

# Odd Rode Parish Council Neighbourhood Development Plan



**Household Questionnaire 2017**

*Draft Report and Analysis*

**Facilities & Services**

## Summary

Section 4 of the questionnaire was concerned with residents' views on the facilities and services available (or not) within Odd Rode parish. It deals firstly with buildings that the respondents consider to be assets of community value and whether respondents would wish to be involved in keeping them open.

It follows the new right given to local councils to nominate any local building or area of land as an Asset of Community Value (ACV) in order to give it some protection against change of use or even closure.

The respondents are overwhelmingly in agreement with the creation of a list of ACVs with more than  $\frac{3}{4}$  of respondents showing agreement. The highest proportion is found in Rode Heath (81.45%), the lowest in Scholar Green (74.55%), and Mow Cop/Mt Pleasant somewhere in between (Table 4.1, page 4). A number of buildings suggested for inclusion in the list is shown in subsequent tables.

The follow-up question 4.3 asked if respondents' would be willing to be involved in keeping them open and the response (table 4.5, page 7) shows that over 50% of respondents from all three parts of the parish confirmed their willingness in this regard; the highest proportion of 61.74% being from Rode Heath.

The reply to question 4.4 confirmed that there are spaces throughout the parish which respondents consider important and a list of such spaces are shown in table 4.6, page 8.

Roughly only a third (33.62%) of the respondents from Rode Heath were either very satisfied or fairly satisfied with the provision of health service compared to about two thirds (71.54% and 66.52%) of the respondents from Scholar Green and Mow Cop/Mt Pleasant (table 4.8, page 10).

Correspondingly a larger proportion of respondents from Rode Heath (40.87%) were dissatisfied with the provision of health services than was the case among respondents from Scholar Green (8.08%) and Mow Cop/Mt Pleasant (11.60%).

The reason for the dissatisfaction among respondents from Rode Heath becomes clear in the response to question Q 4.7 and it is a disappointment with the closure of the surgery in this area despite what residents undoubtedly saw as a promise to keep it open.

In response to Q 4.8 table 4.10, page 12, gives a list of additional services some respondents would like to see at the new health centre although 80% did not respond to the question.

Top of the list is a dentist followed by a pharmacy or chemist and a number would like to see a transport service to and from the clinic.

Five utilities not dealt with explicitly in the previous questions are: Broadband services, mobile phone services, highway drainage, supply of electricity and gas, and public transport.

Generally just less than 50% are 'Very satisfied' or 'Fairly satisfied' while about a quarter (27.83%) are dissatisfied and the rest offer no opinion either way. However, there are some distinct differences between the services provided and also between the areas.

Public transport generates the most comments from all three areas and shows the respondents to be generally 'Very' or 'Fairly' dissatisfied with this service complaining about the level of service, the routes of services and other matters. However, a restructuring took place in early 2018 and this may have affected these views.

Around half of the respondents from all three areas of the parish appear to be satisfied with the broadband service provided although there is some dissatisfaction expressed especially from within Rode Heath.

A similar picture emerges when we focus on mobile phones; together with broad bands these two services provide the source for 45% of the comments from Rode Heath set out in table 4.17, page 17, compared to 'only' 16% and 5% of the comments from Scholar Green and Mow Cop/Mt Pleasant respectively.

The state of the highways and drainage arrangements generates the second highest number of complaints and people refer in particular to blocked drains and gullies, in places with prolific vegetation growing out of the grids.

The supply of electricity and gas has made the respondents report the highest level of satisfaction at more than 75% throughout the parish and levels of dissatisfaction at less than 5%.

This is supported by a small handful of comments which refer to frequent power cuts and a small number of other comments which state that there is no connection to gas supply in some parts of the parish.

Some respondents also refer to very low water pressure.

## **4.0 Facilities and Services**

This section is concerned firstly with buildings that the respondents consider to be assets of community value and whether respondents would wish to be involved in keeping them open.

Similarly the section is concerned with open spaces, their importance to the local community and whether they need to be preserved.

Finally it is concerned with the health services provided in the parish within the framework of NHS and the services provided by other statutory bodies such as United Utilities.

### **4.1 Community Buildings**

Odd Rode Parish Council has the right to nominate any local building or area of land as an Asset of Community Value (ACV) in order to give it some protection against change of use or even closure. Question 4.1 below asks if a list of such assets should be created and question 4.2 asks for proposals to be included in the list that could then be the basis for formal nomination and approval by Cheshire East Council.

The Parish Council or another locally connected community group (a society, neighbourhood forum, not for profit organisation or a group of at least 21 individuals) can then through a procedure known as 'Community Right to Bid' express an interest after which they have six months to seek to raise the necessary funds and place a bid.

#### **Q 4.1 Should we create a list of assets of community value within the parish?**

Yes  No

**Table 4.1: Create list of community assets.**

		Yes	No	No preference	Total
<b>Rode Heath</b>	<b>Number</b>	281	39	25	345
	<b>%</b>	81.45	11.30	7.25	100
<b>Scholar Green</b>	<b>Number</b>	186	41	33	260
	<b>%</b>	71.54	15.77	12.69	100
<b>Mow Cop/Mt Pleasant</b>	<b>Number</b>	167	30	27	224
	<b>%</b>	74.55	13.39	12.05	100
<b>Odd Rode</b>	<b>Number</b>	634	110	85	829
	<b>%</b>	76.48	13.27	10.25	100

Table 4.1 above show that the respondents are overwhelmingly in agreement with the creation of such a list with more than ¾ of respondents showing agreement. The highest proportion is found in Rode Heath (81.45%), the lowest in Scholar Green (74.55%), and Mow Cop-Mt Pleasant somewhere in between.

**Q 4.2 If so, which particular community buildings within the parish do you consider to have significant community value?**

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In answer to question 4.2 respondents were requested to list the buildings of significant value to the local community.

Most respondents listed a multitude of buildings which at present are bases for particular services such as shops and Post Office and respondents got round the question with expressions such as 'All buildings which serve the community'. Some also listed open spaces such as the grounds to Mow Cop-Mt Pleasant Village Hall.

The following is an analysis of the initial response – the first building listed in answer to the said question 4.2, say 'Village Hall', and how many of the respondents from each local area have included this as their first response. The result is shown in tables 4.2-4.4, page 6.

It shows that within all three areas the village halls are high on the list of buildings of importance to the community and highest within Rode Heath with 130 (38%) respondents referring to these halls as being important. Similar proportions refer to village halls in this way within the other two areas.

Other types of buildings are a long way behind the village halls, but churches, church halls and chapels do get a relative strong mentioning in the responses from all areas. The exception is Rode Heath from where 54 respondents (16%) refer to the Young Peoples' Community Centre (YPCC) and as this is unique to Rode Heath, it does only get one response from the other areas.

There is continuing concern about the likelihood of pubs, shops and local post offices surviving in the long term and judging from tables C and D this concern is probably most acute within Scholar Green and Mow Cop-Mt Pleasant\*).

\*) At the time of writing (mid-July 2018) Mow Cop has already lost one Pub ('Cheshire View'), the shop and post office in Mt Pleasant is for sale and seems likely to close within a few weeks.

**Table 4.2: Significant bldgs, Rode Hth**

	1	2	3
Village Hall	130	4	
Others	111		
YPCC	54		
Church	30	2	1
Pub	6	4	
Shop	4	2	1
Surgery	3		
Library	2		
Cricket Club	1		
Post Office	1	1	
Mill Mead trees	1		
OAP Home	1		
The Rise	1		
Bowling Green		1	
<b>Total</b>	<b>345</b>		

**Table 4.3: Significant bldgs, Scholar Grn**

	1	2	3
Others	124		
Village Hall	108	1	
Church	9		
Shop	5	2	
Medical centre	4		
Pub	4		
School	2		
Post Office	1	2	2
RH Cricket Club	1		
Rode Hall	1		
Scout Hall	1		
RH YPCC		1	
<b>Total</b>	<b>260</b>		

**Table 4.4: Significant bldgs, Mow Cop**

	1	2	3 & 4
Others	106		
Village Hall	86		
Church	10	1	1
Post Office	6	1	2
Shop	5	3	2
Pub	5	2	1
Chapel	2	3	1
School	1	1	2
Grounds of village hall	1	1	
MC Community Church	1		
Rode Hall	1		
<b>Total</b>	<b>224</b>		

**Q 4.3 If this community asset(s) were under threat of being shut down, would you be willing to be involved in working towards keeping it/them open?**

Yes  No

**Table 4.5: Willingness to be involved**

	Number	%
<b><u>Odd Rode</u></b>		
Yes	476	57.42
No	168	20.27
Not Stated	185	22.32
<b>Total</b>	829	100
<b><u>Rode Heath</u></b>		
Yes	213	61.74
No	70	20.29
Not Stated	62	17.97
<b>Total</b>	345	100
<b><u>Scholar Grn</u></b>		
Yes	137	52.69
No	52	20.00
Not Stated	71	27.31
<b>Total</b>	260	100
<b><u>MC-Mt Pleas</u></b>		
Yes	126	56.25
No	46	20.54
Not Stated	52	23.21
<b>Total</b>	224	100

The response to question 4.3 is set out in table 4.5 above and show just under 60% within the parish as a whole would be willing to be involved with a somewhat larger percentage in Rode Heath and a smaller percentage in the other areas.

## 4.2 Open Spaces

**Q 4.4 Apart from buildings listed in 4.2, are there any places in the Parish that you feel are particularly important for the community?**

Yes  No

Question 4.4 is concerned with open spaces as different from buildings and other structures although it seems that not all respondents have realised that.

However, the response to the question is set out in table 4.6 below.

Slightly less than 2/3 of the respondents overall feel there are places of importance to the local community, very slightly more within Rode Heath, less within Mow Cop and even less within Scholar Green.

These differences may be due to differences in topography in that within Rode Heath and Mow Cop-Mt Pleasant and around the edges of those settlements there are more accessible open spaces than within and around Scholar Green. At the same time such spaces may be more sparse in and around Scholar Green and therefore more highly valued than those within and around the other areas.

**Table 4.6: Any places important to the local community**

	Rode Heath		Scholar Green		Mow Cop-Mt Pleas		Odd Rode	
	No	%	No	%	No	%	No	%
<b>Yes</b>	231	66.96	153	58.85	145	64.73	529	63.81
<b>No</b>	46	13.33	44	16.92	36	16.07	126	15.20
<b>Not stated</b>	68	19.71	63	24.23	43	19.20	174	20.99
<b>Total</b>	345	100	260	100	224	100	829	100

**Q 4.5 If so, which particular places within the Parish do you consider to have significant community value and should be preserved?**

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The answers to question 4.5 is set out in table 4.7, below page 9. They include a mixture of specific, named places such as the Bowling Green in Rode Heath or the Village Green in Mount Pleasant or more general pronouncements such as ‘open places’ or ‘footpaths’.

However, the overall impression is that it is the generally open character of the parish area, which the respondents value. Whether this comes in the shape of a formal open space such as a constructed play area or the gardens at Rode Hall or the informal woodlands round Mt Pleasant-Mow Cop Village Hall is less important.

Respondents from Rode Heath and Scholar Green refer to ‘Children’s park and play areas’ more than any other areas. Next respondents from Rode Heath name ‘The Rise’ as a much valued area while in other areas ‘open areas’ and Village Greens are referred to. The Village Hall and the surrounding area is the most frequently mentioned open space of value within Mt Pleasant.

The relative paucity of accessible open space within and around Scholar Green is perhaps illustrated by the reference to Astbury Village and Astbury Mere as places of value. However, these places are well outside Odd Rode Parish.



**Table 4.7: Open spaces of significant value to the local community.**

	Rode Heath	Scholar Green	Mow Cop-Mt Pleasant	Odd Rode
Children's park & play areas	52	61	12	125
The Rise	44	1		45
Open areas	5	20	4	29
Village Green	11	7	15	33
Village Hall*)	10	8	35	53
All**)	10	6	5	21
Canal front & towing path	16	9	2	27
Shop & Post office	8	8	5	21
Bowling Green	14			14
Churches & chapels	2	4	6	12
Football fields			6	6
Cricket club & grounds	3	1		4
Surgery	2			2
Millmead	4			4
Common	1			1
Footpaths		2	1	3
Public houses	4	1	3	8
School	8			8
ex bowling green			1	1
ex play area			1	1
Woods		2		2
YPCC	3			3

\*) It is worth bearing in mind that Mow Cop-Mt Pleasant Village Hall has extensive grounds of open areas and woodlands of several acres.

\*\*) In answer to question 4.5 several respondents state that 'all' spaces are of significant recreational value to the local communities.

### 4.3 Health Services

**Q 4.6 How satisfied are you with the health services already being provided for within the Parish?**

- a) Very satisfied  *Please tick only one box*
- b) Fairly satisfied
- c) Neither satisfied nor dissatisfied
- d) Fairly dissatisfied
- e) Very dissatisfied

The answers to question 4.6 are summarised in table H below and it is noted that satisfaction with the provision of health services is much lower within Rode Heath than in other parts of the parish. Roughly only a third (33.62%) of respondents were either very satisfied or fairly satisfied with the provision compared to about two thirds (71.54% and 66.52%) of the respondents from Scholar Green and Mow Cop- Mt Pleasant.

Correspondingly a larger proportion of respondents from Rode Heath (40.87%) were dissatisfied with the provision of health services than was the case among respondents from Scholar Green (8.08%) and Mow Cop-Mt Pleasant (11.60%).

**Table 4.8: Satisfaction with health services**

	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied	Not stated	Total
<b><u>Rode Heath</u></b>							
No.s	50	66	79	67	74	9	345
%	14.49	19.13	22.90	19.42	21.45	2.61	100
<b><u>Scholar Green</u></b>							
No.s	112	74	45	15	6	8	260
%	43.08	28.46	17.31	5.77	2.31	3.08	100
<b><u>Mow Cop-Mt Pleasant</u></b>							
No.s	84	65	40	13	13	9	224
%	37.50	29.02	17.86	5.80	5.80	4.02	100
<b><u>Odd Rode</u></b>							
No.s	246	205	164	95	93	26	829
%	29.67	24.73	19.78	11.46	11.22	3.14	100

In the subsequent question 4.7 respondents were asked to give reasons for these answers and summary of these reasons are set out in table 4.9, page 11.

**1Q 4.7 Please give reasons for this answer**

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It then becomes clear that the reason for the dissatisfaction among respondents from Rode Heath is a disappointment with the closure of the surgery in this area despite what residents undoubtedly saw as a promise to keep it open. They also consider that this decision will imply the inconvenience of having to travel to the new surgery in Scholar Green and point to the poor provision of public transport between the two areas.

The provision of health service within Odd Rode Parish and maybe a slightly wider area is in fact synonymous with the way the Green Moss Health Centre is managed and many of the negative comments refer to difficulties with getting an appointment when required and some also suggest there is not enough doctors to cater for the local need and demand.

**Table 4.9: Reasons for dissatisfaction or satisfaction with health services**

<u>Rode Heath</u>	Dissatisfied	Satisfied	<u>Scholar Green</u>	Dissatisfied	Satisfied	<u>Mow Cop- Mt Pleasant</u>	Dissatisfied	Satisfied
Unhappy with closure	99	19	Unhappy with closure		5	Unhappy with closure in Rode Heath		1
Closure causing transport problems	11	6						
Closure bad, new surgery unsatisfactory	2		Closure bad, new surgery unsatisfactory		1	Closure unfortunate, new surgery bad	1	1
Regret closure, but generally ok		7	Regret closure, but generally ok					
Access to new surgery difficult, due to transport problems	9	5	Access to new surgery difficult, due to transport problems		2	Access to new surgery difficult, due to transport problems	8	3
New surgery badly managed	4	4	New surgery badly managed	13	15	Getting appointment difficult	8	6
			New surgery badly managed, gone elsewhere	1		Access difficult, getting appointment difficult	1	
			Improvement needed		6	Improvements needed	1	1
NHS generally unsatisfactory	3		NHS generally unsatisfactory	1	1	NHS nationally/regionally		2
Local service generally good		13	Local service generally good		62	Local service generally good	1	46
			Generally good, but ...		2	Generally good, but ...		4
Use out-of-parish clinics	2	11	Use out-of-parish clinics		5	Use out-of-parish clinics	5	4
Other		1	Other		5	Other		6
No comments	11	50	No comments	6	82	No comment	1	75
<b>Total</b>	<b>141</b>	<b>116</b>	<b>Total</b>	<b>21</b>	<b>186</b>	<b>Total</b>	<b>26</b>	<b>149</b>

In some of the comments to Q 4.7 it is hinted that some improvements might be desirable to the services provided by the Green Moss Health Centre.

This issue is further explored in the response to question 4.8.

**Q 4.8 Are you affected by a lack of a particular health provision? If so, what additional services do you feel are needed?**

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**Table 4.10: Additional services needed**

	Rode Heath	Sch Green	Mow Cop Mt Pleas	Odd Rode
<b>Chiropodist</b>	2	4	1	7
<b>Dentist</b>	6	9	7	22
<b>Mental health</b>		1	1	2
<b>Opening hours</b>		3	3	6
<b>Optician</b>	1		1	2
<b>Pharmacy/Chemist</b>	8	4	3	15
<b>Physiotherapy</b>		1	4	5
<b>Podiatrist</b>		1	1	2
<b>Transport</b>	30	3	1	34
<b>Warfarin clinic</b>		1	1	2
<b>Individual suggestions</b>	1	4	12	17
<b>Other comments</b>	25	14	6	45
<b>No comments</b>	258	219	190	667
<b>Total</b>	331	264	231	826

Note: Suggestions from Rode Heath include 43 no (12.5%) who just wished to keep the surgery.

Table 4.10 above seeks to summaries the many and varied suggestions for additional health services. It includes the number of suggestions and many respondents had more than one suggestion. However, an overall total of 667 (81%) respondents had no comments or suggestions to make.

Rode Heath differ from the other areas in that 43 respondents (12.5%) just wished to keep the surgery which has now been closed. Associated with this is a concern for the availability of transport to reach the new health centre in Scholar Green.

A particularly wide variation of 'clinical' suggestions come from the Mow Cop – Mt Pleasant area ranging from Audio testing and battery service for hearing aids to "heart service" and blood testing.

'Other comments' includes a number of references to difficulties in getting appointment and a perception that the new health centre is under staffed. In addition several

respondents find the arrangements for obtaining prescriptions and collecting the prescribed medication ‘inconvenient’.

Overall it seems true to say that respondents are generally somewhat disappointed with the range of services offered at the ‘Greenmoss’ health centre compared to what they consider was promised at the planning stage.

#### 4.4 Utilities

**Q 4.9 For each of the following utilities and services, please give your level of satisfaction:**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Broadband services					
Mobile phone services (signal/reception/data)					
Highway drainage/surface water removal					
Electricity/gas supply					
Public/community transport					

#### 4.4a Utilities general

**Table 4.11: Utilities generally**

		Satisfied	Dissatisfied	Neutral*)	Total
<b>Rode Heath</b>	<b>No</b>	809	497	424	1,730
	<b>%</b>	46.76	28.73	24.51	100
<b>Scholar Green</b>	<b>No</b>	621	331	348	1,300
	<b>%</b>	47.77	25.46	26.77	100
<b>Mow Cop/ Mt Pleasant</b>	<b>No</b>	553	327	240	1,120
	<b>%</b>	49.38	29.20	21.43	100
<b>Odd Rode</b>	<b>No</b>	1,983	1,155	1,012	4,150
	<b>%</b>	47.78	27.83	24.39	100

\*Neutral' ~ 'Neither' and 'Not stated'

Table 4.11 above seeks to summarise the general level of satisfaction with public services locally.

It is noted that 'Very satisfied' and 'Fairly satisfied' in total amounts to just short of 50% of the responses across the parish as a whole and each of the three sub-areas. The amount of dissatisfaction and those being 'Neutral' in their response is close to 25% in each case.

However, it may be accepted that residents of Mow Cop-Mt Pleasant rely more heavily on public support than the other areas. It then becomes significant that the size of the 'Neutral' response here is lower than for the other areas and similar that the level of 'Satisfaction' is 1.6% higher than for the parish as a whole at 49.38%, while the level of 'Dissatisfaction' is 1.4% higher than for the parish as a whole at 29.2%.

As we shall see in the following it is the way respondents perceive one of the public services in particular that pushes the level of 'Dissatisfaction' and in particular among the respondents from Mow Cop-Mt Pleasant.

#### 4.4b Broadband services

**Table 4.12: Broadband services**

<b>Broadband</b>		<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>	<b>Not stated</b>	<b>Total</b>
<b>Rode Heath</b>	<b>No</b>	43	133	43	61	39	27	346
	<b>%</b>	12.43	38.44	12.43	17.63	11.27	7.80	100
<b>Scholar Green</b>	<b>No</b>	37	102	40	31	17	33	260
	<b>%</b>	14.23	39.23	15.38	11.92	6.54	12.69	100
<b>Mow Cop/ Mt Pleasant</b>	<b>No</b>	38	73	26	28	32	27	224
	<b>%</b>	16.96	32.59	11.61	12.50	14.29	12.05	100
<b>Odd Rode</b>	<b>No</b>	118	308	109	120	88	87	830
	<b>%</b>	14.22	37.11	13.13	14.46	10.60	10.48	100

Table 4.12 above shows respondents to be generally satisfied with the level of broadband services with just over 50% in Scholar Green and Mow Cop-Mt Pleasant reporting to be 'Very' or 'Fairly' satisfied and slightly less by respondents in Rode Heath. However, there also appear to be some dissatisfaction especially within Rode Heath at 29% of the respondents compared to 25% for the whole of Odd Rode parish.

#### 4.4c Mobile phones

Table 4.13, below page 15, shows that in respect of mobile phones even more dissatisfaction emerges from the respondents in Rode Heath in that 42.77% report to be 'Very' or 'Fairly' dissatisfied compared 20% and 24.56% reported from Scholar Green and Mow Cop-Mt Pleasant respectively.

By contrast respondents from Scholar Green and Mow Cop-Mt Pleasant report satisfaction levels at 57.3% and 58.25% compared to 'only' 37.86% reported by respondents from Rode Heath.

**Table 4.13: Mobile phones**

<u>Mobile phones</u>		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not stated	Total
Rode Heath	No	23	108	46	88	60	21	346
	%	6.65	31.21	13.29	25.43	17.34	6.07	100
Scholar Green	No	55	94	35	39	13	24	260
	%	21.15	36.15	13.46	15.00	5.00	9.23	100
Mow Cop/ Mt Pleasant	No	32	94	28	35	20	15	224
	%	14.29	41.96	12.50	15.63	8.93	6.70	100
Odd Rode	No	110	296	109	162	93	60	830
	%	13.25	35.66	13.13	19.52	11.20	7.23	100

**4.4d Highway drainage****Table 4.14: Highway drainage**

<u>Highway drainage</u>		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not stated	Total
Rode Heath	No	43	128	76	59	23	17	346
	%	12.43	36.99	21.97	17.05	6.65	4.91	100
Scholar Green	No	32	74	50	55	37	12	260
	%	12.31	28.46	19.23	21.15	14.23	4.62	100
Mow Cop/ Mt Pleasant	No	30	81	28	42	33	10	224
	%	13.39	36.16	12.50	18.75	14.73	4.46	100
Odd Rode	No	105	283	154	156	93	39	830
	%	12.65	34.10	18.55	18.80	11.20	4.70	100

The highest level of satisfaction with the state of highways drainage is expressed by the respondents from Mow Cop-Mt Pleasant at 49.55% as seen from table N above. The lowest level of satisfaction is reported from Scholar Green at 40.77% and the highest level of dissatisfaction at 35.88%.

**4.4e Electricity and gas supply****Table 4.15: Electricity and gas supply**

<u>El &amp; Gas supply</u>		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not stated	Total
Rode Heath	No	121	156	44	9	5	11	346
	%	34.97	45.09	12.72	2.60	1.45	3.18	100
Scholar Green	No	104	94	44	5	1	12	260
	%	40.00	36.15	16.92	1.92	0.38	4.62	100
Mow Cop/ Mt Pleasant	No	85	94	25	7	0	13	224
	%	37.95	41.96	11.16	3.13	0.00	5.80	100
Odd Rode	No	310	344	113	21	6	36	830
	%	37.35	41.45	13.61	2.53	0.72	4.34	100

As shown in table 4.15, above page 15, the supply of electricity and gas has made the respondents report by far the highest levels of satisfaction at more than 75% throughout the parish and levels of dissatisfaction at under 5%.

#### 4.4f Public and community transport

**Table 4.16: Public and community transport**

<u>Public/community transport</u>		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not stated	Total
<b>Rode Heath</b>	<b>No</b>	12	42	119	84	69	20	346
	<b>%</b>	3.47	12.14	34.39	24.28	19.94	5.78	100
<b>Scholar Green</b>	<b>No</b>	11	18	85	47	86	13	260
	<b>%</b>	4.23	6.92	32.69	18.08	33.08	5.00	100
<b>Mow Cop/ Mt Pleasant</b>	<b>No</b>	10	16	52	37	93	16	224
	<b>%</b>	4.46	7.14	23.21	16.52	41.52	7.14	100
<b>Odd Rode</b>	<b>No</b>	33	76	256	168	248	49	830
	<b>%</b>	3.98	9.16	30.84	20.24	29.88	5.90	100

It is on the issue of public and community transport that a strong level of dissatisfaction across the whole of the parish comes to light with 50.12% of the respondents reporting to be 'Very' or 'Fairly' dissatisfied while 13.14% reporting satisfaction.

However, the strongest level of dissatisfaction is shown by the respondents from Mow Cop-Mt Pleasant at 58% with a corresponding low level of satisfaction at 11.61%.

#### 4.5 Examples of dissatisfaction

**Q 4.10 If you have any particular examples where you are not satisfied with any of the above, please comment below:**

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In conclusion to this chapter respondents were asked in question 4.10 above to comment on particular services and give examples. The outcome is shown in table 4.17 below, page 17.

It should be noted that well over 75% of the respondents offer no comments or examples ('Not stated', table 17) and many comments are general rather than specific.

#### **Bus service**

It is clear that within the Parish as a whole and within each part of the parish,



the bus service and public transport as a whole is the biggest single source of comments, and some commentators complain a) simply that there are not enough buses and others that the routes b) do not take them where they want/need to go. Others point out that there is continued need for public transport for young people and the elderly.

However, the restructuring of the bus service that took effect in April 2018 may have affected these views.

One commentator writes: "There just isn't enough public transport!" Another writes: "Public transport to doctors in Alsager and/or Sandbach." "Service no 78 has been 'school transport' for our daughter at Sandbach girl's school." "More buses in the area for us older people."

**Table 4.17: Number of comments from respondents not satisfied with utilities or services**

Example Reference	Odd Rode				Rode Heath			
	1	2	3	Total	1	2	3	Total
Not stated	391	698	792	1881	167	285	323	775
Broadband	63	10	-	73	36	8	2	46
Bus/public transport	165	48	19	232	52	16	13	81
Mobile	48	26	-	74	34	20	3	57
Highways/ drainage	116	32	10	158	22	9	5	36
El, gas, water	18	5	-	23	7	1	-	8
Example Reference	Scholar Green				Mow Cop/Mt Pleasant			
	1	2	3	Total	1	2	3	Total
Not stated	122	219	253	594	102	194	216	512
Broadband	15	1	-	16	12	1	2	15
Bus/public transport	58	23	3	84	55	9	3	67
Mobile	9	3	-	12	5	3	1	9
Highways/ drainage	58	12	4	74	36	11	1	48
El, gas, water	5	2	-	7	6	2	-	8

### Highways – maintenance and drainage

The second biggest source of comments within Odd Rode parish as a whole and Scholar Green and Mow Cop/Mt Pleasant (but not Rode Heath, see below) is the state of the roads. It applies to the general state of the roads as well as drainage arrangements.

Typical comments are along the lines of: "Grids and gullies not cleaned." "Surface water problems due to lack of drainage off Margery Ave properties." "Road surface through Scholar Green."

### Broadband and mobile phone connections

Broadband connections and mobile phone connections appear to be lesser problems within Mow Cop/Mt Pleasant and Scholar Green with 'only' 16% and 5% of the

comments respectively referring to these issues compared to 45% of the comments from Rode Heath.

The comments refer mainly to poor connectivity and slowness of broadband services, but a number also refer to a lack of choice as to which service provider one can connect to. The latter especially refer to difficulty in connecting to Virgin.

Typical comments: "Both broadband and mobile phone reception very slow and poor. This makes it very difficult for anyone wanting to work from home." "Broadband goes off when it rains." "Constant issues with slow/lost broadband/mobile signals." "Poor internet service, slow speed, lack of choice, no Virgin (cable) available."

Note: It is just possible that with a younger and a more economically active population in Rode Heath, these issues are more keenly felt here than elsewhere.

### **Electricity, gas, water**

There are a few comments on the supply of electricity, gas and water.

On electricity comments refer to frequent power cuts even when there is no obvious reason such as bad weather and apparently there is still no gas supply in some parts of the parish.

There is no reference to water supply in the questionnaire, but some respondents nevertheless refer to low pressure.

#### Typical comments:

"Frequent electricity power cuts." "Constant power cuts." "Electricity supply varies between day and night."

"No gas in Low Street, alternatives very expensive and cause financial difficulties."

"Water pressure already poor."