

# **Place Survey 2008/9**

## **Final research report**

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# 1 Executive Summary

The Place Survey is a new postal survey that all county, district and metropolitan councils, and all London boroughs are required to complete. The survey collects 18 of the government's national indicators to measure performance in local authorities and their partnerships. The survey was run jointly between the Lancashire Partnership, Lancashire County Council and the twelve district councils in the county.

The survey fieldwork was between October 2008 and January 2009, and 16,604 people gave their views on areas such as local quality of life, community safety and satisfaction with local services. More than one in three people contacted replied to the survey (36%).

## 1.1 Key findings

### 1.1.1 People and communities theme

- The quality of life factors that Lancashire residents consider most important to improve locally are to provide activities for teenagers (45%), road and pavement maintenance (38%) and traffic congestion (30%).
- Four in five residents are satisfied with their local area as a place to live (79%), which is similar to that found on the Lancashire BVPI 2006 survey (77%). There are wide variations by district ranging from 60% satisfied in Pendle to 94% in Ribble Valley. The biggest increase in satisfaction with the local area however is in Pendle district (+15% compared with 2006).
- Compared nationally, Ribble Valley is the local authority with the highest proportion satisfied with their local area of all 352 English councils. The neighbouring districts of Pendle, Hyndburn and Burnley are all in the lowest 20 scoring councils on this measure.
- The proportion satisfied with their local area is strongly linked to the level of deprivation. Nine in ten people who live in the least deprived 20% of areas are satisfied, while this falls to only three in five people satisfied in the 20% most deprived areas of the county (57%).
- About three-quarters of respondents expressing an opinion answer that people from different backgrounds get along in their local area (74%). This is the same for people from both white and ethnic minority backgrounds.
- By district, Pendle, Burnley, Hyndburn and Rossendale are significantly lower on this measure than the other districts in the county. This is especially interesting when these are compared with Preston, which has similar levels of some of the factors shown to affect rates of

community cohesion, but much higher ratings. Looking nationally, Pendle, Burnley, Hyndburn and Rossendale are all in the twelve lowest scoring council areas, with Pendle having the third lowest score overall.

- Three in five respondents feel they belong to their neighbourhood (63%), but just over a quarter of people feel they can influence local decisions (28%).

### **1.1.2 Community safety**

- One person in five across the county is calculated to rate anti-social behaviour (ASB) as high locally (19%). This varies from one person in three in Burnley (34%), down to less than one in ten in Ribble Valley (8%). These figures compare with an English average of 20%.
- Most districts have seen significant falls in the combined measure of ASB. However, only a minority consider that local agencies are successfully dealing with anti-social behaviour (30%).
- Perceived anti-social behaviour is very strongly linked to the level of local deprivation. A person living in one of the 20% most deprived areas in the county is seven times as likely to rate ASB as high as someone in one of the 20% least deprived areas (45% and 6% respectively).
- Respondents are more likely to think that crime has increased locally in the last two years than decreased (30% and 18% respectively). This is despite the total number of recorded crimes between 2006/7 and 2008/9 actually falling by 15%.

### **1.1.3 Health and wellbeing**

- Overall, three-quarters of respondents answer that their health is good (74%), and only a small proportion say that it is bad (6%). The proportion saying their health is good is very strongly linked to both age and deprivation. Seven Lancashire districts are in the bottom quartile nationally for this measure, as is the county overall.
- The Lancashire survey asked an additional set of questions looking at mental health. This measure is most strongly linked to self-perceived overall health.

### **1.1.4 Economic development**

- One in five respondents to the survey have an undergraduate degree, the same proportion as have no formal qualifications (20% and 19%).

- More than a quarter of respondents would consider working towards a new qualification in the next three years.

### **1.1.5 Perceptions of local services and the county council**

- Satisfaction with local services varies from four in five people satisfied with fire and rescue (83%) and the local GP (82%) to less than three in five satisfied with the local police force (57%).
- About two-thirds of Lancashire residents agree that local public services treat all types of people fairly (71%).
- How well informed residents feel is closely linked to satisfaction with local services. Residents who feel informed by local services are half as likely again to be satisfied with police services as those who are not informed (73% and 47% satisfied respectively).
- Two in five residents are satisfied with the county council overall (40%), which compares with an average satisfaction level across all England councils of 45%. The two strongest predictors of satisfaction with the county council are a respondent's perceived value for money the county council provides, followed by their satisfaction with their district council.

## 2 Background and Introduction

The local government white paper *Strong and Prosperous Communities*<sup>1</sup> emphasised a focus on the local area and local people rather than individual organisations. It also encouraged partnership working between service providers as the only means of tackling complex issues such as poverty, crime and economic development.

The Comprehensive Spending Review of 2007 proposed a new, streamlined set of 198 national indicators to measure performance in local authorities and their partnerships. The Place Survey is a postal survey that all county, district and metropolitan councils, and all London Boroughs are required to complete. The survey collects 18 of these national indicators that require the views and perceptions of local residents. These include important areas such as perceptions of local quality of life, anti-social behaviour and community cohesion. In addition to the national indicators, the survey also asks questions on perceptions of the local council and satisfaction with council services as well as other services, such as the local police force and local hospitals.

The Place Survey replaces the best value performance indicator surveys which ran from 2000 to 2006. Some of the questions asked on those surveys have been retained, but the different questionnaire and methodology may have an effect on responses that means comparisons with the BVPI surveys should be made with caution<sup>2</sup>.

The survey was run jointly between the Lancashire Partnership, Lancashire County Council and the twelve district councils in Lancashire. The survey was jointly procured, and Ipsos MORI were selected to undertake the mailing and data processing of the survey, with Lancashire County Council project managing the survey on behalf of a consortium of research officers from each council. Ipsos MORI provided the complete results to each authority who then submitted the results to the Audit Commission, who assessed each project on behalf of the Department of Communities and Local Government (CLG). The final weighted results were published by DCLG in September 2009. The data has been analysed by the Corporate Research and Intelligence Team at Lancashire County Council.

One of the key advantages of the Place Survey is that the same questions are being asked in the same way across the country allowing comparisons to be made nationally.

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<sup>1</sup> <http://www.communities.gov.uk/documents/localgovernment/pdf/152456.pdf>

<sup>2</sup> See limitations in section 4.2



### 3 Methodology

The survey was conducted by a postal methodology according to the guidelines supplied by the Audit Commission. The sampling frame was a random selection of 6000 addresses per district, provided by the Audit Commission from Royal Mail's Postal Address File (PAF). A random sample of addresses were initially selected to mail for each district, with the number chosen varying depending on the response as expected by Ipsos MORI (based on returns to the BVPI 2006 survey). Twelve surveys were sent out with the county council and relevant district council branding and information in the questionnaire. The cover letter was signed by the leader of the county council, and either the council leader or chief executive of the district council. Two reminder mailings (including the questionnaire) were sent to non-respondents. The fieldwork period was between October 2008 and January 2009.

Initially, there was a requirement of 1,100 responses per local authority area. As the response rate to the first, main mailing was lower than expected, an extra booster mailing was sent out to more residents on the sampling frame to increase the total number of returns. The mailing information by district is shown below. More than one in three surveys was returned in total, (36%, similar to the 37% response to the Lancashire BVPI 2006 survey). There were 16,604 respondents to the survey, making it one of the largest ever conducted in the county.

#### Mailing Information

Mailing	Main mailing		Booster mailing		Main + booster mailing
	Mailout	Response rate	Mailout	Response rate	Response rate
Burnley	2900	36%	645	30%	35%
Chorley	2700	40%	655	33%	38%
Fylde	2500	42%	495	37%	41%
Hyndburn	3100	31%	1300	25%	29%
Lancaster	2500	41%	665	36%	40%
Pendle	5200	32%	670	31%	32%
Preston	3200	33%	580	29%	33%
Ribble Valley	2500	45%	485	44%	44%
Rosendale	3200	34%	570	31%	34%
South Ribble	4500	40%	485	35%	39%
West Lancashire	3000	36%	900	31%	35%
Wyre	2500	44%	410	41%	43%
<b>Lancashire</b>	<b>37,800</b>	<b>37.2%</b>	<b>7,860</b>	<b>32.4%</b>	<b>36.4%</b>

The data collected was sent to the Audit Commission to be weighted by their data supplier, Cobalt Sky. The data was weighted by age, ethnicity,

gender and the number of people in the household to match current estimates of the proportions in each district. For the county results another factor was included to allow for the differing sizes of district. These weights mean the responses closely match the population profile of the county, and the weighted number of responses matches the total response of 16,604.

## 4 Limitations

### 4.1 Sampling tolerances

The table below shows the sample tolerances that apply to the results in this survey, which is the certainty on the accuracy of a statistic that depends on the value and the number of respondents. The very large size of the survey means that this uncertainty is very low.

Number of respondents	50/50 + / -	30/70 + / -	10/90 + / -
100	10%	9%	6%
200	7%	6%	4%
1000	3%	3%	2%
2000	2%	2%	1%
5000	3%	3%	2%
10000	1.0%	0.9%	0.6%
15000	0.8%	0.7%	0.5%

For example, on a question where 50% of 1000 people respond with a particular answer (eg the answer for a district), the chances are 95 out of 100 that the true answer would be between 47% and 53% (ie +/- 3%).

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

### 4.2 Comparisons with BVPI surveys

Some of the questions on the Place Survey were asked in the BVPI 2003 and BVPI 2006 surveys, which were undertaken by all local authorities in England and Wales in the respective years. Where possible, these figures have been included for comparison, However differences in methodology, questions asked and their order mean that any differences could be due to the differing surveys rather than a real effect. In particular, the Lancashire figure for the Place Survey is made up of a combination of 12 district surveys weighted to account for their different sizes, whereas the BVPI surveys for Lancashire were single county surveys with no district weighting. Also, the BVPI survey gave a page of introduction to questions on council services and the council overall, explaining which services each council offered, (especially important in a two or three tier authority area such as Lancashire). This was greatly reduced for the Place Survey, with only three lines of introduction explaining the difference between councils, which is likely to have had some effect for these questions.

## 5 National Indicators

**Table 1 - National Indicators for Lancashire, as taken from the Place Survey**

NI	Indicator	Score	Unweighted Base
NI 1	% of people who believe people from different backgrounds get on well together in their local area	74.0%	10698
NI 2	% of people who feel that they belong to their neighbourhood	62.9%	15581
NI 3	Civic participation in the local area	13.6%	15037
NI 4	% of people who feel they can influence decisions in their locality	28.3%	13808
NI 5	Overall / general satisfaction with local area	79.2%	16359
NI 6	Participation in regular volunteering	23.9%	14631
NI 17	% rating ASB as problem in their area	18.6%	15655
NI 21	Perception that the local council and police are dealing with local concerns about anti-social behaviour	29.8%	15514
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area	30.6%	15226
NI 23	Perceptions that people in the area treat one another with respect and consideration	29.4%	14897
NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police	28.4%	15731
NI 37	Awareness of civil protection arrangements in the local area	14.5%	15990
NI 41	Perceptions of drunk or rowdy behaviour as a problem in the local area	28.0%	14563
NI 42	Perceptions of drug use or drug dealing as a problem in the local area	29.8%	12777
NI 119	Self-reported measure of people's overall health and wellbeing	73.7%	16038
NI 138	Satisfaction of people over 65 with both home and neighbourhood	84.1%	5383
NI 139	The extent to which older people receive the support they need to live independently at home	32.9%	16200
NI 140	Perceptions of fair treatment by local services	70.8%	14239

## 5.1 National Indicator Scores by District

NI	Lancashire	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rosendale	South Ribble	West Lancs	Wyre	England
NI 1 - people from different backgrounds get on well together in their local area	74.0%	55.7%	81.9%	85.5%	58.2%	79.8%	52.4%	76.2%	79.4%	61.0%	81.0%	83.6%	83.3%	76.4%
NI 2 - people who feel that they belong to their neighbourhood	62.9%	60.5%	63.6%	66.1%	58.6%	59.5%	60.2%	57.8%	73.2%	62.2%	61.4%	67.3%	67.5%	58.7%
NI 3 - Civic participation in the local area	13.6%	13.4%	13.8%	13.6%	14.6%	14.2%	13.7%	15.1%	15.7%	15.4%	12.9%	11.8%	11.1%	14.0%
NI 4 - People who feel they can influence decisions in their locality	28.3%	25.8%	31.7%	26.7%	27.1%	26.3%	28.5%	32.1%	31.0%	24.9%	29.9%	27.3%	27.5%	28.9%
NI 5 - Overall / general satisfaction with local area	79.2%	68.6%	84.0%	85.8%	68.2%	80.1%	66.2%	77.5%	94.2%	71.7%	83.7%	82.5%	84.2%	79.7%
NI 6 - Participation in regular volunteering	23.9%	18.5%	22.8%	26.1%	25.0%	25.7%	23.8%	24.9%	29.5%	23.0%	23.1%	23.7%	22.3%	23.2%
NI 17 - % rating ASB as problem in their area	18.6%	33.8%	13.6%	11.3%	23.2%	17.3%	31.0%	23.1%	7.9%	19.3%	13.6%	17.2%	14.6%	20.0%
NI 21 - Dealing with local concerns about anti-social behaviour and crime by the local council and police	29.8%	22.8%	30.5%	32.2%	27.5%	29.2%	24.0%	32.2%	40.1%	24.0%	30.8%	30.3%	33.3%	26.3%
NI 22 - Parents taking responsibility for the behaviour of their children in the area	30.6%	23.8%	33.2%	37.5%	21.8%	31.5%	21.8%	30.0%	50.0%	25.8%	28.3%	37.3%	28.6%	29.6%

<b>NI</b>	<b>Lancashire</b>	<b>Burnley</b>	<b>Chorley</b>	<b>Fylde</b>	<b>Hyndburn</b>	<b>Lancaster</b>	<b>Pendle</b>	<b>Preston</b>	<b>Ribble Valley</b>	<b>Rossendale</b>	<b>South Ribble</b>	<b>West Lancs</b>	<b>Wyre</b>	<b>England</b>
<b>NI 23 - Perceptions that people in the area treat one another with respect and consideration</b>	<b>29.4%</b>	42.3%	23.7%	22.2%	39.9%	28.2%	46.8%	30.4%	14.9%	36.4%	25.9%	23.8%	23.9%	<b>31.2%</b>
<b>NI 27 - Understanding of local concerns about anti-social behaviour and crime by the local council and police</b>	<b>28.4%</b>	22.5%	28.2%	34.7%	27.8%	28.9%	21.6%	32.5%	29.9%	24.9%	28.0%	28.9%	31.3%	<b>24.8%</b>
<b>NI 37 - Awareness of civil protection arrangements in the local area</b>	<b>14.5%</b>	14.2%	15.1%	14.7%	11.8%	16.2%	13.9%	14.0%	16.5%	11.6%	14.3%	13.2%	17.1%	<b>15.3%</b>
<b>NI 41 - Perceptions of drunk or rowdy behaviour as a problem</b>	<b>28.0%</b>	37.4%	24.2%	25.5%	34.6%	28.1%	39.4%	28.3%	18.2%	31.0%	25.2%	21.5%	26.0%	<b>29.0%</b>
<b>NI 42 - Perceptions of drug use or drug dealing as a problem</b>	<b>29.8%</b>	41.9%	27.7%	22.9%	34.3%	26.6%	46.0%	31.9%	15.5%	36.3%	24.2%	26.8%	25.9%	<b>30.5%</b>
<b>NI 119 - Self-reported measure of people's overall health and wellbeing</b>	<b>73.7%</b>	71.7%	73.5%	77.7%	71.1%	74.8%	68.6%	72.8%	80.1%	72.3%	76.1%	75.7%	72.6%	<b>75.8%</b>
<b>NI 138 - Satisfaction of people over 65 with both home and neighbourhood</b>	<b>84.1%</b>	74.4%	84.2%	90.2%	79.1%	85.1%	75.2%	81.3%	93.2%	76.1%	88.0%	86.2%	88.1%	<b>83.9%</b>
<b>NI 139 - The extent to which older people receive the support they need to live independently at home</b>	<b>32.9%</b>	33.2%	33.2%	34.1%	34.3%	35.1%	35.9%	29.9%	39.0%	30.0%	32.2%	27.5%	32.4%	<b>30.0%</b>
<b>NI 140 - Fair treatment by local services</b>	<b>70.8%</b>	64.3%	73.4%	73.8%	66.8%	66.2%	66.1%	69.4%	80.9%	65.0%	77.2%	73.7%	74.4%	

# 6 Main Research Findings

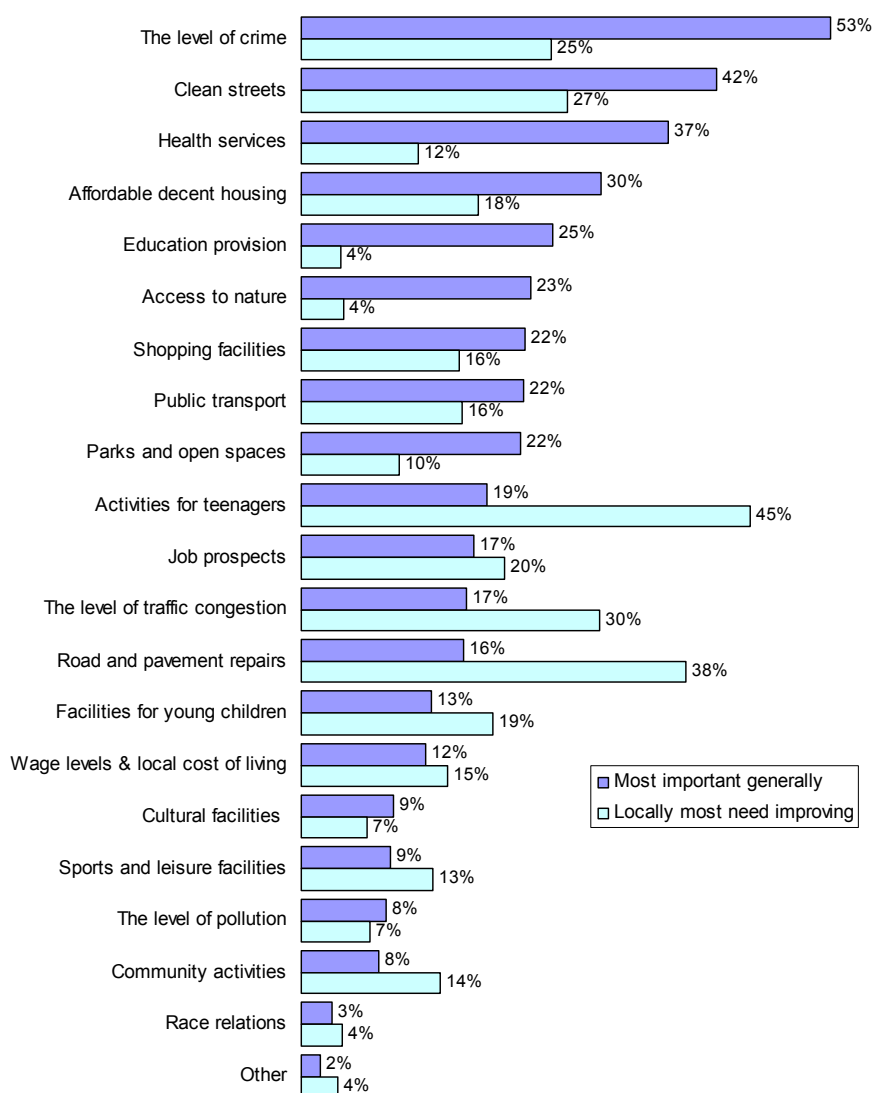
## 6.1 People and Communities

### 6.1.1 Attitudes to the local area

A large proportion of the Place Survey dealt with areas relevant to the People and Communities theme of the Local Area Agreement. The first of these looked into people’s preferences for local improvement.

**Chart 1 - Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? (Please tick up to five boxes)**

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

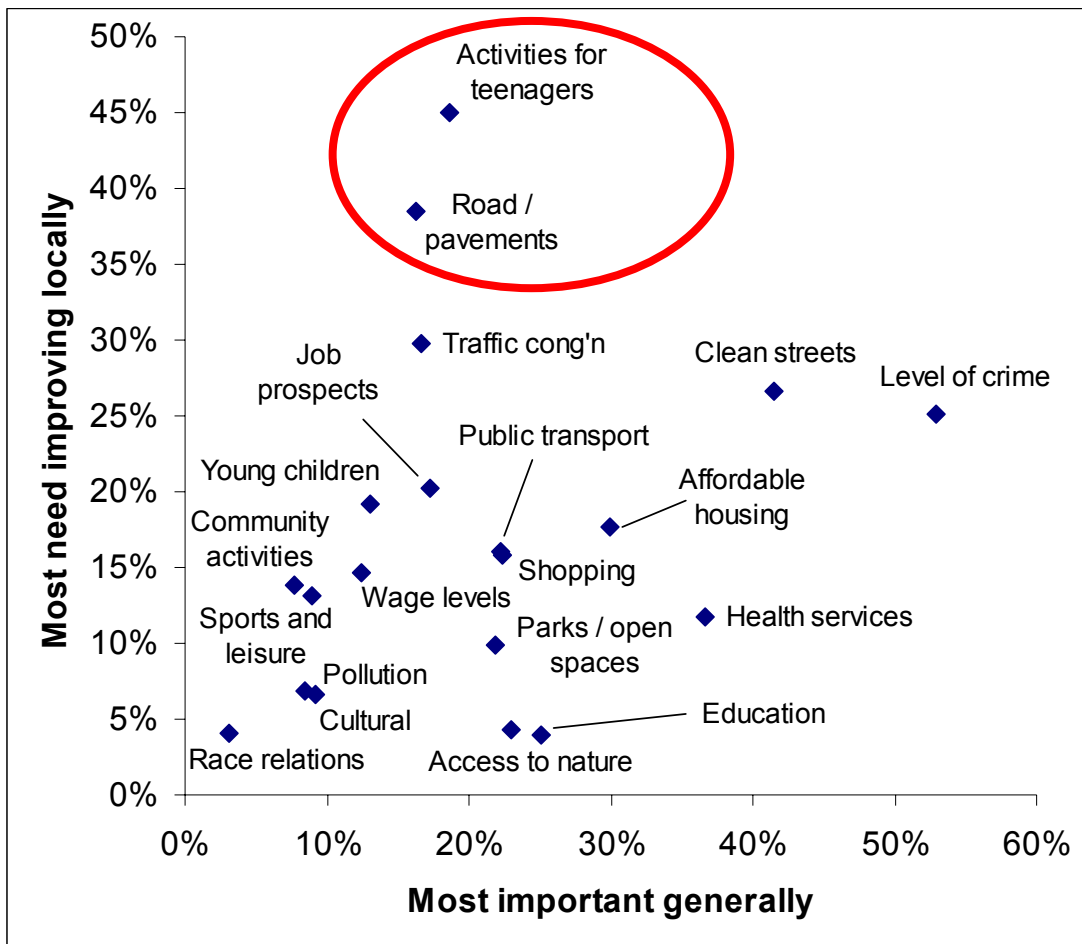


Base: All respondents (weighted 16,604, unweighted 16,604)

There are large differences between what is considered most important and what most needs improving locally. While about half of people thought that **the level of crime** was one of the most important factors for an area generally, only a quarter thought that it most needed improving in their local area. **Activities for teenagers**, (45%), **road and pavement repairs** (38%) and **traffic congestion** (30%) are all mentioned by more people than crime as an aspect to improve. This order of local priorities is very similar to that found on the BVPI 2006 Survey, indicating that the issues of most concern to Lancashire residents have not changed in the last two years.

Another way of looking at these two questions is shown on the scatter chart below. Road and pavement repairs and providing activities for teenagers are the highest priority areas for improvement.

**Chart 2 - Most important factors in making somewhere a good place to live against the factors that most need improving locally**



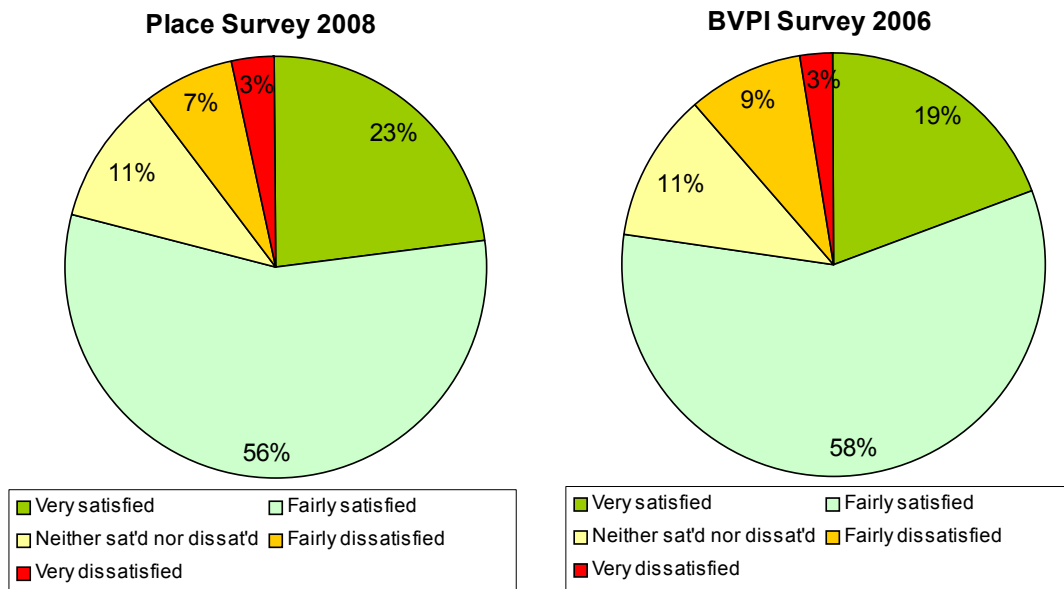
Base: All respondents (weighted 16,604, unweighted 16,604)

There are some differences in responses by district. The highest priorities for improvement in Rossendale and Wyre are **road and pavement repairs** (51% and 49% respectively), both significantly higher than the county average (38%) as well as the only districts where the highest priority is not providing **activities for teenagers**. **Traffic**

**congestion** is significantly more likely to be a priority in South Ribble (40%) and Lancaster (39%). Residents of Burnley are the most likely to prioritise **clean streets** (36%) and the **level of crime** (34%), while respondents from Fylde are about twice as likely to mention **sports and leisure facilities** as the county as a whole (25% versus 13%). This underlines the need for different priorities and actions in different areas of the county.

Respondents were next asked for their satisfaction with their local area as a place to live. Four in five residents are satisfied with their local area as a place to live (79%), similar to that found on the Lancashire BVPI 2006 survey (77%). There appears to be an increase in the proportion answering they are very satisfied with their local area (23% versus 19%)<sup>3</sup>.

**Chart 3 - Overall, how satisfied or dissatisfied are you with your local area as a place to live?**



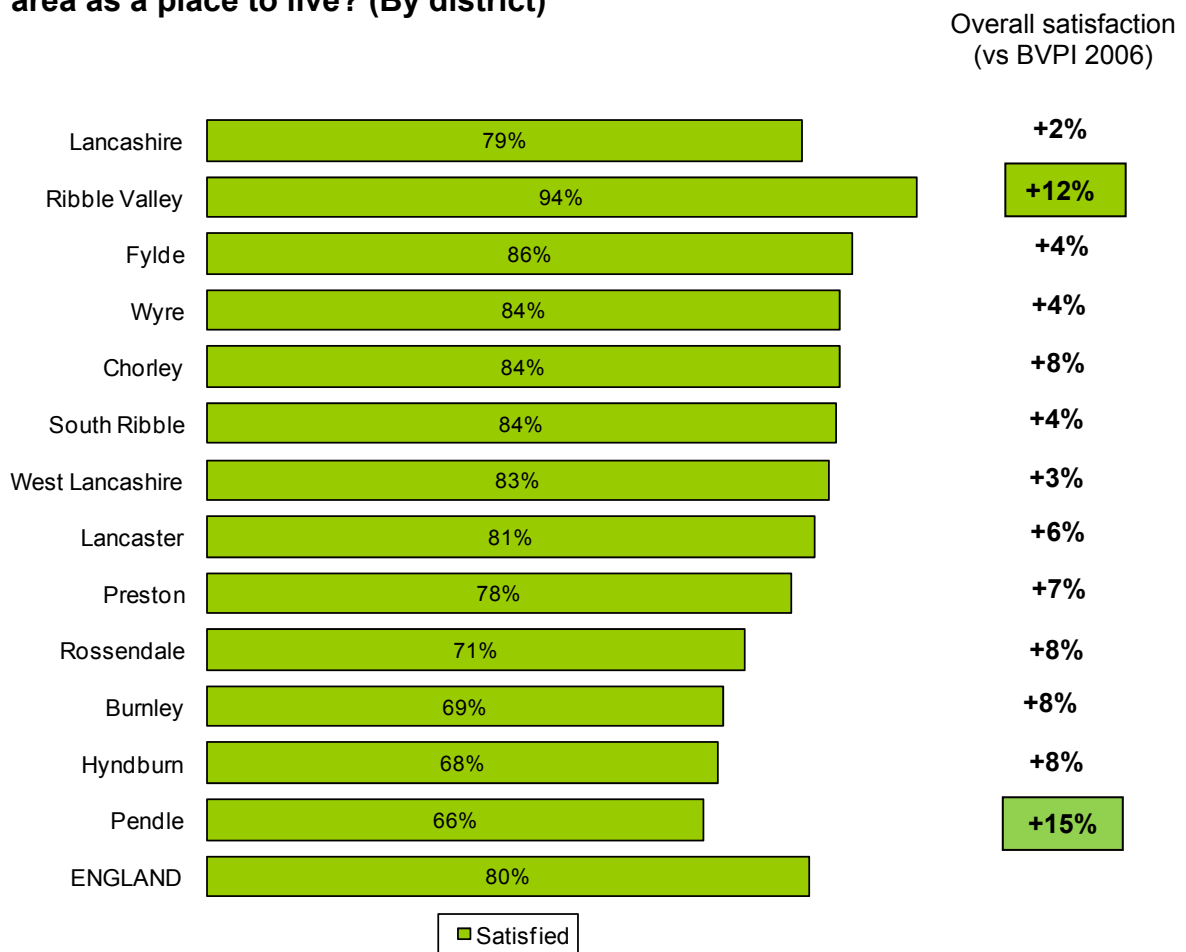
Base: All respondents (Place Survey 08 – 16,604; BVPI Survey 06 – 1,678)

As might be expected, there are wide variations in satisfaction with the local area by district, (from 66% satisfied in Pendle to 94% in Ribble Valley). These are shown below, along with the differences in total satisfaction compared with the last BVPI surveys, all of which show an increase, some of which are quite large, especially in Pendle district (+15%). The majority of these changes are significant increases, but the highest are highlighted in green. Comparing nationally, Ribble Valley district has the highest level of local satisfaction of any of the 352 local authorities that took part in the survey. This compares with the neighbouring districts of Pendle, Burnley and Hyndburn, which are all in the bottom 20 councils for satisfaction with the local area.

<sup>3</sup> For points to consider when comparing between these surveys, please see the limitations section 4.2



**Chart 4 - Overall, how satisfied or dissatisfied are you with your local area as a place to live? (By district)**

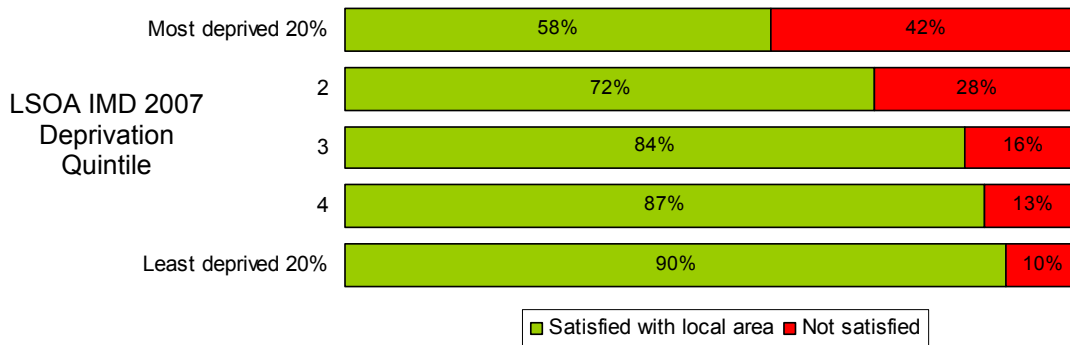


Base: All respondents (weighted 16,604, unweighted 16,604)

Demographically, white respondents were more likely to be satisfied with their local area than those from a BME background (80% and 67% respectively), while satisfaction with the local area decreases as deprivation of the local area increases.

The chart below gives the level of satisfaction with the local area for five groups of respondents, with respondents grouped by the level of deprivation of the lower super output area (LSOAs) they live in. Nine in ten of those living in the least deprived 20% of Lancashire are satisfied (90%), compared with only 58% in the most deprived 20% in the county. This is shown in the chart below. There is a marked difference by the level of local deprivation.

**Chart 5 - Satisfaction with the local area against level of local deprivation**



Base: All respondents (weighted 16,604, unweighted 16,604)

Looking by people’s attitudes, only half of people who rate anti-social behaviour as high locally<sup>4</sup> are satisfied with their local area (51%), while those who do not rate anti-social behaviour as high are much more likely to be satisfied (86%).

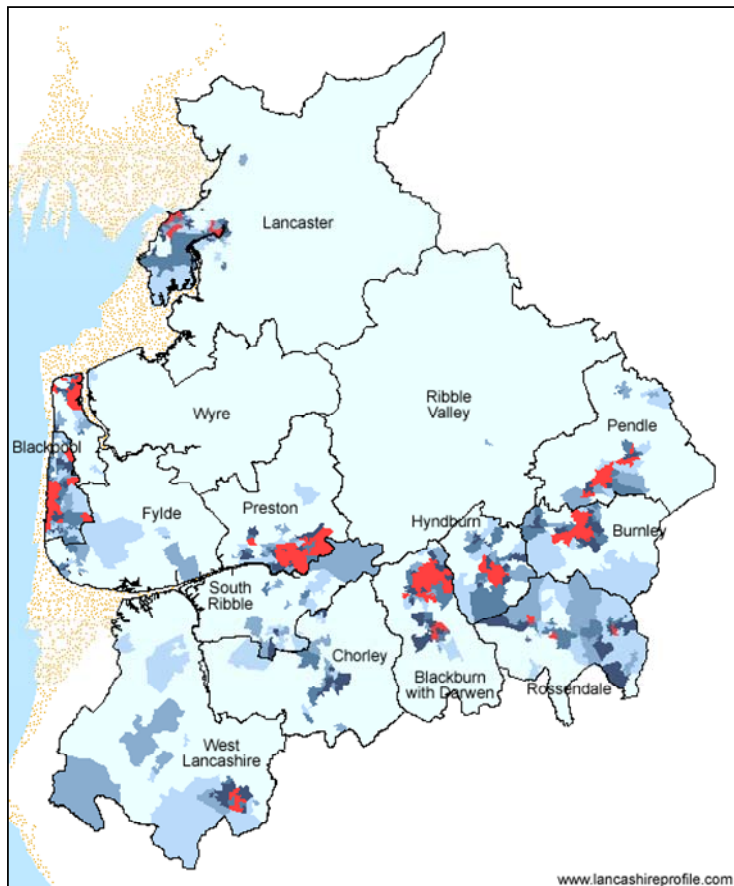
The results of the survey show clear links between the level of local deprivation, satisfaction with the local area and the local level of anti-social behaviour. This shows the importance of reducing the level of actual deprivation and the differences in relative deprivation across the county.

The maps on the next page compare levels of deprivation in the county with local area satisfaction. There are some clear links with deprivation in the map, with deprived areas in Nelson, Preston, Fleetwood, Skelmersdale and Morecambe showing the lowest levels of satisfaction with local area.

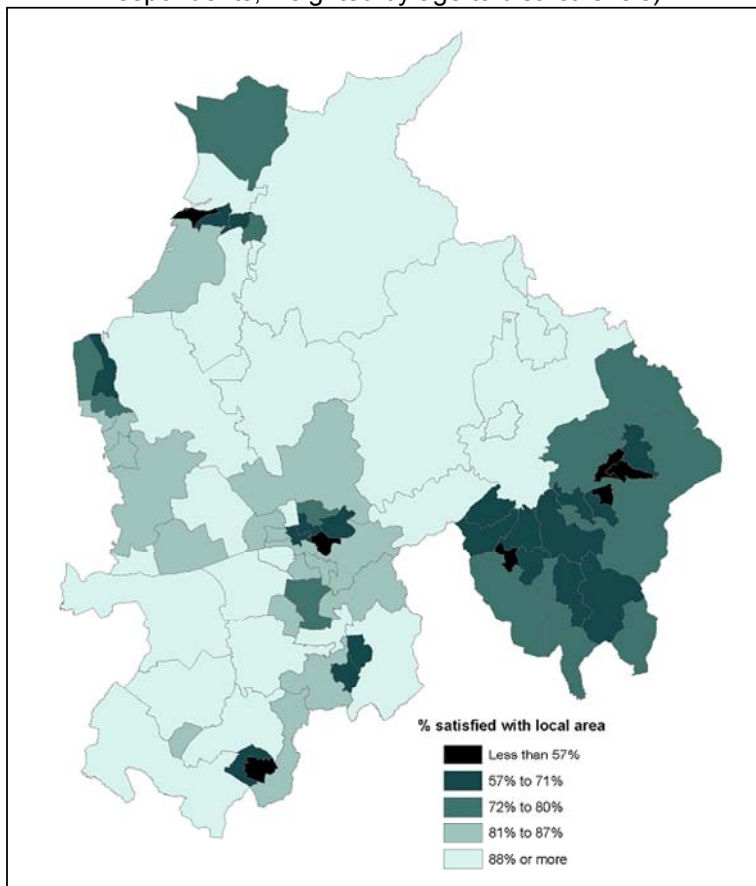
<sup>4</sup> See next section for more details

### Chart 6 - Comparison between levels of deprivation and local satisfaction

**Index of Multiple Deprivation 2007**  
 (Areas in 10% most deprived nationally shown in red)



**NI 5 – Overall satisfaction with local area by electoral district** (Each area contains around 200 respondents, weighted by age to district levels).

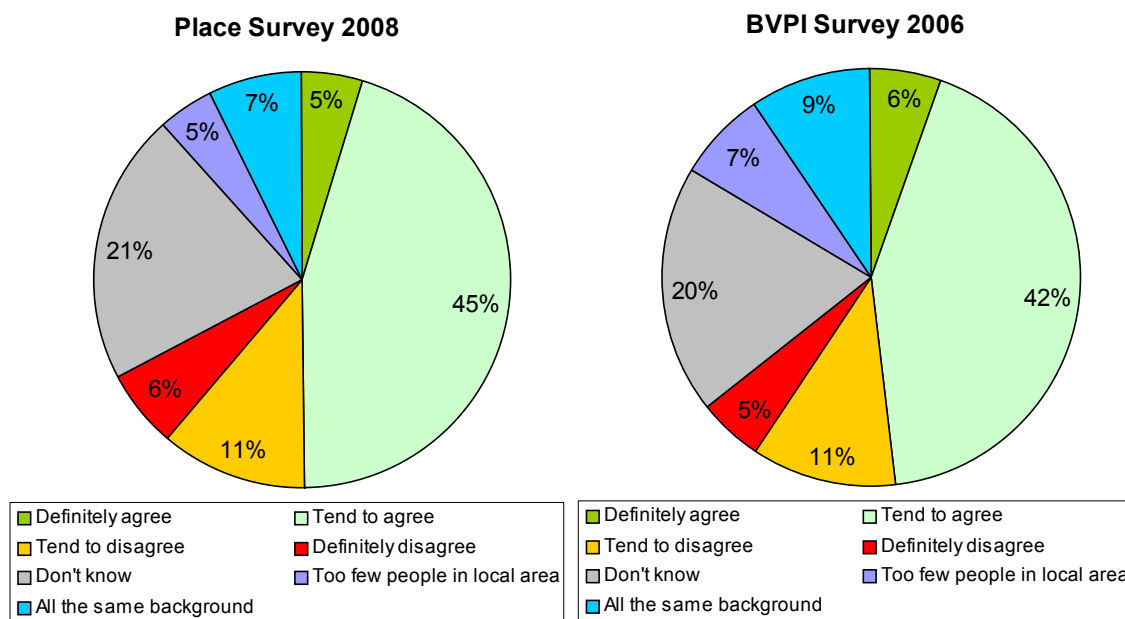


Source: [http://www.lancashire.gov.uk/office\\_of\\_the\\_chief\\_executive/lancashireprofile/index.asp](http://www.lancashire.gov.uk/office_of_the_chief_executive/lancashireprofile/index.asp)

### 6.1.2 Community Cohesion

Several questions on the survey looked into feelings of community in the local area. Key amongst these is the question below, looking into how well people from different backgrounds get on together. The same question was asked on the BVPI 2006 survey, and these are compared. There is little apparent change in the proportion agreeing which is about half for each (50% in 2008 and 48% in 2006).

**Chart 7 - To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?**

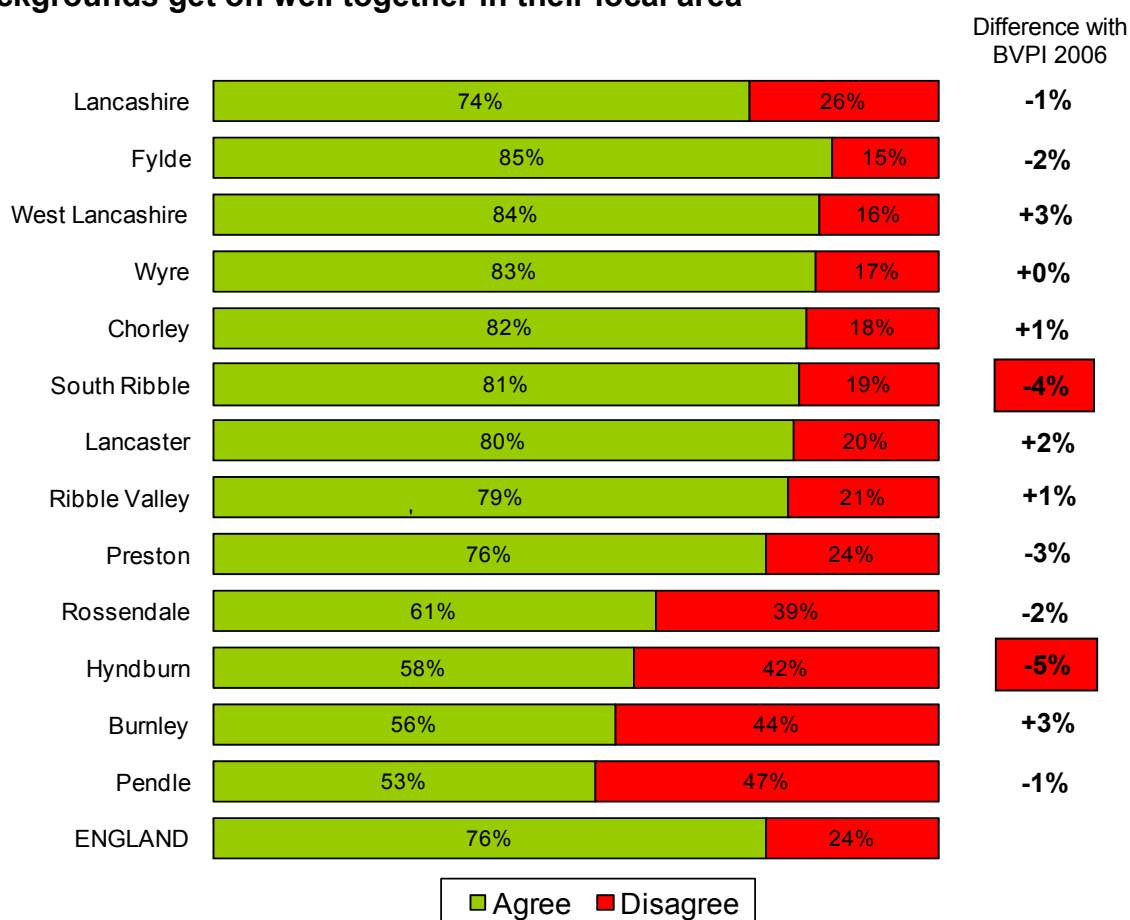


Base: All respondents (Place Survey 08 – 16,604; BVPI Survey 06 – 1,678)

Excluding the proportion giving “don’t know”, “too few people in local area” and “all the same background” answers, the proportion agreeing gives the figure for the first national indicator (NI 1 - % of people who believe people from different backgrounds get on well together in their local area). This is one of the main measures nationally for community cohesion, and is 74.0% on the current survey, while the corresponding figure for the Lancashire survey from 2006 was 74.9%.

Interestingly, the figure for NI 1 is exactly the same for white and BME respondents (both 74%). The figure is however strongly correlated to both deprivation levels (only 62% agree of those living in the most deprived quintile of Lancashire LSOAs, rising to 84% in the least deprived quintile), and age (61% agree of those aged 18 to 24 years, increasing to 85% of those aged 65 years and over). Within the most deprived 20% of areas in the county, there are significant differences between white respondents and those from a BME background (60% and 76% agree respectively).

**Chart 8 - NI 1 - % of people who believe people from different backgrounds get on well together in their local area**



Base: All respondents expressing an opinion (weighted 10,477, unweighted 10,221)

There are wide variations in levels of community cohesion by district, with, as has been found previously, the districts of Pendle, Burnley, Hyndburn and Rossendale significantly lower than the other districts in the county.

Also, as has been found previously, Preston has a much higher proportion agreeing that people get along in the local area than the above districts, despite having similar levels of some of the factors shown to affect rates of community cohesion<sup>5</sup>. For example Preston and Pendle districts have similar average levels of deprivation, (29.8 and 30.2 from the Index of Multiple Deprivation 2007), and similar proportions of black and ethnic minority populations (15% and 16% BME population respectively<sup>6</sup>). However, despite these similarities in two of the predictors of cohesion, Preston residents are half as likely again to agree people from different backgrounds get on well together as Pendle residents (77% versus 53%). There are other factors that are different of course and could make some difference, such as comparing a city with a

<sup>5</sup> The Commission for Integration and Cohesion's paper "Our Shared Future", [http://collections.europarchive.org/tna/20080726153624/http://www.integrationandcohesion.org.uk/Our\\_final\\_report.aspx](http://collections.europarchive.org/tna/20080726153624/http://www.integrationandcohesion.org.uk/Our_final_report.aspx)

<sup>6</sup> Office of National Statistics 2006 population estimates

borough, and particularly the ethnic make-ups are different, with Preston having a BME population of mainly Indian descent whereas in east Lancashire the BME population is mainly of Pakistani ethnic origin. However the overall reasons for Preston's relatively high levels of cohesion may well be worth investigating further to see whether there are any activities or aspects that might be useful to replicate in the east of the county.

The chart above also gives the comparisons with the same scores from the BVPI 2006 survey. Care needs to be exercised when comparing between these surveys, as the questionnaires are different, and while the same questions were asked, the position of this question in the new survey was different<sup>7</sup>, which may have had some effect. Only South Ribble and Hyndburn show significant changes however, both recording falls in cohesion levels.

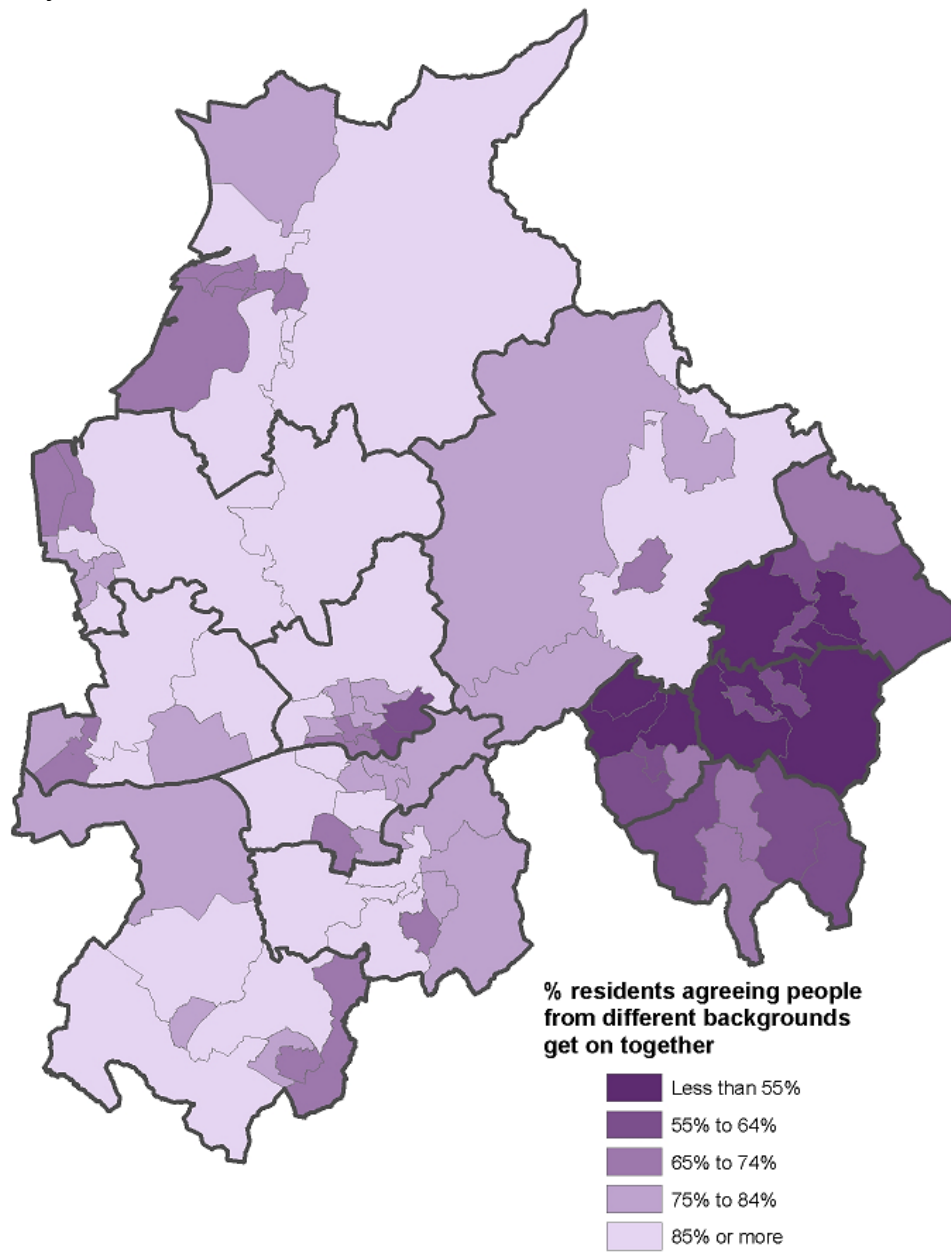
One other difference demographically comes from analysing by the deprivation level and ethnic group together. In the most deprived 20% of areas, there is a large difference between responses from white respondents and those from a BME background (60% and 76% agree people from different backgrounds get along respectively).

The map overleaf gives the values for NI 1 by county council electoral division. The chart shows an extreme difference between eastern and western Lancashire, with the difference between the wards of Preston and those of Burnley, Pendle, Hyndburn and Rossendale particularly noticeable.

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<sup>7</sup> On the BVPI 2006 survey, the community cohesion question followed questions on anti-social behaviour, while on the new survey the question followed one on whether parents take responsibility for their children. This difference could have had an effect.

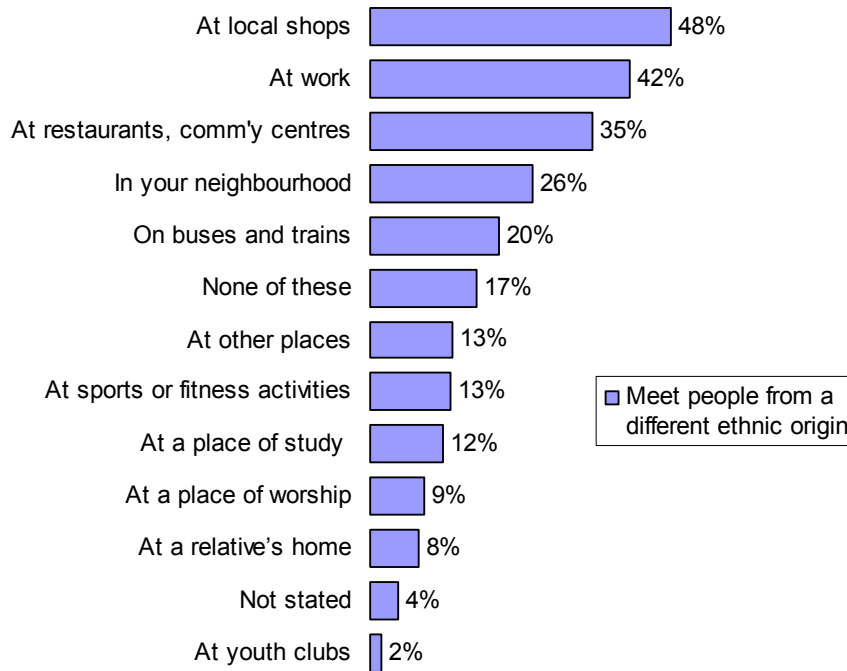
The proportion believing people from different backgrounds get along by county council electoral division



Base: all people expressing an opinion (ie excluding don't know, all same background and too few people answers)

In addition to the standard questions on community cohesion, the Lancashire survey also asked an extra question on how often people meet with people from a different ethnic background to themselves. This is allied to cohesion, since it attempts to measure whether members of the public are mixing between ethnic groups, or whether groups in the same areas are living “parallel lives”<sup>8</sup>.

**Chart 9 - Here is a list of everyday situations. In which, if any, would you say you regularly meet and talk to people of a different ethnic origin to you?**



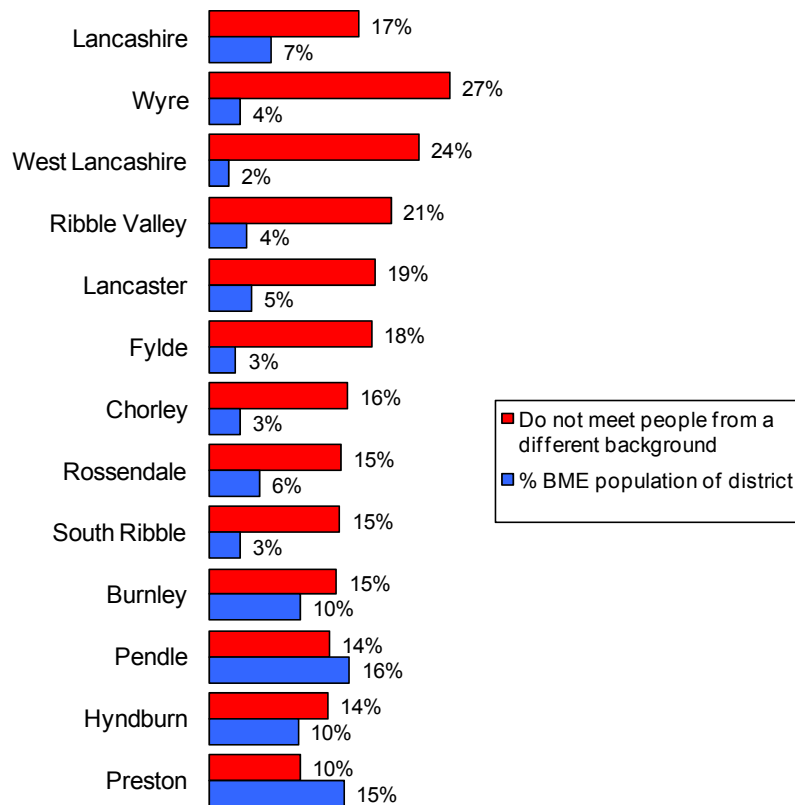
Base: All respondents (weighted 16,604, unweighted 16,604)

People are most likely to meet and talk to people from a different background at **local shops** (48%), at **work** (42%) or **restaurants, pubs, cinemas, community centres etc** (35%). One person in six answers that they do not meet anyone from a different ethnic group (17%). This proportion varies heavily by district, as is shown in the chart below, varying from three people in ten in Wyre (27%) to one in ten in the more multicultural Preston district. This figure will be affected by the proportion of people in the district from an ethnic minority, so this is also included for comparison.

<sup>8</sup> This was a key finding of the Cantle report into community cohesion which was produced following the disturbances in Oldham, Burnley and Bradford in 2001. <http://www.communities.gov.uk/documents/communities/pdf/independentreviewteam.pdf>



**Chart 10 - Proportion of district who do not meet people from a different ethnic origin versus BME population of district**



Base: All respondents (weighted 16,604, unweighted 16,604)

There is little difference in the proportions agreeing that people from different backgrounds get along between those who do and do not meet people from a different ethnic background to themselves (74.2% and 71.2% respectively).

By ethnic group, one in five people from a white background do not meet anyone else from a different ethnic group (19%), compared with just one in twenty people from an ethnic minority (5%). This figure for people from an ethnic minority however is strongly linked to gender. Almost all male respondents from an ethnic minority meet people from a different background in everyday situations (only 2% do not), while women respondents from an ethnic minority are much more likely not to mix (9%). This could be an area worth investigating further in the future. In addition, analysing the results to look only at areas where there is a strong mix of people from different backgrounds should also be a key piece of further research to check whether there are parallel lives being led in these areas.

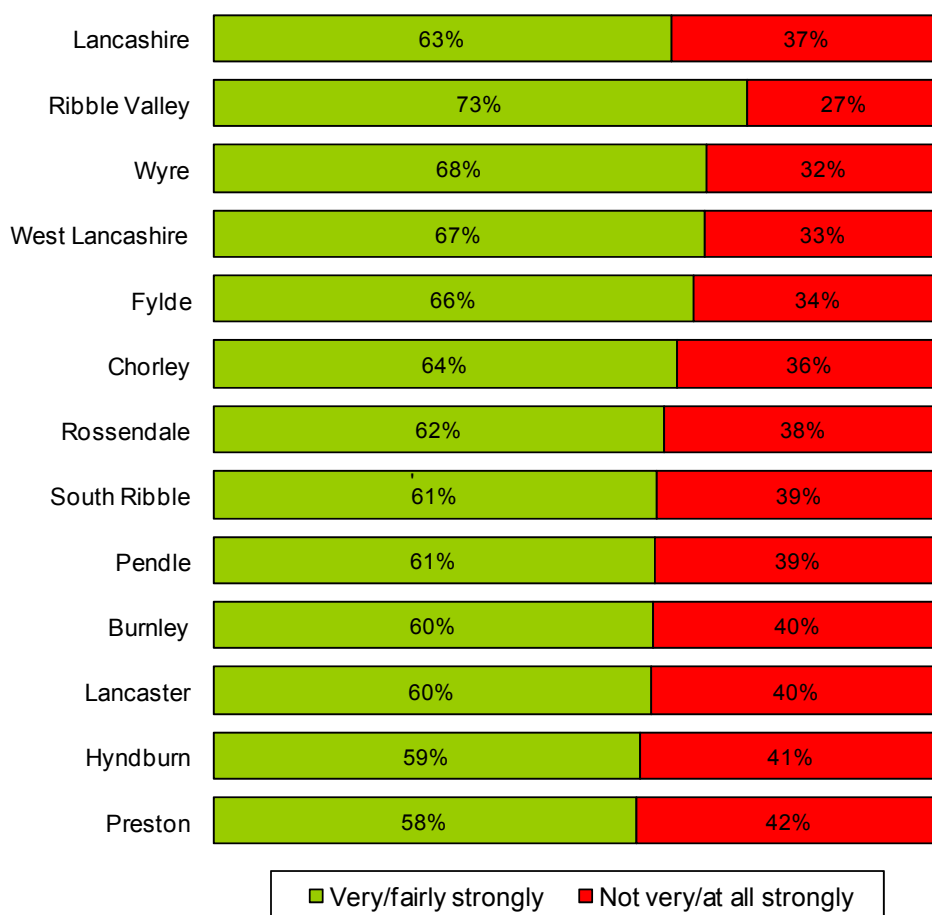
There are also differences in this figure by age, with the proportion meeting people from a different background decreasing as age increases. More than nine in ten of those aged 18 to 24 years meet people from a different background (92%), but this falls to just two-thirds of those aged 65 years and over (66%). The proportion of people agreeing that people from different backgrounds get along increases

with age however, rising from three in five of those aged 18 to 24 years, and increasing to five in six of those aged 65 years or above, (62% and 85% agree respectively, excluding don't know, all same background and too few people answers).

### 6.1.3 Belonging, Influence and Getting Involved

A number of questions on the Place Survey asked about feelings of belonging and influence. The first of these asked how strongly people felt they belong to their immediate neighbourhood<sup>9</sup>, giving the second national indicator, as shown below. The proportions agreeing that they belong to their neighbourhood varies from nearly three-quarters in Ribble Valley (73%), to only just over half in Preston and Lancaster (both 58%). Demographically, the proportion of people feeling they belong increases with age and increases as deprivation decreases. Those aged 65 years and over are almost twice as likely to feel they belong to their local area as those aged 18 to 24 years (78% and 42% respectively), probably reflecting the differing lengths of residence in the local area.

**Chart 11 - NI 2 - % of people who feel that they belong to their neighbourhood**



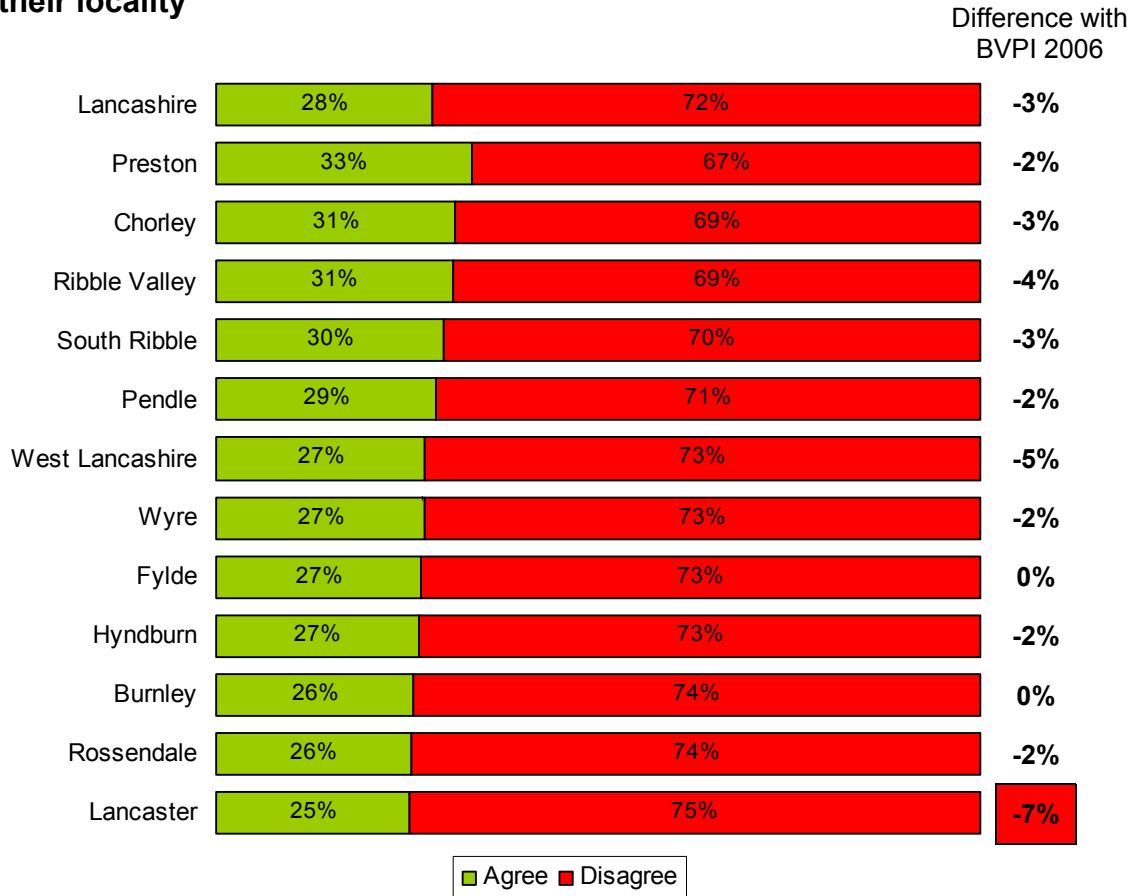
Base: All respondents expressing an opinion (weighted 15,616, unweighted 15,581)

The respondents were also asked whether they feel they can influence decisions in their local area. Across the county just over a quarter agree

<sup>9</sup> While the 'local area' was defined in the survey as within a 10-15 minute walk of home, the meaning of "immediate neighbourhood" was left to the individual respondent.

they can influence decisions (28%). There is a large difference by ethnicity to this measure, with white respondents much less likely to feel they can influence decisions than those from a black or ethnic minority background (28% and 44% agreeing respectively).

**Chart 12 - NI 4 - % of people who feel they can influence decisions in their locality**

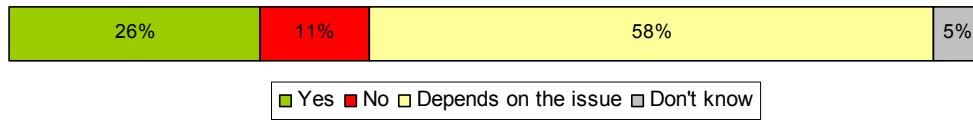


Base: All respondents expressing an opinion (weighted 14,120, unweighted 13,808)

There is also a link between NI2 and NI4. People who feel very or fairly strongly that they belong to their local area are twice as likely to feel that they can influence decisions locally as those who do not feel they belong to their local area (35% versus 17%).

When asked whether they would like to be more involved in decisions affecting the local area, perhaps surprisingly, only a quarter of people answer that they would (26%). However, more than half say that they might like to be, but that it depends on the issue (58%). This suggests that people are highly selective of the issues they are willing to engage in with public authorities, and that customer and citizen engagement activities may struggle unless the issues dealt with are considered relevant.

**Chart 13 - Would you like to be more involved in decisions that affect your local area?**

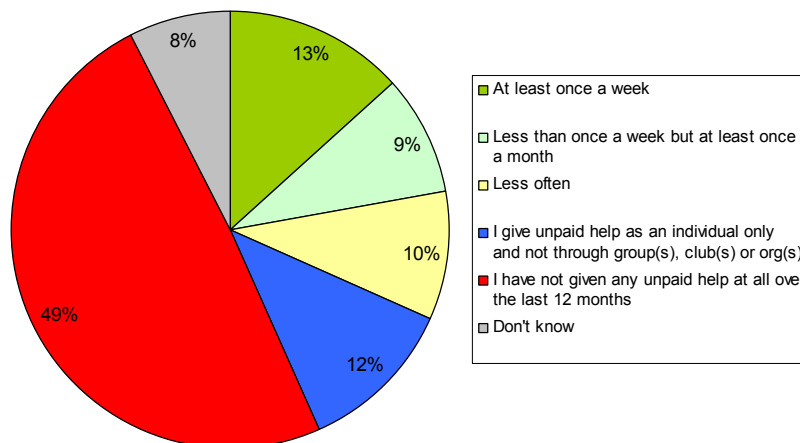


Base: All respondents (weighted 16,604, unweighted 16,604)

Residents from a BME background are significantly more likely to want to be involved in local decisions than those from a white background (36% versus 25%). This means that while residents from a white background are less likely to feel influential, they are also less likely to want to be more involved.

When asked about unpaid help, about one in three replies that they do some form of formal volunteering (32%).

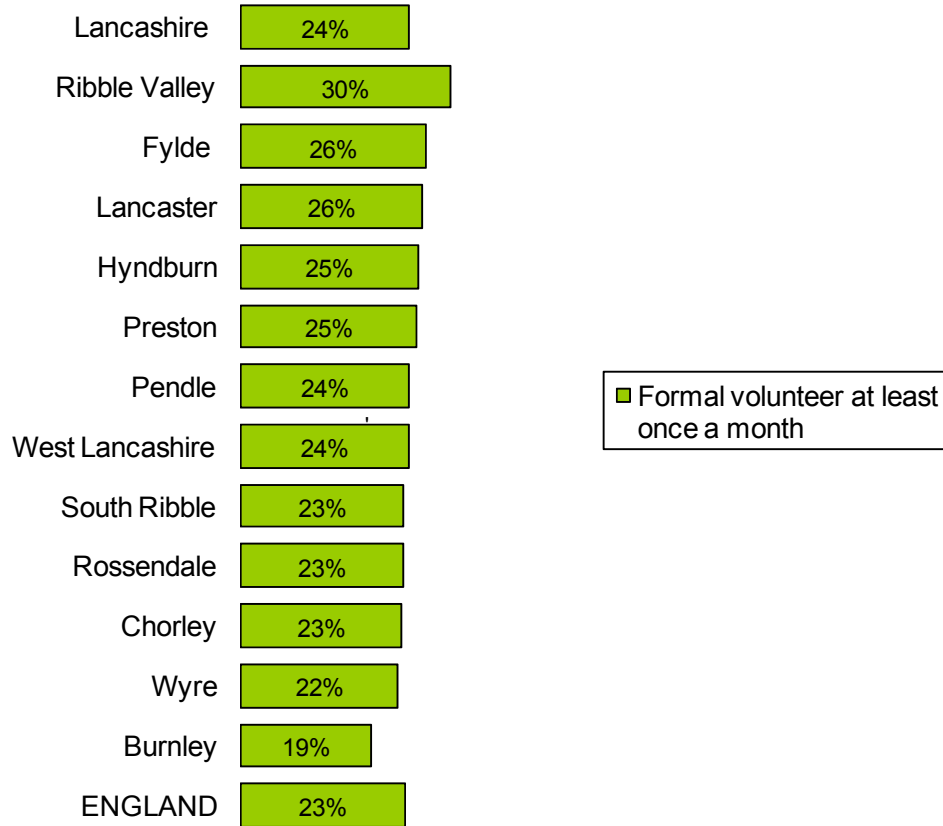
**Chart 14 - Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?**



Base: All respondents (weighted 16,604, unweighted 16,604)

The proportion participating in volunteering at least once a month gives NI 6, as shown in the chart below. There were few significant differences demographically.

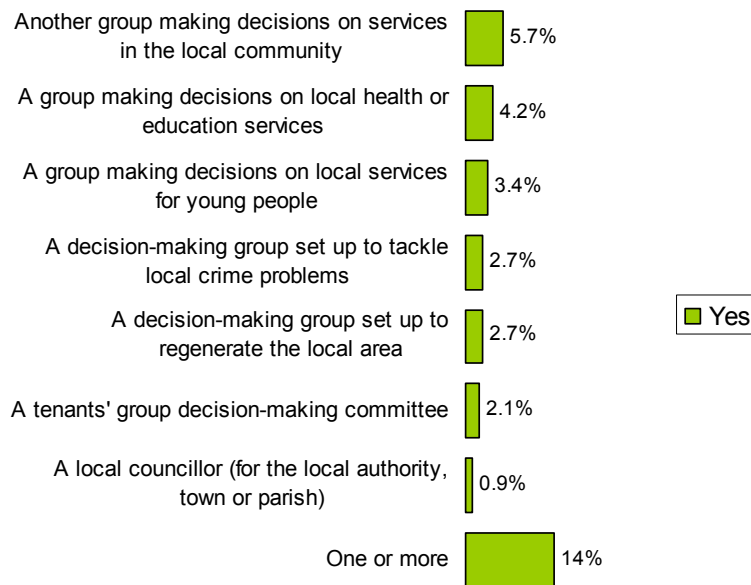
**Chart 15 - NI 6 - Participation in regular volunteering**



Base: All respondents (excluding don't know's) (weighted 14,194, unweighted 14,024)

To measure civic participation, the survey asked whether respondents had undertaken a range of specific civic activities in the last year. These are outlined on the chart below. One person in seven answers that they have done at least one of these activities in the last 12 months, giving a value for NI 3 – civic participation in the local area of 13.6%. This does not vary greatly by district, going between extremes of 16% in Ribble Valley to 11% in Wyre.

**Chart 16 - NI 3 - In the past 12 months have you been... / been a member of...**

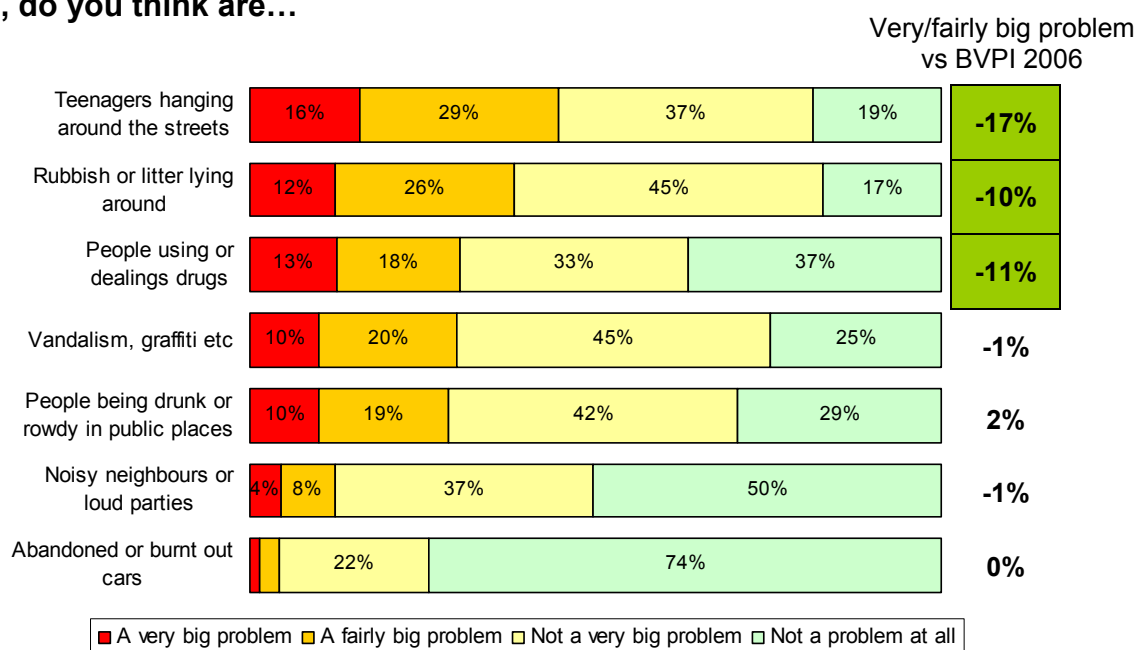


Base: All valid answers (weighted 15298, unweighted 15,037)

## 6.2 Community Safety

One of the main sections of the Place Survey is on aspects of community safety, particularly perceptions of anti-social behaviour. How much of a problem Lancashire residents consider seven aspects of anti-social behaviour are is shown below. These seven aspects are combined together make the overall measure of perceived anti-social behaviour used by the Home Office, (NI 17 - % rating anti-social behaviour as problem in their area).

**Chart 17 - Thinking about this local area, how much of a problem, if at all, do you think are...**



Base: All respondents (excluding "no opinion" answers), (unweighted 15,929 to 13,225)

The biggest problems are seen as teenagers hanging around and rubbish or litter, (45% and 38% answering a very or fairly big problem). However, compared with the same questions asked in 2006, there have been large falls in perceptions of these two factors being a problem, as well as for people using or dealing drugs, (as shown above).

There are large demographic differences for these figures, particularly by district. For example residents of Burnley and Pendle are more than twice as likely to answer that teenagers hanging round on the street are a problem as those from Ribble Valley (59%, 55% and 26% respectively). Similarly, the proportion saying people using or dealing drugs is a problem varies between 46% in Pendle and 16% in Ribble Valley. Perception of every aspect as a problem increases significantly as the level of deprivation increases.

By taking the relative strength of feeling of the seven factors above, and combining together using a prescribed formula as used by the Home Office, whether a person perceives high anti-social behaviour in their



local area can be calculated<sup>10</sup>. This method has the advantage of not asking about anti-social behaviour as a concept directly, which might confuse respondents or be difficult to answer. It does have the disadvantage of weighting each aspect equally however, (eg abandoned cars are measured as being as important as drug dealing).

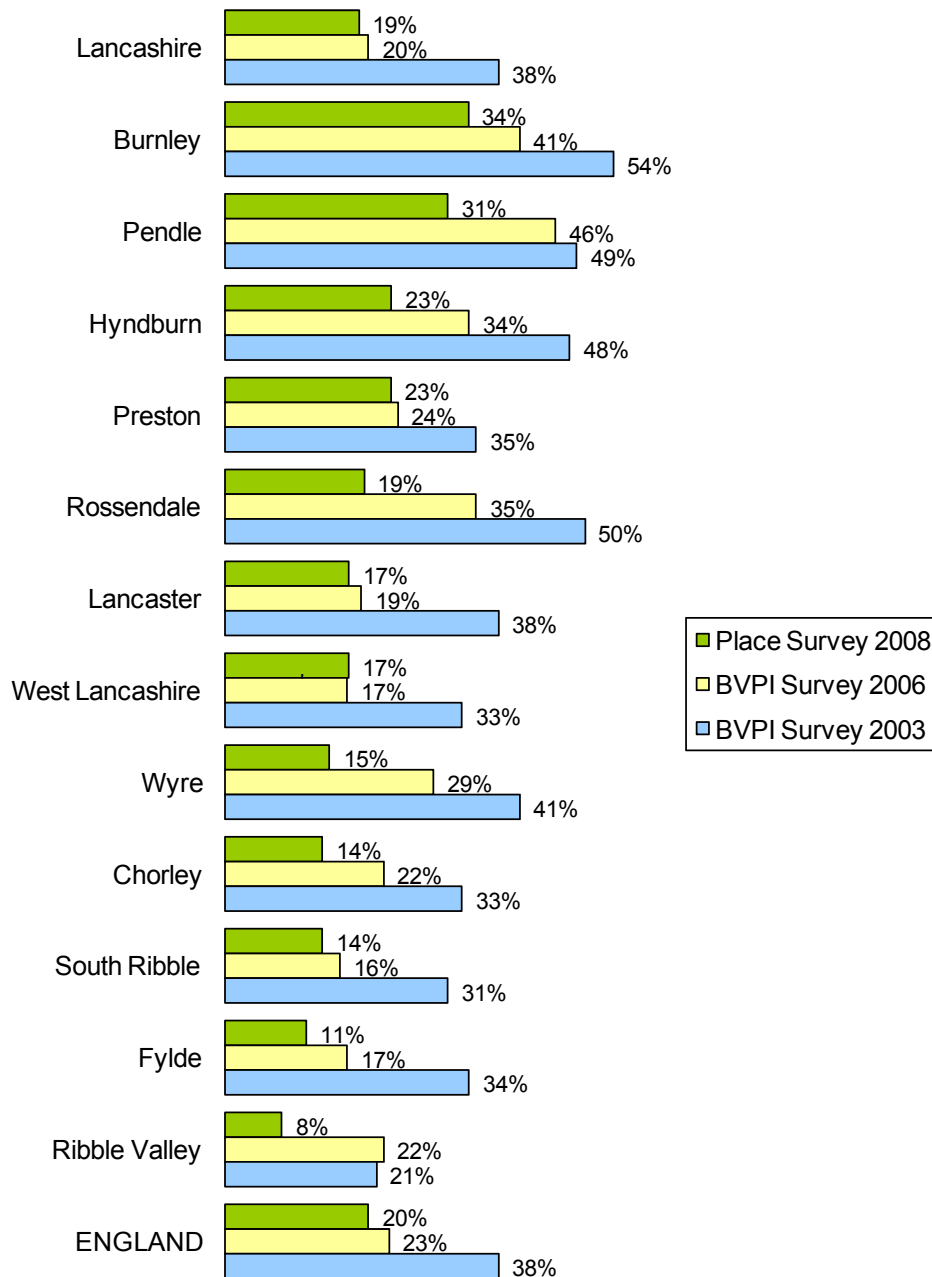
As this measure was also calculated for the BVPI 2006 and BVPI 2003 surveys, this allows comparison with previous years. While these surveys asked the same questions in slightly different parts of the questionnaire and the BVPI surveys were different to that for the Place Survey, all districts have at least stayed statistically similar, compared with 2006 and most have recorded significant reductions. Rossendale (-16%), Pendle (-15%) and Ribble Valley and Wyre (both -14%), all recorded very large falls in the proportion measured as perceiving high anti-social behaviour locally. For several districts these falls have added on to large falls in perceived anti-social behaviour from the 2003 survey. (Nationally there were large falls in this measure from 2003 to 2006, with an average council fall nationally of 15%).

Comparing with national scores, the county average of 19% is similar to the national average of 20% rating ASB as high. Burnley and Pendle districts rank in the 20 worst scores nationally.

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<sup>10</sup> The Crime and Disorder Act 1998 defines ASB as '*acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as (the defendant).*' Therefore anti-social behaviour is particularly suited to perception measures as the amount of perceived harassment etc will vary from person to person.

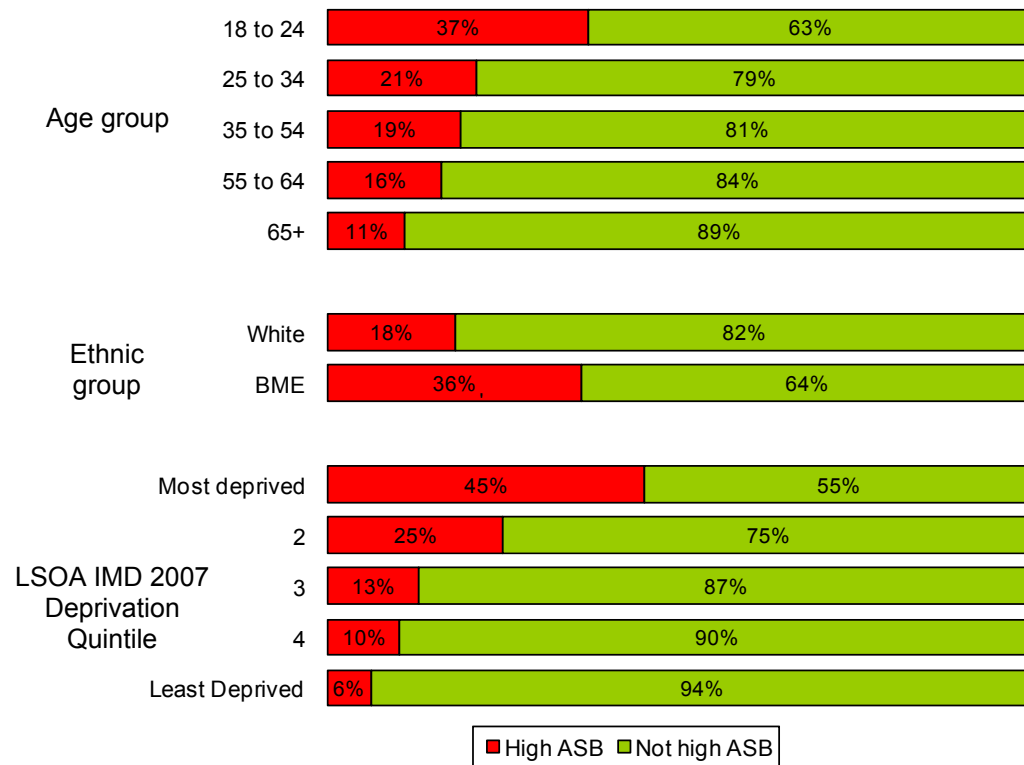
**Chart 18 - NI 17 - % rating anti-social behaviour as problem in their area by district**



Base: 2008 (16,604); 2006/7 (1,679); 2003/4 (1,110)

There are other significant demographic differences, with age, ethnicity and the level of deprivation in the LSOA where respondents live all being influencing factors. These are shown in the chart below, (with the county split into five levels of relative deprivation from the Index of Multiple Deprivation 2007).

**Chart 19 - NI 17 - % rating anti-social behaviour as problem in their area by demographics**



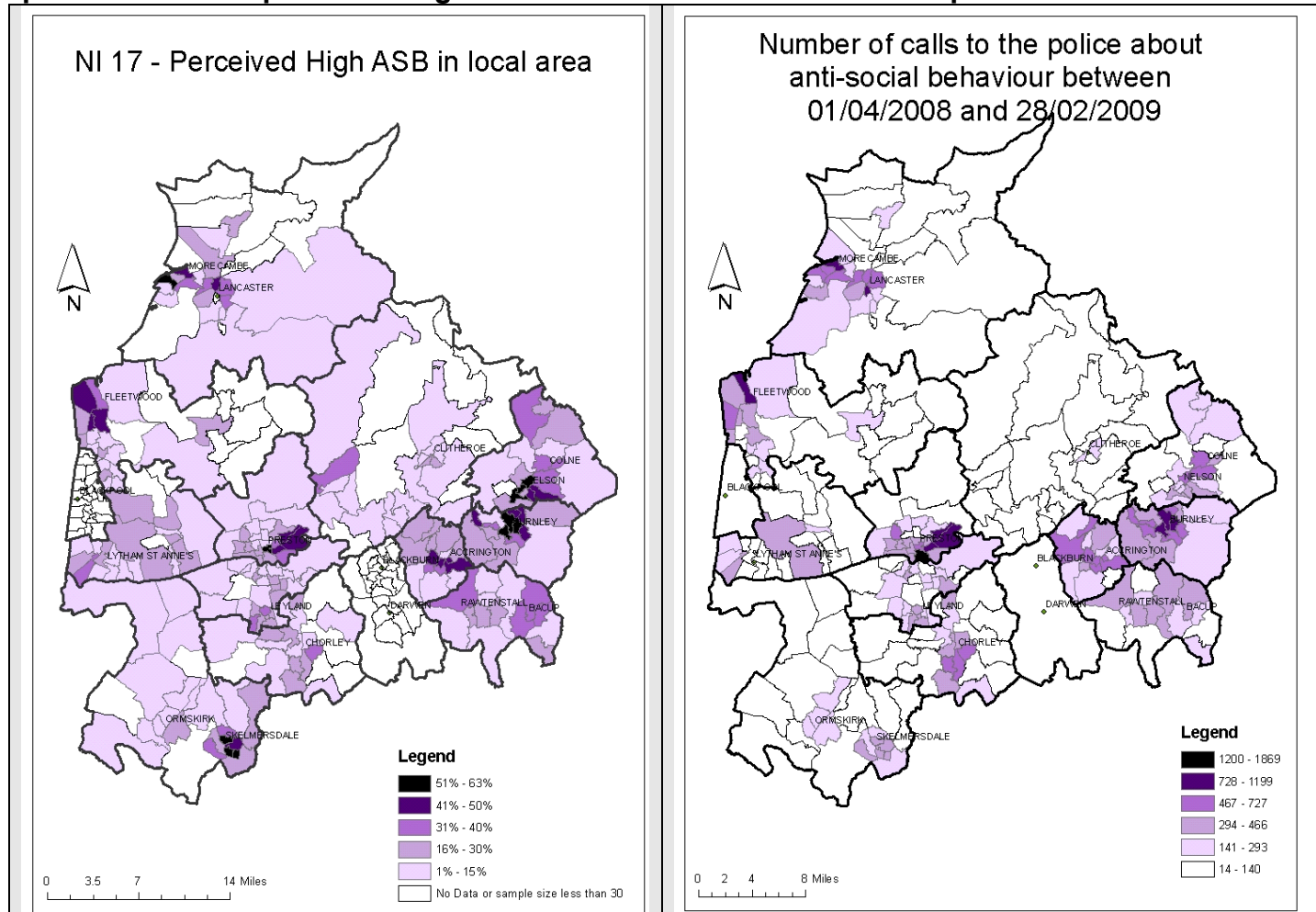
Base: All respondents (weighted 16,604, unweighted 16,604)

There are significant differences for each of these factors, though the differences by age group and ethnicity will be at least partly due to the deprivation of the local area, as both the youngest respondents and those replying from an ethnic minority are more likely to live in deprived areas. A third of respondents aged 18 to 24 years live in the most deprived 20% of Lancashire LSOAs and half of respondents from a BME background live in the most deprived quintile (53%, against 16% of white respondents). (From Census 2001, 60% of people from a BME background in Lancashire live in the 20% most deprived LSOAs).

Within the same deprivation quintile, there are still significant differences between the youngest age group and other ages, and between white and BME respondents, though they are less pronounced. This means that the level of relative deprivation is a very strong predictor in itself, and that therefore reducing ASB in the most deprived areas must be a key priority in community safety. This should be along with the priority of reducing deprivation in the most deprived areas of the county generally.

The maps on the next page compare the proportion in each ward who perceives anti-social behaviour as high locally, and the number of calls to police about anti-social behaviour. There is a close link between the two, (with some of the highest incidences of both in Preston, Burnley, Fleetwood and Morecambe). This corroboration lends further weight to the findings of the survey.

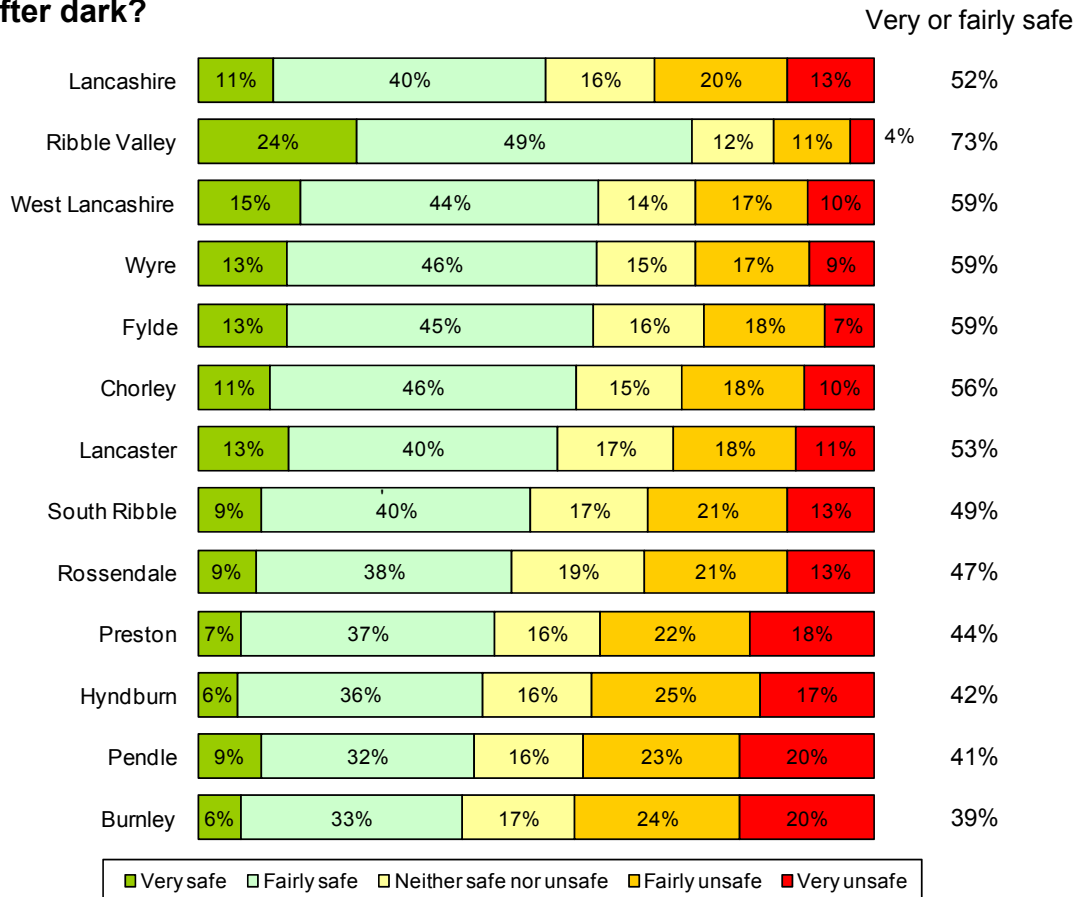
**Chart 20 - Comparison between perceived high anti-social behaviour and calls to police about anti-social behaviour**



Base: Place survey (all wards with more than 30 respondents); Multi Agency Data Exchange (MADE, [www.safellancashire.co.uk/made](http://www.safellancashire.co.uk/made))

The survey also asked how safe people feel in their local area. Overall, nine in ten of Lancashire residents feel safe in their local area during the day (89%), though this falls to just half at night (52%). By district, the proportion feeling safe at night varies between three-quarters of residents in Ribble Valley to just two in five of those in Pendle and Burnley (73%, 41% and 39% respectively). This is shown in the chart below.

**Chart 21 - How safe or unsafe do you feel when outside in your local area after dark?**



Base: All respondents excluding don't know answers (weighted 15,220; unweighted 15,049)

Again, this is a measure that is closely linked to the level of local deprivation. Residents of the 20% least deprived areas in Lancashire are more than twice as likely to feel safe in their local area at night as those in the most deprived 20%, (64% feel very or fairly safe versus 30%).

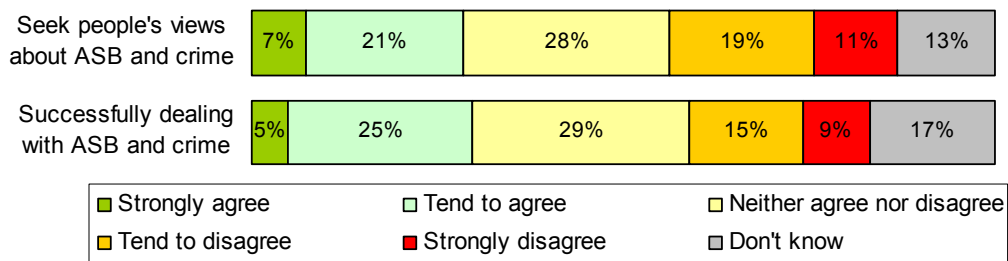
By age, the youngest and oldest respondents are significantly less likely to feel safe than any other age groups (36% of 18 to 24 year olds and 47% of those aged 65 years or older feel safe locally at night). Residents rating anti-social behaviour as high are over twice as likely to feel unsafe at night as those not rating it highly (54% versus 21%).

Two questions on the survey looked into how local agencies are tackling anti-social behaviour and whether local views are sought. These are

given in the chart below, and are used for the national indicators NI 21 and NI 27.

**Chart 22 - It is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area**

So, how much would you agree or disagree that...  
 the police and other local public services seek people's views about these issues in your local area?  
 the police and other local public services are successfully dealing with these issues in your local area?<sup>11</sup>



Base: All respondents (weighted 16,604, unweighted 16,604)

Similar proportions are found both for whether the police and other authorities seek people's views and are being successful at dealing with anti-social behaviour and crime (33% and 36% respectively, excluding don't know answers). Most demographic groups are statistically similar for this, though Pendle and Burnley residents are less likely to agree with each statement.

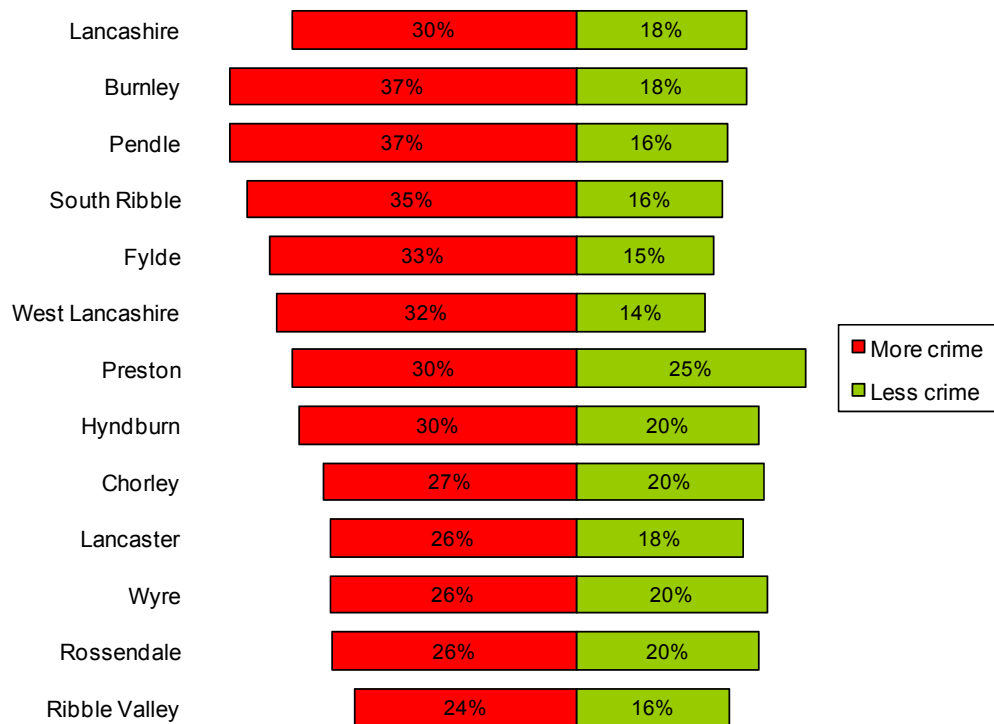
There were two extra community safety questions added to the Lancashire questionnaire in addition to the standard questions. These were to ask whether crime has increased or decreased in the last two years, and why they said this. More people answer that there is more crime than less crime (30% and 18% respectively, excluding don't know answers). One in ten say there is a lot more crime than two years ago (9%), while only 4% answer there is a lot less crime.

While more people think that crime has increased in the last two years, the total number of recorded crimes between 2006/7 and 2008/9 actually fell by 15%<sup>12</sup>.

<sup>11</sup> NB - these questions do match the titles of the national indicators they are used for, NI 27 - understanding of local concerns about anti-social behaviour and crime by the local council and police and NI 21 - dealing with local concerns about anti-social behaviour and crime by the local council and police

<sup>12</sup> Source Multi Agency Data Exchange (MADE, [www.saferlancashire.co.uk/made](http://www.saferlancashire.co.uk/made))

**Chart 23 - Thinking about crime in your local area, do you think there is more or less crime than two years ago?**

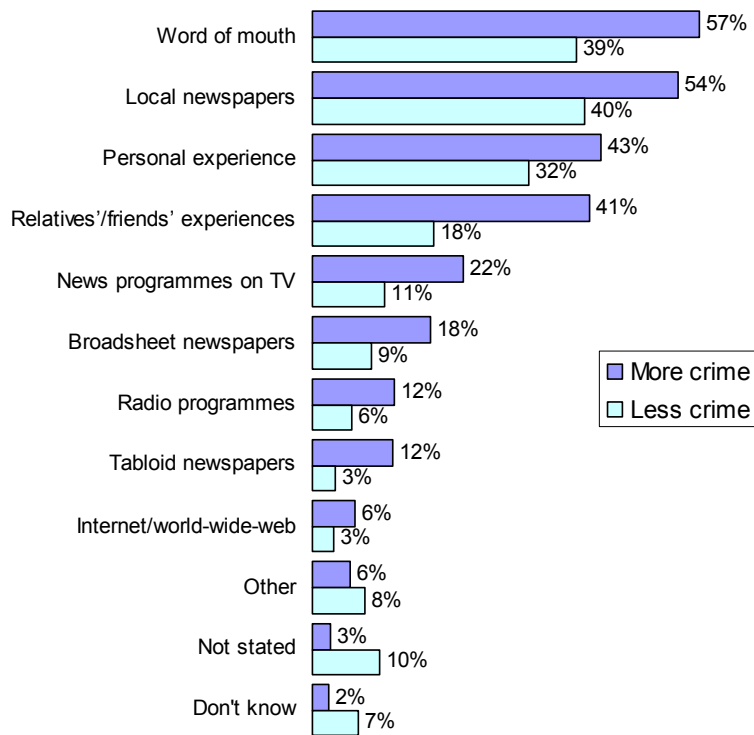


Base: All respondents (weighted 16,604, unweighted 16,604)

Residents of Burnley (37%), Pendle (37%), and South Ribble (35%) are the most likely to answer there is more crime than two years ago. Residents who have a perception of high anti-social behaviour locally are twice as likely to think things are worse (58% versus 23%).

Respondents who think there is more or less crime were asked why they think this. The order of the information sources is the same between those saying there is more and less crime; though those saying there is more are more likely to give each individual source. The top reasons for both groups are **word of mouth** and **local newspapers**. In particular, respondents who think there is more crime now are twice as likely to say it is due to **relatives' or friends' experience** as those who think it has fallen (41% versus 18%).

**Chart 24 - Why do you think there is more or less crime in your local area?**



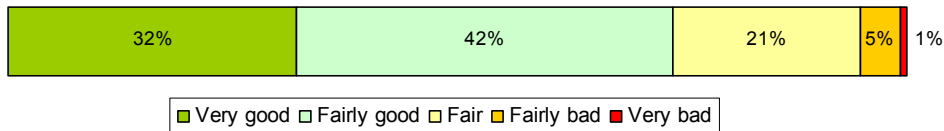
Base: Respondents answering there is more crime (unweighted 3,537) and less crime (unweighted 2,236)



## 6.3 Health and Wellbeing

The main question about health on the Place Survey asked for a self assessment of overall health. This gives the data for the national indicator NI 119, and is shown in the chart below<sup>13</sup>.

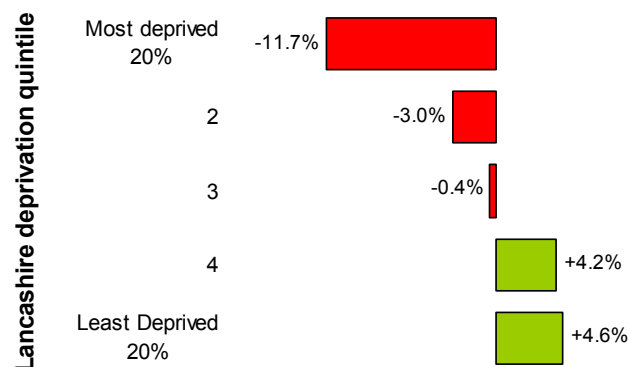
**Chart 25 - How is your health in general? Would you say it is ...**



Base: All respondents (weighted 16,604, unweighted 16,604)

Overall, three-quarters of respondents answer that their health is good (74%), and only a small proportion say that it is bad (6%). The proportion saying their health is good is very strongly linked to both age and deprivation. By age, the proportion answering their health is good falls from 82% of those aged 18 to 24 years, down to just 54% of those aged 65 years and over. As would be expected there is also a strong link with disability, only 28% of those saying they have a long-term disability rating their health as good. The link with deprivation is shown in the chart below. This gives the gap in the proportion rating their health as good with that for the Lancashire overall average for each of five quintiles of deprivation. Those living in the most deprived areas are significantly less likely to rate their health as good.

**Chart 26 - Gap between self-assessed health<sup>14</sup> and Lancashire average, against IMD deprivation LSOA quintile**



Base: All respondents (weighted 16,604, unweighted 16,604)

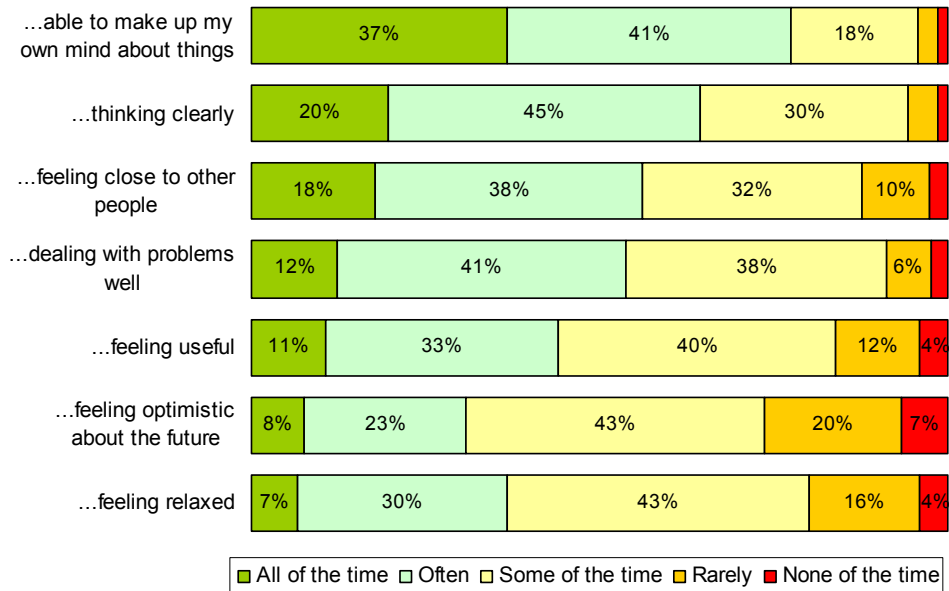
In addition, seven questions looking at mental health were asked of respondents. These are half of the 14 questions making up the Warwick

<sup>13</sup> A similar question is used by the Office for National Statistics along with other statistics to estimate average life expectancy in an area

<sup>14</sup> Each of these figures have been normalised by age, to ensure the differences are not due to differences in the age profile in each deprivation quintile. The population answering in each quintile therefore matches the age distribution across the county.

Edinburgh Mental Well-being Scale (WEMWBS)<sup>15</sup>, which is seen as a robust quantitative measure of mental well-being. The results for Lancashire are shown in the chart below. Only a minority of people have been feeling relaxed and feeling optimistic about the future all of the time or often (31% and 37% respectively).

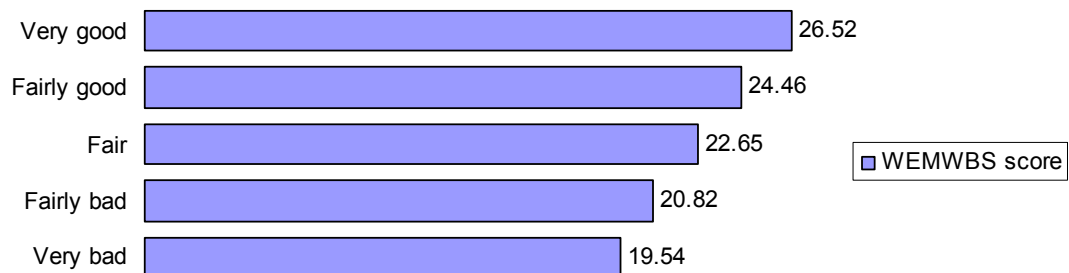
**Chart 27 - Please tick the box that best describes your experience of each over the last two weeks: I've been...**



Base: All respondents stating an answer (unweighted 14,943)

The answers to the above questions are converted into a score which gives the measure linked to mental health. This score shows little variation between demographic groups, with only very small differences by age group and no difference by gender or ethnic group for example. There is a slight link between the score and the level of local deprivation, but self-perceived health shows the strongest link. This implies a link between poor physical health and poor mental health (and vice versa).

**Chart 28 - Self-perceived overall health versus WEMWBS score**



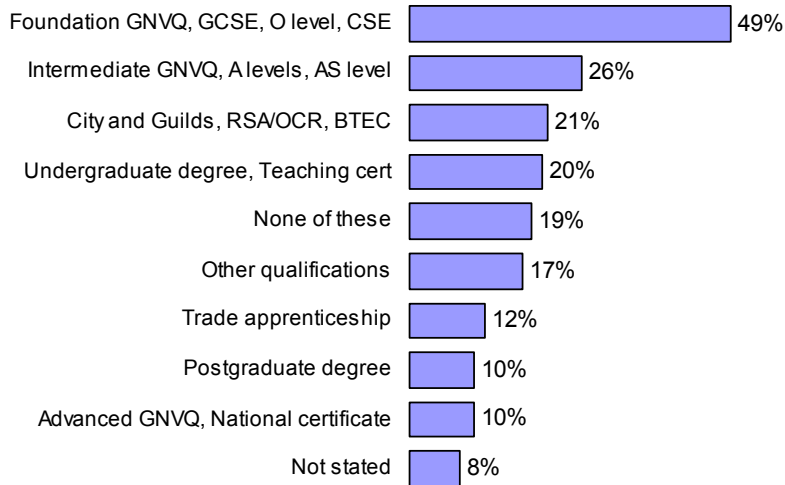
Base: all completing WEMWBS questions and rating their own health

<sup>15</sup> The Warwick-Edinburgh Mental Well-being Scale was developed by the University of Warwick and the University of Edinburgh, and is jointly owned by NHS Health Scotland, the University of Warwick and the University of Edinburgh.

## 6.4 Economic Development

There were no questions on the Place Survey directly relevant to economic development. However, the Lancashire survey added two extra questions asking for the level of qualification respondents have achieved, and the likelihood of obtaining more qualifications in future.

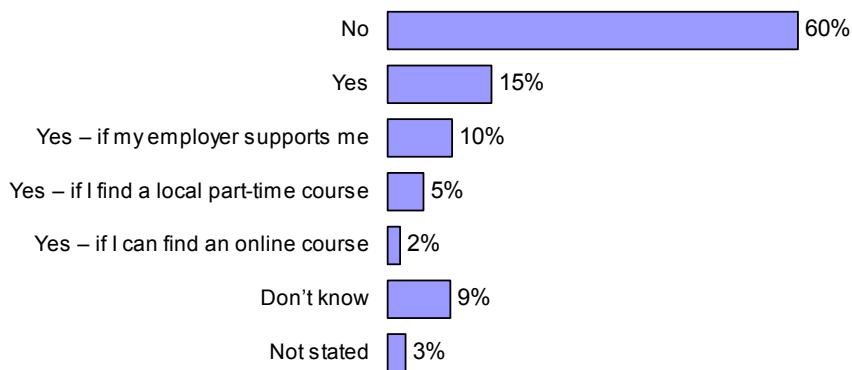
**Chart 29 - Please select any of the following qualifications or certificates you have achieved...**



Base: All respondents (weighted 16,604, unweighted 16,604)

The qualifications people have achieved are closely linked with age, with those aged 25 to 34 years significantly more likely to have either a postgraduate degree (19%) or an undergraduate degree or teaching certificate (32%). This is likely to reflect higher participation in university education than had been available previously. There are also differences by district, with residents in Ribble Valley twice as likely to have an undergraduate degree or teaching certificate as those in Burnley (27% and 13% respectively).

**Chart 30 - Do you plan to work towards another qualification in the next 3 years?**

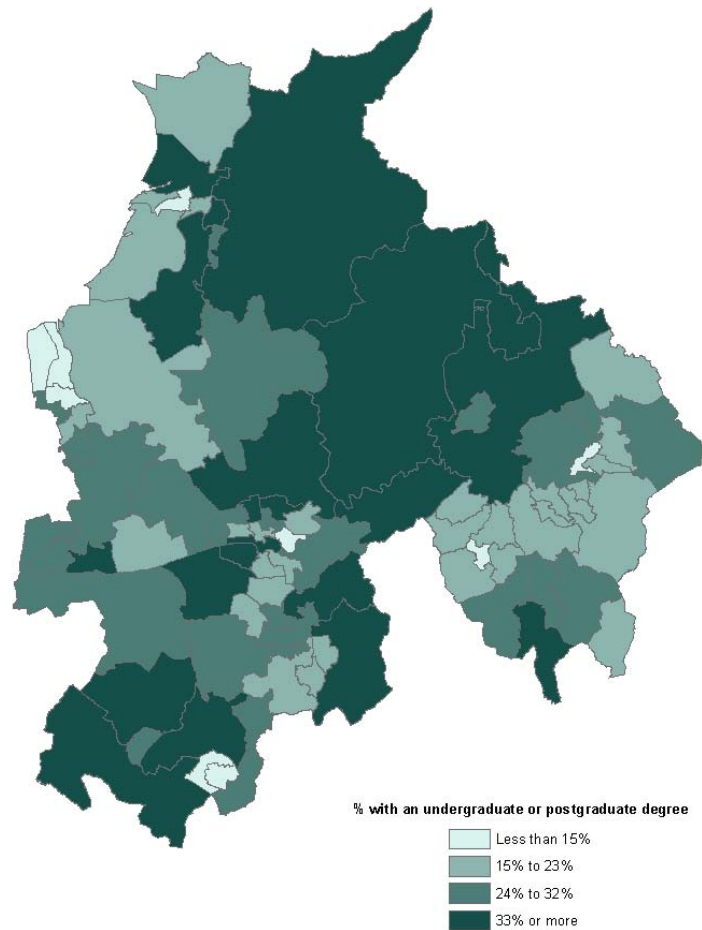


Base: All respondents (weighted 16,604, unweighted 16,604)

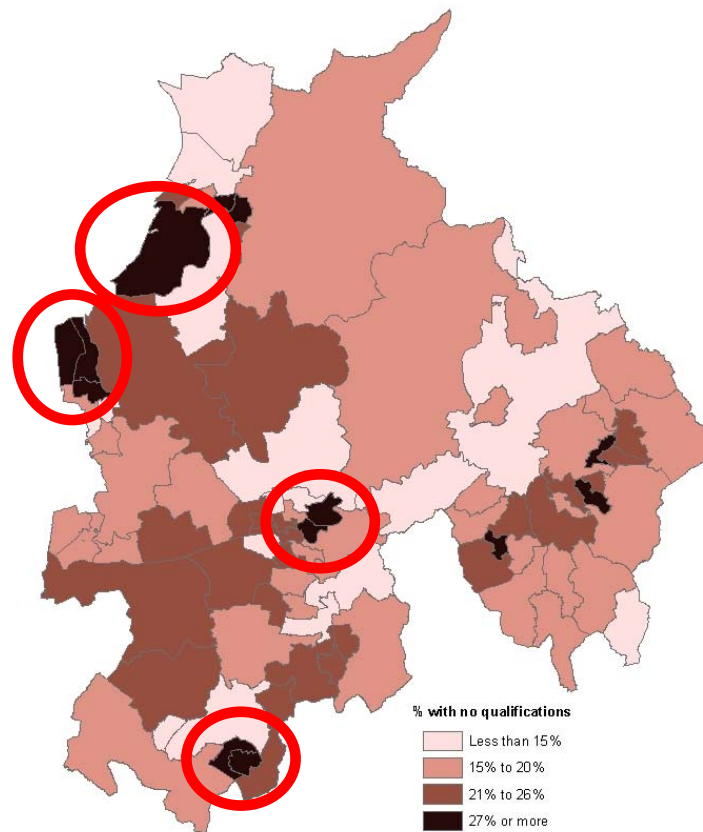
More than a quarter of respondents would consider working towards a new qualification in the next three years. This is closely linked to age as might be expected, with three-quarters of those aged 18 to 24 (75%) and seven in ten of those aged 25 to 34 (69%) answering they would, either on their own or with support or part-time or online courses. Support from employers was particularly important for those aged 25 to 34 years (20%).

The maps on the next page give the proportions with educated to degree level and the proportion with no qualifications across the county. Areas in the west of the county are shown as having some of the highest need, with the towns of Fleetwood, Skelmersdale and Heysham particularly visible, with more than a quarter of respondents having no qualifications.

**Proportion of the population with an undergraduate or postgraduate degree by electoral division**



**Proportion of the population with no qualifications by electoral division**



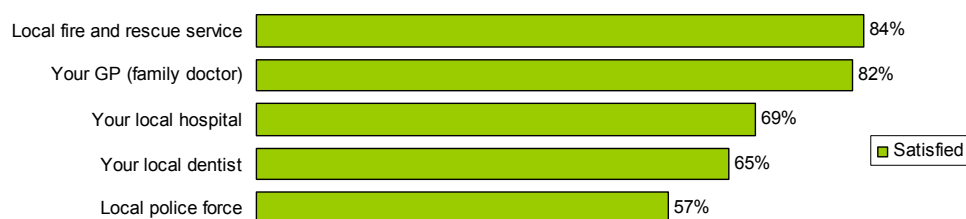
Base: Place survey (16,604 respondents, an average ~200 respondents per electoral division, weighted to reflect age distribution)

## 6.5 Perceptions of local services

### 6.5.1 Local services

The survey also asked about satisfaction with several local services (where respondents have used them), as shown in the chart below. The level of satisfaction for service users varies from more than four in five people satisfied with fire and rescue (84%) and the local GP (82%) to less than three in five satisfied with the local police force (57%).

**Chart 31 - Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area.**



Base: All respondents who have used service and expressed an opinion (11,080 to 15,797)

Satisfaction with the police service is relatively similar across the county, with only satisfaction in Pendle and Rossendale significantly lower than other districts (50% and 52% satisfied). Satisfaction is significantly higher in Ribble Valley and perhaps more surprisingly, Preston (both 62%). There are no significant differences by level of deprivation, but there are significant differences between men (51%) and women (62%). As might be expected, there is also a significant difference between those who are rate anti-social behaviour as high locally and those who do not (44% satisfied against 60%).

Perceptions of the fire and rescue service do not show any significant differences, perhaps reflecting a general satisfaction with the service, as well as less direct contact with the service.

Satisfaction with the local doctor or GP is linked to both age and the level of local deprivation. Satisfaction increases strongly with age, varying from just two-thirds of those aged 18 to 24 years (68%), increasing to nine in ten of respondents aged 65 years or older (92%). Similarly, satisfaction increases as deprivation falls, with 76% satisfied in the most deprived 20% of areas increasing to 87% in the least deprived areas. Both the links with age and deprivation could be due to different levels of access to GP services.

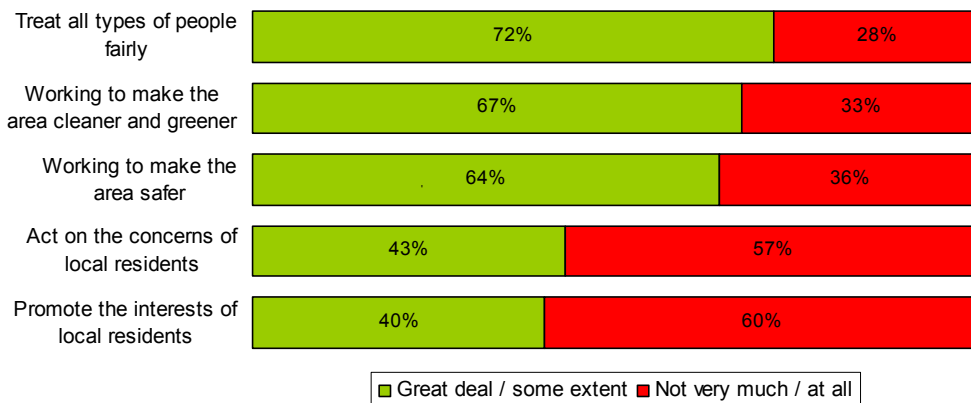
Satisfaction with the local hospital is highly variable depending on the district of residence, which may reflect different levels of access, (particularly to accident and emergency services). While seven in ten people are satisfied across the county (69%), only half that proportion is satisfied in Burnley (36%). Pendle and Rossendale residents are also much less likely to be satisfied than the county average (45% and 52%

satisfied respectively). Satisfaction with hospitals is highest in Chorley (83%) and Preston (78%).

Satisfaction with dental services is significantly different between white respondents (65%) and those from an ethnic minority (56% satisfied), as well as increasing as deprivation decreases (57% in the most deprived rising to 68% in the least deprived areas). By district, satisfaction with dental services is lowest in Rossendale (54%) and Burnley (57%).

As well as straight satisfaction with public services, a number of attitudinal questions were also asked that looked at how public services are perceived generally. About two-thirds of Lancashire residents agree that local public services **treat all types of people fairly** (72%), are working to **make the area cleaner and greener** (67%) and **safer** (64%). However, there are concerns that local people do not have enough say in local issues, since only two in five people agree local services **act on the concerns of local residents** (43%) and **promote the interests of local residents** (40%).

**Chart 32 - Here are some things that people have said about their local public services. To what extent do you think that these statements apply to public services in your local area?**



Base: All respondents excluding don't know answers (11,715 to 14,799)

White respondents are more likely to agree that public services treat all types of people fairly than those from an ethnic minority, (73% and 64% answer a great deal or to some extent, respectively).

Residents who live in the most deprived areas of the county are significantly less likely to agree that public services are working to make the local area both cleaner and greener (59% versus 67% overall), and safer (57% versus 64% overall).

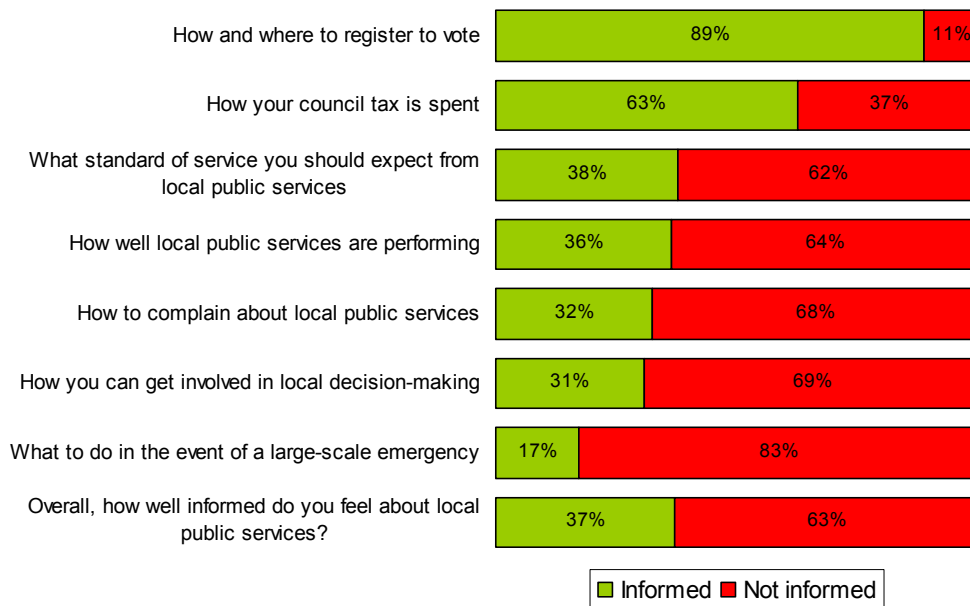
The questions above are linked with other questions on the survey. For example, when people feel they can influence decisions in their locality (NI 4) they are much more likely to also agree that public services promote the interests of local residents (66% agree a great deal, and 26% agree to some extent).

## 6.6 Information Provision

Several questions on the survey asked about how well informed local people feel about several aspects of public services. There is a wide range in how well informed people feel about the different factors, though in each, the proportion informed increases with age. While nine in ten or more of those aged 35 years and over feel informed about how and where to register to vote, this is only two in three of those aged 18 to 24 years, suggesting that more information is needed by younger residents.

The proportion feeling informed about local services overall increases from just a quarter of the youngest respondents (24% of those aged 18 to 24 years), up to half of those aged 65 and above. How well informed residents feel is particularly important since it is closely linked to satisfaction with local services. For example, people who feel informed about local services are half as likely again to be satisfied with police services as those who are not informed (73% and 47% satisfied respectively). Therefore improving how well informed people are can improve satisfaction.

**Chart 33 - How well informed do you feel about each of the following?**



Base: All respondents excluding don't know answers (11,715 to 14,799)

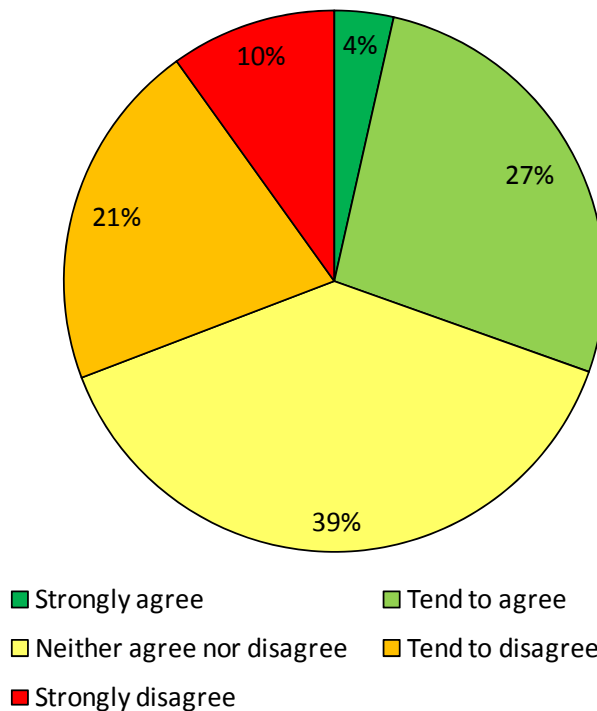


## 6.7 Perceptions of the local council

Finally, two questions on the survey asked about how respondents rate the level of value for money the local council provides and their level of satisfaction with it. These questions were asked of both the relevant district and the county council.

Only three in ten respondents agreed that Lancashire County Council provides value for money (31%). This compares with an England average of 33%.

**Chart 34 - To what extent do you agree or disagree that Lancashire County Council provides value for money?**



Base: All respondents (weighted 16,604, unweighted 16,604)

Two in five residents are satisfied with the county council overall (40%). This compares with the score for the same question on the BVPI 2006 of 50%. The average score across England is 45%, a fall of 8% from the BVPI 2006 survey<sup>16</sup>. The perceived value for money the county council provides is a key predictor of how satisfied they are with it as might be expected; the correlation between these two questions has an R-squared value of 66%. This is the strongest predictor of the level of satisfaction. The second strongest predictor of county council

<sup>16</sup> Care needs to be taken when comparing between non-identical surveys, and particularly for this question on council satisfaction. The Place Survey asked for residents' perceptions of satisfaction with their council immediately after a question on value for money, and also asked about the county council immediately after asking about the district council. The BVPI survey had neither of these factors, so the surveys' results are not strictly comparable.

satisfaction is the level of satisfaction with the district council (with an R-squared value of 56%). This link between district and county council satisfaction suggests the importance of joint working between councils in Lancashire, since an increase in perceptions of the district council may also increase satisfaction with the county council, and vice versa.