



Report to: Policy & Performance Improvement Committee– 28 October 2024

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Report Summary	
Report Title	Resident Survey Temperature Check – Findings
Purpose of Report	To provide a summary of the findings of the Resident Survey Temperature Check.
Recommendation to Exclude Press & Public	<p>That the Policy and Performance Improvement Committee note the findings of the Resident Survey Temperature Check.</p> <p>The Community Plan 2023-2027 set out that it is important to listen to the views of our residents; to capture district wide views of residents, using this feedback to allow us to drive service improvement and deliver services that meet the needs of residents.</p> <p>The Council conducts a district wide consultation every four years, with the next planned resident survey planned for 2026.</p>

1.0 **Background**

- 1.1 The Council’s Community Plan is a key document that sets out the Council’s values and purpose as well as its objectives for the next four years. The current Community Plan, covering 2023 to 2027, was informed by the 2022 resident survey.
- 1.2 The 2022 Resident Survey was a district wide consultation, in which all residents over the age of 16 had the opportunity to share their feedback on our services and tell us what is important to them in their local area. The open survey received 4,577 responses, which equated to a 3.7% response rate.
- 1.3 The consultation had a three-pronged approach, and all the consultation was undertaken between May and July 2022. The three elements were:
- An open survey that could be completed by any district resident over 16,
 - A representative sample was gathered to sense check the open survey, and
 - A series of focus groups which were held to gather the views of underrepresented groups.

- 1.4 The open survey consisted of 16 questions, mostly multiple choice with some open questions to provide residents with space to expand on their answers. Respondents were asked a range of questions to gather a picture of their experiences as a resident, their satisfaction with Council services and their views on their local area. There was an online survey with paper copies available on request (paper was used by 1%). The survey was promoted through social media and council newsletters as well as leafletting, posters and banners across the district.
- 1.5 This consultation showed us that resident priorities have remained consistent since 2018. Residents have a continued focus on roads and pavements, health services, tackling ASB and crime and keeping the streets and public areas clean and tidy, but some areas of improvement have shifted with an increased focus on regeneration of town centres.
- 1.6 Customer contact had changed with more people getting in touch with the Council than before. In terms of resident aspirations, the main themes were wanting clean and green streets and public spaces, better recycling facilities (especially kerbside services) and receiving clear, consistent and timely communication from the Council.
- 1.7 The Community Plan guides the priorities of the Council across a 4 year term of office, as such following the Local Elections of May 2023 it was necessary to review and redevelop our community plan. This in addition to progress being made across a stream of projects detailed as important by our residents such as Town centre development, the introduction of a kerbside glass service and digital transformation works making it easier for our customers to keep up to date. With these changes in mind a follow up sample survey was requested by the Senior Leadership Team (SLT).

2.0 Our Approach

- 2.1 In July 2024, a report was presented which outlined to SLT the proposals for the approach for undertaking the temperature check, which was subsequently approved.
- 2.2 The aim was to align this survey with the Local Government Association (LGA) project 'Are you being served?' The LGA conducts regular national telephone polling of resident's satisfaction with local government, three times a year.
- 2.3 As such, the same resident satisfaction questions and guidance to enable us to benchmark against these national and regional results whilst also providing a familiar and proven method of interaction.
- 2.4 Telephone/conversational methods can bring out more thorough and substantial responses and allows the interviewer to manage understanding before logging responses. For example, if we were to ask for a satisfaction of council services in an online survey, we may get low ratings due to a service that the council does not manage, such as pothole repairs. In conversation we can discuss and ensure the respondent understands the council's key functions before noting their response. Moreover, research has shown if the question features a ratings scale, telephone poll respondents are more likely than online survey respondents to select extremely positive answers but are not more likely to give extremely negative responses.

2.5 The target sample set was between 100-200 survey respondents. There were several options considered in order to target residents from around the district. Section 3 of this report describes how the surveys were conducted and the groups of residents that we consulted with.

3.0 The Survey

3.1 There are 14 questions in the LGA question set and they cover the following areas:

- satisfaction with the local area as a place to live.
- satisfaction with the way the council runs things.
- value for money
- council responsiveness
- how well informed the council keeps residents.
- advocacy
- community identity
- community safety
- trust in the council.
- satisfaction with services
- community cohesion
- anti-social behaviour.

The questions in full can be found at **Appendix 1**.

4.0 Conducting the Survey

4.1 It was agreed that the Resident Panel, which had recently been refreshed, with 247 residents signed up and the Engaged Tenant Group, made up of 217 tenants across the district, would be contacted to invite them to take part in a resident survey via telephone.

4.2 On the 18 July 2023, these groups were contacted via email and asked to complete a short survey to register their interest and confirm a time that would be convenient time to be contacted.

4.3 There were 127 total replies, which were used as the contact list for the telephone call surveys.

4.4 In addition to the telephone calls, we also conducted surveys in person, including GRT Community Engagement, Yorke Drive Family Fun Day & Refugee Coffee Morning.

5.0 Results: NSDC Resident Survey against LGA Survey Results

5.1 We collected 123 responses to the survey across telephone and face to face surveys.

Telephone Calls	In person events,
<ul style="list-style-type: none">• 94 residents spoken to, from a range of geographies	<ul style="list-style-type: none">• 29 residents spoken to

<ul style="list-style-type: none"> • Average call length was 13 minutes* 	
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**The average length of calls carried out by Transformation was 13 minutes. The longest call was 39 minutes and the shortest just over 5.*

Transformation conducted 62 of the 94 completed surveys. This consisted of 145 calls total, which included calls to residents that were unanswered. In this instance voicemails were left and we tried to call them back up to 2 further times.

Not reflected in the average length of call time was that customer services also spoke with 32 residents and conducted 42 calls. The actual number will be higher than this as customer services also made up to 3 attempts to any callers who did not answer.

- 5.2 The results are displayed in the table below and includes comparative data which is available from the LGA. The full comparative data can be found in **Appendix 2**.
- 5.3 Where comparison is available, the council has a score above the LGA on all, but one question. On questions 9, which asks residents about feelings of safety outside in the local area after dark, the Council scores 2% less than in the LGA survey.
- 5.4 The Council understands that crime and anti-social behaviour (ASB) can significantly impact the quality of life of our residents and communities and are committed to working with our partners and stakeholders to implement a range of measures and strategies to prevent and tackle crime and anti-social behaviour and improve the feelings of safety and well-being across our district.
- 5.5 Some of these measures over the last quarter include, which includes partnership and collaborative working. Further details are outlined in the Council's [Performance Report, Quarter 1](#).
- Promoting the Reporting of Anti-Social Behaviour
 - Using CCTV and Improving lighting
 - Nights of Action to address emerging ASB hotspots
 - Targeted street patrols where there are ASB hotspots
 - Working with partners on a staged approach to interventions with young people
 - Bid for funding
 - Early Intervention and Youth Diversionary Activities

QUESTION	LGA SCORE	NSDC SCORE
Q2. Very or fairly satisfied with the local area as a place to live.	75%	83%
Q3. Very or fairly satisfied with the way Newark and Sherwood District Council runs things.	55%	64%
Q4. Strongly or tend to agree that Newark and Sherwood District Council provides value for money.	38%	56%

Q5. Newark and Sherwood District Council acts on the concerns of local residents a great deal or fair amount.	47%	65%
Q6. Newark and Sherwood District Council keeps residents very or fairly well informed about the services and benefits it provides.	52%	72%
Q7. Residents speak positively of Newark and Sherwood District Council without being asked or when asked.		57%
Q8. How strongly do you feel you belong to your local area?		82%
Q9. Feeling very or fairly safe when outside in the local area after dark.	71%	69%
Q10. Feeling very or fairly safe when outside in your local area during the day.	91%	96%
Q11. Residents trust Newark and Sherwood District Council a great deal or a fair amount.	53%	74%
Q12. Very or fairly satisfied with the council's services.		77%
Q13. Definitely or tend to agree that the local area is a place where people from different ethnic backgrounds get on well together.		65%
Q14. Definitely or tend to agree that people in this local area pull together to improve the local area.		62%
Q15. This is a six-part question. Thinking about this local area, how much of a problem do you think each of the following are... 1) Noisy neighbours or loud parties 2) Rubbish or litter lying around. 3) Vandalism, graffiti and other deliberate damage to property or vehicles 4) People using or dealing drugs. 5) People being drunk or rowdy in public places. 6) Groups hanging around the streets.		1) 11% 2) 30% 3) 16% 4) 27% 5) 6% 6) 18%

6.0 Summary

6.1 The temperature check consultation has provided some really valuable insights, including how residents view the Council, feel within their local area and satisfaction with services.

The Council will conduct a district wide consultation in 2026.

7.0 Implications

7.1 **Financial Implications FIN24-25/4362**

There are no financial implications arising from this report.

7.2 **Equality and Diversity**

The Resident Panel group has recently been refreshed (Report presented to PPIC 02.09.24) with efforts ongoing to ensure that the demographic profile of the panel is as representative of the profile of the district as possible. The sample included other more underrepresented groups, such as the travelling community, tenants and refugees.

7.3 **Data Protection**

Information Governance have been consulted with in the development of this consultation and were satisfied. The Council has collected and hold personal information for the Resident Panel and Engaged Tenant group in accordance with policy and details of how the Council will manage personal information is shared and signposted to the Council's Privacy Notice.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.