

REPORT OF CHIEF RISK OFFICER

NOTTINGHAM CITY COUNCIL RESIDENTS SURVEY 2005 – WEST AREA KEY FINDINGS

1 SUMMARY

The report highlights the key West Area results of the 2nd Market and Opinion Research International (MORI) Nottingham Resident Survey undertaken in October/November 2005. It provides robust data that reflects the perceptions of West Area residents on key quality of life, anti social behaviour and corporate satisfaction indicators/figures

2 RECOMMENDATIONS

IT IS RECOMMENDED that the Committee:-

- Note the West Area findings
- Note that Council Departments will analyse the data presented by Mori and integrate them into their service planning processes for 2006/2007
- Note that information from the survey is to be used to develop the Community Plan.

3 BACKGROUND INFORMATION

- 3.1 In October/November 2005 MORI undertook Nottingham's 2nd Residents survey. The Council worked in partnership with One Nottingham who wished to engage city residents as part of the safer and stronger communities' strand of Neighbourhood Renewal, focussing on local communities' quality of life. In total 2,033 City residents took part of these 309 are West Area residents.
- 3.2 It is worth noting that the survey dealt with residents' *perceptions* at the time the survey was conducted *rather than facts*. Residents' perceptions, therefore, may not accurately represent the level and quality of services that are currently provided in West Area and Nottingham as a whole. One of the challenges will be to link these perceptions with other data that is available, for example, performance indicators or other measurements of service quality.

4 WEST AREA KEY FINDINGS

4.1 The following table provides comparative data for West Area on 2004, 2005 and Nottingham as whole (2005) data

| | 2004 | 2005 | +/- | Nottm Whole |
|---|------|------|-----|-------------|
| Satisfaction with the way the Council runs things | 50% | 39% | -11 | 54% (+5) |
| % Who are satisfied with their local area as a place to live | 58% | 63% | +5 | 68% (+2) |
| % Who are not satisfied with their local area as a place to live | 21% | 23% | +2 | 19% (-1) |
| % Who feel their neighbourhood has got better in the last 2 years | - | 9% | - | 13% |
| % Who feel their neighbourhood has got worse in the last 2 years | - | 42% | - | 36% |
| % Who are satisfied with Nottingham as whole as a place to live | 52% | 64% | +12 | 69% (+3) |
| % Who are not satisfied with Nottingham as whole as a place to live | 17% | 22% | +5 | 16% (-) |
| Feel safe in the city centre in the day | 74% | 82% | +8 | 89% (+6) |
| Feel safe in the city centre after dark | 21% | 27% | +6 | 32% (+2) |
| Feel safe in the local neighbourhood in the day | 92% | 88% | -4 | 90% (-) |
| Feel safe in the local neighbourhood after dark | 43% | 49% | +6 | 46% (+2) |
| Sense of belonging to local neighbourhood | 77% | 71% | -6 | 69% (-) |
| Sense of belonging to Nottingham City | 71% | 85% | +14 | 77% (+4) |
| % Who agree that their area is a place where people respect ethnic differences | 47% | 70% | +23 | 69% (+3) |
| % Who say that by working together local residents can influence decisions affecting their local area | 29% | 53% | +24 | 55% (+9) |
| % Who agree that they can personally influence decisions affecting their neighbourhood | 12% | 25% | +13 | 24% (+4) |
| % Who feel noisy neighbours or loud parties are a very/fairly problem in their local neighbourhood | 14% | 20% | +6 | 17% (+3) |
| % Who feel teenagers hanging around on the streets are a very/fairly problem in their local neighbourhood | 42% | 47% | +5 | 43% (-2) |
| % Who feel vandalism, graffiti and other deliberate damage to property or vehicles is a very/fairly problem in their local neighbourhood | 52% | 42% | -10 | 42% (-3) |
| % Who feel people being attacked because of their skin colour, ethnic origins or religion is a very/fairly problem in their local neighbourhood | 6% | 16% | +10 | 14% (-2) |
| % Who feel people using or dealing drugs is a very/fairly problem in their local neighbourhood | 37% | 35% | -2 | 37% (-) |
| % Who feel people being drunk and rowdy in public places is a very/fairly problem in their local neighbourhood | 25% | 24% | -1 | 28% (-21) |
| % Who feel people sleeping rough on the streets or in other public places is a problem in their local neighbourhood | 2% | 9% | +7 | 11% (-1) |
| % Who feel rubbish and litter lying around is a very/fairly problem in their local neighbourhood | 38% | 53% | +15 | 49% (-) |
| % Who feel abandoned or burnt out cars are a very/fairly problem in their local neighbourhood | 26% | 24% | -2 | 18% (-7) |
| % Who feel people are being attacked because of their disability is a problem in their local neighbourhood | - | 11% | - | 9% |
| % Who feel people being attacked because of their sexual orientation is a very/fairly problem in their local neighbourhood | 2% | 6% | +4 | 8% (+2) |

4.2 Positive Aspects of life in West Area

4.3 Respondents across the City were asked what were the positive aspects about life in Nottingham, the following table provides the top 5 aspects for West Area residents:

| West Area | | % |
|-----------|-----------------------|-----------|
| 1st | Shops | 34 |
| 2nd | Appearance | 21 |
| 3rd | No problems | 18 |
| 3rd | Health Centres | 18 |
| 4th | Good Service | 17 |

4.4 Priorities for improving life in West Area

4.5 Respondents across the City were asked what should the priorities be for improving life in Nottingham, the following table provides the top 5 aspects for West Area residents:

| West Area | | % |
|-----------|----------------------------|-----------|
| 1st | Safety/crime | 50 |
| 2nd | Affordable homes | 37 |
| 3rd | Better schools | 25 |
| 3rd | Leisure facilities | 22 |
| 4th | Nuisance neighbours | 20 |

4.7 When looking at perceived **Anti Social Behaviour**; West Area residents see the following as the top three problems in the Area.

| West Area | | % |
|-----------|------------------|-----------|
| 1st | Rubbish | 53 |
| 2nd | Teenagers | 47 |
| 3rd | Vandalism | 42 |

5 FINANCIAL IMPLICATIONS

None.

6 LEGAL IMPLICATIONS

None.

7 EQUAL OPPORTUNITIES IMPLICATIONS

The consideration of residents feed back in the planning and delivering of services will ensure that the council meets the needs of all its residents.

8 List of background papers other than published works or those disclosing confidential or exempt information

8.1 Area Performance monitoring file.

9 Published documents referred to in compiling this report

None.

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