

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.

Every year ahead of the annual budget, we ask residents how they think we are doing in providing the services they need. We want to know what we are doing well, what needs improvement, and your ideas for how we fund services going forward.

The view of every resident counts and is of great value to us. Please take a few minutes to answer the questions below to help us create budget that works for all parts of Broxtowe.

You can read more about our strategies, plans and policies [on our webpage](#).

This survey will close on [close date].

*** 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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garden waste collection (brown lidded bin)	<input type="radio"/>	<input type="radio"/>	<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"/>	<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"/>	<input type="radio"/>	<input type="radio"/>
Parks and Nature Conservation (parks, open spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leisure services (leisure centres, sports development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arts and Culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning (planning applications and planning policy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Economic
Development
(support to
businesses,
regeneration,
Town Centre
Management,
business growth)



Public Protection
(licensing, food
hygiene
inspections,
nuisance
complaints)



Revenues and
Benefits (housing
benefit and
council tax
support
payments,
collection of
council tax and
business rates)



Housing service
(housing options
advice,
homelessness,
provision of
affordable
housing,
tenancies)



Public car parks



Community Safety
(anti-social
behaviour,
domestic abuse,
alcohol
awareness)



Electoral Services
(elections, voting)



Bereavement
Services
(crematorium,
cemetaries)



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?

Examples of delivery from this year's budget include:

- **The building of a new pavilion at Kimberley Miner's Welfare Recreation Ground**
- **The opening of the Eastwood Community Hub CEDARS**
- **Funding to expand homeless services**
- **Development of a new ramp and visitor centre at Bennerley Viaduct**
- **Construction of a new pavilion at Hickings Lane in Stapleford**
- **Continued progress on reducing our climate change footprint**
- **Retrofitted hundreds of properties with energy-saving measures including external wall insulation, loft insulation and solar panels**

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?**

Last year you told us to keep council tax levels low and increase income through community wealth building. We have since secured major investment for towns in the Borough, including Kimberley Means Business and Stapleford Towns Fund.

	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"/>
Support community wealth building approach to economic development, which redirects wealth back into the local economy and places control and benefits into the hands of local people	<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"/>
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Parks and nature conservation (parks, open spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Leisure Centres and sports development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Arts and culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Planning (planning applications and planning policy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Economic Development (support to businesses, regeneration, business growth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Public Protection (licensing, food hygiene inspections, nuisance complaints)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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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"/>
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Housing service (housing options advice, homelessness, provision of affordable housing, tenancies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Public car parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Community Safety (anti-social behaviour, domestic abuse, alcohol	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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awareness)

Electoral Services
(elections, voting

☐☐☐

Bereavement
Services
(crematorium,
cemetaries)

☐☐☐

6. Local authorities across the country are facing significant financial pressures, and Broxtowe has been one of the hardest hit by reduced Council budgets. This means we always need to be looking for new ways to raise income and make our money go further.

Do you have any ideas about how we could increase income, reduce costs or make savings to help us balance the budget?

*** 7. Overall, how satisfied or dissatisfied are you with...**

Very Satisfied Satisfied Neutral Dissatisfied Very dissatisfied

The way in which
the Council
provides services

☐☐☐☐☐

Your local area as
a place to live

☐☐☐☐☐

*** 8. Do you feel that the Council listens to you?**

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

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

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

11. We are committed to tackling the climate crisis and have been recognised nationally for our trailblazing approach. We have the goal of becoming carbon neutral by 2027 through our Climate Change and Green Futures Programme.

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

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

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

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

*** 13. The Council deliver a number services to residents on a regular basis such as bin collections. But how frequently do you access other Council services?**

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

*** 14. How do you prefer to contact 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"/>

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

16. The Council is reviewing its Digital Strategy and we look to continually develop and enhance our services to the community. Do you believe the Council provides an appropriate level of digital accessibility?

Please explain and outline any concerns you may have in terms of accessibility below.

- ☐ Yes
- ☐ No
- ☐ Other (please specify)

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

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"/> 65-74 |
| <input type="radio"/> 30-44 | <input type="radio"/> 75+ |

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

The winner will be announced once the survey has closed on [close date].

Stay up to date!

Did you know you could stay up to date with Council news and services by subscribing to our Email Me Service?

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