



Nottinghamshire Resident Survey 2018

Report

Nottinghamshire County Council

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Thornhill Brigg Mill, Thornhill Beck Lane, Brighouse, West Yorkshire, HD6 4AH

T: 01484 404797

W: www.enventure.co.uk

Report prepared by:

Andrew Cameron
andrew@enventure.co.uk

Report reviewed by:

Mark Robinson
mark@enventure.co.uk

Kayleigh Pickles
kayleigh@enventure.co.uk

Enventure Research

Head Office:

Thornhill Brigg Mill, Thornhill Beck Lane, Brighouse
West Yorkshire HD6 4AH
T: 01484 404797

London Office:

Smithfield Business Centre, 5 St John's Lane, London, EC1M 4BH
T: 0207 549 1616

W: www.enventure.co.uk E: info@enventure.co.uk

Reg no: 4693096
VAT no: 816927894



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1. Executive Summary

1.1 Introduction

This report presents the findings from the Resident Survey 2018 conducted for Nottinghamshire County Council by independent research agency Enventure Research. The Resident Survey plays an important role in capturing local people's views, experiences and perceptions of value for money, council services and quality of life.

The results for Nottinghamshire County Council are made up from an amalgamation of the seven districts and boroughs of the county: Ashfield, Bassetlaw, Broxtowe, Gedling, Mansfield, Newark & Sherwood and Rushcliffe.

1.2 Methodology overview

The research was conducted via a face-to-face on-street survey with residents aged 18 and over across Nottinghamshire. A representative sample of 1,068 respondents was interviewed between 12 November 2018 and 10 December 2018. Quotas were set on gender, age, working status and ethnicity according to the most up to date population data (the Census 2011). To identify differences between districts and boroughs, approximately 150 respondents were interviewed in each.

1.3 Key findings

Satisfaction with the local area

Four in five survey respondents (80%) were satisfied with their local area, which is a slight decrease since last year (83%). The proportion of respondents who felt dissatisfied with their local area has increased from 7% last year to 13% this year and is at a similar level to 2016 (12%).

Satisfaction with the Local Authority

The level of satisfaction in Nottinghamshire County Council has decreased by 2% from 64% in 2017 to 62% this year. The level of dissatisfaction is higher than it has ever been in the last seven years at 22%, 8% higher than last year.

Value for money

Although the level of satisfaction in Nottinghamshire Council has decreased since last year, the proportion of respondents who agreed the Council provides value for money has increased to 48% from 46% last year and has been steadily increasing since 2015. However, at the same time, the proportion who disagreed has increased from 19% last year to 28% this year and is at the same level as in 2016 (28%).

Information provision

The proportion of respondents who felt Nottinghamshire County Council keeps residents well informed about the services and benefits it provides has remained fairly steady since 2013, with the same proportion feeling this way (52%) as last year (51%). The proportion who felt the Council did not keep residents well informed has, however, decreased from 44% last year to 42% this year and has been on a downwards trajectory since 2016 (45%).

Community safety

Three in five (61%) respondents reported feeling safe in their local area when outside after dark, which is a 4% increase since 2017 (57%). This is similar to the level seen in 2016 (60%), but is however still somewhat smaller than the proportion who felt safe in 2015 (74%). The proportion of those who did not feel safe in their local area after dark has been steadily increasing since a low of 15% in 2015 to 29% this year (28% last year).

When considering how safe they feel when outside during the day in their local area, nine in ten (92%) of the overall sample said they feel safe, which is a decrease of 5% since last year's survey (97%). The proportion of respondents who did not feel safe has also increased from 1% last year to 5% this year.

Along with the other aforementioned safety questions, the proportion of respondents who said they feel safe when they are at home alone at night has decreased from 95% in 2017 to 92% this year. However, this is the same proportion as 2016 and is still higher than in the period 2012 to 2015.

Community cohesion

The proportion of respondents who agree that people from different ethnic backgrounds get along well together has increased from 47% last year to 62% this year, the highest level seen in the last seven years. The proportion who disagreed has also decreased from 17% in 2017 to 14% this year and is 6% lower than the spike of 20% seen in 2016.

Influence on local decision making

A third (33%) of respondents agreed to some extent that they could influence decisions affecting their local area. This proportion has been steadily increasing since 2015 (27%) and is slightly higher than last year (31%). However, the proportion who disagreed that they could influence decisions has also risen since last year from 42% to 45% and is comparable with the high of 46% seen in 2016.

Council services

Nearly half (47%) of respondents said they agreed that Nottinghamshire County Council provides high quality services. However, just over one in five (22%) disagreed.

Care and support for people

Over nine in ten (94%) respondents were in favour of the Council supporting people who need care and support to stay independent in their own home for as long as possible. Eight in ten (81%) were definitely in favour and 13% were in favour to some extent.

Children and young people

When asked if they thought providing opportunities and positive outcomes for children and young people should be a higher priority for the Council, 75% thought it definitely should be and a further 18% thought it should be to some extent. Only 4% thought it should not be.

Council priorities

In regards to the Council's waste strategy, 94% of respondents thought the Council should prioritise the reduction of plastic waste a great deal or to some extent. By contrast, 75% felt the same about the incineration of household waste and 15% thought it should not prioritise the latter very much or at all.

In regards to the transport network, over nine in ten (95%) thought that repairing roads and pavements should be a priority. Substantially smaller proportions thought that improving public transport (62%), better facilities for cyclists (59%), traffic calming (52%) and major new road developments (51%) should be priorities. Over four in ten (44%) thought major new road developments should not be a priority and 42% felt the same about traffic calming.

Nottinghamshire as a place

The majority of respondents (88%) said they would recommend Nottinghamshire a great deal or to some extent as a place to bring up a family. However, this is lower than in 2017 (93%) and one in ten (10%) this year said they would not recommend it very much or at all.

Three quarters of respondents (76%) would recommend Nottinghamshire a great deal or to some extent as a place to enjoy later life, comparable to last year (75%). However 17% said they would not recommend it very much or at all, which is higher than last year (11%).

Two thirds (68%) would recommend Nottinghamshire a great deal or to some extent as a place to fulfil ambitions. However, this was also lower than the proportion who said the same in 2017 (77%) and the proportion who would not recommend it very much or at all has also risen from 20% last year to 26% this year.

Less than half (47%) said they would recommend Nottinghamshire a great deal or to some extent as a place to start and grow a business, which again was lower than last year (52%), whilst the proportion who would not recommend it very much or at all has increased from 20% to 27% in the same time period. However, a quarter (25%) of respondents said they did not know whether they would recommend it as a place to start and grow a business.

Identity

When asked if they identified as being from the county of Nottinghamshire, 83% said they did. Only 14% said they did not.

2. The Research Programme

2.1 Introduction

This report presents the findings from the Resident Survey 2018 conducted for Nottinghamshire County Council by independent research agency Enventure Research.

The Annual Resident Survey plays an important role in capturing local people's views, experiences and perceptions of value for money, council services, and quality of life.

2.2 Detailed methodology

The research was conducted via a face-to-face, on-street survey with residents aged 18 and over, across Nottinghamshire. A sample of 1,068 respondents was interviewed between 12 November 2018 and 10 December 2018. To identify differences between districts and boroughs, approximately 150 respondents were interviewed in each.

Figure 1 – Interviews across the districts/boroughs

District/borough	Number of interviews
Ashfield	153
Bassetlaw	152
Broxtowe	150
Gedling	154
Mansfield	150
Newark & Sherwood	154
Rushcliffe	155
Overall	1,068

The questionnaire was designed in partnership between Nottinghamshire County Council and Enventure Research. Some questions from previous years' Resident Surveys were included and some new bespoke questions were added. Each interview took approximately 12 minutes to administer with interviewers using hand-held tablets to record respondents' answers. A copy of the questionnaire can be found in the **Appendix**.

Before conducting the fieldwork the questionnaire was piloted in Ashfield by an experienced interviewer to ensure it was fit for purpose. The survey was then 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 a full briefing specifically related to the project, including information about the research aims and objectives. The team was supervised by a local fieldwork supervisor with significant experience of training and supervising interviewing staff.

Interviewer shifts took place at different times, on both weekdays and weekends (including peak times) up to 8pm, to ensure that all segments of the community had an equal opportunity to participate.

Quotas were set on gender, age, working status and ethnic group according to the most up to date population data (i.e. the Census 2011).

Based on a total population of 785,800 (from Census 2011 data), a sample of 1,068 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%.

2.3 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 or chart
- 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 0.5% are displayed as 0%

This survey has been conducted for Nottinghamshire County Council by Enventure Research since 2012. In order for the Council to understand how levels of satisfaction and perceptions have changed over time, trends over time have been analysed, where the same questions have been asked in previous years.

For the analysis of some questions, response options have been grouped together to provide a level of agreement or satisfaction. For example, in some instances 'Strongly agree' and 'Tend to agree' have been grouped and shown as 'Agree', and 'Very satisfied' and 'Fairly satisfied' have been grouped as 'Satisfied'.

Furthermore, levels of satisfaction and agreement have been analysed in the report using a 'satisfaction score' or an 'agreement score'. To calculate these, each response option from a five point scale is assigned a score. This varies from +2 for the most positive response (i.e. 'very satisfied' or 'strongly agree') to -2 for the most negative response (i.e. 'very dissatisfied' or 'strongly disagree'), with the middle response (i.e. 'neither satisfied nor dissatisfied' or 'neither agree nor disagree') assigned 0. The mean of all the responses to a question is then calculated to provide the score. 'Don't know' responses are not included when calculating these scores. These scores are then displayed in tables and charts within the report.

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. This analysis has only been carried out where the sample size is seen to be sufficient for comment. Where sample sizes are not large enough for robust analysis, 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 this we mean that we can say with 95% confidence that we would see a difference if all people in the group took part in the survey.

Throughout this report, those who took part in the surveys are referred to as 'respondents'.

2.4 Acknowledgments

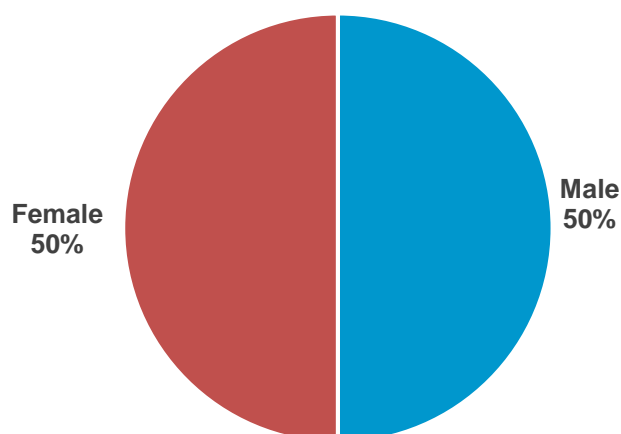
Enventure Research would like to express its gratitude to everyone who took part in the survey. We would also like to thank Paul Belfield from Nottinghamshire County Council for his help throughout the survey process.

3. Research Findings

3.1 Respondent profile

As shown below, the sample was evenly split between females (50%) and males (50%), very similar to the 2011 Census data (51% and 49% respectively) and similar to surveys in previous years, which also used quota sampling.

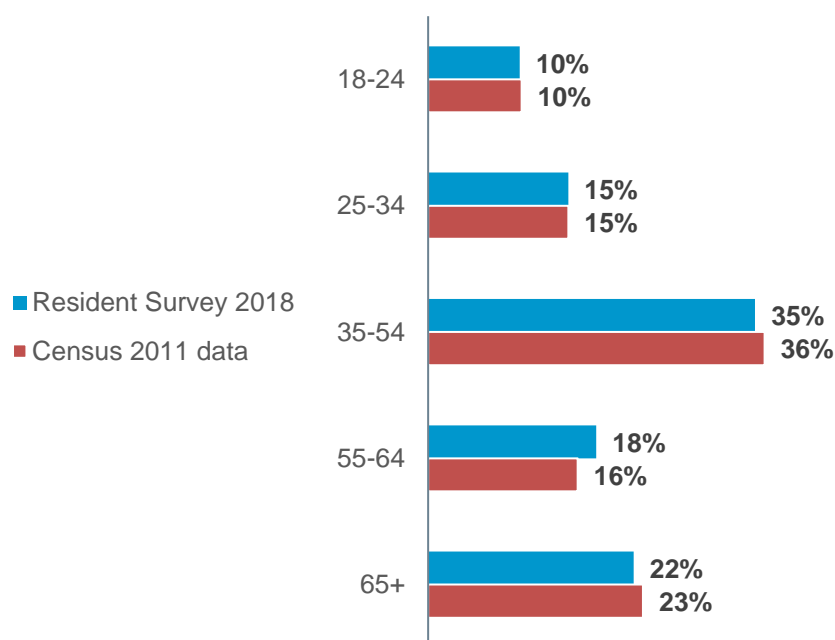
Figure 2 – Gender



Base: All respondents (1,068)

A broad spread of age groups took part in the survey, closely matching the 2011 Census data, as shown below.

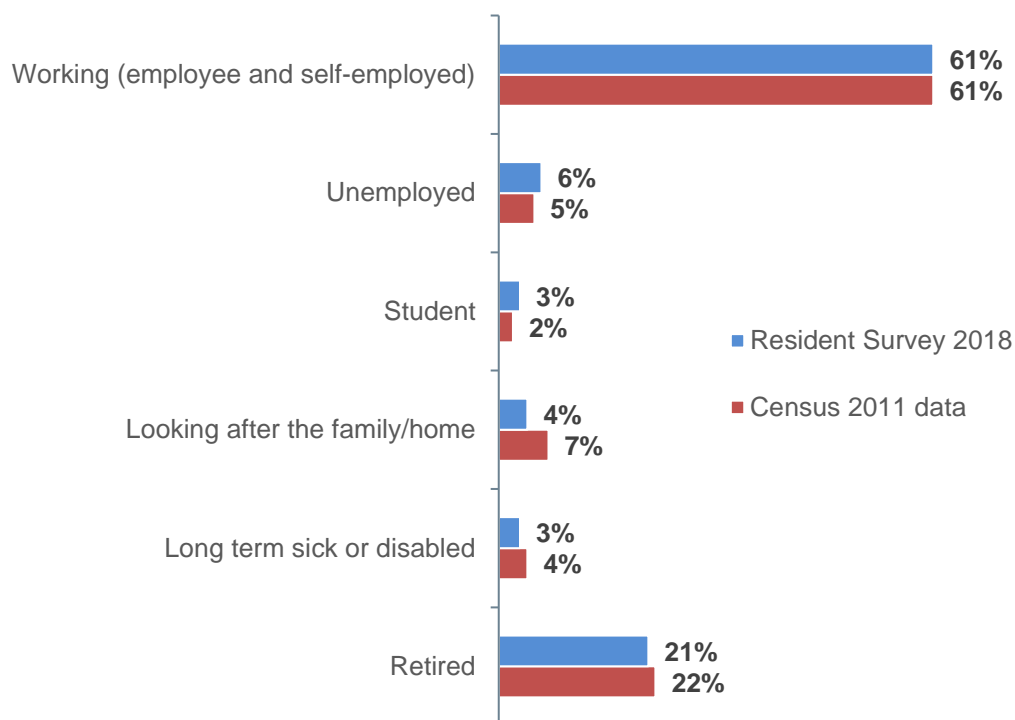
Figure 3 – Age



Base: All respondents (1,068)

Respondents who were between the age of 18 and 74 were asked about their employment status. Six in ten (61%) respondents were employed, with one in five (21%) indicating that they were retired. As shown below, these figures are broadly representative of the Census 2011 data.

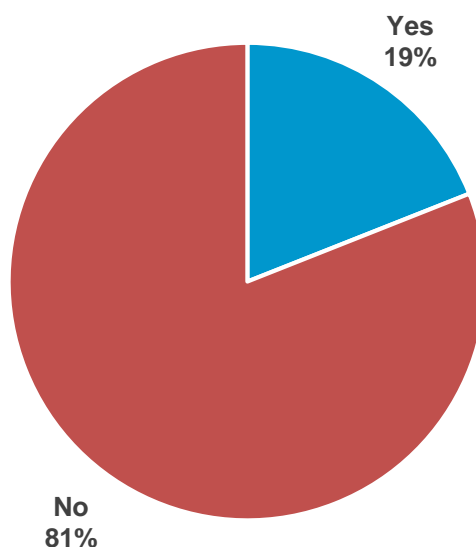
Figure 4 – Employment status



Base: Respondents aged 18 to 74 (1,009)

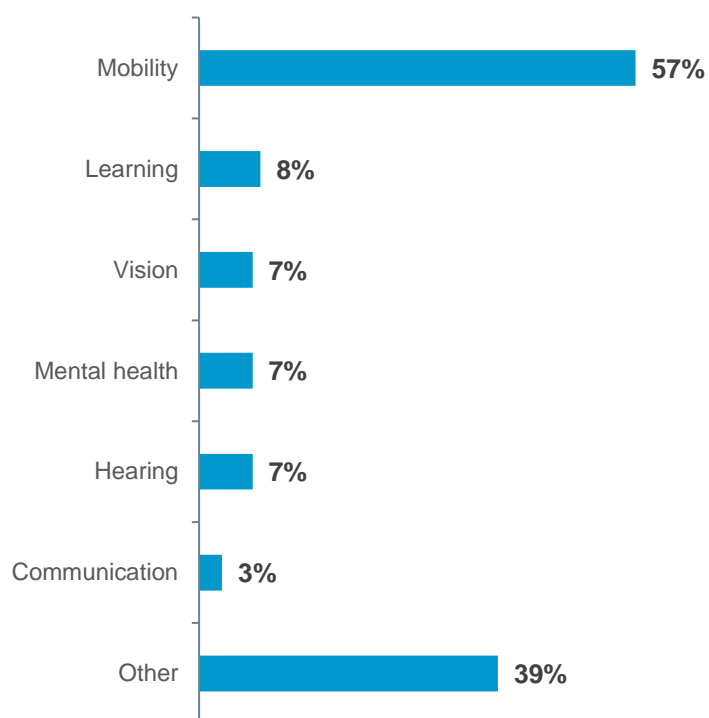
As shown below, one in five (19%) respondents reported that they had a disability. Of those who considered themselves to be disabled, the most common type of impairment was mobility at 57%.

Figure 5 – Disability



Base: All respondents (1,068)

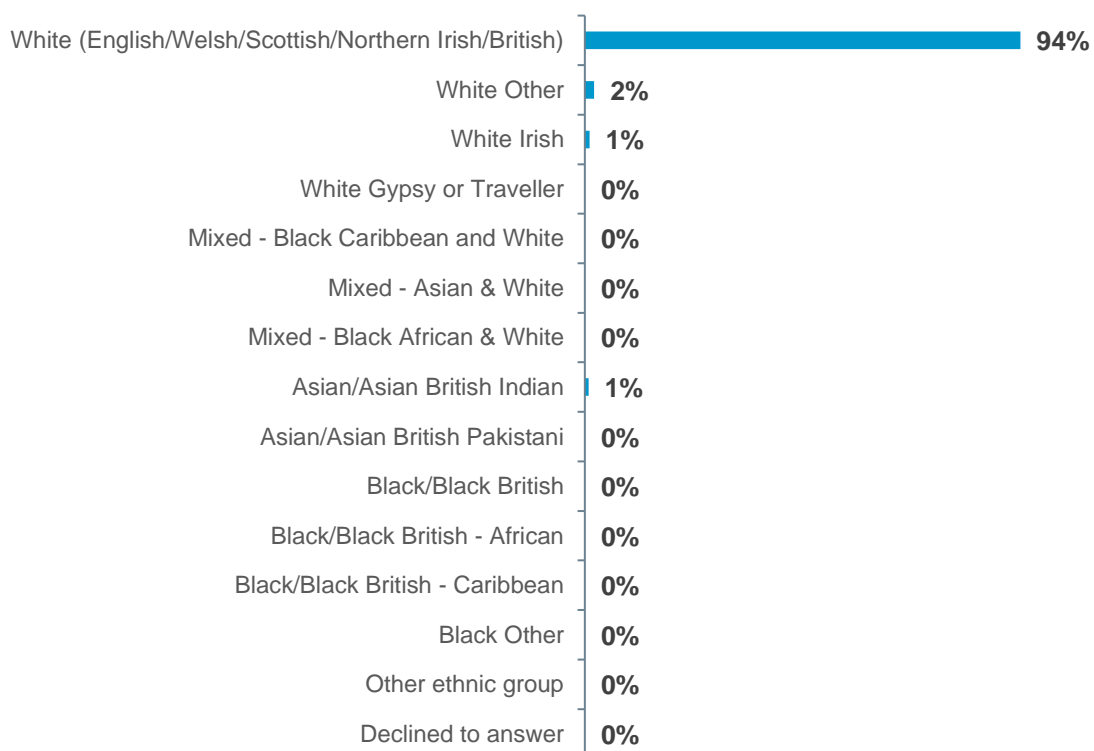
Figure 6 – Type of disability / impairment



Base: Respondents who considered themselves to be disabled (179)

As can be seen below, the majority of respondents (94%) identified themselves as White (English / Welsh / Scottish / Northern Irish / British / Irish / Any other White background).

Figure 7 – Ethnicity



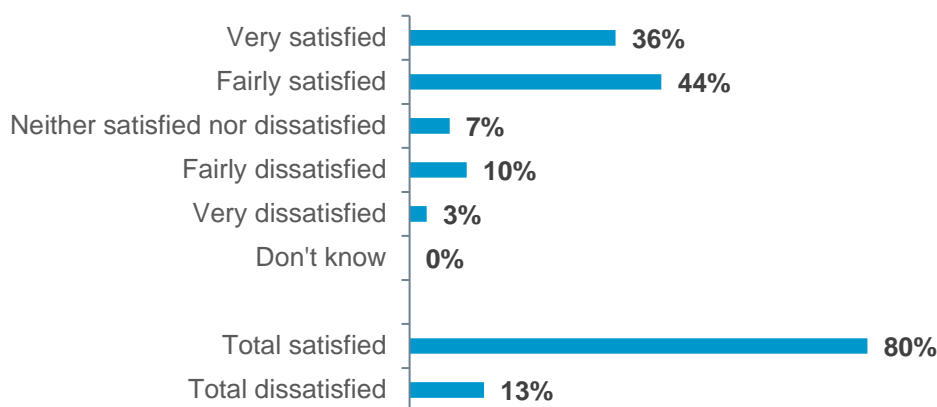
Base: All respondents (1,068)

3.2 Satisfaction with 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 the figure below, eight in ten respondents (80%) felt satisfied with their local area as a place to live (36% very satisfied and 44% fairly satisfied). Overall 13% said they were dissatisfied (10% fairly dissatisfied and 3% very dissatisfied) and a further 7% were neither satisfied nor dissatisfied.

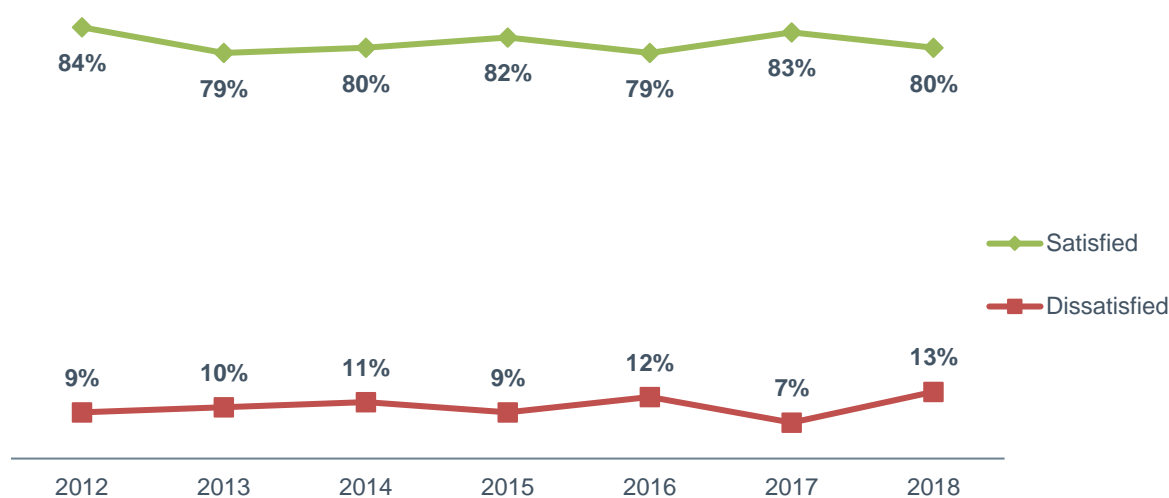
Figure 8 – Satisfaction with the local area as a place to live



Question: Overall, how satisfied or dissatisfied are you with your local area as a place to live? Base: All respondents (1,068)

Since last year there has been a decrease of 3% in the level of satisfaction with the local area (83% in 2017). The level of satisfaction is at a similar level to where it was in 2016 (79%). The level of dissatisfaction is higher (13%) than last year (7%), but similar to 2016 (12%).

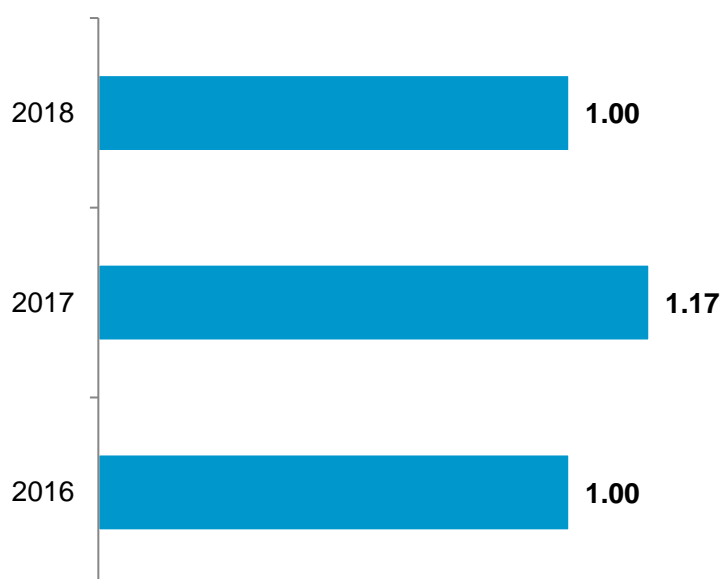
Figure 9 – Satisfaction with the local area as a place to live, comparisons by year



Question: Overall, how satisfied or dissatisfied are you with your local area as a place to live? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069; 2015: 1,081; 2014: 1,053; 2013: 1,202; 2012: 1,063)

In terms of satisfaction with the local area, this year saw a slightly lower satisfaction score than last year (1.00 out of 2 compared to 1.17), however the score is the same as in 2016 (1.00).

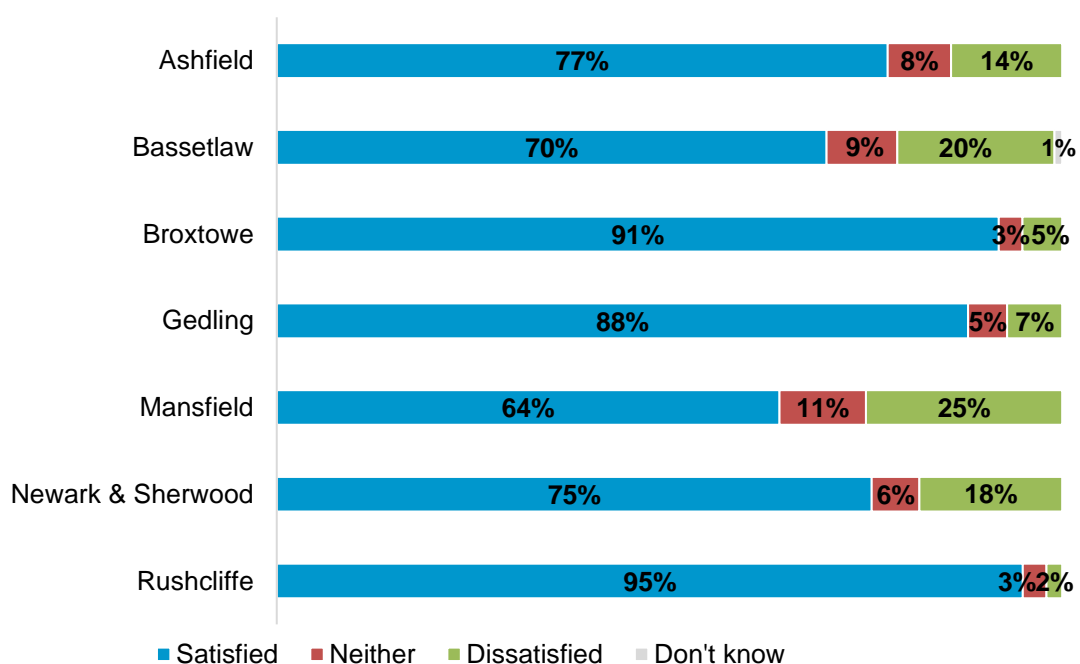
Figure 10 – Satisfaction with the local area as a place to live, satisfaction score by year



Question: Overall, how satisfied or dissatisfied are you with your local area as a place to live? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069)

This year satisfaction was highest in Rushcliffe, where 95% of respondents were either satisfied or fairly satisfied. Satisfaction was also high in Broxtowe (91%) and Gedling (88%). This year, Mansfield saw the smallest proportion saying they were satisfied (64%) and the largest proportion who were dissatisfied (25%). A fifth (20%) also said they were dissatisfied with their local area in Bassetlaw.

Figure 11 – Satisfaction with the local area as a place to live, by Local Authority area



Question: Overall, how satisfied or dissatisfied are you with your local area as a place to live? Base: All respondents (1,068)

Overall, the level of satisfaction (including both very satisfied and fairly satisfied responses) has decreased since 2017 (83%) and is at a similar level to 2016 (79%).

Since 2017, satisfaction has increased in Ashfield (+10%), Broxtowe (+2%), Gedling (+8%) and Rushcliffe (+4%). Decreases in satisfaction were recorded in Bassetlaw (-8%), Mansfield (-22%), and Newark & Sherwood (-10%). This is shown below.

Figure 12 – Satisfaction with the local area as a place to live, by Local Authority area and by year

District/borough	Overall satisfaction 2016	Overall satisfaction 2017	Overall satisfaction 2018
Ashfield	74%	67%	77%
Bassetlaw	65%	78%	70%
Broxtowe	79%	89%	91%
Gedling	88%	80%	88%
Mansfield	68%	86%	64%
Newark & Sherwood	85%	85%	75%
Rushcliffe	95%	91%	95%
Overall	79%	83%	80%

Question: Overall, how satisfied or dissatisfied are you with your local area as a place to live? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069)

Subgroup analysis for the Resident Survey 2018

Subgroups more likely to say that they were **satisfied** with their local area (80% overall) included those who were economically active (82%) compared to those who were not (76%).

Subgroups more likely to say that they were **dissatisfied** with their local area (13% overall) included those who:

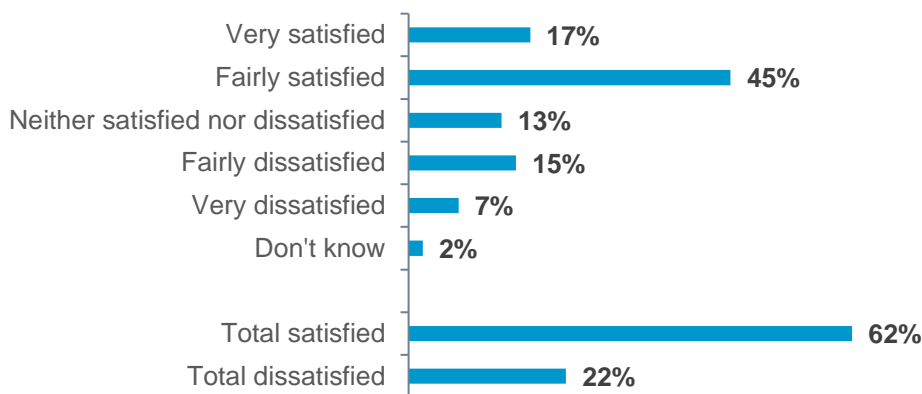
- Were aged 65+ (18%), particularly compared to those aged 25-34 (9%)
- Had a long term health problem or disability (18%) compared to those who did not (12%).

3.3 Satisfaction with 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 may be low at a national level.

As seen below, just over three in five (62%) respondents in the survey reported that they were satisfied with the way the Council runs things (17% very satisfied and 45% fairly satisfied). Just over one in five (22%) were dissatisfied and a further 13% were neither satisfied nor dissatisfied.

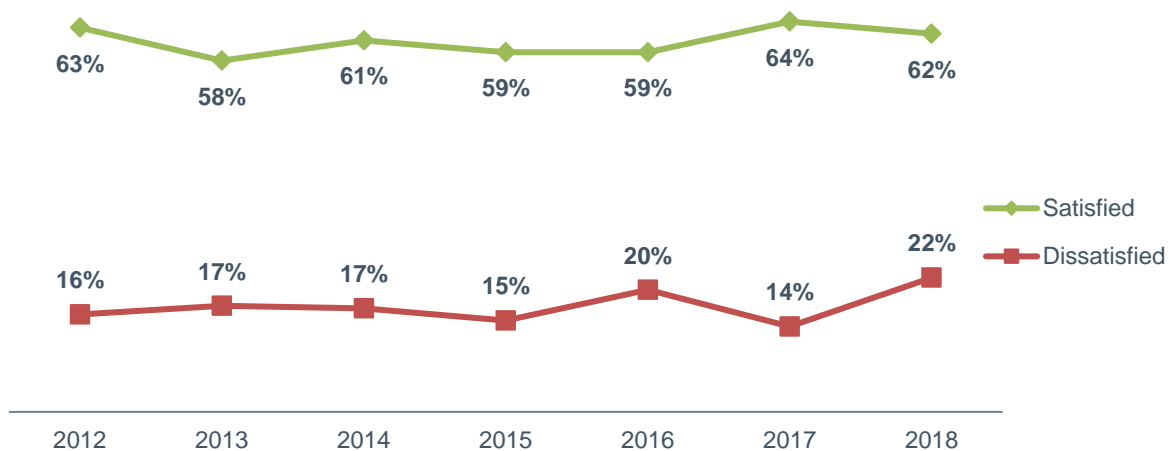
Figure 13 – Satisfaction with the way Nottinghamshire County Council runs things



Question: Overall, how satisfied or dissatisfied are you with the way Nottinghamshire County Council runs things? Base: All respondents (1,068)

This year's level of satisfaction (62%) is slightly lower than last year (64%) and is higher than in the years 2013 to 2016. However, the level of dissatisfaction is the highest it has ever been (22%) and is 8% higher than last year (14%).

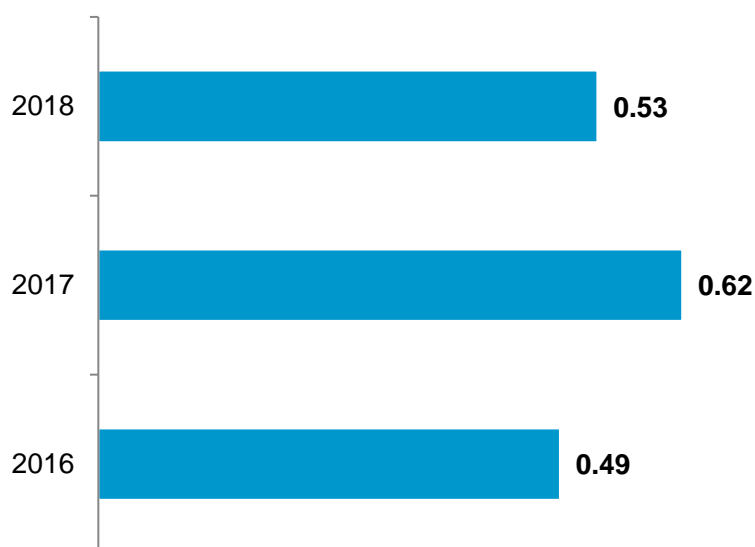
Figure 14 – Satisfaction with the way Nottinghamshire County Council runs things, comparisons by year



Question: Overall, how satisfied or dissatisfied are you with the way Nottinghamshire County Council runs things? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069; 2015: 1,081; 2014: 1,053; 2013: 1,202; 2012: 1,063)

In terms of satisfaction with the local area, the satisfaction score has decreased to 0.53 (out of 2) this year from 0.62 last year. However, this year’s score is still higher than in 2016 (0.49).

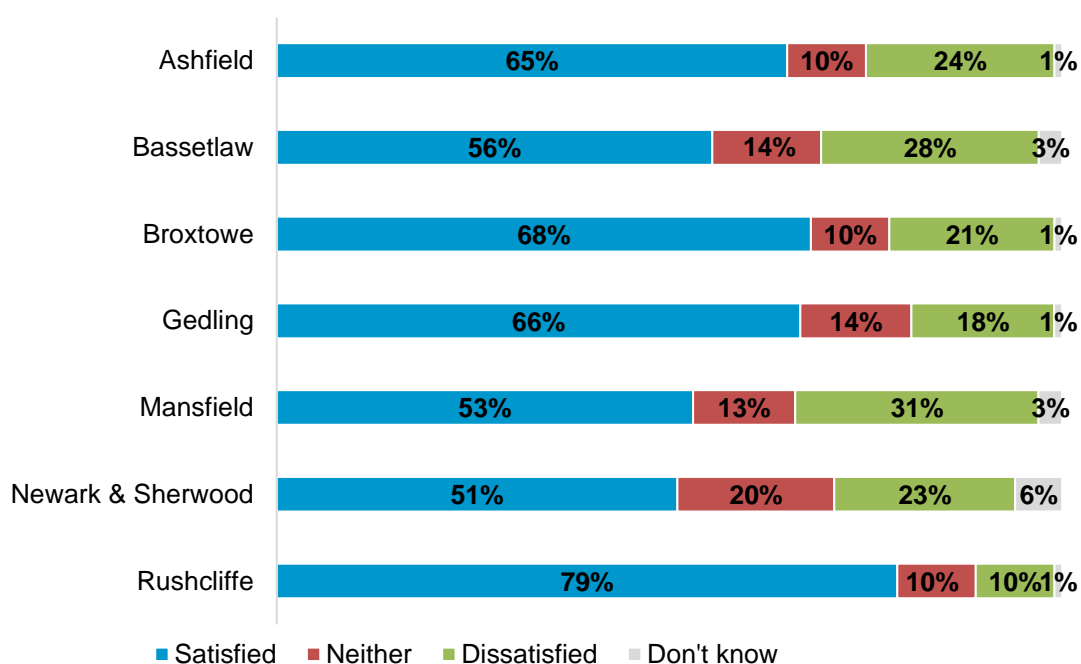
Figure 15 – Satisfaction with the way Nottinghamshire County Council runs things, ‘satisfaction score’ by year



Question: Overall, how satisfied or dissatisfied are you with the way Nottinghamshire County Council runs things? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069)

Again, satisfaction is highest in Rushcliffe (79%), followed by Broxtowe (68%). By contrast, satisfaction was lowest this year in Newark & Sherwood (51%). The level of dissatisfaction was highest in Mansfield (31%), closely followed by Bassetlaw (28%). A quarter (24%) of Ashfield residents were also dissatisfied with the way the Council runs things.

Figure 16 – Satisfaction with the way Nottinghamshire County Council runs things, by Local Authority area and by year



Question: Overall, how satisfied or dissatisfied are you with the way Nottinghamshire County Council runs things? Base: All respondents (1,068)

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. Increases in satisfaction have been reported in Ashfield (+9%), Bassetlaw (+2%), Broxtowe (+2%), Gedling (+10%), and Rushcliffe (+14%).

Satisfaction has fallen, however, in Mansfield (-33%) and Newark & Sherwood (-14%).

Overall satisfaction is slightly lower than last year (62% in 2018 and 64% in 2017).

Figure 17 – Satisfaction with the way Nottinghamshire County Council runs things, by Local Authority area and by year

District/borough	Overall satisfaction 2016	Overall satisfaction 2017	Overall satisfaction 2018
Ashfield	53%	56%	65%
Bassetlaw	39%	54%	56%
Broxtowe	61%	66%	68%
Gedling	76%	56%	66%
Mansfield	52%	86%	53%
Newark & Sherwood	57%	65%	51%
Rushcliffe	77%	65%	79%
Overall	59%	64%	62%

Question: Overall, how satisfied or dissatisfied are you with the way Nottinghamshire County Council runs things? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069)

Subgroup analysis for the Resident Survey 2018

Subgroups more likely to say that they were **satisfied** with the way Nottinghamshire County Council runs things (62% overall) included those who:

- Were economically active (66%) compared to those who were not (57%)
- Did not have a long term health problem or disability (64%) compared to those who did (56%).

Subgroups more likely to say that they were **dissatisfied** with the way Nottinghamshire County Council runs things (22% overall) included those who:

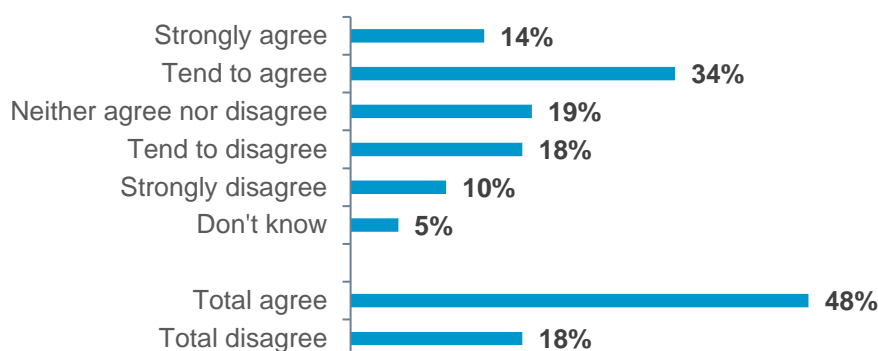
- Were aged 65+ (31%) compared to those aged 18-24 (13%), 25-34 (18%) and 35-54 (20%)
- Were economically inactive (27%) compared to those who were active (18%)
- Had a long term health problem or disability (32%) compared to those who did not (20%).

3.4 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.

As shown below, this year just under half (48%) of respondents agreed to some extent that Nottinghamshire County Council provides value for money (14% strongly agree and 34% tend to agree), whilst 19% neither agreed nor disagreed. Almost three in ten (28%) disagreed.

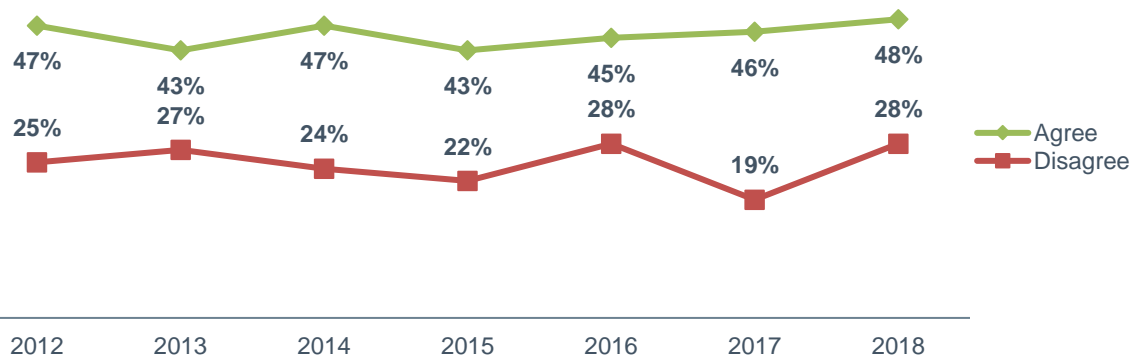
Figure 18 – Agreement that Nottinghamshire County Council provides value for money



Question: To what extent do you agree or disagree that Nottinghamshire County Council provides value for money? Base: All respondents (1,068)

There has been a steady increase year on year since 2015 in the level of agreement that the Council provides value for money. Since last year, there has been a 2% increase (46% in 2017, 48% in 2018). However, although the level of agreement has risen, so has the level of disagreement, which this year is at 28%, 9% higher than last year (19%) and back to the level seen in 2016 (28%).

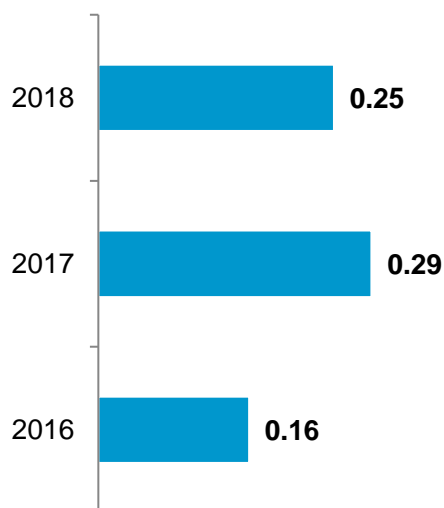
Figure 19 – Agreement that Nottinghamshire County Council provides value for money, comparisons by year



Question: To what extent do you agree or disagree that Nottinghamshire County Council provides value for money? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069; 2015: 1,081; 2014: 1,053; 2013: 1,202; 2012: 1,063)

In terms of value for money, this year saw a slight decrease in the agreement score from 0.29 out of 2 last year to 0.25 this year. However, this is still higher than the score in 2016 (0.16).

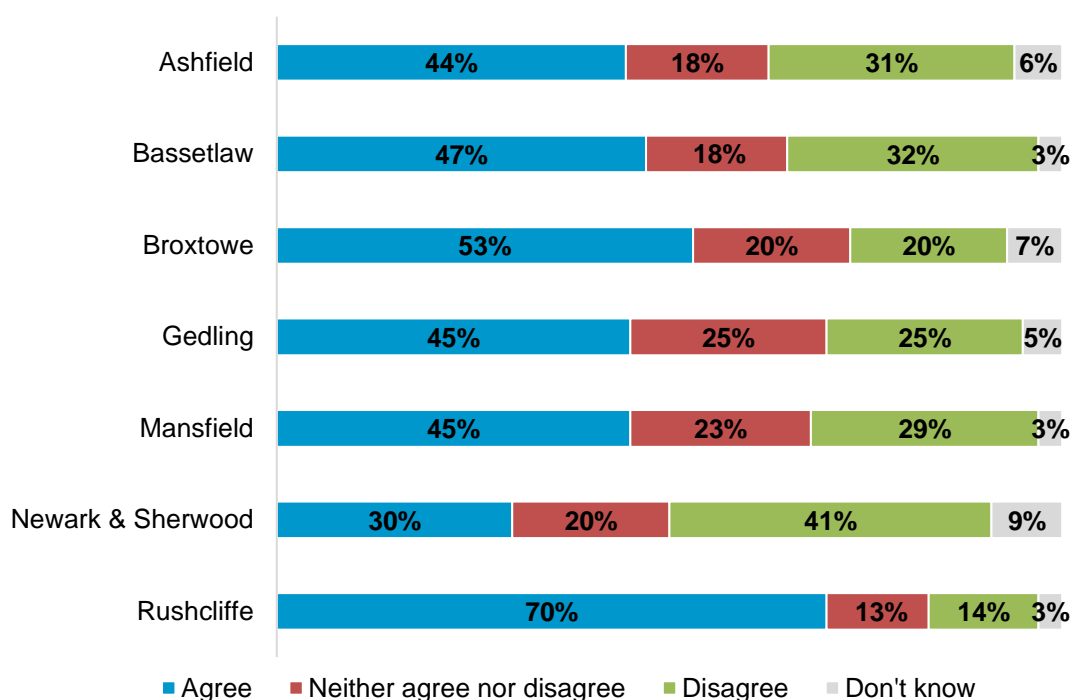
Figure 20 – Agreement that Nottinghamshire County Council provides value for money, ‘agreement score’ by year



Question: To what extent do you agree or disagree that Nottinghamshire County Council provides value for money? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069)

Newark & Sherwood respondents reported the lowest level of agreement that the County Council provides value for money, with 30% agreeing. Four in ten (41%) respondents from Newark & Sherwood disagreed. By comparison, 70% of Rushcliffe respondents said they agreed, which was the largest proportion of all districts and boroughs.

Figure 21 – Agreement that Nottinghamshire County Council provides value for money, by Local Authority area



Question: To what extent do you agree or disagree that Nottinghamshire County Council provides value for money? Base: All respondents (1,068)

Overall agreement (strongly agree and tend to agree responses) that the County Council provides value for money is presented below. Agreement has increased since 2017 in Ashfield (+8%), Bassetlaw (+10%), Broxtowe (+6%), Gedling (+6%) and Rushcliffe (+24%). On the other hand it has decreased in Mansfield (-26%) and Newark & Sherwood (-19%).

Overall, agreement this year (48%) is slightly higher than last year (46%).

Figure 22 – Agreement that Nottinghamshire County Council provides value for money, by Local Authority area and by year

District/borough	Overall agreement 2016	Overall agreement 2017	Overall agreement 2018
Ashfield	39%	36%	44%
Bassetlaw	28%	37%	47%
Broxtowe	47%	47%	53%
Gedling	62%	39%	45%
Mansfield	33%	71%	45%
Newark & Sherwood	38%	49%	30%
Rushcliffe	67%	46%	70%
Overall	45%	46%	48%

Question: To what extent do you agree or disagree that Nottinghamshire County Council provides value for money? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069)

Subgroup analysis for the Resident Survey 2018

Subgroups more likely to say that they **disagreed** that Nottinghamshire County Council provides value for money (28% overall) included those who:

- Were aged 35-54 (28%), 55-64 (30%) and 65+ (31%), particularly compared to those aged 18-24 (18%)
- Had a long term health problem or disability (36%) compared to those who did not (26%).

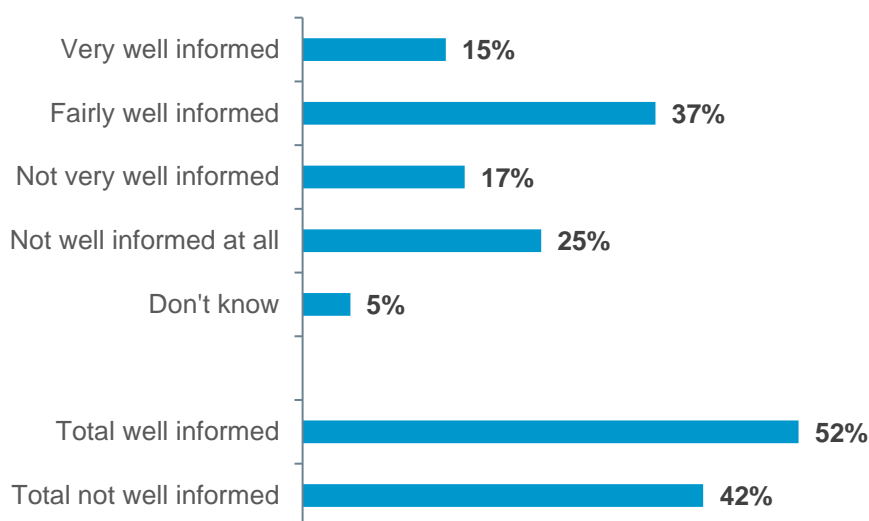
3.5 Information provision

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 2018 Nottinghamshire Resident Survey were asked for their overall view about how well informed they feel the County Council keeps residents about the services and benefits it provides. Just over half (52%) of respondents felt that Nottinghamshire County Council keeps residents well informed about the services and benefits it provides (15% very well informed and 37% fairly well informed).

However, just over four in ten (42%) felt the Council does not keep residents well informed (17% not very well informed and 25% not well informed at all). This can be seen in the figure below.

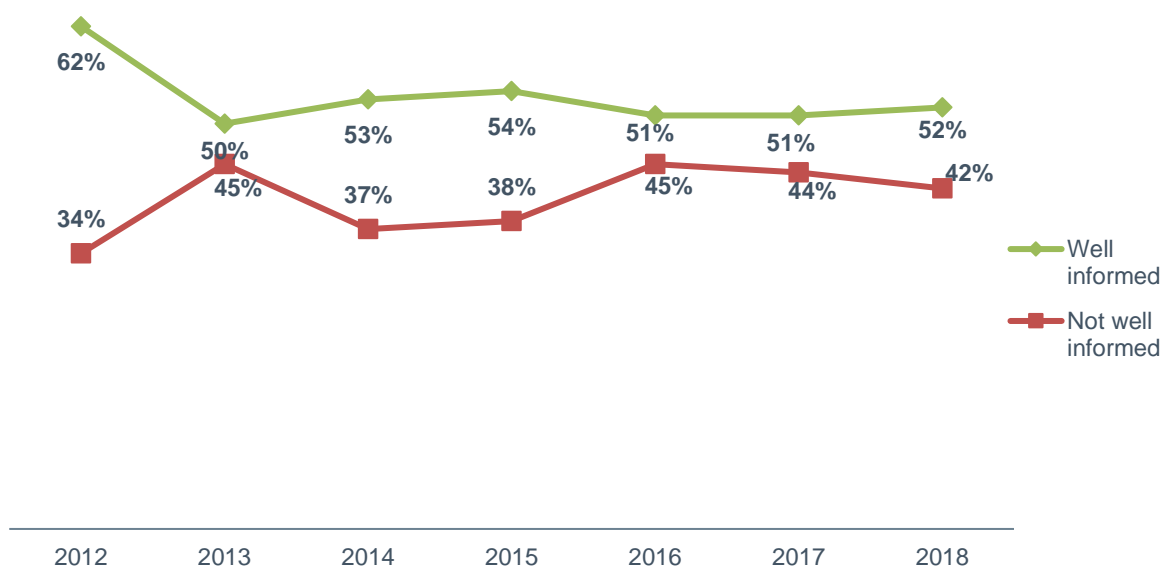
Figure 23 – Extent to which Nottinghamshire County Council keeps residents well informed about services and benefits



Question: Overall, how well informed do you think Nottinghamshire County Council keeps residents about the services and benefits it provides? Base: All respondents (1,068)

As shown below, the proportion of respondents who thought that the Council keeps residents well informed has remained steady since 2013, with a similar proportion this year (52%) as last year (51%) saying they were well informed. However, the proportion who felt the Council does not keep residents well informed seems to be on a slight downwards trajectory, with the proportion this year (42%) slightly lower than last year (44%).

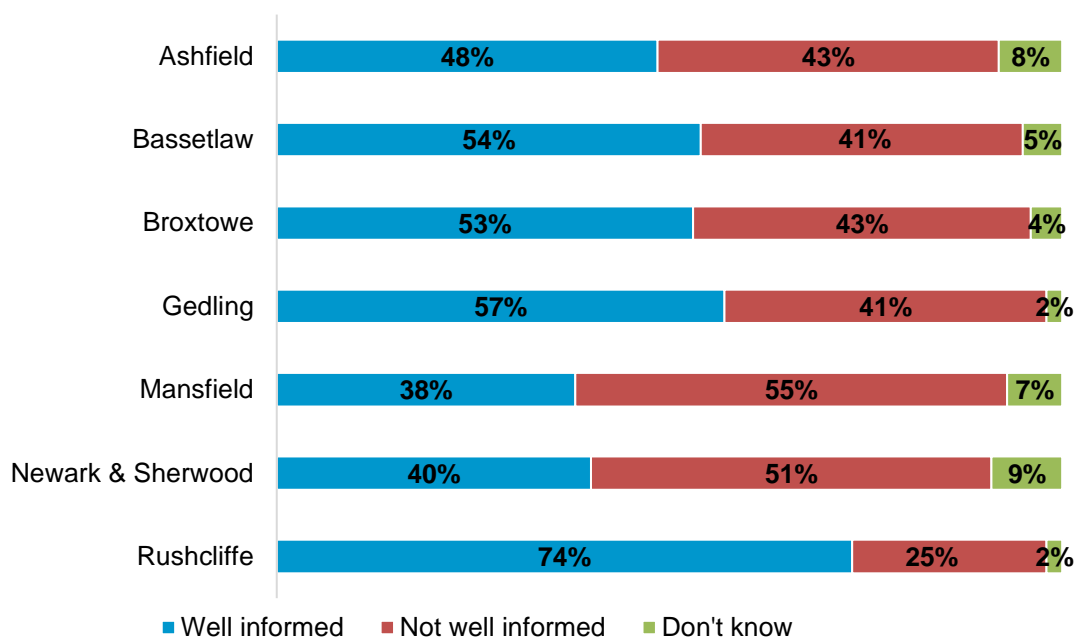
Figure 24 – Extent to which Nottinghamshire County Council keeps residents well informed about services and benefits, comparisons by year



Question: Overall, how well informed do you think Nottinghamshire County Council keeps residents about the services and benefits it provides? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069; 2015: 1,081; 2014: 1,053; 2013: 1,202; 2012: 1,063)

The level to which the Council keeps residents well informed by district and borough is shown below. Three quarters (74%) of Rushcliffe respondents felt that the County Council keeps residents well informed, which was the highest of any Local Authority area. Almost six in ten (57%) Gedling respondents also thought the Council keeps residents well informed. By contrast, only 38% of Mansfield respondents and 40% of Newark & Sherwood respondents felt the same. More than half (55%) of respondents from Mansfield felt residents were not kept well informed and 51% of Newark & Sherwood respondents felt the same.

Figure 25 – Level to which Nottinghamshire County Council keeps residents well informed about services and benefits, by Local Authority area



Question: Overall, how well informed do you think Nottinghamshire County Council keeps residents about the services and benefits it provides? Base: All respondents (1,068)

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 Resident Survey are presented below. The proportion of respondents who felt well informed by the County Council has increased in Ashfield (+4%), Bassetlaw (+14%), Broxtowe (+2%), Gedling (+9%), and Rushcliffe (+3%) since last year. Respondents from Mansfield (-22%) and Newark & Sherwood (-8%) felt less informed than in the 2017 survey.

This year the proportion of respondents who felt well informed (52%) is similar to both 2017 and 2016 (51%).

Figure 26 – Level to which Nottinghamshire County Council keeps residents well informed about services and benefits, by Local Authority area and by year

District/borough	Overall well informed 2016	Overall well informed 2017	Overall well informed 2018
Ashfield	46%	44%	48%
Bassetlaw	33%	40%	54%
Broxtowe	42%	51%	53%
Gedling	70%	48%	57%
Mansfield	45%	60%	38%
Newark & Sherwood	51%	48%	40%
Rushcliffe	73%	71%	74%
Overall	51%	51%	52%

Question: Overall, how well informed do you think Nottinghamshire County Council keeps residents about the services and benefits it provides? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069; 2015: 1,081; 2014: 1,053; 2013: 1,202; 2012: 1,063)

Subgroup analysis for the Resident Survey 2018

Subgroups more likely to say that Nottinghamshire County Council keeps residents **well informed** (52% overall) included those who:

- Were aged 25-34 (54%) and 35-54 (53%), particularly compared to those aged 18-24 (41%)
- Did not have a long term health problem or disability (54%) compared to those who did (44%).

Subgroups more likely to say that Nottinghamshire County Council **does not keep** residents **well informed** (42% overall) included those who had a long term health problem or disability (53%) compared to those who did not (40%).

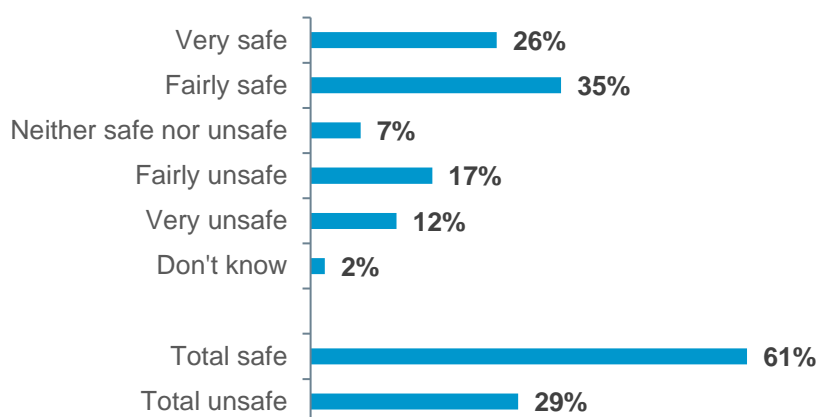
3.6 Community safety

Safety in the local area after dark

Respondents from 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.

Three in five (61%) respondents indicated that they felt safe when outside in their local area after dark (26% very safe and 35% fairly safe). Three in ten (29%) reported they felt unsafe (17% fairly unsafe and 12% very unsafe) and a further 7% felt neither safe nor unsafe.

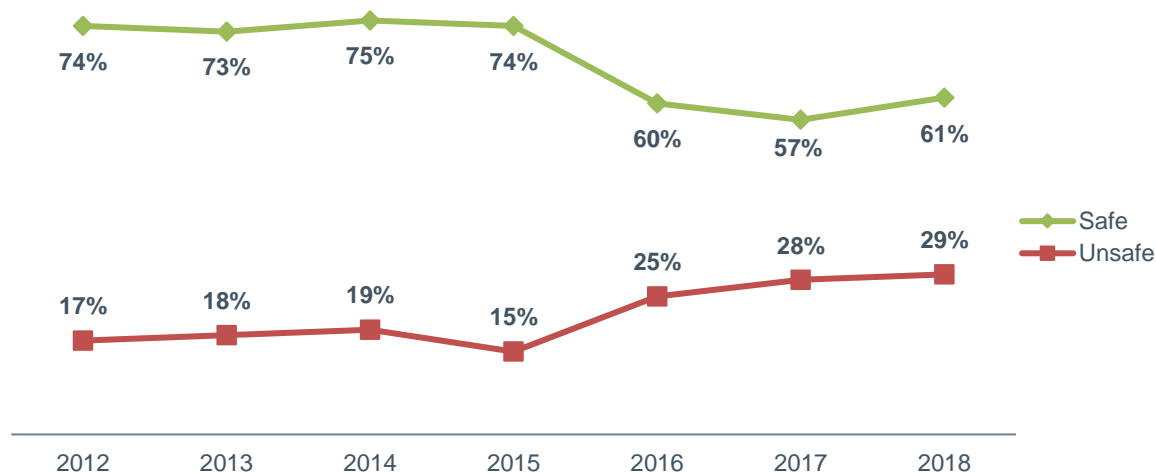
Figure 27 – Feeling safe outside in the local area after dark



Question: How safe or unsafe do you feel when you are outside in your local area after dark? Base: All respondents (1,068)

The proportion of those feeling safe in the local area after dark had been falling steadily over the last few years, but this year has seen a 4% increase since last year (61% this year and 57% last year). The level of those feeling unsafe (29%) is similar to last year (28%), some way off the low of 15% seen in 2015.

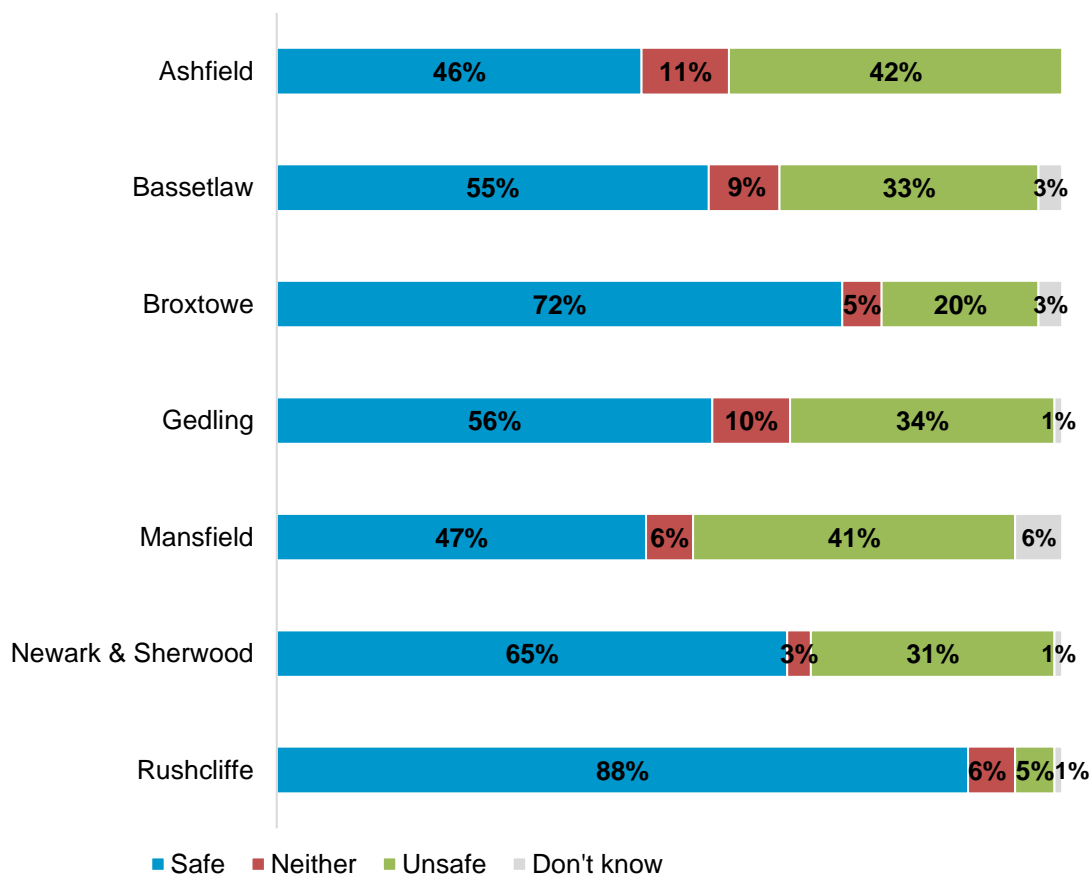
Figure 28 – Feeling safe outside in the local area after dark, comparisons by year



Question: How safe or unsafe do you feel when you are outside in your local area after dark? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069; 2015: 1,081; 2014: 1,053; 2013: 1,202; 2012: 1,063)

As shown below, respondents were most likely to feel safe in their local area after dark in Rushcliffe (88%), which was followed by Broxtowe (72%). Four in ten respondents from Ashfield (42%) and Mansfield (41%) did not feel safe in their local area after dark. A third of Bassetlaw respondents (33%) and Gedling respondents (34%) did not feel safe and nor did 31% of Newark & Sherwood respondents.

Figure 29 – Feeling safe outside in the local area after dark, by Local Authority area



Question: How safe or unsafe do you feel when you are outside in your local area after dark? Base: All respondents (1,068)

Overall, the proportion of respondents indicating that they felt safe in their local area after dark has increased from 57% in 2017 to 61% this year and is also slightly higher than in 2016 (60%).

As can be seen below, perceptions of safety after dark have increased in Ashfield (+11%), Bassetlaw (+16%), Broxtowe (+22%), Newark & Sherwood (+29%), and Rushcliffe (+9%).

Mansfield saw the proportion of respondents feeling safe in their local area after dark decrease dramatically (-41%) since last year and a decrease was also noted in Gedling (-18%).

Figure 30 – Feeling safe outside in the local area after dark, by Local Authority area and by year

District/borough	Overall safe 2016	Overall safe 2017	Overall safe 2018
Ashfield	44%	35%	46%
Bassetlaw	41%	39%	55%
Broxtowe	57%	50%	72%
Gedling	75%	74%	56%
Mansfield	50%	88%	47%
Newark & Sherwood	72%	36%	65%
Rushcliffe	81%	79%	88%
Overall	60%	57%	61%

Question: How safe or unsafe do you feel when you are outside in your local area after dark? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069)

Subgroup analysis for the Resident Survey 2018

Subgroups more likely to say that they that they feel **safe** when they are outside in the local area after dark (61% overall) included those who:

- Were male (71%) compared to female (52%)
- Were economically active (68%) compared to those who were not (52%)
- Did not have a long term health problem or disability (65%) compared to those who did (50%).

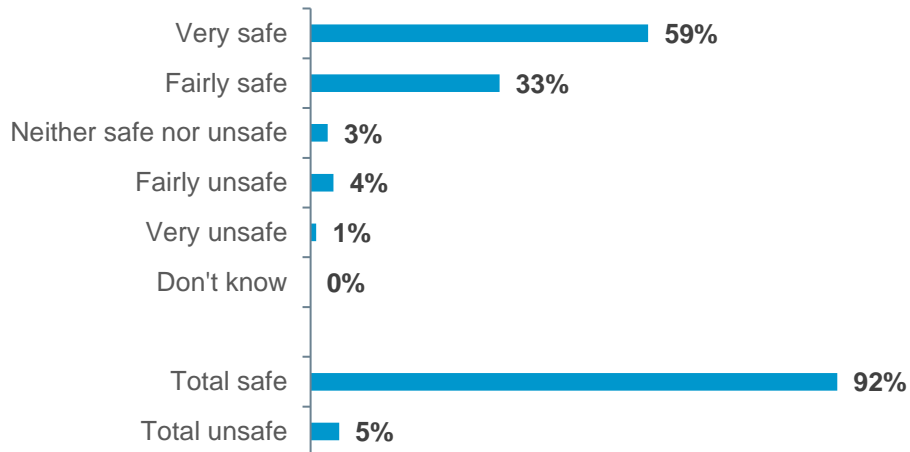
Subgroups more likely to say that they that they feel **unsafe** when they are outside in the local area after dark (29% overall) included those who:

- Were female (39%) compared to male (20%)
- Were economically inactive (37%) compared to those who were economically active (25%)
- Had a long term health problem or disability (41%) compared to those who did not (27%).

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. Nine in ten (92%) respondents indicated that they felt either very (59%) or fairly (33%) safe. Only 5% felt unsafe (4% fairly unsafe and 1% very unsafe) and a further 3% felt neither safe nor unsafe.

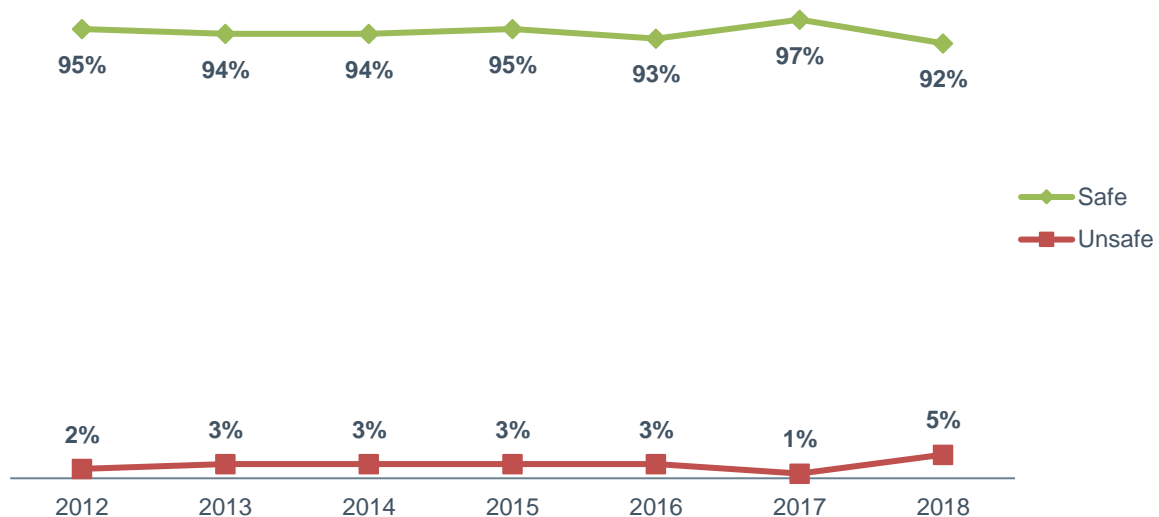
Figure 31 – Feeling safe outside in the local area during the day



Question: How safe or unsafe do you feel when you are outside in your local area during the day?
 Base: All respondents (1,068)

The proportion of those who felt safe outside in the local area during the day has decreased to 92% since last year's high of 97%. The level of those feeling unsafe has increased from 1% in 2017 to 5% this year.

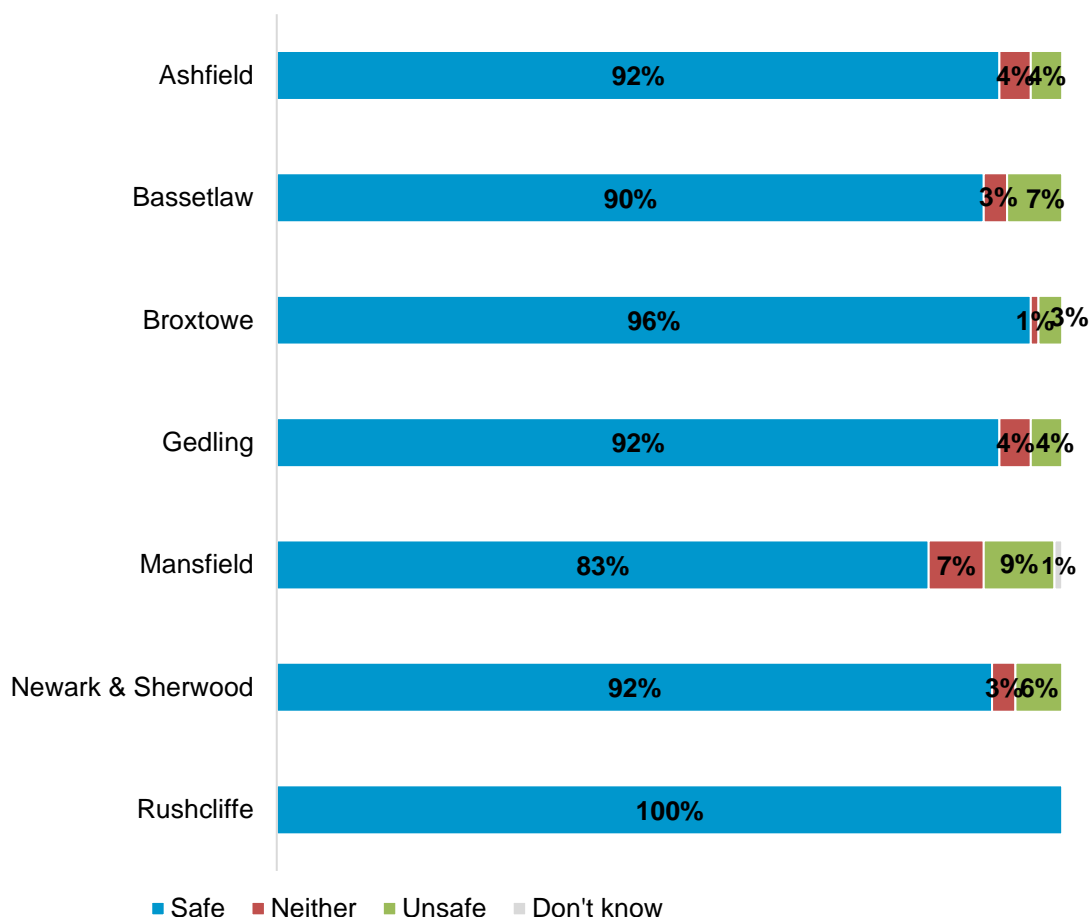
Figure 32 – Feeling safe outside in the local area during the day, comparisons by year



Question: How safe or unsafe do you feel when you are outside in your local area during the day?
 Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069; 2015: 1,081; 2014: 1,053; 2013: 1,202; 2012: 1,063)

As shown below, 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 Mansfield (83%). In Rushcliffe all respondents said they felt safe. Mansfield also saw the largest proportion saying they felt unsafe (9%).

Figure 33 – Feeling safe outside in the local area during the day, by Local Authority area



Question: How safe or unsafe do you feel when you are outside in your local area during the day?
 Base: All respondents (1,068)

Decreases in the proportion of respondents feeling safe were noted in each district/borough, with the exception of Rushcliffe, where for the second year running all respondents said they feel safe. The decrease in feelings of safety was most notable in Mansfield (-14%). This can be seen below.

Overall, perceptions of feeling safe when outside during the day have decreased from 97% last year to 92% this year.

Figure 34 – Feeling safe outside in the local area during the day, by Local Authority area and by year

District/borough	Overall safe 2016	Overall safe 2017	Overall safe 2018
Ashfield	93%	95%	92%
Bassetlaw	84%	95%	90%
Broxtowe	98%	100%	96%
Gedling	94%	97%	92%
Mansfield	90%	97%	83%
Newark & Sherwood	98%	98%	92%
Rushcliffe	96%	100%	100%
Overall	93%	97%	92%

Question: How safe or unsafe do you feel when you are outside in your local area during the day? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069)

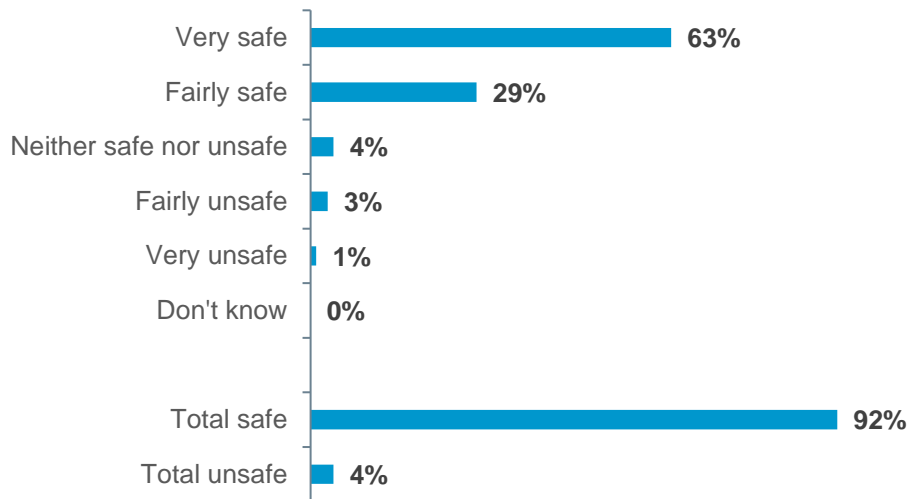
Subgroup analysis for the Resident Survey 2018

Subgroups more likely to say that they that they feel **safe** when they are outside in the local area during the day (92% overall) included those who were male (95%) compared to female (90%).

Safety when home alone at night

Respondents were also asked about how safe they feel when in their home alone at night. As shown below, nine in ten (92%) said they felt safe (63% very safe and 29% fairly safe), whereas only 4% said they felt unsafe (3% fairly unsafe and 1% very unsafe).

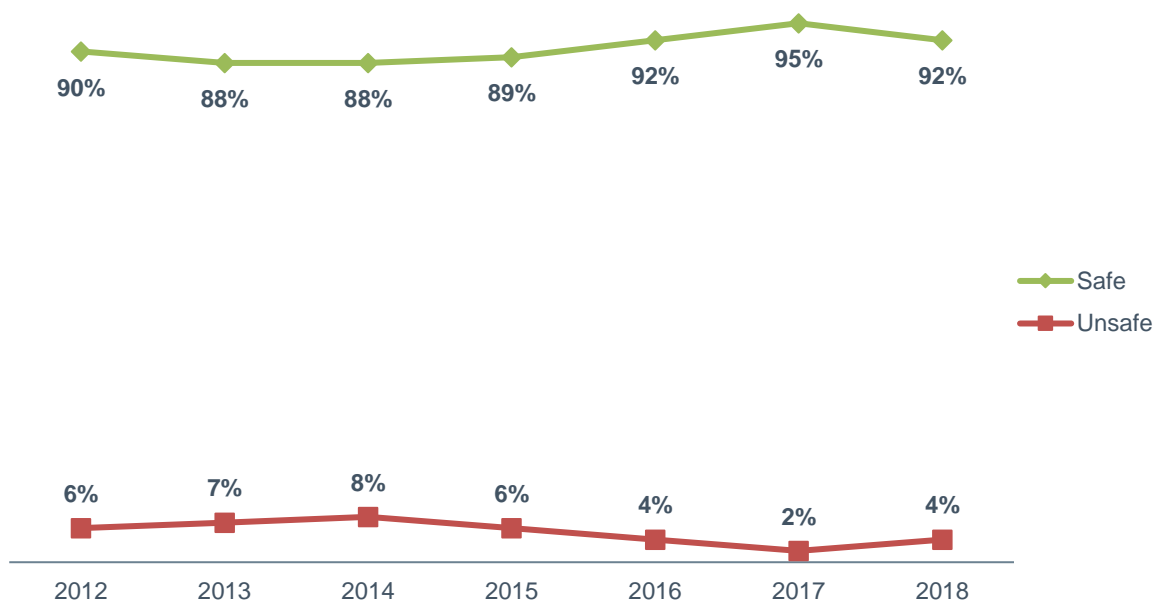
Figure 35 – Feeling safe when home alone at night



Question: How safe do you feel when you are alone in your home at night? Base: All respondents (1,068)

The proportion of respondents indicating that they felt safe has decreased slightly this year to 92% from 95% in 2017, as shown below. The proportion of those who reported they felt unsafe (4%) has increased since last year (2%).

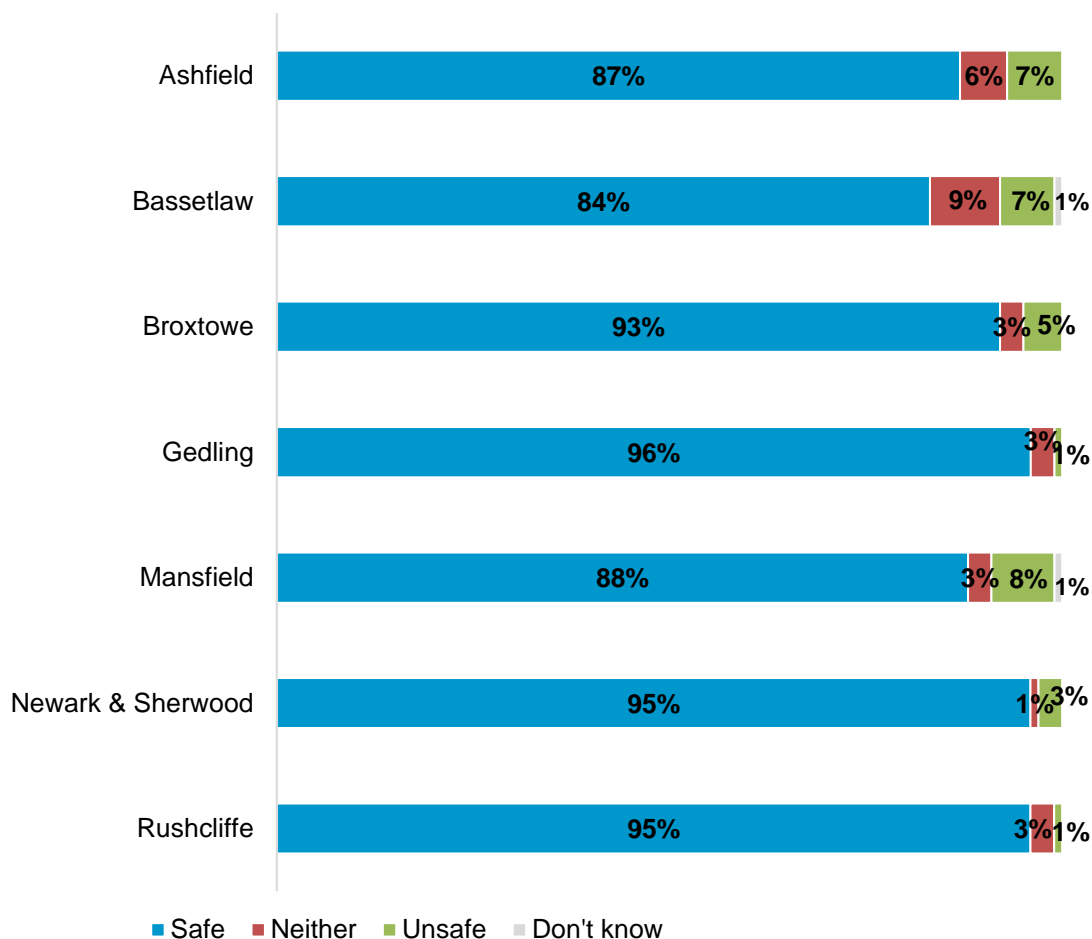
Figure 36 – Feeling safe when home alone at night, comparisons by year



Question: How safe do you feel when you are alone in your home at night? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069; 2015: 1,081; 2014: 1,053; 2013: 1,202; 2012: 1,063)

Perceptions of feeling safe when home alone at night were high in most districts and boroughs as shown below. However, smaller proportions of respondents from Ashfield and Bassetlaw (87% and 84% respectively) reported feeling safe (either very or fairly safe) in comparison to the overall sample (92%). In Gedling, Newark & Sherwood and Rushcliffe large proportions of respondents reported feeling either very or fairly safe (96%, 95% and 95% respectively).

Figure 37 – Feeling safe when home alone at night, by Local Authority area



Question: How safe do you feel when you are alone in your home at night? Base: All respondents (1,068)

Overall the proportion of those who said they feel safe in their home alone at night has decreased from 95% last year to 92% this year, the same level seen in 2016 (92%).

As shown below, perceptions of feeling safe have increased in Gedling (+9%) this year, but in all the other districts and boroughs the level of feeling safe when home alone at night has decreased since the 2017 survey: Ashfield (-7%), Bassetlaw (-12%), Broxtowe (-6%), Mansfield (-11%), Newark & Sherwood (-3%), and Rushcliffe (-1%).

Figure 38 – Feeling safe when home alone at night, by Local Authority area and by year

District/borough	Overall safe 2016	Overall safe 2017	Overall safe 2018
Ashfield	89%	94%	87%
Bassetlaw	91%	96%	84%
Broxtowe	95%	99%	93%
Gedling	94%	87%	96%
Mansfield	89%	99%	88%
Newark & Sherwood	97%	98%	95%
Rushcliffe	91%	96%	95%
Overall	92%	95%	92%

Question: How safe do you feel when you are alone in your home at night? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069)

Subgroup analysis for the Resident Survey 2018

Subgroups more likely to say that they feel **safe** when they are home alone at night (92% overall) included those who:

- Were male (94%) compared to female (89%)
- Were aged 25-34 (91%), 35-54 (92%), 55-64 (91%) and 65+ (95%) compared to those aged 18-24 (80%)
- Were economically active (93%) compared to those who were economically inactive (87%)
- Did not have a long term health problem or disability (93%) compared to those who did (84%).

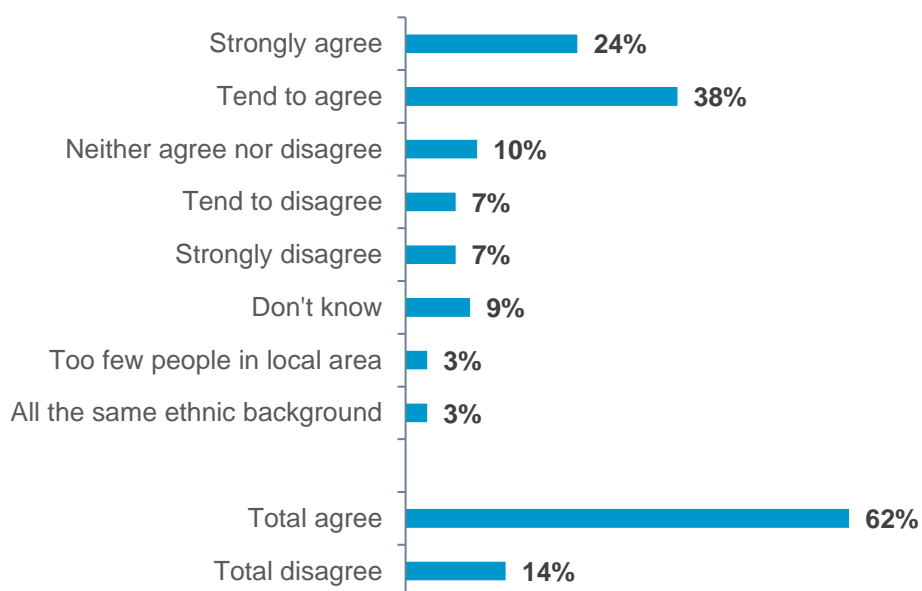
3.7 Community cohesion

A recognised measure of community cohesion is achieved by asking people about the degree to which they agree that their local area is one where people from different ethnic backgrounds get on well together. Respondents in Nottinghamshire were, therefore, asked the extent to which they agree or disagree with this statement. When analysing the results to this question, 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 national news stories recently about refugees and the EU Referendum, which may have had an effect on people’s attitudes.

As can be seen below, just over three in five (62%) of the overall sample agreed that people from different ethnic backgrounds get along well together in their local area (24% strongly agree and 38% tend to agree). A further 10% neither agreed nor disagreed.

This year one in seven (14%) disagreed, with 7% tending to disagree and 7% strongly disagreeing.

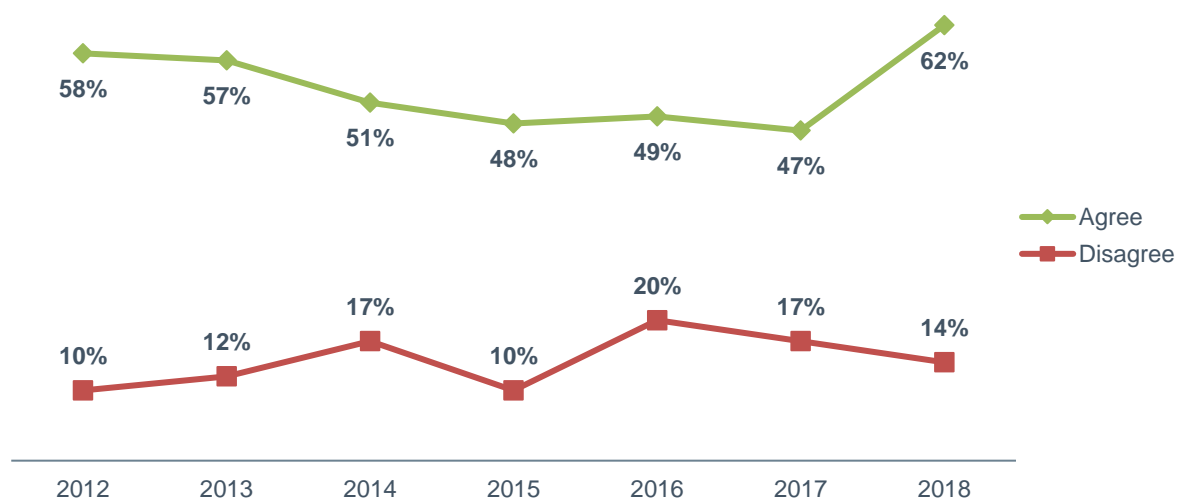
Figure 39 – Agreement that people from different ethnic backgrounds get along



Question: 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? Base: All respondents (1,068)

The level of agreement that people from different ethnic backgrounds get along is the highest it has been since Enventure Research began to conduct the survey in 2012, as shown below. The proportion of those who agreed has increased dramatically from a low of 47% last year to 62% this year. However, 14% disagreed, which although is lower than last year (17%) and 2016 (20%), is still higher than in 2012 and 2015 (both 10%).

Figure 40 – Agreement that people from different ethnic backgrounds get along, comparisons by year

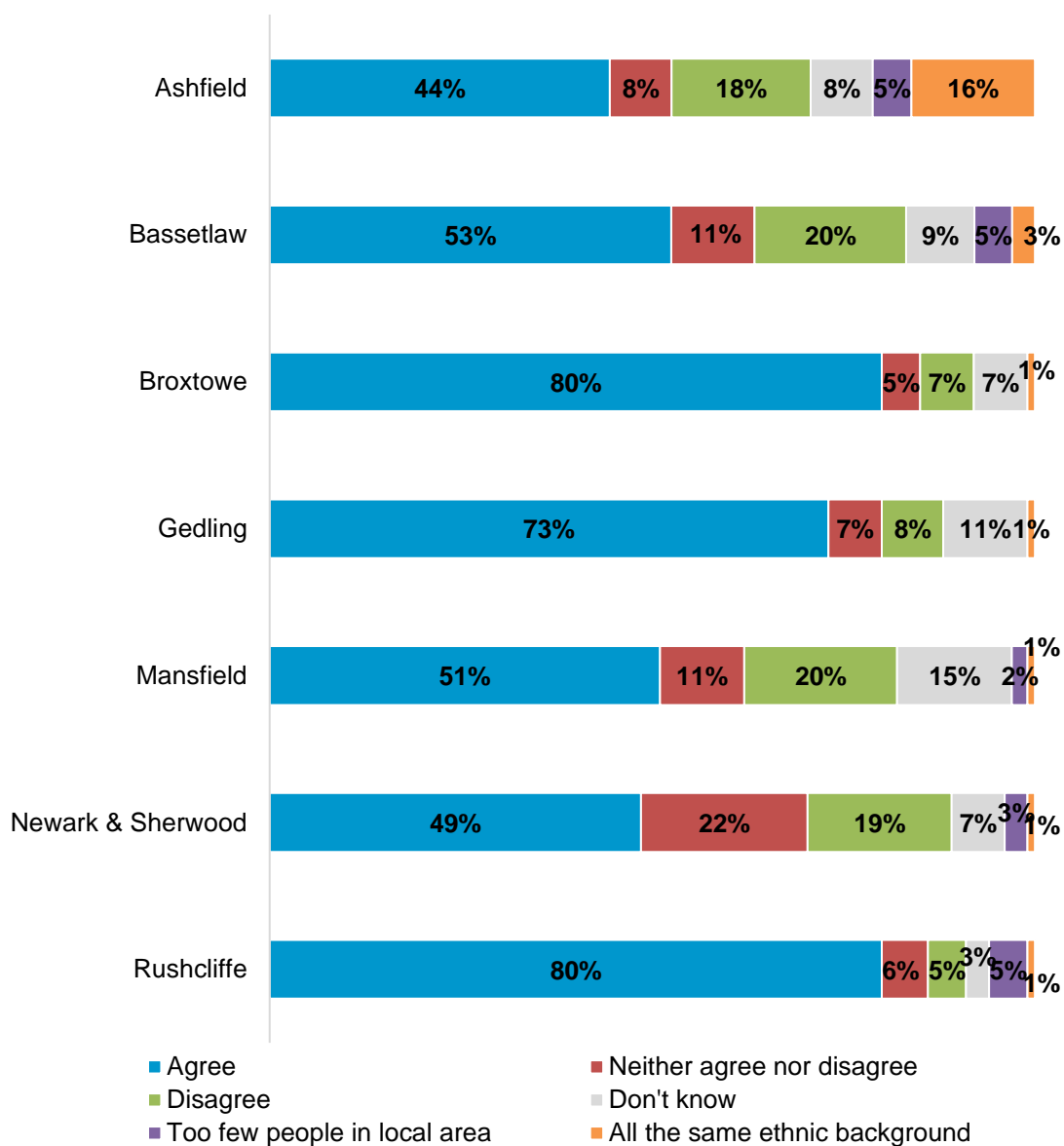


Question: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069; 2015: 1,081; 2014: 1,053; 2013: 1,202; 2012: 1,063)

Looking across the districts and boroughs, agreement was highest in Broxtowe (80%) and Rushcliffe (80%). Almost three quarters (73%) also agreed in Gedling. By contrast, the level of agreement was much lower in Ashfield (44%) and Newark & Sherwood (49%).

Disagreement that people from different ethnic backgrounds get on well together was particularly high amongst respondents from Bassetlaw (20%), Mansfield (20%), Newark & Sherwood (19%) and Ashfield (18%).

Figure 41 – Agreement that people from different ethnic backgrounds get along, by Local Authority area



Question: 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? Base: All respondents (1,068)

Overall the level of agreement is much higher this year (62%) than in 2017 (47%) and 2016 (49%).

Since the 2017 survey, the proportion of respondents who agreed has increased in Ashfield (+10%), Bassetlaw (+21%), Broxtowe (+38%), Gedling (+10%), Newark & Sherwood (+18%), and Rushcliffe (+19%). This is shown below.

By contrast Mansfield is the only district/borough where the level of agreement has decreased since 2017 (-15%).

Figure 42 – Agreement that people from different ethnic backgrounds get along, by Local Authority area and by year

District/borough	Overall agreement 2016	Overall agreement 2017	Overall agreement 2018
Ashfield	33%	34%	44%
Bassetlaw	41%	32%	53%
Broxtowe	55%	42%	80%
Gedling	57%	63%	73%
Mansfield	33%	66%	51%
Newark & Sherwood	53%	31%	49%
Rushcliffe	71%	61%	80%
Overall	49%	47%	62%

Question: 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? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069)

Subgroup analysis for the Resident Survey 2018

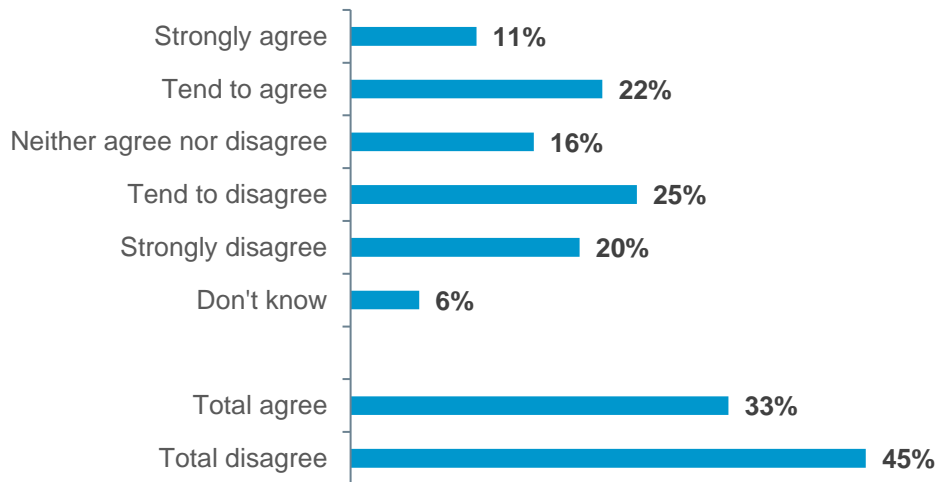
Subgroups more likely to say that they that they **agree** that people from different ethnic backgrounds get on well together (62% overall) included those who:

- Were aged 35-54 (63%) and 55-64 (68%), particularly compared to those aged 65+ (54%)
- Were economically active (65%) compared to those who were not (58%).

3.8 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. This year a third (33%) agreed at least to some extent that they can influence decisions affecting their local area (11% strongly agree and 22% tend to agree). A larger proportion (45%), however, said they disagreed to some extent (25% tend to disagree and 20% strongly disagree).

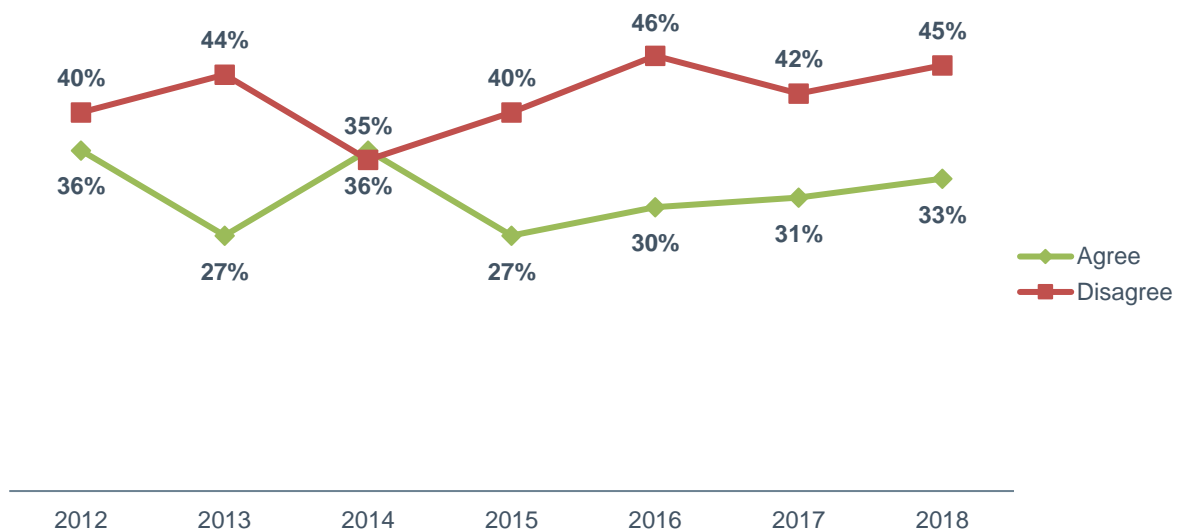
Figure 43 – Agreement about ability to influence decisions affecting the local area



Question: Do you agree or disagree that you can influence decisions affecting your local area? Base: All respondents (1,068)

As shown below, the level of agreement has been steadily increasing since 2015, with 33% agreeing this year, 2% higher than last year. However, the level of disagreement has also increased from 42% last year to 45% this year.

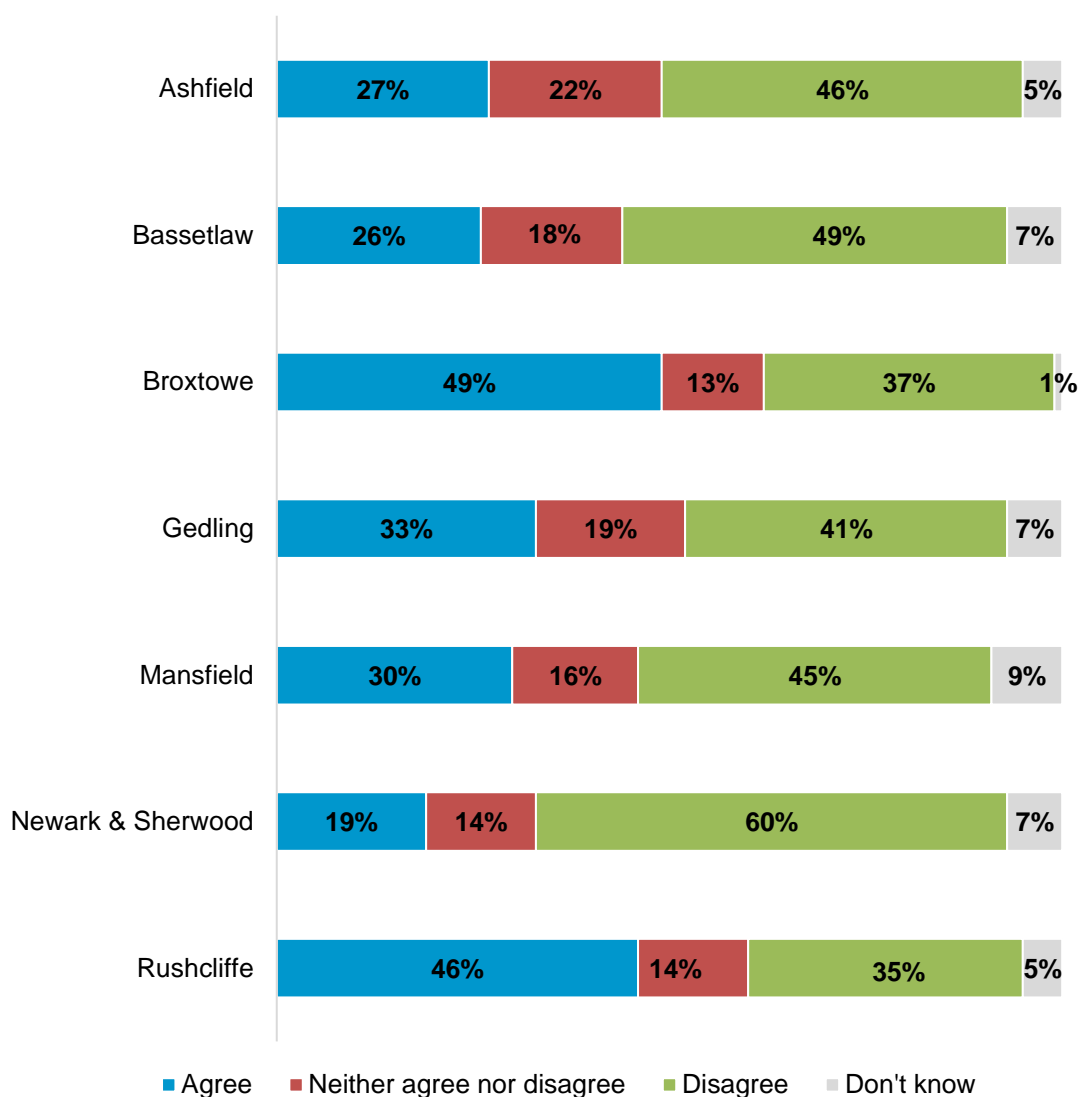
Figure 44 – Agreement about ability to influence decisions affecting the local area, comparisons by year



Question: Do you agree or disagree that you can influence decisions affecting your local area? Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069; 2015: 1,081; 2014: 1,053; 2013: 1,202; 2012: 1,063)

Agreement that local people can influence decisions affecting their local area (including those who strongly agreed and those who tended to agree) was highest in Broxtowe this year (49%), closely followed by Rushcliffe (46%), as shown below. Disagreement, on the other hand, was highest in Newark & Sherwood (60%), followed by Bassetlaw (49%).

Figure 45 – Agreement about ability to influence decisions affecting the local area, by Local Authority area



Question: Do you agree or disagree that you can influence decisions affecting your local area?
 Base: All respondents (1,068)

As can be seen below, the proportion of those agreeing has increased in Ashfield (+4%), Broxtowe (+14%), Gedling (+16%), and Rushcliffe (+20%). However, it has decreased in Bassetlaw (-7%), Mansfield (-19%), and Newark & Sherwood (-16%).

Overall, agreement has risen slightly from 31% in 2017 to 33% this year.

Figure 46 – Agreement about ability to influence decisions affecting the local area, by Local Authority area and by year

District/borough	Overall agreement 2016	Overall agreement 2017	Overall agreement 2018
Ashfield	29%	23%	27%
Bassetlaw	17%	33%	26%
Broxtowe	30%	35%	49%
Gedling	36%	17%	33%
Mansfield	26%	49%	30%
Newark & Sherwood	25%	35%	19%
Rushcliffe	50%	26%	46%
Overall	30%	31%	33%

Question: Do you agree or disagree that you can influence decisions affecting your local area?
Base: All respondents (2018: 1,068; 2017: 1,058; 2016: 1,069)

Subgroup analysis for the Resident Survey 2018

Subgroups more likely to say that they that they **agree** that they can influence decisions affecting their local area (33% overall) included those who were aged 25-34 (41%), particularly compared to those aged 35-54 (31%) and 65+ (31%).

Subgroups more likely to say that they that they **disagree** that they can influence decisions affecting their local area (45% overall) included those who:

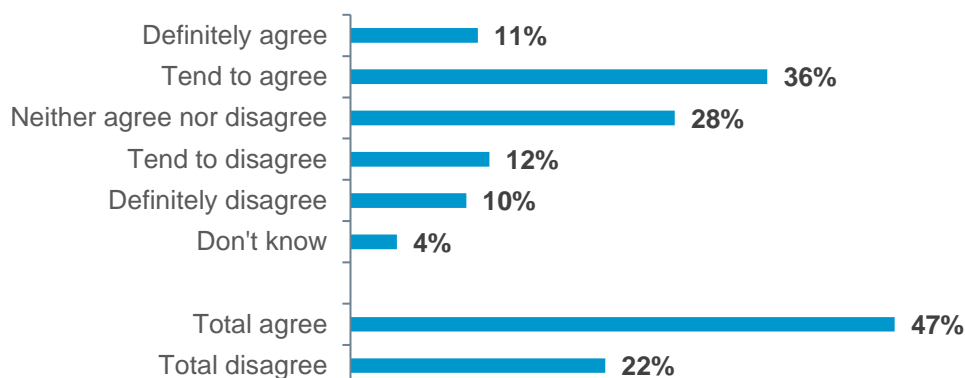
- Were aged 65+ (53%), particularly compared to those aged 18-24 (37%) and 25-34 (33%)
- Were economically inactive (49%) compared to those were economically active (42%).

3.9 Council services

This year, respondents were asked the extent to which they agree or disagree that the Council provides high quality services. This question was not asked in previous years.

Nearly half (47%) of respondents agreed that that the Council provides high quality services (11% definitely agree and 36% tend to agree), but just over one in five (22%) said they disagreed. A further 28% neither agreed nor disagreed.

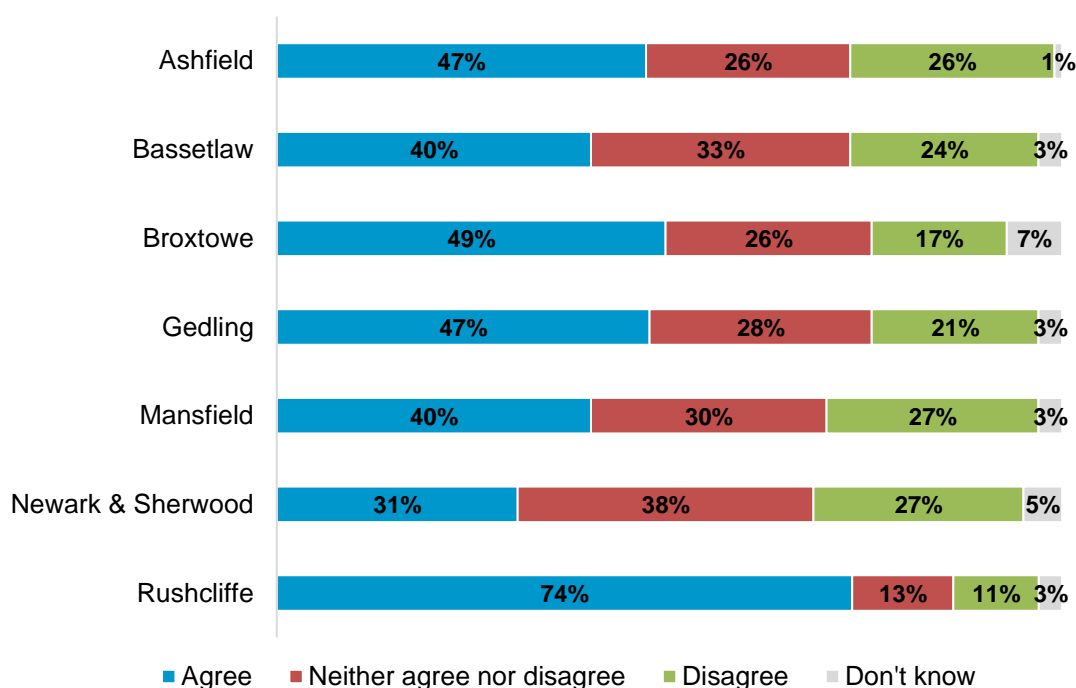
Figure 47 – Agreement that the Council provides high quality services



Question: To what extent do you agree or disagree that Nottinghamshire County Council provides high quality services? Base: All respondents (1,068)

Respondents from Rushcliffe were most likely to agree that the Council provides high quality services (74%). By comparison, less than half agreed in the other districts and boroughs. More than a quarter of Ashfield respondents (26%), Mansfield respondents (27%) and Newark & Sherwood respondents (27%) disagreed.

Figure 48 – Agreement that the Council provides high quality services, by Local Authority area



Question: To what extent do you agree or disagree that Nottinghamshire County Council provides high quality services? Base: All respondents (1,068)

Subgroup analysis

Subgroups more likely to **agree** that the Council provides high quality services (47% overall) included those who:

- Were male (50%) compared to female (43%)
- Were aged 18-24 (55%) and 25-34 (54%), particularly compared to those aged 55-64 (41%) and 65+ (42%)
- Were economically active (50%) compared to those who were not (42%).

Subgroups more likely to **disagree** that the Council provides high quality services (22% overall) included those who:

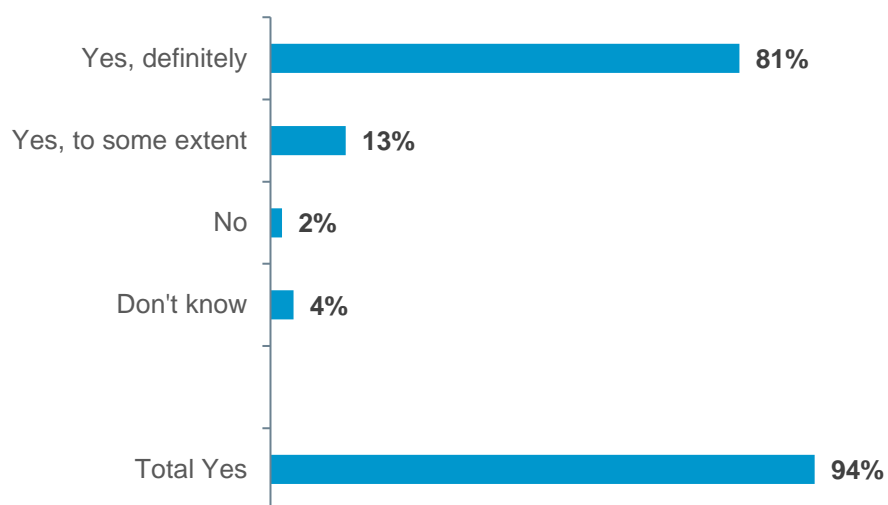
- Were aged 55-64 (29%), particularly compared to those aged 18-24 (16%), 25-34 (16%) and 35-54 (21%)
- Were economically inactive (26%) compared to those who were active (19%)
- Had a long term health problem or disability (30%) compared to those who did not (20%).

3.10 Care and support for people

Respondents were asked if they were in favour of the Council supporting people who need care and support to stay independent in their own home for as long as possible. This question was not asked in previous years.

As can be seen below, over nine in ten (94%) respondents said they were in favour, with only a small minority saying they were not (2%) or they did not know (4%). Eight in ten (81%) said they were definitely in favour and 13% were in favour to some extent.

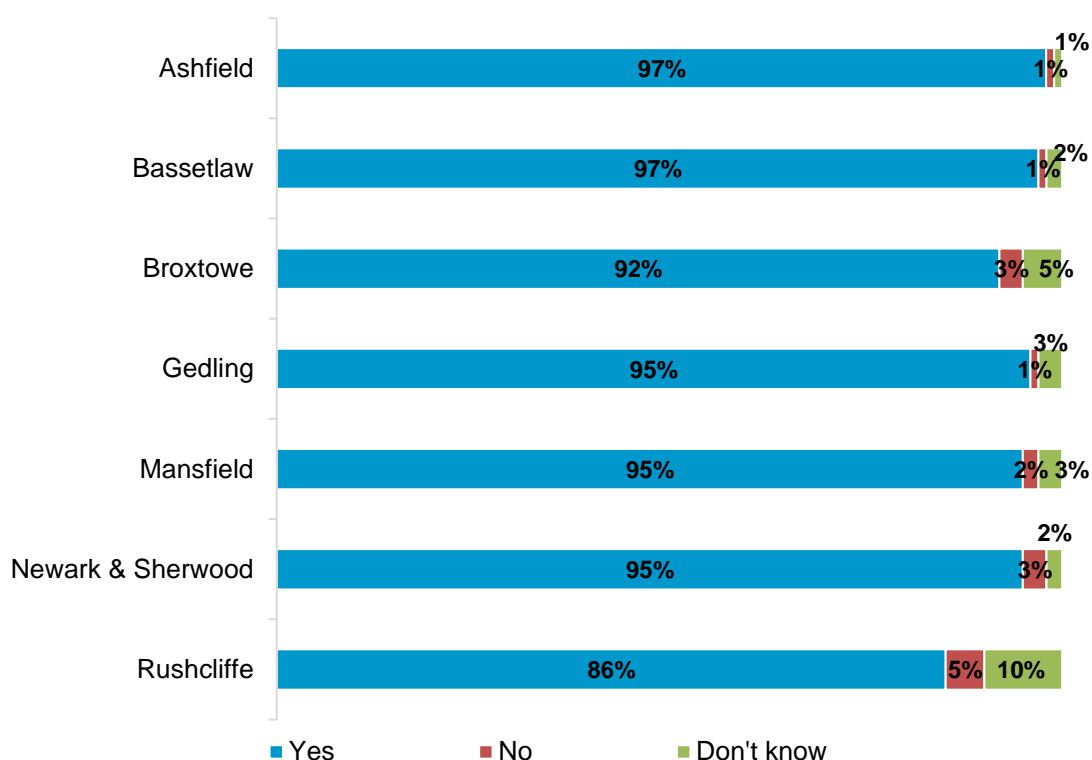
Figure 49 – In favour of Council supporting people who need care and support to stay independent in their own home for as long as possible



Question: Are you in favour of the Council supporting people who need care and support to stay independent in their own home for as long as possible? Base: All respondents (1,068)

As can be seen below, nearly everyone from Ashfield and Bassetlaw were in favour (both 97%). Rushcliffe respondents were least likely to say they were in favour (86%). However, one in ten (10%) Rushcliffe respondents said they did not know.

Figure 50 – In favour of Council supporting people who need care and support to stay independent in their own home for as long as possible, by Local Authority area



Question: Are you in favour of the Council supporting people who need care and support to stay independent in their own home for as long as possible? Base: All respondents (1,068)

Subgroup analysis

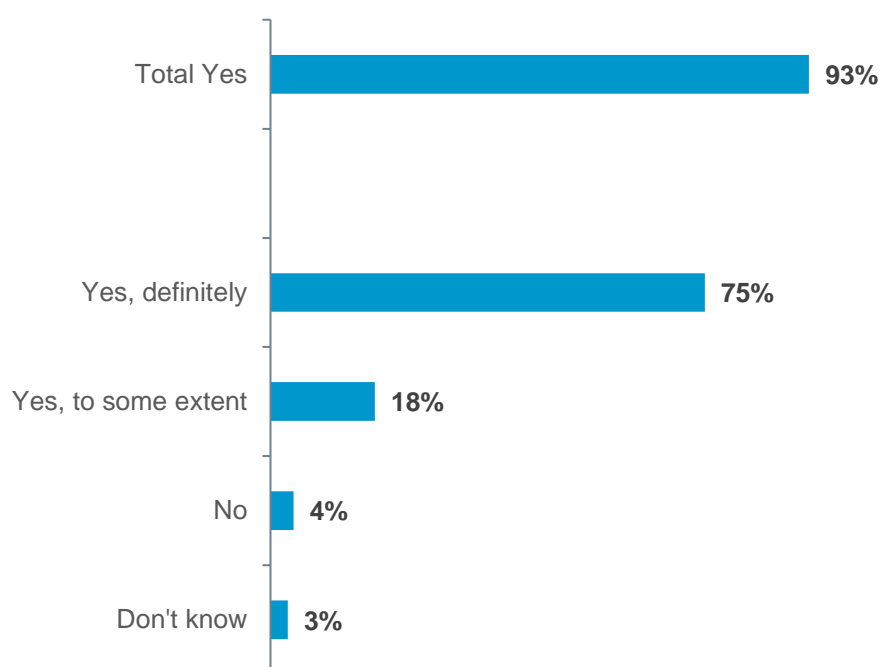
Subgroups more likely to say that they were **in favour** of the Council supporting people who need care and support to stay independent in their own home for as long as possible (94% overall) included those who were aged 35-54 (96%) and 55-64 (97%), particularly compared to those aged 18-24 (88%).

3.11 Children and young people

This year respondents were asked if they thought that providing opportunities and positive outcomes for children and young people should be a higher priority for the Council.

As shown in the figure below, nine in ten (93%) respondents thought that this should be a higher priority for the Council (75% definitely and 18% to some extent). Only 4% thought it should not be and 3% said they did not know.

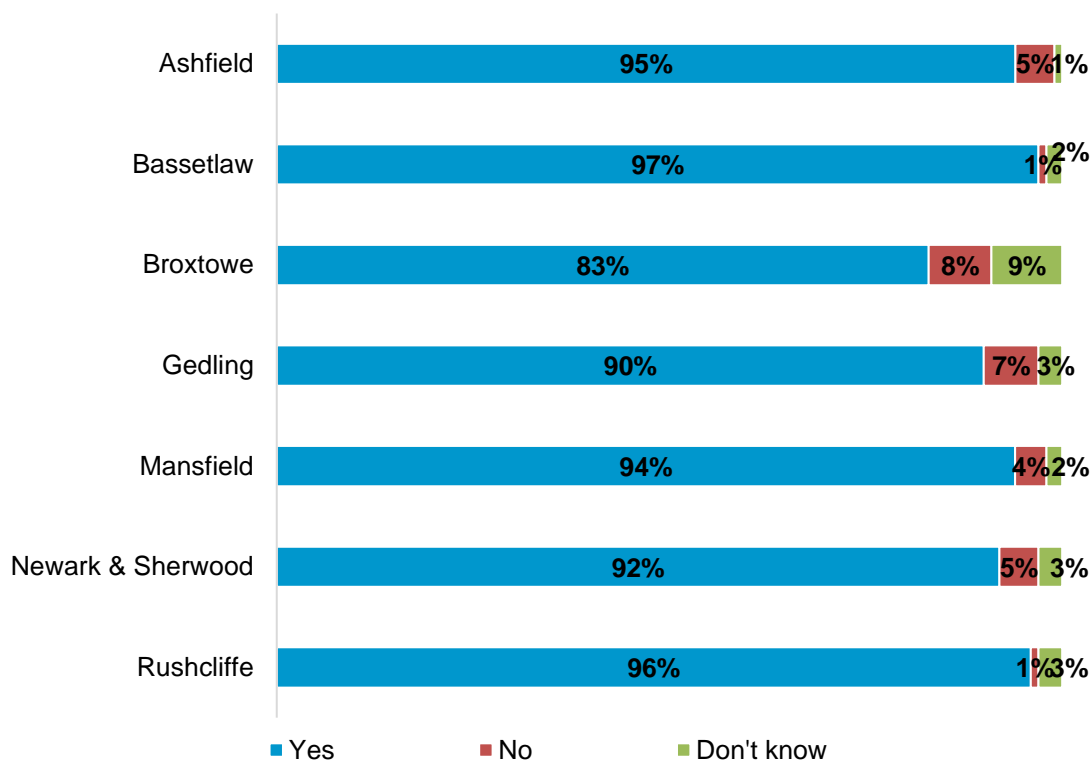
Figure 51 – Providing opportunities and positive outcomes for children and young people should be a higher priority for the Council



Question: Do you think providing opportunities and positive outcomes for children and young people should be a higher priority for the Council? Base: All respondents (1,068)

Respondents from Bassetlaw (97%) and Rushcliffe (96%) were most likely to say this should be a higher priority for the Council. By comparison, only 83% from Broxtowe said the same and 8% thought it should not be.

Figure 52 – Providing opportunities and positive outcomes for children and young people should be a higher priority for the Council, by Local Authority area



Question: Do you think providing opportunities and positive outcomes for children and young people should be a higher priority for the Council? Base: All respondents (1,068)

Subgroup analysis

Subgroups more likely to say that they thought providing opportunities and positive outcomes for children and young people **should be a higher priority** for the Council (93% overall) included those who:

- Were aged 18-24 (96%), 25-34 (96%) and 35-54 (94%), particularly compared to those aged 55-64 (89%) and 65+ (88%)
- Were economically active (94%) compared to those who were not (91%).

3.12 Council priorities

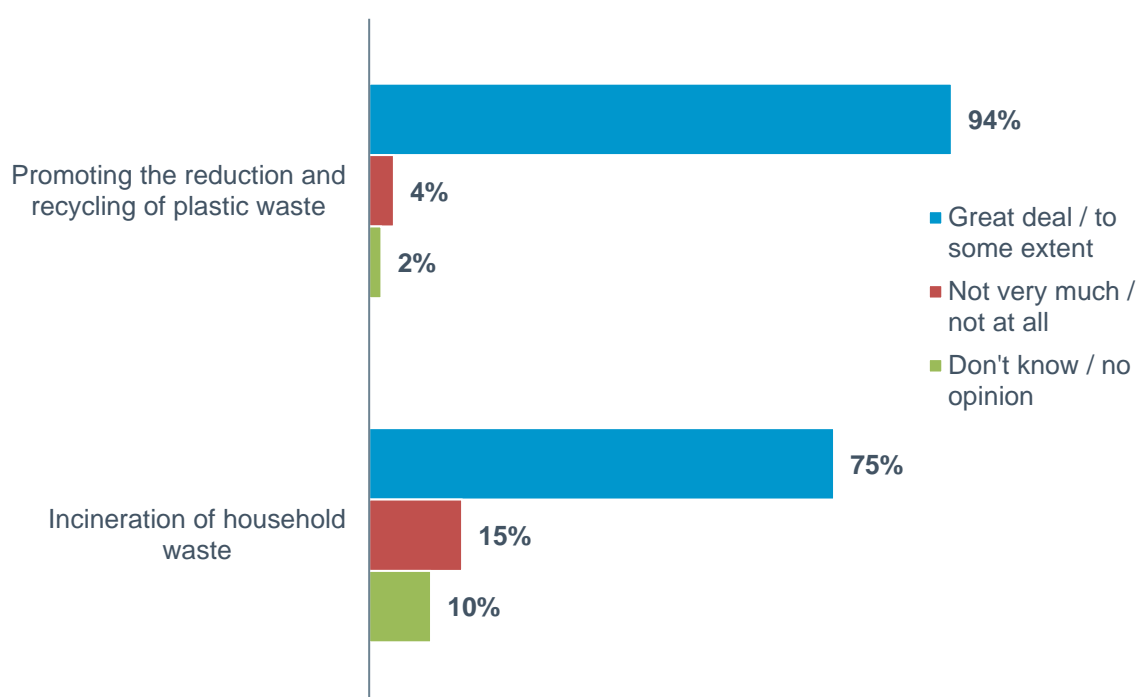
Waste strategy

Respondents were shown a list of possible priorities in regards to the Council’s waste strategy and asked the extent to which they agreed or disagreed that they should be priorities.

Over nine in ten (94%) respondents thought the Council should prioritise promoting the reduction of plastic waste a great deal or to some extent. Only 4% said they thought the Council should not prioritise it very much or at all.

By contrast, 75% thought the Council should prioritise the incineration of household waste a great deal or to some extent, although one in seven (15%) said not very much or not at all and a further 10% said they did not know or had no opinion.

Figure 53 – Priorities for the waste strategy



Question: In regard to its waste strategy, to what extent do you think the Council should prioritise...?
 Base: All respondents (1,068)

Subgroup analysis

There were no significant differences between subgroups in relation to those who thought the Council should **prioritise the incineration of household waste a great deal or to some extent** (94% overall) and those who thought it should **not very much or at all** (4% overall).

Subgroups more likely to say that they thought the Council should **prioritise the incineration of household waste a great deal or to some extent** (75% overall) included those who were from Ashfield (87%), particularly compared to those from Rushcliffe (68%) and Broxtowe (69%).

Subgroups more likely to say that they thought the Council should **not prioritise the incineration of household waste very much or not at all** (15% overall) included those who:

- Were from Rushcliffe (21%), particularly compared to those from Ashfield (8%)
- Were male (18%) compared to female (12%)
- Were aged 25-34 (23%), particularly compared to those aged 55-64 (14%) and 65+ (12%).

Transport network

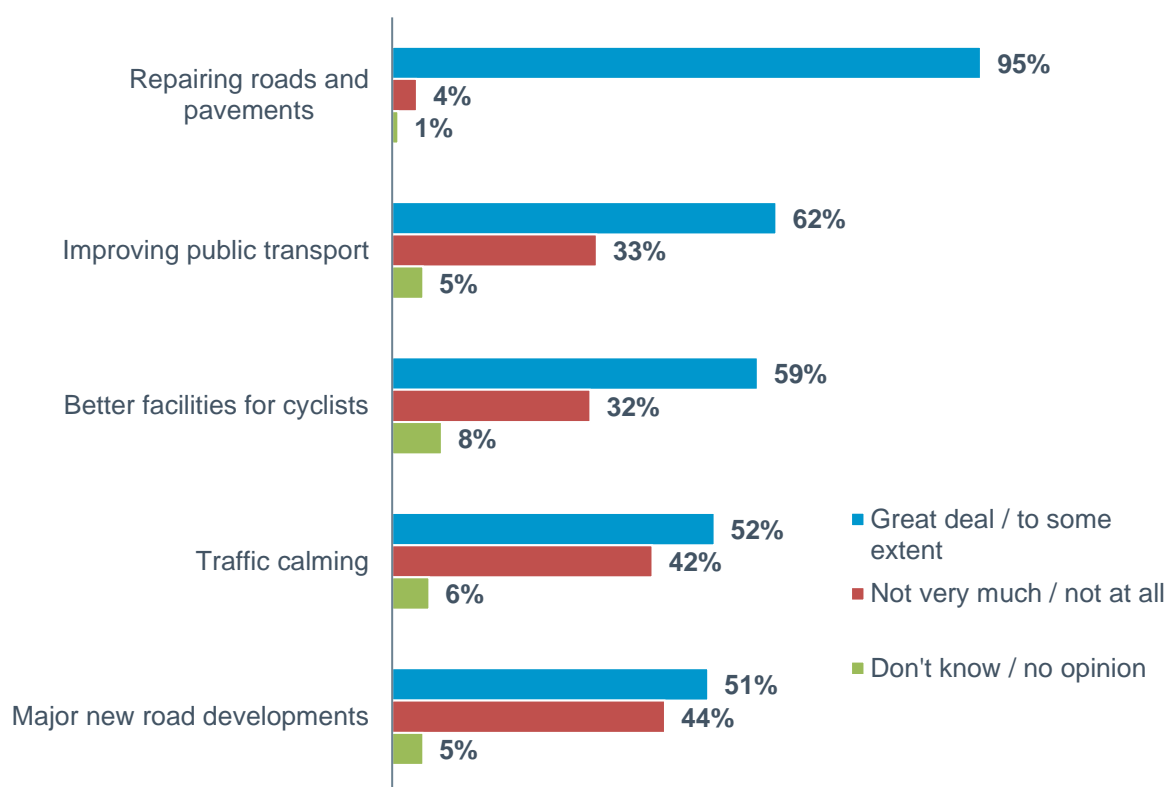
Respondents were then shown a list of possible priorities in regards to the Council’s transport network and asked the extent to which they agreed or disagreed that they should be priorities.

From the priorities listed, respondents were most likely to say that repairing roads and pavements should be a priority (95% a great deal or to some extent). Only 4% said they thought it should not be (very much or at all).

Six in ten (62%) thought the Council should prioritise improving public transport a great deal or to some extent and this was closely followed by better facilities for cyclists (59%). Just over half (52%) thought traffic calming should be a priority a great deal or to some extent and 51% thought the same about major new road developments.

However, there was some opposition to these priorities. Over four in ten (44%) thought that major new road developments should not be a priority very much or at all and 42% felt the same about traffic calming. A third (33%) thought the Council should not prioritise improving public transport very much or at all and a similar proportion (32%) thought the same in relation to better facilities for cyclists.

Figure 54 – Priorities for the transport network



Question: In regard to the county's transport network, to what extent do you think the Council should prioritise...? Base: All respondents (1,068)

Subgroup analysis

Subgroups more likely to say that the Council should **prioritise repairing roads and pavements a great deal or to some extent** (95% overall) included those who:

- Were from Ashfield (97%) and Gedling (97%), particularly compared to those from Rushcliffe (92%)
- Were aged 25-34 (93%), 35-54 (97%), 55-64 (97%) and 65+ (97%) compared to those aged 18-24 (84%)
- Were economically active (96%) compared to those who were not (93%).

Subgroups more likely to say that the Council should **not prioritise repairing roads and pavements very much or at all** (4% overall) included those who:

- Were from Rushcliffe (8%), particularly compared to those from Gedling (1%)
- Were aged 18-24 (11%) compared to all other age groups (2%-7%).

Subgroups more likely to say that the Council should **prioritise improving public transport a great deal or to some extent** (62% overall) included those who:

- Were from Newark & Sherwood (81%), Bassetlaw (74%) and Ashfield (72%), particularly compared to those from Gedling (38%)
- Were aged 18-24 (72%), particularly compared to those aged 55-64 (59%) and 65+ (57%)
- Had a long term health problem or disability (69%) compared to those who did not (60%).

Subgroups more likely to say that the Council should **not prioritise improving public transport very much or at all** (33% overall) included those who:

- Were from Gedling (58%), particularly compared to those from Newark & Sherwood (12%), Ashfield (18%) and Bassetlaw (18%)
- Were aged 65+ (39%) and 55-64 (36%), particularly compared to those aged 18-24 (21%).

Subgroups more likely to say that the Council should **prioritise better facilities for cyclists a great deal or to some extent** (59% overall) included those who were from Rushcliffe (73%), Ashfield (66%) and Broxtowe (65%), particularly compared to Newark & Sherwood (43%).

Subgroups more likely to say that the Council should **not prioritise better facilities for cyclists very much or at all** (32% overall) included those who:

- Were from Newark & Sherwood (45%), particularly compared to those from Rushcliffe (20%) and Ashfield (22%)
- Were economically active (35%) compared to those who were not (26%).

Subgroups more likely to say that the Council should **prioritise traffic calming a great deal or to some extent** (52% overall) included those who:

- Were from Bassetlaw (60%) and Rushcliffe (59%), particularly compared to those from Mansfield (40%)
- Were aged 25-34 (61%), particularly compared to those aged 65+ (41%)
- Had a long term health problem or disability (62%) compared to those who did not (49%).

Subgroup analysis (continued)

Subgroups more likely to say that the Council should **not prioritise traffic calming very much or at all** (42% overall) included those who:

- Were from Mansfield (57%), particularly compared to those from Rushcliffe (36%) and Bassetlaw (36%)
- Were aged 65+ (53%), particularly compared to those who were aged 25-34 (31%) and 18-24 (36%)
- Did not have a long term health problem or disability (44%) compared to those who did (36%).

Subgroups more likely to say that the Council should **prioritise major new road developments a great deal or to some extent** (51% overall) included those who:

- Were from Newark & Sherwood (78%), particularly compared to those from Broxtowe (38%)
- Were aged 25-34 (66%), particularly compared to those aged 65+ (39%)
- Were economically active (55%) compared to those who were not (48%).

Subgroups more likely to say that the Council should **not prioritise major new road developments very much or at all** (44% overall) included those who:

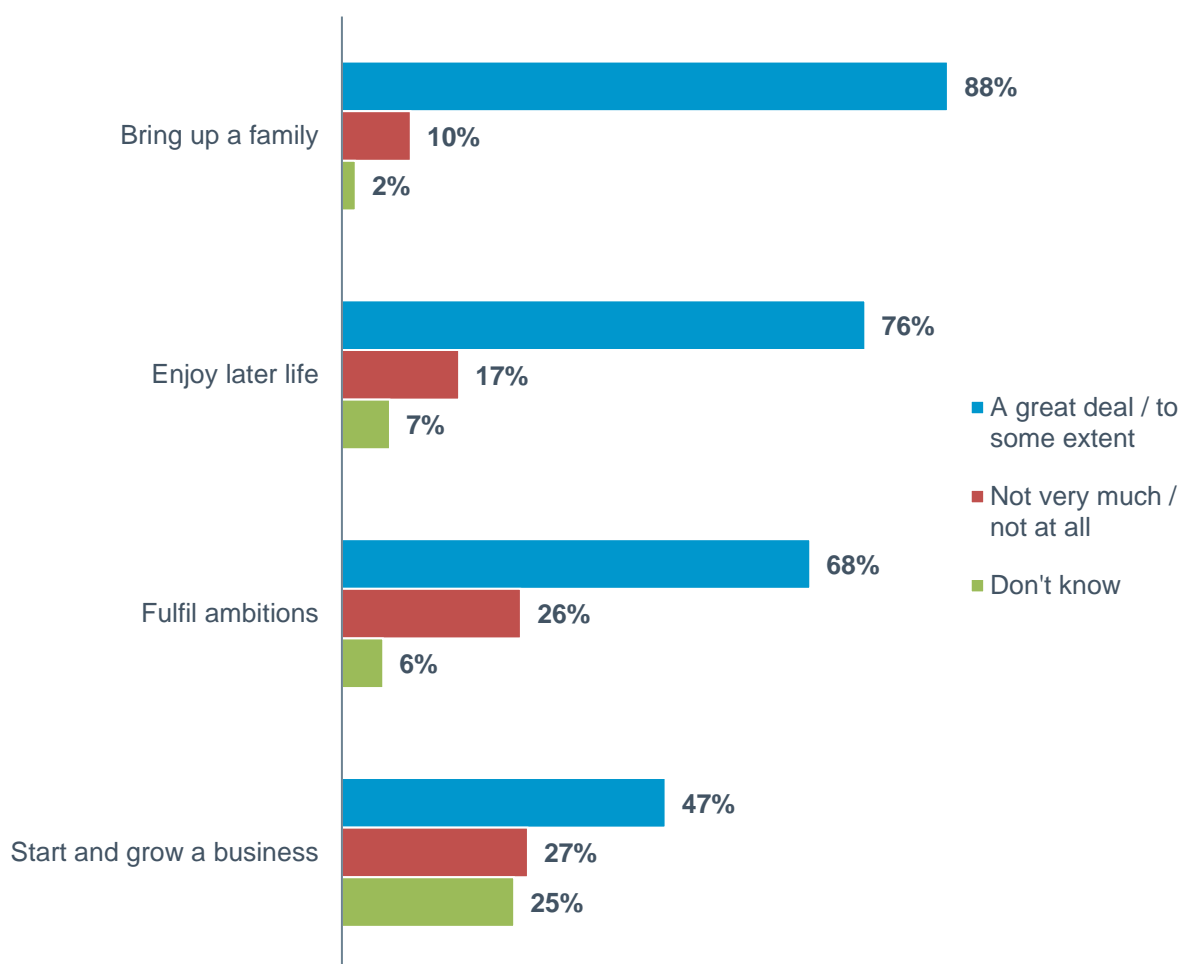
- Were from Broxtowe (57%) and Ashfield (52%), particularly compared to those from Newark & Sherwood (18%)
- Were aged 65+ (54%), particularly compared to those who were aged 25-34 (32%) and 18-24 (36%).

3.13 Nottinghamshire as a place

The survey asked respondents to what extent they would recommend Nottinghamshire as a place to bring up a family, fulfil ambitions, enjoy later life, and start and grow a business. These questions were also asked last year for the first time.

As shown below, almost nine in ten (88%) respondents said they would recommend Nottinghamshire as a place to bring up a family a great deal or to some extent. A smaller proportion (76%) would recommend it as a place to enjoy later life a great deal or to some extent and 17% would not recommend it very much or at all. Two thirds (68%) would recommend it as a place to fulfil ambitions a great deal or to some extent, but a quarter (26%) said they would not very much or at all. Almost half (47%) would recommend Nottinghamshire as a place to start and grow a business a great deal or to some extent. Although 27% said they would not recommend it very much or at all, a quarter (25%) said they did not know.

Figure 55 – Recommend Nottinghamshire as a place to...

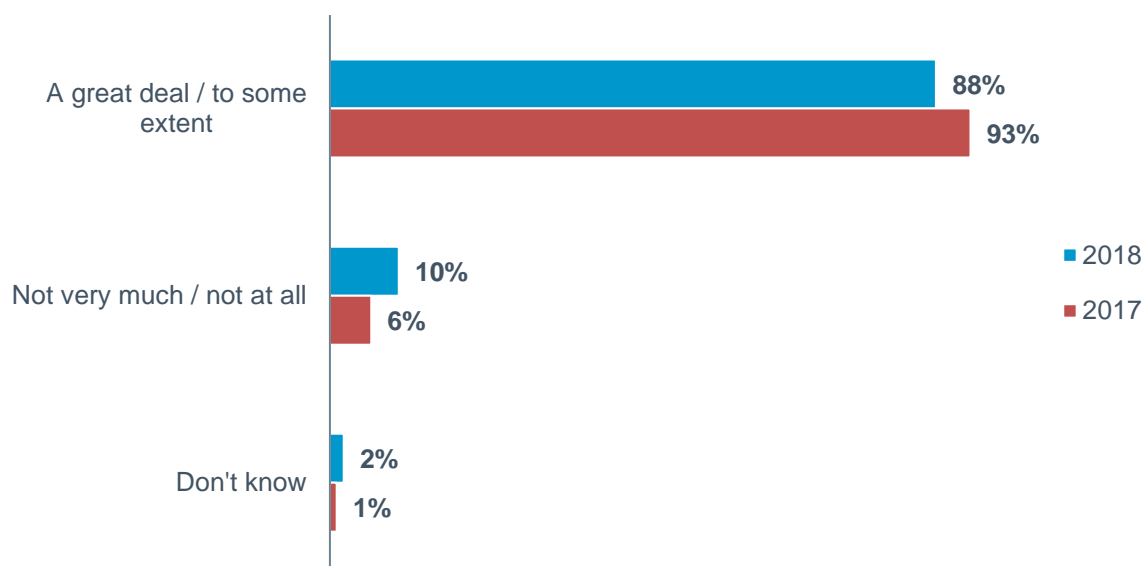


Question: Would you recommend Nottinghamshire as a place to...? Base: All respondents (1,068)

Nottinghamshire as a place to bring up a family

As shown below, the proportion of those who said they would recommend Nottinghamshire as a place to bring up a family a great deal or to some extent has fallen from 93% last year to 88% this year and the proportion of those who would not very much or at all has increased from 6% to 10% in the same time period.

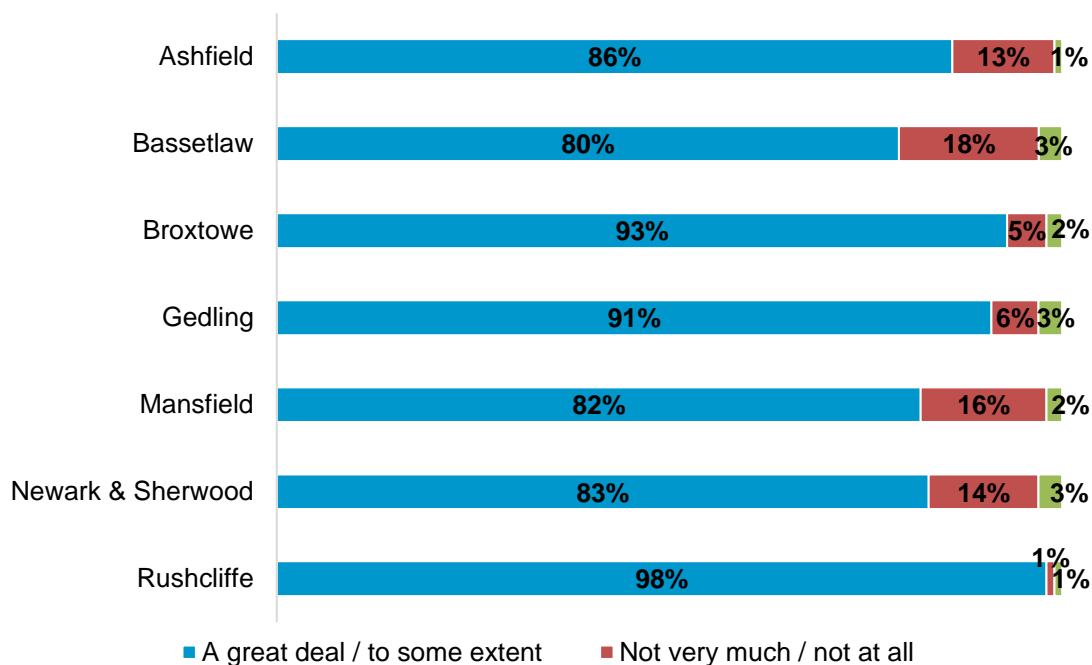
Figure 56 – Recommend Nottinghamshire as a place to bring up a family



Question: Would you recommend Nottinghamshire as a place to bring up a family? Base: All respondents (2018: 1,068; 2017: 1,058)

Respondents from Rushcliffe (98%) were most likely to recommend Nottinghamshire as a place to bring up a family a great deal or to some extent. This was followed by Broxtowe (93%). By contrast 18% of Bassetlaw respondents would not recommend the county very much or at all and nor would 16% of Mansfield respondents.

Figure 57 – Recommend Nottinghamshire as a place to bring up a family, by Local Authority area



Question: Would you recommend Nottinghamshire as a place to bring up a family? Base: All respondents (1,068)

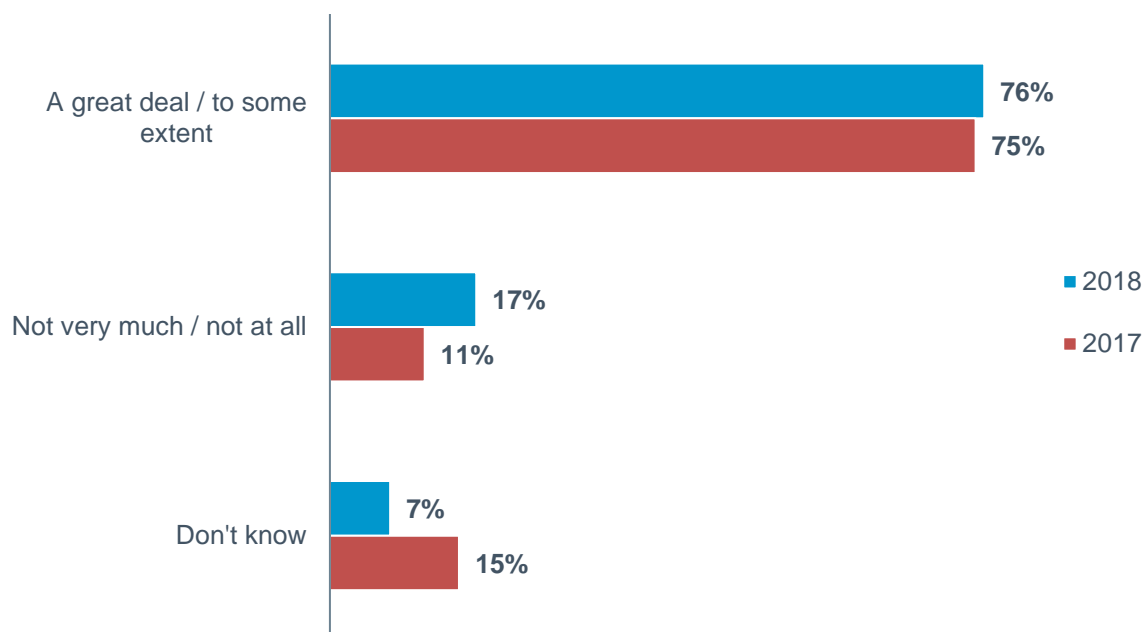
Subgroup analysis

Subgroups more likely to say that they would **recommend** Nottinghamshire as a place to **bring up a family a great deal or to some extent** (88% overall) included those who were economically active (90%) compared to those who were not (83%).

Nottinghamshire as a place to enjoy later life

The proportion of those who said they would recommend Nottinghamshire as a place to enjoy later life a great deal or to some extent is very similar this year (76%) to last year (75%). However, the proportion of those who would not recommend it very much or at all has increased from 11% last year to 17% this year.

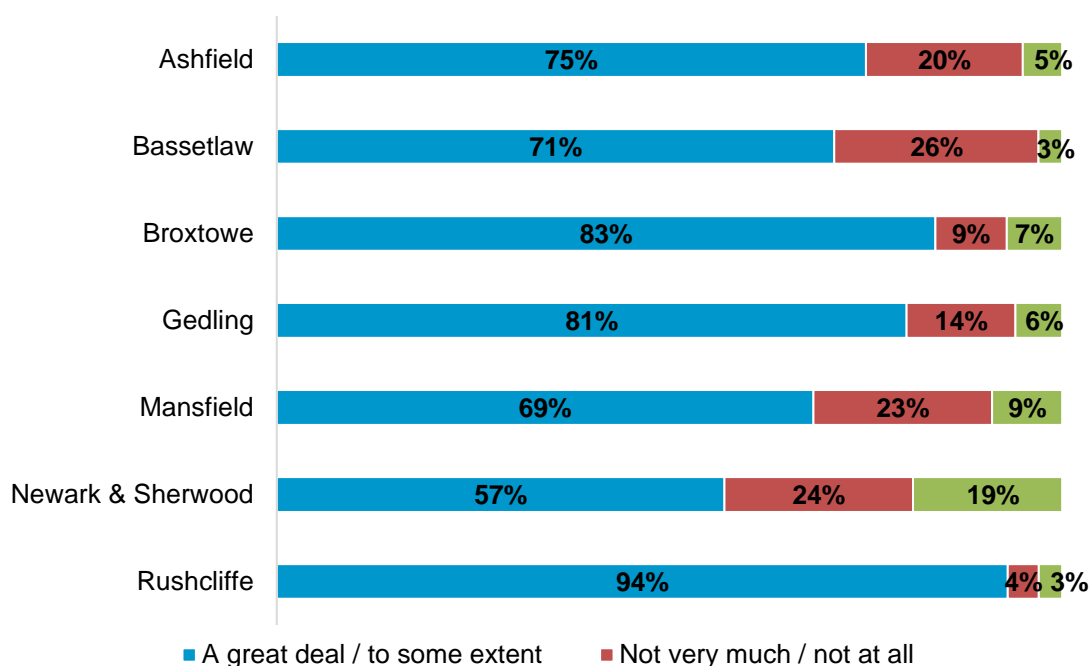
Figure 58 – Recommend Nottinghamshire as a place to enjoy later life



Question: Would you recommend Nottinghamshire as a place to enjoy your later life?
 Base: All respondents (2018: 1,068; 2017: 1,058)

Again, respondents from Rushcliffe (94%) were most likely to recommend Nottinghamshire as a place to enjoy later life a great deal or to some extent. By contrast 26% of respondents from Bassetlaw would not recommend the county very much or at all and 24% of Newark & Sherwood respondents felt the same. However, it should be noted that 19% of Newark & Sherwood respondents said they did not know.

Figure 59 – Recommend Nottinghamshire as a place to enjoy later life, by Local Authority area



Question: Would you recommend Nottinghamshire as a place to enjoy later life? Base: All respondents (1,068)

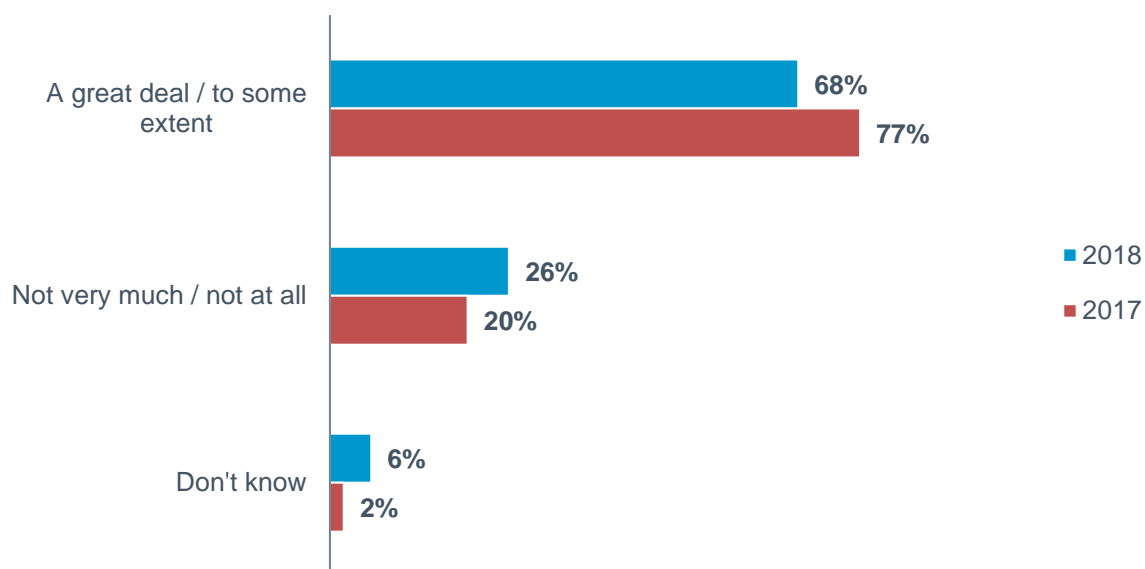
Subgroup analysis

Subgroups more likely to say that they would **recommend** Nottinghamshire as a place to **enjoy later life a great deal or to some extent** (76% overall) included those who were aged 65+ (83%), particularly compared to those aged 18-24 (67%).

Nottinghamshire as a place to fulfil ambition

This year the proportion of those who said they would recommend Nottinghamshire as a place to fulfil ambition a great deal or to some extent has fallen to 68% from 77% last year, whilst the proportion of those who would not recommend it very much or at all has increased from 20% to 26%.

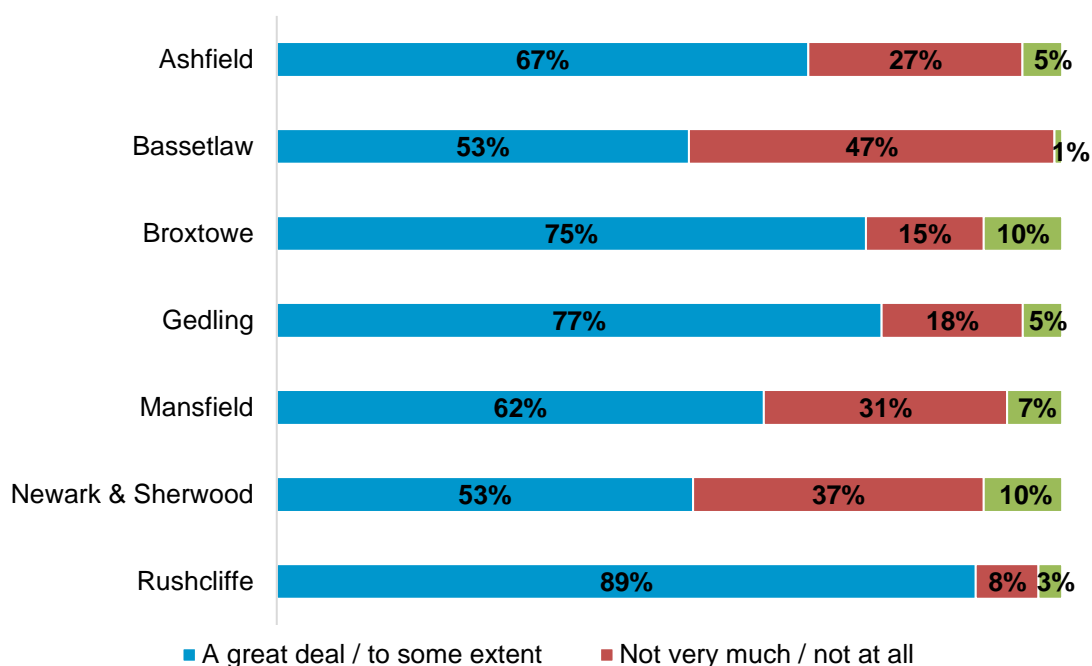
Figure 60 – Recommend Nottinghamshire as a place to fulfil ambition



Question: Would you recommend Nottinghamshire as a place to fulfil your ambition? Base: All respondents (2018: 1,068; 2017: 1,058)

Respondents from Rushcliffe (89%) were most likely to recommend Nottinghamshire as a place to fulfil ambition a great deal or to some extent. This was followed by Gedling (77%) and Broxtowe (75%). By contrast almost half (47%) of Bassetlaw respondents would not recommend the county very much or at all and nor would 37% of respondents from Newark & Sherwood.

Figure 61 – Recommend Nottinghamshire as a place to fulfil ambition, by Local Authority area



Question: Would you recommend Nottinghamshire as a place to fulfil your ambition? Base: All respondents (1,068)

Subgroup analysis

Subgroups more likely to say that they would **recommend** Nottinghamshire as a place to fulfil ambition a great deal or to some extent (68% overall) included those who:

- Were economically active (72%) compared to those who were not (62%)
- Did not have a long term health problem or disability (70%) compared to those who did (60%).

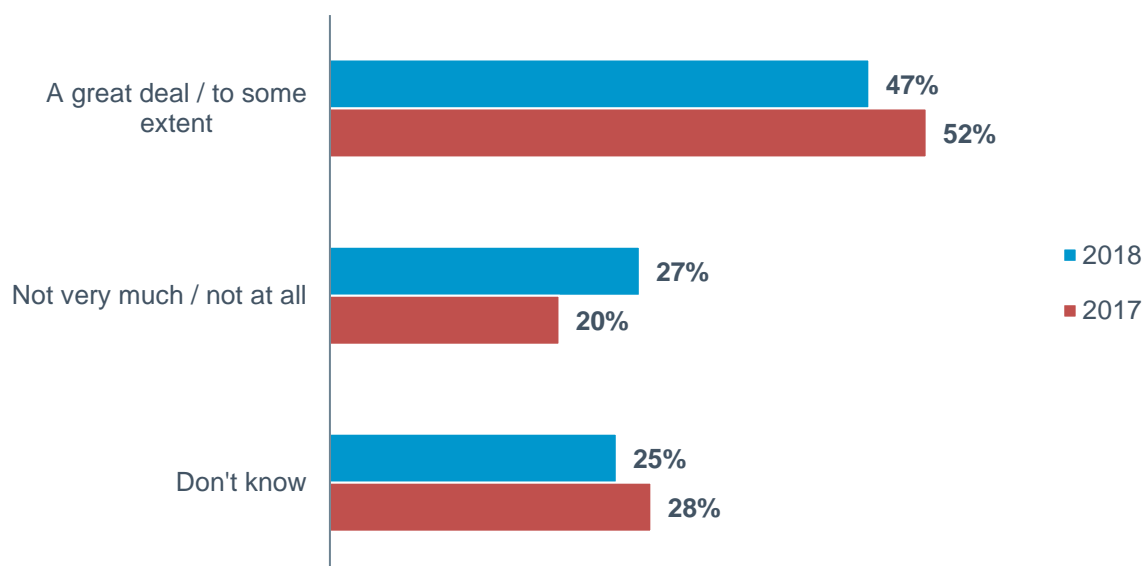
Subgroups more likely to say that they would **not recommend** Nottinghamshire as a place to fulfil ambition very much or at all (26% overall) included those who:

- Were aged 18-24 (34%), particularly compared to those aged 65+ (22%)
- Were not economically active (31%) compared to those who were (24%)
- Had a long term health problem or disability (33%) compared to those who did not (24%).

Nottinghamshire as a place to start and grow a business

The proportion of those who said they would recommend Nottinghamshire as a place to start and grow a business a great deal or to some extent has decreased from 2017 (52%) to 47% in 2018, whilst the proportion who would not recommend it very much or at all has increased to 27% from 20%.

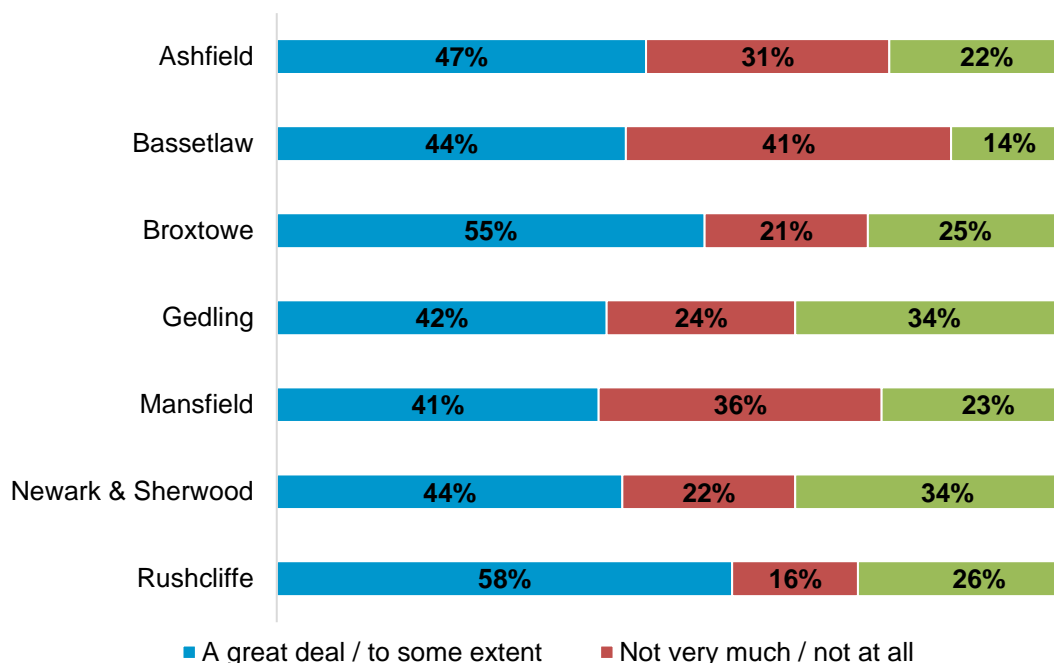
Figure 62 – Recommend Nottinghamshire as a place to start and grow a business



Question: Would you recommend Nottinghamshire as a place to start and grow your business?
Base: All respondents (2018: 1,068; 2017: 1,058)

Again, respondents from Rushcliffe (58%) were most likely to recommend Nottinghamshire as a place to start and grow a business a great deal or to some extent and 55% of Broxtowe respondents said the same. Four in ten (41%) respondents from Bassetlaw said they would not recommend the county very much or at all.

Figure 63 – Recommend Nottinghamshire as a place to start and grow a business, by Local Authority area



Question: Would you recommend Nottinghamshire as a place to start and grow your business?
 Base: All respondents (1,068)

Subgroup analysis

Subgroups more likely to say that they would **recommend** Nottinghamshire as a place to **start and grow a business a great deal or to some extent** (47% overall) included those who:

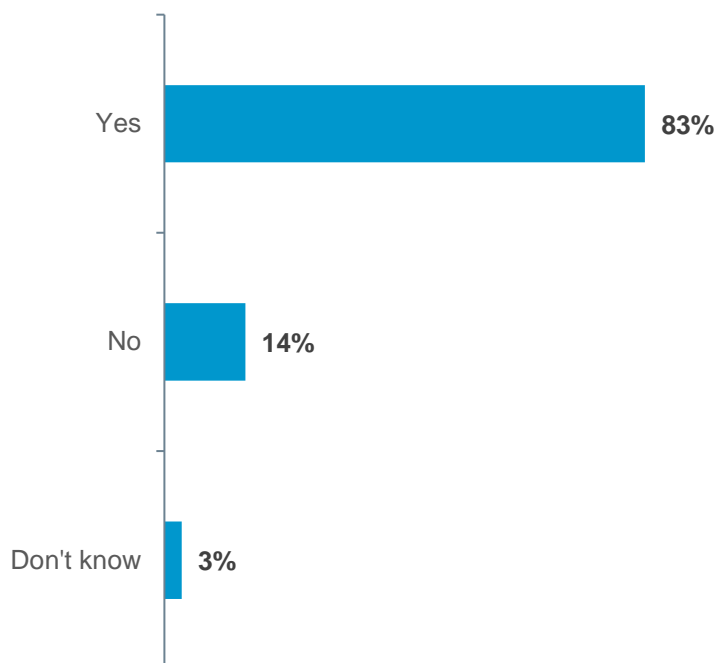
- Were aged 25-34 (61%), particularly compared to those who were aged 65+ (34%)
- Were economically active (53%) compared to those who were not (41%).

Subgroups more likely to say that they would **not recommend** Nottinghamshire as a place to **start and grow a business very much or at all** (27% overall) included those who were aged 18-24 (35%), particularly compared to those aged 65+ (23%).

3.14 Identity

As shown below, this year respondents were asked whether they identified as being from the county. Just over four in five (83%) said that they did and only 14% said they did not.

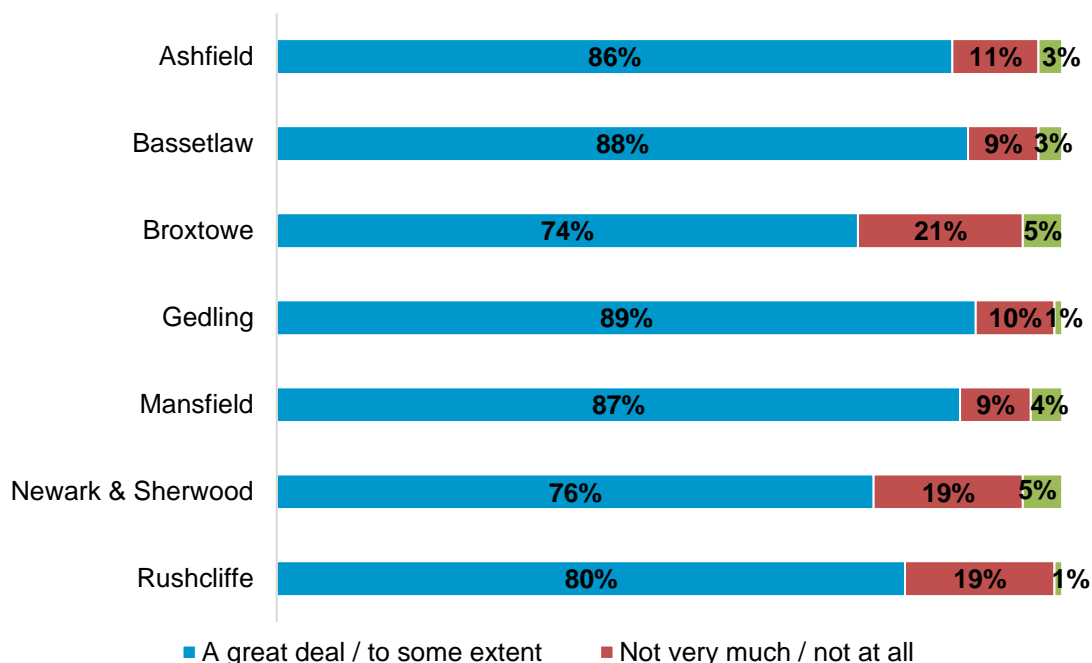
Figure 64 – Identify with being from the county



Question: As a resident of Nottinghamshire do you identify with being from the county? Base: All respondents (1,068)

As can be seen below, nine in ten (89%) respondents from Gedling said they identified with being from the county and a similar proportion of Bassetlaw respondents (88%) and Mansfield respondents (87%) said the same. Respondents from Broxtowe on the other hand were most likely to say that they did not (21%), followed by Newark & Sherwood respondents (19%) and Rushcliffe respondents (19%).

Figure 65 – Identify with being from the county



Question: As a resident of Nottinghamshire do you identify with being from the county?
 Base: All respondents (1,068)

Subgroup analysis

Subgroups more likely to say that they **identified** as being from the county (83%) included those who:

- Were aged 65+ (86%) 55-64 (86%) and 35-54 (83%), particularly compared to those aged 18-24 (73%)
- Were economically active (84%) compared to those who were not (79%).

Subgroups more likely to say that they did **not identify** as being from the county (14%) included those who were aged 18-24 (22%), particularly compared to those aged 65+ (12%) 55-64 (12%) and 35-54 (14%).

Appendix – Questionnaire

NOTTINGHAMSHIRE ANNUAL RESIDENTS' SATISFACTION SURVEY 2018 QUESTIONNAIRE

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.

Q1 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

- | | | |
|---------------------------------|-----------------------------------------|----------------------------------|
| <input type="radio"/> Ashfield | <input type="radio"/> Gedling | <input type="radio"/> Rushcliffe |
| <input type="radio"/> Bassetlaw | <input type="radio"/> Mansfield | |
| <input type="radio"/> Broxtowe | <input type="radio"/> Newark & Sherwood | |

Q2 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

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.

Q3 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

Q4 **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

Q5 **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
- Fairly well informed
- Not very well informed
- Not well informed at all
- Don't know

Q6 **How safe or unsafe do you feel when you are outside in your local area after dark? TICK ONE BOX ONLY**

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't know

Q7 **How safe or unsafe do you feel when you are outside in your local area during the day?**

TICK ONE BOX ONLY

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't know

Q8 **How safe do you feel when you are alone in your home at night?**

TICK ONE BOX ONLY

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't know

Q9 **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
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree
- Don't know
- Too few people in local area
- All the same ethnic background

Q10 **Do you agree or disagree that you can influence decisions affecting your local area? TICK ONE BOX ONLY**

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree
- Don't know

Q11 **To what extent do you agree or disagree that Nottinghamshire County Council provides high quality services? TICK ONE BOX ONLY**

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree
- Don't know

Q12 Are you in favour of the Council supporting people who need care and support to stay independent in their own home for as long as possible?

TICK ONE BOX ONLY

- Yes, definitely
- Yes, to some extent
- No
- Don't know

Q13 Do you think providing opportunities and positive outcomes for children and young people should be a higher priority for the Council?

TICK ONE BOX ONLY

- Yes, definitely
- Yes, to some extent
- No
- Don't know

In regard to its waste strategy, to what extent do you think the Council should prioritise...?

PLEASE TICK ONE BOX FOR EACH STATEMENT

	A great deal	To some extent	Not very much	Not at all	Don't know / No opinion
Q14 Promoting the reduction and recycling of plastic waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15 Incineration of household waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In regard to the county's transport network, to what extent do you think the Council should prioritise...?

PLEASE TICK ONE BOX FOR EACH STATEMENT

		A great deal	To some extent	Not very much	Not at all	Don't know / No opinion
Q16	Improving public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17	Major new road developments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q18	Repairing roads and pavements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19	Better facilities for cyclists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q20	Traffic calming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Would you recommend Nottinghamshire as a place to...

PLEASE TICK ONE BOX FOR EACH STATEMENT

		A great deal	To some extent	Not very much	Not at all	Don't know
Q21	Bring up your family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q22	Fulfil your ambition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23	Enjoy your later life?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q24	Start and grow your business?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q25 **As a resident of Nottinghamshire do you identify with being from the county?**

TICK ONE BOX ONLY

- Yes
- No
- Don't know / No opinion

About You

READ OUT: The Council is 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.

Q26 **Gender**

TICK ONE BOX ONLY

- Male
- Female
- Other (please state)

Q27 What is your age?
TICK ONE BOX ONLY

- | | |
|-----------------------------|-----------------------------------------|
| <input type="radio"/> 18-24 | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34 | <input type="radio"/> 65-74 |
| <input type="radio"/> 35-44 | <input type="radio"/> 75+ |
| <input type="radio"/> 45-54 | <input type="radio"/> Prefer not to say |

Q28 What is your current employment status?
PLEASE TICK ONE BOX. DO NOT ASK THIS QUESTION TO ANYONE 75 OR OVER

- | | |
|---------------------------------------------------------------------------|--------------------------------------------------|
| <input type="radio"/> Employed (Employee/self-employed, working students) | <input type="radio"/> Long term sick or disabled |
| <input type="radio"/> Unemployed | <input type="radio"/> Retired |
| <input type="radio"/> Student (not working) | <input type="radio"/> Not working - other |
| <input type="radio"/> Looking after family/home | <input type="radio"/> Prefer not to say |

Q29 Do you have a long term health problem or disability?
TICK ONE BOX ONLY

- Yes (GO TO Q30)
 No (GO TO Q31)
 Prefer not to say (GO TO Q31)

Q30 Please specify the type of impairment?
TICK ALL THAT APPLY AND/OR SPECIFY

- | | |
|----------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> Mobility | <input type="checkbox"/> Learning |
| <input type="checkbox"/> Vision | <input type="checkbox"/> Communication |
| <input type="checkbox"/> Mental Health | <input type="checkbox"/> Other (please state) |
| <input type="checkbox"/> Hearing | |

Q31 What is your ethnic origin?
TICK ONE BOX ONLY

- | | |
|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <input type="radio"/> White - English/Welsh/Scottish/Northern Irish/British | <input type="radio"/> Asian/Asian British - Pakistani |
| <input type="radio"/> White - Irish | <input type="radio"/> Asian/Asian British - Bangladeshi |
| <input type="radio"/> White - Gypsy or Traveller | <input type="radio"/> Asian/Asian British - Chinese |
| <input type="radio"/> White - Any other White background . please state | <input type="radio"/> Asian/Asian British - Any other Asian background . please state |
| <input type="radio"/> Mixed - Black Caribbean & White | <input type="radio"/> Black/Black British |
| <input type="radio"/> Mixed - Black African & White | <input type="radio"/> Black/Black British - African |
| <input type="radio"/> Mixed - Asian & White | <input type="radio"/> Black/Black British - Caribbean |
| <input type="radio"/> Mixed - Any other Mixed background . please state | <input type="radio"/> Black/Black British - Any other Black background . please state |
| <input type="radio"/> Asian/Asian British - Indian | <input type="radio"/> Any other ethnic group . please state |
| | <input type="radio"/> Declined to answer |

Thank you and close