

Tyldesley Astley

2008 Place Survey Results

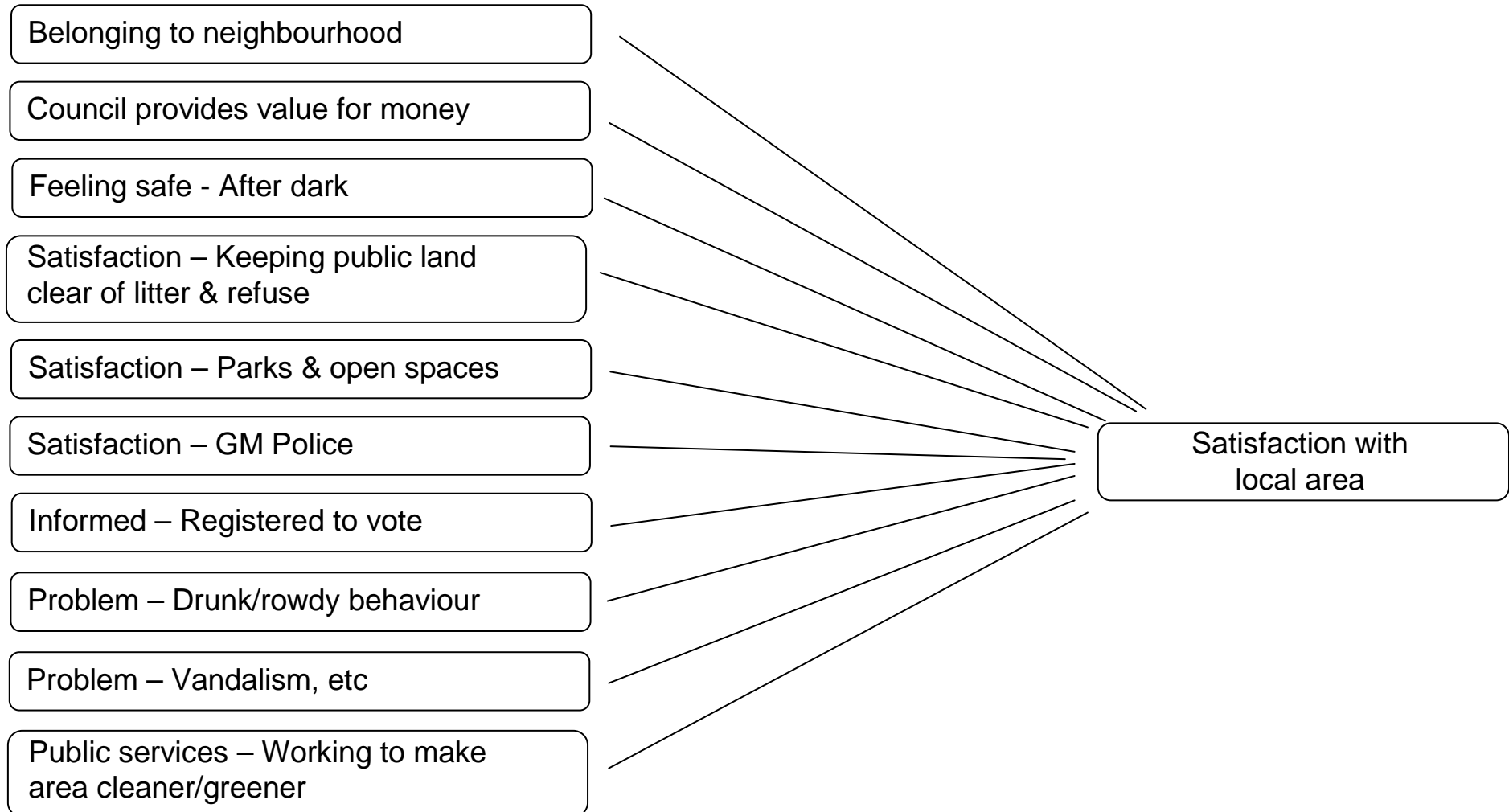
Context

- 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 Tyldesley Astley?

- 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 Tyldesley Astley

People appear satisfied with the Council and feel informed

- 45% said they were satisfied with the way the Council runs things (second highest Township)
- More people said they felt informed about how their Council Tax was spent and how to get involved in local decision-making than any other Township

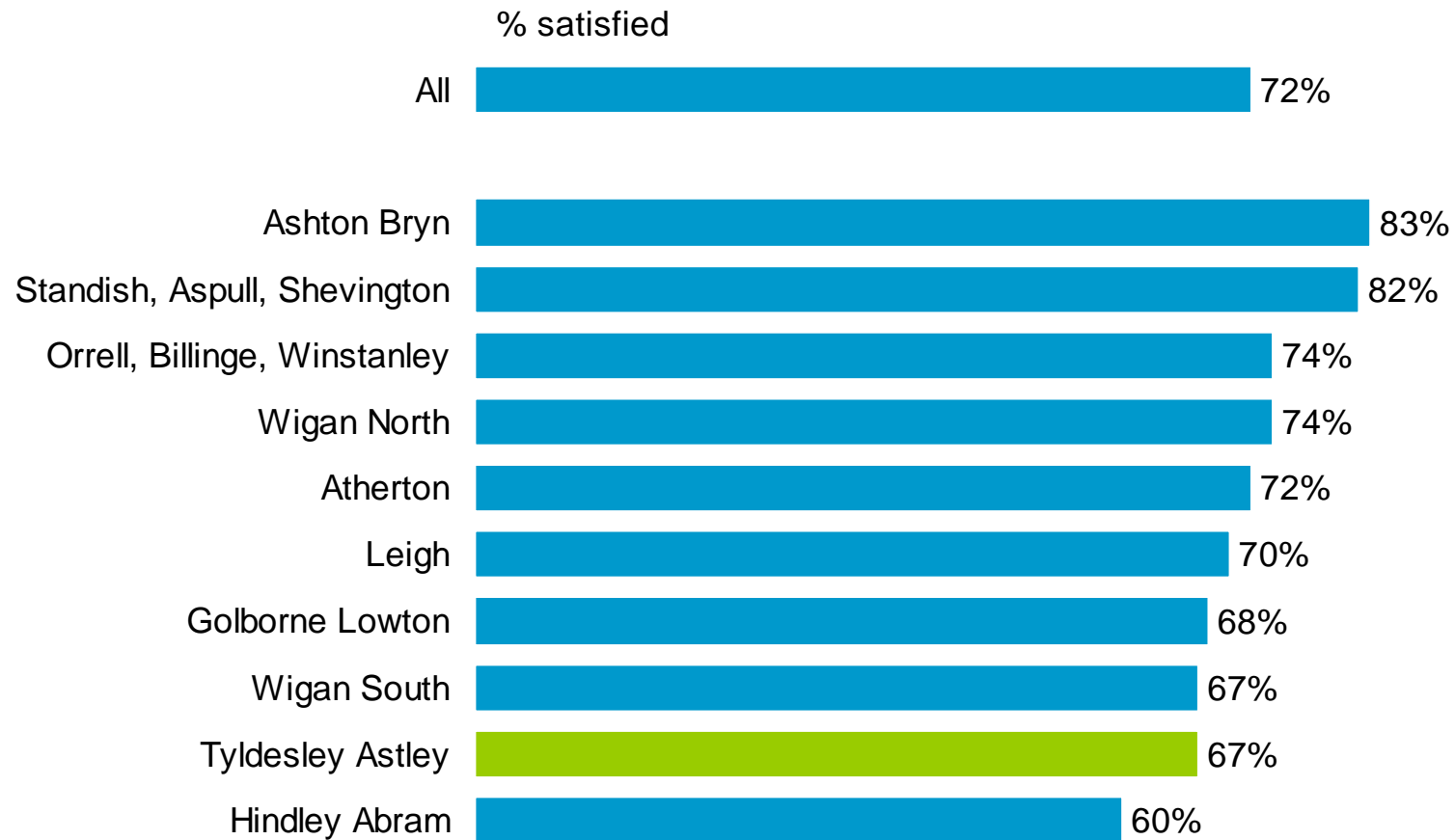
However there is some dissatisfaction with local services...

- 32% felt local public services promoted the interests of local residents
- 74% were satisfied with refuse collection and 48% were satisfied with doorstep recycling
- 22% were satisfied with local bus services, with 26% satisfied with local transport information
- 46% were satisfied with parks and open spaces

Satisfaction levels

- 67% of people in Tyldesley Astley said they were satisfied with their local area as a place to live
- 19% felt they could influence decisions in their local area
- 56% felt they belonged to the area

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



Crime and Anti-Social Behaviour

- 67% of respondents felt there was a problem with teenagers hanging around the streets in their local area
- 45% felt there was a problem with vandalism/graffiti in the area
- 47% felt there was a problem with drug using/dealing in their local area

Things to think about...

- Activities for teenagers
- Local public services
- Satisfaction with local area
- Influencing decisions
- 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?