

Life in Lancashire Panel Wave 4
Report from panel research
carried out on behalf of
**LANCASHIRE COUNTY COUNCIL &
LANCASHIRE POLICE AUTHORITY**
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1. Introduction

This report contains the main findings to emerge 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. Additional Satellite panels for Blackburn and Blackpool were also recruited in September 2001 and are managed by the Lancashire Police Authority.

This is the fourth time that the main Lancashire Panel has been surveyed, and the second time that residents in the Blackburn and Blackpool panel have been surveyed since they were recruited.

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.

The panel provides ready access to this broad cross section of the population. It also provides access to a sufficiently large sample of the population that reliable results can be reported at County-wide level and at a number of sub-area or sub-group levels.

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.

For Lancashire County Council, this latest survey focuses on issues relating to transport and roads. The report also examines resident priorities in terms of social services. For the Lancashire Police Authority this survey examines confidence in the Lancashire Constabulary and attitudes to the potential introduction of support officers. These latter topics were also examined with the Blackpool and Blackburn satellite panels, in addition to the core Lancashire panel.

1.2 Methodology

Postal questionnaires were sent out to all those on the main Lancashire panel database (1589 residents), the Blackpool Satellite panel (490 residents) and the Blackburn Satellite panel database (494 residents) on 28th February 2002. A reminder was sent out on 14th March. By 28th March, 933 questionnaires were returned from the main panel, 315 from Blackpool and 272 from Blackburn.

The final return represents a response rate of 59% for the main panel, 64% for Blackpool and 55% in Blackburn.

The results of the survey have been weighted by district size, age, gender and housing tenure. The main effect of this is to reduce the weighted base in Blackpool and Blackburn so that the results are in proportion to the population of each district in Lancashire.

1.3 Interpretation of the Data

This report contains several tables 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%.

All of the figures given in this report are taken from the weighted dataset.

2. MAIN FINDINGS

LANCASHIRE COUNTY COUNCIL

TRANSPORT

In October 2001, the Life in Lancashire panel was asked a range of questions to gauge what they believed to be the most important priorities. The results of this were used to help the County Council achieve its vision of a safe and effective transport system. As part of an ongoing review, the most recent wave of research asked a further series of questions relating to transport. Specifically, the latest survey investigated perceptions of any improvements made in the past 12 months, and attitudes to a range of potential initiatives to improve different aspects of the transport system.

Panel members were also asked about their current modes of transport, experience of traffic related problems and the extent to which they believe they are likely to be involved in a road accident in the near future. The findings from this section are key to understanding panel members' frame of reference and the basis on which they prioritise the potential initiatives presented to them, as well as their perceptions of overall improvements. These background findings are therefore covered at the start of the report, before going on to examine residents' priorities.

2.1 Current Modes of Transport

Panel members were asked to indicate how they travel around Lancashire for journeys of 5 miles or less and journeys of more than 5 miles. For both short and longer journeys, they were asked to state the number of times they used different modes of transport according to the day of the week, during the previous seven days.

Chart 1 over the page provides a summary of the findings for short journeys, highlighting differences between weekday and weekend behaviour. Chart 2 shows the equivalent for longer journeys.

The results confirm, not surprisingly, that cars represent the main mode of transport for the majority of residents; this is particularly the case on longer journeys, where three quarters (75%) of panel members state that they used a car/taxi at least once in the previous week.

Almost two thirds (64%) of panel members say that they travelled on foot at least once in the previous week for short journeys, although, as might be expected, walking is significantly less prevalent on longer journeys.

Chart 1: Modes of transport (short journeys)

Weighted base – 1105, Unweighted base – 933

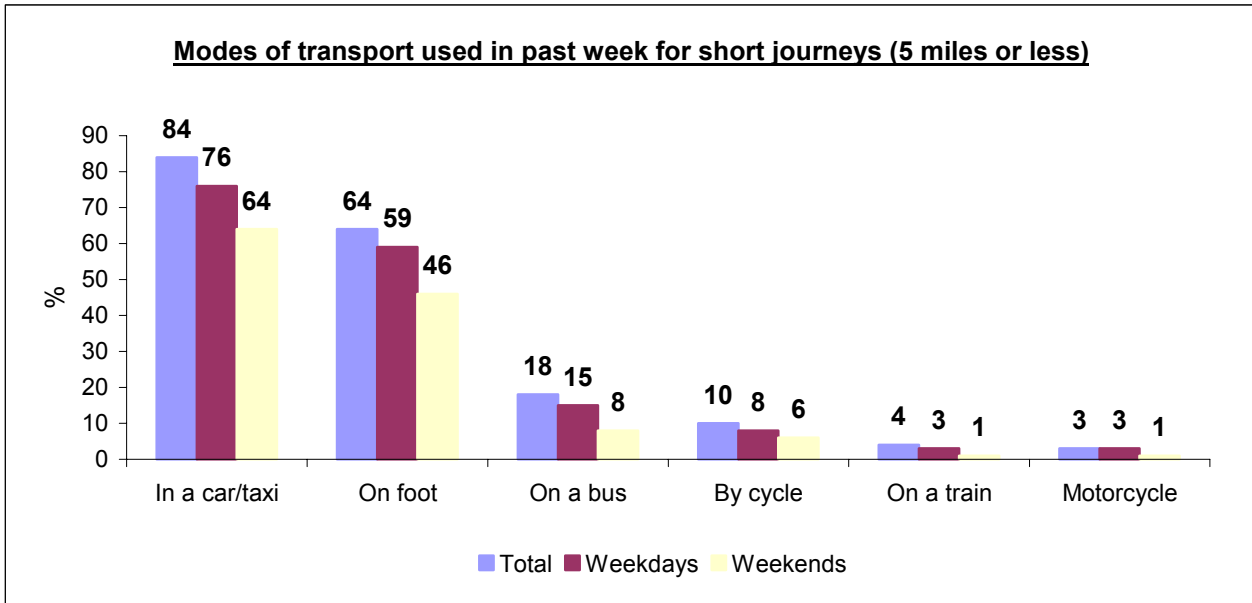
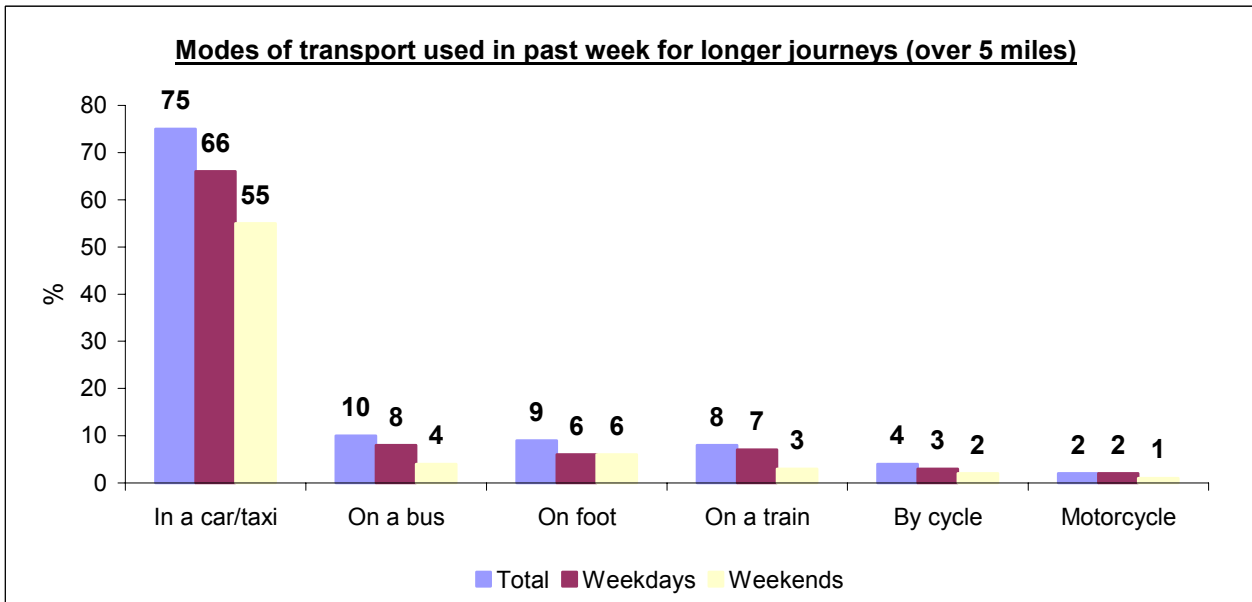


Chart 2: Modes of transport (longer journeys)

Weighted base – 1105, Unweighted base - 933



Car:

(NB The questionnaire grouped use of a car and taxi together. However, it is reasonable to assume that for the majority, their responses relate to car use, and therefore the findings below refer solely to car.)

Three quarters (76%) of all panel members say that they used a car for short journeys on weekdays, and two thirds of these (65%) used it daily or more often. At the weekend, just under two thirds (64%) of all panel members state that they used a car but a much higher proportion of these (85%) used it daily or more often.

Most frequent use for short journeys (more than twice daily across the whole week) is evident amongst 25-59 year olds, men, those who work, those with children in the household, owner-occupiers and those living in market towns. Looking in more detail at where the most frequent users live, a higher proportion are in Pendle, Hyndburn, Rossendale and Lancaster.

Overall, a lower proportion of panel members say that they had used a car for a longer journey in the previous seven days: two thirds (66%) on weekdays and just over half (55%) at the weekend. Six out of ten (59%) of those using a car for longer journeys on weekdays say that they did so daily or more often. Whilst fewer overall say that they used a car at the weekend, a much higher proportion (86%) say that they used it at least once on both days.

Most frequent use is again particularly evident amongst men, those who work and those with children in the household. In addition, more frequent use for longer journeys is evident amongst under 25 year olds, those who have lived in Lancashire for under 10 years and those living in rural areas. Those living in West Lancashire, Rossendale and Fylde are more likely to often use a car for longer journeys.

Foot:

Six out of ten panel members (59%) say that they walked for short journeys on weekdays, and just over half of these (55%) say that they did so on at least a daily basis. At the weekend, just under half (46%) of all panel members state that they walked but a much higher proportion of these (80%) say they did so daily or more often.

More frequent walking is most evident amongst 25-44 year olds, men, those with children in the household and those living in Burnley.

Not surprisingly, walking does not feature greatly as a mode of transport for longer journeys, with fewer than one in ten (9%) saying that they walked longer distances in the past week. Amongst those who do not have a car, one in six (17%) say that they walked at least once in the past week for a journey of more than 5 miles.

Bus:

Less than a fifth (18%) of all panel members say that they used a bus at least once for a short journey in the past week. Use of buses is higher on weekdays with over one in six (15%) saying that they used a bus and, of these, a third (32%) saying that they did so on at least a daily basis. Less than one in ten (8%) claim to have used a bus during the previous weekend.

Use of buses for longer journeys is lower overall, with only one in ten indicating any use of this form of transport in the previous week.

Higher use of buses (at least once) for short journeys is evident amongst those who do not have a car, women, over 60 year olds, those in council/housing association properties and those living in urban areas. Usage is relatively high amongst panel members living in Burnley and Preston, where 43% and 33% respectively claim to have used a bus at least once during the previous week.

Higher use of buses for longer journeys can be seen amongst similar groups of people. In addition, those in the DE socio economic group and those living in market towns feature as relatively high users of buses for longer journeys.

Cycle:

Cycling only really features for short journeys, where one in ten (10%) say that they used a bicycle at least once in the previous week, and only a quarter (24%) of these say that they used a bicycle on a daily basis or more often.

Sample sizes are too small to highlight significant differences by sub-group although, as might be expected, younger panel members appear to be more likely to have used a bicycle.

Train:

Use of trains is higher for longer journeys although, even here, less than one in ten (8%) say that they have used this form of transport in the previous week. Usage is higher on weekdays than weekends.

2.2 Experience of traffic-related problems in the last 12 months

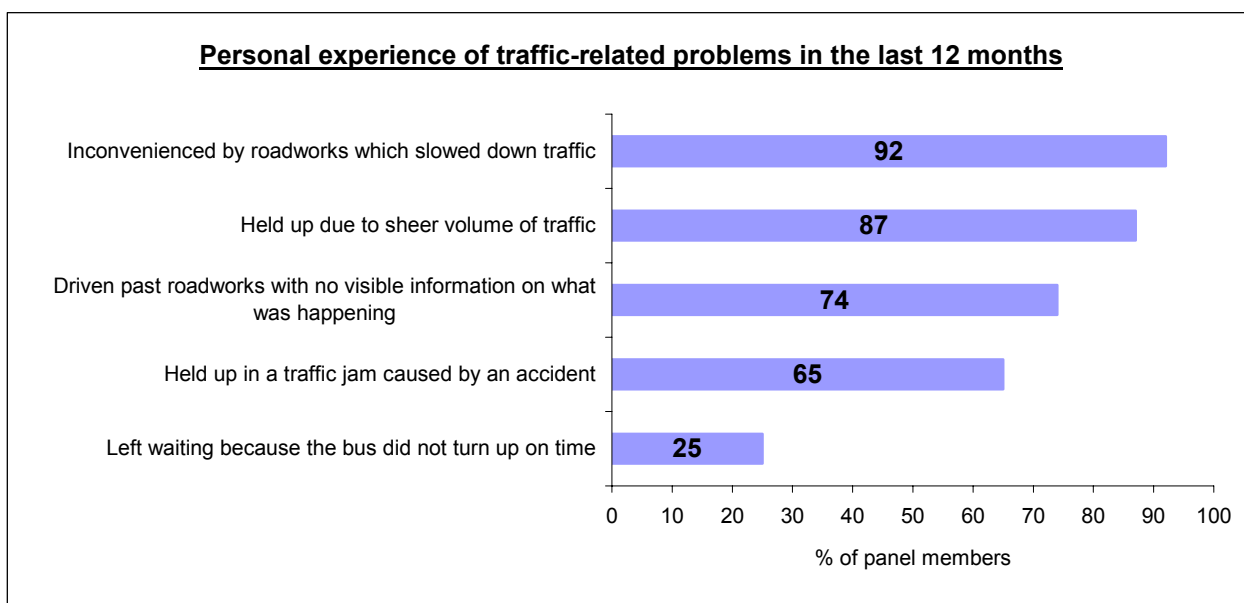
Panel members were asked to indicate which, from a list of traffic related problems, they have personally experienced in the last 12 months. The findings are shown in Chart 3 below.

The main problems, experienced by approximately nine out of ten of all panel members, relate to the inconvenience caused by roadworks and volume of traffic.

92% of panel members say that they have been 'inconvenienced by roadworks which slowed down traffic' during the last 12 months, and almost as many (87%) say that they have been 'held up due to sheer volume of traffic'.

Chart 3: Experience of traffic-related problems

Weighted base – 1105, Unweighted base - 933



Almost three quarters (74%) say that they have 'driven past previous roadworks with no visible information on what was happening'. Claimed experience of this situation is higher amongst the AB socio economic group (84%), working people (83%), 25-59 year olds (82%), those with children (82%), men (77%) and owner-occupiers (76%), i.e. many of the groups highlighted earlier as more frequent car users.

Hold ups due to accidents appear to be at a lower level; nevertheless two thirds (65%) of panel members claim to have been 'held up in a traffic jam caused by an accident.' Again, the proportion of people experiencing this type of problem is higher amongst those groups who are typically more frequent car users, specifically working people (77%), 25-59 year olds (75%), those with children (76%) and men (71%). The AB socio economic group also feature strongly, with 81% saying that they have experienced this type of hold-up.

Whilst only a quarter (25%) of all panel members say that they have ‘been left waiting because the bus did not turn up on time’, this relatively low figure reflects the low proportion of bus users in the panel. Amongst those who have used a bus in the past week, six out of ten (61%) say that they have experienced this type of problem.

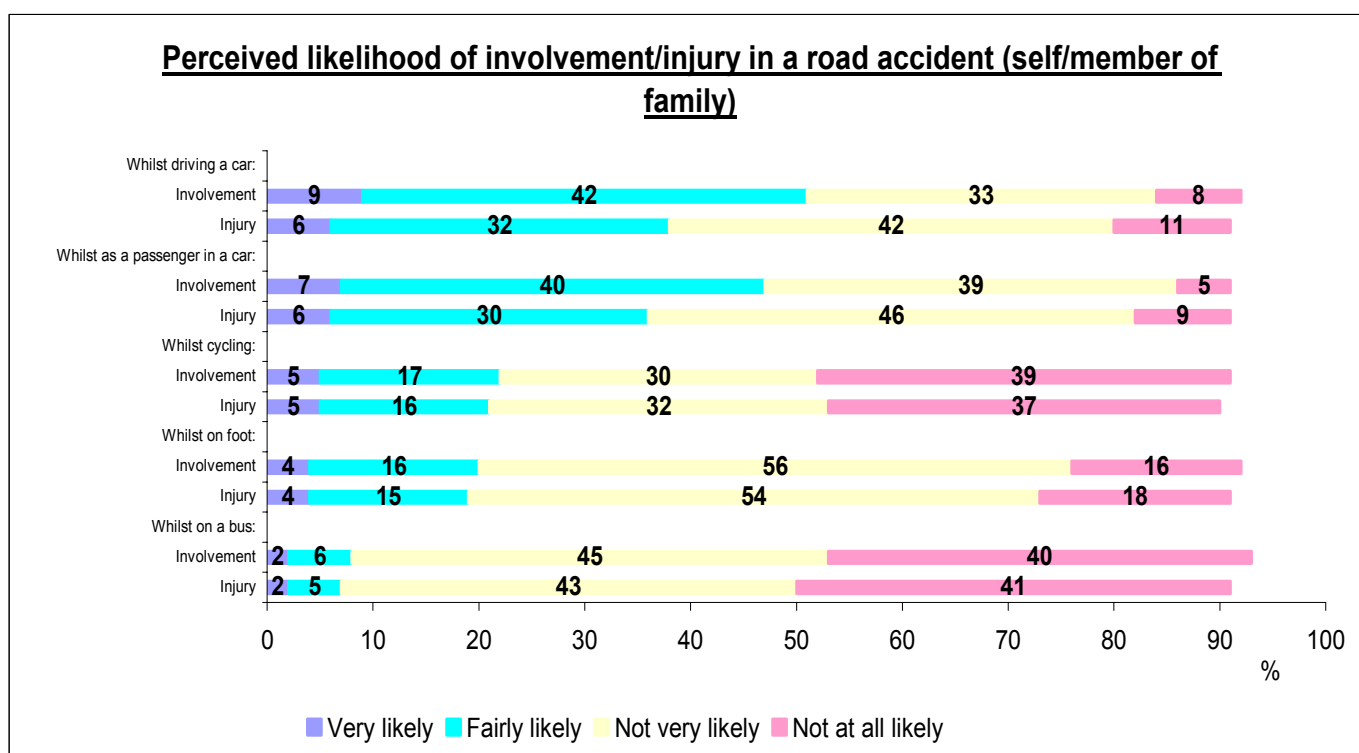
2.3 Likelihood of involvement/injury in a road accident

Panel members were asked to indicate how likely they think it is that they, or a member of their family, will be involved and injured in a road accident over the next 5 years.

Given the extent to which cars are the predominant form of transport, it is not surprising that panel members are more likely to think that any involvement in an accident will be whilst driving/being a passenger in a car. In both cases, around half of panel members think that they or their family are likely to be *involved* in a road accident, whereas fewer than four in ten expect to be *injured*.

Chart 4: Likelihood of involvement/injury in a road accident in the next 5 years

Weighted base – 1105, Unweighted base - 933



The following groups of people are more likely to think that they or a member of their family will be *involved* in an accident whilst driving a car: under 45 year olds (62% very/fairly likely), working people (59%), those with children (61%), those who have lived in Lancashire for less than 20 years (61%) and those living in Chorley (58%), Wyre (57%) and the Ribble Valley (57%). Perceived likelihood of *injury* is also relatively high amongst these groups of people.

A similar pattern of results can be seen in terms of those groups scoring relatively highly on perceived likelihood of involvement/injury whilst as a *passenger* in a car.

Fewer than a quarter of all panel members think that it is likely that they or a member of their family will be involved or injured in a road accident whilst cycling during the next 5 years. However, over half of those who have cycled in the last week think they are likely to be *involved* in an accident (12% very likely, 40% fairly likely). A similar proportion think they are likely to be *injured* suggesting that, when cycling, involvement in a road accident tends to result in injury.

One in five panel members think there is a chance of themselves or their family being involved or injured in a road accident whilst on foot. Perceived likelihood of involvement in this type of accident is higher amongst the DE socio economic group (29% very/fairly likely) and disabled people (28%).

Travelling on a bus is perceived to be a relatively safe form of transport. Fewer than one in ten (8%) of all panel members think it is likely that they will be involved in a road accident whilst on a bus, and this only rises to one in six (16%) amongst those who have used a bus in the past week.

2.4 Perception of improvements to transport

Panel members were shown a list of eleven overall transport policies which the County Council has been working on in the past 12 months and, for each one, were asked to say how much they think has been done so far.

For each aspect of transport policy, they were asked to tick one of the following categories:

1. A lot has been done and I have personally benefited
2. A lot has been done, but it has had no direct benefit to me
3. Some improvements have been made
4. Very little has been done
5. Nothing has been done
6. Don't know

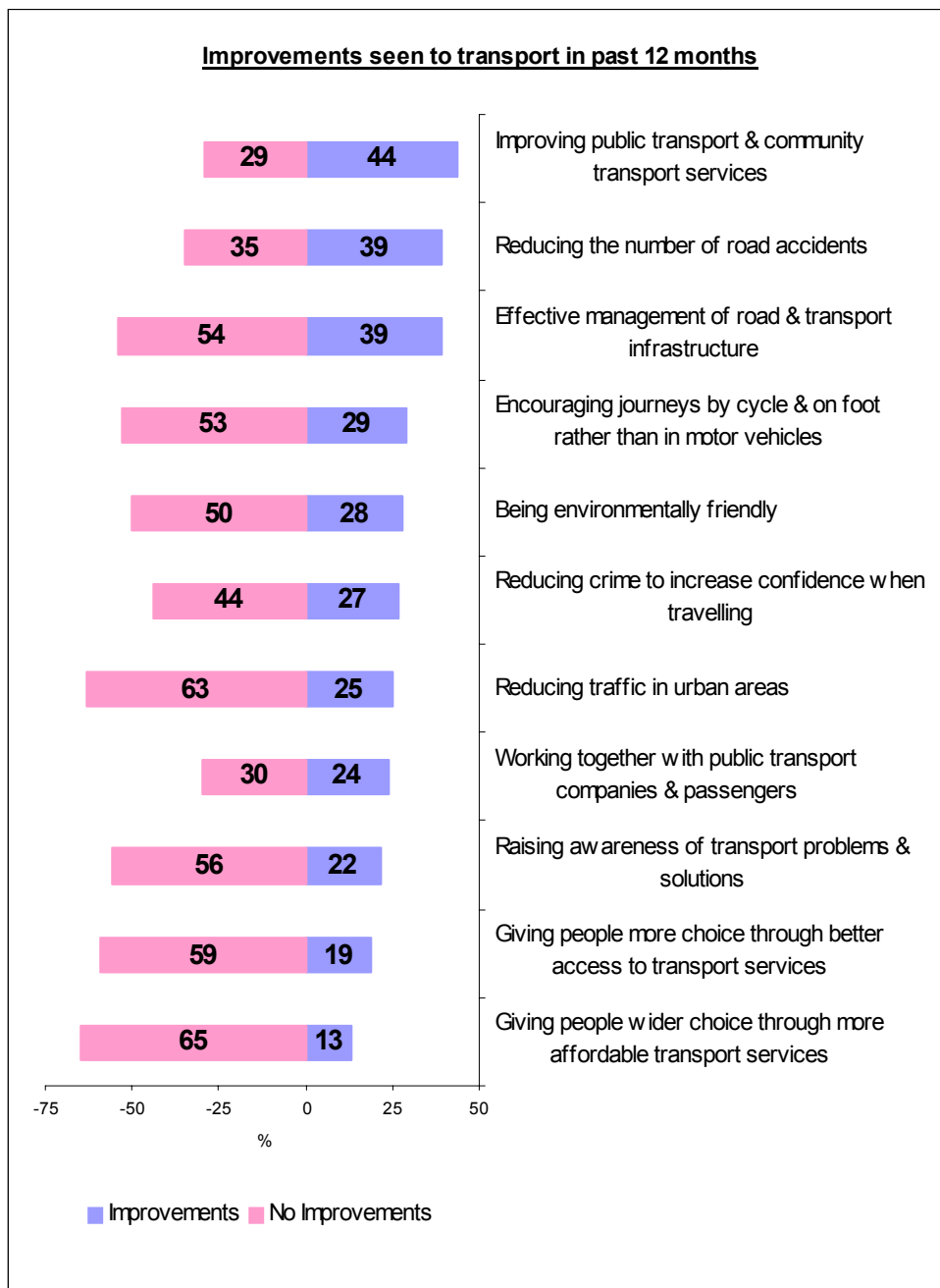
Chart 5 summarises the results for each aspect of policy, showing the proportion of panel members who say that they have seen an improvement (codes 1-3, as above) and the proportion that say that they have not seen an improvement (Codes 4-5, as above). The aspects are ranked according to the proportion who say that they have seen an improvement.

It should be noted that, for all aspects examined, very few panel members think that 'a lot has been done and that they have personally benefited' (i.e. code 1). The highest ranked aspect in this regard is **improving public transport and community transport services**, where only 3% claim to have seen a big improvement, which is of tangible benefit to them.

It is also worth noting that panel members who do not have a car and those who live in Burnley tend to be relatively positive about all aspects examined. In contrast, those who live in Preston and those aged 25-44 tend to be relatively negative. This may be a reflection of genuine improvements/lack of improvements seen by these groups of people or simply a tendency to be particularly positive or negative in their responses.

Chart 5: Improvements seen to transport in past 12 months

Weighted base – 1105, Unweighted base – 933



Improving public transport and community transport services was ranked as the most important priority in October 2001 and emerges, in this latest survey, as the aspect where the highest proportion of panel members feel there has been some improvement in the past 12 months; just under half say they have seen improvements (13% 'a lot has been done', 32% 'some improvement'). However, almost one in three say that they have not seen any improvement (21% 'very little has been done', 7% 'nothing has been done') and a further quarter (26%) 'don't know'.

Those who do not have a car are more likely to say they have seen an improvement (63% a lot has been done/some improvement). Improvements are also noted by at least half of each of the following: those living in council/housing association property (56%), the DE socio economic group (51%) and those living in market towns (50%). Looking more closely at individual districts, almost six out of ten living in Burnley (59%), Pendle (58%) and Lancaster (57%) report improvements on this aspect. In contrast, a relatively high proportion of those living in the following areas say that little/nothing has been done: Preston (40%), Chorley (38%) and Rossendale (36%).

The aspect on which the next highest level of improvement can be seen is in **reducing the number of road accidents**, which ranked as the fourth highest priority in October 2001. Four out of ten say that they have seen some improvement (6% 'a lot has been done', 33% 'some improvement'). However, nearly as many say that they have not seen any improvement (25% 'very little has been done', 10% 'nothing has been done') and a quarter (25%) 'don't know'.

A relatively high proportion of the following groups say that they have seen some improvement: those with no car (49%), people who live in market towns (46%) and those living in Burnley (55%) and Hyndburn (46%). Less evidence of improvement is noted amongst the following: those living in council/housing association property (42% very little/nothing done), and those living in Preston (43%) and Rossendale (42%).

The third highest aspect, in terms of perceived improvement is the **effective management of road and transport infrastructure, e.g. keeping roads in good condition, traffic light systems to keep traffic flowing**. Again, almost four out of ten say that they have seen some improvement (5% 'a lot has been done', 33% 'some improvement'). However, more than half say that they have not seen any improvement on this aspect (35% 'very little has been done', 19% 'nothing has been done').

Improvements on this aspect are evident to a greater proportion of under 25 year olds (51%), those with no car (49%) and those living in Burnley (50%). A relatively high proportion of the C2 socio economic group (67%), men (64%), those living in council/housing association property (62%), 45-59 year olds (61%) and those living in Rossendale (70%) say that 'very little/nothing' has been done in terms of effectively managing the road and transport infrastructure.

For each of the aspects shown in the table below, at least a quarter of panel members say that they have seen some improvement. However, the proportion that says that very little/nothing has been done outweighs these.

Table 1: Improvements seen to transport in past 12 months

Weighted base – 1105, Unweighted base – 933

	Improvements		No Improvements	
	A lot	Some	Very little	Nothing
Encouraging journeys by cycle and on foot rather than in motor vehicles	9%	20%	33%	20%
Being environmentally friendly, e.g. encouraging use of public transport, cleaner fuels etc.	7%	21%	31%	19%
Reducing crime to increase confidence when travelling	5%	21%	33%	11%
Reducing traffic in urban areas	5%	20%	39%	24%

Perceptions of improvement in terms of ***encouraging journeys by cycle and on foot rather than in motor vehicle*** are most evident amongst under 25 year olds (41%), those who have lived in Lancashire for less than 10 years (36%) and those who live in Lancaster (49%), Ribble Valley (38%) and South Ribble (37%). In contrast, a relatively high proportion of the following groups say that very little or nothing has been done: 25-44 year olds (63%), men (60%), those living in council or housing association property (61%), people with children in their household (60%) and those who live in Pendle (67%), West Lancashire (63%) and Preston (61%).

Improvements on ***being environmentally friendly, e.g. encouraging use of public transport, cleaner fuels etc.*** are evident to a greater proportion of those with no car (38%) and those living in Burnley (36%), South Ribble (35%), Hyndburn (35%), Ribble Valley (35%) and Lancaster (34%). A relatively high proportion of 25-44 year olds (56%), men (55%) and those living in Wyre (63%), Preston (57%) and West Lancashire (56%) say that 'very little or nothing' has been done on this aspect.

Reducing crime to increase confidence when travelling was ranked 2nd in terms of overall priorities in the October 2001 survey, but almost half (44%) say that they have seen little or nothing done on this in the past 12 months. Most critical are those living in Fylde and Preston, where 52% and 50% respectively say that 'very little or nothing' has been done. Perceptions of improvement are most evident amongst those with no car (40%), those living in council/housing association property (36%) and those who live in Burnley (44%) and Pendle (34%).

Reducing traffic in urban areas is also a key priority for panel members (ranked 3rd in terms of overall priorities in the October 2001 survey). However, over six out of ten (63%) say that 'very little or nothing' has been done, representing the second largest negative rating. A relatively high proportion of the following groups say that 'very little or nothing' has been done: those who have lived in Lancashire less than 10 years (77%), residents in urban areas (71%), C2 social class (70%), those living in West Lancashire (70%), working people (67%), men (67%) and 25-59 year olds (66%).

Of the remaining aspects examined, the worst rating was for **giving people wider choice through more affordable transport services** (28% 'very little has been done', 36% 'nothing has been done'). Criticism is most evident amongst similar groups to the previous point, with a relatively high proportion of the following saying that 'very little/nothing' has been done: those who have lived in Lancashire for 10-20 years (71%), 45-59 year olds (71%), residents in urban areas (70%), C2 socio economic group (70%), men (69%) and working people (68%).

Other aspects where little improvement has been seen are **giving people more choice through better access to transport services** (30% 'very little has been done', 29% 'nothing has been done') and **raising awareness of transport problems and solutions, e.g. alternative routes to travel** (32% 'very little has been done', 25% 'nothing has been done').

Almost half (44%) of panel members don't know what has been done in terms of **working together with public transport companies and passengers**, and opinions of the remainder were mixed.

2.5 Initiatives to improve transport

Within each of five specified policy areas, panel members were asked how effective they believe a range of potential initiatives would be.

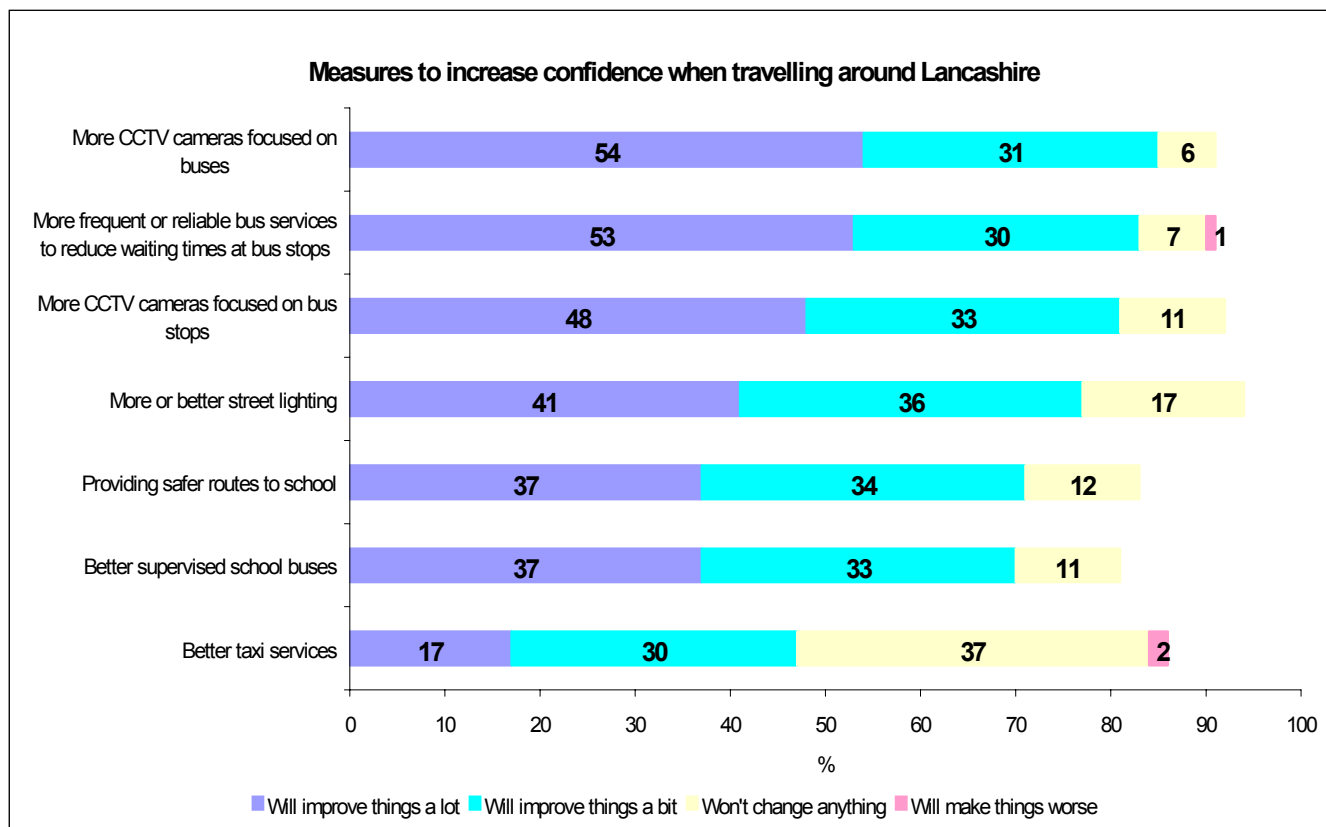
2.5.1 Increase in confidence when travelling

Of the measures examined, those which panel members say would increase confidence most when travelling around Lancashire relate to greater use of CCTV cameras on buses and at bus stops, and more frequent or reliable bus services in order to reduce waiting times at bus stops.

More than eight out of ten panel members say that each of these measures will improve things a lot or a little. We would expect bus users to be particularly in favour of these measures; however it is worth noting that even non-users or less frequent users (defined as those who have not used a bus in the past week) give strong support to these measures.

Chart 6 below highlights the extent to which various proposed measures would increase confidence. These are shown in order of priority, based on the proportion that says that the measure 'will improve things a lot'.

Chart 6: Perceived effectiveness of measures to increase confidence when travelling
 Weighted base – 1105, Unweighted base – 933



Over half (54%) of panel members feel that **more CCTV cameras focused on buses** 'will improve things a lot' and a further third (31%) think that it 'will improve things a bit'.

A similar proportion of panel members believe that **more frequent or reliable bus services to reduce waiting times at bus stops** will increase confidence when travelling. Almost all (91%) of residents in Burnley say this measure would improve things, compared with only three quarters of residents in Rossendale (77%) and Hyndburn (76%). The strong level of support for this measure from those living in Burnley is likely to be due to the relatively high proportion of Burnley panel members who used buses in the previous week (see section 2.1).

Just under half (48%) say that **more CCTV cameras focused on bus stops** would 'improve things a lot' and a further third (33%) state that it 'will improve things a bit'. Support for this measure is highest amongst those who live in Burnley (89% will improve things), Lancaster (87%), Pendle (86%) and Wyre (85%). In contrast, a relatively high proportion of under 25 year olds (24%) and those living in Ribble Valley (17%) and Hyndburn (15%) think such a measure won't change anything.

Of the remaining measures examined, **more or better street lighting** receives greatest support with over three quarters saying that this will increase confidence (41% 'will improve things a lot', 36% 'will improve things a bit'). Greatest support for this measure is evident amongst those with no car (86% 'will improve a lot or a bit'), disabled people (83%), people living in market towns (83%) and women (80%). Residents of the following districts, in particular, showed greatest interest in this measure: Burnley (93%), West Lancashire (81%) and Wyre (80%).

Seven out of ten think that **providing safer routes to school** and **better supervised school buses** will improve things a lot or a bit. A relatively high proportion of those with children in the household (80%) and women (75%) believe that safer routes to school would increase confidence. There are also some differences by district; a higher proportion of people living in Burnley (82%), Rossendale (78%) and Pendle (77%) think that safer routes to school would improve things, compared with fewer than two thirds of people living in Hyndburn (61%) and Preston (64%).

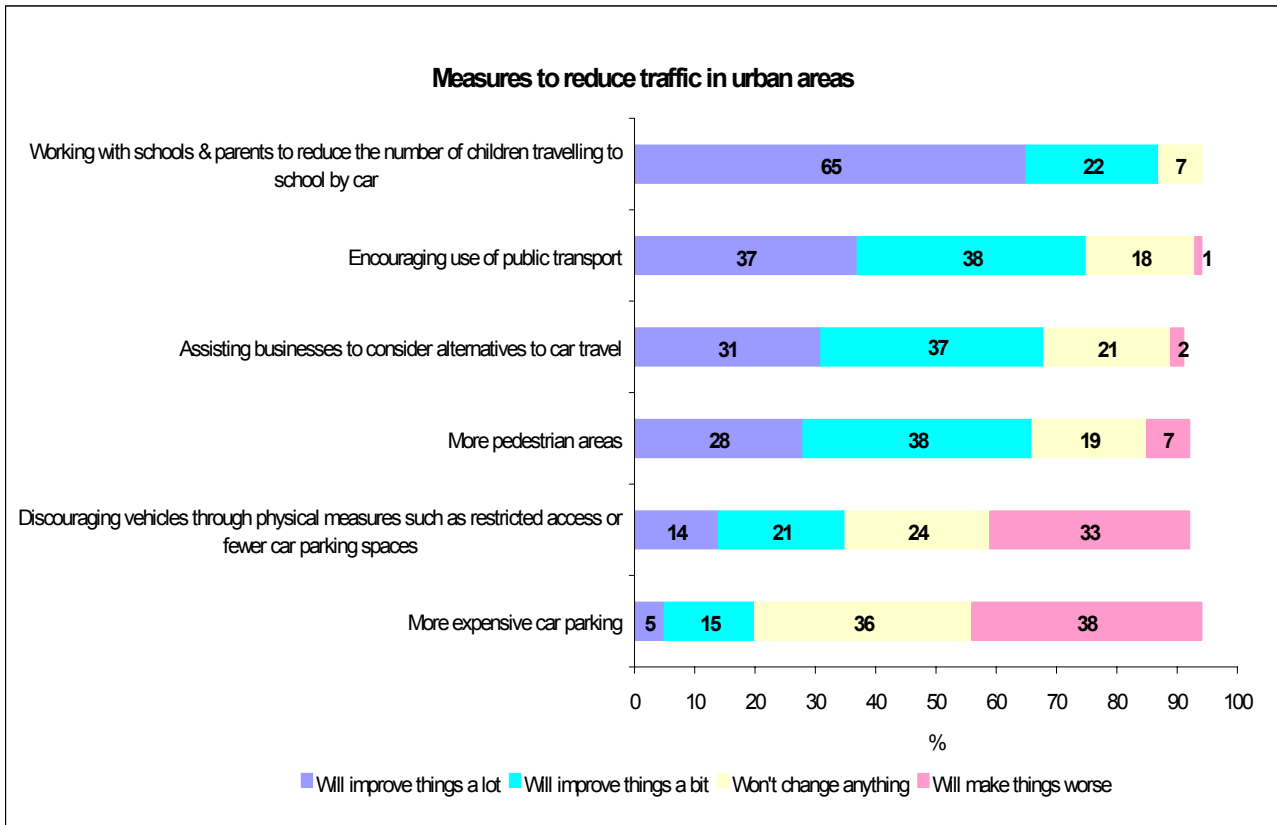
Least interest is shown in **better taxi services** as a means of increasing confidence, with almost four out of ten (37%) saying that this 'won't change anything'. 25-44 year olds are more likely to say that this would improve things (54%), compared with over 45 year olds (43%). A higher proportion of people living in Burnley (65%) and Chorley (64%) believe that better taxi services would improve things, compared with those living in Fylde (29%) and Hyndburn (38%).

2.5.2 Reduction in traffic in urban areas

Chart 7 shows the range of measures put forward as potential means of reducing traffic in urban areas. Consistent with the previous chart, the measures are shown in order of priority, based on the proportion that says that each measure 'will improve things a lot'.

Chart 7: Perceived effectiveness of measures to reduce traffic in urban areas

Weighted base – 1105, Unweighted base – 933



The measure that stands out as offering the greatest potential to reduce traffic in urban areas is **working with schools and parents to reduce the number of children travelling to school by car**. Two thirds (65%) think this 'will improve things a lot' and a further fifth (22%) feel that it 'will improve things a bit'. Support for this measure is evident across all subgroups, although it should be noted that those who would be most affected by this measure, i.e. those who have children in their household, are less strongly in favour (60% a lot) compared with those who don't have children in their household (67% a lot).

In principle, three quarters of panel members believe that **encouraging use of public transport** will improve things (37% a lot, 38% a bit), although the results reported earlier (Chart 5) suggest that further evidence of improvements may be required in order to add weight to this initiative. Support for this measure is highest amongst panel members who live in Burnley (88% think it will improve things a lot/bit). In contrast, a relatively low proportion of those who live in Hyndburn (66%), Rossendale (69%) and Ribble Valley (69%) believe that this will improve things and, in each of these districts, approximately a quarter think that such a measure 'won't change anything'.

Over two thirds (68%) of panel members think that **assisting businesses to consider alternatives to car travel** offers some potential for reducing traffic. Greatest support can be seen amongst those who have lived in Lancashire for 10-20 years (79%), 25-44 year olds (75%). Opinions are also more positive about the potential of this measure amongst those who live in Wyre (78%) and Lancaster (74%), particularly compared with Rossendale (58%) and Hyndburn (51%).

More pedestrian areas is also of interest to panel members; over a quarter (28%) think this 'will improve things a lot' and a further four out of ten (38%) say it 'will improve things a bit'. This measure is felt to be most effective amongst those living in council/housing association property (80% think it will improve things) and those living in urban areas and market towns (70%). Three quarters of those living in Wyre (76%) and Burnley (75%) feel this would improve things, compared with only 55% in Hyndburn. More than one in six (15%) of panel members living in Chorley believe that more pedestrian areas 'will make things worse', compared with only 7% of the overall panel.

Panel members are significantly less interested in measures that actively restrict or penalise current behaviour. Analysis of key subgroups suggests that resistance to these measures is greatest amongst those who will be most affected, i.e. car users. In comparison, significantly higher than average support for these measures is evident amongst those who do not have a car.

Almost four out of ten (38%) say that **more expensive car parking** 'will make things worse' (39% of those who have a car versus 23% of those who do not). Only one in five (19%) believe that this measure would improve things (17% of those who have a car versus 34% of those who do not). A relatively high proportion of those who live in Hyndburn (59%), Wyre (48%) and West Lancashire (43%) think this measure 'will make things worse'. Opinions are polarised amongst those who live in Ribble Valley; 33% think it will improve things but 43% think it will make things worse.

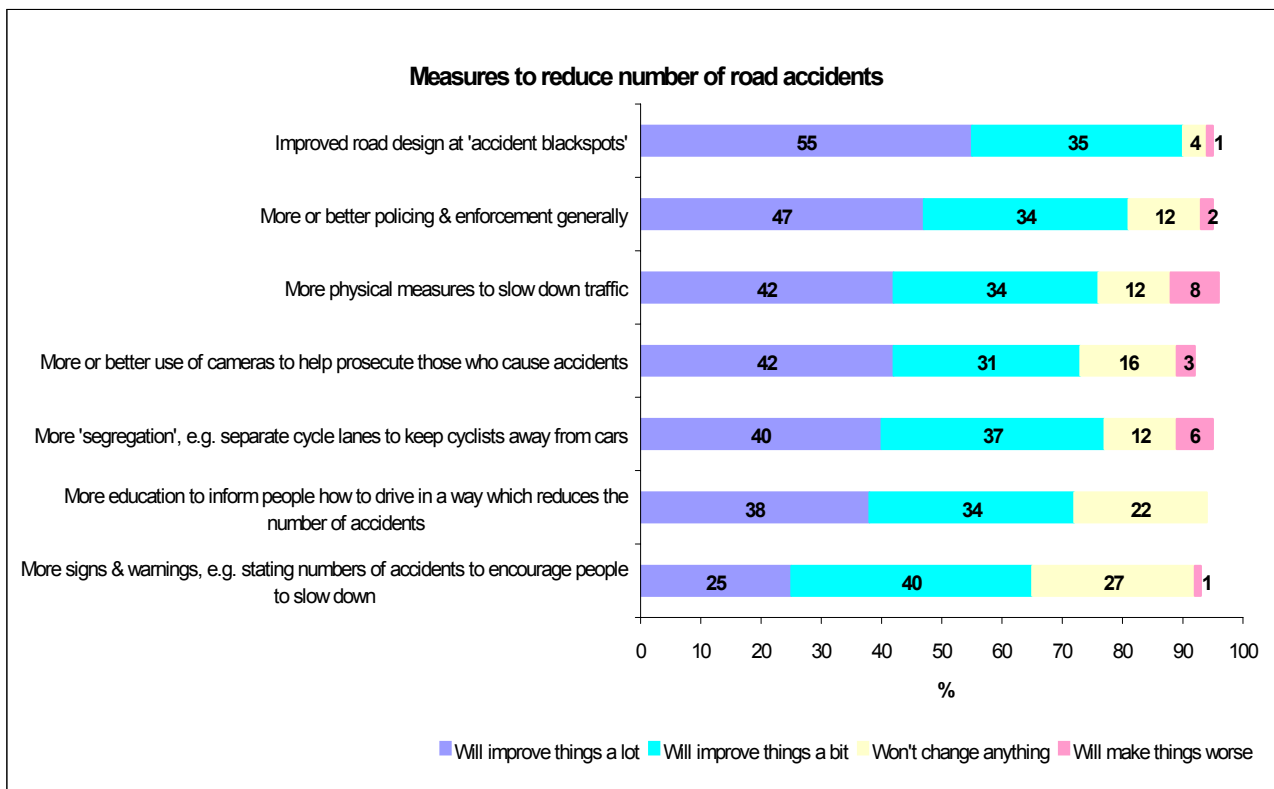
Whilst a third of panel members feel that **discouraging vehicles through physical measures such as restricted access or fewer car parking spaces** might improve things (14% a lot, 21% a bit), almost as many (33%) are against this proposal and feel it 'will make things worse'. A relatively high proportion of those living in Burnley (44%) and Chorley (44%) think such a measure will improve things. However, a significant proportion of the following groups believe this measure will make things worse: people living in Hyndburn (51%) and Ribble Valley (42%), disabled people (39%), 25-44 year olds (38%), car owners (37%) and men (37%). Opinions of those living in market towns are polarised; 43% think this measure will improve things, whilst 35% think it will make things worse.

2.5.3 Reduction in number of road accidents

Chart 8 shows the extent to which panel members believe a range of potential measures to reduce the number of road accidents will be effective. Once again, the measures are shown in order of priority, based on the proportion that says that each measure ‘will improve things a lot’.

Chart 8: Perceived effectiveness of measures to reduce number of road accidents

Weighted base – 1105, Unweighted base – 933



Improved road design at 'accident blackspots' is seen as the best means of reducing the number of road accidents, with nine out of ten saying that this measure will improve things (55%) a lot, 35% a bit). All key subgroups feel that improved road design will help things to some degree. However, a relatively high proportion of women (59%) and those living in South Ribble (63%), Fylde (62%) and Wyre (61%) believe this measure will 'improve things a lot'.

Almost half (47%) believe that **more or better policing and enforcement generally** 'will improve things a lot' and a further third (34%) think this will help a bit. A relatively high proportion of the following groups of people think that this measure 'will improve things a lot': over 60 year olds (59%), those who do not have a car (58%), disabled people (56%), women (52%) and those living in Pendle (58%) and Chorley (56%). Some panel members are more sceptical and feel such an initiative 'won't change anything' or 'will make things worse'. This sentiment features most strongly amongst C2 socio economic group (20%), men (19%), AB socio economic group (18%) and those living in Preston (18%), Lancaster (18%) and Burnley (16%).

At least four out of ten think that the following measures will yield a significant improvement and about three quarters of all panel members believe they will improve things to some extent: **more physical measures to slow traffic down** (42% a lot, 34% a bit), **more or better use of cameras to help prosecute those who cause accidents** (42% a lot, 31% a bit) and **more 'segregation', e.g. separate cycle lanes to keep cyclists away from cars** (40% a lot, 37% a bit).

Of these three measures, the two which focus on drivers (i.e. slowing traffic down and using cameras to help prosecute those who cause accidents) are both considered to be most effective by those who do not have a car, women and those living in Burnley and Pendle. At least eight out of ten in each subgroup believe these measures will improve things a lot/a bit. Men and the C2 social class show relatively high levels of scepticism, with over a quarter of each group saying that both of these measures 'won't change anything'/'will make things worse'. Reservations about the effectiveness of **physical measures to slow traffic down** are particularly evident amongst panel members living in Hyndburn (12% won't change anything, 28% 'will make things worse'). Other districts, where at least a quarter are sceptical as to the effectiveness of such a measure and one in ten think it would actually make things worse, are Ribble Valley, Fylde and South Ribble.

Greatest support for **more 'segregation', e.g. separate cycle lanes to keep cyclists away from cars** can be seen amongst those who have lived in Lancashire for less than 10 years (87% 'will improve things a lot/a bit'), those who do not have a car (85%), people who have used a bicycle in the previous week (81%), those living in urban areas (81%) and market towns (80%) and women (80%). Looking at specific districts, people living in Burnley and Fylde are most supportive, with 86% and 84% respectively saying that this measure would be of value. In contrast, those residing in rural areas are more sceptical as to the effectiveness of such a measure (13% won't change anything, 11% 'will make things worse'); districts that are most resistant to this measure are Hyndburn (21% won't change anything, 11% 'will make things worse'), Ribble Valley (11% won't change anything, 12% 'will make things worse') and West Lancashire (12% won't change anything, 9% 'will make things worse').

More than seven out of ten believe that **more education to inform people how to drive in a way which reduces the number of accidents** will improve things (38% a lot, 34% a bit). However, nearly a quarter (22%) are more sceptical and say that this 'won't change anything'. More than three quarters of the AB social class (79%) believe more education would be of benefit, compared with only 69% of those in socio-economic groups C1 and C2. A relatively high proportion of panel members living in Burnley (81%) and Ribble Valley (80%) think this measure will improve things, whilst over a quarter of people living in Preston (29%) and South Ribble (26%) say that it 'won't change anything'. People living in urban areas are also more sceptical (26% 'won't change anything'), compared with those in market towns (17%).

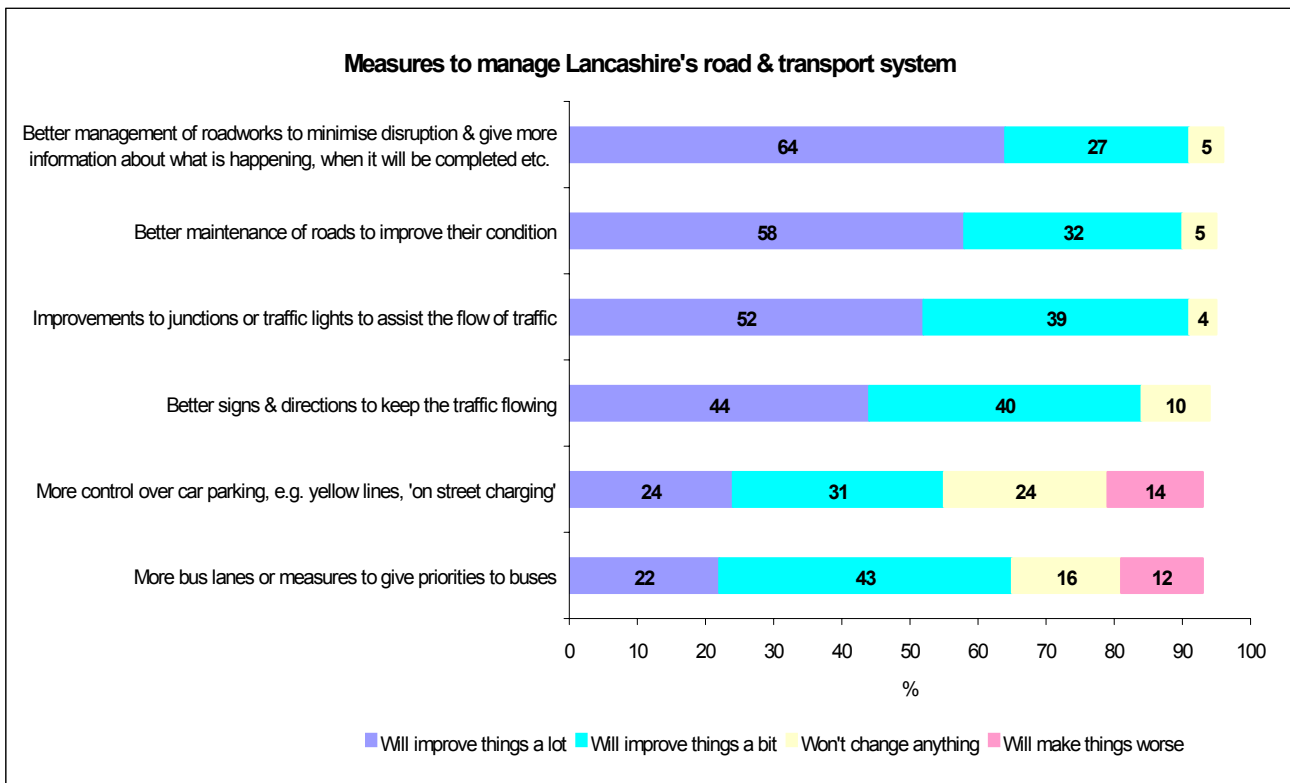
More signs and warnings, e.g. stating numbers of accidents to encourage people to slow down are felt to be the least effective of all the measures examined. Nevertheless, two thirds of panel members believe such measures can improve things to some extent (25% a lot, 40% a bit). At least three quarters of the following groups feel that more signs and warnings would help: 25-44 year olds (75%) and people living in Burnley (78%), Chorley (76%) and Pendle (75%). Reservations are most evident in panel members who live in Wyre and Rossendale, where 37% and 36% respectively say that this measure 'won't change anything.'

2.5.4 Management of Lancashire's road & transport system

Chart 9 shows the range of potential measures being considered to manage Lancashire's road and transport system, and the extent to which panel members think they will be effective. As seen on previous charts, the measures are shown in order of priority, based on the proportion that say each measure 'will improve things a lot'.

Chart 9: Perceived effectiveness of measures to manage Lancashire's road & transport system

Weighted base – 1105, Unweighted base – 933



Nine out of ten panel members think that three of the measures presented will improve management of Lancashire's road and transport system.

Strongest support is given to the ***better management of roadworks to minimise disruption and give more information about what is happening, when it will be completed etc.***, where almost two thirds (64%) think this 'will improve things a lot'. All types of panel members support this measure. However, a relatively high proportion of disabled people (69%), women (67%) and those living in Ribble Valley (72%) and Rossendale (70%) believe that this measure 'will improve things a lot'.

Almost six out of ten (58%) believe that ***better maintenance of roads to improve their condition*** 'will improve things a lot' and just over half (52%) say that ***improvements to junctions or traffic lights to assist the flow of traffic*** 'will improve things a lot'.

A higher proportion of over 60 year olds (71%), the C2DE socio economic group (66%) and disabled people (65%) support better road maintenance as a means of improving things 'a lot'. Improvement to junctions is viewed as potentially more effective by over 60 year olds (56% think it 'will improve things a lot'), compared with only 43% of under 45 year olds. There is some evidence of scepticism amongst those living in Pendle and Burnley, where 12% and 9% respectively think that this measure won't have any real effect.

Use of **better signs and directions to keep the traffic flowing** is supported by over eight out of ten panel members (44% 'will improve things a lot', 40% 'will improve things a bit'). This rises to at least nine out of ten amongst disabled people (90%) and those living in Burnley (92%) and Ribble Valley (92%). Panel members living in Lancaster exhibit a relatively high degree of scepticism, with 21% of them saying that this measure is unlikely to have any effect.

Panel members are more mixed in their views about **more control over car parking, e.g. yellow lines, 'on street charging'**. Whilst more than half think this measure will improve things (24% a lot, 31% a bit), a quarter (24%) doesn't believe it will have any effect and one in seven (14%) think it will make things worse. As might be expected, car ownership appears to be highly correlated with response to this measure. Almost three quarters (72%) of those who do not have a car believe this measure will improve things; in comparison, only half (52%) of car owners support the measure, whilst one in six (16%) think it 'will make things worse'. At least six out of ten women (60%), over 60 year olds (62%), the DE socio economic group (63%), those in council/housing association property (67%) and people in market towns (64%) think this measure will improve things. However, at least one in six of the following groups believe it would make matters worse: C2 socio economic group (19%), men (18%), people living in rural areas (18%). There are also a number of differences according to the district in which panel members live. Most positive reactions towards this measure can be seen amongst those who live in Burnley (69% think it will improve things), Chorley (68%), Fylde (63%) and Pendle (63%). People living in Hyndburn are most negative, with 21% saying it 'won't change things' and 25% feeling that it 'will make things worse'. Other districts showing comparatively high reservations are South Ribble, Lancaster, West Lancashire, Preston and Ribble Valley.

Fewer than a quarter (22%) say that **more bus lanes or measures to give priorities to buses** 'will improve things a lot', although almost twice as many (43%) feel that it 'will improve things a bit'. One in eight (12%) think it will make matters worse. This measure is more likely to be viewed as effective by actual/potential users of buses; almost three quarters of those who do not have a car (74%) and those who used a bus in the previous week (73%) think that such measures will be beneficial. Nearly seven out of ten women (69%) think this measure 'will improve things, compared with only six out of ten men (61%). Over seven out of ten panel members who live in Burnley, Pendle and Lancaster believe these bus related improvements will help. Once again, scepticism is high in Hyndburn and, to a lesser extent in the Ribble Valley, where 28% and 15% respectively feel such measures will make matters worse.

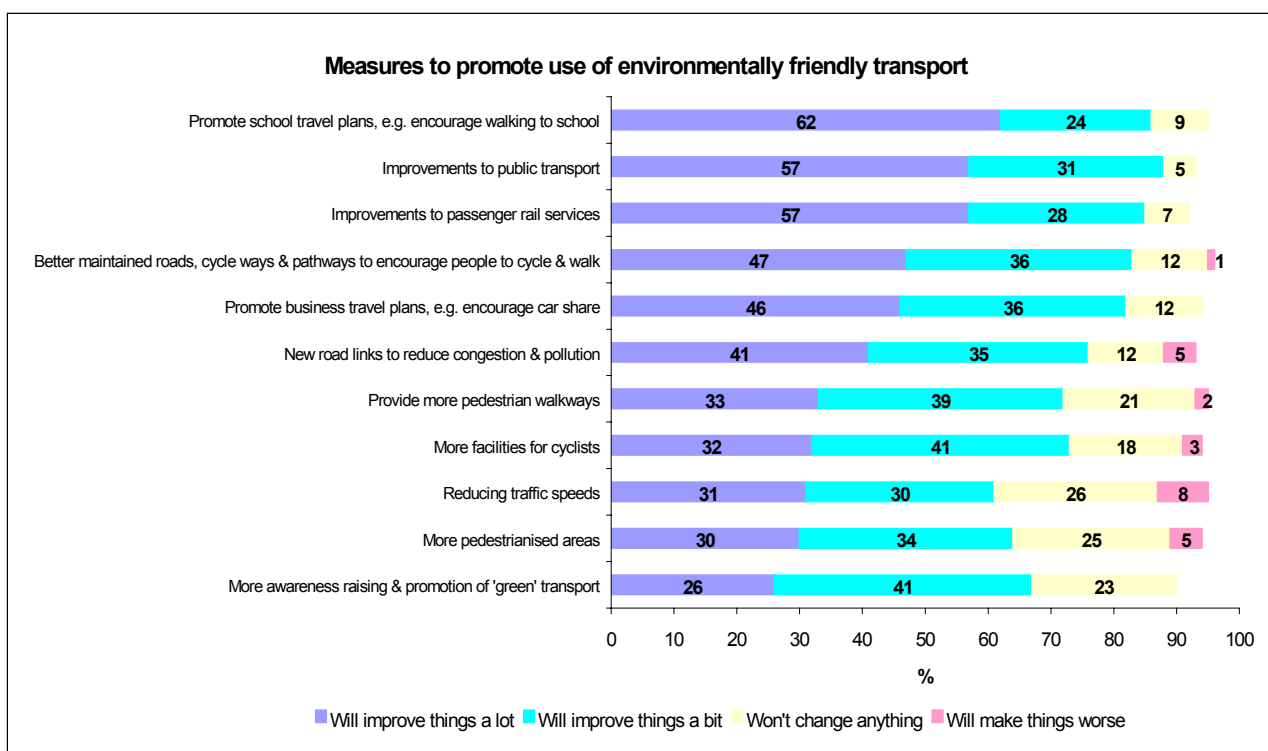
2.5.5 Encouragement of environmentally friendly transport

The final part of this section of the survey asked about a range of measures which could be employed to promote the use of environmentally friendly transport.

Chart 10 shows the extent to which panel members believe these measures be effective. Once again, the measures are shown in order of priority, based on the proportion that says that each measure 'will improve things a lot'.

Chart 10: Perceived effectiveness of measures to promote the use of environmentally friendly transport

Weighted base – 1105, Unweighted base – 933



Strongest support is given to the proposal to **promote school travel plans, e.g. encourage walking to school**, with six out of ten (62%) saying that this 'will improve things a lot' and a further quarter (24%) feeling that it 'will improve things a bit'. High support for this measure is consistent with the results report earlier in relation to potential measures to reduce traffic in urban areas (see Chart 7). A relatively high proportion of the AB socio economic group (92%), those with a car (87%) and those living in Chorley (93%), Wyre (91%) and South Ribble (90%) believe this measure will improve things.

Improvements to public transport and **improvements to passenger rail services** are viewed as the next most important measures in order to promote the use of environmentally friendly transport, with 89% and 85% respectively indicating that such measures would be beneficial.

All types of panel members believe that **improvements to public transport** would be beneficial. However, a relatively high proportion of women (62%), those living in urban areas (62%) and people who live in Burnley (94%) think this 'will improve things a lot'.

Not surprisingly, those who have used the train in the previous week are most likely to support **improvements to passenger rail services**. Two thirds (66%) think it 'will improve things a lot' and a further three out of ten (28%) think that it 'will improve things a bit'. A similar proportion (94%) of those who have lived in Lancashire for less than 10 years also think this measure would be effective.

Further down the list of priorities, but still viewed as potentially effective measures are **better maintained roads, cycle ways and pathways to encourage people to cycle and walk** and **promote business plans, e.g. encourage car share**. In both cases more than eight out of ten panel members think these measures would improve things.

A relatively high proportion of those who have walked in the previous week (88%) and women (87%) believe that the measures suggested to **encourage people to cycle and walk** will be effective. Those showing greatest scepticism are men (17% 'won't change anything') and those living in Preston (18%).

Promoting business plans, e.g. car share is viewed as potentially most effective by owner occupiers (84% think it will improve things a lot or a bit), those living in urban areas (85%) and residents of Burnley (93%). A relatively high proportion of those living in Rossendale (23%), Hyndburn (21%) and those in rented accommodation (21%) feel that this measure 'won't change anything'.

Four out of ten (41%) believe that **new roads to reduce congestion and pollution** 'will improve things a lot', with a further third seeing some benefit in this measure (35% a bit). Over three quarters (78%) of those with a car support this measure, as do residents of Chorley (80%) and Lancaster (80%). Greatest scepticism can be seen amongst those who have lived in Lancashire for less than 20 years, where 19% think it 'won't change anything' and 9% feel it 'will make things worse'. Reservations about this measure are also evident amongst residents of South Ribble, Rossendale, Hyndburn and Pendle, where at least one in five think that it 'won't change anything' or 'will make things worse'.

The remaining five measures are still seen to offer some improvement by at least six out of ten panel members. However, levels of strong support (defined as 'will improve things a lot') are noticeably lower and a higher proportion (18-26%) believe that they 'won't change anything'.

Over seven out of ten (72%) think that the provision of **more pedestrian walkways** would be effective and almost two thirds (64%) support the idea of **more pedestrian areas**. Support for both measures is highest amongst those with no car, women and those living in urban area. Residents of Burnley and Wyre are also most likely to view these two measures as effective. Approximately three out of ten of the following groups think that **more pedestrian walkways** 'won't change anything': men and residents of Hyndburn, West Lancashire, Rossendale and Ribble Valley. A relatively high proportion of the C2 socio economic group (38%), men (36%), working people (34%) and those living in Hyndburn (38%), Lancaster (37%) and West Lancashire (35%) feel that **more pedestrian areas** either 'won't change anything' or 'will make things worse'. (NB Between 4-8% feel that this measure 'will make things worse'.)

Almost three quarters (73%) of all panel members support the idea of **more facilities for cyclists**; this rises to 83% amongst those who have cycled in the previous week. Relatively high support for this measure is also evident amongst those in urban areas (79%), women (76%) and residents of Burnley (83%) and South Ribble. Residents of Hyndburn are least positive about this measure; 25% think it 'won't change anything' and 7% think it 'will make things worse' A quarter of the following groups also show some reservations about this measure, mainly feeling that it 'won't change anything': 45-59 year olds, men and residents of Ribble Valley and West Lancashire.

Six out of ten (61%) believe that **reducing traffic speeds** will improve things. This rises to seven out of ten or more amongst the following groups: those with no car (79%), the DE social class (70%), over 60 year olds (69%) and those living in Burnley (75%) and Chorley (70%). A quarter (26%) of all panel members think that this measure 'won't change anything' and nearly one in ten (8%) that it will actually 'make things worse'. Scepticism is highest amongst the following groups, with about three out of ten saying it 'won't change anything' and at least one in eight thinking it will make matters worse: C2 socio economic group, under 45 year olds, those who have lived in Lancashire for less than 20 years and residents of Preston and Hyndburn.

Almost two thirds (68%) show some support for **more awareness raising and promotion of 'green' transport**, although only a quarter (26%) feel that this yield a great improvement. A relatively high proportion of the AB socio economic group (73%), DE's (72%), women (72%) and 45-59 year olds (72%) think this will be effective. In comparison, three out of ten in the following groups believe this initiative 'won't change anything': C2 socio economic group (32%), men (29%) and those living in South Ribble (32%) and Hyndburn (30%).

2.6 Other potential improvements

Panel members were asked to comment on any good examples they have seen taken to increase road safety, reduce traffic congestion, improve bus services and generally make travelling a more enjoyable experience. For each measure, they were asked to indicate whether they had seen it in Lancashire, elsewhere in the UK or abroad.

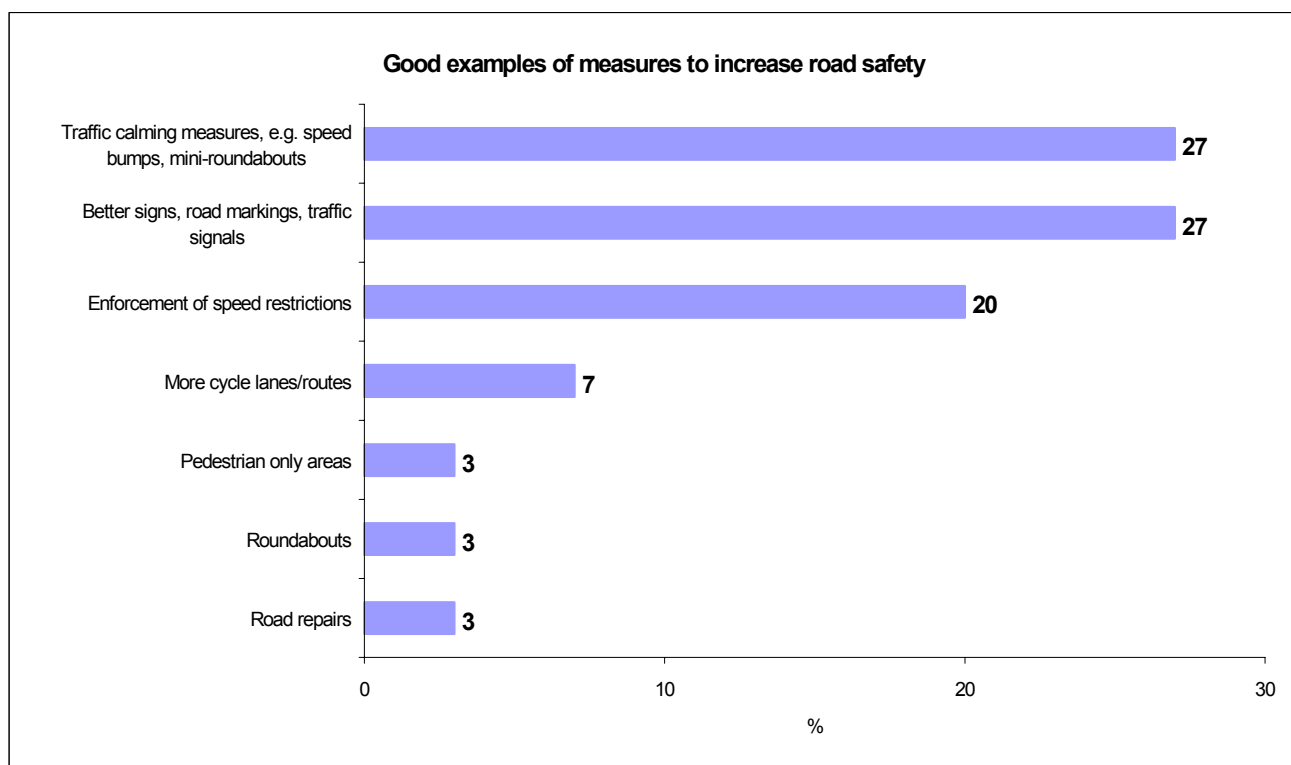
2.6.4 Road safety

When asked to give the best example they have seen to make roads safer, over half (54%) of panel members did not reply. Amongst those who gave an answer, the most common suggestions were for traffic calming measures, e.g. speed bumps, mini-roundabouts (27%) and better signs/road marking/traffic signals (27%).

Chart 11 below highlights the top responses (NB Chart only includes suggestions made by at least 3% of those who responded. A full list is available in the data tables.)

Chart 11: Examples of measures to increase road safety

Weighted base – 506, Unweighted base – 464



Looking in more detail at those who suggest traffic calming measures, four out of ten (42%) say that they saw these in Lancashire, over a quarter (27%) saw them elsewhere in the UK and one in seven (14%) saw them abroad.

A third (34%) of those who mentioned better signs/road markings/traffic signals claim to have seen good examples of these in Lancashire, whilst a similar proportion (36%) say that they have seen them elsewhere in the UK. A quarter (26%) say that they have seen good examples of this type abroad.

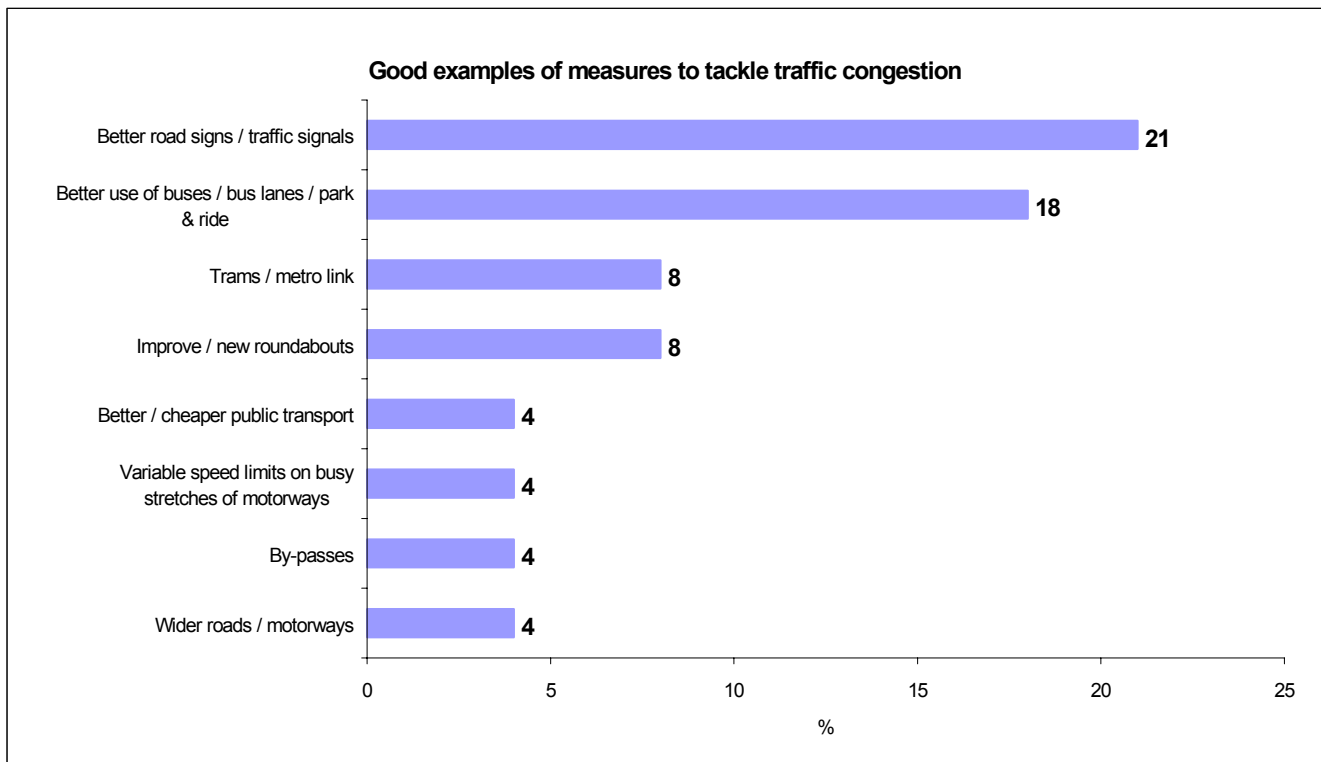
The third most frequent suggestion is for enforcement of speed restrictions. This is mentioned by one in five (20%) of those who gave a response and more than half (54%) are based on examples seen in Lancashire.

2.6.4 Traffic Congestion

Chart 12 shows the most frequently mentioned examples of ways to tackle traffic congestion. Fewer than four in ten (37%) answered this question, and therefore percentages are based on this sample of panel members.

Chart 12: Examples of measures to tackle traffic congestion

Weighted base – 412, Unweighted base – 374



The most frequently cited example as a means of tackling traffic congestion is better roads/traffic signals, raised by one in five (21%) of those who responded. Over a third (35%) say that the good example they have seen is in Lancashire, whilst one in three (28%) refer to examples seen in other parts of the UK. Almost a quarter (23%) have seen good examples abroad.

The next most mentioned suggestion relates to better use of buses/bus lanes/park and ride. Examples of this type are given by almost one in five (18%) of those who responded and more than half (57%) of these draw their examples from other regions in the UK. Three out of ten (29%) say that they have seen good examples abroad but only one in six (16%) cite examples seen in Lancashire.

Just under one in ten of those who responded talk about trams/metro links (8%) and improved/new roundabouts (8%) as the best example they have seen to tackle traffic congestion. Over two thirds (68%) of those who cite trams/metro links say that the good examples they have seen are in other parts of the UK, compared with a third (35%) in Lancashire. Examples of improved/new roundabouts are drawn fairly equally from Lancashire (47%) and elsewhere in the UK (41%).

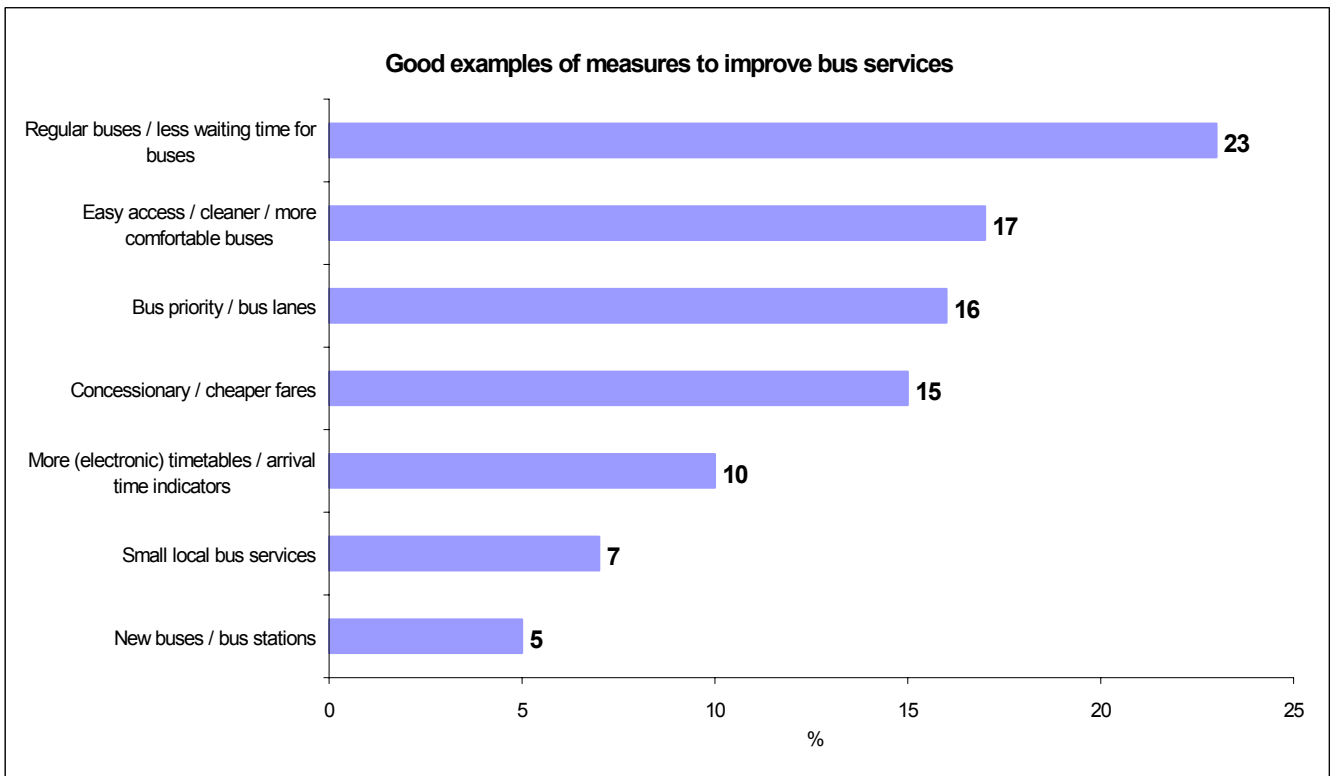
2.6.4 Bus Services

Panel members were also asked to provide good examples of measures they have seen to improve bus services and the most frequently mentioned examples are shown in Chart 13.

NB Response to this question was relatively low (33%); this is likely to be due to a proportion of panel members not having any recent experience to draw upon in this regard.

Chart 13: Examples of measures to improve bus services

Weighted base – 368, Unweighted base – 314



Top of the list is regular buses/less waiting time for buses, mentioned by nearly a quarter (23%) of all those who responded to this question. Over four out of ten (43%) of these claim to have seen good examples in Lancashire, with the remainder split fairly evenly between elsewhere in the UK (17%) and abroad (23%).

The next most frequently made response relates to easy access/cleaner/more comfortable buses, cited by almost one in six (17%) of those who gave an example. Examples are drawn from different areas, in similar proportions to above (Lancashire 40%, elsewhere in UK 24%, abroad 25%).

Good examples of bus priority/bus lanes are mentioned by one in six (16%) of those who gave a response, although more of these (41%) are drawn from other parts of the UK, with only three in ten (30%) saying that they have seen such examples in Lancashire.

Concessionary/cheap fares are mentioned by almost as many (15%). Interestingly, nearly half (45%) of these examples are drawn from abroad and only one in ten (11%) are from Lancashire.

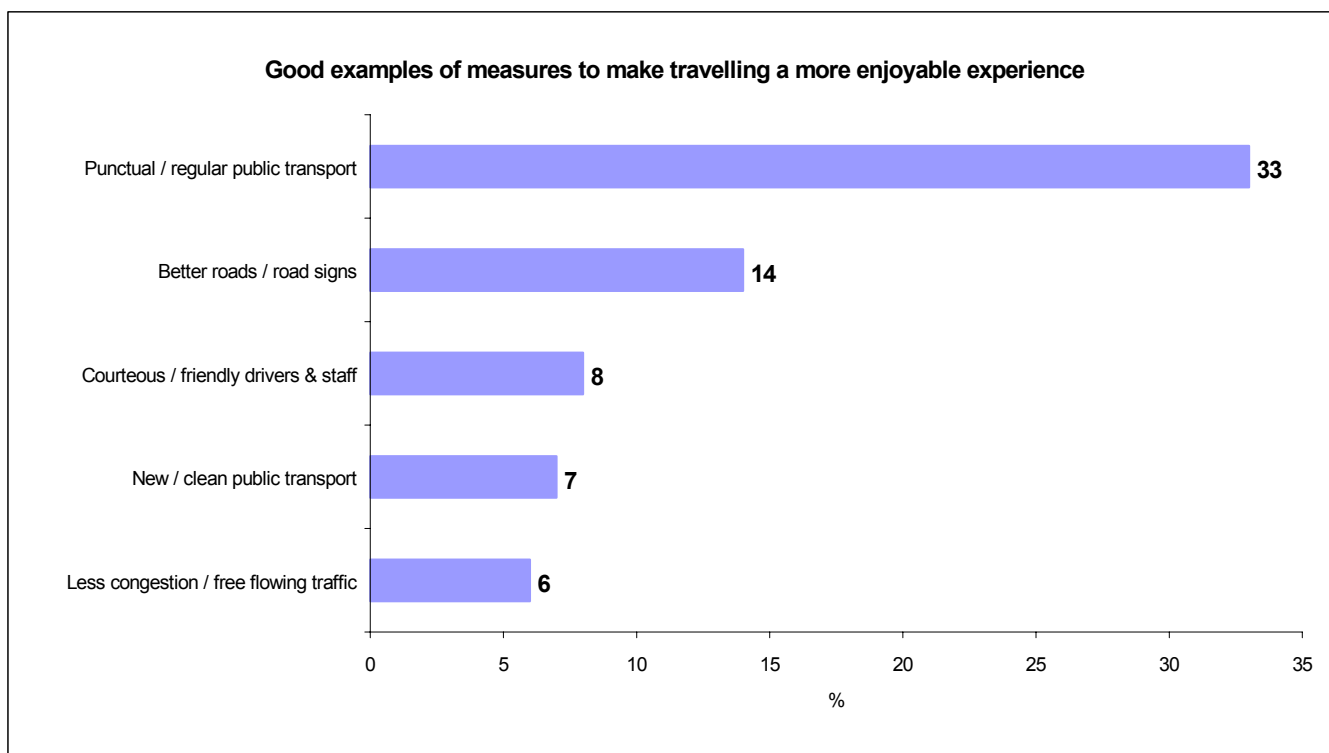
2.6.4 Making travel more enjoyable

The final part of this section of the survey asked panel members for any good examples of measures they have seen which make travelling a more enjoyable experience.

The top five examples are shown in Chart 14. (NB Seven out of ten did not put forward any suggestions and therefore responses are based on only 30% of the total panel.)

Chart 14: Examples of measures to make travelling a more enjoyable experience

Weighted base – 332, Unweighted base – 293



A third (33%) of those who responded mention punctual/regular public transport as the best thing they have seen to make travelling a more enjoyable experience. The gap between this and any other responses suggests that it is a key issue in terms of current experience. Any improvements that can be made in this regard should therefore have a clear impact on levels of satisfaction.

A quarter(28%) did not say where they had seen a good example of this type which may indicate that this represents a general call for improvement, rather than being based on concrete example. However, over four out of ten (45%) draw their examples from abroad and fewer than one in five (18%) claim to have seen good examples in Lancashire.

The next most mentioned example is better roads/road signs, put forward by one in seven (14%) of those who responded. Over half (57%) of these examples have been seen in other parts of the UK, whilst four out of ten (43%) cite Lancashire.

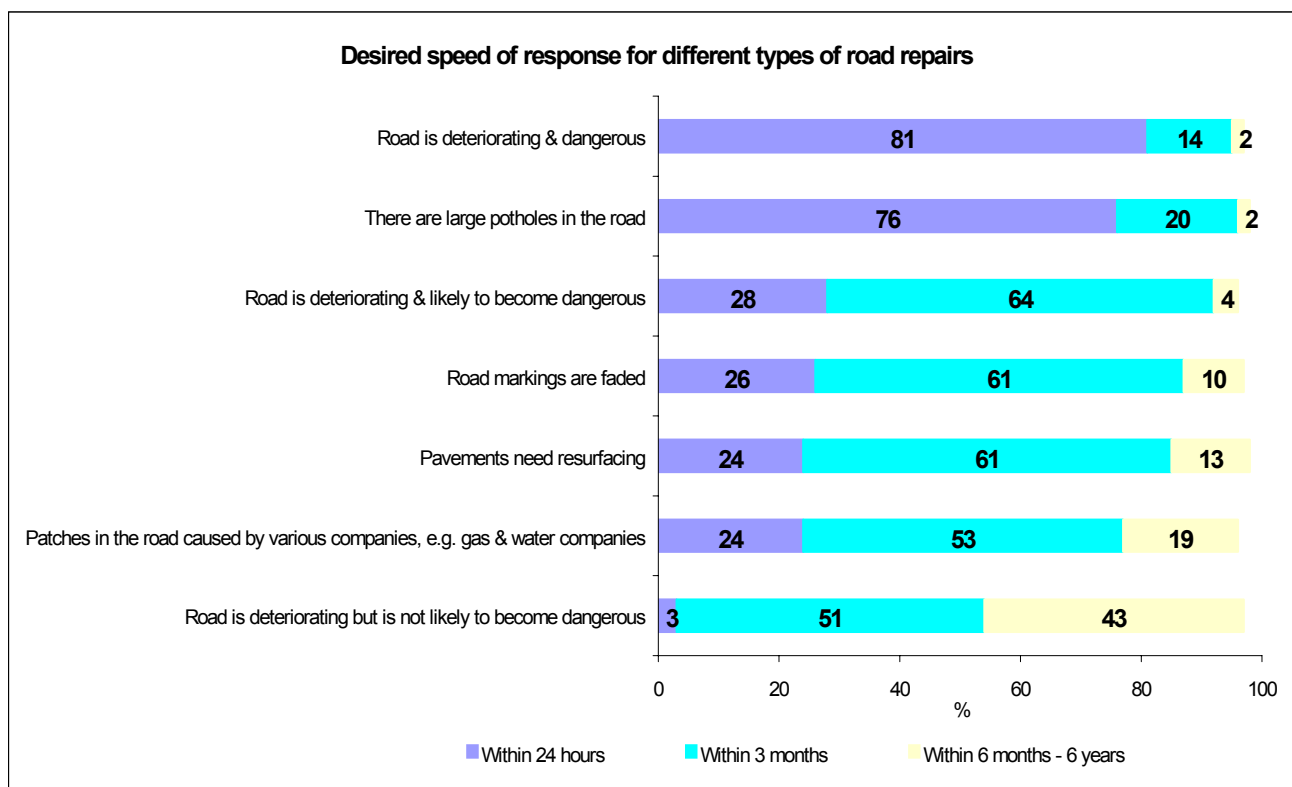
Other examples put forward by more than 5% of those who responded are included in the chart above; however, sample sizes are relatively low and do not, therefore, permit more detailed analysis.

2.7 Road Repairs

Panel members were asked to indicate how quickly they feel that the County Council should respond to a range of different types of road repairs. The findings are shown in Chart 15 below.

Chart 15: Response to road repair needs

Weighted base – 1105, Unweighted base – 933



Not surprisingly, the extent to which a problem is perceived to be dangerous influences the speed at which people think it should be responded to.

If the **road is deteriorating and dangerous**, over eight out of ten (81%) think it should be repaired within 24 hours and a further one in seven (14%) think it should be repaired within 3 months. This circumstance is viewed as a high priority amongst all types of panel members.

Of the different circumstances presented, **large potholes** in the road are seen as the next highest priority, with three quarters (76%) thinking they should be repaired within 24 hours and a further one in five (20%) thinking they should be dealt with within 3 months. Disabled people show particular concern about this situation, with eight out of ten (80%) thinking it should be dealt with within 24 hours. A relatively high proportion of those living in West Lancashire (84%) and South Ribble (82%) think this type of repair should be carried out within 24 hours compared with only 65% of those living in Wyre and 69% of Chorley residents.

A number of the circumstances presented are seen as sufficiently important that they should be dealt with within 3 months. However, less than three out of ten believe them to be so critical as to need a response within 24 hours. Repairs which fall into this category are **roads which are deteriorating and likely to become dangerous, faded road markings, pavements which need resurfacing** and **patches in the road caused by various companies, e.g. gas and water companies**.

Circumstances whereby a **road is deteriorating and likely to become dangerous** is of relatively high concern to men (31% think it should be dealt with in 24 hours), those without children in their household (32%, compared with 19% of those with children) and people who have lived in Lancashire for more than 20 years (31%, compared with 19% of those living there for under 10 years). Residents in Burnley, West Lancashire, Wyre and Chorley are significantly more likely to think this type of repair should be dealt with within 24 hours, compared with those living in Lancaster and South Ribble.

Faded road markings are of particular concern to those living in Council/Housing Association accommodation (38% say it should be responded to within 24 hours), those without a car (34%) and women (31%). Four out of ten (40%) of people living in West Lancashire feel that faded road markings require an immediate response, compared with fewer than one in five (18%) of people living in Fylde.

A relatively high proportion of disabled people (29%) and the DE social class (35%) think that **pavements, which need resurfacing**, should be dealt with within 24 hours. Three out of ten panel members who live in Burnley (32%), Wyre (31%) and Ribble Valley (30%) think this situation requires an immediate response, compared with fewer than one in seven of those who live in West Lancashire (15%) and Fylde (13%).

A comparatively high proportion of the following groups think that **patches in the road caused by various companies, e.g. gas and water companies** should be dealt with within 24 hours: the DE socio economic group (38%), those who do not have a car (37%), over 60 year olds (35%), the disabled (29%) and people living in Burnley (39%), West Lancashire (34%) and Hyndburn (33%). Fewer than one in five panel members living in South Ribble (18%), Chorley (17%) and Rossendale (17%) think this requires such a quick response.

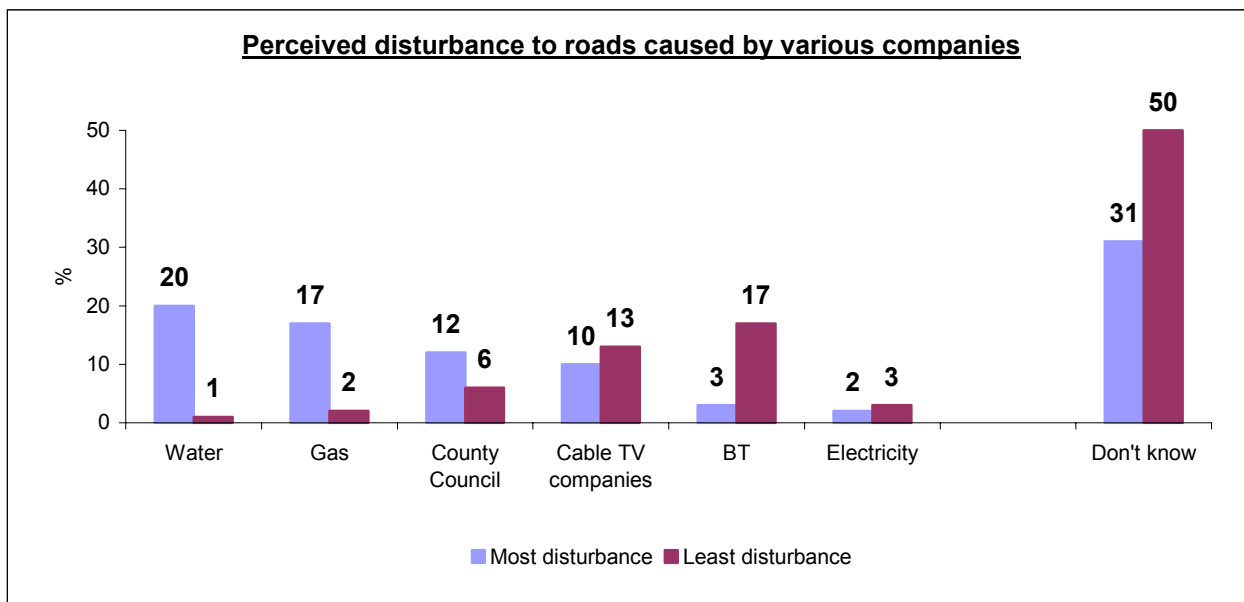
In the case of a **road that is deteriorating but is not likely to become dangerous**, very few believe this requires an immediate response, although over half (51%) still think it should be sorted out within 3 months. However, over four out of ten (43%) feel that a longer timeframe for repair is acceptable in this circumstance. Those who do not have a car view this situation as more serious (62% think it should be dealt with within 3 months) than those who do have a car (49%).

Panel members were also asked to say which of a list of various companies has, in their opinion, caused the most and the least disturbance to the roads in their area.

The results are summarised below in chart 16. (NB It should be noted that a relatively high proportion of panel members do not know which companies have caused most and least disturbance.)

Chart 16: Disturbance to roads caused by various companies

Weighted base – 1105, Unweighted base – 933



Highest criticism is directed towards the water companies, with one in five (20%) panel members saying that they caused the most disturbance to roads over the last 12 months. This appears to have been a greater issue amongst those living in South Ribble and Burnley, where 30% and 28% respectively say that the water companies have caused most disturbance.

Gas companies are perceived to be the next worst in terms of creating disturbance, cited by almost one in six panel members (17%). Those living in Chorley (24%), Preston (22%) and Rossendale (22)% are more likely to feel that gas companies have caused most disturbance.

Opinions about the County Council are more mixed; whilst over one in eight (12%) believe they have caused the most disturbance, 6% say that they have caused least disturbance. Panel members living in Burnley are most critical, with a quarter (24%) saying that the County Council have caused most disturbance.

Overall, one in ten (10%) of panel members believe that cable companies have caused the most disturbance. Those living in Lancaster feel that they have been particularly affected, with three out of ten (29%) saying that this type of company has caused most disturbance.

BT is perceived to have caused least disturbance to roads in the past 12 months; almost one in six (17%) say it has caused least disturbance and very few (3%) feel it has caused most disturbance.

SOCIAL SERVICES

This latest survey invited panel members overall views on what should be the priorities for Social Services in the coming year and also investigated attitudes towards a number of initiatives that Social Services have or could adopt in the future. The overall role of Social Services in the community, with specific reference to the groups of people it seeks to support, was outlined as background context to the questions asked.

2.8 Priorities in the next 12 months

Panel members were presented with five aspects of Social Services policy and, for each one, were asked to indicate how important it is that Social Services focuses on it over the next 12 months.

Whilst all aspects of policy receive fairly high support, the findings suggest that those which can be argued to have a more tangible impact on the groups of people that Social Services is designed to support, are perceived to be of greatest importance by panel members.

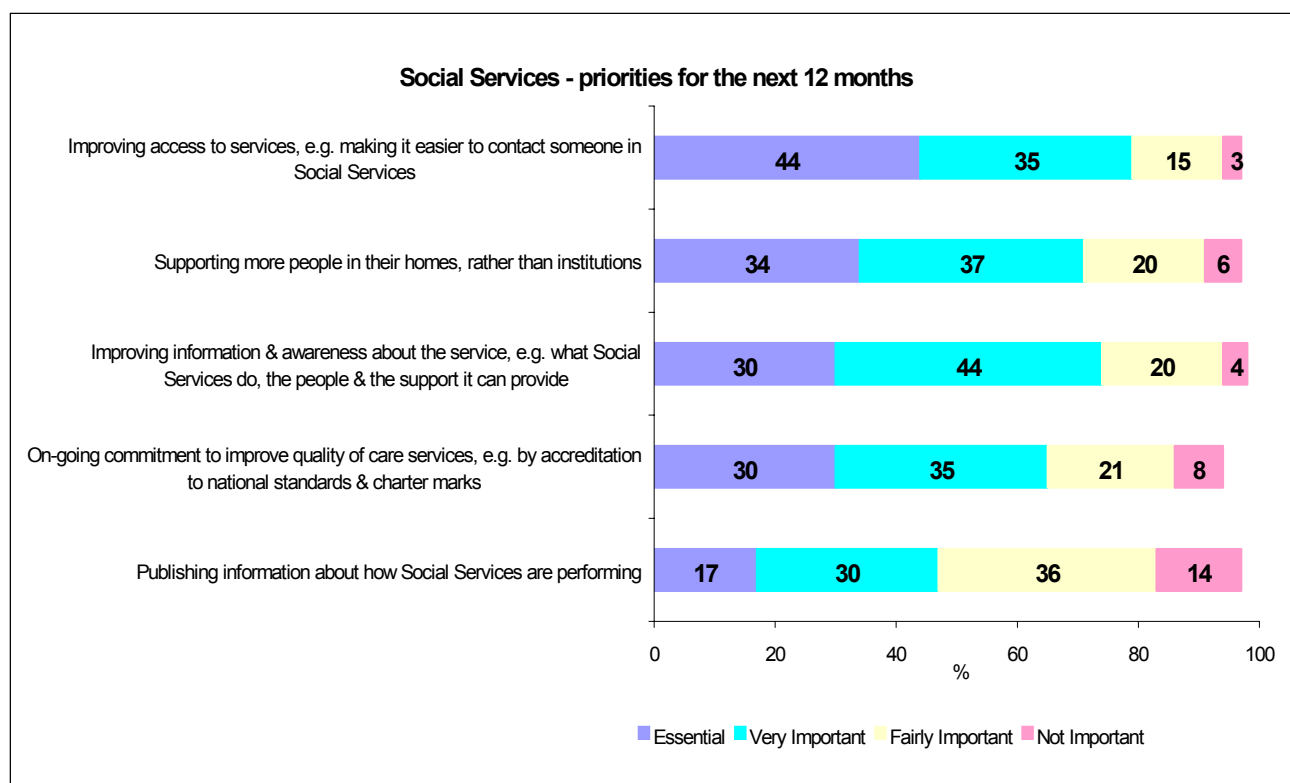
Hence, highest support is shown for ***improving access to services*** and ***supporting more people in their homes***, rather than for ***publishing information about how Social Services are performing***, which is ranked as the lowest priority.

On all aspects examined, a significantly higher proportion of over 60 year olds, women and the DE socio economic class rate them as 'essential'.

The overall results are summarised in Chart 17 and ranked according to the proportion of panel members who say that a particular aspect of policy is 'essential' to focus on over the next 12 months.

Chart 17: Social Services priorities for the next 12 months

Weighted base – 1105, Unweighted base – 933



Eight out of ten panel members think that **improving access to services, e.g. making it easier to contact someone in Social Services** is a key aspect to focus on over the next 12 months (44% essential, 35% very important). Over half (51%) of women, over 60 year olds and the DE socio economic rate this aspect as 'essential'. A relatively high proportion of those living in Wyre (58%) and Hyndburn (56%) think this is 'essential', compared with those living in South Ribble (34%), Burnley (37%), Ribble Valley (37%) and Lancaster (38%).

Over seven out of ten also believe that it is important to focus on **supporting more people in their homes, rather than institutions** (34% essential, 37% very important). The proportion who view this as 'essential' is higher amongst those living in Council/Housing Association properties (48%), over 60 year olds (42%), women (40%), DE socio economic group (40%), those without children in their household (37%) and those who have lived in Lancashire for more than 20 years (35%). A relatively high proportion of those living in Pendle (47%) and Rossendale (43%) think this is 'essential', compared with those living in Ribble Valley (25%) and South Ribble (27%).

A similar proportion overall believe it is important to **improve information and awareness about the service, e.g. what Social Services do, the people and the support it can provide**, although slightly fewer view this as essential (30% essential, 44% very important). Support for this aspect is highest amongst those without a car (39% essential), over 60 year olds (35%), the DE social class (35%) and women (34%). A higher proportion of those living in Rossendale (40%) deem it to be 'essential', compared with those living in Wyre (24%).

Ongoing commitment to improve quality of care services, e.g. by accreditation to national standards and charter marks is considered to be less of a priority, compared with other areas already discussed. Nevertheless, two thirds of panel members still attribute a high level of importance to this aspect (30% essential, 35% very important). Higher importance is attributed to this aspect by over 60 year olds (43%), the DE socio economic group (40%), those without a car (39%), disabled people (38%), women (34%) and those with no children in the household (34%).

Fewer than half (47%) think that **publishing information about how Social Services are performing** is essential/very important. Whilst just over a third (36%) still rate it as 'fairly important', one in seven (14%) consider that this aspect is 'not important'. A relatively high proportion of the following groups of panel members think this aspect is essential: those with no car (31%), over 60 year olds (28%), the DE socio economic group (25%) and disabled people (23%). A higher proportion of those living in Wyre (25%) and Burnley (24%) consider it to be 'essential', compared with those living in Ribble Valley (8%).

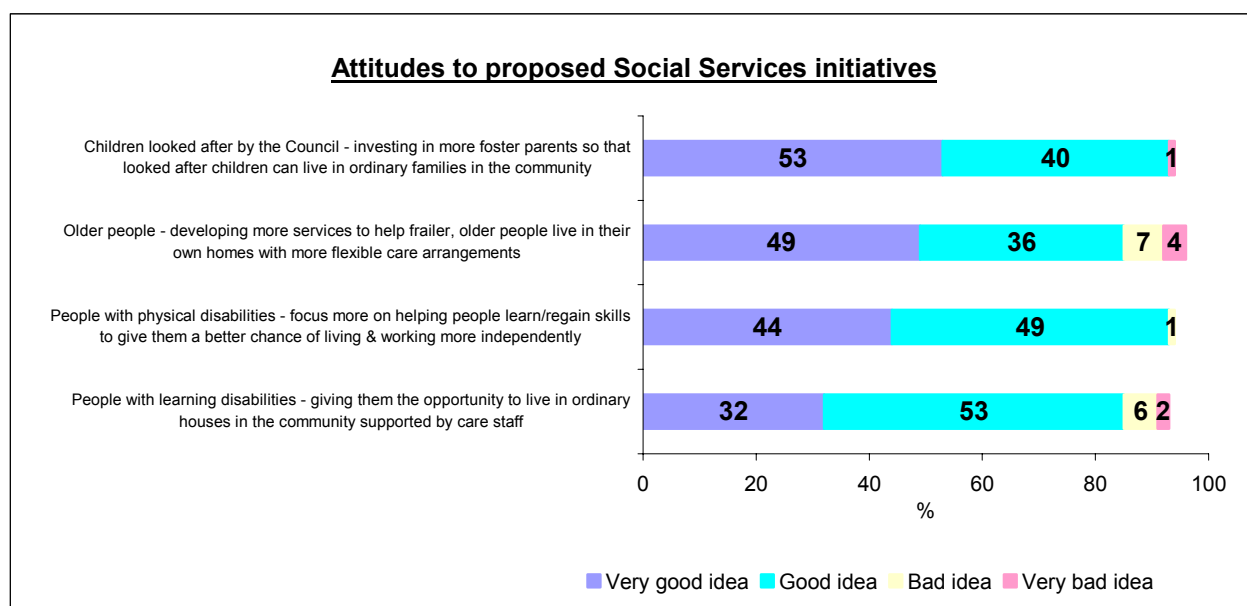
2.9 Attitudes towards specific initiatives

Chart 18 below summarises the extent to which panel members think each of the four initiatives put forward are a good idea. The initiatives are ranked according to the proportion that rated them as a 'very good idea'.

Reactions to all four initiatives are extremely positive, with more than eight out of ten panel members rating them as a very good or good idea. In each case, a significantly higher proportion of women rate the initiative as a 'very good idea'.

Chart 18: Attitudes to proposed Social Services initiatives

Weighted base – 1105, Unweighted base – 933



Investing in more foster parents so that looked after children can live in ordinary families in the community is felt to be the best initiative overall, with more than half (53%) rating this as a 'very good idea' and a further four in ten (40%) rating it as a 'good idea'. At least six out of ten women (62%) and those with children in the household (60%) view this initiative as a 'very good idea'.

Over nine out of ten also support the initiative to **focus more on helping people with physical disabilities learn/regain skills to give them a better chance of living and working more independently**, although fewer rate this very positively (44% very good, 49% good). Half (50%) of women give strong support to this initiative. There were few differences by region, although almost six out of ten (57%) of those living in Pendle think this is a 'very good idea' compared with fewer than four out of ten (39%) of those living in Preston.

Almost half (49%) of panel members think that **developing more services to help frailer, older people live in their own homes with more flexible care arrangements** is a 'very good idea' and a further third (36%) rate it as a 'good idea'. One in ten (11%) consider this initiative to be a bad idea. Support for this initiative is relatively high amongst those in Council/Housing Association property (62% very good idea), disabled people (60%), over 60 year olds (59%), women (57%), those with no car (55%) and the DE socio economic class (55%). Those in rural areas (51%) are more likely to see this as a 'very good idea' than those in market towns (41%). Almost one in six (17%) of panel members in market towns view it as a bad idea. Panel members living in the following areas show a relatively high level of strong support: Pendle (63% very good idea), Lancaster (56%), Wyre (52%) and South Ribble (52%). In contrast, a comparatively high proportion of panel members living in the following areas rate this initiative as a bad idea: West Lancashire (18%), Ribble Valley (16%) and Hyndburn (16%).

A third (32%) feel that **giving people with learning disabilities the opportunity to live in ordinary houses in the community supported by care staff** is a 'very good idea' and a further half (53%) rate this idea as 'good'. Strong support for this initiative is most apparent amongst those living in Council/Housing Association property (41% very good idea), those with children in the household (38%), disabled people (37%) and women (36%). A relatively high proportion of those living in Rossendale (41%) think it is a 'very good idea' compared with less than a quarter of those living in Wyre (23%) and Fylde (23%).

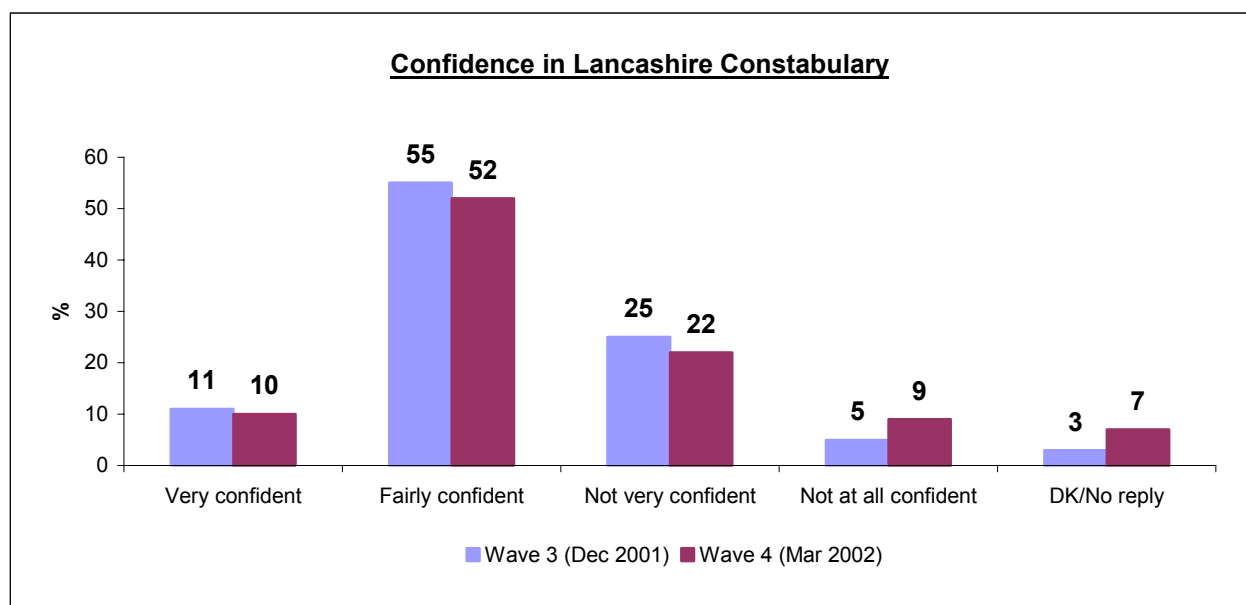
LANCASHIRE POLICE AUTHORITY

2.10 Confidence in Lancashire Constabulary

Panel members were asked how confident they are in the Lancashire Constabulary. This question was also asked in the last wave of the survey and therefore Chart 19 shows the latest results compared with the previous wave.

Chart 19: Confidence in Lancashire Constabulary

Weighted base – 1386, Unweighted base – 1520



One in ten panel members (10%) say they are very confident in the Lancashire Constabulary and a further half (52%) are fairly confident. The results in this latest phase suggest a slight decline in the proportion that are very/fairly confident, although this is not statistically significant. However the rise in the proportion that say they are 'not at all confident' (up from 5% to 9%) is statistically significant.

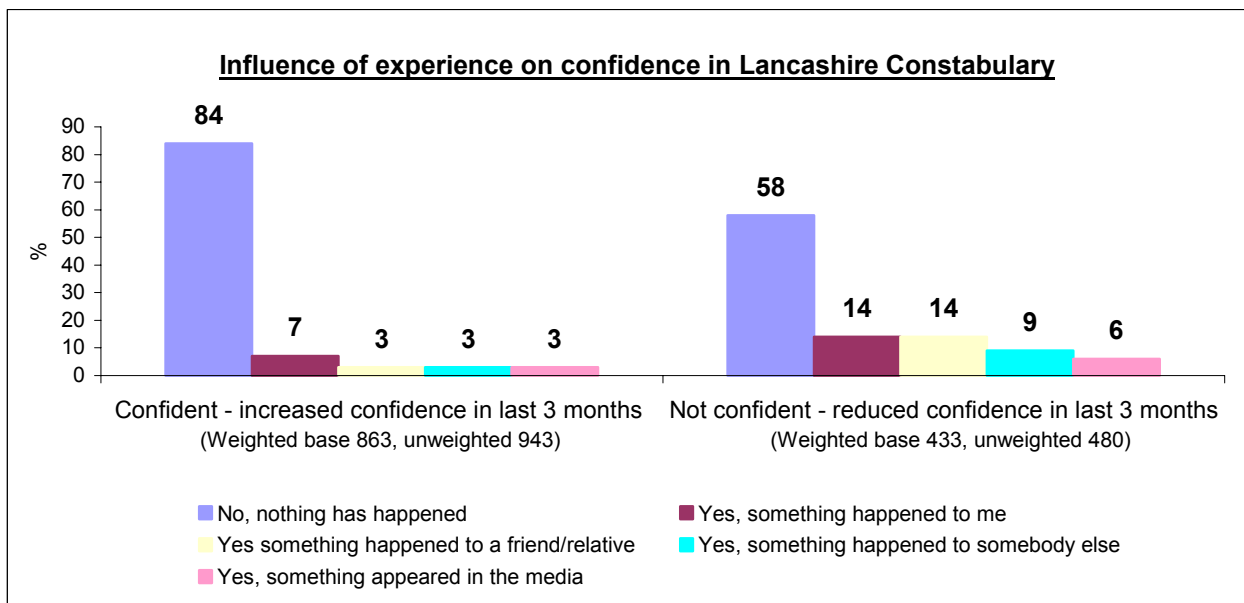
As seen in the previous wave, panel members who are very confident in the Lancashire Constabulary tend to be older (13% of those aged 60 and over say this, compared with only 2% of those aged under 25).

Panel members were asked to indicate whether anything has happened in the last three months to increase or reduce their confidence in the Lancashire Constabulary.

Over eight out of ten (85%) say that nothing has happened in the last 3 months to increase their confidence, whilst three quarters (76%) say that nothing has happened in the last 3 months to decrease their confidence.

Chart 20 below illustrates the extent to which experience in the last 3 months has increased confidence, amongst those who are currently confident and the extent to which experience in the last 3 months has decreased confidence, amongst those who are not currently confident.

Chart 20: Influence of experience on confidence in Lancashire Constabulary



Amongst those who are confident, the majority (84%) have not experienced anything to increase confidence. One in fourteen (7%) of those who are confident say that something happened to them in the last 3 months which increased their confidence. In comparison, one in seven (14%) of those who are not confident in the Lancashire Constabulary say that something happened to them which reduced their confidence. A similar pattern is evident for experiences that have happened to other people and for things that have appeared in the media. This suggests that experience has not, in general, had a positive influence on confidence in the Lancashire Constabulary.

Response times to incidents, the number of police on the streets and the manner of police officers all appear to be key determinants of overall confidence. As shown in the table below, the proportion of panel members saying that more police officers on the streets has increased confidence outweighs those who cite fewer officers as a reason for declining confidence. However, individual experience of response times and the way people are dealt with can have had either a positive or a negative impact on overall confidence in the Lancashire Constabulary.

Table 2: Experiences which increased/decreased confidence in the Constabulary

Increased Confidence Weighted base 210, Unweighted 225		Decreased Confidence Weighted base 339, Unweighted 369	
	%		%
Quick response to incident	14	Poor response times / lack of concern	42
Police professional / concerned / understanding	13	Police don't prioritise crimes correctly	10
More police on the streets	11	Dealt with unconcerned / unprofessional policemen	7
		Reduced services / not enough policemen	1
		I know/have been a victim of crime	11

2.11 Overall attitude to Support Officers

Panel members were asked their overall opinions on whether they think it is a good idea to employ support officers. They were also asked a range of questions to understand how panel members think they might be used alongside police officers.

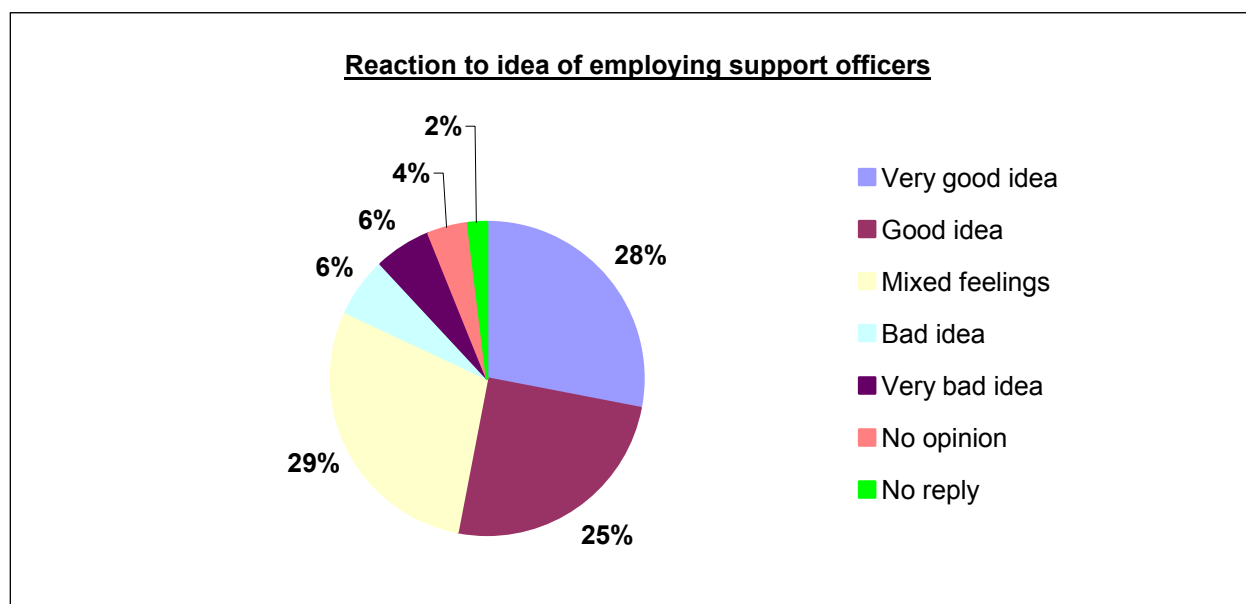
Prior to asking these questions, panel members were provided with an overview of what is meant by 'support officers', as follows:

"It has recently been suggested that police resources be supplemented by the use of 'support officers'. These support officers are sometimes referred to as wardens or police auxiliaries. They would have fewer powers than police officers and would be paid less, but it could mean more people patrolling the streets".

As can be seen in Chart 21 below, over half (53%) are in favour of the idea of employing support officers and fewer than one in nine (12%) are against the idea. However, almost three out of ten (29%) claim to have 'mixed feelings' about the idea.

Chart 21: Attitudes to idea of employing support officers

Weighted base – 1386, Unweighted base – 1520



Older people are most supportive of the idea (36% of over 60 year olds think it is a very good idea). No one particular group of people stands out as having mixed feelings or as being more negative to the idea.

The main reason given in favour of the idea of support officers is that increased presence would deter criminals. Over one in five (22%) of all panel members give this reason, rising to 37% amongst those who think support officers are a very good or good idea.

The other main benefits are perceived to be the ability of support officers to do minor duties thereby releasing the police for important duties (mentioned by 9% of all respondents and 15% of those who think support officers are a very good or good idea) and the additional support they would give to the police (mentioned by 6% of all respondents and 10% of those who think support officers are a very good or good idea).

The main reservations which panel members have about the idea of support officers relate to recruitment/training/monitoring and the concern that they would be useless without enough power or respect. One in eleven (9%) of all panel members are concerned about the latter aspect and this rises to one in five amongst those with mixed feelings about the idea of support officers (20%) and those who think they are a bad or very bad idea (19%). One in twenty (5%) of all panel members raise the issue of recruitment/training/monitoring, but this is particularly an issue amongst those with mixed feelings about support officers (14%). One in ten (10%) of those who feel that support officers are a bad or very bad idea also say that it is an attempt at cheap policing.

These results are summarised in the following table.

Table 3: Reasons for thinking support officers are a good/bad idea

Weighted base – 1386, Unweighted base – 1520

	Total	Very good / good idea	Mixed Feelings	Bad / very bad idea
Base: weighted	1386	727	408	161
Unweighted	1520	801	455	163
	%	%	%	%
Increased presence would deter criminals	22	37	8	2
Could do minor duties, release police for important duties	9	15	3	5
Would be useless without enough power/respect	9	1	20	19
Would give more support to the police	6	10	3	1
Would need careful recruitment / training / monitoring	5	1	14	8
It is an attempt at cheap policing	3	0	4	10

Overall attitude to the idea of support officers emerges as the key discriminating factor which influences responses to many of the other questions asked in this section of the survey and is therefore highlighted, whenever relevant, in the remainder of this report.

In contrast, there are very few differences evident by sub groups or the area in which panel members live.

2.13 Role of Support Officers

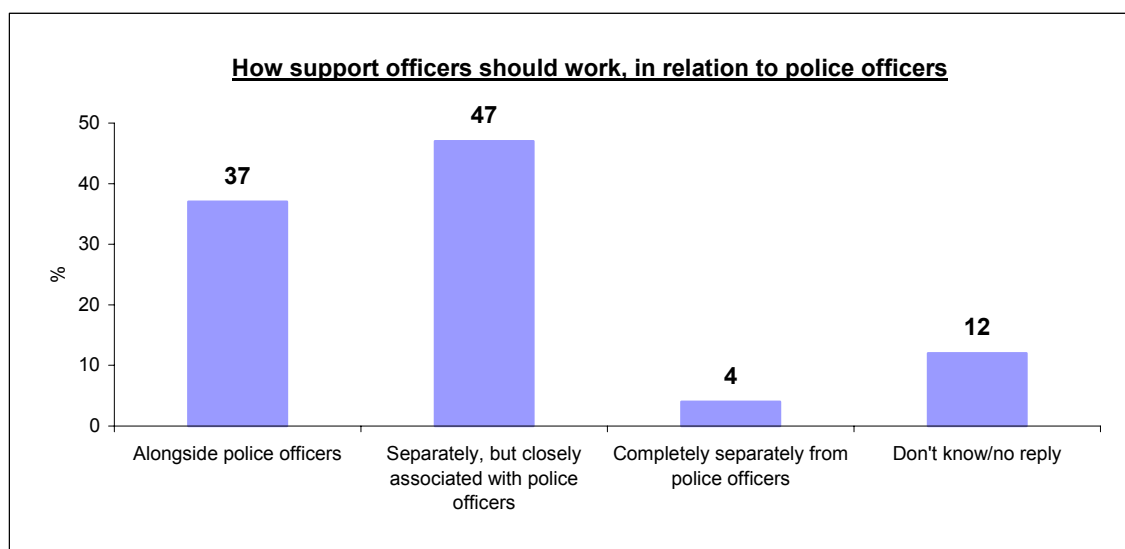
Panel members were asked a range of questions designed to understand what they believe the role of support officers should be, if they were introduced in their area. In particular this section of the survey focused on how they should operate in relation to the police and the powers that panel members believe are appropriate for them to have.

The majority feel that support officers should work in conjunction with the police to some extent. However, opinions are divided between those who feel they should work 'separately, but closely associated with police officers' (47%) and those who feel they should work 'alongside police officers' (37%).

These results are summarised in chart 22 below.

Chart 22: How support officers should work in relation to police officers

Weighted base – 1386, Unweighted base – 1520

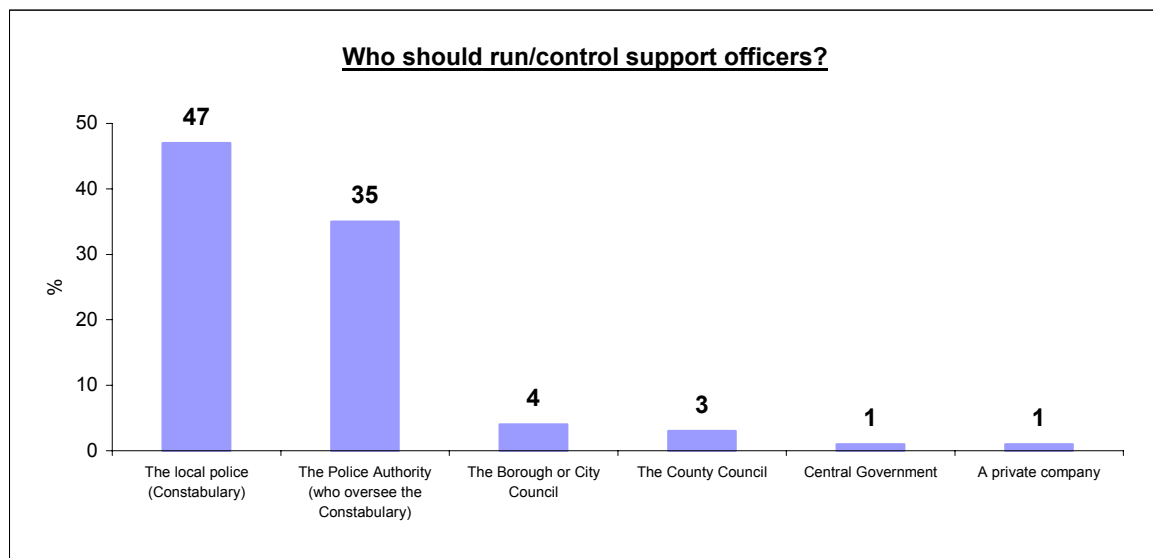


Panel members who endorse the idea of support officers are more likely to think that they should work 'separately, but closely associated with police officers' (63%), whereas those with mixed feelings or who think that support officers are a bad or very bad idea are more likely to think they should work 'alongside police officers' (48%).

Almost half (47%) of panel members believe that support officers, if used, should be run or controlled by the local police (Constabulary), whilst a third (35%) believe they should be managed by the Police Authority who oversee the Constabulary.

Chart 23: Management of support officers

Weighted base – 1386, Unweighted base – 1520



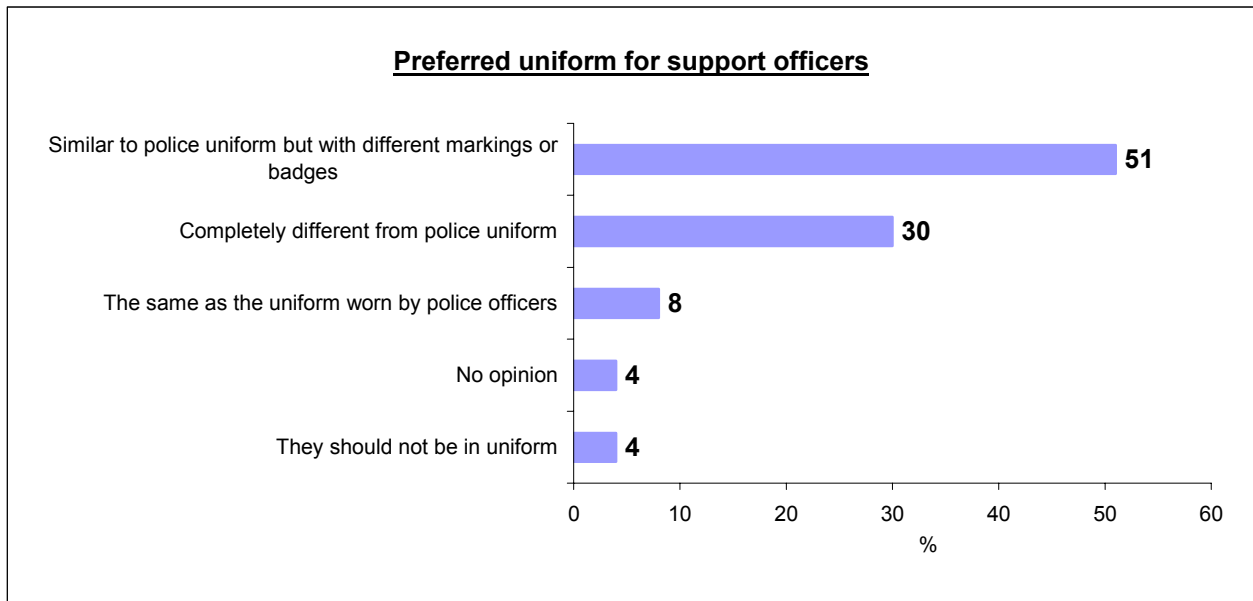
A greater proportion of men (50%) and the AB socio economic group (53%) are more likely to think that the local police (Constabulary) are the most appropriate to run or control support officers, whilst more women (40%) favour the Police Authority. Opinions regarding management of support officers do not vary significantly according to whether panel members feel overall that they are a good or bad idea.

It is not surprising, given the views expressed about how support officers should operate in relation to the police, that a significant proportion (51%) think that the uniform for support officers should be similar, but not identical to police officers. 62% of those who are in favour of support officers think that this type of uniform is most appropriate.

That said, three out of ten (30%) believe it should be completely different to that worn by the police. This rises to 43% amongst those who believe that support officers are a bad idea.

Chart 24: Preferred uniform for support officers

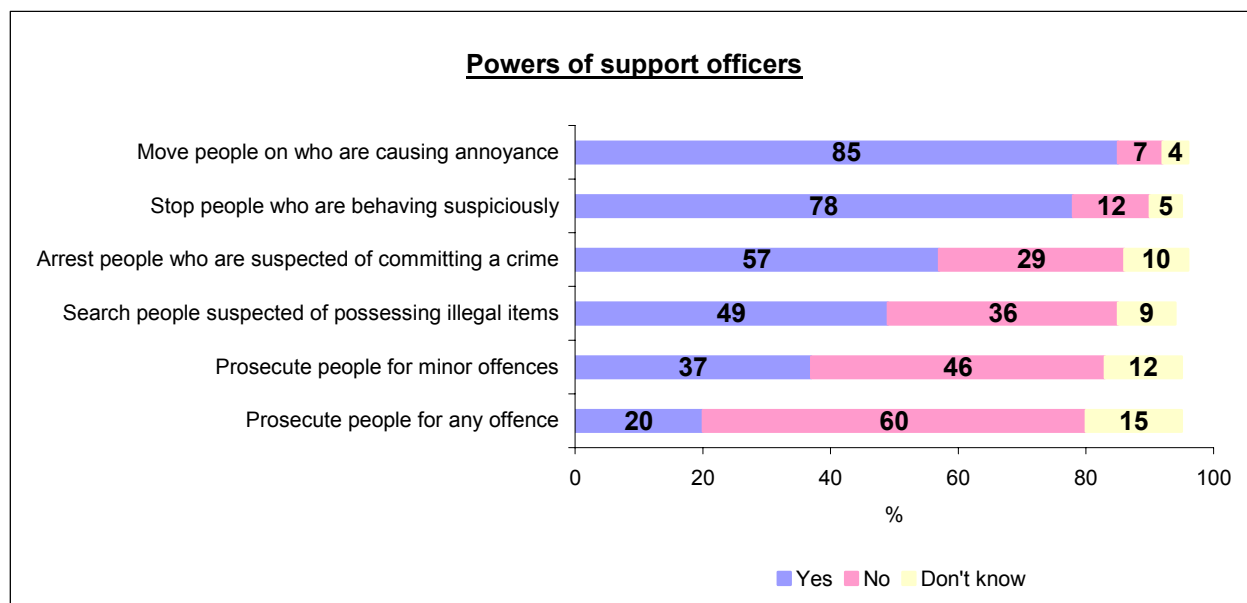
Weighted base – 1386, Unweighted base – 1520



Panel members were asked to indicate which, of a potential list of powers, they feel that support officers should have. The findings are summarised below in chart 25, ranked in order of the powers that are believed to be most appropriate.

Chart 25: Powers of support officers

Weighted base – 1386, Unweighted base – 1520



Of the potential powers listed, the ability to move people on who are causing annoyance emerges as the most appropriate for support officers to have (supported by 85% of all panel members and 96% of those who believe support officers are a good or very good idea).

Over three quarters (78%) of all panel members (and 93% of those who believe support officers are a good idea) believe that they should be able to stop people who are behaving suspiciously.

Panel members are most resistant to the idea of support officers being able to prosecute people for any offence. Only one in five (20%) of all panel members believe this type of power is appropriate, and concerns exist regardless of whether people are in favour overall of the idea of support officers.

Opinions on the other potential powers listed are more divided and, depend to a large extent on whether panel members believe, overall, that support officers are a good idea. The table below confirms that, the more positive panel members are overall to the concept of support officers, the more likely they are to feel that the remaining three of the powers examined are appropriate.

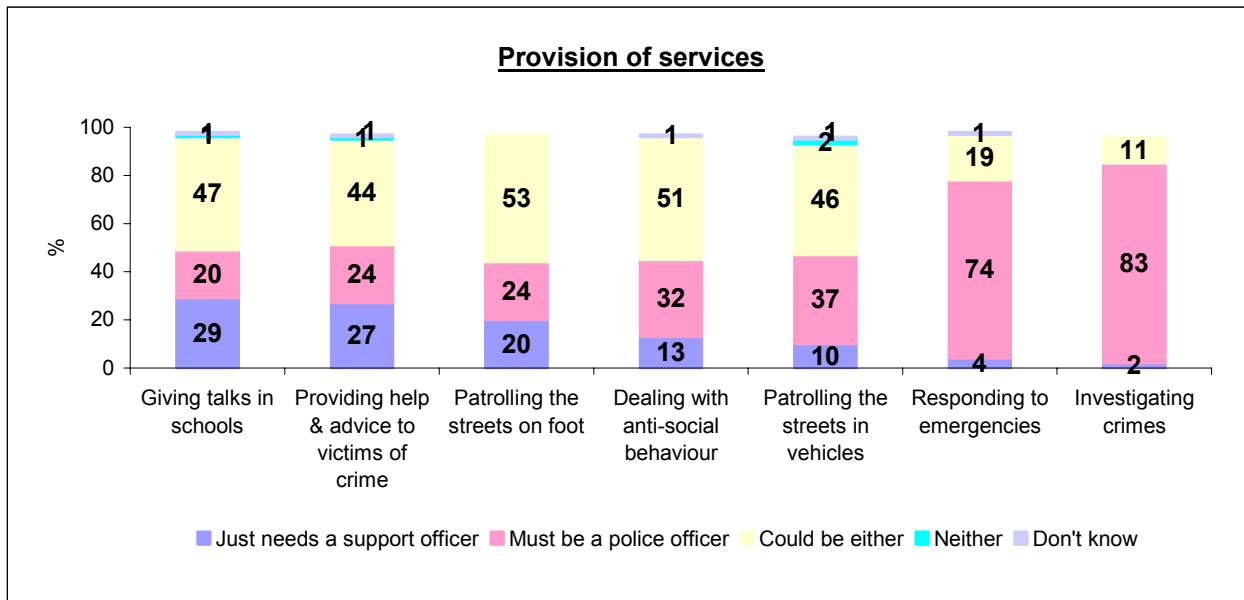
Table 4: Proportion who agree that support officers should have particular powers

	Total	Overall attitude to support officers		
		Very good / good idea	Mixed Feelings	Bad / very bad idea
Base: Weighted	1386	727	408	161
Unweighted	1520	801	455	163
	%	%	%	%
Arrest people who are suspected of committing a crime	57	69	52	26
Search people suspected of possessing illegal items	49	61	41	24
Prosecute minor offences	37	46	33	20

Further insights into how people feel support officers should be employed are illustrated in chart 26. Panel members were shown a list of services and asked whether they just need a support officer, must be performed by a police officer or could be either.

Chart 26: Role of support officers and police in provision of services

Weighted base – 1386, Unweighted base – 1520



Responding to emergencies and **investigating crimes** are clearly perceived to be the responsibility of the police by the majority of panel members.

However the chart above shows that either the police or support officers could provide a number of other services. Services which panel members are most willing to see as appropriate for a support officer to carry out are **giving talks in schools**, **providing help and advice to victims of crime** and **patrolling the streets on foot**. For each of these services, more than seven out of ten of all panel members think that they just need a support officer or could be carried out by either a support officer or police officer.

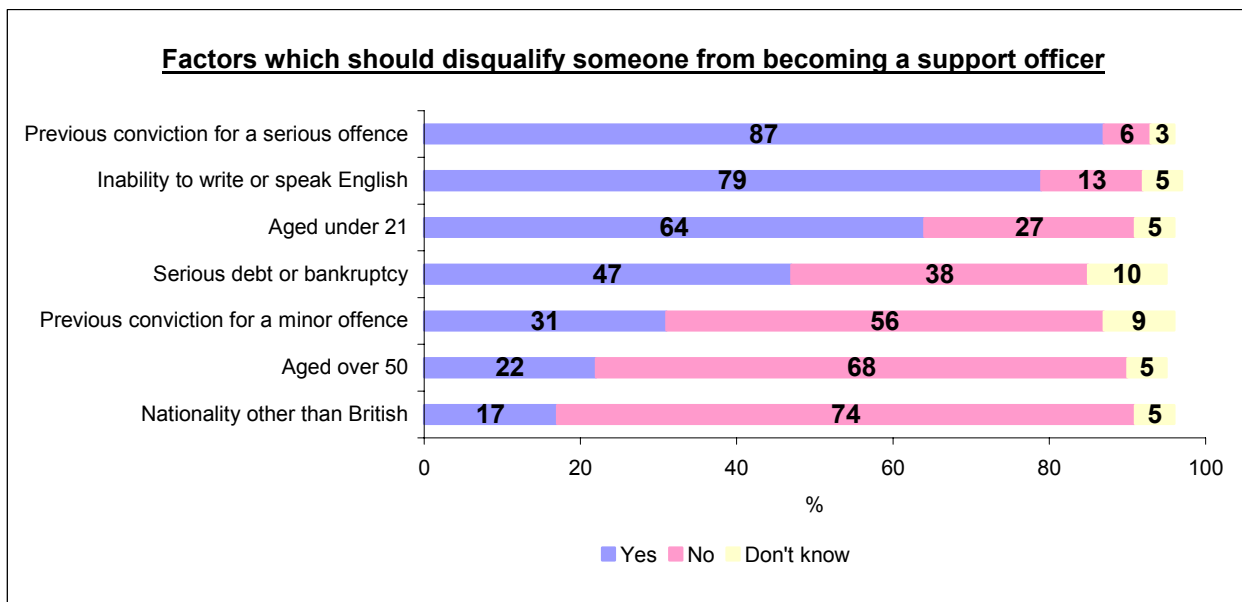
Opinions as to who is most appropriate to **deal with anti-social behaviour** and **patrol the streets in vehicles** are more mixed. In both cases, a significantly higher proportion of those who are against the overall idea of support officers state that these services must be provided by a police officer.

2.13 Recruitment & remuneration of support officers

Panel members have clear views on factors that should disqualify someone from becoming a support officer, and these are illustrated in the following chart.

Chart 27: Factors to disqualify someone from becoming a support officer

Weighted base – 1386, Unweighted base – 1520



Almost nine out of ten (87%) of panel members think that having a **previous conviction for a serious offence** and eight out of ten (79%) think that being **unable to write or speak English** should disqualify someone from becoming a support officer.

Almost two thirds (64%) also believe that people **aged under 21** should not be allowed to become support officers. This view tends to be endorsed to a greater extent by people aged 45 and older.

Fewer than a quarter of all panel members feel that being of a **nationality other than British** or being **older than 50** are valid reasons for not allowing someone to become a support officer. A relatively high proportion of those living in Blackpool (31%) and Blackburn (27%) believe that people over 50 should be disqualified from becoming a support officer.

Opinions are more divided as to whether **serious debt or bankruptcy** and a **previous conviction for a minor offence** constitute valid reasons for not allowing someone to become a support officer. Those who are against the overall idea of support officers are more likely to think that these circumstances are reasons for disqualification.

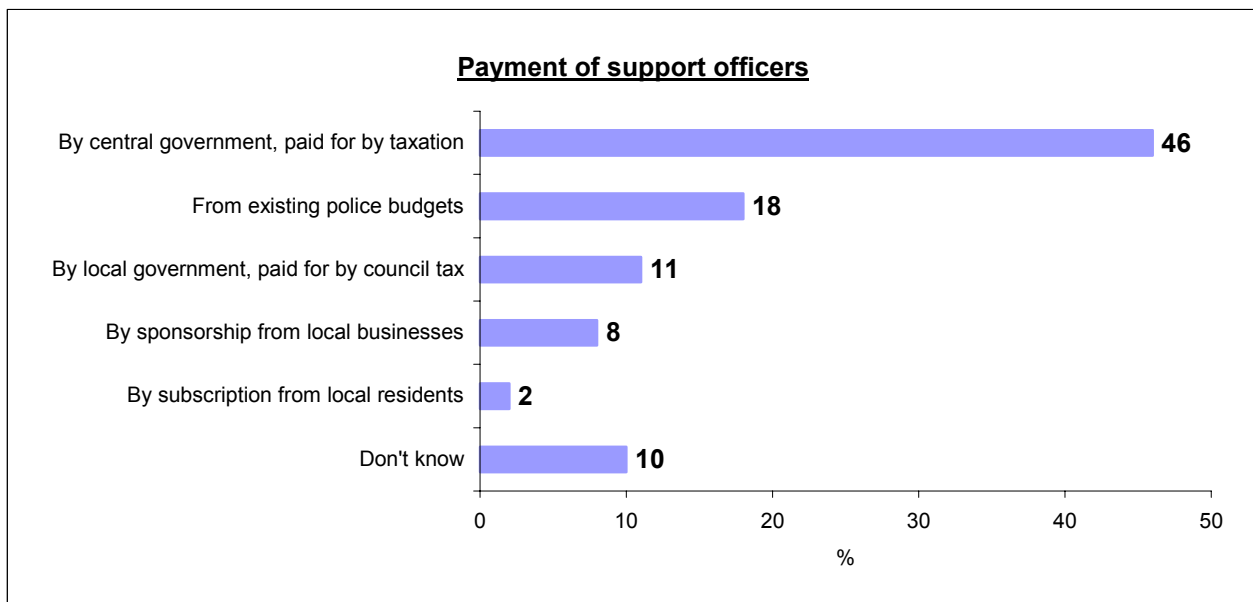
Almost half (47%) of all panel members believe that **serious debt or bankruptcy** should disqualify someone from becoming a support officer, and this rises to 54% amongst those who believe support officers are a bad idea. Older respondents (55% of over 60 year olds) and the AB social class (54%) are also more likely to think that this factor should be a reason for not allowing someone to become a support officer.

Fewer than a third (31%) of all panel members believe that a **previous conviction for a minor offence** should disqualify someone from becoming a support officer, compared with 46% of those who believe support officers are a bad idea.

Panel members were also asked their views on payment of support officers, if they were introduced, and the results are shown in the following chart.

Chart 28: Payment of support officers

Weighted base – 1386, Unweighted base – 1520



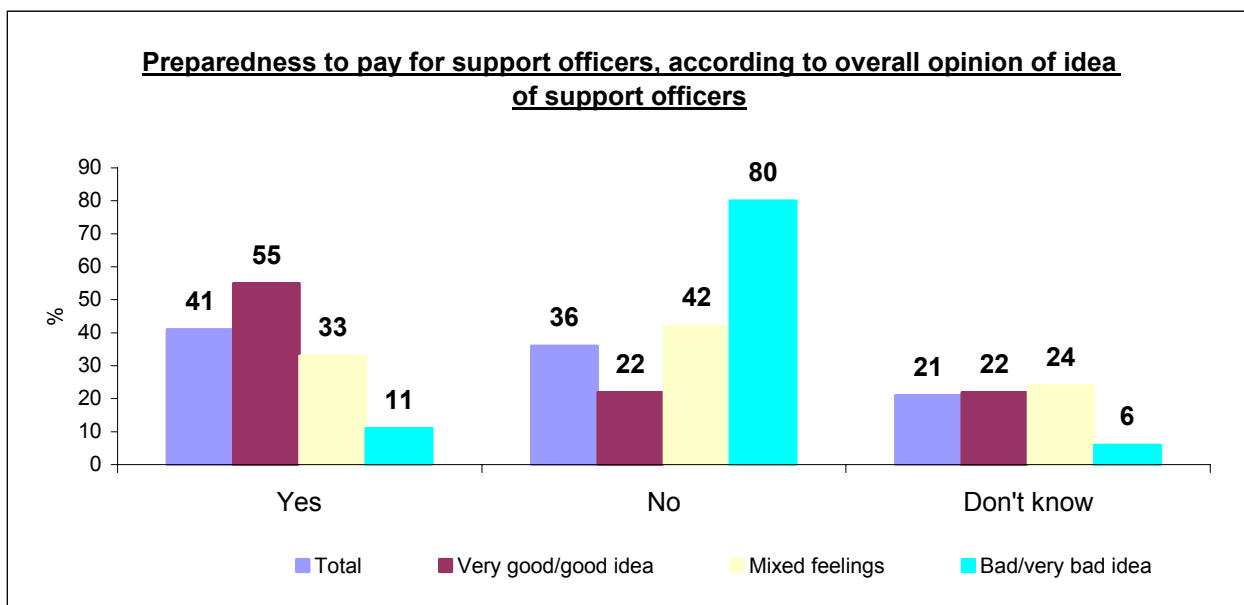
Almost half (46%) say that they should be paid by central government, funded by taxation, whilst just under one in five (18%) believe they should be paid for from existing police budgets. One in nine (11%) feel that payment should come from local government, paid for by council tax but only 1% of those who believe that support officers are a bad idea agree with this method of payment.

When asked whether they would personally be prepared to pay for support officers in their area, assuming all local residents would pay for it, opinions are clearly divided.

Overall, four out of ten (41%) say they would be prepared to pay whilst a third (36%) say they would not be prepared to pay for them. However, individual responses are closely related to overall opinion about the idea of support officers, and this is highlighted in the following chart.

Chart 29: Preparedness to personally pay for support officers

Weighted base – 1386, Unweighted base – 1520



As can be seen above, a much higher proportion (55%) of those who are in favour of the idea of support officers would personally be prepared to pay for them. Amongst those who are against the whole idea of support officers, it is perhaps not surprising to see that four out of five (80%) would not be prepared to pay for them.

A relatively high proportion of the following groups also indicate a greater willingness to pay for support officers: the AB socio economic group (52%), those who have lived in Lancashire for less than 10 years (54%) and those living in Burnley (53%) and Pendle (51%). Resistance is greatest amongst under 25 year olds (52% would not be prepared to pay) and those living in Rossendale (51%) and South Ribble (46%).

3. SUMMARY

LANCASHIRE COUNTY COUNCIL

TRANSPORT:

- 3.1 Cars are the main form of transport for panel members, used by 84% on short journeys and 75% on longer journeys in the previous week. Walking is an option for shorter journeys, undertaken by two thirds (64%) in the previous week, whilst one in five (18%) say they used a bus. Fewer than one in ten panel members say that they used other forms of transport, during the previous week, regardless of the length of journey.
- 3.2 All panel members, but particularly frequent car users, say that they have experienced a range of traffic-related problems in the last 12 months. The main problems, experienced by approximately nine out of ten panel members, relate to the inconvenience caused by roadworks and sheer volume of traffic.
- 3.3 Given that cars are the main mode of transport, it is not surprising that any road accident, which panel members or their family might be involved/injured in during the next 5 years, is likely to occur whilst driving/being a passenger in a car. Just under half of panel members think that involvement in this type of accident is likely, whereas fewer than four out of ten think that they are likely to be injured.
- 3.4 Looking at the various aspects of transport policy, which were examined, very few panel members claim to have seen significant improvements which they have personally benefited from and, in many instances, a large proportion say they have seen no improvement.
- 3.5 *Improving public transport and community transport services* was ranked as the most important priority in October 2001 and emerges, in this latest survey, as the aspect where the highest proportion of panel members feel there has been some improvement in the past 12 months. Just under half (45%) say they have seen improvements, whilst almost one in three (28%) say that they have not seen any improvement.
- 3.6 Almost one in four have also noted improvements in *reducing the number of road accidents and effective management of the road and transport infrastructure*.
- 3.7 Least improvement has been seen in *giving people wider choice through more affordable transport*; only one in seven (13%) claim to have noted any improvement, whereas two thirds (64%) say they have not seen any improvement.
- 3.8 *Greater use of CCTV cameras on buses and at bus stops, and more frequent or reliable bus services* emerge as measures which panel members feel would be most effective to increase confidence when travelling.

- 3.9 The measure that stands out as offering the greatest potential to reduce traffic in urban areas is *working with schools and parents to reduce the number of children travelling to school by car*. Panel members are significantly less interested in measures that actively restrict or penalise current behaviour, such as restricted or more expensive parking.
- 3.10 All of the measures put forward as possible ways to reduce the number of road accidents are perceived to have some potential benefit by at least two thirds of panel members. The most effective measure is felt to be *improved road design at 'accident blackspots'*, supported by nine out of ten of all panel members.
- 3.11 Nine out of ten panel members believe that *better management of roadworks to minimise disruption and more information about what is happening, when it will be completed etc.* would be an effective means of managing Lancashire's road and transport system. A similar proportion also support any initiative involving *better maintenance of roads to improve their condition and improvements to junctions or traffic lights to assist the flow of traffic*.
- 3.12 *Promotion of school travel plans, e.g. encouraging walking to school* is seen as the most effective measure to promote the use of environmentally friendly transport. Other measures, which receive widespread support, are *improvements to public transport, improved passenger rail services, better maintained roads, cycle ways and pathways to encourage people to cycle and walk, and encouragement of car share schemes*.
- 3.13 Panel members were invited to raise any particularly good examples of measures they have seen which improve different aspects of transport/roads. Punctual/regular public transport emerges as the key aspect that could make travelling a more enjoyable experience, and it is reasonable to infer that improvements in this regard might help to encourage greater use of public transport.
- 3.14 Key measures suggested for increasing road safety are traffic calming measures (e.g. speed bumps, mini-roundabouts) and better signs, road markings and traffic signals. Improved road signs/traffic signals also emerge as the most frequently mentioned measure to tackle traffic congestion, along with better use of buses/bus lanes/park & ride. Regular buses/less waiting time, better maintained buses and cheaper fares are also requested as measures to improve bus services.
- 3.15 Over three quarters of panel members believe that roads, which are deteriorating and dangerous, as well as large potholes, should be dealt with within 24 hours. Considerably fewer panel members believe that other road repair situations presented to them require such urgent attention, although at least three quarters still believe they should be acted upon within 3 months. Only in the case of roads, which are deteriorating but unlikely to become dangerous, do a large proportion of respondents accept that repair could reasonably take longer than 3 months.
- 3.16 Water companies are perceived to have caused the greatest disturbance to roads in the past 12 months (mentioned by 20%), whilst BT is generally believed to have caused least disturbance. One in eight (12%) of all panel members feel that the Council has caused most disturbance, although this rises to a quarter (24%) amongst those living in Burnley.

SOCIAL SERVICES:

- 3.17 *Improving access to services, e.g. making it easier to contact someone in Social Services* is viewed as the most important aspect to focus on in the next 12 months, with four out of ten (44%) seeing this as 'essential' and a further third (35%) considering it to be 'very important'.
- 3.18 At least two thirds of panel members also feel that it is important to focus on *supporting more people in their own homes, improving information and awareness about the service and ongoing commitment to improve quality of care services*.
- 3.19 Of the areas examined, *publishing information about how Social Services are performing* is ranked as the lowest priority, with fewer than half considering this to be 'essential/very important'.
- 3.20 On all aspects, a significantly higher proportion of over 60 year olds, women and the DE social economic group rate them as 'essential'.
- 3.21 Reactions are extremely positive to all four of the detailed initiatives presented, with more than eight out of ten panel members rating them as a very good/good idea.
- 3.22 *Investing in more foster parents so that looked after children can live in ordinary families in the community* is thought to be the best initiative overall, with more than half (53%) rating this as a 'very good idea' and a further four in ten (40%) rating it as a 'good idea'.
- 3.23 Over nine out of ten also support the initiative to *focus more on helping people with physical disabilities learn/regain skills to give them a better chance of living and working more independently*.

LANCASHIRE POLICE AUTHORITY

CONFIDENCE IN LANCASHIRE CONSTABULARY:

- 3.24 Confidence in the Lancashire Constabulary is generally positive, with more than six out of ten (62%) saying that they are 'very/fairly confident'. However, the latest survey suggests some decline in confidence, with 9% saying that they are 'not at all confident', compared with only 5% in the previous wave.
- 3.25 At least three quarters of panel members say that nothing has happened in the last 3 months that has caused an increase or decrease in confidence in the Lancashire Constabulary. However, the results suggest that when people have experienced something (either personally, happening to someone else, or as a result of something in the media), this is more likely to have reduced, rather than increased, their confidence.
- 3.26 Response times to incidents, the number of police on the streets and the manner of police officers all appear to be key determinants of overall confidence. Whilst the number of officers on the streets appears to be a less of an issue, compared with the last survey, individual experience of response times and the way people are dealt with can have had either a positive or a negative impact on overall confidence in the Lancashire Constabulary.

SUPPORT OFFICERS:

- 3.27 More than half (53%) of all panel members are in favour of the idea of employing support officers and fewer than one in nine (12%) are against the idea. However, almost three out of ten (29%) have mixed feelings about the idea.
- 3.28 The key benefits are seen to be increased presence to deter criminals, the ability of support officers to do minor duties thereby releasing the police for important duties and the additional support they would give the police.
- 3.29 The main reservations raised relate to recruitment/training/monitoring support officers and the concern that they would be useless without enough power/respect. One in ten of those who are against the idea also believe that it represents an attempt at cheap policing.
- 3.30 The majority feel that support officers should work in conjunction with the police, to some degree, although their positioning needs to be clearly differentiated. Similar, but not identical, uniforms should be used to support this positioning.
- 3.31 Views are mixed regarding who should run/control support officers. Almost half (47%) believe that this should be the role of the local police (Constabulary), whilst a third (35%) feel it should be the responsibility of the Police Authority (who oversee the Constabulary).
- 3.32 Responding to emergencies and investigating crimes are clearly perceived as the responsibility of the police and not, therefore, as suitable services for support officers to provide.

- 3.33 Panel members are more receptive to the idea of support officers providing the following types of services: *giving talks to schools, providing help and advice to victims of crime and patrolling the streets on foot*. For each of these services, more than seven out of ten panel members think they just need a support officer or could be carried out by either a support officer or police officer.
- 3.34 More than three quarters of panel members also think that support officers should be given the power to *move people on who are causing annoyance and stop people who are behaving suspiciously*.
- 3.35 A number of other potential powers and services were examined. However, panel members are more polarised in their views as to whether these are appropriate for support officers. Those who are generally in favour of the idea of support officers tend to be more receptive to giving them a wider range of powers and services to provide. Conversely, those who are against the idea of support officers are generally more resistant to extending their powers.
- 3.36 Almost all (87%) believe that having a *previous conviction for a serious offence* should disqualify someone from becoming a support officer, whilst slightly fewer (79%) believe that being *unable to write or speak English* should be a reason for disqualification. At the other end of the spectrum, less than a quarter believe that being *aged over 50*, or of a *nationality other than British*, should be reasons for preventing someone from becoming a support officer.
- 3.37 Almost half (46%) say that support officers should be funded by central government, paid for by taxation, whilst one in five (18%) feel they should be funded from existing police budgets. One in nine (11%) feel that payment should be sourced from local government, paid for by council tax, but this idea only receives any real backing from those who are in favour of the idea of support officers.
- 3.38 When asked whether they would personally be prepared to pay for support officers in their area, assuming all local residents would contribute, four out of ten (41%) say they would, compared with more than a third (36%) who would not. Not surprisingly, responses appear to be closely linked to overall attitudes to the idea of support officers, with those who are more strongly in favour being more prepared to pay for them.

APPENDICES

APPENDIX A – Marked Up Questionnaire

APPENDIX B – Main Panel Questionnaire.Doc