

## APPENDIX 2 – 2024 FULL SURVEY RESULTS BY SECTION

### 1 PSVT work across the Village & Village life

#### Have you heard of the Port Sunlight Village Trust?

ANSWER	RESPONSES	TOTAL
Yes	98.58%	625
No	1.26%	8
Don't know	0.16%	1
TOTAL		634

Please look at these statements about PSVT. Please indicate your agreement or disagreement for each by ticking the boxes below.

	STRONGLY AGREE	PARTLY AGREE	NEITHER AGREE /DISAGREE	PARTLY DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
PSVT does a good job keeping residents informed about what is going on in the Village	38.04% 245	34.63% 223	12.27% 79	8.07% 52	4.81% 31	2.17% 14	644
PSVT seems removed from everyday problems	15.69% 99	22.66% 143	22.98% 145	9.98% 63	23.30% 147	5.39% 34	631
PSVT is doing a great job in putting on different events	32.09% 206	34.58% 222	16.51% 106	8.41% 54	5.45% 35	2.96% 19	642
It is difficult to get access to PSVT when you have a problem	8.27% 53	14.66% 94	21.53% 138	10.92% 70	31.20% 200	13.42% 86	641
PSVT is honest and committed to helping the residents of Port Sunlight Village	29.86% 192	22.86% 147	18.97% 122	11.20% 72	9.18% 59	7.93% 51	643
PSVT treats me fairly and with respect	38.79% 249	18.22% 117	23.68% 152	5.30% 34	4.52% 29	9.50% 61	642

**If you have made a complaint to PSVT in the last 12 months, how satisfied or dissatisfied are you with PSVT's approach to complaints handling?**

VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	TOTAL
14.71% 25	28.82% 49	15.29% 26	15.88% 27	25.29% 43	170

**How satisfied or dissatisfied are you that PSVT makes a positive contribution to the Village?**

VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	TOTAL
31.71% 202	34.85% 222	16.95% 108	12.56% 80	3.92% 25	637

**How satisfied are you with PSVT as custodians of the Village?**

VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	TOTAL
30.66% 195	33.33% 212	15.41% 98	13.99% 89	6.60% 42	636

**To help us get a better feel for life in Port Sunlight Village, let us know how you feel about these statements.**

	STRONGLY AGREE	PARTLY AGREE	NEITHER AGREE /DISAGREE	PARTLY DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
There is a strong sense of community in the village	24.13% 153	46.37% 294	13.72% 87	8.20% 52	4.26% 27	3.31% 21	634
People look out for each other in the village	23.73% 150	48.89% 309	14.56% 92	6.49% 41	2.69% 17	3.64% 23	632
We are a bit isolated here in the village	3.02% 19	11.92% 75	21.46% 135	20.51% 129	41.34% 260	1.75% 11	629
Not everyone shares the same sense of community	11.39% 72	31.96% 202	20.89% 132	16.46% 104	10.60% 67	8.70% 55	632
There is a lot going on in the village for people like me	7.42% 47	33.81% 214	25.43% 161	15.17% 96	13.11% 83	5.06% 32	633
It is difficult to get to the shops from the village	8.57% 54	13.33% 84	13.49% 85	23.17% 146	40.00% 252	1.43% 9	630
I feel safe living in the village	46.97% 295	35.99% 226	7.96% 50	5.89% 37	2.55% 16	0.64% 4	628

There is not enough for young children	12.01% 76	18.80% 119	31.60% 200	9.16% 58	5.85% 37	22.59% 143	633
There are too many rules and regulations about what you can and can't do	9.03% 57	16.80% 106	29.16% 184	14.42% 91	23.93% 151	6.66% 42	631
I never want to leave	36.85% 227	29.71% 183	17.05% 105	6.82% 42	4.22% 26	5.36% 33	616
It's hard to get the crafts people to maintain our properties	16.19% 101	16.35% 102	27.40% 171	8.01% 50	10.26% 64	21.79% 136	624
There's nothing for teenagers to do in the village	20.13% 127	18.23% 115	30.90% 195	3.65% 23	4.12% 26	22.98% 145	631
We need more shops	23.93% 151	34.87% 220	18.54% 117	6.50% 41	12.84% 81	3.33% 21	631
We need more restaurants & cafes	32.50% 207	29.36% 187	19.78% 126	7.06% 45	8.95% 57	2.35% 15	637

## 2 Landscape & Environment

### How satisfied or dissatisfied are you with.....?

	VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	TOTAL Responses
the condition of the planting in the village?	49.07% 317	31.11% 201	4.95% 32	9.29% 60	5.57% 36	646
the variety of planting in the village?	51.71% 332	32.71% 210	5.30% 34	6.39% 41	3.89% 25	642
the grass cutting programme?	37.36% 241	26.82% 173	6.36% 41	17.98% 116	11.47% 74	645
the overall work of the grounds' maintenance team?	45.30% 289	29.47% 188	6.90% 44	13.01% 83	5.33% 34	638
trees maintenance?	37.42% 238	26.42% 168	12.74% 81	12.58% 80	10.85% 69	636

### If you currently use the open green space behind your property, what do you use it for?

	YES	NO	DON'T KNOW	NOT APPLICABLE	TOTAL
A safe place for children to play near my home	20.53% 124	17.55% 106	1.49% 9	60.43% 365	604

Dog walking	23.09% 139	19.77% 119	1.33% 8	55.81% 336	602
Exercise	30.18% 182	17.08% 103	1.82% 11	50.91% 307	603
Family picnics	16.58% 96	26.60% 154	1.90% 11	54.92% 318	579
Meet ups with your neighbours	22.03% 128	24.44% 142	1.38% 8	52.15% 303	581
Sunbathing	12.02% 69	31.01% 178	2.44% 14	54.53% 313	574

### How could these open green spaces be used by residents in the future?

	YES	NO	DON'T KNOW	TOTAL
Allotments and productive landscapes, e.g. orchards and bee keeping	61.84% 376	17.93% 109	20.23% 123	608
Events space for residents with access to water and electricity	43.12% 254	26.32% 155	30.56% 180	589
Football pitch	19.05% 112	60.03% 353	20.92% 123	588
Play equipment, e.g. residents only playground akin to a key park	38.94% 234	38.10% 229	22.96% 138	601
Shared secure dog walking park for residents	43.07% 258	35.23% 211	21.70% 130	599
Shared composting / water butts	42.08% 247	31.01% 182	26.92% 158	587
Space to increase biodiversity	57.12% 337	17.97% 106	24.92% 147	590
Sports equipment, e.g. outdoor gym	34.23% 203	42.33% 251	23.44% 139	593
Tennis court	30.90% 182	47.03% 277	22.07% 130	589

### How would you feel about some of these open green spaces being used for new housing?

STRONGLY AGREE	PARTLY AGREE	NEITHER AGREE / DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
3.32% 21	7.91% 50	7.28% 46	78.16% 494	3.32% 21	632

### Do you have an allotment?

Yes	4.37%	28
No	95.63%	613

**If you have an allotment, where is it?**

In Port Sunlight	3.07%	17
Elsewhere	1.44%	8
Not applicable	95.49%	529

**Are you interested in renting allotment space in Port Sunlight?**

Yes	13.88%	87
No	77.99%	489
Don't know	8.13%	51

**We are interested in exploring community composting to reduce food waste and to create compost for use in residents' gardens and landscape operations. Would you be interested in this?**

Yes	46.78%	298
No	30.93%	197
Don't know	22.29%	142
TOTAL		637

**We are interested in exploring community rainwater harvesting for residents to reduce the need for using drinking water for plants and cleaning cars, and which the landscape team can utilise as they work in the village. Would you be interested in this?**

Yes	52.13%	331
No	22.99%	146
Don't know	24.88%	158
TOTAL		635

**Has your household signed up to a Green Energy Tariff?**

Yes	11.48%	73
No	64.47%	410
Don't know	24.06%	153
TOTAL		636

**Has a Smart Meter been installed in your home?**

Yes	52.43%	335
No	43.66%	279
Don't know	3.91%	25
TOTAL		639

### Do you have a water meter to track water usage?

Yes	20.22%	129
No	75.08%	479
Don't know	4.70%	30
<b>TOTAL</b>		<b>638</b>

### If you use water saving gadgets in your home, please tick all that apply

	YES	NO	NOT APPLICABLE	TOTAL
Leaky loo detection strips	2.07% 10	80.33% 388	17.60% 85	483
Plant water saving gel	14.58% 71	69.20% 337	16.22% 79	487
Regulated shower heads	26.53% 130	57.96% 284	15.51% 76	490
Regulated tap insert	9.28% 45	74.43% 361	16.29% 79	485
Save a flush cistern insert	25.75% 128	59.15% 294	15.09% 75	497
Shower timers	7.39% 36	77.00% 375	15.61% 76	487
Water butt	14.92% 74	69.96% 347	15.12% 75	496
None	51.72% 240	31.25% 145	17.03% 79	464

## 3 Transport & Movement

### How often do you use the following modes of transport?

	DAILY	WEEKLY	MONTHLY	NEVER	TOTAL
Bus	6.57% 37	17.76% 100	20.25% 114	55.42% 312	563
Car	63.49% 386	21.22% 129	2.80% 17	12.50% 76	608
Cycle	2.75% 15	9.36% 51	8.62% 47	79.27% 432	545
Train	8.92% 52	38.94% 227	38.77% 226	13.38% 78	583
Walk	83.96% 513	11.13% 68	1.96% 12	2.95% 18	611

### How many cars does your household own?

None	21.16%	135
One	57.68%	368
Two	18.81%	120
Three	1.57%	10
Four+	0.78%	5
<b>TOTAL</b>		<b>638</b>

### Are any of them electric vehicles?

Yes	4.75%	30
No	77.34%	488
Not applicable	17.91%	113
<b>TOTAL</b>		<b>631</b>

### Are you thinking about buying an electric vehicle in the future?

Yes	19.41%	124
No	56.18%	359
Don't know	17.53%	112
Not applicable	6.89%	44
<b>TOTAL</b>		<b>639</b>

### Would you be interested in joining an electric car sharing scheme?

Yes	6.03%	38
No	63.49%	400
Don't know	17.78%	112
Not applicable	12.70%	80
<b>TOTAL</b>		<b>630</b>

### If you have a car, where do you currently park it?

	YES	NO	NOT APPLICABLE	TOTAL
Behind my house in the service road area	46.59% 246	28.98% 153	24.43% 129	528
in a garage	8.84% 41	56.47% 262	34.70% 161	464
On my drive	2.90% 13	58.13% 261	38.98% 175	449

On the road in front of my house	54.44% 294	21.30% 115	24.26% 131	540
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**If you rent a PSVT garage, what do you use it for?**

	YES	NO	NOT APPLICABLE	TOTAL
For household storage	12.06% 72	4.69% 28	83.25% 497	597
For your car	8.76% 51	6.70% 39	84.54% 492	582

**If you rent a PSVT garage, how satisfied or dissatisfied are you that your garage rent provides value for money?**

VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	TOTAL
15.74% 17	23.15% 25	11.11% 12	25.93% 28	24.07% 26	589

**How many bicycles does your household own?**

None	64.97%	408
1	15.61%	98
2	11.78%	74
3	4.14%	26
4+	3.50%	22
TOTAL		628

**Would you be interested in using secure communal bicycle storage facilities in the village to free up space in your home?**

Yes	17.97%	113
No	41.49%	261
Don't know	7.79%	49
Not applicable	32.75%	206
TOTAL		629

**Have you seen an impact from the 20mph speed introduction on the roads?**

Yes	27.36%	174
No	63.68%	405
Don't know	8.96%	57
TOTAL		636

**Thinking about walking around the village, to what extent do you agree or disagree with the following?**

	STRONGLY AGREE	PARTLY AGREE	NEITHER AGREE / DISAGREE	PARTLY DISAGREE	STRONGLY AGREE	DON'T KNOW	TOTAL
Car parking dominates the street scene	22.78% 144	28.64% 181	21.04% 133	15.19% 96	10.76% 68	1.58% 10	632
It's difficult to cross some roads	16.43% 104	24.17% 153	16.11% 102	21.64% 137	20.38% 129	1.26% 8	633
Pavements are dangerous and not well maintained	37.77% 241	27.90% 178	12.23% 78	14.26% 91	7.05% 45	0.78% 5	638
Roads are dangerous for cyclists	7.15% 45	14.31% 90	24.17% 152	19.87% 125	17.17% 108	17.33% 109	629
Roads are dangerous for runners	8.63% 54	13.74% 86	22.84% 143	19.49% 122	16.45% 103	18.85% 118	626
Road markings and signage are poor	19.90% 125	22.77% 143	22.29% 140	18.95% 119	12.42% 78	3.66% 23	628
Some junctions in the village are difficult to navigate	17.83% 112	27.07% 170	21.02% 132	17.99% 113	12.74% 80	3.34% 21	628
Surface water flooding can limit access	35.38% 225	31.45% 200	14.15% 90	10.38% 66	6.13% 39	2.52% 16	636
There are large volumes of traffic	13.40% 84	18.98% 119	23.92% 150	27.11% 170	15.15% 95	1.44% 9	627
There are not sufficient dropped kerbs for wheelchair users and prams/buggies	21.37% 134	18.50% 116	22.49% 141	12.28% 77	5.42% 34	19.94% 125	627
There is not sufficient lighting at night	22.24% 141	21.92% 139	17.98% 114	20.98% 133	12.46% 79	4.42% 28	634
Traffic speeds on some roads	30.53% 189	25.36% 157	17.12% 106	12.92% 80	7.27% 45	6.79% 42	619

## 4 Museum & Heritage

### Are you aware of the following heritage opportunities for residents?

Free entry to Port Sunlight Museum	92.96%	528
10% discount in Port Sunlight Museum gift shop	70.95%	403
Heritage events programme	51.06%	290
Family half-term workshops	35.21%	200
Heritage Open Days	41.20%	234
TOTAL		1655

### Which of the following PSVT events and activities over the past two years have you taken part in?

	YES	NO	DON'T KNOW	TOTAL
Food Festival 2022	46.01% 277	51.16% 308	2.82% 17	602
Jubilee Celebration 2022	43.51% 258	53.96% 320	2.53% 15	593
Sugar & Spice Festival 2024	38.77% 226	57.98% 338	3.26% 19	583
Port Sunlight Road Race 2023-2024	28.28% 164	69.48% 403	2.24% 13	580
Peaky Blinders Exhibition 2023	28.05% 161	69.16% 397	2.79% 16	574
Coronation Community Picnic 2023	23.97% 139	73.79% 428	2.24% 13	580
Family Fun Day 2023	23.96% 138	73.44% 423	2.60% 15	576
Easter trail 2023 & 2024	16.00% 92	81.57% 469	2.43% 14	575
Roses Experience 2023	10.36% 58	85.18% 477	4.46% 25	560
Historical Talks 2023	10.00% 57	87.19% 497	2.81% 16	570
Half Term Family workshops 2022 - 2024	6.64% 38	90.91% 520	2.45% 14	572
Acoustic Afternoon 2023	6.50% 37	89.98% 512	3.51% 20	569
Heritage Open Day workshops 2023	6.19% 35	90.80% 513	3.01% 17	565

**How satisfied or dissatisfied are you with the heritage events programme?**

Very satisfied	16.72%	106
Fairly Satisfied	37.54%	238
Neither satisfied nor dissatisfied	35.96%	228
Fairly Dissatisfied	8.36%	53
Very dissatisfied	1.42%	9
TOTAL		634

**Do visitors to museum and heritage activities in the village have an impact on you as a resident?**

Yes	21.35%	136
No	78.65%	501
TOTAL		637

**We are exploring ways to reduce the impact of visitors on the Port Sunlight community and heritage. Do you think any of the following would help?**

	YES	NO	DON'T KNOW	TOTAL
A donation scheme for visitors to support maintenance, repair and conservation costs	61.15% 392	19.34% 124	19.50% 125	641
Alter the road entrance to the rear of the blocks to make them look less public	37.21% 224	33.39% 201	29.40% 177	602
Defined visitor routes	33.78% 202	40.64% 243	25.59% 153	598
Designated coach parking	63.44% 387	17.21% 105	19.34% 118	610
Designated coach tour routes	41.88% 250	32.33% 193	25.80% 154	597
Designated visitor parking	57.85% 350	22.81% 138	19.34% 117	605
Improved signage	60.63% 365	20.60% 124	18.77% 113	602

**Would more of the following heritage activities interest you?**

	YES	NO	DON'T KNOW	TOTAL
Activities for adults / older people	67.59% 413	21.11% 129	11.29% 69	611
Activities for families and young children	37.83% 227	46.67% 280	15.50% 93	600
Activities for teenagers and young adults	33.73% 199	50.34% 297	15.93% 94	590

Activities such as "search the history of your house"	63.82% 388	24.51% 149	11.68% 71	608
Dementia friendly activities	32.94% 195	45.95% 272	21.11% 125	592
Educational activities linked to the colonial past	38.31% 226	43.22% 255	18.47% 109	590
Expert talks	51.46% 300	30.53% 178	18.01% 105	583
Greater access to the PSVT archives/collections	53.58% 322	30.28% 182	16.14% 97	601
History groups / bookable activities	42.20% 249	37.46% 221	20.34% 120	590
More digital access to collections	41.37% 242	38.46% 225	20.17% 118	585
New education & learning activity	29.58% 171	44.64% 258	25.78% 149	578
Sharing your story of life in the village	20.85% 122	55.38% 324	23.76% 139	585

**If you have visited Port Sunlight Museum in the past 12 months, how satisfied or dissatisfied are you with the museum offer?**

VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	TOTAL
45.35% 151	36.34% 121	11.11% 37	5.41% 18	1.8% 6	333

**If you haven't visited Port Sunlight Museum in the past 12 months, would any of the following make you visit more often?**

	YES	NO	DON'T KNOW	NOT APPLICABLE	TOTAL
Indoor cafe or restaurant facility	50.80% 287	11.15% 63	6.02% 34	32.04% 181	565
Displays that focus more on life in the village and what it's like to be a resident from 1888 to present day	50.44% 285	8.85% 50	8.32% 47	32.39% 183	565
Regularly changing exhibitions	48.94% 276	8.51% 48	10.46% 59	32.09% 181	564
More access to the museum collections and village archive	40.04% 225	15.84% 89	11.21% 63	32.92% 185	562
Displays that focus on the industrial heritage of the site	36.45% 203	14.18% 79	15.26% 85	34.11% 190	557

Not just history, but displays on things like nature & contemporary art	30.84% 173	23.71% 133	12.48% 70	32.98% 185	561
Displays that focus on more contemporary issues, for example colonialism, industrial welfare, environmentalism	29.08% 162	23.16% 129	14.36% 80	33.39% 186	557
Improved retail offer	27.60% 154	22.76% 127	15.77% 88	33.87% 189	558

**Do you think relocating Port Sunlight Museum to a more prominent position, maybe in one of the underused public buildings, would benefit the village?**

Yes	21.92%	137
No	52.32%	327
Don't know	25.76%	161
TOTAL		625

**If you have visited Lady Lever Art Gallery in the past 12 months, what motivated you to go?**

	YES	NO	DON'T KNOW	NOT APPLICABLE	TOTAL
Cafe/Restaurant	55.57% 324	24.19% 141	1.20% 7	19.04% 111	583
Changing exhibitions	63.78% 368	16.64% 96	1.56% 9	18.02% 104	577
Shop	54.10% 310	26.70% 153	0.87% 5	18.32% 105	573
The permanent collection on display	62.18% 360	16.93% 98	2.76% 16	18.13% 105	579
Visit with friends / family	72.92% 439	9.47% 57	0.33% 2	17.28% 104	602

**Structural surveys indicate that many of the monuments, including the boating pond, will require significant restoration works costing hundreds of thousands of pounds over the next few years. How do you think PSVT could fund the works to the monuments?**

	YES	NO	DON'T KNOW	TOTAL
Crowdfunding	53.91% 317	19.56% 115	26.53% 156	588
Residential management fee	18.04% 103	57.79% 330	24.17% 138	571
Professional fundraiser	69.57% 416	12.71% 76	17.73% 106	598

Visitor fee	51.27% 302	31.92% 188	16.81% 99	589
Using PSVT reserves	59.46% 352	13.34% 79	27.20% 161	592

## 5 Community Development

### Are you aware of, and do you take part in, any of the following community activities?

	YES	NO	I TAKE PART	TOTAL
Annual Garden competition & Awards Ceremony	44.52% 280	51.03% 321	4.45% 28	629
Christmas Carols & Lyceum Brass Band	51.44% 322	42.49% 266	6.07% 38	626
Community Pumpkin Carving competition	24.40% 152	73.03% 455	2.57% 16	623
Weekly community allotment sessions	14.86% 92	84.33% 522	0.81% 5	619
Monthly warm space activity in the Church Hall	26.28% 164	71.96% 449	1.76% 11	624

### Would you be interested in any of the following activities?

	YES	NO	TOTAL
Citizen Advice Sessions	33.60% 207	66.40% 409	616
Cooking on a budget	20.53% 125	79.47% 484	609
Developing your IT skills	22.13% 135	77.87% 475	610
Mindfulness activity	34.36% 211	65.64% 403	614
Money Advice sessions	18.70% 112	81.30% 487	599

### Are you a member of Port Sunlight Village Residents Association?

ANSWER	RESPONSES	
Yes	17.32%	110
No	82.68%	525
TOTAL		635

**Are you aware of the events calendar on the PSVT website?**

ANSWER	RESPONSES	
Yes	49.60%	311
No	50.40%	316
TOTAL		627

**Have you used or been to any events, in any of the following facilities, in the past year?**

	YES	NO	TOTAL
Bridge Cottage	34.16% 206	65.84% 397	603
Bridge Inn	65.58% 404	34.42% 212	616
Church Cafe	37.19% 222	62.81% 375	597
Church Hall	34.18% 203	65.82% 391	594
Garden Centre	83.89% 526	16.11% 101	627
Gladstone Theatre	51.81% 315	48.19% 293	608
Hulme Hall	70.56% 429	29.44% 179	608
Lady Lever Art Gallery	76.95% 484	23.05% 145	629
Lady's Bowling Pavillion	9.58% 57	90.42% 538	595
Railway Inn	26.67% 160	73.33% 440	600
The Lyceum	25.29% 152	74.71% 449	601
Tudor Rose Tea Rooms	42.55% 257	57.45% 347	604
Soap Works	17.20% 102	82.80% 491	593

**If you volunteer with PSVT or anywhere else in the village, please let us know where**

	YES	NO	NOT APPLICABLE	TOTAL
Christ Church	2.42% 14	27.85% 161	69.72% 403	578
Church Drive Primary School	1.05% 6	29.09% 167	69.86% 401	574

Community activities	3.11% 18	27.68% 160	69.20% 400	578
Gladstone Theatre	1.05% 6	28.97% 166	69.98% 401	573
Lady lever Art Gallery	0.69% 4	29.51% 170	69.79% 402	576
Port Sunlight Museum, including Edwardian Worker's cottage, Collections/Archive, tours & learning	1.74% 10	29.22% 168	69.04% 397	575
Port Sunlight River Park	1.22% 7	29.62% 170	69.16% 397	574
PSVT activities, such as Gazette delivery	1.39% 8	29.62% 170	68.99% 396	574

### Would you like us to get in touch about volunteering?

ANSWER	RESPONSES	
Yes	8.96%	54
No	91.04%	549
TOTAL		603

### Thinking about your home, the space it affords you and how you live, what facilities might you and your household need?

	YES	NO	TOTAL
Access to a gym	26.63% 155	73.37% 427	582
Access to children's play equipment	13.28% 77	86.72% 503	580
Access to outdoor sports equipment	22.05% 127	77.95% 449	576
Decent sized garage for my car	16.72% 96	83.28% 478	574
Electric vehicle charging facilities	27.24% 158	72.76% 422	580
More storage space	38.79% 225	61.21% 355	580
Secure dog park	25.47% 148	74.53% 433	581
Space for a home office or workshop	27.53% 158	72.47% 416	574
Tennis court	20.21% 116	79.79% 458	574

Village shop	73.78% 453	26.22% 161	614
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## 6 Commercial Opportunities

Please comment on the ideas below as ways of increasing income.

	STRONGLY SUPPORT	PARTLY SUPPORT	NEITHER SUPPORT OR OPPOSE	PARTLY OPPOSE	STRONGLY OPPOSE	DON'T KNOW	TOTAL
Convert some community buildings into employment and enterprise spaces	35.45% 223	31.00% 195	16.06% 101	2.70% 17	7.63% 48	7.15% 45	629
Increase the number and variety of money raising events in the Village	44.60% 281	36.19% 228	12.06% 76	1.43% 9	1.27% 8	4.44% 28	630
Somehow explore implementing a charge for visitors of the Village	22.84% 143	28.91% 181	15.65% 98	8.63% 54	19.01% 119	4.95% 31	626

Where do you most often shop? Tick all that apply

ANSWER CHOICES	RESPONSES	
New Ferry High Street	31.14%	185
Aldi on Bebington Rd	78.62%	467
Birkenhead	12.63%	75
Online	29.46%	175
Bebington Village Shops	25.59%	152
The Croft, Bromborough	71.04%	422
Bromborough High St	11.28%	67
TOTAL		1543

## 7 Communications

**Have you engaged with any of the following PSVT communication channels?**

ANSWER CHOICES	RESPONSES	
Website	60.49%	320
Printed items	68.05%	360
Village Noticeboards	40.64%	215
WhatsApp	4.54%	24
X/Twitter	3.40%	18
Facebook	42.53%	225
Instagram	8.32%	44
LinkedIn	0.57%	3
TOTAL		1209

**Are you a member of the Facebook PSVT in the Community page?**

ANSWER CHOICES	RESPONSES	
Yes	32.85%	204
No	67.15%	417
TOTAL		621

**Are there any other social media channels you would like us to use more often?**

ANSWER CHOICES	RESPONSES	
Yes	5.52%	32
No	94.48%	548
TOTAL		580

**The PSVT Website has been re-launched and now contains information for both residents and visitors. Have you seen the new website?**

ANSWER CHOICES	RESPONSES	
Yes	34.64%	212
No	65.36%	400
TOTAL		612

**PSVT are particularly keen to explore using a WhatsApp channel to connect with residents. Is this something you would use?**

ANSWER CHOICES	RESPONSES	
Yes	38.12%	239

No	31.42%	197
Don't know	30.46%	191
TOTAL		627

**Have you read at least one copy of the Port Sunlight Gazette in the last 12 months?**

ANSWER CHOICES	RESPONSES	
Yes	94.79%	601
No	5.21%	33
TOTAL		634

**If you have read the Gazette, how satisfied or dissatisfied are you with it?**

VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL
45.43% 283	36.92% 230	11.08% 69	4.49% 28	0.80% 5	1.28% 8	623

**Have you read at least one copy of the Residents Update in the last 12 months?**

ANSWER CHOICES	RESPONSES	
Yes	79.25%	485
No	20.75%	127
TOTAL		612

**If you have read a copy of the Resident Update how satisfied or dissatisfied are you with it?**

VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL
38.13% 212	31.65% 176	18.88% 105	2.52% 14	1.08% 6	7.73% 43	556

**How would you prefer PSVT to communicate with you about village news?**

ANSWER CHOICES	RESPONSES	
Post	66.45%	406
By email	45.66%	279
Telephone	4.09%	25
By text	8.67%	53
WhatsApp	24.88%	152
Social Media	31.26%	191
In person - face to face	9.98%	61

Website	36.33%	222
Noticeboards	36.01%	220
Public Meetings	27.33%	167
TOTAL		1776

## 8 Tenant Survey

**These questions relate to your personal views about your rented home from PSVT. How satisfied or dissatisfied are you**

	VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	TOTAL
that PSVT provides a home that is well maintained?	37.08% 66	44.38% 79	3.93% 7	7.87% 14	6.74% 12	178
that PSVT provides a home that is safe in terms of the condition of the property?	50.28% 91	33.70% 61	5.52% 10	5.52% 10	4.97% 9	181
that PSVT keeps you informed about things that matter to you?	36.31% 65	34.64% 62	17.32% 31	6.15% 11	5.59% 10	179
that PSVT listens to your views and acts on them?	32.20% 57	32.20% 57	15.82% 28	11.86% 21	7.91% 14	177
with the overall housing service provided by PSVT?	41.01% 73	33.15% 59	10.67% 19	8.99% 16	6.18% 11	178

**Thinking about your rent, how satisfied or dissatisfied are you (please tick)**

	VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	NOT APPLICABLE	TOTAL
that your rent provides value for money?	20.56% 37	38.33% 69	10.00% 18	16.67% 30	13.89% 25	0.56% 1	180
that your service charges provide value for money?	10.80% 19	26.14% 46	10.23% 18	8.52% 15	9.09% 16	35.23% 62	176

**Advice & Support: If you have had any help from PSVT accessing advice and support services, how satisfied or dissatisfied are you with the support to connect with**

	VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL
external agencies who might help you manage your finances?	1.72% 3	3.45% 6	12.07% 21	0.00% 0	1.15% 2	81.61% 142	174

other agencies who could help you with any additional support needs you may have?	2.31% 4	2.89% 5	10.98% 19	1.16% 2	0.00% 0	82.66% 143	173
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**If you have been a PSVT tenant for less than 12 months, how satisfied or dissatisfied are you with your experience of being a new tenant?**

VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL
5.96% 9	3.97% 6	0.66% 1	0.66% 1	0.00% 0	88.74% 134	151

**Have you had a repair in the last 12 months?**

ANSWER CHOICES	RESPONSES	
Yes	95.90%	117
No	4.10%	5
TOTAL		122

**If PSVT has carried out a repair to your home in the last 12 months, how satisfied or dissatisfied are you with**

	VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL
the overall repairs service from PSVT over the past yr?	44.25% 77	30.46% 53	6.32% 11	4.60% 8	9.77% 17	4.60% 8	174
ease of reporting the repair in the first place?	56.00% 98	28.00% 49	2.86% 5	6.29% 11	2.29% 4	4.57% 8	175
time taken to complete the repair after your report?	42.20% 73	31.79% 55	5.20% 9	8.67% 15	8.09% 14	4.05% 7	173
attitude of the contractors?	58.29% 102	26.86% 47	6.29% 11	1.71% 3	1.14% 2	5.71% 10	175
the contractor giving a time when they would do the work?	45.93% 79	31.98% 55	4.07% 7	6.40% 11	5.23% 9	6.40% 11	172
the contractor showing proof of ID?	45.03% 77	23.98% 41	9.36% 16	4.09% 7	6.43% 11	11.11% 19	171
the overall quality of the work completed	46.51% 80	30.81% 53	7.56% 13	4.65% 8	5.81% 10	4.65% 8	172
the contractor keeping dirt and mess to a minimum?	54.91% 95	26.59% 46	6.94% 12	2.31% 4	4.05% 7	5.20% 9	173

the repair being done right 'first time'	44.77% 77	27.91% 48	6.40% 11	5.81% 10	9.88% 17	5.23% 9	172
the contractor doing the job you expected?	51.48% 87	28.40% 48	4.73% 8	2.96% 5	6.51% 11	5.92% 10	169
the inspection process by PSVT after the repair has been done?	28.24% 48	21.18% 36	10.00% 17	6.47% 11	17.06% 29	17.06% 29	170

### Have you had contact with staff in the past 12 months?

ANSWER CHOICES	RESPONSES	
Yes	97.90%	140
No	2.10%	3
TOTAL		143

### If you have personally contacted PSVT staff in the last 12 months, how satisfied or dissatisfied are you with

	VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL
the standard of the service PSVT provides?	50.86% 89	33.71% 59	5.14% 9	2.86% 5	5.71% 10	1.71% 3	175
the ability of staff to deal with your query quickly and efficiently?	51.41% 91	32.20% 57	7.34% 13	3.39% 6	3.95% 7	1.69% 3	177
the final outcome of your query?	50.86% 89	26.29% 46	7.43% 13	6.29% 11	7.43% 13	1.71% 3	175
the ease with which you could get hold of the right person?	48.30% 85	31.82% 56	7.39% 13	5.11% 9	5.68% 10	1.70% 3	176
the helpfulness of the staff?	58.29% 102	29.14% 51	5.14% 9	2.86% 5	2.86% 5	1.71% 3	175
that you were treated with fairness and respect?	60.57% 106	26.29% 46	7.43% 13	1.14% 2	2.86% 5	1.71% 3	175

### Communal Areas: If you live in a building with communal areas inside or outside that PSVT are responsible for maintaining, how satisfied or dissatisfied are you that PSVT keeps these communal areas clean and well-maintained

VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL
12.73% 21	19.39% 32	3.03% 5	5.45% 9	5.45% 9	53.94% 89	165

On a scale of 1-10 where 1 is 'not at all' and 10 is 'very likely' how likely would you be to recommend PSVT as a landlord to family or friends?

5.4

## 9 Homeowner Survey

When you purchased your property, were you aware of the following obligations that come with owning a listed building in a conservation area?

ANSWER CHOICES	RESPONSES	TOTAL
You cannot make any alterations or replacements to the interior or exterior (front, back and sides) of your property without consent from Wirral Council	83.28%	259
You cannot prune or fell a tree without written permission from Wirral Council	61.74%	192
The exterior finish colours for joinery, windows, doors, walls, ironwork and half-timbering are regulated by Historic England and managed by PSVT and Wirral Council	91.00%	283
PSVT maintain every front garden in the village	93.25%	290
You must ensure that the exterior of your property is well maintained at all times	84.57%	263
The increased cost of property maintenance	68.17%	212
The annual £1 covenant payment you must make to PSVT	94.53%	294

Have you faced any particular challenges with purchasing, maintaining and improving your Grade II listed property in the village?

Yes	51.64%
No	48.36%

Is there anything that you think PSVT might be able to do to help you as a homeowner to maintain your home?

Yes	61.09%
No	38.91%

Are you aware of the Conservation Advisory Service PSVT offers? This includes information on exterior paint colours for joinery, windows, doors, walls, ironwork and half-timbering, expert contractor information, help and guidance on planning permission and listed building consent.

Yes	81.43%
No	18.57%

**In terms of the PSVT Conservation Advisory Service, have you accessed any of the following options in the last 12 months?**

	YES	NO	DON'T KNOW	TOTAL
Expert contractor information, including heritage skills tradespeople experienced in working on listed buildings	27.42% 82	69.23% 207	3.34% 10	299
Help and guidance on planning permission and listed building consent	17.11% 51	79.19% 236	3.69% 11	298
Information on exterior paint colours for joinery, windows, doors, walls, ironwork and half-timbering	30.30% 90	67.00% 199	2.69% 8	297
Information on the PSVT website	41.50% 122	55.78% 164	2.72% 8	294

**If you answered yes to any of the above, how satisfied or dissatisfied were you with PSVT**

VERY SATISFIED	FAIRLY SATISFIED	NEITHER	FAIRLY DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL
17.78% 48	19.26% 52	10.00% 27	7.41% 20	3.33% 9	42.22% 114	270

**If you have made any improvements to your home which would be seen as helping to address its thermal efficiency, please tick all that apply**

Draft proofing windows	40.78%
Insulation	47.57%
Modern heating system and controls	65.05%
Secondary glazing	54.37%

**If PSVT were to introduce a realistic management charge on all homeowners in the village to go towards the maintenance and improvement of the village, including landscape, monuments and the public realm, would you be in favour?**

Yes	26.38%
No	48.53%
Don't know	25.08%