

Citizens Survey 2017

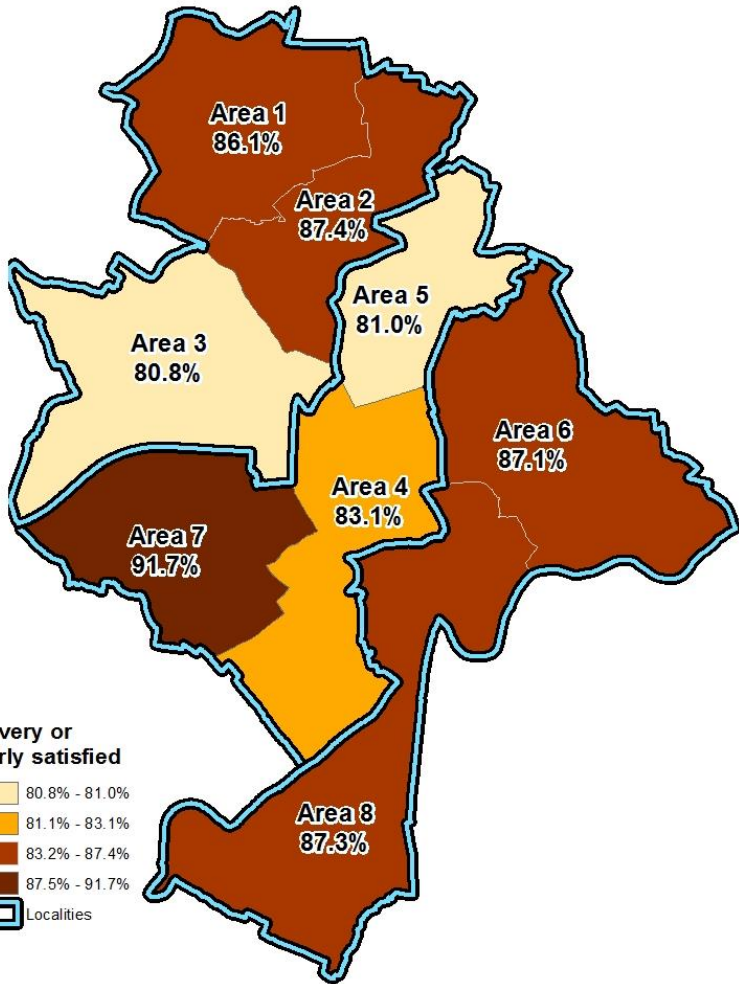
Results of face-to-face survey of 2,017
citizens

Highlights

- There have been some significant changes in results in 2017, satisfaction remains high
 - Satisfaction with local area
 - Cohesion
 - Satisfaction with Council
- Increase in people struggling/ not keeping up with bills
- Mental wellbeing has reduced
- We are performing better than most Councils in regards to satisfaction (based on LGA research)

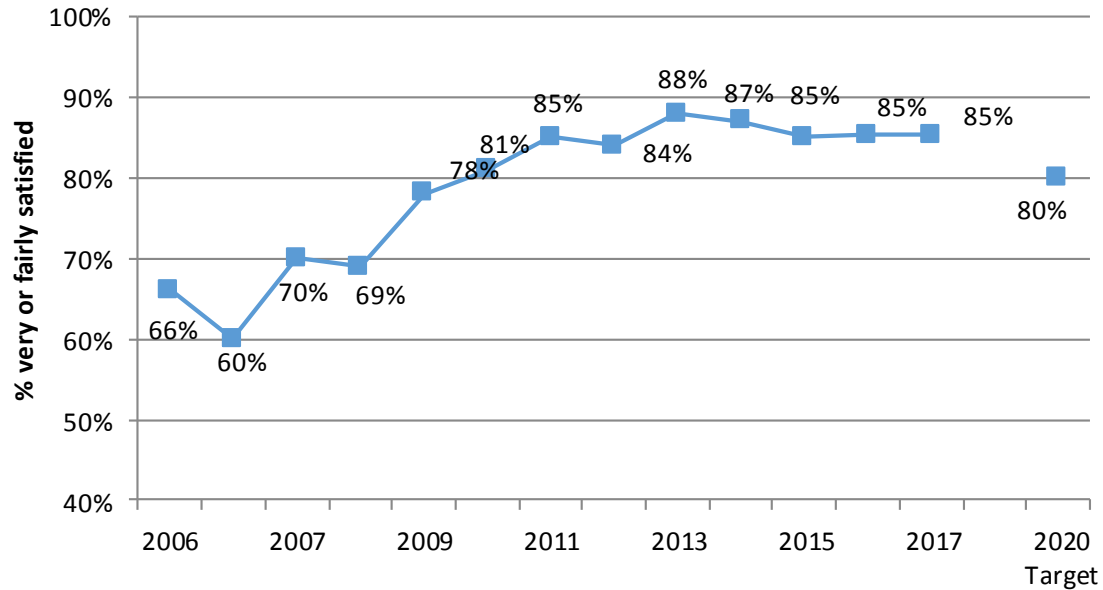
Satisfaction with the Local Area

Satisfaction with local area remains consistent with 85% of respondents who said they are satisfied.

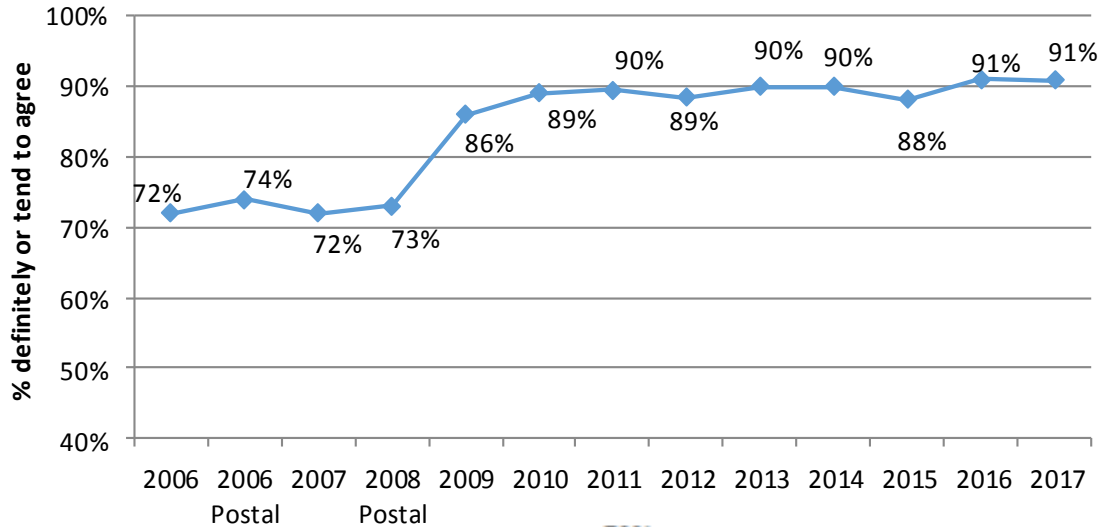


% very or fairly satisfied

- 80.8% - 81.0%
- 81.1% - 83.1%
- 83.2% - 87.4%
- 87.5% - 91.7%
- Localities

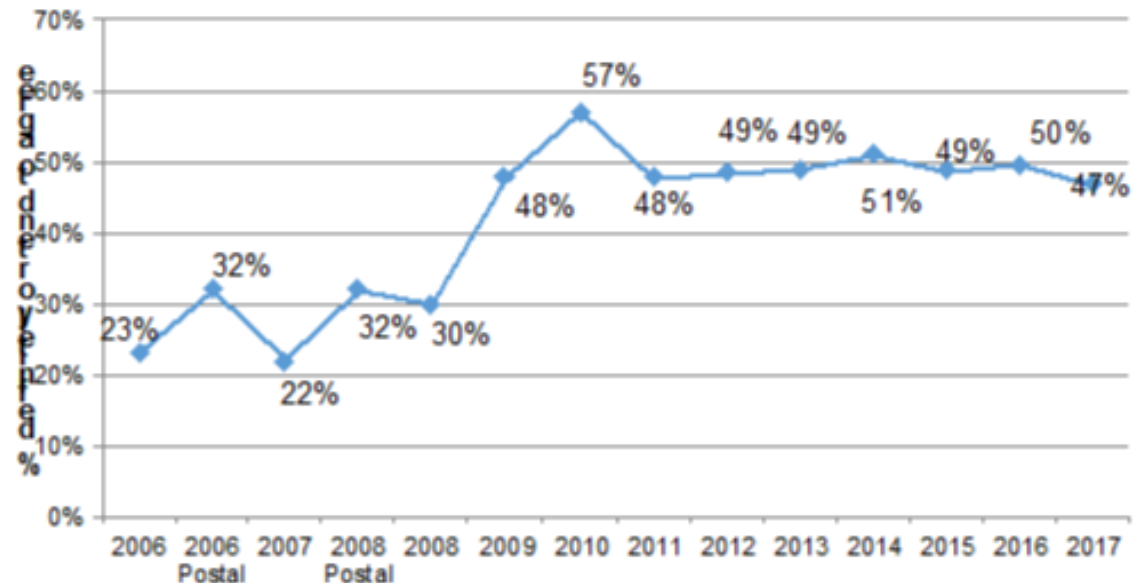


Cohesion & Influencing Decisions



91% of respondents agree that people from different backgrounds get on well (no change from 2016)

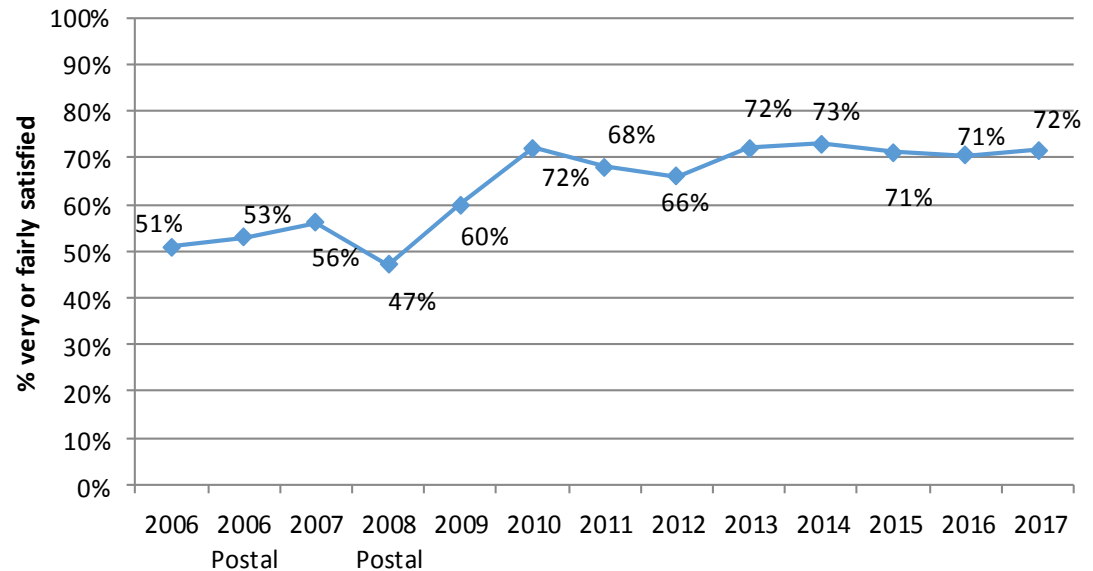
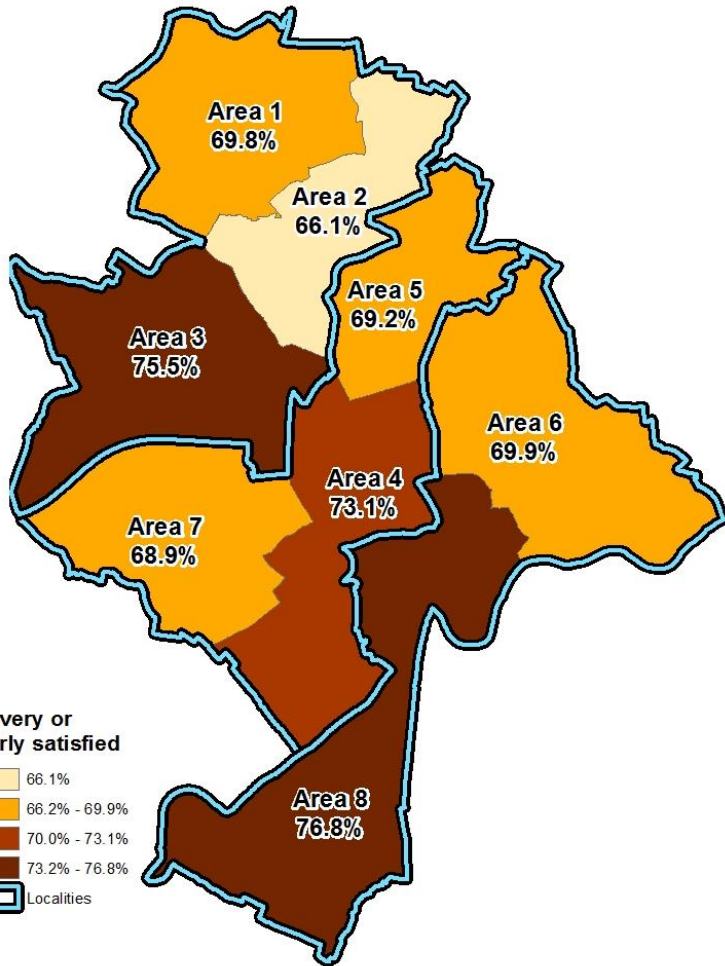
47% of respondents agree they can influence decisions (50% in 2016[^])



[^]Statistically significant difference to 2016 results at the 95% confidence level

Satisfaction with the Council

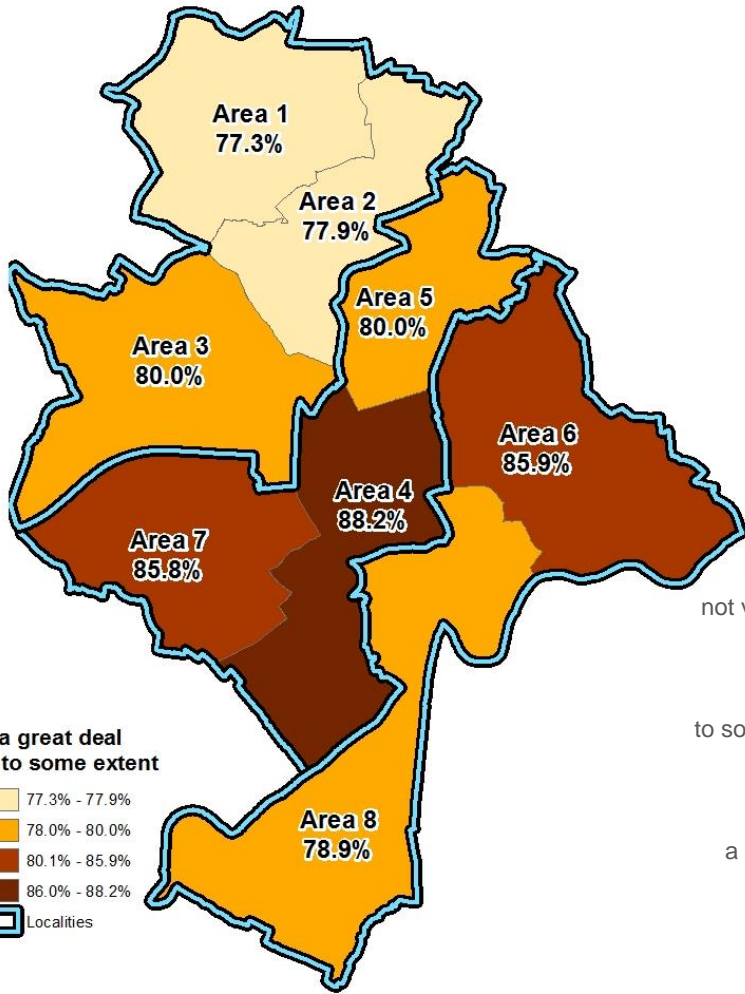
Satisfaction with the council remains consistent with 72% of respondents who said they are satisfied*



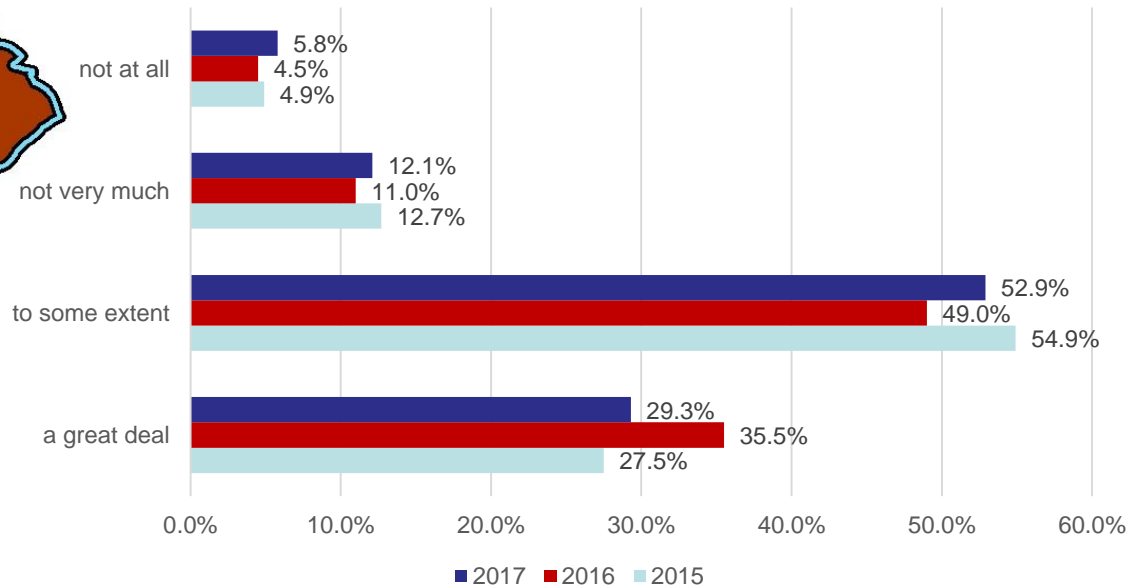
*Not statistically significant difference at 95% confidence level

Council treats citizens fairly

(New question in 2015)

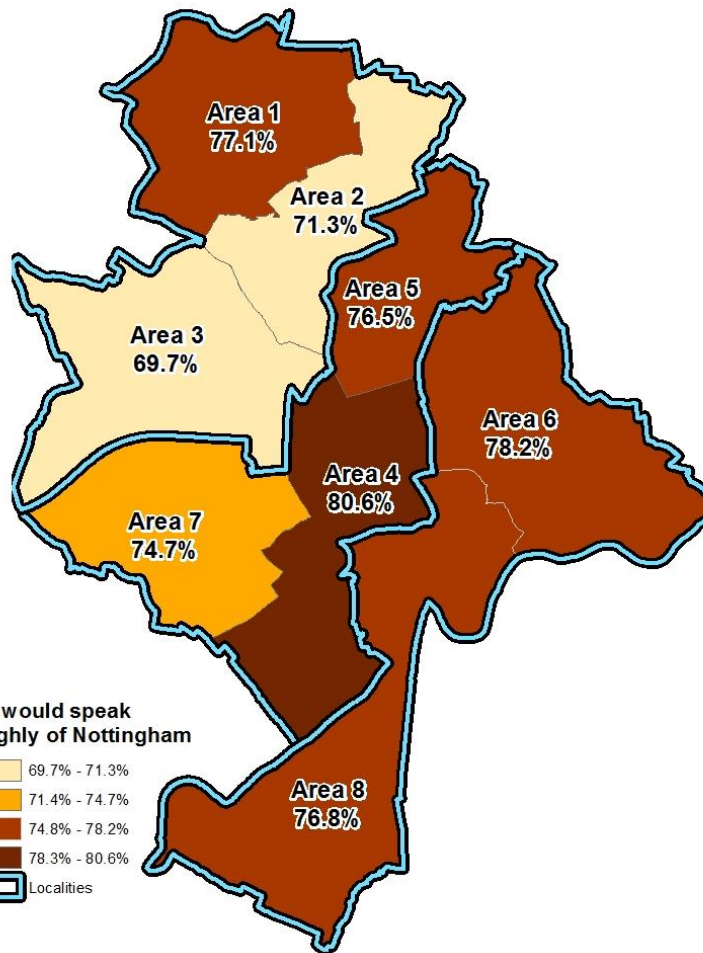


82% of respondents agree that the Council treats them fairly (85% in 2016[^])

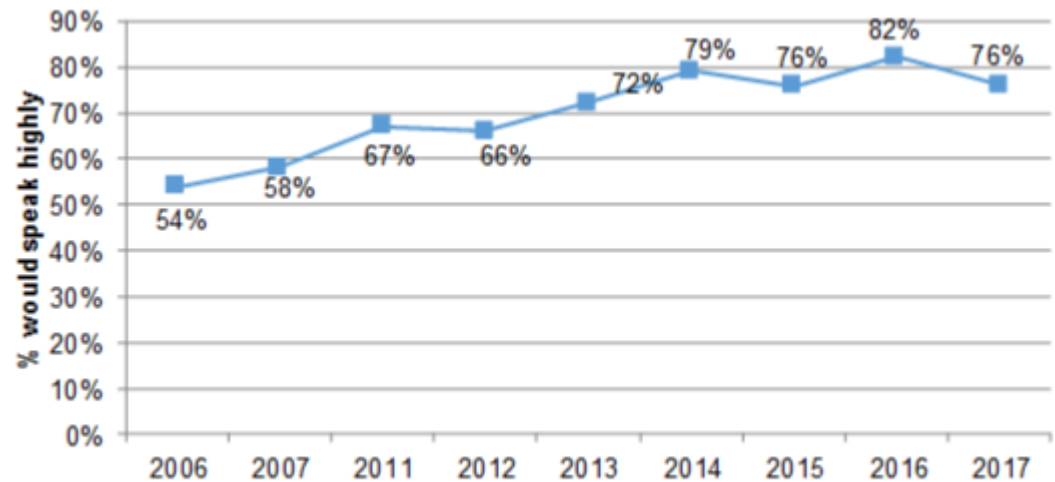


[^]Statistically significant difference to 2016 results at the 95% confidence level

Feelings about Nottingham



76% of respondents would speak highly of the Nottingham (82% in 2016[^])



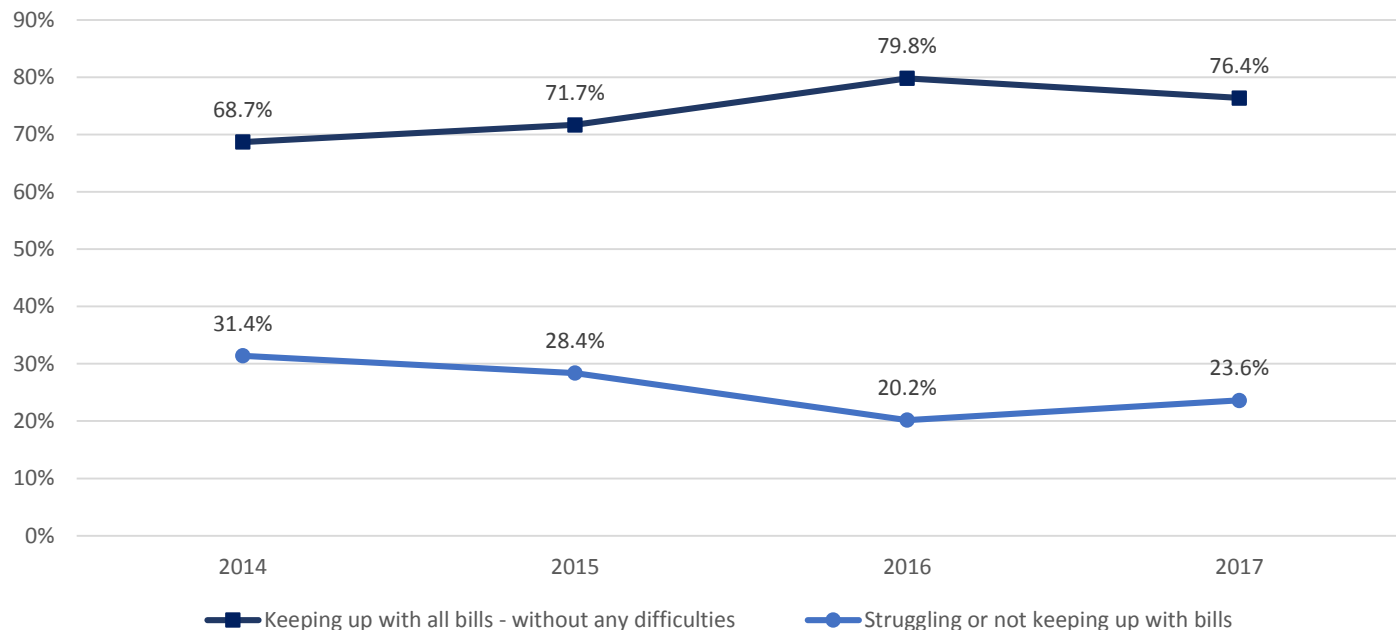
[^]Statistically significant difference to 2016 results at the 95% confidence level

Keeping up with bills

23.6% of respondents are struggling or not keeping up with bills (20.2% in 2016[^])

76.4% of respondents are keeping up with no difficulties (79.8% in 2016[^])

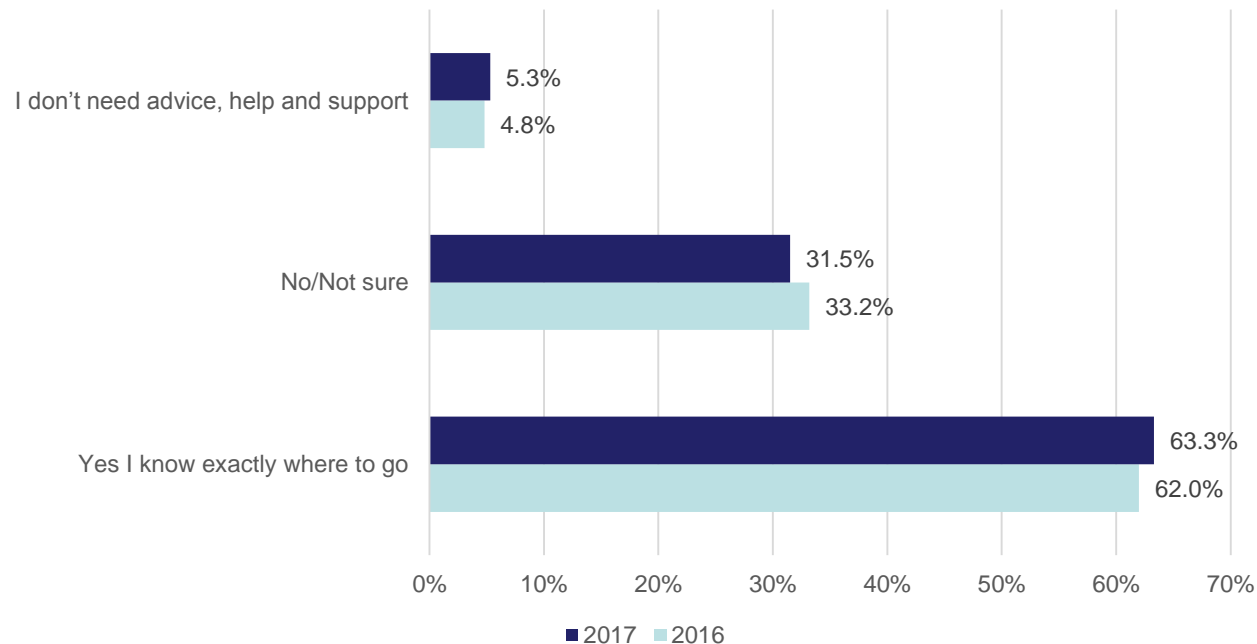
NOTE: levels still remain lower than in 2014 and 2015



[^]Statistically significant difference to 2016 results at the 95% confidence level

Where to go for advice

31.5% of respondents said they do not know or are not sure where to go for advice, this has seen a decrease from 33.2% in 2016[^]
(new indicator 2016)

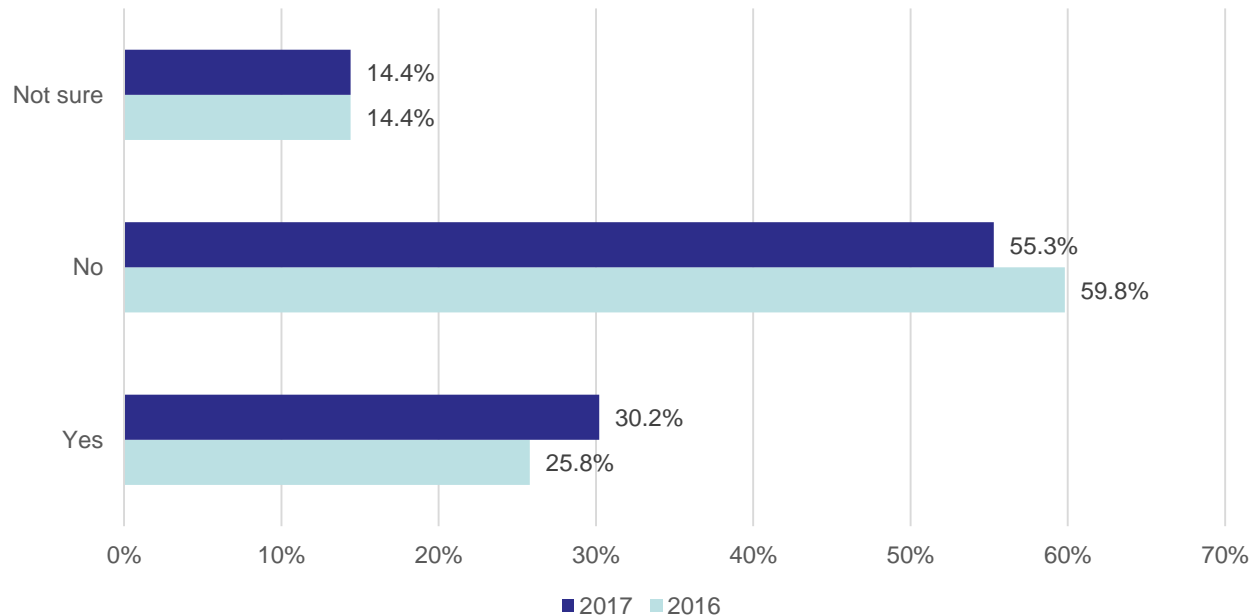


[^]Statistically significant difference to 2016 results at the 95% confidence level

Deterioration of Council Services

30.2% of people have noticed a deterioration in Council services as a result of the cuts to budgets, this has seen an increase from 25.8% in 2016[^]

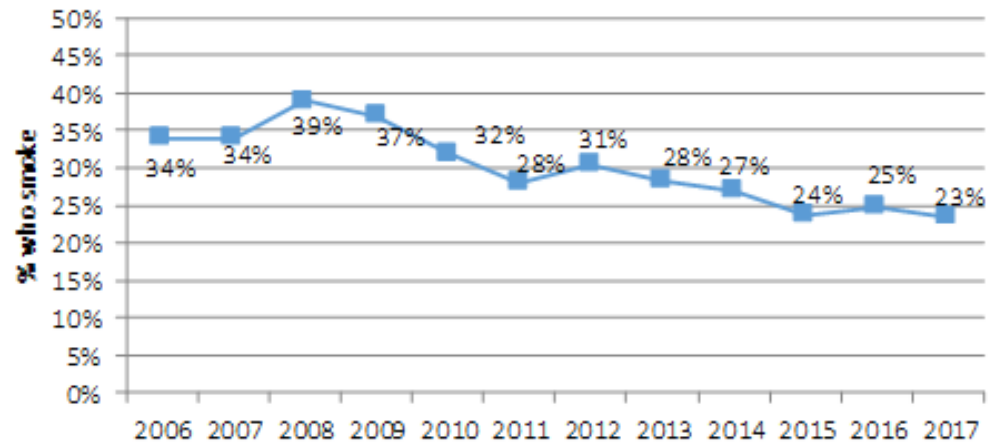
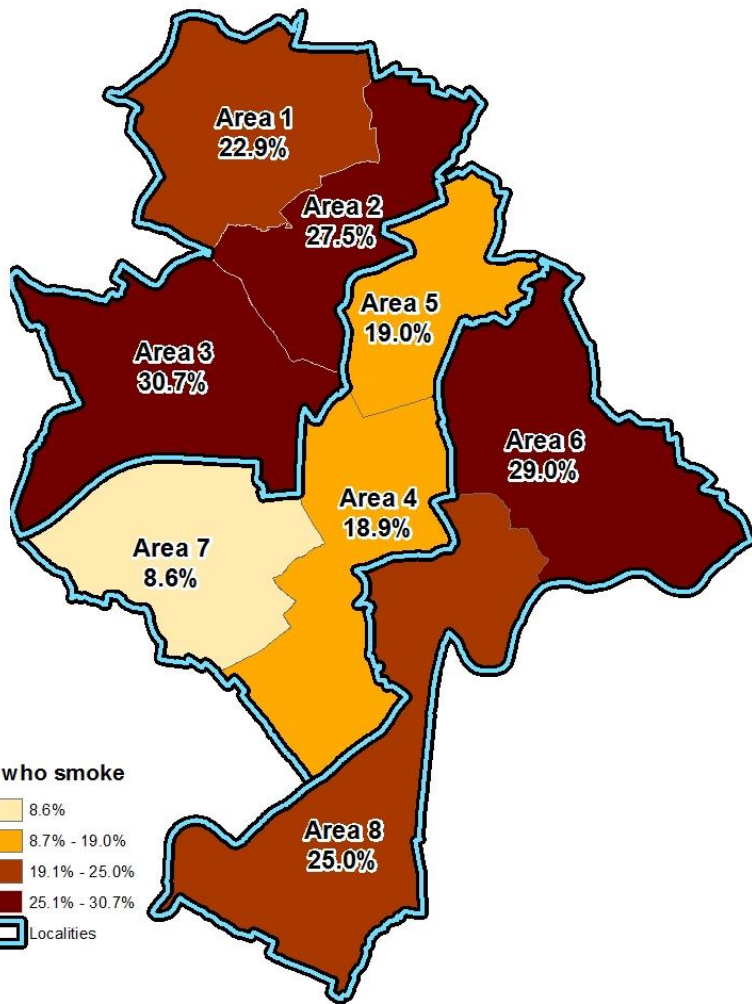
(new indicator 2016)



[^]Statistically significant difference to 2016 results at the 95% confidence level

Smoking

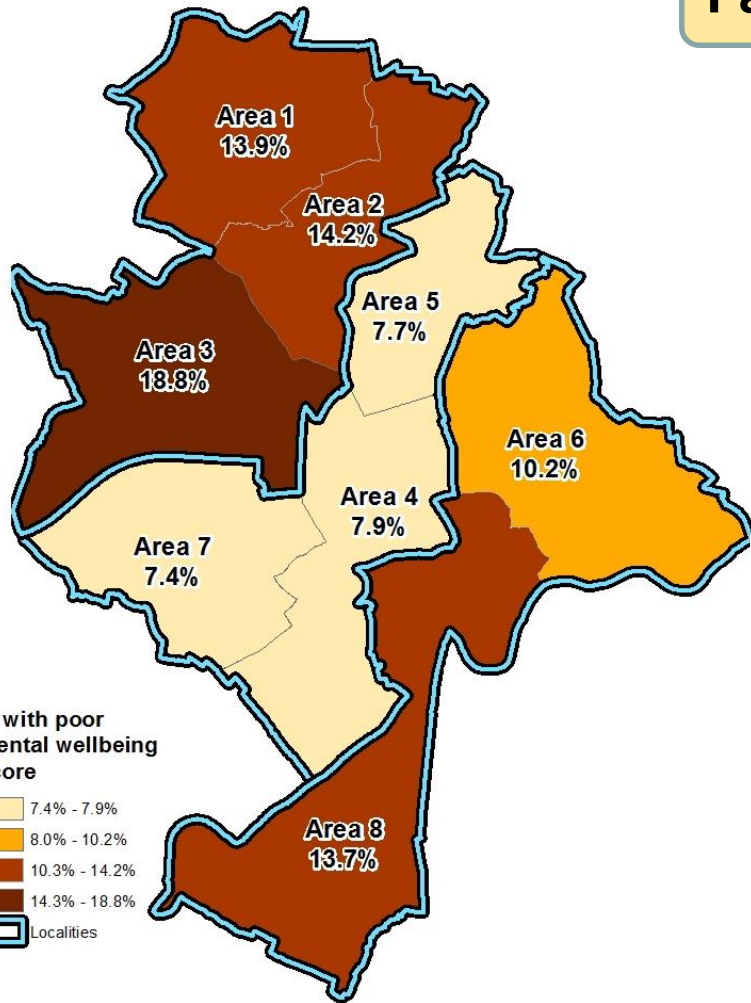
Smoking rates are at 23%, which is broadly unchanged since 2015. These levels are below the England average which is 15.5%¹



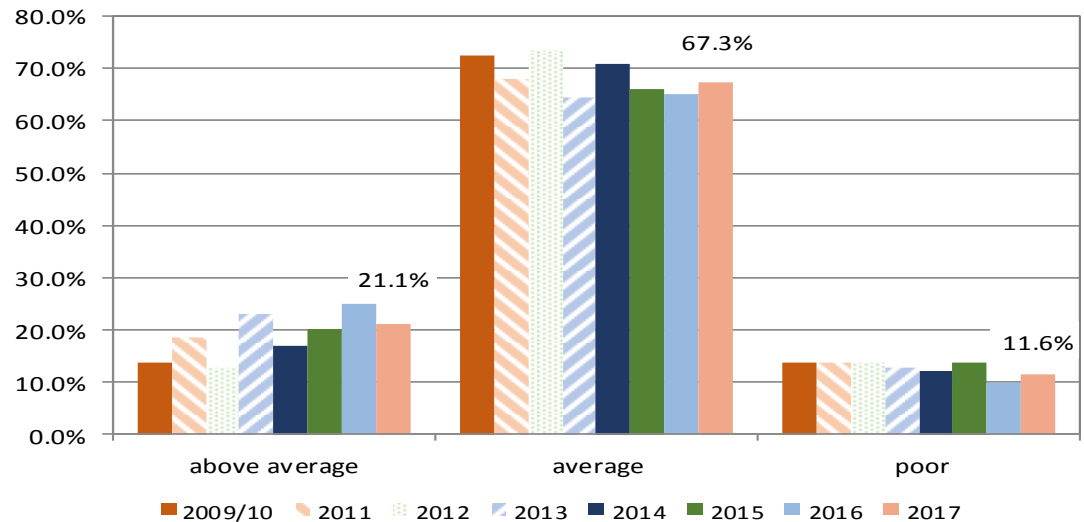
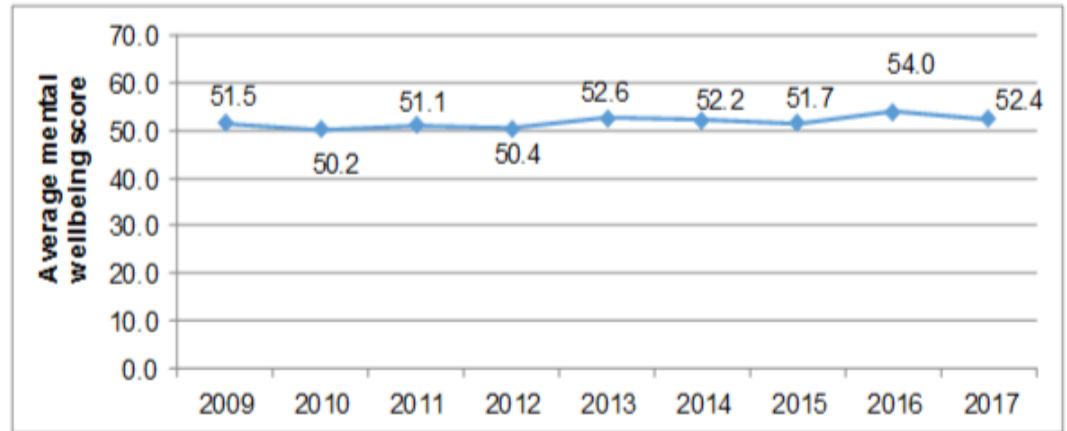
¹(2016 Annual Population Survey)

Mental wellbeing

Percentage of respondents with a poor mental wellbeing score.



Fall in the average wellbeing score to 52.4[^]



Other Health Related Measures

- 13% of respondents are at an increasing or higher risk of developing alcohol-related health problems (no change from 2016)
- 25.3% of respondents use public transport to get to work (a slight increase from last year 24%*) and there has been a decrease in those who walk or cycle at 18.8% (previously 19.5%*)
- 45% of respondents visit a park or open space at least once a week (46% in 2016*) new indicator in 2016

Comparators with other LAs

Indicator	Nottingham Score (Dec 2017)	LGA national score (Feb 2017)
Satisfaction with local area as a place to live	85%	80%
Satisfaction with cleanliness of local area	70%	70%
Satisfaction with the way the council runs things	72%	65%
Agreement that the Council provides value for money	63%	47%
Feeling informed about Council services and benefits	75%	60%

Polling on resident satisfaction with councils (Feb 2017) (LGA)

Summary

- 2017 results continue to be high in comparison to 2014 and 2015.
- Comparatively we continue to perform well.
- Although there are some areas of decrease, satisfaction is still higher than in 2014 and 2015.