

Citizens' Survey 2014

Executive Summary

Information by Design Ltd was commissioned by the City Council to conduct the 2014 Nottingham Citizens' Survey. The field work was undertaken in October and November 2014 and involved face-to-face interviews with 2,107 citizens (approximately 100 per ward, depending on relative population size). This is the same methodology as the 2011, 2012 and 2013 surveys so the results are directly comparable. Analysis of the results has been undertaken by researchers from Nottingham City Council.

The survey gathers citizens' perceptions on a variety of subjects including quality of life, health and wellbeing, community cohesion, feelings about Nottingham, satisfaction with the Council and experiences due to the current economic climate.

Overall, results from this year's survey are similar to last year with a couple of notable improvements. This is positive given the backdrop of the current challenging economic climate and difficult budget decisions. There are however some interesting differences between different population groups and local areas which should be investigated further.

Perceptions about local area

Results are very similar to last year.

- 87% of respondents are satisfied with their local area as a place to live (88% in 2013)
- 75% are satisfied with the cleanliness of their local area (74% in 2013)
- 82% are satisfied with city centre cleanliness (80% in 2013)
- 90% feel their local area is a place where people from different backgrounds get on well together (90% in 2013)
- 51% feel they can influence decisions affecting their local area (49% in 2013)

As was the case last year, there is a strong correlation between respondents satisfied with their area and those satisfied with the cleanliness of their local area.

Perceptions of the Council

- 65% feel the Council provides value for money (57% in 2013)
- 73% are satisfied with the way the Council runs things (72% in 2013)

Feeling that the City Council provides value for money has increased significantly since last year.

Satisfaction with the Council remains the same as last year, however, there is variation between areas from 69% in Area 7 (Wollaton West, Wollaton East & Lenton Abbey) to 78% in Area 4 (Arboretum, Radford & Park, Dunkirk & Lenton). Last year, Area 7 recorded the highest level of satisfaction with the Council.

Feeling that the Council provides value for money continues to correlate strongly with satisfaction with the Council.

Contact with the Council

Results are very similar to last year.

- 78% feel well informed about Council services and benefits (78% in 2013)

- 89% of respondents find Council information easy to understand (87% in 2013)
- 42% have contacted the Council in the last 12 months, of which:
 - 75% were satisfied with how their enquiry was handled (71% in 2013)
 - 77% agreed that those handling their enquiry delivered what they promised (73% in 2013)
- 75% would contact their local councillor if they needed help or advice

There continues to be a strong correlation between satisfaction with the Council and satisfaction with the handling of a previous enquiry.

Equality

- 90% of respondents think that local public services treat all types of people fairly.

This is a significant increase since last year and is the highest result we have had for this question.

Perceptions about Nottingham

- 79% said they would speak highly of Nottingham (72% in 2013)
- Respondents were positive about Nottingham as a place to:
 - Live: 92%
 - Study: 96%
 - Visit: 88%
 - Work: 86%

(% saying they would recommend Nottingham a great deal or to some extent)

The proportion of respondents who said they would speak highly of Nottingham has risen significantly this year. This varies by area from 71% in Area 2 (Basford, Bestwood) to 83% in Area 7 (Wollaton West, Wollaton East & Lenton Abbey). Those in the youngest and oldest age categories are the most likely to speak highly about the City.

Experiences due to current economic climate

- 30% said they are keeping up with bills but sometimes or constantly find it a struggle
- 1% said they are falling behind with bills
- As a direct response of the current economic climate:
 - 61% said they had made at least one change
 - 25% said they have made changes to their transport arrangements
 - 23% said they have spent savings or sold possessions
- 31% would like to find work, more or better work

Results suggest that those who are unemployed or otherwise not in paid work and those with a disability or long term illness seem to be having the most difficulty keeping up with bills and credit commitments. Those who are aged 45-64 seem to be having more difficulty than those in the other age groups.

Health and wellbeing (self reported)

- 27% of respondents smoke (28% in 2013)
- 9% are at increasing or higher risk of developing alcohol-related health problems (12% in 2013)
- Average mental wellbeing score of 52.2, which is very similar to last year
- 12% with poor mental wellbeing, which is very similar to last year

The slight fall in smoking prevalence since last year suggests that the Nottingham Plan target of 20% by 2020 remains achievable. However, smoking prevalence remains significantly higher than the England average of 18%¹.

The proportion of respondents who indicated that they drink alcohol has dropped significantly since last year. This may be due in part to people not having as much disposable income. The proportion of those who are drinking at levels that could lead to health problems also appears to have dropped since last year. However, this could be due to the fact that the fieldwork for this survey occurred earlier in the year. This means that fewer people would have been answering the survey in weeks when they had attended Christmas parties compared to previous years.

Results from the survey suggest that the mental wellbeing of citizens (as measured by the Warwick Edinburgh Mental Wellbeing Scale) remains the same as last year and remains comparable with the England average.² However, some groups have significantly lower scores particularly those who are unemployed or otherwise not in paid work or those who have a disability or long-term illness.

In addition, the proportion with above average mental wellbeing has fallen significantly since last year. More than 20% of respondents, who have a disability or long term illness, are unemployed or 'otherwise out of work' or in social rented housing reported poor mental wellbeing.

¹ Integrated household survey, 2013

² This scale is based on a series of 14 questions and results in a score between 14 and 70.