Life in Wyre Resident Survey 2016
Review of survey document

Q1 – Q7
i. These questions seem unnecessarily repetitive.
ii. The content and format of these questions is inconsistent.
iii. A number of the issues listed are beyond the immediate influence of Wyre or any other council (e.g. wage levels, cost of living, pubs/restaurants/cafes). It could imply that Wyre Council is responsible for a number of things that it is not.
iv. Is it really possible to say whether ‘activities for your people’ is any more or less important than, say, ‘clean streets’ (Q1)?
v. These questions could more simply be designed to address the question, “which services are you not satisfied with?” which would be a clear indication to the Council about issues or perceptions that need to be improved.
vi. Does Q5 really add anything of value? Surely the Council already knows where the hotspot areas are for these problems?

Q8
i. The purpose of including this question is not clear.

Q10 – Q14
i. These questions seem unnecessarily complicated.
ii. Is the key to this not simply, “How would you like Wyre Council to contact you?”

Q 15 – Q17
i. The year-on-year trend for responses to these questions would be helpful and could help inform a campaign on promoting democracy in Wyre.

Q19 – Q20
i. Presumably these questions are being used as a link between the Council’s services and the CCG, although it is not clear.

Q21 – Q35
i. These questions are very much focused on where and how to access health services, with an emphasis on digital transformation.
ii. The content of these questions is a matter for the CCG.
iii. Is the inclusion of this section confusing to residents who think they are responding to questions about the Council’s services?
iv. The question for the Council is whether there is value in continuing to allocate almost half the resident survey to the CCG. Is it useful in shaping services or does it simply provide statistics to be quoted at a later date?
Concluding comments and questions

On the whole, a survey of residents is a useful thing to do for a number of reasons - engaging, listening to residents, prioritising service improvements, for example.

On the whole the survey as it stands addresses the most salient issues.

The survey feels repetitive – can duplication be reduced?

Is the survey too long? Anecdotal evidence suggests that it is, but there are other councils who also use a similar format of a similar length (e.g Chorley, Burnley).

Should the CCG’s participation be questioned or supported?

Does the CCG contribute an appropriate (proportionate) amount to the overall cost?

Should officers be invited to review the whole survey document in the light of the task group’s comments (a possible recommendation from the task group)?

Councillor Emma Ellison
16 August 2017

Life in Wyre – Item 5 – 5 October
Wyre - a good place to live?

We would be grateful if you could spare 15 minutes to complete this survey. Your feedback will help us make Wyre a better place to live. If you run out of space when leaving comments please attach a separate sheet.

Alternatively you can fill this in quickly and easily online at www.wyre.gov.uk/lifeinwyre?

<table>
<thead>
<tr>
<th>Q1</th>
<th>How important, if at all, are each of the following in making where you live a good place?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PLEASE TICK ONE BOX PER ROW</td>
</tr>
<tr>
<td>Access to promenades and beaches</td>
<td>Very important</td>
</tr>
<tr>
<td>Access to countryside and green spaces</td>
<td>Very important</td>
</tr>
<tr>
<td>Access to parks and playgrounds</td>
<td>Very important</td>
</tr>
<tr>
<td>Activities for young people</td>
<td>Very important</td>
</tr>
<tr>
<td>Activities for older people</td>
<td>Very important</td>
</tr>
<tr>
<td>Decent affordable housing</td>
<td>Very important</td>
</tr>
<tr>
<td>Clean streets</td>
<td>Very important</td>
</tr>
<tr>
<td>Cultural facilities (such as theatres, community events)</td>
<td>Very important</td>
</tr>
<tr>
<td>Pubs/ restaurants / cafes</td>
<td>Very important</td>
</tr>
<tr>
<td>Shopping facilities</td>
<td>Very important</td>
</tr>
<tr>
<td>Education provision</td>
<td>Very important</td>
</tr>
<tr>
<td>Health services</td>
<td>Very important</td>
</tr>
<tr>
<td>Job opportunities</td>
<td>Very important</td>
</tr>
<tr>
<td>Low crime levels</td>
<td>Very important</td>
</tr>
<tr>
<td>Level of traffic congestion</td>
<td>Very important</td>
</tr>
<tr>
<td>Availability of public transport</td>
<td>Very important</td>
</tr>
<tr>
<td>Safe roads and pavements</td>
<td>Very important</td>
</tr>
<tr>
<td>Sports and leisure facilities</td>
<td>Very important</td>
</tr>
<tr>
<td>Wage levels and cost of living</td>
<td>Very important</td>
</tr>
<tr>
<td>Designated cycling pathways</td>
<td>Very important</td>
</tr>
<tr>
<td>Feeling part of your community</td>
<td>Very important</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q2</th>
<th>Overall, how satisfied or dissatisfied are you with where you live?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PLEASE TICK ONE BOX ONLY</td>
</tr>
<tr>
<td></td>
<td>Very satisfied</td>
</tr>
<tr>
<td></td>
<td>Satisfied</td>
</tr>
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<td></td>
<td></td>
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</tbody>
</table>
Q3 Which of these, if any, do you feel most need improving where you live? PLEASE SELECT UP TO A MAXIMUM OF 5 OPTIONS

☐ Access to promenades and beaches
☐ Access to countryside and green spaces
☐ Access to parks and playgrounds
☐ Activities for young people
☐ Activities for older people
☐ Decent affordable housing
☐ Clean streets
☐ Cultural facilities (such as theatres, community events)
☐ Pubs/ restaurants / cafes
☐ Shopping facilities
☐ Education provision

Other, please state

Q4 Please explain your choices in Q3.


Q5 Thinking about where you live, how much of a problem, if at all, do you think each of the following are? PLEASE TICK ONE BOX PER ROW

<table>
<thead>
<tr>
<th>Problem</th>
<th>A very big problem</th>
<th>A fairly big problem</th>
<th>Not a very big problem</th>
<th>Not a problem at all</th>
<th>No opinion / don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Noisy/ inconsiderate neighbours</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Nuisance and rowdy behaviour</td>
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<tr>
<td>Vandalism and graffiti</td>
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<tr>
<td>People using or dealing drugs</td>
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<tr>
<td>Alcohol related anti-social behaviour</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Litter and fly-tipping</td>
<td></td>
<td></td>
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<tr>
<td>Road safety</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>Dog fouling/ irresponsible dog owners</td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>Empty homes/ derelict sites</td>
<td></td>
<td></td>
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</tbody>
</table>

Q6 What one thing, if anything, would improve the area where you live?
Q7 How satisfied or dissatisfied are you with each of the following services / facilities provided by Wyre Council? PLEASE TICK ONE BOX PER ROW

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither nor satisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Never used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keeping public land/ streets clear of litter and fly-tipping</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Tackling dog fouling/ irresponsible owners</td>
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<td></td>
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<tr>
<td>Waste and recycling collection</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Sport and leisure facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parks and open spaces</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Playgrounds</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Promenade and beach maintenance</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Countryside activities - such as health walks, walking festival</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Community events - outdoor and indoor</td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Response from our customer contact centre</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Marine Hall and Thornton Little Theatre</td>
<td></td>
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<tr>
<td>Local markets (Fleetwood and Poulton)</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Online services</td>
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</tr>
</tbody>
</table>

Based on the 2016/17 council tax rate on a band D property, the overall cost for Wyre Council's services to you are **50p per day** which provides in excess of 120 local services and facilities.

Q8 To what extent do you agree or disagree that 50p a day for the services and facilities, including the above, is value for money? PLEASE TICK ONE BOX ONLY

<table>
<thead>
<tr>
<th>Opinion</th>
<th>Strongly agree</th>
<th>Neither agree nor disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tend to agree</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tend to disagree</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Don't know</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q9 Would you say that the council responds to its residents' needs? PLEASE TICK ONE BOX ONLY

<table>
<thead>
<tr>
<th>Amount</th>
<th>A great deal</th>
<th>Not very much</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>A fair amount</td>
<td></td>
<td>Not at all</td>
<td></td>
</tr>
</tbody>
</table>

Q10 How well informed do you think Wyre Council keeps residents about its services? PLEASE TICK ONE BOX PER ROW

<table>
<thead>
<tr>
<th>Method</th>
<th>Very well informed</th>
<th>Fairly well informed</th>
<th>Not very well informed</th>
<th>Not well informed at all</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Via social media</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Via Website</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Via E-Newsletter</td>
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<td></td>
<td></td>
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<tr>
<td>Via Wyre Voice residents’ magazine</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Via local media</td>
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</tbody>
</table>
**Q11** How would you prefer to receive information about the council? **PLEASE TICK ALL BOXES THAT APPLY**

- [ ] Local newspaper
- [ ] Local radio
- [ ] Wyre Voice residents' magazine
- [ ] Council website
- [ ] Word of mouth
- [ ] Other, please state

**Q12** It is more efficient and economical to contact residents electronically. If you would like to receive information electronically please tick the relevant boxes and provide your email address below. You can also sign up for more information via wyre.gov.uk/register. **PLEASE TICK ALL BOXES THAT APPLY**

- [ ] Council's e-newsletter
- [ ] Wyre theatres
- [ ] Wyre markets
- [ ] Volunteering
- [ ] Discover Wyre (visitor information)
- [ ] Community meetings
- [ ] Text messaging
- [ ] Council e-newsletter
- [ ] Consultations
- [ ] Twitter
- [ ] Instagram
- [ ] YouTube
- [ ] Facebook

Please provide your email address

**Q13** Have you contacted the council in the last 12 months...? **PLEASE TICK ALL BOXES THAT APPLY**

- [ ] ...Online
- [ ] ...By post
- [ ] ...In person
- [ ] ...By phone
- [ ] ...Not contacted the Council in the last 12 months (PLEASE GO TO Q15)

**Q14** If you have contacted us in the past 12 months, how was your experience?

- 

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**Your Local Councillors**

**Q15** Do you know who your local councillor(s) is/are? **PLEASE TICK ONE BOX PER ROW**

- [ ] Yes
- [ ] No

- [ ] Wyre borough councillor
- [ ] Town/ parish councillor

**Q16** Have you ever contacted your local...? **PLEASE TICK ALL BOXES THAT APPLY**

- [ ] ...Wyre borough councillor
- [ ] ...Town/ parish councillor
- [ ] Neither

**Q17** If you have contacted your local councillor in the past year, did you receive a response? **PLEASE TICK ONE BOX PER ROW**

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wyre borough councillor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Town/ parish councillor</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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**Getting Involved in Your Area**

Over 200 people are actively involved in their communities through the Wyre Council volunteer service. The council supports a range of volunteer opportunities such as Rossall Point in Fleetwood, monitoring CCTV, gardening and horticultural projects, theatre and event support.

**Q18** If you would like information on any of the opportunities please provide your email address or phone number below. To find out more please visit www.wyre.gov.uk/volunteering
Q19 If any, which of the following have the biggest negative impact on your health and wellbeing? PLEASE TICK UP TO 3 BOXES
- Lack of physical activity
- Stress
- Loneliness
- Housing issues
- Heating bills/cold home
- Poor access to health services
- Lack of money
- Poor diet/nutrition
- Lack of education/skills/job
- Caring responsibilities
- Poor environment
- Smoking
- Alcohol/ drugs
- Parental issues
- Relationship issues
Other, please state

Q20 Thinking about the previous list, what one action would you want to take to improve your living environment/ lifestyle.

Community-Based Health Services
NHS Fylde and Wyre Clinical Commissioning Group (CCG) is responsible for planning and buying healthcare services locally, including GP practices, hospital care, community care and mental health.

Q21 How much, if anything, would you say you knew about NHS Fylde and Wyre CCG before today? PLEASE TICK ONE BOX ONLY
- A great deal
- Fair amount
- A little
- Never heard of

Q22 Do you think the NHS in your local area is in need of...? PLEASE TICK ONE BOX ONLY
- No improvement
- A little improvement
- A fair amount of improvement
- A lot of improvement
- Don't know

Q23 Please tell us the reasons for your answer.

Q24 Is this based on...? PLEASE TICK ONE BOX ONLY
- Your own personal experience
- Something you have seen or heard in the media
- Something you have seen or heard from family or friends
- Something else

Q25 To what extent do you agree or disagree with the following statements? PLEASE TICK ONE BOX PER ROW

- I have opportunities to have my say about local health services
- My views on local health services are listened to
- I am aware that my GP Practice has a Patient Participation Group that I can join

Strongly agree
Tend to agree
Neither/ nor
Tend to disagree
Strongly disagree
Don't know
NHS Fylde and Wyre CCG is looking at ways to improve access to services for minor injuries and ailments. It also wants to make sure that people are signposted to the most appropriate advice or treatment service for their health needs.

Q26  Where would you choose to go for minor illnesses and injuries?  PLEASE TICK UP TO 3 BOXES

☐ Self-care  ☐ GP  ☐ NHS 111
☐ Pharmacy  ☐ Walk-in centre (Whitegate Drive)  ☐ Accident and emergency (A&E)
☐ Website - NHS Choices  ☐ Same-day health centre (Dock Street)  ☐ Other
☐ Website - other  ☐ Urgent care centre  ☐

Other, please state

Q27  What three things are most important to you when accessing health services?  PLEASE LIST THE MOST IMPORTANT FIRST

To make sure you receive the right care and support for your condition and to help reduce the pressure on GP services in the future, you will speak to a trained member of staff when you call your GP Practice. They will offer advice on the best place to get care for your condition.

Q28  To what extent do you agree or disagree with receiving advice from a trained professional when contacting your GP surgery?  PLEASE TICK ONE BOX ONLY

☐ Strongly agree  ☐ Neither agree nor disagree  ☐ Strongly disagree
☐ Tend to agree  ☐ Tend to disagree  ☐

Accessing Information and Services Online

Both Wyre Council and NHS Fylde and Wyre CCG are interested in if and how you use the internet.

Q29  How often do you use the internet...?  PLEASE TICK ONE BOX PER ROW

<table>
<thead>
<tr>
<th></th>
<th>Daily</th>
<th>Every few days</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>...on a computer or laptop</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...on a smart phone</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>...on a tablet (such as iPad or Kindle)</td>
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<tr>
<td>...other device, such as Smart TV or games console</td>
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</tbody>
</table>

Q30  Where do you use the internet?  PLEASE TICK ALL BOXES THAT APPLY

☐ At home  ☐ Home of a friend or family member  ☐ Out and about, such as Wi-Fi hotspots
☐ At work  ☐ At a local library  ☐ Other

Other, please state
Wyre Council is looking at ways to make it easier for residents to access services online, that is, in addition to the traditional methods of contact that it currently offers. The following questions will assist the council to understand any current issues around the internet.

**Q31 What are your reasons for not using the internet? (If you use the internet, please skip this question)** PLEASE TICK ALL BOXES THAT APPLY

- I have no interest in using a computer or the internet
- I don't have a computer or internet access
- I have no interest in using a computer or the internet
- I would rather speak to someone in person
- The equipment/internet access costs are too high
- I lack confidence or skills with technology
- I don't know who can help me

Other, please state

**Q32 If you rarely or never use the internet, which of the following might encourage you to use the internet to access the council’s services?** PLEASE TICK ALL BOXES THAT APPLY

- Free training courses in public venues
- Support and guidance in your own home
- Help with getting broadband set up and choosing equipment
- Access to high speed broadband
- More free Wi-Fi hotspots
- Knowing who to ask if I have a problem
- Nothing, I am still not interested

Other, please state

**Q33 Of the following health services available online, have you...?** PLEASE TICK ONE BOX PER ROW

- Booked appointments online
- Ordered repeat prescriptions
- Accessed your medical records

<table>
<thead>
<tr>
<th>...Used in the last 6 months</th>
<th>...Last used over 6 months ago</th>
<th>...Aware but not used</th>
<th>...Not aware</th>
</tr>
</thead>
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<td></td>
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</tbody>
</table>

**Q34 Please give us any feedback on the online services provided by NHS Fylde and Wyre Clinical Commissioning Group that you have used, or please explain why you have not used them.**

**Q35 Do you have any other comments to make about anything not covered in this survey?**
To ensure that services meet the needs of service users it is important to ask a few questions about you. Your answers to the following questions will remain private and confidential and data will only be used to categorise responses and draw comparisons, for example to identify issues pertinent to residents in a particular area, or to identify issues that are relevant to a particular age group.

**Q36** Are you...? PLEASE TICK ONE BOX ONLY
- Male
- Female

**Q37** Which age group do you belong to? PLEASE TICK ONE BOX ONLY
- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or over

**Q38** What is your postcode?

**Q39** Do you consider yourself to have a limiting long-term illness or disability? PLEASE TICK ONE BOX ONLY
- Yes, limited a lot
- Yes, limited a little
- No

**Q40** Do you have a role as a carer for a relative or friend? A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem, an addiction or old age cannot cope without their support? PLEASE TICK ONE BOX ONLY
- Yes
- No

**Q41** Finally, please provide your name and contact number if you would like to be included in the prize draw to win a Kindle Fire. Please note: employees of Wyre Council or Wyre Councillors are not eligible to enter the competition.

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**Prize Draw Terms and Conditions**

- You must be 16 years of age or over and live in the Wyre to enter the prize draw.
- Subject to exclusions, everyone who completes the survey and enters the prize draw on or before 13 November 2016 is eligible to win the prize.
- The prize is a Kindle Fire. The prize draw is not open to Wyre Council employees or elected members.
- Entry to the prize draw is free. No purchase necessary.
- The prize is non-transferable. No cash alternative is available.
- A winner will be selected at random on 21 November 2016 after which the winner will be notified via the contact details given.
- By entering the prize draw, you agree to be bound by these rules in relation to the prize draw and agree to take part in any publicity relating to the prize.
- Wyre Council reserves the right to pick an alternative winner at random if the original winner is unable to take up the prize or we are unable to contact them.
- Wyre Council reserves the right to cancel or suspend the prize at any point without liability to the winner.
- Wyre Council’s decision is final on all matters and no correspondence will be entered into.

Thank you for taking the time to complete this survey. Please return in the free-reply envelope provided by 13 November. Findings and next steps will be available on the council’s website (wyre.gov.uk) from the end of December or available in hard copy on request by calling 01253 891000 and asking for the Engagement Team.

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Web: wyre.gov.uk • Email: mailroom@wyre.gov.uk • Tel/text: (01253) 891000

facebook.com/wyreCouncil

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