

Overview and Scrutiny Performance Panel

Thursday, 24th October 2024, 6.30 pm
Council Chamber, Town Hall

Agenda No Item

2 **Minutes of the last meeting – additional information and questions raised regarding the Residents Survey**

(Pages 3 - 48)

Minute 24.OSP.23 Quarter 4 Performance Monitoring Report 2023/24

Please find attached the following additional information and responses to questions raised at the last meeting on 31 July 2024:

- 6 neighbourhood profiles
- Infographic
- Word Clouds
- Responses to the 4 questions -
 1. Question 1: Councillor Pauline McGovern referred to the fact that the performance information provided for the residents survey was presented in percentages. She suggested that it would be useful to have the actual total figures to provide context, as well as the methodology i.e. sampling frame and questionnaire, in the appendix to the report. Councillor Wilson agreed with suggestion about the presentation of data in performance reports generally, where it assists to provide context.
 2. Question 2: Cllr Singh reiterated this point about further detail and also requested feedback on the findings of the residents' survey in terms of how we are going to address the results and make improvements.
 3. Question 3: Residents survey – split up into demographics of respondents e.g. men and women, areas of the borough may also provide context.
 4. Question 4: residents survey – paragraph 62 regarding the weighting – more details to provide context.

Chris Sinnott
Chief Executive

Electronic agendas sent to Members of the Overview and Scrutiny Performance Panel

If you need this information in a different format, such as larger print or translation, please get in touch on 515151 or chorley.gov.uk

Meeting contact Clare Gornall, Democratic and Member Services Officer on 01257 515034 or email clare.gornall@chorley.gov.uk

Published Wednesday, 16 October 2024

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Residents' Survey 2023/24



Neighbourhood Area: Chorley Town East

Wards:	Chorley East; Chorley South East and Heath Charnock
Population:	17,902
Male:	8,832
Female:	9,070
Surveys Completed:	207

Better Than Overall	Within Overall Threshold (5%)	Below Overall
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Perception of the Council

	Neighbourhood Area	Overall Residents Survey
% of residents are satisfied with the way Chorley Council runs things	70%	66%
% of residents think Chorley Council provides value for money	62%	49%
% of the residents think that Chorley Council act on the concerns of local residents	57%	54%

Your Local Area

	Neighbourhood Area	Overall Residents Survey
% of residents are satisfied with their local area as a place to live	80%	82%

	Neighbourhood Area	Overall Residents Survey
% of residents that think Chorley Council keeps residents informed about the services and benefits it provides	58%	60%

	Neighbourhood Area	Overall Residents Survey
% of residents feel safe after dark	52%	60%
% of residents feel safe during the day	84%	89%

Satisfaction with Services

Services that residents said they were most satisfied with:	Neighbourhood Area	Overall Residents Survey
Waste and recycling collection	73%	81%
Parks and open spaces	73%	75%
Keeping public land clear of litter and refuse	60%	61%
Sports and leisure facilities	50%	45%

Life in Chorley

	Neighbourhood Area	Overall Residents Survey
% of residents think the council are making Chorley a better place to live	79%	73%
% of residents think the council are making their neighbourhood a better place to live	59%	51%
% of residents think Chorley is creating more things for families to do	69%	61%
% of residents think Chorley is making itself a better place to work	47%	44%
% of residents think that Chorley Council involves them in decision making	43%	38%
% of residents think that Chorley is well run and efficient	58%	49%
% of residents think Chorley Council staff are friendly and polite	62%	58%
% of residents think Chorley Council are easy to contact	66%	64%
% of residents think Chorley Council listens to the concerns of residents	51%	45%
% of residents think Chorley Council supports appropriate housing for local people.	31%	31%

Including 'Don't know / No opinion' responses.

Most needed improvements in Chorley

	Neighbourhood Area	Overall Residents Survey
% of residents think the Environment, Street Cleaning, and Litter need improving	38%	33%
% of residents think Road and Pavement Maintenance needs improving	18%	25%
% of residents think ASB, Community Safety, and Policing need improving	21%	14%

Areas where we are performing well:

- When compared to other wards, Chorley South East and Heath Charnock scored the highest with how satisfied residents are with the way the Chorley Council runs things (78%).
- Chorley South East and Heath Charnock and Chorley East scored the highest for agreement that the Council provides value for money (69%).
- There is a high level of satisfaction with the sports and leisure facilities in the local area. Chorley South East and Heath Charnock had the highest level of satisfaction (56%) when comparing ward data.

Areas where we could improve:

- When compared to other wards, residents of Chorley East felt unsafe outside in their local area after dark (41%). However, residents who reside in Chorley South East and Heath Charnock felt safer after dark (62%).
- Chorley East scored the second lowest satisfaction score for the waste and recycling collection service (74%). In contrast, Chorley South East and Heath Charnock scored the third highest for satisfaction with the service (86%).
- Chorley East had the second lowest satisfaction with the local area as a place to live (72%). However, Chorley South East and Heath Charnock had a higher satisfaction level (77%).

Cost of Living Crisis

The top three aspects that residents were concerned the most about were:

- The economic wellbeing of my friends and family (48%).
- Their own physical health (43%).
- Their own economic wellbeing (40%).

Environmental Issues

59% of people think that it's important that the Council and residents work together to tackle climate change and its impact

Things the Council could be doing to move towards a greener Chorley were:

- Improvements to bus and rail services (76%).
- Tree planting, including 'Tree Giveaways' (64%).
- Greener energy, e.g. wind turbines, solar panels (58%).

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Residents' Survey 2023/24



Neighbourhood Area: Chorley Town West

Wards:	Coppull; Chorley South West; Chorley North West
Population:	24,601
Male:	12,082
Female:	12,519
Surveys Completed:	317

Better Than Overall	Within Overall Threshold (5%)	Below Overall
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Perception of the Council

	Neighbourhood Area	Overall Residents Survey
% of residents are satisfied with the way Chorley Council runs things	70%	66%
% of residents think Chorley Council provides value for money	49%	49%
% of the residents think that Chorley Council acts on the concerns of local residents	60%	54%

Your Local Area

	Neighbourhood Area	Overall Residents Survey
% of residents are satisfied with their local area as a place to live	78%	82%

	Neighbourhood Area	Overall Residents Survey
% of residents that think Chorley Council keeps residents informed about the services and benefits it provides	56%	60%

	Neighbourhood Area	Overall Residents Survey
% of residents feel safe after dark	49%	60%
% of residents feel safe during the day	86%	89%

Satisfaction with Services

Services that residents said they were most satisfied with:	Neighbourhood Area	Overall Residents Survey
Waste and recycling collection	85%	81%
Parks and open spaces	78%	75%
Keeping public land clear of litter and refuse	62%	61%
Sports and leisure facilities	46%	45%

Life in Chorley

	Neighbourhood Area	Overall Residents Survey
% of residents think the council are making Chorley a better place to live	74%	73%
% of residents think the council are making their neighbourhood a better place to live	53%	51%
% of residents think Chorley is creating more things for families to do	62%	61%
% of residents think Chorley is making itself a better place to work	44%	44%
% of residents think that Chorley Council involves them in decision making	35%	38%
% of residents think that Chorley is well run and efficient	43%	49%
% of residents think Chorley Council staff are friendly and polite	60%	58%
% of residents think Chorley Council are easy to contact	63%	64%
% of residents think Chorley Council listens to the concerns of residents	45%	45%
% of residents think Chorley Council supports appropriate housing for local people.	29%	31%

Including 'Don't know / No opinion' responses.

Most needed improvements in Chorley

	Neighbourhood Area	Overall Residents Survey
% of residents think the Environment, Street Cleaning, and Litter need improving	30%	33%
% of residents think Road and Pavement Maintenance needs improving	27%	25%
% of residents think ASB, Community Safety, and Policing need improving	22%	14%

Areas where we are performing well:

- Compared to other wards, Chorley North West residents felt that Chorley Council acts on the concerns of local residents (66%).
- Chorley North West was the second most satisfied ward with how Chorley Council runs things.
- Chorley Town West had the second highest satisfaction with sports and leisure facilities compared to other neighbourhood areas.
- When comparing wards, Coppull had the highest level of satisfaction with the litter picking and refuse service (76%).

Areas where we could improve:

- Chorley Town West had the lowest satisfaction score for the local area as a place to live. Satisfaction was higher in Chorley North West (87%), compared to Chorley South West (74%) and Coppull (72%).
- Chorley Town West had the lowest perceptions of safety in the local area after dark. 48% of residents in Coppull felt safe after dark and followed closely by Chorley North West (54%).
- Residents felt that the council could improve on keeping them updated regarding the benefits and services it provides.

Cost of Living Crisis

The top three aspects that residents were concerned the most about were:

- The economic well-being of their friends and family (45%)
- Their own economic wellbeing (37%)
- Their own physical health (37%)

Environmental Issues

61% of people think that it's important that the Council and residents work together to tackle climate change and its impact

Things the Council could be doing to move towards a greener Chorley were:

- Improvements to bus and rail services (67%)
- Greener energy, e.g. wind turbines, solar panels (64%)
- Tree planting, including 'Tree Giveaways' (59%)

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Residents' Survey 2023/24



Neighbourhood Area: Eastern Parishes

Wards:	Chorley North East; Adlington and Anderton
Population:	14,896
Male:	7,206
Female:	7,680
Surveys Completed:	221

Better Than Overall	Within Overall Threshold (5%)	Below Overall
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Perception of the Council

	Neighbourhood Area	Overall Residents Survey
% of residents are satisfied with the way Chorley Council runs things	67%	66%
% of residents think Chorley Council provides value for money	48%	49%
% of the residents think that Chorley Council act on the concerns of local residents	54%	54%

Your Local Area

	Neighbourhood Area	Overall Residents Survey
% of residents are satisfied with their local area as a place to live	84%	82%

	Neighbourhood Area	Overall Residents Survey
% of residents that think Chorley Council keeps residents informed about the services and benefits it provides	64%	60%

	Neighbourhood Area	Overall Residents Survey
% of residents feel safe after dark	66%	60%
% of residents feel safe during the day	91%	89%

Satisfaction with Services

Services that residents said they were most satisfied with:	Neighbourhood Area	Overall Residents Survey
Waste and recycling collection	87%	81%
Parks and open spaces	70%	75%
Keeping public land clear of litter and refuse	61%	61%
Sports and leisure facilities	42%	45%

Life in Chorley

	Neighbourhood Area	Overall Residents Survey
% of residents think the council are making Chorley a better place to live	72%	73%
% of residents think the council are making their neighbourhood a better place to live	51%	51%
% of residents think Chorley is creating more things for families to do	56%	61%
% of residents think Chorley is making itself a better place to work	41%	44%
% of residents think that Chorley council involves them in decision making	36%	38%
% of residents think that Chorley is well run and efficient	52%	49%
% of residents think Chorley Council staff are friendly and polite	61%	58%
% of residents think Chorley Council are easy to contact	70%	64%
% of residents think Chorley Council listens to the concerns of residents	47%	45%
% of residents think Chorley Council supports appropriate housing for local people.	30%	31%

Including 'Don't know / No opinion' responses.

Most needed improvements in Chorley

	Neighbourhood Area	Overall Residents Survey
% of residents think the Environment, Street Cleaning, and Litter need improving	36%	33%
% of residents think Road and Pavement Maintenance needs improving	21%	25%
% of residents think ASB, Community Safety, and Policing need improving	14%	14%

Areas where we are performing well:

- Residents were very satisfied with their local area as a place to live.
- Perceptions of safety scored high during the day and after dark.
- Residents were satisfied with the way the Chorley Council runs things.
- Residents feel that Chorley Council keeps residents up to date about the services and benefits it provides.

Areas where we could improve:

- Residents in Eastern Parishes were dissatisfied with the sports and leisure facilities. Ward data shows that Adlington and Anderton scored the third lowest satisfaction rate with sports and leisure facilities (38%), whilst Chorley North East was 8% more satisfied with facilities.
- Adlington and Anderton ward were the least satisfied with Parks and Open Spaces.
- Residents in the Eastern Parish were dissatisfied with street cleaning and litter. Looking at the ward data, in Chorley North East, 33% of residents were dissatisfied compared to 15% in Adlington and Anderton.

Cost of Living Crisis

The top three aspects that residents were concerned the most about were:

- The economic wellbeing of friends and family (34%).
- The physical health of friends and family (40%).
- Their own physical health (36%).

Environmental Issues

63% of people think that it's important that the Council and residents work together to tackle climate change and its impact

Things the Council could be doing to move towards a greener Chorley were:

- Improvements to bus and rail services (68%).
- Tree planting, including 'Tree Giveaways' (60%).
- Community food growing, e.g. allotments (53%).

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Residents' Survey 2023/24



Neighbourhood Area: Northern Parishes

Wards:	Clayton West and Cuerden; Clayton East, Brindle and Hoghton
Population:	16,634
Male:	8,165
Female:	8,469
Surveys Completed:	221

Better Than Overall	Within Overall Threshold (5%)	Below Overall
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Perception of the Council

	Neighbourhood Area	Overall Residents Survey
% of residents are satisfied with the way Chorley Council runs things	66%	66%
% of residents think Chorley Council provides value for money	46%	49%
% of the residents think that Chorley Council acts on the concerns of local residents	49%	54%

Your Local Area

	Neighbourhood Area	Overall Residents Survey
% of residents are satisfied with their local area as a place to live	85%	82%

	Neighbourhood Area	Overall Residents Survey
% of residents that think Chorley Council keeps residents informed about the services and benefits it provides	57%	60%

	Neighbourhood Area	Overall Residents Survey
% of residents feel safe after dark	62%	60%
% of residents feel safe during the day	92%	89%

Satisfaction with Services

Services that residents said they were most satisfied with:	Neighbourhood Area	Overall Residents Survey
Waste and recycling collection	80%	81%
Parks and open spaces	77%	75%
Keeping public land clear of litter and refuse	54%	61%
Sports and leisure facilities	46%	45%

Life in Chorley

	Neighbourhood Area	Overall Residents Survey
% of residents think the council are making Chorley a better place to live	72%	73%
% of residents think the council are making their neighbourhood a better place to live	51%	51%
% of residents think Chorley is creating more things for families to do	58%	61%
% of residents think Chorley is making itself a better place to work	49%	44%
% of residents think that Chorley council involves them in decision making	40%	38%
% of residents think that Chorley is well run and efficient	52%	49%
% of residents think Chorley Council staff are friendly and polite	58%	58%
% of residents think Chorley Council are easy to contact	63%	64%
% of residents think Chorley Council listens to the concerns of residents	43%	45%
% of residents think Chorley Council supports appropriate housing for local people.	30%	31%

Including 'Don't know / No opinion' responses.

Most needed improvements in Chorley

	Neighbourhood Area	Overall Residents Survey
% of residents think the Environment, Street Cleaning, and Litter need improving	44%	33%
% of residents think Road and Pavement Maintenance needs improving	22%	25%
% of residents think ASB, Community Safety and Policing need improving	11%	14%

Areas where we are performing well:

- Residents were satisfied with their local area as a place to live.
- Perceptions of safety scored high during the day and after dark compared to Chorley Town East.
- Residents were satisfied with the way the Chorley Council runs things.
- Residents felt that Chorley Council are helping to make Chorley a better place to work.

Areas where we could improve:

- Clayton East, Brindle and Hoghton ward had the lowest satisfaction for residents who felt that Chorley Council acts on their concerns.
- Residents in the Northern Parishes were the least satisfied with keeping public land clear of street litter and refuse in their local area.
- Northern Parishes had the second lowest satisfaction with keeping residents informed about the services and benefits the council provides.

Cost of Living Crisis

The top three aspects that residents were concerned the most about were:

- Their own physical health (32%).
- The mental health of friends and family (30%).
- The economic wellbeing of their friends and family (30%).

Environmental Issues

70% of people think that it's important that the Council and residents work together to tackle climate change and its impact

Things the Council could be doing to move towards a greener Chorley were:

- Tree planting, including 'Tree Giveaways' (67%).
- Improvements to bus and rail services (67%).
- Greener energy, e.g. wind turbines, and solar panels (64%).

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Residents' Survey 2023/24



Neighbourhood Area: Western Parishes

Wards:	Croston; Mawdesley and Euxton South; Eccleston, Heskin and Charnock
Population:	16,807
Male:	9,145
Female:	7,662
Surveys Completed:	140

Better Than Overall	Same or Within Overall Threshold (5%)	Below Overall
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Perception of the Council

	Neighbourhood Area	Overall Residents Survey
% of residents are satisfied with the way Chorley Council runs things	65%	66%
% of residents think Chorley Council provides value for money	45%	49%
% of the residents think that Chorley Council act on the concerns of local residents	50%	54%

Your Local Area

	Neighbourhood Area	Overall Residents Survey
% of residents are satisfied with their local area as a place to live	83%	82%

	Neighbourhood Area	Overall Residents Survey
% of residents that think Chorley Council keeps residents informed about the services and benefits it provides	63%	60%

	Neighbourhood Area	Overall Residents Survey
% of residents feel safe after dark	69%	60%
% of residents feel safe during the day	90%	89%

Satisfaction with Services

Services that residents said they were most satisfied with:	Neighbourhood Area	Overall Residents Survey
Waste and recycling collection	85%	81%
Parks and open spaces	73%	75%
Keeping public land clear of litter and refuse	61%	61%
Sports and leisure facilities	34%	45%

Life in Chorley

	Neighbourhood Area	Overall Residents Survey
% of residents think the council are making Chorley a better place to live	69%	73%
% of residents think the council are making their neighbourhood a better place to live	44%	51%
% of residents think Chorley is creating more things for families to do	51%	61%
% of residents think Chorley is making itself a better place to work	45%	44%
% of residents think that Chorley council involves them in decision making	45%	38%
% of residents think that Chorley is well run and efficient	45%	49%
% of residents think Chorley Council staff are friendly and polite	62%	58%
% of residents think Chorley Council are easy to contact	61%	64%
% of residents think Chorley Council listens to the concerns of residents	41%	45%
% of residents think Chorley Council supports appropriate housing for local people.	39%	31%

Including 'Don't know / No opinion' responses.

Most needed improvements in Chorley

	Neighbourhood Area	Overall Residents Survey
% of residents think the Environment, Street Cleaning, and Litter need improving	27%	33%
% of residents think Road and Pavement Maintenance needs improving	35%	25%
% of residents think ASB, Community Safety and Policing need improving	7%	14%

Areas where we are performing well:

- Residents were satisfied with their local area as a place to live. Croston, Mawdesley, and Euxton South had the second highest level of satisfaction (88%) compared to other wards.
- Perceptions of safety scored high during the day and after dark.
- Residents felt they were well informed of the services and benefits of the Council.
- Residents agreed that they were well involved with decision-making.

Areas where we could improve:

- Croston, Mawdesley, and Euxton South ward was the least satisfied with the extent that Chorley Council acts on the concerns of local residents.
- Western Parish residents disagree that Chorley Council provides value for money.
- Residents of Eccleston, Heskin and Charnock Richard were the least satisfied with the council keeping land clear of litter and refuse.
- Satisfaction levels with sports and leisure facilities was low across both wards.

Cost of Living Crisis

The top three aspects that residents were concerned the most about were:

- Their own economic wellbeing (38%).
- The economic wellbeing of their friends and family (36%).
- Their own physical health (32%).

Environmental Issues

66% of people think that it's important that the Council and residents work together to tackle climate change and its impact

Things the Council could be doing to move towards a greener Chorley were:

- Improvements to bus and rail services (81%)
- Greener energy, e.g. wind turbines, solar panels (63%)
- Tree planting, including 'Tree Giveaways' (56%)

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Residents' Survey 2023/24



Neighbourhood Area: Northwest Parishes and Chorley North

Wards:	Euxton; Buckshaw and Whittle; Chorley North and Astley
Population:	25,815
Male:	12,716
Female:	13,099
Surveys Completed:	307

Better Than Overall	Within Overall Threshold (5%)	Below Overall
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Perception of the Council

	Neighbourhood Area	Overall Residents Survey
% of residents are satisfied with the way Chorley Council runs things	61%	66%
% of residents think Chorley Council provides value for money	48%	49%
% of the residents think that Chorley Council act on the concerns of local residents	53%	54%

Your Local Area

	Neighbourhood Area	Overall Residents Survey
% of residents are satisfied with their local area as a place to live	84%	82%

	Neighbourhood Area	Overall Residents Survey
% of residents that think Chorley Council keeps residents informed about the services and benefits it provides	62%	60%

	Neighbourhood Area	Overall Residents Survey
% of residents feel safe after dark	66%	60%
% of residents feel safe during the day	92%	89%

Satisfaction with Services

Services that residents said they were most satisfied with:	Neighbourhood Area	Overall Residents Survey
Waste and recycling collection	76%	81%
Parks and open spaces	79%	75%
Keeping public land clear of litter and refuse	66%	61%
Sports and leisure facilities	49%	45%

Life in Chorley

	Neighbourhood Area	Overall Residents Survey
% of residents think the council are making Chorley a better place to live	72%	73%
% of residents think the council are making their neighbourhood a better place to live	50%	51%
% of residents think Chorley is creating more things for families to do	66%	61%
% of residents think Chorley is making itself a better place to work	41%	44%
% of residents think that Chorley council involves them in decision making	38%	38%
% of residents think that Chorley is well run and efficient	44%	49%
% of residents think Chorley Council staff are friendly and polite	52%	58%
% of residents think Chorley Council are easy to contact	66%	64%
% of residents think Chorley Council listens to the concerns of residents	41%	45%
% of residents think Chorley Council supports appropriate housing for local people.	28%	31%

Including 'Don't know / No opinion' responses.

Most needed improvements in Chorley

	Neighbourhood Area	Overall Residents Survey
% of residents think Environment, Street Cleaning and Litter needs improving	28%	33%
% of residents think Road and Pavement Maintenance needs improving	25%	25%
% of residents think ASB, Community Safety and Policing need improving	8%	14%

Areas where we are performing well:

- Residents were very satisfied with their local area as a place to live.
- Perceptions of safety scored high during the day and after dark.
- Residents were satisfied with the parks and open spaces.
- There was a high level of satisfaction with the sports and leisure facilities in the local area. Compared to the 2021 data, the dissatisfaction level for Buckshaw and Whittle had dropped by 14%.

Areas where we could improve:

- Northwest Parishes and Chorley North has the lowest satisfaction with the way Chorley Council runs things.
- There was a low level of satisfaction with Waste and Recycling services.
- Residents felt that Chorley Council could do more to make Chorley a better place for people to work.

Cost of Living Crisis

The top three aspects that residents were concerned the most about were:

- The economic wellbeing of their friends and family (40%)
- Their own economic wellbeing (36%)
- The physical health of their friends and family (32%)

Environmental Issues

63% of people think that it's important that the Council and residents work together to tackle climate change and its impact

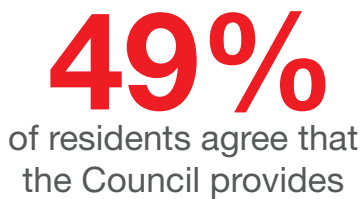
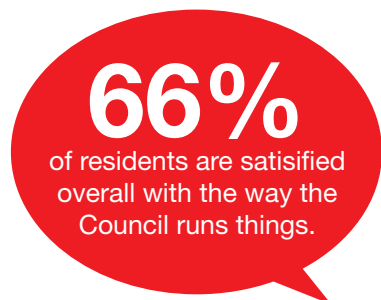
Things the Council could be doing to move towards a greener Chorley were:

- Improvements to bus and rail services (70%)
- Greener energy, e.g. wind turbines, solar panels (61%)
- Tree planting, including 'Tree Giveaways'(60%)

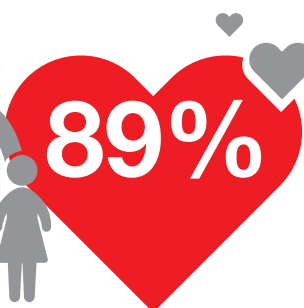
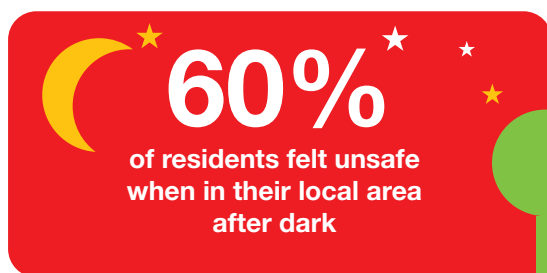
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Residents' Survey 2023/24

Perceptions of the Council



Your local area



of residents felt safe when outside in their local area during the day

Satisfaction with local services

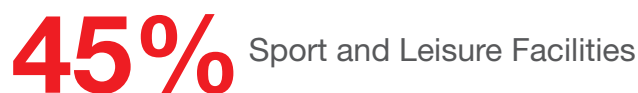
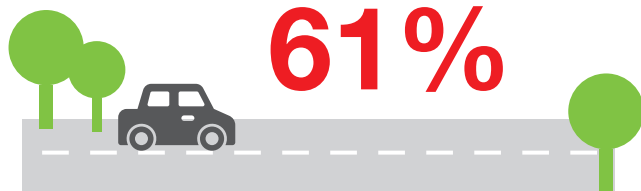
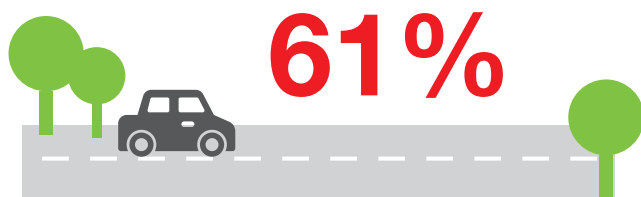
Waste and recycling collection



Parks and green open spaces



Keeping public land clear of litter and refuse



of residents considered themselves well informed about the services and benefits the Council provides

Residents considering themselves well informed about the services and benefits of the Council was more prevalent in those "wholly retired from work"

Wholly retired from work



In part-time employment



Life in Chorley

Residents were asked to state the extent to which they agree (A great deal/A fair amount) with the following statements about Chorley Council:

Chorley Council...

...has staff who are friendly and polite	89%	...is efficient and well run	67%
...is making Chorley a better place to live	78%	...listens to the concerns of local residents	58%
...is easy to contact	78%	...is making my neighbourhood a better place to live	55%
...is supporting things for families to do	78%	...supports appropriate housing for local people	53%
...is making Chorley a better place for people to work	69%	...involves residents in decision making	47%

Excluding 'Don't know/No opinion' responses

Local Environment

Chorley Council has declared a Climate Emergency and is committed to a target of net neutral carbon emissions by 2030

63%



of residents said that it is important that the Council and residents work to tackle climate change and its impact

To move towards a **'greener Chorley'** you said we should focus on:



- Improvements to bus and rail services
- Greener energy (e.g. wind turbines, solar panels)
- Tree planting, including 'Tree Giveaways'

Cost of Living Crisis

Recovering from the **Cost-of-Living Crisis**, you said you were most concerned for:

- The **mental and physical health** of yourself, friends, and family
- The **physical health** of friends and family
- The **economic wellbeing** of friends and family



How you feel Chorley Council can help residents recover from the cost of living crisis:

Reduce, freeze, don't raise Council Tax
Support for vulnerable
Information, consultation

To get more information and to find out what's next visit www.chorley.gov.uk/residentsurvey


The Council's Priorities 2024/25

In 2024/25, we will see further investment to drive forward ambitions for economic growth and responding to the needs of our communities. We will ensure that Chorley is an even more attractive place to live, work and invest in by focusing on high quality housing, business development, community resilience, wellbeing, and essential services.

The Council is delivering...

We have secured **£20m** in **Levelling Up Funding** for the regeneration of Chorley Town Centre. The Town Plan will reshape and refresh the town centre and provide long-term benefits such as the creation of community and multiuse spaces, new housing, business and employment opportunities, all of which will support Chorley's economy.

We will develop plans for the future use and maintenance of our leisure centres and ensure that opportunities to decarbonise are identified.

We have invested **£600k** for the restoration work of the historic **Brinscall Swimming Baths**. Restoration work includes the pool structure and refurbishing poolside facilities. 

We have invested **£110k** with **Astley Village Parish Council** for the creation of a fantastic play area facility for ages 1 to 12.

We will deliver a borough wide **Anti-Social Behaviour Action Plan** to tackle issues quickly and effectively and give a clear message that poor behaviour is not tolerated in Chorley.

We are investing **£56k** into the Borough to **improve housing standards** and to prevent homelessness.

We will refresh the **Housing Strategy**, making sure that the council is proactive in ensuring that everyone in the borough can live in good quality, energy-efficient, and suitable homes.

We are investing **£132k** to deliver the **Local Plan**.

Chorley
Council


To get more information and to find out what's next visit www.chorley.gov.uk/residentsurvey

We will continue the **£2m** investment towards the **improvement and maintenance of parks** and open spaces, bringing our parks to the required standard.

We will focus on gaining the prestigious **Green Flag status** for two additional parks in Chorley (Carr Brook Linear Park and Tatton Recreation Park). Adding to the six parks that were awarded Green Flag Status in 2023.

We will create a green and sustainable borough by investing **£353,000** to continue to deliver improvements to Chorley's Bus Shelter Network.

We will deliver a project to improve Chorley Bus Station to help increase the use of public transport as a key transport hub, welcoming visitors to the town centre.

We will continue to address climate change by planting **23,000 trees** contributing to the council's commitment of being carbon neutral by 2030. 

We have invested **£715k** into the **Cost-of-Living Action Plan**, which will provide a range of support and intervention including food and fuel poverty, debt, and housing.

We have invested **£315k** to support **healthy, safe, and engaged communities** through an enhanced social prescribing service focussed on helping families and early years.

We have invested **£110k** to deliver a two-year **home energy programme**, providing advice on energy efficiency measures for households who are vulnerable, or in fuel poverty.

We have invested **£117k** to deliver a **health and wellbeing programme** to support residents by providing opportunities to access high quality, entry level, low-cost or free activities to improve health and wellbeing outcomes across the borough.

We have invested **£140k** of **employability funding** to support residents to seek employment and improve their employability skills. 

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Thinking about your local area, what do you think most needs improving?



Support Local
Support Charities Consultation
Grants
Support Businesses
Lancashire County Council
Less Waste Efficiency Low Cost Services
Freeze Council Tax
Access to Services
Invest
Reduce Council Tax
Support Groups
More Information
Support the Vulnerable

Public Transport
More Tree Planting Encourage Bio-Diversity
Less Car Usage Protect Green Spaces
Cycleways
Less Pollution Walking Routes
Provide EV Charging Points
More Information Parks Education
Footpaths
Support Energy Efficiency in Homes
Recycling
Less Developments Stop e-Scooters
Reduce Traffic

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Question 1 – Methodology and Unweighted Count

Methodology

- The survey was sent to residents who opted in via their preferences on MyAccount. In addition to the residents that opted in to being e-mailed the survey, an online questionnaire open to all residents was advertised on the Council’s website and its social media channels.
- The resident survey tracked similar questions used in previous surveys conducted by the Council in 2021, 2017, 2015 and 2013.
- The mailing list had over 5,367 subscribers and the survey achieved 1,432 responses
- The questionnaire asked residents to provide their views of the local area, life in Chorley, recovery from the cost of living and environmental issues.
- All percentages reported included ‘Don’t know/No Opinion’ responses

Total responses received

- ★ Performance is better than target
- Worse than target but within threshold
- ▲ Worse than target, outside threshold

Indicator Name	Polarity	Target	2021 Results	2023/24 Results		Total Responses	Agree
Percentage of people satisfied with their neighbourhood as a place to live	Bigger is Better	85%	86%	82%	●	1432	1165
Percentage of people who feel they cannot influence decision making in their local area ¹	Smaller is Better	25%	30%	33%	▲	1432	462 ²
Percentage of the population satisfied with parks and open spaces	Bigger is Better	80%	82%	75%	▲	1432	1088
Percentage of the population feeling safe during the day	Bigger is Better	90%	92%	89%	●	1432	1273
Percentage of the population feeling safe at night	Bigger is Better	70%	64%	60%	▲	1432	860
Satisfaction with street cleanliness	Bigger is Better	70%	67%	61%	▲	1432	864
Percentage of residents satisfied with the way the Council runs things	Bigger is Better	70%	73%	66%	▲	1432	971
Percentage of residents who feel that Chorley Council provide value for money	Bigger is Better	60%	56%	49%	▲	1432	726

¹ Reflected in the answers provided to those responding on the council acts on the concerns of local residents.

² Not very much / not at all

Questionnaire

- Results based on 1,432 completed questionnaires.
- Data weighted by 'age x gender' (interlocked) and by Ward.
- (Percentages based on the 'valid' response, excluding 'missing' responses)
- **Comparative data from the 2021 Resident Survey (1,279 respondents) in red**

Section 1 – Your Local Area

We're going to ask you to think about your local area when answering. Consider your local area to be the area within 15-20 minutes walking distance from your home.

1 Overall how satisfied or dissatisfied are you with your local area as a place to live? Please tick one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
30%	52%	7%	8%	3%	0%
35%	52%	6%	6%	2%	

2 To what extent do you think Chorley Council acts on the concerns of local residents? Please tick one box only

A great deal	A fair amount	Not very much	Not at all	Don't know
9%	46%	26%	7%	12%
7%	46%	23%	6%	17%

3 How safe or unsafe do you feel when outside in your local area? Please tick one box on each line

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
a)....after dark?	14%	46%	17%	15%	6%	1%
	16%	48%	15%	14%	6%	1%
b)... during the day?	50%	38%	6%	4%	1%	0%
	54%	38%	5%	3%	0%	0%

4 Overall how satisfied or dissatisfied are you with the way Chorley Council runs things? Please tick one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
18%	48%	17%	11%	4%	2%
22%	51%	13%	10%	4%	0%

5 To what extent do you agree or disagree that Chorley Council provides value for money? Please tick one box only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
12%	38%	26%	15%	6%	3%
13%	42%	24%	14%	5%	1%

6 Overall how well informed do you think Chorley Council keeps residents about the services and benefits it provides? Please tick one box only

Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
13%	47%	27%	9%	4%
13%	54%	22%	6%	5%

7 Please tell us how satisfied or dissatisfied you are with each of the following services provided or supported by Chorley Council.
Please tick one box on each line

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
a. Keeping public land clear of litter and refuse	14%	47%	15%	17%	7%	0%
	18%	49%	17%	13%	4%	0%
b. Waste and recycling collection	41%	40%	8%	9%	2%	0%
	41%	42%	8%	6%	3%	0%
c. Parks and open spaces	30%	46%	12%	8%	3%	2%
	39%	43%	10%	4%	2%	1%
d. Sport and leisure facilities	13%	32%	26%	10%	4%	16%
	15%	38%	19%	8%	4%	15%

8 Thinking about your local area, what do you think most needs improving?
Please write in

	Unweighted Count	Col %	
Q8) Thinking about your local area, what do you think most needs improving?	ASB, Community Safety, Policing	200	14
	Shops, Shopping	54	3
	Transport	35	3
	Planning/ Developments	183	12
	Road and Pavement Maintenance	366	25
	Environment, Street Cleaning, Litter	491	33
	Pollution	17	1
	Leisure, Culture	125	10
	Parking	140	9
	Street lighting	56	5
	Council Tax, Council Spending	43	4
	Road Safety, Speeding	139	8
	Support for elderly, disabled, accessibility	37	3
	Communication, Information	27	2
	Other	74	5
	None given	63	4
Total	1432	100	

Section 2: Life in Chorley

9 **Thinking back over the last three years, to what extent do you think these statements match your views?** Please tick one box on each line

	Chorley Council	A great deal	To some extent	Not very much	Not at all	Don't know/ no opinion
a.	... is making Chorley a better place to live	22% 26%	51% 52%	15% 11%	5% 4%	7% 6%
b.	... is making my neighbourhood a better place to live	10% 13%	41% 41%	28% 28%	14% 11%	7% 7%
c.	... is supporting things for families to do	21% 24%	40% 41%	13% 13%	4% 3%	22% 18%
d.	... is making Chorley a better place for people to work	11% 12%	33% 34%	14% 13%	6% 5%	36% 36%
e.	... involves local residents in decision-making	7% 9%	31% 37%	27% 25%	17% 12%	17% 17%
f.	... is efficient and well run	12% 13%	37% 43%	14% 15%	9% 7%	28% 21%
g.	... has staff who are friendly and polite	27% 30%	31% 31%	5% 6%	2% 2%	34% 32%
h.	... is easy to contact	23% 27%	41% 40%	11% 10%	7% 6%	17% 16%
i.	... listens to the concerns of local residents	9% 12%	36% 33%	19% 21%	13% 10%	23% 23%
j.	... supports appropriate housing for local people	6% 8%	25% 24%	15% 14%	12% 9%	42% 46%

Section 3: Cost of Living

10 **To what extent are you concerned about the following? Please use a scale of 1 to 5, where '1' is 'not at all concerned' and '5' is 'very concerned'.**

Please tick one box on each line; or leave blank if not applicable

	1 (Not at all concerned)	2	3	4	5 (Very concerned)
a. My own economic wellbeing (NA 3%)	13%	22%	28%	17%	18%
b. The economic wellbeing of my friends and family (NA 4%)	9%	18%	30%	21%	19%
c. My job (NA 37%)	21%	14%	15%	6%	7%
d. The jobs of my friends and family (NA13%)	15%	24%	26%	12%	10%
e. Losing my home (NA18%)	37%	20%	10%	5%	10%
f. Losing my business (NA 80%)	9%	3%	4%	2%	2%
g. My physical health (3%)	13%	24%	25%	20%	15%
h. The physical health of my friends and family (NA 5%)	11%	25%	26%	18%	15%
i. My mental health (NA 6%)	21%	22%	21%	15%	15%
j. The mental health of my friends and family (NA 7%)	12%	23%	27%	16%	14%

11 **How might Chorley Council best support you as a resident as we recover from the impact of the Cost of Living Crisis? Please write in**

		Unweighted Count	Col %
Q11) How might Chorley Council best support you as a resident as we recover from the impact of the Cost of Living crisis?	Reduce, freeze, don't raise Council Tax	249	17
	Information, consultation	71	5
	Free, low cost services	40	3
	Efficiency, keep costs under control	65	4
	Support for vulnerable	86	6
	Grants, benefits	25	2
	Don't waste	23	2
	Support local charities, groups	32	2
	Support, invest in local business	29	3
	Access to services	19	1
	Don't change - keep what you currently do	26	2
	Comment on council (LCC and CC) services	45	3
	Comment on other services	34	3
	Query 'recovering'	11	1
	Don't need help	37	2
	Other	144	9
	None given	532	38
Total	1432	100	

Section 4: Environmental Issues

12 **How important is it to you that the Council and residents work to tackle climate change and its impact? Please use a scale of 1 to 5, where ‘1’ is ‘not important at all’ and ‘5’ is ‘very important’?**
Please tick one box only

1 (Not important at all)	2	3	4	5 (Very important)	Don't know
9%	8%	17%	19%	44%	3%
4%	5%	11%	16%	62%	2%

13 **Chorley Council has declared a Climate Emergency and is committed to a target of net zero carbon emissions by 2030. What do you think we need to be doing to move towards a greener Chorley?**

Please tick all that apply

Car Clubs/ car-sharing	13% 19%	Community food growing, e.g. allotments	48% 54%
E-Scooter provision	11% 15%	More walking routes	50% 57%
Greener energy, e.g. wind turbines, solar panels	60% 71%	Improvements to bus and rail services	71% 67%
Cycle-ways	37% 51%	Tree planting, including ‘Tree Giveaways’	60% 71%
		Doing something else (✓ and write below)	32% 39%

		Unweighted Count	Col %
Q13) Doing something else:	Encourage, provide EV charging points	49	4
	Stop building, no developments	33	2
	Support increased energy efficiency in homes	44	3
	Public transport	32	2
	Education, information	10	1
	Recycling, re-use	30	2
	Encourage bio-diversity, protect green spaces, tree planting	30	3
	Cycleways	13	1
	Reduce, eliminate pollution	20	1
	Reduce traffic congestion	11	1
	Footpaths, walking routes	14	1
	Comment on car use and parking	15	1
	Other	64	5
	NOT provide e-scooters	20	1
	Not an issue. don't believe climate changing or at rate required for action	55	4
None given	992	68	
Total	1432	100	

Question 2 – Next Steps

1. Performance was reported to the Executive Cabinet, including the updated Corporate Strategy measures in the quarter four performance monitoring report in June 2024.
2. Further detailed analysis was undertaken including the production of the following documents which were circulated to Members on 31st May 2024 via an email from Councillor Bradley.
 - Six Chorley neighbourhood profiles
 - An infographic
 - Word Clouds - which were an analysis of written responses into core themes
3. Publish results on the Council Website and Intranet to communicate outcomes to residents and officers/members.
 - Headline results were published to all staff on The Loop in Sept 2024 as part of the Big Issues Briefing document.
4. Provide relevant analysis and findings to directors and service leads to inform and support service improvements.
 - Top line findings were shared with Heads of Service and Directors in March 2024
 - An infographic and word clouds were shared with Heads of Service and Directors in July 2024
 - Results have been discussed in DMT's so that Heads of Service can identify the actions they need to take and include countermeasures in their forthcoming business plans.

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Question 3 –Responses by Demographic and Area

Performance of the Residents' Survey Corporate Strategy measures

★ Performance is better than target

● Worse than target but within threshold

▲ Worse than target, outside threshold

By Gender, Age and Disability

Indicator Name	Polarity	Target	2021 Results	2023/24 Results		Gender		Age				Disability	
						Male	Female	16-34 years	35-49 years	50-64 years	65 years and over	Yes	No
Percentage of people satisfied with their neighbourhood as a place to live	Bigger is Better	85%	86%	82%	●	82% (509)	82% (625)	84% (74)	83% (243)	80% (414)	83% (400)	70% (175)	85% (938)
Percentage of people who feel they cannot influence decision making in their local area*	Smaller is Better	25%	30%	33%	▲	37% (343)	29% (460)	33% (46)	33% (167)	35% (281)	29% (307)	43% (123)	30% (663)
Percentage of the population satisfied with parks and open spaces	Bigger is Better	80%	82%	75%	▲	78% (473)	75% (589)	76% (70)	75% (220)	76% (396)	77% (374)	66% (167)	78% (873)
Percentage of the population feeling safe during the day	Bigger is Better	90%	92%	89%	●	89% (559)	89% (679)	87% (80)	88% (260)	90% (457)	91% (439)	77% (198)	92% (1016)
Percentage of the population feeling safe at night	Bigger is Better	70%	64%	60%	▲	69% (435)	54% (410)	53% (48)	64% (178)	63% (308)	64% (309)	48% (116)	64% (711)
Satisfaction with street cleanliness	Bigger is Better	70%	67%	61%	▲	59% (363)	64% (482)	60% (55)	67% (197)	60% (312)	58% (280)	52% (136)	64% (693)
Percentage of residents satisfied with the way the Council runs things	Bigger is Better	70%	73%	66%	▲	65% (413)	69% (542)	64% (60)	63% (189)	64% (335)	76% (367)	61% (150)	68% (784)
Percentage of residents who feel that Chorley Council provide value for money	Bigger is Better	60%	56%	49%	▲	49% (306)	52% (412)	49% (47)	49% (151)	47% (245)	55% (269)	49% (117)	50% (579)

*Reflected in the answers provided to those responding on the council acts on the concerns of local residents.

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Agenda Item 2

By Ward

Indicator Name	Polarity	Target	2023/24 Results	Ward													
				Adlington & Anderton	Buckshaw and Whittle	Chorley East	Chorley North & Astley	Chorley North East	Chorley North West	Chorley South East & Heath	Chorley South West	Clayton East, Brindle &	Clayton West & Cuerden	Coppull	Croston, Mawdesley & Euxton South	Eccleston, Heskin & Charnock	Euxton
Percentage of people satisfied with their neighbourhood as a place to live	Bigger is Better	85%	82%	88% (75)	86% (74)	72% (73)	76% (95)	79% (107)	87% (145)	87% (89)	74% (63)	82% (73)	87% (111)	72% (42)	88% (68)	77% (47)	91% (89)
Percentage of people who feel they cannot influence decision making in their local area*	Smaller is Better	25%	33%	27% (54)	30% (47)	43% (51)	41% (68)	45% (68)	23% (115)	22% (72)	42% (46)	32% (44)	34% (72)	24% (40)	37% (37)	39% (33)	31% (60)
Percentage of the population satisfied with parks and open spaces	Bigger is Better	80%	75%	68% (64)	75% (65)	71% (71)	79% (102)	72% (97)	79% (138)	74% (75)	73% (62)	73% (64)	81% (101)	81% (51)	75% (60)	69% (43)	84% (82)
Percentage of the population feeling safe during the day	Bigger is Better	90%	89%	90% (79)	96% (80)	78% (84)	85% (107)	91% (122)	85% (145)	89% (94)	83% (71)	91% (84)	93% (118)	89% (57)	92% (72)	87% (55)	93% (91)
Percentage of the population feeling safe at night	Bigger is Better	70%	60%	58% (48)	77% (62)	41% (46)	49% (63)	74% (99)	54% (93)	62% (62)	45% (38)	57% (51)	68% (83)	48% (37)	73% (58)	64% (43)	70% (68)
Satisfaction with street cleanliness	Bigger is Better	70%	61%	68% (54)	65% (53)	53% (50)	61% (77)	54% (74)	60% (108)	67% (68)	50% (46)	57% (53)	52% (74)	76% (43)	70% (53)	48% (32)	71% (72)
Percentage of residents satisfied with the way the Council runs things	Bigger is Better	70%	66%	72% (62)	61% (58)	61% (63)	61% (81)	62% (85)	74% (127)	78% (78)	64% (55)	63% (57)	68% (90)	70% (45)	69% (54)	61% (41)	61% (66)
Percentage of residents who feel that Chorley Council provide value for money	Bigger is Better	60%	49%	45% (47)	44% (41)	54% (50)	50% (60)	52% (72)	54% (100)	69% (66)	46% (39)	45% (38)	48% (57)	46% (34)	44% (36)	45% (29)	50% (51)

*Reflected in the answers provided to those responding on the council acts on the concerns of local residents.

By Neighbourhood Area

Indicator Name	Polarity	Target	2021 Results	2023/24 Results		Neighbourhood Area					
						Northern Parishes	Western Parishes	Eastern Parishes	Chorley Town East	North West Parishes & Chorley North	Chorley Town West
Percentage of people satisfied with their neighbourhood as a place to live	Bigger is Better	85%	86%	82%	●	85% (184)	83% (115)	84% (182)	80% (162)	84% (258)	78% (250)
Percentage of people who feel they cannot influence decision making in their local area*	Smaller is Better	25%	30%	33%	▲	33% (116)	38% (70)	36% (122)	32% (123)	34% (175)	30% (201)
Percentage of the population satisfied with parks and open spaces	Bigger is Better	80%	82%	75%	▲	77% (165)	73% (103)	70% (161)	73% (146)	79% (249)	78% (251)
Percentage of the population feeling safe during the day	Bigger is Better	90%	92%	89%	●	92% (202)	90% (127)	91% (201)	84% (178)	92% (278)	86% (273)
Percentage of the population feeling safe at night	Bigger is Better	70%	64%	60%	▲	62% (134)	69% (101)	66% (147)	52% (108)	66% (193)	49% (168)
Satisfaction with street cleanliness	Bigger is Better	70%	67%	61%	▲	54% (127)	61% (85)	61% (128)	60% (118)	66% (202)	62% (197)
Percentage of residents satisfied with the way the Council runs things	Bigger is Better	70%	73%	66%	▲	66% (147)	65% (95)	67% (147)	70% (141)	61% (205)	70% (227)
Percentage of residents who feel that Chorley Council provide value for money	Bigger is Better	60%	56%	49%	▲	46% (95)	45% (65)	48% (119)	62% (116)	48% (152)	49% (173)

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Question 4: Weighting

Data from the completed questionnaires was downloaded into SPSS (Statistical Package for the Social Sciences) for analysis, and weighted to be representative of the Chorley Council area by age and gender (interlocked) and by ward. (Details of the weights are shown in the table.)

Weighting aims to make the survey sample more representative of the population by assigning specific weights to survey responses based on certain characteristics or variables. This is done to minimise bias and increase the survey results reliability and validity. A weight is simply a value assigned to a respondent that changes how much impact their answers have on the overall outcome, and allows us to simulate the population. This helps to control variation in audience composition and by weighting the data we eliminate the influence that any differences between the 2021 and 2024 sample populations may have had on the results.

WEIGHTS APPLIED				
Male	Projected	Achieved	Weight*	Weighted Sample
16 to 34 years	12.5	2.4	5.197764795	10.3
35 to 49 years	12.0	8.7	1.385437194	12.6
50 to 64 years	12.9	15.2	0.848107368	13.0
65 years and over	12.5	18.9	0.661742109	13.4
Female	Projected	Achieved	Weight	
16 to 34 years	12.6	4.4	2.875138482	12.1
35 to 49 years	12.1	12.2	0.986970057	12.4
50 to 64 years	13.0	22.2	0.584489532	13.2
65 years and over	12.5	16.1	0.77996608	13.1
Ward	Projected	Achieved (Weighted)	Weight	Weighted Sample
Adlington & Anderton	6.8	5.9	1.155750071	6.7
Buckshaw & Whittle	8.0	5.6	1.41312581	7.9
Chorley East	7.0	9.6	0.731892481	7.1
Chorley North & Astley	6.8	8.8	0.780095558	6.9
Chorley North East	6.1	7.7	0.793009441	6.1
Chorley North West	6.8	11.9	0.571679213	6.9
Chorley South East & Heath Charnock	8.0	8.2	0.965665073	8.0
Chorley South West	7.0	6.3	1.108073312	6.9
Clayton East, Brindle & Hoghton	7.7	6.2	1.255522822	7.7
Clayton West & Cuerden	7.4	9.9	0.743486305	7.5
Coppull	7.1	5.2	1.364845883	6.8
Croston, Mawdesley & Euxton South	8.5	4.6	1.851494439	8.6
Eccleston, Heskin & Charnock Richard	6.3	3.9	1.631499099	6.1
Euxton	6.6	6.3	1.039078395	6.6

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