

Life in Lancashire Survey 2007 Results compiled by Lancashire County Council Data Supplied by Ipsos MORI Fieldwork: 15 Sep - 16 Dec 2007		Lancashire 2007	Lancashire 2003	Burnley 2007	Burnley 2003
District 2007 results are compared for significant differences with Lancashire 2007 results. Lancashire 2007 results are compared with Lancashire 2003 results. Green = statistically significantly better, red = significantly worse					
Q.1 Thinking about Lancashire, on the whole, how satisfied or dissatisfied are you with it as a place to live? (Base : all respondents)	Unweighted Total	2451	2447	205	203
	Weighted Total	2451	2447	179	188
	Very satisfied	41%	41%	31%	28%
	Fairly satisfied	49%	47%	53%	48%
	Neither satisfied nor dissatisfied	5%	5%	6%	7%
	Fairly dissatisfied	3%	4%	7%	11%
	Very dissatisfied	1%	1%	3%	5%
	Don't know	1%	1%	-	1%
	Satisfied	90%	88%	84%	76%
Dissatisfied	4%	6%	9%	16%	
Net satisfied	86%	83%	74%	60%	
Q.2 Thinking about this area, on the whole, how satisfied or dissatisfied are you with it as a place to live? (Base : all respondents)	Unweighted Total	2451	2447	205	203
	Weighted Total	2451	2447	179	188
	Very satisfied	43%	42%	30%	28%
	Fairly satisfied	41%	39%	42%	32%
	Neither satisfied nor dissatisfied	7%	6%	9%	7%
	Fairly dissatisfied	6%	7%	13%	14%
	Very dissatisfied	4%	4%	6%	17%
	Don't know	-	0%	-	1%
	Satisfied	83%	81%	71%	60%
Dissatisfied	9%	12%	19%	31%	
Net satisfied	74%	70%	53%	29%	
Q.3 And which three or four things, if any, would you say are good things about living in this area? (Base : all respondents)	Unweighted Total	2451	2447	205	203
	Weighted Total	2451	2447	179	188
	Friendly neighbours/ people/good community spirit	38%	33%	40%	33%
	Peace and quiet	36%	36%	33%	23%
	Openness/greenery/ countryside	28%	24%	30%	29%
	Convenient for shops	27%	24%	32%	33%
	Access to the countryside/coast	19%	16%	15%	9%
	Access to other places/ centrally located	19%	19%	12%	16%
	Adequate public transport	14%	9%	19%	8%
	Safe area/low crime rate	13%	12%	15%	9%
	Good schools/education	13%	10%	7%	8%
	Near to family/friends	11%	9%	14%	8%
	Convenient for work	8%	7%	7%	7%
	Good shopping facilities	7%	5%	2%	-
	Good public services	6%	3%	6%	2%
	Good roads	5%	3%	8%	-
	Good health facilities	5%	3%	4%	3%
	Clean streets	5%	4%	8%	5%
	Good leisure/recreation facilities	4%	4%	5%	5%
	Good street lighting	2%	0%	-	0%
	Good job opportunities	2%	1%	-	-
	Amount of traffic	2%	1%	1%	1%
	Affordable housing	2%	2%	4%	2%
	Low levels of pollution	1%	1%	-	-
	Good facilities for younger children	1%	1%	-	-
	Good facilities for young people	1%	1%	-	3%
	Good facilities for working parents	1%	0%	-	-
	Good facilities for people of my ethnicity/ culture/faith	1%	1%	2%	1%
	Good educational opportunities for adults	1%	0%	-	-
	Good childcare facilities	1%	0%	-	-
	Adequate parking	1%	0%	2%	-
	Low levels of development	-	0%	-	1%
	Low levels of Council Tax	-	0%	-	-
Other	9%	15%	11%	13%	
None of these/no good things	3%	3%	4%	6%	
Don't know	2%	2%	1%	3%	

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Q.4 And which three or four things, if any, would you say are bad things about living in this area? (Base : all respondents)	Unweighted Total	2451	2351	205	198
	Weighted Total	2451	2352	179	184
	Too much traffic	14%	9%	5%	4%
	Speed of traffic	10%	6%	6%	8%
	Poor facilities for young people	9%	10%	10%	6%
	Poor public transport	8%	n/a	10%	n/a
	Streets not clean enough	8%	7%	14%	11%
	Poor parking	7%	5%	10%	6%
	Unsafe area/high crime rate	7%	7%	14%	17%
	Too much vandalism/ graffiti	6%	6%	11%	13%
	Drugs misuse	5%	n/a	11%	n/a
	Inconvenient for shops	5%	4%	5%	1%
	Neighbours/people/ community cohesion/ racial intolerance	5%	3%	10%	7%
	Poor condition of roads	5%	4%	5%	2%
	Poor leisure/recreation facilities	5%	5%	7%	4%
	Expensive housing	4%	1%	3%	1%
	Generally run-down	4%	6%	12%	23%
	Lack of peace and quiet	4%	2%	8%	3%
	Poor shopping facilities	4%	3%	4%	4%
	Lack of police	3%	n/a	4%	n/a
	Poor condition of footpaths	3%	2%	3%	2%
	Poor facilities for younger children	3%	4%	5%	3%
	Roadworks	3%	1%	1%	0%
	Stray dogs/dog fouling	3%	2%	3%	3%
	Jobs paying low wages	2%	1%	5%	2%
	Poor street lighting	2%	1%	4%	2%
	The Council wastes money	2%	n/a	3%	n/a
	Unemployment/poor job opportunities	2%	2%	1%	3%
	Far away from family/ friends	1%	1%	1%	1%
	High levels of development	1%	1%	2%	1%
	High levels of pollution	1%	1%	-	-
	Inconvenient for work	1%	1%	-	-
	Poor access to other places	1%	1%	-	-
	Poor health facilities	1%	1%	4%	2%
	Poor housing	1%	2%	6%	8%
	Poor schools/education	1%	1%	3%	3%
	Lack of openness/ greenery/countryside	-	0%	2%	-
	Poor access to the countryside/coast	-	0%	-	-
	Poor childcare facilities	-	0%	2%	1%
	Poor educational opportunities for adults	-	0%	1%	-
	Poor facilities for people from my ethnicity/culture/faith	-	n/a	-	n/a
	Other	25%	29%	27%	28%
	None of these/no bad things	22%	25%	12%	16%
	Don't know	2%	4%	-	2%
	Unweighted Total	2451	2447	205	203
	Weighted Total	2451	2447	179	188
	Reduce crime and disorder	37%	40%	45%	46%
	Provide activities for young people	34%	32%	29%	31%
	Reduce traffic and transport problems	29%	25%	13%	17%
	Protect the environment	20%	16%	16%	10%
	Provide more affordable housing	18%	13%	19%	7%
	Reduce the harm from alcohol and drug misuse	17%	22%	26%	37%
	Improve opportunities for leisure and cultural activities	15%	15%	15%	15%
	Involve local people in decision making	14%	13%	15%	16%
	Improve employment opportunities	13%	12%	19%	15%
	Help people to live healthier lives	11%	9%	12%	8%
	Improve education and learning services	10%	10%	11%	13%
	Improve individual care and support services *(welfare and caring services in 2003)	10%	11%	10%	10%
	Other	3%	3%	5%	7%
	None of these	8%	6%	6%	6%
	Don't know	1%	2%	1%	1%

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Q.6 In your opinion, which two or three, if any, of the following should Lancashire County Council do in order to improve education and learning services? (Base : all who feel it is important to improve education and learning services)	Unweighted Total Weighted Total More discipline in schools More investment in schools on books and equipment Schools and parents working more closely together Provide more leisure or arts activities after school Additional school classes before and after school More information about day and evening classes Better teachers More teachers Local literacy and numeracy support courses for adults Reduce truancy in schools Longer school hours or longer school year Other None of these Don't know	245 243 46% 31% 29% 26% 22% 22% 21% 19% 17% 13% 10% 7% - -	221 245 41% 33% 25% 25% 15% 15% 13% 23% 12% 15% 11% 8% 0% 3%	23 20 65% 26% 25% 12% 26% 22% 26% 10% 13% 8% 4% - -	24 25 49% 33% 29% 36% 14% 4% 20% 28% 7% 17% 9% 14% - -
Q.7 In your opinion, which two or three, if any, of the following should Lancashire County Council do in order to improve welfare and caring services? (Base : all who feel it is important to improve individual care and support services)	Unweighted Total Weighted Total Making care affordable Knowing more about what services are available Providing care to meet individuals' needs More help to access care and support services Having good emergency services Having someone to contact for help Getting transport when needed More contact with staff from care services Being able to live at home Support as a carer Having a warm home Supporting people to live healthily Enable more young people with additional needs to live independently More contact with friends/relatives Other None of these Don't know	258 241 37% 32% 26% 25% 23% 21% 21% 20% 19% 12% 10% 10% 8% 6% 2% - 1%	295 278 41% 38% 14% n/a 26% 28% n/a 31% 23% 10% 13% 34% 0.20607 6% 4% 1% -	21 17 18% 32% 14% 10% 38% 43% 15% 18% 10% 9% 34% 5% - 5% - -	23 20 46% 58% n/a n/a 27% 50% n/a 18% 20% 5% 29% - 5% - -

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Q.8 In your opinion, which two or three, if any, of the following should Lancashire County Council do in order to improve opportunities for leisure activities? (Base : all who feel it is important to improve opportunities for leisure and cultural activities)	District 2007 results are compared for significant differences with Lancashire 2007 results. Lancashire 2007 results are compared with Lancashire 2003 results. Green = statistically significantly better, red = significantly worse Unweighted Total Weighted Total Create safe open places and play areas More information about what's on in your area Lower entrance cost to facilities More opportunities to try new activities Better public transport to help get to places Someone to help us organise local events More opportunities to learn or improve skills Longer opening hours at places you want to go Support to help you use leisure and cultural services Access to the countryside and open spaces More information about volunteering opportunities Segregated sessions for some activities Other None of these Don't know	352 364 38% 32% 28% 26% 22% 20% 18% 17% 16% 10% 9% 3% 5% 1% 1%	364 379 36% 21% 33% 21% 20% 15% 14% 14% n/a n/a 4% 3% 3% n/a 1%	30 27 43% 26% 24% 27% 9% 29% 15% 17% 20% 10% 9% 10% - - -	29 28 63% 19% 37% 20% 14% 14% 7% 13% n/a n/a 4% 5% 12% - -
Q.9 In your opinion, which two or three, if any, of the following should Lancashire County Council do in order to reduce crime and disorder? (Base : all who feel it is important to reduce crime and disorder)	Unweighted Total Weighted Total More visible police presence Tackle antisocial behaviour Tackle drug and alcohol misuse More community involvement Give the courts more choice in sentencing Closed circuit TV Speed restrictions and traffic calming Improve lighting in streets and car parks Improve access to support services for victims of crime Other None of these Don't know	898 895 70% 60% 34% 20% 20% 19% 19% 14% 9% 2% - 1%	972 985 71% n/a 35% 13% 21% 28% 11% 12% n/a 3% 0 3%	94 81 63% 71% 50% 16% 17% 17% 16% 11% 10% 4% - -	92 86 62% n/a 46% 12% 22% 26% 17% 19% n/a 4% - 4%
Q.10 In your opinion, which two or three, if any, of the following should Lancashire County Council do in order to provide activities for young people? (Base : all who feel it is important to provide activities for young people)	Unweighted Total Weighted Total More youth centres for meeting people of their own age More leisure facilities that are affordable for young people More spaces for playing Listen to young people more Better access to local jobs Financial help for staying in education and training Provide more affordable public transport for young people Provide more volunteering opportunities Advice for young people about sexual behaviour Other None of these Don't know	811 825 59% 58% 34% 30% 19% 18% 16% 11% 9% 3% - 1%	766 771 66% 60% 34% 30% n/a 17% 17% 11% 7% 2% 0 3%	58 52 60% 44% 33% 23% 26% 20% 10% 11% 23% - - -	63 58 74% 63% 40% 29% n/a 12% 13% 9% - - - 3%

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Q.11 In your opinion, which two or three, if any, of the following should Lancashire County Council do in order to reduce alcohol and drug misuse? (Base : all who feel it is important to reduce the harm from alcohol and drug misuse)	District 2007 results are compared for significant differences with Lancashire 2007 results. Lancashire 2007 results are compared with Lancashire 2003 results. Green = statistically significantly better, red = significantly worse Unweighted Total Weighted Total Stricter punishment for illegal drug dealers Stricter punishment for illegal drug users Better enforcement against underage alcohol sales Drug and alcohol awareness education in school Greater reporting of suspicious activities Educate parents about alcohol and drug misuse More information for people misusing alcohol and drugs Local treatment services for alcohol and drug misuse Local drug services for drug users Other None of these Don't know	425 421 59% 46% 43% 29% 21% 20% 16% 16% 12% 3% - 1%	555 545 62% 42% n/a 34% 22% 22% 22% n/a 15% 2% 0% 3%	54 46 61% 54% 44% 24% 27% 19% 13% 16% 11% - - -	73 69 70% 38% n/a 31% 25% 19% 33% n/a 14% 6% - 1%
Q.12 In your opinion, which two or three, if any, of the following should Lancashire County Council do in order to protect the environment? (Base : all who feel it is important to protect the environment)	Unweighted Total Weighted Total Stricter enforcement of penalties for littering Stricter enforcement of penalties for dog fouling Clean streets more regularly Recycling facilities in neighbourhoods Plant more trees More household waste recycling centres Reduce industrial pollution Reduce number of car journeys Greater information on the local environment Advice on conserving energy Other None of these Don't know	491 487 47% 36% 33% 26% 24% 23% 21% 18% 14% 13% 6% 1% -	389 397 46% 34% 34% 32% 19% 30% 23% 22% 23% 19% 7% 0% 3%	34 29 63% 46% 32% 32% 21% 21% 14% 14% 16% 6% - - -	20 19 47% 47% 31% 5% 40% 15% 9% 39% 24% 5% - -
Q.13 In your opinion, which two or three, if any, of the following should Lancashire County Council do in order to help people to live healthier lives? (Base : all who feel it is important to help people to live healthier lives)	Unweighted Total Weighted Total Better access to local dentists More advice about healthy living Cut down on traffic congestion People taking responsibility for their own health Reduce industrial air pollution Improve access to health services More information about community health services Better access to local doctors More affordable alternative medicine or therapies Improve housing conditions Other None of these Don't know	266 258 43% 34% 31% 30% 24% 24% 20% 19% 18% 12% 1% - 1%	220 229 n/a 27% 32% 38% n/a n/a 35% 27% 27% n/a 3% 0% 4%	24 21 37% 35% 21% 24% 48% 31% 21% 4% 17% - - -	16 15 n/a 31% 46% 33% n/a n/a 52% 51% 17% n/a - - -

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Q.18 Formal volunteering is unpaid help given as part of groups, clubs or organisations to benefit others or the environment. Have you done any formal volunteering in the last 12 months? (Base : all respondents)	Unweighted Total Weighted Total Yes No Don't know	2451 2451 16% 83% -	n/a n/a n/a	205 179 17% 81% -	n/a n/a n/a
Q.19 Here is a list of a number of everyday situations. In which of these situations, if any, would you say you regularly meet and talk with people of a different ethnic origin to you? (Base : all respondents)	Unweighted Total Weighted Total At the local shops At work At restaurants, pubs, cinemas, community centres etc In my neighbourhood At a place of study (e.g. college, school, university) On buses and trains At sports or fitness activities At a place of worship At a relative's home At youth centres/clubs Somewhere else None - I do not meet anyone from a different ethnic origin Don't know Regularly meet and talk with people of a different ethnic origin	2451 2451 35% 34% 20% 20% 12% 11% 9% 5% 5% 3% 3% 28% 1% 70%	n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a	205 179 47% 35% 22% 23% 9% 11% 12% 6% 3% 4% 4% 19% - 81%	n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a
Q.20 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)	Unweighted Total Weighted Total Definitely agree Tend to agree Tend to disagree Definitely Disagree Don't know Too few people in the local area All same backgrounds Agree Disagree Net agree	2451 2451 11% 42% 9% 4% 9% 16% 9% 53% 13% 40%	2447 2447 15% 45% 10% 5% 3% 11% 10% 60% 15% 45%	205 179 6% 29% 19% 9% 2% 15% 19% 35% 28% 8%	203 188 14% 35% 22% 12% 3% 9% 6% 49% 34% 15%
Q.23 Which of these services have you or your family used or benefited from in the last twelve months? (Base : all respondents)	Unweighted Total Weighted Total Services for older people Services for people with a disability Services for adults with mental health problems Services for adults with learning disabilities Services for carers None of these Don't know User	2451 2451 14% 12% 6% 2% 6% 72% - 28%	1541 1541 9% 8% 4% 5% n/a 77% - -	205 179 15% 16% 5% 2% 7% 69% - 31%	115 119 17% 12% 5% 7% n/a 64% 1% -
Q.24a And how satisfied or dissatisfied are you with... Services for older people (e.g. home carers, meals on wheels etc.) (Base : all who have used or benefited from services for older people)	Unweighted Total Weighted Total Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Satisfied Dissatisfied Net satisfied	359 342 23% 47% 9% 8% 6% 7% 70% 15% 55%	150 143 34% 40% 3% 9% 10% 4% 74% 18% 56%	31 27 41% 37% 3% 13% 3% 3% 78% 16% 63%	20 20 25% 39% 3% 11% 23% - 64% 33% 31%

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Q.24b And how satisfied or dissatisfied are you with... Services for people with a disability (Base : all who have used or benefited from services for people with a disability)	Unweighted Total	305	120	33	13
	Weighted Total	299	124	28	14
	Very satisfied	28%	30%	20%	9%
	Fairly satisfied	44%	39%	59%	56%
	Neither satisfied nor dissatisfied	6%	5%	3%	7%
	Fairly dissatisfied	12%	8%	6%	14%
	Very dissatisfied	6%	7%	9%	14%
	Don't know	4%	11%	3%	-
	Satisfied	72%	69%	79%	65%
Dissatisfied	18%	15%	15%	28%	
Net satisfied	54%	53%	64%	38%	
Q.24c And how satisfied or dissatisfied are you with... Services for adults with mental health problems (Base : all who have used or benefited from services for people with mental health problems)	Unweighted Total	128	58	9	5
	Weighted Total	135	59	8	5
	Very satisfied	25%	32%	33%	-
	Fairly satisfied	35%	28%	20%	-
	Neither satisfied nor dissatisfied	6%	5%	11%	-
	Fairly dissatisfied	18%	16%	14%	21%
	Very dissatisfied	10%	16%	11%	65%
	Don't know	6%	3%	11%	14%
	Satisfied	60%	60%	53%	-
Dissatisfied	28%	31%	25%	86%	
Net satisfied	32%	29%	28%	-	
Q.24d And how satisfied or dissatisfied are you with... Services for adults with learning disabilities (Base : all who have used or benefited from services for people with learning disabilities)	Unweighted Total	52	69	5	9
	Weighted Total	54	71	4	9
	Very satisfied	21%	29%	43%	39%
	Fairly satisfied	36%	39%	21%	29%
	Neither satisfied nor dissatisfied	9%	5%	-	-
	Fairly dissatisfied	10%	5%	-	-
	Very dissatisfied	10%	16%	-	32%
	Don't know	15%	6%	36%	-
	Satisfied	56%	68%	64%	68%
Dissatisfied	20%	21%	-	32%	
Net satisfied	37%	47%	64%	35%	
Q.24e And how satisfied or dissatisfied are you with... Services for carers (Base : all who have used or benefited from services for carers)	Unweighted Total	153	-	15	
	Weighted Total	157	-	13	
	Very satisfied	21%	n/a	27%	n/a
	Fairly satisfied	40%	n/a	47%	n/a
	Neither satisfied nor dissatisfied	9%	n/a	7%	n/a
	Fairly dissatisfied	13%	n/a	14%	n/a
	Very dissatisfied	9%	n/a	-	n/a
	Don't know	8%	n/a	6%	n/a
	Satisfied	62%	n/a	73%	n/a
Dissatisfied	21%	n/a	14%	n/a	
Net satisfied	40%	n/a	60%	n/a	
Q.25 And overall, do you think that the social services you have used or benefited from have got better or worse over the last two years or so, or have they stayed the same? (Base : all who have used or benefited from at least one adult)	Unweighted Total	683	341	64	40
	Weighted Total	676	342	56	42
	Got better	26%	26%	42%	27%
	Got worse	12%	15%	14%	25%
	Stayed the same	45%	41%	35%	34%
Don't know	17%	18%	7%	15%	
Q.26 Which of these services have you or your family used or benefited from in the last twelve months? (Base : all respondents)	Unweighted Total	2451	-	205	
	Weighted Total	2451	-	179	
	Services for young people (e.g. youth clubs, youth projects, Connexions Service)	13%	-	9%	-
	Services for children with additional needs	5%	-	5%	-
	Services for vulnerable children and families	2%	-	4%	-
	Services for young offenders	1%	-	2%	-
	None of these	81%	-	83%	-
	Don't know	1%	-	2%	-
	User	17%	-	15%	-

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Q.27a And how satisfied or dissatisfied are you with... Services for young people (e.g. youth clubs, youth projects, Connexions Service) (Base : all who have used or benefited from services for young people)	Unweighted Total	287	122	18	16
	Weighted Total	317	125	17	16
	Very satisfied	30%	23%	22%	27%
	Fairly satisfied	46%	33%	46%	17%
	Neither satisfied nor dissatisfied	5%	11%	-	-
	Fairly dissatisfied	10%	21%	27%	21%
	Very dissatisfied	6%	11%	5%	35%
	Don't know	2%	1%	-	-
	Satisfied	77%	55%	68%	44%
Dissatisfied	16%	32%	32%	56%	
Net satisfied	60%	23%	36%	-	
Q.27b And how satisfied or dissatisfied are you with... Services for children with additional needs (Base : all who have used or benefited from services for children with additional needs)	Unweighted Total	103	-	10	
	Weighted Total	113	-	9	
	Very satisfied	29%	-	42%	n/a
	Fairly satisfied	43%	-	28%	n/a
	Neither satisfied nor dissatisfied	7%	-	-	n/a
	Fairly dissatisfied	10%	-	12%	n/a
	Very dissatisfied	7%	-	18%	n/a
	Don't know	3%	-	-	n/a
	Satisfied	72%	-	70%	n/a
Dissatisfied	18%	-	30%	n/a	
Net satisfied	54%	-	40%	n/a	
Q.27c And how satisfied or dissatisfied are you with... Services for vulnerable children and families (Base : all who have used or benefited from services for vulnerable children and families)	Unweighted Total	41	30	7	7
	Weighted Total	43	31	7	8
	Very satisfied	20%	27%	14%	29%
	Fairly satisfied	32%	27%	29%	32%
	Neither satisfied nor dissatisfied	17%	14%	13%	15%
	Fairly dissatisfied	19%	14%	30%	24%
	Very dissatisfied	13%	14%	14%	-
	Don't know	-	4%	-	-
	Satisfied	52%	54%	43%	61%
Dissatisfied	32%	27%	44%	24%	
Net satisfied	20%	27%	-	37%	
Q.27d And how satisfied or dissatisfied are you with... Services for young offenders (Base : all who have used or benefited from services for young offenders)	Unweighted Total	22	12	3	1
	Weighted Total	25	13	3	1
	Very satisfied	12%	-	-	-
	Fairly satisfied	25%	18%	-	-
	Neither satisfied nor dissatisfied	6%	19%	60%	-
	Fairly dissatisfied	24%	10%	40%	-
	Very dissatisfied	17%	31%	-	100%
	Don't know	16%	22%	-	-
	Satisfied	37%	18%	-	-
Dissatisfied	41%	41%	40%	100%	
Net satisfied	-	-	-	-	
Q.28 And overall, do you think that the children's services you have used or benefited from have got better or worse over the last two years or so, or have they stayed the same? (Base : all who have used or benefited from at least one)	Unweighted Total	391	-	29	
	Weighted Total	429	-	27	
	Got better	33%	-	54%	n/a
	Got worse	9%	-	20%	n/a
	Stayed the same	40%	-	23%	n/a
Don't know	14%	-	3%	n/a	
Q.29 Which of these services have you or your family used or benefited from in the last twelve months? (Base : all respondents)	Unweighted Total	2451	1541	205	115
	Weighted Total	2451	1541	179	119
	Nursery schools	14%	14%	20%	18%
	Primary schools	27%	26%	34%	32%
	Secondary schools	23%	21%	25%	27%
	Special schools * (Support for children with special needs in 2003)	2%	4%	3%	7%
	Services for families and younger children (e.g. surestart childcare centres, children's centres)	5%	n/a	6%	n/a
	None of these	56%	47%	51%	40%
	Don't know	1%	2%	-	2%
	User	43%	-	49%	-

Life in Lancashire Survey 2007 Results compiled by Lancashire County Council Data Supplied by Ipsos MORI Fieldwork: 15 Sep - 16 Dec 2007	District 2007 results are compared for significant differences with Lancashire 2007 results. Lancashire 2007 results are compared with Lancashire 2003 results. Green = statistically significantly better, red = significantly worse	Lancashire 2007	Lancashire 2003	Burnley 2007	Burnley 2003
Q.30a And how satisfied or dissatisfied are you with... Nursery schools (Base : all who have used or benefited from nursery schools)	Unweighted Total Weighted Total Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Satisfied Dissatisfied Net satisfied	338 354 55% 36% 1% 4% - 3% 90% 5% 85%	205 213 63% 30% 2% 3% 1% 2% 93% 4% 89%	39 35 55% 39% 3% 3% - - 94% 3% 91%	20 22 58% 34% - 3% - 5% 92% 3% 89%
Q.30b And how satisfied or dissatisfied are you with... Primary schools (Base : all who have used or benefited from primary schools)	Unweighted Total Weighted Total Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Satisfied Dissatisfied Net satisfied	662 670 52% 39% 4% 3% 1% 1% 91% 4% 87%	380 394 52% 39% 3% 3% 1% 1% 91% 4% 87%	69 61 45% 49% 3% 1% - 2% 94% 1% 93%	35 39 56% 37% 3% 2% 2% - 93% 4% 90%
Q.30c And how satisfied or dissatisfied are you with... Secondary schools (Base : all who have used or benefited from secondary schools)	Unweighted Total Weighted Total Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Satisfied Dissatisfied Net satisfied	535 556 43% 41% 6% 6% 3% 2% 84% 9% 75%	303 320 37% 44% 5% 7% 4% 3% 81% 11% 69%	50 45 29% 28% 13% 21% 6% 2% 58% 27% 31%	30 32 32% 43% 2% 6% 7% 10% 75% 13% 62%
Q.30d And how satisfied or dissatisfied are you with... Special schools * (Support for children with special needs in 2003) (Base : all who have used or benefited from special schools)	Unweighted Total Weighted Total Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Satisfied Dissatisfied Net satisfied	46 49 47% 39% 5% 1% 2% 5% 86% 4% 83%	66 67 36% 34% 5% 12% 8% 4% 70% 21% 50%	5 5 19% 24% 20% - - 37% 43% - 43%	8 8 38% 51% - - 11% - 89% 11% 78%
Q.30e And how satisfied or dissatisfied are you with... Services for families and younger children (e.g. surestart childcare centres, children's centres) (Base : all who have used or benefited from services for families and younger children)	Unweighted Total Weighted Total Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Satisfied Dissatisfied Net satisfied	108 118 56% 33% 4% 2% - 4% 89% 2% 87%	- - n/a n/a n/a n/a n/a n/a n/a n/a n/a	12 11 42% 35% 8% 7% - 7% 77% 7% 70%	n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a
Q.31 And overall, do you think that the education services you have used or benefited from have got better or worse over the last two years or so, or have they stayed the same? (Base : all who have used or benefited from at least one Young	Unweighted Total Weighted Total Got better Got worse Stayed the same Don't know	1019 1053 43% 8% 36% 12%	745 783 36% 10% 40% 13%	97 87 51% 19% 22% 8%	63 68 37% 13% 36% 15%

Life in Lancashire Survey 2007 Results compiled by Lancashire County Council Data Supplied by Ipsos MORI Fieldwork: 15 Sep - 16 Dec 2007		Lancashire 2007	Lancashire 2003	Burnley 2007	Burnley 2003
District 2007 results are compared for significant differences with Lancashire 2007 results. Lancashire 2007 results are compared with Lancashire 2003 results. Green = statistically significantly better, red = significantly worse					
Q.32 Which of these services have you or your family used or benefited from in the last twelve months? (Base : all respondents)	Unweighted Total	2451	1541	205	115
	Weighted Total	2451	1541	179	119
	Libraries	58%	61%	55%	50%
	Museums	19%	21%	29%	17%
	Support for the arts	6%	7%	6%	4%
	Adult education	17%	8%	19%	13%
	Registration of births, deaths and marriages	17%	15%	20%	23%
	Welfare rights	9%	7%	9%	9%
	County Information Centres	14%	8%	13%	8%
	None of these	27%	-	22%	-
Don't know	-	-	-	-	
User	73%	-	78%	-	
Q.33a And how satisfied or dissatisfied are you with... Libraries (Base : all who have used or benefited from libraries)	Unweighted Total	1426	921	111	55
	Weighted Total	1419	939	98	59
	Very satisfied	59%	56%	59%	49%
	Fairly satisfied	35%	38%	35%	51%
	Neither satisfied nor dissatisfied	3%	1%	3%	-
	Fairly dissatisfied	2%	3%	1%	-
	Very dissatisfied	1%	1%	3%	-
	Don't know	1%	1%	-	-
	Satisfied	94%	94%	94%	100%
Dissatisfied	3%	3%	3%	-	
Net satisfied	91%	91%	90%	100%	
Q.33b And how satisfied or dissatisfied are you with... Museums (Base : all who have used or benefited from museums)	Unweighted Total	450	302	59	20
	Weighted Total	458	324	51	20
	Very satisfied	47%	47%	41%	46%
	Fairly satisfied	46%	42%	59%	41%
	Neither satisfied nor dissatisfied	3%	4%	-	5%
	Fairly dissatisfied	2%	4%	-	6%
	Very dissatisfied	-	2%	-	-
	Don't know	1%	2%	-	3%
	Satisfied	94%	89%	100%	86%
Dissatisfied	2%	6%	-	6%	
Net satisfied	92%	83%	100%	80%	
Q.33c And how satisfied or dissatisfied are you with... Support for the arts (Base : all who have used or benefited from support for the arts)	Unweighted Total	150	96	12	4
	Weighted Total	158	107	11	4
	Very satisfied	28%	28%	28%	26%
	Fairly satisfied	49%	51%	48%	-
	Neither satisfied nor dissatisfied	5%	6%	15%	-
	Fairly dissatisfied	14%	9%	8%	74%
	Very dissatisfied	2%	2%	-	-
	Don't know	2%	4%	-	-
	Satisfied	77%	79%	76%	26%
Dissatisfied	16%	11%	8%	74%	
Net satisfied	60%	68%	68%	-	
Q.33d And how satisfied or dissatisfied are you with... Adult education (Base : all who have used or benefited from adult education)	Unweighted Total	382	240	39	14
	Weighted Total	409	261	35	17
	Very satisfied	44%	40%	34%	30%
	Fairly satisfied	42%	48%	56%	47%
	Neither satisfied nor dissatisfied	5%	3%	6%	-
	Fairly dissatisfied	5%	5%	3%	-
	Very dissatisfied	3%	2%	2%	-
	Don't know	1%	3%	-	23%
	Satisfied	87%	87%	90%	77%
Dissatisfied	7%	6%	5%	-	
Net satisfied	79%	81%	85%	77%	

Life in Lancashire Survey 2007 Results compiled by Lancashire County Council Data Supplied by Ipsos MORI Fieldwork: 15 Sep - 16 Dec 2007	District 2007 results are compared for significant differences with Lancashire 2007 results. Lancashire 2007 results are compared with Lancashire 2003 results. Green = statistically significantly better, red = significantly worse	Lancashire 2007	Lancashire 2003	Burnley 2007	Burnley 2003
Q.33e And how satisfied or dissatisfied are you with... Registration of births, deaths and marriages (Base : all who have used or benefited from registration of births, deaths and marriages)	Unweighted Total Weighted Total Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Satisfied Dissatisfied Net satisfied	390 418 51% 40% 4% 2% 1% 2% 91% 3% 88%	230 234 39% 51% 6% 1% 2% 2% 90% 3% 87%	39 35 53% 34% 6% 5% 2% - 87% 8% 79%	26 27 19% 69% 5% - - 7% 87% - 87%
Q.33f And how satisfied or dissatisfied are you with... Welfare rights (Base : all who have used or benefited from welfare rights)	Unweighted Total Weighted Total Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Satisfied Dissatisfied Net satisfied	215 216 37% 50% 3% 4% 3% 3% 87% 7% 80%	106 106 35% 44% 5% 10% 1% 4% 79% 12% 68%	19 16 48% 42% - 5% - 5% 90% 5% 85%	10 10 20% 49% 7% 24% - - 69% 24% 45%
Q.33g And how satisfied or dissatisfied are you with... County Information Centres (Base : all who have used or benefited from County Information Centres)	Unweighted Total Weighted Total Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Satisfied Dissatisfied Net satisfied	357 334 35% 50% 7% 4% - 3% 85% 4% 82%	117 122 29% 52% 4% 4% - 10% 81% 5% 77%	27 23 22% 51% 11% 7% - 9% 73% 7% 66%	8 9 - 92% - 8% - - 92% 8% 84%
Q.34 And overall, do you think that the community services you have used or benefited from have got better or worse over the last two years or so, or have they stayed the same? (Base : all who have used or benefited from at least one)	Unweighted Total Weighted Total Got better Got worse Stayed the same Don't know	1768 1780 31% 5% 49% 14%	1570 1598 37% 6% 46% 10%	158 139 40% 8% 45% 6%	120 111 43% 18% 29% 10%
Q.35 Which of these services have you or your family used or benefited from in the last twelve months? (Base : all respondents)	Unweighted Total Weighted Total Cycle facilities (e.g. cycle paths) Countryside recreation (e.g. country parks, picnic sites etc) Footpaths, bridleways and rights of way Local tips or household waste recycling centres Doorstep recycling collections Other recycling facilities Support for local businesses Trading standards (including food quality and consumer advice) Planning services (e.g. planning for future development in the county, not planning p None of these Don't know Users	2451 2451 22% 45% 47% 67% 83% 32% 5% 5% 7% 4% - 96%	1541 1541 20% 43% 44% 62% n/a 64% 3% 4% 4% n/a n/a -	205 179 11% 47% 52% 66% 88% 37% 4% 4% 2% - -	115 119 19% 44% 48% 39% n/a 45% 2% 3% 2% n/a n/a -

Life in Lancashire Survey 2007 Results compiled by Lancashire County Council Data Supplied by Ipsos MORI Fieldwork: 15 Sep - 16 Dec 2007		Lancashire 2007	Lancashire 2003	Burnley 2007	Burnley 2003
District 2007 results are compared for significant differences with Lancashire 2007 results. Lancashire 2007 results are compared with Lancashire 2003 results. Green = statistically significantly better, red = significantly worse					
Q.36a And how satisfied or dissatisfied are you with... Street lighting (Base : all respondents)	Unweighted Total	2451	2447	205	203
	Weighted Total	2451	2447	179	188
	Very satisfied	24%	25%	17%	10%
	Fairly satisfied	55%	52%	55%	47%
	Neither satisfied nor dissatisfied	6%	4%	6%	6%
	Fairly dissatisfied	8%	12%	14%	22%
	Very dissatisfied	4%	6%	7%	14%
	Don't know	1%	1%	-	1%
	Satisfied	79%	77%	72%	57%
Dissatisfied	13%	17%	22%	36%	
Net satisfied	66%	60%	51%	21%	
Q.36b And how satisfied or dissatisfied are you with... Road maintenance and repairs (Base : all respondents)	Unweighted Total	2451	2447	205	203
	Weighted Total	2451	2447	179	188
	Very satisfied	7%	8%	7%	6%
	Fairly satisfied	39%	38%	49%	38%
	Neither satisfied nor dissatisfied	14%	12%	10%	14%
	Fairly dissatisfied	23%	23%	20%	25%
	Very dissatisfied	15%	18%	12%	15%
	Don't know	2%	2%	2%	2%
	Satisfied	46%	45%	56%	44%
Dissatisfied	38%	41%	32%	40%	
Net satisfied	9%	5%	24%	4%	
Q.36c And how satisfied or dissatisfied are you with... Pavement maintenance (Base : all respondents)	Unweighted Total	2451	2447	205	203
	Weighted Total	2451	2447	179	188
	Very satisfied	6%	7%	5%	5%
	Fairly satisfied	40%	40%	47%	40%
	Neither satisfied nor dissatisfied	14%	12%	11%	14%
	Fairly dissatisfied	21%	21%	17%	22%
	Very dissatisfied	15%	17%	17%	17%
	Don't know	2%	2%	2%	3%
	Satisfied	46%	47%	52%	45%
Dissatisfied	36%	39%	34%	39%	
Net satisfied	10%	8%	19%	6%	
Q.36e And how satisfied or dissatisfied are you with... Traffic management (e.g. signs and signalling) (Base : all respondents)	Unweighted Total	2451	2447	205	203
	Weighted Total	2451	2447	179	188
	Very satisfied	7%	7%	8%	3%
	Fairly satisfied	48%	49%	50%	46%
	Neither satisfied nor dissatisfied	18%	17%	16%	16%
	Fairly dissatisfied	13%	13%	14%	19%
	Very dissatisfied	8%	8%	9%	6%
	Don't know	5%	6%	2%	10%
	Satisfied	55%	56%	57%	49%
Dissatisfied	22%	22%	23%	26%	
Net satisfied	33%	34%	34%	23%	
Q.36f And how satisfied or dissatisfied are you with... Traffic calming measures (Base : all respondents)	Unweighted Total	2451	2447	205	203
	Weighted Total	2451	2447	179	188
	Very satisfied	4%	5%	7%	3%
	Fairly satisfied	34%	34%	41%	37%
	Neither satisfied nor dissatisfied	20%	17%	17%	17%
	Fairly dissatisfied	21%	22%	18%	26%
	Very dissatisfied	14%	16%	16%	10%
	Don't know	7%	6%	2%	7%
	Satisfied	38%	39%	48%	40%
Dissatisfied	35%	38%	34%	36%	
Net satisfied	3%	0%	14%	3%	

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Q.36g And how satisfied or dissatisfied are you with... Road safety (Base : all respondents)	Unweighted Total Weighted Total Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Satisfied Dissatisfied Net satisfied	2451 2451 4% 44% 20% 17% 10% 4% 48% 27% 21%	2447 2447 4% 46% 17% 18% 10% 5% 50% 28% 22%	205 179 4% 47% 17% 19% 10% 2% 51% 29% 22%	203 188 1% 36% 22% 23% 11% 8% 37% 34% 3%
Q.36h And how satisfied or dissatisfied are you with... Cycle facilities (e.g. cycle paths) (Base : all who have used or benefited from cycle facilities)	Unweighted Total Weighted Total Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Satisfied Dissatisfied Net satisfied	502 549 19% 47% 10% 11% 10% 3% 66% 21% 45%	281 315 17% 43% 11% 13% 12% 2% 61% 25% 35%	21 19 10% 47% 15% 19% 9% - 57% 28% 29%	20 23 - 48% 11% 14% 20% 8% 48% 34% 14%
Q.36i And how satisfied or dissatisfied are you with... Countryside recreation (e.g. country parks, picnic sites etc) (Base : all who have used or benefited from countryside recreation)	Unweighted Total Weighted Total Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Satisfied Dissatisfied Net satisfied	1116 1106 33% 54% 6% 4% 1% 1% 87% 5% 82%	636 662 27% 54% 7% 7% 3% 2% 82% 10% 72%	96 84 28% 59% 5% 6% 1% - 87% 7% 80%	48 52 19% 58% 15% 2% 4% 2% 77% 6% 70%
Q.36j And how satisfied or dissatisfied are you with... Footpaths, bridleways and rights of way (Base : all who have used or benefited from footpaths, bridleways and rights of way)	Unweighted Total Weighted Total Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Satisfied Dissatisfied Net satisfied	1134 1145 22% 57% 10% 6% 3% 2% 79% 9% 70%	662 682 21% 60% 6% 9% 3% 1% 80% 12% 68%	105 92 18% 62% 9% 9% 1% 4% 81% 10% 70%	53 58 13% 69% 1% 9% 4% 4% 82% 13% 69%
Q.36k And how satisfied or dissatisfied are you with... Local tips or household waste recycling centres (Base : all who have used or benefited from local tips or household waste recycling centres)	Unweighted Total Weighted Total Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Satisfied Dissatisfied Net satisfied	1654 1644 43% 46% 4% 4% 2% 1% 89% 6% 83%	950 957 37% 49% 5% 6% 3% 1% 85% 9% 76%	136 118 38% 51% 3% 4% 3% 1% 89% 7% 83%	44 46 17% 59% 7% 6% 11% - 76% 17% 60%

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District 2007 results are compared for significant differences with Lancashire 2007 results. Lancashire 2007 results are compared with Lancashire 2003 results. Green = statistically significantly better, red = significantly worse					
Q.36l And how satisfied or dissatisfied are you with... Doorstep recycling collections (Base : all who have used or benefited from doorstep recycling collections)	Unweighted Total	2003	-	181	
	Weighted Total	2023	-	157	
	Very satisfied	36%	n/a	31%	n/a
	Fairly satisfied	43%	n/a	47%	n/a
	Neither satisfied nor dissatisfied	4%	n/a	5%	n/a
	Fairly dissatisfied	10%	n/a	11%	n/a
	Very dissatisfied	6%	n/a	5%	n/a
	Don't know	1%	n/a	1%	n/a
	Satisfied	79%	n/a	78%	n/a
Dissatisfied	16%	n/a	16%	n/a	
Net satisfied	63%	n/a	62%	n/a	
Q.36m And how satisfied or dissatisfied are you with... Support for local businesses (Base : all who have used or benefited from support for local businesses)	Unweighted Total	117	42	9	2
	Weighted Total	120	49	8	2
	Very satisfied	13%	16%	24%	69%
	Fairly satisfied	47%	32%	43%	-
	Neither satisfied nor dissatisfied	11%	12%	12%	31%
	Fairly dissatisfied	10%	17%	11%	-
	Very dissatisfied	4%	9%	-	-
	Don't know	15%	14%	10%	-
	Satisfied	60%	48%	67%	69%
Dissatisfied	14%	27%	11%	-	
Net satisfied	46%	21%	56%	69%	
Q.36n And how satisfied or dissatisfied are you with... Trading standards (including food quality and consumer advice) (Base : all who have used or benefited from trading standards)	Unweighted Total	115	63	10	3
	Weighted Total	115	62	8	3
	Very satisfied	24%	38%	69%	33%
	Fairly satisfied	48%	45%	22%	67%
	Neither satisfied nor dissatisfied	11%	8%	9%	-
	Fairly dissatisfied	1%	4%	-	-
	Very dissatisfied	5%	3%	-	-
	Don't know	11%	3%	-	-
	Satisfied	72%	83%	91%	100%
Dissatisfied	6%	-	-	-	
Net satisfied	67%	76%	91%	100%	
Q.36o And how satisfied or dissatisfied are you with... Planning services (e.g. planning for future development in the county, not planning permissions for your house) (Base : all who have used or benefited from planning services)	Unweighted Total	154	56	8	3
	Weighted Total	161	60	7	3
	Very satisfied	8%	14%	-	-
	Fairly satisfied	37%	48%	47%	-
	Neither satisfied nor dissatisfied	14%	15%	25%	61%
	Fairly dissatisfied	14%	12%	-	-
	Very dissatisfied	12%	8%	14%	-
	Don't know	15%	3%	14%	39%
	Satisfied	45%	62%	47%	-
Dissatisfied	26%	20%	14%	-	
Net satisfied	19%	42%	34%	-	
Q.37 And overall, do you think that the environmental services you have used or benefited from have got better or worse over the last two years or so, or have they stayed the same? (Base : all respondents)	Unweighted Total	2451	1541	205	115
	Weighted Total	2451	1541	179	119
	Got better	39%	44%	50%	31%
	Got worse	12%	9%	14%	13%
	Stayed the same	40%	35%	32%	41%
Don't know	8%	12%	4%	15%	
Q.40 Which of these modes of transport have you or your family used in the last twelve months? (Base : all respondents)	Unweighted Total	2451	1541	205	115
	Weighted Total	2451	1541	179	119
	Local bus services	60%	57%	68%	68%
	Local train services	41%	31%	31%	21%
	Local taxis	53%	52%	63%	65%
	Driven a car myself	70%	67%	69%	54%
	Been a passenger in a car	74%	70%	76%	73%
	None of these	1%	1%	-	-
	Public transport user	80%	-	84%	-

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District 2007 results are compared for significant differences with Lancashire 2007 results. Lancashire 2007 results are compared with Lancashire 2003 results. Green = statistically significantly better, red = significantly worse					
Q.41a And how satisfied or dissatisfied are you with... Local bus services (Base : all who have used or benefited from local bus services)	Unweighted Total	1438	857	140	78
	Weighted Total	1469	883	122	81
	Very satisfied	31%	26%	26%	26%
	Fairly satisfied	47%	45%	54%	49%
	Neither satisfied nor dissatisfied	7%	5%	8%	5%
	Fairly dissatisfied	8%	14%	8%	9%
	Very dissatisfied	5%	8%	3%	9%
	Don't know	1%	2%	1%	1%
Satisfied	78%	71%	80%	75%	
Dissatisfied	14%	22%	11%	18%	
Net satisfied	64%	49%	69%	56%	
Q.41b And how satisfied or dissatisfied are you with... Local train services (Base : all who have used or benefited from local train services)	Unweighted Total	933	459	62	22
	Weighted Total	998	483	56	25
	Very satisfied	25%	17%	17%	9%
	Fairly satisfied	53%	52%	56%	58%
	Neither satisfied nor dissatisfied	9%	7%	9%	4%
	Fairly dissatisfied	7%	14%	11%	14%
	Very dissatisfied	3%	9%	7%	15%
	Don't know	2%	1%	-	-
Satisfied	79%	68%	74%	67%	
Dissatisfied	11%	23%	18%	29%	
Net satisfied	68%	46%	56%	39%	
Q.41c And how satisfied or dissatisfied are you with... Local road system (Base : all who have used or benefited from the road system)	Unweighted Total	2320	1382	201	94
	Weighted Total	2335	1390	175	98
	Very satisfied	8%	8%	8%	3%
	Fairly satisfied	50%	48%	59%	57%
	Neither satisfied nor dissatisfied	17%	14%	14%	13%
	Fairly dissatisfied	13%	16%	11%	12%
	Very dissatisfied	7%	9%	5%	5%
	Don't know	5%	5%	2%	10%
Satisfied	58%	56%	67%	60%	
Dissatisfied	20%	26%	16%	16%	
Net satisfied	38%	30%	51%	44%	
Q.41d And how satisfied or dissatisfied are you with... Local taxis (Base : all who have used or benefited from local taxis)	Unweighted Total	1236	758	126	73
	Weighted Total	1298	805	112	77
	Very satisfied	27%	28%	25%	14%
	Fairly satisfied	55%	56%	52%	57%
	Neither satisfied nor dissatisfied	10%	7%	8%	10%
	Fairly dissatisfied	4%	5%	10%	9%
	Very dissatisfied	1%	3%	4%	10%
	Don't know	2%	1%	1%	-
Satisfied	82%	84%	77%	71%	
Dissatisfied	5%	8%	15%	19%	
Net satisfied	77%	76%	62%	52%	
Q.42 And overall, do you think that the transport services you have used or benefited from have got better or worse over the last two years or so, or have they stayed the same? (Base : all who have used or benefited from at least one local	Unweighted Total	1921	1156	172	94
	Weighted Total	1967	1181	151	98
	Got better	28%	24%	40%	28%
	Got worse	16%	19%	18%	19%
	Stayed the same	49%	49%	36%	42%
	Don't know	6%	8%	3%	11%

Life in Lancashire Survey 2007 Results compiled by Lancashire County Council Data Supplied by Ipsos MORI Fieldwork: 15 Sep - 16 Dec 2007	District 2007 results are compared for significant differences with Lancashire 2007 results. Lancashire 2007 results are compared with Lancashire 2003 results. Green = statistically significantly better, red = significantly worse	Lancashire 2007	Lancashire 2003	Burnley 2007	Burnley 2003
Q.43 Still thinking about transport, which of the following two or three local transport issues do you think should be the main priorities for Lancashire County Council? (Base : all respondents)	Unweighted Total Weighted Total Reducing delays to traffic Improving existing roads, street lighting and bridges Improving travelling by public transport Improving road safety Improving pedestrian facilities (e.g. improved crossings, pavements) Providing safer routes to schools Improving bus and rail facilities (e.g. bus stops, shelters, termini) Providing more information about bus and train services Building new roads Improving cycling facilities Other None of these Don't know	2451 2451 36% 34% 33% 25% 23% 20% 19% 13% 13% 13% 13% 5% 3% 4%	2447 2447 31% 37% 33% 23% 25% 23% 21% 13% 12% 13% 3% 2% 3%	205 179 30% 50% 33% 22% 22% 28% 13% 8% 16% 3% - 1%	203 188 26% 49% 32% 21% 33% 22% 16% 10% 4% 11% 1% 4% 4%
Q.44 Thinking now about all the services provided by Lancashire County Council, which three or four of the services on this list, do you think are most important for people in this area? (Base : all respondents)	Unweighted Total Weighted Total Services for adults - Services for older people (e.g. home carers, meals on wheels etc.) - Council run services and facilities for disabled adults - Services for adults with mental health problems - Services for adults with learning difficulties - Services for carers Services for young people - Services for young people (e.g. youth clubs, youth projects, Connexions Service) - Services for children with additional needs - Services for vulnerable children and families - Services for young offenders - Services for families and younger children (e.g. surestart, children's centres) Education - Nursery schools - Primary schools - Secondary schools - Special schools Community services - Libraries - Museums - Support for the arts - Adult education - Registration of births, deaths and marriages - Welfare rights - County information Centres Environmental services - Street lighting - Road maintenance and repairs - Pavement maintenance - Traffic management (e.g. signs and signalling) - Traffic calming measures - Road safety - Cycle facilities (e.g. cycle paths) - Countryside recreation (e.g. country parks, picnic sites etc) - Footpaths, bridleways and rights of way - Local tips or household waste recycling centres - Doorstep recycling collections - Support for local businesses - Trading standards (including food quality and consumer advice) - Planning services (e.g. planning for future development in the county, not planning) Other None Of these Don't know	2451 2451 41% 31% 9% 5% 3% 5% 41% 27% 4% 7% 4% 7% 29% 6% 15% 17% 2% 18% 7% 1% 2% 4% 1% 4% 2% 2% 77% 8% 25% 13% 8% 14% 19% 5% 6% 5% 13% 23% 6% 2% 5% 4% 1% 6%	2447 2447 - 37% 13% 7% 6% n/a 26% 14% n/a n/a 6% n/a - 11% 18% 21% n/a - 10% 1% 2% 1% 6% 1% 1% n/a 1% 2% - n/a 7% n/a 10% 8% n/a 14% 7% 10% 2% 6% 6% 2% 8% 3% 1% 4%	205 179 43% 32% 8% 6% 4% 5% 56% 33% 8% 13% 8% 11% 39% 8% 14% 20% 23% n/a - 7% 1% 1% 1% n/a 1% 2% 1% 75% 15% 20% 13% 8% 13% 7% 7% 6% 9% 18% 5% 2% 6% 2% 6% 4% - 2% 4%	203 188 - 44% 9% 5% 6% n/a 23% 12% n/a n/a 6% n/a - n/a 14% 20% 23% n/a - 8% 1% 1% 1% n/a 2% - n/a 10% 7% 7% 5% 6% n/a 4% 9% 3% 9% 7% 2% 4%

Life in Lancashire Survey 2007 Results compiled by Lancashire County Council Data Supplied by Ipsos MORI Fieldwork: 15 Sep - 16 Dec 2007	District 2007 results are compared for significant differences with Lancashire 2007 results. Lancashire 2007 results are compared with Lancashire 2003 results. Green = statistically significantly better, red = significantly worse	Lancashire 2007	Lancashire 2003	Burnley 2007	Burnley 2003
Q.55 Which of these statements comes closest to your attitude about Lancashire County Council? (Base : all respondents)	Unweighted Total Weighted Total I'm not really interested in what the County Council does, or whether it does its job I'm not interested in what the County Council does as long as it does its job I like to know what the County Council is doing, but I'm happy to let it get on with the I would like to have more of a say in what the County Council does I already work for, or am already involved with the County Council and the services it None of these Don't know	2451 2451 2% 18% 58% 17% 4% 1% 1%	2447 2447 2% 18% 56% 19% 3% 1% 1%	205 179 1% 18% 54% 24% 3% - -	203 188 2% 25% 46% 23% 2% 1% 1%
Q.56 Which two or three of the following do you think it is most important for your local county councillors to do? (Base : all respondents)	Unweighted Total Weighted Total Listening to the views of local people Dealing with complaints and problems Working with local communities to provide more effective services Keeping you informed about County Council activities Representing local views to business and government Reflect the backgrounds of their local community Reviewing and planning local services Taking decisions about County Council services Ensuring ethical standards are maintained across the County Council Scrutinising County Council decisions Other None of these Don't know	2451 2451 75% 50% 36% 28% 16% 12% 11% 9% 8% 7% 1% - 4%	2447 2447 76% 50% 40% 32% 15% n/a 10% 9% 9% 7% 1% 0% 2%	205 179 73% 55% 32% 32% 20% 7% 7% 9% 9% 11% 2% - 3%	203 188 79% 57% 42% 32% 12% n/a 6% 9% 7% 9% 1% - 3%