

# **Living in Lancashire Wave 27 survey**

## **Street scene**

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# 1 Executive Summary

This wave of the Living in Lancashire panel looked at street scene and the factors affecting it, including the road network, pavements, littering, landscaping and street lighting (including low level lighting). The survey was sent to all 2,785 members of the panel on 18 November and the fieldwork ended on 11 December 2009. In total 1,957 questionnaires were returned, giving an overall response rate of 70%.

## 1.1 Key findings

- Six in respondents seven across Lancashire are satisfied with their local area as a place to live overall (86%), with just 7% dissatisfied. Whilst most respondents (97%) feel very or fairly safe in the local area during the day, only two thirds (64%) feel safe at night.
- The biggest specific problems respondents gave about their own neighbourhood, were empty and deserted buildings (10% rating a problem), graffiti (8% a problem) and boarded or broken windows (8% a problem)
- Four in five respondents rated their neighbourhoods as clean (79%), while seven in ten said their local town or city was (72%).
- Most respondents would contact the police (67%) if they saw someone littering or vandalising property. Respondents were five times more likely to contact their district council than the county council (25% versus 6% respectively).
- 58% of respondents are dissatisfied with small-scale road repairs (, more than twice the proportion of respondents who are satisfied. Around two in five were also dissatisfied with residential roads and large scale road repairs.
- Respondents were more likely to agree that roads in Lancashire are repaired to an acceptable standard (57% agree) than agree that the roads are repaired quickly (35%).
- Pavements and public rights of way generally show more people are satisfied than dissatisfied, with the exception of maintenance of alleys, ginnels and passageways were 34% are dissatisfied compared to 27% satisfied.
- Parking (45%) and dog fouling (39%) are seen as the biggest problems in local neighbourhoods.

- Pavement repairs show a similar pattern to road repairs where 56% agree they are repaired to an acceptable standard compared to 33% who think they are repaired quickly.
- For street lighting the highest level of satisfaction occurred with lighting around main roads in the local area (85%), but respondents were less likely to be satisfied with the lighting provided in parks and open spaces (31%) and in alleys, ginnels or passageways (30%).
- Most people thought that broken or damaged street lighting were not a problem in their local area (64%) and around half (51%) thought that inadequate lighting was not a problem. However four in five agree they are satisfied with street lighting in the county.
- When considering lower levels of street lighting the most common times named for low lighting are midnight (19% in summer and 18% in winter) until 5am in the morning in summer and 6am in winter (19% and 18% respectively).
- When asked about street furniture, respondents were most likely to say that there are too few dog fowl bins (69%), litter bins (66%) and street benches (43%). It is dog fowl bins (34%), traffic calming measures (39%), street benches (47%) and litter bins (48%) where respondents are least likely to say they are satisfied with their condition. Half of residents are satisfied with the provision and maintenance of street furniture locally (52%), with one in six dissatisfied (16%).
- Overall more people (59%) are satisfied with the maintenance of grass verges and 54% are satisfied with tree maintenance.
- Generally most panel members think that aspects of street scene have stayed the same, though more people think that aspects have got worse than got better.
- Priorities for improvement for local environment are improved cleanliness (59%), better pavements (37%), better timing of roadworks (31%) and better carriageway surfacing (30%).

## 1.2 Recommendations

Over the report findings highlight different opinions, perceptions and satisfaction levels across the county with the services covered within this research. The recommendations are:

- Prioritise those districts that tend to appear more consistently towards the bottom of the rankings, eg Burnley, Rossendale and Hyndburn. It will also be useful to assess those areas where there are higher numbers of black and minority ethnic (BME) residents as the research shows this group is less satisfied and finds services more of a problem than white residents.
- Use the priorities provided by respondents to inform service delivery actions, within the budget available and other priority-setting exercises. The highest priority is improving local cleanliness, which should be a shared focus across councils. This is despite cleanliness of the local neighbourhood and local town/city centre being generally seen as fairly clean. There could be links to the public's perception that there are too few dog foul bins and litter bins.
- Improve awareness of the district councils' role in receiving complaints about littering or vandalising property.
- There is a need to understand the difference and significance of perceived satisfaction and actual lower standards of delivery. For example the quality and speed of road repairs may be due to a lower deliver standard where remedial actions are needed or it could be that delivery standards do not match public expectations. In this case it may need improved communication to manage expectations or a better understanding of what a good service may look like to the public (and the associated costs of this).
- Any changes made to street lighting levels should be communicated to explain the reasons and potential benefits, as there a significant number of respondents who don't want any change or don't know if they want a change.
- The research here is only the starting point to set the overall picture. More detailed research and consultation are needed to understand the reasons for some of the findings and to assess the viability and appropriateness of proposals and actions.

## 2 Introduction

Lancashire County Council has used Living in Lancashire regularly since August 2001 (formerly known as Life in Lancashire). A panel of willing participants is recruited and is approached on a regular basis to seek their views on a range of topics and themes. Panel members are voluntary participants in the research they complete and no incentives are given for completion.

The panel has been designed to be a representative cross-section of the county's population. The results for each survey are weighted in order to reflect the demographic profile of the county's population.

The panel provides access to a sufficiently large sample of the population so that reliable results can be reported at a county wide level. It also provides data at a number of sub-area and sub-group levels.

Each wave of Living in Lancashire is themed. Firstly, it enables sufficient coverage on a particular topic to be able to provide insight into that topic. And secondly, it comes across better to the residents completing the questionnaires if there is a clear theme (or 2-3 clear themes) within each survey.

The panel is refreshed periodically. New members are recruited to the panel and some current members are retired on a random basis. This means that the panel remains fresh and is not subject to conditioning i.e. the views of panel members become too informed with county council services to be unrepresentative of the population as a whole.

## 3 Research Objectives

The objectives of this survey are to look at street scene and the factors affecting it. The specific areas covered included:

- littering and vandalism to property;
- the road network;
- pavements and public rights of way;
- street lighting;
- street furniture such as benches and bins; and
- landscaping.

## 4 Methodology

This wave of Living in Lancashire research was sent to 2,785 members of the panel on 18 November. No reminders were sent, and the fieldwork ended on 11 December 2009.

In total 1,957 questionnaires were returned, giving an overall response rate of 70%.

All data are weighted by age, ethnicity and district to reflect the Lancashire overall population, and figures are based on all respondents unless otherwise stated. The weighted responses have been scaled to match the effective response of 1,456, which is the equivalent size of the data if it had not been weighted and was a perfect random sample.

### 4.1 Limitations

The table below shows the sample tolerances that apply to the results in this survey. Sampling tolerances vary with the size of the sample as well as the percentage results.

| Number of respondents | 50/50<br>+ / - | 30/70<br>+ / - | 10/90<br>+ / - |
|-----------------------|----------------|----------------|----------------|
| 50                    | 14%            | 13%            | 8%             |
| 100                   | 10%            | 9%             | 6%             |
| 200                   | 7%             | 6%             | 4%             |
| 500                   | 4%             | 4%             | 3%             |
| 1000                  | 3%             | 3%             | 2%             |
| 2000                  | 2%             | 2%             | 1%             |

On a question where 50% of the people in a sample of 1000 respond with a particular answer, the chance are 95 out of 100 that the answer would be between 47% and 53% (ie +/- 3%), versus a complete coverage of the entire Lancashire population using the same procedure.

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



## 5 Main Research Findings

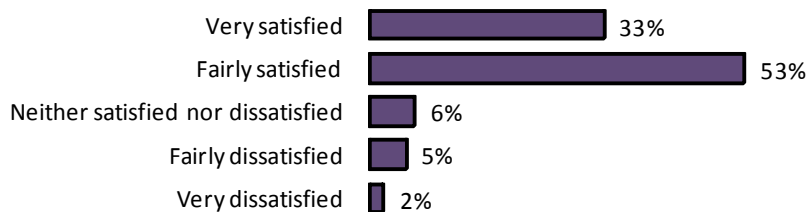
The county council is looking at ways street scene services are provided and how we can work better with partners to keep them to a high standard. The survey covered a wide range factors that contribute to the street scene including littering and vandalism, the road network, pavements, public rights of way, street lighting, street furniture and landscaping.

### 5.1 Satisfaction with the local area

The first questions looked at overall perceptions of the respondents' local area.

The majority of respondents are satisfied overall with their local area as a place to live (86%), though the majority of these are fairly satisfied (53%). There were few people who are actually dissatisfied with their local area (7%).

**Chart 1 - Overall, how satisfied are you with your local area as a place to live?**

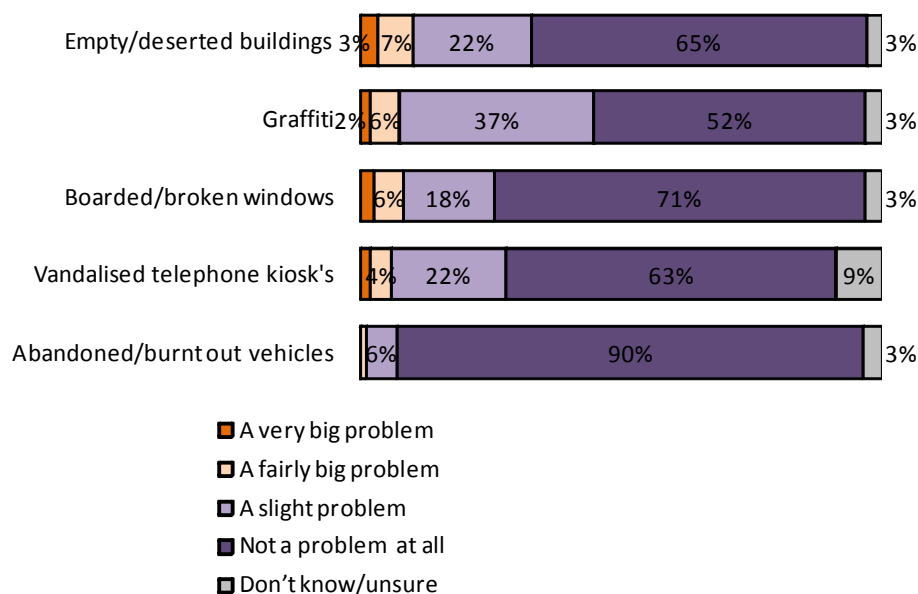


Base: All respondents (unweighted 1928, weighted 1510)

Those people who are more likely to say that are satisfied with their local area as a place to live tend to be from older age groups. Looking at district of residence those living in Ribble Valley (97%), Chorley (93%) and Fylde (92%) are most satisfied and residents in Burnley (65%), Pendle (75%) and Hyndburn (77%) are least likely to be satisfied with their local area as a place to live.

When respondents were asked specifically about their own neighbourhood, it was empty and deserted buildings (10% a problem), graffiti (8% a problem) and boarded or broken windows (8% a problem) that were the biggest problems. As might be expected abandoned or burnt out vehicles were less likely to be seen as a problem (1% a problem).

**Chart 2 - Thinking about the neighbourhood you live in, how much of a problem are the following?**



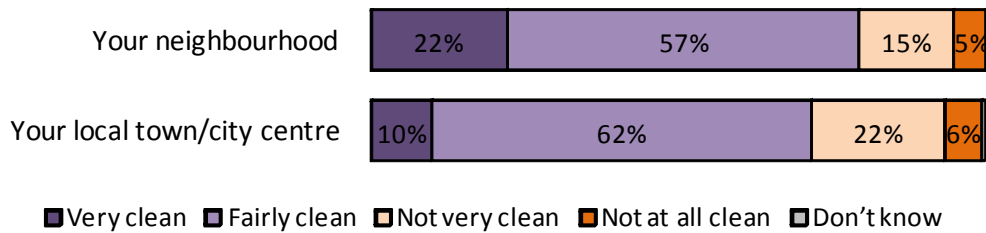
Base: All respondents (unweighted 1893, weighted 1486)

There is little difference between demographic sub-groups, with the exception of ethnicity. 24% of BME respondents see empty/deserted buildings as a very/fairly big problem compared to 10% of white respondents, and 22% of BME respondents see boarded/broken windows as a very/fairly big problem compared to 7% white.

Across the county empty/deserted buildings are a very/fairly big problem for 10% of respondents. However this increases to 30% in Pendle, and 29% in Burnley, three times the county result. Boarded/broken windows are a very/fairly big problem for 9% overall compared to 26% in Pendle, 21% in Burnley and 19% in Hyndburn and Rossendale.

Respondents were then asked how clean they thought their neighbourhood and local town or city centre were. The results are more positive for respondents' neighbourhoods with a greater proportion saying they are clean (79% clean, 22% very clean) compared to the local town or city centres (72% clean, 10% very clean).

**Chart 3 - How clean would you say your ... is?**



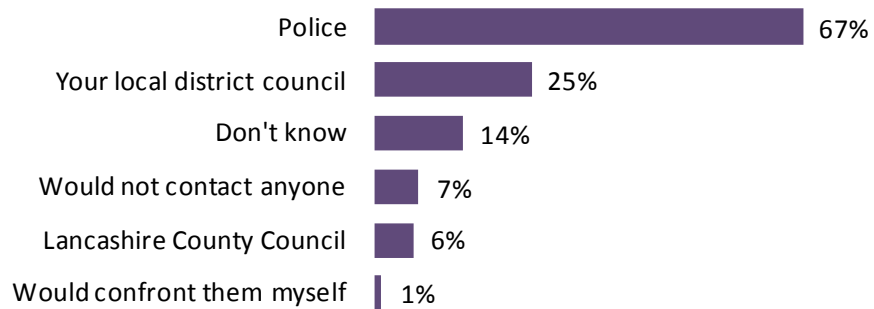
Base: All respondents (unweighted 1852, weighted 1446)

There is little perceived difference in the cleanliness of the local town, with the exception of Rossendale where on 61% of respondents think it is very/fairly clean.

The cleanliness of the neighbourhood shows that only 68% of BME respondents think that their neighbourhood is very/fairly clean compared to 80% white respondents. District analysis shows that ratings are lowest in Burnley (55%), Pendle (67%), Lancaster (70%), and highest in Fylde (92%), Ribble Valley (91%), West Lancashire (87%).

The greatest proportion of respondents would contact the police (67%) if they saw someone littering or vandalising property. Respondents were five times more likely to contact their district council than the county council (25% versus 6% respectively). However, one in 14 people said they would not contact anyone (7%).

**Chart 4 - Who would you contact, if anyone, if you saw someone littering or vandalising property?**



Base: All respondents (unweighted 1890, weighted 1482)

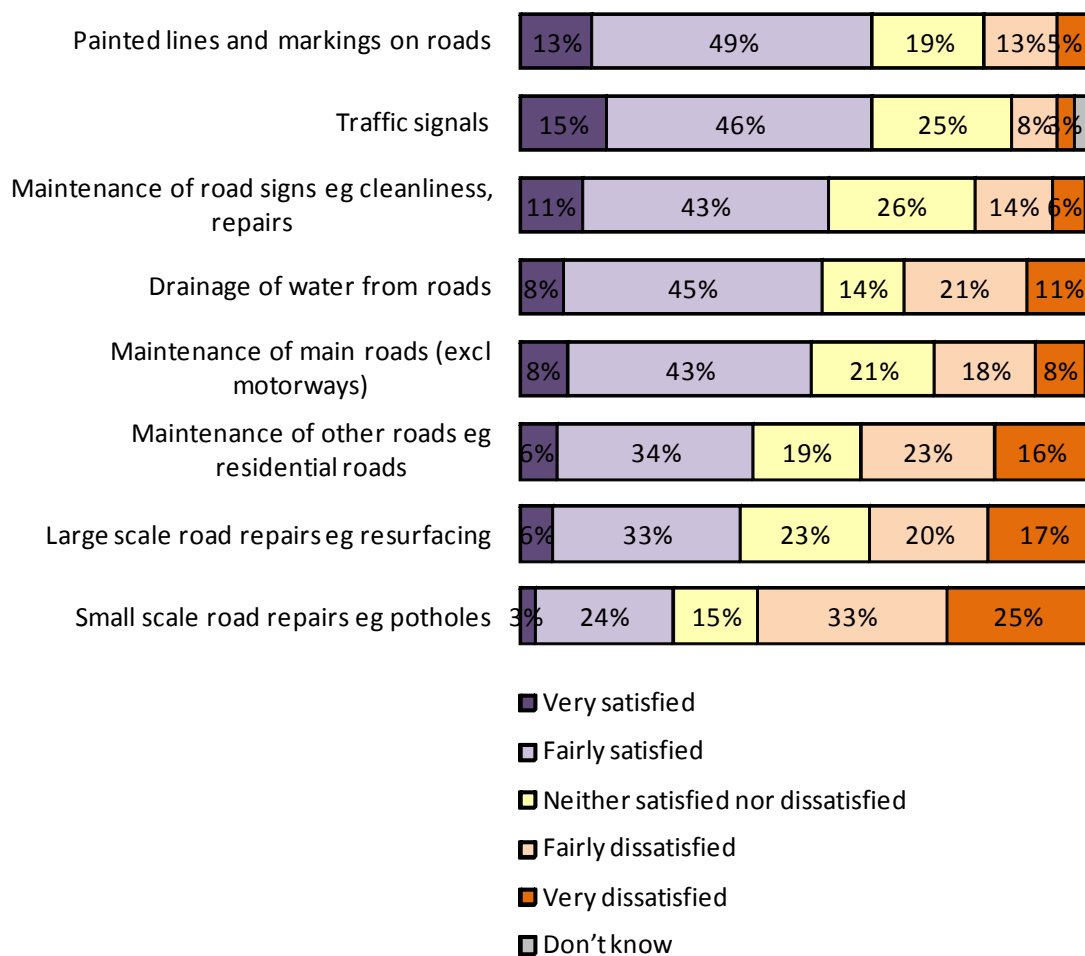
Older age groups are most likely to contact the police or the local council, whereas younger age groups are more likely to not contact anyone or not know who to contact. ABs are more likely to contact the police than DEs (80% versus 61% respectively). By district, residents in Fylde (80%) and South Ribble (75%) are more likely to contact the police whereas those in Pendle (40%) and Burnley (32%) are more likely than overall to contact their local council.

## 5.2 The road network

The survey asked how satisfied respondents were with a number of aspects of the road network. Painted lines and markings on roads (62% satisfied), and traffic signals (62% satisfied) gained the highest levels of satisfaction. Around half of respondents were satisfied with the maintenance of road signs (54%), drainage of water from roads (53%) and maintenance of main roads (51%).

Almost two-fifths of respondents are dissatisfied with small-scale road repairs (58% dissatisfied, 25% very dissatisfied), more than twice the proportion of respondents who are satisfied. There is also a high level of dissatisfaction with the maintenance of residential roads (40% dissatisfied) and large scale road repairs (38% dissatisfied).

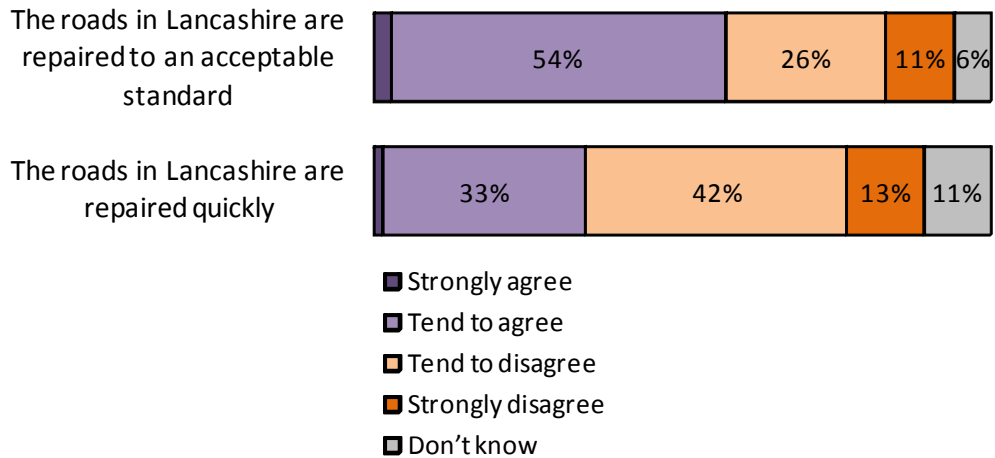
**Chart 5 - Thinking about roads in your local area, how satisfied or dissatisfied are you with each of the following?**



Base: All respondents (unweighted 1837, weighted 1451)

There is greater agreement that the roads in Lancashire are repaired to an *acceptable standard* (57% agree) than agree that the roads in Lancashire are *repaired quickly* (35% agree).

**Chart 6 - How much do you agree or disagree with the following statements about the roads in Lancashire overall?**



Base: All respondents (unweighted 1876, weighted 1472)

Sub-group analysis shows that Rossendale (31%), and Wyre (51%) are areas least likely to agree that roads in Lancashire are repaired to an acceptable standard compared to Chorley (66%), Ribble Valley (65%) and Burnley (64%) who are the most likely to agree.

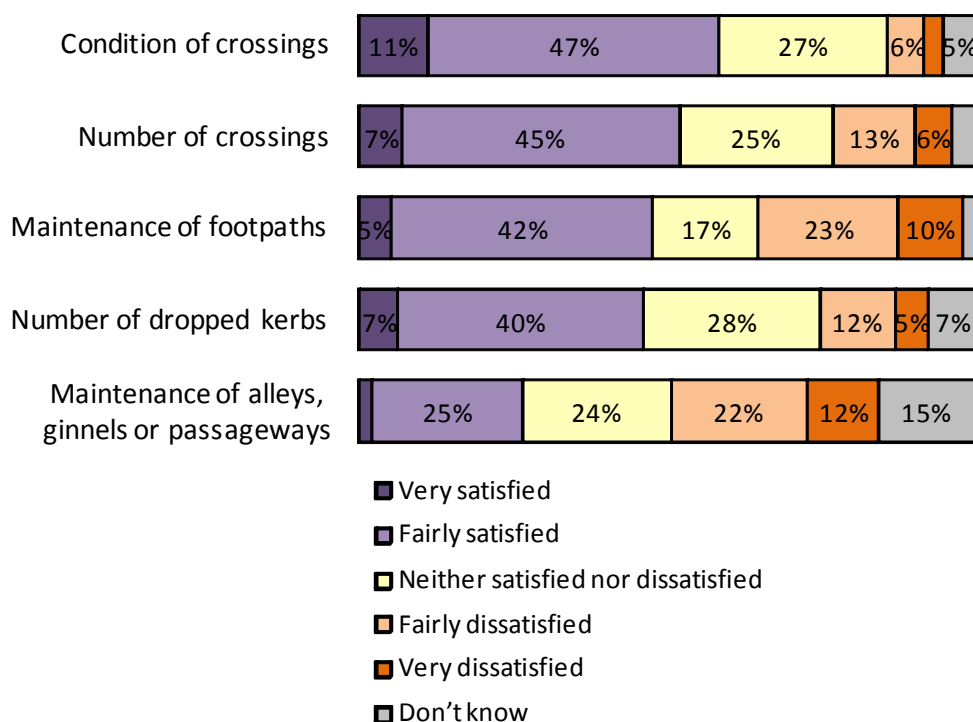
BME respondents are more likely to agree that roads in Lancashire are repaired quickly than white respondents (45% versus 33% respectively). At a district level respondents from Rossendale (20%) and Hyndburn (25%) are the least likely to agree, whilst respondents from Chorley (50%), Ribble Valley (40%) and Preston (39%) are most likely to agree.

### 5.3 Pavements and public rights of way

The panel was asked for its perceptions of the condition and quantity of pavements and public rights of way.

The results show that people are most satisfied with crossings, both in terms of their condition and number (59% and 52% satisfied respectively), though one in five people are dissatisfied with the number of crossings (19%). There are more people dissatisfied with the maintenance of alleys, ginnels and passageways than are satisfied (34% versus 27% respectively). There are also a third of respondents who are dissatisfied with the maintenance of footpaths (33%).

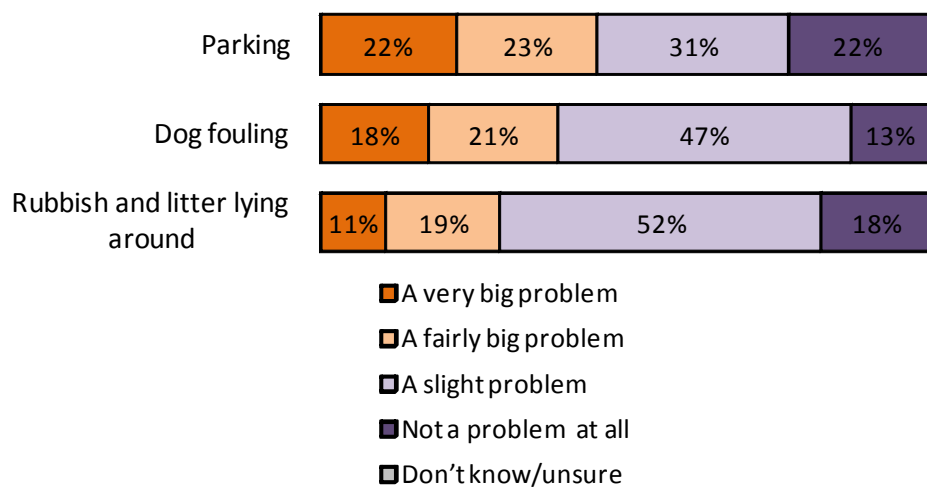
**Chart 7 - Thinking about pavements and public rights of way in your local area, how satisfied or dissatisfied are you with each of the following?**



Base: All respondents (unweighted 1855, weighted 1463)

Parking was perceived as the biggest problem in local neighbourhoods by respondents (45% a problem), closely followed by dog fouling (39% a problem). Rubbish and litter lying around was a problem for one in three respondents in their neighbourhoods (29% a problem).

**Chart 8 - Thinking about the neighbourhood you live in, how much of a problem are the following?**



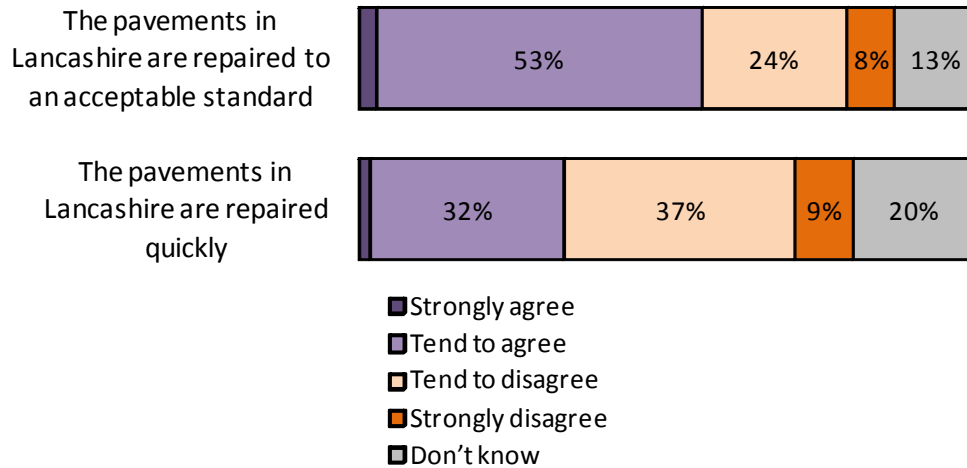
Base: All respondents (unweighted 1890, weighted 1486)

Parking is most likely to be seen as a very/fairly big problem by respondents from Rossendale (68%), Burnley (53%) and Lancaster (45%). Dog fouling is a very/fairly big problem in Burnley (51%), Wyre (47%) and Rossendale (46%). It is also more likely to be a problem for DE social groups (45%) than AB groups (26%). Rubbish and litter lying around is more likely to be a very/fairly big problem in Burnley (54%) and Pendle (38%).



The quality and speed of repairs to pavements reflect the pattern shown for road repairs. There was more agreement that they are repaired to an acceptable standard (56%) than that they are repaired quickly (33%), and more respondents disagreed that pavements are repaired quickly (47%).

**Chart 9 - How much do you agree or disagree with the following statements about the pavements in Lancashire overall?**



Base: All respondents (unweighted 1891, weighted 1479)

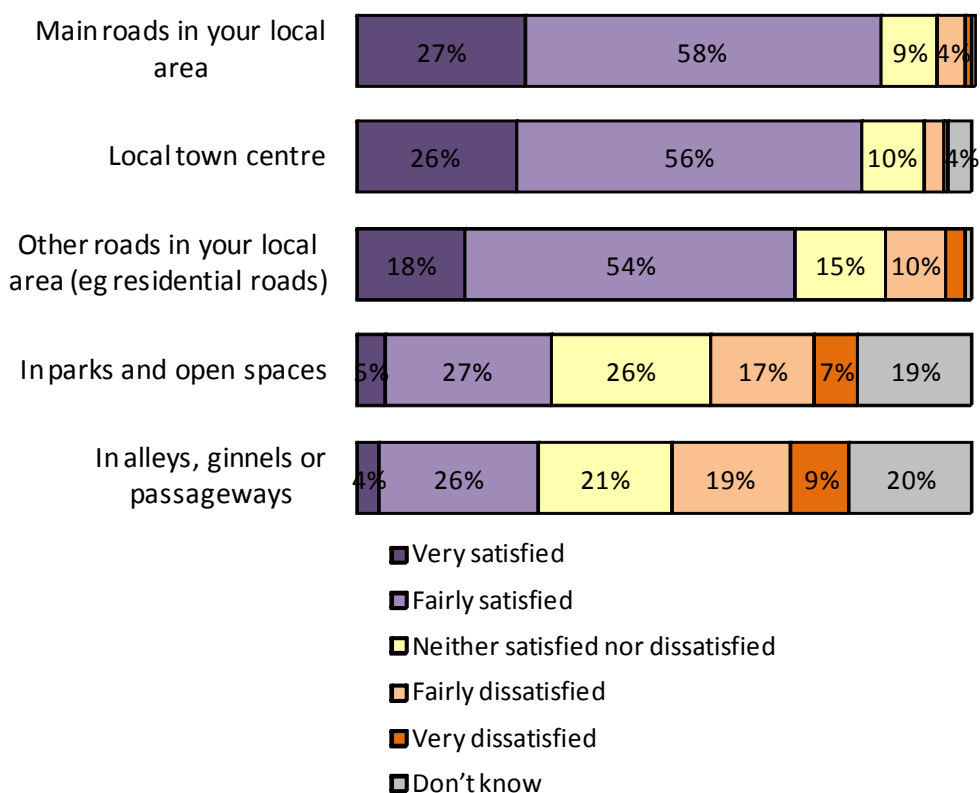
Those least likely to agree that pavements in Lancashire are repaired to an acceptable standard are respondents from Rossendale (40%), Hyndburn (48%) and Wyre (48%).

Those least likely to agree that pavements in Lancashire are repaired quickly are respondents from Rossendale (23%) and Hyndburn (26%).

## 5.4 Street lighting

The series of questions around street lighting began by asking how satisfied respondents were with street lighting in different areas. The highest level of satisfaction occurred with lighting around main roads in the local area (85%), the local town centre (82%) and other roads in the local area (71%). Respondents were less likely to be satisfied with the lighting provided in parks and open spaces (31%) and in alleys, ginnels or passageways (30%).

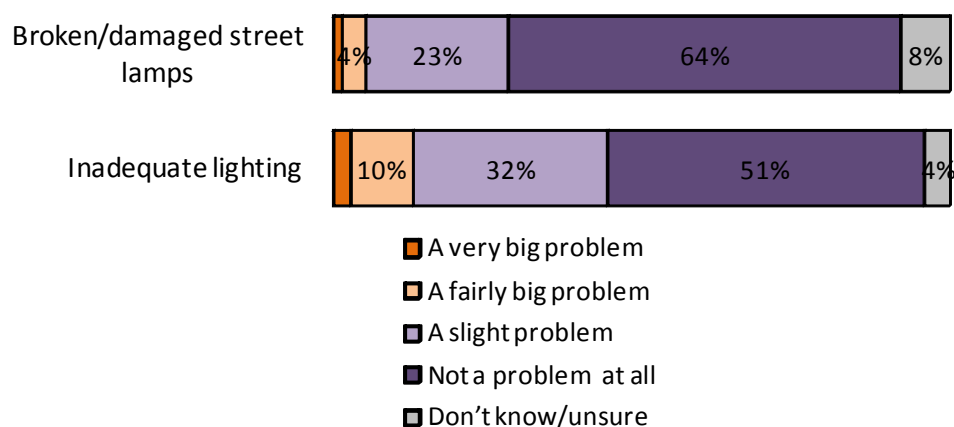
**Chart 10 - How satisfied or dissatisfied are you with the street lighting provided in the following places in your local area?**



Base: All respondents (unweighted 1876, weighted 1454)

Most respondents answer that broken or damaged street lamps are not a problem at all in the local area (64%), with just one person in twenty saying that it is a very or fairly big problem (5%). Half of panel members answer that inadequate lighting is not a problem at all, with about one person in seven answering that it is a very or fairly big problem (13%).

**Chart 11 - Thinking about the neighbourhood you live in, how much of a problem are the following?**



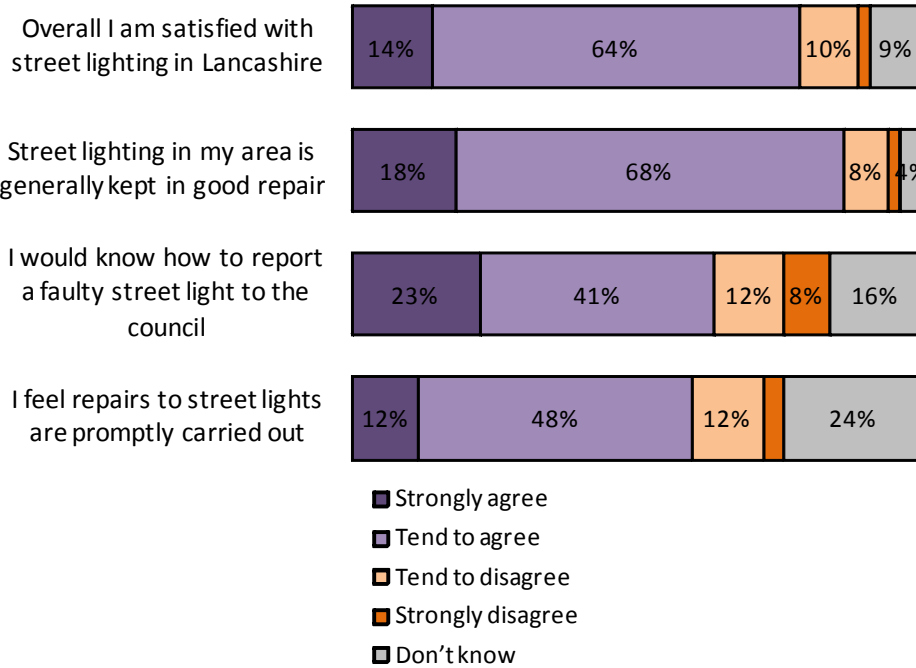
Base: All respondents (unweighted 1895, weighted 1479)

Broken/damaged street lighting is more likely to be a very/fairly big problem in neighbourhoods for BME residents (22%) than white residents (4%). Whilst there are some slight differences by district council area none are statistically significant.

Inadequate street lighting is significantly more likely to be a very/fairly big problem for BME residents (37%) than for white residents (11%). Residents in Rossendale (20%) and Burnley (17%) are more likely to see this as a very/fairly big problem.

Overall, four in five respondents agree that they are satisfied with street lighting in Lancashire (79%), while six in seven agree that local street lighting is kept in good repair (86%). However more than one in three respondents either disagree that they know how to report faulty street light or answer that they don't know (36%).

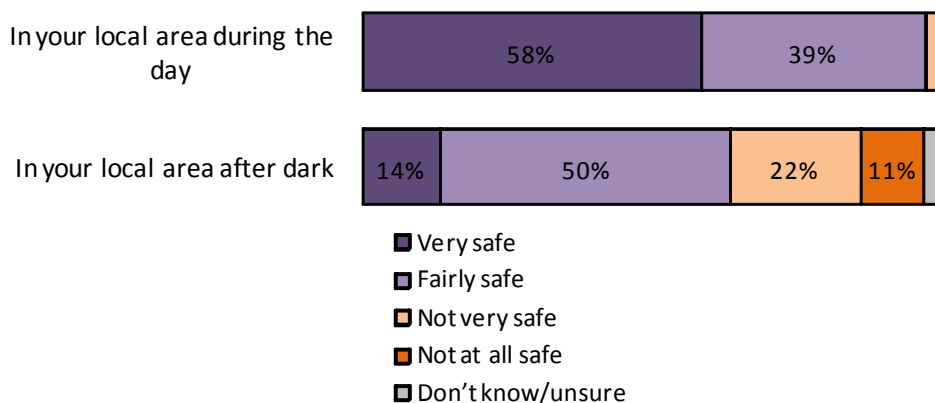
**Chart 12 - How much do you agree or disagree with the following statements?**



Base: All respondents (unweighted 1897, weighted 1481)

While almost all respondents feel very or fairly safe in their local area (97%), only about two in three feel safe locally at night (64%, with only 14% feeling very safe). The proportion feeling safe at night varies from 76% of respondents from an AB socio-economic group falling by grade to just 51% of those from a DE socio-economic group. This likely to reflect the levels of deprivation in the areas each group of respondents live in.

**Chart 13 - How safe do you feel walking alone in each of the following situations?**

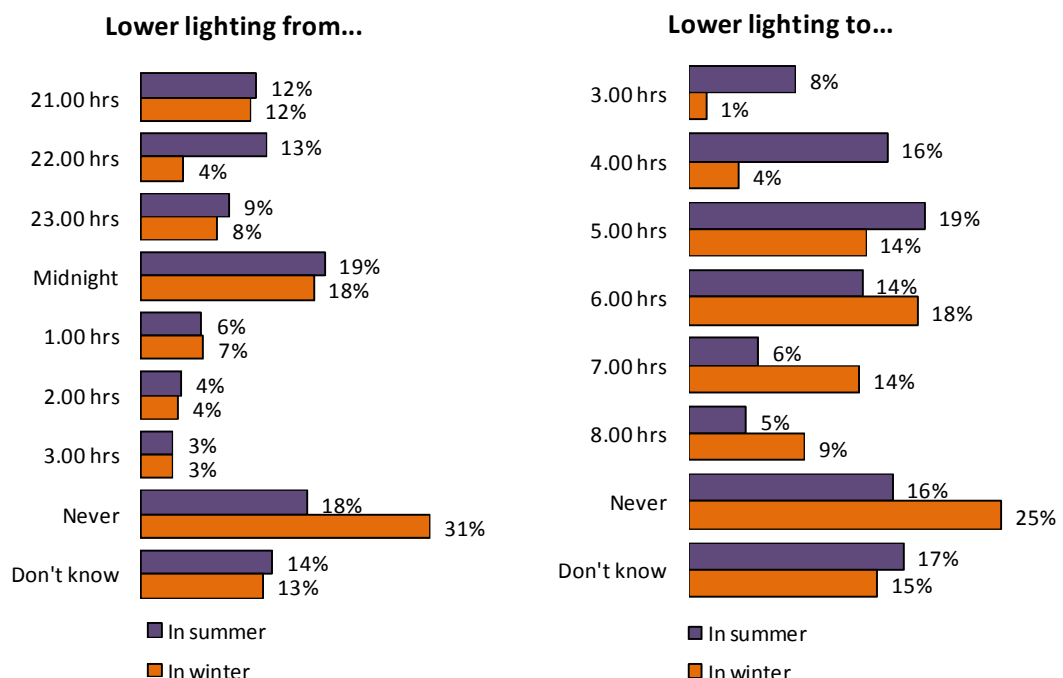


Base: All respondents (unweighted 1925, weighted 1504)

Finally on street lighting, panel members were told that Lancashire County Council was looking at options for street lighting in the county, one of which was lower levels of street lighting. Respondents were asked between what times lower levels of lighting would be acceptable, both in summer and in winter. The proportions giving each answer are shown in the chart below. The most common times named for low lighting are midnight (19% in summer and 18% in winter) until 5am in the morning in summer and 6am in winter (19% and 18% respectively).

While most people gave a time they considered lower level lighting acceptable, it is important to note that between one person in six (16%) and one in three (31%) said that it would never be acceptable. Interestingly, more people thought that low level lighting would never be acceptable in winter than in summer. Also about one person in six answered that they didn't know when lower lighting would be acceptable. This suggests that if low level street lighting is introduced in Lancashire, careful communications would need to be made to residents to explain the reasons and possible benefits.

**Chart 14 - After what time in the evening, if at all, do you feel lower lighting levels in residential streets would be acceptable from? Before what time in the morning, if at all, do you feel lower lighting levels in residential streets would be acceptable until?**



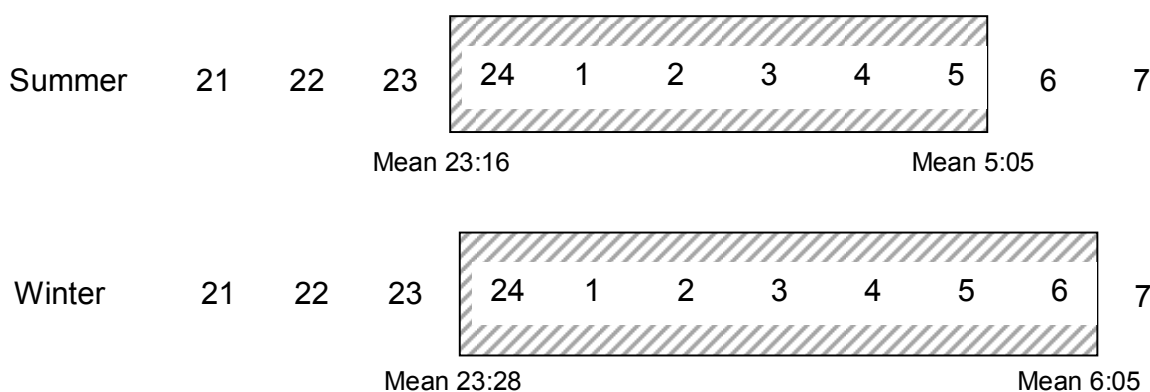
Base: All respondents (unweighted 1856, weighted 1452)

Demographically, residents from urban areas and market towns were more likely to say that lower lighting should never be introduced than those from

rural areas (eg 19%, 20% and 13% answering low lighting should never be introduced in the summer). This may reflect lower levels of traffic in rural areas.

Taking just the responses of those who named a time for acceptable lower street lighting gives the mean times shown below. These correspond to an average time of low lighting of 5 hours 48 minutes a night in summer and 6 hours 36 in winter, which gives an overall average of 6 hours 12 minutes across the whole year.

**Chart 15 - Mean times for when lower street lighting is acceptable**



Base: All respondents giving an acceptable time for low lighting (unweighted 1255, weighted 973)

There are some differences between respondents in these timings. Respondents aged 25 to 44 years gave the least total time for lower street lighting (5h32 per night in summer and 6h23 in winter), while those aged 60 years and above gave the longest times (6h03 and 6h52). Those aged 45 to 59 years gave times between the other two groups.

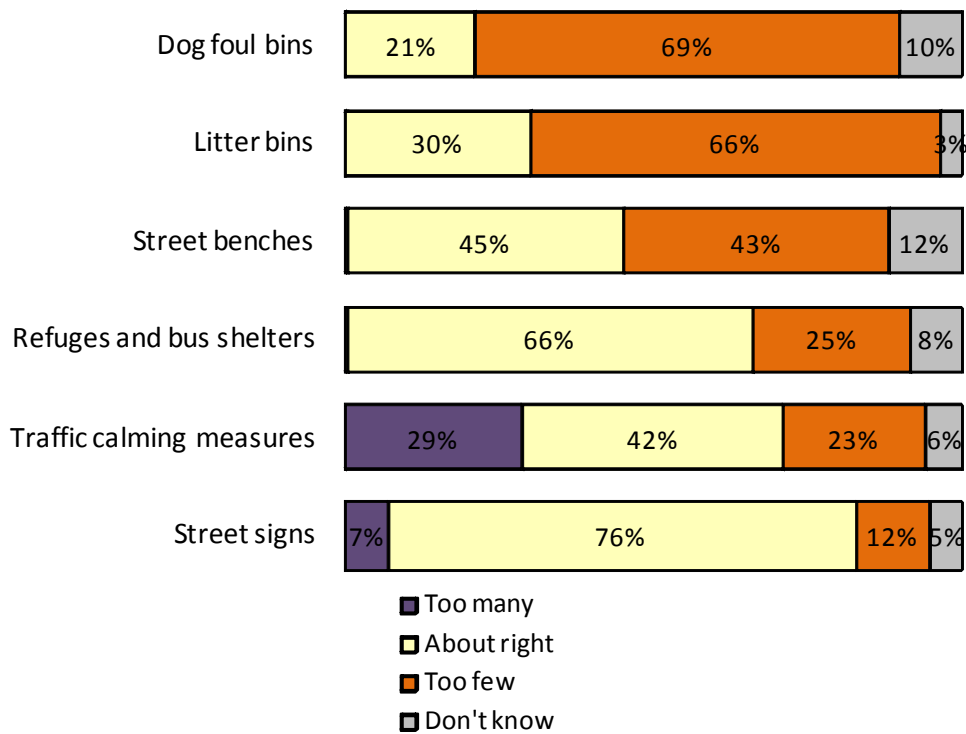
Comparing between those who said that their local area was safe or unsafe, those answering it was very or fairly safe gave average times of 5h36 in summer and 6h25 in winter, which is more than half an hour a night less than those who said their local area was not very or not at all safe, (6h15 in summer and 7h04 in winter).

While it might be surprising that those who do not consider their local area safe at night suggest longer periods of low lighting, it might be that people who consider their area unsafe are less likely to be out at night.

## 5.5 Street furniture

When asked about street furniture, respondents were most likely to say that there are too few dog foul bins (69%), litter bins (66%) and street benches (43%). Panel members from an urban or market town area are more likely to answer that there are too few dog foul bins (74% and 70% respectively), as are residents of Burnley (83%) and Wyre (79%) districts. Urban and market town residents were also more likely to say there are too few litter bins locally than those from a rural area (72%, 70% and 58% respectively).

**Chart 16 - Now thinking about street furniture in your local area, do you think that there are too many, about right or too few...?**



Base: All respondents (unweighted 1878, weighted 1463)

Two in five respondents felt there were too few street benches locally (43%). One panel member in four said there are too few refuges and bus shelters (25%), but this was particularly high in Wyre district (44%).

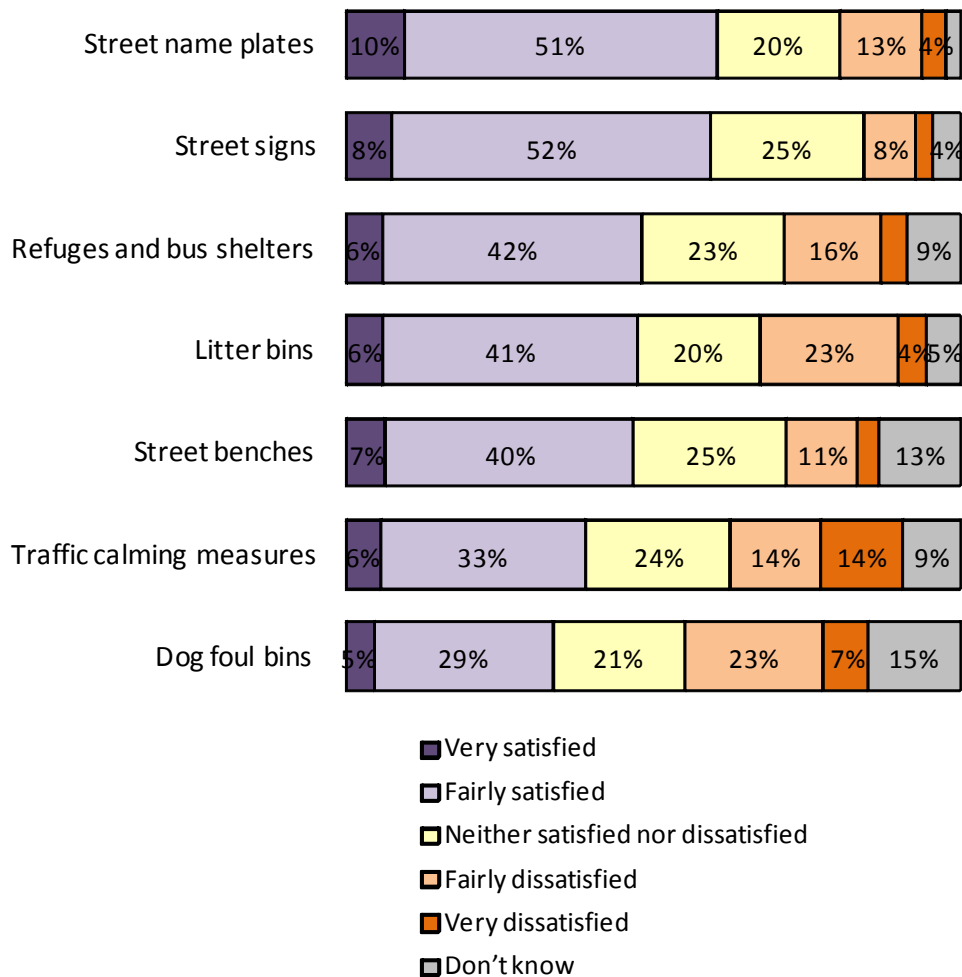
Similar proportions think there are too many and too few traffic calming measures (29% and 23% respectively). Residents of Hyndburn, Burney and South Ribble are the most likely to say that there are too many traffic calming measures (44%, 40% and 39% respectively). This is twice as many as say there are too many in Fylde and West Lancashire (both 19%).

The vast majority of respondents think there are about the right amount of street signs (76%).

Three in five respondents are satisfied with the condition of both street name signs (61%) and street signs generally (60%). Burnley residents are least likely to be satisfied with the condition of street signs (48% satisfied, with 15% dissatisfied).

Half of respondents are satisfied with the condition of both refuges and bus shelters (48%) and litter bins (47%). Wyre residents were less satisfied with the condition of refuges and bus shelters in Wyre (38%) than respondents overall, matching with the higher proportions in the district saying that there are too few of these amenities earlier.

**Chart 17 - How satisfied or dissatisfied are you with the condition of...?**



Base: All respondents (unweighted 1865, weighted 1470)



Half of residents are satisfied with the provision of litter bins (48%), while one in four is dissatisfied (27%). Residents of urban areas are significantly less likely to be satisfied with the provision of litter bins than those in market towns or rural areas (39%, 52% and 53% respectively).

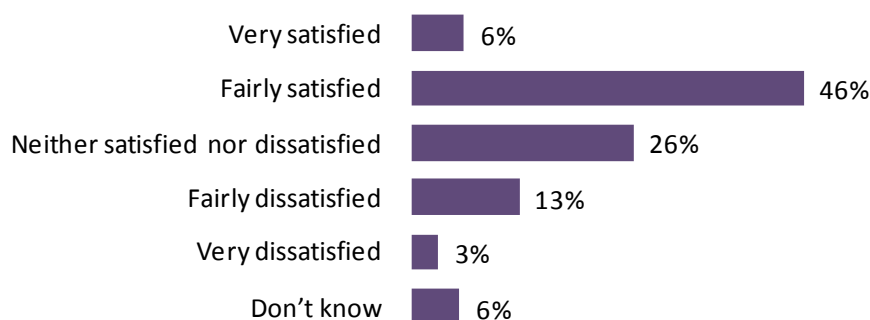
Again about half of panel members are satisfied with the condition of street benches (47%), though this is significantly lower in the districts of Rossendale (31%), Burnley (31%) and Preston (33%).

There is a mix of views on the condition of traffic calming measures with 39% satisfied and 28% dissatisfied. Men are more likely to be dissatisfied (34%) than women (23%). There are no significant differences between those with and without access to a car.

One in three respondents are satisfied with the condition of dog foul bins, (34%), though almost as many are dissatisfied (30%). Residents of Burnley and Wyre districts are the most likely to be dissatisfied (45% and 39% respectively), which matches with these two districts mentioning that there were too few dog foul bins in the previous set of questions.

Half of residents are satisfied with the provision and maintenance of street furniture locally (52%), with one in six dissatisfied (16%). Satisfaction varies by district, with the highest in Fylde and Ribble Valley (71% and 66% satisfied), and the lowest in Rossendale, Burnley and Preston (36%, 37% and 46% satisfied respectively).

**Chart 18 - And overall, how satisfied are you with the provision and maintenance of street furniture in your local area?**

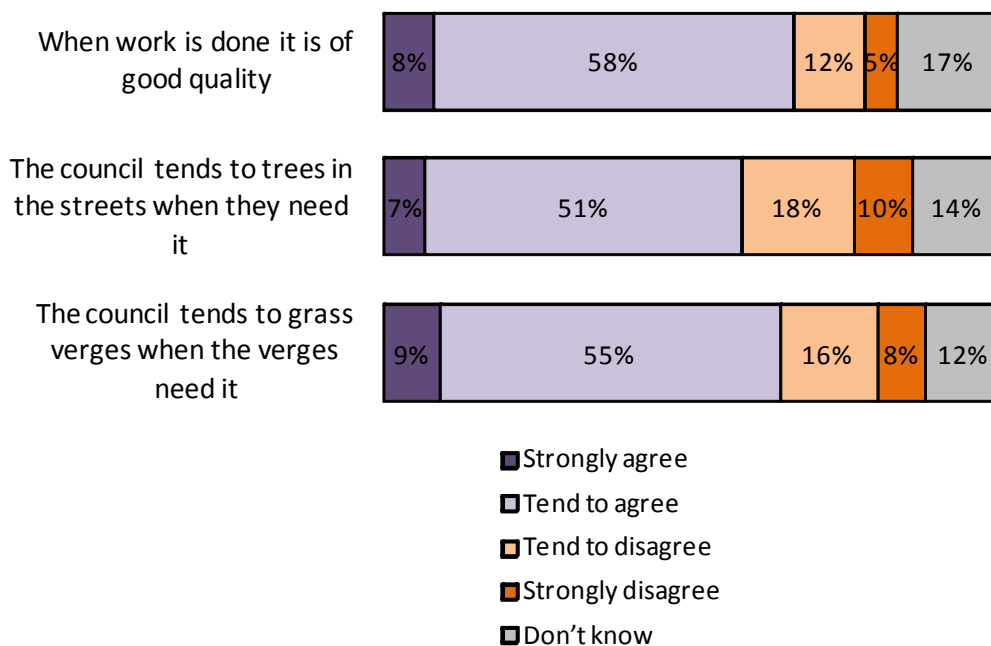


Base: All respondents (unweighted 1921, weighted 1504)

## 5.6 Maintenance of landscaping

The next section of the questionnaire looked at maintenance of landscaping. Two-thirds of panel members agreed that the council tends to grass verges when needed (65%). About three in five residents agreed that the council tends to trees when they need it (58%). There were no differences by demographics for both of these questions. Two-thirds of respondents agree that when work is done it is of high quality (66%). Panel members from Ribble Valley were by far the most likely to agree with this statement (85%).

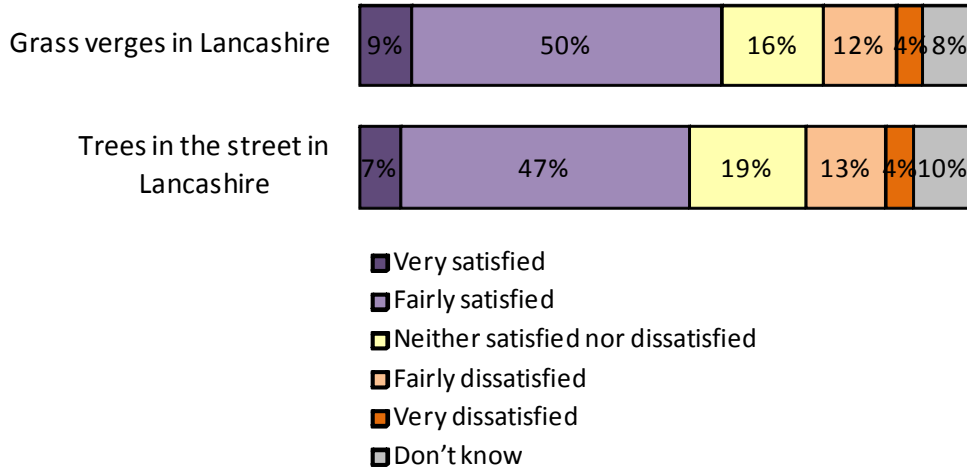
**Chart 19 - Thinking about the maintenance of landscaping in your local area, how much do you agree or disagree with the following statements?**



Base: All respondents (unweighted 1895, weighted 1489)

Similarly to the questions above, three in five panel members are satisfied with the maintenance of grass verges (59%) and just over half are satisfied with tree maintenance (54%), again with no significant differences by demographics.

**Chart 20 - Overall, how satisfied or dissatisfied are you with the maintenance of...?**

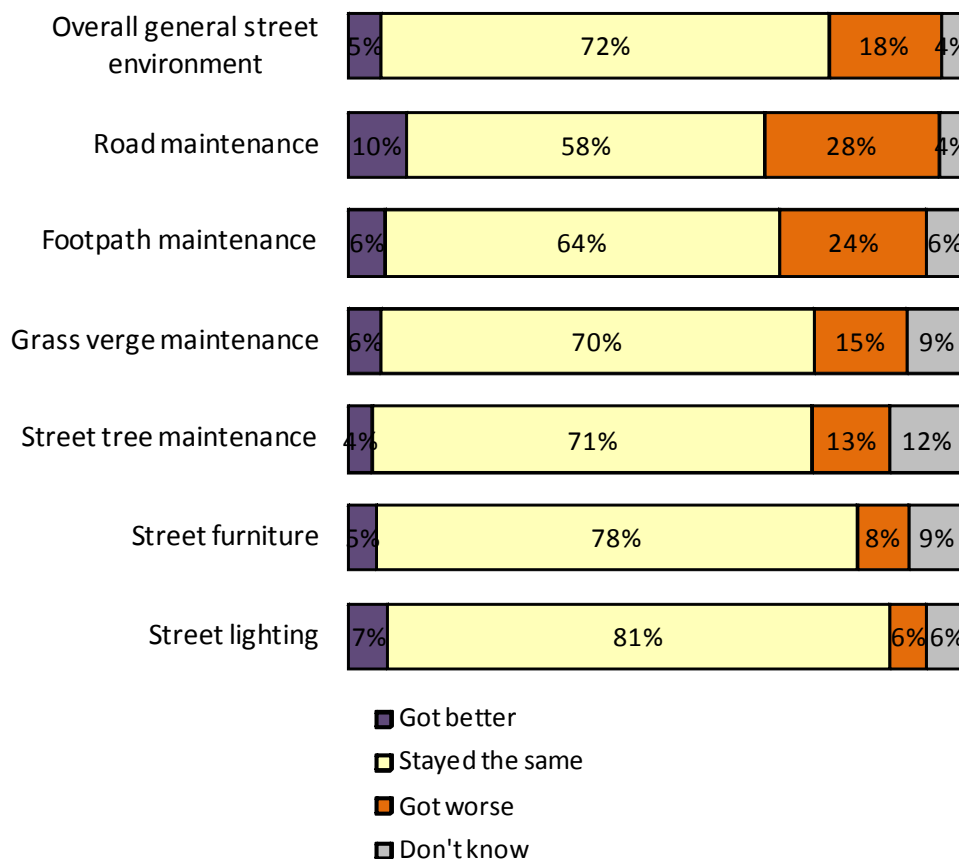


Base: All respondents (unweighted 1918, weighted 1497)

## 5.7 Street scene in Lancashire overall

The last section of the survey on street scene asked about perceptions of it overall and the priorities for improving it. Generally most panel members think that aspects of street scene have stayed the same, though more people think that aspects have got worse than got better. Respondents are most likely to think that road maintenance has got worse (28%), though one person in ten answers that it have got better. A quarter answer that footpath maintenance has got worse (24%) while about one in seven respondents consider both grass verges and street trees maintenance to have got worse (15% and 13% worse respectively). One person in six answered that the overall street environment has got worse (18%), with no significant differences by demographics.

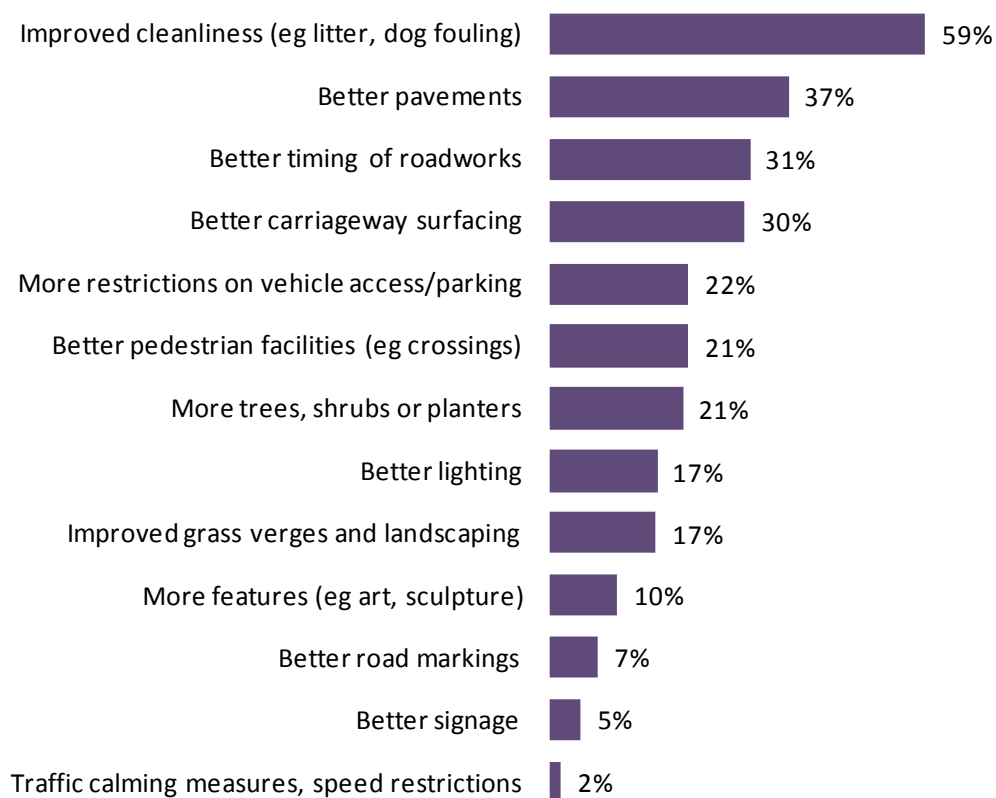
**Chart 21 - For each of the following, please let us know if you think they have got better, stayed the same or got worse in the last 12 months.**



Base: All respondents (unweighted 1898, weighted 1487)

Panel members were next given a list of potential environmental improvements. Improved cleanliness is the highest priority (59%). This is the top priority in every district. The next most important priorities are for better pavements (37%), better timing of roadworks (37%) and better carriageway surfacing (30%).

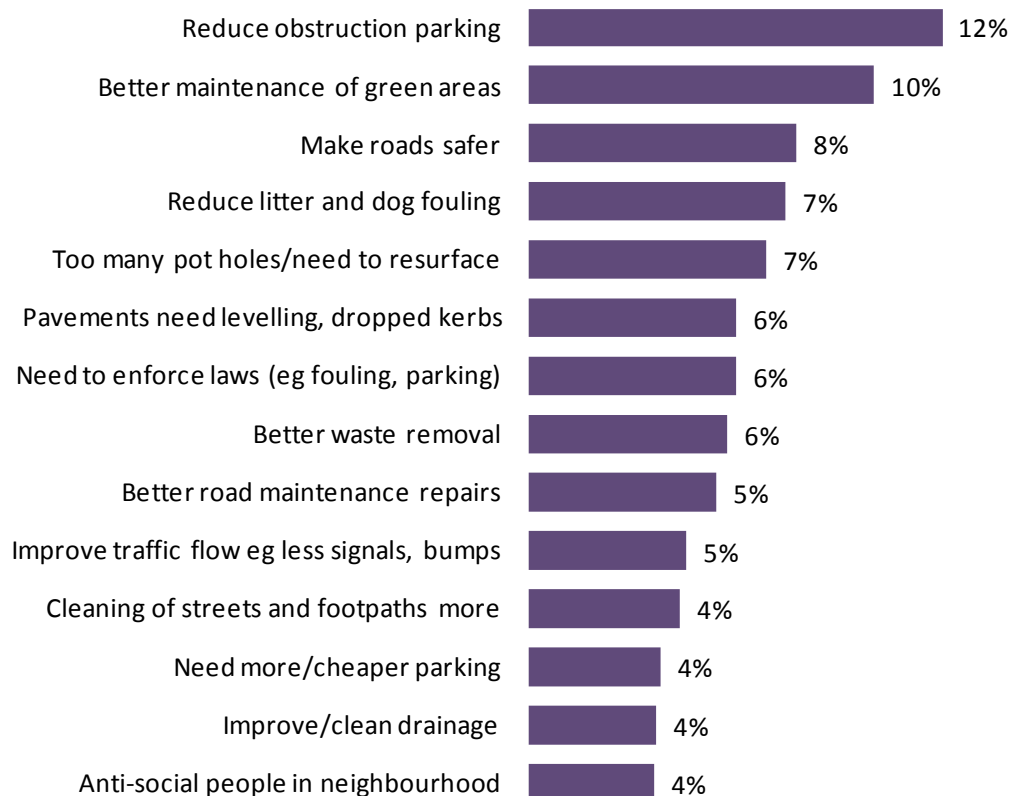
**Chart 22 - What three things do you think are the top priorities for improving your local environment?**



Base: All respondents (unweighted 1909, weighted 1495)

The final question asked for panel members open comments on anything they'd like to add about the street scene in Lancashire. Close to a quarter gave a view (24%), with the most common being to reduce obstructive parking (12%) and to suggest better maintenance of green areas (10%).

**Chart 23 - Is there anything else you would like to tell us about street scene in Lancashire? (Open)**



Base: All respondents (unweighted 458, weighted 371)

## 6 Appendix

### 6.1 Socio-Economic-Group Definitions

These groups are based on Market Research Society definitions and on the respondent. They are graded 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

#### **Group 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

#### **Group 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 classified on previous occupation)
- Casual workers and those without a regular income