

**WEST AREA COMMITTEE – 12<sup>th</sup> JANUARY 2011**

Title of paper:	Your City Your Services Pre-Budget Consultation Feedback 2010	
Director(s)/ Corporate Director(s):	Lianne Taylor - Director, Neighbourhoods & Communities Ken Foote – Corporate Director Communities (Interim)	Wards affected: Aspley, Bilborough, Leen Valley
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<b>Relevant Council Plan Strategic Priority:</b>		
World Class Nottingham		<b>X</b>
Work in Nottingham		<b>X</b>
Safer Nottingham		<b>X</b>
Neighbourhood Nottingham		<b>X</b>
Family Nottingham		<b>X</b>
Healthy Nottingham		<b>X</b>
Leading Nottingham		<b>X</b>
<b>Summary of issues (including benefits to citizens/service users):</b>		
This report provides feedback on the Your City Your Services surveys and consultation events that were held in 2010.		
<b>Recommendation(s):</b>		
1	That the report be noted.	

## **1. BACKGROUND**

- 1.1. Nottingham City Council is anticipating its toughest budget settlement for many years.
- 1.2. In the Government's Comprehensive Spending Review, the Chancellor announced a 7.1% reduction each year in funding to local government through the main grant ('formula grant'), which is equivalent to a 28% reduction over 4 years.
- 1.3. Additionally, reductions in local government grant are significantly frontloaded. This means that the biggest cuts will happen in the first two years of the Spending Review period. The full implications for Nottingham City Council were not known at the time this report was written.
- 1.4. Identifying changes to service delivery that make the required savings is a major challenge. In addressing this the City Council has indicated its intention to as far as possible make savings in support services and to protect front line services.
- 1.5. It has also been keen to take into account the views of citizens in reshaping services. A report to Executive Board on 21 September 2010 identified the need 'to understand their priorities and the services they value most and to obtain ideas and suggestions for areas where savings can be made or extra income generated and particularly which services, if reduced or removed, would most impact upon the welfare of citizens, families and communities'.
- 1.6. **Budget Setting Timetable 2011/12**  
Executive Board receives a draft budget report 18 January 2011.  
Period of consultation on budget.  
Executive Board receives a budget report incorporating formal consultation  
Budget agreed by full Council in March 2011.

## **2. REASONS FOR RECOMMENDATIONS (INCLUDING OUTCOMES OF CONSULTATION)**

- 2.1 Your City Your Services has been conducted to feed into the Council's budget setting process. This report is part of the Council's feedback to citizens in this Area. The information collected from this survey may also be of interest to Area Committee and the wider community in determining local priorities so is submitted to this meeting for information.

## **3. OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS**

- 3.1 Not applicable as this is an information item.

## **4. FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY)**

- 4.1 There are no financial implications arising from this report.

5. **RISK MANAGEMENT ISSUES (INCLUDING LEGAL IMPLICATIONS, CRIME AND DISORDER ACT IMPLICATIONS AND EQUALITY AND DIVERSITY IMPLICATIONS)**

- 5.1 There are no specific risk management issues arising from this report. It should be noted that the Your City Your Services consultation was delivered to every home. Mailings to the voluntary sector

6. **EQUALITY IMPACT ASSESSMENTS (EIAs)**

Has an Equality Impact Assessment been carried out?

No this is an information item only.

7. **LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION**

- 7.1 Your City Your Service Survey (first round) analysis of responses by Committee Area.

8. **PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT**

- 8.1 "Your City – Your Services. Citizen engagement around development of the 2011/12 City Council Budget" , report to Executive Board 21 September 2010.

## Your City Your Services Data Report - December 7<sup>th</sup> 2010

### Background

The Councils budget process is underway and because large cost reductions will need to be found it was decided by Councillors and Chief Offices to ask Nottingham citizens which services they value most and to ask them to identify areas for further savings.

This report presents the findings from the resultant Your City Your Services (YCYS) Survey One. From the beginning of September 2010 the YCYS survey was available online (Intranet/Internet) and a paper version of the survey in the form of a pull out leaflet was distributed to every household across the City in the September edition of the Nottingham Arrow publication. The survey was also circulated/administered at wide variety of large/small community/neighbourhood meetings across all areas of the City during this time period.

The YCYC survey one used a self-completion approach and fieldwork concluded on November 19<sup>th</sup>. A total of 3,111 responses were achieved from across the City

### Interpreting the data

Please note that the Your City Your Services survey did not use a truly random sample (as respondents were approached at particular events) and so not everyone in the City had an equal chance of being selected. As such the confidence intervals stated within this report should be used as a guide only.

### Source of responses

Of the 3,111 responses 52% (1,623) were received in the form of completed leaflets circulated within the Arrow publication, 32% (978) via the Internet/Intranet online channel and 16% (510) following community events.

### Geographical location of responses

Respondents were asked to provide postcode data only 1010 respondents provided full post code data. Table 1 provides a breakdown of these respondents by Ward and Area Committee.

<b>Table 1: Response by Geographical Area</b>	<b>Number of responses</b>
Area 1: Bulwell (90) & Bulwell Forest (58)	148
Area 2: Basford (44) & Bestwood (35)	79
Area 3: Aspley (110), Bilborough (69) & Leen Valley (33)	212
Area 4: Arboretum (27), Berridge (54), Radford & Park (39)	120
Area 5: Mapperley (47) & Sherwood (47)	94
Area 6: Dales (78) & St Ann's (52)	130
Area 7: Wollaton West (43), Wollaton East & Lenton Abbey (18)	61
Area 8: Bridge (59), Dunkirk & Lenton (22)	81
Area 9: Clifton North (47) & Clifton South (38)	85
<b>Total</b>	<b>1010</b>

West Area had the most responses (212), 108 of these through an area event. Area's 2, 5, 7, 8 and 9 had fewer than 100 responses.

Table 2 provides a breakdown of these respondents by postcode district.

<b>Table 2: Number of respondents by postcode district (n = 2,922)</b>					
NG1	82	NG9	40	NG17	1
NG2	242	NG10	5	NG18	5
NG3	355	NG11	255	NG19	1
NG4	24	NG12	83	NG21	4
NG5	499	NG13	3	NG24	3
NG6	349	NG14	4	NG25	1
NG7	383	NG15	8	Non NG	11
NG8	637	NG16	2	Total	2,922

More than one in five (22%) of responses came from **NG8** (Wollaton and the West Area of the City), 17% (499) from **NG5** (Mapperley, Sherwood and Arnold)

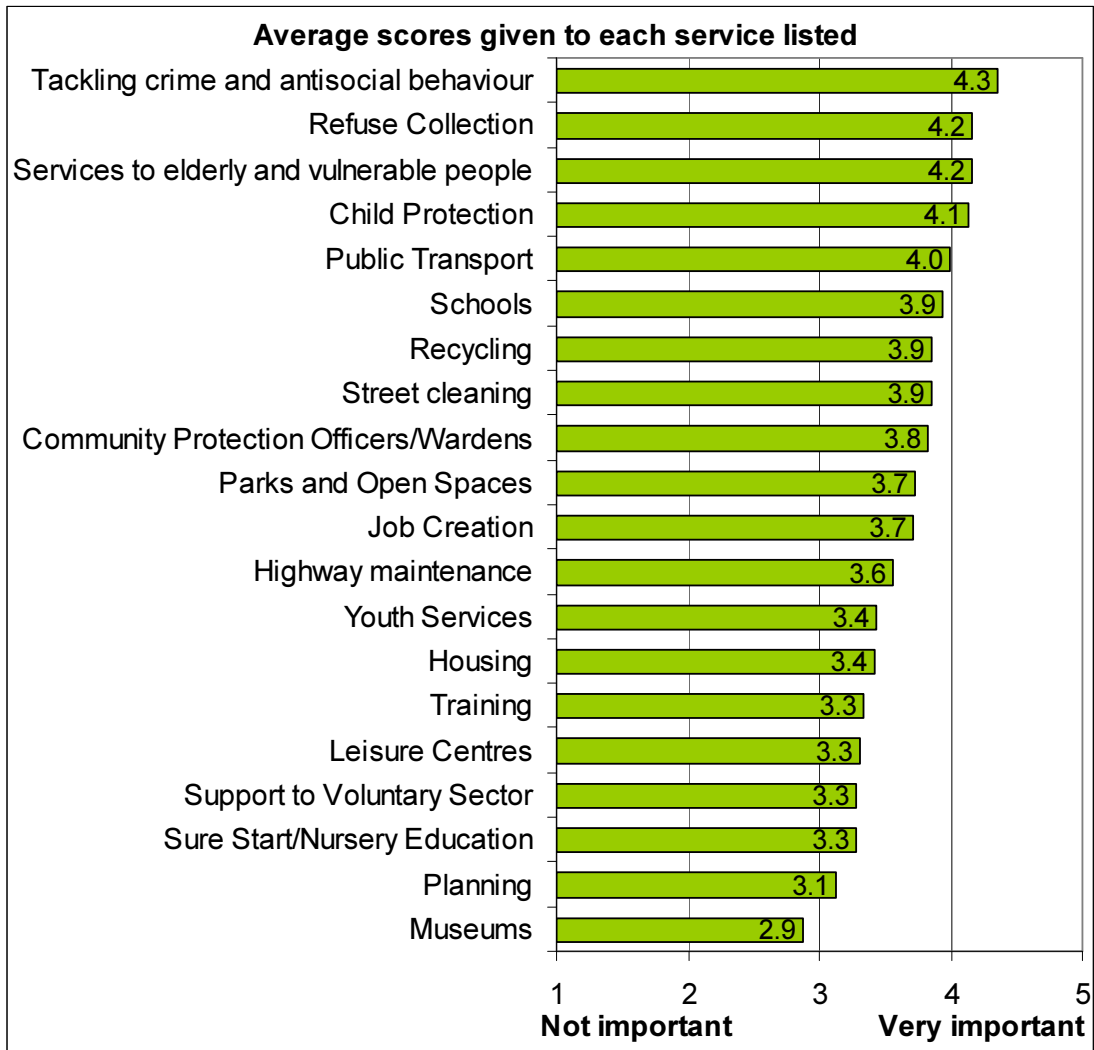
### **How important are services?**

For question 1 respondents were asked to rate on a scale of 1 (Not important) to 5 (Very important) a cross section of 20 council services.

For each service a mean average has been calculated out of 5. The top 5 services rated most important by respondents are:

1. Tackling crime and anti social behaviour (4.3 out of 5)
2. Refuse collection (4.2 out of 5)
3. Services for elderly and vulnerable people (4.2 out of 5)
4. Child protection (4.1 out of 5)
5. Public transport (4.0 out of 5)

Table 3 provides an overview of the mean average for all 20 services.



With a mean score of 4.3 out of 5 **tackling crime and anti social behaviour** is the most important service to Nottingham citizens. This is closely followed by **refuse collection** and **services to elderly and vulnerable people** both 4.2 out of 5 and **child protection** at 4.1 out of 5.

The services seen as 'lowest' importance by respondents was **Planning** (3.1 out of 5) and **Museums** (2.9 out of 5)

### How important are services to you by demographic group

Please note that some of the BME sub groups were too small for reliable comparison, therefore when looking at the data using a White/All BME split.

**BME communities** compared to **White groups** perceive the following services as more important: **Child protection, Housing, Job creation, Schools, Surestart/nursery, Training, Youth services**. However due to the relatively small BME numbers this does not affect the overall percentages.

**Disabled people** perceive the following services as more important: **Housing, Public transport, Support to voluntary sector**. Again due to number of disabled respondents this does not greatly affect the overall percentages.

## Other important services

Respondents were given the opportunity to indicate any other Council service they considered to be important. The table below provides a list of the top 10 most stated services.

Service	Number
Libraries	174
Street lighting	38
Events	25
Policing	25
Street cleaning	24
Voluntary sector support	21
Community centres	20
Welfare advice services/Citizens' Advice Bureau	19
Dog wardens / tackling dog fouling	17
Free bus passes for the elderly & disabled	17
Services for the most vulnerable	17

## Awareness levels of activities run by Nottingham City Council

Respondents were asked if they were aware/unaware of activities that the Council has run during the current economic downturn.

Table 6 provides an overview of the Council run activity awareness levels across the City.

Activity	Aware	Not aware
50p activities for kids in the school holidays	41%	59%
Apprenticeships	49.5%	50.5%
Future jobs fund	33%	67%
The Beach (Old Market Square)	93%	7%
Free and cheap events	65%	35%

More than nine out of ten (93%) of respondents were aware of the Beach event on the Old Market Square and two thirds of respondents were aware of other free and cheap events run by the Council.

Two thirds (67%) of respondents were not aware of the future jobs fund event.

## Areas of concern during the economic downturn

Respondents were asked to indicate their level of concern on a number of issues during the current economic situation.

Table 7 provides an overview of respondent's level of concern.

	Very concerned	Concerned	Not concerned
Crime levels rising	56%	36%	8%
Cuts to public services	59%	34%	7.5%
Debt problems	30%	39%	31%
Losing my job	34%	25%	41%
Unable to get a mortgage	17%	21%	61.5%

Table 7 shows that 93% of respondents are very concerned or concerned about **cuts to public services** and 92% very concerned or concerned about **crime levels rising**.

Six out of ten are not concerned that they be **'unable to get a mortgage'** due to the economic climate.

The level of debt problem concern of the **Black ethnic** (n = 156) respondents is 20 percentage points higher than the overall figure at 89% compared to 69% overall. The level of concern within **Mixed** (75%) respondents is 14 percentage points higher at 83%.

**NB** - Although both of these percentages are statistically significant **caution must be given** due to sampling methods used and individual sample sizes.

Respondents were given the opportunity to state any other areas of concern they have during the economic downturn.

Table 8 provides an overview of the comments made:

<b>Concern</b>	<b>Total</b>
Council (general)	103
Jobs/employment	52
Cuts	49
Crime/anti social behaviour	37
Vulnerable	31
Travel	30
Education	26

**Appendices:**

Appendix 1: Full breakdown survey response source

Appendix 2: Demographics



## Appendix 1: Breakdown of survey response by source

Source	Number of responses
Arrow Publication	1,623
Internet/Intranet	978
Community Events	
Council wide equalities event	38
Arboretum	33
Aspley Ward, Aspley Beat	108
Basford	19
Berridge	2
Bestwood	2
Bilborough	20
Bridge	-
Bulwell/Bulwell Forest (Joint event)	70
Bulwell	-
Bulwell Forest	20
Clifton North	-
Clifton South	-
Dales	95
Dunkirk & Lenton	-
Leen Valley	-
Mapperley	5
Radford & Park	20
Sherwood	-
St Ann's	56
Wollaton East & Lenton Abbey	22
Wollaton West	-

## Appendix 2: YCYS Survey One - Demographics

Base:	Census 2001	YCYS 2010	+/-
Male	50%	40%	-10
Female	50%	60%	+10
Disabled	20%	26%	+6
White	85%	86%	+1
Black	4%	6%	+2
Asian	6.5%	5%	-1.5
Mixed	3%	3%	-
Chinese	1%	0.5%	-0.5
Under 16	8%	2%	-6
16 – 24	18%	7%	-11
25 – 44	29%	34%	+5
45 – 59	15%	26%	+11
60 - 64	4%	9%	+5
65+	14%	22%	+8

The above table illustrates that two categories are under represented 'Male' and 'Under 24's'.