



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Residents Survey 2024

Survey Results Report

Residents Survey 2024: Survey Results Report

Document Governance

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1 Executive Summary

The 2024 resident survey was conducted between 15 November 2024 and 31 January 2025. Invitation letters were sent to a random sample of 9,600 addresses in the borough and 1,384 responses were received, giving a response rate of 14.4%.

At the same time a survey targeted specifically at young people in the borough was carried out and a total of 103 responses were received.

To balance out over and under representation of demographic groups within our community, the results for the survey targeted at households have been weighted by respondent address using the Government's 2019 Indices of Deprivation.

The survey is an important element of how the Council seeks to continually engage with residents to understand and respond to views and concerns with regard to the Borough and Council services. The findings will support service and policy development and form the basis for more in depth engagement on areas of concern or to shape how we respond.

Where applicable responses from the resident survey have been compared with the responses from the national benchmark LGA Resident Satisfaction Questionnaire carried out in October 2024 (Appendix 1). While it must be noted that not all results are directly comparable this latest local survey has provided positive feedback on services with all areas where national benchmarking is available, outperforming the national average.

The key findings from the surveys are summarised as follows.

Keeping you informed

- 70.1% of respondents felt that overall Telford & Wrekin Council keeps residents very or fairly well informed about the services and benefits it provides. 24.1% didn't feel well informed and 5.8% didn't know.
- 61.5% of respondents said that they valued Totally Telford as a way to receive local information. 50.9% indicated that they would prefer to receive a digital version and 49.1% a printed magazine.
- Telford & Wrekin Council email newsletters (37.1%) and Facebook page (36.5%) were the main ways of receiving information about what is happening in Telford and Wrekin identified by respondents.

Council services

- Two thirds of respondents (66.0%) were very or fairly satisfied with the way Telford & Wrekin Council runs things, with 1 in 5 very satisfied (19.6%). 23.3% were neither satisfied nor dissatisfied.
- On a scale of 1-10 (1 being very hard, 10 being very easy), the average score for the ease of accessing council services was 6.9 out of 10. 12.6% of respondents rated it as 10 (very easy) and 2.7% as 1 (very difficult).
- For individual services, respondents were most satisfied with Recycling & Waste services (87.9% very or fairly satisfied)

- Satisfaction was lowest with Highways (45.9% satisfied) and Planning & Building Control (46.1% satisfied).

Health & Wellbeing

- 78.8% of respondents said that they were thinking of making lifestyle changes in the next 6 months.
- Of these, 49.1% were thinking about eating more healthily. 48.5% were thinking about increasing their amount of physical activity and 46.0% were thinking about losing weight.

Your area as a place to live

- Overall, 78.0% of respondents were very or fairly satisfied with their local neighbourhood as a place to live and 7.6% were dissatisfied. There was a strong correlation between deprivation and satisfaction with local neighbourhoods as a place to live. While satisfaction levels were at 60.2% in the most deprived decile this compared to 90.9% of those living in decile 9 expressing satisfaction with their local neighbourhood.
- 75.0% of respondents were very or fairly satisfied with the borough of Telford and Wrekin as a place to live and 9% dissatisfied. There was no significant correlation between deprivation and satisfaction with Telford and Wrekin as a place to live.
- 10.2% of respondents thought that overall, their local neighbourhood has got better over the last two years. More than half (59.1%) thought that it had stayed the same. There was a strong correlation between deprivation and those respondents who thought that their local neighbourhood had got better. People living in the most deprived areas (19.8%) were more than three times more likely to think their neighbourhood had got better than those living in the least deprived (6.0%).
- Most respondents agreed that their local neighbourhood is a place where people from different backgrounds get on well together with 67.6% agreeing.
- 88.1% of respondents agreed that their local neighbourhood is a safe place to live during the day and 8.5% disagreed. This reduced to 67.3% who agreed that their local neighbourhood is a safe place to live at night whilst the proportion who disagreed increased to 24.4%.
- There was a correlation between deprivation and perceptions of safety. The proportion of respondents who thought that their local neighbourhood was a safe place to live during the day varied from 73.4% in the most deprived neighbourhoods to 93.2% in the least deprived areas. The correlation between deprivation and perceptions of safety was stronger at night than during the day with 46.3% of respondents living in the most deprived areas feeling that their local neighbourhood was a safe place to live at night compared with 81.2% living in the least deprived areas.
- In the young persons survey respondents were asked to rate how safe they felt in Telford and Wrekin during the day and at night on a scale of 1 (not safe) to 10 (very safe). The average score during the day was 6.5, which reduced to 4.3 at night.

- Within their local neighbourhoods, respondents were most satisfied with their recycling and waste collections (89.8% very or fairly satisfied), parks and open spaces (75.2%), play areas (65.5%) and litter picking and street cleaning (62.1%).
- Respondents were most dissatisfied with the maintenance of roads (47.3% fairly or very dissatisfied), maintenance of footpaths (36.6%) and traffic levels and congestion (32.4%).

Climate change

- On a scale of 1 to 10 (1 being not concerned at all, 10 being extremely concerned), 21.7% of respondents indicated that they were very concerned about the impacts of climate change and 7.0% were not concerned at all. The average score was 6.9 out of 10.

Listening to your views

- 41.4% of respondents agreed that the Council listens to their views and 31.3% felt that they didn't know. There was a strong correlation between IMD decile and the proportion of respondents who agreed that the Council listens to their views. The proportion who agreed that the Council listened to their views was higher in the most deprived parts of the borough and lower in the least deprived areas, ranging from 48.4% in decile 1 to 34.4% in decile 10.
- One quarter of respondents (25.6%) felt able to influence decisions in their local area, with 46.5% disagreeing. There was no clear correlation between the IMD deciles and respondents who felt able to influence decisions in their local area.
- In the young persons survey respondents were asked to rate on a scale of 1 to 10 how much they felt young people's opinions are valued in the local community. The average score was 5 out of 10, with 6.1% rating it 10 (a lot) and 16.2% rating it 1 (not a lot).
- Respondents were asked what one thing the Council should consider doing in the future:
 - The theme of highways attracted the greatest number of comments with respondents wanting to see better maintenance of the highways network and measures put in place to improve road safety by addressing speeding.
 - Housing and planning attracted the second largest number of comments with respondents wishing to see more consideration given to the opinions of residents as to where new housing developments are built and with better infrastructure, more affordable housing available for rent and bringing empty properties back into use as well as enforcement to address poor quality housing and bad tenants.
 - The third largest number of comments were received about environmental maintenance. Most comments in this theme were in relation to wanting to see better maintenance and cleaning of streets and footpaths including the removal of litter and detritus and trees, hedge and grass cutting. Respondents

also thought that there should be increased enforcement to tackle the issues of fly-tipping, littering and dog fouling.

- Other themes emerging in the comments included maintenance of public spaces, support for more community and cultural events, steps to tackle crime and ASB and preservation of parks & green spaces.
- Respondents were also provided with a free text field in which they could expand on the answers they had provided to the survey questions. There was significant overlap in terms of themes with highways, planning and environmental maintenance attracting the largest number of comments.

2 Introduction

The 2024 resident survey was conducted between 15 November 2024 and 31 January 2025. Two surveys were carried out during this period; the main survey aimed at households across the borough and a second targeted specifically at young people in Telford and Wrekin.

2.1 Household Survey

The 2024 household survey sought resident opinions on a subjects grouped under six topics:

- Keeping you informed
- Council services
- Health & wellbeing
- Your area as a place to live
- Climate change
- Listening to your views

Where applicable, responses have also been benchmarked against the latest Local Government Association (LGA) resident satisfaction survey carried out in October 2024. This is covered in [Appendix 1](#). However, it must be noted that due to differing methodology, sampling and the phrasing of questions, the results are not all directly comparable and are included here for information.

To encourage take up from residents across the borough, the survey was targeted at a random sample of 300 addresses from each of the borough's 32 wards giving a total sample of 9,600 addresses.

Invitation letters were sent to each selected address directing them to an online survey. Each letter included a unique identification code required to access the survey. This enabled completed responses to be tracked and allowed for reminders to be sent to those addresses who had not responded.

When the survey closed on 31 January 2025, 1,384 responses had been received, giving a response rate of 14.4% in line with the expected response rate for this type of survey.

2.2 Young Person's Survey

The young person's survey was aimed at those aged 11 to 17. The survey consisted of 9 questions focused on activities that young people engage in, perceptions of safety, what they do to stay healthy and well, how much they feel their opinions are listened to and what they like or would change about living in Telford and Wrekin.

The survey was badged under the Young Person's Year of Wellbeing branding and was designed primarily to be completed on smartphones.

Existing youth engagement groups were used to encourage participation and by 31 January 2025, 103 responses had been received.

3 Respondent profile

A range of demographic and household questions were included in the surveys. This was done to enable understanding of responses by different population groups and to monitor the effectiveness of the survey in capturing the views of a cross section of borough residents.

This section outlines the profile of respondents to the surveys and, where applicable, ONS mid-year population estimates and data from the 2021 census is used to examine how closely the respondents reflect the profile of the borough's population.

3.1 Gender

Household survey: 52.4% of respondents to the household survey were female and 47.6% were male. This was broadly in line with the borough population aged 16 and over (51.4% female, 48.6% male).

Gender	Survey respondents	Survey %	Population % (mid-2023)
Male	563	47.6	48.6
Female	621	52.4	51.4
Total	1,184	100.0	100.0

Rather not say/blank

200

Young Persons survey: 51.0% of respondents to the young person's survey were female and 49.0% were male. As with the household survey this was similar to the borough population aged 11 to 17 (50.9% male, 49.1% female).

Gender	Survey respondents	Survey %	Population % (mid-2023)
Male	47	49.0	50.9
Female	49	51.0	49.1
Total	96	100.0	100.0

Rather not say/blank

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3.2 Age

Household survey: Young people were significantly underrepresented in the household survey. In total, people aged 16-24 account for 13.0% of the borough population aged 16 and over, however they made up 1.4% of survey respondents and there were no respondents aged under 18.

The borough's 25–54-year-old population (49.0% of people aged 16+) were also underrepresented, accounting for 35.5% of respondents.

People aged 55 to 84 were overrepresented in the survey, with this age group making up 60.2% of respondents but accounting for 35.5% of the borough's population.

The proportion of respondents aged 85 and over (2.9%) was similar to the proportion of the borough 16+ population aged 85 and over (2.5%).

Age Group	Survey respondents	Survey %	Population % (mid-2023)
16-24	17	1.4	13.0
25-34	97	8.2	16.2
35-44	157	13.3	16.6
45-54	166	14.0	16.0
55-64	273	23.1	16.0
65-74	288	24.4	11.7
75-84	150	12.7	7.9
85+	34	2.9	2.6
Total	1,182	100.0	100.0

Rather not say/blank

202

Young Persons survey: 28.4% of respondents to the young person's survey were aged under 14. 43.1% were aged 13-15 with 28.4% aged 16 and over.

Age	Survey respondents	Survey %
11	19	18.6
12	10	9.8
13	20	19.6
14	14	13.7
15	10	9.8
16	14	13.7
17	11	10.8
18+	4	3.9
Total	102	100.0

Rather not say/blank

1

3.3 Ethnicity

93.0% of respondents were from a White British ethnic background compared with the overall borough population (83.0%). As with the borough population, respondents from an Asian ethnic background were the second largest group of survey respondents (3.3%). There was underrepresentation from respondents from a White Other, Black and Mixed ethnic background.

Age Group	Survey respondents	Survey %	Population % (Census 2021)
White British	1,020	93.0	83.0
Asian	36	3.3	5.4
White Other	18	1.6	4.8
Black	3	0.3	2.9
Mixed	8	0.7	2.6
Other	7	0.6	0.9
White Irish	5	0.5	0.4
Total	1,097	100.0	100.0

Rather not say/blank

287

3.4 Economic Activity

Retired people made up the largest single group of respondents by economic activity. At 41.9% this was almost twice that of the borough population.

The proportion of respondents who were working full-time (38.0%) was broadly similar to the borough population (41.9%).

10.4% of respondents indicated that they were working part-time compared to 14.2% in the borough population.

2.1% of respondents said that they were doing something else, 2.0% were looking after the home, 1.3% were unemployed and looking for work and 0.5% were in full-time education.

Economic activity status	Survey respondents	Survey %	Population % (Census 2021)
Retired	493	41.9	21.2
Working full-time	448	38.0	41.9
Working part-time	123	10.4	14.2
Permanently sick or disabled	45	3.8	5.3
Doing something else	25	2.1	2.9
Looking after the home	23	2.0	5.0
Unemployed and available for work	15	1.3	2.8
In full-time education at school, college or university	6	0.5	6.7
Total	1,178	100.0	100.0

Rather not say/blank

206

3.5 Tenure

More than half of respondents (51.5%) owned their home outright, this was greater than the proportion of the borough population (30.2%).

24.5% of respondents were mortgaged compared to 29.8% of the borough population.

The proportion of respondents who were privately renting (11.5%) was around half that of the borough population (21.2%) as was the proportion renting from a housing association (10.2% compared to 18.0%).

The proportion of respondents occupying their home under shared ownership (1.6%) was twice that of the borough population (0.8%).

Tenure	Survey respondents	Survey %	Population % (Census 2021)
Owned outright	598	51.5	30.2
Buying on mortgage	285	24.5	29.8
Private rented	133	11.5	21.2
Rent from a housing association	119	10.2	18.0
Shared ownership	19	1.6	0.8
Other	7	0.6	0.1
Total	1,161	100.0	100.0

Rather not say/blank

223

3.6 Health & Care

The proportion of respondents who indicated that they had a long-term illness, health problem or disability (35.1%) was almost twice that of the borough population (19.7%).

Long-standing illness, health problem or disability	Survey respondents	Survey %	Population % (Census 2021)
No	711	64.9	80.3
Yes	385	35.1	19.7
Total	1,096	100.0	100.0
Rather not say/blank	288		

Similarly, the proportion of respondents who were carers (16.9%) was greater than the borough population (9.7%).

Caring for someone who has a long-standing illness or disability	Survey respondents	Survey %	Population % (Census 2021)
No	952	83.1	90.3
Yes	193	16.9	9.7
Total	1,145	100.0	100.0
Rather not say/blank	239		

3.7 Armed Forces connection

11.1% of respondents indicated that they had an armed forces connection either through currently serving, being a reservist, a veteran or dependent.

Armed forces connection e.g. currently serving, a reservist, veteran or dependent of a current or former member of the UK armed forces	Survey respondents	Survey %
No	1,038	88.9
Yes	130	11.1
Total	1,168	
Rather not say/blank	216	

3.8 Ward

The overall response rate to the survey was 9.2 per 1,000 population aged 16 and over. There was significant variation in response rates across the borough's 32 wards, ranging from 23.9 per 1,000 in Ercall to 3.2 per 1,000 in Madeley & Sutton Hill.

Tenure	Survey respondents	Survey %	Population %	Responses per 1,000 pop.
Admaston & Bratton	60	4.3	1.8	22.0
Apley Castle	58	4.2	1.7	22.2
Arleston & College	44	3.2	3.9	7.5
Brookside	29	2.1	2.3	8.3
Church Aston & Lilleshall	48	3.5	1.8	17.2
Dawley & Aqueduct	44	3.2	4.1	7.2
Donnington	31	2.2	4.4	4.6
Edgmond	43	3.1	2.1	13.7
Ercall	68	4.9	1.9	23.9

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Ercall Magna	44	3.2	1.8	15.8
Hadley & Leegomery	35	2.5	5.8	4.0
Haygate & Park	46	3.3	3.8	8.0
Horsehay & Lightmoor	38	2.7	3.3	7.7
Ironbridge Gorge	58	4.2	1.6	23.5
Ketley	35	2.5	2.0	11.5
Lawley	28	2.0	4.0	4.6
Madeley & Sutton Hill	28	2.0	5.8	3.2
Malinslee & Dawley Bank	40	2.9	4.4	6.0
Muxton	48	3.5	3.2	9.9
Newport East	35	2.5	1.8	12.5
Newport North	46	3.3	1.9	16.1
Newport South	42	3.0	1.4	19.6
Newport West	33	2.4	2.1	10.4
Oakengates & Ketley Bank	43	3.1	5.4	5.3
Overdale & The Rock	47	3.4	1.8	17.1
Priorslee	50	3.6	3.3	10.1
Shawbirch & Dothill	49	3.5	3.1	10.6
St Georges	35	2.5	3.9	5.9
The Nedge	44	3.2	6.2	4.7
Woodside	38	2.7	4.0	6.4
Wrockwardine	56	4.0	1.7	22.1
Wrockwardine Wood & Trench	41	3.0	3.5	7.7
Total	1,384	100.0	100.0	9.2

4 Analysis of survey results

4.1 Weighting survey responses

As the previous section has shown there are several demographic and household characteristics where groups within the borough's population were overrepresented and others underrepresented, particularly around age, ethnicity and area of residence.

To make the survey data more representative of the borough's population, weighting has been applied to the survey results.

Gender was discounted as a weighting variable as the gender distribution in survey respondents was similar to the borough's population. Age and ethnicity were also discounted because of the incomplete nature of the data for those variables and the scale of the weighting ratios that would need to be applied to categories where there was significant variation in the values. For example, with just three responses, those respondents from a black ethnic background would need to be multiplied by 10.6 to reflect the borough population.

The one variable that was known for each response was the respondent's address. It was therefore decided that the most appropriate dimension to weight the survey responses by was the Government's 2019 Indices of Deprivation¹. This enabled the survey results to be more representative of the socio-economic differences between communities across the borough.

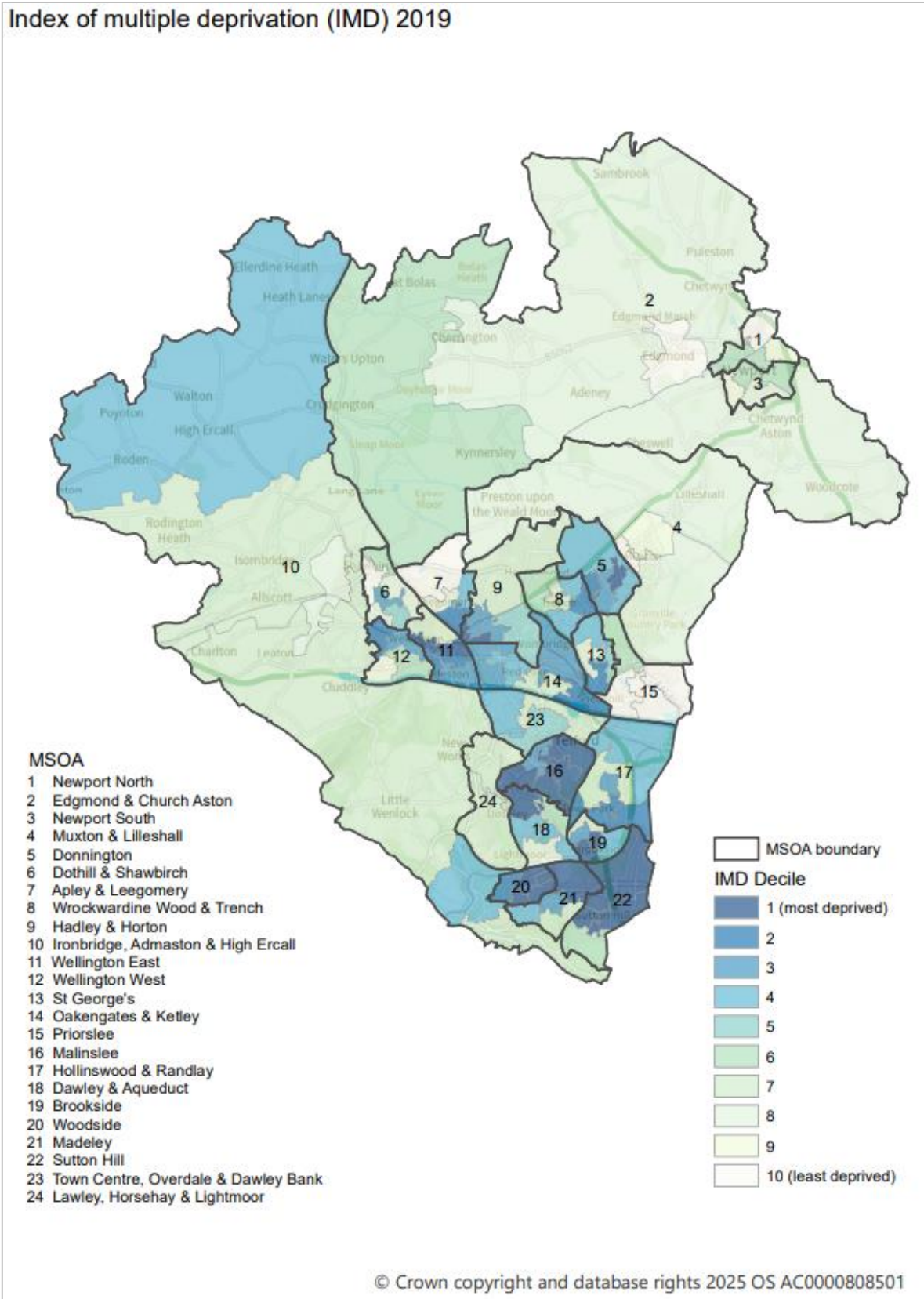
The following table shows the breakdown of survey respondents by each of the 10 deprivation deciles, the weighting ratios for each decile and the number of weighted respondents this method produces for each decile. The maximum weighting ratio using this approach is 1.8 for those in the most deprived decile (decile 1) and based on 110 responses this makes the data more statistically robust than weighting using age and ethnicity.

IMD Decile	Survey respondents	Survey %	Population %	Weighting Ratio	Weighted respondents
1	110	7.9	14.7	1.8	203
2	72	5.2	8.6	1.7	119
3	104	7.5	11.4	1.5	158
4	185	13.4	15.2	1.1	210
5	48	3.5	4.8	1.4	66
6	172	12.4	9.7	0.8	134
7	246	17.8	14.5	0.8	201
8	218	15.8	10	0.6	138
9	81	5.9	3.6	0.6	50
10	148	10.7	7.5	0.7	104
Total	1,384	100.0	100.0		1,384

The following map shows the distribution of deprivation by IMD decile across the borough. The most deprived parts of the borough (decile 1) are located within areas in the middle

¹ <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019>

layer super output areas (MSOAs) of Brookside, Sutton Hill, Woodside, Malinslee, Hadley & Horton, Wellington East, Dawley & Aqueduct and Donnington. The least deprived parts of the borough (decile 10) can be found within the MSOAs of Priorslee, Edgmond & Church Aston, Muxton & Lilleshall, Newport North, Dothill & Shawburch and Apley & Leegomery.



5 Keeping you informed

5.1 What are the three main ways that you receive news and information about what is happening in Telford and Wrekin?

Telford & Wrekin Council email newsletters (37.1%) and Facebook page (36.5%) were the main ways of receiving information about what is happening in Telford and Wrekin identified by respondents.

1 in 3 respondents identified family or friends as one of their main sources of information with 29.5% highlighting local media. Of these local media channels, the top three named by respondents were the Shropshire Star, Telford Live and Telford Journal.

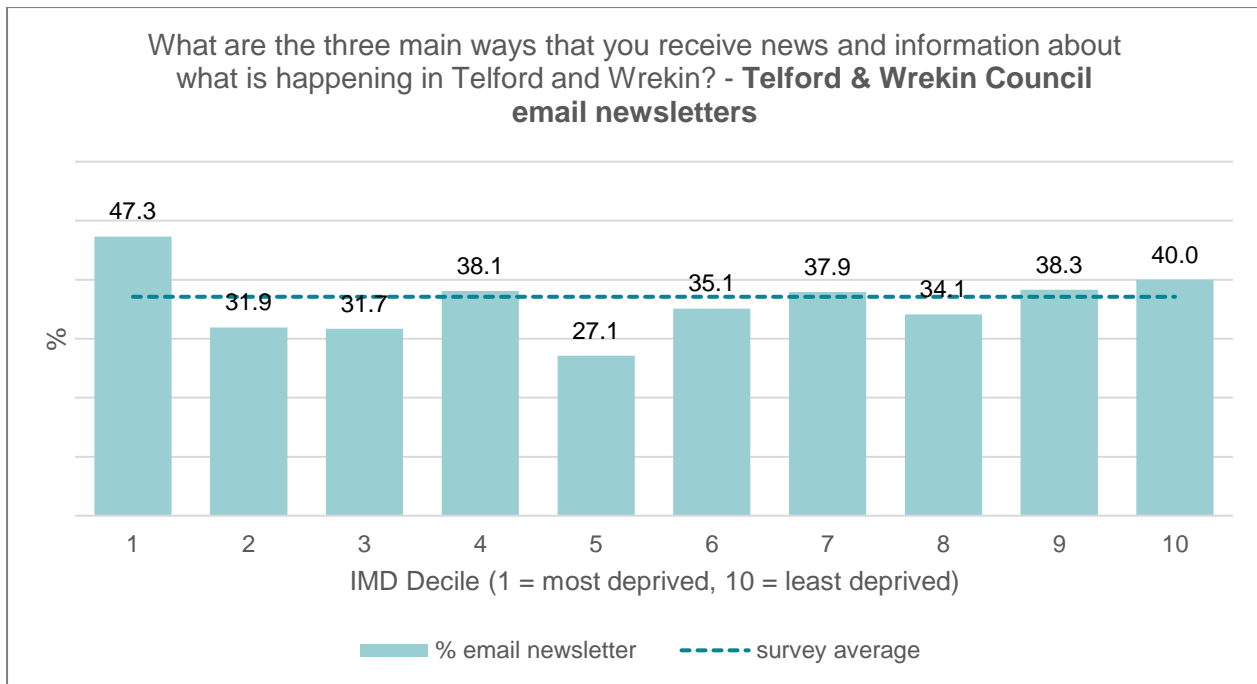
27.4% indicated that one of their main ways of receiving information was the Telford & Wrekin Council website and 1 in 5 the Totally Telford council magazine.

Response	Survey respondents	Survey %
Telford & Wrekin Council email newsletters	507	37.1
Telford & Wrekin Council social media - Facebook	499	36.5
Family or friends	451	33.0
Local media	404	29.5
Telford & Wrekin Council website (www.telford.gov.uk)	375	27.4
Totally Telford council magazine	282	20.6
Radio	157	11.5
Television	122	8.9
None/ do not receive information about Telford and Wrekin	96	7.0
Other	95	7.0
National media	46	3.4
Don't know	31	2.3
Telford & Wrekin Council social media – X (formerly Twitter)	28	2.1
Telford & Wrekin Council social media - Instagram	27	2.0
Telford & Wrekin Council social media – Tik Tok	18	1.3
Total	1,368	

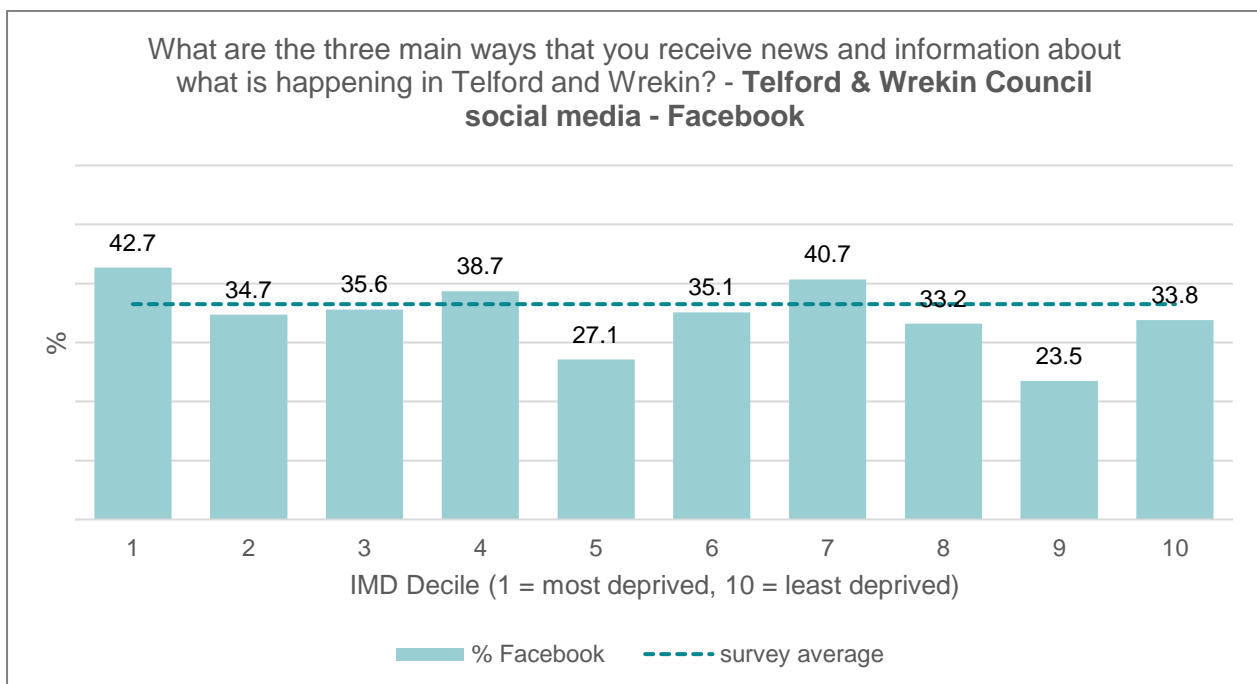
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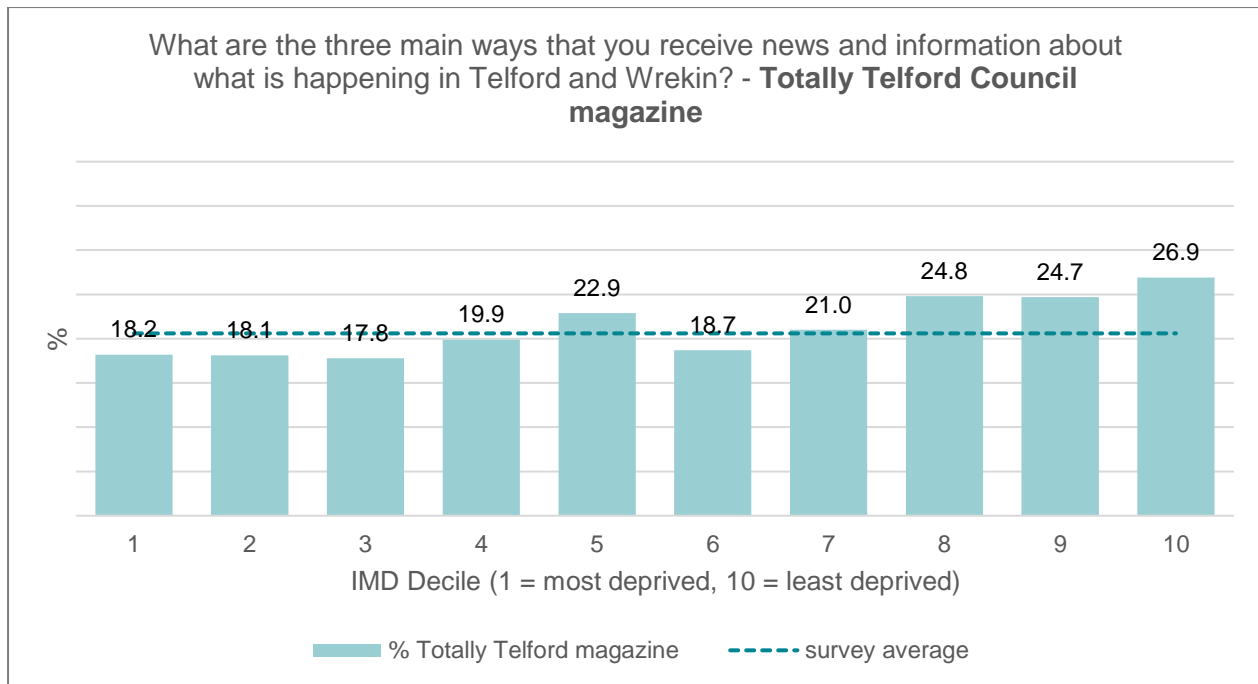
Comparing responses across the IMD deciles, the proportion of respondents listing Telford & Wrekin email newsletters as one of their three main ways of receiving information varied by more than 20 percentage points from 27.1% to 47.3%, with respondents living in the most deprived parts of the borough most likely to list it as one of their main ways of receiving information.



There was a similar level of variation for those respondents who listed Telford & Wrekin Council's Facebook page as one of their main ways of receiving information, varying by 19.2 percentage points between 23.5% and 42.7%. As with Council email newsletters, respondents living in the most deprived parts of the borough were most likely to identify this communication channel.



There was much less variation across the IMD deciles for those who identified the Totally Telford magazine as one of their main ways of receiving information. Responses varied by 9.1 percentage points for this option, with respondents living in the least deprived parts of the borough most likely to select this method of communication.



5.2 Do you value Totally Telford as a way to receive local information?

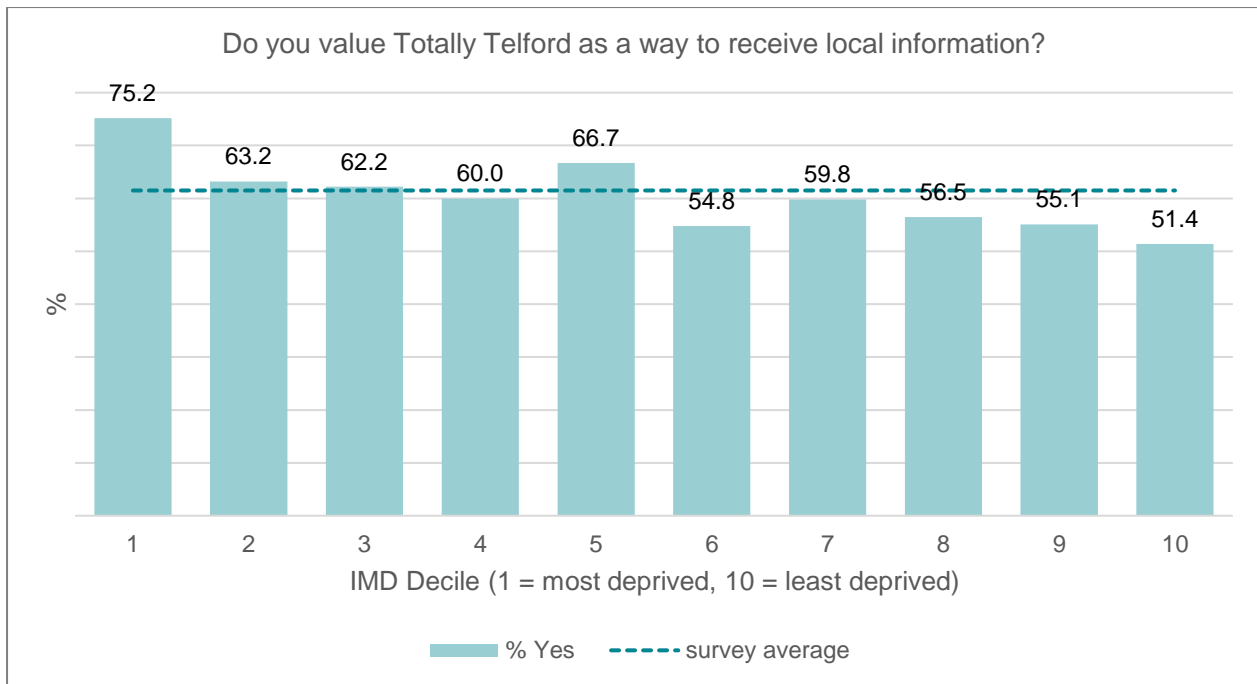
Overall, 61.5% of respondents said that they valued Totally Telford as a way to receive local information.

Response	Survey respondents	Survey %
Yes	823	61.5
No	516	38.5
Total	1,339	100.0

Rather not say/blank

45

There was a correlation with deprivation, with those living in the most deprived neighbourhoods more likely to say they valued it. The proportion varied by 23.8 percentage points between 75.2% in the most deprived parts of the borough (decile 1) and 51.4% in the least deprived parts of Telford and Wrekin (decile 10).



5.3 How would you prefer to receive Totally Telford?

There was no significant difference between how respondents would prefer to receive Totally Telford. 50.9% indicated a preference for a digital version of the magazine and 49.1% preferred the printed version.

Response	Survey respondents	Survey %
Digital version (online and/or email)	680	50.9
Printed magazine	656	49.1
Total	1,336	100.0

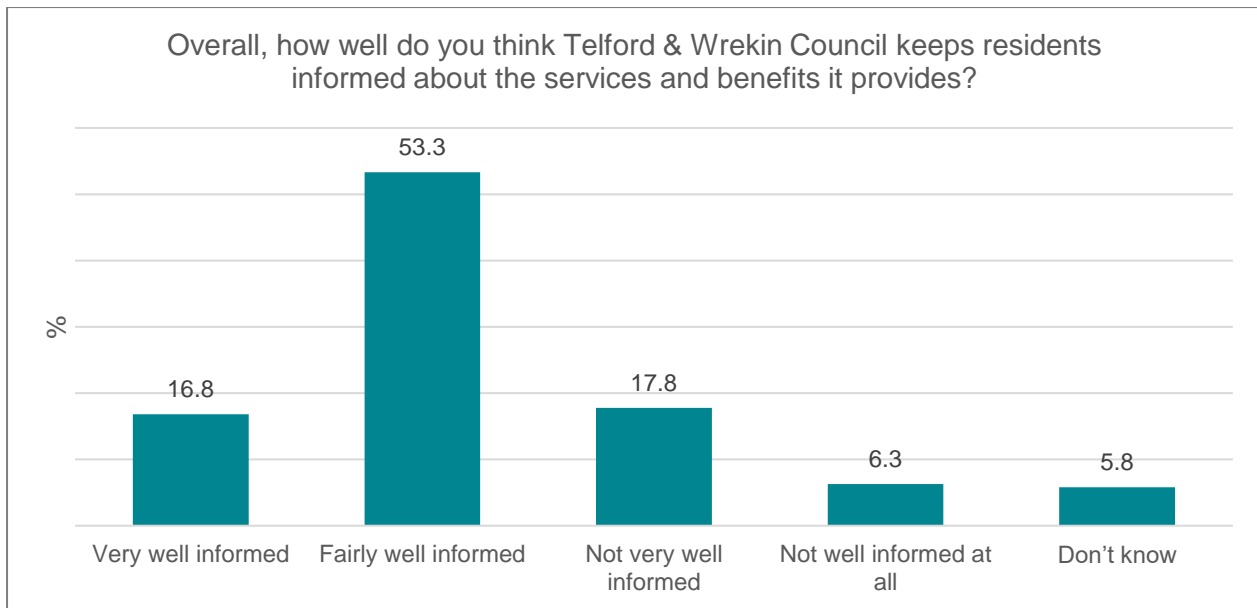
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5.4 Overall, how well do you think Telford & Wrekin Council keeps residents informed about the services and benefits it provides?

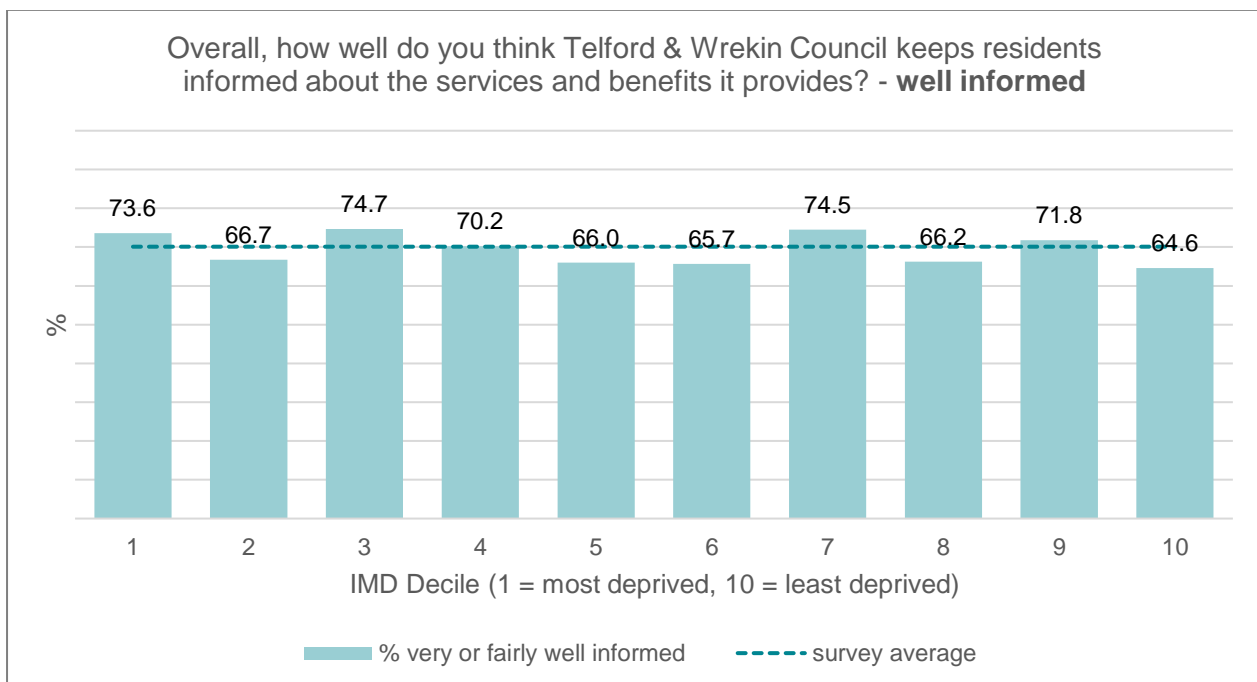
70.1% of respondents felt that overall Telford & Wrekin Council keeps residents well informed about the services and benefits it provides with 16.8% selecting very well informed and the largest proportion (53.3%) fairly well informed.

Around one quarter (24.1%) didn't feel the Council keeps residents well informed with 17.8% selecting not very well informed.

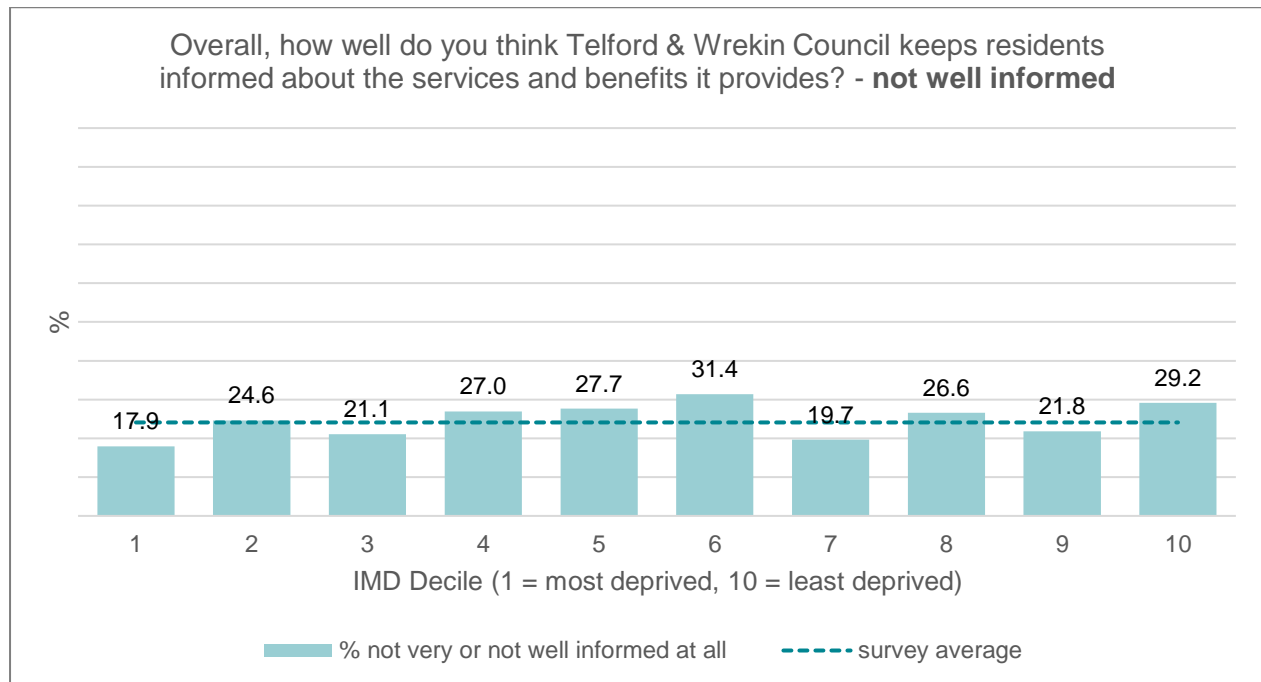


Response	Survey respondents	Survey %
Very well informed	223	16.8
Fairly well informed	709	53.3
Not very well informed	237	17.8
Not well informed at all	84	6.3
Don't know	77	5.8
Total	1,329	100.0
Rather not say/blank	55	

Across the IMD deciles there was no clear trend.



The proportion of respondents who felt that the Council doesn't keep residents well informed about the services and benefits it provides varied by 13.4 percentage points between 17.9% in decile 1 and the greatest proportion thinking this in decile 6.

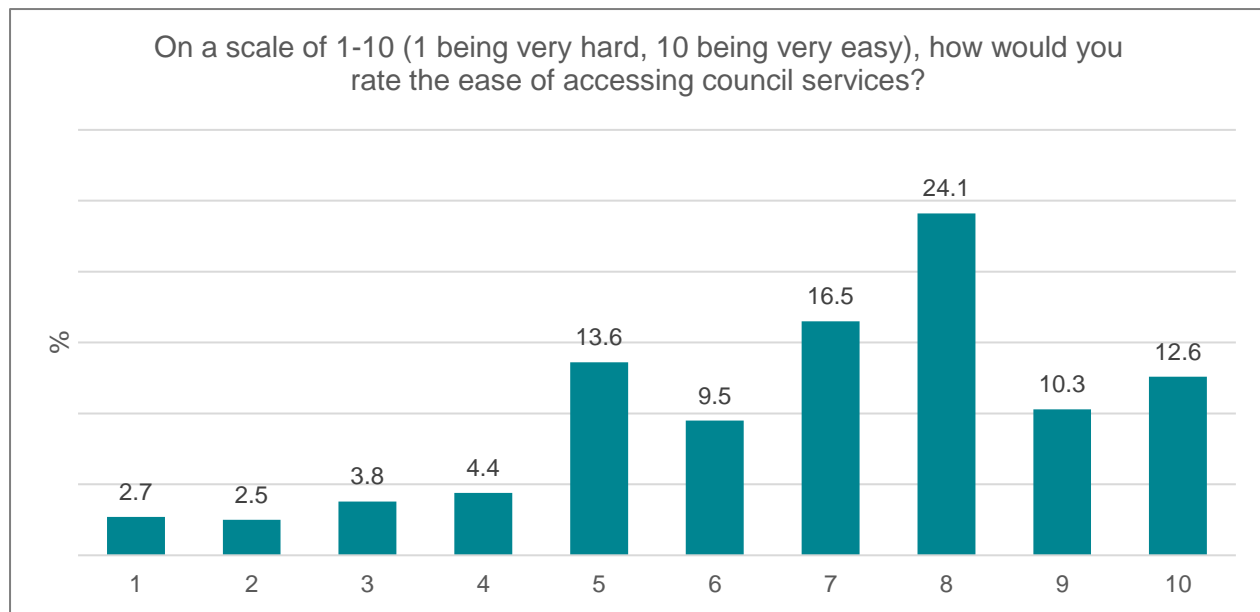


6 Council Services

6.1 How would you rate the ease of accessing council services?

The average score for the ease of accessing council services was 6.9 out of 10. 47.0% of respondents scored it as 8 or higher with 12.6% selecting 10 (very easy).

Fewer than 1 in 10 respondents (9.0%) scored the ease of accessing Council services as 3 or lower with only 2.7% selecting 1 (very hard).

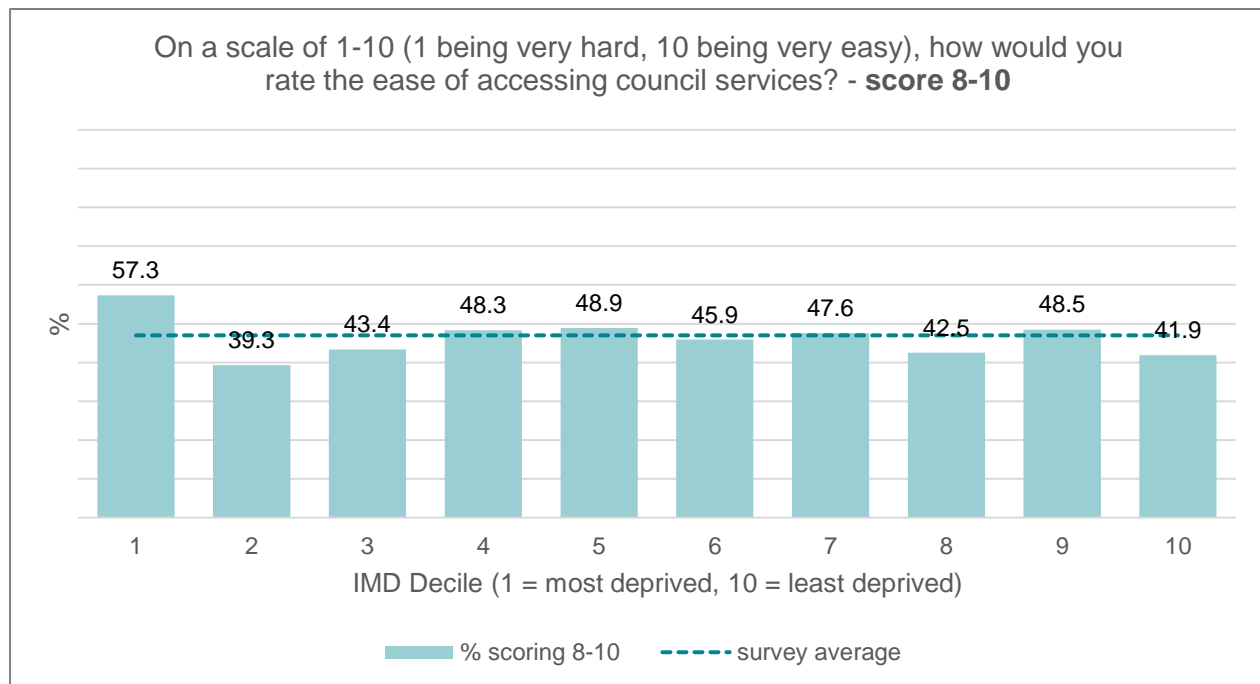


Response	Survey respondents	Survey %
1	31	2.7
2	28	2.5
3	44	3.8
4	51	4.4
5	156	13.6
6	109	9.5
7	189	16.5
8	276	24.1
9	118	10.3
10	145	12.6
Total	1,147	100.0

Rather not say/blank

237

Comparing responses across the IMD deciles, the proportion of respondents scoring the ease of accessing Council services as 8 or more was greatest in decile 1 (most deprived) where at 57.3% it was 8.4 percentage points greater than the next highest decile (decile 5, 48.9%).



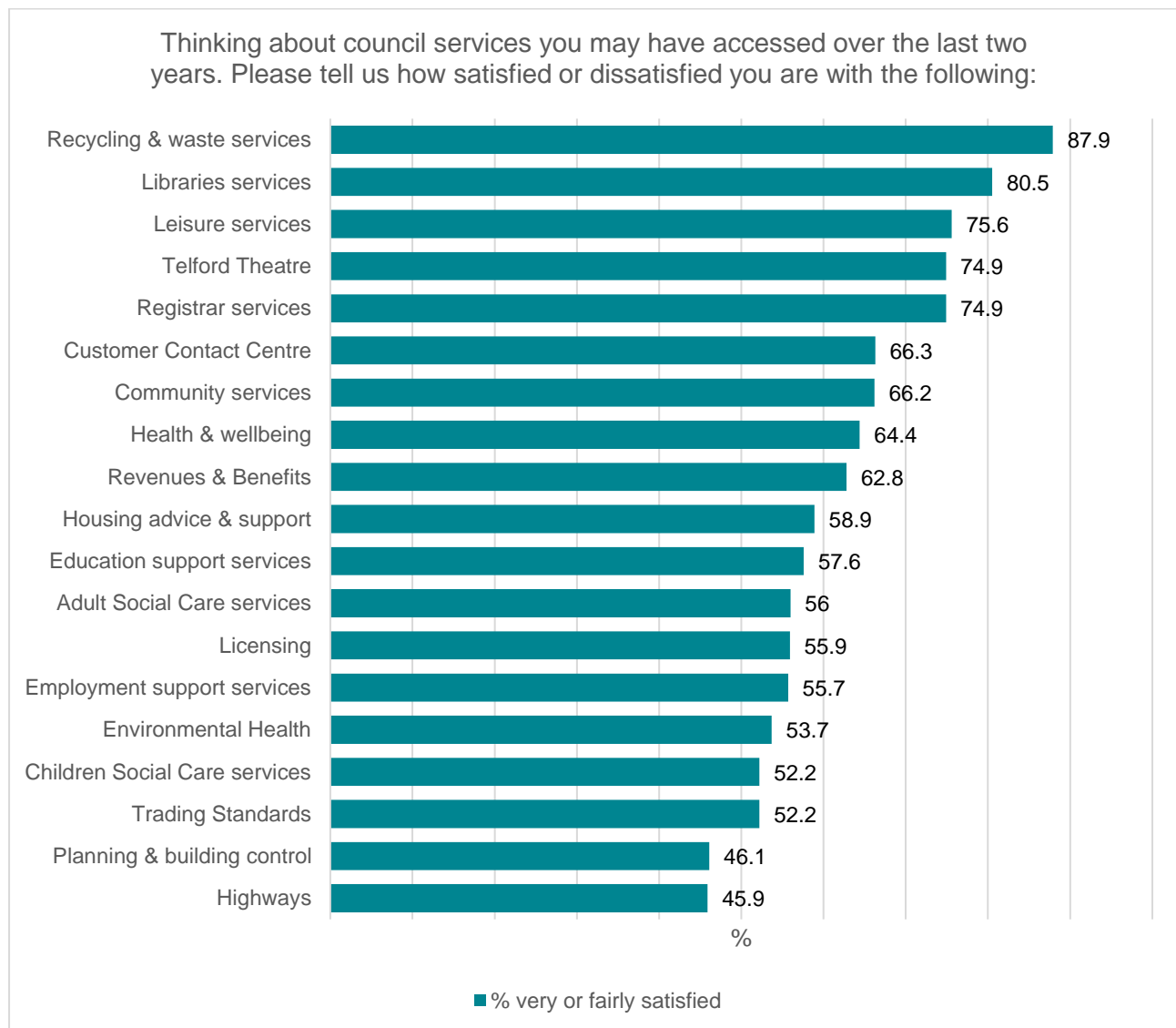
6.2 Thinking about council services you may have accessed over the last two years. Please tell us how satisfied or dissatisfied you are with the following:

Satisfaction with Council services was greatest for Waste & Recycling Services (87.9%) with more than half of respondents (56.2%) indicating that they were very satisfied with these services.

Library services had the second highest satisfaction levels with 80.5% of respondents satisfied (45.2% very satisfied). Three quarters of respondents were satisfied with Leisure services, Telford Theatre and Registrar Services.

Satisfaction was lowest with Highways (45.9% satisfied) and Planning & Building Control (46.1% satisfied).

It cannot be determined whether respondents had actually used services or were using the survey to express their opinion on this aspect of the Council's work, however these sentiments were reflected in the free text comments (see sections 10.4 and 10.5) where highway maintenance, traffic management, parking and housing emerged as key themes.



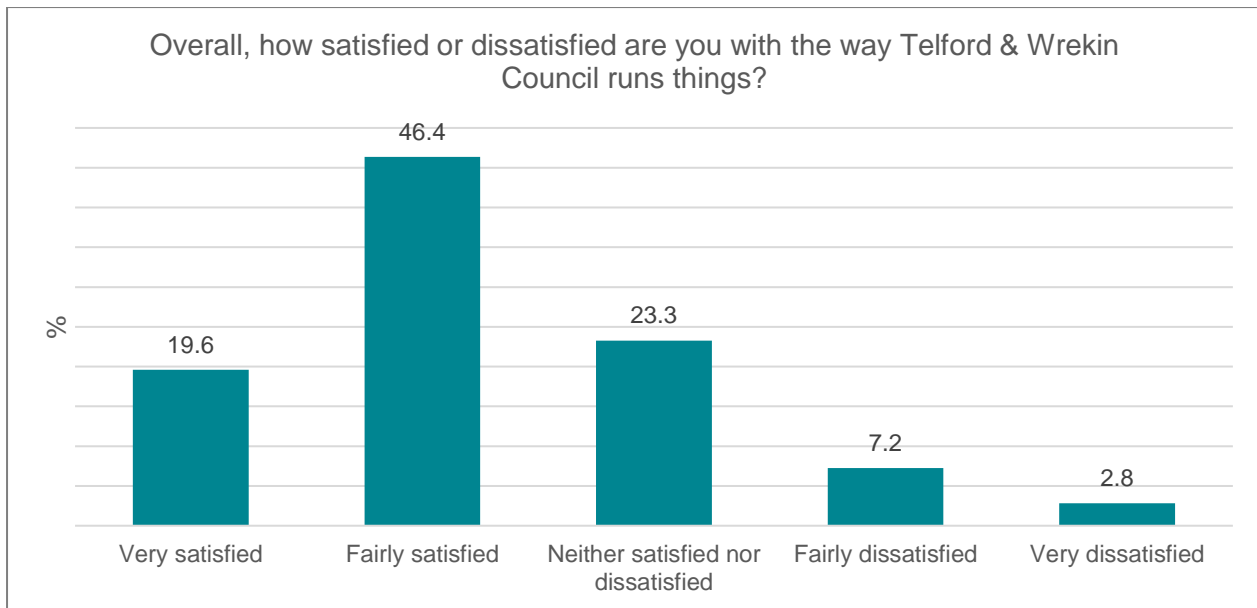
Response	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Adult Social Care services	25.3	30.8	28.0	7.8	8.2
Children Social Care services	29.4	22.8	35.5	5.8	6.5
Community services	27.2	38.9	24.5	4.6	4.8
Customer Contact Centre	27.9	38.4	22.6	6.1	5.0
Education support services	26.9	30.7	27.3	8.4	6.7
Employment support services	25.4	30.3	35.1	6.0	3.2
Environmental Health	24.6	29.2	31.7	8.1	6.5
Health & wellbeing	28.3	36.0	22.7	7.5	5.4
Highways	15.8	30.1	20.6	18.4	15.0
Housing advice & support	34.2	24.7	25.4	9.6	6.2
Leisure services	34.9	40.7	17.0	5.0	2.4
Libraries services	45.2	35.3	13.8	4.1	1.6
Licensing	30.5	25.4	39.0	2.6	2.4
Planning & building control	18.4	27.6	31.0	10.7	12.2
Recycling & waste services	56.2	31.7	6.8	3.1	2.3
Registrar services	42.5	32.4	21.0	3.1	1.0
Revenues & Benefits	27.8	35.0	24.8	6.3	6.1
Telford Theatre	36.3	38.6	19.9	2.5	2.8
Trading Standards	27.2	25.0	43.6	2.2	1.9

6.3 Overall, how satisfied or dissatisfied are you with the way Telford & Wrekin Council runs things?

Two thirds of respondents (66.0%) were satisfied with the way Telford & Wrekin Council runs things (19.6% very satisfied and 46.4% fairly satisfied).

1 in 10 (10.1%) were dissatisfied with how the Council runs things (2.8% very dissatisfied and 7.2% fairly dissatisfied).

23.3% of respondents were neither satisfied nor dissatisfied.



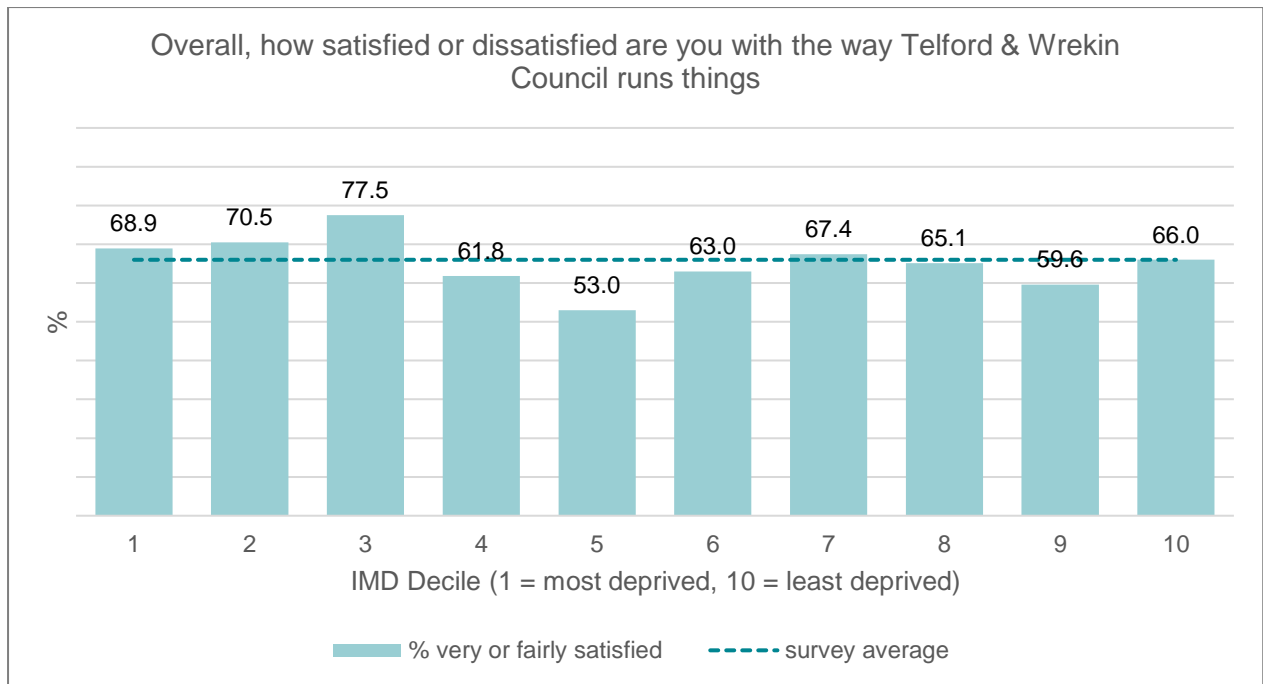
Response	Survey respondents	Survey %
Very satisfied	252	19.6
Fairly satisfied	597	46.4
Neither satisfied nor dissatisfied	300	23.3
Fairly dissatisfied	93	7.2
Very dissatisfied	36	2.8
Not used	9	0.7
Total	1,288	100.0

Rather not say/blank

96

Across the IMD deciles, there was no strong correlation between deprivation and satisfaction with how Telford & Wrekin Council runs things. Satisfaction levels were highest in the most deprived parts of the borough with 77.5% satisfied in decile 3, 70.5% in decile 2 and 68.9% in 1.

Satisfaction levels were lowest in decile 5 (53.0%), whilst in the least deprived parts of the borough satisfaction ranged from 59.6% in decile 9 to 66.0% in decile 10.



7 Health and Wellbeing

7.1 How do you find out about information that helps you to stay healthy and well?

The NHS website was identified by around half of respondents (52.2%) as the main source of information about staying healthy and well. 45.6% said that they use search engines to find information with 24.3% using social media such as Facebook or X.

Response	Survey respondents	Survey %
NHS website	647	52.2
Search engines (like Google for example)	565	45.6
Social media platforms like Facebook or X	302	24.3
Information on screens in healthcare settings	270	21.8
Telford and Wrekin Council's website	214	17.3
Information leaflets	213	17.2
Newsletters	172	13.9
Live Well Telford	143	11.6
Community groups and/or volunteers	97	7.8
Face to face	75	6.0
Other please specify	69	5.5
The Healthy Telford website	50	4.0
Live Well Hubs and/or Family Hubs in community settings	30	2.4
The Independent Living Centre	30	2.4

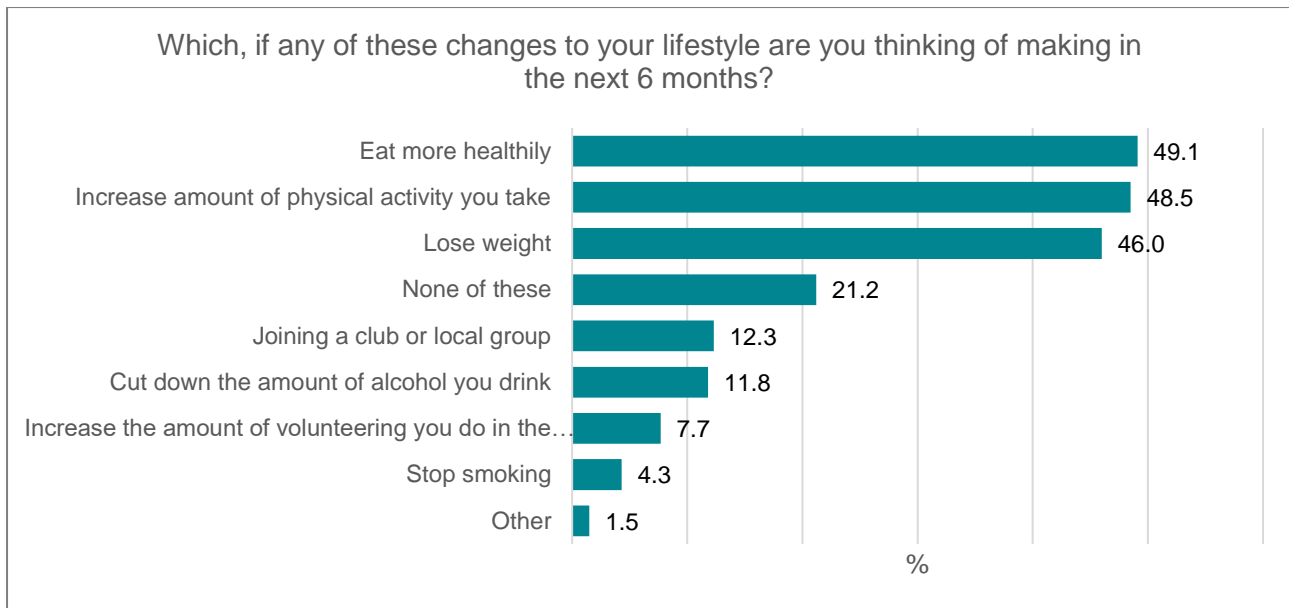
7.2 Which, if any of these changes to your lifestyle are you thinking of making in the next 6 months?

78.8% of respondents said that they were thinking about making lifestyle changes in the next six months.

The most common lifestyle changes considered by respondents were eating more healthily (49.1%) and increasing the amount of physical activity (48.5%) followed by losing weight (46.0%).

Around 1 in 5 respondents (21.2%) indicated that they were not considering making any lifestyle changes.

Of those people considering making lifestyle changes, 421 people (41.8%) indicated that they would like to receive information to support them in achieving their lifestyle change.



Response	Survey respondents	Survey %
Eat more healthily	630	49.1
Increase amount of physical activity you take	623	48.5
Lose weight	590	46.0
None of these	272	21.2
Joining a club or local group	158	12.3
Cut down the amount of alcohol you drink	152	11.8
Increase the amount of volunteering you do in the community	98	7.7
Stop smoking	55	4.3
Other	19	1.5
Total	1,284	

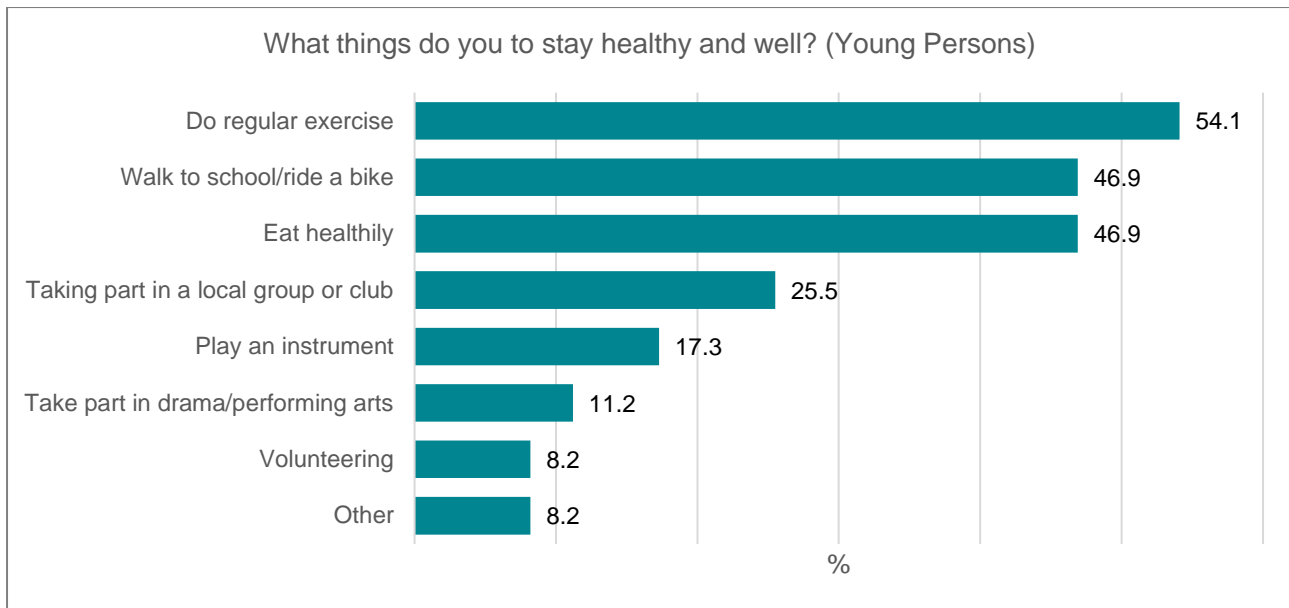
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100

7.3 What things do you do to stay healthy and well? - Young Persons Survey

In relation to the Young Persons Survey more than half of respondents (54.1%) said that they do regular exercise to stay healthy and well.

46.9% said that they walk to school/ride a bike and eat healthily. 25.5% said that they take part in a local club or group with 17.3% playing an instrument, 11.2% taking part in drama/performing arts and 8.2% volunteering.



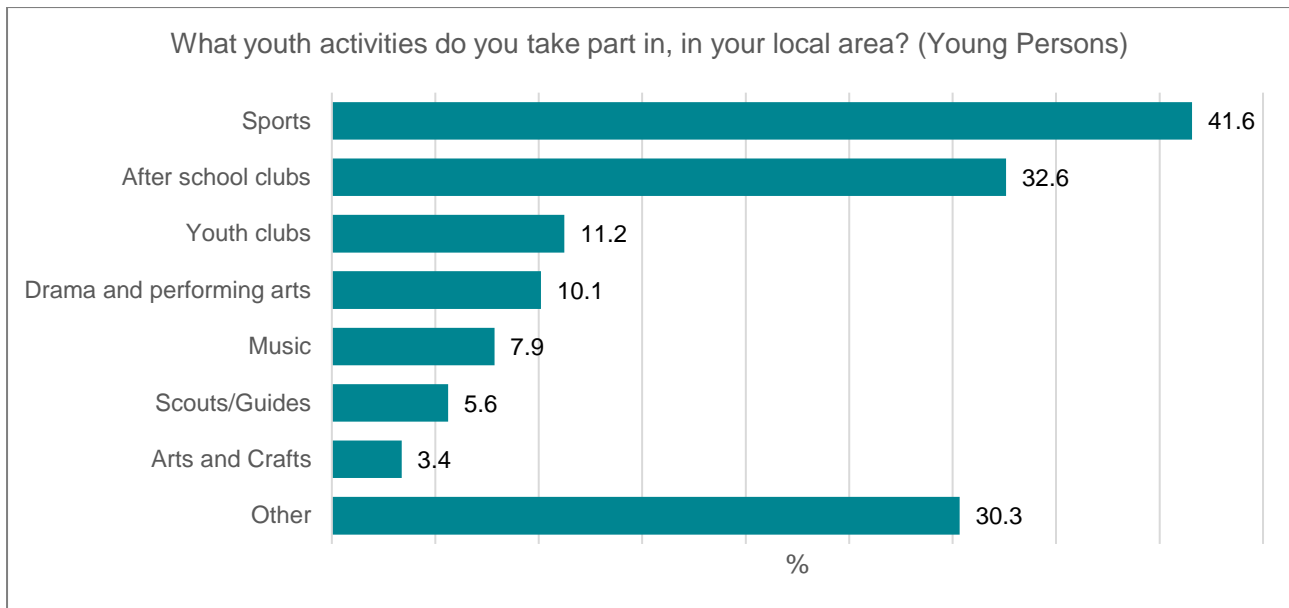
Response	Survey respondents	Survey %
Do regular exercise	53	54.1
Eat healthily	46	46.9
Walk to school/ride a bike	46	46.9
Taking part in a local group or club	25	25.5
Play an instrument	17	17.3
Take part in drama/performing arts	11	11.2
Volunteering	8	8.2
Other	8	8.2
Total	99	
Rather not say/blank	4	

7.4 What youth activities do you take part in, in your local area? - Young Persons Survey

The largest proportion of young people said that they take part in sporting activities (41.6%).

Around 1 in 3 (32.6%) said that they attended after school clubs and 11.2% youth clubs.

30.3% selected other, however the most common free text response to this option was "none".



Response	Survey respondents	Survey %
Sports	37	41.6
After school clubs	29	32.6
Youth clubs	10	11.2
Drama and performing arts	9	10.1
Music	7	7.9
Scouts/Guides	5	5.6
Arts and Crafts	3	3.4
Other	27	30.3
Total	89	

Rather not say/blank

14

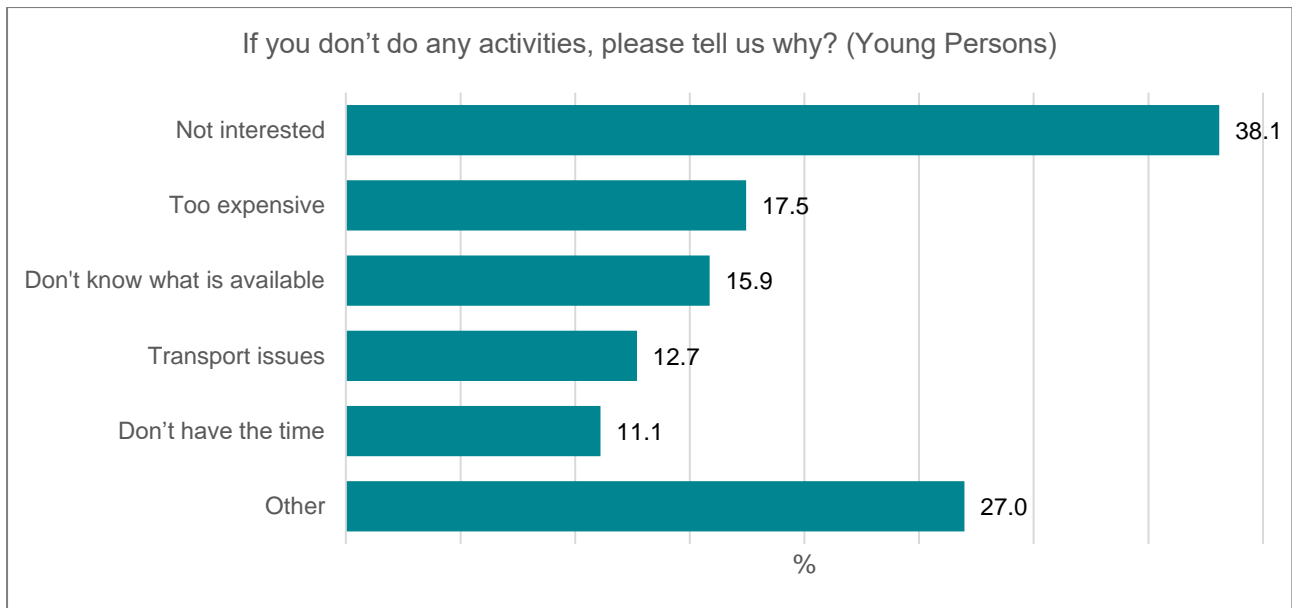
7.4 If you don't do any activities, please tell us why? - Young Persons Survey

Amongst those young people who said that they don't do any activities the most common response was that they were not interested (38.1%) followed by too expensive (7.5%).

15.9% said that they didn't know what was available, 12.7% had transport issues and 11.1% didn't have the time.

Amongst those respondents who selected other, reasons given included disability, autism, ADHD and anxiety.

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Response	Survey respondents	Survey %
Not interested	24	38.1
Too expensive	11	17.5
Don't know what is available	10	15.9
Transport issues	8	12.7
Don't have the time	7	11.1
Other	17	27.0
Total	63	

Rather not say/blank 40

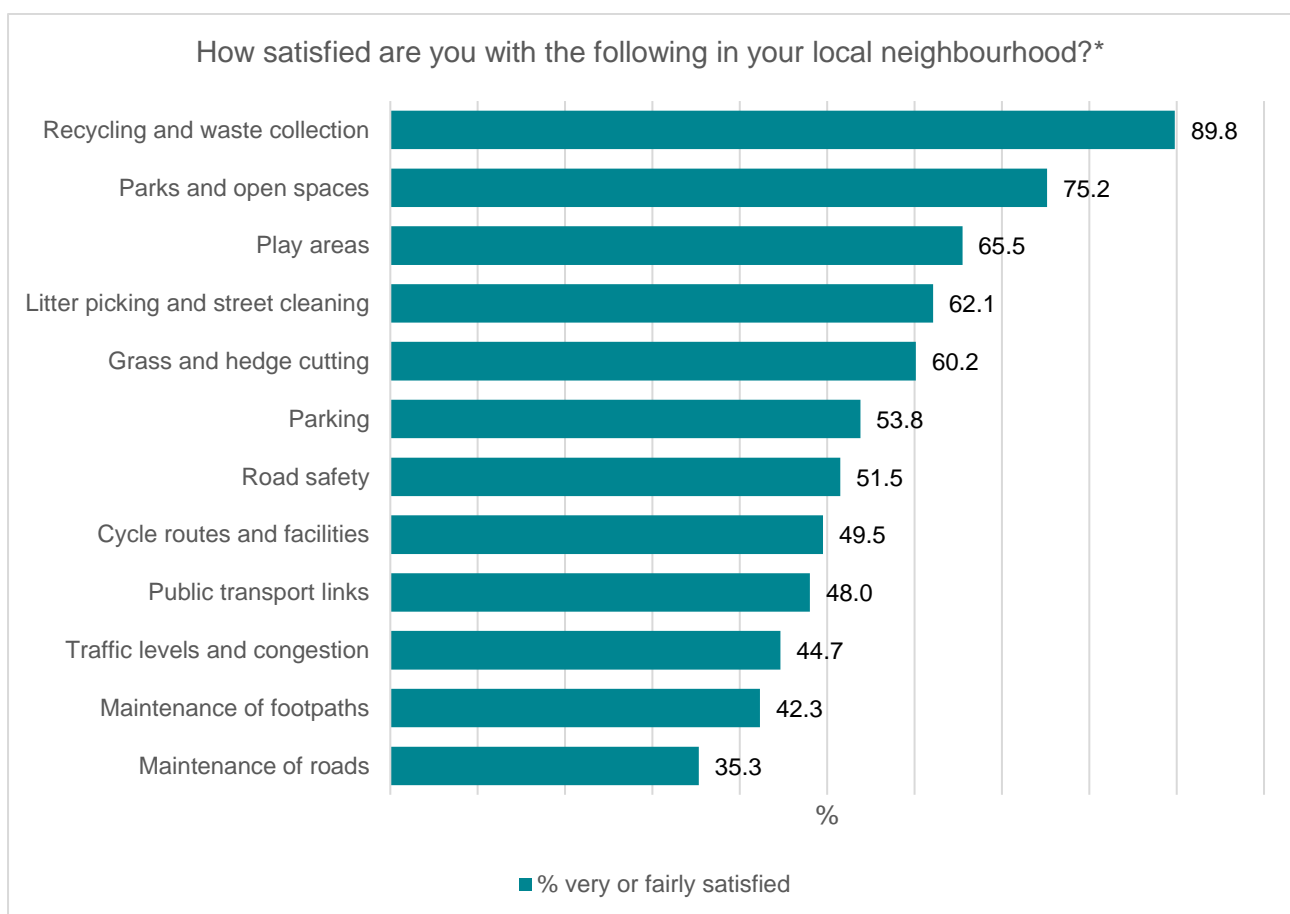
8 Your area as a place to live

8.1 How satisfied are you with the following in your local neighbourhood:

Within their local neighbourhoods, respondents were most satisfied with their recycling and waste collection with 89.8% satisfied (62.2% very satisfied).

Parks and open spaces had the next highest satisfaction levels (75.2%) followed by play areas (65.5%) litter picking and street cleaning (62.1%) and grass and hedge cutting (60.2%).

Respondents were most dissatisfied with the maintenance of roads (47.3%) with 35.3% satisfied. .



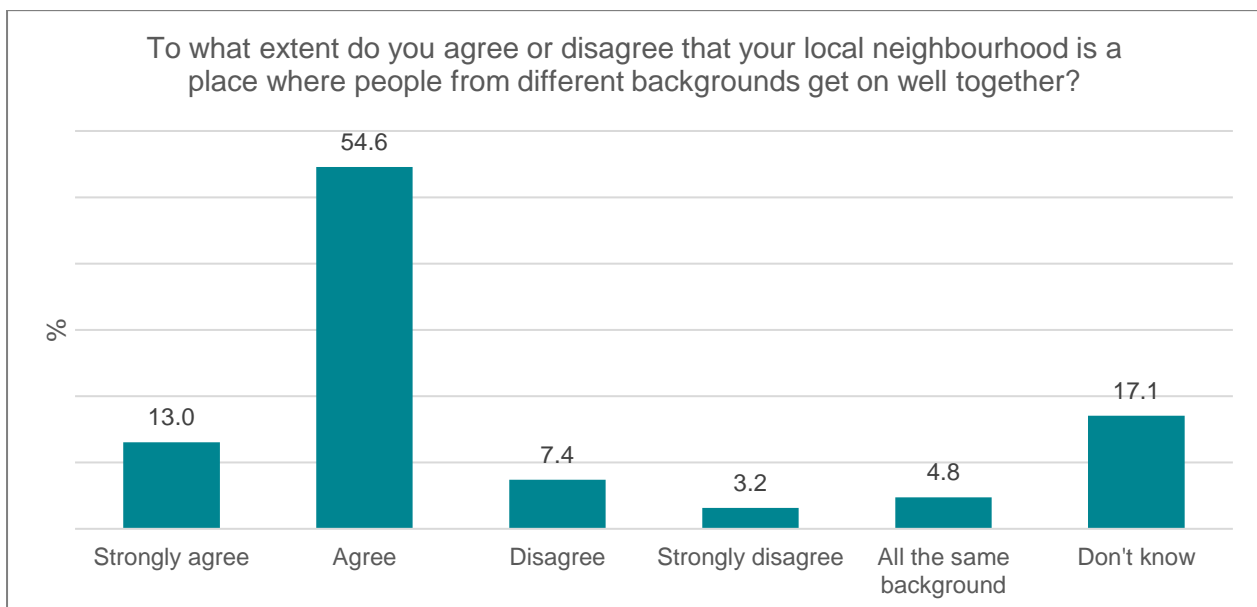
*respondents who answered did not know have not been included in the calculation for this question.

Response	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Cycle routes and facilities	15.5	34.1	31.8	11.8	6.9
Grass and hedge cutting	22.8	37.3	16.5	12.4	11.0
Litter picking and street cleaning	21.0	41.2	15.9	12.5	9.4
Maintenance of footpaths	10.3	32.0	21.1	20.8	15.8

Maintenance of roads	9.6	25.7	17.3	25.2	22.2
Parking	17.8	36.0	18.6	13.0	14.6
Parks and open spaces	32.2	43.0	15.1	6.1	3.5
Play areas	26.8	38.7	23.3	7.0	4.3
Public transport links	18.1	29.9	21.3	13.5	17.1
Recycling and waste collection	62.2	27.6	5.3	3.2	1.8
Road safety	15.0	36.5	26.7	11.7	10.1
Traffic levels and congestion	12.1	32.6	22.9	17.8	14.6

8.2 To what extent do you agree or disagree that your local neighbourhood is a place where people from different backgrounds get on well together?

Most respondents agreed that their local neighbourhood is a place where people from different backgrounds get on well together with 67.6% agreeing. 4.8% of respondents said that people were all from the same background in their neighbourhoods.

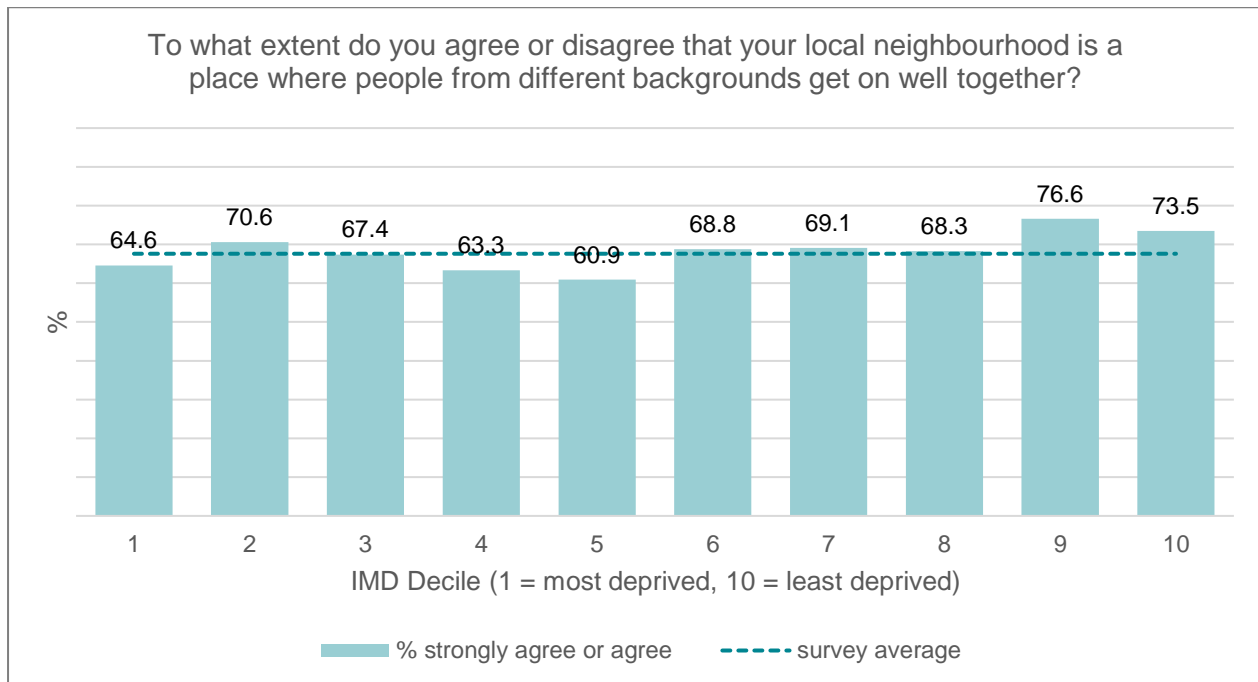


Response	Survey respondents	Survey %
Strongly agree	164	13.0
Agree	687	54.6
Disagree	93	7.4
Strongly disagree	40	3.2
All the same background	60	4.8
Don't know	215	17.1
Total	1,258	100.0

Rather not say/blank

126

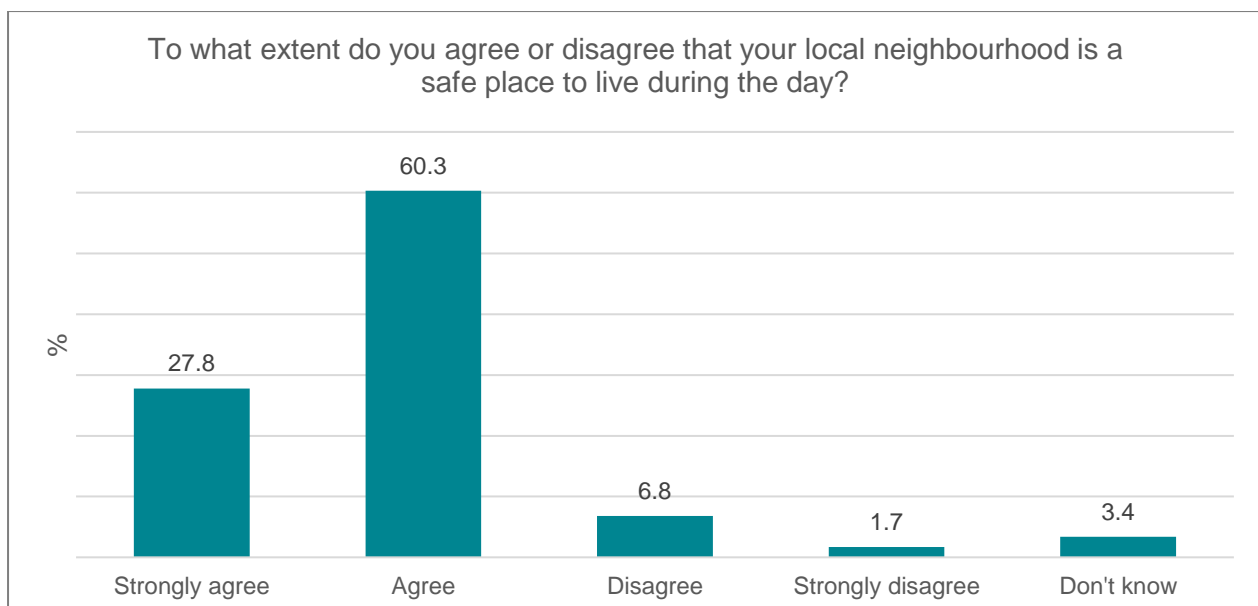
Comparing responses across the IMD deciles, the proportion of respondents who agreed that their local neighbourhood is a place where people from different backgrounds get on well together was slightly higher in the least deprived parts of the borough (deciles 6-10).



8.3 To what extent do you agree or disagree that your local neighbourhood is a safe place to live during the day?

Almost 9 in 10 respondents (88.1%) agreed that their local neighbourhood is a safe place to live during the day with 27.8% strongly agreeing and 60.3% agreeing.

8.5% disagreed that their local neighbourhood was a safe place to live during the day and 3.4% indicated that they didn't know.



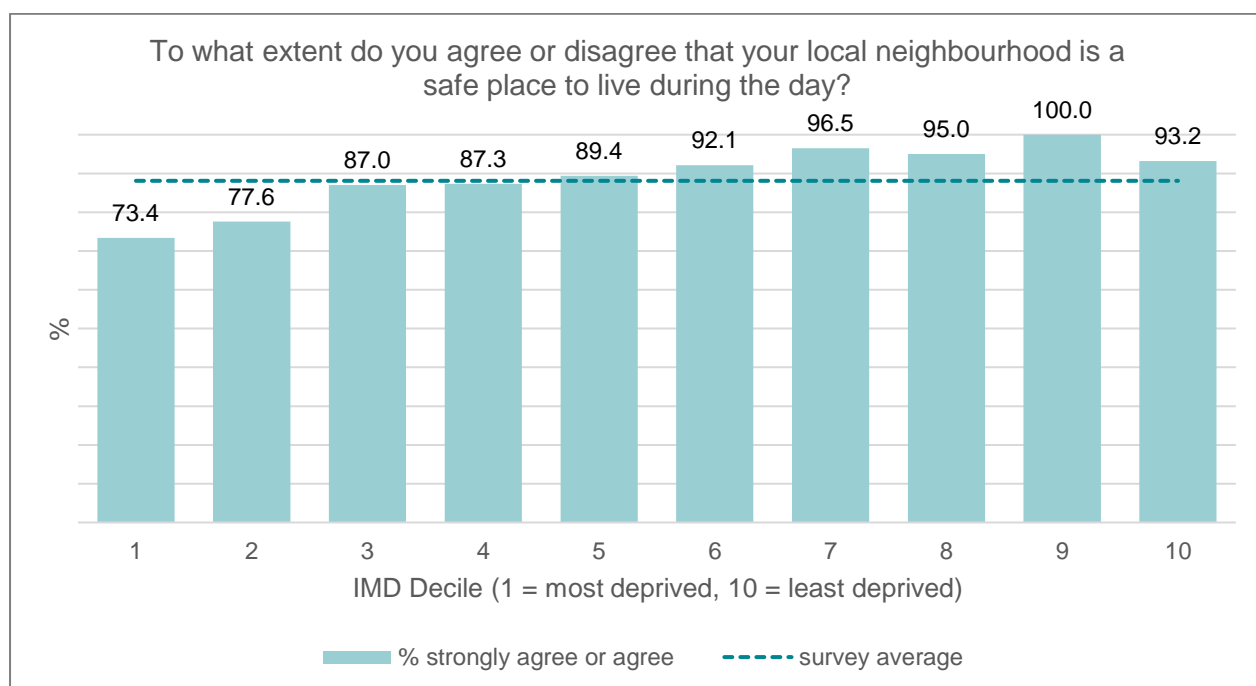
Response	Survey respondents	Survey %
Strongly agree	348	27.8
Agree	756	60.3
Disagree	85	6.8
Strongly disagree	22	1.7
Don't know	42	3.4
Total	1,253	100.0

Rather not say/blank

131

Comparing IMD deciles, there was a strong correlation between deprivation and perceptions of safety. The proportion of respondents who thought that their local neighbourhood was a safe place to live during the day varied by 20 percentage points from 73.4% in the most deprived neighbourhoods to 93.2% in the least deprived areas.

All areas in the 50% least deprived areas (deciles 6-10) were above 90% with all 100% of respondents in decile 9 agreeing that their local neighbourhood was a safe place to live during the day.

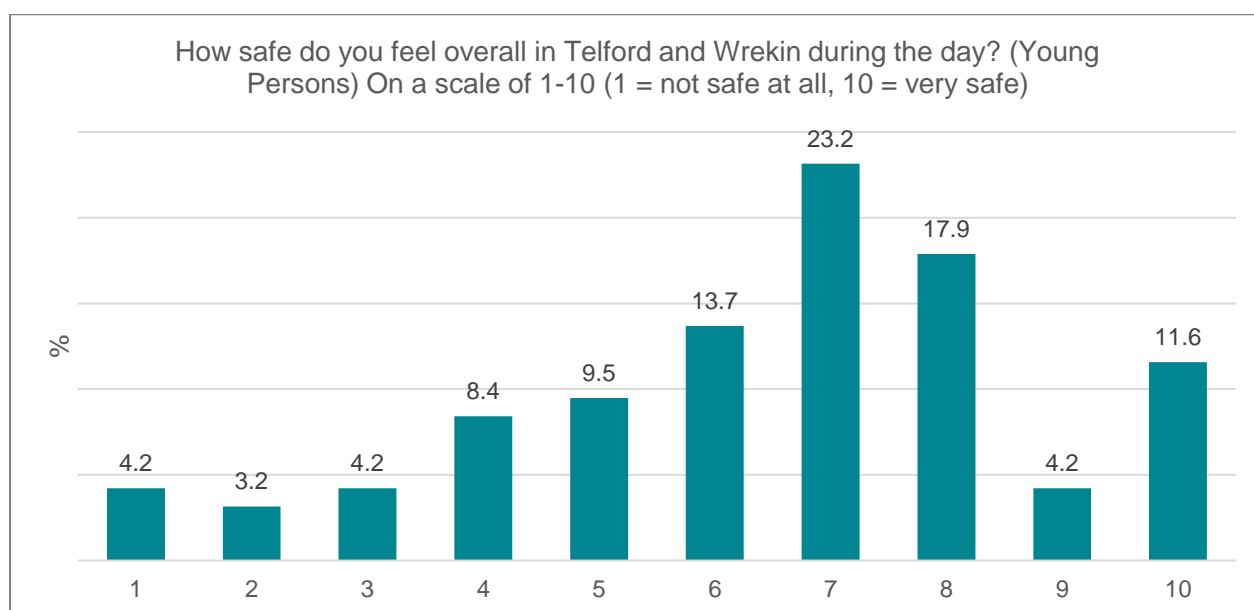


8.4 How safe do you feel overall in Telford and Wrekin during the day? - Young Persons Survey

Respondents to the Young Persons Survey were asked to rate on a scale of 1 to 10 how safe they felt in Telford and Wrekin during the day.

The average score was 6.95 out of 10 and 33.7% of respondents scored it as 8 or higher with 11.6% selecting 10 (very safe).

11.6% of young people scored safety in the day as 3 or lower with 4.2% selecting 1 (not safe at all).



Response	Survey respondents	Survey %
1	4	4.2
2	3	3.2
3	4	4.2
4	8	8.4
5	9	9.5
6	13	13.7
7	22	23.2
8	17	17.9
9	4	4.2
10	11	11.6
Total	95	100.0

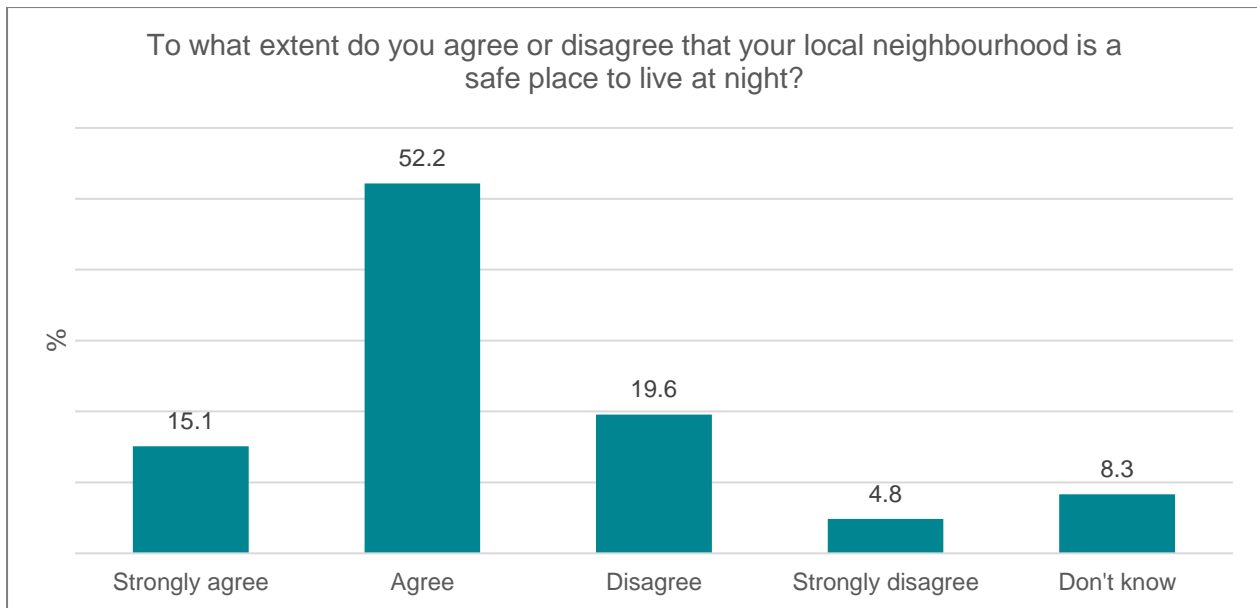
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8

8.5 To what extent do you agree or disagree that your local neighbourhood is a safe place to live at night?

The proportion of respondents who agreed that their local neighbourhood is a safe place to live at night was 67.3%. This is lower than during the day (88.1%).

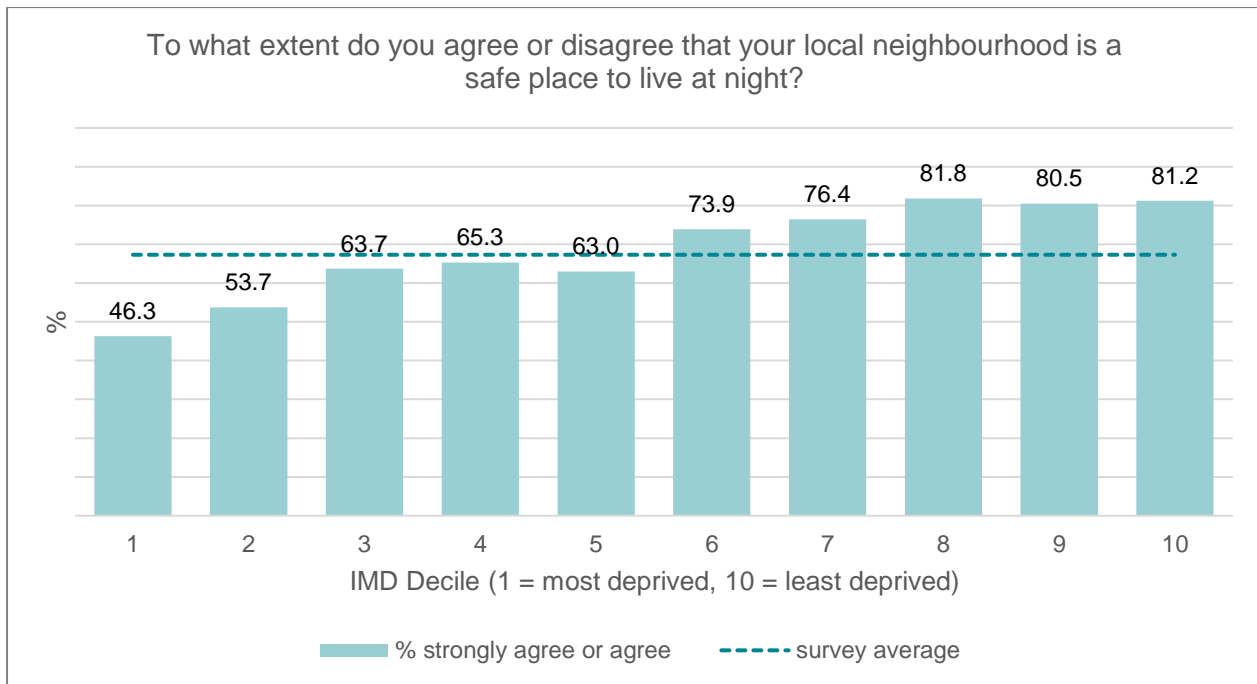
19.6% disagreed that their local neighbourhood was a safe place to live at night, 11.1 percentage points greater than during the day.



Response	Survey respondents	Survey %
Strongly agree	190	15.1
Agree	656	52.2
Disagree	246	19.6
Strongly disagree	61	4.8
Don't know	105	8.3
Total	1,258	100.0
Rather not say/blank	126	

The correlation between deprivation and perceptions of safety was stronger at night than during the day.

Fewer than half (46.3%) of respondents living in decile 1 (the most deprived areas) agreed that their local neighbourhood was a safe place to live at night compared with 81.2% living in decile 10, the least deprived areas.

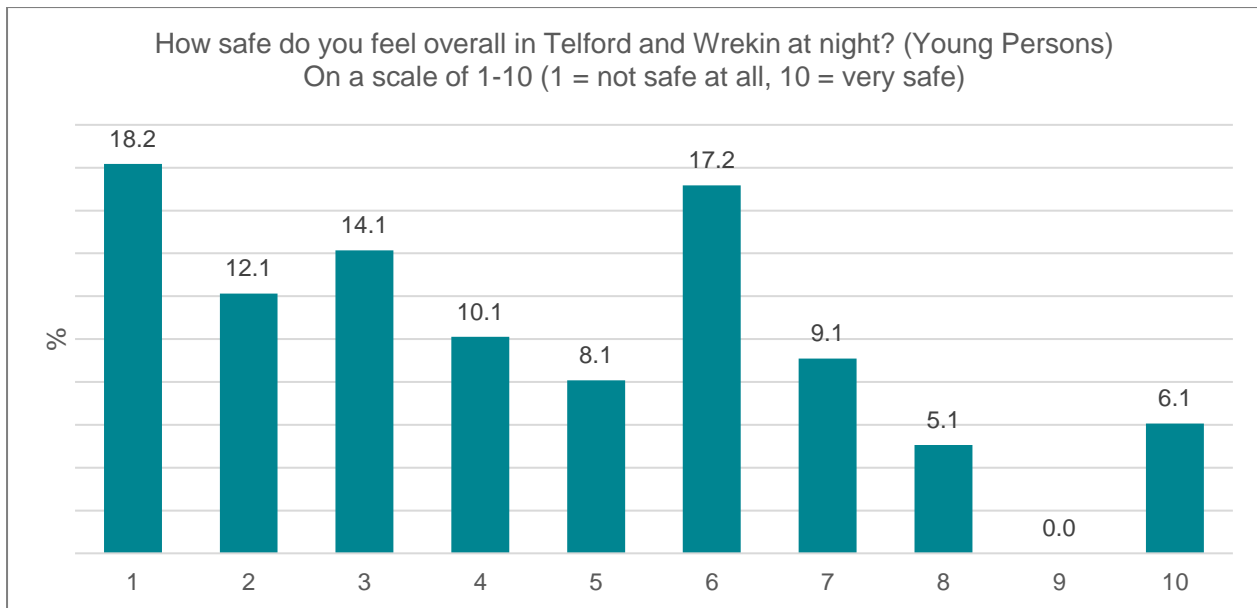


8.6 How safe do you feel overall in Telford and Wrekin at night? - Young Persons Survey

Respondents were asked to rate on a scale of 1 to 10 how safe they felt in Telford and Wrekin at night.

As with responses to the household survey there was a significant reduction in perceptions of safety at night compared with the day. The average score fell from 6.5 during the day to 4.3 at night. 11.2% of respondents scored it as 8 or higher, with 6.1% selecting 10 (very safe).

44.4% of young people scored safety at night as 3 or lower, with 18.2% selecting 1 (not safe at all).



Response	Survey respondents	Survey %
1	18	18.2
2	12	12.1
3	14	14.1
4	10	10.1
5	8	8.1
6	17	17.2
7	9	9.1
8	5	5.1
9	0	0.0
10	6	6.1
Total	99	100.0

Rather not say/blank

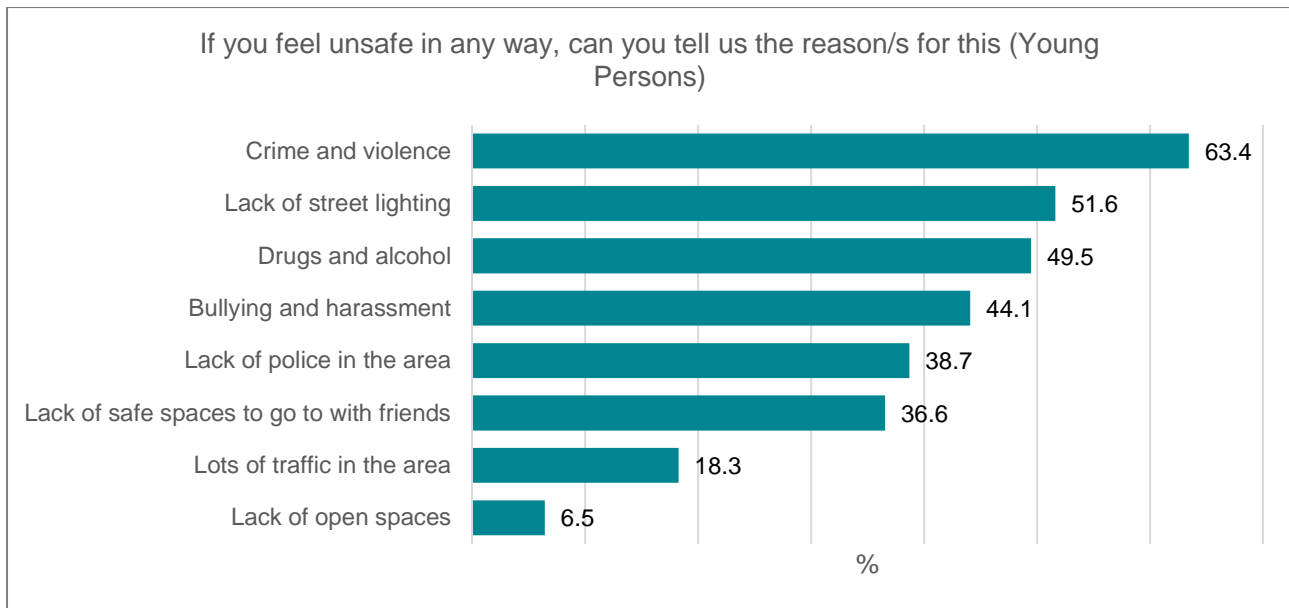
4

8.7 If you feel unsafe in any way, can you tell us the reason/s for this? - Young Persons Survey

The largest proportion of young people said that they felt unsafe due to crime and violence (63.4%).

Around half identified lack of street lighting (51.6%) and drugs and alcohol (49.5%) as the reason for feeling unsafe.

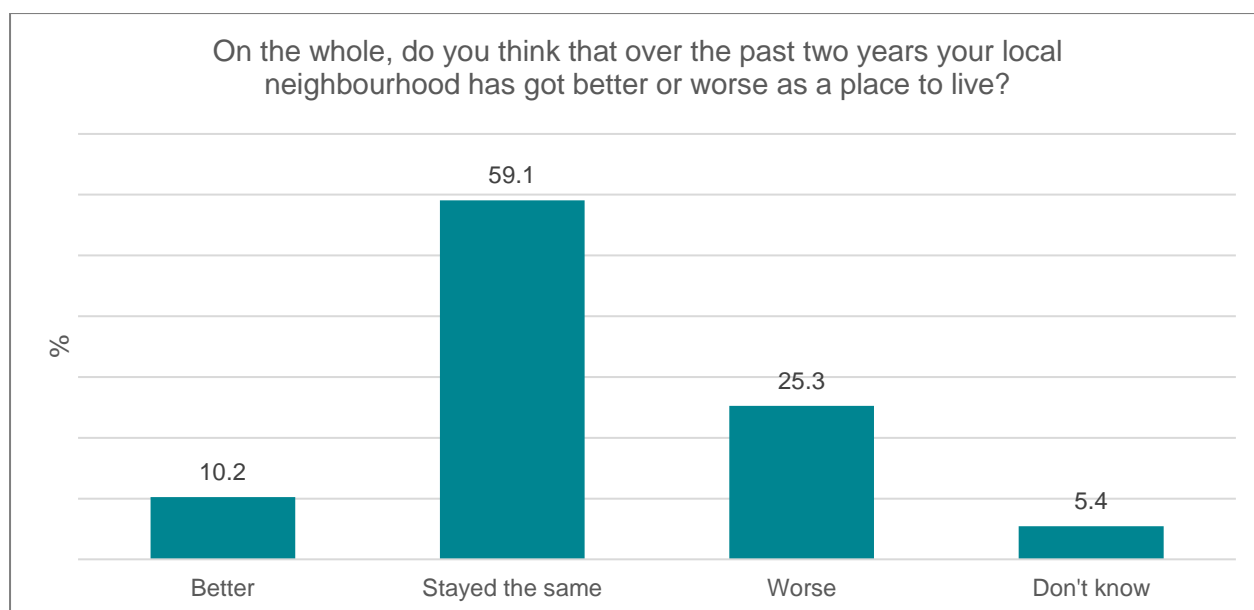
44.1% said that bullying and harassment was the reason for feeling unsafe with 38.7% identifying lack of police in the area and 36.6% lack of safe spaces to go with friends.



Response	Survey respondents	Survey %
Crime and violence	59	63.4
Lack of street lighting	48	51.6
Drugs and alcohol	46	49.5
Bullying and harassment	41	44.1
Lack of police in the area	36	38.7
Lack of safe spaces to go to with friends	34	36.6
Lots of traffic in the area	17	18.3
Lack of open spaces	6	6.5
Total	93	100.0
Rather not say/blank	10	

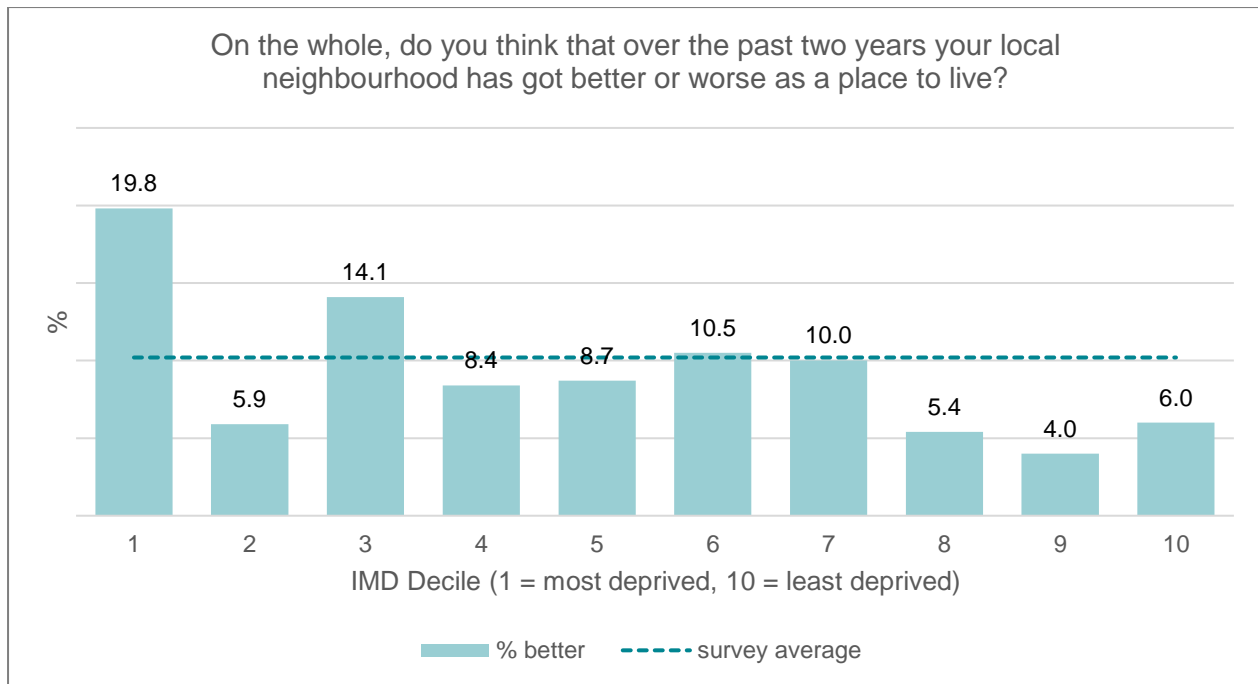
8.8 On the whole, do you think that over the past two years your local neighbourhood has got better or worse as a place to live?

69.3% of respondents thought that their neighbourhood had got better or stayed the same over the last 2 years with most respondents (59.1%) feeling it had stayed the same. 1 in 4 (25.3%) felt that it had got worse.



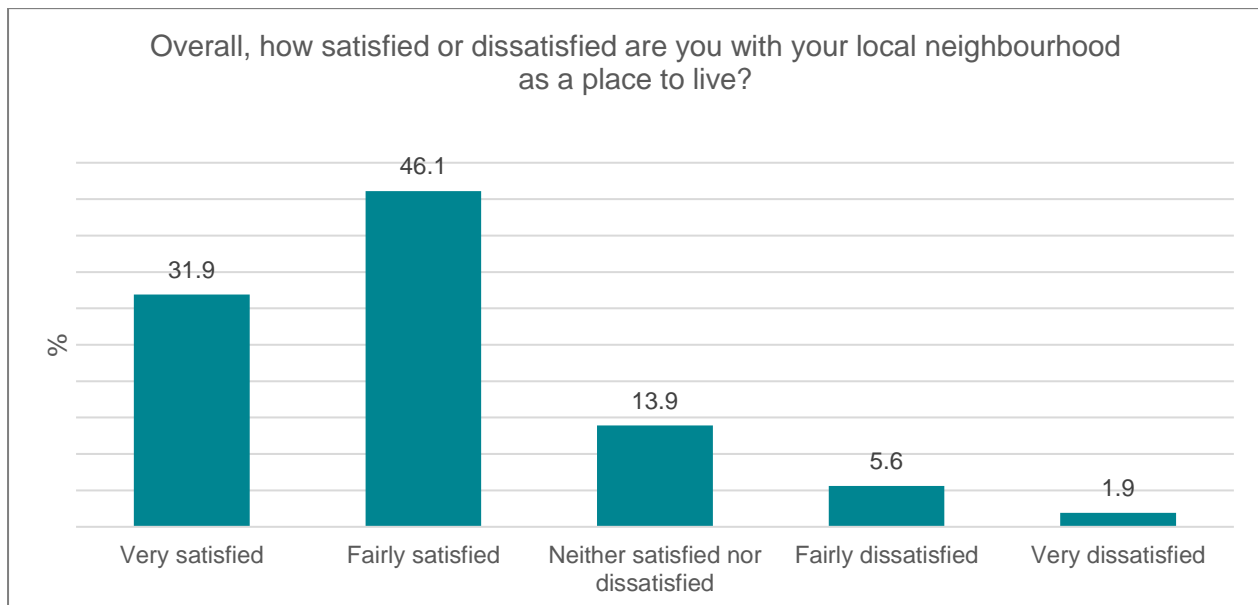
Response	Survey respondents	Survey %
Better	129	10.2
Stayed the same	743	59.1
Worse	318	25.3
Don't know	68	5.4
Total	1,258	100.0
Rather not say/blank	127	

There was a strong correlation between deprivation and those respondents who thought that their local neighbourhood had changed for the better in the past two years, with people living in the most deprived areas (19.8%) more than three times more likely to think their neighbourhood had got better than those living in the least deprived (6.0%).



8.9 Overall, how satisfied or dissatisfied are you with your local neighbourhood as a place to live?

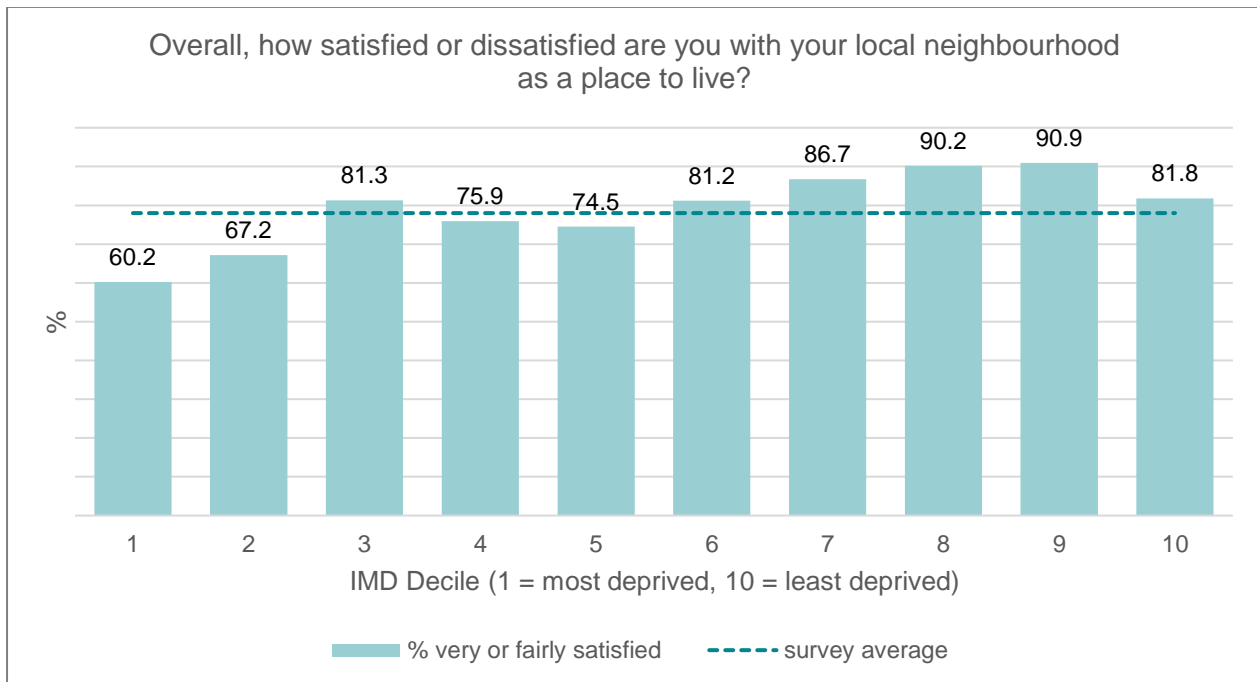
78.0% of respondents were satisfied with their local neighbourhood as a place to live (31.9% very satisfied and 46.1% fairly satisfied), 7.6% were dissatisfied and 13.9% were neither satisfied nor dissatisfied.



Response	Survey respondents	Survey %
Very satisfied	404	31.9
Fairly satisfied	582	46.1
Neither satisfied nor dissatisfied	175	13.9
Fairly dissatisfied	71	5.6
Very dissatisfied	25	1.9
Don't know	8	0.6
Total	1,264	100.0
Rather not say/blank	120	

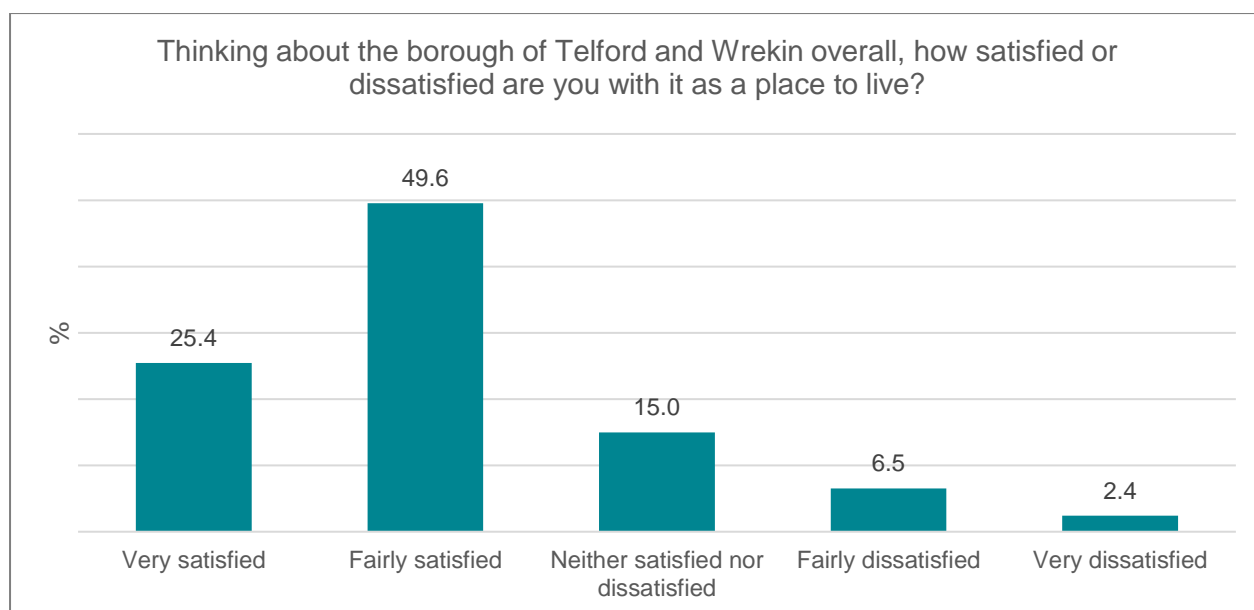
There was a correlation between deprivation and satisfaction with local neighbourhoods as a place to live with satisfaction significantly higher in the least deprived deciles.

60.2% of respondents in the most deprived decile were satisfied with their local neighbourhood as a place to live compared with 90.9% of those living in decile 9, a difference of 30.7 percentage points.



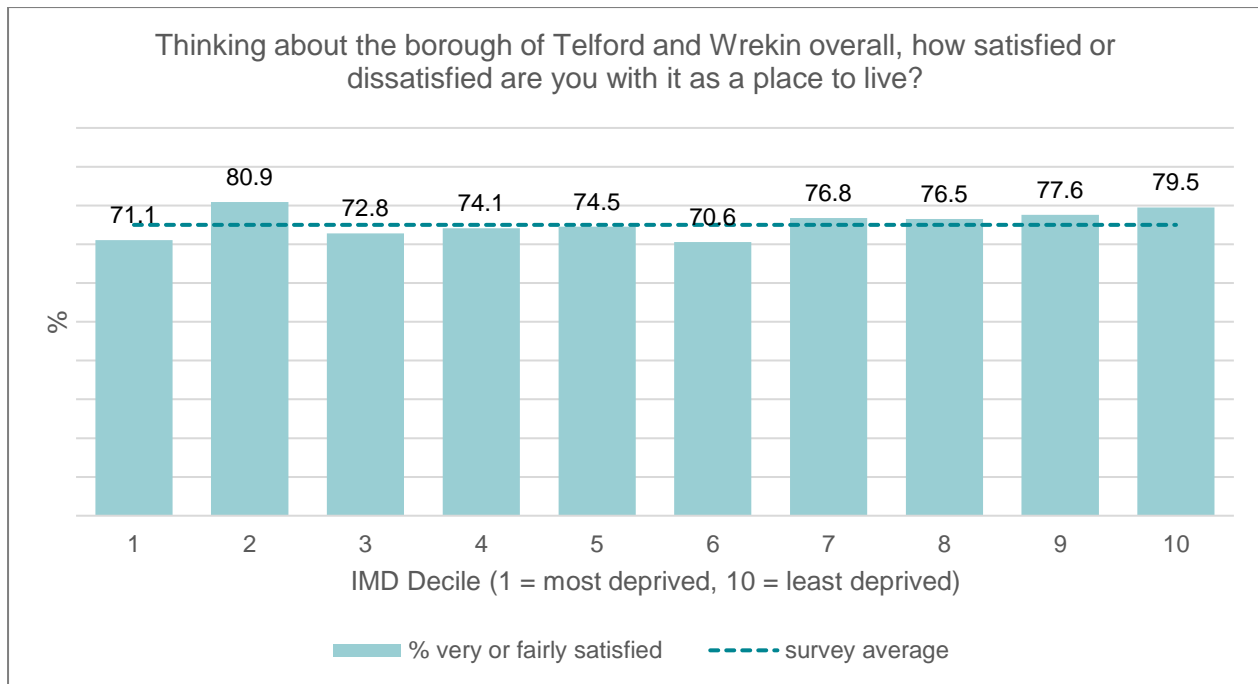
8.10 Thinking about the borough of Telford and Wrekin overall, how satisfied or dissatisfied are you with it as a place to live?

Three quarters of respondents (75.0%) were satisfied overall with Telford and Wrekin as a place to live (25.4% very satisfied).



Response	Survey respondents	Survey %
Very satisfied	322	25.4
Fairly satisfied	626	49.6
Neither satisfied nor dissatisfied	189	15.0
Fairly dissatisfied	83	6.5
Very dissatisfied	31	2.4
Don't know	14	1.1
Total	1,264	100.0
Rather not say/blank	120	

Comparing responses across the IMD deciles there was no significant correlation between deprivation and satisfaction with Telford and Wrekin as a place to live.



8.11 What is the one thing you enjoy the most about living in Telford and Wrekin? - Young Persons Survey

Young people were asked to describe what they most enjoyed about living in Telford and Wrekin.

The responses have been grouped into broad themes summarised in the following table.

Theme	Survey respondents
Green Spaces and Town Park	21
Friends	13
Town Centre	11
Range of activities and things to do	9
Feeling safe	5
Everything close by and easy to get to	4
Family	4
The area in general	4
Sense of community	3
Transport	3
Food	2
School	2
Sport clubs	2
Easy access to cities	2

The largest number of respondents (21) said that access to green spaces and the Town Park was what they liked best about the borough. This was followed by being close to

friends (13), the Town Centre (11) and the range of activities and things to do in the borough (9).

Five respondents highlighted feeling safe within Telford and Wrekin particularly compared to other towns and cities.

Others commented that they liked the fact that everything was close and also that it was easy to access nearby cities.

8.12 If there is one thing you could change about living in Telford and Wrekin, what would it be? - Young Persons Survey

Young people were asked what one thing they would like to change about living in Telford and Wrekin.

The main themes from these responses are summarised in the following table.

Theme	Survey respondents
More things to do	16
Crime, drugs & Policing	12
Better public transport	11
Safer	10
School	7
Better lighting	4

The largest number of respondents wanted there to be more things for young people to do. This included better provision for young people who are neurodivergent.

Tackling crime and making the borough safer was a common theme, with respondents concerned about crime and drug taking, wanting to see more Police, better lighting and wanting to generally feel safer.

Better public transport was highlighted by respondents who wanted to see more services, services running later in the evening, and cheaper more reliable services.

Other respondents wanted to see more and better schools in the borough.

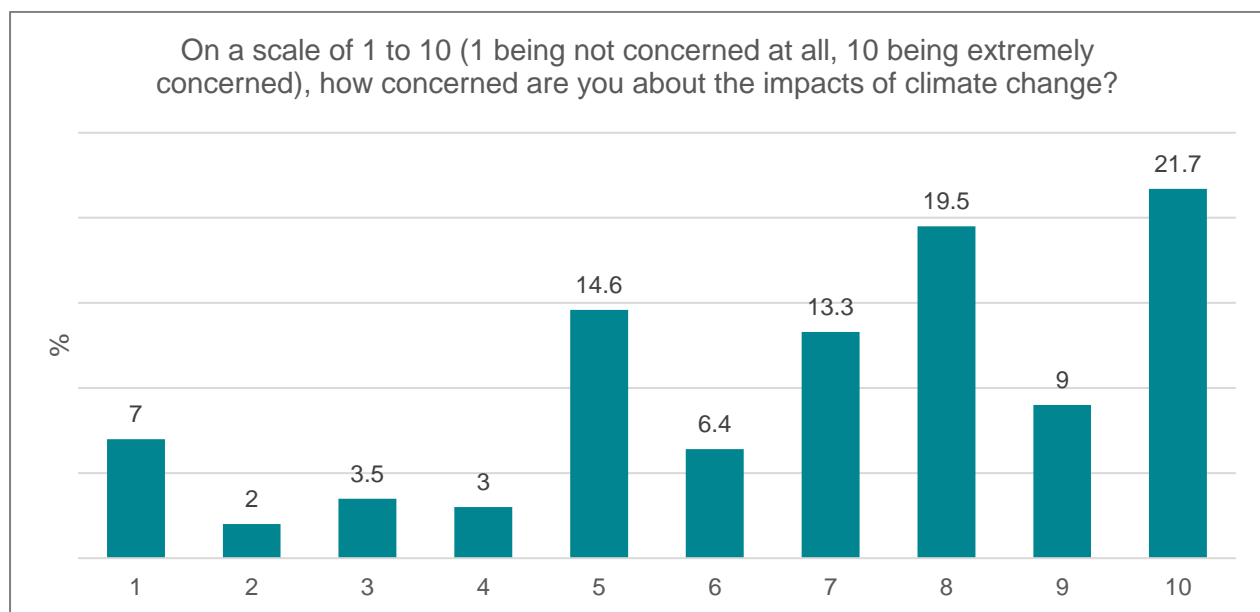
9 Climate change

9.1 On a scale of 1 to 10 (1 being not concerned at all, 10 being extremely concerned), how concerned are you about the impacts of climate change?

Respondents were asked to rate on a scale of 1 to 10 how concerned they were about the impacts of climate change.

The average score was 6.9 out of 10 and half of respondents (50.1%) scored it as 8 or higher with 21.7% selecting 10 (extremely concerned).

12.5% of respondents scored their level of concern as 3 or lower with 7.0% selecting 1 (not concerned at all).

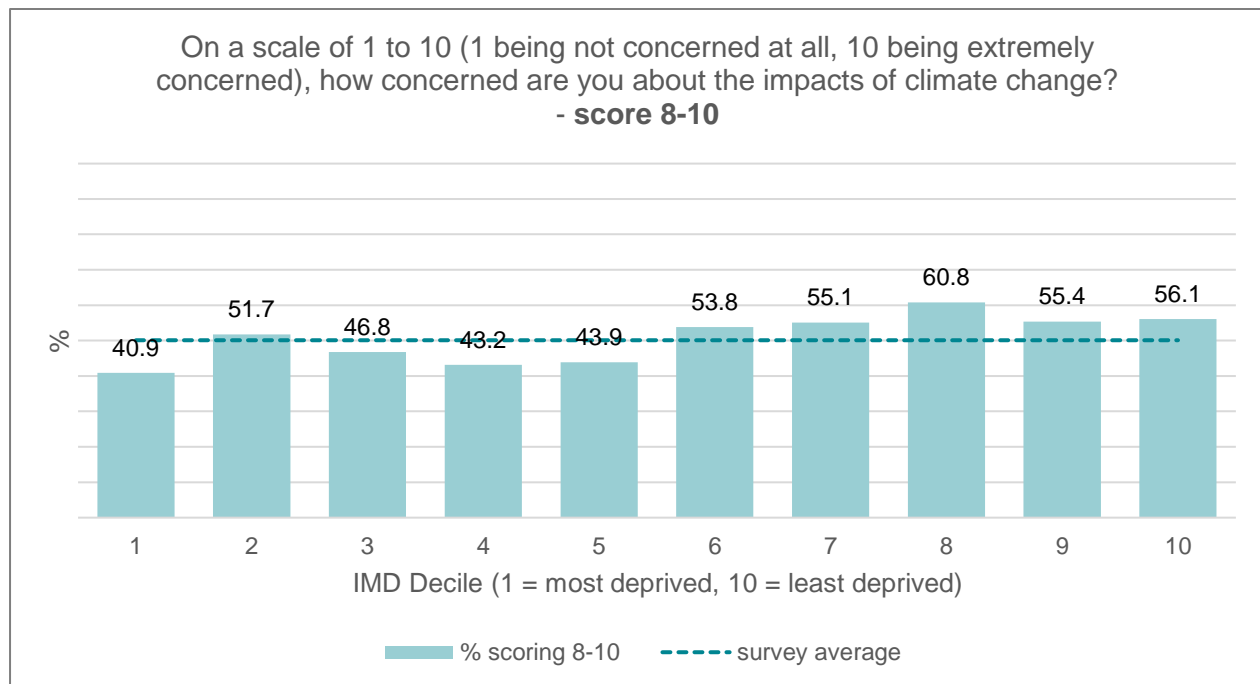


Response	Survey respondents	Survey %
1	79	7.0
2	23	2.0
3	40	3.5
4	34	3.0
5	165	14.6
6	73	6.4
7	151	13.3
8	220	19.5
9	102	9.0
10	245	21.7
Total	1,132	100.0

Rather not say/blank

252

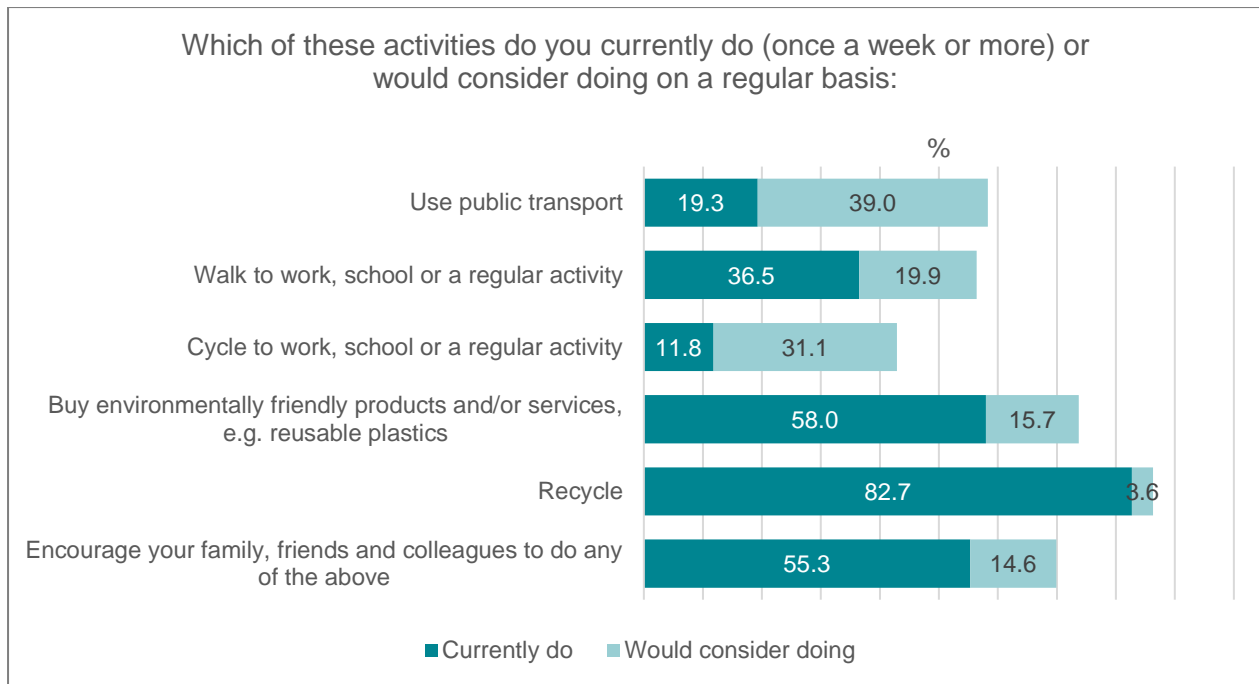
There was a correlation between levels of deprivation and concerns about the impact of climate change. When comparing responses for those scoring their concern as 8 or more, 40.9% of those living in decile 1 rated their concern as 8+ compared to 60.8% in one of the least deprived deciles.



9.2 Which of these activities do you currently do (once a week or more) or would consider doing on a regular basis?

Most respondents (82.7%) said that they currently recycle. More than half said that they already buy environmentally friendly products and/or services (58.0%) or encourage family, friends and colleagues to do activities to reduce climate change (55.3%).

39.0% of respondents indicated that they would consider using public transport and 31.1% that they would consider cycling to work, school or a regular activity.



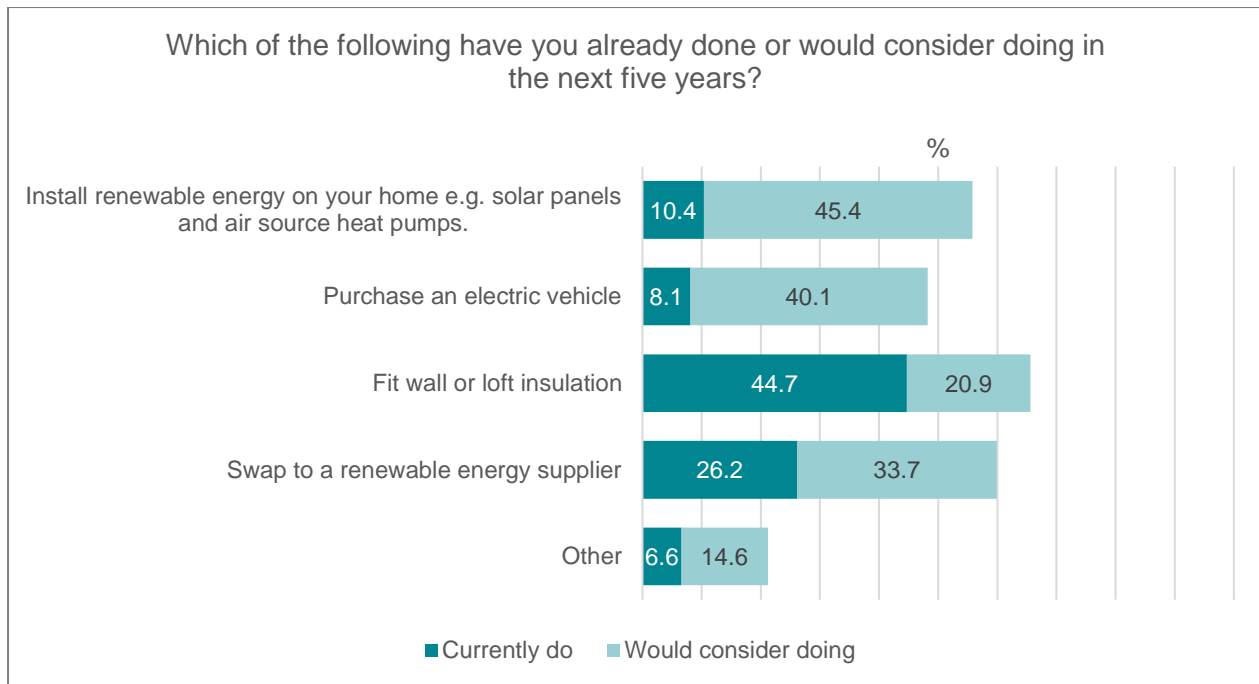
9.3 Which of the following have you already done or would consider doing in the next five years?

The largest proportion of respondents said that they had fitted wall or loft insulation (44.7%).

26.2% said that they had already switched to renewable energy supplier with 1 in 3 indicating that they would consider switching in the next five years.

10.4% had installed renewable energy sources in their homes with a further 45.4% indicating that they would consider doing so.

8.1% had already purchased an electric vehicle with 40.1% saying that would consider getting one in the next five years.



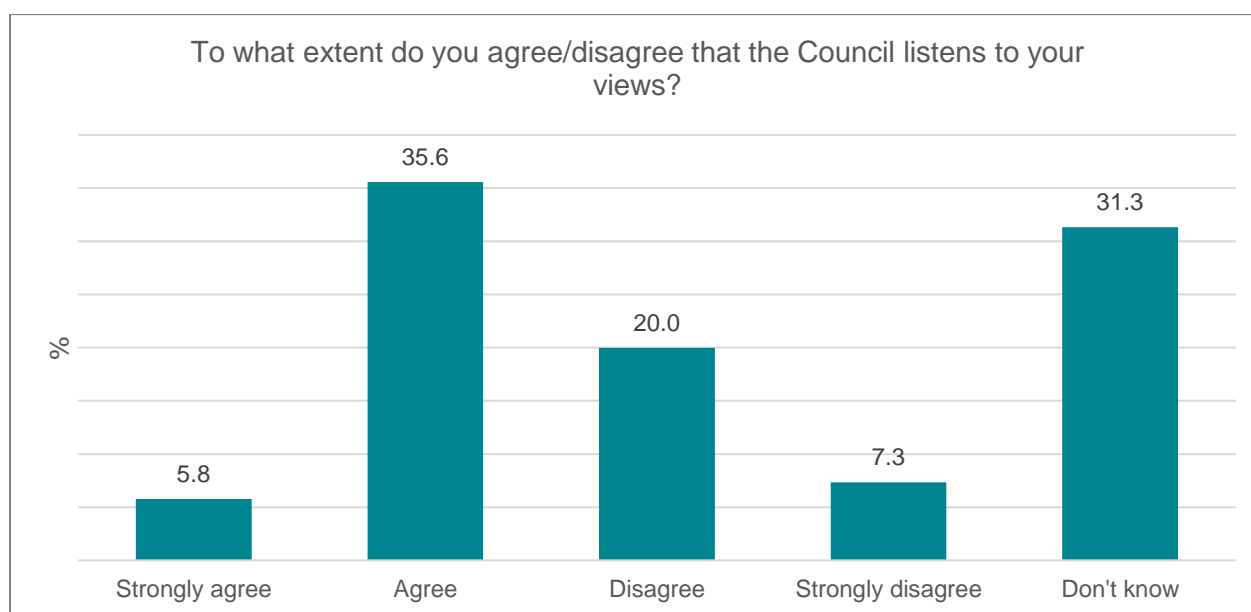
10 Listening to your views

10.1 To what extent do you agree/disagree that the Council listens to your views?

41.4% of respondents agreed that the Council listens to their views (5.8% strongly agree and 35.6% agree).

27.3% disagreed that the Council listens to their views (7.3% strongly disagree and 20.0% disagree).

31.3% of respondents stated that they didn't know.

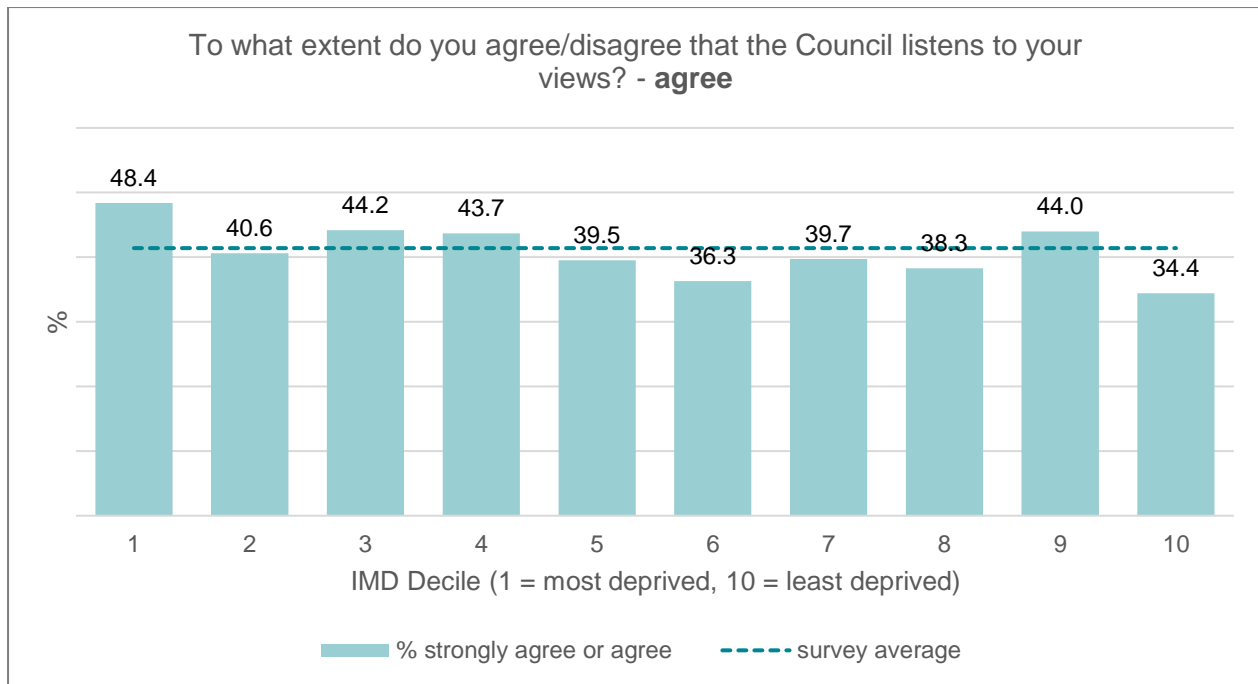


Response	Survey respondents	Survey %
Strongly agree	70	5.8
Agree	430	35.6
Disagree	241	20.0
Strongly disagree	89	7.3
Don't know	378	31.3
Total	1,208	100.0

Rather not say/blank

176

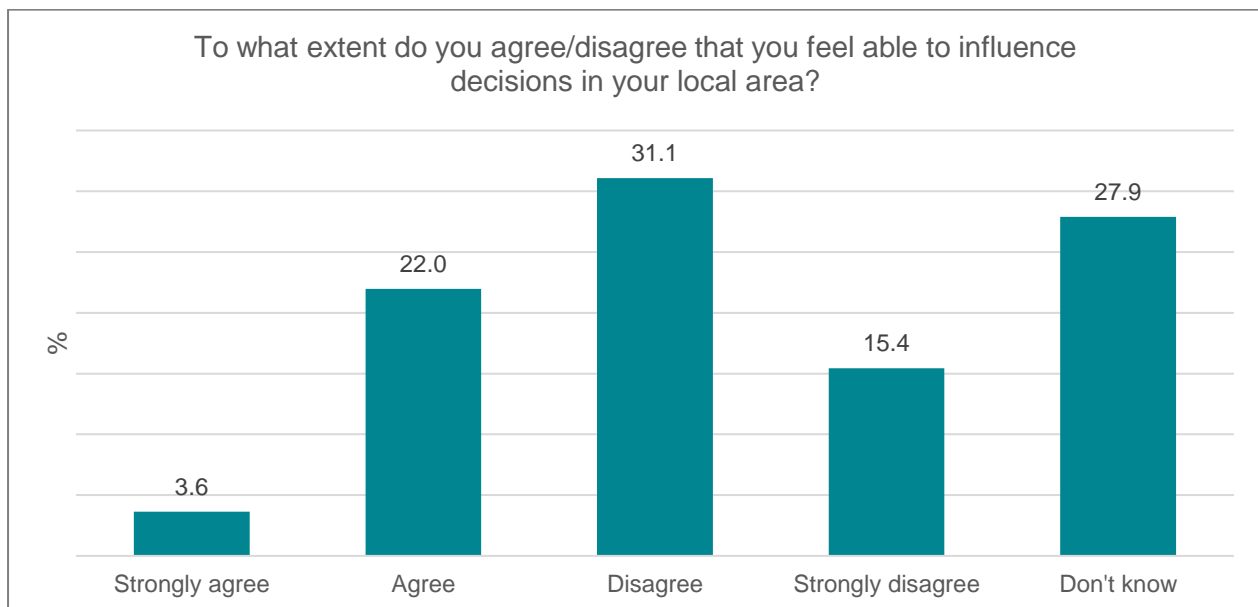
There was a correlation between IMD decile and the proportion of respondents who agreed that the Council listens to their views. The proportion who agreed that the Council listens to their views was higher in the most deprived parts of the borough and lower in the least deprived areas, ranging from 48.4% in decile 1 to 34.4% in decile 10.



10.2 To what extent do you agree/disagree that you feel able to influence decisions in your local area?

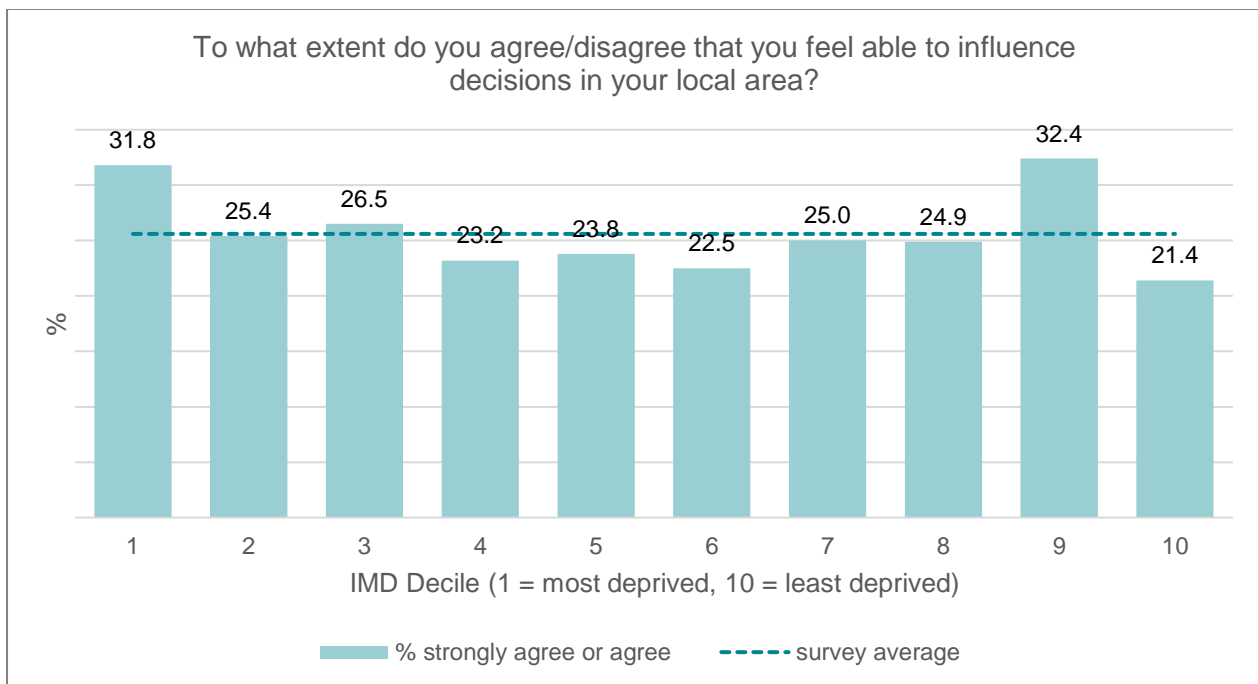
Around one quarter of respondents (25.6%) indicated that they felt able to influence decisions in their local area.

The largest proportion of respondents (46.5%) disagreed with this statement and 27.9% stated that they didn't know.



Response	Survey respondents	Survey %
Strongly agree	43	3.6
Agree	259	22.0
Disagree	366	31.1
Strongly disagree	182	15.4
Don't know	329	27.9
Total	1,178	100.0
Rather not say/blank	206	

There was no clear correlation between the IMD deciles and respondents who felt able to influence decisions in their local area. The proportion of respondents who agreed that they could influence decisions was highest in decile 9 (32.4%) and decile 1 (31.8%) yet lowest in decile 10 (21.4%).

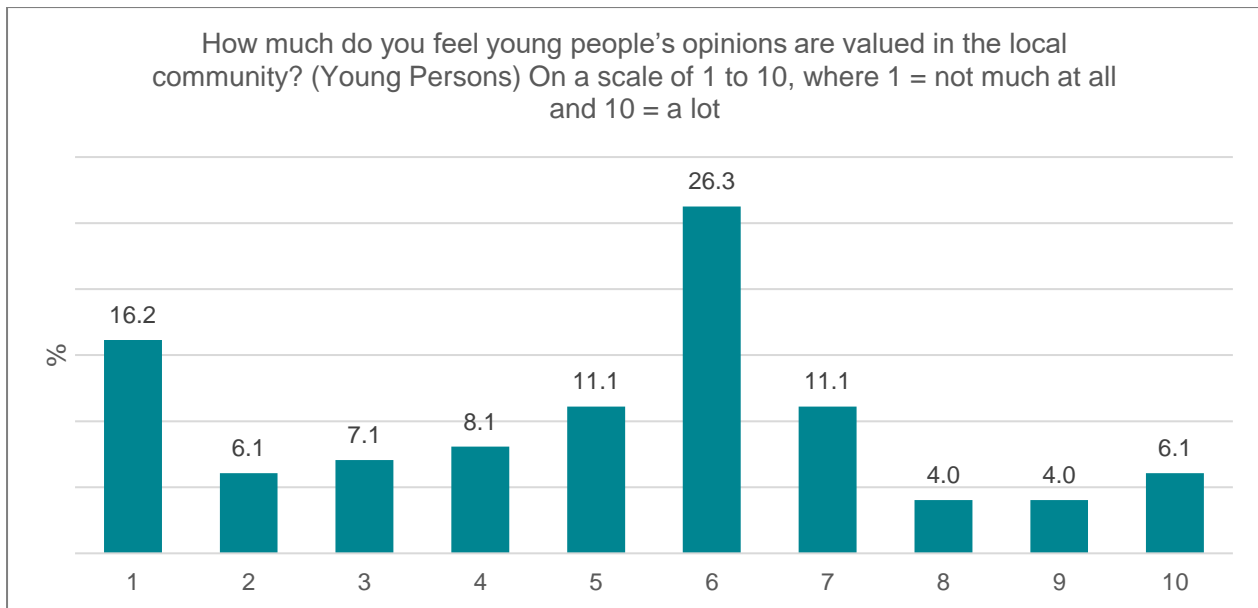


10.3 How much do you feel young people's opinions are valued in the local community? (Young Persons)

Young persons were asked to rate on a scale of 1 to 10 how much they felt their opinions are valued in the local community.

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The average score was 5.0 out of 10 with 14.1% scoring it as 8 or higher and 6.1% selecting 10 (a lot) compared with 29.1% of respondents who scored it as 3 or lower with 16.2% selecting 1 (not at all).



Response	Survey respondents	Survey %
1	16	16.2
2	6	6.1
3	7	7.1
4	8	8.1
5	11	11.1
6	26	26.3
7	11	11.1
8	4	4.0
9	4	4.0
10	6	6.1
Total	99	100.0

Rather not say/blank

4

10.4 Please tell us one thing you think the Council should consider doing in the future:

Respondents were asked what one thing the Council should consider doing in the future.

Some of the responses showed that people have different levels of understanding about what services the Council provides, and which are delivered by other organisations.

The responses have been grouped into the broad themes that they related to and are summarised as follows.

10.4.1 Highways

- Better maintenance of the highways network, principally by repairing potholes as well as gutter cleaning and drainage.
- Measures put in place to improve road safety by addressing speeding and more cycle lanes.

10.4.2 Planning & Housing

- More consideration given to the opinions of residents as to where new housing developments are built, with better infrastructure (schools, healthcare, utilities).
- More affordable housing available for rent and bringing empty properties back into use.
- Enforcement to address poor quality housing and bad tenants.

10.4.3 Environmental Maintenance

- Better maintenance and cleaning of streets and footpaths including the removal of litter and detritus and tree, hedge and grass cutting.
- Increased enforcement to tackle the issues of fly-tipping, littering and dog fouling.

10.4.4 Public Transport

- More bus services across the borough including at weekends and covering the rural parts of the borough.
- Better, more reliable public transport, keeping travel costs low.

10.4.5 Parking

- Improve residential parking and tackle pavement parking.
- Steps to address parking issues in and around schools.
- More parking available in district centres.

10.4.6 Parks & Green Spaces

- Green spaces protected and maintained.
- Improvements to play areas.

10.4.7 Communication & Resident Engagement

- More effective engagement and listening to the opinions of residents
- Increased communication about services and general information.

10.4.8 Crime, ASB & Policing

- Increased Police presence.
- More speed cameras/speed checks to improve road safety.

- Steps to tackle anti-social behaviour.

10.4.9 Waste Management & Recycling

- Expanded kerbside recycling collections including tetrapaks, clothes, soft plastics, bins for cardboard instead of blue bags.
- No charging for green waste collections.

10.4.10 How the Council runs things

- Improvements to the different contact channels we have in place.
- Making sure services are accessible to all.

10.4.11 Healthcare

- Maintain services at the PRH.
- Better access to primary care.

10.4.12 Business Support & Economy

- Investing in and supporting local businesses in district centres.
- Supporting unemployed people and helping young people find work.

10.4.13 Community & cultural activities

- More activities and community events including those that celebrate the diversity of the borough's population.

10.4.14 Climate Change

- Businesses encouraged to install solar panels and panels on public buildings.
- Support for residents in switching to renewable energy sources.
- Improve charging network for EVs.

10.4.15 Education

- Improving the SEND provision in the borough's schools.

Appendix 1 Comparison with LGA Resident Satisfaction Questionnaire

Where applicable responses from the residents survey have been compared with the responses from the latest [LGA Resident Satisfaction Questionnaire](#) carried out in October 2024.

It must be noted that due to differing methodology, sampling and the phrasing of questions the results are not all directly comparable and are included for information.

Keeping you informed

Overall, how well do you think Telford & Wrekin Council keeps residents informed about the services and benefits it provides?

	percent	
	TandW	LGA
Very or fairly well informed	70	47
Very well informed	17	10
Fairly well informed	53	37
Not very well informed	18	37
Not well informed at all	6	14
Don't know	6	1

Council Services

Thinking about council services you may have accessed over the last two years. Please tell us how satisfied or dissatisfied you are with the following

	% very or fairly satisfied	
	TandW	LGA
Adult Social Care services (i)	56	32
Children Social Care services (ii)	52	36
Community services	66	-
Customer Contact Centre	66	-
Education support services	58	-
Employment support services e.g. Job Box	56	-
Environmental Health	54	-
Health & wellbeing	64	-
Highways (iii)	46	30
Housing advice & support	59	-
Leisure services (iv)	76	50
Libraries services (v)	81	53
Licensing	56	-
Planning & building control	46	-
Recycling and waste services (vi)	88	76
Registrar services	75	-
Revenues and Benefits	63	-
Telford Theatre	75	-
Trading Standards	52	-

(i) LGA: How satisfied or dissatisfied are you overall with your council's services and support for older people?

- (ii) LGA: How satisfied or dissatisfied are you overall with your council's services for children and young people?
- (iii) LGA: How satisfied or dissatisfied are you overall with your council's road maintenance?
- (iv) LGA: How satisfied or dissatisfied are you overall with your council's sport and leisure services?
- (v) LGA: How satisfied or dissatisfied are you overall with your council's library services?
- (vi) LGA: How satisfied or dissatisfied are you overall with your council's waste collection?

Your area as a place to live

Overall, how satisfied or dissatisfied are you with your local neighbourhood as a place to live?

	percent	
	TandW	LGA
Very or fairly satisfied	78	74
Very satisfied	32	24
Fairly satisfied	46	50
Neither satisfied nor dissatisfied	14	13
Fairly dissatisfied	6	8
Very dissatisfied	2	4
Don't know	1	0

Appendix 2 Household survey questionnaire



Protect, care and invest
to create a better borough

Telford and Wrekin Resident Survey 2024

Introduction

Telford & Wrekin Council is fully committed to protect, care and invest in all areas of Telford and Wrekin and this survey gives you the opportunity to have your say on how we are performing.

We want to find out what you think about the services available to you and your local area as a place to live.

Your household is one of several randomly selected in your area. The more responses we receive the more informed we will be when making decisions.

We really appreciate you taking the time to complete it, so you will have an opportunity to enter a prize draw for £250 at the end of the survey.

Privacy notice

Telford & Wrekin Council is collecting your personal data for the purposes of statistical analysis related to the topics in this survey and prize draw entry.

All of your answers will remain confidential and you will not be identified in any way in the reporting and use of this survey unless you tell us something that we are required by law to disclose.

For further details of the Council's privacy arrangements please view the privacy page on the Council's website www.telford.gov.uk/terms.

Instructions

Please read each question carefully and the response required.

Once you have finished, please take a minute to check you have answered all the questions that you should have answered before you submit your responses to us.

If you require any assistance completing the survey please contact 01952 382104.

To help us to analyse your responses please provide your Unique ID number found on your invitation letter.

Keeping you informed

We are keen to understand how you receive information about the borough and Telford & Wrekin Council.

1. What are the three main ways that you receive news and information about what is happening in Telford and Wrekin? (please select a maximum of 3 options)

- ☐ Local media (please specify which below)
- ☐ National media (please specify which below)
- ☐ Radio (please specify which below)
- ☐ Television (please specify which below)
- ☐ Telford & Wrekin Council email newsletters
- ☐ Telford & Wrekin Council social media - Facebook
- ☐ Telford & Wrekin Council social media – X (formerly Twitter)
- ☐ Telford & Wrekin Council social media - Instagram
- ☐ Telford & Wrekin Council social media – Tik Tok
- ☐ Telford & Wrekin Council website (www.telford.gov.uk)
- ☐ Totally Telford council magazine
- ☐ Family or friends
- ☐ Other (please tell us what below)
- ☐ None/ do not receive information about Telford and Wrekin
- ☐ Don't know

Totally Telford is a council produced magazine distributed across the borough to keep residents informed of news and information in the area.

2. Do you value Totally Telford as a way to receive local information?

- ☐ Yes
- ☐ No

3. How would you prefer to receive Totally Telford?

- ☐ Printed magazine
- ☐ Digital version (online and/or email)

4. Overall, how well do you think Telford & Wrekin Council keeps residents informed about the services and benefits it provides?

- | | | | | |
|--------------------------|--------------------------|---------------------------|-----------------------------|--------------------------|
| Very well
informed | Fairly well
informed | Not very well
informed | Not well informed
at all | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Council services

The Council provides a wide range of services to local residents and it's important that we deliver them to the best of our ability, ensuring we are able to meet everyone's needs.

5. On a scale of 1-10 (1 being very hard, 10 being very easy), how would you rate the ease of accessing council services?

1	2	3	4	5	6	7	8	9	10
<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"/>

6. We'd now like you to think about council services you may have accessed over the last two years. Please tell us how satisfied or dissatisfied you are with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not used
Customer Contact Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leisure services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telford Theatre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Registrar services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Revenues and Benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning & building control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Highways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling and waste services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing advice & support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trading Standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Licensing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health & wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment support services e.g. Job Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Social Care services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children Social Care services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Overall, how satisfied or dissatisfied are you with the way Telford & Wrekin Council runs things?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not used
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and Wellbeing

We are keen to hear about your experiences of using health and care in Telford and Wrekin.

8. How do you find out about information that helps you to stay healthy and well?
(please select all that apply)

- ☐ Live Well Telford
- ☐ Telford and Wrekin Council's website
- ☐ The Healthy Telford website
- ☐ NHS website
- ☐ Social media platforms like Facebook or X
- ☐ Community groups and/or volunteers
- ☐ Live Well Hubs and/or Family Hubs in community settings
- ☐ The Independent Living Centre
- ☐ Newsletters
- ☐ Information leaflets
- ☐ Information on screens in healthcare settings (like doctors surgeries or dentists)
- ☐ Face to face (professionals like the Healthy Lifestyles Team, elected members or Parish and Town Councillors for example)
- ☐ Search engines (like Google for example)
- ☐ Other (please specify below)

9. Which, if any of these changes to your lifestyle are you thinking of making in the next 6 months? (please select all that apply)

- ☐ Eat more healthily
- ☐ Increase amount of physical activity you take
- ☐ Lose weight
- ☐ Stop smoking
- ☐ Increase the amount of volunteering you do in the community
- ☐ Joining a club or local group
- ☐ Cut down the amount of alcohol you drink
- ☐ Other (please specify below)
- ☐ None of these

10. The Healthy Telford Pledge supports people locally to make lifestyle changes by email contact, offering practical tips and challenges.

Would you like to receive this information to support you to achieve your lifestyle change?

- ☐ Yes (we'll ask you for your contact details later on)
- ☐ No

Your area as a place to live

We want all of our residents to feel safe in their immediate neighbourhood and take pride in its appearance. This section will help us to understand how you feel about living in your neighbourhood.

11. How satisfied are you with the following in your local neighbourhood:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Recycling and waste collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Litter picking and street cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grass and hedge cutting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Play areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance of roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance of footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle routes and facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic levels and congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport links	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. To what extent do you agree or disagree that your local neighbourhood is a place where people from different backgrounds get on well together?

Strongly agree	Agree	Disagree	Strongly disagree	Don't know	All the same background
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. To what extent do you agree or disagree that your local neighbourhood is a safe place to live during the day?

Strongly agree	Agree	Disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. To what extent do you agree or disagree that your local neighbourhood is a safe place to live at night?

Strongly agree	Agree	Disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. On the whole, do you think that over the past two years your local neighbourhood has got better or worse as a place to live?

Better	Stayed the same	Worse	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Overall, how satisfied or dissatisfied are you with your local neighbourhood as a place to live?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Thinking about the borough of Telford and Wrekin overall, how satisfied or dissatisfied are you with it as a place to live?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Climate change

In 2019, Telford & Wrekin Council declared a climate emergency and committed to tackling the issue locally. There are also things that you can do yourself, to help make a difference.

18. On a scale of 1 to 10 (1 being not concerned at all, 10 being extremely concerned), how concerned are you about the impacts of climate change?

1	2	3	4	5	6	7	8	9	10
<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"/>

19. Which of these activities do you currently do (once a week or more) or would consider doing on a regular basis: (Please tick all that apply)

	Currently do	Would consider doing
Use public transport	<input type="checkbox"/>	<input type="checkbox"/>
Walk to work, school or a regular activity	<input type="checkbox"/>	<input type="checkbox"/>
Cycle to work, school or a regular activity	<input type="checkbox"/>	<input type="checkbox"/>
Buy environmentally friendly products and/or services, e.g. reusable plastics	<input type="checkbox"/>	<input type="checkbox"/>
Recycle	<input type="checkbox"/>	<input type="checkbox"/>
Encourage your family, friends and colleagues to do any of the above	<input type="checkbox"/>	<input type="checkbox"/>

20. Which of the following have you already done or would consider doing in the next five years?

	Already done	Would consider doing
Install renewable energy on your home e.g. solar panels and air source heat pumps.	<input type="checkbox"/>	<input type="checkbox"/>
Purchase an electric vehicle	<input type="checkbox"/>	<input type="checkbox"/>
Fit wall or loft insulation	<input type="checkbox"/>	<input type="checkbox"/>
Swap to a renewable energy supplier	<input type="checkbox"/>	<input type="checkbox"/>
Other (please tell us more below)	<input type="checkbox"/>	<input type="checkbox"/>

Listening to your views

21. To what extent do you agree/disagree that the Council listens to your views?

Strongly agree

☐

Agree

☐

Disagree

☐

Strongly disagree

☐

Don't know

☐

22. To what extent do you agree/disagree that you feel able to influence decisions in your local area?

Strongly agree

☐

Agree

☐

Disagree

☐

Strongly disagree

☐

Don't know

☐

23. The Council is always looking for new ways to make positive changes to our inclusive and growing borough. This could be by doing things differently or generating additional income to invest in our communities. Please tell us one thing you think the Council could consider doing in the future:

24. Is there anything you would like to expand on in relation to any of the answers you have provided? Please use this space to do so;

25. Would you like to be kept informed about the outcome of this engagement?

☐ Yes (we'll ask you for your contact details later on)

☐ No

You can continue to be involved in decision making and have your say by joining our Community Panel. The Telford and Wrekin Community Panel is intended to be a representative group of local residents who volunteer to give their views and ideas on a range of local issues and services throughout the year. This could take the form of questionnaires, online chats or face to face meetings for example.

26. Would you like to find out more about the Community Panel?

- ☐ Yes (we'll ask you for your contact details later on)
☐ No

Prize draw

Thank you for taking the time to complete this questionnaire. You can enter a prize draw where one winner will receive a £250 voucher of your choice. To see the prize draw terms and conditions please visit www.telford.gov.uk/info/20240/consultations/6724/resident_survey_prize_draw

27. Would you like to be entered into the prize draw?

- ☐ Yes
☐ No

Your contact details

If you have indicated that you would like to be contacted about help with lifestyle changes kept informed about the outcome of this engagement, find out more about the Community Panel and/or be entered into the Prize Draw please provide your contact details below.

32. Your name

33. Your address

34. A contact email address

About you and your household

To make sure we have the views of a cross section of local people, we would like to ask you some questions about you and your household.

The information you provide will only be used for the purpose of this questionnaire. You can find out more about how we hold and process data by visiting www.telford.gov.uk/terms.

35. Are you

☐ Male

☐ Female

☐ Non-binary

☐ Rather not say

36. What was your age on your last birthday?

☐ 16-17

☐ 18-24

☐ 25-34

☐ 35-44

☐ 45-54

☐ 55-64

☐ 65-74

☐ 75-84

☐ 85+

☐ Rather not say

37. How long have you lived in the borough of Telford and Wrekin?

☐ Less than 6 months

☐ At least 6 months but less than 1 year

☐ At least 1 year but less than 5 years

☐ At least 5 years but less than 20 years

☐ 20 years or more

☐ Don't know/can't remember

38. Including yourself, how many people aged 18 or over are living with you?

☐ None

☐ One

☐ Two

☐ Three

☐ Four

☐ More than four

☐ Rather not say

39. How many people under 18 are living with you?

☐ None

☐ One

☐ Two

☐ Three

☐ Four

☐ More than four

☐ Rather not say

40. Which of these activities best describes what you are doing at the moment?

- | | |
|---|--|
| <input type="checkbox"/> Working full-time (30 hours or more a week) | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Working part-time (under 30 hours a week) | <input type="checkbox"/> Unemployed and available for work |
| <input type="checkbox"/> On a government-supported training programme (for example, an Apprenticeship or traineeship) | <input type="checkbox"/> Permanently sick or disabled |
| <input type="checkbox"/> Looking after the home | <input type="checkbox"/> In full-time education at school, college or university |
| | <input type="checkbox"/> Doing something else |
| | <input type="checkbox"/> Rather not say |

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

- | | |
|--|---|
| <input type="checkbox"/> Owned outright | <input type="checkbox"/> Shared ownership |
| <input type="checkbox"/> Buying on mortgage | <input type="checkbox"/> Other |
| <input type="checkbox"/> Private rented | <input type="checkbox"/> Rather not say |
| <input type="checkbox"/> Rent from a housing association | |

42. Do you have any long-standing illness, health problem or disability?

- | | |
|------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Rather not say |
| <input type="checkbox"/> No | |

43. Are you caring for someone who has a long-standing illness or disability that limits their daily activities?

- | | |
|------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Rather not say |
| <input type="checkbox"/> No | |

44. Do you have an armed forces connection e.g. currently serving, a reservist, veteran or dependent of a current or former member of the UK armed forces?

- | | |
|------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Rather not say |
| <input type="checkbox"/> No | |

45. What is your ethnicity?

- ☐ **White:** English/Welsh/Scottish/Northern Irish/British
- ☐ **White:** Irish
- ☐ **White:** Gypsy or Traveller
- ☐ **White:** Polish
- ☐ **White:** Any other (please state which below)
- ☐ **Mixed/multiple ethnic group:** White and Black Caribbean
- ☐ **Mixed/multiple ethnic group:** White and Black African
- ☐ **Mixed/multiple ethnic group:** White and Asian
- ☐ **Mixed/multiple ethnic group:** Any other (please state which below)
- ☐ **Asian/Asian British:** Indian
- ☐ **Asian/Asian British:** Pakistani
- ☐ **Asian/Asian British:** Bangladeshi
- ☐ **Asian/Asian British:** Any other (please state which below)
- ☐ **Black/African/Caribbean/Black British:** African (please write in your country of origin below)
- ☐ **Black/African/Caribbean/Black British:** Caribbean
- ☐ **Black/African/Caribbean/Black British:** Any other (please state which below)
- ☐ **Other ethnic group:** Arab (please write in your country of origin below)
- ☐ **Other ethnic group:** Chinese
- ☐ **Other ethnic group:** Any other (please state which below)
- ☐ Rather not say

Thank you

Thank you for taking the time to complete this questionnaire. Your views are important and will help us to develop future policy.

Please return your survey by Sunday 15 December using the freepost envelope.

Email Yourviewsmatter@Telford.gov.uk or call 01952 382104 should you have any questions.

Appendix 3 Young Persons survey questionnaire



In this survey we will ask you about what you like to do, what may stop you taking part in activities, how safe you feel, how you stay healthy and well, what you like about living in the borough and what you would change.

The answers you provide will help our services to meet your needs and the needs of other young people.

The survey is a way of gathering your views, but if it raises any concerns or worries, take a look at the information on the Young Person's Year of Wellbeing webpage or speak to a trusted adult.

The survey will only take a few minutes to complete. It closes on Monday 16 December.

1. **How old were you on your last birthday?**

- ☐ 11
☐ 12
☐ 13
☐ 14
☐ 15

- ☐ 16
☐ 17
☐ 18
☐ 19+

2. **Are you**

- ☐ Male
☐ Female

- ☐ Non-binary
☐ Rather not say

3. **What youth activities do you take part in, in your local area? (please select all that apply)**

- ☐ After school clubs
☐ Youth Clubs
☐ Sports
☐ Arts and Crafts

- ☐ Drama and performing arts
☐ Music
☐ Scouts/Guides
☐ Other

4. **If you don't do any activities, please tell us why:** (please select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Don't have the time | <input type="checkbox"/> Don't know what is available |
| <input type="checkbox"/> Transport issues | <input type="checkbox"/> Not interested |
| <input type="checkbox"/> Too expensive | <input type="checkbox"/> Other |

5. **How safe do you feel overall in Telford and Wrekin during the day?** (On a scale of 1 to 10, where 1 = not safe at all and 10 = very safe)

- | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <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"/> |

6. **How safe do you feel overall in Telford and Wrekin at night?** (On a scale of 1 to 10, where 1 = not safe at all and 10 = very safe)

- | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <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"/> |

7. **If you feel unsafe in any way, can you tell us the reason/s for this?** (please select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Lack of open spaces | <input type="checkbox"/> Lack of police in the area |
| <input type="checkbox"/> Lack of street lighting | <input type="checkbox"/> Bullying and harassment |
| <input type="checkbox"/> Lots of traffic in the area | <input type="checkbox"/> Crime and violence |
| <input type="checkbox"/> Lack of safe spaces to go to with friends | <input type="checkbox"/> Drugs and alcohol |

8. **What things do you do to stay healthy and well?** (please select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Eat healthily | <input type="checkbox"/> Take part in drama/performing arts |
| <input type="checkbox"/> Do regular exercise | <input type="checkbox"/> Taking part in a local group or club |
| <input type="checkbox"/> Walk to school/ride a bike | <input type="checkbox"/> Volunteering |
| <input type="checkbox"/> Play an instrument | <input type="checkbox"/> Other |

9. **How much do you feel young people's opinions are valued in the local community?** (On a scale of 1 to 10, where 1 = not much at all and 10 = a lot)

- | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <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"/> |

10. **What is the one thing you enjoy the most about living in Telford and Wrekin?**

11. **If there is one thing you could change about living in Telford and Wrekin, what would it be?**

Thank you for taking the time to share your views and ideas.

The information you have provided will be kept confidential unless we have to share it for legal reasons. You can find out how the Council keeps your information by visiting www.telford.gov.uk/terms.

Please click submit to forward your answers to us.

