

Orrell, Billinge, Winstanley

2008 Place Survey Results

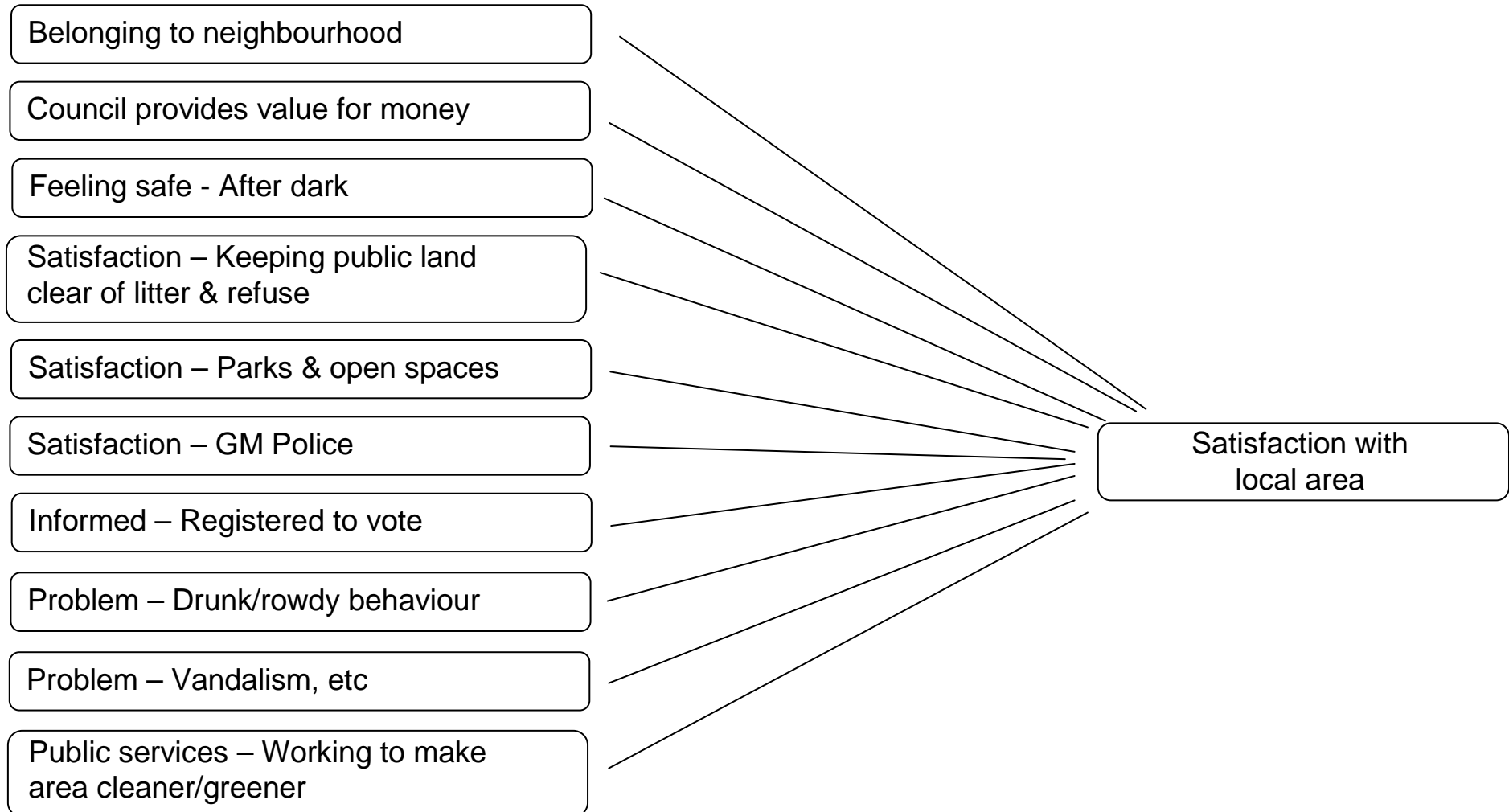
Context

- 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

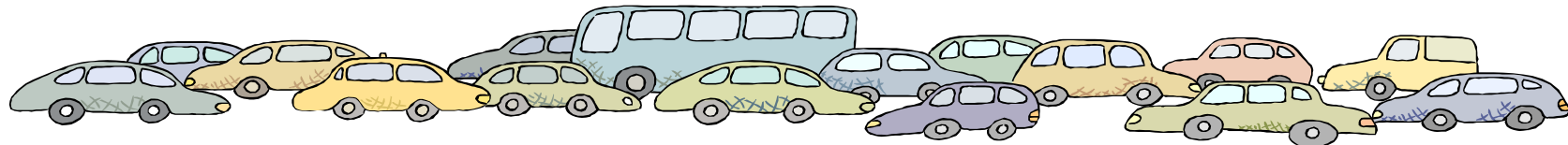


Knowing our customers

- 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 Orrell, Billinge and Winstanley?

- 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 Orrell, Billinge, Winstanley



Residents appear fairly satisfied with...

- 74% were satisfied with the area as a place to live
- 59% felt they belonged to the area

Mixed satisfaction with some specific local services...

- 65% were satisfied with doorstep recycling

However

- 32% were satisfied with sports & leisure facilities
- 48% were satisfied with public libraries

And dissatisfaction with other local public services

- 50% of respondents felt local public services were working to make the area safer
- 46% felt they were working to make the area cleaner and greener
- 30% felt they promoted the interests of local residents
- 28% felt local public services act on the concerns of local residents

And particular dissatisfaction with the local Council...

- 23% felt the Council provided value for money
- 34% are satisfied with the way the Council runs things
- 26% felt informed about the performance of local public services

Getting involved?

- Although 28% did feel they could influence decisions in their local area...
- ...39% of those that responded wanted to get more involved in decision-making (higher than any other Township)

Things to think about...

- Level of crime
- Traffic congestion
- Local public services
- Getting involved

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?