

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%)