

Consultation on the Corporate Objectives

Newark and Sherwood District Council

February 2019



Consultation occurred October to December 2018 to shape the Corporate Objectives for 2019-2023



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Summary

This report sets out the results of the consultation with residents and stakeholders, which took place between October and December 2018, and details how this information was used to shape NSDC's corporate objectives for 2019-2023. The consultation consisted of three strands:

- 27 Parish and Town Council's completed a questionnaire. This equates to a 36% response rate.
- 14 stakeholders provided feedback representing several key partnerships.
- 11,224 residents completed a survey equating to an 11.3% response rate.

Successes

- 83% of respondents are satisfied or very satisfied with their household waste and recycling collection service. This marks a 10% increase in resident satisfaction since 2008.
- 50% of respondents are satisfied or very satisfied with the leisure and sports facilities in their local area. This marks a 6% increase in resident satisfaction since 2008.
- 67% of respondents are satisfied or very satisfied with the parks and green open spaces in their local area. This marks a 1% increase in resident satisfaction since 2008.
- 58% of respondents are satisfied or very satisfied with the cleanliness of their local area. This is identical to the satisfaction rating received in 2008.
- 84% of respondents rated their experience getting in touch with NSDC as adequate or above and 78% rated their experience of NSDC dealing with their enquiry as adequate or above.
- The word most strongly associated with NSDC was **Satisfactory** closely followed by **Approachable** and the highest rated negative words were **Traditional** and **Slow**.
- 50% of respondents were satisfied or very satisfied with NSDC overall. This is a 9% increase in resident satisfaction since 2008.

Areas for Improvement

- 38% of respondents are satisfied or very satisfied with the cultural and arts offer in the district. This is a 6% fall in resident satisfaction since 2008.
- Residents are feeling more unsafe in their local area than 10 years ago. 5 in 100 residents feel unsafe or very unsafe in the day and 29 in 100 residents feel unsafe or very unsafe after dark.
- 68% of respondents agree or strongly agree that their area is a place where a range of people get on well together. This is a 7% decrease in feelings of "togetherness" since 2008.
- 32% of residents are satisfied or very satisfied with how NSDC responds to the concerns of its residents. This is a 12% decrease in resident satisfaction since 2008.
- 79% of respondents are satisfied or very satisfied with their local area as a place to live. This is a 3% decrease in resident satisfaction since 2008.
- 90% of respondents said it was important or very important to them to be able to live in a sustainable and environmentally aware way and only 1% said it was unimportant.
- The services identified as most important and most in need of improvement were; maintaining roads and pavements, tackling anti-social behaviour and reducing crime, providing health services such as doctors and dentists, keeping the streets and public areas clean and tidy and care and support for vulnerable groups.
- The services identified above were mirrored in the themes identified in the 4,601 resident comments with the top themes being; poor condition of roads and pavements, cleaner issues such as fly tipping, littering and dog fouling, lack of police presence, requests for better recycling and complaints regarding traffic and congestion.

Resident satisfaction with NSDC as a council is higher than it was 10 years ago with 85% of residents being neutral or satisfied with NSDC as a whole. However, overall, residents' perception of their local area is mixed with 31% of residents believing their local area has worsened in the last four years with dissatisfaction stemming from residents feeling unsafe, the condition of the roads and pavements, traffic, inadequate health services and cleanliness issues such as dog fouling and fly tipping.

1. Introduction

This report sets out the results of the consultation with residents and stakeholders on the corporate objectives for 2019 to 2023. Newark and Sherwood District Council (NSDC) always delivers quality services to its residents. However, having clear objectives ensures that NSDC can focus on value for money, direct resources to the areas and services that require attention and measure performance. This report details the results of the consultation and how this information was used to the NSDC corporate objectives for 2019-2023.

This report;

- Introduces the historic approach to NSDC objective setting
- Gives an overview of the key issues facing Newark and Sherwood
- Summarises the key themes of NSDC customer comments and complaints
- Summarises the results of the Resident Survey and stakeholder consultations, and
- Details how this information was used to shape the corporate objectives.

2. The Approach to Objective Setting

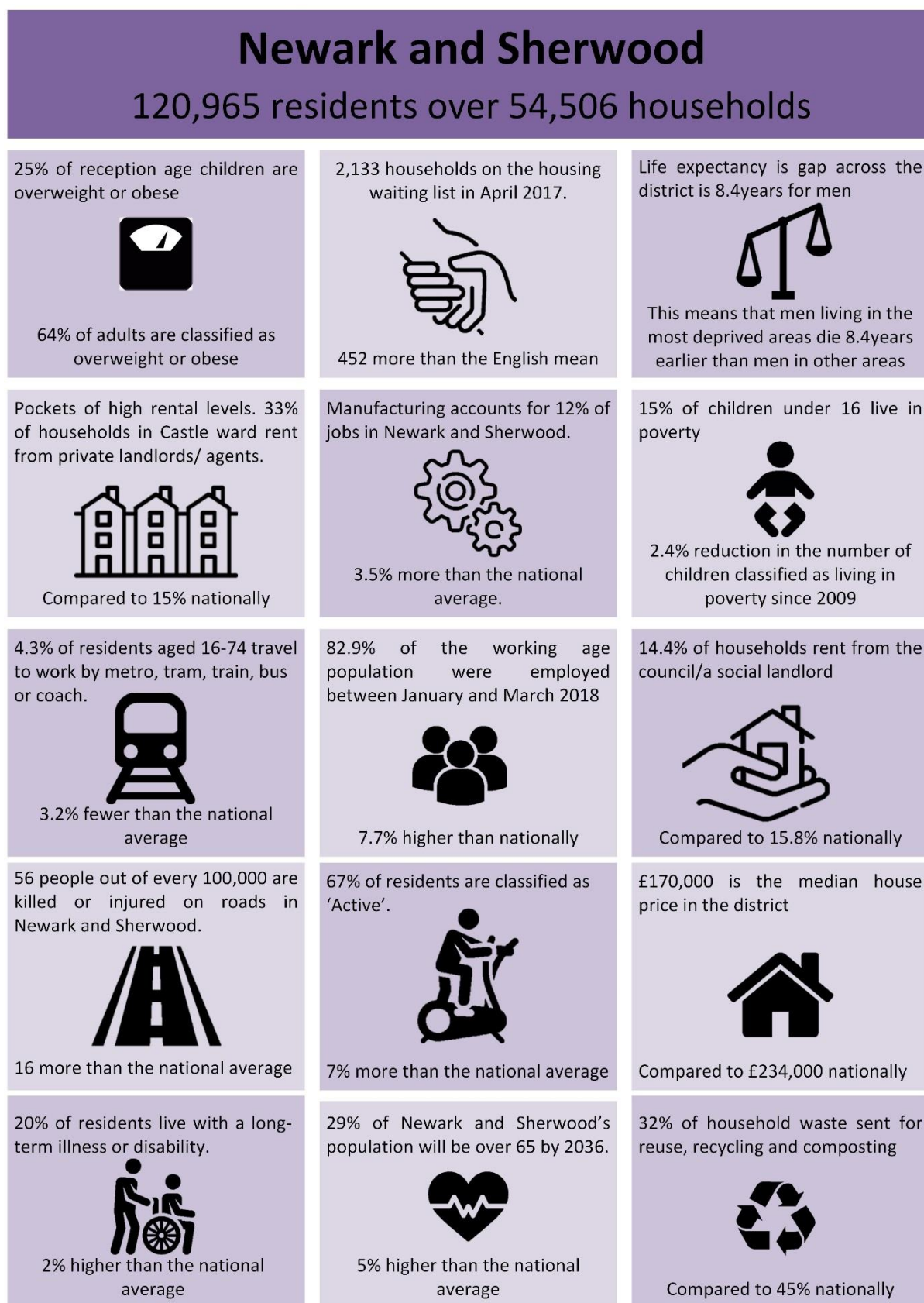
Historically the approach to consultation for the purpose of informing the corporate objectives has been mixed. The setting of the 2008-2012 objectives was led by public consultation, the 2012–2016 objective setting was led by member consultation whilst the 2016–2020 objectives was led by CMT informed by a small online public survey. For the 2019-2023 objectives a full consultation with residents and key stakeholders was undertaken. Therefore, this is the first time in over 10 years that the public have been fully consulted with regarding the objectives of the district council.

The diagram below outlines how the objectives, and the objective setting consultation, relate to service delivery.



3. Newark and Sherwood at a Glance

This image highlights some of the challenges facing Newark and Sherwood as a district over the next four years setting the context in which the corporate objectives of the Council will sit.



4. Our Customers

Over the financial year 2017/18 NSDC received 127 'Customer Comments' and 45 'Customer Complaints'.

'Customer Comments' are comments about services and only a proportion are escalated to complaint level.

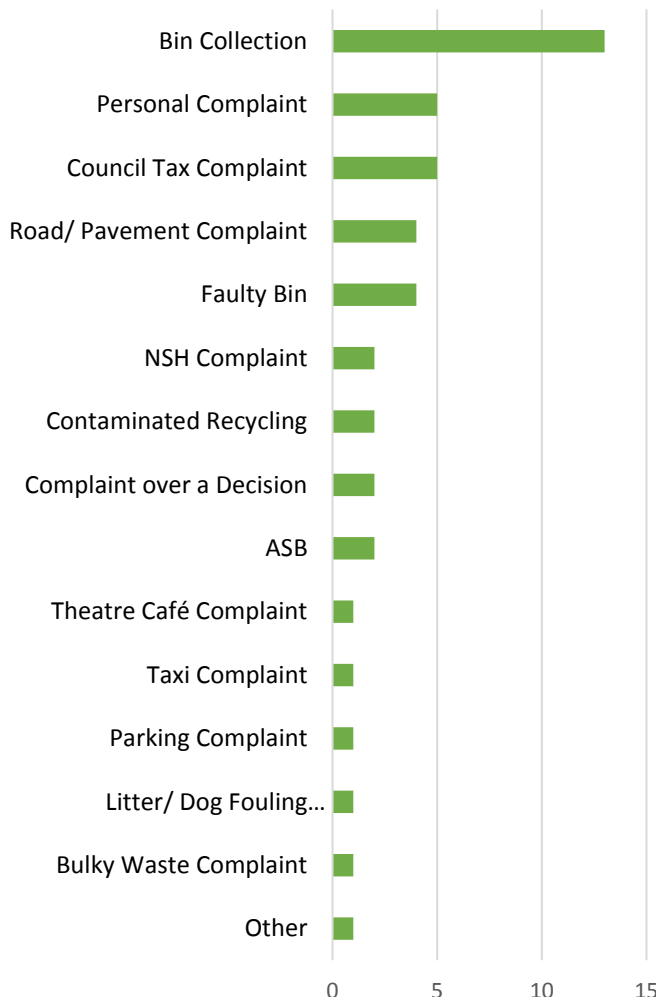
In 2017/18 45 complaints were made, and 31 were escalated to level one, meaning the complaint was sent to the relevant Business Manager for a response. No complaints were registered as level 2, which includes a review by a Director, and 3 complaints were sent to the Ombudsman. 2 were regarding planning decisions and 1 was regarding the felling of trees in Coddington.

The most common themes in customer comments and complaints are;

- Personal complaints against council staff,
- Comments and complaints regarding council tax,
- Comments and complaints regarding waste management, for example missed bins, frequency of waste collection and faulty bins.

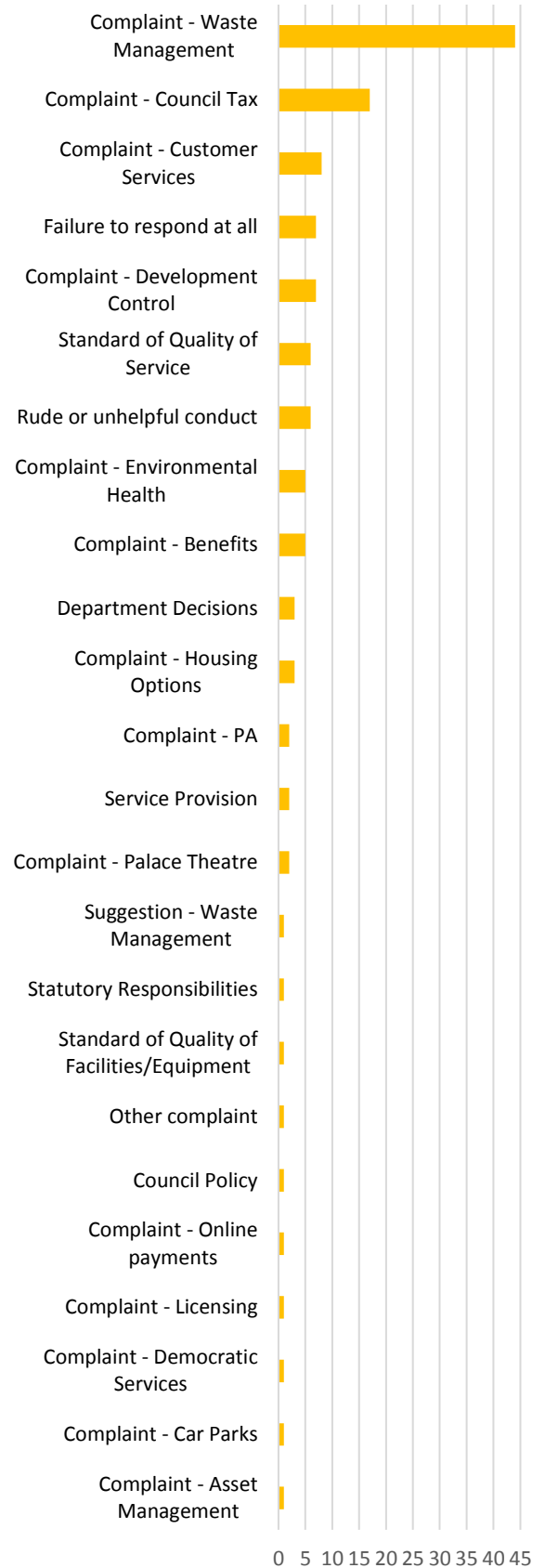
Customer Complaints

April 2017 - March 2018



Customer Comments

April 2017 - March 2018



5. Consultation

The consultation on the corporate objectives comprised of three strands;

1) Consultation with Parish and Town Council's

A questionnaire was sent to each Parish and Town council in the district. This questionnaire asked councils to detail; the issues affecting their area, what they want NSDC to focus on and what services they think are the most important and in most need of improvement. The questionnaires were sent out the week commencing 22 October 2018 and responses were captured by 21 December 2018.

2) Stakeholder engagement

Consultation with key partners and stakeholders took place through informal 'stakeholder conversations'. Staff attending pre-existing events and meetings used a set of questions to prompt discussion and capture feedback from stakeholders on the biggest issues facing Newark and Sherwood and what they believed should be the district's priorities over the next four years. These conversations occurred between 22 October and 21 December 2018.

3) The Resident Survey

The survey offered residents the opportunity to feedback to NSDC about; their experiences as council customers and residents of Newark and Sherwood, their satisfaction with council services and what services they think are the most important and in most need of improvement. The resident survey was launched online through SurveyMonkey on Monday 22 October 2018 and promoted on social media. A paper copy of the survey was posted to every household in the district the week commencing 5 November 2018. Paper copies of the survey were also left in the waiting areas of customer service points. The survey closed on Friday 7 December 2018, and all the returned surveys were inputted by 2 January 2019.

6. The Response

- **27 Parish and Town Council's** completed a questionnaire equating to a 36% response rate.¹
- **14 stakeholders** provided feedback representing several key partnerships.²
- **1 in 10 residents** completed a Resident Survey equating to an 11.3% response rate. The target for the survey was 2,355 responses (a 1.9% response rate).³ However, the 11,224 responses surpassed expectations enabling the survey to have a 95% confidence rating and a $\pm 1\%$ margin of error. This means that the results of the survey are accurate to within 2%.



¹ Averham, Kelham and Staythorpe Parish Council, Balderton Parish Council, Barnby in the Willows Parish Council, Bilsthorpe Parish Council, Bleasby Parish Council, Bulcote Parish Council, Cauntton Parish Council, Caythorpe Parish Council, Clipstone Parish Council, Coddington Parish Council, Collingham Parish Council, Cromwell Parish Council, Farndon Parish Council, Farnsfield Parish Council, Fernwood Parish Council, Hoveringham Parish Council, Kirton Parish Council, North Muskham Parish Council, Rainworth Parish Council, Rufford Parish Council, South Muskham and Little Carlton Parish Council, South Scarle Parish Council, Southwell Town Council, Sutton on Trent Parish Council, Thurgarton Parish Council, Weston Parish Council & Winthorpe Parish Council.

² Active for Today, Friends of Sconce and Devon Park, Notts Police, Citizens Advice, Active Notts, Age UK, CVS, AGEUK, Nottinghamshire YMCA, NCFP Children's Centre, Warmer Homes on Prescription, DWP, Local Businesses & Smoke Free Life

³ This is based on Newark and Sherwood District containing 120,965 residents and 53,044 households.

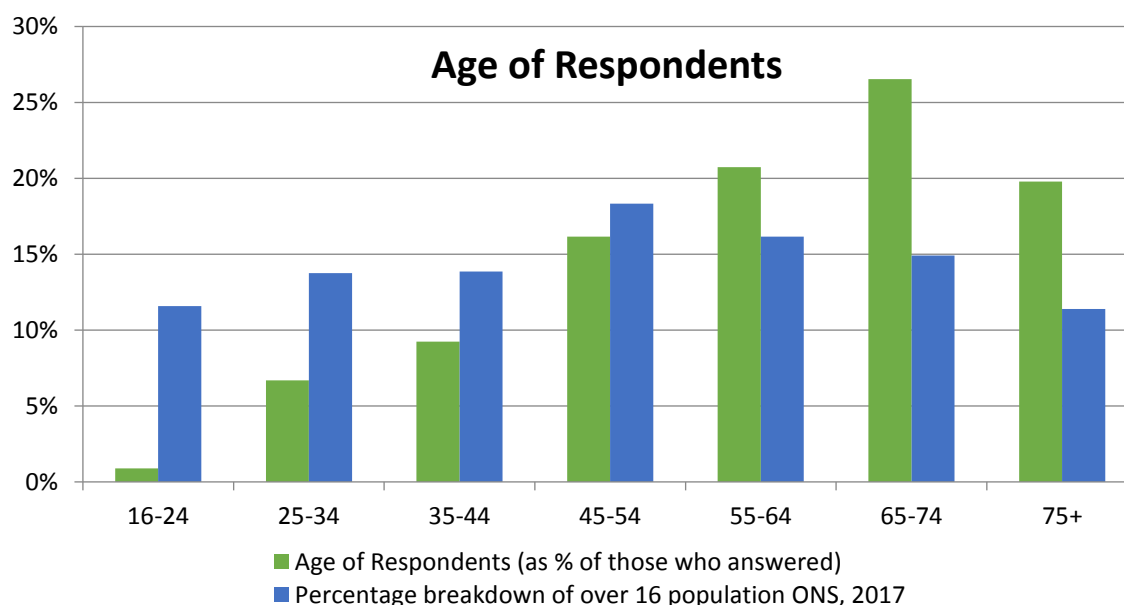
7. Representation

This section of the report examines the data collected to analyse its representativeness. Representativeness is how accurately the data sample reflects the group being consulted with, in this case the district’s resident population.

7.1 Resident Survey

11,224 responses were collected, and of those respondents on average 96% provided their demographic information. 55% of respondents were female and 45% male. This is a 4% skew favouring women when compared to the district average. Similarly, of those who provided the information, 67% were over 55 years of age. This is a skew of 25% when compared to the district average. The most underrepresented group was 16-24 year olds and the most overrepresented group was 65-74 year olds. Overall, the data is mildly skewed towards women and heavily skewed towards residents over 55.

The survey provides an equitable representation of each ward with the largest skew being a 1.4% deviation. The most overrepresented wards were Beacon and Southwell and the most underrepresented wards were Edwinstowe and Clipstone and Ollerton. There was a skew across the district with 3.7% more responses from Newark wards when compared to Sherwood wards. However, overall the skew is minimal and due to the large sample size the data can be taken as accurate.



7.2 Parish and Town Councils

21 out of the 27 councils who responded came from the Newark area of the district whilst only 6 represented the Sherwood area. This represents a 56% skew towards areas outside of the Sherwood wards, and therefore the data collected must be recognised as heavily skewed.

7.3 Stakeholders

Of the 14 stakeholders who provided feedback there was strong representation from the charity sector and partners associated with health, fitness, green spaces, employment and safety. However, there was no representation from stakeholders or partners associated with infrastructure, transport, home building, tourism or heritage. Therefore, the data collected must be recognised as skewed.

8. Results

8.1 Resident Satisfaction with Services

In the survey residents were asked to rate their satisfaction with five key service areas using a Likert scale from 'very satisfied' to 'very dissatisfied'. The survey questions were phrased to allow a direct comparison with data collected during the 2008 'Place Survey'. The Place Survey was coordinated by central government and administrated by local authorities. The surveys were completed by any resident over 18 and asked questions on resident's perceptions of their local area, their satisfaction with local services and perceived value for money. It achieved a 42% response rate.

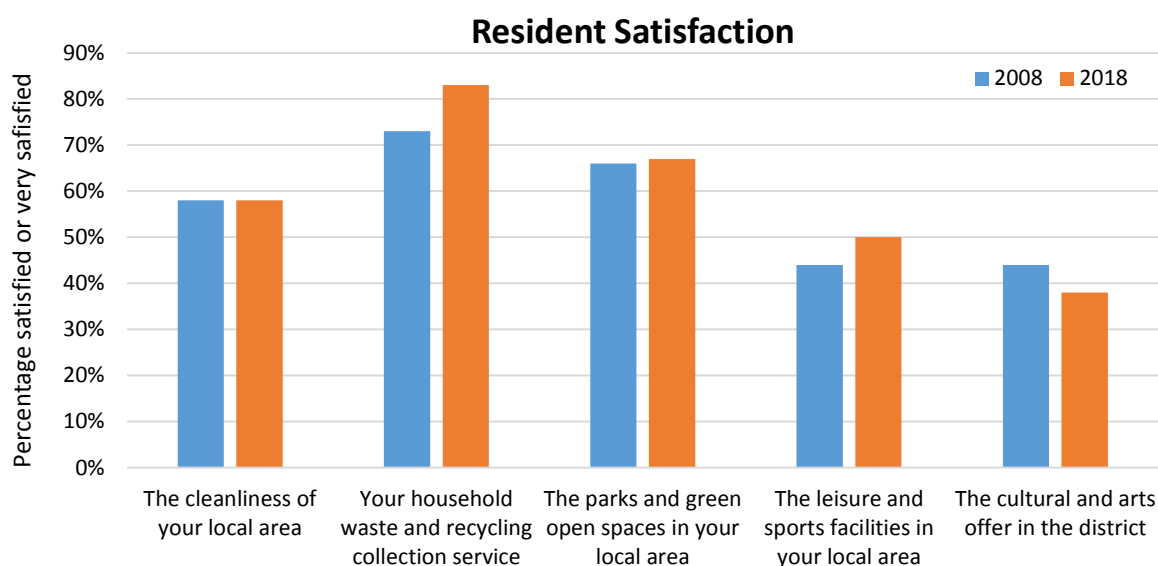
83% of respondents are satisfied or very satisfied with their **household waste and recycling collection service**. **This marks a 10% increase in resident satisfaction since 2008 when 73% of respondents were fairly or very satisfied.**⁴

50% of respondents are satisfied or very satisfied with the **leisure and sports facilities in their local area**. **This marks a 6% increase in resident satisfaction since 2008 when 44% of respondents were fairly or very satisfied.**⁵

67% of respondents are satisfied or very satisfied with the **parks and green open spaces in their local area**. **This marks a 1% increase in resident satisfaction since 2008 when 66% of respondents were fairly or very satisfied.**⁶

58% of respondents are satisfied or very satisfied with the **cleanliness of their local area**. **This is identical to the rating received in 2008 when 58% of respondents were fairly or very satisfied.**⁷

38% of respondents are satisfied or very satisfied with the **cultural and arts offer in the district**. **This is a 6% fall in resident satisfaction since 2008 when 44% of respondents were fairly or very satisfied.**⁸



⁴ 2008 figure from the Place Survey created by averaging the % fairly and very satisfied with 'refuse collection', 'doorstep recycling' and 'local tips/household waste recycling centres'.

⁵ 2008 figure taken from the Place Survey: % fairly and very satisfied with 'sport/leisure facilities'.

⁶ 2008 figure taken from the Place Survey: % fairly and very satisfied with 'parks and open spaces'.

⁷ 2008 figure taken from the Place Survey: % fairly and very satisfied with 'keeping public land clear of litter and refuse'.

⁸ 2008 Place Survey figure created by averaging the percentage fairly and very satisfied with 'museums/ galleries' and 'theatres/ concert/ halls'.

8.2 Resident Safety and Togetherness

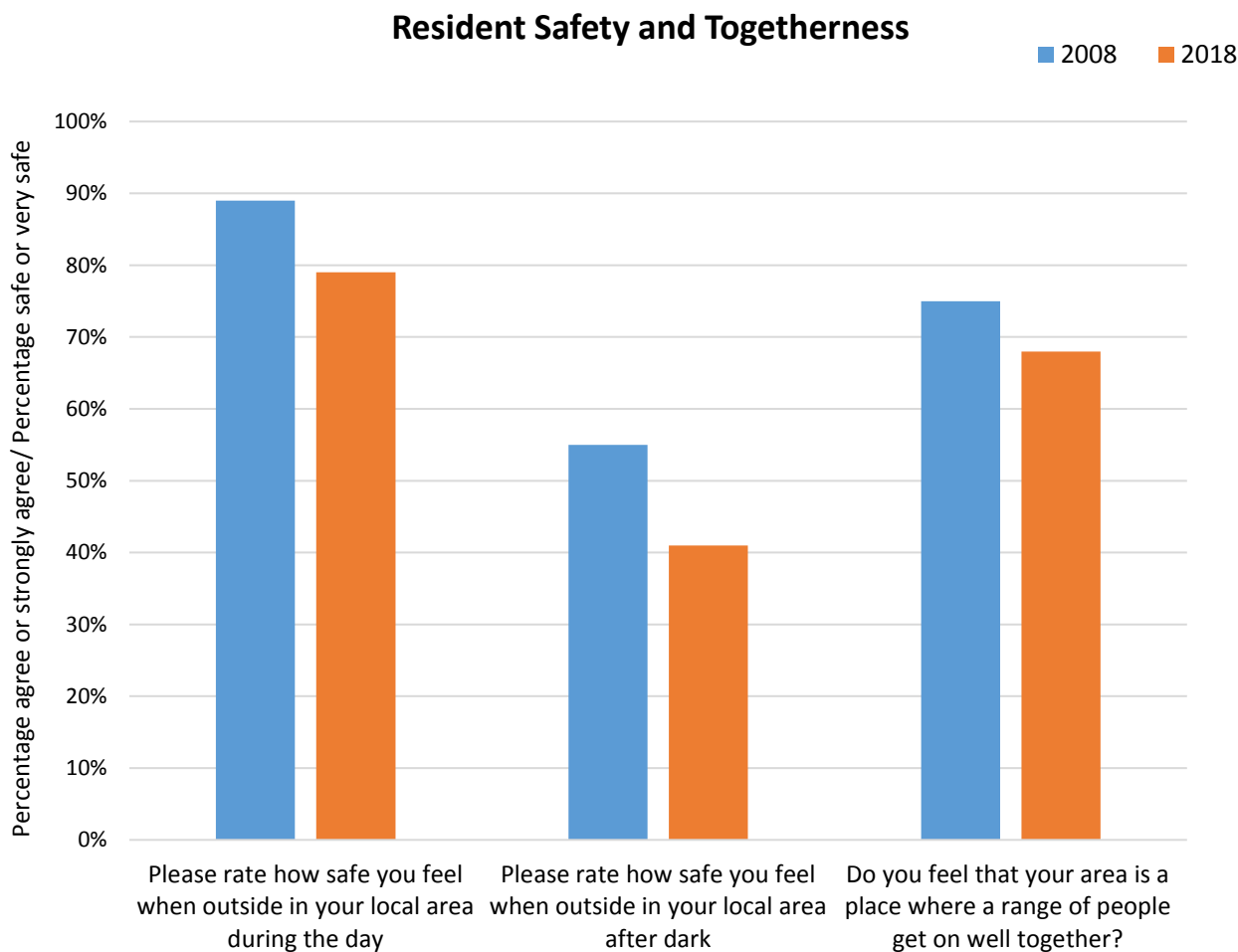
In the survey residents were asked to rate how safe they felt and to state if they agreed that their area was a place where “people get on well together”. Once again the survey questions were phrased to allow a direct comparison with data collected during the 2008 Place Survey.

79% of respondents **feel safe or very safe when outside in their local area during the day. This is a 10% fall in the feeling of safety since 2008 when 89% of respondents felt fairly or very safe.** 16% of respondents were neutral. This means that 5 out of every 100 residents feel unsafe during the day.

This drops by 31% at night with 41% of respondents **feeling safe or very safe outside in their local area after dark. This is a 14% fall in the feeling of safety since 2008 when 55% of respondents felt fairly or very safe.** 30% of respondents were neutral. This means that 29 out of every 100 residents feel unsafe in their local area after dark.

68% of respondents agree or strongly agree that **their area is a place where a range of people get on well together. This is a 7% decrease in resident feelings of togetherness since 2008 when 75% of respondents somewhat or strongly agreed that their area “was a place where people from different backgrounds get on well together”.** 25% of respondents were neutral. This means that 7 out of every 100 residents believe their local area is not a place where people get on well together.

Overall, based on the responses, residents are feeling more unsafe in their local area than 10 years ago. 5 in 100 residents feel unsafe or very unsafe during the day whilst 29 in 100 residents feel unsafe or very unsafe in their local area after dark.



8.3 Priorities for Residents and Stakeholders

In the survey residents were asked to select the five services they thought were the most important from a list of 15. The following five services were selected as the most important:

1. **Maintaining roads and pavements (most important)**
2. Providing health services such as doctors and dentists
3. Tackling anti-social behaviour and reducing crime
4. Refuse collection and recycling
5. Keeping the streets and public areas clean and tidy

Residents were also asked to select the services they thought were the least important. The order of the services varied slightly but overall the results of this question tallied with the services selected the least in the ‘most important services’ question.

The following five services were selected as the least important:

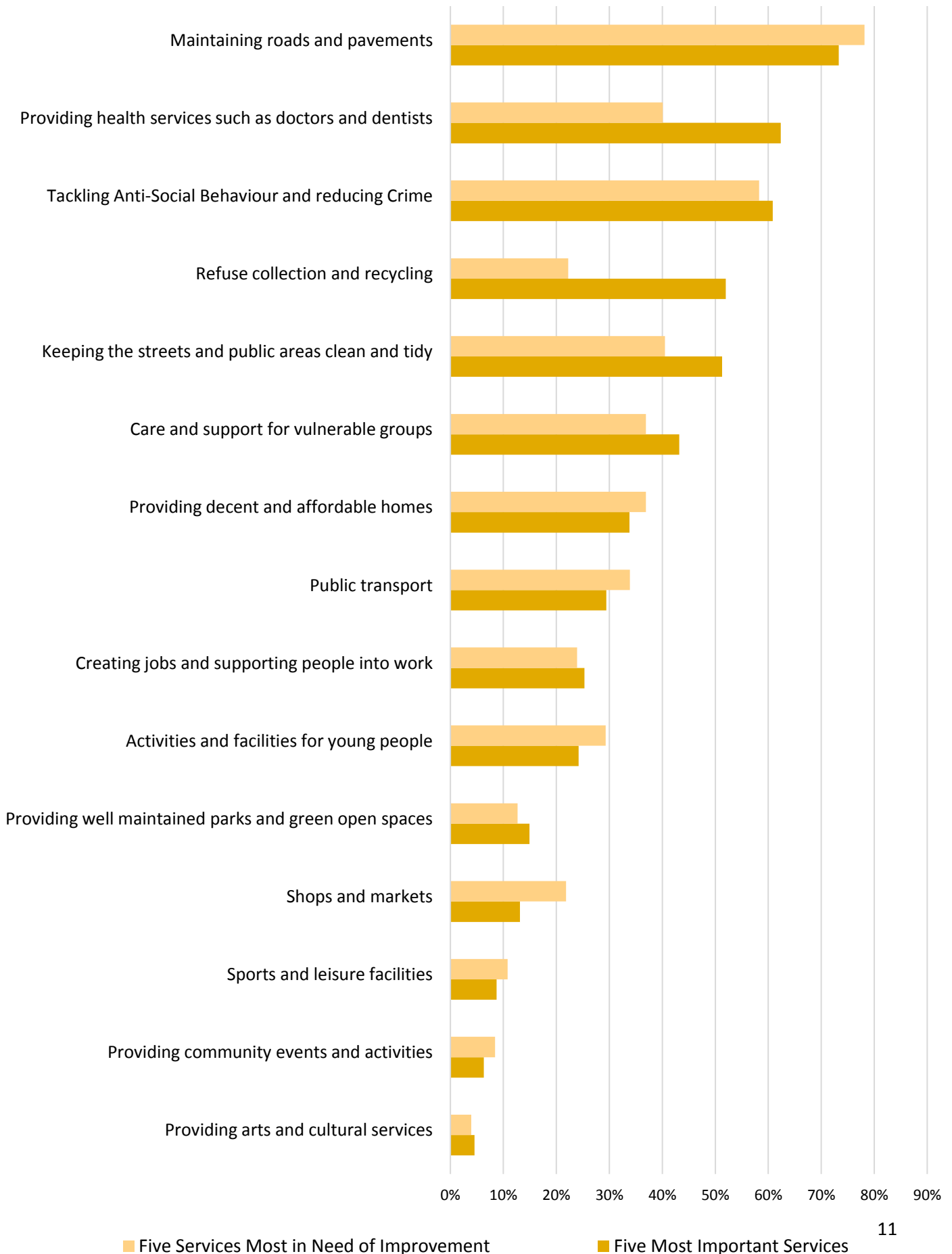
1. Providing arts and cultural services, such as the National Civil War Centre (least important)
2. Providing community events and activities
3. Sports and leisure facilities
4. Shops and markets
5. Activities and facilities for young people

Residents were asked to select the services they thought needed the most improvement and there was an 80% correlation between the most important services and the services most in need of improvement. The following five services were selected as requiring the most improvement:

1. **Maintaining roads and pavements (most in need of improvement)**
2. Tackling anti-social behaviour and reducing crime
3. Keeping the streets and public areas clean and tidy
4. Providing health services such as doctors and dentists
5. Care and support for vulnerable groups (**only service not mentioned in “most important”**)



The Most Important Services and Services Most in Need of Improvement



In comparison to 2008 **what is important to residents has shifted**. In 2008 the five services most important to residents were:

	Compared to 2018
1. Level of crime in 2008 received 59% and 61% in 2018	2% more important
2. Health services in 2008 received 47% and 62% in 2018	16% more important
3. Clean streets in 2008 received 43% and 51% in 2018	8% more important
4. Affordable decent housing in 2008 received 38% and 34% in 2018	5% less important
5. Education provision in 2008 received 31%	No comparator
Whilst road and pavement repairs in 2008 received 22% and 73% in 2018	51% more important

Similarly, in 2008 the five services that needed the most improvement were:

	Compared to 2018
1. Road and pavement repairs in 2008 received 50% and 78% in 2018	28% more improvement required
2. Activities for teenagers in 2008 received 48% and 29% in 2018	18% less improvement needed
3. Level of crime in 2008 received 32% and 58% in 2018	26% more improvement required
4. Level of traffic congestion	No comparator
5. Affordable decent housing in 2008 received 23% and 37% in 2018	14% more improvement required

Definitions

- **More improvement required** means that the rating is higher than in 2008 and therefore residents believe this services requires more improvement than 10 years ago.
- **Less improvement needed** means that the rating is lower than in 2008 and therefore residents believe this services does not need as much improvement as 10 years ago.

Overall, tackling crime, providing health services and having clean streets have all stayed as being important to residents and in most cases become more important. However, over the last 10 years the importance of decent and affordable homes has decreased whilst the importance of road and pavement repairs has risen by 51%.

The majority of services that required improvement in 2008 still require improvement now. Most notably road and pavement repairs, levels of crime and access to affordable and decent housing. However, the rating of activities for teenagers has decreased and so residents do not believe this requires as much investment. This indicates that this service has improved over the last 10 years.

The same questions were asked of stakeholders and parish and town councils, and their results differed to residents. The results of the questions “what are the most important services” and “services most in need of improvement” were combined, and the 14 stakeholders said:

1. Care and support for vulnerable groups (most important and most in need of improvement)
2. Providing decent and affordable homes
3. Creating jobs and supporting people into work
4. Tackling anti-social behaviour and reducing crime
5. Public transport

Whilst the 27 Parish and Town Councils said:

1. Maintaining roads and pavements (most important and most in need of improvement)
2. Public transport
3. Providing decent and affordable homes
4. Keeping the streets and public areas clean and tidy
5. Creating jobs and supporting people into work
(Tied with) Tackling anti-social behaviour and reducing crime

The common themes between the stakeholders and parish and town councils and residents are:

- Anti-social behaviour and reducing crime,
- Roads and pavements,
- Keeping the streets and public areas clean and tidy.

However, stakeholders and parish and town councils have more focus on decent and affordable homes, creating jobs and care and support of vulnerable groups.

As highlighted in section seven, the stakeholder data is skewed as health and the charity sector are overrepresented. This could be reason for the high rating of ‘care and support for vulnerable groups’. Similarly, there is a geographical skew to the parish and town council consultation data and therefore the opinions expressed might not be representative of the district. Please see section 9 for the resident survey results at ward level.

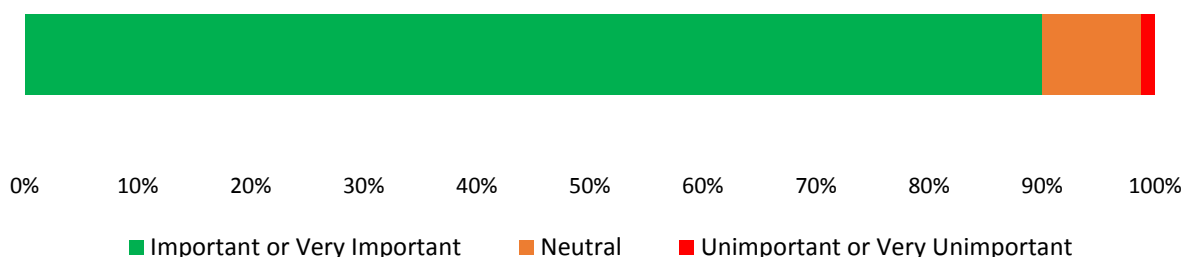
In summary, the service considered important and in need of improvement by all three groups was **tackling anti-social behaviour and reducing crime**, closely followed by;

- Maintaining roads and pavements,
- Providing health services such as doctors and dentists,
- Keeping the streets and public areas clean and tidy, and
- Care and support for vulnerable groups.

8.4 Sustainability

90% of respondents said it was important or very important to them be able to live in a sustainable and environmentally aware way whilst 9% were neutral and only 1% said it was unimportant.

Importance of being able to live in a Sustainable and Environmentally aware way



8.5 Interactions with NSDC

In the survey a series of questions were asked about how residents interacted with and contacted the council. 52% of respondents said they contacted NSDC once or twice a year, whilst 36% said they had never contacted NSDC and 12% said they contacted NSDC at least every few months.

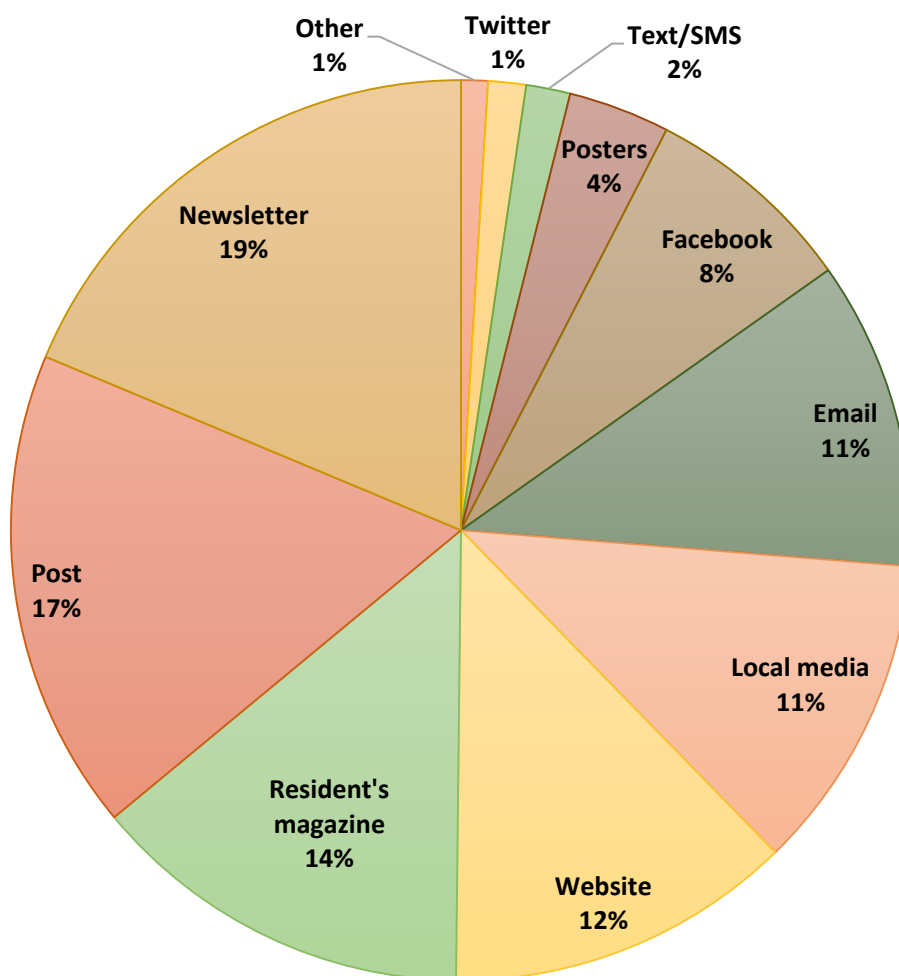
84% of respondents rated their experience **getting in touch with Newark and Sherwood District Council** as adequate or above and 52% said their experience was good or excellent.

78% of respondents rated their experience **of Newark and Sherwood District Council dealing with their enquiry** as adequate or above and 48% said their experience was good or excellent. One resident commented that *“telephone contact well responded to. Polite, and interested in finding who you need to help you.”*

46% of respondents are satisfied or very satisfied **with the information they receive regarding the work of Newark and Sherwood District Council.**

When asked to select their preferred method of contact the top five results were newsletter, post, resident magazine, NSDC website and local media. However, these results are likely to be skewed by the age demographic of respondents as 67% of the survey respondents were over 55 years of age.

Preferred Method of Communication with Residents



8.6 Responsiveness of NSDC

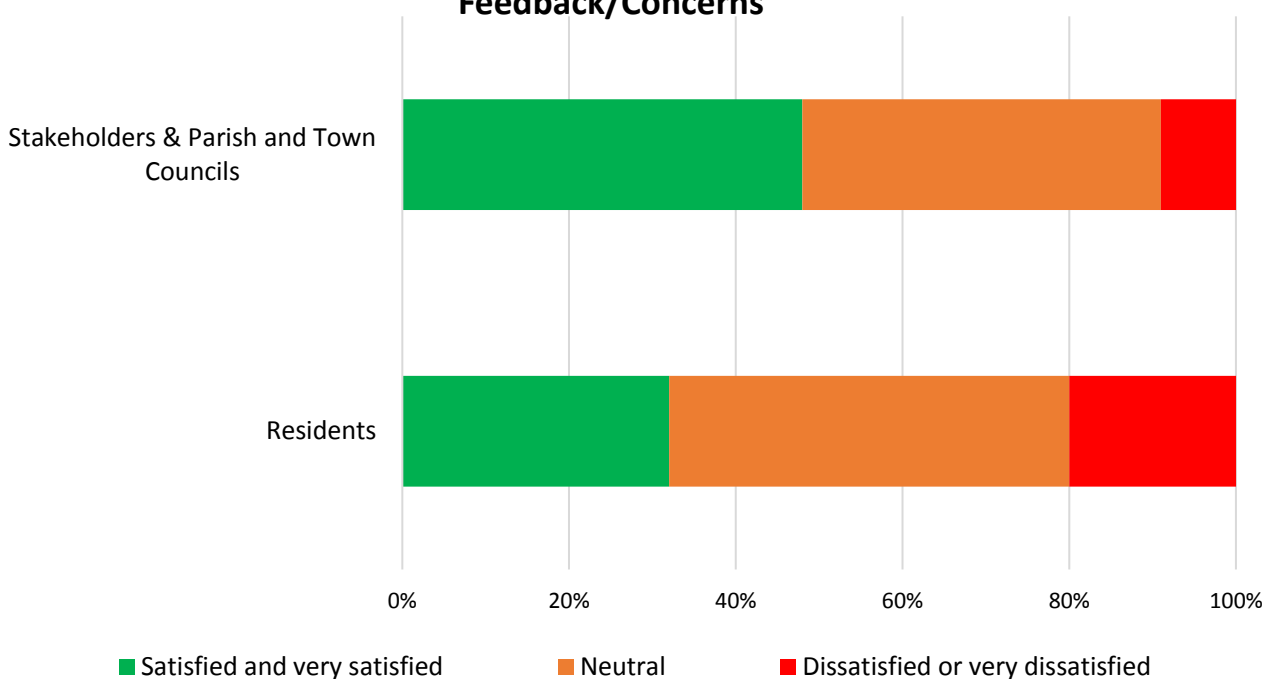
Residents, stakeholders and parish and town councils were all asked to rate their satisfaction with how NSDC responds to feedback and concerns.

The results of the stakeholders and parish and town council consultation were combined, and show that **48% of the stakeholders and councils consulted were satisfied or very satisfied that Newark and Sherwood District Council responds to feedback.**

In contrast 32% of residents (survey respondents) were satisfied or very satisfied with how NSDC responds to the concerns of its residents. **This is a 12% decrease in resident satisfaction since 2008 when 44% of respondents were fairly or very satisfied that their “local public services act on the concerns of local residents”.**

This is a 17% difference between stakeholders/councils and residents. This shows that NSDC is perceived as listening to parish and town councils and stakeholders more than its residents. The low satisfaction of residents is likely to be because full public consultation has not taken place since 2008, and therefore the publication of how resident concerns are being addresses by NSDC has not been done recently.

Satisfaction with how the District Council responds to Feedback/Concerns



8.7 Comments

4,601 resident comments were captured as part of the Resident Survey. To capture the key themes a detailed analysis of 5% of the comments (230 comments) was undertaken, and any topic mentioned by more than 2% of respondents is highlighted below. To establish the strength of each topic a keyword search was done through all 4,601 comments to identify the dominant themes.

Comment themes	Number of mentions in the 5% analysed	As a % (of the 230 comments)	Keywords searched for each theme	Total number of mentions
Poor road and pavement conditions including potholes, unsuitable pavements, lack of dropped kerbs, narrow paths, lack of repairs, poor repairs and overgrown paths.	40	17%	Road, resurface, pavement, kerb, pothole, holes, surface, resurfacing, repair, repaired, repairing, unsuitable	2,120
NSDC should address 'cleaner' issues, most notably fly tipping, littering and dog fouling.	32	14%	Fly tip, clean, litter, dog fouling, mess, rubbish, graffiti	925
General positive comments about NSDC	23	10%	N/A	
The lack of police presence and police responsiveness	23	10%	Police, policing, the beat, presence, visible, visibility, drug, patrol	737
Request for better; <ul style="list-style-type: none"> recycling facilities, explanation of recycling, and expansion of kerbside recycling (including glass) 	20	9%	Recycling, recycle, glass, bottle bank, plastic, re-cycle, environment, kerbside	823
Complaints/ request for improvement regarding traffic and congestion	20	9%	Congest, blocked, traffic, gridlock, bypass, roadwork, sewage, roundabout	595
Focus on tackling anti-social behaviour and lowering crime, including responsiveness to low-level crimes	17	7%	Anti-social behaviour, antisocial, youth, CCTV, hanging around, vandalism, drug, alcohol, crime, weed, safe	759
Request to maintain/ develop/ reintroduce public transport, most notably buses	16	7%	Transport, bus, community transport, train	542

Tackle congested pavements, lack of parking and unsafe pavement parking (due to volume of parked cars)	14	6%	Car, parked, parking, dangerous, unsafe	1,090
Request for NSDC to focus on the 'forgotten areas' of Newark and Sherwood, identified as Edwinstowe, Ollerton, Bilsthorpe and Clipstone.	11	5%	Forgot, neglect, west, Sherwood, Mansfield	286
NSDC should focus on filling empty shops and revitalising the markets	11	5%	Empty, shop, market, market, stall, rents, vacant	641
Development/s should be managed better. They need to be in the right area and have supporting infrastructure such as GPs, parks and roads.	9	4%	Planning, building, builders, develop, site, developer, development	752
Focus on better maintenance/care of green spaces, parks, roundabouts and verges.	9	4%	Grass, green, vegetation, overgrown, verge, weeds, untidy, messy	382
NSDC should invest in sports and leisure facilities	9	4%	Fitness, leisure, pool, sport, pitch, playing field	186
Comments that Council Tax is not value for money	8	3%	Tax, money, value, expensive, cost	736
NSDC should provide more/develop the existing facilities, centres and activities for children and teenagers	8	3%	Facilities, child, teenager, young, teens	543
Comment on a negative experience contacting NSDC	8	3%	N/A	
NSDC should share information better	7	3%	Inform, hear, advert, promote, promoting, report, information, publish, magazine	310
Redevelop the Robin Hood Hotel	7	3%	Robin hood, robin hood hotel	270
Stop development of green belt/countryside	5	2%	Green belt, countryside, field, brownfield, brown field	193
Improve the poor GP facilities. They are too busy and there are not enough.	5	2%	Hospital, GP, surgery, surgeries, doctor, dentist	278

Council house tenant management issues/comments	5	2%	Home, replace, maintenance, tenant, maintain	475
The spend on Castle House is not value for money	5	2%	Kelham, premise, office	167

Stakeholder and parish and town councils were also asked what they thought NSDC should focus on, and the top topics mirrored the themes raised by residents. The main themes were;

1. Improve roads and transport infrastructure especially traffic
2. Improve/ develop resident health and wellbeing and health facilities
3. Better provision for youth and youth opportunities to reduce ASB
4. Focus on the 'forgotten' areas of Newark and Sherwood
5. Support Parish Council's to tackle ASB

Overall, the top themes identified in the comments mirror some of the services identified as the most important and most in need of improvement. For example, the importance of maintenance of roads and pavements is reflected in the prominence of themes around road infrastructure, poor roads and pavements, traffic and congestion. The importance of keeping the streets and public areas clean and tidy is reflected in the comments on cleaner issues such as fly tipping, littering and dog fouling. This is expanded further by the number of comments requesting better recycling. Whilst tackling anti-social behaviour and reducing crime is reflected in the prominence of comments around the lack of police presence and police responsiveness and requests for NSDC to focus on tackling anti-social behaviour and lowering crime.

8.8 Overall Satisfaction

In relation to where they live **79% of respondents were satisfied or very satisfied with their local area** as a place to live. **This is a 3% decrease in resident satisfaction since 2008 when 82% of respondents were fairly or very satisfied with their local area as a place to live.**

When residents were asked how they felt their local area has changed in the last four years;

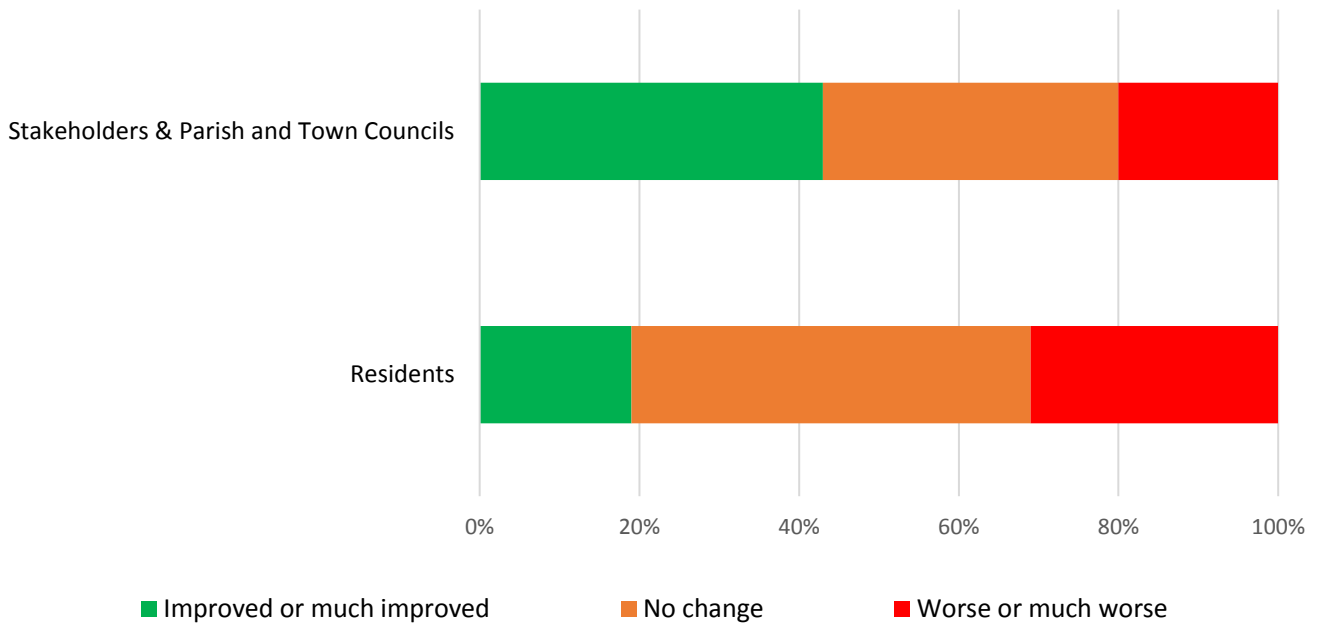
- **19%** said their local area was **improved or much improved**
- **50%** said there has been **no change**
- **31%** said their local area was **worse or much worse**

When stakeholders and parish and town councils were asked how they felt their local area has changed in the last four years (collation of stakeholders and parish/town councils);

- **43%** said their local area was **improved or much improved**
- **37%** said there has been **no change**
- **20%** said their local area was **worse or much worse**

Therefore, 69% of residents said that their local area had improved or not changed over the last four years. Stakeholders and parish and town councils were 11% more positive with 80% saying that their local area had improved or not changed.

Changes in Your Local Area of the Last Four Years

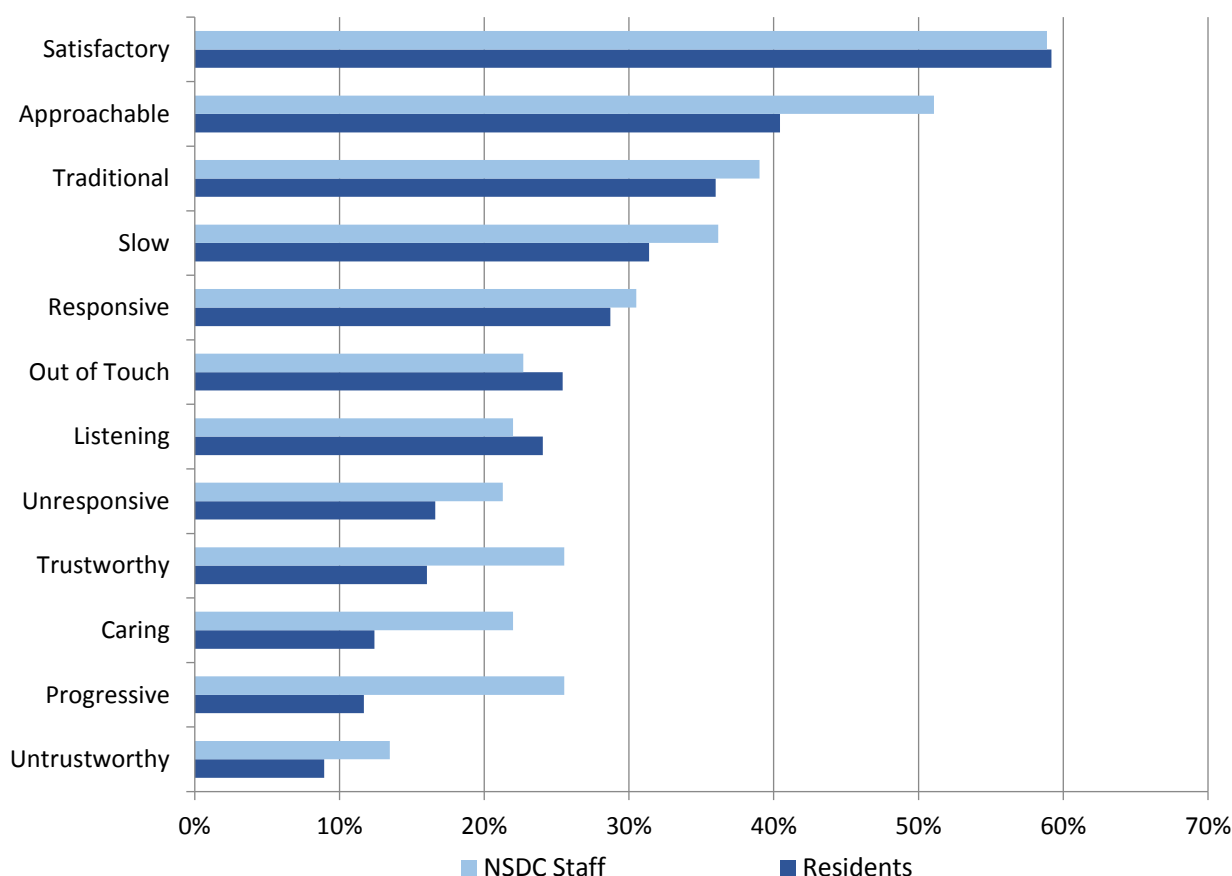


As part of the survey residents were asked to select up to five words they most strongly associated with Newark and Sherwood District Council. The most selected word was **Satisfactory**, selected by 59% of respondents, closely followed by **Approachable** selected by 40% of respondents. The highest rated negative words were **Traditional** selected by 36% and **Slow** selected by 32%.

The split of the words selected was as follows:

- **43% “positive” words** (responsive, listening, caring, trustworthy, progressive, approachable)
- **19% “neutral words** (satisfactory)
- **38% “negative” words** (slow, traditional, unresponsive, out of touch, untrustworthy)

Words Associated with Newark and Sherwood District Council



Alongside this, in the Newark and Sherwood District Council staff survey, staff were asked to select up to five words “you believe residents would most strongly associated with NSDC” and NSDC’s staff were accurate to within 6%. This shows that our staff have a good understanding of our residents.

Finally, residents were asked about their overall satisfaction with Newark and Sherwood District Council. **50% of respondents were satisfied or very satisfied with NSDC overall. This is a 9% increase in resident satisfaction since 2008 when 41% of respondents were fairly or very satisfied with the way NSDC “runs things”.**

Therefore, overall residents’ perception of their local area is mixed with 31% of residents believing their local area has worsened in the last four years however resident satisfaction with Newark and Sherwood as a council is higher than it was 10 years ago.

9. National Comparison

Since 2012 the Local Government Association (LGA) has undertaken a public poll on resident satisfaction with local councils. It is currently undertaken every four months. A representative random sample of approximately 1,000 British adults (aged 18 or over) is used and the poll is conducted over the telephone. This poll gives a national picture of resident satisfaction.

The methodology of this poll raises two issues with the data's viability. Firstly, there are 54,932,000 residents in England⁹ and therefore the sample size means this poll has a $\pm 3\%$ margin of error. This means the poll could be inaccurate by up to 6%. Secondly, where an individual polled lives in an area with more than one council they are asked to think about "*the way in which [the councils] deliver services to you overall*". Therefore, when considering their satisfaction with 'their local council' they are not differentiating between town, district and county councils. This skews the results.

However, having acknowledged these issues, this data is still useful as an indication of national patterns of satisfaction. The following is a comparison between the results of the LGA Poll in October 2018, when 1,001 British adults were polled, and the results of the NSDC resident survey.

83% of respondents were 'very satisfied' or 'satisfied' with their household waste and recycling collection service. **This is 7% higher than the national average.**

79% of respondents were 'very satisfied' or 'fairly satisfied' with their local area as a place to live. **This is 1% higher than the national average.**

79% of respondents feel 'very safe' or 'safe' when outside in their local area during the day. **This is 14% lower than the national average.** And 41% of respondents feel 'very safe' or 'safe' when outside in their local area after dark. **This is 35% lower than the national average.**

32% of respondents were 'very satisfied' or 'satisfied' with how the council responds to the concerns of its residents. **This is 24% lower than the national average.**

46% of respondents were 'very satisfied' or 'satisfied' with the information they receive regarding the work of the council. **This is 12% lower than the national average.**

50% of respondents were 'very satisfied' or 'satisfied' with 'the way their local council runs things'. **This is 10% lower than the national average.**

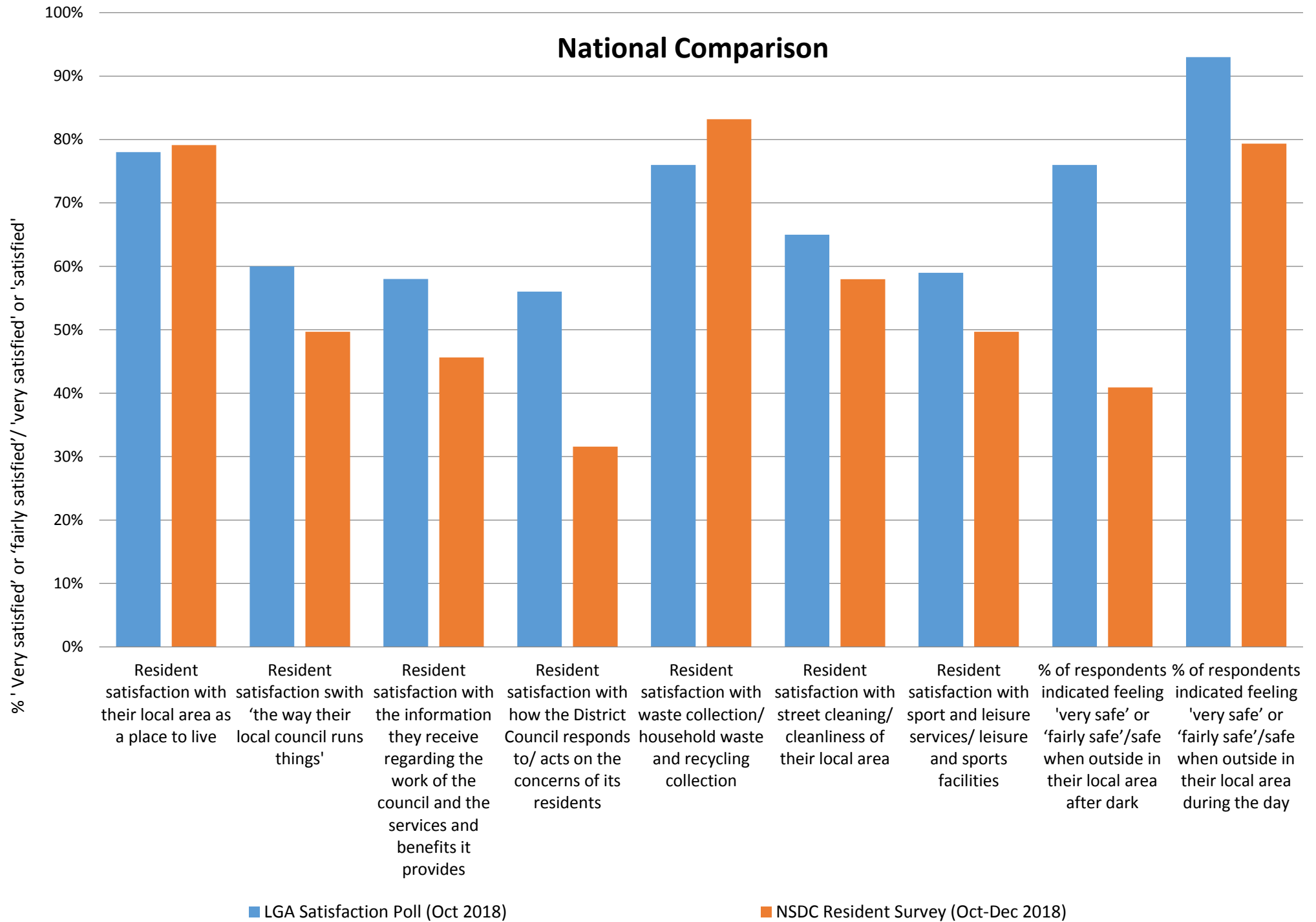
50% of respondents were 'very satisfied' or 'satisfied' with the leisure and sports facilities in their local area. **This is 9% lower than the national average.**

58% of respondents were 'very satisfied' or 'satisfied' with the cleanliness of their local area. **This is 7% lower than the national average.**

Although satisfaction with Newark and Sherwood District Council has improved since 2008 it is still lower than the national average. The areas NSDC need to focus on are; promoting feelings of safety, providing residents with more information on the council's work, responding to (and communicating on their response to) resident concerns and improving leisure and sport facilities across the district. The low rating of cleanliness is likely to relate to the dominance of 'cleaner' issues in the comment themes most notably fly tipping and dog fouling. Residents appear to be happy with their waste service overall with the issues arising from specific unsightly issues in their local areas.

⁹ Resident Population (APS Estimate), ONS 2017. This metric is an estimate of the resident population published as part of the ONS Migration Indicators Tool, derived from the Annual Population Survey (APS).

National Comparison



10. Ward Level

The results of five questions from the resident survey were analysed at ward level to identify any anomalies. Please see the appendix for the full breakdown of each ward.

10.1 The five words most strongly associated with Newark and Sherwood District Council

The most positive ward was Farnsfield with 51% of the words selected being positive. The most selected words for Farnsfield were satisfactory and approachable. **The second most positive ward was Dover Beck** with 49% of the words selected being positive. The most selected words being satisfactory and approachable. **The most negative wards**, both with 43% of the words selected being negative, were Bridge and Castle. For Bridge the two most selected words were slow and satisfactory, and for Castle traditional and satisfactory. This was closely followed by Devon and Balderton South.

10.2 The five services most in need of improvement in your local area

19 out of the 21 wards (90%) selected “maintaining roads and pavements” as the service most in need of improvement. The two wards which differed from the trend were Castle and Devon. Castle selected “creating jobs and supporting people into work” as the most important whilst Devon selected “tackling anti-social behaviour and reducing crime”.

10.3 How your local area has changed in the last 4 years

The wards that had the **highest ratings for improvement (22% of responses)** were Bridge, Edwinstowe & Clipstone, Farnsfield and Rainworth South & Blidworth. The wards that had the **highest ratings for worsening (43% and 42% of responses respectively)** were Farnsfield and Beacon.

10.4 Resident satisfaction with their local area as a place to live

The wards most satisfied with their local area as a place to live:

- Southwell (95% satisfied or very satisfied)
- Dover Beck (94% satisfied or very satisfied)
- Trent (93% satisfied or very satisfied)
- Lowdham & Farnsfield (92% satisfied or very satisfied)

The wards most dissatisfied with their local area as a place to live:

- Devon (15% dissatisfied or very dissatisfied)
- Bridge (14% dissatisfied or very dissatisfied)
- Castle & Beacon (12% dissatisfied or very dissatisfied)
- Ollerton (11% dissatisfied or very dissatisfied)

10.5 Resident satisfaction with Newark and Sherwood District Council

The wards most satisfied with Newark and Sherwood District Council

- Dover Beck (63% satisfied or very satisfied)
- Farnsfield (59% satisfied or very satisfied)
- Southwell (58% satisfied or very satisfied)
- Rainworth South & Blidworth (57% satisfied or very satisfied)

The wards most dissatisfied with Newark and Sherwood District Council

- Bridge & Castle (21% dissatisfied or very dissatisfied)
- Beacon & Devon (20% dissatisfied or very dissatisfied)
- Balderton South (18% dissatisfied or very dissatisfied)

11. Legacy

The excellent response to the resident survey shows that residents of Newark and Sherwood want to be heard, and are willing to engage with the council. Therefore, as a result of this consultation there will be a three-fold legacy to ensure that the council keeps in touch with the views of Newark and Sherwood residents.

Firstly, as part of the resident survey 2,482 residents signed up to the NSDC mailing list. This mailing lists enables the council to contact residents about the latest events and activities and give immediate service updates. This ensures there is a contact point for residents seeking to engage with the council.

Secondly, 820 residents joined the newly created Resident Panel. The Resident Panel is a group of people from across the district who would like to share their views on the area they live in and help shape the future of Newark and Sherwood. The panel was created because NSDC wish to understand the views and experiences of residents and use this understanding to ensure that council services are the best they can be. This voluntary panel is for any resident of Newark and Sherwood over the age of 18 to have their say on the Council's services, plans, proposals and development of their local area. Panel members will be asked to complete approximately three surveys a year. Members may also be invited to attend group discussions or workshops, or take part in live online debates on topics such as community safety, waste and recycling.

Thirdly, the Resident Survey will be repeated. Consultation with residents will be embedded into the strategic planning process and full consultation with residents will occur every 4years to allow NSDC to monitor its progress against the objectives, and continue to give residents the opportunity to be heard. Light-touch consultation will occur annually in association with the refresh of the corporate plan to ensure that the council is delivering on its objectives.

12. Conclusion

Residents are generally satisfied with their household waste and recycling collection service, leisure and sports facilities, parks and green open spaces, the cleanliness of their local area and their experiences interacting with NSDC. However, NSDC can improve in several areas including; resident satisfaction with the cultural and arts offer in the district, the council's responsiveness to residents, communicating how the council is listening to and responding to the concerns of its residents, and recycling provision. Especially considering that 90% of respondents said it was important or very important to them be able to live in a sustainable and environmentally aware way.

In summary, 50% of respondents were satisfied or very satisfied with NSDC. This is a 9% increase in resident satisfaction since 2008. This is reflected in the words most strongly associated with NSDC which are satisfactory and approachable. However, this is still lower than the national average, and residents' perception of their local area is mixed with 31% of residents believing their local area has worsened in the last four years. Similarly, 79% of respondents were satisfied or very satisfied with their local area as a place to live. Although the majority of residents are satisfied overall this is a 3% decrease in satisfaction since 2008.

One of the issues identified in the survey as contributing to this dissatisfaction is resident feelings of safety and togetherness. Residents feel more unsafe in their local area than 10 years ago and 29 in 100 residents feel unsafe or very unsafe in their local area after dark. There has also been a 7% decrease in feelings of "togetherness" when compared to 2008. This ties in with the identification of tackling anti-social behaviour and reducing crime as a key priority. This is also reflected in the number of resident comments on police presence. The other reasons for this dissatisfaction,

highlighted by the consultation, are; the poor condition of roads and pavements, traffic and congestion, inadequate health services, cleanliness issues such as dog fouling and fly tipping, and lack of care and support for vulnerable groups.

13. Shaping Newark and Sherwood District Council’s Corporate Objectives

The corporate objectives were initially drafted by senior officers and members whilst consultation was occurring. The results of the corporate objectives consultation were shared with the Senior Leadership Team on 16 January and presented to Business Managers on 22 January. The results of the consultation were then used to shape the draft corporate objectives at a workshop session with business managers, senior leadership and the chief executive.

The corporate objectives were shaped to reflect the points raised by residents and the key activities under each objective were prioritized to reflect feedback from residents on which areas require the most improvement. These objectives are draft until approved at Full Council in March 2019.

This image shows the proposed corporate objectives for Newark and Sherwood District Council for 2019-2023.



The list below demonstrates how the key points raised in the consultation are reflected in the objectives:

Ask: Maintain an effective waste service, focus on improving recycling, and keep local areas clean.

- ✓ *Reflected in objective "improve the cleanliness and appearance of the local environment"*

Ask: Tackle cleanliness issues such as dog fouling and fly tipping.

- ✓ *Reflected in objective "improve the cleanliness and appearance of the local environment"*

Ask: Maintain and improve parks and green spaces.

- ✓ *Reflected in objective "protect, promote and enhance the district's natural environment"*

Ask: Maintain and improve leisure and sports facilities.

- ✓ *Reflected in objective "improve the health and wellbeing of local residents, with a particular focus on narrowing the gap in healthy life expectancy and other health outcomes"*

Ask: Keep providing good customer service.

- ✓ *Reflected in objective "generate more income, improve value for money and increase residents' satisfaction with the Council"*

Ask: Improve the experience residents have with the cultural and arts offer within the district.

- ✓ *Reflected in objective "increase visits to Newark and Sherwood and the use of visitor attractions by local residents"*

Ask: NSDC to improve their responsiveness by listening and responding more to the needs of residents, and communicating how they are listening and responding to residents.

- ✓ *Reflected in objective "increase participation with the Council and within local communities"*

Ask: Improve resident feelings of safety and togetherness by tackling ASB and crime.

- ✓ *Reflected in objective "reduce crime, anti-social and behaviour, and increase feelings of safety in our communities"*

Ask: Improve travel infrastructure and tackle poor condition of roads and pavements, traffic and congestion and dangerous parking.

- ✓ *Reflected in objective "improve transport infrastructure to reduce congestion and facilitate growth"*

Ask: Improve the health services in the district

- ✓ *Reflected in objective "improve the health and wellbeing of local residents, with a particular focus on narrowing the gap in healthy life expectancy and other health outcomes"*

Ask: Improve care and support for vulnerable groups

- ✓ *Reflected in objective "reduce levels of deprivation in target areas and remove barriers to social mobility across the district" and "improve the health and wellbeing of local residents, with a particular focus on narrowing the gap in healthy life expectancy and other health outcomes"*

Appendix: Ward Level Analysis of the Resident Survey Results

The 5 Words you most Strongly Associate with Newark and Sherwood District Council																
	Number of responses	Responsive	Slow	Satisfactory	Traditional	Listening	Caring	Unresponsive	Trustworthy	Out of Touch	Progressive	Untrustworthy	Approachable	Positive	Neutral	Negative
Balderton North & Coddington	1,938	9%	10%	18%	11%	8%	4%	5%	5%	9%	4%	3%	13%	44%	18%	38%
Balderton South	1,287	9%	12%	18%	11%	7%	4%	7%	5%	10%	3%	3%	12%	40%	18%	43%
Beacon	2,654	8%	11%	17%	13%	8%	3%	6%	5%	9%	5%	3%	12%	41%	17%	42%
Bilsthorpe	921	9%	12%	17%	10%	9%	4%	6%	5%	10%	3%	3%	13%	42%	17%	41%
Boughton	691	9%	8%	21%	12%	8%	4%	5%	6%	7%	3%	2%	14%	44%	21%	35%
Bridge	1,722	9%	12%	15%	10%	8%	4%	6%	5%	10%	5%	4%	12%	42%	15%	43%
Castle	1,141	10%	12%	17%	12%	7%	4%	7%	5%	9%	3%	4%	11%	40%	17%	43%
Collingham	1,538	10%	9%	22%	12%	7%	4%	4%	5%	6%	3%	2%	15%	44%	22%	34%
Devon	2,388	9%	12%	16%	11%	8%	4%	6%	6%	10%	4%	4%	10%	41%	16%	43%
Dover Beck	709	12%	6%	22%	12%	10%	4%	5%	5%	5%	2%	1%	15%	49%	22%	29%
Edwinstowe & Clipstone	2,242	9%	10%	18%	12%	7%	4%	6%	5%	9%	4%	4%	13%	41%	18%	40%
Farndon & Fernwood	1,545	9%	11%	19%	13%	7%	3%	6%	4%	9%	4%	3%	12%	38%	19%	42%
Farnsfield	784	11%	6%	23%	12%	10%	3%	3%	7%	4%	3%	2%	17%	51%	23%	26%
Lowdham	843	10%	9%	22%	13%	7%	4%	5%	6%	6%	2%	1%	15%	44%	22%	33%

Muskham	906	8%	11%	20%	13%	8%	4%	5%	4%	9%	3%	2%	13%	40%	20%	40%
Ollerton	1,783	10%	10%	19%	10%	9%	5%	5%	5%	8%	5%	2%	13%	47%	19%	35%
Rainworth North & Rufford	1,674	9%	8%	20%	12%	8%	4%	5%	5%	7%	4%	2%	14%	45%	20%	35%
Rainworth South & Blidworth	1,225	11%	10%	19%	10%	8%	4%	5%	6%	8%	3%	2%	14%	46%	19%	35%
Southwell	2,432	10%	8%	23%	13%	7%	4%	3%	7%	5%	3%	2%	15%	47%	23%	30%
Sutton-on-Trent	890	10%	9%	20%	13%	8%	4%	5%	6%	7%	4%	2%	14%	45%	20%	35%
Trent	695	10%	8%	27%	13%	6%	3%	4%	4%	4%	3%	1%	15%	43%	27%	30%

Totals highlights in yellow are above average. Totals highlighted in green are the most positive. Totals highlighted in red are the most negative.

The Five Services that are in the Most Need of Improvement in Your Local Area																
	No. of responses	Activities and facilities for young people	Care and support for vulnerable groups	Creating jobs and supporting people into work	Keeping the streets and public areas clean and tidy	Maintaining roads and pavements	Providing arts and cultural services, such as the National Civil War Centre	Providing community events and activities	Providing decent and affordable homes	Providing health services such as doctors and dentists	Providing well maintained parks and green open spaces	Public transport	Refuse collection and recycling	Shops and markets	Sports and leisure facilities	Tackling Anti-Social Behaviour and reducing Crime
Balderton North & Coddington	2,899	6%	8%	5%	9%	17%	1%	2%	8%	9%	2%	7%	5%	6%	2%	15%
Balderton South	1,928	7%	8%	6%	9%	17%	1%	2%	8%	8%	3%	6%	4%	3%	2%	15%
Beacon	3,908	5%	7%	5%	11%	17%	1%	2%	7%	8%	3%	5%	4%	6%	2%	15%
Bilsthorpe	1,305	8%	8%	5%	8%	16%	1%	2%	7%	10%	4%	8%	3%	4%	4%	10%
Boughton	1,091	5%	8%	5%	9%	17%	1%	2%	8%	10%	2%	9%	5%	6%	3%	11%
Bridge	2,375	6%	7%	6%	12%	16%	1%	2%	8%	8%	4%	5%	5%	4%	2%	14%
Castle	1,445	8%	9%	13%	9%	6%	3%	5%	4%	7%	3%	3%	9%	6%	10%	5%
Collingham	2,361	6%	10%	5%	6%	18%	1%	2%	9%	8%	2%	10%	5%	5%	2%	10%

Devon	3,441	6%	8%	6%	10%	16%	1%	2%	7%	9%	3%	5%	4%	6%	1%	16%
Dover Beck	1,039	5%	10%	4%	9%	19%	0%	2%	7%	9%	3%	12%	6%	5%	3%	8%
Edwinstowe & Clipstone	3,447	8%	7%	6%	7%	15%	1%	2%	7%	9%	3%	6%	4%	6%	4%	14%
Farndon & Fernwood	2,371	6%	9%	5%	7%	17%	1%	2%	8%	10%	2%	7%	5%	5%	2%	14%
Farnsfield	1,223	7%	9%	3%	6%	17%	1%	2%	9%	14%	1%	12%	4%	4%	3%	8%
Lowdham	1,278	7%	8%	4%	9%	18%	1%	2%	9%	10%	2%	10%	7%	2%	3%	11%
Muskham	1,351	6%	9%	4%	7%	20%	1%	1%	8%	8%	2%	12%	5%	5%	2%	11%
Ollerton	2,678	7%	8%	7%	10%	16%	1%	1%	8%	9%	3%	6%	4%	6%	3%	12%
Rainworth North & Rufford	2,444	7%	7%	5%	10%	16%	1%	2%	7%	9%	4%	7%	5%	4%	3%	13%
Rainworth South & Blidworth	1,806	7%	7%	6%	10%	16%	1%	2%	8%	8%	4%	6%	6%	3%	2%	14%
Southwell	3,694	7%	8%	5%	7%	19%	1%	1%	11%	9%	3%	8%	6%	4%	2%	10%
Sutton-on-Trent	1,331	8%	8%	5%	8%	18%	1%	3%	10%	6%	3%	8%	5%	4%	3%	9%
Trent	1,198	5%	8%	4%	7%	20%	1%	1%	10%	9%	3%	13%	6%	3%	2%	9%

Highlighted in yellow are the top 5 services requiring improvement for each ward. Highlighted in red is the service rated as **most** in need of improvement.

How do you feel your local area has changed in the last 4 years?										
	Number of responses	Much Improved	Improved	No Change	Worse	Much Worse	Improved	No Change	Worse	Comparison
Balderton North & Coddington	626	1%	16%	50%	25%	7%	18%	50%	32%	Worse
Balderton South	407	1%	16%	47%	27%	8%	18%	47%	35%	Worse
Beacon	858	2%	14%	43%	32%	10%	16%	43%	42%	Worse
Bilsthorpe	280	0%	15%	59%	18%	8%	15%	59%	26%	Worse
Boughton	241	2%	15%	53%	24%	6%	16%	53%	31%	Worse
Bridge	504	2%	19%	38%	31%	9%	22%	38%	41%	Worse
Castle	372	1%	17%	45%	28%	9%	18%	45%	38%	Worse
Collingham	536	1%	20%	57%	20%	1%	21%	57%	21%	None
Devon	743	3%	16%	41%	29%	11%	19%	41%	40%	Worse
Dover Beck	242	2%	17%	62%	17%	2%	19%	62%	19%	None
Edwinstowe & Clipstone	731	2%	20%	43%	26%	9%	22%	43%	35%	Worse
Farndon & Fernwood	526	2%	19%	52%	24%	4%	21%	52%	28%	Worse
Farnsfield	274	1%	20%	36%	37%	5%	22%	36%	43%	Worse
Lowdham	283	1%	12%	65%	19%	2%	13%	65%	22%	Worse
Muskham	298	1%	14%	62%	20%	3%	15%	62%	23%	Worse
Ollerton	577	2%	19%	48%	23%	7%	21%	48%	31%	Worse
Rainworth North & Rufford	527	1%	17%	49%	27%	6%	18%	49%	33%	Worse
Rainworth South & Blidworth	390	2%	19%	51%	21%	7%	22%	51%	27%	Worse
Southwell	848	1%	18%	60%	19%	2%	19%	60%	21%	Worse
Sutton-on-Trent	296	3%	10%	63%	20%	4%	13%	63%	24%	Worse
Trent	280	1%	20%	63%	15%	2%	20%	63%	17%	Improved

Highlighted in yellow are above average

Please rate your overall satisfaction with your local area as a place to live																						
	Balderton North & Coddington	Balderton South	Beacon	Bilsthorpe	Boughton	Bridge	Castle	Collingham	Devon	Dover Beck	Lowdham & Clipstone	Farnborough & Fernwood	Farnsfield	Lowdham	Muskham	Ollerton	Radcliffe & Toton	Rufford	Southwell & Blidworth	Southwell	Sutton-on-Trent	Trent
Very Satisfied	22%	14%	17%	16%	21%	10%	13%	41%	13%	48%	23%	32%	38%	41%	42%	14%	18%	21%	49%	36%	48%	
Satisfied	57%	63%	55%	58%	55%	52%	56%	49%	52%	46%	53%	59%	54%	51%	45%	56%	58%	57%	46%	54%	46%	
Neither Satisfied or Dissatisfied	13%	14%	15%	17%	17%	24%	18%	8%	20%	4%	14%	6%	6%	6%	11%	20%	15%	13%	4%	6%	5%	
Dissatisfied	6%	9%	10%	7%	5%	12%	10%	1%	12%	2%	7%	3%	1%	1%	3%	9%	8%	8%	1%	4%	2%	
Very Dissatisfied	1%	1%	3%	2%	2%	1%	3%	0%	3%	0%	3%	0%	0%	0%	0%	2%	2%	2%	0%	1%	0%	
Satisfied or very satisfied	79%	77%	72%	74%	76%	62%	70%	90%	65%	94%	77%	91%	92%	92%	86%	69%	76%	78%	95%	90%	93%	
Neither	13%	14%	15%	17%	17%	24%	18%	8%	20%	4%	14%	6%	6%	6%	11%	20%	15%	13%	4%	6%	5%	
Dissatisfied or very dissatisfied	7%	10%	12%	9%	7%	14%	12%	1%	15%	2%	10%	3%	2%	1%	3%	11%	9%	9%	2%	4%	2%	

Please rate your overall satisfaction with Newark and Sherwood District Council																					
	Balderton North & Coddington	Balderton South	Beacon	Bilsthorpe	Boughton	Bridge	Castle	Collingham	Devon	Dover Beck	Lowthorpe & Clipstone	Farndon & Fernwood	Farnsfield	Lowdham	Muskham	Ollerton	Hamworth North & Rufford	Hamworth South & Blidworth	Southwell	Sutton-on-Trent	Trent
Very Satisfied	5%	7%	4%	6%	8%	5%	6%	7%	5%	10%	8%	7%	7%	9%	5%	7%	6%	10%	6%	9%	6%
Satisfied	43%	37%	41%	40%	44%	36%	39%	48%	40%	54%	40%	44%	52%	45%	46%	42%	44%	47%	53%	45%	49%
Neither Satisfied or Dissatisfied	36%	39%	35%	38%	33%	38%	34%	36%	35%	29%	36%	36%	31%	36%	35%	39%	36%	28%	33%	35%	38%
Dissatisfied	13%	13%	15%	11%	10%	15%	14%	8%	16%	5%	12%	9%	9%	8%	9%	9%	12%	11%	7%	9%	6%
Very Dissatisfied	3%	5%	5%	5%	5%	5%	7%	1%	4%	3%	5%	4%	1%	2%	5%	3%	2%	4%	2%	2%	2%
Satisfied or very satisfied	48%	44%	45%	46%	52%	42%	46%	54%	46%	63%	47%	51%	59%	55%	51%	49%	50%	57%	58%	54%	55%
Neither	36%	39%	35%	38%	33%	38%	34%	36%	35%	29%	36%	36%	31%	36%	35%	39%	36%	28%	33%	35%	38%
Dissatisfied or very dissatisfied	16%	18%	20%	15%	14%	21%	21%	10%	20%	7%	17%	13%	10%	10%	14%	12%	14%	14%	8%	11%	8%