

# Life in Lancashire 2003

**Research study for** Lancashire County Council  
**Conducted by** MORI

**Fieldwork** September to December 2003

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# Introduction

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## Background and Objectives

This report presents the findings of a survey carried out by the MORI Local Government Research Unit for Lancashire County Council. The document reports on the latest views of Lancashire residents about Lancashire County Council, the services it provides and quality of life in the county. It also examines how views have changed since 2000, when the baseline Lancashire County Council residents' survey was conducted by MORI.

More specifically, this representative survey of Lancashire residents is intended to provide robust information on residents' attitudes towards living in Lancashire which can be used for comparisons with the 2000 baseline survey, as well as on-going monitoring. Issues covered include:

- satisfaction with the local area as a place to live;
- quality of life;
- social cohesion;
- satisfaction with the County Council;
- image of the County Council;
- usage of, and satisfaction with, local services;
- local transport;
- corporate priorities;
- County Council communications; and
- local democracy.

## **Methodology**

MORI carried out 2,447 interviews with Lancashire residents (aged 18+) in 192 randomly selected enumeration districts (EDs) across the County. Within each ED, quotas were set using 2001 Census data to reflect the population profile of that neighbourhood.

The data are weighted by sex, age, working status, ethnicity and area.

All interviews were carried out face-to-face in respondents' homes between 15 September and 9 December 2003.

## **Presentation and Interpretation of Data**

It should be remembered at all times that a sample and not the entire population of Lancashire residents has been interviewed. In consequence, all results are subject to sampling tolerances, which means that not all differences are statistically significant.

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of "don't know" categories, or multiple answers. Throughout the volume an asterisk (\*) denotes any value of less than half a per cent.

In the computer tables, reference is made to "net" figures. This represents the balance of opinion on attitudinal questions, and provides a particularly useful means of comparing the results for a number of variables. In the case of a "net satisfaction" figure, this represents the percentage satisfied on a particular issue or service, less the percentage dissatisfied. For example, if a service records 40% satisfied and 25% dissatisfied, the "net satisfaction" figure is +15 points.



## Understanding the Profile of Lancashire

This report makes reference to how people's views differ across the various areas of the County. When making these comparisons it is important to bear in mind the profile of the population being considered. Some significant demographic differences between districts are highlighted in the table below.

	Age				Social Class			
	18-24 %	25-44 %	45-64 %	65+ %	AB %	C1 %	C2 %	DE %
<b>Lancashire</b>	14	36	29	21	21	29	16	34
Burnley	18	34	<b>35</b>	13	9	24	17	<b>49</b>
Chorley	10	<b>41</b>	31	18	<b>28</b>	33	13	26
Fylde	6	32	<b>35</b>	<b>27</b>	<b>35</b>	<b>35</b>	11	18
Hyndburn	13	31	25	<b>32</b>	11	22	18	<b>47</b>
Lancaster	14	36	28	22	17	33	19	31
Pendle	18	40	23	20	17	28	13	<b>40</b>
Preston	16	<b>41</b>	29	14	22	27	14	37
Ribble Valley	11	38	30	22	16	<b>39</b>	14	31
Rosendale	13	36	25	<b>27</b>	8	19	13	<b>60</b>
South Ribble	<b>19</b>	39	25	18	21	30	<b>23</b>	26
West Lancs.	13	39	31	17	<b>34</b>	21	16	29
Wyre	11	27	32	<b>30</b>	23	<b>35</b>	16	27

## Comparison with Baseline Survey

The report also makes frequent comparisons between the results of the 2003 study and the baseline study conducted in 2000 to point out what has changed or what has stayed the same.

## Comparisons with Other Authorities

Where appropriate, the report includes comparisons between Lancashire's results and those of other authorities (taken from the MORI Local Government database). These findings are intended to provide context to the results; they should not be seen as 'league tables'. The data is MORI copyright and should not be released to a third party without MORI's written approval.

## **Publication of the Data**

As with all our studies, findings from this survey are subject to our standard Terms and Conditions of Contract. Any press release or publication of the findings of this survey requires the advance approval of MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

# Summary of Findings

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## Perceptions around quality of life differ by area, but residents are more united in their views on working towards a better future

Four-fifths (81%) of Lancashire residents say they are satisfied with their **local area as a place to live**. However, the 2003 survey reveals a wide degree of variation in residents' reported satisfaction with their area. The broad trend is similar to that recorded in 2000, with urban and more deprived areas not faring as well as the more rural districts. Reported satisfaction with the area as a place to live is highest in Ribbles Valley and Chorley (91% and 90% respectively), and lowest in Burnley (where 60% say they are satisfied). Importantly, *dissatisfaction* has risen to three in ten (31%) in this district. When looking at the overall picture, it is therefore important to consider that some significant increases in net satisfaction in areas such as West Lancashire (of 18 percentage points) are counterbalanced by decreases elsewhere (Burnley has seen a 20 percentage point decrease in net satisfaction).

Peace and quiet and friendly people (chosen by 36% and 33% respectively) are mentioned by residents as **positive aspects of life in the area**. Encouragingly, nearly a quarter (24%) say that there are no bad things about their local area. The most frequently cited **negative perceptions** relate to facilities for young people and reducing the impact of traffic. These emerge as follows:

- Poor facilities for young people (10%);
- Too much traffic (9%); and
- Poor public transport (8%).

However, other issues relating to the liveability agenda, such as unclean streets and vandalism are not far behind.

It is, perhaps, more interesting to **examine results by district area**. Each has its own perceived individual problems:

- In Lancaster, for example, 'volume of traffic' is mentioned by 18% of local residents. Preston also suffers from a similar perceived problem (16%);
- Hyndburn residents are the only group citing unclean streets as the worst thing about their area (14%);

- Ribble Valley, West Lancashire and Wyre residents all state that poor public transport is the worst thing about their area (10%, 16% and 9% respectively); while
- Burnley residents say that the generally run-down nature of the area, drugs misuse and the high crime rate (23%, 18% and 16% respectively) are the three worst features of their local area.

In **looking to the future**, residents point to the benefits of, and indeed need for, collaborative working across the public sector in combating key concerns relating to anti-social behaviour and the liveability agenda.

Asked what is most likely to improve their quality of life, residents most commonly select working to reduce crime and disorder and providing activities for young people (chosen by 40% and 32% respectively). Reducing traffic and transport problems and illegal drug taking are the next most prominent choices (25% and 22%). While questions differ slightly, it is interesting to note that reducing drug abuse was only chosen by 14% of our sample in the 2000 survey.

### **Cohesive communities?**

Community cohesion is becoming increasingly important as an issue facing local government and the wider public sector. While three in five (60%) agree that the local area is a place where **people from different backgrounds get on well together**, just short of one in six (15%) disagree with this statement. There is most disagreement between among younger residents aged 18-24, those from social grades DE and residents of Burnley (23%, 21% and 34% respectively).

Over two in five (42%) say they know most of the people in their area. Reported trust by residents of many of the other people in their area rises to 57%. Interestingly, while more residents in West Lancashire and Pendle say that they know many of the people in their area (61% and 48% respectively), those living in Burnley are among the next most likely to say that they know many of the people living in their area (44% say that this is the case).

## Service satisfaction and priorities

There have been **some significant improvements in satisfaction with key services**, with a heavy emphasis on services relating to highways and traffic. Both pavement maintenance and road safety have seen an improvement of 13 percentage points to net satisfaction ratings, while the local road system and traffic calming measures have increased by 11 and 9 percentage points respectively. Road maintenance and repairs has increased by 7 percentage points.

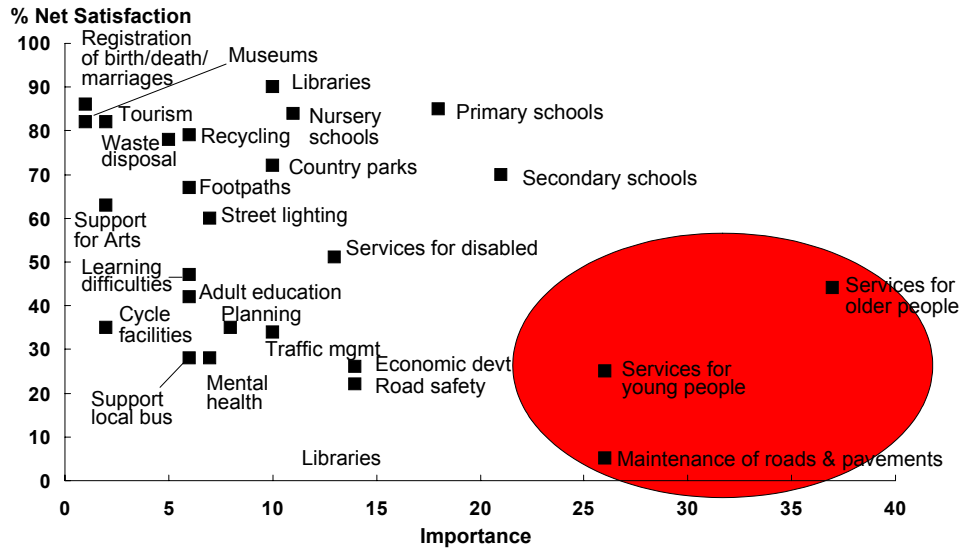
Performance on public satisfaction with individual services translates into some **positive comparisons** with other authorities studied by MORI. Service areas which emerge as relative strengths include:

- Nursery and primary schools, and adult education (this is in spite of no significant improvements in satisfaction over the past three years;
- Recycling;
- Libraries; and
- Bus services.

Perhaps worthy of some further attention, some key areas where there has been a **deterioration in the perceived standard of service delivery** since 2000 include secondary schools, services for older people and those with special needs.

An examination of service improvement priorities points to **key service action areas for the County Council**. Residents are most likely to focus on **care services**, such as services for the elderly and young people, as those which are most important.

## Importance vs. Satisfaction with Services



Base: All respondents (importance), all service users (satisfaction)

Source: MORI

Moving onto **liveability**, and in spite of improved satisfaction ratings in 2003, maintenance of roads and pavements is highlighted as a service area which is seen as important but for which satisfaction scores are relatively low.

The importance attached to **secondary schools** and the slight fall in satisfaction witnessed this year, also emphasises the need to concentrate on service improvement in what is seen to be a vital area of service provision.

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*Kate Smith*

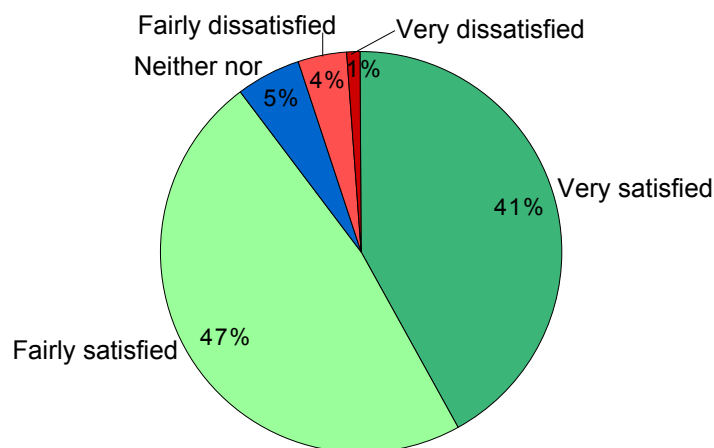
# Quality of Life

## Satisfaction with Lancashire

The majority of residents report that they are happy to be living in Lancashire. Overall, almost nine in ten (88%) are satisfied with Lancashire as a place to live, including almost two in five who are very satisfied (41%).

### Satisfaction with Lancashire

Q Thinking about Lancashire, on the whole, how satisfied or dissatisfied are you with it as a place to live?



Base: All respondents (2,447)

Source: MORI

### Satisfaction with Lancashire: Sub-group Analysis

- Burnley residents (76%) are the least satisfied with Lancashire as a place to live, while the area with the most satisfied residents is Chorley (95%);
- Those aged 18-25 (80%) are least likely to say they are satisfied with Lancashire as a place to live. The most satisfied age group is the 65s and over (92%). This finding echoes the 2000 baseline survey;
- Residents in social classes D and E are significantly less likely (84%) than average to be satisfied with Lancashire as a place to live. Specifically, the highest satisfaction (92%) is observed among middle class (C1) residents.

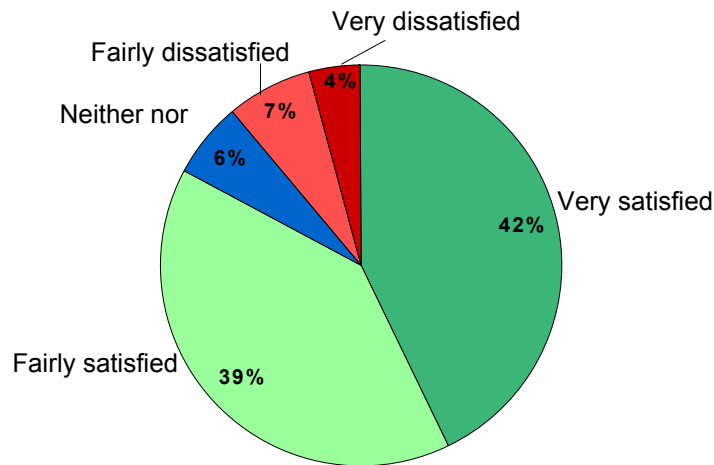


## Satisfaction with the Area

Residents were also asked to rate their satisfaction with *their area* as a place to live. Overall, Lancashire residents are slightly less satisfied with their own area (81%) than they are with Lancashire as a whole (88%). However, satisfaction with area is unchanged from 2000, when 81% residents said they were satisfied. This goes against a national downward trend.

### Satisfaction with The Area

Q Thinking about this area, on the whole, how satisfied or dissatisfied are you with it as a place to live?



Base: All respondents (2,447)

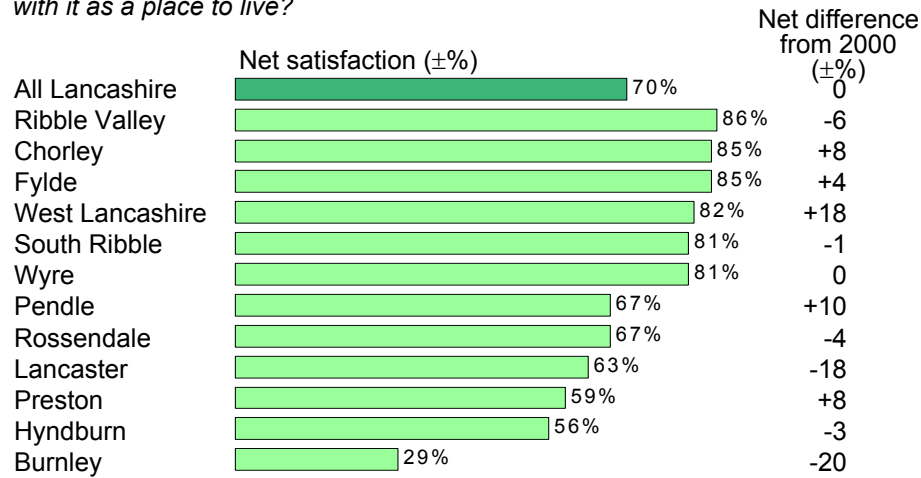
Source: MORI

Satisfaction with the area varies widely by district. Net satisfaction is highest in Ribble Valley (91%) as was also the case in 2000, and somewhat above average in Chorley, Fylde, South Ribble and Wyre. Residents in Lancaster, Preston, Hyndburn and, *in particular*, Burnley are less satisfied with their area as a place to live. As in 2000, Burnley residents are the least satisfied with their area as a place to live (60%).

As can be seen from the chart below, West Lancashire residents show the highest positive increase since 2000 in net satisfaction with their area as a whole (+18 points), while Burnley residents show the largest decrease in net satisfaction since 2000 (-20 points).

## Satisfaction with Area - by District

Q Thinking about this area, on the whole, how satisfied or dissatisfied are you with it as a place to live?



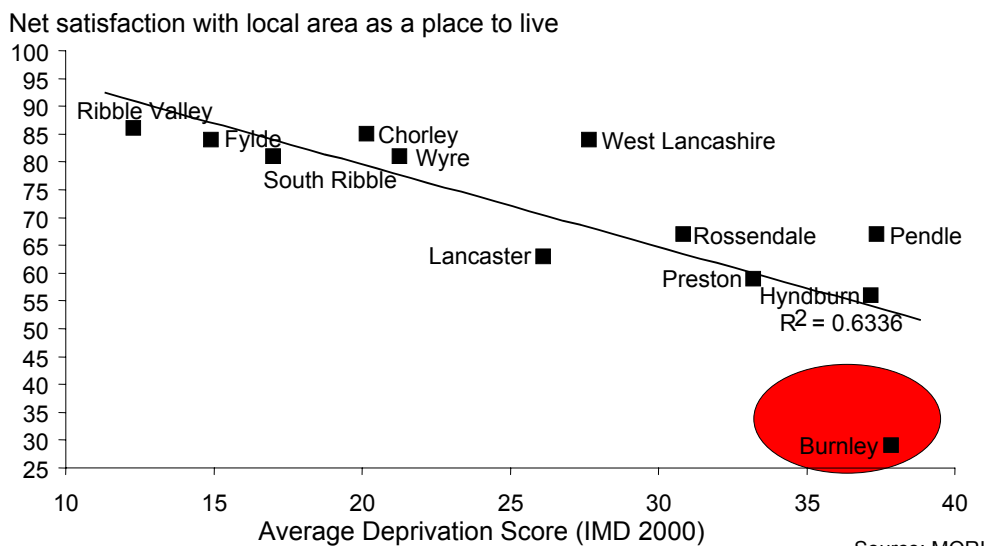
Base: All respondents (2,447)

Source: MORI

## Satisfaction with Area by Deprivation Score

A relationship is often seen between satisfaction with an area and its level of deprivation. The chart below shows that districts with above-average satisfaction – such as the Ribble Valley and Fylde – are also the least deprived, and districts with lowest satisfaction – such as Burnley and Hyndburn – are the most deprived parts of Lancashire. However, it should be noted that deprivation alone cannot account for the very low levels of satisfaction in Burnley, as there are other districts with comparable deprivation levels where satisfaction is somewhat higher.

## Area Satisfaction & Deprivation By District



## Satisfaction with Area: Normative Data

The chart below shows that, among Lancashire residents, ratings of the area as a place to live have remained static compared with other authorities surveyed by MORI.

**Q** *Thinking about this area, on the whole, how satisfied or dissatisfied are you with it as a place to live?*

		Satisfied %	Dissatisfied %	Net satisfied ±%
<i>Base: All</i>				
<b>Comparisons</b>				
Devon	2002	91	4	+87
Dorset	2002	91	5	+86
Suffolk	1999	91	5	+86
West Sussex	1999	91	5	+86
Leicestershire	2001	92	6	+86
Staffordshire	1999	90	6	+84
Oxfordshire	2002	89	5	+84
Cornwall	1999	89	6	+83
Bedfordshire	2001	89	6	+83
Essex	2003	89	6	+83
Hertfordshire	1999	87	7	+80
Derbyshire	2002	88	8	+80
Hampshire	2003	86	8	+78
Northamptonshire CP	2002	85	10	+75
Northumberland	2003	84	10	+74
<b>Lancashire</b>	<b>2003</b>	<b>81</b>	<b>12</b>	<b>+70</b>
<b>Lancashire</b>	<b>2000</b>	<b>81</b>	<b>12</b>	<b>+70</b>
Southampton	2002	76	15	+61

Source: MORI

Wording:

(1) ... with this neighbourhood as a place to live

(4) (within 10 minute walk from home)

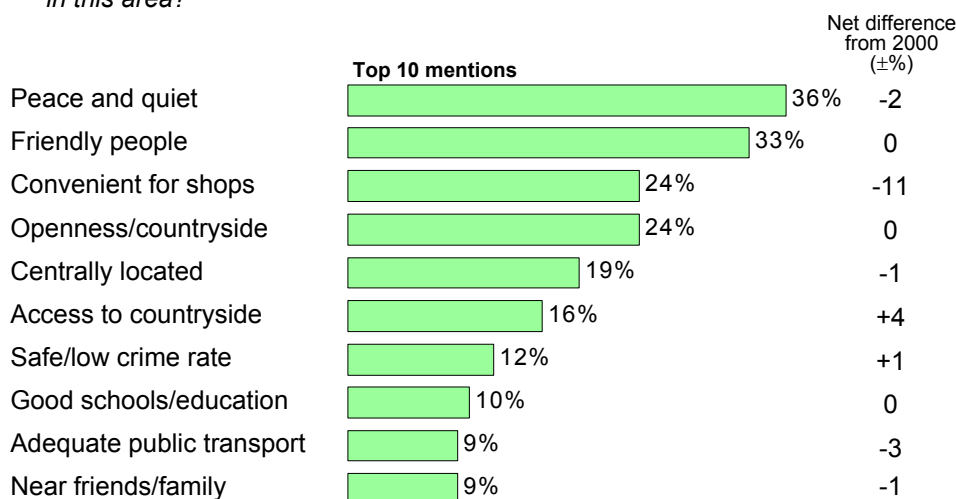
## Positive Aspects of Life in Lancashire

Lancashire residents give a variety of reasons why they are happy to be living in the area. Very few (3%) say that there are 'no good things' about the area.

Residents across the County are most likely to emphasise **peace and quiet, friendly people, openness/greenery and convenience for shops** as positive aspects of their area. Important changes since 2000 are that those mentioning convenience for shops as a positive aspect of the area has decreased by 11% and those citing adequate transport had decreased by 3%. On the positive side, those reporting that access to countryside has increased by 4% and percentages of those citing friendly people, openness and countryside and good education have all stayed the same since 2000.

### Good Things about the Area

Q Which three or four things, if any, would you say are good things about living in this area?



Base: All respondents (2,447)

Source: MORI

### Positive Aspects of Life in Lancashire: Area Analysis

Different positive aspects were cited for different areas:

- **Peace and quiet** is most frequently mentioned by the residents of Rossendale (50%), West Lancashire (46%), Ribble Valley (45%), and Wyre (45%), where around half see it as a good thing about living in the area;
- **Friendly people** are mentioned most by people in Ribble Valley (42%), Pendle (42%), Preston (38%) and Wyre (37%). This contrasts with 2000, where friendly people are most likely to be mentioned by people in Ribble Valley, Rossendale, Chorley and Flyde;

- Residents of Rossendale (57%), Ribble Valley (52%) and Pendle (45%) most frequently rate the **openness and countryside or greenery** among the top three good things about living in their area. This result is also reflected in the 2000 survey;
- **Convenience for the shops** is the most commonly cited factor by residents in South Ribble (34%), Preston (34%), Chorley (34%) and Burnley (33%). This factor was also mentioned in the 2000 survey by residents of Preston and Burnley;
- Residents of Lancaster rate **access to the countryside/coast** as one of the best things about their area, whilst **access to other places/ central location** is most frequently mentioned as a positive factor by those living in Preston;
- The standard of **public transport** is most highly regarded in Preston, where it is mentioned by over one in five residents (22%) as a positive aspect of life in the area;
- A **low crime rate** is considered a positive factor about the area by one in four residents in Ribble Valley (25%), but only very few in Pendle, South Ribble or Rossendale (8%, 7% and 4% respectively).

**Top 3 Good things about the area**

	<b>1</b>	<b>2</b>	<b>3</b>
<b>Lancashire</b>	<b>Peace and Quiet</b>	<b>Friendly People</b>	<b>Convenient for Shops</b>
Burnley	Friendly People (33%)	Convenient for Shops (33%)	Countryside(29%)
Chorley	Peace and Quiet (38%)	Convenient for shops (34%)	Friendly People (28%)
Fylde	Peace and Quiet (39%)	Friendly People (30%)	Access to Countryside (25%)
Hyndburn	Friendly People (35%)	Convenient for shops (29%)	Centrally Located (21%)
Lancaster	Peace and Quiet (33%)	Access to Countryside (29%)	Centrally Located (23%)
Pendle	Countryside (45%)	Friendly People (42%)	Access to Countryside (22%)
Preston	Friendly People (38%)	Centrally Located (36%)	Convenient for shops (34%)
Ribble Valley	Countryside (52%)	Peace and Quiet (45%)	Friendly People (42%)
Rossendale	Countryside (57%)	Peace and Quiet (50%)	Friendly People (35%)
South Ribble	Peace and Quiet (40%)	Convenient for shops (34%)	Friendly People (28%)
West Lancs.	Peace and Quiet (46%)	Friendly People (33%)	Countryside (28%)
Wyre	Peace and Quiet (45%)	Friendly People (37%)	Countryside (24%)

*Source: MORI*

## Positive Aspects of Life in Lancashire: Sub-Group Analysis

- Older residents (aged 65 or over) are the most likely to **cite friendly people or neighbours** (41%) and **openness, greenery and countryside** as a good thing about the area (26%), while the under 25s are the most likely to mention **low crime rate** as a positive factor (14%). Younger people (6%) are also more likely than older residents (4%) to rate **leisure and recreation facilities** highly. **Education** is rated particularly highly only by those aged 25-44 (20%) indicating its relative importance among this group;
- As for differences by ethnicity, BME residents (11%) are less likely than average to cite openness and greenery, but more likely to rate **good schools and education** as a positive thing (20%).

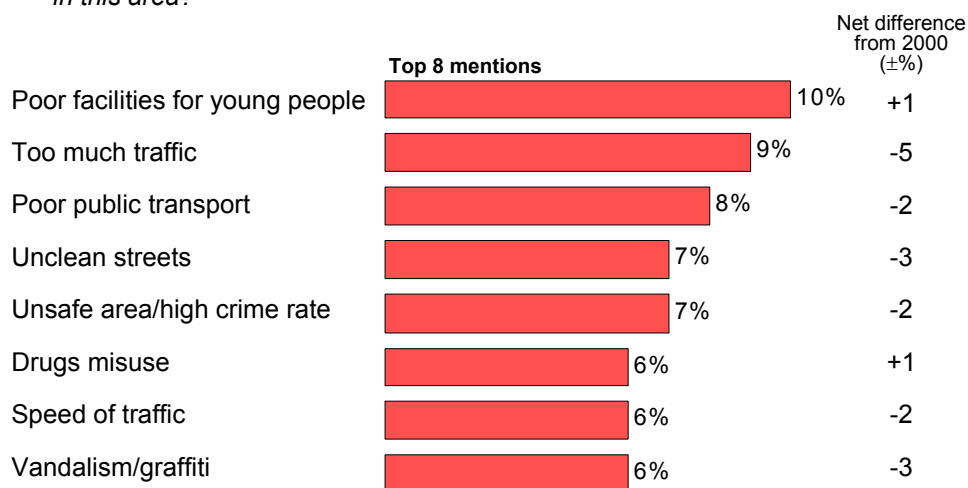
## Negative Aspects of Life in Lancashire

No single aspect stands out across the county as the one particularly negative factor. Indeed, almost one in four (24%) of residents say that there are 'no bad things' about living in the area and in 2003, Lancashire residents cite fewer negative aspects of life in Lancashire than in 2000.

The most frequently mentioned negative aspects overall are **poor facilities for young people** (10%), **volume of traffic** (9%), **poor public transport** (8%), **unclean streets** and **high crime rate**. This is largely similar to the 2000 baseline survey, however poor facilities for young people and high crime rates were not key negative aspects in the 2000 survey.

### Bad Things about the Area

Q Which three or four things, if any, would you say are bad things about living in this area?



Base: All respondents (2,447)

Source: MORI

### Negative Aspects of Life in Lancashire: Area Analysis

Again, residents in different districts highlighted different negative aspects:

- Residents in Ribble Valley (35%), South Ribble (34%), Wyre (34%) and Rossendale (30%) are the most likely to say that there are 'no bad things' about their area. In 2000, these areas were South Ribble, Wyre and Flyde.
- Burnley residents are more likely than average to cite **drugs misuse** (18%) and general '**run-down**' state (23%);
- **Poor leisure and recreation facilities** are cited frequently by Chorley residents (16%).



- **Traffic and roads** are countywide concerns, but residents in different areas emphasise different aspect. The *volume* of traffic is the major concern for residents in Lancaster (18%) and is also seen as a problem in Preston and in West Lancashire (both 16%). Poor *parking* is more frequently mentioned by residents of Pendle (10%), whilst residents in Rossendale (10%) are the most concerned with the poor *condition of roads*.
- Poor **public transport** is most frequently mentioned as a negative aspect of living in West Lancashire (16%), Ribble Valley (10%) and Chorley (10%). These results also largely correspond with the 2000 survey.
- **Crime** is the top issue for residents of Burnley and Preston (16% and 11% respectively), but barely registers in other areas of Lancashire such as Chorley, Ribble Valley and Wyre. This result was also recorded in the 2000 survey.
- **Unclean streets** are seen as a problem for residents in Hyndburn (14%), Rossendale (13%), and Burnley (11%) while vandalism and graffiti are of most concern to Burnley (13%) and Preston (10%) residents.
- **Facilities for young people** are considered particularly poor by residents in Chorley (16%) and Rossendale (14%) and as we would expect, younger people themselves are more likely to mention this than older residents in these areas.

<b>Top 3 Bad things about the area</b>			
	<b>1</b>	<b>2</b>	<b>3</b>
<b>Lancashire</b>	<b>Poor Youth Facilities</b>	<b>Volume of Traffic</b>	<b>Poor Public Transport</b>
Burnley	Run-down (23%)	Drugs Misuse (18%)	High Crime Rate (16%)
Chorley	Poor Youth Facilities (16%)	Volume of Traffic (11%)	Public Transport (10%)
Fylde	Poor Youth Facilities (13%)	Vandalism/Graffiti (7%)	Poor facilities for children (7%)
Hyndburn	Unclean Streets (14%)	Vandalism/Graffiti (9%)	Volume of Traffic (8%)
Lancaster	Volume of Traffic (18%)	Poor Youth Facilities (12%)	Public Transport (8%)
Pendle	Volume of Traffic (11%)	Poor Parking (10%)	High Crime Rate (10%)
Preston	Volume of Traffic (16%)	Speed of Traffic (12%)	High Crime Rate (11%)
Ribble Valley	Public Transport (10%)	Lack of Police (9%)	Poor Youth Facilities (9%)
Rossendale	Poor Youth Facilities (14%)	Unclean Streets (13%)	Poor Roads (10%)
South Ribble	Volume of Traffic (10%)	Public Transport (8%)	Poor Youth Facilities (8%)
West Lancs.	Public Transport (16%)	Poor Leisure Facilities (9%)	Poor Youth Facilities (9%)
Wyre	Public Transport (9%)	Poor Roads (8%)	Unclean Streets (7%)

*Source: MORI*

### **Negative Aspects of Life in Lancashire: Sub-Group Analysis**

- Older residents (9% of those aged 65 or over) are the most likely to cite **unclean streets** as a bad thing about the area, but the under 25s (10%) are the most likely to mention **high crime rate** as a negative factor. It should be noted that younger residents also rated *low crime rate* as a positive thing about the local area, which could indicate high salience of this issue to the under 25s;
- BME residents are more likely than average to cite **high crime rate** (13%), **drugs misuse** (12%) and that the area is '**generally run-down**' (11%) as negative aspects about living in their area;

- Social class AB are most likely to cite **poor public transport** (11%). Residents belonging to social class DE are more likely to be mention **drugs misuse** (10%), **high crime rates** (8%), **vandalism** (8%) and the area being '**generally run-down**' (8%).

# Improving Quality of Life

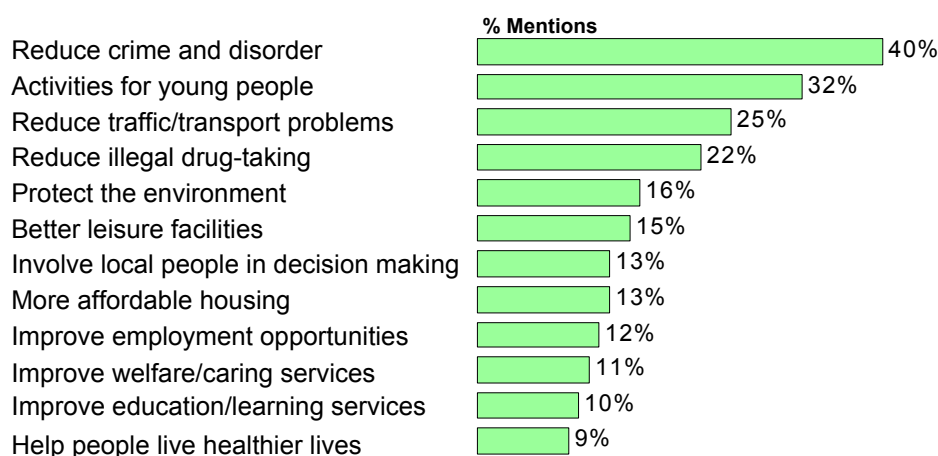
## Quality of Life: Broad Themes

When residents are asked what factors would improve quality of life, there is heavy emphasis on curbing **anti-social behaviour** and **crime**. **Reducing traffic and transport problems** is also cited by one in four (25%) residents. These findings broadly reflect perceived 'bad things' about areas.

Although quality of life data is not directly comparable with the baseline survey, due to a change in question wording, findings indicate some changes since 2000. As this time, although improving youth services and reducing crime were also high priorities, better road and pavement maintenance and safer roads were deemed to be more important than reducing traffic and drug abuse problems.

## Quality of Life - Most Important Things

Q Thinking about your quality of life, which two or three of the following things, if any, are the most important to improve your own quality of life?



Base: All respondents (2,447)

Source: MORI

## Quality of Life: Sub-Group Analysis of Broad Themes

The table below shows some differences in quality of life priorities by area:

- Whereas reducing crime and disorder is of highest priority in Hyndburn (51%) and Burnley (46%), provision of activities for young people is of highest priority in Preston and Chorley (both 37%);

- Reduction of traffic and transport problems is most important in Lancaster (41%), and Burnley residents (37%) see the reduction of illegal drug taking as most important in comparison to other areas of Lancashire.

### Top 3 Priorities for Improving Quality of Life

	1	2	3
<b>Lancashire</b>	<b>Crime/Disorder</b>	<b>Youth Activities</b>	<b>Traffic/Transport</b>
Burnley	Crime/Disorder	Illegal Drug-Taking	Involve People
Chorley	Youth Activities	Traffic/Transport	Environment
Fylde	Crime/Disorder	Youth Activities	Environment
Hyndburn	Crime/Disorder	Youth Activities	Illegal Drug-Taking
Lancaster	Traffic/Transport	Crime/Disorder	Youth Activities
Pendle	Crime/Disorder	Illegal Drug-Taking	Youth Activities
Preston	Crime/Disorder	Youth Activities	Traffic/Transport
Ribble Valley	Youth Activities	Affordable housing	Crime/Disorder
Rossendale	Crime/Disorder	Youth Activities	Traffic/Transport
South Ribble	Crime/Disorder	Traffic/Transport	Youth Activities
West Lancs.	Crime/Disorder	Youth Activities	Leisure activities
Wyre	Crime/Disorder	Youth Activities	Illegal Drug-Taking

*Source: MORI*

Other differences by sub-group are as follows:

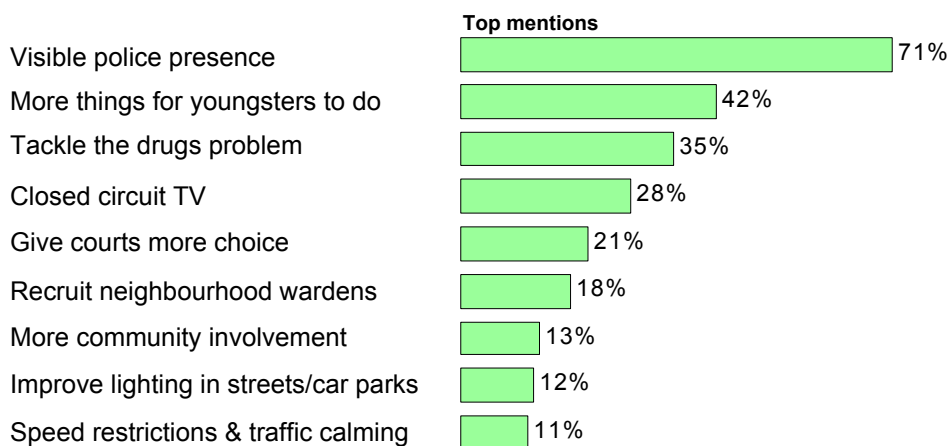
- **Crime reduction** is most likely to be cited by residents aged 45-64 (45%) . Whereas crime is a salient issue for younger residents, they are least likely to cite this as a priority for improving quality of life (29% of under 25s);
- Those aged 45-64 are also most likely to cite the importance of **reducing illegal drug taking** (27%) whereas younger residents are least likely to mention this (17%);
- Younger residents (aged under 25) are most likely to cite the importance of providing **improved leisure activities** and **employment opportunities**.

## Key Quality of Life Themes: Crime and Disorder

When presented with a list of possible ways in which to reduce crime and disorder, the most commonly cited action is to **provide a more visible police presence** (71%). Other key perceived important aspects are **providing more things for youngsters to do** (42%) and **tackling the drugs problem** (35%). This suggests that Lancashire residents associate youngsters having insufficient leisure activities with illegal drug-taking and crime and disorder problems in their area.

### Quality of Life Priority One - Crime and Disorder

Q *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: Respondents who feel it's important to reduce crime and disorder (985)

Source: MORI

### Addressing Crime and Disorder: Sub-Group Differences

Among residents who say that addressing crime and disorder is a key priority for improving quality of life there are some differences between sub-groups:

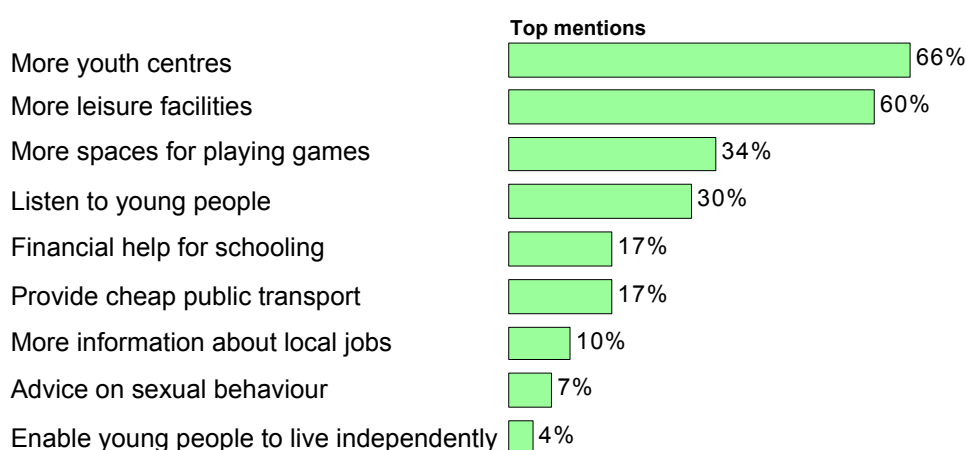
- Men (74%) and those aged 65 and over (77%) are significantly more likely to cite the importance of a **more visible police presence** than females (68%) or under 25s (53%); A more visible police presence is most important to residents of Ribble Valley (83%), Wyre (82%) and Rossendale (81%).
- The under 25s (34%) are most likely to request **more CCTV** than those aged 65 and over (22%);
- **Tackling drugs problems** is seen as most important by residents who prioritise crime reduction in Burnley (46%) and Pendle (41%).

## Key Quality of Life Themes: Activities for Young People

When asked what the County Council should do to provide activities for young people, the most commonly cited actions are to **provide more youth centres for meeting people of their own age** (66%) and **more leisure centres** (60%).

### Quality of Life Priority Two - Activities for Young People

Q *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: Respondents who feel it's important to provide activities for young people (771)

Source: MORI

### Improving Facilities for Young People: Sub-Group Differences

There are differences in preferred actions by sub-group:

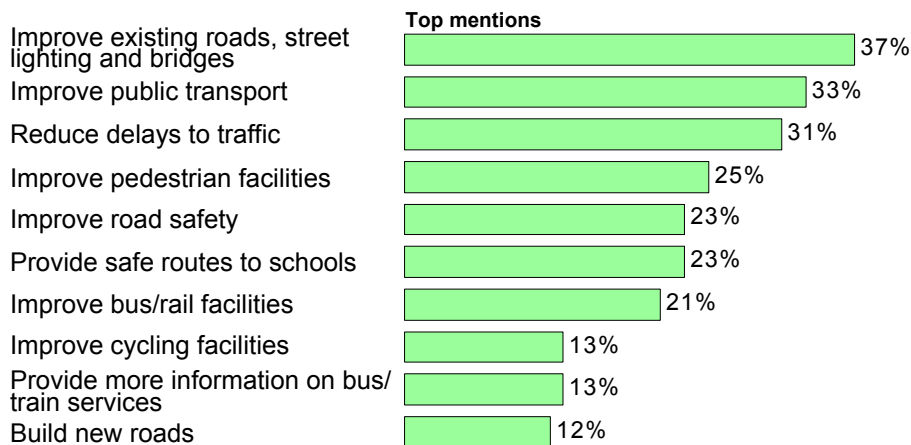
- The provision of more **youth centres** for meeting people of their own age is seen as most important in Rossendale (77%) and South Ribble and Burnley (both 74%);
- More **affordable leisure facilities** for young people are the top priority in West Lancashire (68%), Rossendale (66%) and Preston (64%);
- More **space for playing games** is given highest priority in Rossendale (55%);
- Men (36%) and residents in Fylde and West Lancashire (both 37%) are more likely than average to cite **listening to young people** as a way to improve activities for young people in Lancashire.

## Key Quality of Life Themes: Traffic and Transport

In terms of transport priorities, residents are most likely to want the County Council to prioritise **improving existing roads, street lighting and bridges** (37%) and least likely to favour **building new roads** (12%). A third (33%) of residents would like **public transport** to be prioritised for improvement, and a quarter (25%) would like to see improvements to **pedestrian facilities**. Road safety is also a salient issue, with around one in four (23%) residents mentioning improving **road safety** and providing **safe routes to schools**.

### Quality of Life Priority Three - Traffic and Transport

Q Which of the following two or three local transport issues should be the main priorities for Lancashire County Council?



Base: All respondents (2,447)

Source: MORI

### Improving Traffic and Transport: Sub-Group Differences

The most significant variations in transport priorities are by area:

- Reflecting high importance and low satisfaction ratings for road and pavement maintenance, Rossendale residents are most likely to say that the County Council should prioritise **improving existing roads, street lighting and bridges** (54%);
- Residents in Lancaster are most likely to prioritise **reducing delays to transport** (58%) and, unlike residents in the rest of the county, would like to see the County Council give priority to **build new roads** (31%);
- Younger residents, who are most likely to use public transport services, give highest priority to **improving public transport** (37%) and **providing more information about bus and train services** (20%);



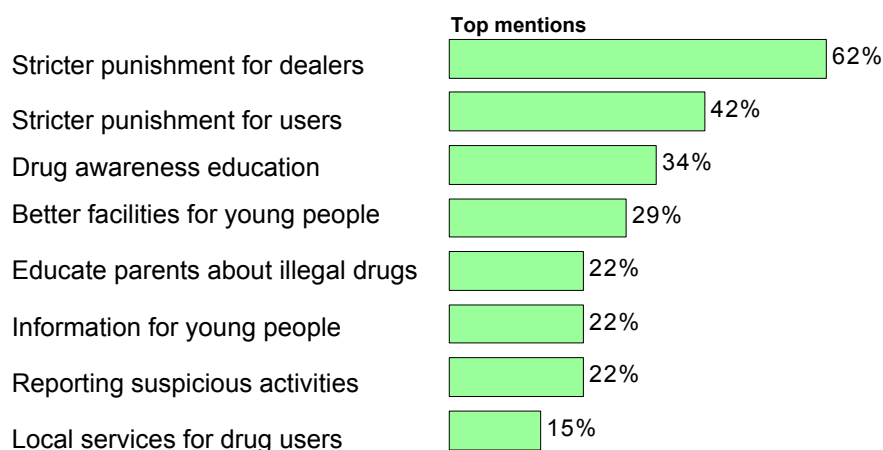
- West Lancashire residents (34%) would like to see the County Council prioritise **improvements to bus and rail facilities**.

## Key Quality of Life Themes: Illegal Drug-Taking

The most frequently mentioned course of action for curbing illegal drug-taking is the introduction of **stricter punishments for illegal drug dealers** (62%). Other important actions are seen to be **stricter punishment for users** (42%), **drug awareness education in schools** (34%) and **the better facilities for young people generally** (29%).

### Quality of Life Priority Four - Reduce Illegal Drug-taking

Q *In your opinion, which two or three, if any, of the following should Lancashire County Council do in order to reduce illegal drug-taking?*



Base: Respondents who feel it's important to reduce illegal drug-taking (545)

Source: MORI

### Reducing Illegal Drug-taking: Sub-Group Differences

- Reflecting high salience of drug misuse as a negative aspect of life in Burnley, Burnley residents are more likely than average to say that the County Council should introduce **stricter punishments for illegal drug users** (70%) and **provide more information for young people on illegal drugs** (33%).
- Younger residents give above-average priority to **provision of local services for drug users** (30%), whereas older residents are most likely to suggest **stricter punishments for illegal drug users** (70% of 45-64 year olds).

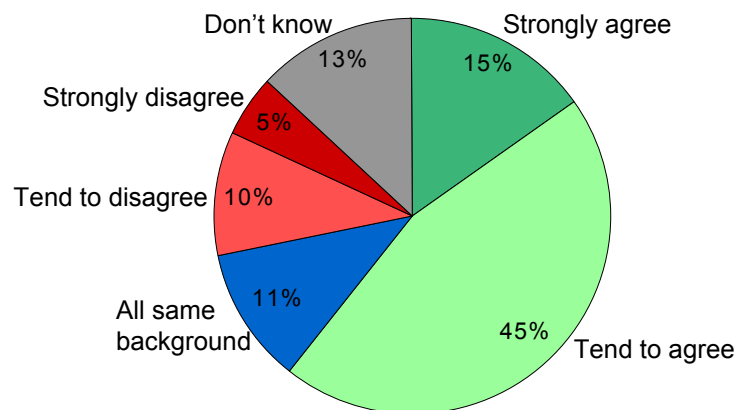
# Community Cohesion

## People Get on Well Together

Almost two thirds (60%) of Lancashire residents agree that their local area is a place where people from different backgrounds get on well together. Only 15% say they disagree.<sup>1</sup>

### People get on well together

Q “This local area is a place where people from different backgrounds get on well together”



Base: All respondents (2,447)

Source: MORI

## People Get on Well Together: Sub-Group Analysis

As shown in the table below, there are some differences in perceptions held by different sub-groups about how well people from different backgrounds get on:

- Younger residents (23% of the under 25s) are significantly more likely to disagree that people from different backgrounds get on than older residents (9% of those aged 65 and over);
- BME residents (26%) are more likely than average to *strongly agree* that their local area is a place where people from different backgrounds get on well together;
- Residents of Flyde (74%), Chorley (73%) and South Ribble (70%) are most likely to agree that people get on. However,

<sup>1</sup> This broadly reflects the rest of the UK according to the Citizenship Survey 2003, conducted on behalf of the Home Office.

residents of Burnley (34%), Pendle (24%) and Hyndburn (22%) are most likely to disagree;

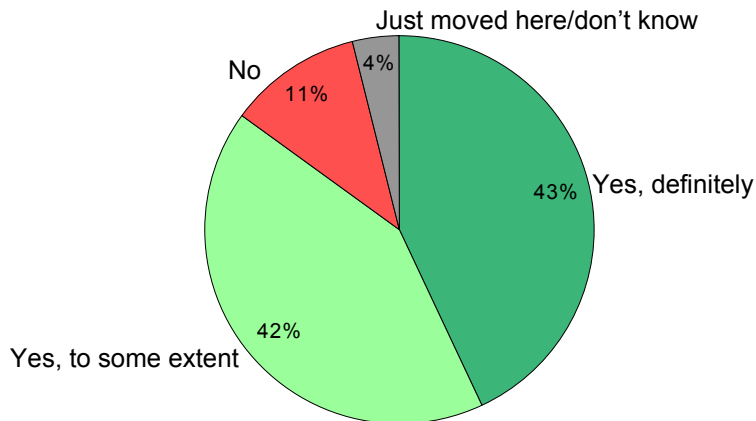
- Those belonging to social classes DE are most likely to disagree (21%) that their area is a place where people from different backgrounds get on well together, whereas middle class residents (66% of C1 and 65% of C2) are most likely to agree.

## Looking Out for One Another

Over four in five residents (85%) agree that their neighbourhood is a place where neighbours look out for each other.<sup>2</sup>

### Neighbours look out for each other

Q “This local area is a place where people look out for one another”



Base: All respondents (2,447)

Source: MORI

## Looking Out For One Another: Sub-Group Analysis

Subgroup differences largely reflect differences in perceptions of how well people from different backgrounds get on well together:

- Older residents (88% of 45 to 64 year olds and 87% of those aged 65 and over) are most likely to agree – with a half of those aged 65 and over (51%) strongly agreeing – that people look out for one another;

<sup>2</sup> This broadly reflects the rest of the UK according to the Citizenship Survey 2003, conducted on behalf of the Home Office.

- Higher social classes (90% of ABs) are most likely to agree, and lower social classes (16% of DEs) are most likely to disagree;
- Residents in Burnley (16%) are most likely to disagree that people look out for one another.

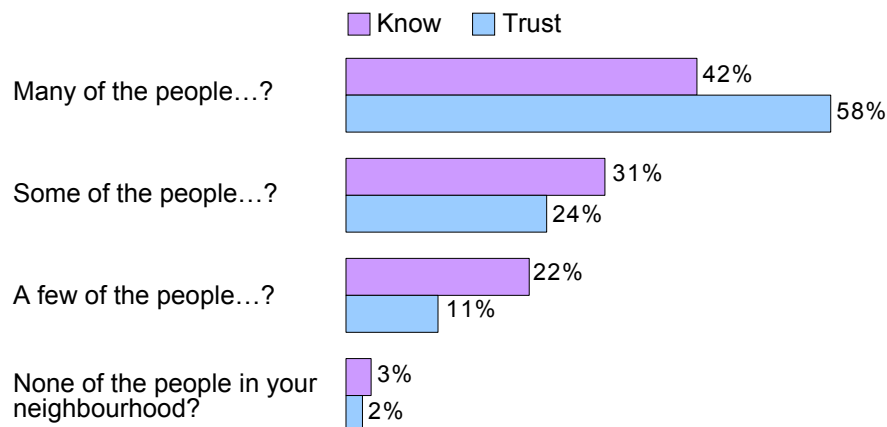
However, whereas BME residents are more likely than average to agree that people from different background get on well together, they are the sub-group most likely to disagree that people in their area look out for one another.

## Knowing and Trusting Each Other

The majority of residents claim to know (95%) or trust (93%) people in their neighbourhood. However residents are more likely to say that they trust (58%) than know (42%) *many* of their neighbours<sup>3</sup>.

### Do people know and trust one another?

Q Would you say that you know/trust...



Base: All respondents (2,447)

Source: MORI

<sup>3</sup> Comparison with findings from the Citizenship Survey 2003 indicates that Lancashire residents are more likely to know and trust “many” of the people in their area, and less likely to know and trust “a few” or “none” in their area than residents in the UK overall.

## Knowing and Trusting Each Other: Sub-Group Analysis

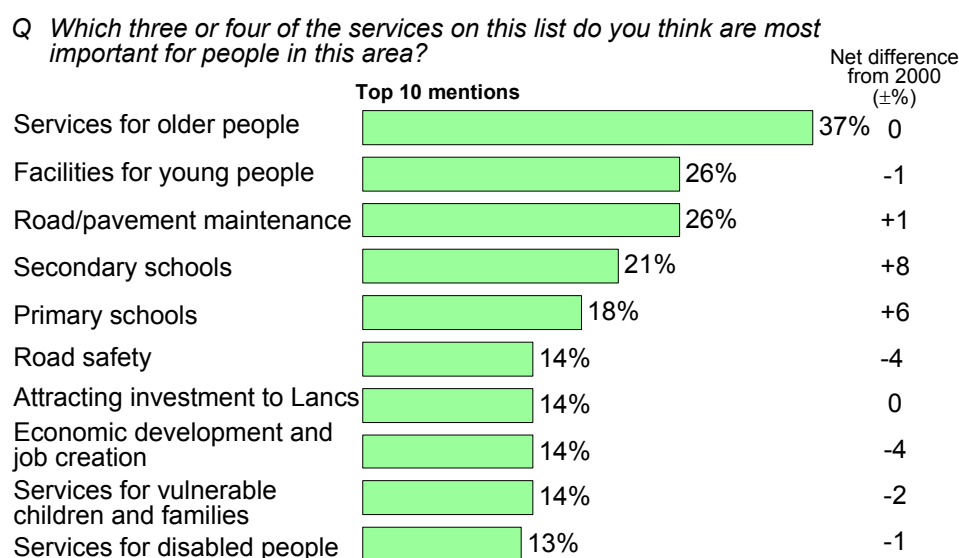
- Those aged under 25 are most likely to say that they do not know people (4%) and only two in five (41%) say that they can trust many people in their neighbourhood;
- In contrast, those aged over 65 are most likely to say that they know (48%) and trust (68%) many of the people in their neighbourhood;
- Residents of West Lancashire (61%), Pendle (48%) and Burnley, Hyndburn and Wyre (all 44%) are most likely to say that they know many of the people in their neighbourhood;
- Residents of Wyre (69%), West Lancashire (68%) and Flyde (68%) are most likely to say that they can trust many of the people in their neighbourhood. Residents of Pendle (5%) and Burnley (4%) are most likely to say that they do not feel they can trust anybody in their neighbourhood;
- White residents (58%) are more likely than BME residents (46%) to say that they can trust many of the people in their neighbourhood;
- Those belonging to social class DE are least likely to say that many of the people in their neighbourhood can be trusted (46%) and the most likely to say that only a few can be trusted (18%) or none can be trusted (4%). Trust is equally highest in social classes AB and C1, where 67% say that many of the people in their neighbourhood can be trusted.

# County Council Services

## Importance of services

Residents consider the most important County Council services to be **services for older people** (37%), **facilities for young people** (28%) and **road/pavement maintenance** (28%). This is entirely consistent with services considered most important in 2000. The only significant change in importance attributed to services since 2000 is for **secondary schools** and **primary schools**, with residents now more likely to say that they are among the most important services.

### Most Important Services



Base: All respondents (2,447)

Source: MORI

The most significant differences in importance attributed to services are by age and tend to reflect service usage:

- Older residents are more likely than average to say that **services for older people** (49%), **facilities for disabled people** (20%) and **library services** (14%) are important;
- 25 to 44 year old residents are most likely to give priority to **education services for children** (27% secondary schools and primary schools, 15% nursery schools) and **services and facilities for young people** (32%). Related to this, higher importance is given to the same services by residents with children under 18 (30%, 27%, 16% and 31% respectively);
- Under 25s (12%) are twice as likely as average to give importance to **adult education**.

There are also some key differences by area:

- **Attracting business to Lancashire** (22%) and **economic development and job creation** (24%) are given relatively high importance by residents in Burnley – the latter also being considered important by Preston residents (21%);
- Residents in Chorley rate the importance of **facilities for young people** and **services for vulnerable children and families** highly (44% and 21% respectively);
- **Primary schools** (26%) and **services for disabled people** (20%) are given high importance by residents in Ribble Valley;
- Preston (21%) and Rossendale (23%) residents are more likely than average to say that **road safety** is among the most important services – very high priority also being given to **road and pavement maintenance** (34%) by residents in Rossendale;
- Lancaster residents (15%) give above average importance to **traffic management**;
- Residents in Rossendale and Preston (both 10%) give relatively high importance to **household waste disposal sites**;
- **Countryside recreation** is given above-average importance by residents in Ribble Valley and West Lancashire (both 14%).

Other sub-group differences in importance attributed to services are as follows:

- BME residents are somewhat more likely than average to say that **economic development and job creation** (31%), **adult education** (17%) and **services for people with mental health problems** (13%) are important;
- Social classes A and B tend to give above-average importance to **secondary schools** (27%) and **libraries** (14%), whereas classes D and E prioritise **services for disabled people** (17%), **road safety** (16%) and **street lighting** (10%).

# Satisfaction with Services

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## Universal services

Satisfaction with most universal services – and all services related to roads and traffic – has improved since 2000.

Residents remain most satisfied with **street lighting**, with more than three-quarters (77%) of residents saying that they are at least ‘fairly satisfied’.

In contrast, there is greatest dissatisfaction with **road maintenance** (41% dissatisfied) **pavement maintenance** (39%) and **traffic calming measures** (38%). This is not unusual in our experience. However, residents are now *less dissatisfied* with all of these services than in 2000.

Other improvements in net satisfaction since 2000 are for **road safety**, the **local road system** and traffic management.

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**Q How satisfied or dissatisfied are you with the way each of these services is provided in your local area?**

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	Satisfied %	Dissatisfied %	Net satisfied ±	Change Since 2000
Street lighting	77	17	+60	+1
Traffic management	56	22	+34	+7
Local road system	56	23	+33	+11
Road safety	50	28	+22	+13
Trading standards	20	3	+17	-6
Pavement maintenance	47	39	+8	+13
Road maintenance and repairs	45	41	+5	+7
Traffic calming measures	39	38	*	+9
Economic development and job creation	15	14	+1	-1

Base: All residents (2,447)

Source: MORI

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## Other services

Among service users, there is highest overall satisfaction with **libraries** (94%), and **registration of births, deaths and marriages** (89%). Most impressively, the County's **primary schools** and **pre-school facilities** are particularly well regarded, with nine out of ten users (90%) at least 'fairly satisfied' with each. This shows a significant increase in satisfaction with pre-school facilities since 2000. **Adult education** (86%) and **museums** (87%) and **tourism services** (86%) are also rated highly by those who use them.

Other services recording high satisfaction levels include **household waste disposal sites** (86%) and **recycling facilities** (88%). Indeed, satisfaction with recycling facilities has improved since 2000, as has usage of this service.

Although **facilities for young people** remain among the lowest rated services in Lancashire, a significant improvement in users' satisfaction with this service (+13 points) deserves recognition.

Other services that are rated somewhat higher than in 2000 are **planning services** (+19 points), **cycle facilities** (+11 points) and **bus services** (+6 points). However, there has been a significant decrease in net satisfaction with **welfare rights** (-15 points) and **services for older people** (-13 points).

Thinking about *all* the services provided by Lancashire County Council, the majority of residents (50%) think that these services have stayed about the same over the past two years. However, more residents think that the services have *got better* than think that they have got worse (25% vs 11%).

**Q How satisfied or dissatisfied are you with the way each of these services is provided in your local area?**

	Satisfied %	Dissatisfied %	Net satisfied ±	Change since 2000
Libraries	94	4	+90	+4
Registration of births, deaths and marriages	89	3	+86	+6
Primary schools	90	5	+85	+1
Pre-school facilities	90	6	+84	+10
Museums	87	6	+82	-6
Tourism services	86	4	+82	+2
Adult education	86	7	+79	+1
Recycling facilities	88	8	+79	+7
Household waste disposal sites	86	9	+78	-5
County Information Centres	79	4	+74	-5
Local taxis	83	9	+74	-3
Countryside recreation	81	9	+72	-2
Secondary schools	81	11	+70	-6
Footpaths, bridleways and rights of way	80	13	+67	+1
Support for the arts	76	12	+63	+8
Welfare rights	76	17	+59	-15
Youth service**	70	14	+55	+29
Services for disabled people	68	18	+51	+12
Local bus services	72	22	+50	+6
Services for people with learning difficulties	69	21	+47	+7
Services for older people	68	24	+44	-13
Local train services	67	23	+44	-5
Support for children with special needs	67	25	+42	-7
Cycle facilities (e.g. cycle paths)	61	26	+35	+11
Planning services*	61	26	+35	+19
Support for local businesses*	54	27	+28	-2
Services for people with mental health problems*	58	30	+28	+4
Facilities for young people	57	32	+25	+13
Services for vulnerable children and families**	49	27	+22	+6
Services for young offenders**	30	35	-5	-41

Base: All users

MORI

\*: n<100; \*\*: n<50

Source:

## Comparisons with MORI Normative Data

The table below shows where Lancashire has **high, about average and below average satisfaction scores** in the context of MORI's comparative data.

Lancashire County Council compared with MORI Normative Data	
High or Above Average Satisfaction	About Average Satisfaction
Nursery schools	Secondary schools
Primary schools	Services for older people
Recycling	Street lighting
Libraries	Road and pavement maintenance
Services and facilities for the disabled	
Bus services	
Adult education	
Facilities for young people	

*Source: MORI*

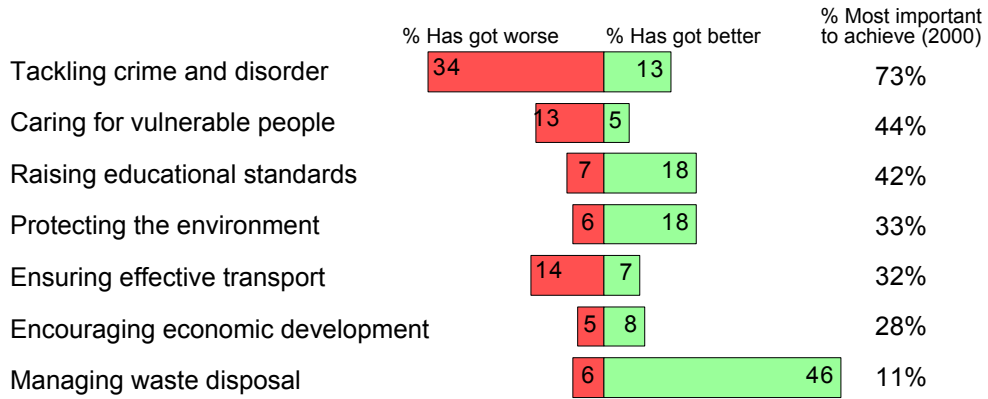
Lancashire is not significantly **below average** compared with similar authorities surveyed by MORI for any services.

## How Does Lancashire Perform Against 2000 Priorities?

In 2000, Lancashire residents highlighted **tackling crime and disorder** as a key focus for Lancashire County Council. While only one in eight (13%) say that it crime and disorder has got better three years on, this should be seen in the context of crime and disorder being perceived to be a growing problem across the country as a whole. A priority area where nearly half of residents (46%) say the County Council's performance has got better is **waste disposal**. **Educational standards** (18%) and **environmental protection** (18%) are also seen to have improved by around one in five residents.

## Performance Vs. 2000 Corporate Objectives

Q *In which of these areas, if any, do you think the County Council's performance has got better/worse over the last three years?*



Base: All respondents (2,447)

Source: MORI

## Trends

The table below shows which services were **rated better**, **rated about the same** and **rated worse** in terms of satisfaction scores in 2003 in comparison to the 2000 baseline survey.

<b>Satisfaction with Lancashire County Council Services in 2003 Vs. 2000</b>		
<b>Rated better</b>	<b>Rated about the same</b>	<b>Rated worse</b>
Road and pavement maintenance	Primary schools	Welfare rights
Cycle facilities	Adult education	Services for older people
Road safety	Tourism services	Secondary schools
Local Road System	Countryside recreation	Services for people with special needs
Traffic management and calming	Footpaths, bridleways and rights of way	Museums
Bus services	Local taxi services	Household waste disposal sites
Recycling facilities		Local train services
Nursery schools		County information centres
Services for people with learning difficulties		
Services and facilities for disabled people		
Support for the arts		
Registration of births, deaths and marriages		
Libraries		
Facilities for young people		

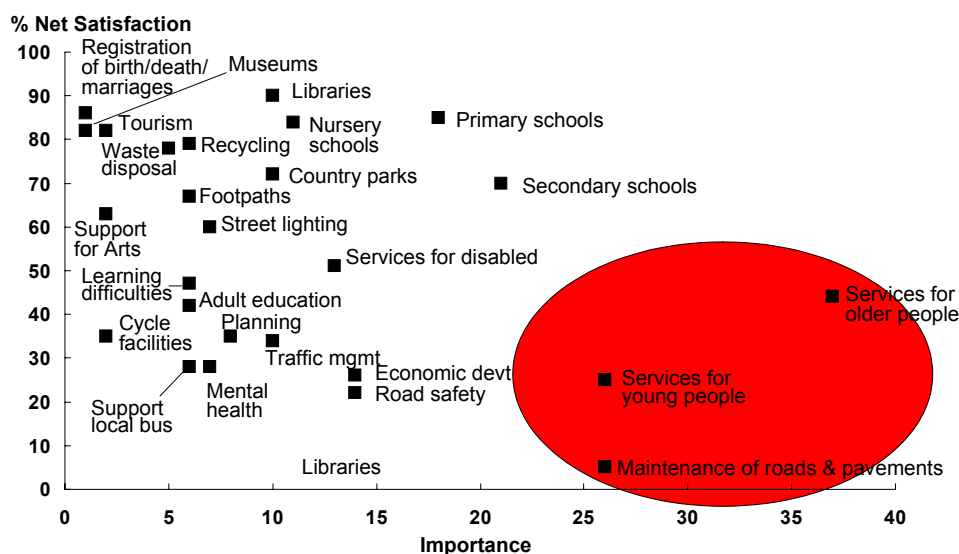
*Source: MORI*

# Service Improvement Priorities

The chart below plots satisfaction with services against the importance given to that service area by residents. The further to the right a service is, the more important it is to residents, and the further up, the higher the net level of satisfaction with the service. Services to focus on are in the bottom right hand quadrant; they are seen as important, but are poorly rated.

The services that are priorities for improvement are: **services for older people, maintenance of roads and pavements** and **facilities for young people**. These are of high importance but are given low satisfaction ratings.

Importance vs. Satisfaction with Services



Base: All respondents (importance), all service users (satisfaction)

Source: MORI

# Service Usage

The most significant shift in County Council service usage since 2000 is for **recycling facilities**, which are now used by nearly two-thirds of Lancashire residents (64%). Despite this increase, **household waste disposal sites** remain widely used (62%). There has been a slight fall in the number of residents using **library services** since 2000, however libraries are still used by three in five (61%) residents.

**Q Which of these services have you or your family benefited from in the last 12 months?**

	% Using the service	Change since 2000 (+/-%)
Recycling facilities	64	+13
Household waste disposal sites	62	+2
Libraries	61	-4
Local bus services	57	-1
Local taxis	50	-5
Footpaths, bridleways and rights of way	45	-1
Countryside recreation	43	+1
Local train services	30	-4
Primary schools	25	+1
Cycle facilities	21	-1
Secondary schools	21	+2
Museums	20	+1
Adult education	17	0
Registration of births, deaths and	15	+1
Pre-school facilities or nursery schools	12	-2
Tourism services	11	-2
Services for older people	9	+1
Facilities for young people	8	-3
County Information Centres	8	-1
Support for the arts	7	-2
Welfare rights	7	-1
Services and facilities for disabled	7	+2
Support for children with special needs	4	0
Trading standards	4	0
Planning services	4	0
Services for people with mental health	4	+1
Services for people with learning	4	+1
Economic development and job creation	3	0
Support for local businesses	3	0
Youth service	2	0
Services for vulnerable families and	2	+1
Services for young offenders	1	0

Base: All residents (2,447)

Source: MORI

# Social Services

## Introduction

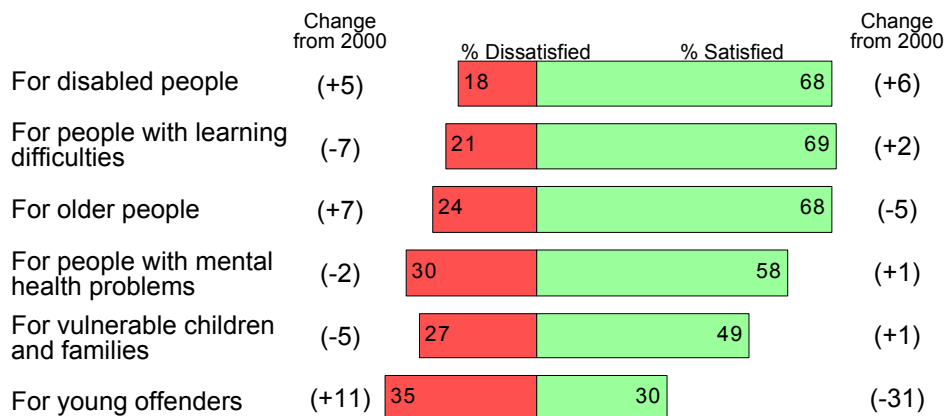
This section looks at satisfaction with Social Services in Lancashire. Satisfaction figures are based on *user perceptions* of each of the service areas, unless otherwise stated. If base sizes allow, comparisons are made between the perceptions of different sub-groups and areas. Where satisfaction scores for like authorities are available, these are used to contextualise Lancashire's results. Services for people with mental health problems, for people with learning difficulties, for vulnerable children and families and for young offenders all have a small number of users. To this extent satisfaction scores must be interpreted with caution.

## Overview

Satisfaction with Lancashire's **services for disabled people** (68%) is high, as is satisfaction with services for people with **learning difficulties** (69%) and services for **older people** (68%). Of all social services, satisfaction with services for **young offenders** is lowest, having dropped somewhat (-31%) since the 2000 baseline survey.

### County Council Services - Social Services

Q *And how satisfied or dissatisfied are you with the way each of these services is provided in your local area?*



Base: All users (21-219). Change from 2000 shown in brackets

Source: MORI

Overall, users are more likely to say that social services have improved (26%) than got worse (19%) over the past few years. This shows a marked improvement since 2000, when only 15% residents said that social services had improved overall.



## Services for Older People

Satisfaction levels among users of services for older people are high, with over two thirds (68%) satisfied and three in ten users *very* satisfied (34%). Comparisons with other authorities show Lancashire to be about average in this respect. Although there appears to have been a slight (5%) decrease in satisfaction since 2000 in Lancashire, small sample sizes denote that this is not statistically significant.

**Q** *How satisfied or dissatisfied are you with services for older people?*

		Satisfied %	Dissatisfied %	Net satisfied ±%
<i>Base: Users</i>				
<b>Comparisons</b>				
Suffolk	1999	79	12	+67
Cornwall	1999	74	16	+58
<b>Lancashire</b>	<b>2000</b>	<b>73</b>	<b>17</b>	<b>+56</b>
Staffordshire	1999	72	17	+55
Dorset	2002	71	16	+55
<b>Lancashire</b>	<b>2003</b>	<b>68</b>	<b>24</b>	<b>+42</b>
Northamptonshire	1999	57	16	+41
West Sussex	1999	60	22	+37
Buckinghamshire	2002	61	26	+35
Derbyshire	2002	60	26	+34
Bedfordshire	2001	57	24	+33
Oxfordshire	2002	58	25	+33
Hampshire	2003	59	19	+30
Essex	2003	55	25	+30

*Source: MORI*

## Services and Facilities for Disabled People

The majority of users of services for disabled people (68%) are satisfied, with three in ten users *very* satisfied (30%). Comparisons with other authorities show Lancashire to be above average in terms of satisfaction with services for disabled people, and there has been a slight increase (+6%) in satisfaction in Lancashire since 2000. However, small sample sizes denote caution.

<b>Q How satisfied or dissatisfied are you with services and facilities for the disabled?</b>				
		<b>Satisfied %</b>	<b>Dissatisfied %</b>	<b>Net satisfied ±%</b>
<i>Base: Users</i>				
<b>Comparisons</b>				
Bedfordshire	2001	69	18	+51
<b>Lancashire</b>	<b>2003</b>	<b>68</b>	<b>17</b>	<b>+51</b>
<b>Lancashire</b>	<b>2000</b>	<b>62</b>	<b>23</b>	<b>+ 39</b>
Staffordshire	1999	60	24	+36
Dorset	2002	57	22	+35
BV Pilots CC	2000	41	7	+34
West Sussex	1999	54	21	+33
Buckinghamshire	2002	59	28	+31
Oxfordshire	2002	50	27	+23
Hampshire	2003	50	30	+20
Derbyshire	2002	51	32	+19
Northamptonshire	2002	33	15	+18

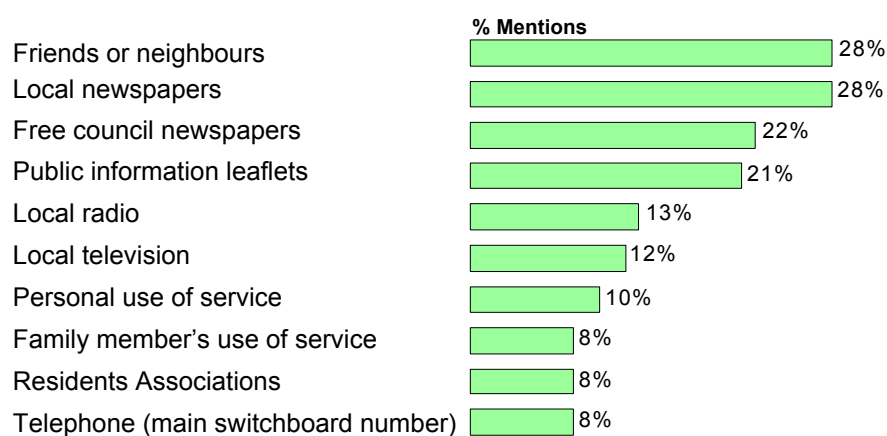
*Source: MORI*

## Information About Social Services

When asked which sources they use to obtain information about social services provided by Lancashire County Council, residents are most likely to say **local newspapers other than free council newspapers** (28%) and **friends, neighbours or relatives** (28%). One in five residents (22%) state that they use **free council newspapers** and **public information leaflets** (21%).

### Sources of Information About Social Services

Q *From which, if any, of these sources have you ever obtained information or heard anything about social services provided by LCC?*



Base: All respondents (2,447)

Source: MORI

# Education Services

## Introduction

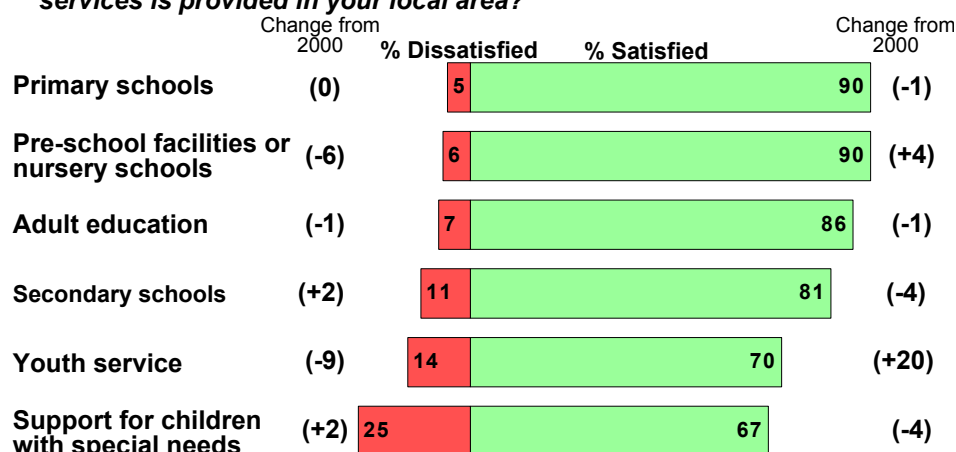
This section looks at satisfaction with education services in Lancashire. Satisfaction figures are based on *user perceptions* of each of the service areas, unless otherwise stated. If base sizes allow, comparisons are made between the perceptions of different sub-groups and areas. Where satisfaction scores for like authorities are available, these are used to contextualise Lancashire's results. Youth services have a small number of users, so satisfaction scores must be interpreted with caution.

## Overview

Although there has been a slight fall in satisfaction with secondary schools since 2000, primary education (90%), nursery education (90%), adult education (86%) and secondary schools (81%) are particularly well regarded among users in Lancashire, and receive higher satisfaction ratings than those in many other similar authorities. As is often found across the country, users of secondary education are slightly less satisfied than those using primary education. Very few people use the youth service, however findings indicate that satisfaction with the youth service has improved somewhat since 2000 (an increase of 20 percentage points).

### County Council Services - Education Services

**Q** *And how satisfied or dissatisfied are you with the way each of these services is provided in your local area?*



Base: All users (37-611). Change from 2000 shown in brackets

Source: MORI

Education services are generally perceived to have improved or stayed the same. Almost one in four (38%) users think that education services have *got better* over the last two years or so, 39% think that they have stayed the same and only 10% think that they have got worse.

## Pre-School Facilities or Nursery Schools

The majority of users of nursery schools are satisfied with the service (90%). Only 6% express dissatisfaction, giving a net satisfaction score of +84 points. This is a significant increase on the 2000 net satisfaction score, when net satisfaction was +74 points.

As was the case in 2000, in comparison to other authorities Lancashire's pre-school facilities are well regarded.

<b>Q How satisfied or dissatisfied are you with pre-school facilities or nursery schools?</b>				
		<b>Satisfied %</b>	<b>Dissatisfied %</b>	<b>Net satisfied ±%</b>
<i>Base: Users</i>				
<b>Comparisons</b>				
Suffolk	1999	92	3	+89
Bedfordshire	2001	90	3	+87
<b>Lancashire</b>	<b>2003</b>	<b>90</b>	<b>5</b>	<b>+85</b>
Essex	2003	85	7	+78
<b>Lancashire</b>	<b>2000</b>	<b>86</b>	<b>12</b>	<b>+74</b>
Oxfordshire	2002	84	10	+74
Cornwall	1999	81	10	+71
Northamptonshire	1999	79	14	+65
Buckinghamshire	2002	76	12	+64
BV pilots: CCs	2000	82	8	+64
Dorset	2002	75	11	+64
Staffordshire	1999	75	15	+60
Hampshire	1999	73	14	+59
West Sussex	1999	70	16	+52

Source: MORI

## Primary Schools

Nine out of ten (90%) primary schools users are satisfied with the service. Only 5% express dissatisfaction, giving a net satisfaction score of +85 points. As was the case in 2000, in comparison to other authorities satisfaction with Lancashire's primary school facilities is very high. Only one other County Council has recorded better satisfaction scores in MORI's recent experience.

<b>Q How satisfied or dissatisfied are you with primary schools?</b>				
		<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Net satisfied</b>
		<b>%</b>	<b>d</b>	<b>±%</b>
			<b>%</b>	
<i>Base: Users</i>				
<b>Comparisons</b>				
Cornwall	1999	91	3	+89
<b>Lancashire</b>	<b>2000</b>	<b>91</b>	<b>5</b>	<b>+85</b>
<b>Lancashire</b>	<b>2003</b>	<b>90</b>	<b>5</b>	<b>+85</b>
Suffolk	1999	89	6	+83
Oxfordshire	2002	85	6	+79
Dorset	2002	85	7	+78
Essex	2003	85	7	+78
West Sussex	1999	84	7	+77
Staffordshire	1999	84	9	+76
BV pilots: CCs	2000	86	9	+76
Derbyshire	2002	84	8	+76
Hampshire	2003	84	8	+76
Northamptonshire CP	2002	83	8	+75
Buckinghamshire	2002	81	9	+72
Bedfordshire	2001	84	10	+10

Source: MORI

## Secondary Schools

Users of secondary schools are less satisfied than primary school users. However, it is still a very positive picture, with 81% satisfied and 11% dissatisfied, giving a net satisfaction score of +70 points. This is a slight drop from 2000, when the net satisfaction score was +76 points.

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**Q**      *How satisfied or dissatisfied are you with secondary schools?*

---

		Satisfied %	Dissatisfied %	Net satisfied ±%
<i>Base: Users</i>				
<b>Comparisons</b>				
Surrey	2003	86	7	79
Oxfordshire	2000	86	8	78
<b>Lancashire</b>	<b>2000</b>	<b>85</b>	<b>9</b>	<b>76</b>
Suffolk	1999	83	9	74
West Sussex	1999	81	7	74
Bedfordshire	2001	83	11	72
Staffordshire	1999	81	9	72
Cornwall(1)	1999	80	9	71
<b>Lancashire</b>	<b>2003</b>	<b>81</b>	<b>11</b>	<b>70</b>
Derbyshire	2002	80	13	67
Essex	2003	79	12	67
Dorset (5)	2002	77	12	65
Derbyshire	1999	76	13	63
Dorset	2000	73	10	62
Hampshire	2003	74	12	62
BV pilots: CCs	2000	78	17	61
Northamptonshire CP	2002	72	16	56
Buckinghamshire (4)	2002	63	23	40

Wording:

- (1) Secondary Education
- (4) Upper/Secondary schools
- (5) including middle schools

*Source: MORI*

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## Support for Children with Special Needs

The number of users of support for children with special needs (107 users) is lower than other education services. Among these users satisfaction is quite high, with 67% satisfied and 27% dissatisfied, giving a net satisfaction score of +42 points.

## Adult Education

Adult education is particularly well regarded among residents of Lancashire. Around nine in ten (86%) of users of the service are satisfied, with two in four (41%) saying that they are very satisfied. Only 7% are dissatisfied giving a net score of +79 points.

Lancashire's adult education remains very well regarded in comparison with a number of other local authorities.

<b>Q How satisfied or dissatisfied are you with adult education?</b>				
		<b>Satisfied %</b>	<b>Dissatisfied %</b>	<b>Net satisfied ±%</b>
<i>Base: Users</i>				
<b>Comparisons</b>				
Bedfordshire	2001	85	5	+80
Oxfordshire	2002	85	5	+80
<b>Lancashire</b>	<b>2000</b>	<b>87</b>	<b>8</b>	<b>+79</b>
Cornwall	1999	83	5	+78
<b>Lancashire</b>	<b>2003</b>	<b>85</b>	<b>7</b>	<b>+78</b>
West Sussex	1999	84	7	+77
Suffolk	1999	84	8	+76
Northamptonshire	2002	79	6	+73
Staffordshire	1999	81	9	+72
Hampshire	2003	79	7	+72
Essex	2003	76	6	+70
BV Pilots CC	2000	76	10	+66
Dorset	2002	68	10	+58
Derbyshire	2002	67	13	+54
Buckinghamshire	2002	66	13	+53

*Source: MORI*



## Youth Service

There are only a small number of users of the youth service (34 users), but among these, 26 are satisfied and only 5 are dissatisfied with the service. Although net satisfaction with youth service in Lancashire (+24 points) is lower than with other education services, it is still high in comparison with other local authorities.

<b>Q How satisfied or dissatisfied are you with the youth service?</b>				
		<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Net satisfied</b>
		<b>%</b>	<b>d</b>	<b>±%</b>
			<b>%</b>	
<i>Base: Users</i>				
<b>Comparisons</b>				
Bedfordshire	2001	52	24	+28
<b>Lancashire</b>	<b>2000</b>	<b>50</b>	<b>23</b>	<b>+27</b>
Oxfordshire	2002	54	27	+27
<b>Lancashire</b>	<b>2003</b>	<b>56</b>	<b>32</b>	<b>+24</b>
Cornwall	1999	41	38	+3
West Sussex (1)	1999	40	43	-3
Staffordshire (1)	1999	41	47	-7
Suffolk	1999	34	42	-8
Buckinghamshire	2002	28	38	-10
BV Pilots CC	2000	38	55	-17
Northamptonshire	1999	34	52	-18
Derbyshire	2002	27	54	-27
Hampshire	1999	22	58	-36
Dorset	2000	20	59	-40

Source: MORI

Wording:  
(1) youth and community service

# Leisure & Cultural Services

## Introduction

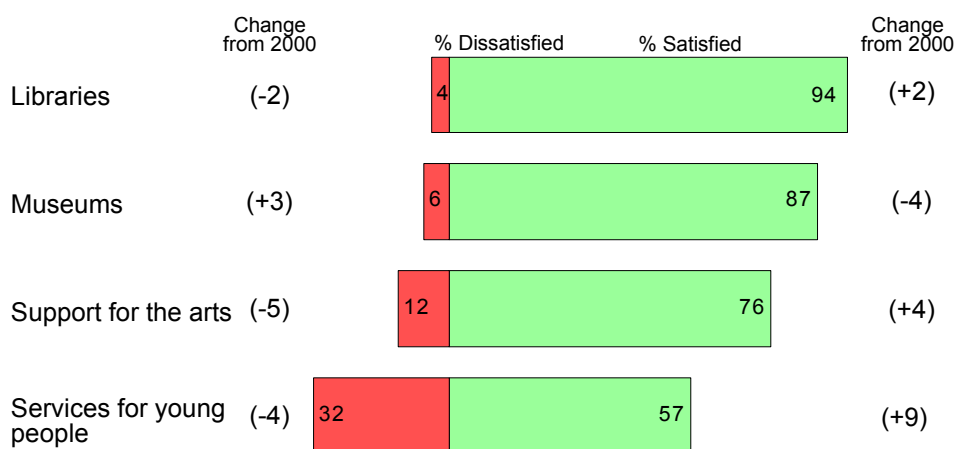
This section looks at satisfaction with leisure and cultural services in Lancashire. Satisfaction figures are based on *user perceptions* of each of the service areas. If base sizes allow, comparisons are made between the perceptions of different sub-groups and areas. Where satisfaction scores for like authorities are available, these are used to contextualise Lancashire's results.

## Overview

Lancashire's **libraries** (92% satisfied) and **museums** (87% satisfied) are highly rated. As is the case elsewhere in Britain, facilities for young people are rated low in relation to other leisure services. However, satisfaction with these has significantly increased (plus nine percentage points) since 2000.

### County Council Services - Leisure and Cultural Services

Q *And how satisfied or dissatisfied are you with the way each of these services is provided in your local area?*



Base: All users (162-1,493). Change from 2000 shown in brackets

Source: MORI

Overall, almost one in four (38%) users of leisure and cultural services think that the services that they use have *got better* over the last two years or so and less than one in seventeen (6%) say they have got worse. Just under a half (46%) of users say that leisure and cultural services have 'stayed the same'.

## Libraries

Satisfaction among Lancashire's library users is high. Nine in ten users (94%) are satisfied with the service and only 4% are dissatisfied. Although satisfaction among library users is high throughout the county, satisfaction is highest in Burnley (99%) and Rossendale (98%).

Comparison with other similar authorities shows that Lancashire is now placed at the very top of MORI's comparative data table.

<b>Q How satisfied or dissatisfied are you with libraries?</b>				
		<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Net</b>
		<b>%</b>	<b>%</b>	<b>satisfied</b>
				<b>±%</b>
<i>Base: Users</i>				
<b>Comparisons</b>				
<b>Lancashire</b>	<b>2003</b>	<b>94</b>	<b>4</b>	<b>+89</b>
Dorset	2002	91	3	+88
Essex	2003	91	4	+87
Northamptonshire	2002	90	4	+86
CP				
<b>Lancashire</b>	<b>2000</b>	<b>92</b>	<b>6</b>	<b>+86</b>
Bedfordshire	2001	89	4	+85
Suffolk	1999	89	4	+85
West Sussex	1999	89	5	+85
Cornwall	1999	89	6	+83
BV pilots: CCs	2000	89	7	+82
Hampshire	2003	87	5	+82
Derbyshire (1)	2002	83	6	+77
Staffordshire	1999	85	9	+75
Buckinghamshire	2002	82	9	+73
Oxfordshire	2002	80	9	+71

Source: MORI

Wording:  
(1) library services

## Museums

Among users of museums in Lancashire, almost nine in ten (87%) are satisfied, while only 6% are dissatisfied, giving a net satisfaction score of +81 points. This is a slight drop (-7 points) from 2000, however Lancashire remains at the top of MORI's table.

<b>Q How satisfied or dissatisfied are you with museums?</b>				
		<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Net satisfied</b>
		<b>%</b>	<b>d</b>	<b>±%</b>
		<b>%</b>	<b>%</b>	
<i>Base: Users</i>				
<b>Comparisons</b>				
<b>Lancashire</b>	<b>2000</b>	<b>91</b>	<b>3</b>	<b>+88</b>
<b>Lancashire</b>	<b>2003</b>	<b>87</b>	<b>6</b>	<b>+81</b>
Hampshire	2003	84	4	+80
Dorset	2002	84	5	+79
BV pilots: CCs	2000	87	5	+5

*Source: MORI*

## Support for the Arts

Three in four users (76%) are satisfied with support for the arts in Lancashire and 12% are dissatisfied, giving a net satisfaction score of +64 points. This shows no significant change from the 2000 survey.

## Facilities for Young People

Among users of facilities for young people over half (57%) are satisfied and one in three (32%) are dissatisfied, giving a net satisfaction score of +25. This is a significant increase on the corresponding figure in 2000 (+12 points).

# Environmental Services

## Introduction

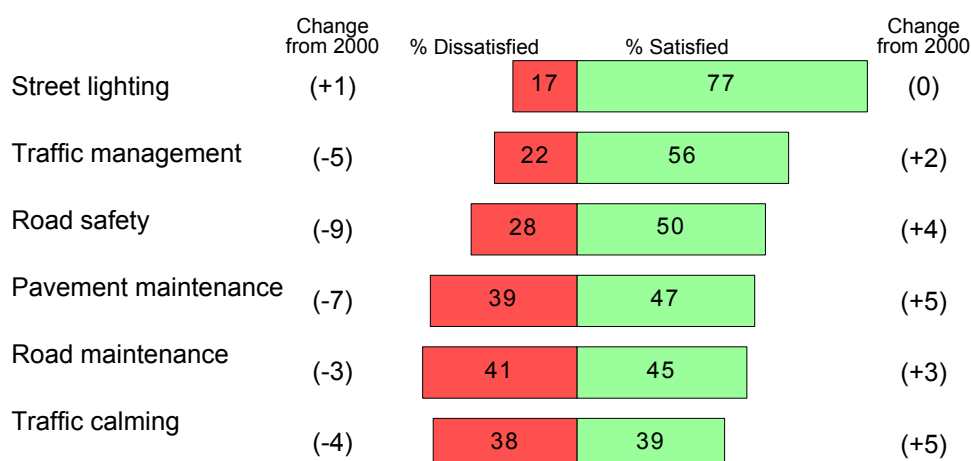
This section looks at satisfaction with environmental services in Lancashire. Satisfaction figures are based on *user perceptions* of each of the service areas. If base sizes allow, comparisons are made between the perceptions of different sub-groups and areas. In addition, this section covers a number of universal services which are rated by all residents. Where satisfaction scores for like authorities are available, these are used to contextualise Lancashire's results.

## Overview

Among all residents, satisfaction with **street lighting** (77%) is particularly high. Satisfaction with **traffic management** (56% satisfied), **road safety** (50% satisfied) and **pavement maintenance** (47% satisfied) is somewhat lower, although all are rated slightly higher than in 2000.

### County Council Services - Universal Services

Q *And how satisfied or dissatisfied are you with the way each of these services is provided in your local area?*



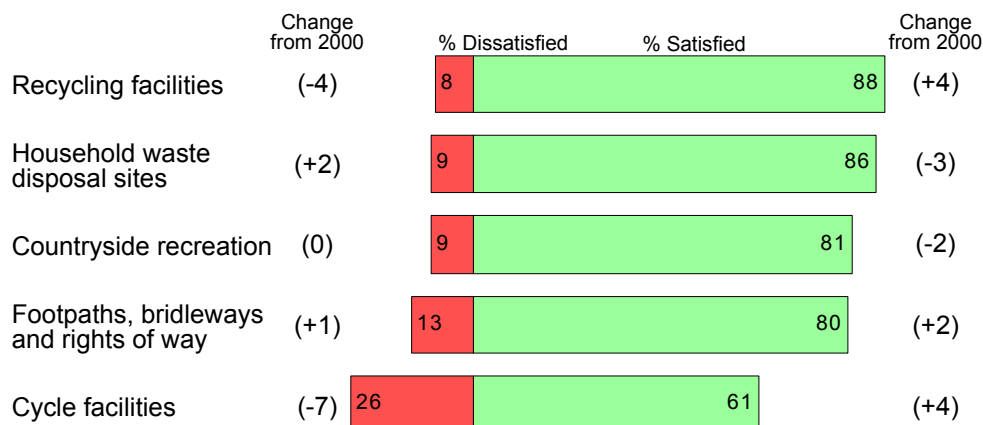
Base: All respondents. Change from 2000 shown in brackets

Source: MORI

Satisfaction with **recycling facilities** (88%) among users is particularly high, and has increased since 2000. Although satisfaction with cycle facilities (60%) is somewhat lower than satisfaction with other non-universal environmental services, this has also improved slightly since 2000.

### County Council Services - Environmental services

Q And how satisfied or dissatisfied are you with the way each of these services is provided in your local area?



Base: All users (505-1,569). Change from 2000 shown in brackets

Source: MORI

Overall, just under half (45%) of environmental service users think that services have *got better* over the last two years or so. A third (35%) think that they have stayed the same and only one in ten (9%) say that they have got worse. This shows a more positive picture than in 2000, when the majority (54%) of residents said that environmental services had stayed the same and only a quarter (25%) saw an improvement.

## Street Lighting

Three quarters (77%) of residents are satisfied with street lighting and 17% are dissatisfied, giving a net satisfaction score of +60 points. This is in line with other County Councils, in MORI's recent experience.

Residents aged 65 or over and residents of Ribble Valley (both 84%) are most likely to be satisfied with street lighting, while residents of Burnley (36%) are most likely to be critical.

---

### **Q**    *How satisfied or dissatisfied are you with street lighting?*

---

		Satisfied	Dissatisfied	Net satisfied
		%	%	±%
<i>Base: Users</i>				
<b>Comparisons</b>				
Leicestershire	2001	88	7	+81
Oxfordshire	2002	80	9	+71
Staffordshire	1999	81	12	+69
County Durham	1999	81	13	+68
Suffolk	1999	74	14	+60
<b>Lancashire</b>	<b>2003</b>	<b>77</b>	<b>17</b>	<b>+60</b>
<b>Lancashire</b>	<b>2000</b>	<b>77</b>	<b>17</b>	<b>+59</b>
Cornwall	1999	71	15	+57
BV pilots: CCs	2000	71	16	+55
Northamptonshire	2002	72	19	+53
West Sussex	1999	70	18	+52
Hampshire	2003	70	19	+51

*Source: MORI*

---

## Road Maintenance and Repairs

Overall, more residents are satisfied (45%) with road maintenance and repairs in Lancashire than are dissatisfied (41%), giving a net satisfaction of +4 points. Net satisfaction has increased in Lancashire over the past three years, which goes against the general downward trend.

Residents of Pendle (59%) are most likely to be satisfied, while residents of Rossendale (57%) are most likely to be dissatisfied with road maintenance and repairs. As seen earlier, Rossendale residents are somewhat more likely than average to give high importance to road and pavement maintenance.

**Q**      *How satisfied or dissatisfied are you with road maintenance?*

		Satisfied %	Dissatisfied %	Net satisfied ±%
<i>Base: Users</i>				
<b>Comparisons</b>				
Leicestershire	2001	56	34	+22
Suffolk	1999	50	33	+17
County Durham	1999	47	39	+8
<b>Lancashire</b>	<b>2003</b>	<b>46</b>	<b>41</b>	<b>+5</b>
West Sussex	1999	45	41	+4
Staffordshire	1999	43	45	-2
<b>Lancashire</b>	<b>2000</b>	<b>42</b>	<b>44</b>	<b>-2</b>
Dorset	2002	40	44	-4
Hampshire	2003	40	46	-6
Derbyshire	2002	39	46	-7
Buckinghamshire	2002	29	57	-28
Northamptonshire	2002	29	59	-30
Bedfordshire	2001	25	61	-36
Kent (1)	2001	23	63	-40

Source: MORI

Wording:  
(1) road maintenance (not motorways)



## Pavement Maintenance

Pavement maintenance scores similarly low levels of satisfaction as road maintenance, with 47% of residents satisfied and 39% dissatisfied, giving a net score of +8 points. This shows a significant increase from the corresponding net score in 2000 of -9 points. However, in comparison to other similar authorities, there is still room for improvement.

As with road maintenance, residents in Pendle (63%) are most likely to be satisfied with pavement maintenance. In contrast, residents in Wyre (54%) are most likely to be dissatisfied with pavement maintenance.

---

**Q** *How satisfied or dissatisfied are you with pavement maintenance?*

---

		Satisfied %	Dissatisfi ed %	Net satisfied ±%
<i>Base: Users</i>				
<b>Comparisons</b>				
Leicestershire	2001	60	31	+29
Cornwall	1999	47	27	+20
Dorset	2002	48	28	+20
Suffolk	1999	45	26	+19
BV pilots: CCs	2000	50	34	+16
<b>Lancashire</b>	<b>2003</b>	<b>47</b>	<b>38</b>	<b>+9</b>
Staffordshire	1999	48	39	+9
Hampshire	1999	42	42	*
<b>Lancashire</b>	<b>2000</b>	<b>42</b>	<b>46</b>	<b>-5</b>
West Sussex	1999	39	45	-6
Derbyshire	2002	39	45	-6
Northamptonshire	1999	39	48	-9
Buckinghamshire (1)	2002	34	45	-11
Kent	2001	25	58	-33

Source: MORI

Wording:  
(1) condition of pavements

---

As can be seen from the table below, satisfaction with both road and pavement maintenance is somewhat higher in Lancashire than in the 'North of England', according to research conducted by MORI in 2002 on behalf of CfIT.

<b>Q</b>	<b>How satisfied or dissatisfied are you with the quality of...</b>			
	<b>Road maintenance</b>		<b>Pavement maintenance</b>	
	<b>Lancashire</b>	<b>North<sup>4</sup></b>	<b>Lancashire</b>	<b>North<sup>5</sup></b>
	<b>(2447)</b>	<b>(504)</b>	<b>(2447)</b>	<b>(504)</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
	<b>2003</b>		<b>2003</b>	
<i>Base: All respondents</i>				
Satisfied	45	29	47	30
Dissatisfied	41	53	39	54
<b>Net satisfied</b>	<b>+4</b>	<b>-24</b>	<b>+8</b>	<b>-24</b>

*Source: MORI*

## Traffic Management

More than half (56%) of Lancashire residents are satisfied with traffic management, and one in five (22%) are dissatisfied, giving a net score of +34 points. This is a significant increase in satisfaction from 2000 (net score +27).

Residents of Ribble Valley (74%) are most likely to be satisfied with traffic management, however residents of Lancaster (28%) – who give above average importance to traffic management – are most likely to be dissatisfied with it.

<sup>4</sup> CfIT *Public Attitudes to Transport*, conducted by MORI in 2002

## Traffic Calming Measures

One in four residents (39%) are satisfied and the same proportion are dissatisfied (38%) with traffic calming measures. This gives a net score of plus one percentage point, which is a significant increase from minus eight percentage points in 2000. Relative to other authorities, satisfaction with traffic calming in Lancashire is high.

As with traffic management, residents of Ribble Valley (52%) are most likely to be satisfied with traffic calming measures. Residents of Rossendale (48%) are most likely to be dissatisfied with this service.

---

**Q**      *How satisfied or dissatisfied are you with traffic calming measures?*

---

		Satisfied %	Dissatisfied %	Net satisfied ±%
<i>Base: Users</i>				
<b>Comparisons</b>				
<b>Lancashire</b>	<b>2003</b>	<b>39</b>	<b>38</b>	<b>+1</b>
<b>Lancashire</b>	<b>2000</b>	<b>34</b>	<b>42</b>	<b>-8</b>
Derbyshire (1)	1999	37	46	-9
Oxfordshire (2)	2002	24	38	-14
Dorset (1)	2000	31	50	-19
Kent (3)	2001	22	58	-36

Source: MORI

Wording:  
 (1) traffic control  
 (2) traffic management schemes  
 (3) traffic or traffic management

---

## Road Safety

Half of Lancashire residents (50%) are satisfied with road safety and around one in four (28%) are dissatisfied, giving a net satisfaction score of +22 percentage points. This is a significant increase from the corresponding net satisfaction figure in 2000 of plus nine percentage points.

Residents of Chorley and Ribble Valley (both 63%) are most likely to be satisfied with road safety, whereas residents of Rossendale and West Lancashire (both 38%) are most likely to be dissatisfied.

## Recycling

Almost nine in ten of Lancashire residents who use recycling facilities (88%) are satisfied with them and 8% are dissatisfied, giving a net score of +80 points. This shows a significant increase from 2000 and places Lancashire at the top of MORI's comparative data table.

Residents of Chorley (96%) are most likely to be satisfied and residents of Burnley (18%) are most likely to be dissatisfied with recycling facilities.

---

**Q**     *How satisfied or dissatisfied are you with recycling facilities?*

---

		Satisfied %	Dissatisfied %	Net satisfied ±%
<i>Base: Users</i>				
<b>Comparisons</b>				
<b>Lancashire</b>	<b>2003</b>	<b>88</b>	<b>8</b>	<b>+80</b>
Bedfordshire	2001	83	10	+73
<b>Lancashire</b>	<b>2000</b>	<b>84</b>	<b>12</b>	<b>+72</b>
Staffordshire	1999	78	13	+65
Hampshire	2003	77	13	+64
Oxfordshire	2002	75	13	+62
Suffolk	1999	73	13	+60
Hertfordshire	1999	67	19	+48
Northamptonshire CP	2002	65	26	+39
Kent	2001	61	23	+38

*Source: MORI*

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## Household Waste Disposal Sites

The vast majority of users (86%) are satisfied with household waste disposal sites and only 9% are dissatisfied, giving a net satisfaction score of +75 points. Although satisfaction is high throughout the county, residents of Chorley (96%) are most likely to be satisfied and residents of Rossendale (22%) are most likely to be dissatisfied with household waste disposal sites. As seen earlier, Rossendale residents give above average importance to household waste disposal sites.

## Countryside Recreation

Four in five (81%) users of countryside recreation facilities are satisfied and only 9% are dissatisfied, giving a net score of +72 points. Residents of Ribble Valley (97%) are most likely to be satisfied, whereas residents of West Lancashire (19%) are most likely to be dissatisfied with countryside recreation. Above average importance is given to countryside recreation in both of these areas.

**Q How satisfied or dissatisfied are you with countryside recreation (e.g. country parks, picnic sites etc?)**

		Satisfied %	Dissatisfied %	Net satisfied ±%
<i>Base: Users</i>				
<b>Comparisons</b>				
Northamptonshire CP (1)	2002	87	6	+81
Hampshire	2003	85	6	+79
Essex	2003	85	7	+78
<b>Lancashire</b>	<b>2000</b>	<b>83</b>	<b>9</b>	<b>+73</b>
Staffordshire	1999	82	9	+73
Dorset (2)	2002	81	9	+72
<b>Lancashire</b>	<b>2003</b>	<b>81</b>	<b>9</b>	<b>+72</b>
Buckinghamshire	2002	69	13	+66

Source: MORI

Wording:

(1) country parks

(2) countryside conservation and country parks

## Footpaths, Bridleways and Rights of Way

Four in five (80%) of users of footpaths, bridleways and rights of way are satisfied with them and only 13% are dissatisfied, giving a net score of +67 points. Residents of Rossendale (86%) are most likely to be satisfied and residents of West Lancashire and Preston (both 19%) are most likely to be dissatisfied.

## Cycle Facilities

Although still positive, satisfaction levels among users of cycle facilities are lower than among users of other environmental services. Two thirds of users (67%) are satisfied with them and one in four users (26%) are dissatisfied. Residents of Lancaster (73%) are most likely to be satisfied and residents of Preston (36%) are most likely to be dissatisfied with cycle facilities.

# Local Transport

## Introduction

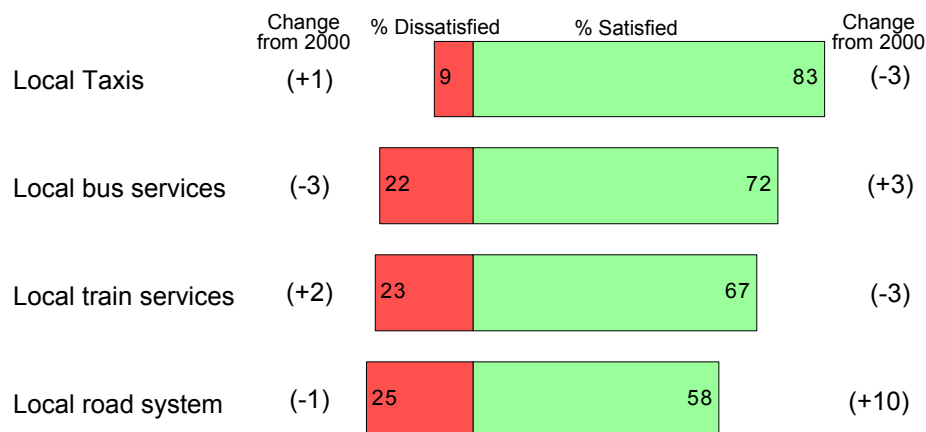
This section looks at satisfaction with local transport services in Lancashire. Satisfaction figures are based on either users or all residents. If base sizes allow, comparisons are made between the perceptions of different sub-groups and areas. Where satisfaction scores for like authorities are available, these are used to contextualise Lancashire's results.

## Overview

Local taxis remain the most satisfactory local transport service in Lancashire, with four out of five (83%) users satisfied. Whereas bus services are seen to have improved slightly (plus three percentage points to 72%), train service ratings have declined (minus three percentage points to 67%). Significant improvements can be seen in satisfaction with the local road system; less than half of road users (48%) were satisfied in 2000, and this has increased to nearly three in five (58%).

### County Council Services - Local Transport

Q And how satisfied or dissatisfied are you with the way each of these services is provided in your local area?



Base: All users (737-2,207). Change from 2000 shown in brackets

Source: MORI

Users of local transport services are rather divided as to whether services have improved or deteriorated over the past few years. Half (49%) say that services have 'remained the same', one in four (25%) say they have got better and one in five (19%) say they have got worse over the past few years. This is a slight improvement since 2000, when one in four (23%) said that services had got worse and one in five (19%) said that services had got better.

## Local bus services

Bus services are quite highly regarded by users in Lancashire, with the majority (72%) satisfied with the service they receive. Satisfaction with bus services has also improved slightly since 2000.

The most satisfied users of bus services remain the over 65s (80% satisfied), as well as those living in Preston and Hyndburn (both 79% satisfied). Residents using buses in West Lancashire (37% dissatisfied) remain the least satisfied.

Lancashire's bus service remains highly regarded in comparison with a number of other authorities.

<b>Q How satisfied or dissatisfied are you with bus services?</b>				
		<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Net satisfied</b>
		<b>%</b>	<b>d</b>	<b>±%</b>
		<b>%</b>	<b>%</b>	
<i>Base: Users</i>				
<b>Comparisons</b>				
<b>Lancashire</b>	<b>2003</b>	<b>72</b>	<b>22</b>	<b>+50</b>
Staffordshire	1999	68	20	+48
<b>Lancashire</b>	<b>2000</b>	<b>69</b>	<b>25</b>	<b>+44</b>
Derbyshire	2002	61	24	+37
Northamptonshire	2002	60	26	+34
Essex	2003	57	25	+32
Buckinghamshire	1999	54	38	+16
Dorset	2002	51	38	+13
Hampshire	2002	43	42	+1

*Source: MORI*

## Local train services

Two thirds of train users (67%) are satisfied with the local train service and just under one in four (23%) are dissatisfied, giving a net satisfaction score of +44 percentage points. This shows a slight drop in satisfaction levels since 2000. As with bus services, net satisfaction among older residents is slightly above average (+55 net score).

As can be seen from the table below, satisfaction among users of both local trains and buses in Lancashire is slightly lower than was found for the 'North of England' in the 2002 C/T survey on public attitudes to transport.

Q	<i>How satisfied or dissatisfied are you with the quality of...</i>			
	Local trains		Local buses	
	Lancashire	North <sup>5</sup>	Lancashire	North <sup>6</sup>
	2003		2003	
<i>Base: All users</i>	(737)	(188)	(1401)	(303)
	%	%	%	%
Satisfied	67	65	72	79
Dissatisfied	23	17	22	15
<b>Net satisfied</b>	<b>+44</b>	<b>+48</b>	<b>+50</b>	<b>+64</b>

*Source: MORI*

<sup>5</sup> C/T Public Attitudes to Transport 2002



## **Local road system**

The road system is the lowest rated aspect of local transport. Three in five (58%) users are satisfied, however one in four (25%) say they are dissatisfied with local roads, giving a net score of +34. However, this is a marked improvement on 2000 ratings, when the net satisfaction score was only +22.

There is considerable local variation. As in 2000, residents in Lancaster (-16 net satisfaction) remain least satisfied with local roads, however this is a significant improvement since 2000 when net satisfaction in Lancaster was -30 points. Residents in Ribble Valley (+65 points) and Fylde (+61 points) are the most satisfied with the local road system.

## **Local taxis**

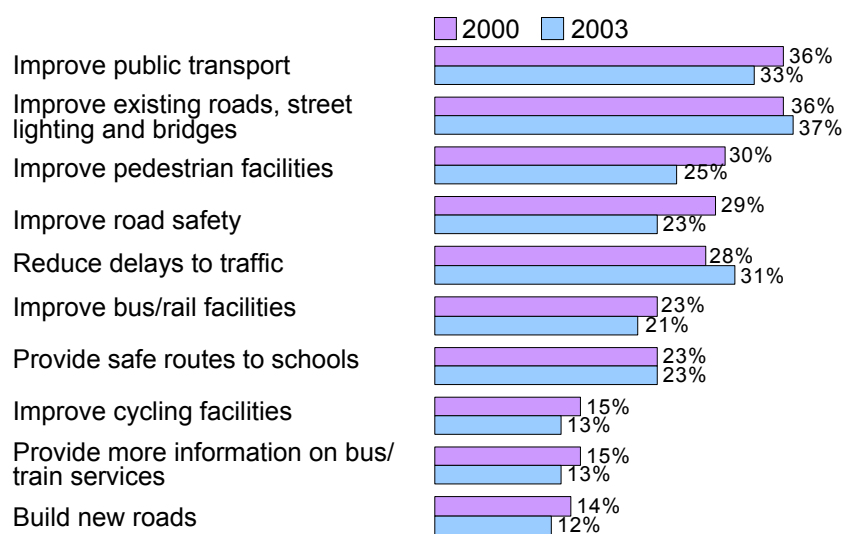
As in 2000, local taxis are the highest rated transport service in Lancashire with the majority of users (83%) satisfied and only 9% dissatisfied. Taxi users in Lancaster (+90 points), Chorley and Fylde (both +89 points) are most satisfied with the service, and users in Pendle (+46 points) and Burnley (+49 points) are least satisfied.

## Transport Priorities

As in 2000, Lancashire residents think the top two transport priorities for the County Council should be improving existing roads, street lighting and bridges (37%), improving public transport (33%). However, reducing delays to traffic (31%) is now given higher importance than improving pedestrian facilities (25%) and road safety (23%).

### Transport Priorities

Q From this list, could you tell me which two or three local transport issues you think should be the main priorities for LCC?



Base: All respondents (2,447)

Source: MORI

The most significant variations in transport priorities are by area:

- Reflecting high importance and low satisfaction ratings for road and pavement maintenance, Rossendale residents are most likely to say that the County Council should prioritise **improving existing roads, street lighting and bridges** (54%);
- Residents in Lancaster are most likely to prioritise **reducing delays to transport** (58%) and, unlike residents in the rest of the county, would like to see the County Council give priority to **build new roads** (31%);
- Younger residents, who are most likely to use public transport services, give highest priority to **improving public transport** (37%) and **providing more information about bus and train services** (20%);
- West Lancashire residents (34%) would like to see the County Council prioritise **improvements to bus and rail facilities**.

# Other County Council Services

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## Introduction

This section looks at satisfaction with services in Lancashire not covered in preceding sections. Satisfaction figures are based on users or all residents. If base sizes allow, comparisons are made between the perceptions of different sub-groups and areas. Where satisfaction scores for like authorities are available, these are used to contextualise Lancashire's results.

## Economic Development and Job Creation (all residents)

As in 2000, overall opinion on economic development and job creation in Lancashire is divided. One in seven (15%) residents say they are satisfied, and the same proportion (14%) say they are dissatisfied with this element of Lancashire County Council's work. Reflecting very low usage of this service, the majority (55%) of residents are unable to rate their satisfaction with economic development and job creation.

There are differences in satisfaction by area. In Burnley, where residents are most likely to give high importance to economic development and job creation, satisfaction is low with 18% residents dissatisfied and only 10% satisfied. Residents in Lancaster are also relatively dissatisfied with this service (25% dissatisfied and 11% satisfied). In contrast, residents in Chorley (26% satisfied) are the most likely to be satisfied.

## Support for Local Businesses (all residents)

The majority of residents (60%) are unable to rate their satisfaction with support for local businesses, reflecting low usage of this service. Among those who are able to rate support for local businesses, opinion tends to be more positive (14% satisfied) than negative (10% dissatisfied). A regional breakdown reveals highest satisfaction in Preston and Ribble Valley (both 18% satisfied) and lowest satisfaction in Lancaster (17% dissatisfied).

## Trading Standards (all residents)

Very few people in Lancashire are *dissatisfied* with trading standards (3%) and one in five residents (20%) are satisfied.

Since 2000, satisfaction has increased slightly among users of trading standards, with four in five (80%) satisfied and only 7% dissatisfied (compared with 75% satisfied and 10% dissatisfied).

## **Registration of Births, Deaths and Marriages (all users)**

Nearly all (89%) of people who have used registration of births, deaths and marriages are satisfied with this service, and only 3% are dissatisfied. As in 2000, satisfaction with service is consistent across the county.

## **Planning Services (all users)**

Three in five (61%) users are satisfied one in four (26%) are dissatisfied with planning services, giving a net satisfaction score of +35 points. This shows a marked improvement since 2000, when net satisfaction was only +17 points.

## **Welfare Rights (all users)**

The majority (76%) of users of welfare rights are satisfied with the service and nearly one in six (17%) is dissatisfied, giving a net satisfaction score of +59 points. This shows a decline in satisfaction since 2000, when the net score was +73 points.

## **County Information Centres**

As in 2000, the vast majority of users of County Information Centres are happy with the service – the net satisfaction score of +74 points remains very high.

# Participating in Local Government

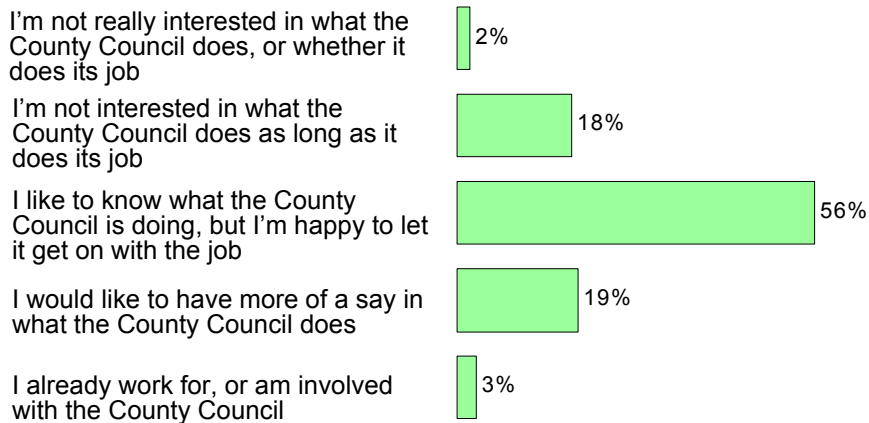
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## Getting Involved

The majority of Lancashire residents (58%) want to know what the County Council is doing but are happy to let them get on with their job. One in five (19%) would like to have more say in what the County Council does. This level of interest in involvement with the County Council remains largely unchanged from the 2000 baseline survey.

### Local Democracy - Encouraging Involvement

Q Which of these statements comes closest to your own attitude towards Lancashire County Council?



Base: All respondents (2,447)

Source: MORI

## Level of Interest In Getting Involved: Sub-Group Analysis

Interest in getting involved varies by sub-group:

- Those who are dissatisfied with the County Council are more likely than average to want to get involved (39%), whereas those who are most satisfied tend to want to know what the County Council is doing without getting involved (64%);
- Reflecting the above, older residents (61% of those aged 65 or over) and those living in Chorley (72%) are more likely than average to say that they like to know what the County Council is doing but are happy to let it get on with its job;
- Residents aged 25-44 (23%), those living in Lancaster (26%) and from higher, AB, social classes (25%) are most likely to

say that they would like to have more say in what the County Council does;

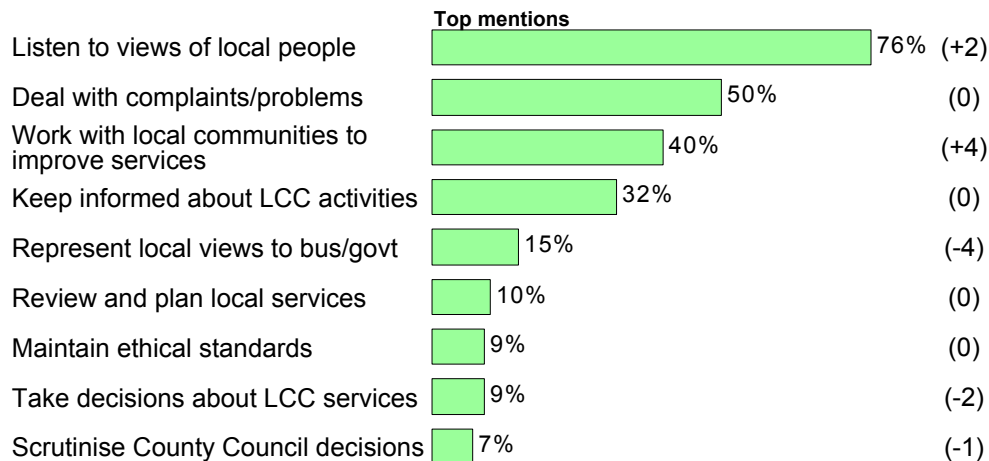
- Younger residents (5% of under 25s) and those in West Lancashire (5%) are more likely than average to be uninterested in what the County Council does;
- Burnley residents (25%) and those belonging to social class DE (27%) are more likely than average to say they are not interested in what the County Council does as long as it does its job.

## Role of County Councillors

The most important functions of County Councillors are seen to relate to interacting and communicating with residents. Three in four residents (76%) say that one of the most important functions of a County Councillor is to **listen to the views of local people**, and half (50%) think it is important for County Councillors to **deal with complaints and problems**. Other important functions are thought to be **working with local communities** (40%) and **keeping residents informed** about County Council activities (32%).

### The Role of County Cllrs - Top Mentions

Q Which of the following do you think it is most important for your local County Councillors to do?



Base: All respondents (2,447). Change from 2000 shown in brackets

Source: MORI

# Appendices

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