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Appendix 2

Open Access Resident Survey 2022 Results

Questionnaire marked-up with top-line findings – General Public Sample (Responses via Council Website, social media channels, etc.)

Results based on 190 completed questionnaires, (data unweighted).

(Comparative data from the 2022 Resident Survey of 1,104 residents shown in blue; and from the 2019 Resident Survey of 1,263 residents shown in red, where applicable. NB: these datasets were weighted to be representative of the Council area)

KEY	
BLACK TEXT	2022 General Public Survey Results
BLUE TEXT	2022 Resident Survey
RED TEXT	2019 Resident Survey

Section 1 – Your Local Area

Throughout this survey we ask you to think about ‘your local area’. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

- 1 Overall how satisfied or dissatisfied are you with your local area as a place to live? Please tick ✓ one box only.**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
18%	52%	5%	13%	12%	1%
33%	46%	8%	9%	4%	0%
25%	44%	10%	14%	7%	0%

- 1a Why do you say this – your answer to Question 1? Please write in the box below:**

Your local area receives services from two councils, West Lancashire Borough and Lancashire County Council. This survey asks about West Lancashire Borough Council which is responsible for services such as refuse collection, street cleaning and planning.

- 2 Overall how satisfied or dissatisfied are you with the way West Lancashire Borough Council runs things? Please tick ✓ one box only**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
10%	38%	14%	20%	18%	
13%	43%	24%	12%	7%	1%
12%	39%	19%	16%	12%	2%

- 2a Why do you say this – your answer to Question 2? Please write in the box below:**

In considering the next question, please think about the range of services that West Lancashire Borough Council provides to the community as a whole as well as the services

your household uses. It doesn't matter if you don't know all of the services West Lancashire Borough Council provides to the community. We would like your general opinion.

3 To what extent do you agree or disagree that West Lancashire Borough Council provides value for money? Please tick ✓ one box only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
5%	27%	28%	22%	15%	3%
3%	34%	32%	21%	6%	5%
3%	26%	35%	20%	11%	6%

4 To what extent do you think West Lancashire Borough Council acts on the concerns of local residents? Please tick ✓ one box only

A great deal	A fair amount	Not very much	Not at all	Don't know
5%	20%	44%	22%	9%
4%	35%	33%	9%	18%

5 Overall how well informed do you think West Lancashire Borough Council keeps residents about the services and benefits it provides? Please tick ✓ one box only

Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
5%	27%	44%	20%	4%
5%	37%	34%	16%	9%
4%	39%	35%	18%	4%

6 On balance, which of the following statements comes closest to how you feel about West Lancashire Borough Council? Please tick ✓ one box only

a. I speak positively about the Council without being asked	4%	3%
b. I speak positively about the Council if I am asked about it	22%	25%
c. I have no views one way or another	28%	44%
d. I speak negatively about the Council if I am asked about it	34%	19%
e. I speak negatively about the Council without being asked	11%	4%
f. Don't know	1%	5%

**7 How much do you trust West Lancashire Borough Council?
Please tick ✓one box only**

A great deal	A fair amount	Not very much	Not at all	Don't know
6%	34%	33%	21%	5%
5%	46%	28%	9%	12%

8 How strongly do you feel you belong to your local area? Please tick ✓one box only

Very strongly	Fairly strongly	Not very strongly	Not at all strongly	Don't know
24%	44%	19%	11%	2%
24%	45%	22%	5%	5%

65% 'very/ fairly strongly'

**9 To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?
By getting on well together we mean treating each other with respect.
Please tick ✓one box only**

Definitely agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Definitely disagree	Don't know
13%	37%	26%	8%	4%	11%
16%	43%	22%	4%	3%	12%

39% 'definitely/ tend to agree'

10 To what extent do you agree or disagree that people in this local area pull together to improve the local area? Please tick ✓one box only

Definitely agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Definitely disagree	Don't know
15%	37%	25%	13%	7%	3%
13%	42%	25%	10%	4%	6%

Section 2 – Local Services

11 Listed below are a number of different types of service that are provided by West Lancashire Borough Council. For each service, please indicate how satisfied or dissatisfied you are overall with the Council's?

Please tick ✓ one box on each line

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Refuse and recycling collection	44%	41%	2%	8%	5%	1%
	53%	33%	6%	5%	2%	0%
(‘Household domestic waste collections’)	85% ‘very/ fairly satisfied’		4%	10% ‘very/ fairly dissatisfied’		0%
(‘Household recycling collections’)	78% ‘very/ fairly dissatisfied’		6%	15% ‘very/ fairly dissatisfied’		0%
Street cleaning	8%	29%	14%	22%	24%	3%
	15%	32%	19%	18%	15%	2%
(‘Street cleanliness’)	52% ‘very/ fairly satisfied’		10%	37% ‘very/ fairly dissatisfied’		1%
Pavement maintenance	2%	15%	16%	26%	39%	2%
	4%	20%	19%	28%	26%	2%
Sport and leisure services	3%	13%	23%	25%	24%	12%
	5%	20%	26%	14%	17%	17%
(‘Sport and leisure facilities’)	28% ‘very/ fairly satisfied’		20%	38% ‘very/ fairly dissatisfied’		16%
Parks and green spaces	12%	37%	19%	14%	15%	4%
	16%	40%	18%	11%	11%	4%
(‘Parks and open spaces’)	49% ‘very/ fairly satisfied’		15%	28% ‘very/ fairly dissatisfied’		8%

Section 3 – Community Safety

12 How safe or unsafe do you feel when outside in your local area ?

Please tick ✓ one box on each line

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
a)....after dark?	15%	41%	16%	16%	11%	1%
	16%	47%	13%	16%	6%	3%
	60% ‘very/ fairly safe’					

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
b)....during the day?	42%	43%	6%	6%	2%	1%
	51%	38%	7%	3%	1%	0%
	86% 'very/ fairly safe'					

13 To what extent do you agree or disagree that West Lancashire is a safe and secure place to live? Please tick ✓ one box only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
12%	45%	28%	9%	4%	1%
14%	56%	20%	7%	2%	1%
68% 'strongly/ tend to agree'		14%	14% 'strongly/ tend to disagree'		4%

14 Thinking about your local area, how much of a problem do you think each of the following are? Please tick ✓ one box on each line

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/ no opinion
a) Noisy neighbours or loud parties	6%	6%	42%	44%	2%
	4%	6%	34%	55%	1%
	(11% 'very/fairly big problem')				
	4%	8%	32%	55%	1%
b) Rubbish or litter lying around	16%	36%	38%	8%	1%
	12%	22%	45%	19%	1%
	(36% 'very/fairly big problem')				
	14%	22%	45%	19%	0%
c) Vandalism, graffiti and other deliberate damage to property or vehicles	7%	20%	49%	21%	4%
	6%	12%	42%	37%	3%
	(22% 'very/fairly big problem')				
	9%	13%	43%	31%	4%
d) People using or dealing drugs	16%	25%	30%	16%	13%
	9%	18%	27%	26%	21%
	(28% 'very/fairly big problem')				
	13%	16%	26%	22%	23%
e) People being drunk or	8%	11%	45%	26%	10%

rowdy in public places

	3%	11%	39%	39%	9%
(18% 'very/fairly big problem')	7%	11%	36%	34%	12%
f) Groups hanging around the streets	13%	22%	40%	20%	6%
	8%	19%	34%	32%	8%
(32% 'very/fairly big problem')	14%	18%	35%	26%	7%

Section 4– Interaction with West Lancashire Borough Council

15 In the last 12 months have you....? Please tick ✓ one box on each line

	Yes	No
a) Visited a Council office to request information or a service	16%	84%
	9%	91%
	19%	81%
b) Telephoned a Council office to request information or a service	45%	55%
	45%	55%
	48%	52%
c) Used the Council website to find information	86%	14%
	71%	29%
	65%	35%
d) Used the Council website to apply for or pay for a service online or report a fault	69%	31%
	57%	43%
	51%	49%

Section 5 – About you

We will use this information to make sure the services we provide meet the needs of different types of people. It will not be used to identify anyone individually. All the information you give will be kept confidentially. We recognise that you might consider some of these questions to be personal or sensitive, in which case please select 'Prefer not to say' or leave the question blank.

16 How long have you lived in West Lancashire? Please tick ✓ one box only

Up to 6 months	1%	Over 5 years and up to 10 years	10%
Over 6 months and up to 1 year	2%	More than 10 years	45%
Over 1 year and up to 2 years	3%	All my life	27%
Over 2 years and up to 5 years	10%	Prefer not to say	1%

17 Are you..... ? Please tick ✓ one box only

Male	37%	Prefer not to say	2%
Female	61%	Prefer to self-describe (Please write in box below)	
<div style="border: 1px solid black; height: 40px; width: 100%;"></div>			

18 Does your gender identity match the sex as registered at birth? Please tick ✓ one box only

Yes	96%	Prefer not to say	4%
No			

19 What is your marital status? Please tick ✓ one box only

Single/ not living with a partner	23%	Married/ in a civil partnership	54%
Living with a partner	15%	Prefer not to say	7%

20 What was your age on your last birthday? Please tick ✓ one box

18-24	1%	45 - 54	24%	75-84	7%
25-34	10%	55 - 64	19%	85 and over	
35-44	18%	65 -74	18%	Prefer not to say	2%

21 Are there any children under 18 in your household? Please tick ✓ one box only

Yes	25%	No	73%	Prefer not to say	2%
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22 Which of these best describes your situation? Please tick ✓ one box

Working full time (30+ hours per week)	52%	In education	
Working part time (less than 30 hours per week)	11%	Retired	26%
Looking for work		Not working	5%
		Prefer not to say	6%

23 The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. : Do you have a disability as defined by the Equality Act? Please tick ✓ one box

Yes	16%	No	78%	Prefer not to say	5%
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24 What is your sexual orientation? Please tick ✓ one box

Bisexual	1%	Lesbian/gay woman	1%	Prefer not to say	14%
Gay man	1%	Heterosexual/	83%	Other	1%

Straight

25 What is your ethnic origin? Please tick ✓ one box

White – British/ English/ Scottish/ Welsh/ Northern Irish	92%	Other Asian background	
White Irish	1%	Chinese	
Other White background	1%	Arab	
Gypsy or Traveller		Mixed – White and Black Caribbean	
Black or Black British - Caribbean		Mixed – White and Black African	
Black or Black British - African		Mixed – White and Asian	
Other Black background		Other Mixed background	1%
Asian or Asian British - Pakistani		Other ethnic background	
Asian or Asian British - Bangladeshi		Not known	
Asian or Asian British - Indian		Prefer not to say	6%

26 What is your religion? Please tick ✓ one box

Christian	53%	Sikh	
Buddhist	1%	Other religion	2%
Hindu		No religion/ faith	33%
Jewish	1%	Prefer not to say	11%
Muslim			

Section 6 – Getting involved further

We may conduct a series of focus groups to help us understand the results of this survey. If you would be willing to take part in one of these groups please enter your details below. We will not link this information with your survey answers. NWA Research or West Lancashire Borough Council may use this information to contact you in relation to taking part in these groups.

I am happy for NWA Research or West Lancashire Borough Council to contact me in relation to focus groups:.....

'Yes' 29%, 'No' 71%, 'Missing' 1%

Please print your:

Name.....

Telephone Number.....

Email address (if applicable).....

Section 7 – Further comments

If you have any further comments you would like to make, then write them in the box below. If you have no further comments, please leave it blank.

Thank you very much for taking part in this survey.

Please return the questionnaire in the pre-paid envelope provided.

All questionnaires are carried out in accordance with the Market Research Society Code of Conduct

www.mrs.org.uk

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