



Nottinghamshire Resident Survey 2017

Report

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

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1. Executive Summary

1.1 Introduction and methodology

This report presents the findings from the Resident Survey 2017 conducted for Nottinghamshire County Council and the Nottinghamshire Police and Crime Commissioner by independent research agency Enventure Research. The Resident Survey plays an important role in capturing local people's views, experiences and perceptions of value for money, council services, 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 1,058 respondents was interviewed between 19 October 2017 and 24 November 2017. Quotas were set on gender, age, working status and ethnicity according to the most up to date population data (the Census 2011). To identify differences between Districts and Boroughs, approximately 150 respondents were interviewed in each.

1.2 Summary of key findings

Satisfaction with the local area

Four in five survey respondents (83%) were satisfied with their local area (44% very satisfied and 39% fairly satisfied), an increase of 4% since the 2016 survey (79%). The proportion who said they were very satisfied has increased from 39% in 2016 to 44% in 2017. The proportion of respondents that were dissatisfied has decreased from 13% in 2016 to 7% this year.

Satisfaction was highest again in Rushcliffe, where 91% were either satisfied or fairly satisfied, and lowest in Bassetlaw (78% overall satisfaction). Satisfaction was lower amongst those who were disabled or had a long term health problem (76%) compared to those who did not (84%).

Satisfaction with the Local Authority

Six in ten respondents (64%) were satisfied (either very or fairly) with the way Nottinghamshire County Council runs things, which is higher than in 2016 (59%). One in five (19%) were neither satisfied nor dissatisfied with the way the County Council runs things, whilst 14% were either fairly dissatisfied or very dissatisfied, a decrease of 6% since last year (20%).

Overall satisfaction with Nottinghamshire County Council was highest amongst Mansfield respondents (86%) and lowest amongst Bassetlaw respondents (54%). Those aged 55-64 (18%) were most likely to say they were dissatisfied.

Value for money

Over four in ten (46%) respondents agreed that Nottinghamshire County Council provides value for money (9% strongly agreed and 37% tended to agree). The level of agreement is similar to last year (45%) and 3% higher than in 2015 (43%). Three in ten (30%) neither agreed nor disagreed and 20% disagreed that the County Council provides value for money, which is 8% lower than last year.

Mansfield respondents were most likely to agree that the Council provides value for money (71%) and Gedling respondents were most likely to disagree (31%). Those aged 35-54 and 65+ were most likely to agree (49% and 50% respectively). A larger proportion of female respondents (22%) said they were dissatisfied than males (17%).

Information provision

Half (51%) of respondents felt either very well informed (9%) or fairly well informed (42%) by Nottinghamshire County Council about its services. This is similar to last year's survey (52%), but a bit lower than 2015 (54%). Overall 44% did not feel well informed, which is a 2% decrease since last year (46%).

Seven in ten (71%) Rushcliffe respondents felt that they were well informed by the County Council, in comparison to 51% of the overall sample. Those living in Ashfield and Bassetlaw were less well informed, with 44% and 40% respectively indicating that they were not well informed. Respondents who had a long term health problem or disability were more likely to not feel informed (49%) compared to those who did not (42%).

Community safety

Almost three in five (57%) respondents reported feeling safe (either very or fairly safe) in their local area when outside after dark, which is a decrease since 2016 (60%). In 2015 almost three-quarters felt safe (74%). The proportion of respondents who felt unsafe has also increased by 2% from 26% in 2016 to 28% this year. A large proportion of Mansfield respondents (88%) felt safe. By comparison, 50% of Bassetlaw respondents and 52% of Ashfield respondents said they did not feel safe outside after dark. A larger proportion of females than males said they did not feel safe after dark (36% compared to 20%) and 37% of respondents who had a long term health problem or disability did not feel safe (compared to 25% who did not).

When considering how safe they felt when outside during the day, 97% of the overall sample felt either very safe (69%) or fairly safe (28%), an increase of 4% since last year's survey (93%). One per cent overall felt either fairly unsafe or very unsafe. Few differences were identified between respondents from different Districts and Boroughs, but all respondents in Broxtowe and Rushcliffe said they felt safe. A larger proportion of male respondents also felt safe (99%) compared to females (96%).

The proportion of respondents that indicated they felt safe when home alone at night has increased from 93% in 2016 to 95% in 2017. Only 2% reported that they felt either fairly or very unsafe (1% and 1% respectively). Perceptions of feeling safe when home alone at night were high in most Districts and Boroughs, although a smaller proportion of Gedling respondents (87%) reported feeling either very or fairly safe, in comparison to 95% of the overall sample. Again males were more likely to feel safe than females (97% compared to 94%), as were those who did not have a long term health problem or disability (96%) compared to those who did (93%).

Community cohesion

Almost half of respondents (47%) agreed that people from different ethnic backgrounds get along well together in Nottinghamshire (16% definitely agreeing and 31% tending to agree), which is similar to 2016 and 2015 (both 48%). This year, however, saw a decrease in the proportion of people who disagreed (17%) compared with 20% in 2016.

Agreement was highest in Mansfield (66%), Gedling (63%) and Rushcliffe (61%). Disagreement was highest in Bassetlaw (37%). Respondents aged 35-54 (52%) were most likely to agree that people from different ethnic backgrounds get along well together. Those most likely to disagree were aged 18-24 (27%) and were from a non-White ethnic background (32%) compared to a White ethnic background (16%).

Influence on local decision-making

Three in ten (31%) respondents agreed to some extent that they could influence decisions affecting their local area (6% definitely agreeing and 25% tending to agree). This is similar to 2016 (30%) and higher than 2015 (28%). A smaller proportion disagreed (42%) this year than last year (46%). Agreement was highest in Mansfield this year (49%), and disagreement was highest in Gedling (70%). A larger proportion of those who were economically inactive disagreed (37%) than those who were economically active (29%).

Council Tax

Six in ten respondents (62%) thought that Council Tax should not be increased. However, 26% were in favour of an increase. Respondents from Mansfield were most likely to be in favour of an increase (43%). Respondents from Ashfield (70%) and Gedling (75%) were most likely to say they were against an increase. Respondents from older age groups were more likely to be in favour (31% 65+, 26% 55-64 and 31% 35-54) than younger age groups (16% 18-24 and 16% 25-34).

Health and wellbeing

Half (49%) of respondents thought the Council should provide more information about ways in which people can improve their health and wellbeing. Four in ten (40%) disagreed. Respondents from Gedling were most likely to be in favour (64%). By contrast half of respondents from Newark & Sherwood were not in favour (51%). Younger respondents aged 18-24 were most likely to be in favour (57%).

Free and subsidised travel to school

Six in ten (61%) respondents felt the Council should not limit free or subsidised travel in respect of home to school transport. A quarter (24%) were in favour of limiting it. Respondents from Gedling were most likely to be in favour of limiting it (38%). By contrast, respondents from Bassetlaw and Mansfield were most likely to be opposed (72% and 73% respectively). Respondents from younger age groups were also more likely to be opposed (18-24 66% and 25-34 70%).

Care and support for people

Seven in ten respondents (69%) were definitely in favour of the Council supporting people who need care and support to stay independent for as long as possible and 27% were in favour to some extent. Nearly everyone from Ashfield, Broxtowe and Bassetlaw were in favour (all 99%). Respondents from Mansfield were most likely to be opposed (8% compared to 2% overall). Respondents from older age groups were more likely to be in favour (65+ 98% and 35-54 98%).

Operating more commercially to generate income

Almost eight in ten (78%) respondents said they were in favour of the Council operating more commercially to generate income (41% definitely and 37% to some extent). One in seven were not in favour (15%). Respondents from Ashfield, Bassetlaw and Broxtowe were most likely to be in favour (95%, 92% and 91% respectively). By comparison, 47% of Gedling respondents were not in favour. Those who had a long term health problem or disability were also more likely to not be in favour (20%) than those who did not (13%).

Air pollution and traffic calming

More than three-quarters (77%) of respondents thought that air pollution should be given more of a priority when planning traffic calming measures (32% definitely and 45% to some extent). One in seven (15%) thought it should not. Respondents from Ashfield were most likely to say it should be given more of a priority (87%). Respondents from Gedling and Rushcliffe on the other hand, were most likely to say that it should not be given more of a priority (21% and 27% respectively). A larger proportion of females (80%) than males (73%) said air pollution should be given more of a priority.

‘County Life’ publication

One in six respondents (17%) would be in favour of the ‘County Life’ publication being completely replaced by email or online versions and a further 42% would be in favour if there were also some printed versions made available. A quarter (27%) said they were not in favour of the publication being replaced by online or email versions. Respondents from Bassetlaw were most likely to be in favour (72%). By contrast, 52% of Gedling respondents were not in favour. Those aged 65+ were most likely to not be in favour (42%), as were those who had a long term health problem or disability (40%).

Nottinghamshire as a place

The majority of respondents (93%) said they would recommend Nottinghamshire as a place to bring up a family. Respondents from Mansfield (98%), Broxtowe (97%) and Newark & Sherwood (97%) were most likely to say that they would recommend it. Respondents from Bassetlaw (88%), Ashfield (89%) and Gedling (89%) were less likely to recommend it as a place to bring up a family, as were those aged 18-24 (85%).

Almost eight in ten (78%) would recommend Nottinghamshire as place to fulfil ambitions and one in five (20%) said they would not. Respondents aged 18-24 (67%) and 25-34 (71%) were less likely to say they would recommend it compared to older age groups. Respondents from Ashfield (65%) and Bassetlaw (68%) were least likely to recommend Nottinghamshire as a place to fulfil ambitions.

Three-quarters of respondents (75%) would recommend Nottinghamshire as a place to enjoy later life, however one in ten (11%) said they would not. Respondents aged 65+ were more likely to recommend it (86%) than younger age groups (18-24 67% and 25-34 63%). Respondents from Mansfield and Rushcliffe were most likely to recommend Nottinghamshire as a place to enjoy later life (93% and 86% respectively). This was lower amongst respondents from Bassetlaw (56%) and Ashfield (65%).

Although only 52% said they would recommend Nottinghamshire as a place to start and grow a business, three in ten (28%) said they did not know. One in five (20%) said they would not recommend it. Those aged 18-24 and 25-34 were least likely to recommend Nottinghamshire as a place to grow and start a business (both 46%). Eight in ten (83%) respondents from Mansfield would recommend it; this was much lower amongst respondents from Bassetlaw (36%) and Newark & Sherwood (39%).

Perceptions of anti-social behaviour

Respondents were asked how much of a problem certain types of anti-social behaviour were in their local area. The biggest problem reported was speeding traffic, with almost half (49%) saying this was a problem. This was seen as a particular problem in Bassetlaw (85%), Newark & Sherwood (81%) and Ashfield (80%).

Almost four in ten (38%) said that people using or dealing drugs was a problem. Respondents in Ashfield and Bassetlaw were most likely to report this as a problem (both 70%), as were those aged 25-34 (55%).

More than a third (36%) reported that dog fouling was a problem. This was a particular problem for respondents from Bassetlaw (69%) and Ashfield (64%), and those who had a long term health problem or disability (44%).

Fly tipping was a problem for 34% of respondents. This was higher in Bassetlaw and Newark & Sherwood (both 57%) than in other areas.

A third (33%) reported that groups hanging around the streets were a problem. Six in ten respondents (62%) from Bassetlaw reported this.

A further three in ten (29%) reported that motorbikes, motorised scooters or mini motos were a problem and 28% said people being drunk or rowdy in public places was. A quarter (26%) also reported rubbish or litter lying around as a problem.

Respondents in the 2015 Resident Survey were also asked about some of these problems. Compared to 2015, larger proportions of respondents reported that the following were problems in 2017 – people using or dealing drugs, rubbish or litter lying around, groups hanging around the streets, people being drunk or rowdy in public places, and vandalism, graffiti and other deliberate damage to property or vehicles. However, a smaller proportion thought noisy neighbours and loud parties were a problem in 2017 compared to 2015.

Experience of anti-social behaviour

Just under a fifth (17%) had experienced some sort of anti-social behaviour in the last 12 months. This was most likely to be harassment or verbal abuse (12%), followed by damage to property (5%). Respondents from a non-White ethnic background were most likely to have experienced harassment or verbal abuse (28%), as were those aged 18-24 and 25-34 (both 17%). Respondents from a non-White ethnic background were also most likely to have experienced damage to property in the last 12 months (14%).

Almost three in five (56%) of those who had experienced anti-social behaviour had reported it to the police and 24% to the Council. Three in ten (30%) said they did not report it.

Crime level in the local area

Four in ten respondents (42%) thought that the crime level in their local area has increased (11% a lot and 31% a little). A further four in ten (41%) thought it had stayed the same. Only 7% thought it had decreased a little. Respondents from Bassetlaw were most likely to think that the crime level had increased (56%). Respondents from Ashfield, on the other hand, were most likely to think it had decreased (19%). Respondents aged 25-34 were most likely to think the crime level had increased (50%).

2. The Research Programme

2.1 Introduction

This report presents the findings from the Resident Survey 2017 conducted for Nottinghamshire County Council and the Nottinghamshire Police and Crime Commissioner by independent research agency Enventure Research.

The Annual Resident Survey plays an important role in capturing local people's views, experiences and perceptions of value for money, council services, quality of life, and police and crime priorities.

2.2 Methodology

The research was conducted via a face-to-face, on-street survey with residents aged 18 or over, across Nottinghamshire. A sample of 1,058 respondents was interviewed between 19 October 2017 and 24 November 2017. To identify differences between Districts and Boroughs, approximately 150 respondents were interviewed in each (as shown in Figure 1).

Figure 1 - Interviews across the Districts/Boroughs

| District/Borough Council | Number of interviews |
|------------------------------------|----------------------|
| Ashfield District Council | 153 |
| Bassetlaw District Council | 151 |
| Broxtowe Borough Council | 150 |
| Gedling Borough Council | 151 |
| Mansfield District Council | 150 |
| Newark & Sherwood District Council | 150 |
| Rushcliffe Borough Council | 153 |
| Overall | 1,058 |

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

Some questions from previous years' resident surveys were included and some new bespoke questions for the 2017 survey were added. Each interview took approximately 12 minutes to administer and a copy of the questionnaire can be found in **Appendix A**.

Before conducting the fieldwork the questionnaire was piloted in Ashfield by an experienced interviewer to ensure it was fit for purpose. The survey was then 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 significant experience of training and supervising 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 ethnic group according to the most up to date population data (i.e. the Census 2011).

Based on a total population of 785,800 (from Census 2011 data), a sample of 1,058 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%.

2.3 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 displayed as 0%

In order for Nottinghamshire County Council and the Nottinghamshire Police and Crime Commissioner to understand how levels of satisfaction and perceptions have changed over time, comparisons have been made where the same questions were asked in the 2015 and 2016 surveys which were also conducted by Enventure Research. Where there are significant differences, these have been highlighted.

Levels of satisfaction and value for money have been analysed using a 'satisfaction score' or an 'agreement score'. To calculate the scores, each response option is assigned a score starting with 100 for very satisfied or strongly agree to 0 for very dissatisfied or strongly disagree and the average is then calculated. The maximum score that can be achieved is 100 if all respondents said they were very satisfied or strongly agreed and the minimum score is 0 if all respondents said they were very dissatisfied or strongly disagreed. Please note that 'don't know' responses are removed from the base number when calculating these scores.

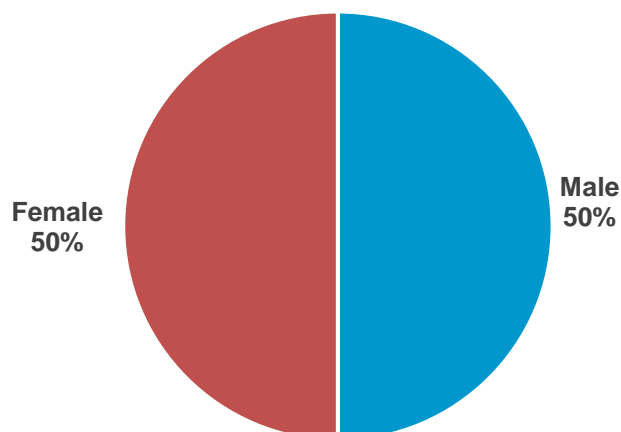
Where appropriate, subgroup analysis has been undertaken to explore the results provided by different demographic groups, such as age, gender, ethnic group, working status, and disability status. Where sample sizes are not large enough for robust analysis, subgroups have been combined (for example, working 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.

3. Research Findings

3.1 Sample profile

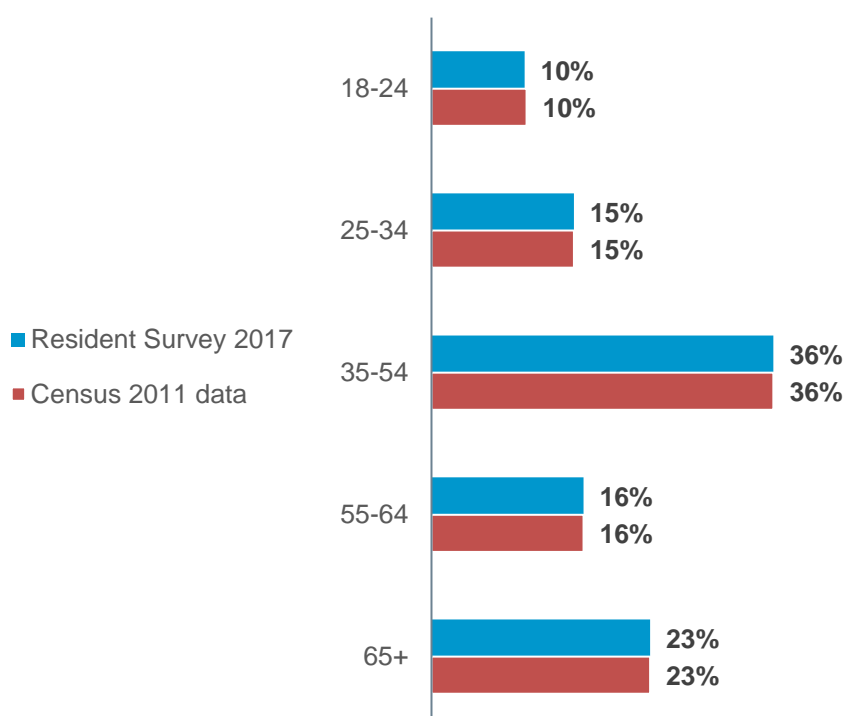
The sample was fairly evenly split between females (50%) and males (50%), very similar to the 2011 Census data (51% and 49% respectively).

Figure 2 – Gender
Base: All respondents (1,058)



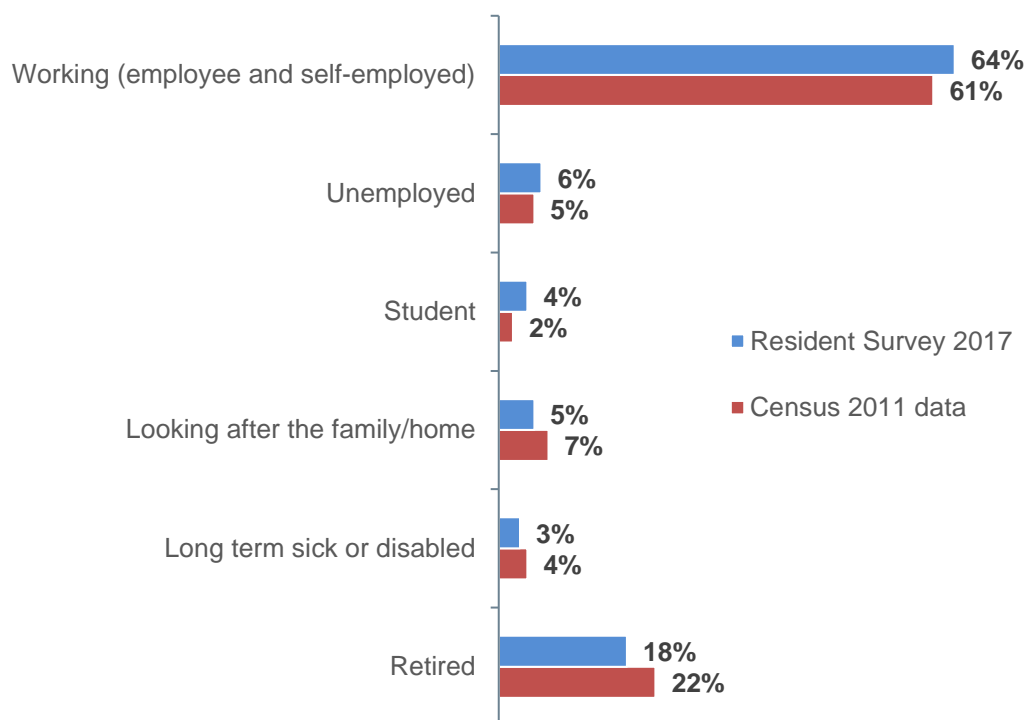
A broad spread of age groups responded to the survey, very closely matching the 2011 Census data.

Figure 3 – Age
Base: All respondents (1,058)



Respondents who were between the age of 18 and 74 were asked about their employment status. Six in ten (64%) respondents were employed, with almost one in five (18%) indicating that they were retired. These figures are broadly representative of the Census 2011 data.

Figure 4 – Employment status
Base: Respondents aged 18 to 74 (1,058)



One in five (22%) respondents reported that they had a disability. Of those who considered themselves to be disabled, the most common type of impairment was mobility at 67%, followed by mental health (9%), hearing impairments (9%) and vision impairments (9%).

Figure 5 – Disability
Base: All respondents (1,058)

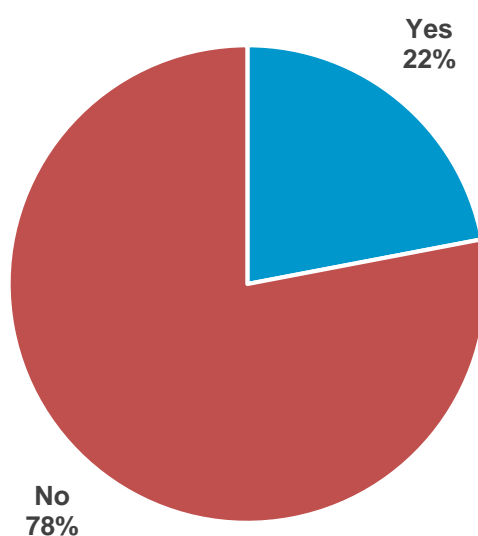
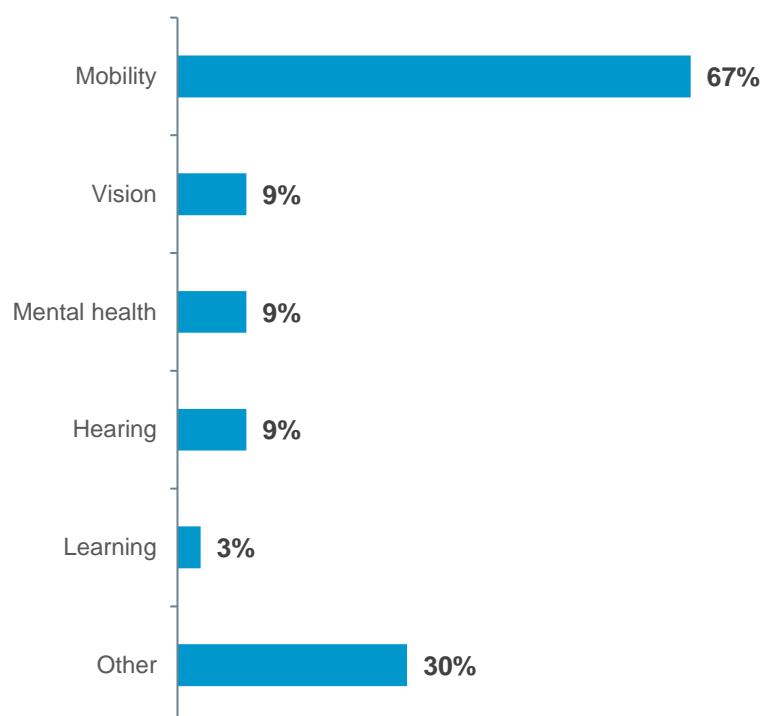
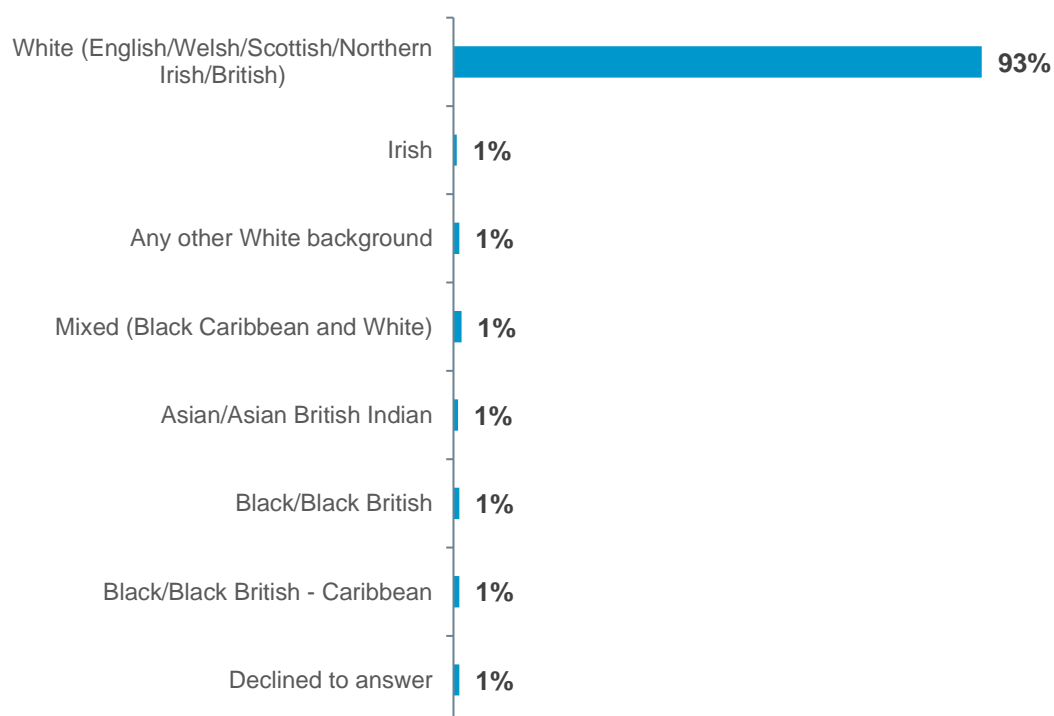


Figure 6 – Type of disability / impairment
Base: Respondents who considered themselves to be disabled (250)



The majority of respondents (95%) identified themselves as White (English / Welsh / Scottish / Northern Irish / British / Irish / Any other White background). Four per cent were from non-White ethnic groups.

Figure 7 – Ethnicity
Base: All respondents (1,058)



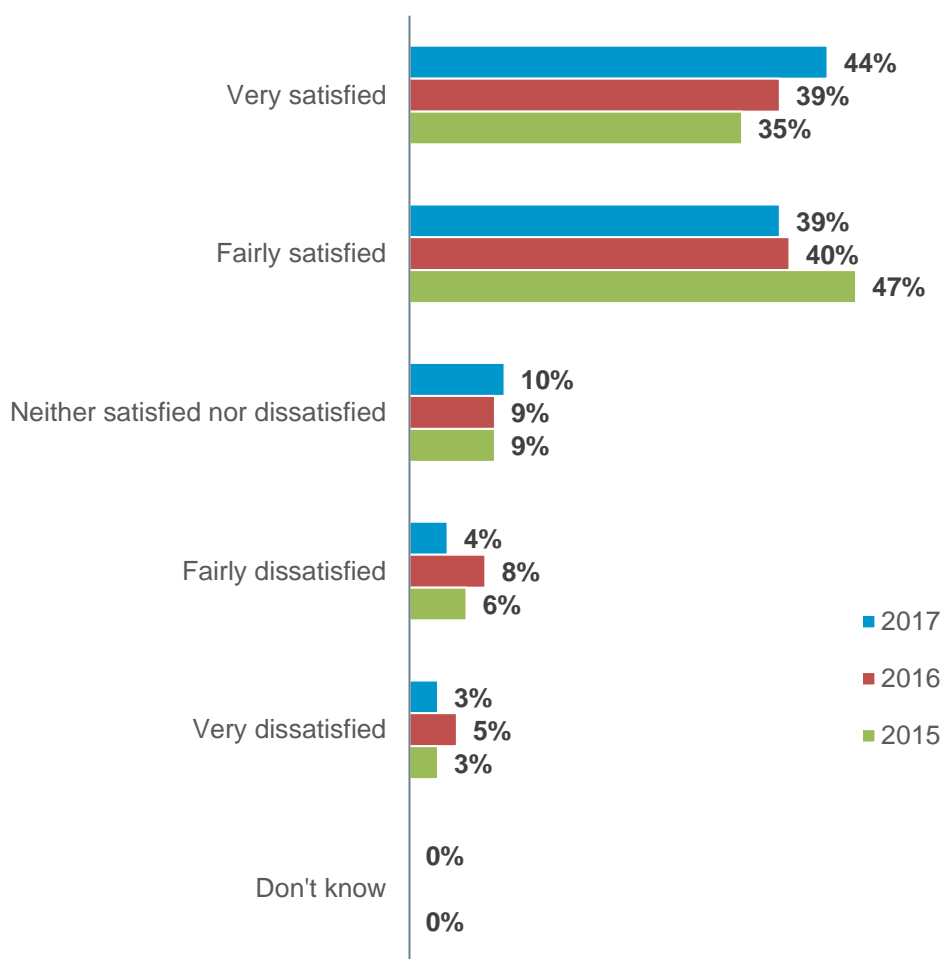
3.2 Satisfaction with the local area

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).

Eight in ten respondents (83%) indicated that they were satisfied with their local area (44% very satisfied and 39% fairly satisfied). Since last year there has been an increase of 4% in the level of satisfaction with the local area (79% in 2016). The level of satisfaction is at a similar level to where it was in 2015 (82%).

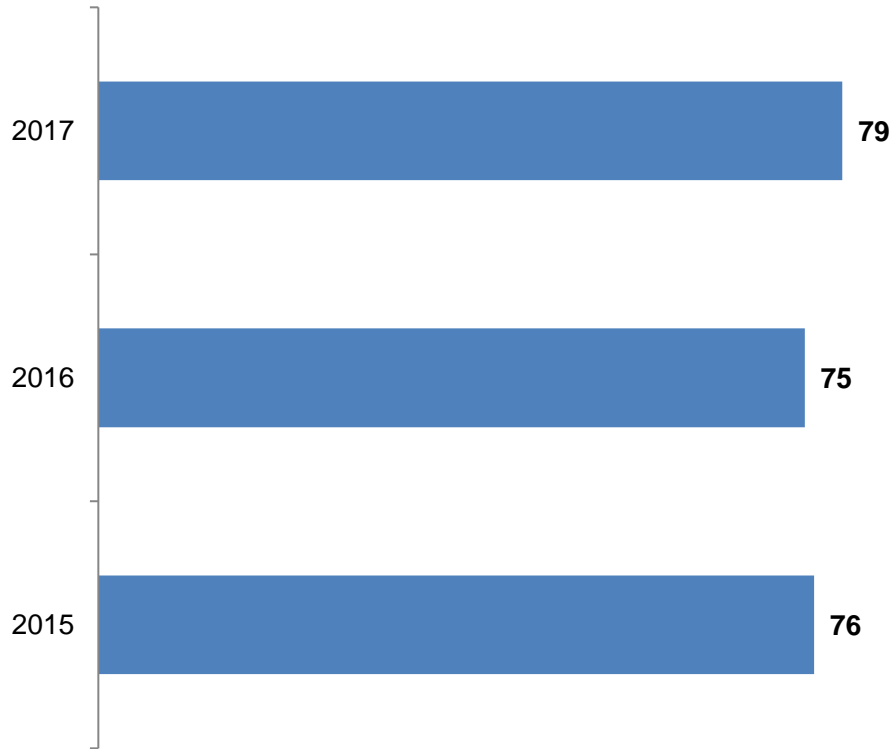
Overall 7% said they were dissatisfied (4% fairly dissatisfied and 3% very dissatisfied), which is lower than in both 2016 (13%) and 2015 (9%).

Figure 8 – Satisfaction with the local area as a place to live, comparisons by year
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



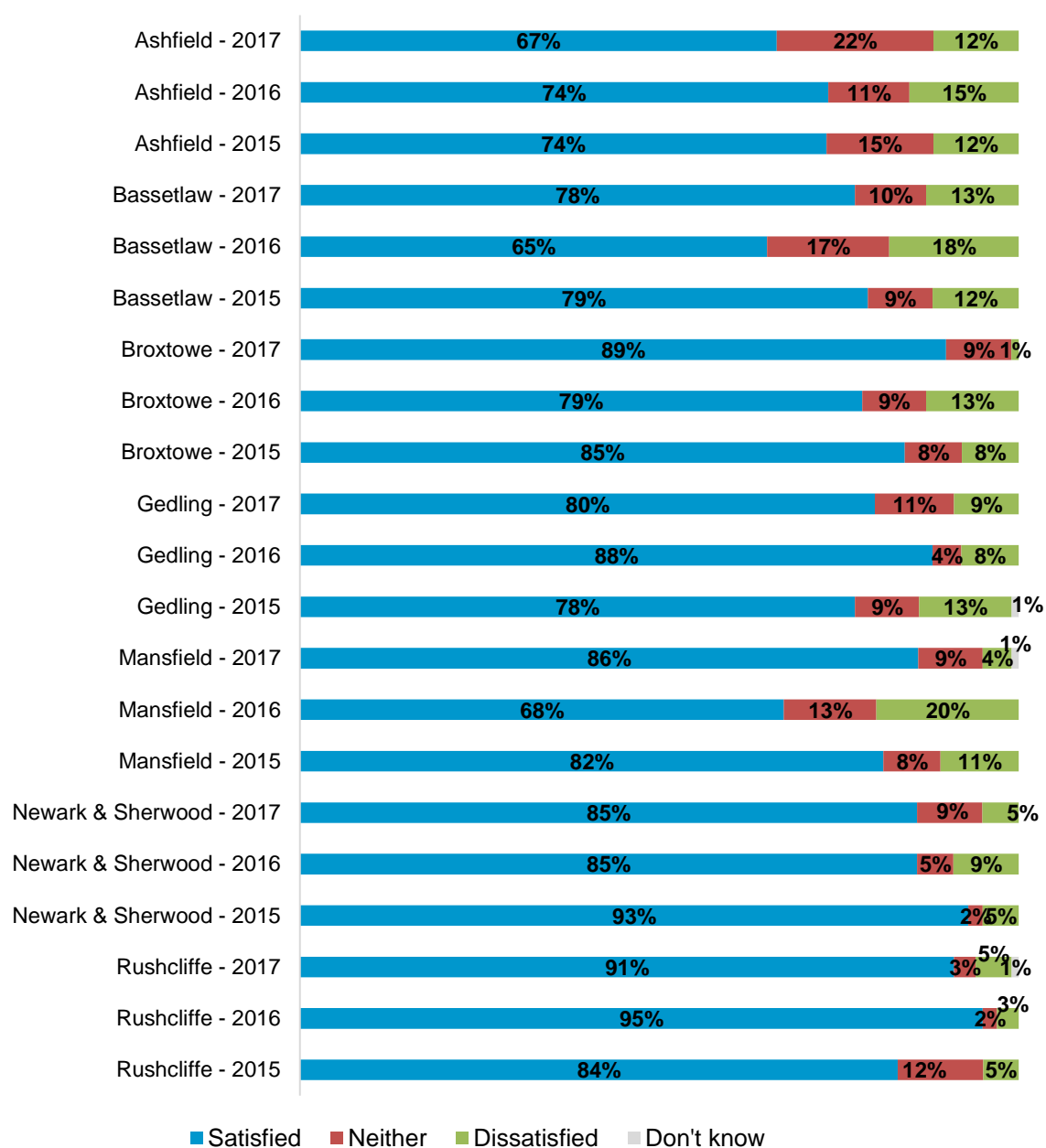
In terms of satisfaction with the local area, this year saw a satisfaction score of 79 out of 100, which is slightly higher than in 2016 (75) and 2015 (76).

Figure 9 – Satisfaction with the local area as a place to live, ‘satisfaction score’ by year
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



Again this year satisfaction was highest in Rushcliffe, where 91% of respondents were either satisfied or fairly satisfied, however, this is 4% lower than last year (95%). Satisfaction was also high in Broxtowe (89%), Mansfield (86%) and Newark & Sherwood (85%). Broxtowe and Mansfield both saw large increases in the proportion of respondents who were satisfied compared to last year (Mansfield 68% to 86% and Broxtowe 79% to 89%). Gedling and Bassetlaw saw lower levels in satisfaction by comparison (80% and 78% respectively) and Ashfield saw the lowest level (67%). The level of satisfaction in Ashfield has decreased from 74% last year and in Gedling it has decreased from 88%. However, the level in Bassetlaw has increased from 65% to 78%.

Figure 10 – Satisfaction with the local area as a place to live, by Local Authority area
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



Overall, the level of satisfaction (including both very satisfied and fairly satisfied responses) has increased since 2016 (79%) and is at a similar level to 2015 (82%).

Since 2016, satisfaction has increased in Bassetlaw (+12%), Broxtowe (+10%), and Mansfield (+18%). Decreases were recorded in Ashfield (-7%), Gedling (-8%), and Rushcliffe (-4%). The satisfaction level has stayed the same in Newark & Sherwood, but is 8% lower than in 2015.

Figure 11 – Satisfaction with the local area as a place to live, by Local Authority area
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)

| District/Borough Council | Overall satisfaction 2015 | Overall satisfaction 2016 | Overall satisfaction 2017 |
|------------------------------------|---------------------------|---------------------------|---------------------------|
| Ashfield District Council | 74% | 74% | 67% |
| Bassetlaw District Council | 79% | 65% | 78% |
| Broxtowe Borough Council | 85% | 79% | 89% |
| Gedling Borough Council | 78% | 88% | 80% |
| Mansfield District Council | 82% | 68% | 86% |
| Newark & Sherwood District Council | 93% | 85% | 85% |
| Rushcliffe Borough Council | 84% | 95% | 91% |
| Overall | 82% | 79% | 83% |

Subgroup analysis

Subgroups more likely to say that they **were satisfied** with their local area (83% overall) in the Resident Survey 2017 included those who did not have a long term health problem or disability (84%), compared to those who did (76%)

3.3 Satisfaction with the Local Authority

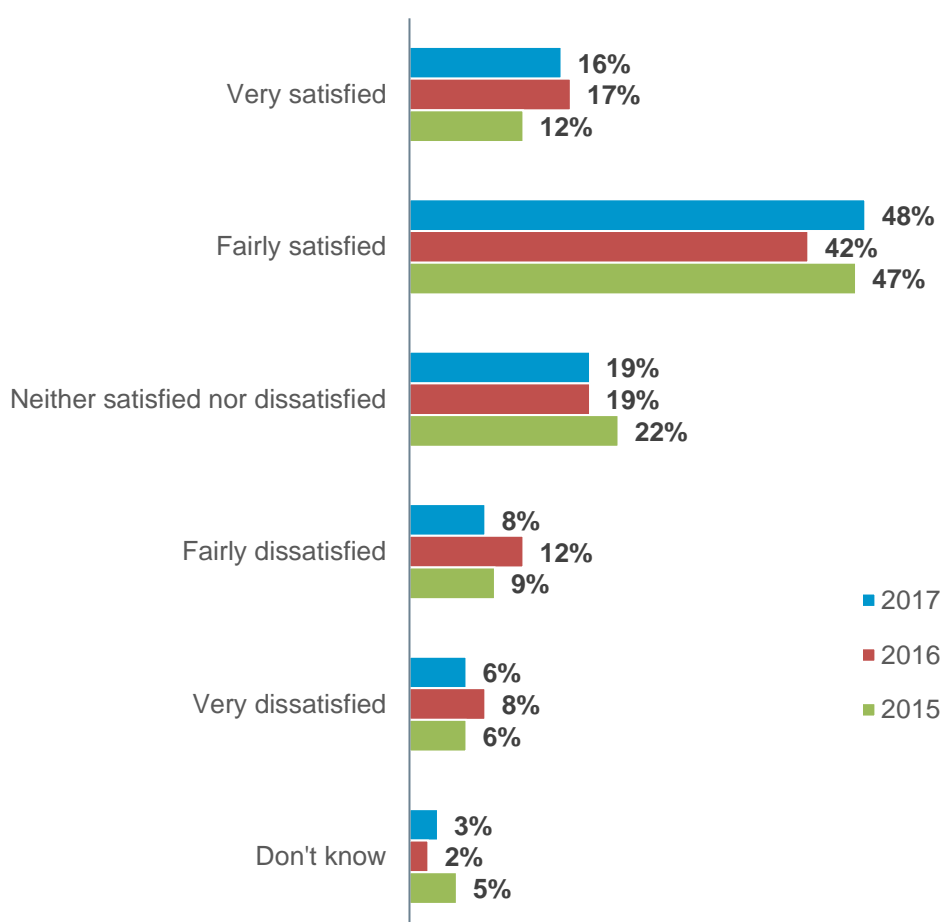
Survey respondents were asked how satisfied or dissatisfied they were with the way Nottinghamshire County Council runs things. The purpose of this question is to monitor overall attitudes and is generally considered the key perceptual indicator of how well regarded the Council is by its residents. At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

Three in five (64%) respondents in the 2017 survey reported that they were satisfied with the way the Council runs things (16% very satisfied and 48% fairly satisfied), which is an increase since the 2016 survey (59%) and the 2015 survey (59%).

One in five (19%) reported that they were neither satisfied or dissatisfied with the way Nottinghamshire County Council runs things, the same proportion as last year's survey (19%). The proportion of those indicating that they were either fairly or very dissatisfied has decreased from 20% in 2016 to 14% this year and is similar to 2015 (15%).

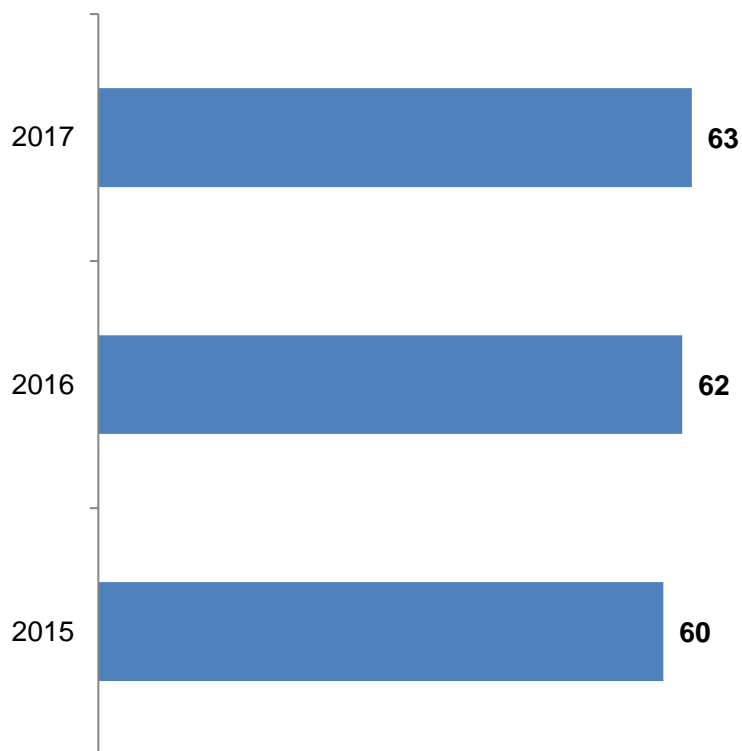
Figure 12 – Satisfaction with the way Nottinghamshire County Council runs things, comparisons by year

Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



In terms of satisfaction with the local area, this year saw a higher satisfaction score (65 out of 100) than previous years (62 in 2016 and 63 in 2015).

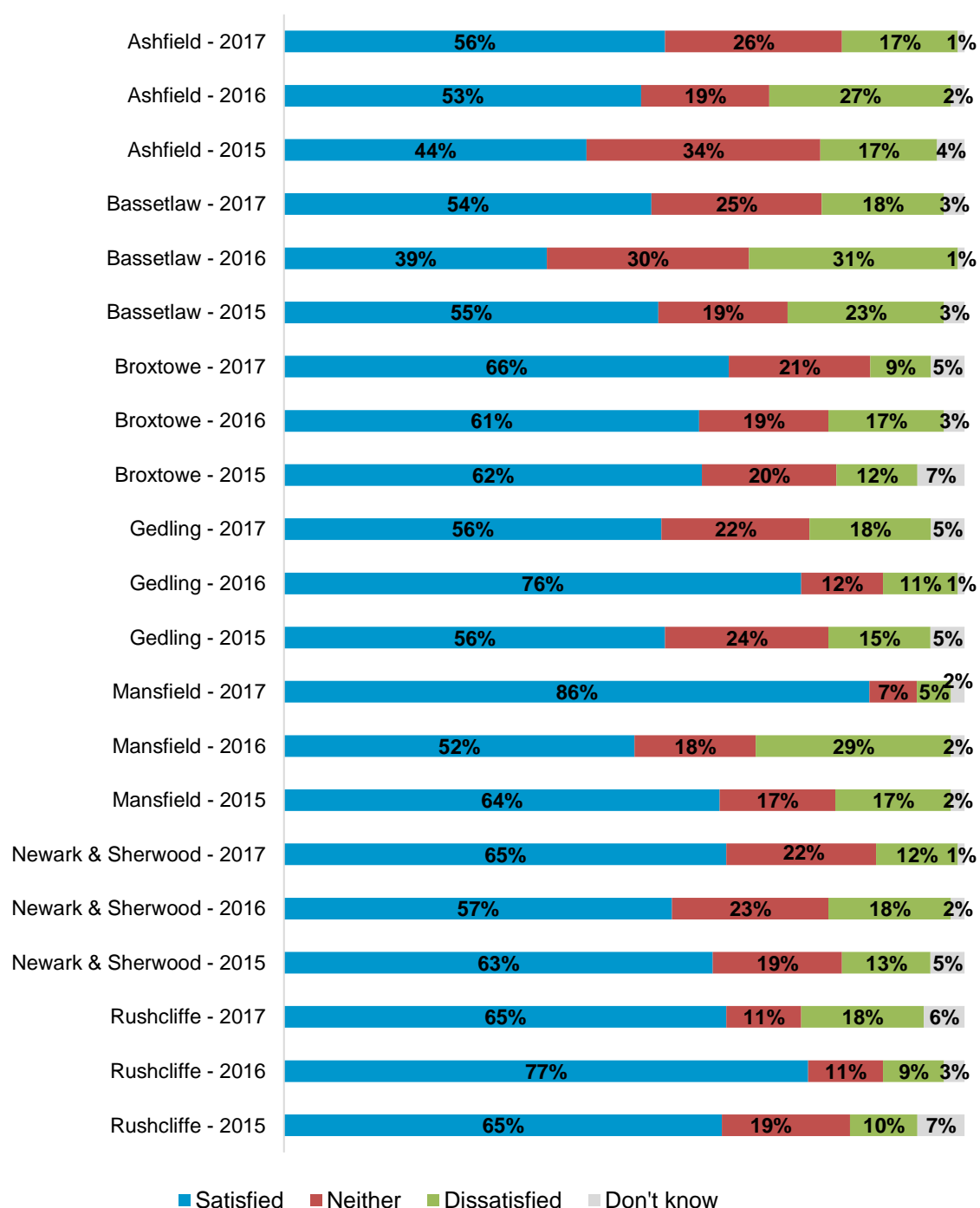
Figure 13 – Satisfaction with the way Nottinghamshire County Council runs things, 'satisfaction score' by year
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



Overall satisfaction with the way Nottinghamshire County Council runs things has increased (64%) since the previous year’s survey (59%). Satisfaction is highest in Mansfield at 86% (which has increased from 52% in last year’s survey), followed by Broxtowe (66%), which has also increased since last year (61%). Satisfaction was lowest again in Bassetlaw (54%); however this has increased since last year (39%).

Figure 14 – Satisfaction with the way Nottinghamshire County Council runs things, by Local Authority area

Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



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. As can be seen, increases in satisfaction have been reported in Ashfield (+3%), Bassetlaw (+15%), Broxtowe (+5%), Mansfield (+34%) and Newark & Sherwood (+8%).

Satisfaction has fallen, however, in Gedling (-20%) and Rushcliffe (-12%).

Figure 15 - Satisfaction with the way Nottinghamshire County Council runs things, by Local Authority area

Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)

| District/Borough Council | Overall satisfaction 2015 | Overall satisfaction 2016 | Overall satisfaction 2017 |
|------------------------------------|---------------------------|---------------------------|---------------------------|
| Ashfield District Council | 44% | 53% | 56% |
| Bassetlaw District Council | 55% | 39% | 54% |
| Broxtowe Borough Council | 62% | 61% | 66% |
| Gedling Borough Council | 56% | 76% | 56% |
| Mansfield District Council | 64% | 52% | 86% |
| Newark & Sherwood District Council | 63% | 57% | 65% |
| Rushcliffe Borough Council | 65% | 77% | 65% |
| Overall | 59% | 59% | 64% |

Subgroup analysis

Subgroups more likely to say that they **were dissatisfied** with the way Nottinghamshire County Council runs things (14% overall) in the Resident Survey 2017 included those who were aged 55-64 (18%), particularly compared to those aged 25-34 (10%)

3.4 Value for money

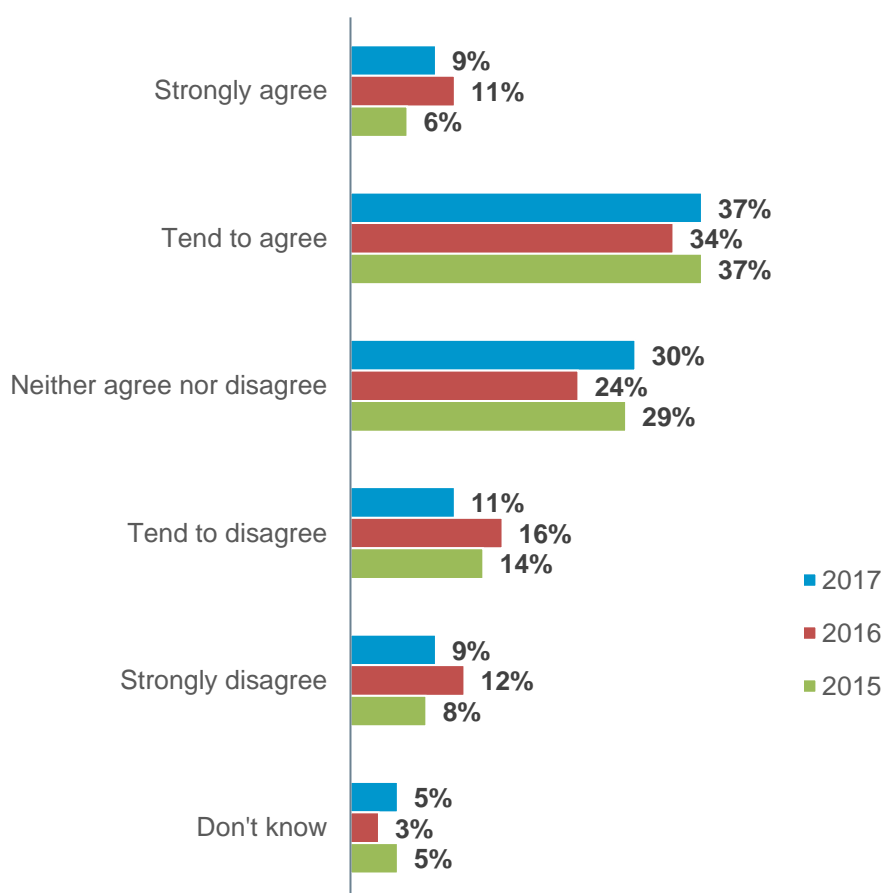
A key driver of the reputation of all councils is whether or not residents believe they receive value for money. In this section of the questionnaire, respondents were asked to think about the range of services Nottinghamshire County Council provides (e.g. the Library Service, waste management and recycling 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.

Over four in ten (46%) respondents agreed to some extent that Nottinghamshire County Council provides value for money (9% strongly agree and 37% tend to agree), whilst 30% neither agreed nor disagreed. The level of agreement is very similar to last year (45%) and a bit higher than in 2015 (43%).

One in five (20%) tended to disagree or strongly disagreed, which is 8% lower than last year (28%).

Figure 16 – Agreement that Nottinghamshire County Council provides value for money, comparisons by year

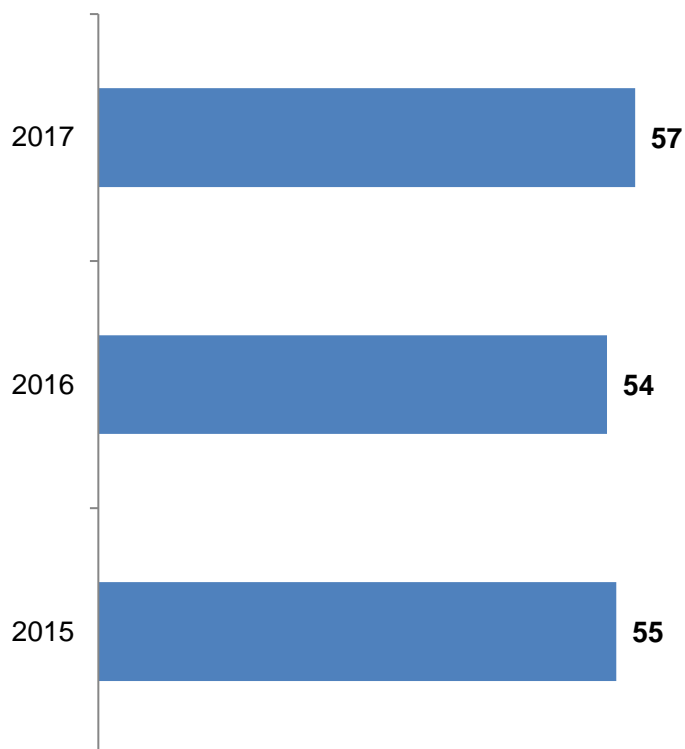
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



In terms of value for money, this year saw an agreement score of 57 out of 100, which is slightly higher than in 2016 (54) and 2015 (55).

Figure 17 – Agreement that Nottinghamshire County Council provides value for money, 'agreement score' by year

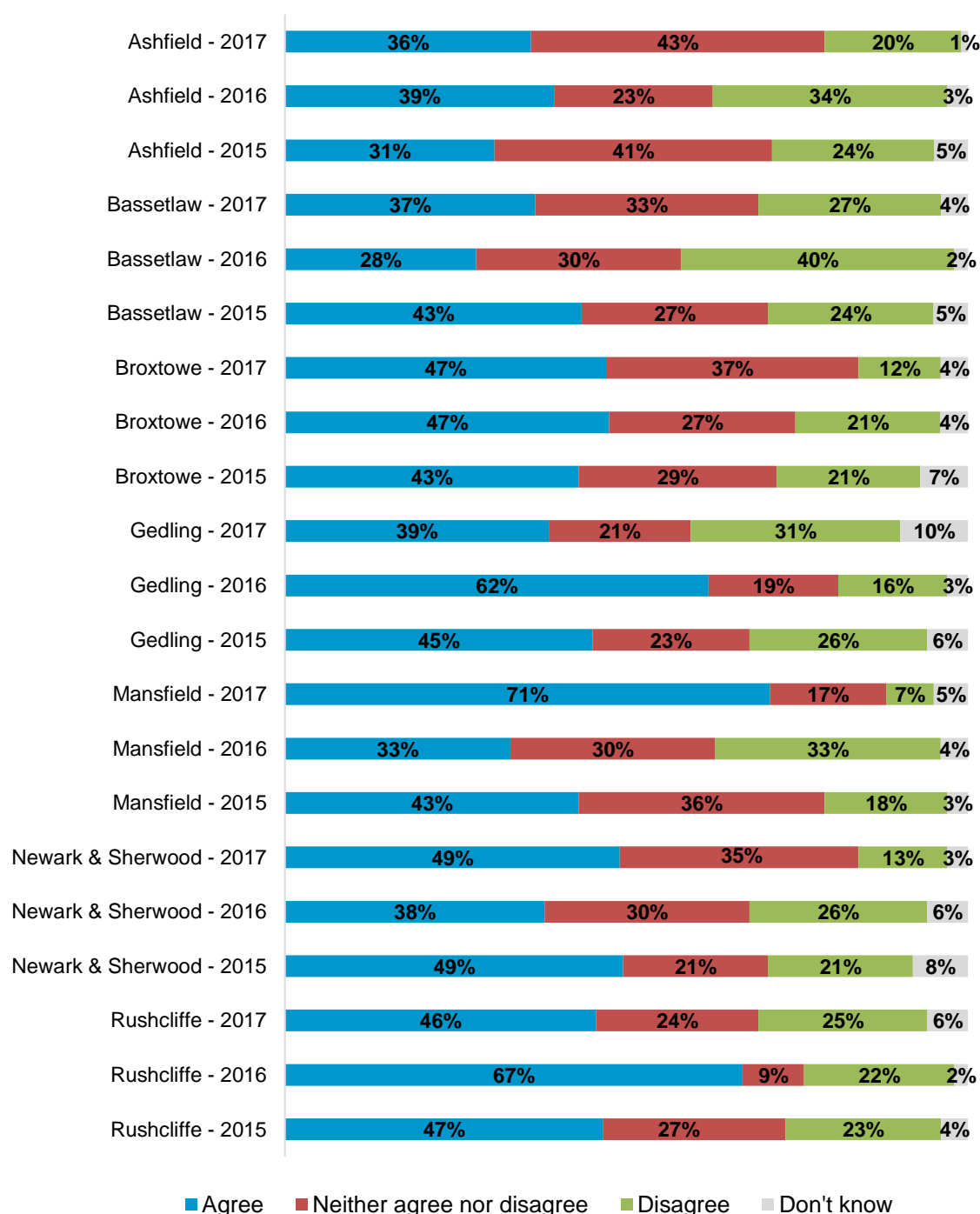
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



Ashfield and Bassetlaw respondents reported the lowest level of agreement that the County Council provides value for money, with 36% and 37% respectively either strongly agreeing or tending to agree. By comparison, 71% of Mansfield respondents said they agreed. Disagreement was highest in Gedling, with 31% either strongly disagreeing or tending to disagree, compared to 19% of the overall sample.

Figure 18 – Agreement that Nottinghamshire County Council provides value for money, by Local Authority area

Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



Overall agreement (strongly agree and tend to agree responses) that the County Council provides value for money is presented below. As can be seen, agreement has increased since 2016 in Bassetlaw (+9%), Mansfield (+38%) and Newark & Sherwood (+11%), but has decreased in Ashfield (-3%), Gedling (-23%), and Rushcliffe (-21%). It has stayed the same in Broxtowe.

Overall, agreement this year (46%) is similar to last year (45%).

Figure 19 – Agreement that Nottinghamshire County Council provides value for money, by Local Authority area

Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)

| District/Borough Council | Overall agreement 2015 | Overall agreement 2016 | Overall agreement 2017 |
|------------------------------------|------------------------|------------------------|------------------------|
| Ashfield District Council | 31% | 39% | 36% |
| Bassetlaw District Council | 43% | 28% | 37% |
| Broxtowe Borough Council | 43% | 47% | 47% |
| Gedling Borough Council | 45% | 62% | 39% |
| Mansfield District Council | 43% | 33% | 71% |
| Newark & Sherwood District Council | 49% | 38% | 49% |
| Rushcliffe Borough Council | 47% | 67% | 46% |
| Overall | 43% | 45% | 46% |

Subgroup analysis

Subgroups more likely to say that they **agreed** that Nottinghamshire County Council provides value for money (46% overall) in the Resident Survey 2017 included those who were aged 35-54 (49%) and 65+ (50%), particularly compared to those aged 18-24 (38%) and 25-34 (40%)

Subgroups more likely to say that they **disagreed** that Nottinghamshire County Council provides value for money (20% overall) in the Resident Survey 2017 included those who:

- Were aged 35-54 (23%), particularly compared to those aged 25-34 (12%)
- Were female (22%) compared to male (17%)

3.5 Information provision

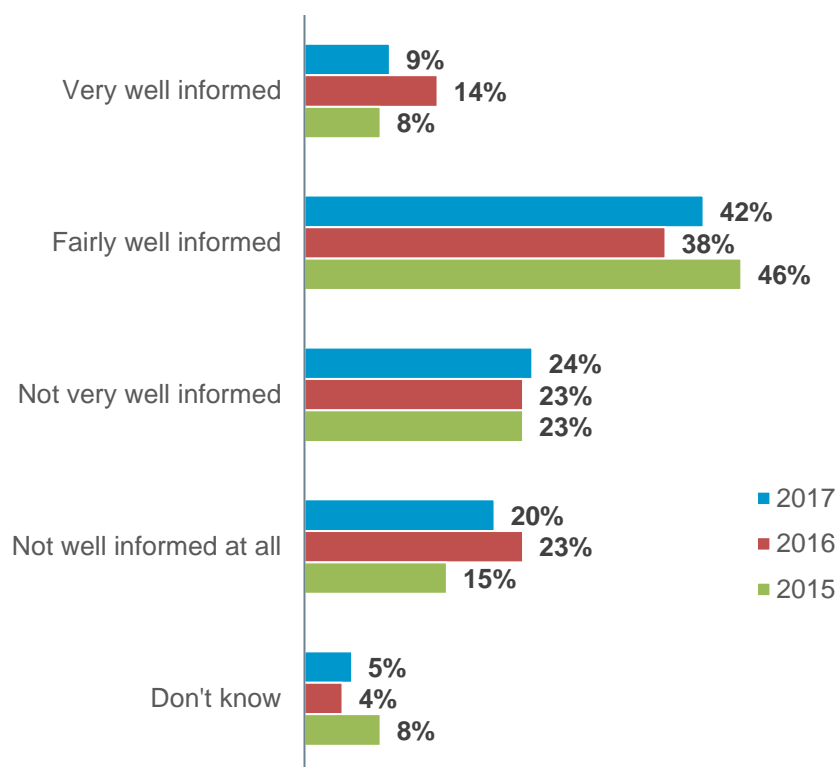
The Duty to Involve came into force in April 2009, and requires Councils to involve residents in decisions made about how they provide services. Good information and communications are important elements of service delivery, and there is a strong relationship between how informed residents feel they 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 2017 Nottinghamshire Resident 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. Just over half (51%) of respondents felt that Nottinghamshire County Council kept them well informed about the services and benefits it provides (9% very well informed and 42% fairly well informed). This is a similar proportion to 2016 (52%), but is slightly lower than in 2015 (54%).

One in four (24%) indicated that they were not very well informed, whilst 20% said that they were not well informed at all. This means that 44% thought they were not informed, which is a bit lower than in 2016 (46%), but higher than in 2015 (38%).

Figure 20 – Level to which Nottinghamshire County Council keeps residents informed, comparisons by year

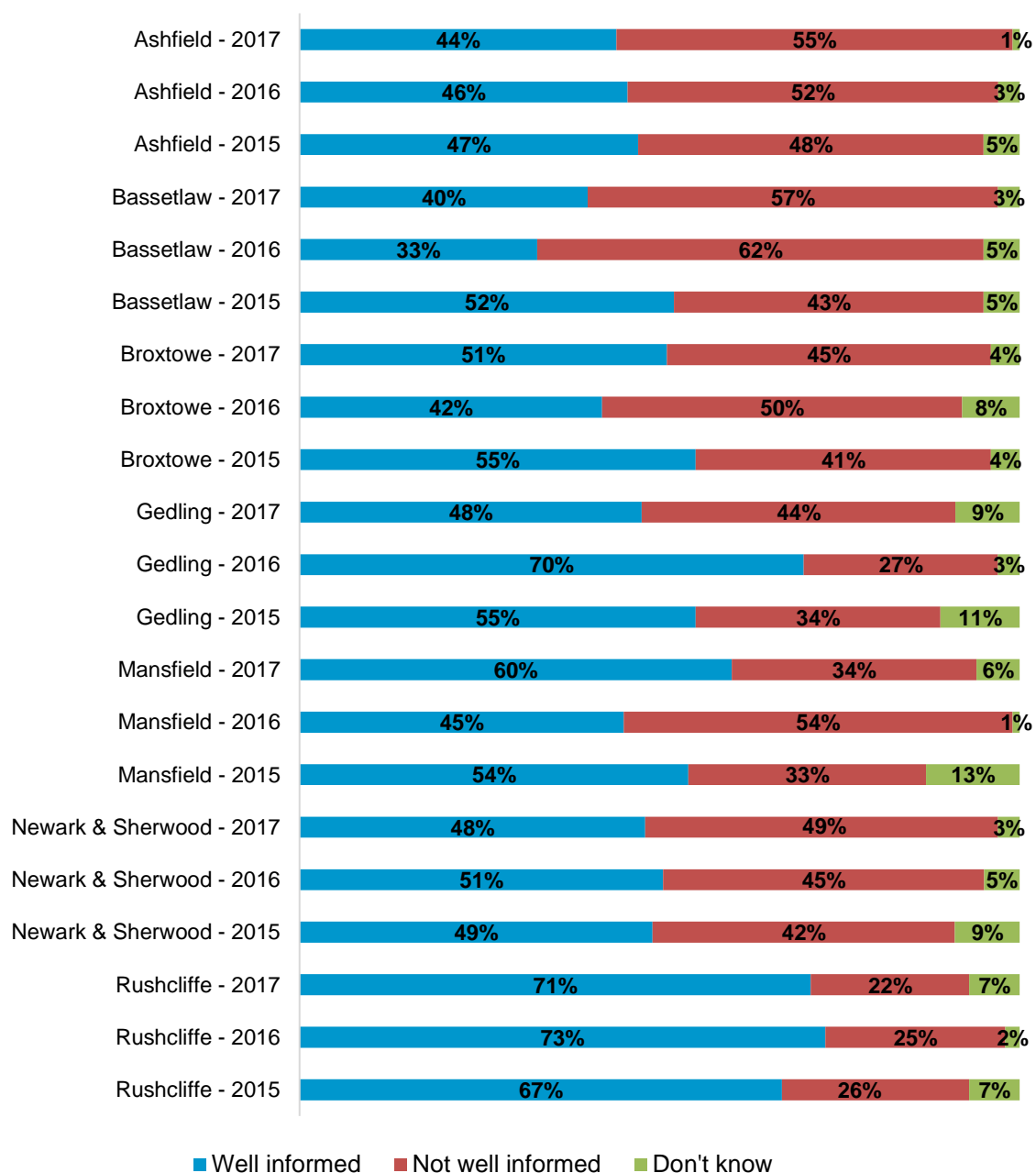
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



Seven in ten (71%) Rushcliffe respondents felt that they were well informed by the County Council, and 60% of Mansfield respondents felt the same. Bassetlaw saw the largest proportion of respondents who felt they were not well informed (57%).

Figure 21 – Level to which Nottinghamshire County Council keeps residents informed, by Local Authority area

Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



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 Resident Survey are presented below. The proportion of respondents who felt well informed by the County Council has increased in Bassetlaw (+7%), Broxtowe (+9%), and Mansfield (+15%) since 2016. Respondents from Ashfield (-2%), Gedling (-22%), Newark & Sherwood (-3%) and Rushcliffe (-2%) feel less informed than in the 2016 survey.

This year the proportion of respondents who felt well informed (51%) is at a similar level to last year (52%).

Figure 22 – Level to which Nottinghamshire County Council keeps residents informed, by Local Authority area

Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)

| District/Borough Council | Overall well informed 2015 | Overall well informed 2016 | Overall well informed 2017 |
|------------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Ashfield District Council | 47% | 46% | 44% |
| Bassetlaw District Council | 52% | 33% | 40% |
| Broxtowe Borough Council | 55% | 42% | 51% |
| Gedling Borough Council | 55% | 70% | 48% |
| Mansfield District Council | 54% | 45% | 60% |
| Newark & Sherwood District Council | 49% | 51% | 48% |
| Rushcliffe Borough Council | 67% | 73% | 71% |
| Overall | 54% | 52% | 51% |

Subgroup analysis

Subgroups more likely to say that Nottinghamshire County Council keeps residents **well informed** (51% overall) in the Resident Survey 2017 included those who were aged 35-54 (53%), 55-64 (54%) and 65+ (54%), compared to those aged 18-24 (39%)

Subgroups more likely to say that Nottinghamshire County Council **does not keep** residents **well informed** (44% overall) in the Resident Survey 2017 included those who had a long term health problem or disability (49%) compared to those who did not (42%)

3.6 Community safety

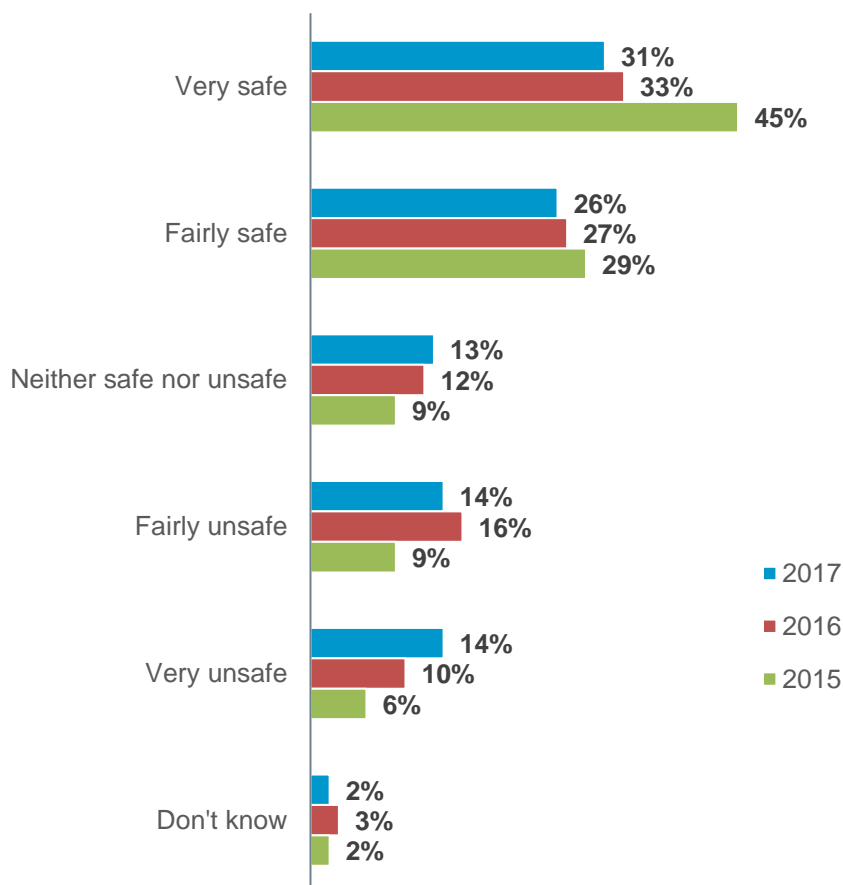
Safety in the local area after dark

Respondents from 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.

Almost three in five (57%) respondents indicated that they felt safe when outside in their local area after dark (31% very safe and 26% fairly safe). This is a decrease since last year when 60% said they felt safe and 2015 when 74% reported feeling safe.

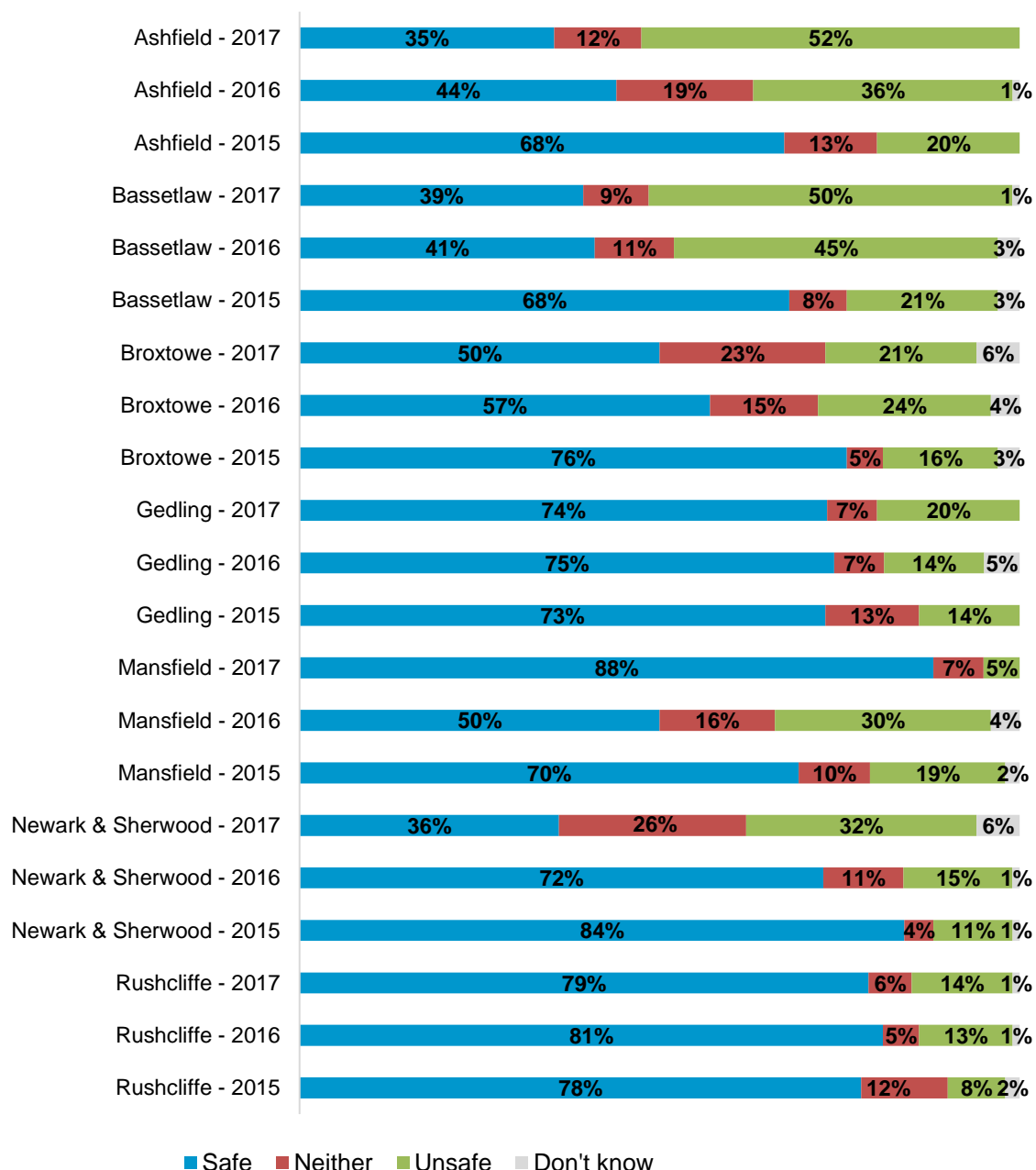
This year 28% reported that they felt unsafe (14% fairly and 14% very unsafe), which is an increase since 2016 where 26% felt unsafe. In 2015 only 15% said they felt unsafe.

Figure 23 – Feeling safe outside in the local area after dark, comparisons by year
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



The figure below presents the results to this question by Local Authority area. Large proportions of respondents from Mansfield (88%), Rushcliffe (79%) and Gedling (74%) reported feeling safe (either very or fairly safe) in their local area after dark, in comparison to 57% of the overall sample. Ashfield, Newark & Sherwood and Bassetlaw respondents felt least safe, with 35%, 36% and 39% respectively indicating that they felt either very safe or fairly safe. In Ashfield 52% said they felt unsafe outside in their local area after dark and 50% said the same in Bassetlaw.

Figure 24 – Feeling safe outside in the local area after dark, by Local Authority area
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



The proportion of respondents indicating that they felt safe (either very or fairly safe) in their local area after dark in the last three years of the Annual Satisfaction Survey are presented below. As can be seen, the proportion of respondents indicating that they felt safe in their local area after dark has decreased slightly overall from 60% in 2016 to 57% this year and is a lot less than in 2015 (74%).

Perceptions of safety after dark have decreased in Ashfield (-9%), Bassetlaw (-3%), Broxtowe (-7%), Gedling (-1%), Newark & Sherwood (-36%) and Rushcliffe (-2%).

Only in Mansfield has the proportion of respondents feeling safe in their local area after dark increased (+38%) since the survey conducted in 2016.

Figure 25 – Feeling safe outside in the local area after dark, by Local Authority area
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)

| District/Borough Council | Overall safe 2015 | Overall safe 2016 | Overall safe 2017 |
|------------------------------------|----------------------|----------------------|----------------------|
| Ashfield District Council | 68% | 44% | 35% |
| Bassetlaw District Council | 68% | 41% | 39% |
| Broxtowe Borough Council | 76% | 57% | 50% |
| Gedling Borough Council | 73% | 75% | 74% |
| Mansfield District Council | 70% | 50% | 88% |
| Newark & Sherwood District Council | 84% | 72% | 36% |
| Rushcliffe Borough Council | 78% | 81% | 79% |
| Overall | 74% | 60% | 57% |

Subgroup analysis

Subgroups more likely to say that they that they feel **safe** when they are outside in the **local area after dark** (57% overall) in the Resident Survey 2017 included those who:

- Were male (65%) compared to female (50%)
- Were aged 35-54 (62%), particularly compared to those aged 55-64 (52%) and 65+ (52%)

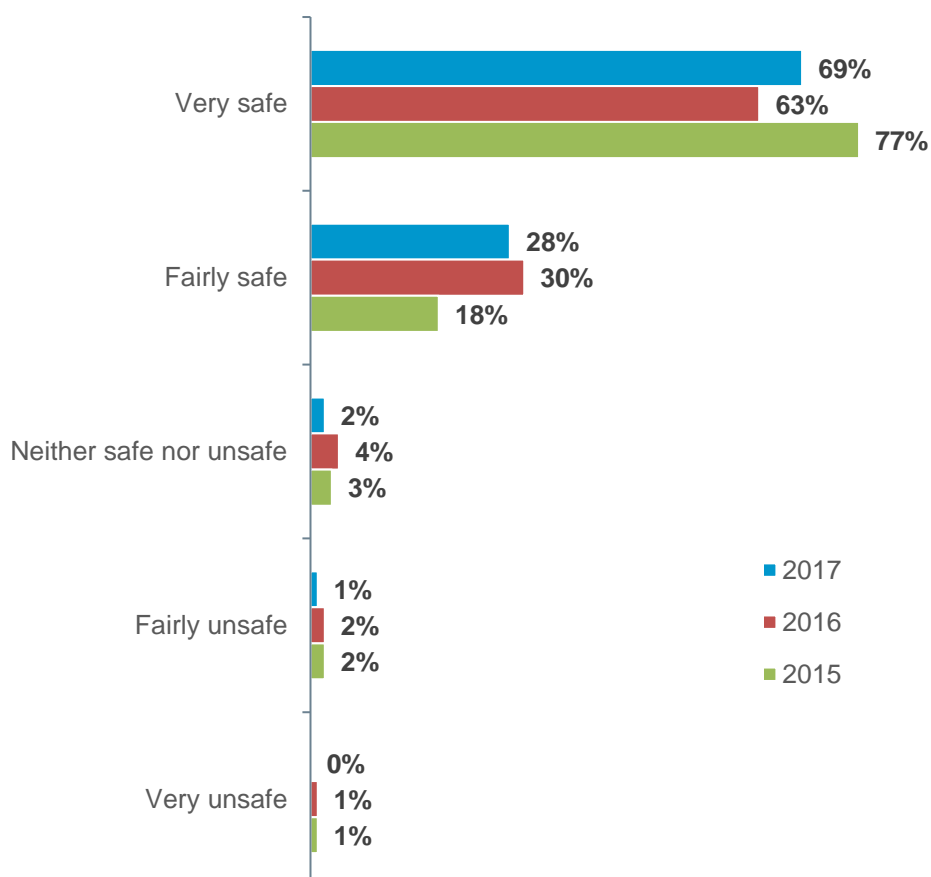
Subgroups more likely to say that they that they feel **unsafe** when they are outside in the **local area after dark** (28% overall) in the Resident Survey 2017 included those who:

- Were female (36%) compared to male (20%)
- Were aged 65+ (36%), particularly compared to those aged 35-54 (24%)
- Were economically inactive (33%) compared to those who were economically active (23%)
- Had a long term health problem or disability (37%) compared to those who did not (25%)

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. The majority (97%) of respondents indicated that they felt either very (69%) or fairly (28%) safe. This represents a 4% increase since last year (93%) and is also higher than in 2015 (95%).

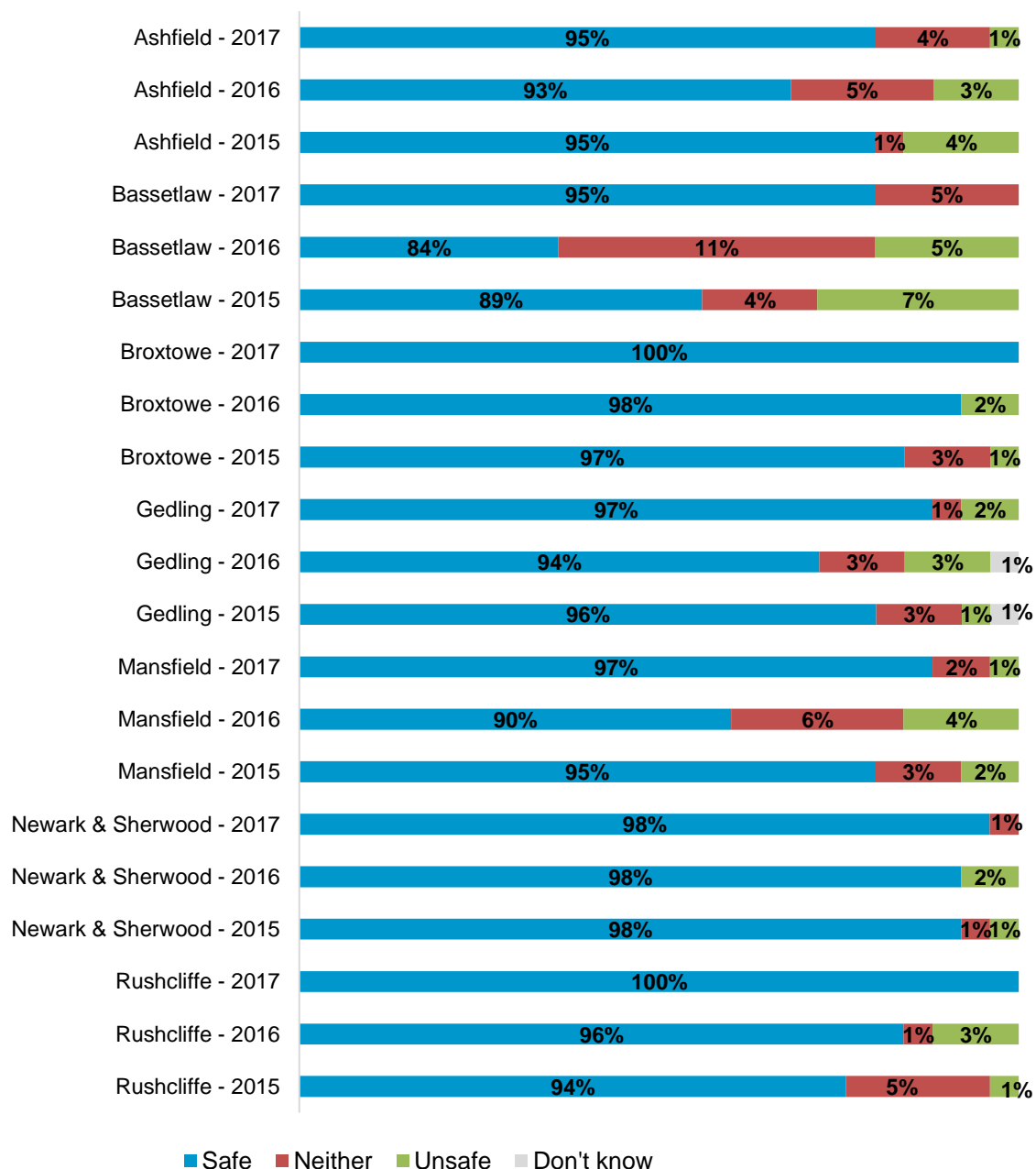
Figure 26 – Feeling safe outside in the local area during the day, comparisons by year
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



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 were similar in each area (90% or more). In Broxtowe and Rushcliffe all respondents said they felt safe. These results are presented in the figure below.

Figure 27 – Feeling safe outside in the local area during the day, by Local Authority area

Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



The proportion of respondents feeling safe (either very or fairly safe) when outside during the day are presented below. As can be seen, perceptions of safety are high in each District or Borough, but have increased in Ashfield (+2%), Bassetlaw (+11%), Broxtowe (+2%), Gedling (+3%), Mansfield (+7%) and Rushcliffe (+4%) since 2016. The proportion of those who felt safe has remained the same in Newark & Sherwood (98%) for a third year in a row.

Overall, perceptions of feeling safe when outside during the day have increased from 93% last year to 97% this year.

Figure 28 – Feeling safe outside in the local area during the day, by Local Authority area

Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)

| District/Borough Council | Overall safe 2015 | Overall safe 2016 | Overall safe 2017 |
|------------------------------------|-------------------|-------------------|-------------------|
| Ashfield District Council | 95% | 93% | 95% |
| Bassetlaw District Council | 89% | 84% | 95% |
| Broxtowe Borough Council | 97% | 98% | 100% |
| Gedling Borough Council | 96% | 94% | 97% |
| Mansfield District Council | 95% | 90% | 97% |
| Newark & Sherwood District Council | 98% | 98% | 98% |
| Rushcliffe Borough Council | 94% | 96% | 100% |
| Overall | 95% | 93% | 97% |

Subgroup analysis

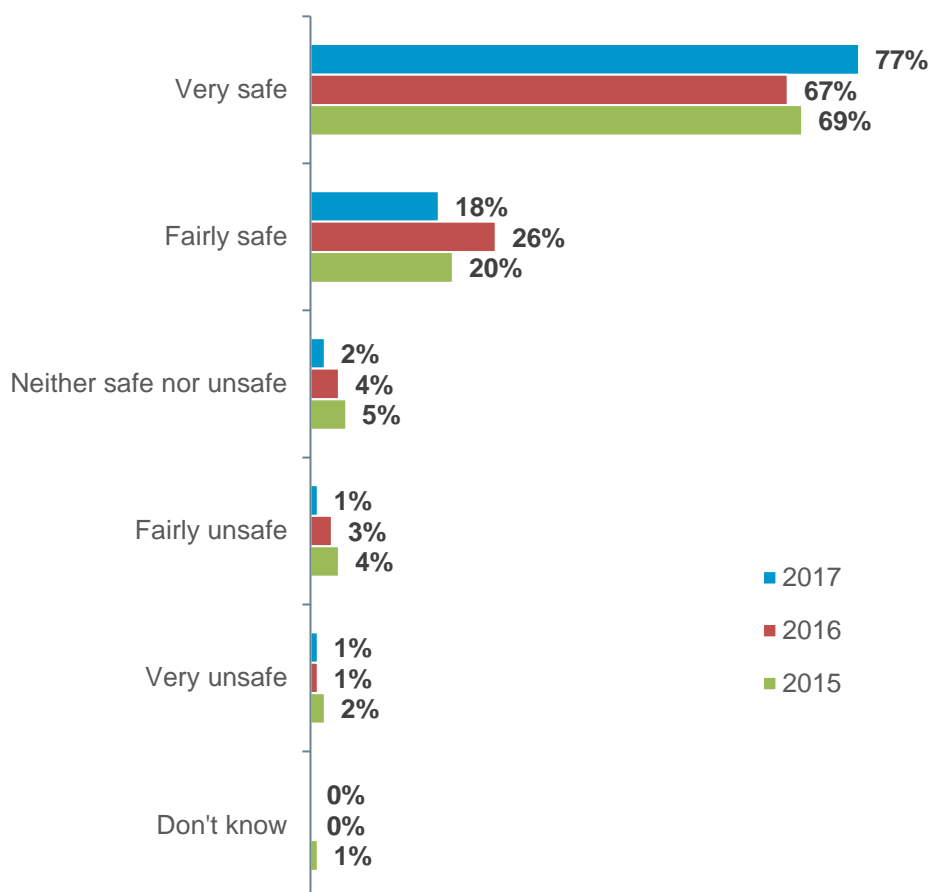
Subgroups more likely to say that they that they feel **safe** when they are outside in the **local area during the day** (97% overall) in the Resident Survey 2017 included those who were male (99%) compared to female (96%)

Safety when home alone at night

Respondents were also asked about how safe they feel when in their home alone at night. The proportion of respondents indicating that they felt safe has increased slightly this year to 95% from 93% in 2016. The proportion reporting that they felt very safe has also increased from 67% to 77%.

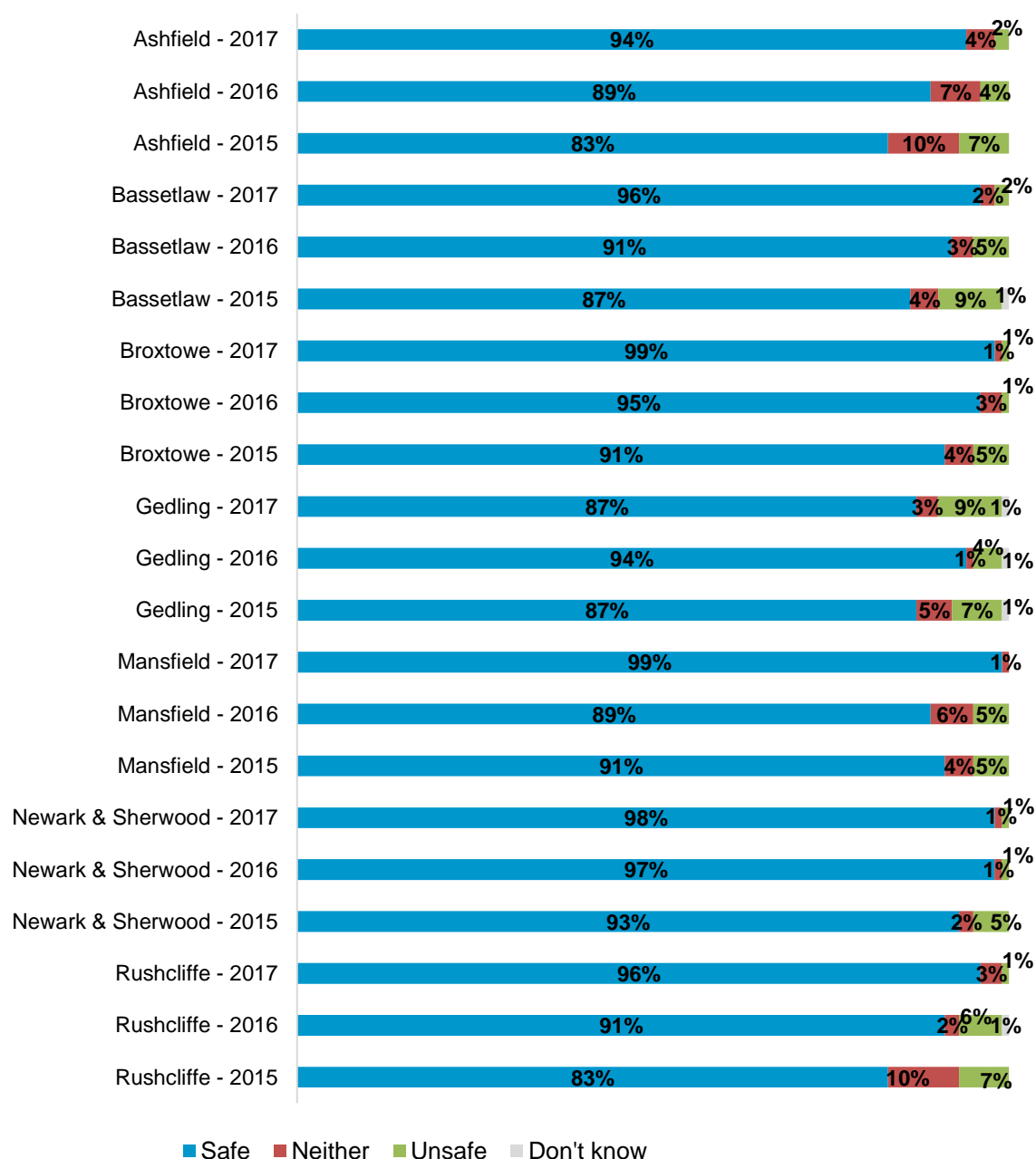
Two per cent of respondents reported that they felt either fairly unsafe or very unsafe, which is lower than last year (4%) and is 4% lower than in 2015 (6%).

Figure 29 – Feeling safe when home alone at night, comparisons by year
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



Perceptions of feeling safe when home alone at night were high in most Districts and Boroughs, however, smaller proportions of respondents from Ashfield and Gedling (94% and 87% respectively) reported feeling safe (either very or fairly safe) in comparison to the overall sample (96%). In Broxtowe and Mansfield large proportions of respondents reported feeling either very or fairly safe (both 99%). Gedling saw the largest proportion of respondents saying they felt unsafe (9%).

Figure 30 – Feeling safe when home alone at night, by Local Authority area
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



As can be seen below, perceptions of feeling safe have increased in Ashfield (+5%), Bassetlaw (+5%), Broxtowe (+4%), Mansfield (+10%), Newark & Sherwood (+1%), and Rushcliffe (+5%) since the 2016 survey. Perceptions of safety have only decreased in Gedling (-7%).

Across all Districts and Boroughs, overall perceptions of safety when home alone at night are high at 95%, 2% higher than the level seen in 2016 (93%) and 6% higher than in 2015 (89%).

Figure 31 – Feeling safe when home alone at night, by Local Authority area
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)

| District/Borough Council | Overall safe 2015 | Overall safe 2016 | Overall safe 2017 |
|------------------------------------|-------------------|-------------------|-------------------|
| Ashfield District Council | 83% | 89% | 94% |
| Bassetlaw District Council | 87% | 91% | 96% |
| Broxtowe Borough Council | 91% | 95% | 99% |
| Gedling Borough Council | 87% | 94% | 87% |
| Mansfield District Council | 91% | 89% | 99% |
| Newark & Sherwood District Council | 93% | 97% | 98% |
| Rushcliffe Borough Council | 88% | 91% | 96% |
| Overall | 89% | 92% | 95% |

Subgroup analysis

Subgroups more likely to say that they feel **safe** when they are **alone at home at night** (95% overall) in the Resident Survey 2017 included those who:

- Were male (97%) compared to female (94%)
- Were economically active (97%) compared to those who were economically inactive (92%)
- Did not have a long term health problem or disability (96%) compared to those who did (93%)

3.7 Community cohesion

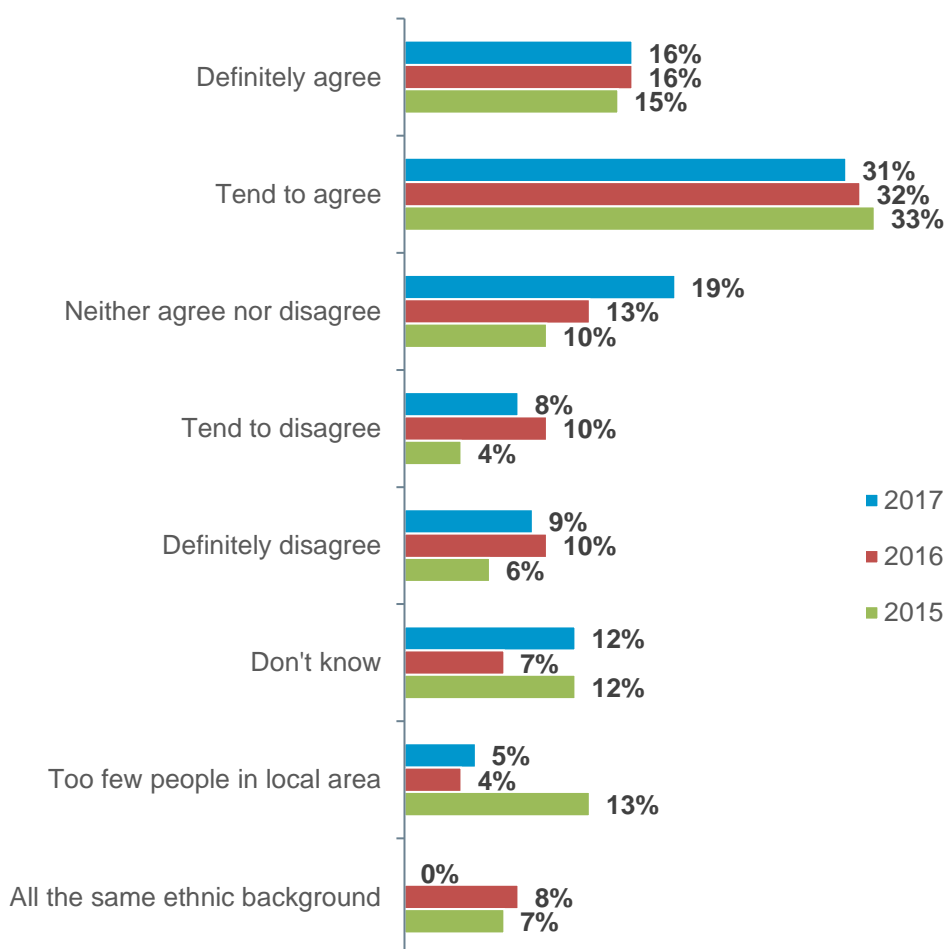
A recognised measure of community cohesion is achieved by asking people about the degree to which they agree that their local area is one where people from different backgrounds get on well together. Respondents in Nottinghamshire were, therefore, asked the extent to which they agree or disagree with this statement. The results are shown below. 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 national news stories recently about refugees and the EU Referendum, which may have had an effect on people’s attitudes.

Almost half (47%) of the overall sample agreed that people from different ethnic backgrounds get along well together in Nottinghamshire (16% definitely agree and 31% tend to agree). This is similar to 2016 (48%) and 2015 (48%).

This year one in six (17%) disagreed, with 8% tending to disagree and 9% definitely disagreeing. This is a decrease of 3% from last year (20%) and is 7% more than in 2015 (10%).

Figure 32 – Agreement that people from different ethnic backgrounds get along, comparisons by year

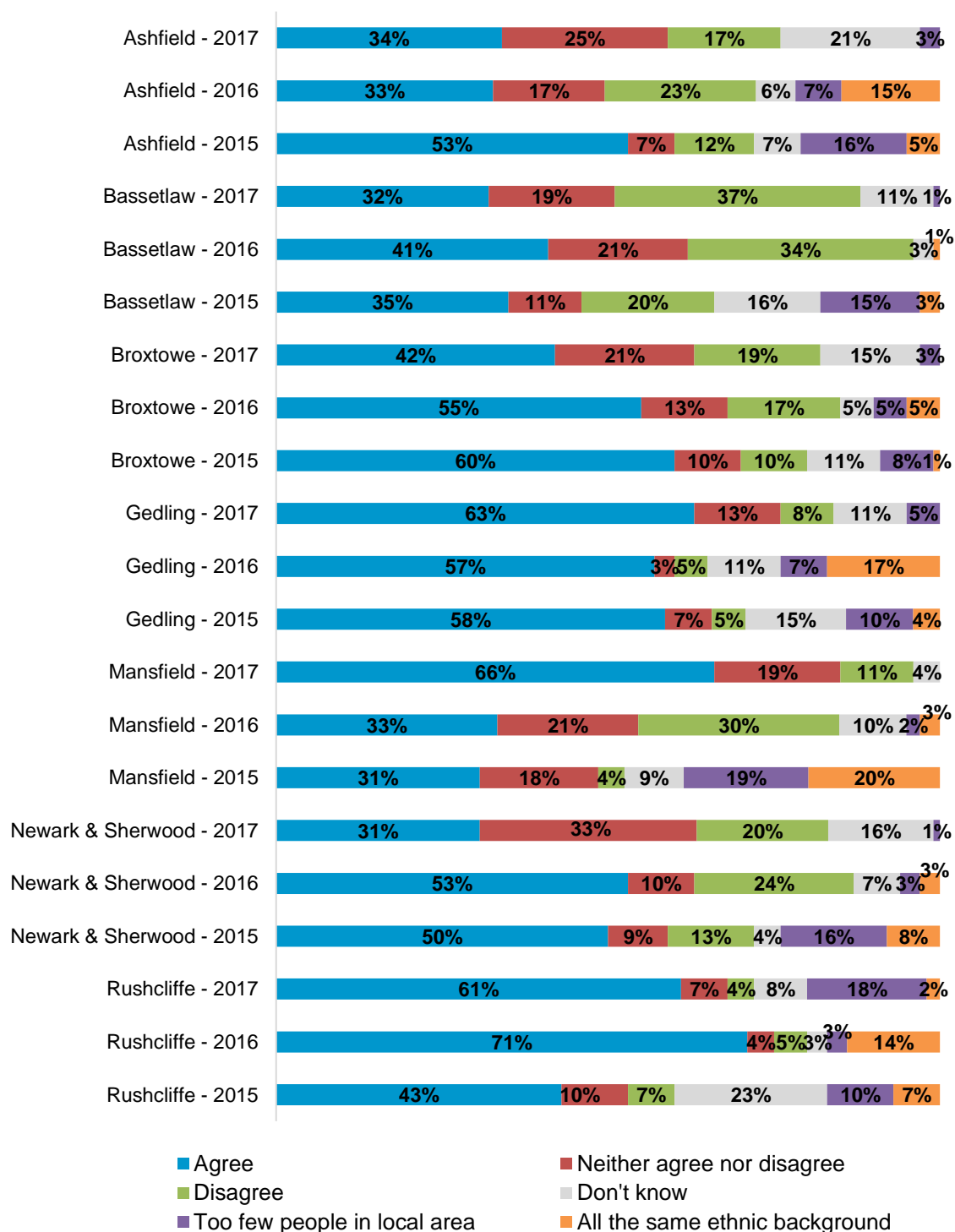
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



Looking across the Districts and Boroughs, agreement was highest in Mansfield (66%), Gedling (63%) and Rushcliffe (61%). Agreement was low in Newark & Sherwood (31%), Bassetlaw (32%) and Ashfield (34%). Disagreement that people from different ethnic backgrounds get on well together was particularly high for respondents from Bassetlaw (37%) in comparison to the other Districts and Boroughs.

Figure 33 – Agreement that people from different ethnic backgrounds get along, by Local Authority area

Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



Since the 2016 survey, the proportion of respondents who agree has increased in Ashfield (+1%), Gedling (+6%), and Mansfield (+33%). It has decreased in Bassetlaw (-9%), Broxtowe (-13%), Newark & Sherwood (-22%) and Rushcliffe (-10%).

Overall the level of agreement is similar to 2015 and 2016 (both 48%).

Figure 34 – Agreement that people from different ethnic backgrounds get along, by Local Authority area

Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)

| District/Borough Council | Overall agreement 2015 | Overall agreement 2016 | Overall agreement 2017 |
|------------------------------------|------------------------|------------------------|------------------------|
| Ashfield District Council | 53% | 33% | 34% |
| Bassetlaw District Council | 35% | 41% | 32% |
| Broxtowe Borough Council | 60% | 55% | 42% |
| Gedling Borough Council | 58% | 57% | 63% |
| Mansfield District Council | 31% | 33% | 66% |
| Newark & Sherwood District Council | 50% | 53% | 31% |
| Rushcliffe Borough Council | 43% | 71% | 61% |
| Overall | 48% | 48% | 47% |

Subgroup analysis

Subgroups more likely to say that they that they **agree** that people from different ethnic backgrounds get on well together (47% overall) in the Resident Survey 2017 included those who were aged 35-54 (52%), particularly compared to those aged 25-34 (38%)

Subgroups more likely to say that they that they **disagree** that people from different ethnic backgrounds get on well together (16% overall) in the Resident Survey 2017 included those who:

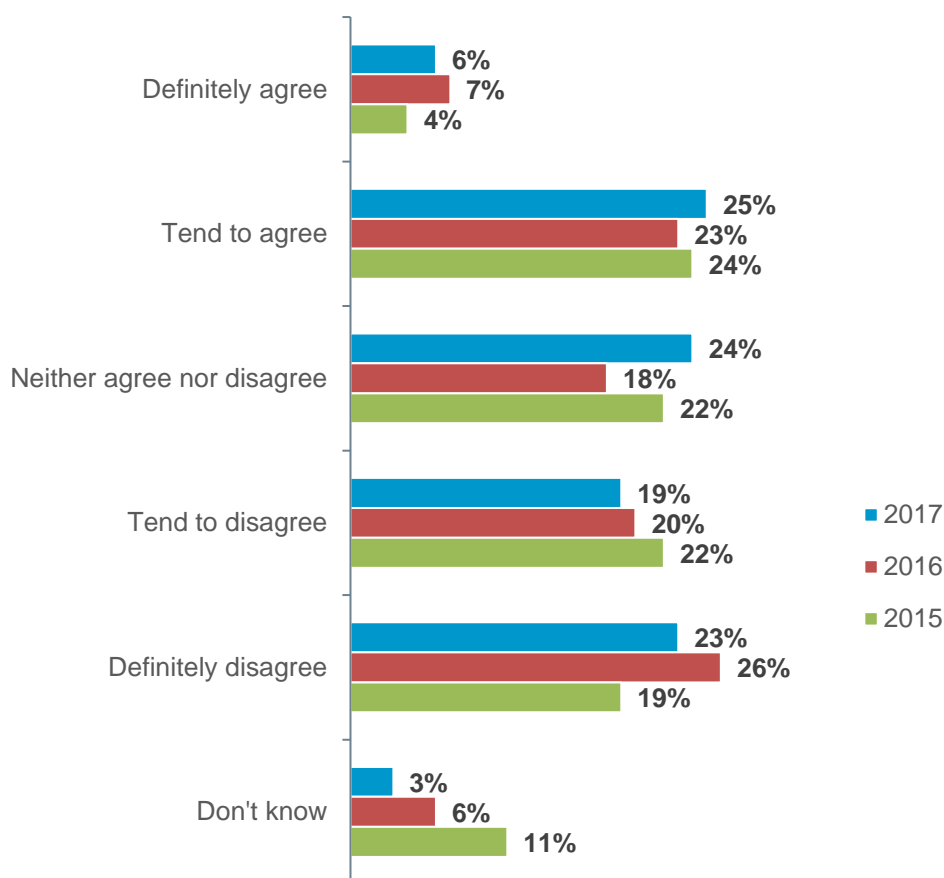
- Were aged 18-24 (27%), particularly compared to those aged 65+ (10%)
- Were from a non-White ethnic background (32%) compared to a White ethnic background (16%)

3.8 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. Three in ten (31%) agreed at least to some extent that they can influence decisions (6% definitely agree and 25% tend to agree). This is similar to 2016 (30%) and 3% higher than 2015 (28%).

Four in ten (42%) said they disagreed to some extent, which is 4% lower than last year (46%) and is similar to 2015 (41%).

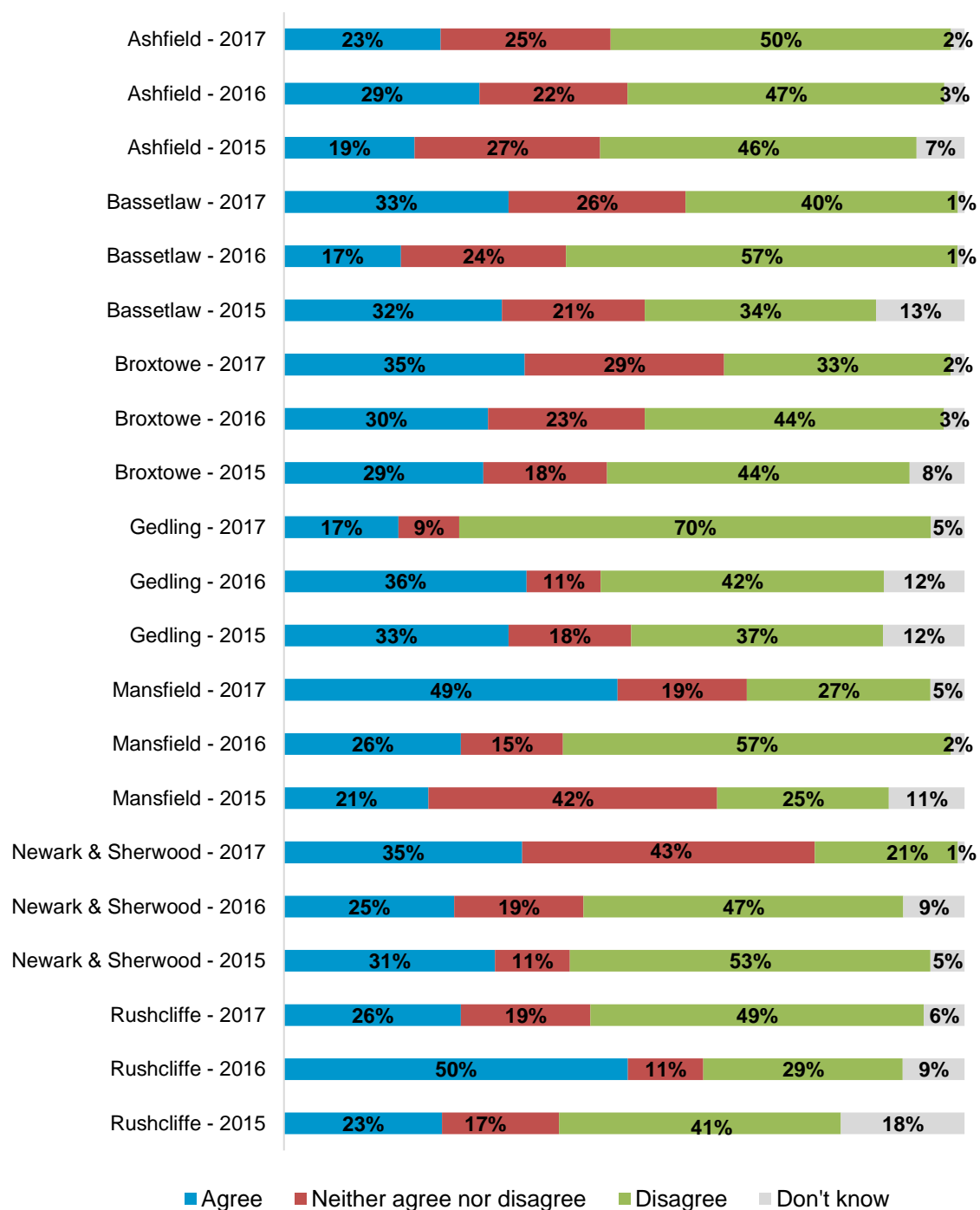
Figure 35 – Agreement about ability to influence decisions affecting the local area, comparisons by year
Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



Agreement that local people can influence decisions affecting their local area (including those who definitely agreed and those who tended to agree) was highest in Mansfield this year (49%). Disagreement, on the other hand, was highest in Gedling (70%).

Figure 36 – Agreement about ability to influence decisions affecting the local area, by Local Authority area

Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)



As can be seen below, the proportion of those agreeing has increased in Bassetlaw (+16%), Broxtowe (+5%), Mansfield (+23%), and Newark & Sherwood (+10%). However, it has decreased in Ashfield (-6%), Gedling (-19%) and Rushcliffe (-24%).

Overall, agreement is at a similar level to 2016 (30%) and has increased since the 2015 survey by 3%.

Figure 37 – Agreement about ability to influence decisions affecting the local area, by Local Authority area

Base: All respondents (2017 = 1,058 / 2016 = 1,069 / 2015 = 1,081)

| District/Borough Council | Overall agreement 2015 | Overall agreement 2016 | Overall agreement 2017 |
|------------------------------------|------------------------|------------------------|------------------------|
| Ashfield District Council | 19% | 29% | 23% |
| Bassetlaw District Council | 32% | 17% | 33% |
| Broxtowe Borough Council | 29% | 30% | 35% |
| Gedling Borough Council | 33% | 36% | 17% |
| Mansfield District Council | 21% | 26% | 49% |
| Newark & Sherwood District Council | 31% | 25% | 35% |
| Rushcliffe Borough Council | 23% | 50% | 26% |
| Overall | 28% | 30% | 31% |

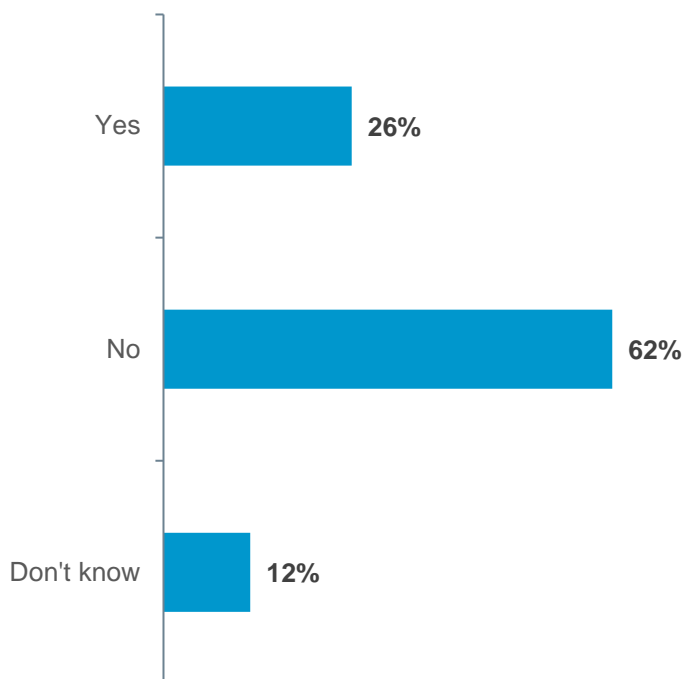
Subgroup analysis

Subgroups more likely to say that they that they **agree** that they can **influence decisions affecting their local area** (31% overall) in the Resident Survey 2017 included those who were economically inactive (37%) compared to those were economically active (29%)

3.9 Council Tax

This year, respondents were asked whether they felt Council Tax should be increased or if instead the Council should reduce public services further or cut some completely. A quarter (26%) agreed that Council Tax should be increased, but six in ten (62%) were opposed. A further 12% said they did not know.

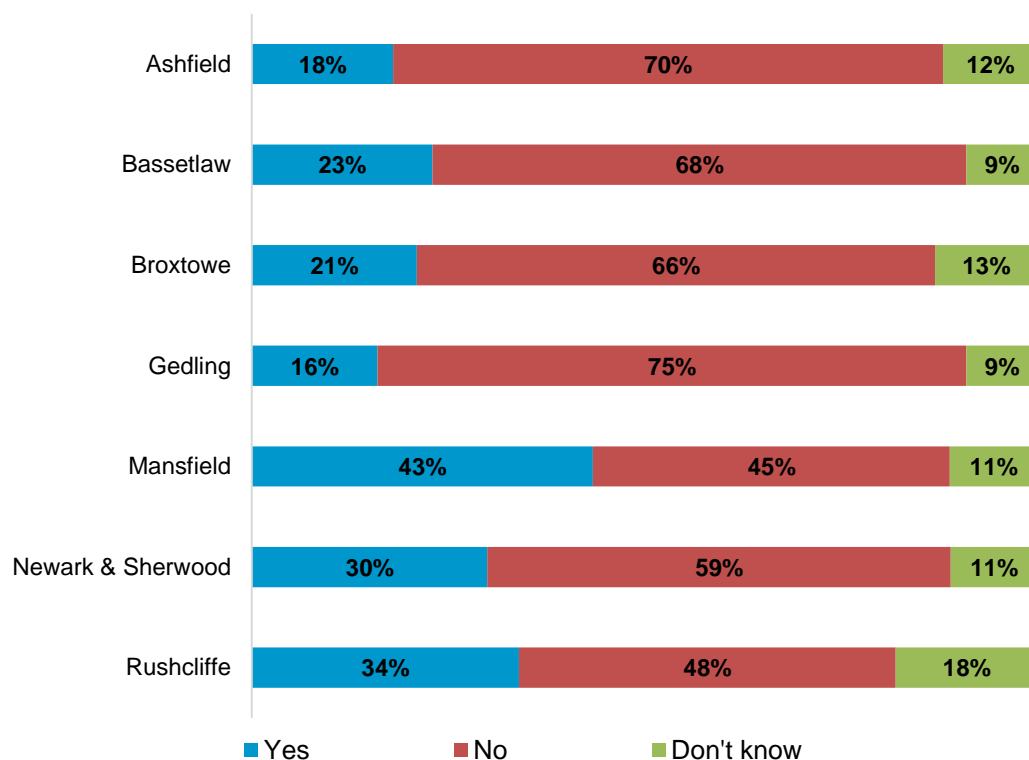
Figure 38 – Increase in Council Tax
Base: All respondents (1,058)



Respondents from Mansfield were most likely to say that they thought Council Tax should be increased (43%). By comparison only 16% thought it should be increased in Gedling. Three-quarters of respondents from Gedling (75%) said they thought it should not be increased and 70% from Ashfield said the same.

Respondents from Rushcliffe were most likely to say they did not know (18%).

Figure 39 – Increase in Council Tax, by Local Authority area
Base: All respondents (1,058)



Subgroup analysis

Subgroups more likely to say that **Council Tax should be increased** (26% overall) in the Resident Survey 2017 included those who were aged 65+ (31%), 55-64 (26%) and 35-54 (31%) compared to those aged 18-24 (16%) and 25-34 (16%)

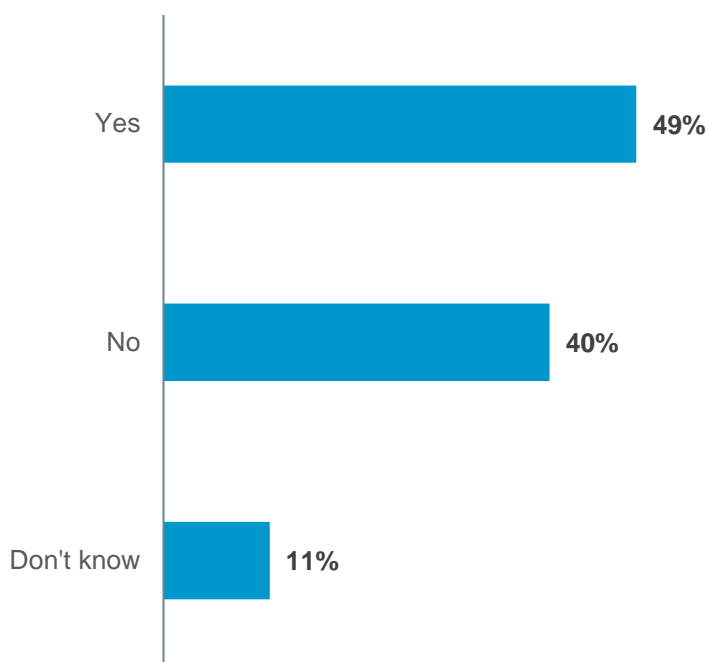
Subgroups more likely to say that they that **Council Tax should not be increased** (62% overall) in the Resident Survey 2017 included those who were aged 25-34 (75%), particularly compared to those aged 65+ (56%)

3.10 Health and wellbeing

This year respondents were also asked if they felt that the Council should provide more information about the ways people can improve their health and wellbeing. Half of respondents (49%) thought the Council should provide more information and 40% thought it should not. A further 11% said they did not know.

Figure 40 – Council should provide more information about ways to improve health and wellbeing

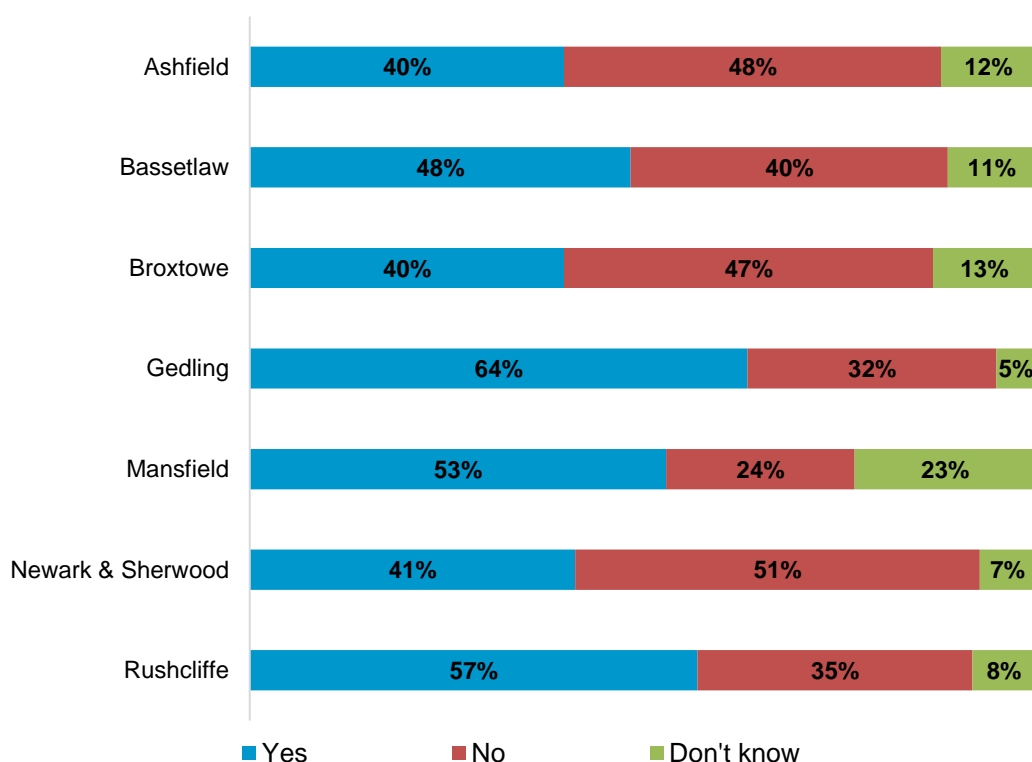
Base: All respondents (1,058)



Respondents from Gedling were most likely to say that the Council should provide more information about ways to improve health and wellbeing (64%). By comparison, only 40% from both Ashfield and Broxtowe said the same. This was also low in Newark & Sherwood (41%).

Half of the respondents from Newark & Sherwood (51%) thought the Council should not provide more information. By comparison, only 24% from Mansfield said this.

Figure 41 – Council should provide more information about ways to improve health and wellbeing, by Local Authority area
Base: All respondents (1,058)



Subgroup analysis

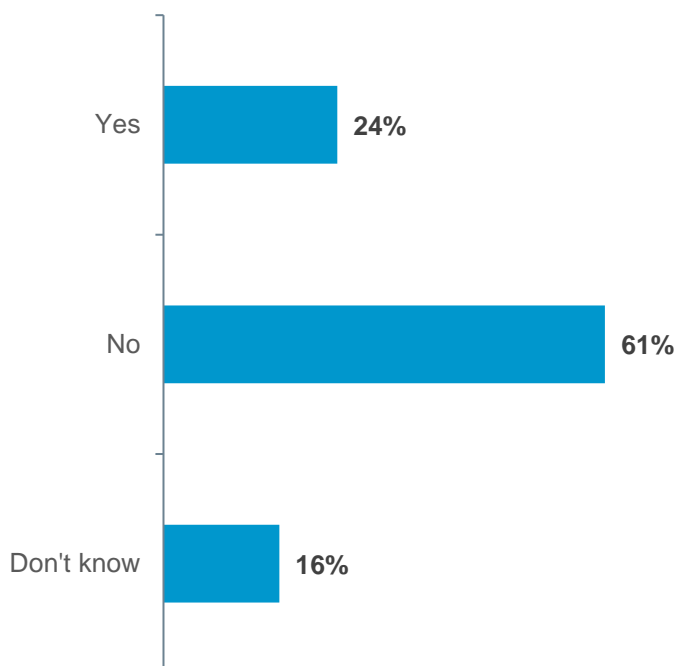
Subgroups more likely to say that the Council **should provide more information** about ways people can improve their health and wellbeing (49% overall) in the Resident Survey 2017 included those who were aged 18-24 (57%), particularly compared to those aged 65+ (46%)

3.11 Free and subsidised travel to school

Respondents were asked if they felt the Council should limit free or subsidised travel in respect of home to school transport. Six in ten (61%) felt it should not and a quarter felt it should (24%). A further 16% said they did not know.

Figure 42 – Council should limit free or subsidised travel in respect of home to school transport

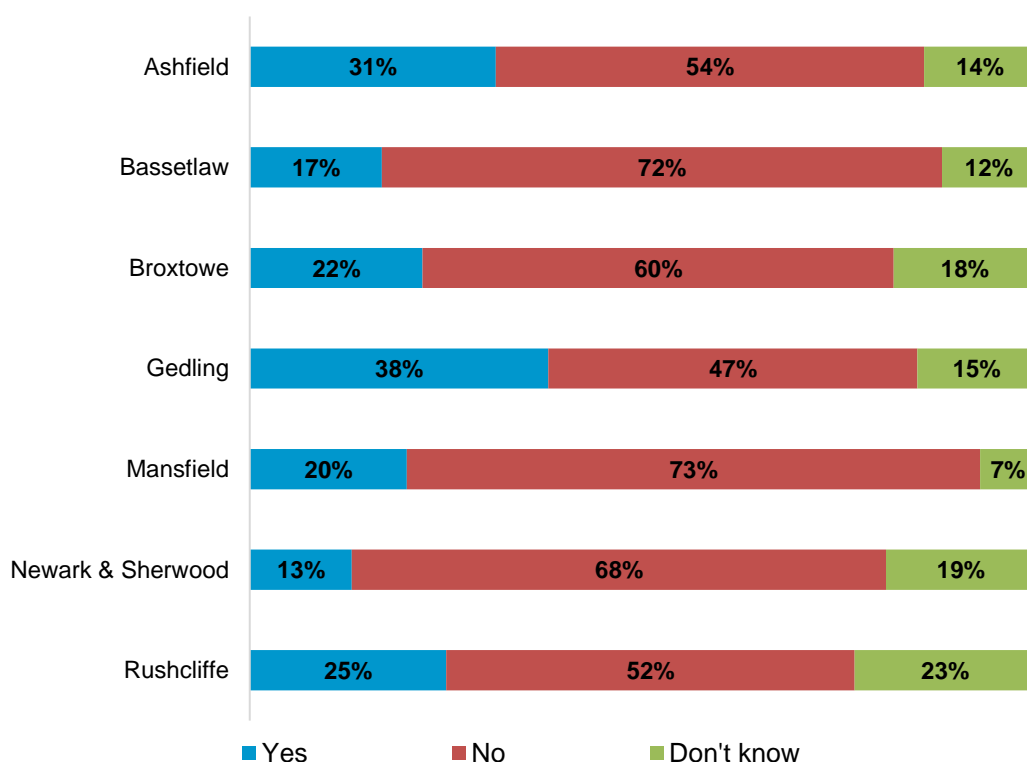
Base: All respondents (1,058)



Respondents from Gedling were most likely to say they thought the Council should limit free or subsidised travel in respect of home to school transport (38%). Three in ten (31%) respondents from Ashfield said the same.

Respondents from Bassetlaw and Mansfield were most likely to say the Council should not limit free or subsidise travel (72% and 73% respectively).

Figure 43 – Council should limit free or subsidised travel in respect of home to school transport, by Local Authority area
Base: All respondents (1,058)



Subgroup analysis

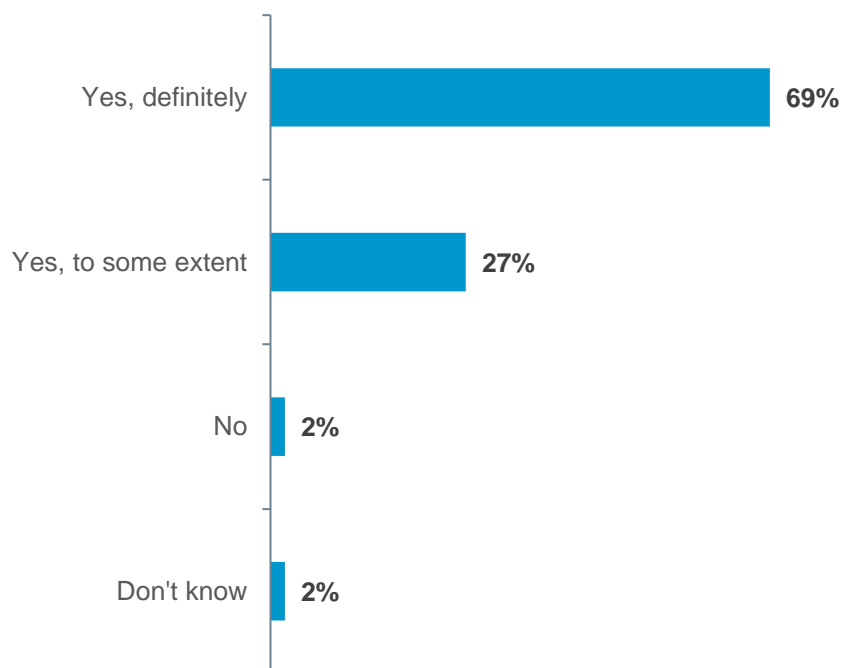
Subgroups more likely to say that the Council **should not limit free or subsidised travel** in respect of home to school transport (61% overall) in the Resident Survey 2017 included those who:

- Were aged 18-24 (66%) and 25-34 (70%) compared to those aged 55-64 (54%) and 65+ (55%)
- Did not have a long term health problem or disability (63%) compared to those who did (52%)

3.12 Care and support for people

This year respondents were asked if they were in favour of the Council supporting people who need care and support to stay independent for as long as possible. Almost all respondents (96%) said they were in favour, with only a small minority saying they were not (2%) or they did not know (2%). Seven in ten (69%) said they were definitely in favour and 27% were in favour to some extent.

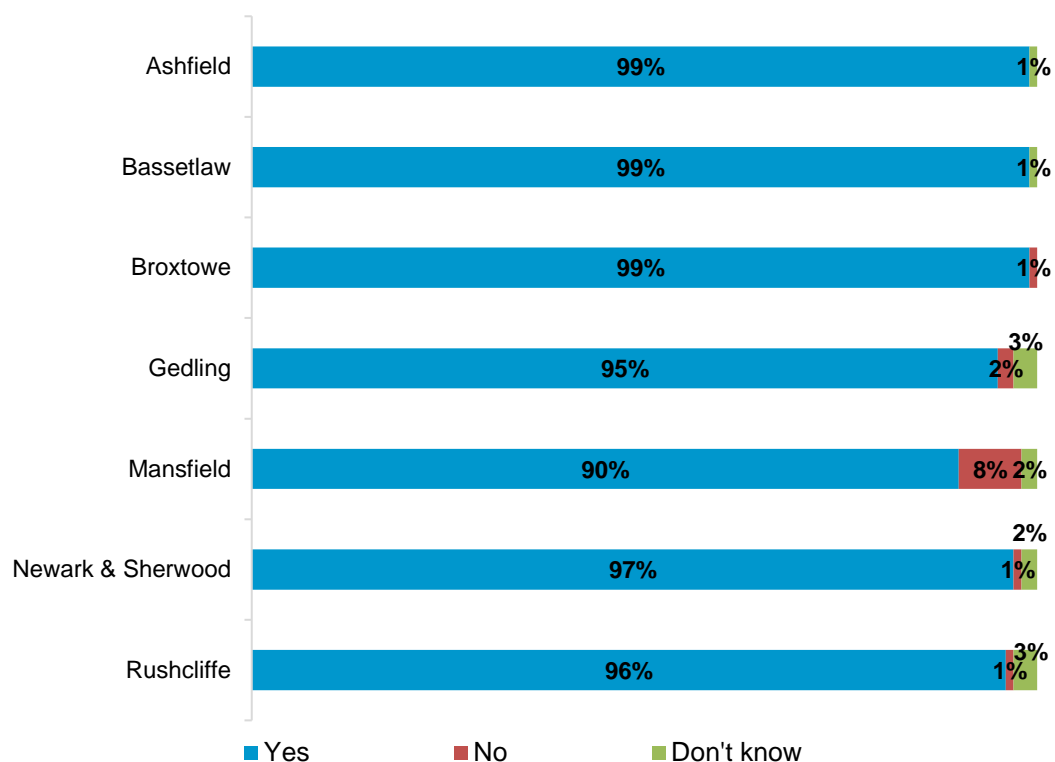
Figure 44 – In favour of Council supporting people who need care and support to stay independent for as long as possible
Base: All respondents (1,058)



Nearly everyone from Ashfield, Bassetlaw and Broxtowe were in favour (all 99%). However, a smaller proportion of respondents from Mansfield were (90%). A further 8% of Mansfield respondents said they were not in favour, which was the highest by local authority area.

Figure 45 – In favour of Council supporting people who need care and support to stay independent for as long as possible, by Local Authority area

Base: All respondents (2017 = 1,058)



Subgroup analysis

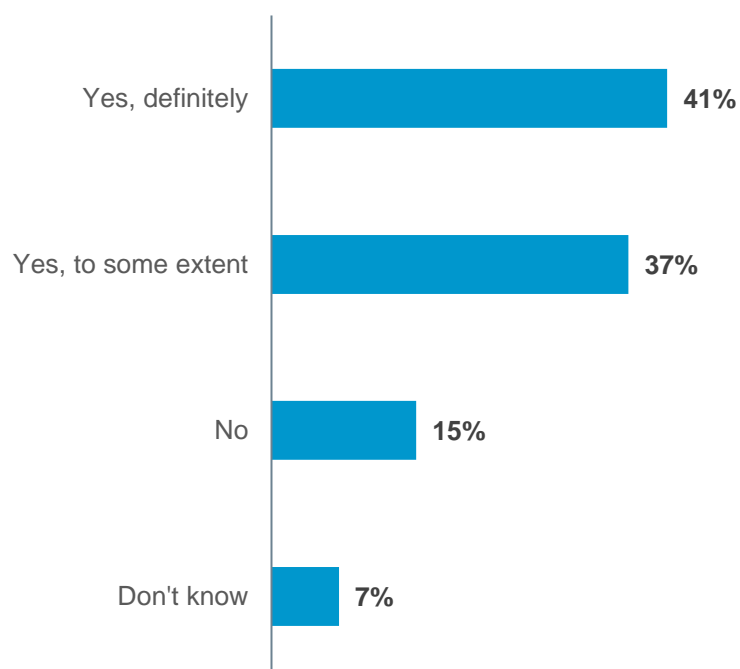
Subgroups more likely to say that they were **in favour** of the Council supporting people who need care and support to stay independent for as long as possible (97% overall) in the Resident Survey 2017 included those who were aged 65+ (98%) or 35-54 (98%), particularly compared to those aged 18-24 (93%)

3.13 Operating more commercially to generate income

Respondents were also asked if they would be in favour of the Council operating more commercially to generate more of its own income. Eight in ten (78%) respondents said they were in favour. One in seven (15%) said they were not and 6% did not know. Four in ten (41%) said they were definitely in favour and 37% were in favour to some extent.

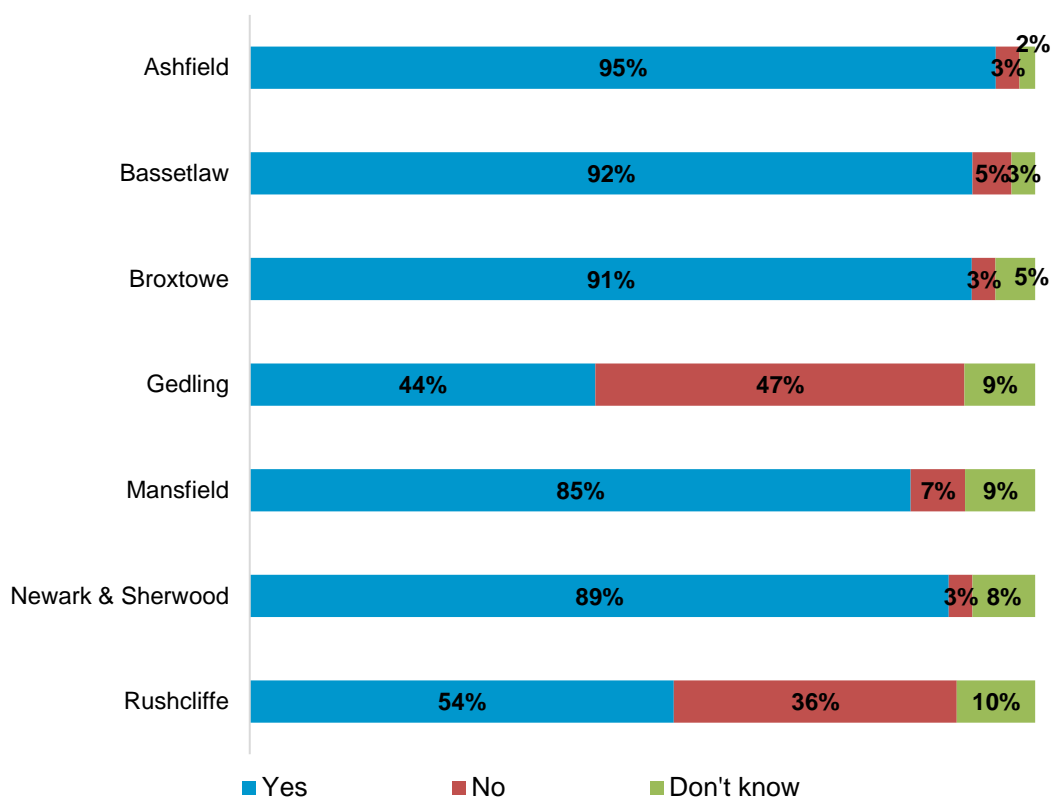
Figure 46 – In favour of Council operating more commercially to generate more of its own income

Base: All respondents (1,058)



Respondents from Ashfield, Bassetlaw and Broxtowe were most likely to be in favour of the Council operating more commercially to generate more of its own income (95%, 92% and 91% respectively). By comparison, only 44% of Gedling respondents and 54% of Rushcliffe respondents were in favour. Large proportions of respondents from these areas said they were not in favour (47% and 36% respectively).

Figure 47 – In favour of Council operating more commercially to generate more of its own income, by Local Authority area
Base: All respondents (1,058)



Subgroup analysis

Subgroups more likely to say that they were **in favour** of the Council operating more commercially to generate more of its own income (78% overall) in the Resident Survey 2017 included those who were aged 35-54 (83%), particularly compared to those aged 65+ (73%)

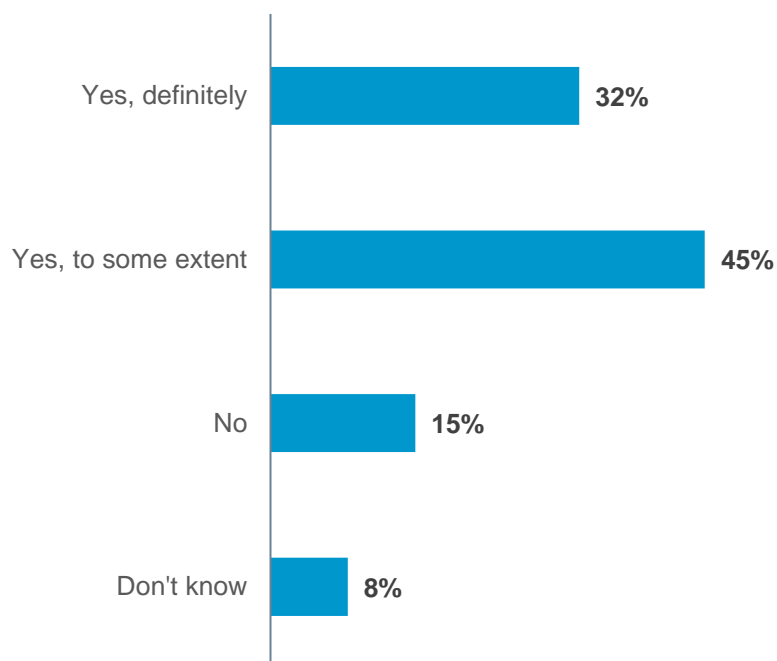
Subgroups more likely to say that they were **not in favour** of the Council operating more commercially to generate more of its own income (15% overall) in the Resident Survey 2017 included those who had a long term health problem or disability (20%) compared to those who did not (13%)

3.14 Air pollution and traffic calming measures

Respondents were next asked whether they thought air pollution should be given more of a priority when planning traffic calming measures. Three-quarters (77%) said they thought it should be given more of a priority (32% definitely and 45% to some extent). One in seven (15%) thought that it should not and 8% did not know.

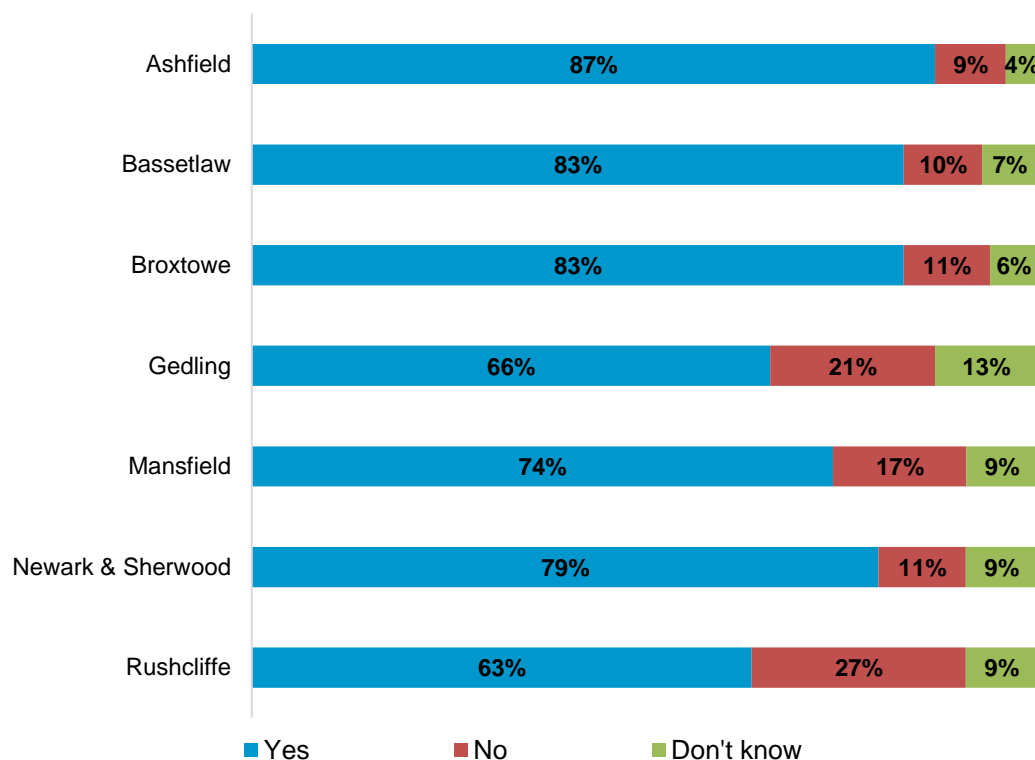
Figure 48 – Reducing air pollution should be given more of a priority when planning traffic calming measures

Base: All respondents (1,058)



Respondents from Ashfield were most likely to say they thought that reducing air pollution should be given more of a priority when planning traffic calming measures (87%). Smaller proportions of respondents from Gedling (66%) and Rushcliffe (63%) thought the same. Respondents from Gedling and Rushcliffe were more likely to say that it should not be given more of a priority (21% and 27% respectively).

Figure 49 – Reducing air pollution should be given more of a priority when planning traffic calming measures, by Local Authority area
Base: All respondents (1,058)



Subgroup analysis

Subgroups more likely to say that reducing air pollution **should be given more of a priority** when planning traffic calming measures (77% overall) in the Resident Survey 2017 included those who:

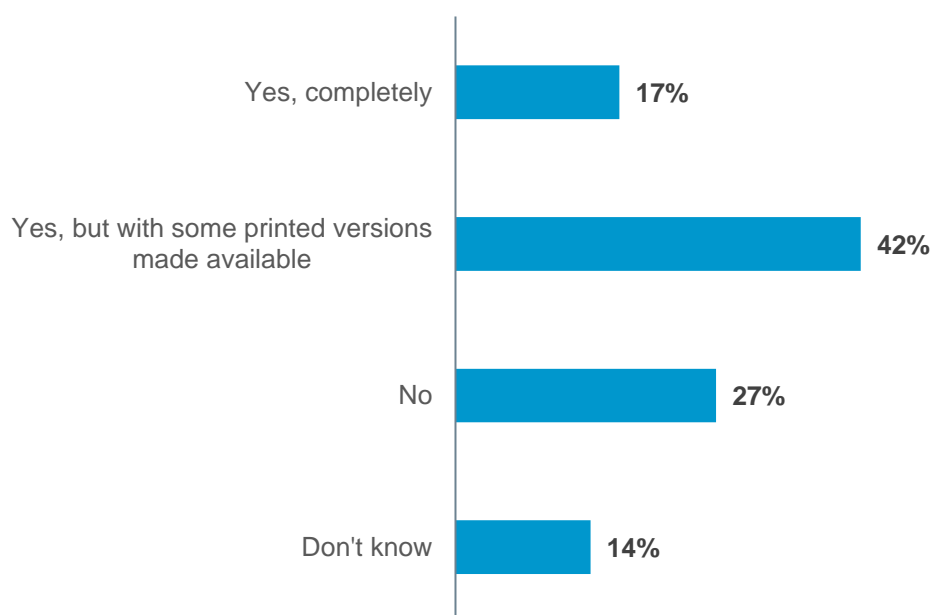
- Were female (80%) compared to male (73%)
- Were aged 35-54 (79%) or 55-64 (80%), particularly compared to those aged 18-24 (68%)

3.15 ‘County Life’ publication

Each year the County Council publishes a magazine called ‘County Life’, which helps keep residents informed about the services that the Council delivers. All households in Nottinghamshire receive a printed copy through their door and the publication is also available to read online.

Respondents in this year’s survey were asked if they would be in favour of the publication being replaced by email or online versions. One in six (17%) said they would be completely in favour, but 42% said they were in favour but with some printed versions made available. A further quarter (27%) were not in favour.

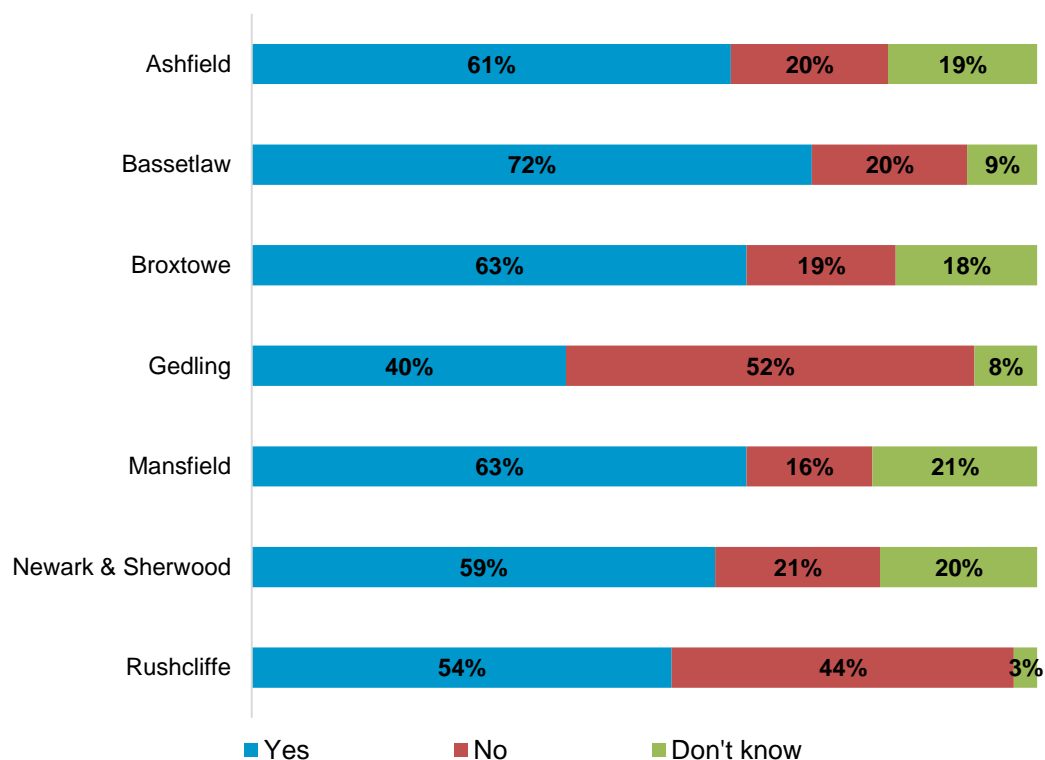
Figure 50 – In favour of ‘County Life’ being replaced by email or online versions
Base: All respondents (1,058)



Respondents from Bassetlaw were most in favour (72%). A much smaller proportion of respondents from Gedling was in favour (40%). More than half of the respondents from Gedling (52%) said they were not in favour. Large proportions of respondents in Ashfield (19%), Broxtowe (18%), Mansfield (21%) and Newark & Sherwood (20%) said they did not know, indicating that perhaps many were unaware of the publication.

Figure 51 – In favour of ‘County Life’ being replaced by email or online versions, by Local Authority area

Base: All respondents (1,058)



Subgroup analysis

Subgroups more likely to say that they were **in favour** of ‘County Life’ being replaced by email or online versions (59% overall) in the Resident Survey 2017 included those who:

- Were aged 35-54 (68%), particularly compared to those aged 65+ (51%) and 18-24 (52%)
- Were economically active (64%) compared to those who were not (54%)

Subgroups more likely to say that they were **not in favour** of ‘County Life’ being replaced by email or online versions (27% overall) in the Resident Survey 2017 included those who:

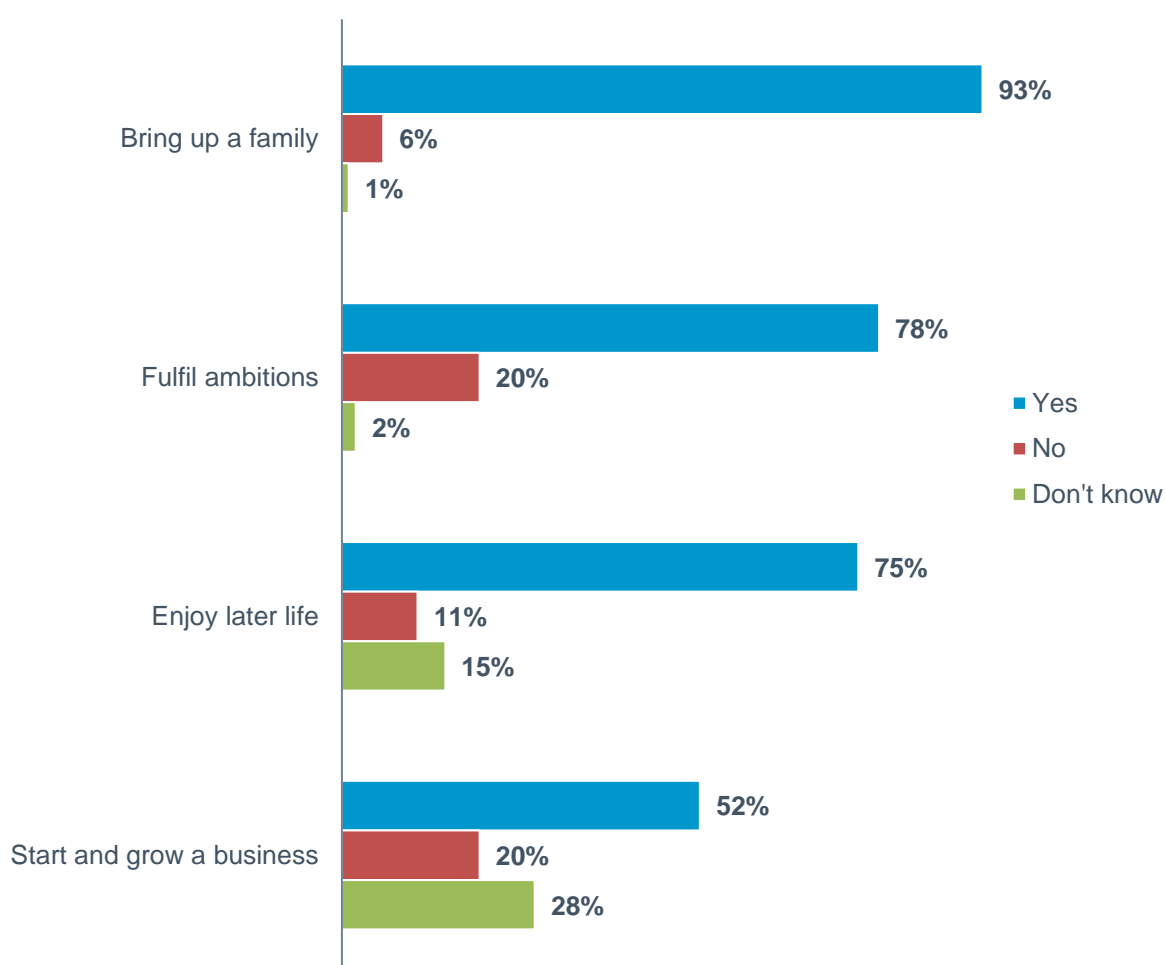
- Were aged 65+ (42%), particularly compared to those aged 25-34 (19%) and 35-54 (21%)
- Had a long term health problem or disability (40%) compared to those who did not (24%)

3.16 Nottinghamshire as a place

This year’s survey asked respondents to what extent they would recommend Nottinghamshire as a place to bring up a family, fulfil ambitions, enjoy later life, and start and grow a business.

Nine in ten respondents (93%) said they would recommend Nottinghamshire as a place to bring up a family (53% a great deal, 39% to some extent). A smaller proportion (78%) would recommend it as a place to fulfil ambitions (33% a great deal, 45% to some extent) and 20% would not recommend it. Three-quarters (75%) would recommend it as a place to enjoy later life and 11% would not. Just over half (52%) would recommend Nottinghamshire as a place to start and grow a business. Although one in five (20%) said they would not recommend it, three in ten (28%) said they did not know.

Figure 52 – Recommend Nottinghamshire as a place to...
Base: All respondents (1,058)



Subgroup analysis

Subgroups more likely to say that they would **recommend** Nottinghamshire as a place to **bring up a family** (92% overall) in the Resident Survey 2017 included those who:

- Were aged 35-54 (94%) or 65+ (94%), particularly compared to those aged 18-24 (85%)
- Were a resident of Mansfield (98%), Broxtowe (97%) or Newark & Sherwood (97%), particularly compared to Bassetlaw (88%), Ashfield (89%) or Gedling (89%)

Subgroups more likely to say that they would **recommend** Nottinghamshire as a place to **fulfil ambitions** (78% overall) in the Resident Survey 2017 included those who:

- Were aged 65+ (83%) particularly compared to those aged 18-24 (67%) and 25-34 (71%)
- Were a resident of Rushcliffe (86%) or Broxtowe (85%), particularly compared to Ashfield (65%) or Bassetlaw (68%)

Subgroups more likely to say that they would **recommend** Nottinghamshire as a place to **enjoy later life** (75% overall) in the Resident Survey 2017 included those who:

- Were aged 65+ (86%), particularly compared to those aged 18-24 (67%) or 25-34 (63%)
- Were a resident of Mansfield (93%) or Rushcliffe (86%), particularly compared to Bassetlaw (56%) or Ashfield (65%)

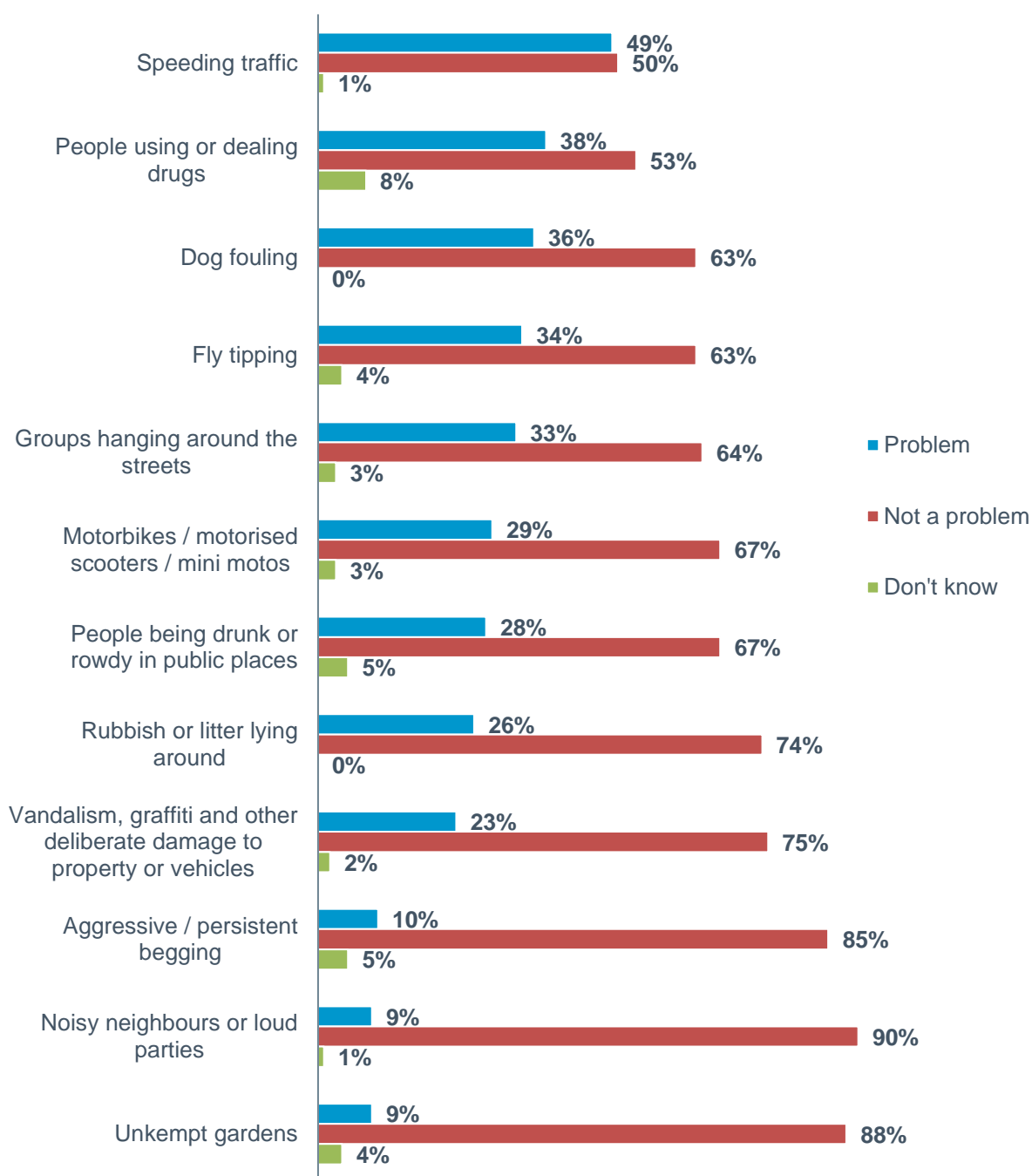
Subgroups more likely to say that they would **recommend** Nottinghamshire as a place to **start and grow a business** (52% overall) in the Resident Survey 2017 included those who:

- Were aged 35-54 (59%), particularly compared to those aged 18-24 (46%) or 25-34 (46%)
- Were a resident of Mansfield (83%), particularly compared to Bassetlaw (36%) or Newark & Sherwood (39%)

3.17 Perceptions of anti-social behaviour

Respondents in Nottinghamshire were asked how much of a problem certain types of anti-social behaviour were in their local area. The biggest problem reported was speeding traffic, with 49% saying this was a problem in their local area. This was followed by people using or dealing drugs (38% reporting it as a problem) and dog fouling (36% reporting it as a problem). A third (34%) said fly tipping was a problem and 33% said that groups hanging around the streets were a problem.

Figure 53 – Problems in the local area
Base: All respondents (1,058)



Subgroup analysis

Subgroups more likely to say that **speeding traffic** was a problem (49% overall) in the Resident Survey 2017 included those who:

- Were aged 25-34 (56%), particularly compared to those aged 18-24 (42%)
- Were a resident of Bassetlaw (85%), Newark & Sherwood (81%) or Ashfield (80%), particularly compared Mansfield (13%) or Rushcliffe (16%)

Subgroups more likely to say that **people using or dealing drugs** was a problem (38% overall) in the Resident Survey 2017 included those who:

- Were aged 25-34 (55%), particularly compared to those aged 65+ (28%)
- Were a resident of Ashfield (70%) or Bassetlaw (70%), particularly compared to Rushcliffe (6%) or Mansfield (8%)

Subgroups more likely to say that **dog fouling** was a problem (36% overall) in the Resident Survey 2017 included those who:

- Were female (40%) compared to male (32%)
- Were economically inactive (43%) compared to economically active (32%)
- Had a long term health problem or disability (44%) compared to those who did not (34%)
- Were a resident of Bassetlaw (69%) or Ashfield (64%), particularly compared to Rushcliffe (13%), Gedling (18%) or Mansfield (19%)

Subgroups more likely to say that **fly tipping** was a problem (34% overall) in the Resident Survey 2017 included those who were a resident of Bassetlaw (57%) or Newark & Sherwood (57%), particularly compared to Mansfield (7%) or Rushcliffe (14%)

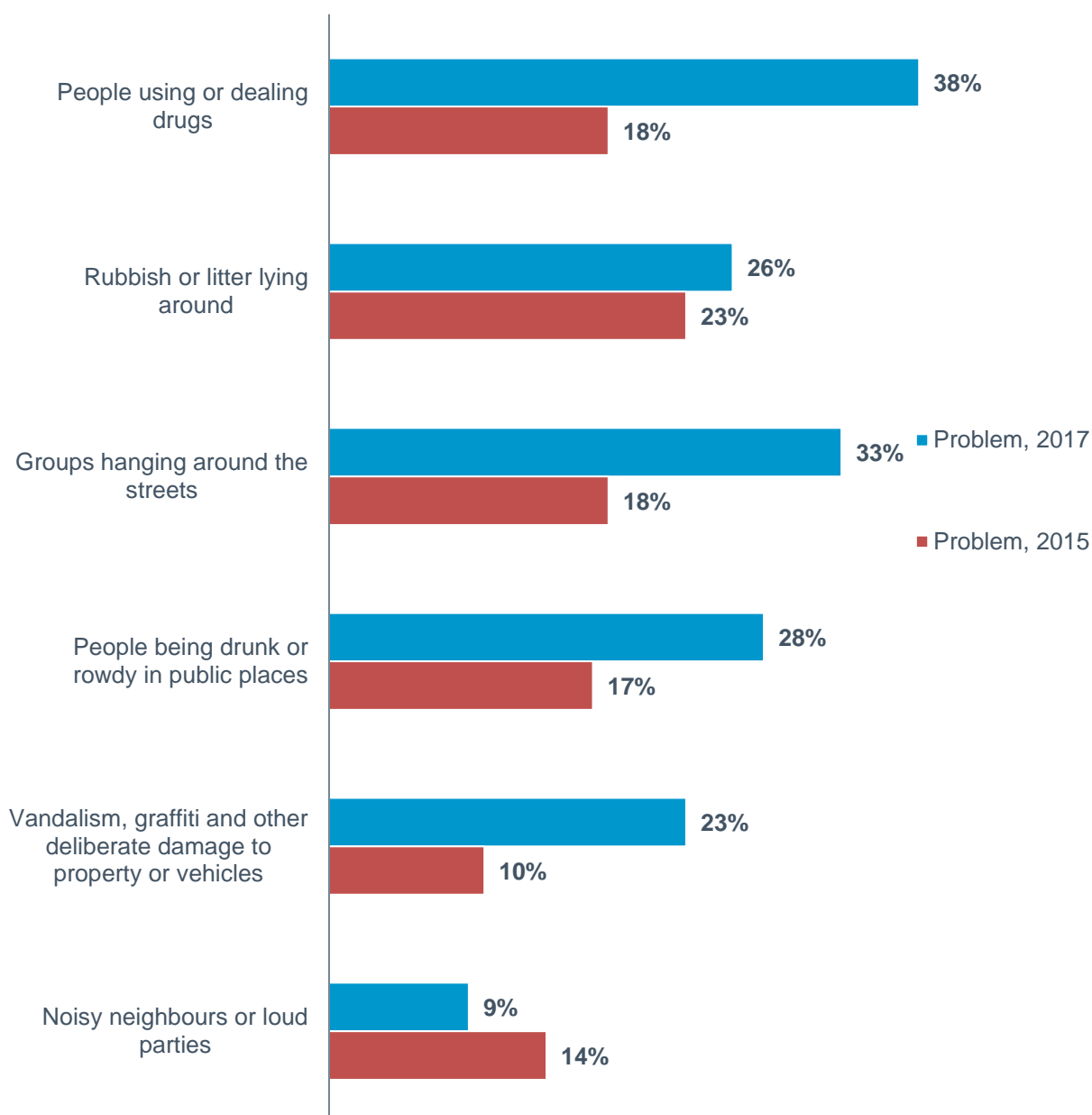
Subgroups more likely to say that **groups hanging around the streets** was a problem (33% overall) in the Resident Survey 2017 included those who:

- Were aged 25-34 (47%), particularly compared to those aged 65+ (22%)
- Were a resident of Bassetlaw (62%), particularly compared to Rushcliffe (7%), Mansfield (16%) and Gedling (17%)

Respondents in the 2015 survey were also asked about some of these problems. Results from this year’s survey are compared with the 2015 survey below, where respondents were asked the same questions. For the majority of problems, a larger proportion of respondents felt they were a problem in 2017 than in 2015. People using or dealing drugs has increased from 18% in 2015 to 38% in 2017. A larger proportion thought that rubbish or litter lying around was a problem in 2017 (26%) compared to 2015 (23%). Larger proportions also thought groups hanging around the streets were a problem this year (33% in 2017 compared to 18% in 2015), people being drunk or rowdy in public places (28% in 2017 compared to 17% in 2015), and vandalism, graffiti and other deliberate damage to property or vehicles (23% in 2017 compared to 10% in 2015).

However, a slightly smaller proportion felt that noisy neighbours or loud parties were a problem (9%) compared to 2015 (14%).

Figure 54 – Problems in the local area, comparisons by year
Base: All respondents (2017 = 1,058 / 2015 = 1,081)

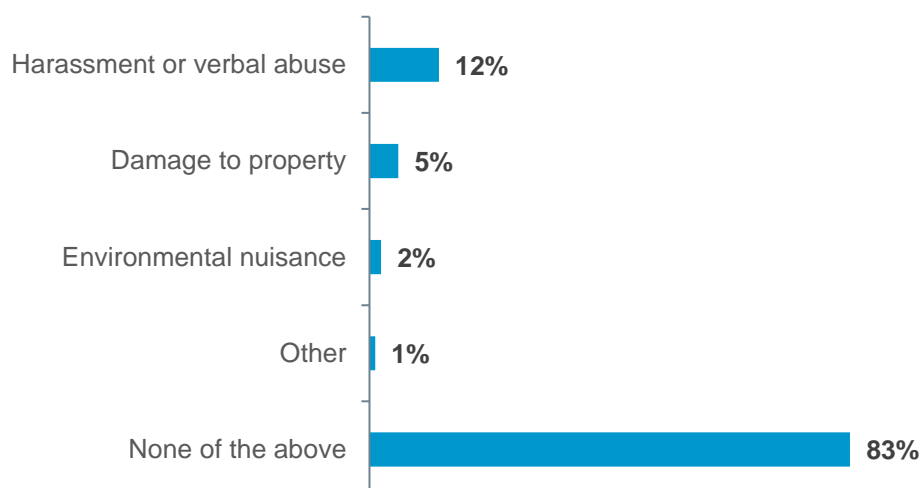


3.18 Experience of anti-social behaviour

Respondents in the 2017 survey were asked if they had experienced any anti-social behaviour in the last 12 months. Four in five (83%) had not experienced any anti-social behaviour. This leaves 17% who had experienced some form of anti-social behaviour. The most common was harassment or verbal abuse, with 12% saying they had experienced this. This was followed by damage to property (5%) and environmental nuisances (2%).

Figure 55 – Experience of anti-social behaviour in the last 12 months

Base: All respondents (1,058)



Subgroup analysis

Subgroups more likely to say that they had experienced **harassment or verbal abuse** (12% overall) in the Resident Survey 2017 included those who:

- Were aged 18-24 (17%) or 25-34 (17%), particularly compared to those aged 65+ (5%)
- Were from a non-White ethnic background (28%) compared to a White ethnic background (12%)
- Were a resident of Bassetlaw (20%) or Ashfield (18%), particularly compared to Mansfield (4%)

Subgroups more likely to say that they had experienced **damage to property** (5% overall) in the Resident Survey 2017 included those who:

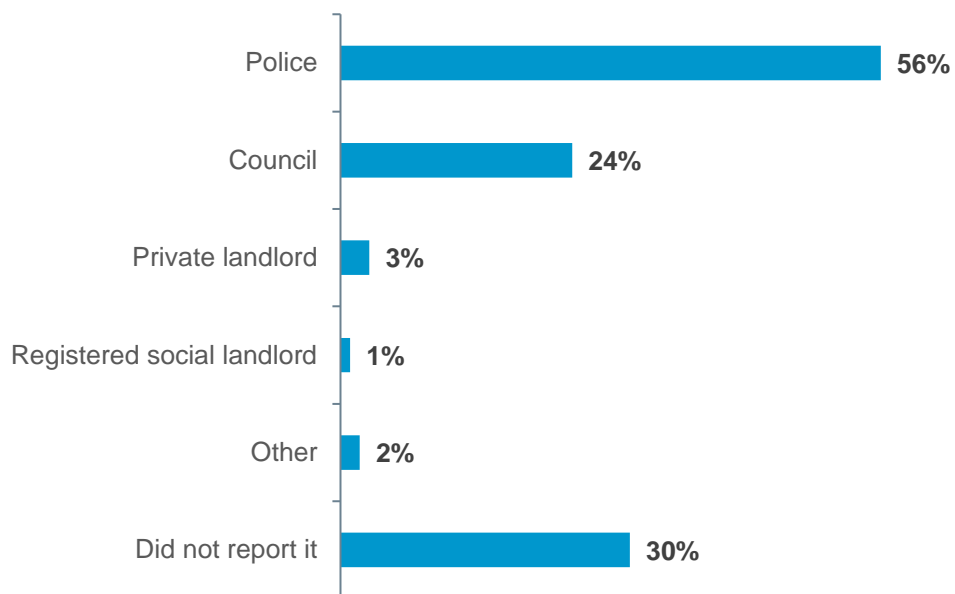
- Were from a non-White ethnic background (14%) compared to a White ethnic background (5%)
- Were a resident of Bassetlaw (10%), particularly compared to Rushcliffe (2%)

Subgroups more likely to say that they had **not experienced anti-social behaviour** (83% overall) in the Resident Survey 2017 included those who:

- Were aged 65+ (92%), particularly compared to those aged 18-24 (78%)
- Were from a White ethnic background (84%) compared to a non-White ethnic background (64%)
- Were a resident of Mansfield (89%), Broxtowe (87%) or Newark & Sherwood (87%), particularly compared to Bassetlaw (76%) or Ashfield (78%)

Respondents who had experienced anti-social behaviour were asked if they had reported it to anyone. Three in ten (30%) said they had not. Almost three in five (56%) had reported the anti-social behaviour to the police and 24% to the Council.

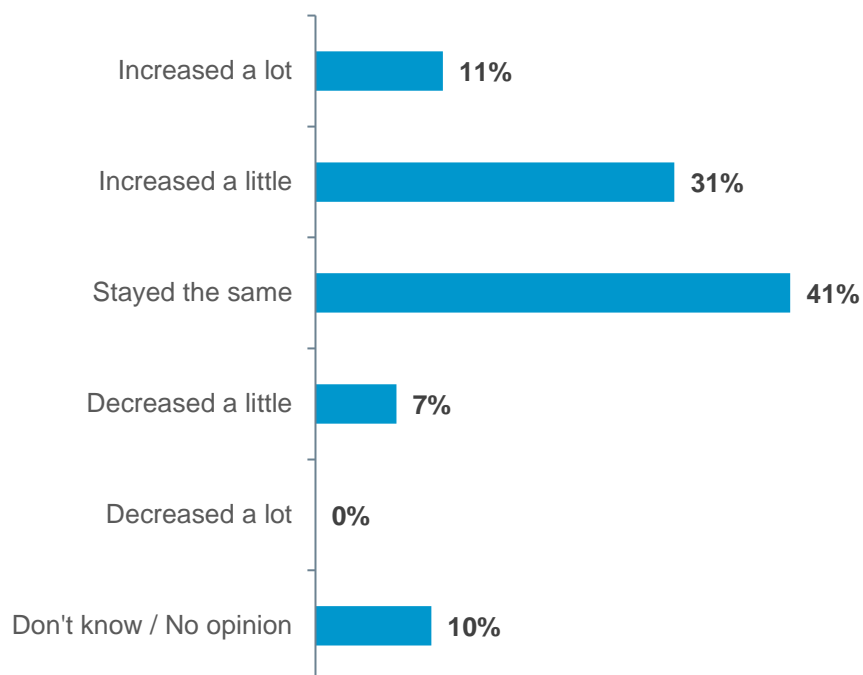
Figure 56 – Reporting anti-social behaviour
Base: All respondents (1,058)



3.19 Crime level in the local area

Respondents were asked whether they thought the crime level in their local area has increased, decreased or stayed the same. Four in ten (42%) thought that the crime level had increased (11% a lot and 31% a little). Only 7% thought it had decreased and 41% thought it had stayed the same.

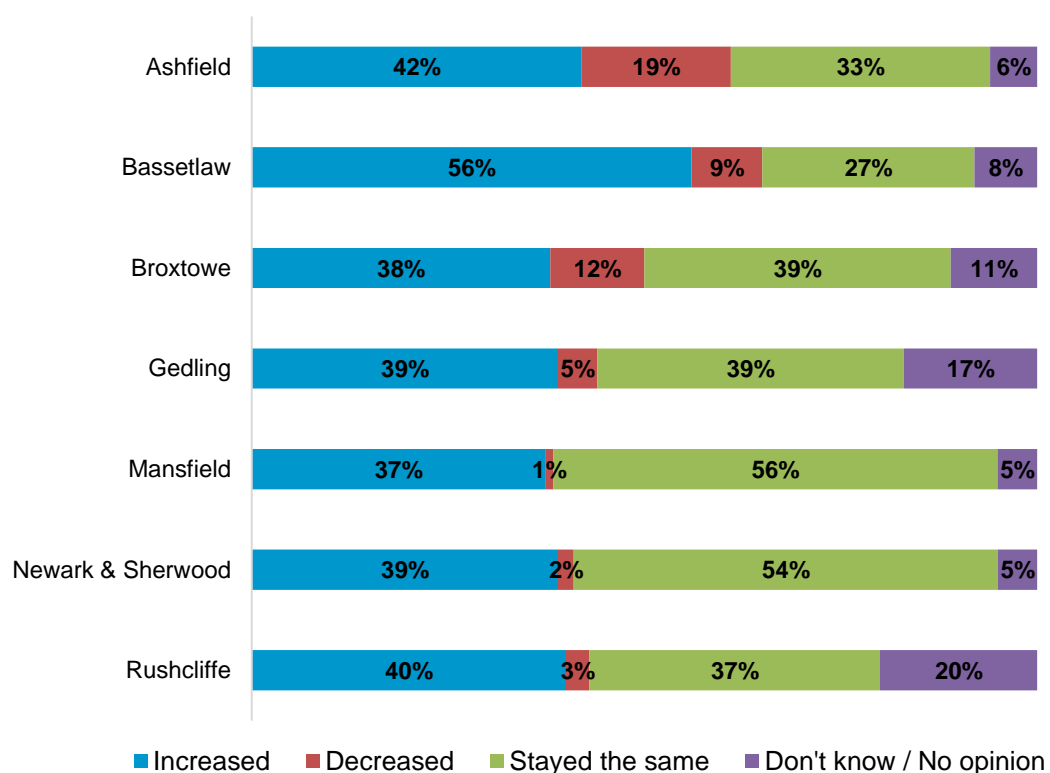
Figure 57 – Crime in local area
Base: All respondents (1,058)



Respondents from Bassetlaw were most likely to think that the crime level in their local area had increased (56%). By comparison, 37% of Mansfield respondents, 38% of Broxtowe respondents and 39% of Gedling respondents thought the same.

One in five (19%) respondents from Ashfield thought the crime level had decreased. By comparison, only 1% of Mansfield respondents thought the same. Almost three in five (56%) Mansfield respondents thought the crime level had stayed the same.

Figure 58 – Crime in local area, by Local Authority area
Base: All respondents (1,058)



Subgroup analysis

Subgroups more likely to say that they thought **crime in the local area had increased** (42% overall) in the Resident Survey 2017 included those who were aged 25-34 (50%), particularly compared to those aged 65+ (34%)

Subgroups more likely to say that they thought **crime in the local area had stayed the same** (41% overall) in the Resident Survey 2017 included those who:

- Were aged 65+ (45%), particularly compared to those aged 25-34 (34%)
- Were from a White ethnic background (42%) compared to a non-White ethnic background (20%)

4. Acknowledgments

Enventure Research would like to express its gratitude to everyone who took part in the survey. We would also like to thank Paul Belfield from Nottinghamshire County Council for his 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 – Questionnaire

NOTTINGHAMSHIRE ANNUAL RESIDENTS' SATISFACTION SURVEY 2017 QUESTIONNAIRE

INTERVIEWER NOTE

1. Approach residents of Nottinghamshire aged 18 or over according to your given quota
2. Read the introductory text **READ OUT** where it is provided, before asking the questions
3. Do not read out the **don't know** category in questions
4. Use showcards for Q34 and Q35

READ OUT: Good morning/afternoon, my name is **o o o o**, 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.

Q1 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

- | | | |
|---------------------------------|---|----------------------------------|
| <input type="radio"/> Ashfield | <input type="radio"/> Gedling | <input type="radio"/> Rushcliffe |
| <input type="radio"/> Bassetlaw | <input type="radio"/> Mansfield | |
| <input type="radio"/> Broxtowe | <input type="radio"/> Newark & Sherwood | |

Q2 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

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.

Q3 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

Q4 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

Q5 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
- Fairly well informed
- Not very well informed
- Not well informed at all
- Don't know

Q6 **How safe or unsafe do you feel when you are outside in your local area after dark?**

TICK ONE BOX ONLY

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't know

Q7 **How safe or unsafe do you feel when you are outside in your local area during the day?**

TICK ONE BOX ONLY

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't know

Q8 **How safe do you feel when you are alone in your home at night?**

TICK ONE BOX ONLY

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't know

Q9 **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 and consideration. TICK ONE BOX ONLY**

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree
- Don't know
- Too few people in local area
- All the same ethnic background

Q10 Do you agree or disagree that you can influence decisions affecting your local area?

TICK ONE BOX ONLY

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree
- Don't know

Q11 Faced with the difficult decision of increasing Council Tax or further reducing or cutting public services, do you think Council Tax should be increased?

TICK ONE BOX ONLY

- Yes
- No
- Don't know

Q12 Do you think the Council should provide more information about the ways that people can improve their health and wellbeing?

TICK ONE BOX ONLY

- Yes
- No
- Don't know

Q13 Do you think the Council should limit free or subsidised travel in respect of home to school transport?

TICK ONE BOX ONLY

- Yes
- No
- Don't know

Q14 Are you in favour of the Council supporting people who need care and support to stay independent for as long as possible?

TICK ONE BOX ONLY

- Yes, definitely
- Yes, to some extent
- No
- Don't know

Q15 Would you be in favour of the Council operating more commercially to generate more of its own income?

TICK ONE BOX ONLY

- Yes, definitely
- Yes, to some extent
- No
- Don't know

Q16 Do you think reducing air pollution should be given more of a priority when planning traffic calming measures?

TICK ONE BOX ONLY

- Yes, definitely
- Yes, to some extent
- No
- Don't know

Q17 Would you be in favour of the Council's printed resident publication 'County Life' being replaced by email or online versions?

TICK ONE BOX ONLY

- Yes, completely
- Yes, but with some printed versions made available
- No
- Don't know

Would you recommend Nottinghamshire as a place to...

PLEASE TICK ONE BOX FOR EACH STATEMENT

| | A great deal | To some extent | Not very much | Not at all | Don't know |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Q18 Bring up your family? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q19 Fulfil your ambition? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q20 Enjoy your later life? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q21 Start and grow your business? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

POLICING QUESTIONS

READ OUT: I am now going to ask you a few questions about anti-social behaviour in the local area.

Thinking about this 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 |
|-----|---|-----------------------|-----------------------|------------------------|-----------------------|-------------------------|
| Q22 | Noisy neighbours or loud parties | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q23 | Rubbish or litter lying around | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q24 | Vandalism, graffiti and other deliberate damage to property or vehicles | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q25 | People using or dealing drugs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q26 | People being drunk or rowdy in public places | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q27 | Groups hanging around the streets | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q28 | Fly tipping | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q29 | Speeding traffic | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q30 | Dog fouling | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q31 | Unkempt gardens | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q32 | Aggressive / Persistent Begging | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q33 | Motorbikes / motorised scooters / mini motos | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q34 Have you, yourself, experienced any of the following anti-social behaviour in the last 12 months?

TICK AS MANY AS APPLY

- A) Harassment or verbal abuse
- B) Damage to property
- C) Environmental nuisance
- D) Other (please state)
- E) None of the above (GO TO Q38)

Other (please state)

Q35 If yes, did you report this anti-social behaviour to any of the following?

TICK AS MANY AS APPLY

- A) Police
- B) Council
- C) Registered social landlord
- D) Private landlord
- E) Other (please state)
- F) I did not report it

Other (please state)

Q36 Why did you not report this anti-social behaviour?

Q37 Thinking about crime in your local area, do you think the crime level has...?

TICK ONE BOX ONLY

- Increased a lot
- Increased a little
- Stayed the same
- Decreased a little
- Decreased a lot
- Don't know / No opinion

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.

Q38 Gender

TICK ONE BOX ONLY

- Male
 Female

Q39 What is your age?

TICK ONE BOX ONLY

- | | |
|-----------------------------|--|
| <input type="radio"/> 18-24 | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34 | <input type="radio"/> 65-74 |
| <input type="radio"/> 35-44 | <input type="radio"/> 75+ |
| <input type="radio"/> 45-54 | <input type="radio"/> Declined to answer |

Q40 What is your current employment status?

PLEASE TICK ONE BOX. DO NOT ASK THIS QUESTION TO ANYONE 75 OR OVER

- | | |
|---|--|
| <input type="radio"/> Employed (Employee/self-employed, working students) | <input type="radio"/> Long term sick or disabled |
| <input type="radio"/> Unemployed | <input type="radio"/> Retired |
| <input type="radio"/> Student (not working) | <input type="radio"/> Not working - other |
| <input type="radio"/> Looking after family/home | <input type="radio"/> Prefer not to say |

Q41 Do you have a long term health problem or disability?

TICK ONE BOX ONLY

- Yes (GO TO Q43)
 No (GO TO Q44)
 Declined to answer (GO TO Q44)

Q42 Please specify the type of impairment?

TICK ALL THAT APPLY AND/OR SPECIFY

- | | |
|--|---|
| <input type="checkbox"/> Mobility | <input type="checkbox"/> Learning |
| <input type="checkbox"/> Vision | <input type="checkbox"/> Communication |
| <input type="checkbox"/> Mental Health | <input type="checkbox"/> Other (please state) |
| <input type="checkbox"/> Hearing | |

Other (please specify)

Q43 What is your ethnic origin?

TICK ONE BOX ONLY

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

White - Any other White background . please state

Mixed - Any other Mixed background . please state

Asian/Asian British - Any other Asian background . please state

Black/Black British - Any other Black background . please state

Any other ethnic group . please state

Q44 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

QUALITY CONTROL

Q45 **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 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

Interviewer Name (please type in full name)

Please click 'Submit' to send the interview.