

2012 ANNUAL RESIDENTS' SATISFACTION SURVEY

Research findings

- **Overall satisfaction with Nottinghamshire County Council**

Respondents were asked how satisfied or dissatisfied they are with the way Nottinghamshire County Council runs things. The purpose of this question is to monitor overall attitudes and it is generally regarded as the key perceptual indicator of how well regarded Nottinghamshire County Council is by its residents. Just under two-thirds (63%) of respondents across Nottinghamshire are *very* or *fairly satisfied* with the way the Council runs things. An increase of 16 percentage points since 2011. Just 16% were *dissatisfied* and a further 21% were *neither satisfied nor dissatisfied/don't know*.
- **Value for money**

Perceptions of value for money are strongly linked with overall satisfaction with councils. However, value for money has consistently rated lower than overall satisfaction and this pattern remains. Respondents were asked to think about the range of services Nottinghamshire County Council provides 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. Almost half (47%) of the respondents *agree* that the County Council provides them with value for money, compared to only a quarter (25%) that *disagree*. A significant increase of 22 percentage points since 2011. A total of 28% of respondents said they *neither agree nor disagree/don't know*.
- **Influencing local decision-making**

Respondents in Nottinghamshire were asked the extent to which they agree/disagree that they can influence decisions affecting their local area. Two in five (40%) of respondents *disagree* that they can influence decisions affecting their local area. Slightly less, just over a third (36%), *agree* that they can influence decisions. This score has not changed since 2009. Just under 25% of respondents said they *neither agree nor disagree/don't know*.
- **Overall satisfaction with the local area**

Understanding how people feel about where they live provides important context to help the Council understand attitudes on other local issues. Respondents were asked how satisfied or dissatisfied they are 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). Over four in five (84%) of Nottinghamshire respondents are *satisfied* with their local area as a place to live. This is an increase of 1 percentage point since 2011. Only 9% were *dissatisfied*. A total of 7% of respondents said they were *neither satisfied nor dissatisfied*.
- **Being kept informed about the services and benefits Council provides**

There is a strong relationship between how well informed residents' feel they are kept by their council and their perception of its performance. Understanding residents' views on this is therefore important both as an indicator of the effectiveness of council communications and as one of the most important drivers of reputation among local residents. Respondents across Nottinghamshire were asked for their overall view about how well informed they think Nottinghamshire County Council keeps residents about the services and benefits it provides: 62% of respondents feel *well informed* (17% feel *very well informed* and 45% *fairly well informed*). An increase of 3 percentage points since 2011. A total of 34% feel *not well informed* and 5% *don't know*.

- **Safety in the local area**

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

- Three quarters (74%) of Nottinghamshire respondents feel *safe* when outside in their local area after dark. An increase of 8 percentage points since 2011. Only one in six (17%) report feeling *unsafe*. A total of 9% of respondents said they feel *neither safe nor unsafe/don't know*.
- Nearly all (95%) of Nottinghamshire respondents feel *safe* when outside their local area during the day. An increase of 3 percentage points since 2011. Just two percent of respondents report feeling *unsafe*. A total of 2% of respondents said they feel *neither safe nor unsafe*.
- Nine in ten (90%) of Nottinghamshire respondents report feeling *safe* when alone in their home at night, just six percent report feeling *unsafe*. A total of 4% of respondents said they feel *neither safe nor unsafe/don't know*. This indicator has not been measured since 2006/07 and it is not a strategic plan indicator.

- **Participation in regular volunteering – giving unpaid help to groups, clubs or organisations**

Respondents were asked about how long they spend doing voluntary (unpaid) activities in their local community. One in seven (14%) of Nottinghamshire respondents participate in voluntary (unpaid) activities in a typical week. Most commonly, respondents spend *over one and up to two hours per week* or *over two and up to five hours per week* (4% and 4% respectively). Two percent spend *up to one hour per week*, a further two percent *over five and up to ten hours per week* and a further two percent spend *more than ten hours per week*. Although this result is similar to the findings from the 2008 Place Survey, the options presented were slightly different. Just over 85% of respondents say they *don't undertake any volunteering in a typical week*.

- **Treated with respect and consideration by local public services**

Nottinghamshire respondents were asked how often (in the last year) they have been treated with respect and consideration by local public services. Just over two in five (42%) feel they have been treated with respect and consideration *most of the time*, almost a quarter (23%) of respondents feel *all of the time*, and one in six (17%) feel *some of the time*; total 82%. An increase of 13 percentage points since 2011. Only four percent feel *rarely* and three percent feel *never*. A total of 12 of respondents said *don't know/no opinion*.

- **The local area is a place where people from different backgrounds get on well together**

Respondents in Nottinghamshire were asked the extent to which they agree or disagree that their local area is one where people from different ethnic backgrounds get on well together. Almost three in five (58%) *agree* that people from different ethnic backgrounds get on well together in Nottinghamshire. A decrease of 4 percentage points since 2011. One in ten (10%) *disagree*. A total of 32% of respondents said they *neither agree nor disagree/don't know/too few people in local area/all the same background*.

- **Advocacy**

Respondents were asked to indicate which, of a number of statements, comes the closest to how they feel about the County Council. Over two in five (44%) of Nottinghamshire respondents indicated *I have no view one way or the other (neutral)*. A third (33%) stated *I speak positively of the Council if I am asked about it*, and 8% said *I speak positively of the Council without being asked* (41% positive). Almost 12% said either *I speak negatively about the Council if I am asked about it* or *I speak negatively about the Council without*

being asked. A total of 3% of respondents replied *don't know*. This is a significant increase of 24 percentage points (positive score) compared to 2011.

- **Perceptions of anti-social behaviour**

Respondents in Nottinghamshire were asked how much of a problem are the certain types of anti-social behaviour in their local area. *Rubbish or litter lying around* (19%), *Groups hanging around the streets* (16%), *People being drunk or rowdy in public places* (14%), *People using or dealing drugs* (14%) are the most commonly cited forms of anti-social behaviour. *People being attacked/harassed because of their skin colour / ethnic origin / religion* and *Abandoned or burnt out cars* are forms of anti-social behaviour respondents are least likely to identify as a problem (3% and 3% respectively).

- **County News**

Respondents were asked if they remember receiving a copy of 'County News' in the last 12 months. Over half (55%) of Nottinghamshire respondents *recall receiving 'County News'* in the last 12 months, whilst one in three (32%) said *no*. A decrease of 20 percentage points compared to 2011. A further thirteen percent said they *don't know or can't recall*.

Notes:

1. Where percentages do not sum to 100, this may be due to computer rounding.
2. Comparisons with the Council's historical data should be interpreted with caution, due to different methodologies used (*face-to-face interviews as opposed to a postal survey*), change in question design, question ordering, and timing of fieldwork.