

DRAFT
RESIDENTS SATISFACTION SURVEY 2005

Insert intro letter here on first page

LIVING IN GEDLING BOROUGH

Q1 *Thinking about living in Gedling Borough, how satisfied are you with the Borough as a place to live?*

- Very satisfied*
- Fairly Satisfied*
- Neither satisfied nor dissatisfied*
- Fairly dissatisfied*
- Very dissatisfied*
- Don't know*

Q2. *How do you think living in Gedling Borough compares with most other areas as a place to live?*

- Better*
- Worse*
- About the Same*
- Don't know*

Q3. *What would you say are the three best things about living in Gedling Borough?*

Free text answer

Q4. *What would you say are the three worst things about living in Gedling Borough?*

Free text answer

Q5. *Taking all things into account, over the past two years has living in Gedling Borough got better, stayed the same or got worse?*

- Better*
- Worse*
- About the Same*
- Don't know*

THE QUALITY OF LIFE IN YOUR AREA

Q6a. *Thinking about your neighbourhood, how would you rate the following facilities and activities?*

Please tick \surd one box for each

Excellent Good Fair Poor Don't know

Access to nature

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<i>Activities for children</i>					
<i>Activities for teenagers</i>					
<i>Affordable decent housing</i>					
<i>Building design and quality</i>					
<i>Clean streets</i>					
<i>Community activities</i>					
<i>Conservation of the historic environment</i>					
<i>Cultural facilities (e.g. cinemas, museums)</i>					
<i>Education provision</i>					
<i>Facilities for young children</i>					
<i>Health services</i>					
<i>Job prospects</i>					
<i>Landscaping and tree planting</i>					
<i>Parks and open spaces</i>					
<i>Public transport</i>					
<i>Race relations</i>					
<i>Road and pavement repairs</i>					
<i>Shopping facilities</i>					
<i>Sports and leisure facilities</i>					
<i>The level of crime</i>					
<i>The level of pollution</i>					
<i>The level of traffic congestion</i>					
<i>Wage levels and local cost of living</i>					

Q6b. Thinking about your *neighbourhood*, do you think each of the things listed below have got better or worse over the past two years, or stayed the same?

Please tick \surd one box for each

	Better	Stayed the same	Worse	Don't know
Access to nature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Activities for children</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable decent housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building design and quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Conservation of the historic environment</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (e.g. cinemas, museums)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for young children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job prospects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Landscaping and tree planting</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Wage levels and local cost of living

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COMMUNITY SAFETY ISSUES

Q7. How safe do you feel going about your neighbourhood alone during the daytime?

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't go out alone

Q8. How safe do you feel going about your neighbourhood alone during the evening and after dark?

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't go out alone

Anti-Social Behaviour

Q9a Thinking about your local *neighbourhood*, how much of a problem do you think are?

Please tick ✓ one box for each

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
Noisy neighbours or loud parties					
Teenagers hanging around on the streets					
Vandalism, graffiti and other deliberate damage to property or vehicles					
People being attacked <i>or abused</i> because of their skin colour, ethnic origin or religion					
People using or dealing drugs					
People being drunk or rowdy in public places					
People sleeping rough on the streets or in other public places					
Rubbish and litter lying around					

Abandoned or burnt out cars

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Graffiti

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Dog Fouling

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Q9b Thinking about your neighbourhood, do you think each of the things listed below have got better or worse over the past year, or stayed the same?

Please tick one box for each

Better Stayed the same Worse Don't know

Noisy neighbours or loud parties

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Teenagers hanging around on the streets

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Vandalism, graffiti and other deliberate damage to property or vehicles

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People being attacked *or abused* because of their skin colour, ethnic origin or religion

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People using or dealing drugs

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People being drunk or rowdy in public places

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People sleeping rough on the streets or in other public places

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Rubbish and litter lying around

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Abandoned or burnt out cars

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Graffiti

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Dog Fouling

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YOUNG PEOPLE

Q10. For each of these statements, please tick the box which most closely relates to your view of young people in your neighbourhood

Please tick <input type="checkbox"/> one box for each	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	No opinion
Young People in my neighbourhood are well behaved and don't cause me any problems						
There's not enough for young people to do around here						
There's plenty for young people to do around here						
It's OK for young people to hang around in groups as long as they don't cause trouble and upset other people						
I find young people hanging around in groups in my neighbourhood intimidating						
Most anti-social behaviour in this neighbourhood is not caused by young people						
Young people are more often victims of crime and anti-social behaviour round here than perpetrators of it						

COMMUNITY ACTIVITY

Q11. Which of these community and voluntary activities are you currently involved with? (Please tick all you are involved with)

- **Community Support** – e.g. Charitable groups; Neighbourhood Watch; Victim Support
- **Social Groups** – e.g. Women's Institute; Coffee Mornings; organising social events
- **Leisure and recreational groups** – e.g. sporting or hobby groups
- **Church activities**
- **Support for children's and youth activities** – e.g. youth clubs; children's sports clubs; PTAs; playgroups; scouts and guides
- **Political activity** – e.g. political parties; trade unions
- **Support for older people** – e.g. Age Concern; social care; providing transport
- **Formal representative roles** – e.g. School Governor; Parish Councillor
- **Other** – please state
- **None of these** – Please say why you choose not to be involved

YOUR LOCAL AUTHORITY

Gedling Borough Council provides many services to the local community and also has a role in planning, supporting, encouraging or overseeing many other services. We would like to hear your views on those services.

Waste and Litter Services

Q12 Gedling Borough Council has a duty to keep all open public land which it controls clear of litter and refuse. How satisfied or dissatisfied are you that Gedling Borough Council has kept this land clear of litter and refuse?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know

Q13 Gedling Borough Council undertakes *weekly* collection of household waste (*alternating collection of recyclable and non-recyclable materials each week in some areas*). How satisfied or dissatisfied are you with the waste collection service?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know

Recycling

Q14 Gedling Borough Council provides a range of local recycling facilities such as banks based in car parks across the Borough for the collection of recyclable items including paper, cans, textiles, shoes, books, glass and plastics. Please indicate whether you are satisfied or dissatisfied with this service.

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know

Q15 Gedling Borough Council undertakes a fortnightly collection of waste for recycling. Please indicate whether you are satisfied or dissatisfied with this service.

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know

Cultural and Recreational activities and venues

Gedling Borough Council directly supports cultural and recreational activities and venues. The Authority’s licensing and planning responsibilities also make a difference to the level of private and voluntary cultural provision in your area.

Q16. Please indicate how frequently you have used the following cultural and recreational services provided or supported by Gedling Borough Council in the last 12 months.

	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Don't know
Sports/leisure facilities & events								
Parks/open spaces								

Q17 Please indicate how satisfied or dissatisfied you are with each of the following service provided or supported by Gedling Borough Council. (PLEASE ANSWER WHETHER YOU HAVE USED THESE SERVICES OR NOT)

	Very satisfied	Fairly satisfied	Neither satisfied not dissatisfied	Fairly dissatisfied	Very dissatisfied
Sports/leisure facilities & events					
Parks/open spaces					

Information Provision

Q18 How well informed do you think Gedling Borough Council keeps residents about the services and benefits it provides?

Keeps us very well informed	Keeps us fairly well informed	Give us only a limited amount of information	Doesn't tell us much at all about what it does	Don't know

Overall Satisfaction with Gedling Borough Council

Q19 Taking everything into account, how satisfied or dissatisfied are you with the way Gedling Borough Council runs things?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know

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HAVE THINGS GOT BETTER OR WORSE?

Q20 Thinking about the way Gedling Borough Council runs things, do you think this has got better or worse over the last two years, or has it stayed the same?

Better Stayed the same Worse Don't know

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Q21 For each of the following services provided by Gedling Borough Council, do you think the service has got better or worse over the last two years, or has it stayed the same?

Please tick ✓ one box for each

Better Stayed the same Worse Don't know

Keeping public land clear of litter and refuse				
Collection of household waste				
Local recycling facilities				
Doorstop collection of items for recycling				
Sport/leisure facilities				
Theatres/Concert Halls				
Parks and open spaces				

PRIORITIES FOR THE FUTURE

Gedling Borough Council's current priorities are to: -

- Improve Community Safety
- Develop facilities, activities and a safe environment for children and young people
- Improve the Borough's appearance.

Q22a. Do you think these are still the right priorities for the Borough? Y/N

22b. Should we reduce the priority attached to any of these three issues? Y/N
If so, please state which one and why?

23c. Are there any other issues you think we should prioritise?

Q23. Each year the Council considers new projects to take forward its priorities in the years ahead. As we begin work on developing projects, we would appreciate your ideas on the sort of projects we should take forward.

Please indicate the extent to which you agree with the following statements.

Please tick <input type="checkbox"/> one box for each	<i>Strongly agree</i>	<i>Agree</i>	<i>Neither agree nor disagree</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>No opinion</i>
<i>The Council should invest more facilities in communities, to be run and managed by those communities</i>						
<i>The Council should invest more in providing hi-visibility foot patrols for the Borough's streets and parks</i>						
<i>The Council should share services with other councils if it helps deliver services more efficiently</i>						
<i>It's better for the Council to deliver high quality services efficiently than to go for the cheapest option</i>						
<i>The Council should work with private companies to provide services if this means services can be delivered more efficiently</i>						
<i>The Council should spend more on services to support young people and provide facilities for them</i>						
<i>The Council should spend more on cleaning streets and making sure rules on litter and flytipping are obeyed</i>						

ABOUT YOURSELF

To ensure that we are meeting the needs of all residents it is important that we ask you a few questions about yourself. As with all the questions your answers will be completely confidential.

Q24 Are you male or female Male Female

Q25 What was your age on your last birthday? (Please write in) _____ years

Q26 Please enter your postcode here

Q27 How long have you/your household been living in your current accommodation?

Under 1 year	<input type="checkbox"/>	11 – 20 years	<input type="checkbox"/>
1 – 2 years	<input type="checkbox"/>	21 + years	<input type="checkbox"/>
3 – 5 years	<input type="checkbox"/>	Don't know/ can't remember	<input type="checkbox"/>
6 – 10 years	<input type="checkbox"/>		

Q28 How long have you/your household been living in this area?

Under 1 year	<input type="checkbox"/>	11 – 20 years	<input type="checkbox"/>
1 – 2 years	<input type="checkbox"/>	21 + years	<input type="checkbox"/>
3 – 5 years	<input type="checkbox"/>	Don't know/ can't remember	<input type="checkbox"/>
6 – 10 years	<input type="checkbox"/>		

Q29 In which of these ways does your household occupy your current accommodation?

Owned outright	<input type="checkbox"/>	Rent from Housing Association/Trust	<input type="checkbox"/>
Buying on mortgage	<input type="checkbox"/>	Rented from private landlord	<input type="checkbox"/>
Rent from Council	<input type="checkbox"/>	Other (please write in) _____	

Q30 How many adults aged 18 or over are living here?

One	<input type="checkbox"/>	Four	<input type="checkbox"/>
Two	<input type="checkbox"/>	Five	<input type="checkbox"/>
Three	<input type="checkbox"/>	More than 5 (please write in) _____	

Q31 Which of these activities best describes what you are doing at present?

Please tick one box

Employee in full-time job (30 hours plus per week)	<input type="checkbox"/>	Unemployed and available for work	<input type="checkbox"/>
Employee in part-time job (under 30 hours per week)	<input type="checkbox"/>	Permanently sick or disabled	<input type="checkbox"/>
Self employed full or part-time	<input type="checkbox"/>	Wholly retired from work	<input type="checkbox"/>
On a government supported training Programme (e.g. Modern Apprenticeship, Training for Work)	<input type="checkbox"/>	Looking after the home	<input type="checkbox"/>
Full-time education at school, college or university	<input type="checkbox"/>	Doing something else (please write in)	<input type="text"/>

Q32 Do you have any long-standing illness, disability or infirmity? (Long standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)

Yes No → Please go to Q32

Q33 Does this illness or disability limit your activities in any way?

Yes No

Q34 To which of these groups do you consider you belong? Please tick one box

White

British

Irish

Any other white background (please write in)

Chinese

Black or Black British
Caribbean

African

Any other Black background (please write in)

Mixed

White & Black Caribbean

White & Black African

White & Asian

Any other mixed background (please write in)

Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background (please write in)

Other Ethnic Group (please write in)
