

# Sampling Tolerances

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Care needs to be taken because not all differences are significant and may be due to chance because not all the population was sampled. The tables below show the degree of uncertainty on the values given at the 95% confidence interval for a single population and a comparison of two groups.

For example, for a question with 90% satisfied and 10% dissatisfied for 2447 respondents, we would expect the true proportion satisfied to be between 89% and 91%, 19 times in 20. A comparison between two districts with 200 respondents each would need a difference of at least 10% to be significant, if the statistic was near 30 or 70%.

Sample tolerances based on sample size			
Number of Respondents	Percentage Levels		
	50/50	30/70	10/90
	+ / -	+ / -	+ / -
50	14%	13%	8%
100	10%	9%	6%
200	7%	6%	4%
500	4%	4%	3%
1000	3%	3%	2%
1200	3%	3%	2%
2000	2%	2%	1%
2447	2%	2%	1%

Size of Samples Compared	50/50	30/70	10/90
100 & 100	14%	13%	7%
100 & 600	11%	10%	6%
200 & 200	11%	10%	7%
200 & 600	9%	8%	5%
600 & 600	6%	5%	4%
800 & 400	6%	6%	4%
1000 & 1000	5%	5%	3%
1200 & 1200	4%	4%	2%
2447 & 200	3%	3%	2%

# Marked Up Questionnaire

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- Results are based on interviews with 2447 residents aged 18+ in 192 sample points (EDs) across Lancashire County Council.
- Interviews were conducted face-to-face, in home between 15<sup>th</sup> September and 9<sup>th</sup> December 2003.
- A representative quota sample was interviewed with quotas set by age, gender and work status using 2001 Census data.
- Data are weighted by age, gender, work status to the known profile of the area.
- Where results do not sum to 100% this may be due to multiple responses or computer rounding.
- An asterisk (\*) indicates a value of less than 0.5%, but not zero.
- Results are based on all respondents unless stated otherwise.
- Comparative data is provided from the 2001 Lancashire Residents' Survey, when 2493 interviews were carried out.

## Quality of Life

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### Q1 Thinking about Lancashire, on the whole, how satisfied or dissatisfied are you with it as a place to live?

	2003	2000
	%	%
Very satisfied	41	39
Fairly satisfied	47	42
Neither satisfied nor dissatisfied	5	6
Fairly dissatisfied	4	7
Very dissatisfied	1	5
Don't know	1	*

### Q2 Thinking about this area, on the whole, how satisfied or dissatisfied are you with it as a place to live?

	2003
	%
Very satisfied	42
Fairly satisfied	39
Neither satisfied nor dissatisfied	6
Fairly dissatisfied	7
Very dissatisfied	4
Don't know	*

**Q3 Which three or four things, if any, would you say are good things about living in this area?**

	2003 %	2000 %
<b>Location:</b>	54	
Convenient for shops	24	35
Convenient for work	7	7
Near to family/friends	9	10
Access to other places/centrally located	19	20
Access to the countryside/coast	16	12
<b>Facilities/amenities:</b>	22	
Good public services	3	1
Good schools/education	10	10
Good shopping facilities	5	7
Good leisure/recreation facilities	4	4
Good childcare facilities	*	*
Good facilities for young people	1	1
Good facilities for younger children	1	1
Good health facilities	3	3
Good facilities for people of my ethnicity/culture/faith	1	1
<b>Transport:</b>	12	
Adequate public transport	9	12
Adequate parking	*	1
Amount of traffic	1	1
Good roads	3	3
<b>General atmosphere/image:</b>	69	
Friendly neighbours/people/good community spirit	33	33
Openness/greenery/countryside	24	24
Peace and quiet	36	38
Safe area/low crime rate	12	11
Clean streets	4	4
Good street lighting	*	1
Good facilities for working parents	*	*
<b>Others:</b>	4	
Good job opportunities	1	1
Low levels of pollution	1	1
Affordable housing	2	2
Low levels of development	*	*
Good educational opportunities for adults	*	*
Low levels of Council Tax	*	*
Other	15	12
None of these/no good things	3	3
Don't know	2	2

**Q4 Which three or four things, if any, would you say are bad things about living in this area?**

	2003 %	2000 %
<b>Location:</b>	5	
Inconvenient for shops	4	4
Inconvenient for work	1	1
Far away from family/friends	1	*
Poor access to other places	1	1
Poor access to the countryside/coast	*	*
<b>Facilities/amenities:</b>	21	
Poor schools/education	1	*
Poor shopping facilities	3	4
Poor leisure/recreation facilities	5	4
Poor childcare facilities	*	*
Poor facilities for young people	10	9
Poor facilities for younger children	4	5
Poor health facilities	1	1
Poor facilities for people from my ethnicity/culture/faith	*	*
Lack of police	3	
<b>Transport:</b>	27	
Poor public transport	8	10
Poor parking	5	6
Too much traffic	9	14
Speed of traffic	6	8
Roadworks	1	3
Poor condition of roads	4	6
Poor condition of footpaths	2	
<b>General atmosphere/image:</b>	25	
Neighbours/people/ community cohesion/racial intolerance	3	4
Lack of openness/greenery/countryside	*	1
Lack of peace and quiet	2	5
Unsafe area/high crime rate	7	9
Drugs misuse	6	5
Streets not clean enough	7	10
Poor street lighting	1	2
Too much vandalism/graffiti	6	9
Generally run-down	5	1
<b>Others:</b>	10	
Expensive housing	1	1
Poor housing	2	2
Jobs paying low wages	1	1
High levels of pollution	1	1
High levels of development	1	2
Poor educational opportunities for adults	*	*
The Council wastes money	2	2
Unemployment/poor job opportunities	2	2
Stray dogs/dog fouling	2	
Other	28	29
None of these/no bad things	24	21
Don't know	4	3

**Q5 Thinking now 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?**

	%
Improve education and learning services	10
Improve welfare and caring services	11
Improve opportunities for leisure activities	15
Reduce crime and disorder	40
Provide activities for young people	32
Reduce illegal drug-taking	22
Protect the environment	16
Help people to live healthier lives	9
Improve employment opportunities	12
Involve local people in decision making	13
Provide more affordable housing	13
Reduce traffic and transport problems	25
Other	3
None of these	6
Don't know	2

**Q6 In your opinion, which two or three, if any, of the following should Lancashire County Council do in order to improve education and learning services?**

*Base: (245) All giving 'Improve Education and Learning' as a priority*

	%
Provide more leisure or arts activities after school	25
Additional school classes before and after school	15
More information about day and evening classes	15
Local literacy and numeracy support courses for adults	12
More discipline in schools	41
More investment in schools on books and equipment	33
Schools and parents working more closely together	25
More teachers	23
Better teachers	13
Reduce truancy in schools	15
Longer school hours or longer school year	11
Other	8
None of these	*
Don't know	3

**Q7 In your opinion, which two or three, if any, of the following should Lancashire County Council do to improve welfare and caring services?**

*Base: (278) All giving 'Improve welfare and caring services' as a priority*

	%
More contact with friends/relatives	6
More contact with staff from care services	31
Having someone to contact for help	28
Having a warm home	13
Being able to live at home	23
Getting transport when needed	21
Making care affordable	41
Improving access to public buildings	8
Improving access to leisure facilities	6
Knowing more about what services are available	38
Having good emergency services	26
Other	4
None of these	1
Don't know	4

**Q8 In your opinion, which two or three, if any, of the following should Lancashire County Council do to improve opportunities for leisure services?**

*Base: (379) All giving 'Improve opportunities for leisure services' as a priority*

	%
Longer opening hours at places you want to go	14
More opportunities to learn or improve skills	14
Access to well-maintained footpath	7
Someone to help us organise local events	15
More information about volunteering opportunities	4
Segregated sessions for some activities	3
Lower entrance cost to facilities	33
Build more leisure facilities	54
Better public transport to help get to places	20
More information about what's on in your area	21
Create safe open places and play areas	36
More opportunities to try new activities	21
Other	3
None of these	1
Don't know	1

**Q9 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: (985) All giving 'Reduce crime and disorder' as a priority*

		%
A	Closed circuit TV	28
B	Improve lighting in streets and car parks	12
C	More community involvement	13
D	Speed restrictions and traffic calming	11
E	Recruitment of neighbourhood wardens	18
F	More visible police presence	71
G	Tackle the drugs problem	35
H	More things for youngsters to do	42
I	Give the courts more choice in sentencing	21
	Other	3
	None of these	-
	Don't know	3

**Q10 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: (771) All giving 'Provide activities for young people' as a priority*

		%
	Provide cheap public transport for young people	17
	More spaces for playing games	34
	Financial help for staying at school	17
	More information about local jobs	10
	Advice for young people about sexual behaviour	7
	Enable more young people to live independently	4
	More youth centres for meeting people of their own age	66
	More leisure facilities that are affordable for young people	60
	Listen to young people more	30
	Other	2
	None of these	-
	Don't know	3

**Q11 In your opinion, which two or three, if any, of the following should Lancashire County Council do reduce illegal drug taking?**

*Base: (545) All giving 'Reduce illegal drug taking' as a priority*

		%
	More information for young people on illegal drugs	22
	Better facilities for young people generally	29
	Greater reporting of suspicious activities	22
	Local drug services for drug users	15
	Stricter punishment for illegal drug dealers	62
	Drug awareness education in school	34
	Stricter punishment for illegal drug users	42
	Educate parents about illegal drugs	22
	Other	2
	None of these	*
	Don't know	3

**Q12 In your opinion, which two or three, if any, of the following should Lancashire County Council do to protect the environment?**

*Base: (379) All giving 'Protect the environment' as a priority*

	%
Reduce number of car journeys	22
Skips placed in the neighbourhood	16
Plant more trees	19
Advice on conserving energy	19
Greater information on the local environment	23
Stricter enforcement of penalties for dog fouling	46
Clean streets more regularly	34
Reduce industrial pollution	23
More waste recycling sites	30
Other	7
None of these	*
Don't know	3

**Q13 In your opinion, which two or three, if any, of the following should Lancashire County Council do to help people live healthier lives?**

*Base: (229) All giving 'help people live healthier lives' as a priority*

	%
Cheaper alternative medicine or therapies	27
Reduce industrial air pollution	19
More information about community health services	27
More national campaigns about healthy living	26
Cut down on traffic congestion	32
People taking responsibility for their own health	38
Improve access to health services	35
Better access to local doctors	27
Other	3
None of these	*
Don't know	4

**Q14 In your opinion, which two or three, if any, of the following should Lancashire County Council do to improve employment opportunities?**

*Base: (296) All giving 'Improve employment opportunities' as a priority*

	%
Schemes to smooth the change from benefits to work	32
Less discrimination against sex, race, age etc.	17
Developing skills through leisure and cultural activities	19
More information about volunteering as a way of building skills	10
More better paid part-time or job share opportunities	36
More investment in industries	38
Child care to enable parents to work	28
More training courses	36
More information	7
Access to affordable IT facilities	12
Other	5
None of these	1
Don't know	3



**Q15 In your opinion, which two or three, if any, of the following should Lancashire County Council do in order to involve local people in decision making?**

*Base: (329) All giving 'Involve local people in decision making' as a priority*

	%
Greater information about the local environment and what can be done by communities	33
Design estates to encourage community spirit	18
More opportunities to speak to local councillors	46
More community voluntary groups in the local area	21
More information about what the County Council is doing	51
Schools and parents working more closely together	22
More community involvement in crime and disorder	45
Other	2
None of these	*
Don't know	4

**Q16 In your opinion, which two or three, if any, of the following should Lancashire County Council do in order to provide more affordable housing?**

*Base: All giving 'Provide more affordable housing' as a priority*

	%
Design estates to encourage community spirit	15
Build more low cost houses to buy	60
Provide more low cost houses to rent	48
Provide more parking spaces in housing estates	12
Fewer planning regulations for new housing	6
Renovate currently existing or disused buildings	35
Build new homes on previously developed or derelict land	28
Provide somewhere safe for children to play	27
Other	1
None of these	1
Don't know	5

# Community Cohesion

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## Q17 Would you say that...

*Base: All respondents*

	%
Many of the people in your neighbourhood can be trusted	58
Some can be trusted	24
A few can be trusted	11
None of the people in your neighbourhood can be trusted	2
Just moved here	2
Don't know	3

## Q18 Would you say that you know...

*Base: All respondents*

	%
Many of the people in your neighbourhood	42
Some of the people in your neighbourhood	31
A few of the people in your neighbourhood	22
You do not know people in your neighbourhood	3
Just moved here	2
Don't know	1

## Q19 Would you say that this neighbourhood is a place where neighbours look out for each other?

*Base: All respondents*

	%
Yes, definitely	43
Yes, to some extent	42
No	11
Just moved here	2
Don't know	3

## Q20 Looking at this card, to what extent do you agree or disagree that this local area, (within 15/20 minutes walking distance), is a place where people from different backgrounds get on well together?

*Base: All respondents*

	%
Definitely agree	15
Tend to agree	45
Tend to disagree	10
Definitely Disagree	5
Don't know	10
Too few people in the local area	3
All same backgrounds	11

# Social Services

**Q23 Which of these services have you or your family used or benefited from in the last 12 months?**

*Base: All respondents*

	2003	2000
	%	%
Services for older people (eg home carers, meals on wheels etc)	9	8
Council run services and facilities for disabled people	7	5
Services for people with mental health problems	4	3
Services for people with learning difficulties	4	3
Services for vulnerable children and families	2	1
Services for young offenders	1	*
None of these	79	83
Don't know	1	1

**Q24 How satisfied or dissatisfied are you with the way each of these services is provided in your local area?**

*Base: All users of service*

	Very satisfied	Fairly satisfied	Neither/Nor	Fairly dissatisfied	Very dissatisfied	Don't know	
	%	%	%	%	%	%	Base:
Services for older people (e.g. home carers, meals on wheels etc.)							
2003	34	33	4	12	12	4	219
2000	31	43	6	7	10	4	199
Council run services and facilities for disabled people							
2003	30	38	5	7	10	9	180
2000	22	40	9	15	8	7	135
Services for people with mental health problems							
2003	30	28	8	15	15	4	90
2000	27	29	8	16	16	3	66
Services for people with learning difficulties							
2003	28	40	4	6	16	6	107
2000	25	43	2	9	19	3	77
Services for vulnerable children and families							
2003	23	26	19	9	17	5	44
2000	14	34	11	16	16	9	30
Services for young offenders							
2003	9	21	22	14	21	14	21
2000	30	30	15	24	0	0	7

**Q25 Overall, do you think the social services you have used or benefited from have got better or worse over the last two years or have they stayed the same?**

*Base: All who have used at least one social service*

	2003	2000
Base:	(508)	(394)
	%	%
Got better	26	15
Got worse	16	17
Stayed the same	40	47
Don't know	19	21

**Q26 From which, if any, of these sources have you ever obtained information or heard anything about social services provided by Lancashire County Council?**

*Base: All who have used at least one social service*

	%
Residents Associations, community groups or voluntary organisations	8
Friends, neighbours or relatives (word of mouth)	28
Personal use of service	10
Family member's use of the service	8
Website on the internet	5
Telephone (main switchboard number)	8
Public information leaflets	21
Posters	7
Free council newspaper(s)	22
Local newspaper(s) <i>other than</i> free council newspapers	28
National newspaper(s)	3
Local television	12
National television	3
Local radio	13
National radio	1
Other	3
None of the above	24
Don't know	4

# Education Services

**Q27 Which of these services have you or your family used or benefited from in the last twelve months?**

*Base: All who have used at least one social service*

	2003	2000
	%	%
Pre-school facilities or nursery schools	12	14
Primary schools	25	24
Secondary schools	21	19
Support for children with special needs	4	4
Adult education	17	17
Youth service	2	2
None of these	48	51
Don't know	2	-

**Q28 How satisfied or dissatisfied are you with the way each of these services is provided in your local area?**

*Base: All who have used at least one social service*

	Very satisfied	Fairly satisfied	Neither/Nor	Fairly dissatisfied	Very dissatisfied	Don't know	Base:
	%	%	%	%	%	%	
Pre-school facilities or nursery schools							
2003	60	30	2	3	2	2	300
2000	54	32	1	10	2	1	358
Primary schools							
2003	52	38	3	4	1	2	611
2000	51	39	3	5	1	1	600
Secondary schools							
2003	37	44	5	7	4	3	513
2000	40	45	4	8	1	1	473
Support for children with special needs							
2003	36	31	5	10	14	3	109
2000	38	33	4	11	11	3	90
Adult education							
2003	41	44	3	5	2	4	415
2000	42	45	3	7	2	2	431
Youth service							
2003	31	38	11	12	2	5	37
2000	18	32	14	17	7	13	46

**Q29 Overall, do you think the educational services you have used or benefited from have got better or worse over the last two years or have they stayed the same?**

*Base: All who have used at least one education service*

	2003	2000
Base:	(1220)	(1223)
	%	%
Got better	38	31
Got worse	10	11
Stayed the same	39	43
Don't know	13	15

# Leisure and Cultural Facilities

**Q30 Which of these services have you or your family used or benefited from in the last twelve months?**

*Base: All who have used at least one education service*

	2003	2000
	%	%
Libraries	61	65
Museums	20	19
Support for the arts	7	9
Services for young people (e.g. youth clubs, youth projects etc)	8	11
None of these	34	31
Don't know	1	-

**Q31 How satisfied or dissatisfied are you with the way each of these services is provided in your local area?**

*Base: All users of service*

	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied	Don't know	
	%	%	%	%	%	%	Base:
Libraries							
2003	56	37	1	3	1	1	1493
2000	51	41	2	5	1	*	1626
Museums							
2003	45	42	5	4	2	2	487
2000	44	47	5	2	1	1	466
Support for the arts							
2003	24	51	9	9	3	3	162
2000	26	46	9	12	5	3	224
Services for young people (eg youth clubs, youth projects etc)							
2003	19	37	11	19	13	1	201
2000	12	36	11	27	9	5	278

**Q32 Overall, do you think the leisure and cultural services you have used or benefited from have got better or worse over the last two years or have they stayed the same?**

*Base: All who have used at least one leisure service*

	2003	2000
	(1598)	(1720)
	%	%
Got better	38	28
Got worse	6	8
Stayed the same	46	55
Don't know	10	9

# Environmental Services

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**Q33 Which of these services have you or your family used or benefited from in the last twelve months?**

*Base: All who have used at least one leisure service*

	2003	2000
	%	%
Cycle facilities (e.g. cycle paths)	21	22
Countryside recreation (e.g. country parks, picnic sites etc)	43	42
Footpaths, bridleways and rights of way	45	46
Household waste disposal sites	62	60
Recycling facilities	64	51
None of these	12	17
Don't know	1	-

**Q34 How satisfied or dissatisfied are you with the way each of the following is provided in your local area?**

*Base: All respondents*

	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied	Don't know	Base:
	%	%	%	%	%	%	
Street lighting							
2003	25	52	4	12	6	1	2447
2000	20	57	5	13	5	1	2493
Road maintenance and repairs							
2003	8	38	12	23	18	2	2447
2000	6	37	12	25	19	2	2493
Pavement maintenance							
2003	7	40	12	21	17	2	2447
2000	5	37	10	27	19	2	2493
Traffic management (eg signs and signalling)							
2003	7	49	17	13	8	6	2447
2000	5	49	15	17	10	5	2493
Traffic calming measures							
2003	5	34	17	22	16	6	2447
2000	4	31	18	24	18	5	2493
Road safety							
2003	4	46	17	18	10	5	2447
2000	3	43	15	25	12	3	2493
Cycle facilities (eg cycle paths)							
2003	16	45	10	14	12	3	505
2000	14	43	9	19	14	1	557
Countryside recreation (e.g. country parks, picnic sites etc)							
2003	26	55	7	7	3	2	1050
2000	22	61	7	7	2	1	1055
Footpaths, bridleways and rights of way							
2003	20	59	6	9	4	1	1096
2000	17	61	9	9	3	1	1152
Household waste disposal sites							
2003	36	50	4	6	3	1	1515
2000	32	57	3	4	2	1	1491
Recycling facilities							
2003	38	49	3	6	3	1	1569
2000	30	54	4	8	4	1	1268

**Q35 Overall, do you think that the environmental services you have used or benefited from have got better or worse over the last two years or have they stayed the same?**

*Base: All respondents*

	2003	2000
Base:	(2447)	(2493)
	%	%
Got better	45	25
Got worse	9	10
Stayed the same	35	54
Don't know	11	12



# Other County Council Services

**Q36 Which of these services have you or your family used or benefited from in the last twelve months?**

*Base: All respondents*

	2003 %	2000 %
Economic development and job creation	3	3
Support for local businesses	3	3
Trading standards (including food quality and consumer advice)	4	4
Registration of births, deaths and marriages	15	14
Planning services (e.g. planning for future development in the county, not planning permissions for your house)	4	4
Welfare rights	7	8
County Information Centres	8	9
Tourism services	11	13
None of these	62	64
Don't know	1	

**Q37 How satisfied or dissatisfied are you with the way each of these services is provided in your local area?**

*Base: All respondents in bold; users for services in italics*

	Very satisfied %	Fairly satisfied %	Neither/ Nor %	Fairly dissatisfied %	Very dissatisfied %	Don't know %	Base:
<b>Economic development and job creation</b>							
2003	19	36	13	11	17	4	70
2000	12	52	10	14	11	2	64
<b>Support for local businesses</b>							
2003	12	42	10	15	12	9	83
2000	16	41	9	15	12	8	63
<b>Trading standards (including food quality and consumer advice)</b>							
2003	34	46	12	4	3	2	107
2000	28	49	7	7	6	4	112
<b>Registration of births, deaths and marriages</b>							
2003	38	51	5	1	2	2	362
2000	45	41	6	3	3	2	339
<b>Planning services (e.g. planning for future development in the county, not planning permissions for your house)</b>							
2003	13	48	11	13	13	2	99
2000	14	34	12	20	12	7	102
<b>Welfare rights</b>							
2003	36	40	4	12	5	3	182
2000	38	44	7	7	1	2	189
<b>County information Centres</b>							
2003	27	52	10	4	*	7	186
2000	28	56	10	3	2	2	214
<b>Tourism services</b>							
2003	31	55	7	2	2	3	261
2000	33	53	7	4	2	2	322
<b>Emergency Planning</b>							
2003	1	8	16	2	2	71	2447
2000	1	8	22	2	1	66	2493

# Local Transport

**Q40 Which of these modes of transport have you or your family used in the last twelve months?**

*Base: All respondents*

	2003	2000
	%	%
Local bus services	57	58
Local train services	30	34
Local taxis	50	55
Driven a car myself	67	-
Been a passenger in a car	69	-
None of these	1	21
Don't know	*	-

**Q41 How satisfied or dissatisfied are you with the way each of these services is provided in your local area?**

*Base: All users of service*

	Very satisfied	Fairly satisfied	Neither/Nor	Fairly dissatisfied	Very dissatisfied	Don't know	Base:
	%	%	%	%	%	%	
<b>Local bus services</b>							
2003	25	46	5	14	8	1	1401
2000	24	45	5	16	9	1	1452
<b>Local train services</b>							
2003	17	51	7	14	9	2	737
2000	18	52	9	15	6	1	860
<b>Local road system</b>							
2003	8	50	13	15	10	4	2207
2000	5	43	13	17	10	13	2493
<b>Local taxis</b>							
2003	27	56	7	6	3	1	1215
2000	30	56	5	5	3	2	1375

**Q42 Overall, do you think that the transport services you have used or benefited from have got better or worse over the last two years or have they stayed the same?**

*Base: All who have used at least one travel service*

	2003	2000
Base:	(1854)	(1958)
	%	%
Got better	25	19
Got worse	19	23
Stayed the same	49	52
Don't know	7	6

**Q43 Still thinking about transport, which of the following two or three local transport issues do you think should be the main priorities for Lancashire County Council?**

*Base: All who have used at least one travel service*

	2003	2000
	%	%
Reducing delays to traffic	31	28
Improving bus and rail facilities	21	23
Improving public transport	33	36
Providing more information about bus and train services	13	15
Building new roads	12	14
Improving existing roads, street lighting and bridges	37	36
Improving cycling facilities	13	15
Providing safer routes to schools	23	23
Improving pedestrian facilities (e.g. improved crossings, pavements)	25	30
Improving road safety	23	29
Other	3	2
None of these	2	2
Don't know	3	2

# Corporate Priorities

**Q44 Thinking know about the services provided by Lancashire County Council, which three or four of the services on the list do you think are the most important for people in this area?**

*Base: All respondents*

	2003	2000
	%	%
<b>Social Services:</b>	60	
Services for older people (e.g. home carers, meals on wheels)	37	37
Council run services and facilities for disabled people	13	14
Services for people with mental health problems	7	6
Services for people with learning difficulties	6	7
Services for vulnerable children and families	14	16
Services for young offenders	6	4
<b>Culture and Leisure:</b>	45	
Museums	1	1
Libraries	10	6
Country parks/countryside recreation	10	7
Footpaths, bridleways and rights of way	6	5
Maintenance of roads, pavements and bridges	26	25
Support for the Arts	2	1
<b>Education:</b>	58	
Facilities or services for young people	26	27
Nursery schools	11	7
Primary schools	18	12
Secondary schools	21	13
Adult Education	6	5
<b>Environment and Business:</b>	57	
Economic development and job creation	14	18
Attracting investment to Lancashire	14	14
Supporting local businesses	6	8
Recycling facilities	6	5
Household waste disposal sites	5	6
Street lighting	7	7
Traffic management (e.g. signs, traffic calming)	10	10
Road safety	14	18
Cycle facilities	2	3
<b>Other:</b>	18	
Tourism services	2	1
Public transport information	7	6
Consumer protection, advice and trading standards	2	2
Planning for future developments	8	7
Registration of births, deaths and marriages	1	1
Other	3	2
None Of these	1	1
Don't know	4	5

# Local Democracy and the Role of Councillors

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## Q55 Which of these statements comes closest to your own attitude towards Lancashire County Council?

*Base: All respondents*

	2003	2000
	%	%
I'm not really interested in what the County Council does, or whether it does its job	2	1
I'm not interested in what the County Council does as long as it does its job	18	19
I like to know what the County Council is doing, but I'm happy to let it get on with the job	56	58
I would like to have more of a say in what the County Council does	19	17
I already work for, or am already involved with the County Council and the services it provides	3	3
None of these	1	1
Don't know	1	1

## Q56 Which two or three of the following do you think is the most important for your local county councillors to do?

*Base: All respondents*

	2003	2000
	%	%
Keeping you informed about County Council activities	32	32
Taking decisions about County Council services	9	11
Listening to the views of local people	76	74
Scrutinising County Council decisions	7	8
Representing local views to business and government	15	19
Dealing with complaints and problems	50	50
Ensuring ethical standards are maintained across the County Council	9	9
Reviewing and planning local services	10	10
Working with local communities to provide more effective services	40	36
Other	1	*
None of these	*	*
Don't know	2	5