

# Residents' Survey 2023/24



## Neighbourhood Area: Eastern Parishes

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

<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	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%).