

In this special edition of *Contacts* we have told you about the services we provide, how those services are performing and how much they cost.

In this questionnaire, we'd like you to tell us what you think of these services and give us your views on whether or not we should protect those services from savings as we deal with the deficit.

We have appointed an independent research company to advise on this questionnaire and to analyse the results. You will need to send the questionnaire back to this company – the address is at the end of the questionnaire. Alternatively you can fill it in online at [www.gedling.gov.uk](http://www.gedling.gov.uk)

## Gedling Borough Council - Services

Gedling Borough Council provides many services to the local community. Some of these are services all residents use and benefit from every day – others are services which people may use from time to time but provide wider benefits for the community. We would like to hear your views on those services.

### Q.1 How satisfied are you with the following services we provide that benefit all residents every day?

Please tick one box on each row

	Very satisfied	Fairly satisfied	Neither satisfied	Fairly satisfied nor dissatisfied	Very dissatisfied	It does not apply/ Don't know
1a. Household waste collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1b. Street cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1c. Parks and open spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1d. Council tax collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Q.2 Please tell us if you have used any of the services listed below that we provide over the past 12 months and tell us how frequently you have used them?

Please tick one box on each row

	At least once a week	About once a month	Within the last 6 months	Within the last year	Never used	It does not apply/ Don't know
2a. Leisure centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2b. Community Centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2c. Leisure & arts development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2d. Events and shows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2e. Planning services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2f. Housing benefit collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2g. Community Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2h. Licensing and public health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2i. Customer services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IF YOU HAVE NOT USED ANY OF THESE SERVICES IN THE PAST YEAR PLEASE GO TO QUESTION 4

If you require a large print version of this questionnaire please contact Strategy and Performance on 0115 901 3803

You can also complete this questionnaire online at [www.gedling.gov.uk](http://www.gedling.gov.uk)

# HAVE YOUR SAY

## Gedling Borough Council - Services (continued)

**Q.3** If you have used any of these services over the past 12 months, please tell us how satisfied or dissatisfied you are with the service?

Please tick one box on each row

	Very satisfied	Fairly satisfied	Neither satisfied	Fairly satisfied nor dissatisfied	Very dissatisfied	It does not apply/ Don't know
<b>3a. Leisure Centres</b> (Arnold, Carlton Forum, Calverton, Redhill, Richard Herrod)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3b. Community Centres</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3c. Bonington Theatre</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3e. Applying for Housing or Council Tax Benefit</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3f. Housing advice and support</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## The Council overall

**Q.4** To what extent would you agree that Gedling Borough Council provides good value for money?

Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q.5** Overall, how well informed do you feel about the Council and its work?

Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q.6** Taking everything into account, how satisfied or dissatisfied are you with the way Gedling Borough Council runs things?

Very satisfied	Fairly satisfied	Neither satisfied	Fairly satisfied nor dissatisfied	Very dissatisfied	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## About you

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.

**Q.10 Are you male or female?**  Male  Female

**Q.11 What was your age on your last birthday?** (Please write in) \_\_\_\_\_ years

**Q.12 Which of the descriptions best describes you?**

- Borough resident
- Managing or running a business in the Borough and also a Borough resident
- Managing or running a business in the Borough but living outside the Borough

**Q.13 Please enter the first four digits of your postcode.**

Home \_\_\_\_\_ Business (if you are completing as business owner) \_\_\_\_\_

**Q.14 Do you have any long-term illness, health problem or disability that limits your daily activities or the work that you do?**

- Yes  No

**Q.15 To which of these groups do you consider you belong?**

Please tick one box or write in.

### WHITE

- British
- Irish
- Any other White background  
please write in \_\_\_\_\_

### MIXED

- White & Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background  
please write in \_\_\_\_\_
- Chinese
- Gypsy/ Traveller

### BLACK OR BLACK BRITISH

- Caribbean
- African
- Any other Black background  
please write in \_\_\_\_\_

### ASIAN OR ASIAN BRITISH

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background  
please write in \_\_\_\_\_
- Other ethnic group please write in \_\_\_\_\_

Thank you very much for taking part in this survey.

Please return your completed questionnaire as soon as possible to:

**FREEPOST SMSR LTD 51-52 Market Place Hull HU1 1RQ (no stamp needed)**

**or fill in the survey online [www.gedling.gov.uk](http://www.gedling.gov.uk)**