

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	West Lancashire 2007	West Lancashire 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					
<b>Q.1 Thinking about Lancashire, on the whole, how satisfied or dissatisfied are you with it as a place to live?</b> (Base : all respondents)	Unweighted Total	2451	2447	202	206
	Weighted Total	2451	2447	228	233
	Very satisfied	41%	41%	43%	50%
	Fairly satisfied	49%	47%	45%	42%
	Neither satisfied nor dissatisfied	5%	5%	4%	4%
	Fairly dissatisfied	3%	4%	3%	2%
	Very dissatisfied	1%	1%	1%	1%
	Don't know	1%	1%	3%	1%
	<b>Satisfied</b>	<b>90%</b>	<b>88%</b>	<b>89%</b>	<b>92%</b>
<b>Dissatisfied</b>	<b>4%</b>	<b>6%</b>	<b>4%</b>	<b>3%</b>	
<b>Net satisfied</b>	<b>86%</b>	<b>83%</b>	<b>85%</b>	<b>89%</b>	
<b>Q.2 Thinking about this area, on the whole, how satisfied or dissatisfied are you with it as a place to live?</b> (Base : all respondents)	Unweighted Total	2451	2447	202	206
	Weighted Total	2451	2447	228	233
	Very satisfied	43%	42%	44%	51%
	Fairly satisfied	41%	39%	42%	38%
	Neither satisfied nor dissatisfied	7%	6%	5%	4%
	Fairly dissatisfied	6%	7%	7%	4%
	Very dissatisfied	4%	4%	2%	3%
	Don't know	-	0%	1%	-
	<b>Satisfied</b>	<b>83%</b>	<b>81%</b>	<b>86%</b>	<b>89%</b>
<b>Dissatisfied</b>	<b>9%</b>	<b>12%</b>	<b>9%</b>	<b>7%</b>	
<b>Net satisfied</b>	<b>74%</b>	<b>70%</b>	<b>77%</b>	<b>82%</b>	
<b>Q.3 And which three or four things, if any, would you say are good things about living in this area?</b> (Base : all respondents)	Unweighted Total	2451	2447	202	206
	Weighted Total	2451	2447	228	233
	Friendly neighbours/ people/good community spirit	38%	33%	41%	33%
	Peace and quiet	36%	36%	36%	46%
	Openness/greenery/ countryside	28%	24%	34%	28%
	Convenient for shops	27%	24%	26%	14%
	Access to the countryside/coast	19%	16%	20%	9%
	Access to other places/ centrally located	19%	19%	18%	19%
	Adequate public transport	14%	9%	16%	5%
	Safe area/low crime rate	13%	12%	14%	11%
	Good schools/education	13%	10%	15%	12%
	Near to family/friends	11%	9%	11%	11%
	Convenient for work	8%	7%	9%	5%
	Good shopping facilities	7%	5%	10%	4%
	Good public services	6%	3%	9%	3%
	Good roads	5%	3%	3%	4%
	Good health facilities	5%	3%	10%	1%
	Clean streets	5%	4%	7%	8%
	Good leisure/recreation facilities	4%	4%	3%	6%
	Good street lighting	2%	0%	6%	0%
	Good job opportunities	2%	1%	1%	2%
	Amount of traffic	2%	1%	4%	2%
	Affordable housing	2%	2%	3%	5%
	Low levels of pollution	1%	1%	2%	2%
	Good facilities for younger children	1%	1%	1%	1%
	Good facilities for young people	1%	1%	1%	2%
	Good facilities for working parents	1%	0%	1%	-
	Good facilities for people of my ethnicity/ culture/faith	1%	1%	2%	1%
	Good educational opportunities for adults	1%	0%	3%	1%
	Good childcare facilities	1%	0%	-	-
	Adequate parking	1%	0%	3%	1%
	Low levels of development	-	0%	2%	0%
	Low levels of Council Tax	-	0%	-	-
	Other	9%	15%	5%	20%
None of these/no good things	3%	3%	4%	2%	
Don't know	2%	2%	4%	2%	



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<b>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)</b>	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	245	221	10	27
	Weighted Total	243	245	11	33
	More discipline in schools	46%	41%	61%	39%
	More investment in schools on books and equipment	31%	33%	29%	32%
	Schools and parents working more closely together	29%	25%	19%	18%
	Provide more leisure or arts activities after school	26%	25%	20%	28%
	Additional school classes before and after school	22%	15%	51%	7%
	More information about day and evening classes	22%	15%	10%	22%
	Better teachers	21%	13%	30%	14%
	More teachers	19%	23%	9%	18%
	Local literacy and numeracy support courses for adults	17%	12%	-	9%
	Reduce truancy in schools	13%	15%	20%	21%
	Longer school hours or longer school year	10%	11%	11%	8%
	Other	7%	8%	9%	18%
	None of these	-	0%	-	-
	Don't know	-	3%	-	2%
<b>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)</b>	Unweighted Total	258	295	14	30
	Weighted Total	241	278	15	34
	Making care affordable	37%	41%	36%	53%
	Knowing more about what services are available	32%	38%	22%	35%
	Providing care to meet individuals' needs	26%	n/a	15%	n/a
	More help to access care and support services	25%	n/a	36%	n/a
	Having good emergency services	23%	26%	43%	32%
	Having someone to contact for help	21%	28%	14%	44%
	Getting transport when needed	21%	n/a	21%	n/a
	More contact with staff from care services	20%	31%	21%	30%
	Being able to live at home	19%	23%	15%	28%
	Support as a carer	12%	15%	15%	15%
	Having a warm home	10%	13%	7%	21%
	Supporting people to live healthily	10%	7%	7%	7%
	Enable more young people with additional needs to live independently	8%	0.20607	7%	13%
	More contact with friends/relatives	6%	6%	7%	9%
	Other	2%	4%	7%	-
	None of these	-	1%	-	-
	Don't know	1%	7%	7%	7%

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<b>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)</b>	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% 3% 1%	33 39 19% 39% 18% 31% 35% 7% 15% 10% 17% 9% 8% 6% - - 3% 10%	53 64 41% 15% 19% 27% 19% 10% 14% 12% n/a n/a - 11% - - 6%
<b>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)</b>	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%	57 64 77% 42% 26% 15% 9% 28% 7% 25% n/a - - 3%	83 93 77% n/a 29% 15% 9% 28% 7% 14% n/a 1% - 5%
<b>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)</b>	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% 6% 7% 2% 0 3%	54 63 62% 48% 37% 20% 17% 9% 21% 6% 7% - - 7%	69 78 65% 68% 24% 37% n/a 15% 30% 6% 9% 1% - 2%

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<b>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)</b>	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%	26 29 57% 49% 37% 23% 24% 11% 29% 16% 20% 4% - 4%	38 43 63% 33% n/a 39% 9% 20% 34% n/a 7% 1% - 3%
<b>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)</b>	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% 36% 19% 30% 23% 22% 23% 19% 7% 0% 3%	56 62 43% 28% 25% 36% 21% 21% 23% 13% 12% 15% 2% 2% -	33 41 32% 41% 14% 47% 21% 9% 17% 17% 8% - 3%
<b>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)</b>	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%	17 19 23% 38% 22% 12% 36% 17% 17% 18% 19% 6% 6% -	22 23 n/a 23% 32% 27% n/a n/a 47% 28% 26% n/a - 3% 3%



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<b>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)</b>	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	2451 2451		202 228	
	Yes	16%	n/a	16%	n/a
	No	83%	n/a	82%	n/a
	Don't know	-	n/a	-	n/a
<b>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)</b>	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	202 228 17% 31% 13% 5% 12% 7% 7% 4% 4% 1% 4% 40% 5% 55%	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
<b>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)</b>	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%	202 228 7% 30% 7% 3% 16% 24% 13% 37% 10% 27%	206 233 21% 37% 8% 3% 4% 13% 13% 58% 12% 46%
<b>Q.23 Which of these services have you or your family used or benefited from in the last twelve months? (Base : all respondents)</b>	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% - -	202 228 8% 6% 1% 1% 2% 85% - 15%	155 147 11% 7% 5% 5% n/a 76% 2% -
<b>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)</b>	Unweighted Total Weighted Total Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know <b>Satisfied</b> <b>Dissatisfied</b> <b>Net satisfied</b>	359 342 23% 47% 9% 8% 6% 7% <b>70%</b> <b>15%</b> <b>55%</b>	150 143 34% 40% 3% 9% 10% 4% <b>74%</b> <b>18%</b> <b>56%</b>	17 18 6% 47% 6% - 18% 23% <b>53%</b> <b>18%</b> <b>35%</b>	16 16 24% 32% - 12% 21% 11% <b>56%</b> <b>33%</b> <b>23%</b>

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<b>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)</b>	Unweighted Total	305	120	12	11
	Weighted Total	299	124	13	10
	Very satisfied	28%	30%	24%	44%
	Fairly satisfied	44%	39%	50%	21%
	Neither satisfied nor dissatisfied	6%	5%	8%	-
	Fairly dissatisfied	12%	8%	9%	10%
	Very dissatisfied	6%	7%	-	11%
	Don't know	4%	11%	9%	14%
	<b>Satisfied</b>	<b>72%</b>	<b>69%</b>	<b>74%</b>	<b>65%</b>
	<b>Dissatisfied</b>	<b>18%</b>	<b>15%</b>	<b>9%</b>	<b>21%</b>
<b>Net satisfied</b>	<b>54%</b>	<b>53%</b>	<b>65%</b>	<b>44%</b>	
<b>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)</b>	Unweighted Total	128	58	3	7
	Weighted Total	135	59	3	7
	Very satisfied	25%	32%	32%	33%
	Fairly satisfied	35%	28%	-	-
	Neither satisfied nor dissatisfied	6%	5%	34%	15%
	Fairly dissatisfied	18%	16%	-	36%
	Very dissatisfied	10%	16%	-	17%
	Don't know	6%	3%	34%	-
	<b>Satisfied</b>	<b>60%</b>	<b>60%</b>	<b>32%</b>	<b>33%</b>
	<b>Dissatisfied</b>	<b>28%</b>	<b>31%</b>	<b>-</b>	<b>52%</b>
<b>Net satisfied</b>	<b>32%</b>	<b>29%</b>	<b>32%</b>	<b>-</b>	
<b>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)</b>	Unweighted Total	52	69	2	7
	Weighted Total	54	71	2	8
	Very satisfied	21%	29%	-	44%
	Fairly satisfied	36%	39%	50%	30%
	Neither satisfied nor dissatisfied	9%	5%	-	-
	Fairly dissatisfied	10%	5%	-	-
	Very dissatisfied	10%	16%	-	15%
	Don't know	15%	6%	50%	10%
	<b>Satisfied</b>	<b>56%</b>	<b>68%</b>	<b>50%</b>	<b>75%</b>
	<b>Dissatisfied</b>	<b>20%</b>	<b>21%</b>	<b>-</b>	<b>15%</b>
<b>Net satisfied</b>	<b>37%</b>	<b>47%</b>	<b>50%</b>	<b>59%</b>	
<b>Q.24e And how satisfied or dissatisfied are you with... Services for carers (Base : all who have used or benefited from services for carers)</b>	Unweighted Total	153	-	5	-
	Weighted Total	157	-	5	-
	Very satisfied	21%	n/a	21%	n/a
	Fairly satisfied	40%	n/a	19%	n/a
	Neither satisfied nor dissatisfied	9%	n/a	21%	n/a
	Fairly dissatisfied	13%	n/a	21%	n/a
	Very dissatisfied	9%	n/a	-	n/a
	Don't know	8%	n/a	19%	n/a
	<b>Satisfied</b>	<b>62%</b>	<b>n/a</b>	<b>40%</b>	<b>n/a</b>
	<b>Dissatisfied</b>	<b>21%</b>	<b>n/a</b>	<b>21%</b>	<b>n/a</b>
<b>Net satisfied</b>	<b>40%</b>	<b>n/a</b>	<b>19%</b>	<b>n/a</b>	
<b>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)</b>	Unweighted Total	683	341	31	32
	Weighted Total	676	342	34	32
	<b>Got better</b>	<b>26%</b>	<b>26%</b>	<b>6%</b>	<b>27%</b>
	<b>Got worse</b>	<b>12%</b>	<b>15%</b>	<b>10%</b>	<b>16%</b>
	<b>Stayed the same</b>	<b>45%</b>	<b>41%</b>	<b>58%</b>	<b>30%</b>
Don't know	17%	18%	26%	26%	
<b>Q.26 Which of these services have you or your family used or benefited from in the last twelve months? (Base : all respondents)</b>	Unweighted Total	2451	-	202	-
	Weighted Total	2451	-	228	-
	Services for young people (e.g. youth clubs, youth projects, Connexions Service)	13%	-	6%	-
	Services for children with additional needs	5%	-	1%	-
	Services for vulnerable children and families	2%	-	-	-
	Services for young offenders	1%	-	1%	-
	None of these	81%	-	83%	-
	Don't know	1%	-	9%	-
	User	17%	-	8%	-



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<b>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)</b>	Unweighted Total	287	122	11	18
	Weighted Total	317	125	14	17
	Very satisfied	30%	23%	46%	28%
	Fairly satisfied	46%	33%	18%	20%
	Neither satisfied nor dissatisfied	5%	11%	8%	-
	Fairly dissatisfied	10%	21%	19%	27%
	Very dissatisfied	6%	11%	-	25%
	Don't know	2%	1%	8%	-
	<b>Satisfied</b>	<b>77%</b>	<b>55%</b>	<b>65%</b>	<b>48%</b>
<b>Dissatisfied</b>	<b>16%</b>	<b>32%</b>	<b>19%</b>	<b>52%</b>	
<b>Net satisfied</b>	<b>60%</b>	<b>23%</b>	<b>46%</b>	<b>-</b>	
<b>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)</b>	Unweighted Total	103	-	3	
	Weighted Total	113	-	3	
	Very satisfied	29%	-	33%	n/a
	Fairly satisfied	43%	-	33%	n/a
	Neither satisfied nor dissatisfied	7%	-	34%	n/a
	Fairly dissatisfied	10%	-	-	n/a
	Very dissatisfied	7%	-	-	n/a
	Don't know	3%	-	-	n/a
	<b>Satisfied</b>	<b>72%</b>	<b>-</b>	<b>66%</b>	<b>n/a</b>
<b>Dissatisfied</b>	<b>18%</b>	<b>-</b>	<b>-</b>	<b>n/a</b>	
<b>Net satisfied</b>	<b>54%</b>	<b>-</b>	<b>66%</b>	<b>n/a</b>	
<b>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)</b>	Unweighted Total	41	30	-	3
	Weighted Total	43	31	-	3
	Very satisfied	20%	27%	-	-
	Fairly satisfied	32%	27%	-	-
	Neither satisfied nor dissatisfied	17%	14%	-	-
	Fairly dissatisfied	19%	14%	-	25%
	Very dissatisfied	13%	14%	-	75%
	Don't know	-	4%	-	-
	<b>Satisfied</b>	<b>52%</b>	<b>54%</b>	<b>-</b>	<b>-</b>
<b>Dissatisfied</b>	<b>32%</b>	<b>27%</b>	<b>-</b>	<b>100%</b>	
<b>Net satisfied</b>	<b>20%</b>	<b>27%</b>	<b>0%</b>	<b>-</b>	
<b>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)</b>	Unweighted Total	22	12	2	2
	Weighted Total	25	13	2	2
	Very satisfied	12%	-	-	-
	Fairly satisfied	25%	18%	-	-
	Neither satisfied nor dissatisfied	6%	19%	-	-
	Fairly dissatisfied	24%	10%	-	-
	Very dissatisfied	17%	31%	-	100%
	Don't know	16%	22%	100%	-
	<b>Satisfied</b>	<b>37%</b>	<b>18%</b>	<b>-</b>	<b>-</b>
<b>Dissatisfied</b>	<b>41%</b>	<b>41%</b>	<b>-</b>	<b>100%</b>	
<b>Net satisfied</b>	<b>-</b>	<b>-</b>	<b>0%</b>	<b>-</b>	
<b>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)</b>	Unweighted Total	391	-	16	
	Weighted Total	429	-	19	
	<b>Got better</b>	<b>33%</b>	<b>-</b>	<b>28%</b>	<b>n/a</b>
	<b>Got worse</b>	<b>9%</b>	<b>-</b>	<b>7%</b>	<b>n/a</b>
	<b>Stayed the same</b>	<b>40%</b>	<b>-</b>	<b>42%</b>	<b>n/a</b>
Don't know	14%	-	17%	n/a	
<b>Q.29 Which of these services have you or your family used or benefited from in the last twelve months? (Base : all respondents)</b>	Unweighted Total	2451	1541	202	155
	Weighted Total	2451	1541	228	147
	Nursery schools	14%	14%	5%	15%
	Primary schools	27%	26%	19%	27%
	Secondary schools	23%	21%	16%	29%
	Special schools * (Support for children with special needs in 2003)	2%	4%	1%	3%
	Services for families and younger children (e.g. surestart childcare centres, children's centres)	5%	n/a	2%	n/a
	None of these	56%	47%	62%	45%
	Don't know	1%	2%	8%	3%
	User	43%	-	30%	-

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	West Lancashire 2007	West Lancashire 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					
<b>Q.30a And how satisfied or dissatisfied are you with... Nursery schools (Base : all who have used or benefited from nursery schools)</b>	Unweighted Total	338	205	10	20
	Weighted Total	354	213	12	22
	Very satisfied	55%	63%	60%	77%
	Fairly satisfied	36%	30%	31%	15%
	Neither satisfied nor dissatisfied	1%	2%	-	-
	Fairly dissatisfied	4%	3%	10%	3%
	Very dissatisfied	-	1%	-	5%
	Don't know	3%	2%	-	-
	<b>Satisfied</b>	<b>90%</b>	<b>93%</b>	<b>90%</b>	<b>92%</b>
<b>Dissatisfied</b>	<b>5%</b>	<b>4%</b>	<b>10%</b>	<b>8%</b>	
<b>Net satisfied</b>	<b>85%</b>	<b>89%</b>	<b>81%</b>	<b>84%</b>	
<b>Q.30b And how satisfied or dissatisfied are you with... Primary schools (Base : all who have used or benefited from primary schools)</b>	Unweighted Total	662	380	37	40
	Weighted Total	670	394	43	40
	Very satisfied	52%	52%	62%	55%
	Fairly satisfied	39%	39%	35%	34%
	Neither satisfied nor dissatisfied	4%	3%	3%	3%
	Fairly dissatisfied	3%	3%	-	-
	Very dissatisfied	1%	1%	-	5%
	Don't know	1%	1%	-	3%
	<b>Satisfied</b>	<b>91%</b>	<b>91%</b>	<b>97%</b>	<b>89%</b>
<b>Dissatisfied</b>	<b>4%</b>	<b>4%</b>	<b>-</b>	<b>5%</b>	
<b>Net satisfied</b>	<b>87%</b>	<b>87%</b>	<b>97%</b>	<b>84%</b>	
<b>Q.30c And how satisfied or dissatisfied are you with... Secondary schools (Base : all who have used or benefited from secondary schools)</b>	Unweighted Total	535	303	32	44
	Weighted Total	556	320	37	43
	Very satisfied	43%	37%	43%	52%
	Fairly satisfied	41%	44%	44%	25%
	Neither satisfied nor dissatisfied	6%	5%	-	3%
	Fairly dissatisfied	6%	7%	10%	10%
	Very dissatisfied	3%	4%	3%	4%
	Don't know	2%	3%	-	5%
	<b>Satisfied</b>	<b>84%</b>	<b>81%</b>	<b>87%</b>	<b>77%</b>
<b>Dissatisfied</b>	<b>9%</b>	<b>11%</b>	<b>13%</b>	<b>14%</b>	
<b>Net satisfied</b>	<b>75%</b>	<b>69%</b>	<b>74%</b>	<b>63%</b>	
<b>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)</b>	Unweighted Total	46	66	2	4
	Weighted Total	49	67	2	4
	Very satisfied	47%	36%	-	56%
	Fairly satisfied	39%	34%	49%	27%
	Neither satisfied nor dissatisfied	5%	5%	-	17%
	Fairly dissatisfied	1%	12%	-	-
	Very dissatisfied	2%	8%	51%	-
	Don't know	5%	4%	-	-
	<b>Satisfied</b>	<b>86%</b>	<b>70%</b>	<b>49%</b>	<b>83%</b>
<b>Dissatisfied</b>	<b>4%</b>	<b>21%</b>	<b>51%</b>	<b>-</b>	
<b>Net satisfied</b>	<b>83%</b>	<b>50%</b>	<b>-</b>	<b>83%</b>	
<b>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)</b>	Unweighted Total	108	-	3	
	Weighted Total	118	-	3	
	Very satisfied	56%	n/a	34%	n/a
	Fairly satisfied	33%	n/a	66%	n/a
	Neither satisfied nor dissatisfied	4%	n/a	-	n/a
	Fairly dissatisfied	2%	n/a	-	n/a
	Very dissatisfied	-	n/a	-	n/a
	Don't know	4%	n/a	-	n/a
	<b>Satisfied</b>	<b>89%</b>	<b>n/a</b>	<b>100%</b>	<b>n/a</b>
<b>Dissatisfied</b>	<b>2%</b>	<b>n/a</b>	<b>-</b>	<b>n/a</b>	
<b>Net satisfied</b>	<b>87%</b>	<b>n/a</b>	<b>100%</b>	<b>n/a</b>	
<b>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</b>	Unweighted Total	1019	745	59	77
	Weighted Total	1053	783	69	77
	<b>Got better</b>	<b>43%</b>	<b>36%</b>	<b>21%</b>	<b>37%</b>
	<b>Got worse</b>	<b>8%</b>	<b>10%</b>	<b>2%</b>	<b>12%</b>
	<b>Stayed the same</b>	<b>36%</b>	<b>40%</b>	<b>62%</b>	<b>39%</b>
	Don't know	12%	13%	14%	12%

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	West Lancashire 2007	West Lancashire 2003
<b>Q.32 Which of these services have you or your family used or benefited from in the last twelve months? (Base : all respondents)</b>	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				
<b>Q.33a And how satisfied or dissatisfied are you with... Libraries (Base : all who have used or benefited from libraries)</b>					
<b>Q.33b And how satisfied or dissatisfied are you with... Museums (Base : all who have used or benefited from museums)</b>					
<b>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)</b>					
<b>Q.33d And how satisfied or dissatisfied are you with... Adult education (Base : all who have used or benefited from adult education)</b>					

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	West Lancashire 2007	West Lancashire 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					
<b>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)</b>	Unweighted Total	390	230	19	24
	Weighted Total	418	234	22	23
	Very satisfied	51%	39%	70%	48%
	Fairly satisfied	40%	51%	30%	40%
	Neither satisfied nor dissatisfied	4%	6%	-	6%
	Fairly dissatisfied	2%	1%	-	-
	Very dissatisfied	1%	2%	-	4%
	Don't know	2%	2%	-	3%
	<b>Satisfied</b>	<b>91%</b>	<b>90%</b>	<b>100%</b>	<b>87%</b>
<b>Dissatisfied</b>	<b>3%</b>	<b>3%</b>	<b>-</b>	<b>4%</b>	
<b>Net satisfied</b>	<b>88%</b>	<b>87%</b>	<b>100%</b>	<b>83%</b>	
<b>Q.33f And how satisfied or dissatisfied are you with... Welfare rights (Base : all who have used or benefited from welfare rights)</b>	Unweighted Total	215	106	8	15
	Weighted Total	216	106	9	16
	Very satisfied	37%	35%	36%	29%
	Fairly satisfied	50%	44%	37%	56%
	Neither satisfied nor dissatisfied	3%	5%	16%	-
	Fairly dissatisfied	4%	10%	12%	6%
	Very dissatisfied	3%	1%	-	-
	Don't know	3%	4%	-	8%
	<b>Satisfied</b>	<b>87%</b>	<b>79%</b>	<b>73%</b>	<b>85%</b>
<b>Dissatisfied</b>	<b>7%</b>	<b>12%</b>	<b>12%</b>	<b>6%</b>	
<b>Net satisfied</b>	<b>80%</b>	<b>68%</b>	<b>61%</b>	<b>79%</b>	
<b>Q.33g And how satisfied or dissatisfied are you with... County Information Centres (Base : all who have used or benefited from County Information Centres)</b>	Unweighted Total	357	117	18	6
	Weighted Total	334	122	21	6
	Very satisfied	35%	29%	39%	49%
	Fairly satisfied	50%	52%	50%	-
	Neither satisfied nor dissatisfied	7%	4%	-	17%
	Fairly dissatisfied	4%	4%	5%	35%
	Very dissatisfied	-	-	-	-
	Don't know	3%	10%	7%	-
	<b>Satisfied</b>	<b>85%</b>	<b>81%</b>	<b>88%</b>	<b>49%</b>
<b>Dissatisfied</b>	<b>4%</b>	<b>5%</b>	<b>5%</b>	<b>35%</b>	
<b>Net satisfied</b>	<b>82%</b>	<b>77%</b>	<b>83%</b>	<b>14%</b>	
<b>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)</b>	Unweighted Total	1768	1570	127	134
	Weighted Total	1780	1598	144	155
	<b>Got better</b>	<b>31%</b>	<b>37%</b>	<b>17%</b>	<b>34%</b>
	<b>Got worse</b>	<b>5%</b>	<b>6%</b>	<b>1%</b>	<b>8%</b>
	<b>Stayed the same</b>	<b>49%</b>	<b>46%</b>	<b>49%</b>	<b>43%</b>
Don't know	14%	10%	30%	14%	
<b>Q.35 Which of these services have you or your family used or benefited from in the last twelve months? (Base : all respondents)</b>	Unweighted Total	2451	1541	202	155
	Weighted Total	2451	1541	228	147
	Cycle facilities (e.g. cycle paths)	22%	20%	19%	16%
	Countryside recreation (e.g. country parks, picnic sites etc)	45%	43%	34%	42%
	Footpaths, bridleways and rights of way	47%	44%	41%	49%
	Local tips or household waste recycling centres	67%	62%	63%	78%
	Doorstep recycling collections	83%	n/a	84%	n/a
	Other recycling facilities	32%	64%	30%	62%
	Support for local businesses	5%	3%	1%	1%
	Trading standards (including food quality and consumer advice)	5%	4%	3%	2%
	Planning services (e.g. planning for future development in the county, not planning p	7%	4%	7%	2%
	None of these	4%	n/a	5%	n/a
	Don't know	-	n/a	2%	n/a
	Users	96%	-	93%	-

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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					
<b>Q.36a And how satisfied or dissatisfied are you with... Street lighting (Base : all respondents)</b>	Unweighted Total	2451	2447	202	206
	Weighted Total	2451	2447	228	233
	Very satisfied	24%	25%	27%	31%
	Fairly satisfied	55%	52%	50%	47%
	Neither satisfied nor dissatisfied	6%	4%	8%	3%
	Fairly dissatisfied	8%	12%	9%	12%
	Very dissatisfied	4%	6%	6%	6%
	Don't know	1%	1%	-	0.003
	<b>Satisfied</b>	<b>79%</b>	<b>77%</b>	<b>77%</b>	<b>79%</b>
<b>Dissatisfied</b>	<b>13%</b>	<b>17%</b>	<b>15%</b>	<b>18%</b>	
<b>Net satisfied</b>	<b>66%</b>	<b>60%</b>	<b>61%</b>	<b>60%</b>	
<b>Q.36b And how satisfied or dissatisfied are you with... Road maintenance and repairs (Base : all respondents)</b>	Unweighted Total	2451	2447	202	206
	Weighted Total	2451	2447	228	233
	Very satisfied	7%	8%	11%	11%
	Fairly satisfied	39%	38%	33%	38%
	Neither satisfied nor dissatisfied	14%	12%	19%	6%
	Fairly dissatisfied	23%	23%	24%	23%
	Very dissatisfied	15%	18%	12%	21%
	Don't know	2%	2%	-	2%
	<b>Satisfied</b>	<b>46%</b>	<b>45%</b>	<b>44%</b>	<b>49%</b>
<b>Dissatisfied</b>	<b>38%</b>	<b>41%</b>	<b>35%</b>	<b>44%</b>	
<b>Net satisfied</b>	<b>9%</b>	<b>5%</b>	<b>9%</b>	<b>5%</b>	
<b>Q.36c And how satisfied or dissatisfied are you with... Pavement maintenance (Base : all respondents)</b>	Unweighted Total	2451	2447	202	206
	Weighted Total	2451	2447	228	233
	Very satisfied	6%	7%	9%	9%
	Fairly satisfied	40%	40%	34%	35%
	Neither satisfied nor dissatisfied	14%	12%	17%	8%
	Fairly dissatisfied	21%	21%	24%	20%
	Very dissatisfied	15%	17%	15%	28%
	Don't know	2%	2%	1%	1%
	<b>Satisfied</b>	<b>46%</b>	<b>47%</b>	<b>42%</b>	<b>43%</b>
<b>Dissatisfied</b>	<b>36%</b>	<b>39%</b>	<b>39%</b>	<b>48%</b>	
<b>Net satisfied</b>	<b>10%</b>	<b>8%</b>	<b>3%</b>	<b>-5%</b>	
<b>Q.36e And how satisfied or dissatisfied are you with... Traffic management (e.g. signs and signalling) (Base : all respondents)</b>	Unweighted Total	2451	2447	202	206
	Weighted Total	2451	2447	228	233
	Very satisfied	7%	7%	6%	11%
	Fairly satisfied	48%	49%	64%	46%
	Neither satisfied nor dissatisfied	18%	17%	13%	10%
	Fairly dissatisfied	13%	13%	7%	13%
	Very dissatisfied	8%	8%	5%	14%
	Don't know	5%	6%	4%	7%
	<b>Satisfied</b>	<b>55%</b>	<b>56%</b>	<b>70%</b>	<b>57%</b>
<b>Dissatisfied</b>	<b>22%</b>	<b>22%</b>	<b>12%</b>	<b>27%</b>	
<b>Net satisfied</b>	<b>33%</b>	<b>34%</b>	<b>58%</b>	<b>30%</b>	
<b>Q.36f And how satisfied or dissatisfied are you with... Traffic calming measures (Base : all respondents)</b>	Unweighted Total	2451	2447	202	206
	Weighted Total	2451	2447	228	233
	Very satisfied	4%	5%	4%	13%
	Fairly satisfied	34%	34%	35%	27%
	Neither satisfied nor dissatisfied	20%	17%	20%	12%
	Fairly dissatisfied	21%	22%	19%	17%
	Very dissatisfied	14%	16%	15%	23%
	Don't know	7%	6%	7%	8%
	<b>Satisfied</b>	<b>38%</b>	<b>39%</b>	<b>38%</b>	<b>40%</b>
<b>Dissatisfied</b>	<b>35%</b>	<b>38%</b>	<b>34%</b>	<b>40%</b>	
<b>Net satisfied</b>	<b>3%</b>	<b>0%</b>	<b>4%</b>	<b>0%</b>	

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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					
<b>Q.36g And how satisfied or dissatisfied are you with... Road safety (Base : all respondents)</b>	Unweighted Total	2451	2447	202	206
	Weighted Total	2451	2447	228	233
	Very satisfied	4%	4%	2%	11%
	Fairly satisfied	44%	46%	40%	38%
	Neither satisfied nor dissatisfied	20%	17%	23%	9%
	Fairly dissatisfied	17%	18%	17%	17%
	Very dissatisfied	10%	10%	14%	21%
	Don't know	4%	5%	4%	4%
	<b>Satisfied</b>	<b>48%</b>	<b>50%</b>	<b>42%</b>	<b>49%</b>
<b>Dissatisfied</b>	<b>27%</b>	<b>28%</b>	<b>31%</b>	<b>38%</b>	
<b>Net satisfied</b>	<b>21%</b>	<b>22%</b>	<b>12%</b>	<b>11%</b>	
<b>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)</b>	Unweighted Total	502	281	37	26
	Weighted Total	549	315	43	24
	Very satisfied	19%	17%	12%	14%
	Fairly satisfied	47%	43%	27%	41%
	Neither satisfied nor dissatisfied	10%	11%	13%	8%
	Fairly dissatisfied	11%	13%	16%	25%
	Very dissatisfied	10%	12%	22%	13%
	Don't know	3%	2%	10%	-
	<b>Satisfied</b>	<b>66%</b>	<b>61%</b>	<b>39%</b>	<b>54%</b>
<b>Dissatisfied</b>	<b>21%</b>	<b>25%</b>	<b>38%</b>	<b>37%</b>	
<b>Net satisfied</b>	<b>45%</b>	<b>35%</b>	<b>1%</b>	<b>17%</b>	
<b>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)</b>	Unweighted Total	1116	636	67	63
	Weighted Total	1106	662	77	62
	Very satisfied	33%	27%	29%	30%
	Fairly satisfied	54%	54%	55%	43%
	Neither satisfied nor dissatisfied	6%	7%	12%	3%
	Fairly dissatisfied	4%	7%	3%	12%
	Very dissatisfied	1%	3%	1%	10%
	Don't know	1%	2%	-	2%
	<b>Satisfied</b>	<b>87%</b>	<b>82%</b>	<b>84%</b>	<b>72%</b>
<b>Dissatisfied</b>	<b>5%</b>	<b>10%</b>	<b>4%</b>	<b>23%</b>	
<b>Net satisfied</b>	<b>82%</b>	<b>72%</b>	<b>80%</b>	<b>50%</b>	
<b>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)</b>	Unweighted Total	1134	662	82	75
	Weighted Total	1145	682	93	72
	Very satisfied	22%	21%	11%	29%
	Fairly satisfied	57%	60%	55%	41%
	Neither satisfied nor dissatisfied	10%	6%	17%	10%
	Fairly dissatisfied	6%	9%	6%	10%
	Very dissatisfied	3%	3%	8%	7%
	Don't know	2%	1%	2%	3%
	<b>Satisfied</b>	<b>79%</b>	<b>80%</b>	<b>66%</b>	<b>70%</b>
<b>Dissatisfied</b>	<b>9%</b>	<b>12%</b>	<b>14%</b>	<b>17%</b>	
<b>Net satisfied</b>	<b>70%</b>	<b>68%</b>	<b>52%</b>	<b>53%</b>	
<b>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)</b>	Unweighted Total	1654	950	129	121
	Weighted Total	1644	957	145	115
	Very satisfied	43%	37%	44%	39%
	Fairly satisfied	46%	49%	45%	46%
	Neither satisfied nor dissatisfied	4%	5%	4%	3%
	Fairly dissatisfied	4%	6%	3%	6%
	Very dissatisfied	2%	3%	5%	6%
	Don't know	1%	1%	-	-
	<b>Satisfied</b>	<b>89%</b>	<b>85%</b>	<b>89%</b>	<b>85%</b>
<b>Dissatisfied</b>	<b>6%</b>	<b>9%</b>	<b>8%</b>	<b>12%</b>	
<b>Net satisfied</b>	<b>83%</b>	<b>76%</b>	<b>81%</b>	<b>73%</b>	

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	West Lancashire 2007	West Lancashire 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					
<b>Q.36l And how satisfied or dissatisfied are you with... Doorstep recycling collections (Base : all who have used or benefited from doorstep recycling collections)</b>	Unweighted Total	2003	-	170	
	Weighted Total	2023	-	192	
	Very satisfied	36%	n/a	43%	n/a
	Fairly satisfied	43%	n/a	38%	n/a
	Neither satisfied nor dissatisfied	4%	n/a	6%	n/a
	Fairly dissatisfied	10%	n/a	6%	n/a
	Very dissatisfied	6%	n/a	7%	n/a
	Don't know	1%	n/a	1%	n/a
	<b>Satisfied</b>	<b>79%</b>	<b>n/a</b>	<b>81%</b>	<b>n/a</b>
<b>Dissatisfied</b>	<b>16%</b>	<b>n/a</b>	<b>12%</b>	<b>n/a</b>	
<b>Net satisfied</b>	<b>63%</b>	<b>n/a</b>	<b>69%</b>	<b>n/a</b>	
<b>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)</b>	Unweighted Total	117	42	3	1
	Weighted Total	120	49	3	1
	Very satisfied	13%	16%	34%	-
	Fairly satisfied	47%	32%	31%	100%
	Neither satisfied nor dissatisfied	11%	12%	-	-
	Fairly dissatisfied	10%	17%	35%	-
	Very dissatisfied	4%	9%	-	-
	Don't know	15%	14%	-	-
	<b>Satisfied</b>	<b>60%</b>	<b>48%</b>	<b>65%</b>	<b>100%</b>
<b>Dissatisfied</b>	<b>14%</b>	<b>27%</b>	<b>35%</b>	<b>-</b>	
<b>Net satisfied</b>	<b>46%</b>	<b>21%</b>	<b>31%</b>	<b>100%</b>	
<b>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)</b>	Unweighted Total	115	63	6	2
	Weighted Total	115	62	7	2
	Very satisfied	24%	38%	16%	45%
	Fairly satisfied	48%	45%	51%	55%
	Neither satisfied nor dissatisfied	11%	8%	-	-
	Fairly dissatisfied	1%	4%	-	-
	Very dissatisfied	5%	3%	17%	-
	Don't know	11%	3%	16%	-
	<b>Satisfied</b>	<b>72%</b>	<b>83%</b>	<b>67%</b>	<b>100%</b>
<b>Dissatisfied</b>	<b>6%</b>	<b>6%</b>	<b>17%</b>	<b>-</b>	
<b>Net satisfied</b>	<b>67%</b>	<b>76%</b>	<b>50%</b>	<b>100%</b>	
<b>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)</b>	Unweighted Total	154	56	14	3
	Weighted Total	161	60	16	3
	Very satisfied	8%	14%	-	-
	Fairly satisfied	37%	48%	22%	70%
	Neither satisfied nor dissatisfied	14%	15%	15%	-
	Fairly dissatisfied	14%	12%	14%	-
	Very dissatisfied	12%	8%	22%	30%
	Don't know	15%	3%	27%	-
	<b>Satisfied</b>	<b>45%</b>	<b>62%</b>	<b>22%</b>	<b>70%</b>
<b>Dissatisfied</b>	<b>26%</b>	<b>20%</b>	<b>36%</b>	<b>30%</b>	
<b>Net satisfied</b>	<b>19%</b>	<b>42%</b>	<b>-</b>	<b>40%</b>	
<b>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)</b>	Unweighted Total	2451	1541	202	155
	Weighted Total	2451	1541	228	147
	<b>Got better</b>	<b>39%</b>	<b>44%</b>	<b>31%</b>	<b>47%</b>
	<b>Got worse</b>	<b>12%</b>	<b>9%</b>	<b>10%</b>	<b>7%</b>
	<b>Stayed the same</b>	<b>40%</b>	<b>35%</b>	<b>44%</b>	<b>36%</b>
Don't know	8%	12%	14%	9%	
<b>Q.40 Which of these modes of transport have you or your family used in the last twelve months? (Base : all respondents)</b>	Unweighted Total	2451	1541	202	155
	Weighted Total	2451	1541	228	147
	Local bus services	60%	57%	45%	52%
	Local train services	41%	31%	44%	47%
	Local taxis	53%	52%	42%	53%
	Driven a car myself	70%	67%	68%	72%
	Been a passenger in a car	74%	70%	68%	71%
	None of these	1%	1%	-	-
	Public transport user	80%	-	76%	-

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<b>Q.41a And how satisfied or dissatisfied are you with... Local bus services (Base : all who have used or benefited from local bus services)</b>	Unweighted Total	1438	857	90	78
	Weighted Total	1469	883	104	76
	Very satisfied	31%	26%	25%	16%
	Fairly satisfied	47%	45%	42%	47%
	Neither satisfied nor dissatisfied	7%	5%	9%	1%
	Fairly dissatisfied	8%	14%	12%	13%
	Very dissatisfied	5%	8%	8%	21%
	Don't know	1%	2%	3%	2%
<b>Satisfied</b>	<b>78%</b>	<b>71%</b>	<b>67%</b>	<b>63%</b>	
<b>Dissatisfied</b>	<b>14%</b>	<b>22%</b>	<b>20%</b>	<b>34%</b>	
<b>Net satisfied</b>	<b>64%</b>	<b>49%</b>	<b>47%</b>	<b>29%</b>	
<b>Q.41b And how satisfied or dissatisfied are you with... Local train services (Base : all who have used or benefited from local train services)</b>	Unweighted Total	933	459	87	69
	Weighted Total	998	483	100	69
	Very satisfied	25%	17%	30%	21%
	Fairly satisfied	53%	52%	50%	43%
	Neither satisfied nor dissatisfied	9%	7%	7%	3%
	Fairly dissatisfied	7%	14%	8%	10%
	Very dissatisfied	3%	9%	5%	18%
	Don't know	2%	1%	-	4%
<b>Satisfied</b>	<b>79%</b>	<b>68%</b>	<b>80%</b>	<b>64%</b>	
<b>Dissatisfied</b>	<b>11%</b>	<b>23%</b>	<b>13%</b>	<b>28%</b>	
<b>Net satisfied</b>	<b>68%</b>	<b>46%</b>	<b>68%</b>	<b>35%</b>	
<b>Q.41c And how satisfied or dissatisfied are you with... Local road system (Base : all who have used or benefited from the road system)</b>	Unweighted Total	2320	1382	191	142
	Weighted Total	2335	1390	216	135
	Very satisfied	8%	8%	5%	17%
	Fairly satisfied	50%	48%	43%	47%
	Neither satisfied nor dissatisfied	17%	14%	26%	9%
	Fairly dissatisfied	13%	16%	16%	14%
	Very dissatisfied	7%	9%	8%	9%
	Don't know	5%	5%	1%	4%
<b>Satisfied</b>	<b>58%</b>	<b>56%</b>	<b>48%</b>	<b>64%</b>	
<b>Dissatisfied</b>	<b>20%</b>	<b>26%</b>	<b>24%</b>	<b>23%</b>	
<b>Net satisfied</b>	<b>38%</b>	<b>30%</b>	<b>24%</b>	<b>41%</b>	
<b>Q.41d And how satisfied or dissatisfied are you with... Local taxis (Base : all who have used or benefited from local taxis)</b>	Unweighted Total	1236	758	83	81
	Weighted Total	1298	805	96	78
	Very satisfied	27%	28%	25%	44%
	Fairly satisfied	55%	56%	63%	40%
	Neither satisfied nor dissatisfied	10%	7%	5%	6%
	Fairly dissatisfied	4%	5%	2%	5%
	Very dissatisfied	1%	3%	1%	3%
	Don't know	2%	1%	3%	1%
<b>Satisfied</b>	<b>82%</b>	<b>84%</b>	<b>88%</b>	<b>85%</b>	
<b>Dissatisfied</b>	<b>5%</b>	<b>8%</b>	<b>3%</b>	<b>8%</b>	
<b>Net satisfied</b>	<b>77%</b>	<b>76%</b>	<b>85%</b>	<b>77%</b>	
<b>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</b>	Unweighted Total	1921	1156	152	122
	Weighted Total	1967	1181	173	119
	<b>Got better</b>	<b>28%</b>	<b>24%</b>	<b>15%</b>	<b>18%</b>
	<b>Got worse</b>	<b>16%</b>	<b>19%</b>	<b>10%</b>	<b>19%</b>
	<b>Stayed the same</b>	<b>49%</b>	<b>49%</b>	<b>59%</b>	<b>53%</b>
Don't know	6%	8%	14%	9%	



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<b>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)</b>	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	2451	2447	202	206
	Weighted Total	2451	2447	228	233
	Reducing delays to traffic	36%	31%	21%	29%
	Improving existing roads, street lighting and bridges	34%	37%	34%	30%
	Improving travelling by public transport	33%	33%	35%	43%
	Improving road safety	25%	23%	27%	29%
	Improving pedestrian facilities (e.g. improved crossings, pavements)	23%	25%	28%	27%
	Providing safer routes to schools	20%	23%	14%	28%
	Improving bus and rail facilities (e.g. bus stops, shelters, termini)	19%	21%	15%	34%
	Providing more information about bus and train services	13%	13%	10%	14%
	Building new roads	13%	12%	13%	8%
	Improving cycling facilities	13%	13%	10%	12%
	Other	5%	3%	2%	2%
	None of these	3%	2%	6%	-
	Don't know	4%	3%	8%	2%
<b>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)</b>	Unweighted Total	2451	2447	202	206
	Weighted Total	2451	2447	228	233
	Services for adults	41%	-	38%	-
	- Services for older people (e.g. home carers, meals on wheels etc.)	31%	37%	31%	37%
	- Council run services and facilities for disabled adults	9%	13%	8%	11%
	- Services for adults with mental health problems	5%	7%	2%	6%
	- Services for adults with learning difficulties	3%	6%	1%	9%
	- Services for carers	5%	n/a	5%	n/a
	Services for young people	41%	26%	30%	35%
	- Services for young people (e.g. youth clubs, youth projects, Connexions Service)	27%	14%	24%	17%
	- Services for children with additional needs	4%	n/a	1%	n/a
	- Services for vulnerable children and families	7%	n/a	6%	n/a
	- Services for young offenders	4%	6%	1%	8%
	- Services for families and younger children (e.g. surestart, children's centres)	7%	n/a	4%	n/a
	Education	29%	-	28%	-
	- Nursery schools	6%	11%	4%	20%
	- Primary schools	15%	18%	20%	21%
	- Secondary schools	17%	21%	15%	26%
	- Special schools	2%	n/a	2%	n/a
	Community services	18%	-	13%	-
	- Libraries	7%	10%	6%	11%
	- Museums	1%	1%	1%	1%
	- Support for the arts	2%	2%	-	1%
	- Adult education	4%	6%	2%	7%
	- Registration of births, deaths and marriages	1%	1%	1%	-
	- Welfare rights	4%	n/a	3%	n/a
	- County information Centres	2%	2%	2%	1%
	Environmental services	77%	-	80%	-
	- Street lighting	8%	n/a	9%	n/a
	- Road maintenance and repairs	25%	7%	38%	8%
	- Pavement maintenance	13%	n/a	15%	n/a
	- Traffic management (e.g. signs and signalling)	8%	10%	6%	10%
	- Traffic calming measures	14%	n/a	13%	n/a
	- Road safety	19%	14%	23%	15%
	- Cycle facilities (e.g. cycle paths)	5%	2%	6%	1%
	- Countryside recreation (e.g. country parks, picnic sites etc)	6%	10%	5%	14%
	- Footpaths, bridleways and rights of way	5%	6%	5%	8%
	- Local tips or household waste recycling centres	13%	5%	21%	3%
	- Doorstep recycling collections	23%	n/a	32%	n/a
	- Support for local businesses	6%	6%	2%	4%
	- Trading standards (including food quality and consumer advice)	2%	2%	1%	-
	- Planning services (e.g. planning for future development in the county, not planning)	5%	8%	3%	9%
	Other	4%	3%	2%	4%
	None Of these	1%	1%	-	-
	Don't know	6%	4%	11%	1%

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<b>Q.55 Which of these statements</b> <b>comes closest to your attitude about</b> <b>Lancashire County Council?</b> <b>(Base : all respondents)</b>	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	2451	2447	202	206
	Weighted Total	2451	2447	228	233
	I'm not really interested in what the County Council does, or whether it does its job	2%	2%	1%	5%
	I'm not interested in what the County Council does as long as it does its job	18%	18%	24%	16%
	I like to know what the County Council is doing, but I'm happy to let it get on with the	58%	56%	56%	54%
	I would like to have more of a say in what the County Council does	17%	19%	15%	23%
	I already work for, or am already involved with the County Council and the services it	4%	3%	1%	2%
	None of these	1%	1%	-	1%
	Don't know	1%	1%	2%	-
	Unweighted Total	2451	2447	202	206
	Weighted Total	2451	2447	228	233
	Listening to the views of local people	75%	76%	69%	70%
	Dealing with complaints and problems	50%	50%	52%	45%
	Working with local communities to provide more effective services	36%	40%	26%	43%
	Keeping you informed about County Council activities	28%	32%	30%	49%
	Representing local views to business and government	16%	15%	13%	27%
	Reflect the backgrounds of their local community	12%	n/a	10%	n/a
	Reviewing and planning local services	11%	10%	11%	15%
	Taking decisions about County Council services	9%	9%	9%	9%
	Ensuring ethical standards are maintained across the County Council	8%	9%	10%	9%
	Scrutinising County Council decisions	7%	7%	8%	9%
	Other	1%	1%	-	-
	None of these	-	0%	1%	-
	Don't know	4%	2%	10%	1%