

# **HOUSEHOLD SURVEY 2016/17**

## **Appendix 15**

### **Qs 18-20 Your Council**

**Q18: NKDC keeps £2.33 per week from the Council Tax you pay (based on the average Council Tax paid) to run all of its services. Please rate how well you think the Council performs with the money it has available**

**Q19 : Overall, how would you rate the quality of the Council's services?**

**Q20 : How satisfied or dissatisfied are you with the way the Council runs things**

## KEY FINDINGS

### • Overall

- All three of the “Your Council” questions show an improvement in their “net” position (positive responses minus negative responses) as compared to last year’s survey. This was most marked in residents’ response to how well the Council performs with the money that it has available, with a net improvement of almost 20pts, and positive sentiment improving from 49.1% to 63.4%. The scale of response to this year’s survey has allowed far more detailed analysis than was available with previous surveys, and has highlighted a number of key findings plus areas for further investigation.
- The older demographic groups have broadly responded more favourably to the three questions than the younger age groups. The level of the response has allowed age weighted results to be calculated, On two of the questions this has reduced the net favourable response by between 2 and 3%; however this is mainly due to the 16-24 group selecting the neither agree / disagree option as opposed to a necessarily negative option.
- Residents have answered the three questions in a largely consistent manner, with very little movement by those either scoring positively or negatively in one question and then the opposite in another. Equally none of the questions had any significant variance in response in terms of gender.
- Although not to a significant degree those reporting as having a disability, infirmity or longstanding illness responded more positively to all three questions as compared with those respondents who do not have any such condition.
- In terms of residency those resident in the district for five or fewer years scored strongly positively in all three questions, whilst those resident for over 40 years or more, whilst still scoring positively (net positive of at least 50% for every question) had the lowest scores for each of the three questions. This is in stark contrast to the extremely high positive scores recorded by the 65-74, and 75+ age groups, suggesting perhaps a difference in view between those older demographics who have moved into the district, as opposed to those who have always resided here.
- There are some wide variations between wards.
  - In terms of how the council performs with the money that it has available Heighington and Washingborough had a net positive score of 72.3%, with Branston (67.8%) next, then Cliff Villages and Ruskington. In contrast the lowest net positive was 37.8% in Sleaford Navigation. Sleaford Quarrington and Mareham ward, one of the least deprived wards both in the district and nationally, scored second lowest with a net positive of 47.5%. The net positive across all Wards was 56.0% .
  - Sleaford Quarrington and Mareham scored lowest in terms of quality of Council services with a net positive of 51.4% as compared with the highest positive score of +72.9% in Branston, followed by Cliff Villages and Heighinton & Washingborough. The net positive for all Wards was 62.8%.
  - With regard to satisfaction with the way the Council runs things Sleaford Navigation again scored lowest with a net positive of 26.7%, followed again by Sleaford Quarrington and Mareham with 40.1%; whilst North Hykeham Forum had the highest at 67.5%, closely followed by Cliff Village, Heighinton and Washingborough, and Ruskington. The net positive for all Wards was 56.0%

**Comparison with last year’s survey results for the three “Your Council” question**

	<b>How well does the Council perform with money that it has available</b>			
	<b>Poor / Very Poor</b>	<b>Neither well nor poor</b>	<b>Well / Very Well</b>	<b>Net (+ve less –ve)</b>
<b>Last Year</b>	10.8%	40.1%	49.1%	+38.3%
<b>This Year</b>	6.0%	30.7%	63.4%	+57.4%
<b>Change</b>	+4.8%		+14.3%	+19.1%

	<b>How would you rate the quality of the Council’s services</b>			
	<b>Dissatisfied / Very Dissatisfied</b>	<b>Neither Satisfied nor Dissatisfied</b>	<b>Satisfied / Very Satisfied</b>	<b>Net (+ve less –ve)</b>
<b>Last Year</b>	6.2%	28.0%	65.8%	+59.6%
<b>This Year</b>	5.3%	28.8%	65.8%	+60.5%
<b>Change</b>	+0.9%		-	+0.9%

	<b>How satisfied are you with the way the Council runs things</b>			
	<b>Dissatisfied / Very Dissatisfied</b>	<b>Neither Satisfied nor Dissatisfied</b>	<b>Satisfied / Very Satisfied</b>	<b>Net (+ve less –ve)</b>
<b>Last Year</b>	12.3%	34.9%	57.8%	+45.5%
<b>This Year</b>	6.1%	33.7%	60.2%	+54.1%
<b>Change</b>	+6.2%		+2.4%	+8.6%

Qs 18, 19, 20: The tables below cross reference the results for the three questions against each other

A		Quality of Service		
Performance with money available		Poor / Very Poor	Neither good nor poor	Good / Very Good
	Poor / Very Poor	68.0%	27.0%	5.0%
	Neither Well nor poor	3.7%	75.0%	21.2%
	Well / Very Well	0.2%	6.6%	93.2%

A		Satisfaction with the way the Council runs things		
Performance with money available		Dissatisfied / Very Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied / Very Satisfied
	Poor / Very Poor	64.0%	35.0%	1.0%
	Neither good nor poor	6.5%	77.4%	16.0%
	Well / Very Well	0.5%	12.4%	87.1%

A		Satisfaction with the way the Council runs things		
Quality of Service		Dissatisfied / Very Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied / Very Satisfied
	Poor / Very Poor	73.6%	25.8%	0.6%
	Neither good nor poor	6.3%	82.5%	11.1%
	Good / Very Good	0.6%	13.0%	86.4%

<b>"YOUR COUNCIL" COMBINED RESULTS</b>	<b>Q18</b>	<b>Q19</b>	<b>Q20</b>	<b>ALL Qs</b>	<b>ALL Qs</b>	<b>ALL Qs</b>
<b>WARD</b>	<b>Net</b>	<b>Net</b>	<b>Net</b>	<b>-ve</b>	<b>+ve</b>	<b>Net</b>
Heighington and Washingborough	72.3%	71.0%	66.5%	2.6%	72.5%	69.9%
Cliff Villages	67.4%	71.3%	67.1%	5.1%	73.7%	68.6%
Branston	67.8%	72.9%	62.7%	3.7%	71.5%	67.8%
North Hykeham Forum	65.1%	67.5%	67.5%	3.6%	70.3%	66.7%
Ruskington	65.9%	68.9%	64.7%	3.4%	69.9%	66.5%
Ashby de la Launde and Cranwell	64.5%	64.5%	59.7%	3.8%	66.7%	62.9%
Metheringham	59.7%	65.1%	63.8%	5.1%	68.0%	62.9%
Waddington West	59.5%	69.6%	59.0%	1.7%	64.4%	62.7%
Heckington Rural	62.7%	64.2%	58.4%	4.6%	66.4%	61.8%
Bracebridge Heath and Waddington East	60.6%	64.7%	58.7%	5.7%	67.0%	61.3%
North Hykeham Memorial	63.3%	61.7%	55.0%	5.0%	65.0%	60.0%
Bassingham and Brant Broughton	62.2%	58.2%	54.1%	4.0%	62.1%	58.2%
Skellingthorpe	58.2%	65.9%	50.0%	5.5%	63.5%	58.0%
Osournby	52.8%	66.0%	54.7%	7.5%	65.4%	57.9%
Billingham, Martin and North Kyme	50.5%	63.4%	58.4%	5.0%	62.4%	57.4%
North Hykeham Moor	52.6%	65.5%	53.4%	6.4%	63.6%	57.2%
Leasingham and Rauceby	57.1%	58.3%	56.0%	5.2%	62.3%	57.1%
North Hykeham Witham	57.0%	57.0%	57.0%	6.8%	63.7%	57.0%
Sleaford Castle	56.9%	53.8%	49.2%	5.1%	58.5%	53.3%
Sleaford Holdingham	56.3%	58.7%	43.8%	9.9%	62.8%	52.9%
Eagle, Swinderby and Witham St Hughs	54.6%	54.6%	48.5%	8.7%	61.3%	52.6%
Kirkby la Thorpe and South Kyme	53.8%	55.4%	47.7%	5.6%	57.9%	52.3%
Sleaford Westholme	50.0%	56.5%	50.0%	10.1%	62.3%	52.2%
North Hykeham Mill	48.5%	53.8%	42.4%	7.3%	55.6%	48.2%
Sleaford Quarrington and Mareham	47.5%	51.4%	40.1%	9.1%	55.4%	46.3%
Sleaford Navigation	37.8%	55.6%	26.7%	11.9%	51.9%	40.0%
<b>ALL WARDS TOTAL</b>	<b>59.4%</b>	<b>62.8%</b>	<b>56.0%</b>	<b>5.5%</b>	<b>64.9%</b>	<b>59.4%</b>

+/- 5% of all Wards

- 5 less than all

5% more than all

**Q18: NKDC keeps £2.33 per week from the Council Tax you pay (based on the average Council Tax paid) to run all of its services. Please rate how well you think the Council performs with the money it has available?**

Total Respondents : 3339 : Raw Data Summary				
Very Poor	Poor	Neither Well nor Poor	Well	Very Well
42	158	1024	1553	562
1.3%	4.7%	30.7%	46.5%	16.9%
6.0%			63.4%	
NET DIFFERENCE 57.4% (Positives minus Negatives)				

Total Respondents : 3339 : Age Weighted Data Summary				
Very Poor	Poor	Neither Well nor Poor	Well	Very Well
1.5%	5.3%	33.0%	44.7%	15.5%
6.8%			60.2%	
NET DIFFERENCE 53.4% (Positives minus Negatives)				

AGE GROUP BREAKDOWN : 3216 respondents											
Group	Very poor		Poor		Neither well nor poor		Well		Very Well		NET
16-24	3	3.7%	7	8.6%	42	51.9%	24	29.6%	5	6.2%	23.5%
25-34	3	1.5%	13	6.4%	65	32.2%	94	46.5%	27	13.4%	52.0%
35-44	7	1.9%	24	6.4%	132	35.1%	157	41.8%	56	14.9%	48.4%
45-54	8	1.2%	31	4.8%	226	34.7%	300	46.0%	87	13.3%	53.4%
55-64	7	1.0%	31	4.3%	204	28.3%	348	48.3%	130	18.1%	61.1%
65-74	9	1.1%	35	4.1%	227	26.8%	410	48.3%	167	19.7%	62.9%
Over 75	0	0.0%	5	1.5%	77	22.8%	171	50.7%	84	24.9%	74.2%
	37	1.2%	146	4.5%	973	30.3%	1504	46.8%	722	17.3%	58.4%

**Q18: NKDC keeps £2.33 per week from the Council Tax you pay (based on the average Council Tax paid) to run all of its services. Please rate how well you think the Council performs with the money it has available?**

<b>GENDER BREAKDOWN 3198 respondents</b>											
Gender	Very poor		Poor		Neither Well nor Poor		Well		Very Well		NET
Female	10	0.7%	70	4.7%	457	31.0%	690	46.8%	247	16.8%	58.1%
Male	27	1.6%	73	4.2%	515	29.9%	804	46.6%	305	17.7%	58.5%
<b>Total</b>	<b>37</b>	<b>1.2%</b>	<b>143</b>	<b>4.5%</b>	<b>972</b>	<b>30.4%</b>	<b>1494</b>	<b>46.7%</b>	<b>552</b>	<b>17.3%</b>	<b>58.3%</b>

<b>DO YOU HAVE ANY LONGSTANDING ILLNESS, DISABILITY OR INFIRMITY 3308 respondents</b>											
	Very poor		Poor		Neither Well nor Poor		Well		Very Well		NET
No	35	1.4%	107	4.4%	765	31.2%	1155	47.1%	391	15.9%	57.2%
Yes	6	0.7%	50	5.8%	249	29.1%	384	44.9%	166	19.4%	57.8%
<b>Total</b>	<b>41</b>	<b>1.2%</b>	<b>157</b>	<b>4.7%</b>	<b>1014</b>	<b>30.7%</b>	<b>1539</b>	<b>46.5%</b>	<b>557</b>	<b>16.8%</b>	<b>57.4%</b>

<b>RESIDENCY in NK (Years) 2907 respondents</b>											
Yrs	Very poor		Poor		Neither Well nor Poor		Well		Very Well		NET
0 to 5	5	1.0%	15	3.0%	150	29.5%	252	49.6%	86	16.9%	62.6%
6 to 10	7	1.7%	23	5.5%	125	29.6%	185	43.8%	82	19.4%	56.2%
11 to 20	12	1.5%	37	4.7%	252	32.3%	353	45.2%	127	16.3%	55.2%
21 to 30	4	0.8%	24	5.1%	126	26.8%	226	48.0%	91	19.3%	61.4%
31 to 40	3	1.0%	13	4.4%	85	28.8%	134	45.4%	60	20.3%	60.3%
> 40	6	1.4%	21	4.9%	151	35.1%	189	44.0%	63	14.7%	52.3%
<b>ALL</b>	<b>37</b>	<b>1.3%</b>	<b>133</b>	<b>4.6%</b>	<b>889</b>	<b>30.6%</b>	<b>1339</b>	<b>46.1%</b>	<b>509</b>	<b>17.5%</b>	<b>57.7%</b>

**Q18: NKDC keeps £2.33 per week from the Council Tax you pay (based on the average Council Tax paid) to run all of its services. Please rate how well you think the Council performs with the money it has available?**

WARD	Very poor	Poor	Neither well nor poor	Well	Very well	-ve	+ve	Net
Heighington and Washingborough	0.0%	2.3%	2.3%	51.4%	23.2%	2.3%	74.5%	72.3%
Branston	0.8%	3.4%	2.5%	49.2%	22.9%	4.2%	72.0%	67.8%
Cliff Villages	0.0%	5.8%	5.8%	50.6%	22.7%	5.8%	73.3%	67.4%
Ruskington	0.0%	3.6%	3.6%	47.9%	21.6%	3.6%	69.5%	65.9%
North Hykeham Forum	1.2%	2.4%	1.2%	61.4%	7.2%	3.6%	68.7%	65.1%
Ashby de la Launde and Cranwell	0.8%	1.6%	0.8%	45.2%	21.8%	2.4%	66.9%	64.5%
North Hykeham Memorial	1.7%	1.7%	0.0%	56.7%	10.0%	3.3%	66.7%	63.3%
Heckington Rural	0.0%	4.2%	4.2%	44.6%	22.3%	4.2%	66.9%	62.7%
Bassingham and Brant Broughton	0.7%	2.2%	1.5%	48.1%	17.0%	3.0%	65.2%	62.2%
Bracebridge Heath and Waddington East	1.4%	5.0%	3.7%	47.7%	19.3%	6.4%	67.0%	60.6%
Metheringham	2.0%	4.0%	2.0%	45.6%	20.1%	6.0%	65.8%	59.7%
Waddington West	0.0%	2.5%	2.5%	39.2%	22.8%	2.5%	62.0%	59.5%
Skellingthorpe	0.0%	6.6%	6.6%	49.5%	15.4%	6.6%	64.8%	58.2%
Leasingham and Rauceby	0.0%	3.6%	3.6%	41.7%	19.0%	3.6%	60.7%	57.1%
North Hykeham Witham	3.8%	2.5%	-1.3%	46.8%	16.5%	6.3%	63.3%	57.0%
Sleaford Castle	1.5%	3.1%	1.5%	46.2%	15.4%	4.6%	61.5%	56.9%
Sleaford Holdingham	3.1%	7.8%	4.7%	50.0%	17.2%	10.9%	67.2%	56.3%
Eagle, Swinderby and Witham St Hughs	1.5%	6.9%	5.4%	50.0%	13.1%	8.5%	63.1%	54.6%
Kirkby la Thorpe and South Kyme	1.5%	4.6%	3.1%	36.9%	23.1%	6.2%	60.0%	53.8%
Osbournby	0.0%	9.4%	9.4%	50.9%	11.3%	9.4%	62.3%	52.8%
North Hykeham Moor	0.0%	7.0%	7.0%	43.9%	15.8%	7.0%	59.6%	52.6%
Billingham, Martin and North Kyme	3.0%	4.0%	1.0%	44.6%	12.9%	6.9%	57.4%	50.5%
Sleaford Westholme	4.3%	6.5%	2.2%	47.8%	13.0%	10.9%	60.9%	50.0%
North Hykeham Mill	0.8%	5.3%	4.5%	36.4%	18.2%	6.1%	54.5%	48.5%
Sleaford Quarrington and Mareham	2.3%	6.9%	4.6%	44.7%	12.0%	9.2%	56.7%	47.5%
Sleaford Navigation	6.7%	4.4%	-2.2%	40.0%	8.9%	11.1%	48.9%	37.8%
Ward Declared	1.2%	4.4%	3.3%	47.0%	18.0%	5.6%	65.0%	59.4%

**Q19: Overall, how would you rate the quality of the Council's services?**

Total Respondents : 3335 : Raw Data Summary				
Very Poor	Poor	Neither Good nor Poor	Good	Very Good
27	151	961	1705	491
0.8%	4.5%	28.8%	51.1%	14.7%
5.3%			65.8%	
NET DIFFERENCE 60.3% (Positives minus Negatives)				

Total Respondents : 3335 : Age Weighted Data Summary				
Very Poor	Poor	Neither Good nor Poor	Good	Very Good
0.8%	4.9%	30.9%	49.9%	13.4%
5.7%			63.3%	
NET DIFFERENCE 57.6% (Positives minus Negatives)				

AGE GROUP BREAKDOWN 3212 respondents											
Group	Very poor		Poor		Neither good nor poor		Good		Very good		NET
16-24	0	0.0%	6	7.3%	42	51.2%	31	37.8%	3	3.7%	34.1%
25-34	3	1.5%	9	4.5%	58	28.7%	108	53.5%	24	11.9%	59.4%
35-44	6	1.6%	23	6.1%	118	31.5%	180	48.0%	48	12.8%	53.1%
45-54	4	0.6%	34	5.2%	214	32.8%	325	49.8%	75	11.5%	55.5%
55-64	4	0.6%	29	4.0%	211	29.3%	377	52.4%	99	13.8%	61.5%
65-74	7	0.8%	31	3.7%	206	24.4%	443	52.6%	156	18.5%	66.5%
Over 75	0	0.0%	6	1.8%	63	18.6%	188	55.6%	81	24.0%	77.8%
	24	0.7%	138	4.3%	912	28.4%	1652	51.4%	486	15.1%	61.5%

**Q19: Overall, how would you rate the quality of the Council's services?**

<b>GENDER BREAKDOWN 3194 respondents</b>											
Gender	Very poor		Poor		Neither Good nor Poor		Good		Very good		NET
Female	7	0.5%	65	4.4%	419	28.4%	769	52.2%	213	14.5%	61.8%
Male	17	1.0%	72	4.2%	491	28.5%	869	50.5%	272	15.8%	61.1%
<b>Total</b>	<b>24</b>	<b>0.8%</b>	<b>137</b>	<b>4.3%</b>	<b>910</b>	<b>28.5%</b>	<b>1638</b>	<b>51.3%</b>	<b>485</b>	<b>15.2%</b>	<b>61.4%</b>

<b>DO YOU HAVE ANY LONGSTANDING ILLNESS, DISABILITY OR INFIRMITY 3304 respondents</b>											
	Very poor		Poor		Neither Good nor Poor		Good		Very good		NET
No	22	0.9%	104	4.2%	735	30.0%	1240	50.6%	351	14.3%	59.7%
Yes	4	0.5%	46	5.4%	218	25.6%	447	52.5%	137	16.1%	62.7%
<b>Total</b>	<b>26</b>	<b>0.8%</b>	<b>150</b>	<b>4.5%</b>	<b>953</b>	<b>28.8%</b>	<b>1687</b>	<b>51.0%</b>	<b>488</b>	<b>14.8%</b>	<b>60.4%</b>

<b>RESIDENCY in NK (Years) 2904 respondents</b>											
Yrs	Very poor		Poor		Neither Good nor Poor		Good		Very good		NET
0 to 5	3	0.6%	16	3.2%	146	28.8%	269	53.1%	73	14.4%	63.7%
6 to 10	5	1.2%	24	5.7%	111	26.4%	207	49.2%	74	17.6%	59.9%
11 to 20	7	0.9%	30	3.8%	250	32.0%	387	49.5%	108	13.8%	58.6%
21 to 30	4	0.9%	31	6.6%	116	24.7%	244	52.0%	74	15.8%	60.3%
31 to 40	2	0.7%	8	2.7%	86	29.2%	147	49.8%	52	17.6%	64.1%
> 40	4	0.9%	23	5.3%	127	29.5%	217	50.5%	59	13.7%	57.9%
<b>ALL</b>	<b>25</b>	<b>0.9%</b>	<b>132</b>	<b>4.5%</b>	<b>836</b>	<b>28.8%</b>	<b>1471</b>	<b>50.7%</b>	<b>440</b>	<b>15.2%</b>	<b>60.4%</b>

**Q19: Overall, how would you rate the quality of the Council's services?**

WARD	Very poor	Poor	Neither good nor poor	Good	Very good	-ve	+ve	Net
Branston	0.8%	0.8%	0.0%	55.9%	18.6%	1.7%	74.6%	72.9%
Cliff Villages	0.0%	3.5%	3.5%	55.0%	19.9%	3.5%	74.9%	71.3%
Heighington and Washingborough	0.0%	1.8%	1.8%	52.5%	20.4%	1.8%	72.9%	71.0%
Waddington West	0.0%	1.3%	1.3%	55.7%	15.2%	1.3%	70.9%	69.6%
Ruskington	0.0%	3.6%	3.6%	52.1%	20.4%	3.6%	72.5%	68.9%
North Hykeham Forum	1.2%	3.6%	2.4%	63.9%	8.4%	4.8%	72.3%	67.5%
Osournby	0.0%	5.7%	5.7%	62.3%	9.4%	5.7%	71.7%	66.0%
Skellingthorpe	0.0%	4.4%	4.4%	60.4%	9.9%	4.4%	70.3%	65.9%
North Hykeham Moor	0.0%	5.2%	5.2%	58.6%	12.1%	5.2%	70.7%	65.5%
Metheringham	0.7%	4.7%	4.0%	51.7%	18.8%	5.4%	70.5%	65.1%
Bracebridge Heath and Waddington East	0.9%	4.1%	3.2%	51.4%	18.3%	5.0%	69.7%	64.7%
Ashby de la Launde and Cranwell	0.8%	4.0%	3.2%	48.4%	21.0%	4.8%	69.4%	64.5%
Heckington Rural	0.0%	4.8%	4.8%	48.5%	20.6%	4.8%	69.1%	64.2%
Billinghay, Martin and North Kyme	1.0%	4.0%	3.0%	54.5%	13.9%	5.0%	68.3%	63.4%
North Hykeham Memorial	1.7%	5.0%	3.3%	53.3%	15.0%	6.7%	68.3%	61.7%
Sleaford Holdingham	3.2%	4.8%	1.6%	54.0%	12.7%	7.9%	66.7%	58.7%
Leasingham and Rauceby	0.0%	4.8%	4.8%	46.4%	16.7%	4.8%	63.1%	58.3%
Bassingham and Brant Broughton	0.7%	3.7%	3.0%	47.0%	15.7%	4.5%	62.7%	58.2%
North Hykeham Witham	2.5%	5.1%	2.5%	54.4%	10.1%	7.6%	64.6%	57.0%
Sleaford Westholme	4.3%	6.5%	2.2%	56.5%	10.9%	10.9%	67.4%	56.5%
Sleaford Navigation	2.2%	4.4%	2.2%	53.3%	8.9%	6.7%	62.2%	55.6%
Kirkby la Thorpe and South Kyme	1.5%	3.1%	1.5%	50.8%	9.2%	4.6%	60.0%	55.4%
Eagle, Swinderby and Witham St Hughs	0.8%	6.9%	6.2%	50.0%	12.3%	7.7%	62.3%	54.6%
Sleaford Castle	0.0%	4.6%	4.6%	46.2%	12.3%	4.6%	58.5%	53.8%
North Hykeham Mill	0.0%	7.6%	7.6%	43.9%	17.4%	7.6%	61.4%	53.8%
Sleaford Quarrington and Mareham	1.4%	6.5%	5.1%	49.1%	10.2%	7.9%	59.3%	51.4%
Ward Declared	0.7%	4.3%	3.6%	52.1%	15.8%	5.0%	67.9%	62.8%

**Q20: How satisfied or dissatisfied are you with the way the Council runs things?**

Total Respondents : 3339 : Raw Data Summary				
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
38	168	1126	1618	389
1.1%	5.0%	33.7%	48.5%	11.7%
6.1%			60.2%	
NET DIFFERENCE 54.1% (Positives minus Negatives)				

Total Respondents : 3339 : Age Weighted Data Summary				
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
1.1%	5.3%	36.7%	46.3%	10.7%
6.4%			60.1%	
NET DIFFERENCE 53.7% (Positives minus Negatives)				

AGE GROUP BREAKDOWN 3212 respondents											
Group	Very Dissatisfied		Dissatisfied		Neither Dissatisfied or Satisfied		Satisfied		Very Satisfied		NET
16-24	0	0.0%	6	7.3%	53	64.6%	20	24.4%	3	3.7%	20.7%
25-34	4	2.0%	7	3.5%	70	34.7%	99	49.0%	22	10.9%	54.5%
35-44	8	2.1%	25	6.6%	134	35.6%	169	44.9%	40	10.6%	46.8%
45-54	5	0.8%	40	6.1%	252	38.6%	305	46.7%	51	7.8%	47.6%
55-64	10	1.4%	30	4.2%	236	32.9%	362	50.4%	80	11.1%	56.0%
65-74	8	0.9%	37	4.4%	249	29.4%	420	49.6%	132	15.6%	59.9%
Over 75	0	0.0%	11	3.2%	77	22.7%	191	56.3%	60	17.7%	70.8%
	35	1.1%	156	4.9%	1071	33.3%	1566	48.7%	388	12.1%	54.8%

**Q20: How satisfied or dissatisfied are you with the way the Council runs things?**

<b>GENDER BREAKDOWN 3194 respondents</b>											
Gender	Very Dissatisfied		Dissatisfied		Neither Dissatisfied or Satisfied		Satisfied		Very Satisfied		NET
Female	9	0.6%	64	4.3%	532	36.1%	711	48.3%	156	10.6%	53.9%
Male	26	1.5%	90	5.2%	537	31.1%	844	48.9%	229	13.3%	55.4%
<b>Total</b>	<b>35</b>	<b>1.1%</b>	<b>154</b>	<b>4.8%</b>	<b>1069</b>	<b>33.4%</b>	<b>1555</b>	<b>48.6%</b>	<b>385</b>	<b>12.0%</b>	<b>54.8%</b>

<b>DO YOU HAVE ANY LONGSTANDING ILLNESS, DISABILITY OR INFIRMITY 3308 respondents</b>											
	Very Dissatisfied		Dissatisfied		Neither Dissatisfied or Satisfied		Satisfied		Very Satisfied		NET
No	30	1.2%	121	4.9%	844	34.4%	1177	48.0%	282	11.5%	53.3%
Yes	7	0.8%	46	5.4%	273	32.0%	422	49.4%	106	12.4%	55.6%
<b>Total</b>	<b>37</b>	<b>1.1%</b>	<b>167</b>	<b>5.0%</b>	<b>1117</b>	<b>33.8%</b>	<b>1599</b>	<b>48.3%</b>	<b>388</b>	<b>11.7%</b>	<b>53.9%</b>

<b>RESIDENCY in NK (Years) 2908 respondents</b>											
Yrs	Very Dissatisfied		Dissatisfied		Neither Dissatisfied or Satisfied		Satisfied		Very Satisfied		NET
0 to 5	3	0.6%	18	3.5%	167	32.9%	264	52.0%	56	11.0%	58.9%
6 to 10	9	2.1%	21	5.0%	139	32.9%	189	44.8%	64	15.2%	52.8%
11 to 20	10	1.3%	36	4.6%	285	36.4%	367	46.9%	85	10.9%	51.9%
21 to 30	6	1.3%	29	6.2%	142	30.3%	232	49.5%	60	12.8%	54.8%
31 to 40	3	1.0%	10	3.4%	94	31.9%	151	51.2%	37	12.5%	59.3%
> 40	6	1.4%	27	6.3%	148	34.3%	203	47.1%	47	10.9%	50.3%
<b>ALL</b>	<b>37</b>	<b>1.3%</b>	<b>141</b>	<b>4.8%</b>	<b>975</b>	<b>33.5%</b>	<b>1406</b>	<b>48.3%</b>	<b>349</b>	<b>12.0%</b>	<b>54.2%</b>

**Q20: How satisfied or dissatisfied are you with the way the Council runs things?**

WARD	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	-ve	+ve	Net
North Hykeham Forum	1.2%	1.2%	0.0%	62.7%	7.2%	2.4%	69.9%	67.5%
Cliff Villages	0.0%	5.9%	5.9%	55.3%	17.6%	5.9%	72.9%	67.1%
Heighington and Washingborough	0.5%	3.2%	2.7%	52.5%	17.6%	3.6%	70.1%	66.5%
Ruskington	0.0%	3.0%	3.0%	53.3%	14.4%	3.0%	67.7%	64.7%
Metheringham	0.7%	3.4%	2.7%	52.3%	15.4%	4.0%	67.8%	63.8%
Branston	0.8%	4.2%	3.4%	55.1%	12.7%	5.1%	67.8%	62.7%
Ashby de la Launde and Cranwell	0.8%	3.2%	2.4%	49.2%	14.5%	4.0%	63.7%	59.7%
Waddington West	0.0%	1.3%	1.3%	41.0%	19.2%	1.3%	60.3%	59.0%
Bracebridge Heath and Waddington East	0.9%	4.6%	3.7%	50.5%	13.8%	5.5%	64.2%	58.7%
Heckington Rural	1.8%	3.0%	1.2%	47.6%	15.7%	4.8%	63.3%	58.4%
Billinghay, Martin and North Kyme	1.0%	2.0%	1.0%	50.5%	10.9%	3.0%	61.4%	58.4%
North Hykeham Witham	2.5%	3.8%	1.3%	51.9%	11.4%	6.3%	63.3%	57.0%
Leasingham and Rauceby	0.0%	7.1%	7.1%	54.8%	8.3%	7.1%	63.1%	56.0%
North Hykeham Memorial	1.7%	3.3%	1.7%	46.7%	13.3%	5.0%	60.0%	55.0%
Osbournby	0.0%	7.5%	7.5%	54.7%	7.5%	7.5%	62.3%	54.7%
Bassingham and Brant Broughton	0.7%	3.7%	3.0%	43.0%	15.6%	4.4%	58.5%	54.1%
North Hykeham Moor	0.0%	6.9%	6.9%	51.7%	8.6%	6.9%	60.3%	53.4%
Skellingthorpe	2.2%	3.3%	1.1%	47.8%	7.6%	5.4%	55.4%	50.0%
Sleaford Westholme	6.5%	2.2%	-4.3%	50.0%	8.7%	8.7%	58.7%	50.0%
Sleaford Castle	0.0%	6.2%	6.2%	47.7%	7.7%	6.2%	55.4%	49.2%
Eagle, Swinderby and Witham St Hughs	2.3%	7.7%	5.4%	51.5%	6.9%	10.0%	58.5%	48.5%
Kirkby la Thorpe and South Kyme	0.0%	6.2%	6.2%	43.1%	10.8%	6.2%	53.8%	47.7%
Sleaford Holdingham	3.1%	7.8%	4.7%	46.9%	7.8%	10.9%	54.7%	43.8%
North Hykeham Mill	0.0%	8.3%	8.3%	35.6%	15.2%	8.3%	50.8%	42.4%
Sleaford Quarrington and Mareham	1.8%	8.3%	6.5%	41.5%	8.8%	10.1%	50.2%	40.1%
Sleaford Navigation	2.2%	15.6%	13.3%	37.8%	6.7%	17.8%	44.4%	26.7%
Ward Declared	1.0%	4.9%	3.8%	49.2%	12.7%	5.9%	61.8%	56.0%