

Residents' Survey 2017 – Frodsham Neighbourhood Plan

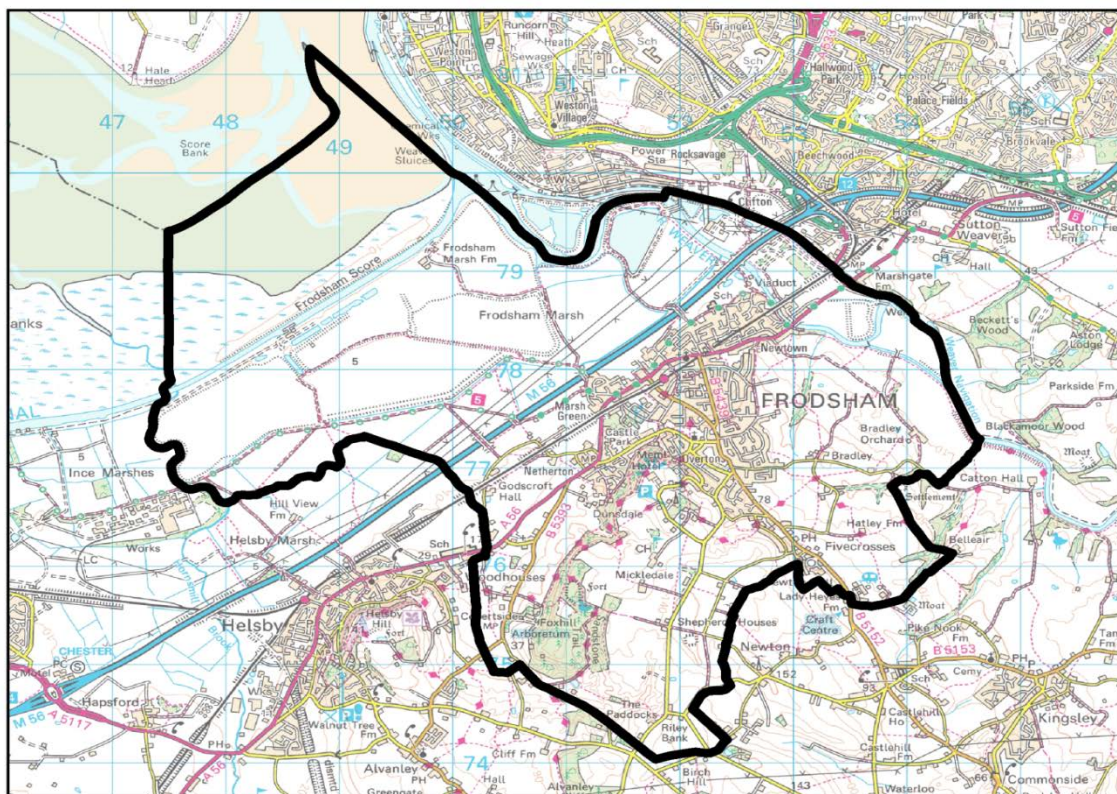
The Residents' Survey was undertaken in February 2017 and asked for residents' views on a range of topics including their local area, community safety, economy and business and education and employment.

3,717 questionnaires were completed and returned, giving a response rate of 24%. Of these responses, 171 were from inhabitants of Frodsham parish, this give Frodsham residents a 28% response rate, higher than that of the borough as a whole.

This document focuses on key findings relating to the Frodsham Neighbourhood Plan area. For more information about the survey please email:

research@cheshirewestandchester.gov.uk

This document looks at a number of the survey questions in more detail. Where we refer to 'Frodsham respondents', this relates to those who live in the Neighbourhood Plan area, which is highlighted in the map below.



Frodsham Neighbourhood Plan Area

Boundary Key

 Frodsham Neighbourhood Plan Area



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Please note: where Frodsham respondents are identified in the report as being 'more likely' or 'less likely' to select a particular answer option, this means that Frodsham Neighbourhood Plan area results are statistically, significantly different* from the borough average.

Your local area

Respondents were asked how important they felt a number of aspects were in making somewhere a good place to live. They were then asked how satisfied or dissatisfied they were with those aspects locally. Listed below are the top 5 for each.

Importance

Frodsham respondents rated the following as being most important in making somewhere a good place to live:

- Clean and tidy streets
- Level of crime
- Health services
- Parks, open spaces and access to nature
- Pavement condition.

Satisfaction

Frodsham respondents were most satisfied with the aspects below:

- Parks, open spaces and access to nature
- Health services
- Education provision
- Shopping facilities
- Street lighting.

Priorities for improvement

By looking at the ratings for importance and satisfaction in more detail, we are able to identify the top priorities for improvement locally. The top 5 for the Frodsham Neighbourhood Plan area are:

- Road condition
- Pavement condition
- Level of traffic congestion
- Clean and tidy streets
- Level of crime.

* If the difference between two results is statistically significant, the difference has not occurred by chance (due to random sampling error), but is a real difference in the responses of two groups (in this case, those respondents living in the Frodsham Neighbourhood Plan area and all respondents from across Cheshire West and Chester).

Respondents were asked what improvements they would like to see in their area over the next three years. List below are the issues that were mentioned the most by Frodsham respondents. Many of the comments were also those identified in the top 5 priorities for improvement mentioned above (*these are marked in italics*).

- *Investment in roads (including filling pot holes)*
- Improved car parking facilities/no parking on verges
- *Clean and tidy streets*
- *Traffic control/less traffic congestion*
- Improved public transport
- *Improve pavements/footpaths*
- More culture and leisure facilities (including theatre, cinema, bowling, mobile libraries, bars and restaurants)
- More wardens/police on the beat
- Lower speed limits in certain areas/checks on speed limits
- Improve parks and open spaces (including grass cutting).

A smaller number of people said that they wanted:

- More law enforcement
- More/better shopping facilities
- More investment in Adult Social Care/services for the elderly
- Improved facilities for children and young people
- More investment for Frodsham
- Reduced anti-social behaviour, including vandalism.

Internet use

- A similar proportion of Frodsham respondents (73%) access the internet 'about once a day or more' (this is 78% for Cheshire West and Chester as a whole).
- 13% of those living in Frodsham said they accessed the internet 'hardly ever or never', a similar proportion to Cheshire West and Chester respondents (12%). Analysis has found that age rather than affordability is the main factor that determines how frequently people access the internet.

Participation in culture and leisure activities

Compared to Cheshire West and Chester, Frodsham respondents were more likely to:

- attend a social group at least once every 3 months (55% compared to 42% for the borough)

Compared to Cheshire West and Chester as a whole, a similar proportion of Frodsham respondents:

- participate in arts or a creative activity at least once a fortnight (23%, compared to 18% across Cheshire West and Chester)
- attended a day or evening class at least once a fortnight (10% of Frodsham respondents and 11% in Cheshire West and Chester)
- go on a social outing at least once a fortnight (42% for Frodsham and Cheshire West).
- attend a live sporting event at least once a fortnight (11% compared to 8% for the borough).
- attend a live performance at least once a fortnight (6% compared to 3% for the borough)
- visited a museum and/or gallery at least once a fortnight (1% for Frodsham and Cheshire West)
- visited heritage attractions at least once a fortnight (2% for Frodsham and the borough)
- take part in sports or physical activities/exercise at least once a fortnight (60% compared to 63% across Cheshire West and Chester)
- eat out at least once a fortnight (39%, compared to 43% for Cheshire West and Chester)
- visit friends or relatives at least once a fortnight (73% compared to 78% across the borough)

Frodsham respondents were less likely to participate in the following activities, compared to the borough as a whole:

- go to the cinema at least once a fortnight (3% compared to 6% for Cheshire West).

Walking and Cycling in Frodsham

Compared to Cheshire West and Chester as a whole, a similar proportion of Frodsham respondents agreed that:

- there were enough available routes for walking/cycling where I want to go (41% compared to 48% in across Cheshire West and Chester)
- there were safe walking/cycling routes (38% compared to 44% across Cheshire West and Chester)
- there was enough information about walking and cycling (22% compared to 26% for Cheshire West and Chester)

Frodsham respondents were less likely to agree that:

- there were well maintained footpaths and cycle lanes (33% compared to 43% for the borough)
- there was enough secure cycling storage, including bike racks (7% compared to 13% Cheshire West and Chester as a whole).

Quality of life

Compared to Cheshire West and Chester as a whole, a similar proportion of Frodsham respondents see the following as a major problem:

- being able to get to a doctor/GP (33% compared to 38% for Cheshire West and Chester)
- getting transport when they need (32% compared to 28%)
- debt or money worries (26% compared to 27% for Cheshire West and Chester)
- being able to access leisure and cultural services (19% compared to 23% for Cheshire West and Chester)
- being able to keep their home warm (18% compared to 24% for the borough)
- being able to find paid employment (13% compared to 16% across the borough)
- being able to see friends and neighbours (12% for both Frodsham and across the borough)
- being able to access a local shop (8% compared to 12% for Cheshire West and Chester)
- being able to have a cooked meal every day (4% compared to 8% for Cheshire West).

Compared to Cheshire West and Chester as a whole, Frodsham respondents were less likely to think the following was a major problem:

- knowing what services were available to them (36% compared to 50% the borough as a whole)
- knowing what benefits were available to them (34% compared to 45% for Cheshire West and Chester as a whole)
- finding an affordable home (16%, compared to 21% for Cheshire West and Chester)
- having someone to contact when they needed help (10% compared to 16% for Cheshire West and Chester as a whole)

Housing

- 94% of respondents living in the Frodsham Neighbourhood Plan area said that their home met their/their family needs well, which is the same as the borough figure.

Reasons why housing does not meet people's needs

Those Frodsham respondents who said their home does not meet their needs well (35 respondents in total) were asked the reasons why.

- The majority (17 respondents) said it was because their home was too small
- A smaller number said that they needed a cheaper mortgage (5 respondents) and they needed to live closer to their family (4 respondents).