

2020 RESIDENT'S SURVEY; FEEDBACK ACTION PLAN

You said that...	Therefore, we plan to do...	By...
<p>Owner occupier and homes to rent from housing association/ council were identified as the types of housing most needed. Extra Care/ Sheltered and Shared ownership also considered quite high priority.</p>	<p>Continue to encourage more low-cost home ownership initiatives such as shared ownership and rent to buy where needed. Continue to encourage Extra Care and other specialist housing schemes where required.</p>	Ongoing
<p>7% of respondents who do have plans start up their own business and 11% of local people want to know more about the enterprise centre and associated business support</p>	<p>Provide a range of support to help local people start their own businesses including access to easy in /out accommodation, business grants and bespoke training and development</p>	September 2021
<p>Question 6.1 asked 'Where do you go to find out information affecting you as a resident of East Northamptonshire?' The most popular option was via social media, followed by ENC website. Next was council magazine or local newspaper. Very few residents access information via word of mouth, the general internet, local radio, TV or notice boards.</p>	<p>New channels and tools to be used in NNC</p>	Dec 2021
<p>Question 6.2 asked 'Have you heard about the plans to create two new councils in Northamptonshire? If yes, where?' The results show that 15% of respondents were unaware of the plans to create two new councils in Northamptonshire, which is a vast improvement from last year when two thirds of respondents were unaware. For the remaining 85% of respondents who were aware, almost half found out about it on either social media (19.1%), the television (17.9%) or council magazine (17.1%). A further 35% of respondents became aware via the council website (14.8%), local newspaper (14.3%) or through the radio (6.4%). The remaining 10.5% of respondents found out information through either the workplace, word of mouth, councillors/parish or town council, general internet, council meeting or national newspaper</p>	<p>Significant day one awareness campaign has been rolled out since this survey was held; comms will be ongoing in making customers aware of the changes</p>	Ongoing

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<p>Question 6.3 asked 'To what extent do you agree or disagree with the following statement: 'I feel positive about the creation of the new North Northamptonshire Council?' The results show that over half of the respondents (54%) neither agreed nor disagreed about feeling positive towards the creation of North Northamptonshire council, implying they did not have an opinion. Where respondents did provide an opinion, more agreed that they felt positive than those who disagreed with the statement; 25% either strongly agreed or agreed with the statement with 21% either strongly disagreed or disagreed.</p>	<p>Values and vision to be developed by NNC which will build trust and confidence in new council</p>	<p>Ongoing</p>
<p>Email, ENC website and social media were the most popular options that residents chose as where/how they would like to keep up to date with news and information on the new North Northamptonshire council</p>	<p>This data will be used to feed into the development of the new NNC comms service, along with insight from other north comms teams</p>	<p>Dec 2021</p>
<p>Three quarters of respondents advised that their preferred consultation method was via an online survey</p>	<p>This data will be used to feed into the development of the new NNC consultation service, along with insight from other north consultation officers</p>	<p>Dec 2021</p>
<p>73% of respondents said they feel informed about what can and can't go in their recycling bin with 27% of respondents advising that they didn't.</p>	<p>Ongoing communications planned for NNC to continue education and engagement with all users of the waste service</p>	<p>Ongoing</p>
<p>48.3% of respondents think that rubbish or litter in their area is a fairly big or very big problem</p>	<p>Officers have developed a new litter strategy which subject to approval by the new council will go further in addressing the many reasons why litter accumulates.</p> <p>In addition there has been some additional funding awarded for the provision of additional capacity for on the go waste</p>	<p>Ongoing</p>
<p>55.7% of respondents think that dog fouling in their area is a fairly big or very big problem</p>	<p>The new council will retain focus on this key area for residents and continually takes enforcement action where offenders are identified</p>	<p>Ongoing</p>