

estate people
centre health good
live area place
flats New better
Castlefields
houses improved community



The Big Castlefields Report 2013

October 2013

Produced by the Business Intelligence Team

Jolene Dunlop
Research and Performance Officer

Hannah Furniss
Research and Performance Team Leader

Report for



**The Castlefields
Partnership**

Index

Introduction

Methodology, analysis and response..... Page 3

Executive summary / key findings

Executive summary Page 4

Key findings..... Page 4 - 6

Comments summary..... Page 7 - 8

Detailed analysis

Types of interaction with the Castlefields Partnership..... Page 9

You and your home..... Page 10 - 13

Local shops and community facilities..... Page 14

Getting around Castlefields..... Page 14

Green spaces and recreation..... Page 15

Jobs, skills and employment and training opportunities..... Page 15 - 18

Overall satisfaction with Castlefields..... Page 18 - 20

Quality of life living on Castlefields..... Page 21 - 22

Top priorities for Castlefields over next 10 years..... Page 23

Tenant profile..... Page 24 - 25

Copy of questionnaire..... Page 26- 29

Introduction

Methodology

All residents living on Castlefields received a hand delivered survey and freepost envelop for return in August 2013. There was a prize draw incentive for all tenants who returned their survey in order to increase response rates; one first prize of £50 and two second prizes of £25 shopping vouchers.

We have not reported on groups of less than 10 respondents, so some groups are excluded from the detailed analysis.

Analysis

The results are worked out from the total number of respondents to each question, or total respondents to the entire survey if the question had the option to tick all that apply. Percentages are rounded to increase readability, so the total could add up to 99% or 101% as a consequence.

Response rates

256 surveys were completed out of a possible 1900 households living on Castlefields, resulting in a response rate of 13.5%.

The margin of error when using 256 replies to measure the views of 1900 residents is $\pm 5.7\%$. This means that if 50% of respondents answer 'yes' to a yes/no question, we know that between 44.3% and 55.7% of all tenants would have given the same response, including those who did not take part in the survey. We use a 95% confidence interval, which means that there is a 95% chance that the above is true.

To encourage residents to return their survey copies two researchers spent a day in Castlefields completing surveys with residents.

Executive Summary

- **84%** satisfied with their home.
- **76%** satisfied with local shops and common facilities.
- **58%** satisfied with feeling safe.
- **57%** satisfied with green space and recreation.
- **25%** satisfied with employment, learning and training opportunities.
- **70%** think Castlefields is a better place to live.
- **49%** think Regeneration has had a positive impact on their health and wellbeing.

Key Findings

Involvement with the Castlefields Partnership

- Over eight in ten respondents had read a newsletter, nearly one in four had attended an information event and one in five had been involved in a community group.
- Over half of respondents felt they had opportunity to be involved in the Castlefields regeneration.

You and your home

- This many respondents agreed with the following statements:
 - 80% thought the layout of their home was suitable for their needs.
 - 70% felt safer in their home.
 - 65% thought the garden space was suitable for their needs.
 - 62% thought their home was warmer.

Local shops and community facilities

- This many respondents agreed that the following have improved:
 - The health centre 84%.
 - The community centre 80%.
 - The local shops 76%.
 - Access to the facilities listed above 80%.

Getting around Castlefields

- This many respondents agreed that the following have improved:
 - Street lighting 68%.
 - Litter/ recycling 59%.
 - Bus stops 59%.
 - Streets and paths 51%.
 - Residential car parking 42%.
 - Subways 35%.

Green spaces and recreation

- This many respondents agreed that the following green spaces and recreational areas have improved:
 - Creation of and improvements to Phoenix Park/ lake 75%.
 - Other green spaces 48%.
 - Smaller parks/ play areas 45%.

Jobs, skills and employment and training opportunities

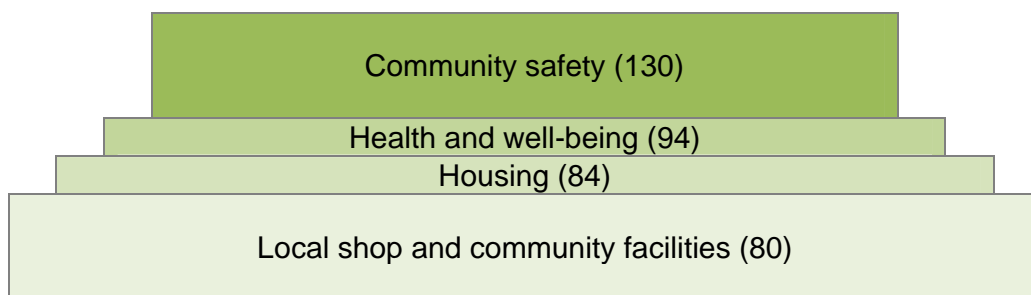
- This many respondents agreed that the following opportunities have improved:
 - Employment information and advice 26%.
 - Training and learning 26%.
 - Apprenticeships 14%.
 - Employment 11%.
 - People were more likely to agree that opportunities had improved if they were looking for work.

Overall satisfaction

- This many respondents were satisfied with the following in Castlefields:
 - Their home 84%.
 - Respondents were more satisfied with their home if they lived in a new build or a two or three storey house.
 - The local shops and community facilities 76%.
 - That they feel safe getting around Castlefields 58%.
 - The provision of green space and recreation areas 57%.
 - Employment, learning and training opportunities 25%.

Quality of life living on Castlefields

- This many respondents agreed with the following:
 - Castlefields is a better place to live 70%.
 - The regeneration of Castlefields has had a positive impact on my Health and Wellbeing 49%.

Top priorities for the next 10 years (Number of respondents in brackets)

Comments

- Comments given by respondents on why they agreed or disagreed with the statements “Castlefields is a better place to live” and “The regeneration of Castlefields has had a positive impact on my health and wellbeing” can be summarised by the following points:
 - Most respondents agreed that Castlefields is now a better place to live and that it has had a positive impact on health and wellbeing.
 - Some respondents felt that, although the place looked better, it had not changed as the people had stayed the same.
 - Some residents felt that the underlying issues, such as litter, transport and drugs, still remained after the regeneration.

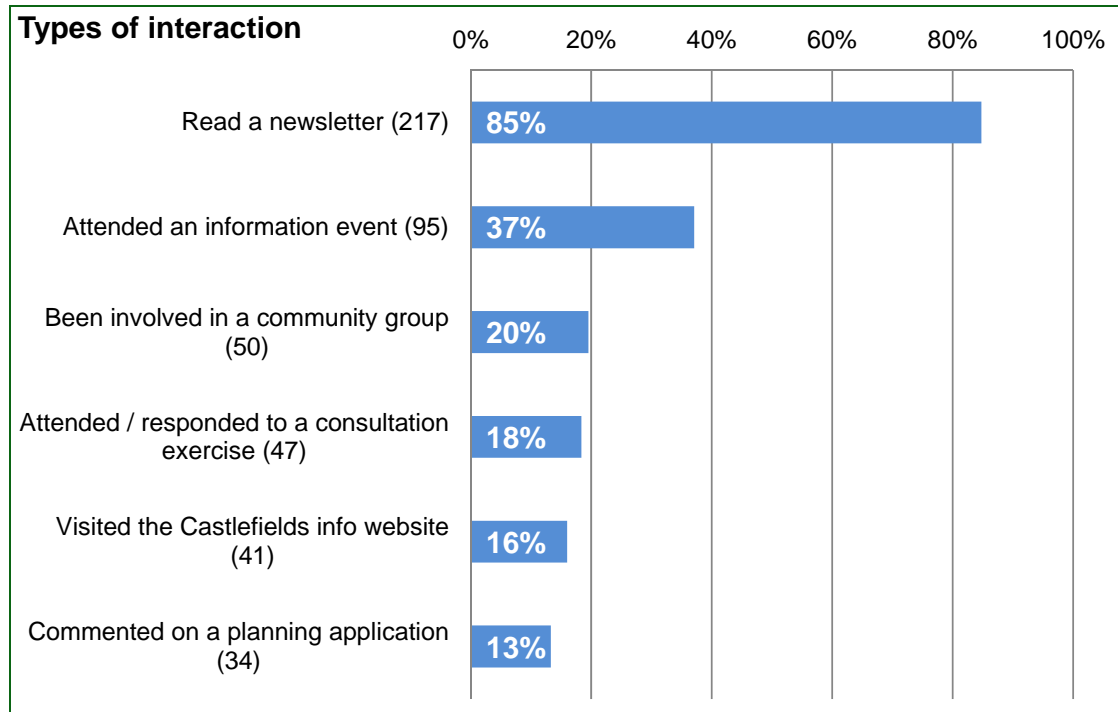
- Comments given by respondents on what they find good about Castlefields can be summarised by the following points:
 - The new housing that has been built.
 - The overall look of the new Castlefields.
 - The Village Square, in particular the health centre and community centre.
 - Community feel.
 - Improved community safety.
 - Regeneration has had a positive effect on health and wellbeing.
 - Castlefields is a better place to live and residents have a new found pride in where they live.

- Comments given by respondents on what they think can be improved on Castlefields can be summarised by the following points:
 - Transport; the bus service stops from 7pm on weekdays and on Sundays.
 - People who live on Castlefields; tenants who do not look after their properties, get involved in the community or are involved with drugs.
 - Knock down the remaining older housing and replace with new housing.
 - More maintenance needed on the estate; litter picking, dog fouling, street lighting, green spaces etc.
 - More activities for adults and children on the estate.
 - More local amenities i.e. more shops, post office, gym etc.

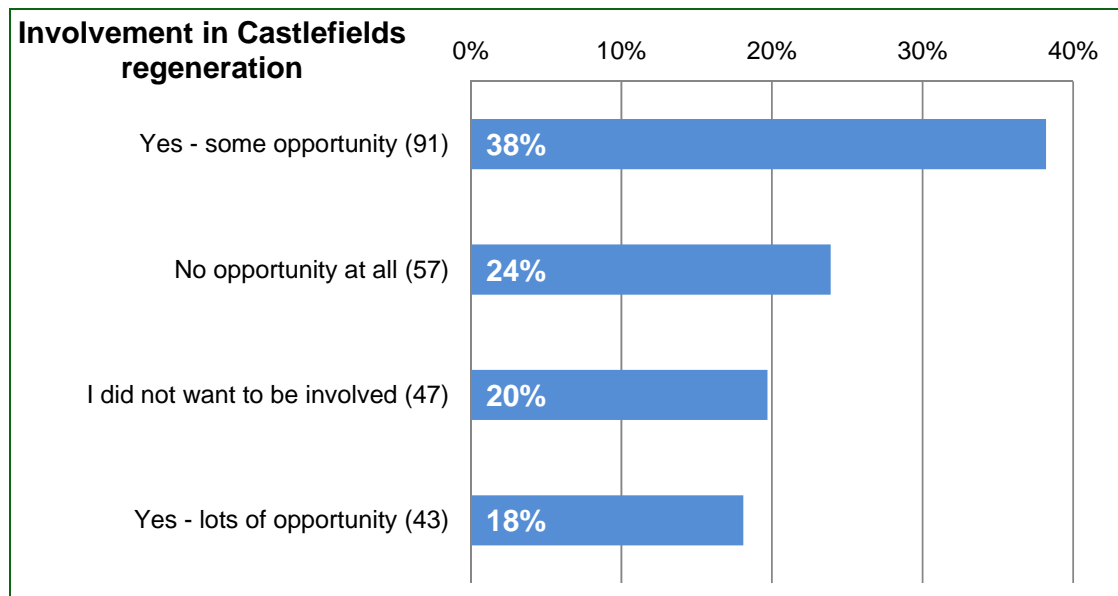
Please note these comments have been summarised, and to gain a better understanding of all the issues please read the comments document, separate to this report.

Detailed Analysis

Types of interaction with the Castlefields Partnership

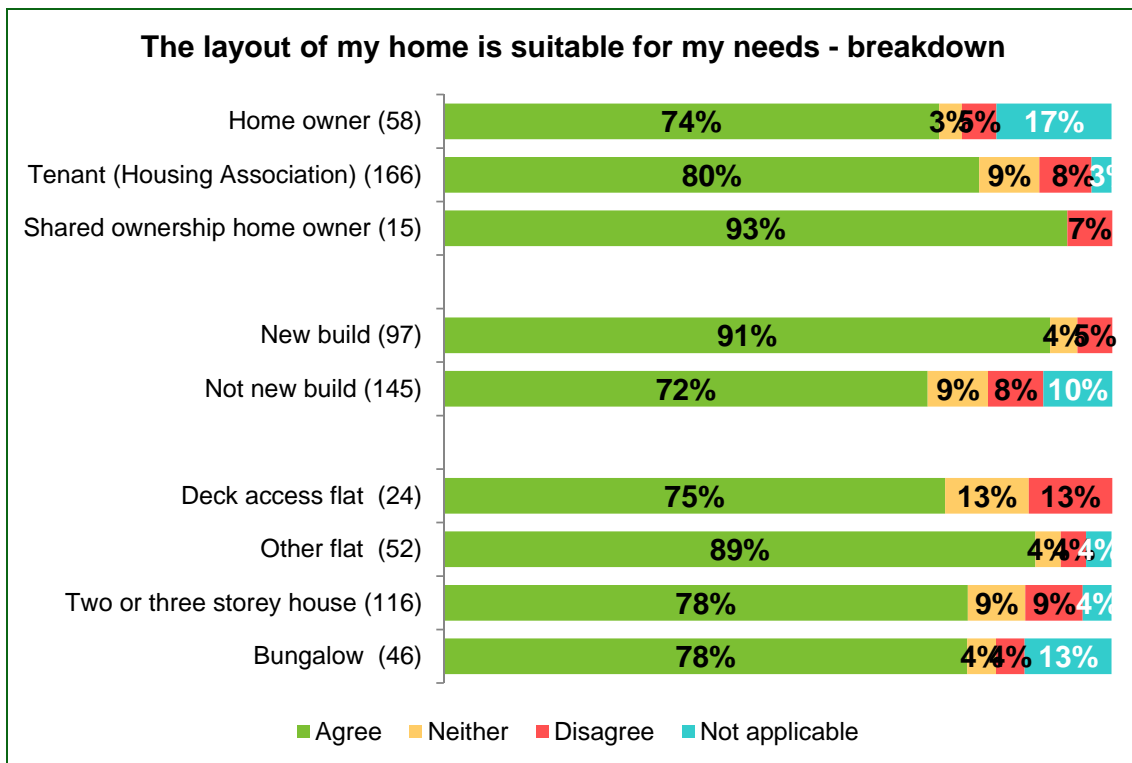
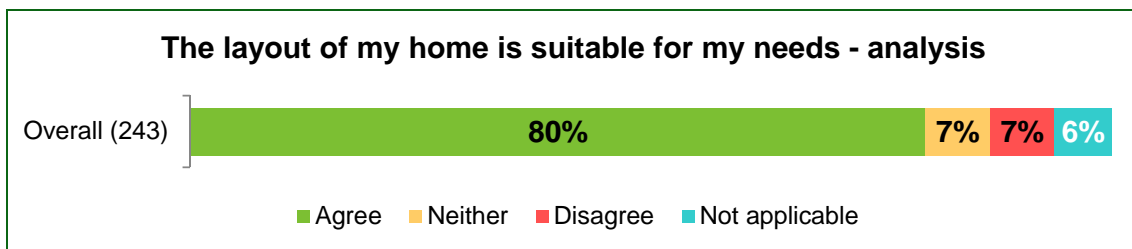
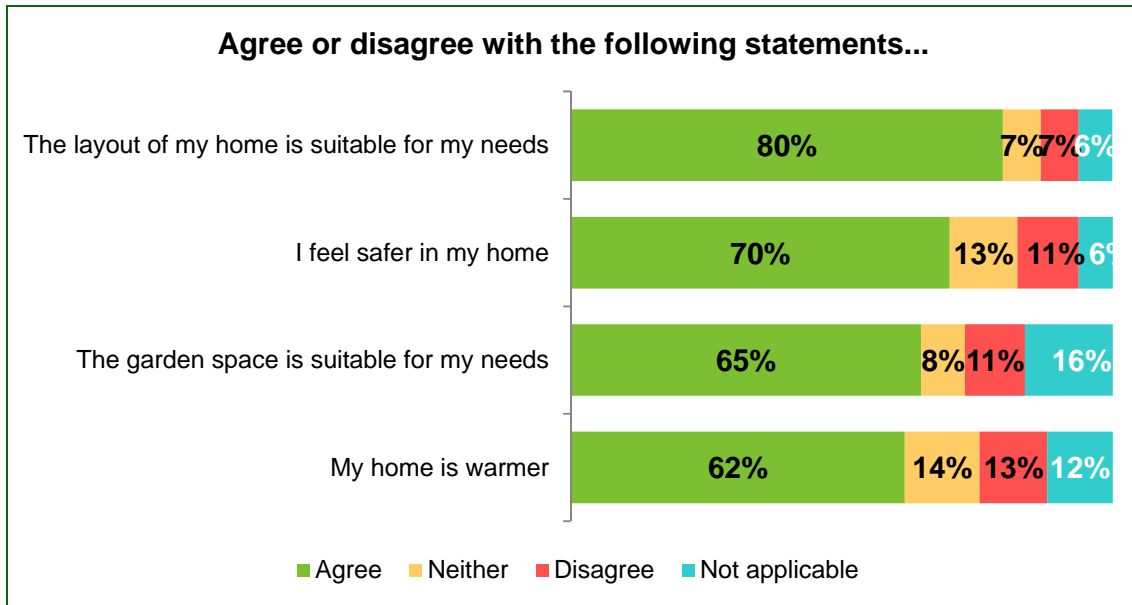


- Over eight in ten respondents had read a newsletter, nearly one in four had attended an information event and one in five had been involved in a community group.

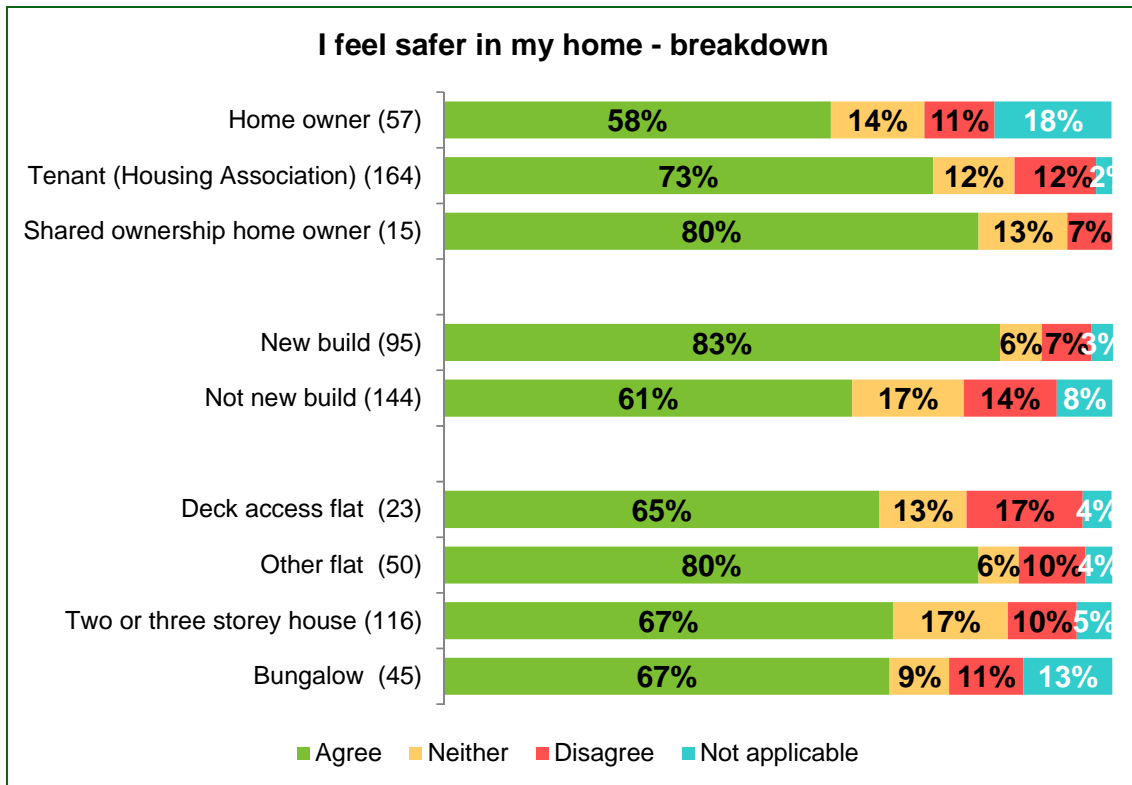
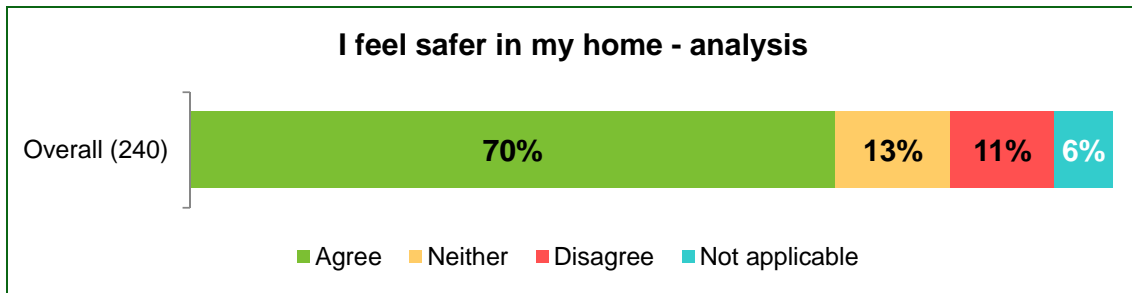


- Over half of respondents felt they had opportunity to be involved in the Castlefields regeneration, one in five did not want to be involved and almost a quarter felt they had no opportunity at all.

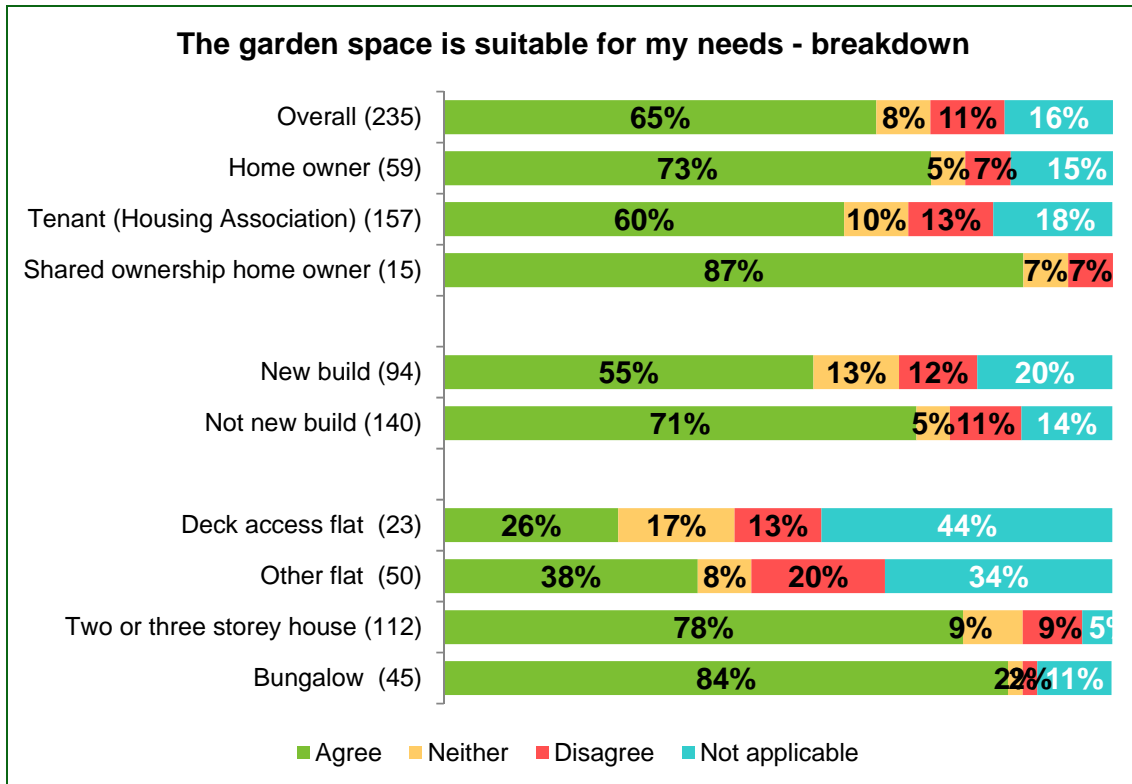
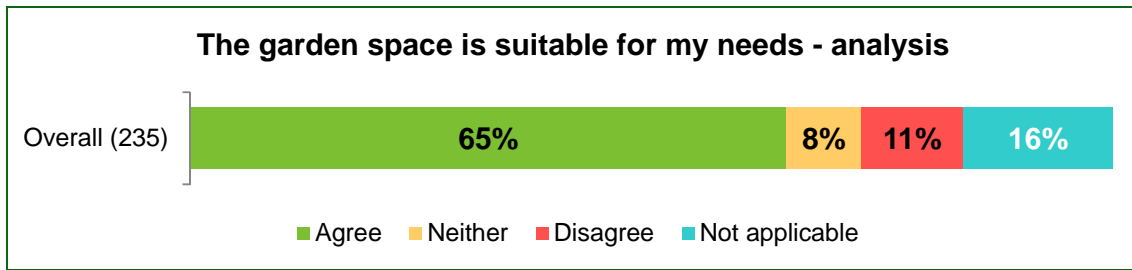
You and your home



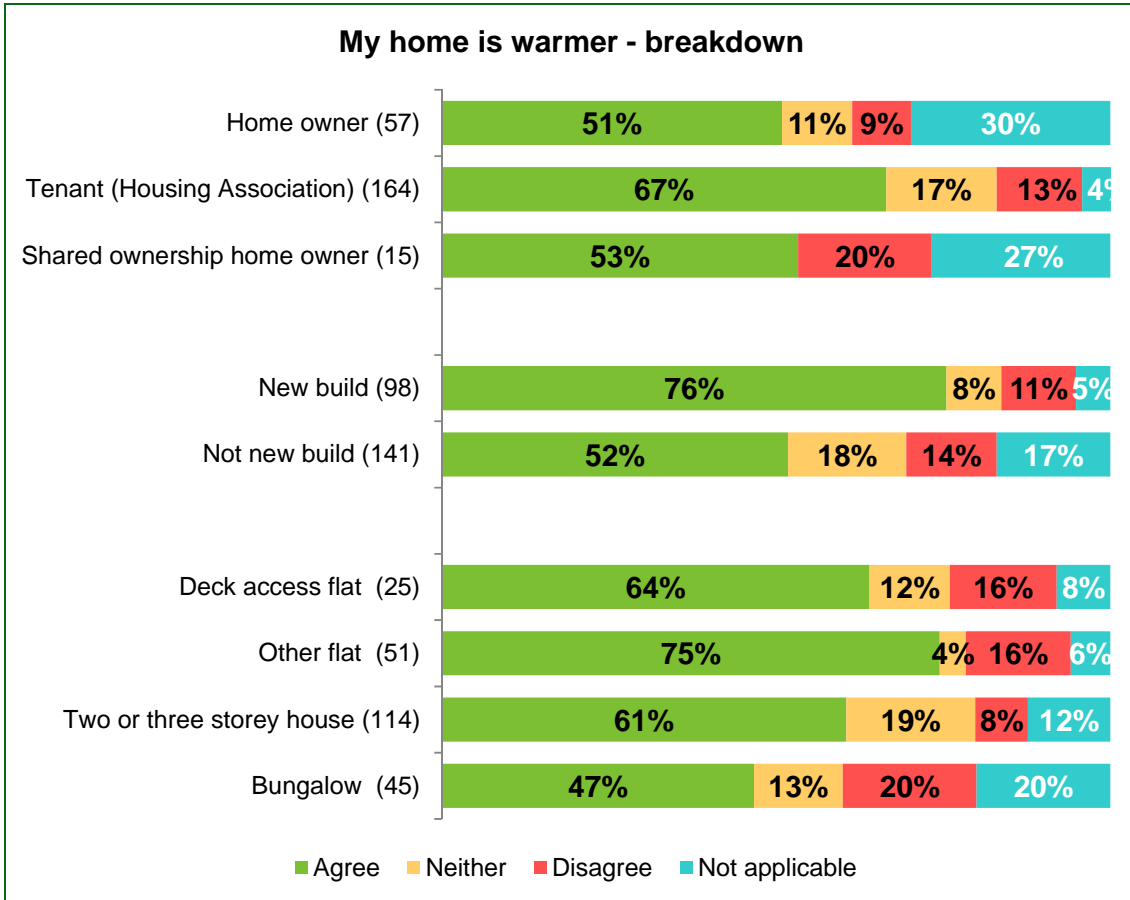
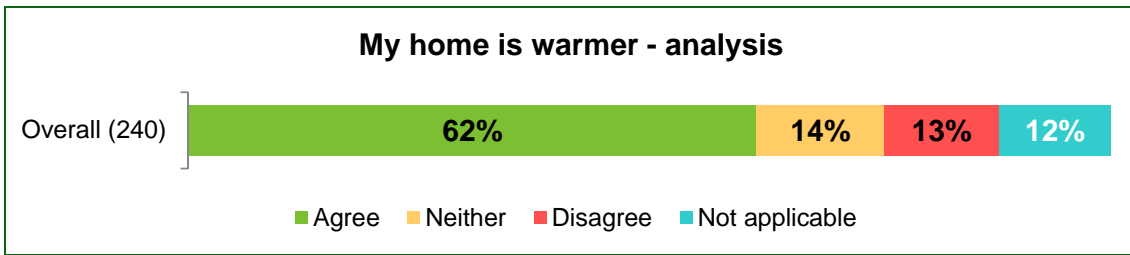
- Respondents living in housing association properties, new builds or “other flat” types had the most suitable home layout for their needs.



- Tenants in housing associations, new builds or “other flat” types felt safest.

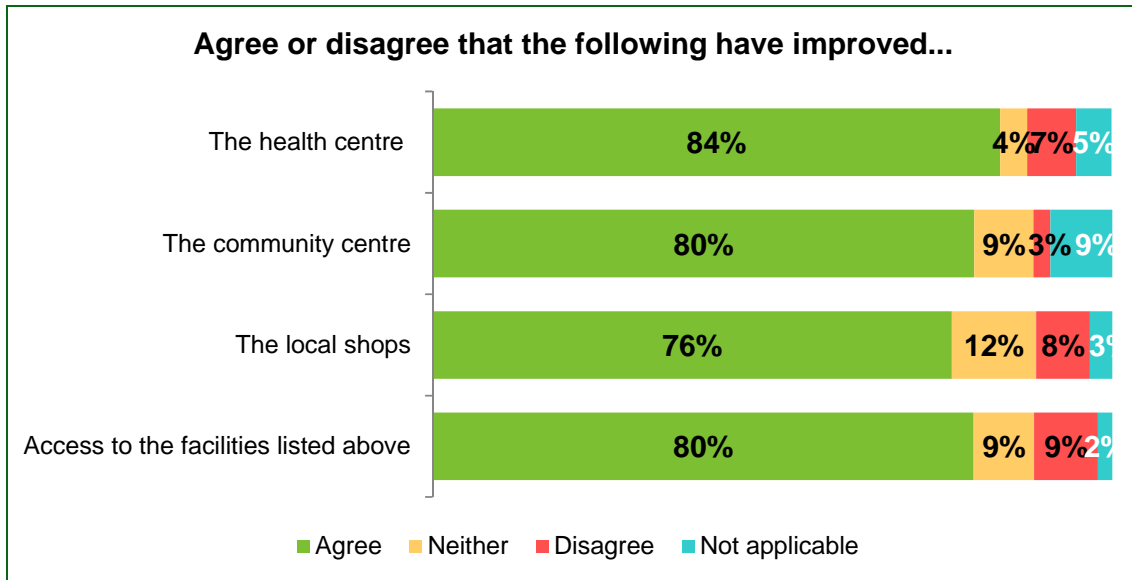


- Garden space was most suitable for respondents needs if they were shared ownership home owners, did not live in a new build or lived in a bungalow.

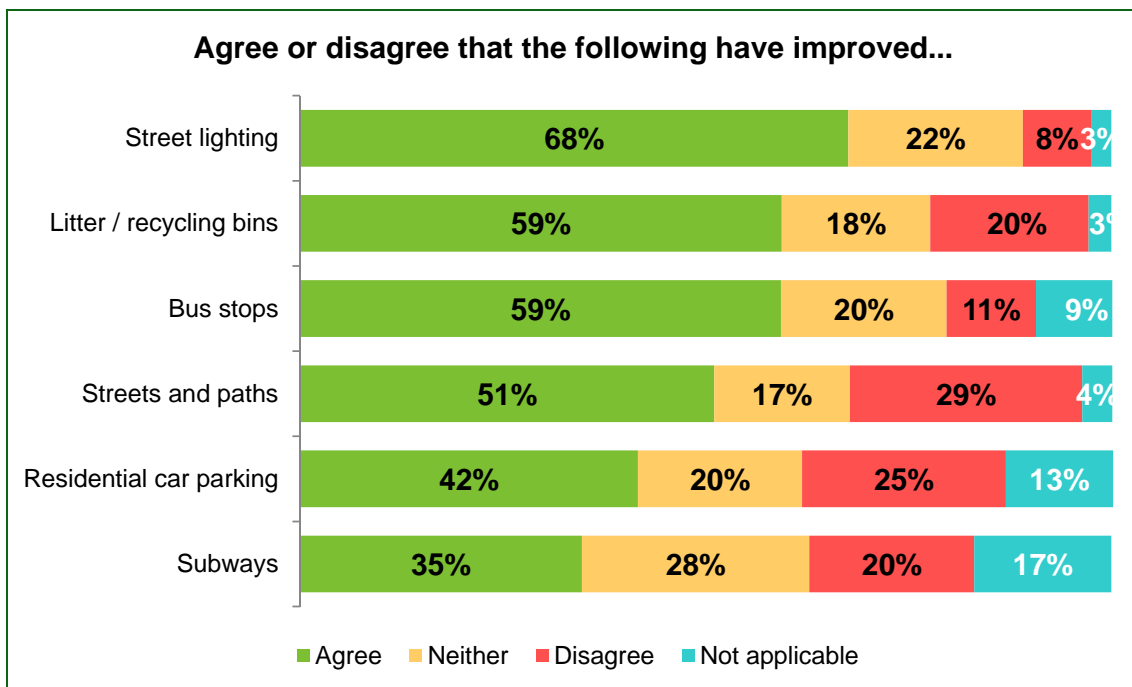


- Homes were warmer where respondents were the tenant of housing association, lived in a new build or lived in an “other flat” type.

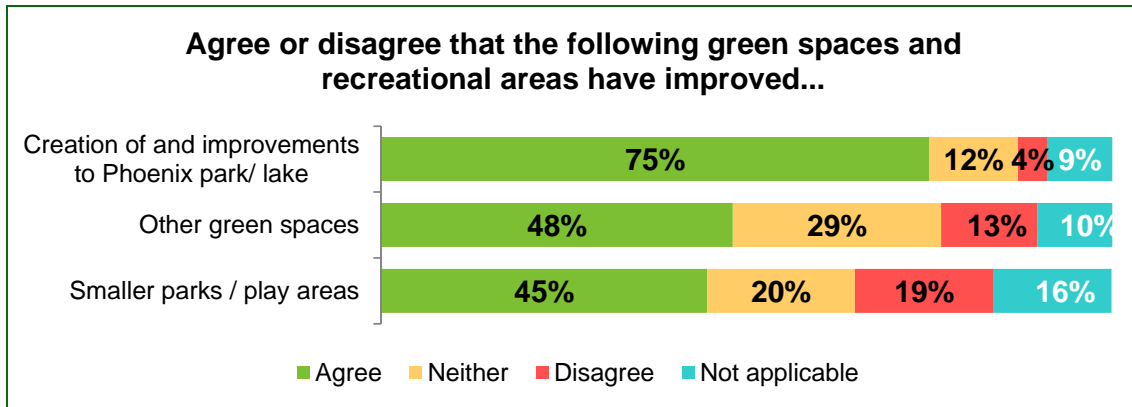
Local shops and community facilities



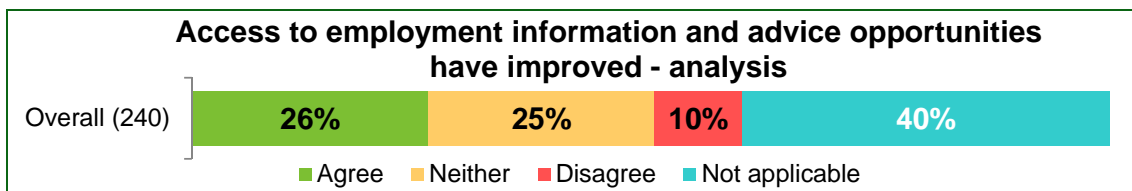
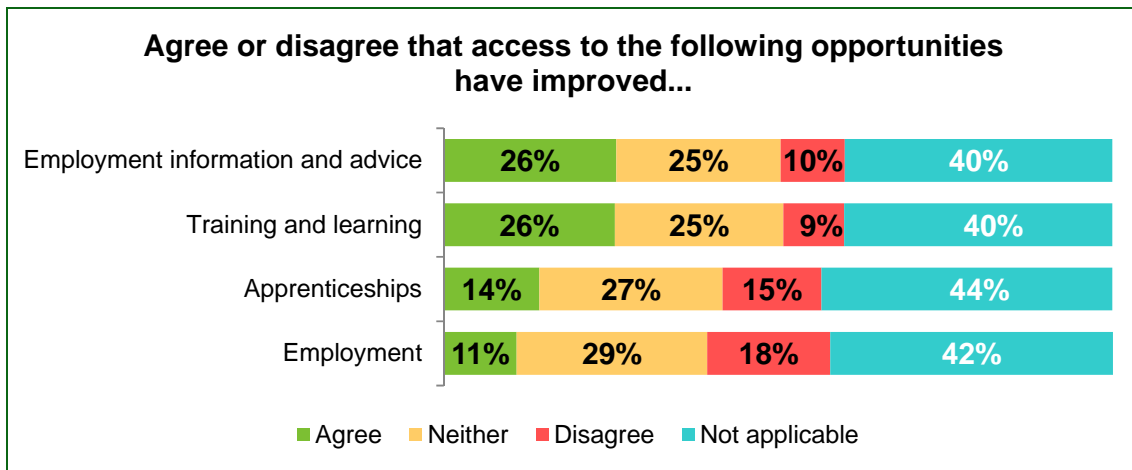
Getting around Castlefields

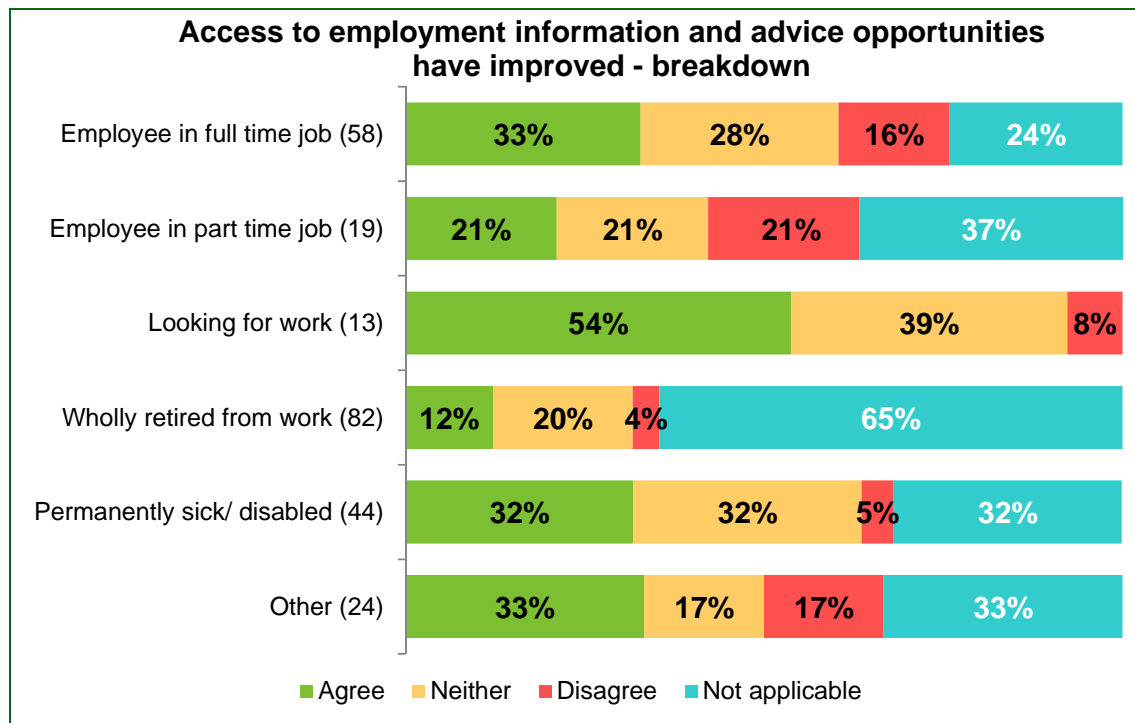


Green spaces and recreation

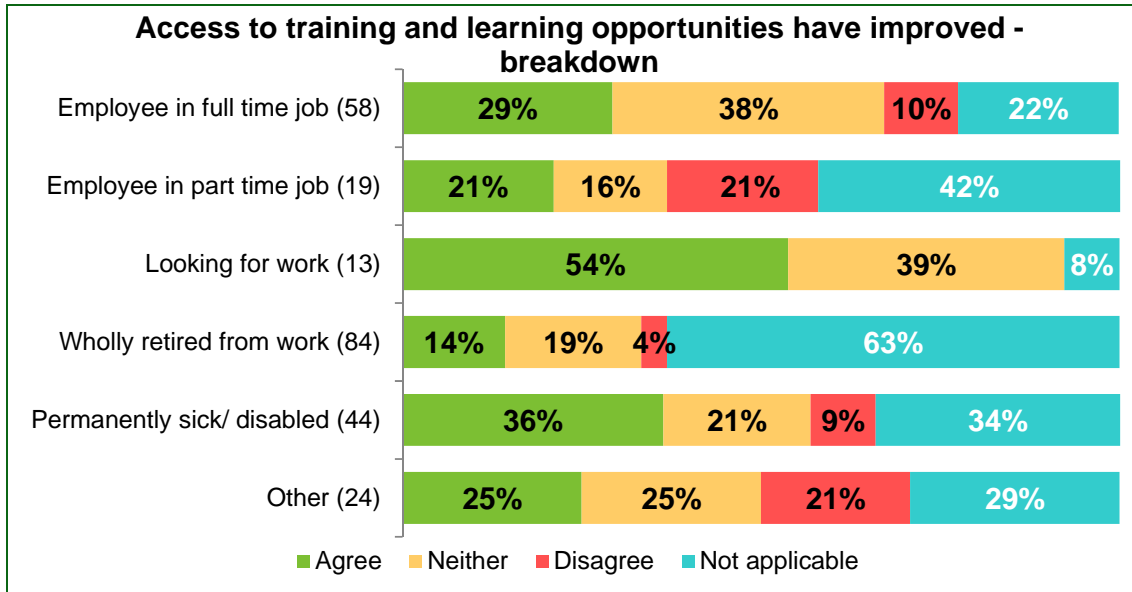
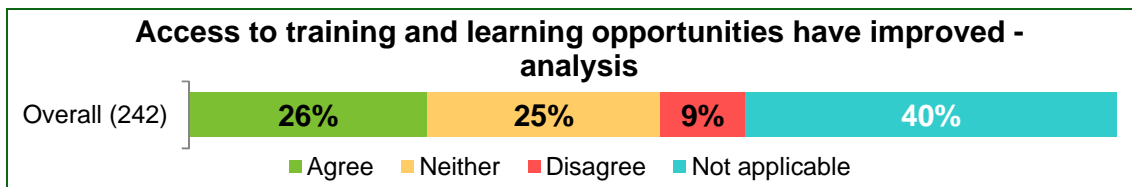


Jobs, skills and employment and training opportunities

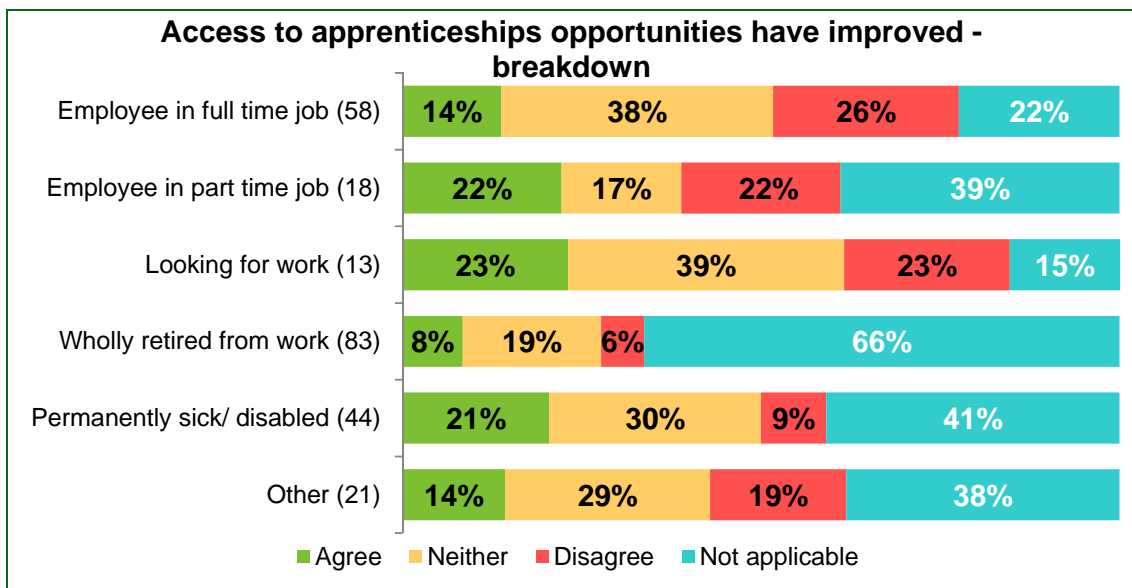
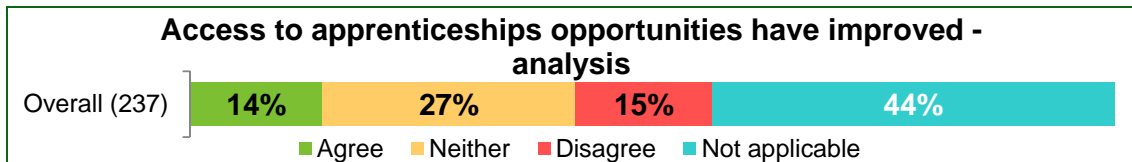




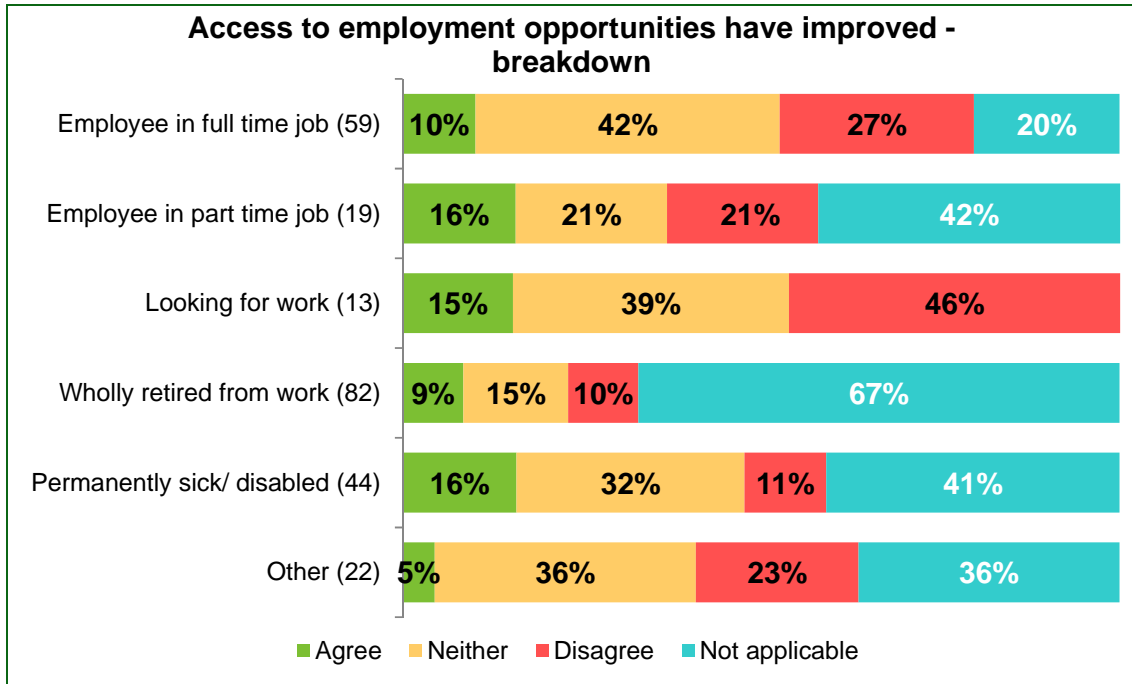
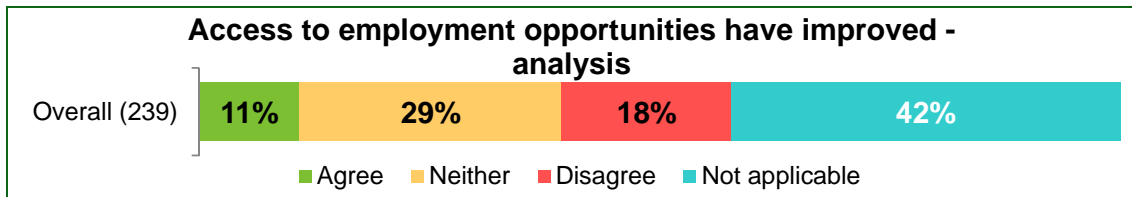
- People were more likely to agree that access to employment information and advice opportunities have improved if they were in full time work or looking for work.



- People were more likely to agree that access to training and learning opportunities have improved if they were looking for work or were permanently sick/ disabled.

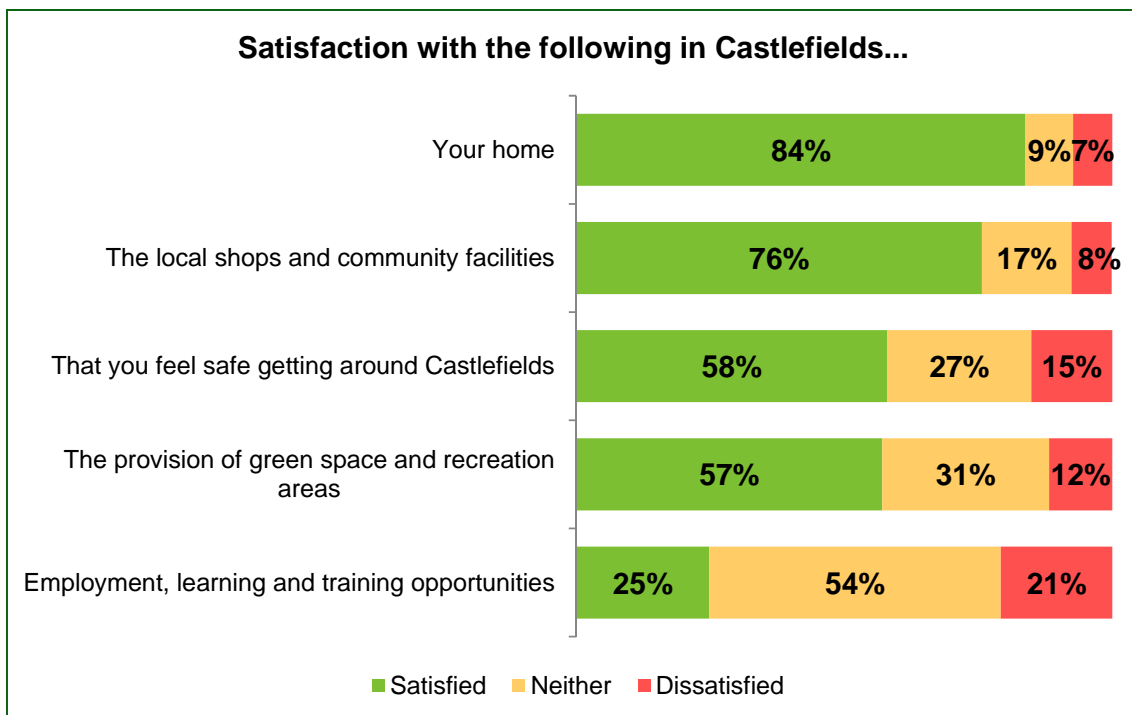


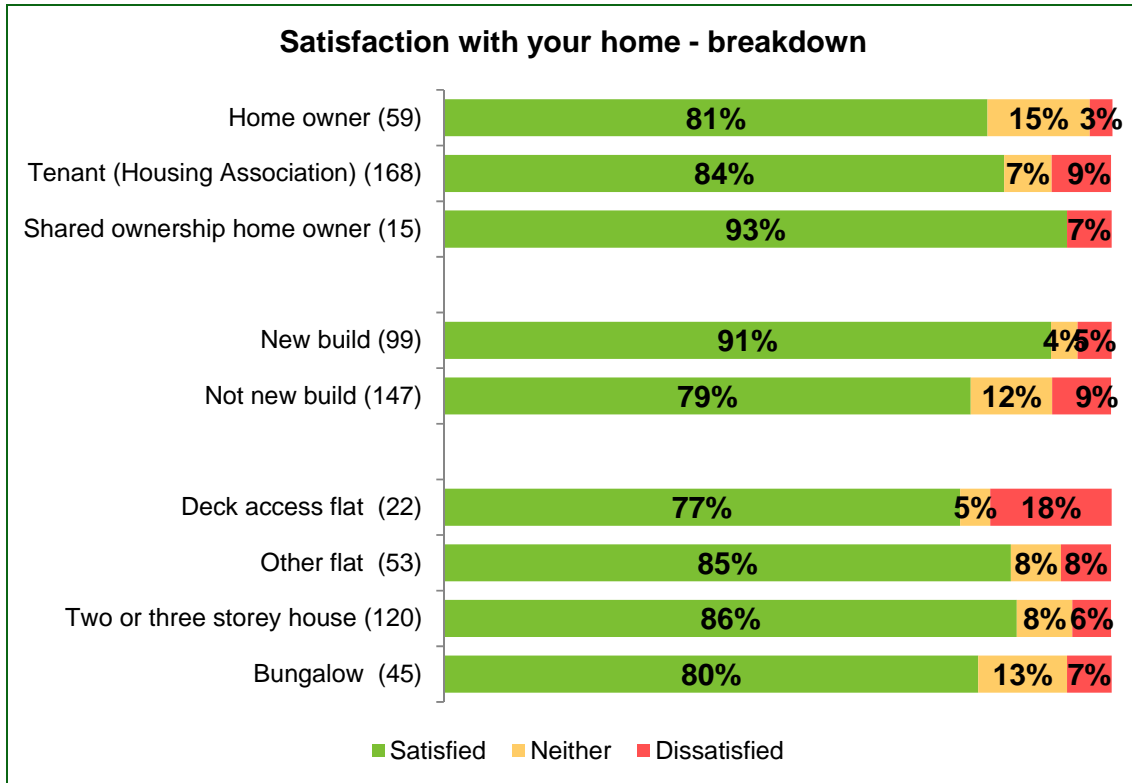
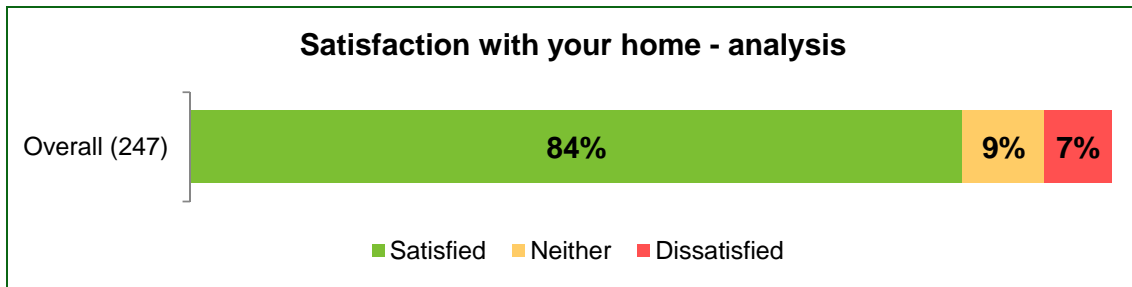
- People were more likely to agree that access to apprenticeships opportunities have improved if they were looking for work or in a part time job.



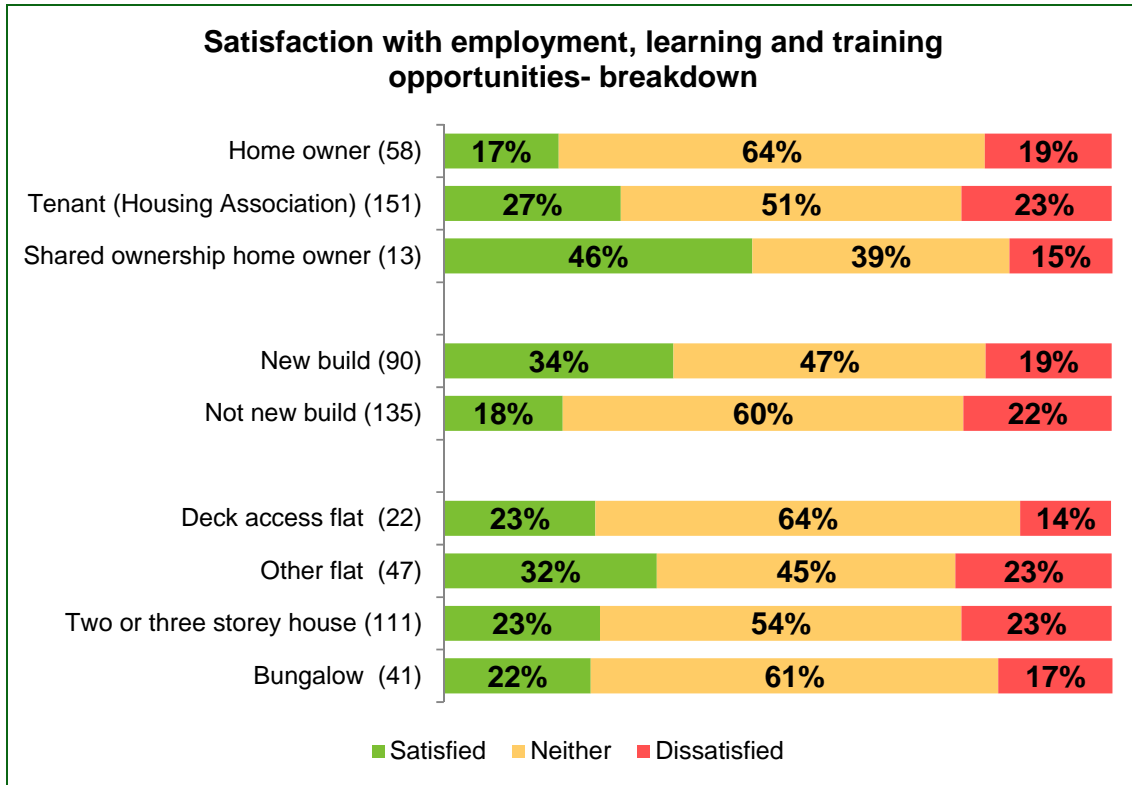
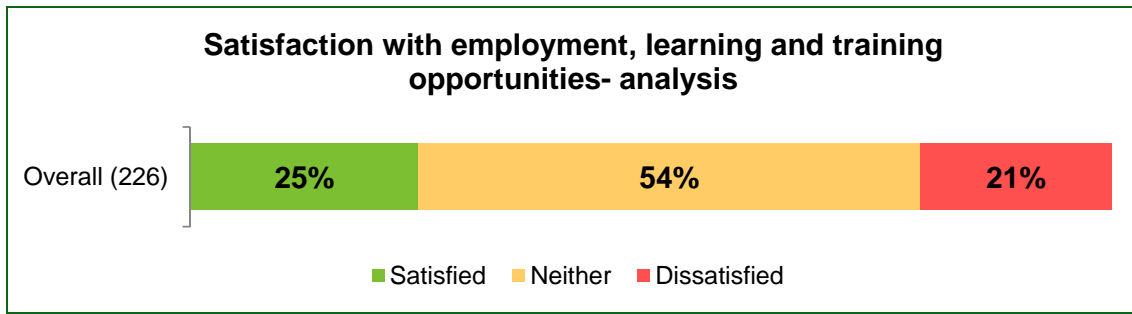
- People were more likely to agree that access to employment opportunities have improved if they were permanently sick/ disabled or in a part time job.

Overall satisfaction with Castlefields



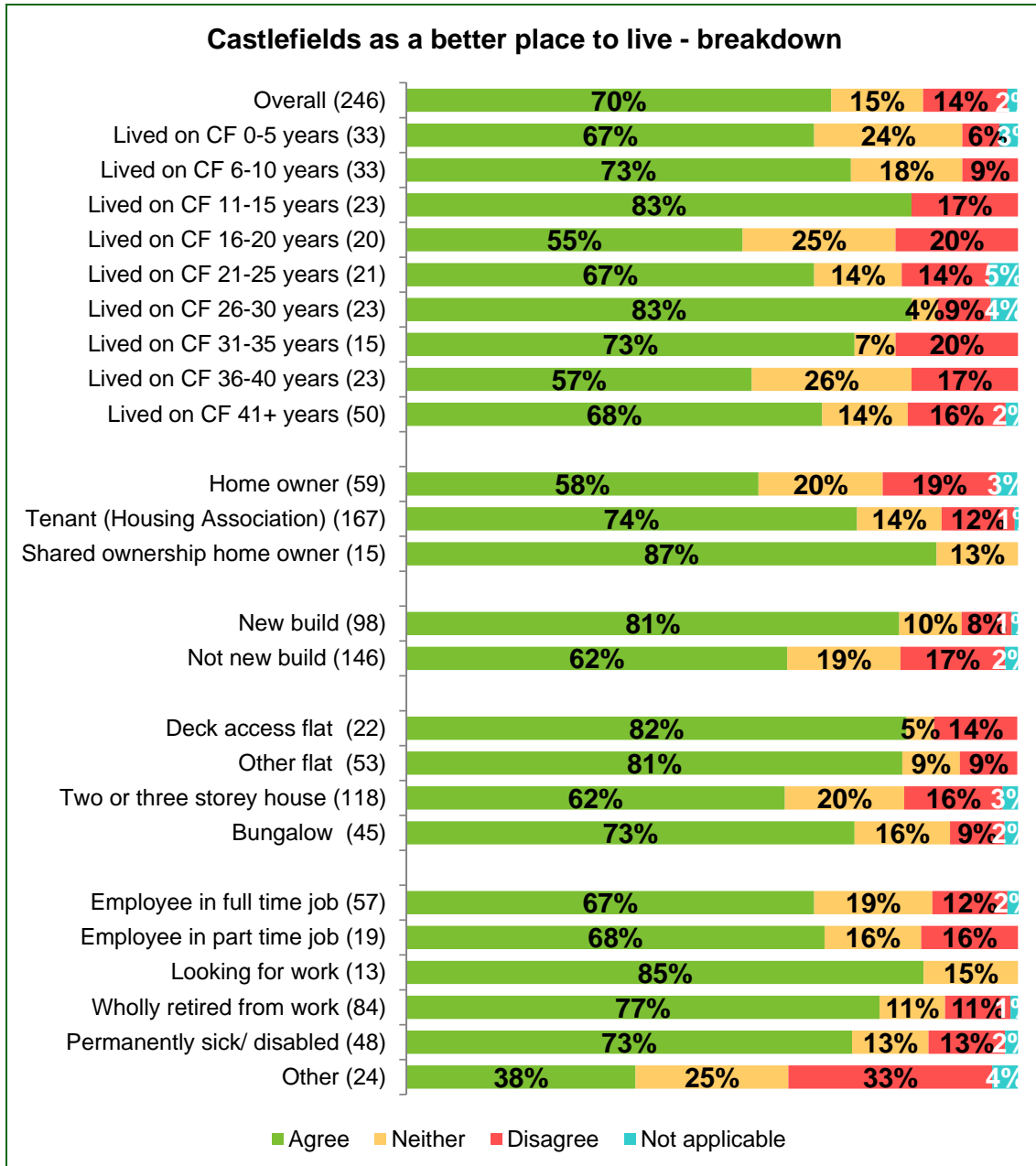
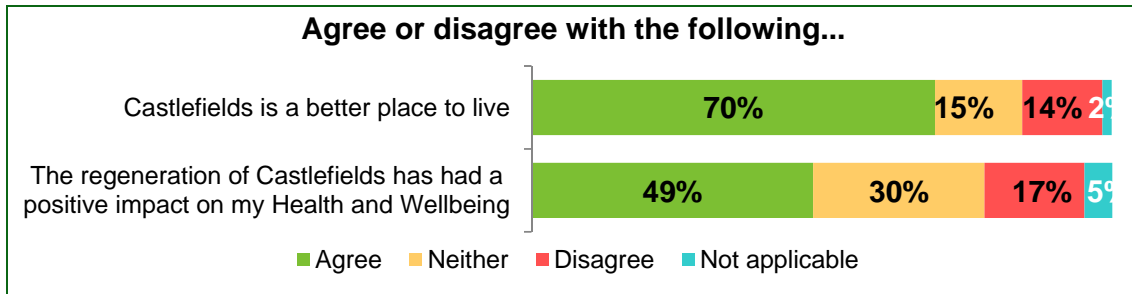


- Respondents were more satisfied with their home if they were a tenant of a private landlord, lived in a new build or a two or three storey house.

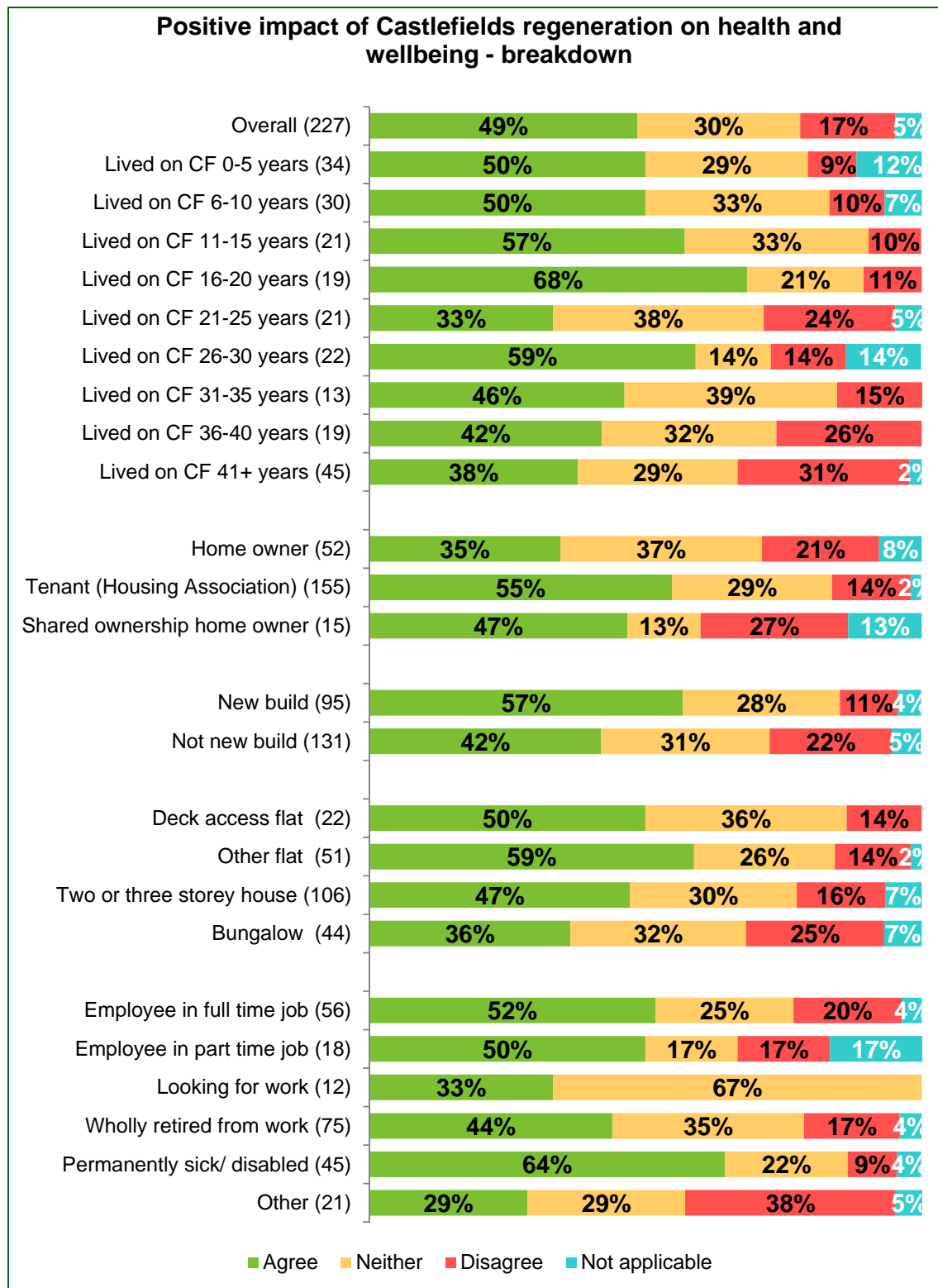


- Respondents were more satisfied with employment, learning and training opportunities if they were a shared ownership home owner, lived in a new build or lived in an “other flat” type of property.

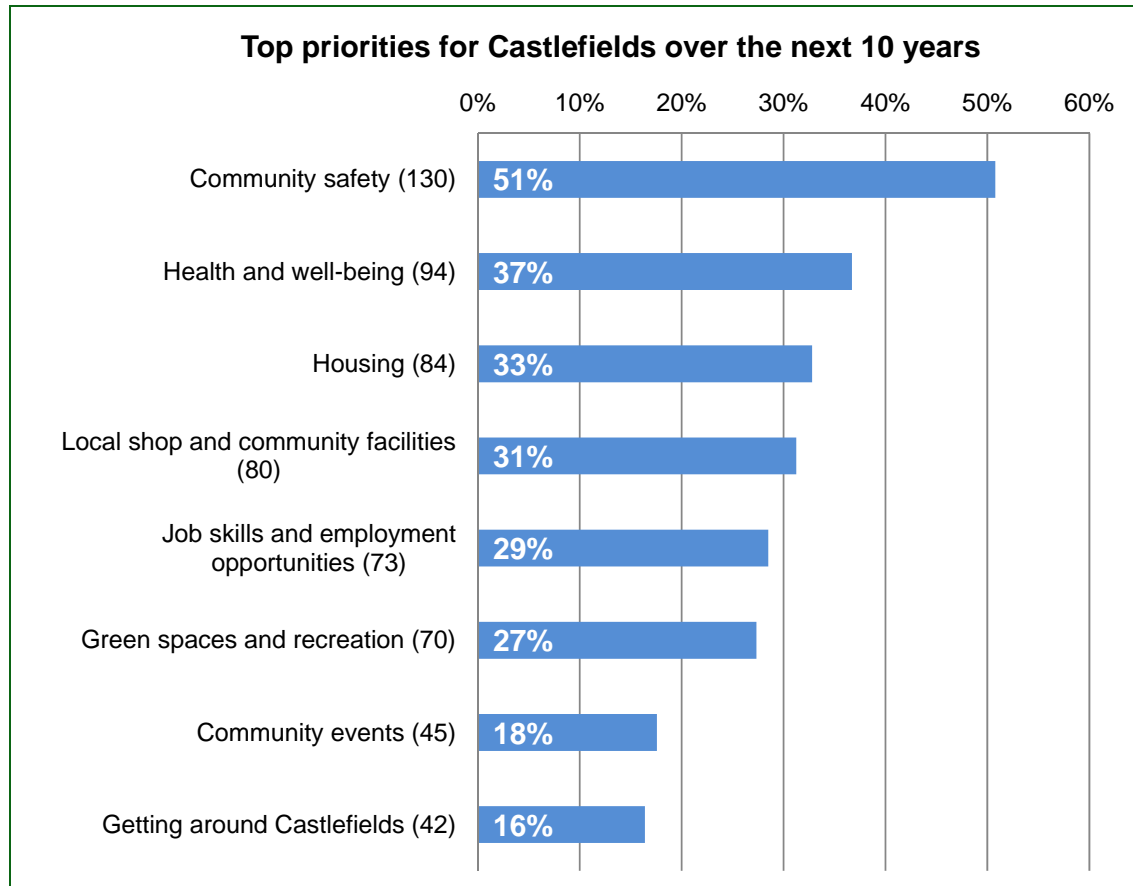
Quality of life living on Castlefields



- People were more likely to agree that Castlefields is a better place to live if they had lived on Castlefields for 11-15 or 26-30 years, they are a shared ownership home owner, they live in a new build, they live in a deck access flat or they are looking for work.

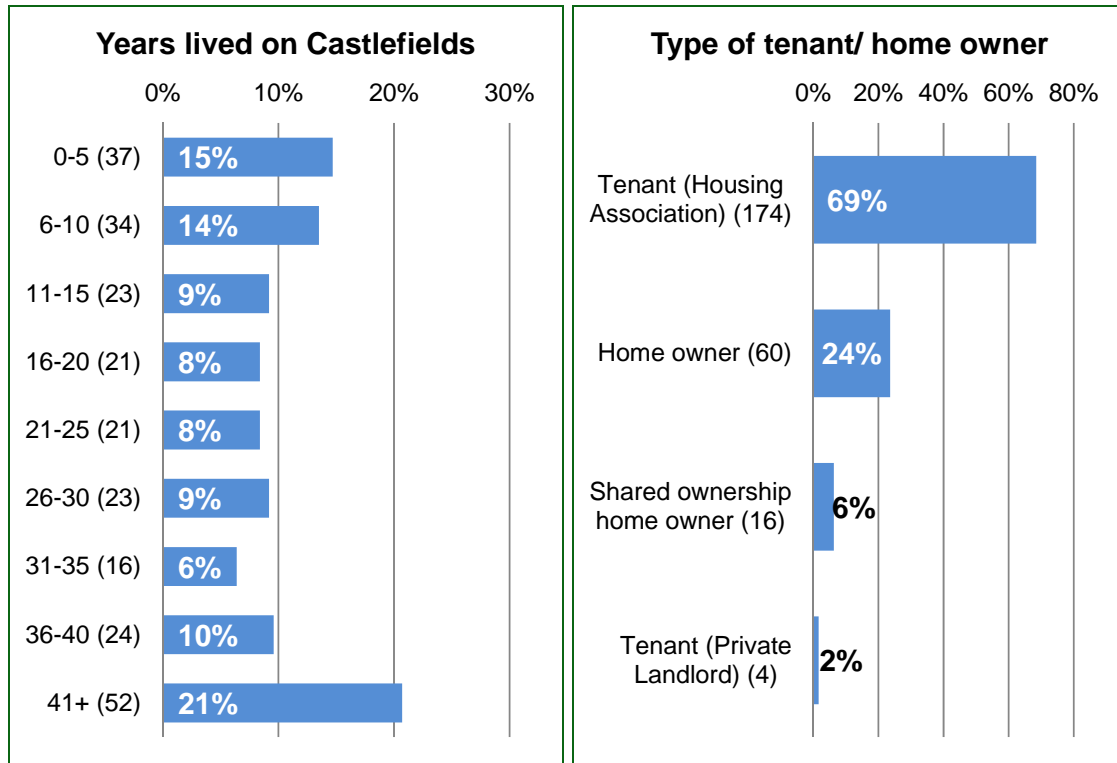


- People were more likely to agree that the Castlefields regeneration has had a positive impact on health and wellbeing if they had lived on Castlefields for 16-20 or 26-30 years, they were a tenant of a housing association, lived in a new build, lived in “other flat” type of property or they were permanently sick/ disabled.

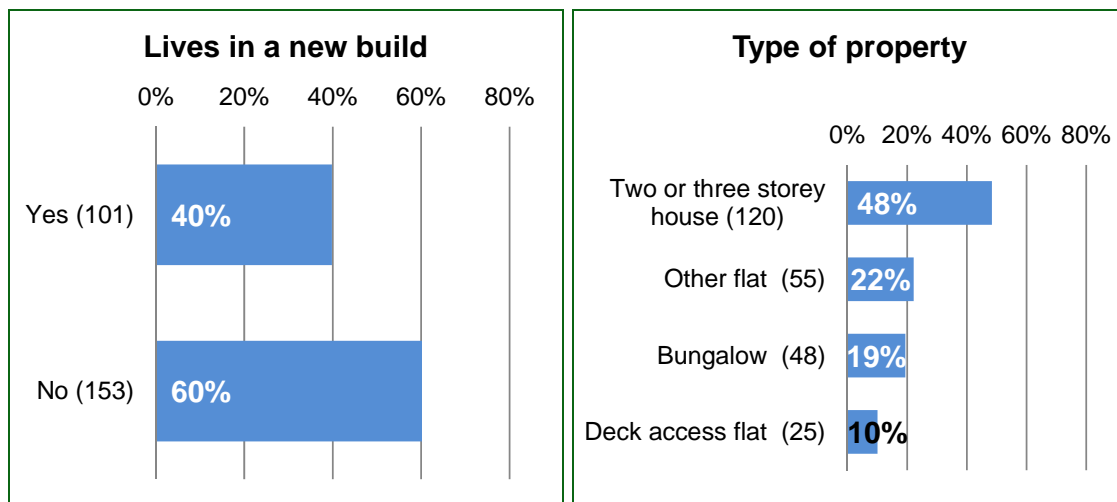
Top priorities for Castlefields over the next 10 years

- Respondents listed the top priorities for Castlefields over the next ten years as:
 - Community safety.
 - Health and well-being.
 - Housing.

Tenant profile

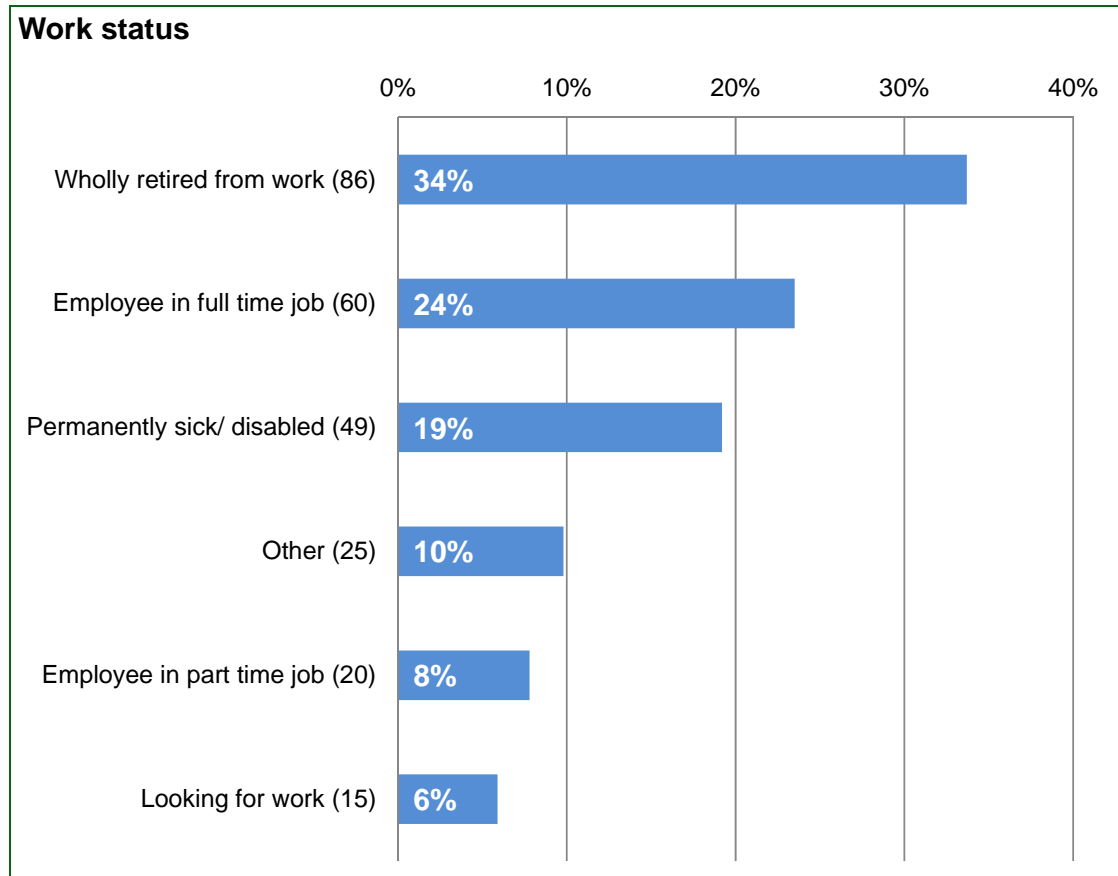


- Almost a quarter of respondents have lived on Castlefields for up to ten years. Just over one fifth have lived on Castlefields for over 40 years.
- Nearly one in seven respondents were tenants of a housing association. Almost one quarter of respondents owned their own home. Compared to the Census information for Halton Castle ward the survey does not directly reflect the household profile. The survey over represents social tenants (69% compared to 50% in the census profile) and shared owners (6% in this survey compared to 2% in the census profile); and underrepresents home owners (24% in the survey compared to 41% in the census profile) and private tenants (2% in this survey compared to 5% in the census profile).



- The majority of residents, three fifths, do not live in a new build property.

- The most popular type of property was a two or three storey house (just under half of all respondents), followed by other type of flat, bungalow and deck access flat. Compared to the Census information for Halton Castle ward, the survey over represents people who live in flats (32% in the survey compared to 24% in the census profile) and underrepresents people who live in houses and bungalows (67% in the survey compared to 76% in the census profile).



- Most respondents were wholly retired from work, followed by full time work and permanently sick/ disabled. Compared to the Census information for Halton Castle ward, the survey was heavily over represented by retired people (34% of survey respondents, and 16% of the census profile) and underrepresented by people that are in full time employment (24% in the survey, compared to 33% in the census profile).



The BIG Castlefields Survey

Since 2002 the Castlefields Regeneration Partnership have been working with local residents to help make Castlefields a better place to live. In 2003 a Masterplan was produced that set out the work required to help us to do this.

Now over 10 years has passed and the majority of the Masterplan has been delivered. We would like to give residents the chance to tell us what you think about the regeneration of Castlefields.

The Partnership includes Halton Borough Council, Liverpool Housing Trust, Plus Dane Housing and the Homes and Communities Agency and we really hope you take time to complete this questionnaire as your views about Castlefields now and in the future are really important to us.

Please complete the survey and return in the FREEPOST envelope provided by **Friday 9 August 2013**.

We really appreciate your time in completing this survey and you can be entered into a draw to win one of three prizes - **one first prize of £50 and two second prizes of £25 shopping vouchers**.



YOU AND YOUR HOME

Q1 How many years have you lived on Castlefields? Please write in the box below.

Q2 How many years have you lived on Castlefields?

- 0-5.....
- 6-10.....
- 11-15.....
- 16-20.....
- 21-25.....
- 26-30.....
- 31-35.....
- 36-40.....
- 41+.....

Q3 Are you a...? Tick **one** box only ✓

- Home owner.....
- Tenant (Housing Association).....
- Tenant (Private Landlord)
- Shared ownership home owner

Q4 Do you live in a new build property?

Tick **one** box only ✓

- Yes
- No

Q5 What type of property do you live in?

Tick **one** box only ✓

- Deck access flat
- Other flat
- Two or three storey house
- Bungalow

Q6 Work Status Tick **one** box only ✓

- Employee in full time job
- Employee in part time job
- Looking for work.....
- Wholly retired from work
- Permanently sick/ disabled
- Education/ training
- Other


YOUR INVOLVEMENT

- Q7 Have you...? Tick all that apply ✓**
- Been involved in a community group
 - Commented on a planning application.....
 - Attended / responded to a consultation exercise.....
 - Attended an information event.....
 - Visited the Castlefields info website.....
 - Read a newsletter





- Q8 Do you feel you have had the opportunity to be involved in the regeneration of Castlefields? Tick one box only ✓**
- Yes - lots of opportunity
 - Yes - some opportunity
 - No opportunity at all
 - I did not want to be involved

HOW CASTLEFIELDS HAS CHANGED AS A RESULT OF THE REGENERATION





Q9 Do you agree or disagree with the following statements about your home?
Tick **one** box on each line ✓

	 Agree	 Neither	 Disagree	 Not applicable
My home is warmer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The layout of my home is suitable for my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safer in my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The garden space is suitable for my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





Q10 Do you agree or disagree that the following have improved?
Tick **one** box on each line ✓

	 Agree	 Neither	 Disagree	 Not applicable
The health centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The community centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to the facilities listed above	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





Q11 Do you agree or disagree that the following have improved?
Tick **one** box on each line ✓

	 Agree	 Neither	 Disagree	 Not applicable
Streets and paths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residential car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Litter / recycling bins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>




Q12 Do you agree or disagree that the following green spaces and recreation areas have improved? Tick one box on each line ✓

	 Agree	 Neither	 Disagree	 Not applicable
Creation of and improvements to Phoenix park/ lake	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smaller parks / play areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13 Do you agree or disagree that access to the following opportunities have improved? Tick one box on each line ✓





	 Agree	 Neither	 Disagree	 Not applicable
Employment information and advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training and learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apprenticeships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 Overall, how satisfied are you with the following in Castlefields? Tick one box on each line ✓

	 Satisfied	 Neither	 Dissatisfied
Your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local shops and community facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That you feel safe getting around Castlefields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of green space and recreation areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment, learning and training opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QUALITY OF LIFE LIVING ON CASTLEFIELDS

Q15 As a result of the regeneration how much do you agree or disagree with the following? Tick one box on each line ✓

	 Agree	 Neither	 Disagree	 Not applicable
Castlefields is a better place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The regeneration of Castlefields has had a positive impact on my Health and Wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please briefly tell us why you said this.

THE NEXT 10 YEARS IN CASTLEFIELDS

Q16 Thinking about the themes in this questionnaire which do you think should be a priority on Castlefields over the next 10 years? Tick three boxes only ✓

- | | | | |
|--|--------------------------|--|--------------------------|
| Housing | <input type="checkbox"/> | Job skills and employment opportunities..... | <input type="checkbox"/> |
| Local shop and community facilities..... | <input type="checkbox"/> | Health and well-being..... | <input type="checkbox"/> |
| Getting around Castlefields | <input type="checkbox"/> | Community safety..... | <input type="checkbox"/> |
| Green spaces and recreation | <input type="checkbox"/> | Community events..... | <input type="checkbox"/> |

Q17 Is there anything else you would like to tell us about the regeneration of Castlefields? This could be something that you are happy with or something that you think we could still improve on.

Please write in space below what you think is good about Castlefields.

Please write in space below what you think could be improved about Castlefields.

We are giving residents an opportunity to talk to us in more detail about the impact of the regeneration of Castlefields. If you wish to take part or enter the prize draw please tick the appropriate boxes and fill out your details below.

- I want to attend a session
- I want to be entered into the prize draw

Name

Address and postcode

Telephone number

**Thank you for taking time to complete this questionnaire.
Please return in the free-post envelope provided.**

LHT Business Intelligence Team Research and Performance

The Research and Performance Team within the Business Intelligence Team works on projects requested by other departments within LHT, Symphony Housing Group or its member organisations.

Research

The research work we do includes paper surveys, focus groups, face-to-face interviews and web surveys.

To read some of the previous work we have done, please go to [LHT > Key Information Place > DATA LOCKDOWN > Surveys](#).

To see what we can offer you, please have a look at our [Tenant Consultation Toolkit](#).

Performance

The performance work we do can be anything from collating Key Performance Indicators to assisting submission and analysis of benchmarking information through Housemark to annual regulatory returns and anything else that may come our way.

To read about some of the performance reports we have produced, please go to [LHT > Key Information Place > DATA LOCKDOWN](#).

Contact

If you would like more information about how we can help you or to request specific pieces of work – please contact one of our team members;

Hannah Furniss, Research and Performance Team Leader
0151 708 2480 – hfurniss@lht.co.uk

Jolene Dunlop, Research and Performance Officer
0151 708 2379 – jdunlop@lht.co.uk

Helene Reier, Research and Performance Officer
0151 708 2476 – hreier@lht.co.uk

