

Residents' Satisfaction Survey 2021

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*

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

7.

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

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

8.

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

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

9.

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

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

10.

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

11. Please tick the description that best describes Gedling Borough Council.
You can tick as many or as few options as you wish:

- Forward thinking*
- Responsive*
- Caring*
- Professional*
- Accessible*
- Inflexible*
- Bureaucratic*
- Outdated*
- Unapproachable*

To what extent do you agree or disagree with the following:

12. I think that Gedling Borough Council responds to the concerns of local residents.

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

13. My local area has got better in the last two years:

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

I think that my local area is a place where people get on well together:

14.

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

15.

I feel that I belong to my neighbourhood.

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

16.

I have positive experience of building and maintaining positive relationships in my area.

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

17. From the whole list tick the top five that are most important to you.

Gedling Borough Council functions:

- Refuse collection
- Parks and public playgrounds
- Keeping the place clean (removing litter, fly-tips, graffiti etc.)
- Leisure centres and sports facilities
- Providing community and local events (such as Arnold Carnival, events for young people)
- Helping people find a home (Homelessness)
- Supporting local businesses
- Revitalising local shopping areas
- Helping people get a job
- Tackling crime and anti - social behaviour (Neighbourhood Wardens, Public Protection)

Functions of Notts County Council or other agencies:

- Health services (Doctors, dentists, chemists etc.)
- Care and support for elderly people
- Maintaining roads and pavements
- Public transport
- Providing services and activities for children and young people
- Local schools and education needs

18. From the whole list tick the top five that are least important to you.

Gedling Borough Council functions:

- Refuse collection
- Parks and public playgrounds
- Keeping the place clean (removing litter, fly-tips, graffiti etc.)
- Leisure centres and sports facilities

- Providing community and local events (such as Arnold Carnival, events for young people)*
- Helping people find a home (Homelessness)*
- Supporting local businesses*
- Revitalising local shopping areas*
- Helping people get a job*
- Tackling crime and anti - social behaviour (Neighbourhood Wardens, Public Protection)*

Functions of Notts County Council or other agencies:

- Health services (Doctors, dentists, chemists etc.)*
- Care and support for elderly people*
- Maintaining roads and pavements*
- Public transport*
- Providing services and activities for children and young people*
- Local schools and education needs*

19. Please tick the top five that are most in need of improvement.

Gedling Borough Council functions:

- Refuse collection*
- Parks and public playgrounds*
- Keeping the place clean (removing litter, fly-tips, graffiti etc.)*
- Leisure centres and sports facilities*
- Providing community and local events (such as Arnold Carnival, events for young people)*
- Helping people find a home (Homelessness)*
- Supporting local businesses*
- Revitalising local shopping areas*
- Helping people get a job*
- Tackling crime and anti - social behaviour (Neighbourhood Wardens, Public Protection)*

Functions of Notts County Council or other agencies:

- Health services (Doctors, dentists, chemists etc.)
- Care and support for elderly people
- Maintaining roads and pavements
- Public transport
- Providing services and activities for children and young people
- Local schools and education needs

20. To what extent has COVID 19 pandemic affected your:

	A great deal	A fair amount	Not very much	Not at all	Don't know
<i>Financial Wellbeing:</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Physical health:</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Mental health:</i>	<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).

21. What is your postcode?

22. What is your gender?

- Male
- Female

Other ()

23. 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

24. 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

After 236 young people completed our winter survey, we want to hear their views again! Our post-lockdown Young People's Survey for 11-18 year olds is on-line now **(add link)**. Please let young people in your household know about this.

Optional

Your email _____

Please tick the box if you would like to stay up to date with the council's latest news by email. We will not pass on your details to any third parties.

For information about how Gedling Borough Council uses any personal information that you may provide as part of this survey visit www.gedling.gov.uk/surveys/privacy

Thank you for completing this questionnaire

