

Standish, Aspull, Shevington

2008 Place Survey Results

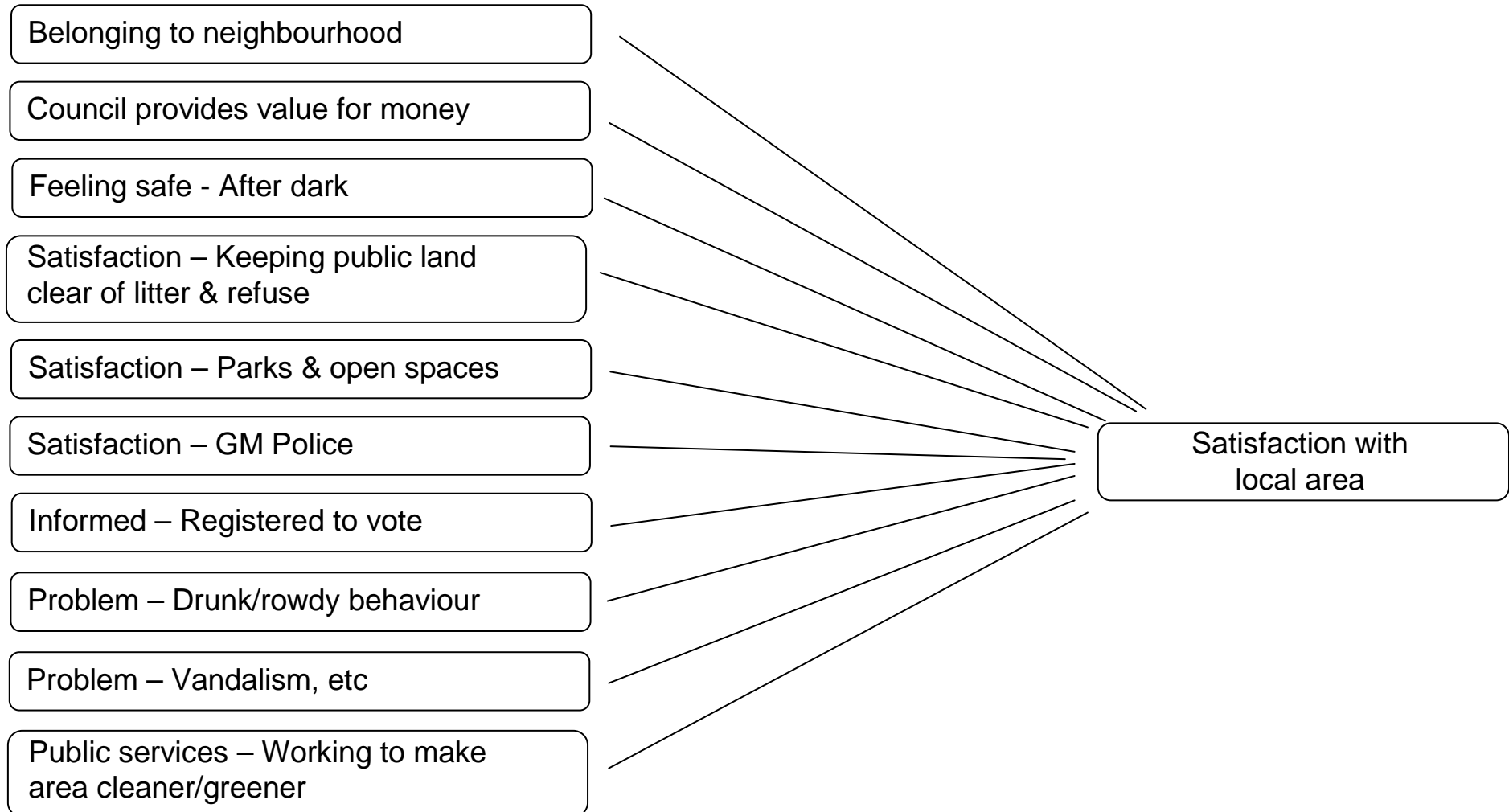
Context

- 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

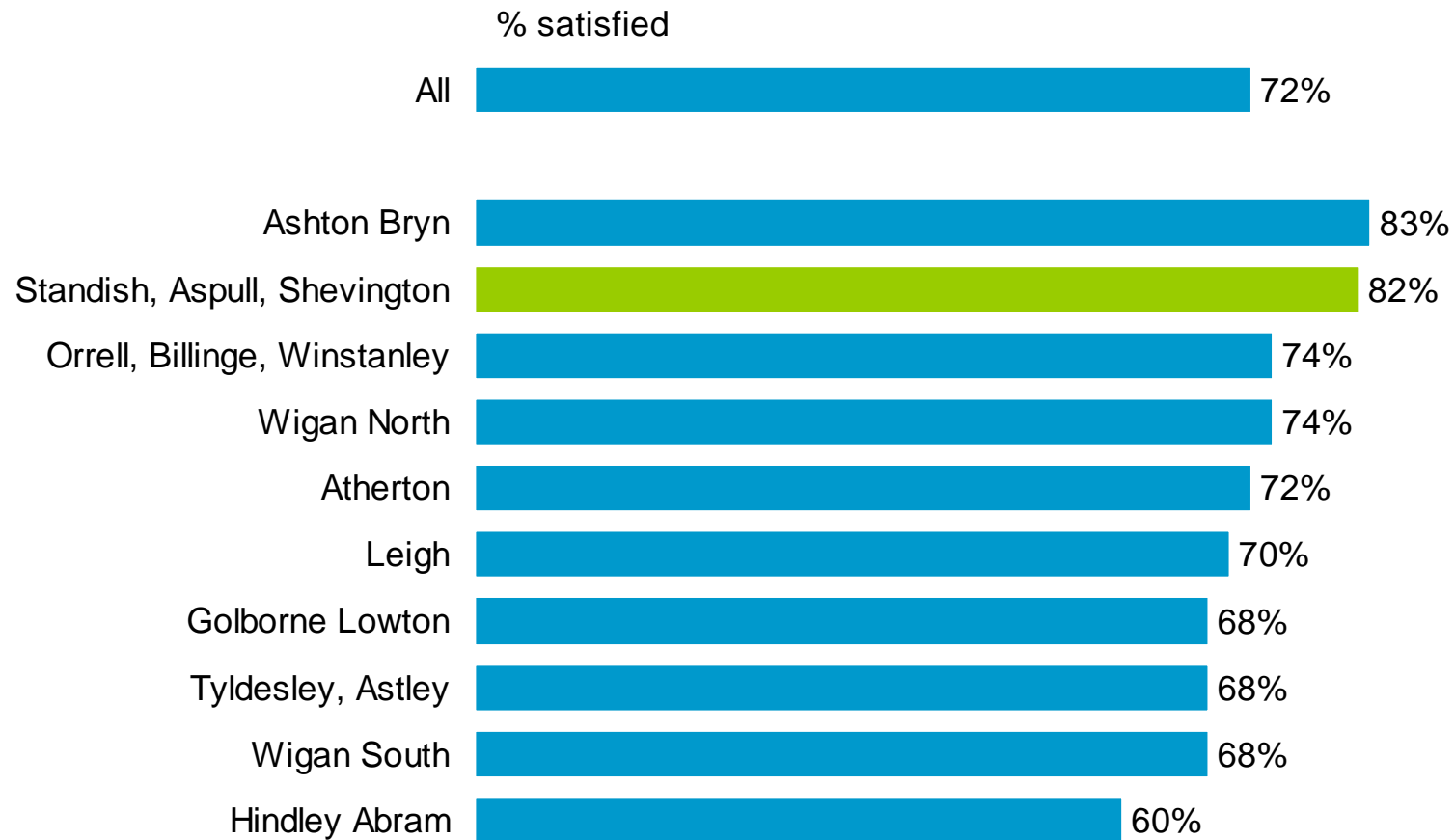
What's important for Standish, Aspull, Shevington?

- As with all Townships, the **level of crime** was perceived to be most important in deciding whether somewhere was a good place to live
- Residents in Standish, Aspull, Shevington identified that they wanted to see more **activities for teenagers** in the area

Area satisfaction levels are high...

- 82% said they were satisfied with their local area as a place to live
- 85% of over 65s said they were satisfied with their home and neighbourhood as a place to live
- 61% said they belonged to the area

Overall, how satisfied or dissatisfied are you with your local area as a place to live?



However, some dissatisfaction with local public bodies...

- 35% were satisfied with the way Wigan Council runs things
- 38% were satisfied with the local police
- 45% were satisfied with the local fire service (lowest of any Township)

And some dissatisfaction with local public services

- 47% were satisfied with local bus services – also low usage of bus services
- 19% were satisfied with local sports and leisure facilities

However

- 60% were satisfied with parks and open spaces

Informed citizens?

- 35% satisfied with how the Council runs things
- 18% felt informed about how to get involved in local decision-making
- 30% felt informed about the standard of service they should expect from local public services

Anti-Social Behaviour

- Although only **15%** felt anti-social behaviour was a problem in their area...
- ...only **16%** felt the police and Council were successfully dealing with what anti-social behaviour there was

Things to think about...

- Activities for teenagers
- Satisfaction with local public bodies
- Dealing with anti-social behaviour
- Feeling informed
- Dissatisfaction with bus services and sports & leisure facilities

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?