

Wyre - a good place to live?

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

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

Living in Wyre

Q1 How important, if at all, are each of the following in making where you live a good place? PLEASE TICK ONE BOX PER ROW

	Very important	Fairly important	Not very important	Not at all important	Don't know
Access to promenades and beaches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to countryside and green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to parks and playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decent affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (such as theatres, community events)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pubs/ restaurants / cafes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low crime levels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe roads and pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels and cost of living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Designated cycling pathways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling part of your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 Overall, how satisfied or dissatisfied are you with where you live? PLEASE TICK ONE BOX ONLY

- | | | |
|---|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Don't know |

Q3 Which of these, if any, do you feel most need improving where you live? PLEASE SELECT UP TO A MAXIMUM OF 5 OPTIONS

<input type="checkbox"/> Access to promenades and beaches	<input type="checkbox"/> Health services
<input type="checkbox"/> Access to countryside and green spaces	<input type="checkbox"/> Job opportunities
<input type="checkbox"/> Access to parks and playgrounds	<input type="checkbox"/> Low crime levels
<input type="checkbox"/> Activities for young people	<input type="checkbox"/> Level of traffic congestion
<input type="checkbox"/> Activities for older people	<input type="checkbox"/> Availability of public transport
<input type="checkbox"/> Decent affordable housing	<input type="checkbox"/> Safe roads and pavements
<input type="checkbox"/> Clean streets	<input type="checkbox"/> Sport and leisure facilities
<input type="checkbox"/> Cultural facilities (such as theatres, community events)	<input type="checkbox"/> Wage levels and cost of living
<input type="checkbox"/> Pubs/ restaurants / cafes	<input type="checkbox"/> Designated cycling pathways
<input type="checkbox"/> Shopping facilities	<input type="checkbox"/> Feeling part of your community
<input type="checkbox"/> Education provision	<input type="checkbox"/> Other

Other, please state

Q4 Please explain your choices in Q3.

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

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

Q6 What one thing, if anything, would improve the area where you live?

Q7 How satisfied or dissatisfied are you with each of the following services / facilities provided by Wyre Council? PLEASE TICK ONE BOX PER ROW

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

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

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

- | | | |
|---|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Tend to agree | <input type="checkbox"/> Tend to disagree | <input type="checkbox"/> Don't know |

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

- | | | |
|--|--|-------------------------------------|
| <input type="checkbox"/> A great deal | <input type="checkbox"/> Not very much | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> A fair amount | <input type="checkbox"/> Not at all | |

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

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
Overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Via social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Via Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Via E-Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Via Wyre Voice residents' magazine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Via local media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 How would you prefer to receive information about the council? PLEASE TICK ALL BOXES THAT APPLY

<input type="checkbox"/> Local newspaper	<input type="checkbox"/> Local borough councillor	<input type="checkbox"/> Twitter
<input type="checkbox"/> Local radio	<input type="checkbox"/> Local town/ parish councillor	<input type="checkbox"/> Instagram
<input type="checkbox"/> Wyre Voice residents' magazine	<input type="checkbox"/> Text messaging	<input type="checkbox"/> YouTube
<input type="checkbox"/> Council website	<input type="checkbox"/> Council e-newsletter	<input type="checkbox"/> Community meetings
<input type="checkbox"/> Word of mouth	<input type="checkbox"/> Facebook	<input type="checkbox"/> Other

Other, please state

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

<input type="checkbox"/> Council's e-newsletter	<input type="checkbox"/> Wyre theatres	<input type="checkbox"/> Discover Wyre (visitor information)
<input type="checkbox"/> Wyre markets	<input type="checkbox"/> Volunteering	<input type="checkbox"/> Consultations

Please provide your email address

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

<input type="checkbox"/> ...Online	<input type="checkbox"/> ...By phone	<input type="checkbox"/> ...Not contacted the Council in the last 12 months (PLEASE GO TO Q15)
<input type="checkbox"/> ...In person	<input type="checkbox"/> ...By post	

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

Your Local Councillors

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

	Yes	No
Wyre borough councillor	<input type="checkbox"/>	<input type="checkbox"/>
Town/ parish councillor	<input type="checkbox"/>	<input type="checkbox"/>

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

<input type="checkbox"/> ...Wyre borough councillor	<input type="checkbox"/> ...Town/ parish councillor	<input type="checkbox"/> Neither
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Q17 If you have contacted your local councillor in the past year, did you receive a response? PLEASE TICK ONE BOX PER ROW

	Yes	No	N/A
Wyre borough councillor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Town/ parish councillor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Getting Involved in Your Area

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

Q18 If you would like information on any of the opportunities please provide your email address or phone number below. To find out more please visit www.wyre.gov.uk/volunteering

NHS Fylde and Wyre CCG is looking at ways to improve access to services for minor injuries and ailments. It also wants to make sure that people are signposted to the most appropriate advice or treatment service for their health needs.

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

- | | | |
|--|---|---|
| <input type="checkbox"/> Self-care | <input type="checkbox"/> GP | <input type="checkbox"/> NHS 111 |
| <input type="checkbox"/> Pharmacy | <input type="checkbox"/> Walk-in centre (Whitegate Drive) | <input type="checkbox"/> Accident and emergency (A&E) |
| <input type="checkbox"/> Website - NHS Choices | <input type="checkbox"/> Same-day health centre (Dock Street) | <input type="checkbox"/> Other |
| <input type="checkbox"/> Website - other | <input type="checkbox"/> Urgent care centre | |
| <input type="checkbox"/> Practice nurse | | |

Other, please state

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

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

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

- | | | |
|---|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Tend to agree | <input type="checkbox"/> Tend to disagree | |

Accessing Information and Services Online

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

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

	Daily	Every few days	Weekly	Monthly	Rarely	Never
...on a computer or laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...on a smart phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...on a tablet (such as iPad or Kindle)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...other device, such as Smart TV or games console	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

- | | | |
|----------------------------------|--|--|
| <input type="checkbox"/> At home | <input type="checkbox"/> Home of a friend or family member | <input type="checkbox"/> Out and about, such as Wi-Fi hotspots |
| <input type="checkbox"/> At work | <input type="checkbox"/> At a local library | <input type="checkbox"/> Other |

Other, please state

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

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

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

Other, please state

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

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

Other, please state

NHS Fylde and Wyre CCG would like to know how some of its online services are used.

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

	...Used in the last 6 months	...Last used over 6 months ago	...Aware but not used	...Not aware
Booked appointments online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ordered repeat prescriptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessed your medical records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Q35 Do you have any other comments to make about anything not covered in this survey?

About You

To ensure that services meet the needs of service users it is important to ask a few questions about you. Your answers to the following questions will remain private and confidential and data will only be used to categorise responses and draw comparisons, for example to identify issues pertinent to residents in a particular area, or to identify issues that are relevant to a particular age group.

Q36 Are you...? PLEASE TICK ONE BOX ONLY

Male

Female

Q37 Which age group do you belong to? PLEASE TICK ONE BOX ONLY

Under 18

25-34

45-54

65 or over

18-24

35-44

55-64

Q38 What is your postcode?

Q39 Do you consider yourself to have a limiting long-term illness or disability? PLEASE TICK ONE BOX ONLY

Yes, limited a lot

Yes, limited a little

No

Q40 Do you have a role as a carer for a relative or friend? A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem, an addiction or old age cannot cope without their support? PLEASE TICK ONE BOX ONLY

Yes

No

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

Prize Draw Terms and Conditions

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

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

Civic Centre, Breck Road, Poulton – le – Fylde, Lancashire FY6 7PU
Web: wyre.gov.uk ▪ Email: mailroom@wyre.gov.uk ▪ Tel/text: (01253) 891000



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