



Help us with delivering and improving your community services

**Broxtowe Borough Council provides a wide range of services from housing, waste and recycling, health, leisure, business support and much more. We are proud to serve our communities. Each year, we ask residents for their views as we start to prepare the budget for the new financial year. Please help us to deliver your services.**

**We aim to continually improve the services we offer to you. Your views are very important to us so please take a few minutes to complete the survey below. Your answers will help inform the budget process.**

\* 1. What is your opinion of the following Council services over the last 12 months?

	Very satisfied	Satisfied	No opinion	Dissatisfied	Not used
Household waste collection (black lidded bin)	<input type="radio"/>				
Garden waste collection (brown lidded bin)	<input type="radio"/>				
Kerbside Recycling (green lidded bin, glass bag or red-lidded glass bin)	<input type="radio"/>				
Street cleanliness (litter collection, graffiti removal, fly tipping, neighbourhood wardens)	<input type="radio"/>				
Leisure services (leisure centres, arts and culture, sports development)	<input type="radio"/>				
Planning (planning applications and planning policy)	<input type="radio"/>				
Economic Development (support to businesses, regeneration, Town Centre Management, business growth)	<input type="radio"/>				
Public Protection (licensing, food hygiene inspections, nuisance complaints)	<input type="radio"/>				
Revenues and					

Benefits (housing benefit and council tax support payments, collection of council tax and business rates)	<input type="radio"/>				
Housing service (housing options advice, homelessness, provision of affordable housing, tenancies)	<input type="radio"/>				
Public car parks	<input type="radio"/>				
Community Safety (anti-social behaviour, domestic abuse, alcohol awareness)	<input type="radio"/>				
Electoral Services (elections, voting)	<input type="radio"/>				
Parks & Nature Conservation (parks, open spaces)	<input type="radio"/>				
Bereavement Services (crematorium, cemeteries)	<input type="radio"/>				

2. What have we done to improve our services to you? Have we done something positive over the last year which has helped make a difference to you? Please explain.

\* 3. Do you pay Council Tax?

Yes  
 No

\* 4. Council tax is an important way of raising income to provide the services that we rely on in the community. Please tell us what your preferred and least preferred approaches are to help us meet the needs of our community?

	Most preferred option	Second most preferred option	Third most preferred option	Least preferred option
Increased council tax levels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased fees and charges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided fewer services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Generate income from commercial activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 5. Of the following Council services, do you think we have the balance right or are there any you think should have their funding increased, decreased or stay the same?

	Increased	Stay the same	Decreased
Household waste collection (black lidded bin)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garden waste collection (brown lidded bin)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kerbside Recycling (green lidded bin, glass bag or red-lidded glass bin)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street cleanliness (litter collection, graffiti removal, fly tipping, neighbourhood wardens)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leisure Centres and sports development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arts and culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning (planning applications and planning policy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic Development (support to businesses, regeneration, business growth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Protection (licensing, food hygiene inspections, nuisance complaints)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Revenues and Benefits (housing benefit and council tax support payments, collection of council tax and business rates)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing service (housing options advice, homelessness, provision of affordable housing, tenancies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public car parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Safety (anti-social behaviour, domestic abuse, alcohol awareness)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks & Nature			

Conservation  
(parks, open  
spaces)

6. Do you have any other suggestions on how the Council could increase income, reduce costs or make savings to help us balance the budget?

7. The current cost of living crisis is the worst in over 40 years and is having serious financial implications for the Council, as well as local people. Do you have any ideas about how we could increase income, reduce costs or make savings to help us balance the budget?

\* 8. Overall, how satisfied or dissatisfied are you with...

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
The way in which the Council provides services	<input type="radio"/>				
Your local area as a place to live	<input type="radio"/>				

\* 9. Do you feel that the Council listens to you?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

10. Thinking about the cost of living, other than financial assistance, is there any further support you feel the Council could provide you with?

11. If the Council could do one thing to make a difference to you, what would it be?

12. Overall, how satisfied are you with the Council's approach to tackling climate change?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

\* 13. Overall, how satisfied are you with the way you can access Council services?

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

\* 14. How frequently do you access Council services?

- A few times a year
- Monthly
- Weekly
- Daily

\* 15. How do you prefer to conduct business with the Council? Please select your most preferred option and least preferred option.

	Most preferred	Least preferred
Phone	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>
Social Media e.g. Facebook, Twitter	<input type="radio"/>	<input type="radio"/>
Online through the website or online forms	<input type="radio"/>	<input type="radio"/>
In person	<input type="radio"/>	<input type="radio"/>
By Post	<input type="radio"/>	<input type="radio"/>
Via a Councillor	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

\* 16. Please explain why these are your most preferred and least preferred methods.



## Tell Us About You

**We want to make sure that our services are provided fairly and to those who need them. The information collected helps us get a picture of who contacts us, uses or does not access our services, so will help us improve what we provide and reduce potential barriers to access.**

**Please answer the questions below by ticking the boxes that you feel most describes you. Some questions may feel personal, but the information we collect will be kept confidential and secure. The better the information is that we collect the more effective our monitoring will be.**

17. Which of the following areas do you live in?

- |                                    |  |
|------------------------------------|--|
| <input type="radio"/> Attenborough | <input type="radio"/> Greasley         |
| <input type="radio"/> Awsworth     | <input type="radio"/> Kimberley        |
| <input type="radio"/> Beeston      | <input type="radio"/> Nuthall          |
| <input type="radio"/> Bramcote     | <input type="radio"/> Newthorpe        |
| <input type="radio"/> Brinsley     | <input type="radio"/> Stapleford       |
| <input type="radio"/> Chilwell     | <input type="radio"/> Strelley Village |
| <input type="radio"/> Cossall      | <input type="radio"/> Toton            |
| <input type="radio"/> Eastwood     | <input type="radio"/> Trowell          |

18. How would you best describe your gender?

- Male
- Female
- Another way
- Prefer not to say

19. Which age group do you belong to?

- |                                |                             |
|--------------------------------|-----------------------------|
| <input type="radio"/> Under 18 | <input type="radio"/> 45-59 |
| <input type="radio"/> 18-24    | <input type="radio"/> 60-64 |
| <input type="radio"/> 25-29    | <input type="radio"/> 65+   |
| <input type="radio"/> 30-44    |                             |

## 20. Ethnicity

- |   |   |
|---|---|
| <input type="radio"/> White - British                           | <input type="radio"/> Black or Black British - African          |
| <input type="radio"/> White - Irish                             | <input type="radio"/> Black or Black British - other background |
| <input type="radio"/> White - other background                  | <input type="radio"/> Mixed - White and Black Caribbean         |
| <input type="radio"/> Asian or Asian British - Indian           | <input type="radio"/> Mixed - White and Black African           |
| <input type="radio"/> Asian or Asian British - Pakistani        | <input type="radio"/> Mixed - White and Asian                   |
| <input type="radio"/> Asian or Asian British - Bangladeshi      | <input type="radio"/> Mixed - other background                  |
| <input type="radio"/> Asian or Asian British - other background | <input type="radio"/> Chinese                                   |
| <input type="radio"/> Black or Black British - Caribbean        | <input type="radio"/> Any other ethnic group                    |

21. Do you consider yourself as disabled or have any long-term health problems that limit daily activity?

- Yes
- No



Thank you for completing this survey

**As a thank you for completing this survey we are offering six people the chance to win £50 by entering a prize draw. To be in with a chance of winning, please email your name and contact details to [press@broxtowe.gov.uk](mailto:press@broxtowe.gov.uk). The winner will be announced once the survey has closed on 30th November 2022.**

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Simply visit [www.broxtowe.gov.uk/emailme](http://www.broxtowe.gov.uk/emailme), type your email address in to the box and tick which services you'd like email updates on.