



Whitehouse Community Council

Final Results for Survey Q4 2020 (n=127)

1st January 2021



Survey Details

Survey was available online from 1st December – midnight 31st December

Online survey was made available via Facebook, as well as the Community Council website

Survey was also available for manual completion, included in the Q4 Newsletter, distributed to all Whitehouse homes by 11th December. This gave the community almost 3 weeks to manually complete and return the same survey.

127 online responses were received, but 2 surveys were not completed fully, so were excluded.

2 manually completed surveys were returned and included in these final results

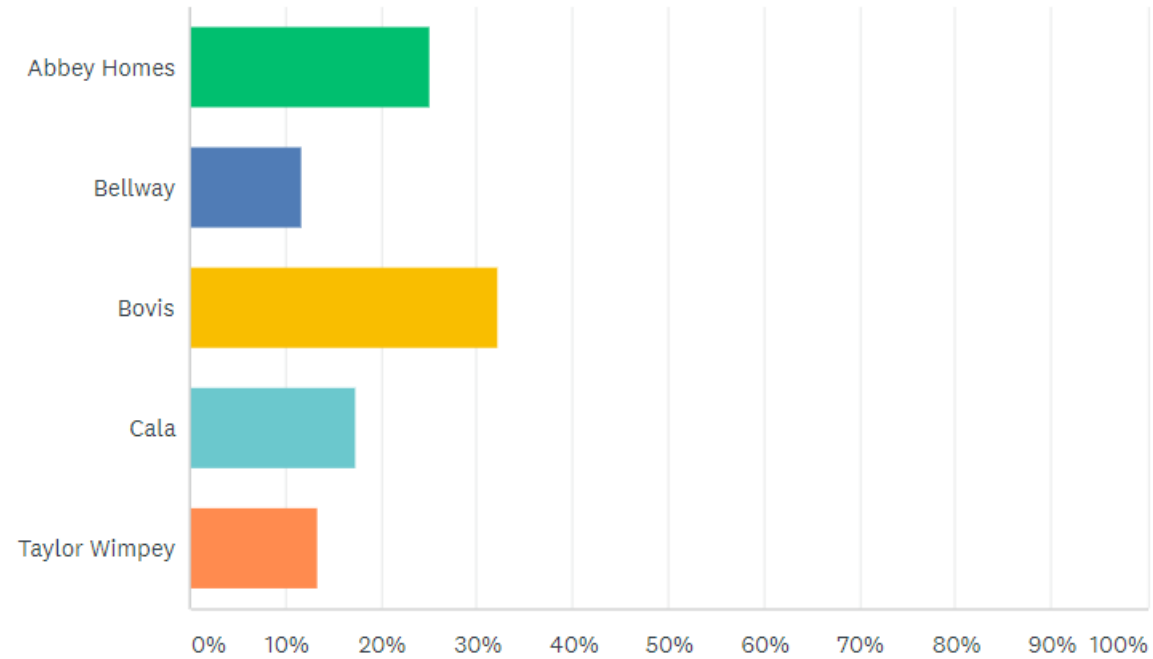
Final survey count included for this analysis is 127 $((127 - 2) + 2)$



Q1

Which “development area” are you currently living in?

Answered: 127 Skipped: 0



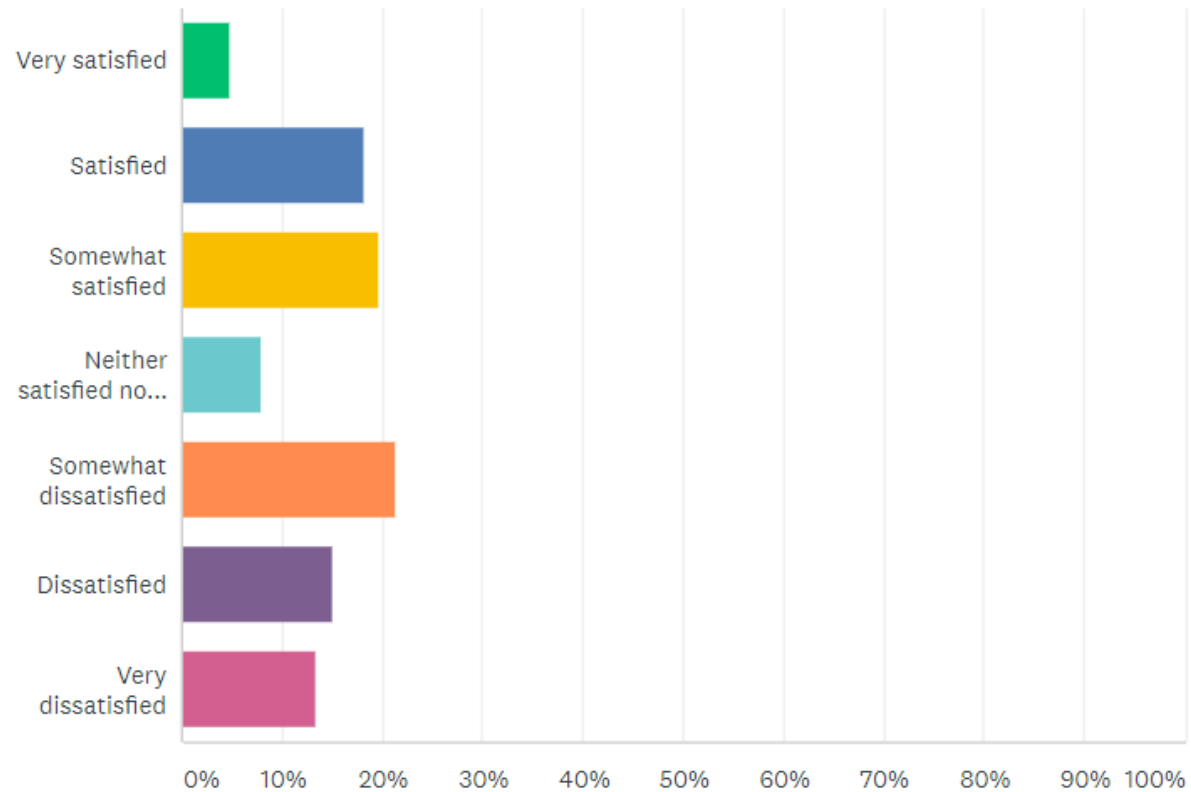
ANSWER CHOICES	RESPONSES
▼ Abbey Homes	25.20% 32
▼ Bellway	11.81% 15
▼ Bovis	32.28% 41
▼ Cala	17.32% 22
▼ Taylor Wimpey	13.39% 17
TOTAL	127



Q2

What is your current view of the “state of the estate”, e.g. cleanliness, quality of living, etc.?

Answered: 127 Skipped: 0



Q2

ANSWER CHOICES	RESPONSES
Very satisfied	4.72% 6
Satisfied	18.11% 23
Somewhat satisfied	19.69% 25
Neither satisfied nor dissatisfied	7.87% 10
Somewhat dissatisfied	21.26% 27
Dissatisfied	14.96% 19
Very dissatisfied	13.39% 17
TOTAL	127

Very Satisfied / Satisfied / Somewhat Satisfied = 54 (42%)

Neither Satisfied or dissatisfied = 10 (8%)

Somewhat Dissatisfied / Dissatisfied / Very Dissatisfied = 63 (50%)

72 Unique Responses received with additional comments



Q3

We are facing challenging times due to COVID-19 and the ongoing restrictions / lockdowns. What can the local community do to assist you with any challenges you are facing due to COVID19?

Answered: 95 Skipped: 32

71 Unique Responses received with additional comments



Q4

Which Management Company is active in your area and do you have any issues or concerns regarding the services you are receiving? Do you believe you are getting value for money from the maintenance charge?

Answered: 109 Skipped: 18

92 Unique Responses received with additional comments



Q5

A new Community Centre is planned to open during the summer of 2021. What would be your ideas / recommendations of what should be offered / hosted in the new Centre to benefit the Whitehouse community?

Answered: 105 Skipped: 22

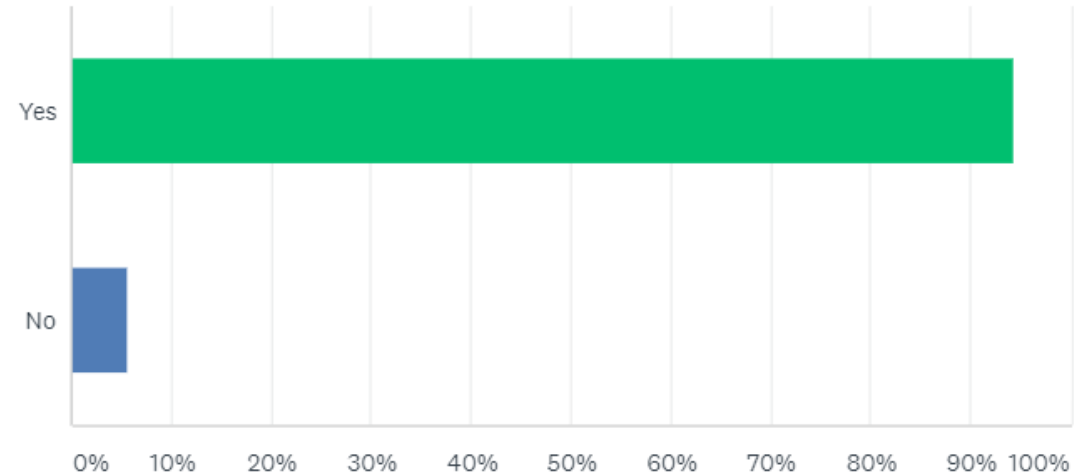
99 Unique Responses received with additional comments



Q6

Would you want to see locally managed landscaping of the entire Whitehouse estate?

Answered: 124 Skipped: 3



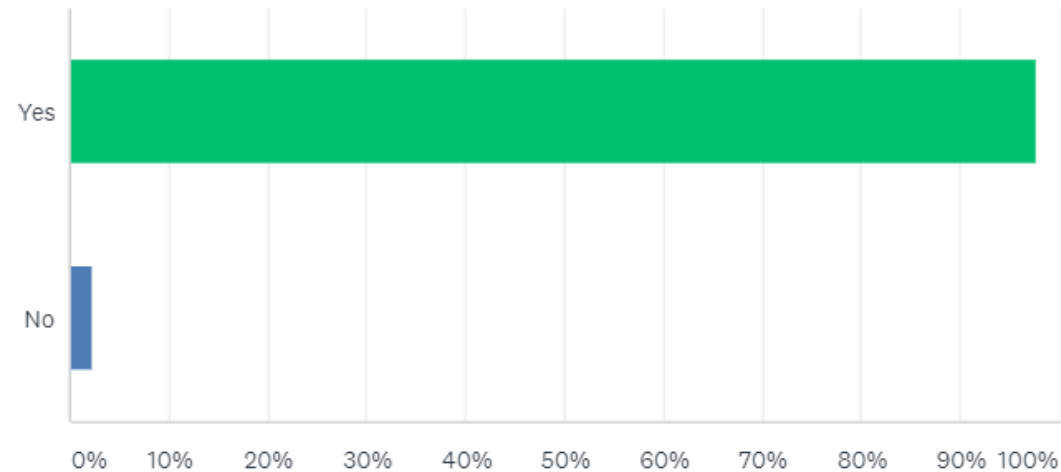
ANSWER CHOICES	RESPONSES	
▼ Yes	94.35%	117
▼ No	5.65%	7
TOTAL		124



Q7

Would you appreciate seasonal decorations being used throughout the main streets in Whitehouse, e.g. Longhorn & Barossa for example Christmas lights, spring flower baskets, etc. ?

Answered: 127 Skipped: 0

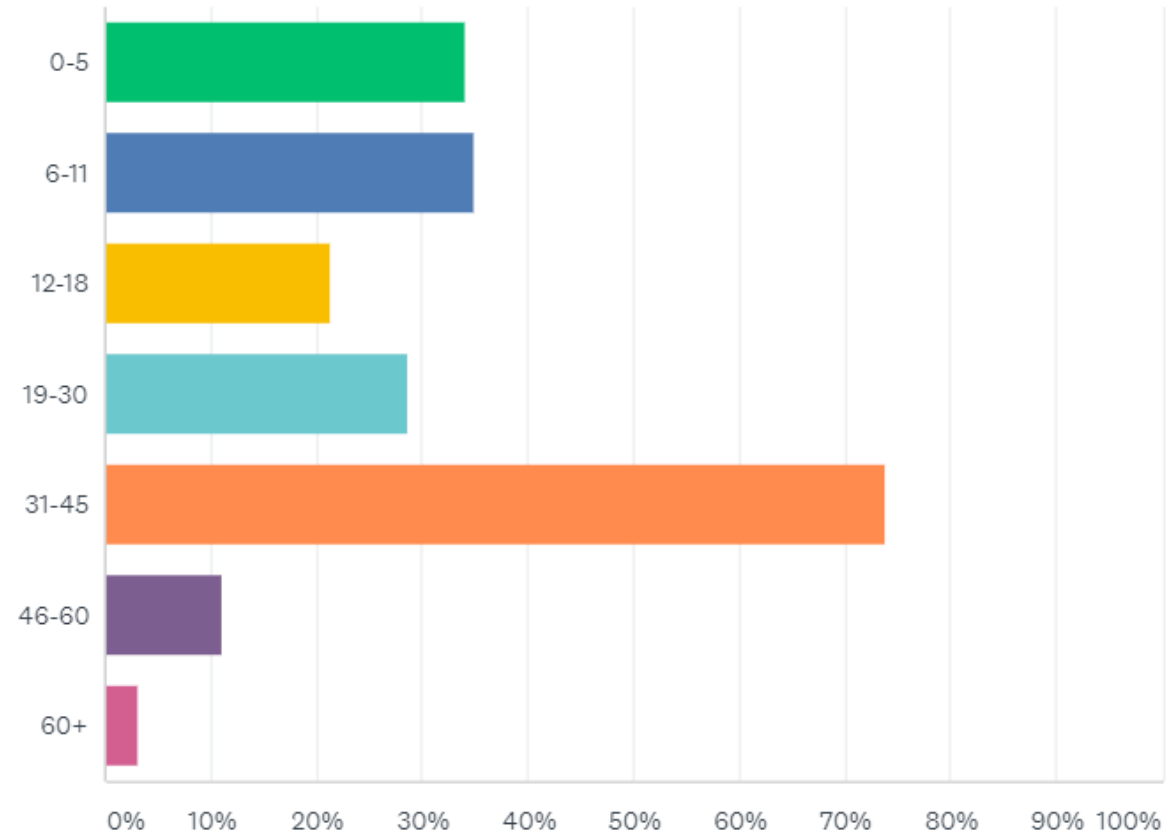


ANSWER CHOICES	RESPONSES
▼ Yes	97.64% 124
▼ No	2.36% 3
TOTAL	127

Q8

What are the age ranges of people living in your household

Answered: 126 Skipped: 1



Q8

ANSWER CHOICES	RESPONSES
▼ 0-5	34.13% 43
▼ 6-11	34.92% 44
▼ 12-18	21.43% 27
▼ 19-30	28.57% 36
▼ 31-45	73.81% 93
▼ 46-60	11.11% 14
▼ 60+	3.17% 4

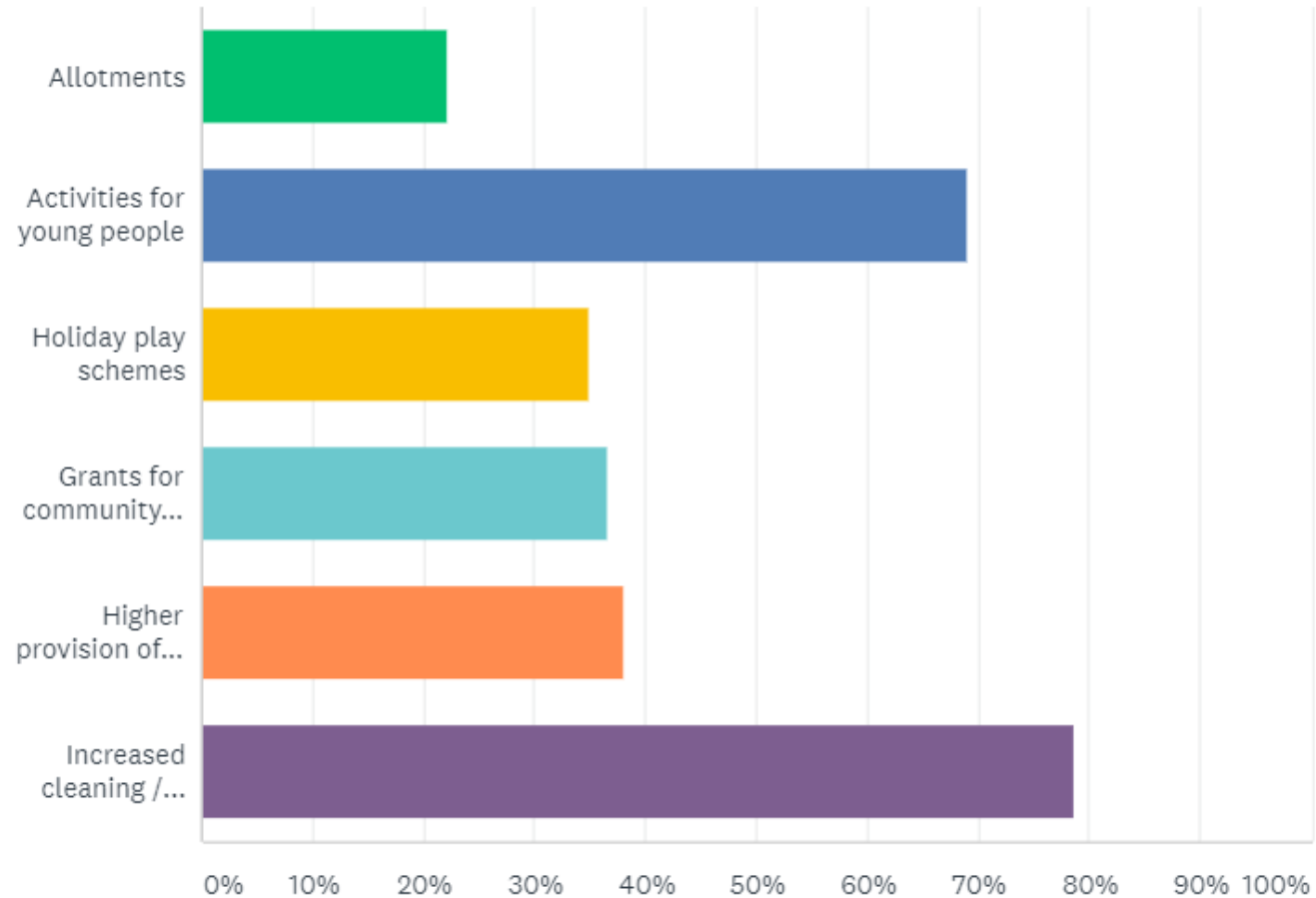
Total Respondents: 126



Q9

Please indicate which of the following services are important to you?

Answered: 126 Skipped: 1



Q9

ANSWER CHOICES	RESPONSES
▼ Allotments	22.22% 28
▼ Activities for young people	69.05% 87
▼ Holiday play schemes	34.92% 44
▼ Grants for community organisations	36.51% 46
▼ Higher provision of dog bins	38.10% 48
▼ Increased cleaning / litter picks	78.57% 99
Total Respondents: 126	

Q10

What types of shops would you like to see on the future High Street? Please indicate any types of shops, e.g. coffee shops, bakery, petrol station, etc.

Answered: 125 Skipped: 2

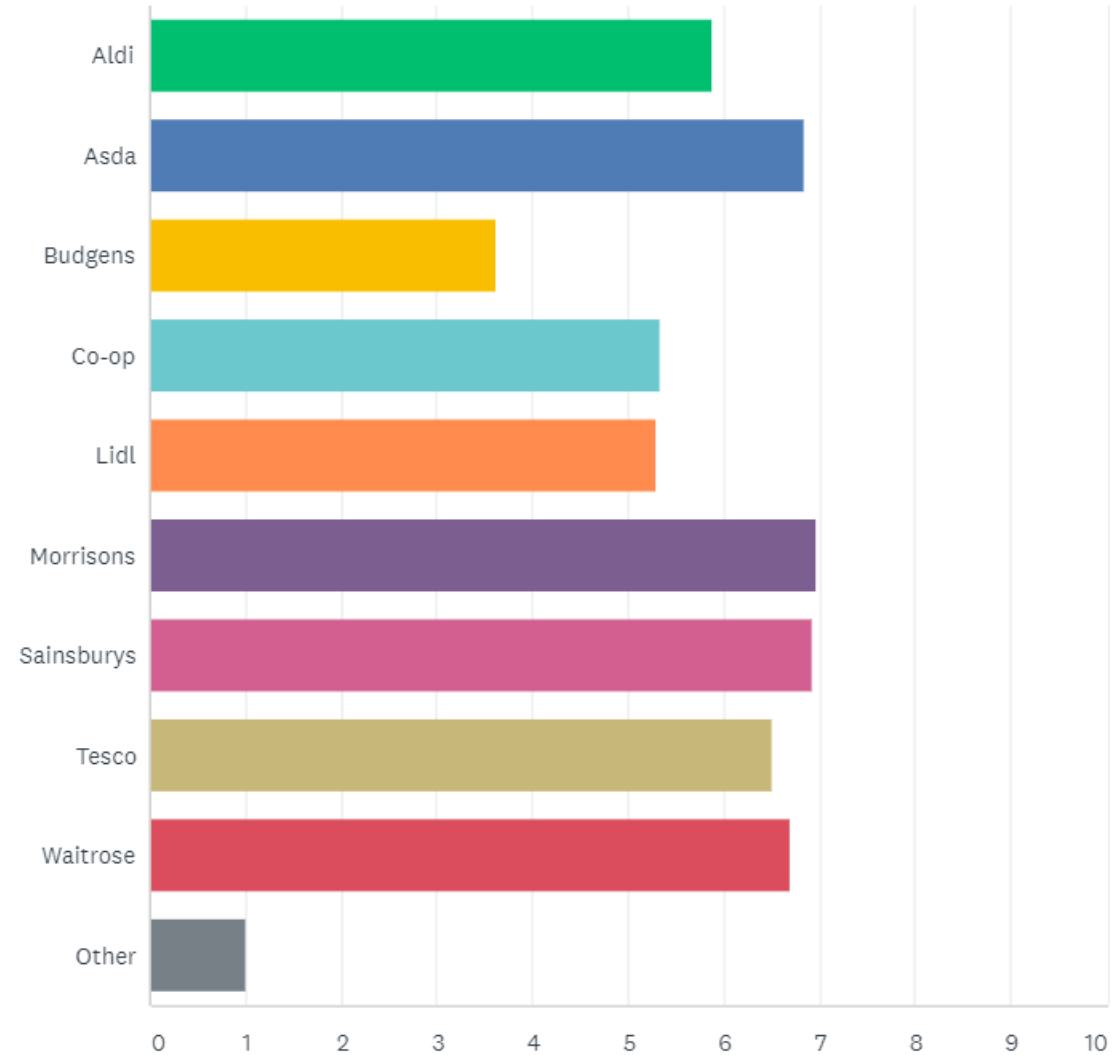
123 Unique Responses received with additional comments



Q11

Please rank the shops below in order of preference, with number 1 being your most preferred through to number 9 being your least preferred

Answered: 127 Skipped: 0



Based upon the 127 Unique Responses received to this question, the average rating for each shopping chain is as follows:

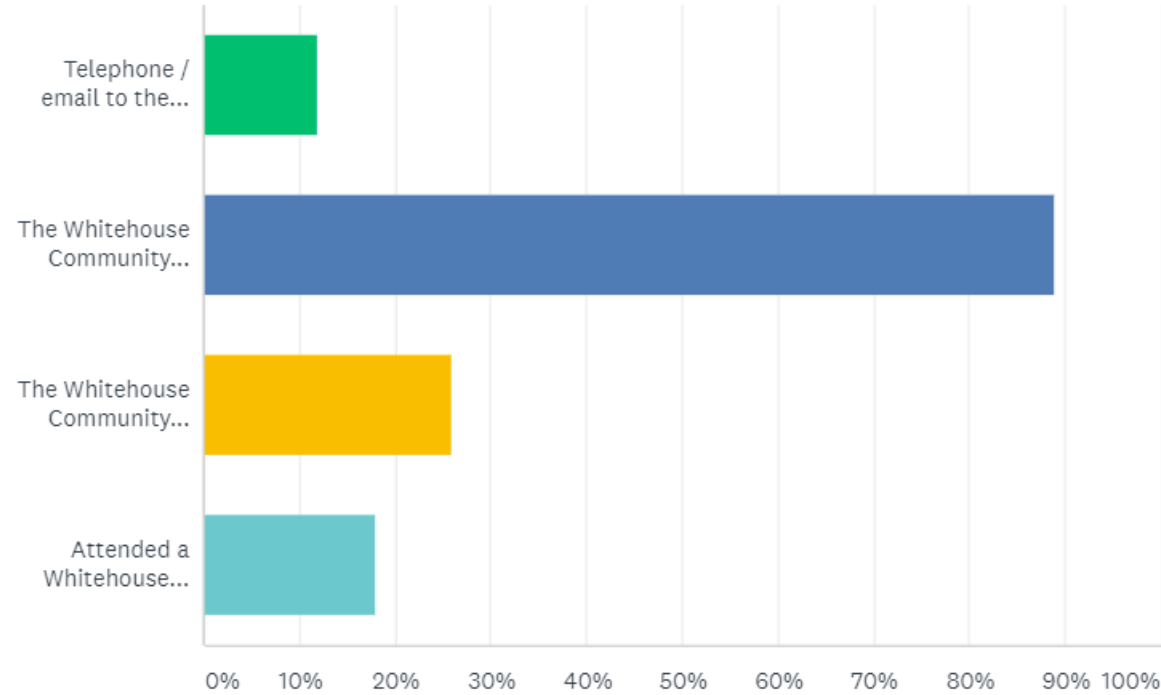
1) Morrisons	3.94
2) Sainsburys	3.98
3) Asda	4.08
4) Waitrose	4.27
5) Tesco	4.49
6) Aldi	4.98
7) Co-Op	5.56
8) Lidl	5.58
9) Budgens	7.31



Q12

What contact have you had with the Whitehouse Community Council during the past 12 months?

Answered: 100 Skipped: 27



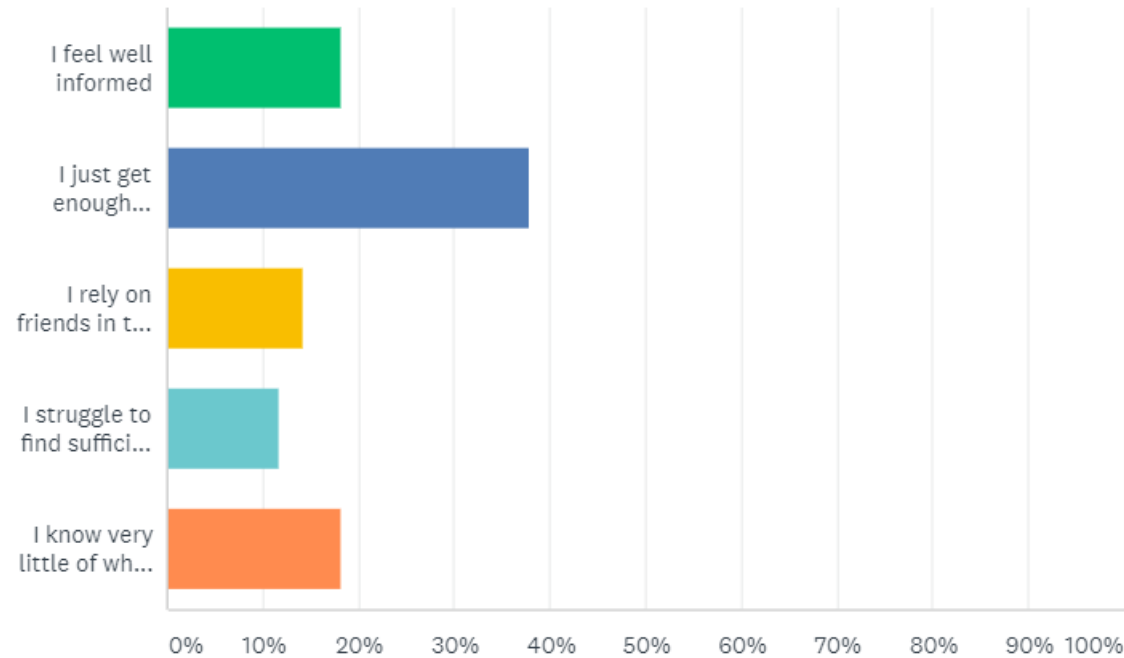
ANSWER CHOICES	RESPONSES
▼ Telephone / email to the office or Clerk	12.00% 12
▼ The Whitehouse Community Council Facebook page	89.00% 89
▼ The Whitehouse Community Council website	26.00% 26
▼ Attended a Whitehouse Community Council meeting	18.00% 18
Total Respondents: 100	



Q13

Thinking about how the Whitehouse Community Council communicates with residents how effectively do you think this is done?

Answered: 127 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ I feel well informed	18.11%	23
▼ I just get enough information	37.80%	48
▼ I rely on friends in the area to keep me informed	14.17%	18
▼ I struggle to find sufficient information	11.81%	15
▼ I know very little of what is happening in the area	18.11%	23
TOTAL		127



Q14

Please provide suggestions as to how the Whitehouse Community Council might improve the various communication routes to residents, e.g. more updates on Facebook, website or notice boards, face-to-face meetings (socially distant during COVID-19), text updates, flyers, etc.

Answered: 102 Skipped: 25

99 Unique Responses received with additional comments



Q15

Any other information you would like the Whitehouse Community Council to be aware of.

Answered: 83 Skipped: 44

68 Unique Responses received with additional comments

