

Nottingham City Council

Citizens Survey 2018



Safer, cleaner, ambitious
Nottingham
A city we're all proud of



Nottingham
City Council

1.0 EXECUTIVE SUMMARY

1.1 The stable and positive results are:

- Respondents continue to be satisfied with their local area as a place to live with 83% who said they are satisfied.
- Cohesion continues to remain high with 90% of respondents who feel their local area is a place where people from different backgrounds get on well together.
- 93% of respondents agree that staff who deal with their enquires are polite.
- When asked if they feel the Council treats them fairly, 82% said they agree and this has seen no change from 2017.
- There has been no significant change in respondents who would speak highly of Nottingham, this is 75% in 2018 (76% in 2017).

1.2 The areas of deterioration are:

- Satisfaction with local area cleanliness (65%) and city centre cleanliness (70%) have been seen a 5% decrease from 2017.
- Overall satisfaction is at 65% down from 72% in 2017.
- Satisfaction with customer services has continued to see a downward trend. Of those who have contacted the council in the last 12 months, 64% of respondents are satisfied with how their enquiry was dealt with (73% in 2017 and 67% in 2017). 65% of respondents agree their enquiry was dealt with in a reasonable amount of time (71% in 2017).

2.0 BACKGROUND AND METHODOLOGY

2.1 The Citizens' Survey has been conducted annually since 2006, largely using a face-to-face interview technique¹. Since 2011, the fieldwork has been conducted using a multi-stage sampling scheme designed to provide a robust and representative sample of the city. It includes a stratification by the Index of Multiple Deprivation (IMD) and takes a sample from all the 176 Lower Level Super Output Areas (LSOAs) in the city. Quota controls ensure that the achieved sample of citizens is representative in terms of age and gender at area level and in terms of ethnicity and working status at city level. The survey explores citizens' opinions on quality of life, the Council and subjects of topical interest as well as exploring self-reported health.

2.2 Information by Design Ltd was commissioned by the City Council to conduct the 2018 Nottingham Citizens' Survey.

2.3 The fieldwork was undertaken in October and November 2018 and involved face-to-face interviews with 2004 citizens (approximately 100 per ward, depending on relative population size). This is the same methodology as used in the last ten years, so the results are directly comparable.

¹ In 2006 and 2008, postal surveys were also undertaken in addition to the face-to-face surveys

- 2.4 Up until 2018, the Citizens Survey results have remained reasonably consistent over the last 5 years, however the 2018 results have seen some statistically significant changes. They do, however, continue to show higher levels of satisfaction than the national picture.

3.0 KEY FINDINGS

- 3.1 Overall, results from the 2018 have seen some deterioration from 2017, however they continue to show high levels of satisfaction or positive outcomes compared nationally.

3.2 Perceptions about local area

Local area satisfaction continues to remain high, however the perception of cleanliness in the city centre and local area reduced.

- 83% of respondents are satisfied with their local area as a place to live (85% 2017*)
- 65% are satisfied with the cleanliness of their local area (70% in 2017^)
- 90% feel their local area is a place where people from different backgrounds get on well together (91% 2017*)
- 43% feel they can influence decisions affecting their local area (47% in 2017^)

3.3 Perceptions of the Council

Deterioration on measures.

- 65% are satisfied with the way the Council runs things (72% in 2017^)
- 56% feel the Council provides value for money (63% in 2017^)
- 70% are satisfied with city centre cleanliness (75% in 2017^)
- 82% agree that the Council treats them fairly (no change)

3.4 Contact with the Council

- 73% feel well informed about Council services and benefits (75% in 2017*)
- 88% of respondents find Council information easy to understand (no change)
- 47% of respondents have contacted the Council in the last 12 months, of which:
 - 64% are satisfied with how their enquiry was handled (67% in 2017^)
 - 93% agree the person handling their enquiry was polite (no change)
 - 71% agree that those handling their enquiry delivered what they promised (73% in 2017*)
 - 65% agree that their enquiry was dealt with in a reasonable amount of time (71% in 2017^)

*Not statistically significant difference at 95% confidence level

^Statistically significant difference to 2017 results at the 95% confidence level

3.5 Perceptions about Nottingham

There are no significant changes in perceptions about Nottingham.

- 75% said they would speak highly of Nottingham (76% in 2017*)
- Respondents remain positive about Nottingham as a place to:
 - Live: 92% (93% in 2017*)
 - Study: 97% (no change)
 - Visit: 90% (no change)
 - Work: 88% (91% in 2017^)(% saying they would recommend Nottingham a great deal or to some extent)

3.6 Experiences due to current economic climate

- 22% of respondents said they are struggling or constantly not keeping up with bills (24% in 2017*)
- 38% said they did not know or were unsure of where to go for advice, help or support when they encounter financial difficulties (32% in 2017^)
- 32% of people have noticed a deterioration in Council services as a result of the cuts to budgets (30% in 2017*)

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.

3.7 Health and wellbeing (self-reported)

- 23% of respondents smoke (no change) a downward trend remains overall
- 12% are at an increasing or higher risk of developing alcohol-related health problems (12% in 2017*)
- Average mental wellbeing score of 52.1, which is slightly lower than 2017 (52.6*)
- The proportion with a below average mental wellbeing (14%) has seen no significant change over the last year (previously 12%*) those with an average mental wellbeing has decreased from 67% in 2017 to 64% in 2018.
- 23% of respondents use public transport to get to work (a slight decrease from 25% last year*) and there has been an increase in those who walk or cycle at 22% (previously 19%)
- 44% of respondents visit a park or open space at least once a week (45% in 2017*)

3.8 LGA Residents Satisfaction Survey

*Not statistically significant difference at 95% confidence level

^Statistically significant difference at the 95% confidence level.

The Local Government Association’s Residents’ Satisfaction Survey 2018 reported 6 percentage point falls over the same period for overall council satisfaction and value for money fell by 3%. It is also worth noting that for both value for money and satisfaction with the council, Nottingham saw a considerably higher percentage of positive responses than the national average.

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 Nottingham⁴. 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 (Dec 2018)	LGA national score (Feb 2018)
Satisfaction with local area as a place to live	83%	78%
Satisfaction with cleanliness of local area	65%	65%
Satisfaction with the way the council runs things	65%	60%
Agreement that the Council provides value for money	56%	44%
Feeling informed about Council services and benefits	73%	58%