

The Local Council, the Local Area and Quality of Life



When was the survey carried out?

February 2013

What was the purpose of this consultation?

To consult the residents of Wrexham on their perceptions of Wrexham County Borough Council, their local area and quality of life.

Did you provide feedback to participants?

Feedback was given to members of the Peoples Voice panel.

How was the consultation publicised?

The consultation was carried out through the Peoples Voice.

How many responses did the consultation receive?

314 surveys were completed yielding a response rate of 56%

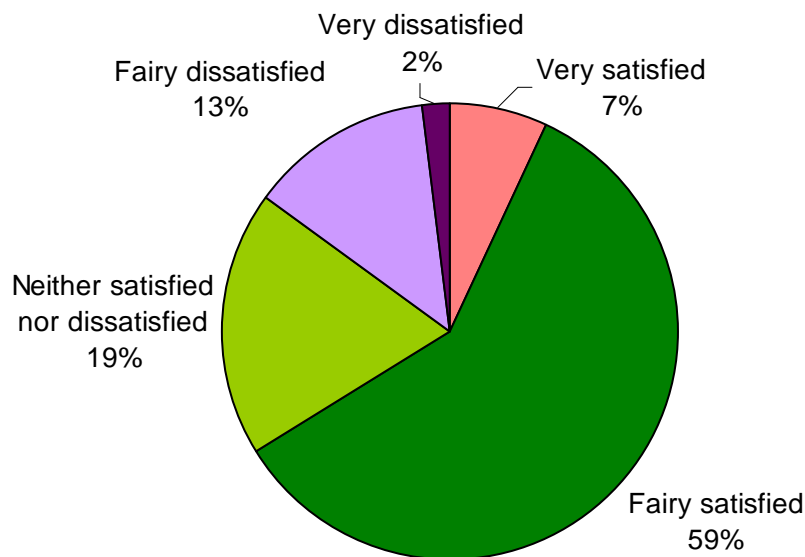
How did WCBC use the results and what, if any, changes will be made following this consultation?

The results show that accessing Council services has become easier for customers over the past few years and since both the Council One Stop Shop and Contact Centre has been developed. We will continue to extend the services available through these Centres. We will also look to expand the services on our website with the aim of further increasing ease of access.

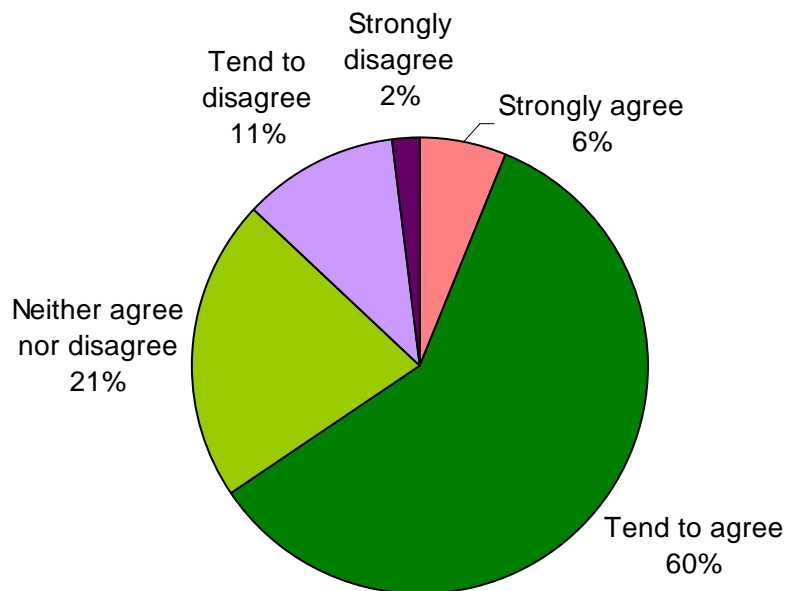
Your Local Council



- Around two thirds (66%) of residents are satisfied with the way WCBC runs things, whereas only 15% are dissatisfied



- A similar proportion (65%) of residents agree that the Council provides good quality services; 13% disagree.



- Panel members were asked which, if any, of the services provided by WCBC they thought were particularly good. The most frequently given responses include waste and recycling services and libraries.

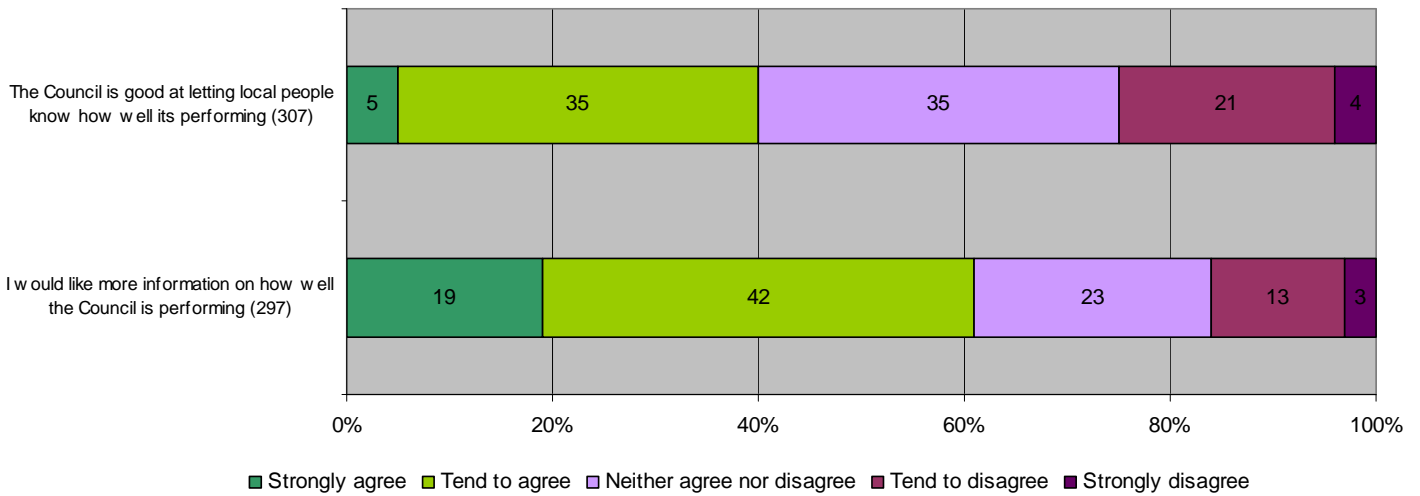


- Panel members were also asked which, if any, of the services provided by WCBC they thought were particularly poor. Frequently given responses include maintenance of roads and highways, planning and street cleaning.

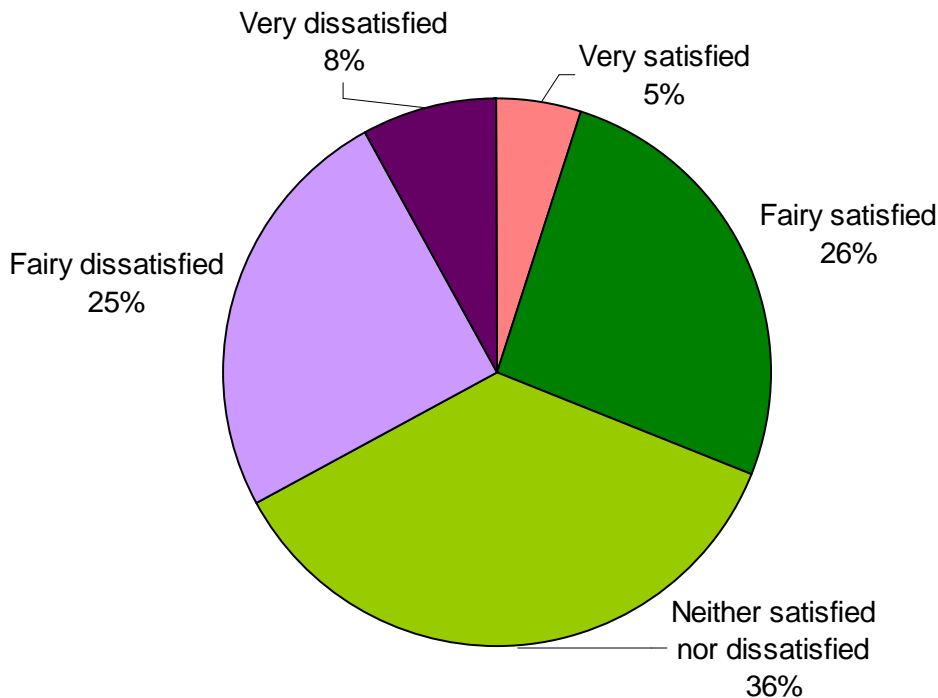


- Two fifths (40%) of residents agree that the Council is good at letting people know how well it is performing, and a quarter (25%) disagree that this is the case. However, around

three fifths (61%) of residents agree that they would like more information on how well the Council is performing; less than a fifth (15%) disagree with this.

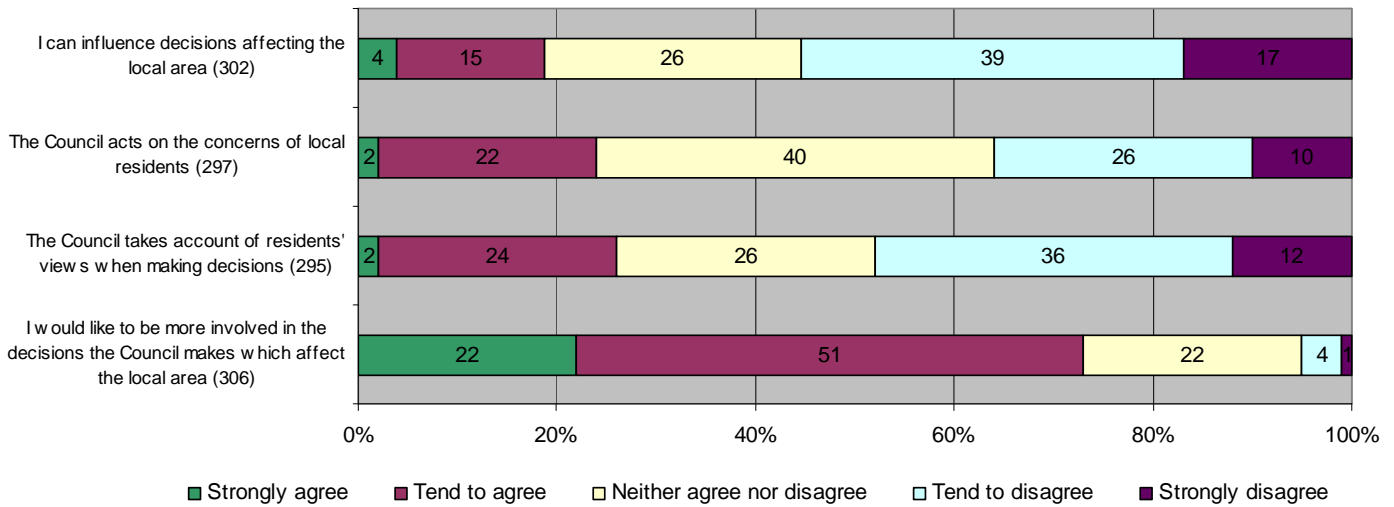


- Almost a third (31%) of residents are satisfied with the opportunities currently provided by Wrexham County Borough Council to take part in local decision making. However, a slightly greater proportion of residents (33%) are dissatisfied with the opportunities currently provided.

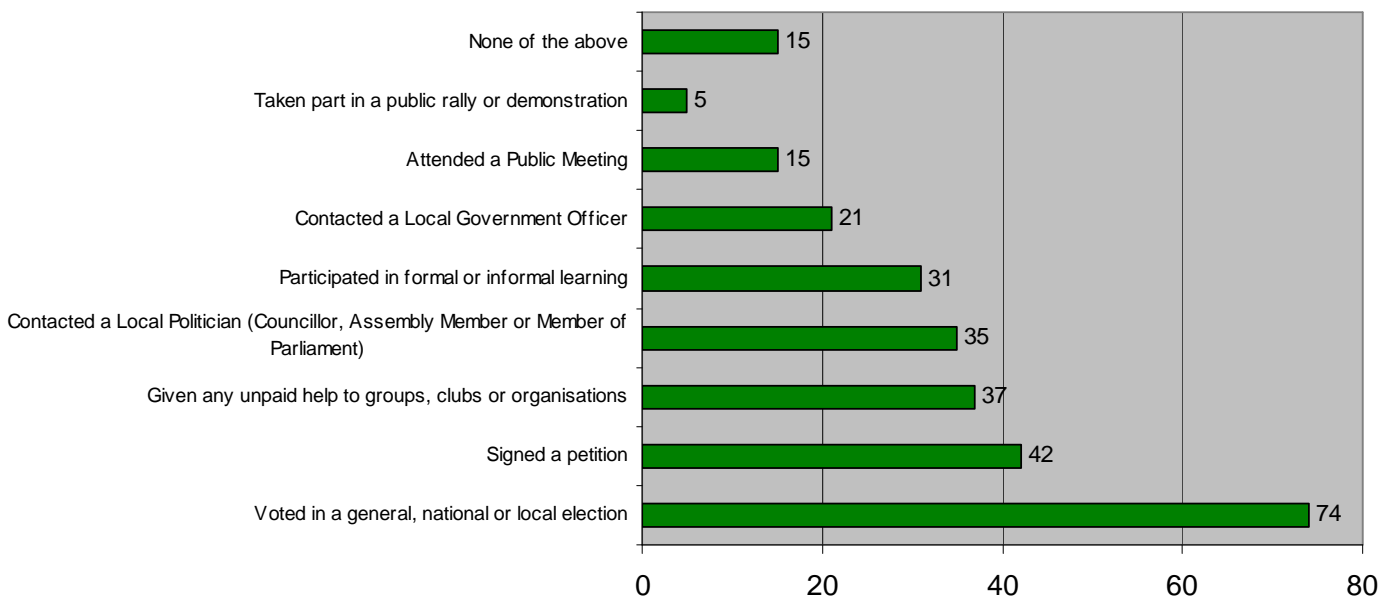


- With regards to local decision making by Wrexham County Borough Council, less than a fifth (18%) of residents agree that they can influence decisions affecting the local area while more than half (56%) disagree. Around a quarter of residents agree that the Council takes account of residents views when making decisions (26%) and that the Council acts on the concerns of residents (24%).

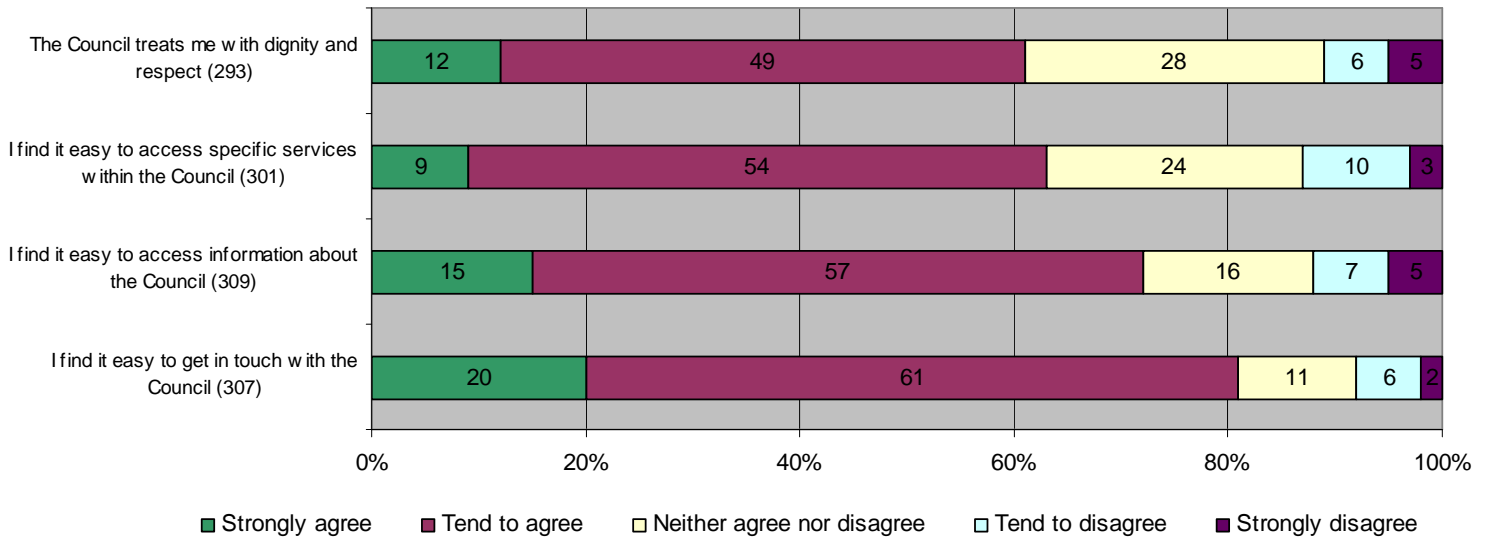
- However, almost three quarters (73%) of residents agree that they would like to be more involved in the decisions the Council makes which affect the local area; only one in twenty (5%) disagrees with this.



- Around three quarters (74%) of residents have voted in a general, national or local election during the previous twelve months, and more than two fifths (42%) had signed a petition. Between a fifth and two fifths of residents have given any unpaid help to any groups, clubs or organisations (37%), contacted a local politician (35%), participated in formal or informal learning (31%) or contacted a Local Government Officer (21%). However, 15% of residents have not participated in any of the listed activities during the last 12 months.

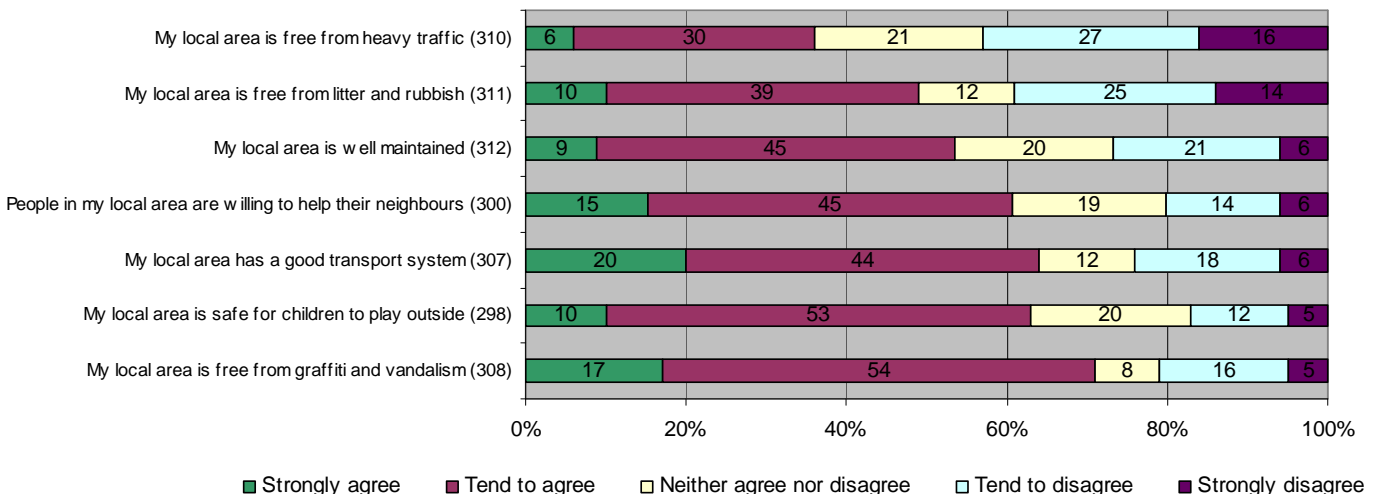


- With regard to accessing Council services, around four fifths (81%) of residents agree that they find it easy to get in touch with the Council. Between three fifths and three quarters agree that they find it easy to access information about the Council (72%), that they find it easy to access specific services within the Council (63%) and that the Council treats them with dignity and respect (61%).



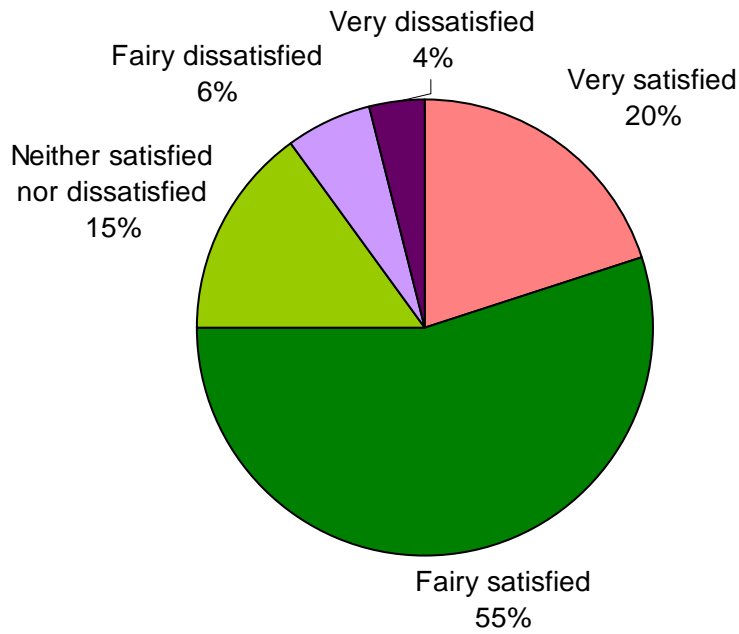
Your local area

- More than three fifths of residents agree that their local area is free from graffiti and vandalism (71%), is safe for children to play outside (63%) and has a good transport system (63%).
- However, less than half of residents agree that their local area is free from litter and rubbish (49%) and their local area is free from heavy traffic (36%). More than two fifths (44%) disagree that their local area is free from heavy traffic.

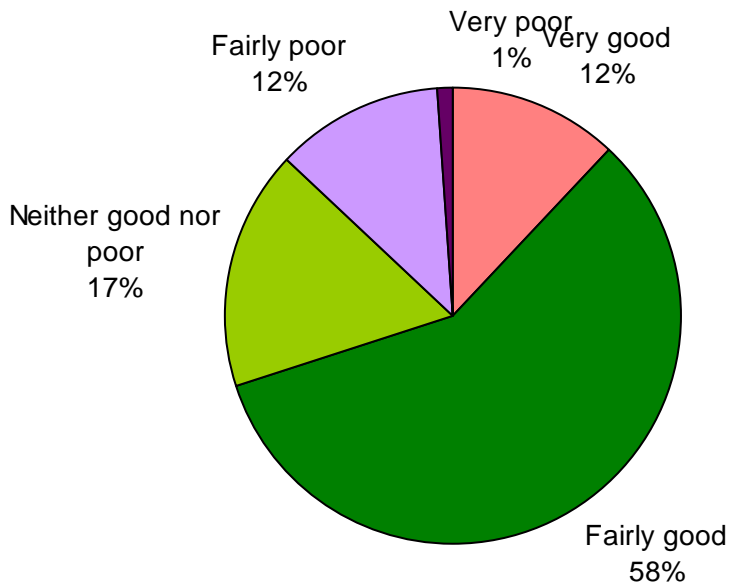


Your quality of life

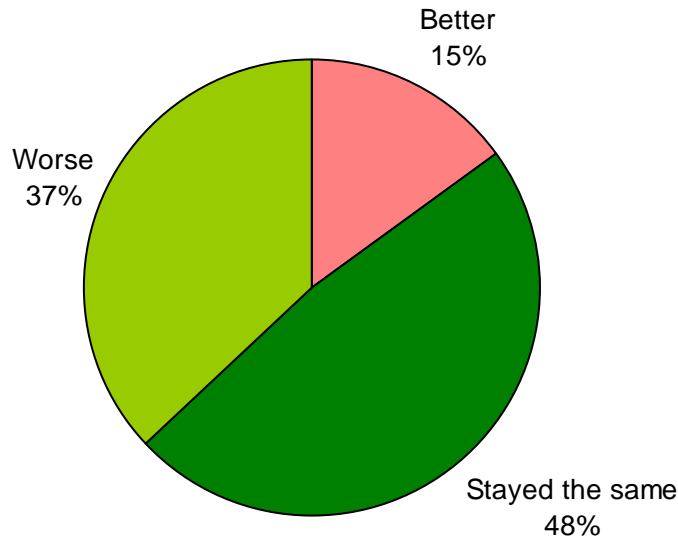
- Three quarters (75%) of residents are satisfied with Wrexham County Borough as a place to live, whereas only 1 in 10 (10%) are dissatisfied.



- 7 in 10 (70%) residents rate the quality of life in Wrexham County Borough as good. 13% of residents rate the quality of life in Wrexham County Borough as poor.



- Around half (48%) of residents feel the quality of life in Wrexham County Borough has stayed the same over the past four years; however nearly two fifths (37%) feel it has got worse, and only 15% feel it has got better.



- When asked what would improve the quality of life in Wrexham County Borough, the most frequently given responses include improving the town centre, particularly the shops; improving roads and road repairs; and better parking facilities.



- Overall, nearly half (47%) of residents rate Wrexham County Borough as a good place to visit, although nearly a third (31%) rate it as poor in this respect.

