

**your
Voice
Matters**

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).



CHESTER



PART OF
WEST CHESHIRE
MUSEUMS

LOVE2SHOP

Ness
BOTANIC GARDENS

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



Cheshire West
and Chester

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
- 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.

Q1. Overall, how satisfied or dissatisfied are you with your local area as a place to live? Please cross one box only.

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Q2. To what extent do you agree or disagree that your local area is a place where people from different backgrounds (including religion, race, sexual orientation and age) get on well together? Please cross one box only.

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know	Too few people in local area
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Q3. Over the last 3 years, do you think that your local area has improved, stayed the same or got worse? Please cross one box only.

Improved Stayed the same Got worse I have not lived in the area for three years

Q4. Over the next 3 years, what improvements would you like to see in your local area? Please tell us in the box below.

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.

How important or unimportant are.....	Of no importance at all										Extremely important	
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 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	
l) 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	

Q6. Now we would like to know how satisfied or dissatisfied 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.....	Totally dissatisfied					Totally satisfied					
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
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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

Community Safety

Q7. How safe or unsafe do you feel when outside in your local area...?
Please cross one box per row.

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
a) During the day	50	45	2	2	0	1
b) After dark	15	47	17	14	3	3

Q8. If you answered 'fairly unsafe' or 'very unsafe' to question 7, please tell us the reasons why in the box below.

Q9. Thinking about your local area, how much of a problem do you think each of the following are... Please cross one box only for each statement.

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	No opinion
Noisy neighbours or loud parties	3	4	29	60	5
Groups of people hanging around the streets	5	12	47	32	3
Vandalism, graffiti and other deliberate damage to property or vehicles	4	10	57	25	4
People using or dealing drugs	11	15	28	31	15
People being drunk or rowdy in public places	6	12	49	27	6
Abandoned or burnt out cars	1	0	13	76	11

Information, advice and communications

Q10. Overall, how satisfied or dissatisfied are you with the way Cheshire West and Chester Council runs things? Please cross one box only.

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
8	53	26	9	3	0

Q11. Thinking about the range of services Cheshire West and Chester Council provides to the community and your household, to what extent do you agree or disagree that the Council provides value for money? (Please see separate Frequently Asked Question sheet for list of services). Please cross one box only.

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
3	36	39	14	5	2

Q12. If you have any comments to make about your answers to Q10 or Q11, please explain in the box below.

Q13. Where do you receive your information about what the Council is doing?

Please cross all that apply.

- 62 Local newspaper
 26 Friends and family
 21 Council website
 7 Radio
 27 Social media
 41 *Talking Together magazine
 14 Internet
 6 From a Councillor
 15 Council building/Library
 7 Other

*Free magazine which is delivered through your door 3 times a year from the Council and other Partners (last publication was November 2016).

Q14. How well informed do you feel about each of the following?

Please cross one box only for each statement.

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How and where to register to vote	<input checked="" type="checkbox"/> 63	<input checked="" type="checkbox"/> 33	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
How your Council Tax is spent	<input type="checkbox"/> 14	<input checked="" type="checkbox"/> 57	<input type="checkbox"/> 21	<input type="checkbox"/> 7	<input type="checkbox"/> 0
How you can get involved in local decision making	<input type="checkbox"/> 4	<input checked="" type="checkbox"/> 33	<input checked="" type="checkbox"/> 35	<input type="checkbox"/> 20	<input type="checkbox"/> 8
What services the Council provides	<input type="checkbox"/> 11	<input checked="" type="checkbox"/> 51	<input type="checkbox"/> 20	<input type="checkbox"/> 16	<input type="checkbox"/> 2
How well the Council is performing	<input type="checkbox"/> 4	<input checked="" type="checkbox"/> 38	<input checked="" type="checkbox"/> 33	<input type="checkbox"/> 20	<input type="checkbox"/> 5
How to comment on Council services	<input type="checkbox"/> 8	<input checked="" type="checkbox"/> 31	<input checked="" type="checkbox"/> 30	<input type="checkbox"/> 23	<input type="checkbox"/> 9
Overall, how well informed do you feel about Council services	<input type="checkbox"/> 8	<input checked="" type="checkbox"/> 47	<input type="checkbox"/> 26	<input type="checkbox"/> 16	<input type="checkbox"/> 3

Q15. Do you agree or disagree that you can influence decisions made by the Council affecting your local area? Please cross one box only.

- Definitely agree 2
 Tend to agree 21
 Tend to disagree 39
 Definitely disagree 24
 Don't know 15

Q16. If you needed help or advice on the following issues, where would you go?
For each issue please cross all that apply.

	Local doctor/ GP/ Hospital	The Council, including Children's Centres & Libraries	Local Councillor	Social Care Provider	Voluntary organisations, including Citizens Advice, Age UK	Police	Housing Association	Friends or family	Internet search	School/ College Other	Don't know
Child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child learning and development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children and young people at risk of harm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adults at risk of harm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social care (all ages)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reporting anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hate crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Domestic violence and abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health (including depression and anxiety)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Addiction (including drug/alcohol misuse and gambling)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Debt, loan, benefits and money advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice on careers education and employment skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17. If you have received help or advice on any of the issues in Q16 from the Council in the last 3 years, please tell us how satisfied or dissatisfied you were with this help or advice. (Please indicate which issue you are referring to).
Please tell us in the box below.

Q18. In general, how often do you use the internet (either on a mobile phone, tablet or computer)? Please cross one box only.

About once a day or more	Every other day	Twice a week	Once a week	Once a fortnight	Once a month	Hardly ever	Never
73	6	5	2	0	0	4	10

Q19. If you answered 'hardly ever' or 'never', what, if anything, prevents you from accessing the internet? (Please exclude use of Internet for work purposes unless you work from home). Please cross all that apply.

- I have no interest in using the internet I don't have the knowledge/skills to use the internet
 Accessing the internet costs too much I am concerned about privacy or security
 I have a physical or sensory disability that prevents me from using the internet There is no/poor internet service where I live
 Other

Culture and Leisure

Q20. How often, if at all, do you participate in the following activities? Please cross one box per line.

	Almost every day	At least once a week	At least once a fortnight	About once a month	About every 3 months	About every 6 months	About once a year	Less than once a year	Never
Take part in arts or creative activity	3	16	4	9	6	4	6	9	44
Take part in sports or physical activities/exercise	22	34	4	8	1	1	2	5	24
Attend live performances	0	1	6	12	20	16	12	11	22
Visit museums and/or galleries	0	0	1	9	18	17	16	18	22
Visit heritage attractions	0	0	2	10	19	21	10	14	25
Attend a social group	2	21	6	19	3	4	5	6	35
Attend a live sporting event	0	4	7	5	5	10	11	21	38
Attend a day or evening class	0	8	2	0	3	1	5	12	69
Eat out	1	16	22	38	14	4	2	1	3
Visit friends or relatives	8	50	14	20	3	1	1	0	3
Go on a social outing	2	16	24	24	12	5	4	1	13
Go to the cinema	0	1	2	16	23	14	10	9	25

Q21. Is there anything preventing you from participating in activities more often? Please cross all that apply.

- 34 I don't have enough free time
- 16 Transport issues
- 26 Activities cost too much
- 12 What I would like to do isn't available
- 7 I don't know what there is to do
- 13 I have caring responsibilities
- 14 The weather
- 9 I don't have anyone to participate with
- 24 I am too busy with work
- 10 I have poor health/a disability
- 12 I don't feel like it/nothing appeals to me
- 4 I don't have the confidence to do it
- 5 Other

Q22. How satisfied or dissatisfied are you with the following aspects of bus services (not including park and ride) in your local area? Please cross one box per line.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/NA
Availability of buses	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 26	<input checked="" type="checkbox"/> 13	<input checked="" type="checkbox"/> 12	<input checked="" type="checkbox"/> 13	<input checked="" type="checkbox"/> 30
Frequency of buses	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 23	<input checked="" type="checkbox"/> 14	<input checked="" type="checkbox"/> 14	<input checked="" type="checkbox"/> 15	<input checked="" type="checkbox"/> 30
Cost of bus fares	<input checked="" type="checkbox"/> 8	<input checked="" type="checkbox"/> 12	<input checked="" type="checkbox"/> 14	<input checked="" type="checkbox"/> 11	<input checked="" type="checkbox"/> 10	<input checked="" type="checkbox"/> 45
Punctuality of buses	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 30	<input checked="" type="checkbox"/> 16	<input checked="" type="checkbox"/> 11	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 35
Cleanliness of buses	<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 35	<input checked="" type="checkbox"/> 14	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 34
Accessibility of buses (wheelchairs, pushchairs etc)	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 19	<input checked="" type="checkbox"/> 16	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 53

Health and Wellbeing

We are interested in your views on this topic because the Council is required by government to support health and wellbeing and has a responsibility for Public Health.

Q23. How is your health in general? Please cross one box only.

- Very good 24
- Good 56
- Fair 14
- Bad 6
- Very bad 0

Q24. Below are some statements about feelings and thoughts. Please cross the box that best describes your experience of each over the last 2 weeks. Please cross one box per line.

	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	<input checked="" type="checkbox"/> 7	<input checked="" type="checkbox"/> 8	<input checked="" type="checkbox"/> 40	<input checked="" type="checkbox"/> 36	<input checked="" type="checkbox"/> 10
I've been feeling useful	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 33	<input checked="" type="checkbox"/> 38	<input checked="" type="checkbox"/> 19
I've been feeling relaxed	<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 12	<input checked="" type="checkbox"/> 40	<input checked="" type="checkbox"/> 35	<input checked="" type="checkbox"/> 8
I've been dealing with problems well	<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 30	<input checked="" type="checkbox"/> 50	<input checked="" type="checkbox"/> 12
I've been thinking clearly	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 28	<input checked="" type="checkbox"/> 47	<input checked="" type="checkbox"/> 20
I've been feeling close to other people	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 10	<input checked="" type="checkbox"/> 27	<input checked="" type="checkbox"/> 45	<input checked="" type="checkbox"/> 16
I've been able to make up my own mind about things	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 15	<input checked="" type="checkbox"/> 42	<input checked="" type="checkbox"/> 38

Q25. Over the last 4 weeks, most of the time how have you felt? Please cross one box only.

Very happy	Fairly happy	OK	Fairly unhappy	Very unhappy
17	39	38	5	0

Q26. To what extent do you agree or disagree that the Council provides the following to facilitate walking and/or cycling in your local area? Please cross one box per line.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Well-maintained footpaths and cycle lanes	4	29	21	29	9	8
Enough available routes for walking/cycling where I want to go	5	35	25	16	8	11
Safe routes	4	33	30	14	8	10
Information about walking and cycling	2	20	28	18	7	25
Sufficient secure cycle storage (including bike racks)	1	7	21	18	10	43

Q27. If you have any other comments about walking and cycling in Cheshire West and Chester, please tell us in the box below.

Q28. Generally speaking, how well do you think the following health and wellbeing initiatives are promoted?

Please cross one box per line.

	Extremely well	Quite well	Neither	Not well	Not at all well	Don't know
Stop smoking	18	34	11	5	3	30
Drink alcohol responsibly	12	45	10	4	5	25
Healthy weight	13	42	12	7	6	19
Keeping active	13	52	9	5	4	17
Healthy eating	14	48	11	5	5	17
Healthy mind	7	30	24	13	6	21
Healthy body	9	42	19	7	5	19
Dental health	5	27	25	13	10	20

Quality of Life

Q29. Do any of the following present a problem to you and affect your quality of life?
Please cross one box per line.

	Major problem	Minor problem	Not a problem
Being able to get transport when I need it	8	24	68
Being able to get to the doctor/GP	13	20	67
Knowing what services are available to me	5	30	65
Knowing what benefits are available to me	6	27	67
Being able to see friends and neighbours	2	10	88
Being able to have a cooked meal everyday	0	4	96
Being able to find paid employment	4	10	87
Debt or money worries	9	17	74
Finding an affordable home	6	8	85
Being able to keep my home warm	2	16	81
Having someone to contact when I need help	4	7	90
Being able to access a local shop	1	7	92
Being able to access leisure and cultural services	3	16	81
Other (please tell us in the box below)	6	6	89

Education and Employment

Q30. How satisfied or dissatisfied are you with the level of support available to...? Please cross one box per line.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Help local unemployed residents find suitable employment	0	5	17	3	4	72
Prepare young people for work on leaving school or college	1	9	15	3	3	68
Help those in work further improve their skills	1	6	19	2	3	70
Support those in work who want to change jobs or careers	0	4	19	3	3	71

Q31. If you answered 'fairly dissatisfied' or 'very dissatisfied', please tell us your reasons.
Please tell us in the box below.

Economy and Business

Q32. What impact, if any, do you think Brexit (Britain exiting the European Union) will have over the next 3 years....? Please cross one box per line.

	Positive impact	No impact	Negative impact	Don't know
On you	25	11	35	29
On your local area	22	13	33	32

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.

8 Improved 60 Stayed the same 25 Got worse 7 I have not lived in the area 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 all, do you feel that you are benefitting from regeneration? (please see above for examples) Please cross one box per line.

	Benefitting a lot	Benefitting a little	Not benefitting much	Not benefitting at all
in your local area	4	17	42	37
across Cheshire West and Chester	6	36	37	22

Q35. Please give reasons for your answer in the box below.

Housing

Q36. How well does your home meet your/your family's needs? Please cross one box only.

Extremely well	Quite well	Not well	Not at all well
<input checked="" type="checkbox"/> 60	<input checked="" type="checkbox"/> 35	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 2

Q37. If you feel that your home does not meet your needs, please indicate the reasons why. Please cross all that apply.

- | | |
|---|---|
| <input checked="" type="checkbox"/> 11 Too small | <input type="checkbox"/> 0 Family breakup |
| <input checked="" type="checkbox"/> 1 Too large | <input checked="" type="checkbox"/> 3 Need cheaper mortgage/rent |
| <input type="checkbox"/> 0 Needs major repairs | <input checked="" type="checkbox"/> 1 Too expensive to run |
| <input checked="" type="checkbox"/> 1 Unsuitable for physical needs | <input type="checkbox"/> 0 Need permanent home as living in temporary accommodation |
| <input checked="" type="checkbox"/> 1 Want to live independently | <input checked="" type="checkbox"/> 3 Other |
| <input checked="" type="checkbox"/> 2 Need to live closer to employment | |
| <input checked="" type="checkbox"/> 3 Need to live closer to family | |
| <input type="checkbox"/> 0 Need to live closer to a carer or to give care | |

Q38. If your home does not meet your needs, do you think you will be able to resolve these issues within the next five years? Please cross one box only.

32 Yes 19 No 49 Don't know

Q39. Please explain your answer in the box below?

Q40. If you have any other comments to add about any of the topics covered in the survey or would like to explain your answers to particular questions, please do so in the box below?

Q46. Which of these activities best describes what you are doing at present?

Please cross one box only. Only cross 'looking after the home or family' if this is your main activity and none of the other options apply.

- | | |
|---|--|
| <input checked="" type="checkbox"/> 14 Employed Part-Time (under 30 hrs a week) | <input type="checkbox"/> 0 In full-time education |
| <input checked="" type="checkbox"/> 33 Employed Full-Time (30 hrs plus per week) | <input type="checkbox"/> 1 Unemployed |
| <input checked="" type="checkbox"/> 3 Don't work due to long-term sickness/disability | <input checked="" type="checkbox"/> 34 Retired |
| <input type="checkbox"/> 0 On a Government training scheme | <input type="checkbox"/> 1 Doing something else |
| <input checked="" type="checkbox"/> 5 Looking after the home or family | <input checked="" type="checkbox"/> 3 Other (please specify) |
| <input checked="" type="checkbox"/> 7 Self employed full or part-time | |

Q47. In which of these ways does your household occupy your current accommodation?

Please cross box only.

- | | |
|---|--|
| <input checked="" type="checkbox"/> 38 Owned outright | <input checked="" type="checkbox"/> 32 Rent from Housing Association/Council |
| <input checked="" type="checkbox"/> 25 Buying on mortgage | <input type="checkbox"/> 5 Rented from private landlord |
| <input type="checkbox"/> 0 Other (please specify) | |

Continued overleaf...

Q48. What is your ethnic group? Please cross one box only.
White

- English/Welsh/Scottish/Northern Irish/British
- Irish
- Any other White 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)

Black or Black British

- Caribbean
- African
- Any other Black background (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 religious belief/ faith? Please cross one box only.

- Buddhist Christian (state denomination in box if you wish)
- Hindu Jewish Muslim Sikh None Prefer not to say
- Other (please tell us in the box)

Q50. Which of these best describes your sexual orientation?

Please cross one box only.

- Heterosexual/Straight Prefer not to say
- Bisexual Prefer to use own term (please specify)
- Gay/Lesbian

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