

Leigh

2008 Place Survey Results

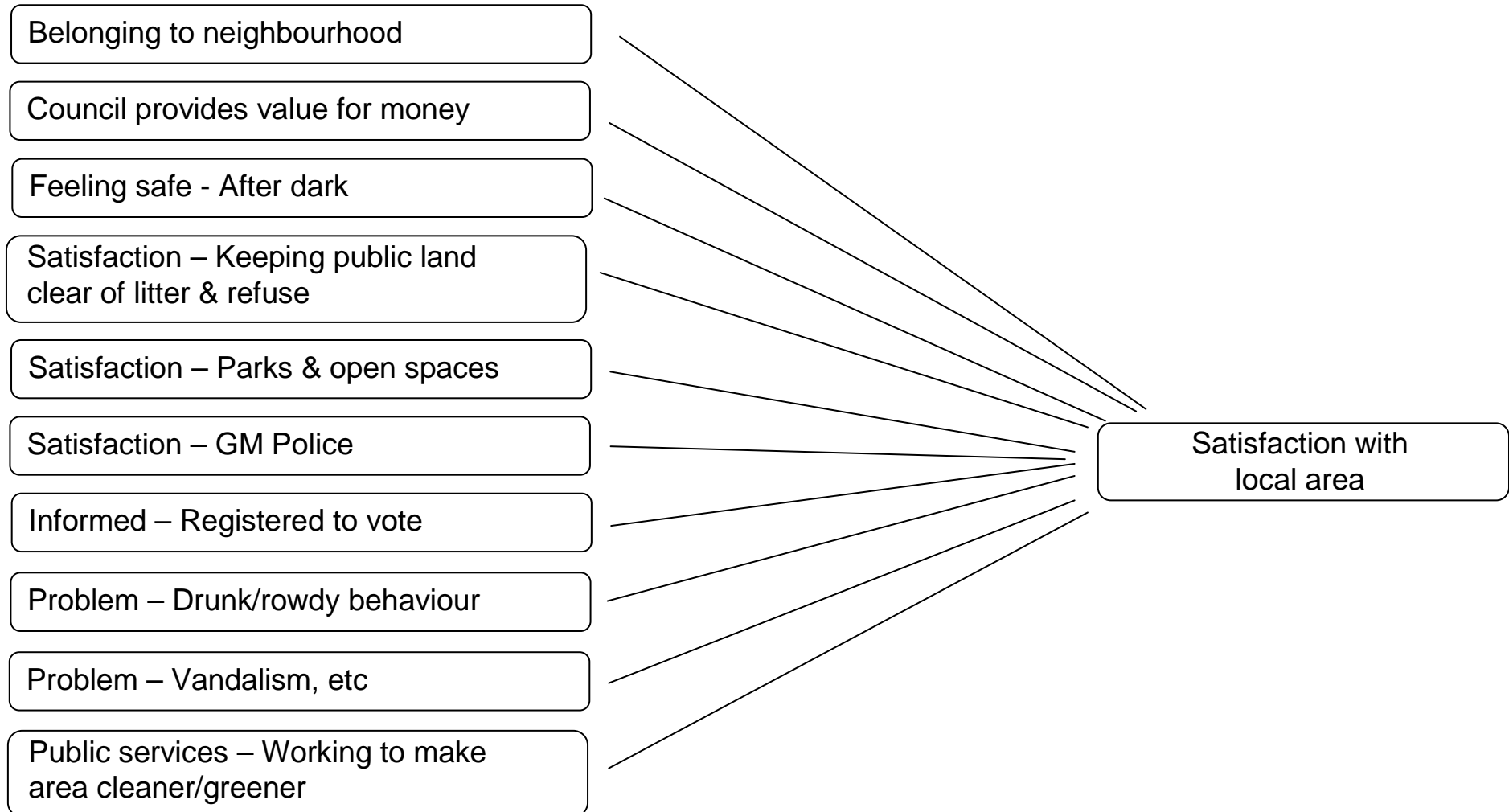
Context

- 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 Leigh?

- 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 Leigh

Residents feel they belong...

- 70% said they were satisfied with the area as a place to live
- 72% of over 65s said they were satisfied with their home and neighbourhood
- 66% said they felt they belonged to the area (more than any other Township)

There is satisfaction with some public services

- 61% said they were satisfied with local bus services (higher than any other Township)
- 68% said they were satisfied with sports and leisure facilities (higher than any other Township)
- 80% were satisfied with local libraries

Satisfaction with local public bodies appears to vary...

- **48%** were satisfied with the local police
(above average for the borough)

However

- **56%** were satisfied with the local fire & rescue service
- **64%** were satisfied with their local hospital
(both below average)

Respect?

- 55% agreed that the area is a place where people from different backgrounds get on well together
- 55% said there was a problem in the area with people not treating each other with respect

However

- 69% said they had been treated with respect by public services in the last year

There appears to be a perception that anti-social behaviour is a big issue in the area...

- 22% said there was a problem with noisy neighbours / loud parties
- 61% said there was a problem with teenagers hanging around the streets
- 50% said there was a problem with litter
- 44% said there was a problem with drug use/dealing in the area
- 46% said there was a problem with drunk/rowdy behaviour

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

- Over 100 incidents of alcohol misuse around Leigh Town Centre in 2007/08, with high rates also around Warrington Road and Bedford
- High rates of youths causing annoyance around Warrington Road West, Leigh Town Centre and Higher Folds in 2007/08

Things to think about...

- Activities for teenagers
- Satisfaction with public bodies
- Getting on together
- Treating people with respect
- 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?