

**Life in Lancashire Panel Wave 8**  
Report from panel research  
carried out on behalf of  
**LANCASHIRE COUNTY COUNCIL**  
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INVESTOR IN PEOPLE

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APPENDIX B – Marked-up questionnaire

# 1. Introduction

This report contains the main findings from a survey of members of the Life in Lancashire citizens' panel. RBA Research recruited a panel covering the 12 districts within Lancashire County Council in June 2001.

This is the eighth time that the main Lancashire Panel has been surveyed.

## 1.1 Background and Objectives

The Life in Lancashire panel provides an opportunity to approach willing participants on a regular basis to seek their views on a range of topics. Panel members are all volunteers. The panel has been designed to be a demographic cross-section of the population of the County, and the results of each survey are weighted in order to reflect the demographic profile of the County's population.

Each activation of the Panel is 'themed', for two key reasons. Firstly, it enables us to have sufficient coverage on a particular topic to be able to provide insight into that topic. Secondly, it comes across better to the residents completing the questionnaires if there is a clear theme (or two clear themes) within each survey.

This latest survey focuses on:

1. *Developing Lancashire* (perceived priorities for development, level of understanding about planning and development within Lancashire, awareness of the council's planning department)
2. *Recycling* (awareness of the recycling services available, attitudes towards recycling, perceived barriers to recycling, what the council can do to increase the amount recycled)
3. *The needs of children and young people* (perceptions of things for children and young people to do, how this could be improved, how children & young people can be involved in local decisions)

## 1.2 Methodology

Postal questionnaires were sent to all those on the Lancashire panel database (1,430 residents) on 7<sup>th</sup> May 2003. A reminder was sent out on 21<sup>st</sup> May. The original cut-off was extended from the 27<sup>th</sup> June and a second reminder mailed on the 12<sup>th</sup>. The revised cut off date was the 26<sup>th</sup> June, by which time 894 questionnaires had been returned. This represents a response rate of 63%.

The results of the survey have been weighted by district, age, gender and housing tenure. All of the figures given in this report are taken from the weighted dataset.

### **1.3 Interpretation of the Data**

When interpreting the results from panel surveys, it is important to bear in mind that the results are highly unlikely to be fully representative of the population of Lancashire. People who volunteer to join and stay on a panel are almost certainly different to those who do not, in terms of their attitudes and behaviour.

In addition, we must consider the possibility of 'conditioning' (the compound effect caused by surveying the same people on an on-going basis). To minimise the possible effects of conditioning, we have been asking about a range of different topics and keeping a reasonable distance between surveys. It is, however, possible that the responses of panel members have been influenced by their experience in taking part in previous surveys, eg in comparison with the public as a whole, panel members probably have heightened awareness of the way the council operates.

Nevertheless, results from panel research do provide an indication of the public mood. Although it is not fully representative, the panel consists of a wide range of people who would not normally be closely involved in council decision-making. For subjects such as those covered in this survey, therefore, panel surveys are a valuable part of the council's consultation strategy.

In 'standard' survey research, it is possible to calculate the degree of accuracy of the results, and also to work out whether sub-group differences (eg differences in the views of people living in different districts) are 'statistically significant'. Because of the nature of panel samples, however, it is not possible to make such calculations for the data reported in this document. The sub-group differences reported here are sufficiently large to be noteworthy, but we cannot state with 100% confidence that they represent 'real' differences in opinions.

This report contains several tables and charts that show the survey results. In some instances, the responses may not add up to 100%. There are several reasons why this might happen: the question may have allowed each respondent to give more than one answer; only the most common responses may be shown on the table; or individual percentages may have been rounded to the nearest whole number such that the total comes to 99% or 101%.

On tables and charts, please assume that the results are based on all respondents unless otherwise stated.

## 2. MAIN FINDINGS

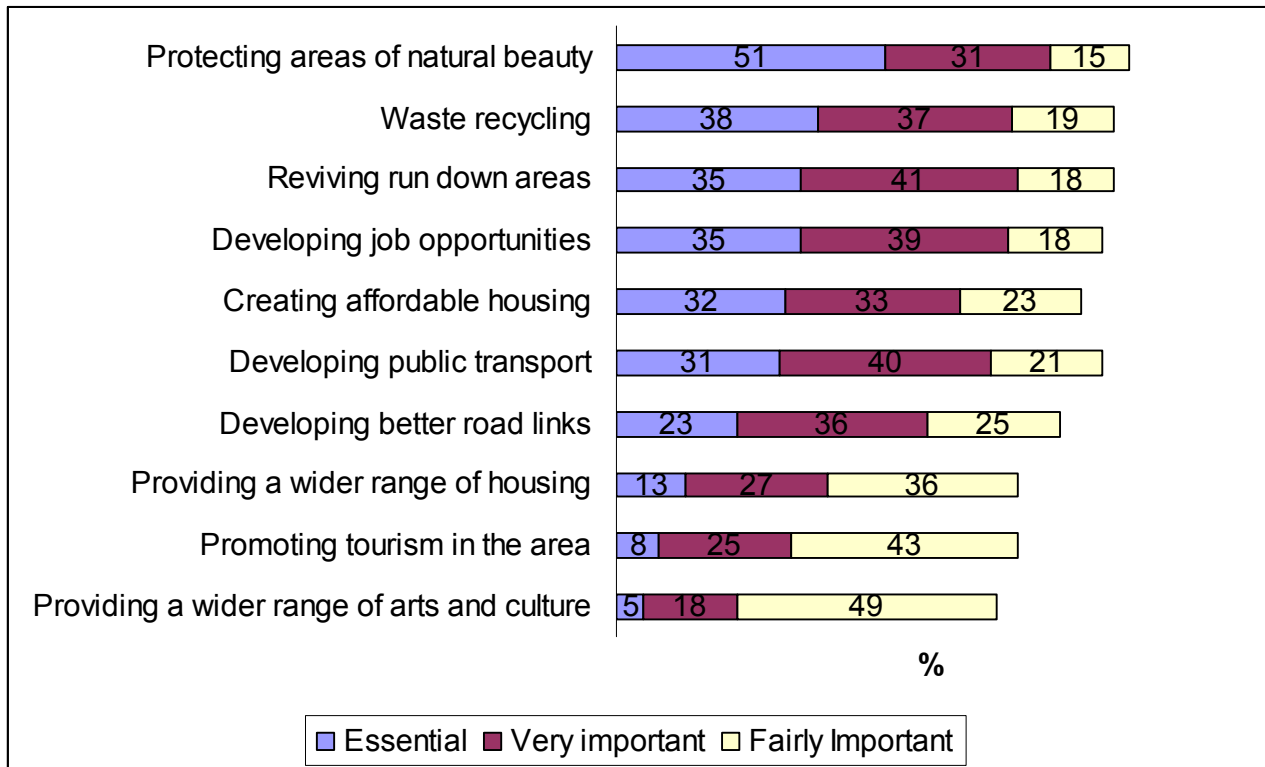
### 2.1 DEVELOPING LANCASHIRE

#### 2.1.1 Important Aspects of Planning and Development

Panel members were initially asked a series of questions about the aspects of planning and development that they consider important. The results are shown in Chart 1:

**Chart 1: Important Aspects of Planning and Development in Local Area**

Base: Weighted base = 1181; Unweighted base = 894



The most important aspect of planning and development is considered to be the **protection of areas of natural beauty** – half rate this as essential (51%), and a further three out of ten say it is very important (31%). Those aged 44-59 and those living in the Ribble Valley are significantly more likely to rate this aspect essential or very important (88% and 91% respectively), while those living in Lancaster are less likely to do so (67%).

Views are very similar about the next most important aspects of planning and development. More than seven out of ten each say that the following aspects are either essential or very important:

- **waste recycling** (women are more likely than men to rate this as important (80% and 70% respectively), as are those living in Lancashire for less than 10 years (88%));
- **reviving run down areas** (again, women tend to attach more importance to this (41% consider it essential), as do Burnley residents, of whom 65% consider it essential);
- **developing job opportunities**, (again, women tend to attach more importance to this (78% saying essential and very important);
- **creating affordable housing** (particularly important to those living in Council or housing association property and DEs (83% and 71% respectively), and again, women more than men (70% compared to 59%)); and
- **developing public transport** (particularly important to those living in Council or housing association homes (81%), women (75%), and Lancaster residents, where two-fifths say public transport is an *essential* aspect of planning and development (42%).

Developing better road links is not considered quite so important, with just under a quarter saying it is essential (23%), and three-fifths saying it is either essential or very important (59%). This is one aspect on which there is no difference of opinion between men and women! However, C2s, those living in Council or housing association homes and those living in Lancaster are all likely to attach greater importance to this aspect of development (respectively 69%, 70% and 72% say it is either essential or very important).

Providing a wider range of housing is considered much less important than creating affordable housing – two-fifths say it is either essential or very important (41%). Those living in Council or housing association properties are more likely to say this is an essential or very important aspect of planning and development (53%), as are panel members living in Hyndburn (54%). One-fifth of Hyndburn residents, in fact, say this is an essential aspect (20%) indicating a possible shortfall in housing range in this area in comparison with the other districts.

Promoting tourism and providing a wider range of arts and culture are thought to be the least important aspects overall, with around a fifth in each case describing these as *not* important (respectively 19% and 22%) – although this still means the majority considers them to be important. Promoting tourism is viewed differently in different areas: over half in Lancaster say that this is an essential or very important aspect of development and planning (54%), while only one in seven in South Ribble take that view (15%).

### 2.1.2 *Improvements to the Area*

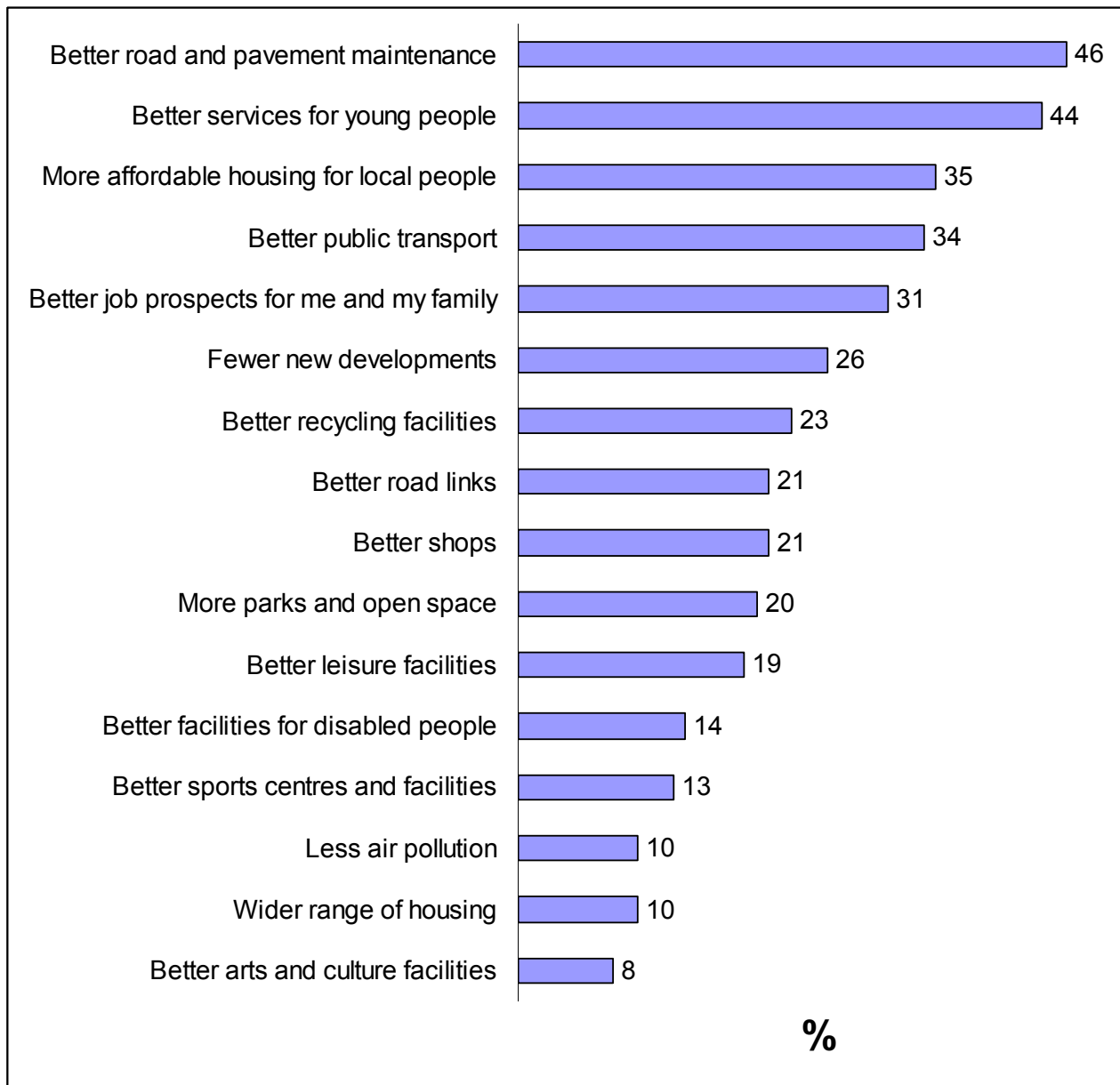
When respondents were asked to select four changes that they feel will make the greatest improvement to their area, the two top factors are improving the maintenance of roads and pavements (46%) and providing better services for young people (44%). Around a third say that the greatest improvements would be made by providing more affordable housing for local people (35%), better public transport (34%), and / or better job prospects (31%).

Maintenance of roads and pavements is more likely to be considered a big improvement amongst panel members in Rossendale (59%), and amongst the older respondents (57% of those aged 60+). Women are more likely than men to say that providing better services for young people would provide a great improvement (50% compared to 38%).

The full list of responses is shown in Chart 2:

**Chart 2: Changes that would make the Greatest Improvement to Your Area**

Base: Weighted base = 1184; Unweighted base = 894



Differences in opinion are evident according to the area in which panel members live. More affordable housing for local people would be considered a major improvement by half of those in the Ribble Valley area (53%), while fewer new developments are more of a priority for those in Chorley (41%) and Wyre (42%). Transportation is an issue for panel members in Lancaster: half say that better public transport would be a great improvement (50%), and over two-fifths select better road links (45%).

In Pendle, better job prospects are more of a priority, with over half saying that would make a big improvement (53%). Better facilities for the disabled are key to almost a third of panel members in Burnley (31%), while almost a fifth of those in Fylde say that better arts and culture facilities would be an improvement (18%).

When asked to select one SINGLE planned development that they would most like to see within Lancashire, as ever with open-ended questions, the response is low and varied. A third of panel members did not answer the question, the range of responses are listed below:

- Better public transport (9%)
- Better, cleaner roads and streets (8%)
- More services for the young (6%)
- Keeping green belt / building on 'brown' sites (5%)
- More link roads / by pass roads (5%)
- Better job prospects (4%)
- More / better leisure facilities (4%)
- More affordable housing (4%)
- Better recycling facilities (3%)
- Re-development of town centres e.g. Blackpool and Preston (3%)

### *2.1.3 Lancashire County Council's Planning Service*

Three-fifths of panel members say they know very little or nothing about Lancashire County Council's planning service (59%). A third say they know a little about it (34%), and just 4% say they know a lot.

Most of those who say they know something say they heard about it through a Council publication (34%), and a further one in eight say they heard about it through the library (13%). Other sources of information include work or experience (8%), local papers (4%), a booklet from Central Government (4%), the Internet (2%), or simply through conversation (5%).

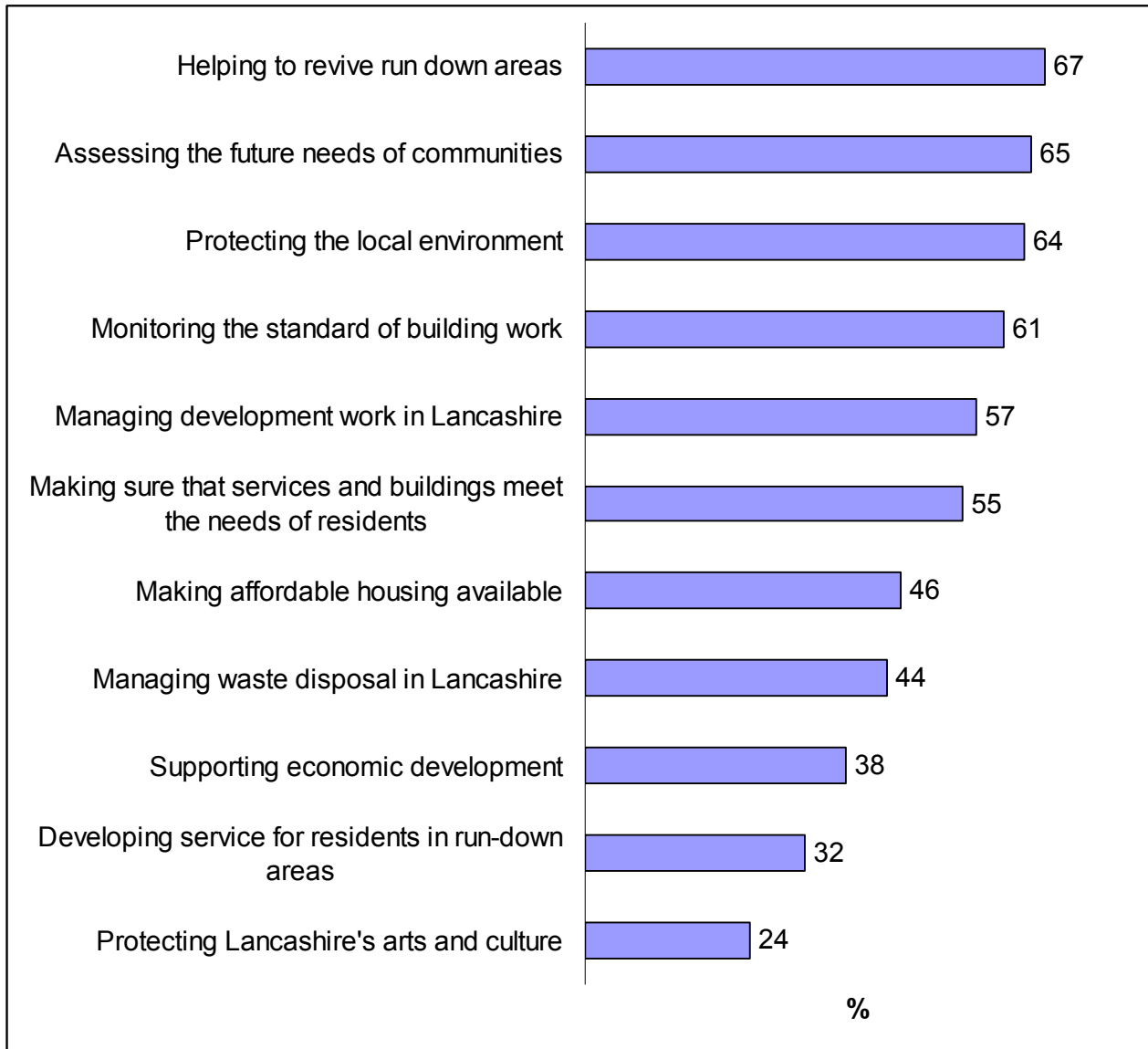


## Responsibilities and Priorities

Chart 3 shows the perceived responsibilities of the Planning Service:

**Chart 3: Responsibilities of the Planning Service**

Base: Weighted base = 1181; Unweighted base = 894



Most panel members believe that the responsibilities of the Planning Service are building and planning related – planning for the future and controlling developments as needed. Rather fewer feel their role stretches into the wider strategic developmental roles, such as making affordable housing available, managing waste disposal, and supporting economic development.

In terms of priorities of effort, panel members were given four areas in which Planning Services are involved and were asked to rank them from 1 to 4. The four areas were prioritised as:

1. Helping to revive run-down urban areas (mean score<sup>1</sup> 3.4, and 49% rating it as the most important of the four);
2. Encouraging 'green' practices, looking after the environment now and for future generations (mean score 3.0, and 31% rating it as the most important of the four);
3. Helping isolated rural areas (mean score 2.4, and 8% rating it as the most important of the four)
4. Promoting Lancashire's arts and culture (mean score 1.3, and 2% rating it as the most important of the four).

As might be expected, panel members living in urban or market town locations are significantly more likely to rate reviving run-down urban areas as priority number 1 (55% each), particularly those living in Preston (60%). In contrast, those in rural areas are more likely to promote helping isolated rural areas to the number one position (12% compared to 5% in towns or urban areas).

Panel members in Hyndburn are more likely to rate encouraging 'green' practices as important (24% rate it number 1, 45% as number 2), while those in Lancaster tend to consider it a lower priority (34% rate it as number 3 compared to 23% overall).

In response to another open question, other priorities that panel members feel the Planning Service should be addressing in their local area include:

- Road / path maintenance (4%), especially amongst those living in West Lancashire (13%);
- Traffic congestion / car parks (3%);
- Restrictions on building / green belt (3%), or stopping over-development (2%);
- Youth facilities (2%);
- Recycling facilities (1%).

<sup>1</sup> Mean scores were calculated by allocating 4 points each time an area was ranked as the most important of the four, down to 1 point each time it was ranked as least important. The resulting total was divided by the number of respondents giving an answer. Thus, the highest possible mean score would be 4, and the lowest possible score would be 1.

## Communication

Panel members were also given a series of statements about the Planning Service and asked how strongly they agree or disagree with each statement. The overall responses are shown in Table 1, which shows the proportions who agree, disagree, and also gives the 'net score'<sup>2</sup>.

**Table 1: Opinion of the Planning Service**

Base: Weighted base = 1181; Unweighted base = 894

	<b>% Agree</b>	<b>% Disagree</b>	<b>Net Score</b>
The role of the Planning Service is clearly communicated	16	67	-51
The aims of the Planning Service are clearly communicated	14	68	-54
The long-term plan for Lancashire has been clearly communicated to residents	12	74	-62
Residents' views are listened to when building / development work takes place	20	58	-38
Buildings / developments meet the needs of residents	25	47	-22

The consistent negative net scores indicate that the general view of the Planning Service among panel members is not good. At best, a quarter of respondents agree that buildings and developments do meet the needs of residents (25%), but almost twice as many disagree (47%) giving an overall net disagreement.

The worst opinions appear to be on communication from the Planning Service. Between two-thirds and three-quarters disagree that any form of communication is clear.

ABC1s and those with children in the household are more likely to be negative about communication of the role of the Planning Service (77% of ABC1s and 74% of those with children). Those in Pendle are also more likely to take this view (78%). In contrast, those in Lancaster tend to be slightly more positive, with a quarter saying that the role of the Planning Service *is* clearly communicated (26%).

Similarly, ABC1s are more likely to be negative about communication of the aims of the Planning Service (78%), and the long-term plan for Lancashire (84%).

Fylde residents are more likely to say that residents' views are *not* listened to when building / development work takes place (72%).

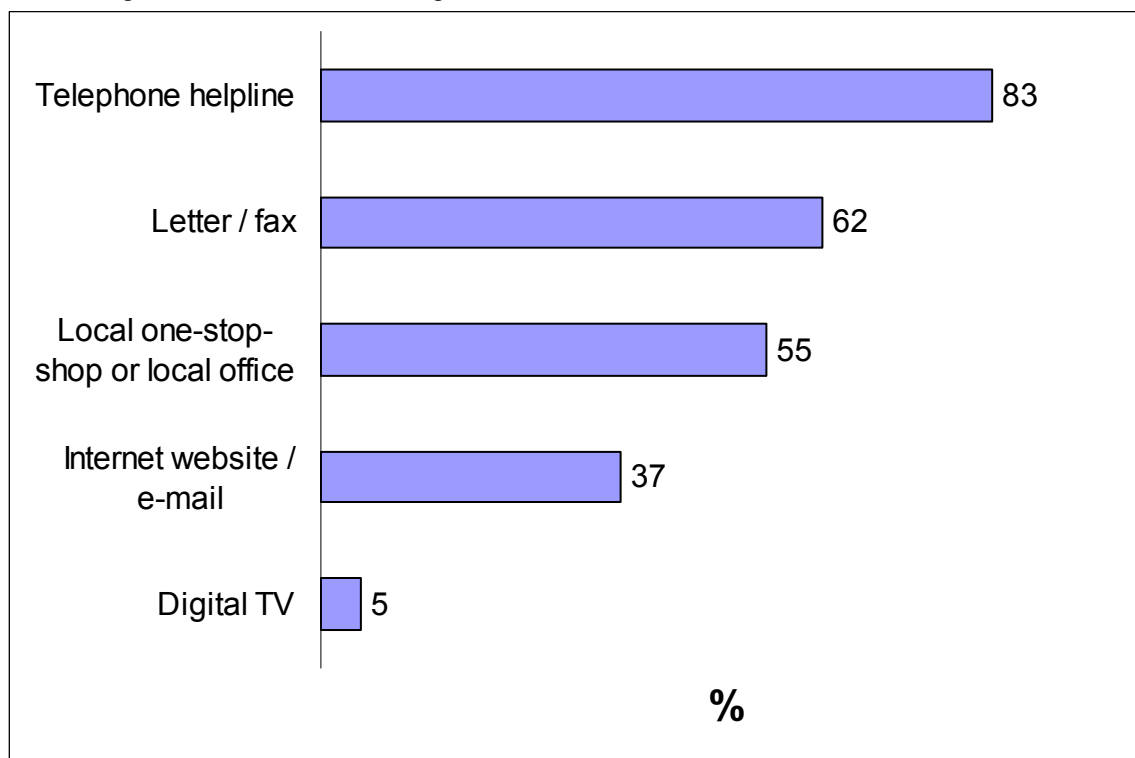
<sup>2</sup> The 'net' score is calculated by subtracting the proportion disagreeing from the proportion agreeing. Thus, a negative score denotes 'net disagreement'.

Panel members were also asked what **method of contact** they would be likely to use if they wished to contact the Planning Service. Chart 4 shows the responses given, with telephone being the most popular, followed by sending a letter or visiting in person, or less likely via electronic means.

Although electronic communication is clearly less popular than more ‘traditional’ methods of communication, it is worth noting that over a third say they would be likely to use email or the Internet (37%: 11% definitely, 27% probably), and that proportion increases to over half of younger panel members (56% aged under 25, 54% aged 25-44) and ABs (55%). In contrast, just 10% of those aged 60+ say that they would use this method of contacting the Planning Service, and only one-fifth of DEs (19%). It is also worth noting that the proportion who would use the Internet is significantly higher amongst those in Fylde (49%), while the number who say they definitely would *not* use this method is much higher in South Ribble (47%). Recent research carried out by RBA for other local authorities indicates that the public foresees much increased use of e-communication over the next few years.

**Chart 4: Methods Would Use to Contact the Planning Service**

Base: Weighted base = 1181; Unweighted base = 894



ABC1s and those living in Rossendale and Lancaster are more likely to say that they would be likely to post or fax a letter if they wished to contact the Planning service ((71%, 72% and 73% respectively), and ABs are more likely to say that they would use the telephone helpline service (90%). DEs in contrast are *less* likely to say that they would contact the Planning Service via either a telephone helpline or via letter (76% and 48% would respectively).

## ***Examples of Good Planned Developments***

Overall, just over a third of respondents gave examples of what they consider to be good planned developments in the Lancashire area (35%). A fifth give examples from elsewhere in the UK (21%), and one in thirteen from developments they have seen abroad (8%).

The type of developments that were mentioned include:

- Leisure / sports facilities (9%)
- Dockside development (8%)
- City centre redevelopment / old city buildings being developed (7%)
- New / innovative housing developments (6%)
- Integrated public transport (5%)
- Transport links (4%)
- Shopping mall (4%)
- Recycling (2%)
- Cycle paths / footpaths (3%)
- Park & ride schemes (1%)
- Eden Project (1%).

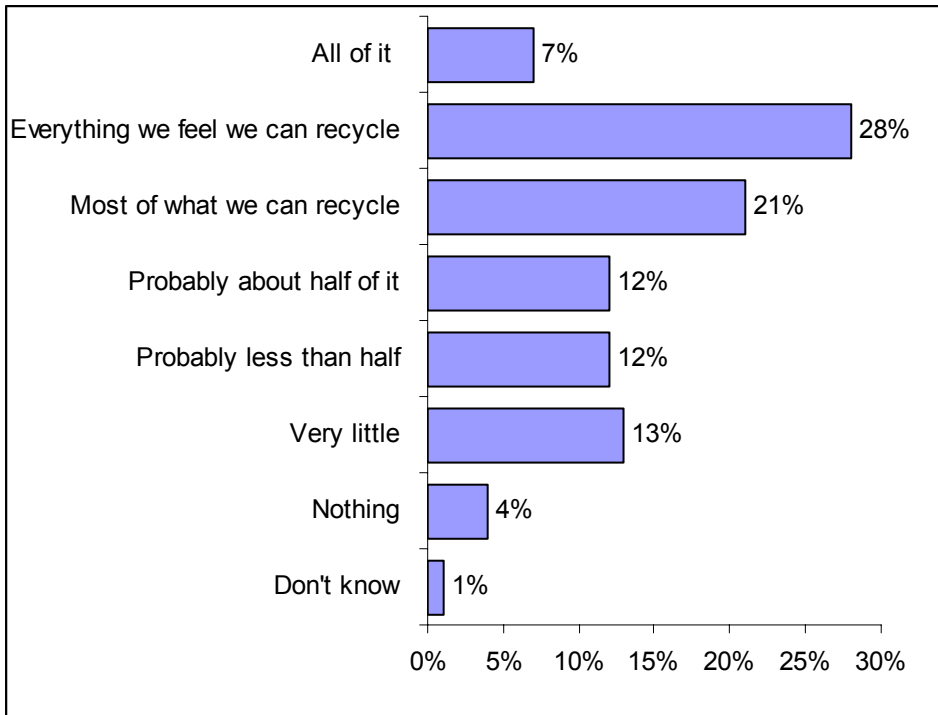
## 2.2 RECYCLING IN LANCASHIRE

### 2.2.1 Attitudes Towards Recycling

Most panel members say they do recycle to an extent – just 4% say they do not recycle anything, although this increases significantly to one in seven of those who do not have access to a car (15%). Chart 5 shows the proportions who say they are recycling:

**Chart 5: Amount of Household Waste Recycled**

Base: Weighted base = 1181; Unweighted base = 894



Over a third say they either recycle all their household waste or everything that they feel they can (35%). This proportion increases to over half of those aged 60+ (50%).

There are some other interesting differences according to whether there are children in the household and the tenure of housing. Those with no children in the household are significantly more likely to say that they recycle all or most of their waste (60%), while those in owner-occupied properties are more likely to say that than are those in Council or housing association homes (59% compared to 45%).

There are also differences by area, with those in Fylde and Hyndburn being more likely to say that they recycle all or most of their household waste than panel members in other districts (73% and 82% respectively).

The main reason given by panel members for not recycling more of their household waste is having no space to store things for recycling (41%), a reason particularly pertinent to those with children in the household (51%), and those in Council/HA homes (56%). Additionally, three out of ten say that sites are too far away (30%) – a reason given more commonly by those without a car (52%), those living in Council/HA accommodation (53%), and those living in West Lancashire (49%). Simply having no car, or no means of transporting material to sites, is the reason given by one in seven (15%).

A fifth give more emotive reasons for not recycling more, stating that it is too time consuming or difficult to do so (19%). This response is more common amongst panel members aged under 60 (between 22% and 25%), and amongst men (22% compared to 16% of women). Those in South Ribble are also more likely to give this reason (28%).

Lack of information also figures as a reason for not recycling more. One in nine say they are not sure what to do or how to do it (11%), and one in twelve say they don't know where to recycle (8%). Those in Burnley are more likely to give both these responses, with a quarter saying they don't know what to do (24%), and almost two-fifths saying they don't know where to recycle (38%).

A few mention specific lack of facilities: one in twenty say the Council should collect recyclables (5%), and one in twenty-five say they need bins or containers, and / or plastic recycling facilities (4% each).

Making it easier to recycle appears to be the main perceived encouragement to do more. Three out of ten simply say that making it easier would help (30%), with almost two-thirds saying they would recycle more if there were door-to-door collections (64%), particularly those aged under 60 (68%) and those in South Ribble and Pendle (75% each). Half say the provision of more containers to store things for recycling would encourage them to do more (48%), increasing to three-fifths of those in Ribble Valley (61%) and two-thirds of those in West Lancashire (67%). A third say that more frequent collection times would be positive (35%), more notably in Burnley (54%) and Rossendale (49%). A similar proportion overall say that more recycling places would help (32%).

A quarter say that better facilities (unspecified) would be an encouragement to recycle more (24%), increasing to almost two-fifths of those in West Lancashire (38%).

A third say that more room to store things for recycling is what is needed (34%).

### *2.2.2 Awareness of Recycling Services Run by the Council*

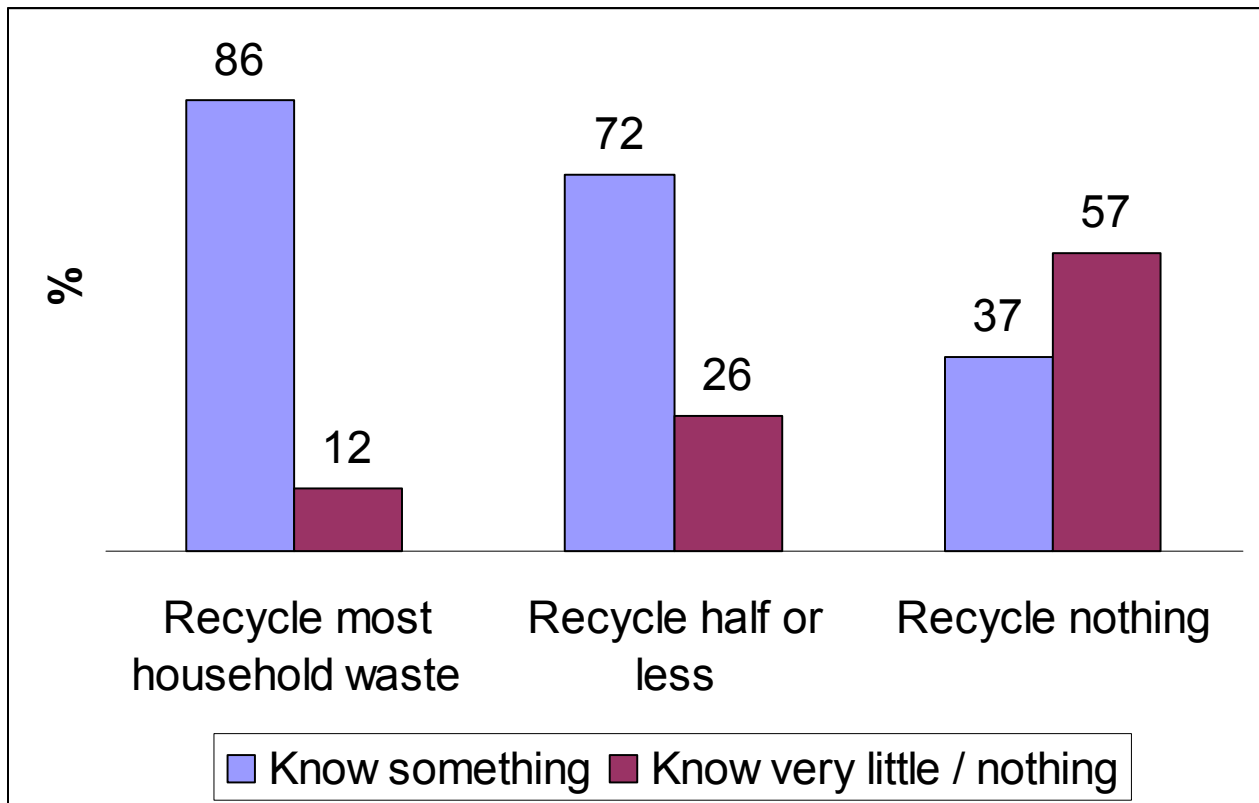
More than three-quarters of panel members say they know something about the recycling services run by the Council (78%), with almost a fifth of them saying they know a lot (18%). Of the remainder, most say they have heard of it but that's all (16%), and just 4% say they have never heard of it. Awareness appears to be directly related to age, with older panel members claiming significantly higher awareness than younger: 83% of those aged over 60 say they know at least something, compared to just two-thirds of those aged under 25 (67%). ABC1s are also significantly more likely to say they know something about the recycling services from the Council (82% do)

Panel members in Chorley and Fylde are significantly more likely to say that they know something (87% and 89% respectively) than are panel members in other districts.

There also appears to be a direct link between knowledge of the Council's services and the amount of household waste that is recycled, as shown in Chart 6. Nearly all (86%) of those who say they know something about the service also say they recycle all or most of their household waste. By contrast, over half (57%) of those who know very little/nothing about the service say they recycle nothing at all.

**Chart 6: Amount of Household Waste Recycled According to Awareness of the Council's Recycling Services**

Base: Weighted base = 1181; Unweighted base = 894





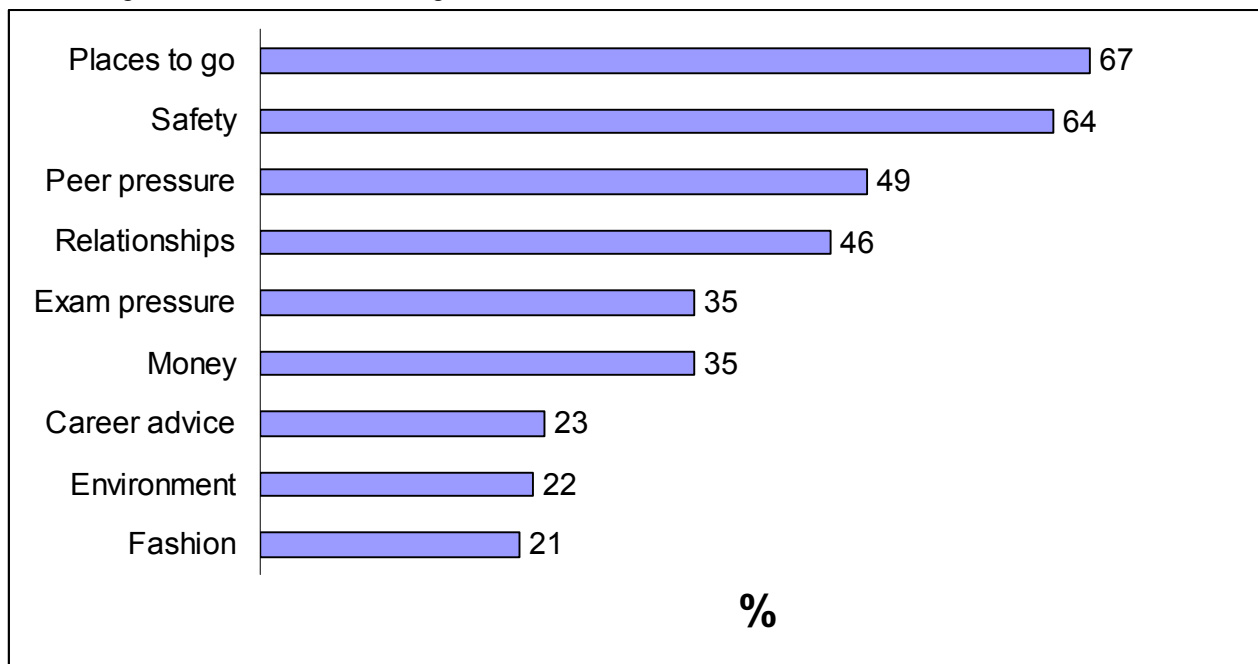
## 2.3 CHILDREN AND YOUNG PEOPLE

### 2.3.1 Issues Facing Children and Young People

Panel members were given a list of issues and were asked which they feel are the most important for children and young people. The results are shown in Chart 7:

**Chart 7: The Most Important Issues for Children and Young People**

Base: Weighted base = 1184; Unweighted base = 894



The two foremost issues for young people are felt to be having places to go and safety. Women, those aged 60+ and DEs are most likely to say that safety is an issue (69%, 74% and 77% respectively). Most say that safety and security is the single most important thing for children and young people (20%), although one in seven say it is having (more affordable) places to go (14%).

The next most important issues are thought to relate to the emotional side of being a young person, ie peer pressure and relationships. Those with children in the household are more likely to select peer pressure (55%), as are ABs and C1s (62% and 59% respectively). When respondents were asked to rate the single most important thing, peer pressure came second behind safety/security (10%).

Around a third each say that money and / or exam pressure are among the four most issues for children and young people. Those with children in the household are more likely to suggest that money is an issue for young people (45%), and older panel members are *less* likely to mention this (21% of those aged 60+). The younger panel members (under 25 year olds) are more likely to select exam pressure (45%).

Career advice, the environment and / or fashion are least likely to be mentioned as among those most important issues for young people. The environment is more likely to be mentioned as an important issue by older panel members (30% of those aged 60+), and by those living in rural rather than urban areas (26% compared to 14%). Perhaps surprisingly, fashion is more likely to be thought of as an important issue by men (27%, compared to 16% of women).

### 2.3.2 Meeting the Needs of Children and Young People

Table 2 shows the level of agreement with statements that relate to the current provision of facilities and services to meet the needs of different age groups within the local area:

**Table 2: Needs of Children and Young People are Met within your Local Area**

Base: Weighted base = 1181; Unweighted base = 894

AGE GROUP	% Agree	% Disagree	Net Score
Under 5s	48	19	+29
5-12s	40	29	+11
13-15s	15	57	-42
16-18s	12	60	-48

This shows a direct deterioration in perceived provision for young people the older they get, with net agreement in terms of meeting the needs of the under 12s, and net *disagreement* with meeting the needs of those aged 13-18. It is also interesting to note that the proportion who strongly agree with the statement in each case is very similar (less than 10%), while the proportion who 'strongly disagree' varies greatly, from just 6% in the case of the under 5s to 32% in the case of provision for 16-18s.

Panel members in Wyre and Rossendale are significantly more likely to agree that the needs of the under 5s are being met in their local area (both 60%), while those in Rossendale are also more likely to say that the needs of the 16-18s are *not* being met (75%).

Those with children in the household are more likely to agree that the needs of the under-5s are being met (54%), but are less likely to say that the needs of the older ones are being met: 72% disagree for 13-15s, and 76% disagree for 16-18s. Those living in Council/HA property are also significantly more likely to agree that the needs of the under 5s are being met (64%).

### 2.3.3 A Voice?

Table 3 shows the extent to which panel members feel that children and young people have a say on local issues. This shows that there is an overall perception that children and young people are **not** consulted on their needs, and that there is perceived to be a need for them to have a greater say in local issues affecting them. Views are somewhat mixed about whether this age group are in fact considered in the development of Lancashire.

**Table 3: Listening to the Voice of Young People?**  
Base: Weighted base = 1181; Unweighted base = 894

	<b>% Agree</b>	<b>% Disagree</b>	<b>Net Score</b>
Children and young people are consulted on their needs	16	56	-40
Children and young people need to have a greater say in local issues that affect them	72	13	+59
Children and young people are considered in the development of Lancashire	31	36	-5

Those aged over 60 are more likely to say that children and young people *are* consulted on their needs (25%), and are correspondingly less likely to feel they should have a greater say in local issues which affect them (65%) – but even among this older age group, the most prevalent view is that young people are not consulted and that they should have a greater say. Older panel members are also more likely to say that children and young people are considered in the development of Lancashire (39% of aged 60+).

Those with children in the household are more likely to agree that there is a need for young people to have a greater say in local issues that affect them (84%), and they are also more likely to say that children and young people are not considered in the development of Lancashire (47%).

The most popular method of helping to involve children and young people in local decisions is felt to be discussion groups in school with people of their own age (73%). Alternatively, around half think that help in the school from teachers or other adults would help (54%), a young people’s council (52%), and / or school visits from a local Councillor (47%). Three out of ten say that an Internet site would be helpful (29%).

Whilst group discussions in schools is the ‘top answer’ for all sub-groups, those with children in the household (and who might therefore be considered to be more ‘in touch’ with young people) are more likely than those without children to support a young people’s council (57%) and / or school visits from Councillors (53%).

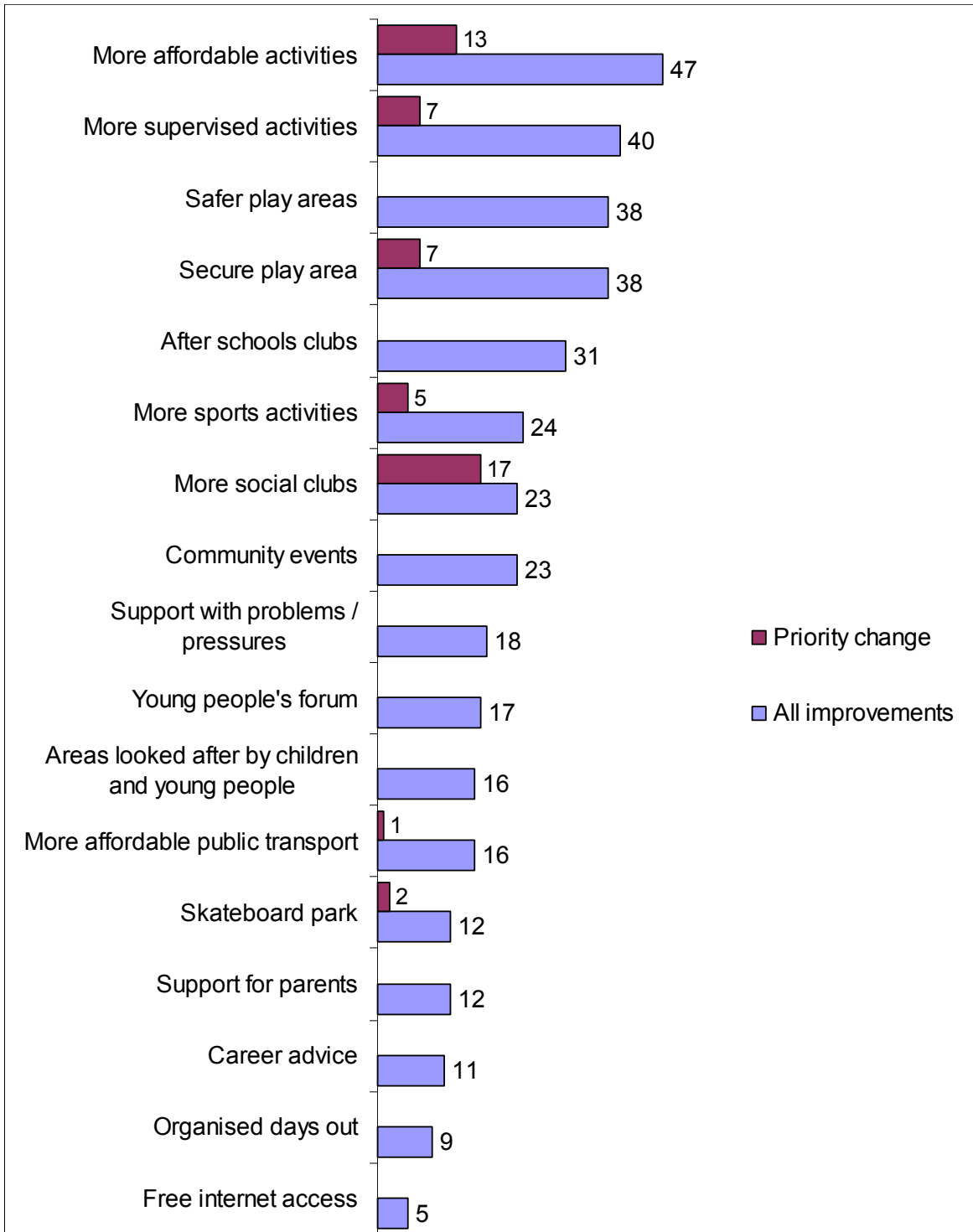
### 2.3.4 Improvements Would Like to See

Chart 8 shows the improvements that panel members would like to see in the services and facilities available to children and young people.

The blue bars represent the improvements selected from a list, while the red ones are those given by respondents as **the** one change they would like to see above all else. More affordable activities and more social clubs are given as the single changes that would have most effect.

**Chart 8: Improvements Would Like to See**

Base: Weighted base = 1184; Unweighted base = 894



Almost half say that more affordable activities would be one factor that would make the greatest improvement for children and young people (47%). Women are more likely than men to make this point (54% compared to 40%), as are those aged 25-59 (51%). It is also those with children in the household who are more likely to take this view (52%), and those in Pendle (60%).

In addition to more affordable activities, women are more likely than men to say that secure play areas (42%) and community events such as discos (27%) would improve things for children and young people. Similarly, those with children in the household are more likely to mention community events (30%), and also more social or youth clubs (28%). Significantly more panel members in Ribble Valley also suggest community events (36%).

Older panel members, who tend to have greater concerns about safety, are more likely to suggest that more supervised activities (47%), and / or secure play areas (43%) would improve things.

## 3 SUMMARY AND CONCLUSIONS

### 3.1 DEVELOPING LANCASHIRE

#### 3.1.1 *Important Aspects of Planning and Development*

- Protection of areas of natural beauty is considered to be the most essential aspect of planning and development (51%), especially by those in the Ribble Valley.
- Next on the priority list, with little to choose between them in terms of perceived importance, are:
  - waste recycling;
  - reviving run down areas (of particular importance to Burnley residents);
  - creating job opportunities;
  - creating affordable housing; and
  - developing public transport (of particular importance to Lancaster residents, as is the development of better road links).
- Providing a wider range of housing is considered less important than creating affordable housing. Hyndburn residents are more likely than other panel members to say providing a wider range of housing is essential, perhaps reflecting a shortfall in the range of current housing in Hyndburn.
- Promoting tourism is considered less important overall, but Lancaster residents tend to attach more importance to it than do residents of other districts.
- Providing a wider range of arts and culture is also considered less important overall, although it is better-supported by ABs.

#### 3.1.2 *Improvements*

- When respondents were asked to select four changes that they think would make the greatest improvement to their area, the top two answers are: improving road/pavement maintenance (especially in Rossendale) and providing better services for young people. Also high on the priority list are: more affordable housing, better public transport and better job prospects.
- Better public transport and / or better road links are improvements of more importance to panel members in Lancaster.
- More affordable housing for local people is mentioned particularly as an improvement in the Ribble Valley.
- Fewer new developments in the Chorley and Wyre areas would make a significant improvement according to panel members.
- Better job prospects are more of a priority for Pendle residents than for panel members in other districts.

### 3.1.3 Lancashire County Council Planning Service

- Three-fifths say they know very little or nothing about the Lancashire Planning Service (59%). A third say they know a little (34%), and just 4% say a lot. The main source of information is through Council publications.
- Awareness of the building and planning responsibilities (including reviving run down areas and assessing future needs of communities) is better than that of the wider, more strategic role of the Planning Service, such as making affordable housing available, managing waste disposal, and supporting economic development.
- Panel members' priorities for effort from the Planning Service are:
  1. helping to revive run down areas;
  2. encouraging 'green' practices;
  3. helping isolated rural areas; then
  4. promoting Lancashire's arts and culture.
- Panel members in Preston particularly rate the revival of run down areas as the number one priority.
- Those in Hyndburn are more likely to rate promotion of 'green' practices as key.
- The general view of the Planning Service amongst panel members overall is not positive. The most positive ratings relate to buildings and development meeting the needs of residents (25% agree that they do), but almost twice as many disagree (47%).
- The worst-rated aspect of the Planning Service appears to be communication:
  - 74% say the long term plan for Lancashire is not clearly communicated;
  - 68% say the aims of the Planning Service are not clearly communicated; and
  - 67% say the role of the Planning Service is not clearly communicated.
- ABC1s are particularly critical of communication from the Planning Service.
- Panel members in Fylde are more likely to say that the views of residents are not listened to when building or development work takes place.
- If panel members needed to contact the Planning Service, most say they would use a telephone helpline (83%). Alternatively they would send a letter or fax (62%), or visit in person (55%).
- The Internet or email would possibly be used by around two-fifths (37%) overall, but over half of those aged under 25 and ABs.
- Just one in twenty say they would use digital TV (6%).

## 3.2 RECYCLING IN LANCASHIRE

### 3.2.1 *Attitudes Towards Recycling*

- Most panel members say that they do recycle to an extent – just 4% say they do not recycle anything, although this increases to 15% of those without access to a car.
- Three-fifths say they recycle all or most of what they can (56%). Older panel members (aged 60+), owner-occupiers, and those in Fylde and Hyndburn are most likely to say this.
- The main reason given for not recycling more is having no space to store things (41%), a reason given more often by those with children in the household and / or those in Council/HA homes.
- Accessibility is the other key reason for not recycling more – either sites are felt to be too far away (especially in West Lancashire), and / or panel members have no means of transporting material to sites.
- The attitude that it is simply too time-consuming or difficult (19% overall) is more prevalent amongst men and those aged under 60.
- Lack of information about recycling does feature among the less commonly-mentioned reasons given – not knowing what to do (11%) or not knowing where to recycle (8%). These reasons are given more often by panel members in Burnley.
- Encouraging more recycling often entails making it easier for people to do so. Around two-thirds say they would recycle more if door-to-door collections were made (64%), and almost half say they would if containers for storage were provided (48%). Those aged under 60, and those in South Ribble and Pendle would be particularly encouraged by collections, while those in the Ribble Valley are more likely to mention containers. More frequent collections would also help, especially in Burnley and Rossendale.

### 3.2.2 *Awareness of Recycling Service run by the Council*

- More than three-quarters say they know something about recycling services (78%), and a fifth say they know a lot (18%). Older panel members and ABC1s have higher awareness, as do those in Chorley and Fylde.
- There also appears to be a direct link between knowledge of the Council's services and the amount recycled. Those who feel they know more are most likely to say they recycle all or most of their household waste. This suggests that heightened awareness will lead to more recycling.



### 3.3 LOOKING AFTER CHILDREN AND YOUNG PEOPLE

#### 3.3.1 *Issues Facing Children and Young People*

- Safety and having places to go are thought to be the most important issues for children and young people (64% and 67% respectively).
- Peer pressure and relationships are recognised as important issues by about half of panel members (49% and 46% respectively), with greater recognition of these factors amongst those with children in the household and ABs. Those with children in the household are also more likely to mention money (35%).
- A third recognise exam pressure as an issue, with younger panel members being more likely to select this.
- Career advice, the environment and fashion are considered to be less important issues.

#### 3.3.2 *Meeting the Needs of Children and Young People*

- There is net agreement amongst panel members that the needs of under 12s are met in the local area, but net *disagreement* that the needs of those aged 13-18 are met.
- There is a stronger feeling in Rossendale that the needs of 16-18s are not being met, and a stronger perception in Wyre and Rossendale that the needs of under 5s *are* being met.

#### 3.3.3 *A Voice?*

- Panel members tend to take the view that children and young people are not consulted on their needs (56%), and that they should have a greater say in local issues that affect them (72%).
- Opinions are divided about whether in fact children and young people are considered in the development of Lancashire (31% say they are, 36% say they are not). Those with children in the household are more likely to say they are *not* considered.
- The most popular method of involving young people in local decisions is via discussion groups in school with people their own age (73%). Around half say that help from teachers or other adults (54%), a young people's council (52%), and / or school visits by Councillors would be beneficial (47%). Those with children in the household are more likely than those without children to feel the latter two options would work.

### *3.3.4 Improvements*

- More affordable activities is considered to be the best improvement that panel members would like to see in the services and facilities available to children and young people, while more social clubs are given as the one single change that is likely to have the most effect.
- More supervised activities, safer and / or secure play areas are all given as valuable improvements by the panel as a whole.
- It is worth noting that 'those in the know' i.e. those with children in the household, are more likely to suggest community events and social or youth clubs as valuable improvements, in addition to more affordable activities and more social clubs.

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