

## **Citizens' Survey 2016**

### **Executive Summary**

Information by Design Ltd was commissioned by the City Council to conduct the 2016 Nottingham Citizens' Survey. The fieldwork was undertaken in October and November 2016 and involved face-to-face interviews with 2,006 citizens (approximately 100 per ward, depending on relative population size). This is the same methodology as used in the last six years, so the results are directly comparable.

The survey gathers citizens' perceptions on a variety of subjects including 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 and continue to show high levels of satisfaction or positive outcomes across a broad range of indicators. Th

#### **Perceptions about local area**

Results remain similar to previous years with high levels of satisfaction.

- 85% of respondents are satisfied with their local area as a place to live (same as 2015)
- 71% are satisfied with the cleanliness of their local area (same as in 2015)
- 80% are satisfied with city centre cleanliness (83% in 2015\*)
- 91% feel their local area is a place where people from different backgrounds get on well together (88% in 2015\*)
- 50% feel they can influence decisions affecting their local area (49% in 2015)

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**

Satisfaction and customer service remains high.

- 71% are satisfied with the way the Council runs things (71% in 2015)
- 63% feel the Council provides value for money (62% in 2015\*)
- 85% agree that the Council treats them fairly (82% in 2015\*)

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

#### **Contact with the Council**

- 76% feel well informed about Council services and benefits (75% in 2015\*)
- 90% of respondents find Council information easy to understand (87% in 2015\*)
- 47% have contacted the Council in the last 12 months, of which:
  - 73% were satisfied with how their enquiry was handled (69% in 2015\*)
  - 78% agreed that those handling their enquiry delivered what they promised (73% in 2015\*)

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

#### **Perceptions about Nottingham**

Results are very similar to last year.

- 82% said they would speak highly of Nottingham (76% in 2015^)
- Respondents remain positive about Nottingham as a place to:

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\*No statistically significant difference at 95% confidence level

^Statistically significant difference to 2015 results at the 95% confidence level.

- Live: 92% (same as in 2015)
- Study: 96% (same as in 2015)
- Visit: 88% (90% in 2015\*)
- Work: 88% (86% as in 2015\*)

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

### Experiences due to current economic climate

- 20% of respondents said they are struggling or constantly not keeping up with bills (28% in 2015^)
- A third of people (33%) said they did not know or were unsure of where to go for advice, help or support when they encounter financial difficulties (new indicator)
- 26% of people have noticed a deterioration in Council services as a result of the cuts to budgets (new indicator)

As was the case last year, 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.

### Health and wellbeing (self-reported)

- 25% of respondents smoke (24% in 2015\*) but a downward trend remains overall
- 64% of respondents report drinking alcohol (an increase of 3.8%^ compared to 2015)
- 13% are at an increasing or higher risk of developing alcohol-related health problems (12% in 2015\*)
- Average mental wellbeing score of 54, which is slightly higher than last year (51.7\*)
- The proportion with both above average mental wellbeing (25%) has increase over the last year (previously 20%^)
- 24% of respondents use public transport to get to work (a slight reduction from last year 26.4%\*) but there has been an increase in those who walk or cycle at 19.5% (previously 15.9%\* and whilst not statistically significant is a positive sign).

### Comparison with other Local Authorities

Not all areas carry out satisfaction and perception surveys and those that do often use different questions and methodologies making direct comparison difficult. The Local Government Association, however, conduct a national survey of resident satisfaction with local councils – many of the questions are the same as those asked in Nottingham<sup>3</sup>. Across many of the indicators Nottingham performs better than the national average for all councils, particularly in regards to 'satisfaction with local area as a place to live' and 'value for money'. The following provides a summary of the comparisons:

Indicator	Nottingham Score	LGA national score
Satisfaction with local area as a place to live	85%	80%
Satisfaction with cleanliness of local area	71%	70%
Satisfaction with the way the council runs things	71%	65%
Agreement that the Council provides value for money	63%	47%
Feeling informed about Council services and benefits	76%	60%

<sup>3</sup> Polling on resident satisfaction with councils (Feb 2017) (LGA)