Nottingham City Council

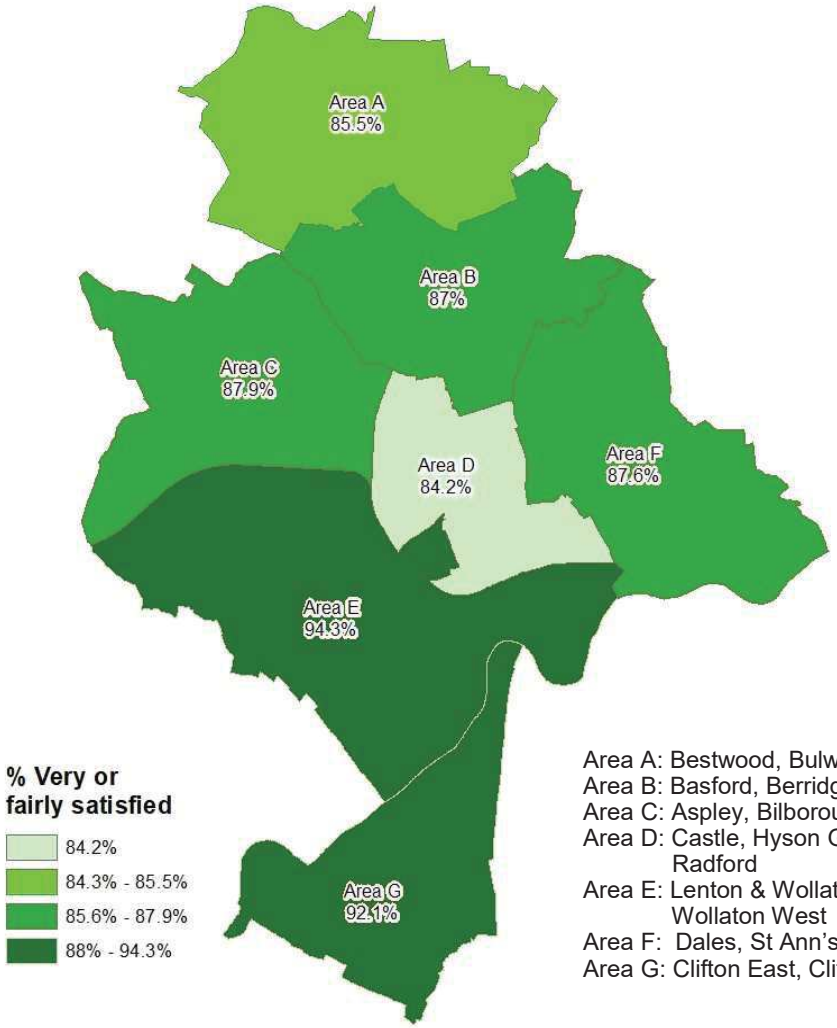
2022 Citizens' Survey findings dashboards

- The citizens' survey is carried out by an external research company via face to face interview.
- All figures are subject to confidence limits, small differences may not be statistically significant. When the data is broken down into demographic and geographic groups, the sample size becomes smaller and confidence lowers.
- If you want the full data behind the dashboards or have any other questions, please contact the REC Team (jon.rea@nottinghamcity.gov.uk or aaron.simpkin@nottinghamcity.gov.uk)

1: Local Area Satisfaction

Headline: 88% satisfied with local area

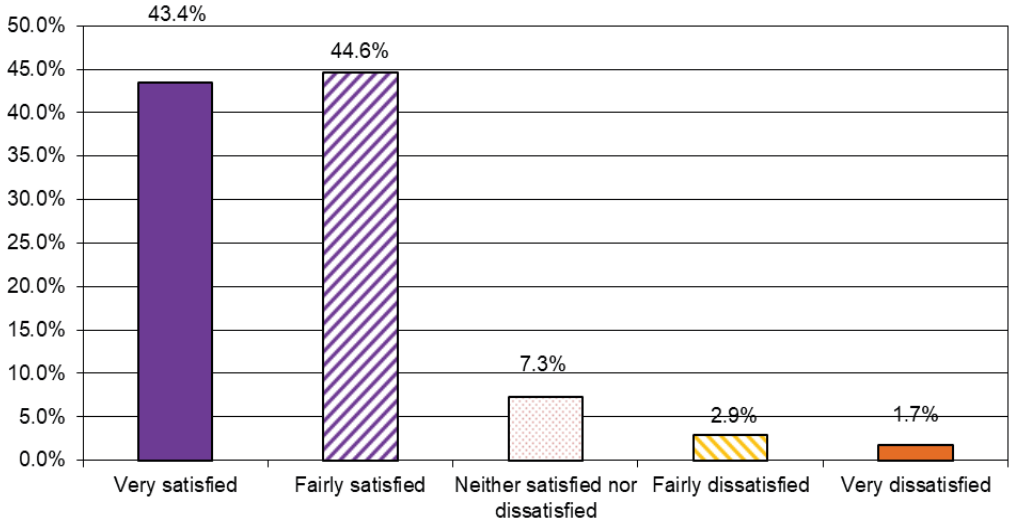
Percentage of respondents who are very or fairly satisfied with their local area.



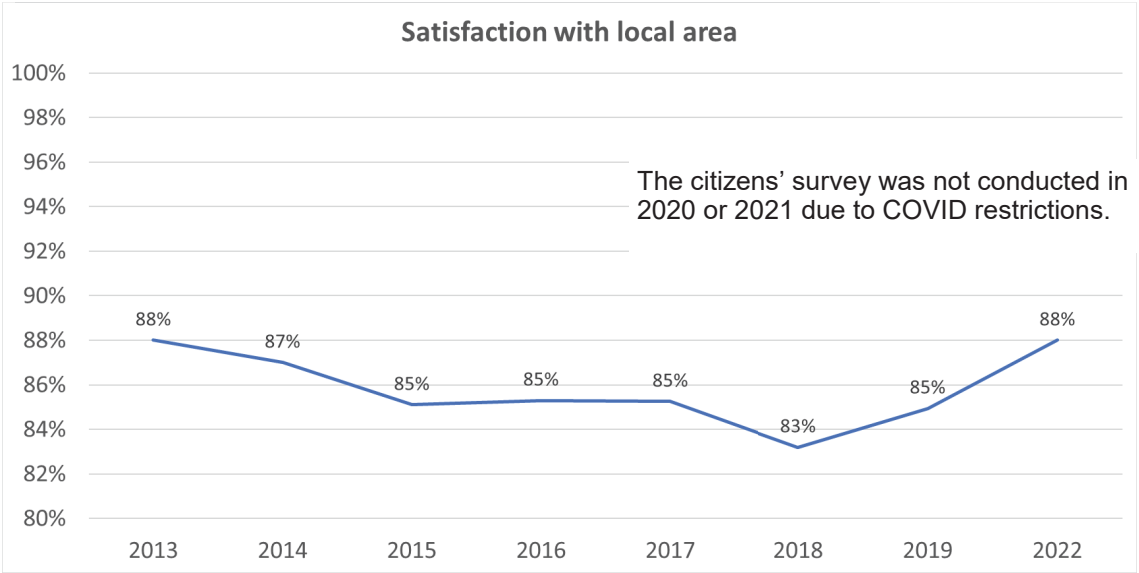
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,717 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Local area satisfaction



Change over time (percentage very or fairly satisfied)

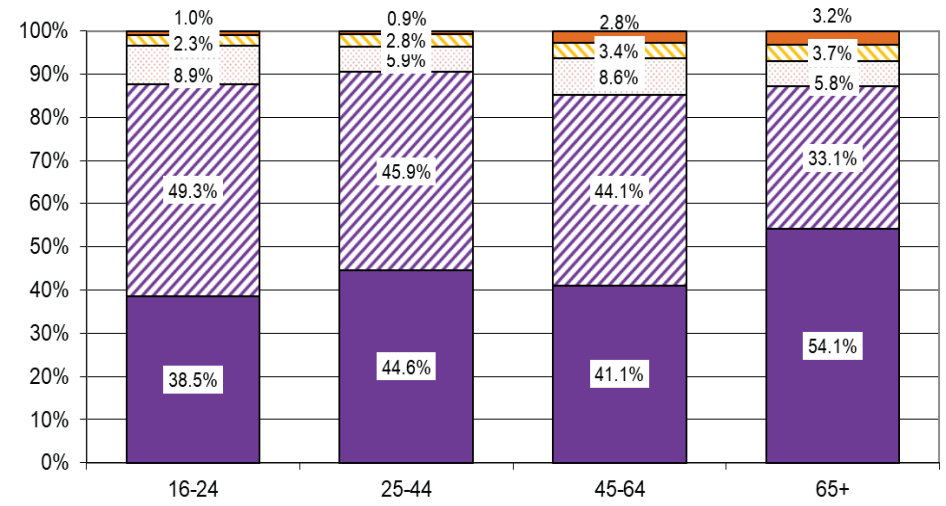


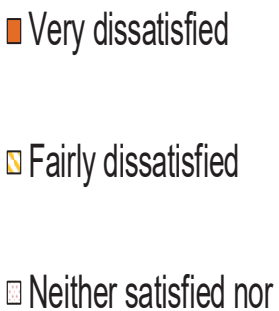
The citizens' survey was not conducted in 2020 or 2021 due to COVID restrictions.

Key Points

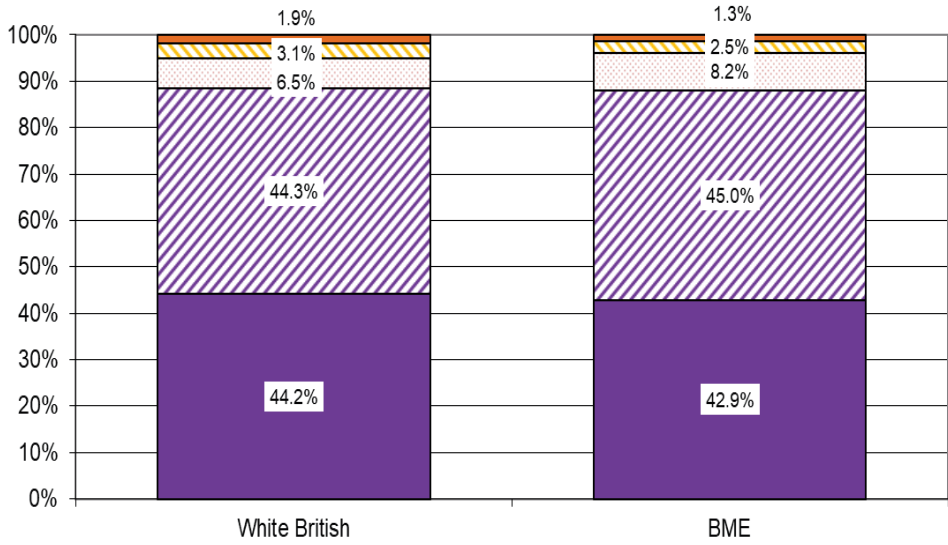
- The Wollaton West, Meadows and Lenton & Wollaton East area has the highest levels of satisfaction at 94.3%.
- Satisfaction is highest amongst people aged 25-34.
- The lowest levels of satisfaction are amongst people who are unemployed.

Satisfaction by age

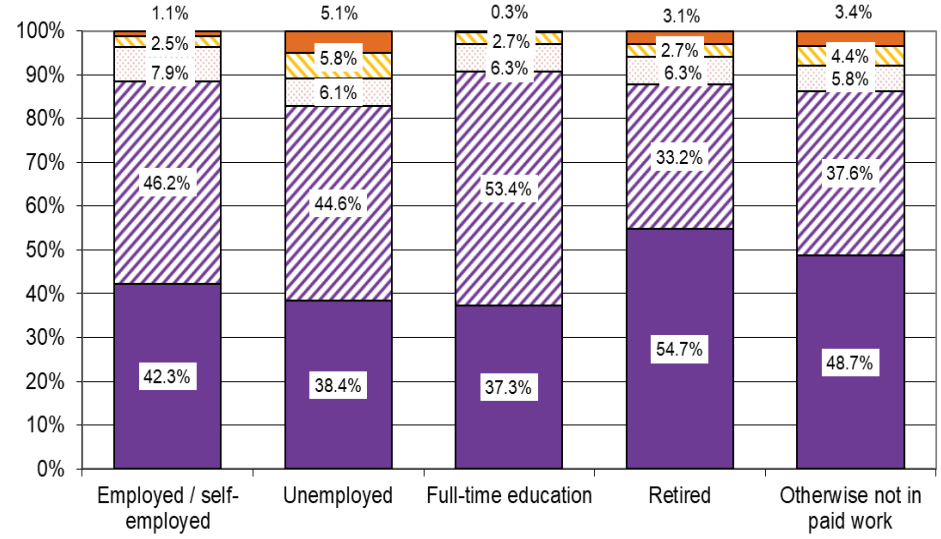




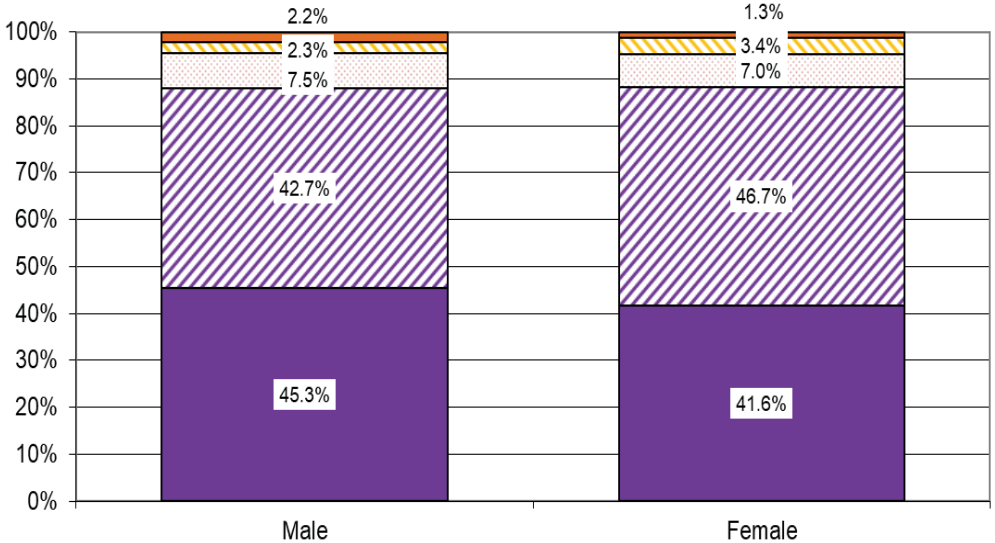
Satisfaction by tenure



Satisfaction by employment status



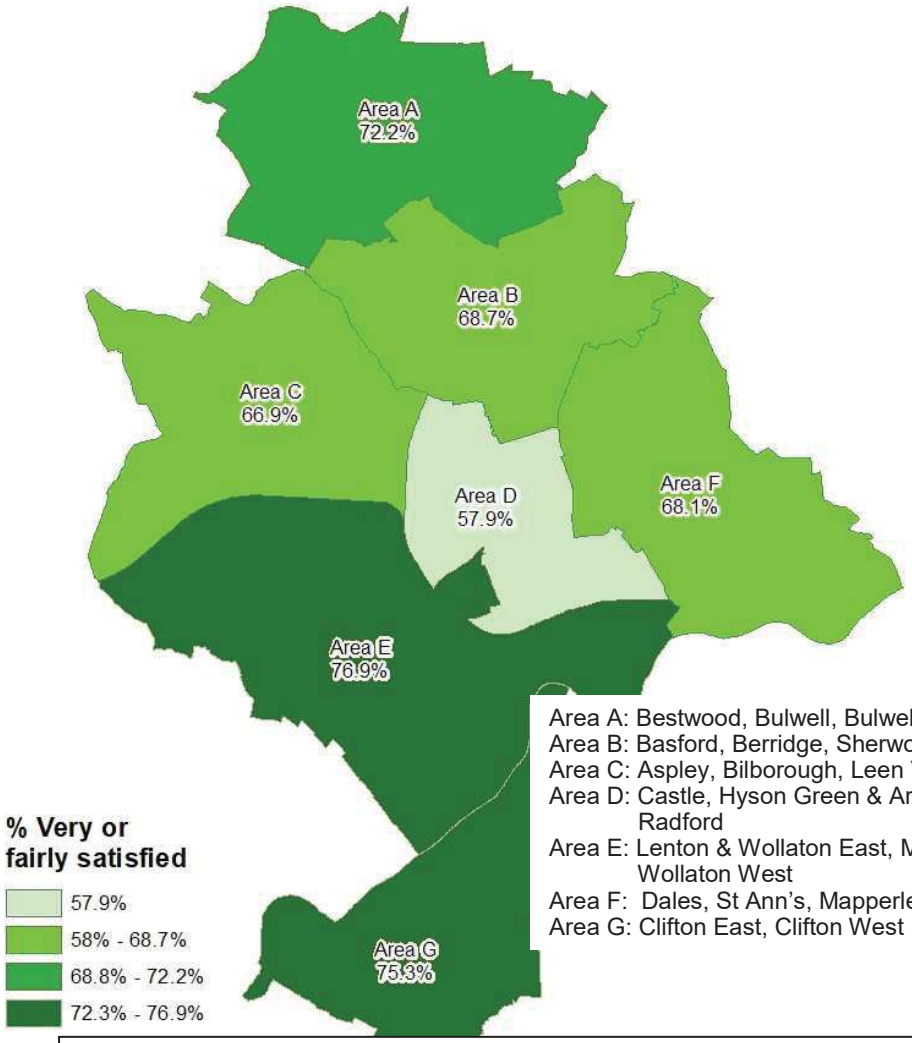
Satisfaction by gender



2: Cleanliness of Local Area

Headline: 69% satisfied with cleanliness of their local area

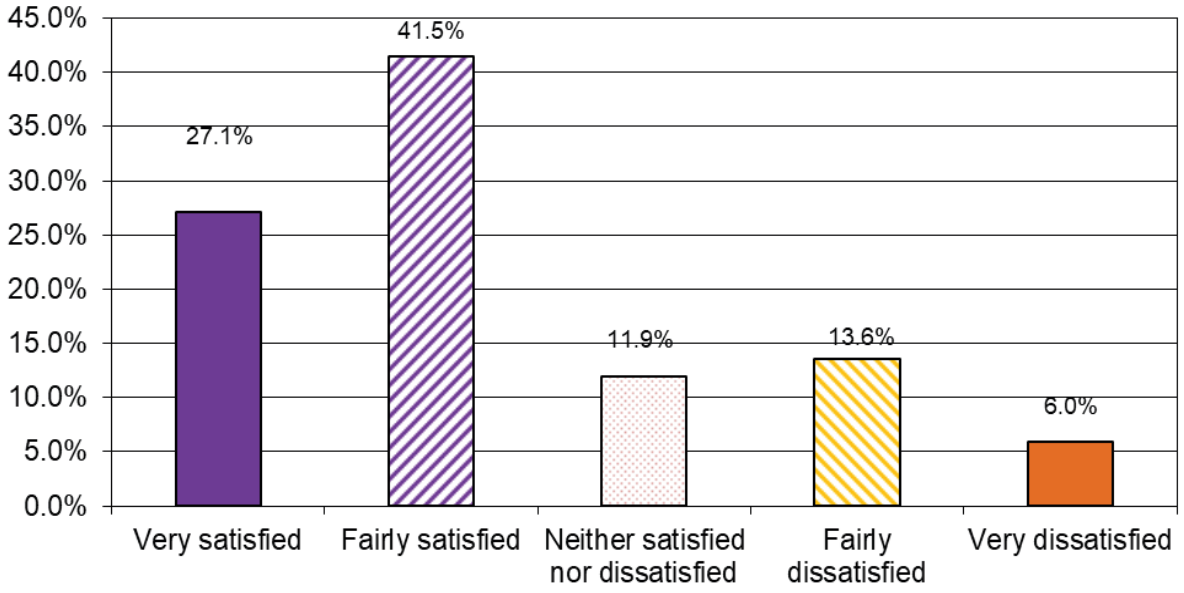
Percentage of respondents who are very or fairly satisfied with the cleanliness of their local area.



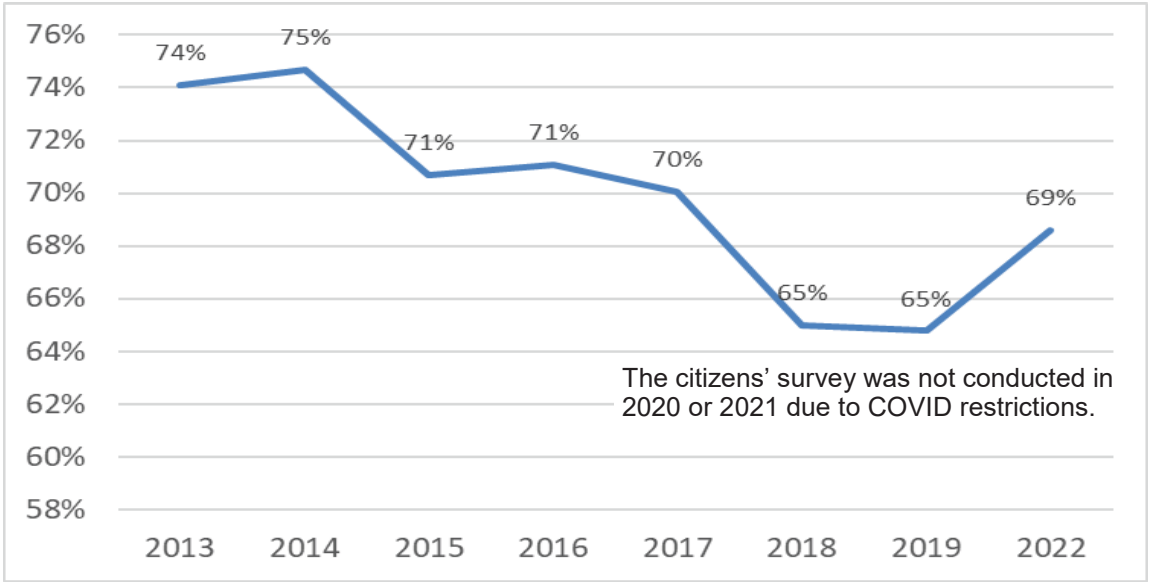
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1724 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Satisfaction with cleanliness of local area



Change over time

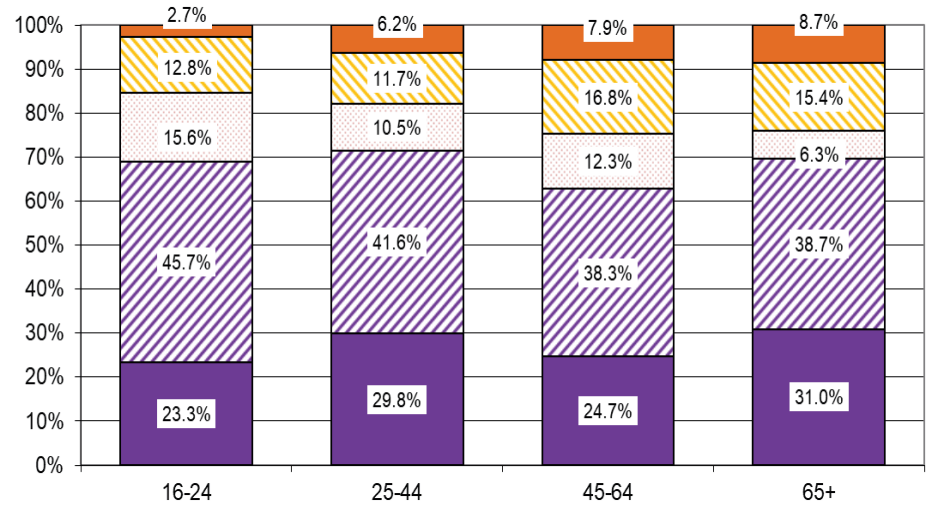


The citizens' survey was not conducted in 2020 or 2021 due to COVID restrictions.

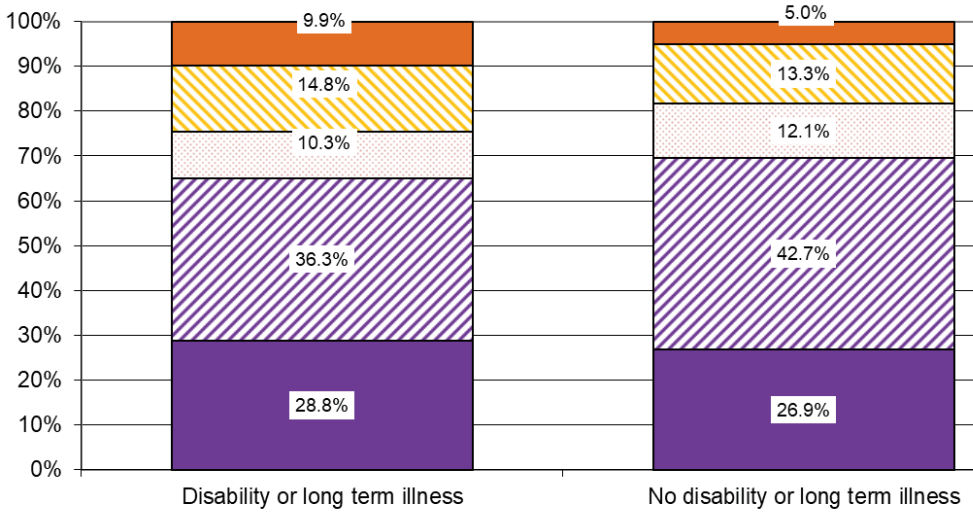
Key Points

- Satisfaction is highest in Lenton & Wollaton East, Meadows & Wollaton West and lowest in Castle, Hyson Green & Arboretum and Radford.
- Satisfaction is highest in the 25 to 34 age group.
- The lowest levels of satisfaction across all demographics and geographics are those in Castle, Hyson Green & Arboretum and Radford with a 57.9% satisfaction rate.

Satisfaction by age



Satisfaction by disability status



Very dissatisfied

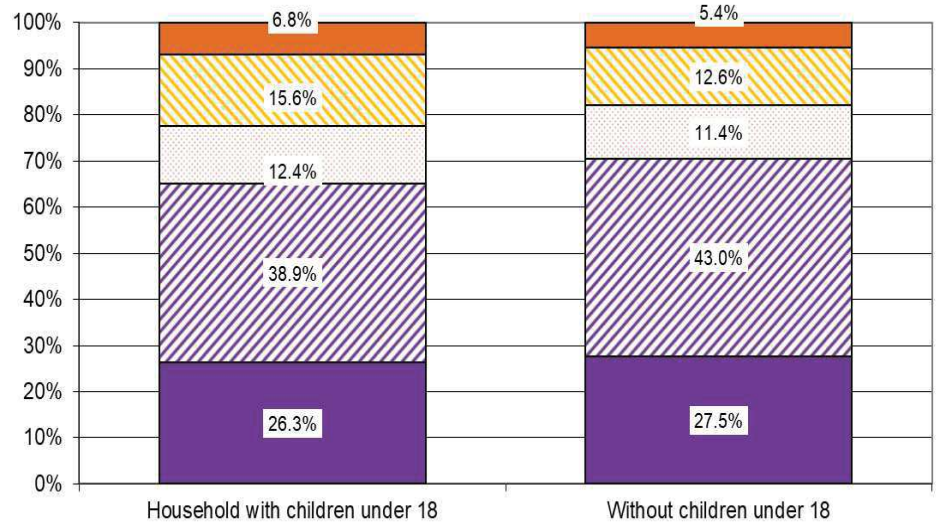
Fairly dissatisfied

Neither satisfied nor dissatisfied

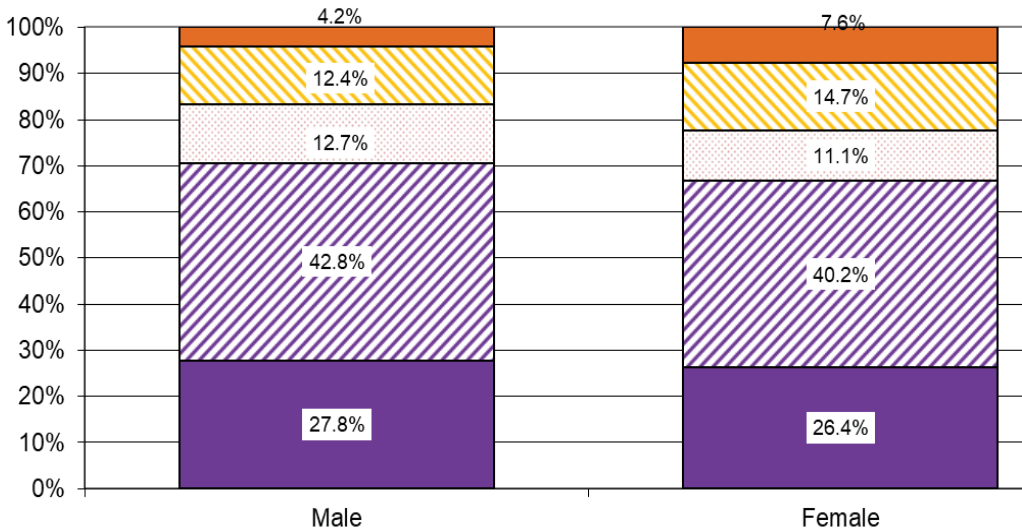
Fairly Satisfied

Very satisfied

Satisfaction by children in the house



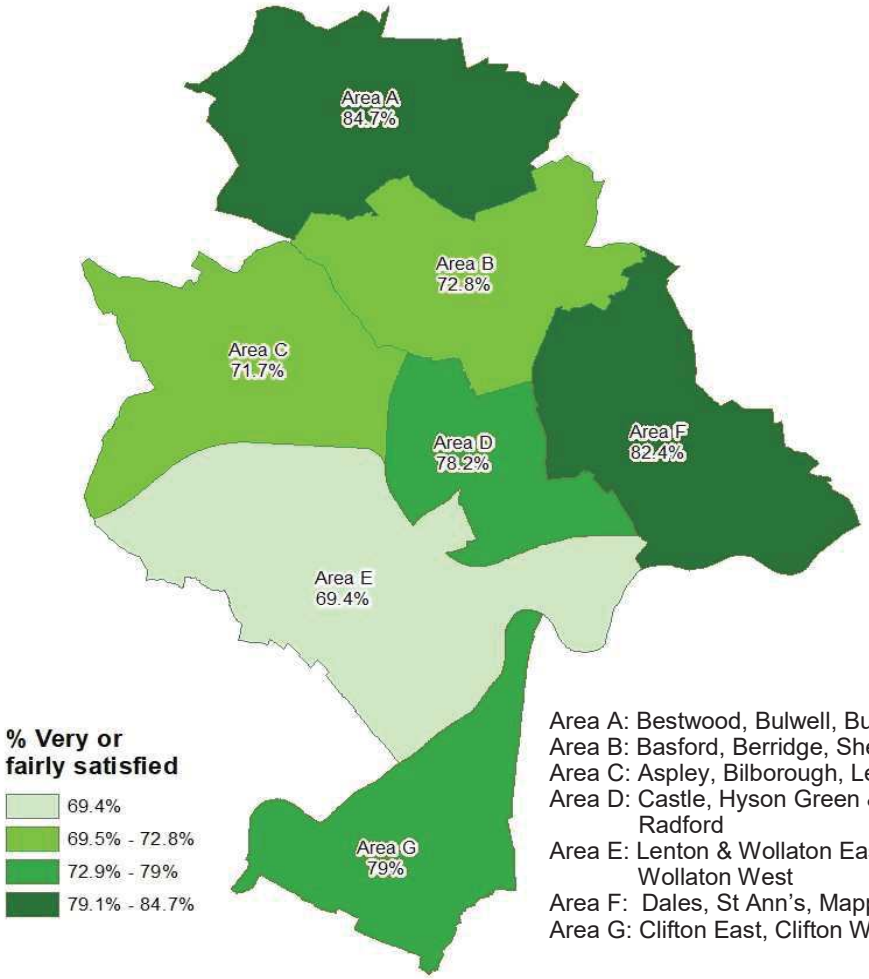
Satisfaction by gender



3: Cleanliness of the City Centre

Headline: 77% satisfied with cleanliness of the City Centre

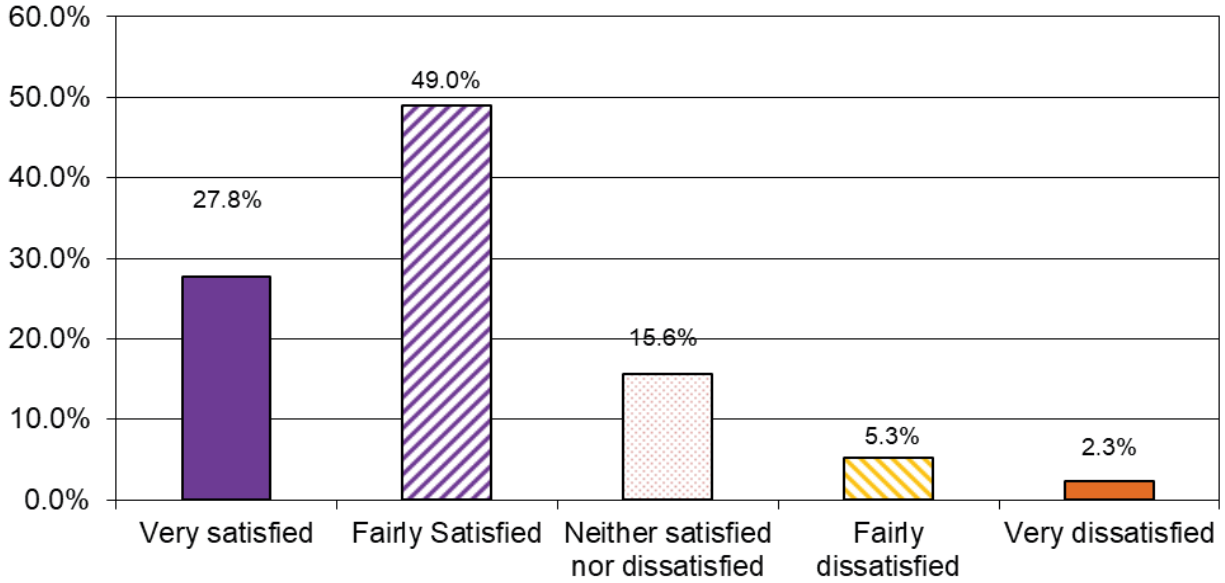
Percentage of respondents who are very or fairly satisfied with the cleanliness of the City Centre.



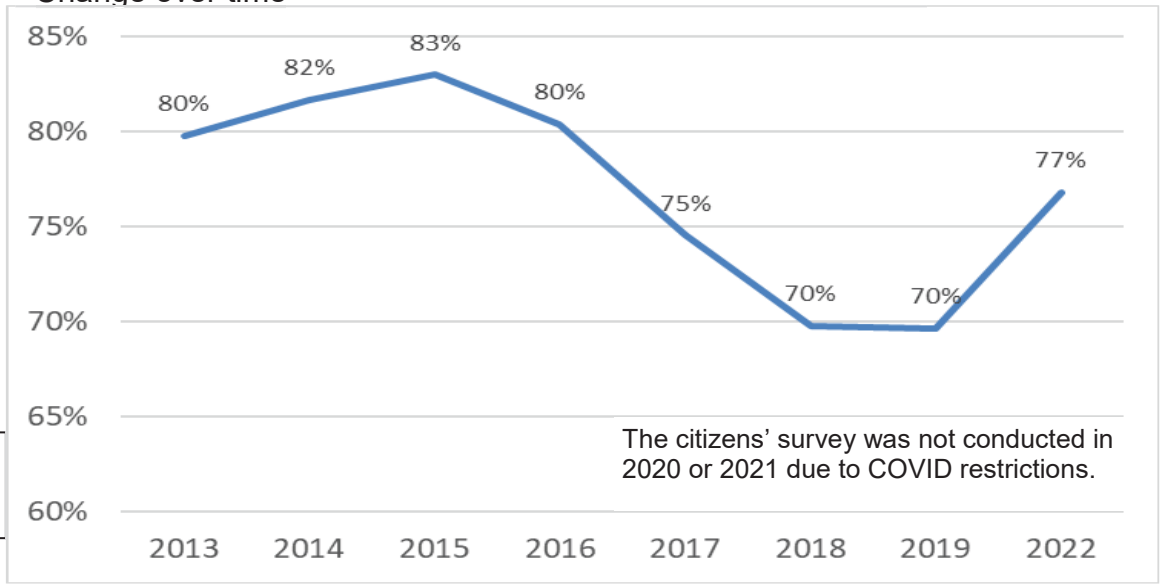
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,502 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Satisfaction with cleanliness of the City Centre



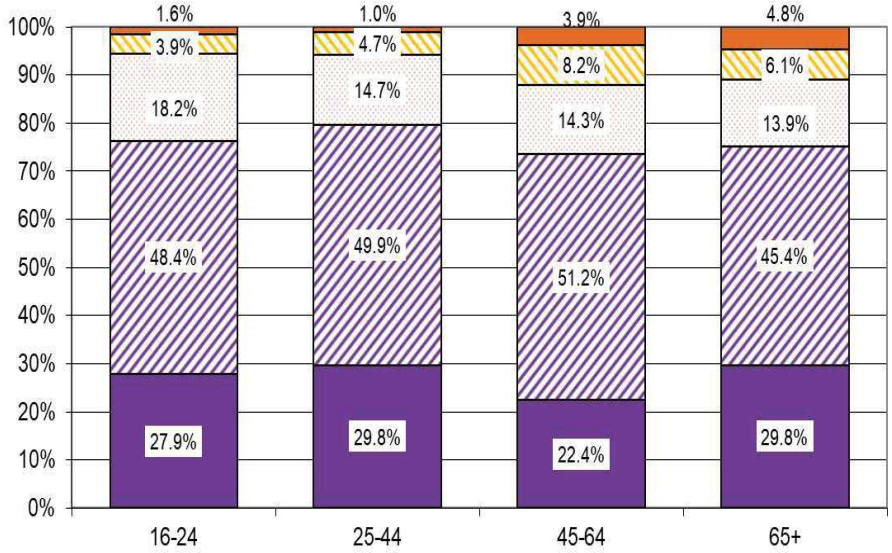
Change over time

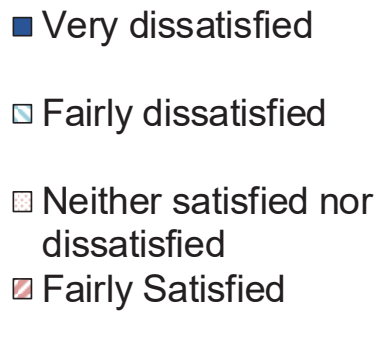


Key Points

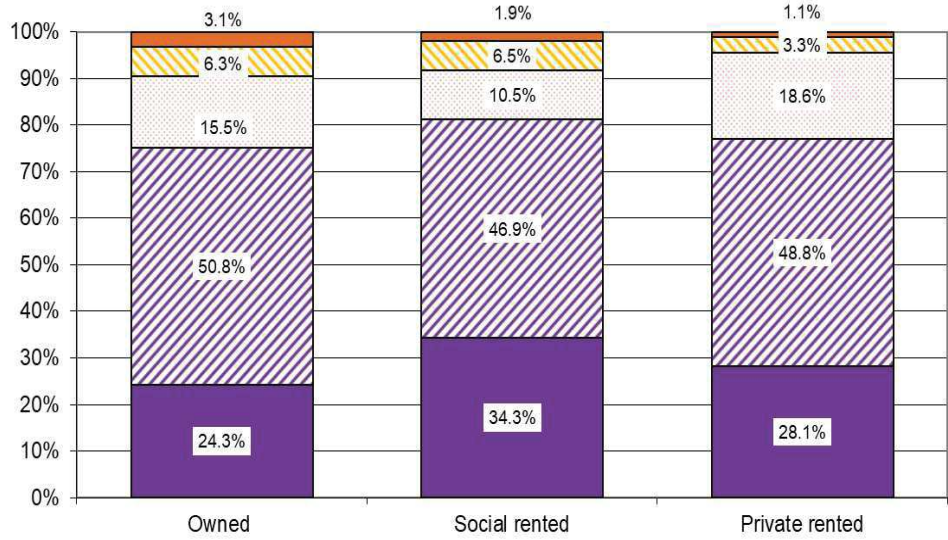
- Satisfaction is highest in Bestwood, Bulwell & Bulwell Forest and lowest in Lenton & Wollaton East, Meadows & Wollaton West.
- Satisfaction is highest amongst people who are unemployed.
- People who are retired have the lowest levels of satisfaction.

Satisfaction by age

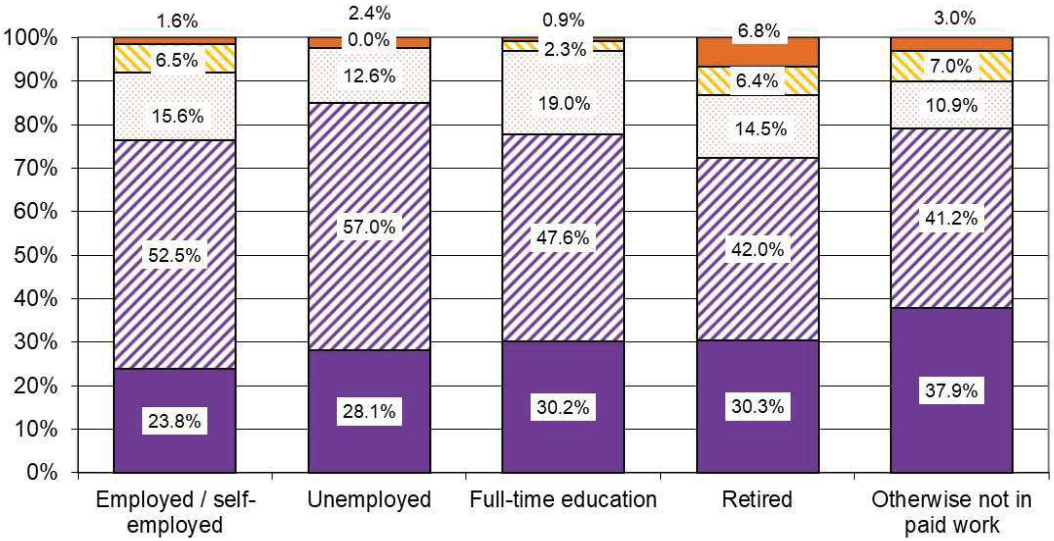




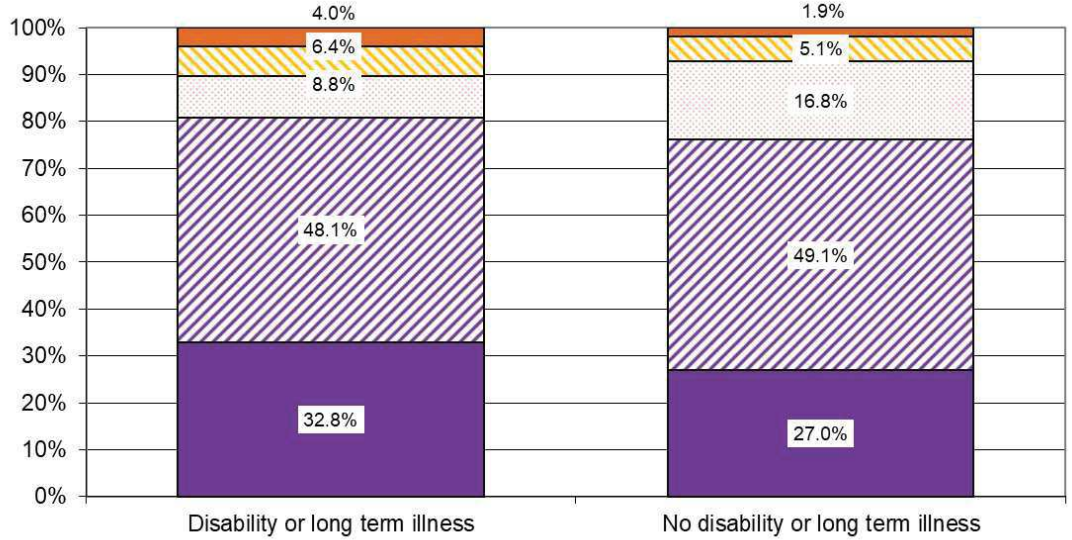
Satisfaction by tenure



Satisfaction by employment status



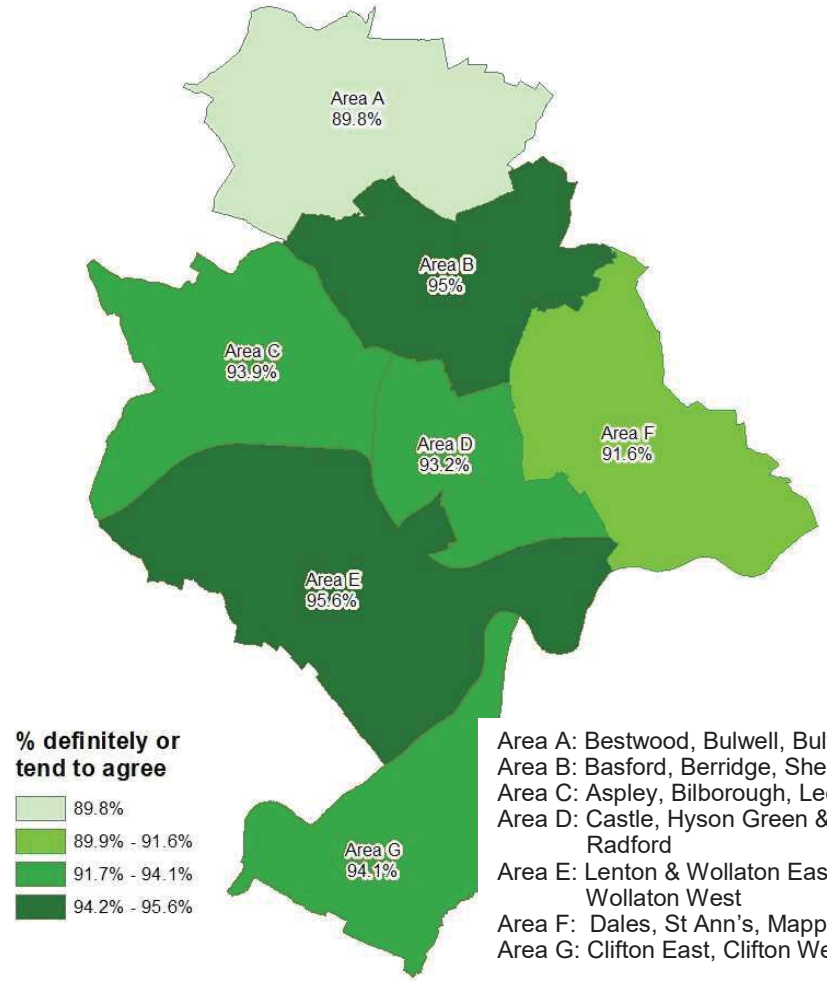
Satisfaction by disability or long term illness



4: Local Area Cohesion

Headline: 93% agree that people from different backgrounds get on well

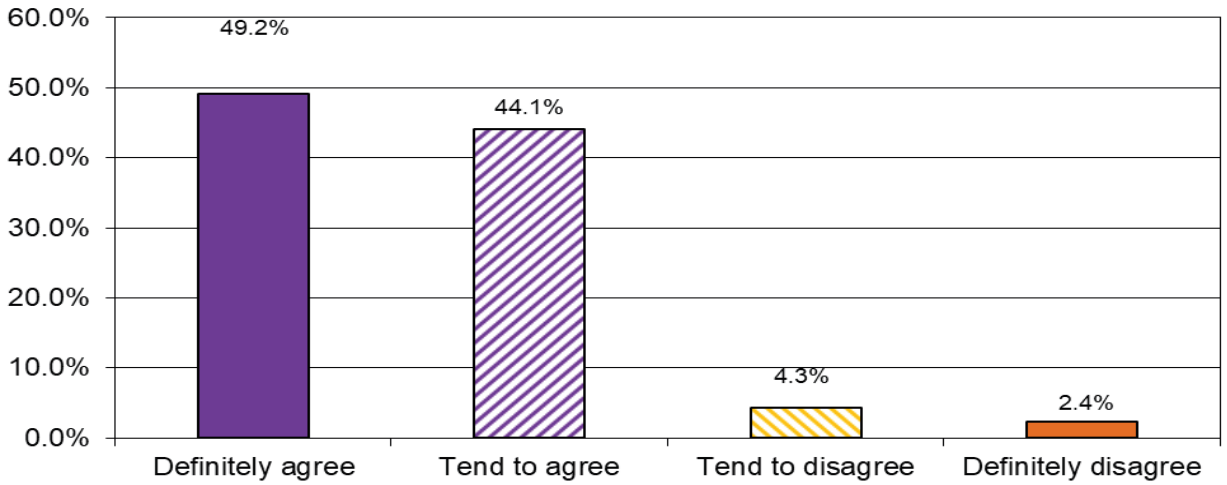
Percentage of respondents who definitely or tend to agree their local area is a place where people from different backgrounds get on well.



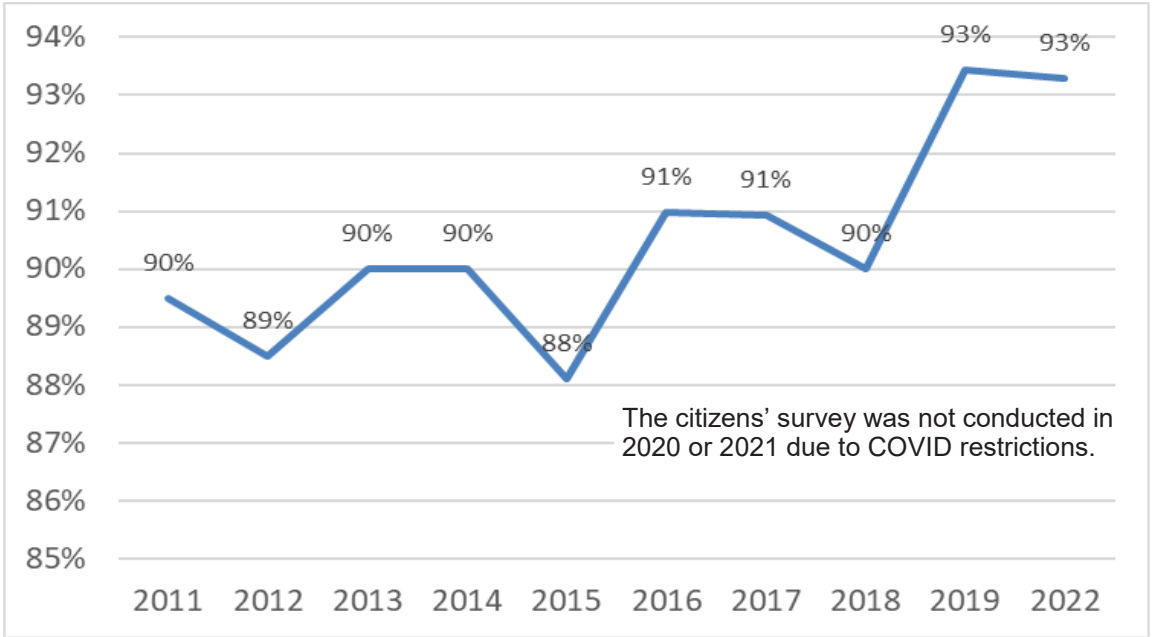
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,607 respondents in total, excludes 'don't know' or 'all the same background' as responses. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Local Area Cohesion



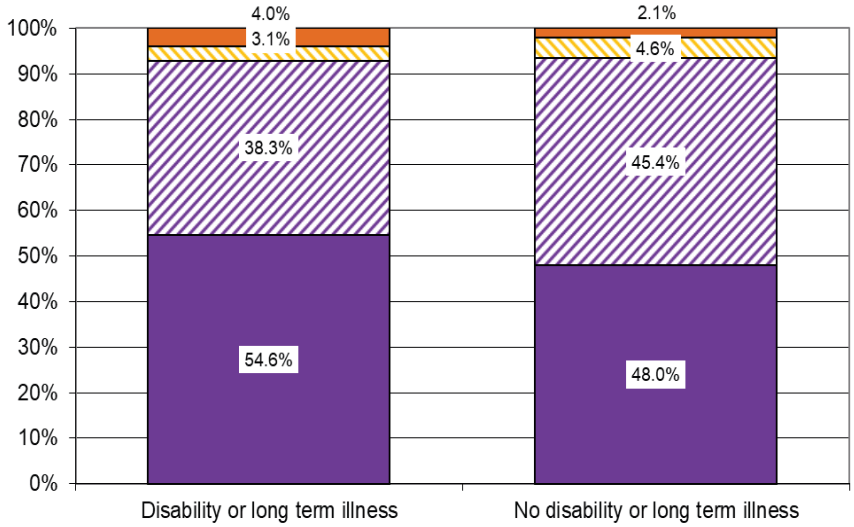
City change over time (percentage agree or tend to agree)



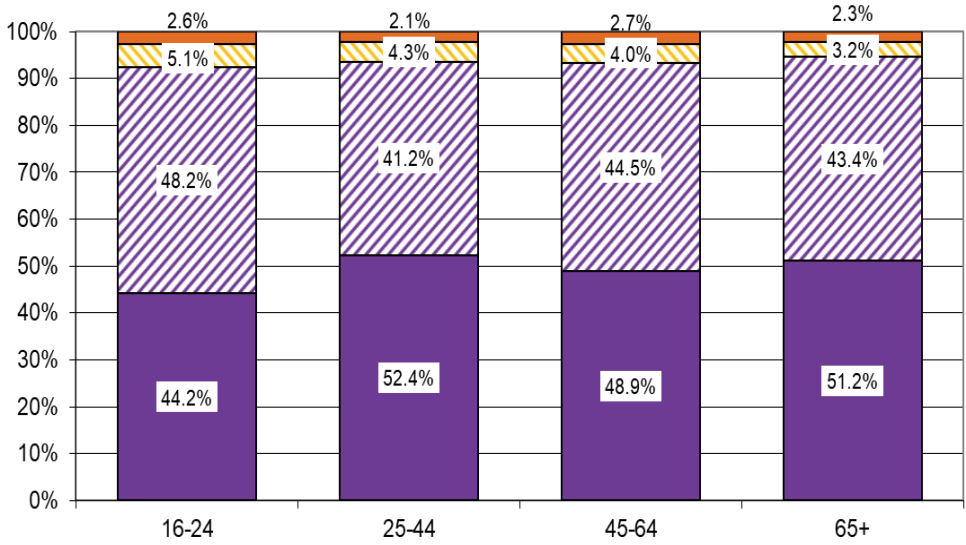
Key Points

- The percentage of respondents who agree that, in their local area, people from different backgrounds tend to get on well remains high at 93% and is 90% or more in every area.
- Wollaton West, Meadows and Lenton & Wollaton East has the highest level of agreement.
- There is no significant variation between White British and BME groups in the proportion of people agreeing with the statement.

Opinion by disability



Opinion by age



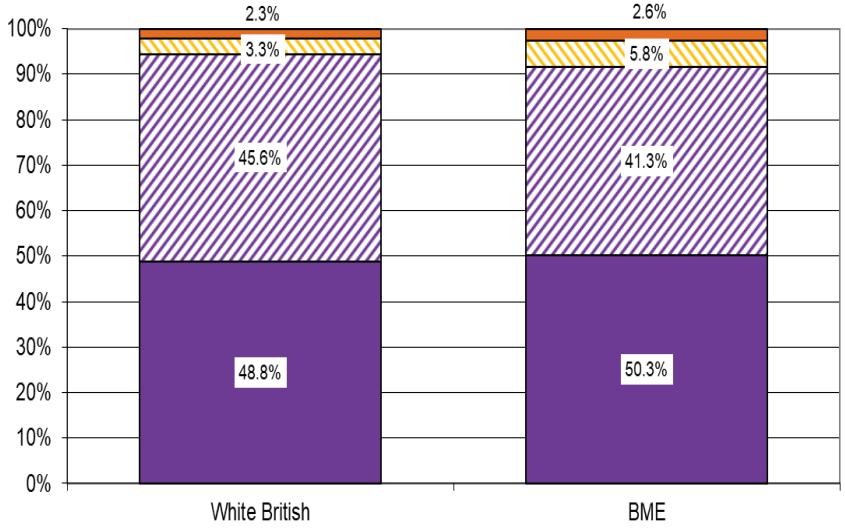
Definitely disagree

Tend to disagree

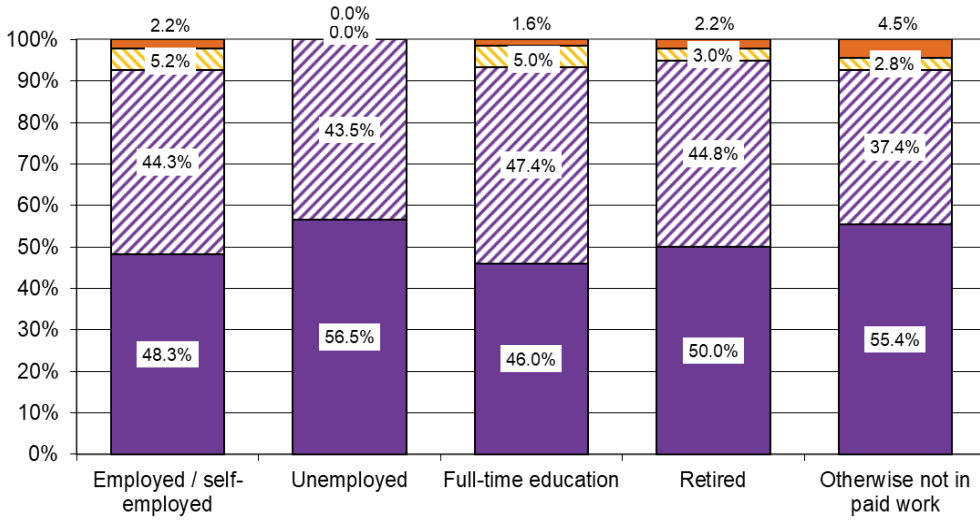
Tend to agree

Definitely agree

Opinion by ethnicity



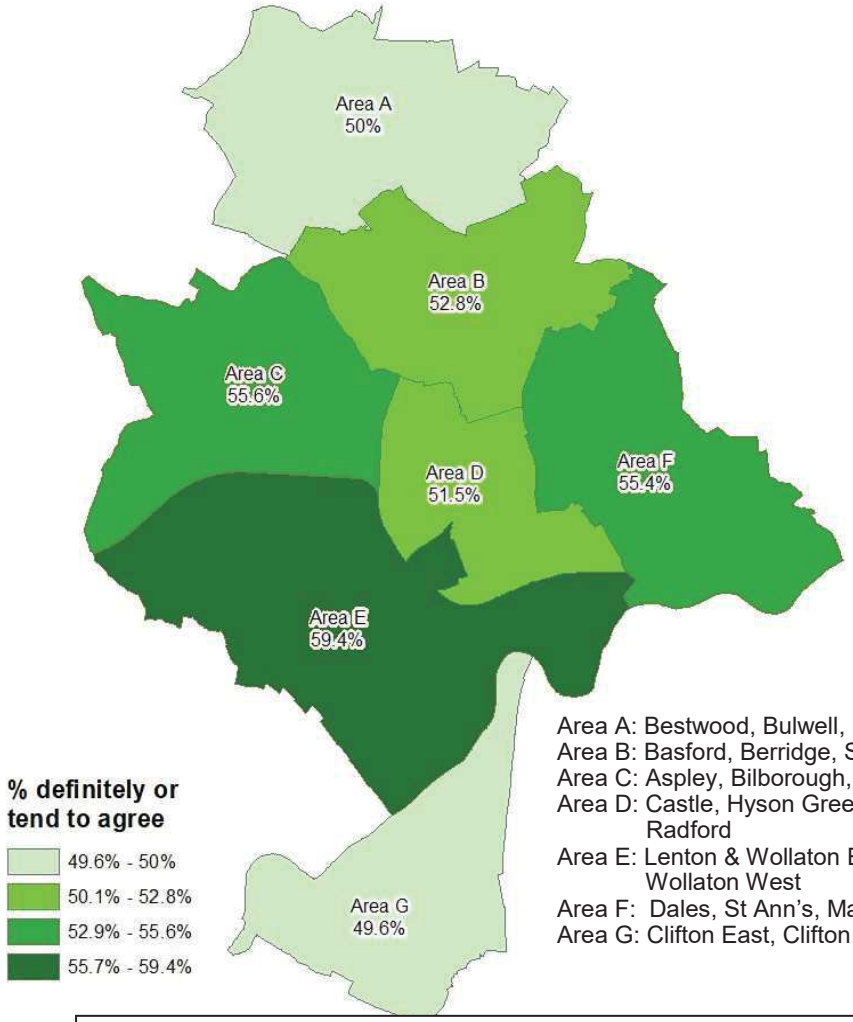
Opinion by employment status



5: Ability to influence local decisions

Headline: 54% feel they can influence decisions

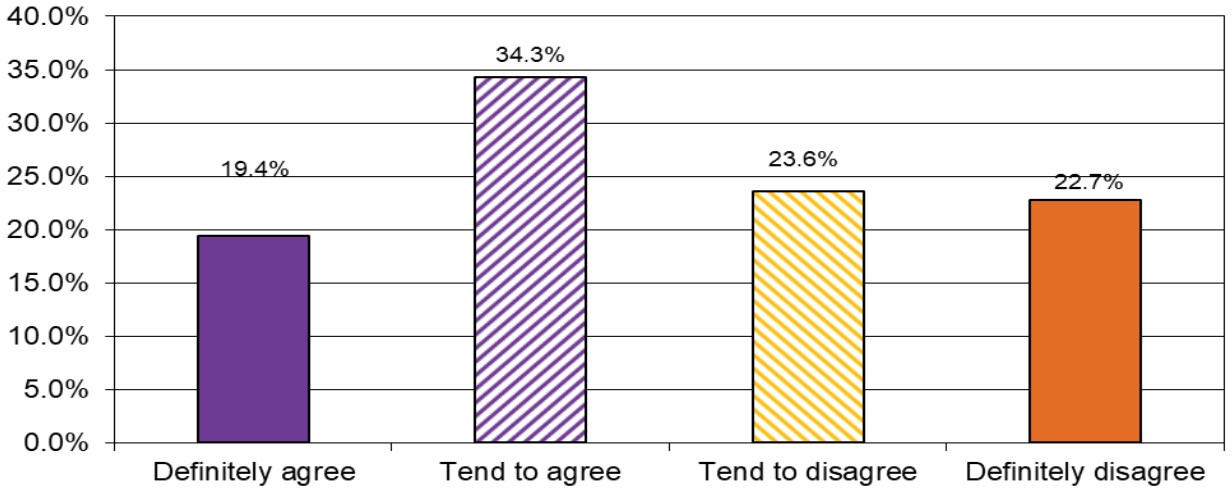
Percentage of respondents who definitely or tend to agree they can influence decisions which affect their local area



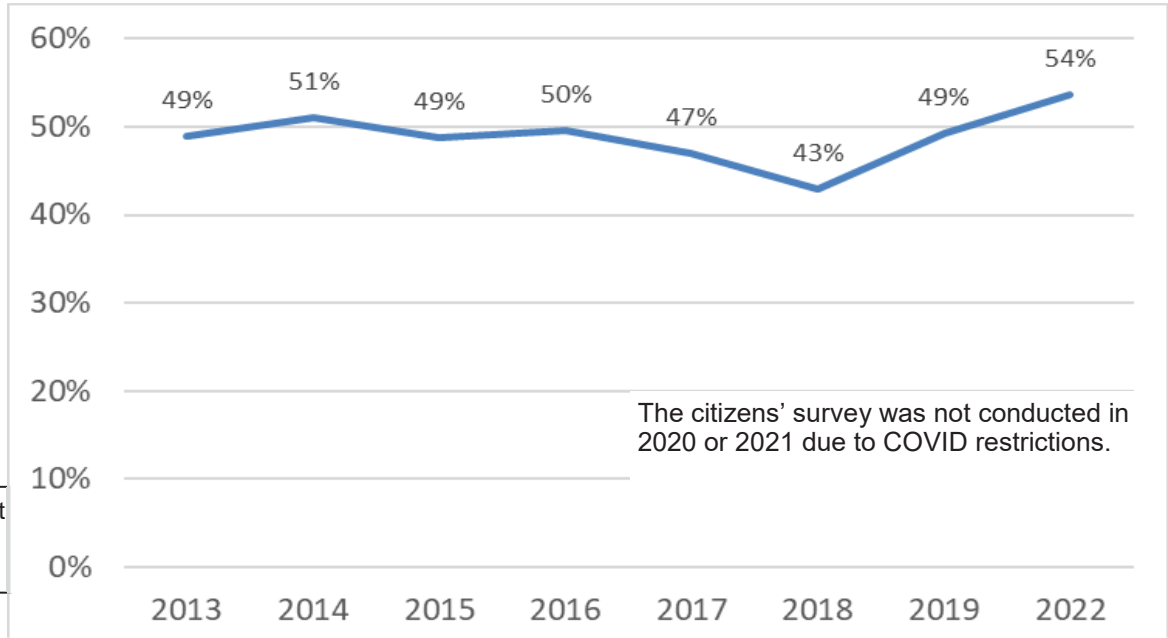
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,388 respondents in total. Excludes 'don't know' as a response. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Ability to influence local decisions



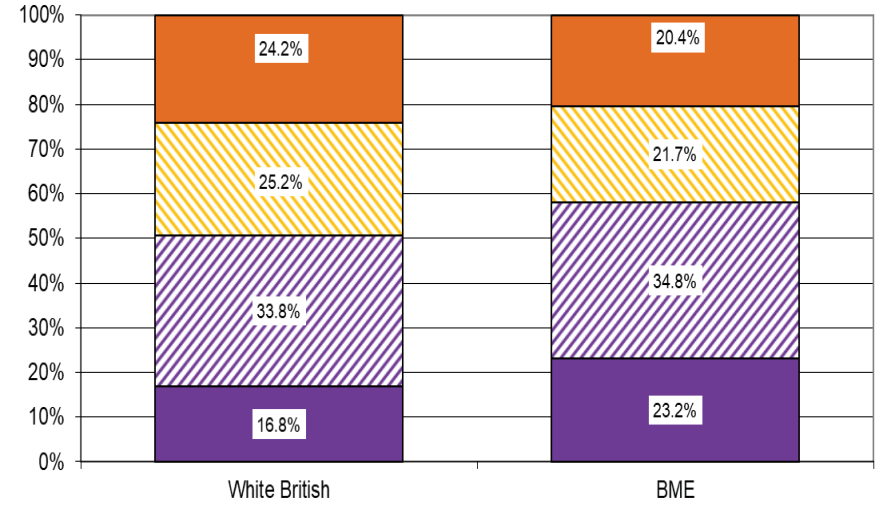
City change over time (percentage definitely or tend to agree)



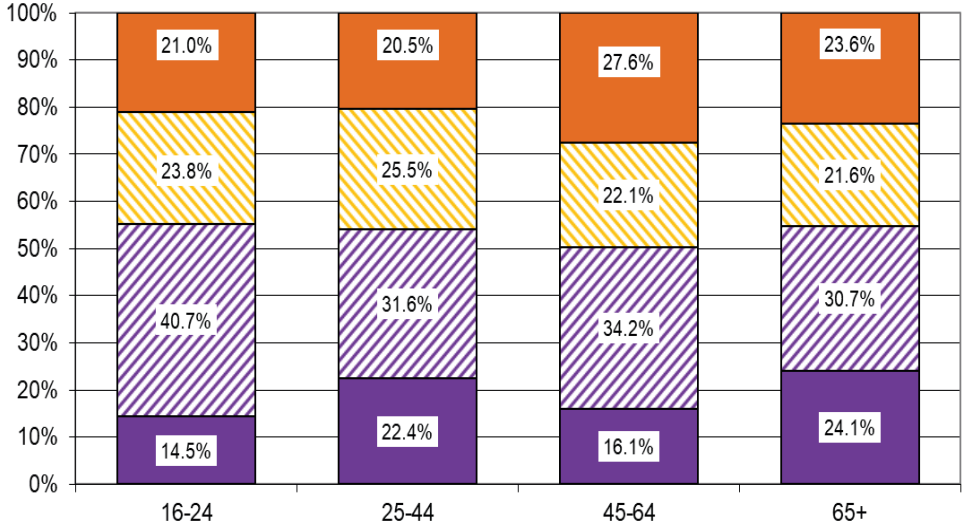
Key Points

- Wollaton West, Meadows and Lenton and Wollaton East Area has the highest proportion of people who agree they can influence decisions that affect their local area.
- People from Black and Minority Ethnic groups and the employed are the most likely to agree they can influence decisions.
- People with a disability or long term condition and those aged 55-64 are least likely to agree.

Opinion by ethnicity



Opinion by age



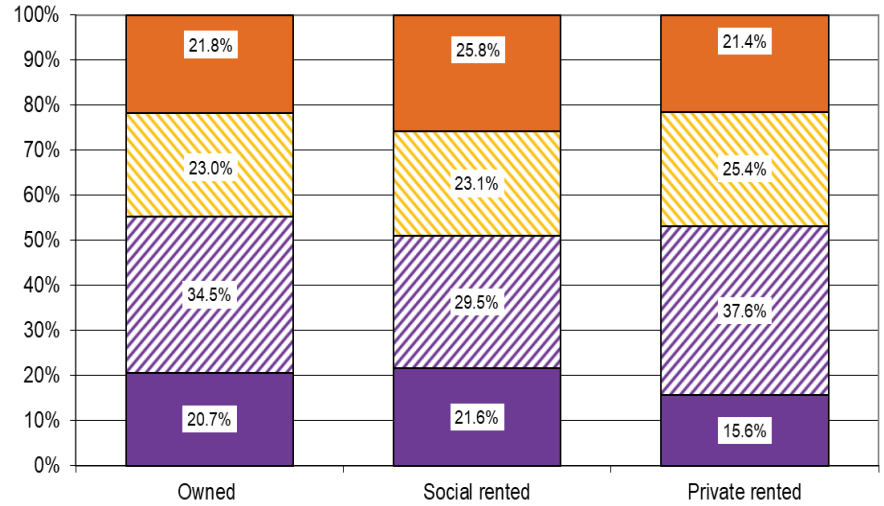
Definitely disagree

Tend to disagree

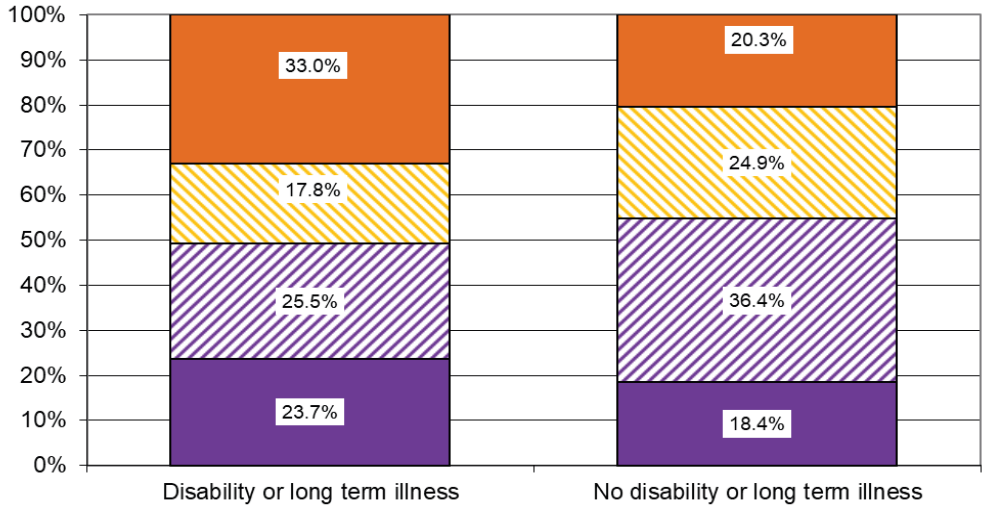
Tend to agree

Definitely agree

Opinion by housing tenure



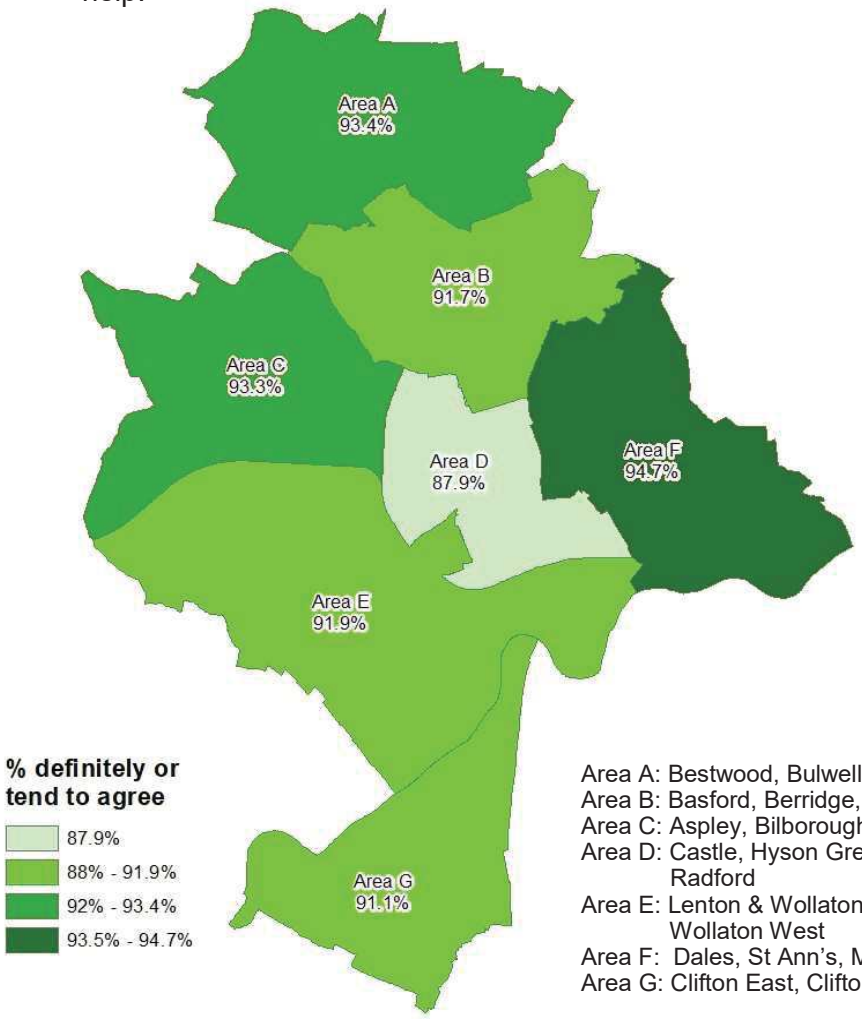
Opinion by disability or long term illness



6: Ability to rely on local people

Headline: 92% of people agree they can rely on friends, family or neighbours

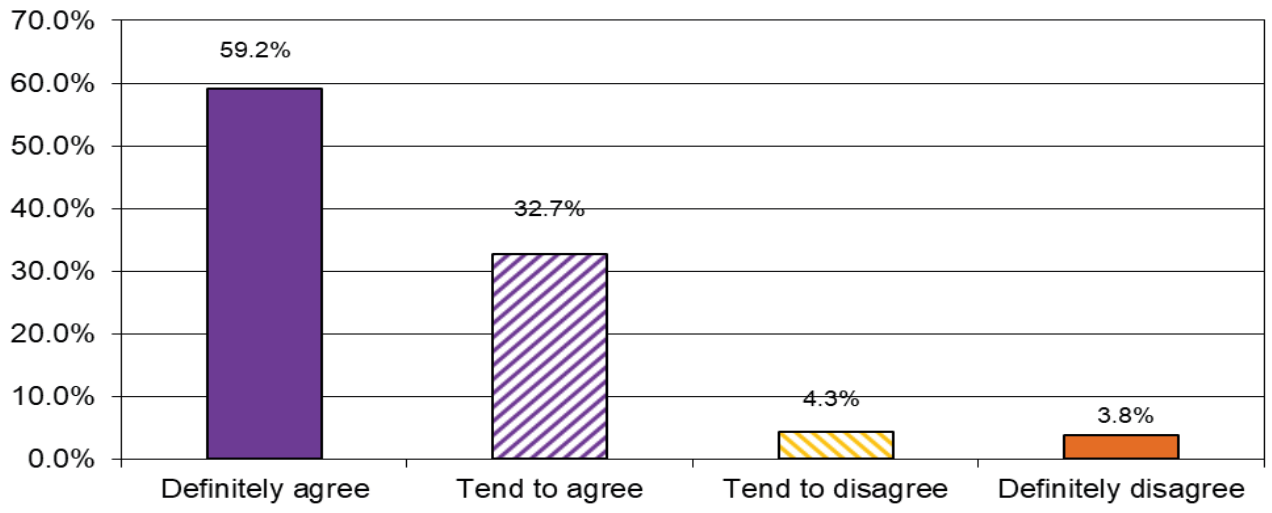
Percentage of respondents who definitely or tend to agree they can rely on local people (friends, family, neighbours) to provide help.



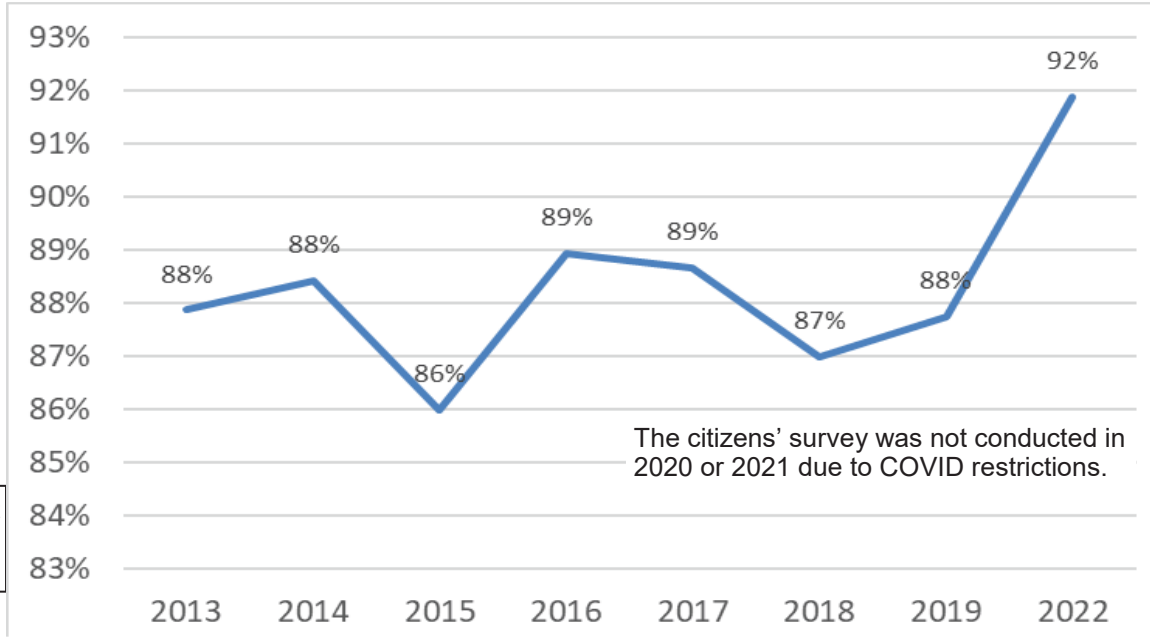
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,640 respondents in total. Excludes 'don't know' as a response. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Ability to rely on local people to help



City change over time (percentage definitely or tend to agree)

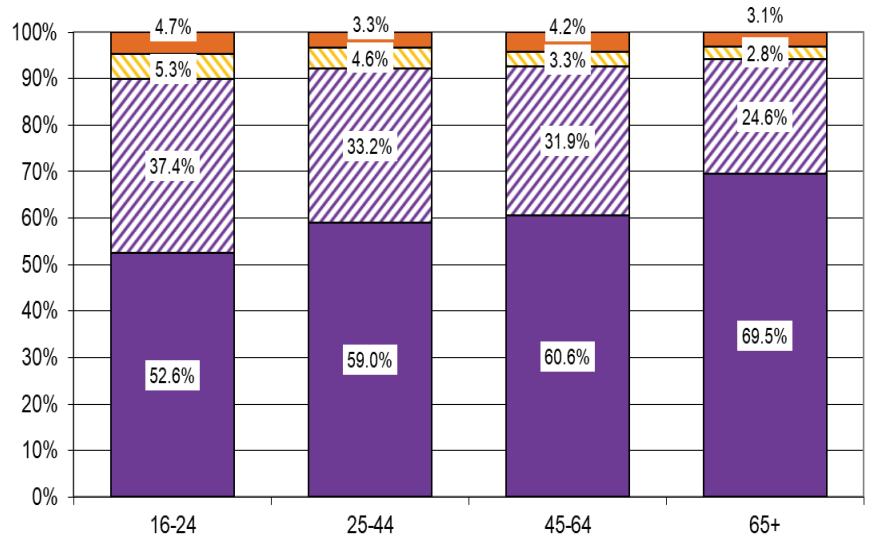


The citizens' survey was not conducted in 2020 or 2021 due to COVID restrictions.

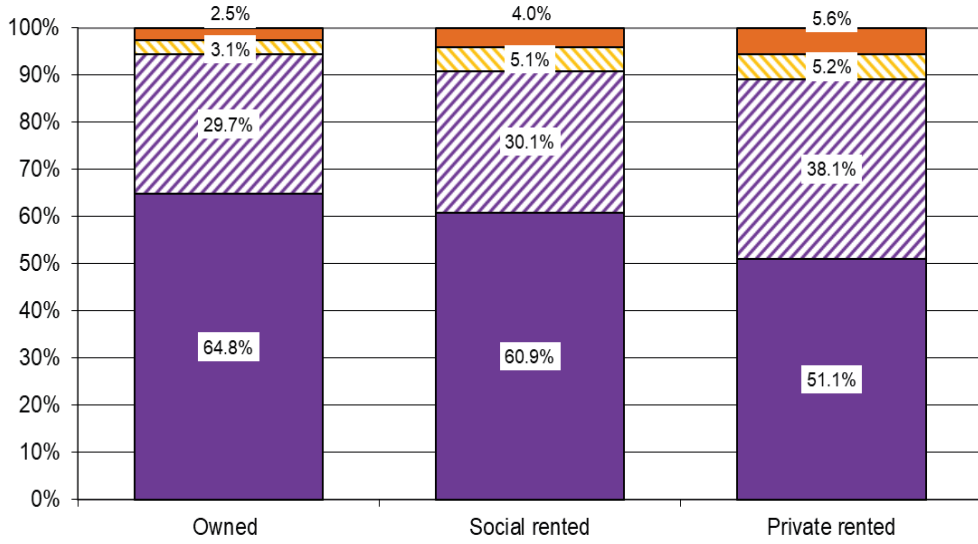
Key Points

- Every area has over 90% agreement other than Castle, Hyson Green & Arboretum and Radford which has 88%.
- Home owners and the over 65s are most likely to agree they can rely on local people.
- People who are 'otherwise not in paid work' or have a disability or long term illness are the least likely to agree.

Opinion by age



Opinion by housing tenure



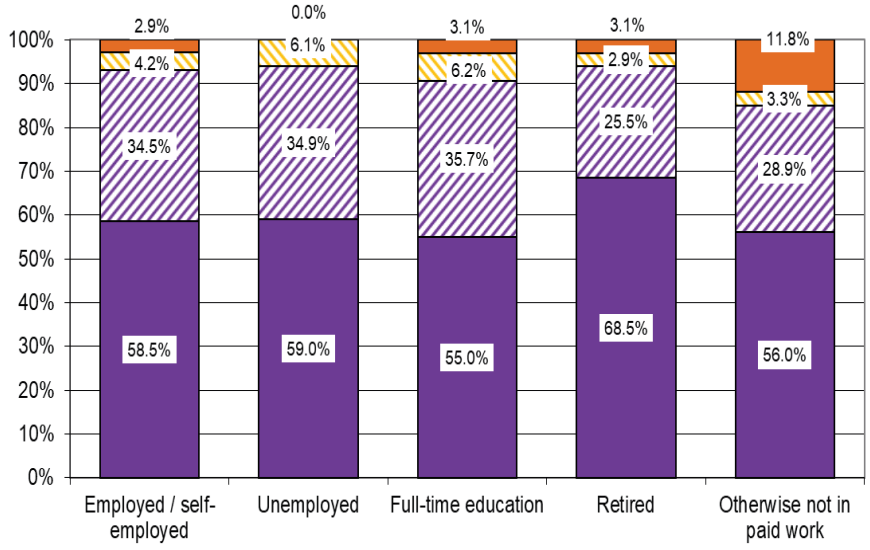
Definitely disagree

Tend to disagree

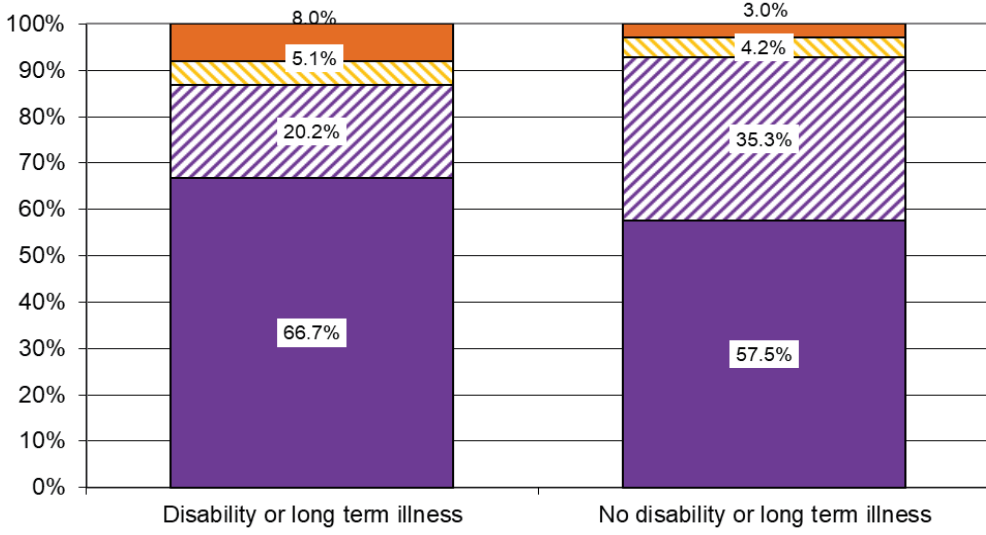
Tend to agree

Definitely agree

Opinion by employment status



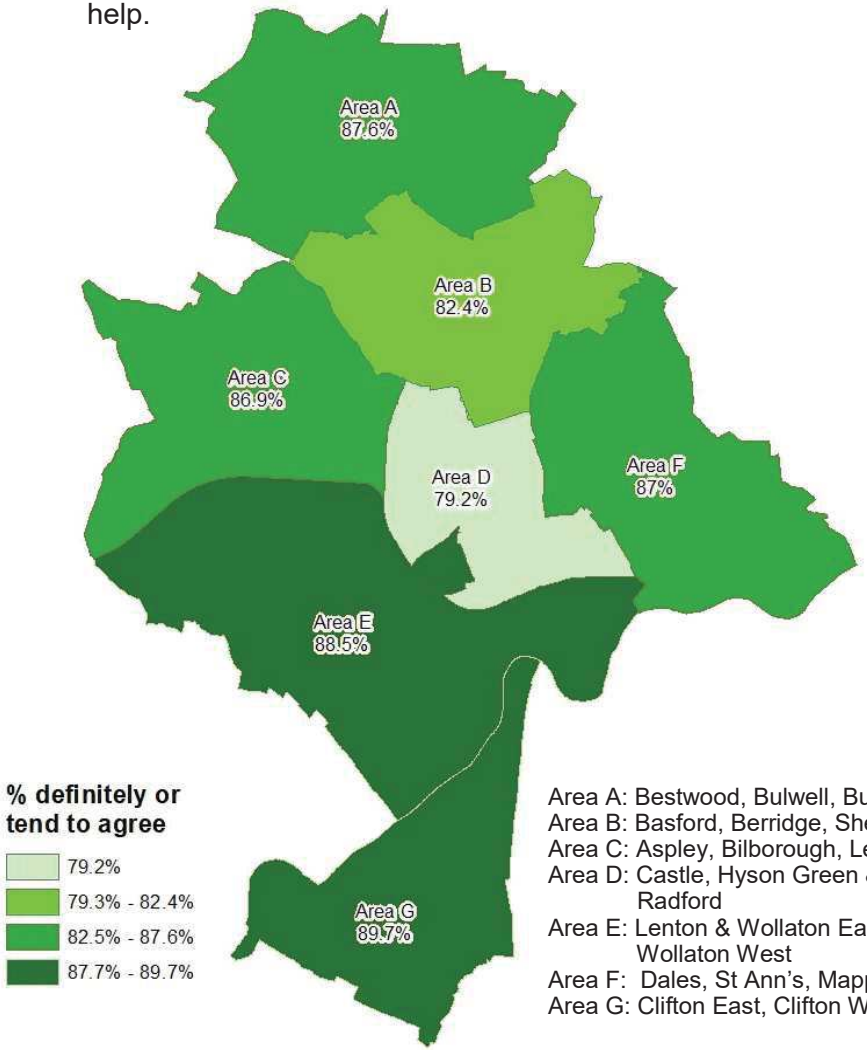
Opinion by disability or long term illness



7: Ability to rely on local groups

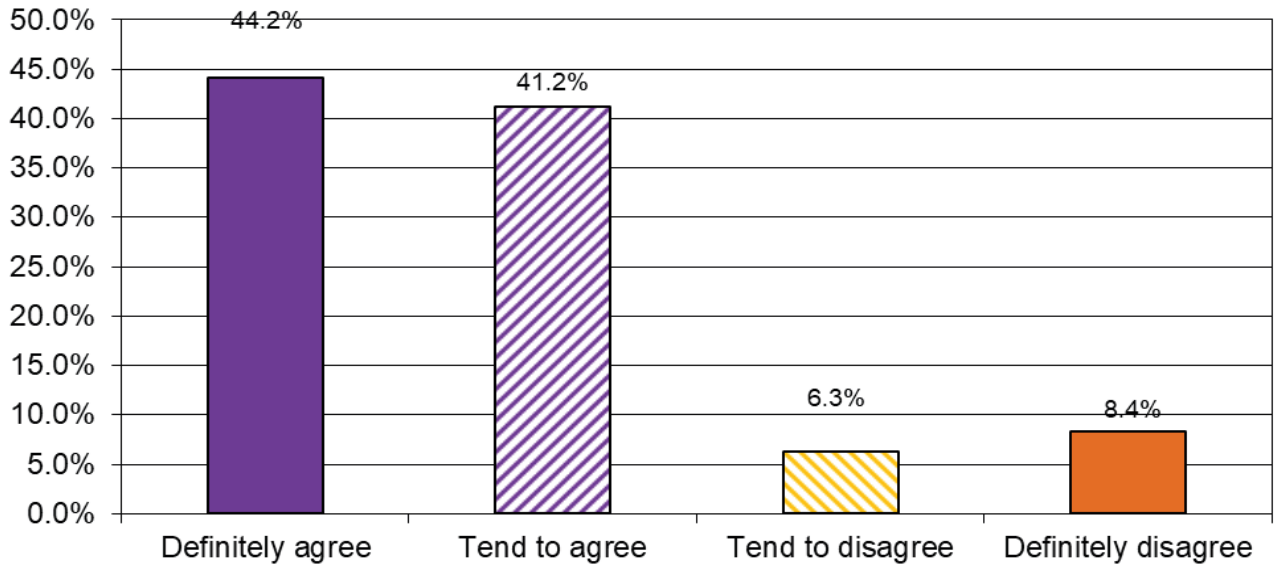
Headline: 85% of people agree they can rely on local groups for help

Percentage of respondents who definitely or tend to agree they can rely on local people (voluntary, faith groups etc) to provide help.

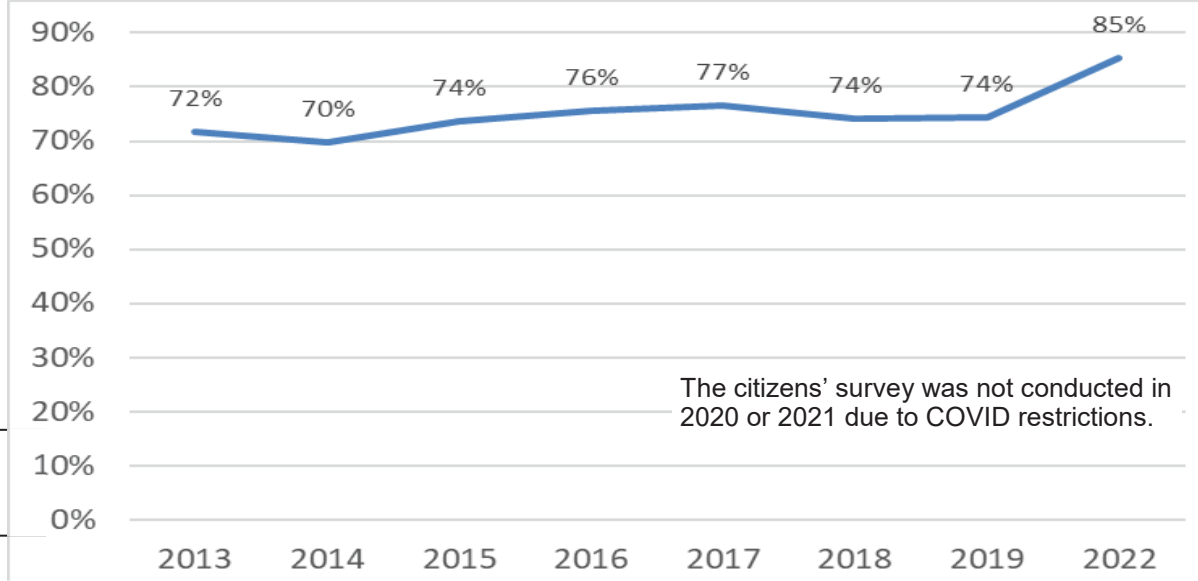


Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Ability to rely on local groups for help



City change over time (percentage definitely or tend to agree)



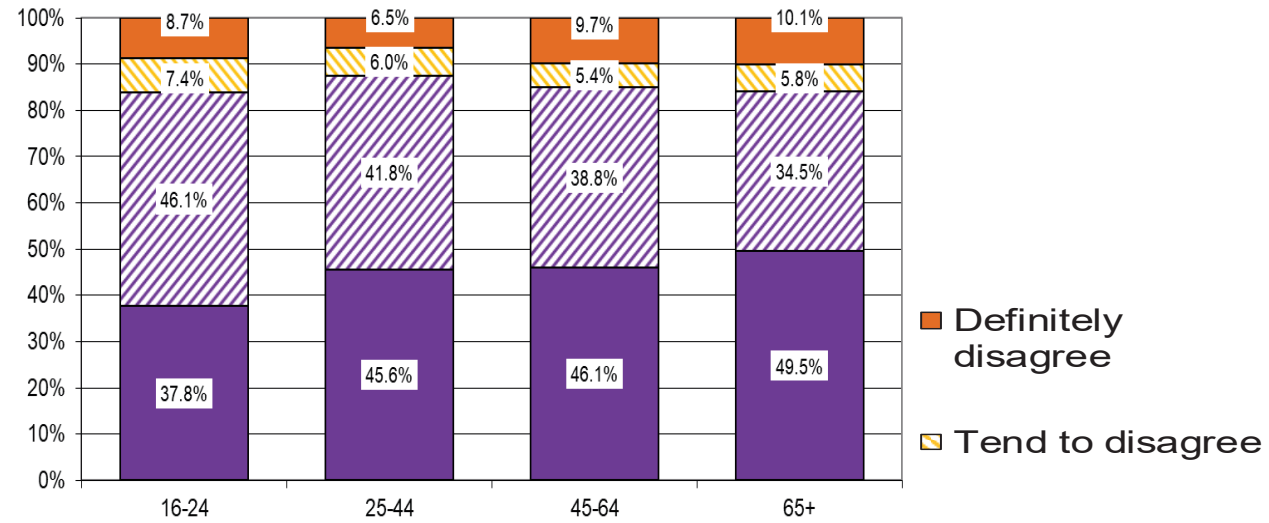
The citizens' survey was not conducted in 2020 or 2021 due to COVID restrictions.

Based on 1,282 respondents in total. Excludes 'don't know' as a response. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

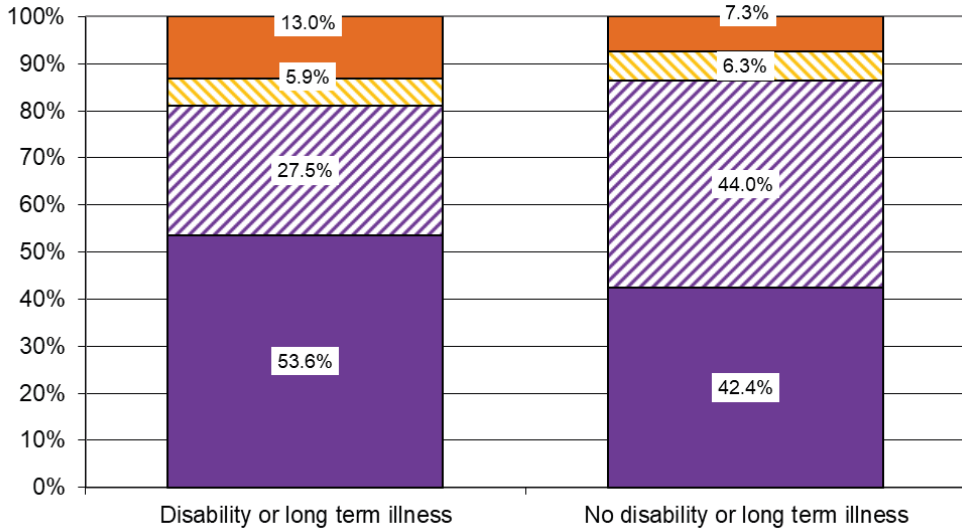
Key Points

- Clifton East & Clifton West area has the highest proportion of respondents who agree they can rely on local groups for help.
- The highest agreement is amongst homeowners and those aged 35-44.
- People aged 75 or over are least likely to agree.

Opinion by age



Opinion by disability or long term illness



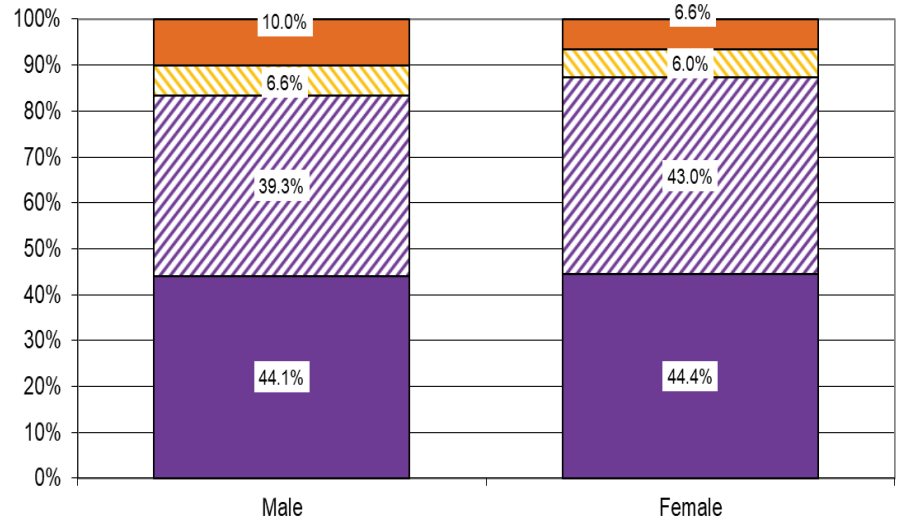
Definitely disagree

Tend to disagree

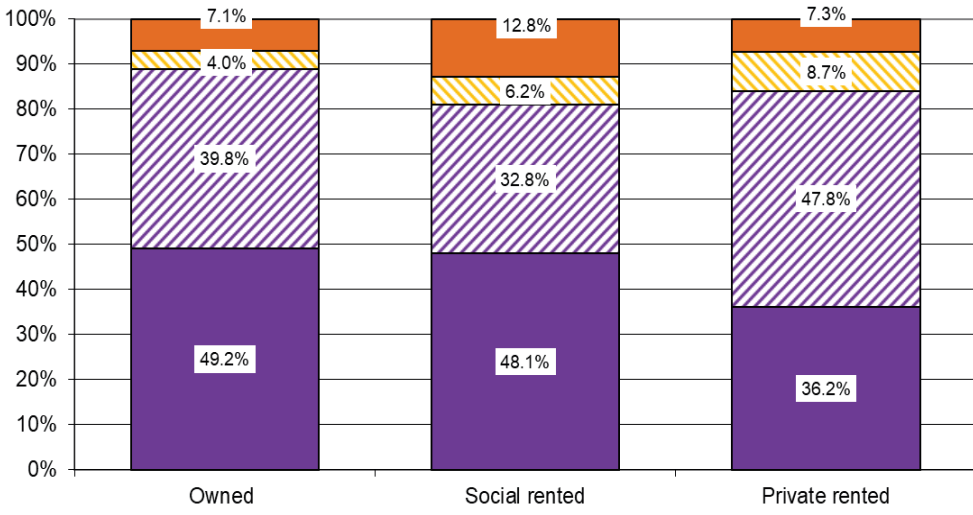
Tend to agree

Definitely agree

Opinion by gender



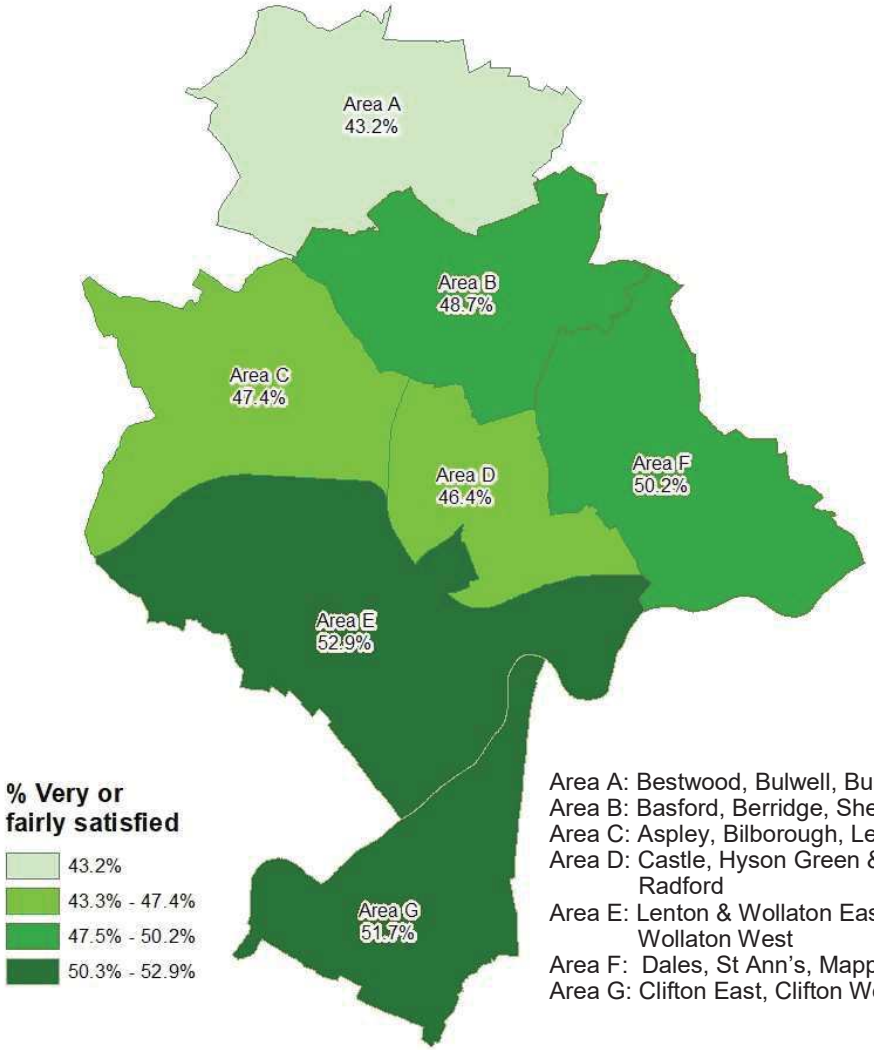
Opinion by housing tenure



8: Satisfaction with the range of events

Headline: 49% of people are satisfied with the range of events in their local area

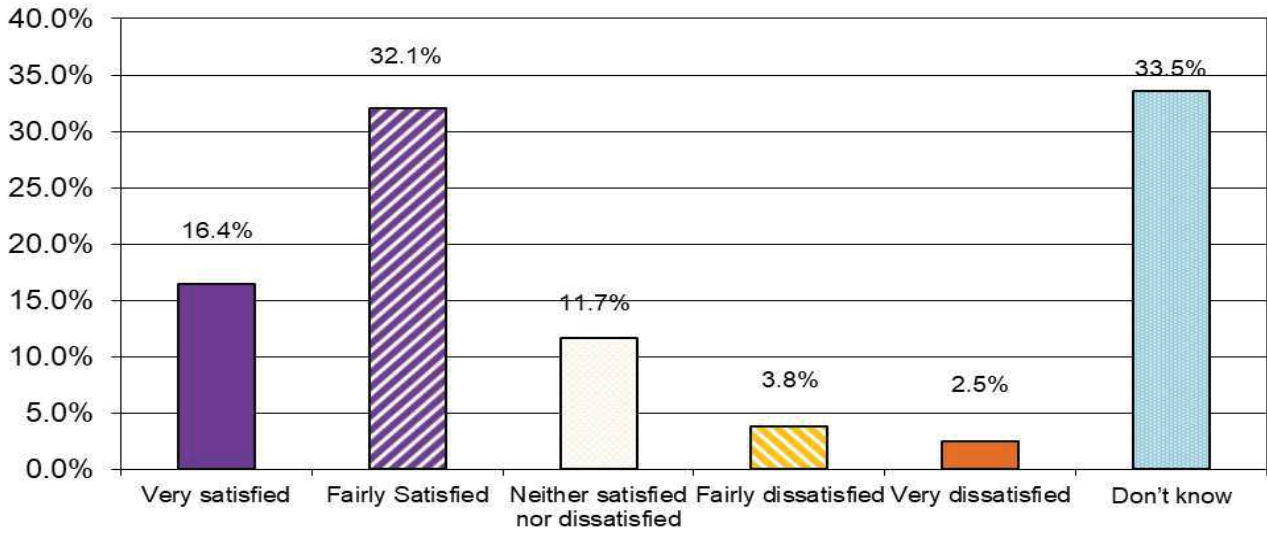
Percentage of respondents who are very or fairly satisfied with the range of events in their local area.



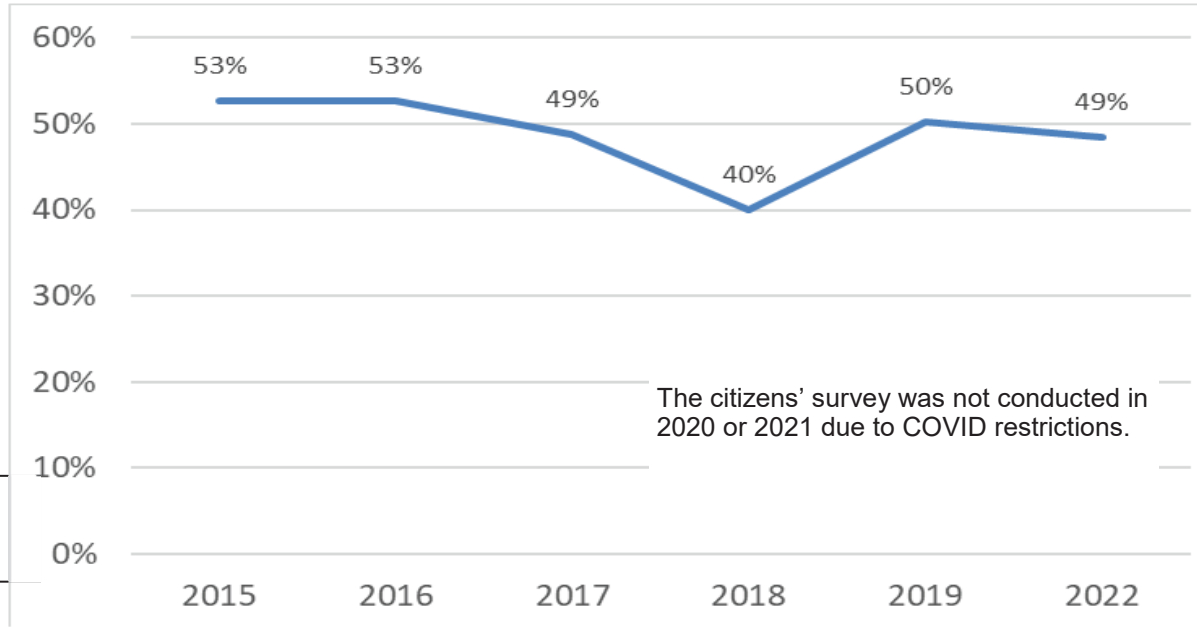
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,699 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Satisfaction with range of local events



City change over time (very or fairly satisfied)

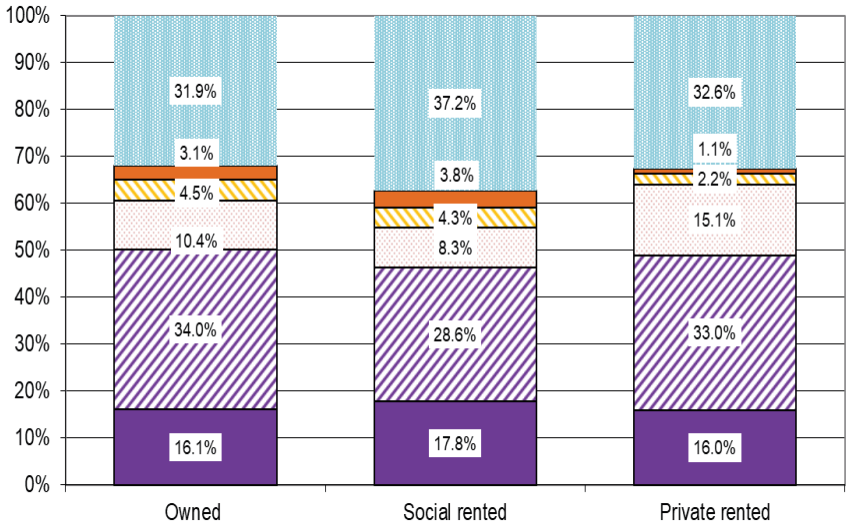


The citizens' survey was not conducted in 2020 or 2021 due to COVID restrictions.

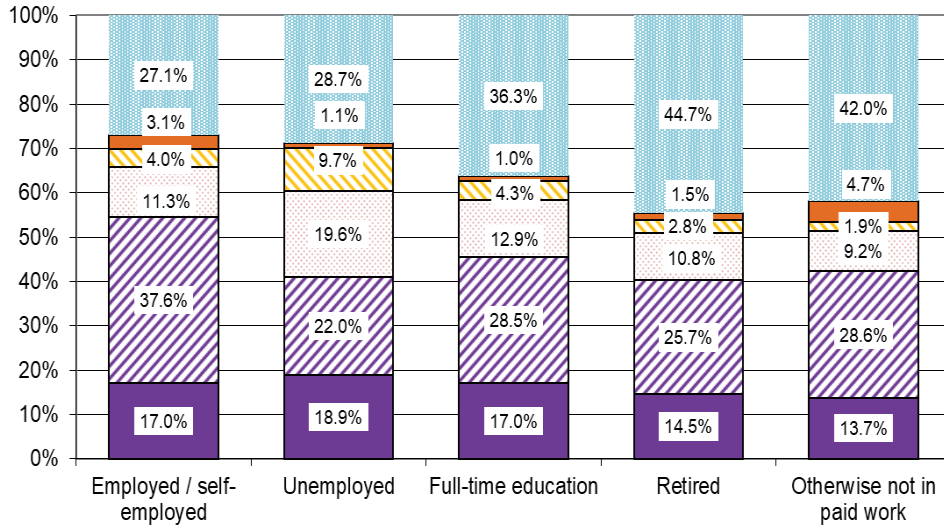
Key Points

- Respondents in Lenton & Wollaton East, Meadows & Wollaton West are most satisfied with the range of local events, people in Bestwood, Bulwell & Bulwell Forest are least satisfied. Overall, 45% of respondents have no opinion or were unaware of any local events.
- People who are 25-34 are the most satisfied with the range of events.
- People with a disability or long term illness are the least satisfied with the range or events and are most likely to have no opinion or to be unaware of local events.

Opinion by age

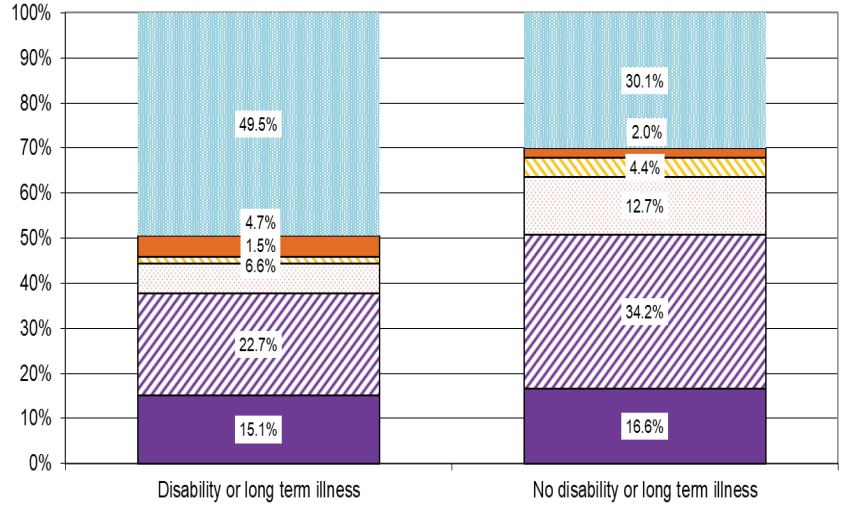


Opinion by employment status

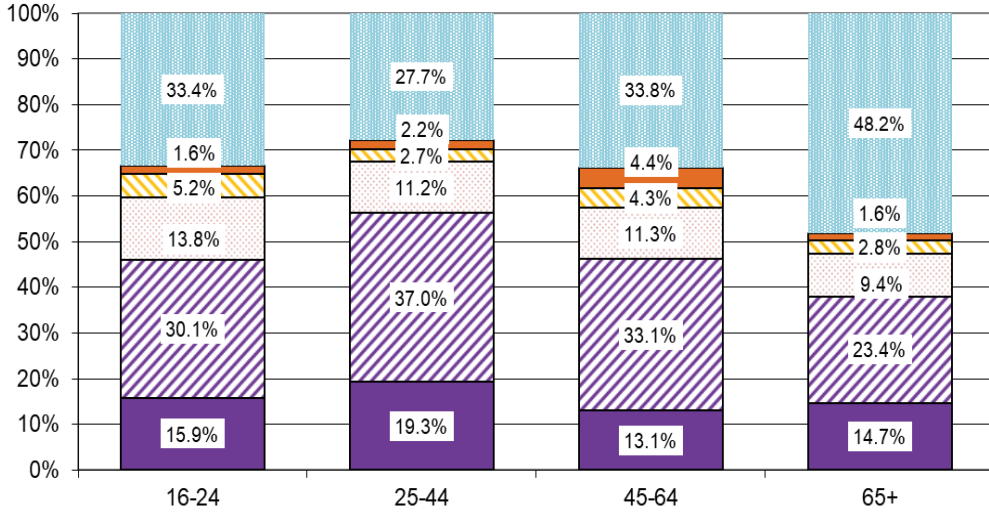


Don't know/unaware
Very dissatisfied
Fairly dissatisfied
Neither satisfied nor dissatisfied
Fairly Satisfied
Very satisfied

Opinion by disability or long term illness



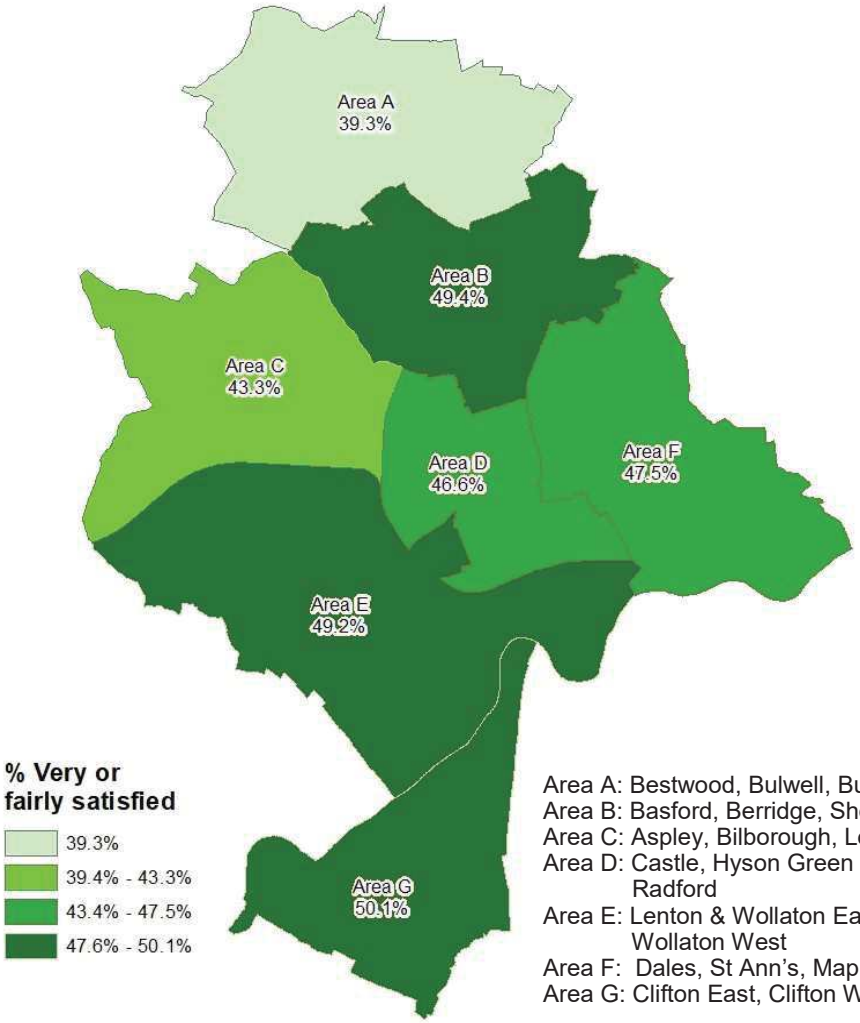
Opinion by age



9: Satisfaction with the quality of events

Headline: 47% of people are satisfied with the quality of events in their local area

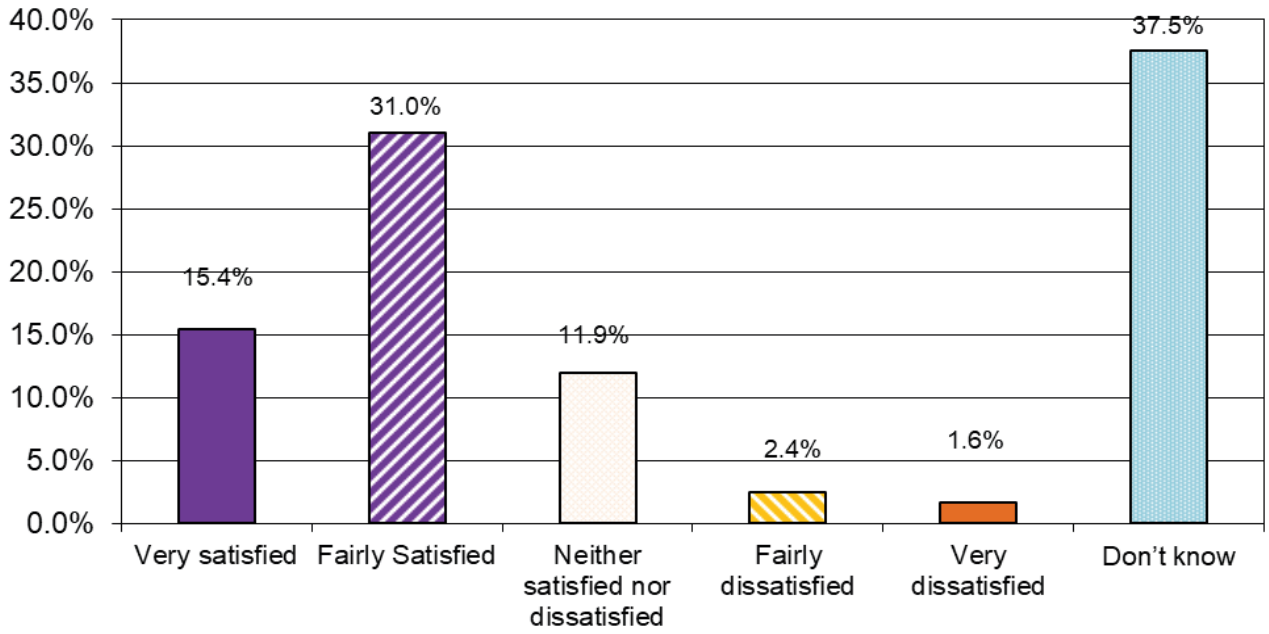
Percentage of respondents who are very or fairly satisfied with the quality of events in their local area



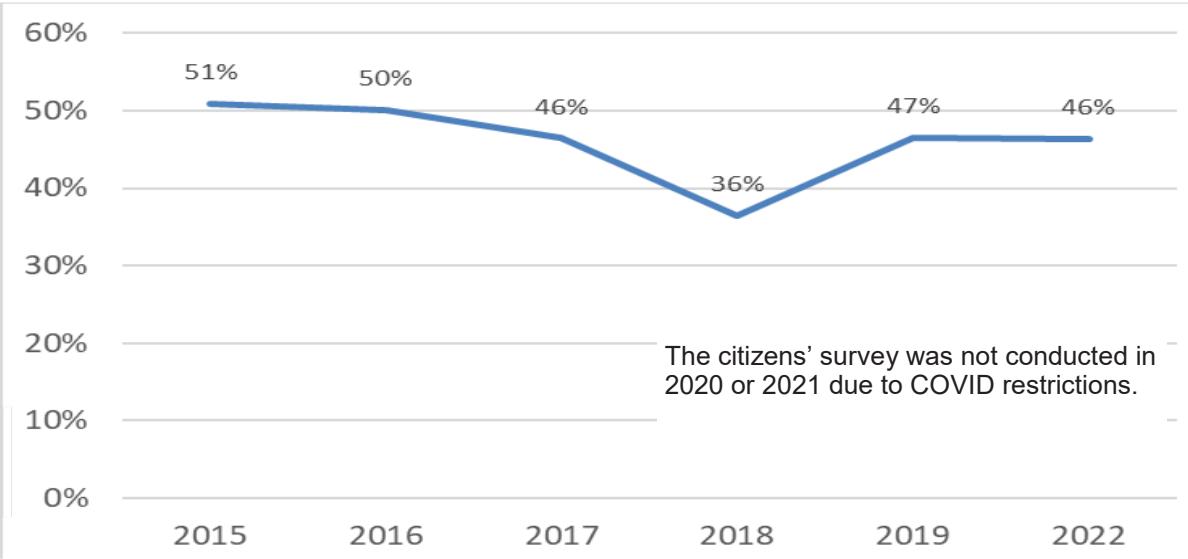
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,699 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Satisfaction with quality of local events



City change over time (very or fairly satisfied)

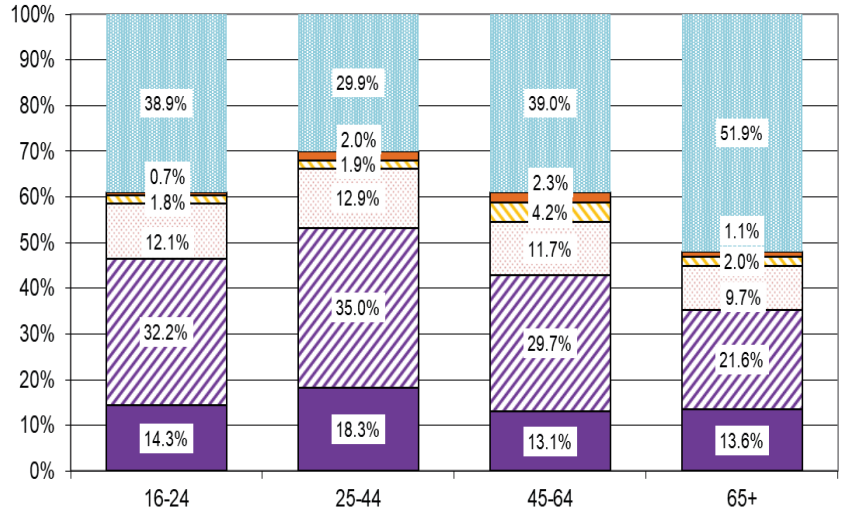


The citizens' survey was not conducted in 2020 or 2021 due to COVID restrictions.

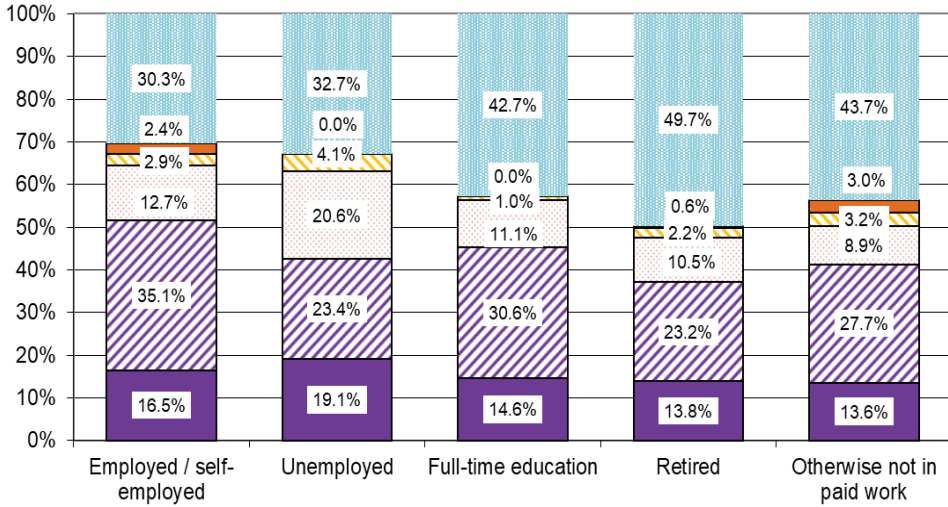
Key Points

- Respondents in Basford, Berridge & Sherwood are the most satisfied with the quality of local events, people in Bestwood, Bulwell & Bulwell Forest are the least satisfied.
- People who are 25-44 are the most satisfied with the quality of events.
- People who are 45-64 are the least satisfied, while those who are aged 65 or over are most likely to have no opinion or to be unaware of any local events.

Opinion by age

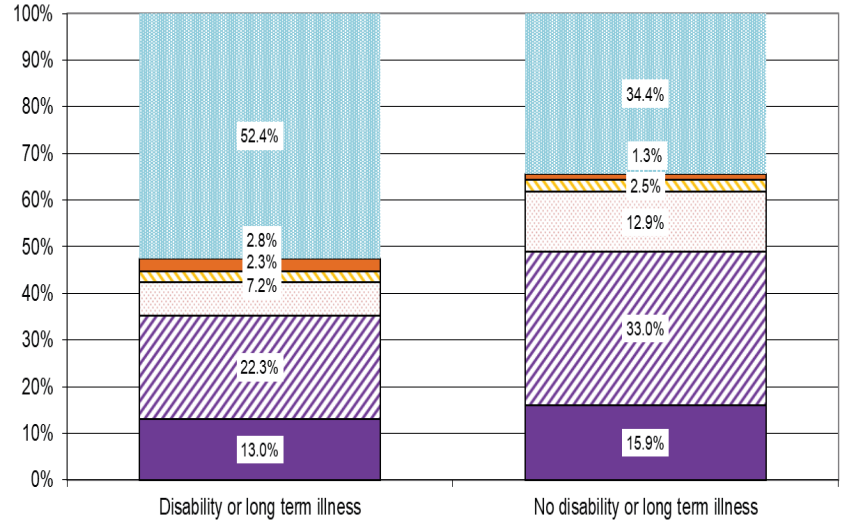


Opinion by employment status

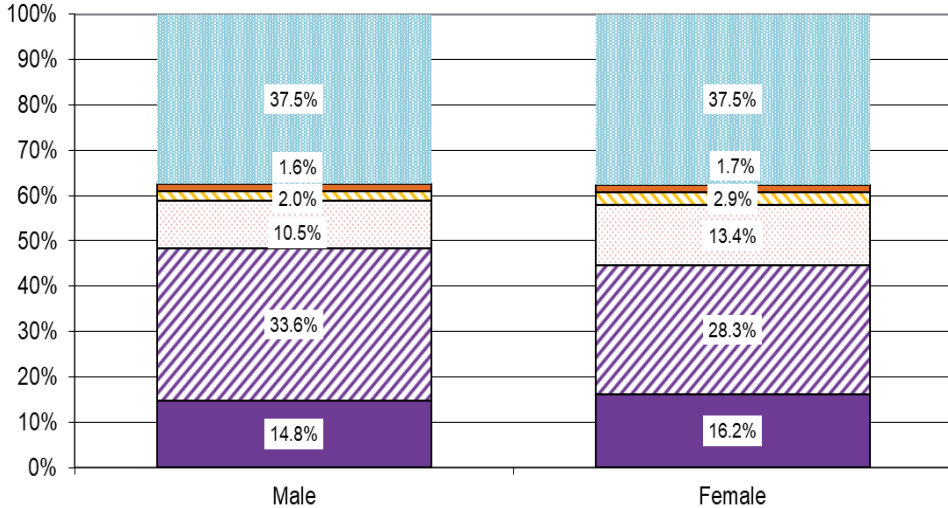


Don't know/unaware
Very dissatisfied
Fairly dissatisfied
Neither satisfied nor dissatisfied
Fairly Satisfied
Very satisfied

Opinion by disability or long term illness



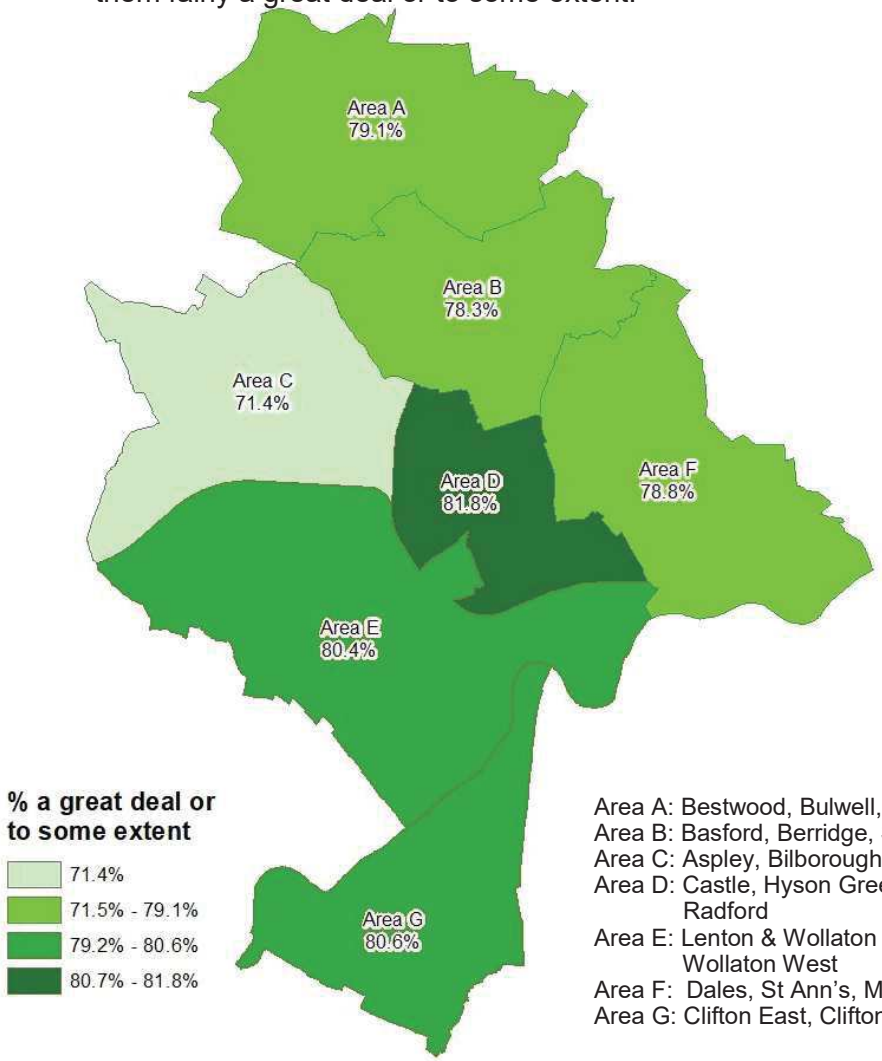
Opinion by housing tenure



10: Fair treatment

Headline: 79% think that the Council treats them fairly

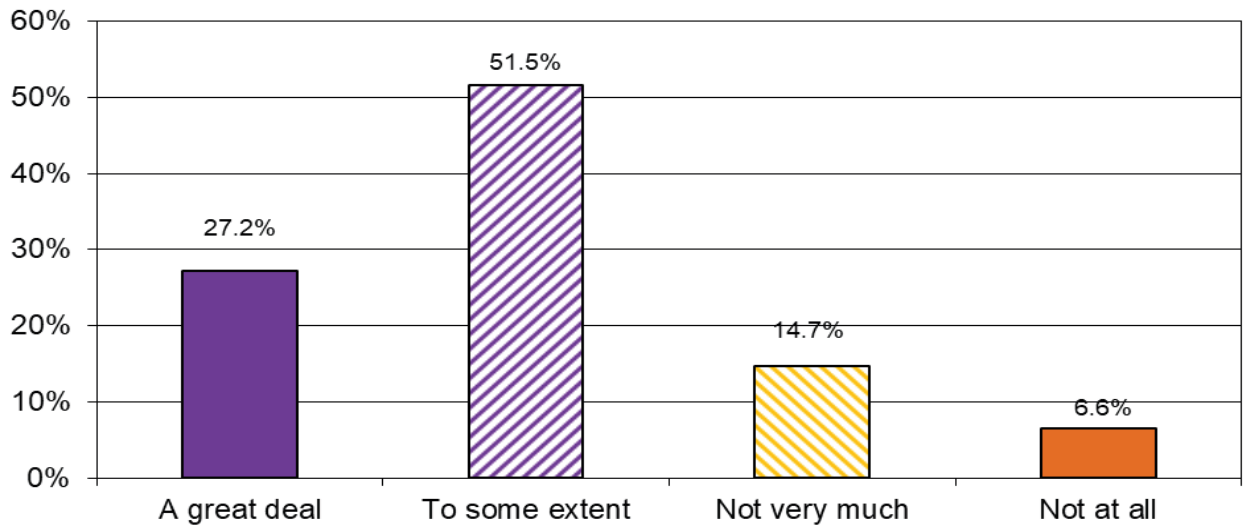
Percentage of respondents who think that the Council treats them fairly a great deal or to some extent.



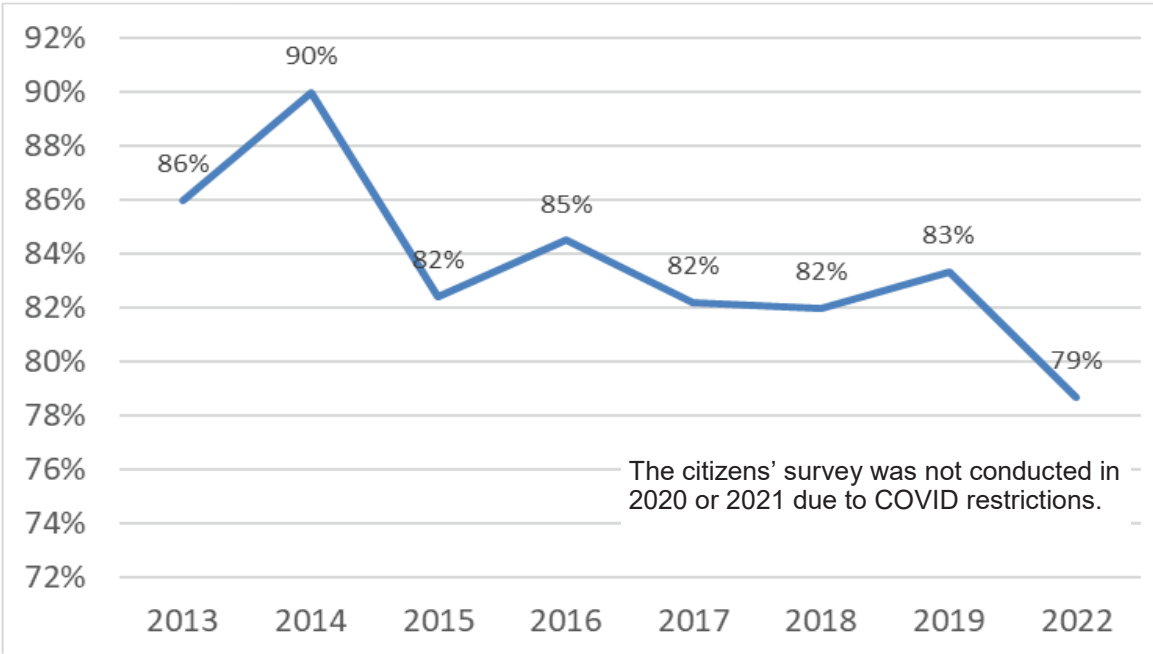
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,492 respondents in total. Excludes 'don't know' as a response. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

The Council treats you fairly



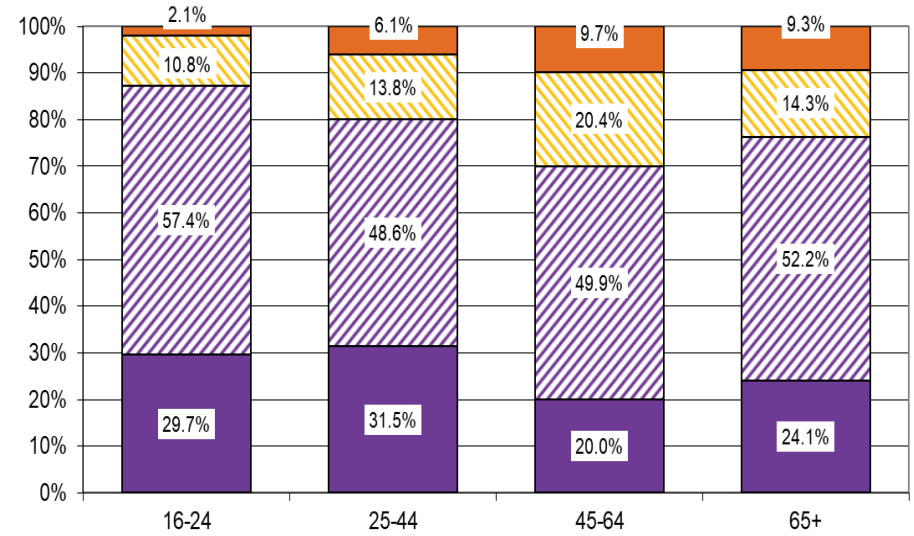
City change over time (a great deal or to some extent)



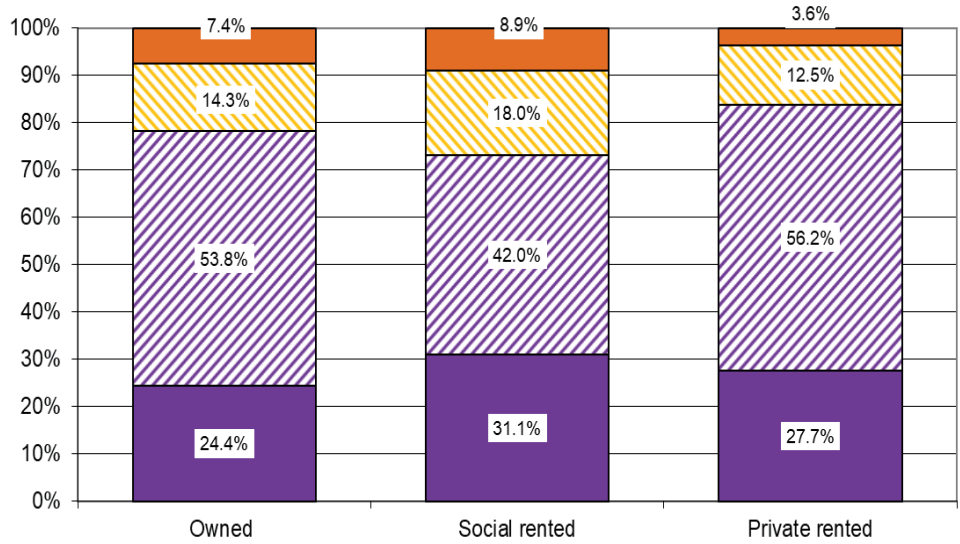
Key Points

- The Castle, Hyson Green & Arboretum and Radford area has the highest percentage of respondents who think they are treated fairly by the Council.
- People in full time education are most likely to agree.
- People aged 45-64, those 'otherwise not in paid work' and people who have a disability or long term illness are least likely to agree.

Opinion by age



Opinion by housing tenure



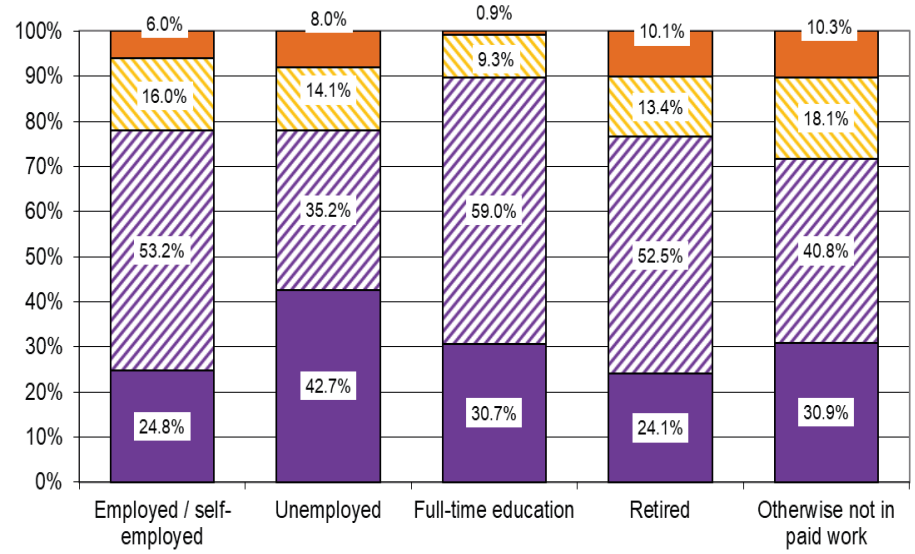
Not at all

Not very much

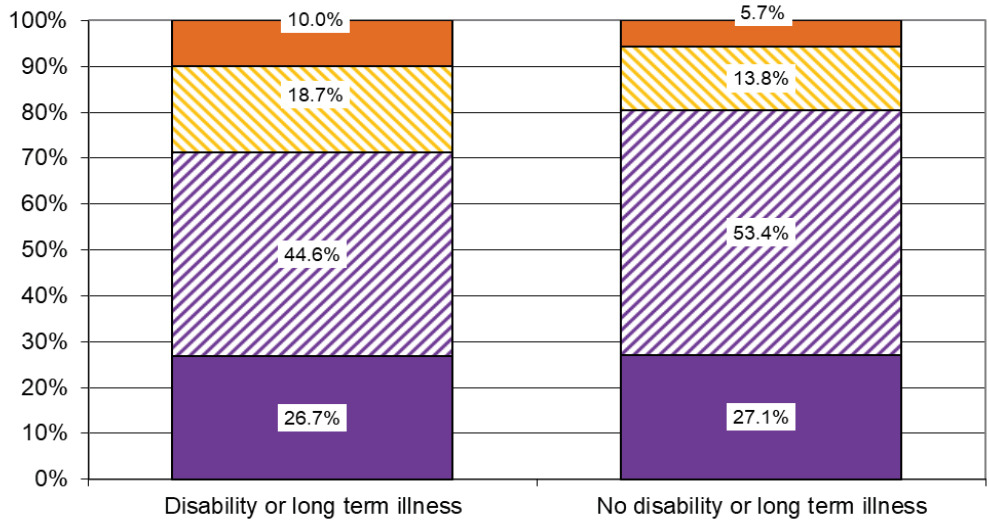
To some extent

A great deal

Opinion by employment status



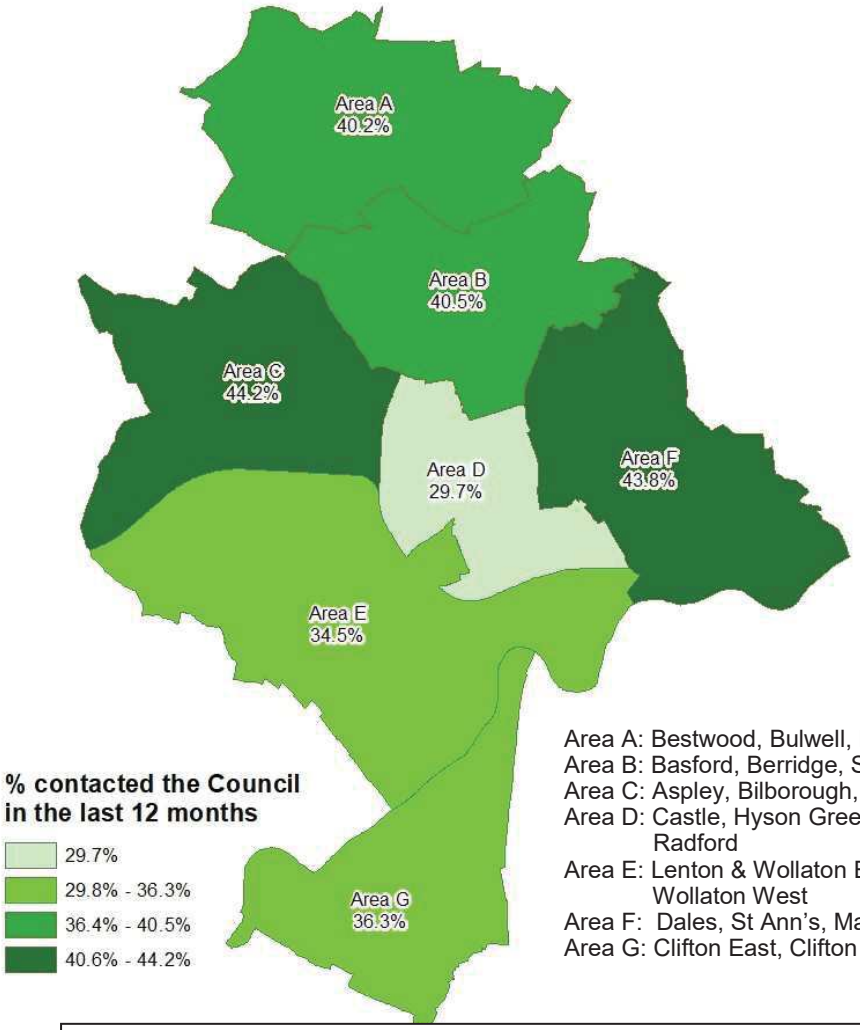
Opinion by disability or long term illness



11: Contacting the Council

Headline: 38% have contacted the Council

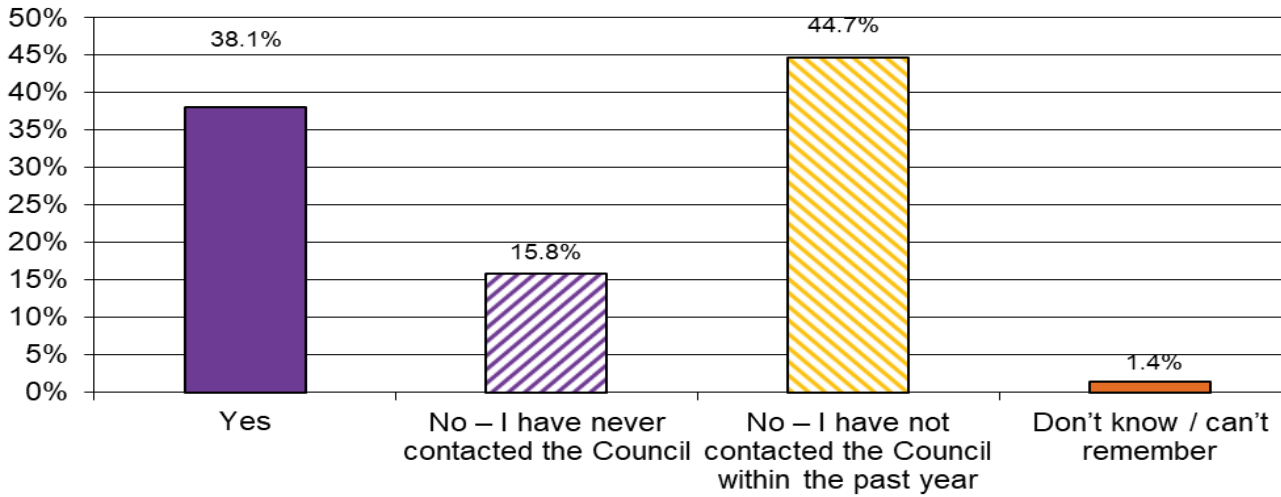
Percentage of respondents who have contacted the Council in the last year



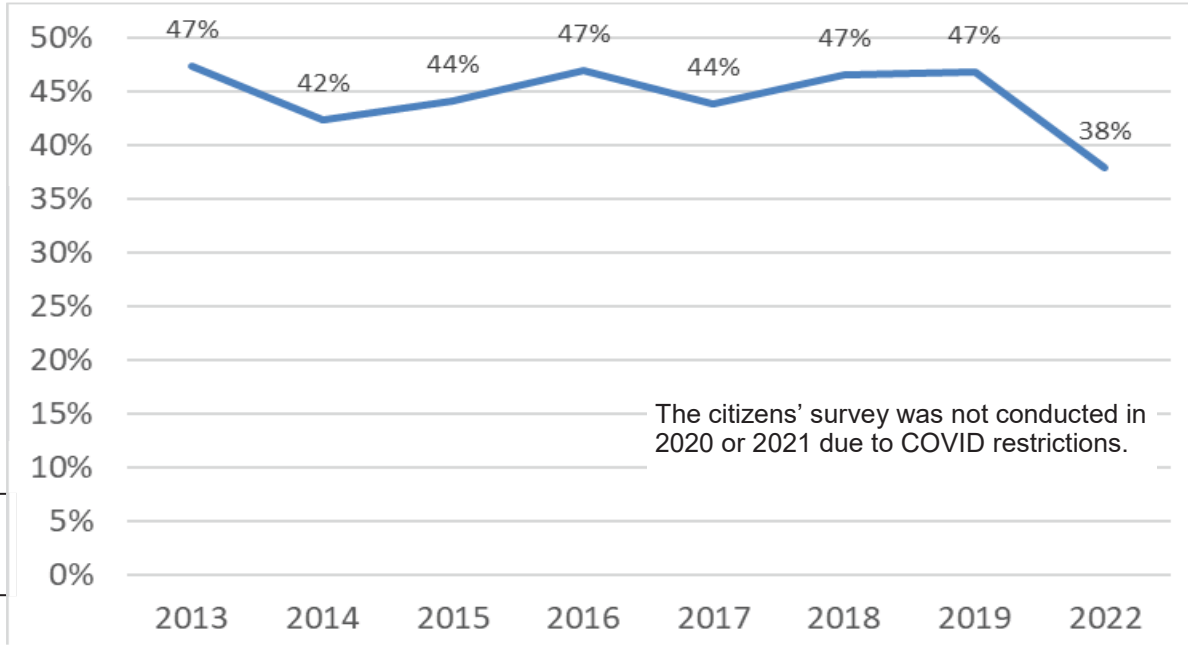
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,721 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Have people contacted the Council in the last year.



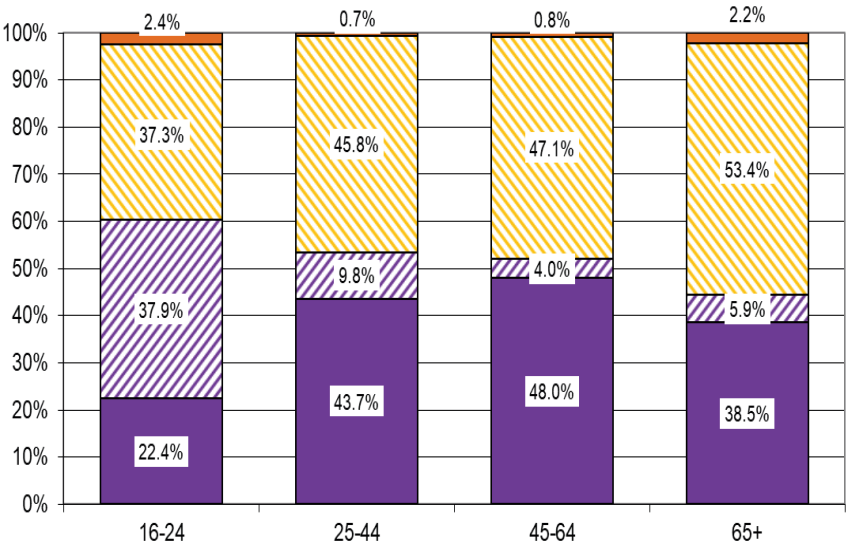
City change over time.



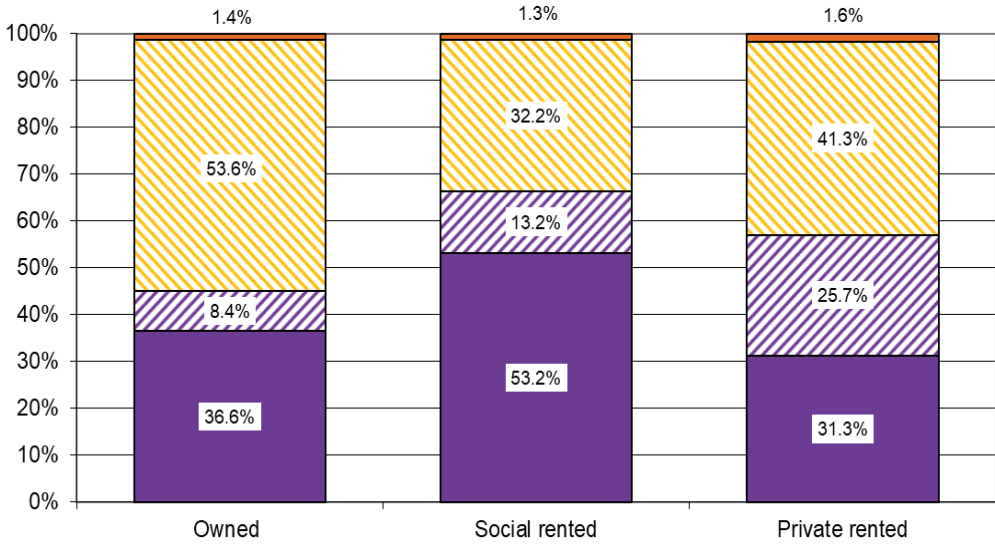
Key Points

- The Aspley, Bilborough and Leen Valley area has the largest proportion of respondents who contacted the Council.
- People 'otherwise not in paid work' or aged 45-54 are most likely to contact the Council.
- People in full time education are least likely to contact the Council.

Contact by age



Contact by housing tenure



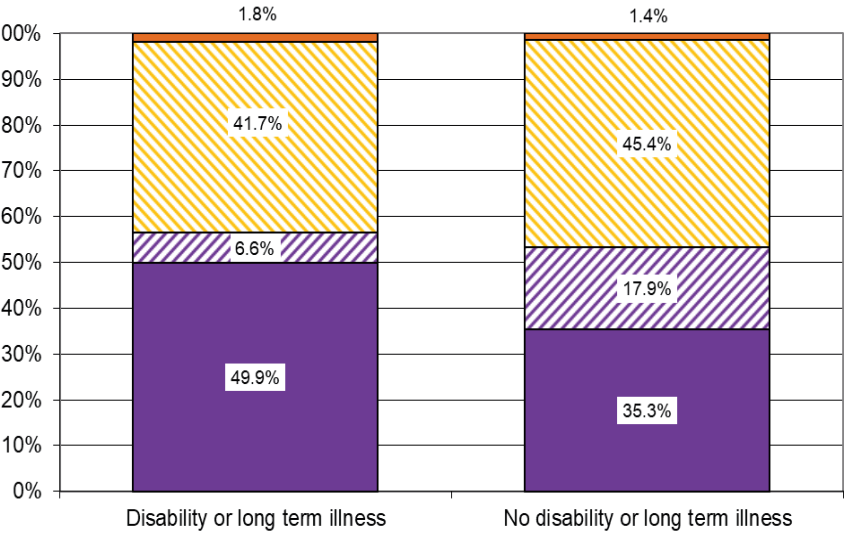
Don't know / can't remember

No – I have not contacted the Council within the past year

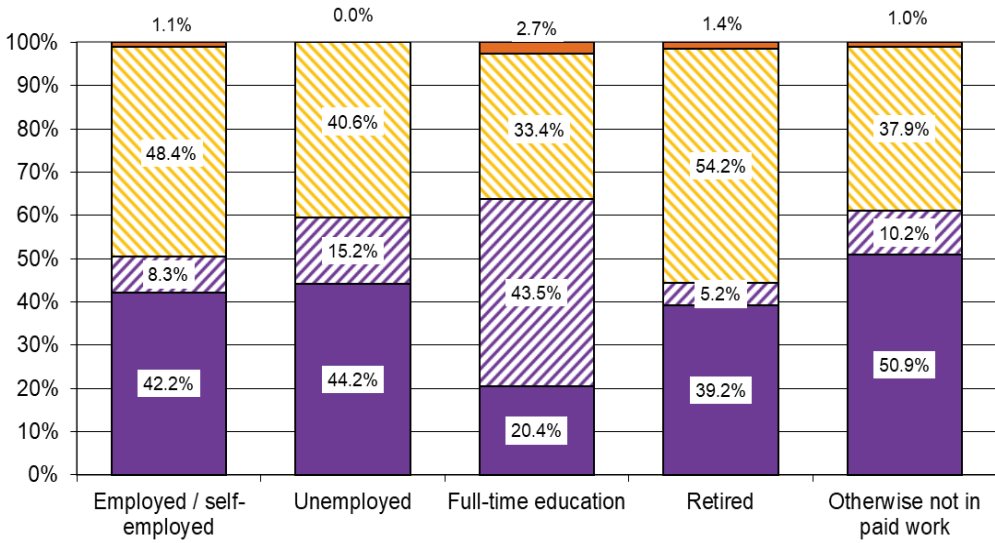
No – I have never contacted the Council

Yes

Contact by disability or long term illness



Contact by employment status



12: Method of contacting the Council

Headline: 58% of people used a phone to contact the Council

Method of contacting the Council

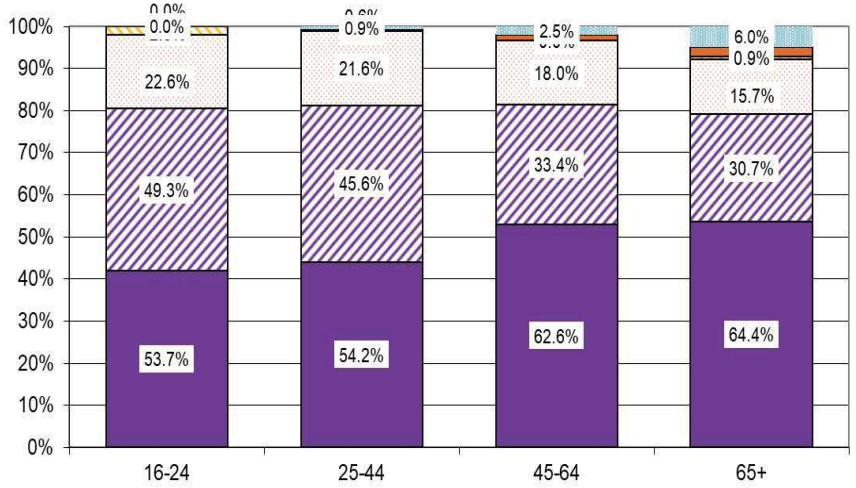
	Number of respondents	I spoke to someone on the phone	I sent an email	I completed a form on the website	I sent a message via social media	I sent a letter	Don't know
TOTAL	651	58.3%	40.2%	19.8%	0.5%	1.0%	1.9%
Aspley, Bilborough & Leen valley	92	70.2%	20.4%	21.9%	0.0%	2.1%	2.8%
Basford, Berridge & Sherwood	100	53.8%	44.8%	24.2%	0.8%	0.0%	1.8%
Bestwood, Bulwell & Bulwell Forest	91	57.5%	34.2%	16.4%	0.0%	0.9%	1.5%
Castle, Hyson Green & Arboretum and Radford	99	53.9%	51.9%	24.1%	1.7%	0.0%	1.1%
Clifton East & Clifton West	51	67.7%	29.3%	14.1%	1.9%	1.3%	1.3%
Dales, St Ann's & Mapperley	126	57.4%	45.4%	15.7%	0.0%	2.7%	2.8%
Lenton & Wollaton East, Meadows & Wollaton West.	92	52.6%	47.0%	20.5%	0.0%	0.0%	1.6%

Based on 651 respondents to this question who contacted the Council. Figures do not total 100% as respondents could choose more than one option. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

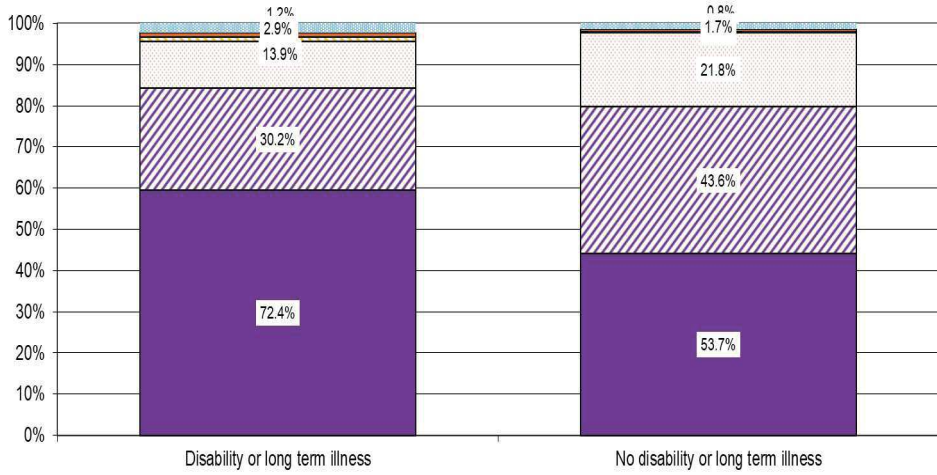
Key Points

- Speaking to somebody over the phone or sending an email made up the majority of contact.
- Females were 10.5% more likely than males to contact the council via phone.
- Younger residents were less likely to contact over the phone and more likely to use email/website.

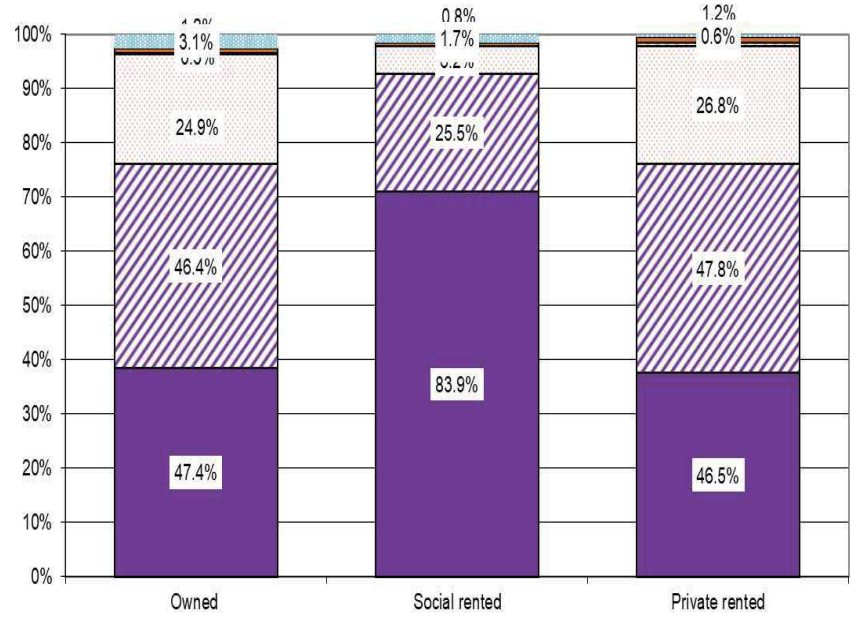
Method by age

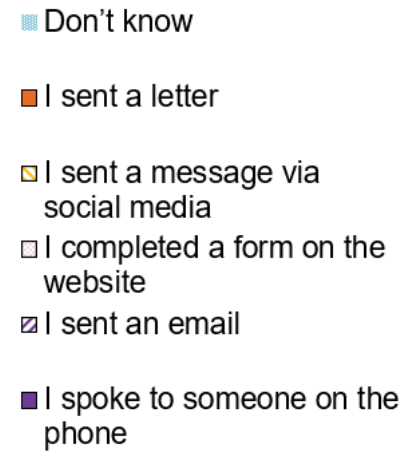


Method by disability or long term illness

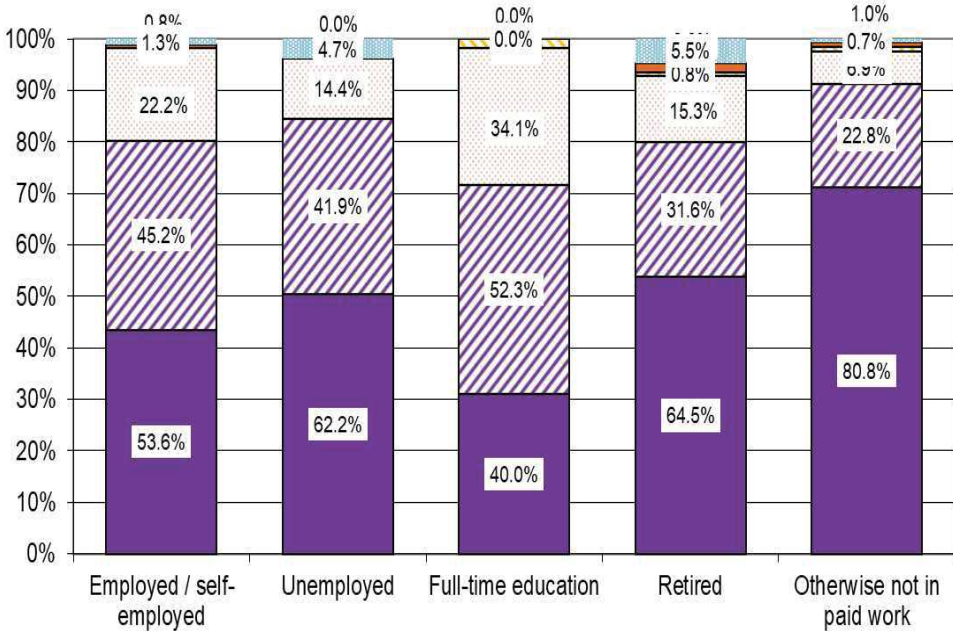


Method by housing tenure





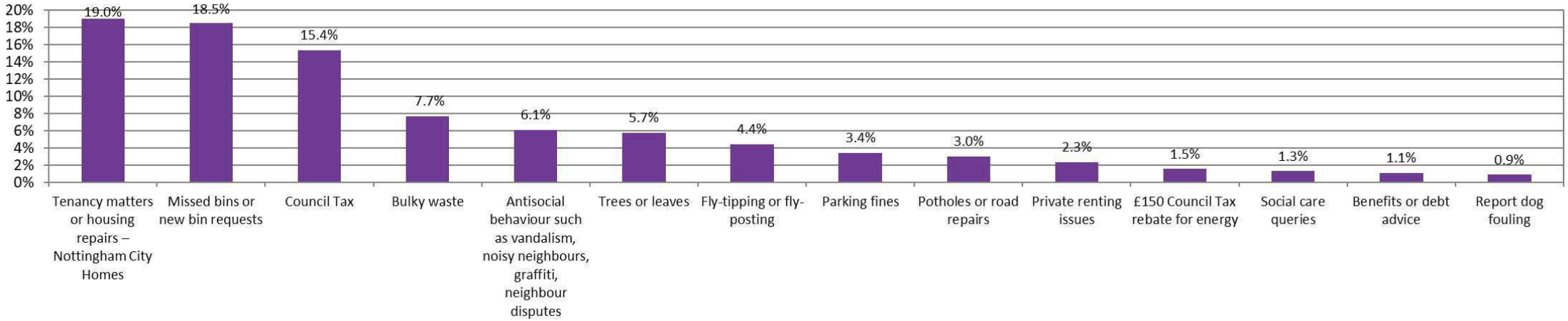
Method by employment status



13: Reason for contacting the Council

Headline: 18.5% of queries from people who contacted the Council were regarding bins

Reason for contacting the Council



Reason for contacting the Council by area

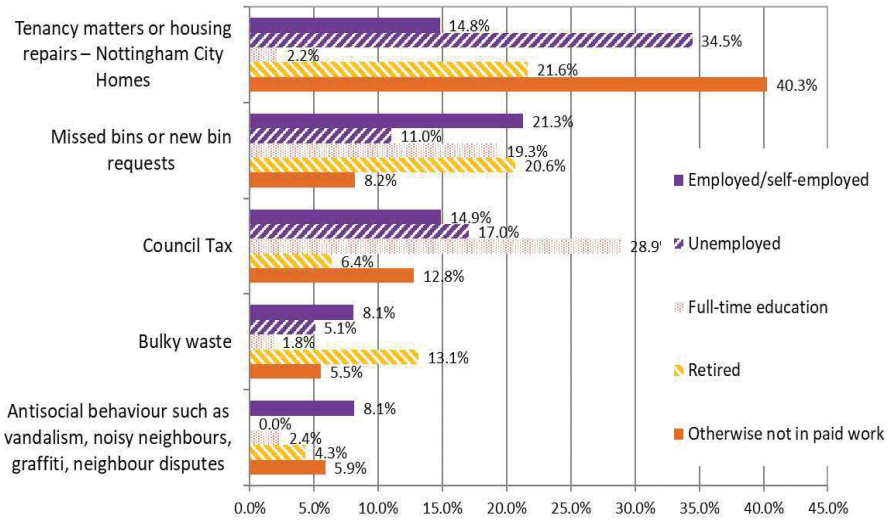
	Missed bins or new bin requests	Tenancy matters or housing repairs – Nottingham City Homes	Other	Council Tax	Bulky waste	Antisocial behaviour such as vandalism, noisy neighbours, graffiti, neighbour disputes	Trees or leaves	Fly-tipping or fly-posting	Potholes or road repairs	Parking fines	Benefits or debt advice	Social care queries	Private renting issues	Report dog fouling	£150 Council Tax rebate for energy	Department for work and pensions queries
Aspley, Bilborough & Leen valley	3	1	2	7	4	5	6	12	9	15	14	8	11	13	10	15
Basford, Berridge & Sherwood	5	6	1	2	3	4	7	9	8	13	15	10	14	12	11	16
Bestwood, Bulwell & Bulwell forest	1	2	6	3	5	8	4	9	7	11	12	14	10	15	12	16
Castle, Hyson green & Arboretum & Radford	3	8	1	2	11	6	10	4	12	5	12	12	7	12	9	12
Clifton east & Clifton west	3	2	1	4	5	6	9	10	8	7	11	11	13	13	13	13
Dales, St Ann's & Mapperley	1	2	3	4	5	9	7	6	12	8	11	14	10	13	15	16
Lenton & Wollaton east, Meadows & Wollaton west	2	4	1	3	8	9	5	6	11	7	13	13	10	12	13	13
TOTAL	3	2	1	4	5	6	7	8	10	9	14	13	11	15	12	16
Ranking	Highest	Rank 2 to 5														

Based on 649 respondents to this question who contacted the Council. Figures do not total 100% as respondents could choose more than one option. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

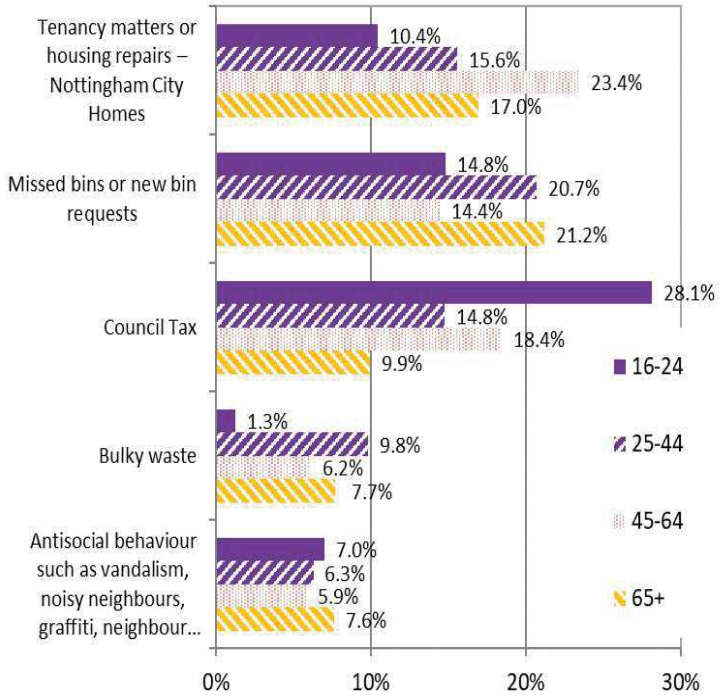
Key Points

- Queries about housing repairs and tenancy matters (19%) and missed bins or new bin requests (18.5%) were the most common reasons for contacting the Council.
- There was considerable variation by housing tenure. 60% of social rented tenants contacted the Council about tenancy and housing matters. Council Tax queries were the most common reason for private rented tenants and queries around bins and bulky waste collections were most common for home owners.
- 23% of people from BME groups who contacted the Council had queries about Council Tax compared to just 10% of the White British ethnic group.

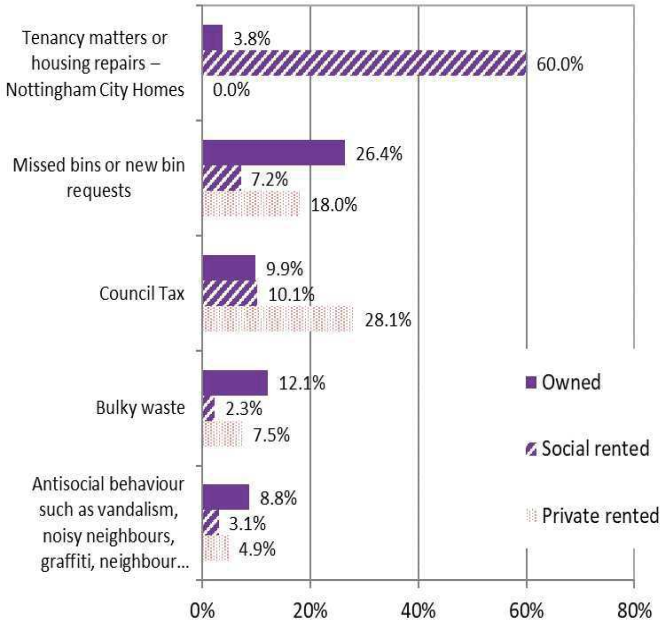
Main reasons by employment status



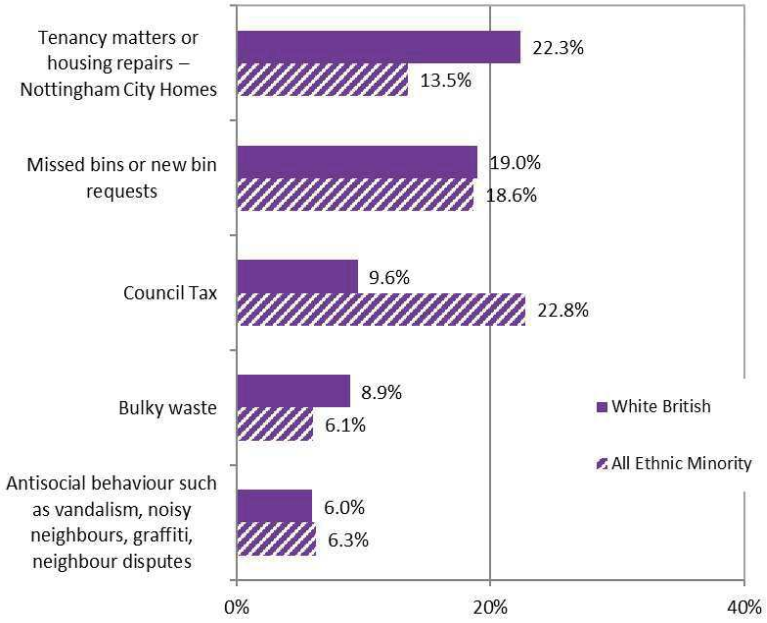
Main reasons by age



Main reasons by housing tenure



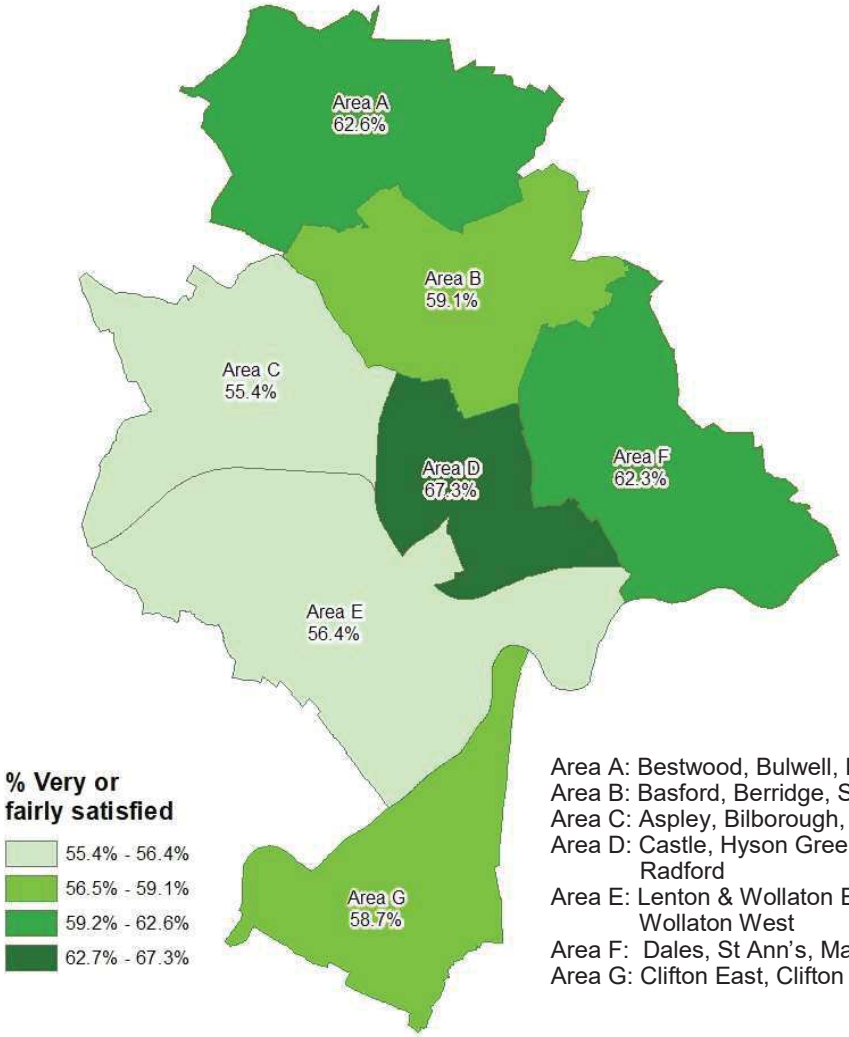
Main reasons by ethnicity



14: Satisfaction with handling of a query

Headline: 61% satisfied with the handling of their query

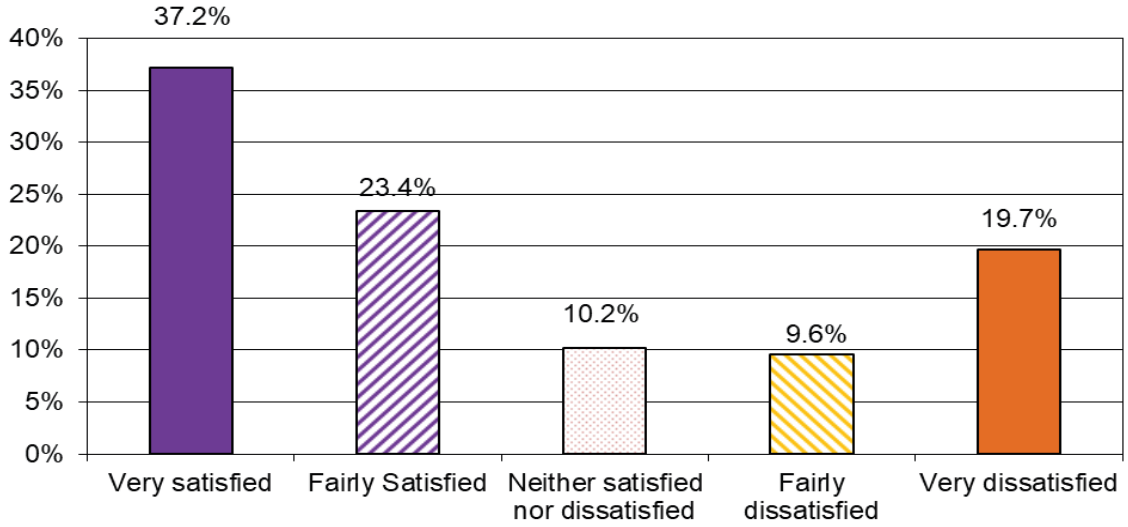
Percentage of respondents who are very or fairly satisfied with how the Council handled their last enquiry



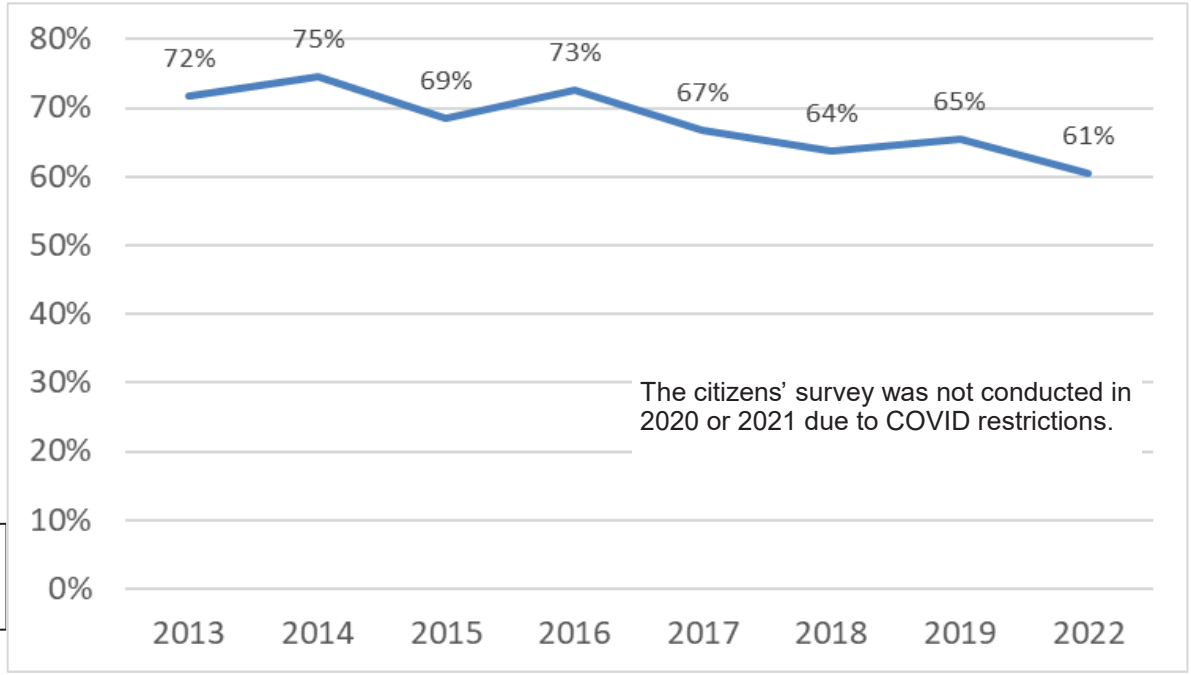
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 645 respondents who had contacted the Council in the last year. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Satisfaction with Council's handling of a query



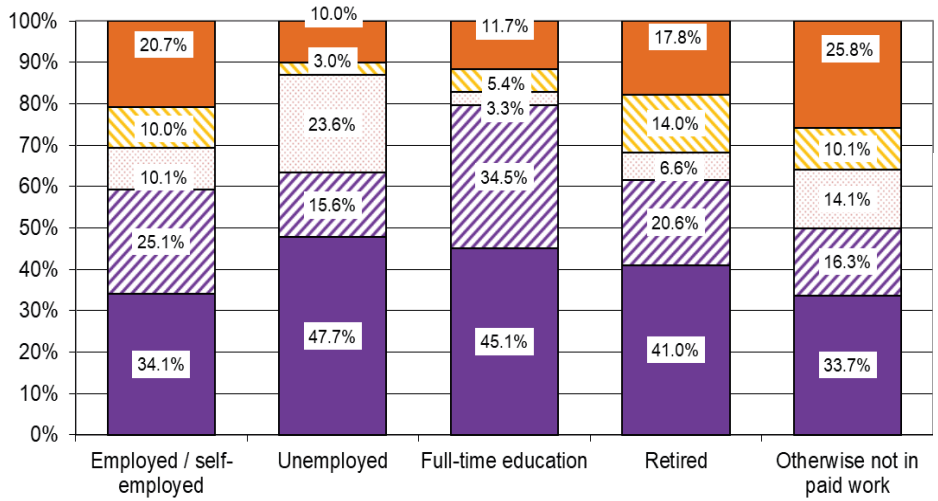
City Change over time



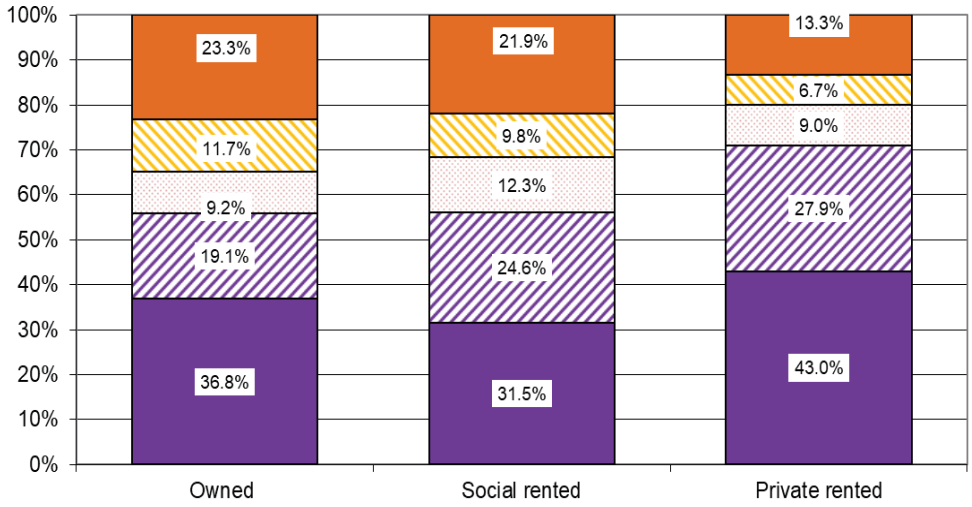
Key Points

- Satisfaction is highest in Radford, Castle and Hyson Green & Arboretum.
- People in full time education are most likely to be satisfied with how their query was handled.
- People aged 45-54 are least likely to be satisfied.

Satisfaction by employment status



Satisfaction by housing tenure



Very dissatisfied

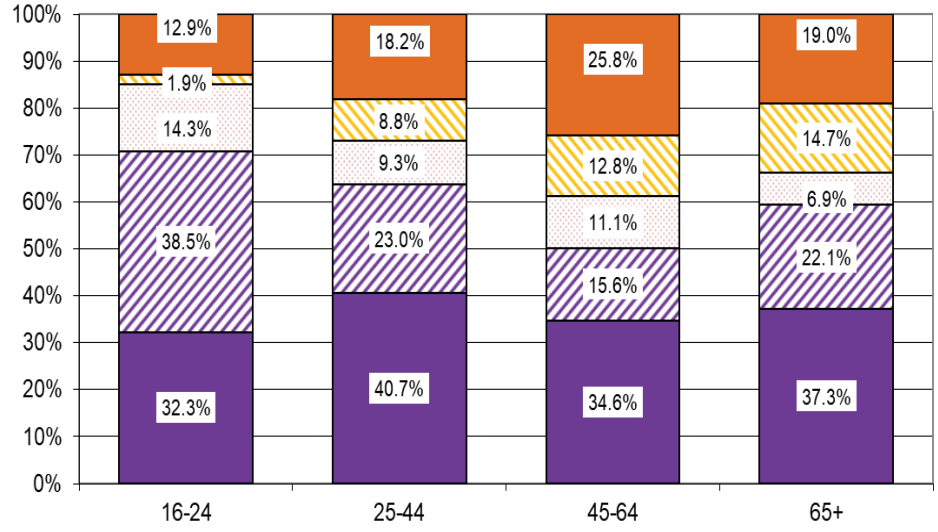
Fairly dissatisfied

Neither satisfied nor dissatisfied

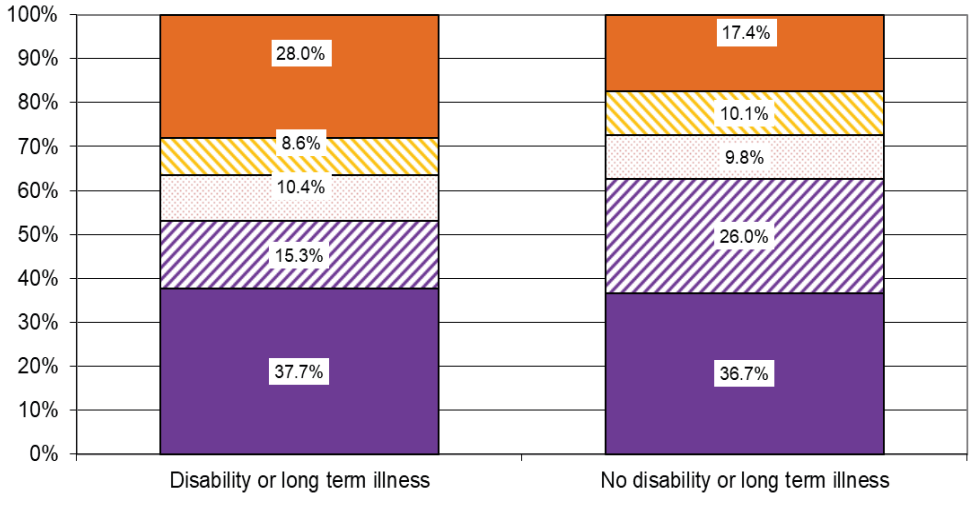
Fairly Satisfied

Very satisfied

Satisfaction by age



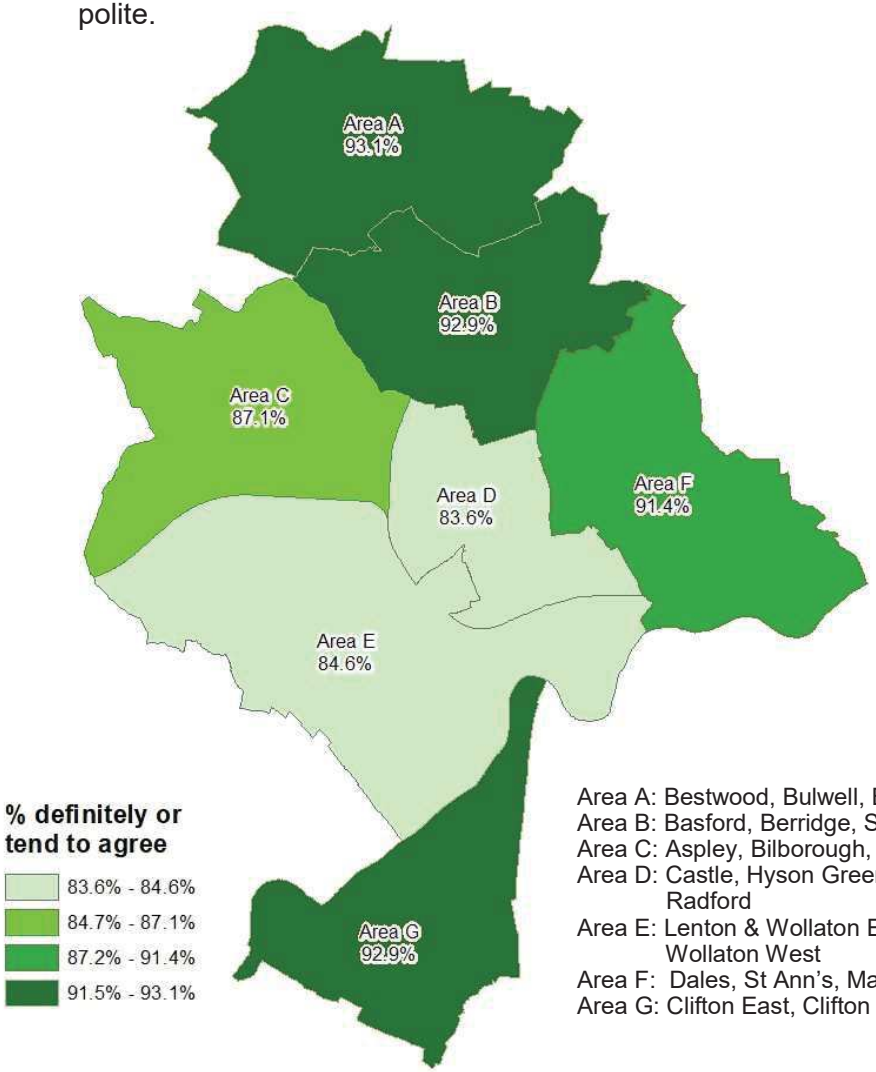
Satisfaction by disability or long term illness



15: Politeness of person handling a query

Headline: 89% agree the person handling their query was polite

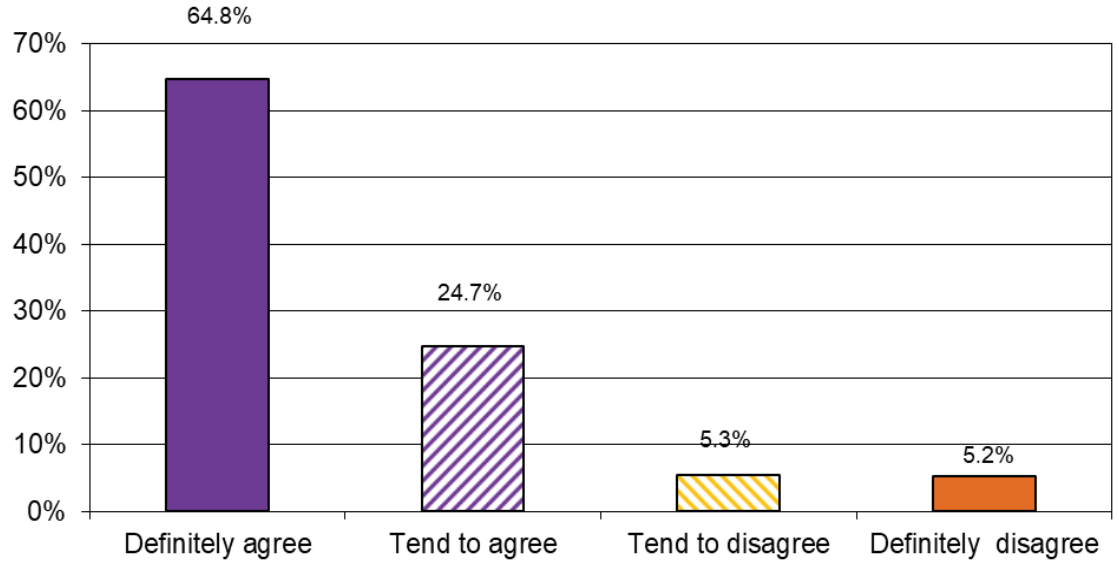
Percentage of respondents who definitely or tend to agree that the person who handled their last query to the Council was polite.



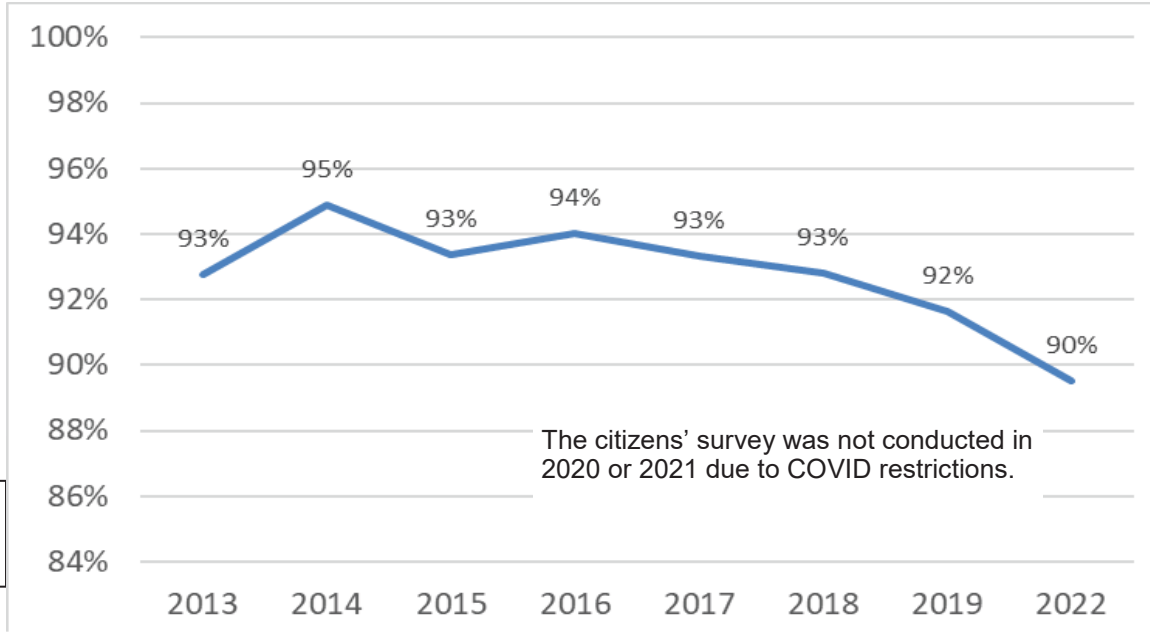
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 508 respondents who had contacted the Council in the last year. Excluding 'don't know' as a response. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

The person handling the query was polite



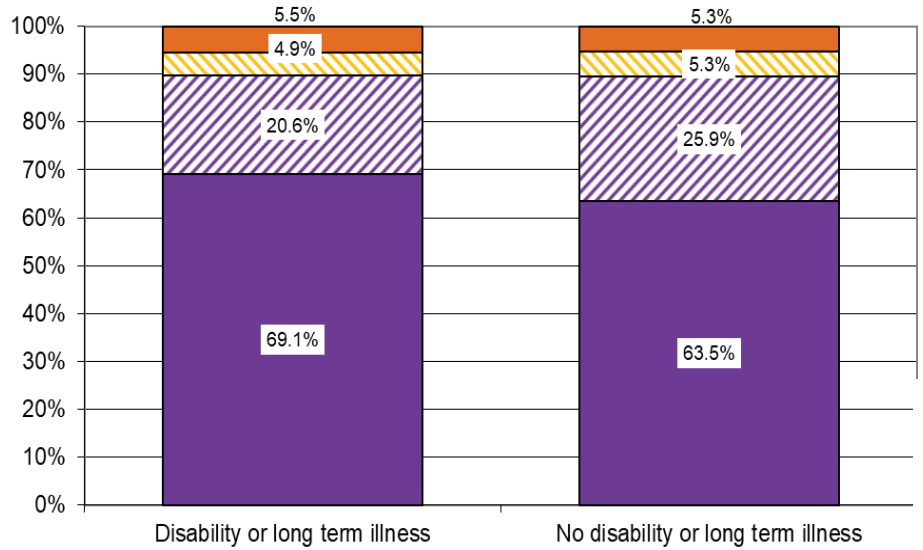
City change over time (percentage definitely or tend to agree)



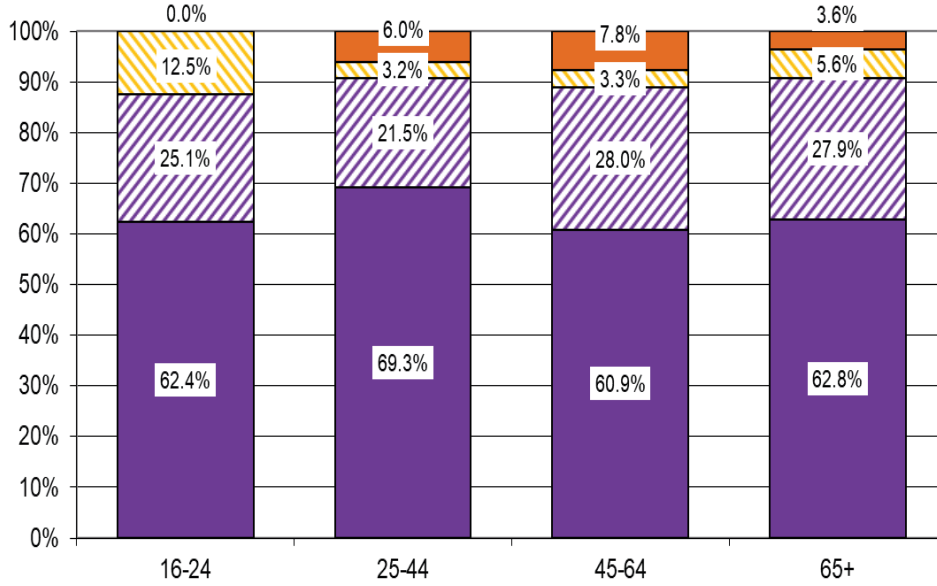
Key Point

- The highest levels of agreement were from people in private rented accommodation. The only groups where agreement was below 90% were people aged 45 to 64 and people 'otherwise not in paid work'.

Opinion by disability or long term illness



Opinion by age



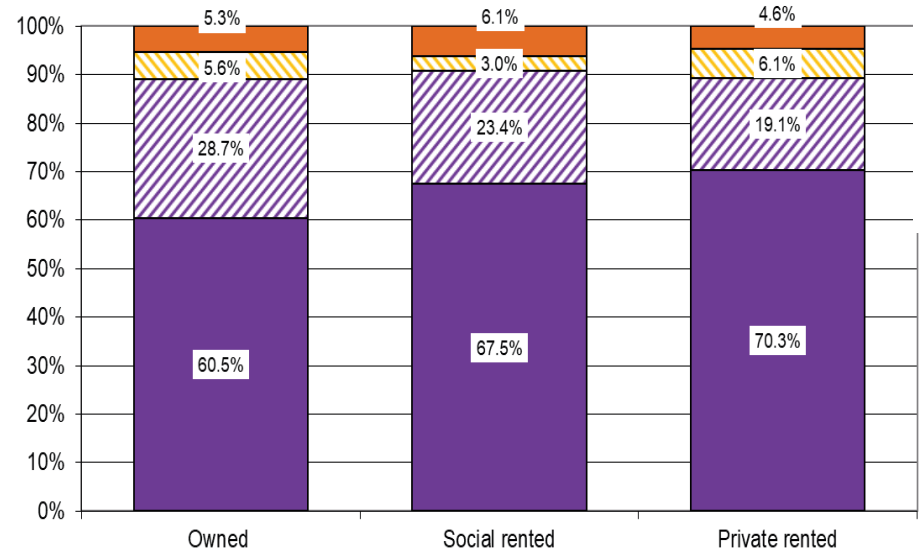
Definitely disagree

Tend to disagree

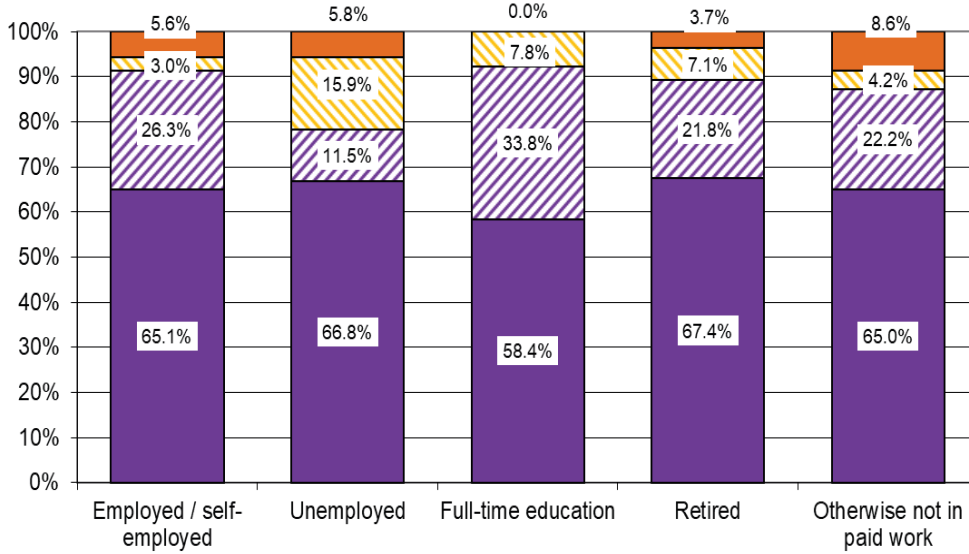
Tend to agree

Definitely agree

Opinion by tenure



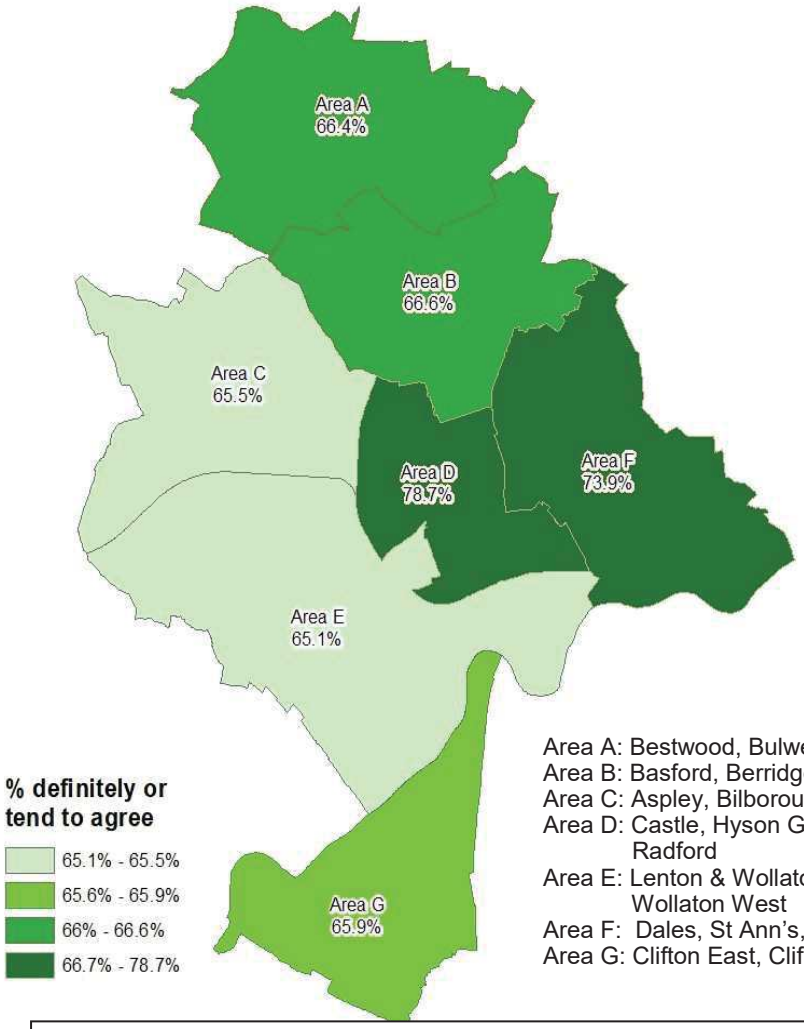
Opinion by employment status



16: Delivery of promises relating to a query

Headline: 69% agree the person handling their query delivered what they promised

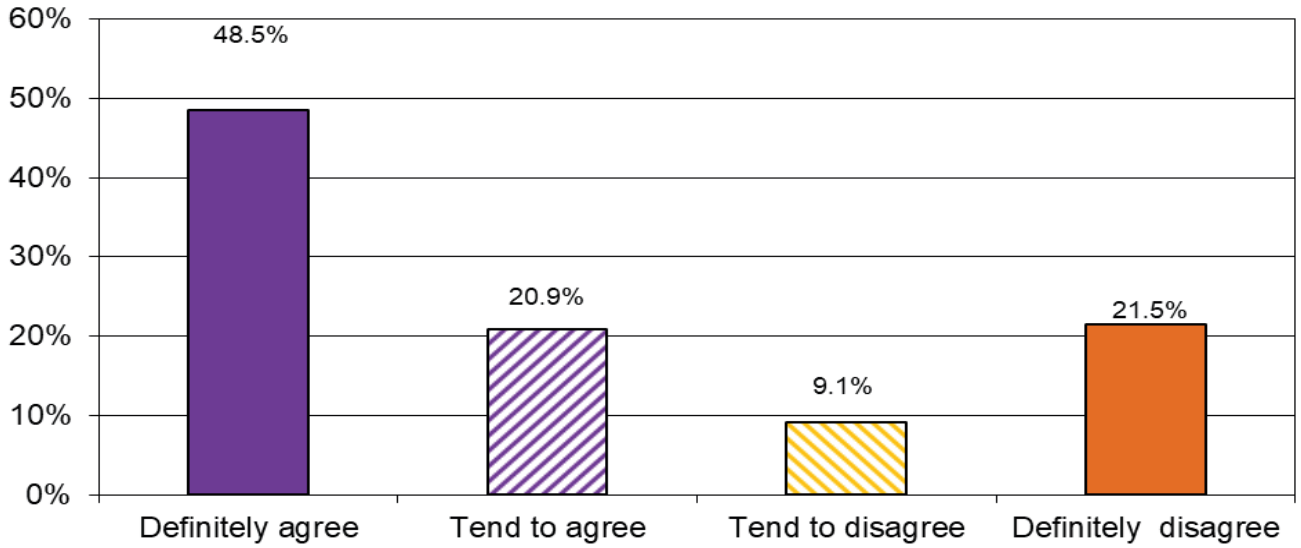
Percentage of respondents who definitely or tend to agree that the person who handled their last query to the Council delivered what they promised.



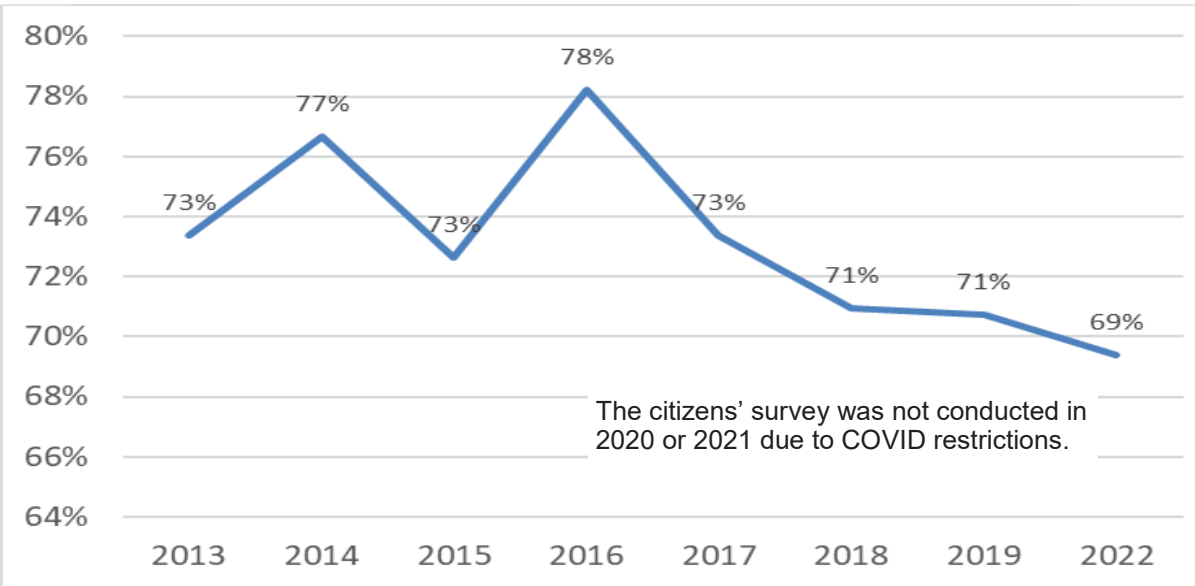
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 586 respondents who had contacted the Council in the last year , excluding don't know as a response. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

The person handling a query delivered what they promised



City change over time (percentage definitely or tend to agree)

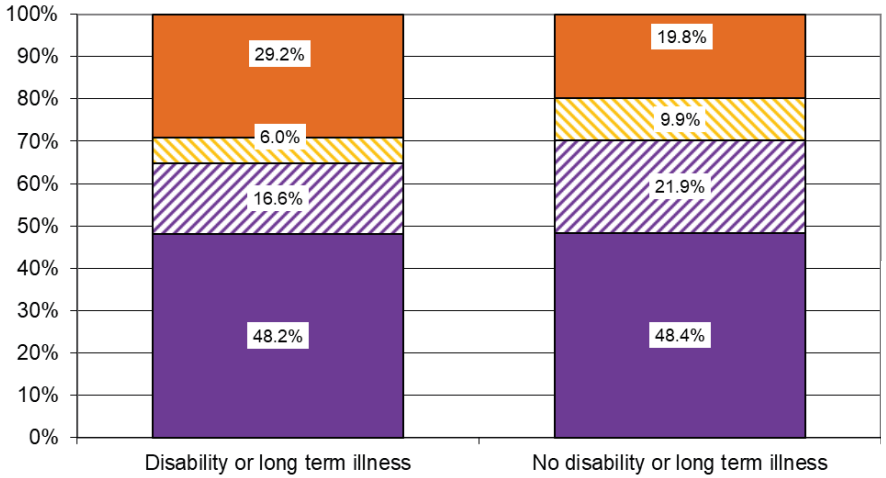


The citizens' survey was not conducted in 2020 or 2021 due to COVID restrictions.

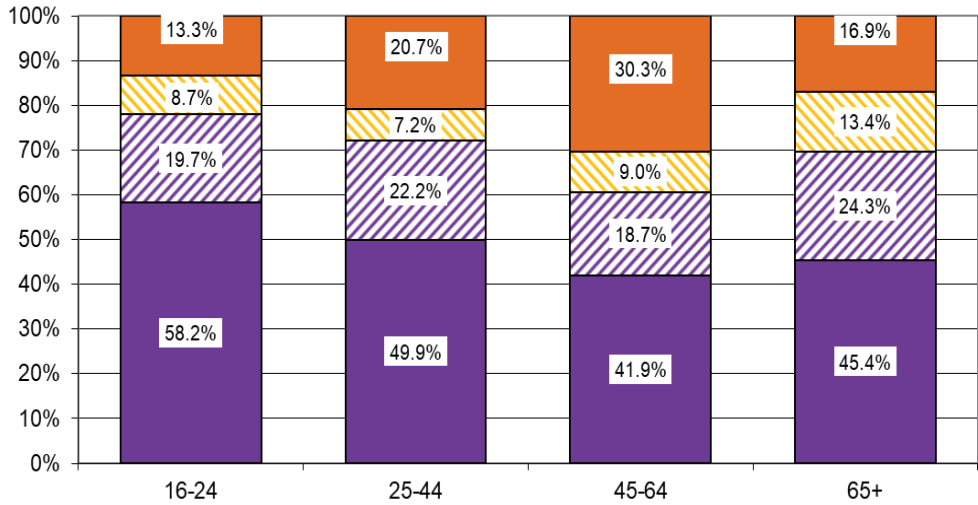
Key Points

- 79% of people in the Radford, Castle and Hyson Green & Arboretum area agreed.
- People living in private rented accommodation are most likely to agree and people aged 45-64 are least likely.
- 22% of people definitely disagreed that the person they spoke to delivered what they promised.

Opinion by disability or long term illness



Opinion by age



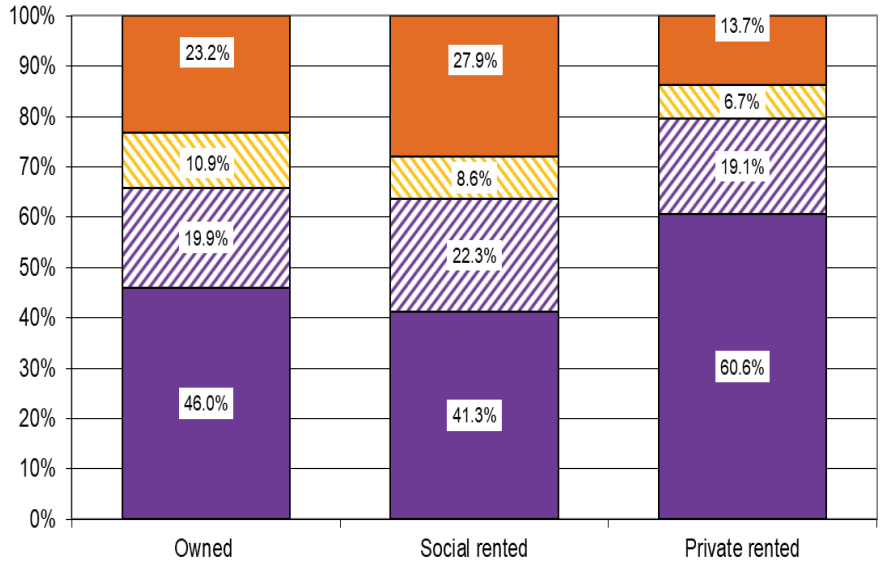
Definitely disagree

Tend to disagree

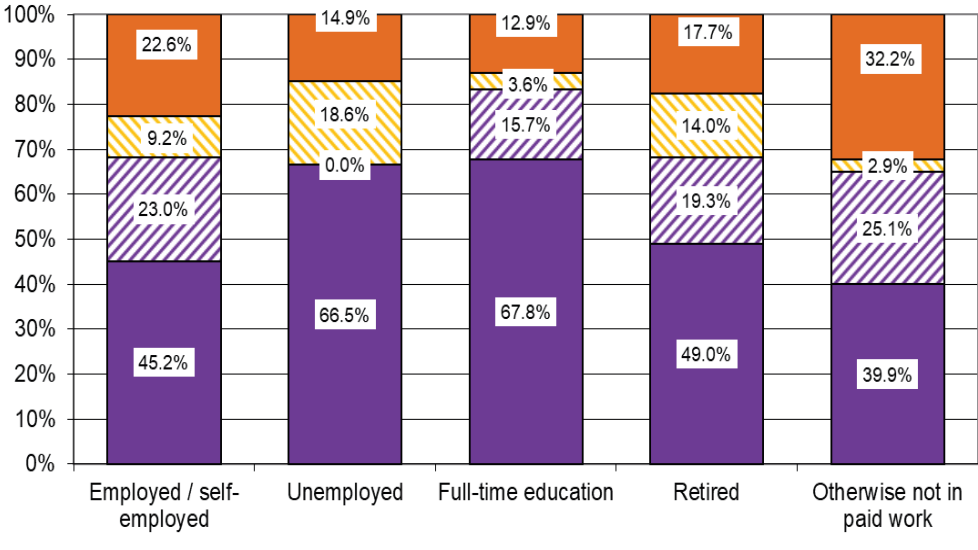
Tend to agree

Definitely agree

Opinion by housing tenure



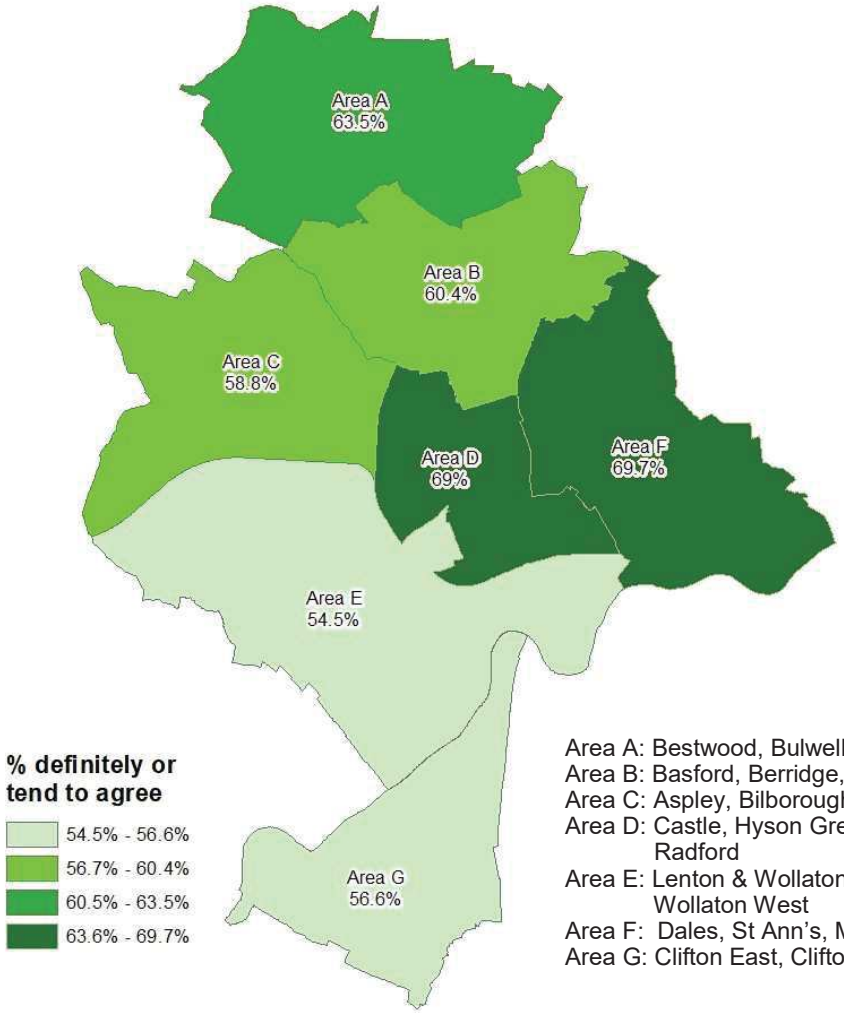
Opinion by employment status



17: Query handled in reasonable time

Headline: 63% agree that their query was handled in a reasonable length of time

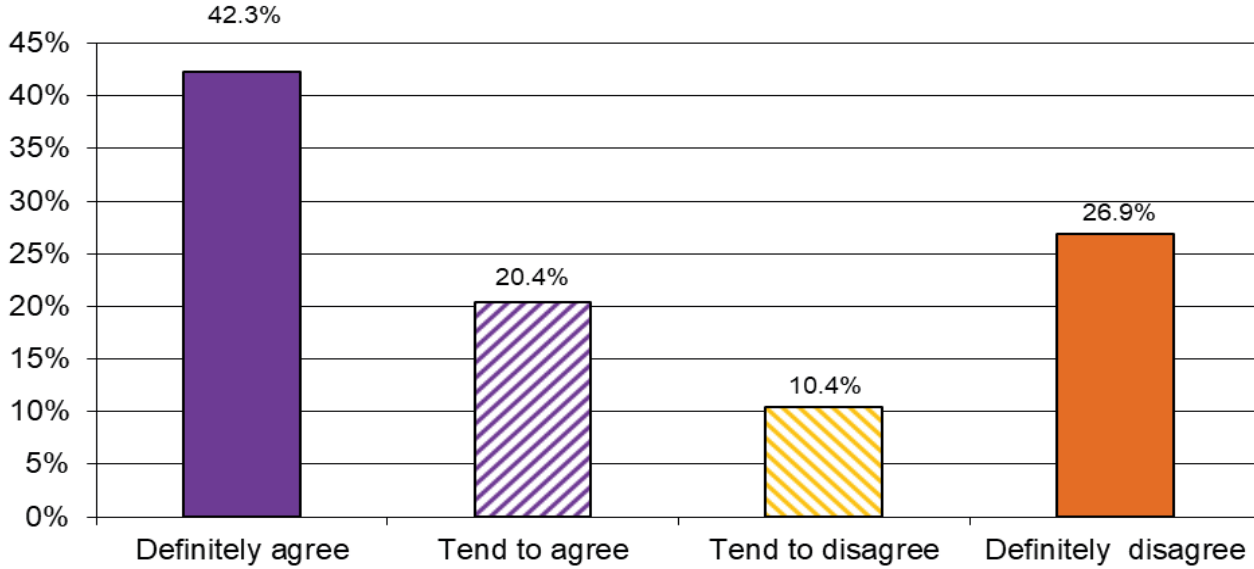
Percentage of respondents who definitely or tend to agree that their last query to the Council was handled in a reasonable length of time.



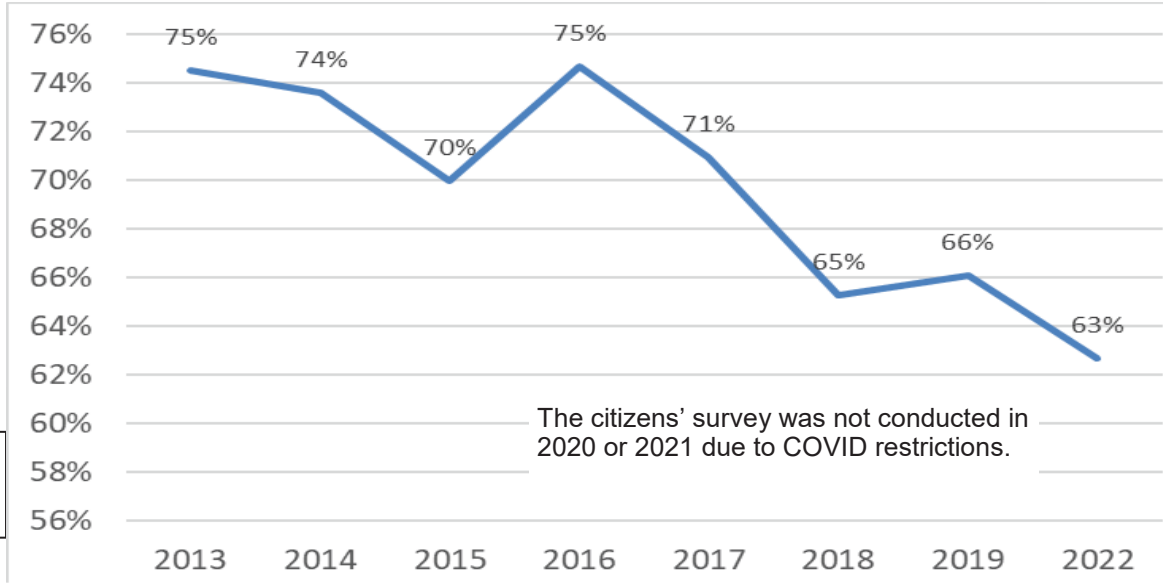
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 593 respondents who had contacted the Council in the last year, excluding 'don't know' as a response. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Query handled in a reasonable length of time



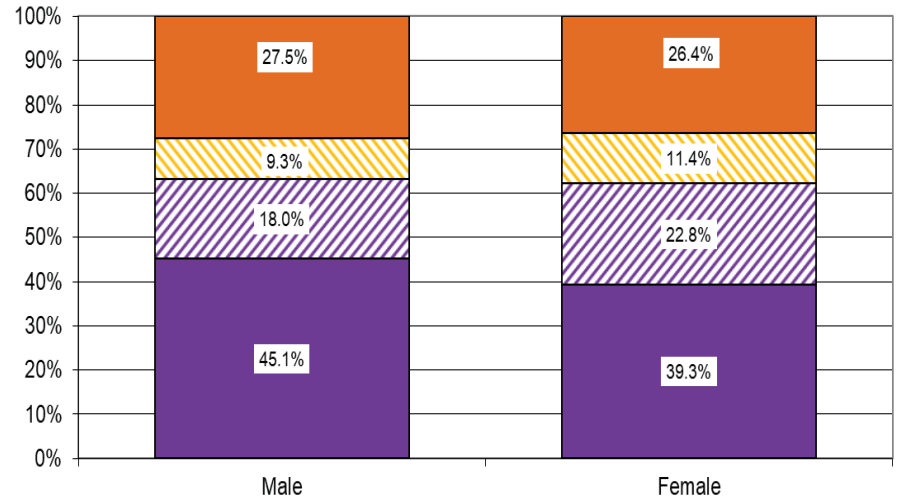
City change over time (percentage definitely or tend to agree)



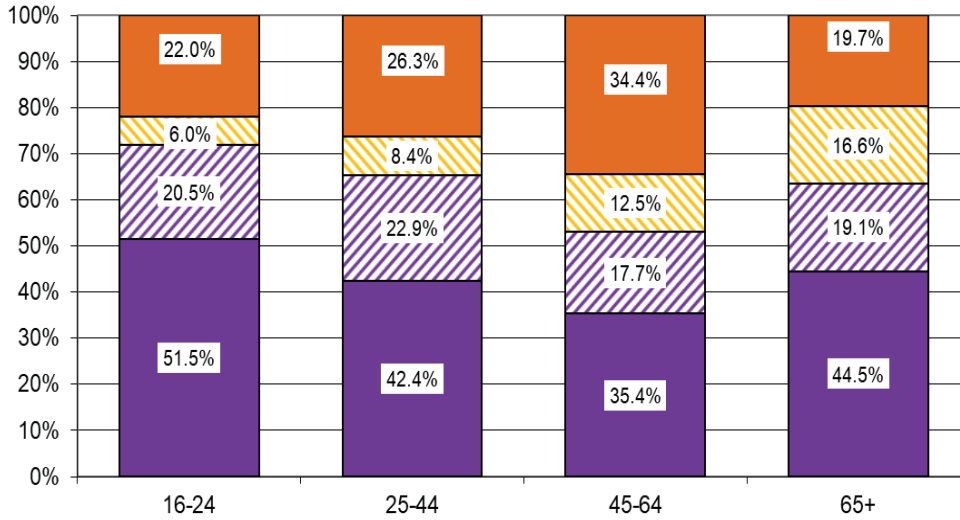
Key Points

- People in full time education are most likely to agree.
- Those aged 45-54 years old are least likely to agree.

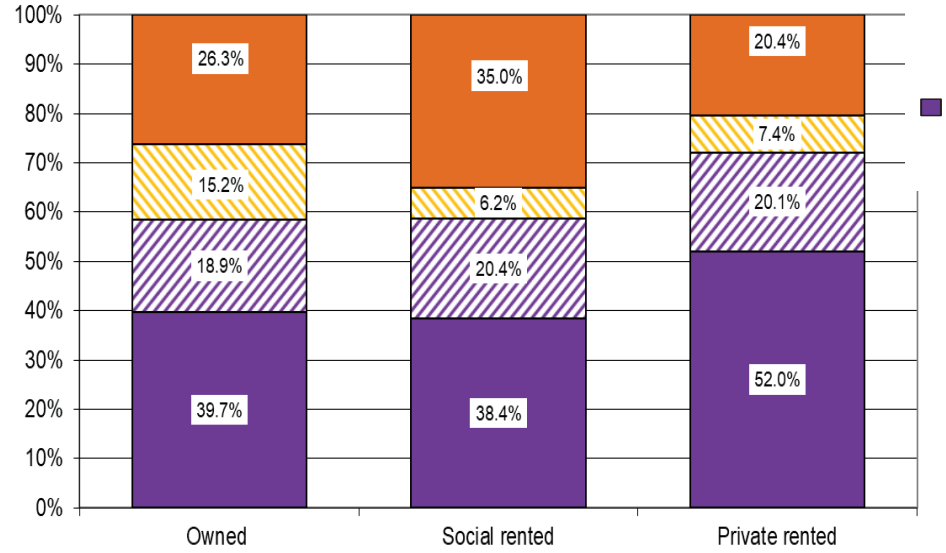
Opinion by gender

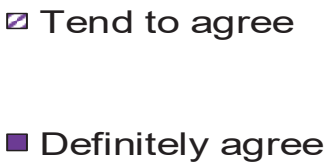


Opinion by age

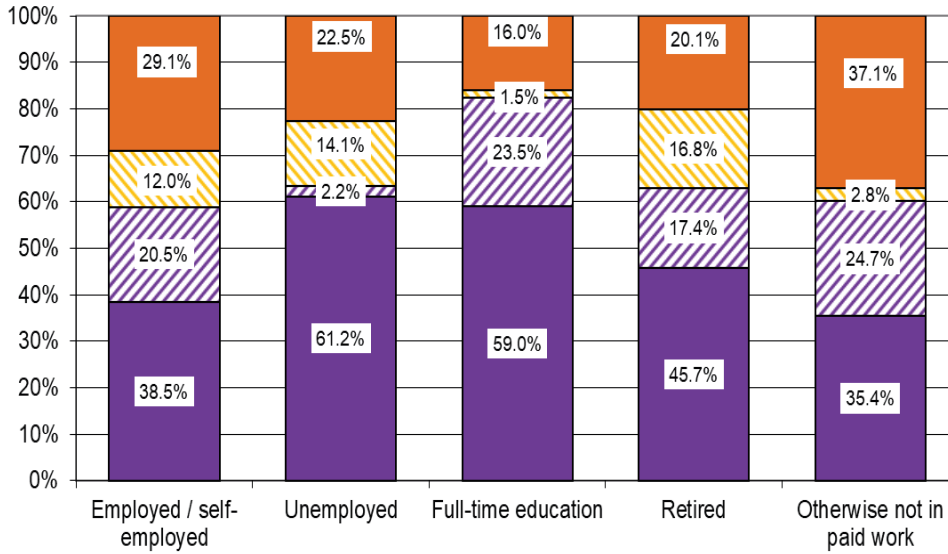


Opinion by housing tenure





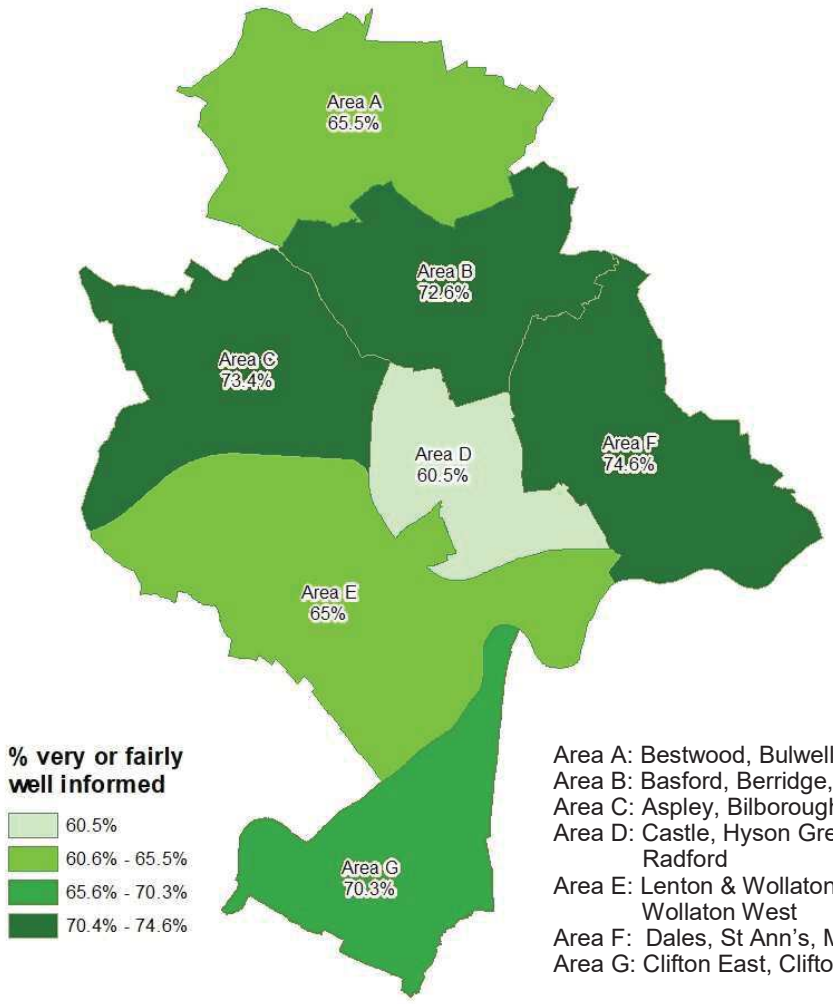
Opinion by employment status



18: Feeling Informed

Headline: 69% feel well informed about Council services and benefits

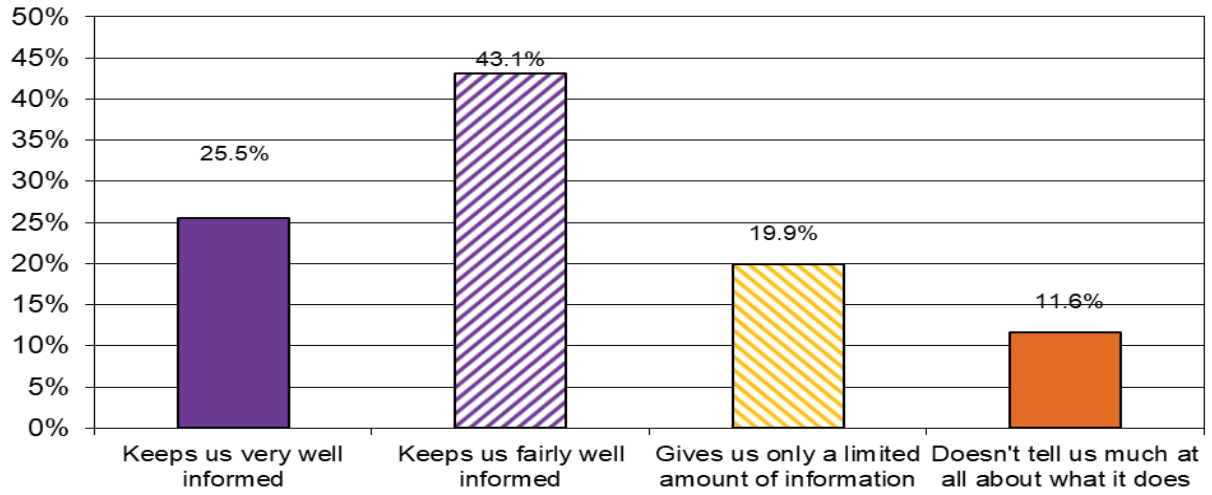
Percentage of respondents who think the Council keeps them very or fairly well informed about the services and benefits it provides.



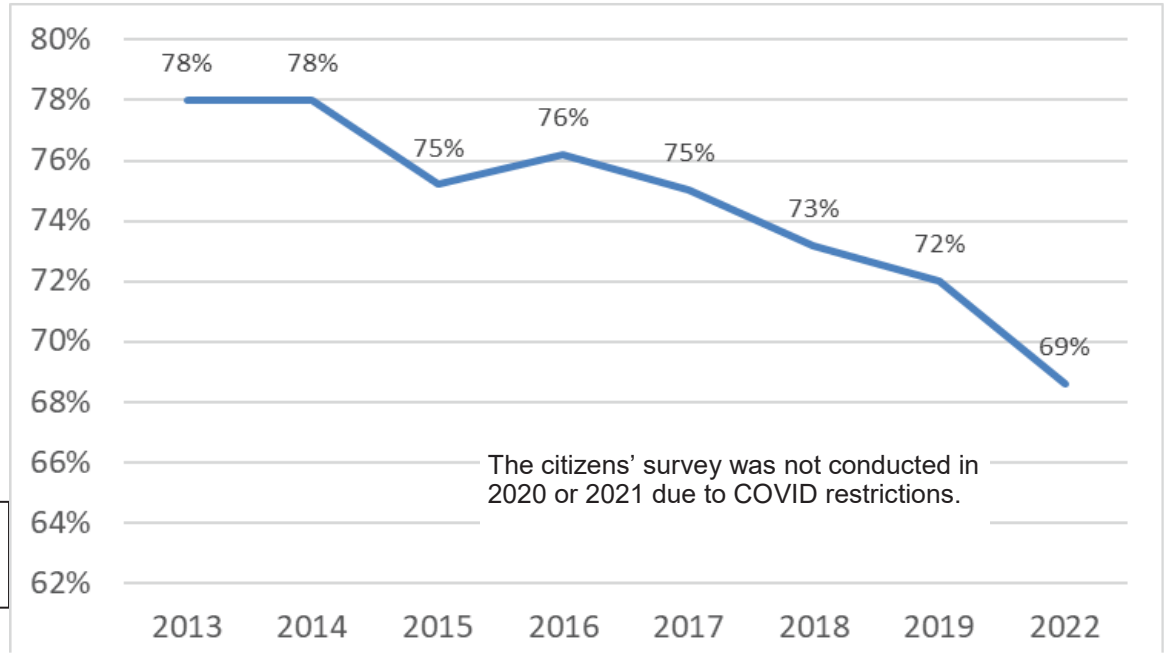
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1569 respondents in total, excludes 'don't know' as a response. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Council keeps people informed about services and benefits



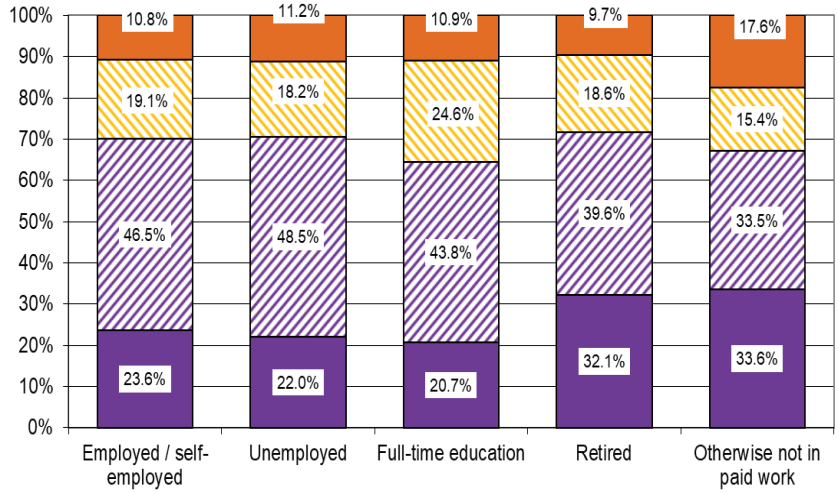
Change over time (percentage very or fairly well informed)



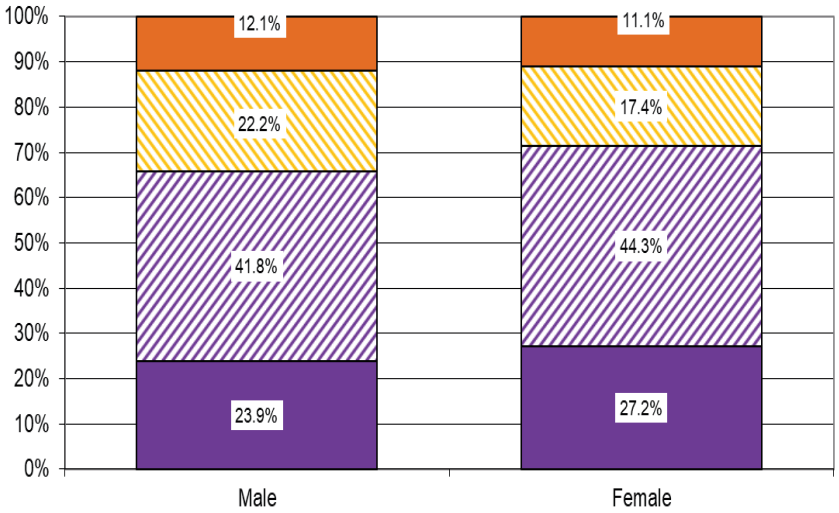
Key Points

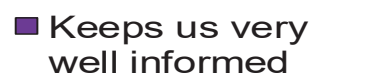
- People in the Dales, St Ann's & Mapperley area are most likely to feel informed about Council services and benefits. People in the Castle, Hyson Green & Arboretum & and Radford area are least likely to feel informed.
- People who are 65+ are most likely to feel informed.
- People who are in full time education or have a disability or long term illness are least likely to feel informed about services and benefits.

Opinion by employment status

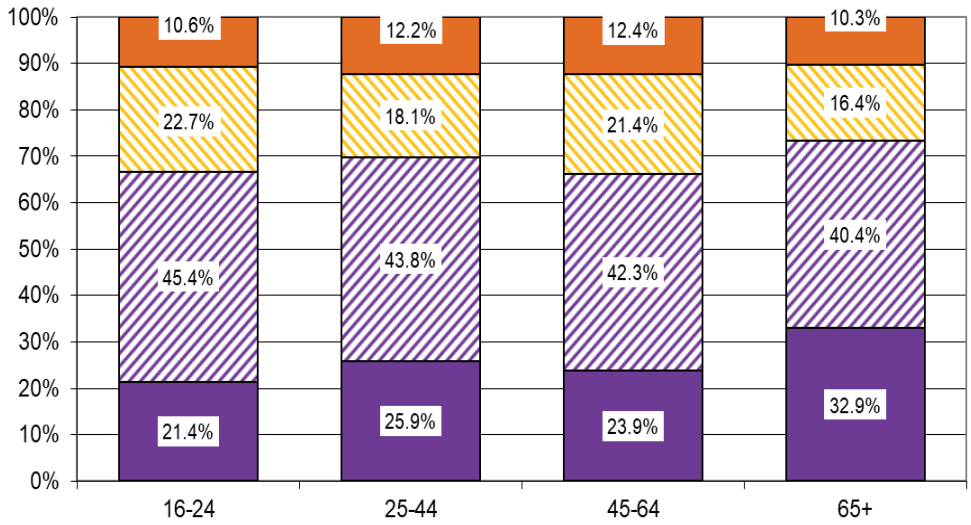


Opinion by tenure

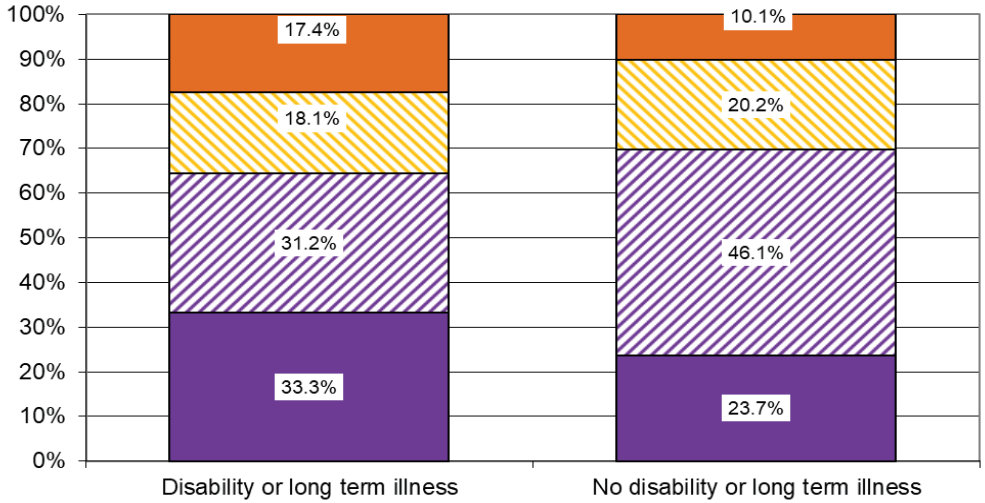




Opinion by age



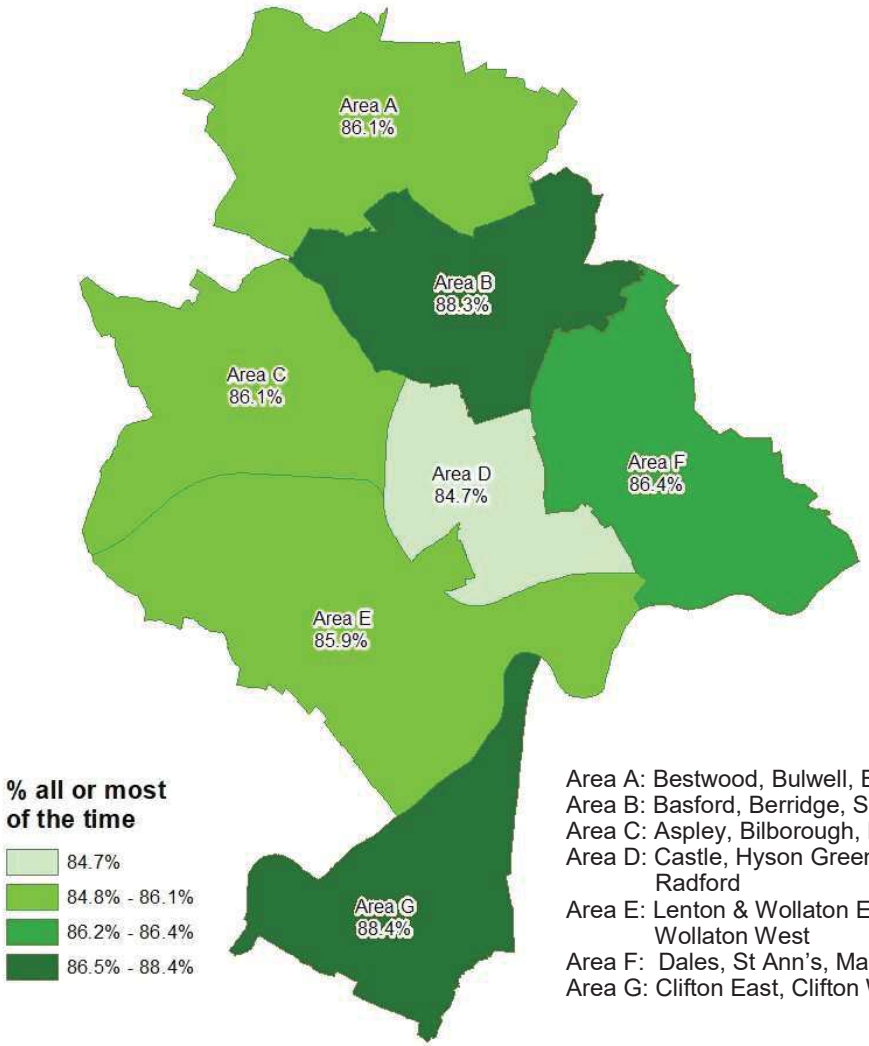
Opinion by disability or long term illness



19: Easy to understand information

Headline: 86% think the information the Council provides is easy to understand all or most of the time

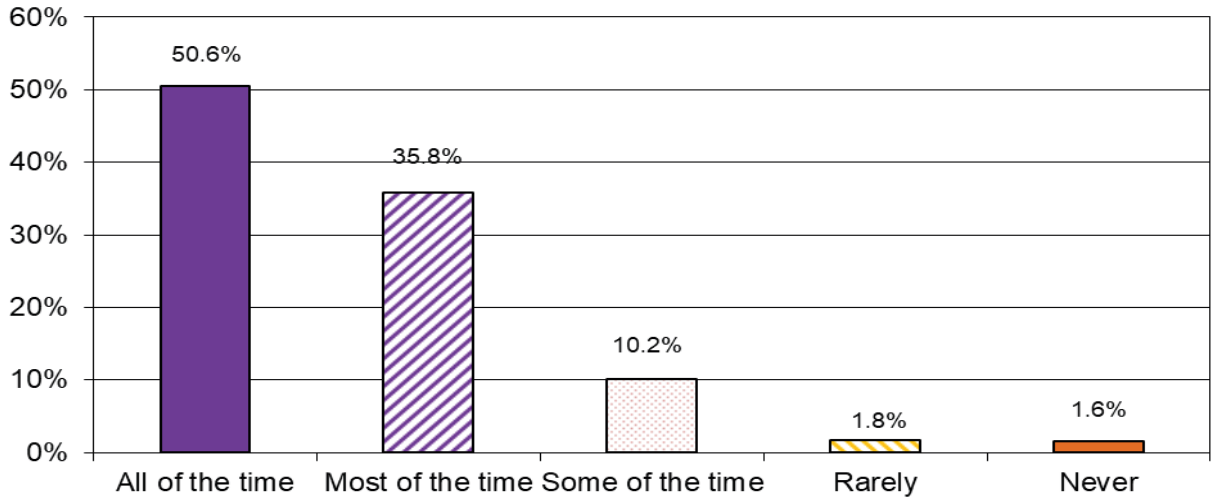
Percentage of respondents who think that information provided by the Council is easy to understand all or most of the time.



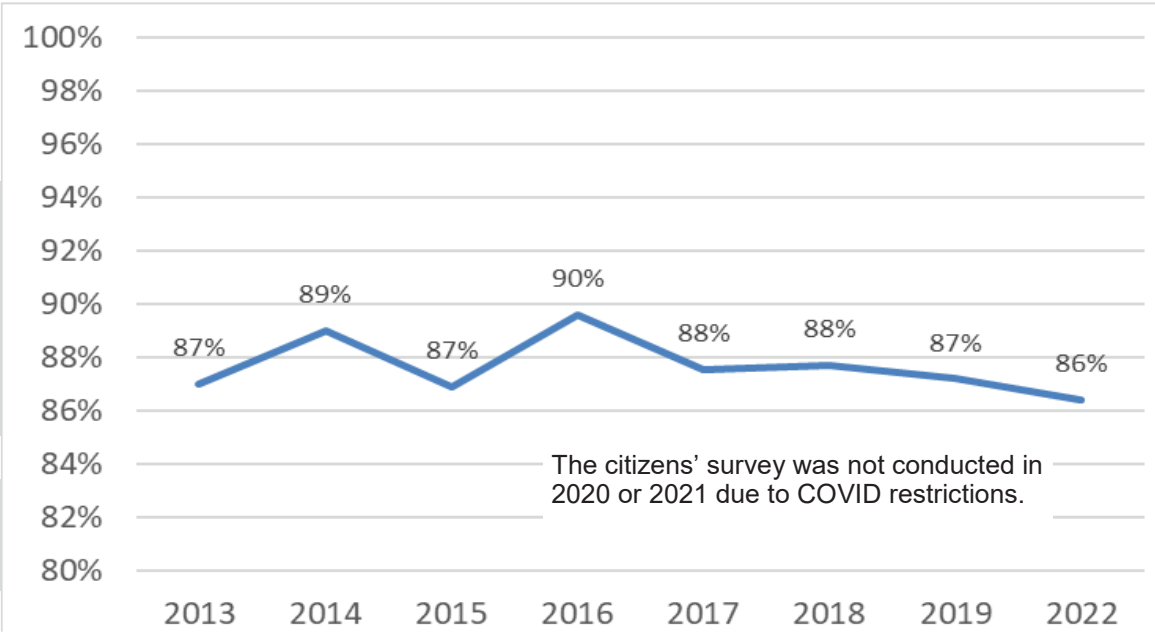
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1519 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Council information is easy to understand



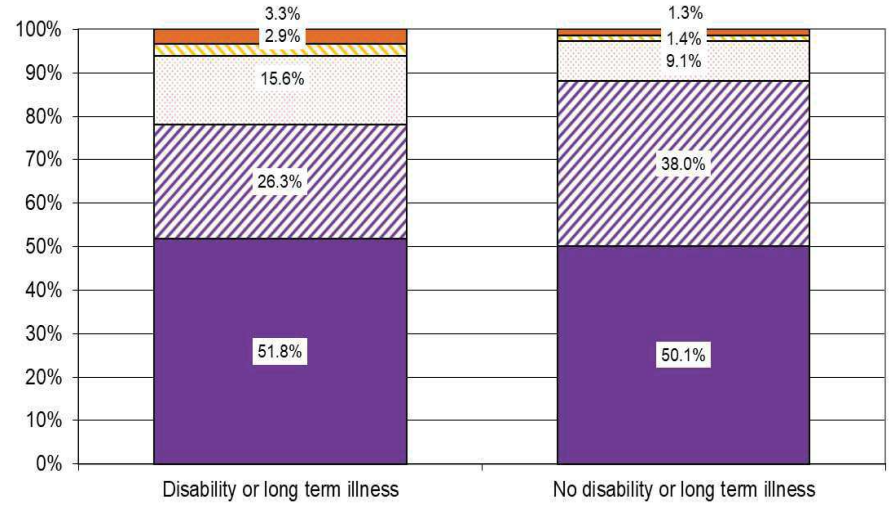
Change over time



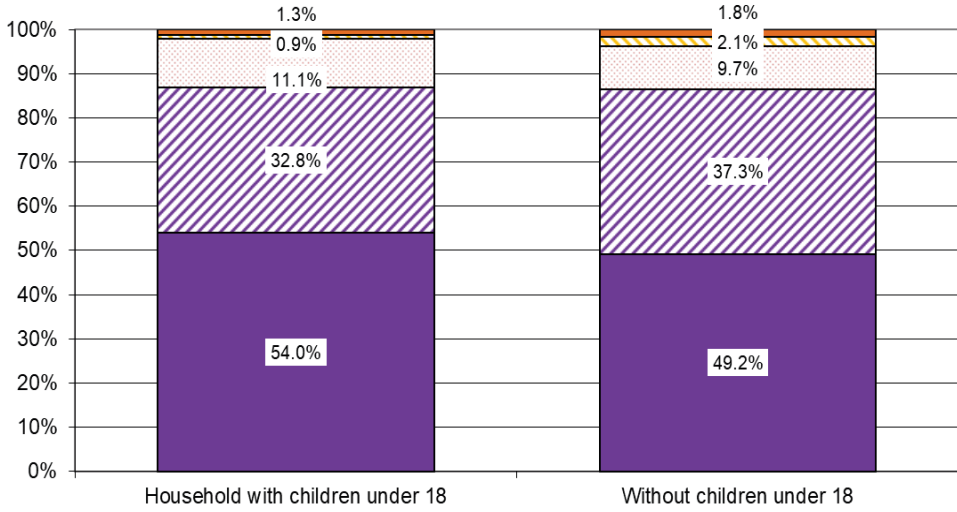
Key Points

- In every area, at least 85% of residents find Council information easy to understand.
- The 25-34 age group are most likely to find the information easy to understand, the 55-64 age group are least likely.
- There does not seem to be a correlation between age and finding information easy to understand like there has been in previous years.

Opinion by disability or long term illness

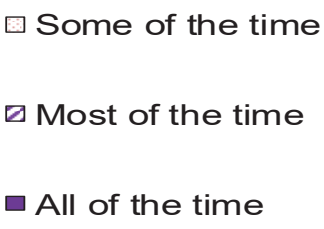


Opinion by children in the house

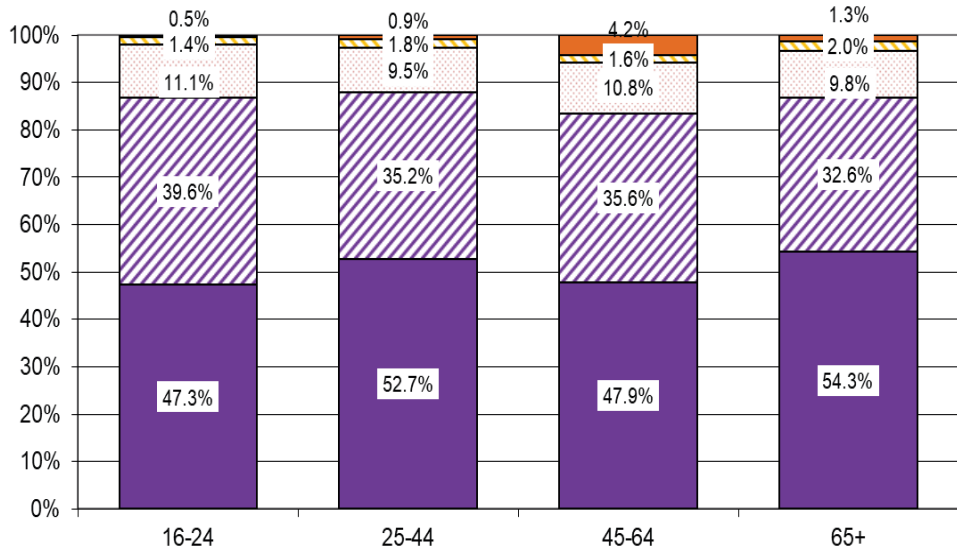


Opinion by employment status





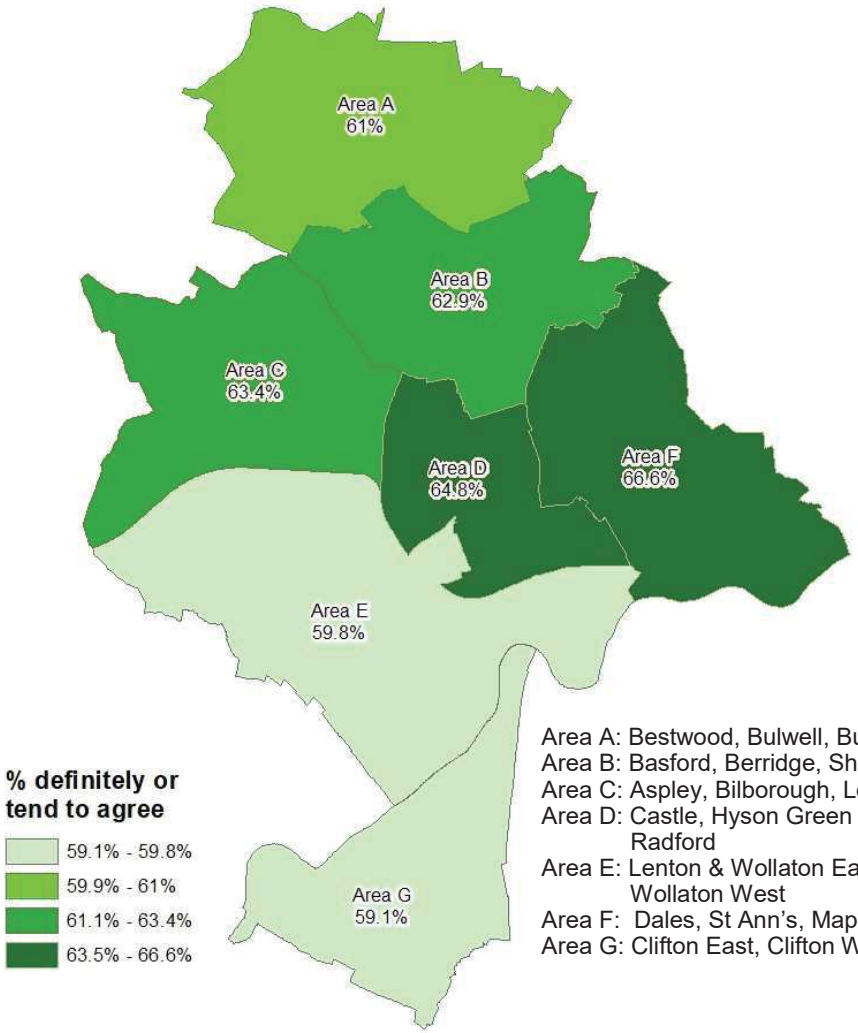
Opinion by age



20: Value for money

Headline: 56% think the Council provides value for money

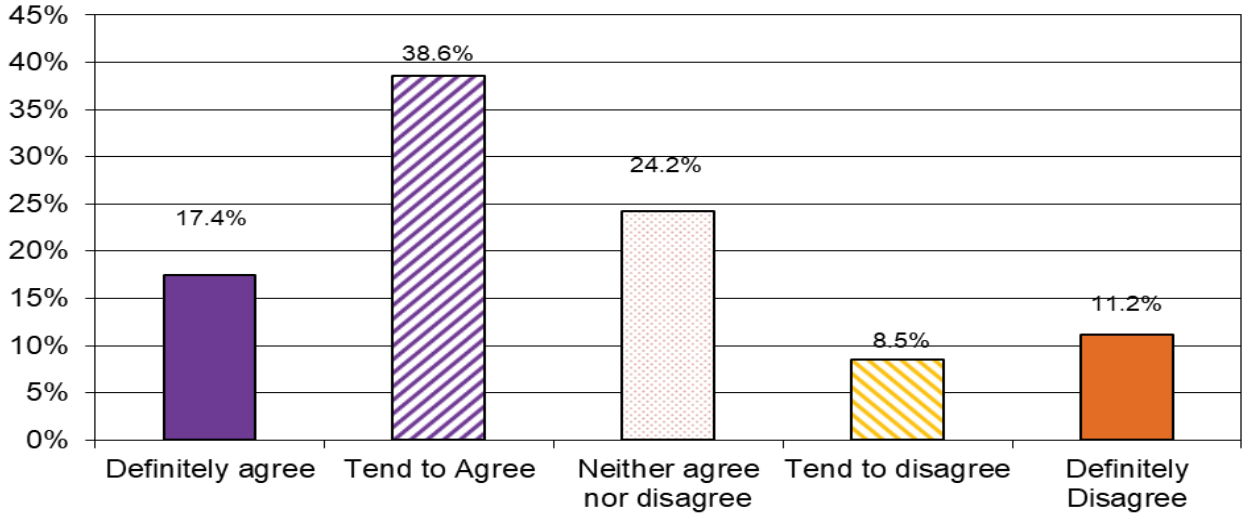
Percentage of respondents who definitely or tend to agree that the Council provides value for money.



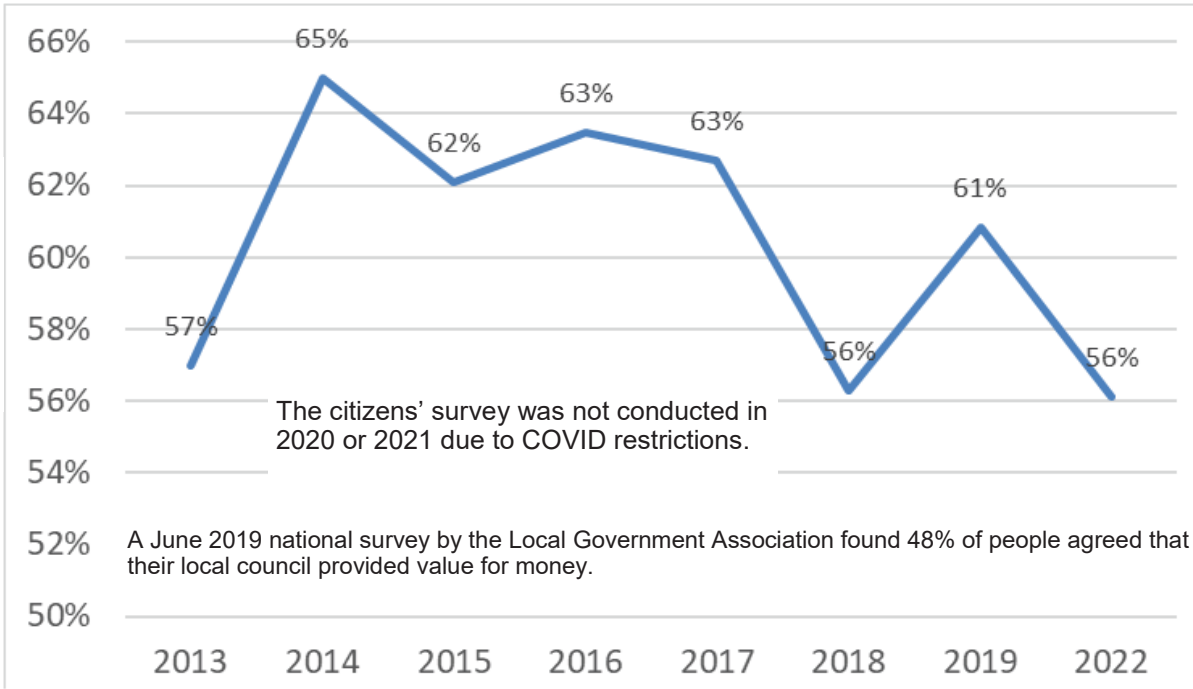
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,484 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details. NB in 2011 and 2012, the option 'Neither agree nor disagree' was not given to respondents.

Council provides value for money



Change over time (percentage who definitely or tend to agree)



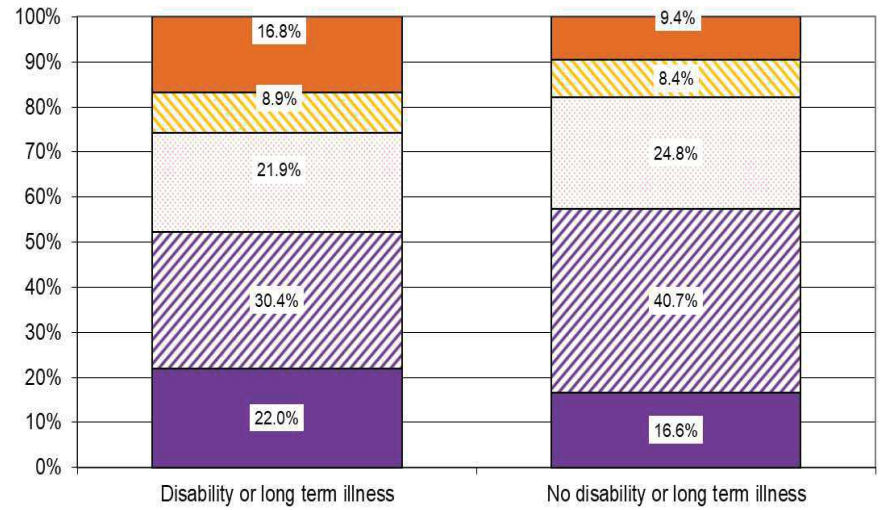
The citizens' survey was not conducted in 2020 or 2021 due to COVID restrictions.

A June 2019 national survey by the Local Government Association found 48% of people agreed that their local council provided value for money.

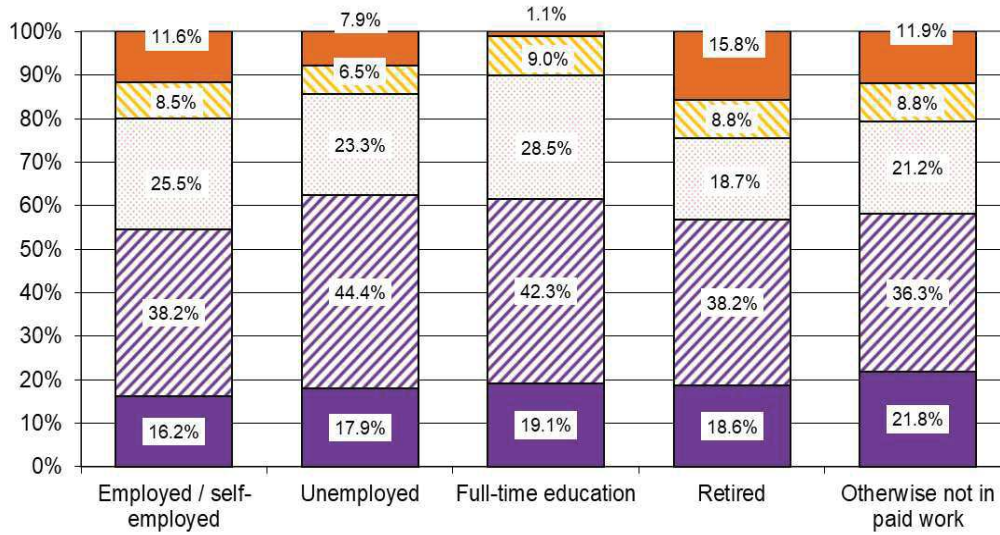
Key Points

- Respondents in the Aspley, Bilborough & Leen valley area were most likely to say the Council provides value for money. Those in Bestwood, Bulwell & Bulwell Forest were least likely to agree.
- Respondents in full time education were the most likely to think that the Council provides value for money.
- The lowest proportions were in the 55-64 age group. Households with children were less likely to agree than households with no children.

Opinion by disability or long term illness



Opinion by employment status



Definitely Disagree

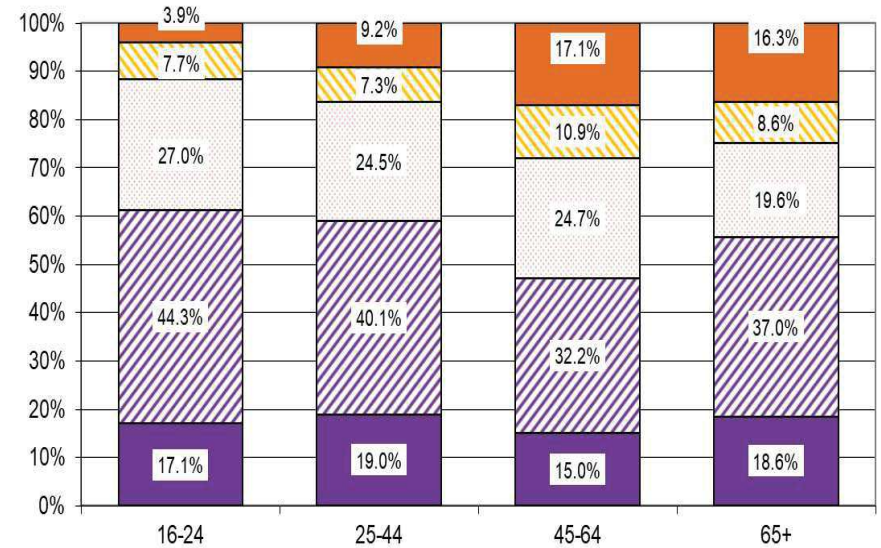
Tend to disagree

Neither agree nor disagree

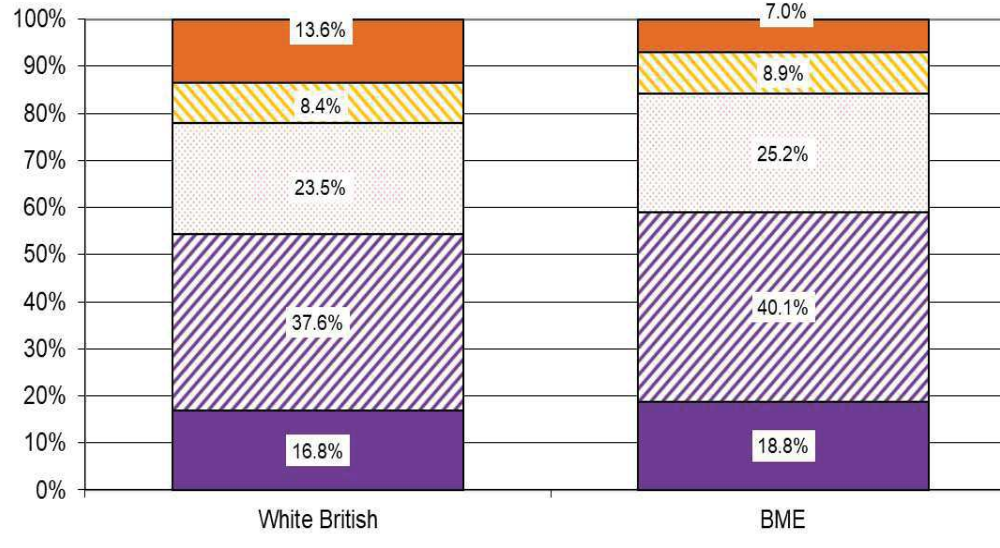
Tend to Agree

Definitely agree

Opinion by age



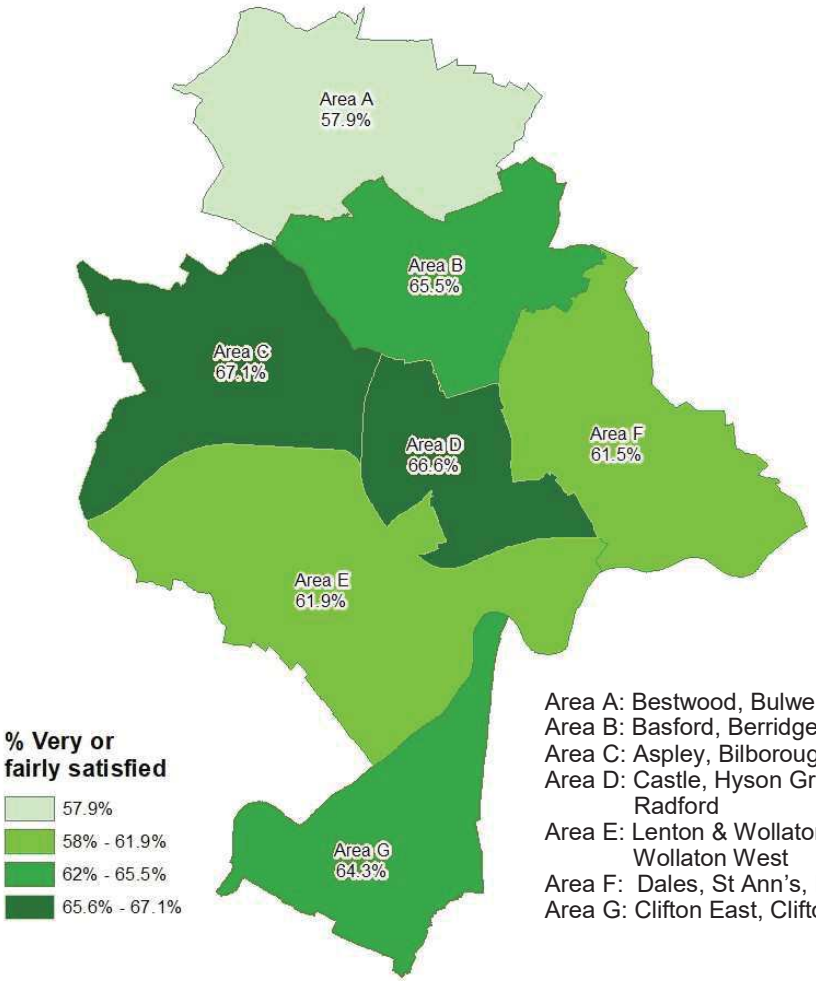
Opinion by ethnicity



21: Council Satisfaction

Headline: 64% are satisfied with the Council

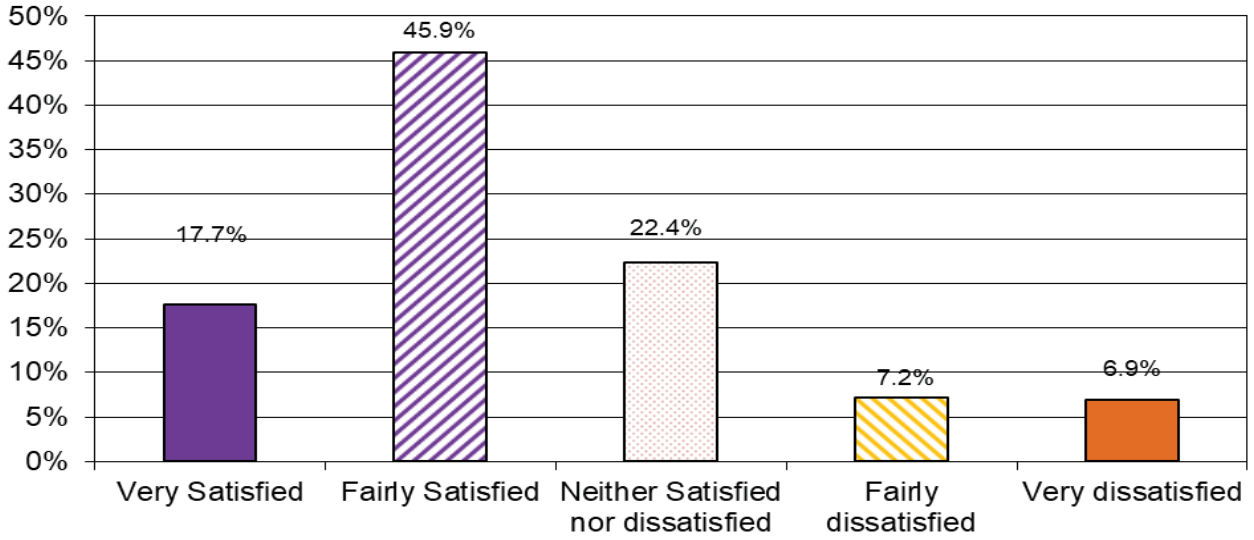
Percentage of respondents who are very or fairly satisfied with how the Council runs things.



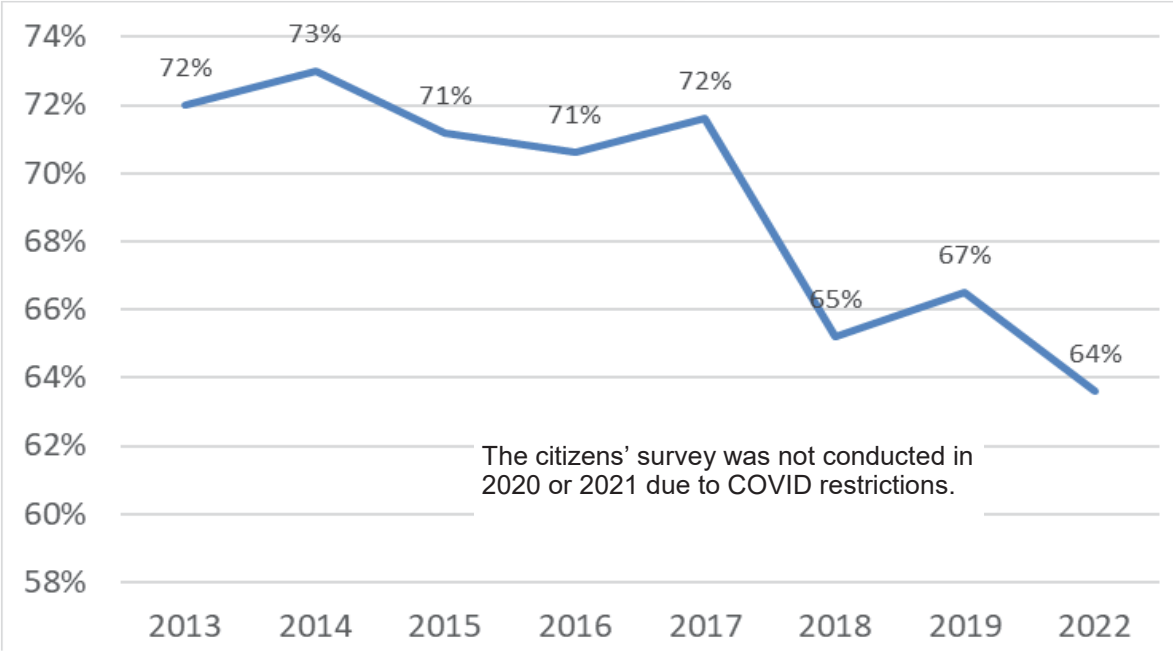
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,662 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Satisfaction with the Council



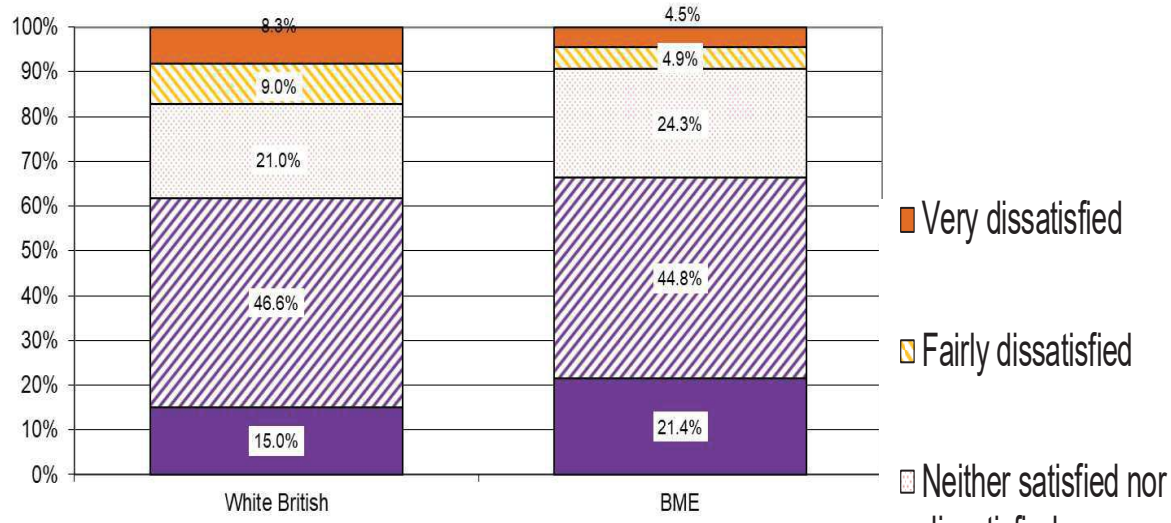
Change over time (percentage very or fairly satisfied)



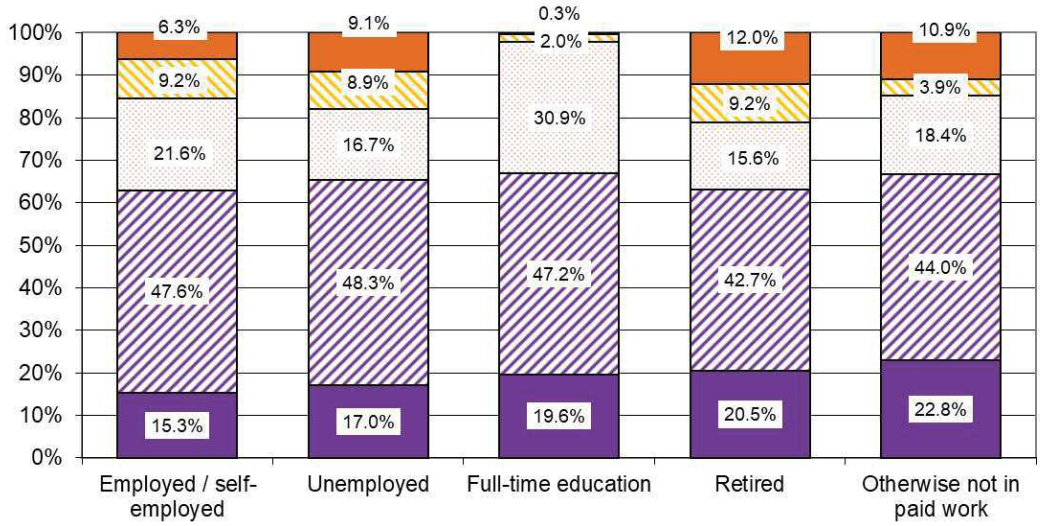
Key Points

- The Aspley, Bilborough & Leen valley area has the highest proportion of people who are satisfied with the way the Council runs things.
- People living in private rented accommodation are most likely to be satisfied with the Council.
- The 55-64 age group are the least satisfied with only 50.5% being satisfied with the Council.

Satisfaction by ethnicity



Satisfaction by employment status



Very dissatisfied

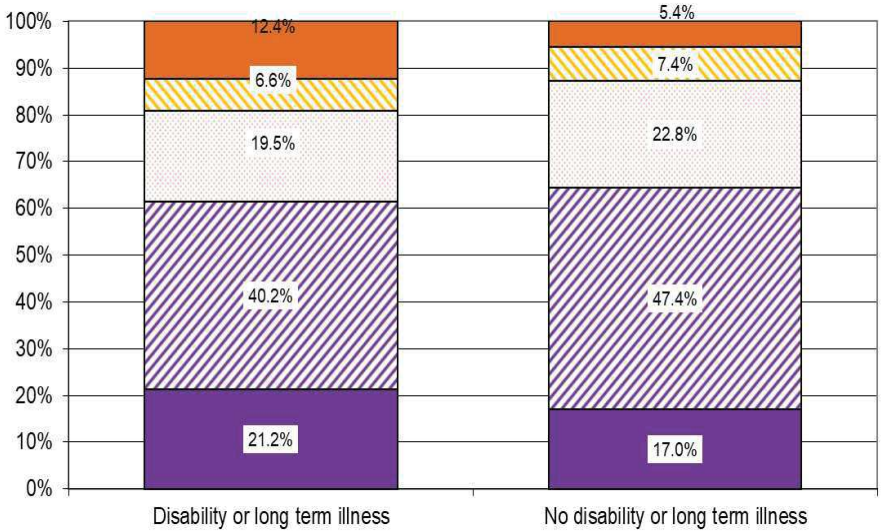
Fairly dissatisfied

Neither satisfied nor dissatisfied

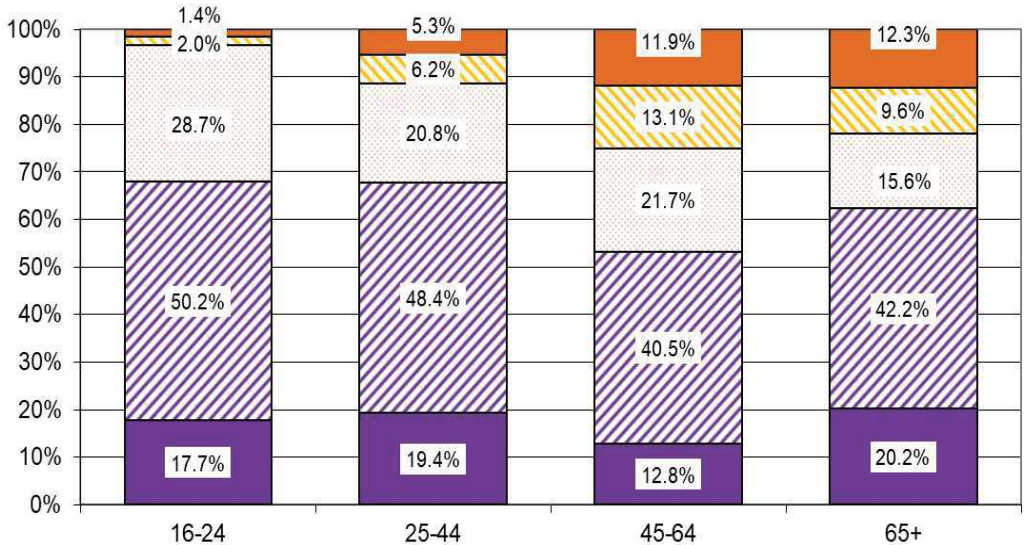
Fairly Satisfied

Very satisfied

Satisfaction by disability or long term illness



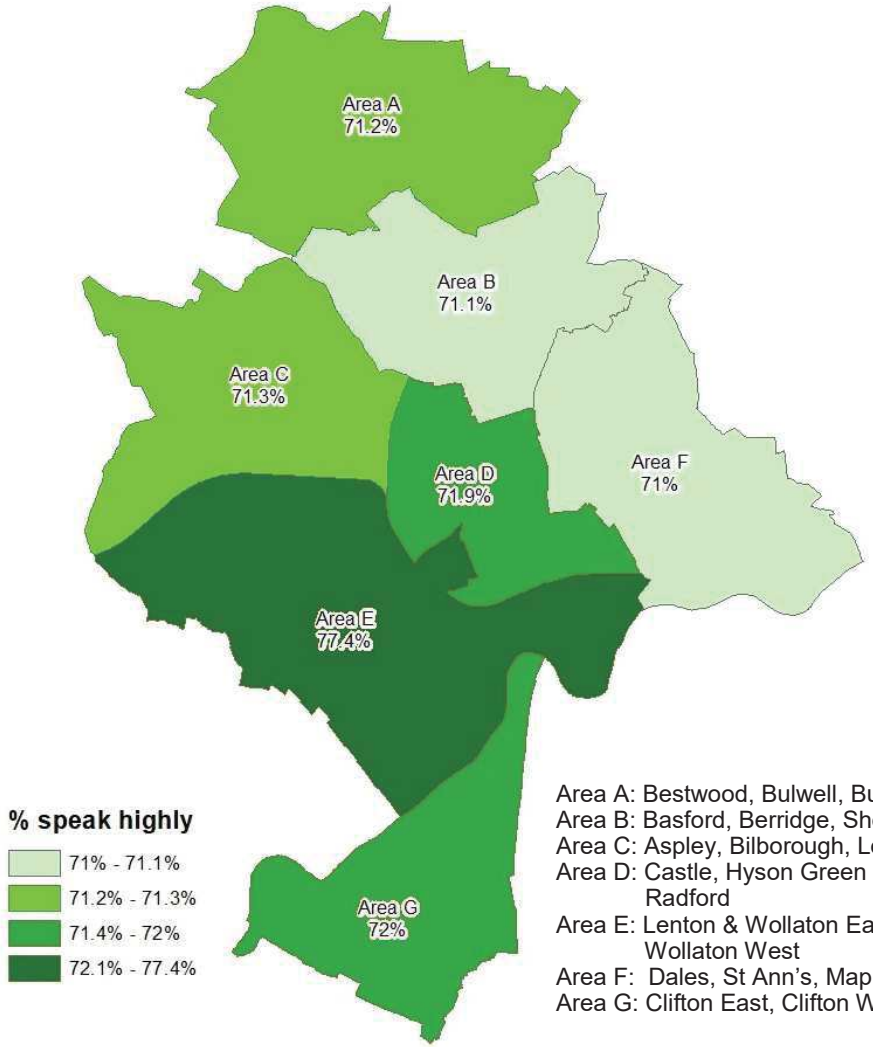
Satisfaction by age



22: Feelings about Nottingham

Headline: 72% would speak highly about Nottingham

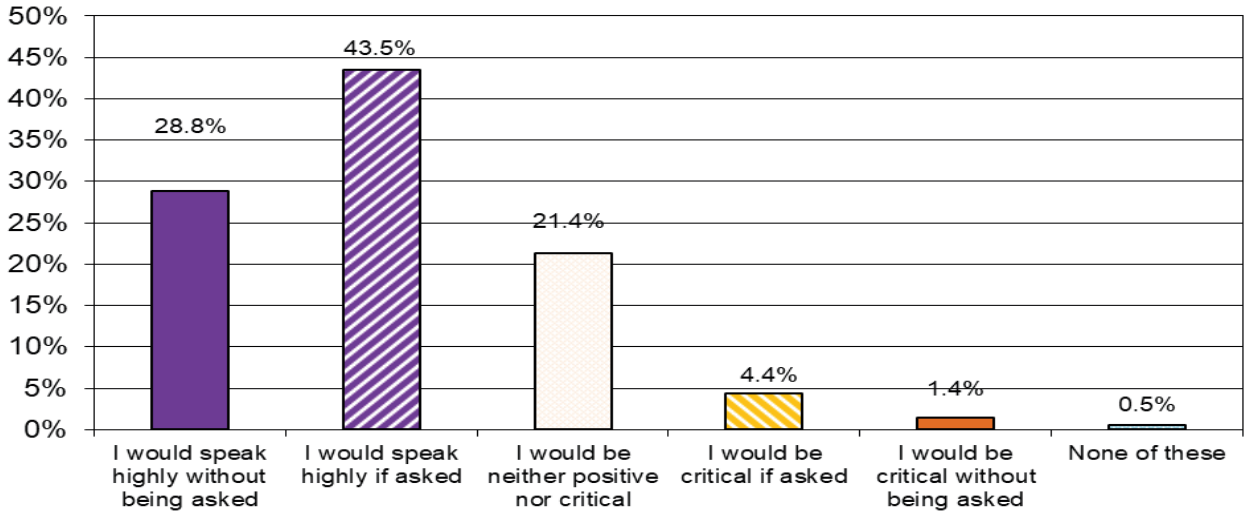
Percentage of respondents who would speak highly about Nottingham.



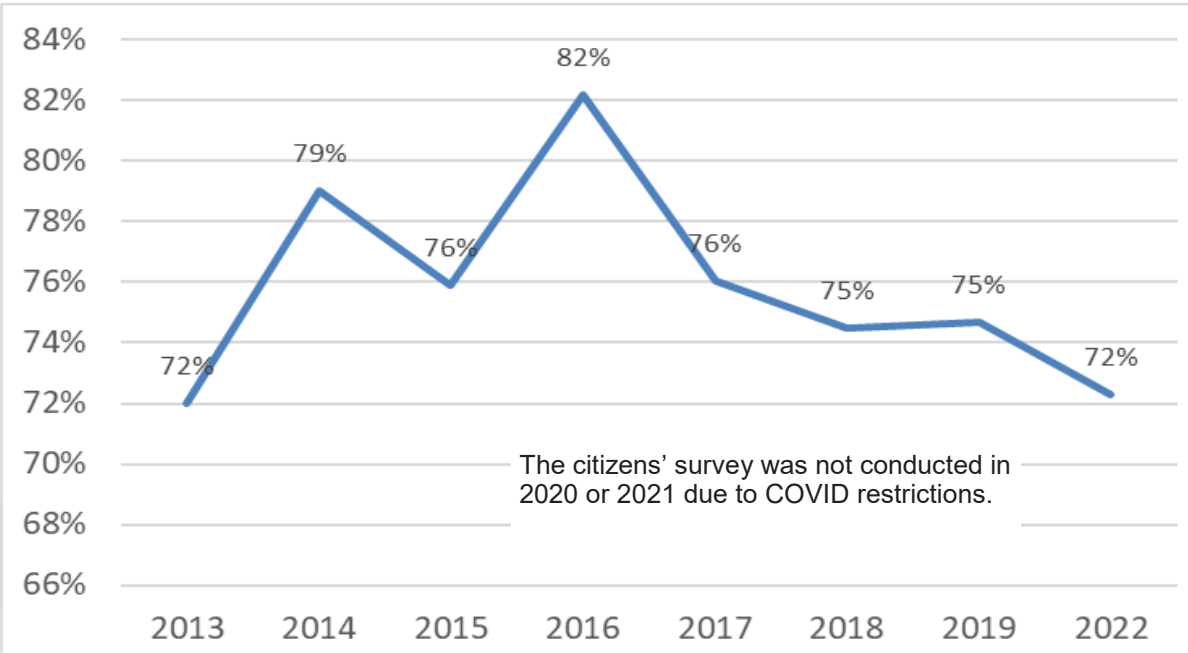
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,718 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Feelings about Nottingham



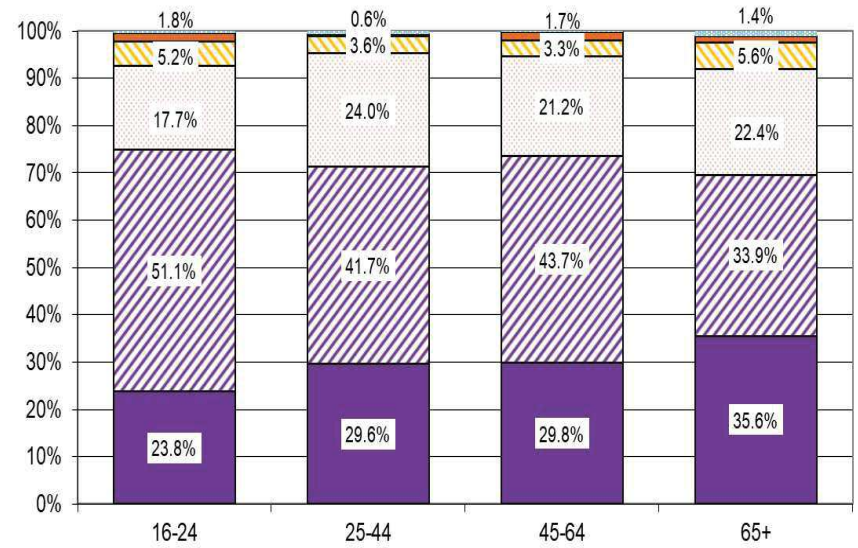
Change over time (percentage who would speak highly about Nottingham)

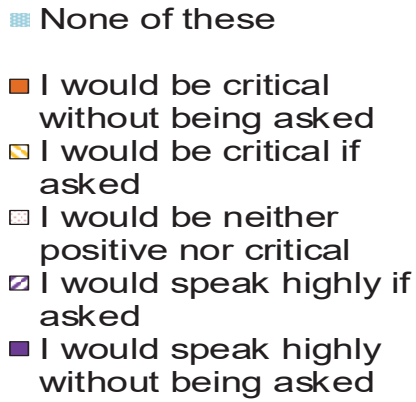


Key Points

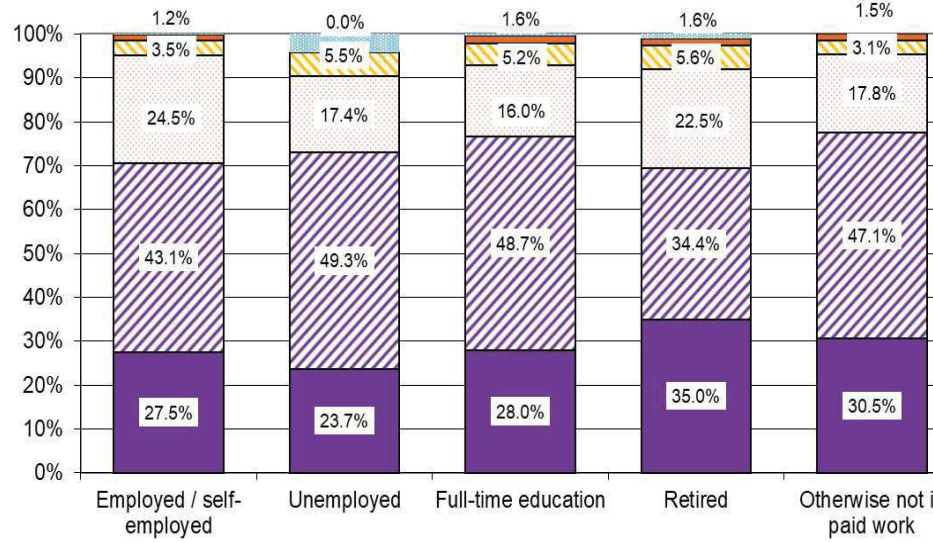
- The highest proportions of people who would speak highly of Nottingham are in Lenton & Wollaton East, Meadows and Wollaton West area at 77%. In every area at least 70% of residents would speak highly of Nottingham.
- People 'otherwise not in paid work' are most likely to speak highly about the City. Those who are retired and residents that have children in the household are least likely to speak highly about the City.
- Only 5.5% of respondents would be critical of Nottingham.

Opinion by age

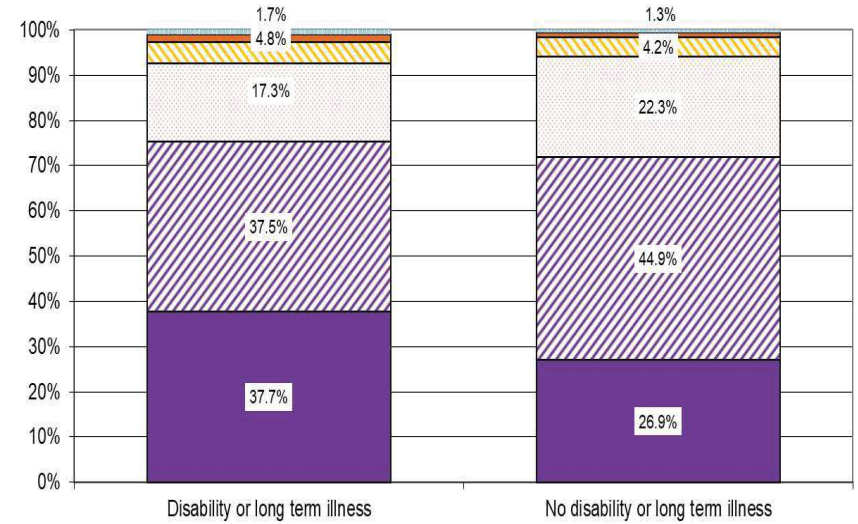




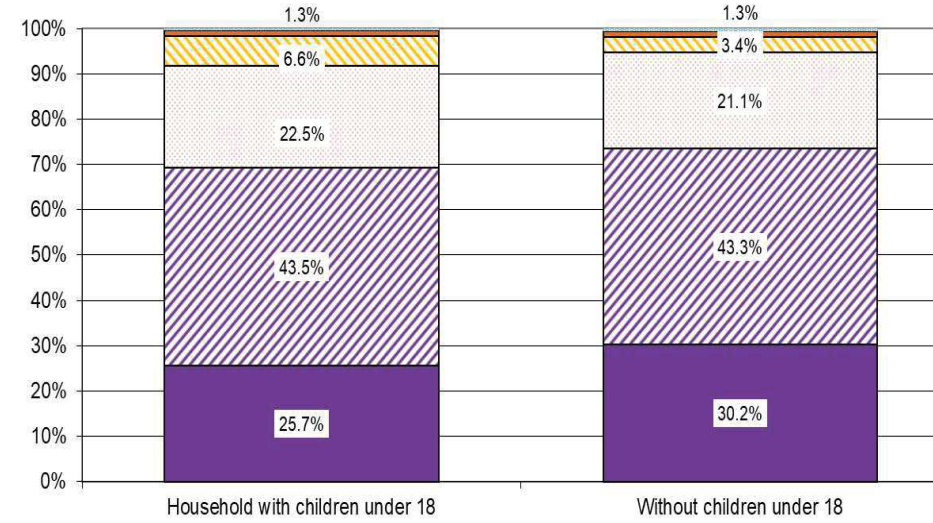
Opinion by employment status



Opinion by disability or long term illness



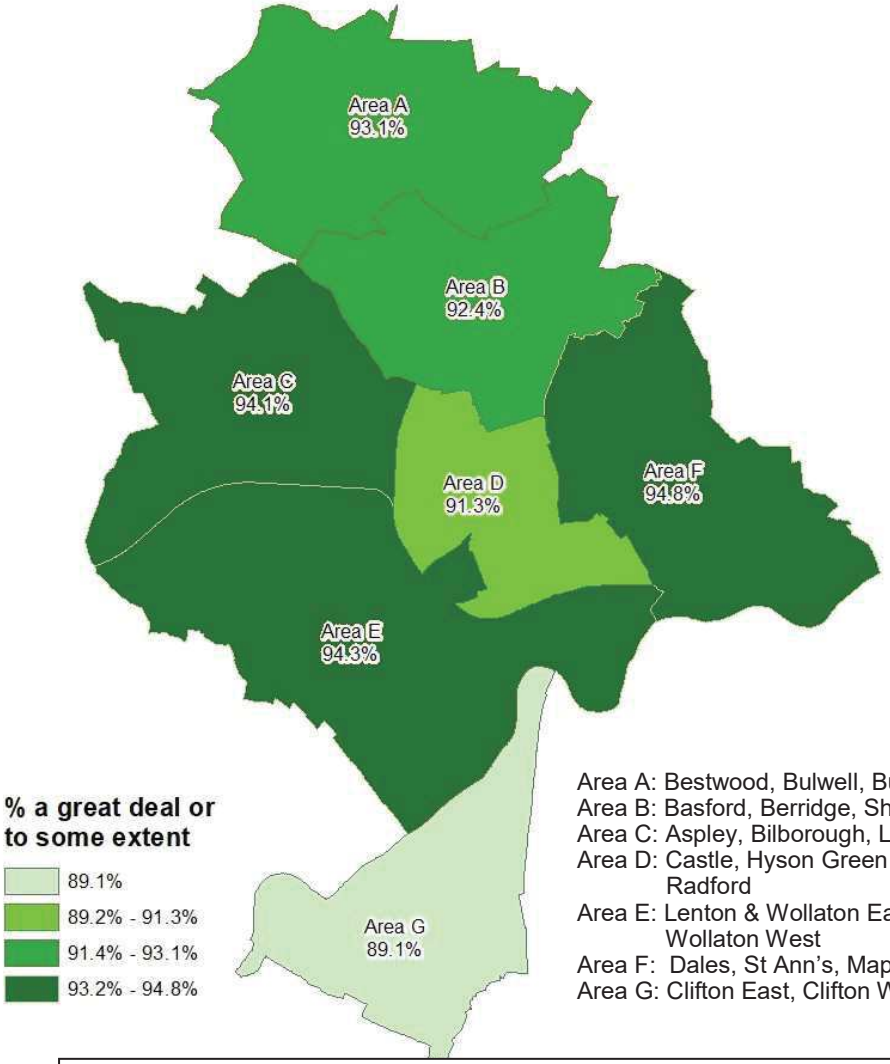
Opinion by household with children under 18



23: Recommend Nottingham as a place to live

Headline: 93% would recommend Nottingham as a place to live

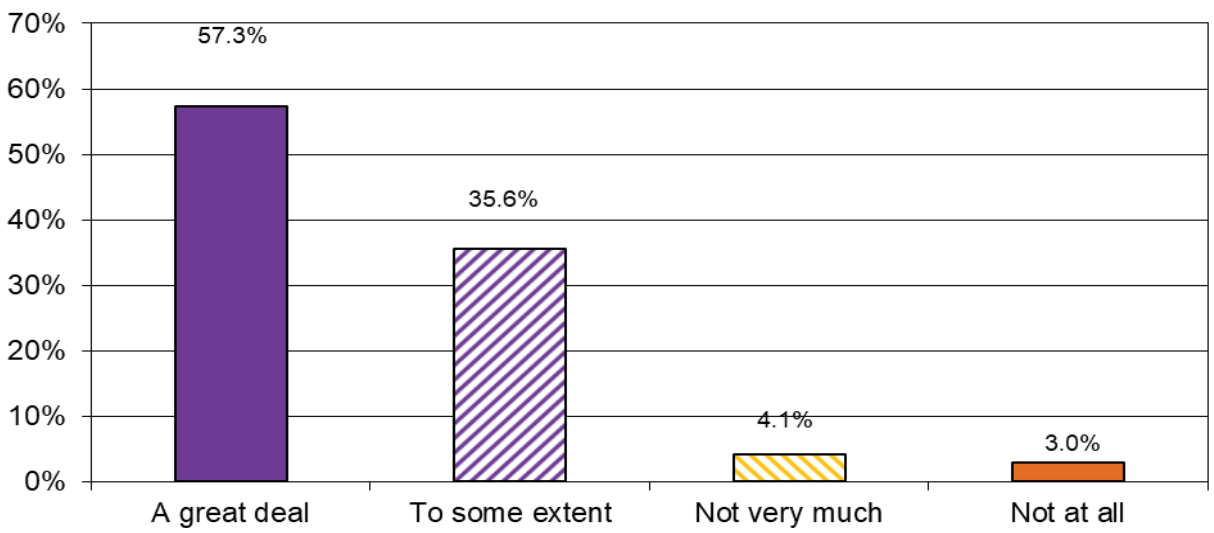
Percentage of respondents who would recommend Nottingham as a place to live.



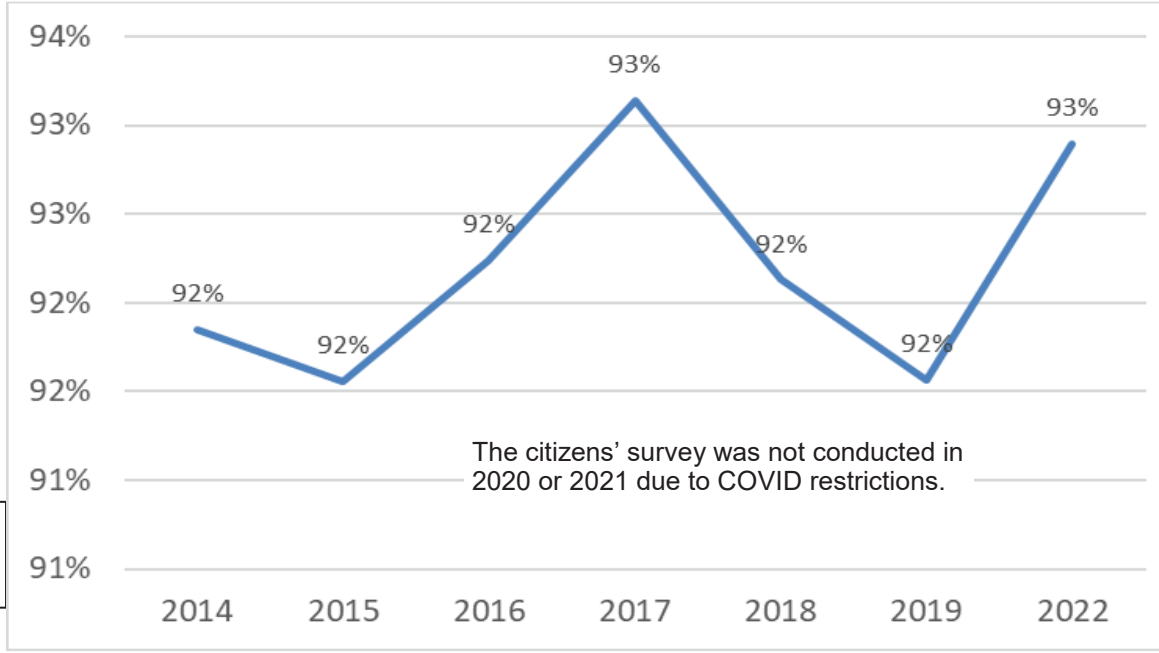
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,708 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Would recommend Nottingham as a place to live



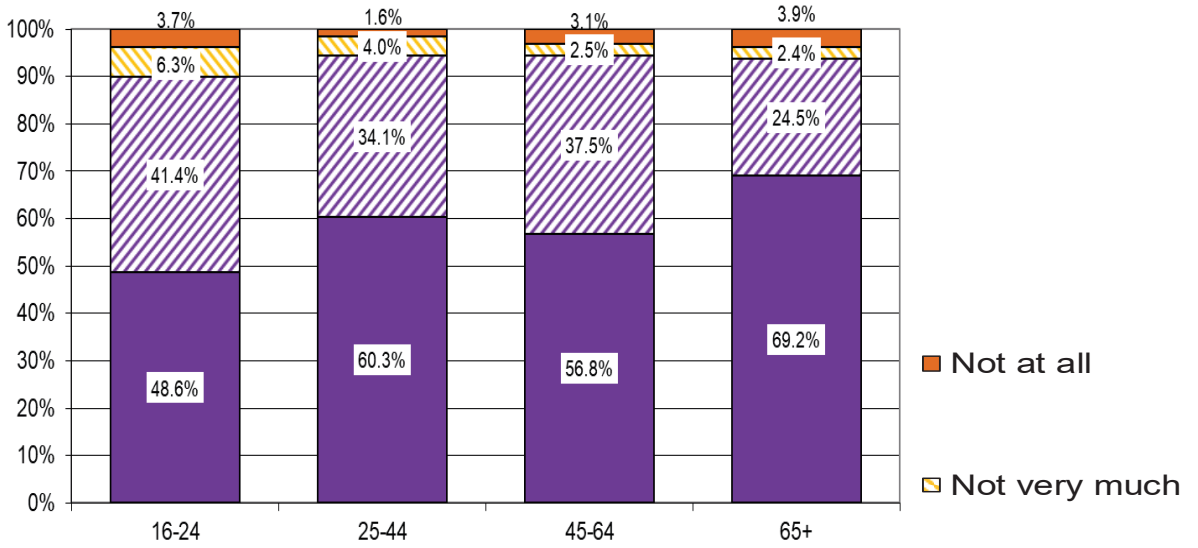
City change over time (a great deal or to some extent)



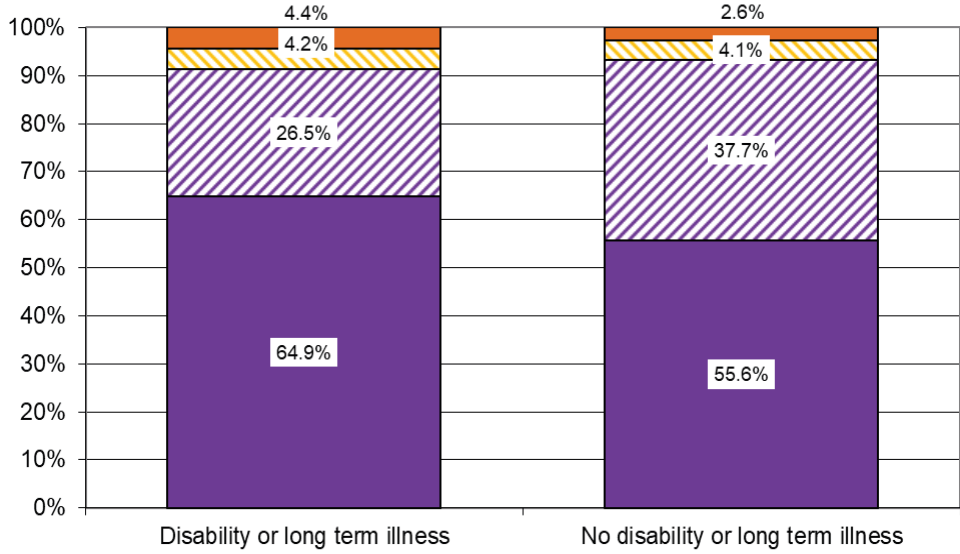
Key Points

- The Dales, St Ann's & Mapperley area has the highest percentages of residents who would recommend Nottingham as a place to live.
- People in employment, followers of a religion or faith and BME residents are joint most likely to recommend Nottingham as a place to live.
- Young people aged 16-24 and those who are unemployed are least likely to recommend Nottingham as a place to live.

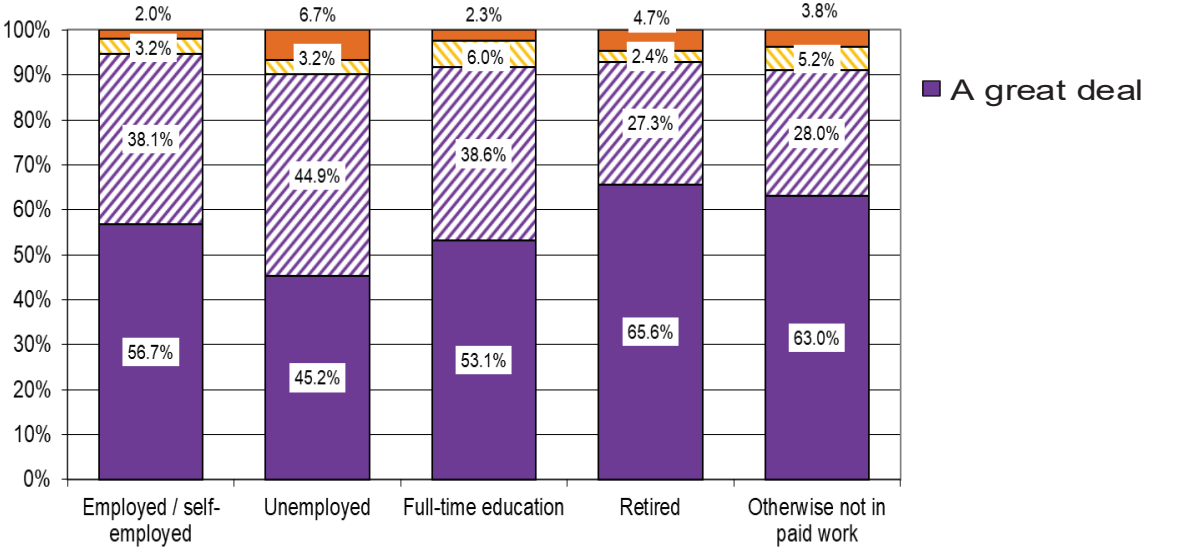
Opinion by age



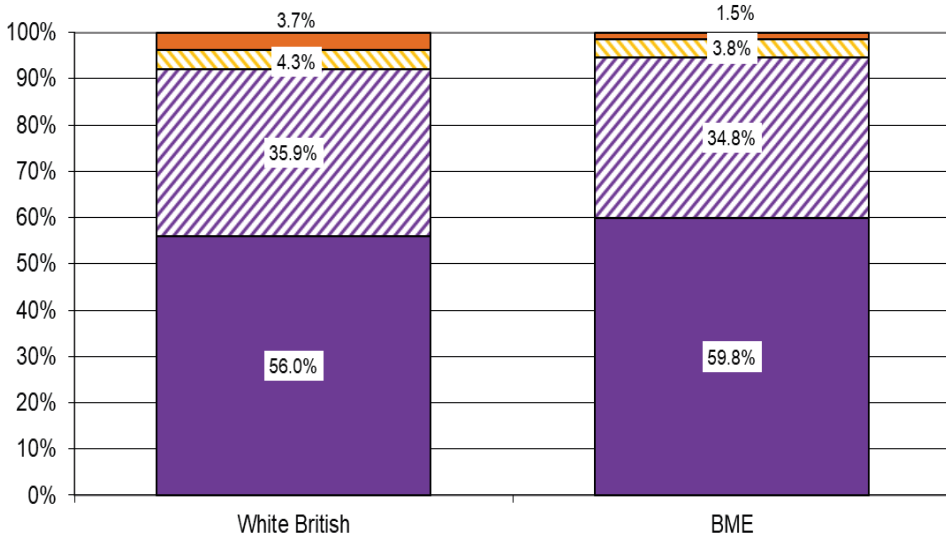
Opinion by disability or long term illness



Opinion by employment status



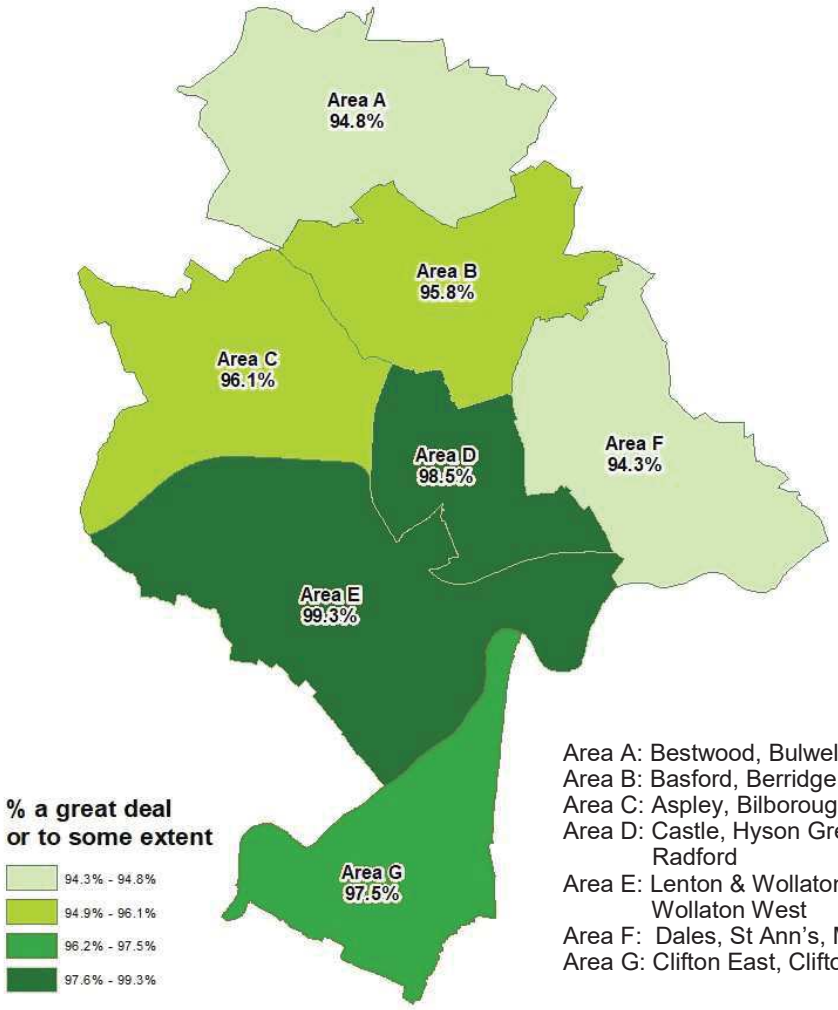
Opinion by ethnicity



24: Recommend Nottingham as a place to study

Headline: 97% would recommend Nottingham as a place to study

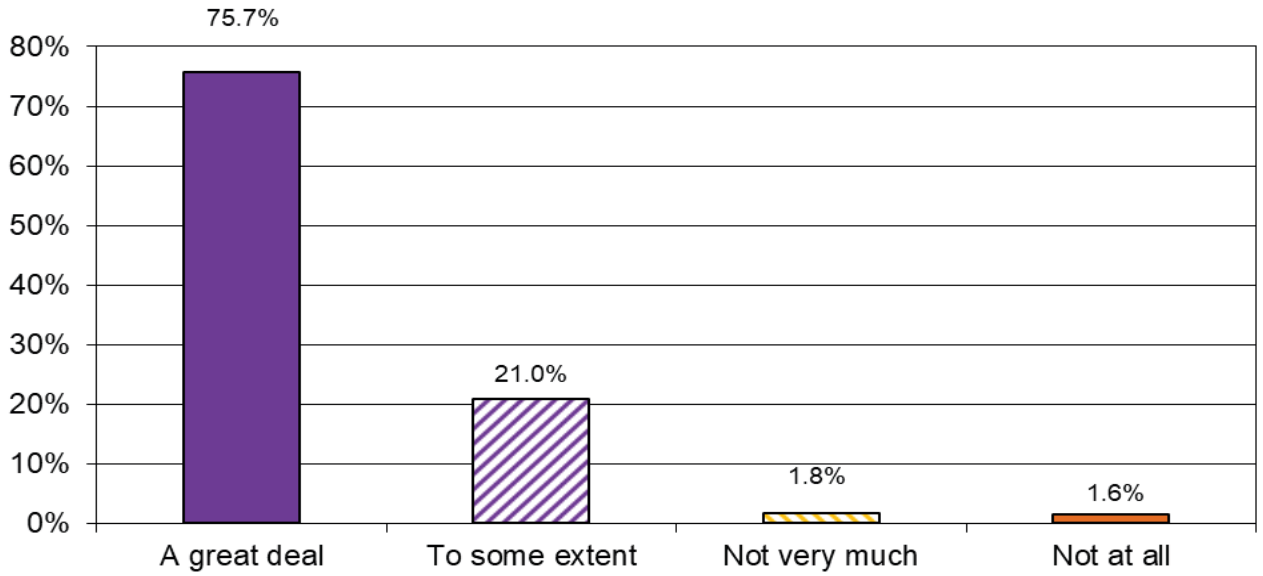
Percentage of respondents who would recommend Nottingham as a place to study.



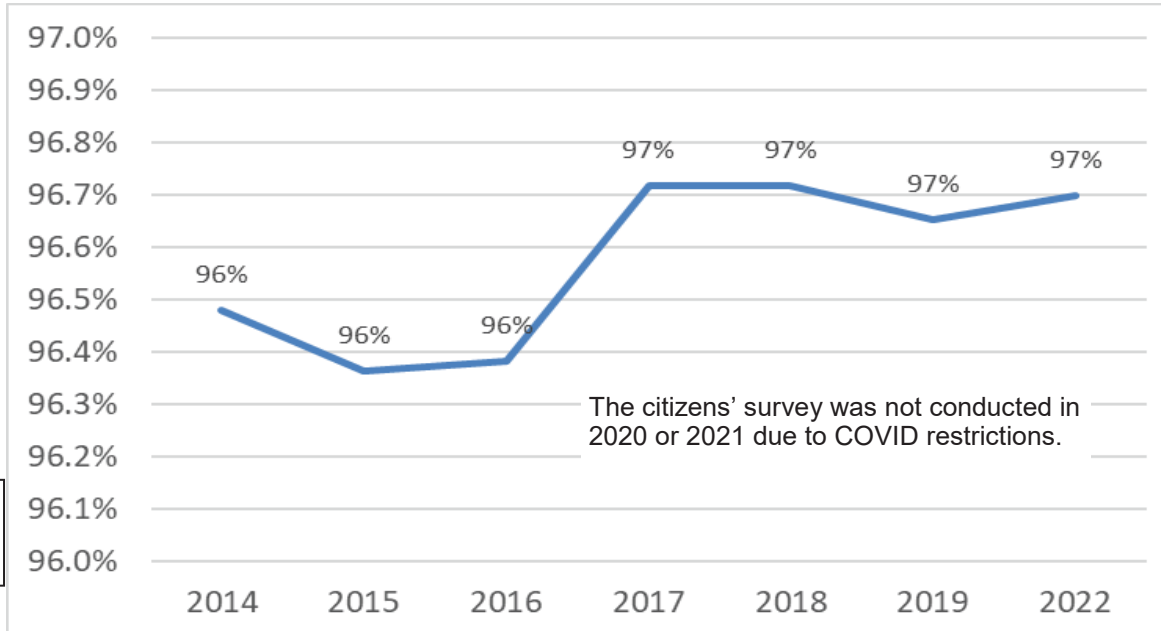
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,567 respondents in total, excludes 'don't know' as a response. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Would recommend Nottingham as a place to study



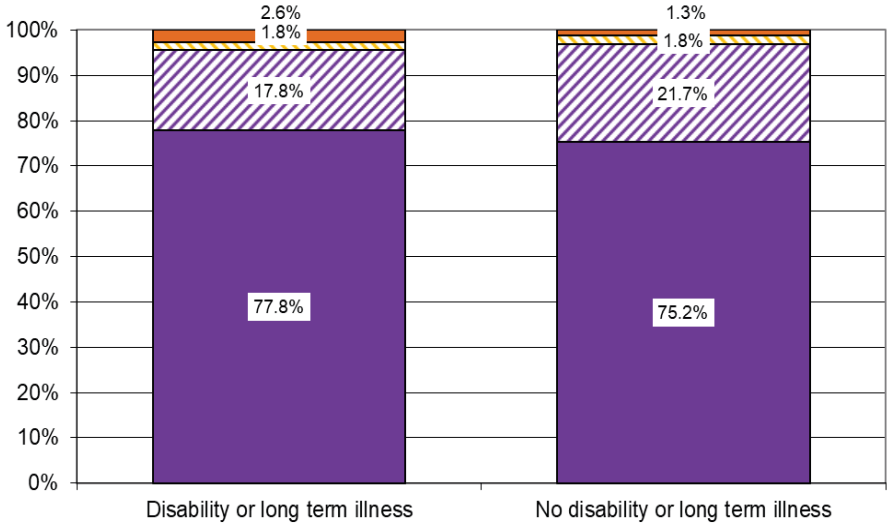
City change over time (a great deal or to some extent)



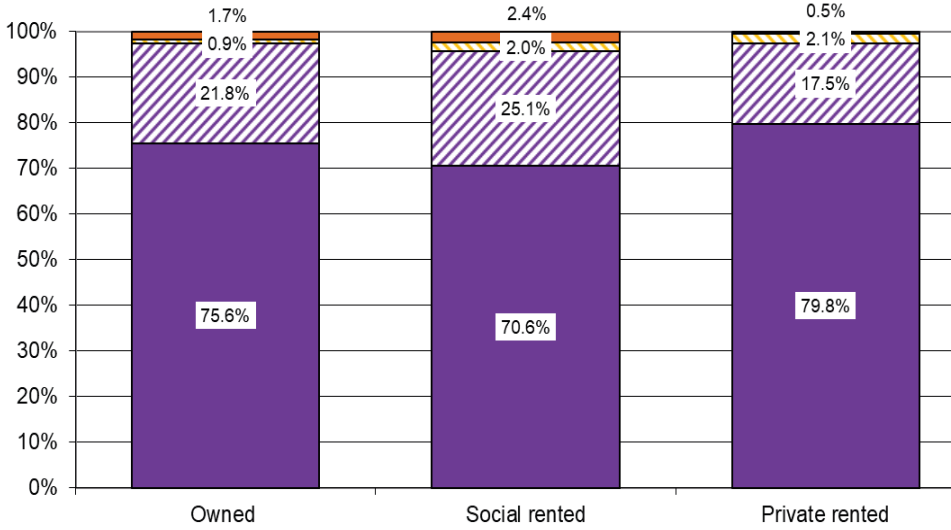
Key Points

- In all areas and for all groups of people, more than 90% of respondents would recommend Nottingham as a place to study.
- In Clifton East & Clifton West, more than 98% would recommend Nottingham as a place to study.
- Unemployed people had the lowest proportion of residents who would recommend the City as a place to study.

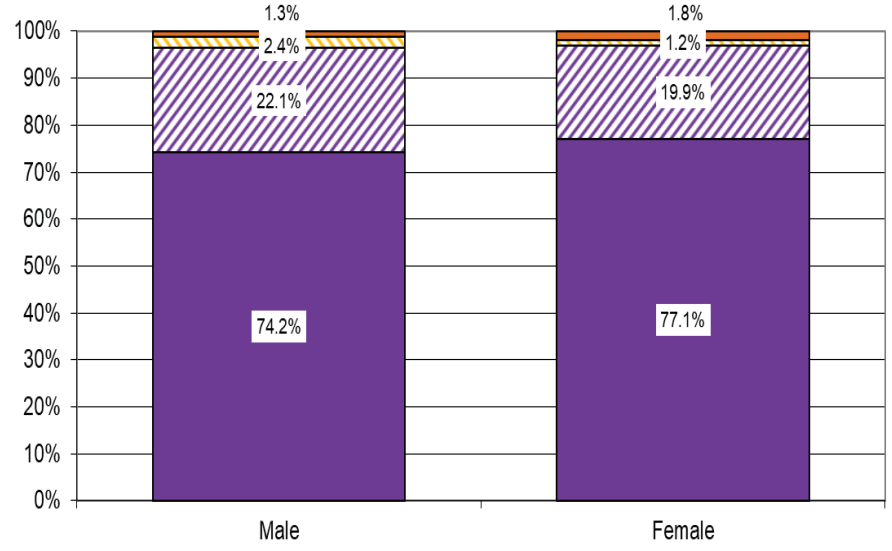
Opinion by disability or illness

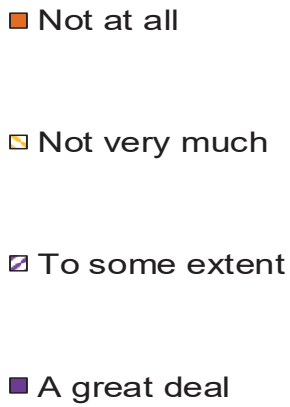


Opinion by housing tenure



Opinion by children in households





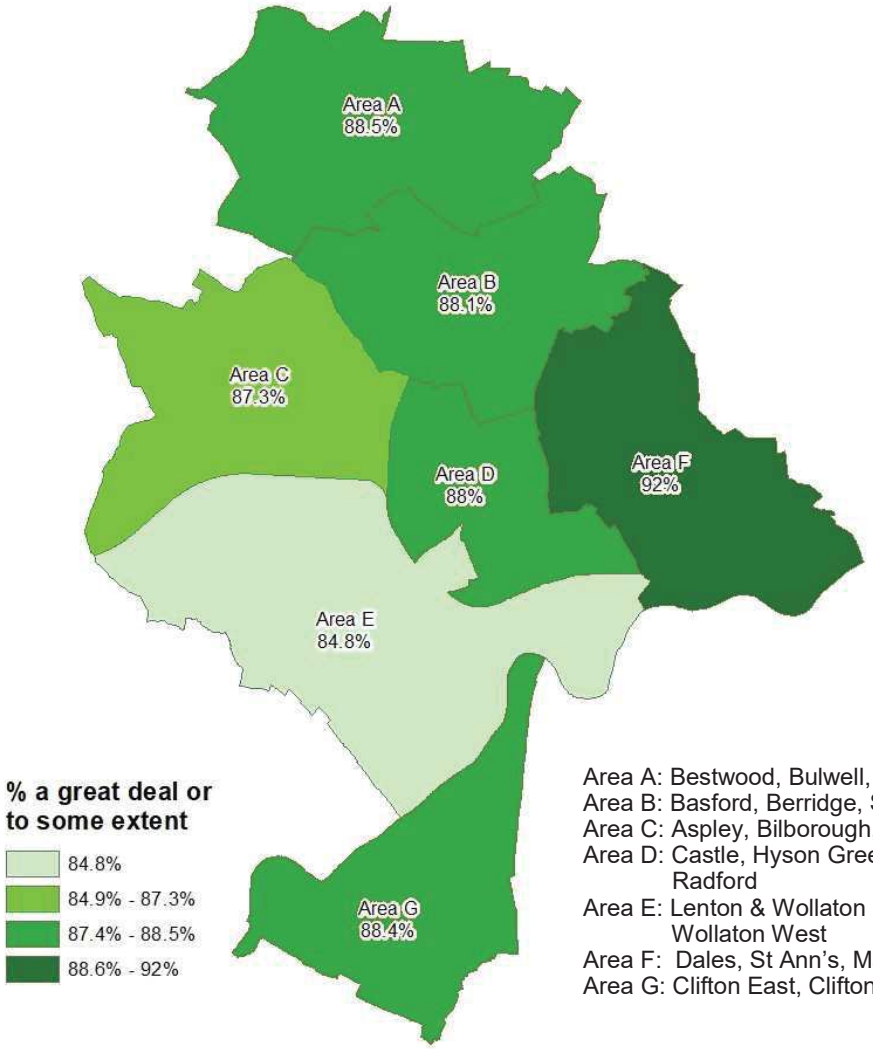
Opinion by employment status



25: Recommend Nottingham as a place to visit

Headline: 88% would recommend Nottingham as a place to visit

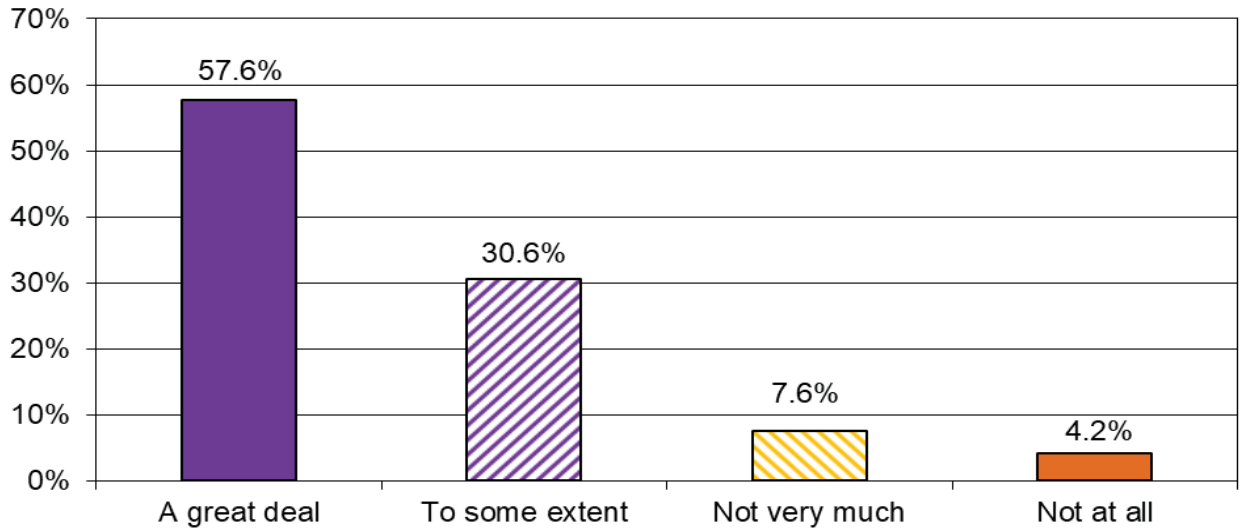
Percentage of respondents who would recommend Nottingham as a place to visit.



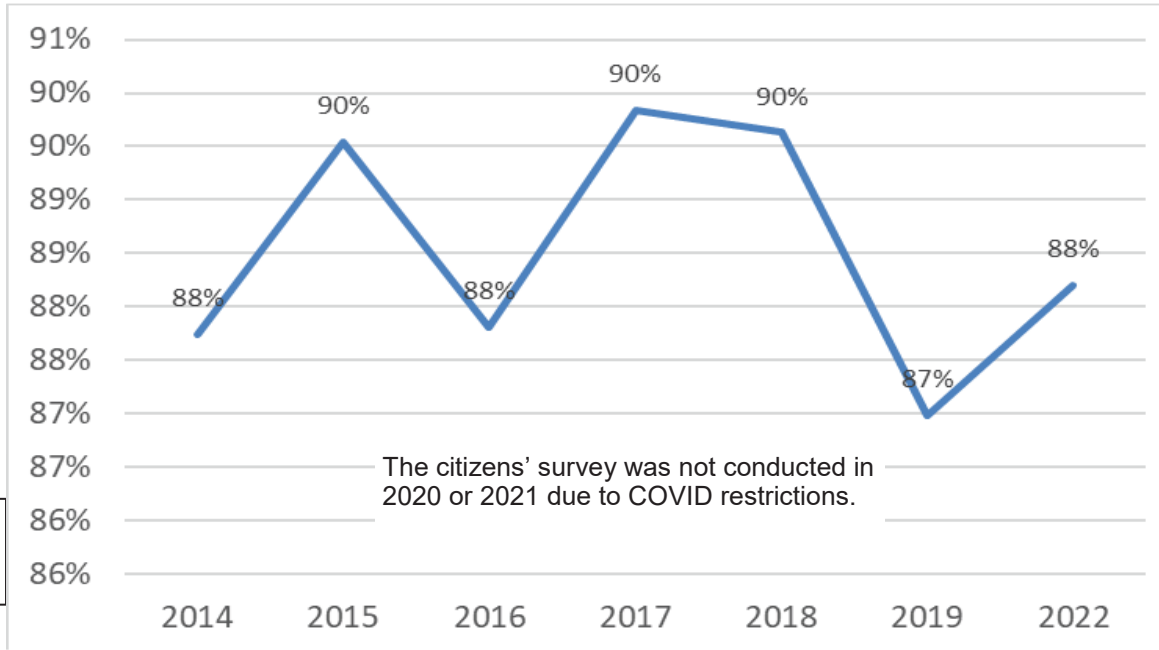
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,706 respondents in total, excludes don't know as a response. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Would recommend Nottingham as a place to visit



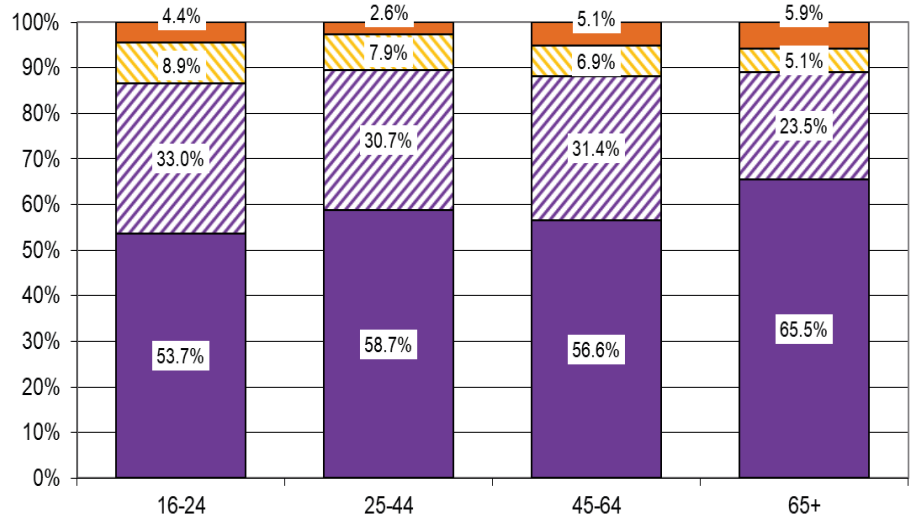
City change over time (a great deal or to some extent)



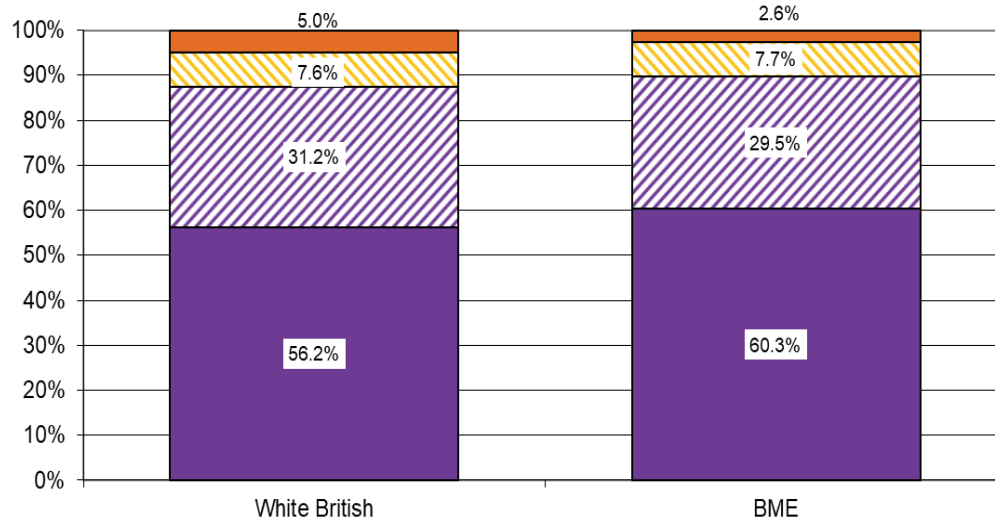
Key Points

- Dales, St Ann's & Mapperley has the highest proportion of respondents who would recommend Nottingham as a place to visit.
- People that are unemployed are the least likely to recommend visiting Nottingham, people aged 45-54 are the most likely group.
- People from BME groups are more likely to recommend the City as a place to visit than White British residents.

Opinion by age



Opinion by ethnicity group



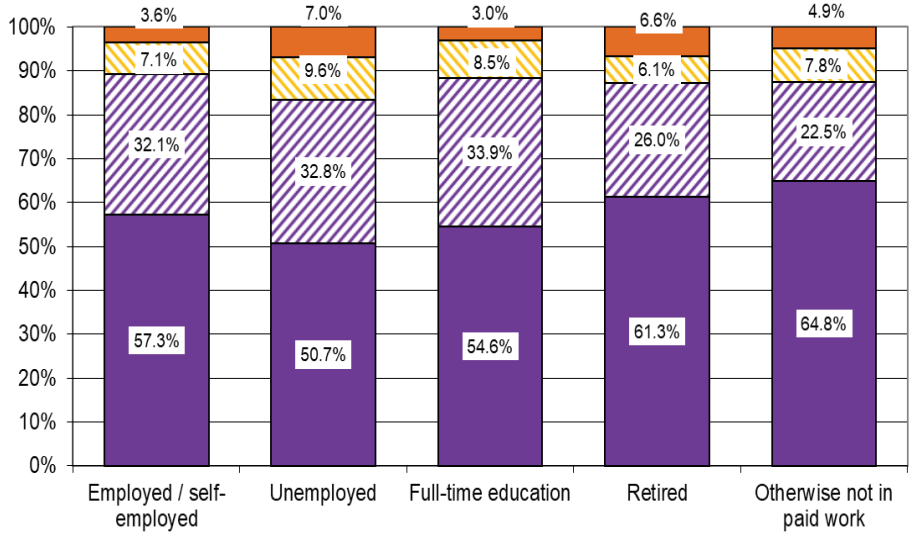
Not at all

Not very much

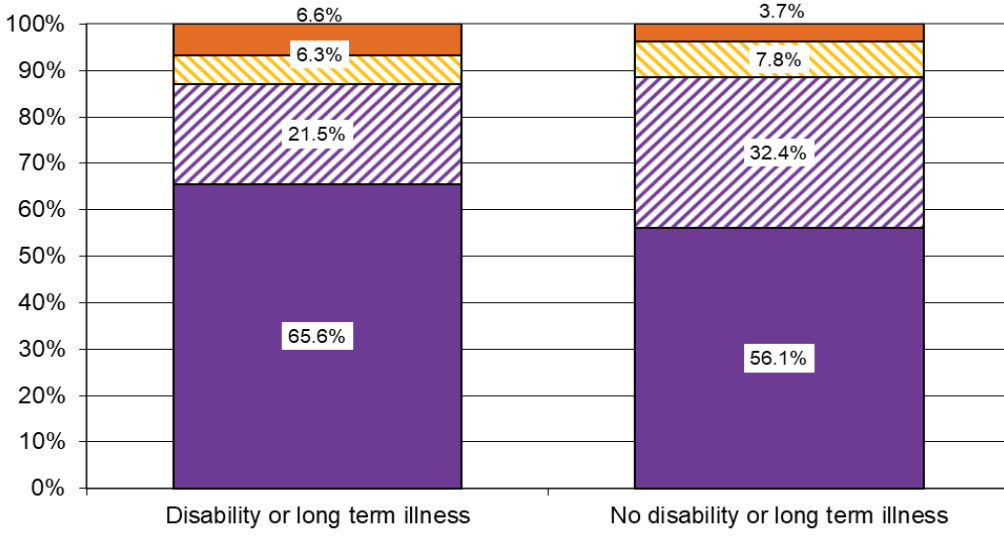
To some extent

A great deal

Opinion by employment status



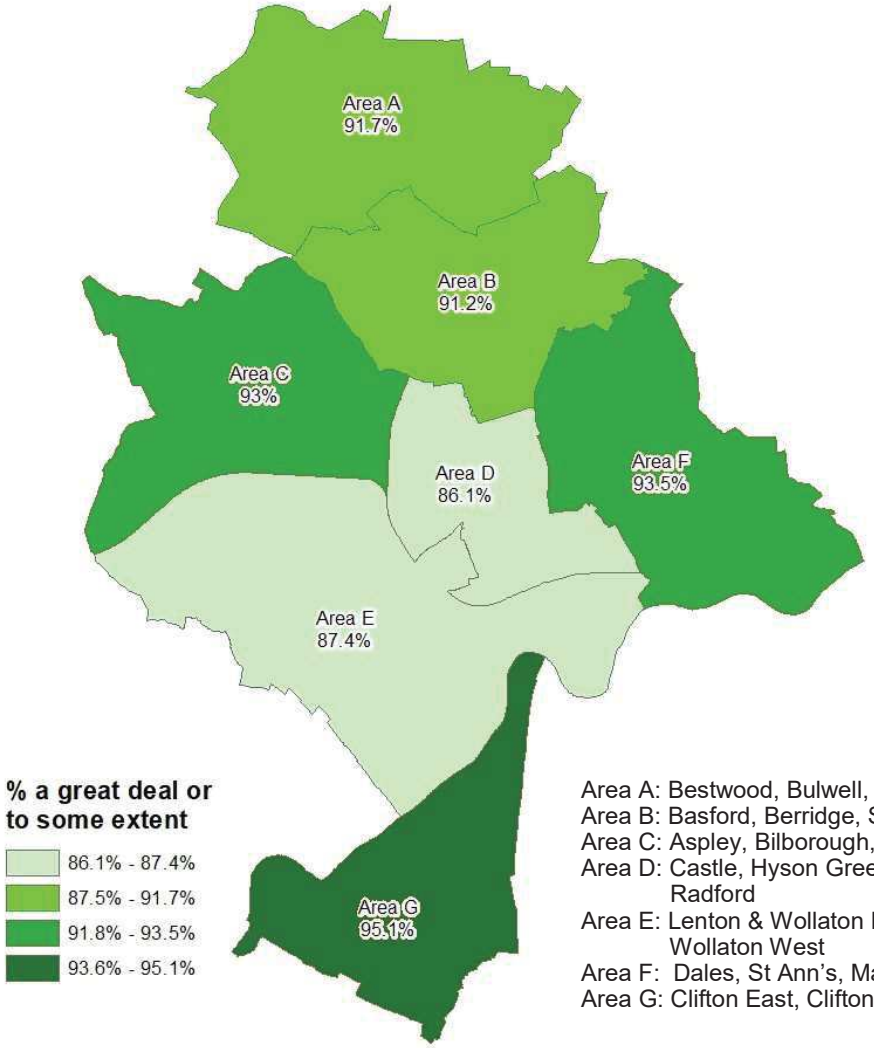
Opinion by disability or long term illness



26: Recommend Nottingham as a place to work

Headline: 91% would recommend Nottingham as a place to work

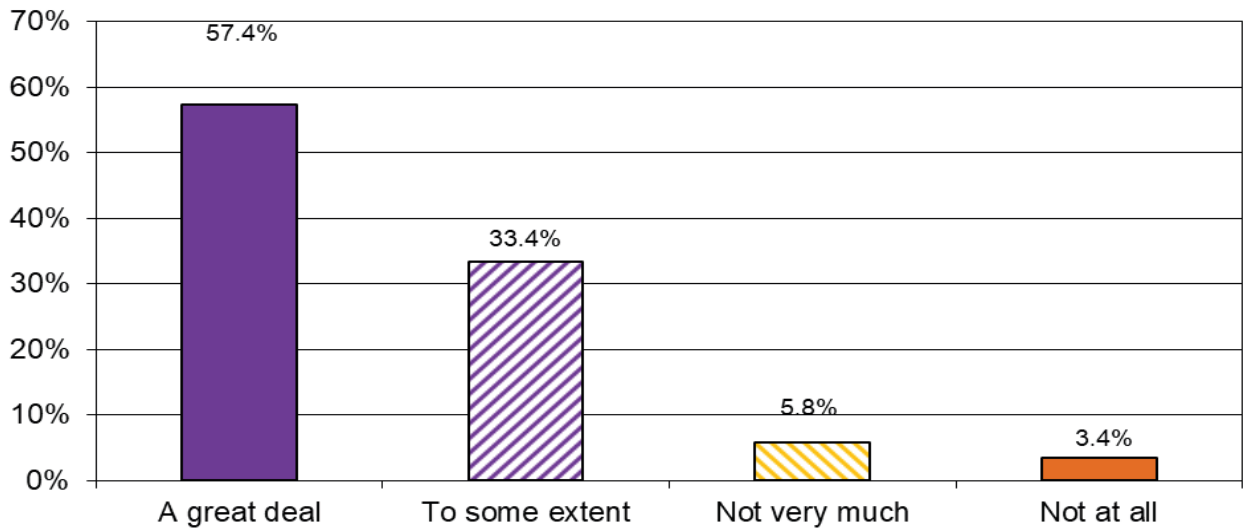
Percentage of respondents who would recommend Nottingham as a place to work.



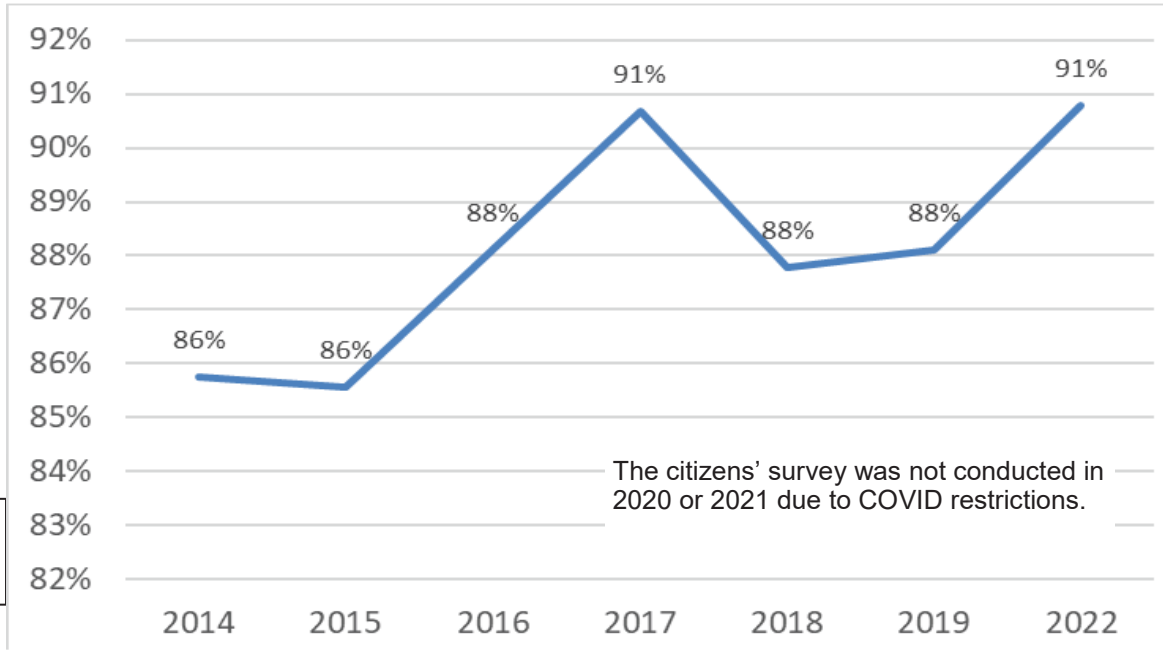
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,572 respondents in total, excludes 'don't know' as a response. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Would recommend Nottingham as a place to work



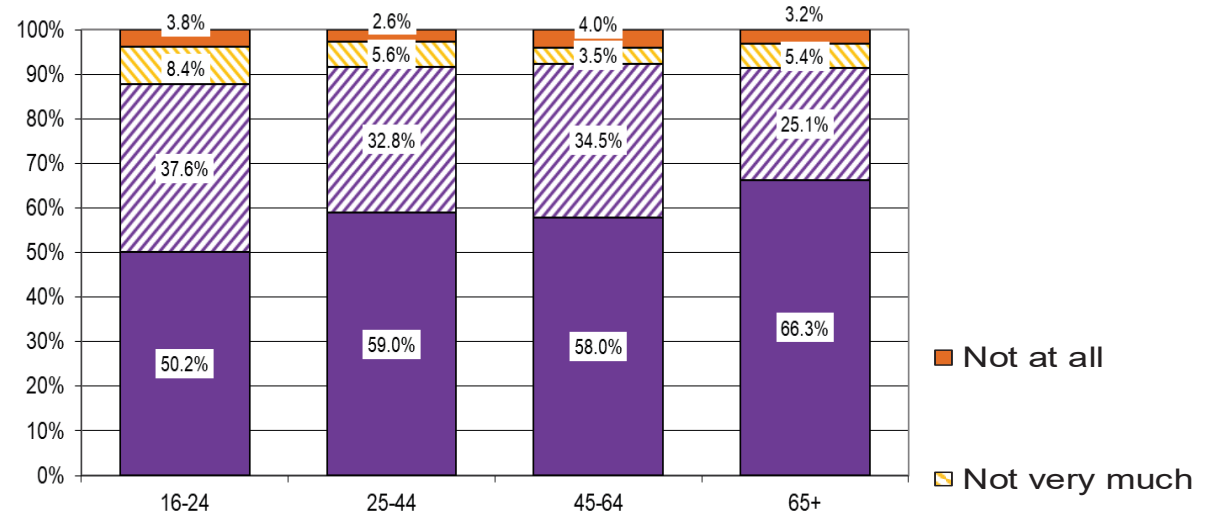
City change over time (a great deal or to some extent)



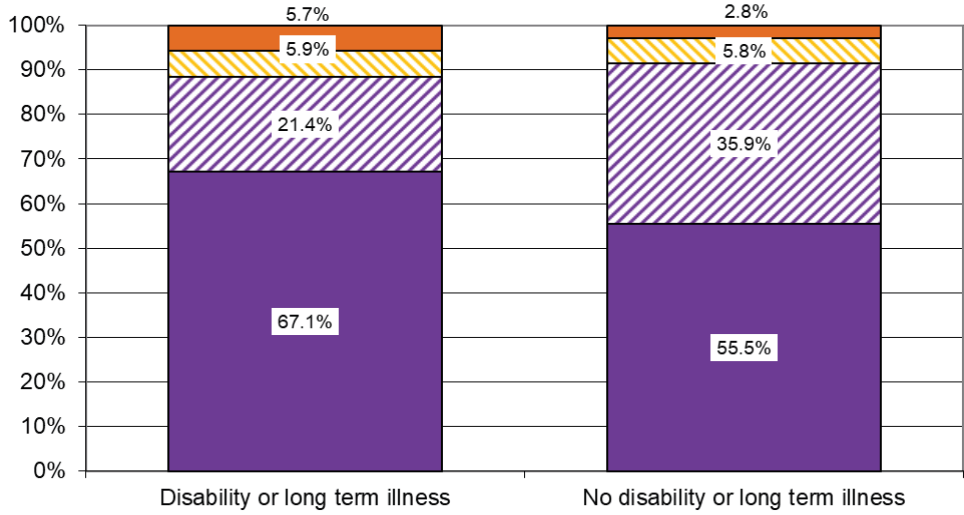
Key Points

- The Clifton east & Clifton west area has the highest proportion of people who would recommend Nottingham as a place to work.
- The over 25-34 age group are the most likely group to recommend Nottingham as a place to work.
- People who are unemployed are the least likely group to recommend Nottingham as a place to work.

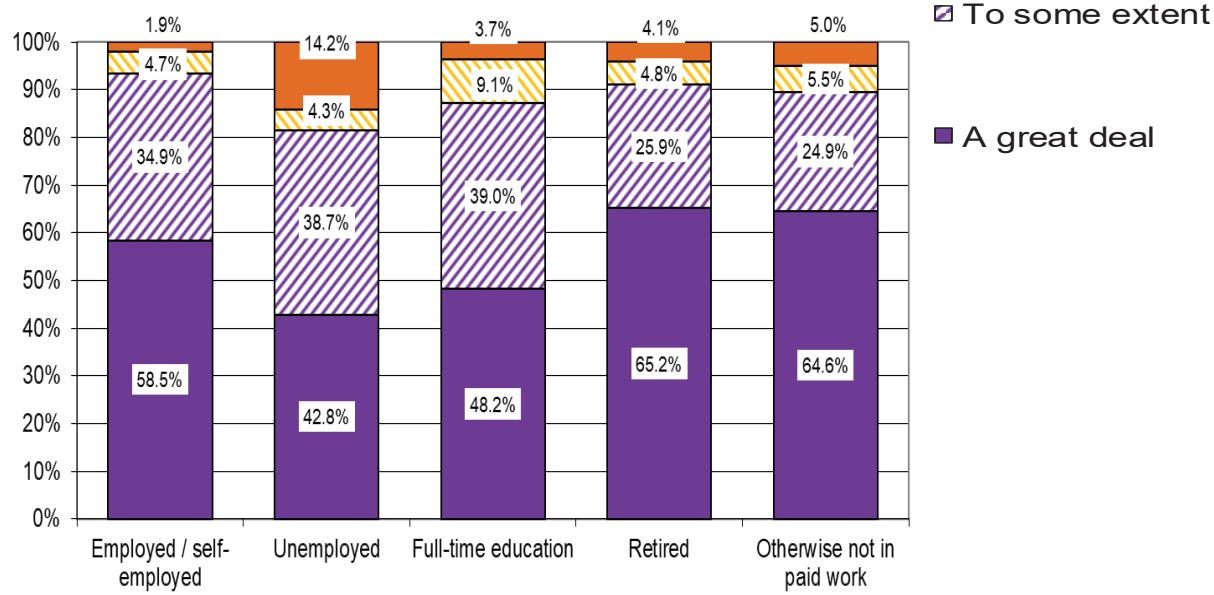
Opinion by age



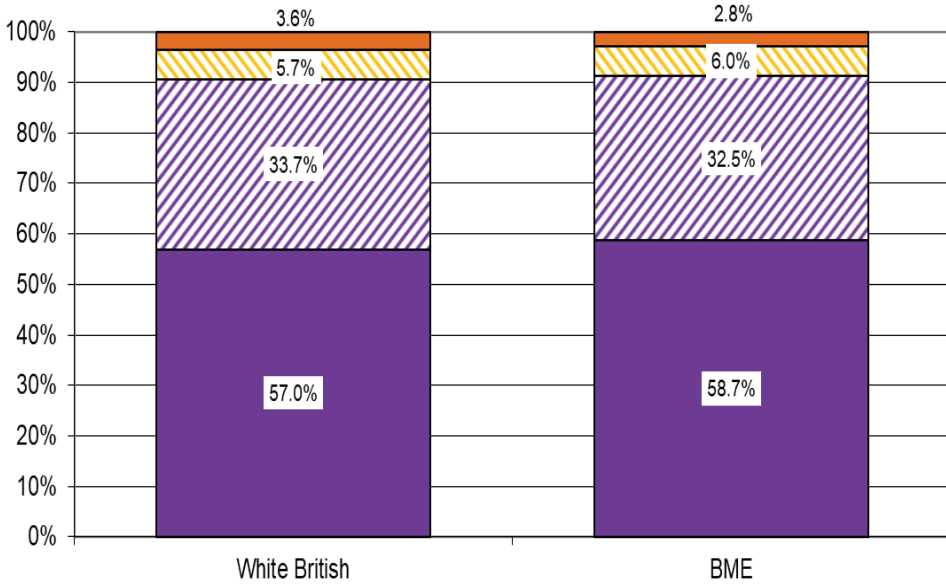
Opinion by disability or long term illness



Opinion by employment status



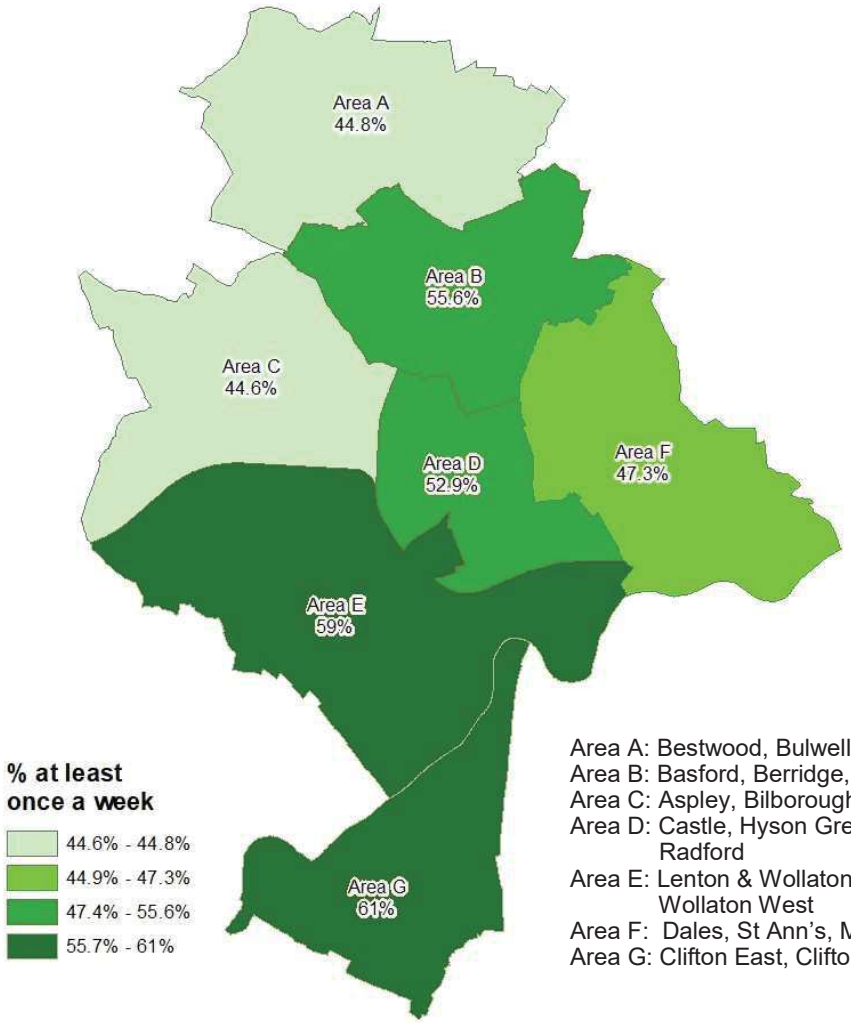
Opinion by ethnicity



27: Visiting parks and open spaces

Headline: 52% visited a park or open space at least once a week

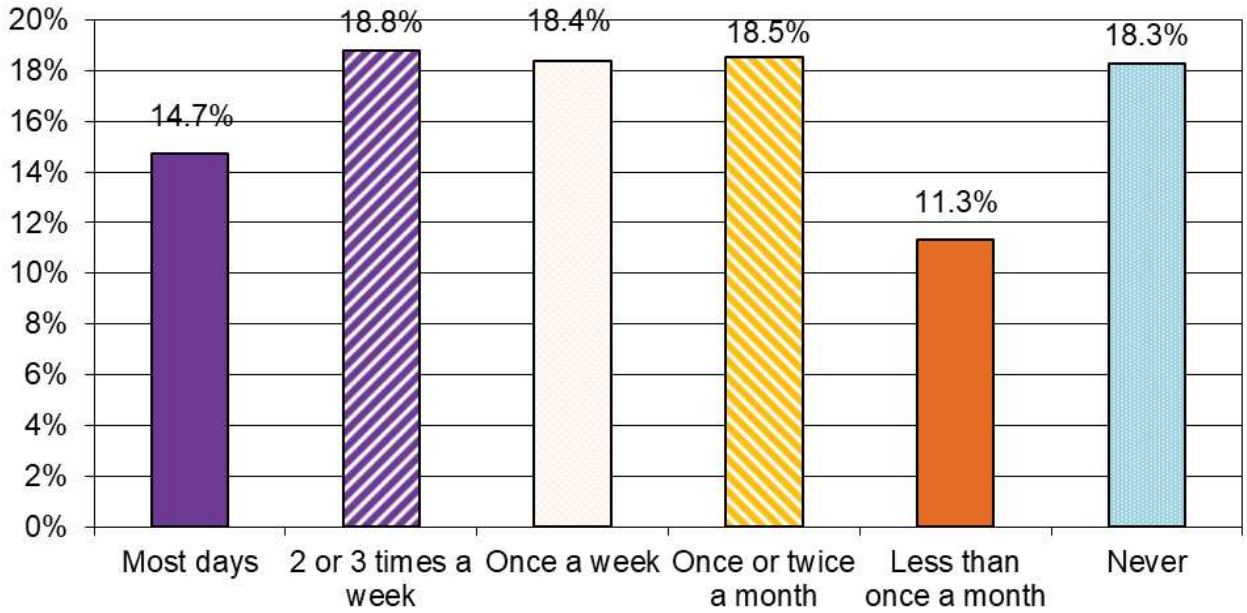
Percentage of respondents who used/ visited a park or open space at least once a week



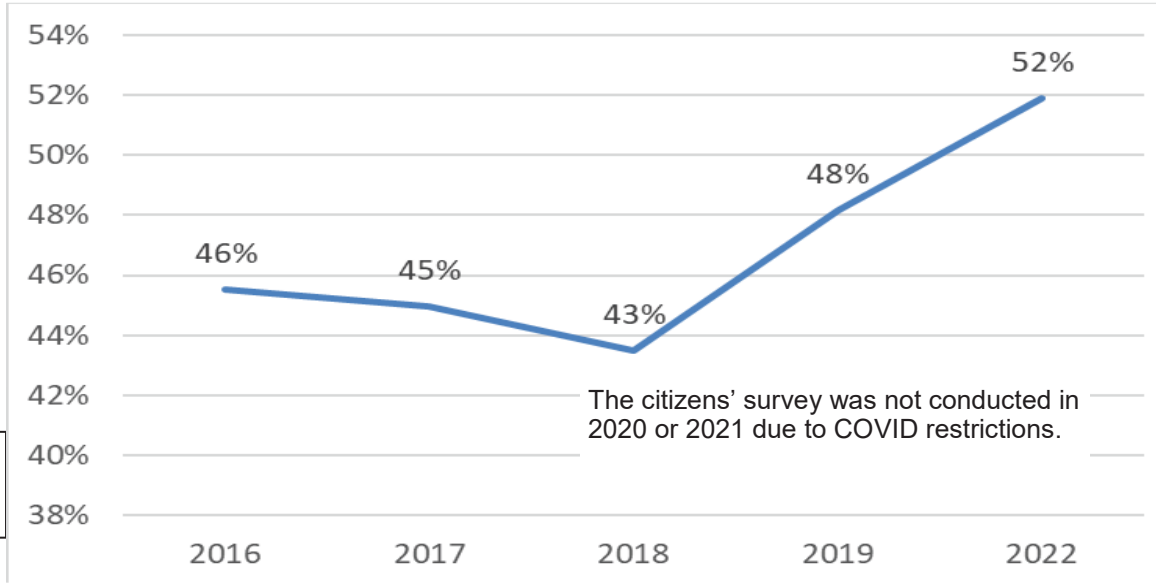
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,713 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Used/ visited a park or open space



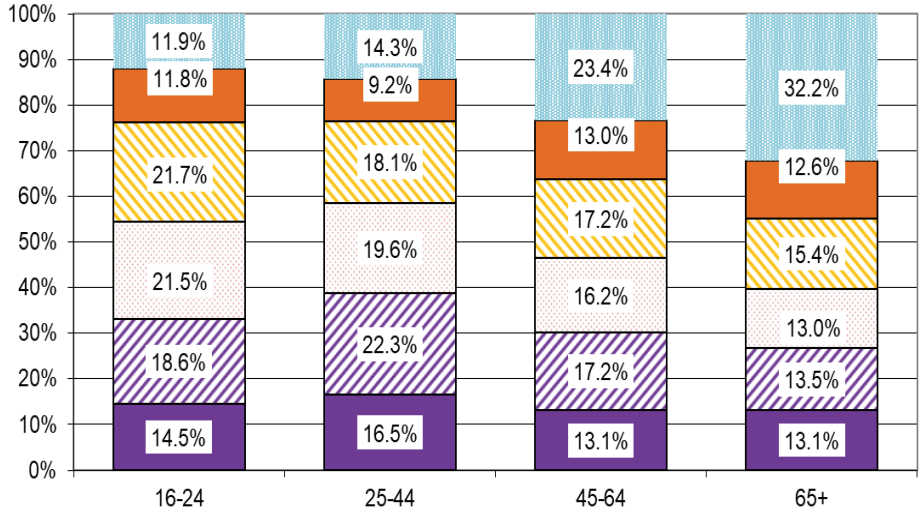
City change over time (at least once a week)



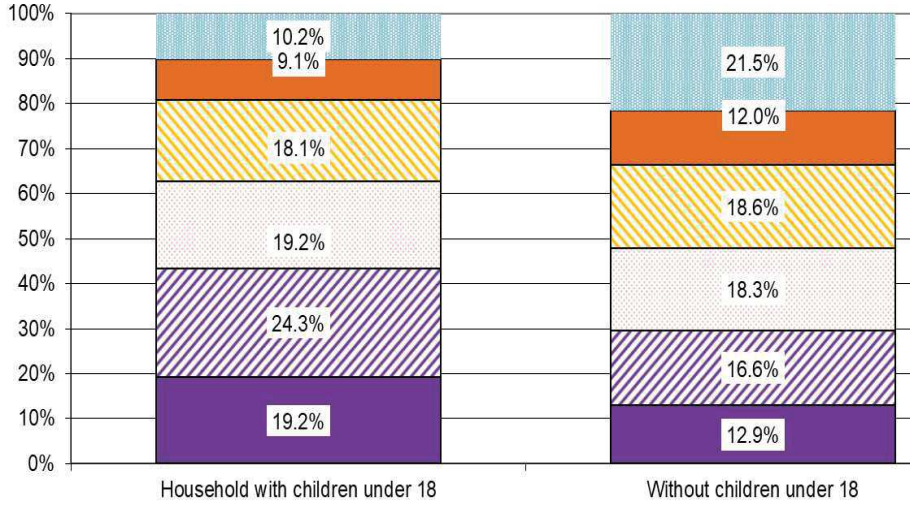
Key Points

- More than 60% of the respondents in the Clifton East & Clifton West area visit a park or open space at least once a week.
- Households with children were the most likely groups to use a park at least once a week.
- More than 30% of people with a disability or long term illness and more than a third of people aged over 65 never use parks or open spaces.

visits by age

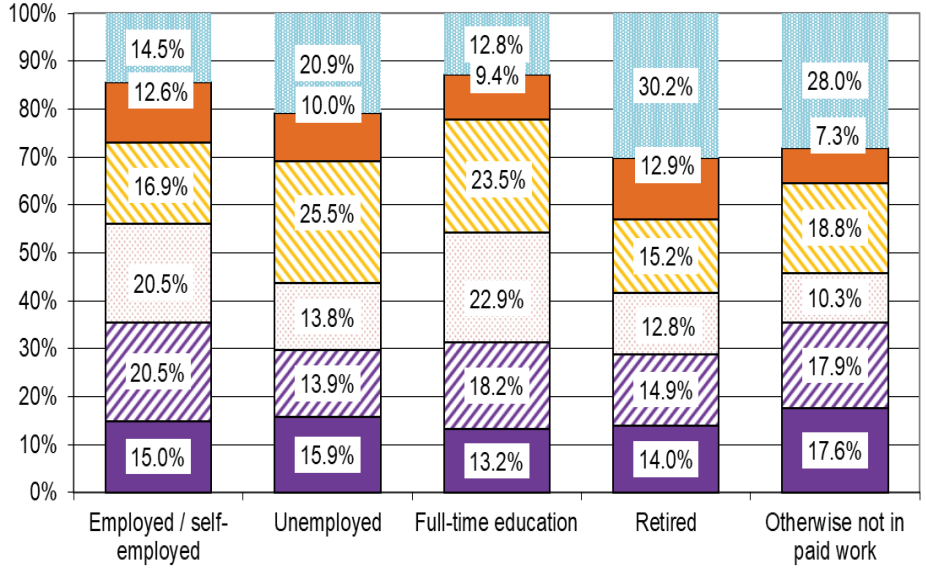


visits by children in household

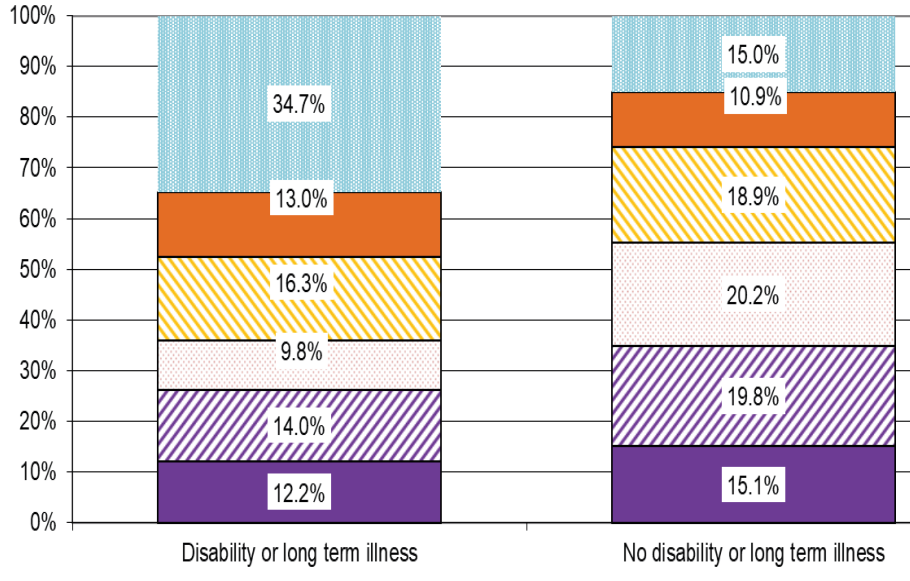


Never
Less than once a month
Once or twice a month
Once a week
2 or 3 times a week
Most days

visits by employment status



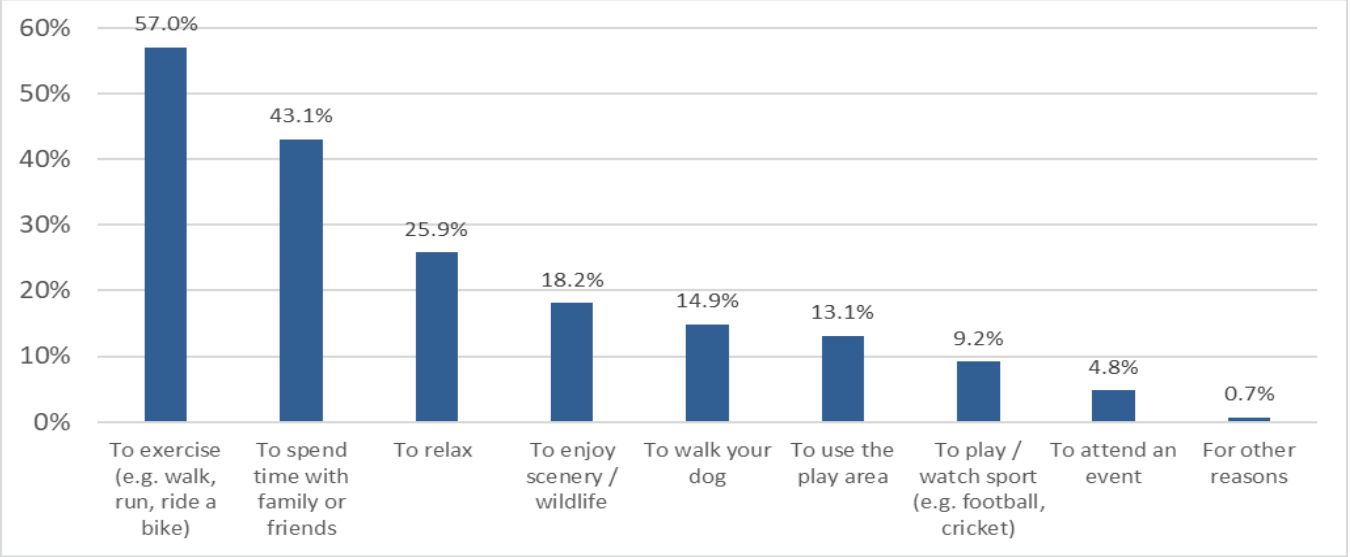
visits by disability or long term illness



28: Reasons why people visit parks and open spaces

Headline: 57% use parks and open spaces to exercise

Reasons given by respondents as to why they visit or use parks or open spaces.



Based on 1,394 respondents to this question. Figures do not total 100% as respondents could choose more than one option. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

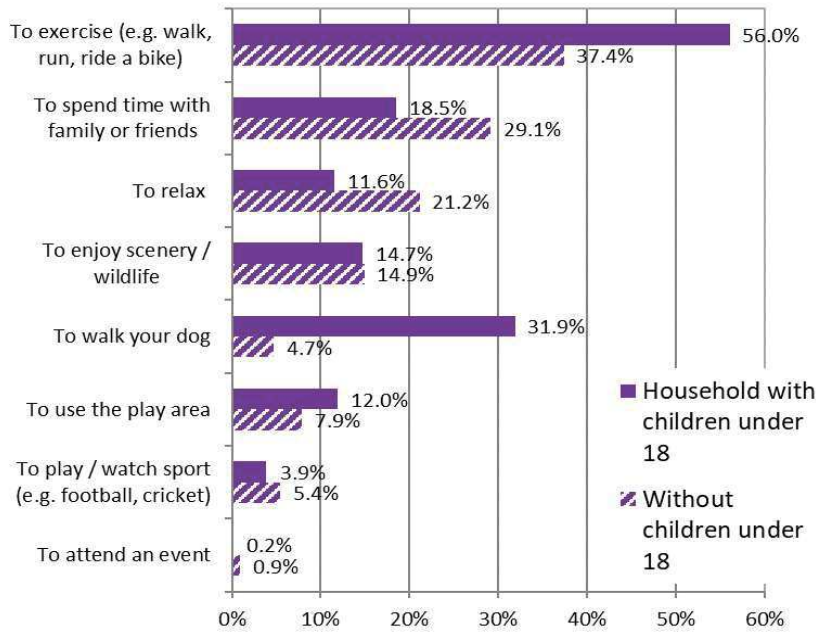
Reasons given by respondents as to why they visit or use parks or open spaces by area

	To exercise (e.g. walk, run, ride a bike)	To spend time with family or friends	To relax	To enjoy scenery / wildlife	To walk your dog	To use the play area	To play / watch sport (e.g. football, cricket)	To attend an event	For other reasons
Aspley, Bilborough & Leen valley	1	2	3	5	4	6	7	8	9
Basford, Berridge & Sherwood	1	2	3	5	4	6	7	8	9
Bestwood, Bulwell & Bulwell Forest	1	2	5	6	3	4	7	8	9
Castle, Hyson Green & Arboretum and Radford	1	2	3	4	7	6	5	8	9
Clifton East & Clifton West	1	2	3	4	5	6	8	7	9
Dales, St Ann's & Mapperley	1	2	3	4	5	7	6	8	9
Lenton & Wollaton East, Meadows & Wollaton West	1	2	3	4	6	5	7	8	9
TOTAL	1	2	3	4	5	6	7	8	9
Ranking	Rank 2 to 5	Highest ranked							

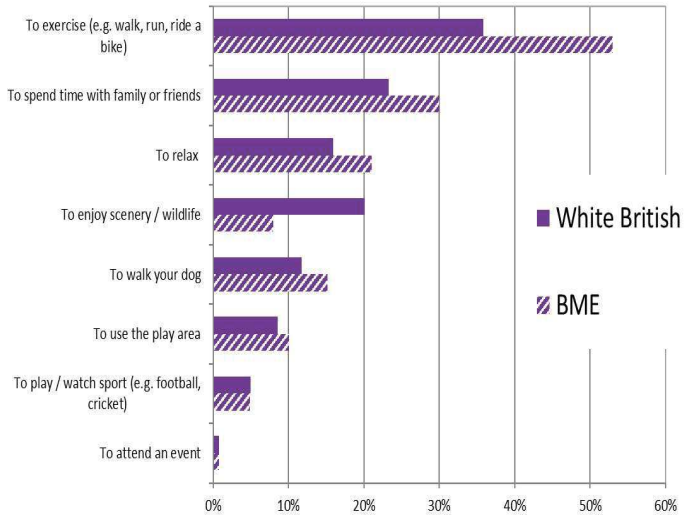
Key Points

- 57% of respondents use parks and open spaces to exercise and 43% use them to spend time with friends and family.
- BME groups are 17% more likely to use parks to spend time with family or friends than White British residents.
- The over 65s are most likely to use parks and open spaces to exercise.
- People in full time education are much more likely to use parks and open spaces to relax than any other group.

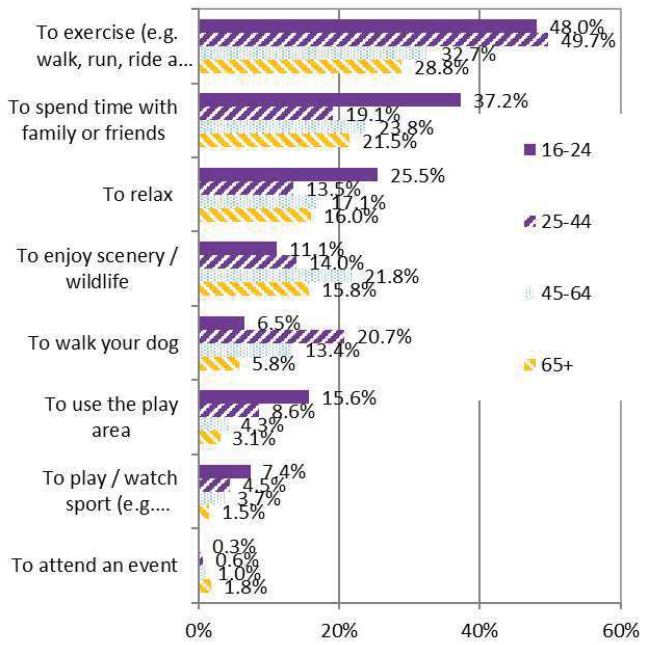
Reasons by households with children



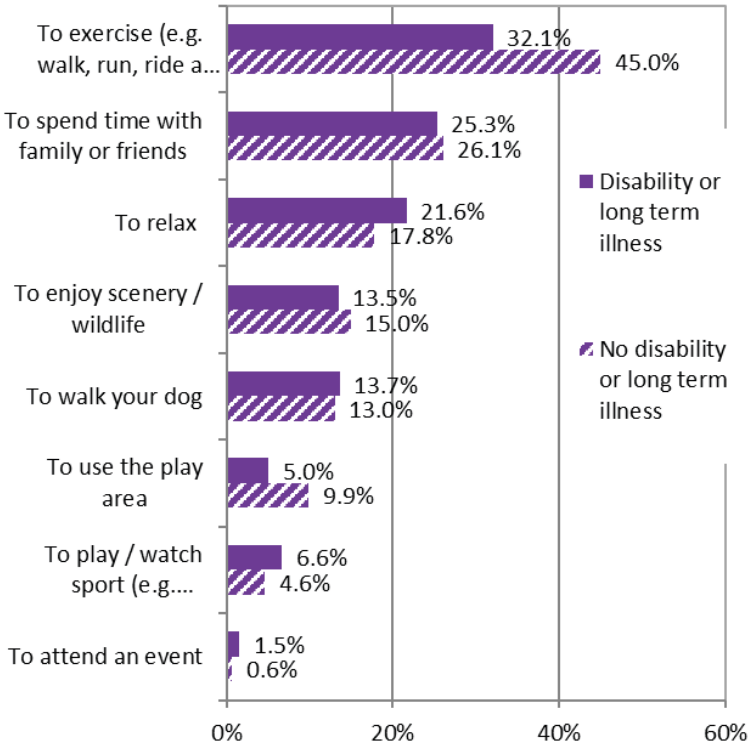
Reasons by ethnicity



Reasons by age



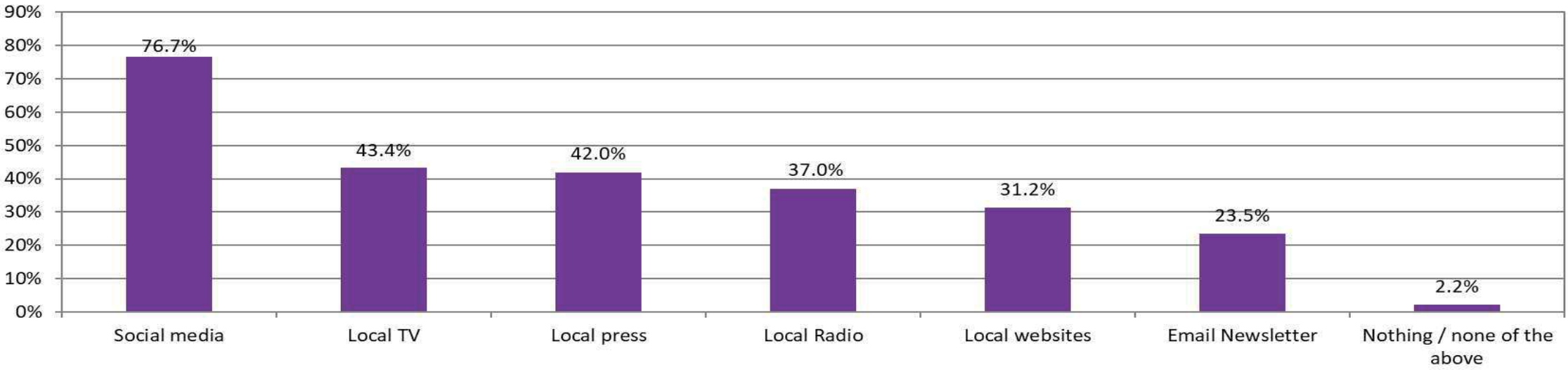
Reasons by disability or long term illness



29: Media that people regularly view or listen to

Headline: 77% use social media regularly

Percentage of respondents who watch, read, listen to or visit the following media.



Percentage of respondents who watch, read, listen to or visit the following media by area

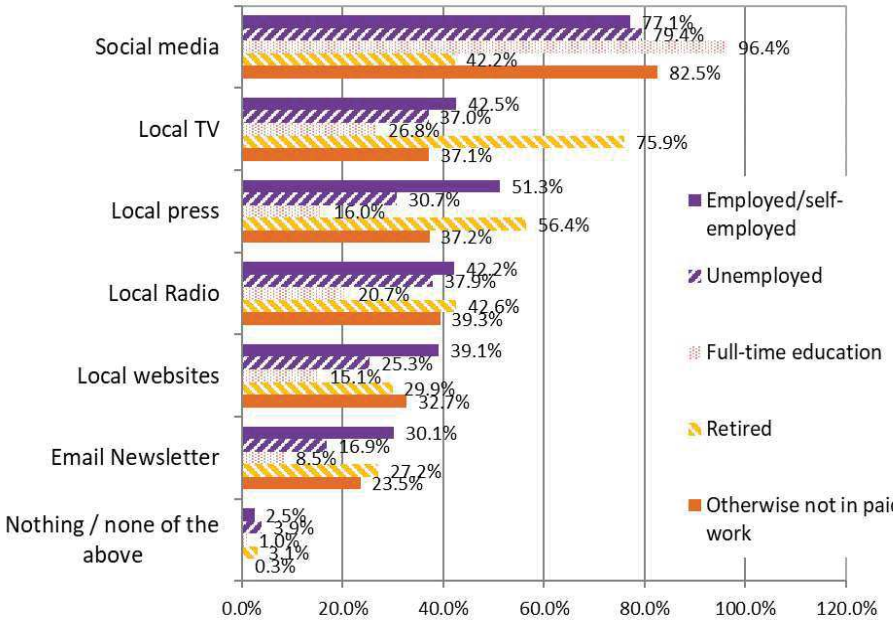
	Social media	Local TV	Local press	Local Radio	Local websites	Email Newsletter	Nothing / none of the above
Aspley, Bilborough & Leen valley	69.5%	49.7%	40.2%	49.2%	38.1%	26.5%	2.5%
Basford, Berridge & Sherwood	72.0%	51.2%	55.9%	40.0%	34.9%	31.2%	1.3%
Bestwood, Bulwell & Bulwell Forest	69.4%	59.2%	38.6%	46.5%	34.0%	27.1%	1.7%
Castle, Hyson Green & Arboretum and Radford	87.8%	28.0%	29.0%	26.4%	22.3%	16.3%	2.4%
Clifton East & Clifton West	78.9%	50.7%	54.5%	44.2%	34.3%	27.7%	1.6%
Dales, St Ann's & Mapperley	75.3%	39.8%	48.8%	33.6%	39.6%	24.3%	2.5%
Lenton & Wollaton East, Meadows & Wollaton West	79.3%	37.2%	35.3%	30.2%	20.5%	16.9%	3.1%
TOTAL	76.7%	43.4%	42.0%	37.0%	31.2%	23.5%	2.2%
Ranking	Highest ranked	Rank 2 to 5					

Based on 1,707 respondents to this question. Figures do not total 100% as respondents could choose more than one option. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

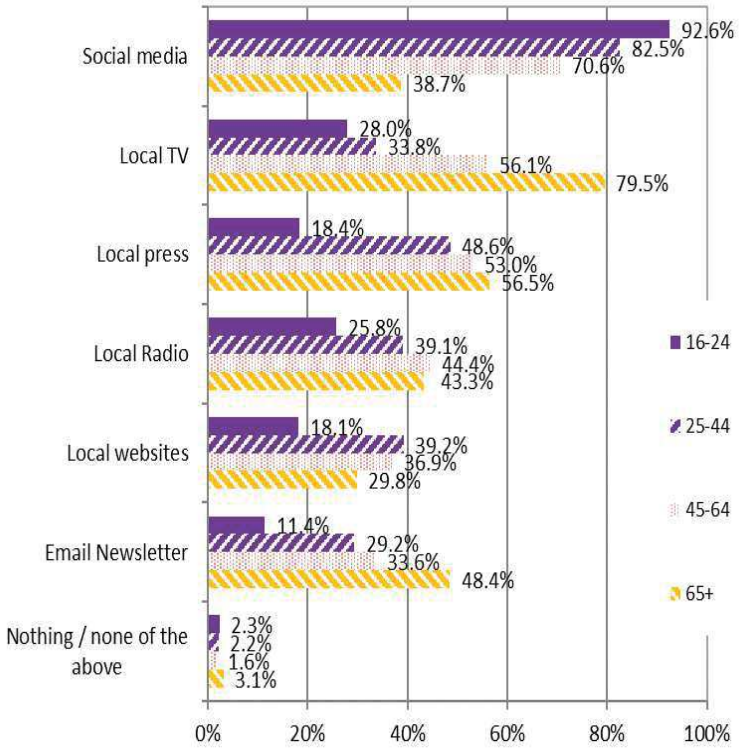
Key Points

- Over 90% of people aged 16-24 regularly use social media.
- Local TV is the second most popular option overall although its popularity has continued to fall to 43% compared to nearly 69% in 2016.
- Local TV remains the most popular option for over 65s with 80% of them watching regularly.
- Retired people are most likely to read the local press (56%) and people that are employed or aged 24-44 are most likely to visit local websites (39%).

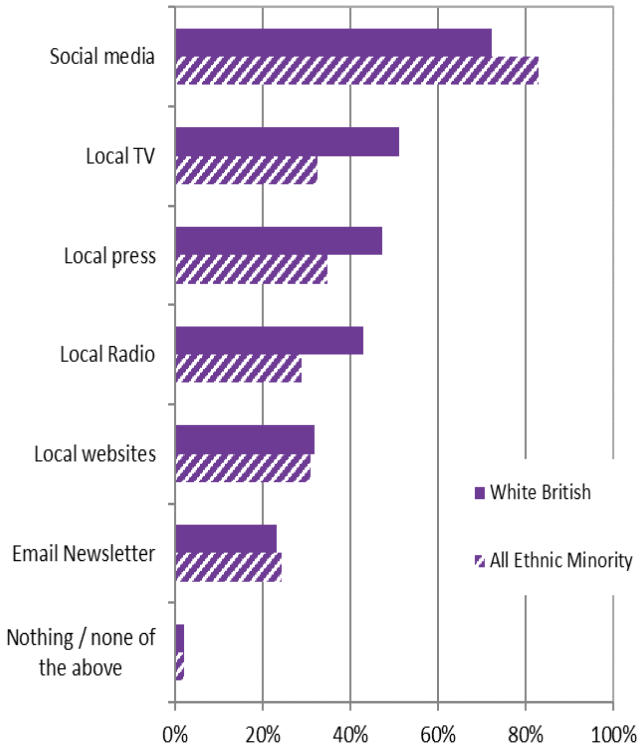
Awareness by employment status



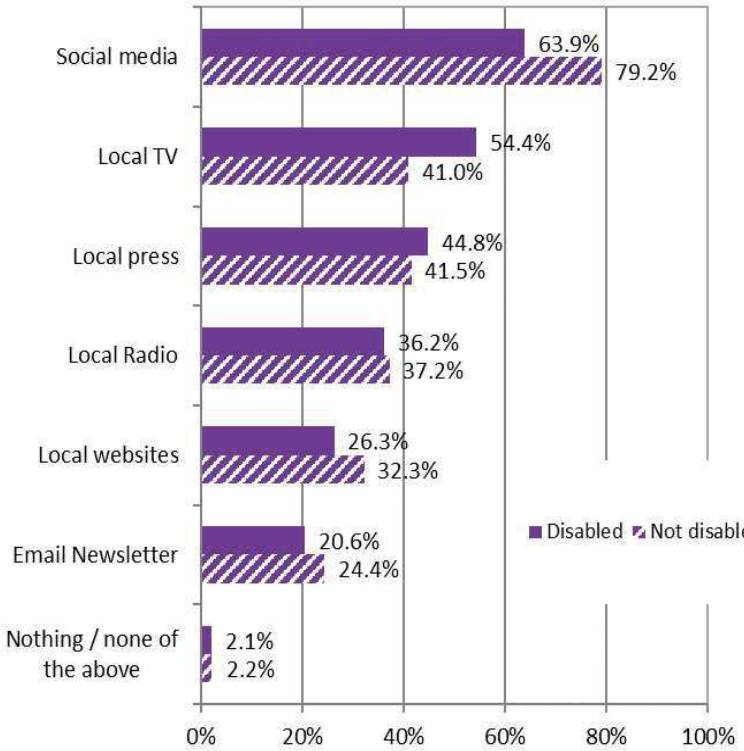
Awareness by age



Awareness by ethnicity



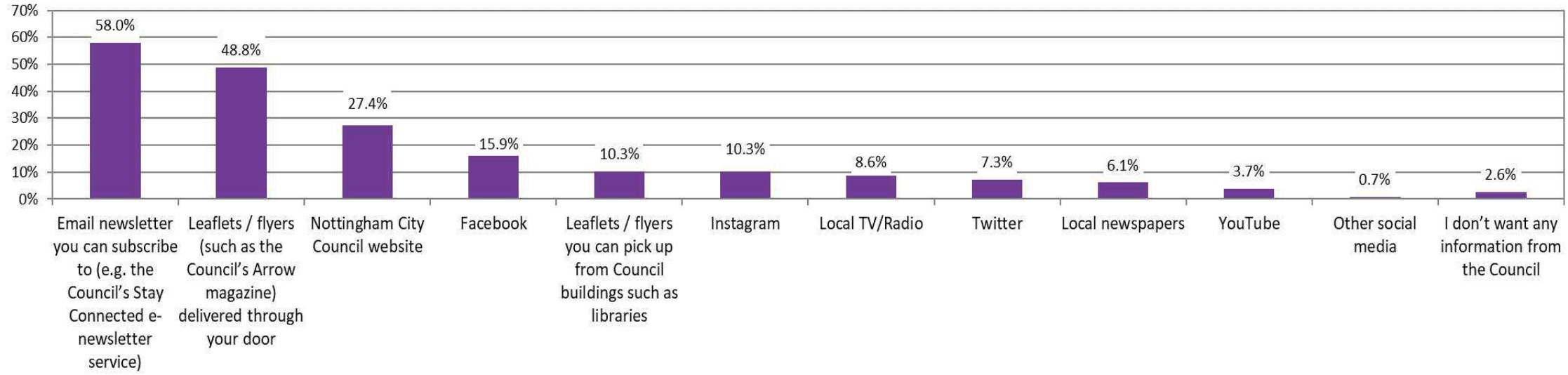
Awareness by disability or long term illness



30: Preferences for receiving information from the Council

Headline: The new preferred way to receive information is email newsletter

Method by which respondents prefer to receive Council information .



Method by which respondents prefer to receive Council information by area

	Email newsletter you can subscribe to (e.g. the Council's Stay Connected e-newsletter service)	Leaflets / flyers (such as the Council's Arrow magazine) delivered through your door	Nottingham City Council website	Facebook	Leaflets / flyers you can pick up from Council buildings such as libraries	Instagram	Local TV/Radio	Twitter	Local newspapers	YouTube	Other social media	I don't want any information from the Council
Aspley, Bilborough & Leen valley	1	2	3	4	5	8	7	9	6	10	11	12
Basford, Berridge & Sherwood	1	2	3	4	6	7	5	9	8	10	12	11
Bestwood, Bulwell & Bulwell Forest	2	1	3	4	6	7	5	9	8	10	12	11
Castle, Hyson Green & Arboretum and Radford	1	2	3	5	8	4	7	6	11	9	12	10
Clifton East & Clifton West	1	2	3	4	5	8	6	9	7	12	11	10
Dales, St Ann's & Mapperley	1	2	3	4	5	7	6	8	9	10	12	11
Lenton & Wollaton East, Meadows & Wollaton West	1	2	3	5	7	4	8	6	10	9	12	11
TOTAL	1	2	3	4	6	5	7	8	9	10	12	11
Ranking	Highest ranked	Rank 2 to 5										

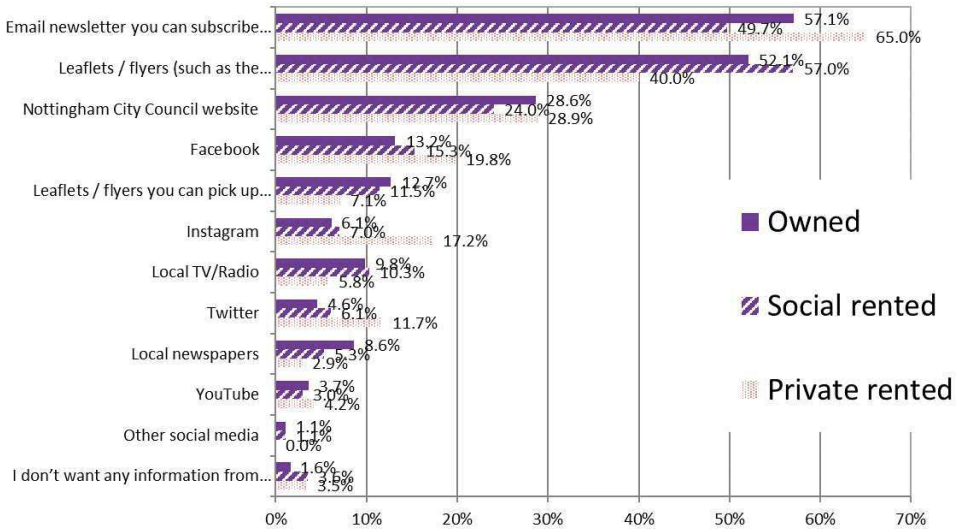
Based on 1,669 respondents to this question. Figures do not total 100% as respondents could choose more than one option. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Key Points

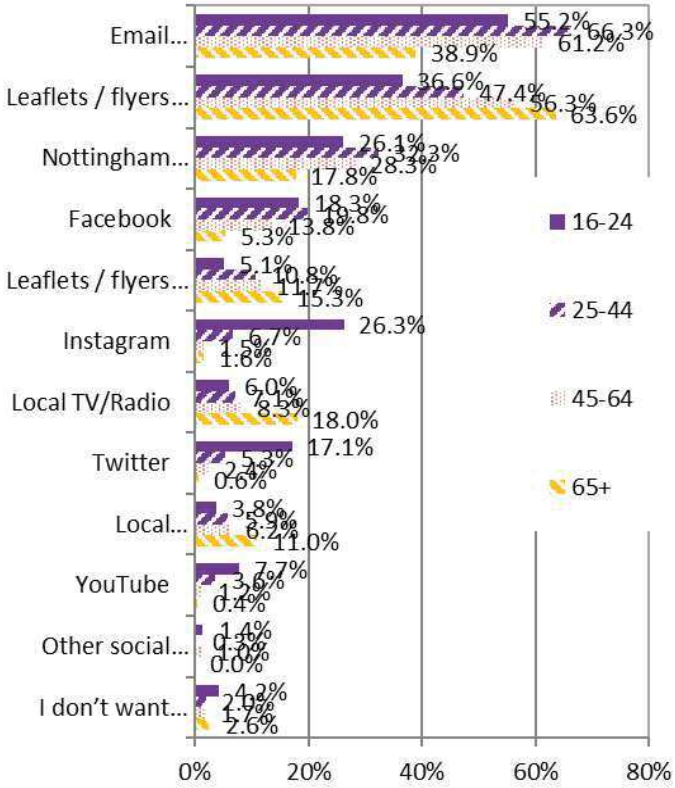
- 58% of respondents prefer to receive email newsletters to provide information from the Council. This was the preferred option for almost all areas and age groups except people in the Bestwood, Bulwell & Bulwell Forest area, those older than 65, those with a disability or long term illness and those retired or 'otherwise not in paid work'. They preferred a leaflet/flyer.

- Age and employment status are the two biggest factors which determine how they would like to receive council information.

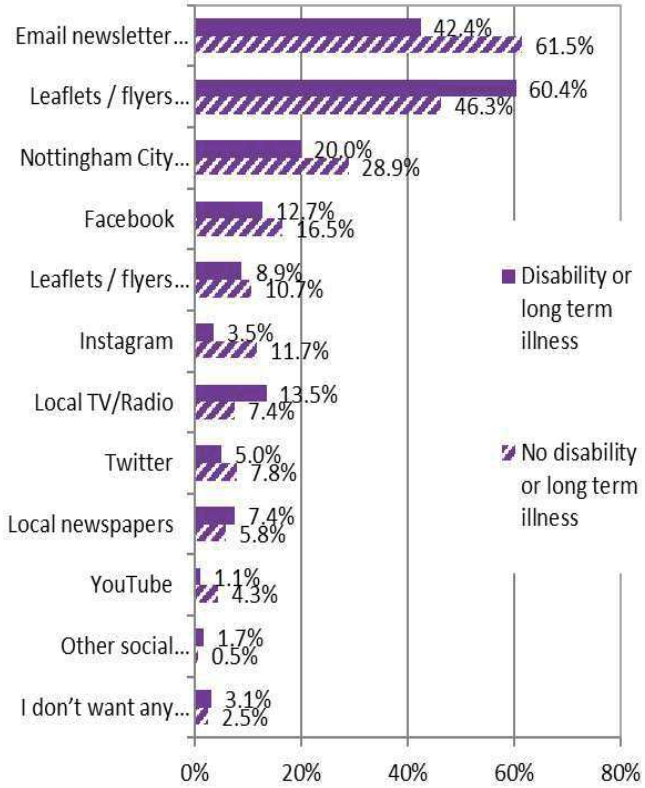
Preference by housing tenure



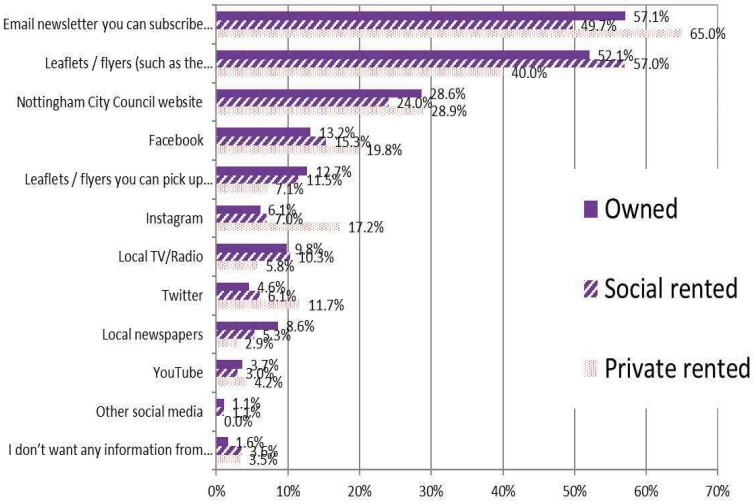
Preference by age



Preference by disability or long term illness



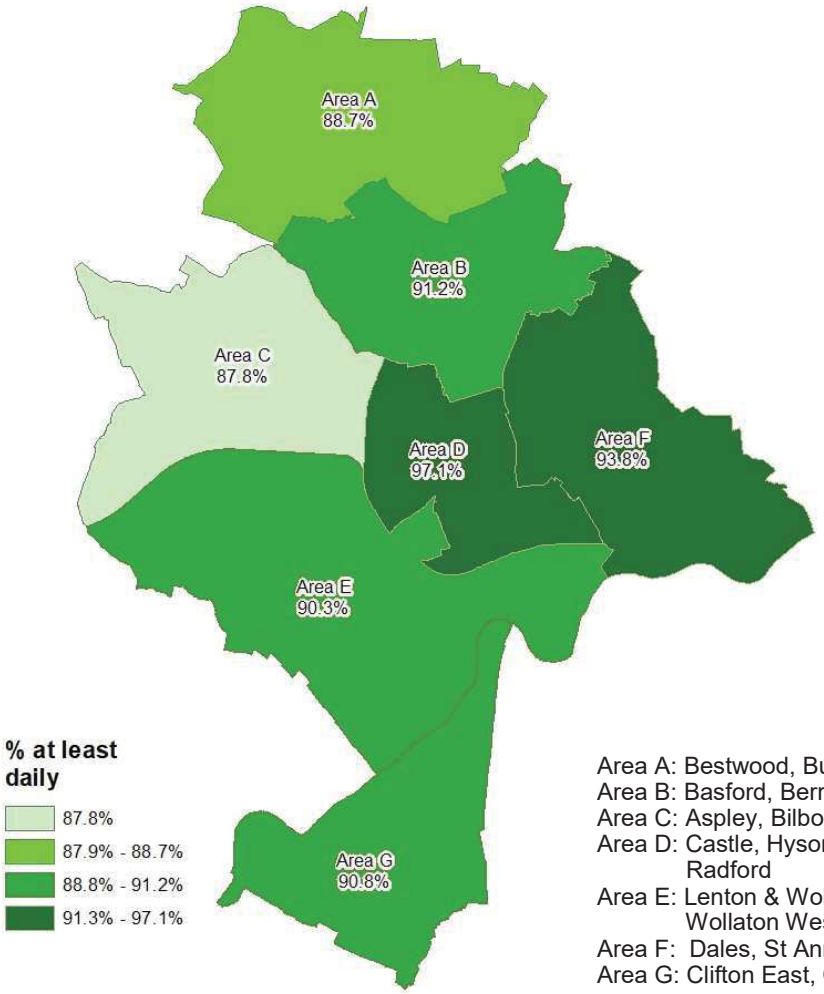
Preference by employment status



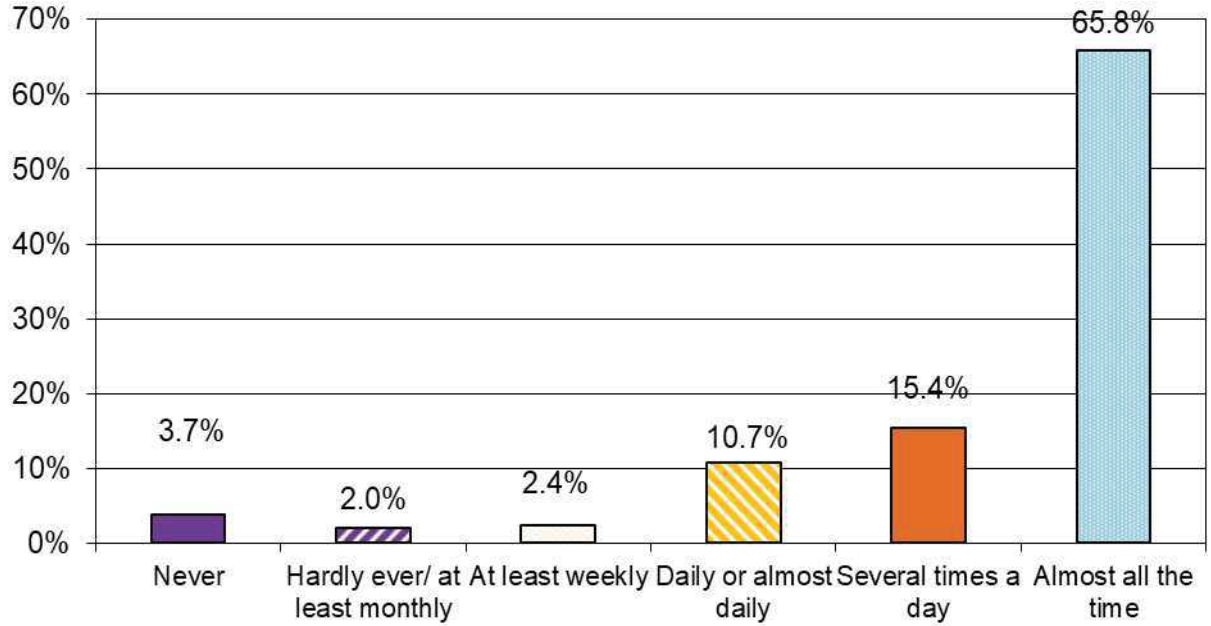
31: Internet usage

Headline: 66% of residents use the internet 'Almost all the time'

Percentage of respondents who use the internet daily



How often respondents use the internet on any device



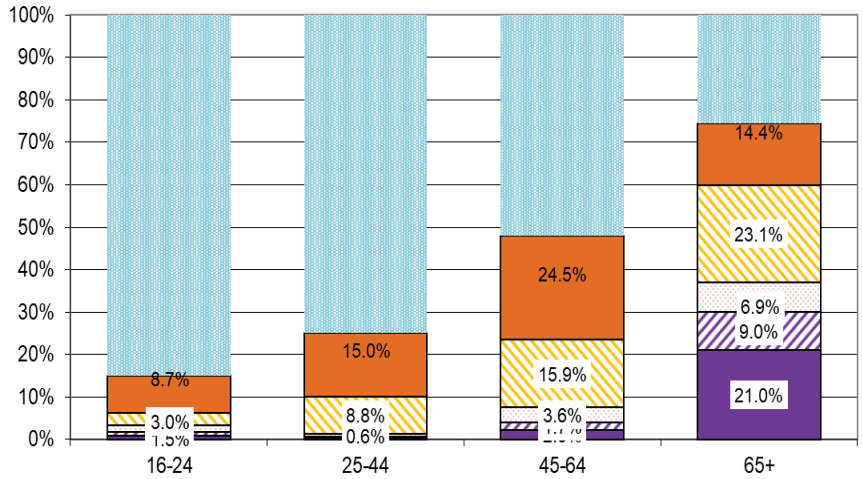
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

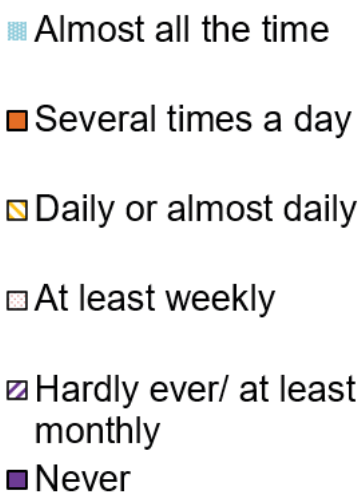
Based on 1,719 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Key Points

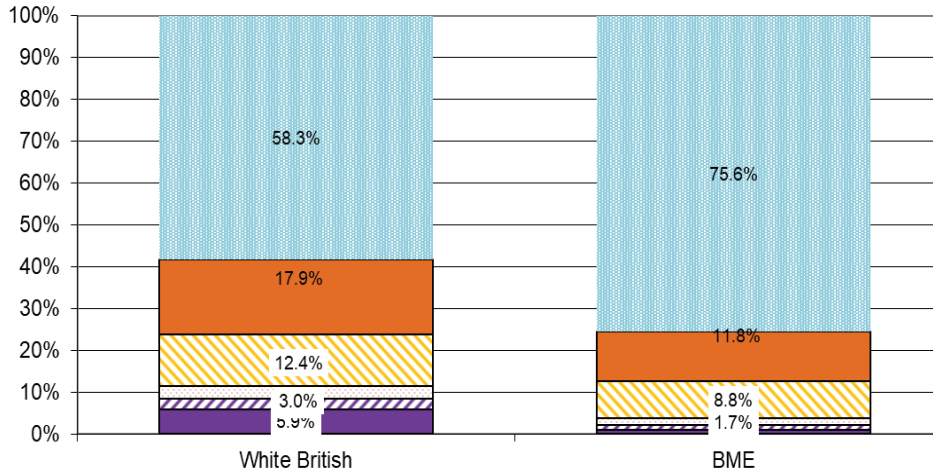
- In Aspley, Bilborough & Leen valley less than 50% use the internet ‘Almost all of the time’. Every other area is over 60%.
- 21% of respondents over the age of 65 never use the internet. This reaches 31% at 75+.
- Residents living in privately rented accommodation are 21% more likely than homeowners or social rented tenants to use the internet ‘Almost all of the time’.
- There were big differences in results between all demographics and geographics other than gender. There was no substantial difference in internet usage between males and females.

Internet usage by age

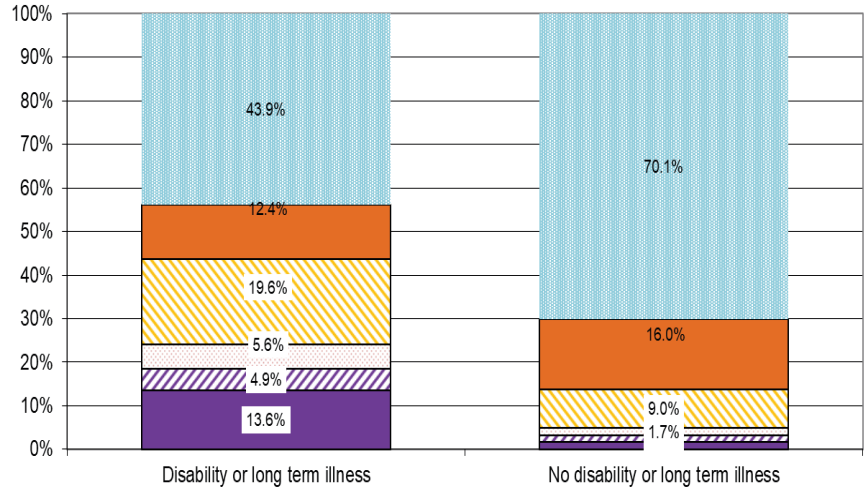




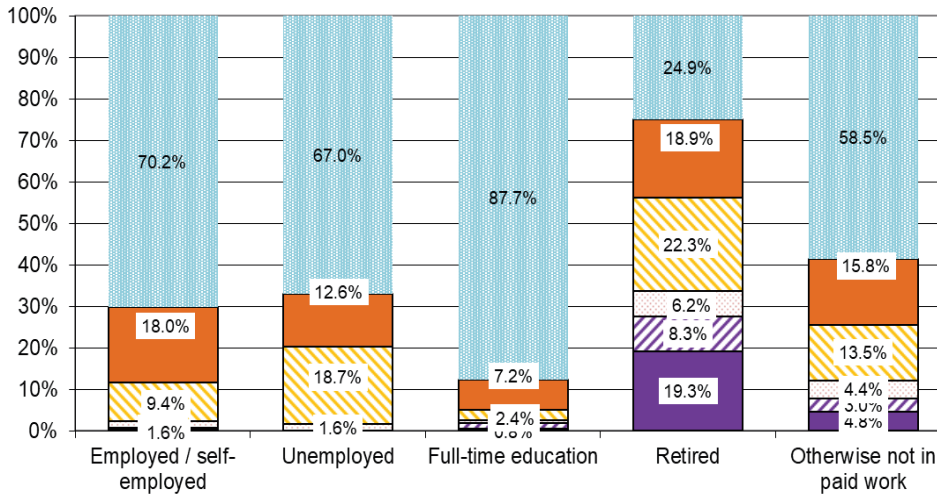
Internet usage by ethnicity



Internet usage by disability or long term illness



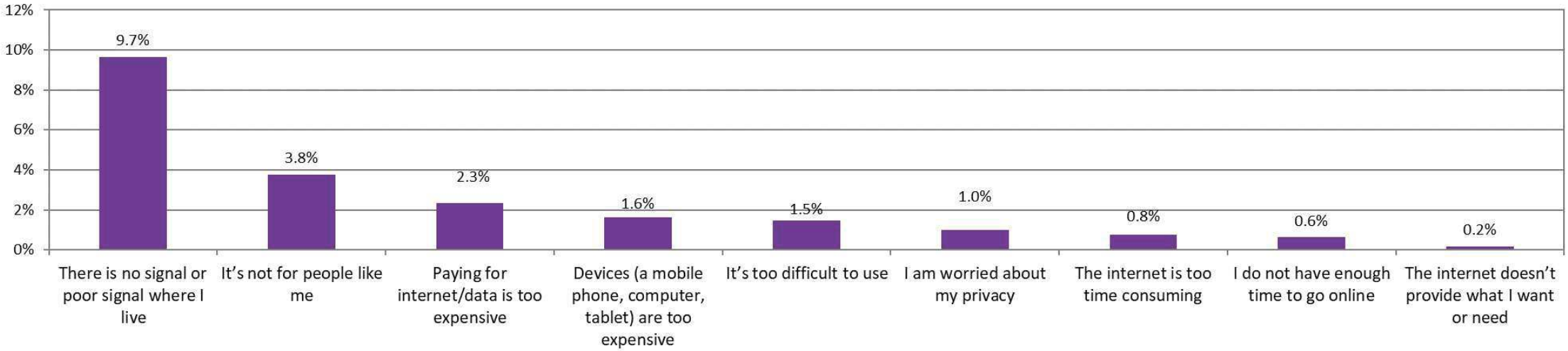
Internet usage by employment status



32: Reason for limited internet usage

Headline: 10% of residents say no/poor signal prevents/reduces their internet usage

Reason for no/reduced internet usage



Reason for no/reduced internet usage by area

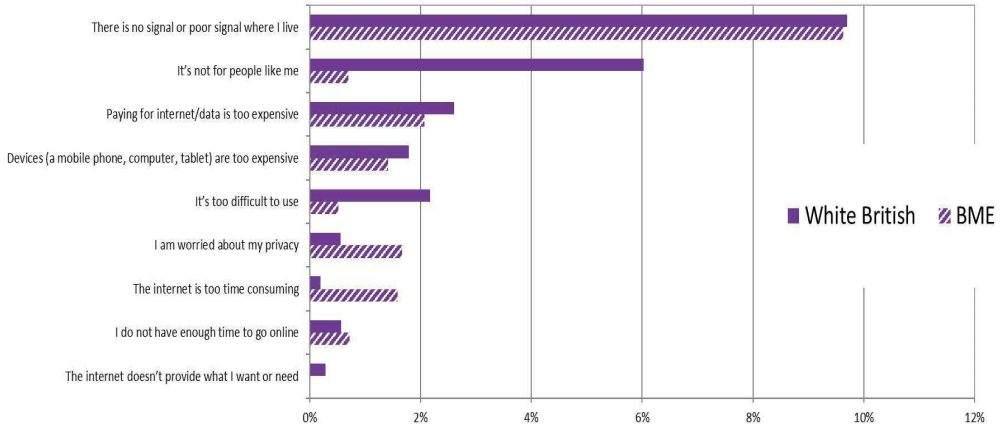
	There is no signal or poor signal where I live	It's not for people like me	Paying for internet/ data is too expensive	Devices (a mobile phone, computer, tablet) are too expensive	It's too difficult to use	Other	I am worried about my privacy	The internet is too time consuming	I do not have enough time to go online	The internet doesn't provide what I want or need
Aspley, Bilborough & Leen valley	1	2	3	6	4	5	8	9	7	9
Basford, Berridge & Sherwood	1	2	3	6	5	4	8	9	7	9
Bestwood, Bulwell & Bulwell Forest	2	1	5	4	3	8	7	6	10	9
Castle, Hyson Green & Arboretum and Radford	1	4	5	6	7	8	2	9	3	10
Clifton East & Clifton West	3	1	2	4	5	8	9	7	6	10
Dales, St Ann's & Mapperley	1	4	2	7	8	6	5	3	10	9
Lenton & Wollaton East, Meadows & Wollaton West.	1	2	6	3	5	4	8	7	9	10
TOTAL	1	2	3	4	5	6	7	8	9	10
Ranking	Rank 2 to 5			Highest ranked						

Based on 1,713 respondents to this question who contacted the Council. Figures do not total 100% as respondents could choose more than one option. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

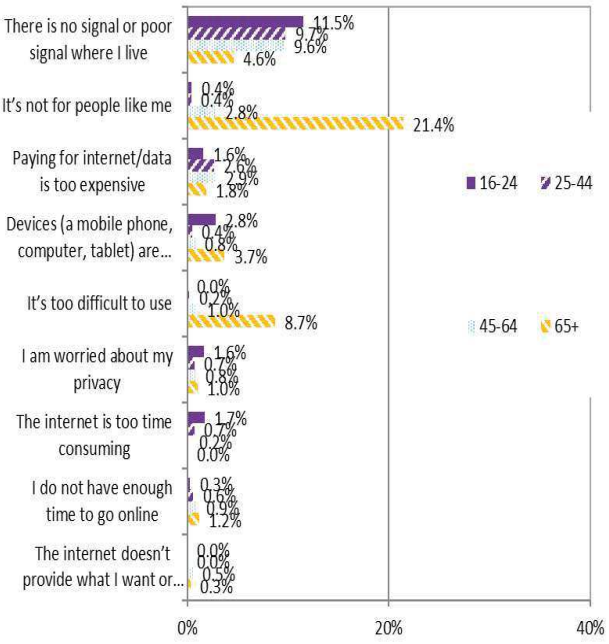
Key Points

- Poor/no signal is the main reason for limited internet usage for most groups.
- For older residents, and those with a disability or long term illness (there will be significant crossover with these groups), they feel like the internet is not for them.
- People living in social housing are three times more likely to limit usage due to the cost than those living in private or owned accommodation.

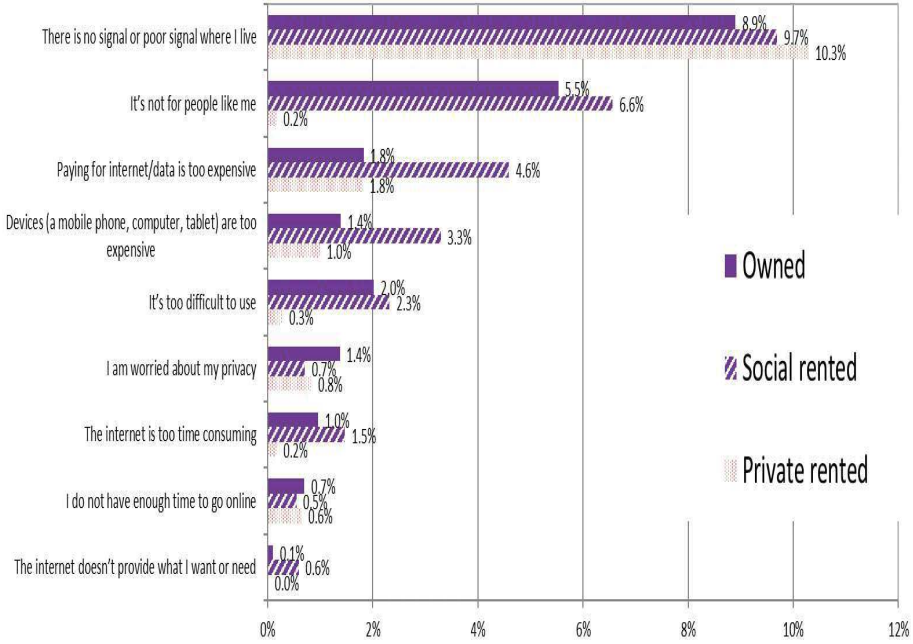
Main reasons by employment status



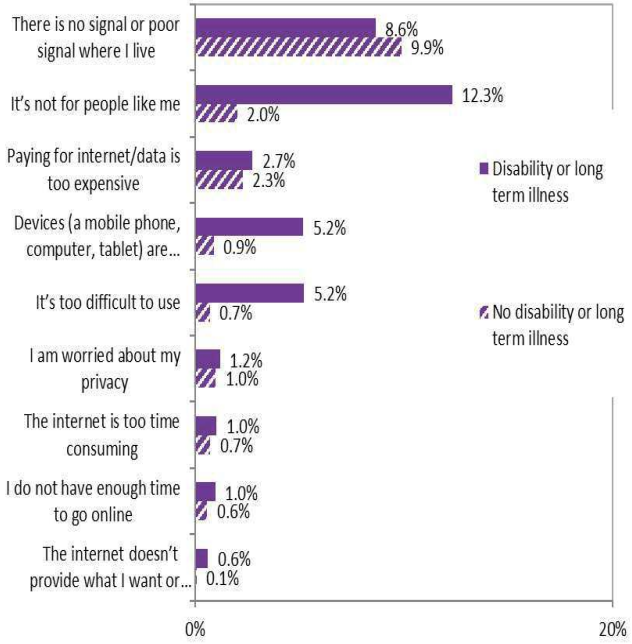
Main reasons by age



Main reasons by housing tenure



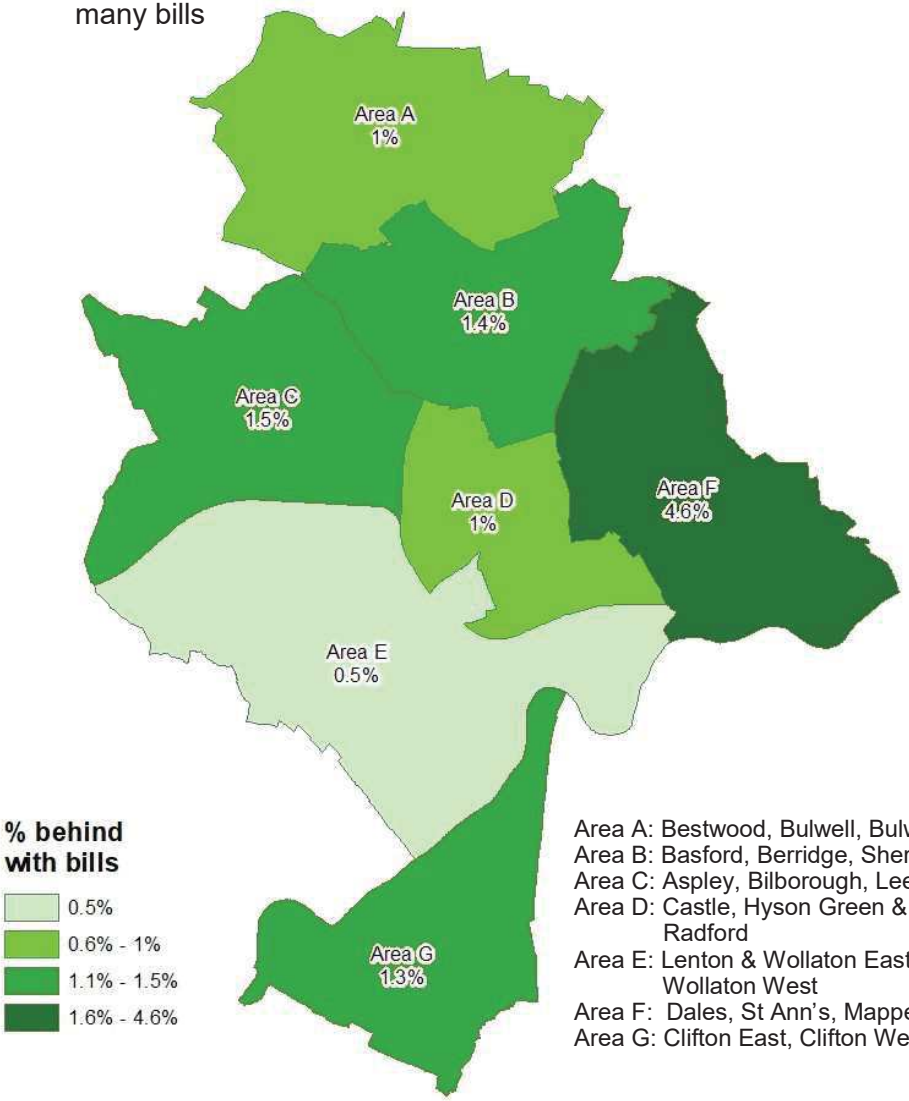
Main reasons by disability or long term illness



33: Keeping up with bills

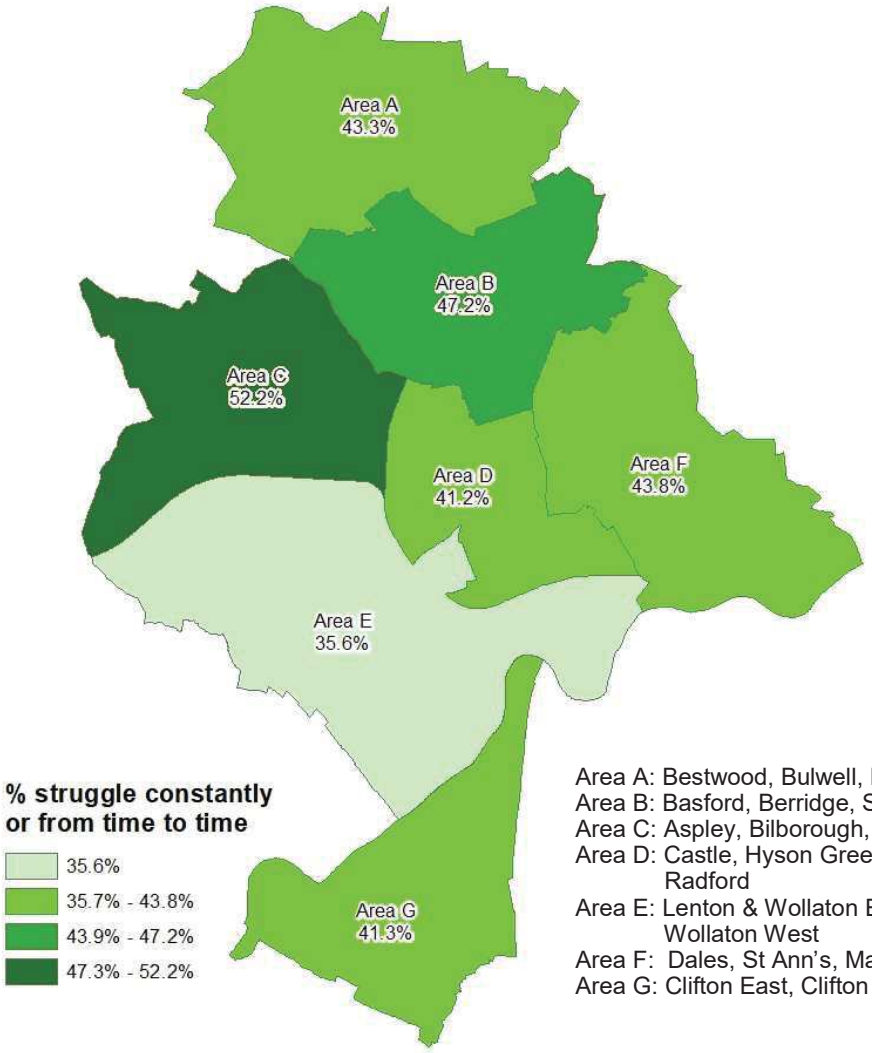
Headline: 38% struggling or not keeping up with bills

Percentage of respondents who have fallen behind with some or many bills



Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Percentage of respondents who struggle to keep up with bills constantly or from time to time



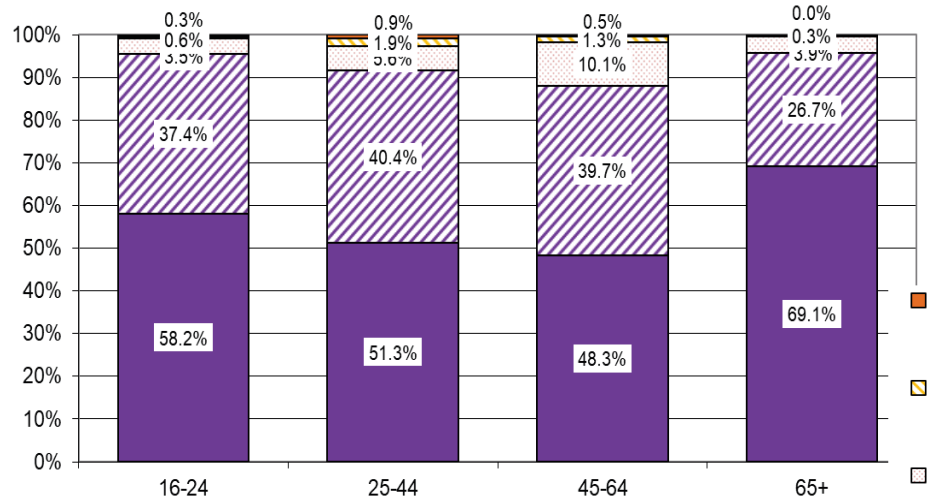
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,662 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

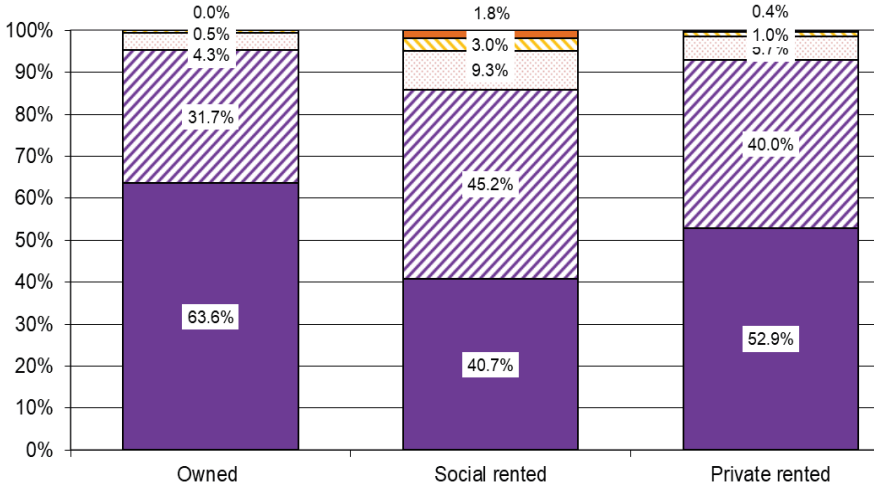
Key Points

- The number of people struggling to keep up with or behind with bills has more than doubled since 2019.
- The Aspley, Bilborough and Leen Valley area had the highest proportion of respondents struggling or not keeping up with bills. The Lenton & Wollaton East, Meadows & Wollaton West area has the lowest proportion.
- People who are employed are almost just as likely to be struggling with bills as those who are unemployed.
- Households with children in are 13% more likely to be struggling to keep up with bills.

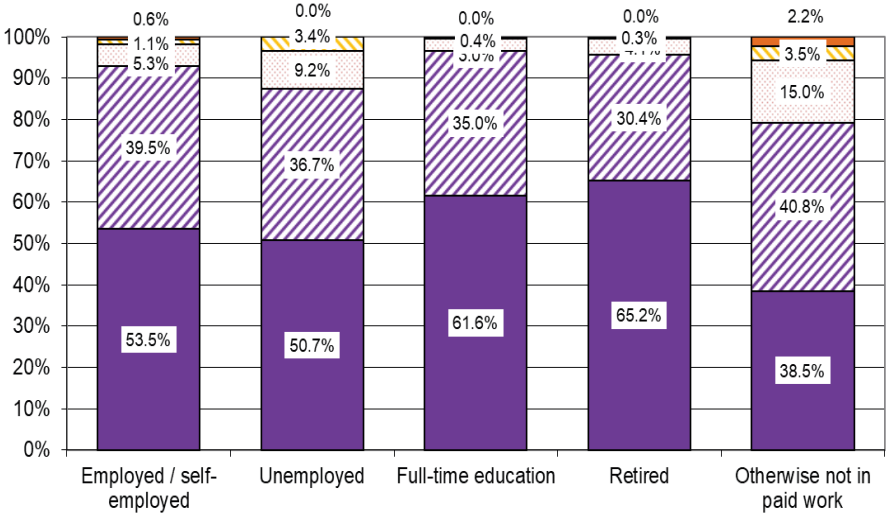
Keeping up with bills by age

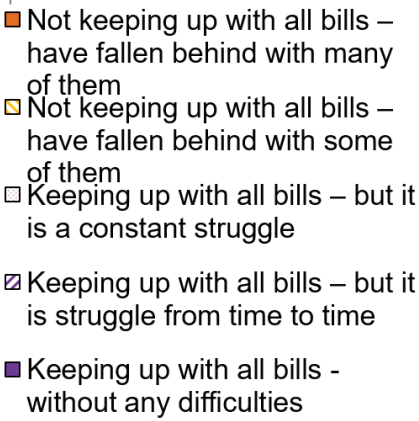


Keeping up with bills by housing tenure

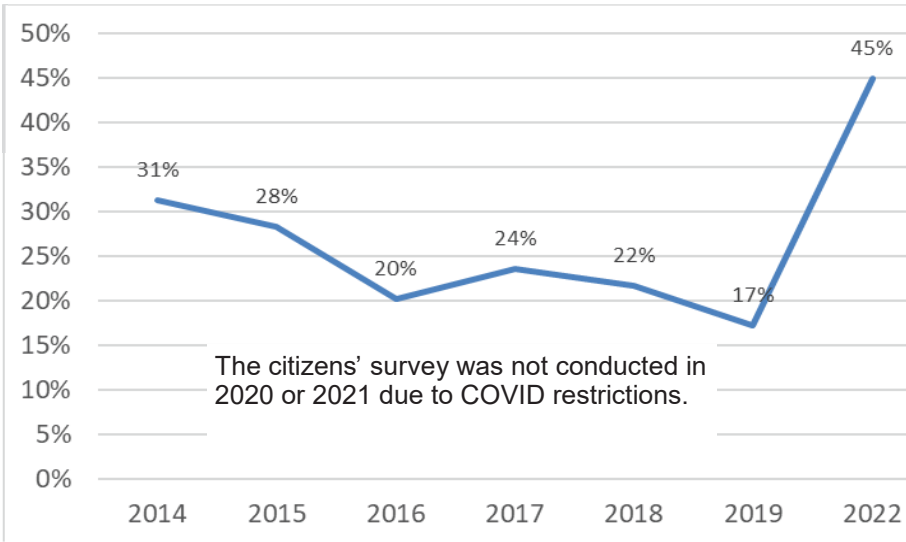


Keeping up with bills by employment status





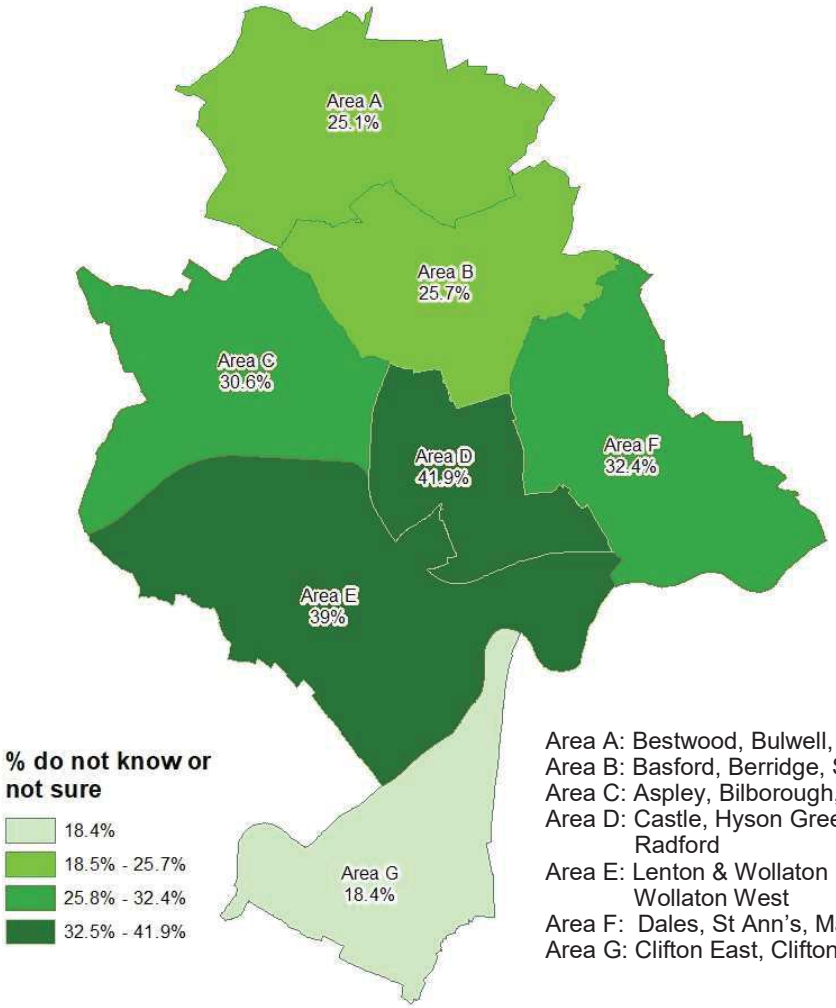
City change over time (struggling or behind with bills)



34: Where to go for advice on financial hardship

Headline: 32% do not know or are not sure where to go for advice, help and support if they are having difficulty paying bills

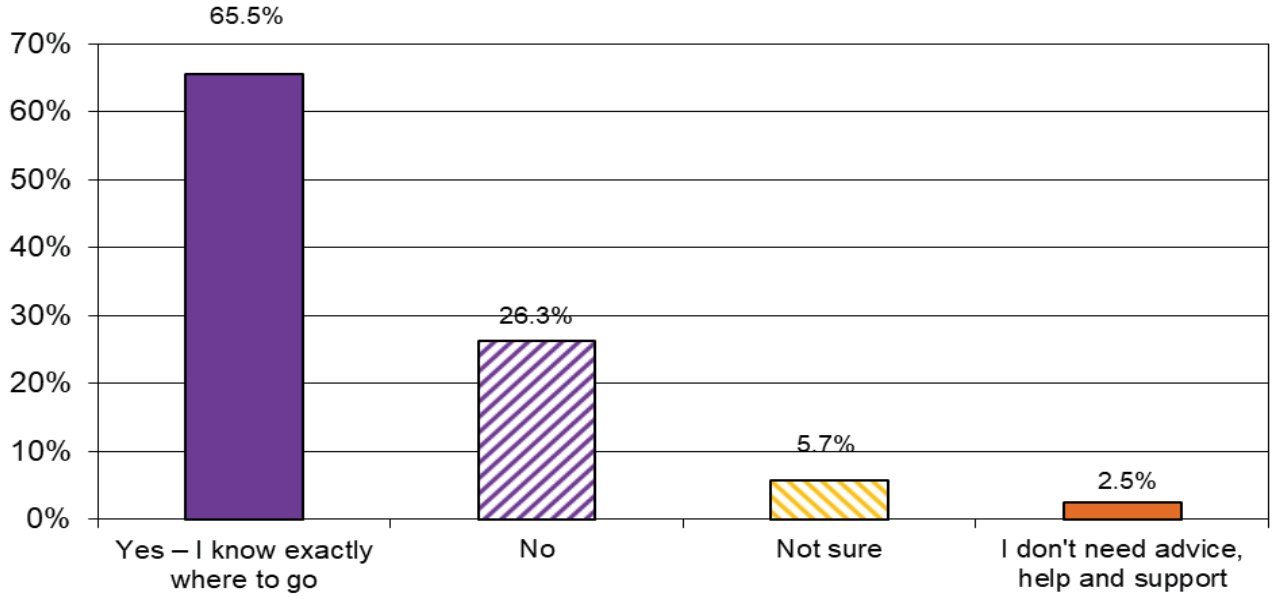
Percentage of respondents who did not know or were not sure where to go for advice, help and support



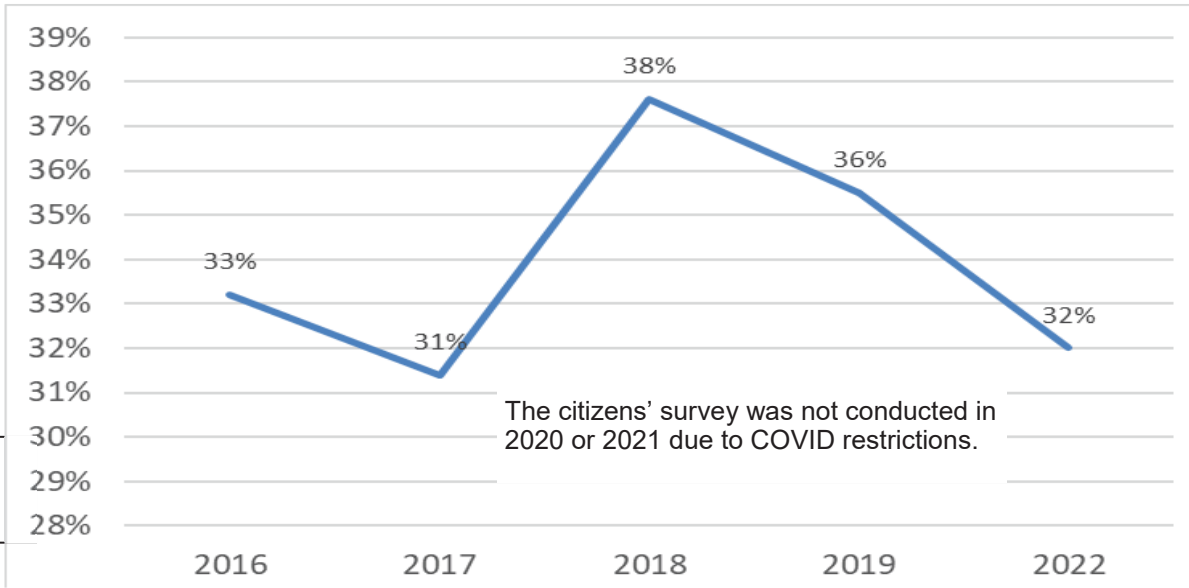
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,688 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Know where to go for advice, help and support



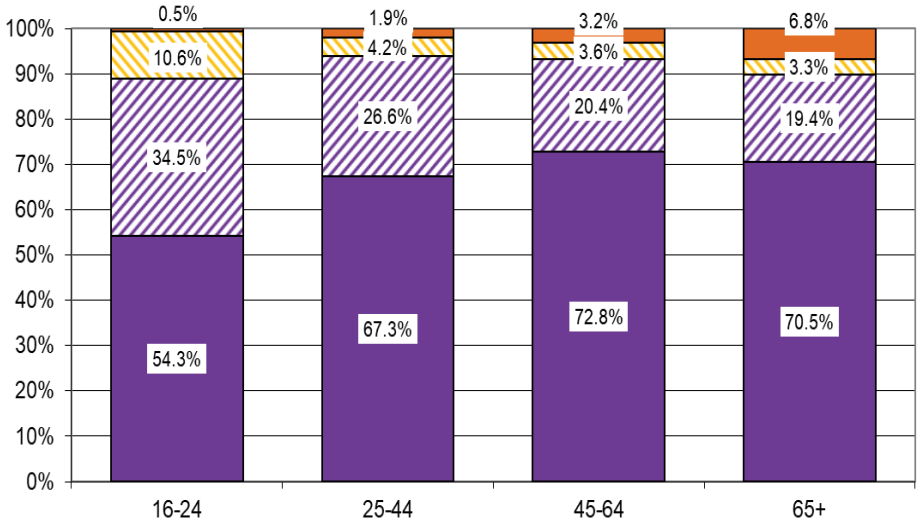
City change over time (no or not sure)

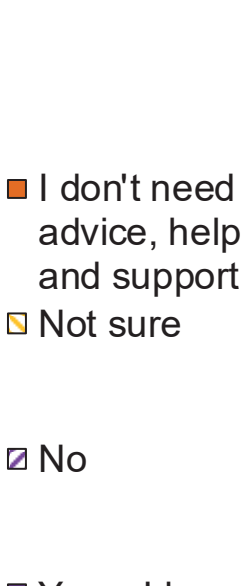


Key Points

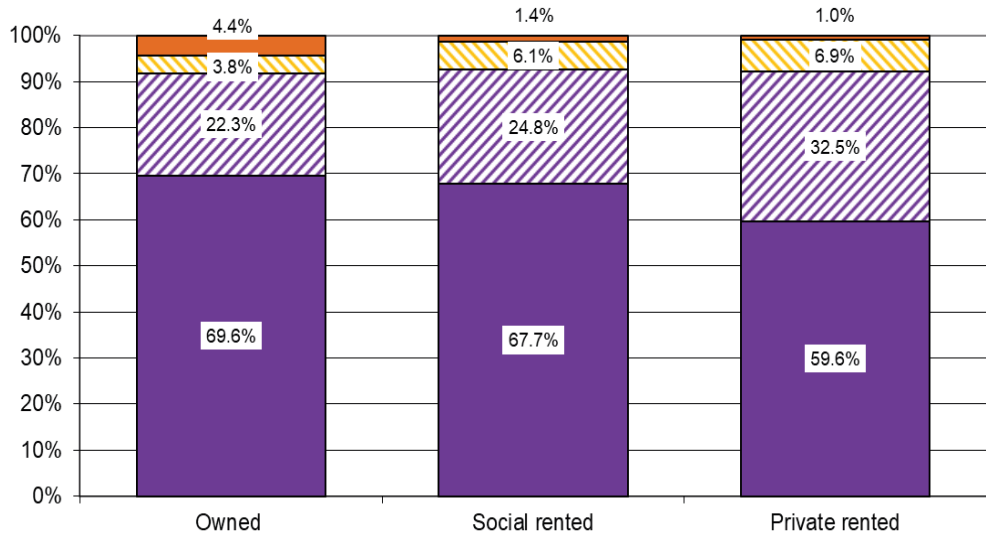
- The Castle, Hyson Green & Arboretum and Radford area had the highest proportion of people who either did not know or were unsure where to access help, advice or support.
- 55-74 year old residents were most likely to know where to go for financial advice or support. The youngest age group, 16-24, were the least likely.
- White British residents are 10% more likely to know where to go for advice or support than BME counterparts.

Know where by age

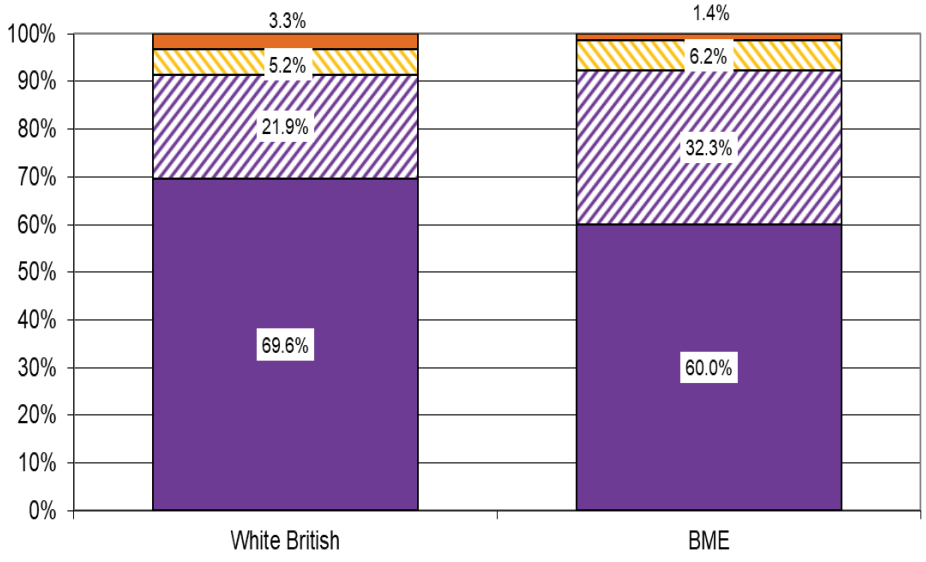




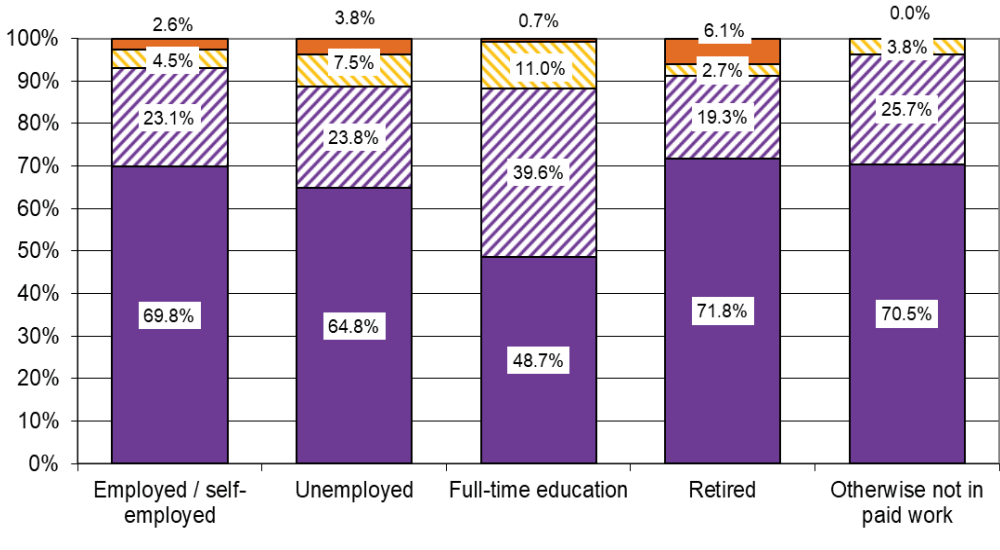
Know where by housing tenure



Know where by ethnic group



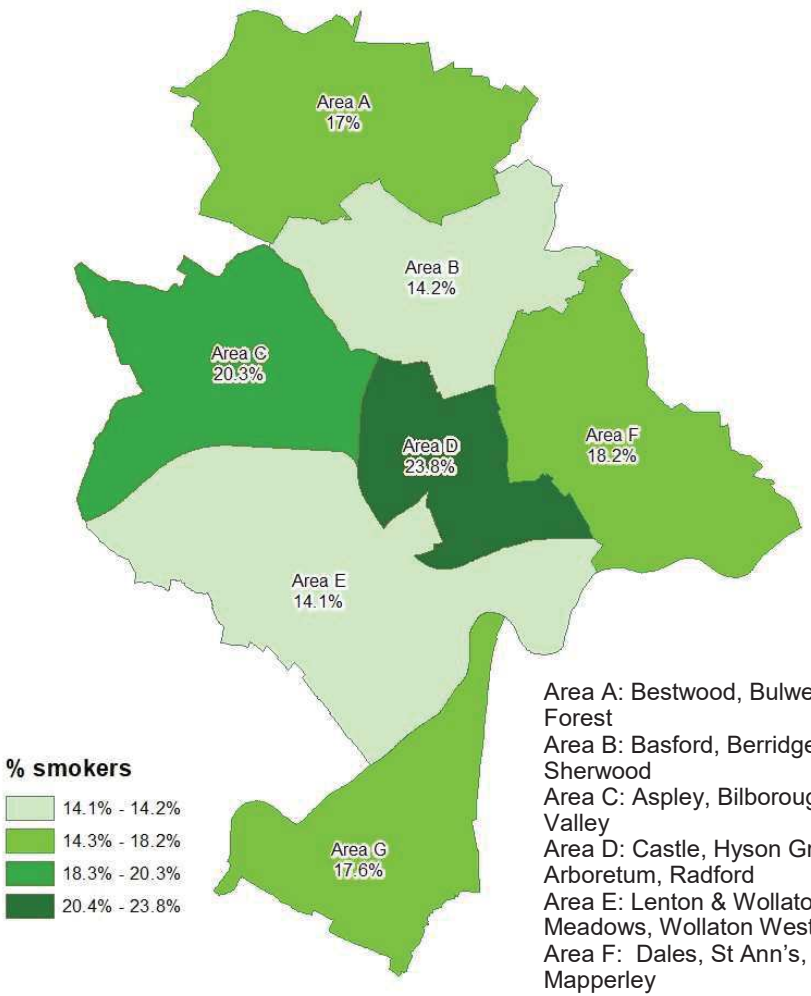
Know where by employment status



35: Smoking

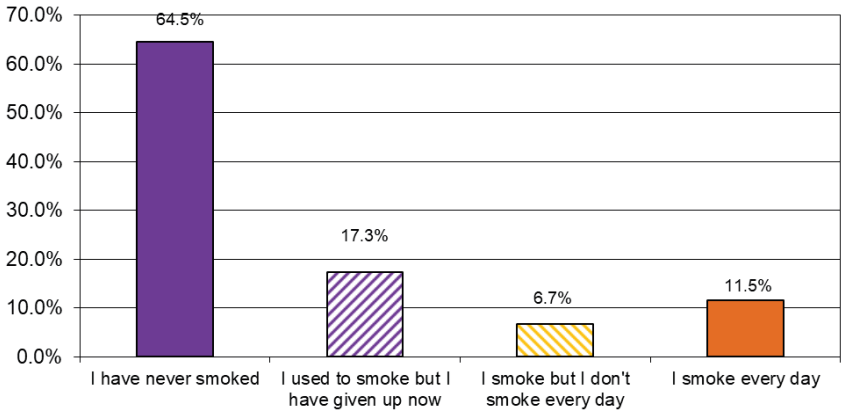
Headline: Smoking rate decreases to 18%

Percentage of respondents who smoke.

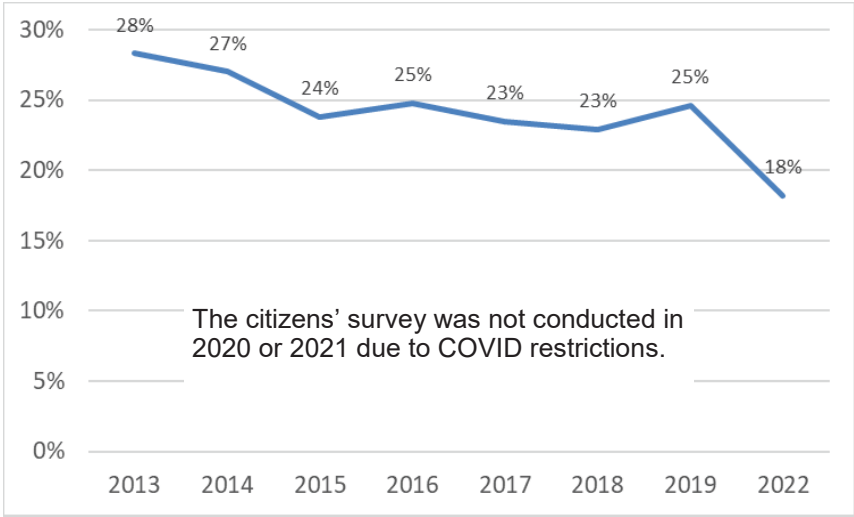


Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Smoking habits in Nottingham



City Change over time (percentage who smoke)

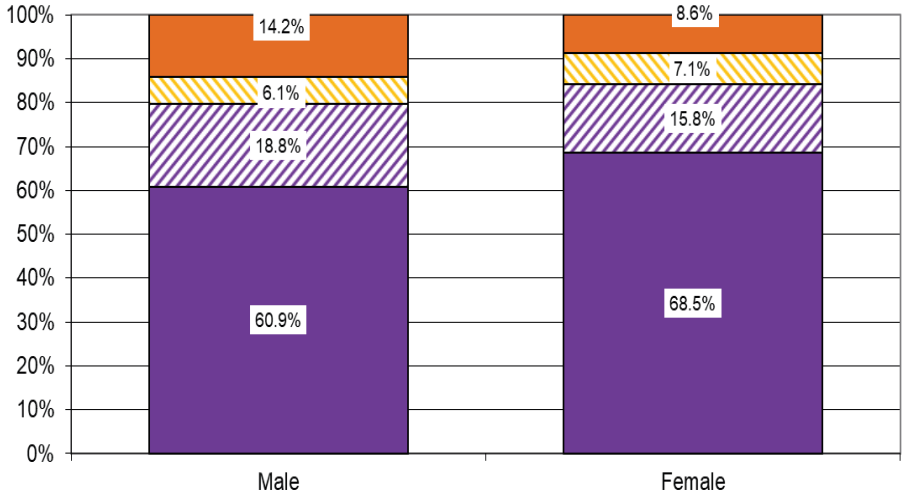


Based on 1,702 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

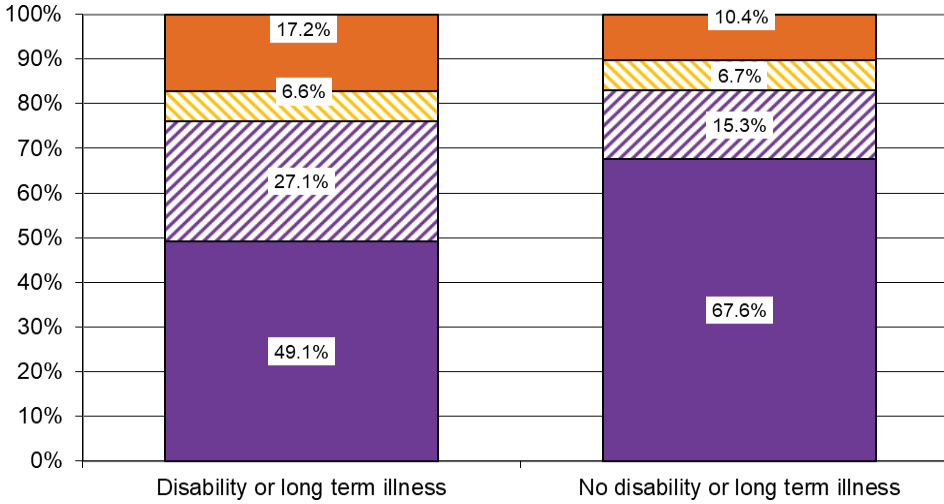
Key Points

- This is the lowest % of smokers on record for Nottingham.
- In England, 14.4% of people smoke. This ncreases to 15.8% in the East Midlands (2018 Annual Population Survey).
- The same survey gives a Nottingham rate of 20.6%.
- The Castle, Hyson Green & Arboretum and Radford area has the highest proportion of smokers.
- 32% of unemployed people smoke compared to 15% of employed people.
- More than 30% of people who live in social rented accommodation smoke.
- Home owners and over 75's are the least likely groups to smoke.
- White British people are more likely to smoke than those from BME groups.

Smoking behaviour by housing tenure



Smoking behaviour by disability or long term illness



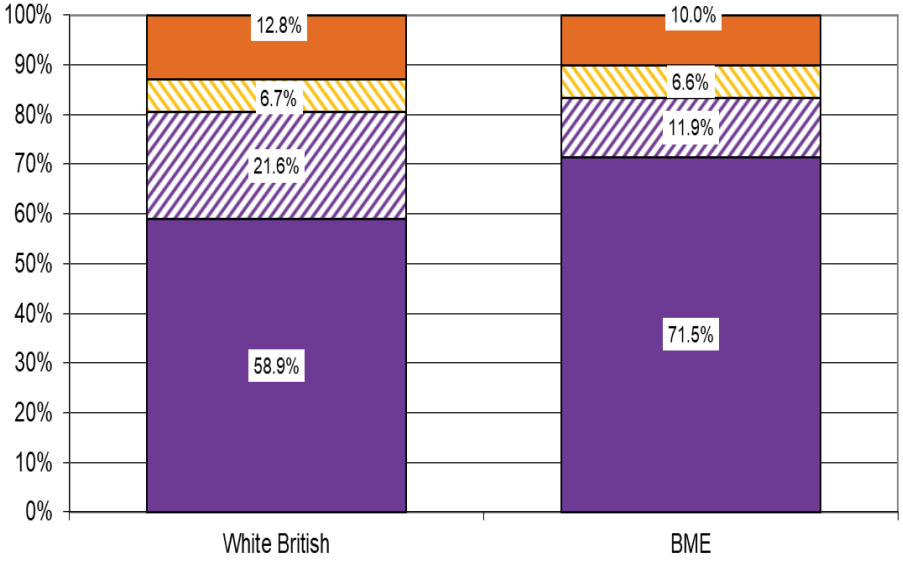
I smoke every day

I smoke but I don't smoke every day

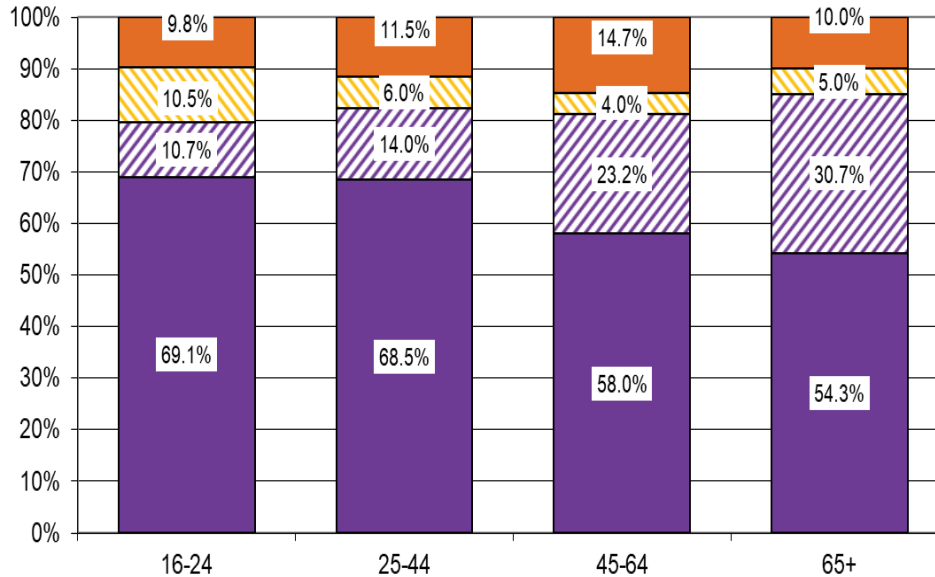
I used to smoke but I have given up now

I have never smoked

Smoking behaviour by ethnic group



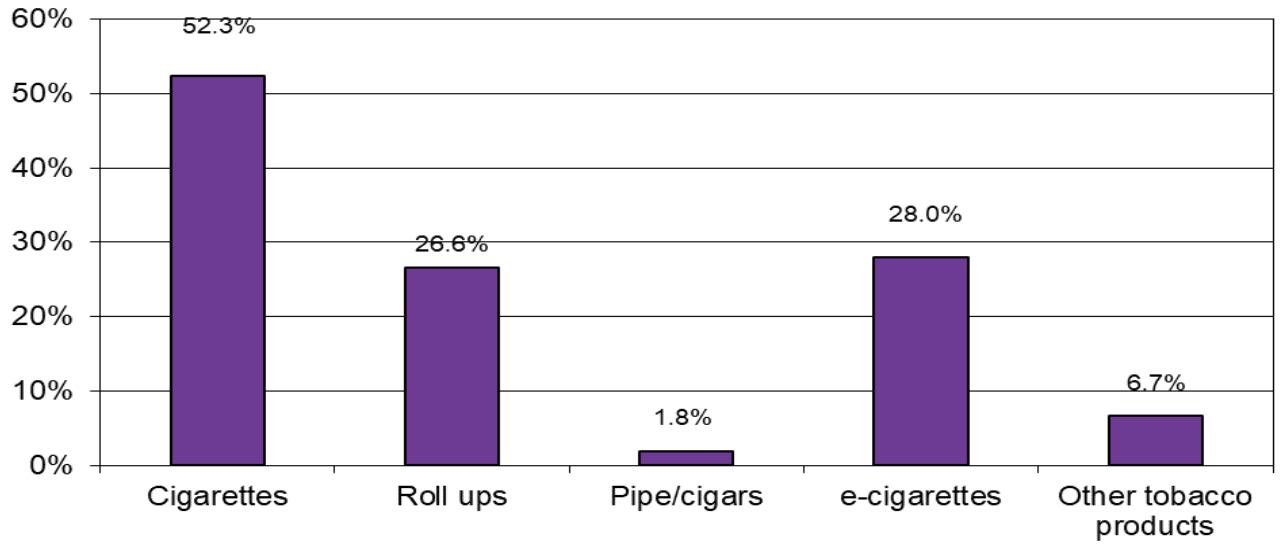
Smoking behaviour by age



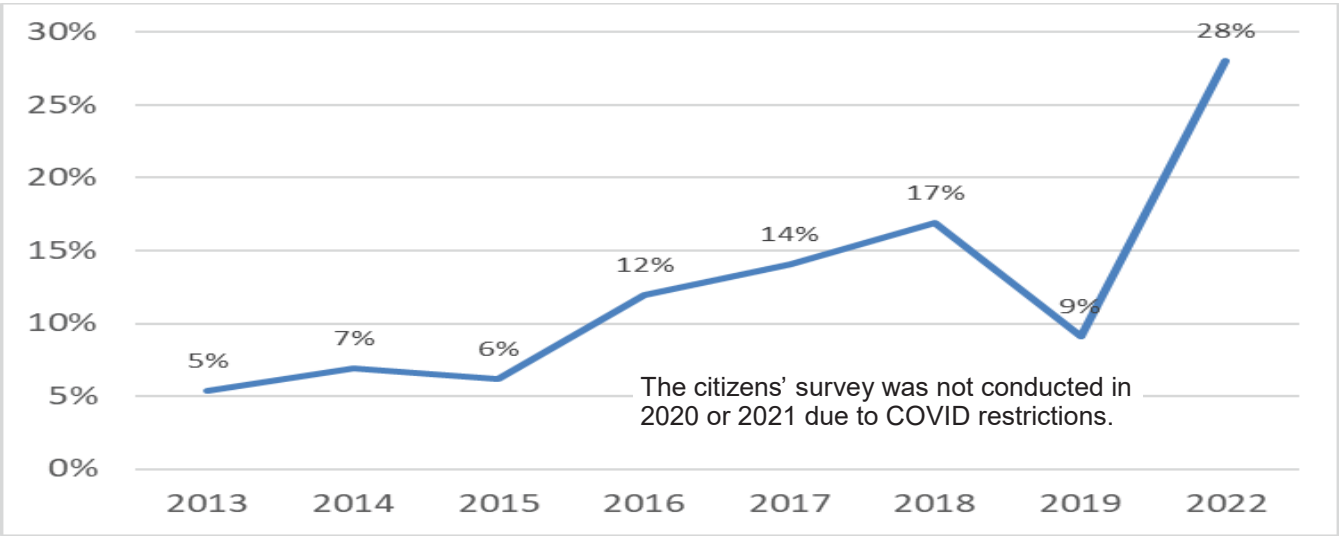
36: What do people smoke

Headline: Number of smokers using e-cigarettes triples to 28%

Percentage of respondents who smoke different substances



City change over time (e-cigarettes)

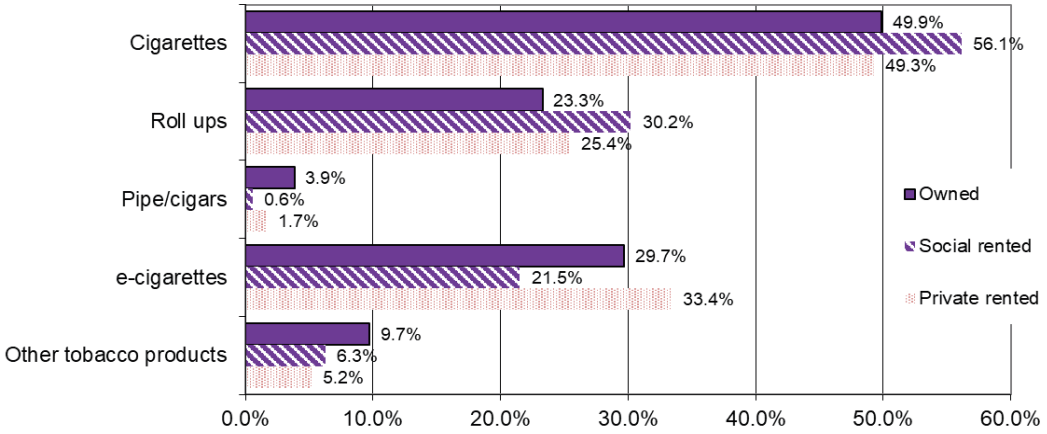


Based on 370 respondents. Figures do not total 100% as respondents could choose more than one option. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

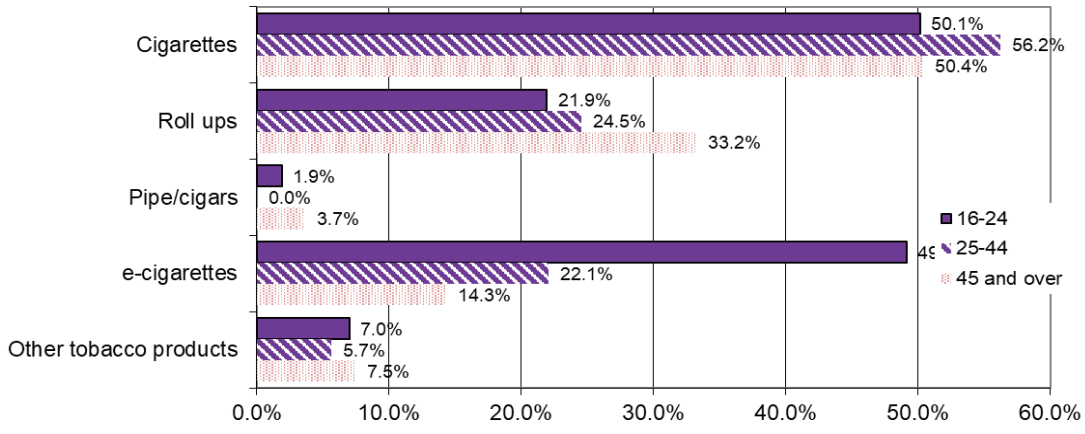
Key Points

- Smokers are most likely to use cigarettes, followed by e-cigarettes and then roll-ups.
- 49% of 16-24 year old smokers are using e-cigarettes.
- BME groups are most likely to smoke cigarettes.
- People who are unemployed or 'otherwise not in paid work' are most likely to smoke roll-ups.

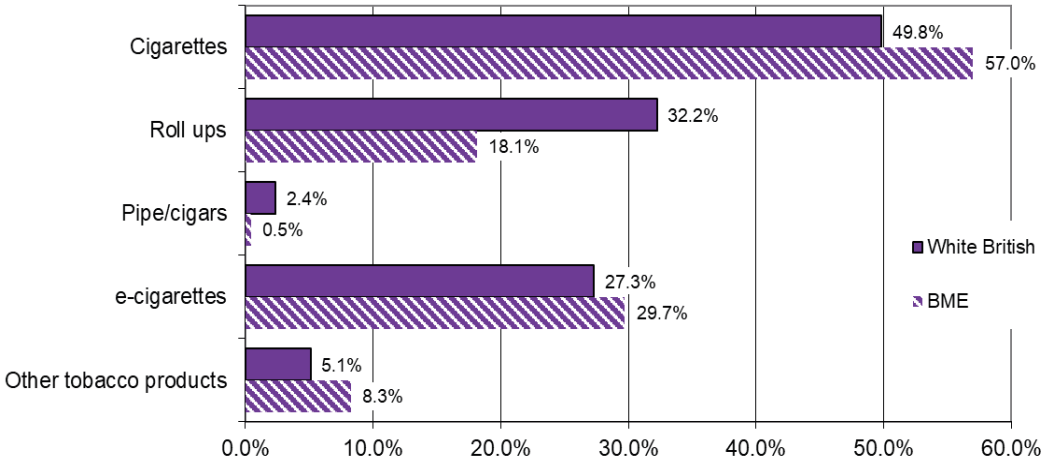
Substances by housing tenure



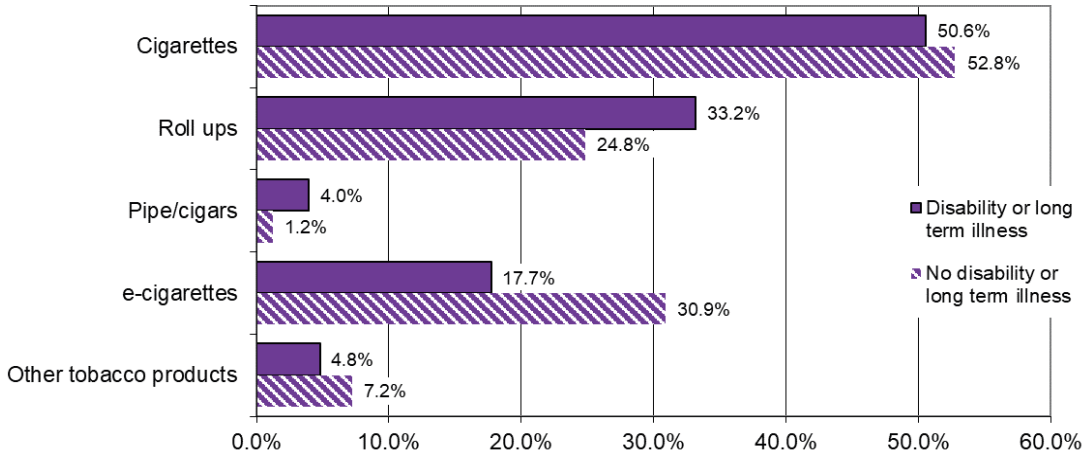
Substances by age



Substances by ethnicity



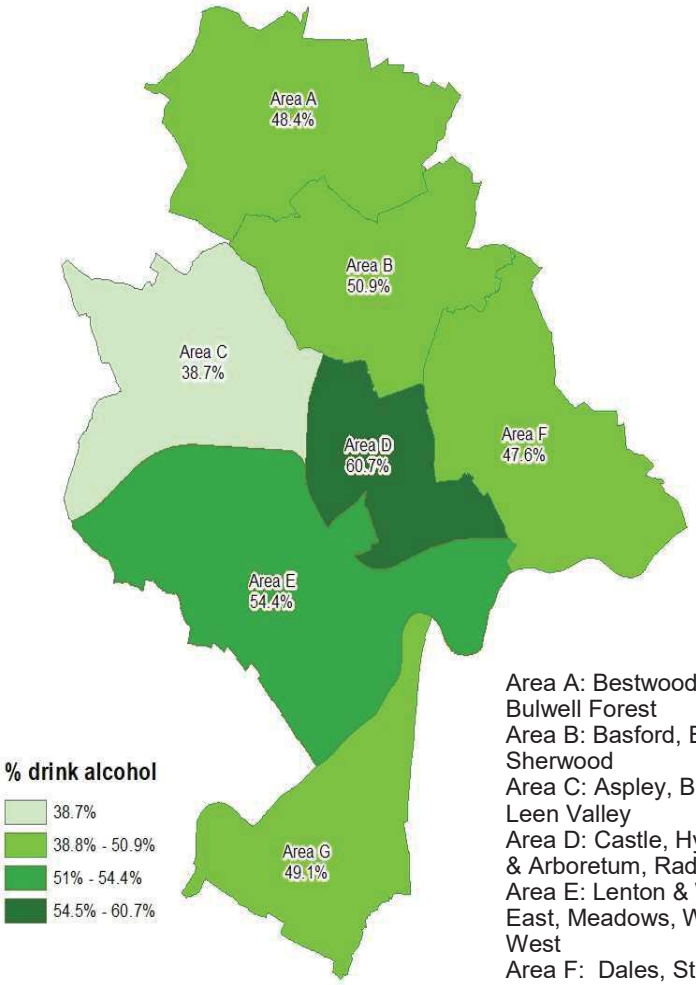
Substances by disability or long term illness



37: Alcohol Drinking

Headline: 51% drink alcoholic drinks

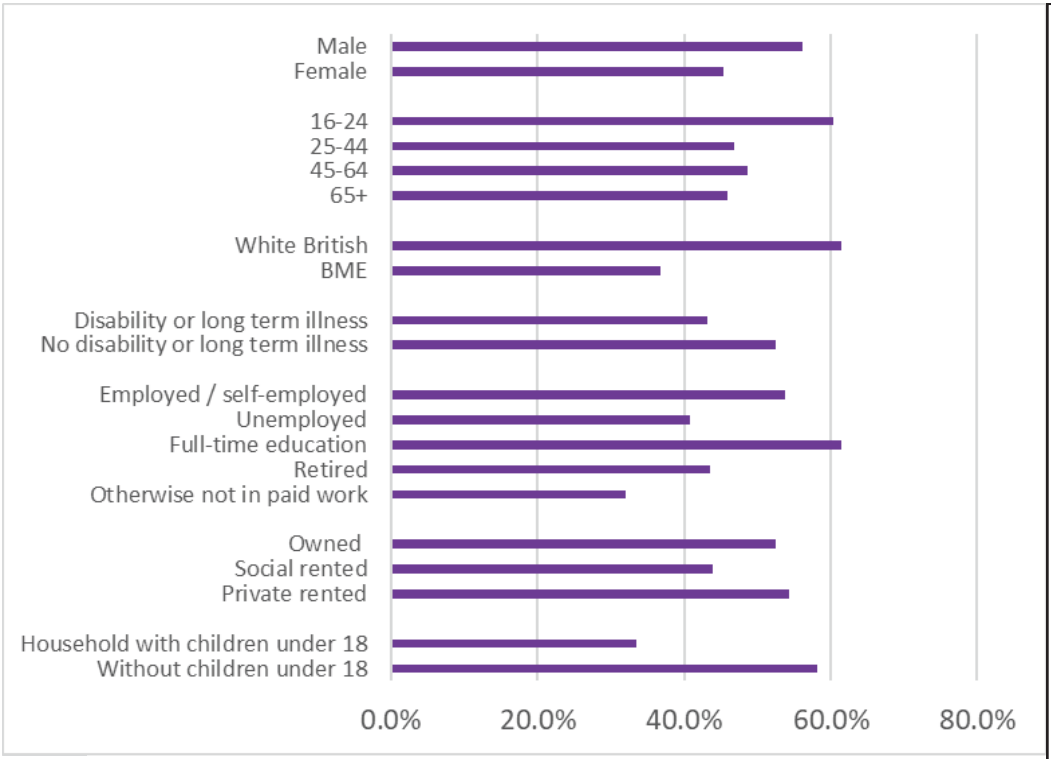
Percentage of respondents who drink alcoholic drinks.



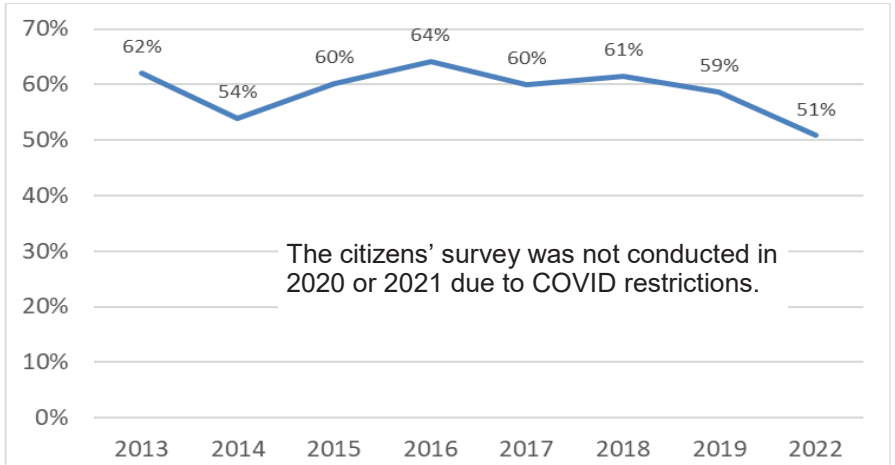
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,709 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Alcohol drinking by demographic group



City change over time (percentage who drink alcohol)



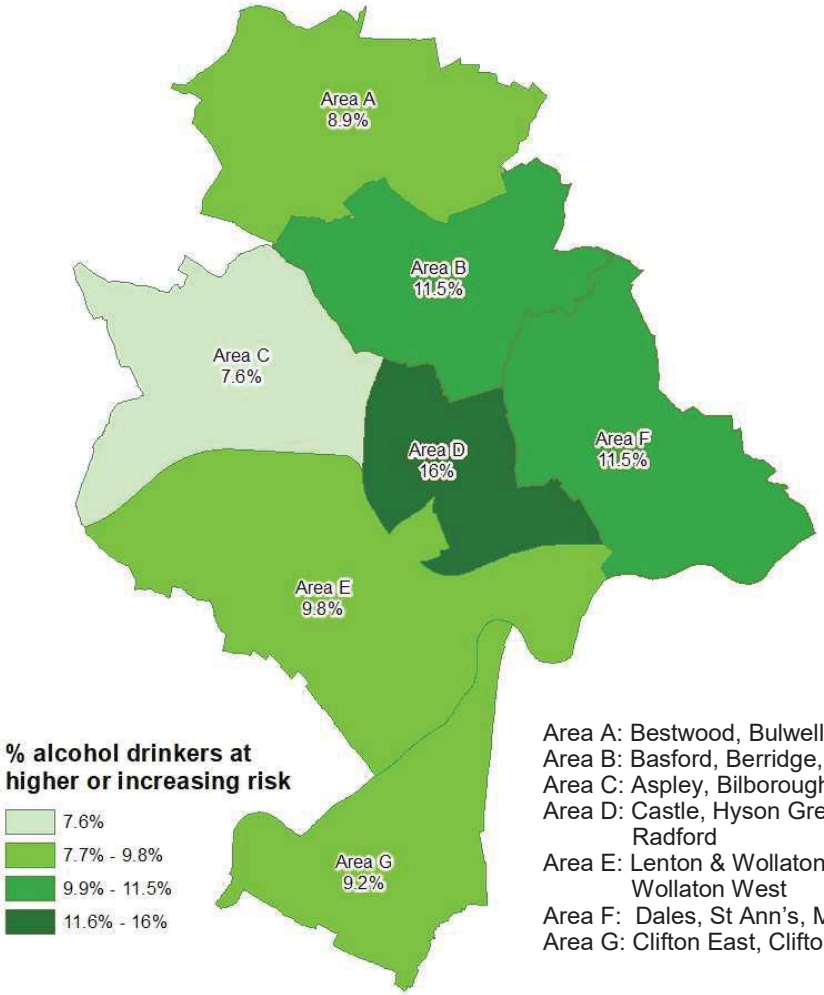
Key Points

- 51% is the lowest number of drinkers in Nottingham on record.
- Alcohol drinking is highest in Castle, Hyson Green & Arboretum and Radford, at 61%. This is 5% higher than any other area.
- The Aspley, Bilborough & Leen valley area has the smallest proportion of respondents who drink alcohol at 39%.
- Alcohol drinking is highest amongst people in the White British ethnic group, 16-24 year olds and those in households without children under 18.
- People who are 'Otherwise not in paid employment' are least likely to drink alcohol.
- 56% of men drink alcohol compared to 45% of women.
- People who have a disability or long term Illness are less likely to drink alcohol than people who do not.

38: Alcohol Risk Categories

Headline: 11% of people who drink alcoholic drinks are at higher or increasing risk of developing alcohol related health problems

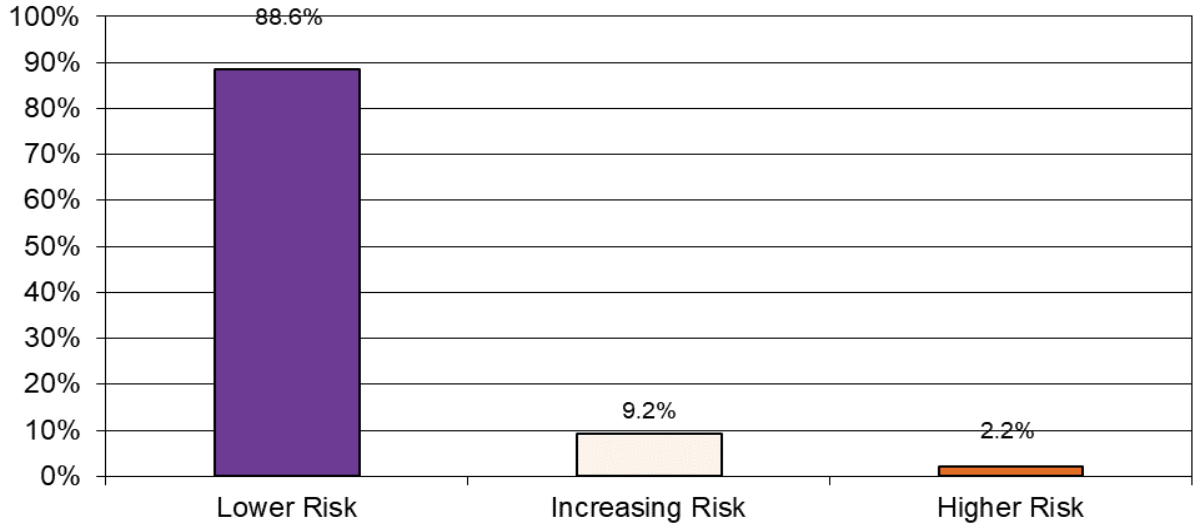
Percentage of alcohol drinking respondents who are at higher or increasing risk of developing alcohol related health problems



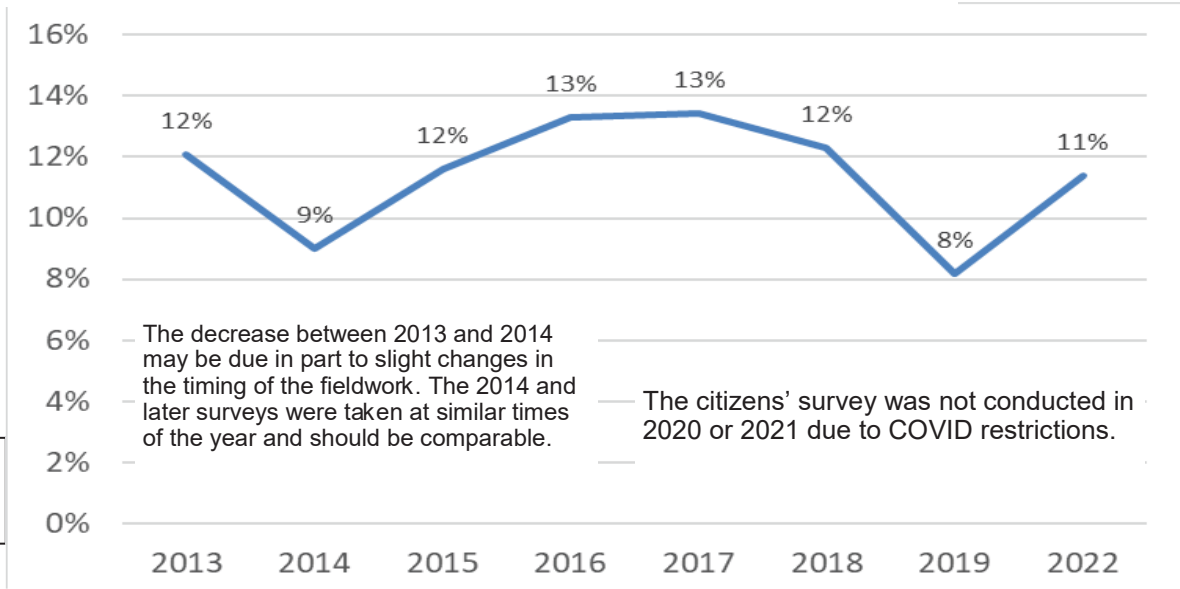
Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 814 respondents who drink alcohol. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Risk of developing alcohol related health problems



City change over time (percentage at higher or increasing risk)



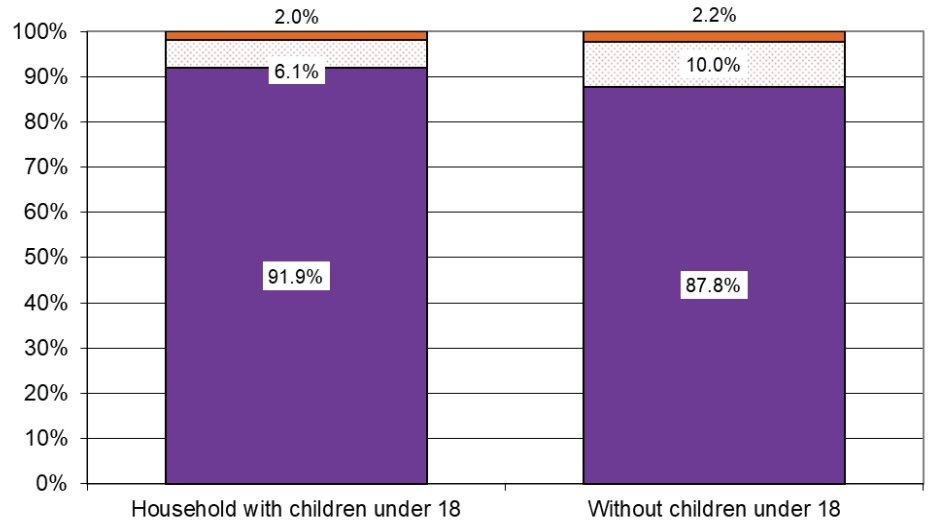
The decrease between 2013 and 2014 may be due in part to slight changes in the timing of the fieldwork. The 2014 and later surveys were taken at similar times of the year and should be comparable.

The citizens' survey was not conducted in 2020 or 2021 due to COVID restrictions.

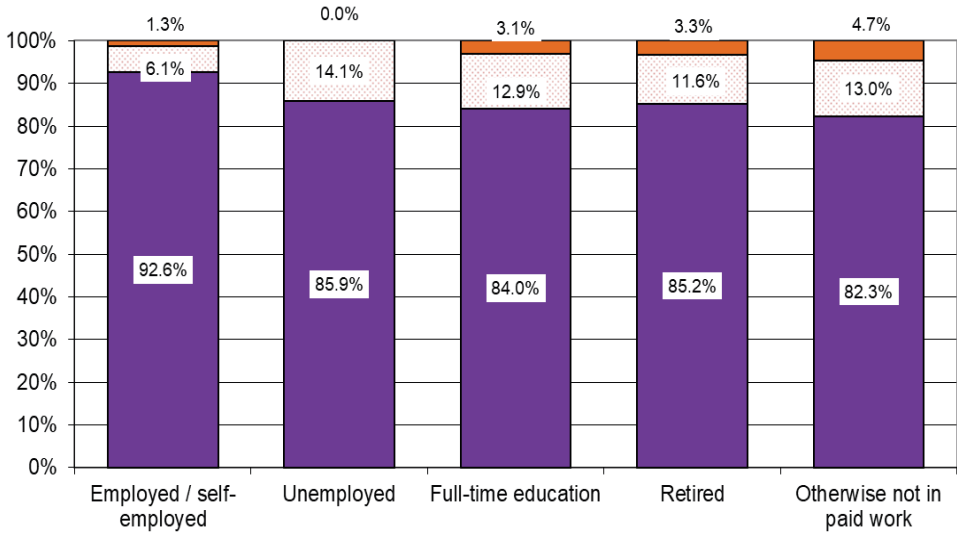
Key Points

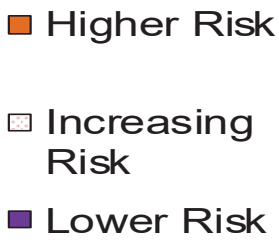
- 16% of alcohol drinkers in the Castle, Hyson Green & Arboretum and Radford area are at higher or increasing risk which is the highest in the city. The Aspley, Bilborough and Leen Valley area has the lowest proportions of drinkers at higher or increasing risk with 8%.
- Women have overtaken men as most likely to have higher or increasing alcohol risk.
- Alcohol risk is high with 16-24 year olds, then falls off drastically until 45 years old where it stays high.

Alcohol risk categories by children in household

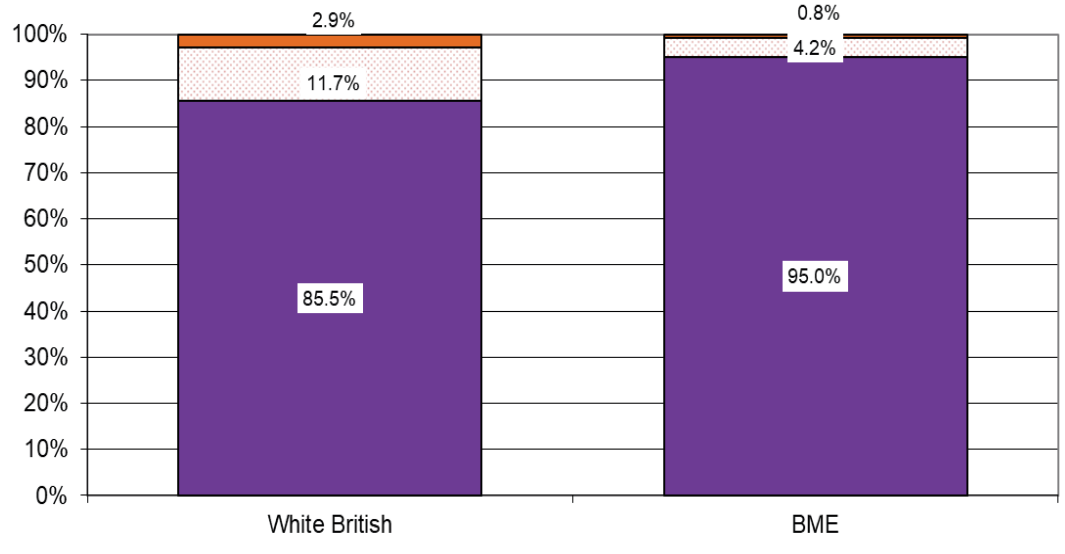


Alcohol risk categories by employment status

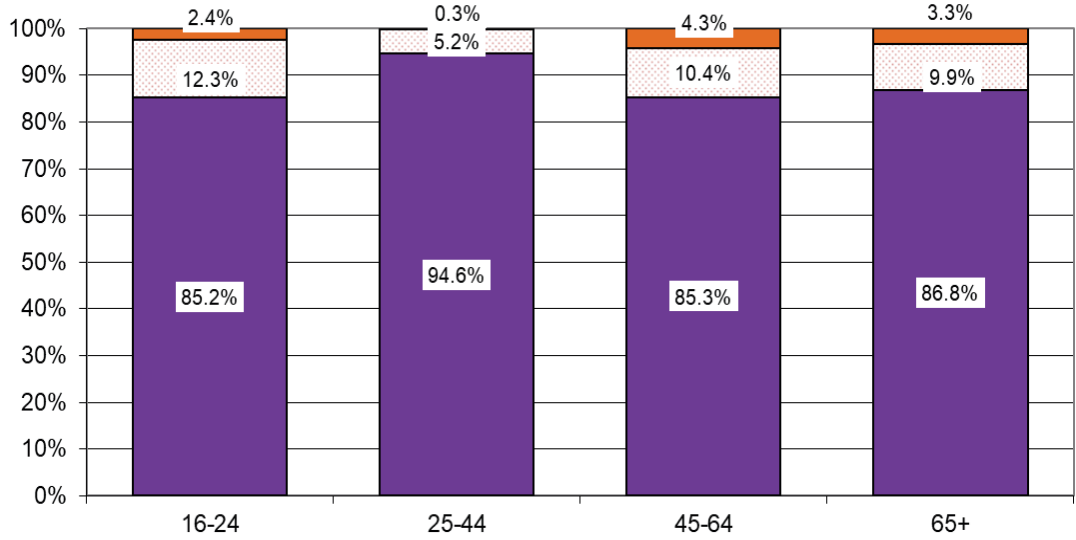




Alcohol risk categories by ethnicity group



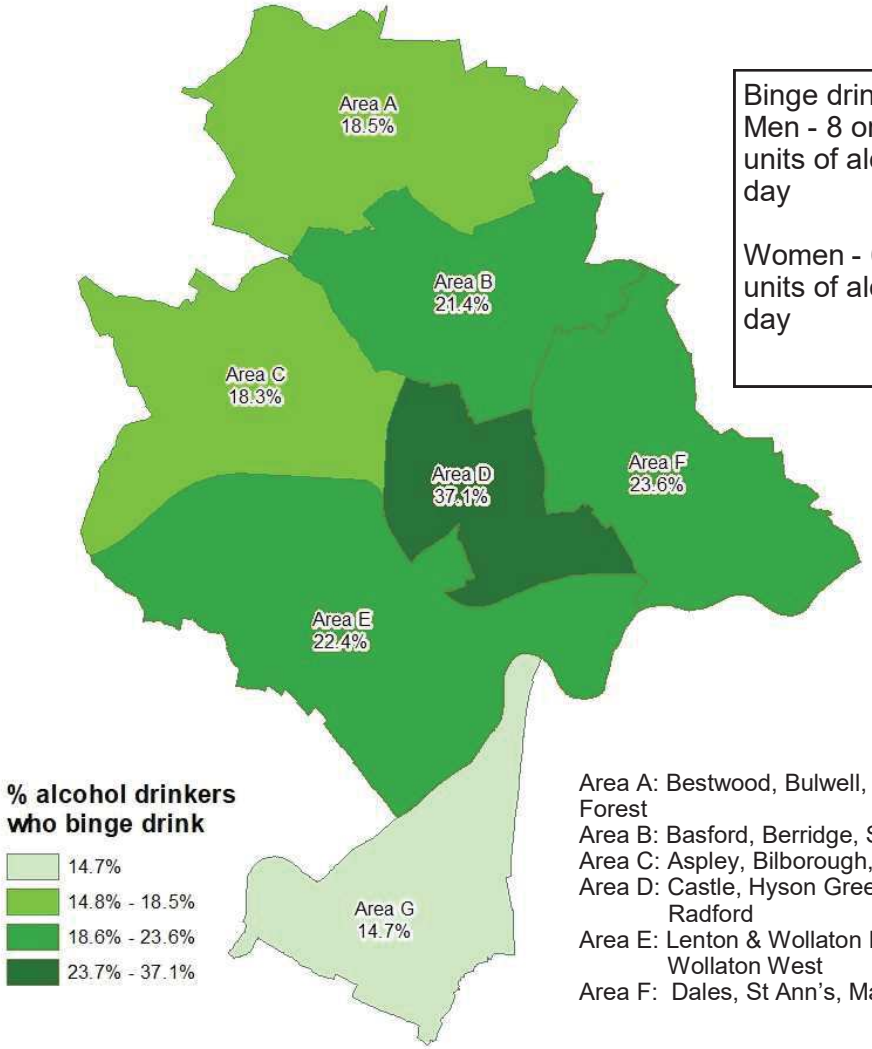
Alcohol risk categories by age



39: Binge drinking

Headline: 25% of alcohol drinkers binge drink

Percentage of alcohol drinking respondents who binge drink.

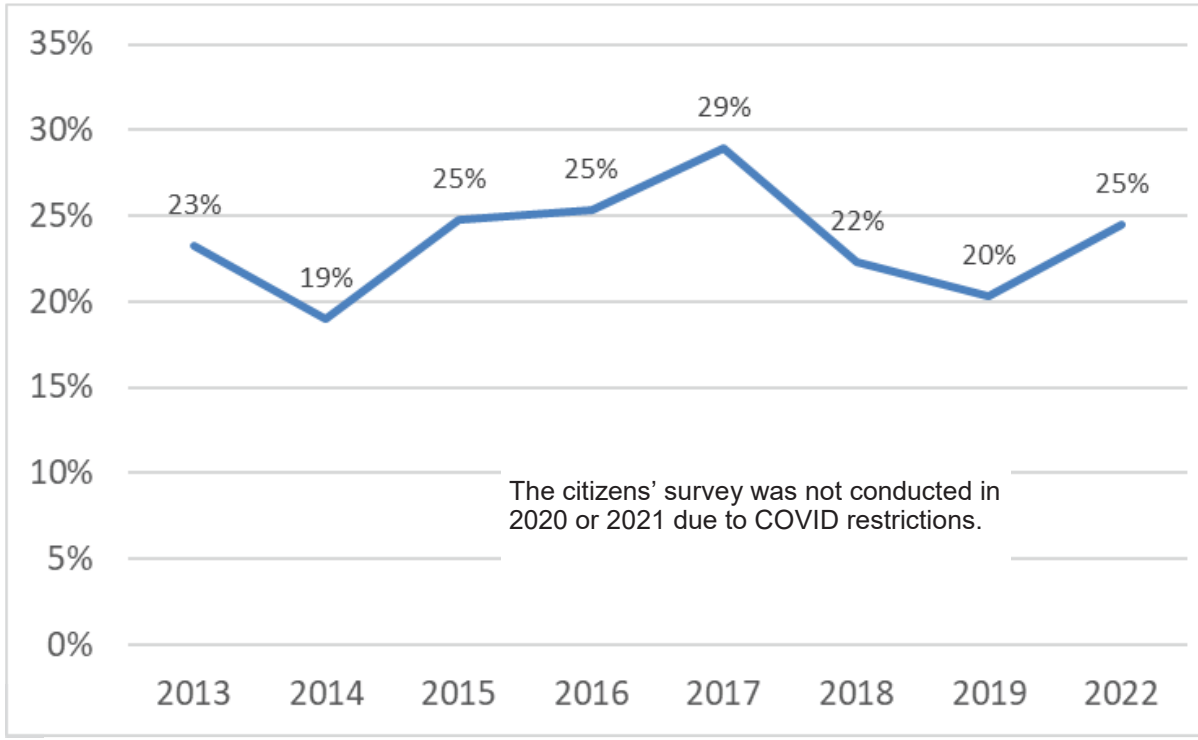


Binge drinking is:
Men - 8 or more units of alcohol per day

Women - 6 or more units of alcohol per day

Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley

City change over time (percentage who binge drink)



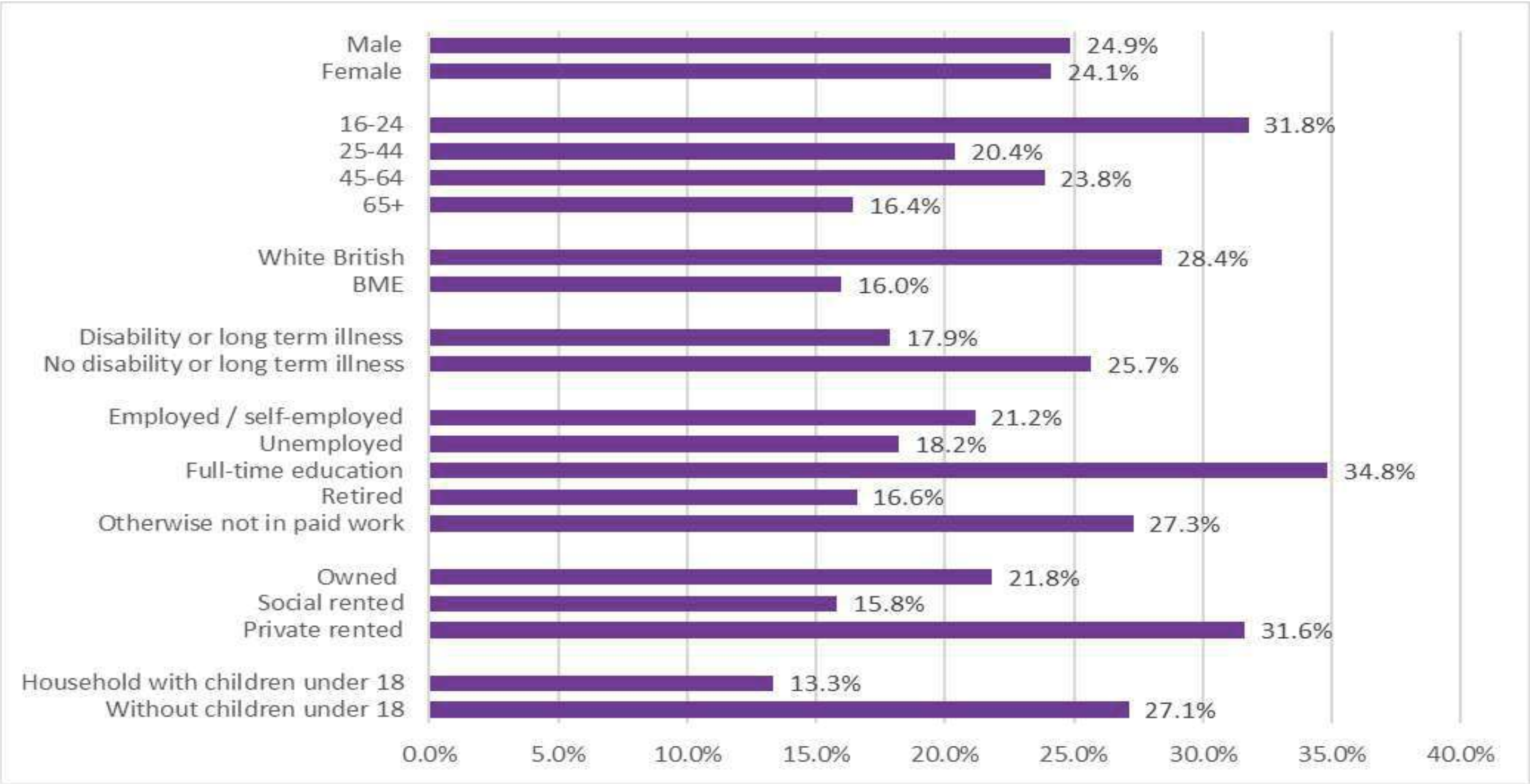
The decrease between 2013 and 2014 may be due in part to slight changes in the timing of the fieldwork. The 2014 and later surveys were taken at similar times of the year and should be comparable.

Based on 814 respondents who drink alcohol. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Key Points

- The Castle, Hyson Green & Arboretum and Radford area has the highest proportion of alcohol drinkers who binge drink.
- Alcohol drinkers in full time education and those aged 16-24 are most likely to binge drink.
- People who are over 65 and drinkers in households with children under 18 are least likely to binge drink.

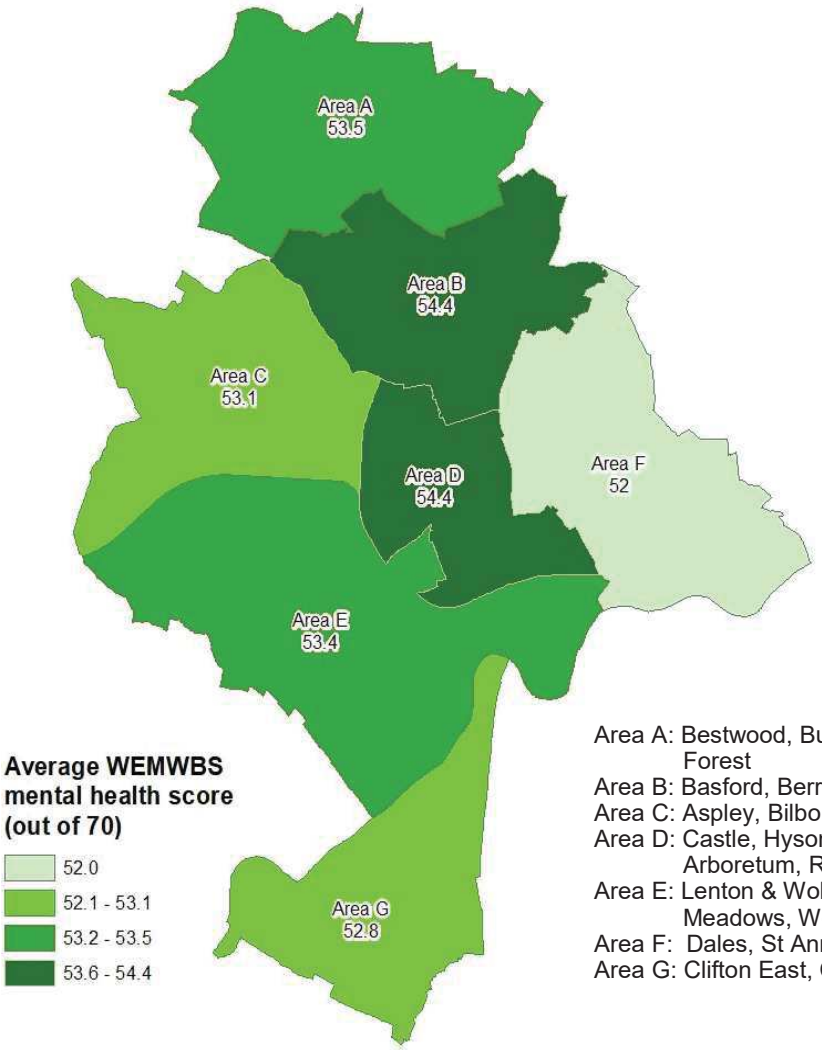
Binge drinking by demographic group



40: Mental wellbeing categories (1 of 2)

Headline: Slight rise in average mental wellbeing score

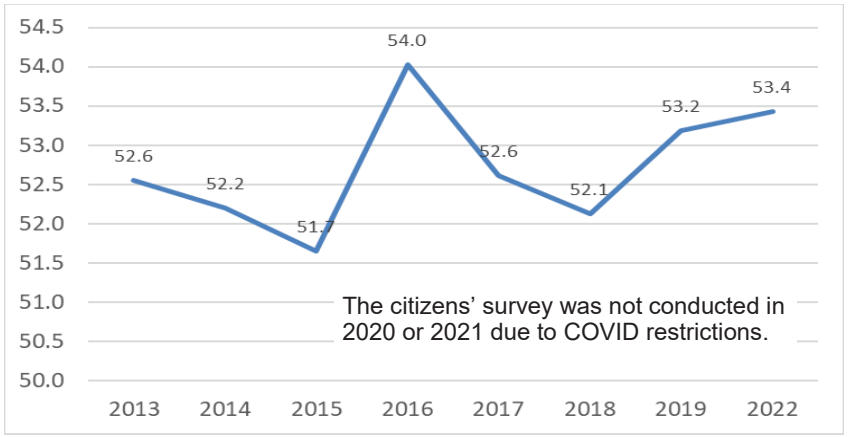
Mental wellbeing indicator average score (out of 70)



Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,582 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

City change over time (average mental wellbeing score out of 70)

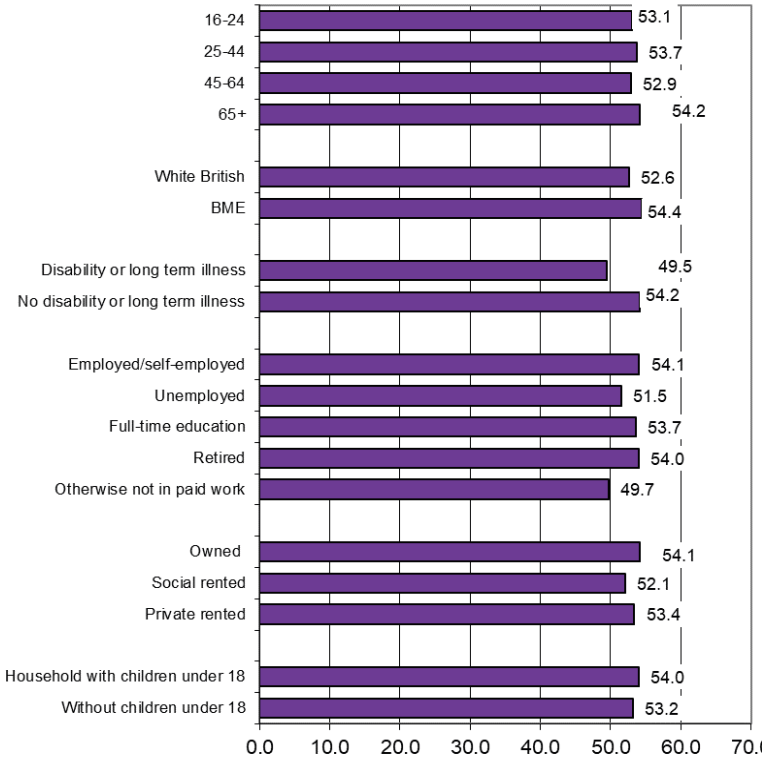


For details on the calculation of the mental wellbeing score, see next dashboard "Mental wellbeing categories (2 of 2)".

Mental Wellbeing by demographic group

Key Points

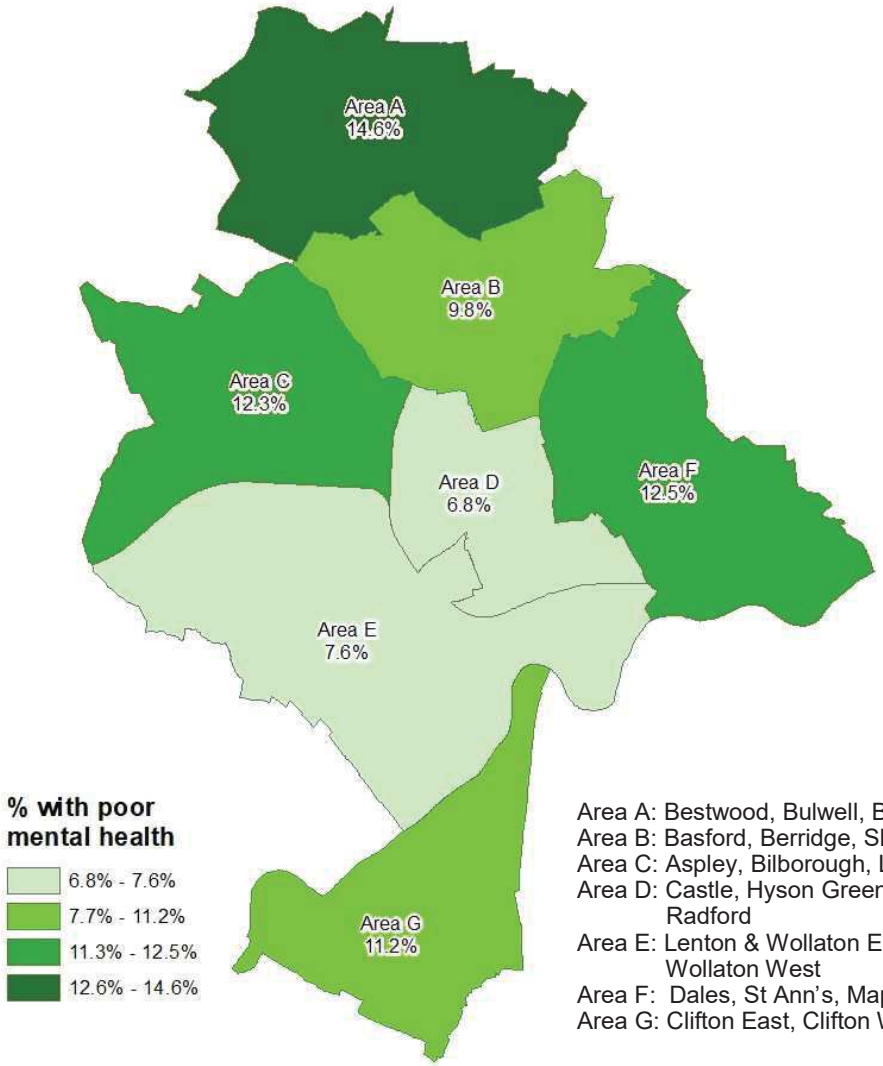
- The mean score for Nottingham (53.4) is a slight increase on the last two years.
- The Basford, Berridge & Sherwood area has the highest mean levels of mental wellbeing. Dales, St Ann's & Mapperley area has the lowest.
- The lowest mean score is people with a disability or long term illness. The highest mean score was those from BME groups.
- Men have a higher mean score than women.



41: Mental wellbeing categories (2 of 2)

Headline: The number of Nottingham residents with 'poor' mental health is down to 10%

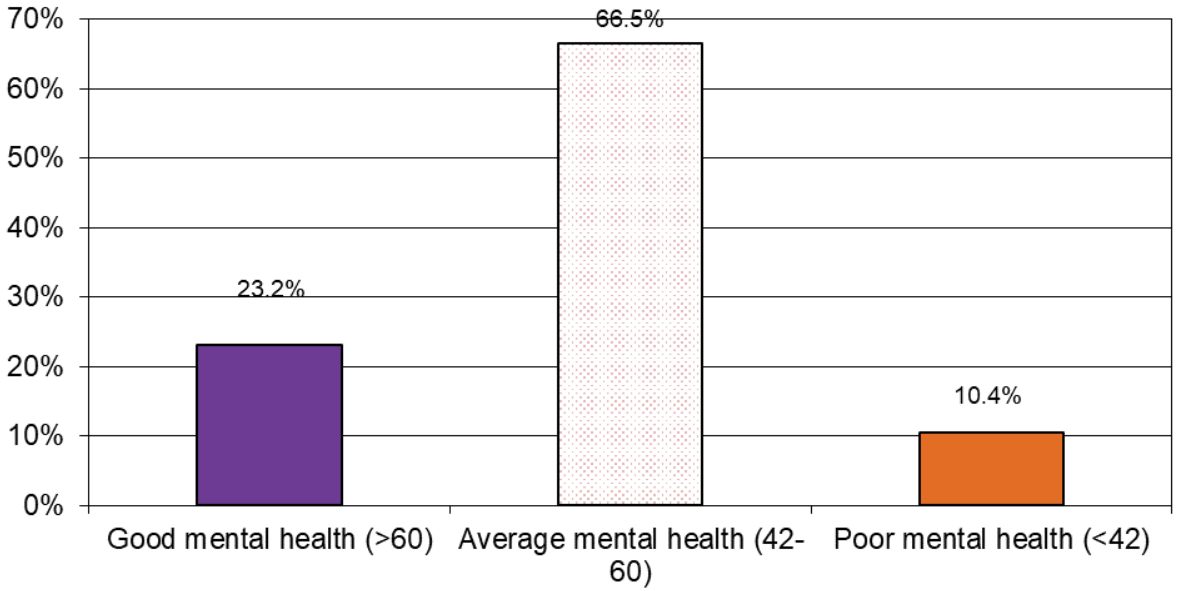
Percentage of respondents with a poor mental wellbeing score.



Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Based on 1,581 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Mental wellbeing categories—Nottingham City



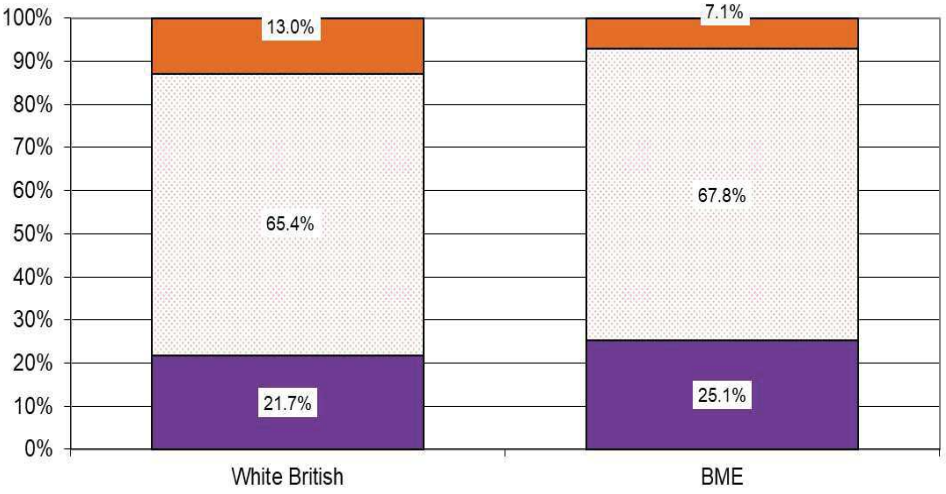
The Mental wellbeing indicator (the Warwick Edinburgh Mental Wellbeing Scale) is based on a series of 14 questions with a total score between 14 and 70.

Above average mental wellbeing is indicated by a score of more than 60. A score between 42 and 60 indicates average mental wellbeing and a score below 42 indicates poor mental wellbeing. Most people's score will be in the average range.

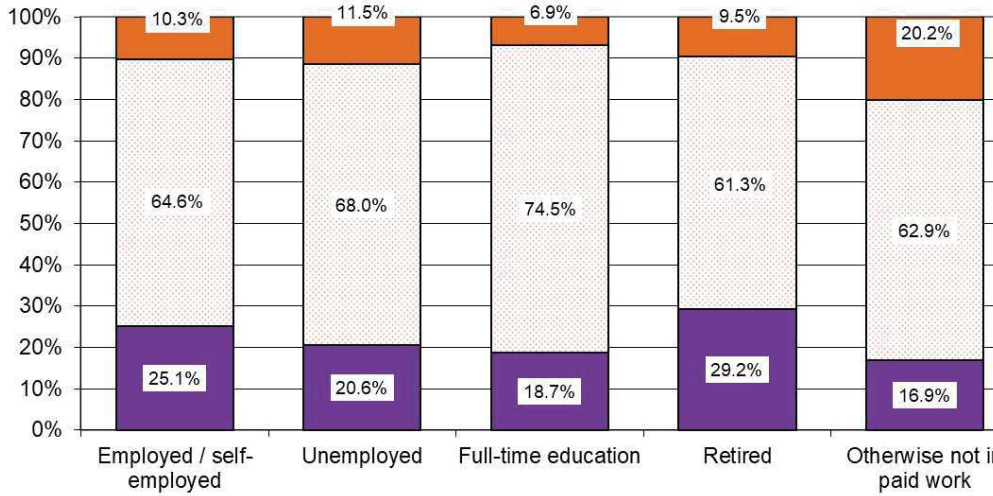
Key Points

- The proportions of residents with a ‘good’ mental wellbeing score is the same as in 2019 and the proportion with a ‘poor’ score fell to 10%.
- The Bestwood, Bulwell & Bulwell Forest area had the highest proportion of respondents with a ‘poor’ mental wellbeing score.
- 21% of people with a disability or long term illness and 20% of people who were ‘otherwise not in paid work’ had ‘poor’ mental wellbeing scores. These two groups have the highest ‘poor’ mental health wellbeing scores by a significant amount.

Mental wellbeing categories by ethnicity



Mental wellbeing categories by employment status

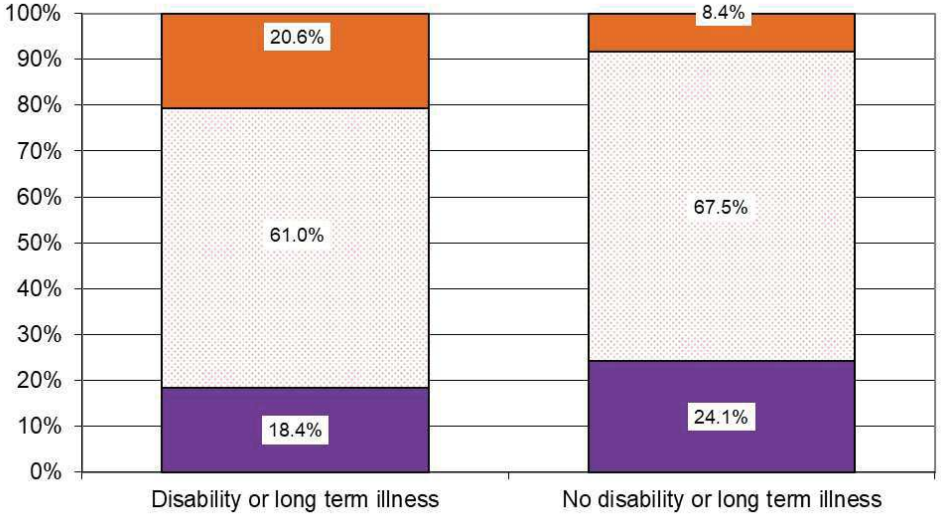


Poor mental wellbeing

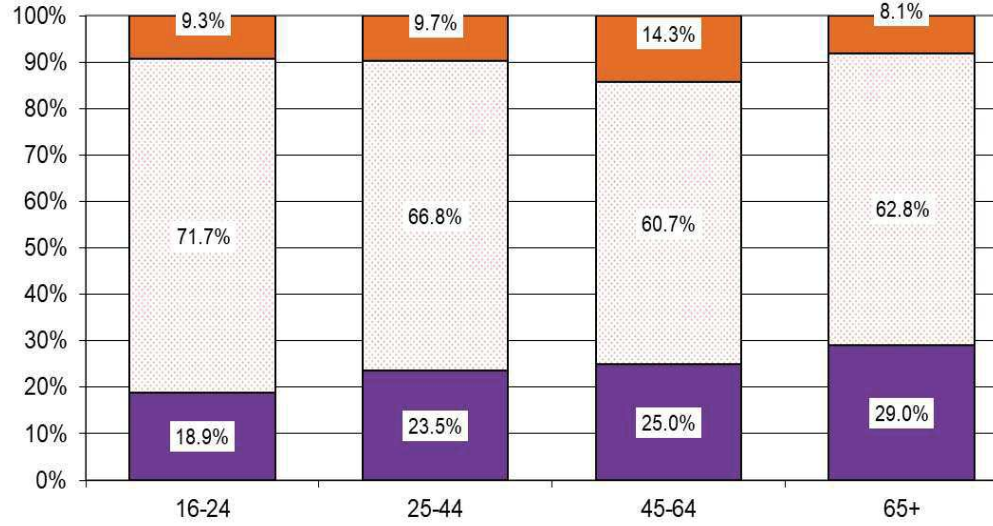
Average mental wellbeing

Good mental wellbeing

Mental wellbeing categories by disability or long term illness



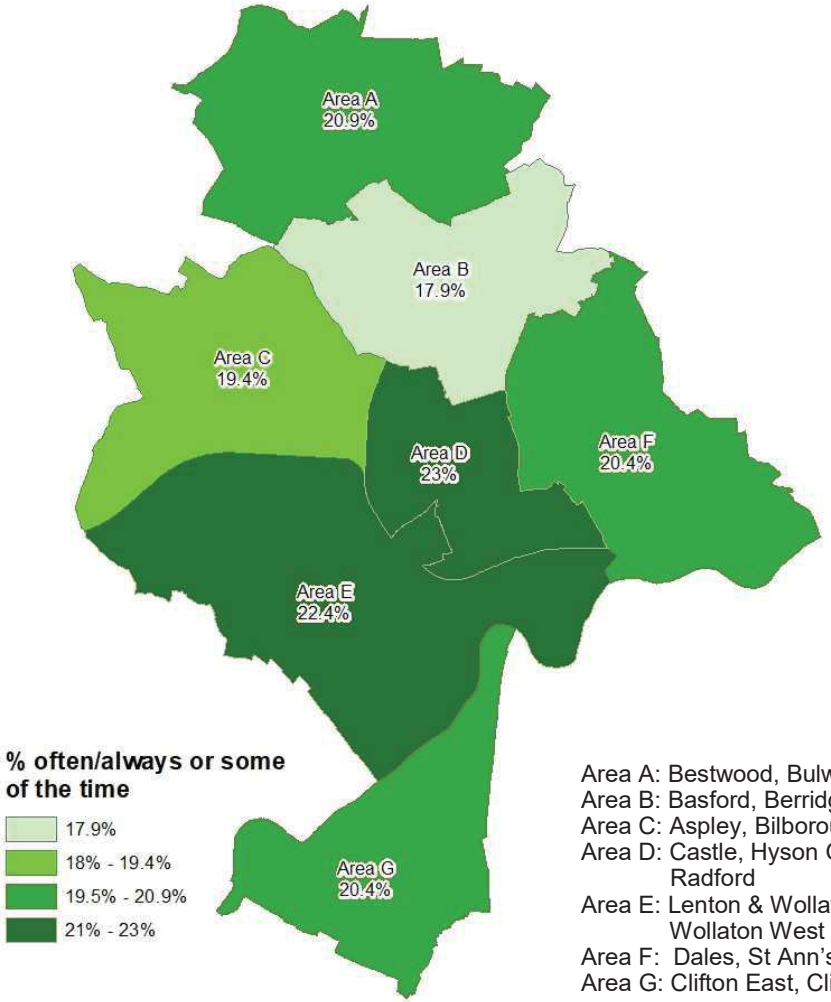
Mental wellbeing categories by age



42: Loneliness

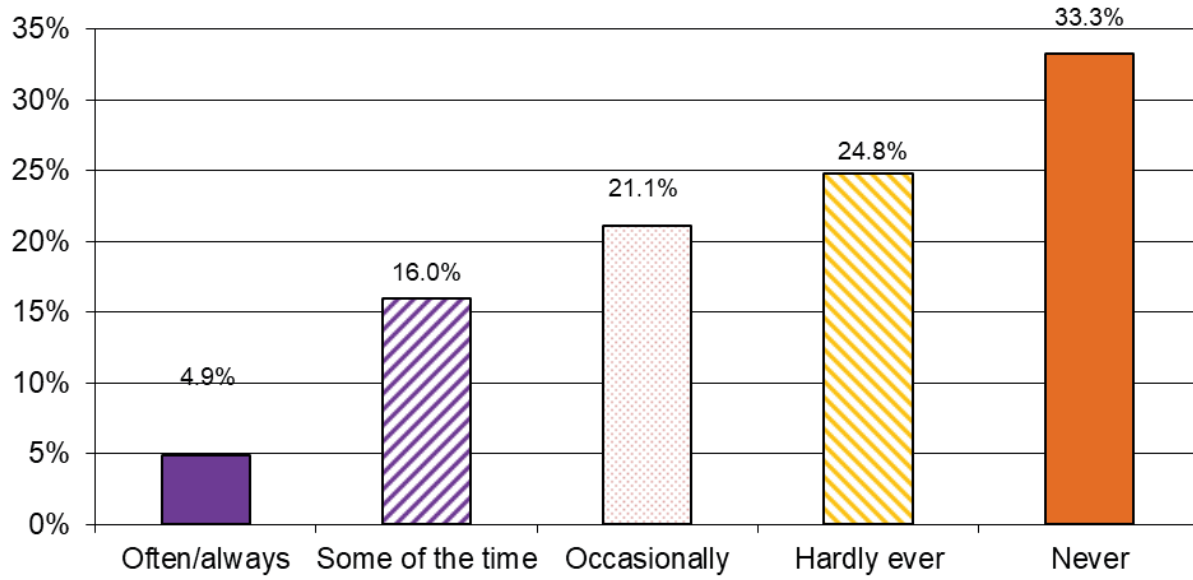
Headline: 21% of respondents feel lonely some of the time or more

Percentage of respondents who feel lonely all the time or often.



Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

Respondents who feel lonely

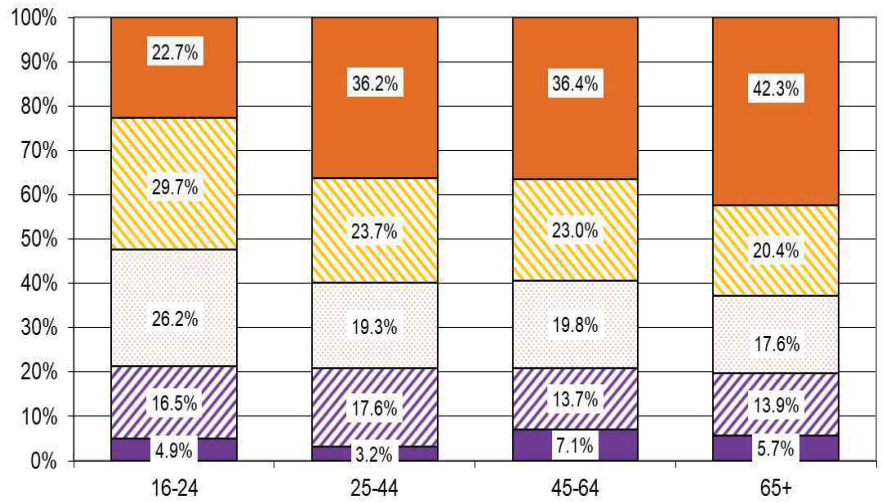


Based on 1,652 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Key Points

- The Castle, Hyson Green & Arboretum and Radford area had the most respondents reporting as lonely sometimes or more at 23%.
- The highest rates are for people who are 'Otherwise not in paid employment' and those with a disability or long term illness.
- People in employment, over 75s and those with children under 18 in the house are least likely to feel lonely.

Loneliness by age



Loneliness by employment status



Never

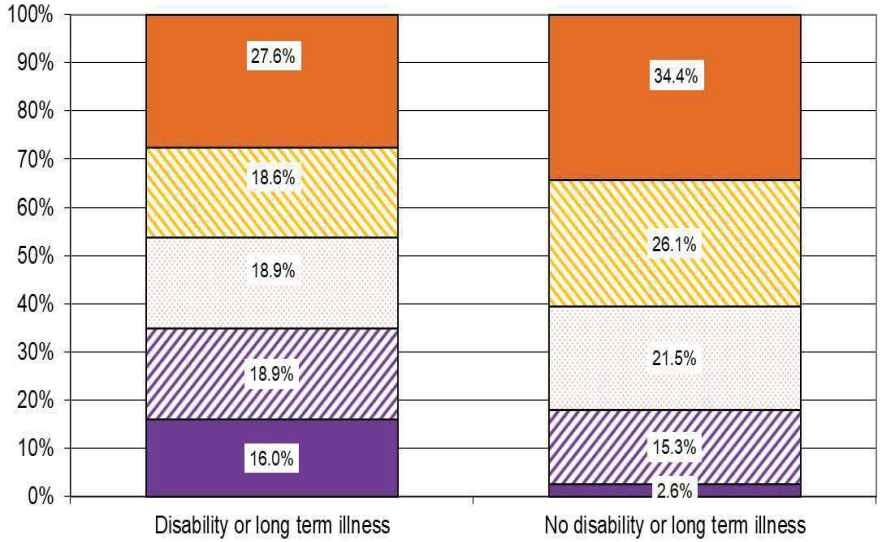
Hardly ever

Occasionally

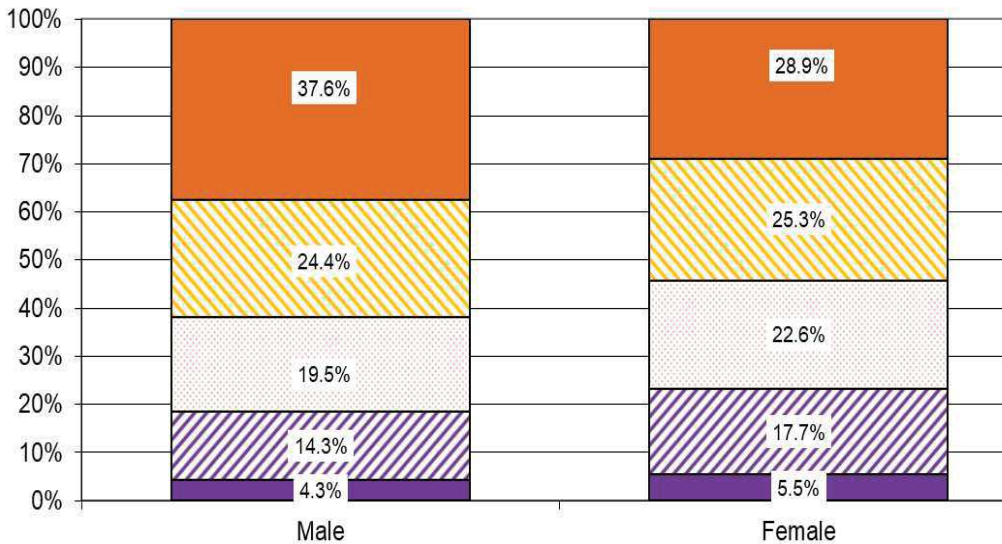
Some of the time

Often/always

Loneliness by disability or long term illness



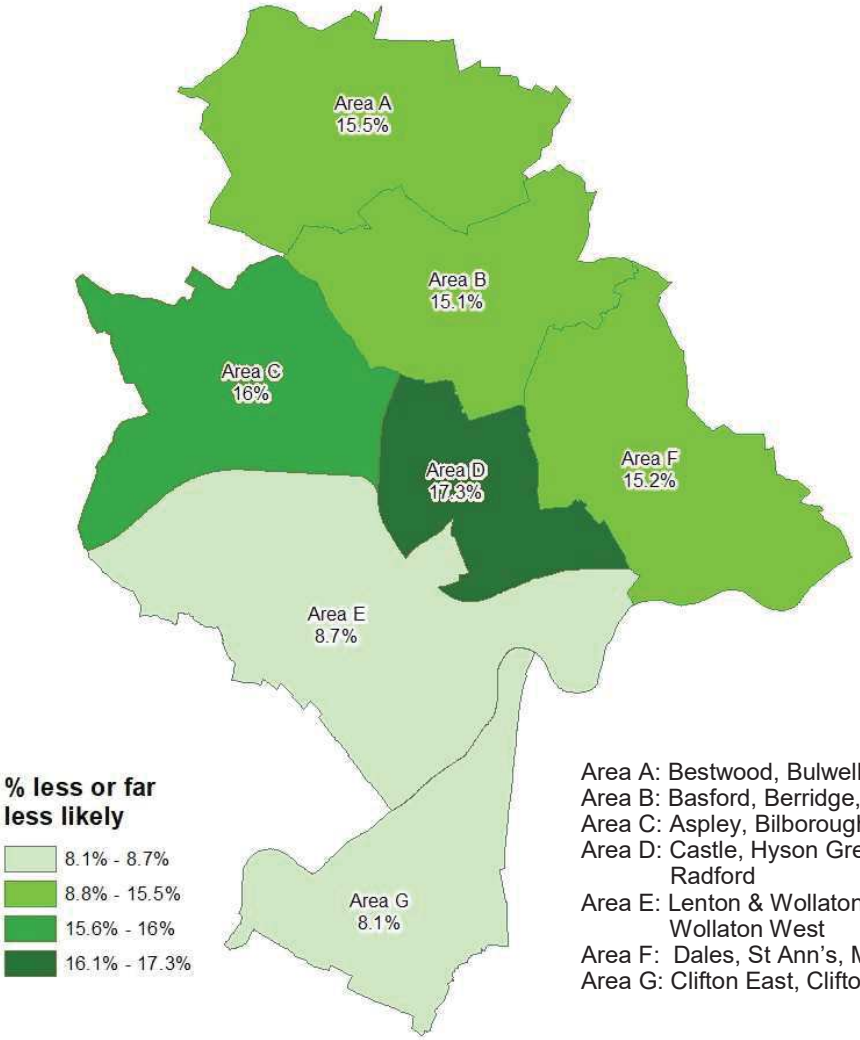
Loneliness by gender



43: Vaccine take up

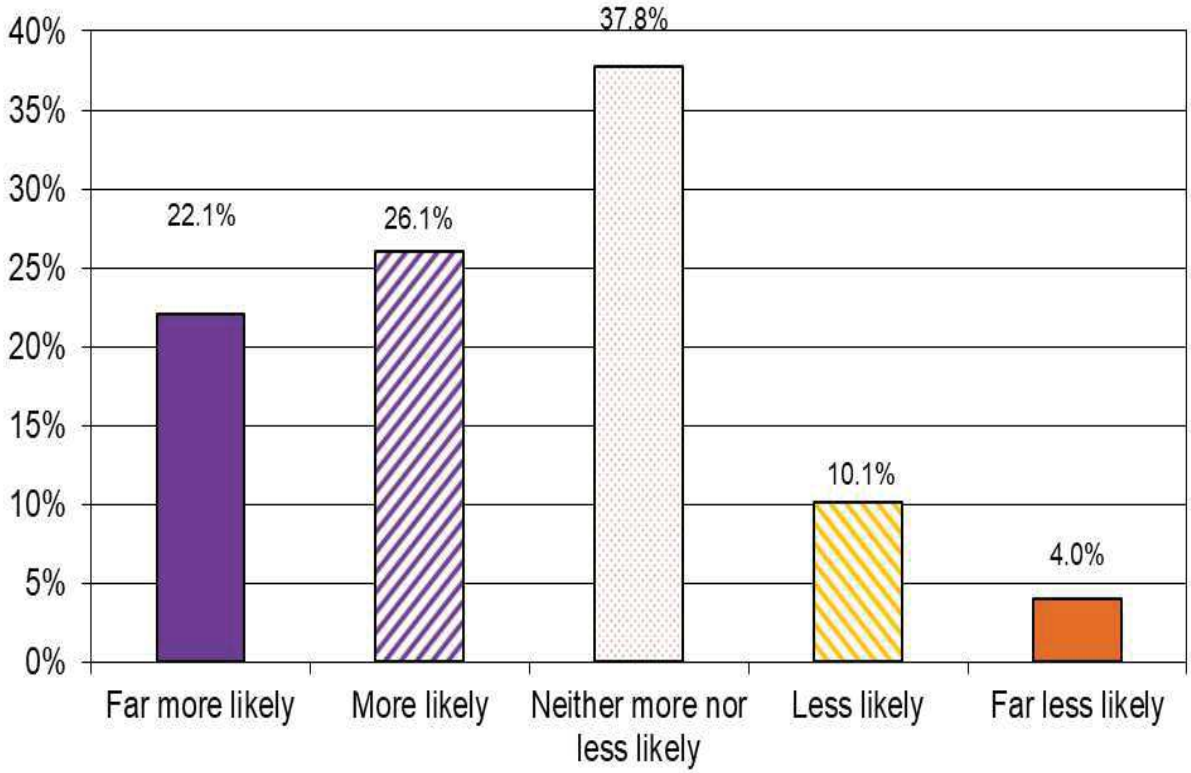
Headline: 48% are more likely to get a vaccine and 14% less likely

Percentage of respondents who are less likely to receive a vaccine when offered one.



Area A: Bestwood, Bulwell, Bulwell Forest
Area B: Basford, Berridge, Sherwood
Area C: Aspley, Bilborough, Leen Valley
Area D: Castle, Hyson Green & Arboretum, Radford
Area E: Lenton & Wollaton East, Meadows, Wollaton West
Area F: Dales, St Ann's, Mapperley
Area G: Clifton East, Clifton West

More or less likely to get a vaccine when offered one since COVID

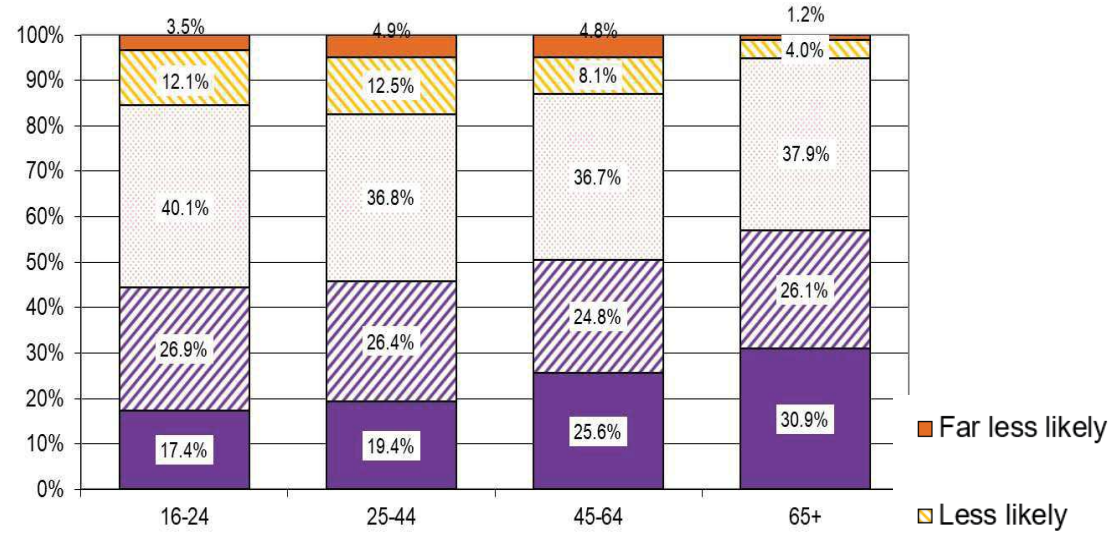


Based on 1,686 respondents. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

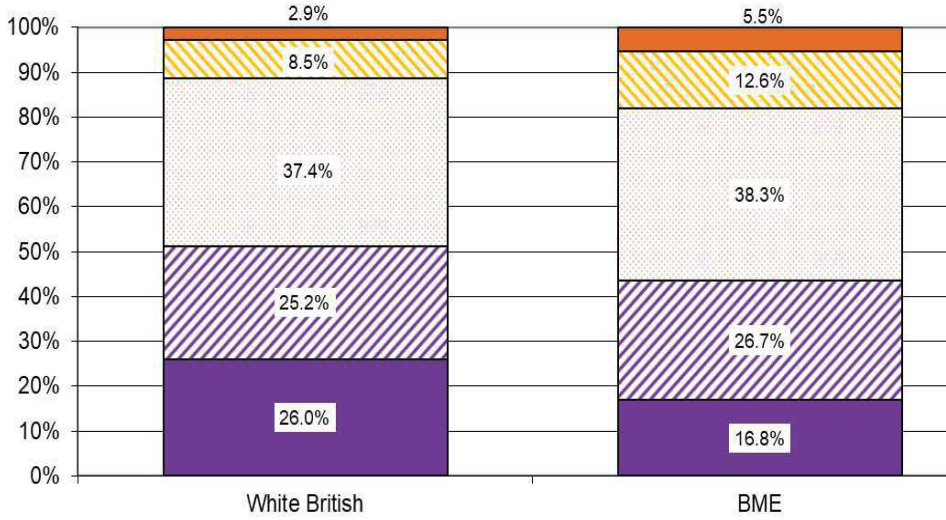
Key Points

- The Castle, Hyson Green & Arboretum and Radford area has the highest percentage of respondents who are less likely to receive a vaccine when offered one since COVID. Clifton East & Clifton West has the highest percentage of respondents who are more likely.
- People 'otherwise not in paid work' have the highest percentage of respondents that are less likely to get a vaccine when offered one since COVID.
- People aged 65+ have the highest percentage of respondents that are more likely to get a vaccine when offered one since COVID.

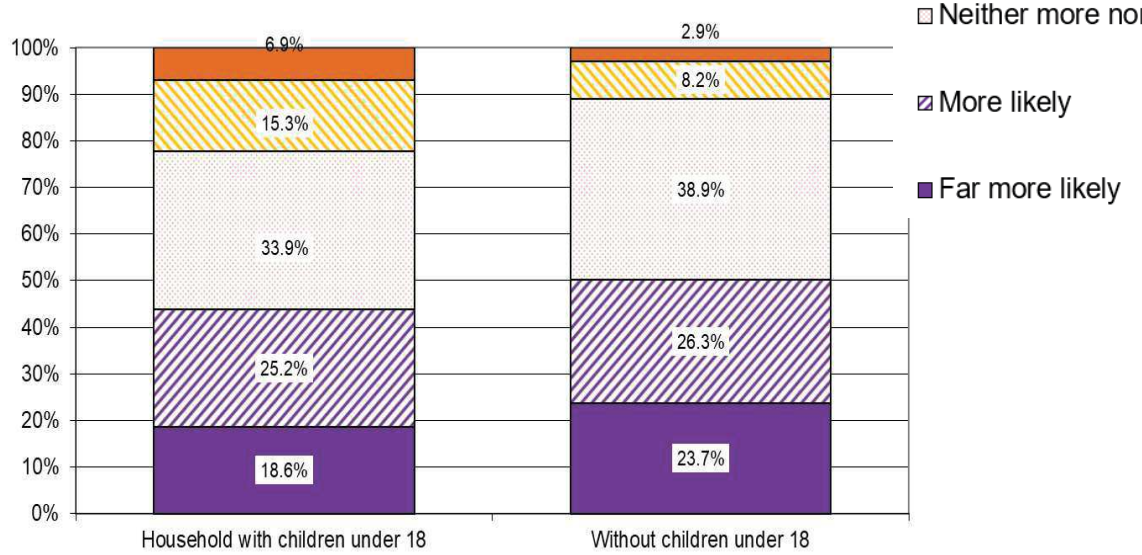
Take up by age



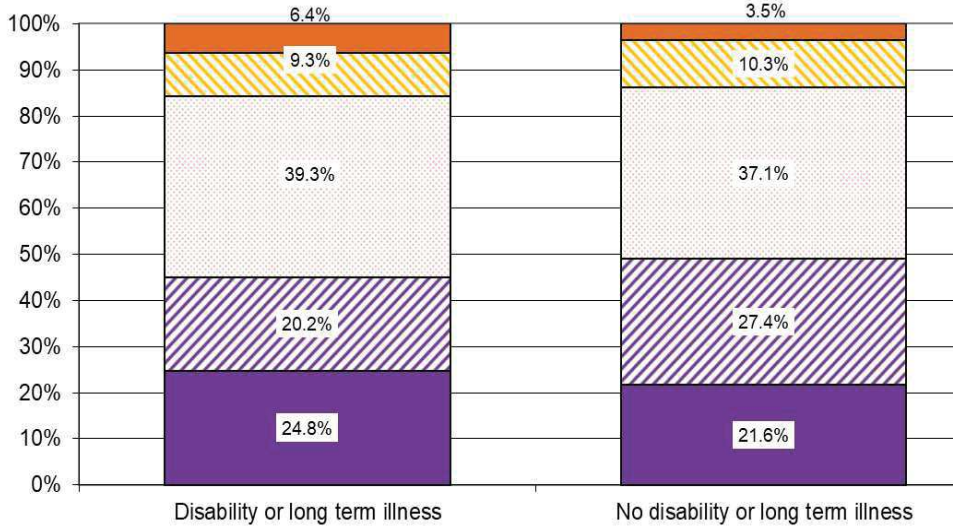
Take up by ethnicity



Take up by children under 18 in house



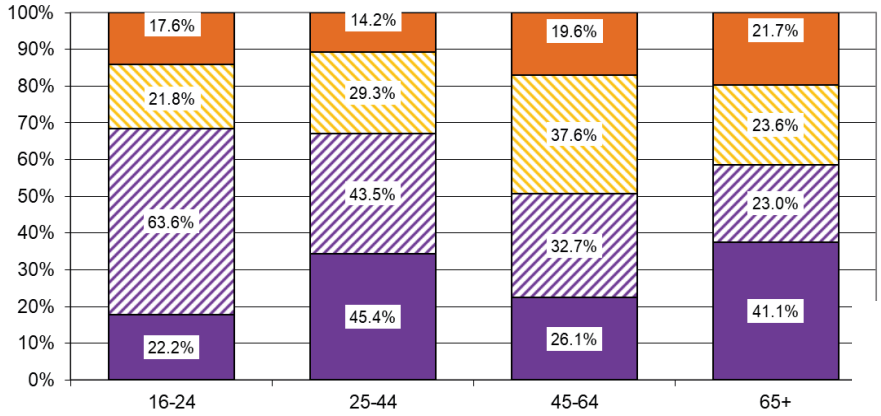
Take up by disability or long term illness



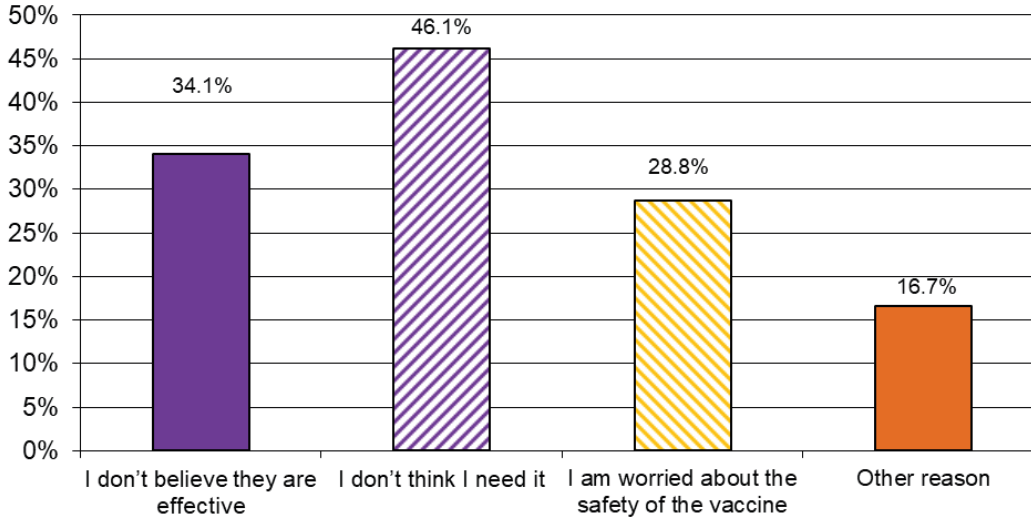
44: Vaccine reason

Headline: 46% of people that are less likely to get a vaccine don't think they need it

Reason by age

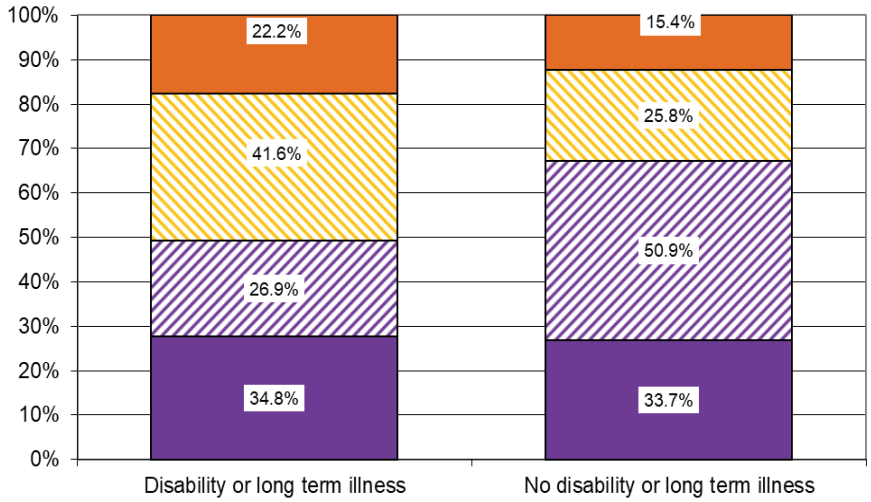


Reason for being less likely to receive a vaccine since COVID



Based on 232 respondents that were less likely to get a vaccine when offered one. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Reason by disability or long term illness



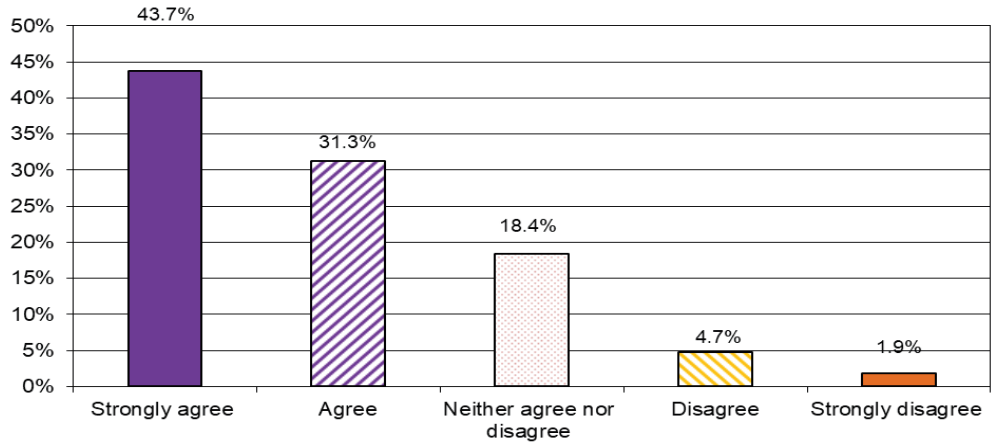
Reason by employment status



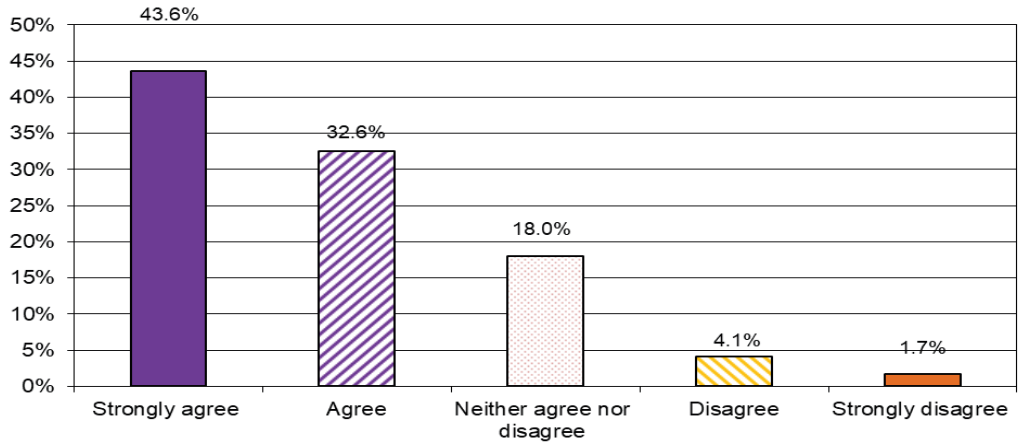
45: Pandemic awareness

Headline: at least 70% of people agreed their awareness has risen for each of the categories

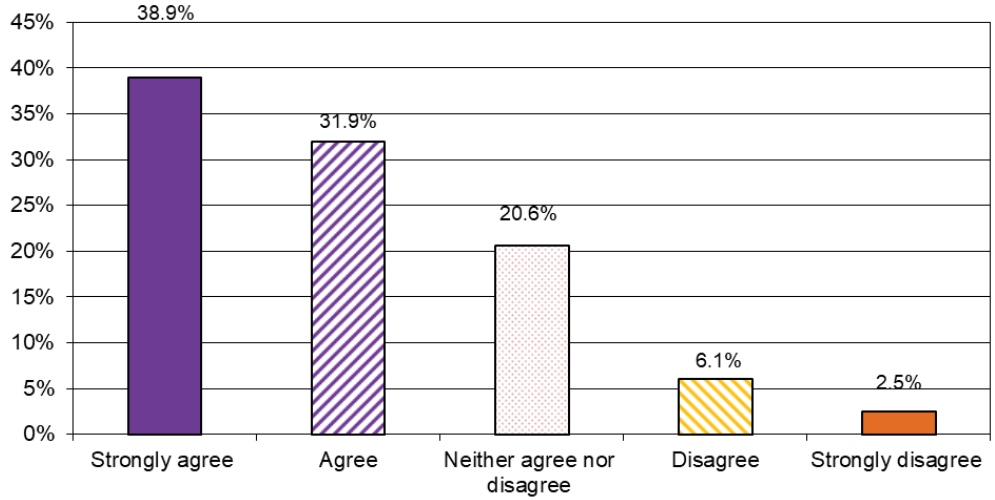
The pandemic increased awareness of the importance of managing long-term health conditions



The pandemic increased awareness of actions you can take to reduce the risk of respiratory illness



The pandemic increased awareness of the resources and support available from your community

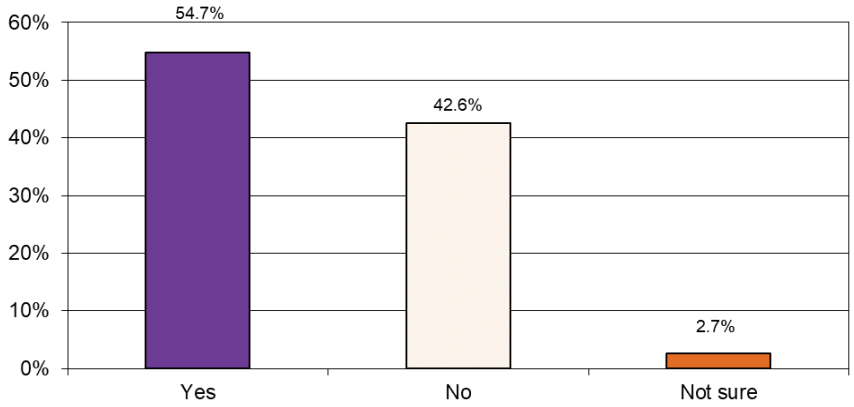


Based on 1663 respondents. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

46: Council budget

Headline: 55% of residents were aware of the significant savings the Council has had to make

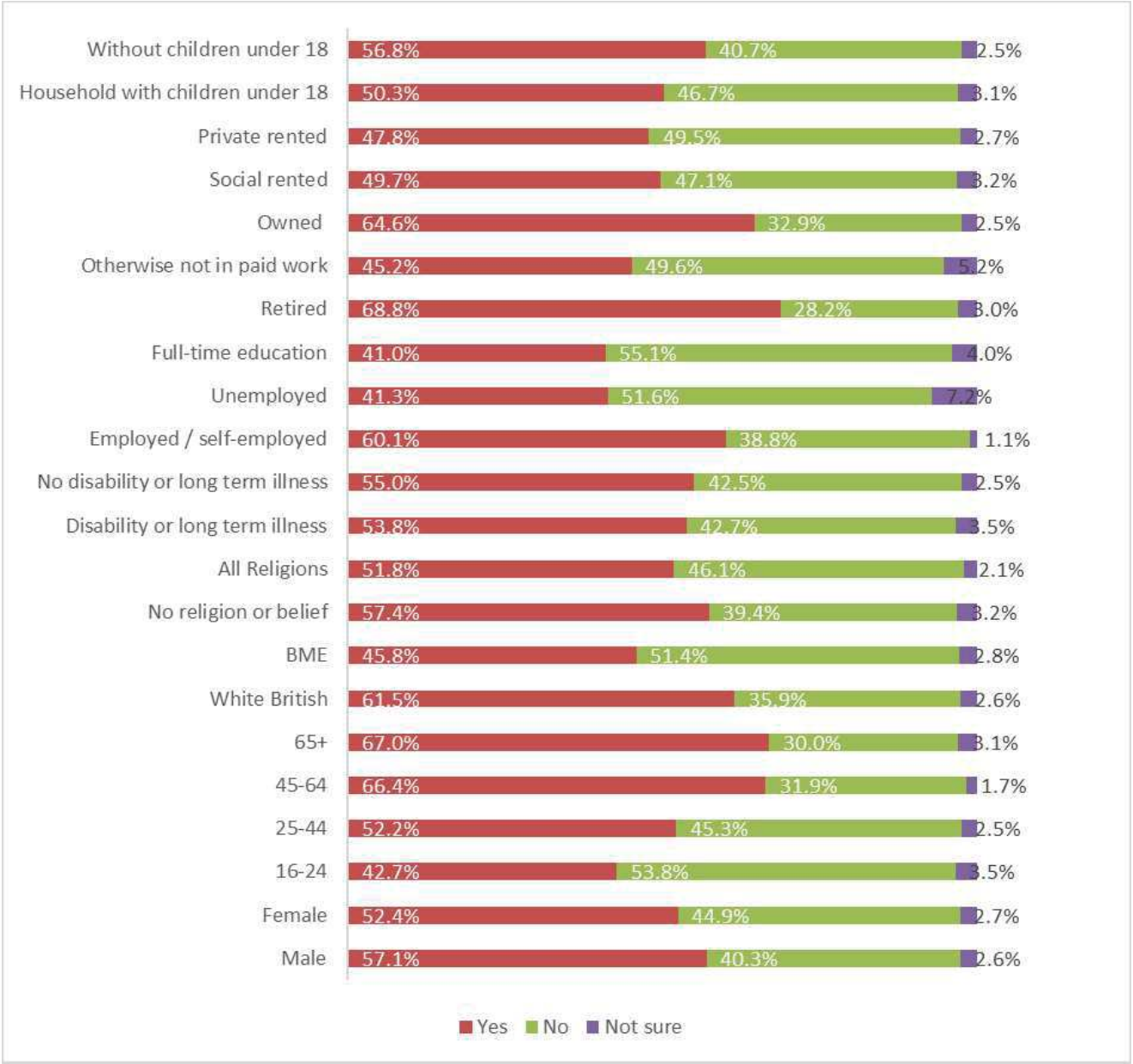
Aware that the Council has had to make significant savings to their budget over the past few years.



Based on 1707 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

Key points

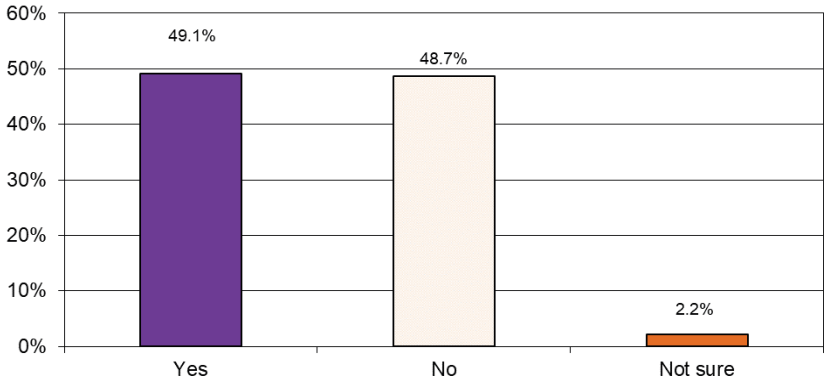
- Older residents are much more likely to be aware of the savings that the Council has had to make than younger residents.
- White British residents are significantly more aware of the savings than BME residents.
- Residents that own their property are more likely to be aware of the savings the Council has had to make than those living in social or private rented accommodation.



47: Council budget

Headline: 49% of residents were aware that the Council has to make further savings to its budget

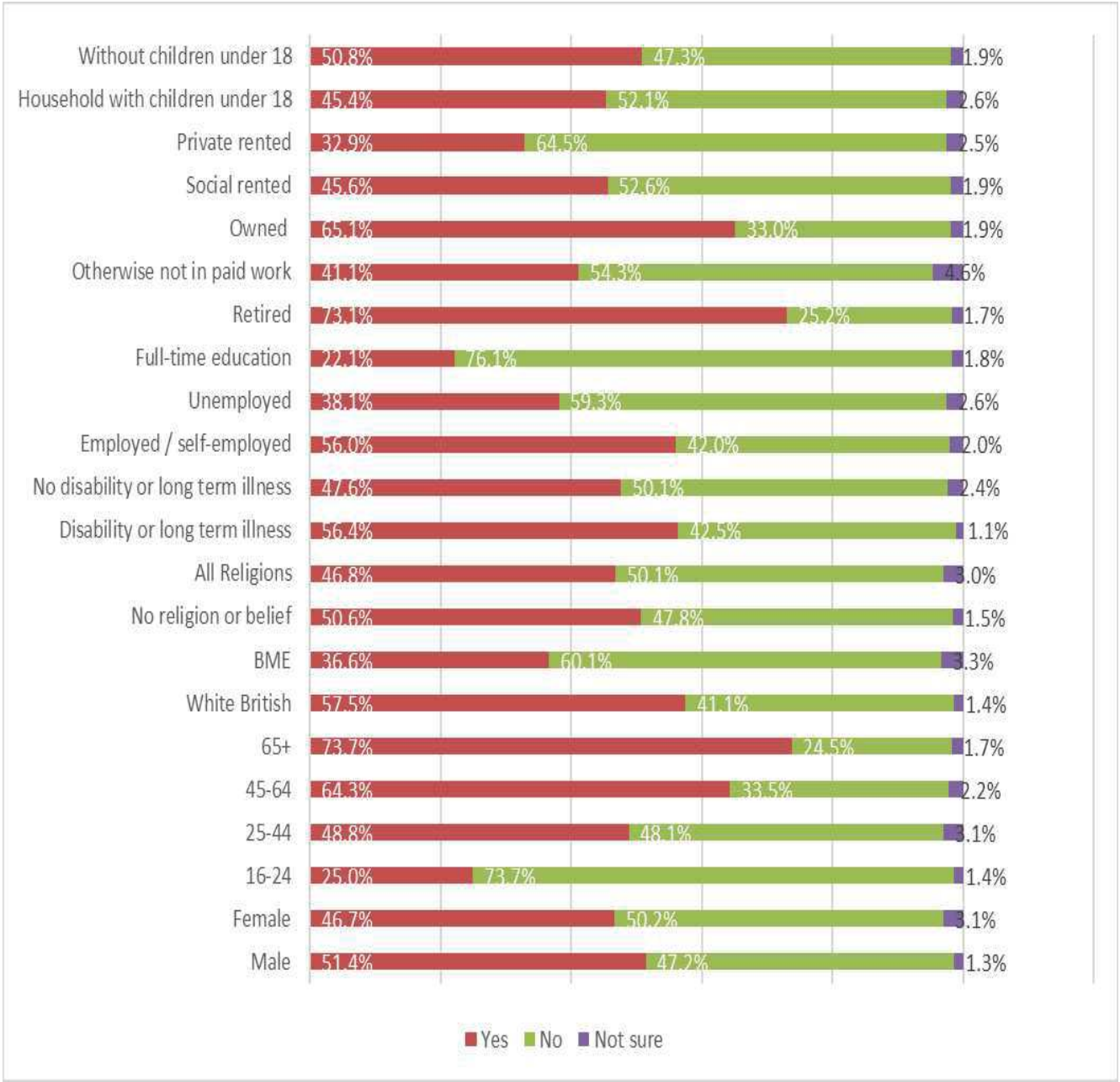
Aware that the Council has to make further savings to their budget over the next few years.



Key points

- There is a positive correlation between age and being aware of the Council's financial position. Almost 3/4 of over 65s were aware the Council has to make further savings (74%).
- White British residents were significantly more aware of the Council's financial position than BME residents.
- Residents that own their property were more likely to know about the Council's financial position than those in social or private rented housing.
- Only 22% of residents in full time education were aware.

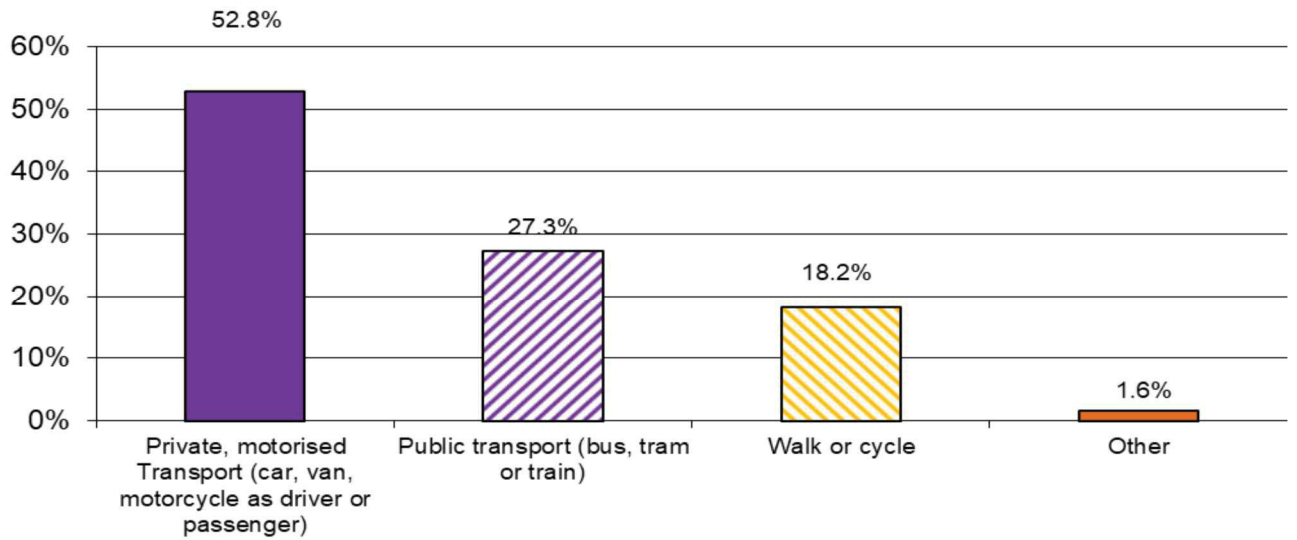
Based on 1704 respondents in total. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.



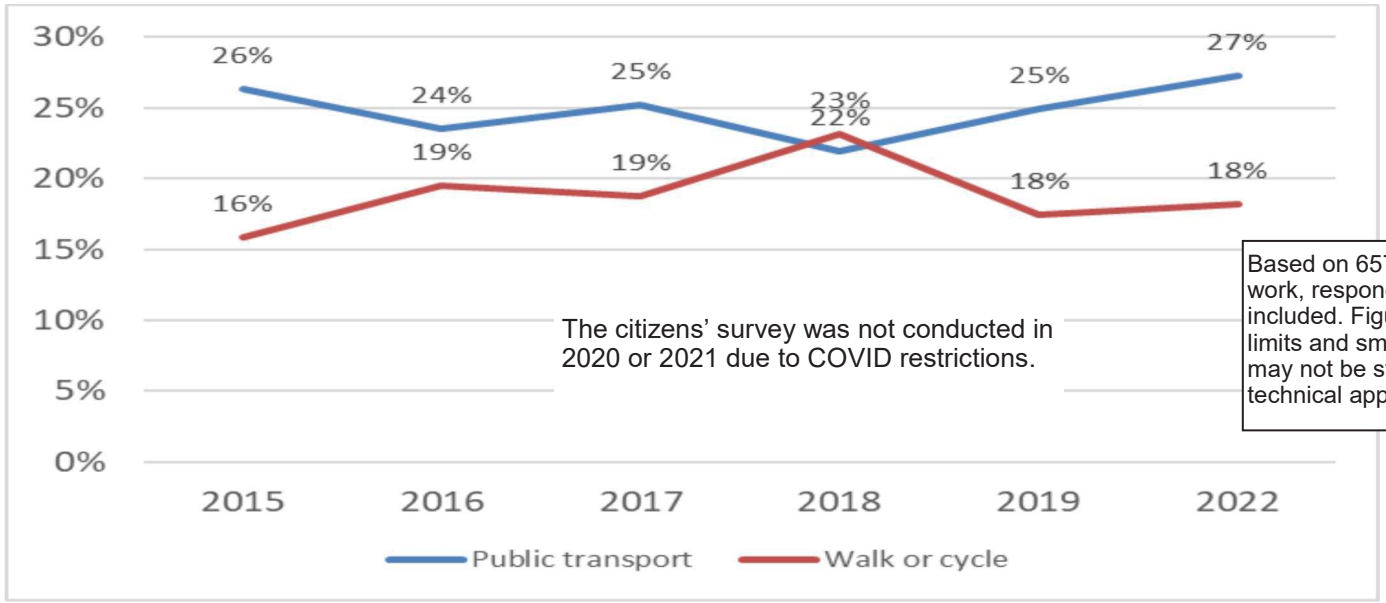
48: Method of travel to work

Headline: 27% use public transport, 18% walk or cycle, both up on 2019

Percentage of respondents by method of travel to work



City change over time (public transport and walking or cycling)



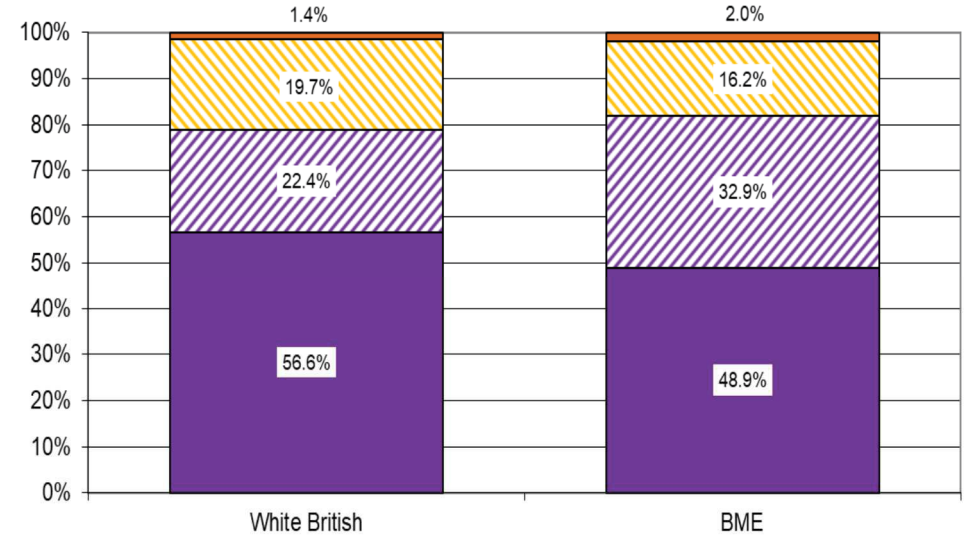
The citizens' survey was not conducted in 2020 or 2021 due to COVID restrictions.

Based on 657 respondents in total who travel to work, respondents who work from home are not included. Figures are subject to confidence limits and small differences between groups may not be statistically significant. See technical appendix for details.

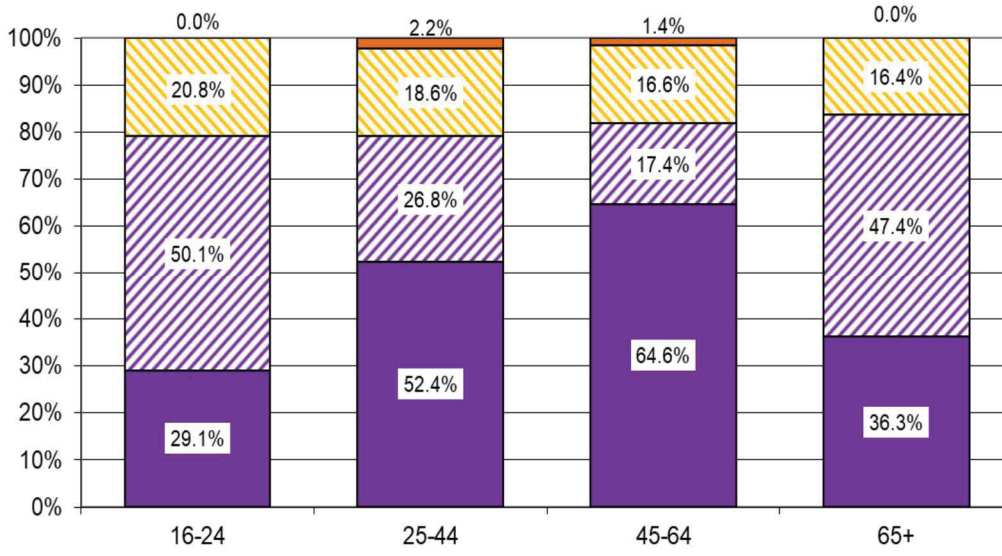
Key Points

- Over 50% of young people aged 16-24 use Public transport to get to work.
- Travelling via public transport is the most common way to get to work for both 16-24 year olds and over 65s.
- Home owners are the most likely to use private motorised transport and least likely to use public transport or to cycle or walk to work.

Method by children in household



Method by age



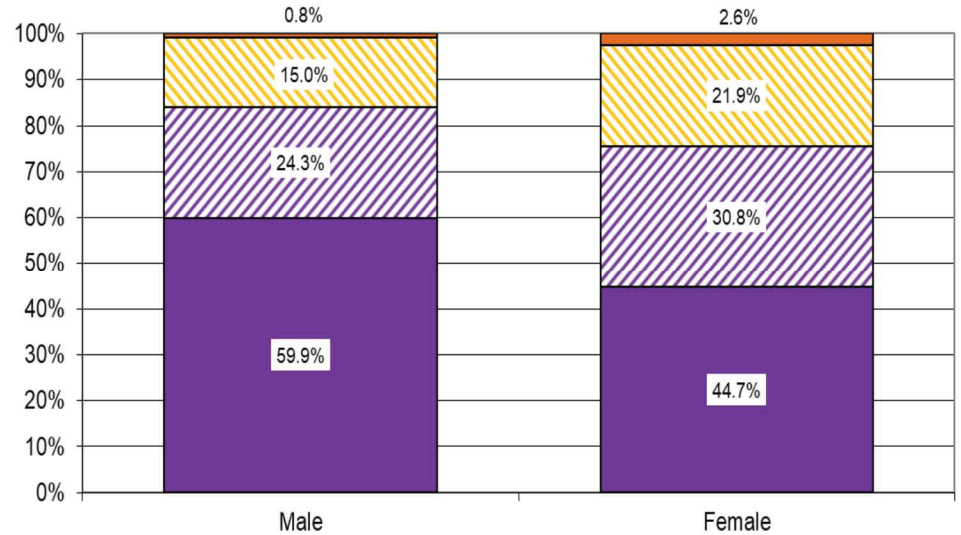
Other

Walk or cycle

Public transport

Car, van or motorbike

Method by gender



Method by tenure

