

REPORT OF THE LEADER OF THE COUNCIL**NOTTINGHAMSHIRE ANNUAL RESIDENTS' SATISFACTION SURVEY 2012****Purpose of the Report**

- 1 To present the final findings of the 2012 Nottinghamshire Annual Residents' Satisfaction Survey.

Information and Advice

- 2 In July 2012 the Council commissioned an independent research company, Enventure Research, to carry out a face to face annual tracker survey on their behalf. The aims of this survey were to gather the views of Nottinghamshire residents on a number of issues, including satisfaction with the Council, the local area, value for money, quality of life and health and wellbeing – broadly designed to reflect the themes of the Strategic Plan and Health and Wellbeing Board priorities. This information helps the Council to understand the views and priorities of local residents and will be taken into account when decisions are made about Council plans and services.
- 3 The survey design used local based quota sampling techniques to achieve a sample that was representative of the Nottinghamshire population (nearly 785,000 according to the Census 2011 data). Quotas were set on district, gender, age, working status and ethnicity according to the most up to date population data (Census 2011, Annual Population Survey 2012, Mid-2010 Population estimates). Disability and ward classification (urban, town & fringe and village, hamlet & isolated dwelling) was also monitored to ensure representation across all groups.
- 4 Following the conclusion of the face-to-face survey in the Autumn of 2012, an interim report was presented to Full Council on 20 December outlining the rationale and methodology and giving initial headline findings.
- 5 The final research report has now been received and the parts relevant to Nottinghamshire County Council are detailed in **appendix A** for information. Reference to partner organisations has been removed and is available as a background paper.
- 6 To understand how levels of satisfaction and perceptions have changed over time, data from the citizens' panel survey 2011 and the Place Survey 2008 have been included for comparative purposes. The methodologies used for the previous surveys were different to the 2012 survey and as such comparisons need to be treated with caution due to the differences in the data collection. However, broad comparisons and analysis of trends have been made to provide context where possible, and this survey will provide a robust set of trend data on an annual basis in the future.

- 7 The report captures local people's views, experiences and perceptions and includes tables and charts broken down by geographical areas, and demographic subgroups including age, gender and working status. The outlook from the survey is positive. Even with the current challenges, the vast majority of residents are positive on key indicators of general satisfaction.
- 8 The results for Nottinghamshire County Council are made up from an amalgamation of the seven district scores. The report incorporates findings in relation to Health and Wellbeing, including smoking prevalence, alcohol consumption and mental health and wellbeing, which are key issues for the Health and Wellbeing Board.
- 9 At its meeting in December, Full Council agreed that the Council continues with an annual satisfaction survey in future years, which will enable residents' views to be tracked over time and ensure they continue to influence service priorities.

Reason for Recommendation

- 10 This is a report outlining the detailed findings of the 2012 Nottinghamshire Annual Satisfaction Survey.

Statutory and Policy Implications

- 11 This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION

- 1) That Full Council notes the final report of the 2012 Nottinghamshire Annual Residents' Satisfaction Survey.

For any enquiries about this report, please contact: Angela Smeeton, Senior Consultation Officer on 0115 9772937 or email angela.smeeton@nottscc.gov.uk

Constitutional Comments [SLB 07/02/2013]

1. This report is for noting only.

Financial Comments [MB 12/02/13]

2. There are no specific financial implications arising from the report.

Background Papers and Published Documents

Information pertaining to partner organisations.

Electoral Division(s) and Member(s) Affected

All