2012 ANNUAL RESIDENTS SATISFACTION SURVEY

STRATEGIC PERFORMANCE INDICATORS (PI's)

our own historical data as the methodologies used are not consistent.	% Satisfied
Satisfaction with the way Nottinghamshire County Council runs t	
2012 Annual residents satisfaction survey	63%↑
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%
	7770
Providing value for money	(2012/13 strategic target 25%)
2012 Annual residents satisfaction survey	47%
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
People feel they can influence decisions in locality	(2012/13 strategic target 37%)
2012 Annual residents satisfaction survey	36%⇔
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
Citizens satisfied with their local area as a place to live	(2012/13 strategic target 83%)
2012 Annual residents satisfaction survey	84%
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
How well informed does Nottinghamshire County Council keep y	ou about the service and benefits (public
services) it provides	(2012/13 strategic target 59%)
2012 Annual residents satisfaction survey	62%↑
2011 Citizens' panel survey (wave 6)	59%
	48%
2009/10 Citizens' panel survey (wave 5)	
2009/10 Citizens' panel survey (wave 5) 2008 Place Survey	43%*
2008 Place Survey	43%*
2008 Place Survey 2006/07 BVPI survey	44%
2008 Place Survey 2006/07 BVPI survey	
2008 Place Survey 2006/07 BVPI survey 2003/04 BVPI survey 2003/04 BVPI survey	44%
	44% 41%
2008 Place Survey 2006/07 BVPI survey 2003/04 BVPI survey Feel safe outside in their local area AFTER DARK	44% 41% (2012/13 strategic target 65%)
2008 Place Survey 2006/07 BVPI survey 2003/04 BVPI survey 2003/04 BVPI survey Feel safe outside in their local area AFTER DARK 2012 Annual residents satisfaction survey 2011 Citizens' panel survey (wave 6) 2011	44% 41% (2012/13 strategic target 65%) 74%∱
2008 Place Survey 2006/07 BVPI survey 2003/04 BVPI survey 2003/04 BVPI survey Feel safe outside in their local area AFTER DARK 2012 Annual residents satisfaction survey 2011 Citizens' panel survey (wave 6) 2009/10 Citizens' panel survey (wave 5)	44% 41% (2012/13 strategic target 65%) 74%↑ 66%
2008 Place Survey 2006/07 BVPI survey 2003/04 BVPI survey 2003/04 BVPI survey Feel safe outside in their local area AFTER DARK 2012 Annual residents satisfaction survey 2011 Citizens' panel survey (wave 6) 2009/10 Citizens' panel survey (wave 5) 2008 Place Survey 2008 Place Survey	44% 41% (2012/13 strategic target 65%) 74%↑ 66% Nil
2008 Place Survey 2006/07 BVPI survey 2003/04 BVPI survey 2003/04 BVPI survey Feel safe outside in their local area AFTER DARK 2012 Annual residents satisfaction survey 2011 Citizens' panel survey (wave 6) 2009/10 Citizens' panel survey (wave 5) 2008 Place Survey 2006/07 BVPI survey	44% 41% (2012/13 strategic target 65%) 74%↑ 66% Nil 49%*
2008 Place Survey 2006/07 BVPI survey 2003/04 BVPI survey 2003/04 BVPI survey Feel safe outside in their local area AFTER DARK 2012 Annual residents satisfaction survey 2011 Citizens' panel survey (wave 6) 2009/10 Citizens' panel survey (wave 5) 2008 Place Survey 2006/07 BVPI survey	44% 41% (2012/13 strategic target 65%) 74%↑ 66% Nil 49%* 41%
2008 Place Survey 2006/07 BVPI survey 2003/04 BVPI survey 2003/04 BVPI survey Feel safe outside in their local area AFTER DARK 2012 Annual residents satisfaction survey 2011 Citizens' panel survey (wave 6) 2009/10 Citizens' panel survey (wave 5) 2008 Place Survey 2006/07 BVPI survey 2006/07 BVPI survey	44% 41% (2012/13 strategic target 65%) 74%↑ 66% Nil 49%* 41%
2008 Place Survey 2006/07 BVPI survey 2003/04 BVPI survey 2003/04 BVPI survey Feel safe outside in their local area AFTER DARK 2012 Annual residents satisfaction survey 2011 Citizens' panel survey (wave 6) 2009/10 Citizens' panel survey (wave 5) 2008 Place Survey 2006/07 BVPI survey 2003/04 BVPI survey Feel safe when outside in their local area DURING THE DAY	44% 41% (2012/13 strategic target 65%) 74%↑ 66% Nil 49%* 41% Nil
2008 Place Survey 2006/07 BVPI survey 2003/04 BVPI survey 2003/04 BVPI survey Feel safe outside in their local area AFTER DARK 2012 Annual residents satisfaction survey 2011 Citizens' panel survey (wave 6) 2009/10 Citizens' panel survey (wave 5) 2008 Place Survey 2006/07 BVPI survey 2003/04 BVPI survey 2003/04 BVPI survey 2003/04 BVPI survey Feel safe when outside in their local area DURING THE DAY 2012 Annual residents satisfaction survey 2013/04 BVPI survey	44% 41% (2012/13 strategic target 65%) 74%↑ 66% Nil 49%* 41% Nil (2012/13 strategic target 90%)
2008 Place Survey 2006/07 BVPI survey 2003/04 BVPI survey Feel safe outside in their local area AFTER DARK 2012 Annual residents satisfaction survey	44% 41% (2012/13 strategic target 65%) 74%↑ 66% Nil 49%* 41% Nil (2012/13 strategic target 90%) 95%↑
2008 Place Survey 2006/07 BVPI survey 2003/04 BVPI survey 2003/04 BVPI survey Feel safe outside in their local area AFTER DARK 2012 Annual residents satisfaction survey 2011 Citizens' panel survey (wave 6) 2009/10 Citizens' panel survey (wave 5) 2008 Place Survey 2006/07 BVPI survey 2006/07 BVPI survey 2003/04 BVPI survey 2001 Citizens' panel survey (wave 5) 2001 Citizens' panel survey 2003/04 BVPI survey 2003/04 BVPI survey 2011 Citizens' panel survey (wave 6) 2011 Citizens' panel survey (wave 6) 2009/10 Citizens' panel survey (wave 5)	44% 41% (2012/13 strategic target 65%) 74%↑ 66% Nil 49%* 41% Nil (2012/13 strategic target 90%) 95%↑ 92%
2008 Place Survey 2006/07 BVPI survey 2003/04 BVPI survey Feel safe outside in their local area AFTER DARK 2012 Annual residents satisfaction survey 2011 Citizens' panel survey (wave 6) 2009/10 Citizens' panel survey (wave 5) 2006/07 BVPI survey 2006/07 BVPI survey 2003/04 BVPI survey 2011 Citizens' panel survey (wave 6)	44% 41% (2012/13 strategic target 65%) 74%↑ 66% Nil 49%* 41% Nil (2012/13 strategic target 90%) 95%↑ 92% Nil

2012 ANNUAL RESIDENTS SATISFACTION SURVEY

Appendix B

Volunteering - giving unpaid help to group(s), club(s) or org	anisation(s) (2012/13 strategic target 30%)
2012 Annual residents satisfaction survey	Nil *
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
BUSINESS PLAN PERFORM	
Treated with respect and consideration by local public servi	ices (2012/13 business plan target 72%)
2012 Annual residents satisfaction survey	82%∱
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
OTHER PERFORMANCE	
Local area is a place where people from different backgroun	
2012 Annual residents satisfaction survey	58%
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
Advocacy : Speak positively/neutral of the County Council	
2012 Annual residents satisfaction survey	41% positive : 44% neutral = 85%↑
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
Feeling of being safe at home alone at night	
2012 Annual residents satisfaction survey	90%↑
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
Perceptions of Anti-Social Behaviour :	% Very big / Fairly big problem
Rubbish or litter lying around	78 very big / Painy big problem
2012 Annual residents satisfaction survey	19%↑
2008 Place Survey	34%*
2006 Place Survey	41%
2006/07 BVPI survey 2003/04 BVPI survey	
	63%
Groups (teenagers) hanging around the streets	400/
2012 Annual residents satisfaction survey	<u>16%</u> ↑
2008 Place Survey	46%*
2006/07 BVPI survey	61%
2003/04 BVPI survey	60%
People being drunk or rowdy in public places	
2012 Annual residents satisfaction survey	14%
2008 Place Survey	29%*
2006/07 BVPI survey	29%
2003/04 BVPI survey	54%
People using or dealing drugs	
2012 Annual residents satisfaction survey	14%♠
	050/*
2008 Place Survey	35%*
2008 Place Survey 2006/07 BVPI survey	45%

2012 ANNUAL RESIDENTS SATISFACTION SURVEY

Vandalism, graffiti and deliberate damage to property or vehi	ties11%♠
2012 Annual residents satisfaction survey 2008 Place Survey	35%*
2006/07 BVPI survey	39%
2003/04 BVPI survey	68%
Noisy neighbours or loud parties -	0070
2012 Annual residents satisfaction survey	10%↑
2008 Place Survey	12%*
2006/07 BVPI survey	14%
2003/04 BVPI survey	20%
People being attacked/harassed because of their skin colour/	
2012 Annual residents satisfaction survey	3%
2008 Place Survey	Nil
Abandoned or burnt out cars	
2012 Annual residents satisfaction survey	3%♠
2008 Place Survey	9%*
2006/07 BVPI survey	11%
2003/04 BVPI survey	49%
• •	
COUNTY NEW	5
Remember receiving a copy in the last 12 months	55%♥
2012 Annual residents satisfaction survey	
Citizens' panel 'wave 6' (Oct - Nov 2011)	75%
Citizens' panel 'wave 5' (Dec - January 2010)	73%
Read it thoroughly, read selected articles or glanced at it	
2012 Annual residents satisfaction survey	91%↓
Citizens' panel 'wave 6' (Oct - Nov 2011)	96%
Citizens' panel 'wave 5' (Dec - January 2010)	97%
Find it very informative or fairly informative	
2012 Annual residents satisfaction survey	78%♠
Citizens' panel 'wave 6' (Oct - Nov 2011)	74%
Citizens' panel 'wave 5' (Dec - January 2010)	74%
Health and General Well-Being results reported separately	
Notes:	
* 2008 Place Survey : DCLG guidance stated those respondents excluded from some, but not all, of the calculations.	
Volunteering : The variations in the wording of this question has r previous surveys	
Nil: No comparative data	

Appendix B

I