

Residents' Survey Results 2015

Question	2015 result	2012 result (unweighted)
Percentage of people who have overall satisfaction with their local area as a place to live	90%	91%
Percentage of people satisfied with the way the Council runs things	76%	80%
Percentage of people who agree that the Council provides good value for money	65%	61%
Percentage of people who will speak positively about the Council.	60%	61%
Percentage of people who think the Council acts on the concerns of local residents	56%	69%
Percentage of people who feel they belong to their local area	80%	83%
Percentage of people who feel safe when outside in their local area after dark	80%	72%
Percentage of people who feel safe when outside in their local area during the day	94%	93%
Percentage of people who think the Council keeps them well informed.	74%	81%
Percentage of people who trust the Council	67%	71%
Percentage of people who agree that people from different backgrounds get on well together in their local area	57%	55%
Percentage of people who agree that local people pull together to improve their local area	59%	61%
Percentage of people who agree that they can influence decisions that affect their local area	37%	42%
Percentage of people who are satisfied with Rushcliffe Reports	65%	62%
Percentage of people satisfied with the variety of ways they can contact the Council	72%	79%
Percentage of people who are likely to do business with the Council through the website	56%	55%
<i>Reasons why people are unlikely to do business with the Council through the website:</i>		
Bad previous experience	9/208 = 4.3%	
Prefer to deal by post/phone/in person	53/208 = 25.5%	
They do not think it is safe / security issues	25/208 = 12.0%	
Not computer literate	25/208 = 12.0%	
No computer or not online	61/208 = 29.3%	
No need / prefer not to	35/208 = 16.8%	

Question	2015 result	2012 result (unweighted)
Percentage of people who are satisfied with street cleanliness	71%	70%
Percentage of people who are satisfied with parks and open space cleanliness	78%	74%
Percentage of people who are satisfied with the refuse and recycling service	80%	81%
<i>Percentage of people who feel that the following factors are a problem in their local area:</i>		
Noisy neighbours or loud parties	7%	6%
Teenagers hanging around the streets	13%	21%
Rubbish or litter lying around	26%	22%
Vandalism, graffiti and other deliberate damage to property or vehicles	9%	14%
People using or dealing drugs	12%	12%
People being drunk or rowdy in public places	8%	9%
Abandoned or burnt out cars	1%	2%
Dog fouling	29%	38%
Percentage of people who are aware of the Council's events programme	92%	89%
Percentage of people who are satisfied with a Council event they have attended	84%	73%
Percentage of people who have used the Council's planning service	53%	42%
Percentage of people who are satisfied with the Council's planning service	52%	59%