

WEST AREA COMMITTEE

14 March 2007

REPORT OF THE CORPORATE DIRECTOR OF NEIGHBOURHOOD SERVICES

NOTTINGHAM CITY COUNCIL RESIDENTS SURVEY 2006 – NEIGHBOURHOOD MANAGEMENT AREA KEY FINDINGS

1. SUMMARY

This report highlights the key West Area results of the 3rd Market and Opinion Research International (MORI) Nottingham Resident Survey undertaken between August and October 2006. It provides robust data that reflects the perceptions of residents across the nine Area Committees on key quality of life and satisfaction levels with City Council services.

2. RECOMMENDATIONS

IT IS RECOMMENDED that the Committee:-

- 2.1 Note the finding for the West Area
- 2.2 Note that Council Departments will analyse the data presented by Mori and use it to inform their service planning processes for 2007/2008

3 BACKGROUND INFORMATION

- 3.1 Between August and October 2006 MORI undertook Nottingham's 3rd Residents survey. In total 2040 City residents took part, of these, approximately 225 was from the West Area.
- 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 the 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 KEY AREA FINDINGS

4.1 Key top line findings for Committee Areas:-

A note on statistical reliability

For the purposes of quick interpretation of the results, the following statistical differences are required between results obtained for committee areas in 2004/5/6 for them to be significant. If we assume the '95% confidence interval' and assuming c250 interviews per survey, per area; the differences between two survey results for a particular area must be greater than the values given in the table below:

Statistical reliability between committee areas subgroups

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels				
	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
	±	±	±	±	±
250 vs 250	5	7	8	9	9

Source: Ipsos MORI

For example, feelings of belonging to their neighbourhood have significantly decreased since 2005 in Area 2 (11 percentage point decrease where a minimum of 9 percentage point is required for a result of 60%). The 4 percentage point in Area 7 is not significant (8 percentage point change required for a 70% result).

Q1. How strongly, if at all, do you feel you belong to your neighbourhood			
Area	% Strongly	+/- from 2005	+/- from 2004
1	69	-9	-5
2	67	-11	-3
West	65	-6	-12
4	63	+7	+3
5	72	0	+3
6	67	+6	+2
7	72	-4	+6
8	60	+3	+13
9	80	+2	-6

Q5. How satisfied or dissatisfied are you with your local neighbourhood			
Area	% Satisfied	+/- from 2005	+/- from 2004
1	61	-8	-8
2	69	+1	+3
West	63	0	+5
4	68	+6	+1
5	68	-4	-8
6	60	0	+11
7	74	-6	+5
8	66	-1	+11
9	75	-4	-10

Q6. How satisfied or dissatisfied are you with Nottingham as a whole			
Area	% Satisfied	+/- from 2005	+/- from 2004
1	65	-8	-3
2	64	-7	+8
West	74	+10	+22
4	71	-1	0
5	63	-3	-12
6	69	+4	0
7	50	-14	-9
8	74	0	+11
9	77	+11	-4

Q7. Over the past two years or so, do you think this neighbourhood has got better or worse as a place to live, or has it stayed the same?			
Area	Better %	+/- from 2005	+/- from 2004
1	15	+4	Not asked in 2004
2	15	-2	
West	10	+1	
4	16	-3	
5	12	+2	
6	11	-2	
7	7	+1	
8	13	+2	
9	6	-8	

Q11. How safe would you feel this neighbourhood in the day?			
Area	Safe %	+/- from 2005	+/- from 2004
1	91	+1	0
2	93	+5	+2
West	90	+2	-2
4	91	+5	+1
5	96	+8	+7
6	84	-6	+5
7	97	+2	+3
8	92	+2	+10
9	92	-4	-3

Q12. How safe would you feel this neighbourhood after dark?			
--	--	--	--

Area	Safe %	+/- from 2005	+/- from 2004
1	43	+2	-1
2	52	+7	+6
West	50	+1	+7
4	44	+8	+2
5	52	0	+6
6	39	-4	+6
7	54	-6	-6
8	44	+2	+2
9	44	-5	-2

Q27. This neighbourhood is a place where people from different backgrounds and circumstances can get on well together.

Area	Agree %	+/- from 2005	+/- from 2004
1	76	+3	+2
2	61	-16	+8
West	67	-1	+19
4	73	+4	+6
5	72	+2	-5
6	72	+13	+9
7	77	0	+5
8	74	+9	+18
9	74	-1	-8

Q28. This neighbourhood is a place where residents respect ethnic differences between people.

Area	Agree %	+/- from 2005	+/- from 2004
1	73	+4	-4
2	59	-9	+3
West	60	-10	+13
4	73	+4	+1
5	70	-2	-5
6	64	+5	-1
7	77	-2	+2
8	75	+16	+19
9	73	+2	0

Q34. Talking about pride in Nottingham, which one of these statements comes closest to how you feel about Nottingham as a whole? .			
Area	Speak highly %	+/- from 2005	+/- from 2004
1	48	-5	Not asked in 2004
2	56	-5	
West	49	+4	
4	58	0	
5	50	-7	
6	52	-2	
7	64	+12	
8	59	-1	
9	60	+4	

Q87. The quality of Nottingham City Council services is good overall.			
Area	Agree %	+/- from 2005	+/- from 2004
1	66	+2	+10
2	53	-10	-8
West	54	-1	+3
4	54	-4	-5
5	62	+4	+8
6	58	+5	+5
7	67	+13	+18
8	50	+5	+7
9	63	-5	-7

Q88. Nottingham City Council is too remote and impersonal.			
Area	Agree %	+/- from 2005	+/- from 2004
1	30	-6	-15
2	43	+8	+9
West	36	-1	+1
4	28	-2	0
5	27	+2	-9
6	34	+3	-10
7	24	-2	-21
8	30	-7	-2
9	30	+3	-11

Q89. Nottingham City Council gives good value for money.			
Area	Agree %	+/- from 2005	+/- from 2004
1	35	-1	+5
2	32	-8	-7
West	23	-6	-9
4	32	0	+3
5	33	+7	+7
6	24	-16	-4
7	36	+3	+16
8	27	-2	+9
9	40	+1	-3

Q90. Nottingham City Council keeps residents well informed about the services and benefits it provides.			
Area	Informed %	+/- from 2005	+/- from 2004
1	48	-6	+9
2	41	-6	+7
West	33	-6	+5
4	43	+3	+4
5	54	+10	+14
6	45	-7	+18
7	61	+17	+35
8	44	+7	+12
9	57	-3	+2

Q91. Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?			
Area	Satisfied %	+/- from 2005	+/- from 2004
1	60	+6	+11
2	45	-18	-4
West	41	+2	-9
4	46	-14	-7
5	49	-4	0
6	51	-5	+15
7	60	+11	+24
8	52	+3	+5
9	64	+2	-5

Q92. Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?			
Area	Better %	+/- from 2005	+/- from 2004
1	20	+1	+8
2	17	-3	+1
West	16	+1	+7
4	14	-5	0
5	17	+5	-6
6	13	-5	-2
7	10	+1	+2
8	17	+4	0
9	16	+1	-5

4.2 **IMPLICATIONS FOR WEST AREA**

Within the Community Plan, Neighbourhood Management is responsible for delivering specifically on three measures. Below shows how The West Area will respond to these.

<p>1. Raise satisfaction levels with Neighbourhood as a place to live.</p> <p>In response to the priorities identified in the West Area Action Plan around environmental issues, the Neighbourhood Management Team will:</p> <ul style="list-style-type: none"> • Tackling the local priorities identified within the local community plan • Implementing a performance management framework to measure and monitor progress • Communicate our progress to all our engaging partners (i.e. residents, local groups, partner agencies, members, internal colleagues)
<p>2. Raise percentage of residents who area satisfied with the quality of Council services</p> <ul style="list-style-type: none"> • Develop strong effective Neighbourhood Voices and provide support and advice to new developing groups • Working with partners to deliver solutions in accordance with the need of the communities within Area 5 • Act upon local issues identified from local consultation events
<p>3. Increase the percentage of people who feel that they can influence decision-making</p> <p>:</p> <ul style="list-style-type: none"> • Develop our existing neighbourhood voices • Increase active citizenship and encourage new participation • Increase “Your Voice, Your Choice” consultation events (including events around specific local issues)

5. FINANCIAL IMPLICATIONS

None

6. LEGAL IMPLICATIONS

None

7. EQUALITY AND DIVERSITY 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. STRATEGIC PRIORITES

This report supports both the Local Community Plan and the Corporate Plan priorities to transform local neighbourhoods, support local people and ensure that Nottingham is a safer City.

9. RISK MANAGEMENT

There are no direct implications of risk to consider within this report. However, it is worth noting that the survey dealt with residents perceptions at the time when it was conducted rather than facts.

10. CRIME AND DISORDER ACT IMPLICATIONS

The crime and disorder act will be an important element when linking these perceptions with other factual performance data that is available.

11. VALUE FOR MONEY

None

Comment [s1]: This is an obligatory heading. If there are no comments please state none.

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

None

Formatted: Font: Not Bold, No underline

13.0 Published documents referred to in compiling this report

None.

Manjeet Gill

Corporate Director Neighbourhood Services

Clocktower, Eastcroft Depot

London Road

Nottingham

Tel: 0115 9152200

Email address: manjeet.gill@nottinghamcity.gov.uk

Asif Mohammed
West Area Coordinator
Tel: 0115 9157656

Asif.mohammed@nottinghamcity.gov.uk

Mark Hillary
West Area Neighbourhood Manager
Tel: 0115 915 57655

Mark.hillary@nottinghamcity.gov.uk