

Gedling Conversation 2017

Residents' Satisfaction Survey

Gedling Borough Council is really keen to hear your views about the area you live in and about the Council's services and performance. The questionnaire should only take about 5 minutes to complete. Thank you!

1. How satisfied or dissatisfied are you with your local area as a place to live?
(that is, the area within 15 minutes' walk from your home)

- Very satisfied*
- Fairly satisfied*
- Nether satisfied nor dissatisfied*
- Fairly dissatisfied*
- Very dissatisfied*
- Don't know*

2. How satisfied or dissatisfied are you with Gedling Borough Council?

- Very satisfied*
- Fairly satisfied*
- Nether satisfied nor dissatisfied*
- Fairly dissatisfied*
- Very dissatisfied*
- Don't know*

3. Do you think 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*

4. How well informed do you feel about Gedling Borough Council and what we do?

- Very well informed*
- Fairly well informed*
- Not very well informed*
- Not well informed at all*
- Don't know*

5. How safe or unsafe do you feel when outside in your local area?

	<i>Very safe</i>	<i>Fairly safe</i>	<i>Neither safe nor unsafe</i>	<i>Fairly unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
After dark	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
During the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. How satisfied or dissatisfied are you with the cleanliness of your local area?

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

7. How satisfied or dissatisfied are you with the quality of parks and open spaces within the borough?

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

8. How satisfied or dissatisfied are you with your rubbish/recycling collection service?

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

9. How satisfied or dissatisfied are you with the ways you can contact us?

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

10. How satisfied or dissatisfied are you with our response when you have contacted us?

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

11. The following is a list of some of the public services that are provided in Gedling. Please tick the top 5 that are most important to you.

- Tackling crime and anti - social behaviour
- Refuse collection
- Helping people get a job
- Parks and public playgrounds
- Health services (Doctors, dentist, chemists etc.)
- Keeping the place clean (removing litter, fly-tips, graffiti etc.)
- Care and support for elderly people
- Leisure centres and sports facilities
- Maintaining roads and pavements
- Providing services and activities for children and young people
- Public transport
- Supporting local businesses
- Helping people find a home
- Providing community and local events (such as Arnold Carnival and Gedling Show)
- Local schools and education needs

12. The following is a list of some of the public services that are provided in Gedling. Please tick the top 5 things that are least important to you.

- Tackling crime and anti - social behaviour
- Refuse collection
- Helping people get a job
- Parks and public playgrounds
- Health services (Doctors, dentist, chemists etc.)
- Keeping the place clean (removing litter, fly-tips, graffiti etc.)
- Care and support for elderly people
- Leisure centres and sports facilities
- Maintaining roads and pavements
- Providing services and activities for children and young people
- Public transport
- Supporting local businesses
- Helping people find a home
- Providing community and local events (such as Arnold Carnival and Gedling Show)
- Local schools and education needs

13. The following is a list of some of the public services that are provided in Gedling. Please tick the top 5 in need of improvement.

- Tackling crime and anti - social behaviour*
- Refuse collection*
- Helping people get a job*
- Parks and public playgrounds*
- Health services (Doctors, dentist, chemists etc.)*
- Keeping the place clean (removing litter, fly-tips, graffiti etc.)*
- Care and support for elderly*
- Leisure centres and sports facilities*
- Condition of the roads and pavements*
- Providing services and activities for children and young people*
- Public transport*
- Supporting local businesses*
- Helping people find a home*
- Providing community and local events (such as Arnold Carnival and Gedling*
- Local schools and educational needs*

14. To what extent do you think Gedling Borough Council responds to the concerns of local residents?

- A great deal*
- A fair amount*
- Not very much*
- Not at all*
- Don't know*

15. To what extent do you agree or disagree that your local area is a place where people get on well together?

- Strongly agree*
- Tend to agree*
- Neither agree nor disagree*
- Tend to disagree*
- Strongly disagree*
- Don't know*

16. Listed below are the values that we stand for. To what extent do you agree or disagree that we live them out:

	<i>Strongly agree</i>	<i>Fairly agree</i>	<i>Neither agree or disagree</i>	<i>Tend to disagree</i>	<i>Don't know</i>
Gedling is a competent Council that delivers on its promises, acts professionally and can be trusted to provide good quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gedling is a co-operative Council that listens to and involves its citizens, partners and employees in playing an active part in creating a prosperous future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gedling is a commercial Council that is innovative in its use of resources and focused on achieving value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gedling is a compassionate Council that reaches out to the lonely and marginalised and encourages others to do the same	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gedling is a considerate Council that recognises and respects difference and is sensitive to the impact of its actions on others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tell us a little bit about yourself (this is just so we can identify how different people in different parts of Gedling respond. We won't be sharing any personal information)

17. What is your postcode?

18. What is your gender?

- Male
- Female

19. What age group are you in?

- 15 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 and over

20. To which of these groups do you consider you belong?

- White, British
- White, Irish
- Black or Black British, Caribbean
- Black or Black British, African
- Asian or Asian British, Indian
- Asian or Asian British, Pakistani
- Asian or Asian British, Bangladeshi
- Mixed, White and Black, Caribbean
- Mixed, White and Black, African
- Mixed, White and Asian
- Chinese
- Gypsy/Traveller

Any other background

Thank you for completing this questionnaire

Results will be published in the Contacts magazine in XXX edition and at www.gedling.gov.uk/gedlingsurvey

We will treat all the information you give us in confidence in accordance with the Data Protection Act 1998.