

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%).