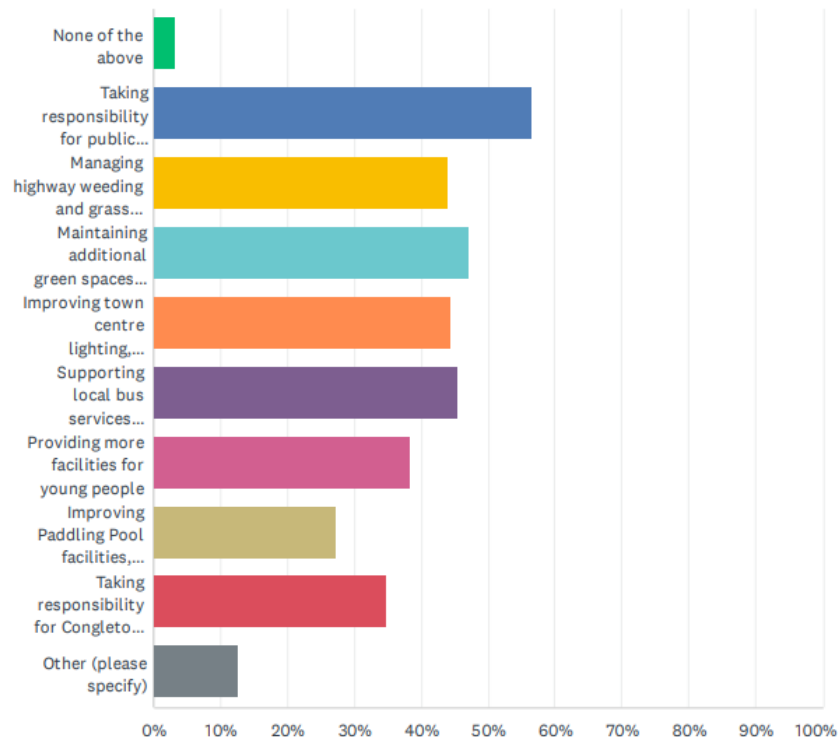


CONGLETON TOWN COUNCIL
COMMITTEE REPORTS AND UPDATES

COMMITTEE:	Community																																						
MEETING DATE AND TIME	18 th September 2025 7 pm	LOCATION	Town Hall																																				
FROM	Cathy Dean – Communities Manager																																						
ITEM NUMBER TITLE	12 Your Voice - Your Town. Have your say on local services: Survey Results																																						
BACKGROUND	<p>Congleton Town Council has asked residents to take part in a short survey on the future of local services, as Cheshire East Council (CEC) faces unprecedented financial pressures that will directly affect Congleton.</p> <p>Local authorities across the country are under strain, and CEC is no exception. Despite managing an annual budget of £427 million, nearly 70% is legally committed to adult and children’s social care, leaving limited funds for essential neighbourhood services. Even after receiving £25.3 million in Exceptional Financial Support from the Government, CEC still forecasts a £3.1 million shortfall by March 2026, rising to £33 million the following year due to inflation, rising costs, and increased demand.</p> <p>Residents are already seeing the impact: fewer road and pavement repairs, reduced weeding, infrequent gulley emptying, and the transfer or closure of public toilets. These concerns have also been raised in Congleton’s own community consultations.</p>																																						
RESPONSE	<p>The short survey has asked residents to select which areas they believe should be prioritised for town council delivery or improvement. 216 responses have been collected to date, 20.11.25.</p> <table><tr><th>ANSWER CHOICES</th><th colspan="2">RESPONSES</th></tr><tr><td>None of the above</td><td>3.24%</td><td>7</td></tr><tr><td>Taking responsibility for public toilets, at the bus station, market area, and Congleton Park</td><td>56.48%</td><td>122</td></tr><tr><td>Managing highway weeding and grass cutting</td><td>43.98%</td><td>95</td></tr><tr><td>Maintaining additional green spaces and parks</td><td>47.22%</td><td>102</td></tr><tr><td>Improving town centre lighting, surfaces, benches, and pedestrian safety</td><td>44.44%</td><td>96</td></tr><tr><td>Supporting local bus services connecting new estates, the railway station, hospital, and town centre</td><td>45.37%</td><td>98</td></tr><tr><td>Providing more facilities for young people</td><td>38.43%</td><td>83</td></tr><tr><td>Improving Paddling Pool facilities, including toilets and changing areas</td><td>27.31%</td><td>59</td></tr><tr><td>Taking responsibility for Congleton Market</td><td>34.72%</td><td>75</td></tr><tr><td>Other (please specify)</td><td>12.50%</td><td>27</td></tr><tr><td>Total Respondents: 216</td><td></td><td></td></tr></table>			ANSWER CHOICES	RESPONSES		None of the above	3.24%	7	Taking responsibility for public toilets, at the bus station, market area, and Congleton Park	56.48%	122	Managing highway weeding and grass cutting	43.98%	95	Maintaining additional green spaces and parks	47.22%	102	Improving town centre lighting, surfaces, benches, and pedestrian safety	44.44%	96	Supporting local bus services connecting new estates, the railway station, hospital, and town centre	45.37%	98	Providing more facilities for young people	38.43%	83	Improving Paddling Pool facilities, including toilets and changing areas	27.31%	59	Taking responsibility for Congleton Market	34.72%	75	Other (please specify)	12.50%	27	Total Respondents: 216		
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Q1 Please select which areas you believe should be prioritised for town council delivery or improvement — you can choose more than one option:

Answered: 216 Skipped: 0



66 comments have been received, included in Appendix 1.

Residents are encouraged to complete the survey by 6 December. Complete the survey here: www.surveymonkey.com/r/CTCServices

Financial Implications	The Congleton Town Council is primarily funded through the Council Tax Precept, collected by CEC. For the town council to maintain its current services in the face of rising costs, the precept will need to increase. If additional services are devolved to the town council, a larger precept increase would be required to deliver them effectively.
Environmental Implications	None in terms of this report, environmental impact will be considered for each of the proposals.
Equality and Diversity Impact	By consulting with Congleton Residents, the Council has ensured that all residents have the opportunity to shape priorities.
DECISION REQUESTED	For information only - note the report.

Responses

Just to emphasise the necessity of making Congleton more pedestrian friendly. And send more traffic wardens round, every day if possible. The on-street parking is at a ridiculous level since the car park charges went up.

A youth centre is something that would hugely benefit the community, giving young people a safe place to meet and socialise also a great way of learning what is going on with young people in the area.

Also good place for underprivileged kids to maybe learn how to cook and eat well on a small budget.

Young bands to play to their target audience and many more things .

Trying to convert the car parks back to cash users so people will come into town instead of using out of area shopping centres

Street maintenance including making road signs visible

Please start looking after the road verges, during spring and summer they become overgrown with grass and weeds and it is very depressing to see that no one is maintaining it. I would suggest that not clearing the organic matter that collects over time that leads to weeds growing is also likely to cause blockages in the sewer systems.

If CTC is short of money, I suggest cutting back on non-essential expenditure. For example, the Paddling Pool and - sadly - Congleton in Bloom. Ensuring enough GP practices/A&E are available for the growing population with all the new build estates.

I think buses are important for the elderly.

A recycling centre in Congleton

Definitely think a bus route , especially to Lewis way estate would be amazing.

The footpath surface from Little Tesco to the pedestrian crossing on Sandbach Road is uneven and slopes towards the road. Very dangerous especially for wheelchair users, mobility scooters and pushchairs.

Finding a bike track like the one in kidsgrove - great for keeping kids active and busy

Tennis courts and basketball for youth

Lightening is currently only provided on one half of the park and not the whole way round . As someone who attends the leisure centre late for swimming lessons I find the park dangerous when its dark but I have no choice but to take that path as its much quicker. Which means I then have to travel with a torch and have someone on the phone for mine and my childs safety

With the amount of new builds going up investment in GP surgeries and NHS dentists as well as more things to do for kids, cinema, bowling etc.

All these services are much better managed at a local level with the Town Council, who can be much more responsive rather than faceless Cheshire East Council who pass the buck and don't sort anything out.

More investment in street art in the town centre

We already pay for these services to Cheshire East. If they are transferred to Congleton, there should be appropriate reimbursement. There should be no increased precept for maintaining a service. This is a heads you win tails I lose option. Ultimately Cheshire East needs to get it's house in order and avoid inflation busting increases for delivering less.

I think CTC should take over all responsibilities because it will deliver services more efficiently and be more accountable through the town council.

We need these things done and have to accept it has to be paid for. It will enhance the town and support its economy.

We are all paying to much tax and council tax ,more effective ways to reduce costs and create a sense of pride doing neighbourhood areas through volunteer groups

The future of Congleton needs to be addressed. I think the new housing estates are brilliant and they will seriously benefit the town and community but we need to see the future of further infrastructure and support for the local businesses. I love the news of the new shops being built on Vikings Way, I think its a huge step in the right direction but we need more. I think there needs to be more clarity on how we actually get more infrastructure, as someone who works in the construction industry, I see that the housing brings the people which brings the money which brings the need for more but from the local social media groups, the concept is lost, be more open about it.

The railway station doesn't meet the needs of young professionals moving to the town, it is bigger than people wanting to shop on a Saturday, having to drive to Macclesfield or Crewe to get a train quicker than what I can get at Congleton is mind blowing and it does raise the question on whether I should continue to live in the town.

There needs to be better communication or signage for the link road. We see far too many HGV vehicles still going through the town and not utilising the road, I appreciate this may come more from National Highways but the pressure needs to be put on.

No access to toilets prevents so many people from visiting our town. This is a reason i do not attend and take my business elsewhere.... would i prefer to visit my town, of course but as a parent and someone with a medical condition, i need access to toilets. So my business and errands goes to Biddulph who can actually provide the services I need.

BIG SHAME!!

Need to improve blocked grids on main roads, hasn't been done since Covid and is a nightmare when we have heavy rainfall

Accessible toilet needed operated with radar key

While I love the history of the paddling pool it's my belief that providing such a facility free of charge is now (mainly due to the accompanying expenses of modern health & safety) too big a drain on a pressured budget.

Pot holes being maintained quicker. The roads are atrocious.

Poorly managed CEC are constantly trying to rip us off with car parking charges resulting in parked cars blocking side roads etc. green bins up another Â£10 and if they'd had there way there would have been a 10% raise in Council Tax which is already one of the most expensive in the area, so you've probably guessed I'm not in favour of paying any extra costs whatsoever. enough is enough!

CTC should look to spend funds on what the Town actually needs. Not just ornamental roundabouts and paddling pools that everyone from outside of Congleton can use!

I'm fed up of the huge precept Congleton Town Council adds, much more than virtually everywhere in Cheshire East. I will see no reduction in my Council Tax from Cheshire East so I don't want to pay twice. You must prioritise reducing the tax burden on residents.

Supporting local businesses in the town centre

Lets get people shopping in the town centre

It is important that the local town council is responsible for the town centre and local community amenities including parks. Highways and transport should be centralised to avoid variance in approach to equipment, scheduling etc.

Focus on the must haves rather than the nice to haves

Stop cycling in pedestrian area. I have nearly been hit in numerous occasions

The older estates around Congleton are looking older and tired due to weeds, damaged footpaths and kerbstones.

Does the town council regularly check each and every purchasing contract to ensure it is getting best price and spending the public purse in the most frugal way possible.

That could be as simple as its utilities, its ancillaries for maintenance, stationary supplies or any/all approved suppliers.

Zebra crossing in Leek road at junction with cross lane. The road crossing is used by school children every day and it's dangerous.

Leek road is a rat run and very congestive with speeding cars. There are TWO such crossings in Biddulph road for access to railway station and Henshull Hall residents.

The buses need to line up with the train departure times. Need the Sunday service back for those that work weekends! Otherwise its impossible to go in to manchester for work at the weekends!

Fixing potholes in roads, not just the main roads.

Reduce council tax, you don't get value for money.

The roads around Congleton are horrendous. Invest in road surface materials that actually last.

Stop increasing green waste bin prices as they are already too high and doing so will only lead to more fly tipping.
Stop wasting tax money on Congleton in bloom, this is not a priority for majority of people

Better public transport links to other towns /cities

Congleton Market would be better utilised under the stewardship of Congleton Market Quarter, as they have re energised the substandard area since they opened and held their own events

A proper bin collection system and recycling scheme

Considering the amount of new builds and the income they receive , surely all amenities listed should be maintained on a regular basis .

Better support for disabled citizens

Renovation of run down areas of the town centre. Dealing with derelict shops and buildings. Improving the streetscape and architectural value of the town centre in particular.

Reduce tax, reduce waste

As the town of Congleton grows, concerns are the infrastructure such as doctors/dentist and other facilities as Macc/leighton won't be able to cope with it much longer and Congleton needs a plan and a vision.

More disabled access such as dropped kerbs. Where there is disabled roadside parking there should be dropped kerbs alongside these spaces. The town isn't wheelchair friendly.

More recreational facilities for young people. Especially outdoor activities such as a skate park like Macclesfield South Park has. That skate park is well liked and used by youngsters. There are a few that spoil it but they are the minority. Any outdoor activity for youngsters is a good thing in my view.

Road surfacing should be a priority the potholes and uneven surfaces are atrocious.

Not sure if this is for you but we could do with more shops and the people would like to know what's happening with capital walk?

Resurfacing roads & filling potholes properly. Not just with a bit of tarmac that lasts about 6 months.

I think the council priorities should be those areas that are Congleton specific. Roads, transport links and young people facilities should be funded by the county, or wider bodies to prevent postcode lotteries on basic safety.

Protecting recreation spaces and sports fields.

You take take take but don't give anything back. The roads are terrible. Lied about the bypass. Keep putting prices up. No schools. Doctors or anything actually helpful. I pay for my green bin. People living in the centre pay £90 a year to park outside their own house. You keep putting parking prices up yet the town is dead. You are killing it. You couldn't organize a pee up in a brewery. I hope you're ashamed of the jobs you do.

Link the bus times with railway times! So many people walk from town to station for the Manchester train which leaves at 9mins past every hour. The bus is out of kilter with these times!

Better bus services. The town's traffic is difficult to get around with all the cars. More bus services will allow people to leave their car at home.

We need a household waste disposal centre in Congleton

Reduce rents and increase footfall to the town

With an aging population toilets are essential. The physical and mental pain are severe at times made much worse by panic when public toilets are not available. Can we have toilets like Biddulph and with parking space for out of town visitors.

More events. More local service delivery. Library.

Local bus services. Free car parking. Maintaining roads and footpath.

I think the town council will do a much better job taking on the roles you have listed. Weeding in verges appears to be a big issue and is making our estates look ugly, this in turn will lead to an increase in crime when things don't look cared for.

To provide more local shops in the town centre instead of cafes and beauty salons too many of them.

I think the paddling pool costs a huge amount for the few weeks that it is open and many that use it are from outside the area and therefore do not contribute to its costs.

More Schools, Dentists & Doctors in the Town

Streetscape team do a great job and it would be great to see the verges on housing estates maintained again, west heath and the Quinta estate has looked an absolute mess this year, residents have tried but it's impossible without the proper equipment and weed sprayer and sweeper.