

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%)