairly safe, at 93% overall. These results are presented in **Figure 32**.

Figure 32 – Feeling safe when home alone at night, by Local Authority area
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)



The proportions of respondents indicating that they feel safe (either very safe or fairly safe) when home alone at night in each District or Borough are presented below in **Table 10**.

As can be seen, perceptions of feeling safe have increased in Broxtowe (+3%), Mansfield (+16%) and Newark & Sherwood (+4%) since the 2014 survey. Perceptions of safety have decreased in Ashfield (-1%), Bassetlaw (-10%), Gedling (-6%), and Rushcliffe (-5%).

Across all Districts and Boroughs, perceptions of safety when home alone at night are high at 89%, 1% higher than the levels seen in 2013 and 2014.

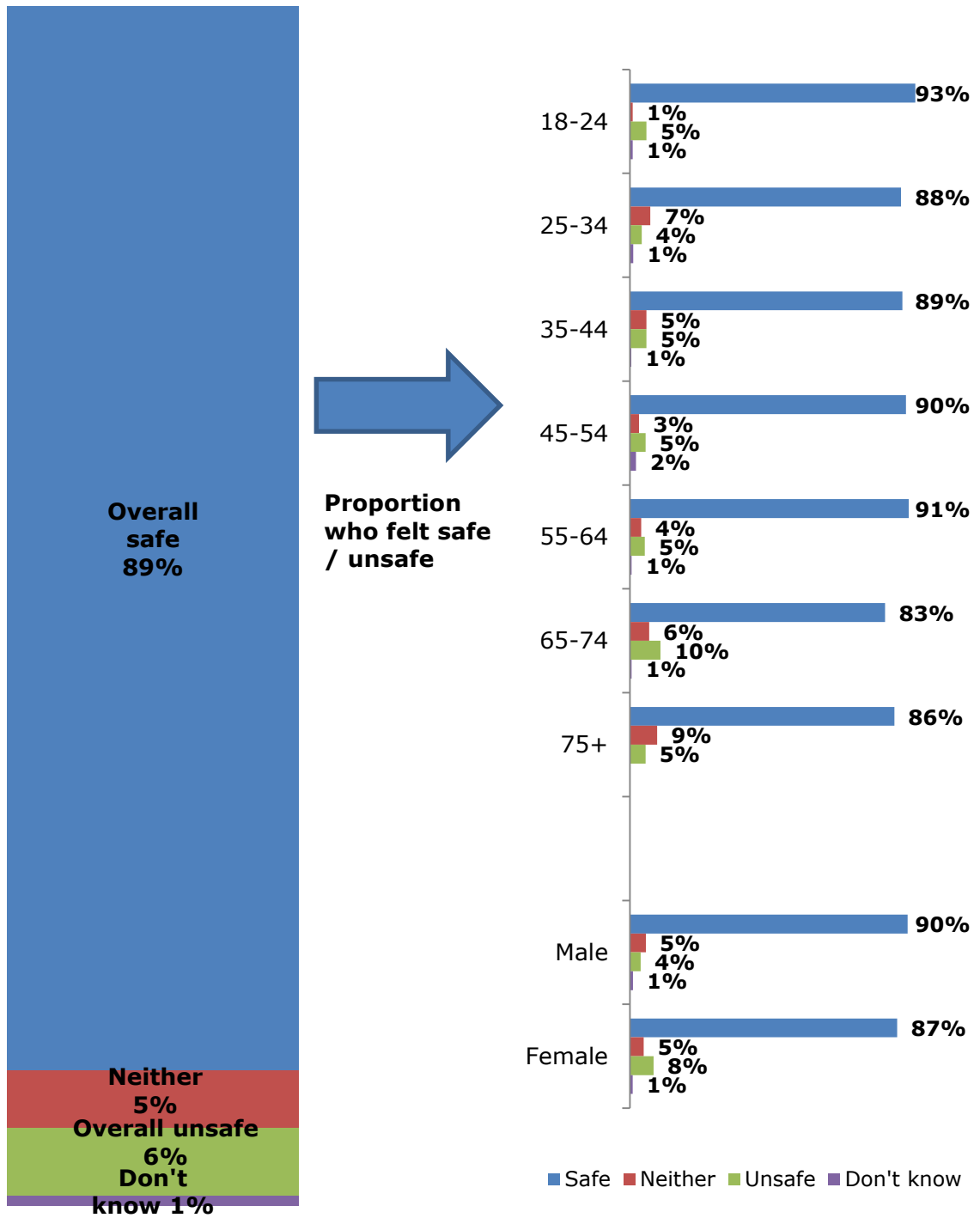
Table 10 – Feeling safe when home alone at night, by Local Authority area
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

District/Borough Council	Overall safe 2013	Overall safe 2014	Overall safe 2015
Ashfield District Council	95%	84%	83%
Bassetlaw District Council	87%	97%	87%
Broxtowe Borough Council	87%	88%	91%
Gedling Borough Council	85%	93%	87%
Mansfield District Council	73%	75%	91%
Newark & Sherwood District Council	91%	89%	93%
Rushcliffe Borough Council	96%	93%	88%
Overall	88%	88%	89%

The results by age and gender are presented below in **Figure 33**. There are few differences to be seen in the responses received from those in different age groups, however a slightly larger proportion of those aged 18-24 felt safe than the other groups (93%) and 10% of those aged 65-74 said they felt unsafe (either very or fairly unsafe) when home alone at night compared to the overall sample (6%).

A greater proportion of male respondents (90%) reported feeling safe when home alone at night in comparison to female respondents (87%). Four in five (82%) disabled respondents said that they felt safe whilst in their home alone at night. This proportion was considerably higher at 90% for those who were not disabled. There was also a difference between those who were economically inactive and those who were active in saying they felt safe (86% compared to 91%).

Figure 33 – Feeling safe at home during the day, by age and gender
Base: All respondents (1,081)

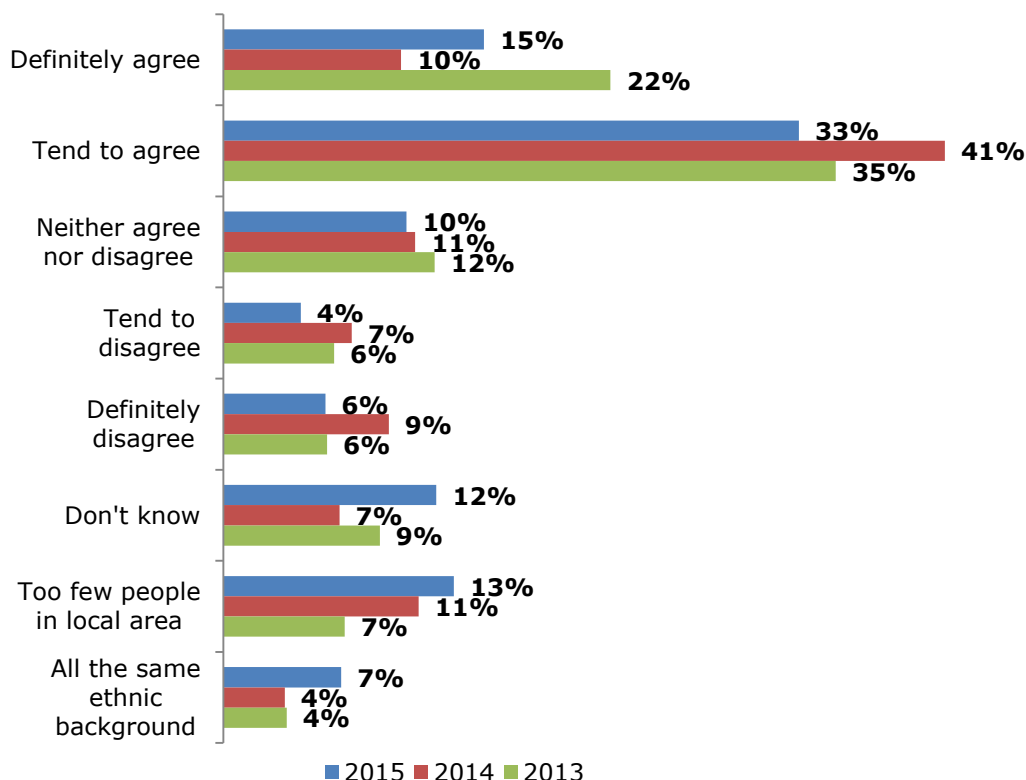


Community Cohesion

A recognised measure of community cohesion is achieved by asking people about the degree to which people agree that their local area is one where people from different backgrounds get on well together. Respondents in Nottinghamshire were, therefore, asked the extent to which they agree or disagree that their local area is one where people from different ethnic backgrounds get on well together. The results are shown in **Figure 34**. When analysing the results, the context should be kept in mind. The demographics of the area have been undergoing substantial change over the last few years and there have been numerous news stories recently about refugees, which may have an effect on people's attitudes.

Under half (48%) of the overall sample agreed that people from different ethnic backgrounds get along well together in Nottinghamshire (15% definitely agree and 33% tend to agree). Fifteen per cent definitely agreed, representing an increase of 5% since the previous survey took place in 2014. However, the overall proportion of those agreeing (definitely or tend to agree) has decreased from 51% in 2014 to 48% in 2015. This year one in ten (10%) disagreed, with 4% tending to disagree and 6% definitely disagreeing. This is a decrease of 7% from last year. One in eight (13%) felt that there were too few people in their local area to say whether people from different backgrounds get along, whilst 7% said that the people in their local area were all from the same ethnic background, which is an increase of 3% from last year.

Figure 34 – Agreement that people from different ethnic backgrounds get along
All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)



Looking across the Districts and Boroughs, agreement was highest in Broxtowe and Gedling (60% and 58% respectively). Agreement was low in Mansfield, with 31% overall agreeing to some extent (3% definitely agree and 29% tend to agree), however 20% said everyone was from the same ethnic background and 19% said there were too few people in the area to tell. These results are presented in **Figure 35**.

Figure 35 – Agreement that people from different ethnic backgrounds get along together, by Local Authority area
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

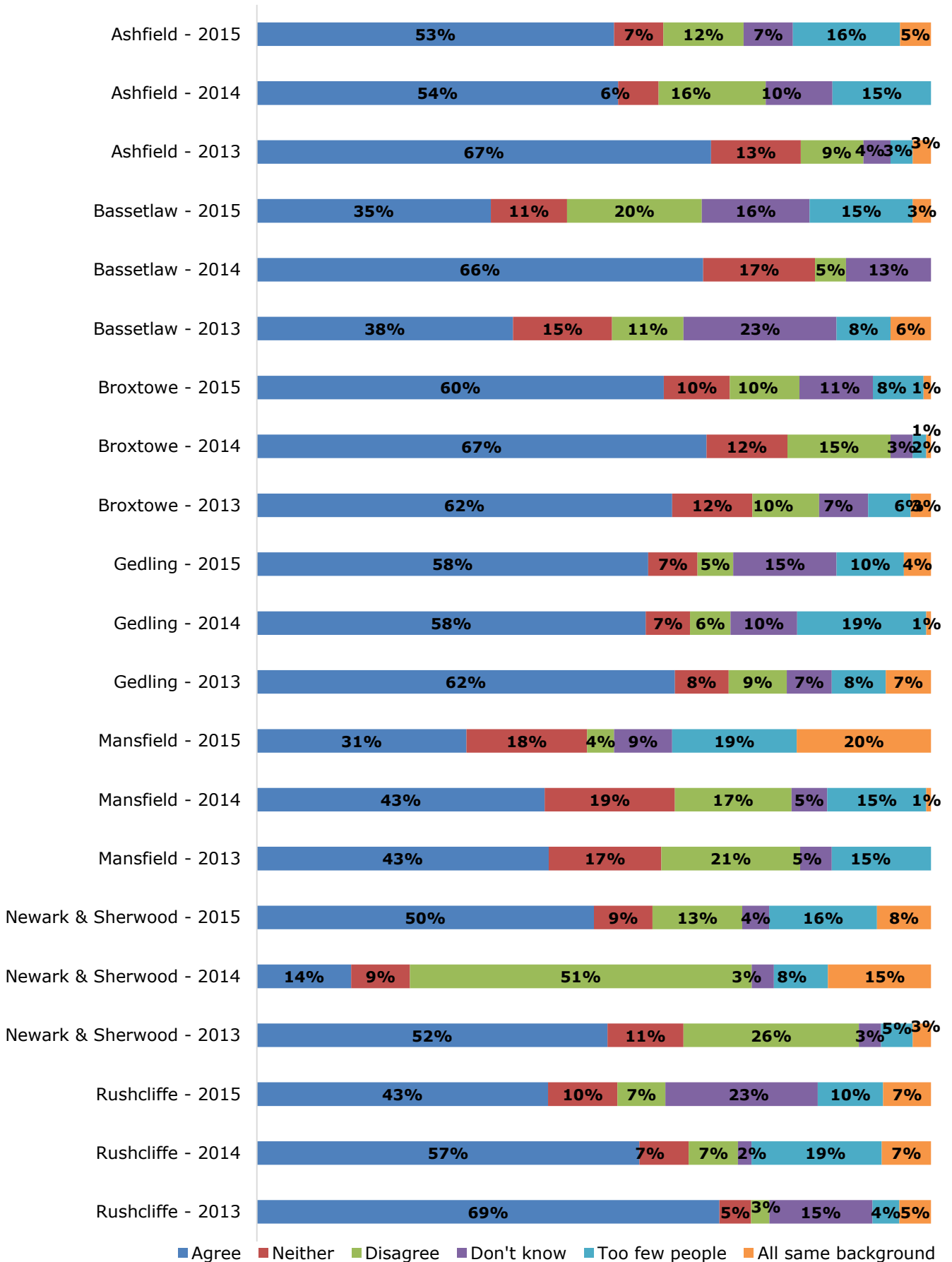


Table 11 shows the proportions of respondents agreeing (either definitely agreeing or tending to agree) that people from different ethnic backgrounds get along well together. Since the 2014 survey, the proportion of respondents who agree has increased in Newark & Sherwood (+36%) and stayed the same in Gedling (58%). It has decreased in all other Districts and Boroughs with the decrease being particularly noticeable for Bassetlaw, falling by 31% to 35% (however it should be noted that a very high proportion of these respondents stated that they did not know or there were too few people in the area to tell).

Table 11 – Agreement that people from different ethnic backgrounds get along together, by Local Authority area

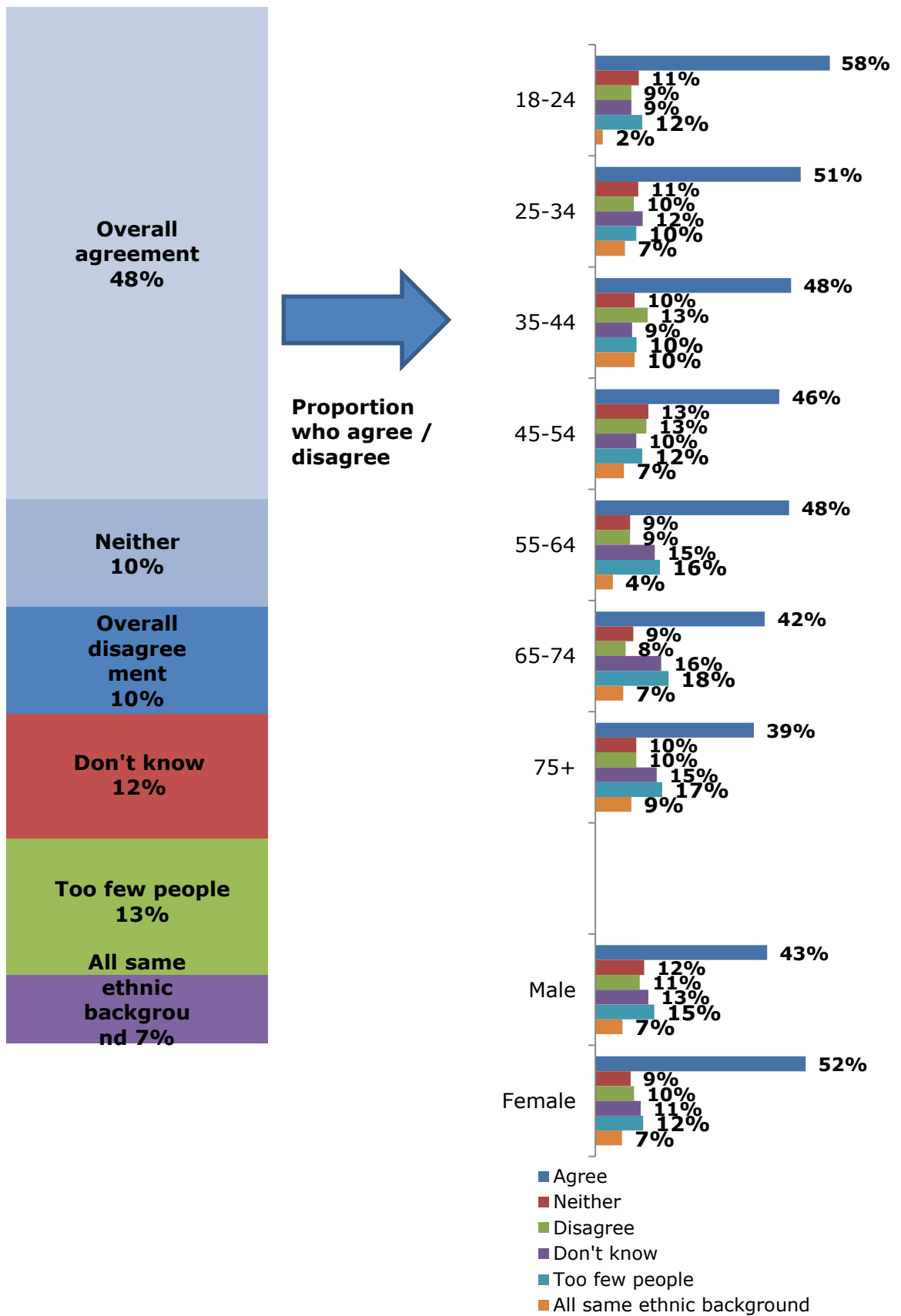
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

District/Borough Council	Overall agreement 2013	Overall agreement 2014	Overall agreement 2015
Ashfield District Council	67%	54%	53%
Bassetlaw District Council	38%	66%	35%
Broxtowe Borough Council	62%	67%	60%
Gedling Borough Council	62%	58%	58%
Mansfield District Council	43%	43%	31%
Newark & Sherwood District Council	52%	14%	50%
Rushcliffe Borough Council	69%	57%	43%
Overall	57%	51%	48%

The results presented by age and gender subgroups are shown in **Figure 36**. As can be seen, slightly larger proportions of those aged 18-24 (58%) and 25-34 (51%) agreed (either definitely agreed or tended to agree) that people from different ethnic backgrounds got along well together. In comparison to the overall sample (48%), a lower proportion of respondents in the oldest age category (75+) agreed (39%).

Female respondents were more likely to say they agreed (52%) compared to males (43%). No significant differences were identified between working status subgroups, but looking at the results by disability, a higher proportion of people who were not disabled said that they agreed than people who had a disability (49% compared to 42%).

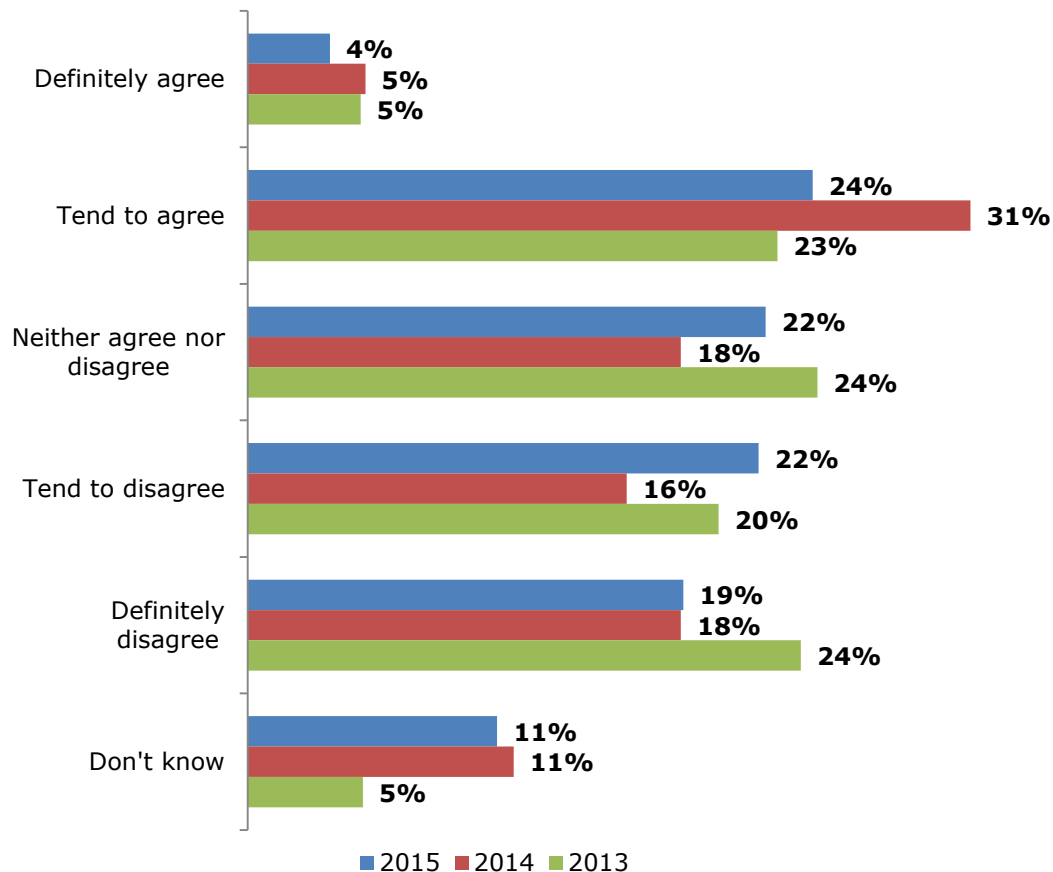
Figure 36 – Agreement that people from different ethnic backgrounds get along together, by age and gender
Base: All respondents (1,081)



Influence on Local Decision Making

Respondents in Nottinghamshire were asked the extent to which they agree or disagree that they can influence decisions affecting their local area. These results are presented in **Figure 37**. As shown in **Figure 37**, 27% agreed to some extent that they can influence decisions (4% definitely agree and 24% tend to agree), however four in ten (40%) disagreed (22% tend to disagree and 19% definitely disagree).

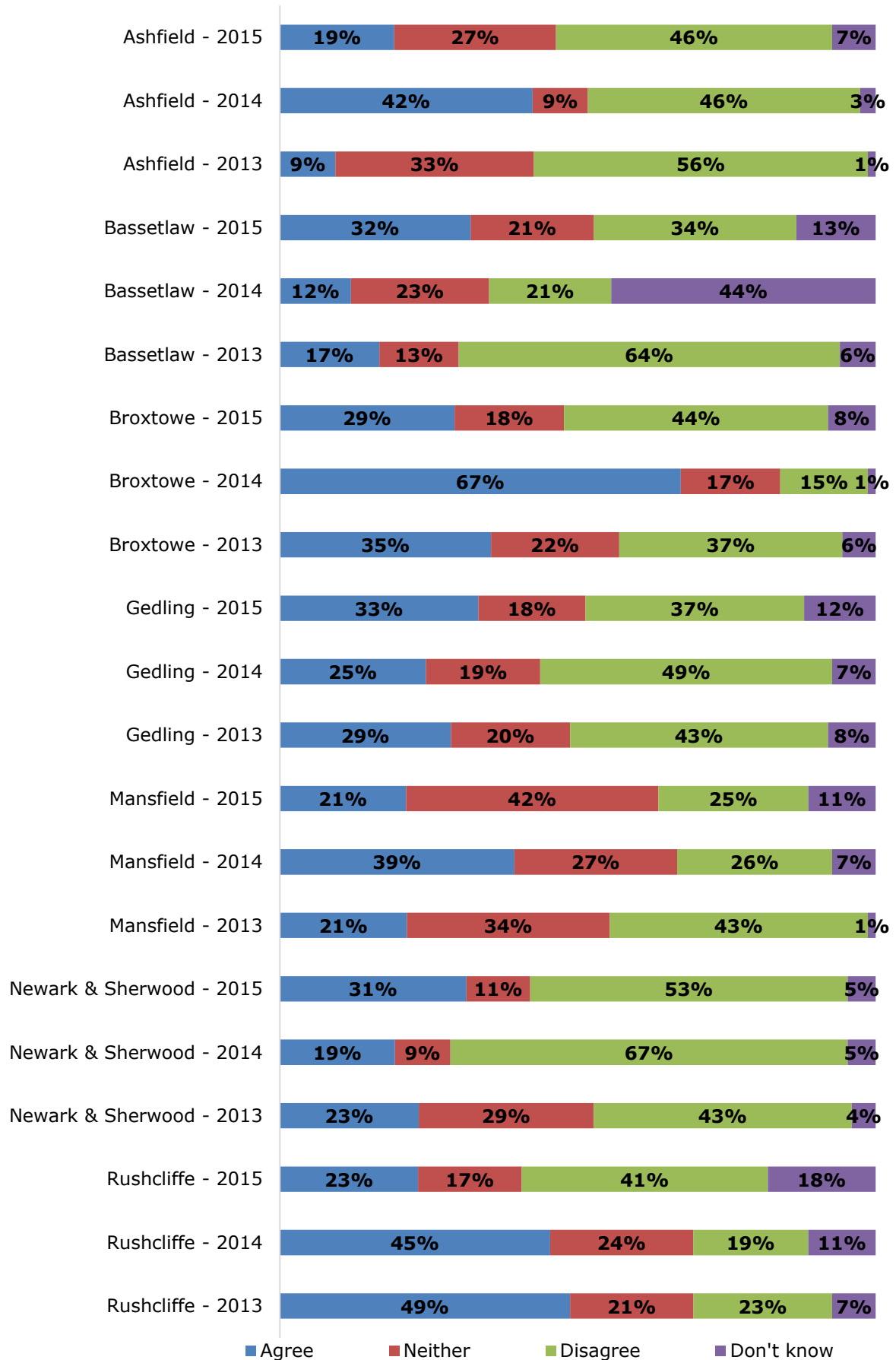
Figure 37 – Influence on decisions affecting the local area
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)



Agreement that local people can influence decisions affecting their local area (including those who definitely agreed and those who tended to agree) is higher in Bassetlaw (32%), Gedling (33%), Broxtowe (29%) and Newark & Sherwood (31%), in comparison to Ashfield (19%), Mansfield (21%) and Rushcliffe (23%). Over a half of respondents from Newark & Sherwood (53%) and almost a half of Ashfield respondents (46%) disagreed that they can influence decisions. One in five Rushcliffe respondents (18%) said that they did not know, in comparison to 11% of the overall sample who gave this response. **Figure 38** presents these results.

Figure 38 – Influence on decisions affecting the local area, by Local Authority area

Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)



The overall agreement (those definitely agreeing and those tending to agree) from respondents in each District or Borough that they can influence decisions in their local area is presented in **Table 12**.

As can be seen, the proportion of those agreeing has increased in Bassetlaw (+20%), Gedling (+8%), and Newark & Sherwood (+10%). However, it has decreased in Ashfield (-23%), Broxtowe (-38%), Mansfield (-18%) and Rushcliffe (-22%).

Overall, agreement has decreased since the 2014 survey by 9%, returning to the same level as recorded in the 2013 survey.

Table 12 – Influence on decisions affecting the local area, by Local Authority area

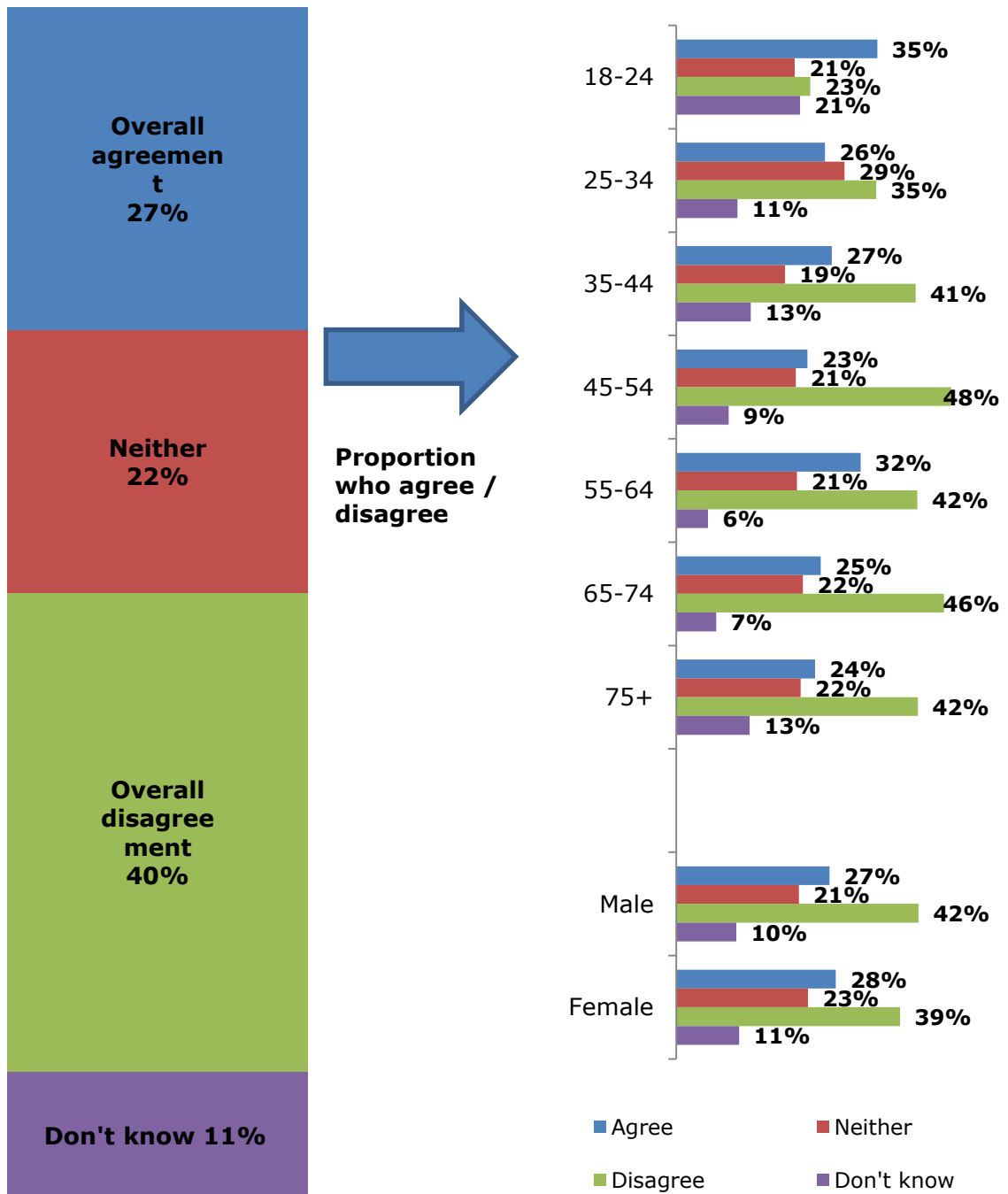
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

District/Borough Council	Overall agreement 2013	Overall agreement 2014	Overall agreement 2015
Ashfield District Council	9%	42%	19%
Bassetlaw District Council	17%	12%	32%
Broxtowe Borough Council	35%	67%	29%
Gedling Borough Council	29%	25%	33%
Mansfield District Council	21%	39%	21%
Newark & Sherwood District Council	23%	21%	31%
Rushcliffe Borough Council	49%	45%	23%
Overall	27%	36%	27%

Figure 39 presents the proportions of respondents who agreed and disagreed that they could influence decisions affecting their local area by age and gender subgroups. As can be seen, the proportion of respondents who agree that they can influence decisions is highest for the 18-24 age group at 35% and lowest for 45-54 at 23%. One in five (21%) of those aged 18-24 indicated that they did not know to what extent they could influence decisions.

No significant differences were identified between sex, disability, and working status subgroups.

Figure 39 – Influence on decisions affecting the local area, by age and gender
Base: All respondents (1,081)



Participation in Volunteering

Volunteering is seen by local and central government to have a key part to play in terms of promoting sustainable communities. There are clear links between increases in volunteering and a range of policies encouraging active citizenship such as the Localism Act. Volunteering is defined as giving unpaid help through groups, clubs or organisations, which support social, environmental, cultural or sporting objectives.

Respondents were asked how many hours they had spent doing voluntary (unpaid) activities in their local community over the last twelve months. The results are shown in **Figure 40**.

The majority of Nottinghamshire respondents (83%) indicated that they had not participated in any voluntary activities over the last twelve months, however 16% had volunteered for at least one hour over this period. Where respondents indicated that they had volunteered, the highest proportion said that this was for over two and up to five hours per week (39%).

The results are fairly similar across each of the Districts and Boroughs, however over half (53%) of respondents who had volunteered from Bassetlaw said they had done for over one and up to two hours per week in the last 12 months, whereas 19% said the same in Broxtowe and Newark & Sherwood.

When asked what type of voluntary activity respondents undertook, a range of responses were given. Working in local community or neighbourhood groups and volunteering in health, disability and social welfare positions were the most common responses, each cited by 23% of respondents and 22% said in children's education or schools. The full range of responses is presented in **Figure 41**.

'Other' responses included working in a charity shop (9 responses). Working for doctors, Age Concern, the Animal Trust, the National Trust, the River Trust and campaigning for Human Rights all received one response each.

Figure 40 – Participation in volunteering over the last twelve months
Base: Respondents who had volunteered over the last twelve months (171)

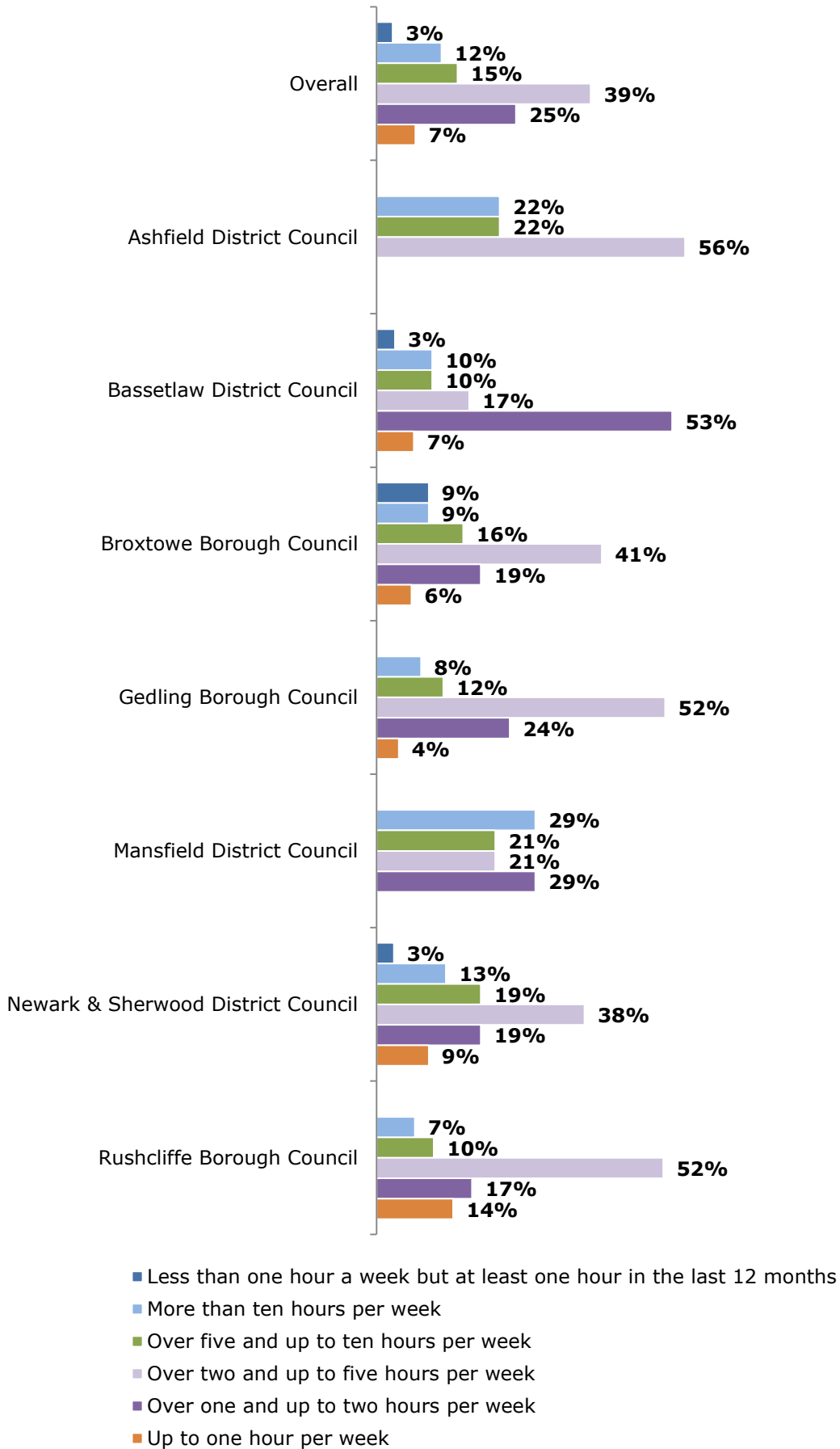
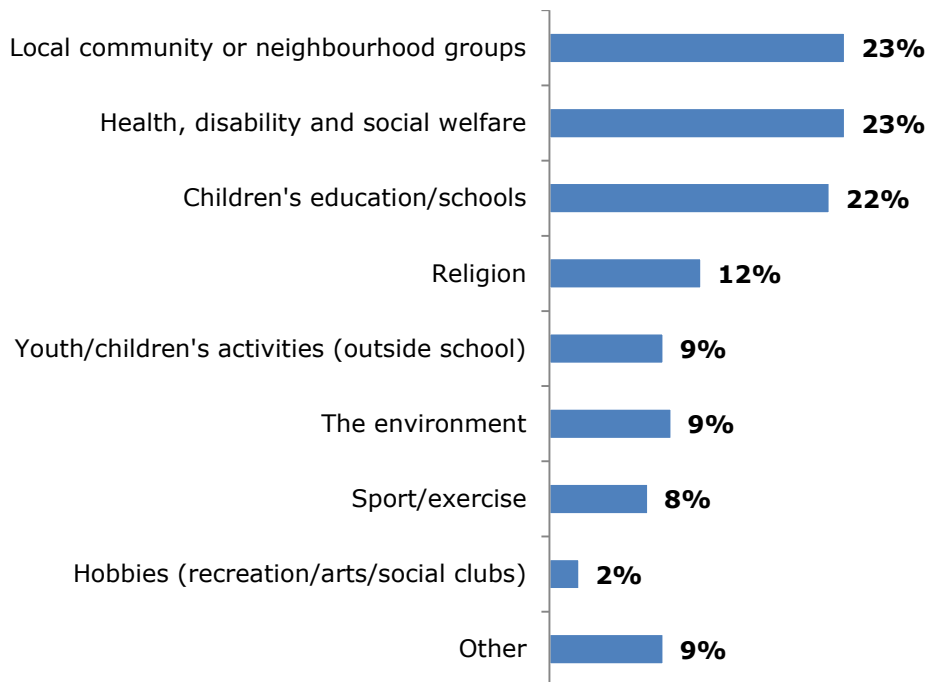


Figure 41 – Areas of volunteering activity
Base: Respondents who had volunteered over the last twelve months (171)



Questions about volunteering have been asked differently in the previous years' surveys and are therefore not comparable to the results of the 2014 Annual Satisfaction Survey, whilst age, disability and working status subgroups are too small to demonstrate any significant differences.

Perceptions of Anti-Social Behaviour

Respondents in Nottinghamshire were next asked how much of a problem certain types of anti-social behaviour were in their local area. **Figure 42** presents the findings from the 2015 survey. As can be seen, the majority of respondents felt that each of the types of anti-social behaviour were not a problem at all, ranging from 59% (rubbish or litter lying around) to 91% (abandoned or burnt out vehicles).

The biggest problem perceived by survey respondents was rubbish or litter lying around, with one in four (23%) indicating that this was a problem (7% a very big problem and 15% a fairly big problem).

Figure 42 – Perceptions of anti-social behaviour in Nottinghamshire
Base: All respondents (1,081)

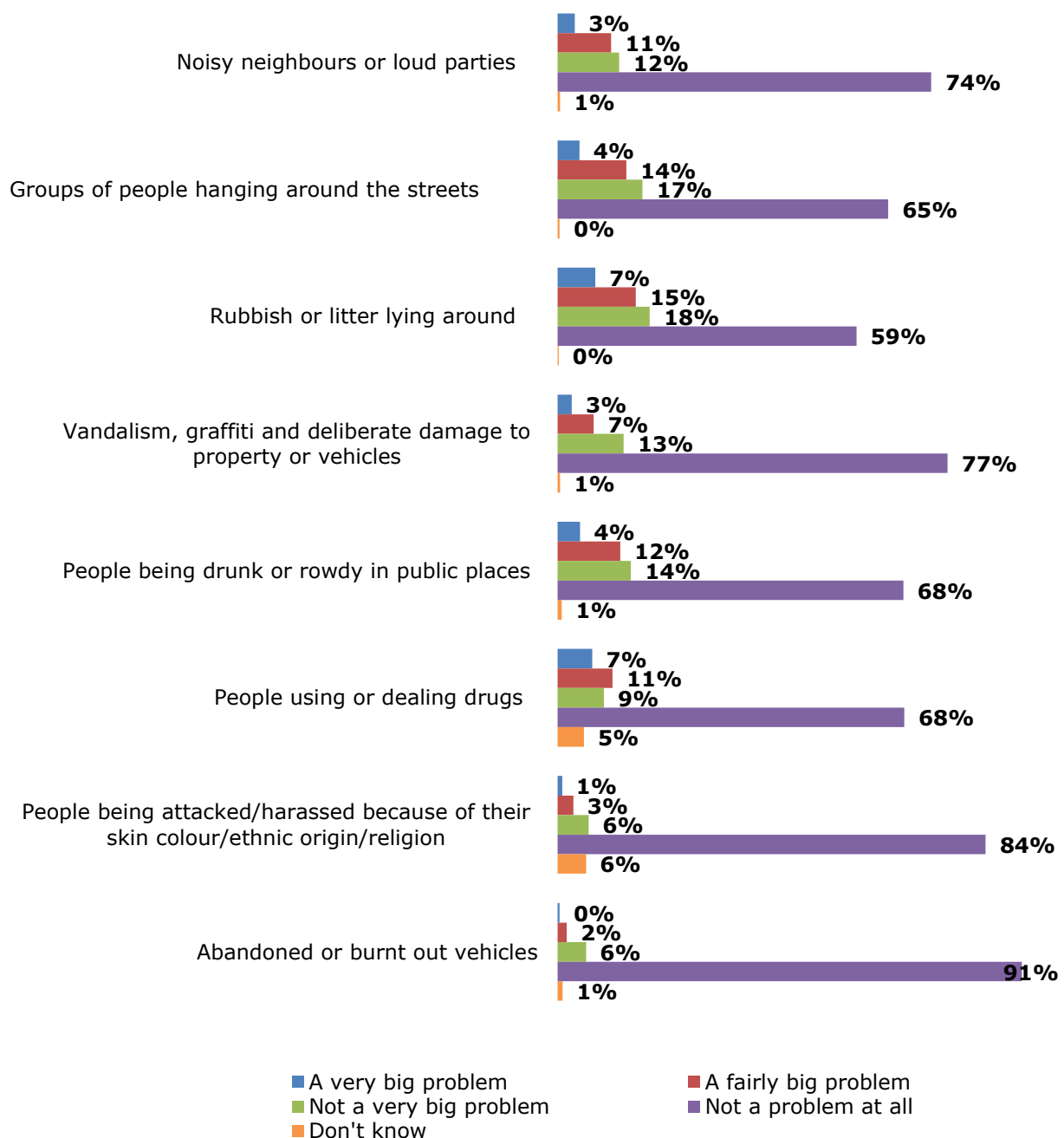


Figure 43 and **Table 13** present the proportions of respondents indicating that each of the aspects of anti-social behaviour were a problem (either a very big problem or a fairly big problem) across each year of the Annual Satisfaction Survey.

As can be seen in **Figure 43** and **Table 13**, rubbish or litter lying around was perceived to be a problem by one in four respondents in the 2015 survey (23%), however this is a 3% decrease since last year. One in five (18%) 2015 survey respondents said that people using or dealing drugs was a problem, which is 2% lower than the 2014 figure. The same figure of 18% also said that groups of people hanging around in the street was a problem, which is 1% higher than in 2014.

A very small proportion of respondents overall felt that abandoned or burnt out vehicles were a problem, at 2% (representing a decrease of 1% since 2014), whilst 4% in 2015 felt that people being attacked or harassed because of their skin colour, ethnic origin or religion was a problem, which is 1% lower than in 2014.

The proportion of respondents indicating that noisy neighbours or loud parties were a problem in Nottinghamshire has increased by 2% since last year (12% to 14%), while the proportion of those saying that vandalism, graffiti and deliberate damage to property was a problem has decreased by 6% since the 2014 Annual Satisfaction Survey (16% to 10%).

Figure 43 – Perceptions of anti-social behaviour in Nottinghamshire
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

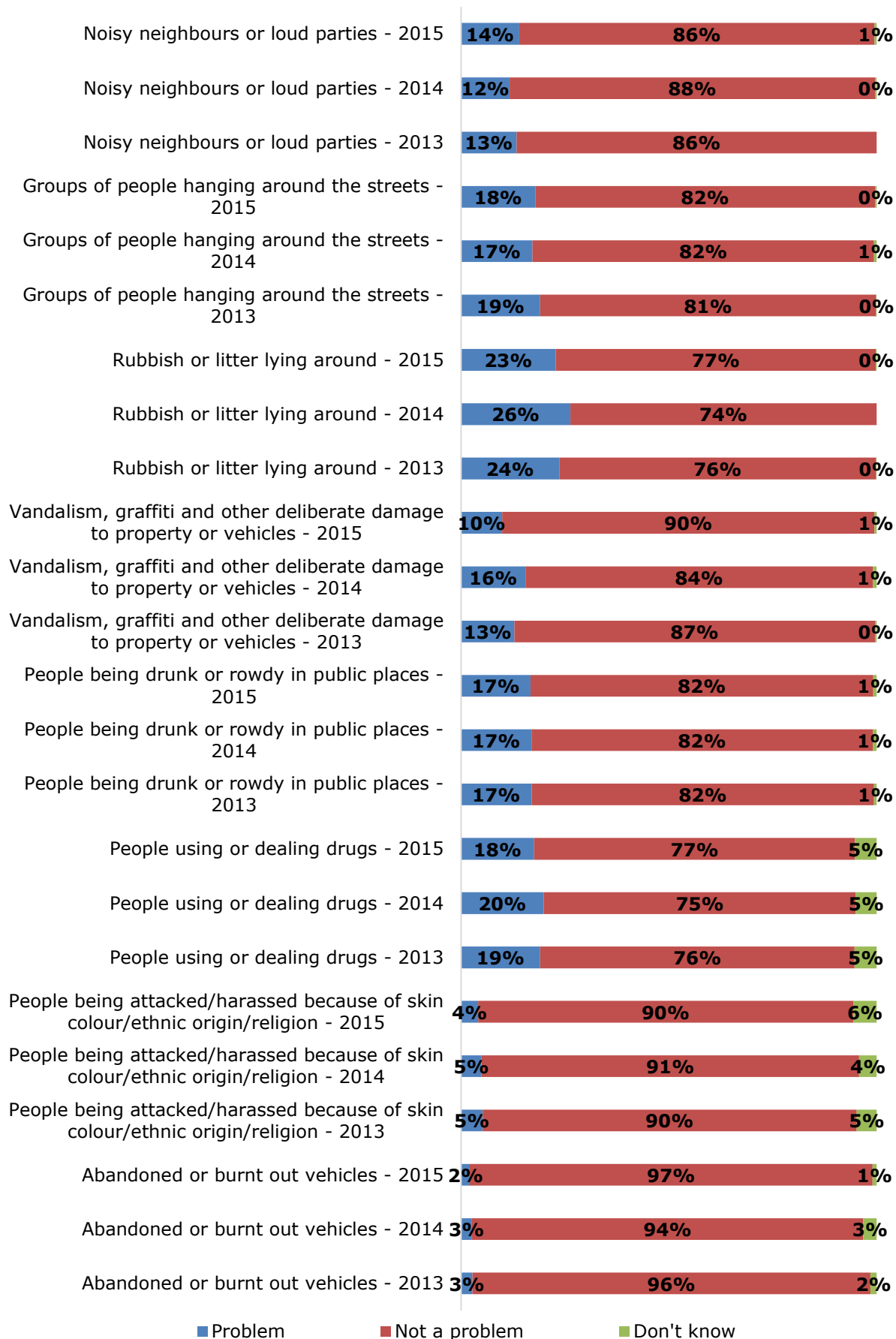


Table 13 - Perceptions of anti-social behaviour in Nottinghamshire
Base: All respondents (2015 = 1,081 / 2014 = 1,053 / 2013 = 1,202)

Type of anti-social behaviour	Overall problem in 2013	Overall problem in 2014	Overall problem in 2015
Noisy neighbours or loud parties	13%	12%	14%
Groups of people hanging around the streets	19%	17%	18%
Rubbish or litter lying around	24%	26%	23%
Vandalism, graffiti and deliberate damage to property or vehicles	13%	16%	10%
People being drunk or rowdy in public places	17%	17%	17%
People using or dealing drugs	19%	20%	18%
People being attacked/harassed because of their skin colour/ethnic origin/religion	5%	5%	4%
Abandoned or burnt out cars	3%	3%	2%

Notable differences between Borough/District, age, gender, working status and disability status subgroups are commented on below. These results should be treated with caution however, as some of the subgroup sample sizes are small.

Noisy neighbours or loud parties

Whilst the majority of respondents overall did not think that noisy neighbours or loud parties were a problem, one in four (26%) Ashfield respondents felt that this was a problem. Between 8% and 14% of respondents in other Boroughs and Districts said that noisy neighbours or loud parties were a problem.

Four per cent of those aged 75+ felt that this was either a very big problem or a fairly big problem, in comparison to 19% of 25-34 year olds. A slightly higher proportion of respondents who identified themselves as disabled felt that noisy neighbours or loud parties were a problem (16%) compared to those who were not disabled (13%), although this difference was not significant. There were no significant differences between male and female respondents or between working and non-working sub-groups.

Groups of people hanging around the streets

Further analysis suggests that respondents in Ashfield were more likely to think that people hanging around the streets was a problem (30%), whereas 10% in Rushcliffe identified this as a problem behaviour. One in five (21%) also felt that this was a problem in Bassetlaw.

There were no significant differences between male and female respondents or disability. However, this was more of a problem for 25-34 year olds as 21% indicated. On the other hand, 8% of those aged 75+ said this was a problem. A slightly higher proportion of respondents who were unemployed (21%) said this was a problem, in comparison to 17% of those who were in work, but this difference was not significant.

Rubbish or litter lying around

Whilst three in four (77%) respondents do not think that rubbish or litter lying around is a particular problem in Nottinghamshire, further analysis suggests that much higher proportions of Newark & Sherwood (30%) and Ashfield (33%) respondents think it is a problem. Comparatively, 8% of respondents in Rushcliffe think that rubbish or litter lying around is either a very or fairly big problem.

A slightly higher proportion of those not in employment (27%) think that litter is a problem compared to those in employment (20%), as do a slightly higher proportion of disabled respondents (30%), in comparison those who are not disabled (21%). Twenty-seven per

cent of respondents aged 75+ felt that litter was a problem, compared to 18% of those aged 18-24. There was no significant difference between male and female respondents.

Vandalism, graffiti and deliberate damage to property or vehicles

Newark & Sherwood respondents (13%) and Ashfield respondents (17%) were more likely to feel that vandalism, graffiti and deliberate damage to property or vehicles was either a very big or a fairly big problem, however 3% of Rushcliffe respondents felt that this was a problem. There was little variation in opinion across the different age categories, between male and females, and working status groups.

A slightly larger proportion of disabled respondents felt that vandalism, graffiti and damage to property or vehicles was a problem (14%) compared to those who were not disabled (9%).

People being drunk or rowdy in public places

Whilst 17% of the overall sample felt that people being drunk or rowdy in public places was a problem behaviour in Nottinghamshire, 7% of Rushcliffe respondents felt that this was the case. One in three (32%) Ashfield respondents indicated that there was a problem with people being drunk or rowdy in public places, and one in five (20%) Broxtowe respondents said the same thing. There was no notable difference between male and female respondents.

A smaller proportion of those aged 75+ (8%) considered this behaviour a problem in comparison to the overall sample (17%) and one in five respondents aged 18-24 (21%) and aged 25-34 (20%) said this was a problem. A higher proportion of disabled respondents (24%) felt that drunk or rowdy behaviour was a problem than did those who were not disabled (15%). People who were economically inactive were also more likely to say this was a problem (22%) in comparison to those who were active (15%).

People using or dealing drugs

Overall 18% felt that people using or dealing drugs was a problem in Nottinghamshire, and the proportion reporting that this was a problem was the highest in Ashfield (27%). Four per cent of Rushcliffe respondents indicated that people using or dealing drugs was a problem in their area, which was the lowest of all boroughs and districts.

A smaller proportion of those aged 75+ felt that drugs were a problem in their area, at 8%, whereas one in five of those aged 25-34 (20%) and 19% of those aged 18-24 felt it was a problem. Differences were also seen between those who were not employed (22% felt it was a problem) and those who were employed (17% felt it was a problem).

People being attacked or harassed because of their skin colour, ethnic origin or religion

Four per cent of the overall sample felt that people being attacked or harassed because of their skin colour, ethnic origin or religion was a problem in Nottinghamshire, and there were few differences to be identified across respondents in different Districts and Boroughs, or by sex or age. However, a slightly higher proportion of those who were unemployed felt that harassment was a problem (6%), in comparison to those in employment (3%).

Abandoned or burnt out vehicles

Again, a very small proportion of the overall sample felt that abandoned or burnt out vehicles were either a very big problem or a fairly big problem in Nottinghamshire (2%). Small differences could be seen between Ashfield, Bassetlaw, Gedling and Broxtowe respondents (2-5% each reporting this to be a problem) and Mansfield, and Newark &

Sherwood respondents (where 1%, from each reported a problem). No respondents from Rushcliffe reported this as a problem.

No significant differences were identified between gender, working status or disability status subgroups, however 6% of those aged 65-74 reported this to be a problem in comparison to 2% of the overall sample.

Internet Usage

In order to help build up a picture of digital usage in Nottinghamshire, respondents were asked a series of questions about accessing the internet.

Respondents were first asked to rank which types of broadband they use at home from a list provided, in order of frequency. As can be seen in **Table 14**, one in five (21%) respondents indicated that they did not know, or did not use the internet. The majority of respondents used only one type of broadband at home, with 396 in total indicating that they used more than one type.

One in three (36%) respondents specified that their most frequently used type of broadband was fibre broadband, with a further 27% and 9% stating that the most frequently used type was wireless and mobile broadband respectively.

Where respondents used more than one type of broadband, 72% said that they used mobile broadband second most frequently.

Further analysis indicates that one in three (33%) Mansfield respondents did not know which type of broadband they used, or did not use the internet at home. This is in contrast to Newark & Sherwood, where 9% said they did not know or did not use the internet. Six in ten (62%) Rushcliffe respondents used fibre broadband most frequently, whereas wireless broadband was more commonly used by Newark & Sherwood respondents (55%) in comparison to 27% of the overall sample. Respondents from Bassetlaw and Broxtowe used mobile broadband most frequently (13% for both) and respondents from Gedling more commonly used mobile broadband (14% compared to 6% of the overall sample).

A greater proportion of male respondents used fibre broadband most frequently (40% compared to 33% of females), whereas a greater percentage of female respondents used wireless broadband (29% compared to 26%) most frequently.

One in five (21%) of the overall sample indicated that they did not know or did not use the internet; however this was highest for those aged 75+ with 71% saying this. Mobile broadband was more frequently used by the younger age groups, with 17% of those aged 18-24 and 13% of those aged 25-34 indicating that they used this type of broadband most often, compared to 9% of the overall sample.

Table 14 – Types of broadband used at home, ranked by frequency
Base: Rank 1 (1,081) / Rank 2 (396) / Rank 3 (108) / Rank 4 (9)

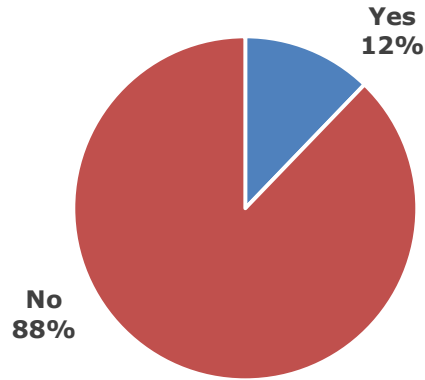
Type of broadband	Rank 1	Rank 2	Rank 3	Rank 4
Fibre broadband (uses fibre optic cables)	36%	6%	14%	44%
Mobile broadband (uses a 3G or 4G signal)	9%	72%	38%	11%
Satellite broadband (uses a satellite receiver)	6%	4%	7%	44%
Wireless broadband (uses radio waves, e.g. WIFI connections)	27%	18%	41%	-
Don't know or do not use the internet	21%	-	-	-

Respondents were next asked if they were aware of the Better Broadband for Nottinghamshire Programme, which aims to roll out fibre broadband across the county. As can be seen in **Figure 44**, the majority (88%) of respondents said that they were not aware of the programme. This has increased from 85% in last year's survey.

Slightly higher proportions of males were aware (15%) than females (9%), and those aged 45-54 and 55-64 were more aware at 15% for both groups. A higher proportion of

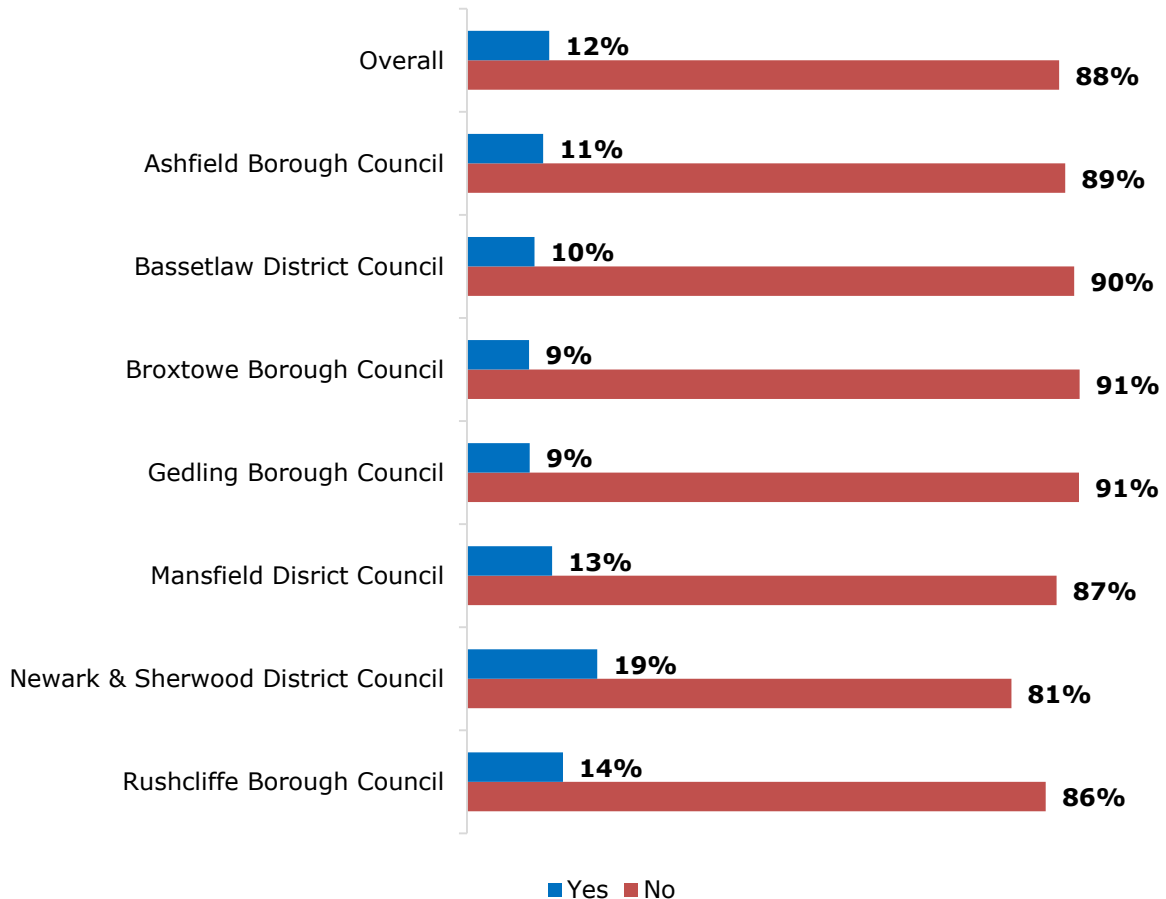
those in employment were aware of the programme (15%) in comparison to those who were not in employment (10%).

**Figure 44 – Awareness of the Better Broadband for Nottinghamshire Programme
Base: All respondents (1,081)**



Looking at the results to this question across the Districts and Boroughs, a greater proportion of respondents from Newark & Sherwood and Rushcliffe were aware of the Better Broadband for Nottinghamshire Programme (19% and 14% respectively), in comparison to respondents from Broxtowe and Gedling (9% for both). These results are presented in **Figure 45**.

**Figure 45 – Awareness of the Better Broadband for Nottinghamshire Programme,
by Local Authority area
Base: All respondents (1,081)**



Survey respondents were next asked to indicate which devices they used to access the internet from home, from a list provided. Respondents could select up to four devices, ranked in order of frequency.

As can be seen in **Table 15**, a range of devices were suggested, with 662 respondents reporting that they used two different devices to access the internet when at home, 404 that they used three devices and 141 that they used at least four devices. Not all respondents accessed the internet from home however, with 21% overall stating that they did not access the internet.

One in three (33%) said that they most frequently used a laptop computer to access the internet, whilst 19% most frequently used a smartphone. Less than 1% stated that they most frequently used a games console to access the internet, however when considering other commonly used devices, 26% used a games console most frequently where four or more different devices were used to access the internet.

When asked about the devices respondents used second most frequently to access the internet, 34% stated that they used a tablet, closely followed by 32% saying smartphone.

Looking across the different subgroups, higher proportions of Newark & Sherwood (17%) and Rushcliffe (23%) respondents used a desktop computer to access the internet most frequently, in comparison to 2% of Ashfield respondents. Almost half (48%) of Rushcliffe respondents most frequently used a laptop computer, whilst 20% of Mansfield respondents used this device most frequently. Five per cent of Rushcliffe respondents reported using a smartphone to access the internet most commonly, compared to 30% of Ashfield respondents.

A higher proportion of male respondents reported using a desktop computer (16%, compared to 9% of female respondents) as their most common method of accessing the internet.

Those in the younger age categories of 18-24 and 25-34 were significantly more likely to use a smart phone to access the internet most frequently, at 40% and 33% respectively, whilst a greater proportion of those aged 35-44 used a laptop computer (41%).

Smartphones were used most frequently by a greater proportion of respondents who were in employment (23%) than those who were not (14%), whilst 46% of disabled respondents did not access the internet (compared to 15% of those who were not disabled).

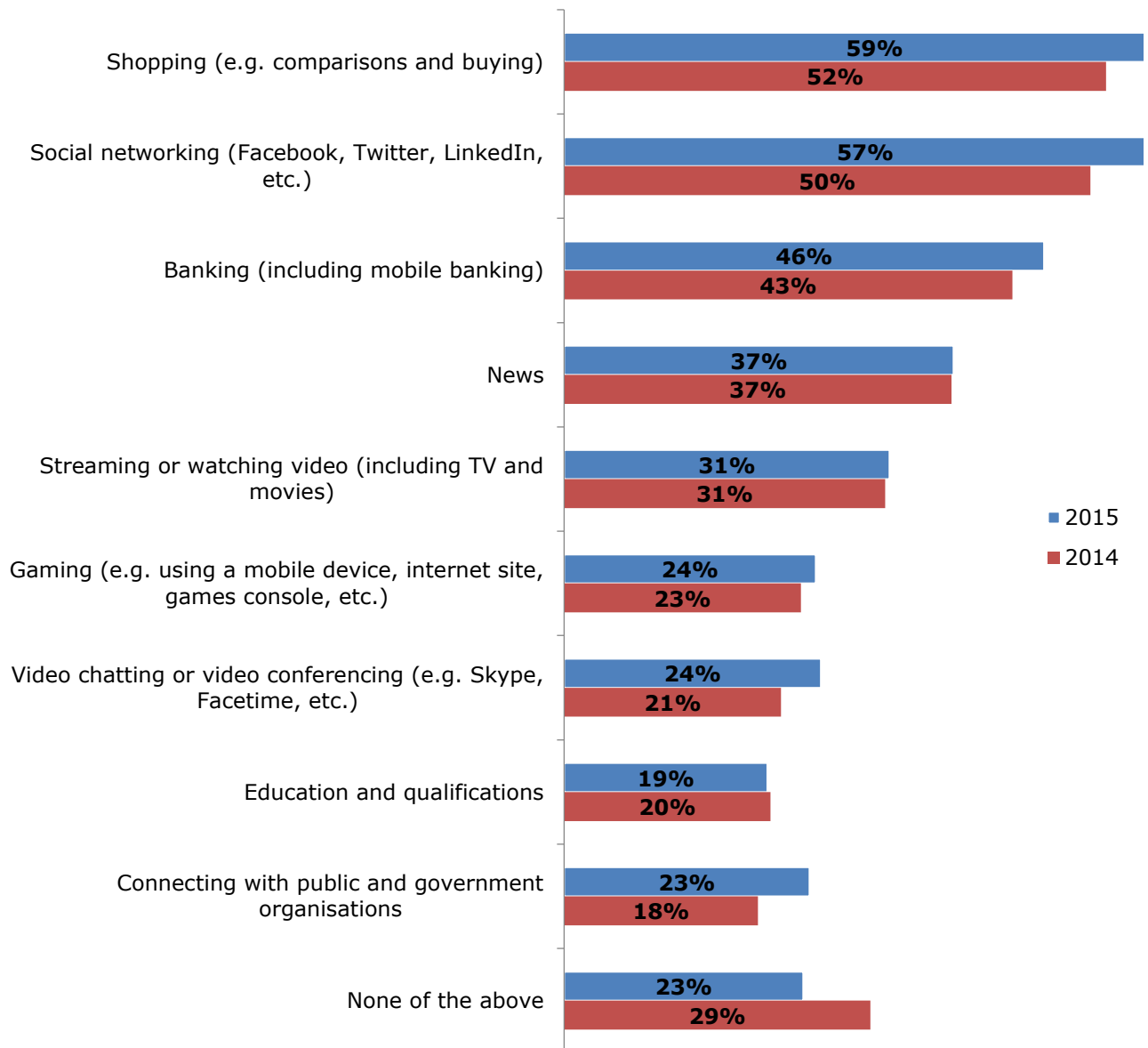
Table 15 – Devices used to access the internet at home, ranked by frequency
Base: Rank 1 (1,081) / Rank 2 (662) / Rank 3 (404) / Rank 4 (141)

Type of device	Rank 1	Rank 2	Rank 3	Rank 4
Desktop computer	12%	10%	6%	14%
Laptop computer	33%	20%	21%	8%
Tablet (e.g. iPad)	13%	34%	21%	9%
Smartphone	19%	32%	36%	18%
Games console	1%	3%	7%	26%
Smart TV	1%	2%	9%	27%
I do not access the internet	21%	-	-	-

All respondents were then asked about how they used the internet. The results are presented below in **Figure 46**. As can be seen, the most common uses of the internet were shopping, social networking and banking (59%, 57% and 46% respectively). In comparison to last year's survey, the proportion of respondents using the internet for

shopping has increased from 52% to 59% this year, as has the proportion using the internet for social networking (50% in 2014 to 57% in 2015) and the proportion of those using it for online banking (43% in 2014 to 46% in 2015). These results are not comparable to 2013, however, when different categories were used.

Figure 46 – Usage of the internet
Base: All respondents (2015 = 1,081 / 2014 = 1,053)



Looking at the results across the different Districts and Boroughs, a larger proportion of Rushcliffe respondents used the internet for news (51%) and shopping (76%), whilst a higher proportion of Mansfield respondents used the internet for gaming (30%). A higher proportion of Newark & Sherwood respondents (65%) used the internet for social networking.

Considering those respondents from different age categories, larger percentages of those aged 18-24 said that they used the internet for streaming or watching television (59%) and social networking (85%), in marked contrast to those aged 75+ (1% and 6% respectively). A higher proportion of those aged 18-24 (34%) reported that they used the internet for education and qualifications.

Higher proportions of male respondents used the internet for banking (50% of males, 41% females), news (41% males, 34% females), streaming or watching video (38% males, 24% females), video chatting (29% males, 21% females), and gaming (29% males, 20% females).

Significant differences were seen between respondents identifying themselves as disabled and those who were not disabled, with smaller proportions of those who were disabled using the internet for all activities.

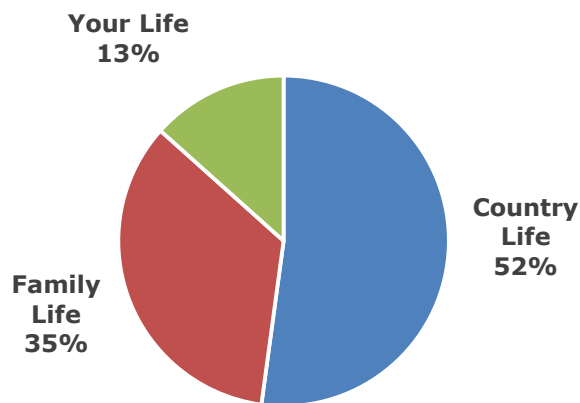
County Council Publications

Survey respondents were asked if they could recall receiving copies of various County Council 'Life' publications which had been sent out to residents over the last twelve months. Interviewers carried copies of these publications to show to survey respondents to aid their recollection. Where respondents remembered receiving the publication, they were asked follow up questions about whether or not they read it and how informative they found it.

Publications

First of all, respondents were asked if they remembered picking up or seeing a copy of any of the County Council 'Life' publications over the last twelve months. These results are presented in **Figure 47**. The majority of respondents (79%) indicated that they had not picked up or seen any of the publications. Out of those who had picked up or seen a publication, 52% said it was 'Country Life' that they recalled picking up or seeing, 35% 'Family Life' and 13% 'Your Life'.

Figure 47 – Picking up or seeing County Council 'Life' publications
Base: Respondents who remembered picking up or seeing a publication (232)



Where respondents indicated that they had picked up or seen a County Council 'Life' publication, they were asked to what extent, if at all, they had read it. As can be seen in **Figure 48**, 66% of those respondents who remembered picking up or seeing a publication said that they had read it (either thoroughly, at 19%, or selected articles, at 47%). One in three (35%) said they had either not read it (6%) or had just glanced at it (28%).

Figure 48 – Extent to which publication was read
Base: Respondents who remembered picking up or seeing a publication (232)

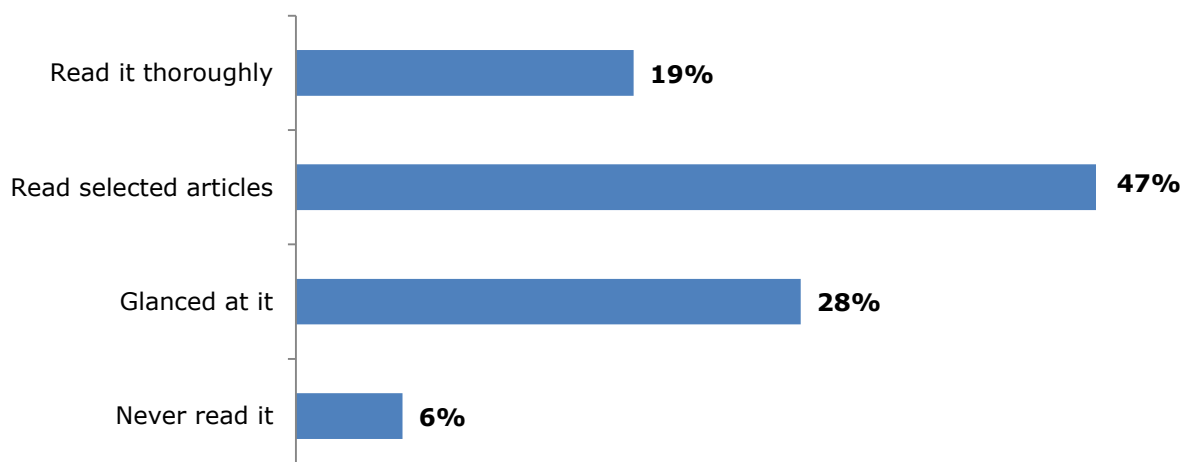
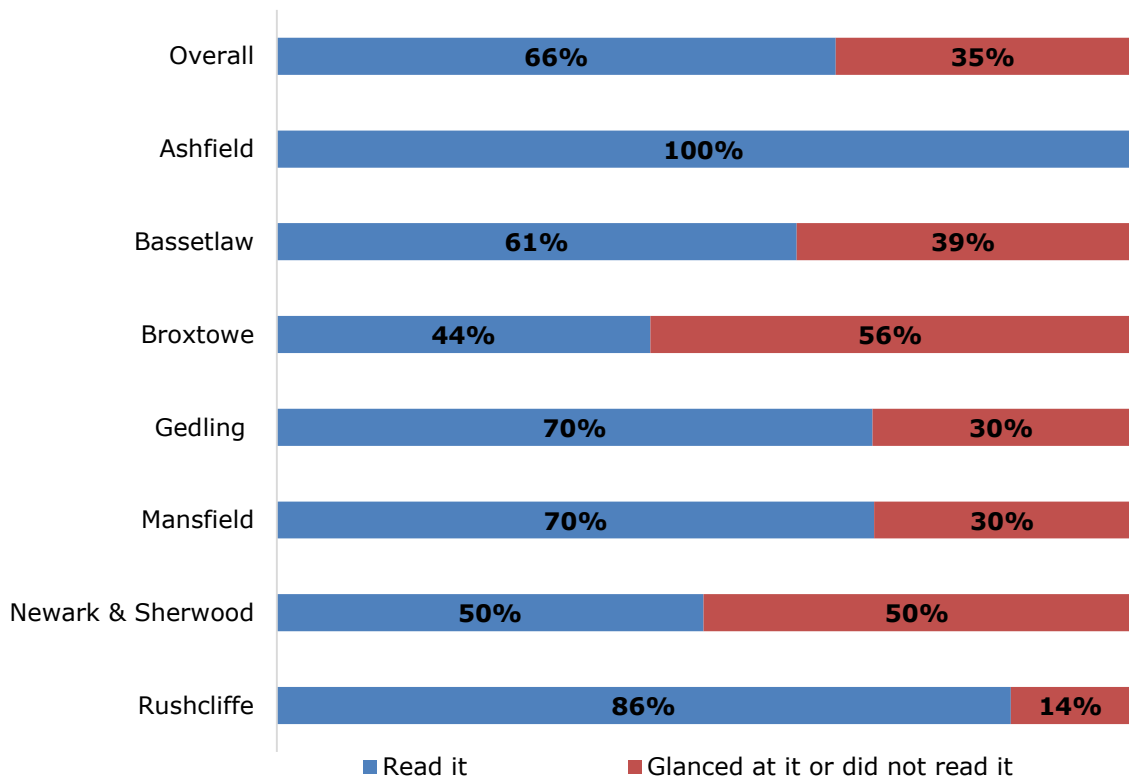


Figure 49 presents the proportions of respondents who indicated that they had read a County Council 'Life' publication in each District or Borough (either read it thoroughly or read selected articles). It should be noted that some of the sample sizes for each area are small. Much smaller proportions of Broxtowe (44%) and Newark & Sherwood (50%) respondents said that they had read the magazine, compared to 100% of Ashfield respondents.

Figure 49 – Extent to which publication was read
Base: Respondents who remembered picking up or seeing a publication (232)



Looking at differences across the other subgroups, a higher proportion of those aged 75+ (81%) had read a publication in comparison to those aged 18-24 (50%). A higher proportion of those not in employment also had read a publication (68%, compared to 57% of employed respondents).

Those respondents who had picked up or seen a publication were asked how informative they had found the issue. These results are presented in **Figure 50**. Overall, 83% said that had found it informative (22% very informative and 62% fairly informative), whilst 8% said it was not informative (7% not very informative and 1% not at all informative). One in ten, however, said that they did not know or could not remember (9%).

Figure 50 – How informative the County Council 'Life' publication was found
Base: Respondents who remembered picking up or seeing a publication (232)

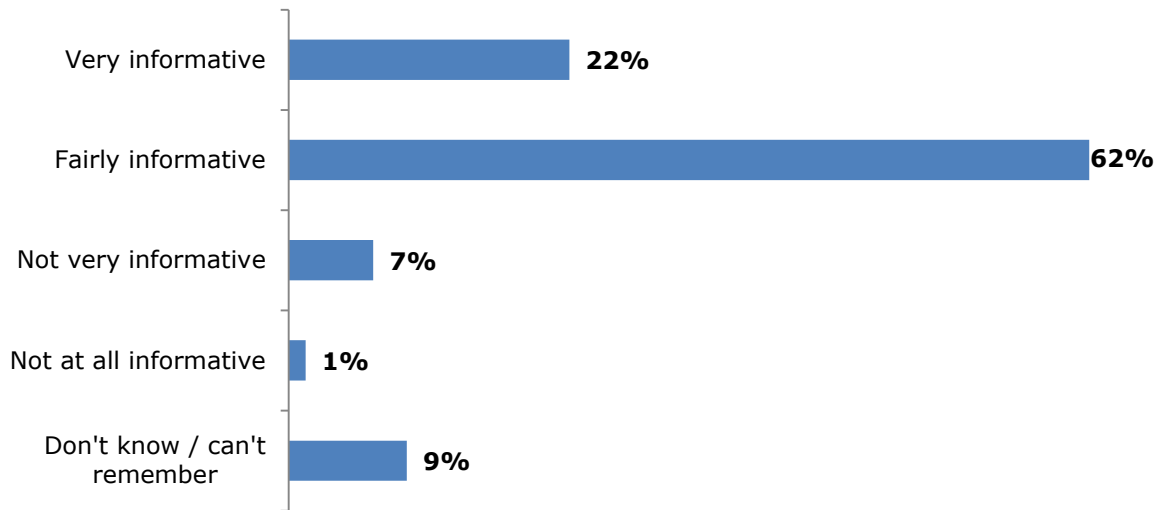
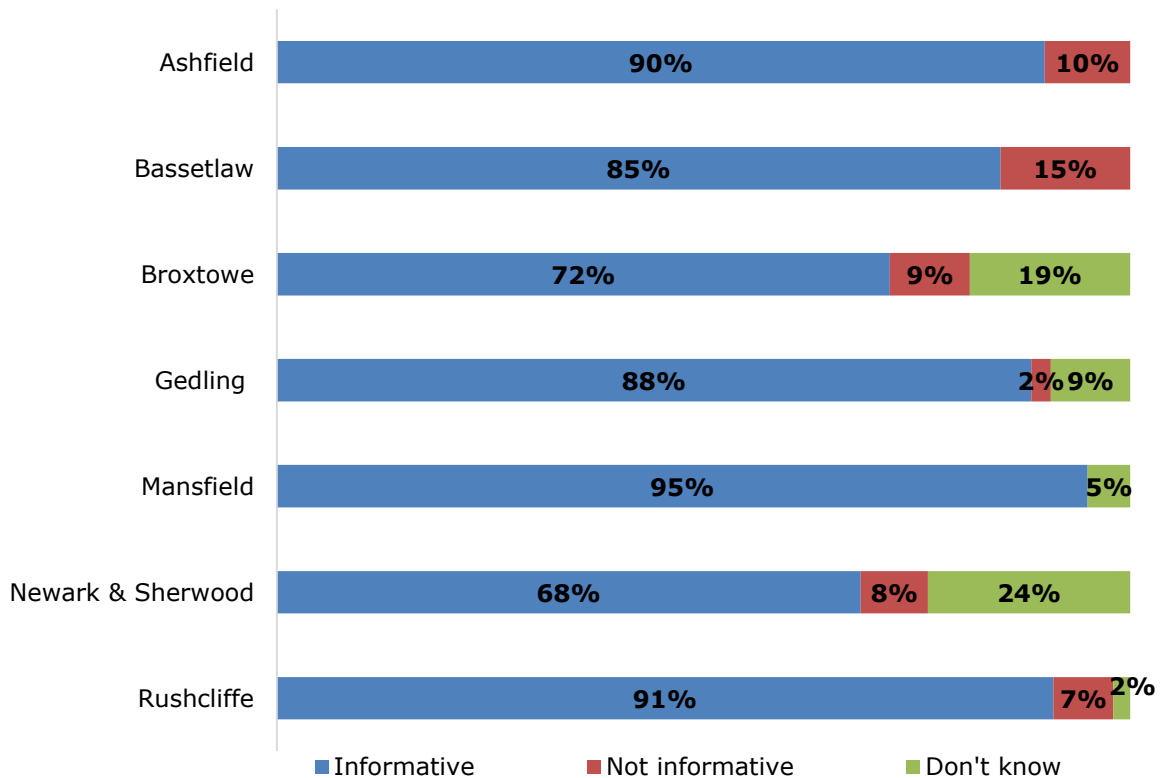


Figure 51 presents the proportions of respondents who indicated that they found the publication informative (either very or fairly informative) and not informative (either not very informative or not at all informative), by Borough and District. It should be noted that some of the sample sizes for each District or Borough are small. A higher proportion of Mansfield respondents (95%) said that they found the publication either very or fairly informative, followed by 91% of Rushcliffe and 90% of Ashfield respondents. Seven in ten (68%) Newark & Sherwood respondents found the publication informative, however one in four (24%) Newark & Sherwood respondents indicated that they did not know or could not remember.

Figure 51 – How informative the County Council 'Life' publication was found
Base: Respondents who remembered picking up or seeing a publication (232)



Looking across the other subgroups no significant differences could be identified, due to the small numbers of respondents.

Respondents were next asked how satisfied the publication made them feel about the County Council. Six in ten (59%) said they felt satisfied with the County Council (13% very satisfied and 46% fairly satisfied) and 1% said they felt unsatisfied. However, four in ten (40%) respondents said it made no difference. These results are presented below in **Figure 52**.

Figure 52 – Satisfaction with County Council after seeing publication
Base: Respondents who remembered picking up or seeing a publication (232)

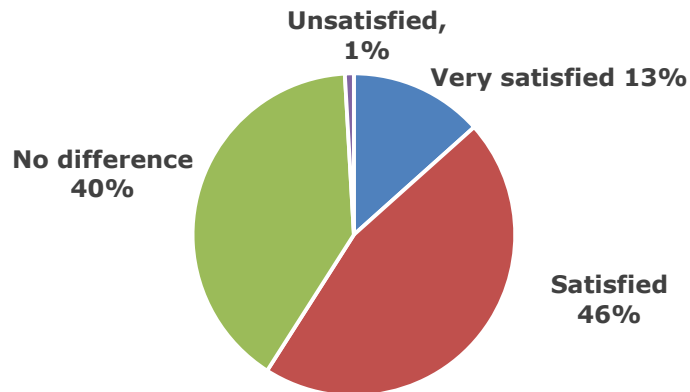
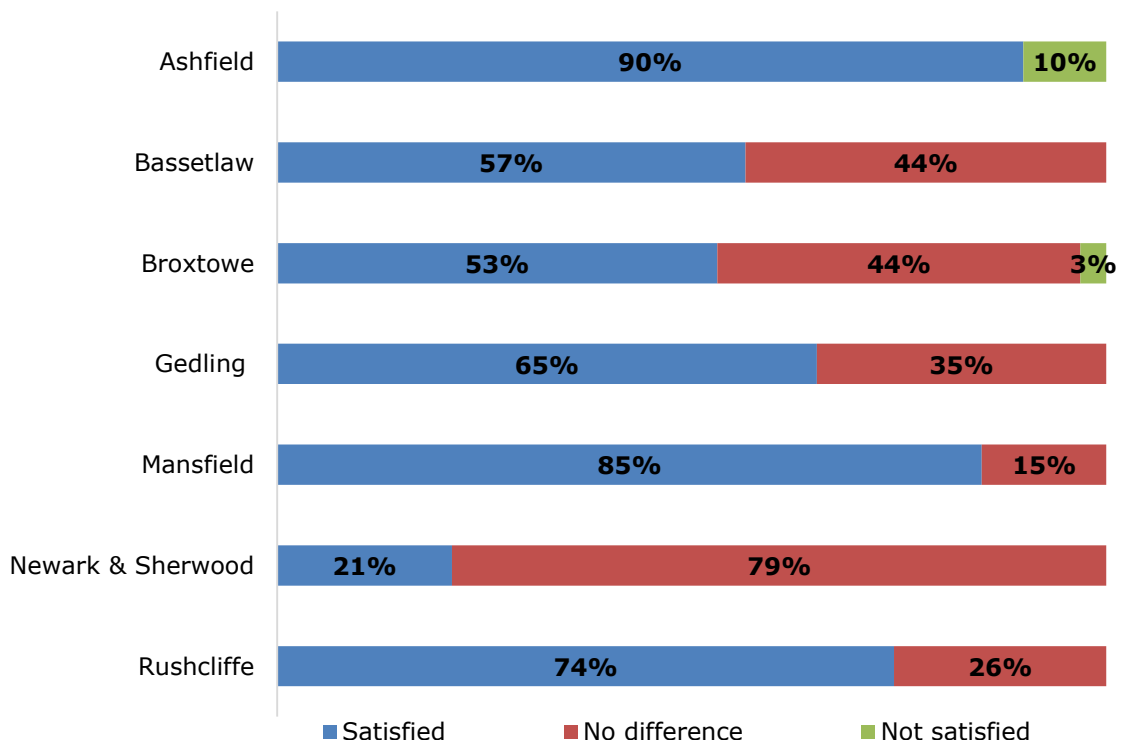


Figure 53 presents the proportions of respondents who indicated their satisfaction with the County Council after having seen the publication by Borough and District. It should be noted that some of the sample sizes for each District or Borough are small. A much higher proportion of Ashfield respondents (90%) said that the publication made them feel satisfied with the County Council, than Newark & Sherwood respondents, 21% of whom felt satisfied. However, the majority (79%) of Newark & Sherwood respondents said that the publication made no difference to how they felt about the County Council.

Figure 53 – Satisfaction with County Council after seeing publication
Base: Respondents who remembered picking up or seeing a publication (232)



Looking across the other subgroups, there are very few differences to highlight in the results, particularly given the small numbers. However, it is noticeable that the proportion of respondents aged 75+ (67%) saying the publication made them feel satisfied with the County Council is higher than the proportion of 18-24 year olds saying the same thing (50%).

County Council website

Respondents were next asked to rate the County Council website in terms of being able to easily access information about County Council services. Three in five (63%) said that they did not know or were not sure and 23% said it was excellent or good. A further 11% said it was average and 3% rated it as poor. These results are shown in **Figure 54**.

Figure 54 – Rating of County Council website to easily access services
Base: All respondents (1,081)

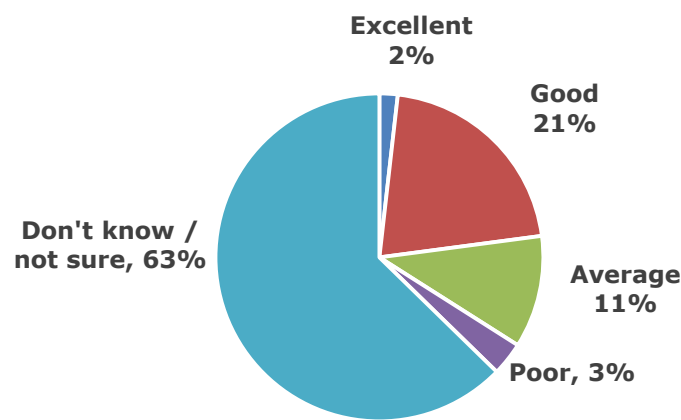
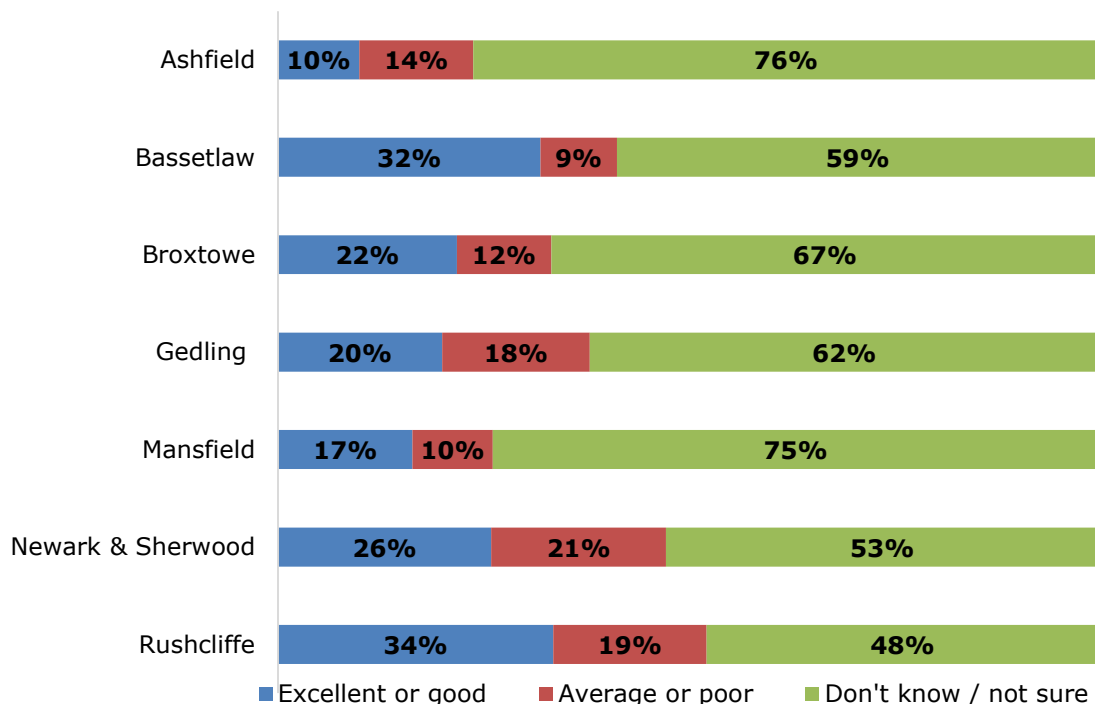


Figure 55 shows the rating of the County Council website for easily accessing services by District and Borough. Respondents in Ashfield and in Mansfield were more likely to say they were not sure or didn't know about how easy it was to access services on the website (76% and 75% respectively) and this proportion was much lower in Rushcliffe (48%).

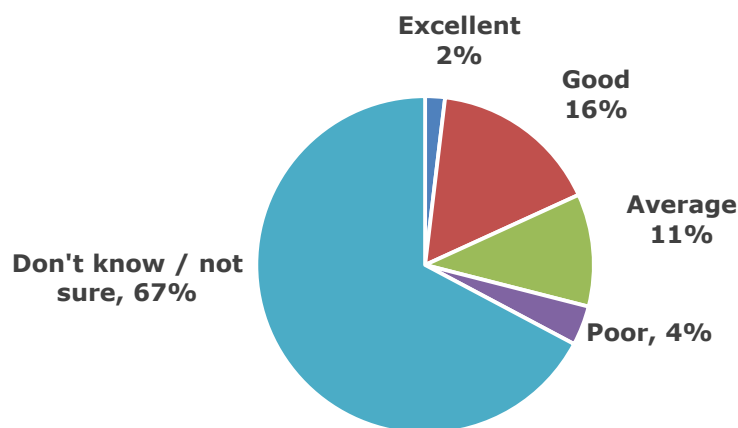
Figure 55 – Rating of County Council website to easily access services
Base: All respondents (1,081)



Looking at the results by sub-group, there was a notable difference between age groups with a much higher proportion of respondents (85%) over the age of 75 saying that they were not sure or didn't know how easy it was to access services on the County Council website in comparison to the other age groups. In contrast, 54% of 45-54 year olds gave this answer. People who said they were disabled were more likely to say they didn't know or weren't sure (73%) than those who weren't disabled (60%), as were those who were unemployed (68%) compared to those in employment (57%).

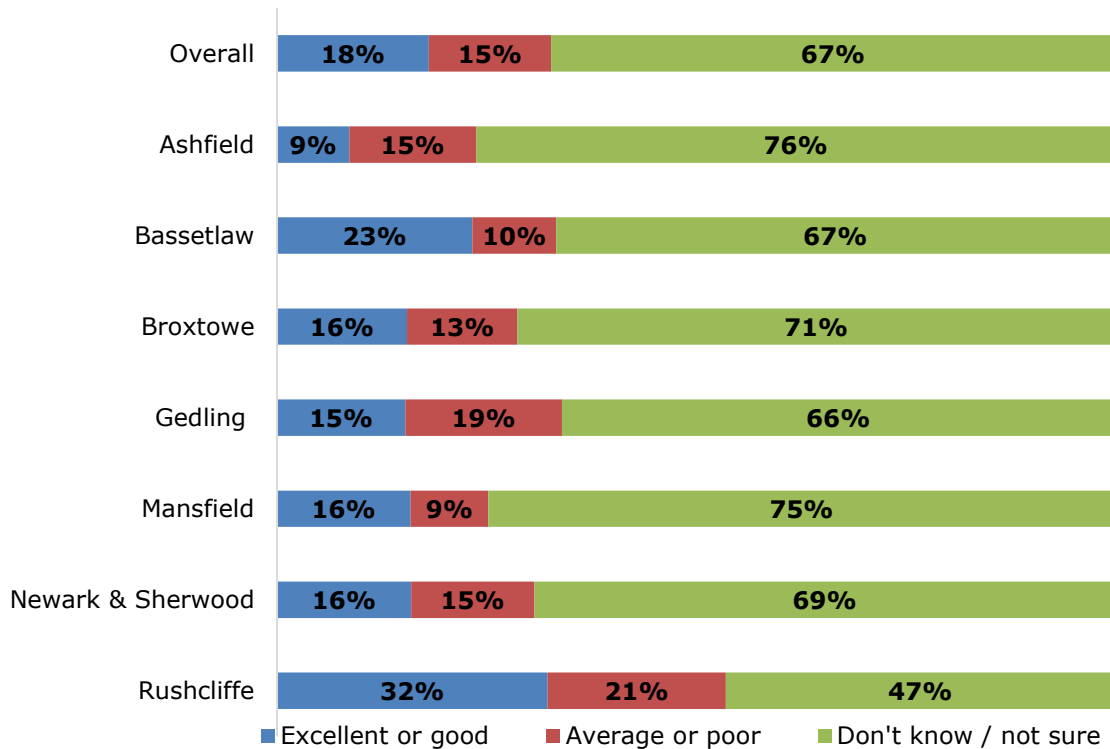
Next respondents were asked to rate how easy it was to complete online transactions on the website. Two in three (67%) this time said that they did not know or weren't sure about how easy it was. One in five (18%) rated it as excellent or very good, and 15% said it was average or poor. This is shown in **Figure 56**.

Figure 56 – Rating of Council website to easily complete transactions
Base: All respondents (1,081)



Looking at the results by District and Borough, higher proportions of respondents from Ashfield (76%) and Mansfield (75%) said they did not know how easy it was to complete transactions, particularly in comparison to respondents from Rushcliffe, of whom 47% gave this response. Rushcliffe also saw the highest percentage of respondents rating the ease as excellent or good (32%), which was substantially higher than the proportion of Ashfield respondents saying the same (9%). This is demonstrated in **Figure 57**.

Figure 57 – Rating of County Council website to easily access services
Base: All respondents (1,081)



Looking at the results by sub-groups, the age group of 75+ again has the highest proportion of respondents (87%) saying that they did not know or were unsure how easy it was to complete transactions on the website. This was markedly higher than the proportion of 45-54 year olds saying the same (57%). Again, there was a difference between those who were disabled saying they did not know (77%) and those who were not disabled (65%), as well as between the unemployed (75%) and the employed (61%).

Respondents were then asked about how satisfied the website made them feel about the County Council. Over half of respondents (52%) said it made no difference to how they felt and a further 25% said they did not know. One in five (19%) said it made them feel satisfied (17% fairly satisfied and 2% very satisfied) and 4% said dissatisfied (2% unsatisfied and 2% very unsatisfied). These results are presented in **Figure 58**.

Figure 58 – Satisfaction with County Council based on website
Base: All respondents (1,081)

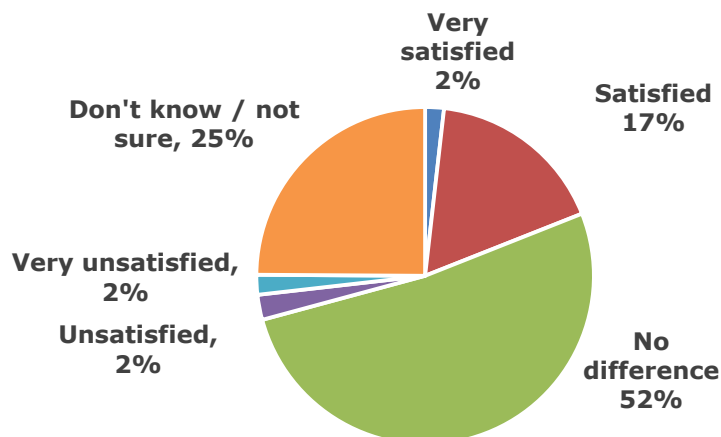
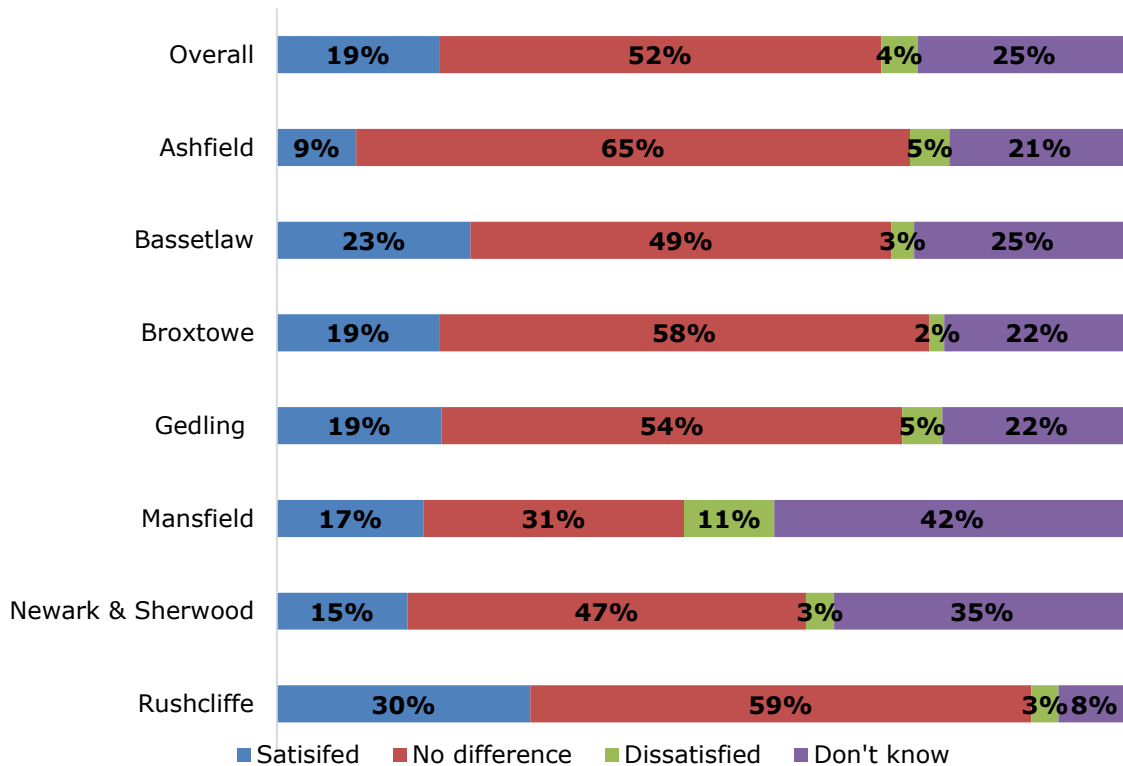


Figure 59 presents the proportions of respondents who indicated their satisfaction with the County Council based on the website by Borough and District. A much higher proportion of Rushcliffe respondents (30%) said that the website made them feel satisfied with the County Council, than Ashfield respondents, 9% of whom felt satisfied. However, the majority of Ashfield respondents said that the website made no difference to how they felt about the County Council (65%) or they did not know (21%). A high proportion of Mansfield respondents (42%) also said that they did not know and this was the highest for any borough or district.

Figure 59 – Satisfaction with County Council based on website
Base: All respondents (1,081)



There was little difference between males and females, with 19% of both saying they were satisfied with the County Council based on the website. However, when it came to age, the highest proportions of those saying they were satisfied with the County Council were 25-34 year olds (22%), 35-44 year olds (22%), and 45-54 year olds (23%). A large proportion of 75+ year olds said that they did not know (42%) or it made no difference (52%). Those who did not have a health problem or disability were more likely to say they were satisfied with the County Council than those without (20% compared to 13%), as were those who were employed compared to those who were not (22% compared to 17%).

Uniqueness of Nottinghamshire

Respondents were next asked if they could sum up the uniqueness of Nottinghamshire in one word or short phrase. Being a great or good place to live, friendliness and the heritage saw frequent mentions. **Table 16** below shows the phrases or words supplied by five or more respondents.

Table 16 – What word or short phrase sums up the uniqueness of Nottinghamshire today?

Base: All respondents (1,081)

Word or phrase	Frequency	%
Don't know / none	338	31%
It is a great / good place to live	87	8%
Friendly	85	8%
Robin Hood heritage / Sherwood Forest	50	5%
Not as bad – it is ok	38	4%
Nice countryside with lots of open spaces and places to visit	35	3%
Clean, safe place	32	3%
Lots of variation and things to do	31	3%
Multicultural / lots of different ethnic backgrounds	28	3%
The Heritage sites / Castle	23	2%
Diverse	23	2%
Party / social city	18	2%
It is not unique	17	2%
Untidy / rundown	16	2%
Centrally located	16	2%
Crowded / busy	14	1%
Nice people	14	1%
It is rubbish	14	1%
Quiet	14	1%
Good community	12	1%
Going downhill	10	1%
Growing larger	10	1%
Unemployment	10	1%
Similar to all other counties / places	10	1%
Foreign people	9	1%
High crime rate	9	1%
It is my home	9	1%
Pleasant	9	1%
Vibrant	8	1%
Improving / better than it was	8	1%
Lack of housing	6	1%
Happy	6	1%
Good individual shops / good shopping	6	1%
Picturesque / pretty	6	1%
Tramline / system	5	1%
It has changed for the worst	5	1%
Good transport links	5	1%
Lack of good / decent shops	5	1%

Police and Crime

The Nottinghamshire Police and Crime Commissioner was elected in November 2012 and will remain in office until May 2016. The Commissioner has the responsibility of setting the priorities for the police force within Nottinghamshire, responding to the needs and demands of communities and ensuring that local and national priorities are suitably funded by setting a budget and monitoring the local performance of the force.

Police and Crime Plan priorities

Respondents were asked a number of questions around policing and crime. The first question asked respondents to consider a list of Police and Crime Plan priorities. Respondents were asked to choose and rank up to three priorities, in order of their perceived importance. These results are presented in **Table 17**.

Table 17 - How important do you consider the following Police and Crime Plan priorities?

Base: Rank 1 (1,081) / Rank 2 (1,072) / Rank 3 (1,062)

Police and Crime Plan priority	Rank 1	Rank 2	Rank 3
Protect, support and respond to victims, witnesses and vulnerable people	36%	26%	21%
Focus on those local areas that are most affected by crime and disorder and anti-social behaviour	20%	20%	18%
Reduce the impact of drugs and alcohol misuse on the levels of crime and anti-social behaviour	16%	17%	16%
Spend your money wisely	13%	14%	14%
Prevent offending, early intervention and reduce re-offending	8%	11%	12%
Improve the efficiency, accessibility and effectiveness of the criminal justice process	4%	9%	12%
Reduce the threat of organised crime	3%	5%	8%

Notable differences between subgroups are commented on below. The analyses for each Police and Crime Plan priority refer only to the proportions of respondents indicating that the priority was most important to them (or rank 1). These results should be treated with caution, as some of the sample sizes are small.

Protect, support and respond to victims, witnesses and vulnerable people

Thirty-six per cent of the overall sample felt that this was the most important Police and Crime Plan priority from the list provided. However, slightly higher proportions of Mansfield and Newark & Sherwood respondents felt that this was the most important priority (47% each). In comparison, 12% of Ashfield respondents felt that protecting, supporting and responding to victims, witnesses and vulnerable people was most important.

Few differences were identified across the other subgroups, although a slightly larger proportion of respondents aged 25-34 (43%) felt that protecting, supporting and responding to victims, witnesses and vulnerable people was most important, in comparison to the other age groups.

Focus on those local areas that are most affected by crime and disorder and anti-social behaviour

One in three (33%) Ashfield respondents indicated that focusing on the local areas which are most affected by crime, disorder and anti-social behaviour was the most important Police and Crime Plan priority, compared to 20% of the overall sample. In contrast, 12% of Gedling respondents and 13% of Rushcliffe respondents ranked this as their top priority.

There were no notable differences between sub-groups.

Reduce the impact of drug and alcohol misuse on the levels of crime and anti-social behaviour

In comparison to the overall sample (where 16% felt that this was the most important priority), 7% of Gedling respondents ranked reducing the impact of drug and alcohol misuse as the most important Police and Crime Plan priority. In contrast, 20% of Ashfield respondents and 21% of Bassetlaw respondents felt that it was most important.

There were very little differences between the sub-groups.

Spend your money wisely

There was a large amount of variation in the proportions of respondents ranking spending money wisely as the most important Police and Crime Plan priority across the Districts and Boroughs. For example, 3% of Mansfield and Newark & Sherwood respondents ranked this as their top priority, whereas one in four (25%) Ashfield respondents and 24% of Rushcliffe respondents felt this action was most important.

Higher proportions of those aged 35-44 and those aged 45-54 (18% and 16% respectively) also felt that this priority was most important, and those who were employed were more likely to say this was most important (15%) than those who were not in employment (10%).

Prevent offending, early intervention and reduce re-offending

There was little variation across Districts and Boroughs, although a slightly higher proportion of Gedling respondents (14%) chose this action in comparison to the overall sample (8%).

Due to small subgroup sample sizes, no significant differences could be identified between any other groups of respondents.

Improve the efficiency, accessibility and effectiveness of the criminal justice system

A very small proportion (4%) of respondents overall felt that improving the efficiency, accessibility and effectiveness of the criminal justice system was the most important priority, therefore there are few differences to be highlighted across the various subgroups. However, this priority was felt to be important by a greater proportion of Rushcliffe respondents (7%) and by a lesser proportion of Ashfield respondents (2%).

Again, due to small subgroup sample sizes, there were no significant differences identified between any other groups of respondents.

Reduce the threat of organised crime

Reducing the threat of organised crime was perceived to be the most important action by a slightly higher proportion of Gedling respondents (6%), in comparison to 3% of the overall sample.

All the sample sizes of subgroups are small, however higher proportions of 55-64, 65-74 and 75+ year olds thought this was the most important action (5% each).

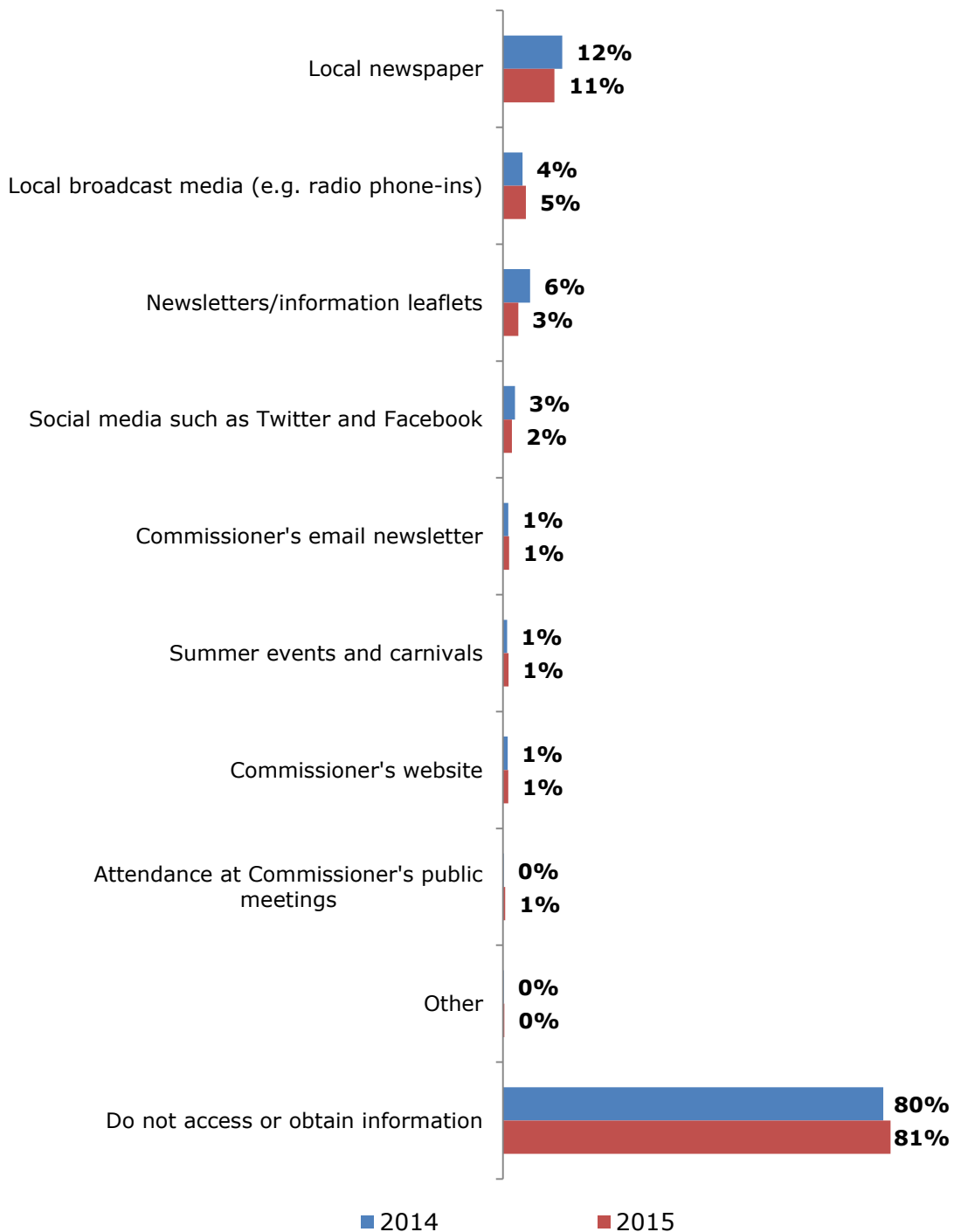
Obtaining information about the Commissioner

When asked to state how information about the Commissioner was currently obtained by respondents, a range of responses were given as shown in **Figure 60**. Four in five (81%) said that they did not currently access information about the Commissioner, which represents an increase of 1% since the previous Annual Satisfaction Survey undertaken in 2014, but it is still much higher than in 2013 (55%).

The most common current methods of accessing information about the Commissioner and his role were via local newspapers (11%) and local broadcast media such as radio phone-ins (5%). These results are consistent with the findings from the 2014 survey, in which local newspapers were also the most common current and preferred methods of obtaining information. There has been little difference in results since the last survey in 2014 as **Figure 60** shows.

Figure 60 – Current and preferred methods of obtaining information about the Commissioner

Base: **All respondents (2015 = 1,081 / 2014 = 1,053)**



Notable differences between subgroups are commented on below. These results should be treated with caution, as some of the subgroup sample sizes are small. Only those methods of communication selected by a sufficient number of respondents are commented on.

Local newspaper

One in five Ashfield and Rushcliffe respondents (both 19%) reported that they currently obtain information about the Nottinghamshire Police Commissioner and his role via local newspaper. A lot smaller proportions of Mansfield, Newark & Sherwood and Bassetlaw respondents selected this option (2%, 3% and 5% respectively). A greater proportion of respondents aged 65-74 (19%) and 75+ (18%) found out information via local newspapers in comparison to the overall sample (11%).

Newsletters/information leaflets

Whilst 3% of the overall sample currently received information about the Police and Crime Commissioner via newsletters or information leaflets, 9% of Gedling respondents reported receiving information in this way. On the other hand, 1% of respondents in Bassetlaw, Mansfield, Newark & Sherwood, and Rushcliffe said that they received newsletters and information leaflets about the Commissioner. There were very few differences between sub-groups, but it should be noted that 5% of those aged 65-74 said they received information in this way.

Local broadcast media e.g. radio phone-ins

In comparison to the other Boroughs and Districts, a much greater proportion of Gedling respondents (15%) indicated that they received information about the Police and Crime Commissioner through local broadcast media. There were few differences between sub-groups, but notably those aged 75+ were more likely to receive information in this way, with 9% giving this response, in comparison to 5% of the overall sample.

Do not access or obtain information

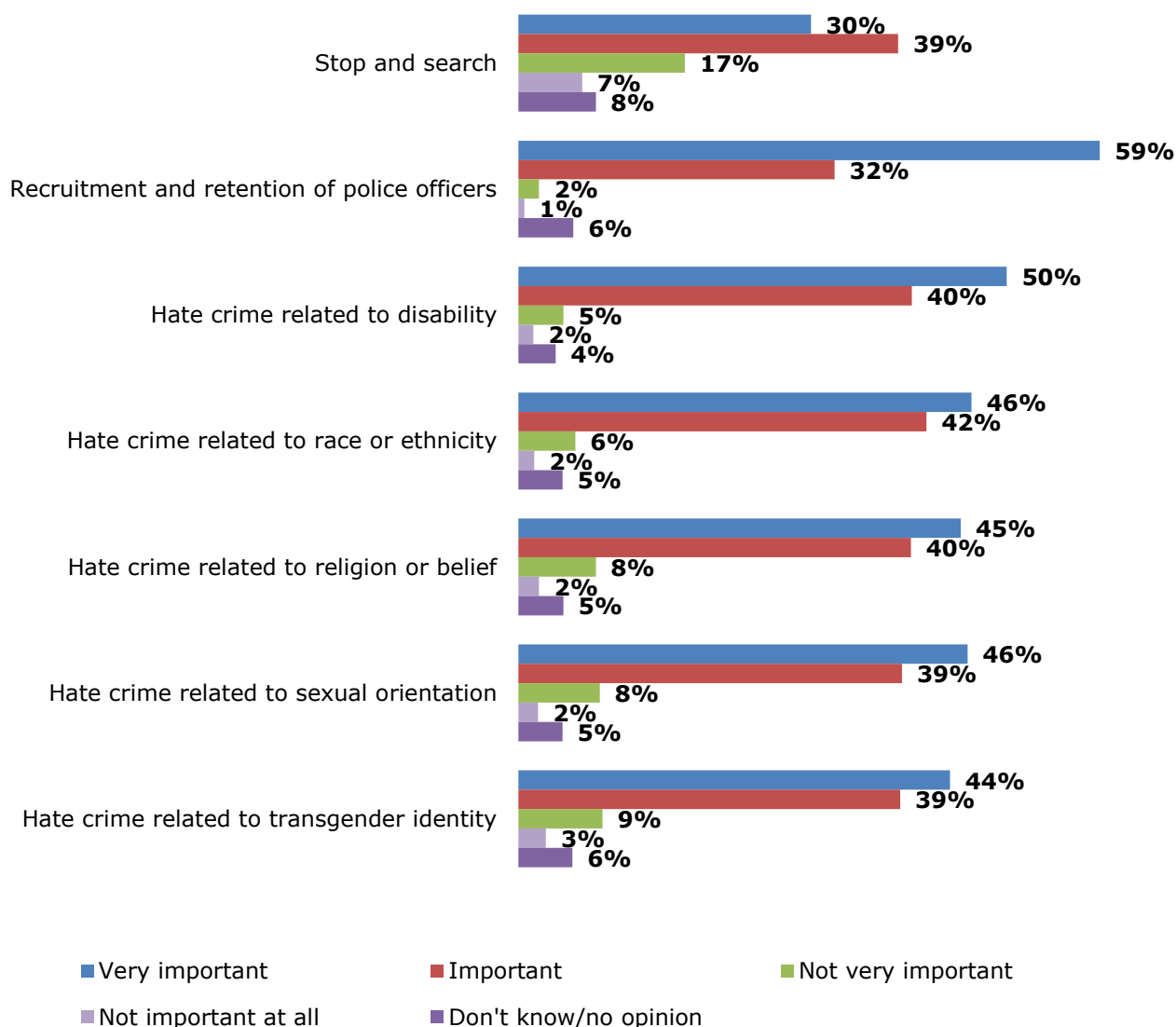
A high proportion of respondents in Bassetlaw (93%), Mansfield (94%) and Newark & Sherwood (95%) said that they did not access or obtain information about the Police and Crime Commissioner via any method. Those in the youngest age category of 18-24 were also less likely to receive information at 90%, as were respondents who were not disabled (82%), compared to 77% of those who were not disabled.

Nottinghamshire Police Independent Advisory Group

The Nottinghamshire Police Independent Advisory Group (IAG) is a strategic group providing two-way communications between Nottinghamshire Police and the diverse communities of Nottingham City and Nottinghamshire. The Independent Advisory Group is currently developing its action plan and, therefore, survey respondents were asked to consider how important they felt each of the areas of business identified by review by the IAG were. The results are presented in **Figure 61**.

As can be seen in **Figure 61**, all of the areas identified for review by the Independent Advisory Group were considered important (either very important or important) by the majority of respondents. Recruitment and retention of police officers was identified as very important by three in five (59%) respondents, whilst stop and search was perceived to be not very important by 17% of respondents and not at all important by a further 7%.

Figure 61 – Importance of business areas identified for review by the Independent Advisory Group
Base: All respondents (1,081)



The proportion of respondents who reported that each area of business was either very important or important are presented below in **Table 18**, along with the mean scores for each area. As can be seen from the mean scores, whilst all review areas were perceived as important by the majority of respondents, the most important overall was perceived to be recruitment and retention of police officers, with 92% stating that this was either very important or important. Stop and search was perceived as less important, with 69% rating this as either very important or important.

Table 18 – Importance of business areas identified for review by the Independent Advisory Group
Base: All respondents (1,081)

Areas for review	Overall important	Mean score
Recruitment and retention of police officers	92%	3.59
Hate crime related to disability	90%	3.44

Hate crime related to race or ethnicity	88%	3.39
Hate crime related to sexual orientation	85%	3.35
Hate crime related to religion or belief	85%	3.35
Hate crime related to transgender identity	83%	3.32
Stop and search	69%	3.00

Notable differences between District/Borough, age, gender, disability status and working status subgroups are commented on below. These results should be treated with caution however, as some of the subgroup sample sizes are small.

Stop and search

Stop and search was perceived to be important (either very important or important) by large proportions of respondents from Ashfield (83%), Bassetlaw (81%), and Mansfield (83%). In contrast, 53% of Gedling respondents felt that this area was important. A larger proportion of respondents aged 45-54 and 75+ also felt that stop and search was important (74% and 75% respectively) compared to 64% of those aged 18-24, whilst differences were also identified between male (63% important) and female respondents (74% important).

Recruitment and retention of police officers

This was the most important area for review in terms of the proportions of respondents rating it either very important or important, and there was very little difference between sub-groups.

Hate crime related to disability

Hate crime related to disability was perceived to be either very important or important by a greater proportion of Mansfield respondents (95%) but less important by Newark & Sherwood respondents (83% very important or important). In comparison to male respondents (88%), a greater proportion of females felt that this was important (92%). Nine in ten (93%) disabled respondents said that hate crime related to disability was an important area of business for the Independent Advisory Group to review.

Hate crime related to race or ethnicity

In comparison to the overall sample, a smaller proportion of Newark & Sherwood respondents felt that hate crime related to race or ethnicity was either important or very important (81% compared to 88%). Rushcliffe saw the highest proportion of respondents saying it was important or very high important at 93%. A smaller proportion of males indicated that this type of crime was an important focus (85%, compared to 91% of female respondents), as did a smaller proportion of unemployed respondents in comparison to those who were in employment (86% and 90% respectively).

Hate crime related to religion or belief

There was a large amount of variation in opinion about the importance of hate crime related to religion or belief across the Districts and Boroughs, ranging from 74% of Newark & Sherwood respondents indicating that it was either very important or important, to 92% of Rushcliffe respondents stating that it was very important or important. Female respondents were also more likely to state that hate crime related to religion or belief was an important area for review, with 89% rating it is either important or very important in comparison to 82% of males. No significant differences were identified between any of the other subgroups.

Hate crime related to sexual orientation

A smaller proportion of Newark & Sherwood respondents indicated that hate crime related to sexual orientation was either important or very important (77%) in comparison to the other Boroughs and Districts, whereas 91% of Bassetlaw and Rushcliffe respondents felt that it was important. Again, a greater proportion of female respondents (88%) said that this was an important area in comparison to male respondents (82%) and a greater

proportion of disabled people (89%) said it was important compared to those who were not disabled (84%).

Hate crime related to transgender identity

Nine in ten Rushcliffe respondents indicated that hate crime related to transgender identity was either important or very important (91%), whereas 71% of Newark & Sherwood respondents felt that this was the case. Whilst few other significant subgroup differences could be identified, a smaller proportion of male respondents (79%) said that this was an important (either very important or important) area for review by the Independent Advisory Group in comparison to female respondents (87%).

Survey respondents were also offered the opportunity to identify any other areas which they felt were very important or important. Similar comments have been grouped together and are presented in **Table 19**. As can be seen in **Table 19**, four in ten of these additional responses related to putting more pressure on drug crime, and looking after old and vulnerable people, cyber-crime, stopping groups in town, and anti-social behaviour were also all mentioned. It should be noted that the number of respondents these figures relate to are small.

Table 19 – Other areas of business felt to be important for review by the IAG
Base: Respondents providing other answers (10)

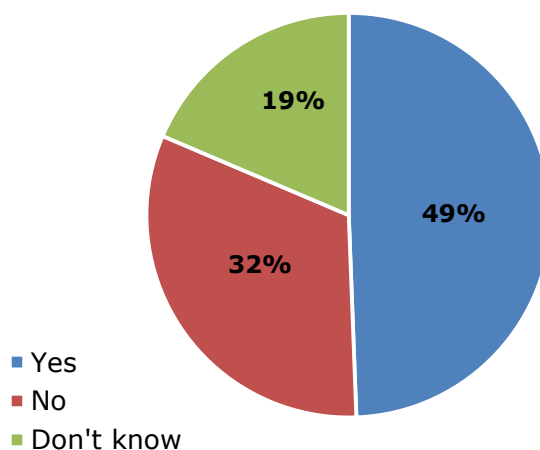
Other important areas	Count	%
More pressure on drug crime	4	40%
Look after old and vulnerable people	2	20%
Cyber-crime / web crime	2	20%
Stop groups of people in town	1	10%
Anti-social behaviour	1	10%

Paying more towards policing

Survey respondents were asked two questions about the 2015/16 Police budget and precept (the element of Council Tax which goes towards paying for policing in Nottinghamshire).

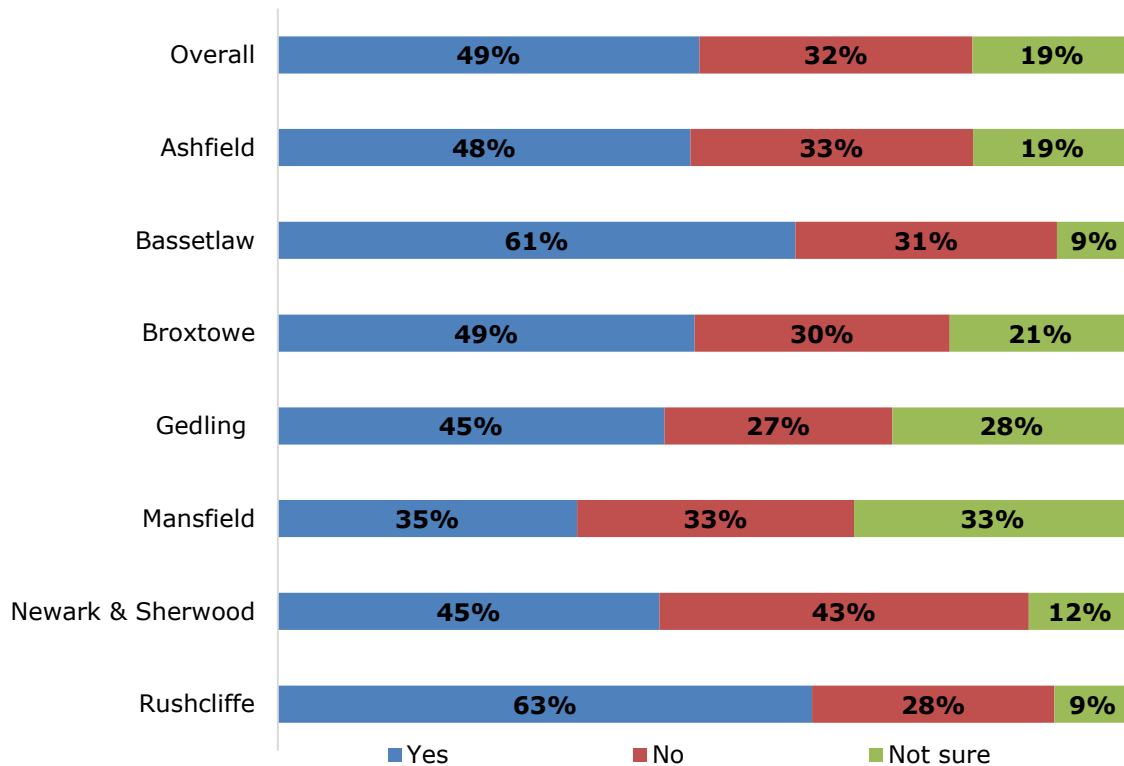
Respondents were first asked if they would be prepared to continue to pay more towards policing. As shown in **Figure 62**, half (49%) said they would be prepared to pay more, with one in three (33%) saying they would not. One in five (19%) said they were unsure.

Figure 62 – Paying more towards policing
Base: All respondents (1,081)



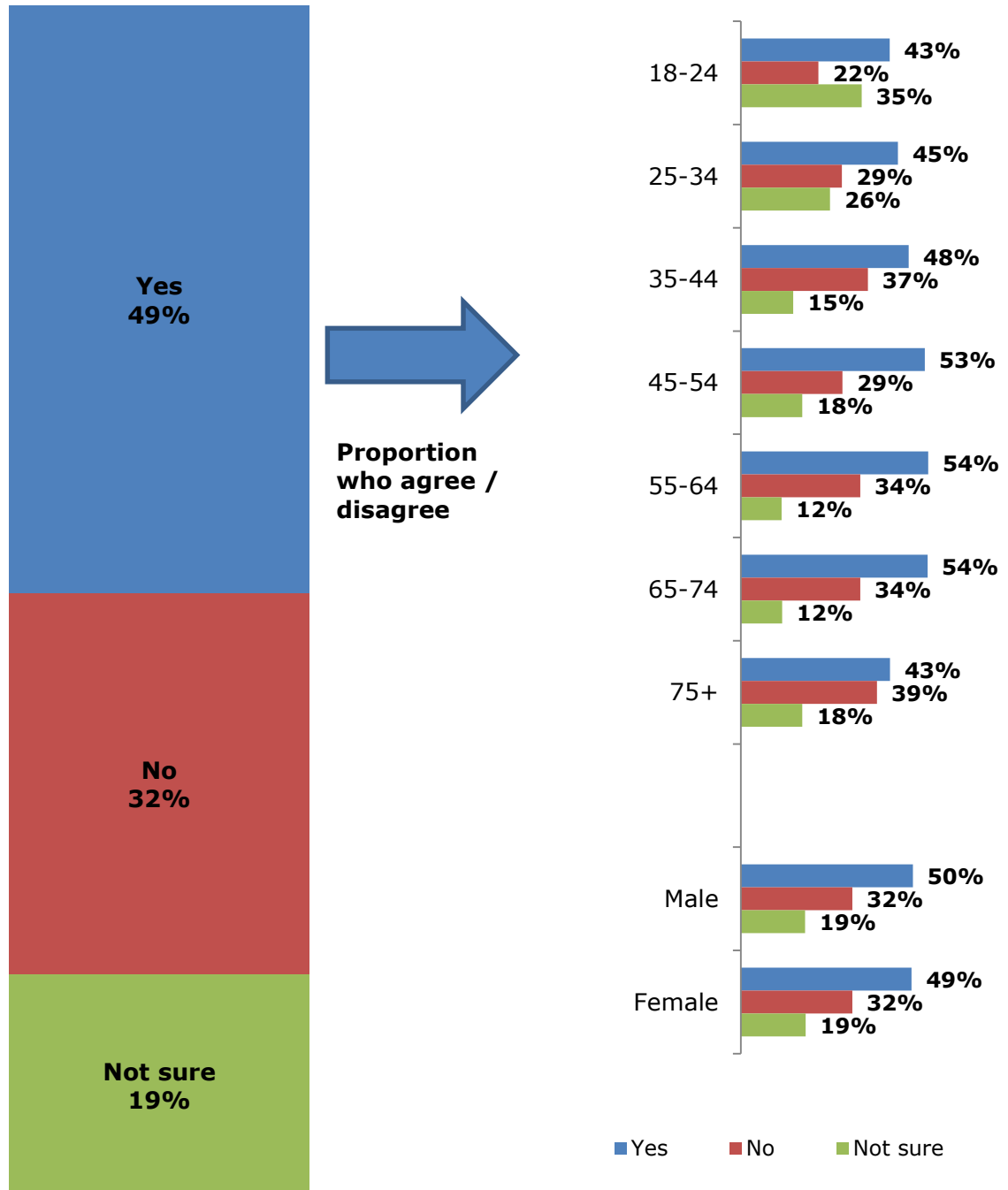
The results to this question by District or Borough are presented in **Figure 63**. As can be seen, there was a wide amount of variation in these responses according to Local Authority area, with respondents from Bassetlaw and Rushcliffe appearing most open to the idea of paying more towards policing (63% and 61% respectively indicating that they would be prepared to pay more). Mansfield respondents were less open to the idea, with 35% stating that they would not be prepared to pay more.

Figure 63 – Paying more towards policing, by Local Authority area
Base: All respondents (1,081)



The results by age and gender subgroups are presented in **Figure 64**. The results were largely similar across the different age groups, however a slightly smaller proportion of those aged 18-24 and 75+ (both 43%) indicated that they would be willing to pay more towards policing in comparison to the other age groups. Those aged 18-24 were most unsure of whether they would pay more, with 35% saying this. A slightly greater proportion of disabled respondents answered that they would not be willing to pay more (37%, in comparison to 31% of non-disabled respondents).

Figure 64 – Paying more towards policing, by age and gender
Base: All respondents (1,081)



No significant differences were identified between working status or disability status subgroups.

Respondents who answered no were asked to explain their response and **Table 20** lists the responses received. By far the most common response, given by six in ten respondents (60%), was that they pay enough money already or could not afford to pay any more. One in five (20%) said that they do not get their money's worth now or think

the money is wasted, whilst 11% wanted more transparency about where money was being spent and 9% said there were not enough police when they were needed.

Table 20 – Reasons for not wishing to pay more towards policing
Base: Respondents providing no responses (346)

Explanation	Count	%
We pay enough already – can't afford to pay more	208	60%
Don't get money's worth – money is wasted	68	20%
Need to see more of what is done with money	39	11%
Police are not there when you need them	32	9%
Issues are not addressed - unhelpful	11	3%
Pay more and they introduce cutbacks	8	2%
Up to government to sort out	6	2%
Chief of Police promised response but when calling up you do not get one	2	1%

Making further savings

Respondents were next asked to provide their feedback on how they think Nottinghamshire Police could save at least £12 million in the next financial year. The majority of respondents (74%) said they did not know or did not leave a response. **Table 21** below lists the responses that were received.

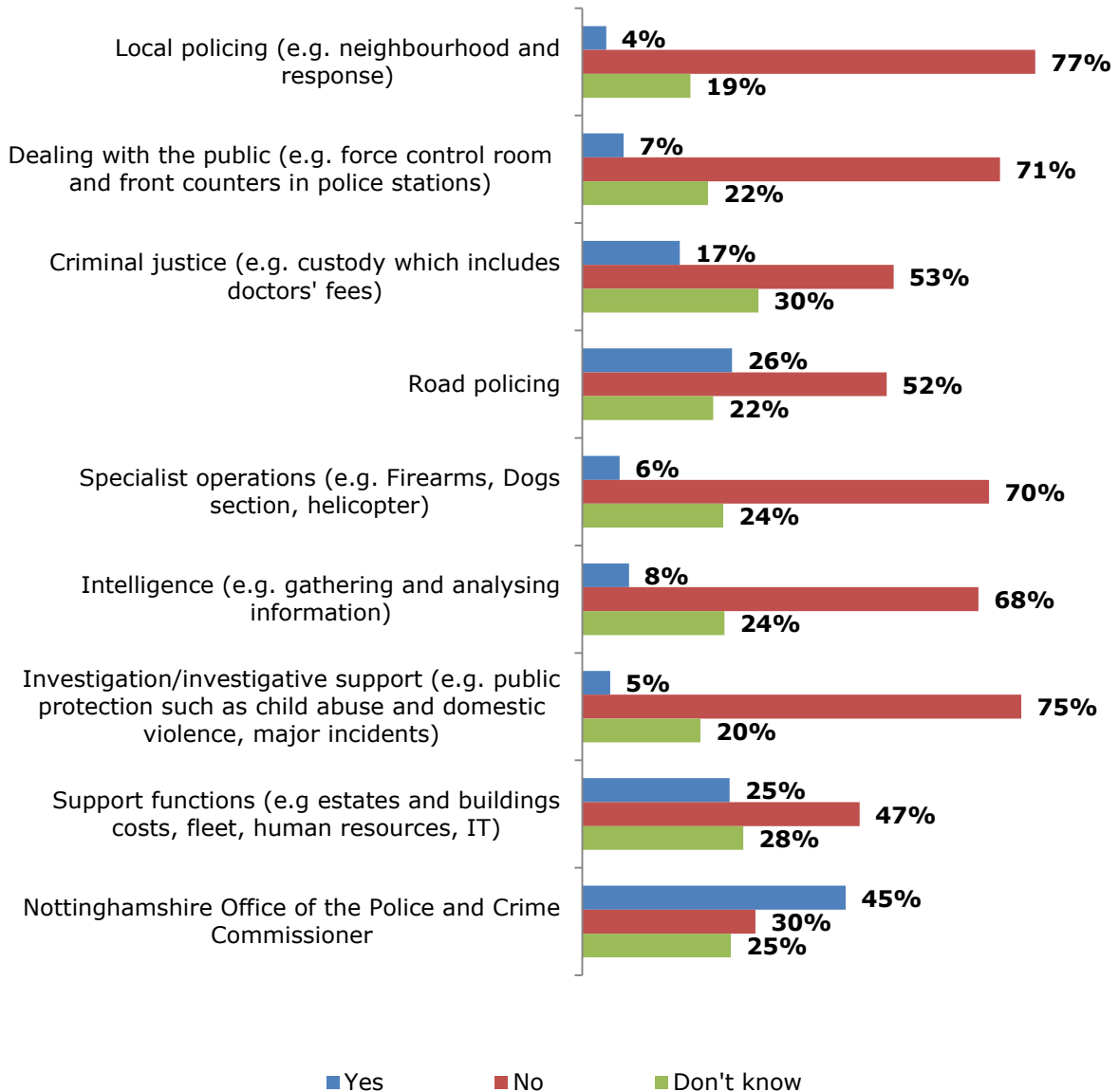
Table 21 – Suggested ways of saving at least £12 million by 2016/17
Base: All respondents (1,081)

Way	Count	%
None / don't know	801	74%
More police on beat to cut down on crime	49	5%
Staff cuts in the hierarchy / management tier	46	4%
Need to spend more – no more savings needed	43	4%
Less paperwork/red tape	33	3%
Need to spend/manage budget more wisely	33	3%
Walk the beat more – cut down on cars/police vehicles	25	2%
Keep local police stations open	10	1%
Update IT facilities and police buildings to be more efficient	9	1%
Tougher sentences to deter offenders and cut down cost of prison/court	8	1%
Get rid of PCSOs/wardens	7	1%
Pay cuts/less wages/less expenses	6	1%
Run more speeding awareness courses and less speeding fines	6	1%
Work more with local community to achieve a healthier society	6	1%
Cut down number of police who attend incidents	5	1%
More voluntary policing / PCSOs	5	1%
Should be government funded	5	1%
Illegal immigration – put money back into services	5	1%
Delegate more menial jobs – clarify police matters more	5	1%
Stop bogus calls and people's houses being raided for no reason	3	>1%
More road traffic police with speed guns	3	>1%

Stop using helicopter – share it with other services	3	>1%
Quicker response	3	>1%
Any spare money Council has at end of year should go to Police	3	>1%
Stop Council getting involved – leave it to Police	3	>1%
Fundraising	3	>1%
A more central pool of money and resources	3	>1%
If everyone contributed a small amount – all pay £1	2	>1%
Cut down on staff sickness / days off	2	>1%
Goose Fair	1	>1%
Stop allowing people to sue police	1	>1%
Give them more lottery funding	1	>1%
Relax political correctness	1	>1%
Reduce number of CCTV cameras	1	>1%

Finally, respondents were asked about where they thought savings could potentially be made. **Figure 65** shows the responses received to this question. The Nottinghamshire Office of the Police and Crime Commissioner was identified as the area in which savings could be made by the largest proportion of respondents (45%), followed by 26% saying road policing and a further 25% stated that savings should be made in support functions (such as estates and buildings costs, fleet, human resources and IT). In the majority of areas however, most respondents said that savings should not be made. Five per cent of respondents indicated that savings should be made in investigations/investigative support, whilst 4% said that savings should be made in local policing and 6% said in specialist operations.

Figure 65 – Potential areas where savings could be made
Base: All respondents (1,081)



The proportions of respondents indicating that savings could be made in each of the identified service areas are presented below in **Table 22**, which also presents the findings from the 2014 Annual Satisfaction Survey.

As shown, the proportions of respondents who felt that savings could be made has not varied by many percentage points since the previous years' survey, however there has been a decrease of 6% in the proportion who felt that savings could be made in support functions and a decrease of 5% for criminal justice. Slight increases were seen in the proportions who felt that savings could be made in investigations/investigative support (+1%), and the Office of the Police and Crime Commissioner (+1%).

Table 22 – Potential areas where savings could be made
Base: All respondents (2015 = 1,081 / 2014 = 1,053)

Potential areas where savings could be made	% yes in 2014	% yes in 2015	Change
Nottinghamshire Office of the Police and Crime Commissioner	44%	45%	+1%
Road policing	26%	26%	-
Support functions (e.g. estates and buildings costs, fleet, human resources, IT)	31%	25%	-6%
Criminal justice (e.g. custody which includes doctors' fees)	22%	17%	-5%
Intelligence (e.g. gathering and analysing information)	10%	8%	-2%
Dealing with the public (e.g. force control room and front counters in police stations)	10%	7%	-3%
Specialist operations (e.g. Firearms, Dogs section, helicopter)	8%	6%	-2%
Investigations/investigative support (e.g. public protection such as such abuse and domestic violence, major incidents)	4%	5%	+1%
Local policing (e.g. neighbourhood and response)	5%	4%	-1%

Notable differences between District/Borough, age, gender, disability status and working status subgroups are commented on below. These results should be treated with caution, as some of the subgroup sample sizes are small.

Local policing

A larger proportion of Broxtowe and Mansfield respondents felt that further savings could be made in local policing (7% for each) in comparison to the overall sample (4%), whereas 1% of Bassetlaw and Newark & Sherwood respondents identified this as a potential area for savings. A greater proportion of those who were in employment said that savings should be made in this area (5%) compared to non-working respondents (3%).

Dealing with the public

Whilst 7% of the overall sample felt that potential savings could be made in dealing with the public, 16% of Broxtowe respondents felt that this was the case. In contrast, 3% of Ashfield and Bassetlaw respondents indicated that savings could be made here. Half of Rushcliffe respondents (50%) said that they did not know (22% of the overall sample gave this response). A smaller proportion of respondents aged 18-24 stated that savings should not be made in dealing with the public (58%), whilst 77% of those aged 55-64 and 76% of those aged 45-54 provided this response. Those who were employed were also more likely to say that cuts should be made here (9% compared to 5% of those not in employment).

Criminal justice

Looking across the Districts and Boroughs, there was a marked amount of variation in the responses to this question. Support for making savings in criminal justice ranged from 7% in Bassetlaw and Rushcliffe to 29% in Broxtowe, whilst 50% of Rushcliffe respondents said they did not know, in comparison to 13% of Ashfield respondents. A small proportion of those aged 75+ felt that savings should not be made in this area, at 9%. In contrast, one in four (24%) 55-64 year olds supported cuts here.

Road policing

Forty-seven per cent of Newark & Sherwood respondents suggested that savings could be made in road policing, however 10% of Bassetlaw respondents felt that this was the case. This in contrast to 26% of the overall sample. A slight difference was identified between

the responses from males and females, with 49% of male respondents stating that savings should not be made in this area, in comparison to 55% of female respondents. Whilst almost half (47%) of respondents aged 18-24 said that savings should not be made in road policing, this proportion rose to 57% in those aged 45-54. A larger proportion of employed respondents felt that savings should be made in road policing (29%, in comparison to 21% of the overall sample).

Specialist operations

A small proportion of the overall sample (6%) felt that savings should be made in specialist operations, however 14% of Broxtowe respondents suggested that savings could be made here, whilst 1% of Bassetlaw respondents thought this. Seven in ten people (71%) who did not have a disability said that there should not be potential savings made in specialist operations, whereas 65% of those who were disabled gave the same answer. Eleven per cent of those aged 55-64 suggested specialist operations as an area for potential savings, which was the highest amongst all of the age groups.

Intelligence

A larger proportion of Broxtowe respondents (23%) stated that intelligence was a potential area where savings could be made in policing. However, 1% of Bassetlaw respondents and 2% of Rushcliffe respondents felt that this was a reasonable area in which savings should be made. Few differences were identified between the other subgroups, however a higher proportion of those aged 45-54 said that no savings should be made in intelligence spending (73%).

Investigations/investigative support

Whilst a small percentage of the overall sample (5%) felt that savings should be made in investigations/investigative support, a slightly higher proportion of Broxtowe respondents (13%) highlighted this as an area in which saving should be made. High proportions of Rushcliffe and Bassetlaw respondents stated that they did not know whether savings should be made in investigations or investigative support (51% each), whereas 1% of Gedling respondents gave this response. There were no more notable differences between sub-groups.

Support functions

Half of Newark & Sherwood respondents (50%) suggested that savings could be made in support functions, whereas 13% of both Bassetlaw and Rushcliffe respondents felt this was the case. Over half (55%) of Rushcliffe respondents stated that they were unsure about whether or not savings should be made here. Over half of those aged 25-34 (51%), 65-74 (52%) and 75+ (51%) said that savings should not be made in support functions, whilst 38% of those aged 18-24 gave this response.

Nottinghamshire Office of the Police and Crime Commissioner

Support for making savings in the Office of the Police and Crime Commissioner ranged from 23% of Bassetlaw respondents to 69% of Newark & Sherwood respondents, with a wide variety of responses received from those in other Boroughs and Districts. A higher proportion of male respondents felt that savings should be made in this area (48%) in comparison to female respondents (42%), whilst a higher proportion of those who were not working (30%) said they did not know in comparison to those who were working (23%). Differences in attitudes could also be identified between disability status subgroups, with 40% of disabled respondents reporting that savings should be made in the Office of the Police and Crime Commissioner in comparison to 46% of those who were not disabled.

Democratic Engagement

Seven per cent of respondents wished to pass on their contact details to Nottinghamshire County Council in order to be kept informed about its services, consultations and events via email.

Respondents were also offered the opportunity to provide their contact details to be kept informed about the Nottinghamshire County Council Citizens Panel. In total, 4% chose to provide their contact details in order to receive further information about the Citizens Panel.

Acknowledgments

Enventure Research would like to express its gratitude to everyone who took part in the survey. We would also like to thank Rajesh Sharma and Robin Smith from Nottinghamshire County Council for their help throughout the survey process. Special thanks also goes to the Office for the Nottinghamshire Police and Crime Commissioner for their input into the survey design.

Appendix 1 – Questionnaire



**NOTTINGHAMSHIRE ANNUAL RESIDENTS SATISFACTION SURVEY 2015
QUESTIONNAIRE**

INTERVIEWERS NOTE

- Approach residents of Nottinghamshire aged 18 or over according to your given quota
- Read the introductory text “READ OUT” where it is provided, before asking the questions
- Do not read out the ‘don’t know’ category in questions

READ OUT: Good morning /afternoon, my name is.....,from Enventure Research, an independent market research company. We are conducting some research on behalf of Nottinghamshire County Council and the Police and Crime Commissioner to gather information on residents’ perceptions of value for money, communication, community safety, quality of life and health and well-being. This is your chance to influence how the Council and Police and Crime Commissioner work for you - so please take part in this short survey and have your say. The interview should not take longer than 12 minutes to complete.

As a research agency we are bound by the MRS Code of Conduct. All of your answers will be treated in the strictest confidence and will only be used to help improve the services offered by the people commissioning this research.

Throughout this survey we ask you to think about ‘**your local area**’. When answering please consider your local area to be the area **within 15-20 minutes walking distance** from your home.

Q. 1. In which Borough or District do you live? (we are not interested in troubling people who live in the City or Outside Nottinghamshire and should not interview them) TICK ONE BOX ONLY

- | | | | | | | | |
|-----------|----------------------------|-------------------|----------------------------|------------|----------------------------|---------|----------------------------|
| Ashfield | 1 <input type="checkbox"/> | Bassetlaw | 2 <input type="checkbox"/> | Broxtowe | 3 <input type="checkbox"/> | Gedling | 4 <input type="checkbox"/> |
| Mansfield | 5 <input type="checkbox"/> | Newark & Sherwood | 6 <input type="checkbox"/> | Rushcliffe | 7 <input type="checkbox"/> | | |

Q. 2. Overall, how satisfied or dissatisfied are you with your local area as a place to live? TICK ONE BOX ONLY

- | | | | | | |
|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know |
| 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> |

READ OUT: Nottinghamshire County Council provides services that touch the lives of everyone who lives, works or visits Nottinghamshire including: social care and day centres; country parks; libraries; fostering and adoption; children’s centres; homecare and extra care for older people; registry offices; road maintenance, gritting, street lighting, road safety; primary and secondary schools and school crossing patrols; youth clubs and activities; and trading standards.

Q. 3. Overall, how satisfied or dissatisfied are you with the way Nottinghamshire County Council runs things? TICK ONE BOX ONLY

- | | | | | | |
|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know |
| 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> |

Q. 4. To what extent do you agree or disagree that Nottinghamshire County Council provides value for money? TICK ONE BOX ONLY

- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know |
| 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> |

Q. 5. On balance, which of the following statements comes closest to how you feel about Nottinghamshire County Council? TICK ONE BOX ONLY

- | | | | | | |
|---|--|--|---|--|--|
| I speak positively of the council without being asked
1 <input type="checkbox"/> | I speak positively of the council if I am asked about it
2 <input type="checkbox"/> | I have no views one way or another
3 <input type="checkbox"/> | I speak negatively about the council if I am asked about it
4 <input type="checkbox"/> | I speak negatively about the council without being asked
5 <input type="checkbox"/> | Don't know
6 <input type="checkbox"/> |
|---|--|--|---|--|--|

Q. 6. Overall, how well *informed* do you think Nottinghamshire County Council keeps residents about the services and benefits it provides? PROMPT IF ASKED - By benefits we mean any positive impacts it has had on the local area. TICK ONE BOX ONLY

- | | | | | |
|--|--|--|--|--|
| Very well informed
1 <input type="checkbox"/> | Fairly well informed
2 <input type="checkbox"/> | Not very well informed
3 <input type="checkbox"/> | Not well informed at all
4 <input type="checkbox"/> | Don't know
5 <input type="checkbox"/> |
|--|--|--|--|--|

Q. 7. In the last year, how often, if at all, would you say that you have been treated with respect and consideration by your local public services and the people within public services? TICK ONE BOX ONLY

- | | | | | | |
|---|--|--|--------------------------------------|-------------------------------------|---|
| All of the time
1 <input type="checkbox"/> | Most of the time
2 <input type="checkbox"/> | Some of the time
3 <input type="checkbox"/> | Rarely
4 <input type="checkbox"/> | Never
5 <input type="checkbox"/> | Don't know/no opinion
6 <input type="checkbox"/> |
|---|--|--|--------------------------------------|-------------------------------------|---|

Q. 8. How safe or unsafe do you feel when you are outside in your local area after dark? PLEASE TICK ONE BOX IN THE LEFT HAND COLUMN BELOW

Q. 9. How safe or unsafe do you feel when you are outside in your local area during the day? PLEASE TICK ONE BOX IN THE MIDDLE COLUMN BELOW

Q. 10. How safe do you feel when you are alone in your home at night? PLEASE TICK ONE BOX IN THE RIGHT HAND COLUMN BELOW

	<i>After dark</i>	<i>During the day</i>	<i>Alone in your home at night</i>
Very safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairly safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Neither safe nor unsafe...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairly unsafe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very unsafe.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q. 11. To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? PROMPT - By getting on well together we mean treating each other with respect. TICK ONE BOX ONLY.

- | | | | | | | | |
|--|---|--|--|---|--|--|--|
| Definitely agree
1 <input type="checkbox"/> | Tend to agree
2 <input type="checkbox"/> | Neither agree nor disagree
3 <input type="checkbox"/> | Tend to disagree
4 <input type="checkbox"/> | Definitely disagree
5 <input type="checkbox"/> | Don't know
6 <input type="checkbox"/> | Too few people in local area
7 <input type="checkbox"/> | All the same ethnic background
8 <input type="checkbox"/> |
|--|---|--|--|---|--|--|--|

Q. 12. Do you agree or disagree that you can influence decisions affecting your local area? TICK ONE BOX ONLY

- | | | | | | |
|--|---|--|--|---|--|
| Definitely agree
1 <input type="checkbox"/> | Tend to agree
2 <input type="checkbox"/> | Neither agree nor disagree
3 <input type="checkbox"/> | Tend to disagree
4 <input type="checkbox"/> | Definitely disagree
5 <input type="checkbox"/> | Don't Know
6 <input type="checkbox"/> |
|--|---|--|--|---|--|

Q. 13. Overall, in the last 12 months, how many hours, if any, would you say you spent doing voluntary (unpaid) activities in your local community? TICK ONE BOX ONLY

- Up to one hour per week (Go to Q. 14)
- Over one and up to two hours per week..... (Go to Q. 14)
- Over two and up to five hours per week (Go to Q. 14)
- Over five and up to ten hours per week (Go to Q. 14)
- More than ten hours per week (Go to Q. 14)
- Less than one hour a week but at least one hour a month..... (Go to Q. 14)
- Less than one hour a month but at least one hour in the last 12 months (Go to Q. 14)
- None..... (Go to Q. 15)
- Don't know/can't recall..... (Go to Q. 15)

Q. 14. Thinking about this voluntary (unpaid) activity in your local community, which of the following best describes the activity area? TICK ALL THAT APPLY

- Sport/exercise
- Hobbies (recreation/arts/social clubs)
- Religion
- Children's education/schools
- Youth/children's activities (outside school)
- Health, disability and social welfare
- Local community or neighbourhood groups
- The environment
- Other (please state).....

Thinking about your local area, how much of a problem do you think each of the following are? PLEASE TICK ONE BOX FOR EACH STATEMENT.

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/ no opinion
Q. 15. Noisy neighbours or loud parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 16. Groups of people hanging around the streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 17. Rubbish or litter lying around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 18. Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 19. People being drunk or rowdy in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 20. People using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 21. People being attacked or harassed because of their skin colour, ethnic origin or religion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 22. Abandoned or burnt out cars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

READ OUT: Nottinghamshire County Council would like to build up a picture of digital use in Nottinghamshire.

Q. 23. Which of the following types of broadband access do you use at home in order of frequency, with 1 being the most frequent? RANK UP TO 4 WITH 1 BEING THE MOST FREQUENT, 4 BEING LEAST FREQUENT

	RANK
Fibre broadband (uses Fibre optic cables)	
Mobile broadband (uses a 3G or 4G signal)	
Satellite broadband (uses a satellite receiver)	
Wireless broadband (uses radio waves, e.g. WIFI connections)	
Don't know or do not use internet	

Q. 24. Are you aware of the Better Broadband for Nottinghamshire Programme, which aims to roll out fibre broadband across the county? TICK ONE BOX ONLY

Yes 1 No 2

Q. 25. Which of the following devices do you use to access the internet at home? Please choose up to 4 devices. WITH 1 BEING THE MOST FREQUENT, 4 BEING LEAST FREQUENT

	RANK
Desktop computer	
Laptop computer	
Tablet (e.g. iPad)	
Smart phone	
Games console	
Smart TV	
I do not access the internet	

Q. 26. Which of the following do you use the internet for? TICK ALL THAT APPLY

Social networking (Facebook, Twitter, LinkedIn etc.)	<input type="checkbox"/> 1
Streaming or watching video (including TV and movies)	<input type="checkbox"/> 2
Video chatting or video conferencing (e.g. Skype, FaceTime etc.)	<input type="checkbox"/> 3
Banking (including mobile banking)	<input type="checkbox"/> 4
Education and qualifications	<input type="checkbox"/> 5
Shopping (e.g. comparisons and buying)	<input type="checkbox"/> 6
Connecting with public and government organisations	<input type="checkbox"/> 7
News	<input type="checkbox"/> 8
Gaming (e.g. using a mobile device, internet site, games console etc.)	<input type="checkbox"/> 9
None of the above	<input type="checkbox"/> 10

Q. 27. Over the last year, which of the following County Council publications did you pick-up or recall seeing? (Tick all that apply)

Country Life 1 Family Life 2 Your Life 3 None 4 (GO TO Q31)

Q. 28. Overall how much did you engage with the publication/s?

Read it thoroughly 1 Read selected Articles 2 Glanced at it 3 Never read it 4 Don't know/not sure 5

Q. 29. Overall how informative did you find the publication/s?

Very Informative 1 Fairly Informative 2 Not very informative 3 Not at all informative 4 Don't know/can't remember 5

Q. 30. Overall how satisfied did the publication/s make you feel about the County Council?

Very Satisfied 1 Satisfied 2 No difference 3 Unsatisfied 4 Very Unsatisfied 5

Q. 31. How do you rate the County Council's website for being able to easily access information about its services?

Excellent 1 Good 2 Average 3 Poor 4 Don't know/not sure 5

Q. 32. How do you rate the County Council's website for being able to easily complete transactions for its services?

Excellent 1 Good 2 Average 3 Poor 4 Don't know/not sure 5

Q. 33. Overall how satisfied does the Council's website make you feel about the County Council?

Very Satisfied 1 Satisfied 2 No difference 3 Unsatisfied 4 Very Unsatisfied 5

Q. 34. What word or short phrase sums up the uniqueness of Nottinghamshire today?

.....

POLICING QUESTIONS

READ OUT: I am now going to ask you a few questions about the responsibilities of Nottinghamshire’s Police and Crime Commissioner (PCC).

Q. 35. We know from previous research that the following Police and Crime Plan priorities are important to the public. Which 3 do you feel are most important to you, in order of importance? PLEASE CHOOSE 3 AND RANK IN ORDER 1 TO 3, WITH 1 BEING THE MOST IMPORTANT

	RANK
Protect, support and respond to victims, witnesses and vulnerable people	
Focus on those local areas that are most affected by crime and disorder and anti-social behaviour	
Spend your money wisely	
Prevent offending, early intervention and reduce re-offending	
Reduce the threat of organised crime	
Reduce the impact of drugs and alcohol misuse on the levels of crime and anti-social behaviour	
Improve the efficiency, accessibility and effectiveness of the criminal justice process	

Q. 36. How do you currently obtain information about the Commissioner and his role? TICK ALL THAT APPLY

- Commissioner’s email newsletter 1
- Local newspaper 2
- Newsletters/information leaflets 3
- Local broadcast media e.g. radio phone-ins 4
- Social media such as Twitter and Facebook 5
- Commissioner’s website 6
- Attendance at Commissioner’s public meetings 7
- Summer events and carnivals 8
- Do not access or obtain information 9
- Other (please state).....

READ OUT: Nottinghamshire Police Independent Advisory Group (IAG) is a strategic group providing two way communications between Nottinghamshire Police and the diverse communities of Nottingham City and Nottinghamshire. The IAG is developing an action plan.

How important do you consider the following areas of business that have been identified for review by the IAG? PLEASE TICK ONE BOX FOR EACH STATEMENT.

	Very important	Important	Not very important	Not important at all	Don't know/ no opinion
Q. 37. Stop and search	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 38. Recruitment and retention of police officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 39. Hate crime related to disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 40. Hate crime related to race or ethnicity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 41. Hate crime related to religion or belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 42. Hate crime related to sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 43. Hate crime related to transgender identity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q. 44. Other area that you feel is very important or important (please specify).....

READ OUT: The next two questions are about the 2016/17 Police budget and precept. Precept is the element of your council tax which goes towards paying for policing in Nottinghamshire.

Q. 45. Most households in Nottinghamshire pay £134.54 (Band D) or less a year towards policing. Would you be prepared to pay more towards policing? TICK ONE BOX ONLY

Yes No (Explain why below) Not sure

If no, please explain why.....

Q. 46. Nottinghamshire Police need to save at least £12 million in 2016/17. Please give any suggestions about how they should achieve these savings.

.....

In which of the following business areas, do you feel further savings should be made? PLEASE TICK ONE BOX FOR EACH STATEMENT.

	Yes	No	Don't know
Q. 47. Local policing (e.g. neighbourhood and response)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Q. 48. Dealing with the public (e.g. force control room and front counters in police stations)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Q. 49. Criminal justice (e.g. custody which includes doctors' fees)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Q. 50. Road policing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Q. 51. Specialist operations (e.g. Firearms, Dogs section, helicopter)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Q. 52. Intelligence (e.g. gathering and analysing information)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Q. 53. Investigations/investigative support (e.g. public protection such as child abuse and domestic violence, major incidents)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Q. 54. Support functions (e.g. estates and buildings costs, fleet, human resources, IT)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Q. 55. Nottinghamshire Office of the Police and Crime Commissioner	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

About You

READ OUT: The Council and partners are committed to ensuring that all of its services are delivered fairly and in compliance with its public sector duties within the Equality Act 2010. The questions in this section are voluntary but the more information you provide, then the more we can learn about customers' views of our services."

Q. 56. Gender: TICK ONE BOX ONLY

Male 1 Female 2

Q. 57. What is your age? TICK ONE BOX ONLY

18-24 1 45-54 4 75 + 7 (GO TO Q. 59)
 25-34 2 55-64 5 Declined to answer 8
 35-44 3 65-74 6

Q. 58. What is your current employment status? PLEASE TICK ONE BOX. DO NOT ASK THIS QUESTION TO ANYONE 75 OR OVER

Employed (Employee/self-employed, working students)	<input type="checkbox"/> 1	Long term sick or disabled	<input type="checkbox"/> 5
Unemployed	<input type="checkbox"/> 2	Retired	<input type="checkbox"/> 6
Student (not working)	<input type="checkbox"/> 3	Not working - other	<input type="checkbox"/> 7
Looking after family/home	<input type="checkbox"/> 4	Prefer not to say	<input type="checkbox"/> 8

Q. 59. Do you have a long term health problem or disability? TICK ONE BOX ONLY

Yes (Go to Q. 60) No (Go to Q. 61) Declined to answer (Go to Q. 61)

Q. 60. Please specify the type of impairment? TICK ALL THAT APPLY AND/OR SPECIFY

Mobility	<input type="checkbox"/>	Vision	<input type="checkbox"/>	Mental Health	<input type="checkbox"/>
Hearing	<input type="checkbox"/>	Learning	<input type="checkbox"/>	Communication	<input type="checkbox"/>
Other	<input type="checkbox"/>	(Please specify).....			

Q. 61. What is your ethnic origin? TICK ONE BOX ONLY

White	English/Welsh/Scottish/Northern Irish/British	<input type="checkbox"/>
	Irish	<input type="checkbox"/>
	Gypsy or Traveller	<input type="checkbox"/>
	Any other White background – please state	<input type="text"/>
Mixed	Black Caribbean & White	<input type="checkbox"/>
	Black African & White	<input type="checkbox"/>
	Asian & White	<input type="checkbox"/>
	Any other Mixed background – please state	<input type="text"/>
Asian/Asian British	Indian	<input type="checkbox"/>
	Pakistani	<input type="checkbox"/>
	Bangladeshi	<input type="checkbox"/>
	Chinese	<input type="checkbox"/>
	Any other Asian background – please state	<input type="text"/>
Black/Black British	Black/Black British	<input type="checkbox"/>
	African	<input type="checkbox"/>
	Caribbean	<input type="checkbox"/>
	Any other Black background – please state	<input type="text"/>
Other ethnic groups	Any other ethnic group – please state	<input type="text"/>
Declined to answer		<input type="checkbox"/>

Q. 62. What is your postcode? This is important as it helps us identify perceptions in different locations. It cannot be used to identify single households. PLEASE PROVIDE POSTCODE IN BOX BELOW

Postcode:

Q. 63. If you know, please could you tell me what ward you live in? INTERVIEWER TO ASK RESIDENT IF NOT TO CODE BASED ON MAPS PROVIDED

Ashfield District Council

Hucknall Central	<input type="checkbox"/>	Selston	<input type="checkbox"/>
Hucknall East	<input type="checkbox"/>	Sutton in Ashfield Central	<input type="checkbox"/>
Hucknall North	<input type="checkbox"/>	Sutton in Ashfield East	<input type="checkbox"/>
Hucknall West	<input type="checkbox"/>	Sutton in Ashfield North	<input type="checkbox"/>
Jacksdale	<input type="checkbox"/>	Sutton in Ashfield West	<input type="checkbox"/>
Kirkby in Ashfield Central	<input type="checkbox"/>	Underwood	<input type="checkbox"/>
Kirkby in Ashfield East	<input type="checkbox"/>	Woodhouse	<input type="checkbox"/>
Kirkby in Ashfield West	<input type="checkbox"/>		

Bassetlaw District Council

Beckingham	<input type="checkbox"/>	Rampton	<input type="checkbox"/>
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Blyth	□17	Ranskill	□30
Carlton	□18	Sturton	□31
Clayworth	□19	Sutton	□32
East Markham	□20	Tuxford & Trent	□33
East Retford East	□21	Welbeck	□34
East Retford North	□22	Worksop East	□35
East Retford South	□23	Worksop North	□36
East Retford West	□24	Worksop North East	□37
Everton	□25	Worksop North West	□38
Harworth	□26	Worksop South	□39
Langold	□27	Worksop South East	□40
Misterton	□28		

Broxtowe Borough Council

Attenborough	□41	Eastwood North & Greasley (Beauvale)	□52
Awsorth	□42	Eastwood South	□53
Beeston Central	□43	Greasley (Giltbrook & Newthorpe)	□54
Beeston North	□44	Nuthall East & Strelley	□55
Beeston Rylands	□45	Nuthall West & Greasley (Watnall)	□56
Beeston West	□46	Stapleford North	□57
Bramcote	□47	Stapleford South East	□58
Brinsley	□48	Stapleford South West	□59
Chilwell East	□49	Toton & Chilwell Meadows	□60
Chilwell West	□50	Trowell	□61
Cossall & Kimberley	□51		

Gedling Borough Council

Bestwood Village	□62	Netherfield & Colwick	□74
Bonington	□63	Newstead	□75
Burton Joyce & Stoke Bardolph	□64	Phoenix	□76
Calverton	□65	Porchester	□77
Carlton	□66	Ravenshead	□78
Carlton Hill	□67	Redhill	□79
Daybrook	□68	St James	□80
Gedling	□69	St Mary's	□81
Killisick	□70	Valley	□82
Kingswell	□71	Woodborough	□83
Lambley	□72	Woodthorpe	□84
Mapperley Plains	□73		

Mansfield District Council

Abbot	□85	Meden	□103
Berry Hill	□86	Netherfield	□104
Brick Kiln	□87	New gate	□105
Broomhill	□88	Newlands	□106
Bull Farm and Pleasley Hill	□89	Oak Tree	□107
Car Bank	□90	Oakham	□108
Eakring	□91	Park Hall	□109
Grange Farm	□92	Peafields	□110
Holly	□93	Penniment	□111
Hornby	□94	Portland	□112
Kings walk	□95	Racecourse	□113
Kingsway	□96	Ransom Wood	□114

Ladybrook	<input type="checkbox"/> 97	Sandhurst	<input type="checkbox"/> 115
Lindhurst	<input type="checkbox"/> 98	Sherwood	<input type="checkbox"/> 116
Ling Forest	<input type="checkbox"/> 99	Warsop Carrs	<input type="checkbox"/> 117
Manor Ward	<input type="checkbox"/> 100	Woodhouse	<input type="checkbox"/> 118
Market Warsop	<input type="checkbox"/> 101	Woodlands	<input type="checkbox"/> 119
Maun Valley	<input type="checkbox"/> 102	Yeoman Hill	<input type="checkbox"/> 120

Newark and Sherwood District Council

Balderton North	<input type="checkbox"/> 121	Farnsfield & Bilsthorpe	<input type="checkbox"/> 134
Balderton West	<input type="checkbox"/> 122	Lowdham	<input type="checkbox"/> 135
Beacon	<input type="checkbox"/> 123	Magnus	<input type="checkbox"/> 136
Blidworth	<input type="checkbox"/> 124	Muskham	<input type="checkbox"/> 137
Boughton	<input type="checkbox"/> 125	Ollerton	<input type="checkbox"/> 138
Bridge	<input type="checkbox"/> 126	Rainworth	<input type="checkbox"/> 139
Castle	<input type="checkbox"/> 127	Southwell East	<input type="checkbox"/> 140
Caunton	<input type="checkbox"/> 128	Southwell North	<input type="checkbox"/> 141
Clipstone	<input type="checkbox"/> 129	Southwell West	<input type="checkbox"/> 142
Collingham & Meering	<input type="checkbox"/> 130	Sutton-on-Trent	<input type="checkbox"/> 143
Devon	<input type="checkbox"/> 131	Trent	<input type="checkbox"/> 144
Edwinstowe	<input type="checkbox"/> 132	Winthorpe	<input type="checkbox"/> 145
Farndon	<input type="checkbox"/> 133		

Rushcliffe Borough Council

Abbey	<input type="checkbox"/> 146	Manvers	<input type="checkbox"/> 160
Bingham East	<input type="checkbox"/> 147	Melton	<input type="checkbox"/> 161
Bingham West	<input type="checkbox"/> 148	Musters	<input type="checkbox"/> 162
Compton Acres	<input type="checkbox"/> 149	Neville	<input type="checkbox"/> 163
Cotgrave	<input type="checkbox"/> 150	Oak	<input type="checkbox"/> 164
Cranmer	<input type="checkbox"/> 151	Ruddington	<input type="checkbox"/> 165
Edwalton Village	<input type="checkbox"/> 152	Soar Valley	<input type="checkbox"/> 166
Gamston	<input type="checkbox"/> 153	Stanford	<input type="checkbox"/> 167
Gotham	<input type="checkbox"/> 154	Thoroton	<input type="checkbox"/> 168
Keyworth North	<input type="checkbox"/> 155	Tollerton	<input type="checkbox"/> 169
Keyworth South	<input type="checkbox"/> 156	Trent	<input type="checkbox"/> 170
Lady Bay	<input type="checkbox"/> 157	Trent Bridge	<input type="checkbox"/> 171
Leake	<input type="checkbox"/> 158	Wiverton	<input type="checkbox"/> 172
Lutterell	<input type="checkbox"/> 159	Wolds	<input type="checkbox"/> 173

HAVE YOUR SAY ON PUBLIC SERVICES

READ OUT: Email Me provides regular updates about what is happening in Nottinghamshire, including: what's on (events and activities); latest news; flooding advice and information; gritting and winter weather updates, and lots more. You can choose which updates you sign up to and you can unsubscribe at any time.

Q. 64. *Would you like Nottinghamshire County Council to contact you in the future to keep you informed about its services, consultations and events via email?*

Yes No

If Yes, please provide your name and email:

Name: _____ Email: _____

READ OUT: The Nottinghamshire County Council Citizens Panel provides an opportunity for you to have your say about services by taking part in surveys, consultations and focus groups.

Q. 65. *Would you like Nottinghamshire County Council to contact you in the future to provide you with further information about the Citizens Panel?*

Yes No

If Yes, please provide your name and email:

Name: _____ Email: _____

Q. 66. *As part of our **quality control**, we sometimes ring people up to ask their experiences of the interview. Is that ok?*

Yes No

If Yes, please provide your name and phone number:

Name: _____ Contact number: _____

Thank you and close

INTERVIEWER DETAILS (INTERVIEWER TO COMPLETE)

Q. 67. *Sample point:* _____

Interviewer declaration

I declare that I have conducted this interview face to face with a resident of Nottinghamshire County Council (who is unknown to me) according to your instructions

Name: _____ Interviewer number: _____

Signature: _____ Date of interview: _____ / 2015