

Lancashire County Council BVPI General Survey 2006

Research report

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1 Executive Summary

This research was carried out to fulfil the requirements of the Department for Communities and Local Government and the Audit Commission. The survey investigates the perception of the local area by Lancashire residents, as well as their satisfaction with local services. There were 1678 questionnaires returned at a rate of 37%.

1.1 Key findings

- Overall satisfaction with the county council has not changed significantly, moving from 49.1% to 49.5% satisfied. This score is similar to the overall median scores for all county councils and all single and upper tier authorities (both 50%).
- Satisfaction with five out of the nine key Best Value Performance Indicators measured on the survey has increased on the 2003/4 survey.
- Almost all respondents are satisfied with their local tip or recycling centre (93%). This is the highest satisfaction score for any authority in England.
- Satisfaction with bus services increased significantly on 2003, with satisfaction for all respondents increasing from 55% to 65%. The perception of all who had used the service in the last year increased strongly from 57% to 73%. Both of these results are the second highest ratings of the 34 county councils.
- Satisfaction with public transport information has increased both for all respondents and all users. The rating of information by all respondents (55%) is the third highest of any county council.
- The proportion satisfied with sport and leisure facilities, libraries, and parks and open spaces all increased significantly on 2003/4. The proportion satisfied with theatres and concert halls decreased.
- Three-quarters or residents are satisfied with their local area as a place to live (77%). The most important priorities for the local area are providing activities for teenagers (54%), road and pavement repairs (38%) and traffic congestion (36%). The level of crime has fallen from the top priority in 2003/4 to the fourth highest in 2006/7.
- Over a third of respondents feel the county council keeps them informed about its services and benefits (36%), but a significantly larger proportion feel not very well informed or not well informed at all (55%).

- Respondents in the oldest age group, over 65 are the most likely to consider themselves informed (47%), which is significantly higher than the 25 to 44 years age group (29%).
- The most likely source of information on the county council is that provided by the council, such as the council newspaper, leaflets and posters (38%). A third of respondents use the local media (33%).
- Lancashire residents are least likely to feel informed about how well the council is performing (27%), whether the council is delivering on its promises (26%) and what the council is doing to tackle anti-social behaviour in the local area (19%).
- Almost all residents who consider themselves informed about the county council also answer they are also satisfied with the council overall (93%). Less than half of people who consider themselves uninformed feel satisfied with the council overall (44%).

2 Background and Introduction

Best Value Performance Indicators (BVPIs) are part of the performance management framework for local authorities introduced by the Government in 1997. As part of the duty of Best Value introduced in the Local Government Act 1999, authorities are required to seek continuous improvement in their services. Best Value Performance Indicators are designed to monitor service improvement with regard to the efficiency, effectiveness and economy of service delivery.

The Government specifies that local authorities (and other best value authorities) collect and report on a number of Best Value Performance Indicators (BVPIs) that explicitly reflect users' perceptions of a range of services provided. These perception-based performance indicators are collected every three years, with 2006/7 marking the third time all local authorities have had to collect these performance measures. The survey was conducted in-house by the Corporate Research and Intelligence Team, and follows on from the MORI General BVPI Surveys carried out in 2003/4 and 2000/1.

This report presents the key findings from the BVPI General Survey and analysis of the results to provide extra depth to the data. A marked up questionnaire is contained in Appendix 7.2.

3 Methodology

The survey was conducted by a postal methodology according to the guidelines supplied by the Audit Commission. The sampling frame was a random selection of 5000 Lancashire addresses provided by the Audit Commission from Royal Mail's Postal Address File (PAF). A random sample of 3500 addresses was initially selected to mail. Since the timescale deadlines were much tighter for this wave of the BVPI survey, a further mailing of 1000 questionnaires was sent out to top up the sample and ensure the required response of 1100 questionnaires. Two reminder questionnaires were sent to all non-respondents.

Mailing Timetable

Mailing 1	Number mailed
6 September 2006	3500
4 October 2006	2968
1 November 2006	2426

Mailing 2	Number mailed
11 October 2006	1000
1 November 2006	848
22 November 2006	758

The total response of 1678 gave a return rate of 37%, which compares with 36% for the 2003 survey.

A profile of the respondents compared to census 2001 figures is given in appendix 7.1.

The data was collected by the Research and Intelligence team in the Policy Unit at Lancashire County Council, and sent to the Audit Commission to be weighted by their data supplier, Cobalt Sky. The data was weighted by age, ethnicity, gender and the number of people in the household to match current estimates of the proportions in Lancashire. The weighted number of responses matches the total response of 1678.

4 Limitations

The table below shows the sample tolerances that apply to the results in this survey. Sampling tolerances vary with the size of the sample as well as the percentage results.

Number of respondents	50/50 + / -	30/70 + / -	10/90 + / -
50	14%	13%	8%
100	10%	9%	6%
200	7%	6%	4%
500	4%	4%	3%
1000	3%	3%	2%
2000	2%	2%	1%

On a question where 50% of the people in a sample of 1000 respond with a particular answer, the chances are 95 out of 100 that the answer would be between 47% and 53% (ie +/- 3%), versus a complete coverage of the entire Lancashire population using the same procedure.

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

5 BVPI Scores

Table 1 - BVPI scores by survey

BVPI	Indicator	2006/7	2003/4	2000/1* ¹
3	Satisfaction with overall service provided by authority	50%	49%	58%
4	Satisfaction of complainants with complaints handling	35%	31%	36%
90c	Satisfaction with civic amenity sites	93%	85%	72%
103	Satisfaction with provision of public transport information	55%	45%	47%
103f	Satisfaction with provision of public transport information (all who have seen PTI in last 12 months)	73%	61%	58%
104	Satisfaction with local bus services	65%	55%	48%
104f	Satisfaction with local bus services (all who have used the bus service in last 12 months)	73%	57%	55%
119a	Satisfaction with sports/leisure facilities	58%	53%	N/A
119b	Satisfaction with libraries	75%	70%	71%
119c	Satisfaction with museums/ galleries	41%	43%	51%
119d	Satisfaction with theatres/concert halls	37%	43%	N/A
119e	Satisfaction with parks and open spaces	71%	66%	70%

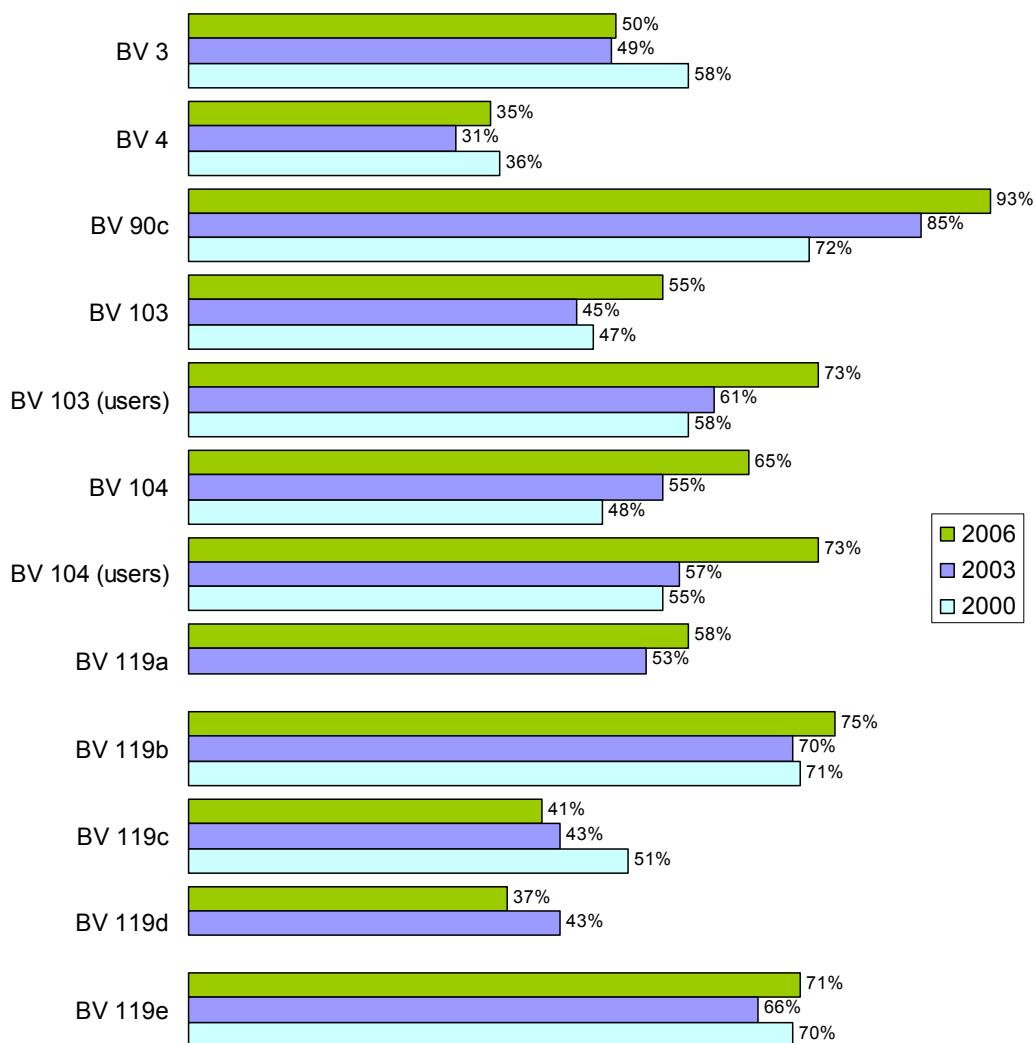
Table 2 - Comparison between 2006/7 and 2003/4 scores

BVPI	Indicator	Statistical comparison with 2003/4 score
3	Satisfaction with overall service provided by authority	Not statistically different
4	Satisfaction of complainants with complaints handling	Not statistically different
90c	Satisfaction with civic amenity sites	Increased
103	Satisfaction with provision of public transport information	Increased
103f	Satisfaction with provision of public transport information (all who have seen PTI in last 12 months)	Increased
104	Satisfaction with local bus services	Increased
104f	Satisfaction with local bus services (all who have used the bus service in last 12 months)	Increased
119a	Satisfaction with sports/leisure facilities	Increased
119b	Satisfaction with libraries	Increased
119c	Satisfaction with museums/ galleries	Not statistically different

¹ Data in 2000/1 was not weighted for non-response. Therefore all comparisons with subsequent data are only indicative rather than statistically reliable.

119d	Satisfaction with theatres/concert halls	Decreased
119e	Satisfaction with parks and open spaces	Increased

Chart 1 - BVPI scores by year



Base: 2006/7 (1678); 2003/4 (1110); 2000/1 (1265)

The table below gives the comparison of Lancashire's BVPI scores with the overall quartile scores for all county councils. The overall satisfaction score of 50% matches the median score for all county councils and all single and upper tier authorities (both 50%).

Table 3 - Lancashire scores vs county council quartiles

BVPI	Description	Lancashire	All county councils		
			Lower Quartile	Median	Top Quartile
3	Overall satisfaction	50%	46%	50%	52%
4	Complaints	35%	32%	34%	36%
90c	Local tip	93%	80%	83%	86%

BVPI	Description	Lancashire	All county councils		
			Lower Quartile	Median	Top Quartile
103	PTI - all respondents	55%	44%	47%	50%
103f	PTI - all users	73%	65%	68%	73%
104	Bus service - all respondents	65%	49%	54%	58%
104f	Bus service - all users	73%	59%	62%	66%
119a	Sports and leisure facilities	58%	56%	58%	61%
119b	Libraries	75%	71%	74%	77%
119c	Museums and galleries	41%	35%	40%	47%
119d	Theatres	37%	37%	42%	47%
119e	Parks and open spaces	71%	70%	74%	77%

Source: Audit Commission - February 2007

The table below outlines the ranking of Lancashire against all single and upper tier councils, and all county councils. The standout result is that for satisfaction with the local tip, which at 93% is the highest rating of any service in England. The next highest ratings are 90%, meaning that the county's service is rated statistically significantly better than any of the 148 other council's household waste recycling services.

Compared to other county councils, Lancashire also has the second highest rating for its bus services by both users and all respondents, and the third highest for public transport information by all respondents.

Table 4 - Lancashire rankings by council type, and county council quartiles

BVPI	Description	LCC Ranking (where joint placed as highest)		CC Quartile
		Single/upper councils ² (of 149)	County councils (of 34)	Lancashire
3	Overall satisfaction	72	14	2nd / 3rd
4	Complaints	33	11	2nd
90c	Local tip	1	1	Top
103	PTI - all respondents	69	3	Top
103f	PTI - all users	79	8	Top
104	Bus service - all respondents	43	2	Top
104f	Bus service - all users	24	2	Top
119a	Sports and leisure facilities	48	16	2nd
119b	Libraries	43	13	2nd
119c	Museums and galleries	77	16	2nd
119d	Theatres	103	15	3rd / Bottom
119e	Parks and open spaces	82	25	3rd

Source: Audit Commission - February 2007

² All single and upper tier councils, (all county, unitary and metropolitan councils, and London boroughs)

5.1 BVPI Scores by subgroup 2006/7

BVPI	Gender		Ethnicity		Disability		Age group			
	Male	Female	White	BME	Yes	No	18-24	25-44	45-64	65+
BV3 - Overall satisfaction with authority	46%	52%	49%	24%	50%	49%	42%	46%	51%	58%
BV4 - Satisfaction with complaints handling	33%	37%	36%	44%	44%	30%	22%	27%	41%	41%
BV90c - Satisfaction with HWRCs	92%	95%	94%	88%	92%	94%	90%	94%	94%	95%
BV103 - Satisfaction with public transport info	55%	56%	54%	27%	57%	54%	57%	48%	55%	67%
BV104 - Satisfaction with bus services overall	63%	67%	64%	45%	69%	63%	67%	57%	64%	78%

BVPI	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancs	Wyre
BV3 - Overall satisfaction with authority	54%	41%	46%	39%	41%	49%	53%	66%	46%	53%	56%	55%
BV4 - Satisfaction with complaints handling	31%	26%	36%	45%	41%	33%	34%	51%	20%	29%	41%	36%
BV90c - Satisfaction with HWRCs	92%	91%	95%	97%	92%	97%	92%	95%	94%	94%	93%	93%
BV103 - Satisfaction with public transport info	66%	54%	48%	50%	54%	53%	69%	44%	55%	53%	45%	55%
BV104 - Satisfaction with bus services overall	76%	49%	56%	70%	69%	75%	79%	53%	61%	60%	43%	68%

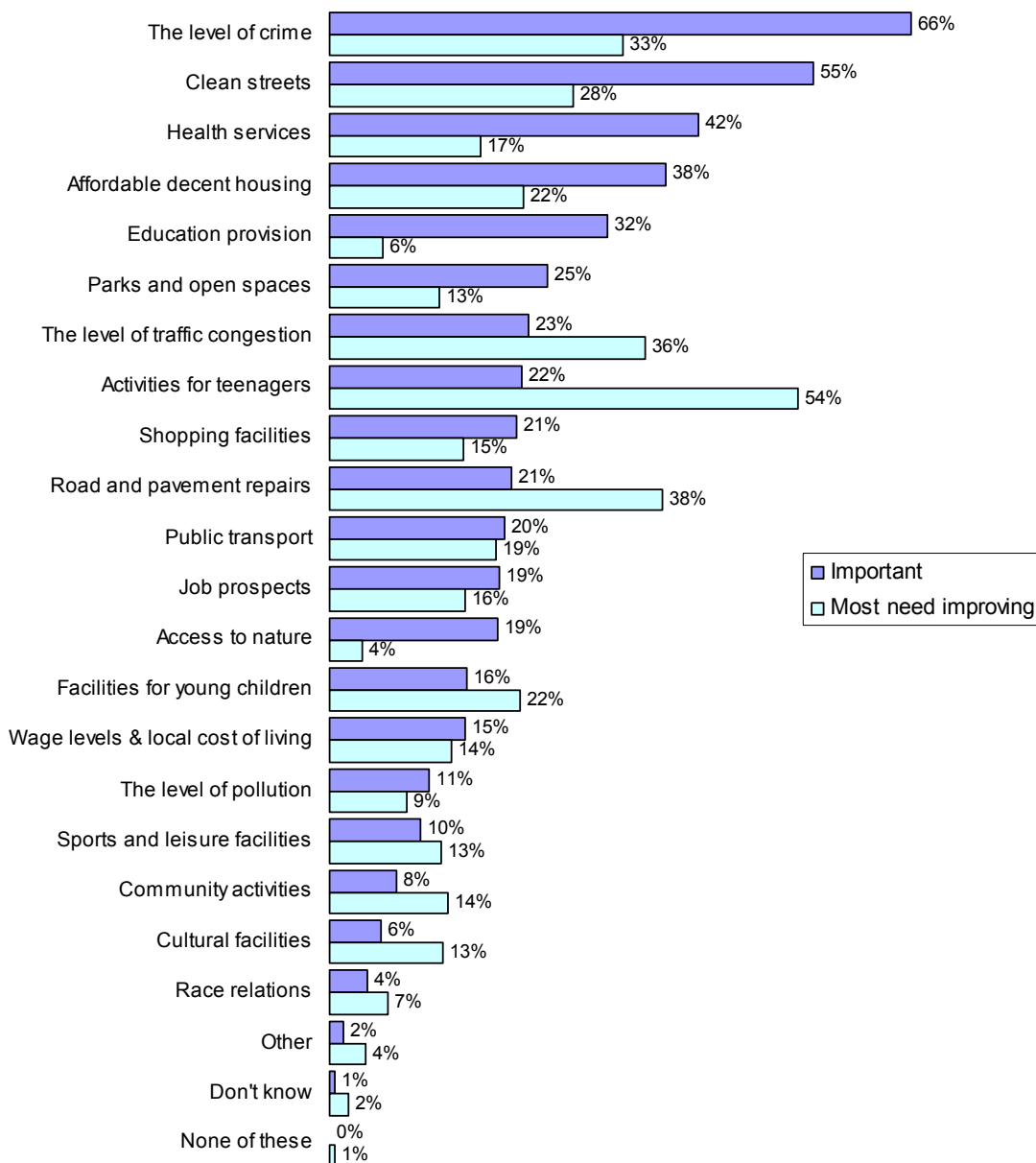
6 Main Research Findings

6.1 About the local area

The first section of the questionnaire asked respondents about the factors needed in a local area generally, and what most needs improving in their own.

Chart 2 - Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?
(Please tick up to five boxes)

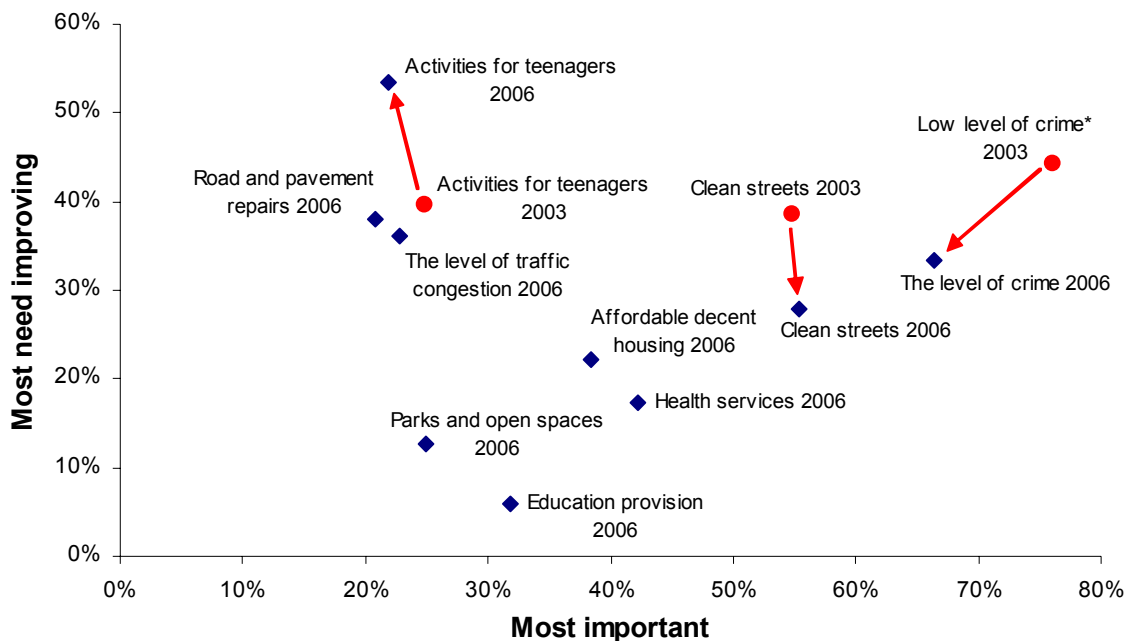
Chart 3 - And thinking about this local area, which of the things below, if any, do you think most need improving?
(Please tick up to five boxes)



Base: All respondents (Weighted 1678, Unweighted 1678)

There are large differences between what is considered most important and what most needs improving. While two people in three thought that the level of crime was one of the most important factors generally, only one in three thought that it most needed improving in their local area. Activities for teenagers, (54%), road and pavement repairs (38%) and traffic congestion (38%) are all mentioned by more people than crime. This contrasts strongly with the BVPI 2003 survey, where crime was the most important area to improve in the local area. The scatter chart below shows the top ten most important factors for an area in 2006. The most different 2003 scores are also shown for comparison.

Chart 4 - Most need improving in local area vs most important for making somewhere a good place to live
(top ten answers with key differences from 2003 highlighted)



Base: All respondents 2006 (1678), 2003 (1110)

The proportions of people suggesting clean streets and the level of crime* have both fallen on 2003, both with 11% less saying the factor most needs improving in their area. The level of crime also dropped as a factor in making somewhere a good place to live (by 10%), though a change of wording may be the reason for this change. While there has been a drop in the proportion saying it is most important for an area it is still the most important factor overall in both years' surveys. This compares with the question on improving the local area where crime has fallen from the highest priority in 2003 to only the fourth highest in 2006.

The greatest increase was in an extra 14% of respondents saying it was important to increase activities for teenagers compared to 2003. This

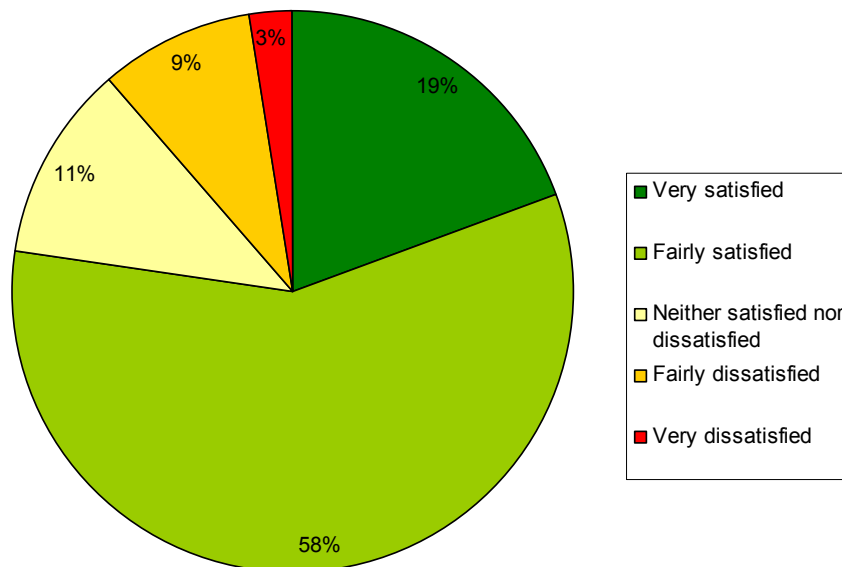
* Labelled as the **level of crime** for both factors in 2006, while in 2003 this factor was labelled as the **level of crime** for the improvement factor and **low level of crime** for the most important question.

may reflect a change in attitudes across Lancashire in the last 3 years, with less emphasis on crime per se, but more on young people.

Looking demographically, there are some differences. Providing activities for teenagers is an important factor to improve for all age groups, though the highest concern for respondents aged over 65 is road and pavement repairs (50%, compared to 38% overall). In Lancaster, residents are most likely to mention traffic congestion as the key improvement (60%), mirroring findings in other research. The level of crime is the joint highest priority in Pendle (50%), and Pendle residents are much more likely to name race relations as needing improvement (32% vs 7% overall). Respondents in Burnley are also more likely to mention this (23%).

Respondents were next asked for their satisfaction with their local area as a place to live. Three-quarters of residents are satisfied with their local area as a place to live (77%).

Chart 5 - Overall, how satisfied or dissatisfied are you with your local area as a place to live?



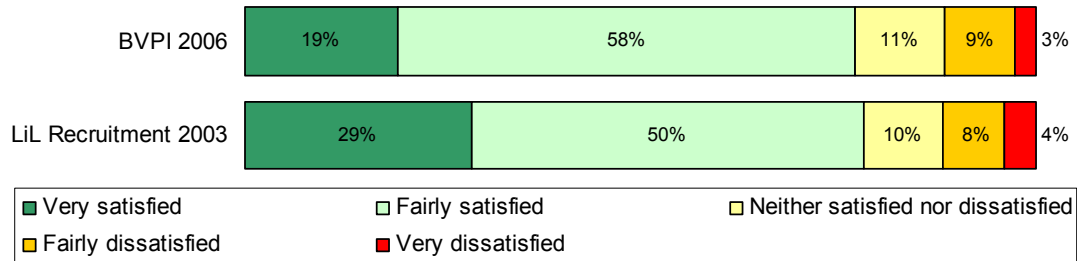
Base: All respondents (Weighted 1678, Unweighted 1678)

This question was not asked on the previous BVPI surveys. People over 65 are the most likely to be satisfied with their local area (82% satisfied). Respondents from an ethnic minority were significantly more likely to be dissatisfied (28% dissatisfied compared with 12% overall). This was also the case for respondents from East Lancashire (19% dissatisfied).

A very similar question to that above was asked on the recruitment questionnaire for the Life in Lancashire citizen's panel in 2003. This is compared below. There is a reduction in the proportion saying they are

very satisfied with their local area, though this could be due to the different questionnaire and question wording.

Chart 6 - Overall, how satisfied or dissatisfied are you with your local area as a place to live? Vs Thinking about the area where you live, on the whole, how satisfied or dissatisfied are you with it as a place to live?



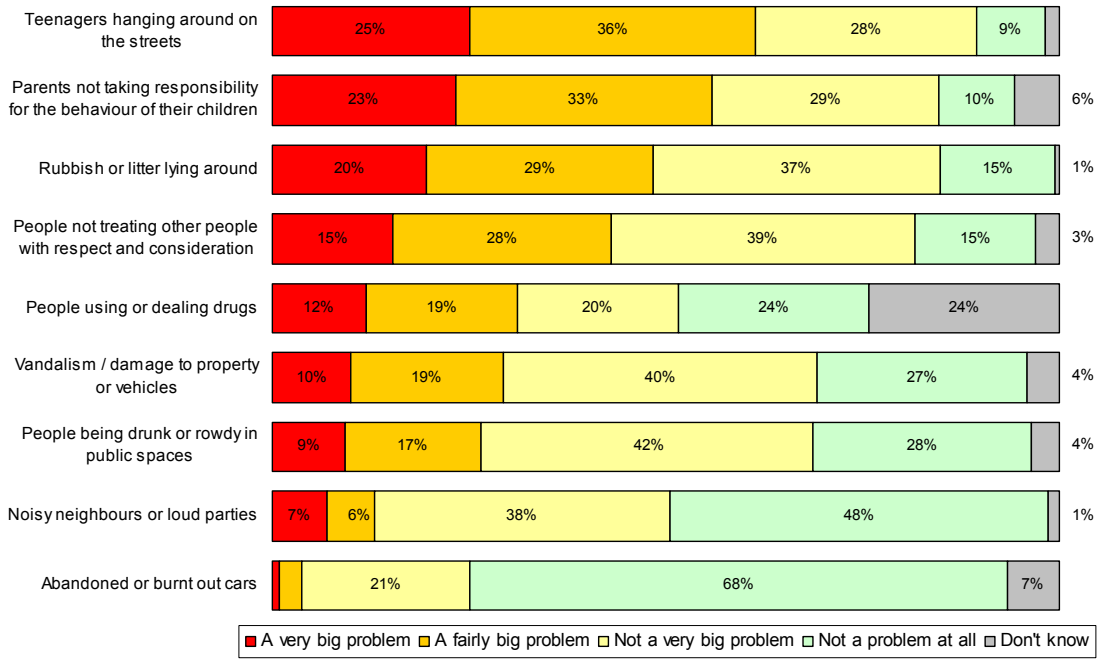
Base: All respondents (BVPI 2006 1678, LiL recruitment 2003, 2913)

The next set of questions asked residents to name how much of a problem a number of aspects were in their local area. Teenagers hanging around on the streets are seen as the greatest problem, with three in five respondents mentioning it as a problem (61% saying a very or fairly big problem). This ties in with activities for teenagers being the highest priority for residents. It is also more likely to be seen as a problem by younger age groups, with 18 to 24 year olds (80%) and 25 to 44 year olds (64%) both more likely to say it is a big or fairly big problem than older respondents.

The second biggest problem is parents not taking responsibility for their children’s behaviour (56%). Residents of east Lancashire are more likely than west Lancashire residents to say it is a very or fairly big problem (64% compared with 52%).

Respondents who are dissatisfied with the county council are much more likely to say that rubbish or litter is a big or fairly big problem (66% against 43% of satisfied to respondents). Dissatisfied respondents are also more than twice as likely to say litter is a big problem (35% compared with 14%).

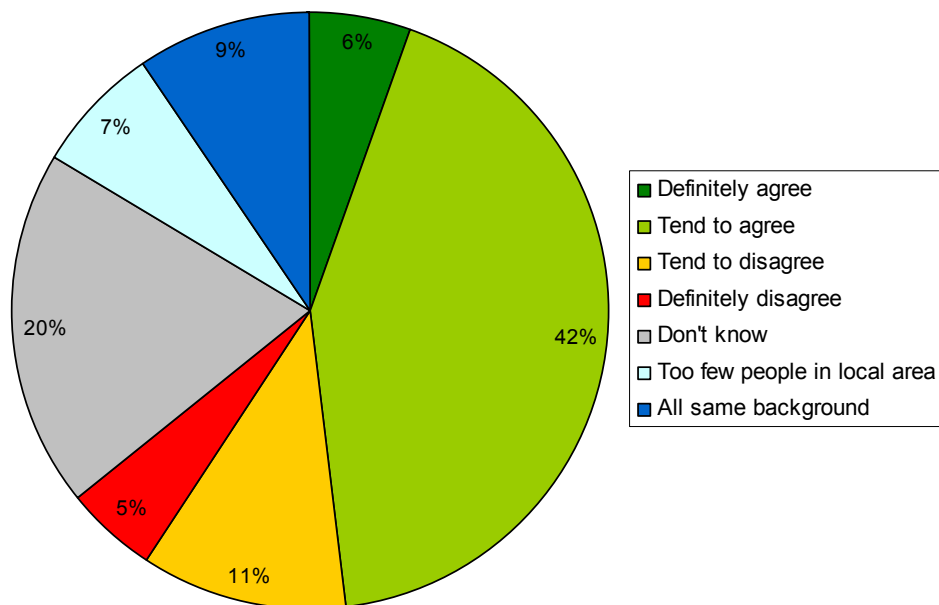
Chart 7 - Thinking about this local area, how much of a problem do you think are...



Base: All respondents (Weighted 1678, Unweighted 1678)

The final question on the first section of the questionnaire investigated community cohesion.

Chart 8 - To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?



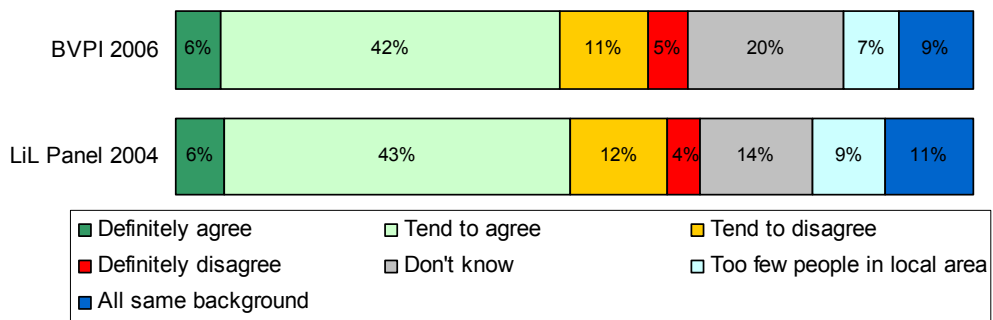
Base: All respondents (Weighted 1678, Unweighted 1678)

About half of respondents agree that people in their local area get on well together, though a large minority said they didn't know or could not

express an opinion (36%). Residents of East Lancashire were much more likely to disagree (29%) than the rest of the county (10%). Hyndburn (35% disagreeing), Pendle (32%) and Burnley (31%) had the highest proportions disagreeing that people in the local area get on well together by district.

While not asked on the BVPI survey in 2003, the same question was asked to the Life in Lancashire citizen's panel in 2004, and an almost identical result was returned. The difference in methodologies of the two surveys however prevents a direct comparison.

Chart 9 - To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?

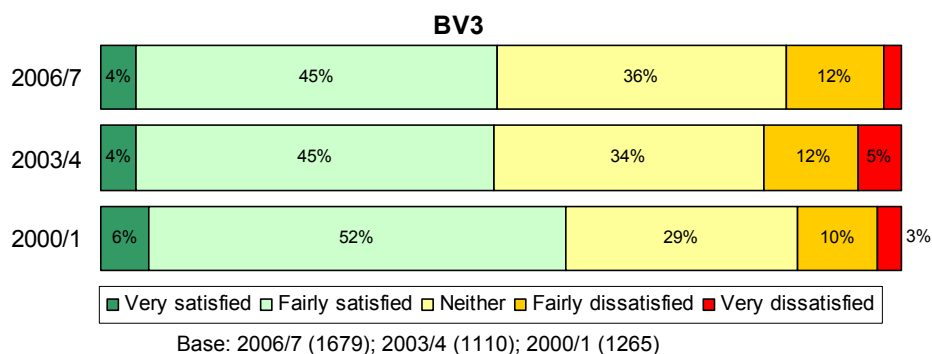


Base: All respondents (Weighted 1678, Unweighted 1678)

6.2 Overall satisfaction with the county council

As indicated in section 4, the overall satisfaction with the county council has not changed significantly since the 2003 survey.

Chart 10 - Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?



The overall BV3 score has only increased from 49.1% in 2003/4 to 49.5% in 2006/7 which is not a significant increase. The 2000/1 data is unweighted, and therefore not directly comparable with the later surveys. As outlined in section 6, the score is similar to the overall median scores for all county councils and all single and upper tier authorities (both 50%).

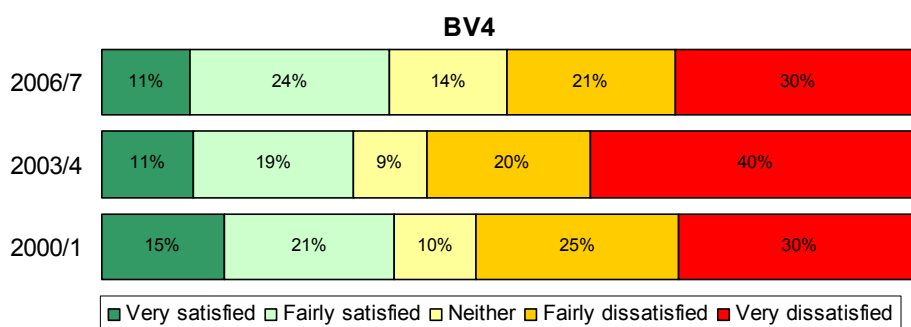
Demographically, the only significant difference in the current survey is that respondents from an ethnic minority are less satisfied than white respondents (24% against 49%). This is from a small sample of only 35 non-white respondents, so the result should be noted with caution.

Almost all residents who consider that the county council keeps them very or fairly well informed about its services and benefits also answer they are also satisfied with the council overall (93%). Less than half of people who consider themselves uninformed feel satisfied with the council overall (44%).

6.3 Complaint handling

One in five respondents said they had made a complaint against the county council in the last 12 months (20%), (though there may well have been some confusion from residents for whether their complaint was to the county or their district council). One in three complainants was satisfied with the way their complaint was handled (35%), but half were dissatisfied (51%).

Chart 11 - How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?

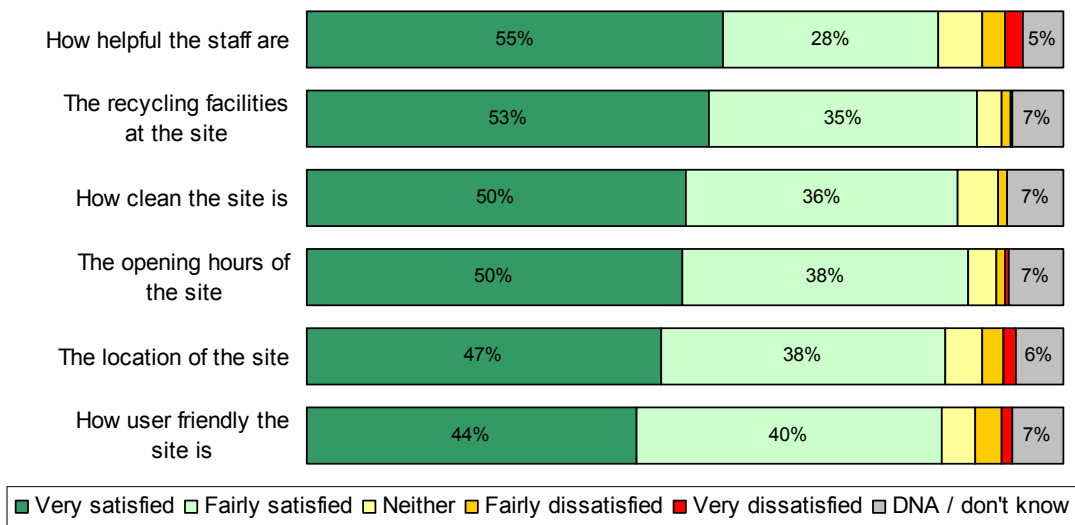


Base: All complaining about the council: 2006/7 (317); 2003/4 (174); 2000/1 (154)

6.4 Household Waste Recycling Centres

The next section of the survey gave some information on the services that Lancashire County Council provides and then asked the respondents for their opinions on their local household waste recycling centre. The satisfaction with each aspect of the recycling centre is very high, as shown in the chart below.

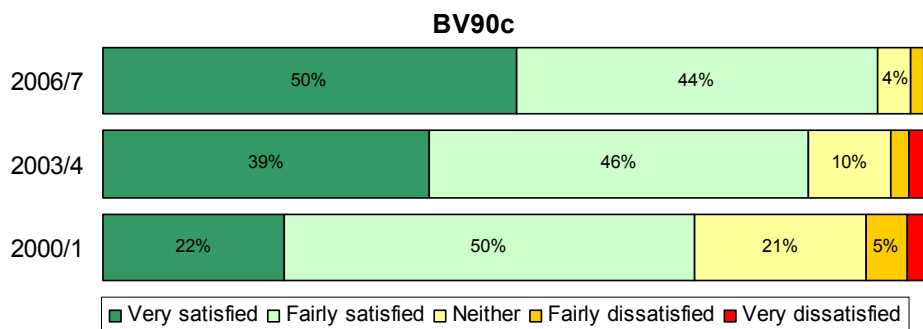
Chart 12 - Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service, which we provide. Please only answer this question if you have used a local tip or household waste recycling centre in the last 12 months



Base: All respondents (Weighted 1678, Unweighted 1678)

The overall satisfaction with the tip or recycling centre is also very high (93%). This gives the BV indicator BV90c, and is compared with the two previous surveys below. The proportion of respondents very satisfied with the service (50%) has increased significantly on the last survey (39%).

Chart 13 - The tip / household waste recycling centre overall



Base: 2006/7 (1678); 2003/4 (1110); 2000/1 (1265)

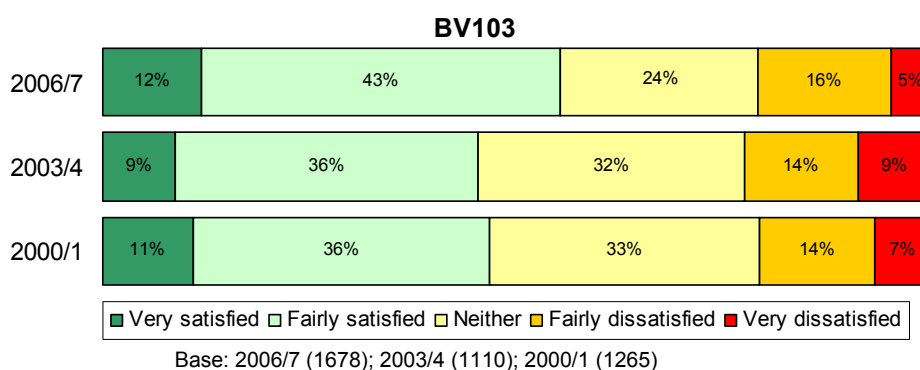
The satisfaction rate of 93% is the highest of any single or upper tier authority in England, with the next highest score at 90%.

6.5 Public Transport Information

Satisfaction with public transport information overall has increased significantly on 2003. This is the case for all respondents (55% in 2006 against 45% in 2003), and for all who have seen some information in the previous 12 months (73% versus 61%). About one in three people had seen or received information provided on local transport services in the last 12 months (35%).

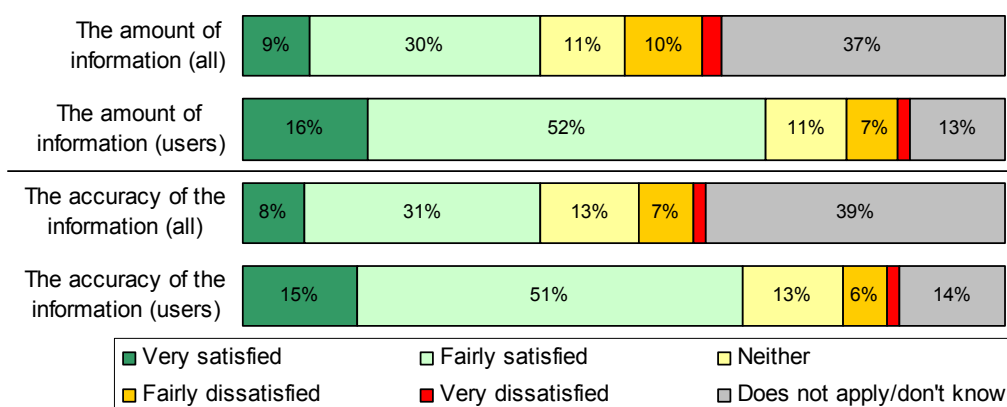
Both the satisfaction by those who have seen some information and all respondents are in the top quartile for county councils. The rating of information by all respondents is the third highest of any county council.

Chart 14 - The provision of public transport information overall (all respondents)



As might be expected, satisfaction with the amount and accuracy of information is higher amongst those who have seen some information.

Chart 15 - Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide

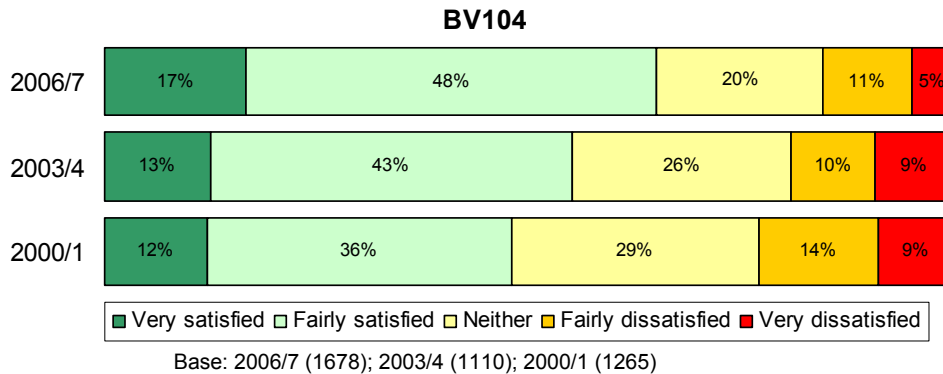


Base: All respondents (Weighted 1678, Unweighted 1678), all who have seen information in last 12 months (534)

6.6 Bus services

Satisfaction with bus service has also increased significantly on 2003, with satisfaction for all respondents increasing from 55% in 2003 to 65%. The perception of all who had used the service in the last year increased strongly from 57% to 73%.

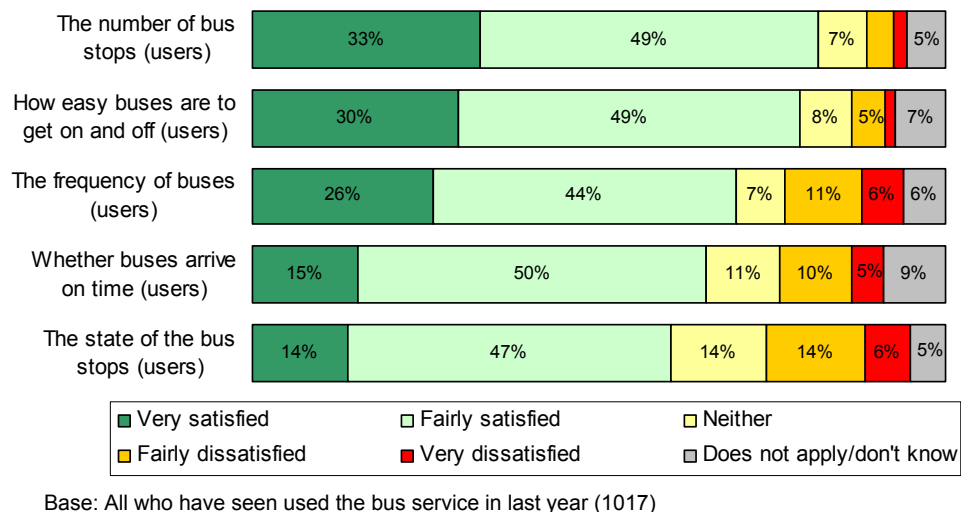
Chart 16 - The local bus service overall (all respondents)



The satisfaction with the bus service by both users and all respondents was the second highest of the 34 county councils.

Users' satisfactions with various aspects of the bus service are shown in the chart below. The overall score from all respondents rated the aspects in the same order.

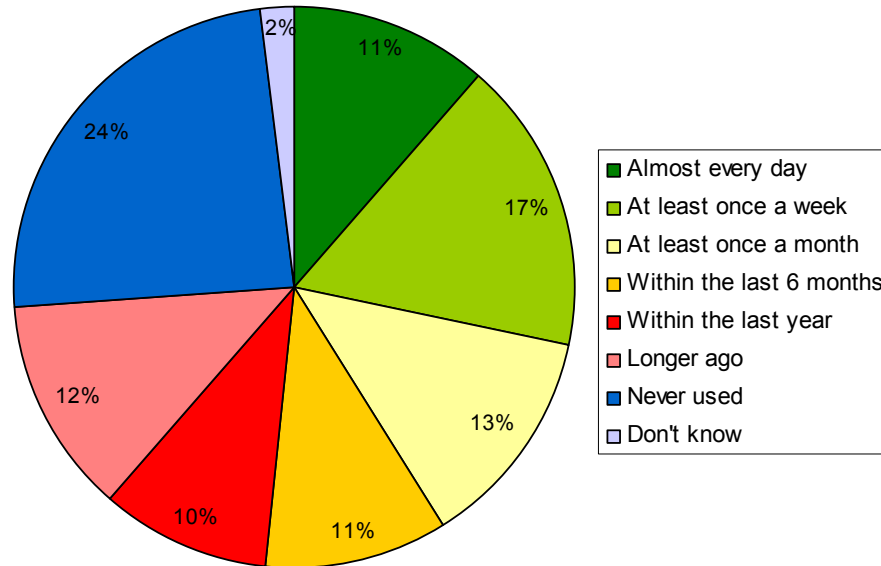
Chart 17 - How satisfied are you with each of the following aspect of the bus service?



Demographically, West Lancashire residents were most likely to be dissatisfied with the frequency of buses (24% of all respondents dissatisfied) and the service overall (29% dissatisfied, compared with 15% overall).

Over a quarter of respondents to the survey use the bus at least once a week (28%), and three in five have used the service in the last year (61%).

Chart 18 - How frequently, if at all, do you use the local bus service?



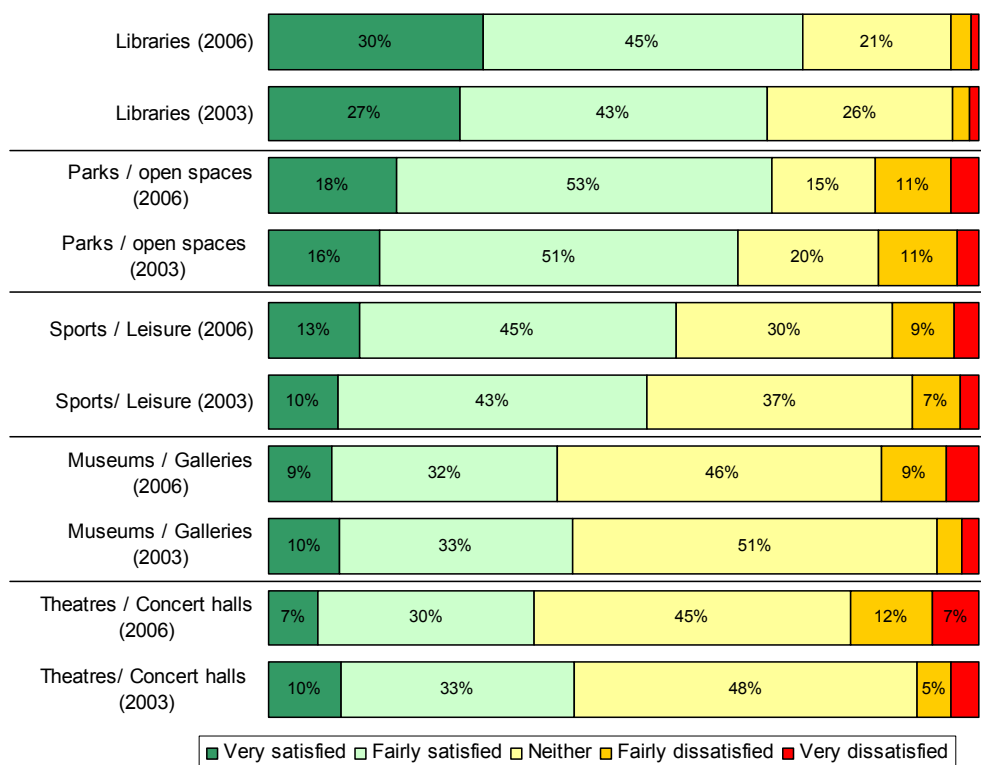
Base: All respondents (Weighted 1678, Unweighted 1678)

6.7 Cultural and leisure services

As mentioned in section 6, satisfaction with sports and leisure facilities (119a), libraries (BV119b), and parks and open spaces (BV119e) have all increased significantly compared with the 2003 survey. Satisfaction with museums and galleries (BV119d) has not significantly changed, while theatre and concert hall satisfaction has decreased (BV119d).

Chart 19 - Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Lancashire County Council.

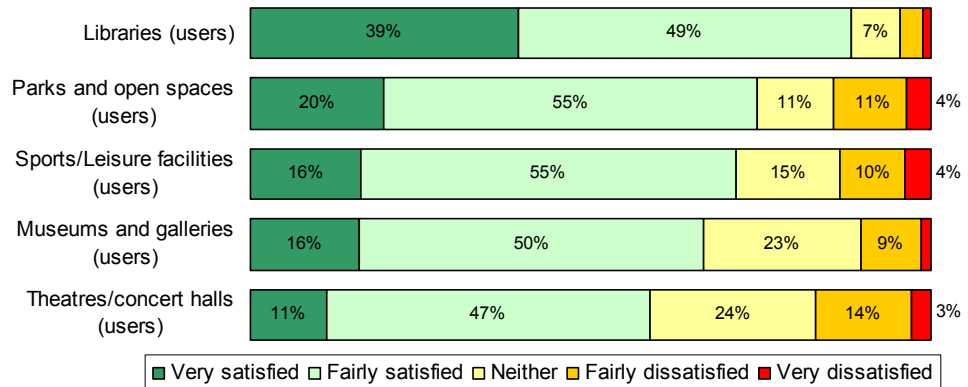
(Please answer this question whether you have used these services or not)



Base: 2006/7 (1678); 2003/4 (1110)

Users of the service are more satisfied with the services than non users.

Chart 20 - How satisfied or dissatisfied are you with each of the following services (Service users – cultural and leisure)



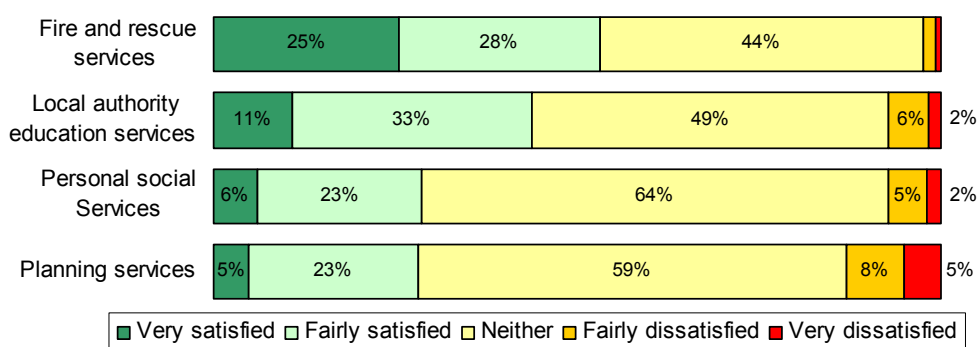
Base: All who have seen used the relevant service in last year (Libraries 1017, Parks and open spaces 1377, Sports facilities 901, Museums 575, Theatres 664)

6.8 Other services

The survey also asked for satisfaction with several other services provided by the county council and its partners. There is greatest satisfaction is with fire and rescue services, though the most common answer to each of these was neither satisfied nor dissatisfied, reflecting that many of the respondents may have felt unqualified to make a judgement.

Chart 21 - Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Lancashire County Council.

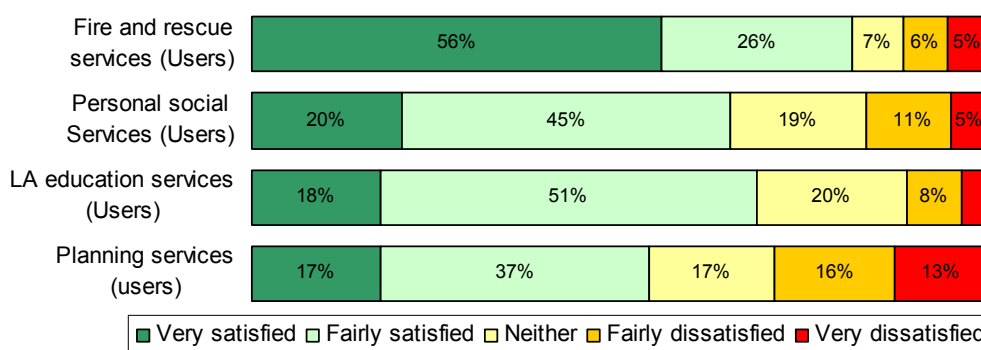
(Please answer this question whether you have used these services or not)



Base: All respondents (Weighted 1678, Unweighted 1678)

Respondents who say they have used the service are much more likely to be satisfied, though a sizeable minority of users of the planning service are dissatisfied (30%).

Chart 22 - How satisfied or dissatisfied are you with each of the following services (Service users - other)

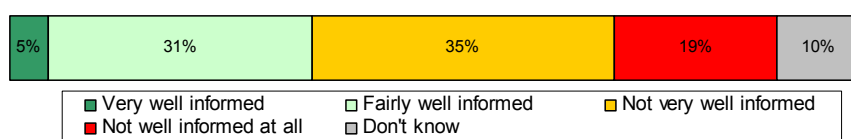


Base: All who have seen used the relevant service in last year (Fire 126, Personal social services 271, Education services 409, Planning 224)

6.9 Information about your council and its services

Over a third of respondents feel the county council keeps them informed about its services and benefits (36%), but a significantly larger proportion feel not very well informed or not well informed at all (55%). Respondents in the oldest age group, over 65 are the most likely to consider themselves informed (47%), which is significantly higher than the 25 to 44 years age group (29%).

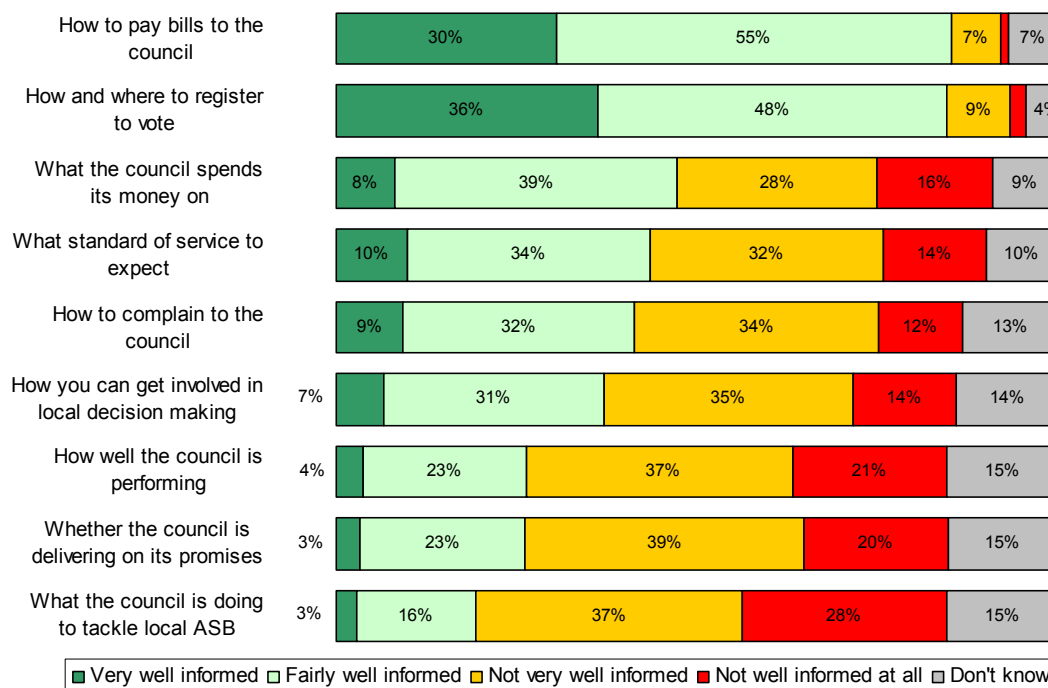
Chart 23 - Overall, how well informed do you think your council keeps residents about the services and benefits it provides?



Base: All respondents (Weighted 1678, Unweighted 1678)

The majority of respondents feel informed about paying bills (85% and 84% very well informed and fairly well informed) and voter registration (84%). Lancashire residents are least likely to feel informed about how well the council is performing (27%), whether the council is delivering on its promises (26%) and what the council is doing to tackle anti-social behaviour in the local area (19%).

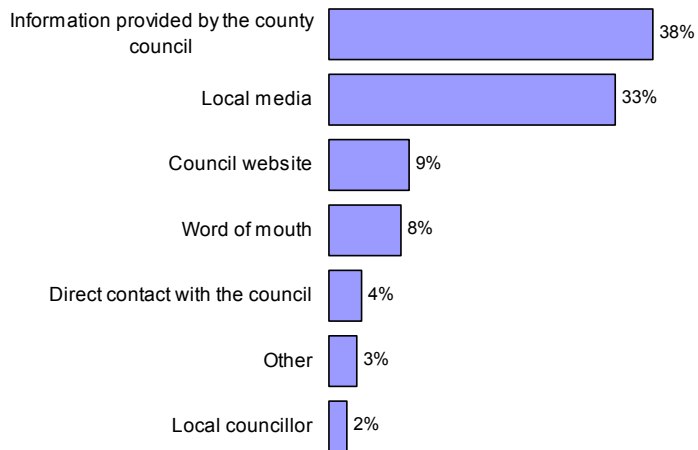
Chart 24 - How well informed do you feel about each of the following?



Base: All respondents (Weighted 1678, Unweighted 1678)

The most likely source of information on the county council is that provided by the council, such as the council newspaper, leaflets and posters (38%). A third of respondents use the local media (33%).

Chart 25 - How do you find out about Lancashire County Council? Please tick the MAIN source you use from the list below.

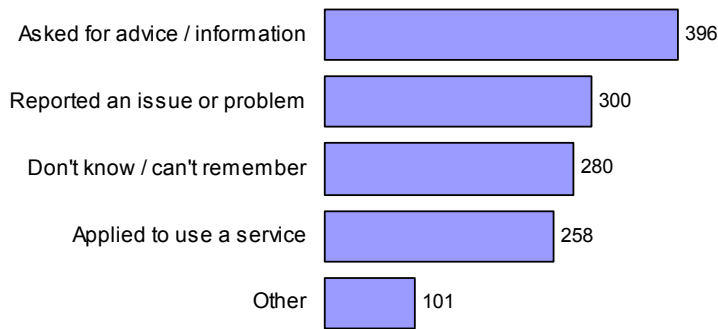


Base: All respondents (Weighted 1678, Unweighted 1678)

6.10 Contacting the council

The next section asked respondents about their most recent contact with the council. (It should be noted that many of the reasons given for contact were for district council services, implying that it was the district council contacted.)

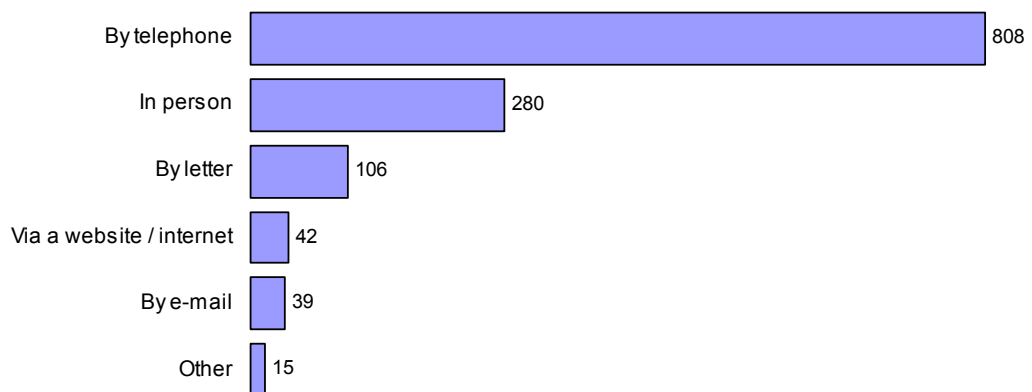
Chart 26 - Which of these describes the reasons why you made YOUR MOST RECENT contact with the council?



Base: All respondents (1210)

The majority of people contacting the council did so by phone.

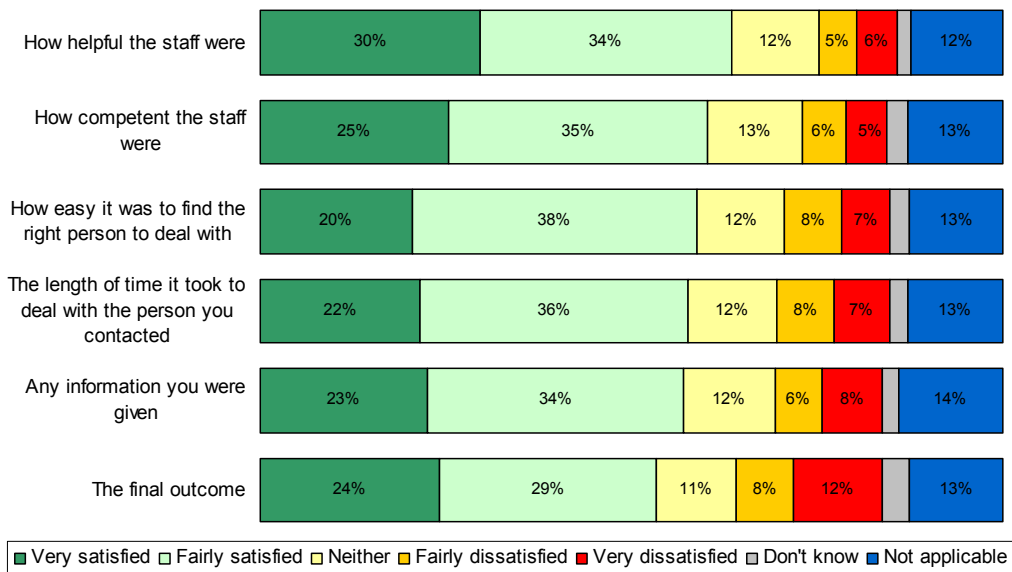
Chart 27 - How were you in contact with the council?



Base: All respondents (1210)

The majority of people expressing an opinion were satisfied with each service, with the final outcome having the most dissatisfaction (20%).

Chart 28 - Still thinking about your most recent contact with the council, please indicate how satisfied or dissatisfied you were with each aspect of the service you received. If any aspect does not apply to your particular experience, please tick not applicable.

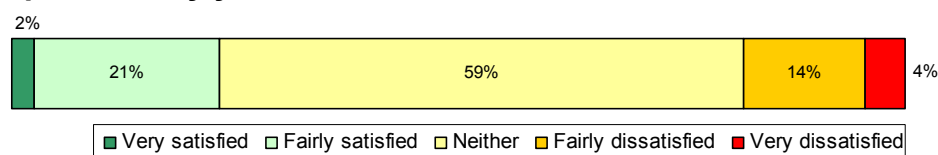


Base: All respondents (1210)

6.11 Local decision making and how the council performs overall

More respondents are satisfied than dissatisfied with opportunities to participate in local decision making, though the majority do not express an opinion (59% neither satisfied nor dissatisfied).

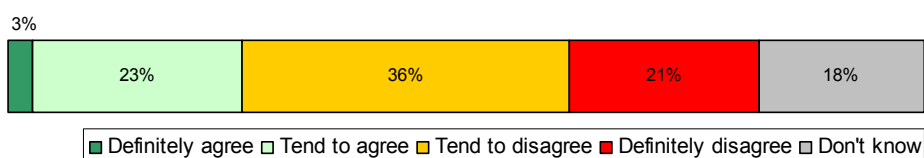
Chart 29 - Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by your council?



Base: All respondents (Weighted 1678, Unweighted 1678)

More disagree that they can influence decisions affecting their local area however, with well over half disagreeing (57%).

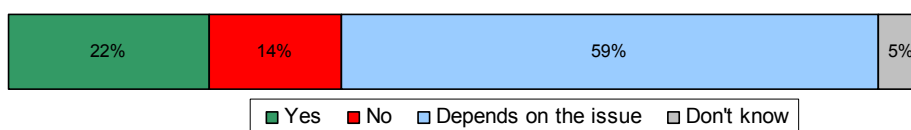
Chart 30 - Do you agree or disagree that you can influence decisions affecting your local area?



Base: All respondents (Weighted 1678, Unweighted 1678)

Depending on the issue, potentially eight people in ten would like to be more involved in the decisions the council makes (81%, and 22% would like to be more involved generally).

Chart 31 - Generally speaking, would you like to be more involved in the decisions your council makes that affect your local area?

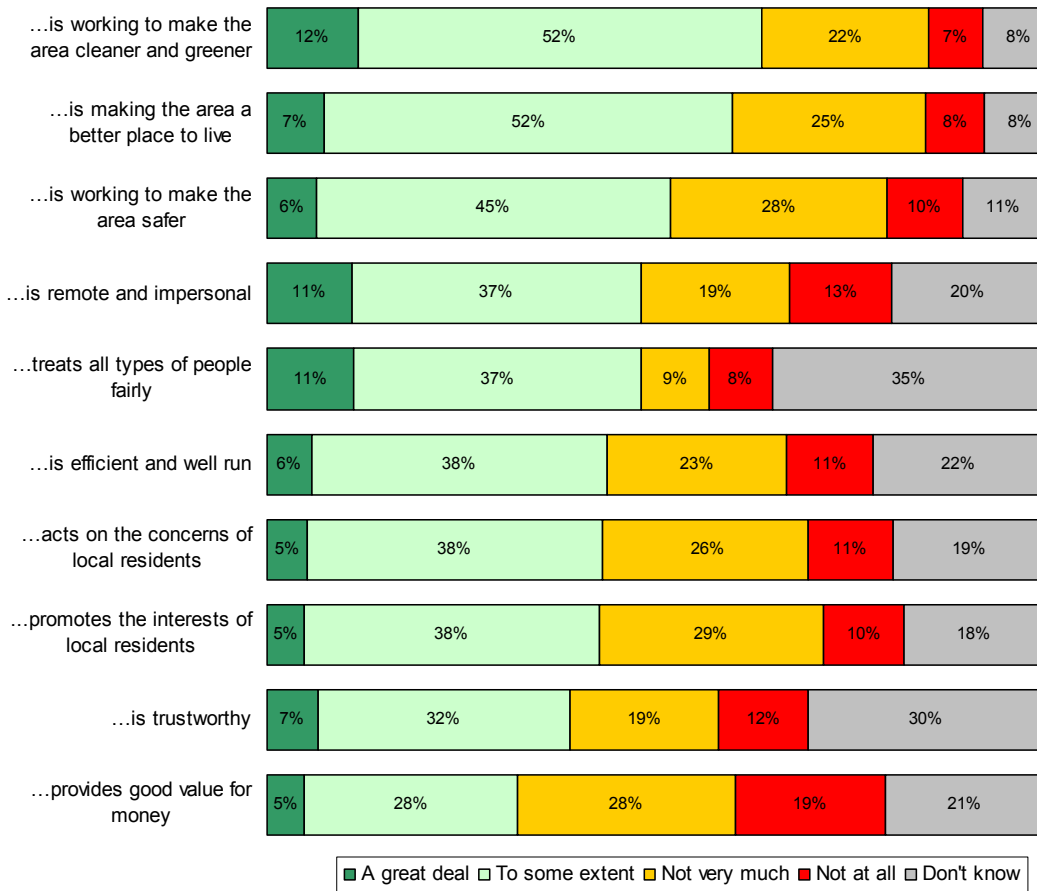


Base: All respondents (Weighted 1678, Unweighted 1678)

The last set of attitudinal questions on the survey asked to what extent Lancashire residents agreed with a variety of statements about the county council. The majority of respondents agree that the council is making the local area cleaner and greener (64%), and a better place to live (60%). Almost half of respondents agree that the council treats all types of people fairly (48%), though this increases to three-quarters of all those expressing an opinion (74%). There is also a similar result between white and BME respondents (48% and 46% agree respectively). The highest disagreement is that the council provides good value for money (47% not very much or not at all).

Chart 32 - Here are some things that other people have said about their council. To what extent do you think that these statements apply to your local council?

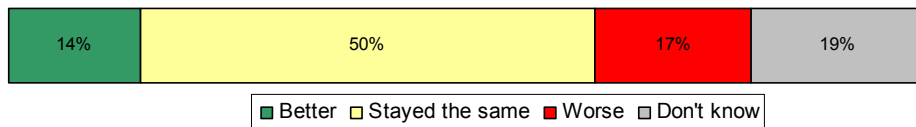
My council...



Base: All respondents (Weighted 1678, Unweighted 1678)

The final question asked whether the authority had got better or worse in the last three years. Around as many thought it had got worse (17%) as got better (14%), though the majority answered it had stayed the same.

Chart 33 - Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?



Base: All respondents (Weighted 1678, Unweighted 1678)

Men were slightly more likely to rate the council as getting worse than women (21% against 14%), and respondents from an ethnic minority were much more likely to say it was worse than white respondents (65% versus 15%), though this was from a small sample of respondents.

7 Appendix

7.1 Sample Profile

Chart 34 - Sample demographics against Census 2001

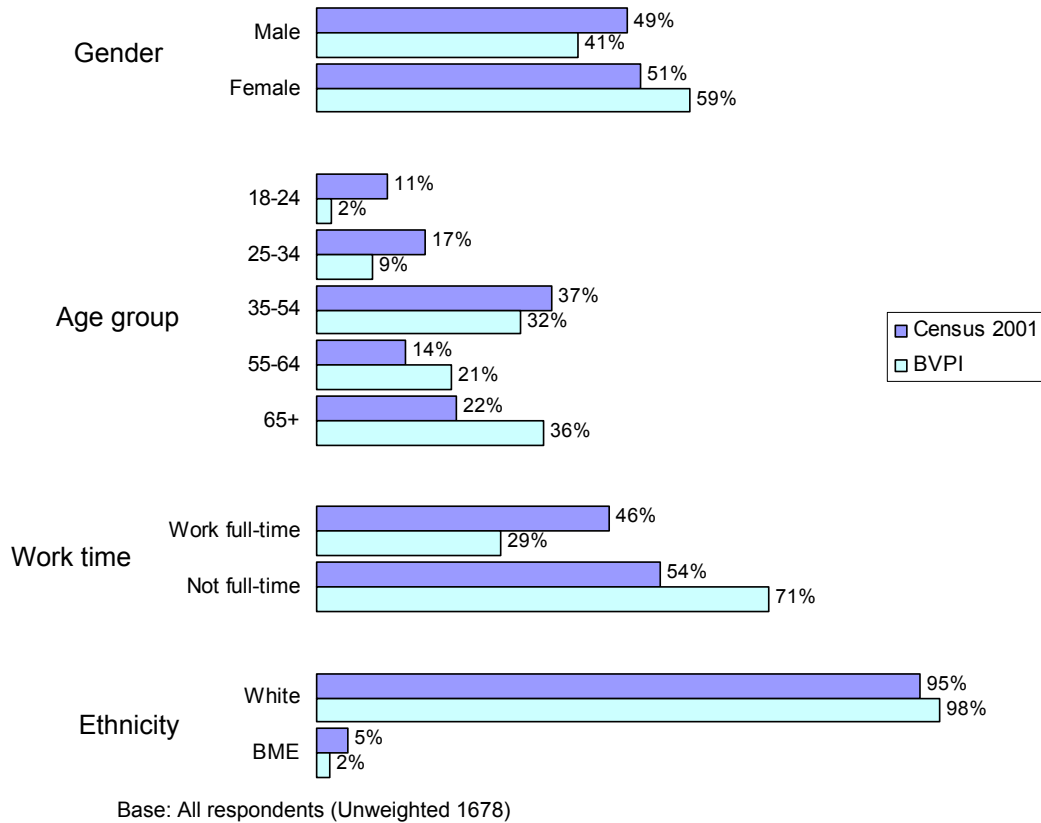
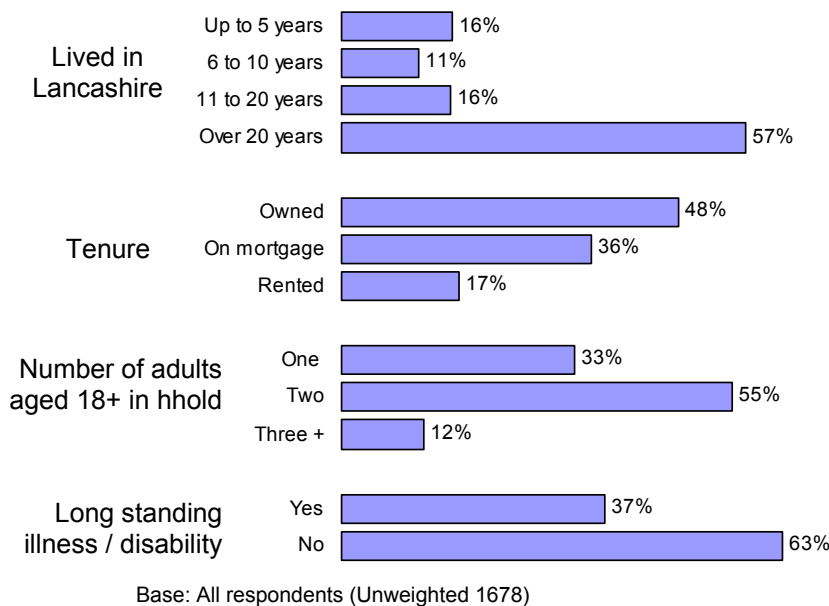


Chart 35 - Other demographics



7.2 Marked up questionnaire