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Safety & Information in Lancashire

Report from panel
research carried out for

Lancashire County Council

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Introduction

This report contains the main findings to emerge from a survey of members of the Life in Lancashire' citizens' panel. RBA Research has recently recruited the panel for Lancashire County Council, and this is the first activation of the panel, comprising a quantitative survey focusing on safety issues and communications with social services and the records office.

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. Although panel members are all volunteers and 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’. Heads of service and leaders of policy initiatives within the County Council (and, from time-to-time, its partners) should be using the panel to get relevant data to feed into key decisions, and 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.

This latest activation of the Life in Lancashire panel focused on two main topics – safety (an issue which the public explicitly express concern about) and information/communications with the social services department and the records office. The relevance, to residents, of the safety topic has contributed to the high response rate (along with the fact that the panel is at an early stage of its life). In particular, it will have assisted a high response rate to have had the first few questions asking about visibility of the police (and being a nice easy set of questions to answer).

Methodology

Postal questionnaires were sent out to all those on the panel database on 26th July 2001. In all, 1699 questionnaires were mailed out. Between 26th July and 24th August, 1427 questionnaires were returned (please note that this included a reminder sent on 9th August). The final return represents a response rate of 86%.

It should be noted that in certain sections of the report, combined figures are quoted, with the separate figures given in brackets e.g. ‘31% say they agree with a statement (30% agree and 2% strongly agree)’. The separate percentages in the brackets do not always add up to the combined percentage. There are two main reasons for this. Firstly both the combined percentage and the two separate percentages are rounded up or down to the nearest whole number. Secondly, because the data are weighted, the base figures are also rounded. The figures quoted in the report are the most accurate available results.

Main Findings

1 The Police

Contact with the Police

Almost half (47%) of panel members say they have had contact with the police in the last year. This could have been any kind of contact, including calling the police, being stopped by the police, house-to-house enquiries etc. This is an important variable in relation to views on the police and is reported upon for all other questions concerning the police, differentiating between those who are basing their views on recent experience, and those who are passing comment purely on perception or on more historical experience.

There is a relationship between overall attitudes towards the police and recency of contact. Those who say the police do not do a good job are more likely to have had recent contact (61% say they have, which compares with 45% of those who have a more positive view overall).

There is also a correlation evident between age and use of local services. Younger panel members are more likely to have had recent contact with the police (57% each of those aged under 25 and those aged 25-44); and those who are heavier users of services are more likely than light users to have had recent contact – 56% and 39% respectively have had contact with the police.

Other sub-groups more likely to have had recent contact with the police include men (51%), those in paid work (54%), those with children in the household (56%), and single parents (65%). In terms of types of district, those in rural areas are *less* likely to have had contact (41%) than those in urban areas (50% had contact) or market towns (49% had contact).

By area, those living in Pendle and Rossendale are *more* likely to have had contact (56% and 57% respectively), whereas those living in South Ribble, West Lancashire and Wyre are *less* likely to have had contact (respectively 62%, 55%, 57% not had contact).

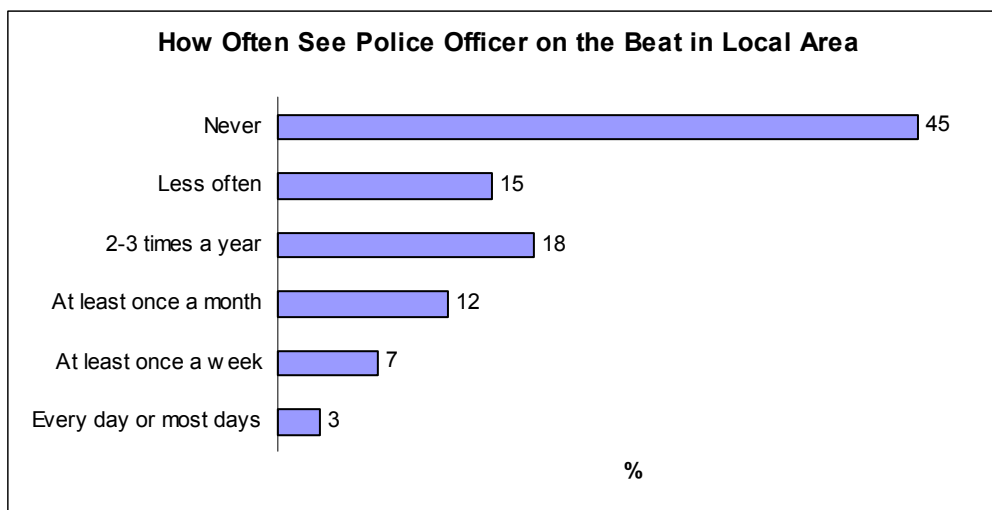
Visibility of Officers Walking the Beat and Effect on Perceived Safety

Visibility of Police Officers Walking the Beat

The opening question about the police asked panel members how often they see a police officer walking the beat in their local area. Almost half (45%) claim to have *never* seen an officer on the beat locally, and a further third (33%) say they see someone 2-3 times a year or less often. This leaves just over a fifth (22%) who claim to see an officer on the beat in their local area at least once a month, with one in ten (10%) saying they see one at least once a week. This data is shown in Chart 1 below:

Chart 1: See Police Officers Walking the Beat

Weighted Base = 1408; Unweighted Base = 1411

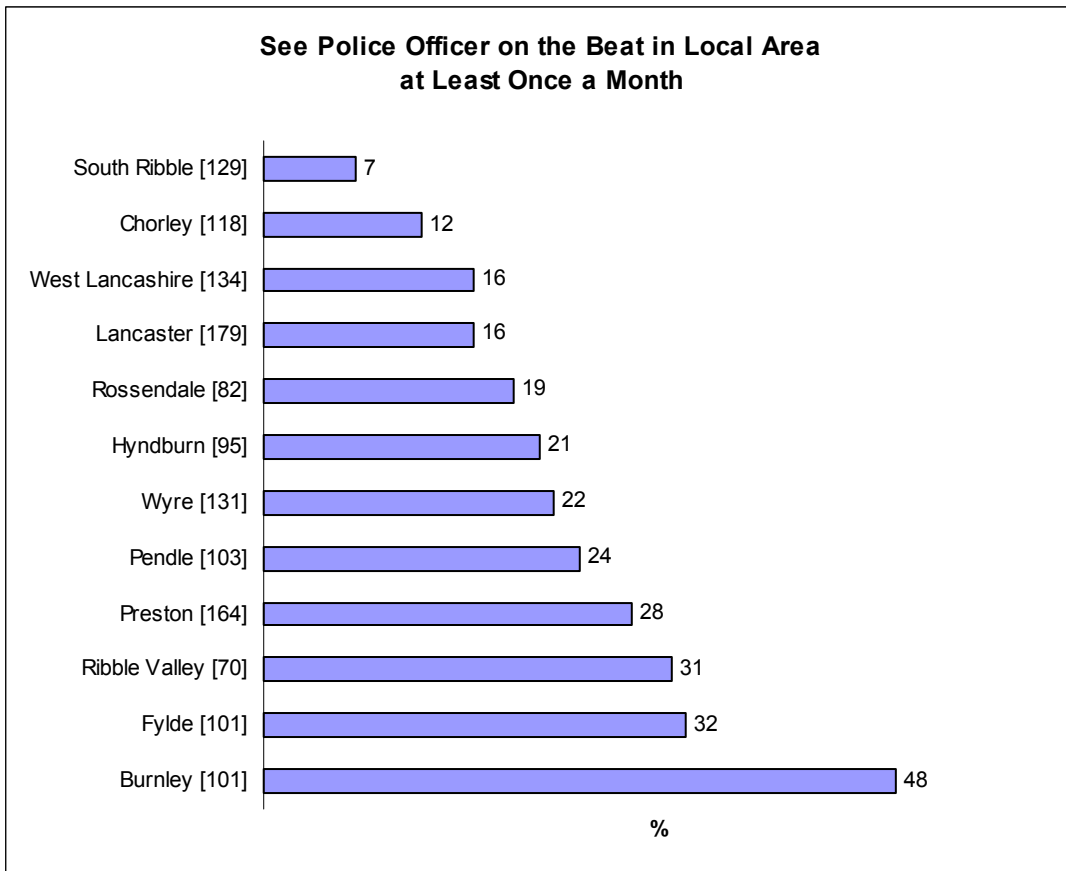


RBA has asked a similar question in North East Lincolnshire recently. In North-East Lincolnshire, 41% say they never see an officer on the beat which is comparable with the 45% in Lancashire, and 27% say they see a police officer at least once a month, which compares with 22% in Lancashire.

Within the County of Lancashire, the pattern does vary significantly by area. Those in market towns claim to have the highest level of police presence, with three out of ten (30%) saying they see an officer on the beat locally at least once a month. In contrast, just one in six (16%) of those in rural areas say they see a police officer walking the beat at least once a month.

The differences by specific district are shown in Chart 2:

Chart 2: See Police Officer at Least Once a Month



Weighted Base = shown on chart

This data shows that the most regular presence is perceived to be in Burnley, where just under half (48%) say they see an officer on the beat in their local area at least once a month. This figure is significantly higher than in any other area, however, it is useful to know that the research coincided with a period of high profile disorder in Burnley so this may account for the high percentage. Around three in ten say they see police officers with similar regularity in Fylde (32%), Ribble Valley (31%), and Preston (28%), and a quarter (24%) in Pendle.

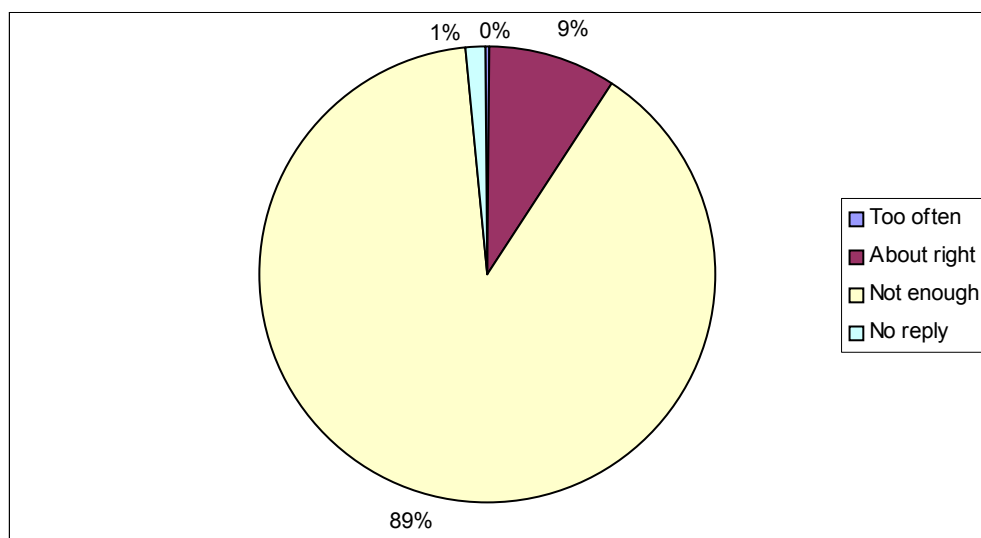
The perceived visibility of police is significantly lower in South Ribble, Chorley and West Lancashire, where respectively 63%, 65% and 68% say they *never* see any police on the beat locally.

There is also a correlation between visibility locally and the perception of whether the police do a good job or not. Over half (56%) of those who say they police do not do a good job, say they never see police on the beat locally, and just 10% say they see police on the beat at least once a month. In contrast, rather fewer (42%) of those who think the police do a good job say they never see an officer on the beat, and more (25%) say they see police officers at least once a month.

Opinion of Officer Visibility Walking the Beat

When asked their opinion of how often they see a police officer walking the beat locally, nine out of ten (89%) say it is not enough. Just 9% say what they see is enough – and only four people out of over 1400 say it is too often!

Chart 3: Opinion of Visibility of Police Officers Walking the Beat



Weighted Base = 1408; Unweighted Base = 1411

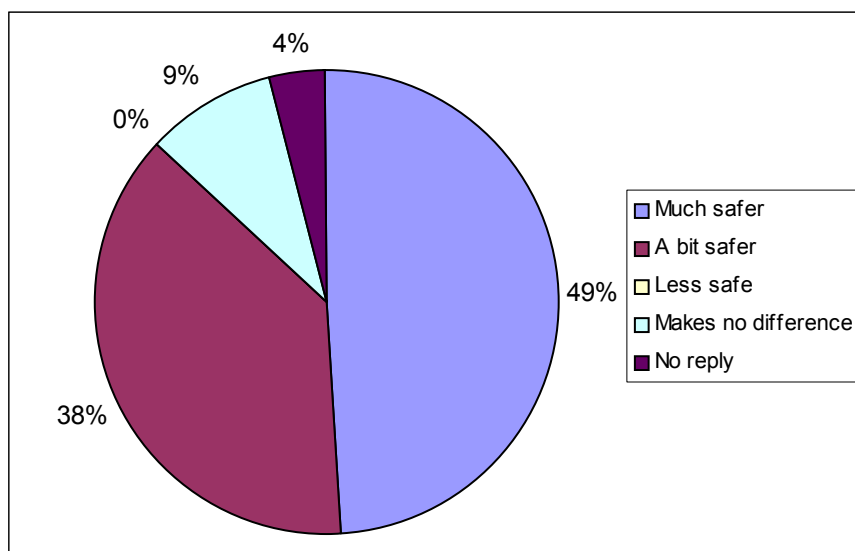
Younger panel members (aged under 25) are *less* likely to consider the visibility ‘not enough’ (83%), as are those living in properties which are council-rented or housing association (85%) or other accommodation, i.e. other than owner occupiers (81%). Almost all (97%) of those who feel the police do not do a good job say visibility is insufficient.

By area, data is consistent with the perceived visibility of police officers walking the beat. The three areas which have the most sightings, are also those where *fewer* people say the visibility is ‘*not enough*’: around three-quarters in Fylde (76%) and Ribble Valley (78%), and just over eight out of ten (83%) in Burnley. This compares with around nine out of ten panel members living in each of the other areas.

Perceived Safety Associated with Visible Officers on the Beat

Almost nine out of ten panel members (87%) say that simply seeing police officers walking the beat makes them feel safer – half (49%) say much safer.

Chart 4: Feeling of Safety Associated with Seeing Police Officers on the Beat
Weighted Base = 1408; Unweighted Base = 1411



This reaction differs significantly from that seen in North East Lincolnshire. A quarter (25%) of respondents in that area say that seeing a police officer on the beat makes no difference to how safe they feel – which compares with just 9% in Lancashire. Similarly, the proportion who say they feel ‘much safer’ is significantly higher in Lancashire (49%) than in North East Lincolnshire (41%).

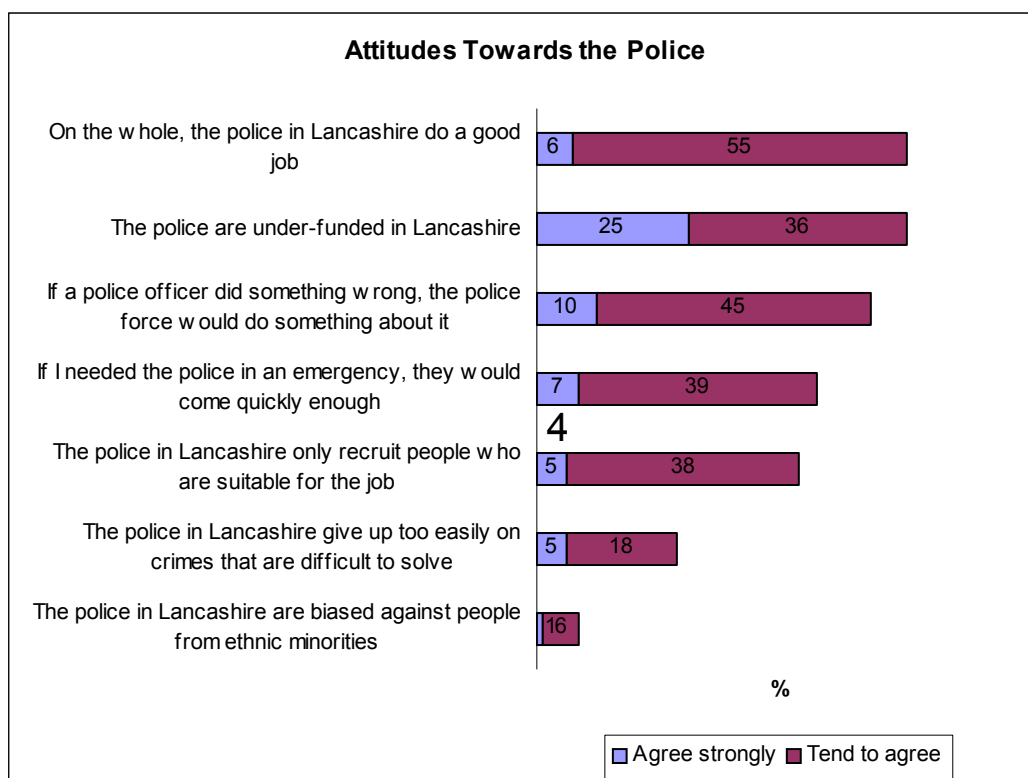
The potentially more vulnerable members of society living within Lancashire are more likely to say an officer presence of this sort makes them feel much safer. Specifically this includes: older panel members (57% of those aged 60+, compared with 36% of those aged under 25); women (52%, compared with 45% of men); and those with a disability (56%). Also, those living in market towns are more likely to say they feel safer seeing officers on the beat (93%), than those living in areas classified as either urban (84%) or rural (85%). By district, panel members in West Lancashire are significantly *less* likely to say that police visibility in this way makes them feel safer (78%).

Attitudes Towards the Police

Respondents were given a proposition about how good a job the Lancashire police do overall, and were asked how strongly they agree or disagree. This gives an overview of the general atmosphere towards the police – positive or negative. They were then given a series of other more specific statements to do with different aspects of the police to provide an understanding of the perceived strengths and weakness of the Lancashire police service. Chart 5 shows the overall responses.

Chart 5: Attitudes Towards the Police

Weighted Base = 1408; Unweighted Base = 1411

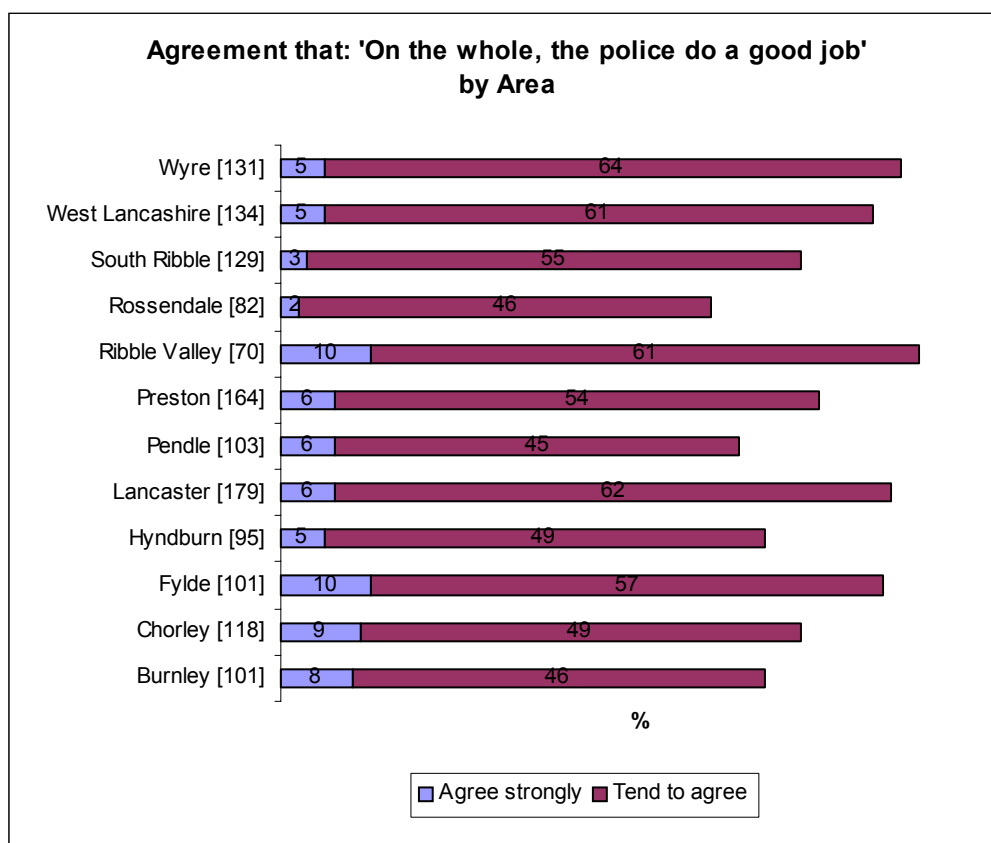


Six out of ten panel members (61%) agree that *‘on the whole, the Lancashire police do a good job’*, with a mean or average score of 0.54 implying a ‘tend to agree’ attitude overall. A further fifth (21%) neither agree nor disagree, leaving 13% who disagree. Those more inclined to agree with this statement include women (65% agree), those with no disability (64%, compared with 56% of those with a disability), and panel members living in rural areas (64%).

There is also a direct correlation between age and positive feeling towards the police. Just over half (51%) of panel members aged under 25 agree that the police do a good job on the whole, compared with two-thirds (66%) of those aged over 60. Others who are *less* likely to agree with this statement include panel members living in ‘other’ accommodation (52%), and those classified as C2 (55%).

The difference in opinion by area is shown below in Chart 6.

Chart 6: Agreement that ‘On the whole, the police in Lancashire do a good job’, by Area



Five areas stand out as having panel members who feel more positively about the police overall: Ribble Valley (70% agree), Wyre (69%), Lancaster (68%), Fylde (67%) and West Lancashire (66%). In contrast, two areas are noteworthy for the higher level of *disagreement* with this statement, namely Pendle (23% disagree, compared with 13% overall), and Rossendale (17% disagree).

An interesting and potentially illuminating finding is that those who have had contact with the police, are more likely to feel negative. One in six (17%) of those who have had contact with the police in the last twelve months disagree that ‘*on the whole, the police do a good job*’, which compares with just one ten (10%) of those who have had no contact with the police.

There is also a relationship between visibility of the police on the beat and general attitudes: more frequent visibility seems to equate to a more positive attitude. Almost twice as many of those who say they never see a police officer walking the beat, as those who say they see an officer at least once a month *disagree* that ‘*on the whole, the police do a good job*’ (respectively 16% and 9%).

By looking at responses to the other attitude statements, we can analyse where the positive and negative feelings towards the police might be originating. A common view is that ‘***the police are under-funded in Lancashire***’ – six out of ten (61%) agree with this statement, a quarter (25%) agreeing strongly. Those who feel that overall the police do a good job are significantly *more* likely to agree with this statement (69%), than those who are more negative overall. A fifth (20%) of those who feel that overall the police do not do a good job *disagree* that the police are under-funded, which compares with just under one in ten (9%) who disagree overall.

In keeping with their general attitudes, older residents are more likely to agree with this statement than younger residents – around two-thirds of those aged 45-59 (66%) and 60+ (65%) agree with the statement, compared with 54% of those aged under 25 and 56% of those aged 25-44. Others who are more likely to agree that the police are under-funded include those with a disability (66%, 32% agreeing strongly), and those who have lived in Lancashire for more than 20 years (62%).

By area, panel members living in South Ribble and Wyre are more likely to agree the police are under-funded (respectively 70% and 69% agreeing). In contrast, those living in Burnley (13%), Pendle (12%) and West Lancashire (13%) are more likely to *disagree*.

Faith in the police force's own discipline is demonstrated by the statement '***if a police officer did something wrong, the police force would do something about it***'. Overall, just over half (55%) of panel members agree that this would be the case, although only one in ten (10%) agree strongly. Again, this view is more commonly expressed by those whose view of the police overall is positive – two-thirds (66%) of those who say that the police do a good job on the whole agree with this statement. In comparison, almost half (46%) of those who feel negatively about the police overall *disagree* with this statement, implying a distinct lack of faith in the disciplinary process.

Other groups more likely to agree with this statement are, once again, older panel members (65% of those aged 60+), those who have lived in Lancashire 20+ years (56%), those without children in the household (57%), and owner-occupiers (57%). By area, panel members in Rossendale and Pendle are more likely to agree, implying a greater faith in the police's self-discipline, with respectively 62% and 61% agreeing with the statement.

Overall, a fifth (21%) *disagree* that if a police officer did something wrong, the police force would do something about it. Those who are more likely to *disagree* with the statement include younger panel members (30% of those aged under 25), single parents (26%), and those living in council or housing association accommodation (26%). By area, those living in South Ribble (29%) and Ribble Valley (27%) are more likely to disagree than residents in other areas.

Just under half (47%) agree that '***if needed in an emergency, the police would come quickly enough***', suggesting rather mixed views on this subject. A third (34%) *disagree* with this statement, giving a net agreement (% agree minus % disagree) of +13. Once again, those who have a more positive view of the Lancashire police overall, are more likely to agree with this statement (62%), whereas those who have a negative view overall are more likely to disagree – a massive 78%. More worrying is the finding that those who have had contact with the police are more likely to *disagree* that the police would come quickly enough in an emergency – 40% disagree, compared with 30% of those who have not had contact.

Greater faith in the emergency response by police is also demonstrated by women (51% agree with the statement), whereas men appear more sceptical – almost two-fifths (38%) of men disagree with this statement. ABs are more likely to imply faith, with 55% agreeing with the statement, and C2s have the least faith in the emergency response (43% disagree with the statement).

By area, panel members living in Chorley and Fylde are more likely to agree that the police would respond quickly enough in an emergency (respectively 56% and 55%). In contrast, those living in Pendle (45% disagree), Rossendale (41% disagree), Wyre (41% disagree) and Hyndburn (40% disagree) are more likely to express doubts about the response in an emergency. In Pendle and Rossendale, there is a net *disagreement* of –4 and –1 respectively, i.e. a greater proportion of panel members disagree that the police would respond quickly enough in an emergency than agree.

Two in five (43%) agree that *‘the police in Lancashire only recruit people who are suitable for the job’*, while almost only fourteen per cent disagree. Over a third (36%) neither agree nor disagree. Again, those who feel more positively about the police overall are more likely to agree (57%), implying greater faith in the police recruitment system. Also, those who have had contact with the police are significantly more likely to *disagree* (19%), demonstrating yet again the more negative attitude of those who have experienced recent contact.

Other sub-groups with more faith in the police recruitment policy include older panel members (55% of those aged 60+ agree), and those with no children in the household (45%). By area, panel members living in Wyre (48% agree), Ribble Valley and West Lancashire (47% each agree) are more positive than panel members in other areas.

Groups more likely to disagree that the police only recruits suitable people include those aged under 25 (20% disagree), and panel members living in Burnley (29% disagree).

For both the statements: *‘the police in Lancashire give up too easily on crimes that are difficult to solve’*, (net agreement of –5), and *‘the police in Lancashire are biased against people from ethnic minorities’*, (net agreement of –44), more disagree than agree, but this means they are rejecting propositions critical of the police, especially any suggestion of racism.

In total, just over a fifth (22%) agree with the statement: ***‘the police in Lancashire give up too easily on crimes that are difficult to solve’***, while slightly more than a quarter (27%) disagree. Most (45%) neither agree nor disagree. The usual pattern is evident with those more positive about the police overall being more likely to *disagree* that the police give up easily on difficult crimes – 36% disagree. In comparison, those who feel more negative overall are three times as likely to agree with this statement (49% agree, compared with 16% of those who feel positive about the police overall). Similarly, those who have had recent contact with the police are more likely to be critical (27% agree, compared with 19% of those who have had no recent contact with the police).

There are relatively few differences in reaction to this statement across the sub-groups. Older panel members are once more positive, with a third (34%) disagreeing that the police give up too easily on crimes that are difficult to solve. Similarly, those who have lived in Lancashire for 20 or more years are more likely to disagree (29%). By area, two stand out as being more negative in this instance. Panel members living in Burnley and Hyndburn are more likely to agree with this statement (respectively 36% and 32%) than residents in other areas.

Half of the panel members (51%) disagree that *that ‘the police in Lancashire are biased against people from ethnic minorities’*. Just 7% agree, and more than one in three (37%) neither agree nor disagree. There are virtually no differences in view on this statement across the sub-groups, with the exception of recent contact with the police, and the overall view of the Lancashire police. Those who have a more positive view of the police overall, are more likely to disagree that the police are biased against ethnic minorities (59%), as might be expected. A little more surprisingly perhaps bearing in mind the negative response to other statements, those who have had contact with the police recently are also more likely to disagree with this statement (54%). Those who have not had contact are more likely to neither agree nor disagree (41%).

The only other notable difference is amongst panel members living in Burnley, who are more likely to *disagree* that the police are biased against ethnic minorities (58% disagree).

Lancashire Police Authority – Awareness and Understanding

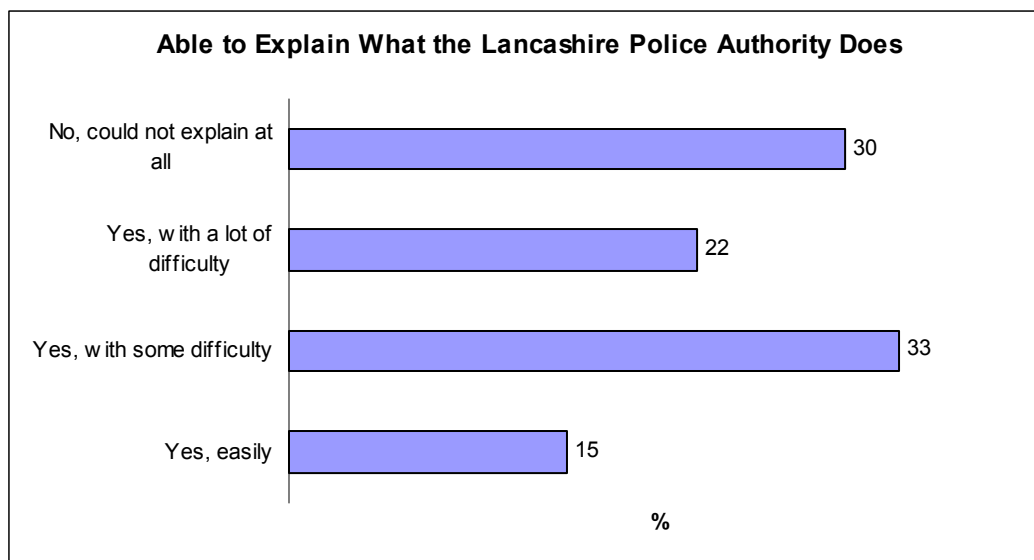
Just under half (48%) of panel members say they have heard of the Lancashire Police Authority. Awareness is highest amongst those aged 45-59 (59%), and lowest amongst the youngest age group (24% of those aged under 25). It is also higher amongst men (55%) than women (41%), and there appears to be a correlation with socio-economic group, with the highest awareness evident amongst ABs (59%) and lowest (41%) among DEs.

By area, panel members in Chorley are most likely to be aware of the Lancashire Police Authority (55% say they are), whereas those in Pendle (52% *unaware*), West Lancashire and Preston (both 51% *unaware*) are least likely to be aware. Those in market towns generally are less likely to be aware of the Lancashire Police Authority (53% *unaware*) than those in either urban (48% *unaware*) or rural districts (46% *unaware*).

Of those who have heard of the Lancashire Police Authority, over two-thirds (69%) say they could explain what it does. Of those who can provide an explanation, just 15% say they could easily do so, and a third (33%) say they could do so with some difficulty.

Chart 7: Ability to Explain What Lancashire Police Authority Does

Weighted Base = 676; Unweighted Base = 694

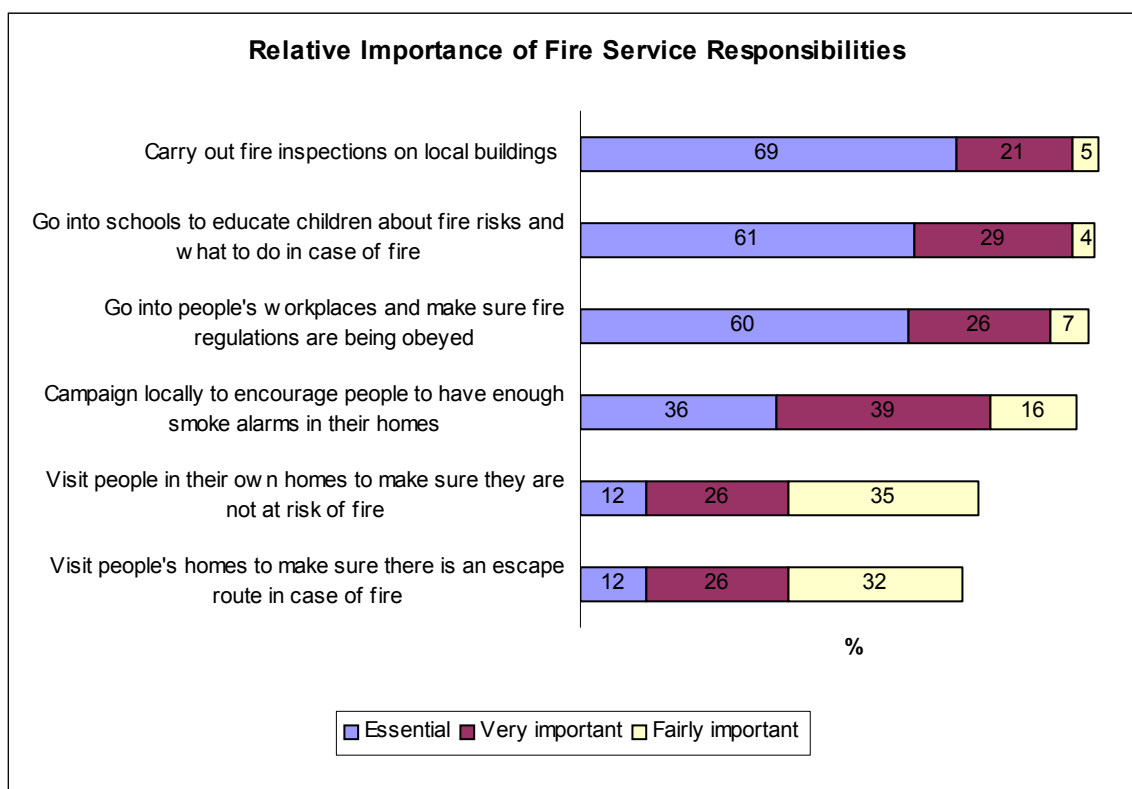


Those who have had recent contact with the police and those who overall have a more positive view of the police are *more* likely to say they can explain what the Lancashire Police Authority does, respectively 73% and 74%. Similarly, three-quarters of older panel members (74% of each of those aged 45-59 and 60+) say they could provide an explanation, as could a similar proportion of men (73%). These proportions compare with 44% of those aged under 25, and 65% of women.

2 The Fire Service

Panel members were asked a series of attitude statements relating to the Fire Service, and how important it is for the Fire Service to carry out each responsibility mentioned. The overall responses are shown in Chart 8 below:

Chart 8: Lancashire’s Fire Service – Relative Importance of Tasks
Weighted Base = 1408; Unweighted Base = 1411



Of all the possible responsibilities, the most essential is considered to be ***carrying out fire inspections on local buildings***, such as shopping centres, factories and schools. More than nine out of ten (94%) consider it important, and over two-thirds (69%) consider this to be an essential Fire Service responsibility.

While the overall feeling of importance varies little by sub-group, the strength of feeling does vary. Women are significantly more likely to consider it an essential activity (74%) than men (62%). Those who make only light usage of services are *less* likely to consider it an essential activity (66%), than those who are classified as medium (70% say essential) or heavy service users (71% say essential). The strength of feeling is also lower amongst panel members living in Burnley (60% say essential), Fylde (61%), and Ribble Valley (62%).

Only slightly less important in the overall scheme of things is for the Fire Service ***to go into schools to educate children about fire risks and what to do in case of fire***. Six out of ten (61%) of the total sample consider this to be an essential activity, while 95% consider it is important to some degree to undertake this education. Again it is women who are more likely to consider this an essential activity (68%), as do parents (67%). By area, panel members living in West Lancashire and Lancaster are significantly *less* likely to consider this an important activity than those in other areas (90% consider it important), although the vast majority still think it is important.

More than nine out of ten panel members (94%) also consider it important that the Fire Service ***goes into people's workplaces to make sure that fire regulations are being obeyed***. Six out of ten (60%) consider it to be an essential responsibility. Older panel members (60+) are *less* likely to consider this is an important activity than are younger residents, but 89% of this older age group still do consider it important. Women again are more likely than men to consider it an essential activity (67% compared with 53% of men); and those living in council or housing association accommodation are also more likely to consider it essential (68%) than those in owner-occupied homes (59%).

Just over nine out of ten (91%) consider it important that the Fire Service *campaigns locally to encourage people to have enough smoke alarms in their homes*, but this is not considered as essential as the previous responsibilities. Just over a third (36%) consider such campaigning to be essential, while a similar proportion (39%) say it is very important. Once again, women are more likely to consider this an essential activity (41%) than men (30%), and similarly, those classified as DE households are more likely to consider it essential (42%) than those in other socio-economic groups. Other sub-groups who consider this a more essential responsibility include single parents (53%), and those in council or housing association accommodation (45%), or ‘other’ housing (43%). Interestingly, a *smaller* proportion of those aged 60 or more consider campaigning about smoke alarms to be important (87%) than younger panel members.

By area, a similar proportion overall consider such local campaigning to be important – around nine out of ten in all areas, but again there are some differences in strength of feeling. More panel members living in South Ribble and Pendle consider this an essential activity (respectively 44% and 41%), while smaller proportions do so in Ribble Valley (27%) and Preston (29%).

Rather fewer overall consider visiting people in their own homes to be important. Around seven out of ten say it is important to *visit people in their homes*, either *to make sure they are not at risk of fire* (73%), or *to make sure there is an escape route* (71%). In both of these cases, identical proportions consider these are essential (12% each) or very important activities (26% each).

More differences are evident by sub-group with regard to the perceived importance of visiting people in their homes to *make sure they are not at risk of fire*. As elsewhere, women are more likely to consider this important (76%) than men (70%), and significantly higher proportions of potentially more vulnerable sections of the population also consider it an important responsibility. These include those with a disability (78% say it is important), socio-economic groups DE (79%), single parents (85%), and those in council or housing association accommodation (82%) or ‘other’ housing (89%). By area, it is panel members who reside in Burnley (90%), Hyndburn (82%), and Rossendale (80%) who are more likely to consider this an important activity than residents in other areas.

Similar groups are more likely to consider home visits to *check on escape routes* important: women (75%), those with a disability (77%), DEs (77%), single parents (82%), and those in ‘other’ accommodation (84%). By area, it is panel members living in Burnley (88%) who stand out, as to a lesser extent do those in Hyndburn (79%) and Pendle (77%).

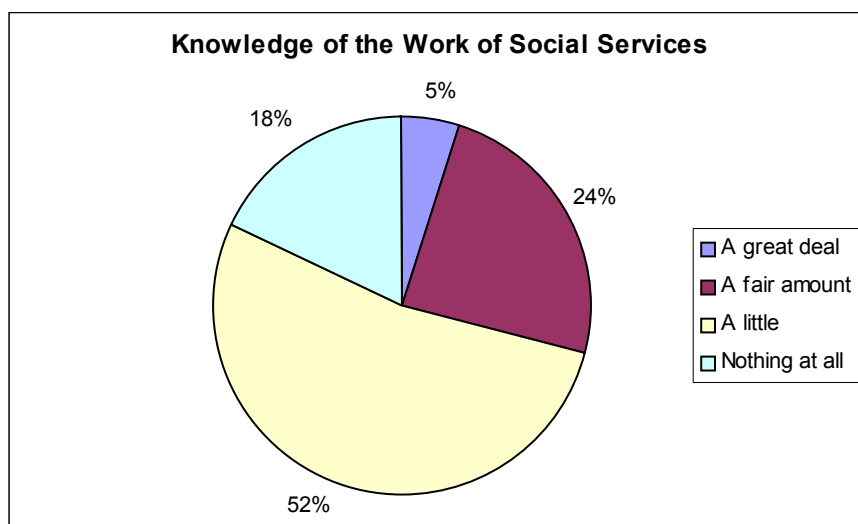
3 Social Services

Knowledge and Awareness of the Work of Social Services

Panel members were asked directly how much they feel they know about the work of Social Services. Most claim to know at least something, although almost a fifth (18%) say they know nothing at all.

Chart 9: Knowledge of the Work of Social Services

Weighted Base = 1408; Unweighted Base = 1411



Overall, eight out of ten (80%) claim to know something about the work of Social Services, although most (52%) say they know only a little. Just one in twenty (5%) say they know a great deal, rising to one in eight (12%) of those who have had recent contact with Social Services (defined as personally having contact with Social Services either for themselves or on someone else’s behalf – 24% of panel members say this applies to them).

Knowledge is greater among the older age groups, as might be expected. Just over a fifth (22%) of those aged under 25 say they know nothing at all about Social Services, in contrast with one in six of those aged 45 or over (16%) saying they know nothing. A quarter (26%) of those who have lived in Lancashire for less than 10 years say they know nothing at all about Social Services.

There are also differences in knowledge according to the areas in which panel members live. Almost nine out of ten (89%) of those living in Pendle claim to know at least *something* about the work of Social Services, whereas that proportion is only seven out of ten (69%) in West Lancashire. In Burnley, four out of ten (41%) say they know a fair amount or a great deal, whereas in Chorley and West Lancashire, it is only two out of ten (19% and 21% respectively).

Respondents were asked if they could explain the difference between the work of a social worker and that of a doctor or nurse. Over nine out of ten (94%) feel they could do that – over half (56%) saying they could do so easily. The proportion saying they could easily explain these roles is seven out of ten (71%) among those who have had contact with Social Services in the past three years, and eight out of ten (81%) among those who say they know a great deal or fair amount. Fewer than one in ten (9%) feel they would have a lot of difficulty in explaining the difference.

The ability to explain the difference ranges from 98% of those aged under 25 to 89% of those aged 60+. This personal ability to explain the difference is also higher amongst ABs, with 68% saying they could easily explain the difference between a social worker and a nurse or doctor, compared with 47% of DEs saying the same.

Those who say they could explain the difference were then asked how confident they would be that their explanation was correct. Four in five (83%) say they would be confident to a degree, with a fifth (20%) saying they would be completely confident (including 23% of women, 24% of those aged 45-59, 24% of C1s and 26% of ABs). This latter group are more likely to have had recent contact with Social Services (28% completely confident in their explanation). Confidence is also higher amongst panel members who live in Burnley – 28% say they would be completely confident in their explanation. In contrast, a fifth (21%) of those in Hyndburn say they would *not* be confident in their explanation, which compares with 14% overall who say they would not be confident that their explanation was correct.

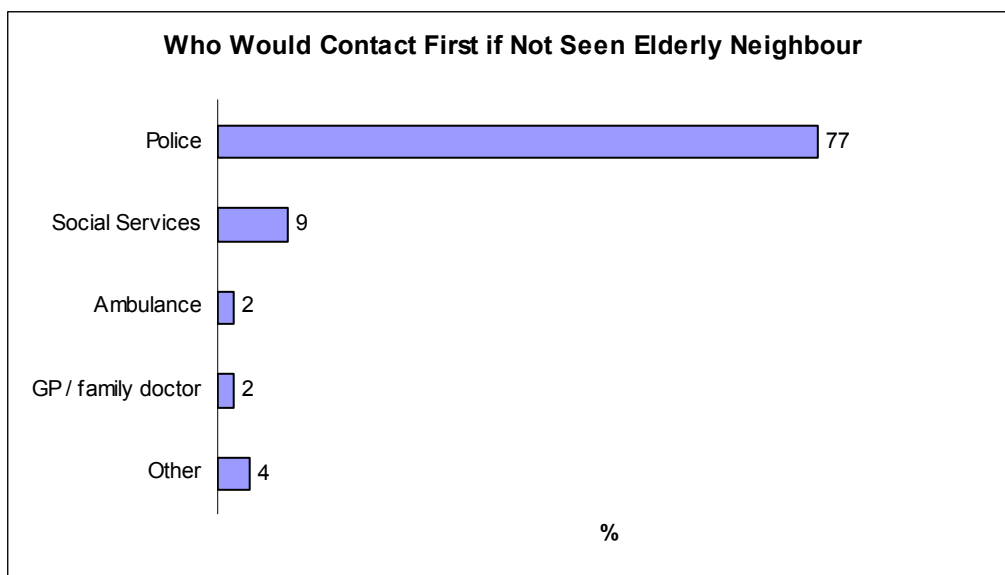
The Role of Social Services – Practical Awareness / Perceptions

Respondents were given three imaginary scenarios, each with a different kind of social issue, and were asked who or which organisation they would contact first in each case. This is to establish the current perception or awareness of the role of Social Services in different practical situations.

An Elderly Neighbour Who Had Not Been Seen for a Few Days

In this situation, almost everyone (96%) say they would contact someone. The most common organisation that would be notified would be the police, with almost eight out of ten (77%) saying that is where they would turn.

Chart 10: Person / Organisation Would Contact First if Not Seen Elderly Neighbour
Weighted Base = 1408; Unweighted Base = 1411



As Chart 10 shows, almost one in ten (9%) would go to Social Services, whilst just 2% would turn to their GP or family doctor, or an ambulance.

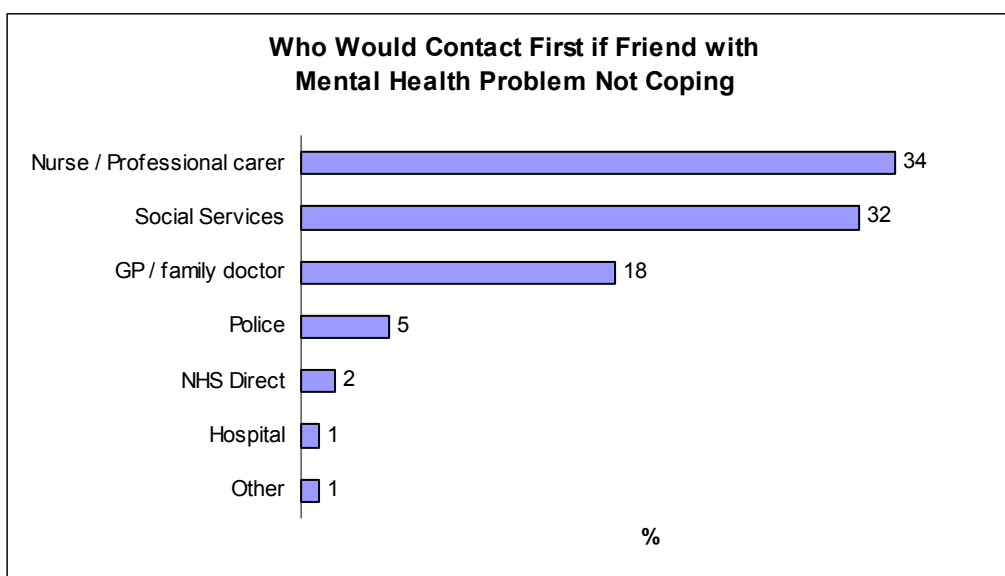
As might be expected, those who have personally contacted Social Services in the past three years are more likely to say they would contact Social Services in the situation we have presented them with (11%) than are those who have not had contact (8%), although the vast majority would still go to the police first. Also, the greater the knowledge respondents claim to have about Social Services, the more likely they are to contact them first: 14% of those who have a great deal or fair amount of knowledge, compared with just 3% of those who say they know nothing.

A greater proportion of men are likely to contact Social Services (10%) than women (8%), and DEs are similarly more likely (11%) than those in other socio-economic groups. Women and ABs are more likely to go to the police in the first instance (79% and 82% respectively). There are few differences according to area, apart from those in Rossendale being less likely to contact Social Services – just 5% say they would go there in the first instance.

A Friend With a Mental Health Problem Who Wasn't Coping Very Well

In this scenario, most again would contact someone (94%). Opinions are more divided about who or what organisation would be contact, with around a third each saying in the first instance they would contact their friend's nurse or professional carer (34%), or Social Services (32%). Another 18% would contact the GP or family doctor in the first instance.

Chart 11: Who Would Contact First if Friend with Mental Health Problem Not Coping
Weighted Base = 1408; Unweighted Base = 1411



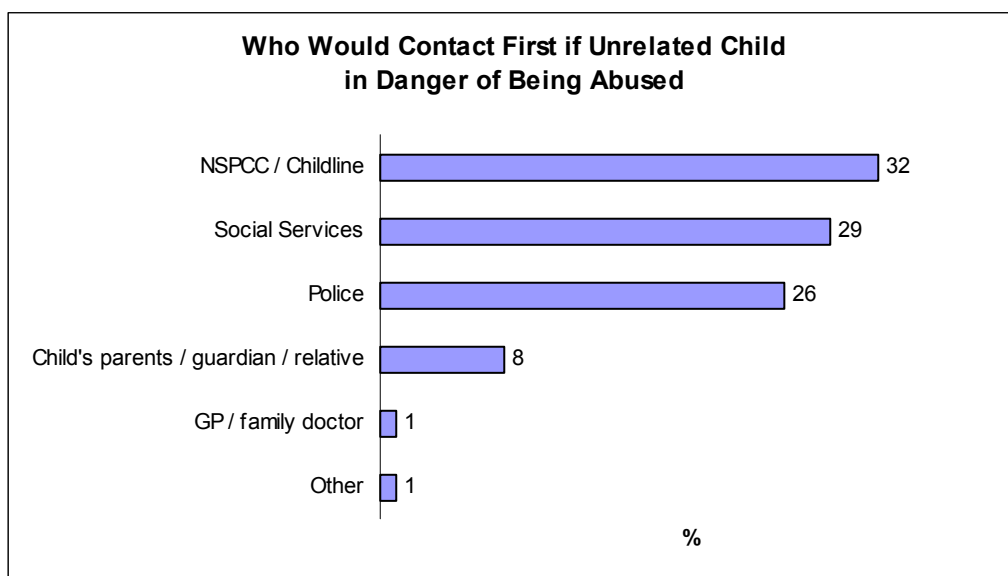
Again, those who claim to have more knowledge about Social Services are more likely to go to Social Services first in this instance (36% of those with a great deal or fair amount of knowledge), compared with a quarter (26%) of those who say they know nothing. The latter group are more likely to go to the police (11%) or say they don't know what they would do (8%).

There is a split opinion by age. A greater proportion of younger panel members would go to their friend's nurse or professional carer (39% of each of those groups aged under 25 and 25-44). In contrast, older respondents are more likely to say they would go first to Social Services (37% of those aged 45-54, 35% of those aged 60+). Those with a disability are also more likely to go first to Social Services (36%). By area, a larger proportion of panel members living in Burnley (43%) say they would go to Social Services first, whereas those in Pendle and Ribble Valley are more likely to say they would go to their friend's nurse or professional carer first (43% and 41% respectively).

An Unrelated Child Potentially in Danger of Being Abused

Almost everyone (97%) say they would contact someone in this instance, but again who that would be is divided between the NSPCC or Childline (32%), Social Services (29%), and the police (26%).

Chart 12: Who Would Contact First Unrelated Child in Danger of Being Abused
Weighted Base = 1408; Unweighted Base = 1411



Again, those who claim a better knowledge of Social Services are more likely to contact them in this instance – 37%, compared with a fifth (21%) who say they know nothing about Social Services. Also, a larger proportion of those who have personally contacted Social Services in the previous three years say they would go first to Social Services (34%) than those who have had not had contact (28%).

Demographically, younger panel members are more likely to go in the first case to Social Services (34% of those aged under 25, and 36% of those aged 25-34) than are older panel members. The youngest age group, however, is equally as likely to report the case to the NSPCC or Childline (34%), and that is the preferred route for most of those aged 60+ (38%). Those in work (32%), and ABs and C1s are more likely to go in the first case to Social Services (33% and 34% respectively).

A larger proportion of those with no disability are likely to go first to Social Services (31%), compared with only a quarter (25%) of those with a disability. Those with a disability have a greater tendency to go to the police in the first instance (29% compared with 24%).

The presence of children also has an influence on which organisation is likely to be contacted first. Households with children (37%) and single parents (40%) are more likely to go first to Social Services, whereas those with no children in the household are more likely to contact the NSPCC or Childline (34%).

By area, panel members living in Preston (43%), Burnley (38%) and Rossendale (37%) are more likely to contact Social Services first, than are members living in other areas.

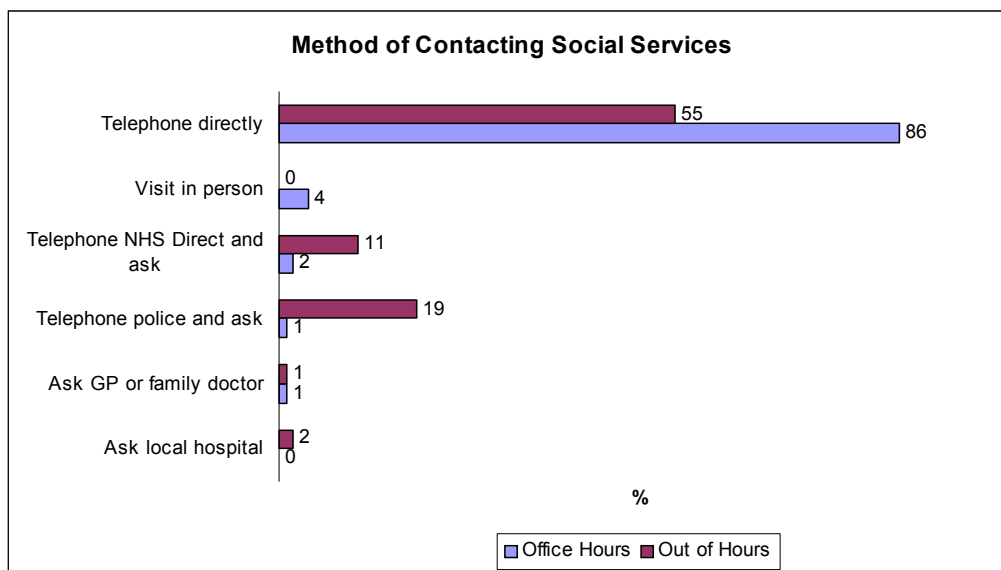
Contact with Social Services

Methods of Contact Would Use

Again in a hypothetical situation, panel members were asked how they would contact Social Services if they wanted to during office hours, and during ‘out of hours’ periods at the weekend, evening, overnight or on a public holiday. Chart 13 overleaf shows the alternatives that respondents would use.

Chart 13: Methods of Contacting Social Services

Weighted Base = 1408; Unweighted Base = 1411



The data shows distinct differences in how people say they would contact Social Services, according to the time of day and time of the week. During ‘office hours’, almost nine out of ten (86%) say they would telephone Social Services direct, and 4% say they would visit in person. Younger people (aged under 25) are more likely to visit in person (12%), while parents are more likely to telephone (91%).

The proportion who would telephone direct is just over half (55%) if contact is being sought ‘out of hours’. A fifth (19%) would telephone the police and ask them how to contact Social Services, and just over one in ten (11%) would telephone NHS Direct and ask them. A greater proportion of those who have had contact with Social Services say they would telephone Social Services direct out of hours (65%) than those who haven’t had contact, as would those who claim good knowledge about Social Services (63% would telephone direct). Older panel members are more likely to say they would telephone the police and ask them (29% of those aged 60+, compared with 19% overall), as would those with a disability (23% would telephone the police). A larger proportion of C2DEs say they would telephone NHS Direct and ask them (13% of C2s and 14% of DEs), whereas ABC1s are more likely to telephone Social Services direct (61%).

Personal Contact with Social Services

A quarter (24%) overall say they have contacted Lancashire Social Services directly in the past three years, either personally or on behalf of someone else. This proportion is higher amongst women (29%), those with a disability (32%), DEs (29%), single parents (30%), and those in council or housing association accommodation (33%). It is significantly lower amongst those aged under 25 – just one in ten (10%) have contacted Lancashire Social Services in the previous three years. By area, four out of ten (41%) of those living in Burnley say they have personally contacted social Services in the past three years, whereas fewer than two out of ten (18% and 19% respectively) have done the same in West Lancashire and South Ribble.

Those who have contacted Social Services personally were then asked a series of questions about their most recent experience:

- Was it an ‘office hours’ or ‘out of hours’ contact?
- Was it an emergency?
- What happened when they called?
- How satisfied or dissatisfied were they with the outcome of that contact

More than nine out of ten (93%) say they contacted Social Services during office hours, and a quarter (25%) considered the situation to be an emergency. Almost six out of ten (59%) say they spoke to someone straight away, and a further three out of ten (28%) left a message and someone called them back. One in twenty (5%) say they left a message but no-one called them back, while 3% say that no-one answered the phone, or the line was engaged.

Just over seven out of ten (71%) say they were satisfied with the outcome of their Social Services contact, with almost four out of ten (39%) saying they were *very* satisfied. Just over one in ten (11%) say they were neither satisfied nor dissatisfied, and one in seven (14%) say they were dissatisfied. Satisfaction is linked to the way in which the call is dealt with – 84% of those who spoke to someone straight away were satisfied with the outcome of their contact, with half (49%) very satisfied.

The proportion satisfied is two-thirds (66%) among those who left a message and had someone call them back, with three out of ten (30%) very satisfied. Although the sample is very small for those who left a message but no-one called back (17 respondents), two-thirds (66% or 11 of the 17 respondents) say they were very dissatisfied with the outcome of their contact.

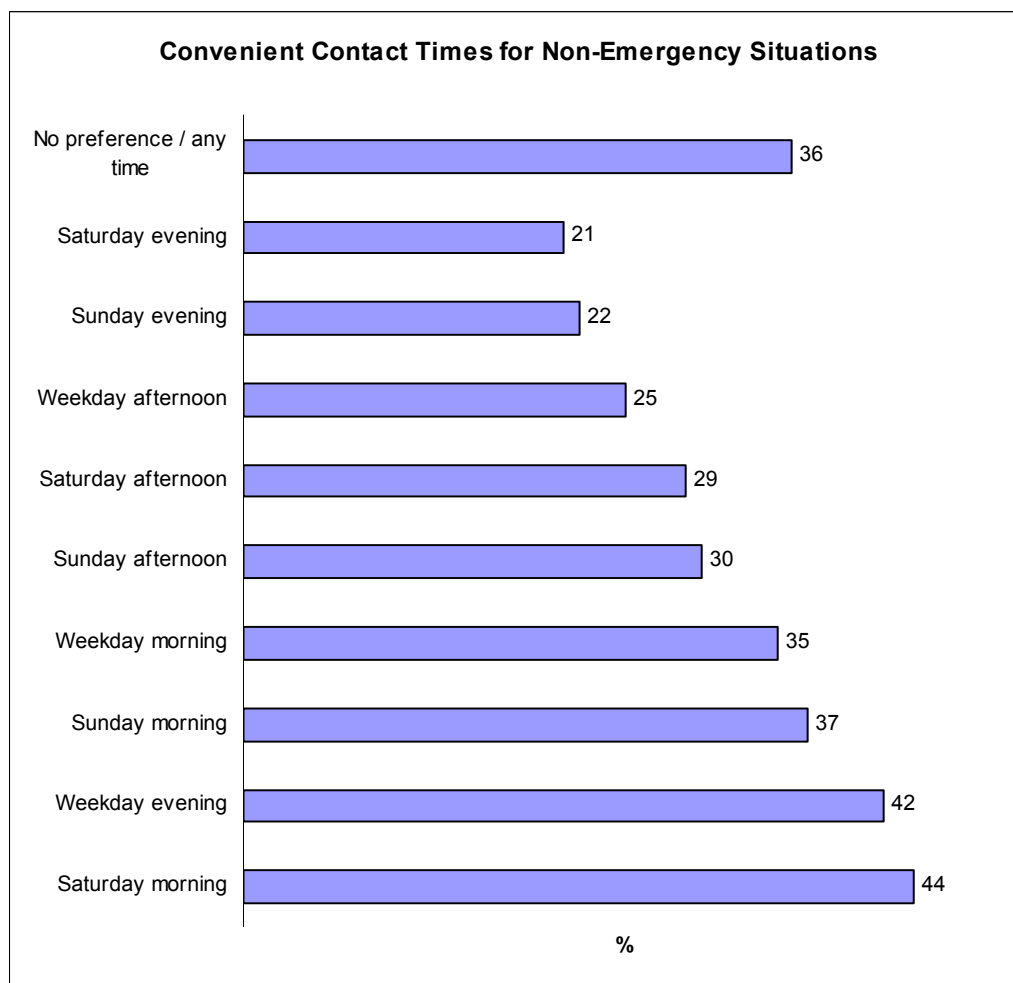
Convenient Contact Times

Panel members were given two alternative scenarios – one a non-emergency situation, and one an emergency, and were asked what times and days would be most convenient for them.

Non-Emergency Contact

Chart 14 shows the preferences for non-emergency contact.

Chart 14: Preferred Contact Times for Non-Emergency Situations
Weighted Base = 1408; Unweighted Base = 1411



In non-emergency situations, over a third (36%) say they have no preference about when would be most convenient for them to talk to a Social Services professional. In broad terms, weekend mornings or weekday evenings are considered convenient by the largest proportions, followed by weekend afternoons. Weekday mornings are convenient for a different sector of the population.

Of those who do express a preference in more detail, the most attractive options are Saturday mornings (44%) and weekday evenings (42%). Both of these options appeal more to those in work (50% choosing Saturday mornings and 56% weekday evenings) as might be expected. The Saturday morning option has more support amongst those aged 25-44 (53%), ABC1s (51% and 52% respectively), and amongst panel members living in Burnley (55%). Weekday evenings have more support amongst parents (54%) or those households in which there are children (52%), and amongst younger respondents (62% of those aged under 25).

The next best options would be Sunday morning access or weekday morning access (37% and 35% respectively). Sunday morning supporters are similar to Saturday morning in that it is those in work (41%) and panel members living in Burnley (49%) who say that would be a convenient time for them. Weekday morning access differs in that it is considered convenient for older respondents (51% of those aged 60+), those with a disability (46%), DEs (46%), and those in council or housing association rented properties (49%) or 'other' accommodation (46%). Those living in Burnley also give support to weekday morning access (50%).

Weekend afternoons are considered convenient by around three out of ten overall – 30% for Sunday afternoons and 29% for Saturday afternoons. The profile of those who would find either of these times convenient include younger respondents (36% of those aged under 45), those in paid work (34%), men (32% for Sundays, 31% for Saturdays), and those who make heavy use of services (35% for Sunday afternoons and 36% for Saturday afternoons).

Weekday afternoons and weekend evenings are the least attractive time, with a quarter or fewer saying they would find those times convenient. Evenings are more attractive to parents (27% would find Saturday evenings convenient), and Saturday evenings to those in full time work (28%). Weekday afternoons are more attractive to those with a disability (30%) and single parents (35%).

For such non-emergency situations, respondents were then asked where they would prefer to speak with someone: at their own home or at an office. Almost half (46%) say that preference depends on the situation, and another fifth (20%) say they have no preference. Of the 30% who do state a preference, most would choose their own home (22%), while 7% would choose to visit an office. A larger proportion of older people (60+) state a preference of a home visit (35%), as do those with a disability (31%), and DEs (32%). Single parents are twice as likely as respondents overall to say they would prefer to visit an office (14%).

Emergency Contact

The overwhelming desire is to have access for emergency situations 24 hours a day, 7 days a week. Eight out of ten (81%) say this is when Social Services should be available for these situations. This proportion is almost nine out of ten (87%) among households in which there are children, and amongst those who have lived in Lancashire for less than ten years. Those aged 60 or over and DEs are less demanding, with around three-quarters (74% of 60+, 76% of DEs) saying the 24 hours service should be available.

There is little to choose then between other times. Around a third expect weekday (34%) and/or Saturday mornings (31%), just under three out of ten expect other weekday times (afternoon and evenings), and a similar proportion expect Sunday mornings.

The preferred time for Social Services being available for emergencies is shown in Chart 15 overleaf.

Chart 15: Preferred Contact Times for Emergency Situations

Weighted Base = 1408; Unweighted Base = 1411



Panel members were then given the following explanation of the current emergency handling policy, and were asked to indicate how satisfactory or not they feel it is, on a scale from one to ten.

“At the moment, outside office hours, Social Services only deal with situations that cannot safely be left until the following working day, i.e. emergencies only. This applies to all situations, including children, elderly people, people with disabilities and people with mental health problems. Out of office hours, the aim is to make people safe until the following working day.”

Overall, just under four out of ten (39%) consider this a satisfactory system, but rather more (55%) consider it an unsatisfactory system. Twice as many (16%) consider it completely unsatisfactory as say it is completely satisfactory (8%). Those more likely to consider it unsatisfactory are the more demanding younger panel members (65% of those aged under 25) and women (59%).

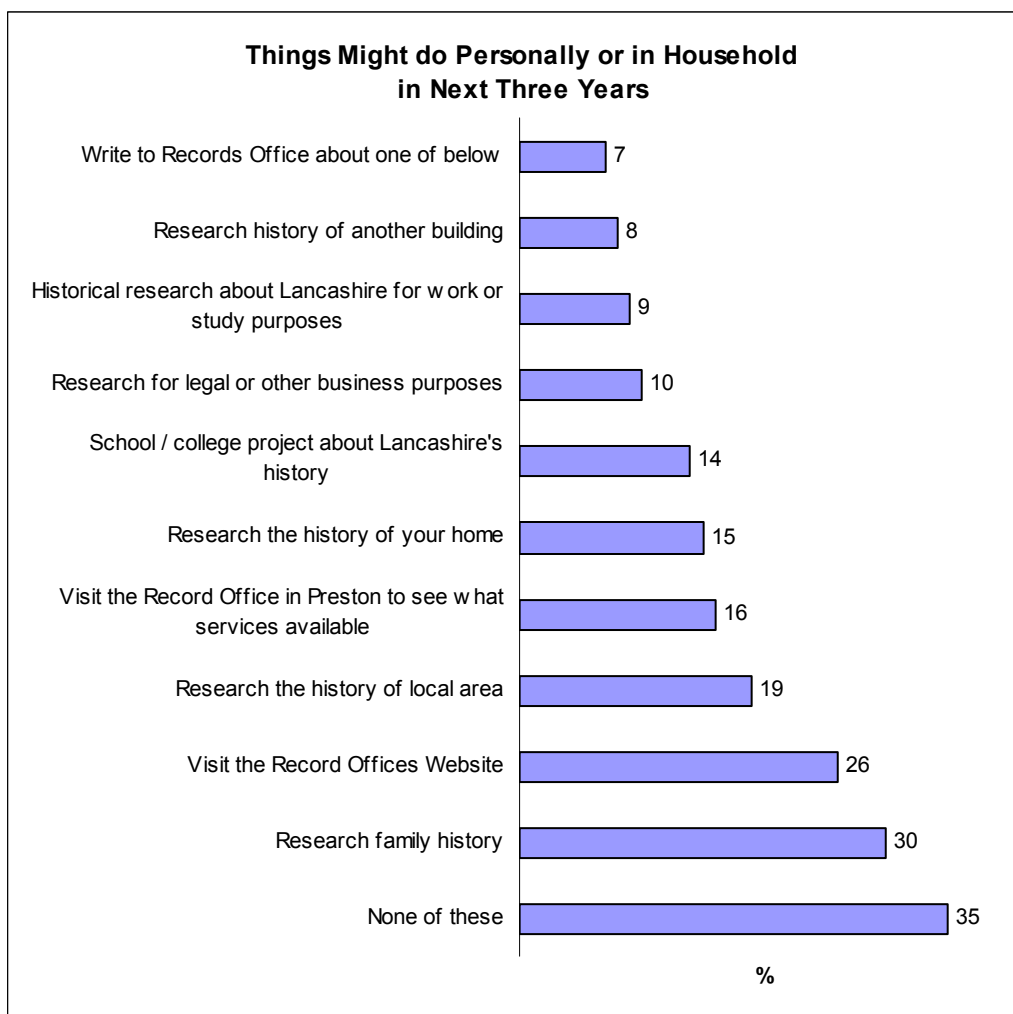
By area, panel members in rural areas are more likely to say it is unsatisfactory (57%) than in urban (49%); and by district, people in Burnley (64%) and Rossendale (62%) are more likely to consider it unsatisfactory.

4 Lancashire Record Office

Likely Need for Service in Next Three Years

Just over a third (35%) of panel members cannot see either themselves or anyone in their household doing any of the things which the Record Office could provide help with in the next three years. Those panel members *least* likely to see a potential need in the next three years include those aged 60+ (48% none); DEs (45% none), those in council or housing association properties (41%), or 'other' accommodation (43%). Also, those residing in a market town are less likely to see a potential need (44%) than either those in urban (36%) or rural areas (34%). Amongst those who could potentially see a need, Chart 16 shows the areas of most interest.

Chart 16: Information Potentially Needed In Next Three Years



Weighted Base = 1408; Unweighted Base = 1411

The most likely thing panel members can see themselves doing is researching family history. Three out of ten (30%) say they can see themselves or someone in their household doing so. Just over a quarter (26%) say are likely to visit the Record Office website (including 45% of those who have internet access).

Awareness of Record Office and Depositing Service

Just over half the panel members (56%) were aware of the Lancashire Record Office prior to this survey. One in seven (15%) were aware of the facility but did not know what it was called. Four out of ten (40%) say they had never heard of it. ABC1s are more likely to say they were aware (both 62%) than C2s (50%) or DEs (52%); and single parents have a better awareness (68%) than the norm. By district, panel members living in South Ribble (73%) and Preston (67%) appear to have a much higher awareness than the norm, whereas those in Burnley are less likely to have been previously aware of the Records Office (45%).

Rather fewer however (15%) were aware of the document deposit facility prior to receiving the questionnaire. This awareness figure is higher amongst households in which there is someone aged 60+ (20%), among single parents (26%), and among those living in council or housing association accommodation (23%). There are no significant differences by area.

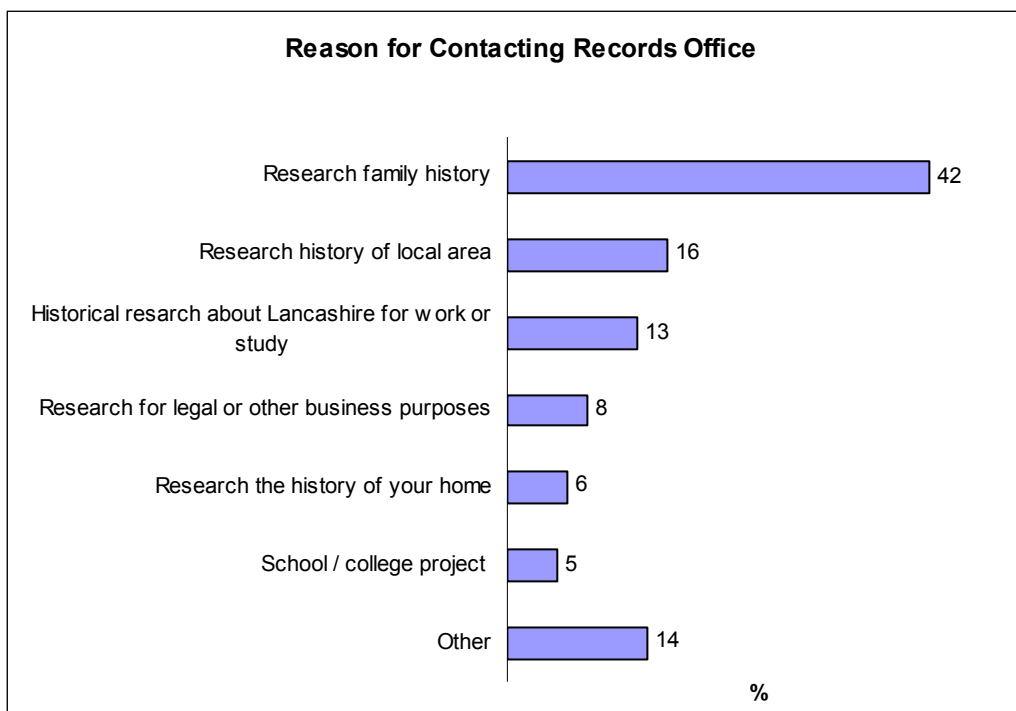
Having informed respondents about the deposit service, they were then asked if they or anyone in their household might deposit records in the next three years. Just 2% say they will, although almost one in four (38%) say they may do. Almost six out of ten (58%) say they will not.

Contact with the Record Office

Just 6% say they have contacted the Record Office in the past three years. Of these, 4% visited the office, 2% telephoned and 1% visited the internet site. One in ten ABs (10%) have contacted the Record Office, in contrast with just 4% of C2DEs. Also, single parents are twice as likely as the norm to have contacted the Record Office (12%).

Chart 17: Reason for Contacting Records Office

Weighted Base = 112; Unweighted Base = 114



Researching family history (42%) is by far the most common purpose for using the Record Office.

Of those who have contacted the Record Office in the past three years, nine out of ten (91%) say they were able to help. More than eight out of ten (85%) say they were satisfied with the outcome of their contact – half (50%) very satisfied.

SUMMARY

The Police

Contact with Police

1. Just under half (47%) say they have had contact with the police in the last year. This proportion is higher amongst younger panel members, men, single parents, those with children in the household, those in paid work, and those living in urban areas or market towns (as opposed to rural areas). By district, the level of recent contact is higher amongst those living in Pendle (56%) and Rossendale (57%).
2. There is a higher level of recent contact amongst those who have a more negative view of the police overall (61%). The data suggests that having recent experience tends to, if anything, make people less favourably disposed to the police, with the exception that they are less likely to think the police are racist.

Visibility of Officers

3. Just under half (45%) say they never see a police officer on the beat, a slightly higher figure than that recorded recently by RBA in North-East Lincolnshire (41%) when asking the same question.
4. Just over a fifth (22%) say they see a police officer on the beat at least once a month, and one in ten (10%) at least once a week. These figures are lower than in North-East Lincolnshire where 27% say they see an officer at least once a month.
5. Visibility appears to be higher in market towns (30% say they see an officer at least once a month), and notably higher amongst panel members in Burnley (48%). Of course, Burnley has had a particularly high profile in recent times.

6. There is a relationship between visibility and the overall perception of how good a job the police in Lancashire are doing. A quarter (25%) of those who have an overall positive view say they see an officer on the beat at least once a month, which compares with 15% of those with a more negative view.
7. Almost nine out of ten (89%) say the frequency with which they see a police officer on the beat is not enough, including 97% of those with a negative view overall of the police in Lancashire.
8. A similar proportion (87%) say that seeing a police officer on the beat makes them feel safer, with half (49%) saying it makes them feel *much* safer. Those who are more likely to say that seeing an officer makes them feel safer include older panel members, women and those with a disability.

Attitudes Towards the Police

9. Six out of ten (61%) agree that '*on the whole, the police in Lancashire do a good job*'; 13% disagree. Those more likely to agree include women, those with no disability, older panel members and those living in rural areas. There is a higher level of agreement amongst panel members living in Ribble Valley, Wyre, Lancaster, Chorley and West Lancashire.
10. Those who have had contact with the police in Lancashire in the past 12 months are more likely to *disagree* with this overall statement (17%), than those who have not had recent contact (10%). This negative attitude is reflected in the responses of this group of respondents to most other attitude statements about the police.
11. Six out of ten (61%) agree that '*the police are under-funded in Lancashire*'. Most likely to agree with this statement are older panel members, those with a disability, and those who have lived in Lancashire for 20 or more years.

12. Over half (55%) agree that ***'if a police officer did something wrong, the police force would do something about it'***. There is a higher level of agreement also amongst older panel members, those with no children in the household, and owner-occupiers.
13. Just under half (47%) agree that ***'if needed, the police would come quickly enough'***. Most likely to agree with this statement are women and those classified as ABs. Those who have had recent contact with Lancashire police are more likely to *disagree* with this statement (40%, compared with 30% without recent contact).
14. Two in five (43%) agree that ***'the police in Lancashire only recruit people who are suitable for the job'***. This proportion is higher amongst older panel members, and those in households with no children.
15. One in four (27%) *disagree* that ***'the police in Lancashire give up too easily on crimes which are difficult to solve'***. This proportion is again higher amongst older panel members and those who have lived in Lancashire for 20 years or more.
16. Just over half (51%) *disagree* that ***'the police in Lancashire are biased against people from ethnic minorities'***. Almost four out of ten (37%) say 'neither agree nor disagree' with this statement, and only 7% support the proposition. Those more likely to disagree include those who have had contact with the police in the past 12 months – the only statement that this group are more positive about than those residents without recent contact.

Lancashire Police Authority

17. Just under half (48%) say they have heard of the Lancashire Police Authority. Almost seven out of ten (69%) say they can explain what it does - 15% of those easily and 33% with some difficulty. Men and older panel members have a higher level of awareness and are likely to feel better able to explain what it does.

The Fire Service

18. One of the most important responsibilities for the Fire Service is considered to be carrying out fire inspections on local buildings – more than nine out of ten (94%) consider this an important responsibility, with almost seven out of ten (69%) saying this is an essential job, especially women (74%).
19. Almost equally as important in the eyes of residents is for the Fire Service to go into schools and educate children about fire risks and what to do in the case of fire. More than nine out of ten (95%) also consider this to be important, and 61% consider it essential. Proportionally, more women and parents consider this an essential role.
20. Almost as important is for the Fire Service to go into workplaces to make sure the fire regulations are being obeyed – 94% consider this important, 60% essential. Again, women are more likely to say this is essential, along with – on this occasion – those living in council or housing association accommodation.
21. Nine in ten (91%) also consider it important for the Fire Service to campaign locally to encourage people to have smoke alarms in their homes, but rather fewer (36%) consider this to be essential. Again, the figure is proportionally higher amongst women, and – this time – also single parents, DEs and those living in council or housing association accommodation.
22. Visiting people in their own homes is considered a less important job for the Fire Service. Just over seven out of ten (73%) say it is important to visit to make sure people's home are not at risk from fire, and a similar proportion (71%) say it is important to visit to make sure there is an escape route. In both cases, 12% overall say these are essential responsibilities for the Fire Service.

Social Services

Knowledge/Awareness of the Role of Social Services

23. Four in five (80%) say they know something about the work of Social Services. Almost a fifth (18%) say they know nothing. Perceived knowledge is better amongst those who have had contact with Social Services in the last three years, and amongst older panel members.
24. More than nine in ten (94%) say they could explain the difference between the work of a doctor or nurse and that of a social worker. More than half (56%) say they could do so easily, more so amongst younger panel members and ABs. Just over eight out of ten (83%) say they would be confident in their explanation, although only 20% are completely so.
25. Given three imaginary scenarios, panel members are more likely to contact Social Services in the case of a friend with a mental health problem, or a child potentially in danger of being abused. In the case of an elderly neighbour who had not been seen for several days, more (77%) would contact the police in the first instance (9% say they would first contact Social Services in this situation).
26. One in three (32%) say they would go first to Social Services if they had a friend with a mental health problem who was not coping. A similar proportion however would go first to a nurse or professional carer (34%), and almost a fifth (18%) say they would go to a GP or family doctor.
27. In the case of a child in danger of potential abuse, almost three out of ten (29%) say they would go to Social Services first, and just under third to the NSPCC or Childline. One in four (26%) would, in the first instance, go to the police.

Contact with Social Services

28. In a hypothetical situation, if needs be during office hours, almost nine out of ten panel members (86%) would telephone Social Services direct. Just one in twenty-five (4%) would visit an office, and the rest would telephone various places to ask how to contact Social Services.
29. In an out-of-hours situation, just over half (55%) would still telephone Social Services direct. These are proportionally more likely to be those who have a good knowledge of Social Services, have had previous contact, and/or are ABC1 households. One in five (19%) would telephone the police, and one in nine (11%) would telephone the NHS Direct helpline.
30. One in four panel members (24%) say they have contacted Social Services in the past three years, either for themselves or on behalf of someone else. Proportionally these are more likely to be women, those with a disability, single parents, and/or those living in council or housing association accommodation. A significantly larger proportion of panel members in Burnley (41%) say they have contacted Social Services in the past three years than in other areas.
31. Of those who have contacted Social Services, more than nine out of ten (93%) say they made contact during office hours. A quarter (25%) considered their situation to be an emergency.
32. Six out of ten (59%) spoke to someone straight away, and this response has a direct bearing on the overall satisfaction with the outcome of the contact: 84% of these were satisfied with the outcome – almost half (49%) very satisfied.
33. Just under three out of ten (28%) left a message and someone from Social Services called them back. One in twenty (5%) left a message but say that no-one came back to them. 3% say there was no answer or the line was engaged.

Convenient Contact Times

30. In a *non-emergency* situation, over a third (36%) of panel members say they have no preference about when would be a convenient time to contact Social Services. Of those who do have a preference, weekend mornings or weekday evenings are considered convenient for most, followed by weekend afternoons. Weekday mornings are considered convenient for some sectors of the population.
31. Saturday morning (44% say convenient) and/or Sunday morning (37%) access have proportionally more support from those who are working, those aged 25-44 and ABC1s. Weekday evenings (42%) are considered more convenient particularly for parents, households with children, and those aged under 25. Weekday mornings (35%) are proportionally of more interest to older panel members, those with a disability, DEs and/or those in council or housing association accommodation.
32. Weekday afternoons or weekend evenings have the lowest level of support - a quarter (25%) or fewer say these times would be convenient.
33. Almost half (46%) say that a convenient location for a meeting, either home or office, would depend on each individual situation. Another fifth (20%) have no preference.
34. Of those who do have a preference, most (22% of the sample) say they would prefer their own home, particularly older panel members, those with a disability, and DEs.
35. In an *emergency* situation, eight out of ten (81%) feel that access should be available 24 hours a day, 7 days a week.
36. When panel members were given an explanation of the current emergency handling system, over half (55%) say it is unsatisfactory, particularly younger people, women and those living in rural areas. Only two in five (39%) say they are satisfied.

Lancashire Record Office

37. One in three panel members (35%) foresee no possible need for the services of the Records Office in the next three years.
38. Of those who potentially have a need, the most popular role would be in researching family history (30%). One in four (26%) say they may visit the website (including 45% of those with access to the internet).
39. Over half (56%) say they were aware of the Lancashire Records Office prior to taking part in this survey – proportionally more ABC1s and single parents. Four out of ten (40%) say they had never heard of the Records Office.
40. Almost one in seven (15%) say they were previously aware of the document deposit facility. Just 2% say they are likely to use it in the next three years, and almost four out of ten (38%) say they may do.
41. One in sixteen (6%) say they have used the Lancashire Records Office in the past three years - 4% visited the office, and 2% telephoned. Two in five of these (42%) were researching family history. Among those who have made contact in the past 12 months, nine out of ten (91%) say the Records Office was able to help them, and 85% say they were happy with the outcome.

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APPENDIX C
Socio-Economic-Group Definitions

Socio-Economic-Group Definitions

RBA Research uses the Market Research Society Occupation Groupings booklet as the guide for defining the socio-economic groups. The groups are based on the main income earner in the household and are classified as A, B, C1, C2, D and E.

Group A

- Professional people, very senior managers in business or commerce or top-level civil servants.
- Retired people, previously grade A, and their widows

Group B

- Middle management executives in large organisations, with appropriate qualifications
- Principle officers in local government and civil service
- Top management or owners of small business concerns, educational and service establishments
- Retired people previously grade B, and their widows

Grade C1

- Junior management, owners of small establishments, and all others in non-manual positions
- Jobs in this group have very varied responsibilities and educational requirements
- Retired people, previously grade C1, and their widows

Grade C2

- All skilled manual workers, and those manual workers for responsibility for other people
- Retired people, previously grade C2, with pensions from their job
- Widows, if receiving pensions from their late partner's job

Group D

- All semi skilled and unskilled manual workers, and apprentices and trainees to skilled workers

- Retired people, previously grade D, with pensions from their late job
- Widows, if receiving pensions from their late partner's job

Group E

- All those entirely dependant on the state long term, through sickness, unemployment, old age or other reasons
- Those unemployed for a period exceeding six months (otherwise classify on previous occupation)
- Casual workers and those with out a regular income