

## STRATEGIC PERFORMANCE INDICATORS (PI's)

Note: It is recommended that caution be applied when making assumptions about how far we have travelled using our own historical data as the methodologies used are not consistent.

|  | % Satisfied                           |
|--|---------------------------------------|
| <b>Satisfaction with the way Nottinghamshire County Council runs things</b>  | <b>(2012/13 strategic target 47%)</b> |
| <b>2012 Annual residents satisfaction survey</b>   | <b>63%↑</b>                           |
| 2011 Citizens' panel survey (wave 6)   | 47%                                   |
| 2009/10 Citizens' panel survey (wave 5)  | 34%                                   |
| 2008 Place Survey  | 40%*                                  |
| 2006/07 BVPI survey  | 47%                                   |
| 2003/04 BVPI survey  | 47%                                   |
| <b>Providing value for money</b>   | <b>(2012/13 strategic target 25%)</b> |
| <b>2012 Annual residents satisfaction survey</b>   | <b>47%↑</b>                           |
| 2011 Citizens' panel survey (wave 6)   | 25%                                   |
| 2009/10 Citizens' panel survey (wave 5)  | 24%                                   |
| 2008 Place Survey  | 29%*                                  |
| 2006/07 BVPI survey  | 41%                                   |
| 2003/04 BVPI survey  | Nil                                   |
| <b>People feel they can influence decisions in locality</b>  | <b>(2012/13 strategic target 37%)</b> |
| <b>2012 Annual residents satisfaction survey</b>   | <b>36%↔</b>                           |
| 2011 Citizens' panel survey (wave 6)   | 36%                                   |
| 2009/10 Citizens' panel survey (wave 5)  | 36%                                   |
| 2008 Place Survey  | 28%*                                  |
| 2006/07 BVPI survey  | 30%                                   |
| 2003/04 BVPI survey  | Nil                                   |
| <b>Citizens satisfied with their local area as a place to live</b>   | <b>(2012/13 strategic target 83%)</b> |
| <b>2012 Annual residents satisfaction survey</b>   | <b>84%↑</b>                           |
| 2011 Citizens' panel survey (wave 6)   | 83%                                   |
| 2009/10 Citizens' panel survey (wave 5)  | Nil                                   |
| 2008 Place Survey  | 79%*                                  |
| 2006/07 BVPI survey  | 74%                                   |
| 2003/04 BVPI survey  | Nil                                   |
| <b>How well informed does Nottinghamshire County Council keep you about the service and benefits (public services) it provides</b> | <b>(2012/13 strategic target 59%)</b> |
| <b>2012 Annual residents satisfaction survey</b>   | <b>62%↑</b>                           |
| 2011 Citizens' panel survey (wave 6)   | 59%                                   |
| 2009/10 Citizens' panel survey (wave 5)  | 48%                                   |
| 2008 Place Survey  | 43%*                                  |
| 2006/07 BVPI survey  | 44%                                   |
| 2003/04 BVPI survey  | 41%                                   |
| <b>Feel safe outside in their local area AFTER DARK</b>  | <b>(2012/13 strategic target 65%)</b> |
| <b>2012 Annual residents satisfaction survey</b>   | <b>74%↑</b>                           |
| 2011 Citizens' panel survey (wave 6)   | 66%                                   |
| 2009/10 Citizens' panel survey (wave 5)  | Nil                                   |
| 2008 Place Survey  | 49%*                                  |
| 2006/07 BVPI survey  | 41%                                   |
| 2003/04 BVPI survey  | Nil                                   |
| <b>Feel safe when outside in their local area DURING THE DAY</b>   | <b>(2012/13 strategic target 90%)</b> |
| <b>2012 Annual residents satisfaction survey</b>   | <b>95%↑</b>                           |
| 2011 Citizens' panel survey (wave 6)   | 92%                                   |
| 2009/10 Citizens' panel survey (wave 5)  | Nil                                   |
| 2008 Place Survey  | 88%*                                  |
| 2006/07 BVPI survey  | 89%                                   |
| 2003/04 BVPI survey  | Nil                                   |

## 2012 ANNUAL RESIDENTS SATISFACTION SURVEY

Appendix B

|   |  |
|---|--|
| <b>Volunteering - giving unpaid help to group(s), club(s) or organisation(s)</b> (2012/13 strategic target 30%) |  |
| <b>2012 Annual residents satisfaction survey</b>  | <b>Nil *</b>                             |
| 2011 Citizens' panel survey (wave 6)  | 50%                                      |
| 2009/10 Citizens' panel survey (wave 5)   | Nil                                      |
| 2008 Place Survey   | 30%*                                     |
| 2006/07 BVPI survey   | Nil *                                    |
| 2003/04 BVPI survey   | Nil                                      |
| <b>BUSINESS PLAN PERFORMANCE INDICATOR</b>  |  |
| <b>Treated with respect and consideration by local public services</b> (2012/13 business plan target 72%)       |  |
| <b>2012 Annual residents satisfaction survey</b>  | <b>82%↑</b>                              |
| 2011 Citizens' panel survey (wave 6)  | 69%                                      |
| 2009/10 Citizens' panel survey (wave 5)   | Nil                                      |
| 2008 Place Survey   | 75%*                                     |
| 2006/07 BVPI survey   | Nil                                      |
| 2003/04 BVPI survey   | Nil                                      |
| <b>OTHER PERFORMANCE INDICATORS</b>   |  |
| <b>Local area is a place where people from different backgrounds get on well</b> % Agree                        |  |
| <b>2012 Annual residents satisfaction survey</b>  | <b>58%↓</b>                              |
| 2011 Citizens' panel survey (wave 6)  | 62%                                      |
| 2009/10 Citizens' panel survey (wave 5)   | 66%                                      |
| 2008 Place Survey   | 77%*                                     |
| 2006/07 BVPI survey   | Nil                                      |
| 2003/04 BVPI survey   | Nil                                      |
| <b>Advocacy : Speak positively/neutral of the County Council</b>  |  |
| <b>2012 Annual residents satisfaction survey</b>  | <b>41% positive : 44% neutral = 85%↑</b> |
| 2011 Citizens' panel survey (wave 6)  | 17% p : 52% n = 69%                      |
| 2009/10 Citizens' panel survey (wave 5)   | 16% p : 50% n = 66%                      |
| 2008 Place Survey   | Nil                                      |
| 2006/07 BVPI survey   | Nil                                      |
| 2003/04 BVPI survey   | Nil                                      |
| <b>Feeling of being safe at home alone at night</b>   |  |
| <b>2012 Annual residents satisfaction survey</b>  | <b>90%↑</b>                              |
| 2011 Citizens' panel survey (wave 6)  | Nil                                      |
| 2009/10 Citizens' panel survey (wave 5)   | Nil                                      |
| 2008 Place Survey   | Nil                                      |
| 2006/07 BVPI survey   | 74%                                      |
| 2003/04 BVPI survey   | Nil                                      |
| <b>Perceptions of Anti-Social Behaviour :</b> % Very big / Fairly big problem                                   |  |
| <b>Rubbish or litter lying around</b>   |  |
| 2012 Annual residents satisfaction survey   | <b>19%↑</b>                              |
| 2008 Place Survey   | 34%*                                     |
| 2006/07 BVPI survey   | 41%                                      |
| 2003/04 BVPI survey   | 63%                                      |
| <b>Groups (teenagers) hanging around the streets</b>  |  |
| 2012 Annual residents satisfaction survey   | <b>16%↑</b>                              |
| 2008 Place Survey   | 46%*                                     |
| 2006/07 BVPI survey   | 61%                                      |
| 2003/04 BVPI survey   | 60%                                      |
| <b>People being drunk or rowdy in public places</b>   |  |
| 2012 Annual residents satisfaction survey   | <b>14%↑</b>                              |
| 2008 Place Survey   | 29%*                                     |
| 2006/07 BVPI survey   | 29%                                      |
| 2003/04 BVPI survey   | 54%                                      |
| <b>People using or dealing drugs</b>  |  |
| 2012 Annual residents satisfaction survey   | <b>14%↑</b>                              |
| 2008 Place Survey   | 35%*                                     |
| 2006/07 BVPI survey   | 45%                                      |
| 2003/04 BVPI survey   | 69%                                      |

