

Appendix 1

Telford and Wrekin Residents Survey 2020

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1 Introduction

As a Council it's really important we listen to our residents and involve them in planning for the future.

We are fully committed to protect, care and invest in all areas of Telford and Wrekin and this survey gave residents the opportunity to have their say on how we do this, including what they think about the Council's response to Covid-19, what they think about their local area as a place to live and how we can make Telford and Wrekin a better place to live in the future.

The survey was open to all residents, and all responses were anonymous. The survey was carried out mainly online, with paper surveys issued to those who requested. All paper surveys received were then entered online to ensure all responses were combined.

Overall there were 5,473 responses to the survey.

	Number	%
Smartphone	2,691	49.2%
Tablet	867	15.8%
PC*	1,915	35.0%
Total	5,473	100%

*Includes postal surveys

Almost 50% of surveys were completed on a Smartphone (49%), with a further 16% of responses completed on a Tablet. 35% were completed on a PC.

2 Demographics

As part of the survey, a range of demographic and household questions were included. This was to allow us to investigate different responses by different populations and also monitor that we captured the views of a cross section of local people.

Where possible ONS 2019 Mid-Year Population Estimates have been used to create a response rate per 1,000 population for the survey. This allows a direct comparisons of responses between groups that contain different size populations.

2.1 Gender

	Number	%	Mid-Year 2019 Population		Response Per 1,000 Pop.
			Number	%	
Male	1,821	35.2%	89,300	49.6%	20.4
Female	3,351	64.8%	90,600	50.4%	37.0
Total	5,172	100%	179,900	100%	28.7

Rather not say/Blank 301
5,473

Residents Survey 2020

65% of respondents to the survey were female and 35% male. This is against Mid-Year Population estimates putting the split of Males and Females in Telford & Wrekin almost 50:50. Due to this it can be seen that the response rate for males was 20.4 responses per 1,000 males compared to 37.0 responses per 1,000 females (84% higher).

This means any responses to the survey which vary by gender, the overall score will be biased towards the female responses.

2.2 Age

	Number	%	Mid-Year 2019 Population		Response Per 1,000 Pop.
			Number	%	
Under 16	2	0.0%	37,100	20.6%	0.1
16-17	10	0.2%	4,100	2.3%	2.4
18-24	122	2.4%	15,100	8.4%	8.1
25-34	602	11.6%	23,000	12.8%	26.2
35-44	838	16.1%	22,600	12.6%	37.1
45-54	1,047	20.2%	25,400	14.1%	41.2
55-64	1,131	21.8%	21,500	12.0%	52.6
65-74	1,021	19.7%	17,700	9.8%	57.7
75-84	364	7.0%	10,100	5.6%	36.0
85+	53	1.0%	3,300	1.8%	16.1
Total	5,190	100%	179,900	100%	28.8

Rather not say/Blank 283
5,473

Those aged 55 to 74 make up approximately 22% of the population of Telford & Wrekin, however, they provided 41% of all responses.

It can be seen that there were higher response rates in the age groups from 35 to 84. Unfortunately only 12 respondents were aged under 18.

This means any questions where the views varied by age, the overall scores will be biased towards the mid to older age groups.

2.3 Ethnicity

	Broad group Ethnicity		
	Number	%	2011 Census
White British	4,679	92.7%	89.5%
White other	161	3.2%	3.2%
Mixed/multiple ethnic group	49	1.0%	1.8%
Asian/Asian British	105	2.1%	4.2%
Black/African/Caribbean/Black British	34	0.7%	1.1%
Other ethnic group	21	0.4%	0.3%
Total	5,049	100%	100%

Rather not say/Blank 424
5,473

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96% of responses were from people with an ethnicity of 'White British' or 'White Other' leaving only 4% of responses from other ethnicities.

2.4 Index of Multiple Deprivation (IMD) Decile

Index of Multiple Deprivation (IMD) is a national measure used to identify an areas level of deprivation. These levels can be split into 10 deciles each representing 10% of the national population.

Areas in decile 1 are amongst the most deprived areas of the country. Those in decile 10 are the least deprived

	Number	%	Mid-Year 2019 Population		Response Per 1,000 Pop.
			Number	%	
1 (Most deprived)	600	11.2%	28,900	16.1%	20.8
2	392	7.3%	15,900	8.8%	24.7
3	566	10.6%	21,100	11.7%	26.8
4	787	14.7%	27,300	15.2%	28.8
5	224	4.2%	8,800	4.9%	25.5
6	548	10.2%	16,800	9.3%	32.6
7	974	18.2%	24,900	13.8%	39.1
8	561	10.5%	17,500	9.7%	32.1
9	214	4.0%	6,200	3.4%	34.5
10 (Least deprived)	483	9.0%	12,500	6.9%	38.6
Total	5,349	100%	179,900	100%	29.7
Unknown	124				
	<u>5,473</u>				

Although there is some slight variation in response rates amongst IMD deciles the general trend is that those most deprived were least likely to respond to the survey. This is demonstrated by those in the 5 most deprived deciles (1-5), all having a response rate below the overall rate of 29.7 per 1,000 population and those in the 5 least deprived deciles (6-10) all having response rates above the overall rate.

Again the survey responses demonstrates that any overall question scores will be biased towards the opinions of more affluent respondents if there are variations in views.

2.5 Ward

	Number	%	Mid-Year 2019 Population*		Response Per 1,000 Pop.
			Number	%	
Admaston & Bratton	107	2.0%	2,900	1.6%	36.9
Apley Castle	132	2.5%	3,400	1.9%	38.8
Arleston	95	1.8%	3,600	2.0%	26.4
Brookside	171	3.2%	6,600	3.7%	25.9
Church Aston & Lilleshall	91	1.7%	3,200	1.8%	28.4
College	124	2.3%	3,600	2.0%	34.4
Dawley & Aqueduct	248	4.6%	9,400	5.2%	26.4
Donnington	140	2.6%	7,000	3.9%	20.0
Dothill	103	1.9%	2,700	1.5%	38.1

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Edgmond & Ercall Magna	177	3.3%	6,400	3.6%	27.7
Ercall	133	2.5%	2,800	1.6%	47.5
Hadley & Leegomery	281	5.3%	10,600	5.9%	26.5
Haygate	113	2.1%	4,000	2.2%	28.3
Horsehay & Lightmoor	245	4.6%	7,400	4.1%	33.1
Ironbridge Gorge	152	2.8%	2,900	1.6%	52.4
Ketley & Overdale	320	6.0%	11,300	6.3%	28.3
Madeley & Sutton Hill	303	5.7%	10,600	5.9%	28.6
Malinslee & Dawley Bank	156	2.9%	6,800	3.8%	22.9
Muxton	191	3.6%	7,300	4.1%	26.2
Newport North & West	234	4.4%	6,800	3.8%	34.4
Newport South & East	181	3.4%	5,600	3.1%	32.3
Oakengates & Ketley Bank	275	5.1%	9,500	5.3%	28.9
Park	78	1.5%	2,400	1.3%	32.5
Priorslee	243	4.5%	7,100	3.9%	34.2
Shawbirch	109	2.0%	3,000	1.7%	36.3
St Georges	201	3.8%	5,900	3.3%	34.1
The Nedge	287	5.4%	10,300	5.7%	27.9
Woodside	157	2.9%	7,600	4.2%	20.7
Wrockwardine	117	2.2%	3,200	1.8%	36.6
Wrockwardine Wood & Trench	185	3.5%	6,100	3.4%	30.3
Total	5,349	100%	179,900	100%	29.7

Unknown 124
5,473

*ONS Experimental Statistics

Although you would expect some natural fluctuation in responses from wards as there are 30, Ironbridge Gorge and Ercall stand out as very high responses. Donnington and Woodside also stand out as low responses.

3 Covid-19

Covid-19 has had a big impact on us all and the way we live our lives. We have all been affected in different ways and seen how local communities have come together to support one another when it has been needed the most.

Telford & Wrekin Council has worked hard with its partners throughout, to keep residents and businesses informed and provide a range of support. This survey gave residents the opportunity to let us know to what extent this has helped everyone and more importantly what needs to be done moving forward to help get us back on track.

3.1 How worried are you currently about Covid-19?

	Number	%
Very worried	1,173	21.6%
Fairly worried	3,267	60.1%
Not worried at all	841	15.5%
Don't know	159	2.9%
Total	5,440	100%

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Residents Survey 2020

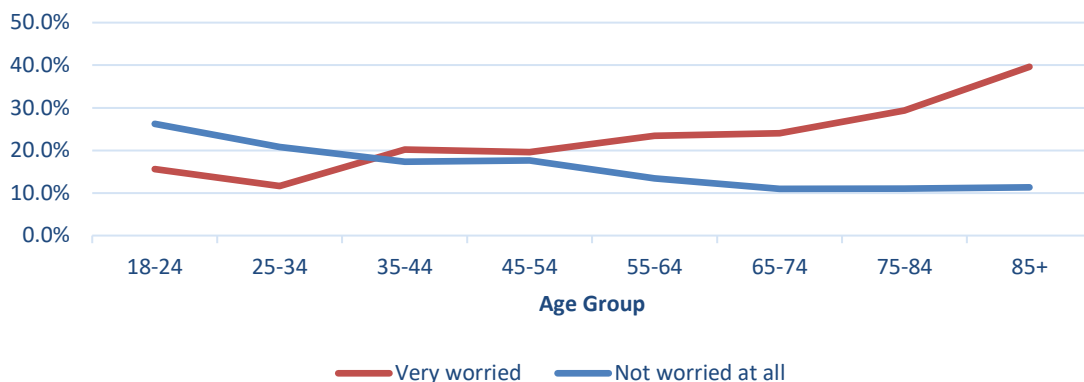
5,473

82% of respondents reported being either very worried or fairly worried about Covid-19, with 16% of respondents not worried at all.

This varied slightly by gender with 84% of females' very worried or fairly worried and 79% of males.

The biggest effect on how worried people were about Covid-19 was age group. The chart below shows a clear trend of the proportion of those who responded as 'Very worried' increased with age whilst the proportion of those who responded as 'Not worried at all' decreased with age.

How worried are you about Covid-19 by age group



The chart also demonstrates that in the younger age groups there was a higher proportion of responses of 'Not worried at all' compared to 'Very worried', but this is reversed from the 35-44 age group and onwards.

3.1.1 Why are you worried/ not worried?

The biggest reasons why people are worried about COVID-19 is that they believe other people are not taking it seriously enough and not listening to the advice being given (1,109 responses), or worry about a 2nd wave and the unknown future that brings (1,073 responses).

People feel vulnerable (1,054) due to age, high risk or underlying health conditions.

Respondents are also worried about their families and children/ young people (828), especially with schools returning.

Those who are not worried can be split into 2 groups.

Firstly there are those who are not dismissive of COVID-19, but are not worried as they praise the advice being given by the Government, Council and the NHS and are confident that following all the advice will keep them safe and reduce their chances of contracting COVID-19 (518 responses). A small portion (10) also said they are not worried as their employer has supported them and ensured their workplace is safe.

The second group of people are a minority who are more dismissive. They don't believe they are going to catch it or the effects will be minor (195), they do not view it as dangerous as flu (53), or they see it as just another illness and life should just continue as normal (205).

A full summary of responses is in the table below.

Residents Survey 2020

Theme	Responses
People not listening /acting/ taking seriously/ complacency	1,109
2nd wave/ infection will endure/ increasing infection rate/ unknown future	1,073
Vulnerable due to age, disability, high risk etc.	1,054
Worried about children/ family/ loved ones	828
Government, council, NHS, media - Confused messaging/ changing rules/ lack of or poor information	238
Impact on overall economy/ society	234
Impact on job including loss of / more difficult to get one/ self-employed or business owner	132
Impact on Health/ services/ mental health	125
Worried about no vaccine yet	114
Covid is nasty/ severe/ deadly	111
Worried about catching it when shopping/ out and about	86
Worried about catching it whilst working	74
Impacted on personal finances/ poverty	38
Not being able to see people/ family/ get out	23
I/ we have had it	22
Government, council, NHS, media - Advice been good/ I am following advice	518
Employer has supported me/ made workplace safe	10
Not worried - Life must go on	205
Not likely to catch it/ not likely to be affected by it/ don't believe in it	195
Not as dangerous things like flu/ just another virus	53
Other	67

3.2 What extent has Covid-19 had a positive or negative impact on you and/or your family so far, in terms of...?

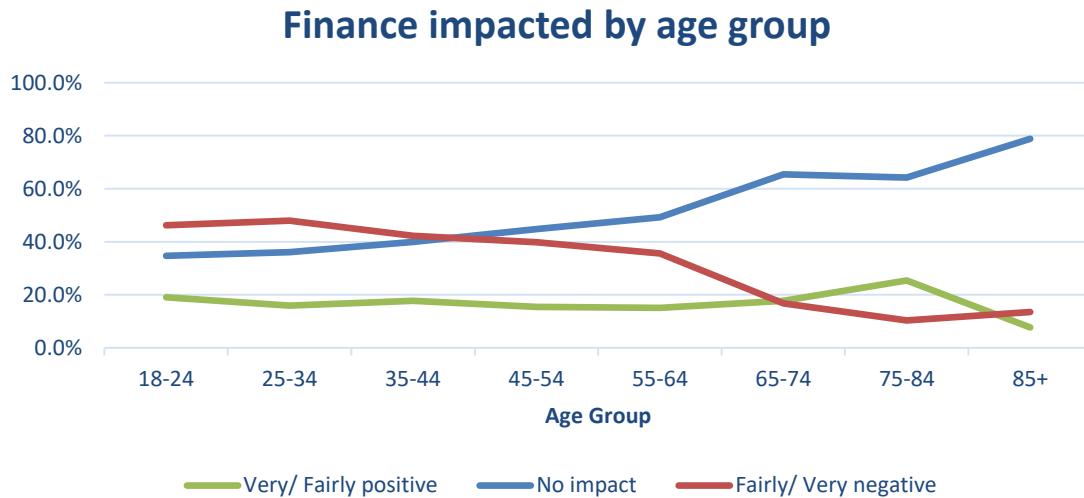
3.2.1 Your financial situation?

	Number	%
Very positive	187	3.5%
Fairly positive	722	13.5%
No impact	2,637	49.2%
Fairly negative	1,249	23.3%
Very negative	562	10.5%
Total	5,357	100%
Don't know/Blank	116	
	5,473	

34% of respondents to the survey reported that Covid-19 had a 'Very negative' or 'Fairly negative' impact on their financial situation, compared to 17% who it was 'Very positive' or 'Fairly positive'.

Residents Survey 2020

Whilst there was very little different in those reporting a 'Very/ Fairly positive' impact across different groups, the chart below shows those reporting a 'Fairly/ Very negative' impact varied amongst different age groups.



It can be seen that the age groups covering 18-44 all had responses over 40% saying that Covid-19 had impacted their financial situation 'Fairly/ Very negative', but this drops to below 20% for the age groups covering 65-85+.

Conversely the proportion of respondents reporting that Covid-19 had 'No impact' on their financial situation was under 40% for the age groups covering 18-44 and over 60% for the age groups covering 65-85+.

3.2.2 Your job?

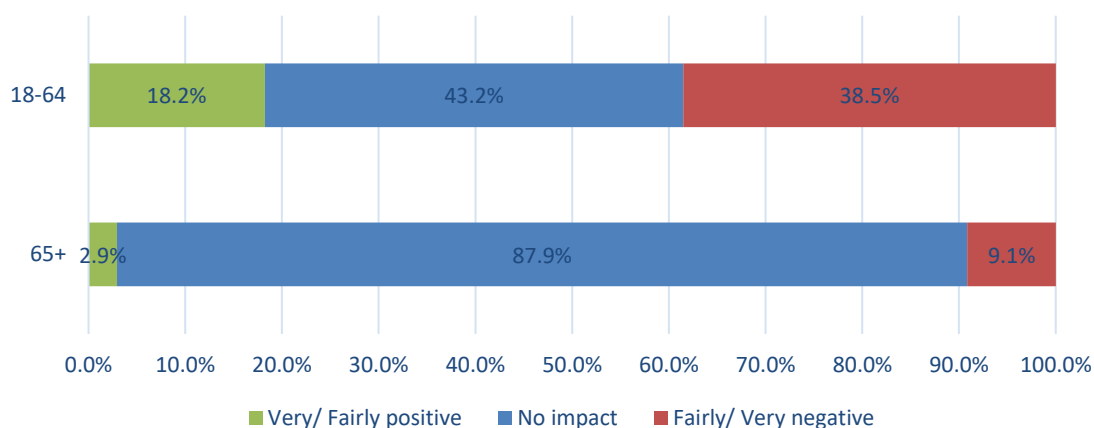
	Number	%
Very positive	220	4.3%
Fairly positive	502	9.8%
No impact	2,801	54.9%
Fairly negative	946	18.6%
Very negative	629	12.3%
Total	5,098	100%

Don't know/Blank 375
5,473

The majority of respondents (55%) reported that Covid-19 had no impact on their job. However, 31% of respondents stated Covid-19 had a 'Very negative' or 'Fairly negative' impact on their job. Although this was similar across gender, the chart below demonstrates a very clear difference between the working age population of 18-64 and those aged 65+.

Residents Survey 2020

Job impacted by broad age group



As you would expect, this demonstrates the real disparity between age groups who stated that Covid-19 had a negative impact on their jobs. It is 39% in the 18-64 age groups and only 9% in the 65+ age groups.

Similar to the age groups, the employment/ education status of the respondents also had an influence on the responses to this question. The table below shows the groups who reported being most affected and least affected by how Covid-10 impacted on their job.

	Very/ Fairly positive	No impact	Fairly/ Very negative	Total
Unemployed and available for work	2.8%	22.8%	74.5%	100.0%
In full-time education at school, college or university	8.2%	40.8%	51.0%	100.0%
Working part-time (under 30 hours a week)	19.0%	36.1%	44.9%	100.0%
On a government-supported training programme (for example, an Apprenticeship or traineeship)	20.0%	60.0%	20.0%	100.0%
Permanently sick or disabled	2.0%	79.1%	18.9%	100.0%
Retired	1.4%	92.0%	6.5%	100.0%

3.2.3 Your lifestyle?

	Number	%
Very positive	210	3.9%
Fairly positive	714	13.3%
No impact	824	15.3%
Fairly negative	2,406	44.7%
Very negative	1,233	22.9%
Total	5,387	100%

Don't know/Blank 86
5,473

23% of responses to the survey said that Covid-19 had a 'Very negative' impact on their lifestyle. A further 45% of respondents also stated that Covid-19 had a 'Fairly negative' impact on their lifestyle.

These responses were consistent across all ages and genders.

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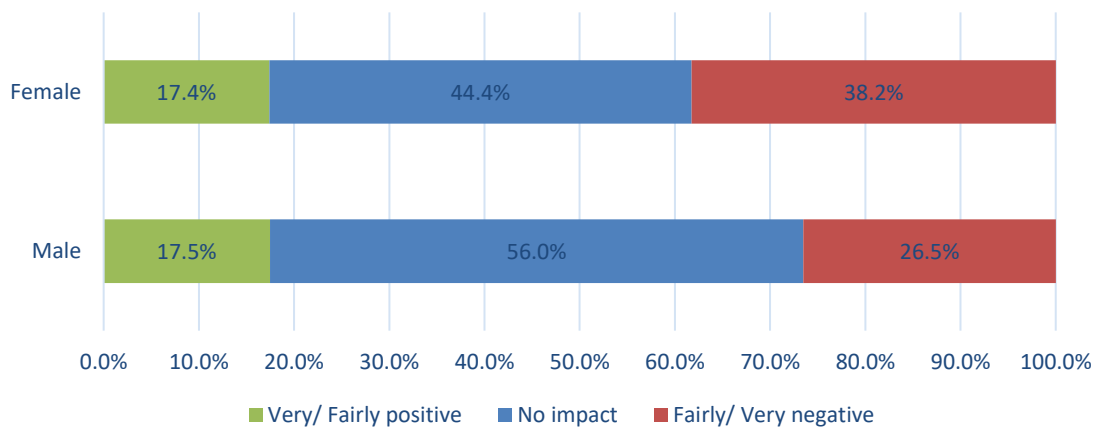
3.2.4 Your diet?

	Number	%
Very positive	224	4.2%
Fairly positive	707	13.1%
No impact	2,605	48.4%
Fairly negative	1,262	23.4%
Very negative	589	10.9%
Total	5,387	100%
Don't know/Blank	86	
	<u>5,473</u>	

Overall 34% of all respondents that Covid-19 had a 'Very negative' or 'Fairly negative' impact on their diet. 17% said that it had a positive impact.

Females were however more likely to say that Covid-19 had negatively impacted their diet.

Diet impacted by gender



The chart above shows that whilst 27% of males reported that Covid-19 had a 'Fairly/ Very negative' impact on their diet, this increased to 38% for Females.

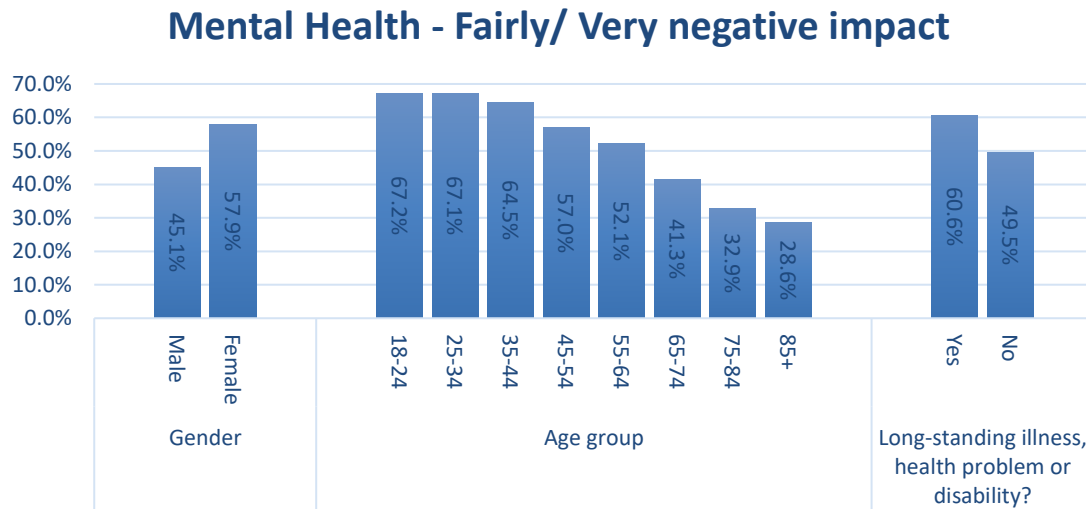
3.2.5 Your mental health?

	Number	%
Very positive	162	3.0%
Fairly positive	449	8.4%
No impact	1,884	35.1%
Fairly negative	2,002	37.3%
Very negative	872	16.2%
Total	5,369	100%
Don't know/Blank	104	
	<u>5,473</u>	

The survey shows that 54% of respondents stated that Covid-19 had a 'Very negative' or 'Fairly negative' impact on their mental health. Only 11% of respondents said it had a 'Very positive' or 'Fairly positive' impact.

Residents Survey 2020

Although those reporting a positive impact on their mental health remains fairly consistent, these overall figures do mask some quite large variations in different groups of people reporting negative impacts though.



The chart above shows that a higher proportion of females than males reported a negative impact on their mental health, younger people compared to older people were more likely to report a negative impact on their mental health, and people with a long-standing illness or disability were also more likely than those with no long-standing illness or disability to report that Covid-19 had a negative impact on their mental health.

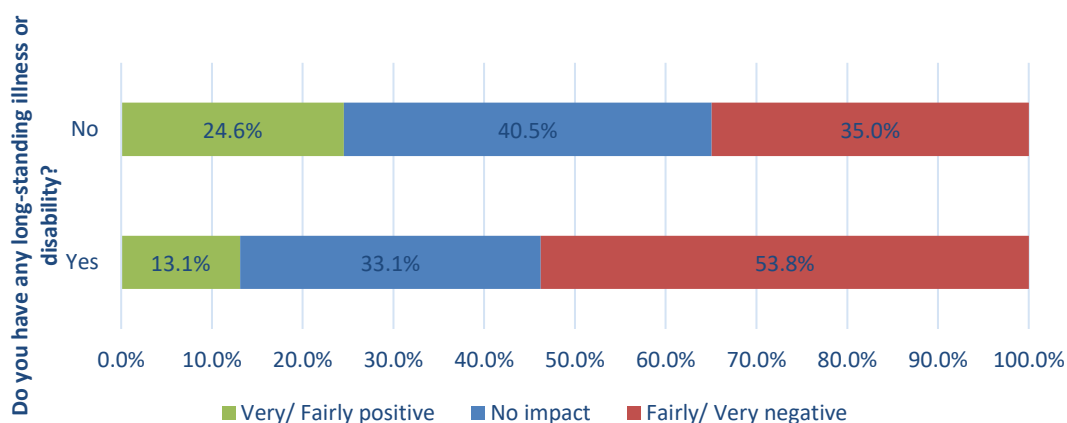
3.2.6 Your physical health?

	Number	%
Very positive	239	4.4%
Fairly positive	848	15.8%
No impact	2,042	37.9%
Fairly negative	1,649	30.6%
Very negative	604	11.2%
Total	5,382	100%
Don't know/Blank	91	
	<u>5,473</u>	

Physical health had one of the highest responses for Covid-19 having a 'Very positive' or 'Fairly positive' impact, at 20%. A large portion though, 42%, still said that Covid-19 had a 'Very negative' or 'Fairly negative' impact on their physical health.

The chart below shows those with a long-standing illness, health problem or disability were much more likely to report a negative impact on their physical health.

Physical Health impacted by Disability



Whilst 35% of those who identified as having no long-standing illness, health problem or disability reported Covid-19 having a negative effect on their physical health, this increased up to nearly 54% for those who did have a long-standing illness, health problem or disability.

3.2.7 You and your family’s education/ schooling?

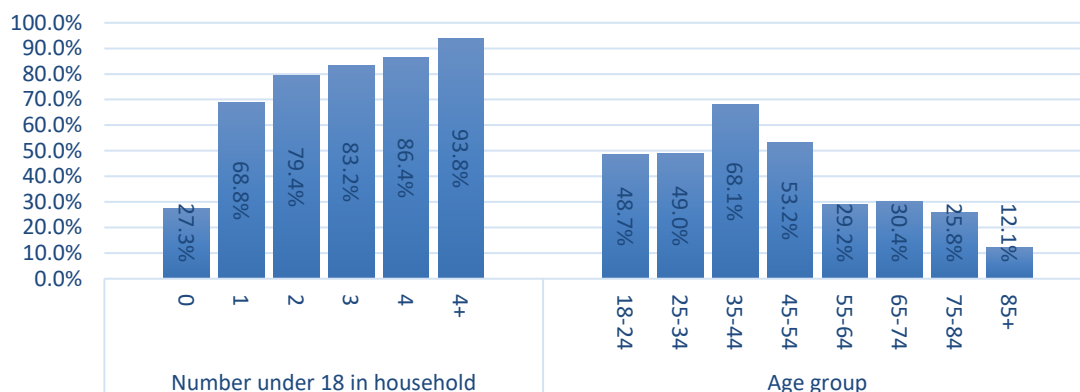
	Number	%
Very positive	92	1.9%
Fairly positive	180	3.7%
No impact	2,451	50.8%
Fairly negative	1,102	22.9%
Very negative	997	20.7%
Total	4,822	100%
Don't know/Blank	651	
	<u>5,473</u>	

Half the respondents who completed the survey reported Covid-19 had no impact on theirs or their family’s education (51%). 44% did report that it had a negative impact though.

This overall view, masks some real concerns though. The chart below shows those who responded 'Very negative' or 'Fairly negative' split by the number of under 18s in the household and also by age of the respondent.

Residents Survey 2020

Education or Schooling Very/ fairly negative impact



Those households that contain children of education age are clearly extremely worried about the effects if Covid-19 on education and that increases with the number of under 18s in the household.

This links to age as well, peaking in the 35-44 age bracket at 68%. However, all the age groups between 18 and 54 report higher levels of Covid-19 having a negative impact on their or their household's education than the overall score of 44%.

3.2.8 Access to health services?

	Number	%
Very positive	168	3.2%
Fairly positive	327	6.2%
No impact	1,239	23.4%
Fairly negative	2,039	38.4%
Very negative	1,530	28.9%
Total	5,303	100%
Don't know/Blank	170	
	<u>5,473</u>	

Access to health services (e.g. doctor, dentist, pharmacy), has been one of the largest negative effects of Covid-19, with over two thirds of respondents reporting a 'Very negative' or 'Fairly negative' impact.

The reason this is so high is that it impacted on everyone and not just pockets of the population such as previous categories such as education.

3.2.9 The level of loneliness you experience?

	Number	%
Very positive	113	2.1%
Fairly positive	204	3.8%
No impact	2,822	52.6%
Fairly negative	1,508	28.1%
Very negative	719	13.4%

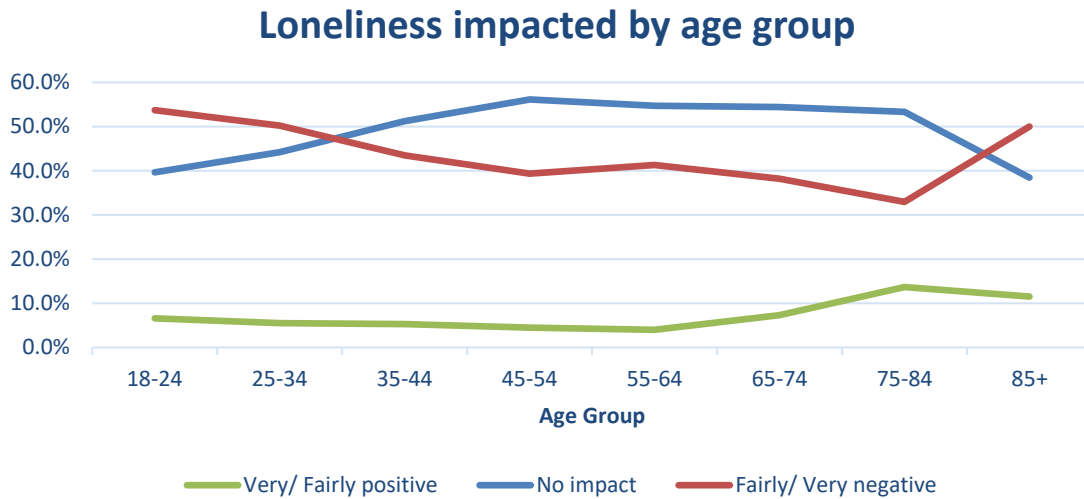
Residents Survey 2020

Total	5,366	100%
Don't know/Blank	107	
	5,473	

The majority of respondents (53%) stated that Covid-19 had no impact on the level of loneliness that they experienced.

6% said that it had a positive impact on their loneliness and 41% said it had a negative impact.

The chart below shows an interesting pattern related to age group and loneliness.



The majority of respondents in the age groups 18-34 and 85+ reported that Covid-19 had a negative impact on their loneliness. The majority of respondents in the age groups in between of 35 – 84 reported no impact.

Those age groups of 65 and over were also more likely than any other age group to report Covid-19 had a positive impact on their loneliness.

3.2.10 How connected you feel to your local community?

	Number	%
Very positive	251	4.8%
Fairly positive	1,342	25.4%
No impact	1,878	35.6%
Fairly negative	1,191	22.6%
Very negative	612	11.6%
Total	5,274	100%
Don't know/Blank	199	
	5,473	

34% of responses indicated that Covid-19 had a negative impact on how connected they felt to their local community. However, 30% of responses said that it had a positive impact. This was the highest proportion of responses to highlight a positive impact of Covid-19 across all the categories in this section.

Residents Survey 2020

3.3 During the pandemic, how well do you think Telford & Wrekin Council has kept local people informed about each of the following...

3.3.1 The support available?

	Number	%
Very well	2,407	47.2%
Fairly well	2,210	43.3%
Not very well	338	6.6%
Not at all	146	2.9%
Total	5,101	100%
Don't know/Blank	372	
	<u>5,473</u>	

91% of all respondents said that Telford & Wrekin Council kept local people informed of the support available during the pandemic either 'Very well' or 'Fairly well'.

3.3.2 Volunteering to help?

	Number	%
Very well	1,981	42.8%
Fairly well	2,037	44.0%
Not very well	384	8.3%
Not at all	224	4.8%
Total	4,626	100%
Don't know/Blank	847	
	<u>5,473</u>	

Keeping local people informed of volunteering opportunities had 87% of respondents saying they were kept informed 'Very well' or 'Fairly well'.

3.3.3 Advice and guidance on staying safe?

	Number	%
Very well	2,676	51.4%
Fairly well	2,125	40.8%
Not very well	284	5.5%
Not at all	125	2.4%
Total	5,210	100%
Don't know/Blank	263	
	<u>5,473</u>	

Overall 92% of all responses to the survey said that Telford & Wrekin Council had kept local people 'Very well' or 'Fairly well' informed on the advice and guidance on staying safe.

3.3.4 Council services?

Residents Survey 2020

	Number	%
Very well	2,293	46.3%
Fairly well	2,107	42.6%
Not very well	383	7.7%
Not at all	167	3.4%
Total	4,950	100%
Don't know/Blank	523	
	<u>5,473</u>	

89% of respondents agreed that Telford & Wrekin Council had kept them 'Very well' or 'Fairly well' informed of council services during the Covid-19 pandemic.

3.3.5 Local news and issues?

	Number	%
Very well	2,323	45.7%
Fairly well	2,249	44.2%
Not very well	371	7.3%
Not at all	141	2.8%
Total	5,084	100%
Don't know/Blank	389	
	<u>5,473</u>	

Keeping people informed on local news and issues also performed well with 90% of respondents saying that Telford & Wrekin Council did 'Very well' or 'Fairly well'.

3.4 Local Authority Help and Support

As part of the Council's response to Covid-19, a range of help and support was put in place for both local residents and businesses. This included;

- Community Support Helpline
- Signing up community volunteers
- Financial advice and assistance
- Business support

893 respondents to the survey stated they had accessed this support (17%)

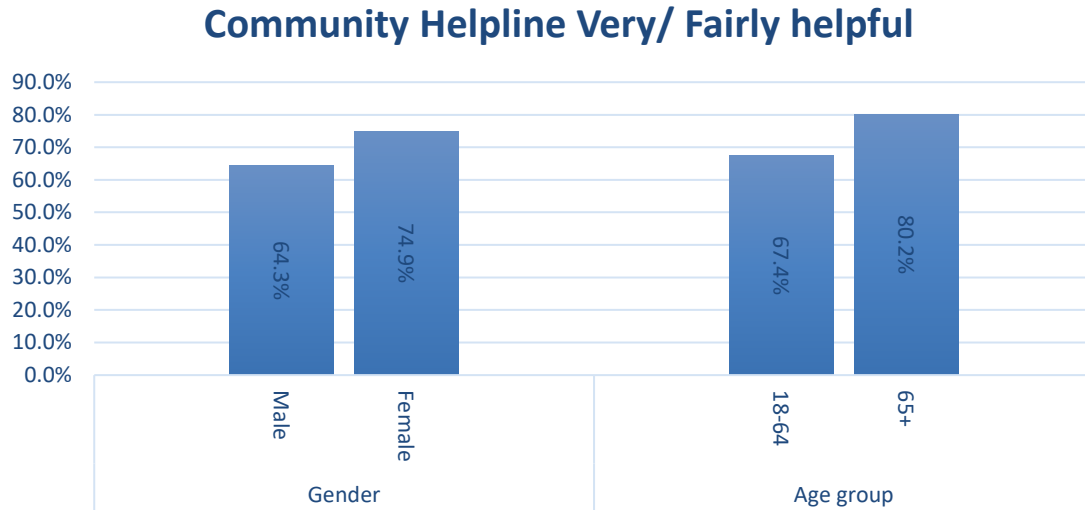
3.4.1 How helpful did you find the Community Support Helpline?

	Number	%
Very helpful	300	50.6%
Fairly helpful	119	20.1%
No impact	109	18.4%
Fairly unhelpful	31	5.2%
Very unhelpful	34	5.7%
Total	593	100%
Don't know/NA/Blank	300	
	<u>893</u>	

Residents Survey 2020

71% of respondents said they found the community support helpline either 'Very helpful' or 'Fairly helpful'.

Broad age category and gender did have a slight variation in response. The chart below shows those aged 65 and over, and females were more likely to find the Community Support Helpline very or fairly helpful.



3.4.2 How helpful did you find support for signing up community volunteers?

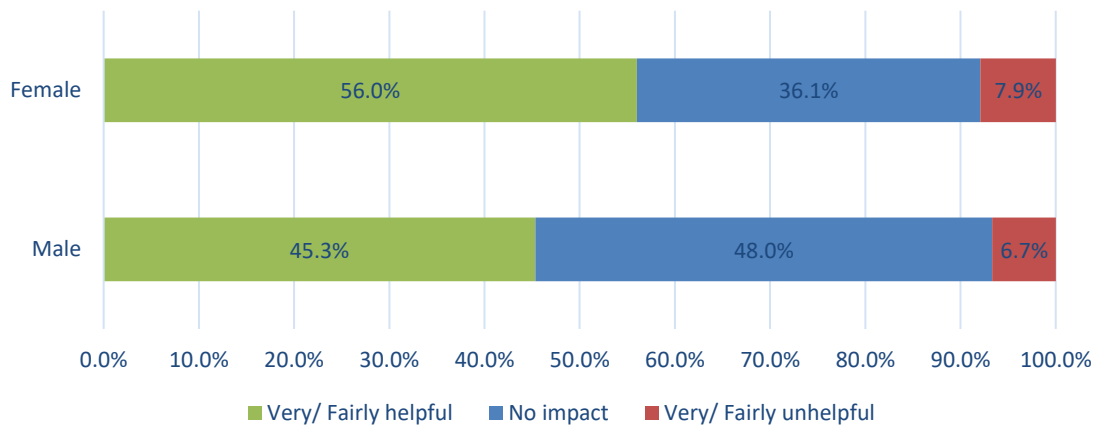
	Number	%
Very helpful	158	33.7%
Fairly helpful	87	18.6%
No impact	186	39.7%
Fairly unhelpful	19	4.1%
Very unhelpful	19	4.1%
Total	469	100%
Don't know/NA/Blank	424	
	893	

Out of the 469 responses to this question, 52% said that they found the community volunteers support 'Very helpful' or 'Fairly helpful'.

A large portion, 40%, also reported that it had 'No impact'.

Like previous questions this varied by gender and can be seen in the chart below.

Signing up community volunteers by gender



Females were more likely to respond that the support for signing up community volunteers was 'Very/ Fairly helpful' at 56% compared to 45% for males. Although males didn't find it unhelpful, they were just more likely to respond that it had 'No impact' at 48% compared to 36% for females.

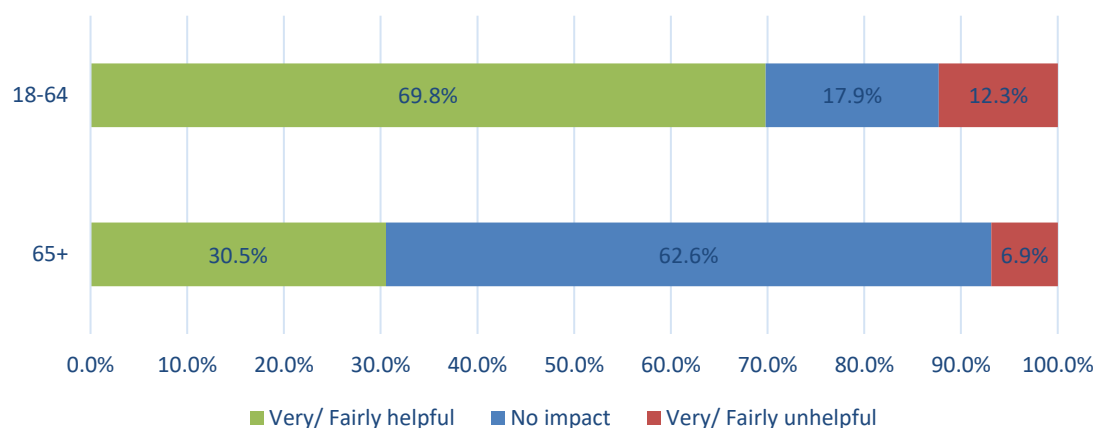
3.4.3 How helpful did you find financial advice and assistance?

	Number	%
Very helpful	234	36.9%
Fairly helpful	152	24.0%
No impact	176	27.8%
Fairly unhelpful	29	4.6%
Very unhelpful	43	6.8%
Total	634	100%
Don't know/NA/Blank	259	
	<u>893</u>	

Overall 37% of respondents said they found the financial advice and assistance 'Very helpful' with a further 24% stating it was 'Fairly helpful', meaning 61% of respondents in total found it helpful.

However, younger age groups were more likely to report that the financial support was 'Very helpful' or 'Fairly helpful'. The chart below demonstrates this difference.

Financial advice and assistance by age group



Whilst the 18-64 age group were more likely to report that the financial advice and assistance was 'Very/ Fairly helpful' at 70%, the 65+ age group were more likely to respond that it had 'No impact' at 63% of responses.

3.4.4 How helpful did you find business support?

	Number	%
Very helpful	154	31.0%
Fairly helpful	78	15.7%
No impact	215	43.3%
Fairly unhelpful	18	3.6%
Very unhelpful	32	6.4%
Total	497	100%
Don't know/NA/Blank	396	
	<u>893</u>	

Business support had the lowest response of people finding it 'Very helpful' or 'Fairly helpful' at 47%. This was not due to people finding it unhelpful, which was 10%, but because a large portion of respondents to the survey, 43%, reported that the business support had 'No impact'.

3.5 Have you received help or support from anyone else?

	Number	%
Family	2,207	40.3%
Friends or neighbours	1,567	28.6%
Community groups	218	4.0%
Employer	501	9.2%
Other	259	4.7%
N/A (no help required)	2,381	43.5%

Throughout the Covid-19 pandemic, families have provided a huge amount of support to each other with 40% of respondents saying they had been supported by family members. This is followed by 29% of respondents saying they have been supported by friends or neighbours.

Residents Survey 2020

The other side of this is that 44% of respondents reported that they didn't require any help or support due to Covid-19.

Those who selected other named a huge range of places where they found support. The biggest portion of these (36 people) were people who said they had no-one to support them or no one offered them support and felt this should have been a category.

Next to these, 30 people said they had support from the government. Some responses specifically mentioned furlough or the self-employed support grant.

Just behind these, a similar number of people then said they had help and support from church (13), Education settings/ staff (12) and Doctors or pharmacy's (12).

3.6 How safe do you feel doing the following, given that some Government restrictions are being lifted and social distancing applies...?

3.6.1 Visiting local parks?

	Number	%
Very safe	1,285	23.9%
Fairly safe	2,934	54.5%
Not safe at all	733	13.6%
Don't know	434	8.1%
Total	5,386	100%
Blank	87	
	<u>5,473</u>	

24% of respondents said they feel 'Very safe' visiting local parks, with a further 54% saying they feel 'Fairly safe'. Only 14% reported feeling 'Not safe at all'.

3.6.2 Going to community recycling centres?

	Number	%
Very safe	1,470	27.3%
Fairly safe	2,119	39.3%
Not safe at all	392	7.3%
Don't know	1,405	26.1%
Total	5,386	100%
Blank	87	
	<u>5,473</u>	

Going to community recycling centres has the highest proportion of respondents saying they feel 'Very safe' at 27%. It also had the lowest rate of those saying they felt 'Not safe at all' at 7%.

Residents Survey 2020

3.6.3 Using local centres for shopping and other services?

	Number	%
Very safe	753	14.0%
Fairly safe	3,160	58.7%
Not safe at all	1,250	23.2%
Don't know	222	4.1%
Total	5,385	100%
Blank	88	
	<u>5,473</u>	

Although only 14% of respondents reporting feeling 'Very safe' using local centres, 59% reported feeling 'Fairly safe'.

3.6.4 Taking your family to play areas?

	Number	%
Very safe	496	9.2%
Fairly safe	1,564	29.0%
Not safe at all	1,113	20.7%
Don't know	2,212	41.1%
Total	5,385	100%
Blank	88	
	<u>5,473</u>	

Taking your family to play areas was a low scorer for respondents saying they felt safe. Combined only 38% said they felt either 'Very safe' (9%) or 'Fairly safe' (29%).

3.6.5 Visiting some Council buildings that have re-opened to the public - such as leisure centres and libraries?

	Number	%
Very safe	631	11.7%
Fairly safe	1,686	31.3%
Not safe at all	1,055	19.6%
Don't know	2,013	37.4%
Total	5,385	100%
Blank	88	
	<u>5,473</u>	

Visiting council buildings fared slightly better than play areas with 43% of respondents saying they felt 'Very safe' (12%) or 'Fairly safe' (31%).

3.6.6 Using Care Services?

	Number	%
Very safe	410	7.6%
Fairly safe	1,022	19.0%

Residents Survey 2020

Not safe at all	478	8.9%
Don't know	3,474	64.5%
Total	5,384	100%
Blank	89	
	<u>5,473</u>	

This had the lowest proportion of respondents saying they felt 'Very safe' at 8% and 'Fairly safe' at 19%. This is skewed though by the large portion who used the 'Don't know' response at 65%.

3.7 Taking everything into account, overall how satisfied are you with the support the Council provided its residents during this pandemic?

	Number	%
Very satisfied	2,225	41.3%
Fairly satisfied	1,803	33.4%
Neither satisfied nor dissatisfied	1,092	20.3%
Fairly dissatisfied	163	3.0%
Very dissatisfied	109	2.0%
Total	5,392	100%
Blank	81	
	<u>5,473</u>	

Overall 75% of respondents stated they were 'Very satisfied' (41%) or 'Fairly satisfied' (33%) with the support Telford & Wrekin Council provided its residents during the pandemic. Only 5% stated they were very or fairly dissatisfied.

3.7.1 Do you think the leadership of the Council has done a good job in responding to Covid-19?

	Number	%
Yes	3,853	71.5%
No	326	6.0%
Don't know	1,213	22.5%
Total	5,392	100%
Blank	81	
	<u>5,473</u>	

71% of respondents said Telford & Wrekin Council had done a good job responding to Covid-19, with 6% saying they didn't respond well.

These are reflective of the previous satisfaction question.

The cross tab below shows that those who are satisfied are more likely to report that the Council did a good job in responding to Covid-19, whilst those who are dissatisfied are more likely to say the Council did not do a good job.

Satisfaction?	Did the council do a good job?			Total
	Yes	Don't know	No	

Residents Survey 2020

Very/ Fairly satisfied	88.3%	11.0%	0.7%	100.0%
Neither satisfied nor dissatisfied	25.7%	64.5%	9.8%	100.0%
Very/ Fairly dissatisfied	6.3%	24.3%	69.5%	100.0%

3.8 Thinking about what is needed to help make local people's lives better, what ideas do you have to help people recover from this pandemic?

Theme	Number	%
Personal responsibility - Ensure people & businesses follow the rules	1,196	27.5%
Improve Communications & clarify government guidelines	564	13.0%
Celebration/ bring people together - virtually or distanced	399	9.2%
Support local economic growth / businesses to get back on feet / People to find jobs	368	8.5%
Counselling & Mental Health wellness/ support	318	7.3%
Continue what you are doing/ Council have done a great job/ Councillors could be more involved	315	7.3%
Better information about services/ Ensure community support available	314	7.2%
Access to Medics/ health screening/ health activities	266	6.1%
Return to normality or nearly there	190	4.4%
Family support services/ education/ free meals / Debt advice	149	3.4%
Informal volunteers - Volunteers/ good neighbours	129	3.0%
Support vaccine development roll out	94	2.2%
Local track and trace system/ Anti-body testing/ Improve national track and trace	79	1.8%
Improved transport / pathways /cycle routes	79	1.8%
Financial Support - Reduce rated & rents / reduced council tax	65	1.5%
Keep up or improve public cleaning including parks and streets	51	1.2%
Green activities/ invest in green recovery	45	1.0%
Work Together - communities/ Political parties/ Councils/ organisations	45	1.0%
Access to PPE in public/ free PPE/ public sanitiser stations	31	0.7%
Improved Household recycling centre systems needed	30	0.7%
Close premises/ borders/ locations to reduce spread	26	0.6%

Out of the 4,342 responses to this question, 28% of the respondents said they thought people need to take personal responsibility for their actions and we should ensure individuals and business all follow the rules.

The second highest suggestion was that communications need to be improved so that the government guidelines are very clear, reducing any confusion or misunderstanding.

9% of respondents wanted some sort of celebration or event to bring people together again. Obviously this was on the condition of it being held socially distanced or virtually.

Other suggestions then included supporting economic growth, Mental Wellbeing, financial support track and trace and vaccines.

4 Climate Change

A year ago, Telford & Wrekin Council declared a climate change emergency and committed to tackling the issue locally.

We are now working with our partners on climate change to reduce greenhouse gas emissions in the borough. There are also things that our local residents can do to help make a difference. Even small changes can make a difference.

4.1 How concerned are you about the impact of climate change?

	Number	%
1 - Not concerned at all	345	6.5%
2	93	1.7%
3	188	3.5%
4	239	4.5%
5	532	10.0%
6	435	8.2%
7	669	12.6%
8	916	17.2%
9	591	11.1%
10 - Extremely concerned	1,311	24.6%
Total	5,319	100%

Don't know/Blank 154
5,473

25% of respondents indicated that they are 'Extremely concerned' about climate change. On the scale of 1-10, 74% of respondents answered 6 or above. Only 6% claimed to be 'Not concerned at all'.

4.2 What activities do you currently do or would consider doing on a regular bases?

	Currently do		Would consider doing		Combined
	Number	%	Number	%	
Use public transport	825	15.1%	2,023	37.0%	52.0%
Walk to work, school or a regular activity	2,080	38.0%	1,168	21.3%	59.3%
Cycle to work, school or a regular activity	774	14.1%	1,746	31.9%	46.0%
Buy environmentally friendly products and/or services, e.g. reusable plastics	3,599	65.8%	1,032	18.9%	84.6%
Help to maintain a green space in your local area e.g. as part of a 'Friends of' group	724	13.2%	2,537	46.4%	59.6%
Have a meat free meal	2,779	50.8%	981	17.9%	68.7%
Recycle	4,985	91.1%	138	2.5%	93.6%
Encourage your family, friends and colleagues to do any of the above	3,469	63.4%	804	14.7%	78.1%

Residents Survey 2020

9 out of 10 respondents to the survey said they recycle regularly and was the largest activity people currently do. This was followed by 66% of respondents who said they regularly buy environmentally friendly product and/ or services.

'Help to maintain a green space in your local area' was the lowest response with 13% of respondents saying they currently do this. It has the potential to increase the most though with 46% of those who completed the survey saying it is something they would consider.

Using public transport and cycling to work or school have the potential to both triple in size. 15% of respondents said they use public transport, but a further 37% said it is something they would consider and 14% said they currently cycle to work or school with a further 32% saying it is something which they would consider.

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

	Already done		Would consider doing		Combined
	Number	%	Number	%	
Install renewable energy on your home e.g. solar panels	482	8.8%	3,023	55.2%	64.0%
Purchase an electric vehicle	226	4.1%	3,299	60.3%	64.4%
Set up a group or take responsibility for managing a green space in your local area	211	3.9%	2,060	37.6%	41.5%
Fit wall or loft insulation	3,221	58.9%	1,048	19.1%	78.0%
Swap to a renewable energy supplier	1,785	32.6%	2,115	38.6%	71.3%
Other (please state)	274	5.0%	585	10.7%	15.7%

More than half of respondents to the survey (59%) have already fitted wall or loft insulation. A further 20% would consider doing this in the next five years.

Although low numbers of responses said they have installed renewable energy on their home or purchased an electric vehicle, these had the biggest potential for increasing in the next 5 years with 55% saying they would consider installing renewable energy and 60% saying they would consider purchasing an electric vehicle.

The vast majority of those that answered 'Other' to this question did not offer a further answer. 168 responses were not completed and a further 110 responses repeated options already available in the question.

It is also worth noting that 15 responses filled in 'Other' so they could make a point that they are unable to do any of the options due to living in rented accommodation, listed buildings or conservation areas.

The remaining 176 responses were spread across 14 categories. The top of these was people who grow their own food and plants, either in home gardens or Allotments (25 responses), people who have or are planning on reducing their plastic waste (22 responses) and composting or using water butts (21 responses).

A full summary of responses is in the table below.

	Already done	Would consider doing	Combined Total
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Residents Survey 2020

Grow own food/plants	15	10	25
Reduce plastic use	14	8	22
Composting /water butt	13	8	21
Buy energy efficient appliances	12	7	19
Community GPs /volunteering	7	11	18
Be more eco aware and try anything	1	14	15
Support wildlife	9	3	12
Litter picking	3	8	11
Buy locally sourced food/milk	8	1	9
Vegan/ Vegetarian	7	1	8
Buy second hand clothes	3	2	5
Work from home	4	1	5
Eat less/ buy less	1	3	4
Reusable nappies	2		2

4.4 Ideas for tackling climate change

2,172 respondents suggested ideas for tackling climate change. The vast majority of these suggestions fell into 3 main areas, Transport, Housing and Planning, and Waste and recycling.

Transport could be split up into 4 sub-categories. Of these, public transport was mentioned 230 times with suggestions from green buses, tramways and general public transport improvements. Behind this with 193 ideas was road and footpath improvements to reduce traffic speed, reduce traffic lights to stop cars idling and to improve the cycle network including improved secure storage areas.

Also highlighted 193 times was electric/ green vehicles and the infrastructure to support them such as charging points.

The last sub-category on transport was around people consciously reducing car usage.

Housing and planning had 3 sub-categories. The first with 246 suggestions raised was ensuring housing and commercial developments focused on energy efficiency and included green spaces. Regeneration and re-use of sites should come before completely new developments and they should all include sustainable infrastructure that promote the climate change agenda.

Solar panels were raised as part of the energy efficient new developments, but was also linked to existing housing 75 times. This was where people thought grants and subsidies would be useful alongside making solar panels more attractive for homeowners.

Lastly on housing and planning, 56 responses thought Telford was being overdeveloped and reducing development would help to reduce climate change.

Waste and recycling fell into 2 categories. Firstly there were 236 suggestions of increasing recycling by having more weekly collections and having better specialist bins for collecting more recyclable waste and more locations where people could take recycling to.

The second category was around more fines for littering and volunteer litter picks. These suggestions also included some bespoke recycling schemes such as nappy recycling and plastic film recycling.

Residents Survey 2020

Following these big 3 areas, other suggestions on tackling climate change include novel solutions and projects with 279 ideas including things such as banning diesel cars, fitting solar panels to all social housing and investing in green bank accounts.

Education was raised 173 times. This varied from reminding residents of what recycling facilities are available to having bespoke courses targeting businesses and organisations to help them improving their recycling rates or identify other changes they could make to reduce their carbon footprint.

A full summary of responses is in the table below.

Theme	Responses
Transport - Public Transport including green buses, tramways, general improvements	230
Transport - Electric/ green vehicles - battery, hybrid and hydrogen/ Charging points	193
Transport - Improved footpaths, roads, cycle network/ Reduce speed mitigation & traffic lights/ Actions to encourage cycling e.g. secure storage areas	193
Transport - Other including non-specific reductions in car use	89
Housing & Planning - Housing & commercial building improvement/ Changes to planning i.e. mandate energy efficiency and green space/ Regeneration & reuse/ Sustainable infrastructure	246
Housing & Planning - Solar panels for households inc. grants, permissions, attractiveness, subsidy	75
Housing & Planning - Less development/ Stop over development	56
More recycling/waste management including more weekly and special services, locations, bin styles and types	236
More recycling/ waste management - Fines, littering, volunteer schemes and specialist waste/recycling schemes such recyclable nappies.	69
Novel solutions and projects including grants, banning/prohibition individual and commercial activities, relaxing some planning / rental conditions	279
More education - All types including bespoke advice	173
More plants / increase green space / environment enhanced areas / allotments	164
Alternative Energy - Large scale to small community based initiatives	98
Buy and eat - local / green / fair / plastic free shops	52
Changing to licensing and stop takeaways	19

5 Your Local Area

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

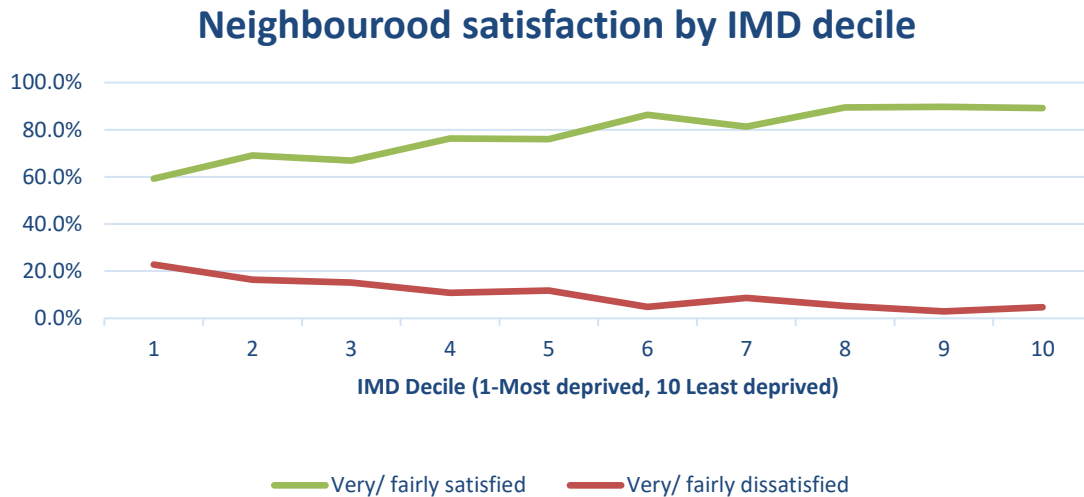
	Number	%
Very satisfied	1,681	31.6%
Fairly satisfied	2,471	46.4%
Neither satisfied nor dissatisfied	612	11.5%
Fairly dissatisfied	380	7.1%
Very dissatisfied	182	3.4%
Total	5,326	100%

Residents Survey 2020

Don't know/Blank $\frac{147}{5,473}$

Overall, 78% of respondents were 'Very satisfied' or 'Fairly satisfied' with their local neighbourhood as a place to live.

The general trend is that satisfaction is low in the most deprived areas and increases in the most affluent areas. This is demonstrated in the chart below which maps satisfaction against the IMD deciles.



Obviously this trend is translated to satisfaction with neighbourhoods by ward.

The 5 most satisfied wards reporting 'Very Satisfied' or 'Fairly satisfied' with their neighbourhood are Admaston & Bratton (93%), Newport South & East (93%), Apley Castle (91%), Dothill (90%) and Ironbridge (89%).

The 5 wards reporting the highest levels of 'Very dissatisfied' or 'Fairly dissatisfied' are Arleston (30%), Brookside (27%), Woodside (21%), College (18%) and Donnington (15%).

A full ward breakdown is available in appendix I

A follow on question was included where people could add more details to explain their answer if they wanted. 1,253 respondents took this opportunity to add more details. Despite satisfaction being high in general the majority of the comments were negative. 399 respondents (32%) raised anti-social behaviour as an issue. This included noise and music issues, drug and alcohol issues, and littering and vandalism. This was reported across all wards.

The other big themes raised were traffic and road safety (160 responses), too many new buildings and a lack of local amenities (131 responses) and people generally not feeling safe (104 responses).

280 people (23%) did respond by saying their neighbourhood was a nice place to live/ nice environment and this was across all wards.

A full summary of responses is in the table below.

Theme	Responses
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Residents Survey 2020

Anti-Social Behaviour	399
Traffic/ Car/ Motor bike/ road safety	160
No local amenities & too many new builds	131
Concerned about Crime safety / not feeling safe generally	104
General property/ estate/ lack of upkeep and green spaces	66
Parking issues	54
Negative about representation (Council, councillors, parish council, MP)	48
Rented properties/ HMOs	37
Cultural/ racial /nationality /migration (internal and external) tensions	31
Concerns about specific planning issues	24
Improve Public Transport	19
Not a nice place to live	17
Grooming/ safeguarding concerns	7
Nice Place/ environment/ safe	280
Good Neighbours	78
Positive about representation (Council, councillors, parish council, MP)	27
Other	149

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

5.2.1 Recycling and waste collection?

	Number	%
Very satisfied	3,701	70.0%
Fairly satisfied	1,139	21.6%
Neither satisfied/ dissatisfied	248	4.7%
Fairly dissatisfied	125	2.4%
Very dissatisfied	71	1.3%
Total	5,284	100%

Don't know/Blank 189
5,473

In general, most respondents are satisfied with recycling and waste collections at 92%. Out of these, 70% are 'Very satisfied'.

There is little variation at ward level, with satisfaction peaking at 95% in Admaston & Bratton and at its lowest level in Hadley & Leegomery and Brookside at 87%.

A full ward breakdown is available in appendix II.a.

5.2.2 Litter picking and street cleaning?

	Number	%
Very satisfied	1,499	29.1%
Fairly satisfied	1,863	36.2%
Neither satisfied/ dissatisfied	823	16.0%
Fairly dissatisfied	583	11.3%

Residents Survey 2020

Very dissatisfied	380	7.4%
Total	5,148	100%
Don't know/Blank	325	
	5,473	

Two thirds of respondents (65%) were satisfied with litter picking and street cleaning in their neighbourhood. 19% were dissatisfied.

This is a subject that does vary across neighbourhoods though. If we break it down by wards, these responses vary from 50% satisfied up to 79% satisfied.

The wards that reported the highest satisfaction were Apley Castle (79%). Newport South & East (77%) and Newport North & West (76%).

The wards with the lowest satisfaction were Edgmond & Ercall Magna at 50% and Church Aston & Lilleshall, Horsehay & Lightmoor and Oakengates & Ketley Bank all at 55%.

A full ward breakdown is available in appendix II.b.

5.2.3 Grass and hedge cutting?

	Number	%
Very satisfied	1,563	30.7%
Fairly satisfied	1,751	34.4%
Neither satisfied/ dissatisfied	937	18.4%
Fairly dissatisfied	525	10.3%
Very dissatisfied	321	6.3%
Total	5,097	100%
Don't know/Blank	376	
	5,473	

Satisfaction with grass and hedge cutting have similar responses to satisfaction with litter picking and street cleaning with 65% of respondents satisfied and 17% dissatisfied.

The most satisfied wards were Dothill, Apley Castle and Ercall with 81%, 78% and 76% of respondents saying they were 'Very satisfied' or 'Fairly satisfied' respectively.

The wards who reported the lowest satisfaction are similar to those who reported low levels of satisfaction with litter picking and street cleaning, Horsehay & Lightmoor (52%), Church Aston & Lilleshall (55%) and Oakengates & Ketley Bank (56%).

A full ward breakdown is available in appendix II.c.

5.2.4 Play areas?

	Number	%
Very satisfied	821	23.0%
Fairly satisfied	1,177	33.0%
Neither satisfied/ dissatisfied	1,186	33.3%
Fairly dissatisfied	213	6.0%
Very dissatisfied	166	4.7%
Total	3,563	100%
Don't know/Blank	1,910	
	5,473	

Residents Survey 2020

Overall 56% of respondents are 'Very satisfied' or 'Fairly satisfied' with play areas. Although this is not a high satisfaction rate compared to other categories in this section, those reporting 'Very dissatisfied' or 'Fairly dissatisfied' is amongst the lowest at 11%. The distortion between satisfied and dissatisfied is due to this question having one of the highest responses, at 33%, of 'Neither satisfied/ dissatisfied'.

When broken down by ward, this again shows a large variation.

Ercall has the highest satisfaction at 73% followed by Church Aston & Lilleshall at 68%.

The lowest satisfaction is Shawbirch at 41%. Shawbirch also had the highest dissatisfaction with 1 in 4 responses (26%) saying they are 'Very dissatisfied' or 'Fairly dissatisfied' with play areas.

A full ward breakdown is available in appendix II.d.

5.2.5 Parks and open spaces?

	Number	%
Very satisfied	1,484	32.8%
Fairly satisfied	1,787	39.5%
Neither satisfied/ dissatisfied	910	20.1%
Fairly dissatisfied	212	4.7%
Very dissatisfied	131	2.9%
Total	4,524	100%
Don't know/Blank	949	
	<u>5,473</u>	

Parks and open spaces has one of the highest satisfaction scores in this section at 72% and one of the lowest dissatisfaction scores at 8%.

Ercall catches the eye as it has the highest satisfaction at 91%. This then drops to Ironbridge gorge at 84% and Priorslee at 82% satisfaction.

The least satisfied wards were Edmond & Ercall Magna (57%), Arleston (60%) and Woodside (63%).

A full ward breakdown is available in appendix II.e.

5.2.6 Maintenance of roads?

	Number	%
Very satisfied	719	13.9%
Fairly satisfied	1,676	32.4%
Neither satisfied/ dissatisfied	1,039	20.1%
Fairly dissatisfied	1,068	20.6%
Very dissatisfied	671	13.0%
Total	5,173	100%
Don't know/Blank	300	
	<u>5,473</u>	

Residents Survey 2020

Maintenance of roads has the lowest satisfaction of all the categories in this section at 47%. Unsurprisingly it also has the highest level of dissatisfaction at 34% as well.

The wards that reported the highest levels of satisfaction were Dawley & Aqueduct, Ercall and Haygate all at 56%.

Edgmond & Ercall Magna reported the lowest level of satisfaction at 30%.

Out of the 30 wards, 4 actually reported higher levels of dissatisfaction than satisfaction. These are shown in the table below.

Ward	Very/ fairly satisfied	Neither satisfied/ dissatisfied	Very/ fairly dissatisfied	Total
Edgmond & Ercall Magna	29.8%	16.7%	53.6%	100.0%
Wrockwardine	31.9%	18.6%	49.6%	100.0%
Oakengates & Ketley Bank	39.4%	17.8%	42.9%	100.0%
Newport North & West	40.9%	17.3%	41.8%	100.0%

A full ward breakdown is available in appendix II.f.

5.2.7 Maintenance of pavements?

	Number	%
Very satisfied	747	14.6%
Fairly satisfied	1,655	32.4%
Neither satisfied/ dissatisfied	1,236	24.2%
Fairly dissatisfied	862	16.9%
Very dissatisfied	607	11.9%
Total	5,107	100%

Don't know/Blank 366
5,473

Maintenance of pavements shows a similar story to maintenance of roads with satisfaction at 47% and dissatisfaction at 29%.

Dawley & Aqueduct again reported the highest level of satisfaction at 55% along with Admaston & Bratton.

Edgmond & Ercall Magna not only reported the lowest level of satisfaction again at 30%, this was 10% points lower than the next lowest ward, Horsehay & Lightmoor at 40%.

Edgmond & Ercall Magna also reported the highest dissatisfaction rate at 47% and was the only ward to report a dissatisfaction rate higher than satisfaction rate.

A full ward breakdown is available in appendix II.g.

5.2.8 Cycle routes and facilities?

	Number	%
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Residents Survey 2020

Very satisfied	628	16.4%
Fairly satisfied	1,180	30.8%
Neither satisfied/ dissatisfied	1,289	33.6%
Fairly dissatisfied	443	11.6%
Very dissatisfied	292	7.6%
Total	3,832	100%
Don't know/Blank	1,641	
	<u>5,473</u>	

Satisfaction with cycle routes and facilities is similar to road and path maintenance at 47%. Dissatisfaction was much lower though at 19%. The reason dissatisfaction is lower is that this question had the highest proportion of respondents reply 'Neither satisfied/ dissatisfied' at 34%.

Edgmond & Ercall Magna, again, reported the lowest level of satisfaction at 29% and the highest dissatisfaction rate at 33%. It was also the only ward to report a dissatisfaction rate higher than satisfaction rate.

Muxton reported the highest levels of satisfaction at 59%, followed by Admaston & Bratton and Malinslee & Dawley Bank, both at 56%.

A full ward breakdown is available in appendix II.h.

5.2.9 Road safety?

	Number	%
Very satisfied	773	15.8%
Fairly satisfied	1,730	35.3%
Neither satisfied/ dissatisfied	1,372	28.0%
Fairly dissatisfied	601	12.3%
Very dissatisfied	427	8.7%
Total	4,903	100%
Don't know/Blank	570	
	<u>5,473</u>	

51% of respondents reported that they were 'Very satisfied' or 'Fairly satisfied' with road safety in their local neighbourhood. 21% responded that they were 'Very dissatisfied' or 'Fairly dissatisfied'.

28 wards report satisfaction levels between 39% and 59%, with Dohill and Apley Castle reporting the highest.

However there are 2 outliers with really low levels of satisfaction. Wrockwardine had only a 30% satisfaction level with 46% reporting dissatisfaction, closely followed by Edgmond & Ercall Magna at 33% satisfaction and 43% dissatisfaction.

A full ward breakdown is available in appendix II.i.

5.2.10 Traffic levels and congestion?

	Number	%
Very satisfied	863	17.0%

Residents Survey 2020

Fairly satisfied	1,831	36.1%
Neither satisfied/ dissatisfied	1,441	28.4%
Fairly dissatisfied	567	11.2%
Very dissatisfied	367	7.2%
Total	5,069	100%
Don't know/Blank	404	
	<u>5,473</u>	

Satisfaction with traffic levels and congestion is 53% overall. This peaks at 62% in Priorslee and 61% in Donnington.

The biggest concerns around Traffic and congestion is in Ironbridge Gorge, where satisfaction is down at 35%. Ironbridge Gorge is also the only ward that reported a lower level of satisfaction compared to dissatisfaction that was at 42%. This is 10% points higher than Wrockwardine which had the second highest level of dissatisfaction at 32%.

A full ward breakdown is available in appendix II.j.

5.2.11 Parking?

	Number	%
Very satisfied	963	19.2%
Fairly satisfied	1,722	34.4%
Neither satisfied/ dissatisfied	1,214	24.2%
Fairly dissatisfied	579	11.6%
Very dissatisfied	533	10.6%
Total	5,011	100%
Don't know/Blank	462	
	<u>5,473</u>	

Satisfaction with parking has similar results to road safety and traffic congestion with overall satisfaction levels at 54% and dissatisfaction at 22%.

Ironbridge Gorge again had the lowest level of satisfaction at 41%. This was followed by Edgmond & Ercall Magna at 43% and Church Aston & Lilleshall at 44%.

The most satisfied wards with parking were Dothill, Ercall and Apley Castle reporting satisfaction at 68%, 63% and 63% respectively.

A full ward breakdown is available in appendix II.k.

5.2.12 Public transport links?

	Number	%
Very satisfied	656	18.5%
Fairly satisfied	1,125	31.8%
Neither satisfied/ dissatisfied	1,086	30.7%
Fairly dissatisfied	348	9.8%
Very dissatisfied	328	9.3%
Total	3,543	100%
Don't know/Blank	1,930	
	<u>5,473</u>	

Residents Survey 2020

5,473

Overall, satisfaction with public transport is towards the middle of all the categories in this section at 50%, with 19% dissatisfied and 31% neither.

However public transport also has the widest variation of responses at ward level. The highest levels of satisfaction were in Park and Arleston at 69%. They both also had the lowest dissatisfaction rate at 8% and 9% respectively. Conversely at the other end of the scale was Edgmond & Ercall where satisfaction was only 21% and dissatisfaction was 55%. This was followed by Wrockwardine where satisfaction was 25% and dissatisfaction 47%.

A full ward breakdown is available in appendix II.I.

An option was provided where people could expand on their satisfaction or dissatisfaction if they wished.

Most of the 1,576 comments received focused on why people were dissatisfied. Top of this list with 309 comments was car parking. Comments on car parking included people dissatisfied with cars parked on kerbs, school parking, cost and cleanliness of car parks and not enough residential car parking spaces.

Maintenance of roads was the next most common theme with people raising issues with potholes and inadequate drainage causing hazards.

Road safety, especially speeding, but also people parking inconveniently and causing an obstruction was raised 228 times

Public transport was then the next theme with 216 people raising issues from a reduction in bus and train services to the cost and cleanliness of the services.

The next 2 issues raised were grass and hedge cutting (164), where respondents thought more maintenance was required as too often they encroach onto the road or cause an obstruction, and litter picking and street cleaning (140).

5.3 Over the past two years has your local neighbourhood got better or worse as a place to live?

	Number	%
Better	680	13.5%
Stayed the same	3,165	62.9%
Worse	1,190	23.6%
Total	5,035	100%

Don't know/Blank 438
5,473

Overall 14% of respondents stated that their neighbourhood had got 'Better' over the last 2 years. 24% responding saying that it had got 'Worse'.

Residents Survey 2020

The responses received to this question varied depending on which ward the response was from. Ironbridge Gorge had the highest response of those saying it had got 'Better' at 25% and Brookside had the highest response of those saying it had got 'Worse' at 48%.

The table below shows the 10 wards with the highest response of got 'Better' and the 10 wards with the highest response of got 'Worse'.

Ward	Better
Ironbridge Gorge	24.6%
Hadley & Leegomery	19.6%
Dothill	17.9%
Priorslee	16.1%
Park	16.0%
Woodside	15.3%
Donnington	14.8%
College	14.7%
Haygate	14.4%
Madeley & Sutton Hill	14.4%

Ward	Worse
Brookside	47.8%
Arleston	40.4%
Horsehay & Lightmoor	34.5%
The Nedge	31.3%
College	30.2%
Haygate	29.8%
Woodside	29.2%
Dawley & Aqueduct	28.8%
Donnington	27.3%
Malinslee & Dawley Bank	27.0%

Some wards had really polarised opinions. Having a high response of saying the local area had got 'Better' did not automatically mean there was a low response of people saying it had got 'Worse'.

From the tables above, the four wards of Woodside, Donnington, College and Haygate all appear on both tables.

Out of the 30 Wards, only 3 reported a higher proportion of people saying their local area had got 'Better', compared to those saying it had got 'Worse'. These are shown in the table below.

Ward	Better	Stayed the same	Worse	Total
Ironbridge Gorge	24.6%	56.3%	19.0%	100.0%
Dothill	17.9%	66.3%	15.8%	100.0%
Ercall	11.9%	77.8%	10.3%	100.0%

A full ward breakdown is available in appendix III.

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

	Number	%
Strongly agree	1,406	26.4%
Tend to agree	2,681	50.4%
Neither agree nor disagree	648	12.2%
Tend to disagree	436	8.2%
Strongly disagree	145	2.7%
Total	5,316	100%

Don't know/Blank 157

 5,473

Residents Survey 2020

In general, 77% of respondents stated that they either 'Strongly agree' or 'Tend to agree' that their neighbourhood is a safe place to live.

This questions demonstrated the huge variation across different areas of Telford from Admaston & Bratton where 95% of responses said their neighbourhood is a safe place to live to Brookside where only 47% agreed that their local area is a safe place to live.

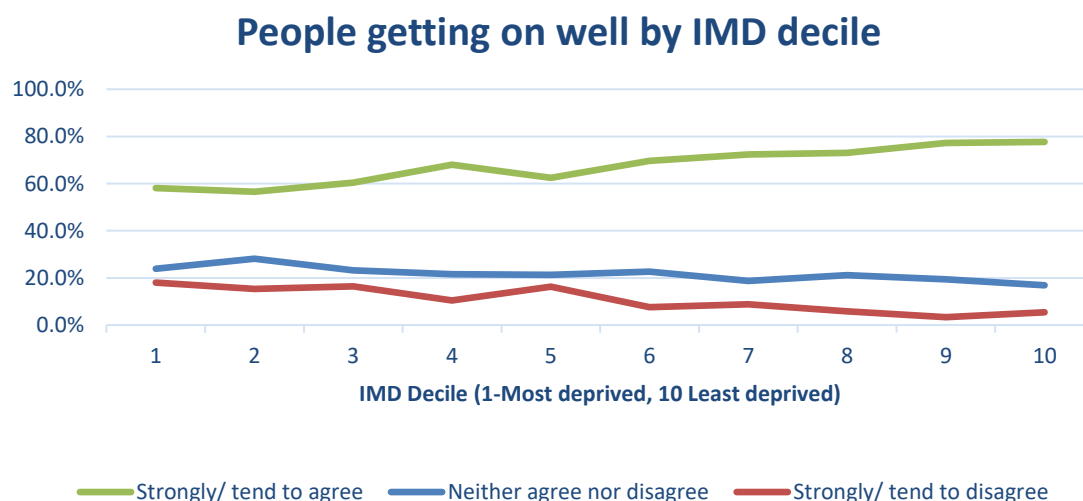
A full ward breakdown is available in appendix IV.

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

	Number	%
Strongly agree	954	19.5%
Tend to agree	2,360	48.3%
Neither agree nor disagree	1,053	21.5%
Tend to disagree	365	7.5%
Strongly disagree	158	3.2%
Total	4,890	100%
All the same background	145	
Don't know/Blank	438	
	<u>5,473</u>	

Overall, two thirds of respondents (68%) said that they thought people from different backgrounds got on well together in their local neighbourhood. 11% disagreed.

The chart below shows there is a general trend in deprivation and people from different backgrounds getting on. Those from the least deprived decile (10), 78% reported that they thought people from different backgrounds got on well together, but this dropped to 58% in the most deprived areas (1).



Similarly, 18% of those in the most deprived areas were more likely to disagree that people from different background get on, compared to 5% in the least deprived.

Residents Survey 2020

As seen previously, deprivation links to wards, so the wards that tended to respond that people from different backgrounds got on well together were Admaston & Bratton (83%), Priorslee (80%), Apley Castle (76%), Ercall (73%) and St Georges (73%).

Conversely the wards who were more likely to 'Strongly disagree' or 'Tend to disagree' that people from different backgrounds got on well together were Arleston (28%), College (23%), Brookside (18%), Donnington (16%) and Woodside (15%).

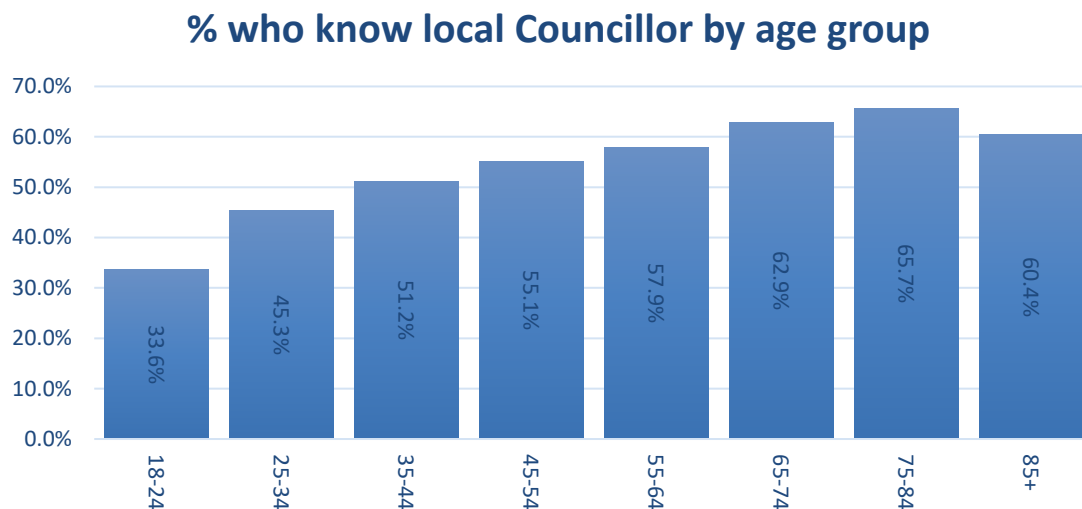
A full ward breakdown is available in appendix V.

5.6 Do you know who your local Councillor is?

	Number	%
Yes	2,986	55.7%
No	2,378	44.3%
Total	5,364	100%
Blank	109	
	<u>5,473</u>	

56% of respondents said they knew who their local Councillor was.

The responses to this question varied by age with the trend in the chart below showing that younger people were less likely to know who their local Councillor was.



Although some natural variation would be expected to occur at ward level, there is a large difference between Ironbridge Gorge which had the highest response of 86% reporting they knew their local Councillor and Donnington which had the lowest response at 35%.

The table below shows the 10 highest wards where the respondents said they knew who their local Councillor was and the lowest 10.

Highest 10 wards	% who know local Councillor
Ironbridge Gorge	86.0%
Newport North & West	72.2%

Lowest 10 wards	% who know local Councillor
Donnington	34.8%
Muxton	43.8%

Residents Survey 2020

Newport South & East	70.1%	Hadley & Leegomery	44.0%
Dothill	69.0%	Haygate	45.5%
Priorslee	67.1%	Oakengates & Ketley Bank	45.5%
Shawbirch	65.7%	Ercall	47.3%
Church Aston & Lilleshall	65.6%	College	47.5%
Arleston	64.5%	Woodside	48.4%
St Georges	64.3%	Brookside	48.8%
Apley Castle	63.6%	The Nedge	49.5%

A full ward breakdown is available in appendix VI.

5.7 Do you know how to contact your local Councillor?

	Number	%
Yes	3,341	62.3%
No	2,023	37.7%
Total	5,364	100%

Blank 109

 5,473

The number of respondents reporting that they know how to contact their local Councillor was slightly higher at 3,341 than those who said they know who their councillor is in the previous question at 2,986. The increase in number is due to 25% of those who do not know who their local Councillor is, still knowing how to contact them if required.

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

	Number	%
Strongly agree	148	3.0%
Agree	804	16.1%
Neither agree nor disagree	2,038	40.8%
Disagree	1,175	23.5%
Strongly disagree	834	16.7%
Total	4,999	100%

Don't know/Blank 474

 5,473

Overall, only 19% of respondents agreed that they felt able to influence decisions in their local area, 40% disagreed.

This was a fairly consistent response with only a couple of pockets of variation. Those from Ironbridge Gorge, 36% responded that they felt able to influence decisions in their local area. On the other end of the scale Arleston, Oakengates and Edgmond all reported high levels of disagreeing that they could influence decisions in their areas at 52%, 51% and 49% respectively.

A full ward breakdown is available in appendix VII.

6 Your Local Centre

6.1 Which ONE of the following local centres do you use most frequently?

	Number	%
Brookside	50	1.0%
Dawley	165	3.4%
Donnington	350	7.2%
Hadley	175	3.6%
Hollinswood	174	3.6%
Ironbridge	241	4.9%
Lawley	332	6.8%
Leegomery	143	2.9%
Madeley	388	8.0%
Newport	537	11.0%
Oakengates	345	7.1%
Randlay	108	2.2%
Stirchley	138	2.8%
Sutton Hill	32	0.7%
Wellington	937	19.2%
Woodside	71	1.5%
None of these	442	9.1%
Don't know	34	0.7%
Other - please state	212	4.3%
Total	4,874	100%
Blank	599	
	<u>5,473</u>	

Almost 20% of respondents said they use Wellington centre most frequently to access shops and/or other services. This was followed by Newport at 11% and Madeley at 8%. The centres with the fewest responses were Sutton Hill, Brookside and Woodside, all at 1%.

Although some numbers in the tables above are quite low, by cross referencing with the Ward that the respondent was from it becomes clearer as to why there are such differences.

There are a range of local centres where people from outside of those areas will not travel to. Examples of this are Brookside centre where nearly all the respondents were from Brookside ward, Randlay centre where nearly all of the respondents were from The Nedge ward, Sutton Hill nearly all of the respondents were from Madeley & Sutton Hill ward, and Woodside where nearly all respondents are from Woodside ward.

The other side of this is Wellington where respondents from 22 out of the 30 wards stated they use Wellington centre most frequently.

A cross tab referencing local centres and which wards respondents who said they use them most frequently are from is shown in appendix XIII.

6.1.1 If you have selected 'Other', 'None of these' or 'Don't know', please explain your answer,

Residents Survey 2020

Out of the respondents who stated 'None of these', 'Don't know' or 'Other', 605 other responses were completed creating 25 new categories that were not in the original list. This list can be seen below.

	Number	%
Don't use any/ online shopping	124	20.5%
Telford Town Centre Only	114	18.8%
Retail Parks	55	9.1%
Outside Telford	52	8.6%
Mixture depending on need	45	7.4%
Do not use due to COVID-19	29	4.8%
Shawbirch	27	4.5%
Priorslee	24	4.0%
Malinslee	22	3.6%
Trench	17	2.8%
St Georges	15	2.5%
Muxton	14	2.3%
Newport	6	1.0%
Overdale	6	1.0%
Admaston	5	0.8%
Ketley	4	0.7%
Little Dawley	3	0.5%
Apley	3	0.5%
Dawley Rd Shops Arleston	3	0.5%
Aqueduct	3	0.5%
Wrockwardine Wood	1	0.2%
Red Lake	1	0.2%
Lightmoor Village	1	0.2%
Edgmond	1	0.2%
Other	30	5.0%

In summary, 25% of these responses named local centres that were not in the original list.

20% of these responses (3% of the overall original responses) stated that they do not use local centres and utilise on-line shopping.

Similarly, 19% of these responses said they do not use local centres as they use Telford Town Centre only, with a further 9% saying they use the retail parks.

9% said they use areas outside of Telford and 7% said they vary which centre they use depending on what their needs are or what they are doing.

It's also worth noting that 5% of respondents stated they do not use local centres due to the current Covid-19 situation.

6.2 Thinking about the local centre that you use most frequently, which of the following would encourage you to visit more often? (Select up to five)

	Number	%
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Residents Survey 2020

Improved parking facilities	1,472	26.9%
Better, more frequent public transport links	544	9.9%
Better range of shops	3,009	55.0%
Wider range of places to eat out	1,369	25.0%
More services such as health services	696	12.7%
Free public Wi-Fi	790	14.4%
Spaces to rent, to run or start a business locally	319	5.8%
More entertainment including organised events and activities	1,354	24.7%
Cleaner/better maintained and more attractive green and public areas	1,698	31.0%
Don't know	960	17.5%

Although this question is more meaningful when related to specific local centres, there are a couple of overarching trends that run through most responses.

'Better range of shops' was selected by 55% of respondents across all local centres and generally 'Cleaner/better maintained and more attractive green and public areas' also scores high across centres.

The section below looks at specific responses for each local centre.

	Brookside	
	Number	%
Improved parking facilities	9	18.0%
Better, more frequent public transport links	4	8.0%
Better range of shops	21	42.0%
Wider range of places to eat out	7	14.0%
More services such as health services	11	22.0%
Free public Wi-Fi	8	16.0%
Spaces to rent, to run or start a business locally	2	4.0%
More entertainment including organised events and activities	13	26.0%
Cleaner/better maintained and more attractive green and public areas	20	40.0%
Don't know	15	30.0%

From 50 responses

Those who use Brookside Centre rank 'Better range of shops' and 'Cleaner/better maintained and more attractive green and public areas' as their top 2 improvements scoring similar. These are then followed by 'More entertainment including organised events and activities' and 'More services such as health services'.

	Dawley	
	Number	%
Improved parking facilities	21	12.7%
Better, more frequent public transport links	9	5.5%
Better range of shops	114	69.1%
Wider range of places to eat out	51	30.9%
More services such as health services	17	10.3%
Free public Wi-Fi	20	12.1%
Spaces to rent, to run or start a business locally	14	8.5%
More entertainment including organised events and activities	40	24.2%
Cleaner/better maintained and more attractive green and public areas	54	32.7%
Don't know	23	13.9%

Residents Survey 2020

From 165 responses

'Better range of shops' is the overwhelming response at 69% from those who use Dawley centre. Next, scoring similar are 'Cleaner/better maintained and more attractive green and public areas' and 'Wider range of places to eat out', both at over 30%.

	Donnington	
	Number	%
Improved parking facilities	100	28.6%
Better, more frequent public transport links	29	8.3%
Better range of shops	177	50.6%
Wider range of places to eat out	82	23.4%
More services such as health services	40	11.4%
Free public Wi-Fi	57	16.3%
Spaces to rent, to run or start a business locally	26	7.4%
More entertainment including organised events and activities	86	24.6%
Cleaner/better maintained and more attractive green and public areas	144	41.1%
Don't know	66	18.9%

From 350 responses

Again, those who use Donnington centre rank 'Better range of shops' and 'Cleaner/better maintained and more attractive green and public areas' as their top 2 improvements, with 51% and 41% of respondents selecting these.

Donnington then differs with 29% of respondents saying the next change they would like to see is 'Improved parking facilities'.

	Hadley	
	Number	%
Improved parking facilities	50	28.6%
Better, more frequent public transport links	16	9.1%
Better range of shops	78	44.6%
Wider range of places to eat out	38	21.7%
More services such as health services	30	17.1%
Free public Wi-Fi	31	17.7%
Spaces to rent, to run or start a business locally	8	4.6%
More entertainment including organised events and activities	42	24.0%
Cleaner/better maintained and more attractive green and public areas	42	24.0%
Don't know	38	21.7%

From 175 responses

Better range of shops is the highest response from those who use Hadley centre at 45%, but the second highest at 29% is 'Improved parking facilities'.

These are then followed by similar numbers of people at 24% saying 'Cleaner/better maintained and more attractive green and public areas' and 'More entertainment including organised events and activities'.

	Hollinswood	
	Number	%
Improved parking facilities	33	19.0%
Better, more frequent public transport links	13	7.5%
Better range of shops	84	48.3%

Residents Survey 2020

Wider range of places to eat out	40	23.0%
More services such as health services	28	16.1%
Free public Wi-Fi	26	14.9%
Spaces to rent, to run or start a business locally	10	5.7%
More entertainment including organised events and activities	52	29.9%
Cleaner/better maintained and more attractive green and public areas	68	39.1%
Don't know	35	20.1%

From 174 responses

Again, 'Better range of shops' (48%) and 'Cleaner/better maintained and more attractive green and public areas' (39%) are the two highest responses from those who use Hollinswood centre. Following these though, the next highest response was 'More entertainment including organised events and activities'.

	Ironbridge	
	Number	%
Improved parking facilities	114	47.3%
Better, more frequent public transport links	43	17.8%
Better range of shops	99	41.1%
Wider range of places to eat out	57	23.7%
More services such as health services	29	12.0%
Free public Wi-Fi	49	20.3%
Spaces to rent, to run or start a business locally	16	6.6%
More entertainment including organised events and activities	61	25.3%
Cleaner/better maintained and more attractive green and public areas	52	21.6%
Don't know	34	14.1%

From 241 responses

'Improved parking facilities' tops the Ironbridge centre list with 47% of respondents selecting this as a change to encourage them to use the centre more. This is then closely followed by 'Better range of shops' at 41%.

Following these it's 'More entertainment including organised events and activities' (25%) and 'Wider range of places to eat out' (24%).

	Lawley	
	Number	%
Improved parking facilities	118	35.5%
Better, more frequent public transport links	22	6.6%
Better range of shops	207	62.3%
Wider range of places to eat out	105	31.6%
More services such as health services	53	16.0%
Free public Wi-Fi	37	11.1%
Spaces to rent, to run or start a business locally	17	5.1%
More entertainment including organised events and activities	83	25.0%
Cleaner/better maintained and more attractive green and public areas	122	36.7%
Don't know	53	16.0%

From 332 responses

Residents Survey 2020

The biggest response from Lawley was again a 'Better range of shops' at 62%. Behind this, 'Cleaner/better maintained and more attractive green and public areas' and 'Improved parking facilities' had similar responses at 37% and 36% respectively.

	Leegomery	
	Number	%
Improved parking facilities	34	23.8%
Better, more frequent public transport links	6	4.2%
Better range of shops	70	49.0%
Wider range of places to eat out	38	26.6%
More services such as health services	20	14.0%
Free public Wi-Fi	19	13.3%
Spaces to rent, to run or start a business locally	4	2.8%
More entertainment including organised events and activities	41	28.7%
Cleaner/better maintained and more attractive green and public areas	23	16.1%
Don't know	32	22.4%

From 143 responses

Respondents who use Leegomery centre said they would like to see a 'Better range of shops' at 49%.

Breaking trend with most other centres, the next highest responses were 'More entertainment including organised events and activities' (29%) and 'Wider range of places to eat out' (27%).

	Madeley	
	Number	%
Improved parking facilities	66	17.0%
Better, more frequent public transport links	32	8.2%
Better range of shops	232	59.8%
Wider range of places to eat out	97	25.0%
More services such as health services	55	14.2%
Free public Wi-Fi	65	16.8%
Spaces to rent, to run or start a business locally	26	6.7%
More entertainment including organised events and activities	102	26.3%
Cleaner/better maintained and more attractive green and public areas	126	32.5%
Don't know	69	17.8%

From 388 responses

'Better range of shops' was the highest response from those who use Madeley centre at 60%.

The next highest response was 'Cleaner/better maintained and more attractive green and public areas' at 32%. Just behind this was 'More entertainment including organised events and activities' (26%) and 'Wider range of places to eat out' (25%).

	Newport	
	Number	%
Improved parking facilities	234	43.6%
Better, more frequent public transport links	83	15.5%
Better range of shops	246	45.8%
Wider range of places to eat out	162	30.2%
More services such as health services	58	10.8%
Free public Wi-Fi	89	16.6%

Residents Survey 2020

Spaces to rent, to run or start a business locally	36	6.7%
More entertainment including organised events and activities	120	22.3%
Cleaner/better maintained and more attractive green and public areas	106	19.7%
Don't know	75	14.0%

From 537 responses

Although 'Better range of shops' was the highest response from Newport centre at 46% it was closely followed by 'Improved parking facilities' at 44% of responses. These were followed by 'Wider range of places to eat out' at 30%.

	Oakengates	
	Number	%
Improved parking facilities	72	20.9%
Better, more frequent public transport links	24	7.0%
Better range of shops	242	70.1%
Wider range of places to eat out	100	29.0%
More services such as health services	18	5.2%
Free public Wi-Fi	50	14.5%
Spaces to rent, to run or start a business locally	14	4.1%
More entertainment including organised events and activities	101	29.3%
Cleaner/better maintained and more attractive green and public areas	95	27.5%
Don't know	39	11.3%

From 345 responses

For those who use Oakengates centre 'Better range of shops' received a huge response at 70%.

Behind this was 'More entertainment including organised events and activities' (29%), 'Wider range of places to eat out' (29%) and 'Cleaner/better maintained and more attractive green and public areas' (28%).

	Randlay	
	Number	%
Improved parking facilities	13	12.0%
Better, more frequent public transport links	4	3.7%
Better range of shops	45	41.7%
Wider range of places to eat out	15	13.9%
More services such as health services	26	24.1%
Free public Wi-Fi	8	7.4%
Spaces to rent, to run or start a business locally	4	3.7%
More entertainment including organised events and activities	15	13.9%
Cleaner/better maintained and more attractive green and public areas	36	33.3%
Don't know	23	21.3%

From 108 responses

Those who use Randlay centre have the same general trend of 'Better range of shops' and 'Cleaner/better maintained and more attractive green and public areas' being the highest responses at 42% and 33% respectively.

Behind these, the only other response that really stands out is 'More services such as health services' at 24%.

Residents Survey 2020

	Stirchley	
	Number	%
Improved parking facilities	15	10.9%
Better, more frequent public transport links	8	5.8%
Better range of shops	73	52.9%
Wider range of places to eat out	21	15.2%
More services such as health services	11	8.0%
Free public Wi-Fi	14	10.1%
Spaces to rent, to run or start a business locally	9	6.5%
More entertainment including organised events and activities	25	18.1%
Cleaner/better maintained and more attractive green and public areas	53	38.4%
Don't know	35	25.4%

From 138 responses

Respondents who say they use Stirchley centre mainly, highlighted the usual improvements of 'Better range of shops' (53%) and 'Cleaner/better maintained and more attractive green and public areas' (38%).

Other than these, responses were fairly low with the third most popular response being 'More entertainment including organised events and activities' being raised by 18% of respondents.

	Sutton Hill	
	Number	%
Improved parking facilities	4	12.5%
Better, more frequent public transport links	3	9.4%
Better range of shops	17	53.1%
Wider range of places to eat out	5	15.6%
More services such as health services	6	18.8%
Free public Wi-Fi	2	6.3%
Spaces to rent, to run or start a business locally	2	6.3%
More entertainment including organised events and activities	9	28.1%
Cleaner/better maintained and more attractive green and public areas	17	53.1%
Don't know	4	12.5%

From 32 responses

Sutton Hill centre had the fewest people saying they use it frequently. As such, the number behind all the responses are low.

'Better range of shops' (53%) and 'Cleaner/better maintained and more attractive green and public areas' (53%), still both stand out as the highest response answers again though.

'More entertainment including organised events and activities' is the third popular option and looks high at 28%, but this relates to only 9 people.

	Wellington	
	Number	%
Improved parking facilities	270	28.8%
Better, more frequent public transport links	129	13.8%
Better range of shops	721	76.9%
Wider range of places to eat out	288	30.7%
More services such as health services	157	16.8%
Free public Wi-Fi	162	17.3%
Spaces to rent, to run or start a business locally	61	6.5%

Residents Survey 2020

More entertainment including organised events and activities	311	33.2%
Cleaner/better maintained and more attractive green and public areas	375	40.0%
Don't know	64	6.8%

From 937 responses

Wellington received the highest response compared to all the other centres. 'Better range of shops' was the most selected option at 77% and was almost double the next response of 'Cleaner/better maintained and more attractive green and public areas' at 40%.

Following these there was a group of three with similar responses of 'More entertainment including organised events and activities' (33%), 'Wider range of places to eat out' (31%) and 'Improved parking facilities' (29%).

6.3 Overall, how satisfied or dissatisfied are you with your local centre as a place to visit?

	Number	%
Very satisfied	763	14.8%
Fairly satisfied	2,510	48.8%
Neither satisfied/dissatisfied	1,157	22.5%
Fairly dissatisfied	485	9.4%
Very dissatisfied	224	4.4%
Total	5,139	100%
	Don't know/Blank	334
		<u>5,473</u>

Overall 63% of respondents were 'Very satisfied' or 'Fairly satisfied' with their local centre. 14% were 'Very dissatisfied' or 'Fairly dissatisfied'. 23% were 'Neither satisfied/dissatisfied'.

The overall score isn't a reflective score of all local centres though, where there is lots of variation in satisfaction. The table below summarises satisfaction and dissatisfaction by local centre.

	Very/ fairly satisfied	Neither satisfied/ dissatisfied	Very/ fairly dissatisfied
Brookside	57.1%	28.6%	14.3%
Dawley	50.0%	22.6%	27.4%
Donnington	55.6%	31.3%	13.2%
Hadley	69.4%	20.2%	10.4%
Hollinswood	73.1%	21.1%	5.8%
Ironbridge	87.1%	7.5%	5.4%
Lawley	66.5%	23.3%	10.3%
Leegomery	74.8%	18.7%	6.5%
Madeley	68.5%	24.5%	7.0%
Newport	85.9%	9.4%	4.7%
Oakengates	62.1%	24.5%	13.4%
Randlay	67.6%	19.4%	13.0%
Stirchley	54.1%	34.8%	11.1%
Sutton Hill	43.8%	28.1%	28.1%
Wellington	57.5%	22.1%	20.4%

Residents Survey 2020

Woodside	73.5%	22.1%	4.4%
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The local centres with the highest satisfaction scores are Ironbridge with 87% satisfaction, Newport with 86% satisfaction and Leegomery with 75% satisfaction.

The centres with the lowest satisfaction rating are Sutton Hill (44%), Dawley (50%) and Stirchley (54%).

If we turn this on its head and look at dissatisfaction instead, reflective of their low satisfaction ratings, Sutton Hill reports the highest level of dissatisfaction at 28% followed by Dawley at 27%.

The third highest dissatisfaction rating though is actually Wellington at 20%, which is surprising considering so many respondents travelled from other wards to use Wellington centre.

The centre reporting the lowest dissatisfaction rating is actually Woodside at 4%, followed by Newport and Ironbridge at 5%.

6.3.1 Please tell us more if you wish to explain in more detail:

Where respondents wanted to give more information there were some overarching trends that those who said they were satisfied were just as likely to raise as those who said they were dissatisfied.

The table below shows the top themes raised in the comments.

Theme/ Comment	Count
Poor quality shops/ Better choice needed	304
Anti-Social behaviour	215
Neglected/ rundown	139
Litter/ dirty	78
Parking issues	72
Use out of town provision	48

A lot of the comments are similar to the options that were available in section 6.2.

The majority of the comments were around the quality of the shops currently available and there being too many charity shops, nail bars, hair dressers and bookies. People really want a better range of shops.

Third and fourth on the list were people saying the local centres are neglected or run down or that they are full of litter or they are dirty. This was followed by people raising parking issues again.

Anti-social behaviour was the 2nd most common theme raised with 215 responses mentioning this being an issue. This stands out as it is different to the options in section 6.2 so has been raised without a previous prompt.

7 Telford Town Centre

Residents Survey 2020

7.1 How often do you visit Telford Town Centre?

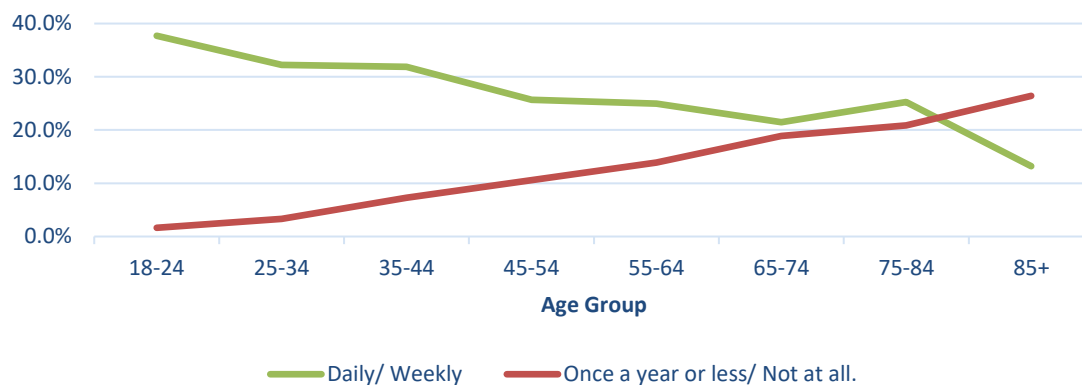
	Number	%
Daily	121	2.3%
Weekly	1,299	24.3%
Monthly	1,977	36.9%
Two/Three times a year	1,292	24.1%
Once a year or less	377	7.0%
Not at all	287	5.4%
Total	5,353	100%
Don't know/Blank	120	
	<u>5,473</u>	

The largest proportion of responses to how often you visit Telford Town Centre was 'Monthly' at 37%. There was then an even split of 24% of respondents each saying they visit 'Weekly' or 'Two/ Three times a year'.

Only 2% said they visit 'Daily' and a further 12% said they visit 'Once a year or less' or 'Not at all'.

Younger people are more likely to visit more often and older people are more likely to say they visit 'Once a year or less' or 'Not at all'. This can be seen in the chart below.

How often you visit Telford Town Centre by age group



7.2 What are the main reasons for your visit? (Select all that apply)

	Number	%
Work	382	7.0%
Shopping	4,377	80.0%
Pubs/restaurants	1,529	27.9%
Banks/postal services	1,796	32.8%
Entertainment venues such as cinema, ice rink and bowling	1,340	24.5%
Telford Town Park	1,587	29.0%
Organised events	429	7.8%
Other (please state)	203	3.7%

Residents Survey 2020

The largest response for people to visit Telford Town Centre is for 'Shopping' at 80%. A third of those who responded (33%) visit for Banking and postal services. Just behind this is then 'Telford Town Park' at 29% and 'Pubs/restaurants' at 28%. 24% of respondents say they visit for other entertainment venues such as cinema, bowling etc...

Mirroring the trend of younger people more likely to visit Telford Town Centre, younger people were also more likely to pick each of the options in this question.

Out of the 203 responses that stated 'Other', there were 174 reasons given. 40 of these responses were repeating categories from the original list of shopping, bank, work and entertainment.

Out of the responses that were left, which were different from the original list, the majority fitted into 4 categories.

The highest response amongst these were SW1/ Library services where this was raised 37 times.

Behind this was opticians and hearing tests, suggested 30 times.

The other 2 were leisure based reasons with 27 responses mentioning exercise and gyms, and just generally meeting up with family and friends featuring on 18 responses.

7.3 What do you like best about Telford Town Centre?

	Number	%
Shopping	2,306	43.1%
Pubs/restaurants	429	8.0%
Banks/postal services	314	5.9%
Entertainment venues such as cinema, ice rink and bowling	432	8.1%
Telford Town Park	1,331	24.9%
Organised events	87	1.6%
Other (please state)	453	8.5%
Total	5,352	100%
Don't know/Blank	121	
	<u>5,473</u>	

Shopping is clearly top of the things people like best about Telford Town Centre with 43% of respondents selecting this. Following this, one in four people (25%), then said Telford Town Park was what they liked best.

A long way behind these 2 options were then pubs and restaurants, entertainment venues and 'Other', all at 8%.

Out of the 453 people who selected 'Other', 395 completed the other box. Unfortunately the majority of these responses, 330, were comments from people who do not use Telford Town Centre, have nothing specific that they like about it or just do not like it at all.

Out of the respondents that answered the question, two of the highest responses were repeats of categories that were already available with 17 comments saying 'Shopping facilities' and 15 saying 'Telford Town Park'.

Residents Survey 2020

With similar numbers to these, 16 respondents stated that they like that it's nearly all undercover and on one level, and 15 responses like the mix of facilities that are available there.

7.4 What would encourage you to visit Telford Town Centre more?

In order to find out what would encourage people to visit Telford Town Centre more, an open question was included so respondents could reply with anything relevant to them rather than having to pick from a predefined list. 4,273 usable responses were received to this question covering 4,325 different suggestions.

These 4,325 suggestions are summarised into 19 themes in the table below

Theme	Number	%
Car parking - Cheaper parking/ Better disabled & parent and child parking	1,329	31.1%
Nothing - Fine as it is	832	19.5%
Better shops - more variety/ bigger choice/ independent	679	15.9%
Better choice of places to eat & drink	395	9.2%
More events & entertainment	237	5.5%
Improved layout & Facilities	228	5.3%
Improved public Transport	157	3.7%
Use for essentials only e.g. banks	78	1.8%
Leisure - gym/ swimming/ cycling / cycle path/ night life	74	1.7%
Less anti-social behaviour/ more security	71	1.7%
Market	52	1.2%
More facilities & events for children	44	1.0%
Theatre	36	0.8%
Live music	33	0.8%
More green & open spaces	26	0.6%
Late night shopping/ open earlier	20	0.5%
Better wheelchair & disabled access	20	0.5%
Arts	11	0.3%
Ban smoking	3	0.1%

By far the most common theme raised was car parking. Almost a third of respondents said free or reduced car parking rates and better disabled and parent and child spaces would encourage them to use the Town Centre more.

On a positive note, the second most common theme was people saying that they wouldn't change anything. Almost 1 in 5 people thought the Town Centre was fine as it is.

Behind this 16% of respondents wanted a better choice and more variety of shops and 9% wanted a better choice of places to eat and drink, including pubs instead of restaurants.

The last 3 big themes before the responses dropped off were more events and entertainment (6%), better layout and facilities (5%) and improved public transport (4%). Within improved public transport respondents wanted reduced rail and bus fares, better and more direct bus routes and improvements to the bus station to make it feel safer.

Residents Survey 2020

7.5 Overall, how satisfied or dissatisfied are you with the Town Centre as a place to visit?

	Number	%
Very satisfied	945	18.2%
Fairly satisfied	2,362	45.4%
Neither satisfied/dissatisfied	1,215	23.4%
Fairly dissatisfied	402	7.7%
Very dissatisfied	277	5.3%
Total	5,201	100%
Don't know/Blank	272	
	5,473	

In total 64% of respondents are satisfied with Telford Town centre with 18% of respondents 'Very satisfied' and a further 45% 'Fairly satisfied'.

13% are dissatisfied with Telford Town Centre whilst 23% are 'Neither satisfied/dissatisfied'.

When asked to explain their responses in more detail, 946 people offered an explanation. The majority were negative comments and 32% (303 responses) focused on the shops, cafes and restaurants.

Out of this 32%, 164 comments stated the current choice of shops were poor. This included not enough variety, too many chain stores and not enough local or independent traders, empty or closing down shops and too many cafes and restaurants.

53 responses thought the Town Centre would be improved with better quality shops and restaurants and a better layout.

70 responses did think the Town Centre already offered a good choice of shops and a good range of eateries though.

Behind shops, the biggest issue picked up in the comments was car parking. 126 respondents thought car parking was too expensive or they thought parking was too difficult.

95 respondents found Telford Town Centre uninspiring, dull or boring and a further 64 found it overcrowded and too busy.

It's worth noting that 64 respondents said they are not currently using the Town Centre due to COVID-19 or because other people are not following COVID-19 rules.

A full summary of responses is in the table below.

Theme	Responses
Parking - not free/ too expensive/ hard to park	126
Parking - good amount	13
Generally good, clean and tidy	113
Poor choice of shops - need more variety/ not enough local /independent shops	68
Poor choice of shops - too many chains	33
Poor choice of shops - general	20
Poor choice of shops - empty/ closing down shops	43
Poor choice of shops - too many coffee shops/ restaurants	16

Residents Survey 2020

Could be improved - better shops, restaurants, layout	30
Could be improved - better quality/range restaurants /cafes	23
Good choice of shops / businesses	56
Good range of places to eat	14
Uninspiring/ dull/ boring / awful/ like every other mall	95
Overcrowded/ too busy/ claustrophobic	69
Don't visit because of covid or people not following rules	64
Good public facilities like the library town park	58
Never/ rarely visit	51
Prefer outside	23
Can get what I want elsewhere/ online	19
Unsafe/ ASB	19
Doesn't cater for me/ family	18
Poor transport	18
Like the entertainment - cinema/ Christmas market/ other events	16
Not as disabled friendly as could be	15
Not pensioner friendly/ need more seat	13
Takes away from District Towns and centres	11
Indoors and undercover	10
Feels safe	8
Use for Bank/ Post office only	8
Good for young people	7
Other	133

8 Telford & Wrekin – Moving Forward Together

8.1 Station Quarter

The next phase of development for Telford Town Centre will focus on the vacant land between the railway station and the shopping centre, known as Station Quarter.

8.1.1 Thinking about what this area could be used for, please consider the list of uses and facilities below, and tell us what you think should be prioritised?

	Number	%
New homes and apartments	1,009	18.4%
Education/training facilities	1,591	29.1%
Hotel	385	7.0%
Offices	299	5.5%
Entertainment venues	2,098	38.3%
Electric vehicle charging points	1,341	24.5%
Green spaces	3,289	60.1%
Don't know	664	12.1%

The most popular facility people want to see prioritised as part of the Station Quarter development is green space with 60% of respondents selecting this.

Residents Survey 2020

The second most popular option is 'Entertainment venues' with 38% selecting this. Two other categories score fairly well with 29% of respondents saying they think 'Education/training facilities' should be prioritised and 25% saying 'Electric vehicle charging points'.

The 2 lowest selected categories were 'Offices' (5%) and 'Hotel' (7%)

8.1.2 Do you have any other suggestions for what could be included in Station Quarter?

1,725 respondents completed this question.

During the analysis, not all responses were relevant to the question. Those that are can mainly be summarised into 10 overarching themes. The table below summarises these themes and the number of responses that matched those themes.

Theme	Responses
Independent businesses/ traders	329
Improved/ green transport infrastructure.	305
Green spaces	290
Sports & leisure	194
Arts	192
Housing	105
Entertainment/ nightlife	91
Childcare & child play areas	72
Education/ training facilities	68
Community/youth centre	68

*Table only contains the most popular responses

Some of the themes are similar to the options that were available in section 8.1.1 above. Each theme can also be broken down further and has much more detail behind it.

Independent businesses/ traders was the most popular response and contained a mixture of suggestions from people who would like to see some small independent shops, to offer something different to what is in the Town Centre, to people who would like to see some small independent bars, restaurants and cafes in contrast to the big chains that are in South Water.

Improved/ green transport infrastructure links to the electric charging points in the previous section. Suggestion here range from car park with electric vehicle charging points to an integrated transport hub with bike hire, cycle paths and park and ride facilities.

Green spaces, despite being an option in the previous question, also got suggested here a lot. People would like parks, green spaces and seating areas.

There are lots of sports and leisure suggestions including typical leisure centres, gyms and swimming pools, to the more uncommon facilities like outdoor swimming pools, water parks, outdoor gyms and rock climbing facilities.

The arts had a similar number of responses as sports and leisure. A large number of the arts suggestions was for a theatre or concert hall, but also museums and art galleries were also suggested, often with the suggestion for them to be themed to Telford.

Residents Survey 2020

Housing again was similar to a category in the previous question. However there was specific suggestions of the housing being 'eco-friendly', for the elderly or homeless and being affordable.

8.2 In 10 years' time, what would you like Telford & Wrekin to be like as a place to live?

Theme	Number	%
Safer - Less crime	1,446	30.3%
Greener - More open spaces	1,222	25.6%
Less development - Development in the right places/ brownfield sites	639	13.4%
Happy place to live - Great/ Beautiful / Friendly/ Thriving/ Bustling	632	13.2%
Cleaner & tidier	547	11.5%
Good transport services - Improved Roads/ Future transport infrastructure inc. charging points	385	8.1%
People getting on well together - Good community spirit/ Caring/ Friendly people	374	7.8%
More nightlife, entertainment & leisure facilities	374	7.8%
Stay as it is/ No change	327	6.8%
Better Jobs & Businesses with a good local economy	301	6.3%
Improved housing - Better quality/ Better range/ More affordable/ Improved rental market	228	4.8%
Good health services including maternity, community and hospital services	191	4.0%
Better Cycle/ walking opportunities	191	4.0%
Generally better/ Best place to live/ destination town	184	3.9%
Better Shops - better quality/ independents/ less empty shops	167	3.5%
Improved local centres - Recognition of historic villages and centres	142	3.0%
Better Schools & educational opportunities	139	2.9%
Improved public facilities - Library/ Swimming pools/ Sports, etc.	114	2.4%
Great places to eat / Less takeaways	113	2.4%
Less Traffic/ No increase in traffic	81	1.7%
City feel - Better, Big Town/ Continue to grow & develop	68	1.4%
Better for families	66	1.4%
A place to be proud of	63	1.3%
More/ fully accessible	52	1.1%
Fairer place	25	0.5%
Other	271	5.7%

There were 4,775 responses to this question creating 8,342 suggestions which have been grouped into the above themes.

Two themes clearly stand out from the rest as being brought up more often than any of the other suggestions. Almost a third of respondents (30%) would like to see Telford being a much safer place with reduced crime levels, less anti-social behaviour and less drug use.

25% of respondents would like to see more green and open spaces in Telford in 10 years' time.

Next, behind these 2 main themes, people want to see less development, or at the very least development in the right places such as on brownfield sites.

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The fourth highest response, wasn't a practical suggestion of action, but focused on less tangible improvements of people just wanting Telford to be a happy place to live. This included responses where people mentioned words like 'friendly', 'thriving' and 'bustling'.

Close behind this, people just wanted to see Telford become a tidier and cleaner place to live (11%).

Although responses dropped away a little after this, other practical themes raised were transport, nightlife and entertainment, jobs, housing and health services.

8.3 Do you agree that the council listens to your views?

	Number	%
Strongly agree	340	7.0%
Agree	1,576	32.2%
Neither agree nor disagree	2,112	43.2%
Disagree	517	10.6%
Strongly disagree	342	7.0%
Total	4,887	100%
Don't know/Blank	586	
	<u>5,473</u>	

39% of respondents agreed that the council listened to their views, with 7% strongly agreeing. 43% did not have a view either way, neither agreeing nor disagreeing.

Interestingly, relating this question back to section 5.8 above, double the amount of people agree that the council listens to their views (39%) compared to the number of people who agree that they can influence decisions in their local area (18%).

Similarly whilst 18% disagree that the council listens to their views, this was half the number (40%) who disagreed that they felt able to influence decisions in their local area.

8.4 How satisfied or dissatisfied are you with Telford & Wrekin as a place to live?

	Number	%
Very satisfied	1,642	31.0%
Fairly satisfied	2,676	50.6%
Neither satisfied/dissatisfied	636	12.0%
Fairly dissatisfied	243	4.6%
Very dissatisfied	94	1.8%
Total	5,291	100%
Don't know/Blank	182	
	<u>5,473</u>	

Overall 82% of respondents are satisfied with Telford & Wrekin as a place to live, of which, 31% are 'Very satisfied'. Only 7% are dissatisfied.

In general, high satisfaction was expressed across different demographics with no real change.

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There were however little pockets of variation from responses from different wards. Ercall and Admaston & Bratton wards both reported 90% satisfaction levels. Arlestone and Haygate reported the lowest levels of satisfaction at 72%.

A full breakdown of satisfaction by ward is available in appendix IX.

9 Volunteering

Volunteering is a huge part of community life in Telford and Wrekin - during the recent floods and pandemic we have seen amazing community spirit, with so many people looking out for and helping each other.

Becoming a volunteer can be personally rewarding and help you to give something back to your community – whether it is supporting friends or neighbours or volunteering with an organisation. There are many things that you can do to help, from looking after someone that is lonely, to supporting local events or looking after the local environment.

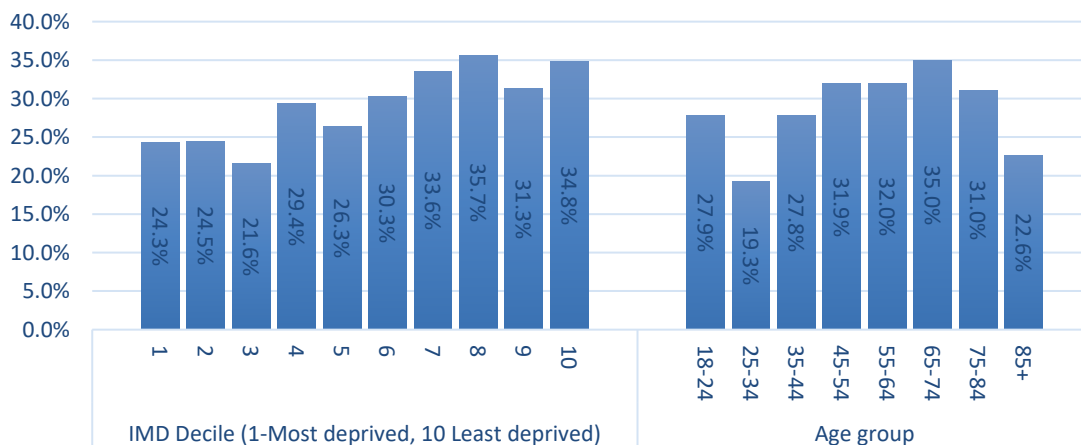
9.1 Have you been involved in volunteering locally in any way over the past 2 years?

	Number	%
Yes	1,611	30.5%
No	3,663	69.5%
Total	5,274	100%
Blank	199	
	5,473	

30.5% of responses to the survey said they had been involved with volunteering in the previous 2 years.

The chart below shows those more likely to participate in volunteering are from more affluent areas and in the 65-74 age group.

% have volunteered by IMD decile and age



There is also a dip in those volunteering in the 24-34 age group.

Residents Survey 2020

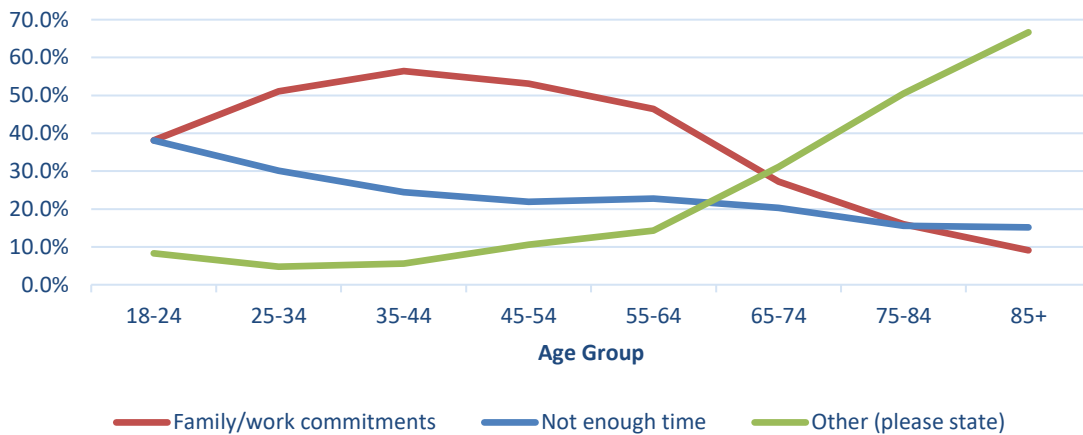
9.2 If you would like to be involved in volunteering but haven't been able, what have been the reasons for this?

	Number	%
Not enough time	784	23.3%
Family/work commitments	1,489	44.2%
Lack of opportunities in the area that I am interested in	133	3.9%
Need support to access and take part in volunteering opportunities	101	3.0%
Don't know where to look for opportunities	307	9.1%
Other (please state)	555	16.5%
Total	3,369	100%
Blank	294	
	3663	

The biggest reason for people not volunteering is due to 'Family/work commitments' with 44.2% of respondents giving this as a barrier.

A lot of the reasons are universal across different groups of people except 'Family/work commitments', 'Not enough time', and 'Other', which vary across age groups.

Selected unable to volunteer reasons by age



The chart above shows that 'Family/work commitments' effects those in the 25 to 54 age groups more with more than 50% of respondents in this age group selecting this reason.

'Not enough time' falls through the age groups from 38% in the 18-24 age group down to 15% in the 85+ group.

Similarly those stating other (so not in the list) remains below 10% in the 18 to 54 age groups before rising dramatically to 66% in the 85+ group.

When the 'Other' category is analysed further, it is clear why this category increases in the older age groups. The 2 biggest themes making up 75% of the responses (out of 515) for 'Other' were people unable to volunteer due to their health or disability (268 responses) or due to their age (116 responses).

70 respondents stated that they were unable to commit to volunteering or just weren't interested.

49 respondents also said that they do volunteer either formally though another organisation or informally through things like self organised litter picking.

Residents Survey 2020

9.3 Would like to find out more about the Community Panel?

	Number	%
Yes	1,640	30.0%
No	3,833	70.0%
Total	5,473	100%

Residents Survey 2020

Appendix I. Overall, how satisfied or dissatisfied are you with your local neighbourhood as a place to live by ward?

	Very/ fairly satisfied	Neither satisfied nor dissatisfied	Very/ fairly dissatisfied	Total
Admaston & Bratton	93.3%	3.8%	2.9%	100.0%
Apley Castle	90.7%	3.9%	5.4%	100.0%
Arleston	53.8%	16.1%	30.1%	100.0%
Brookside	55.4%	17.3%	27.4%	100.0%
Church Aston & Lilleshall	86.5%	7.9%	5.6%	100.0%
College	67.5%	15.0%	17.5%	100.0%
Dawley & Aqueduct	76.9%	13.0%	10.1%	100.0%
Donnington	63.2%	21.3%	15.4%	100.0%
Dothill	90.0%	2.0%	8.0%	100.0%
Edgmond & Ercall Magna	86.6%	5.2%	8.1%	100.0%
Ercall	86.7%	6.3%	7.0%	100.0%
Hadley & Leegomery	71.3%	16.2%	12.5%	100.0%
Haygate	67.9%	23.9%	8.3%	100.0%
Horsehay & Lightmoor	73.5%	11.8%	14.7%	100.0%
Ironbridge Gorge	89.3%	5.4%	5.4%	100.0%
Ketley & Overdale	76.3%	14.9%	8.9%	100.0%
Madeley & Sutton Hill	73.4%	12.1%	14.5%	100.0%
Malinslee & Dawley Bank	70.7%	15.3%	14.0%	100.0%
Muxton	87.5%	9.2%	3.3%	100.0%
Newport North & West	87.8%	7.0%	5.2%	100.0%
Newport South & East	92.7%	5.1%	2.3%	100.0%
Oakengates & Ketley Bank	71.1%	13.5%	15.4%	100.0%
Park	84.6%	7.7%	7.7%	100.0%
Priorslee	89.1%	7.1%	3.8%	100.0%
Shawbirch	86.9%	8.4%	4.7%	100.0%
St Georges	84.2%	12.2%	3.6%	100.0%
The Nedge	73.6%	13.6%	12.9%	100.0%
Woodside	63.8%	15.1%	21.1%	100.0%
Wrockwardine	80.3%	12.0%	7.7%	100.0%
Wrockwardine Wood & Trench	76.2%	11.6%	12.2%	100.0%

Residents Survey 2020

Appendix II. How satisfied are you with the following in your local neighbourhood...by ward

a. recycling and waste collection

	Very/ fairly satisfied	Neither satisfied/ dissatisfied	Very/ fairly dissatisfied	Total
Admaston & Bratton	95.1%	2.9%	2.0%	100.0%
Apley Castle	88.5%	6.9%	4.6%	100.0%
Arleston	94.6%	4.3%	1.1%	100.0%
Brookside	86.7%	9.0%	4.2%	100.0%
Church Aston & Lilleshall	90.9%	3.4%	5.7%	100.0%
College	89.2%	4.2%	6.7%	100.0%
Dawley & Aqueduct	93.2%	4.7%	2.1%	100.0%
Donnington	87.6%	8.0%	4.4%	100.0%
Dothill	94.9%	4.1%	1.0%	100.0%
Edgmond & Ercall Magna	91.9%	4.1%	4.1%	100.0%
Ercall	94.4%	1.6%	4.0%	100.0%
Hadley & Leegomery	86.6%	7.5%	6.0%	100.0%
Haygate	88.8%	3.7%	7.5%	100.0%
Horsehay & Lightmoor	93.7%	3.8%	2.5%	100.0%
Ironbridge Gorge	94.6%	3.4%	2.0%	100.0%
Ketley & Overdale	89.4%	4.8%	5.8%	100.0%
Madeley & Sutton Hill	91.9%	5.7%	2.4%	100.0%
Malinslee & Dawley Bank	91.9%	4.0%	4.0%	100.0%
Muxton	91.8%	5.5%	2.7%	100.0%
Newport North & West	94.8%	2.6%	2.6%	100.0%
Newport South & East	94.9%	2.8%	2.3%	100.0%
Oakengates & Ketley Bank	88.2%	4.2%	7.6%	100.0%
Park	94.7%	2.6%	2.6%	100.0%
Priorslee	94.0%	3.0%	3.0%	100.0%
Shawbirch	88.8%	5.6%	5.6%	100.0%
St Georges	92.8%	4.6%	2.6%	100.0%
The Nedge	92.2%	5.0%	2.8%	100.0%
Woodside	91.6%	1.9%	6.5%	100.0%
Wrockwardine	94.8%	5.2%	0.0%	100.0%
Wrockwardine Wood & Trench	91.6%	5.6%	2.8%	100.0%

Residents Survey 2020

b. litter picking and street cleaning?

	Very/ fairly satisfied	Neither satisfied/ dissatisfied	Very/ fairly dissatisfied	Total
Admaston & Bratton	66.3%	16.3%	17.3%	100.0%
Apley Castle	78.6%	10.3%	11.1%	100.0%
Arleston	67.8%	10.0%	22.2%	100.0%
Brookside	63.9%	10.2%	25.9%	100.0%
Church Aston & Lilleshall	54.7%	30.2%	15.1%	100.0%
College	66.1%	20.3%	13.6%	100.0%
Dawley & Aqueduct	65.7%	12.9%	21.5%	100.0%
Donnington	63.2%	21.3%	15.4%	100.0%
Dothill	72.9%	12.5%	14.6%	100.0%
Edgmond & Ercall Magna	50.0%	24.1%	25.9%	100.0%
Ercall	70.7%	13.8%	15.4%	100.0%
Hadley & Leegomery	65.5%	13.0%	21.5%	100.0%
Haygate	59.0%	14.3%	26.7%	100.0%
Horsehay & Lightmoor	54.7%	13.8%	31.5%	100.0%
Ironbridge Gorge	70.4%	15.5%	14.1%	100.0%
Ketley & Overdale	55.9%	21.7%	22.4%	100.0%
Madeley & Sutton Hill	66.4%	13.4%	20.2%	100.0%
Malinslee & Dawley Bank	73.3%	9.6%	17.1%	100.0%
Muxton	72.9%	13.0%	14.1%	100.0%
Newport North & West	76.0%	15.4%	8.6%	100.0%
Newport South & East	77.1%	12.0%	10.9%	100.0%
Oakengates & Ketley Bank	54.8%	18.1%	27.0%	100.0%
Park	68.9%	20.3%	10.8%	100.0%
Priorslee	71.6%	17.2%	11.2%	100.0%
Shawbirch	64.5%	21.5%	14.0%	100.0%
St Georges	64.4%	18.6%	17.0%	100.0%
The Nedge	69.4%	11.9%	18.7%	100.0%
Woodside	60.9%	15.9%	23.2%	100.0%
Wrockwardine	60.2%	18.4%	21.4%	100.0%
Wrockwardine Wood & Trench	63.0%	23.1%	13.9%	100.0%

Residents Survey 2020

c. grass and hedge cutting?

	Very/ fairly satisfied	Neither satisfied/ dissatisfied	Very/ fairly dissatisfied	Total
Admaston & Bratton	70.3%	17.8%	11.9%	100.0%
Apley Castle	77.5%	12.5%	10.0%	100.0%
Arleston	70.2%	17.9%	11.9%	100.0%
Brookside	67.7%	15.9%	16.5%	100.0%
Church Aston & Lilleshall	55.3%	22.4%	22.4%	100.0%
College	62.7%	19.1%	18.2%	100.0%
Dawley & Aqueduct	65.7%	17.0%	17.4%	100.0%
Donnington	68.2%	18.6%	13.2%	100.0%
Dothill	81.3%	11.5%	7.3%	100.0%
Edgmond & Ercall Magna	58.0%	24.1%	17.9%	100.0%
Ercall	75.2%	18.8%	6.0%	100.0%
Hadley & Leegomery	61.2%	19.8%	19.0%	100.0%
Haygate	58.7%	26.0%	15.4%	100.0%
Horsehay & Lightmoor	52.4%	15.3%	32.3%	100.0%
Ironbridge Gorge	57.3%	25.2%	17.5%	100.0%
Ketley & Overdale	62.9%	18.6%	18.6%	100.0%
Madeley & Sutton Hill	69.7%	15.7%	14.6%	100.0%
Malinslee & Dawley Bank	61.9%	19.7%	18.4%	100.0%
Muxton	66.3%	21.1%	12.6%	100.0%
Newport North & West	72.6%	18.1%	9.3%	100.0%
Newport South & East	71.5%	15.1%	13.4%	100.0%
Oakengates & Ketley Bank	56.4%	22.6%	21.0%	100.0%
Park	73.3%	18.7%	8.0%	100.0%
Priorslee	72.3%	12.3%	15.3%	100.0%
Shawbirch	62.0%	24.1%	13.9%	100.0%
St Georges	63.8%	20.5%	15.7%	100.0%
The Nedge	66.8%	14.5%	18.7%	100.0%
Woodside	64.9%	15.2%	19.9%	100.0%
Wrockwardine	60.2%	22.2%	17.6%	100.0%
Wrockwardine Wood & Trench	63.3%	21.1%	15.7%	100.0%

Residents Survey 2020

d. play areas?

	Very/ fairly satisfied	Neither satisfied/ dissatisfied	Very/ fairly dissatisfied	Total
Admaston & Bratton	45.2%	43.5%	11.3%	100.0%
Apley Castle	61.8%	36.8%	1.3%	100.0%
Arleston	43.9%	34.8%	21.2%	100.0%
Brookside	50.5%	33.6%	15.9%	100.0%
Church Aston & Lilleshall	67.9%	32.1%	0.0%	100.0%
College	52.1%	35.2%	12.7%	100.0%
Dawley & Aqueduct	58.2%	31.0%	10.8%	100.0%
Donnington	55.3%	30.9%	13.8%	100.0%
Dothill	59.4%	28.1%	12.5%	100.0%
Edgmond & Ercall Magna	43.0%	40.7%	16.3%	100.0%
Ercall	72.7%	21.6%	5.7%	100.0%
Hadley & Leegomery	57.5%	32.6%	9.8%	100.0%
Haygate	57.1%	32.5%	10.4%	100.0%
Horsehay & Lightmoor	52.3%	27.8%	19.9%	100.0%
Ironbridge Gorge	63.7%	33.6%	2.7%	100.0%
Ketley & Overdale	60.3%	34.5%	5.2%	100.0%
Madeley & Sutton Hill	58.4%	33.1%	8.4%	100.0%
Malinslee & Dawley Bank	59.8%	29.0%	11.2%	100.0%
Muxton	62.3%	30.8%	6.9%	100.0%
Newport North & West	59.9%	35.5%	4.6%	100.0%
Newport South & East	62.9%	28.2%	8.9%	100.0%
Oakengates & Ketley Bank	48.1%	36.2%	15.7%	100.0%
Park	59.1%	27.3%	13.6%	100.0%
Priorslee	62.8%	26.2%	11.0%	100.0%
Shawbirch	40.7%	33.3%	25.9%	100.0%
St Georges	52.8%	36.0%	11.2%	100.0%
The Nedge	56.7%	35.6%	7.8%	100.0%
Woodside	47.0%	35.7%	17.4%	100.0%
Wrockwardine	50.0%	45.5%	4.5%	100.0%
Wrockwardine Wood & Trench	48.5%	41.5%	10.0%	100.0%

Residents Survey 2020

e. parks and open spaces?

	Very/ fairly satisfied	Neither satisfied/ dissatisfied	Very/ fairly dissatisfied	Total
Admaston & Bratton	75.0%	21.6%	3.4%	100.0%
Apley Castle	78.8%	15.9%	5.3%	100.0%
Arleston	60.5%	27.2%	12.3%	100.0%
Brookside	65.3%	22.4%	12.2%	100.0%
Church Aston & Lilleshall	66.2%	32.4%	1.5%	100.0%
College	74.7%	16.2%	9.1%	100.0%
Dawley & Aqueduct	73.2%	18.0%	8.8%	100.0%
Donnington	68.5%	22.5%	9.0%	100.0%
Dothill	77.3%	18.2%	4.5%	100.0%
Edgmond & Ercall Magna	56.9%	33.9%	9.2%	100.0%
Ercall	91.2%	4.4%	4.4%	100.0%
Hadley & Leegomery	70.5%	19.6%	9.8%	100.0%
Haygate	76.8%	15.2%	8.1%	100.0%
Horsehay & Lightmoor	67.1%	19.2%	13.6%	100.0%
Ironbridge Gorge	83.7%	14.1%	2.2%	100.0%
Ketley & Overdale	71.0%	20.4%	8.6%	100.0%
Madeley & Sutton Hill	71.2%	20.3%	8.5%	100.0%
Malinslee & Dawley Bank	73.4%	21.1%	5.5%	100.0%
Muxton	77.0%	18.8%	4.2%	100.0%
Newport North & West	75.6%	21.2%	3.1%	100.0%
Newport South & East	78.1%	16.6%	5.3%	100.0%
Oakengates & Ketley Bank	68.9%	22.2%	8.9%	100.0%
Park	71.4%	17.5%	11.1%	100.0%
Priorslee	82.0%	12.3%	5.7%	100.0%
Shawbirch	69.4%	20.4%	10.2%	100.0%
St Georges	69.1%	23.7%	7.2%	100.0%
The Nedge	77.0%	16.4%	6.6%	100.0%
Woodside	62.7%	26.1%	11.2%	100.0%
Wrockwardine	64.4%	25.6%	10.0%	100.0%
Wrockwardine Wood & Trench	65.8%	27.6%	6.6%	100.0%

Residents Survey 2020

f. maintenance of roads?

	Very/ fairly satisfied	Neither satisfied/ dissatisfied	Very/ fairly dissatisfied	Total
Admaston & Bratton	52.0%	17.0%	31.0%	100.0%
Apley Castle	54.3%	23.6%	22.0%	100.0%
Arleston	46.1%	18.0%	36.0%	100.0%
Brookside	43.8%	23.1%	33.1%	100.0%
Church Aston & Lilleshall	41.6%	23.6%	34.8%	100.0%
College	49.6%	26.5%	23.9%	100.0%
Dawley & Aqueduct	56.0%	16.8%	27.2%	100.0%
Donnington	50.0%	11.2%	38.8%	100.0%
Dothill	47.4%	21.1%	31.6%	100.0%
Edgmond & Ercall Magna	29.8%	16.7%	53.6%	100.0%
Ercall	55.6%	22.6%	21.8%	100.0%
Hadley & Leegomery	55.3%	16.7%	28.0%	100.0%
Haygate	55.6%	16.2%	28.3%	100.0%
Horsehay & Lightmoor	39.3%	24.8%	35.9%	100.0%
Ironbridge Gorge	44.3%	19.5%	36.2%	100.0%
Ketley & Overdale	49.5%	19.7%	30.7%	100.0%
Madeley & Sutton Hill	44.3%	21.6%	34.0%	100.0%
Malinslee & Dawley Bank	47.3%	30.1%	22.6%	100.0%
Muxton	47.8%	23.1%	29.1%	100.0%
Newport North & West	40.9%	17.3%	41.8%	100.0%
Newport South & East	44.0%	18.9%	37.1%	100.0%
Oakengates & Ketley Bank	39.4%	17.8%	42.9%	100.0%
Park	40.8%	28.9%	30.3%	100.0%
Priorslee	49.8%	15.7%	34.5%	100.0%
Shawbirch	52.3%	22.4%	25.2%	100.0%
St Georges	44.1%	20.7%	35.2%	100.0%
The Nedge	52.5%	17.6%	29.9%	100.0%
Woodside	45.0%	23.8%	31.1%	100.0%
Wrockwardine	31.9%	18.6%	49.6%	100.0%
Wrockwardine Wood & Trench	43.2%	24.9%	32.0%	100.0%

Residents Survey 2020

g. maintenance of pavements?

	Very/ fairly satisfied	Neither satisfied/ dissatisfied	Very/ fairly dissatisfied	Total
Admaston & Bratton	54.5%	19.2%	26.3%	100.0%
Apley Castle	51.6%	29.7%	18.8%	100.0%
Arleston	44.9%	27.0%	28.1%	100.0%
Brookside	42.3%	28.2%	29.4%	100.0%
Church Aston & Lilleshall	42.4%	35.3%	22.4%	100.0%
College	47.0%	21.7%	31.3%	100.0%
Dawley & Aqueduct	55.2%	20.4%	24.3%	100.0%
Donnington	47.0%	16.4%	36.6%	100.0%
Dothill	51.0%	25.0%	24.0%	100.0%
Edgmond & Ercall Magna	29.8%	23.2%	47.0%	100.0%
Ercall	51.6%	23.8%	24.6%	100.0%
Hadley & Leegomery	52.3%	19.3%	28.4%	100.0%
Haygate	45.7%	26.7%	27.6%	100.0%
Horsehay & Lightmoor	39.7%	22.8%	37.5%	100.0%
Ironbridge Gorge	45.5%	27.3%	27.3%	100.0%
Ketley & Overdale	50.7%	21.5%	27.8%	100.0%
Madeley & Sutton Hill	44.3%	27.3%	28.4%	100.0%
Malinslee & Dawley Bank	51.0%	28.3%	20.7%	100.0%
Muxton	45.2%	28.8%	26.0%	100.0%
Newport North & West	46.8%	23.9%	29.3%	100.0%
Newport South & East	42.5%	20.7%	36.8%	100.0%
Oakengates & Ketley Bank	44.8%	22.0%	33.2%	100.0%
Park	47.4%	17.1%	35.5%	100.0%
Priorslee	50.9%	23.3%	25.9%	100.0%
Shawbirch	53.3%	29.9%	16.8%	100.0%
St Georges	47.8%	23.1%	29.1%	100.0%
The Nedge	51.8%	21.0%	27.2%	100.0%
Woodside	45.2%	24.0%	30.8%	100.0%
Wrockwardine	41.1%	29.5%	29.5%	100.0%
Wrockwardine Wood & Trench	49.1%	27.8%	23.1%	100.0%

Residents Survey 2020

h. cycle routes and facilities?

	Very/ fairly satisfied	Neither satisfied/ dissatisfied	Very/ fairly dissatisfied	Total
Admaston & Bratton	56.2%	27.4%	16.4%	100.0%
Apley Castle	47.6%	38.8%	13.6%	100.0%
Arleston	45.6%	35.3%	19.1%	100.0%
Brookside	53.5%	33.3%	13.2%	100.0%
Church Aston & Lilleshall	32.8%	40.6%	26.6%	100.0%
College	43.4%	32.5%	24.1%	100.0%
Dawley & Aqueduct	50.9%	28.1%	21.1%	100.0%
Donnington	52.7%	34.4%	12.9%	100.0%
Dothill	48.6%	32.9%	18.6%	100.0%
Edgmond & Ercall Magna	28.7%	38.5%	32.8%	100.0%
Ercall	42.4%	36.5%	21.2%	100.0%
Hadley & Leegomery	50.2%	32.0%	17.7%	100.0%
Haygate	38.7%	38.7%	22.7%	100.0%
Horsehay & Lightmoor	47.5%	32.2%	20.2%	100.0%
Ironbridge Gorge	46.6%	35.3%	18.1%	100.0%
Ketley & Overdale	51.9%	32.2%	15.9%	100.0%
Madeley & Sutton Hill	50.0%	32.2%	17.8%	100.0%
Malinslee & Dawley Bank	55.9%	36.9%	7.2%	100.0%
Muxton	59.1%	24.4%	16.5%	100.0%
Newport North & West	42.3%	28.8%	28.8%	100.0%
Newport South & East	39.8%	29.7%	30.5%	100.0%
Oakengates & Ketley Bank	46.4%	34.8%	18.8%	100.0%
Park	40.0%	36.0%	24.0%	100.0%
Priorslee	54.9%	24.7%	20.3%	100.0%
Shawbirch	51.1%	40.0%	8.9%	100.0%
St Georges	40.7%	41.5%	17.9%	100.0%
The Nedge	48.3%	35.1%	16.6%	100.0%
Woodside	50.4%	33.3%	16.2%	100.0%
Wrockwardine	34.9%	32.6%	32.6%	100.0%
Wrockwardine Wood & Trench	44.4%	42.1%	13.5%	100.0%

Residents Survey 2020

i. road safety?

	Very/ fairly satisfied	Neither satisfied/ dissatisfied	Very/ fairly dissatisfied	Total
Admaston & Bratton	49.0%	30.2%	20.8%	100.0%
Apley Castle	59.2%	28.3%	12.5%	100.0%
Arleston	49.4%	27.7%	22.9%	100.0%
Brookside	54.1%	25.8%	20.1%	100.0%
Church Aston & Lilleshall	39.0%	36.6%	24.4%	100.0%
College	44.4%	29.6%	25.9%	100.0%
Dawley & Aqueduct	52.5%	25.3%	22.1%	100.0%
Donnington	52.4%	29.4%	18.3%	100.0%
Dothill	59.3%	26.4%	14.3%	100.0%
Edgmond & Ercall Magna	33.1%	24.4%	42.5%	100.0%
Ercall	55.8%	19.5%	24.8%	100.0%
Hadley & Leegomery	52.8%	25.0%	22.2%	100.0%
Haygate	49.0%	24.0%	27.0%	100.0%
Horsehay & Lightmoor	47.3%	20.1%	32.6%	100.0%
Ironbridge Gorge	40.3%	26.4%	33.3%	100.0%
Ketley & Overdale	49.3%	31.7%	19.0%	100.0%
Madeley & Sutton Hill	55.1%	27.4%	17.5%	100.0%
Malinslee & Dawley Bank	55.5%	32.8%	11.7%	100.0%
Muxton	56.6%	24.9%	18.5%	100.0%
Newport North & West	52.7%	28.0%	19.3%	100.0%
Newport South & East	54.6%	28.8%	16.6%	100.0%
Oakengates & Ketley Bank	50.2%	27.4%	22.4%	100.0%
Park	50.7%	34.3%	14.9%	100.0%
Priorslee	58.1%	28.4%	13.5%	100.0%
Shawbirch	57.0%	31.0%	12.0%	100.0%
St Georges	48.3%	37.2%	14.5%	100.0%
The Nedge	57.9%	28.6%	13.5%	100.0%
Woodside	54.5%	29.7%	15.9%	100.0%
Wrockwardine	30.1%	23.3%	46.6%	100.0%
Wrockwardine Wood & Trench	52.5%	34.0%	13.6%	100.0%

Residents Survey 2020

j. traffic levels and congestion?

	Very/ fairly satisfied	Neither satisfied/ dissatisfied	Very/ fairly dissatisfied	Total
Admaston & Bratton	50.5%	26.3%	23.2%	100.0%
Apley Castle	59.5%	28.6%	11.9%	100.0%
Arleston	42.7%	32.6%	24.7%	100.0%
Brookside	55.0%	27.5%	17.5%	100.0%
Church Aston & Lilleshall	48.8%	34.1%	17.1%	100.0%
College	43.4%	30.1%	26.5%	100.0%
Dawley & Aqueduct	59.5%	25.1%	15.4%	100.0%
Donnington	61.4%	25.0%	13.6%	100.0%
Dothill	54.7%	33.7%	11.6%	100.0%
Edgmond & Ercall Magna	39.6%	31.4%	28.9%	100.0%
Ercall	52.1%	31.9%	16.0%	100.0%
Hadley & Leegomery	54.3%	25.2%	20.5%	100.0%
Haygate	50.5%	28.7%	20.8%	100.0%
Horsehay & Lightmoor	52.4%	26.0%	21.6%	100.0%
Ironbridge Gorge	35.1%	23.0%	41.9%	100.0%
Ketley & Overdale	58.9%	27.8%	13.2%	100.0%
Madeley & Sutton Hill	55.6%	28.9%	15.5%	100.0%
Malinslee & Dawley Bank	59.3%	28.6%	12.1%	100.0%
Muxton	57.9%	26.4%	15.7%	100.0%
Newport North & West	49.5%	33.3%	17.1%	100.0%
Newport South & East	51.5%	24.8%	23.6%	100.0%
Oakengates & Ketley Bank	51.4%	30.1%	18.5%	100.0%
Park	59.5%	25.7%	14.9%	100.0%
Priorslee	62.3%	24.7%	13.0%	100.0%
Shawbirch	52.8%	28.3%	18.9%	100.0%
St Georges	58.9%	29.4%	11.7%	100.0%
The Nedge	57.7%	32.8%	9.5%	100.0%
Woodside	46.0%	29.3%	24.7%	100.0%
Wrockwardine	39.1%	29.1%	31.8%	100.0%
Wrockwardine Wood & Trench	51.8%	33.9%	14.3%	100.0%

Residents Survey 2020

k. parking?

	Very/ fairly satisfied	Neither satisfied/ dissatisfied	Very/ fairly dissatisfied	Total
Admaston & Bratton	54.1%	30.6%	15.3%	100.0%
Apley Castle	62.5%	19.5%	18.0%	100.0%
Arleston	51.7%	24.7%	23.6%	100.0%
Brookside	50.6%	25.3%	24.1%	100.0%
Church Aston & Lilleshall	43.9%	34.1%	22.0%	100.0%
College	52.6%	23.7%	23.7%	100.0%
Dawley & Aqueduct	60.0%	20.9%	19.1%	100.0%
Donnington	49.6%	19.7%	30.7%	100.0%
Dothill	68.5%	17.4%	14.1%	100.0%
Edgmond & Ercall Magna	43.2%	37.7%	19.2%	100.0%
Ercall	63.1%	20.5%	16.4%	100.0%
Hadley & Leegomery	52.0%	30.6%	17.5%	100.0%
Haygate	55.6%	24.2%	20.2%	100.0%
Horsehay & Lightmoor	46.8%	16.5%	36.8%	100.0%
Ironbridge Gorge	40.8%	23.8%	35.4%	100.0%
Ketley & Overdale	53.6%	21.5%	24.8%	100.0%
Madeley & Sutton Hill	55.7%	19.4%	24.9%	100.0%
Malinslee & Dawley Bank	53.2%	28.8%	18.0%	100.0%
Muxton	53.7%	28.2%	18.1%	100.0%
Newport North & West	58.7%	22.5%	18.8%	100.0%
Newport South & East	55.8%	21.5%	22.7%	100.0%
Oakengates & Ketley Bank	48.5%	24.1%	27.4%	100.0%
Park	62.2%	23.0%	14.9%	100.0%
Priorslee	60.5%	27.0%	12.4%	100.0%
Shawbirch	61.9%	24.8%	13.3%	100.0%
St Georges	52.7%	27.5%	19.8%	100.0%
The Nedge	55.7%	21.8%	22.5%	100.0%
Woodside	46.2%	29.7%	24.1%	100.0%
Wrockwardine	45.0%	23.0%	32.0%	100.0%
Wrockwardine Wood & Trench	53.0%	24.4%	22.6%	100.0%

Residents Survey 2020

I. public transport links

	Very/ fairly satisfied	Neither satisfied/ dissatisfied	Very/ fairly dissatisfied	Total
Admaston & Bratton	40.7%	35.6%	23.7%	100.0%
Apley Castle	59.1%	31.8%	9.1%	100.0%
Arleston	68.8%	21.9%	9.4%	100.0%
Brookside	56.5%	26.1%	17.4%	100.0%
Church Aston & Lilleshall	46.7%	35.0%	18.3%	100.0%
College	63.4%	23.7%	12.9%	100.0%
Dawley & Aqueduct	53.0%	31.8%	15.2%	100.0%
Donnington	53.3%	28.9%	17.8%	100.0%
Dothill	48.4%	38.7%	12.9%	100.0%
Edgmond & Ercall Magna	20.7%	24.1%	55.2%	100.0%
Ercall	57.5%	30.0%	12.5%	100.0%
Hadley & Leegomery	56.8%	30.3%	13.0%	100.0%
Haygate	45.8%	33.3%	20.8%	100.0%
Horsehay & Lightmoor	36.5%	26.4%	37.1%	100.0%
Ironbridge Gorge	34.0%	42.0%	24.0%	100.0%
Ketley & Overdale	46.9%	31.0%	22.1%	100.0%
Madeley & Sutton Hill	58.5%	28.0%	13.5%	100.0%
Malinslee & Dawley Bank	59.4%	29.2%	11.3%	100.0%
Muxton	43.2%	39.0%	17.8%	100.0%
Newport North & West	42.5%	30.1%	27.4%	100.0%
Newport South & East	54.1%	27.9%	18.0%	100.0%
Oakengates & Ketley Bank	47.5%	37.4%	15.1%	100.0%
Park	68.8%	22.9%	8.3%	100.0%
Priorslee	49.0%	31.1%	19.9%	100.0%
Shawbirch	45.9%	28.4%	25.7%	100.0%
St Georges	56.1%	33.3%	10.6%	100.0%
The Nedge	63.5%	27.4%	9.1%	100.0%
Woodside	56.8%	27.9%	15.3%	100.0%
Wrockwardine	24.7%	28.8%	46.6%	100.0%
Wrockwardine Wood & Trench	50.9%	37.1%	12.1%	100.0%

Residents Survey 2020

Appendix III. Over the past two years has your local neighbourhood got better or worse as a place to live by ward?

	Better	Stayed the same	Worse	Total
Admaston & Bratton	9.8%	74.5%	15.7%	100.0%
Apley Castle	11.4%	74.0%	14.6%	100.0%
Arleston	10.1%	49.4%	40.4%	100.0%
Brookside	8.9%	43.3%	47.8%	100.0%
Church Aston & Lilleshall	9.6%	67.5%	22.9%	100.0%
College	14.7%	55.2%	30.2%	100.0%
Dawley & Aqueduct	12.6%	58.6%	28.8%	100.0%
Donnington	14.8%	57.8%	27.3%	100.0%
Dothill	17.9%	66.3%	15.8%	100.0%
Edgmond & Ercall Magna	9.2%	69.9%	20.9%	100.0%
Ercall	11.9%	77.8%	10.3%	100.0%
Hadley & Leegomery	19.6%	57.6%	22.7%	100.0%
Haygate	14.4%	55.8%	29.8%	100.0%
Horsehay & Lightmoor	8.3%	57.2%	34.5%	100.0%
Ironbridge Gorge	24.6%	56.3%	19.0%	100.0%
Ketley & Overdale	13.4%	65.6%	21.1%	100.0%
Madeley & Sutton Hill	14.4%	60.0%	25.6%	100.0%
Malinslee & Dawley Bank	14.2%	58.9%	27.0%	100.0%
Muxton	14.0%	68.5%	17.4%	100.0%
Newport North & West	11.5%	68.3%	20.2%	100.0%
Newport South & East	12.9%	71.3%	15.8%	100.0%
Oakengates & Ketley Bank	13.6%	63.4%	23.0%	100.0%
Park	16.0%	62.7%	21.3%	100.0%
Priorslee	16.1%	67.7%	16.1%	100.0%
Shawbirch	14.2%	67.9%	17.9%	100.0%
St Georges	13.6%	70.6%	15.8%	100.0%
The Nedge	12.7%	56.0%	31.3%	100.0%
Woodside	15.3%	55.6%	29.2%	100.0%
Wrockwardine	11.1%	65.7%	23.1%	100.0%
Wrockwardine Wood & Trench	12.2%	67.4%	20.3%	100.0%

Residents Survey 2020

Appendix IV. To what extent do you agree or disagree that your local neighbourhood is a safe place to live by ward?

	Strongly/ tend to agree	Neither agree nor disagree	Strongly/ tend to disagree	Total
Admaston & Bratton	95.2%	2.9%	1.9%	100.0%
Apley Castle	90.6%	5.5%	3.9%	100.0%
Arleston	55.9%	12.9%	31.2%	100.0%
Brookside	47.0%	16.9%	36.1%	100.0%
Church Aston & Lilleshall	89.9%	7.9%	2.2%	100.0%
College	66.7%	15.4%	17.9%	100.0%
Dawley & Aqueduct	72.0%	13.1%	14.8%	100.0%
Donnington	57.7%	19.7%	22.6%	100.0%
Dothill	82.0%	10.0%	8.0%	100.0%
Edgmond & Ercall Magna	93.6%	4.6%	1.7%	100.0%
Ercall	89.1%	5.5%	5.5%	100.0%
Hadley & Leegomery	70.6%	15.8%	13.6%	100.0%
Haygate	64.5%	22.7%	12.7%	100.0%
Horsehay & Lightmoor	82.8%	10.9%	6.3%	100.0%
Ironbridge Gorge	87.1%	7.5%	5.4%	100.0%
Ketley & Overdale	81.3%	12.3%	6.3%	100.0%
Madeley & Sutton Hill	69.3%	13.2%	17.6%	100.0%
Malinslee & Dawley Bank	62.5%	19.1%	18.4%	100.0%
Muxton	89.7%	8.1%	2.2%	100.0%
Newport North & West	88.6%	7.0%	4.4%	100.0%
Newport South & East	90.2%	6.3%	3.4%	100.0%
Oakengates & Ketley Bank	67.6%	16.0%	16.4%	100.0%
Park	79.2%	9.1%	11.7%	100.0%
Priorslee	89.2%	7.5%	3.3%	100.0%
Shawbirch	85.2%	13.9%	0.9%	100.0%
St Georges	79.4%	13.9%	6.7%	100.0%
The Nedge	70.0%	17.3%	12.7%	100.0%
Woodside	55.0%	16.6%	28.5%	100.0%
Wrockwardine	86.3%	7.7%	6.0%	100.0%
Wrockwardine Wood & Trench	77.2%	12.8%	10.0%	100.0%

Residents Survey 2020

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

	Strongly/ tend to agree	Neither agree nor disagree	Strongly/ tend to disagree	Total
Admaston & Bratton	82.8%	14.1%	3.0%	100.0%
Apley Castle	75.8%	22.5%	1.7%	100.0%
Arleston	53.4%	18.2%	28.4%	100.0%
Brookside	56.7%	25.5%	17.7%	100.0%
Church Aston & Lilleshall	68.4%	28.9%	2.6%	100.0%
College	63.6%	13.6%	22.7%	100.0%
Dawley & Aqueduct	67.0%	23.1%	10.0%	100.0%
Donnington	61.4%	22.8%	15.7%	100.0%
Dothill	70.3%	19.8%	9.9%	100.0%
Edgmond & Ercall Magna	66.9%	22.7%	10.4%	100.0%
Ercall	72.6%	20.5%	6.8%	100.0%
Hadley & Leegomery	65.2%	21.9%	12.9%	100.0%
Haygate	60.4%	25.5%	14.2%	100.0%
Horsehay & Lightmoor	69.1%	18.5%	12.4%	100.0%
Ironbridge Gorge	70.6%	14.7%	14.7%	100.0%
Ketley & Overdale	69.2%	19.9%	11.0%	100.0%
Madeley & Sutton Hill	68.5%	20.6%	10.9%	100.0%
Malinslee & Dawley Bank	62.3%	23.2%	14.5%	100.0%
Muxton	72.6%	24.4%	3.0%	100.0%
Newport North & West	71.4%	22.5%	6.1%	100.0%
Newport South & East	71.2%	25.6%	3.2%	100.0%
Oakengates & Ketley Bank	60.8%	25.3%	13.9%	100.0%
Park	65.8%	21.9%	12.3%	100.0%
Priorslee	80.3%	15.7%	3.9%	100.0%
Shawbirch	72.0%	17.0%	11.0%	100.0%
St Georges	72.6%	20.7%	6.7%	100.0%
The Nedge	63.6%	22.1%	14.2%	100.0%
Woodside	58.0%	26.6%	15.4%	100.0%
Wrockwardine	69.5%	22.9%	7.6%	100.0%
Wrockwardine Wood & Trench	66.3%	24.7%	9.0%	100.0%

Residents Survey 2020

Appendix VI. Do you know who your local Councillor is by ward?

	Yes	No	Total
Admaston & Bratton	52.8%	47.2%	100.0%
Apley Castle	63.6%	36.4%	100.0%
Arleston	64.5%	35.5%	100.0%
Brookside	48.8%	51.2%	100.0%
Church Aston & Lilleshall	65.6%	34.4%	100.0%
College	47.5%	52.5%	100.0%
Dawley & Aqueduct	54.6%	45.4%	100.0%
Donnington	34.8%	65.2%	100.0%
Dothill	69.0%	31.0%	100.0%
Edgmond & Ercall Magna	60.5%	39.5%	100.0%
Ercall	47.3%	52.7%	100.0%
Hadley & Leegomery	44.0%	56.0%	100.0%
Haygate	45.5%	54.5%	100.0%
Horsehay & Lightmoor	56.0%	44.0%	100.0%
Ironbridge Gorge	86.0%	14.0%	100.0%
Ketley & Overdale	51.1%	48.9%	100.0%
Madeley & Sutton Hill	51.8%	48.2%	100.0%
Malinslee & Dawley Bank	61.7%	38.3%	100.0%
Muxton	43.8%	56.2%	100.0%
Newport North & West	72.2%	27.8%	100.0%
Newport South & East	70.1%	29.9%	100.0%
Oakengates & Ketley Bank	45.5%	54.5%	100.0%
Park	51.3%	48.7%	100.0%
Priorslee	67.1%	32.9%	100.0%
Shawbirch	65.7%	34.3%	100.0%
St Georges	64.3%	35.7%	100.0%
The Nedge	49.5%	50.5%	100.0%
Woodside	48.4%	51.6%	100.0%
Wrockwardine	57.3%	42.7%	100.0%
Wrockwardine Wood & Trench	56.0%	44.0%	100.0%

Residents Survey 2020

Appendix VII. To what extent do you agree or disagree that you feel able to influence decisions in your local area by ward?

	Strongly agree/ agree	Neither agree nor disagree	Strongly disagree/ disagree	Total
Admaston & Bratton	16.5%	53.6%	29.9%	100.0%
Apley Castle	24.2%	46.8%	29.0%	100.0%
Arleston	16.5%	31.8%	51.8%	100.0%
Brookside	17.1%	44.3%	38.6%	100.0%
Church Aston & Lilleshall	23.5%	36.5%	40.0%	100.0%
College	27.0%	30.4%	42.6%	100.0%
Dawley & Aqueduct	17.8%	37.4%	44.7%	100.0%
Donnington	15.3%	38.7%	46.0%	100.0%
Dothill	22.1%	41.1%	36.8%	100.0%
Edgmond & Ercall Magna	16.2%	35.3%	48.5%	100.0%
Ercall	16.0%	46.2%	37.8%	100.0%
Hadley & Leegomery	15.6%	42.2%	42.2%	100.0%
Haygate	21.2%	33.7%	45.2%	100.0%
Horsehay & Lightmoor	18.9%	35.5%	45.6%	100.0%
Ironbridge Gorge	36.1%	34.7%	29.2%	100.0%
Ketley & Overdale	15.2%	39.4%	45.4%	100.0%
Madeley & Sutton Hill	18.4%	46.1%	35.5%	100.0%
Malinslee & Dawley Bank	19.1%	39.0%	41.9%	100.0%
Muxton	13.8%	45.4%	40.8%	100.0%
Newport North & West	26.6%	39.0%	34.4%	100.0%
Newport South & East	18.6%	46.7%	34.7%	100.0%
Oakengates & Ketley Bank	12.7%	36.5%	50.8%	100.0%
Park	18.3%	36.6%	45.1%	100.0%
Priorslee	17.3%	41.8%	40.9%	100.0%
Shawbirch	23.1%	41.3%	35.6%	100.0%
St Georges	22.7%	43.1%	34.3%	100.0%
The Nedge	19.8%	43.6%	36.6%	100.0%
Woodside	17.5%	38.7%	43.8%	100.0%
Wrockwardine	24.1%	33.9%	42.0%	100.0%
Wrockwardine Wood & Trench	14.7%	47.9%	37.4%	100.0%

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Appendix VIII. Which ONE of the following local centres do you use most frequently by ward response?

Ward	Local Centre															
	Brookside	Dawley	Donnington	Hadley	Hollinswood	Ironbridge	Lawley	Leegomery	Madeley	Newport	Oakengates	Randlay	Stirchley	Sutton Hill	Wellington	Woodside
Admaston & Bratton				1%				1%		1%					7%	
Apley Castle				1%				34%							6%	
Arleston							1%								7%	
Brookside	92%	1%	1%		6%	1%			6%			1%	44%			
Church Aston & Lilleshall			3%			6%				12%						
College								1%							10%	
Dawley & Aqueduct	4%	42%	6%	1%	12%	3%	2%		13%			3%	4%		1%	
Donnington			28%								1%			3%		
Dothill															8%	
Edgmond & Ercall Magna			1%			11%		1%		12%	1%				4%	
Ercall				1%											11%	
Hadley & Leegomery			2%	49%	1%			61%			1%				4%	
Haygate	2%							1%							9%	
Horsehay & Lightmoor		16%	3%	3%	2%	5%	32%		3%			1%	1%		2%	
Ironbridge Gorge				12%	5%	26%			9%						1%	1%
Ketley & Overdale		4%	1%	9%	2%	2%	33%		1%		9%				5%	
Madeley & Sutton Hill		1%		1%	28%	3%			50%			1%	1%	97%		4%
Malinslee & Dawley Bank		34%	6%	1%	1%		2%		1%			2%			1%	
Muxton			18%	1%		5%	1%			8%	1%				1%	
Newport North & West			1%			16%				36%						
Newport South & East						15%				27%						
Oakengates & Ketley Bank		1%	2%	17%			10%			1%	40%				1%	
Park															6%	1%
Priorslee			9%	3%	1%	3%	3%			2%	12%				1%	
Shawbirch								1%							7%	
St Georges			5%				5%				25%				1%	
The Nedge	2%				35%				2%			93%	50%			
Woodside		1%		1%	8%	2%		0%	15%							93%
Wrockwardine		1%			1%	2%	6%	0%	1%						6%	
Wrockwardine Wood & Trench			14%	1%			3%	1%		1%	9%				2%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Residents Survey 2020

Appendix IX. Thinking about Telford and Wrekin overall, how satisfied or dissatisfied are you with it as a place to live by ward?

	Very/ fairly satisfied	Neither satisfied/ dissatisfied	Very/ fairly dissatisfied	Total
Admaston & Bratton	89.5%	3.8%	2.9%	100.0%
Apley Castle	86.8%	3.9%	6.2%	100.0%
Arleston	72.0%	16.1%	14.0%	100.0%
Brookside	79.2%	17.3%	10.1%	100.0%
Church Aston & Lilleshall	76.7%	7.9%	7.8%	100.0%
College	73.1%	15.0%	11.8%	100.0%
Dawley & Aqueduct	82.5%	13.0%	6.0%	100.0%
Donnington	77.8%	21.3%	11.1%	100.0%
Dothill	87.6%	2.0%	3.1%	100.0%
Edgmond & Ercall Magna	77.7%	5.2%	6.0%	100.0%
Ercall	89.8%	6.3%	1.6%	100.0%
Hadley & Leegomery	75.7%	16.2%	9.6%	100.0%
Haygate	72.2%	23.9%	9.3%	100.0%
Horsehay & Lightmoor	83.1%	11.8%	5.9%	100.0%
Ironbridge Gorge	83.8%	5.4%	2.7%	100.0%
Ketley & Overdale	84.1%	14.9%	5.4%	100.0%
Madeley & Sutton Hill	80.3%	12.1%	6.8%	100.0%
Malinslee & Dawley Bank	76.0%	15.3%	7.8%	100.0%
Muxton	86.7%	9.2%	2.8%	100.0%
Newport North & West	83.0%	7.0%	2.2%	100.0%
Newport South & East	85.1%	5.1%	4.0%	100.0%
Oakengates & Ketley Bank	79.9%	13.5%	10.6%	100.0%
Park	79.2%	7.7%	6.5%	100.0%
Priorslee	87.4%	7.1%	2.9%	100.0%
Shawbirch	84.9%	8.4%	6.6%	100.0%
St Georges	84.5%	12.2%	3.1%	100.0%
The Nedge	86.5%	13.6%	5.0%	100.0%
Woodside	77.9%	15.1%	9.7%	100.0%
Wrockwardine	79.3%	12.0%	8.6%	100.0%
Wrockwardine Wood & Trench	77.8%	11.6%	7.2%	100.0%