ROYTON AND SHAW/CROMPTON TOWN CENTRE MASTER PLANS – CONSULTATION RESULTS AND FINDINGS

REPORT OF EXECUTIVE DIRECTOR FOR REGENERATION

1.0 PURPOSE OF REPORT

1.1 The purpose of this report is to set out the methodology and report the results and findings from the recent consultation carried out by the Regeneration Directorate in both Royton and Shaw/Crompton town centres.

1.2 The report sets out the responses to the questionnaire together with a summary of the findings separately for each town centre.

2.0 EXECUTIVE SUMMARY

2.1 Between September and November 2006 the Regeneration Directorate carried out a residents and shoppers survey in Royton and Shaw/Crompton Town Centres, in order to provide additional information to support the development of Master Plans for each centre.

2.2 The results of the 1,585 questionnaire responses details how local people perceive their local centre and the issues they feel strongly about, their strengths, weaknesses and opportunities for improvement. This is a return rate of 25%. There was a balanced split between responses for Shaw and Crompton (52.6%) and Royton (46.6%). The report details the findings for each town centre individually.

2.3 The results have not provided information on anything unexpected. The most frequent uses for both town centres are top up shopping, banking and using the post office. Thursday, market day, is when most people visit each centre with Saturday the next most frequent. Half of all respondents visit the centres for between 30 minutes and two hours. Nearly half of people travel by car to the centres, nearly four in ten walk and one in ten catch the bus. The swimming pools and leisure facilities are particularly well used and valued by the younger age groups.

2.4 A number of key issues are common across both centres. The friendliness and community spirit of each town were viewed very positively, as were the weekly markets. Car parking convenience and the availability of commercial services, such as banking are seen as being very satisfactory. Responses for both centres identify concerns among all sectors of the community around perceptions of crime and anti-social behaviour, as well dissatisfaction with the levels of cleanliness, vandalism and graffiti. Other common issues raised were
poor toilet facilities, choice of shops and pedestrian and vehicular access around the centres.

2.5 There were some key differences when the responses for each centre were analysed separately. Royton market appears to be more popular than Shaw market, however more people are happier with the choice of shopping in Shaw and Crompton than in Royton. More people regularly go out to eat in Royton than they do in Shaw and Crompton, however respondents in Shaw and Crompton are twice as satisfied with their community facilities than those in Royton. Over half are satisfied with public health provision in Royton, compared to only a third in Shaw and Crompton.

2.6 The information and findings from the consultation will be used to influence the preparation of master plans for each town centre. A master plan is a document that sets out policies and proposals that will guide the future physical change of an area. It is important to have found out the views and opinions of local people in this process, in order to develop master plans that will make real and long lasting improvements. The consultation results will be added to other information gathered during this first phase of the master plan preparation and will be used to develop various options for the plan. Further consultation will take place around these options in the summer.

2.7 Some of the findings contained in this report will not directly influence the preparation of the master plans, as they relate to issues that cannot be addressed through physical change, such as an increased police presence. These issues will be raised with the relevant agencies to ensure that they are made aware of public opinion in Royton and Shaw/Crompton.

3.0 RECOMMENDATIONS

3.1 It is recommended that Members note the report and its findings.

4.0 FINANCIAL IMPLICATIONS

4.1 There are no financial implications as a result of this report.

4.2 The consultation itself was funded through the Beyond Oldham Beyond Neighbourhood Renewal Fund.

5.0 PERSONNEL IMPLICATIONS

5.1 None

6.0 LEGAL SERVICES COMMENTS

6.1 Not required
7.0 TREASURER’S COMMENTS
7.1 Not Required

8.0 IT IMPLICATIONS
8.1 None

9.0 PROPERTY IMPLICATIONS
9.1 None

10.0 ENVIRONMENTAL AND HEALTH AND SAFETY IMPLICATIONS
10.1 As a result of this report, there are no direct implications for environmental and health and safety. However, the findings of the consultation have raised some issues that have environmental and health and safety implications. These issues will be raised with the relevant agencies.

11.0 COMMUNITY COHESION IMPLICATIONS (INCLUDING CRIME AND DISORDER IMPLICATIONS IN ACCORDANCE WITH SECTION 17 OF THE ACT)
11.1 As a result of this report there are no direct implications on community cohesion. The methodology used to carry out the consultation was inclusive in its approach. The findings and the results will be used to prepare master plans for Royton and Shaw/Crompton town centres. The preparation of master plans for local town centres is a key aim of Oldham Beyond, which is the Council’s regeneration strategy.

The following is a list of the background papers on which this report is based in accordance with the requirements of Section 100(1) of the Local Government Act 1972. It does not include documents, which would disclose exempt or confidential information as defined by that Act.

File Ref –
Shaw/Crompton and Royton Consultation Analysis
Records held in Regeneration Directorate

Any Person wishing to inspect copies of the above background papers should contact:-
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Royton and Shaw and Crompton Town Centre Report.

January 2007
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Executive Summary.

Between September and November 2006 the Regeneration Directorate carried out a residents and shoppers survey in Royton and Shaw/Crompton Town Centres, in order to provide additional information to support the development of master plans for each centre.

The results of the 1,585 questionnaire responses details how local people perceive their local centre and the issues they feel strongly about, their strengths, weaknesses and opportunities for improvement. This is a return rate of 25%. There was a balanced split between responses for Shaw and Crompton (52.6%) and Royton (46.6%). The report details the findings for each town centre individually.

The results have not provided information on anything unexpected. The most frequent uses for both town centres are top up shopping, banking and using the post office. Thursday, market day, is when most people visit each centre with Saturday the next most frequent. Half of all respondents visit the centres for between 30 minutes and two hours. Nearly half of people travel by car to the centres, nearly four in ten walk and one in ten catch the bus. The swimming pools and leisure facilities are particularly well used and valued by the younger age groups.

A number of key issues are common across both centres. The friendliness and community spirit of each town were viewed very positively, as were the weekly markets. Car parking convenience and the availability of commercial services, such as banking are seen as being very satisfactory. Responses for both centres identify concerns among all sectors of the community around perceptions of crime and anti-social behaviour, as well dissatisfaction with the levels of cleanliness, vandalism and graffiti. Other issues raised were around poor toilet facilities, choice of shops and pedestrian and vehicular access around the centres.

There were some key differences when the responses for each centre were analysed separately. Royton market appears to be more popular than Shaw market, however more people are happier with the choice of shopping in Shaw and Crompton than in Royton. More people regularly go out to eat in Royton than they do in Shaw and Crompton, however respondents in Shaw and Crompton are twice as satisfied with their community facilities than those in Royton. Over half are satisfied with public health provision in Royton, compared to only a third in Shaw and Crompton.
1.0 Introduction.

1.1 The following report aims to give in depth information and findings from the Royton, Shaw and Crompton Town Centre survey carried out by the Regeneration Directorate between September and November 2006.

1.2 The survey was developed to provide the Directorate with additional knowledge to support the development of master plans that will set out policies and proposals to guide the future physical change in Shaw and Crompton and Royton. The preparation of master plans is an important part of work for the Directorate and helps to contribute to one of the key ideas in Oldham Beyond.

1.3 The Directorate wanted to gather people thoughts and views on issues they feel strongly about in Royton, Shaw and Crompton town centres. The development of a survey would help to capture more detailed information around local communities perceptions of their local centres, their strengths, weaknesses and opportunities for improvement.

2.0 Methodology.

2.1 Officers designed a self-completion questionnaire to gather detailed information around a wide range of issues and topic areas affecting local town centres. The information gathered in the survey will be used by the Directorate to develop the master plans for Royton, Shaw and Crompton.

2.2 The questionnaire was distributed in a number of ways. A random selection of 4,000 addresses across Royton North, Royton South, Shaw and Crompton wards were sent a copy of the questionnaire by post on 1st September 2006.

2.3 Questionnaires and collection boxes were left at the following public venues in Royton: the Library, First Choice Homes Office, Health Centre, Youth Centre, Sports Centre, Town Hall and Post Office. In Shaw, questionnaires and collection boxes were left at: the Library, First Choice Homes Office, Youth Centre, Lifelong Learning Centre, Shaw & Crompton Parish Council Office, and Post Office.

2.4 Officers hired a stall on Shaw’s Thursday Market on 7th September 2006 to promote the consultation event and to capture the views of shoppers visiting Shaw Centre by distributing the questionnaire to passing people. This was repeated on Royton’s Thursday Market on 14th September 2006.
2.5 Officers also distributed questionnaires to members of the public in various locations around Shaw Town Centre on Tuesday 12th September and Saturday 16th September. In Royton Town Centre, questionnaires were distributed to the public on Tuesday 19th September and Saturday the 23rd September.

2.6 In addition, questionnaires were sent to a number of local community organisations such as the Coffee Club, Church groups and Trujons Dance School. Questionnaires were also sent to the three senior schools in Royton, Shaw and Crompton. These were Our Lady’s R.C. School, Royton and Crompton and Crompton House.

2.7 The questionnaire was also posted on the Council’s website. It was available as a downloadable form, but could also be completed online and submitted electronically. The questionnaire was distributed by email to every member of staff in the Council on 8th September 2006.

2.8 The consultation process was publicised in many ways through press releases to the local papers, which generated a number of articles. It was promoted through the Council’s own publication, The Oldhamer, which is sent to every home in the Borough, and through Shaw & Royton Area Committee and Shaw and Crompton Parish Council.

2.9 Posters and flyers about the consultation were left at other public venues and shops across Royton North, Royton South, Shaw and Crompton wards. They gave details about the consultation, the process and also details of the Council website for the project. (www.oldham.gov.uk/master-plans)

2.10 To ensure the maximum possible return, the questionnaire contain a freepost address for replies, and people could either use this, return their completed questionnaire to the collection boxes, or complete the questionnaire online. As an added incentive, all questionnaires returned back before 30th September 2006 would be entered into a free prize draw for two x £50 shopping vouchers, one for each town centre.

2.11 Accompanying the questionnaire was a Fact Sheet about master plans giving details about the purpose, process and timescale. Also with the questionnaire was a sheet for people to add their contact details to enter the free prize draw and to join a circulation list to be kept informed about the progress of the master plan.

2.12 To analyse the responses to the survey, all figures and answers has been input into a Statistical Data Analysis package (SPSS). These results have been presented separately in this report for Royton and Shaw & Crompton.
Section A

Royton Town Centre

Consultation Findings

January 2007
Section A: Royton.

3.0 Royton Respondents Profile.

3.1 There was an excellent response from people commenting on Royton Town Centre, with an impressive 738 responses. This represents nearly half, (46.6%), of the total responses to the ‘Royton or Shaw and Crompton Town Centre’ questionnaires.

3.2 Responses were received from all over the borough, with an emphasis on Royton North and South, and Shaw and Crompton wards. (See appendix D).

3.3 Nearly two thirds, (60.6%), of responses were from women and just over one third, (34.6%), of responses from men. 4.9% of people declined to give their gender. 2001 census data, (See appendix B), shows that the breakdown of men and women living in Royton, (North and South Royton Wards) approximately 50/50.

3.4 Only 0.8% of responses were from people of a Black and Minority Ethnic (BME) background. This is low, however, the 2001 Census data shows a very small number of people from ethnic minority backgrounds living in Royton, just 2.53%.

3.5 There was a wide distribution in ages of people replying to the Survey, from 13 years old to 93 years old. Only 3.8% of respondents were under 18 years, 2.3% from 18 to 29 years old, one fifth (20.3%), from 30 to 44 years old, a quarter (24.7%), from 45 to 59 years old and over two fifths (43.0%), over 60 years old. The number of returned questionnaires from the different age groups broadly reflects the findings from the 2001 Census, except for the under 18’s which is lower than the census and the number of over 60’s which is higher.

3.6 Over three quarters, (76.3%), of respondents stated that they did not have a disability, whilst just over one in ten, (14.4%), stating that they do. 4.1% of people preferred not to say.

3.7 Unsurprisingly, reflecting the age breakdown, two fifths of respondents, (41.7%), were retired, just over one quarter (26.8%), were employed full time and nearly one in ten, (9.3%), were employed part time and 4.1% were self employed. 1.2% of people stated they were unemployed but had worked previously and 0.7% had never had a job. 4.3% identified themselves as students, 3.7% as being unable to work due to disability or illness, and 2.3% stated they were looking after home/family.

3.8 Due to the small numbers reflected in some groups of data, it will not always be possible to cross tabulate the questions answered against all

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1 A breakdown of the 2001 Census data demographics for Royton can be found in appendix A
of the different groups as results may not be an accurate reflection of that groups thoughts.

4.0 Royton Results and Findings.

How the data was analysed.

The findings and results for Royton are reported in the order of the actual Town Centre Questionnaire that was distributed. (See appendix A). The results for each question contain ‘top line’ (simple percentages of the total number of respondents) information.

Cross tabulation:

Some responses have been analysed in more detail to provide further information against the following variables:

- Age groups
- Disability

Not all questions contain individual variable analysis. This will be because of one of two possible reasons. Either, there is very little difference for results across different variables compared to that of the total respondents top line analysis, or when analysing against individual variables the low number of responses make the findings unreliable.

Missing responses:

There may be instances where the percentages do not add up to one hundred percent, even if it was a single response question. This is because ‘missing’ information has not been included. Missing information occurs when respondents have not answered some or all parts of a question.

Single, multiple, and open responses:

The questions asked on the survey were recorded in three different methods.

Single frequency questions; these gave respondents the opportunity to tick just one response to a question. For these questions, the total percentages would add up to one hundred percentages, if all responses including ‘missing’ ones were included.

Multi-frequency responses; these gave respondents the opportunity to tick as many boxes as they felt appropriate. In this case, the frequencies of all of the answers will add up to more than one hundred percent.

Open response questions; these gave respondents the opportunity to write their own response to the question asked. This provides us with high quality qualitative information and enables us to pick up any issues that we may not
have identified during in the ‘tick box’ questions on the survey. However, in order to record and present this information, similar responses have been combined to give an indication of preference.

**Number of respondents:**

Next to each question there is a letter N, followed by a number. The number refers to the number of people who answered that particular question.

**Positive and negative percentages:**

Sections 4.6 to 4.9 show some positive and negative percentages. The positive percentages are calculated by adding the very satisfied and satisfied values together. The negative responses are calculated by adding the dissatisfied and very dissatisfied values together.

**Any questions?**

If you require any specific questions analysing in more detail, or want to discuss any of the issues and comments raised in this report, then please email your requests to regeneration@oldham.gov.uk or call Nick Cumberland on 0161 7705156.

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**The Results and Findings.**

**Your Current Town Centre Habits:**

This section of the survey aimed to gather some simple background information to find out how frequently Royton town centre is currently used, what people use it for and where people travel from to access the centre.

**4.1 What do you currently use the centre for? (N=817, Open)**

**4.1.1 Shopping?**

- Over eight out of ten people, (81.0%), said that they used Royton town centre for ‘top up shopping’ and encouragingly, nearly seven out of ten people, (69.4%) said that they used the ‘market’. Approximately one third, (34.8%), of people used Royton for their ‘weekly shopping’. A quarter, (24.9%) of people stated that they used Royton for ‘speciality shopping’.
4.1.2 Socialising?

• The most frequently selected option for socialising was ‘eating out’ with two out of five people, (41.6%) selecting this, closely followed with over a third, (36.6%) stating they use the ‘pubs and clubs’. Two in ten, (20.5%), stated they visit a ‘place of worship’ and one in ten, (11.4%), goes to a social club. However, only 4.5%, less than one in twenty said they used the community centre.

• Over half, (56.3%), and over two thirds, (68.8%), of 18 to 29 year olds use the centre for eating out and pubs and clubs respectively.

• Over half, (57.8%), and (55.1%), of 30 to 44 year olds use Royton for eating out and pubs and clubs respectively.

• Over a quarter, (26.8%), of over 60 year olds visit a place of worship in Royton.

4.1.3 Services?

• Services are generally well used in Royton, particularly ‘banking’, (85.0%), with respondents stating they use this service, the ‘Post Office’, (82.8%) and ‘health services’, (71.9%). The ‘library’ is also very well used with more than six in ten people, (61.7%), stating they use it.

• Two out of five people, (40.4%), regularly use the ‘train or bus’ services, and approximately one in ten access ‘housing services’, (13.5%) and ‘community facilities’, (13.2%). Only one person in twenty, (5.0%) said that they used Royton centre for employment.

• Interestingly, over one in ten, (12.5%), of 18 to 29 year olds use Royton town centre for employment.

• Over one five, (22.1%), of people with a disability access housing services in Royton.

4.1.4 Leisure?

• The most frequently used leisure facility or service is the ‘swimming pool’ with over one third of people, (39.8%), of respondents saying that they use it.

• However, three quarters, (76.0%), of under 18 year olds frequently use the swimming pool and 62.5% of 18 to 29 year olds.
• Only a quarter, (26.9%), of people with a disability regularly use the swimming pool.

• Only around one in five people generally use other leisure facilities and services. ‘Interest classes’, (6.5%), ‘volunteering’, (4.7%), ‘studying’, (4.4%), and the ‘youth centre’, (2.3%).

• Over one in five, (6.7%) of people said that they use Royton centre for ‘other’ leisure and recreational activities.

4.2 How often do you go into Royton Town Centre? (N=738, single)

4.2.1 Encouragingly people who use Royton town centre use it frequently. Nearly a quarter, (24.8%), states they use it daily, 42.3% use it three to five times a week and one fifth of people use it one to two times a week. Approximately one in twenty, (6.1%), uses it once a week and a few people use it less frequently.

4.3 When do you most often visit Royton Town Centre? (N=717, multi)

4.3.1 Thursday morning is the most popular time to visit Royton, with over a half, (52.7%) of people visiting. This probably reflects the fact that it's market day. Saturday morning, (46.3%) and Monday morning, (42.7%) are both very popular as well. Unsurprisingly, Sunday morning is the least most frequent morning for visiting with just one in five, (20.6%), saying they visit at this time.

4.3.2 Nearly two fifths, (37.9%) of respondents go into Royton on Thursday afternoon making it the most popular afternoon. Less than a quarter of people, (23.7%) visit on a Saturday afternoon, less than 28.6% on Monday afternoon, 26.8% on Wednesday afternoon, and 28.3% on Friday afternoon. Only 23.3% visit on a Tuesday afternoon and Sunday afternoons are quiet with just over one in ten, (12.7%) visiting.

4.3.3 Unsurprisingly, Friday and Saturday evenings are popular times to go out in Royton with approximately one in five, (19.1%) and (17.2%) respectively stating that they go. Approximately one in ten people go out all the other evenings throughout the week.

4.3.4 18 to 29 year olds use Royton frequently on a Friday and Saturday night with 37.5% and 50% respectively saying that they go out.

4.3.5 However, only just over one in twenty over 60 year olds go out on a Friday, (6.1%), and Saturday, (8.7%) night.
4.4 How long do you normally stay in Royton Town Centre? (N=738, single)

4.4.1 Nearly one third of people, (30.4%) said that the time they spend in the centre varies, and nearly half, (49.2%), stated that they spend between thirty minutes and two hours there. Approximately one in ten, (10.3%), spends two to four hours and only 3.3% spend over four hours. One in twenty, (5.0%), said they spend under thirty minutes in the centre during an average visit.

4.5 How do you usually travel to Royton Town Centre? (N=715, multi)

4.5.1 Over half, (57.9%) of people said they usually use the car to travel to Royton, however, encouragingly, nearly half, (48.8%) said that they walked and 1.8% use their bicycles. The bus was another popular form of transport with over one in ten, (15.0%) saying that they frequently used it to get into Royton.

4.5.2 Train, (0.4%), taxi, (2.8%), motorbike, (0.4%) and other modes of transport, (0.6%), were used less frequently by respondents.

4.5.3 Nearly a quarter, (23.0%), of people with a disability use the bus and one in twenty, (5.0%), frequently use a taxi to go into Royton.

Your views on Royton:

The following section looks at what respondents currently liked and disliked about Royton Town Centres. This section is broken down into a number of key areas that we felt were important to providing a successful Town Centre.

4.6 Shopping and Facilities.

4.6.1 Choice of shops. (N=738, single)

- Very satisfied (5.7%)  Positive (31.0%)
- Satisfied (25.3%)
- Average (41.5%)
- Dissatisfied (18.4%)  Negative (22.2%)
- Very dissatisfied (3.8%)
- Don’t know (0.8%)

- However, only one in ten, (10.7%) and (11.8%) of under 18’s and 18 to 29 years old are positive about choice of shops.
4.6.2 Quality. (N=738, single)

- Very satisfied (5.6%)  Positive (36.6%)
- Satisfied (31.0%)
- Average (44.4%)
- Dissatisfied (9.6%)  Negative (11.9%)
- Very dissatisfied (2.3%)
- Don’t know (0.8%)

- Over one in five, (21.4%) of under 18 year olds are unhappy with the quality of shopping.

- Yet only 6% of over 60’s are unhappy with the quality of shopping on offer.

4.6.3 Value. (N=738, single)

- Very satisfied (5.4%)  Positive (35.5%)
- Satisfied (30.1%)
- Average (47.7%)
- Dissatisfied (6.1%)  Negative (7.0%)
- Very dissatisfied (0.9%)
- Don’t know (1.9%)

4.6.4 Employment opportunities. (N=738, single)

- Very satisfied (0.5%)  Positive (4.2%)
- Satisfied (3.7%)
- Average (14.4%)
- Dissatisfied (11.0%)  Negative (15.5%)
- Very dissatisfied (4.5%)
- Don’t know (44.7%)

- Worryingly, over half, (52.9%), of 18 to 29 year olds are unhappy with the amount of employment opportunities on offer!

4.6.5 Public/health provision. (N=738, single)

- Very satisfied (13.1%)  Positive (54.0%)
- Satisfied (40.9%)
- Average (23.6%)
- Dissatisfied (5.1%)  Negative (7.5%)
- Very dissatisfied (2.4%)
- Don’t know (5.3%)

- It is interesting to note that there are no significant differences between the satisfaction rates when comparing different age groups.
• Only 2.8% of people with disabilities are dissatisfied with the provision of public health provision.

4.6.6 Commercial services (E.g. Banking) (N=738, single)

• Very satisfied (17.9%) Positive (67.9%)
• Satisfied (50.0%)
• Average (18.6%)
• Dissatisfied (2.6%) Negative (3.3%)
• Very dissatisfied (0.7%)
• Don’t know (2.4%)

4.6.7 Community venues. (N=738, single)

• Very satisfied (2.3%) Positive (11.6%)
• Satisfied (9.3%)
• Average (19.6%)
• Dissatisfied (20.1%) Negative (31.2%)
• Very dissatisfied (11.1%)
• Don’t know (21.5%)

• Surprisingly, there are no significant variations from the total respondents levels of satisfaction when you analyse the data for different age groups.

4.6.8 Pubs and clubs. (N=738, single)

• Very satisfied (4.5%) Positive (30.5%)
• Satisfied (26.0%)
• Average (26.4%)
• Dissatisfied (6.6%) Negative (10.6%)
• Very dissatisfied (4.2%)
• Don’t know (17.1%)

• Interestingly, nearly half, (47.1%), of 18 to 29 year olds are happy with the pubs and clubs and 42.0% of 30 to 44 year olds.

• However, almost one in five, (18%), of 30 to 44 year olds are unhappy with the pubs and clubs available.

4.6.9 Restaurants and takeaways. (N=738, single)

• Very satisfied (8.0%) Positive (42.1%)
• Satisfied (34.1%)
• Average (24.9%)
• Dissatisfied (6.1%) Negative (9.6%)
• Very dissatisfied (3.5%)
• Don’t know (10.0%)
4.6.10 Leisure venues/activities. (N=738, single)

- Very satisfied (5.0%) Positive (26.3%)
- Satisfied (21.3%)
- Average (27.0%)
- Dissatisfied (16.3%) Negative (24.4%)
- Very dissatisfied (8.1%)
- Don’t know (10.7%)

- Encouragingly, over half, (57.1%), of under 18 year olds are happy with the leisure facilities.

- However, a third, (33.0%), of 45 to 59 year olds are unhappy with the provision on offer.

4.7 Transport and parking.

4.7.1 Bus routes. (N=738, single)

- Very satisfied (18.4%) Positive (62.6%)
- Satisfied (44.2%)
- Average (12.9%)
- Dissatisfied (4.6%) Negative (6.4%)
- Very dissatisfied (1.8%)
- Don’t know (11.5%)

- Over one in ten, (14.2%), of people under 18 were unhappy with the bus routes in Royton.

- Positively, nearly seven out of ten respondents, (69.7%), over 60 were happy with the routes.

4.7.2 Location of stops. (N=738, single)

- Very satisfied (14.1%) Positive (63.2%)
- Satisfied (49.1%)
- Average (15.3%)
- Dissatisfied (2.7%) Negative (3.9%)
- Very dissatisfied (1.2%)
- Don’t know (8.9%)
4.7.3 Level of congestion. (N=738, single)

- Very satisfied (1.5%) Positive (14.9%)
- Satisfied (13.4%) Positive (14.9%)
- Average (33.5%) Positive (14.9%)
- Dissatisfied (21.5%) Negative (36.3%)
- Very dissatisfied (14.8%) Negative (36.3%)
- Don’t know (3.5%)

4.7.4 Pedestrian access. (N=738, single)

- Very satisfied (8.8%) Positive (52.6%)
- Satisfied (43.8%) Positive (52.6%)
- Average (27.0%) Positive (52.6%)
- Dissatisfied (6.5%) Negative (9.5%)
- Very dissatisfied (3.0%) Negative (9.5%)
- Don’t know (2.0%)

- It is interesting to note that only just over one in ten, (11.4%), of people with disabilities are dissatisfied with pedestrian access around the centre.

4.7.5 Road layout. (N=738, single)

- Very satisfied (2.8%) Positive (33.3%)
- Satisfied (30.5%) Positive (33.3%)
- Average (34.0%) Positive (33.3%)
- Dissatisfied (11.8%) Negative (17.4%)
- Very dissatisfied (5.6%) Negative (17.4%)
- Don’t know (2.7%)

4.7.6 Frequency of services. (N=738, single)

- Very satisfied (7.0%) Positive (40.7%)
- Satisfied (33.7%) Positive (40.7%)
- Average (25.7%) Positive (40.7%)
- Dissatisfied (6.9%) Negative (9.2%)
- Very dissatisfied (2.3%) Negative (9.2%)
- Don’t know (12.7%)

4.7.7 Safe and secure parking. (N=738, single)

- Very satisfied (6.9%) Positive (35.6%)
- Satisfied (28.7%) Positive (35.6%)
- Average (36.3%) Positive (35.6%)
- Dissatisfied (8.8%) Negative (11.6%)
- Very dissatisfied (2.8%) Negative (11.6%)
- Don’t know (7.0%)
• **17.0%** of people with disabilities are concerned with the availability of safe and secure parking.

**4.7.8 Availability of spaces. (N=738, single)**

- Very satisfied (3.9%)
- Satisfied (24.5%)
- Average (29.8%)
- Dissatisfied (18.8%)
- Very dissatisfied (7.3%)
- Don't know (6.5%)

**4.7.9 Convenience of car park. (N=738, single)**

- Very satisfied (12.7%)
- Satisfied (43.2%)
- Average (22.2%)
- Dissatisfied (4.9%)
- Very dissatisfied (2.2%)
- Don’t know (6.6%)

**4.8 Safety and accessibility.**

**4.8.1 Feel safe from crime. (N=738, single)**

- Very satisfied (3.9%)
- Satisfied (28.7%)
- Average (40.4%)
- Dissatisfied (16.0%)
- Very dissatisfied (4.5%)
- Don’t know (1.9%)

- Nearly a third, **(32.1%)**, of under 18 years old said that they do not feel safe from crime.

- Surprisingly, just one in five, **(21.5%)**, of respondents over 60 said that they did not feel safe from crime.

**4.8.2 Street lighting. (N=738, single)**

- Very satisfied (4.1%)
- Satisfied (35.1%)
- Average (42.4%)
- Dissatisfied (7.2%)
- Very dissatisfied (2.2%)
- Don’t know (3.0%)
4.8.3 Cleanliness. (N=738, single)

- Very satisfied (3.0%) Positive (21.8%)
- Satisfied (18.8%)
- Average (39.8%)
- Dissatisfied (23.8%) Negative (32.7%)
- Very dissatisfied (8.9%)
- Don’t know (0.9%)

4.8.4 Feel safe from anti-social behaviour. (N=738, single)

- Very satisfied (2.2%) Positive (23.6%)
- Satisfied (21.4%)
- Average (35.6%)
- Dissatisfied (22.9%) Negative (32.2%)
- Very dissatisfied (9.3%)
- Don’t know (2.4%)

- Worryingly, nearly two in five, (39.3%), of under 18 year olds do not feel safe from anti-social behaviour.

4.8.5 Toilet facilities. (N=738, single)

- Very satisfied (0.1%) Positive (2.7%)
- Satisfied (2.6%)
- Average (11.5%)
- Dissatisfied (31.8%) Negative (71.9%)
- Very dissatisfied (40.1%)
- Don’t know (9.3%)

4.8.6 Access to buildings. (N=738, single)

- Very satisfied (3.9%) Positive (42.9%)
- Satisfied (39.0%)
- Average (42.3%)
- Dissatisfied (2.2%) Negative (3.3%)
- Very dissatisfied (1.1%)
- Don’t know (3.3%)

- It is of some concern that double the total population’s response, (7.6%), of people with a disability are dissatisfied with the access to buildings in Royton town centre.
4.8.7 Access around the centre. (N=738, single)

- Very satisfied (6.1%)  Positive (50.3%)
- Satisfied (44.2%)
- Average (38.2%)
- Dissatisfied (2.8%)  Negative (3.9%)
- Very dissatisfied (1.1%)
- Don’t know (1.8%)

- 5.6% of disabled people are dissatisfied with access around the centre.

4.8.8 Disabled access. (N=738, single)

- Very satisfied (1.9%)  Positive (17.1%)
- Satisfied (15.2%)
- Average (22.9%)
- Dissatisfied (5.1%)  Negative (7.5%)
- Very dissatisfied (2.4%)
- Don’t know (40.9%)

- It is encouraging to see that over one in five, (21.2%), of people with a disability are satisfied with the level of disabled access in Royton.

- However, and less encouragingly, 15.1%, of people with a disability are dissatisfied with the level of disabled access.

4.9 Open space and appearance.

4.9.1 Clear of graffiti/vandalism. (N=738, single)

- Very satisfied (2.4%)  Positive (26.5%)
- Satisfied (24.1%)
- Average (38.9%)
- Dissatisfied (21.4%)  Negative (27.2%)
- Very dissatisfied (5.8%)
- Don’t know (1.1%)

4.9.2 Quality buildings. (N=738, single)

- Very satisfied (1.9%)  Positive (25.6%)
- Satisfied (23.7%)
- Average (41.1%)
- Dissatisfied (18.4%)  Negative (23.5%)
- Very dissatisfied (5.1%)
- Don’t know (2.7%)
4.9.3 Public art. (N=738, single)

- Very satisfied (1.5%) Positive (11.9%)
- Satisfied (10.4%)
- Average (26.6%)
- Dissatisfied (16.8%) Negative (24.6%)
- Very dissatisfied (5.8%)
- Don’t know (26.7%)

4.9.4 Public realm (e.g. Signs, bollards, seats). (N=738, single)

- Very satisfied (1.8%) Positive (20.4%)
- Satisfied (18.6%)
- Average (43.8%)
- Dissatisfied (18.2%) Negative (22.8%)
- Very dissatisfied (4.6%)
- Don’t know (4.3%)

4.9.5 Street decoration (e.g. flower baskets). (N=738, single)

- Very satisfied (13.7%) Positive (52.0%)
- Satisfied (38.3%)
- Average (28.6%)
- Dissatisfied (9.5%) Negative (13.6%)
- Very dissatisfied (4.1%)
- Don’t know (1.1%)

4.9.6 Open and public space. (N=738, single)

- Very satisfied (5.6%) Positive (40.2%)
- Satisfied (34.6%)
- Average (37.1%)
- Dissatisfied (9.6%) Negative (13.1%)
- Very dissatisfied (3.5%)
- Don’t know (2.0%)

4.10 Is there anything else not listed above that you are particularly satisfied or dissatisfied with in Royton Town Centre? (N=333, open)

This section of the questionnaire gave individuals the opportunity to give their views and opinions on any services, facilities or amenities that they were particularly happy with or unhappy with in Royton town centre.

There were 333 responses, which have been grouped into areas of satisfaction or concern.
Encouragingly, there were a number of very positive views from respondents. Nearly one in ten, (8.1%), of respondents said that they were happy with the choice of shops, the market and services on offer in Royton, and one in twenty, (5.1%), said that they really value the free parking in the centre.

A small number of people commented on the positive impact of the parks and flowers, (2.1%), and a few people, (0.3%), thought that the old buildings were an important feature for Royton.

There were a number of issues that people highlighted as being unsatisfied with or where they would like to see an improvement in. Over a third, (37.5%), of people would like to see the environment and open space tidied up and 10.2% want more done to remove graffiti, vandalism and dog fouling.

16.9% of people expressed the desire for more community and leisure facilities in the area.

There were a couple of issues around safety highlighted with one in ten, (10.8%), expressing concerns over youths causing annoyance at night, and one in five people, (4.8%), would like to see a greater police presence.

Traffic and parking issues raised a number of concerns. Nearly one in ten, (9.9%), felt there was inappropriate parking and more spaces were needed, 6.9% were unhappy with the level of congestion, 6.3% were concerned with the condition of roads and pavements, and one in twenty, (5.7%) felt that the pedestrian crossings could be made safer by turning them into a Pelican crossing.

There were concerns raised that there are too many pubs and clubs, (6.9%) and a poor variety of shops and too many charity shops, (9.0%). One in twenty, (5.1%), people felt that it would be beneficial to extend opening hours and increase the variety of shops. 2.1% of people would like better quality eating places.

There were a number of other comments raised from the need for better toilets, (4.2%), to when Royton Assembly Hall is opening, (5.4%), to a need to improve public transport, (3.0%), and the impact that a new supermarket will have on the area, (0.3%).

Poor access into building for people with impaired mobility or pushchairs was identified as a problem by a number of respondents, (1.2%).

Just over one in twenty, (6.6%), of people expressed thoughts and views on other issues affecting Royton town centre.
What features would be most important to you in Royton Town Centre:

The next section asked for people’s thoughts on services and facilities that they particularly valued in Royton Town Centre. People were asked to choose the top three most important items from the selection. 4.11 to 4.14 shows which items were considered most important for a thriving and sustainable town centre.

The following section contains tables showing the value that respondents within the different age groups identified as being particularly valuable to them in a town centre.

4.11 Shopping and Facilities. (N=644, multi)

<table>
<thead>
<tr>
<th></th>
<th>Total^2</th>
<th>Under 18</th>
<th>18-29</th>
<th>30-44</th>
<th>45-59</th>
<th>Over 60</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choice of shops</td>
<td>70.8</td>
<td>52.0</td>
<td>80.0</td>
<td>64.7</td>
<td>75.1</td>
<td>73.2</td>
</tr>
<tr>
<td>Public/health provision</td>
<td>52.0</td>
<td>36.0</td>
<td>33.3</td>
<td>46.0</td>
<td>48.5</td>
<td>58.7</td>
</tr>
<tr>
<td>Commercial Services</td>
<td>40.7</td>
<td>16.0</td>
<td>20.0</td>
<td>35.3</td>
<td>38.5</td>
<td>48.0</td>
</tr>
<tr>
<td>Quality of shops</td>
<td>37.4</td>
<td>24.0</td>
<td>60.0</td>
<td>41.7</td>
<td>38.5</td>
<td>34.9</td>
</tr>
<tr>
<td>Leisure venues/activities</td>
<td>34.5</td>
<td>56.0</td>
<td>33.3</td>
<td>46.8</td>
<td>33.1</td>
<td>28.3</td>
</tr>
<tr>
<td>Pubs and clubs</td>
<td>14.1</td>
<td>24.0</td>
<td>40.0</td>
<td>18.0</td>
<td>17.2</td>
<td>8.2</td>
</tr>
<tr>
<td>Restaurants &amp; takeaways</td>
<td>12.6</td>
<td>48.0</td>
<td>20.0</td>
<td>18.0</td>
<td>10.1</td>
<td>7.8</td>
</tr>
<tr>
<td>Value</td>
<td>12.1</td>
<td>12.0</td>
<td>0</td>
<td>10.1</td>
<td>14.8</td>
<td>11.9</td>
</tr>
<tr>
<td>Community venues</td>
<td>11.3</td>
<td>4.0</td>
<td>0</td>
<td>8.6</td>
<td>12.4</td>
<td>13.4</td>
</tr>
<tr>
<td>Employment opportunities</td>
<td>5.7</td>
<td>4.0</td>
<td>13.3</td>
<td>7.9</td>
<td>8.3</td>
<td>2.2</td>
</tr>
</tbody>
</table>

- As you can see in the table above, for the total population, ‘choice of shops’ was considered the most important for a successful town centre, with ‘employment opportunities’ being considered least important but valuable commodity.

- However, it is interesting to note the differences in value from the different age groups, particularly the emphasis placed on sports and leisure activities by young people.

^2 The total population gives the average for all of the different age groups including those people who did not specify how old they were.
4.12 Transport and parking. (N=649, multi)

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Under 18</th>
<th>18-29</th>
<th>30-44</th>
<th>45-59</th>
<th>Over 60</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safe and secure parking</td>
<td>52.2</td>
<td>65.2</td>
<td>73.3</td>
<td>65.2</td>
<td>54.4</td>
<td>44.5</td>
</tr>
<tr>
<td>Availability of spaces</td>
<td>50.1</td>
<td>47.8</td>
<td>60.0</td>
<td>58.9</td>
<td>53.8</td>
<td>42.7</td>
</tr>
<tr>
<td>Convenience</td>
<td>37.0</td>
<td>34.8</td>
<td>33.3</td>
<td>49.6</td>
<td>37.4</td>
<td>31.4</td>
</tr>
<tr>
<td>Pedestrian layout</td>
<td>33.7</td>
<td>47.8</td>
<td>13.3</td>
<td>28.4</td>
<td>33.3</td>
<td>36.9</td>
</tr>
<tr>
<td>Low level of congestion</td>
<td>31.3</td>
<td>30.4</td>
<td>33.3</td>
<td>42.6</td>
<td>43.9</td>
<td>17.2</td>
</tr>
<tr>
<td>Frequency of services</td>
<td>31.1</td>
<td>8.7</td>
<td>33.3</td>
<td>17.7</td>
<td>26.9</td>
<td>43.1</td>
</tr>
<tr>
<td>Location of bus stops</td>
<td>21.4</td>
<td>30.4</td>
<td>13.3</td>
<td>12.1</td>
<td>16.4</td>
<td>27.7</td>
</tr>
<tr>
<td>Routes</td>
<td>18.5</td>
<td>21.7</td>
<td>20.0</td>
<td>11.3</td>
<td>11.1</td>
<td>25.5</td>
</tr>
<tr>
<td>Road layout</td>
<td>12.5</td>
<td>4.3</td>
<td>13.3</td>
<td>10.6</td>
<td>15.2</td>
<td>10.9</td>
</tr>
</tbody>
</table>

- The bullet points above indicate that ‘safe and secure parking’ is viewed as being very important by over half of respondents, closely followed by the availability of ‘parking spaces’. Road layout is considered less important with just over one in ten, (12.5%) highlighting this, although a low level of congestion is seen as being very important by over one third, (33.7%) of respondents.

- It is interesting to note the differences that each age group gives to the issues contained in the table above.

4.13 Safety and accessibility. (N=642, multi)

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Under 18</th>
<th>18-29</th>
<th>30-44</th>
<th>45-59</th>
<th>Over 60</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean and tidy</td>
<td>70.2</td>
<td>62.5</td>
<td>80.0</td>
<td>75.2</td>
<td>74.3</td>
<td>66.0</td>
</tr>
<tr>
<td>No fear of crime</td>
<td>54.0</td>
<td>45.8</td>
<td>66.7</td>
<td>67.4</td>
<td>65.5</td>
<td>41.1</td>
</tr>
<tr>
<td>No anti-social behaviour</td>
<td>48.8</td>
<td>20.8</td>
<td>46.7</td>
<td>56.0</td>
<td>59.1</td>
<td>41.9</td>
</tr>
<tr>
<td>Toilet facilities</td>
<td>41.9</td>
<td>41.7</td>
<td>26.7</td>
<td>28.4</td>
<td>28.7</td>
<td>56.2</td>
</tr>
<tr>
<td>Good Street lighting</td>
<td>23.7</td>
<td>45.8</td>
<td>13.3</td>
<td>21.3</td>
<td>21.6</td>
<td>25.7</td>
</tr>
<tr>
<td>Access around the centre</td>
<td>20.6</td>
<td>25.0</td>
<td>20.0</td>
<td>17.0</td>
<td>20.5</td>
<td>21.9</td>
</tr>
<tr>
<td>No racial tension</td>
<td>14.3</td>
<td>20.8</td>
<td>33.3</td>
<td>14.9</td>
<td>15.8</td>
<td>10.9</td>
</tr>
<tr>
<td>Disabled access</td>
<td>10.9</td>
<td>16.7</td>
<td>6.7</td>
<td>8.5</td>
<td>8.2</td>
<td>12.8</td>
</tr>
<tr>
<td>Access to buildings</td>
<td>7.6</td>
<td>8.3</td>
<td>6.7</td>
<td>6.4</td>
<td>5.8</td>
<td>9.1</td>
</tr>
</tbody>
</table>

- Surprising, the top and bottom choices are the same for each of the different age groups.

- However, it is worth noting that the under 18’s age group do not place as much weight on no fear of crime and no anti-social behaviour.
4.14 Open space and appearance. (N=645, multi)

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Under 18</th>
<th>18-29</th>
<th>30-44</th>
<th>45-59</th>
<th>Over 60</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear of graffiti/vandalism</td>
<td>87.3</td>
<td>54.5</td>
<td>93.8</td>
<td>89.2</td>
<td>92.4</td>
<td>86.0</td>
</tr>
<tr>
<td>Street decoration</td>
<td>65.4</td>
<td>36.4</td>
<td>50.0</td>
<td>61.2</td>
<td>64.5</td>
<td>70.5</td>
</tr>
<tr>
<td>Open and public space</td>
<td>61.9</td>
<td>59.1</td>
<td>68.8</td>
<td>70.5</td>
<td>64.5</td>
<td>55.7</td>
</tr>
<tr>
<td>Quality buildings</td>
<td>42.6</td>
<td>54.5</td>
<td>50.0</td>
<td>41.0</td>
<td>49.4</td>
<td>38.4</td>
</tr>
<tr>
<td>Public realm</td>
<td>22.8</td>
<td>36.4</td>
<td>31.3</td>
<td>22.3</td>
<td>17.4</td>
<td>25.1</td>
</tr>
<tr>
<td>Public art</td>
<td>4.8</td>
<td>27.3</td>
<td>0</td>
<td>4.3</td>
<td>5.3</td>
<td>4.1</td>
</tr>
</tbody>
</table>

- Once again we see that the needs and thoughts of the under 18 year olds are different from that of the overall population with open and public space been identified as the most important feature for a successful town centre.

4.15 Is there anything else that you particularly value in Royton Town Centre? (N=223, open)

This question gave respondents the opportunity to tell us of anything else that they particularly valued in Royton town centre.

- Leisure and community facilities were valued very highly with nearly one third, (29.1%), of respondents saying they particularly value these facilities. Open spaces and parks, (22.0%), and the friendliness and community spirit, (18.4%), were valued highly by respondents. The range and choice of shops available, (15.2%), and the draw of free parking, (14.8%), are also very popular with local people.

- Over one in ten people identified convenience and accessibility, (13.5%), the market, (13.5%), and local architecture and buildings, (11.2%) as being valued in Royton town centre.

- A number of other areas where recorded as being of particular value to people in the area. Clean, safe and tidy, (4.5%), access to agencies such as health services, the Council, and job centre, (3.1%), places of worship, (3.1%), public transport, (2.2%), police, (2.2%) and finally pubs, cafes and restaurants with 0.9%.

Possible improvements:

The final section of the questionnaire asked gave respondents the opportunity to tell us what improvements and enhancements they would like to see carried out in Royton Town Centre. All of the individual responses have been collated into themes for reporting purposes.
4.16 What might make you visit Royton Town Centre more often? (N=483, open)

- There were many suggestions about what might make people visit Royton more often, but a couple that seemed really popular. Nearly two thirds, (60.9%), of respondents said that a better, or greater choice of shops would encourage them to visit more, and a quarter, (25.9%), of people said that they would like to see more leisure and entertainment facilities.

- Over one in ten, (13.5%), of respondents would like to see a cleaner and safer environment and nearly one in ten, (9.5%), said free and safe parking would encourage them.

- There were lots of other ideas for improvements suggested that people said would encourage them to visit Royton town centre more frequently.

- Better toilets (3.1%), better health provision (0.4%), improved public transport (2.1%) and better parks (0.8%).

- More police (2.9%) and less anti-social behaviour (6.6%).

- Improved roads and less congestion (5.8%), and improved pedestrian access and pedestrianise centre (1.2%).

- Better places to eat out (4.1%) and fewer takeaways and charity shops (2.5%).

- Miscellaneous (0.4%).

- 2.9% of respondents stated that they already visit Royton as much as they want to.

4.17 What one thing would you do to improve Royton Town Centre? (N=494, open)

As with bullet point 4.16, there were many suggestions for improvements that could be made to Royton Town Centre and they have been grouped in themes for recording purposes.

- Once again and supporting information shown earlier in this report, there is a familiar trend of things that people would like to see improved in Royton Town Centre. Over one in ten respondents said that they would like to see the following improved; local environment, (15.2%), a general tidy up and cleaner centre, (13.8%), a better choice of shops, (10.7%), and improvements to the built environment, (10.2%).
• Approximately one in ten respondents felt that improving the following issues would help to improve Royton Town Centre; Greater police presence, (8.9%), better toilets, (8.3%), anti-social behaviour, (8.1%), and free parking to continue, (8.1%).

• There were lots of other ideas for improvements suggested by respondents that they feel would really improve Royton Town Centre.

• More community/leisure/youth facilities, (5.5%), a new swimming/sports complex, (2.2%), better entertainment and leisure facilities, e.g. Assembly Hall, (4.9%), and improved parks and play facilities, (1.6%).

• Improve the quality of wine bars and restaurants, (2.0%), and less noisy bars and pubs, (5.9%).

• Community spirit, pride and no discrimination, (0.6%)

• Extend and improve the library, (1.4%), and promote better health services, (1.2%).

• Use and retain old buildings and heritage, (0.6%)

• Improved pavements and safer road crossing, (6.3%), and reduced traffic congestion and fewer road works, (6.3%).

• Job centre and employment opportunities, (0.2%)

• Pedestrianise the centre, (1.2%)

• Improved public transport, including Metrolink! (0.8%)

• Miscellaneous, (1.8%)

4.18 What one thing would you like to see removed that you feel would make a real difference to Royton Town Centre? (N=341, open)

This section asked for people’s thoughts on what they would like to see removed that would make a big difference to Royton Town Centre. There were many suggestions for items things that could be removed, and they have been grouped in themes for recording purposes.

• Nearly one in five, (22.3%), thought that removing some of the pubs, clubs and takeaways would be a benefit. Just less than one in five people would like to see untidiness and litter, (18.2%), and anti-social behaviour, (16.7%), removed.
• Road works and traffic, (10.9%), and bad parking and parking problems, (2.1%), are problems that people have expressed concerns about throughout the questionnaire.

• There were a number of concerns raised over the quality of ‘decoration’ around the town centre. (2.9%), of people though there was too much poor quality street furniture and a further, (1.2%), were unimpressed with poor quality public art.

• As reflected previously, over one in ten people, (12.9%), are disappointed with poor quality shops and concerned with the number of unused buildings, (15.2%).

• There are a number of other issues that people have raised. Industrial uses to be moved out of town centre (7.6%), Council tax to be lowered, and local control given back to Royton, (1.8%), and for improvement to be made to the toilets, (3.2%).

• There were a few other comments received. Miscellaneous transport (2.3%), and general miscellaneous (4.7%).

4.19 Is there anything else that you would like to tell us with regards to Royton Town Centre? (N=234, open)

This final section of the questionnaire asked people’s for any other thoughts that they have in relation to Royton Town Centre. As with previous sections, there were a high number of comments and they have been grouped in themes for recording purposes.

There are a high number of comments, many of which have already been reflected earlier in section A of this report, reflecting the information on Royton.

It is interesting to note the themes that have continued throughout the questionnaire and the number of conflicts, for example, where we have seen respondents complaining about the choice and variety of shops, only to have other people expressing their satisfaction with the choice on offer.

As a result of most of the comments being discussed earlier in the paper, the comments detailed below are just shown in order of responses.

• Improve roads and traffic (18.8%)

• Retail facilities are reasonable (15.4%)

• In need of general improvement/better entrance and image (14.5%)

• Improve leisure, sports and educational facilities (14.1%)
• Sort out parking problems (9.4%)
• Remove fear of anti-social behaviour (8.1%)
• Greater police presence (8.1%)
• Improve environment and open space (7.7%)
• Improve community facilities (7.3%)
• Too many pubs, clubs, takeaways and hairdressers (6.4%)
• Better toilets (3.4%)
• Council structures need changing (3.0%)
• Improve public art/decoration (2.6%)
• Clean the place up (2.1%)
• Improve public transport (2.1%)
• Concerns over the impact of the new supermarket (1.7%)
• There needs to be more community spirit (1.7%)
• Like the community spirit (1.3%)
• High rents need addressing (1.3%)
• Pedestrianise shopping centre (1.3%)
• Racist comment (0.9%)

5.0 A Summary of Royton Findings.

There was an excellent response to the town centre questionnaire with 738 people completing questionnaires in relation to Royton. A wide age range of people completing the questionnaire, although there was a higher number of responses from the over 60’s. Only 0.8% of responses were from people from a BME background, however, although low, this is not too different from the 2001 Census data figure of 2.53%.

The findings from the survey have not thrown up any very unexpected results, but more confirmed a number of feelings around issues affecting Royton town centre. Unsurprisingly, most respondents said that they use Royton for top up shopping and for the local market. Over a third of people regularly go out in
Royton to the restaurants, pubs and clubs and one in five people visit a place of worship.

Royton is viewed very positively for its banking services, the Post Office, health services and the library. The swimming pool is a big draw, particularly for young people with over three quarters of young people stating that they regularly use the pool.

Most respondents said that they visited Royton at least once a week, with Thursday morning being the most popular time to visit. Unsurprisingly, Friday and Saturday nights are the most popular nights for going out. The car is the most regularly used transport for going into Royton, but encouragingly; nearly as many people walk into the centre.

Even though most people visit Royton for top up shopping, there is some dissatisfaction with the choice of shops available and not as many people use Royton for their weekly shop or for speciality shopping. A number of people, over half of the 18 to 29 year olds, are dissatisfied with the number of employment opportunities in Royton town centre. There were concerns raised over the provision of community facilities and leisure facilities, with young people particularly dissatisfied about leisure provision.

Issues around transport and parking had a mixed response. The safety, security and convenience of the car parks are viewed positively, and the continued provision of free parking is seen as being very important, however, people are dissatisfied with the availability of spaces. The bus service generally received positive comments, but the level of congestion around Royton was a cause for concern for over a third of respondents.

Access around Royton and into buildings was not considered to be a huge problem, although it is worrying to see that people with disabilities are less positive. A number of people called for Royton centre to be pedestrianised.

Crime and anti-social behaviour are concerns amongst people visiting Royton, with young people saying they feel particularly unsafe. A high number of people said that reducing the fear of crime and anti social behaviour would encourage them to visit more frequently.

Respondents were very critical of the toilet facilities, although very few people said that better toilets would actually encourage them to visit Royton. Untidiness and graffiti is a concern, and a number of respondents were dissatisfied with the quality of buildings and the quality of public art in Royton. Most respondents viewed street decoration very positively.

A wide choice of shops, safe and secure parking, and a clean and tidy environment clear of vandalism and graffiti were the issues that respondents felt were most important factors for a successful and thriving town centre.

A number of existing services and facilities in Royton are valued highly by respondents of the survey. The existing leisure and community facilities, the
market, open spaces and parks and the convenience and friendliness of the centre.

Royton is doing many things right and there are many positives that have been identified in our findings. However, there are a number of key issues that have been identified that would make a real difference to the vibrancy of Royton; Improved safety and greater police presence, better and more focused retail choice, improved roads and more free parking and a smarter and tidier town centre.
Section B

Shaw and Crompton Town Centre

Consultation Findings

January 2007
Section B: Shaw and Crompton.

6.0 Shaw and Crompton Respondents Profile.

6.1 There was an excellent response from people commenting on Shaw and Crompton Town Centre, with an impressive 833 responses. This represents over half, (52.6%), of the total responses to the ‘Royton or Shaw and Crompton Town Centre’ questionnaires.

6.2 Responses were received from all over the borough, with an emphasis on Royton North and South, and Shaw and Crompton wards. (See appendix D).

6.3 Nearly two thirds, (62.3%), of responses were from women and just over one third, (34.3%), of responses were from men. Only 3.4% of people declined to give their gender. The 2001 census data, (See appendix C), shows that the breakdown of men and women living in Shaw and Crompton Wards was 52.1% and 47.9% respectively.

6.4 Only 1% of responses were from people of a BME background. This is low, however, the 2001 Census data shows a very small number of people from ethnic minority backgrounds living in Shaw and Crompton, just 3.18%.

6.5 There was a wide distribution in ages of people replying to the Survey, from 13 years old to 92 years old. Encouragingly, one in ten, (10.6%), respondents were under 18 years old, 5.6% from 18 to 29 years old, one fifth, (22.1%), from 30 to 44 years old, a quarter, (25.1%), from 45 to 59 years old and just under one third, (31.9%), over 60 years old. The number of returned questionnaires from the different age groups broadly reflects the findings from the 2001 Census, except for the under 18’s which is lower than the census and the number of over 60’s which is higher.

6.6 Three quarters, (75.2%), of respondents stated that they did not have a disability, with 16.1% stating that they do. 4.4% of people preferred not to say.

6.7 Just over a quarter, (28.8%), stated that they were retired, nearly one third, (29.9%), were employed full time and over one in ten, (10.8%), were employed part time and 4.4% were self-employed. 1.4% of people stated they were unemployed but had worked previously and 0.1% had never had a job. Encouragingly, over one in ten, (11.4%) identified themselves as students, 5.4% identified themselves as being unable to work due to disability or illness, and 3.0% stated they were looking after home/family.
6.7 As previously with the Royton information, due to the small numbers reflected in some groups of data, it will not always be possible to cross tabulate the questions answered against all of the different groups as results may not be an accurate reflection of that groups thoughts.

7.0 Shaw and Crompton Results and Findings.

How the data was analysed.

The findings and results for Shaw and Crompton are reported in the order of the actual Town Centre Questionnaire that was distributed. The results for each question contain 'top line' (simple percentages of the total number of respondents) information.

Cross tabulation:

Some responses have been analysed in more detail to provide further information against the following variables:

- Age groups
- Disability

Not all questions contain individual variable analysis. This will be because of one of two possible reasons. Either, there is very little difference for results across different variables compared to that of the total respondents top line analysis, or when analysing against individual variables the low number of responses make the findings unreliable.

Missing responses:

There may be instances where the percentages do not add up to one hundred percent, even if it was a single response question. This is because 'missing' information has not been included. Missing information occurs when respondents have not answered some or all parts of a question.

Single, multiple, and open responses:

The questions asked on the survey were recorded in three different methods.

Single frequency questions; these gave respondents the opportunity to tick just one response to a question. For these questions, the total percentages would add up to one hundred percentages, if all responses including 'missing' ones were included.

Multi-frequency responses; these gave respondents the opportunity to tick as many boxes as they felt appropriate. In this case, the frequencies of all of the answers will add up to more than one hundred percent.
Open response questions; these gave respondents the opportunity to write their own response to the question asked. This provides us with high quality qualitative information and enables us to pick up any issues that we may not have identified during in the ‘tick box’ questions on the survey. However, in order to record and present this information, similar responses have been combined to give an indication of preference.

Number of respondents:

Next to each question there is a letter N, followed by a number. The number refers to the number of people who answered that particular question.

Positive and negative percentages:

Sections 7.6 to 7.9 show some positive and negative percentages. The positive percentages are calculated by adding the very satisfied and satisfied values together. The negative responses are calculated by adding the dissatisfied and very dissatisfied values together.

Any questions?

If you require any specific questions analysing in more detail, or want to discuss any of the issues and comments raised in this report, then please email your requests to regeneration@oldham.gov.uk or call Nick Cumberland on 0161 7705156.

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The Results and Findings.

Your Current Town Centre Habits:

This section of the survey aimed to gather some simple background information to find out how frequently Shaw and Crompton town centre is currently used, what people use it for and where people travel from to access the centre.

7.1 What do you currently use the centre for? (N=833, multi)

7.1.1 Shopping?

- Over eight out of ten people, (82.6%), said that they used Shaw and Crompton town centre for ‘top up shopping’ and over half, (51.4%) said that they used the ‘market’.

- Encouragingly, more than one third, (36.8%), of people used Shaw and Crompton for their ‘weekly shopping’ and one in three, (30.1%) of people stated that they used Shaw and Crompton for ‘speciality shopping’.
7.1.2 Socialising?

- Shaw and Crompton town centre is not used as frequently for socialising as it for shopping. The most frequently selected option for socialising was ‘eating out’ with nearly a third (30.4%) selecting this, closely followed by ‘pubs and clubs’ with a quarter, (26.6%), of people stating they regularly visit them.

- Nearly two in five, (38.3%), of 18 to 20 year olds frequently visit the pubs and clubs, and 32.6% of 30 to 44 year olds. Surprisingly, one in five, (21.2%), of people over 60 regularly visit the pubs and clubs in Shaw and Crompton.

- The theatre is well used by over one in ten people, (16.3%), as are places of worship, (15.9%) and the community centre, (14.3%). One in ten people, (10.0%), stated that they use social clubs.

- The theatre is very well used by over 60 year olds with a quarter, (25.8%), visiting it regularly. This is in sharp contrast to under 18’s and 18 to 29 year olds, where less than one in twenty said that they visit the theatre regularly, (2.5%) and (2.1%) respectively.

7.1.3 Services?

- Services are generally well used in Shaw and Crompton. Three quarters, (75.6%), of people stated that they use ‘banking services’, and over seven in ten, (71.5%), regularly use the Post Office.

- The library, (61.7%), train/bus services, (60.6%), and health services, (56.2%) are all regularly used by people in Shaw and Crompton.

- Over one in ten people stated that they regularly use community facilities, (16.6%) and just over one in ten people, (10.2%), use Shaw and Crompton town centre to access housing services. Only just over one person in twenty, (7.6%) use the centre for employment.

7.1.4 Leisure?

- The most frequently used leisure facility or service is the ‘swimming pool’ with just under half, (45.5%), of respondents saying that they use it.

- It is important to record that two thirds, (65.8%), of young people under 18 stated that they use the swimming pool, and two thirds, (66.3%), of 30 to 44 year olds.
• Around one in five people generally use other leisure facilities and services in Shaw and Royton. ‘Interest classes’, (8.0%), ‘studying’, (7.6%), ‘volunteering’, (3.5%), and the ‘youth centre’, (2.4%).

• (2.7%) of people said that they use Royton centre for ‘other’ leisure and recreational activities.

7.2 How often do you go into Shaw and Crompton Town Centre? (N=833, single)

7.2.1 Encouragingly, a quarter, (24.7%) of respondents said that they visit Shaw and Crompton on a daily basis and two fifths, (40.7%), visit three to five times a week. One in five, (20.9%), of people said that they visited once to twice a week.

7.3 When do you most often visit Shaw and Crompton Town Centre? (N=799, multi)

7.3.1 Saturday morning is the most popular time to visit Shaw and Crompton, with over a half, (51.6%) of people visiting. Thursday morning is second most visited with 42.6%. This probably reflects the fact that it’s market day. Monday morning, (33.4%) and Friday morning, (31.2%) are both very popular as well. Unsurprisingly, Sunday morning is the least most frequent morning for visiting with just one in five, (19.3%), saying they visit at this time.

7.3.2 Over a third, (36.5%) of respondents go into Shaw and Crompton on Thursday afternoon making it the most popular afternoon. All afternoons are fairly well visited; Friday, (32.4%), Saturday, (31.9%), Wednesday, (28.7%), Monday, (28.4%), and Tuesday, (26.6%). Sundays are the quietist with only 17.6% visiting.

7.3.3 Unsurprisingly, Friday and Saturday evenings are popular times to go out in Shaw and Crompton with, (17.4 %) and (15.3%) respectively stating that they go. Approximately one in ten people go out on the other evenings throughout the week.

7.3.4 Only 17.0% of 18 to 29 year olds said that they go out on Saturday nights in Shaw and Crompton.

7.4 How long do you normally stay in Shaw and Crompton Town Centre? (N=833, single)

7.4.1 Approximately a quarter, (26.2%) of respondents said that the time they spend in the centre varies, and over half, (51.0%), stated that they spend between thirty minutes and two hours there.
7.4.2 One in ten, (10.0%), spends two to four hours and only 4.6% spend over four hours. Approximately one in twenty, (5.9%), said they spend under thirty minutes in the centre during an average visit.

7.5 How do you usually travel to Shaw and Crompton Town Centre? (N=809, multi)

7.5.1 Despite nearly two thirds, (59.6%), of people saying that they regularly travel to Shaw and Crompton by car, it is encouraging to see just under half of respondents stating that they generally walk to the centre, (48.2%), just over one in ten respondents, (12.0%), used the bus and 2.1% using their bicycles!

7.5.2 It is interesting to note that one fifth, (21.5), of people with a disability used the bus to visit Shaw and Crompton and 7.7% said that the generally used a taxi.

7.5.3 Taxi, (2.8%), motorbike, (0.9%), train, (0.4%), and other methods of transport, (0.4%), where stated as being used less frequently.

Your views on Shaw and Crompton:

The following section looks at what respondents currently liked and disliked about Shaw and Crompton Town Centres. This section is broken down into a number of key areas that we felt were important to providing a successful Town Centre.

7.6 Shopping and Facilities.

7.6.1 Choice of shops. (N=833, single)

- Very satisfied (7.6%) Positive (40.3%)
- Satisfied (32.7%)
- Average (39.5%)
- Dissatisfied (13.0%) Negative (16.2%)
- Very dissatisfied (3.2%)
- Don’t know (0.8%)

- Only one in five, (22.7%), of under 18 year olds are happy with the choice of shops available and a quarter, (25.0%), are dissatisfied.
7.6.2 Quality. (N=833, single)

- Very satisfied (6.8%)  Positive (42.7%)
- Satisfied (35.9%)
- Average (41.9%)
- Dissatisfied (7.4%)  Negative (9.9%)
- Very dissatisfied (2.5%)
- Don’t know (0.8%)

7.6.3 Value. (N=833, single)

- Very satisfied (8.3%)  Positive (44.1%)
- Satisfied (35.8%)
- Average (42.0%)
- Dissatisfied (4.8%)  Negative (6.2%)
- Very dissatisfied (1.4%)
- Don’t know (0.7%)

7.6.4 Employment opportunities. (N=833, single)

- Very satisfied (0.7 %)  Positive (7.1%)
- Satisfied (6.4%)
- Average (16.6%)
- Dissatisfied (13.7%)  Negative (19.1%)
- Very dissatisfied (5.4%)
- Don’t know (37.9%)

- A third, (31.9%), of the 18 to 29 year old respondents were dissatisfied about the number of employment opportunities available in Shaw and Crompton as were a third, (33.2%), of 30 to 44 year olds.

7.6.5 Public/health provision. (N=833, single)

- Very satisfied (7.2%)  Positive (37.3%)
- Satisfied (30.1%)
- Average (24.6%)
- Dissatisfied (12.0%)  Negative (21.6%)
- Very dissatisfied (9.6%)
- Don’t know (8.8%)

- It is interesting to note that there are no significant differences between the satisfaction rates when comparing different age groups.
7.6.6 Commercial services (E.g. Banking) (N=833, single)

- Very satisfied (12.2%)  Positive (58.7%)
- Satisfied (46.5%)
- Average (23.4%)
- Dissatisfied (5.9%)  Negative (8.4%)
- Very dissatisfied (2.5%)
- Don’t know (2.4%)

7.6.7 Community venues. (N=833, single)

- Very satisfied (2.8%)  Positive (23.8%)
- Satisfied (21.0%)
- Average (26.5%)
- Dissatisfied (12.6%)  Negative (17.4%)
- Very dissatisfied (4.8%)
- Don’t know (19.0%)

- Surprisingly, there are no significant variations from the total respondents levels of satisfaction when you analyse the data for different age groups.

7.6.8 Pubs and clubs. (N=833, single)

- Very satisfied (4.0%)  Positive (25.4%)
- Satisfied (21.4%)
- Average (22.7%)
- Dissatisfied (12.7%)  Negative (20.5%)
- Very dissatisfied (7.8%)
- Don’t know (19.2%)

- Interestingly, only a quarter, (25.5%), of 18 to 29 year olds were satisfied with the pubs and clubs, but a third, (34%), were dissatisfied.

- A third, (32.6%), of 30 to 44 year old respondents were dissatisfied with the pubs and clubs on offer in Shaw and Royton.

- Surprisingly, less than one in ten, (9.4%), of respondents aged 60 and over, were dissatisfied with the pubs and the clubs. This may indicate that do not use them, but also that they are not too bothered by them.

7.6.9 Restaurants and takeaways. (N=833, single)

- Very satisfied (6.8%)  Positive (32.9%)
- Satisfied (26.1%)
- Average (23.6%)
- Dissatisfied (12.4%)  Negative (21.3%)
- Very dissatisfied (8.9%)
- Don’t know (11.3%)
- 60.3% of young people under 18 were happy with the pubs and restaurants on offer.

- However, 29.9%, of people aged 30 to 44, and 24.9% of people aged 45 to 60 were unhappy with the provision of restaurants and takeaways. This seems to suggest that there are plenty of takeaways, but fewer quality restaurants.

### 7.6.10 Leisure venues/activities. (N=833, single)

- Very satisfied (4.7%) Positive (24.3%)
- Satisfied (19.6%)
- Average (27.9%)
- Dissatisfied (18.6%) Negative (28.9%)
- Very dissatisfied (10.3%)
- Don’t know (8.8%)

- Encouragingly, 39.8%, of under 18 year olds are happy with the leisure facilities available.

- However, a third, (32.9%), of 30 to 44 year olds and 33.0% of 45 to 60 year olds are unhappy with the provision of these facilities.

### 7.7 Transport and parking.

#### 7.7.1 Bus routes. (N=833, single)

- Very satisfied (12.2%) Positive (50.6%)
- Satisfied (38.4%)
- Average (17.5%)
- Dissatisfied (3.5%) Negative (5.8%)
- Very dissatisfied (2.3%)
- Don’t know (19.7%)

- Two thirds, (62.5%), of under 18 year olds are happy with the bus routes.

#### 7.7.2 Location of stops. (N=833, single)

- Very satisfied (11.4%) Positive (56.8%)
- Satisfied (45.4%)
- Average (16.1%)
- Dissatisfied (3.0%) Negative (4.0%)
- Very dissatisfied (1.0%)
- Don’t know (15.5%)
7.7.3 Level of congestion. (N=833, single)

- Very satisfied (2.5%) Positive (24.8%)
- Satisfied (22.3%)
- Average (38.9%)
- Dissatisfied (15.5%) Negative (23.0%)
- Very dissatisfied (6.5%)
- Don’t know (4.1%)

7.7.4 Pedestrian access. (N=833, single)

- Very satisfied (6.8%) Positive (52.4%)
- Satisfied (45.6%)
- Average (29.1%)
- Dissatisfied (5.6%) Negative (7.5%)
- Very dissatisfied (1.9%)
- Don’t know (2.0%)

- It is interesting to note that there are no significant differences between the satisfaction rates when comparing different age groups.

- One in ten, (10.5%), of people with a disability are dissatisfied with the quality of pedestrian access around Shaw and Crompton Centre.

7.7.5 Road layout. (N=833, single)

- Very satisfied (3.6%) Positive (38.7%)
- Satisfied (35.1%)
- Average (31.3%)
- Dissatisfied (12.6%) Negative (17.3%)
- Very dissatisfied (4.7%)
- Don’t know (2.8%)

7.7.6 Frequency of services. (N=833, single)

- Very satisfied (5.3%) Positive (35.2%)
- Satisfied (29.9%)
- Average (26.9%)
- Dissatisfied (7.0%) Negative (9.2%)
- Very dissatisfied (2.2%)
- Don’t know (19.4%)

7.7.7 Safe and secure parking. (N=833, single)

- Very satisfied (7.0%) Positive (38.1%)
- Satisfied (31.1%)
- Average (34.6%)
- Dissatisfied (8.9%) Negative (13.4%)
7.7.8 Availability of spaces. (N=833, single)

- Very satisfied (5.4%)
- Satisfied (28.6%)
- Average (31.3%)
- Dissatisfied (15.4%)
- Very dissatisfied (4.4%)
- Don’t know (6.5%)

7.7.9 Convenience of car park. (N=833, single)

- Very satisfied (13.4%)
- Satisfied (38.5%)
- Average (26.1%)
- Dissatisfied (5.8%)
- Very dissatisfied (1.8%)
- Don’t know (6.4%)

7.8 Safety and accessibility.

7.8.1 Feel safe from crime. (N=833, single)

- Very satisfied (4.2%)
- Satisfied (26.2%)
- Average (40.1%)
- Dissatisfied (15.7%)
- Very dissatisfied (7.1%)
- Don’t know (1.7%)

- It is interesting to note that there are no significant differences between the satisfaction rates for feeling safe from crime when comparing different age groups.

- Worryingly, nearly one in three, (29.8%), of people with disabilities do not feel safe from crime.

7.8.2 Street lighting. (N=833, single)

- Very satisfied (5.3%)
- Satisfied (39.3%)
- Average (38.1%)
- Dissatisfied (5.6%)
- Very dissatisfied (2.4%)
- Don’t know (3.6%)
7.8.3 Cleanliness. (N=833, single)

- Very satisfied (3.0%)  Positive (23.4%)
- Satisfied (20.4%)
- Average (37.0%)
- Dissatisfied (24.0%)  Negative (34.6%)
- Very dissatisfied (10.6%)
- Don’t know (0.6%)

7.8.4 Feel safe from anti-social behaviour. (N=833, single)

- Very satisfied (2.2%)  Positive (20.7%)
- Satisfied (18.5%)
- Average (38.8%)
- Dissatisfied (21.1%)  Negative (32.1%)
- Very dissatisfied (11.0%)
- Don’t know (2.4%)

As with the previous point on feel safe from crime, it is interesting to note that there are no significant differences between the satisfaction rates when comparing different age groups.

However, as with crime, over one in three, (36.6%), of people with disabilities are concerned about anti-social behaviour.

7.8.5 Toilet facilities. (N=833, single)

- Very satisfied (0.6%)  Positive (1.9%)
- Satisfied (1.3%)
- Average (4.7%)
- Dissatisfied (21.7%)  Negative (84.6%)
- Very dissatisfied (62.9%)
- Don’t know (4.7%)

7.8.6 Access to buildings. (N=833, single)

- Very satisfied (3.4%)  Positive (36.4%)
- Satisfied (33.0%)
- Average (45.4%)
- Dissatisfied (5.0%)  Negative (6.1%)
- Very dissatisfied (1.1%)
- Don’t know (4.2%)

7.8.7 Access around the centre. (N=833, single)

- Very satisfied (4.8%)  Positive (48.5%)
- Satisfied (43.7%)
7.8.8 Disabled access. (N=833, single)

- Very satisfied: 1.8% Positive: 11.9%
- Satisfied: 10.1%
- Average: 20.3%
- Dissatisfied: 9.5% Negative: 12.9%
- Very dissatisfied: 3.4%
- Don’t know: 45.4%

People with disabilities are not as happy as the overall statistics reflect above.

Approximately, one in twenty, 5.6%, people with disabilities are happy with the level of disabled access and over one in ten, 13.9%, are unhappy with the level of disabled access in Shaw and Crompton.

7.9 Open space and appearance.

7.9.1 Clear of graffiti/vandalism. (N=833, single)

- Very satisfied: 2.5% Positive: 26.1%
- Satisfied: 23.6%
- Average: 43.9%
- Dissatisfied: 16.0% Negative: 23.6%
- Very dissatisfied: 7.6%
- Don’t know: 1.4%

7.9.2 Quality buildings. (N=833, single)

- Very satisfied: 1.8% Positive: 18.2%
- Satisfied: 16.4%
- Average: 46.8%
- Dissatisfied: 19.1% Negative: 24.5%
- Very dissatisfied: 5.4%
- Don’t know: 3.1%

7.9.3 Public art. (N=833, single)

- Very satisfied: 1.3% Positive: 8.5%
- Satisfied: 7.2%
- Average: 22.8%
- Dissatisfied: 22.8% Negative: 31.2%
- Very dissatisfied (8.4%)
- Don’t know (25.2%)

7.9.4 Public realm (e.g. Signs, bollards, seats). (N=833, single)

- Very satisfied (1.4%) Positive (16.8%)
- Satisfied (15.4%)             
- Average (40.0%)              
- Dissatisfied (21.5%) Negative (27.0%)
- Very dissatisfied (5.5%)     
- Don’t know (6.7%)

7.9.5 Street decoration (e.g. flower baskets). (N=833, single)

- Very satisfied (15.5%) Positive (53.8%)
- Satisfied (38.3%)             
- Average (27.1%)              
- Dissatisfied (9.2%) Negative (12.7%)
- Very dissatisfied (3.5%)     
- Don’t know (1.2%)

7.9.6 Open and public space. (N=833, single)

- Very satisfied (6.5%) Positive (42.8%)
- Satisfied (36.3%)             
- Average (34.2%)              
- Dissatisfied (9.6%) Negative (13.1%)
- Very dissatisfied (3.5%)     
- Don’t know (2.6%)

7.10 Is there anything else not listed above that you are particularly satisfied or dissatisfied with in Shaw and Crompton Town Centre? (N=351, open)

This section of the questionnaire gave individuals the opportunity to give their views and opinions on any services, facilities or amenities that they were particularly happy with or unhappy with in Shaw and Crompton town centre.

There were 351 responses, which have been grouped into areas of satisfaction or concern.

- One issue stood out from the rest, with over a quarter of respondents, (26.5%), saying that they are satisfied with and would like more better leisure facilities.

- There were a number of issues that received strong support with over one in ten respondents taking the time to give us comments on the following issues; Dissatisfied with, the toilets, (17.4%), too many pubs
and takeaways, (15.7%), poor environment and open space, (14.5%), and there were a number of people concerned about youths causing annoyance, (12.0%).

- Just less than one in ten, (9.4%), cited poor variety of shops and too many charity/tacky shops as reasons of dissatisfaction.

- There were a number of points that arose around safety and a clean and tidy environment. 5.1% said they would like to see a greater police presence, and 9.1% were concerned about litter and vandalism.

- Parking and transport issues were frequently highlighted by respondents to the survey. Encouragingly, a number of people, 6.6%, said they were really satisfied with the free parking and one person said they were happy with the public transport.

- However, there were a number of issues raised concerning parking and transport problems. 7.7% of respondents were dissatisfied with the condition of the roads and pavements, and 7.7% with the level of congestion. 0.6% felt that the pelican crossings should be changed to a zebra crossing. 6.0% of people thought public transport needed improving and 2.8% of people were dissatisfied with mobility access into buildings.

- Encouragingly, there were some positive comments. 2.0% of people liked the parks and flower displays, and a couple of people were impressed with the old buildings in Shaw and Crompton centre. One in twenty respondents, (5.4%), were particularly satisfied with the library and market.

- There were a number of other comments recorded as well. 8.3% were dissatisfied with the lack of parking and poor parking by individuals, 5.1%, wanted longer shop opening hours, and 2.0% would like to see more quality restaurants. There a couple of miscellaneous comments.

What features would be most important to you in Shaw and Crompton Town Centre:

The next section asked for people’s thoughts on services and facilities that they particularly valued in Shaw and Crompton Town Centre. People were asked to choose the top three most important items from the selection.

The following section contains tables showing the value that respondents within the different age groups identified as being particularly valuable to them in a town centre.
7.11 Shopping and Facilities. (N=729, multi)

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Under 18</th>
<th>18-29</th>
<th>30-44</th>
<th>45-59</th>
<th>Over 60</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choice of shops</td>
<td>73.8</td>
<td>79.4</td>
<td>72.7</td>
<td>72.4</td>
<td>79.5</td>
<td>69.4</td>
</tr>
<tr>
<td>Public/health provision</td>
<td>40.6</td>
<td>10.3</td>
<td>34.1</td>
<td>31.8</td>
<td>45.3</td>
<td>51.5</td>
</tr>
<tr>
<td>Commercial Services</td>
<td>40.2</td>
<td>14.7</td>
<td>36.4</td>
<td>38.8</td>
<td>40.0</td>
<td>43.7</td>
</tr>
<tr>
<td>Quality of shops</td>
<td>40.1</td>
<td>35.3</td>
<td>43.2</td>
<td>38.8</td>
<td>43.2</td>
<td>40.6</td>
</tr>
<tr>
<td>Leisure venues/activities</td>
<td>38.1</td>
<td>52.9</td>
<td>45.5</td>
<td>49.4</td>
<td>35.3</td>
<td>34.1</td>
</tr>
<tr>
<td>Pubs and clubs</td>
<td>16.6</td>
<td>30.9</td>
<td>15.9</td>
<td>7.6</td>
<td>5.3</td>
<td>7.4</td>
</tr>
<tr>
<td>Restaurants &amp; takeaways</td>
<td>13.9</td>
<td>50.0</td>
<td>18.2</td>
<td>17.6</td>
<td>12.6</td>
<td>9.6</td>
</tr>
<tr>
<td>Value</td>
<td>11.5</td>
<td>11.8</td>
<td>13.6</td>
<td>14.1</td>
<td>16.3</td>
<td>12.2</td>
</tr>
<tr>
<td>Community venues</td>
<td>9.9</td>
<td>2.9</td>
<td>2.3</td>
<td>11.2</td>
<td>10.5</td>
<td>16.2</td>
</tr>
<tr>
<td>Employment opportunities</td>
<td>9.3</td>
<td>7.4</td>
<td>13.6</td>
<td>8.1</td>
<td>5.6</td>
<td>4.4</td>
</tr>
</tbody>
</table>

- Choice of shops is again seen as the most important feature for a successful town centre with nearly three quarters, (73.8%), of people stating this.
- Less than one in ten people aged 30 and over feel that pubs and clubs are particularly valuable to them in Shaw and Crompton town centre.

7.12 Transport and parking. (N=721, multi)

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Under 18</th>
<th>18-29</th>
<th>30-44</th>
<th>45-59</th>
<th>Over 60</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safe and secure parking</td>
<td>56.7</td>
<td>40.9</td>
<td>61.9</td>
<td>66.3</td>
<td>58.2</td>
<td>54.2</td>
</tr>
<tr>
<td>Availability of spaces</td>
<td>44.0</td>
<td>18.2</td>
<td>45.2</td>
<td>56.8</td>
<td>48.7</td>
<td>38.3</td>
</tr>
<tr>
<td>Convenience</td>
<td>34.5</td>
<td>31.8</td>
<td>35.7</td>
<td>42.6</td>
<td>33.9</td>
<td>30.0</td>
</tr>
<tr>
<td>Pedestrian layout</td>
<td>35.1</td>
<td>40.9</td>
<td>45.2</td>
<td>37.3</td>
<td>30.7</td>
<td>34.4</td>
</tr>
<tr>
<td>Low level of congestion</td>
<td>26.6</td>
<td>13.6</td>
<td>19.0</td>
<td>32.0</td>
<td>33.3</td>
<td>23.8</td>
</tr>
<tr>
<td>Frequency of services</td>
<td>35.1</td>
<td>36.4</td>
<td>23.8</td>
<td>24.9</td>
<td>33.9</td>
<td>44.9</td>
</tr>
<tr>
<td>Location of bus stops</td>
<td>23.2</td>
<td>51.5</td>
<td>26.2</td>
<td>12.4</td>
<td>17.5</td>
<td>26.9</td>
</tr>
<tr>
<td>Routes</td>
<td>18.7</td>
<td>40.9</td>
<td>9.5</td>
<td>11.2</td>
<td>19.6</td>
<td>17.2</td>
</tr>
<tr>
<td>Road layout</td>
<td>15.3</td>
<td>21.2</td>
<td>14.3</td>
<td>14.2</td>
<td>18.5</td>
<td>11.5</td>
</tr>
</tbody>
</table>

- Parking dominates people’s views on transport and parking issues, with over half, (56.7%), of people stating that safe and secure parking is the most important, closely followed by the availability of parking spaces, (44.0%).
- Road layout, (15.3%), and bus routes, (18.7%), were not seen as being so important as other issues affecting transport and parking.
- However, it is important to recognise that value placed on bus routes and bus stops by people aged under 18.
7.13 Safety and accessibility. (N=718, multi)

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Under 18</th>
<th>18-29</th>
<th>30-44</th>
<th>45-59</th>
<th>Over 60</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean and tidy</td>
<td>68.4</td>
<td>62.1</td>
<td>70.7</td>
<td>72.8</td>
<td>74.5</td>
<td>62.5</td>
</tr>
<tr>
<td>No fear of crime</td>
<td>55.6</td>
<td>47.0</td>
<td>78.0</td>
<td>62.7</td>
<td>59.4</td>
<td>48.2</td>
</tr>
<tr>
<td>No anti-social behaviour</td>
<td>52.6</td>
<td>34.8</td>
<td>56.1</td>
<td>58.6</td>
<td>53.6</td>
<td>42.9</td>
</tr>
<tr>
<td>Toilet facilities</td>
<td>49.3</td>
<td>39.4</td>
<td>29.3</td>
<td>40.2</td>
<td>54.2</td>
<td>67.9</td>
</tr>
<tr>
<td>Good street lighting</td>
<td>18.5</td>
<td>31.8</td>
<td>24.4</td>
<td>18.3</td>
<td>12.0</td>
<td>18.3</td>
</tr>
<tr>
<td>Access around the centre</td>
<td>17.4</td>
<td>22.7</td>
<td>9.8</td>
<td>17.8</td>
<td>16.7</td>
<td>16.1</td>
</tr>
<tr>
<td>No racial tension</td>
<td>13.8</td>
<td>19.7</td>
<td>19.5</td>
<td>14.2</td>
<td>14.1</td>
<td>10.3</td>
</tr>
<tr>
<td>Disabled access</td>
<td>10.7</td>
<td>16.7</td>
<td>12.2</td>
<td>8.3</td>
<td>9.9</td>
<td>11.6</td>
</tr>
<tr>
<td>Access to buildings</td>
<td>7.1</td>
<td>19.7</td>
<td>0</td>
<td>6.5</td>
<td>4.2</td>
<td>7.6</td>
</tr>
</tbody>
</table>

- A number of issues dominated this section, around the importance of having a clean and tidy centre, where people feel safe from crime and anti-social behaviour with over half of respondents stating that these are important for a successful town centre.

- Surprisingly, people in the under 18 group valued no fear of crime and no anti-social behaviour less highly than that of older people.

7.14 Open space and appearance. (N=724, multi)

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Under 18</th>
<th>18-29</th>
<th>30-44</th>
<th>45-59</th>
<th>Over 60</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear of graffiti/vandalism</td>
<td>84.4</td>
<td>73.5</td>
<td>85.7</td>
<td>85.1</td>
<td>92.1</td>
<td>82.1</td>
</tr>
<tr>
<td>Street decoration</td>
<td>66.3</td>
<td>61.8</td>
<td>59.5</td>
<td>61.3</td>
<td>61.6</td>
<td>67.7</td>
</tr>
<tr>
<td>Open and public space</td>
<td>63</td>
<td>60.3</td>
<td>66.7</td>
<td>72.6</td>
<td>64.2</td>
<td>29.8</td>
</tr>
<tr>
<td>Quality buildings</td>
<td>42.5</td>
<td>45.6</td>
<td>57.1</td>
<td>44.0</td>
<td>43.7</td>
<td>37.1</td>
</tr>
<tr>
<td>Public realm</td>
<td>24.3</td>
<td>25.0</td>
<td>14.3</td>
<td>22.6</td>
<td>27.4</td>
<td>24.0</td>
</tr>
<tr>
<td>Public art</td>
<td>7.0</td>
<td>20.6</td>
<td>7.1</td>
<td>7.1</td>
<td>5.3</td>
<td>3.9</td>
</tr>
</tbody>
</table>

- As with the previous section, a clean and tidy environment, including open space and high quality buildings were seen as being most important by a high number of respondents.

- The need for public art was only seen as being the most important feature for a successful town centre by just over one in twenty respondents, (7.0%).

- Interestingly, the issues that are given the highest value, and those which are considered least important for a successful town centre are the same across all of the age groups.
7.15 Is there anything else that you particularly value in Shaw and Crompton Town Centre? (N=226, open)

Respondents were given the opportunity to give their views on any aspect of Shaw and Crompton Town Centre that they are particularly happy with and really value. There was a wide range of comments received and they have been grouped together for this report.

- It was interesting to see a number of different aspects being valued by respondents. Nearly one third, (31.4%), value the leisure, sports and community facilities, nearly a quarter, (23.5%), value the friendly people and community spirit and approximately one in five, (19.5%) and (17.7%), of people value the free parking and range of shops and services on offer respectively.

- The Market, (10.2%), and the convenience, compact and accessible nature, (9.3%), nature of the centre were valued by approximately one in ten respondents.

- There were a number of other comments, which people wanted to say that they really valued. These are listed below.
  - Clean, safe and tidy, (4.0%) and open spaces and parks, (14.6%).
  - Public transport, (5.3%).
  - Agencies, health service, Council offices and job centre, (4.0%).
  - Architecture and buildings, (3.1%).
  - Police presence, (3.1%).
  - Interestingly, less than one in a hundred people, (0.9%), of respondents said that they value pubs, cafes and restaurants.

Possible improvements:

The final section of the questionnaire asked gave respondents the opportunity to tell us what improvements and enhancements they would like to see carried out in Shaw and Crompton Town Centre. All of the individual responses have been collated into themes for reporting purposes.

7.16 What might make you visit Shaw and Crompton Town Centre more often? (N=581, open)

- There were many suggestions about what might make people visit Shaw and Crompton more often, but a couple that seemed really
popular. Nearly two thirds, (58.5%), of respondents said that a better, or greater choice of shops would encourage them to visit more, and a quarter, (23.8%), of people said that they would like to see more leisure and entertainment facilities.

- Safety and security features prominently, with people stating that; more police, (3.1%), removing anti-social behaviour, (7.1%), and safe/free/more parking, (6.5%), would all make them visit Shaw and Crompton more frequently.

- Over one in ten respondents, (13.9%), stated that an improved, safer and cleaner environment would encourage them to visit.

- There were many other suggestions, which can be seen, detailed in the points below.

  - Better health provision, (1.0%) and better toilets, (6.0%).
  - Improved public transport, (1.7%).
  - Improved roads and less congestion, (3.3%) and improve pedestrian/mobility access and pavements, (5.9%).
  - Better places to eat and drink, (4.8%), but less takeaways and charity shops, (5.0%).
  - Miscellaneous, (0.9%).
  - 2.4% of people said that they already visit Shaw and Crompton as often as they would like to.

7.17 What one thing would you do to improve Shaw and Crompton Town Centre? (N=583, open)

As with the previous sections, when it came to ideas to improve Shaw and Crompton people were more than happy to put suggestions forward. These can be seen detailed in the bullet points below. Of the wide and varied ideas that were put forward by respondents, there were a number that were suggested quite frequently.

- Nearly one in five, (18.9%), of respondents would like to see more and better toilets, and (13.7%), would like to see more and better shops and services and one in ten, (10.5%), would like to see a new swimming/sports complex.

- Unsurprisingly, safety and security is a popular amongst respondents with; more police presence, (7.0%), and reduce anti-social behaviour, (5.5%)
• Interestingly, traffic and access around the centre has proved to be in peoples thoughts, with a number of respondents highlighting these issues; pavements, access and crossings improved, (3.3%), traffic congestion and roadwork’s need improving, (6.7%), more free parking, (7.0%), Pedestrianise the centre, (6.2%), and improve public transport, (2.1%).

• Environmental improvements including better lighting and seating, (7.4%), improve the parks and play areas, (1.0%), improve the built environment including shop frontages, (7.0%), and tidy up/less litter and graffiti, (9.6%).

• Higher quality wine bars and restaurants, (2.7%), and less noisy pubs and bars, (6.7%) were seen as ideas for improvement.

• More community/youth and family leisure/entertainment facilities, (6.3%), and greater entertainment and leisure facilities, (1.4%), were seen as things to improve Shaw and Crompton town centre.

• More health services, (3.8%), and a job centre and employment opportunities, (0.5%).

• Use/retain old buildings and heritage, (0.9%).

• Pride, community spirit and no discrimination, (0.5%).

• Miscellaneous, (0.7%).

7.18 What one thing would you like to see removed that you feel would make a real difference to Shaw and Crompton Town Centre? (N=474, open)

Positively, there were not as many comments for things that could be removed that would actually help make Shaw and Crompton town centre a better place to visit. The comments that were suggested are detailed in the report below.

• There are a number of concerns over the number of noisy pubs, clubs and takeaways, (37.1%), anti-social behaviour, (15.0%), and the level of untidiness and litter, (11.8%). It is more than likely that these issues are interlinked.

• Poor quality shops, (12.9%), proved to be a major turnoff with over one out of every tenth person saying that these should be removed.

• A number of respondents highlighted concerns around traffic and transport issues. Road works and traffic, (13.9%), bad parking and
parking problems, (3.2%), poor quality street furniture, (1.7%), and a small number of miscellaneous transport, (0.8%).

- One in ten people, (10.1%), expressed concerns over the state of the toilets, and would like to see them removed in their current state.
- Unused buildings, (8.0%), council tax to be lowered and local control, (0.8%), and industrial uses to be moved out of town centre, (0.6%).
- There were 1.9% miscellaneous recorded.

7.19 Is there anything else that you would like to tell us with regards to Shaw and Crompton Town Centre? (N=252, open)

This final section of the questionnaire asked people’s for any other thoughts that they have in relation to Shaw and Crompton Town Centre. As with previous sections, there were a high number of comments and they have been grouped in themes for recording purposes.

There are a high number of comments, many of which have already been reflected earlier in section B of this report, reflecting the information on Shaw and Crompton.

It is interesting to note the themes that have continued throughout the questionnaire and the number of conflicts, for example, where we have seen respondents complaining about the choice and variety of shops, only to have other people expressing their satisfaction with the choice on offer.

As a result of most of the comments being discussed earlier in the paper, the comments detailed below are just shown in order of responses.

- Improve leisure, sports and educational facilities, (21.0%)
- Retail facilities are reasonable, (15.5%)
- Too many pubs, clubs, takeaways and hairdressers, (12.7%)
- In need of general improvement/better entrance and image, (11.9%)
- Greater police presence, (9.5%)
- Improve roads and traffic, (8.7%)
- Concerns over the impact of the new supermarket, (8.3%)
- Sort out parking problems, (7.5%)
- Better toilets, (5.6%)
• Improve environment and open space, (4.8%)
• Council structures need changing, (4.8%)
• Remove fear of anti-social behaviour, (4.8%)
• Clean the place up, (4.0%)
• Pedestrianise shopping centre, (3.2%)
• There needs to be more community spirit, (3.2%)
• Improve public transport, (2.4%)
• Improve public art/decoration, (2.0%)
• Improve community facilities, (1.2%)
• High rents need addressing, (0.8%)
• Like the community spirit, (0.4%)
• Racist comment, (0.4%)

8 A Summary of Shaw and Crompton Findings.

There was an excellent response to the town centre questionnaire with 833 people completing questionnaires in relation to Shaw and Crompton. With a wide age range of people completing the questionnaire. Only 1% of responses were from people from a BME background, however, although low, this is not too different from the 2001 Census data figure of 3.18%.

The findings from the survey have not thrown up any very unexpected results, but more confirmed a number of feelings around issues affecting Shaw and Crompton town centre. Unsurprisingly, most respondents said that they use Shaw and Crompton for top up shopping and just over half of the respondents said they use the local market. Shaw and Crompton town centre is used by people for eating and drinking, but only by just over a quarter of respondents. Just over one in ten respondents said they use the community centre and social clubs.

Shaw and Crompton is viewed very positively for its banking services, the Post Office, health services and the library. The swimming pool is a big draw, particularly for young people with approximately two thirds of young people stating that they regularly use the pool.

Encouragingly, most respondents said that they visited Shaw and Crompton at least once a week, with Saturday morning being the most popular time to
visit, closely followed by Thursday’s market day. Unsurprisingly, Friday and Saturday nights are the most popular nights for going out. The car is the most regularly used transport for going into Shaw and Crompton, but encouragingly; nearly as many people walk into the centre.

Respondents in Shaw and Crompton were generally happy with the quality and value of shopping on offer, but had some concerns over the choice of shops available. A number of people, approximately a third of the 18 to 29 year olds, are dissatisfied with the number of employment opportunities in Shaw and Crompton. There were concerns raised over the provision of community facilities and leisure facilities, with young people particularly dissatisfied about leisure provision. There were also concerns raised over the provision of pubs, clubs, restaurants and takeaways. This might explain the relatively low use of these social venues.

Issues around transport and parking had a mixed response in Shaw and Crompton. The safety, security and convenience of the car parks are viewed positively, and the continued provision of free parking is seen as being very important, however, people are dissatisfied with the availability of spaces. The bus service generally received positive comments, but the level of congestion was a cause for concern for a quarter of respondents in Shaw and Crompton.

Access around Shaw and Crompton and access into buildings was generally viewed positively, although it is worrying to see that people with disabilities and mobility issues are less positive. There were a number of respondents who called for Shaw and Crompton centre to be pedestrianised.

Crime and anti-social behaviour are concerns amongst people visiting Shaw and Crompton, particularly amongst people with disabilities. When asked what would make you visit Shaw and Crompton more frequently, a high number of people said that reducing the fear of crime and anti-social behaviour would encourage them.

Respondents in Shaw and Crompton were very critical of the toilet facilities, although very few people said that better toilets would actually encourage them to visit the town centre. Untidiness and graffiti is a concern, and a quarter of respondents were dissatisfied with the quality of buildings and a third with the quality of public art. On a more positive note, street decoration was very positively viewed by over half of the respondents.

There were a number of issues that respondents felt were very important factors for a successful and thriving town centre including; a wide choice of shops, safe and secure parking, a clean and tidy environment clear of vandalism and graffiti and no fear of crime or anti-social behaviour. These are issues that kept being highlighted throughout the questionnaire.

There are a number of existing services and facilities in Shaw and Crompton that are valued highly by respondents of the survey; the existing leisure and community facilities, the friendliness of the centre, the range of services and the free parking in the centre.
Shaw and Crompton is doing many things right and there are many positives that have been identified in our findings. However, there are a number of key issues that have been identified that would make a real difference to the vibrancy of Shaw and Crompton; Improved safety and greater police presence, better and more focused retail choice including the removal of noisy and rowdy pubs and takeaways, improved roads and more free parking and a cleaner and higher quality town centre.
Section C

I Don’t Use Royton or Shaw and Crompton Town Centres.

Consultation Findings

January 2007
Section C: I Don’t Use Royton or Shaw and Crompton Town Centres.

This section on the questionnaire gave respondents who did not use either Royton or Shaw and Crompton Town Centres the opportunity to give us their reasons for this and to tell us what other centres they used instead.

A number of people who currently use either Royton, or Shaw and Crompton completed this section as well giving us their thoughts on what is currently poor about the town centres. Their comments are included in the information below.

9.1 Is the reason you don’t currently use your Town Centre as a result of any of the following: (N=119, multi)

9.1.1 Shopping

- The overwhelming reason for not using the Royton or Shaw and Crompton town centres was the poor choice of shops with nearly two thirds, (59.2%), of people stating this. A further quarter, (25.8%), said it was due to the poor quality of shops on offer and one in five were concerned over poor value shopping, (19.2%). Just one in ten respondents, (10.0%), thought the opening hours were not suitable.

9.1.2 Services

- Just over a quarter of respondents, (27.5%), cited the lack of services as one of their reasons for not shopping in the town centres.

9.1.3 Environment and safety

- Respondents who do not visit Royton or Shaw and Crompton centres cited environment and safety issues frequently. Over two in five, (41.5%), said they are untidy or scruffy centres, but more worryingly, over a third, (35.8%), complained of fear of anti-social behaviour and just less that a quarter, (22.5%), said that they don’t feel safe. Poor lighting, (15.0%), was given as another reason, which may exaggerate the reasons given around personal safety.

9.1.4 Transport

- Transport and parking issues were fairly frequently given as reasons for not using the town centres, with approximately one in five people, (23.3%) and (18.3%), citing poor parking provision and poor public transport respectively.
9.1.5 Miscellaneous

- Fortunately, not everybody gave negative reasons for not using Royton and Shaw and Crompton town centres. (15.8%) said they don’t need to use it, (9.2%), live too far away and (1.7%), work too far away. 5.0% of respondents gave a different reason.

- Over a third of respondents, (34.5%), stated that they prefer other town centres. The centres that people choose to visit instead are detailed in point 8.3 below.

9.2 What are your particular concerns with the issues that you have highlighted in 8.1 above? (N=55, open)

There were a number of different reasons given as to why people prefer other town centres. The most frequently recorded reasons where generally reinforcing the views given in the section above.

- A quarter, (23.6%), of respondents complained about anti-social behaviour and approximately one in ten expressed concerns over poor police presence, (9.1%) and poor street lighting, (9.1%).

- Scruffiness, (10.9%), poor shops, (7.3%) and poor seating, (7.3%) were also mentioned.

- Other comments varied from poor mobility access into shops, to too many pigeons and over zealous traffic wardens.

9.3 Which other Town/City centres do you frequently visit? (N=328, multi)

Respondents chose to visit a wide range of different town and city centres, from Oldham to Chester to Rochdale to Huddersfield.

- Oldham was the most popular alternative venue, with over two thirds regularly visiting, (65.9%), closely followed by Rochdale at (55.2%). Manchester, (38.7%) and Ashton, (35.7%), were also popular alternatives and one in ten people, (11.6%), preferred Chadderton.

- One in ten people said that they regularly visit other town and city centres, and Bury was a frequently given choice.

9.4 Why do you prefer these other town centres? (N=184, open)

- When asked why people prefer other venues, answers ranged from a better choice of shops to the level of cleanliness to being able to watch your favourite football team.
• However, there were a number of recurring comments. Without doubt, the most common reason for shopping elsewhere was the greater variety of shops and brands, particularly recognised ones such as Marks and Spencer’s. Nearly everyone, (96.8%), of people cited this as a reason for choosing other centres.

• Approximately one in ten, (11.4%), said that they didn't live close enough and just less than one in ten, (8.6%), use other centres because they are cleaner and safer. 6.5% of people a more relaxed and classier atmosphere offered at other centres.

• A small number of people, (1.6%), stated that they used other town and city centres because there was better-disabled access and a greater police presence.

• There were 3.8% miscellaneous comments received.

I don’t use Royton or Shaw and Crompton Summary.

There are two main reasons given by people for not using Royton and Shaw and Crompton town centres. The most frequently given reason is the poor choice of shops in the centres and the quality of shops on offer.

More worryingly, a number of people expressed concerns over the fear of crime and anti-social behaviour as a crucial factor behind their choice not to visit Royton and Shaw and Crompton town centres.
Section D

Key Differences

Shaw/Crompton and Royton

January 2007
Section D: Key Differences.

Whilst there is no direct relationship between Royton and Shaw and Crompton, there are a number of similarities and characteristics that they both display and many of the findings from the survey are mirrored across the two centres.

However, it is very interesting to note a number of key differences between the two town centres. These key differences are recorded in the bullet points below.

10.1 There were over 10% more retired people responding to the survey in Royton, (41.7%), compared to just 28.8% in Shaw and Crompton.

10.2 The market appears to be more popular in Royton with nearly seven in ten, (69.4%), people saying they regularly visit it. However, only just over half, (51.4%), of respondents in Shaw and Crompton said that they use the market.

10.3 There appears to be a greater appetite for eating and drinking in Royton than in Shaw and Crompton. 41.6% of people said they regularly go out to eat in Royton compared with 36.6% in Shaw and Crompton. 30.4% of people visit the pubs in Royton and only 26.6% in Shaw and Crompton.

10.4 Unsurprisingly, considering 9.3, people are more satisfied with the provision of restaurants and takeaways in Royton, (42.1%), than they are in Shaw and Crompton, (32.9%).

10.5 People appear to be happier with the shopping in Shaw and Crompton with two in five, (40.3%), saying that they are satisfied with the choice of shops compared to just one in three, (31.0%), in Royton.

10.6 There is a big disparity in levels of satisfaction regarding the level of public health provision in Royton and Shaw and Crompton. Over half, (54.0%), are happy with the service provided in Royton, but only just over a third, (37.3%), are happy with the provision in Shaw and Crompton.

10.7 Even though there is not a particularly high satisfaction rate for the community venues in either centres, respondents are twice as satisfied in Shaw and Crompton, (23.8%), as they are in Royton, (11.6%).

10.8 Congestion is a concern for people in both town centres, however, over a third, (36.3%), of people are unhappy in Royton and only a quarter, (23.0%), in Shaw and Crompton.
Section E

Appendices
Do you live, work or use Royton or Shaw and Crompton Town Centres.
This is your chance to have a say in shaping the future of your Town Centre!

The Councils Regeneration Directorate has started to prepare Master Plans to guide future developments and improvements in Shaw & Crompton, and Royton Town Centres.

It is very important to gather the views of local people, residents and businesses about the Town Centres. We need to know what people think about their local centres, its strengths, opportunities, weaknesses, etc. This is why we would like you take a few minutes to complete this form and leave it in one of the collection boxes or return it in the pre addressed FREEPOST envelope or to: Oldham MBC, Regeneration Department, FREEPOST NWW11124, P.O. Box 452, Oldham, OL1 1BR. You do not need a stamp!

- Answer the questions by placing a ✓ in the boxes that apply and writing answers for other questions.
- In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick all that apply.
- Answer the next question unless asked to do otherwise.
- Once you have finished, please take a minute to check that you have answered all the questions that you should have answered.
- The survey consists of 8 pages and should take no longer than 15 minutes to complete.
- Your answers will be treated confidentially and reported collectively.
- If you do not want to complete this form by hand, you can complete it online at www.oldham.gov.uk/master-plans

If you would like to receive this information in another format, such as large print, Braille or audio, please call us on 0161 911 3197 quoting reference A 16.

Your Views Matter!
By completing this questionnaire by the 30th September you have the opportunity to be entered into a PRIZE DRAW where you could win £50 of shopping vouchers (See the additional information sheet titled ‘Your Information’ for details.)
Section 1: Background Information.

In this first section we need to collect a couple of important details and inform you on how to fill in the rest of the survey.

1.1 Which Town Centre are you commenting on? (Please complete two forms if you wish to comment on both centres.)

☐ Royton     ☐ Shaw and Crompton

1.2 What is your postcode? (This information will be used to map how far people travel to access the Town Centres.)

1.3 Do you visit the centre you are commenting on?

☐ Yes (If YES go to question 2.1)     ☐ No (If NO go to question 3.1)

Section 2: Your current Town Centre Habits.

This section of the survey aims to gather some simple background information that will be used to find out how frequently the Town centres are currently used, what people use them for and where people travel from to use the facilities.

2.1 What do you currently use the centre for? (Please tick all that apply)

**Shopping**

☐ Weekly shopping       ☐ Speciality shops
☐ Top up shopping       ☐ Market shopping

**Socialising**

☐ Eating out       ☐ Theatre       ☐ Place of Worship
☐ Pubs/Clubs       ☐ Community Centre       ☐ Social Club

**Services**

☐ Health services       ☐ Banking       ☐ Employment
☐ Train/bus services       ☐ Library       ☐ Post office
☐ Housing Services       ☐ Community Facilities

**Leisure**

☐ Swimming       ☐ Studying       ☐ Youth Centre
☐ Volunteering       ☐ Interest classes
☐ Other (Please describe) .................................................................

2.2 How often do you go into Royton or Shaw and Crompton Town Centres? (Please tick the one which best describes your normal visit)

☐ Daily       ☐ 3-5 times a week       ☐ 1-2 times a month
☐ 1-2 times a week       ☐ Once a week       ☐ 3-4 times a year
2.3 When do you most often visit Royton or Shaw and Crompton Town Centre? (Please tick all that apply)

<table>
<thead>
<tr>
<th></th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Morning</td>
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<td>Afternoon</td>
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<td>Evening</td>
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</tr>
</tbody>
</table>

2.4 How long do you normally stay in the Town Centre? (Please tick the one which best describes your normal visit)

- [ ] 4 hours or more
- [ ] 2-4 hours
- [ ] 1-2 hours
- [ ] 30 minutes to 1 hour
- [ ] Under ½ hour
- [ ] Varies

2.5 How do you usually travel to the Town Centre? (Please tick the one which best describes your normal journey)

- [ ] Car
- [ ] Walk
- [ ] Train
- [ ] Taxi
- [ ] Bus
- [ ] Bicycle
- [ ] Motorbike
- [ ] Other (Please describe)………………………………………………………………………………………………………………

Please go to section 4.

---

Section 3: You don’t currently use the centre.

You have said that you do not currently use Royton or Shaw and Crompton Town Centres. We need to find out your reasons for this. This section will help us to find out these reasons.

3.1 Is the reason you don’t currently use your Town Centre as a result of any of the following? (Please tick all that apply)

Shopping
- [ ] Poor choice of shops
- [ ] Poor quality of shops
- [ ] Opening hours not suitable
- [ ] Poor value shopping

Services
- [ ] Lack of services

Environment and safety
- [ ] Untidy/scruffy
- [ ] Don’t feel safe
- [ ] Poor lighting
- [ ] Fear of antisocial behaviour

Transport
- [ ] Poor public transport
- [ ] Poor parking provision

Miscellaneous
- [ ] Don’t need to use it
- [ ] Work too far away
- [ ] Live too far away
- [ ] Prefer other centres. (Please see question 3.3)
- [ ] Other (Please describe)………………………………………………………………………………………………………………
3.2 What are your particular concerns with the issues that you have highlighted in question 3.1 above? (Please describe)

3.3 Which other Town/City centres do you frequently visit? (Please tick all that apply)

- Oldham Town Centre
- Ashton Town Centre
- Rochdale Town Centre
- Shaw and Crompton
- Manchester City Centre
- Chadderton Town Centre
- Milnrow Town Centre
- Other (Please describe)

3.4 If you prefer other Town/City Centres than Royton or Shaw and Crompton, why? (Please describe)

Please go to section 5.

Section 4: Your views on Royton or Shaw and Crompton.

The following section aims to find out what you currently like and dislike about Royton or Shaw and Crompton Town Centres.

This section is broken down into a number of key areas that we feel are important to providing a successful Town Centre.

Please use this section to give your honest opinion of your satisfaction level of current services and facilities on offer.

<table>
<thead>
<tr>
<th>Shopping and Facilities</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Average</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Choice of shops</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.2 Quality</td>
<td></td>
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<td></td>
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<tr>
<td>4.3 Value</td>
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<tr>
<td>4.4 Employment opportunities</td>
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<tr>
<td>4.5 Public/Health provision</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>4.6 Commercial services (E.g. Banking etc)</td>
<td></td>
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<tr>
<td>4.7 Community venues</td>
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<tr>
<td>4.8 Pubs and clubs</td>
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<tr>
<td>4.9 Restaurant/takeaways</td>
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<tr>
<td>4.10 Leisure venues/activities (e.g. Sports facilities, swimming pool etc)</td>
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### Transport and parking

<table>
<thead>
<tr>
<th>4.11</th>
<th>Bus routes</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Average</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
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<td>4.13</td>
<td>Level of congestion</td>
<td></td>
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<tr>
<td>4.14</td>
<td>Pedestrian access</td>
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<td>4.15</td>
<td>Road layout</td>
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<tr>
<td>4.16</td>
<td>Frequency of services</td>
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<tr>
<td>4.17</td>
<td>Safe and secure parking</td>
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<tr>
<td>4.18</td>
<td>Availability of spaces</td>
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<tr>
<td>4.19</td>
<td>Convenience of car park</td>
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</table>

### Safety and accessibility

<table>
<thead>
<tr>
<th>4.20</th>
<th>Feel safe from crime</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Average</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.21</td>
<td>Street lighting</td>
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<td>4.22</td>
<td>Cleanliness</td>
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<tr>
<td>4.23</td>
<td>Feel safe from Anti social behaviour</td>
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<tr>
<td>4.24</td>
<td>Toilet facilities</td>
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<tr>
<td>4.25</td>
<td>Access to buildings</td>
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<tr>
<td>4.26</td>
<td>Access around Centre</td>
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</table>

### Open space and appearance

<table>
<thead>
<tr>
<th>4.28</th>
<th>Clear of graffiti/vandalism</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Average</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.29</td>
<td>Quality buildings</td>
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<tr>
<td>4.30</td>
<td>Public Art</td>
<td></td>
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<tr>
<td>4.31</td>
<td>Public Realm (E.g. Signs, bollards, seats)</td>
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<tr>
<td>4.32</td>
<td>Street decoration (Flower baskets etc)</td>
<td></td>
<td></td>
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<tr>
<td>4.33</td>
<td>Open and public space</td>
<td></td>
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</tbody>
</table>

4.34 Is there anything else not listed above that you are particularly satisfied or dissatisfied with in Royton or Shaw and Crompton Town Centres? (Please describe)

........................................................................................................................................................................
........................................................................................................................................................................
........................................................................................................................................................................
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OMBC
Section 5: What features would be most important to you in Royton or Shaw and Crompton Town Centre?

We need to find out what you particularly value in your Town Centre. As with the previous section, the following key areas are important to providing a successful Town Centre.

Please RANK YOUR TOP 3 CHOICES in each category (Shopping and facilities, transport and parking, safety and accessibility and open space and appearance) of the features that you feel a town centre needs to have.

1 should be the feature most important to you. (e.g. 1, 2 and 3.)

5.1 Shopping and Facilities

- Choice of shops
- Employment opportunities
- Commercial services (E.g. Banking)
- Leisure venues/activities (e.g. Sports facilities, swimming pool etc)
- Public/Health provision
- Quality of shops
- Community venues
- Value
- Restaurants and takeaways

5.2 Transport and parking

- Routes
- Location of stops
- Level congestion
- Frequency of services
- Safe and secure
- Availability spaces
- Pedestrian access
- Road layout
- Convenience

5.3 Safety and accessibility

- Clean and tidy
- Access around Centre
- Good street lighting
- Toilet facilities
- Access to buildings
- No fear of crime
- Disabled access
- No racial tension
- No Anti social behaviour

5.4 Open space and appearance

- Clear of graffiti/vandalism
- Quality buildings
- Public Art
- Public Realm (E.g. Signs, bollards etc)
- Street decoration (Flower baskets etc)
- Open and public space

5.5 Is there anything else that you particularly value in Royton or Shaw and Crompton Town Centres?

…………………………………………………………………………………………………………
…………………………………………………………………………………………………………
_________________________________________________________
Section 6: Possible improvements.

The following section is for YOU to tell us what improvements and enhancements YOU would like to see carried out in your Town Centre.

6.1 What might make you visit Royton or Shaw and Crompton Town Centres more often? (Please describe)

........................................................................................................................................................................
........................................................................................................................................................................
........................................................................................................................................................................

6.2 What one thing would you like to do to improve Royton or Shaw and Crompton Town Centre? (Please describe)

........................................................................................................................................................................
........................................................................................................................................................................
........................................................................................................................................................................

6.3 What one thing would you like to see removed that you feel would make a real difference to Royton or Shaw and Crompton Town Centre? (Please describe)

........................................................................................................................................................................
........................................................................................................................................................................
........................................................................................................................................................................

6.4 Is there anything else that you would like to tell us with regards to Royton or Shaw and Crompton Town Centre, but you have not had the opportunity to say on this questionnaire? (Please describe)

........................................................................................................................................................................
........................................................................................................................................................................
........................................................................................................................................................................

Section 7: About You.

We want to ensure that what we do reflects the views of a broad range of people from all groups within our community.

Please help us to do this by filling in this section of the form.

7.1 Do you consider yourself to have a disability?

☐ Yes (Please describe).................................................................................................................................

☐ No  ☐ Prefer not to say

7.2 My sex is  ☐ Female  ☐ Male

7.3 My age is (Please write in numbers) ....................................................................................................
7.4 My cultural ethnic origin is?

White
- White British
- White Irish
- Other (Please describe)

Black or Black British
- African
- Caribbean
- Other (Please describe)

Chinese or Other Ethnic Group
- Chinese
- Other (Please describe)

Asian or British Asian
- Bangladeshi
- Indian
- Kashmiri
- Pakistani
- Other (Please describe)

Mixed Race or Dual Heritage
- White Asian
- White/Black African
- White/Black Caribbean
- Other (Please describe)

7.5 My Religion or Belief is?

- Buddhist
- Sikh
- Hindu
- No religion
- Muslim
- Prefer not to say

7.6 What is your current employment status?

- Self employed
- Unemployed but have worked previously
- Retired
- Employed full time (30 hours a week or more)
- I have never had a paid job
- Student
- Employed part time (less than 30 hours a week)
- Unable to work due to illness or disability
- Looking after home/family

7.7 including yourself, how many people living in your household are aged….? (Please write in numbers)

- Under 5?
- Between 5 and 16?
- Between 17 and 60?
- Between 61 and 80?
- Over 81?

Your views and comments are very important for us and will be used to inform future planning in the area. If you would like to be kept informed of any ongoing developments, or be entered into the prize draw, then please complete your contact details the separate page.

Thank you for taking your time to complete the questionnaire.
## Appendix B: Royton 2001 Census Data.

<table>
<thead>
<tr>
<th>April 2001 Census Data</th>
<th>Royton South</th>
<th>Royton North</th>
<th>Area Av.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Usual Resident Population (KS01)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2001 Population: All people</td>
<td>10373</td>
<td>10588</td>
<td>20961</td>
</tr>
<tr>
<td>Usual Resident Population (KS01)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2001 Population: Males</td>
<td>4978</td>
<td>5041</td>
<td>10019</td>
</tr>
<tr>
<td>Usual Resident Population (KS01)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2001 Population: Females</td>
<td>5395</td>
<td>5547</td>
<td>10942</td>
</tr>
<tr>
<td>Percentage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Age Groups - Summary</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Age Groups - Summary; Aged 0-4; years</td>
<td>5.19</td>
<td>4.53</td>
<td>4.86</td>
</tr>
<tr>
<td>Age Groups - Summary; Aged 5-15; years</td>
<td>14.05</td>
<td>14.2</td>
<td>14.13</td>
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<td>Age Groups - Summary; Aged 16-19; years</td>
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<td>Age Groups - Summary; Aged 45-64; years</td>
<td>26.57</td>
<td>30.18</td>
<td>28.38</td>
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<tr>
<td>Age Groups - Summary; Aged 65; years and over</td>
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<td>15.71</td>
<td>16.00</td>
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<td>Ethnic Group - Percentages (UV09P)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Ethnic Group - Percentages; White</td>
<td>96.95</td>
<td>98</td>
<td>97.48</td>
</tr>
<tr>
<td>Ethnic Group - Percentages (UV09P)</td>
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<td></td>
</tr>
<tr>
<td>Ethnic Group - Percentages; Mixed</td>
<td>0.87</td>
<td>0.77</td>
<td>0.82</td>
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<tr>
<td>Ethnic Group - Percentages; Asian or Asian British</td>
<td>1.35</td>
<td>0.77</td>
<td>1.06</td>
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<td>Ethnic Group - Percentages; Black or Black British</td>
<td>0.34</td>
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<td>Ethnic Group - Percentages; Chinese or Other Ethnic Group</td>
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<td>Religion (KS07) People stating religion as: Christian</td>
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<td>Religion (KS07) People stating religion as: Hindu</td>
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<tr>
<td>Religion (KS07) People stating religion as: Other religions</td>
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<td>7.76</td>
<td>8.06</td>
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<td>5.56</td>
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<tr>
<td>Health and Provision of Unpaid Care (KS08) General health: Good</td>
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</tr>
<tr>
<td>Health and Provision of Unpaid Care (KS08) General health: Fairly good</td>
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<tr>
<td>Health and Provision of Unpaid Care (KS08) General health: Not good</td>
<td></td>
<td></td>
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<tr>
<td>Health and Provision of Unpaid Care (KS08)</td>
<td>People with a limiting long-term illness</td>
<td>Percentage</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------</td>
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<tr>
<td>Economic Activity - All People (KS09A)</td>
<td>People aged 16-74: Economically active: Employees Full-time</td>
<td>Percentage</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>19.53</td>
<td></td>
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<td></td>
<td></td>
<td><strong>19.31</strong></td>
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</tr>
</tbody>
</table>

| Economic Activity - All People (KS09A)   | People aged 16-74: Economically active: Employees Part-time | Percentage |
|                                          |                                        | 12.64       |
|                                          |                                        | 12.14       |
|                                          |                                        | **12.39**   |

| Economic Activity - All People (KS09A)   | People aged 16-74: Economically active: Self-employed | Percentage |
|                                          |                                        | 6.52        |
|                                          |                                        | 7.47        |
|                                          |                                        | **7.00**    |

| Economic Activity - All People (KS09A)   | People aged 16-74: Economically active: Unemployed | Percentage |
|                                          |                                        | 2.55        |
|                                          |                                        | 2.24        |
|                                          |                                        | **2.40**    |

| Economic Activity - All People (KS09A)   | People aged 16-74: Economically active: Full-time student | Percentage |
|                                          |                                        | 1.76        |
|                                          |                                        | 2.13        |
|                                          |                                        | **1.95**    |

| Economic Activity - All People (KS09A)   | People aged 16-74: Economically active: Permanently sick / disabled | Percentage |
|                                          |                                        | 6.24        |
|                                          |                                        | 6.48        |
|                                          |                                        | **6.36**    |

| Economic Activity - All People (KS09A)   | People aged 16-74: Economically active: Full-time student | Percentage |
|                                          |                                        | 2.83        |
|                                          |                                        | 3.37        |
|                                          |                                        | **3.10**    |

| Economic Activity - All People (KS09A)   | People aged 16-74: Economically active: Looking after home / family | Percentage |
|                                          |                                        | 3.29        |
|                                          |                                        | 3.84        |
|                                          |                                        | **3.57**    |

| Economic Activity - All People (KS09A)   | People aged 16-74: Economically active: Student | Percentage |
|                                          |                                        | 6.24        |
|                                          |                                        | 6.48        |
|                                          |                                        | **6.36**    |

| Economic Activity - All People (KS09A)   | People aged 16-74: Economically inactive: Other | Percentage |
|                                          |                                        | 2.02        |
|                                          |                                        | 1.85        |
|                                          |                                        | **1.94**    |
Appendix C: Shaw and Crompton Census Data.

### April 2001 Census Data

<table>
<thead>
<tr>
<th></th>
<th>Shaw Ward</th>
<th>Crompton Ward</th>
<th>Area Av.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Usual Resident Population (KS01)</strong></td>
<td>2001 Population: All people</td>
<td>Count</td>
<td>10655</td>
</tr>
<tr>
<td><strong>Usual Resident Population (KS01)</strong></td>
<td>2001 Population: Males</td>
<td>Count</td>
<td>5034</td>
</tr>
<tr>
<td><strong>Usual Resident Population (KS01)</strong></td>
<td>2001 Population: Females</td>
<td>Count</td>
<td>5621</td>
</tr>
<tr>
<td><strong>Age Groups - Summary</strong></td>
<td>Age Groups - Summary; Aged 0-4; years</td>
<td>Percentage</td>
<td>6.08</td>
</tr>
<tr>
<td><strong>Age Groups - Summary</strong></td>
<td>Age Groups - Summary; Aged 5-15; years</td>
<td>Percentage</td>
<td>14.8</td>
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<tr>
<td><strong>Age Groups - Summary</strong></td>
<td>Age Groups - Summary; Aged 16-19; years</td>
<td>Percentage</td>
<td>4.66</td>
</tr>
<tr>
<td><strong>Age Groups - Summary</strong></td>
<td>Age Groups - Summary; Aged 20-44; years</td>
<td>Percentage</td>
<td>35.36</td>
</tr>
<tr>
<td><strong>Age Groups - Summary</strong></td>
<td>Age Groups - Summary; Aged 45-64; years</td>
<td>Percentage</td>
<td>24.96</td>
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<tr>
<td><strong>Age Groups - Summary</strong></td>
<td>Age Groups - Summary; Aged 65; years and over</td>
<td>Percentage</td>
<td>14.13</td>
</tr>
<tr>
<td><strong>Ethnic Group - Percentages (UV09P)</strong></td>
<td>Ethnic Group - Percentages; White</td>
<td>Percentage</td>
<td>95.5</td>
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<tr>
<td><strong>Ethnic Group - Percentages (UV09P)</strong></td>
<td>Ethnic Group - Percentages; Mixed</td>
<td>Percentage</td>
<td>0.57</td>
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<tr>
<td><strong>Ethnic Group - Percentages (UV09P)</strong></td>
<td>Ethnic Group - Percentages; Asian or Asian British</td>
<td>Percentage</td>
<td>3.22</td>
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<tr>
<td><strong>Ethnic Group - Percentages (UV09P)</strong></td>
<td>Ethnic Group - Percentages; Black or Black British</td>
<td>Percentage</td>
<td>0.38</td>
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<tr>
<td><strong>Ethnic Group - Percentages (UV09P)</strong></td>
<td>Ethnic Group - Percentages; Chinese or Other Ethnic Group</td>
<td>Percentage</td>
<td>0.33</td>
</tr>
<tr>
<td><strong>Religion (KS07)</strong></td>
<td>People stating religion as: Christian</td>
<td>Percentage</td>
<td>81.27</td>
</tr>
<tr>
<td><strong>Religion (KS07)</strong></td>
<td>People stating religion as: Buddhist</td>
<td>Percentage</td>
<td>0.08</td>
</tr>
<tr>
<td><strong>Religion (KS07)</strong></td>
<td>People stating religion as: Hindu</td>
<td>Percentage</td>
<td>0.26</td>
</tr>
<tr>
<td><strong>Religion (KS07)</strong></td>
<td>People stating religion as: Jewish</td>
<td>Percentage</td>
<td>0.08</td>
</tr>
<tr>
<td><strong>Religion (KS07)</strong></td>
<td>People stating religion as: Muslim</td>
<td>Percentage</td>
<td>2.83</td>
</tr>
<tr>
<td><strong>Religion (KS07)</strong></td>
<td>People stating religion as: Sikh</td>
<td>Percentage</td>
<td>0</td>
</tr>
<tr>
<td><strong>Religion (KS07)</strong></td>
<td>People stating religion as: Other religions</td>
<td>Percentage</td>
<td>0.12</td>
</tr>
<tr>
<td><strong>Religion (KS07)</strong></td>
<td>People stating religion as: No religion</td>
<td>Percentage</td>
<td>8.91</td>
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<td><strong>Religion (KS07)</strong></td>
<td>People stating religion as: Religion not stated</td>
<td>Percentage</td>
<td>6.44</td>
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<tr>
<td><strong>Health and Provision of Unpaid Care (KS08)</strong></td>
<td>General health: Good</td>
<td>Percentage</td>
<td>67.25</td>
</tr>
<tr>
<td><strong>Health and Provision of Unpaid Care (KS08)</strong></td>
<td>General health: Fairly good</td>
<td>Percentage</td>
<td>22.38</td>
</tr>
<tr>
<td><strong>Health and Provision of Unpaid Care (KS08)</strong></td>
<td>General health: Not good</td>
<td>Percentage</td>
<td>10.36</td>
</tr>
<tr>
<td>Health and Provision of Unpaid Care (KS08)</td>
<td>People with a limiting long-term illness</td>
<td>Percentage</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>------------------------------------------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>Economic Activity - All People (KS09A)</td>
<td>People aged 16-74: Economically active: Employees Full-time</td>
<td>20.11 19.38 19.75</td>
<td></td>
</tr>
<tr>
<td>Economic Activity - All People (KS09A)</td>
<td>People aged 16-74: Economically active: Employees Part-time</td>
<td>12.28 12.53 12.41</td>
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</tr>
<tr>
<td>Economic Activity - All People (KS09A)</td>
<td>People aged 16-74: Economically active: Self-employed</td>
<td>7.19 7.62 7.41</td>
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</tr>
<tr>
<td>Economic Activity - All People (KS09A)</td>
<td>People aged 16-74: Economically active: Unemployed</td>
<td>2.76 2.15 2.46</td>
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</tr>
<tr>
<td>Economic Activity - All People (KS09A)</td>
<td>People aged 16-74: Economically inactive: Retired</td>
<td>11.44 15.33 13.39</td>
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</tr>
<tr>
<td>Economic Activity - All People (KS09A)</td>
<td>People aged 16-74: Economically inactive: Student</td>
<td>3.02 3.39 3.21</td>
<td></td>
</tr>
<tr>
<td>Economic Activity - All People (KS09A)</td>
<td>People aged 16-74: Economically inactive: Looking after home / family</td>
<td>4.61 3.75 4.18</td>
<td></td>
</tr>
<tr>
<td>Economic Activity - All People (KS09A)</td>
<td>People aged 16-74: Economically inactive: Permanently sick / disabled</td>
<td>7.15 6.44 6.80</td>
<td></td>
</tr>
<tr>
<td>Economic Activity - All People (KS09A)</td>
<td>People aged 16-74: Economically inactive: Other</td>
<td>2.75 1.89 2.32</td>
<td></td>
</tr>
</tbody>
</table>
Shaw and Royton Town Centre Questionnaire Responses by Postcode Sectors

Regeneration Directorate
Oldham MBC
Oldham Business Centre
Cromwell Street
Oldham
OL1 1WR

Shaw and Royton Town Centre Questionnaire Responses by Postcode Sectors

Number of questionnaire responses received per postcode sector

OL?? = ??

Postcode sectors where responses have been received

The rest of the questionnaire responses consisted of the following:

11 with incomplete postcodes from across Shaw and Royton (OL2)
1 with incomplete postcode from Central Oldham (OL1)
33 from a wider area (Bury, Stalybridge, Macclesfield and Hyde)

Drawn by:  
Division  
Drawing No:  
Date: 15:01:07  
Scale: 1:65000