

### **Cheshire West and Chester Council**

## Residents' Survey 2017

All the information you provide will be treated in the strictest confidence. If you have any questions please call the Research Team on 01244 972185 or email research@cheshirewestandchester.gov.uk

### **About this survey**

What is it like to live in your local area?

Please tell us what you think and help us to improve your neighbourhood!

As a local resident, you are best placed to tell us what the key issues are for your local area. This questionnaire asks for your views on a range of topics that affect quality of life where you live.

# Give us your views and you could win one of our fantastic prizes!

As a thank you for taking part, you have the option of being entered into a draw where you could be in with a chance of winning one of our exciting prizes, which have been kindly donated by local businesses. (Please fill in your details on the enclosed sheet).









LOVE2SHOP



STORYHOUSE

#### Accessing Cheshire West and Chester Council information and services.

Council information is also available in audio, braille, large print or other formats. If you would like a copy in a different format, in another language or require a British Sign Language interpreter, please email us at:

equalities@cheshirewestandchester.gov.uk

Telephone: **0300 123 8 123** Textphone: **18001 01606 275 757** 

Email: equalities@cheshirewestandchester.gov.uk Web: www.cheshirewestandchester.gov.uk



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All the information you provide will be treated in the strictest of confidence. If you have any questions please call the Research Team on 01244 972185.

### How to complete this questionnaire

- The questionnaire should be completed by any resident aged 18 or over living at this address.
- Please use a black or blue pen.
- In most cases please cross a box to indicate your answer, for example | X |
- If you make a mistake, just shade in the box and put a cross in the one you want.
- Some questions may ask you to write in a box. Please try to keep your answer within the space provided.
- If there are any questions you do not wish to answer, please feel free to leave them blank.
- Once you have completed the questionnaire please return it in the pre-addressed envelope provided by Monday 27th February 2017. You do not need to add a stamp.

If you are able to complete this questionnaire online, please go to www.cheshirewestandchester.gov.uk/yourvoicematters and follow the instructions. You will need to enter your survey reference which can be found at the top right of this form.

### **Your Local Area**

Throughout the questionnaire we ask you to think about 'your local area'. When answering, please consider your local area to be within a 15 to 20 minute walking distance from your home.

piease	consider y	our local area	to be within a i	15 to 20 minute	waiking distan	ce from your nome.
Q1.		now satisfied ross one box		are you with y	our local area	a as a place to live?
	Very satisfied	Fairly satisfie		er satisfied issatisfied	Fairly dissatisfied	Very dissatisfied
Q2.	from diffe	erent backgro		g religion, rac		place where people ntation and age) get
	initely gree	Tend to agree	Tend to disagree	Definitely disagree	Don't know	Too few people in local area
<b>Q3.</b>			ease cross on	e box only.		oved, stayed the
Q4.		next 3 years, Il us in the bo		ments would y	ou like to see	in your local area?

Q5. Please say how important or unimportant you think the aspects below are in making somewhere a good place to live by circling a number between 1 and 10, where 1 is of 'no importance at all' and 10 is 'extremely important'. If you feel a particular aspect does not apply to you, please circle N/A. It doesn't matter if some aspects have the same score though please try to avoid giving all aspects the same score.

though please try to avoid giving all aspects the same score.											
How important or unimportant are	Of no	impo at al		е							xtremely nportant
a) Activities for children and young people	N/A	1	2	3	4	5	6	7	8	9	10
b) Activities for adults and older people	N/A	1	2	3	4	5	6	7	8	9	10
<ul><li>c) Community relations (including race relations)</li></ul>	N/A	1	2	3	4	5	6	7	8	9	10
d) Parks, open spaces and access to nature	N/A	1	2	3	4	5	6	7	8	9	10
e) Clean and tidy streets (including litter, dog fouling and grass cutting)	N/A	1	2	3	4	5	6	7	8	9	10
f) Public transport - buses and rail	N/A	1	2	3	4	5	6	7	8	9	10
g) The level of traffic congestion	N/A	1	2	3	4	5	6	7	8	9	10
h) The level of air quality	N/A	1	2	3	4	5	6	7	8	9	10
i) Road condition (including potholes)	N/A	1	2	3	4	5	6	7	8	9	10
j) Pavement condition	N/A	1	2	3	4	5	6	7	8	9	10
k) Cycle paths	N/A	1	2	3	4	5	6	7	8	9	10
I) Streetlighting	N/A	1	2	3	4	5	6	7	8	9	10
<ul> <li>m) Culture and leisure facilities (including sports, libraries and museums)</li> </ul>	N/A	1	2	3	4	5	6	7	8	9	10
n) Shopping facilities	N/A	1	2	3	4	5	6	7	8	9	10
o) Health services	N/A	1	2	3	4	5	6	7	8	9	10
p) Education provision	N/A	1	2	3	4	5	6	7	8	9	10
q) Job prospects	N/A	1	2	3	4	5	6	7	8	9	10
r) Wage levels and local cost of living	N/A	1	2	3	4	5	6	7	8	9	10
s) Affordable decent housing	N/A	1	2	3	4	5	6	7	8	9	10
t) The level of crime	N/A	1	2	3	4	5	6	7	8	9	10

Q6. Now we would like to know how <u>satisfied</u> or <u>dissatisfied</u> you are with the same set of aspects of your local area.

Please **circle** a score between 1 and 10, where 1 is **'totally dissatisfied'** and 10 is **'totally satisfied'**. If a particular aspect does not apply to you or you don't know, please circle N/A. It doesn't matter if some aspects have the same score.

How satisfied or dissatisfied are you with		Total ssatis									Totally atisfied
a) Activities for children and young people	N/A	1	2	3	4	5	6	7	8	9	10
b) Activities for adults and older people	N/A	1	2	3	4	5	6	7	8	9	10
c) Community relations (including race relations)	N/A	1	2	3	4	5	6	7	8	9	10
d) Parks, open spaces and access to nature	N/A	1	2	3	4	5	6	7	8	9	10
e) Clean and tidy streets (including dog fouling and grass cutting)	N/A	1	2	3	4	5	6	7	8	9	10
f) Public transport - buses and rail	N/A	1	2	3	4	5	6	7	8	9	10
g) The level of traffic congestion	N/A	1	2	3	4	5	6	7	8	9	10
h) The level of air quality	N/A	1	2	3	4	5	6	7	8	9	10
i) Road condition (including potholes)	N/A	1	2	3	4	5	6	7	8	9	10
j) Pavement condition	N/A	1	2	3	4	5	6	7	8	9	10
k) Cycle paths	N/A	1	2	3	4	5	6	7	8	9	10
I) Streetlighting	N/A	1	2	3	4	5	6	7	8	9	10
m) Culture and leisure facilities (including sports, libraries and museums)	N/A	1	2	3	4	5	6	7	8	9	10
n) Shopping facilities	N/A	1	2	3	4	5	6	7	8	9	10
o) Health services	N/A	1	2	3	4	5	6	7	8	9	10
p) Education provision	N/A	1	2	3	4	5	6	7	8	9	10
q) Job prospects	N/A	1	2	3	4	5	6	7	8	9	10
r) Wage levels and local cost of living	N/A	1	2	3	4	5	6	7	8	9	10
s) Affordable decent housing	N/A	1	2	3	4	5	6	7	8	9	10
t) The level of crime	N/A	1	2	3	4	5	6	7	8	9	10

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Com	munity	Safety						
Q7.		e or unsafe do	<b>-</b>	hen outsi	ide in your l	ocal area.	?	
			Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
a) Dur	ring the day	/						
b) Afte	er dark							
	-	wered 'fairly why in the box		very unsa	fe' to questi	on 7, plea	se tell us the	
<b>Q</b> 9.		about your leg are Please					think each of	the
Groups Vanda damag People People	s of people lism, graffiti ge to proper e using or de	or loud parties hanging around and other delib ty or vehicles ealing drugs ik or rowdy in po	pro [ I the streets [ erate		fairly big Noroblem	ot a very big problem	Not a proble at all	m No opinion
Infor	mation.	advice ar	nd comm	unicati	ons			
Q10.		ow satisfied output		_		ay Chesh	ire West and	Chester
Ve satis	•	Fairly satisfied	Neither s nor dissa		Fairly dissatisfi	ed	Very dissatisfied	Don't know
Q11.	the comm	about the ran nunity and yo rovides value ist of services)	ur househo for money	ld, to wha ? (Please	it extent do see separat	you agree	or disagree	that the
Stron	<b>.</b>	Tend to agree	Neither ag		Tend to		Strongly disagree	Don't know

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Q12. If you have any in the box belo		ake about y	our answ	ers to Q10 or	Q11, please ex	plain
Q13. Where do you Please cross at		ormation ab	out what	the Council is	s doing?	
Local newspaper	Friends and	d family		Council webs	ite Radio	
Social media	Talking To	gether mag	jazine	Internet	<u>—</u>	
From a Councillor	Council bui	ilding/Librar	y	Other		
*Free magazine which is de was November 2016).	elivered through your c	loor 3 times a	year from th	e Council and oth	er Partners (last pu	blication
Q14. How well information Please cross on	med do you feel a			lowing?		
How and where to registed How your Council Tax is How you can get involved making What services the Council How well the Council is possible How to comment on Council Council services	spent d in local decision cil provides erforming ncil services	informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
	e or disagree that or local area? Plea				e by the Counc	il
20	end to agree	Tend to disagree		Definitely disagree	Dor kno	

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Q16.	<b>If you needed h</b> For each issue p	-	on the following issues, I that apply.	where would you go?
	Local	The Council, including	Voluntary organisations, including	E

	GP/	The Council, including Children's Centres &	Local	Social Care	Voluntary ganisation including Citizens Advice,	IS,	Housing Association	Friends or	Internet search	School/ College	Don't know
Child care	ноѕрітаі	Libraries (	Jouncilloi	rProvider	Age or		Association				
Child learning and development											
Children and young people at risk of harm											
Adults at risk of harm											
Social care (all ages)											
Reporting anti-social behaviour											
Hate crime											
Domestic violence ar abuse	ıd 🗌										
Physical health											
Mental health (including depression and anxiety)	n 🔲										
Addiction (including drug/alcohol misuse and gambling)											
Housing issues											
Debt, loan, benefits and money advice											
Advice on careers education and employment skills											
Q17. If you have last 3 years advice. (Please tell	s, plea ease i	se tell u ndicate	s how which	satisfie	d or di	ssatis	fied you				 the

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Q18. In general, how often do computer)? Please cross	<b>=</b>		ternet (	either	on a mo	obile pł	none, ta	ablet or	
About once a Every other Twice day or more day a wee		Once a week	_	ce a night	Onc a moi	•	Hardly ever	Nev	er ]
Q19. If you answered 'hardly e the internet? (Please exclusion home). Please cross all that	ude use			_	• •		•		essing
I have no interest in using the in	nternet		don't h	ave the	knowle	edge/ski	lls to us	se the in	ternet
Accessing the internet costs too			am cor	cerne	d about	privacy	or secu	ırity	
I have a physical or sensory distant prevents me from using the	•	et 🔲 -	Γhere is	no/pod	or intern	et servi	ce whe	re I live	
Other									
Culture and Leisure									
Q20. How often, if at all, do yo Please cross one box per la	-	ipate ii	n the fo	llowing	g activi	ties?			
	Almost every	At least once a	At least once a	About once a	About every 3	About every 6	About once a	Less than once a	
Take part in arts or creative activity	day	week	fortnight	month	months	months	year	year	Never
Take part in sports or physical activities/exercise									
Attend live performances									
Visit museums and/or galleries									
Visit heritage attractions									
Attend a social group									
Attend a live sporting event									
Attend a day or evening class									
Eat out									
Visit friends or relatives									
Go on a social outing									
Go to the cinema									

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Q21. Is there anything preventi cross all that apply.	ng you from	participatir	ig in activit	ies more of	ften? Ple	ase
I don't have enough free time	е	I don't h	nave anyone	to participa	ate with	
Transport issues		I am too	busy with	work		
Activities cost too much		I have p	oor health/a	a disability		
What I would like to do isn't a	available	I don't f	eel like it/no	thing appea	als to me	
I don't know what there is to	do	I don't h	ave the cor	ifidence to c	do it	
I have caring responsibilities		Other				
The weather						
Q22. How satisfied or dissatisfied						(not
including park and ride) in	your local a		o <i>cross one l</i> ther	oox per line.		
	•	ıirly satisfi	ed nor Fa		•	Don't
Availability of buses	atisfied sati	sfied dissa	tisfied dissa	tisfied dissa	atisfied kr	now/NA
Frequency of buses	$\exists$	i i	i i		=	
Cost of bus fares		i i	i i		7	H
Punctuality of buses	$\Box$	ī ī	יוד ד <u>י</u>	ī ī	=	Ħ
Cleanliness of buses						
Accessibility of buses						
(wheelchairs, pushchairs etc)						
Health and Wellbeing We are interested in your views on	this topic bed	cause the Co	ouncil is real	uired by gov	ernment	to
support health and wellbeing and h	as a respons	ibility for Pul	olic Health.			
Q23. How is your health in gene			•			
Very good Good	Fa	air 	Bad	Very bad		
Q24. Below are some statement	ts about feel	ings and th	oughts. Ple	ease cross	the box	that
best describes your exper Please cross one box per lin		h over the la	ast 2 weeks	<b>).</b>		
Theade dross one box per inf	None		- l	ne of	)ft o o	All of the
I've been feeling entimistic about t	the ti		The the	time C	Often	time
I've been feeling optimistic about to be a feeling useful		] [				
I've been feeling relaxed		] L	_		$\vdash$	
I've been dealing with problems w	rell $\Gamma$	_	_			
I've been thinking clearly	_ 	ы L 7 Г	_			
I've been feeling close to other pe	ople $\Gamma$	_				
I've been able to make up my owr about things	· <u></u>					

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Q25. Over the <u>last 4 weeks</u> ,	most of the t	ime how h	nave you felt	:? Please c	ross one box	only.
Very happy Fairly h	парру	ОК	Fairly u	nhappy	Very unhapp	y
Q26. To what extent do you facilitate walking and/						
Well-maintained footpaths and cycle lanes Enough available routes for walking/cycling where I want to Safe routes Information about walking and cycling Sufficient secure cycle storage (including bike racks)  Q27. If you have any other Chester, please tell uses	go		Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Q28. Generally speaking, initiatives are promo Please cross one box  Stop smoking Drink alcohol responsibly Healthy weight Keeping active	oted?	you think  Quite well	Neither	Not well	Not at all well	Don't know

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Quality of Life						
Q29. Do any of the following pre	-	problem to	you and affo	ect your qu	ality of life?	
		Major probl	em Minor p	roblem No	ot a problem	
Being able to get transport when I nee	ed it			]		
Being able to get to the doctor/GP		H		_	H	
Knowing what services are available t		님				
Knowing what benefits are available to	o me		<u> </u>	_		
Being able to see friends and neighbor	ours		L	<u>_</u>		
Being able to have a cooked meal even	eryday	$\vdash$	L		H	
Being able to find paid employment			Ļ		$\square$	
Debt or money worries			Ļ		Ц	
Finding an affordable home			L	<u>_</u>	Ц	
Being able to keep my home warm			L	_	Ц	
Having someone to contact when I ne	ed help			_	Ш	
Being able to access a local shop						
Being able to access leisure and cultu	ıral servi	ces				
Other (please tell us in the box below)						
Education and Employme	ent					
Q30. How satisfied or dissatisfied cross one box per line.	ed are y	ou with th	e level of su	pport avail	able to? Pl	ease
			Neither		.,	_
	Very atisfied	Fairly satisfied	satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Help local unemployed residents find suitable employment						
Prepare young people for work on leaving school or college						
Help those in work further improve their skills						
Support those in work who want to change jobs or careers						
Q31. If you answered 'fairly diss Please tell us in the box belo		l' or 'very o	dissatisfied',	please tell	us your reas	sons.

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<b>Economy and Bus</b>	siness					
Q32. What impact, if a have over the ne		•		_	ıropean Uı	nion) will
On you	Positive impact	No impact	Negative impact	Don't know		
On your local area						
the same or got to 20 minutes wa	Q33. Thinking about where you live, do you think the local economy has improved, stayed the same or got worse over the past 3 years? By 'local' we mean a distance of about 15 to 20 minutes walk from your home.  Please cross one box only.					•
Improved Staye	d the same	Got wors	e I hav	e not live	d in the are	a for three years
The Council works with other organisations to improve the local economy and regenerate areas of Cheshire West and Chester. There have been a range of regeneration projects across the Borough in recent years and more are expected in the near future, including:  - Northwich: Barons Quay development  - Ellesmere Port: a new college, sports village and flagship Marks and Spencer store  - Winsford: regeneration planned for the town centre and expansion of the industrial estate  - Chester: the Northgate Development in Chester City Centre, including Storyhouse cultural centre and new bus station  - Rural: support for rural businesses to grow and develop, including rural business grants.  There will be other developments in your local area that the Council supports, which you may also want to consider when answering the following questions.						
Q34. How much, if at (please see above	•	•			•	ion?
in your local area	Benefitting a lot	Benefitting a little	Not benefitt much	ting	Not benefitting at all	
across Cheshire West and Chester	Ш					
Q35. Please give reas	ons for your	answer in th	e box belo	)W.		

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ا	<b>.</b>					
Housi		our home me	et vour/vour fa	mily's needs? Pl	ease cross one box only	ı,
<b>Q30.</b> 1	Extremely	Quite	Not	Not	ease cross one box only	<b>y</b> .
	well	well	well	at all well		
	f you feel that you lease cross all the		es not meet yo	ur needs, please	indicate the reasons v	vhy.
Too	small		Fan	nily breakup		
Тоо	large		Nee	d cheaper mortga	ge/rent	
Need Need	ds major repairs		Too	expensive to run		
Unsu	uitable for physica	al needs		d permanent home emporary accomm	•	
∭ Wan	t to live independ	lently			lodation	
Need	d to live closer to	employment	Oth	er —————		7
Need	d to live closer to	family				
Need	d to live closer to	a carer or to g	jive care			
	f your home doe ssues within the				ll be able to resolve th	ese
	Yes		No	Don't know		
Q39. I	Please explain y	our answer ir	n the box belo	N?		
O					cs covered in the surv s, please do so in the	<b>vey</b>
1						

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About You - All questions are voluntary and will be treat	ted in the strictest confidence
To make sure we better understand the views of all people living in would like to know a few details about you. We ask these question as it shows us if certain groups of people are experiencing our serpositive changes that may help.	n Cheshire West and Chester, we ns to help make improvements,
The answers that you give in this section will only be used to see of the to leave blank any questions that you do not wish to answer, you have given us so far. No information will be released that wou as an individual or of your household.	we will still use the answers that
Q41. Please provide your postcode so we can ensure that wareas of Cheshire West and Chester:	re obtain surveys from all

Prefer to use own term

No

Learning disability or difficulty

20-49 hours

per week

50 hours or

more per week

years

Long standing illness or health condition

10-19 hours

per week

Q44a. Do you have a long-term illness or disability that limits your activities in any way?

Q44b. If you answered 'yes' to Q44a, please indicate which of the following applies to

Physical impairment that causes mobility issues (for example wheelchair user)

Hearing impairment

Q45. How often, if at all, do you look after, or give any unpaid help or support to family

Q42. Are you:

Female

Q43. What was your age on your last birthday?

**you.** Please cross all that apply

1-3 hours

per week

Visual impairment

Mental health issue

Rarely or

never

Other (please specify)

Prefer not to say

Yes

members, friends, neighbours or others because of:

long term physical or mental ill-health or disability, or
issues related to old age? Please cross one box only

4-9 hours

per week

Male

33	11	62	11	52

Q46.	Which of these activities Please cross one box only your main activity and none	. Only cross 'loo	oking after t	the home or family' if this is	
	Employed Part-Time (	under 30 hrs a v	veek)	In full-time education	
	Employed Full-Time (3	0 hrs plus per w	veek)	Unemployed	
	Don't work due to long	-term sickness/o	disability	Retired	
	On a Government train	ning scheme		Doing something else	
	Looking after the home or family  Other (please specify)				
	Self employed full or p	art-time			
Q47.	In which of these ways daccommodation?  Please cross box only.	loes your hous	ehold occı	upy your current	
	Owned outright	Rent from	Housing As	sociation/Council	
	Buying on mortgage	Rented fro	m private la	andlord	
	Other (please specify)				

Continued overleaf...

27	164	62	11	50

Q48.	What is your ethnic group? Please cross one box only.				
	White English/Welsh/Scottish/Northern Irish/Bri Irish Any other White background (Please tell us in the box below)	tish	Black or Black British Caribbean African Any other Black background (Please tell us in the box below)		
	Asian or Asian British Indian Pakistani Bangladeshi Chinese Any other Asian background (Please tell us in the box below)  Other ethnic group Arab Other ethnic group (Please tell us in the box below)		Mixed White and Black Caribbean White and Black African White and Asian Any other mixed background (Please tell us in the box below)  Travelling Community Gypsy/Roma Traveller of Irish descent Other member of the travelling community (Please tell us in the box below)		
Q49.	Which of these best describes your re	ligious be	lief/ faith? Please cross one box only.		
	Buddhist Christian (state denomination Hindu Jewish Muslim Other (please tell us in the box)	in box if you	wish) None Prefer not to say		
	Q50. Which of these best describes your sexual orientation?  Please cross one box only.				
	Heterosexual/Straight Bisexual Gay/Lesbian	<u> </u>	not to say to use own term (please specify)		

Thank you for completing this questionnaire. Please return it in the pre-paid envelope provided by Monday 27th February 2017.

No stamp is required.

Don't forget to fill in your prize draw sheet and send it in with your questionnaire