

# Residents' Survey 2023/24



## Neighbourhood Area: Chorley Town East

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

<b>Better Than Overall</b>	<b>Within Overall Threshold (5%)</b>	<b>Below Overall</b>
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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%).