

Life in Lancashire Panel Wave 3

Report from panel
research carried out for

**Lancashire Police Authority,
Lancashire County Council and
Blackpool Borough Council**

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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 2000. Additional Satellite panels for Blackburn and Blackpool were also recruited in September 2001 and are managed by the Lancashire Police Authority.

This is the third time that the main Lancashire Panel has been surveyed, but the first 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. They are not fully representative of the population because they are participating in this on-going consultation exercise whilst other residents are not. 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.

Ideally, each activation of the Panel should be 'themed' for three key reasons. Firstly, it enables us to have sufficient coverage on a particular topic to be able to provide insight into that topic, rather than being a superficial opinion poll (although sometimes qualitative research is needed to complement the quantitative data and really give a comprehensive picture).

Secondly, it comes across better to the residents completing the questionnaires if there is a clear theme (or two clear themes) within each survey, and this helps to keep response rates high.

Thirdly, it is good practice to 'theme' each questionnaire because the panel needs to be 'action-oriented'. Managers should be using the panel to get relevant data to feed into key decisions. We can then report back to panel members what action has been taken as a result of their feedback – which makes them more likely to continue to take part. If there are a small number of clear themes, it is easier to keep track of this, and give residents meaningful feedback.

A theme is useful, but not always possible. This latest survey of the Life in Lancashire panel had a mix of topics. For the Lancashire Police Authority this report examines police priorities, confidence in the Lancashire Constabulary, Contact with the Constabulary, experience of crime and awareness of Best Value. For Lancashire County Council the report examines libraries, the Lancashire area and the County Council's budget. For Blackpool Borough Council the report examines the Community Safety Audit, and views on Blackpool Borough Council.

1.2 Methodology

Postal questionnaires were sent out to all those on the main Lancashire panel database (1643 residents) and the Blackburn Satellite panel database (499 residents) on 22nd November 2001. By 21st December, 1162 questionnaires were returned from the main panel and 316 from Blackburn (please note that this included a reminder sent on 6th December). There were initially problems with the Blackpool panel and the questionnaires were not sent out to these residents (498 on the panel) until 6th December. The reminder was sent on 13th December and by 4th January 366 questionnaires were returned.

The final return represents a response rate of 71% for the main panel, 63% for Blackburn and 73% in Blackpool.

The results 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 many instances, the responses given do not add up to 100%. There are several reasons why this might happen: the question may have allowed each respondent to give more than one answer; only the most common responses may be shown on the table; or individual percentages may have been rounded to the nearest whole number such that the total comes to 99% or 101%.

On some of the tables an asterisk (*) appears instead of a number. This symbol denotes a figure that is less than 0.5% but greater than zero.

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

2. MAIN FINDINGS

LANCASHIRE POLICE AUTHORITY

2.1 Lancashire Police Priorities

All of the Lancashire Police objectives for the coming year generate support from panel members. Nine out of ten panel members strongly approve of the objective 'to reduce crime, particularly those offences that are of concern to the public' and one in ten approve. Seven out of ten panel members strongly approve of the objective 'to reassure the public, particularly those that are vulnerable' although one in twenty disapprove. Two thirds of the panel strongly approve of the objective 'to make roads safer, particularly for children'.

Table 1: Lancashire Police Priorities

Weighted base – 1384, Unweighted base - 1844

	Strongly Approve %	Tend to approve %	Tend to disapprove %	Strongly disapprove %	Don't know %
To reassure the public, particularly those who are vulnerable	69	24	4	1	2
To reduce crime, particularly those offences that are of concern to the public	89	9	*	*	*
To make roads safer, particularly for children	66	26	3	1	2

Panel members aged 60 and over, and those living in Blackpool are most likely to approve of the objective 'to reassure the public, particularly those that are vulnerable' (83% and 81% respectively strongly approve). Panel members over 60 are also more likely to approve of the objective 'to make roads safer, particularly for children' (77% strongly approve).

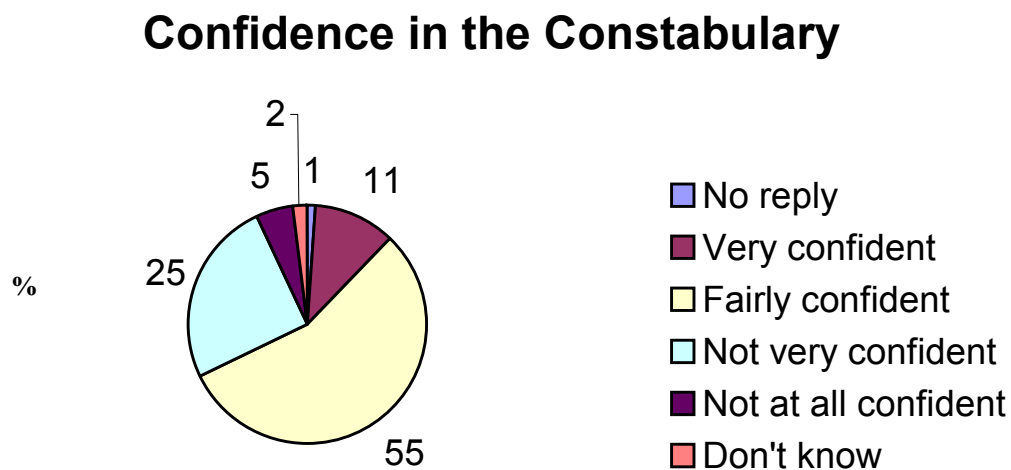
Other concerns that panel members would like the Police Authority to pay attention to over the coming year include theft, more police, improving communications and issues to do with children and young people. Other concerns mentioned by fewer people include vandalism, improving police performance, less paperwork, stricter court sentences and drugs. A list of concerns given is in Appendix A.

2.2 Confidence in the Lancashire Constabulary

One in nine panel members (11%) say they are very confident in the Lancashire Constabulary, and a further 55% say they are fairly confident. Three in ten panel members, however, say that they are not very, or not at all, confident in the Lancashire Constabulary.

Chart 1: Confidence in the Lancashire Constabulary

Weighted base – 1384, Unweighted base - 1844



Panel members who are very confident in the Lancashire Constabulary tend to be older (17% of those aged 60 and over say this, compared with 5% of those aged under 25).

2.3 Contact with, and views on, the Lancashire Constabulary

2.3.1 Contact with the Constabulary

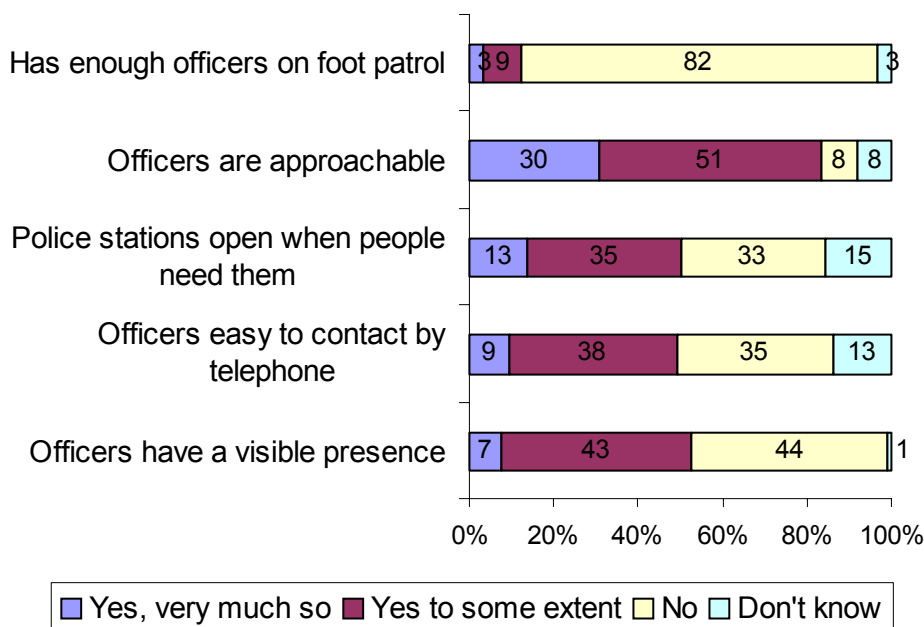
Eight of ten panel members think that the Lancashire Constabulary are approachable, and three out of ten feel they are very approachable. Nearly half of panel members think that Police Stations are open when people need them, but a third feel that they are not. Nearly half feel that officers are easy to contact by telephone.

Half of the panel think that police have a visible presence, although most of these only agree to some extent. Eight out of ten panel members disagree that the Constabulary has enough officers on foot patrol.

Chart 2 – Contact with the Constabulary

Weighted base – 1384, Weighted base - 1844

The Lancashire Constabulary ...



Panel members feel that officers are particularly approachable in Blackpool (42% say ‘very much so’) although only 19% of panel members in South Ribble say this.

Over half of panel members in Flyde, Wyre and Rossendale do not think that police stations are open when people need them (50%, 53% and 56% respectively).

Panel members in West Lancs are less likely to say that officers have a visible presence (68% say they do not). Over half of those in Wyre (55%) also feel that officers do not have a visible presence.

2.3.2 Working with the Community

Just over half of panel members feel the Constabulary takes account of the needs of minority ethnic people, but a third feel that they do not know. There is no significant difference between the views of white and non-white panel members on this question. Over half of panel members feel the Constabulary takes account of the needs of vulnerable people.

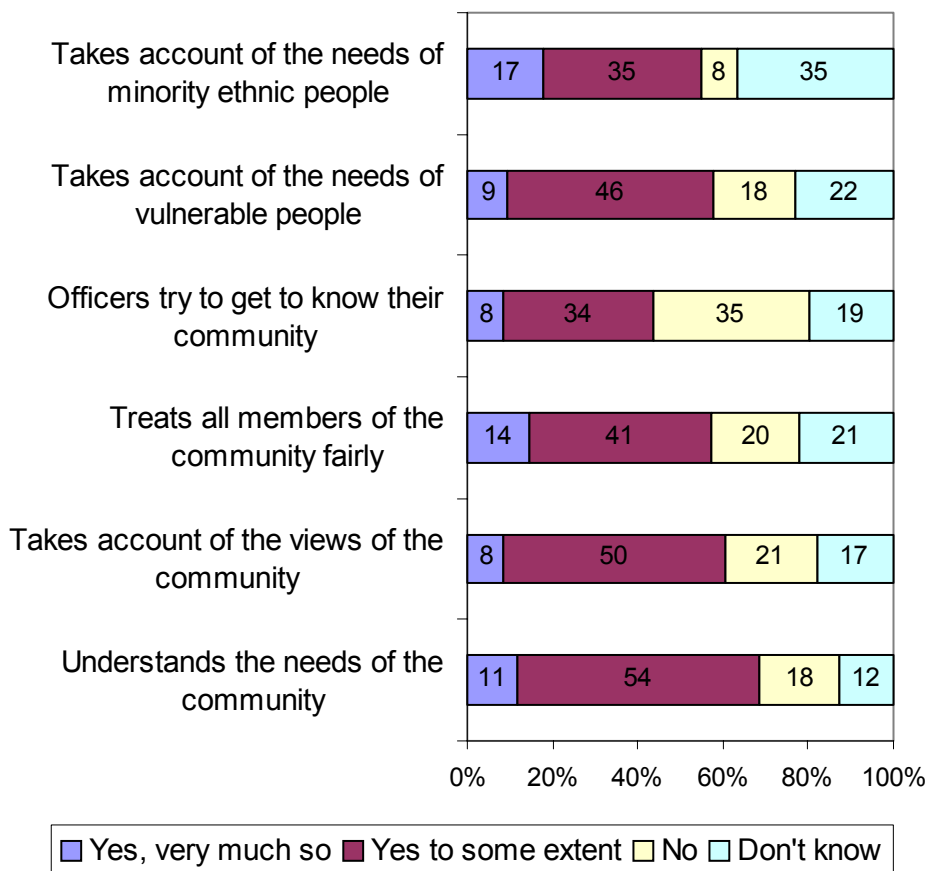
Four out of ten panel members think that officers try to get to know their community, while a third disagree. Most likely to disagree are those aged under 25 (48%). Just over half feel the Constabulary treats all members of the community fairly, although, again, only 35% of those aged under 25 think this.

Just under 60% of panel members feel that the Constabulary takes account of the views of the community at least to some extent. Sixty five percent think the Constabulary understands the needs of the community with 18% disagreeing. Most likely to disagree are those in socio-economic group DE (22%).

Chart 3 – Working with the Community

Weighted base – 1384, Weighted base - 1844

The Lancashire Constabulary ...



2.3.3 Crime and Disorder

Nearly half of panel members feel that the Constabulary is successful in detecting crime, although a quarter do not think so, and a quarter don't know. Nearly four out of ten panel members do not feel that the Constabulary is successful in preventing crime.

Panel members do not feel that the Constabulary responds well to non-emergencies (only 39% feel they respond well) and those in West Lancs feel that response is particularly poor (only 25% of panel members here think that the Constabulary responds well to non-emergencies). Panel members are more positive about response to emergencies (65% think they respond well, at least to some extent).

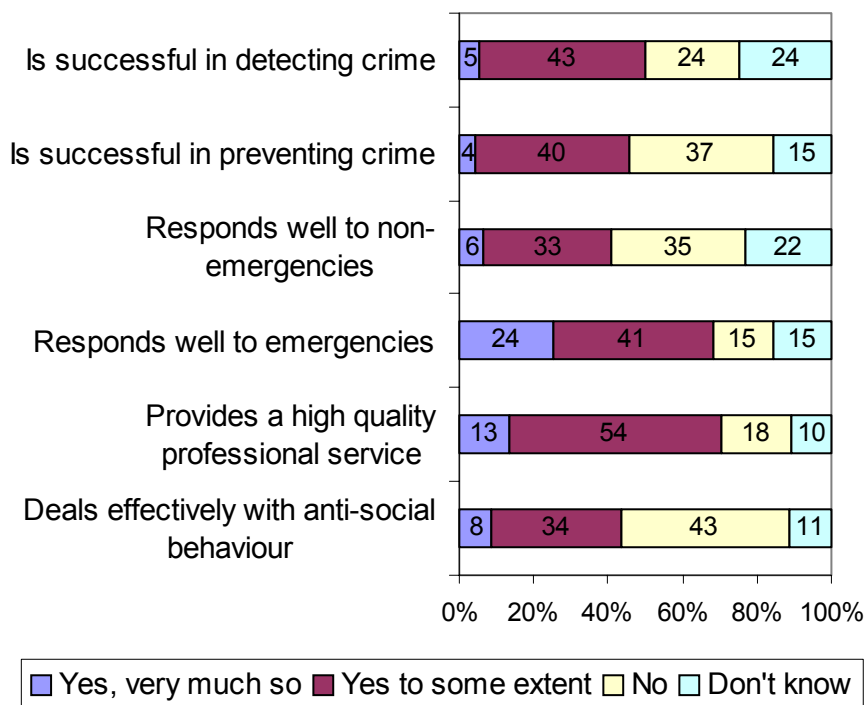
Nearly seven out of ten panel members think that the Constabulary provides a high quality professional service at least to some extent, and 18% disagree. Most likely to disagree are those living in Preston (32%).

Four out of ten panel members do not think the Constabulary deals effectively with anti-social behaviour.

Chart 4 – Crime and Disorder

Weighted base – 1384, Weighted base - 1844

The Lancashire Constabulary ...



2.3.4 Other Factors Affecting Confidence in the Lancashire Constabulary

Apart from the issues mentioned on the previous page, some panel members say that they have no confidence in the Constabulary or that they feel they are poor performers. Other issues mentioned by a minority include the need for more Police recruitment and poor communication with, for example, people wanting more feedback after reporting a crime. A list of suggestions given is in Appendix A.

2.4 Experience of Crime

In the past year nearly four out of ten panel members say they have made a telephone call to a police station, and one in four have visited a police station. One in six panel members has made a 999 call, and one in ten has witnessed a crime.

Relatively few panel members have experience of being stopped by police, car crime, burglary road traffic collisions, speeding, or assault, but in all cases panel members do know of more people who have experienced these crimes.

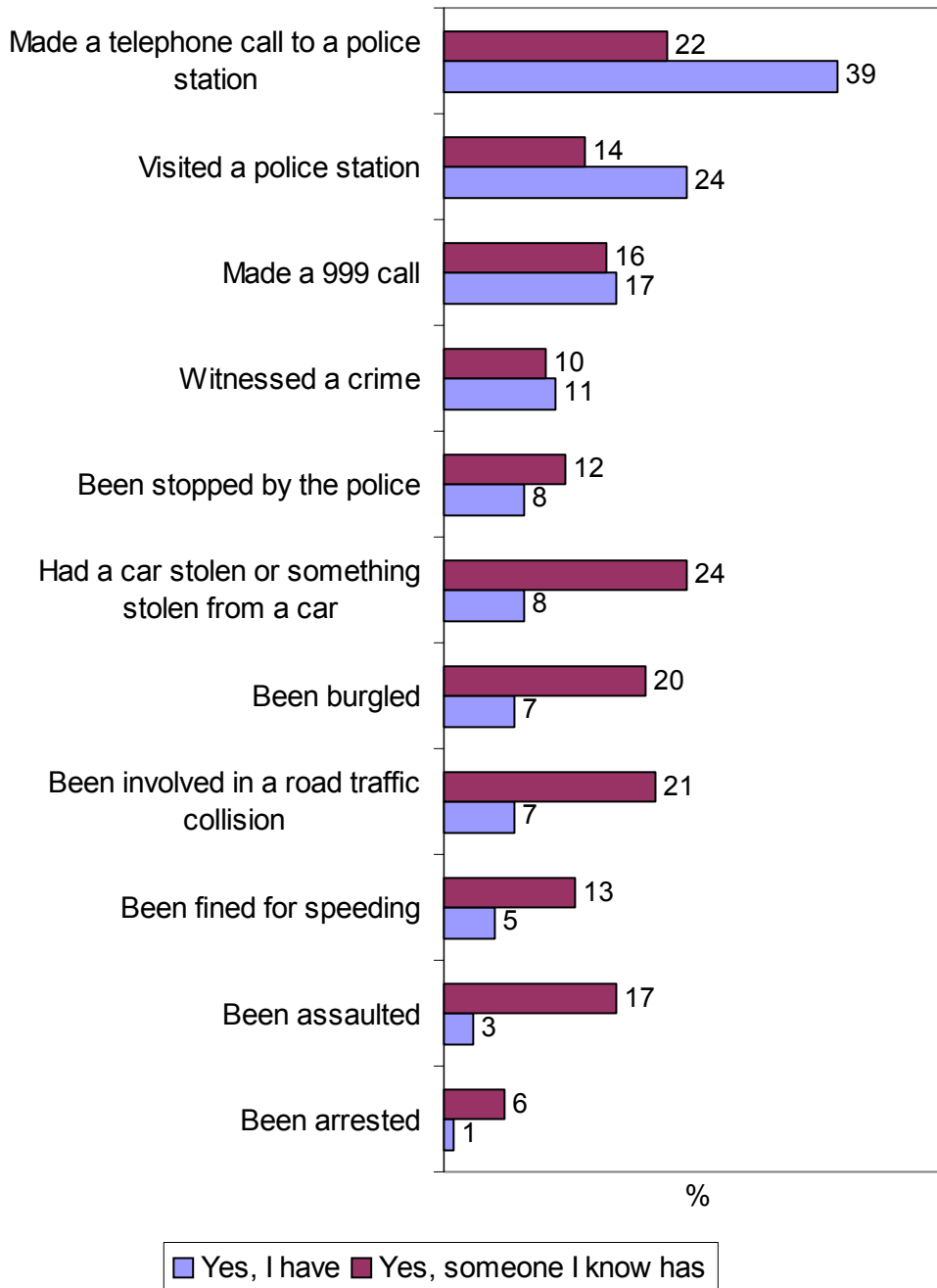
Young panel members (those under 25) are the most likely to have experience of crimes. They are most likely to have made a 999 call (31%), witnessed a crime (24%), or been stopped by police (27%).

Panel members in Flyde and Burnley are most likely to have visited a police station (35% and 39% respectively).

Chart 5 – Experience of Crime

Weighted base – 1384, Weighted base - 1844

In the past year, have you or anyone you know ...



2.5 Best Value

One in four panel members have heard of the phrase 'Best Value', but only one in ten know that it applies to policing as well as other public services, and only one in fourteen know that Lancashire Police Authority must review all aspects of policing by 2005.

Most likely to have heard of Best Value are those panel members from socio-economic group AB (39% compared to 15% of those in socio-economic group DE). This group is also most likely to know that Best Value applies to policing, and that the Police Authority must review all aspects of policing in Lancashire.

Table 2 – Awareness of Best Value

Weighted base – 1384, Unweighted base - 1844

	Yes %	No %	Don't know %
Heard of the phrase 'Best Value'	23	72	1
Know 'Best Value applied to policing?'	11	83	2
Know that before 2005 Lancashire Police Authority must review all aspects of policing in Lancashire?	8	85	2
Feel able to suggest which aspects of policing should be reviewed first	38	36	14

A third of panel members say they can suggest which aspects of policing should be reviewed first. Most panel members suggested reviewing 'overall performance'. Other suggestions made generally reflect the concerns panel members expressed earlier in the survey, with calls for increased police presence and for more police to be recruited. Other suggestions for reviews include anti-social or threatening behaviour, juvenile crime, drugs and violent crimes. The full list of suggestions is in Appendix A.

LANCASHIRE COUNTY COUNCIL

2.6 Libraries

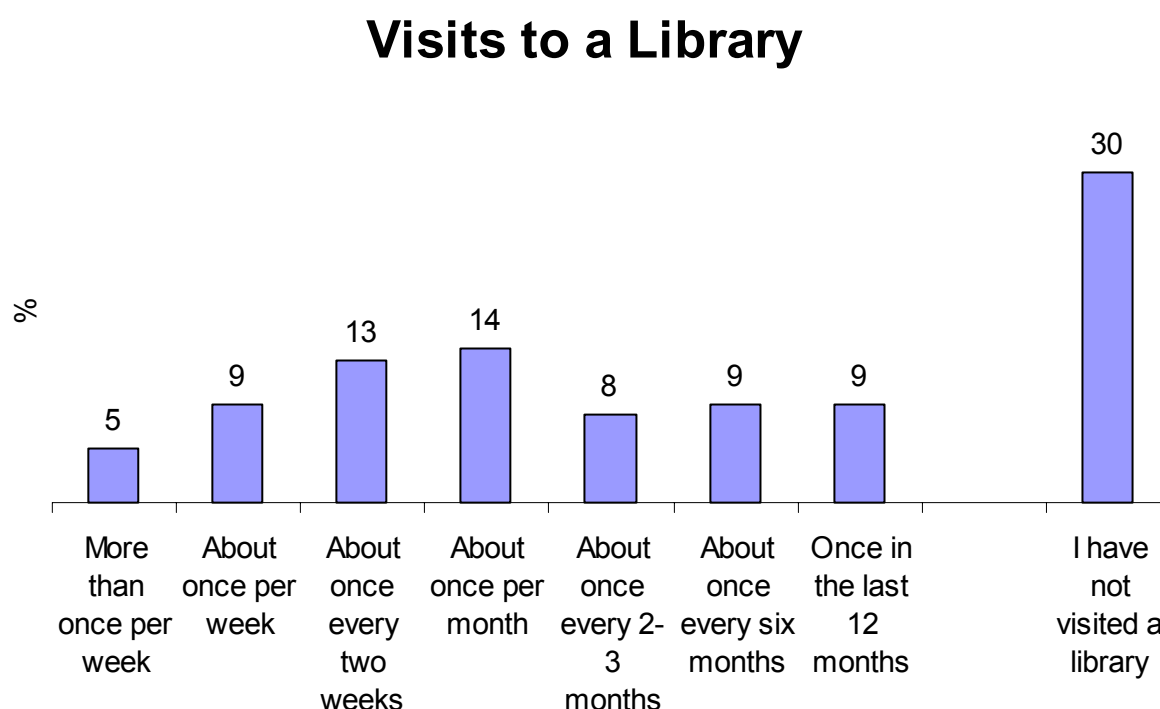
2.6.1 Use of Libraries

One in twenty panel members visit a library at least once per week, in fact, four out of ten panel members visit a library at least once per month, and could be classed as 'regular library users'. A further quarter (27%) are occasional users (visiting at least once in the last year) and three out of ten have not visited a library in the last year.

Regular library users are most likely to be aged over 60 (49%), women (46%) or not in paid work (49%). Those who have not visited a library over the last 12 months are most likely to rent from the Council or a Housing Association (44%).

Chart 6 – Visits to a Library

Weighted base – 1103, Unweighted base - 1162



Library use, as could be expected, is spread across the County as panel members tend to visit their most local facility. Burnley, Chorley and Harris libraries are mentioned most often, followed by Lancaster, Morecombe, Accrington and Nelson Library.

Most people go to their local library to borrow books or use the reference section. Three quarters of library users borrow books and 56% use the reference section.

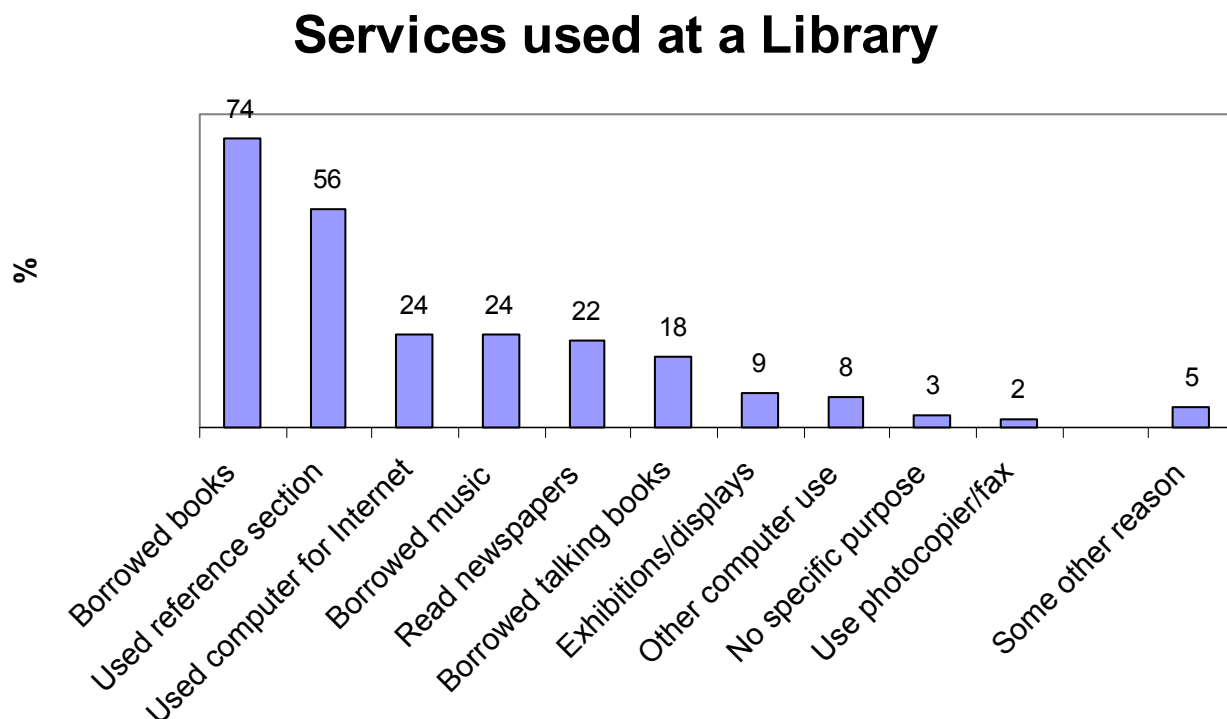
A quarter borrow music (CDs or cassettes), DVDs or Videos, and 18% of users say they have borrowed talking books on cassette.

A quarter also use computers to access the Internet, although only 8% use computers for another reason such as word processing.

Two out of ten read newspapers or magazines at the library.

Chart 7 – Services Used at a Library

Weighted base – 69, Unweighted base - 81



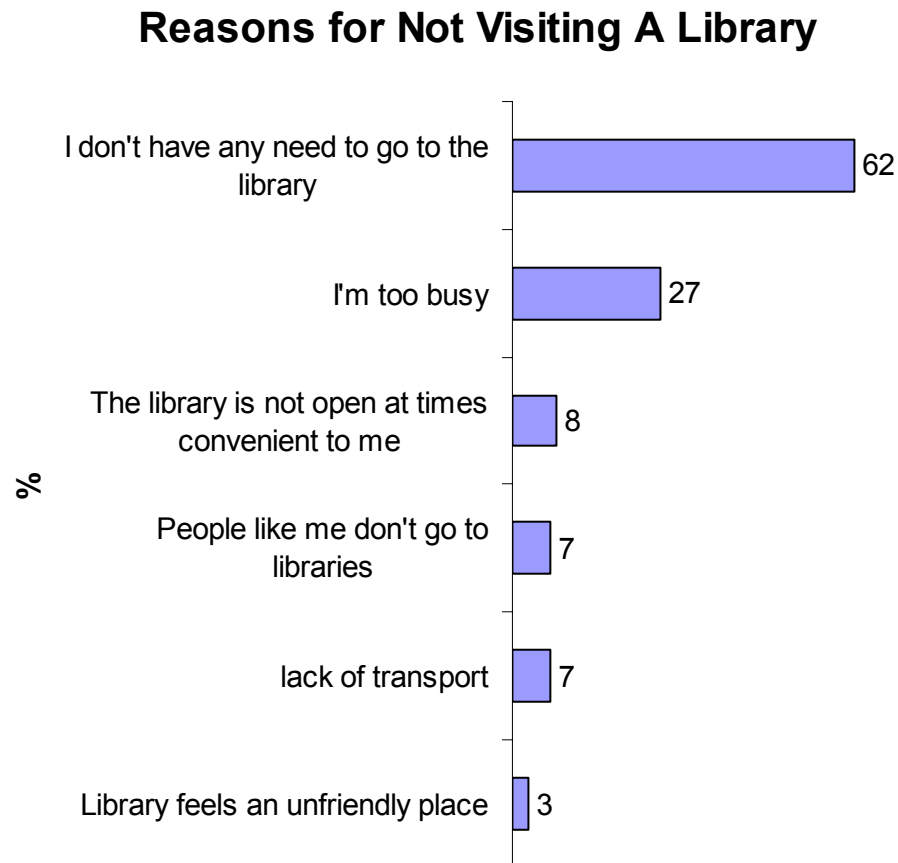
Regular users are particularly likely to borrow books (87%), music (34%) and use the reference section (66%).

Those who have not used a library in the past year say that they do not have any need to go to a library (62%). A quarter (27%) say they are too busy, and 40% of those who work full-time say this.

One in twelve say that opening hours are not convenient, and one in fourteen feel that there is a lack of transport to get to the library, or that 'people like me don't go to libraries'.

Chart 8 – Reasons for not Visiting Libraries

Weighted base – 316, Unweighted base – 325



2.6.2 Opening Times

The County Library Service wants to establish when people would be most likely to use their local library service regardless of current opening times.

By far the most popular opening times are before 12 Noon Monday to Saturday, followed by afternoons throughout the week including Sundays. There is some demand for early evening opening on Monday to Friday, but not at the weekend.

Panel members also say that the least popular opening times are before 12 Noon Monday to Friday, Sunday Morning and Saturday evening.

The apparent contradiction in use of the library before Noon Monday to Friday is explained by looking at the characteristics of those who say they are most likely or least likely to use the library at a particular time.

Those who are most likely to use the library before Noon Monday to Friday are those aged over 60 (48%), non-working panel members (49%), those with disabilities (41%), and those panel members in socio-economic group DE (45%).

Those who say they are least likely to use the library before Noon on a Saturday are 25-44 year olds (53%), those in full-time work (57%), and those with children in the household (50%).

Those most likely to use the library on a Saturday morning are 25-44 year olds (43%), those in socio-economic group AB (43%) or C1 (41%), and parents (42%).

Table 3 – Opening Times

Weighted base – 1162, Unweighted base – 1103

	Most likely to use the Library			Least likely to use the library		
	Monday - Friday	Saturday	Sunday	Monday - Friday	Saturday	Sunday
	%	%	%	%	%	%
Before 12 Noon	32	35	14	33	19	34
Noon – 1.00pm	6	6	4	6	4	3
1.00pm-5.30pm	18	20	20	3	5	5
5.30pm-7.30pm	17	2	2	6	6	6
7.30pm-10.30pm	10	1	1	15	23	20

2.7 The Lancashire Area

2.7.1 Image of Lancashire

Over half of panel members think that it is important that the County of Lancashire has a County Council (only 8% disagree). There is strongest agreement in Chorley (67%), South Ribble (69%) and Pendle (67%), and not surprisingly least support in Blackburn (47%) and Blackpool (48%).

Nearly two in ten (18%) feel that there are very few advantages to having a County Council although three in ten disagree and the rest have no opinion. Panel members in Blackburn and Blackpool are again most likely to agree that there are few advantages to having a County Council (31% and 25% respectively). A quarter of those in socio-economic group DE agree that there are few advantages to having a County Council.

Nearly eight out of ten panel members agree that it is important for the County of Lancashire to have a strong identity with only 3% disagreeing. Nearly half of panel members feel that their own identity is strongly influenced by living in Lancashire. This is weakest for those who have lived in Lancashire less than ten years (27%) or less than 20 years (29%) but strongest for those who have lived in the area over 20 years (54%).

Four out of ten panel members agree that East Lancashire has a strong image of its own, while one in ten disagree. Those who agree are most likely to live in Hyndburn (60%), Pendle (58%) and Blackburn (53%).

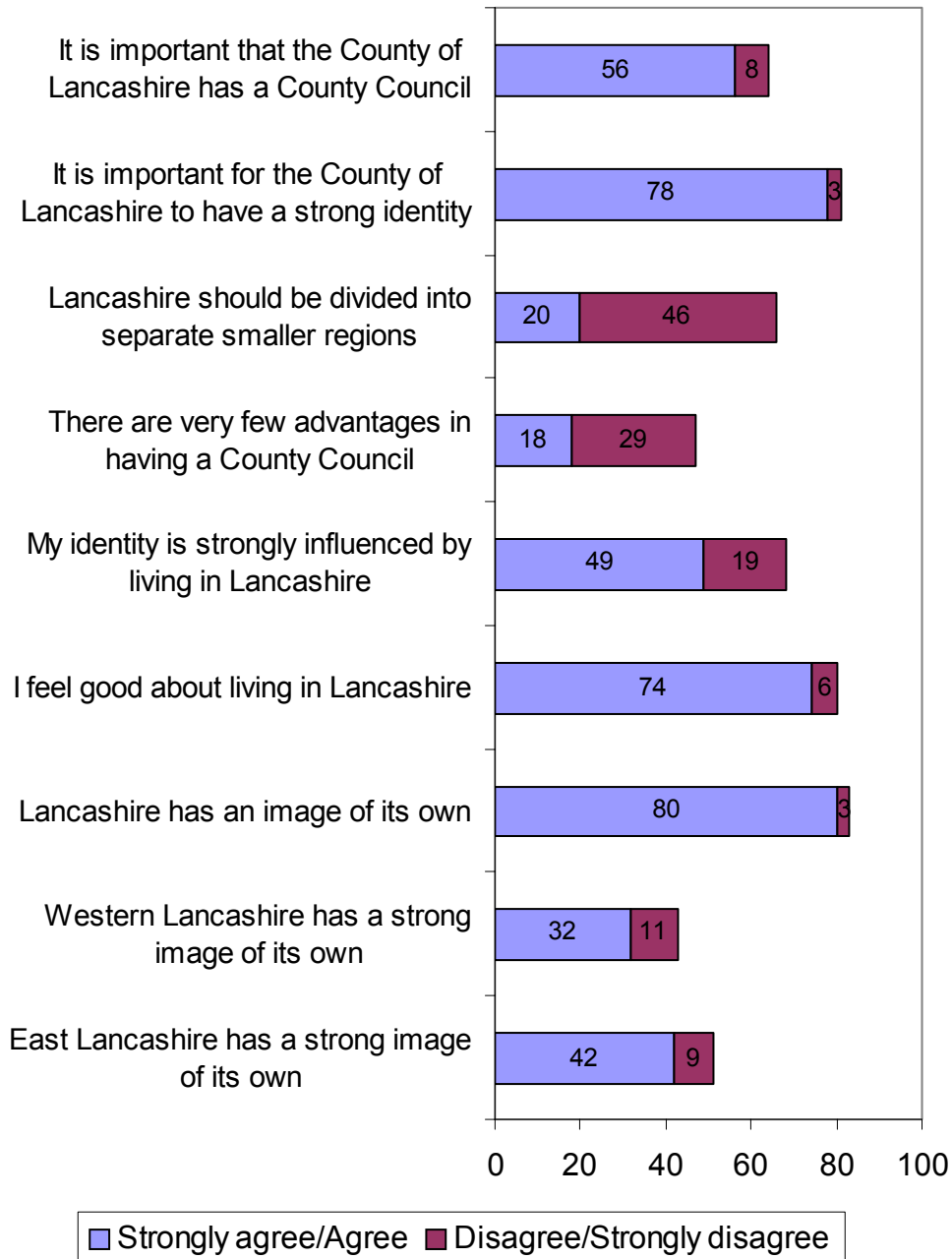
Three out of ten panel members feel that Western Lancashire has a strong image of its own (not the District Council) while one in ten disagree. Most people feel unable to answer this question. The strongest feeling about this is in Blackpool where 43% feel that that Western Lancashire has a strong image of its own.

Nearly eight out of ten, however, feel that Lancashire has an image of its own, and only 3% disagree. Three quarters of panel members say that they feel good about living in Lancashire.

Two out of ten panel members agree that Lancashire should be divided into separate regions, while 46% disagree.

Chart 9 – Views about the Lancashire Area
 Weighted base – 1384, Unweighted base - 1844

Views on Lancashire



2.7.2 Regional Government

Panel members are split on their views of whether the North West region should have its own Regional Government (similar to Scotland or Wales), with almost equal numbers supporting (34%) to opposing (38%).

Most likely to oppose are those in socio-economic group AB (45%) and C1 (46%), those in South Ribble (47%), Wyre (49%) and Ribble Valley (51%).

Table 4 – Regional Government

Weighted base – 1384, Unweighted base -1844

Do you support or oppose the North West Region having its own Regional Government (similar to Scotland or Wales)?	
	%
Strongly support	13
Tend to support	21
Neither	17
Tend to oppose	21
Strongly oppose	17
Don't know	9

2.8 Lancashire County Council Budget

2.8.1 Importance of Developing Services

Panel members were given a list of services which have the most impact on County Council spending. All of the service improvements listed are classed as very important or fairly important by over 80% of panel members, except for introducing more convenient opening times at libraries which only 42% of panel members feel is important.

The most important service improvement is developing more support for older people. Six out of ten panel members think that this is very important and three out of ten that it is fairly important. Panel members who are themselves 60 and over consider it to be very important (77%) as do those with a disability (72%).

Minimising waste throughout the County comes next, and this is thought to be very important by 56% and fairly important by 36%. Sixty three percent of panel members aged 60 and above think that minimising waste is very important.

Improving the provision of primary and secondary schools so that more children with special needs can attend schools nearer their homes and be with other children of the same age is thought to be very important by 56% and fairly important by 34%. It is thought to be very important by women (63%) and those in socio-economic group DE (63%).

Preventing family breakdown, promoting better life chances and reducing the number of children in care is very important for 54% of panel members and fairly important for 34% of panel members. Sixty three percent of women think it is very important.

Teaching junior pupils (aged 8-11) in smaller class sizes is thought to be very important for just over half of panel members and fairly important for a further 32%. It is particularly important for 64% of those panel members with children in their households.

Improving public transport by introducing quality bus routes and increasing train and bus co-ordination is very important for half of panel members and fairly important for a further 37%.

Giving a higher priority to repairing highways and street lighting is very important for 45% of panel members and fairly important for a further 41%. Those aged 60 and over (57%), panel members with disabilities (58%) and those in socio-economic group DE (56%) feel it is very important.

Regenerating both deprived urban areas and rural areas affected by Foot and Mouth is thought to be very important by 44% of panel members, and fairly important for a further 42%.

Developing formal partnerships with health agencies to ensure comprehensive safe and supportive mental health services is thought to be very important by 41% of panel members and fairly important for a further 45%. Over half of women (51%) think it is very important.

Promoting independence through supported housing, meaningful employment, developing local day services, and access to leisure and social facilities for people with a learning disability is thought to be very important for 40% of panel members and fairly important for a further 46%.

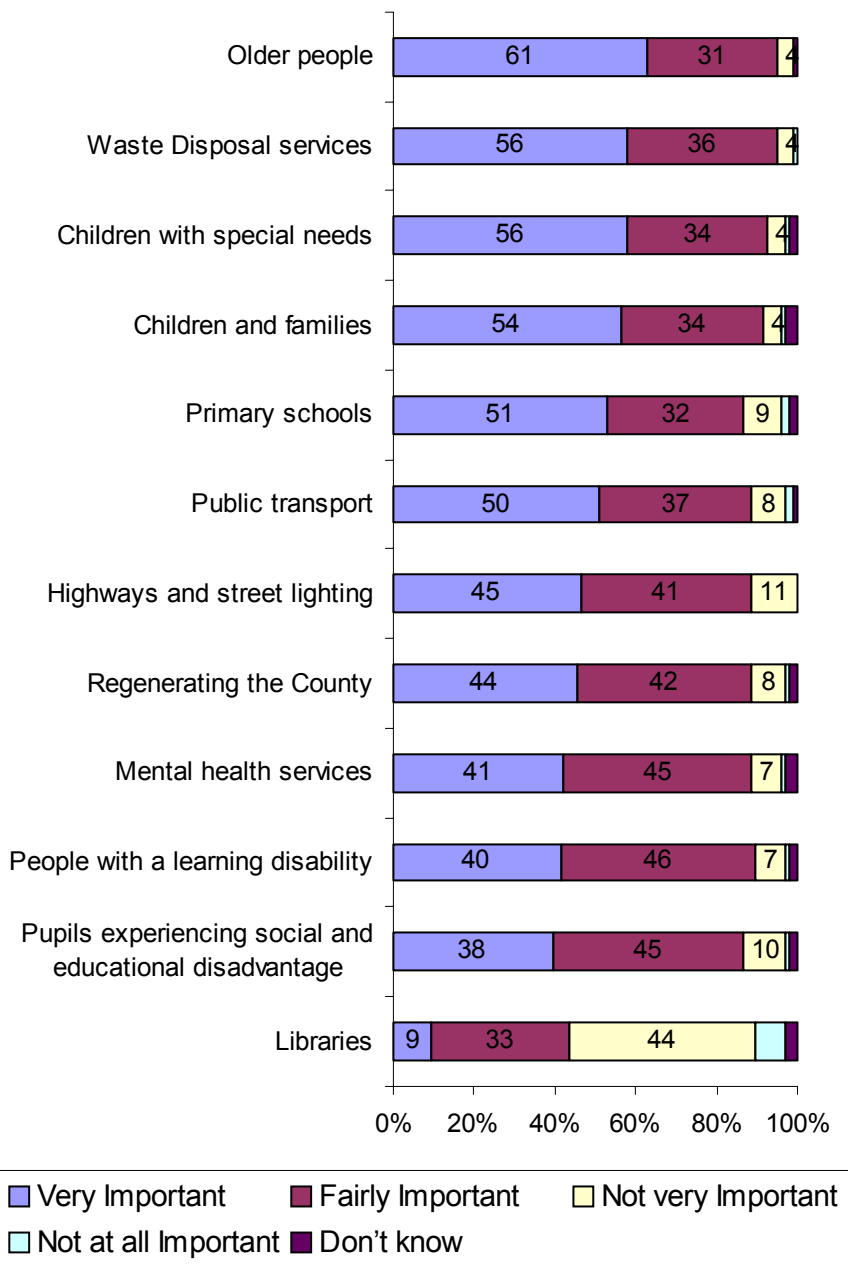
More support for pupils experiencing social and educational disadvantage to help them achieve their potential is thought to be very important by 38% of panel members and fairly important for a further 45%.

There is no statistically significant difference between Districts on any of these priorities.

Chart 10 – Importance of Developing Services

Weighted base – 1103, Unweighted base –1162

Importance of Developing Services



2.8.2 Increase in Council Tax

Panel members were given an information sheet with information about where the money for the County Council comes from. The Government assumes that the County Council will increase Council Tax by 6%. Lancashire County Council would like to improve a number of areas of service (outlined in 2.8.1 above) and to make these improvements will require an increase of 2% over the Government's yardstick of 6%.

A quarter of panel members agree that Council Tax should be raised by 2% over the 6% already expected by the Government, but only 6% strongly agree. Six out of ten panel members disagree that Council Tax should be raised by 2% over the 6% already expected by the Government, and 36% disagree strongly.

Table 5 – Increase in Council Tax

Weighted base – 1103, Unweighted base -1162

How far do you agree or disagree that the Council tax should be raised by 2% above the 6% already expected by the Government?	
	%
Strongly agree	6
Tend to agree	18
Neither	13
Tend to disagree	24
Strongly disagree	36
Don't know	2

Most likely to agree are panel members aged 45-59 (30%), and those in socio-economic group AB (31%) or C1(30%). Most likely to disagree are panel members aged under 25 (72%) and those living in Hyndburn (73%).

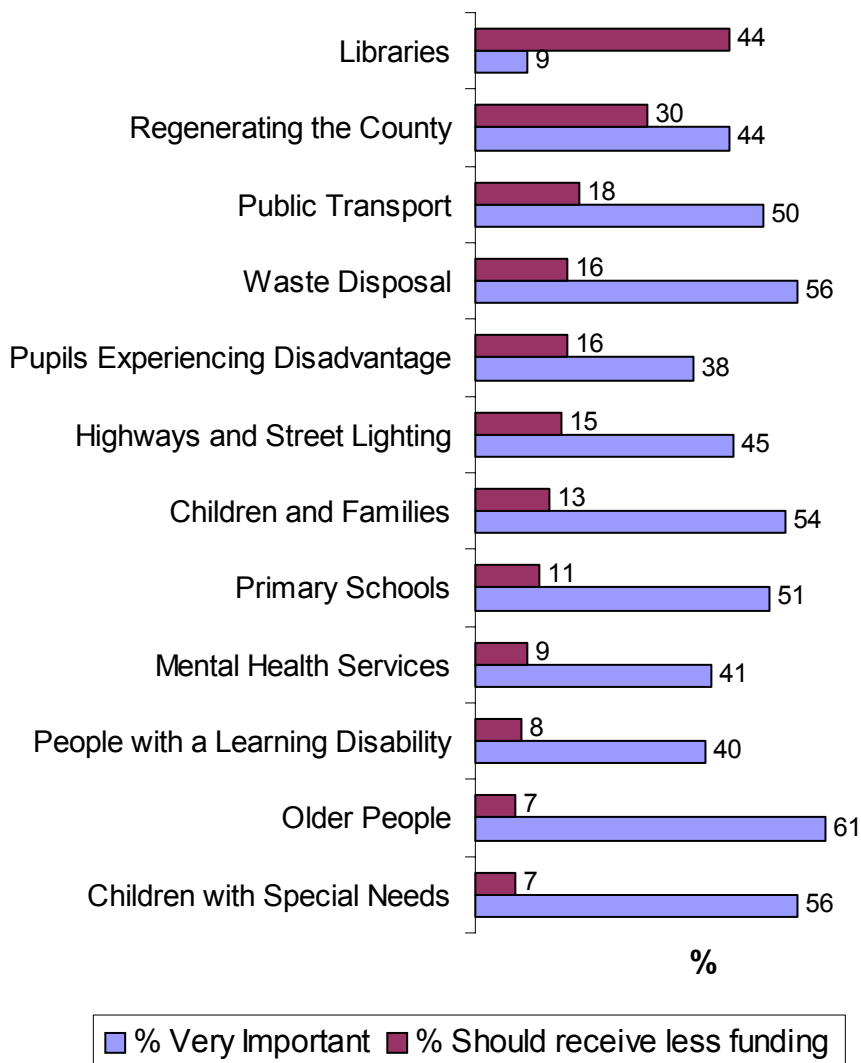
2.8.3 Services to Receive Less Funding

Libraries are the service that most people think should receive less funding if the Council Tax is not increased. Services for older people is the least popular for receiving less funding. This reflects the level of importance given to these services in the earlier section. The ranking of other services also tends to reflect the perceived importance of the service developments except for regenerating the County, Public Transport and Waste Disposal which all appear higher in the list for reduced funding than would have been expected from their importance rating.

Chart 11 – Importance of Developing Services, and Those That Should Receive Less Funding

Weighted base – 1103, Unweighted base -1162

Importance and Funding



BLACKPOOL BOROUGH COUNCIL

2.9 The Blackpool Community Safety Audit

Panel members have strong support for the priorities for the Community Safety Partnership over the next year. Over 80% of panel members either agree or strongly agree with the suggested priorities (except for 'vulnerable groups' which have 70% support).

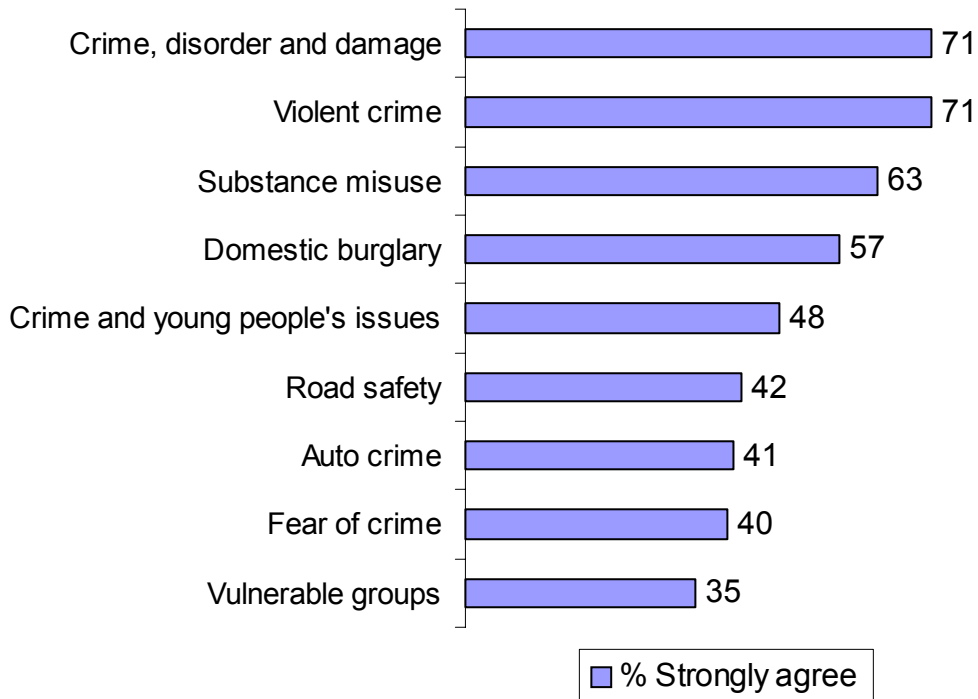
It is interesting, however, to look at the strength of support for each of the priorities. More than seven out of ten panel members strongly agree with the priority of concentrating on 'Crime disorder and damage in Blackpool town centre and other hotspot locations' and 'Violent crime (including domestic violence)'.

Two thirds of panel members strongly agree with the priority to concentrate on 'Substance misuse (drugs and alcohol)'. Nearly six out of ten strongly agree that the Partnership should concentrate on 'Domestic Burglary'. Nearly half of the panel strongly agree with the priority to concentrate on 'Children and young people's issues'.

Only four out of ten strongly agree that priorities should include 'road safety', 'auto crime' or 'fear of crime'. Only 35% strongly agree that priorities should include vulnerable groups (ethnic minorities, lesbian/gays, older people, asylum seekers, homeless people).

Chart 12 – *Priorities for the Partnership*
Weighted base – 152, Unweighted base - 366

Priorities for the Partnership



Panel members were asked about any other issues that they thought should be included in the Community Safety priorities.

Of the 54 people who provided suggestions, 22% suggested drugs/alcohol, 16% anti-social or threatening behaviour, 12% young people/children, 11% crime prevention and 8% sex crimes or offences.

2.10 Blackpool Borough Council

2.10.1 Service Delivery

While four out of ten panel members are satisfied with the opening hours of Council buildings, one in ten is dissatisfied.

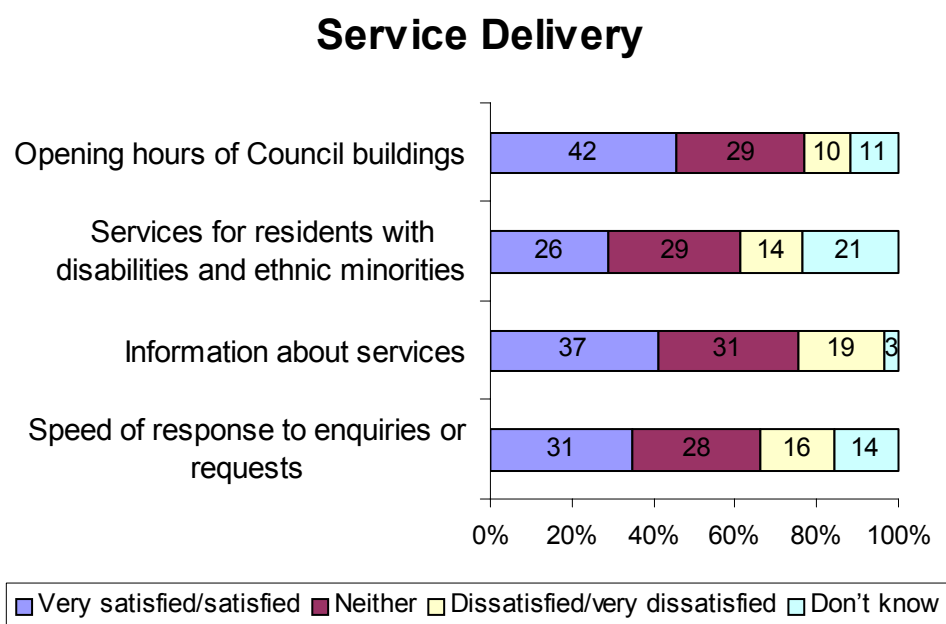
A quarter of panel members are satisfied with the services for residents with disabilities and ethnic minorities and one in seven is dissatisfied. There is no significant difference between the views of white and non-white panel members.

Nearly four out of ten panel members are satisfied with information about services, but two in ten are dissatisfied. Thirty percent of parents are dissatisfied with information about services.

Three out of ten are satisfied with the speed of response to enquiries or requests, but one in six is dissatisfied.

Chart 13 – Service Delivery

Weighted base – 152, Unweighted base - 366



2.10.2 Making Decisions

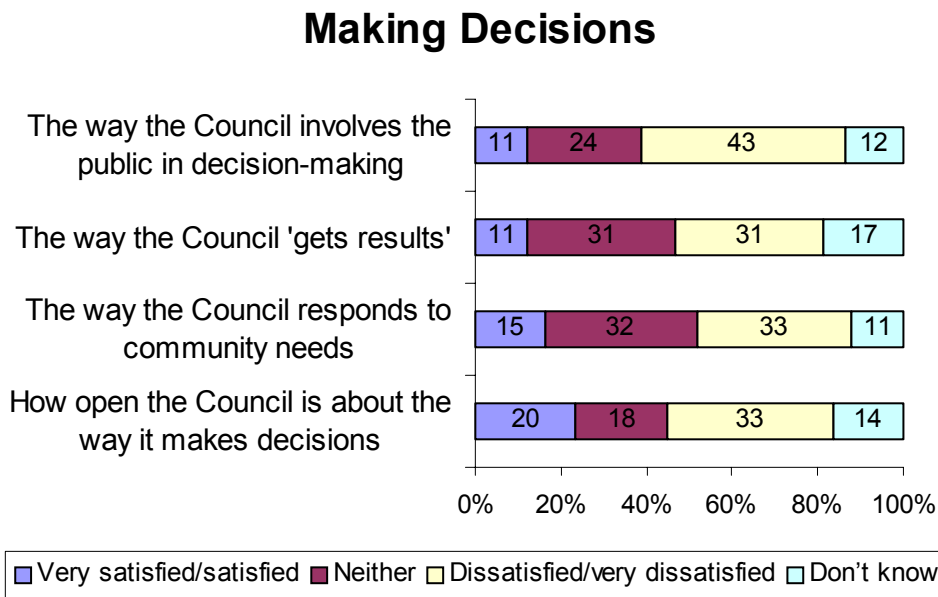
Panel members are generally not satisfied with decision-making at the Council. Only one in ten is satisfied with the way the Council involves the public in decision-making, and more than four out of ten are dissatisfied. One in ten is satisfied with the way the Council gets results but three in ten are dissatisfied.

A third of panel members are dissatisfied with the way the Council responds to community needs and only 15% are satisfied.

Two in ten panel members are satisfied with how open the Council is about the way it makes decisions, 25% are dissatisfied, and a third 'don't know' which may suggest that they do not know how the Council makes decisions.

Chart 14 – Making Decisions

Weighted base – 152, Unweighted base - 366



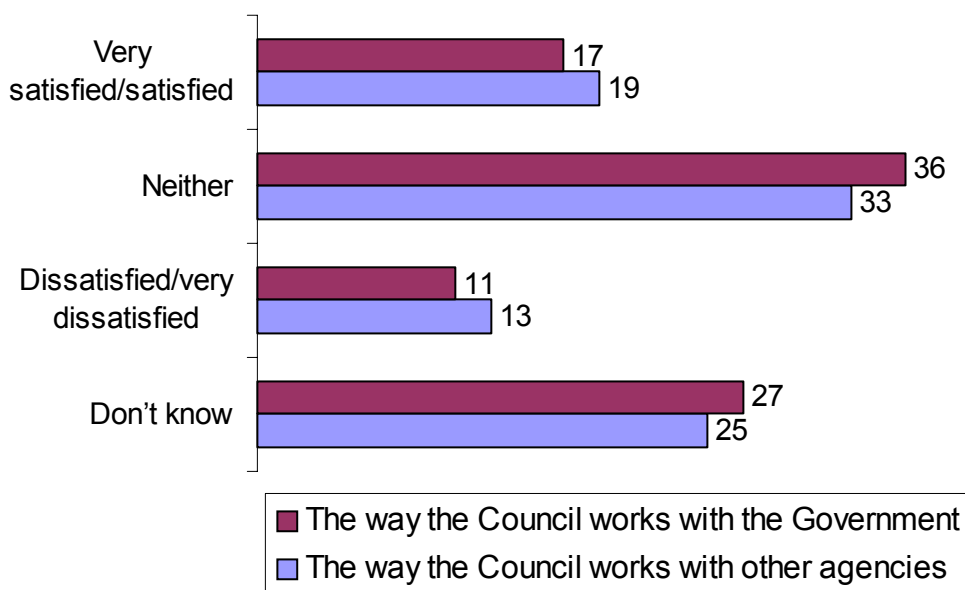
2.10.3 Working with other Agencies

Few panel members are able to answer the questions about how well the Council works with other agencies and organisations and how well it works with the Government. Most people say that they are neither satisfied nor dissatisfied or that they don't know.

Chart 15 – Working with other Agencies

Weighted base – 152, Unweighted base - 366

Working with Other Agencies



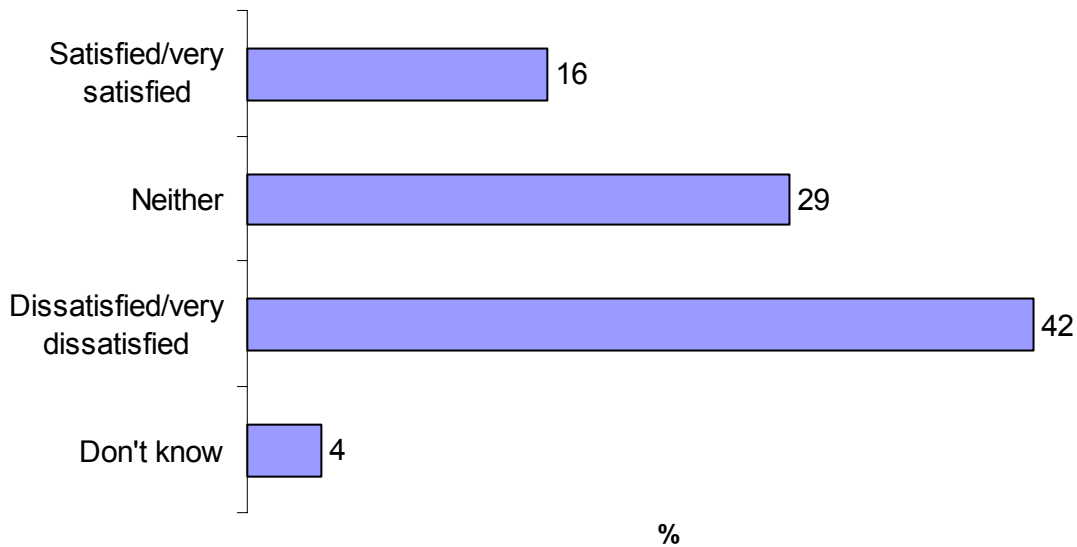
2.10.4 Value for Money

Only 16% of panel members say that they are satisfied with the value for money they get from their Council Tax. Four out of ten say that they are dissatisfied while a third are neither satisfied nor dissatisfied or don't know.

Chart 16 – Value for Money

Weighted base – 152, Unweighted base - 366

Value for Money of the Council Tax



3. SUMMARY

LANCASHIRE POLICE AUTHORITY

- 3.1 All of the Lancashire Police Authority objectives for the coming year generate support from panel members. The most support is for the objective to 'reduce crime, particularly those offences that are of concern to the public'.
- 3.2 Two thirds of panel members feel that they have confidence in the Lancashire Constabulary.
- 3.3 Panel members generally feel that the Constabulary are approachable. There are mixed views as to whether officers have a visible presence, easy to contact by phone or whether police stations are open when people need them. There is a general feeling that there are not enough officers on foot patrol.
- 3.4 Generally the Constabulary are thought to understand the needs of the community, and take community views into account. There is less agreement as to whether the Constabulary treats all members of the community fairly, takes account of the needs of vulnerable people or of the needs of minority ethnic people, or whether Officers try to get to know their community.
- 3.5 The Constabulary is thought to provide a high quality professional service, and to respond well to emergencies, but not as well to non-emergencies. It is seen as slightly more effective in detecting crime than preventing it. There are mixed views as to whether it deals effectively with anti-social behaviour.
- 3.6 Panel members have some experience over the past year of contacting the Police, or of being a victim of crime.
- 3.7 Most panel members have not heard about Best Value and did not know it applied to policing or that all aspects of policing have to be reviewed. Suggestions for reviews include 'overall policing', 'policing levels', 'anti-social behaviour', 'juvenile crime', 'drugs', and 'violent crime'

LANCASHIRE COUNTY COUNCIL

- 3.8 Four out of ten panel members are regular library users and a quarter are occasional users.
- 3.9 Most people visit a library to borrow a book or use the reference section.
- 3.10 Those who do not visit a library say they have no need, or that they are too busy.
- 3.11 The most popular opening times are before Noon on Monday to Friday (for predominately older or non-working panel members) and Saturday mornings (for 25-34 year olds, socio-economic groups AB or C1). Those least likely to use a library before Noon on Monday to Friday are 25-44 year olds, those in full-time work or those with children.
- 3.12 Most panel members feel good about living in Lancashire, think Lancashire has an image of its own and think it is important for Lancashire to have a strong identity.
- 3.13 There is little support for the County to be divided into smaller regions.
- 3.14 Almost equal numbers support the idea of regional government as oppose it.
- 3.15 Within the County Council budget there is majority support for developing services for older people, waste disposal, children with special needs, children and families, primary schools and public transport. There is less support for highways and street lighting, regenerating the County, mental health services, people with a learning disability, or pupils experiencing disadvantage. There is least support for developing libraries.
- 3.16 Sixty percent of panel members disagree that the Council tax should be raised by 2% over the 6% already expected by the Government.
- 3.17 If services are to receive less funding then most people think that Libraries should receive less. Panel members tend to think that older people and children with special needs should not receive less funding.

BLACKPOOL BOROUGH COUNCIL

- 3.18 There is strong support for the priorities for the Community Safety Partnership over the next year. Most support is for 'crime disorder and damage', 'violent crime', 'substance misuse' and 'domestic burglary'. Least support is for 'vulnerable groups'.
- 3.19 Around four out of ten panel members are satisfied with council office opening hours and information provided about services. Less than a third are satisfied with services for residents with disabilities or ethnic minorities or speed of response to enquires.
- 3.20 One in five panel members are satisfied with how open the Council is about the way it makes decisions. Less than one in six are satisfied with the way the Council responds to community needs, the way the Council 'gets results' or the way the Council involves the public in decision-making. Significant proportions of panel members are neither satisfied nor dissatisfied or don't know.
- 3.21 Few panel members can answer questions about the way the Council works with other agencies or the Government. One in five are satisfied with the way the Council works with these organisations.
- 3.22 One in six panel members are satisfied with the value for money they get for their Council Tax. One in four are dissatisfied.

APPENDIX A

Marked Up Questionnaire for Lancashire police Authority and the Lancashire County Council

APPENDIX B

Marked Up Questionnaire for Blackpool Borough Council