

Wigan North

2008 Place Survey Results

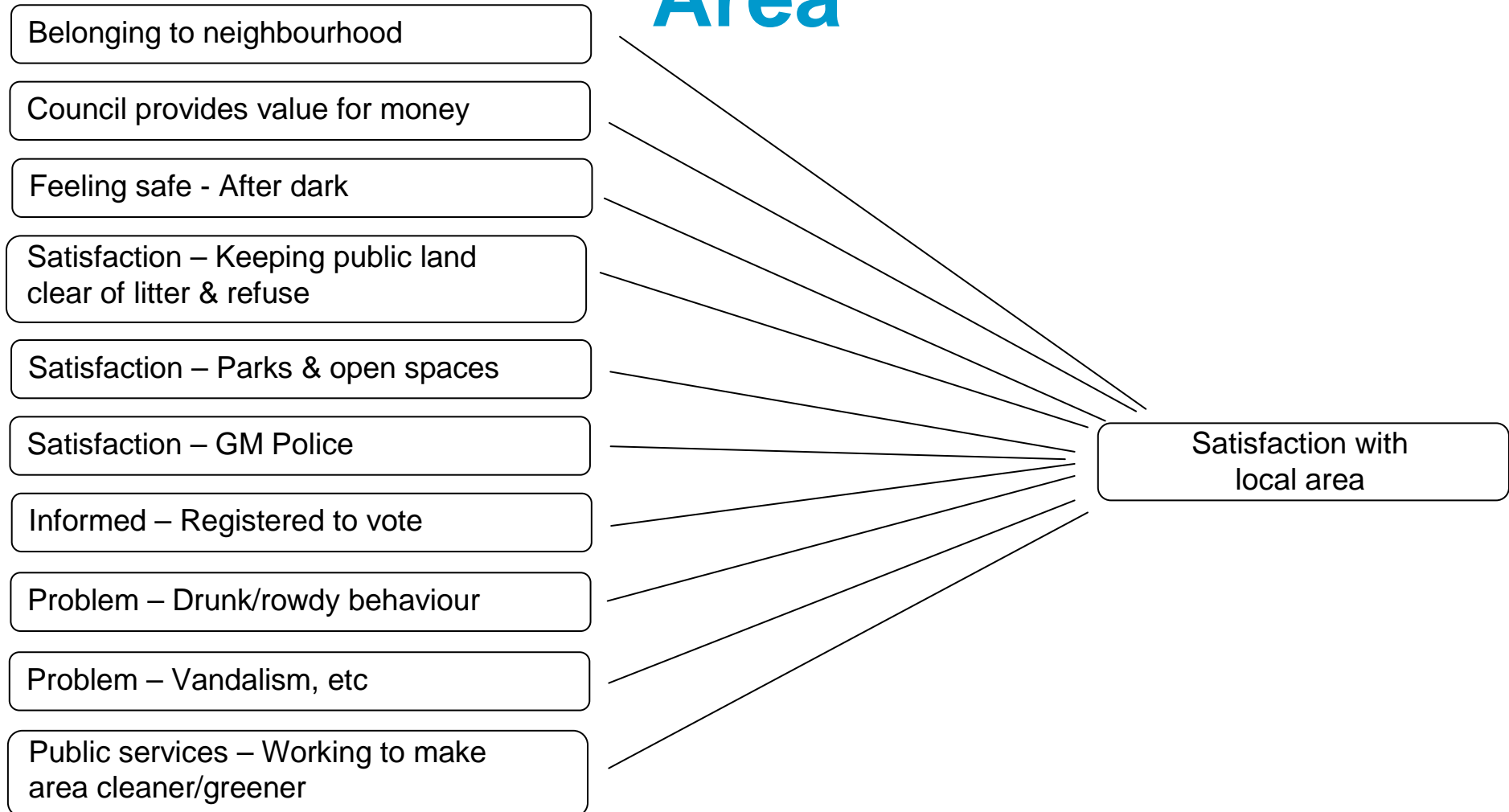
Context

- National survey undertaken in Autumn 2008
- Assesses people's perceptions of where they live, their communities and the services they receive
- 1584 responses in total

What have we learnt?

- Wigan's performance was poor in comparison to other areas
- Satisfaction with the local area is increasing, but public services are not getting the credit for this.
- People do not feel informed about local public services. They do not feel that public services promote their interests, or act on their concerns.
- Communication with the public is key

Key drivers to satisfaction – Local Area



Knowing our customers

- Analysis of the Place Survey results shows that:
 - Residents who receive the majority of our services have the highest levels of satisfaction
 - Residents of modest means have the lowest satisfaction levels

What matters for Wigan North?

- As with all Townships, the **level of crime** was perceived to be most important in deciding whether somewhere was a good place to live
- **Activities for teenagers** was seen as the thing that most needed improving in Wigan North

Residents appear to be satisfied with...

- Almost **three quarters** were satisfied with the area as a place to live
- **90%** were satisfied with their local GP
- **83%** were satisfied with the local hospital
- **87%** were satisfied with refuse collection
- **60%** were satisfied with doorstep recycling

Residents in Wigan North appear to have a strong sense of belonging to their immediate neighbourhood



Residents appear to be dissatisfied with some public services

- 45% felt local public services were working to make the area safer
- 61% felt local services treated all types of people fairly
- 41% felt local public services were working to keep public land clear of litter and refuse
- 36% were satisfied with the local police force
- 52% were satisfied with the local fire service

Do local citizens know how to get involved?

- 16% felt informed about how to get involved in local decision-making
- 25% said they would like to be more involved in local decision-making

Crime and Anti-Social Behaviour perceived to be a problem...

- Less people feel safe going outside during the day in Wigan North than in any other Township
- There would appear to be problems with **litter**, **graffiti** and **vandalism** especially
- **41%** felt there was a problem with drunk/rowdy behaviour in the area
- There is dissatisfaction with how the **police** and the **Council** understand and respond to local peoples concerns about anti-social behaviour

And those perceptions would appear to have some foundations...

- Perhaps unsurprisingly, there were more incidents of alcohol misuse in and around **Wigan Town Centre** than in any other part of the borough in 2007/08
- There were also high incidences in **Swinley**, **Scholes** and around **Woodhouse Lane**

Things to think about...

- Activities for teenagers
- Satisfaction with some local public services e.g. police, fire
- Local decision making
- Crime and anti-social behaviour

Questions

- What do you think about the information that has been presented?
- Do any of the findings surprise you?
- How can the township respond to the issues?