

PART 3 of 3

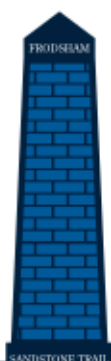
EVIDENCE

1 Introduction

This part of the Frodsham Neighbourhood Plan contains evidence documentation that complements and is referenced by Part 1 (Introduction and Policies).

List of contained documents:

1. Frodsham Neighbourhood Plan Launch Event (March 2015) Report
2. Notes from a meeting with members of the Frodsham Youth Association (March 2017)
3. Frodsham Neighbourhood Plan Business Survey (April 2018) including excerpts from Frodsham HNA & CwaC Parking Strategy
4. Your Voice Matters - Residents Survey (2017)
5. Your Voice Matters – Survey Result
6. FNP Data Summary of Surveys (including 1,3, website survey, public event, green spaces event and summer festival)



Document 1

Frodsham Neighbourhood Plan Launch Event Report [March 2015]

Neighbourhood Plan Steering Group
Launch Event
Held on Saturday 28 March 2015
From 10.00 – 16.00
At the Parish Hall, Church Street, Frodsham

1. Introduction

- 1.1. Frodsham's Neighbourhood Plan was formally launched on Saturday 28 March 2015 at the Parish Hall, Frodsham. The event was intended to start the process of providing the people of Frodsham to have their say on where new homes, shops, businesses & community facilities should go and what they should look like; and to identify and help protect areas of green space that are of particular importance to them.
- 1.2. 78 people, including senior citizens, adults & children attended the event. Steering Group members were on-hand to answer questions and give information.

2. Methodology

- 2.1. Maps, including a street map of Frodsham, of the geographical area of the Plan and of the Green Belt were displayed for information. Separate tables depicting "Frodsham – Old", "Frodsham – Present" and "Frodsham – Future" were set-up.
- 2.2. Visitors were invited to comment on what they liked about Frodsham, what they disliked and what they would like to change. Post-it pads for comment and coloured pens & sticky dots for identifying relevant areas (eg, for preservation, for building on, grot-spots etc) on maps were provided for use by members of the public. The "Wishing Tree", enabling visitors to write suggestions on tags and tying them to the branches proved to be popular.
- 2.3. Refreshments were provided.



3. Visitors Comments

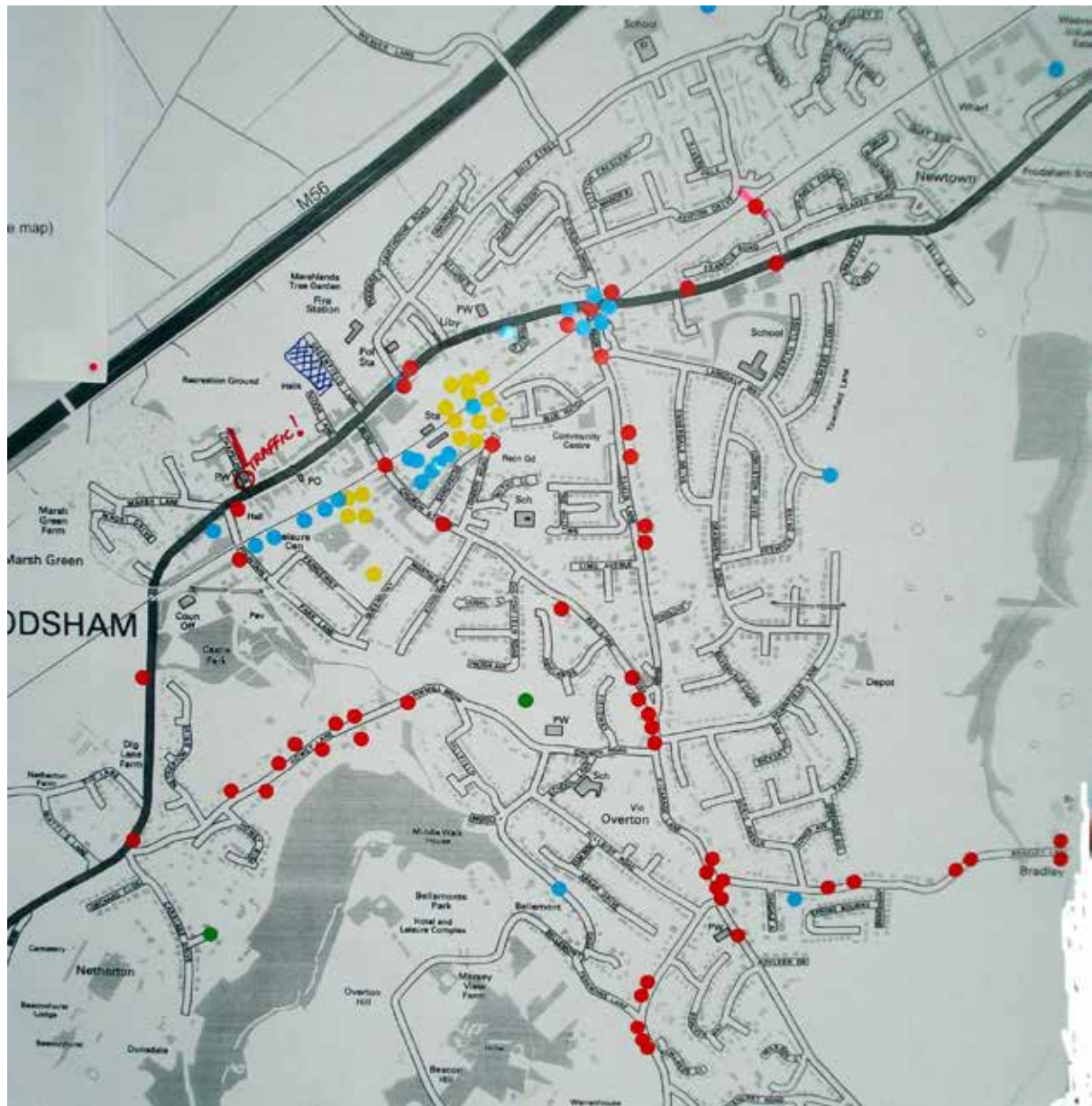
- 3.1. Comments are summarised at:
 - Annex 1 – Maps with Sticky Dots
 - Annex 2 – Map with Coloured Pen Markings
 - Annex 3 – Comments on Post-it Notes.
- 3.2. Analysis of comments will be carried out by the NP Working Groups.

Peter Vickery and Pammi Taylor
9 April 2015

Annex 1 – Summary of Visitors Comments (Maps with Sticky Dots)

- Yellow – Multi-storey parking facility
- Red – Pedestrians felt unsafe
- Green – Town Square
- Blue – Grot spots

1. This map was one of two that attracted the most attention and an almost continuous discussion throughout the day.



2. *Numbers of Dots:*

- Red: 53
- Blue: 26
- Yellow: 16
- Green: 3

3. Clearly people were most energised by two issues, pedestrian safety and tidiness / appearance. Of these, the safety of pedestrians (red dots) was the primary focus.

4. Some specific locations emerged as primary areas of concern:

- Fluin Lane, particularly the junctions with Vicarage Lane at one end and the A56 at the other
- Howey Lane
- Bradley Lane, notably the junction with Vicarage Lane
- Manley Road, notably the point at which it is joined by Newlands Road and Penkmans Lane
- A number of locations on Main Street / High Street at junctions with side roads

5. Moving onto the grot spots (blue dots) three areas were the focus of attention:

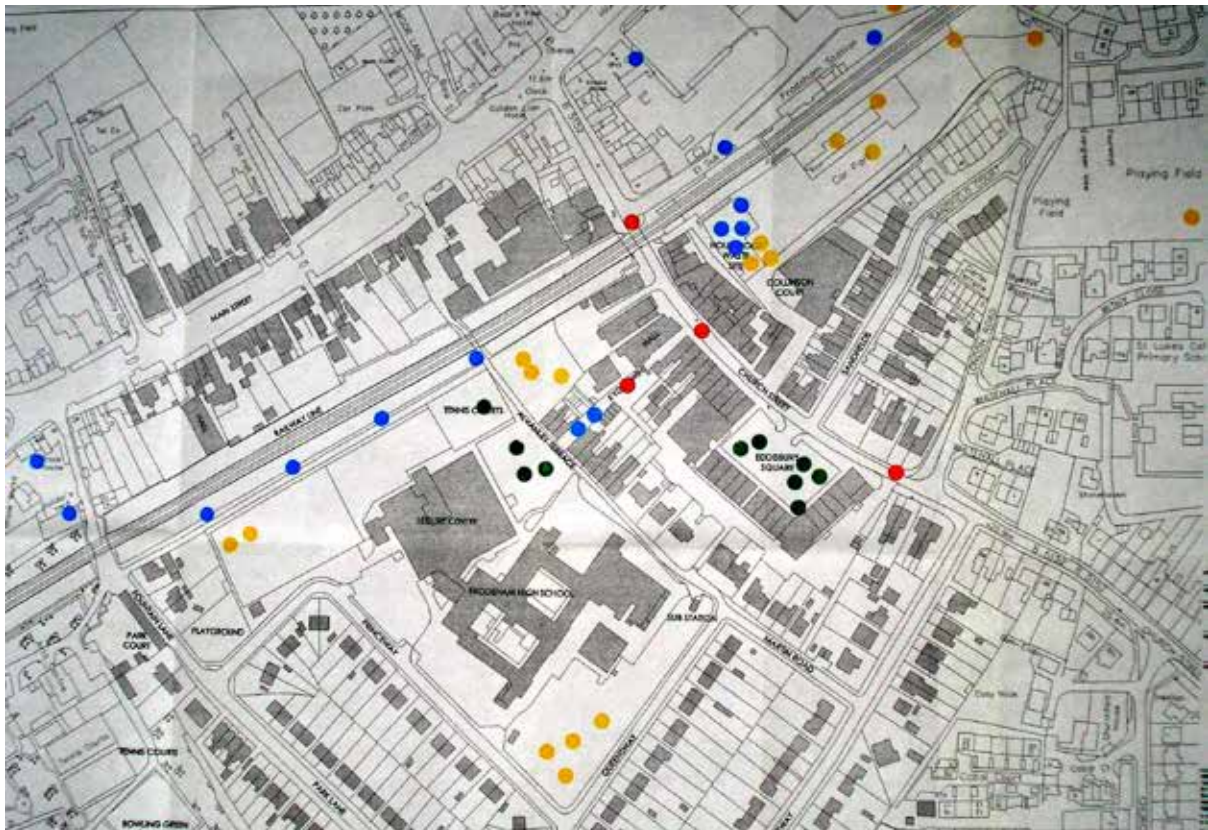
- The junction between Fluin Lane and High Street
- The area occupied by the recycling centre
- The footpath running between the railway and the all-weather pitch

6. Locations for a multi-storey car park (yellow dots) were centred on two locations:

- The back end of the station car park
- The land at the back of WH Smith off Church Street

7. The town square locations (green dots) appear a bit strange on this map except for the idea of Churchfields. The green dots appear in significant numbers on the town centre map, figure 2.

Figure 2 – Frodsham Town Centre



8. Numbers of Dots:

- Yellow 19
- Blue 15
- Green 10
- Red 4

9. Some additional thoughts on locations for the multi-storey car park (yellow dots) emerged to those identified in figure 1:

- The all-weather pitch by the railway line
- The land behind the medical centre

10. The grot spots (blue dots) were similar to figure 1, but with the addition of:

- Kydds Wynt (the route from Church Street to the Medical Centre)
- The Brook Works at the junction of Fountains Lane and Main Street

11. Town Centre ideas (green dots) focused on two locations:

- Eddisbury Square
- The land between Alvanley Terrace and the Medical and Leisure Centres

12. Pedestrians felt unsafe (red dots) at the following specific locations:

- On Church Street at the junctions with London Road, Kydds Wynt and the access road to the Station / Morrisons
- In Kydds Wynt itself

Figure 3 – Frodsham Area



1. A great deal of time was spent by visitors on this map and was a continuous source of discussion throughout the day.
2. Beginning with the green spaces, the existing open areas within the area were highlighted without seeming contradiction:
 - Saltworks Playing Fields
 - Community Centre upper field
 - Churchfields
 - Castle Park
 - Frodsham Hill
 - Other areas adjacent to Francis Road, Keswick Drive, Fairways and Bradley Lane were also highlighted
3. People had differing views (red / green) on the following areas:
 - The large area on the right of the map running from the end of Ellis Lane down to Bradley Lane
 - The land by the River Weaver on the opposite side of the A56 to Mill Lane
 - Land off Ellis Lane
 - Land off Ship Street
 - The Community Centre lower field
 - Townfield Lane Allotments
 - Some land adjacent to the A56 between Netherton and the Railway Bridge
4. Some clear and unchallenged proposals emerged for building development:
 - a Within the town area
 - Behind the medical centre
 - Adjacent to the station car park
 - On the corner of Fountains Lane and Princeway
 - Sprostons Yard
 - b On the outer edges of the town (some in green belt land)
 - Between Netherton and the railway bridge on farmland adjacent to the A56
 - Adjacent to the Weaver Park industrial estate
 - Next to Bradley Lane
 - Next to Penkmans Lane
 - Individual plots off Bellemonte Road, Simons Lane and Carriage Drive
5. Finally some ideas were posted:
 - Move the railway station to the land adjacent to the railway bridge over the A56 opposite Castle Park
 - A car park at the bottom of Greenfield Lane
 - Move St Luke's School to a site adjacent to Weaver Vale School and build on the vacated land
 - Build a new high school on the site of the old one
 - Land behind the medical centre should be used for accommodation for the retired.

Launch Event

Annex 3 – Summary of Visitors Comments (Post-it Notes)

	Likes	Dislikes	Wish to Change	Wishing Tree
Economic (LP SO 1 - 5)				
Comprehensive review of station car park / tip / goods shed site including consideration of office space to bring in jobs and service / retail customers			1	
Develop land near Leisure / Health Centres to include car parking & town centre for use for events			1	
“Make Eddisbury Square the town square”			1	
A Marina with a pub/wine bar & shops				3
Renovated Swing Bridge	1			
Independent shops in Main Street	1			
Town Centre	1			
Transport links / motorway networks	2			
Gridlock when M56 closed / resulting pollution		2		
Improve pavement access in Church Street			1	
Lack of safe pedestrian crossings		1		
Improve traffic/parking management to relieve congestion			3	
Lack of imaginative traffic & parking management / difficult parking		3		
Parking in Eddisbury Square		1	1	1
Parking on Kingsway		1		
Lack of multi-storey car park or other solution for parking		2		
“Thought of a multi-storey car park – not in keeping with village / market town”		1		
Fix the unstable cliff at NE end of station car park				1
Speeding / noisy traffic (inc on Bridge Lane, Fluin Lane & Red Lane)		5	1	
Lack of traffic calming measures in Fluin Lane		1		
Improve traffic flow on Fluin Lane / Bridge Lane			1	
No traffic lights or safe pedestrian crossing in Fluin Lane / dangerous junction		5		
Traffic light controlled pedestrian crossing on Vicarage Road near Bradley Lane/Manley Road			1	2
Too much traffic on Bradley Lane – unsafe for pedestrians		1		
Speeding traffic, including lorries, on Bradley Lane		1		
Traffic lights or roundabout at Fluin Lane/High Street/St Hilda's Drive junction			2	3
Make Howey Lane 1-way			1	1

	Likes	Dislikes	Wish to Change	Wishing Tree
Make roads round the Health Centre (Fountain Lane & Kingsway) 1-way			1	
Lack of enough parking spaces on Main Street		1		
Mark parking spaces on Main Street more clearly			1	
Parking restrictions (2 hrs?) in Main Street			2	
Strict double yellow-line parking enforcement			1	
Ban double-parking of taxis on Main Street and parking of taxis in bus stops			1	
Release parking spaces on Main Street passing trade			1	
Lack of parking spaces for shoppers with commuters filling up the station car park		1		
Free time-limited & area for paid all-day parking at Station car park			4	
Spread out disabled parking spaces (currently in two groups) on Main Street			1	
Parking on pavements		5		
Ban parking on pavements (opposite St Luke's Church)			1	
Charge for parking for over 2/3 hours			1	
Charge for parking for over 5 hours between 8am – 6pm			1	
Lack of public transport to nearby towns (eg Northwich)		1		
Bus link between Frodsham & Halton stations till Halton Curve opens			1	
Halton Curve for direct public transport to Liverpool			1	1
No rail / public transport link to Liverpool / Airport		8		
Shops & their variety	9	1		
Choice of Pubs / Restaurants / Coffee shops (meeting places)	7			
Lack of diversity in restaurants (Greek, Italian, Turkish etc)		2	1	1
Fewer coffee shops / more useful shops (eg haberdashery & household goods)				1
More stalls on Market day				1
Market in Main Street [Note: Must not block pedestrian crossings & pavements]	1			
Proximity to Chester / Liverpool / Manchester	2			
Lack of opportunity for small business (2-3 people) set-up		1		
Too many planning consents make for inadequate parking provision		1		

	Likes	Dislikes	Wish to Change	Wishing Tree
Social (LP SO 6 - 8)				
Engage Ship Street residents more effectively in community and in the NP process			1	
"Everything!"	1			
"People moaning about our lovely town"		1		
Safe Community	1			
Friendly people / Village-market town feel / Engaged community	12			
Opportunities for community to "have their say" and get involved.	1			
"Meeting genuine Frodsham people – all on the same level – all born here"	1			
Choice of Primary Schools	1			
Build bungalows suitable for elder citizens on site near Leisure & Health Centres				1
More affordable housing for young people & families				2
Rebalancing of housing mix to reflect local needs including adequate affordable housing			1	
Lack of affordable housing		1		
Access to amenities (shops, doctors, dentists, library, chemists, post office, transport)	3			
Uneven pavements in residential areas – unsafe for wheelchairs & pushchairs		1		
No safe cycle route to Helsby High School		2	1	
Having to pay bus fares to Helsby High School		1		
Castle Park & its restored buildings	6			
Leisure Centre	1			
Upgrade Leisure Centre (with swimming pool)				2
Library	2			
Health Centre	1			
Community Centre	2			
Arts Centre & Community Centre activities	2			
Talented local performing groups (drama, opera etc)	3			
Church activities	1			
More cultural events in Castle Park				2
Local museum & visitors' centre			1	
Christmas Festival	2			
October Craft Fayre	1			

	Likes	Dislikes	Wish to Change	Wishing Tree
Drain Saltworks playing fields and provide pavilion & WCs			1	
Improved access to Saltworks area			1	
Improved parking in Townfield Lane			1	
No High School		1		
No decent play area		1		
Lack of facilities for young people		1		
Becoming more difficult to see a GP		1		
“LGBT Groups?”			1	
Town Hall				1
Environmental (LP SO 9 – 16)				
Move the tip / recycling centre away from town centre (poor access)			3	
Move main tip to land beyond Gleaves' site, retaining a 'bit tucked away' recycling facility for glass, paper etc on current waste site			1	
Keep the skips in the town centre (more environmentally friendly) but move to far end of car park (safer & less congestion).			1	
Move waste bins at OHMF to a more suitable site – not in direct line of vision from the seats				2
Maintain Green Belt, footpaths & countryside aspect of Frodsham				1
Open fields and wet meadows on Sutton Causeway	1			
Hob Hey Wood	1			
Overton Hill	1			
Access to countryside / green spaces	6			
Footpaths / walks	7			
Better maintained & lit footpaths			1	
Footpath from Howey Lane			1	
Footpath from Ship Street to Marsh Lane – south of A56			1	
Footpath from Alvanley Terrace to Church Street (opposite footpath from Fountain Lane)			1	
Canoe passage from Navigation Canal to River Weaver			1	
Fewer cars				1

	Likes	Dislikes	Wish to Change	Wishing Tree
Not Categorised				
Lots of Wishing Trees				1
Council that works				1
The Town Council		1		
“FTC 'telling' Frodsham what it should have! Listen to people”		1		

Document 2

Notes from a meeting with members of the Frodsham Youth Association [March 2017]

Notes from a meeting with members of the Frodsham Youth Association, March 10th 2017

Peter Vickery, 11/03/2017

The meeting had been set up by Nic Mikoleizik following a meeting at Helsby High School as part of ensuring that the views and aspirations of young people are properly captured in preparing the Neighbourhood Plan.

A group of around 15 association members attended and were both enthusiastic and constructive.

I took along a map of the plan area, let the attendees look at it and after briefly outlining the purpose of the Plan and its focus on the future use of land between now and 2040, asked 3 questions of the group:

- What about Frodsham is special to you?
- What do you want to see protected?
- What changes would you like to see?

Before the session began I spoke with 3 members while the rest were being assembled. To the question, do you like living here? I got the response no – this being down near Saltworks. The mess and parking associated with the football activities were a prime reason but also the difficulties walking along Ship Street into town arising from parked cars and moving traffic. It is a long trek to get from that end of town to the High School. There is a widespread disappointment that there is no longer a High School in Frodsham, I got a negative reply to a question about enjoying the High School. The condition of the road down Dig Lane taken by cyclists on their way to school in preference to the Main Road – just putting “Mud on Road” signs on display was a poor alternative to keeping the road clean.

Following an introduction by Nic and my brief opening remarks, the main discussion followed the 3 questions in sequence, but inevitably jumped between all three as it unfolded. The following are my expanded jottings of the conversations under the 3 headings, hopefully amended by the attendees to make sure some important messages are captured.

Under the heading: What about Frodsham is special to you?

The primary schools

Because we're here

Everyone is special

The Youth Club

Subway (would also like a McDonalds and a KFC, with one dissenter – fast foods are not good for you)

Gym (I'm not sure whether this is something they would like or like to see changed / improved)

Feels safe

I live there

Bonfire night (the ones in Runcorn and Widnes are better)

Fun stuff, loads of clubs such as the scouts

Castle Park, almost unanimous agreement that it is a great place

Under the heading of things to protect:

Everything

The environment

The PCSO

Under the heading of changes, they would like:

Improvements to the Saltworks Farm area, currently unattractive because of the presence of spent needles and drugs and a bad area for the skate park

Loss of the Athletics Club seen as a big gap, would like a proper running track

Leisure centre seen as missing certain features such as a basketball court – the one at the top of Castle Park is remote, shared with a football court and is often dominated by older youths playing football to the exclusion of basketball players.

The loss of the green space (Greengate?) along Ship Street as an open area was regretted

Youth Café

Young Costas

Would love a spot for young people in the centre of town – there was disappointment that the Goods Shed development, which had included a space for exactly this, had not happened.

Castle Park Gates off Park Lane are locked too early (and I would add not opened early enough)

More places / cafes to eat

Indoor climbing centre

Change Sainsbury's into McDonalds

Trampoline Park indoor / outdoor

Swimming Pool (really strong support for this general feeling was that the Council(s) should try harder on this)

Basketball Court

New skate park

Another recreation centre (strong support for Townfield Lane site to be refurbished and not lost)

Youth club open for more days

More houses people can afford

Better infrastructure (paths etc.)

Black spots are: Gates Garage Crossing, Fluin Lane junction

Cars are the problem, not just parking, moving traffic and cars blocking the pavement

Footpaths – condition and lighting

Accessibility for families and older residents (note this is coming from young people)

Potholes and mud

Bike lanes – young cyclists seen as the big losers in traffic layouts

School run car parking at the High School – this puts cyclists at risk

A Primark outlet

Cinema, bowling, ice skating facilities – fed up with trekking to Cheshire Oaks

At this point the young folk went off to do other things, but two helpers, Mary and Jane asked for a discussion and I repeated the questions the youngsters had addressed.

Would like the various options on housing type etc. considered by the steering group to be tested on the community via a letterbox drop and give people the opportunity to make their views felt.

Parking – the current arrangements need improving

Walking at night – better lighting

Better maintenance of footpaths including the foliage that can negate the benefits of street lighting must be undertaken

Developments around the Mersey View, little understanding of what is going on, particularly about infrastructure – this was once a delightful picnic spot

Traffic up and down Belmont Road to the Forest Hills Centre – excessive speeds with no footpaths for protection

Belmont Road has a great community spirit – the Landlord of the Belmont gives the pub over to the residents once a year for a Macmillan's coffee morning

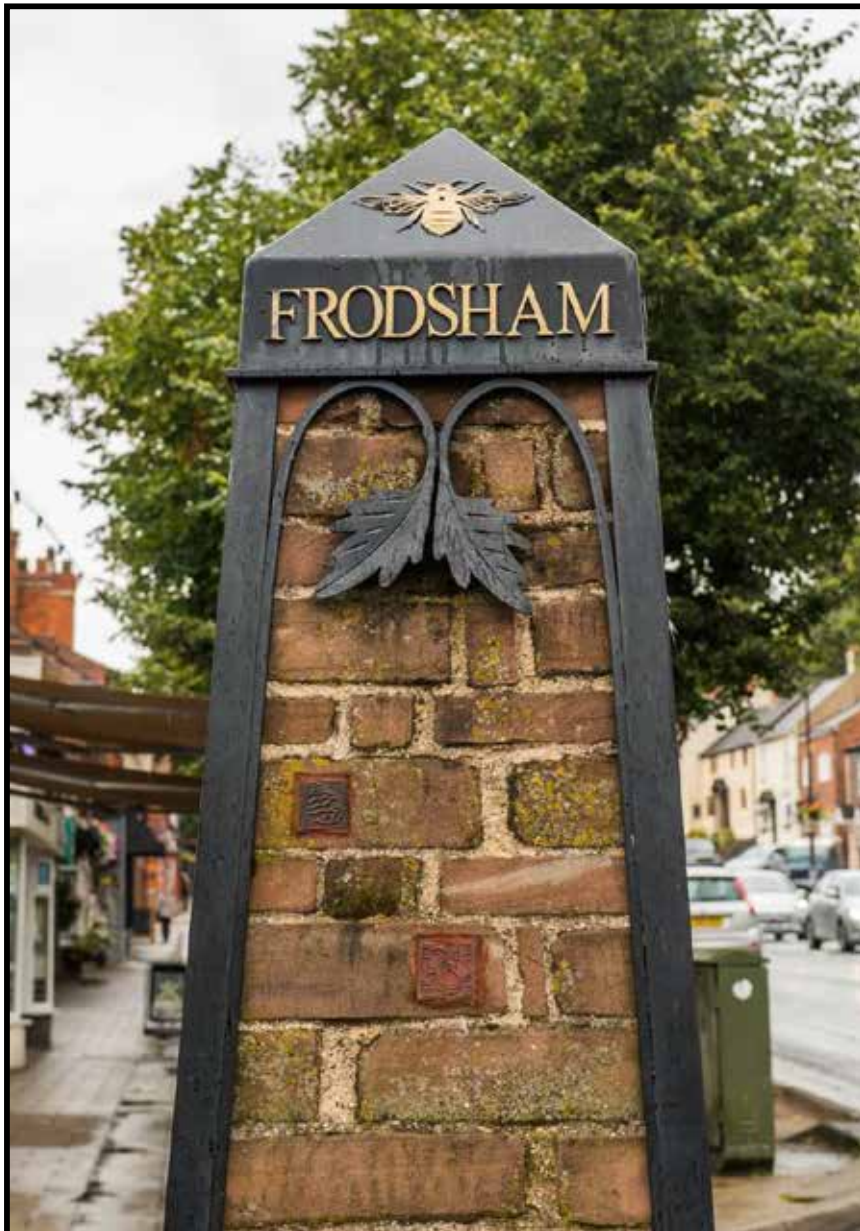
Footpaths along routes out of Frodsham to Manley and Kingsley poor/ /non-existent

Document 3

Frodsham Neighbourhood Plan Business Survey (April 2018) including excerpts from Frodsham HNA & CwaC Parking Strategy

Frodsham Neighbourhood Plan Business Survey

April 2018



Contents

1.	INTRODUCTION	2
1.1	Background	2
1.2	Selection of Respondents	2
2.	SURVEY DESIGN	3
2.1	Questions	3
3.	SURVEY RESULTS	5
3.1	Question 1	5
3.2	Question 2	6
3.3	Question 3	6
3.4	Question 4	7
3.5	Question 5	7
3.6	Question 6	8
3.7	Question 7	8
3.8	Question 8	9
3.9	Question 9	11
3.10	Question 10	12
4	POSSIBLE IMPLICATIONS FOR THE NEIGHBOURHOOD DEVELOPMENT PLAN ...	14
	APPENDIX 1 – EXCERPT FROM FRODSHAM HNA	18
	APPENDIX 2 – CHESHIRE WEST AND CHESTER PARKING STRATEGY	24

1. INTRODUCTION

1.1 *Background*

- 1.1.1 The Frodsham Neighbourhood Plan is a community-led land use development plan looking forward to 2030. As with most Neighbourhood Plans it is focussed around the needs and aspirations of the resident community. However, unlike smaller settlements that have undertaken a Neighbourhood Plan, a significant contribution to the town is made by the economic activity of business that are based in and around the town.
- 1.1.2 The Frodsham Neighbourhood Plan Steering Group has sought to obtain the views of the business community on a variety of topics via the issue of a questionnaire; the results of which are presented in this report.

1.2 *Selection of Respondents*

- 1.2.1 The survey recipients were selected from a 'long list' of all business in Frodsham that were based in premises upon which business rates were being paid. Although that identified over 200 business addresses in the Neighbourhood Plan area, the Neighbourhood Plan Steering group decided that the survey should be focussed on those business that: a) were not part of national 'chains' or were not locally-based; and, b) were located in the town itself and not in its rural hinterland.
- 1.2.2 As a result 60 local businesses were identified and contacted to discuss whether they would want to contribute to the survey. Some were visited, others were contacted by telephone or email. 6 businesses declined involvement (10%) and 23 contributed by interview (38%). The remaining 31 (52%) were invited to complete an online survey form; 15 responses to the online survey were received (25%). The survey was featured on the Frodsham Town Council and other businesses that had not been approached directly were also encouraged to submit a response (this may account for some of the 15 online responses).
- 1.2.3 The 38 responses that have been gathered represent a 63% response rate of those businesses identified as having met the criteria for inclusion.

2. SURVEY DESIGN

2.1 Questions

2.1.1 The questionnaire asked respondents the following 10 questions:

About Your Organisation:

- 1) What type of business do you have?
 - Retail
 - Industrial
 - Office
 - Café/Pub/Restaurant
 - Service
 - Not for profit
 - Other (please specify)
- 2) How many staff, associates or contractors do you have?
- 3) How many of your staff live in Frodsham? If none, where do your staff travel from?

About why you set your business up

- 4) How long has your business been established?
- 5) Why did you choose Frodsham as your location?
 - I live here
 - Appropriate premises
 - Suitable clientele
 - Other (please specify)
- 6) Are you planning to expand:
 - ... your premises? Please tell us more;
 - ... your staff numbers? By how many?
- 7) Do you have any difficulty getting suitably skilled staff? If yes, please tell us more
- 8) Have you experienced any barriers or constraints when operating your business? If so, please tell us about them

- 9) What would help your business prosper in the future?
- 10) Do you have any other comments?

2.1.2 The questions were designed to help gain an understanding of the viability of Frodsham as a business location and explore how the businesses operated. In relation to the emerging Frodsham Neighbourhood Plan, it was intended that the survey results would reveal an insight into: what makes the town an attractive location for businesses; where present and future staff live (or are likely to live); whether the choice of premises/locations within Frodsham meet the businesses' current and planned future needs and aspirations; and, gave respondents an opportunity to discuss other issues that they felt it would be worth raising.

2.1.3 Whilst it is likely that the responses gathered will not necessarily relate directly to the policies that may be included in the Frodsham Neighbourhood Plan, it is anticipated that they will help to illustrate the importance of the town for economic activity for residents, both as clients/customers and employees.

3. SURVEY RESULTS

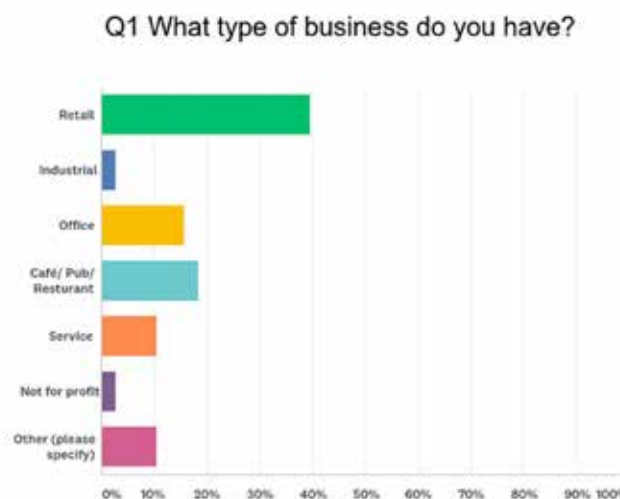
3.1 Question 1

What type of business do you have?

- Retail
- Industrial
- Office
- Café/Pub/Restaurant
- Service
- Not for profit
- Other (please specify)

3.1.1 40% of the respondents were retailers, with 45% split between office (16%), café/pub/restaurant (18%) and service (11%). Industrial (3%) and not for profit (3%) made up the remaining responses that indicated that the categories given were how they would have classified their business activity. The remaining 10% comprised a veterinary practice, an estate agent, a golf course and a human resources/payroll service provider.

Figure 1 – summary of responses to Question 1



3.1.2 Frodsham is a small/medium sized town with a strong retail offer so the dominance of that sector is no great surprise. The remaining split is as would

be expected for a market town given that businesses that were part of national chains had been excluded.

3.2 Question 2

How many staff, associates or contractors do you have?

- 3.2.1 The total number of employees at the businesses surveyed was 509. 70% of the businesses employed less than 10 staff, accounting for one fifth (20%) of the total. Whilst the average number of staff was 14, that is slightly skewed by the four businesses with 50 or more staff employing 180 (35%). Only 7 people were shown as being part-time although, as that question was not specifically asked, there may be more.

3.3 Question 3

How many of your staff live in Frodsham? If none, where do your staff travel from?

- 3.3.1 Of the 509 staff working at the 38 businesses in the town, 209 were specifically identified as living in Frodsham. The second most common location from which people travelled to work in Frodsham was Runcorn (17), with a further 18 persons living in nearby settlements (Preston Brook, Ellesmere Port, Elton, Helsby, Norley). The remainder lived either further afield in Cheshire and adjoining areas (26) and two much farther away (London, Derby) or it was not possible to determine from the survey responses what their 'home' location was (267) except that it was not in Frodsham.
- 3.3.2 The fact that 41% of the staff of the surveyed businesses both lived and worked within Frodsham can be viewed as a positive statistic and may indicate that the town is, or has the potential to be quite sustainable. The results also show that at least 12% do not live in the town (albeit mostly nearby). However, there are 267 (47%) for which there is no indication of where they live other than that it is not in Frodsham. If a similar geographical distribution of locations is assumed, then this would suggest that approximately 343 (67%) live in Frodsham or locally in other settlements and about 158 (31%) live elsewhere in Cheshire and adjacent areas (Manchester, Warrington, North Wales). It's likely that the remaining 2% commute significant distances to the town.

3.4 Question 4

How long has your business been established?

- 3.4.1 34 respondents replied to the question asking how long their business had been established. Broadly speaking, the results show that many of the businesses have been established in the town for a number of years – 20 out of 34 having been present for 10 years or more. Notably, 12 have existed for 25 years or more. Only 6 were relatively new enterprises less than 5 years old.
- 3.4.2 It appears that the town has been good to the businesses that are based there, with many of them enduring for several decade or more. Given the recent turmoil in the economy in general, and the retail sector in particular, it is reassuring that those that remain active are sufficiently well-established to continue in their present locations.

3.5 Question 5

Why did you choose Frodsham as your location?

- I live here
 - Appropriate premises
 - Suitable clientele
 - Other (please specify)
- 3.5.1 Most respondents selected multiple reasons for having been located in Frodsham. Of the 34 that chose to complete this part of the survey, the dominant reason given was that there was appropriate premises to conduct businesses (19), the business owner being a resident of Frodsham was a close second (14); 5 respondents gave both reasons. The presence of suitable clientele was given less some weight (8). All other reasons cited (access/location, parking, community, customer base, opportunity and market knowledge) amounted to 12.
- 3.5.2 These responses seem to indicate that business opportunities for local residents have been facilitated by the availability of suitable premises and clientele, and the characteristics of the town with regard to location and access.

3.6 Question 6

Are you planning to expand:

- ... your premises? Please tell us more;
- ... your staff numbers? By how many?

3.6.1 Of the 32 replies to this question, 25 stated that they were not planning to expand their business premises (although 2 of those said that they had recently done so). One respondent felt unable to expand the business because its location in a listed building was restrictive. The remaining 7 businesses made the following comments regarding their wish to expand their premises:

- *"Would like larger premises, however these are not readily available in Frodsham"*
- *"Potential to do more with the building"*
- *"Would like to secure a unit between 2 - 4 times of what we already have"*

3.6.2 Of the 25 respondents who answered the question relating to staff numbers, 14 had no plans to expand and one responded with "unknown". Those 10 businesses planning to expand staff numbers had limited or uncertain plans to do so, with 4 respondents intending to increase numbers by 1 (including one part-time post and one 'Saturday help' post) and; three intending to employ an additional 1 to 3 additional people. The remaining responses were:

- *"will recruit more staff appropriately as the business grows"*
- *"we cannot confirm for certain at the moment"*
- *"aim to maintain around 50-55"*

3.6.3 These responses suggest a marginal increase of between 1-2% (7 to 11+ staff), possibly a few more.

3.7 Question 7

Do you have any difficulty getting suitably skilled staff? If yes, please tell us more

3.7.1 Nearly half of the 28 responses to Question 7 said that they had no difficulty getting suitably skilled staff. 15 further responses were given, ranging from those whose primary issue is with the unavailability of suitably trained candidates to concerns about the willingness of local people to adopt the right attitude to job-seeking. The following excerpts give a flavour of the responses:

- *“we only employ staff recommended to us or that we already know”*
- *“We can train them on site. it's much more important to employ the 'right' people for the job”*
- *“social and interpersonal skills are key skills”*
- *“customer service/attitude”*
- *“difficult to find staff who are consistently reliable and who maintain their interest in the business”*
- *“skilled/trained staff hard to attract, main draw for skilled staff is Chester”*
- *“We usually take on apprentices and then train them ourselves”*
- *“Nobody wants to go into the Hospitality Industry”*
- *“difficult to compete with the surrounding larger towns and cities”*
- *“skills shortage in catering cannot attract people to Frodsham; most go to Chester”*
- *“people seem to have no ability making even tentative professional enquiries in this town and expect the offers of employment to come flooding in”*

3.7.2 Question 7 elicited a wide range of responses but overall there did not to be a major difficulty with recruitment in the town.

3.8 Question 8

Have you experienced any barriers or constraints when operating your business? If so, please tell us about them.

3.8.1 31 businesses responded to Question 8 but only 4 of them said that they had experienced no barriers or constraints to the operation of their business. Whilst the other 27 responses were fairly varied and included: skills shortages; traffic and parking; unhelpful property landlords; planning

permission; accessing funding and high overheads; and, internet connection speeds and phone service problems.

3.8.2 Specific concerns voiced included:

- *“Parking is poor in Frodsham”*
- *“Lack of easy/affordable/free parking is the number one complaint from our customers”*
- *“main constraint is ensuring sufficient funds are raised”*
- *“Lack of 'destination' or 'halo' shops in Frodsham”*
- *“Access has always been an issue in the centre of the town”*
- *“Listed building, want to expand/air con etc”*
- *“2hr parking restriction”*
- *“rates and rents are very high”*
- *“Traffic, car parking”*
- *“Parking is a nightmare in Frodsham - mostly due to FREE parking for commuters Manchester for work”*
- *“Lack of parking around the shop”*
- *“Too much heavy traffic on Church Street at peak times”*
- *“lack of support from local people”*
- *“parking for customers and deliveries”*
- *“lack of access and parking”*
- *“Parking can be a problem, particularly Thursdays”*
- *“hard to get start-up funds & financial practical help”*
- *“Poor traffic flow in the town and lack of parking”*
- *“Affordable office space hard to find”*
- *“archaic commercial leases and landlords with no understanding of retail in the town”*
- *“planning permission”*

3.8.3 The most frequently cited barrier overall was car parking, with a number of reasons for the problem suggested.

3.9 Question 9

What would help your business prosper in the future?

3.9.1 Unsurprisingly, the things that businesses felt would help them to prosper in the future were mostly related to the resolution of the barriers identified by the answers to Question 8.

3.9.2 Landlord Issues:

- *"bigger property but rents too high"*
- *"Larger premises but with the condition that we own them, not rent them"*
- *"More affordable office space"*
- *"Rent too high, difficult relationships"*
- *"Empty shops for too long"*

3.9.3 Parking and Access

- *"Better (free!) parking provision. Better cycling infrastructure"*
- *"Increased footfall; increased parking"*
- *"avoid introducing car parking charges in Frodsham"*
- *"coach parking would be good to increase footfall"*
- *"continue with free parking options"*
- *"Car parking and greater footfall. demolition of old goods shed to increase car parking at the station"*
- *"More parking made available. Better use of available parking places"*
- *"resolve (...) the usual car parking problems"*
- *"2 hrs free parking once charges are enforced"*
- *"More parking spaces. No market on Thursday. Keeping Parking in Frodsham FREE"*

3.9.4 Communications:

- *"Better internet speed and quality"*
- *"Better signage"*

3.9.5 Promotion and Community Support

- *“support from the community through fundraising and volunteering”*
- *“constructive and continuing positive attitude (...) from the local community”*
- *“Promotion of Frodsham as a shopping destination”*
- *“Keeping the image of Frodsham as it used to be”*
- *“Support from local community”*

3.9.6 The answers to Question 9 were amongst the more forthcoming of those given by respondents, and they clearly had strong sentiments about the role of car parking in the town.

3.10 Question 10

Do you have any other comments?

3.10.1 The final question in the survey was an open-ended query that sought to draw out any other relevant views the respondents might have: 13 businesses chose to respond to the question.

3.10.2 The responses included a number of comments about car parking and access, as well as other issues. A selection of them, which captures the type comments made, are set out below:

- *“concerned by the prospect of parking charges for Frodsham”*
- *“We benefit from an above average staff retention and loyalty due to the convenience of our location”*
- *“meetings of the Frodsham business community to discuss local issues would be really useful”*
- *“Land behind Health centre should be for community based use”*
- *“(rail improvements) will help many to access Liverpool”*
- *“People will park in Frodsham to commute to Liverpool”*
- *“Need 4 hours min free parking”*
- *“If (Business Rate Relief) were to change, it would adversely affect my ability to maintain and grow the business”*
- *“Time governed car parks mean customers only hit the shop they require and then go”*

- *“Parking plans should be developed which do not deter the daily shoppers/visitors coming to Frodsham”*
- *“Transportation links are a big plus”*
- *“Parking and availability of car parks needs to be addressed”*
- *“retailers need to work more collaboratively, share rental information and introduce a town-wide click and collect service”*

3.10.3 The impression given is that parking, access and collaboration are key themes for businesses’ continuing to thrive in the town.

4 POSSIBLE IMPLICATIONS FOR THE NEIGHBOURHOOD DEVELOPMENT PLAN

4.1 RETAIL

4.1.1 Economic Activity in Frodsham is skewed towards retail premises with nearly 60% of survey respondees indicating that their business was either a shop or pub/café/restaurant. However, the responses also suggested that there was some potential for additional flexibility in the way those premises were used to enable the existing businesses (and potential new/expanded ones) to operate more effectively. Some of the suggestions were related to matters outside the scope of Neighbourhood Development Plans, such as lease arrangements and collaborative working). However, as a mainstay of the town's economy, it would be appropriate to include a policy or policies in the Draft Frodsham Neighbourhood Plan to indicate that there should be a flexible approach to consideration of planning applications that seek to:

- make alterations to the size, configuration and precise use of individual premises to ensure that they continue to be appropriate for economic use;
- combine retail and residential uses in the same premises ('live-work') to keep the existing retail premises in active use and resist possible pressures to change their use to purely residential;
- combine existing premises that are currently of an unhelpful size and/or configuration for desired future use to create larger units that can meet the need of expanding businesses; and,
- make smaller changes to signage and associated ephemera (that require planning permission) to improve visibility and marketability.

4.2 PARKING

4.2.1 Car parking is signalled as an important issue for Frodsham's economy and has been addressed by Cheshire West and Chester Council as part of its Borough-wide parking strategy (see Appendix 2). Whilst many, if not most, aspects of parking in the town are governed by regulations outside of the land-use planning system there may be policy approaches that can begin to address the perceived issues with the availability of parking spaces in the town. These could include:

- a firm requirement of new/additional/expanded/reconfigured premises and locations for economic activity to make specific (and hopefully

‘managed’) provision for car parking to reflect increased access requirements;

- identification of locations for additional off-road car parking provision that should not be brought forward for other uses; and,
- site-specific provision for rail-users to park for longer periods without compromising the availability of short-stay spaces for those accessing local shops and services.

4.3 OTHER MATTERS

4.3.1 Various respondents raised other matters that have the potential to be addressed through the Neighbourhood Plan:

- **Internet/broadband** – to function as an effective business/retail location it was felt that there was a need to ensure that online access in the town was of the right quality. This might be addressed by a policy that indicated that planning applications for communications infrastructure might be considered favourably where they could be demonstrated to add to the economic viability of the town’s current and future businesses.
- **Availability of staff** – in relation to whether or not the existing state of the local housing market was a constraint in the recruitment and retention of locally-based staff in Frodsham, it was not possible to draw clear conclusions from the business survey: some employers seemed to have difficulty in recruiting from the available pool of locally resident workers, rather than the housing market (and therefore availability of lower cost housing) having a negative effect on the labour market. It would be difficult to make a strong argument for intervention on housing matters as a result of the results of this business survey. Such considerations would more readily be addressed when reviewing the recently completed Housing Needs Report.
- **Office Space** – comment was made that office premises were hard to find in Frodsham. It is uncertain whether this requires a policy response in the Neighbourhood Plan and the concern expressed may have been related more to issues with the way in which such locations are marketed and the associated costs of leasing. However, if a policy response is needed then thought should be given to protecting existing office premises from change to other uses (where planning permission would be required). As with retail premises; there is potential for the designation of locations for live-work locations and/or a policy that overtly encourages such provision.

- **Cycling** – the responses to the survey show that many of the current businesses in the town value and need their local customer base. As such there is an appreciation that cycling can play a role in allowing those clients and customers to access business premises and that there is a need to enhance the infrastructure for cycling. A policy response to this perception can be developed that identifies important future routes for cycling and protects those routes from development that might prevent their future implementation. It may also be possible to identify opportunities for other infrastructure such as secure cycle parking etc., that can be given broad encouragement in the Neighbourhood Plan.

5 CONCLUSIONS

5.1 The Frodsham Neighbourhood Plan Business Survey has helped to identify a large number of issues that the locally-based businesses in the town consider to of importance to the establishment, operation and future development of their operations. However, many of these fall outside the remit of Neighbourhood Plan Policy and may well have to be addressed by other policy and practical approaches. Notwithstanding the limited impact that the Neighbourhood Plan can have on those businesses there are measures (as set out in section 4, above) that can be considered for inclusion to begin to help create a good environment for economic activity.

Strategic Economic Context (1)

This section analyses economic development strategies relevant to Frodsham and includes commuting pattern data for Cheshire West and Chester, which helps set the context for where the population is travelling to and from for work.

West Cheshire Rural Growth Strategy

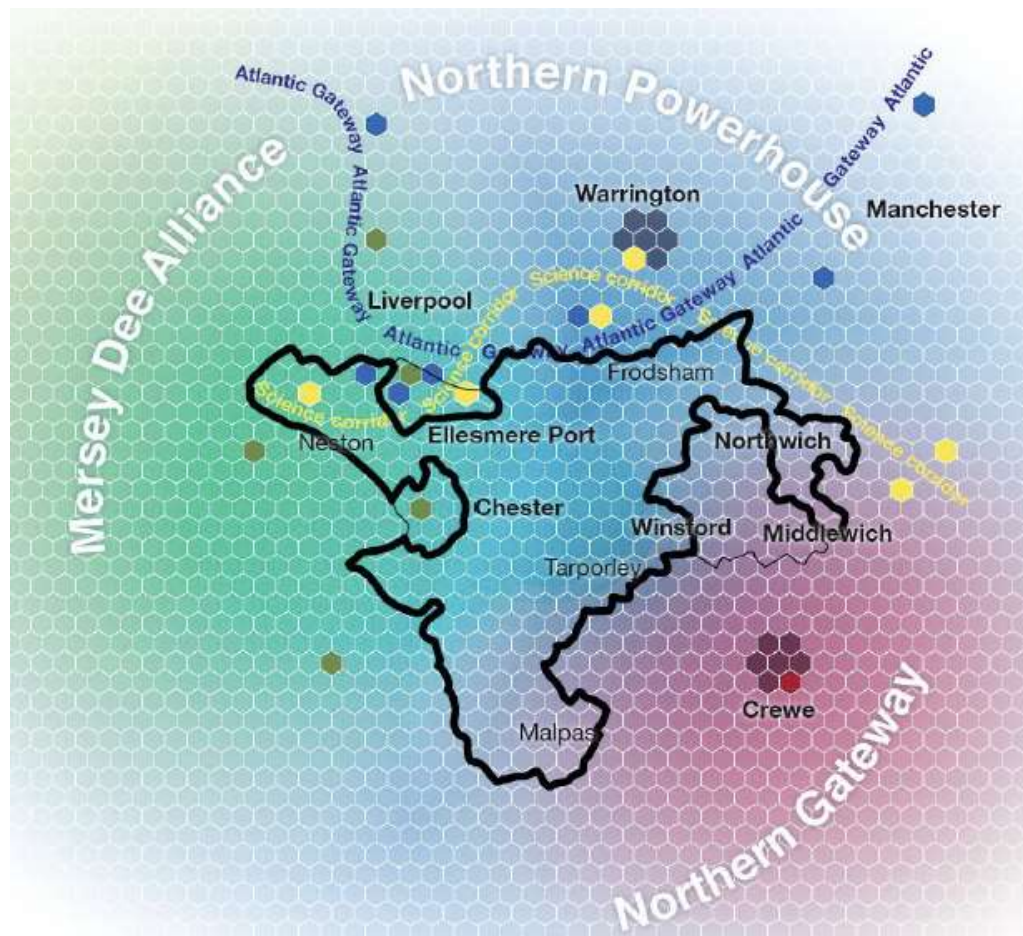
This strategy supports the delivery of at least 2,785 (up to 2030) new homes of the right type in rural locations, with a particular emphasis on affordable housing, family housing, housing for older people and high quality housing in the rural area and market towns. Underpinning this is the need to attract and retain a skilled workforce that will support businesses in the rural area. **Development of new housing should support the growth and economic well-being of the Market Towns:** - Neston, Frodsham, Tarporley and Malpas as well as the rural villages.

The West Cheshire Rural Growth Strategy also identified sub-regional spatial economic priorities for the rural area and market towns of West Cheshire:

- **Mersey Dee Economic Axis** – a zone of innovation and advanced manufacturing straddling **North East Wales, Wirral and West Cheshire** aiming to deliver 54,000 new jobs and **41,000 new homes by 2040**.
- **Cheshire Science Corridor** – a corridor of interconnected centres of scientific excellence across Cheshire and Warrington.
- **Atlantic Gateway** – the world trade, logistics, business and innovation corridor stretches from Deeside to Merseyside and through Cheshire and Warrington to Manchester.
- **Crewe High Growth City and HS2 Hub** – a major development and connectivity hub with accelerated growth potential for houses and jobs.
- **Northern Gateway Development Zone** – the major growth and investment opportunity that connects the Northern Powerhouse and the Midland Engine aiming to deliver **100,000 new homes** and 120,000 new jobs by 2040.

Warrington New City – a continued focus for employment growth and new housing. Warrington's connectivity will be reinforced in the future as it sits at the intersection of HS2/West Coast mainline and HS3 (TransNorth Rail) aiming to deliver **26,000 new homes** and 55,000 new jobs.

Map 4: West Cheshire Rural Area and Market Towns Spatial Relationships



-  Rural
-  **Atlantic Gateway Ports**
Liverpool Wirral Bridgewater Ince Warrington Salford
-  **Mersey Dee Alliance - Key Employment Sites**
Wirral Waters Ellesmere Port Chester CBQ Northern Gateway Deeside Wrexham IE
-  **Cheshire Science Corridor**
Capenhurst Thornton Sci-Tech Birchwood Jodrell Bank Bio-hub
-  **HS2 Hub**

Strategic Economic Context (2)

Cheshire and Warrington Local Enterprise Partnership's (LEP) Strategic Economic Plan

*"The Cheshire and Warrington Local Enterprise Partnership's (LEP) Strategic Economic Plan (SEP) aims to increase annual Gross Value Added (GVA) by at least £11.1 billion to some £30 billion, grow the resident population by 100,000, **develop 70,000 new homes** to meet the current and future population's needs and create at least 30,000 jobs with a key focus on manufacturing and exports by 2030. The LEP area has important connections to the economic hubs of Liverpool and Manchester, and the SEP acknowledges that it is a net importer of labour."*

Cheshire & Warrington LEP – Economic Baseline Study – Nov 2016

Extract from the study:

- "• Almost 70% of LEP residents, work inside the LEP.*
- Over half of all daily movements (inflows and outflows) take place within Cheshire and Warrington (C&W)."*

Source: Metro Dynamics analysis of ONS Census 2011 and Ordnance Survey data

Charts 1, 2 and 3 on the right show that there is a net inflow of young people (aged 16-24 and 25-34) into Cheshire West, therefore it is serving as an economic magnet and drawing young people in.

The highest net inflows of young people are coming from Flintshire, Wirral, Wrexham, Halton and Liverpool.

West Cheshire Economic Growth Strategy – 2013-2018

This strategy states that West Cheshire will create: 5,000 new jobs, a minimum of **7,300 new homes** and; £500m worth of private sector investment. The CWaC Growth Strategy Strategic Objective for Housing is to have the right type of housing in place to support growth. Between April 2013 and March 2017 4,958 dwellings had been completed therefore, **2,342 further dwellings need to be completed by March 2018 to meet this target.**



Housing Needs Report for Frodsham (Parish), © CCA, CWAC 2017.

Chart 1: Cheshire West & Chester Commuting Patterns by Age Group

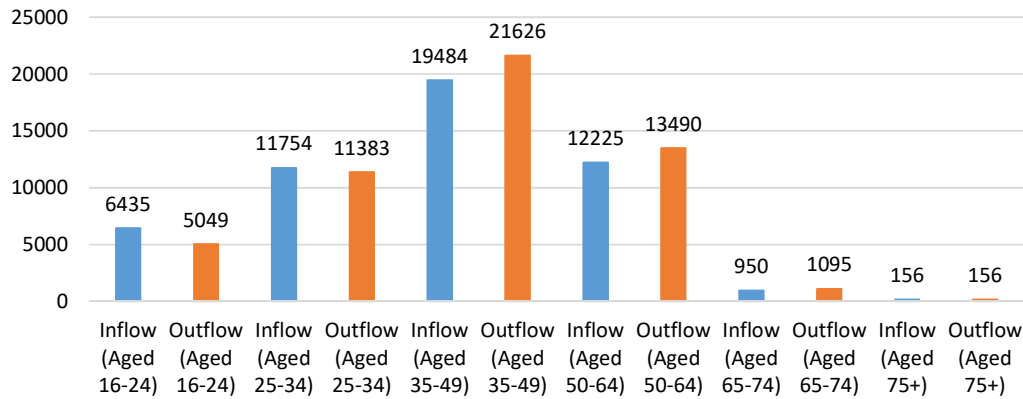


Chart 2: Cheshire West & Chester Commuting Patterns by Area (Aged 16-24)

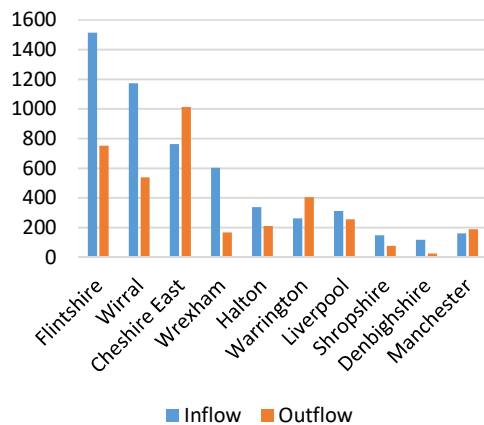
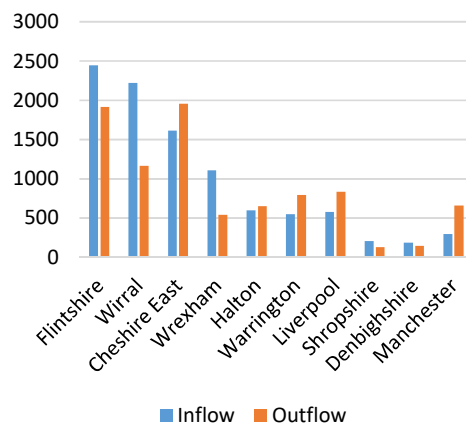


Chart 3: Cheshire West & Chester Commuting Patterns by Area (Aged 25-34)



Source: <https://www.nomisweb.co.uk/census/2011/wu02uk/chart> ONS, Census WU02UK Location of usual residence and place of work by age

Strategic Economic Context (3) – Halton Curve Rail Infrastructure Improvements

The new Halton Curve rail infrastructure improvements are likely to have a significant impact on Frodsham's housing need.

At the time of writing this report (Oct 2017) it is difficult to accurately predict the impact on Frodsham. However, the extract from the 2015 business case below and the article on the right, suggest that the new direct train services to Liverpool City Region and Liverpool John Lennon Airport from Frodsham will mean it is more accessible and therefore more desirable. The latter could put pressure on house prices in Frodsham, making it less affordable.

There will also be charges for traffic using the new bridge, which may have an impact on businesses and commuters. Therefore, it is too early (in Oct 2017) to predict how this will affect the local housing market and housing need in Frodsham.

Halton Curve Outline Business Case 2015

*"The purpose of the scheme is to allow train services to run direct from Liverpool Lime Street and Liverpool John Lennon Airport to **Frodsham**/Helsby and onwards to Chester and North Wales in both directions – there is currently a requirement to interchange at Chester and Liverpool Lime Street or Crewe for such trips."*

*Issues identified with public transport services: Indirect services from **Frodsham**/Helsby to Liverpool City Region and Liverpool John Lennon Airport mean **longer journey times on public transport compared to the car**.*

*44% of trips to Liverpool City Centre from the urban area of Chester are made by rail. The rail mode share to Liverpool City Centre is considerably lower from areas that are not served by a direct service, such as **Frodsham and Helsby** (18%), North Wales (21%), and Wrexham (13%);"*

Source: <http://www.merseytravel.gov.uk/about-us/local-transport-delivery/Documents/Halton%20Curve%20OBC%20-%20Final%20Version%20May%202015%20-%20Redacted%20-%20For%20posting.pdf>



Housing Needs Report for Frodsham (Parish), © CCA, CWAC 2017.

Article: The Halton Curve – Small piece of track, big rail ambitions

“Cllr Liam Robinson, chair of the Liverpool City Region (LCR) Transport Committee and of Merseytravel, explains the importance of bringing the Halton Curve back into full use.

The ‘Halton Curve’ may only be 1.5 miles long, but bringing this small section of line that links the Chester/Warrington Line and the Liverpool/Crewe Line at Frodsham Junction back into full use is crucial to the rail ambitions of the LCR, Cheshire and North Wales.

With currently only one scheduled service a week operating during the summer, upgrades to track and signalling on the curve by Network Rail will, from December 2018, enable a new hourly service in both directions between Liverpool and Chester, serving Liverpool Lime Street, Liverpool South Parkway (for Liverpool John Lennon Airport), Runcorn, Frodsham and Helsby. Cross-border links will remain the end goal, however, with services extended into North Wales to be considered as part of the forthcoming Wales and Borders franchise.

***It’s expected that the new services will take 170,000 car journeys off the road, will generate 250,000 new trips and boost the economy by £100m.** It also supports Liverpool John Lennon Airport’s growth ambitions, opening up a much wider catchment for national and international leisure and business travel. Opportunities should not be limited by boundaries, especially as ‘travel to work’ areas don’t mirror local authorities or city regions. Transport and infrastructure should enhance opportunities, not be the reason they are curtailed.*

When I think of the benefits of the Curve, I’m thinking of the dad in Frodsham, a die-hard Everton fan who will be able to take his son or daughter, hassle-free, to watch a game; the teenager in South Liverpool who can now access a wealth of manufacturing job opportunities in Deeside; and the family from Wrexham, whose holidays can start on-board the train to Liverpool South Parkway for John Lennon Airport.

*Economic and cultural links between the LCR and North Wales are strong, but we know transport links are poor. **Currently, one in five job interviews or offers in the North Wales or Mersey Dee area are turned down as a result of poor travel connections.** There is also untapped potential when it comes to linking two expanding visitor economies – benefits worth £6bn.”*

Source: <http://www.railtechnologymagazine.com/Comment/the-halton-curve-small-piece-of-track-big-rail-ambitions>



APPENDIX 2 – CHESHIRE WEST AND CHESTER PARKING STRATEGY

Cheshire West and Chester Council has commissioned a 15-year parking strategy that is designed to better manage parking demand and improve facilities. Part of that process has resulted in an action plan and impact assessment for Helsby and Frodsham that was produced for the Council by specialist transport consultants, Mott MacDonald, who were commissioned by the Council to undertake a borough-wide parking study.

The primary aim of the study was to carry out a review of all parking-related matters in Cheshire West and Chester to identify options and recommend actions, ensuring they were consistent with the Council's other strategies and policies. The study also took into account future developments and regeneration proposals.

The Parking Strategy was subject to widespread public consultation. After the consultation the recommendations were adopted by the Council, subject to pre-implementation action plans being prepared for each centre.

Section 4 of the action plan and assessment includes the following conclusions:

“4 Findings, Recommendations and Next Steps

4.1 Findings

From the analysis undertaken in this Action Plan for Frodsham and Helsby with respect to the Cheshire West and Chester Parking Strategy, it is concluded that the predicted impacts of the strategy will be largely positive for each town centre and that, where potentially negative, can be resolved through appropriate monitoring and mitigation. The impact assessment results are summarised as follows:

4.1.1 Economic Impacts

Based on a review of the rationale behind the measures proposed by the Parking Strategy for Frodsham and Helsby, which is to positively impact the economies of Frodsham and Helsby, and a favourable comparison of the proposed average parking tariff level against the towns' level of economic vitality, it is concluded that the proposed parking measures will not have a negative economic impact on the town, and should instead generate positive effects.

4.1.2 Social and Environmental Impacts

The primary impacts are due to the potential for displaced demand from existing off and on-street parking locations as a result of the changes to tariffs. Because car parking provision in Frodsham and Helsby is to change from no restrictions to having some control method (maximum stay lengths and/or tariffs), it is inevitable that there will be some displacement of parking from one location to another.

In most cases this will serve to redistribute parking to ensure that it occurs in the most appropriate locations for the specific user groups. However, monitoring of surrounding residential streets will be needed to determine whether further restrictions, such as the introduction of residential parking zones, are required to address parking displacement impacts.

4.1.3 Equality Analysis

The equality analysis has awarded the scheme a 'Low Impact' score and recommends a process of continuous monitoring with outcomes to be reviewed in three years.

4.2 Recommendations

Based on an extensive data collection and stakeholder consultation exercise, a Strategy Report was produced in 2016 which contained time-bound strategy recommendations for Frodsham and Helsby. These include:

- Develop a joint strategy between Frodsham and Helsby to support long and short stay parking zones, manage demand and generate revenue for enhancement
- Implement a programme of car park quality review/improvement, including better compliance with standards associated with the provision of disabled bays
- Designate short and long stay parking provision to support local economy and cater for leisure/retail users

These are proposed in order to meet the following aims:

1. To create greater user differentiation between car park types on a weekday and Saturday
2. To better manage demand at limited car parking facilities and allocate the most appropriate parking locations to the most appropriate user groups.

It is considered that the recommendations on tariffs and quality will achieve these aims without significant negative impact under the headings described above. As such the recommendations are upheld following this analysis.

4.3 Next Steps

Following the publication of this Action Plan for Frodsham and Helsby, the following programme of measures is recommended:

- Commencement of implementation of Car Park Improvement Programme: March 2018 – June 2018
- TRO process for changes to tariffs/introduction of tariffs/length of stay restrictions: March 2018 – June 2018
- Introduction of changes to tariffs/introduction of tariffs/length of stay restrictions: March 2018 – June 2018"

The emerging proposals for parking management are described in the full action plan at:

https://cheshirewestandchester.gov.uk/your-council/policies-and-performance/council-plans-and-strategies/documents/20180202_helsbyfrodsham_parkingplan.pdf

Document 4

Your Voice Matters Residents Survey [2017]



**your
Voice
Matters**

Cheshire West and Chester Council Residents' Survey 2017

All the information you provide will be treated in the strictest confidence. If you have any questions please call the Research Team on 01244 972185 or email research@cheshirewestandchester.gov.uk

About this survey

What is it like to live in your local area?

Please tell us what you think and help us to improve your neighbourhood!

As a local resident, you are best placed to tell us what the key issues are for your local area. This questionnaire asks for your views on a range of topics that affect quality of life where you live.

Give us your views and you could win one of our fantastic prizes!

As a thank you for taking part, you have the option of being entered into a draw where you could be in with a chance of winning one of our exciting prizes, which have been kindly donated by local businesses. (Please fill in your details on the enclosed sheet).



CHESTER



PART OF
WEST CHESHIRE
MUSEUMS

LOVE2SHOP

Ness
BOTANIC GARDENS

STORYHOUSE

Accessing Cheshire West and Chester Council information and services.

Council information is also available in audio, braille, large print or other formats. If you would like a copy in a different format, in another language or require a British Sign Language interpreter, please email us at:
equalities@cheshirewestandchester.gov.uk

Telephone: 0300 123 8 123

Textphone: 18001 01606 275 757

Email: equalities@cheshirewestandchester.gov.uk

Web: www.cheshirewestandchester.gov.uk



Cheshire West
and Chester

All the information you provide will be treated in the strictest of confidence. If you have any questions please call the Research Team on 01244 972185.

How to complete this questionnaire

- The questionnaire should be completed by any resident aged 18 or over living at this address.
- Please use a black or blue pen.
- In most cases please cross a box to indicate your answer, for example ☒
- If you make a mistake, just shade in the box and put a cross in the one you want.
- Some questions may ask you to write in a box. Please try to keep your answer within the space provided.
- If there are any questions you do not wish to answer, please feel free to leave them blank.
- Once you have completed the questionnaire **please return it in the pre-addressed envelope provided by Monday 27th February 2017.** You do not need to add a stamp.

If you are able to complete this questionnaire online, please go to www.cheshirewestandchester.gov.uk/yourvoicematters and follow the instructions. You will need to enter your survey reference which can be found at the top right of this form.

Your Local Area

Throughout the questionnaire we ask you to think about 'your local area'. When answering, please consider your local area to be within a 15 to 20 minute walking distance from your home.

Q1. Overall, how satisfied or dissatisfied are you with your local area as a place to live? Please cross one box only.

Very
satisfied

☒ 35

Fairly
satisfied

☒ 57

Neither satisfied
nor dissatisfied

☒ 6

Fairly
dissatisfied

☒ 2

Very
dissatisfied

☐ 0

Q2. To what extent do you agree or disagree that your local area is a place where people from different backgrounds (including religion, race, sexual orientation and age) get on well together? Please cross one box only.

Definitely
agree

☒ 14

Tend to
agree

☒ 59

Tend to
disagree

☒ 4

Definitely
disagree

☒ 1

Don't
know

☒ 18

Too few people in
local area

☒ 4

Q3. Over the last 3 years, do you think that your local area has improved, stayed the same or got worse? Please cross one box only.

☒ 8 Improved ☒ 60 Stayed the same ☒ 24 Got worse ☒ 8 I have not lived in the area for three years

Q4. Over the next 3 years, what improvements would you like to see in your local area? Please tell us in the box below.

Q5. Please say how important or unimportant you think the aspects below are in making somewhere a good place to live by circling a number between 1 and 10, where 1 is of 'no importance at all' and 10 is 'extremely important'. If you feel a particular aspect does not apply to you, please circle N/A. It doesn't matter if some aspects have the same score though please try to avoid giving all aspects the same score.

How important or unimportant are.....	Of no importance at all										Extremely important
a) Activities for children and young people	N/A	1	2	3	4	5	6	7	8	9	10
b) Activities for adults and older people	N/A	1	2	3	4	5	6	7	8	9	10
c) Community relations (including race relations)	N/A	1	2	3	4	5	6	7	8	9	10
d) Parks, open spaces and access to nature	N/A	1	2	3	4	5	6	7	8	9	10
e) Clean and tidy streets (including litter, dog fouling and grass cutting)	N/A	1	2	3	4	5	6	7	8	9	10
f) Public transport - buses and rail	N/A	1	2	3	4	5	6	7	8	9	10
g) The level of traffic congestion	N/A	1	2	3	4	5	6	7	8	9	10
h) The level of air quality	N/A	1	2	3	4	5	6	7	8	9	10
i) Road condition (including potholes)	N/A	1	2	3	4	5	6	7	8	9	10
j) Pavement condition	N/A	1	2	3	4	5	6	7	8	9	10
k) Cycle paths	N/A	1	2	3	4	5	6	7	8	9	10
l) Streetlighting	N/A	1	2	3	4	5	6	7	8	9	10
m) Culture and leisure facilities (including sports, libraries and museums)	N/A	1	2	3	4	5	6	7	8	9	10
n) Shopping facilities	N/A	1	2	3	4	5	6	7	8	9	10
o) Health services	N/A	1	2	3	4	5	6	7	8	9	10
p) Education provision	N/A	1	2	3	4	5	6	7	8	9	10
q) Job prospects	N/A	1	2	3	4	5	6	7	8	9	10
r) Wage levels and local cost of living	N/A	1	2	3	4	5	6	7	8	9	10
s) Affordable decent housing	N/A	1	2	3	4	5	6	7	8	9	10
t) The level of crime	N/A	1	2	3	4	5	6	7	8	9	10

Q6. Now we would like to know how satisfied or dissatisfied you are with the same set of aspects of your local area.

Please **circle** a score between 1 and 10, where 1 is '**totally dissatisfied**' and 10 is '**totally satisfied**'. If a particular aspect does not apply to you or you don't know, please circle N/A. It doesn't matter if some aspects have the same score.

How satisfied or dissatisfied are you with.....	Totally dissatisfied										Totally satisfied
a) Activities for children and young people	N/A	1	2	3	4	5	6	7	8	9	10
b) Activities for adults and older people	N/A	1	2	3	4	5	6	7	8	9	10
c) Community relations (including race relations)	N/A	1	2	3	4	5	6	7	8	9	10
d) Parks, open spaces and access to nature	N/A	1	2	3	4	5	6	7	8	9	10
e) Clean and tidy streets (including dog fouling and grass cutting)	N/A	1	2	3	4	5	6	7	8	9	10
f) Public transport - buses and rail	N/A	1	2	3	4	5	6	7	8	9	10
g) The level of traffic congestion	N/A	1	2	3	4	5	6	7	8	9	10
h) The level of air quality	N/A	1	2	3	4	5	6	7	8	9	10
i) Road condition (including potholes)	N/A	1	2	3	4	5	6	7	8	9	10
j) Pavement condition	N/A	1	2	3	4	5	6	7	8	9	10
k) Cycle paths	N/A	1	2	3	4	5	6	7	8	9	10
l) Streetlighting	N/A	1	2	3	4	5	6	7	8	9	10
m) Culture and leisure facilities (including sports, libraries and museums)	N/A	1	2	3	4	5	6	7	8	9	10
n) Shopping facilities	N/A	1	2	3	4	5	6	7	8	9	10
o) Health services	N/A	1	2	3	4	5	6	7	8	9	10
p) Education provision	N/A	1	2	3	4	5	6	7	8	9	10
q) Job prospects	N/A	1	2	3	4	5	6	7	8	9	10
r) Wage levels and local cost of living	N/A	1	2	3	4	5	6	7	8	9	10
s) Affordable decent housing	N/A	1	2	3	4	5	6	7	8	9	10
t) The level of crime	N/A	1	2	3	4	5	6	7	8	9	10

Community Safety

Q7. How safe or unsafe do you feel when outside in your local area...?

Please cross one box per row.

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
a) During the day	50	45	2	2	0	1
b) After dark	15	47	17	14	3	3

Q8. If you answered 'fairly unsafe' or 'very unsafe' to question 7, please tell us the reasons why in the box below.

Q9. Thinking about your local area, how much of a problem do you think each of the following are... Please cross one box only for each statement.

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	No opinion
Noisy neighbours or loud parties	3	4	29	60	5
Groups of people hanging around the streets	5	12	47	32	3
Vandalism, graffiti and other deliberate damage to property or vehicles	4	10	57	25	4
People using or dealing drugs	11	15	28	31	15
People being drunk or rowdy in public places	6	12	49	27	6
Abandoned or burnt out cars	1	0	13	76	11

Information, advice and communications

Q10. Overall, how satisfied or dissatisfied are you with the way Cheshire West and Chester Council runs things? Please cross one box only.

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
8	53	26	9	3	0

Q11. Thinking about the range of services Cheshire West and Chester Council provides to the community and your household, to what extent do you agree or disagree that the Council provides value for money? (Please see separate Frequently Asked Question sheet for list of services). Please cross one box only.

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
3	36	39	14	5	2

Q12. If you have any comments to make about your answers to Q10 or Q11, please explain in the box below.

Q13. Where do you receive your information about what the Council is doing?
Please cross all that apply.

- | | | | |
|---|---|--|--|
| <input checked="" type="checkbox"/> 62 Local newspaper | <input checked="" type="checkbox"/> 26 Friends and family | <input checked="" type="checkbox"/> 21 Council website | <input checked="" type="checkbox"/> 7 Radio |
| <input checked="" type="checkbox"/> 27 Social media | <input checked="" type="checkbox"/> 41 *Talking Together magazine | <input checked="" type="checkbox"/> 14 Internet | |
| <input checked="" type="checkbox"/> 6 From a Councillor | <input checked="" type="checkbox"/> 15 Council building/Library | <input checked="" type="checkbox"/> 7 Other | <div style="border: 1px solid black; width: 150px; height: 20px;"></div> |

*Free magazine which is delivered through your door 3 times a year from the Council and other Partners (last publication was November 2016).

Q14. How well informed do you feel about each of the following?
Please cross one box only for each statement.

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How and where to register to vote	<input checked="" type="checkbox"/> 63	<input checked="" type="checkbox"/> 33	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
How your Council Tax is spent	<input type="checkbox"/> 14	<input checked="" type="checkbox"/> 57	<input type="checkbox"/> 21	<input type="checkbox"/> 7	<input type="checkbox"/> 0
How you can get involved in local decision making	<input type="checkbox"/> 4	<input checked="" type="checkbox"/> 33	<input checked="" type="checkbox"/> 35	<input checked="" type="checkbox"/> 20	<input checked="" type="checkbox"/> 8
What services the Council provides	<input type="checkbox"/> 11	<input checked="" type="checkbox"/> 51	<input checked="" type="checkbox"/> 20	<input checked="" type="checkbox"/> 16	<input checked="" type="checkbox"/> 2
How well the Council is performing	<input type="checkbox"/> 4	<input checked="" type="checkbox"/> 38	<input checked="" type="checkbox"/> 33	<input checked="" type="checkbox"/> 20	<input checked="" type="checkbox"/> 5
How to comment on Council services	<input type="checkbox"/> 8	<input checked="" type="checkbox"/> 31	<input checked="" type="checkbox"/> 30	<input checked="" type="checkbox"/> 23	<input checked="" type="checkbox"/> 9
Overall, how well informed do you feel about Council services	<input type="checkbox"/> 8	<input checked="" type="checkbox"/> 47	<input checked="" type="checkbox"/> 26	<input checked="" type="checkbox"/> 16	<input checked="" type="checkbox"/> 3

Q15. Do you agree or disagree that you can influence decisions made by the Council affecting your local area? Please cross one box only.

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know
<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 21	<input checked="" type="checkbox"/> 38	<input checked="" type="checkbox"/> 24	<input checked="" type="checkbox"/> 15

Q16. If you needed help or advice on the following issues, where would you go?
For each issue please cross all that apply.

	Local doctor/ GP/ Hospital	The Council, including Children's Centres & Libraries	Local Councillor	Social Care Provider	Voluntary organisations, including Citizens Advice, Age UK	Police	Housing Association	Friends or family	Internet search	School/ College	Other	Don't know
Child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child learning and development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children and young people at risk of harm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adults at risk of harm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social care (all ages)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reporting anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hate crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Domestic violence and abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health (including depression and anxiety)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Addiction (including drug/alcohol misuse and gambling)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Debt, loan, benefits and money advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice on careers education and employment skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17. If you have received help or advice on any of the issues in Q16 from the Council in the last 3 years, please tell us how satisfied or dissatisfied you were with this help or advice. (Please indicate which issue you are referring to).
Please tell us in the box below.

Q18. In general, how often do you use the internet (either on a mobile phone, tablet or computer)? Please cross one box only.

About once a day or more	Every other day	Twice a week	Once a week	Once a fortnight	Once a month	Hardly ever	Never
<input checked="" type="checkbox"/> 73	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 0	<input checked="" type="checkbox"/> 0	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 10

Q19. If you answered 'hardly ever' or 'never', what, if anything, prevents you from accessing the internet? (Please exclude use of Internet for work purposes unless you work from home). Please cross all that apply.

- | | |
|--|---|
| <input checked="" type="checkbox"/> 8 I have no interest in using the internet | <input checked="" type="checkbox"/> 7 I don't have the knowledge/skills to use the internet |
| <input checked="" type="checkbox"/> 2 Accessing the internet costs too much | <input checked="" type="checkbox"/> 5 I am concerned about privacy or security |
| <input checked="" type="checkbox"/> 0 I have a physical or sensory disability that prevents me from using the internet | <input checked="" type="checkbox"/> 0 There is no/poor internet service where I live |
| <input checked="" type="checkbox"/> 2 Other <input type="text"/> | |

Culture and Leisure

Q20. How often, if at all, do you participate in the following activities? Please cross one box per line.

	Almost every day	At least once a week	At least once a fortnight	About once a month	About every 3 months	About every 6 months	About once a year	Less than once a year	Never
Take part in arts or creative activity	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 16	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 9	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 9	<input checked="" type="checkbox"/> 44
Take part in sports or physical activities/exercise	<input checked="" type="checkbox"/> 22	<input checked="" type="checkbox"/> 34	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 8	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 24
Attend live performances	<input checked="" type="checkbox"/> 0	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 12	<input checked="" type="checkbox"/> 20	<input checked="" type="checkbox"/> 16	<input checked="" type="checkbox"/> 12	<input checked="" type="checkbox"/> 11	<input checked="" type="checkbox"/> 22
Visit museums and/or galleries	<input checked="" type="checkbox"/> 0	<input checked="" type="checkbox"/> 0	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 9	<input checked="" type="checkbox"/> 18	<input checked="" type="checkbox"/> 17	<input checked="" type="checkbox"/> 16	<input checked="" type="checkbox"/> 18	<input checked="" type="checkbox"/> 22
Visit heritage attractions	<input checked="" type="checkbox"/> 0	<input checked="" type="checkbox"/> 0	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 10	<input checked="" type="checkbox"/> 19	<input checked="" type="checkbox"/> 21	<input checked="" type="checkbox"/> 10	<input checked="" type="checkbox"/> 14	<input checked="" type="checkbox"/> 25
Attend a social group	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 21	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 19	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 35
Attend a live sporting event	<input checked="" type="checkbox"/> 0	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 7	<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 10	<input checked="" type="checkbox"/> 11	<input checked="" type="checkbox"/> 21	<input checked="" type="checkbox"/> 38
Attend a day or evening class	<input checked="" type="checkbox"/> 0	<input checked="" type="checkbox"/> 8	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 0	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 12	<input checked="" type="checkbox"/> 69
Eat out	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 16	<input checked="" type="checkbox"/> 22	<input checked="" type="checkbox"/> 38	<input checked="" type="checkbox"/> 14	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 3
Visit friends or relatives	<input checked="" type="checkbox"/> 8	<input checked="" type="checkbox"/> 50	<input checked="" type="checkbox"/> 14	<input checked="" type="checkbox"/> 20	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 0	<input checked="" type="checkbox"/> 3
Go on a social outing	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 16	<input checked="" type="checkbox"/> 24	<input checked="" type="checkbox"/> 24	<input checked="" type="checkbox"/> 12	<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 13
Go to the cinema	<input checked="" type="checkbox"/> 0	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 16	<input checked="" type="checkbox"/> 23	<input checked="" type="checkbox"/> 14	<input checked="" type="checkbox"/> 10	<input checked="" type="checkbox"/> 9	<input checked="" type="checkbox"/> 25

Q21. Is there anything preventing you from participating in activities more often? Please cross all that apply.

- | | |
|--|---|
| <input checked="" type="checkbox"/> 34 I don't have enough free time | <input checked="" type="checkbox"/> 9 I don't have anyone to participate with |
| <input checked="" type="checkbox"/> 16 Transport issues | <input checked="" type="checkbox"/> 24 I am too busy with work |
| <input checked="" type="checkbox"/> 26 Activities cost too much | <input checked="" type="checkbox"/> 10 I have poor health/a disability |
| <input checked="" type="checkbox"/> 12 What I would like to do isn't available | <input checked="" type="checkbox"/> 12 I don't feel like it/nothing appeals to me |
| <input checked="" type="checkbox"/> 7 I don't know what there is to do | <input checked="" type="checkbox"/> 4 I don't have the confidence to do it |
| <input checked="" type="checkbox"/> 13 I have caring responsibilities | <input checked="" type="checkbox"/> 5 Other <input type="text"/> |
| <input checked="" type="checkbox"/> 14 The weather | |

Q22. How satisfied or dissatisfied are you with the following aspects of bus services (not including park and ride) in your local area? Please cross one box per line.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/NA
Availability of buses	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 26	<input checked="" type="checkbox"/> 13	<input checked="" type="checkbox"/> 12	<input checked="" type="checkbox"/> 13	<input checked="" type="checkbox"/> 30
Frequency of buses	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 23	<input checked="" type="checkbox"/> 14	<input checked="" type="checkbox"/> 14	<input checked="" type="checkbox"/> 15	<input checked="" type="checkbox"/> 30
Cost of bus fares	<input checked="" type="checkbox"/> 8	<input checked="" type="checkbox"/> 12	<input checked="" type="checkbox"/> 14	<input checked="" type="checkbox"/> 11	<input checked="" type="checkbox"/> 10	<input checked="" type="checkbox"/> 45
Punctuality of buses	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 30	<input checked="" type="checkbox"/> 16	<input checked="" type="checkbox"/> 11	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 35
Cleanliness of buses	<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 35	<input checked="" type="checkbox"/> 14	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 34
Accessibility of buses (wheelchairs, pushchairs etc)	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 19	<input checked="" type="checkbox"/> 16	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 53

Health and Wellbeing

We are interested in your views on this topic because the Council is required by government to support health and wellbeing and has a responsibility for Public Health.

Q23. How is your health in general? Please cross one box only.

Very good	Good	Fair	Bad	Very bad
<input checked="" type="checkbox"/> 24	<input checked="" type="checkbox"/> 56	<input checked="" type="checkbox"/> 14	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 0

Q24. Below are some statements about feelings and thoughts. Please cross the box that best describes your experience of each over the last 2 weeks.
Please cross one box per line.

	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	<input checked="" type="checkbox"/> 7	<input checked="" type="checkbox"/> 8	<input checked="" type="checkbox"/> 40	<input checked="" type="checkbox"/> 36	<input checked="" type="checkbox"/> 10
I've been feeling useful	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 33	<input checked="" type="checkbox"/> 38	<input checked="" type="checkbox"/> 19
I've been feeling relaxed	<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 12	<input checked="" type="checkbox"/> 40	<input checked="" type="checkbox"/> 35	<input checked="" type="checkbox"/> 8
I've been dealing with problems well	<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 30	<input checked="" type="checkbox"/> 50	<input checked="" type="checkbox"/> 12
I've been thinking clearly	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 28	<input checked="" type="checkbox"/> 47	<input checked="" type="checkbox"/> 20
I've been feeling close to other people	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 10	<input checked="" type="checkbox"/> 27	<input checked="" type="checkbox"/> 45	<input checked="" type="checkbox"/> 16
I've been able to make up my own mind about things	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 15	<input checked="" type="checkbox"/> 42	<input checked="" type="checkbox"/> 38

Q25. Over the last 4 weeks, most of the time how have you felt? Please cross one box only.

Very happy	Fairly happy	OK	Fairly unhappy	Very unhappy
<input type="checkbox"/> 17	<input type="checkbox"/> 39	<input type="checkbox"/> 38	<input type="checkbox"/> 5	<input type="checkbox"/> 0

Q26. To what extent do you agree or disagree that the Council provides the following to facilitate walking and/or cycling in your local area? Please cross one box per line.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Well-maintained footpaths and cycle lanes	<input type="checkbox"/> 4	<input type="checkbox"/> 29	<input type="checkbox"/> 21	<input type="checkbox"/> 29	<input type="checkbox"/> 9	<input type="checkbox"/> 8
Enough available routes for walking/cycling where I want to go	<input type="checkbox"/> 5	<input type="checkbox"/> 35	<input type="checkbox"/> 25	<input type="checkbox"/> 16	<input type="checkbox"/> 8	<input type="checkbox"/> 11
Safe routes	<input type="checkbox"/> 4	<input type="checkbox"/> 33	<input type="checkbox"/> 30	<input type="checkbox"/> 14	<input type="checkbox"/> 8	<input type="checkbox"/> 10
Information about walking and cycling	<input type="checkbox"/> 2	<input type="checkbox"/> 20	<input type="checkbox"/> 28	<input type="checkbox"/> 18	<input type="checkbox"/> 7	<input type="checkbox"/> 25
Sufficient secure cycle storage (including bike racks)	<input type="checkbox"/> 1	<input type="checkbox"/> 7	<input type="checkbox"/> 21	<input type="checkbox"/> 18	<input type="checkbox"/> 10	<input type="checkbox"/> 43

Q27. If you have any other comments about walking and cycling in Cheshire West and Chester, please tell us in the box below.

Q28. Generally speaking, how well do you think the following health and wellbeing initiatives are promoted?

Please cross one box per line.

	Extremely well	Quite well	Neither	Not well	Not at all well	Don't know
Stop smoking	<input type="checkbox"/> 18	<input type="checkbox"/> 34	<input type="checkbox"/> 11	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 30
Drink alcohol responsibly	<input type="checkbox"/> 12	<input type="checkbox"/> 45	<input type="checkbox"/> 10	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 25
Healthy weight	<input type="checkbox"/> 13	<input type="checkbox"/> 42	<input type="checkbox"/> 12	<input type="checkbox"/> 7	<input type="checkbox"/> 6	<input type="checkbox"/> 19
Keeping active	<input type="checkbox"/> 13	<input type="checkbox"/> 52	<input type="checkbox"/> 9	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 17
Healthy eating	<input type="checkbox"/> 14	<input type="checkbox"/> 48	<input type="checkbox"/> 11	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input type="checkbox"/> 17
Healthy mind	<input type="checkbox"/> 7	<input type="checkbox"/> 30	<input type="checkbox"/> 24	<input type="checkbox"/> 13	<input type="checkbox"/> 6	<input type="checkbox"/> 21
Healthy body	<input type="checkbox"/> 9	<input type="checkbox"/> 42	<input type="checkbox"/> 19	<input type="checkbox"/> 7	<input type="checkbox"/> 5	<input type="checkbox"/> 19
Dental health	<input type="checkbox"/> 5	<input type="checkbox"/> 27	<input type="checkbox"/> 25	<input type="checkbox"/> 13	<input type="checkbox"/> 10	<input type="checkbox"/> 20

Quality of Life

Q29. Do any of the following present a problem to you and affect your quality of life?
Please cross one box per line.

Major problem Minor problem Not a problem

Being able to get transport when I need it	8	24	68
Being able to get to the doctor/GP	13	20	67
Knowing what services are available to me	5	30	65
Knowing what benefits are available to me	6	27	67
Being able to see friends and neighbours	2	10	88
Being able to have a cooked meal everyday	0	4	96
Being able to find paid employment	4	10	87
Debt or money worries	9	17	74
Finding an affordable home	6	8	85
Being able to keep my home warm	2	16	81
Having someone to contact when I need help	4	7	90
Being able to access a local shop	1	7	92
Being able to access leisure and cultural services	3	16	81
Other (please tell us in the box below)	6	6	89

Education and Employment

Q30. How satisfied or dissatisfied are you with the level of support available to...? Please cross one box per line.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Help local unemployed residents find suitable employment	0	5	17	3	4	72
Prepare young people for work on leaving school or college	1	9	15	3	3	68
Help those in work further improve their skills	1	6	19	2	3	70
Support those in work who want to change jobs or careers	0	4	19	3	3	71

Q31. If you answered 'fairly dissatisfied' or 'very dissatisfied', please tell us your reasons.
Please tell us in the box below.

Economy and Business

Q32. What impact, if any, do you think Brexit (Britain exiting the European Union) will have over the next 3 years....? Please cross one box per line.

	Positive impact	No impact	Negative impact	Don't know
On you	<input type="checkbox"/> 25	<input type="checkbox"/> 11	<input type="checkbox"/> 35	<input type="checkbox"/> 29
On your local area	<input type="checkbox"/> 22	<input type="checkbox"/> 13	<input type="checkbox"/> 33	<input type="checkbox"/> 32

Q33. Thinking about where you live, do you think the local economy has improved, stayed the same or got worse over the past 3 years? By 'local' we mean a distance of about 15 to 20 minutes walk from your home. Please cross one box only.

☐ 8 Improved ☐ 60 Stayed the same ☐ 25 Got worse ☐ 7 I have not lived in the area for three years

The Council works with other organisations to improve the local economy and regenerate areas of Cheshire West and Chester. There have been a range of regeneration projects across the Borough in recent years and more are expected in the near future, including:

- Northwich: Barons Quay development
- Ellesmere Port: a new college, sports village and flagship Marks and Spencer store
- Winsford: regeneration planned for the town centre and expansion of the industrial estate
- Chester: the Northgate Development in Chester City Centre, including Storyhouse cultural centre and new bus station
- Rural: support for rural businesses to grow and develop, including rural business grants.

There will be other developments in your local area that the Council supports, which you may also want to consider when answering the following questions.

Q34. How much, if at all, do you feel that you are benefitting from regeneration? (please see above for examples) Please cross one box per line.

	Benefitting a lot	Benefitting a little	Not benefitting much	Not benefitting at all
in your local area	<input type="checkbox"/> 4	<input type="checkbox"/> 17	<input type="checkbox"/> 42	<input type="checkbox"/> 37
across Cheshire West and Chester	<input type="checkbox"/> 6	<input type="checkbox"/> 36	<input type="checkbox"/> 37	<input type="checkbox"/> 22

Q35. Please give reasons for your answer in the box below.

Housing

Q36. How well does your home meet your/your family's needs? Please cross one box only.

Extremely
well

☒ 60

Quite
well

☒ 35

Not
well

☒ 4

Not
at all well

☒ 2

Q37. If you feel that your home does not meet your needs, please indicate the reasons why. Please cross all that apply.

☒ 11 Too small

☒ 1 Too large

☒ 0 Needs major repairs

☒ 1 Unsuitable for physical needs

☒ 1 Want to live independently

☒ 2 Need to live closer to employment

☒ 3 Need to live closer to family

☒ 0 Need to live closer to a carer or to give care

☒ 0 Family breakup

☒ 3 Need cheaper mortgage/rent

☒ 1 Too expensive to run

☒ 0 Need permanent home as living
in temporary accommodation

☒ 3 Other

Q38. If your home does not meet your needs, do you think you will be able to resolve these issues within the next five years? Please cross one box only.

☒ 32 Yes

☒ 19 No

☒ 49 Don't know

Q39. Please explain your answer in the box below?

Q40. If you have any other comments to add about any of the topics covered in the survey or would like to explain your answers to particular questions, please do so in the box below?

To make sure we better understand the views of all people living in Cheshire West and Chester, we would like to know a few details about you. We ask these questions to help make improvements, as it shows us if certain groups of people are experiencing our services differently and we can make positive changes that may help.

The answers that you give in this section will only be used to see where views differ. Please feel free to leave blank any questions that you do not wish to answer, we will still use the answers that you have given us so far. No information will be released that would allow the identification of you as an individual or of your household.

--	--	--	--

--	--	--

41 Male 55 Female 3 Prefer not to say 1 Prefer to use own term

--	--	--

years

☒ 18 Yes ☒ 82 No

☒ 5 Physical impairment that causes mobility issues (for example wheelchair user)
☒ 3 Visual impairment ☒ 4 Hearing impairment ☐ 1 Learning disability or difficulty
☒ 3 Mental health issue ☒ 10 Long standing illness or health condition
☒ 4 Other (please specify)

- long term physical or mental ill-health or disability, or
- issues related to old age? Please cross one box only

Rarely or never	1-3 hours per week	4-9 hours per week	10-19 hours per week	20-49 hours per week	50 hours or more per week
60	21	10	2	3	3

Q46. Which of these activities best describes what you are doing at present?

Please cross one box only. Only cross 'looking after the home or family' if this is your main activity and none of the other options apply.

- | | |
|---|--|
| <input checked="" type="checkbox"/> 14 Employed Part-Time (under 30 hrs a week) | <input type="checkbox"/> 0 In full-time education |
| <input checked="" type="checkbox"/> 33 Employed Full-Time (30 hrs plus per week) | <input type="checkbox"/> 1 Unemployed |
| <input checked="" type="checkbox"/> 3 Don't work due to long-term sickness/disability | <input checked="" type="checkbox"/> 34 Retired |
| <input type="checkbox"/> 0 On a Government training scheme | <input type="checkbox"/> 1 Doing something else |
| <input checked="" type="checkbox"/> 5 Looking after the home or family | <input checked="" type="checkbox"/> 3 Other (please specify) |
| <input checked="" type="checkbox"/> 7 Self employed full or part-time | |

Q47. In which of these ways does your household occupy your current accommodation?

Please cross box only.

- | | |
|---|--|
| <input checked="" type="checkbox"/> 38 Owned outright | <input checked="" type="checkbox"/> 32 Rent from Housing Association/Council |
| <input checked="" type="checkbox"/> 25 Buying on mortgage | <input type="checkbox"/> 5 Rented from private landlord |
| <input type="checkbox"/> 0 Other (please specify) | |

Continued overleaf...

Q48. What is your ethnic group? Please cross one box only.**White**

- ☒ English/Welsh/Scottish/Northern Irish/British
- ☒ Irish
- ☐ Any other White background (Please tell us in the box below)

Asian or Asian British

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☒ Any other Asian background (Please tell us in the box below)

Other ethnic group

- ☐ Arab
- ☒ Other ethnic group (Please tell us in the box below)

Black or Black British

- ☐ Caribbean
- ☐ African
- ☐ Any other Black background (Please tell us in the box below)

Mixed

- ☒ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other mixed background (Please tell us in the box below)

Travelling Community

- ☐ Gypsy/Roma
- ☐ Traveller of Irish descent
- ☐ Other member of the travelling community (Please tell us in the box below)

Q49. Which of these best describes your religious belief/ faith? Please cross one box only.

- ☐ Buddhist ☒ Christian (state denomination in box if you wish)
- ☐ Hindu ☐ Jewish ☐ Muslim ☐ Sikh ☒ None ☒ Prefer not to say
- ☒ Other (please tell us in the box)

Q50. Which of these best describes your sexual orientation?

Please cross one box only.

- ☒ Heterosexual/Straight ☐ Prefer not to say
- ☐ Bisexual ☐ Prefer to use own term (please specify)
- ☒ Gay/Lesbian

Thank you for completing this questionnaire. Please return it in the pre-paid envelope provided by Monday 27th February 2017.

No stamp is required.

Don't forget to fill in your prize draw sheet and send it in with your questionnaire

Document 5

Your Voice Matters Survey Result

Residents' Survey 2017 – Frodsham Neighbourhood Plan

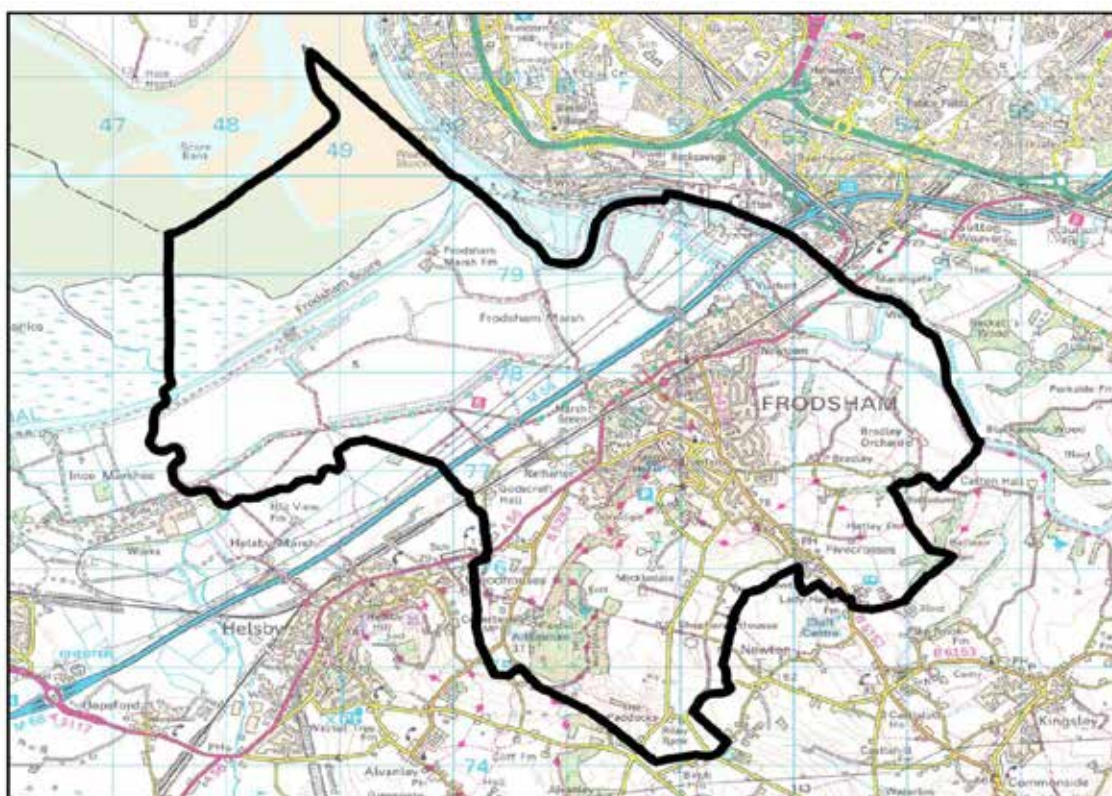
The Residents' Survey was undertaken in February 2017 and asked for residents' views on a range of topics including their local area, community safety, economy and business and education and employment.

3,717 questionnaires were completed and returned, giving a response rate of 24%. Of these responses, 171 were from inhabitants of Frodsham parish, this gives Frodsham residents a 28% response rate, higher than that of the borough as a whole.

This document focuses on key findings relating to the Frodsham Neighbourhood Plan area. For more information about the survey please email:


research@cheshirewestandchester.gov.uk

This document looks at a number of the survey questions in more detail. Where we refer to 'Frodsham respondents', this relates to those who live in the Neighbourhood Plan area, which is highlighted in the map below.



Frodsham Neighbourhood Plan Area

Boundary Key

 Frodsham Neighbourhood Plan Area



© Crown copyright and database rights 2018.
Ordnance Survey 100049046
Produced by the Insight and Intelligence team
(26 January 2018)

Please note: where Frodsham respondents are identified in the report as being 'more likely' or 'less likely' to select a particular answer option, this means that Frodsham Neighbourhood Plan area results are statistically, significantly different* from the borough average.

Your local area

Respondents were asked how important they felt a number of aspects were in making somewhere a good place to live. They were then asked how satisfied or dissatisfied they were with those aspects locally. Listed below are the top 5 for each.

Importance

Frodsham respondents rated the following as being most important in making somewhere a good place to live:

- Clean and tidy streets
- Level of crime
- Health services
- Parks, open spaces and access to nature
- Pavement condition.

Satisfaction

Frodsham respondents were most satisfied with the aspects below:

- Parks, open spaces and access to nature
- Health services
- Education provision
- Shopping facilities
- Street lighting.

Priorities for improvement

By looking at the ratings for importance and satisfaction in more detail, we are able to identify the top priorities for improvement locally. The top 5 for the Frodsham Neighbourhood Plan area are:

- Road condition
- Pavement condition
- Level of traffic congestion
- Clean and tidy streets
- Level of crime.

* If the difference between two results is statistically significant, the difference has not occurred by chance (due to random sampling error), but is a real difference in the responses of two groups (in this case, those respondents living in the Frodsham Neighbourhood Plan area and all respondents from across Cheshire West and Chester).

Respondents were asked what improvements they would like to see in their area over the next three years. List below are the issues that were mentioned the most by Frodsham respondents. Many of the comments were also those identified in the top 5 priorities for improvement mentioned above (*these are marked in italics*).

- *Investment in roads (including filling pot holes)*
- Improved car parking facilities/no parking on verges
- *Clean and tidy streets*
- *Traffic control/less traffic congestion*
- Improved public transport
- *Improve pavements/footpaths*
- More culture and leisure facilities (including theatre, cinema, bowling, mobile libraries, bars and restaurants)
- More wardens/police on the beat
- Lower speed limits in certain areas/checks on speed limits
- Improve parks and open spaces (including grass cutting).

A smaller number of people said that they wanted:

- More law enforcement
- More/better shopping facilities
- More investment in Adult Social Care/services for the elderly
- Improved facilities for children and young people
- More investment for Frodsham
- Reduced anti-social behaviour, including vandalism.

Internet use

- A similar proportion of Frodsham respondents (73%) access the internet 'about once a day or more' (this is 78% for Cheshire West and Chester as a whole).
- 13% of those living in Frodsham said they accessed the internet 'hardly ever or never', a similar proportion to Cheshire West and Chester respondents (12%). Analysis has found that age rather than affordability is the main factor that determines how frequently people access the internet.

Participation in culture and leisure activities

Compared to Cheshire West and Chester, Frodsham respondents were more likely to:

- attend a social group at least once every 3 months (55% compared to 42% for the borough)

Compared to Cheshire West and Chester as a whole, a similar proportion of Frodsham respondents:

- participate in arts or a creative activity at least once a fortnight (23%, compared to 18% across Cheshire West and Chester)
- attended a day or evening class at least once a fortnight (10% of Frodsham respondents and 11% in Cheshire West and Chester)
- go on a social outing at least once a fortnight (42% for Frodsham and Cheshire West).
- attend a live sporting event at least once a fortnight (11% compared to 8% for the borough).
- attend a live performance at least once a fortnight (6% compared to 3% for the borough)
- visited a museum and/or gallery at least once a fortnight (1% for Frodsham and Cheshire West)
- visited heritage attractions at least once a fortnight (2% for Frodsham and the borough)
- take part in sports or physical activities/exercise at least once a fortnight (60% compared to 63% across Cheshire West and Chester)
- eat out at least once a fortnight (39%, compared to 43% for Cheshire West and Chester)
- visit friends or relatives at least once a fortnight (73% compared to 78% across the borough)

Frodsham respondents were less likely to participate in the following activities, compared to the borough as a whole:

- go to the cinema at least once a fortnight (3% compared to 6% for Cheshire West).

Walking and Cycling in Frodsham

Compared to Cheshire West and Chester as a whole, a similar proportion of Frodsham respondents agreed that:

- there were enough available routes for walking/cycling where I want to go (41% compared to 48% in across Cheshire West and Chester)
- there were safe walking/cycling routes (38% compared to 44% across Cheshire West and Chester)
- there was enough information about walking and cycling (22% compared to 26% for Cheshire West and Chester)

Frodsham respondents were less likely to agree that:

- there were well maintained footpaths and cycle lanes (33% compared to 43% for the borough)
- there was enough secure cycling storage, including bike racks (7% compared to 13% Cheshire West and Chester as a whole).

Quality of life

Compared to Cheshire West and Chester as a whole, a similar proportion of Frodsham respondents see the following as a major problem:

- being able to get to a doctor/GP (33% compared to 38% for Cheshire West and Chester)
- getting transport when they need (32% compared to 28%)
- debt or money worries (26% compared to 27% for Cheshire West and Chester)
- being able to access leisure and cultural services (19% compared to 23% for Cheshire West and Chester)
- being able to keep their home warm (18% compared to 24% for the borough)
- being able to find paid employment (13% compared to 16% across the borough)
- being able to see friends and neighbours (12% for both Frodsham and across the borough)
- being able to access a local shop (8% compared to 12% for Cheshire West and Chester)
- being able to have a cooked meal every day (4% compared to 8% for Cheshire West).

Compared to Cheshire West and Chester as a whole, Frodsham respondents were less likely to think the following was a major problem:

- knowing what services were available to them (36% compared to 50% the borough as a whole)
- knowing what benefits were available to them (34% compared to 45% for Cheshire West and Chester as a whole)
- finding an affordable home (16%, compared to 21% for Cheshire West and Chester)
- having someone to contact when they needed help (10% compared to 16% for Cheshire West and Chester as a whole)

Housing

- 94% of respondents living in the Frodsham Neighbourhood Plan area said that their home met their/their family needs well, which is the same as the borough figure.

Reasons why housing does not meet people's needs

Those Frodsham respondents who said their home does not meet their needs well (35 respondents in total) were asked the reasons why.

- The majority (17 respondents) said it was because their home was too small
- A smaller number said that they needed a cheaper mortgage (5 respondents) and they needed to live closer to their family (4 respondents).

Document 6

FNPD Data Summary of Surveys

**(including 1, 3, website survey,
public event, green spaces event
and summer festival)**

Frodsham Neighbourhood Plan Data Summary of Surveys

Launch Event (March 2015). See *FNP Part 3 for Details*

Note: Wish to change column includes notes on 'Wishing Tree'

Launch Event: Comment Detail	'Likes'	'Dislikes'	Wish to change
Comprehensive review of station car park / tip / goods shed site including consideration of office space to bring in jobs and service / retail customers			1
Develop land near Leisure / Health Centres to include car parking and town square for use for events			1
Make Eddisbury Square the town square			1
A Marina with a pub / wine bar and shops			3
Renovated Swing Bridge	1		
Independent shops in Main Street	1		
Town Centre	1		
Transport links / Motorway networks	2		
Gridlock when M56 closed / resulting pollution		2	
Improve pavement access in Church Street			1
Lack of safe pedestrian crossings		1	
Improve traffic / parking management to relieve congestion			3
Lack of imaginative traffic and parking management / difficult parking		3	
Parking in Eddisbury Square		1	
Parking in Eddisbury Square			2
Parking on Kingsway		1	
Lack of multi-storey car park or other solution for parking		2	
Thought of a multi-storey car park – not in keeping with village / market town		1	
Fix the unstable cliff at NE end of the station car park			1
Speeding / noisy traffic (inc on Bridge Lane, Fluin Lane and Red Lane)		5	
Speeding / noisy traffic (inc on Bridge Lane, Fluin Lane and Red Lane)			1

FNP Data Summary of Surveys

Launch Event: Comment Detail	'Likes'	'Dislikes'	Wish to change
Lack of traffic calming measures in Fluin Lane		1	
Improve traffic flow on Fluin Lane / Bridge Lane			1
No traffic lights or safe pedestrian crossing in Fluin Lane / dangerous junction		5	
Traffic Light controlled pedestrian crossing on Vicarage Road near Bradley Lane / Manley Road			3
Too much traffic on Bradley Lane – unsafe for pedestrians		1	
Speeding traffic, including lorries, on Bradley Lane		1	
Traffic lights or roundabout at Fluin Lane / High Street / St Hilda's Drive junction			5
Make Howey Lane 1-way			2
Make roads round the Health Centre (Fountain Lane and Kingsway) 1-way			1
Lack of enough parking spaces on Main Street		1	
Mark parking spaces on Main Street more clearly			1
Parking restrictions (2 hrs?) on Main Street			2
Strict double yellow line parking enforcement			1
Ban double parking of taxis on Main Street and parking of taxis in bus stops			1
Release parking spaces on Main Street for passing trade			1
Lack of parking spaces for shoppers with commuters filling up the station car park		1	
Free time limited and area for paid all day parking at Station car park			4
Spread out disabled parking spaces (currently in two groups) on Main Street			1
Parking on pavements		5	
Ban parking on pavements (opposite St Lukes Church)			1
Charge for parking for over 2/3 hours			1
Charge for parking for over 5 hours between 8am – 6pm			1
Lack of public transport to Nearby towns (e.g. Northwich)		1	
Bus link between Frodsham and Halton stations till Halton Curve opens			1
Halton Curve for direct public transport to Liverpool			2
No rail / public transport link to Liverpool / Airport		8	

FNP Data Summary of Surveys

Launch Event: Comment Detail	'Likes'	'Dislikes'	Wish to change
Shops and their variety	9	1	
Choice of Pubs, Restaurants, Coffee Shops (meeting places)	7		
Lack of diversity in restaurants (Greek, Italian, Turkish etc)		2	
Improve diversity in restaurants (Greek, Italian, Turkish etc)			2
Fewer coffee shops / more useful shops (e.g. habadashery and household goods)			1
More stalls on Market day			1
Market in Main Street [Note: Must not block pedestrian crossings & pavements]	1		
Proximity to Chester / Liverpool / Manchester	2		
Lack of opportunity for small business (2-3 people) set-up		1	
Too many planning consents make for inadequate parking provision		1	
Move the tip / recycling centre away from town centre (poor access)			3
Move main tip to land beyond Gleaves' site, retaining a "bit tucked away" recycling facility for glass, paper etc on current waste site			1
Keep the skips in the town centre (more environmentally friendly) but move to far end of car park (safer and less congestion)			1
Move waste bins at OHMF to a more suitable site – not in direct line of vision from the seats			2
Maintain Green Belt, footpaths and countryside aspect of Frodsham			1
Open fields and wet meadows on Sutton Causeway	1		
Hob Hey Wood	1		
Overton Hill	1		
Access to countryside / green spaces	6		
Footpaths / Walks	7		
Better maintained and lit footpaths			1
Footpath from Howey Lane			1
Footpath from Ship Street to Marsh Lane – south of A56			1
Footpath from Alvanley Terrace to Church Street (opposite footpath from Fountain Lane)			1
Canoe passage from Navigation Canal to River Weaver			1
Fewer cars			1

FNP Data Summary of Surveys

Launch Event: Comment Detail	'Likes'	'Dislikes'	Wish to change
Lots of Wishing Trees			1
Council that works			1
The Town Council		1	
FTC telling Frodsham what it should have! Listen to people		1	
Engage Ship Street residents more effectively in community and in the NP process			1
Everything!	1		
People moaning about our lovely town		1	
Safe Community	2		
Friendly people / Village-Market Town feel / Engaged community	12		
Opportunities for community to "have their say" and get involved	1		
Meeting genuine Frodsham people – all on the same level – all born here	1		
Choice of Primary Schools	1		
Build bungalows suitable for elder citizens on site near Leisure and Health Centre			1
More affordable housing for young people and families			2
Rebalancing of housing mix to reflect local needs including adequate affordable housing			1
Lack of affordable housing		1	
Access to amenities (shops, doctors, dentists, library, chemists, post office, transport)	3		
Uneven pavements in residential areas – unsafe for wheelchairs and pushchairs		1	
No safe cycle route to Helsby High School		2	
Safe Cycle route to Helsby High School			1
Having to pay bus fares to Helsby High School		1	
Castle Park and its restored buildings	6		
Leisure Centre	1		
Upgrade Leisure Centre (with Swimming Pool)			2
Library	2		
Health Centre	1		

FNP Data Summary of Surveys

Launch Event: Comment Detail	'Likes'	'Dislikes'	Wish to change
Community Centre	2		
Arts Centre and Community Centre activities	2		
Talented local performing groups (drama, opera etc)	3		
Church activities	1		
More cultural events in Castle Park			2
Local Museum and Visitor Centre			1
Christmas Festival	2		
October Craft Fayre	1		
Drain Saltworks playing fields and provide pavilion and Wes			1
Improved access to Saltworks area			1
Improved parking in Townfield Lane			1
No High School		1	
No decent play area		1	
Lack of facilities for young people		1	
Becoming more difficult to see a GP		1	
LGBT Groups?			1
Town Hall			1

Business Survey (April 2018). See FNP Part 3 for Details

Note: Wish to change column includes notes on 'Wishing Tree'

Business Survey: Comment Detail	'Likes'	'Dislikes'	Wish to change
Parking is poor in Frodsham			1
Lack of easy/affordable/free parking is the number one complaint from our customers			1
main constraint is ensuring sufficient funds are raised			1
lack of destination or halo shops in frodsham			3
access has always been an issue in the centre of town	1		
listed building want to expand/air con etc	1		
2hr parking restriction	1		
rates and rents are very high	2		
traffic/car parking		2	
parking is a nightmare in Frodsham – mostly due to FREE parking for commuters Manchester for work			1
lack of parking around the shop		1	
too much heavy traffic on Churh street at peak times			3
lack of support from local people		3	
parking for customers and deliveries		1	
lack of access and parking			2
parking can be a problem – especially on thursdays		1	
hard to get start up funds & financial practical help		2	
poor traffic flow in the town and lack of parking		1	
affordable office space hard to find			1
archaic commercial leases and landlords with no understanding of retail in town		5	
planning permission			1
Make roads round the Health Centre (Fountain Lane and Kingsway) 1-way			1
Lack of enough parking spaces on Main Street		1	

FNP Data Summary of Surveys

Business Survey: Comment Detail	'Likes'	'Dislikes'	Wish to change
Mark parking spaces on Main Street more clearly			1
Parking restrictions (2 hrs?) on Main Street			2
Strict double yellow line parking enforcement			1
Ban double parking of taxis on Main Street and parking of taxis in bus stops			1
Release parking spaces on Main Street for passing trade			1
Lack of parking spaces for shoppers with commuters filling up the station car park		1	
Free time limited and area for paid all day parking at Station car park			4
Spread out disabled parking spaces (currently in two groups) on Main Street			1
Parking on pavements		5	
Ban parking on pavements (opposite St Lukes Church)			1
Charge for parking for over 2/3 hours			1
Charge for parking for over 5 hours between 8am – 6pm			1
Lack of public transport to Nearby towns (e.g. Northwich)		1	
Bus link between Frodsham and Halton stations till Halton Curve opens			1
Halton Curve for direct public transport to Liverpool			2
No rail / public transport link to Liverpool / Airport		8	
Shops and their variety	9	1	
Choice of Pubs, Restaurants, Coffee Shops (meeting places)	7		
Lack of diversity in restaurants (Greek, Italian, Turkish etc)		2	
Improve diversity in restaurants (Greek, Italian, Turkish etc)			2
Fewer coffee shops / more useful shops (e.g. habadashery and household goods)			1
More stalls on Market day			1
Market in Main Street [Note: Must not block pedestrian crossings & pavements]	1		
Proximity to Chester / Liverpool / Manchester	2		
Lack of opportunity for small business (2-3 people) set-up		1	
Too many planning consents make for inadequate parking provision		1	

FNP Data Summary of Surveys

Business Survey: Comment Detail	'Likes'	'Dislikes'	Wish to change
Move the tip / recycling centre away from town centre (poor access)			3
Move main tip to land beyond Gleaves' site, retaining a "bit tucked away" recycling facility for glass, paper etc on current waste site			1
Keep the skips in the town centre (more environmentally friendly) but move to far end of car park (safer and less gongestion)			1
Move waste bins at OHMF to a more suitable site – not in direct line of vision from the seats			2
Maintain Green Belt, footpaths and countryside aspect of Frodsham			1
Open fields and wet meadows on Sutton Causeway	1		
Hob Hey Wood	1		
Overton Hill	1		
Access to countryside / green spaces	6		
Footpaths / Walks	7		
Better maintained and lit footpaths			1
Footpath from Howey Lane			1
Footpath from Ship Street to Marsh Lane – south of A56			1
Footpath from Alvanley Terrace to Church Street (opposite footpath from Fountain Lane)			1
Canoe passage from Navigation Canal to River Weaver			1
Fewer cars			1
Lots of Wishing Trees			1
Council that works			1
The Town Council		1	
FTC telling Frodsham what it should have! Listen to people		1	
Engage Ship Street residents more effectively in community and in the NP process			1
Everything!	1		
People moaning about our lovely town		1	
Safe Community	2		
Friendly people / Village-Market Town feel / Engaged community	12		
Opportunities for community to "have their say" and get involved	1		

FNP Data Summary of Surveys

Business Survey: Comment Detail	'Likes'	'Dislikes'	Wish to change
Meeting genuine Frodsham people – all on the same level – all born here	1		
Choice of Primary Schools	1		
Build bungalows suitable for elder citizens on site near Leisure and Health Centre			1
More affordable housing for young people and families			2
Rebalancing of housing mix to reflect local needs including adequate affordable housing			1
Lack of affordable housing		1	
Access to amenities (shops, doctors, dentists, library, chemists, post office, transport)	3		
Uneven pavements in residential areas – unsafe for wheelchairs and pushchairs		1	
No safe cycle route to Helsby High School		2	
Safe Cycle route to Helsby High School			1
Having to pay bus fares to Helsby High School		1	
Castle Park and its restored buildings	6		
Leisure Centre	1		
Upgrade Leisure Centre (with Swimming Pool)			2
Library	2		
Health Centre	1		
Community Centre	2		
Arts Centre and Community Centre activities	2		
Talented local performing groups (drama, opera etc)	3		
Church activities	1		
More cultural events in Castle Park			2
Local Museum and Visitor Centre			1
Christmas Festival	2		
October Craft Fayre	1		
Drain Saltworks playing fields and provide pavilion and Wes			1
Improved access to Saltworks area			1

FNP Data Summary of Surveys

Business Survey: Comment Detail	'Likes'	'Dislikes'	Wish to change
Improved parking in Townfield Lane			1
No High School		1	
No decent play area		1	
Lack of facilities for young people		1	
Becoming more difficult to see a GP		1	
LGBT Groups?			1
Town Hall			1

Online website survey with Resident responses to Policy suggestions May 2018 to February 2019.

Date	Online Website Survey: Detail of Comment
15/05/18	New housing, with preferential access and rates for 1st time buyers that were born in Frodsham.
15/05/18	Free parking for Frodsham residents.
15/05/18	A mandatory 20mph speed limit along the main street from the junction of Fluim Lane to the Castle Park entrance.
15/05/18	Free parking for Frodsham residents.
06/06/18	We need places for visitors and shoppers to park before we start trying to attract them, and those parking spaces need to be well signed. There is space by the medical centre that could be used as a car park.
06/06/18	Fining District Taxis each time they park in the bus stop outside the old Nat West, or when they double park outside their office which causes a nuisance and is dangerous for drivers turning onto Main Street from Church Street.
06/06/18	I would also like the traffic warden to actually do something about the people who park on double yellow lines, particularly on the approach to the tip.
02/07/18	Free parking for residents and charging visitors
02/07/18	Somewhere flat for people to jog around...a fitness park like they do at Ashton
02/07/18	A strategy for when the M56 gets blocked. It is awful that it takes people who live here often 3 hours to get home.
02/07/18	I'd also like to highlight the noise coming from the motorway at all times of the day.
05/07/18	Traffic lights at the junction of Fluim Lane and the main A56.
23/07/18	Support current sports club for example Halton and Frodsham Harriers and Frodsham Volleyball.
23/07/18	Safe travel for children from Frodsham to cycle to Helsby High School.
29/07/18	A good safe cycle path between Frodsham and Helsby High School so children can ride safely to their local school
06/08/18	Enshrining green space which is covenanted for leisure to protect against development e.g. Greengates Park, Ship St. Provision to support community initiatives for use of such spaces.
06/08/18	Support for Frodsham Music Festival to grow.
06/08/18	Commitment to Frodsham Goods Shed's development as an Arts Centre - exploration of opportunity to partner with Storyhouse for outreach events.
06/08/18	'Pop-up' shop opportunities with rolling programme of 'maker' / artisan food pop-ups.
06/08/18	A swimming pool. I know this has been raised many times, and voted against, but I with the high population of elderly people, and loneliness and isolation issues - a local pool, accessible to all and affordable for all, would be an advantage. People chat while lane swimming, and also in the changing rooms - and there are the obvious health benefits. I worked with someone on the panel at the last consultation who said the arguments against were 'people could go to Forest Hills, or Ellesmere Port or Runcom'. This is the view of the privileged who run the town. What about those who can't afford Forest Hills, or get up there; and those who haven't got transport to the other pools (the bus service isn't great is it)?

FNP Data Summary of Surveys

Date	Online Website Survey: Detail of Comment
06/08/18	Simply encouraging drivers to be more polite and considerate on the roads. A wave of thanks and acknowledgement given if someone has let you out of a junction or waited for you to pass when one lane is blocked, encourages such behaviour to be 'played forward'.
16/08/18	To encourage subsidised rent to attract small independent businesses to Frodsham.
16/08/18	A Swimming pool and a make-over of Brito Leisure Centre
16/08/18	Speed restrictions on roads with no pavements (Howey Lane)
17/08/18	A ban on potential fracking
17/08/18	A public swimming pool would be nice
17/08/18	A sensible approach that doesn't favour any specific group of people
18/08/18	Enhancing and using existing historic buildings in the town by converting these and giving them a new purpose as public buildings.
18/08/18	Encouragement for start-up local business to generate more social places in the town, e.g bars, cafes and restaurants.
18/08/18	Also encourage retail business to offer the people local independent shopping experiences.
18/08/18	Open spaces for meeting and recreation.
18/08/18	More green spaces with tree planting and outdoor seating in the heart of the town.
18/08/18	Free and convenient Car parking for shoppers and visitors to Frodsham
29/08/18	Improved bus service at the top of Frodsham – townfield lane, Pollard Avenue where majority of over 65, disabled occupants and some surrounding areas, linking it daily to town, train station and market day to save using taxis, encouraging more accessible opportunities for those who would benefit in getting out into the community more, and not standing on the road next to Pollard Avenue for buses that fail to turn up. There are residents in these areas desperate to get out more, whom would be so grateful to access bus services to get to the train station, market day and in and out of town more
29/08/18	Traffic calming measures on Fluin Lane.
26/09/18	Swimming pool
29/09/18	An empty form was submitted
09/10/18	Please use brownfield. No problem with affordable housing to allow people to get onto the property ladder.
09/10/18	Rates must be high for businesses given the amount that fail – and only hairdressers and charity shops succeed.
09/10/18	Maybe more specialist type shops should be subsidised? Music shop/book shop
09/10/18	Better train links.
09/10/18	Clearer parking regs.
11/10/18	Better disabled facilities
11/10/18	and better public transport

FNP Data Summary of Surveys

Date	Online Website Survey: Detail of Comment
23/10/18	building on greenbelt, especially the sterile green deserts of grass we seem so fond of.
23/10/18	A health centre that isn't the town joke, giving doctor's appointment within a reasonable time-frame, and a pharmacy that actually has the prescriptions.
23/10/18	More use of pitches to the north of Main Street
23/10/18	a look at a filter system at the traffic lights from the inside lane on High Street (outside Amore) into Church Street.
19/11/18	Promotion and re-development of the Town Centre to encourage more retailers into the area.
19/11/18	High rents need addressing.

Public Event February 2017.

Public Event: Detail of Wish Tree Comments

Adventure playground and climbing area, ropes, swings, BMX track and cycle path

Halton curve

Goods shed; Frodsham station more car parking spaces

Community housing – basic affordable housing by councils

no more building on house gardens

The ever thorny issue of parking. Get commuters to pay in station car park and issue Frodsham residents with a parking permit / clock card. This would enable elderly / mothers/ children to come downhill to shop and socialise – essential to ensure £s are spent in the village shops or the village will die.

Interesting information and clearly difficult to satisfy everyone

Frodsham has excellent access to the countryside and we need to preserve for future generations – once lost it's lost for ever.

I would like to see more eateries / wine bars providing an evening service, more like Stockton Heath. More cosmopolitan, not necessarily independent.

I'd like to see old buildings developed (The Bourne) – not left to rot. Developing these buildings into housing is a good thing in my opinion – provides housing and saves the building.

I would not like to see Parking Charges or Resident Permits.

I would like to see nicer shop signage, like Brew and Tucker / Twelve 50 Bikes and less tacky shop signage.

We need affordable housing especially at social rents as well as to buy.

Free parking.

Above all we need to preserve the lovely environment

Say NO to fracking

All the very best with your plans

Frodsham is a lovely place to live.

Need pensioners transport and more help down Ship Street area.

Public Event: Detail of Wish Tree Comments

Lunch club, Mother and tots etc.

Otherwise you're doing well.

I am so excited about the Halton Curve opening but concerned that we won't move quick enough on parking.

Frodsham is very acceptable to the majority of residents as it is.

The recent White Paper seems to me likely to over-ride at least some of the very useful work of the Neighbourhood Planning Group.

Broadband! This should have the same priority as other infrastructure, for businesses and residents.

Marina and the River Weaver

Utilising local businesses, creating a more sustainable, thriving and dynamic economy

Tourism!

More affordable housing throughout the town, should be more than the National average. Including sizeable gardens, car parking for at least 2 cars per house.

Space for cycleways on pavements

Why not use the empty building on the car park, example 1 & 2 small workshops on the ground floor, office accommodation on the upper floor

More up-market shops – designer type

Car parking is desperately needed, possible making it 2 or 3 storey on the present station car park. Make it a charge one and it would make money to cover the cost.

As regards the fracking issue, it is important to note that Frodsham's environment has changed with the Power Station and Wind Farm. In order to protect its village feel, I do not believe allowing Fracking will help our environment.

I would like to keep free parking in Frodsham to ensure community cohesion – people don't want to spend hours in town, but do enjoy visiting it.

Outdoor space for recreation, particularly about the Ship Street Aston Drive area needs to be protected, ensuring young people have a safe outside space near to where they live as many will not journey to the Community Centre.

Any development needs to ensure adequate parking for 2 spaces per dwelling as well as access for all.

Frodsham is a great place to live.

So many community activities and parks and natural spaces – Frodsham Hill and the Marshes.

Consultation is a great idea, keep doing it, regular update in Frodsham Life would be useful. Since tea and coffee were free, a charity donation tin would have been appropriate, I would have been happy to put money in.

Public Event: Detail of Wish Tree Comments

A lot of people have a wish for a place to ride mountain bikes like a pump track or a set of dirt jumps. Delamere has been recommended but it requires at least half a day to make it worthwhile as it takes between half an hour and 40 minutes to get there. This makes it very impractical to use after school and aa place in Frodsham for bike enthusiasts to keep fit and have fun would be greatly appreciated.

This event is a very good idea.

Frodsham needs more social size housing, not large 4 bedroom / bath developments. However, “countryside” access / atmosphere would be lost if green belt usage goes ahead.

Play areas should be kept for the benefit of the families.

A great way of keeping people informed of future ideas and also allow people a voice.

Parking is becoming an issue – being used by outside commuters; need to change?

It would be good to see good “quality” businesses in Frodsham town centre, e.g. too many charity shops.

Good pubs and restaurants should be encouraged

More independent businesses e.g. like Tarporley.

I am against the idea of charging for parking. Free sufficient parking is key to maintaining the sustainability of our shops and additional spaces should be found.

The transport infrastructure should be increased and the addition of the Halton Curve and the possibility of additional services stopping at Frodsham should be welcomed. It will bring additional demand but also additional spend to the shops, restaurants and pubs.

Doing a great job, we now need to put our foot down to get this done

The land towards the swing bridge is an area to be studied to see if the risk of flooding can be mitigated at a reasonable cost.

Land controlled and owned by FTC and CWAC should be used for affordable housing. The green belt should only be considered as a last resort and even then after a very detailed consultation.

Maintaining and supporting independent retailers!

Improve transport (Halton Curve)

Permit scheme for parking

Public list of benefit claimers, linked to getting people back into employment!

Frodsham hub / workshop for skills development.

Green Spaces Events 2018

Green Spaces Event: Detail of Comment
I would like to see Green spaces maintained, and the upkeep of the main centre ie) flower baskets, christmas lights
With the closure of the banks there is a requirement for 2 cash machine on Main Street
Would welcome more specialist Restaurants & Food outlets ie) Next Door, Whitmore & White, Cowards etc...
The marsh is a mess, pot holes, rubbish
We wander round the roads as at least under foot you are not liable to trip or fall
Oh to walk in woodlands with lovely laid out paths
Somewhere safe to take Grandchildren with no traffic
Although I agree with the need for and concept of 'affordable' housing, we need to be careful Frodsham doesn't become oversaturated, and greedy landowners increase business rates assuming more people equals greater demand
In the current economic environment SME's cant always afford rate hikes
In the last 8 years I've seen some transition of business, rather than growth of well founded shops
Frodsham probably doesn't need any more bars as such, so we need to be careful with what happens to the 3 recently closed banks
I enjoy the green space & views of Frodsham
It is a peaceful & not over industrialised neighbourhood
Affordable housing would be welcome
I do have concern for speed of traffic on Bellemonte Road & the 'unadopted cut through' on Bellemonte / Hillfield Road
Although I appreciate housing & economic growth is important I feel more needs to be done to reduce the price of existing housing which in a lot of cases stands empty (Bellemonte Road area) as opposed to using up all of our green spaces which are such a big part of this community
Make the housing we have affordable so "affordable" housing isn't necessary
The USPs of Frodsham, that attract visitors, enhance the residents experiences & are memorable are: Historic main street
The USPs of Frodsham, that attract visitors, enhance the residents experiences & are memorable are: Variety of unique individual shops
The USPs of Frodsham, that attract visitors, enhance the residents experiences & are memorable are: Accessibility of green spaces, spread around the town
The USPs of Frodsham, that attract visitors, enhance the residents experiences & are memorable are: The start of the Sandstone Trail
Huge footpath network

FNP Data Summary of Surveys

Green Spaces Event: Detail of Comment
Would like to see the Brookhouse / Fountain Lane site improved.
We have lots of open space around Frodsham, we need to look after it
Frodsham Marshes should be for everyone to enjoy – not for Hovercraft – surely an expensive sport for the minority. It could be out to better use for young people to enjoy
Canal walks

Frodsham Summer Festival 2017

Summer Festival: Detail of Comment
Frodsham is a lovely place to live as it is in the centre of everything with great motorway links.
It is also good that there is plenty of green spaces and fantastic views surrounding the village / town boundaries
Tip is not well placed – traffic + parking is affected. It is very valuable but would be better outside town
We moved to Frodsham because it was a compact / complete neighbourhood with a friendly feel. We would hope this could be retained.
I value History of Frodsham & think should be shown to public in more ways
The future of Frodsham needs to be thought out by residents that live there who care about the future of the area – budgets although necessary should not be the first option.
Old library – more borrowers at new library due to a better site as many found walking up the hill to the old library too much.
Parking around Morrisons is a real problem on the road towards the main road
Youths on bikes along the the main road
Use of land adjacent to Garden Centre Mill Lane Frodsham
No more development please.
Swimming pool would be helpful.
The Surgery is fantastic!
I believe that Frodsham (like Helsby) should be set criteria for affordable housing as part of a housing development e.g. have lived in local area for so many years, be working in an essential public service.
4th Frodsham Scout Hut + land should be considered as an Asset of Community Value
Affordable housing needed
Council housing needed
To side of the new Doctors could have pensioners bungalows.
The station goods building should be knocked down and the car park extended.
You could build houses on the old play ground down Ship Street.
Frodsham is being destroyed as a community by the industrialising of the marshes from Ince through to Frodsham. People will leave Frodsham first as they left Runcorn. Its rural character is being destroyed
Transport consultant lives on Hillside and is willing to input on technical queries (as long as they don't lead to conflicts of interest).