



# Nottinghamshire Annual Satisfaction Survey 2016

Final Report

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

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# Executive Summary

## Introduction and Methodology

This report presents the findings from the 2016 Residents' Satisfaction Survey conducted for Nottinghamshire County Council and the Nottinghamshire Police and Crime Commissioner by independent market research agency Enventure Research. The Annual Satisfaction 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 1,069 respondents were interviewed between 22 August 2016 and 22 September 2016. Quotas were set on gender, age, working status and ethnicity according to the most up to date population data (i.e. the Census 2011). To identify differences between Districts and Boroughs, approximately 150 respondents were interviewed in each.

## Summary of Key Findings

### Satisfaction with the Local Area

Four in five survey respondents (79%) were satisfied with their local area (39% very satisfied and 40% fairly satisfied), a decrease of 3% since the 2015 survey. However, it should be noted that the proportion who said they were very satisfied has increased from 35% in 2015 to 39% in 2016. This year, however, 13% said they were dissatisfied, up from 9% last year.

Satisfaction was highest in Rushcliffe, where 95% were either satisfied or fairly satisfied, and lowest in Bassetlaw (65% overall satisfaction). Satisfaction was highest in the 75+ age group (85%) and lowest for those aged 55-64 (73%), and was also low for those who were economically inactive (76%) and those who were disabled or had a health problem (68%).

### Satisfaction with the Local Authority

Six in ten respondents (59%) were satisfied (either very or fairly) with the way Nottinghamshire County Council runs things, which is the same proportion as the 2015 survey. One in five (19%) were neither satisfied nor dissatisfied with the way the County Council runs things, whilst 20% were either fairly dissatisfied or very dissatisfied, an increase of 5% since last year.

Overall satisfaction with Nottinghamshire County Council was highest amongst Rushcliffe respondents (77%) and lowest amongst Bassetlaw respondents (39%). Those aged 65-74 (26%) and 75+ (27%) were most dissatisfied, as were those who had a disability or health problem (33%) and those who were economically inactive (26%). Females were also more dissatisfied than males (23% compared to 18%).

## **Value for Money**

Over four in ten (45%) respondents agreed that Nottinghamshire County Council provides value for money (11% strongly agreed and 34% tended to agree). This represents an overall increase of 2% in the proportion of respondents who agree since the 2015 survey. A quarter (24%) neither agreed nor disagreed and almost three in ten (28%) disagreed that the County Council provides value for money, which is 6% higher than last year.

Rushcliffe respondents were more likely to agree that the Council provides value for money (67%) and Bassetlaw respondents were most likely to disagree (40%). Those aged 75+ were most likely to agree (57%) and those aged 65-74 were most likely to disagree (33%). A large proportion of those who had a disability or health problem also disagreed (38%).

## **Information Provision**

Over half of respondents (52%) felt either very well informed (14%) or fairly well informed (38%) by Nottinghamshire County Council about its services. This is a decrease of 2% since the previous year's survey. Overall 46% did not feel well informed, which is an 8% increase since last year (38%).

More than seven in ten (73%) Rushcliffe respondents felt that they were well informed by the County Council, in comparison to 52% of the overall sample. Those living in Bassetlaw were less well informed, with 62% indicating that they were not well informed. Respondents who had a disability or impairment were more likely to not feel informed (56%) than those who did not have a disability or impairment.

## **Community Safety**

Three in five (60%) respondents reported feeling safe (either very or fairly safe) in their local area when outside after dark, which is a decrease since 2015 (74%). The proportion of respondents who felt unsafe has also increased by 11% from 15% in 2015 to 26% this year. A large proportion of Rushcliffe (81%) respondents felt safe. By comparison, 45% of Bassetlaw respondents said they did not feel safe outside after dark. A large proportion of females said they did not feel safe after dark (31%) and 37% of disabled respondents do not feel safe.

When considering how safe they felt when outside during the day, 93% of the overall sample felt either very safe (63%) or fairly safe (30%), a decrease of 2% since last year's survey. Three per cent overall felt either fairly unsafe or very unsafe. Few differences were identified between respondents from different Districts and Boroughs, although a slightly smaller proportion of Bassetlaw respondents (84%) reported feeling safe during the day compared to the overall sample (93%).

The proportion of respondents that indicated that they felt very safe when home alone at night has decreased from 69% in 2015 to 67% in 2016. However, the overall proportion of respondents reporting they felt safe has increased from 89% to 93%. Only four per cent reported that they felt either fairly or very unsafe (3% and 1% respectively). Perceptions of feeling safe when home alone at night were high in most Districts and Boroughs, although slightly smaller proportions of Ashfield and Mansfield respondents (89% each) reported feeling either very or fairly safe, in comparison to 93% of the overall sample. Those aged 35-44 were most likely to feel safe when home alone at night (97%), as were males (95%) compared to females (91%).

## **Community Cohesion**

Almost half of respondents (48%) agreed that people from different ethnic backgrounds get along well together in Nottinghamshire (16% definitely agreeing and 32% tending to agree), which is the same as in 2015. This year, however, saw an increase in the

proportion of people who disagreed (20%) from last year (10%). One in eight (12%) said there were too few people in their local area to say whether or not this was true or that the people in their local area were all from the same ethnic background.

Agreement was highest in Rushcliffe (71%) and disagreement highest in Bassetlaw (34%). Respondents aged 18-24 (57%) and 75+ (54%) were most likely to agree that people from different ethnic backgrounds get along together and females were more likely to agree (50%) than males (47%).

### **Influence on Local Decision-Making**

Three in ten (30%) 2016 survey respondents agreed to some extent that they could influence decisions affecting their local area (7% definitely agreeing and 23% tending to agree). This is 2% higher than in 2015. However a larger proportion disagreed (46%) this year than last year (41%). Agreement was highest in Rushcliffe this year (50%), and disagreement was highest in Bassetlaw and Mansfield (both 57%). A larger proportion of those who were economically inactive disagreed (50%) than those who were economically active (44%).

### **County Council services**

Seven in ten respondents (72%) indicated that they were concerned about the effects of cuts to local council services (34% very and 38% fairly concerned). Concern was highest in Rushcliffe (78%), followed by Gedling (76%) and Ashfield (75%). Bassetlaw and Broxtowe saw the largest proportions of respondents saying that they were not concerned about the effect of cuts (28% and 27% respectively). By age, those in the age group 45-54 reported the most concern (79%) and respondents from a non-White background (86%) were more likely to be concerned, as were those who were disabled (80%).

Library services was the service area that the largest proportion of respondents reported satisfaction with (66%). This was followed by waste disposal services (61% satisfaction) and information about the Council and the services it provides (40% satisfaction). Dissatisfaction was highest for maintenance of the County's roads and verges (58%).

Nine in ten (92%) respondents felt that Council expenditure on maintaining the county's roads and verges should stay the same in the future. Large proportions also thought that the same level of expenditure should be maintained in relation to developing the local economy and jobs (89%), and winter gritting (87%).

A fifth of respondents (20%) thought that the Council should spend less or stop spending money in relation to library services and 19% thought the same about support for voluntary organisations.

### **Police and Crime priorities**

A number of questions were asked around policing and crime. Respondents were asked to select up to three police priorities for their local area. Of the priorities considered, 69% said that anti-social behaviour should be a priority and over half (51%) thought that drug and alcohol related crime and disorder should be prioritised. Almost four in ten (38%) thought that making the streets safer should be a priority, 34% thought theft offences should be and 30% thought road safety should be a priority.

Mansfield saw the largest proportion of respondents say that anti-social behaviour should be a priority (80%) and 65% of respondents from this area also thought drug related crime and disorder should be a priority. This was also high for Bassetlaw respondents (65%), as was ensuring the streets were safer (47%). This latter priority was also important for respondents from Ashfield (also 47%). In relation to theft offences, over half (52%) of Rushcliffe respondents thought that this should be a priority.

When asked about overall priorities for Nottinghamshire Police, responding to 999 emergencies was the clear favourite with 63% of respondents saying it should be a priority. This was more of a priority for those aged 35-44 and 45-54 (67% each) than those aged 75+ (48%), and for those from a White ethnic background (64%) compared to those from a non-White background (51%).

### **Police budget**

Almost two in five (37%) respondents said they would be willing to pay more Council tax towards policing (13% would pay 10% more and 25% two per cent more). Just under half (48%) would not be prepared to pay any more and 15% said they did not know. Respondents from Gedling (47%), Mansfield (43%) and Rushcliffe (43%) were most likely to say that they would pay more, whereas 63% of Ashfield and 57% of Bassetlaw respondents would not be prepared to pay more. Females (52%), those who were economically inactive (52%) and those who were disabled (55%) were also more likely to say they were not prepared to pay more.

At the end of the survey respondents were asked how they thought Nottinghamshire Police could save £12 million from its budget, which it was required to do so in the next year. Almost two-thirds (65%) thought that the savings could be achieved by reducing senior posts and salaries, 47% thought it should do more work targeted in high crime areas and 41% thought it should sell or modernise inefficient and unused buildings. Four in ten (40%) also suggested that the police should work more closely with other agencies to reduce costs.

# The Research Programme

## Introduction

This report presents the findings from the 2016 Residents' Satisfaction Survey conducted for Nottinghamshire County Council and the Nottinghamshire Police and Crime Commissioner by independent market research agency Enventure Research.

The Annual Satisfaction 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 & crime priorities.

## Methodology

The research was conducted via a face-to-face, on-street survey with residents aged 18 or over, across Nottinghamshire. A sample of 1,069 respondents was interviewed between 22 August 2016 and 22 September 2016. To identify differences between Districts and Boroughs, 150 respondents were interviewed in each, with the exception of Ashfield, Broxtowe, Mansfield and Rushcliffe, where slightly more respondents were interviewed (as shown in **Table 1**).

**Table 1 – Interviews across the Districts/Boroughs**

District/Borough Council	Number of interviews
Ashfield District Council	151
Bassetlaw District Council	150
Broxtowe Borough Council	150
Gedling Borough Council	152
Mansfield District Council	166
Newark & Sherwood District Council	150
Rushcliffe Borough Council	150
<b>Overall</b>	<b>1,069</b>

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

Some questions from previous years' surveys were included and some new bespoke questions for the 2016 survey were added. Each street survey interview took approximately 15 minutes to administer and a copy can be found in **Appendix A**.

Before conducting the fieldwork the questionnaire was piloted in Nottinghamshire by an experienced interviewer to ensure it was fit for purpose. The survey was 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 many years' experience of training 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 ethnicity according to the most up to date population data (i.e. the Census 2011).

Based on a total population of 785,800 (i.e. Census 2011 data) a sample of 1,069 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%.

## 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 not displayed

In order for Nottinghamshire County Council and the Nottinghamshire Police and Crime Commissioner to understand how levels of satisfaction and perceptions have changed, comparisons were made where the same questions were asked in the 2014 and 2015 surveys which were also conducted by Enventure Research. Where there are significant differences, these have been highlighted.

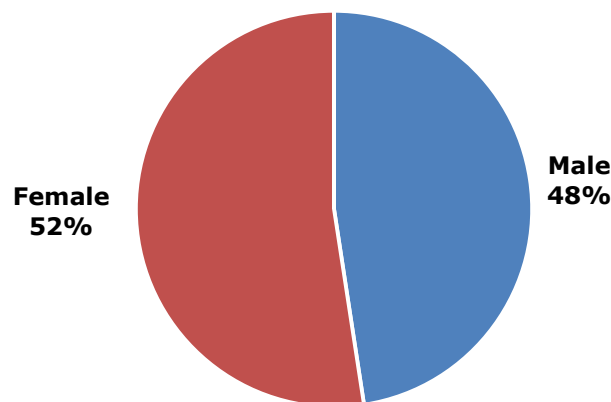
Where appropriate, subgroup analysis has been undertaken to explore the results provided by different demographic groups, such as age, gender, ethnic group, working status, and disability status. Where sample sizes were not large enough, subgroups have been combined (for example, working status groups)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

# Research Findings

## Sample Profile

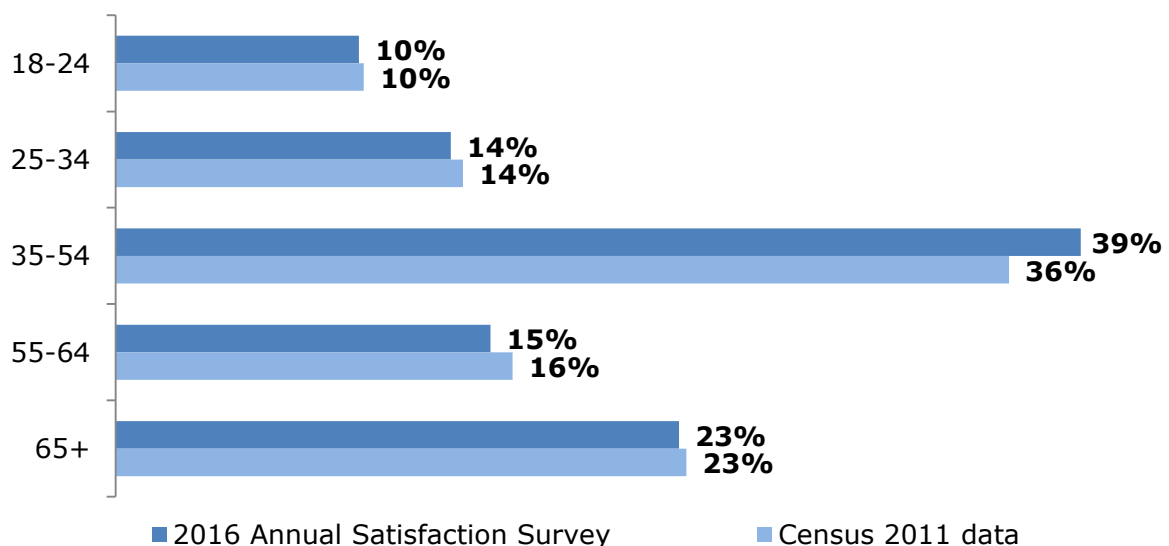
**Figure 1** shows that the sample was fairly evenly split between females (52%) and males (48%), almost replicating the Census data for 2011 (51% and 49% respectively).

**Figure 1 – Gender**  
**Base: All respondents (1,069)**



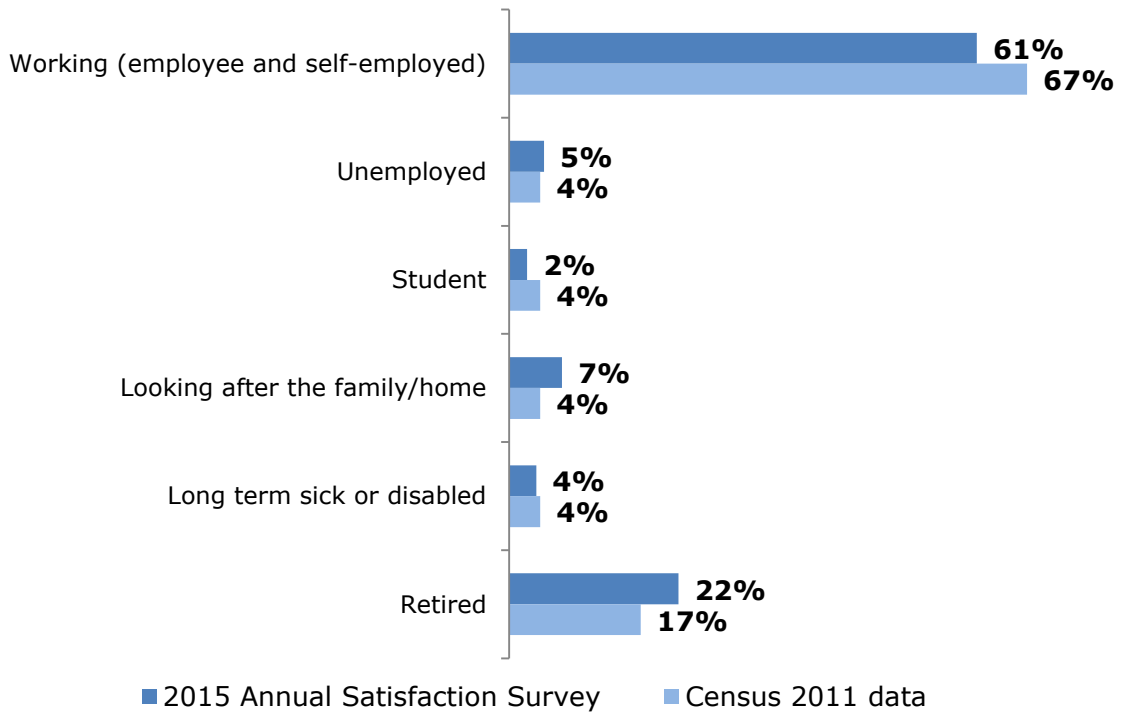
As can be seen in **Figure 2**, a broad spread of age groups responded to the survey, closely matching the 2011 Census data.

**Figure 2 – Age**  
**Base: All respondents (1,069)**



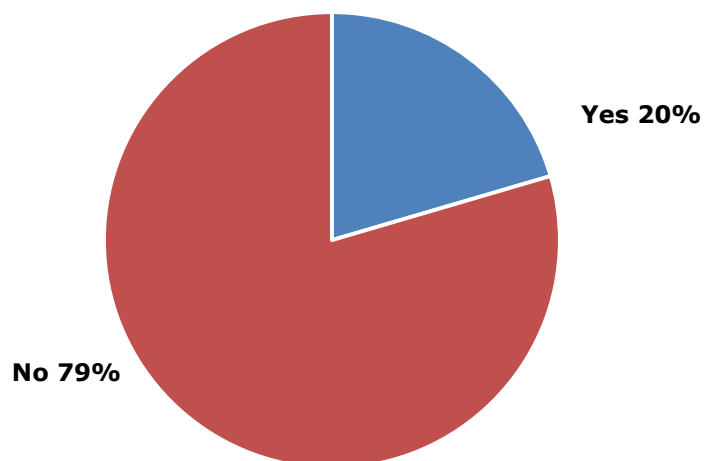
Respondents who were between the age of 18 and 74 were asked about their employment status. Sixty-four per cent of respondents were employed, with almost one in five (19%) indicating that they were retired. These figures are broadly representative of the Census 2011 data. The breakdown of employment status is shown in **Figure 3**.

**Figure 3 – Employment status**  
**Base: Respondents aged 18 to 75 (1000)**

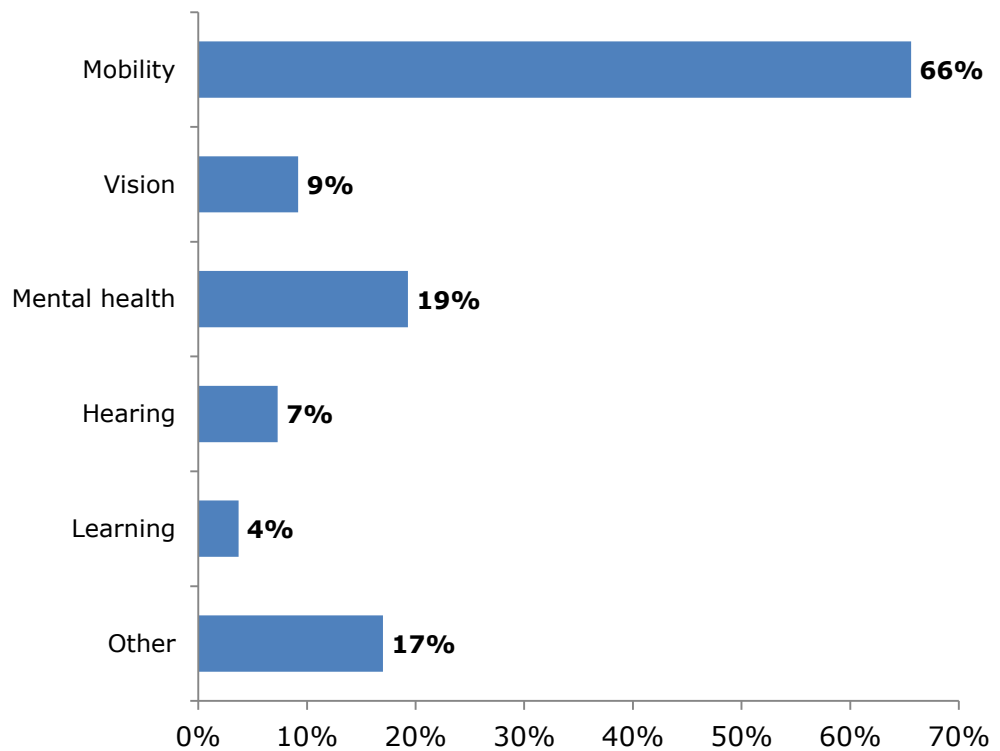


One in five (20%) respondents reported that they had a disability, the same proportion as the 2015 survey. Of those who considered themselves to be disabled, the most common type of impairment was mobility at 66%, followed by mental health (19%) and vision impairments (9%). These results are presented in **Figures 4 and 5**.

**Figure 4 - Disability**  
**Base: All respondents (1,069)**

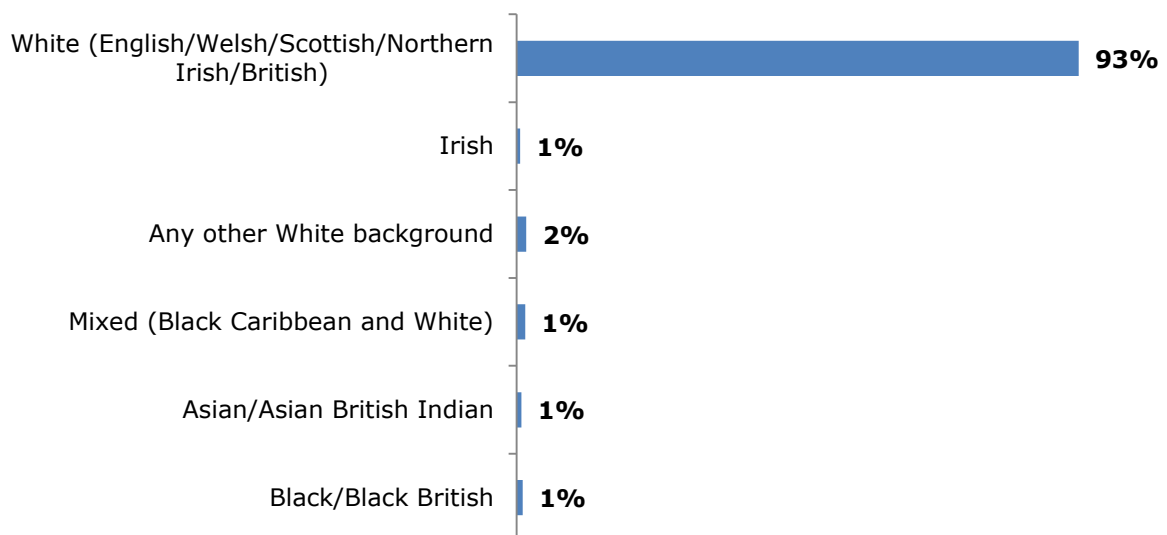


**Figure 5 - Disability - type of impairment**  
**Base: All respondents considering themselves to be disabled (218)**



Nine in ten respondents (93%) identified themselves as White (English / Welsh / Scottish / Northern Irish / British) (see **Figure 6**).

**Figure 6 - Ethnicity**  
**Base: All respondents (1,069)**



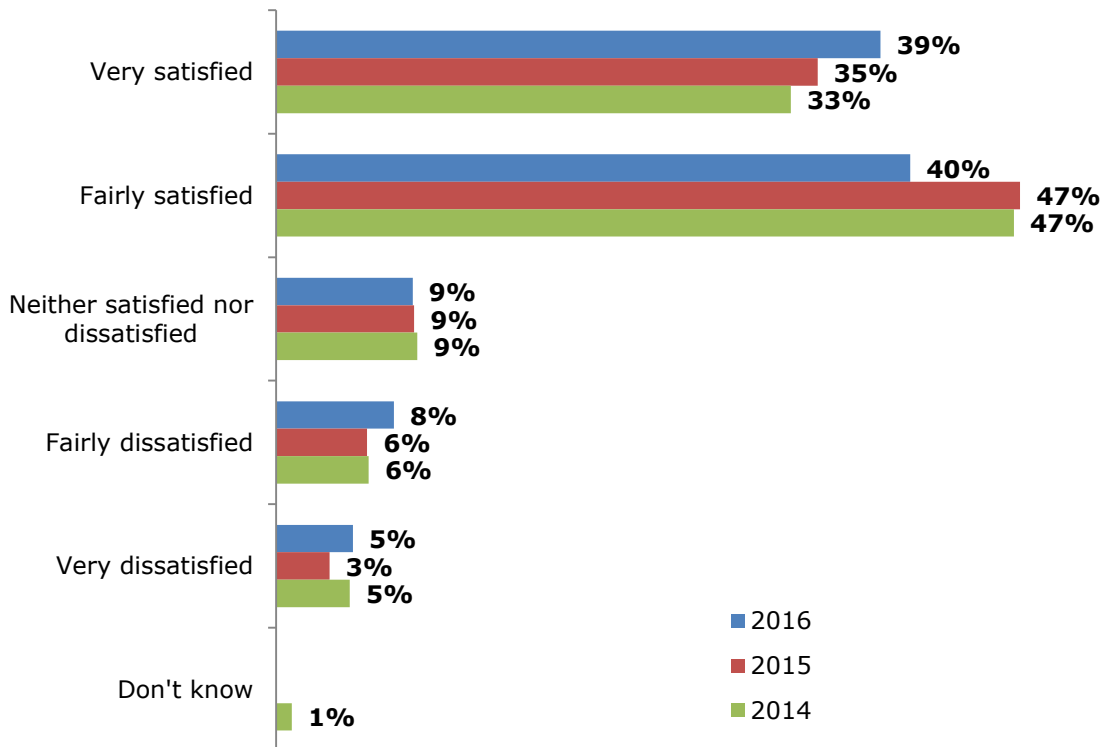
## Satisfaction with the Local Area

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).

As shown in **Figure 7**, four in five respondents (79%) indicated that they were satisfied with their local area (39% very satisfied and 40% fairly satisfied). This represents a slight decrease from 2015 (where 82% of respondents were satisfied). However, it should be noted that the proportion who said they were very satisfied has actually increased from 35% in 2015 to 39% in 2016.

Overall 13% said they were dissatisfied (8% fairly dissatisfied and 5% very dissatisfied), representing a slight increase of 4% since the 2015 survey.

**Figure 7 – Satisfaction with the local areas as a place to live**  
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



**Figure 8** shows the satisfaction scores for the last three years in relation to respondents' satisfaction with their local area. These scores have been calculated by assigning a number to each response option ranging from 5 for very satisfied to 1 for very dissatisfied and then calculating the average. As can be seen below although there has been little variation in the score, it is slightly lower this year (3.99) than last year (4.05).

**Figure 8 – Satisfaction with the local area as a place to live, by satisfaction score**

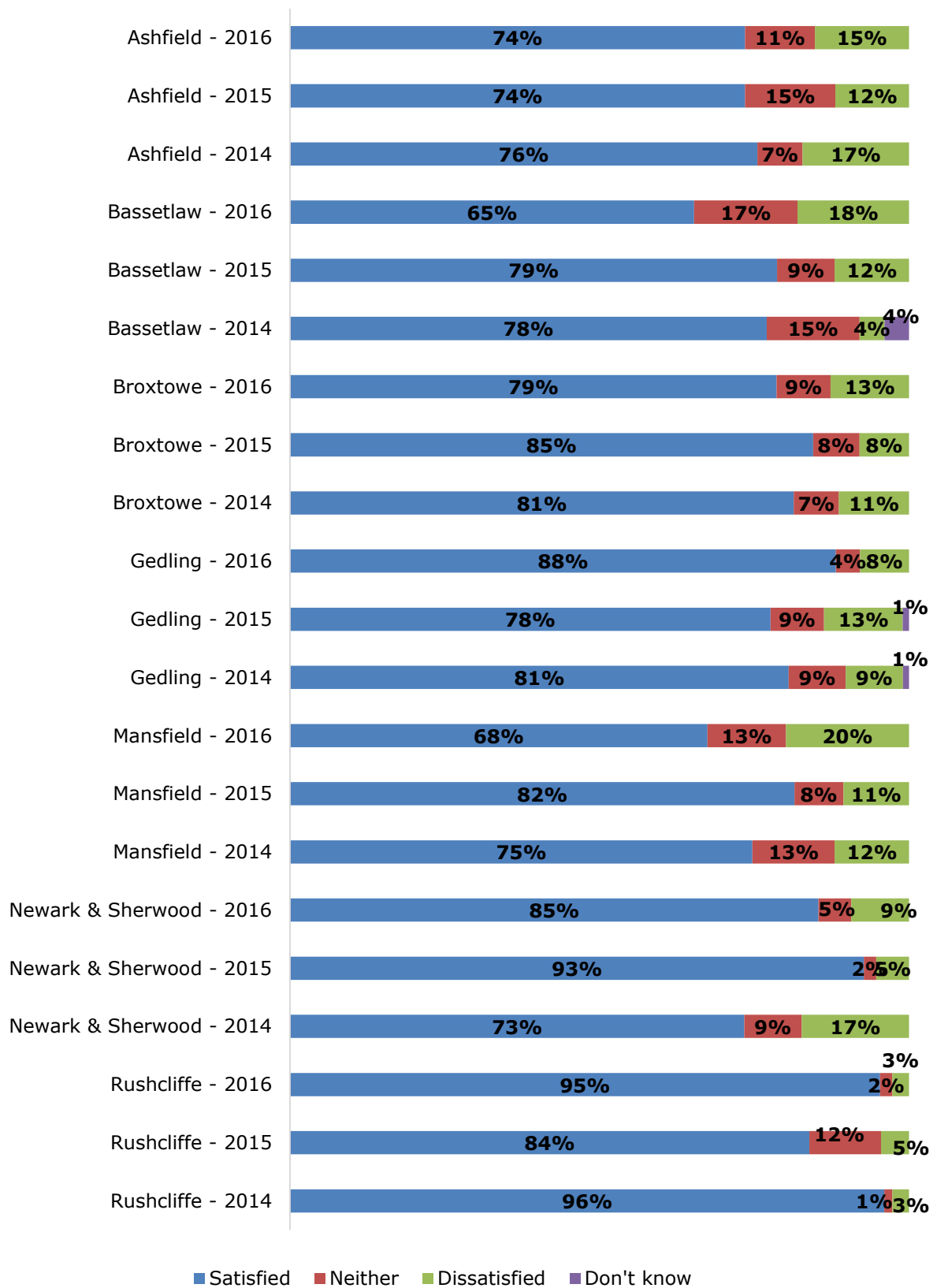
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



**Figure 9** overleaf presents the satisfaction levels reported by respondents in each District or Borough. This year satisfaction was highest in Rushcliffe, where 95% of respondents were either satisfied or fairly satisfied. Satisfaction was also highest in Rushcliffe in 2014 (96%), however in 2015 this was highest for Newark & Sherwood (93%). Rushcliffe saw the biggest increase from 84% satisfied in 2015 to 95% this year. Gedling has also seen an increase since last year when 78% said they were satisfied, compared to 88% this year. Satisfaction was lowest in Bassetlaw at 65%, compared to the 79% who were satisfied overall and this was 14% lower than in 2015 (79%). Mansfield also saw a decrease in the satisfaction level from 82% in 2015 to 68% in 2016.

**Figure 9 – Satisfaction with the local area as a place to live, by Local Authority area**

**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



The overall levels of satisfaction (including both very satisfied and fairly satisfied responses) for each year's Satisfaction Survey are presented in **Table 2**. Overall, satisfaction has decreased from 82% in 2015 to 79% in 2016.

Since 2015, satisfaction has increased in Gedling (+10%), and Rushcliffe (+11%). Decreases were recorded in Bassetlaw (-14%), Broxtowe (-6%), Mansfield (-14%) and Newark & Sherwood (-8%). The satisfaction level has stayed the same in Ashfield (74%), but is 2% lower than in 2014.

**Table 2 – Satisfaction with the local area as a place to live, by Local Authority area**

**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**

District/Borough Council	Overall satisfaction 2014	Overall satisfaction 2015	Overall satisfaction 2016
Ashfield District Council	76%	74%	74%
Bassetlaw District Council	78%	79%	65%
Broxtowe Borough Council	81%	85%	79%
Gedling Borough Council	81%	78%	88%
Mansfield District Council	75%	82%	68%
Newark & Sherwood District Council	73%	93%	85%
Rushcliffe Borough Council	96%	84%	95%
<b>Overall</b>	<b>80%</b>	<b>82%</b>	<b>79%</b>

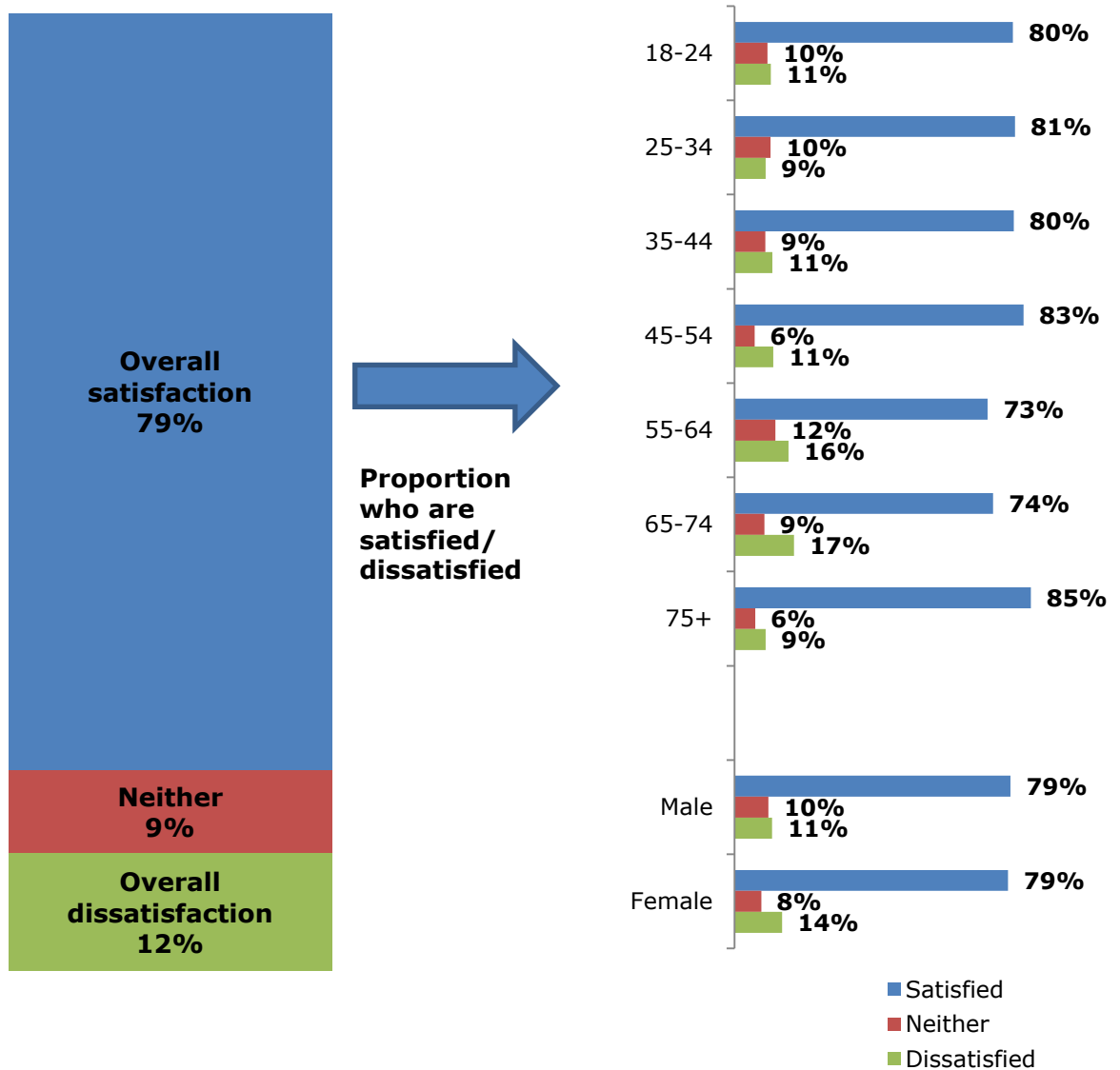
As can be seen in **Figure 10**, respondents aged 55-64 were least satisfied with their local area as a place to live (73% were satisfied, compared to 79% of the overall sample). This represents a change from the 2015 Satisfaction Survey, in which those aged 35-44 were the least satisfied of all the age groups. Satisfaction was highest amongst those aged 75+ (85%), followed by those aged 45-54 (83%).

Respondents who were economically active reported being more satisfied, with 81% saying that they were either very or fairly satisfied, compared to 76% of those who were not economically active.

A smaller proportion of those who indicated having a health problem or disability reported being satisfied with their local area as a place to live (68%) in comparison to those who were not disabled (82%).



**Figure 10 – Satisfaction with the local area as a place to live, by age and gender**  
**Base: All respondents (1,069)**



## Satisfaction with the Local Authority

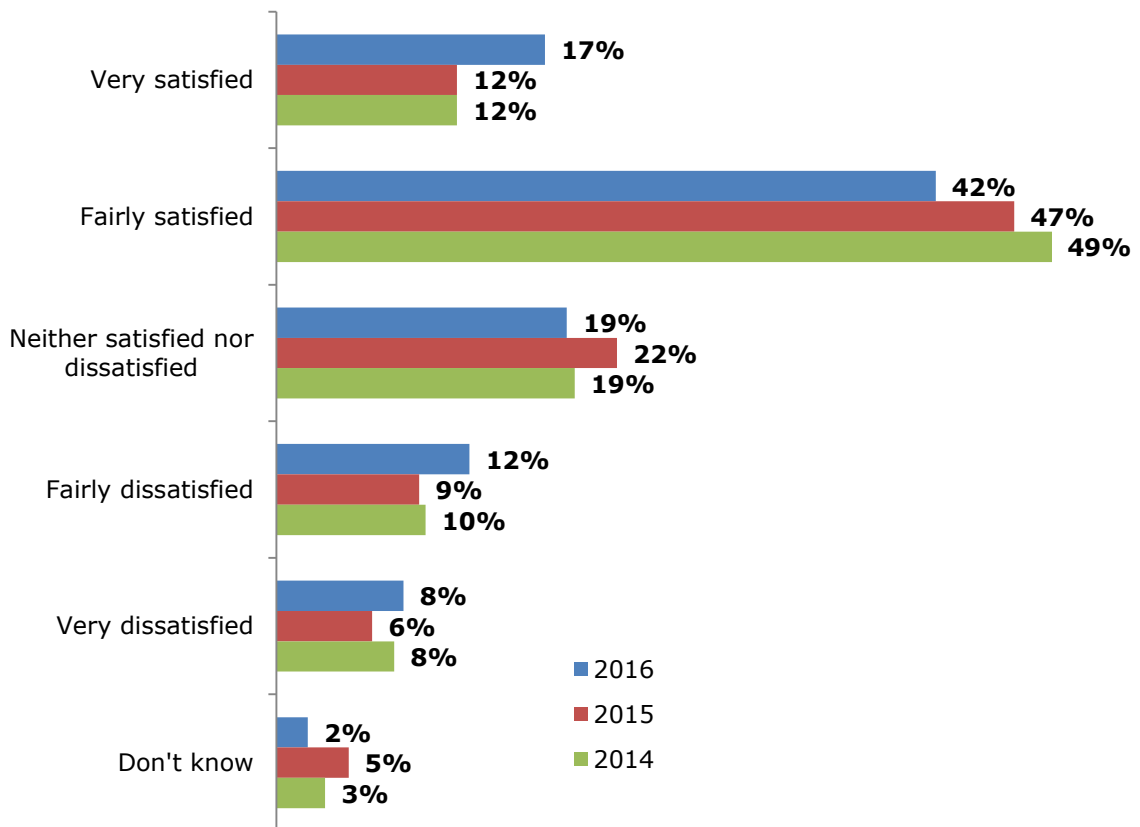
Survey respondents were asked how satisfied or dissatisfied they were with the way Nottinghamshire County Council runs things. The purpose of this question is to monitor overall attitudes and is generally considered the key perceptual indicator of how well regarded the Council is by its residents. At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

**Figure 11** presents the results received for this question for the 2014, 2015 and 2016 Annual Satisfaction Surveys. Three in five (59%) respondents in the 2016 survey reported that they were satisfied with the way the Council runs things (17% very satisfied and 42% fairly satisfied), which is the same proportion reported in the 2015 survey.

One in five (19%) reported that they were neither satisfied or dissatisfied with the way Nottinghamshire County Council runs things, a decrease of 3% since last year's survey. The proportion of those indicating that they were either fairly or very dissatisfied however has increased from 15% in 2015 to 20% this year.

**Figure 11 – Satisfaction with the way Nottinghamshire County Council runs things**

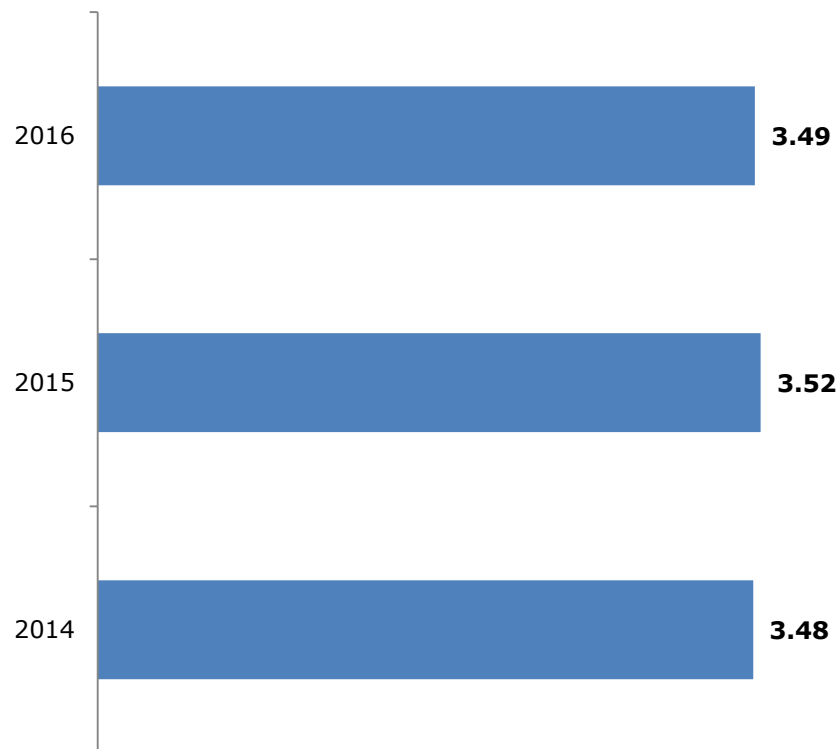
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



**Figure 12** shows the satisfaction scores for the last three years in relation to respondents' satisfaction with the way that the County Council runs things. These scores have been calculated by assigning a number to each response option ranging from 5 for very satisfied to 1 for very dissatisfied and then calculating the average. As can be seen below although there has been little variation in the score, it is slightly lower this year (3.49), than last year (3.52), but is 0.01 higher than in 2014 (3.48).

**Figure 12 – Satisfaction with the way the County Council runs things, by satisfaction score**

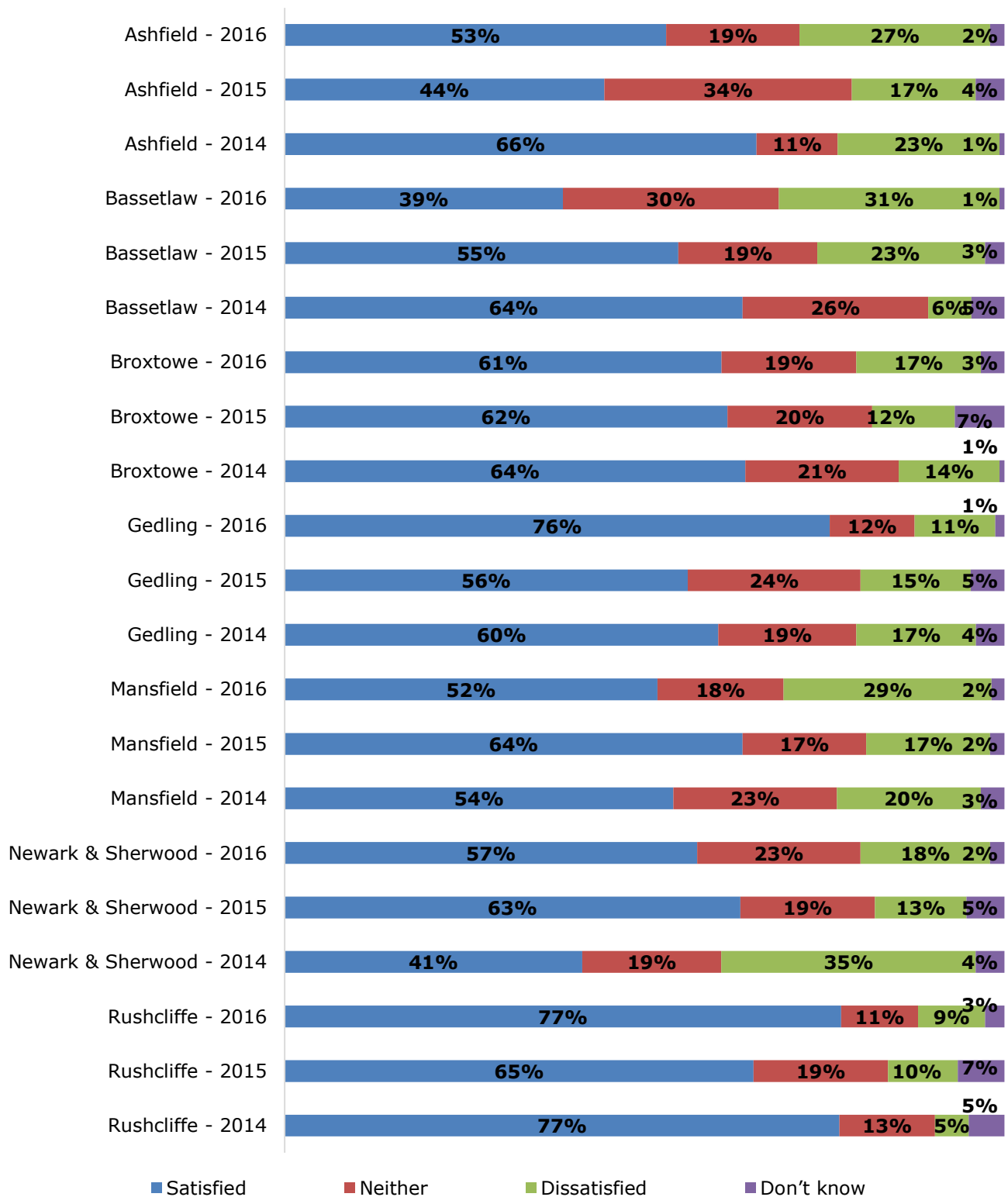
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



Levels of satisfaction (those who were either very or fairly satisfied) with the Local Authority reported by respondents in each District or Borough are presented in **Figure 13**. Overall satisfaction with the way Nottinghamshire County Council runs things has stayed the same (59%) since the previous year's survey. Satisfaction is highest in Rushcliffe at 77% (which has increased from 65% in last year's survey), followed by Gedling (76%), which has also increased since last year (56%). Satisfaction was lowest in Bassetlaw (39%), which is 16% lower than last year.

**Figure 13 - Satisfaction with the way Nottinghamshire County Council runs things, by Local Authority area**

**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



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 in **Table 3**. As can be seen, increases in satisfaction have been reported in Ashfield (+9%), Gedling (+20%) and Rushcliffe (+12%).

Satisfaction has fallen in Bassetlaw (-16%), Broxtowe (-1%), Mansfield (-12%) and Newark & Sherwood (-6%). In Bassetlaw satisfaction levels have decreased steadily since 2014, when 64% reported that they were satisfied.

**Table 3 – Satisfaction with the way Nottinghamshire County Council runs things, by Local Authority area**

**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**

District/Borough Council	Overall satisfaction 2014	Overall satisfaction 2015	Overall satisfaction 2016
Ashfield District Council	66%	44%	53%
Bassetlaw District Council	64%	55%	39%
Broxtowe Borough Council	64%	62%	61%
Gedling Borough Council	60%	56%	76%
Mansfield District Council	54%	64%	52%
Newark & Sherwood District Council	41%	63%	57%
Rushcliffe Borough Council	77%	65%	77%
<b>Overall</b>	<b>61%</b>	<b>59%</b>	<b>59%</b>

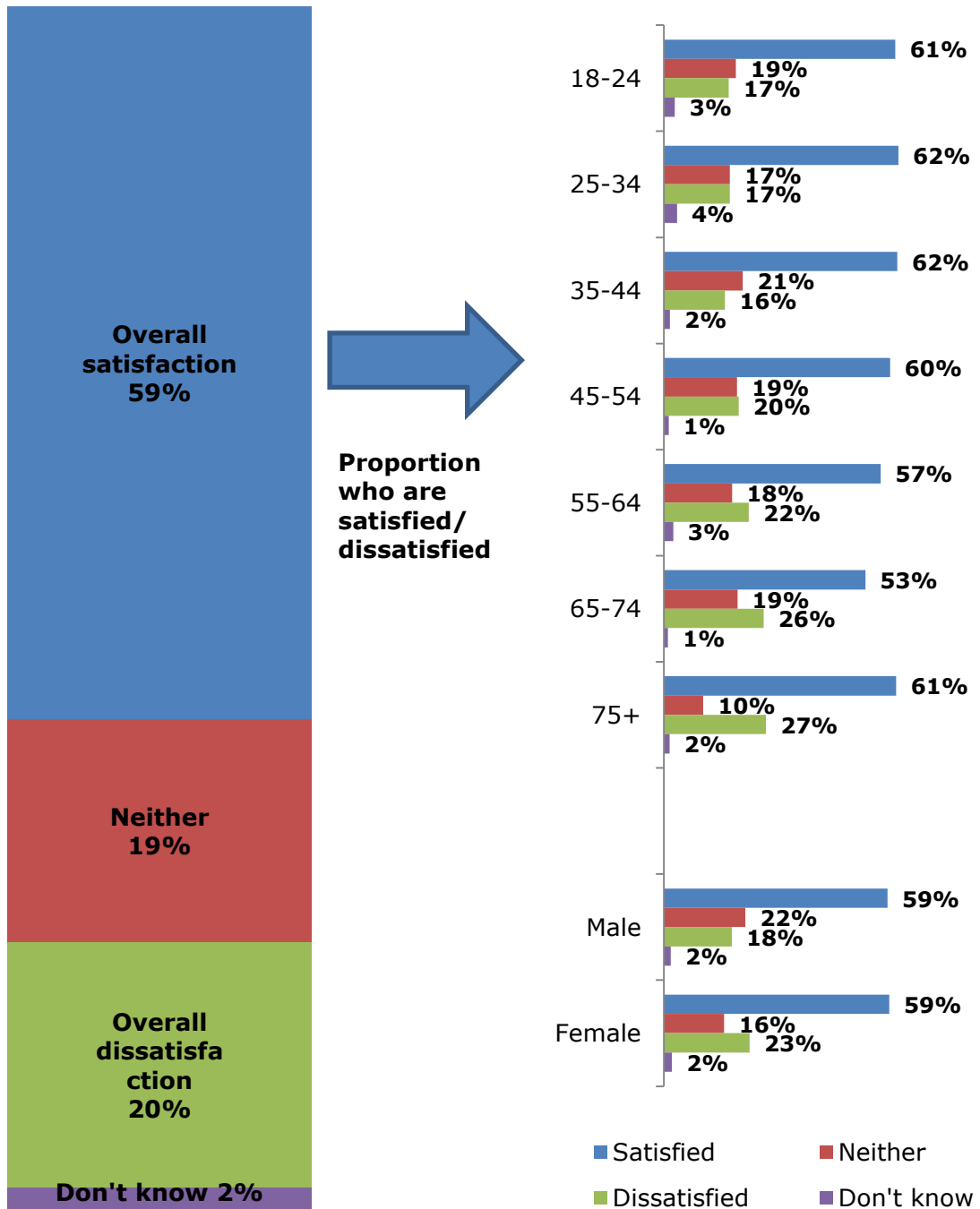
**Figure 14** shows the breakdown of responses by age and gender subgroups. Those aged 65-74 and 75+ were least satisfied with the way the County Council runs things (26% and 27% respectively). By comparison, only 16% of those aged 35-44 said they were dissatisfied.

A larger proportion of females indicated that they were dissatisfied (23%) compared to males (18%).

A third (33%) of respondents who had a health problem or disability were dissatisfied with the way Nottinghamshire County Council runs things, in comparison to 17% of those who were not disabled.

A larger proportion of respondents who were economically inactive expressed dissatisfaction than those who were economically active (26% compared to 17%).

**Figure 14 – Satisfaction with the way Nottinghamshire County Council runs things, by age and gender**  
**Base: All respondents (1,069)**



## Value for Money

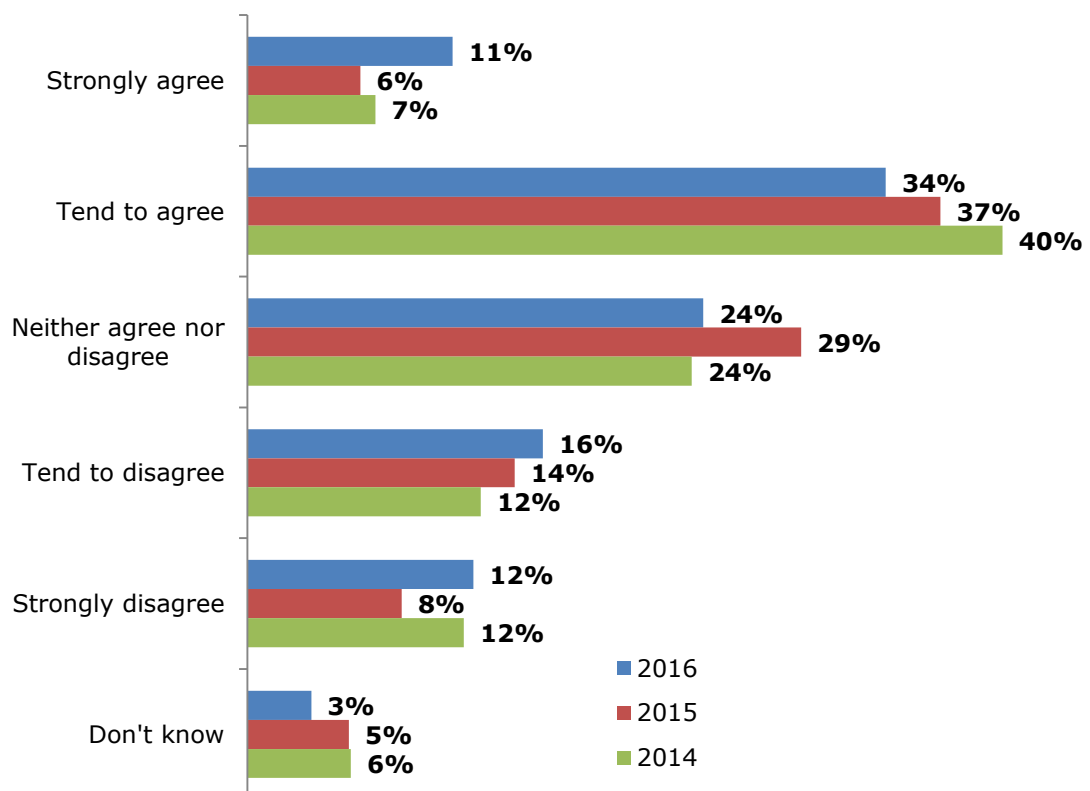
A key driver of the reputation of all councils is whether or not residents believe they receive value for money. In this section of the questionnaire, respondents were asked to think about the range of services Nottinghamshire County Council provides (e.g. the Library Service, waste management and recycling 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. **Figure 15** presents these results.

Over four in ten (45%) respondents agreed to some extent that Nottinghamshire County Council provides value for money (11% strongly agree and 34% tend to agree), whilst 24% neither agreed or disagreed. This represents a slight increase of 2% in the proportion of those who agreed since the 2015 survey (43%), but is lower than in 2014 (47%).

Almost three in ten (28%) tended to disagree or strongly disagreed, which is 6% higher than last year (22%).

**Figure 15 – Agreement that Nottinghamshire County Council provides value for money**

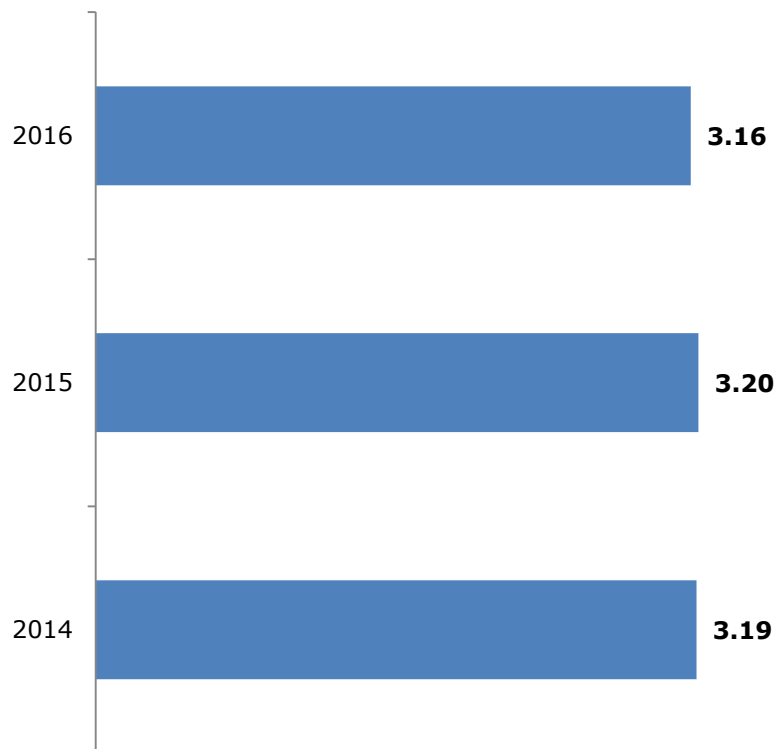
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



**Figure 16** shows the agreement scores for the last three years in relation to respondents' agreement that the Council provides value for money. These scores have been calculated by assigning a number to each response option ranging from 5 for strongly agree to 1 for strongly disagree and then calculating the average. As can be seen below although there has been little variation in the score, it is slightly lower this year (3.16) than last year (3.20) and 2014 (3.19).

**Figure 16 – Agreement that Nottinghamshire County Council provides value for money, by agreement score**

**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**

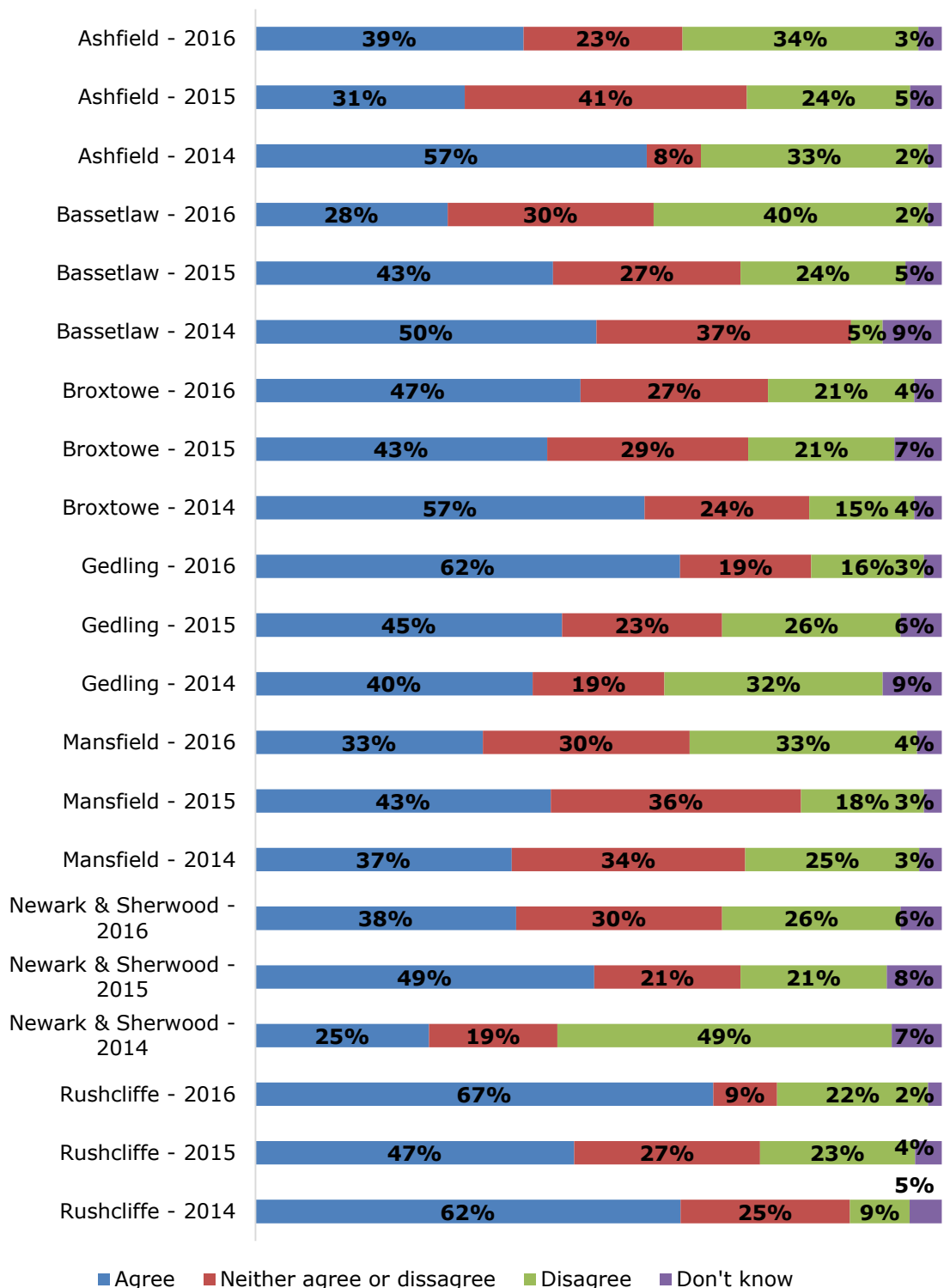


Responses received in each District or Borough are presented in **Figure 17**. A larger proportion of respondents from Rushcliffe reported that they were satisfied in terms of Nottinghamshire County Council providing value for money (67%) than the other Districts and Boroughs, followed by Gedling (62%).



Bassetlaw respondents reported the lowest level of agreement that the County Council provides value for money, with 28% either strongly agreeing or tending to agree. Four in ten (40%) respondents in this area disagreed that Nottinghamshire County Council provides value for money. Disagreement was also high in Ashfield and Mansfield, with 34% and 33% respectively either strongly disagreeing or tending to disagree, compared to 28% of the overall sample.

**Figure 17 – Agreement that Nottinghamshire County Council provides value for money, by Local Authority area**  
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



Overall agreement (strongly agree and tend to agree responses) that the County Council provides value for money is presented below in **Table 4**. As can be seen, agreement has increased since 2015 in Ashfield (+8%), Broxtowe (+4%), Gedling (+17%), and Rushcliffe (+20%), but has decreased in Bassetlaw (-15%), Mansfield (-10%), and Newark & Sherwood (-11%).

Overall, agreement has increased by 2% to 45% since 2015, but is still 2% lower than the 2014 survey.

**Table 4 – Agreement that Nottinghamshire County Council provides value for money, by Local Authority area**

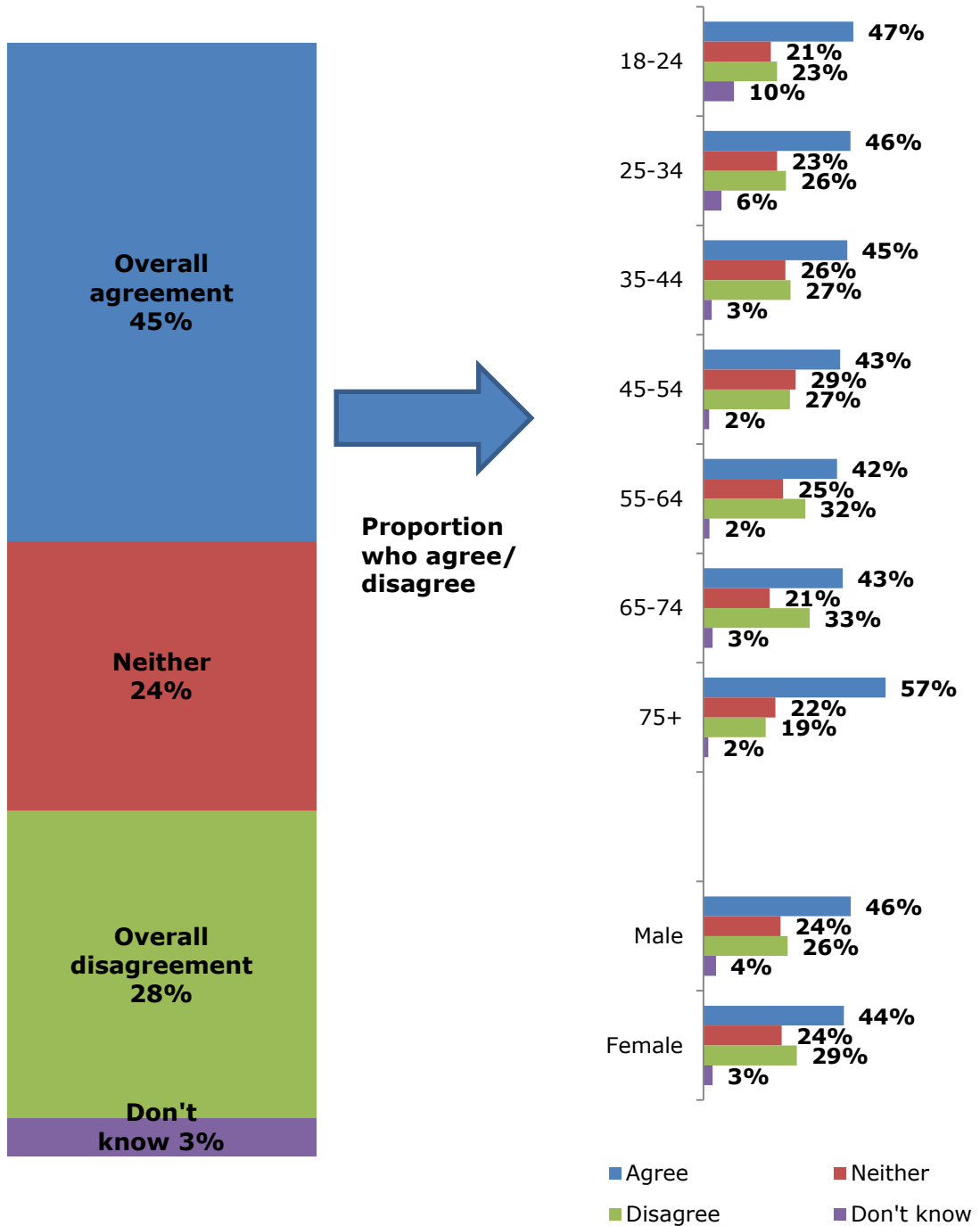
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**

District/Borough Council	Overall agreement 2014	Overall agreement 2015	Overall agreement 2016
Ashfield District Council	57%	31%	39%
Bassetlaw District Council	50%	43%	28%
Broxtowe Borough Council	57%	43%	47%
Gedling Borough Council	40%	45%	62%
Mansfield District Council	37%	43%	33%
Newark & Sherwood District Council	25%	49%	38%
Rushcliffe Borough Council	62%	47%	67%
<b>Overall</b>	<b>47%</b>	<b>43%</b>	<b>45%</b>

Demographic subgroup analysis demonstrates that a larger proportion of those aged 75+ agreed (57%) than those from any other subgroup. In contrast, 42% of those aged 55-64 agreed. **Figure 18** shows these results. Those aged 65-74 saw the largest proportion of those disagreeing that the County Council provides value for money (33%).

No significant differences were identified between ethnic subgroups and by gender, but it should be noted that people who said they had a disability were more likely to disagree than those who did not have one (38% compared to 25%).

**Figure 18 – Agreement that Nottinghamshire County Council provides value for money, by age and gender**  
**Base: All respondents (1,069)**



## Information Provision

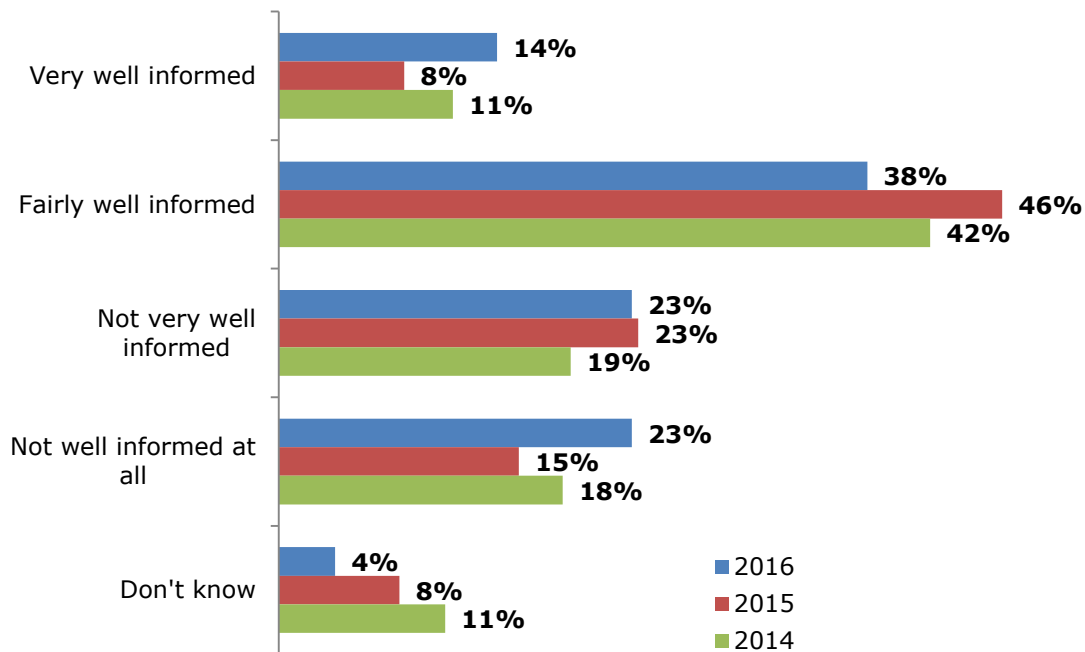
The Duty to Involve came into force in April 2009, and requires Councils to involve residents in decisions made about how they provide services. Good information and communications are important elements of service delivery, and there is a strong relationship between how informed residents feel they 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 Nottinghamshire Annual Satisfaction 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. As shown in **Figure 19**, over half (52%) of respondents felt that Nottinghamshire County Council kept them well informed about the services and benefits it provides (14% very well informed and 38% fairly well informed). This represents a decrease in the proportion of respondents stating that they were either very well informed or fairly well informed from previous years (54% in 2015 and 53% in 2014).

A quarter (23%) indicated that they were not very well informed, whilst 23% said that they were not well informed at all which is 8% more than last year.

**Figure 19 – Agreement that Nottinghamshire County Council keeps residents informed**

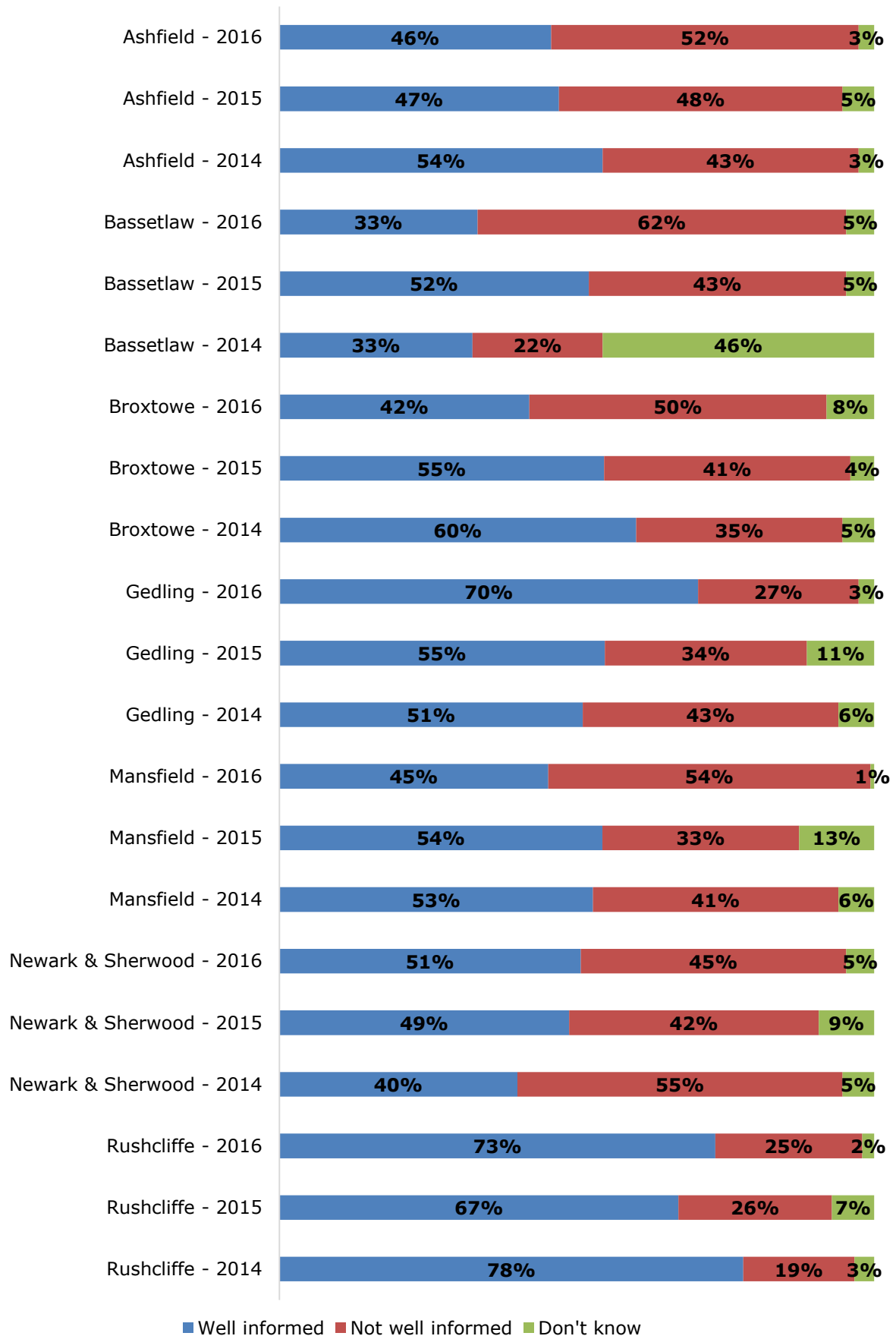
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



**Figure 20** presents the proportion of respondents in each District or Borough that are satisfied (either very or fairly satisfied) with the way Nottinghamshire County Council keeps residents about its services and benefits. As can be seen, more than seven in ten (73%) Rushcliffe respondents felt that they were well informed by the County Council, closely followed by 70% of Gedling respondents. Respondents from Bassetlaw and Broxtowe were less positive, with 33% and 42% respectively indicating that they were well informed. Bassetlaw also saw the largest proportion of respondents who felt they were not well informed (62%).

**Figure 20 – Agreement that Nottinghamshire County Council keeps residents informed, by Local Authority area**

**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



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 Annual Satisfaction Survey are presented below in **Table 5**. As shown below, the proportion of respondents who felt informed by the County Council has increased in Gedling (+15%), Newark & Sherwood (+2%), and Rushcliffe (+6%) since 2015. Respondents from Ashfield (-1%), Bassetlaw (-19%), Broxtowe (-13%), and Mansfield (-9%) feel less informed than in the 2015 survey.

This year the proportion of respondents who felt well informed has only slightly decreased by 2% compared to last year.

**Table 5 – Agreement that Nottinghamshire County Council keeps residents informed, by Local Authority area**

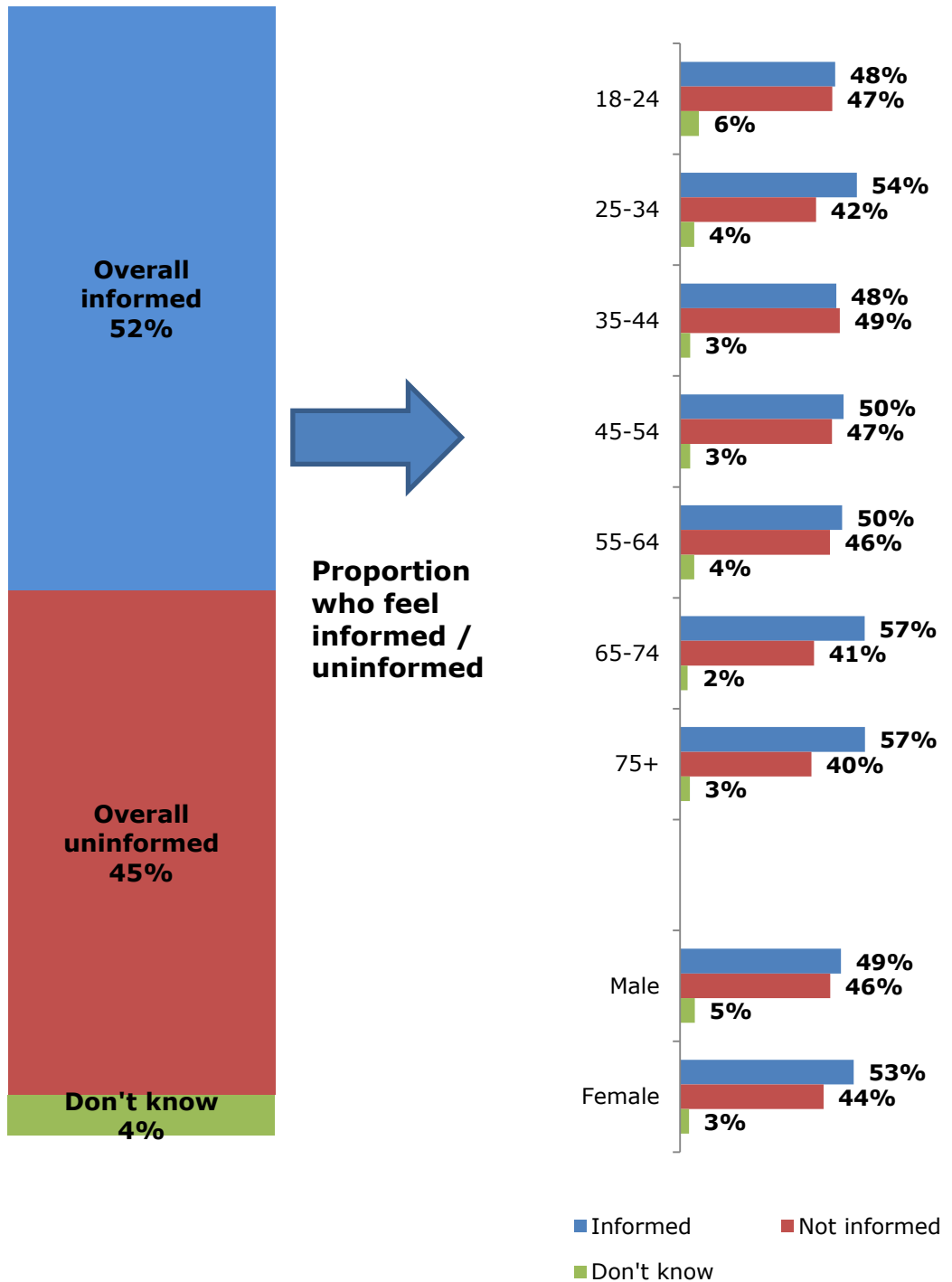
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**

District/Borough Council	Overall 2014	Overall 2015	Overall 2016
Ashfield District Council	54%	47%	46%
Bassetlaw District Council	33%	52%	33%
Broxtowe Borough Council	60%	55%	42%
Gedling Borough Council	51%	55%	70%
Mansfield District Council	53%	54%	45%
Newark & Sherwood District Council	40%	49%	51%
Rushcliffe Borough Council	78%	67%	73%
<b>Overall</b>	<b>53%</b>	<b>54%</b>	<b>52%</b>

**Figure 21** presents the responses by age and gender. There were no significant differences in the results by gender and age. However, those aged 65-74 and 75+ felt most well informed (both 57%) and a slightly larger proportion of females (53%) did so than males (49%).

Respondents who had a disability felt less well informed than those without a disability (56% not well informed compared to 42%).

**Figure 21 – Agreement that Nottinghamshire County Council keeps residents informed, by age and gender**  
**Base: All respondents (1,069)**



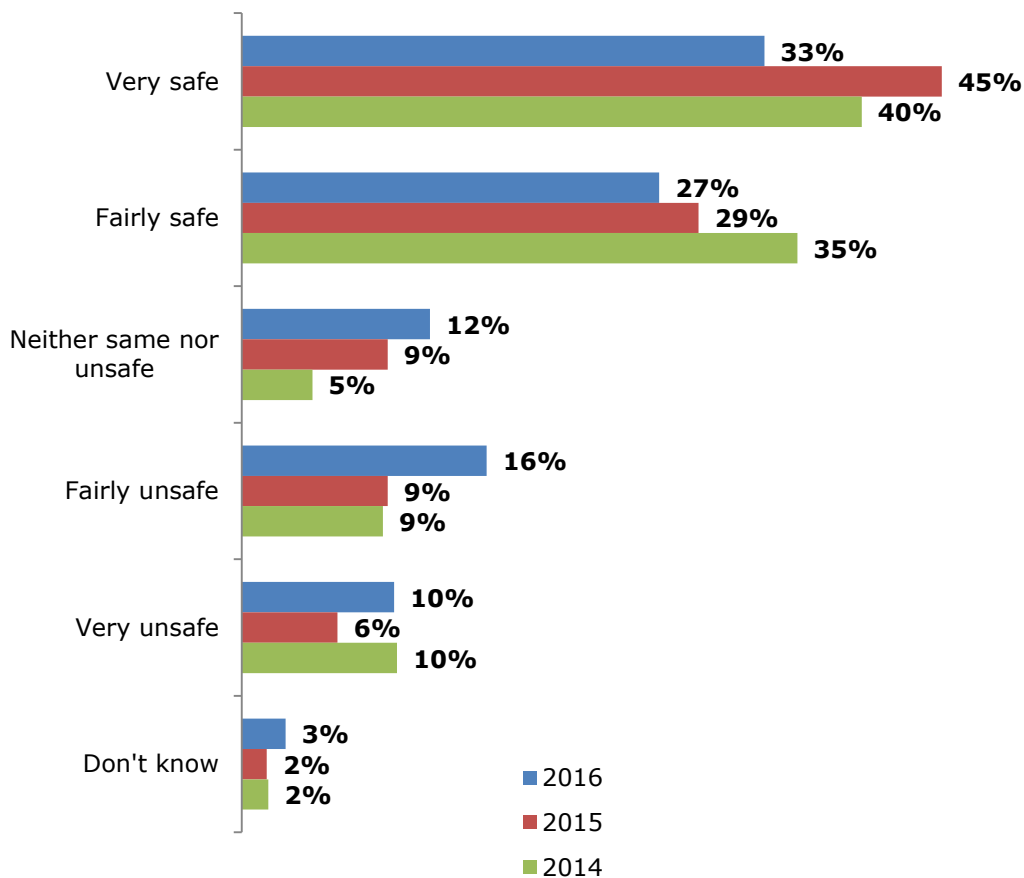
## Community Safety

### Safety in the local area after dark

Respondents 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.

As shown in **Figure 22**, three in five (60%) respondents indicated that they felt safe when outside in their local area after dark (33% very safe and 27% fairly safe). This is a large decrease since last year when 74% said they felt safe and in 2014 when 75% reported feeling safe. This year a quarter (26%) reported that they felt unsafe (16% fairly and 10% very unsafe).

**Figure 22 – Feeling of being safe in the local area after dark**  
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**

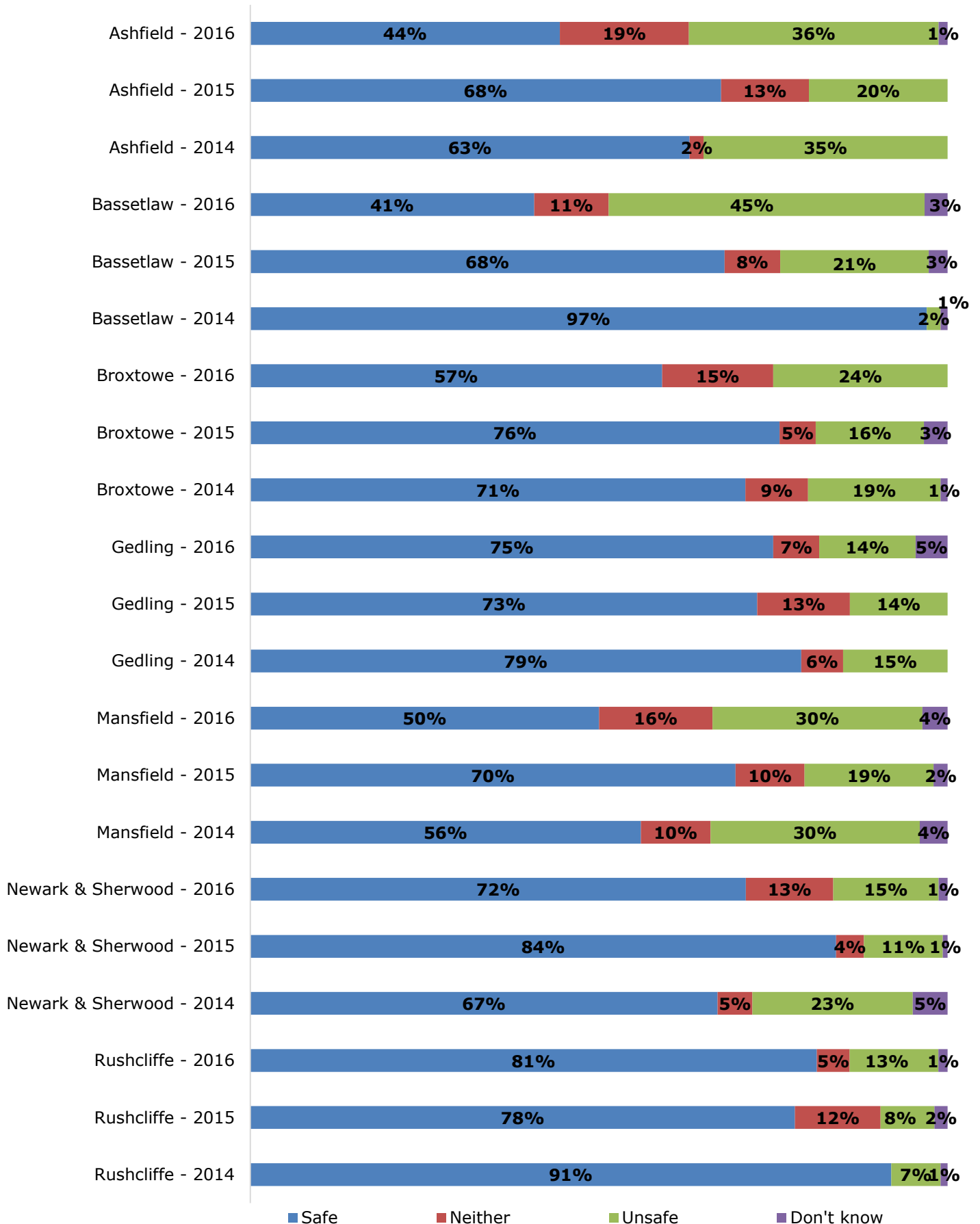


**Figure 23** presents the results to this question by Local Authority area. As can be seen, large proportions of respondents from Rushcliffe (81%) and Gedling (75%) reported feeling safe (either very or fairly safe) in their local area after dark, in comparison to 60% of the overall sample. Ashfield and Bassetlaw respondents felt least safe, with 44% and 41% respectively indicating that they felt either very safe or fairly safe. In Bassetlaw 45% of respondents said they felt unsafe outside in their local area after dark and this has increased from 21% in 2015.



**Figure 23 – Feeling safe outside in the local area after dark, by Local Authority area**

**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



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 in **Table 6**. As can be seen, the proportion of respondents indicating that they felt safe in their local area after dark has decreased overall from 74% in 2015 to 60% this year.

The proportion of respondents feeling safe in their local area after dark has increased in Gedling (+2%) and Rushcliffe (+3%) since the survey conducted in 2015.

Perceptions of safety after dark have decreased in Ashfield (-24%), Bassetlaw (-27%), Broxtowe (-19%), Mansfield (-20%), and Newark & Sherwood (-12%).

**Table 6 – Feeling safe outside in the local area after dark, by Local Authority area**

**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**

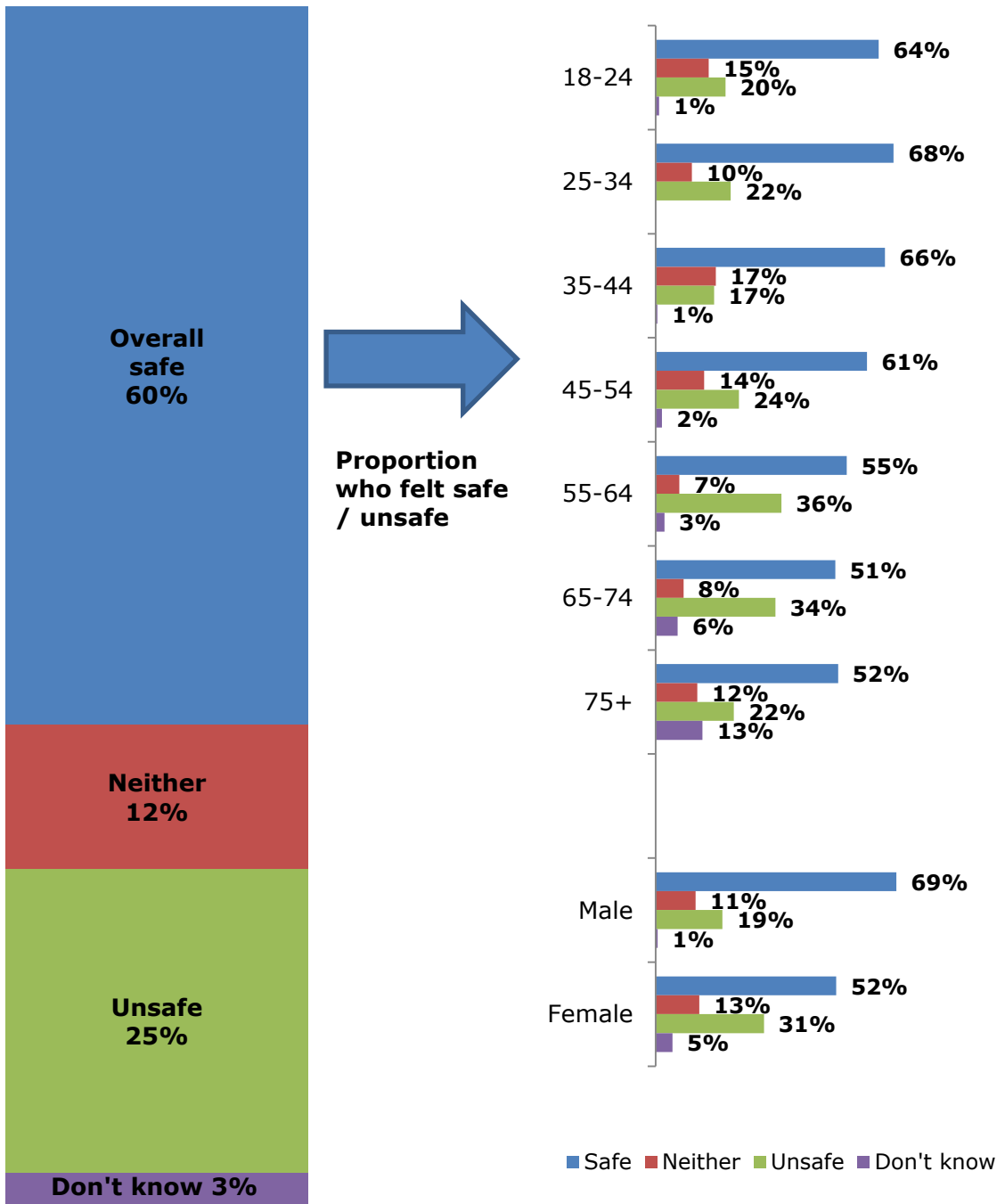
District/Borough Council	Overall safe 2014	Overall safe 2015	Overall safe 2016
Ashfield District Council	63%	68%	44%
Bassetlaw District Council	97%	68%	41%
Broxtowe Borough Council	71%	76%	57%
Gedling Borough Council	79%	73%	75%
Mansfield District Council	56%	70%	50%
Newark & Sherwood District Council	67%	84%	72%
Rushcliffe Borough Council	91%	78%	81%
<b>Overall</b>	<b>75%</b>	<b>74%</b>	<b>60%</b>

The results of this question in the 2016 survey by age and gender are presented below in **Figure 24**. As can be seen, there are some differences between subgroups, particularly between male and female respondents, with a larger proportion of female respondents (31%) saying that they feel unsafe after dark compared to males (19%), a trend that has been seen in previous years.

Respondents aged 75+ were least likely to say they felt safe after dark (52%) than the other age groups and just over a third (36%) of those aged 55-64 said they did not feel safe. By contrast, 68% of respondents aged 25-34 said they felt safe after dark.

Thirty-seven per cent of respondents who were disabled indicated that they did not feel either very or fairly safe when outside in the local area after dark, compared to 22% of respondents who were not disabled. A greater proportion of those who were not in employment also reported that they did not feel safe, at 30%, whilst 22% of those who were employed reported feeling unsafe.

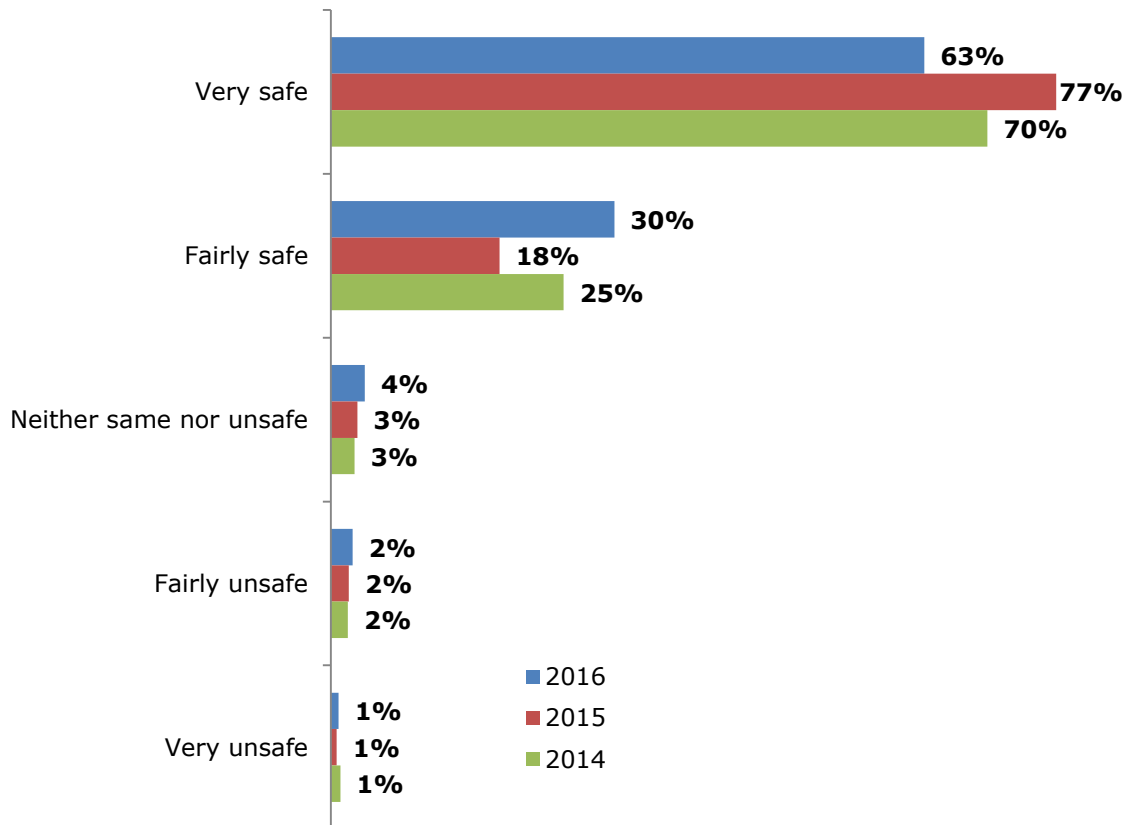
**Figure 24 – Feeling safe outside in the local area after dark, by age and gender**  
**Base: All respondents (1,069)**



**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. As shown in **Figure 25**, 93% of respondents indicated that they felt either very (63%) or fairly (30%) safe. This represents a 2% decrease since last year (95%) and is the same as 2014 (95%).

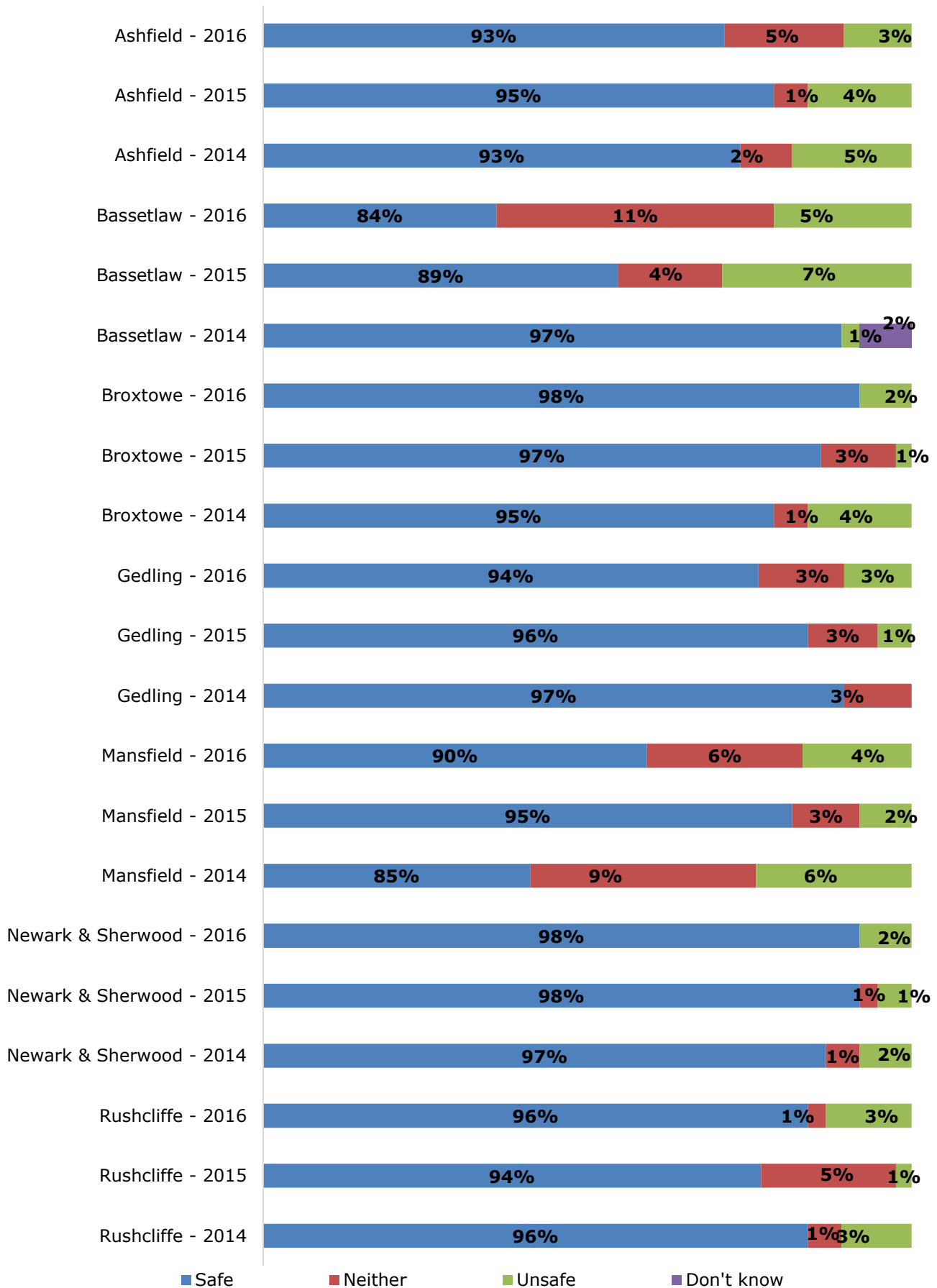
**Figure 25 – Feeling safe outside in the local area during the day**  
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



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), except in Bassetlaw where 84% said they felt safe. These results are presented in **Figure 26**.

**Figure 26 – Feeling safe outside in the local area during the day, by Local Authority area**

**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



The proportion of respondents feeling safe (either very or fairly safe) when outside during the day are presented below in **Table 7**. As can be seen, perceptions of safety are high in each District or Borough, but have increased in Broxtowe (+1%), and Rushcliffe (+2%) since 2015. The proportion of those who felt safe has stayed the same in Newark & Sherwood (98%).

Perceptions of feeling safe have decreased in Ashfield (-2%), Bassetlaw (-5%), Gedling (-2%), and Mansfield (-5%).

Overall, perceptions of feeling safe when outside during the day are very similar to previous years, with a 2% decrease since last year.

**Table 7 – Feeling safe outside in the local area outside during the day, by Local Authority area**

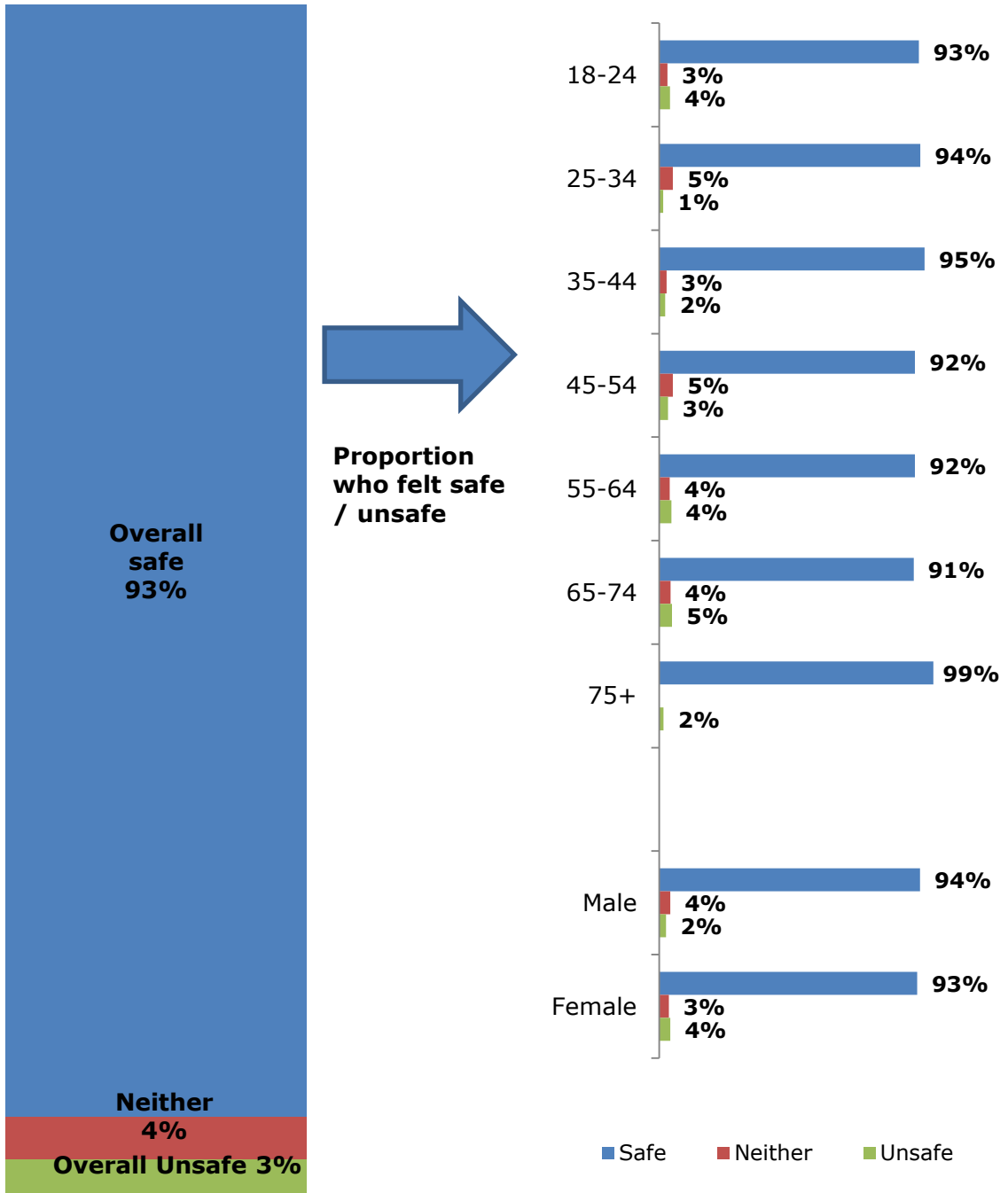
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**

District/Borough Council	Overall safe 2014	Overall safe 2015	Overall safe 2016
Ashfield District Council	93%	95%	93%
Bassetlaw District Council	97%	89%	84%
Broxtowe Borough Council	95%	97%	98%
Gedling Borough Council	97%	96%	94%
Mansfield District Council	85%	95%	90%
Newark & Sherwood District Council	97%	98%	98%
Rushcliffe Borough Council	96%	94%	96%
<b>Overall</b>	<b>95%</b>	<b>95%</b>	<b>93%</b>

The results by age and gender are presented in **Figure 27**. There are few subgroup differences to be identified, as the proportion of respondents feeling safe remains high in all age categories (ranging from 91% to 99%) and in both males and females (94% and 93% respectively). Interestingly respondents aged 75 and above were most likely to say they felt safe outside during the day (99%).

There was a slight difference between respondents who reported that they had a health problem or disability and those who did not. Ninety per cent of disabled respondents reported feeling safe when outside during the day, whereas this proportion was at 94% for those who were not disabled.

**Figure 27 – Feeling safe outside in the local area during the day, by age and gender**  
**Base: All respondents (1,069)**



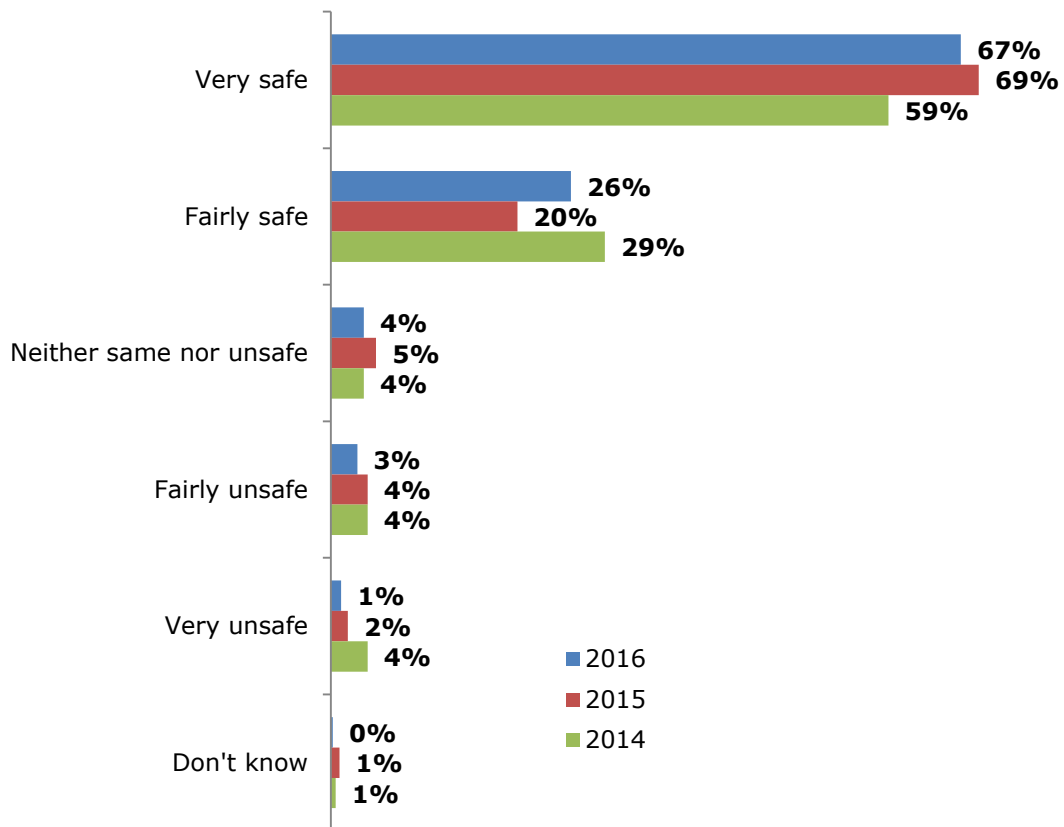
**Safety when home alone at night**

Respondents were also asked about how safe they feel when in their home alone at night. **Figure 28** presents these results. As can be seen, the proportion of respondents indicating that they felt very safe has slightly decreased this year to 67% from 69% in 2015. However, overall the proportion reporting that they felt either very (67%) or fairly (26%) safe when home alone at night has increased from 89% to 93%.

Four per cent of respondents reported that they felt either fairly unsafe or very unsafe, which is a 2% decrease since 2015 (6%) and is 4% lower than in 2014 (8%).

**Figure 28 – Feeling safe when home alone at night**

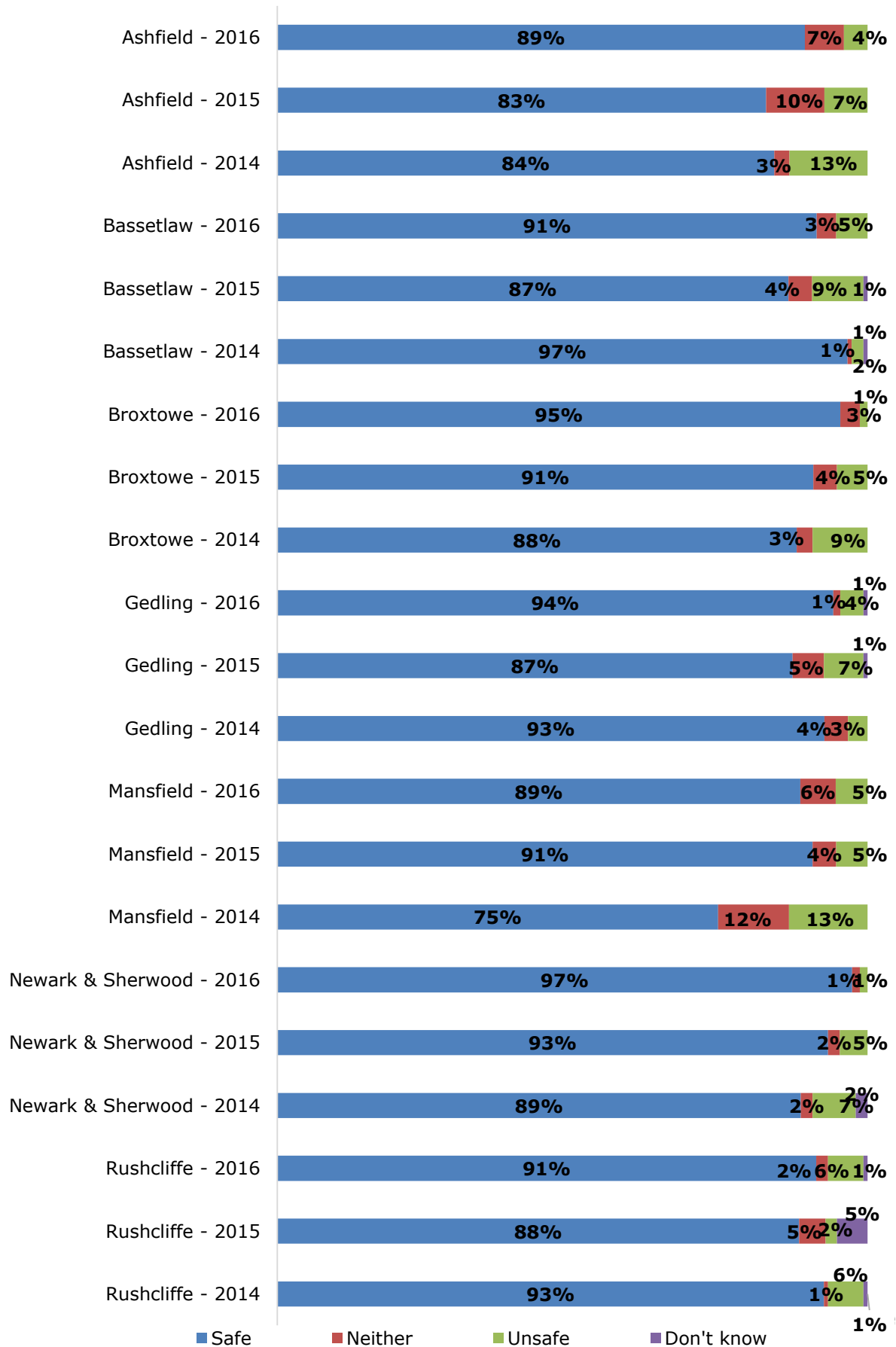
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



Perceptions of feeling safe when home alone at night were high in most Districts and Boroughs, however smaller proportions of respondents from Ashfield and Mansfield (both 89%) reported feeling safe (either very or fairly safe) in comparison to the overall sample (93%). A large proportion of Newark & Sherwood respondents reported feeling either very or fairly safe, at 97% overall. These results are presented in **Figure 29**.



**Figure 29 – Feeling safe when home alone at night, by Local Authority area**  
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



As can be seen in the table below, perceptions of feeling safe have increased in Ashfield (+6%), Bassetlaw (+4%), Broxtowe (+4%), Gedling (+7%), Newark & Sherwood (+4%), and Rushcliffe (+3%) since the 2015 survey. Perceptions of safety have only decreased in Mansfield (-3%).

Across all Districts and Boroughs, perceptions of safety when home alone at night are high at 93%, 4% higher than the level seen in 2015 (89%) and 5% higher than in 2014 (88%).

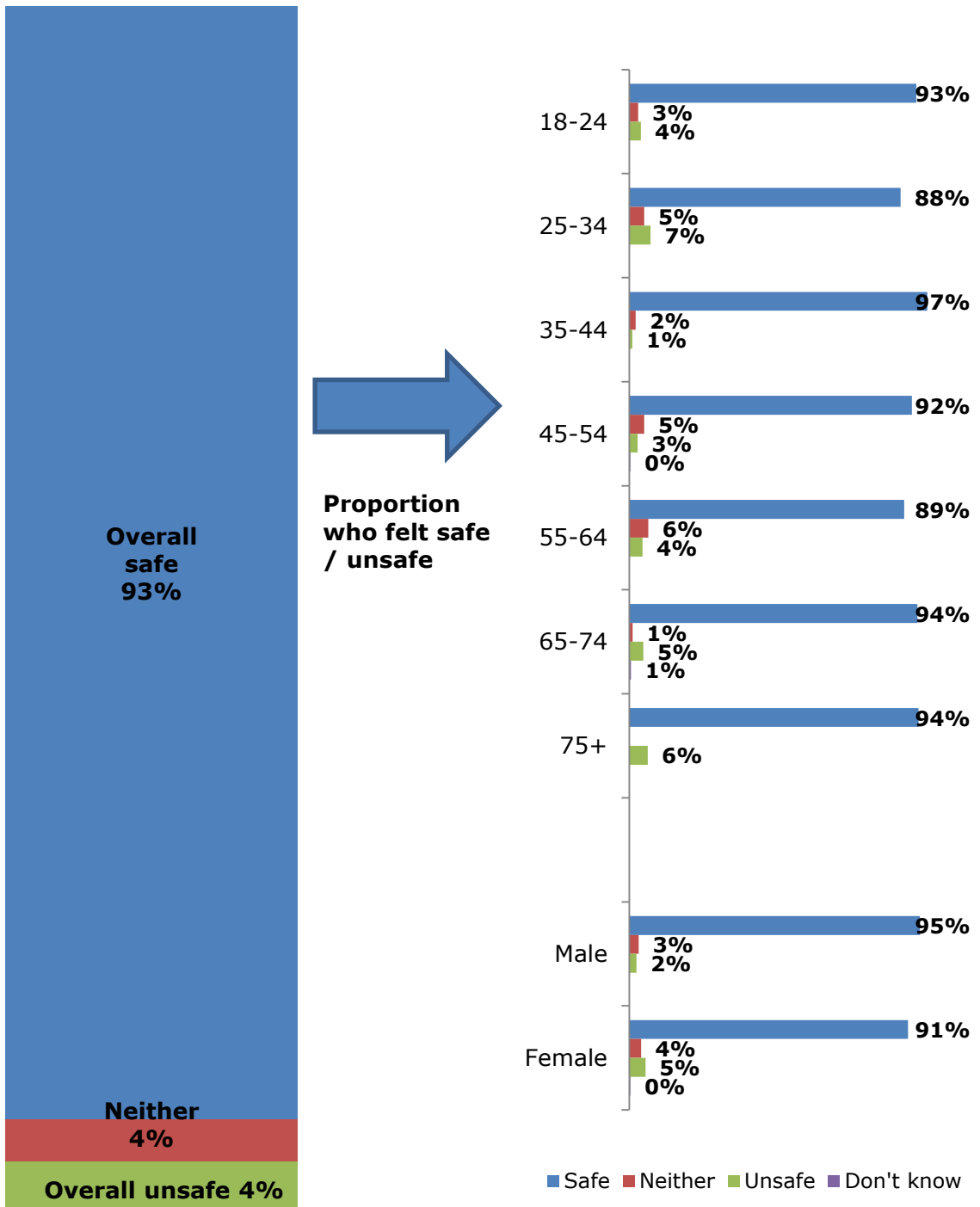
**Table 8 – Feeling safe when home alone at night, by Local Authority area**  
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**

District/Borough Council	Overall safe 2014	Overall safe 2015	Overall safe 2016
Ashfield District Council	84%	83%	89%
Bassetlaw District Council	97%	87%	91%
Broxtowe Borough Council	88%	91%	95%
Gedling Borough Council	93%	87%	94%
Mansfield District Council	75%	91%	89%
Newark & Sherwood District Council	89%	93%	97%
Rushcliffe Borough Council	93%	88%	91%
<b>Overall</b>	<b>88%</b>	<b>89%</b>	<b>93%</b>

The results by age and gender are presented below in **Figure 30**. There are a few differences to be seen in the responses received from those in different age groups. Those aged 35-44 were most likely to say that they felt safe when alone at home at night (97% compared to 93% overall). A larger proportion of male respondents also said they felt safe (95%) than females (91%).

When looking at the results between those who said they were disabled and those who were not, a larger proportion of those who were not (94%) said they said they felt safe alone in their home at night than those who were disabled (88%).

**Figure 30 – Feeling safe at home during the day, by age and gender**  
**Base: All respondents (1,069)**

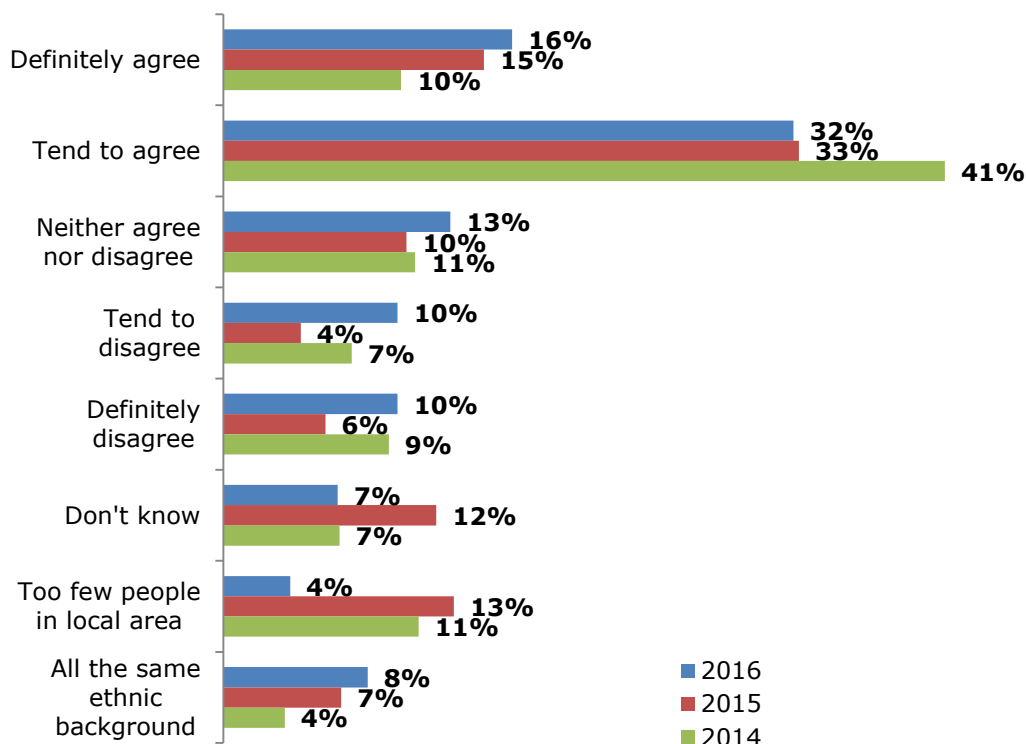


## Community Cohesion

A recognised measure of community cohesion is achieved by asking people about the degree to which people 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 that their local area is one where people from different ethnic backgrounds get on well together. The results are shown in **Figure 31**. 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 numerous news stories recently about refugees and the EU Referendum, which may have had an effect on people’s attitudes.

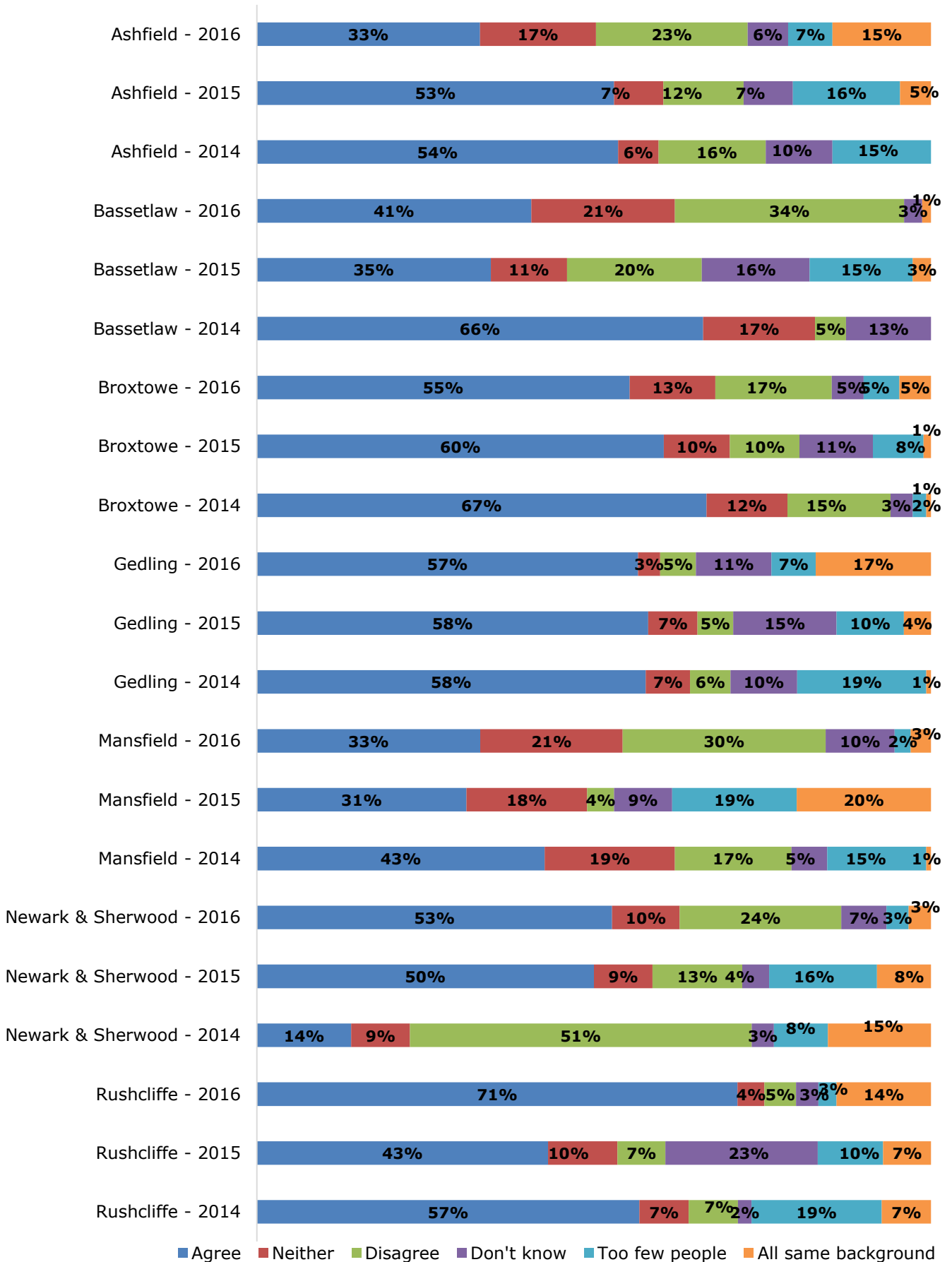
Under half (48%) of the overall sample agreed that people from different ethnic backgrounds get along well together in Nottinghamshire (16% definitely agree and 32% tend to agree). Sixteen per cent definitely agreed, representing an increase of 1% since the previous survey took place in 2015 and 6% higher than in 2014. The overall proportion of those agreeing (definitely or tend to agree) has stayed the same since last year, but this is still 3% lower than in 2014. This year one in five (20%) disagreed, with 10% tending to disagree and 10% definitely disagreeing. This is an increase of 10% from last year. Four per cent felt that there were too few people in their local area to say whether people from different backgrounds get along, whilst 8% said that the people in their local area were all from the same ethnic background, which is an increase of 1% from last year.

**Figure 31 – Agreement that people from different ethnic backgrounds get along**  
**All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



Looking across the Districts and Boroughs, agreement was highest in Rushcliffe (71%). Agreement was low in Ashfield and Mansfield, with 33% overall from each agreeing to some extent. Disagreement that people from different ethnic backgrounds get on well together was particularly high for respondents from Bassetlaw (34%) in comparison to the other Districts and Boroughs. These results are presented in **Figure 32**.

**Figure 32 – Agreement that people from different ethnic backgrounds get along together, by Local Authority area**  
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



Since the 2015 survey, the proportion of respondents who agree has increased in Bassetlaw (+6%), Mansfield (+2%), Newark & Sherwood (+3%) and Rushcliffe (+28%). It has decreased in Ashfield (-20%), Broxtowe (-5%), and Gedling (-1%).

**Table 9 – Agreement that people from different ethnic backgrounds get along together, by Local Authority area**

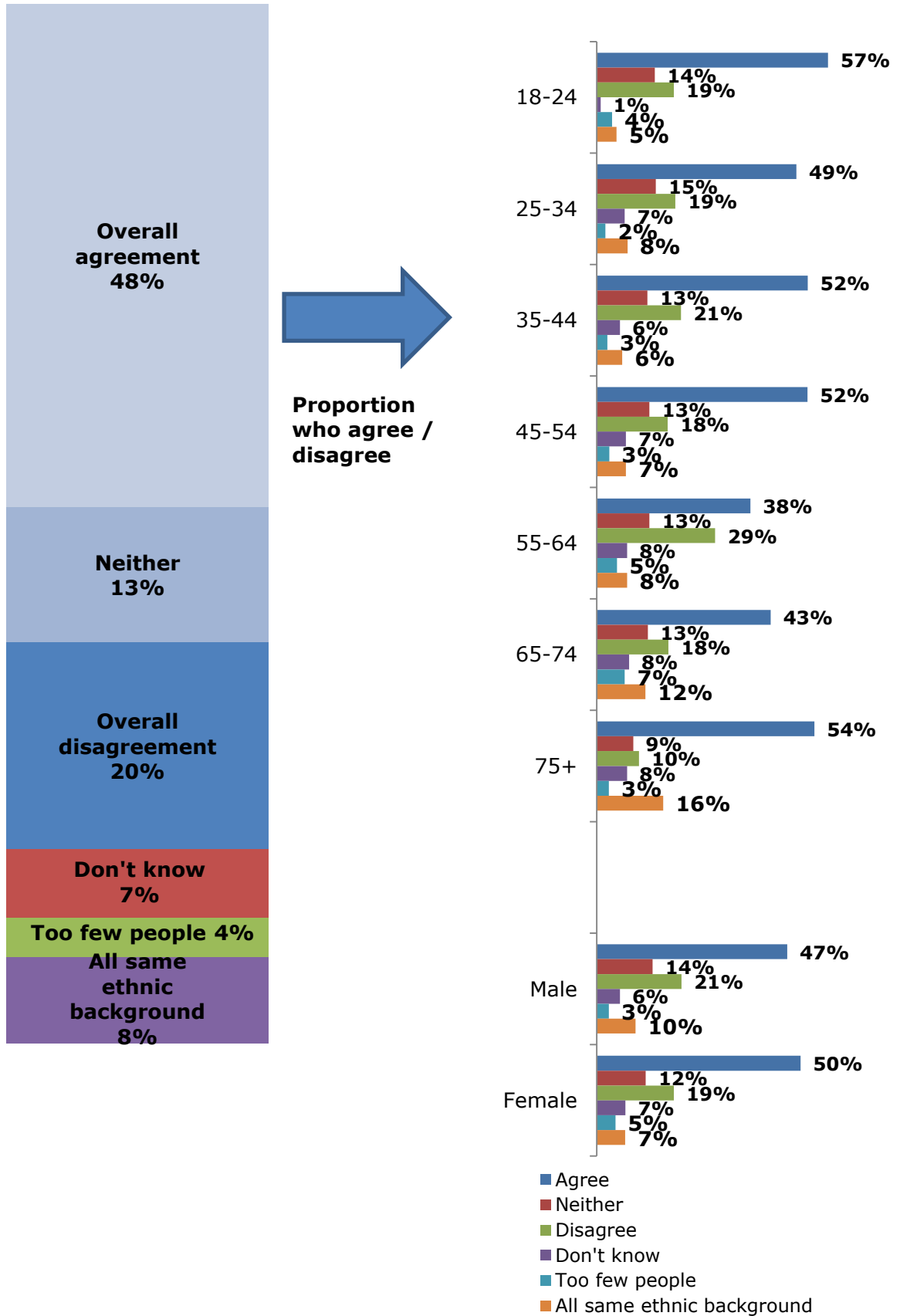
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**

District/Borough Council	Overall agreement 2014	Overall agreement 2015	Overall agreement 2016
Ashfield District Council	54%	53%	33%
Bassetlaw District Council	66%	35%	41%
Broxtowe Borough Council	67%	60%	55%
Gedling Borough Council	58%	58%	57%
Mansfield District Council	43%	31%	33%
Newark & Sherwood District Council	14%	50%	53%
Rushcliffe Borough Council	57%	43%	71%
<b>Overall</b>	<b>51%</b>	<b>48%</b>	<b>48%</b>

The results presented by age and gender subgroups are shown in **Figure 33**. As can be seen, slightly larger proportions of those aged 18-24 (57%) and 75+ (54%) agreed (either definitely agreed or tended to agree) that people from different ethnic backgrounds got along well together. In comparison to the overall sample (48%), a lower proportion of respondents aged 55-64 agreed (38%).

Female respondents were more likely to say they agreed (50%) compared to males (47%), although this difference was not significant. No significant differences were identified between working status and disability subgroups either.

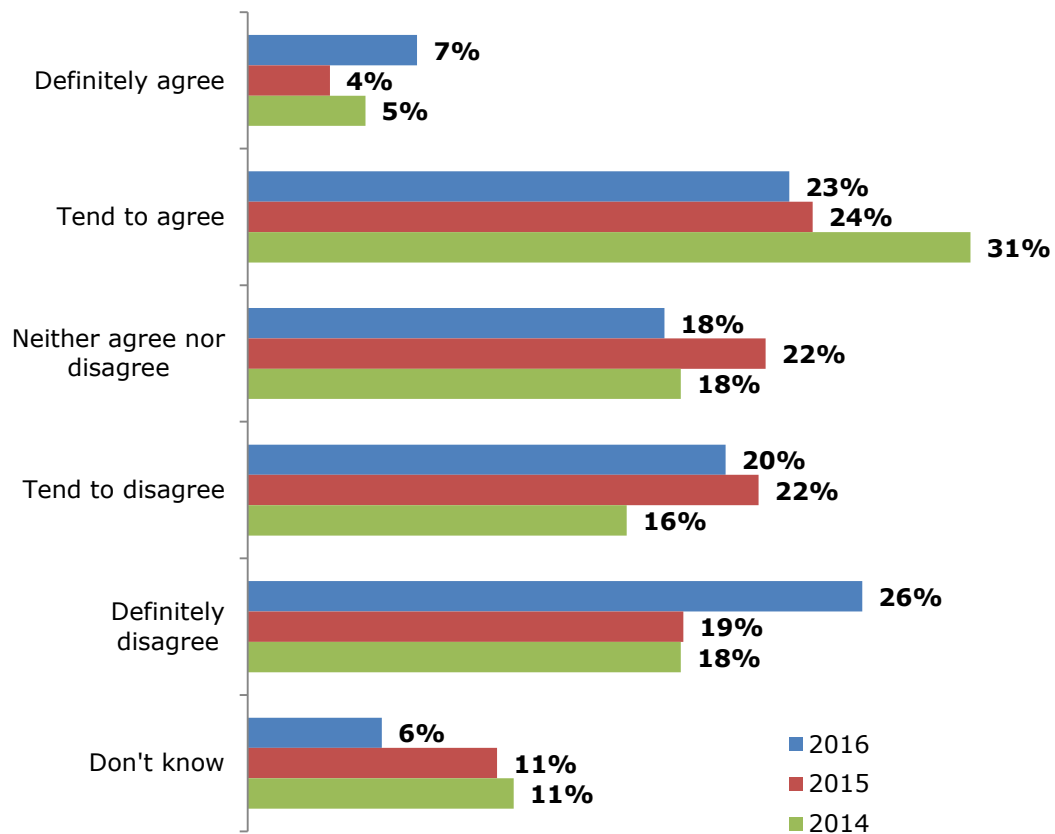
**Figure 33 – Agreement that people from different ethnic backgrounds get along together, by age and gender**  
**Base: All respondents (1,069)**



## 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. As shown in **Figure 34**, 30% agreed to some extent that they can influence decisions (7% definitely agree and 23% tend to agree). This is 2% higher than in 2015 (28%), although it is still lower than the percentage seen in 2014 (36%). In 2016 46% said they disagreed (20% tend to disagree and 26% definitely disagree). This is 5% higher than in 2015 (41%).

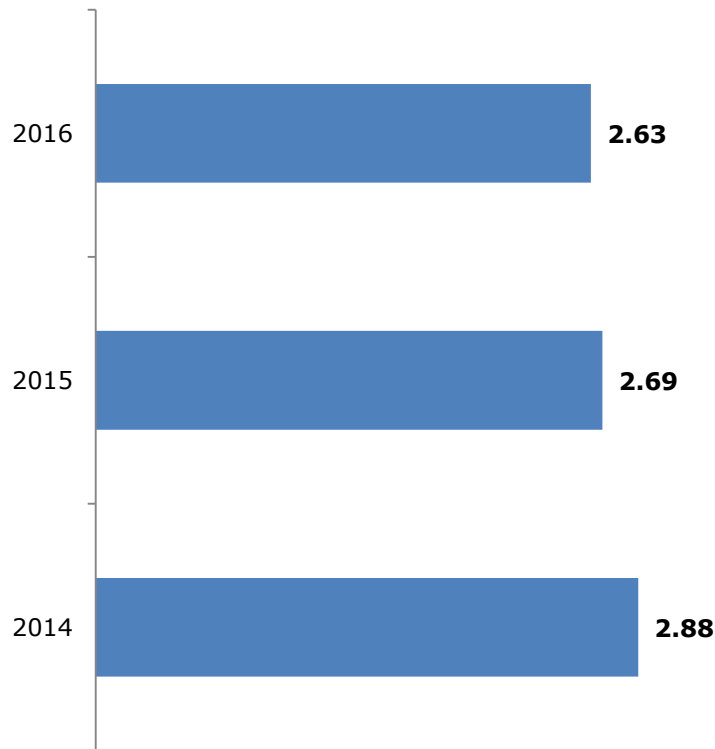
**Figure 34 – Influence on decisions affecting the local area**  
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**





**Figure 35** shows the agreement scores for the last three years in relation to respondents' agreement that they can influence decisions affecting the local area. These scores have been calculated by assigning a number to each response option ranging from 5 for strongly agree to 1 for strongly disagree and then calculating the average. As can be seen below although there has been little variation in the score, it is slightly lower this year (2.63) than last year (2.69) and 2014 (2.88).

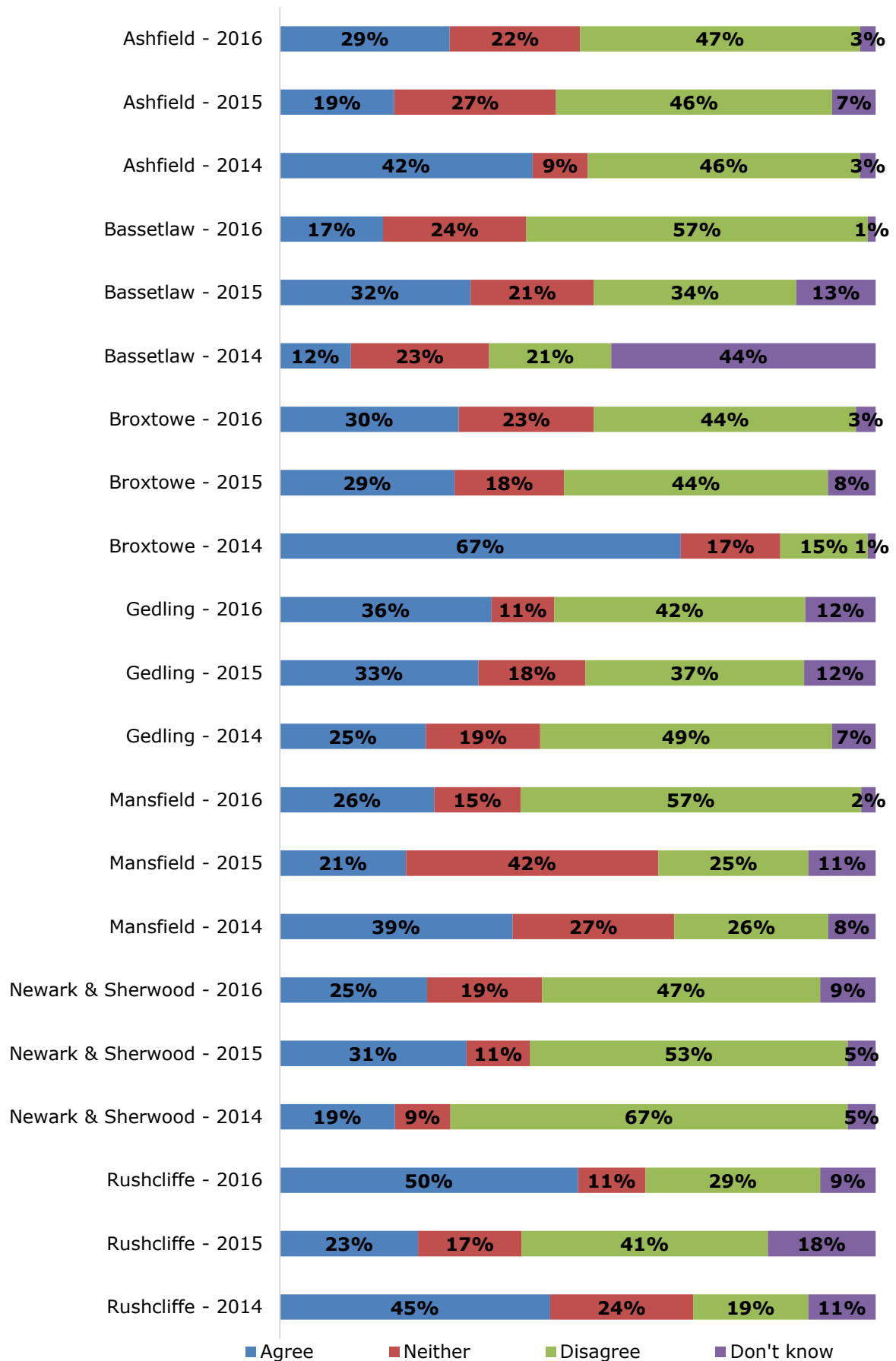
**Figure 35 – Influence on decisions affecting the local area, by agreement score**  
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



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 Rushcliffe this year (50%). Disagreement, on the other hand, was highest in Bassetlaw (57%) and Mansfield (57%). **Figure 36** presents these results.

**Figure 36 – Influence on decisions affecting the local area, by Local Authority area**

**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**



As can be seen in **Table 10**, the proportion of those agreeing has increased in Ashfield (+10%), Broxtowe (+1%), Mansfield (+5%), Gedling (+3%), and Rushcliffe (+27%). However, it has decreased in Bassetlaw (-15%), and Newark & Sherwood.

Overall, agreement has increased since the 2015 survey by 3%, but is still 6% below the 36% recorded in the 2014 survey.

**Table 10 – Influence on decisions affecting the local area, by Local Authority area**

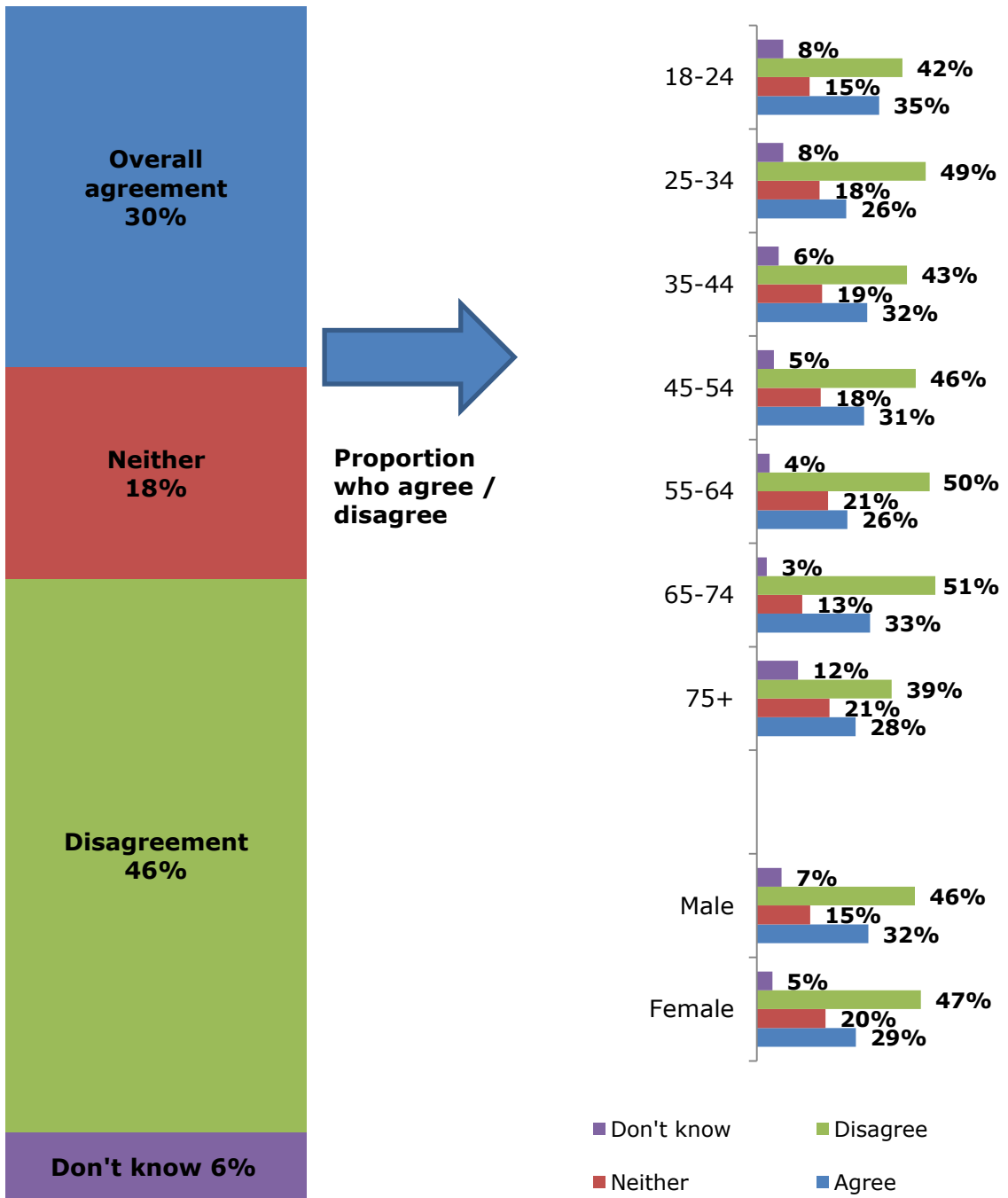
**Base: All respondents (2016 = 1,069 / 2015 = 1,081 / 2014 = 1,053)**

District/Borough Council	Overall agreement 2014	Overall agreement 2015	Overall agreement 2016
Ashfield District Council	42%	19%	29%
Bassetlaw District Council	12%	32%	17%
Broxtowe Borough Council	67%	29%	30%
Gedling Borough Council	25%	33%	36%
Mansfield District Council	39%	21%	26%
Newark & Sherwood District Council	19%	31%	25%
Rushcliffe Borough Council	45%	23%	50%
<b>Overall</b>	<b>36%</b>	<b>28%</b>	<b>30%</b>

**Figure 37** presents the proportions of respondents who agreed and disagreed that they could influence decisions affecting their local area by age and gender subgroups. There were no significant differences in results between males and females, and by age. However, the proportion of respondents who agreed that they could influence decisions was highest for the 18-24 age group at 35% and lowest for 25-34 year olds at 26% and those aged 55-64 (26%).

A larger proportion of those who were economically inactive disagreed that they could influence decisions affecting their local area (50%) than the proportion who were economically active (44%).

**Figure 37 – Influence on decisions affecting the local area, by age and gender**  
**Base: All respondents (1,069)**

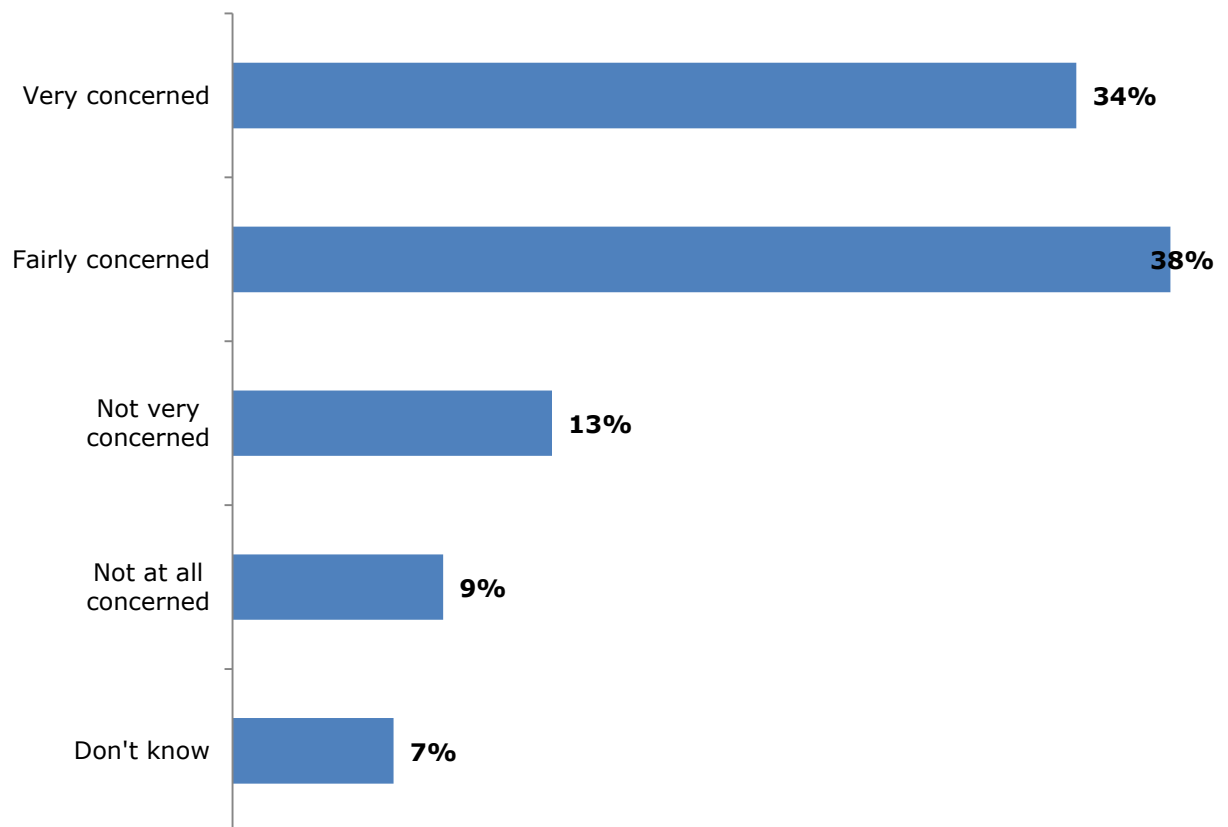


## County Council Services

This year the survey asked respondents a set of new questions about their worries about the effect of cuts to local council services, their satisfaction or dissatisfaction with services and their opinions on how the Council should spend its budget in comparison to last year. The Council wishes to use the results of these questions to help identify where its future priorities should be in terms of future service provision and spending.

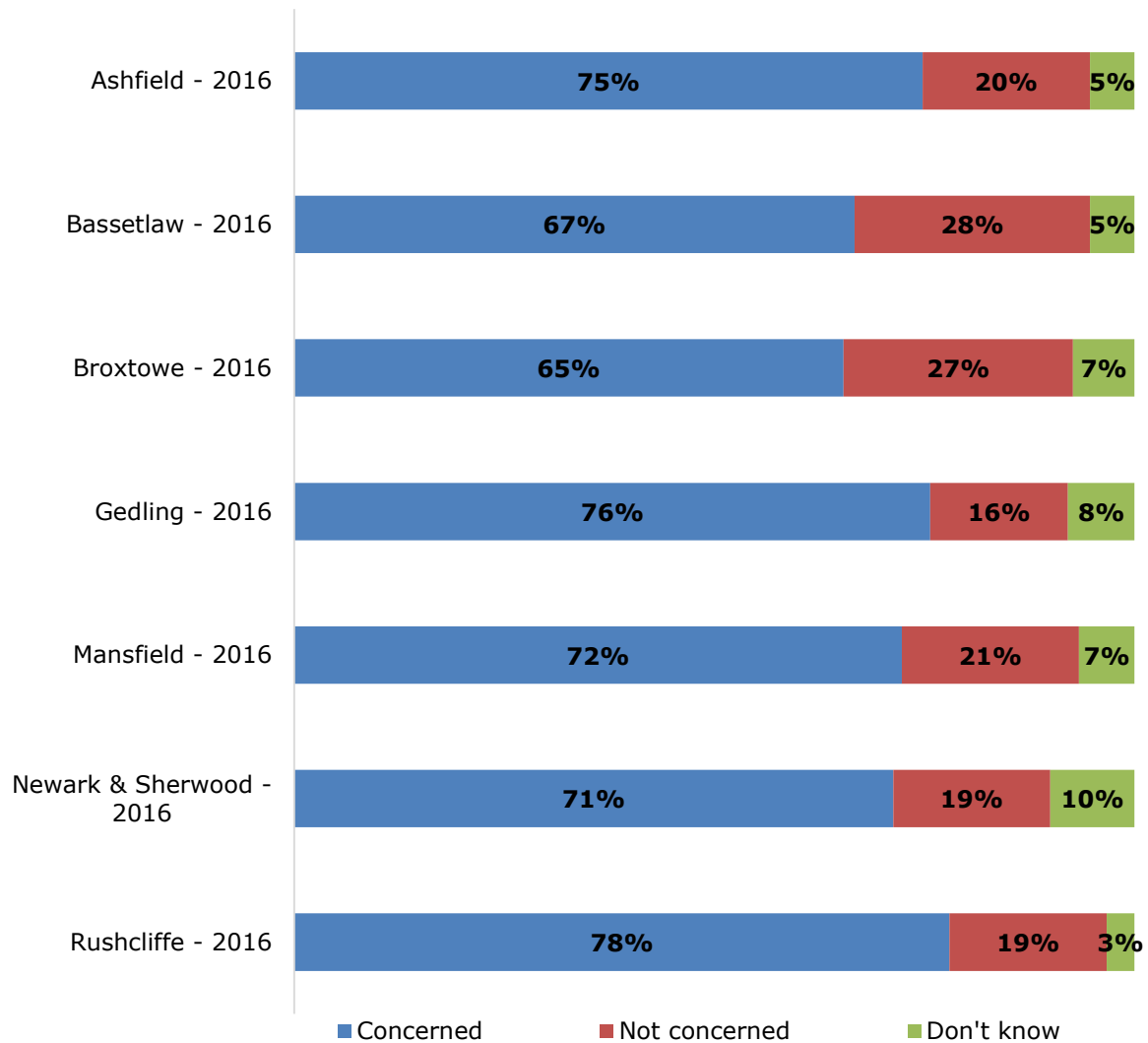
First of all, respondents were asked how concerned they were about the effects of cuts to local council services. As can be seen in **Figure 38**, 72% said they were concerned about the effects of cuts (34% very concerned and 38% fairly concerned). In comparison, a fifth (22%) said they were not concerned (13% not very concerned and 9% not concerned at all).

**Figure 38 – Level of concern about effects of cuts to local council services**  
**Base: All respondents (2016 = 1,069)**



The level of concern about the effects of cuts to local council services (including those who were very concerned and fairly concerned) was highest in Rushcliffe (78%), followed by Gedling (76%) and Ashfield (75%). By comparison, Bassetlaw and Broxtowe saw the largest proportions of respondents saying they were not concerned (28% and 27% respectively). **Figure 39** presents these results.

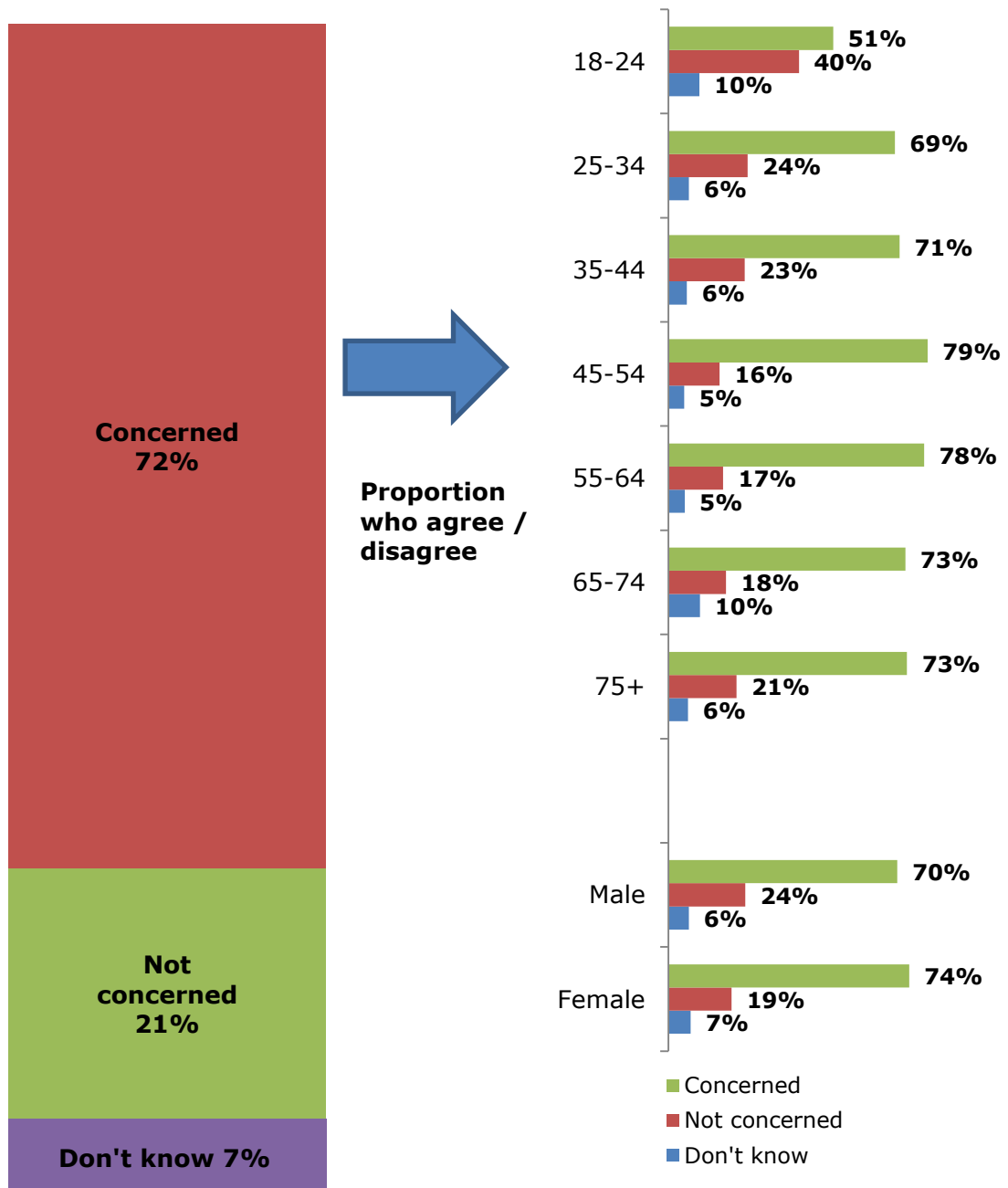
**Figure 39 – Level of concern about effects of cuts to local council services, by Local Authority area**  
**Base: All respondents (2016 = 1,069)**



**Figure 40** presents the proportions of respondents who were concerned and not concerned about effects of cuts by age and gender subgroups. A larger proportion of females than males said they were concerned (74% compared to 70%), however, this difference was not significant. Looking at the results by age group, the proportion of respondents who were concerned was largest for the 45-54 age group (79%) and smallest for 18-24 year olds (51%). Two in five (40%) respondents from the 18-24 age group said they were not concerned, the largest proportion of any age group.

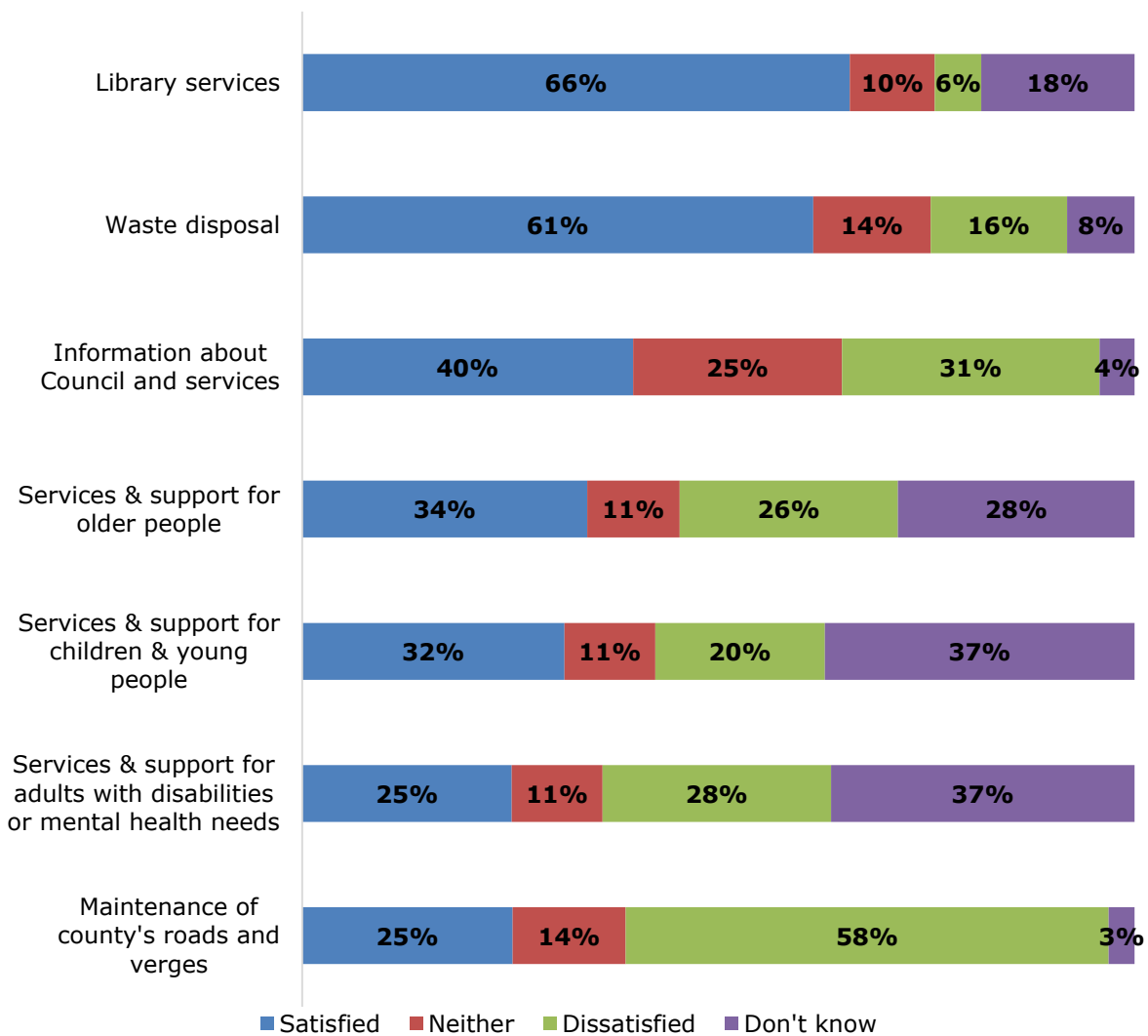
Respondents from a non-White ethnic background were more likely to say that they were concerned (86%) than those from a White ethnic background (71%), as were those who were disabled (80%) compared to those who were not (70%).

**Figure 40 – Level of concern about effects of cuts to local council services, by age and gender**  
**Base: All respondents (1,069)**



Respondents were next asked about their level of satisfaction or dissatisfaction with the Council’s provision of seven service areas. **Figure 41** presents these service areas by level of satisfaction. Library services saw the largest proportion of respondents say they were either very or fairly satisfied (66%), followed by waste disposal (61%). Four in ten (40%) said they were satisfied with the provision of information about the County Council and its services and just over a third (34%) reported being satisfied with services and support for older people. There was less reported satisfaction for services and support for children and young people (32%), and services and support for adults with disabilities or mental health needs (25%). Nearly six in ten respondents (58%) said they were dissatisfied with the maintenance of the county’s roads and verges. It should also be noted that three in ten (31%) respondents said they were dissatisfied with information about the Council and its services.

**Figure 41 – Satisfaction with County Council service areas**  
**Base: All respondents (2016 = 1,069)**



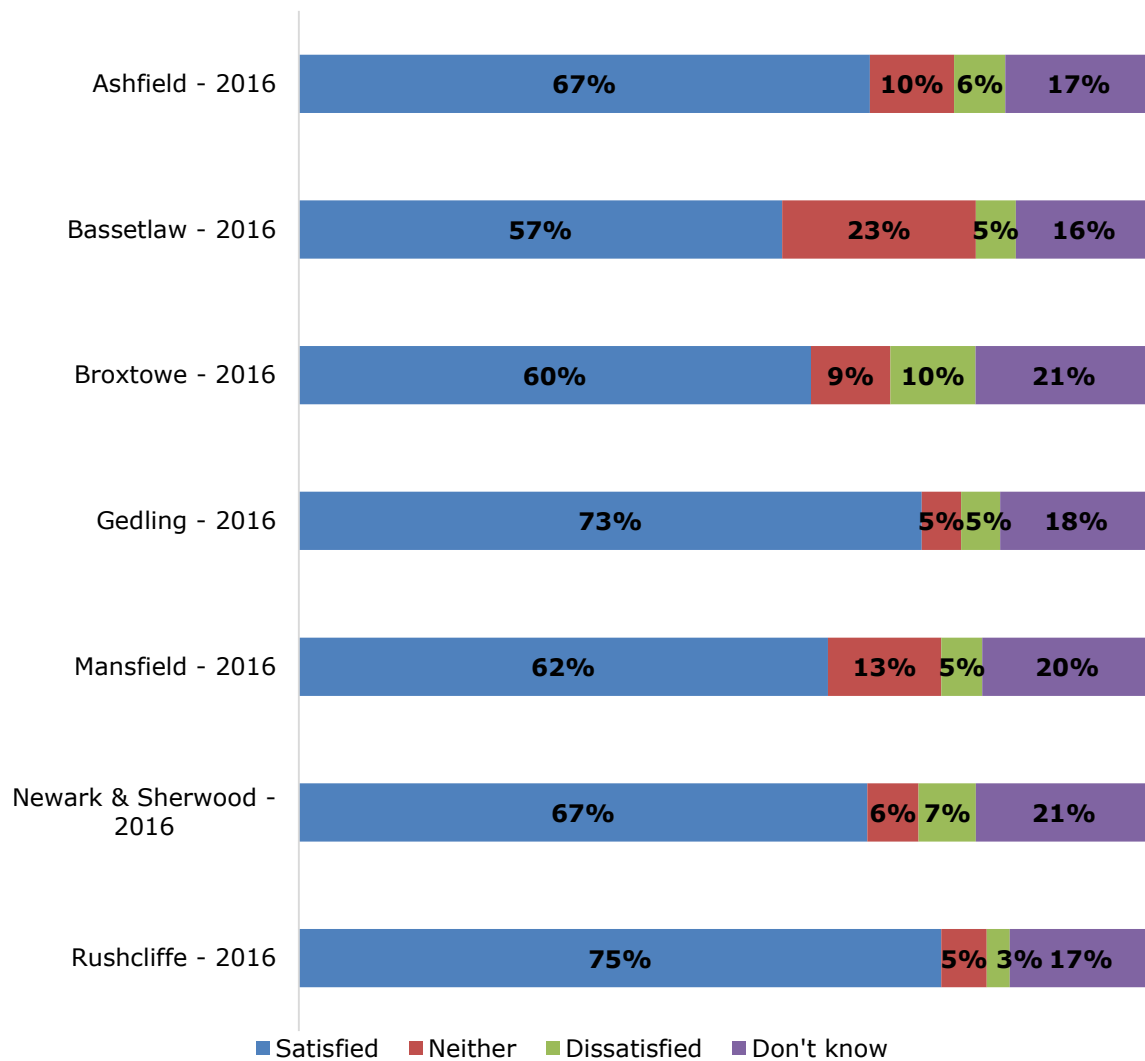
Figures 40 to 57 overleaf present the level of satisfaction and dissatisfaction for each service area by each District and Borough.



### Library services

As can be seen in **Figure 42**, larger proportions of respondents in Rushcliffe (75%) and Gedling (73%) reported they were satisfied with library services than in the other Districts and Boroughs. Dissatisfaction was highest amongst residents from Broxtowe (10%).

**Figure 42 – Satisfaction with library services, by Local Authority area**  
**Base: All respondents (2016 = 1,069)**

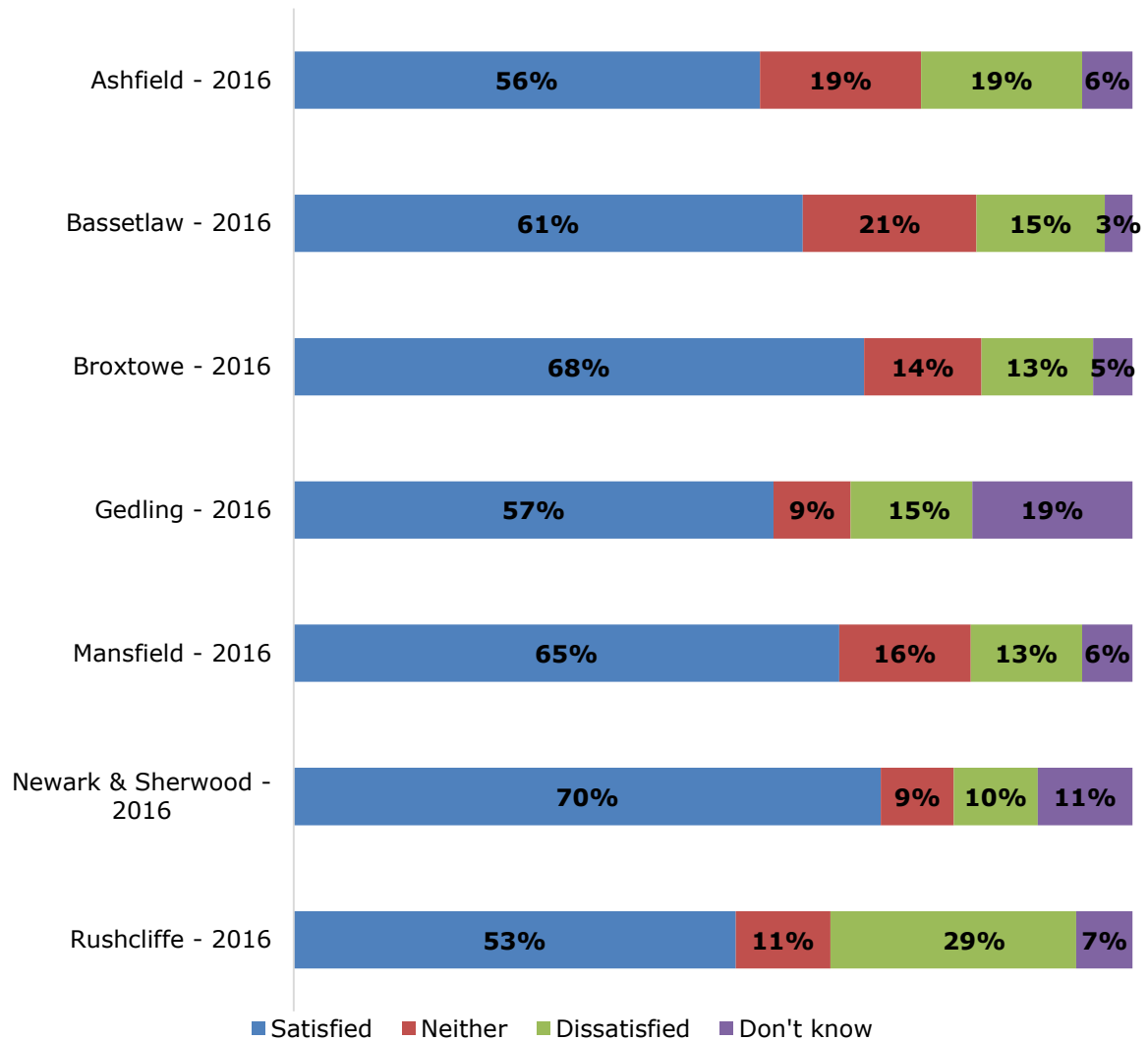


Subgroup analysis reveals that those aged 35-44 were most likely to say that they were satisfied with library services in the county (72%) than other age groups. There was little difference in satisfaction levels by gender, disability, ethnic group and working status.

**Waste disposal**

**Figure 43** shows respondents' reported satisfaction and dissatisfaction with waste disposal services in the county. As shown, larger proportions of respondents from Newark & Sherwood (70%) and Broxtowe (68%) said they felt satisfied compared to other Districts and Boroughs. Large proportions of respondents from Rushcliffe (29%) and Ashfield (19%) reported they were dissatisfied with waste disposal services.

**Figure 43 – Satisfaction with waste disposal, by Local Authority area**  
**Base: All respondents (2016 = 1,069)**



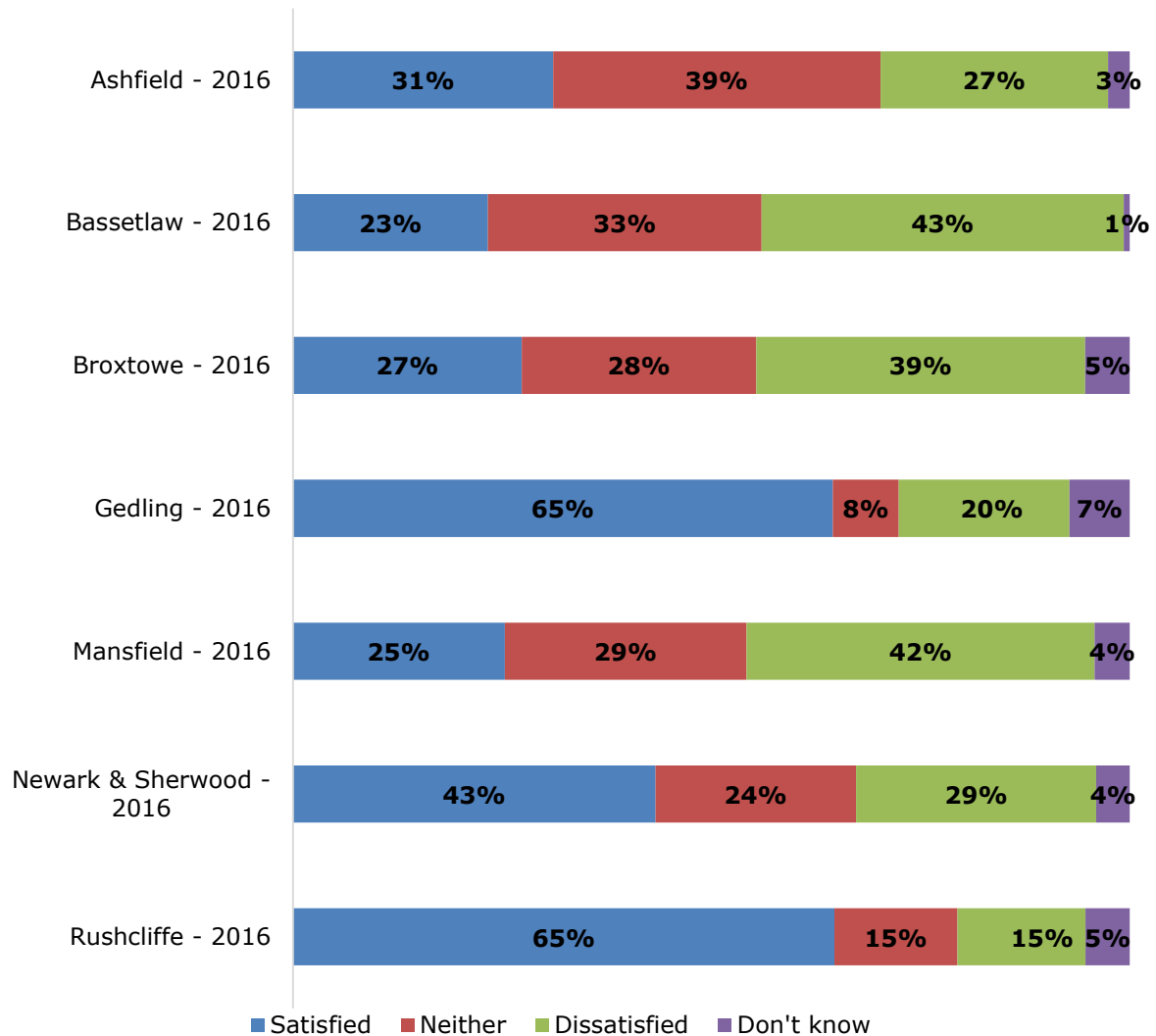
Respondents who were aged 75 and above were most likely to say that they were satisfied with the waste disposal services (75%). By contrast, only 51% of those aged 25-34 and 55% of those aged 18-24 said they were satisfied. Respondents who had a disability were more likely to say that they were dissatisfied with waste disposal (23%) than those who were not disabled (15%).

**Information about the County Council and its services**

**Figure 44** presents the level of satisfaction and dissatisfaction with the provision of information about the County Council and its services. Rushcliffe and Gedling saw larger proportions of respondents stating they were satisfied (65% each) than the other Districts and Boroughs. On the other hand over four in ten respondents in Bassetlaw (43%) and Mansfield (42%) said they were dissatisfied with the provision of information about the County Council and its services.

**Figure 44 – Satisfaction with information about County Council and its services, by Local Authority area**

**Base: All respondents (2016 = 1,069)**

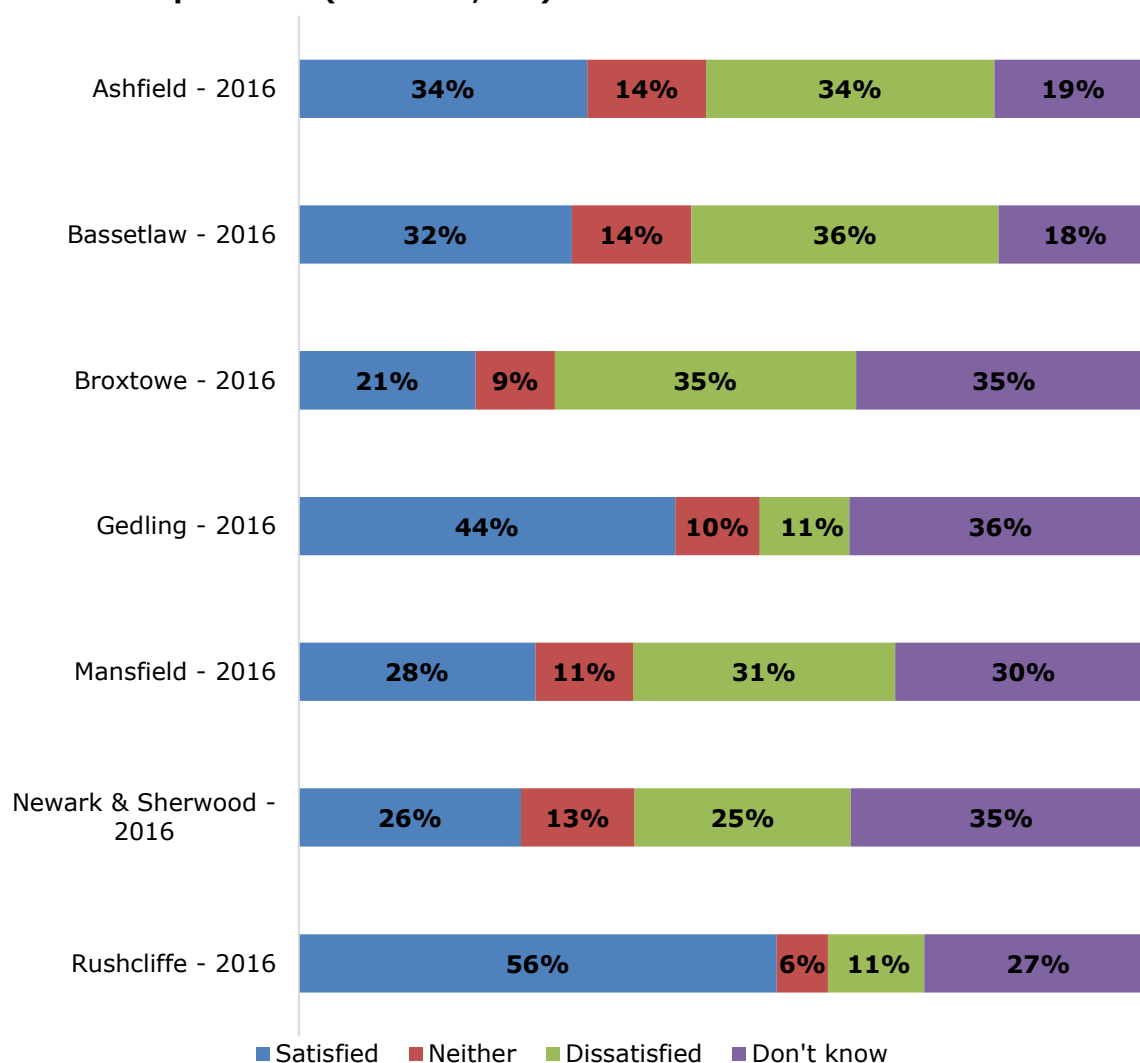


The oldest and youngest age groups (18-24 and 75+) were more likely to say that they were satisfied with information about the County Council and its services (48% and 49% respectively) than the other age groups. There was little difference by gender and ethnic group, but a larger proportion of those who were economically inactive said they were dissatisfied (35%) than those who were active (28%) and those who were disabled were more likely to say they were dissatisfied (41%) than those who were not (28%).

### Services and support for older people

**Figure 45** next shows the reported satisfaction and dissatisfaction with services and support for older people. As can be seen, Rushcliffe saw the largest proportion of respondents saying they were satisfied (56%). By comparison, only 21% of respondents from Broxtowe said they were. However, it should be noted that more than a third of respondents from Broxtowe said they did not know (35%). Dissatisfaction with services and support for older people was high in Bassetlaw (36%), Broxtowe (35%) and Ashfield (34%).

**Figure 45 – Satisfaction with services and support for older people, by Local Authority area**  
**Base: All respondents (2016 = 1,069)**

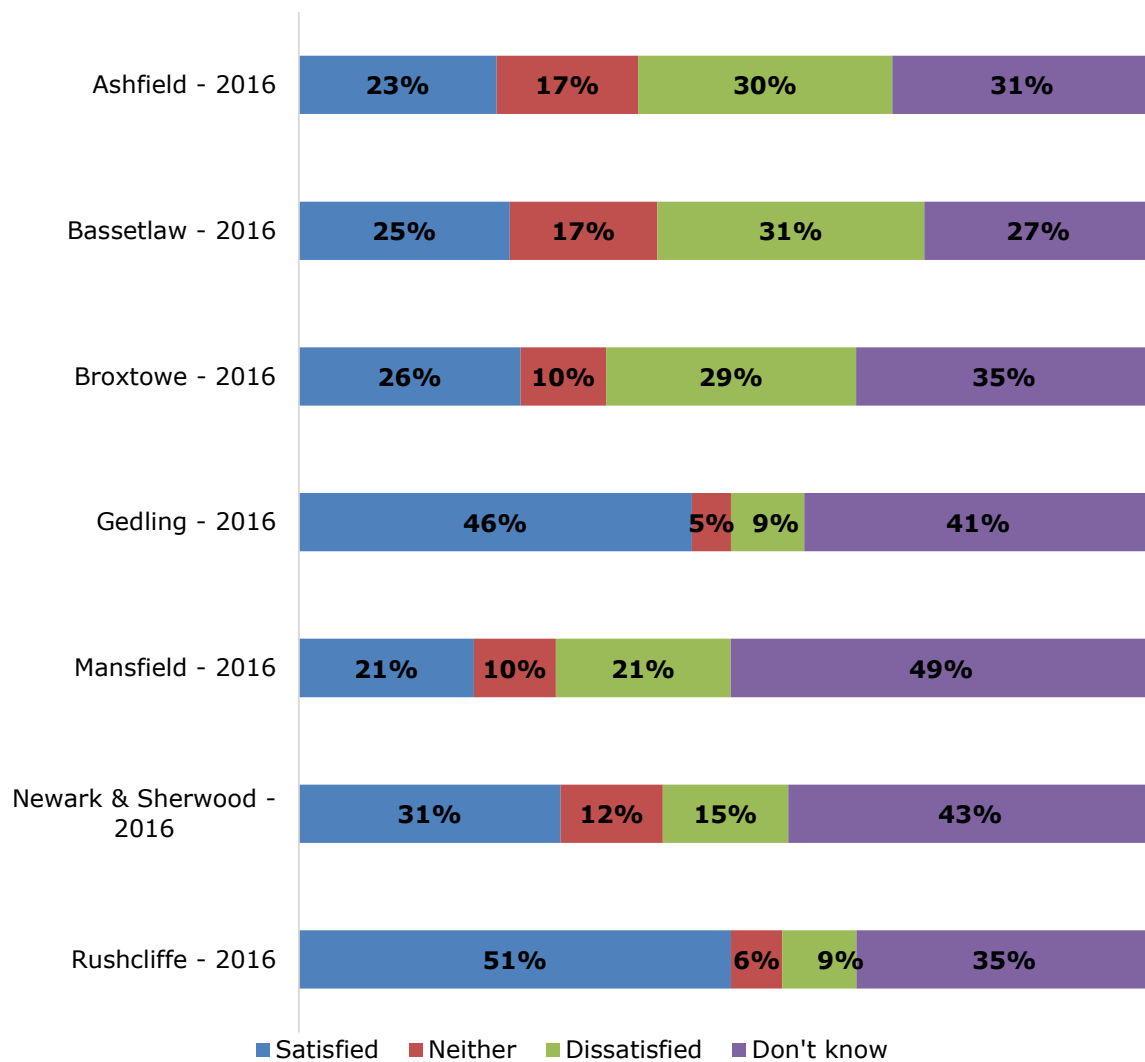


Females were more likely than males to say that they were dissatisfied with services and support for older people (29% compared to 23%), as were those who were disabled (38%) compared to those who were not (23%). Analysing the results by age, those aged 75+ were most likely to report that they were satisfied (54%). By contrast only 25% of those aged 25-34 and 26% of those aged 55-64 said they were satisfied.

### Services and support for children and young people

As can be seen in **Figure 46** in relation to services and support for children and young people, respondents from Rushcliffe and Gedling were most likely to say they were satisfied (51% and 46% respectively). By contrast, respondents from Ashfield (30%), Bassetlaw (31%) and Broxtowe (29%) were most likely to report that they were dissatisfied with services and support for children and young people.

**Figure 46 – Satisfaction with services and support for young people, by Local Authority area**  
**Base: All respondents (2016 = 1,069)**

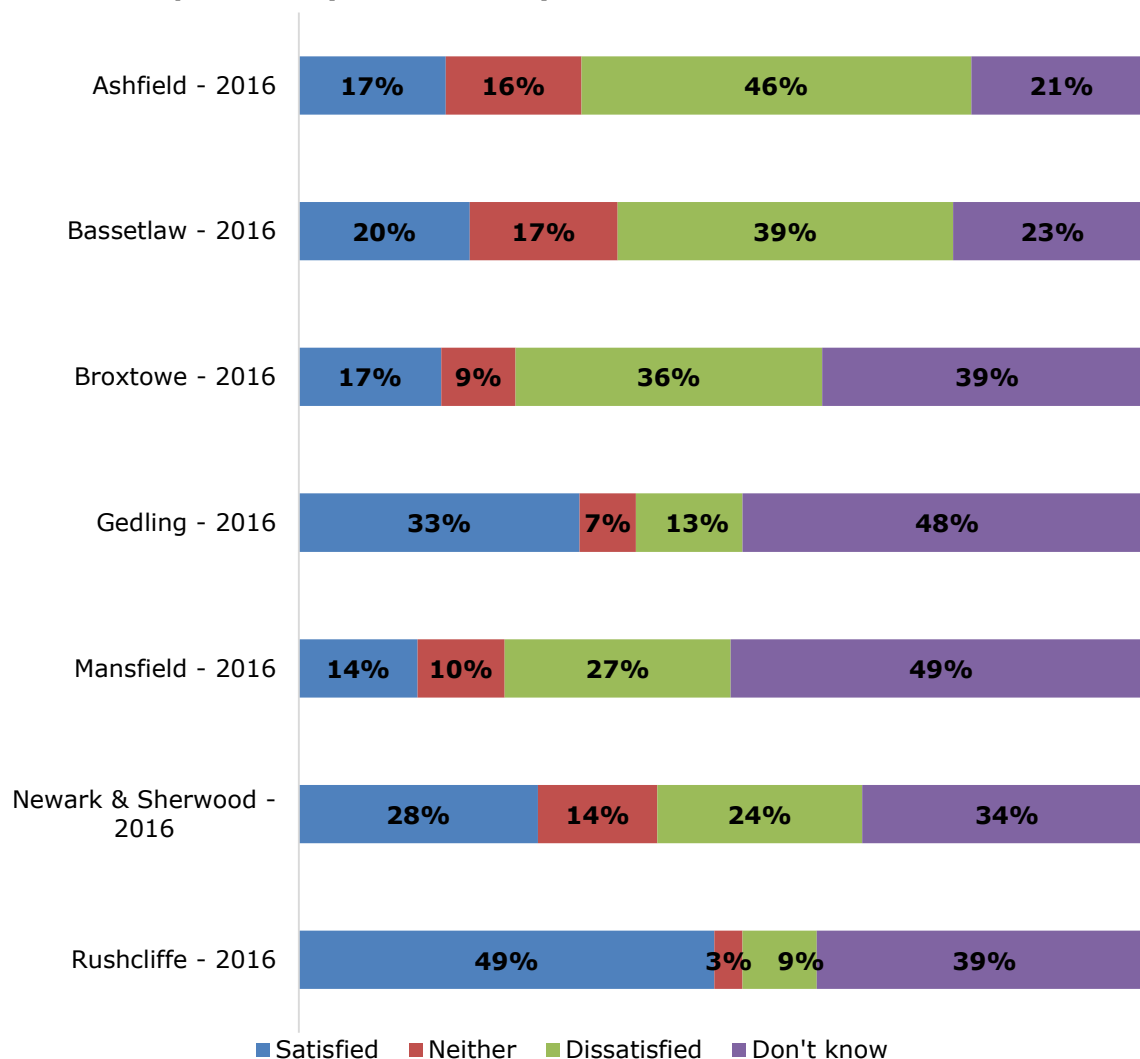


Subgroup analysis shows that females were more likely to say that they were satisfied with services and support for children and young people (34%) than males (28%) and those aged 18-24 were likeliest to report that they were satisfied (44%) out of all of the age groups. A larger proportion of respondents who were economically active reported they were satisfied (36%) than those who were inactive (26%), as did a larger proportion of those who were not disabled (34%) than those who were (23%).

### Services and support for adults with disabilities and mental health needs

**Figure 47** presents the level of satisfaction and dissatisfaction with services and support for adults with disabilities and mental health needs by Local Authority area. As can be seen, satisfaction was highest in Rushcliffe (49%) and dissatisfaction highest in Ashfield (46%) and Bassetlaw (39%). However, it should be noted that in some Districts and Boroughs large proportions of respondents said they did not know in relation to whether they were satisfied.

**Figure 47 – Satisfaction with services and support for adults with disabilities or mental health needs, by Local Authority area**  
**Base: All respondents (2016 = 1,069)**

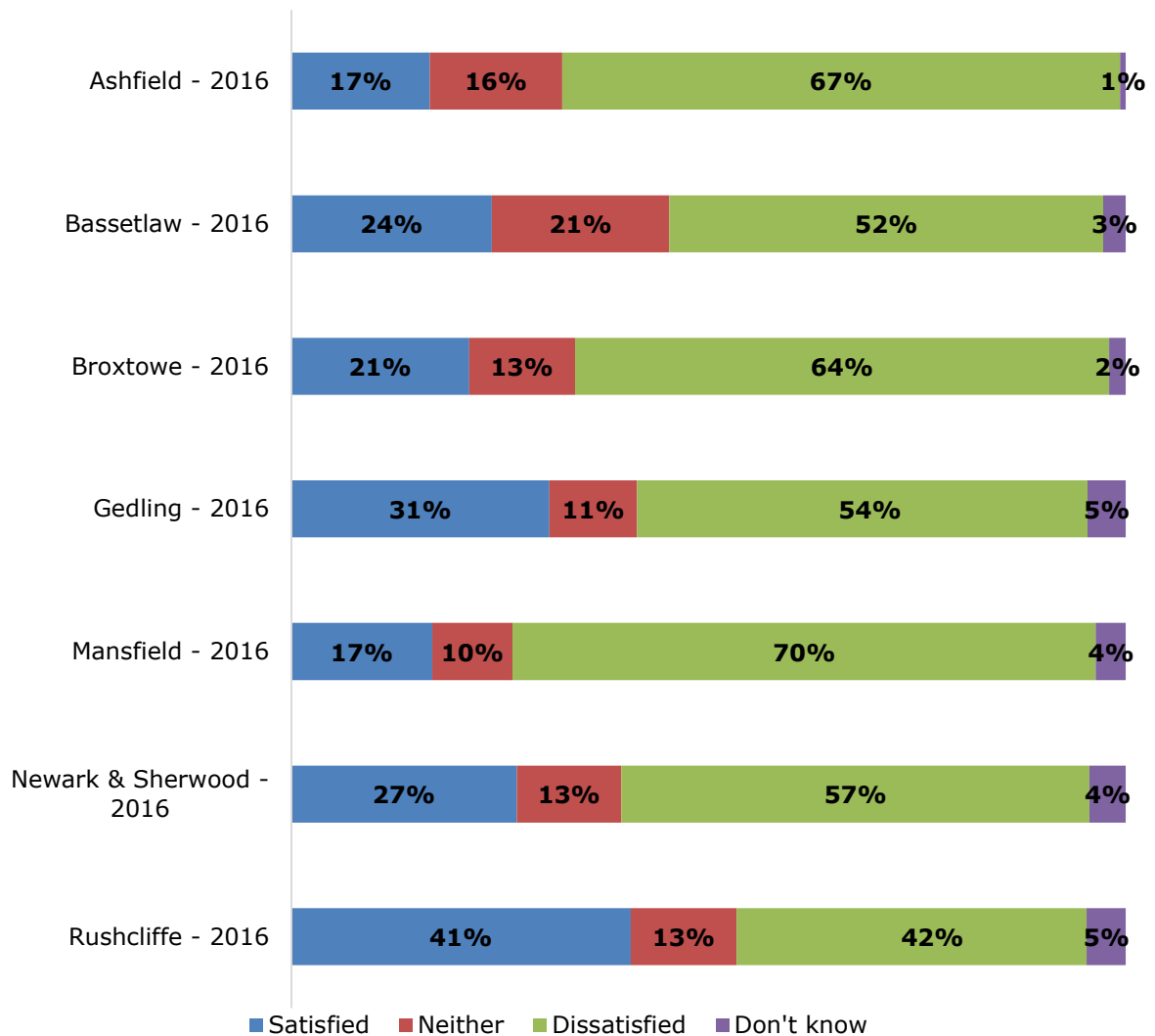


Respondents aged 18-24 were most likely to say that they were satisfied with services and support for adults with disabilities and mental health needs (35%) out of all of the age groups. By contrast, two in five (39%) 55-64 year olds said they were dissatisfied. A larger proportion of respondents who were economically inactive (33%) said they were dissatisfied than those who were active (24%), as did those who were disabled (42%) compared to those who were not (24%).

### Maintenance of the County's roads and verges

As shown in **Figure 48** the proportion of those who were satisfied with the maintenance of the County's roads and verges differed greatly by District and Borough. Satisfaction was highest in Rushcliffe (41%) and lowest in Ashfield and Mansfield (both 17%). Ashfield and Mansfield also saw the largest proportions of respondents saying they were dissatisfied (67% and 70% respectively), and 64% also said they were dissatisfied in Broxtowe.

**Figure 48 – Satisfaction with maintenance of the County's roads and verges, by Local Authority area**  
**Base: All respondents (2016 = 1,069)**



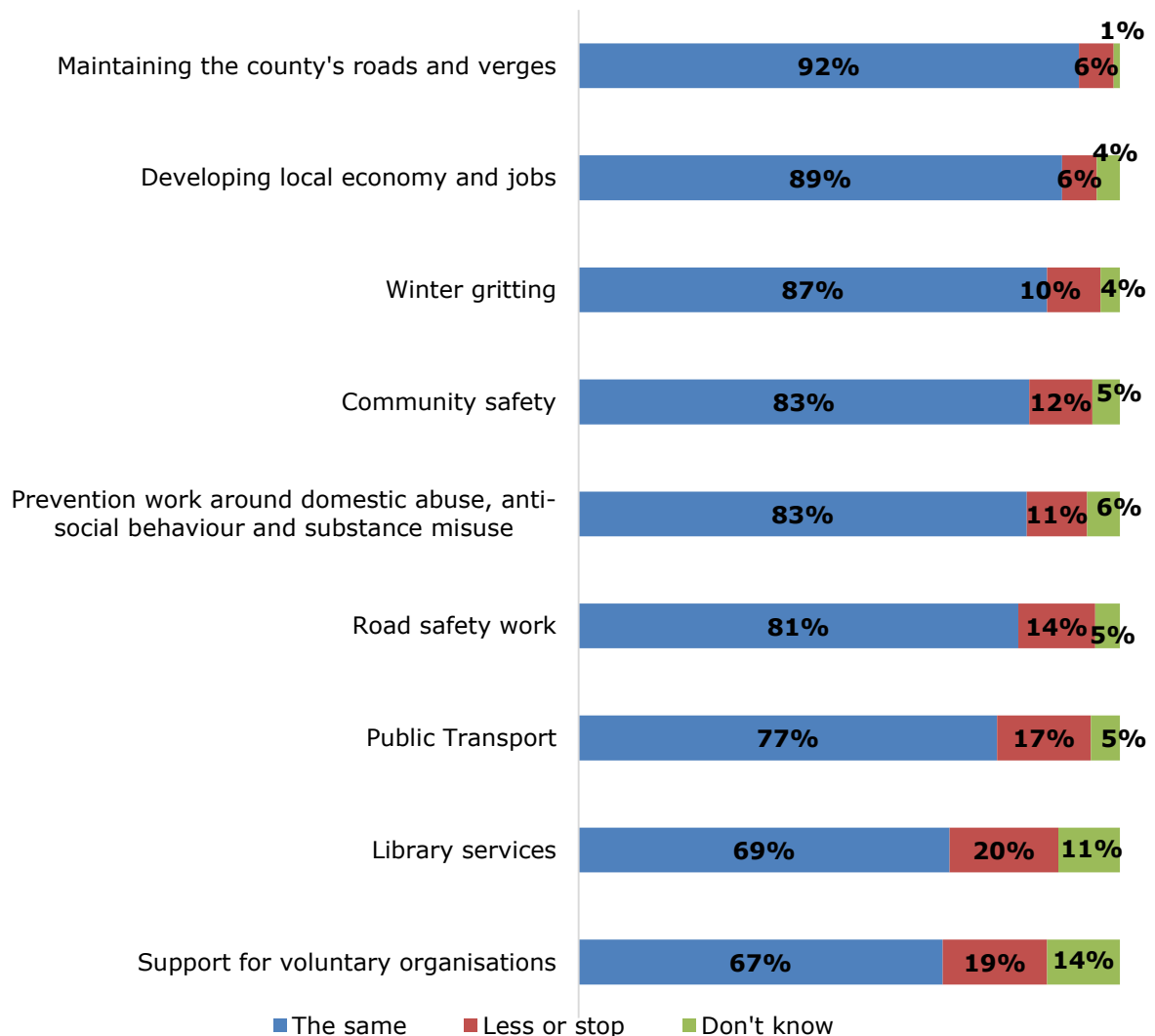
Males were more likely than females to report that they were dissatisfied with the maintenance of the County's roads and verges (62% compared to 55%) and those aged 55-64 were also most likely to say they were dissatisfied (67%).

## County Council Expenditure

The County Council was interested in understanding whether residents of the county felt that less of the Council’s budget should be spent on certain services in the future, whether the same should be spent, or whether the Council should stop spending entirely in relation to those services.

As can be seen in **Figure 49**, maintaining the County’s roads and verges saw the largest proportion of respondents (92%) say that the Council should maintain the same expenditure in the future. This was followed by 89% saying that the same expenditure should be maintained for developing the local economy and jobs, and 87% for winter gritting. More than four in five also felt that expenditure should be maintained in relation to community safety (83%), prevention work around domestic abuse, anti-social behaviour and substance misuse (83%) and road safety work (81%). However, in relation to library services 20% thought the Council should spend less or stop spending entirely. One in five (19%) also felt that the Council should spend less on support for voluntary organisations or stop spending entirely.

**Figure 49 – Expenditure on County Council service areas**  
**Base: All respondents (2016 = 1,069)**





Notable differences between Borough/District, age, gender, working status and disability status subgroups are commented on below.

### **Maintaining the County's roads and verges**

Whilst the majority of respondents overall (92%) thought that the Council should spend the same in the future as it currently does on maintaining the County's roads and verges, only eight in ten (81%) Bassetlaw respondents thought the same should be spent in the future. One in five (19%) of these respondents thought that the Council should spend less or stop entirely. By contrast, 97% of Newark & Sherwood and 96% of Mansfield respondents thought the Council should spend the same as it currently does. There were no significant differences between male and female respondents, by age, by ethnic groups, or between working and non-working subgroups. However, in relation to disability, a larger proportion of those who were not disabled (93%) said that spending should remain the same than those who were not disabled (89%).

### **Developing the local economy and jobs**

Larger proportions of respondents from Ashfield (95%), Broxtowe (95%), and Mansfield (94%) thought that spending should stay the same in the future in relation to developing the local economy and jobs. By contrast one in six (17%) Bassetlaw respondents thought that the Council should spend less or stop spending entirely in relation to this. There were no significant differences between male and female respondents, by working status, ethnic subgroup or disability. In relation to age, 93% of 35-44 year olds thought that spending in relation to developing the local economy and jobs should remain the same. By contrast, 13% of those aged 18-24 thought that less should be spent or spending should be stopped entirely.

### **Winter gritting**

Whilst 87% of respondents thought that the Council should maintain the same level of expenditure in the future on winter gritting, almost a quarter of respondents (23%) from Bassetlaw thought that less should be spent or spending stopped entirely. In contrast, 94% of respondents from Gedling thought that spending should stay the same. A slightly larger proportion of female respondents (88%) thought that spending on winter gritting should stay the same than males (84%), as did 97% of those aged 75+, the largest proportion of any age group. Those in employment (12%) were more likely to say that spending in relation to winter gritting should be reduced or stopped entirely compared to those not in employment (8%).

### **Community safety**

Respondents from Ashfield (21%), Bassetlaw (19%) and Newark & Sherwood (22%) were more likely to say that the Council should spend less or stop spending entirely in relation to community safety. By contrast, nine in ten (90%) respondents from Rushcliffe thought spending should stay the same. There was little variation in opinion between males and females, ethnic groups, working status groups, and by disability. Respondents who were aged 18-24 were more likely to say that the Council should spend less or stop spending entirely in relation to community safety than other age groups (21%).

### **Prevention work around domestic abuse, anti-social behaviour and substance misuse**

Whilst 11% of the overall sample thought that the Council should spend less or stop spending entirely in relation to prevention work around domestic abuse, anti-social behaviour and substance misuse, this was much higher amongst Bassetlaw respondents (22%) and Newark & Sherwood respondents (20%). By contrast, 90% of respondents

from Gedling thought that the Council should spend the same in the future as it currently does. There were no notable differences between male and female respondents, or by working status or disability status. A larger proportion of those aged 18-24 (19%) felt that the Council should spend less or stop spending entirely in relation to prevention work than any other age group. In contrast, 87% of those aged 75+ and 86% of those aged 55-64 felt that the level of expenditure should stay the same in the future. A larger proportion of respondents from a non-White ethnic background also felt that spending should be less or stopped entirely in relation to this prevention work (20%), compared to those from a White ethnic background (11%).

### **Road safety work**

Overall 81% felt that the Council should keep spending levels on road safety work the same in the future. Ashfield, however, saw the largest proportion of respondents saying less should be spent or spending stopped (23%) in relation to this. By contrast, 90% of respondents from Gedling and 91% from Rushcliffe felt that the same level of spending should be maintained. Respondents aged 55-64 (87%) and 75+ (85%) were most likely to say that they thought spending should stay the same in relation to road safety work. This was a smaller percentage amongst 18-24 year olds (75%). There were no significant differences by gender, working status or disability.

### **Public transport**

Three in four (77%) of the overall sample felt that the Council should continue to spend the same on public transport as it has done previously. This was particularly high amongst Rushcliffe respondents (93%) and Gedling respondents (91%). Three in ten Newark & Sherwood respondents (29%) and just under a quarter from Ashfield (23%) and Broxtowe (23%) thought that the Council should spend less or stop spending on public transport. Over a fifth of 18-24 year olds (22%) thought the Council should spend less or stop spending on public transport, which was the highest of any age group. There were no significant differences by gender, working status, ethnic group or disability.

### **Library services**

A fifth of respondents (20%) thought that the Council should spend less or stop spending on library services. Ashfield (25%), Bassetlaw (32%) and Broxtowe (25%) saw the largest proportions of respondents saying this. By contrast, 89% of Rushcliffe respondents thought the Council should spend the same on library services as it has previously done. No significant differences were identified between gender, age, ethnicity, working status or disability status subgroups.

### **Support for voluntary organisations**

Overall one in five (19%) respondents thought that the Council should spend less or stop spending entirely in relation to support for voluntary organisations. By District and Borough, larger proportions of respondents thought this from Ashfield (30%), Bassetlaw (25%), Mansfield (25%), and Newark & Sherwood (26%) compared to the other areas. By contrast, 85% of respondents from Rushcliffe thought that spending should be kept the same for support for voluntary organisations. Those aged 75+ were most likely to say that spending should be kept the same (79%), particularly compared to 62% of 35-44 year olds. Those who were economically inactive were also more likely to think that spending should be kept the same (71%) compared to those who were working (64%).

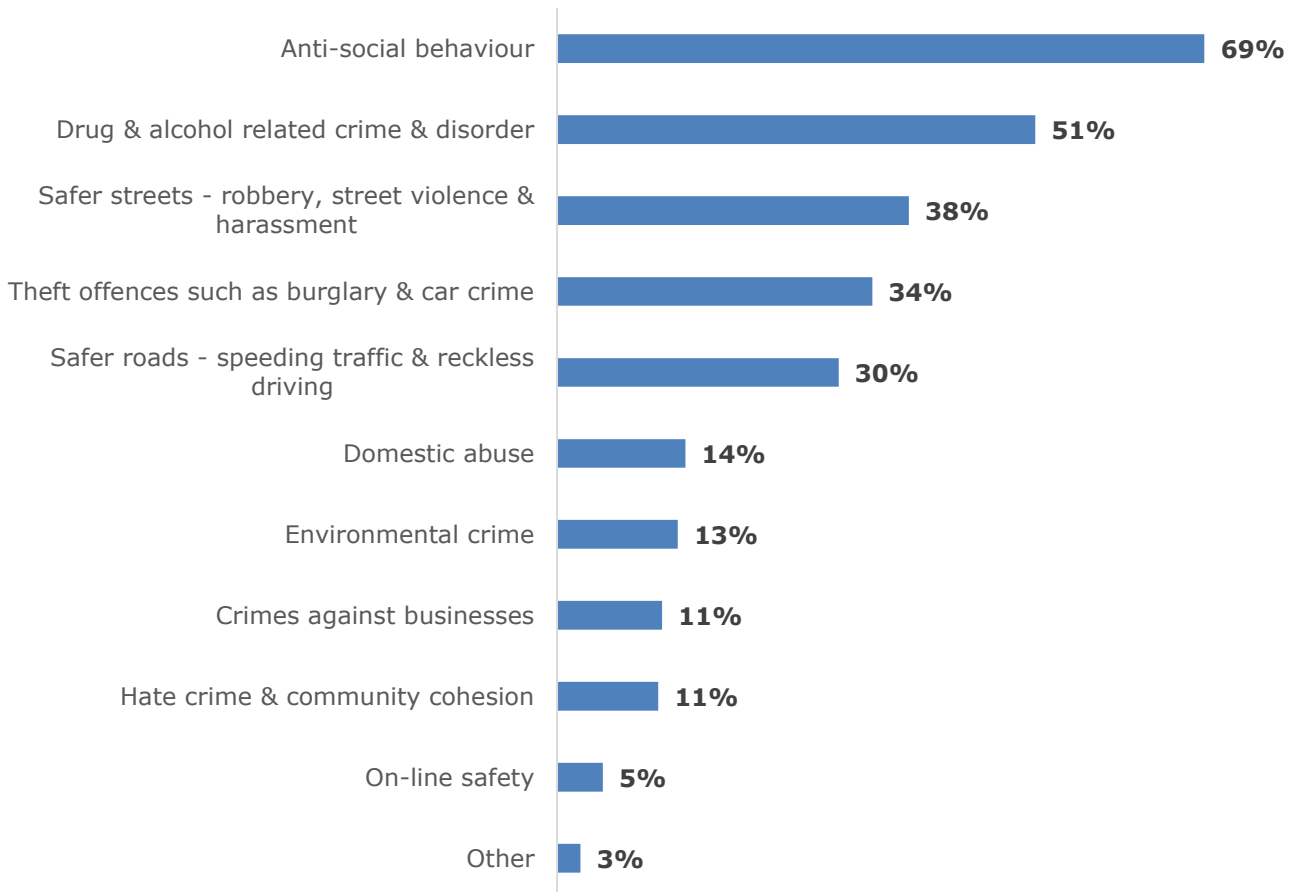
## Police and Crime priorities

The Nottinghamshire Police and Crime Commissioner has the responsibility of setting the priorities for the police force within Nottinghamshire, responding to the needs and demands of communities and ensuring that local and national priorities are suitably funded by setting a budget and monitoring the local performance of the force.

### Police priorities in local area

Respondents were asked a number of questions around policing and crime. The first question asked respondents to consider a list of Police and Crime Plan priorities. Respondents were asked to choose up to three priorities for the Police in the area in which they live. The results to this question are presented in **Figure 50**. As can be seen anti-social behaviour was the most popular priority with 69% of respondents selecting it. This was followed by over half (51%) saying that drug and alcohol related crime and disorder should be a priority. Just under four in ten thought safer streets should be a priority (38%), a third said theft offences (34%) and three in ten said safer roads (30%).

**Figure 50 – Police priorities in local area**  
**Base: All respondents (2016 = 1,069)**



Notable differences in results between subgroups for the top five priorities are commented on below.

### **Anti-social behaviour**

Seven in ten (69%) of the overall sample felt that this should be a priority. Mansfield saw the largest proportion of respondents (80%) say that anti-social behaviour should be a priority. By contrast, this was a priority for only 53% of respondents from Rushcliffe. Those aged 35-44 and 65-74 were most likely to say that this should be a priority (both 73%).

### **Drug and alcohol related crime and disorder**

In comparison to the overall sample (where 51% thought it should be a priority), 66% of Bassetlaw respondents and 65% of Mansfield respondents felt that drug related crime and disorder should be a priority. By contrast, only 37% of Rushcliffe respondents felt this should be a priority. A larger proportion of male respondents thought this should be a priority (55%) than female respondents (48%) and those aged 35-44 (59%) were more likely to say it should be a priority than respondents from other age groups. Those who were working were more likely to say it should be a priority (55%) than those not working (47%), as were those who were disabled (57%) in comparison to those who were not (50%).

### **Safer streets – robbery, street based violence and harassment**

Safer streets was more of a priority for respondents from Ashfield (47%) and Bassetlaw (47%) than for respondents from other Districts and Boroughs. In contrast, 24% of Gedling respondents felt that this should be a priority. Four in ten respondents (41%) aged 45-54 thought that this should be a priority, compared to just 24% of those aged 75+.

There were very little differences between other subgroups.

### **Theft offences such as burglary and car crime**

Over half (52%) of respondents from Rushcliffe felt that theft offences should be a priority. Much smaller proportions chose this as a priority in Mansfield (23%) and Broxtowe (25%).

A large proportion of those aged 18-24 (40%) thought that this should be a priority, particularly compared to those aged 65-74 (27%) and 75+ (28%). There were very little differences between other subgroups.

### **Safer roads – speeding traffic and reckless driving**

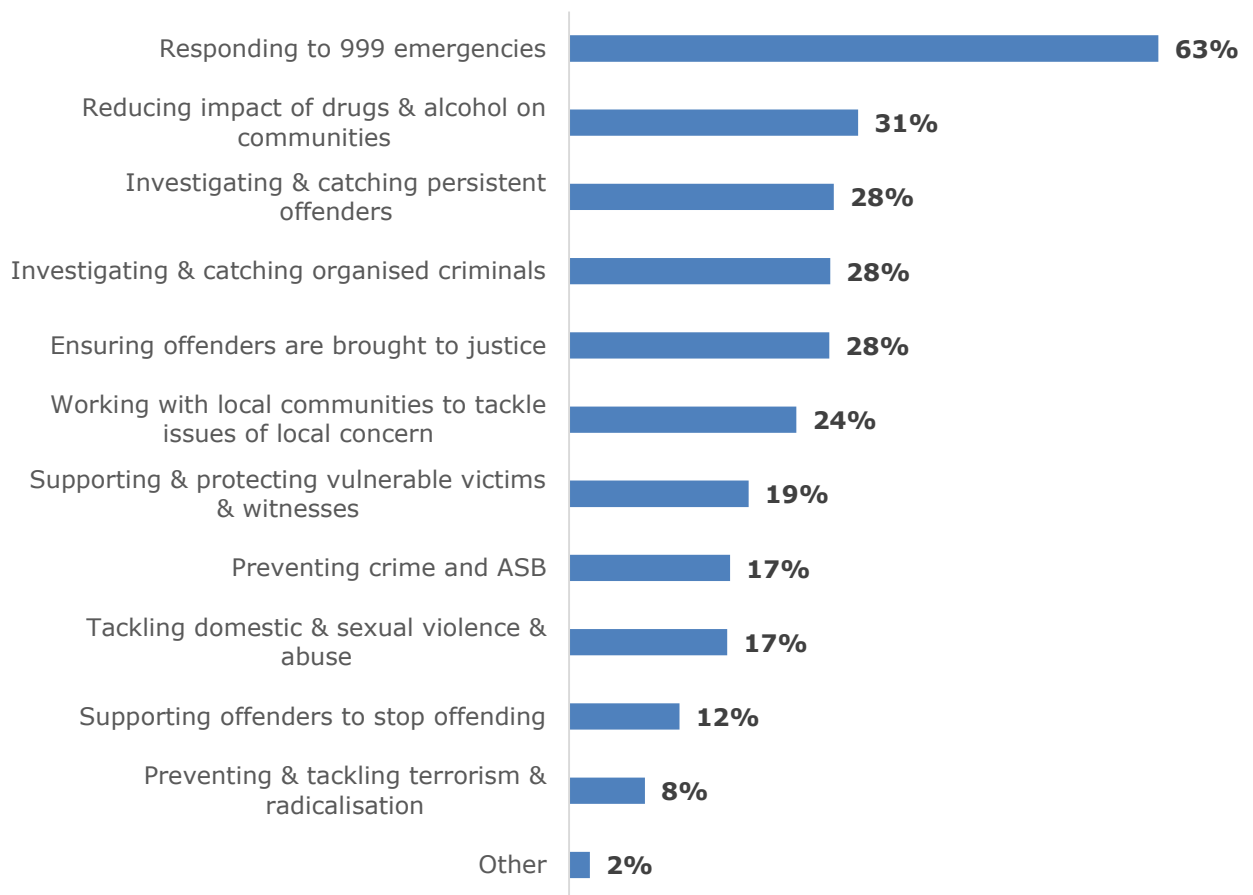
Respondents from Newark & Sherwood were most likely to choose this as a priority (39%) compared to respondents from other Districts and Boroughs. By comparison, only 25% of Bassetlaw respondents thought this should be a priority.

There were very little differences between other subgroups.

### Overall priorities for the Nottinghamshire Police

Respondents were then asked which areas of policing they felt should be the biggest priorities for Nottinghamshire Police and were able to select up to three. More than six in ten (63%) felt that responding to 999 emergencies should be a priority, which was the most common response. This was followed by 31% thinking reducing the impact of drugs and alcohol on communities should be a priority and 28% each that investigating and catching persistent offenders, investigating and catching organised criminals, and ensuring offenders are brought to justice were all priorities. The results are shown in **Figure 51**.

**Figure 51 – Nottinghamshire Police biggest priority areas**  
**Base: All respondents (2016 = 1,069)**



Notable differences in results between subgroups for the top five priority areas are commented on below.

### **Responding to 999 emergencies**

Overall, 63% felt that responding to 999 emergencies should be a priority. However, this was much lower amongst Rushcliffe respondents (51%), whereas in other Districts and Boroughs 60% or more thought it should be a priority.

Responding to 999 emergencies was less of a priority for those aged 75 and above, 48% of whom thought it should be a priority. By contrast, 67% of those aged 35-44 and 45-54 thought it should be a priority. There was little difference by gender, working status and disability status, however it should be noted that a larger proportion of respondents from a White ethnic background thought it should be a priority (64%) than those from a non-White ethnic background (51%).

### **Reducing the impact of drugs and alcohol on communities**

Reducing the impact of drugs and alcohol on communities was a particular priority for respondents from Bassetlaw, 42% of whom selected it. A large proportion of respondents from Mansfield (39%) also felt it should be a priority. By contrast, it was a priority for only 23% of Ashfield respondents. There was little difference between other subgroups.

### **Investigating and catching persistent offenders**

In comparison to the other Boroughs and Districts, much greater proportions of Gedling respondents (33%) and Rushcliffe respondents (36%) indicated that this should be a priority. There were few differences between subgroups, but notably a larger proportion of those who were not disabled felt that this should be a priority (30%) than those who were disabled (23%).

### **Investigating and catching organised criminals**

In comparison to the overall sample (where 28% thought investigating and catching organised criminals was a priority), a large proportion of respondents from Newark & Sherwood (33%) said they thought this should be a priority. In contrast, 22% of respondents from Gedling thought it should be a priority. Again there was little difference between subgroups, except comparing those who were not disabled (29%) to those who were disabled (23%).

### **Ensuring offenders are brought to justice and held to account**

For respondents from Ashfield (34%), Broxtowe (35%) and Rushcliffe (31%) this was more of a priority compared to other Districts and Boroughs, particularly Bassetlaw (17%).

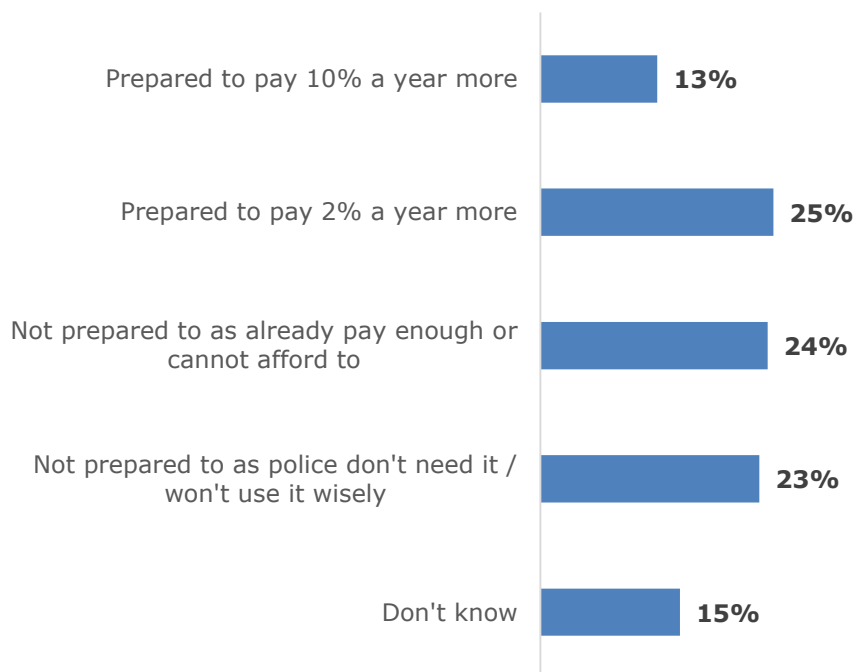
Analysis by subgroup reveals that those aged 35-44 were most likely (33%) to think that ensuring offenders are brought to justice should be a priority compared to other age groups and a larger proportion of those from a non-White ethnic background (41%) felt this should be a priority compared to those from a White ethnic background (27%).

## Police budget

### Paying more towards policing

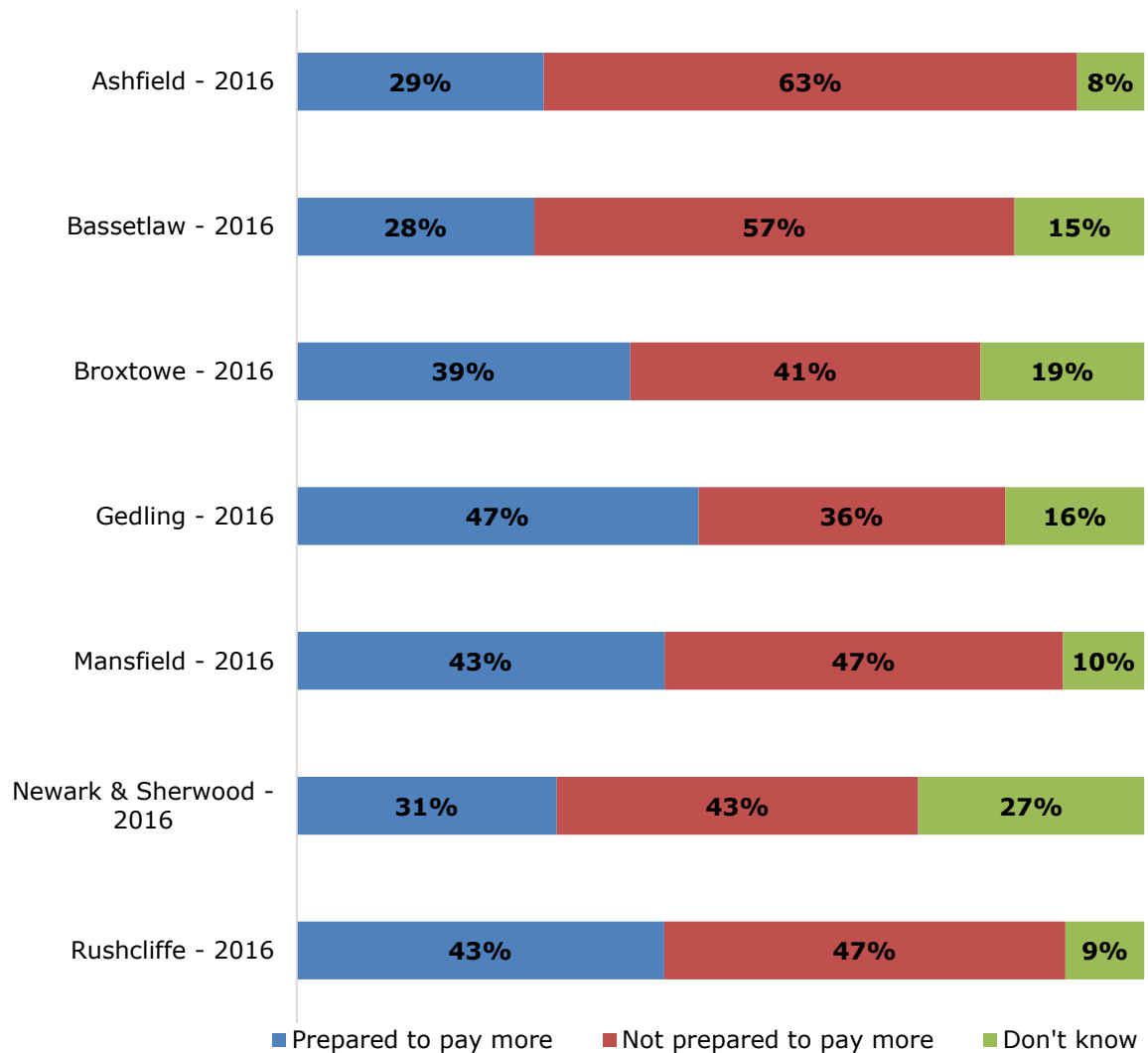
Respondents in the survey were next asked to what extent they would be prepared to pay more towards policing from their council tax. A quarter of respondents (25%) said they would be willing to pay an additional 2% towards policing. A further quarter (24%) said that they were not prepared to pay more as they felt they already paid enough or could not afford it and 24% felt that the police did not need it or that they would not use it wisely. Only 13% said that they would be willing to pay 10% more. The results are presented in **Figure 52**.

**Figure 52 – Willing to pay more towards policing**  
**Base: All respondents (2016 = 1,069)**



The proportion of respondents who were prepared to pay more towards policing was largest in Gedling (47%), Mansfield (43%) and Rushcliffe (43%). By comparison, Ashfield and Bassetlaw saw the largest proportions of respondents saying that they were not willing to pay more (63% and 57% respectively). **Figure 53** presents these results.

**Figure 53 – Preparation to pay towards policing, by Local Authority area**  
**Base: All respondents (2016 = 1,069)**

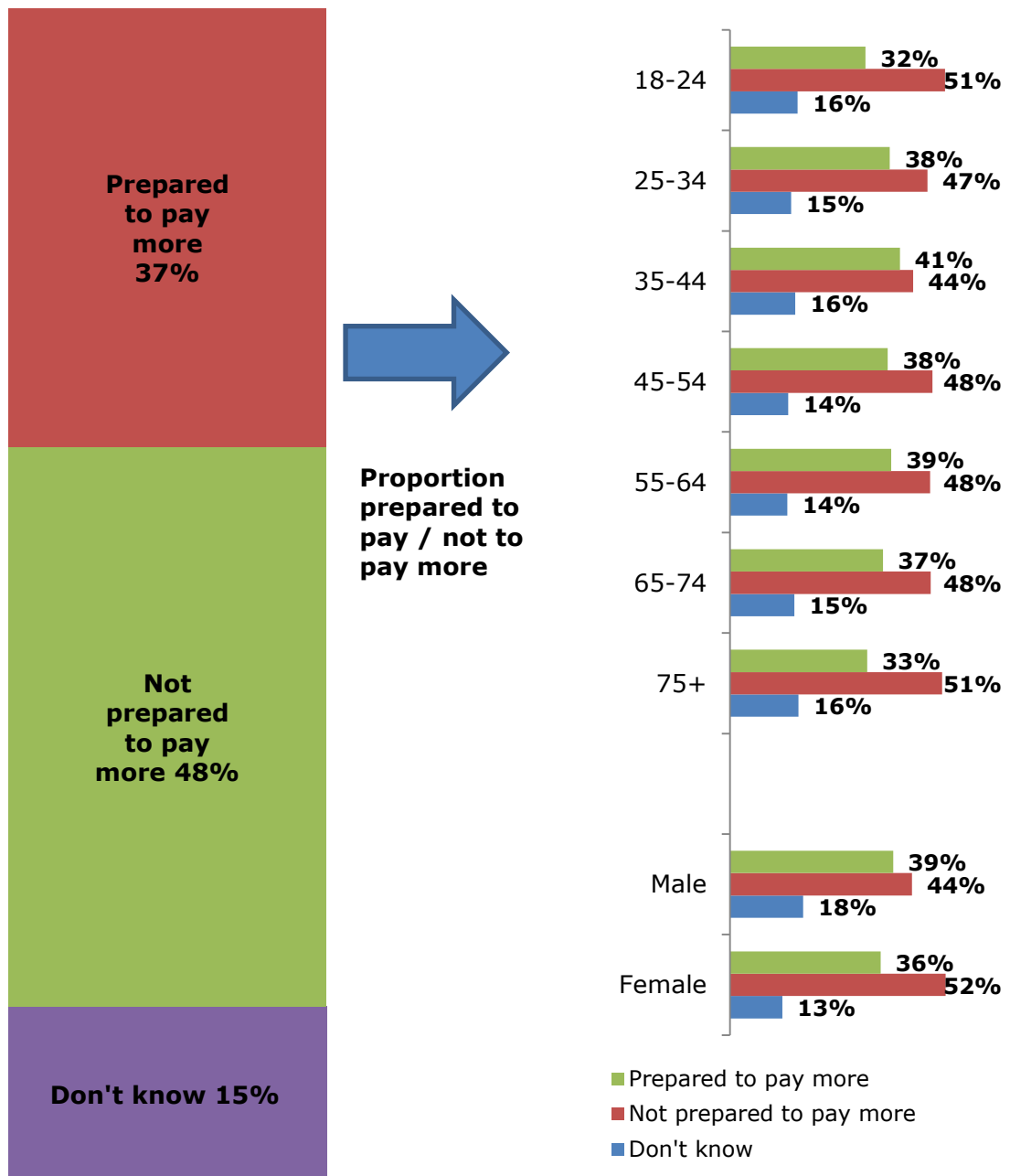




**Figure 54** presents the proportions of respondents who were prepared to pay more towards policing and those who were not by age and gender subgroups. A larger proportion of females than males said they were not prepared to pay more (52% compared to 44%). There were no significant differences seen between age groups.

Respondents who were economically inactive were more likely to say they were not prepared to pay more (52%) compared to those who were active (44%), as were those who were disabled (55%) compared to those who were not (46%).

**Figure 54 – Preparation to pay more towards policing, by age and gender**  
**Base: All respondents (1,069)**

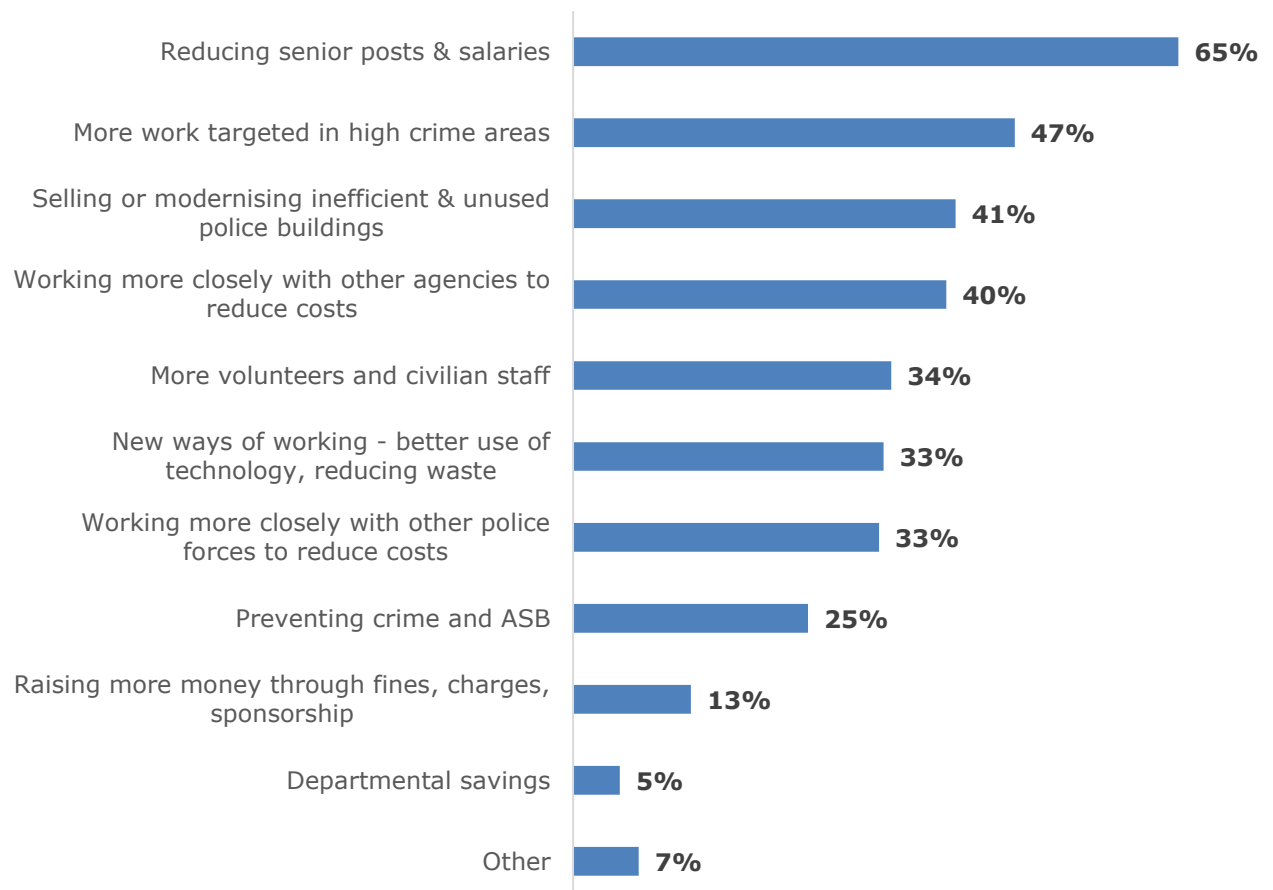


## Savings for the police

Nottinghamshire Police is required to save at least £12 million from its budget over the next year. Respondents in the survey were asked how they thought this could be done by choosing options from a list.

As can be seen in **Figure 55**, reducing senior posts and salaries was the most popular option, with 65% saying they thought this could be how the police could save money from its budget. This was followed by just under half (47%) saying they thought the police could save money by carrying out more work targeted in high crime areas. Four in ten (41%) felt the police could sell or modernise inefficient and unused police buildings and 40% also thought the police could work more closely with other agencies to reduce costs. Other popular options included using more volunteers and civilian staff (34%), new ways of working such as better use of technology and reducing waste (33%), working more closely with other police forces (33%), and preventing crime and anti-social behaviour (25%).

**Figure 55 – Options for saving £12 million from the police budget**  
**Base: All respondents (2016 = 1,069)**



Notable differences between District/Borough, age, gender, disability status and working status subgroups are commented on below for the four most popular options.

### **Reducing senior posts and salaries**

Ashfield saw the largest proportion of respondents saying the police could save money by reducing senior posts and salaries (78%). In contrast, 49% of Gedling respondents chose this option. A larger proportion of respondents aged 45-54 said the police could save money this way (72%) compared to 47% of those aged 18-24 and 48% of those aged 75+, whilst differences were also identified between those who were disabled (73%) and those who were not (63%).

### **More work targeted in high crime areas**

Conducting more work targeted in high crime areas was most popular for Bassetlaw respondents (72%). By contrast only 9% of respondents from Gedling chose this option. As with the previous option, this was most popular amongst 45-54 year olds (55%). A larger proportion of those who were economically active (52%) chose this option compared to those who were not (41%).

### **Selling or modernising inefficient and unused police buildings**

This was most popular amongst respondents from Broxtowe, 55% of whom felt the police could save money in this manner. In comparison, only 29% of respondents from Rushcliffe chose this option. There were no other significant differences seen by subgroup.

### **Working more closely with other agencies**

In comparison to the overall sample (40%), a smaller proportion of Gedling respondents (28%) thought that the police could reduce costs by working more closely with other agencies. Those aged 35-44 and 45-54 were most likely to choose this option (46% and 47% respectively) out of the age groups. Respondents who were from a non-White ethnic background were also more likely to say that the police should work more closely with other agencies (55%) compared to those from a White ethnic background (39%).

Seven per cent of respondents suggested another way of the police saving money. However, the majority of these were people saying that they did not know, there were no other ways or the police were already stretched to the limit. Other suggestions included a greater police presence on the street, saving on internal expenses, harsher sentences for criminals, and better education for criminals. These responses can be seen in the table below.

**Table 11 – Other suggested ways of saving at least £12 million over next year  
Base: Respondents who provided another response (69)**

Way	Count	%
None / don't know / police budget is already stretched	44	64%
More police on beat to cut down on crime	8	12%
Less expenses	3	4%
Harsher sentences for criminals	3	4%
More money from central government	3	4%
Better education for criminals	2	3%
Other	6	9%

# 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 1 – Questionnaire



**NOTTINGHAMSHIRE ANNUAL RESIDENTS SATISFACTION SURVEY 2016  
QUESTIONNAIRE**

**INTERVIEWERS NOTE**

- Approach residents of Nottinghamshire aged 18 or over according to your given quota
- Read the introductory text “READ OUT” where it is provided, before asking the questions
- Do not read out the ‘don’t know’ category in questions

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

**Q. 1. 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**

- |           |                            |                   |                            |            |                            |         |                            |
|-----------|----------------------------|-------------------|----------------------------|------------|----------------------------|---------|----------------------------|
| Ashfield  | 1 <input type="checkbox"/> | Bassetlaw         | 2 <input type="checkbox"/> | Broxtowe   | 3 <input type="checkbox"/> | Gedling | 4 <input type="checkbox"/> |
| Mansfield | 5 <input type="checkbox"/> | Newark & Sherwood | 6 <input type="checkbox"/> | Rushcliffe | 7 <input type="checkbox"/> |         |                            |

**Q. 2. 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                 |
| 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/>         | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> |

**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.

**Q. 3. 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                 |
| 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/>         | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> |

**Q. 4. 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                 |
| 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> |

**Q. 5. 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 1 <input type="checkbox"/>	Fairly well informed 2 <input type="checkbox"/>	Not very well informed 3 <input type="checkbox"/>	Not well informed at all 4 <input type="checkbox"/>	Don't know 5 <input type="checkbox"/>
--	--	--	--	--

**Q. 6. How safe or unsafe do you feel when you are outside in your local area after dark? PLEASE TICK ONE BOX IN THE LEFT HAND COLUMN BELOW**

**Q. 7. How safe or unsafe do you feel when you are outside in your local area during the day? PLEASE TICK ONE BOX IN THE MIDDLE COLUMN BELOW**

**Q. 8. How safe do you feel when you are alone in your home at night? PLEASE TICK ONE BOX IN THE RIGHT HAND COLUMN BELOW**

	<i>After dark</i>	<i>During the day</i>	<i>Alone in your home at night</i>
Very safe.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairly safe .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Neither safe nor unsafe...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairly unsafe .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very unsafe.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q. 9. 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 1 <input type="checkbox"/>	Tend to agree 2 <input type="checkbox"/>	Neither agree nor disagree 3 <input type="checkbox"/>	Tend to disagree 4 <input type="checkbox"/>	Definitely disagree 5 <input type="checkbox"/>	Don't know 6 <input type="checkbox"/>	Too few people in local area 7 <input type="checkbox"/>	All the same ethnic background 8 <input type="checkbox"/>
--	---	--	--	---	--	--	--

**Q. 10. Do you agree or disagree that you can influence decisions affecting your local area? TICK ONE BOX ONLY**

Definitely agree 1 <input type="checkbox"/>	Tend to agree 2 <input type="checkbox"/>	Neither agree nor disagree 3 <input type="checkbox"/>	Tend to disagree 4 <input type="checkbox"/>	Definitely disagree 5 <input type="checkbox"/>	Don't know 6 <input type="checkbox"/>
--	---	--	--	---	--

**Q. 11. How concerned, if at all, are you on the effects of cuts to local council services on you and your family in the next 12 months? TICK ONE BOX ONLY**

Very concerned 1 <input type="checkbox"/>	Fairly concerned 2 <input type="checkbox"/>	Not very concerned 3 <input type="checkbox"/>	Not concerned at all 4 <input type="checkbox"/>	Don't know 5 <input type="checkbox"/>
--	--	--	--	--

*I am going to read out a number of different types of services that are provided by Nottinghamshire County Council in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...? PLEASE TICK ONE BOX FOR EACH STATEMENT.*

	Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Q. 12. <i>Services and support for older people</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 13. <i>Services and support for children and young people</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 14. <i>Services and support for adults with disability or mental health needs</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 15. <i>Library services</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 16. <i>Waste disposal (not including collection)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 17. <i>Maintaining the county's roads and verges</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 18. <i>Information about the County Council and its services</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*The substantial savings that Nottinghamshire County Council needs to make require making changes to some of its services. To help identify where these savings can be best made please tell us if you think the Council should spend the same as it's previously done, a little less, a lot less or stop entirely. PLEASE TICK ONE BOX FOR EACH STATEMENT.*

#### What should our spending be in future?

	Cost 2016/17	The same	A little less	A lot less	Stop entirely	Don't know
Q. 19. <i>Maintaining the county's roads and verges</i>	<b>£17.7m</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 20. <i>Winter Gritting</i>	<b>£2.1m</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 21. <i>Library services</i>	<b>£8.4m</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 22. <i>Developing the local economy and jobs</i>	<b>£1.0m</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 23. <i>Public Transport (not including school transport)</i>	<b>£16.9m</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 24. <i>Community Safety</i>	<b>£0.5m</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 25. <i>Support for voluntary organisations</i>	<b>£1.7m</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 26. <i>Road safety work including school crossing patrols</i>	<b>£1.3m</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. 27. <i>Prevention work around domestic abuse, anti-social behaviour and substance misuse</i>	<b>£10.3m</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**POLICING QUESTIONS**

**READ OUT:** I am now going to ask you a few questions about the responsibilities of Nottinghamshire's Police and Crime Commissioner (PCC).

**Q. 28. What do you feel should be the most important priorities for the Police in the area *where you live*? PLEASE CHOOSE NO MORE THAN THREE PRIORITIES**



A) Anti-social behaviour	<input type="checkbox"/>
B) Hate crime and community cohesion	<input type="checkbox"/>
C) Domestic abuse	<input type="checkbox"/>
D) Theft offences such as burglary and car crime	<input type="checkbox"/>
E) On-line safety	<input type="checkbox"/>
F) Safer streets – robbery, street-based violence and harassment	<input type="checkbox"/>
G) Safer roads – speeding traffic and reckless driving	<input type="checkbox"/>
H) Drug and alcohol related crime and disorder	<input type="checkbox"/>
I) Environmental crime such as damage, graffiti, noise and wildlife crime	<input type="checkbox"/>
J) Crimes against businesses such as shoplifting	<input type="checkbox"/>
K) Other (please state.....)	<input type="checkbox"/>

**Q. 29. Which of the following important areas of policing do you feel should be the biggest priorities for Nottinghamshire Police? PLEASE CHOOSE NO MORE THAN THREE PRIORITIES**



A) Responding to 999 emergencies	<input type="checkbox"/>
B) Working with local communities to tackle issues of local concern	<input type="checkbox"/>
C) Preventing crime and ASB e.g. education, security improvements	<input type="checkbox"/>
D) Investigating and catching persistent offenders e.g. burglary, shoplifting	<input type="checkbox"/>
E) Investigating and catching organised criminals e.g. drug dealing, fraud	<input type="checkbox"/>
F) Preventing and tackling terrorism and radicalisation	<input type="checkbox"/>
G) Tackling domestic and sexual violence and abuse	<input type="checkbox"/>
H) Supporting and protecting vulnerable victims and witnesses	<input type="checkbox"/>
I) Supporting offenders to stop their offending e.g. tackling their drug or housing needs	<input type="checkbox"/>
J) Reducing the impact of drugs and alcohol on communities	<input type="checkbox"/>
K) Ensuring offenders are brought to justice and held to account	<input type="checkbox"/>
L) Other (please state.....)	<input type="checkbox"/>

**READ OUT:** The next two questions are about the 2017/18 Police budget and precept. Precept is the element of your council tax which goes towards paying for policing in Nottinghamshire.

**Q. 30.** Most households in Nottinghamshire pay around £140 (Band B) or less a year towards policing. To what extent would you be prepared to pay more towards policing? **TICK ONE BOX ONLY**

- Yes, I'm prepared to pay an additional £2.78 per year (2%) more for policing 1
- Yes, I'm prepared to pay an additional £14 per year (10%) more (This would incur a referendum) 2
- No, I'm not prepared to pay more as I already pay enough or cannot afford to pay more 3
- No, I'm not be prepared to pay more as the police don't need it and / or would not use it wisely 4
- Don't know / I need more information 5

**Q. 31.** Nottinghamshire Police need to save at least £12 million over the next year. How do you feel this should be done? **TICK ALL THAT APPLY**

- A) More work targeted in high crime areas  1
- B) New ways of working - better use of technology, reducing waste  2
- C) Preventing crime and ASB  3
- D) Reducing senior posts and salaries  4
- E) More volunteers and civilian staff  5
- F) Selling or modernising inefficient and unused police buildings  6
- G) Working closer with other agencies to reduce costs  7
- H) Working closer with other police forces to reduce costs  8
- I) Raising more money through fines, levys, charges and sponsorship  9
- J) Departmental savings (please state which.....) 10
- K) Other (please state.....) 11

### 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."

**Q.32.** Gender: **TICK ONE BOX ONLY**

- Male 1      Female 2

**Q.33.** What is your age? **TICK ONE BOX ONLY**

- 18-24 1      45-54 4      75 +  7
- 25-34 2      55-64 5      Declined to answer  8
- 35-44 3      65-74 6

**Q.34. What is your current employment status? PLEASE TICK ONE BOX. DO NOT ASK THIS QUESTION TO ANYONE 75 OR OVER**

Employed (Employee/self-employed, working students)	<input type="checkbox"/> 1	Long term sick or disabled	<input type="checkbox"/> 5
Unemployed	<input type="checkbox"/> 2	Retired	<input type="checkbox"/> 6
Student (not working)	<input type="checkbox"/> 3	Not working - other	<input type="checkbox"/> 7
Looking after family/home	<input type="checkbox"/> 4	Prefer not to say	<input type="checkbox"/> 8

**Q.35. Do you have a long term health problem or disability? TICK ONE BOX ONLY**

Yes  (Go to Q.36)                      No  (Go to Q. 37)                      Declined to answer  (Go to Q. 37)

**Q.36. Please specify the type of impairment? TICK ALL THAT APPLY AND/OR SPECIFY**

Mobility	<input type="checkbox"/>	Vision	<input type="checkbox"/>	Mental Health	<input type="checkbox"/>
Hearing	<input type="checkbox"/>	Learning	<input type="checkbox"/>	Communication	<input type="checkbox"/>
Other	<input type="checkbox"/> (Please specify).....				

**Q.37. What is your ethnic origin? TICK ONE BOX ONLY**

White	English/Welsh/Scottish/Northern Irish/British	<input type="checkbox"/> 1
	Irish	<input type="checkbox"/> 2
	Gypsy or Traveller	<input type="checkbox"/> 3
	Any other White background – please state	<input type="text"/> 4
Mixed	Black Caribbean & White	<input type="checkbox"/> 5
	Black African & White	<input type="checkbox"/> 6
	Asian & White	<input type="checkbox"/> 7
	Any other Mixed background – please state	<input type="text"/> 8
Asian/Asian British	Indian	<input type="checkbox"/> 9
	Pakistani	<input type="checkbox"/> 10
	Bangladeshi	<input type="checkbox"/> 11
	Chinese	<input type="checkbox"/> 12
	Any other Asian background – please state	<input type="text"/> 13
Black/Black British	Black/Black British	<input type="checkbox"/> 14
	African	<input type="checkbox"/> 15
	Caribbean	<input type="checkbox"/> 16
	Any other Black background – please state	<input type="text"/> 17
Other ethnic groups	Any other ethnic group – please state	<input type="text"/> 18
Declined to answer		<input type="checkbox"/> 19

**Q.38. 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**

Postcode:

**QUALITY CONTROL**

*Q.39. 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 DETAILS (INTERVIEWER TO COMPLETE)**

*Q.40. Sample point:* \_\_\_\_\_

**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

Name: \_\_\_\_\_

Interviewer number: \_\_\_\_\_

Signature: \_\_\_\_\_

Date of interview: \_\_\_\_\_ / 2016