



Let's talk

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## 'Let's Talk' consultation – Improving our local areas

### March 2016

To improve their area, residents want us to...

- Provide better public transport services
- Repair and maintain the road network and pavements
- Reduce traffic congestion
- Ensure the streets are clean, especially in terms of litter.

### Introduction

'Let's Talk' is Cheshire West and Chester Council's consultation on its four-year plan and how the budget is used to deliver it. The consultation ran for 12 weeks from 14 October 2015 to 6 January 2016, and although was open to all, it specifically targeted local residents, businesses, partners and community groups. A wide range of methods were used, including a detailed consultation document and questionnaire, and a summary consultation booklet and short questionnaire. In total, 1,015 questionnaires were completed either online or by hand.

This paper summarises the findings of one question in particular included in the questionnaire:

**'If you are a Cheshire West and Chester resident, what one improvement would you most like to see in your local area?'**

Q2 in the full questionnaire and Q4 in the shorter questionnaire.

### Key messages

- Many people chose the Council's proposed priorities as being important for their area.

As part of the 'Let's Talk' consultation, the Council put forward a list of ten priorities it proposes to focus on over the next four years. In the questionnaire it stated that any answers to the question about 'improvements to respondents' local area' did not have to relate to any of these ten priorities, however many people chose to mention them, with some even stating the full title of the priority as their complete answer. Views on priorities are noted below, with references to specific policy proposals (letters in brackets which link to the consultation booklet), where relevant.

**Cleanest, safest and most sustainable neighbourhoods in the country** - clean and safe streets were cited as in need of improvement, with reference made in particular to elements of proposals DA (Introduce a street care pledge) in terms of policing and prosecuting for dog fouling and littering, as well as DC (Take a targeted action to address anti-social behaviour).

**A well connected and accessible borough** – comments corresponding to this priority include concern about the potential to introduce parking charges in areas that are currently free, which is related to proposal J1 (Develop a new car parking strategy). Respondents are also keen to

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promote cycling and have more provision for cyclists (proposal JC), as well as expressing support for proposal JE (introduction of superfast broadband).

**Good quality and affordable housing that meets the needs of our diverse communities** – the provision of affordable housing is seen by some respondents as something that is needed in their local area generally, including comments relating to the use of brownfield sites in particular (referred to in proposal EA).

**People are well educated, skilled and earn a decent living** – improvements in education and the ability to find a good job are referred to in general by some respondents, along with the importance of local apprenticeships (linked to proposal H1) and the provision of school transport (H3).

**Vibrant and healthy communities with inclusive leisure, heritage and culture** – various comments were received in relation to this priority, especially with regards to improving cultural services in general (linked to proposal F1) along with the new cultural venue being developed in Chester (proposal FA).

**Compassionate and joined up care that supports the independence of older people and vulnerable adults** – participants commented that this is in need of improvement, particularly in relation to discharging from hospital (proposals CC and C2) and tackling loneliness and social isolation (proposal CF).

**Below are other key messages that have emerged from responses to this question:**

- Improving public transport links including rail and bus in both urban and rural areas.
- Repairing and maintaining the road and pavement network, including the management of resultant roadworks.
- Reducing traffic congestion, including reviewing some traffic signal phasing.
- Implementation of traffic calming measures and speed limits, including a mixture of views that particular speed limits are too high or low.
- Parking issues including enforcement of parking on grass verges and pavements.
- Reducing the number of empty shops in Chester and other towns and improve the quality of existing shops.
- Improving the aspirations and activities available for young people and children, including play areas for young children and places to go for teenagers.
- Preserving and maintaining green belt land and green open spaces.
- Greater consideration regarding planning decisions for new developments, especially in terms of infrastructure and more resident involvement.
- Ensuring there is equality across the borough with every area having access to services and being considered by the Council. Rural areas along with Winsford and Northwich were mentioned.
- Better maintenance of overhanging trees and overgrown hedges.
- More support for community groups and more community cohesion in areas.
- A greater Police presence in towns and villages.



## Key messages by area

The 'About You' section at the end of the questionnaire asked people to tell us their postcode, enabling us to analyse responses according to where people live and note if there are any common themes emerging in any one particular area. Of the 1,015 questionnaires submitted, 466 respondents provided a postcode for use for this analysis.

**Below are common themes by Locality and Ward that have emerged from responses to the question about what can be improved in their local area:**

### Chester Locality

Ward	Messages	Number of respondents
Blacon	<ul style="list-style-type: none"> <li>Road surface maintenance and pavement conditions</li> <li>More activities for residents of all ages, i.e. young people through to over 55s.</li> </ul>	13
Boughton	<ul style="list-style-type: none"> <li>Road surface maintenance and pavement conditions</li> <li>Clean and attractive neighbourhood and city</li> <li>Fewer traffic signals.</li> </ul>	8
Chester City	There were no common themes emerging from this Ward, however those participants who did answer this question mentioned provision for young people, priority for residents' needs rather than people who are from out of the area, e.g. students, begging, encouraging new businesses, culture, financial support for the Third Sector, litter and traffic.	8
Garden Quarter	<ul style="list-style-type: none"> <li>Resident parking scheme.</li> </ul>	7
Great Boughton	There were no common themes emerging from this Ward, however those participants who did answer this question mentioned looking after the elderly, free parking, provision of a play area, support for small businesses, public transport, parking outside schools, road safety and cleaner streets including dog fouling.	14
Handbridge	<ul style="list-style-type: none"> <li>Culture and leisure facilities including cinema and theatre</li> <li>Road surface maintenance and pavement conditions</li> <li>Provision of more bus services to the town centre and hospital.</li> </ul>	21
Hoole	<ul style="list-style-type: none"> <li>Better waste collection service – rubbish is sometimes left on the pavements after collections</li> <li>Road surface maintenance and pavement conditions</li> <li>Culture and leisure facilities including cinema and theatre.</li> </ul>	14
Lache	<ul style="list-style-type: none"> <li>Cleaner streets.</li> </ul>	9
Newton	<ul style="list-style-type: none"> <li>People cycling on pavements needs to be stopped</li> <li>Road surface maintenance and pavement conditions</li> <li>Better quality and less empty shops in Chester.</li> </ul>	14



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Upton	<ul style="list-style-type: none"> <li>• Free/cheap parking in Chester city centre</li> <li>• Shopping in Chester city centre – fill the empty properties with more independent, individual shops and less chain stores.</li> </ul>	17
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### Ellesmere Port Locality

Ward	Messages	Number of respondents
Ellesmere Port Town	Very few people from this Ward chose to answer this question, but those that did mentioned services for disabled people and keeping streets clean.	3
Grange	There were no responses to this question from participants from this Ward.	0
Ledsham and Manor	There were no common themes emerging from this Ward, however those participants who did answer this question mentioned free public transport passes, policing of parking and cycling on pavements, communication from Members, cleaner pavements, joining up services, improvement of parks, refurbishing Ellesmere Port Town centre and more consideration of community views when dealing with planning matters.	9
Netherpool	Very few people from this Ward chose to answer this question, but those that did mentioned care of older people and equality for residents across the borough.	2
Rossmore	Very few people from this Ward chose to answer this question, but those that did mentioned care of older people and being proud of their town.	2
St Paul's	<ul style="list-style-type: none"> <li>• Better bus service, including free travel passes for people over 60 and cheaper transport for young people and families.</li> <li>• General maintenance and cleanliness of the streets.</li> </ul>	7
Strawberry	<ul style="list-style-type: none"> <li>• Better bus services, e.g. the no.2 bus from Ellesmere Port to Chester in the evenings and at weekends.</li> </ul>	4
Sutton	<ul style="list-style-type: none"> <li>• Better parking facilities are needed, e.g. spaces available in Great Sutton village.</li> </ul>	7
Whitby	<ul style="list-style-type: none"> <li>• Better bus services, e.g. in and around Whitby.</li> </ul>	7



### Northwich and Winsford Locality

Ward	Messages	Number of respondents
Davenham and Moulton	<ul style="list-style-type: none"> <li>• More consideration by the Planning Department in relation to infrastructure issues after new housing developments are built, particularly traffic, transport and parking issues</li> <li>• Improve the offer to businesses to come to the borough, as well as support for existing businesses in Northwich.</li> </ul>	18
Hartford and Greenbank	<ul style="list-style-type: none"> <li>• Traffic issues and congestion need addressing</li> <li>• Retain free parking in Northwich.</li> </ul>	11
Marbury	<ul style="list-style-type: none"> <li>• Traffic congestion, including managing roadworks.</li> <li>• Clean streets, including keeping litter and dog fouling to a minimum.</li> </ul>	17
Shakerley	Very few people from this Ward chose to answer this question, but those that did mentioned better planning of house building.	1
Weaver and Cuddington	<ul style="list-style-type: none"> <li>• Provision of a new bridge at Winnington</li> <li>• Improved parking facilities and policing of parking</li> <li>• Improved cycling and walking routes and joining them up.</li> </ul>	17
Winnington and Castle	<ul style="list-style-type: none"> <li>• Empty shops and the quality of the existing shops in Northwich need to be improved</li> <li>• Parking restrictions are needed and enforcement to solve parking problems.</li> </ul>	13
Winsford Over and Verdin	<ul style="list-style-type: none"> <li>• Improvements need to be made to the shopping centre in Winsford</li> <li>• Transport links need to be improved as well as cycling provision</li> <li>• There needs to be more activities and facilities for young people.</li> </ul>	9
Winsford Swanlow and Dene	<ul style="list-style-type: none"> <li>• Empty shops and better quality existing shops in Winsford.</li> </ul>	5
Winsford Wharton	<ul style="list-style-type: none"> <li>• Housing issues need to be tackled, including affordability and addressing empty properties</li> <li>• General improvements need to be made to Winsford town centre.</li> </ul>	8
Witton and Rudheath	<ul style="list-style-type: none"> <li>• Improvements to public transport.</li> </ul>	8



## Rural Locality

Ward	Messages	Number of respondents
Chester Villages	<ul style="list-style-type: none"> <li>Provision of public transport for residents of all ages to access services in more urban areas</li> <li>Opposition to fracking.</li> </ul>	14
Dodleston and Huntington	There were no common themes emerging from this Ward, however those participants who did answer this question mentioned primary school provision and the importance of education, improvements in road infrastructure, better cycle paths, repairing of footpaths, bus stop provision, and clean streets (litter and dog foul).	7
Elton	Very few people from this Ward chose to answer this question, but those that did mentioned the provision of a new community centre.	1
Farndon	Very few people from this Ward chose to answer this question, but those that did mentioned improvement to transport links and road safety.	2
Frodsham	<ul style="list-style-type: none"> <li>The location and size of the recycling centre/refuse tip needs to be reviewed</li> <li>Continuation of free parking in Frodsham town centre.</li> </ul>	14
Gowy	<ul style="list-style-type: none"> <li>Road safety, specifically in relation to speed limits on some roads and the installation of speed cameras.</li> </ul>	7
Helsby	<ul style="list-style-type: none"> <li>More sports facilities are required including a sports centre.</li> </ul>	8
Kingsley	<ul style="list-style-type: none"> <li>Provision of public transport for residents to access services and work from rural areas.</li> </ul>	7
Little Neston and Burton	<ul style="list-style-type: none"> <li>Improved provision of public transport</li> <li>Improved road surface condition.</li> </ul>	9
Malpas	Very few people from this Ward chose to answer this question, but those that did mentioned more police presence, joined up working for hospital discharge, community gardens/orchards, Broadband connectivity and provision of more bus services.	4
Neston	Very few people from this Ward chose to answer this question, but those that did mentioned the maintenance of bushes and trees and the provision of public transport.	2
Parkgate	<ul style="list-style-type: none"> <li>Implementation of speed limit restrictions to make the roads safer.</li> </ul>	7
Saughall and Mollington	Very few people from this Ward chose to answer this question, but those that did mentioned road maintenance, venues for the arts and litter following bin collections.	3
Tarporley	<ul style="list-style-type: none"> <li>Housing issues, including too much development around Tarporley village.</li> </ul>	8



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Tarvin and Kelsall	<ul style="list-style-type: none"> <li>• Housing issues, including developments being more in line with neighbourhood plans and the use of brownfield sites rather than green belt land.</li> <li>• Traffic congestion, particularly on Tarvin Road.</li> </ul>	7
Tattenhall	<ul style="list-style-type: none"> <li>• Provision of public transport, including more regular services to and from Chester</li> <li>• Cleaner and clearer streets and footpaths.</li> </ul>	8
Willaston and Thornton	Very few people from this Ward chose to answer this question, but those that did mentioned safer pavements and clean, litter free streets.	2