

Hindley Abram

2008 Place Survey Results

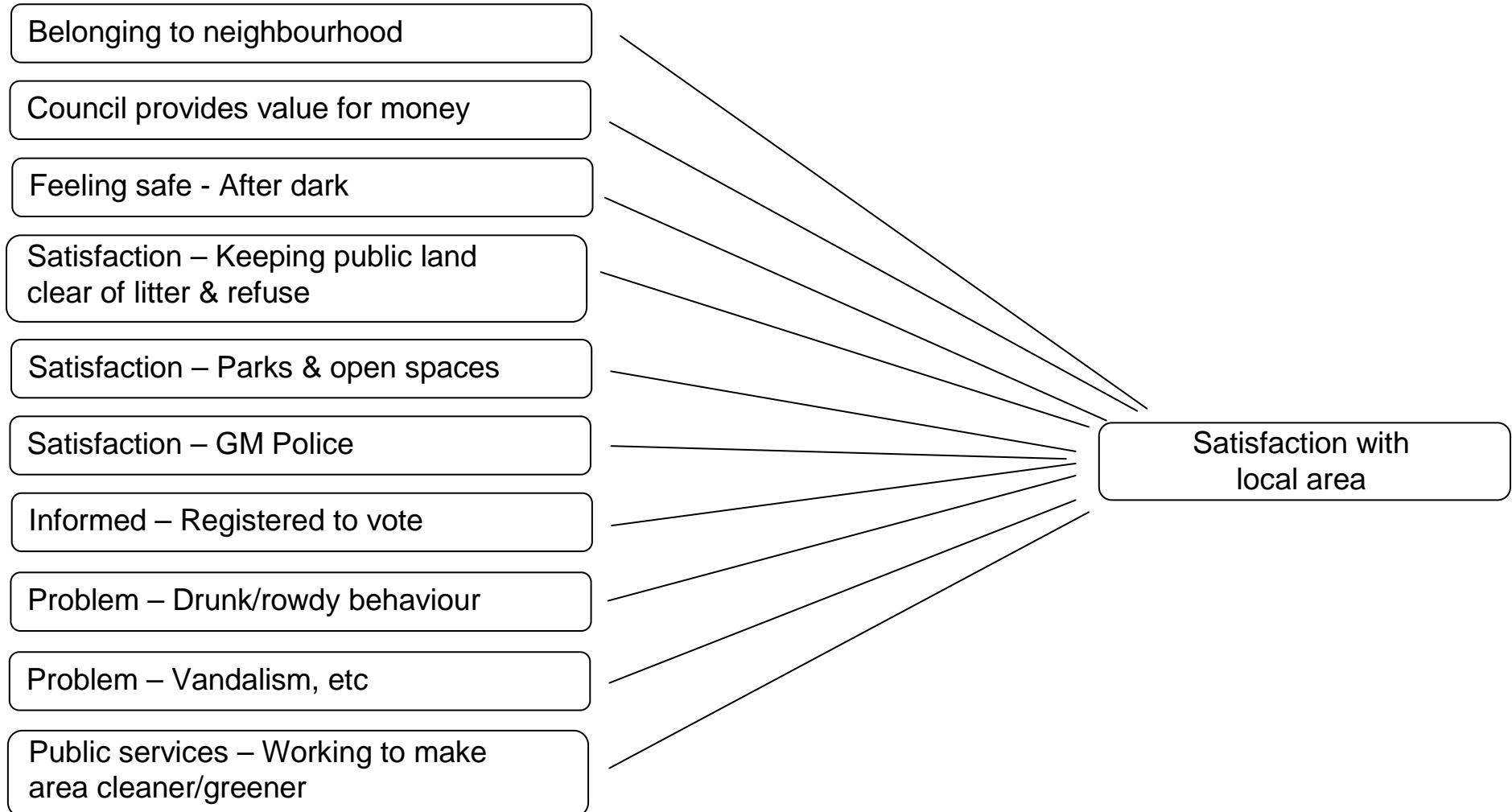
Context

- 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

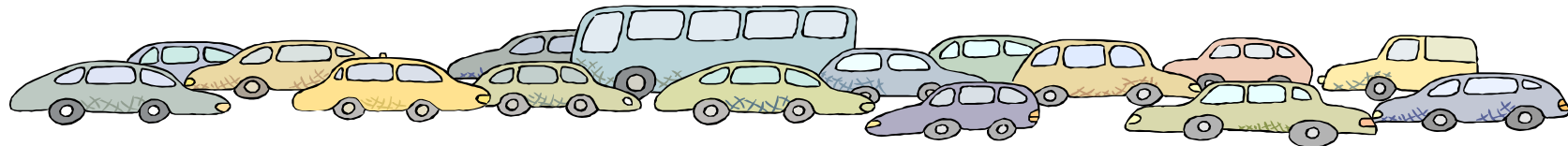


Knowing our customers

- 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 Hindley Abram?

- As with all Townships, the **level of crime** was perceived to be most important in deciding whether somewhere was a good place to live
- **Traffic congestion** was seen as the thing that most needed improving in Hindley Abram



Residents appear to be satisfied with...

- 81% were satisfied with local tips/recycling centres
- 87% were satisfied with refuse collection
- 54% were satisfied with efforts to keep public land clear of litter and refuse
- 64% felt local public services were working to make the area cleaner and greener

Residents appear to be dissatisfied with public services...

- 32% of those surveyed felt local public services acted on the concerns of local residents
- 62% felt that local public services treated all people fairly

...and don't feel informed or able to influence

- 30% of people felt informed about the standard of service they should expect from local services
- 25% said they felt informed about the performance of local services
- 15% of respondents felt they could influence decisions locally (lowest of all Townships)

Low satisfaction levels with...

- 60% were satisfied with the area as a place to live (lowest of all Townships)
- 48% felt they belonged to the area (lowest of all Townships)

Issues with crime & anti-social behaviour

- 14% of respondents agreed that parents take enough responsibility for their children
- 17% of respondents indicated they didn't feel safe going outside during the day

Things to think about...

- Traffic congestion
- Feeling informed or able to influence
- Satisfaction with area and sense of belonging
- 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?