

Sampling Tolerances

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

- 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 15th September and 9th 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.

Quality of Life

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

	Lancashire	Hyndburn
Base: Unweighted	2447	201
Base: Weighted	2447	173
	%	%
Very satisfied	41	41
Fairly satisfied	47	41
Neither satisfied nor dissatisfied	5	7
Fairly dissatisfied	4	6
Very dissatisfied	1	3
Don't know	1	2

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

	Lancashire	Hyndburn
Base: Unweighted	2447	201
Base: Weighted	2447	173
	%	%
Very satisfied	42	33
Fairly satisfied	39	42
Neither satisfied nor dissatisfied	6	7
Fairly dissatisfied	7	11
Very dissatisfied	4	7
Don't know	*	1

Q3 Which three or four things, if any, would you say are good things about living in this area?		
	Lancashire	Hyndburn
Base: Unweighted	2447	201
Base: Weighted	2447	173
	%	%
Location		
Convenient for shops	24	29
Access to other places/centrally located	19	21
Access to the countryside/coast	16	9
Near to family/friends	9	6
Convenient for work	7	4
Facilities/amenities:		
Good schools/education	10	7
Good shopping facilities	5	7
Good leisure/recreation facilities	4	5
Good public services	3	2
Good health facilities	3	1
Good facilities for young people	1	1
Good facilities for people of my ethnicity/culture/faith	1	1
Good facilities for younger children	1	1
Good childcare facilities	*	-
Transport		
Adequate public transport	9	7
Good roads	3	3
Amount of traffic	1	1
Adequate parking	*	1
General atmosphere/image		
Peace and quiet	36	21
Friendly neighbours/people/good community spirit	33	35
Openness/greenery/countryside	24	17
Safe area/low crime rate	12	11
Clean streets	4	6
Good street lighting	*	1
Good facilities for working parents	*	*
Others		
Other	15	14
None of these/no good things	3	8
Don't know	2	4
Affordable housing	2	4
Good job opportunities	1	1
Low levels of pollution	1	1
Low levels of development	*	*
Good education opportunities	*	*
Low levels of council tax	*	-

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

	Lancashire	Hyndburn
Base: Unweighted	2447	201
Base: Weighted	2447	173
	%	%
Location		
Inconvenient for shops	4	*
Poor access to other places/centrally located	1	-
Far away from family/friends	1	-
Inconvenient for work	1	1
Poor access to the countryside/coast	*	-
Facilities/amenities:		
Poor facilities for young people	10	5
Poor leisure/recreation facilities	5	2
Poor facilities for younger children	4	3
Poor shopping facilities	3	3
Poor schools/education	1	1
Poor health facilities	1	1
Poor childcare facilities	*	-
Poor facilities for people of my ethnicity/culture/faith	*	-
Transport		
Too much traffic	9	8
Poor public transport	8	3
Speed of traffic	6	4
Poor parking	5	2
Poor condition of roads	4	2
Poor condition of footpaths	2	2
Roadworks	1	1
General atmosphere/image		
Poor street lighting	7	14
Unsafe area/high crime rate	7	7
Generally run-down	6	9
Drugs misuse	6	6
Neighbours/people/ community cohesion/racial intolerance	3	6
Lack of peace and quiet	2	3
Too much vandalism/graffiti	1	*
Lack of openness/greenery/countryside	*	1
Others		
Other	28	27
None of these / no bad things	24	22
Don't know	4	5
Stray dogs/dog fouling	2	2
Poor housing	2	3
The Council wastes money	2	2
Unemployment/poor job opportunities	2	2
Expensive housing	1	1
Jobs paying low wages	1	4
High levels of development	1	-
High levels of pollution	1	1
Poor educational opportunities for adults	*	-

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?

	Lancashire	Hyndburn
Base: Unweighted	2447	201
Base: Weighted	2447	173
	%	%
Reduce crime and disorder	40	51
Provide activities for young people	32	35
Reduce traffic and transport problems	25	15
Reduce illegal drug-taking	22	22
Protect the environment	16	13
Improve opportunities for leisure activities	15	9
Involve local people in decision making	13	12
Provide more affordable housing	13	10
Improve employment opportunities	12	16
Improve welfare and caring services	11	16
Improve education and learning services	10	19
Help people to live healthier lives	9	9
None of these	6	5
Other	3	2
Don't know	2	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: All giving 'Improve Education and Learning' as a priority

	Lancashire	Hyndburn
Base: Unweighted	214	35
Base: Weighted	238	33
	%	%
More discipline in schools	42	41
More investment in schools on books and equipment	34	22
Provide more leisure or arts activities after school	26	26
Schools and parents working more closely together	26	24
More teachers	24	24
Additional school classes before and after school	16	27
More information about day and evening classes	15	16
Longer school hours or longer school year	15	27
Better teachers	13	13
Reduce truancy in schools	13	13
Local literacy and numeracy support courses for adults	12	23
Other	11	13
None of these	8	4
Don't know	*	-

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: All giving 'Improve welfare and caring services' as a priority

	Lancashire	Hyndburn
Base: Unweighted	295	35
Base: Weighted	278	33
	%	%
Making care affordable	41	41
Knowing more about what services are available	38	22
More contact with staff from care services	31	26
Having someone to contact for help	28	24
Having good emergency services	26	24
Being able to live at home	23	27
Getting transport when needed	21	16
Having a warm home	13	27
Improving access to public buildings	8	13
More contact with friends/relatives	6	13
Improving access to leisure facilities	6	23
Other	4	13
Don't know	4	4
None of these	1	-

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: All giving 'Improve opportunities for leisure services' as a priority

	Lancashire	Hyndburn
Base: Unweighted	364	17
Base: Weighted	379	16
	%	%
Build more leisure facilities	54	31
Create safe open places and play areas	36	20
Lower entrance cost to facilities	33	73
More information about what's on in your area	21	-
More opportunities to try new activities	21	25
Better public transport to help get to places	20	21
Someone to help us organise local events	15	8
Longer opening hours at places you want to go	14	17
More opportunities to learn or improve skills	14	30
Access to well-maintained footpath	7	-
More information about volunteering opportunities	4	7
Segregated sessions for some activities	3	4
None of these	3	-
Don't know	1	6
Other	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: All giving 'Reduce crime and disorder' as a priority

	Lancashire	Hyndburn
Base: Unweighted	972	104
Base: Weighted	985	89
	%	%
More visible police presence	71	69
More things for youngsters to do	42	36
Tackle the drugs problem	35	27
Closed circuit TV	28	18
Give the courts more choice in sentencing	21	19
More visible police presence	18	28
More community involvement	13	16
Improve lighting in streets and car parks	12	19
Recruitment of neighbourhood wardens	11	6
Other	3	5
Don't know	3	3
None of these	-	-

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: All giving 'Provide activities for young people' as a priority

	Lancashire	Hyndburn
Base: Unweighted	766	70
Base: Weighted	771	60
	%	%
More youth centres for meeting people of their own age	66	55
More leisure facilities that are affordable for young people	60	55
More spaces for playing games	34	26
Listen to young people more	30	27
Financial help for staying at school	17	14
Provide cheap public transport for young people	17	10
More information about local jobs	10	22
Advice for young people about sexual behaviour	7	8
Enable more young people to live independently	4	9
Don't know	3	5
Other	2	2
None of these	-	-

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

Base: All giving 'Reduce illegal drug taking' as a priority

	Lancashire	Hyndburn
Base: Unweighted	555	44
Base: Weighted	545	37
	%	
Stricter punishment for illegal drug dealers	62	60
Stricter punishment for illegal drug users	42	32
Drug awareness education in school	34	26
Better facilities for young people generally	29	29
Educate parents about illegal drugs	22	23
More information for young people on illegal drugs	22	27
Greater reporting of suspicious activities	21	13
Local drug services for drug users	15	4
Don't know	3	5
Other	2	7
None of these	*	2

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

Base: All giving 'Protect the environment' as a priority

	Lancashire	Hyndburn
Base: Unweighted	389	27
Base: Weighted	397	23
	%	%
Stricter enforcement of penalties for dog fouling	46	55
Clean streets more regularly	34	34
More waste recycling sites	30	3
Reduce industrial pollution	23	28
Greater information on the local environment	23	30
Reduce number of car journeys	22	10
Plant more trees	19	27
Advice on conserving energy	19	24
Skips placed in the neighbourhood	16	14
Other	7	-
Don't know	3	-
None of these	*	-

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: All giving 'help people live healthier lives' as a priority

	Lancashire	Hyndburn
Base: Unweighted	220	19
Base: Weighted	229	16
	%	%
People taking responsibility for their own health	38	25
Improve access to health services	35	47
Cut down on traffic congestion	32	31
Cheaper alternative medicine or therapies	27	-
More information about community health services	27	12
Better access to local doctors	27	35
More national campaigns about healthy living	26	20
Reduce industrial air pollution	19	10
Don't know	4	17
Other	3	5
None of these	*	-

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

Base: All giving 'Improve employment opportunities' as a priority

	Lancashire	Hyndburn
Base: Unweighted	260	29
Base: Weighted	296	28
	%	%
More investment in industries	38	41
More better paid part-time or job share opportunities	36	34
More training courses	36	35
Schemes to smooth the change from benefits to work	32	34
Child care to enable parents to work	28	21
Developing skills through leisure and cultural activities	19	14
Less discrimination against sex, race, age etc.	17	32
Access to affordable IT facilities	12	10
More information about volunteering as a way of building skills	10	10
More information	7	5
Other	5	-
Don't know	3	7
None of these	1	-

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: All giving 'Involve local people in decision making' as a priority

	Lancashire	Hyndburn
Base: Unweighted	322	25
Base: Weighted	329	21
	%	%
More information about what the County Council is doing	51	41
More opportunities to speak to local councillors	46	42
More community involvement in crime and disorder	45	56
Greater information about the local environment and what can be done by communities	33	32
Schools and parents working more closely together	22	29
More community voluntary groups in the local area	21	4
Design estates to encourage community spirit	18	25
Don't know	4	3
Other	2	-
None of these	*	-

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

	Lancashire	Hyndburn
Base: Unweighted	294	19
Base: Weighted	308	17
	%	%
Build more low cost houses to buy	60	47
Provide more low cost houses to rent	48	65
Renovate currently existing or disused buildings	35	50
Build new homes on previously developed or derelict land	28	11
Provide somewhere safe for children to play	27	18
Design estates to encourage community spirit	15	24
Provide more parking spaces in housing estates	12	-
Fewer planning regulations for new housing	6	4
Don't know	5	10
Other	1	6
None of these	1	-

Social Cohesion

Q17 Would you say that...		
	Base: All respondents	
	Lancashire	Hyndburn
Base: Unweighted	2447	201
Base: Weighted	2447	173
	%	%
Many of the people in your neighbourhood can be trusted	58	51
Some can be trusted	24	23
A few can be trusted	11	17
None of the people in your neighbourhood can be trusted	2	1
Just moved here	2	4
Don't know	3	6

Q18 Would you say that you know...		
	Base: All respondents	
	Lancashire	Hyndburn
Base: Unweighted	2447	201
Base: Weighted	2447	173
	%	%
Many of the people in your neighbourhood	42	44
Some of the people in your neighbourhood	31	28
A few of the people in your neighbourhood	22	20
You do not know people in your neighbourhood	3	4
Just moved here	2	3
Don't know	1	1

Q19 Would you say that this neighbourhood is a place where neighbours look out for each other?		
	Base: All respondents	
	Lancashire	Hyndburn
Base: Unweighted	2447	201
Base: Weighted	2447	173
	%	%
Yes, definitely	43	43
Yes, to some extent	42	37
No	11	14
Just moved here	2	3
Don't know	3	2

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

	Lancashire	Hyndburn
Base: Unweighted	2447	201
Base: Weighted	2447	173
	%	%
Definitely agree	15	14
Tend to agree	45	43
Tend to disagree	10	16
Definitely disagree	5	6
Too few people in the local area	3	6
All same backgrounds	11	3
Don't know	10	7

Social Services

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							
	Base: W	Very satisfied %	Fairly satisfied %	Neither satisfied nor dissatisfi ed %	Fairly dissatisfi ed %	Very dissatisfi ed %	Don't know %
Services for older people							
Lancashire	219	34	33	4	12	12	4
Hyndburn	15	19	54	6	17	4	-
Council run services and facilities for disabled people							
Lancashire	180	30	38	5	7	10	9
Hyndburn	14	6	51	23	8	6	6
Services for people with mental health problems							
Lancashire	90	30	28	8	15	15	4
Hyndburn	6	-	61	20	19	-	-
Services for people with learning difficulties							
Lancashire	107	28	40	4	6	16	6
Hyndburn	9	30	46	7	-	18	-
Services for vulnerable children and families							
Lancashire	44	23	26	19	9	18	5
Hyndburn	3	30	20	32	-	-	18
Services for young offenders							
Lancashire	21	9	21	22	14	21	14
Hyndburn	3	-	-	70	30	-	-

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		
	Lancashire	Hyndburn
Base: Unweighted	512	45
Base: Weighted	508	39
	%	%
Got better	26	19
Got worse	16	20
Stayed the same	40	46
Don't know	19	15

Educational Services

Q28 How satisfied or dissatisfied are you with the way each of these services is provided in your local area?							
Base: All users of service							
	Base: W	Very satisfied %	Fairly satisfied %	Neither satisfied nor dissatisfi ed %	Fairly dissatisf ied %	Very dissatisfi ed %	Don't know %
Pre-School facilities or nursery schools							
Lancashire	300	60	30	2	4	2	2
Hyndburn	21	39	48	4	-	5	3
Primary schools							
Lancashire	611	52	38	3	4	1	2
Hyndburn	50	46	51	2	-	-	1
Secondary schools							
Lancashire	513	37	44	5	7	4	3
Hyndburn	41	21	54	10	5	9	2
Support for children with special needs							
Lancashire	109	36	31	5	10	14	3
Hyndburn	10	20	31	12	10	26	-
Adult education							
Lancashire	415	41	44	3	5	2	4
Hyndburn	29	35	46	4	5	-	9
Youth Service							
Lancashire	37	31	38	11	12	2	5
Hyndburn	4	-	100	-	-	-	-

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		
	Lancashire	Hyndburn
Base: Unweighted	1147	95
Base: Weighted	1220	86
	%	%
Got better	38	41
Got worse	10	9
Stayed the same	39	42
Don't know	13	7

Leisure and Cultural Services

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

	Base: W	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfi ed	Fairly dissatisfi ed	Very dissatisfi ed	Don't know
		%	%	%	%	%	%
Libraries							
Lancashire	1493	56	37	1	3	1	1
Hyndburn	99	53	40	2	4	-	1
Museums							
Lancashire	486	45	42	5	4	2	2
Hyndburn	29	46	44	11	-	-	-
Support for the arts							
Lancashire	162	24	51	9	9	3	3
Hyndburn	8	22	47	15	16	-	-
Services for young people							
Lancashire	201	19	37	11	19	13	1
Hyndburn	14	25	45	11	15	-	4

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

	Lancashire	Hyndburn
Base: Unweighted	1570	125
Base: Weighted	1598	108
	%	%
Got better	38	41
Got worse	6	4
Stayed the same	46	47
Don't know	10	9

Environmental Services

Q34 How satisfied or dissatisfied are you with the way each of the following is provided in your local area?							
(Base: All respondents in bold; users for services in italics)							
	Base: W	Very satisfied %	Fairly satisfied %	Neither satisfied nor dissatisfi ed %	Fairly dissatisfi ed %	Very dissatisfi ed %	Don't know %
Street lighting							
Lancashire	2447	25	52	4	12	6	1
Hyndburn	173	19	58	3	12	6	1
Road maintenance and repairs							
Lancashire	2447	8	38	12	23	18	2
Hyndburn	173	6	38	12	22	19	3
Pavement maintenance							
Lancashire	2447	7	40	12	21	17	2
Hyndburn	173	5	42	13	22	15	4
Traffic management (e.g. signs and signalling)							
Lancashire	2447	7	49	17	13	8	6
Hyndburn	173	4	51	19	11	8	6
Traffic calming measures							
Lancashire	2447	5	34	17	22	16	6
Hyndburn	173	3	41	15	20	15	5
Road safety							
Lancashire	2447	4	46	17	18	10	5
Hyndburn	173	4	53	16	15	7	5
Cycle facilities							
Lancashire	505	16	45	10	14	12	3
Hyndburn	19	6	64	3	3	17	7
Countryside recreation							
Lancashire	1050	26	55	7	7	3	2
Hyndburn	60	21	54	11	12	1	1
Footpaths, bridleways and rights of way							
Lancashire	1096	20	59	6	9	4	1
Hyndburn	59	7	76	4	10	3	-
Household waste disposal sites							
Lancashire	1515	36	50	4	6	3	1
Hyndburn	96	37	55	6	1	1	1
Recycling facilities							
Lancashire	1569	38	49	3	6	3	1
Hyndburn	120	43	52	1	1	1	1

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

	Lancashire	Hyndburn
Base: Unweighted	2447	201
Base: Weighted	2447	173
	%	%
Got better	45	50
Got worse	9	9
Stayed the same	35	31
Don't know	11	10

Other Services

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)							
	Base: W	Very satisfied %	Fairly satisfied %	Neither satisfied nor dissatisfi ed %	Fairly dissatisfi ed %	Very dissatisfi ed %	Don't know %
Economic development and job creation							
Lancashire	70	19	36	13	11	17	4
Hyndburn	2	30	70	-	-	-	-
Support for local businesses							
Lancashire	83	12	42	10	15	12	9
Hyndburn	5	18	55	-	27	-	-
Trading standards							
Lancashire	107	34	46	12	4	3	2
Hyndburn	2	30	-	26	-	44	-
Registration of births, deaths and marriages							
Lancashire	362	38	51	5	1	2	2
Hyndburn	21	27	56	16	-	-	-
Planning services							
Lancashire	99	13	48	11	13	13	2
Hyndburn	5	11	59	16	15	-	-
Welfare rights							
Lancashire	182	36	40	4	12	5	3
Hyndburn	21	34	39	9	5	3	11
County information Centres							
Lancashire	186	27	52	10	4	0	7
Hyndburn	12	14	44	18	-	-	24
Tourism services							
Lancashire	261	31	55	7	2	2	3
Hyndburn	13	30	70	-	-	-	-
Emergency Planning							
Lancashire	2447	1	8	16	2	2	71
Hyndburn	173	0	5	17	1	1	76

Local Transport

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

	Base: W	Very satisfied %	Fairly satisfied %	Neither satisfied nor dissatisfi ed %	Fairly dissatisfi ed %	Very dissatisfi ed %	Don't know %
Local bus services							
Lancashire	1401	25	46	5	14	8	1
Hyndburn	98	25	53	4	6	8	3
Local train services							
Lancashire	737	17	51	7	14	9	2
Hyndburn	39	6	61	3	9	14	7
Local road system							
Lancashire	2207	8	50	13	15	10	4
Hyndburn	150	1	48	14	15	10	12
Local taxis							
Lancashire	1215	27	56	7	6	3	1
Hyndburn	80	24	64	5	1	2	4

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

	Lancashire	Hyndburn
Base: Unweighted	1820	140
Base: Weighted	1854	123
	%	%
Got better	25	30
Got worse	19	23
Stayed the same	49	40
Don't know	7	7

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

	Lancashire	Hyndburn
Base: Unweighted	2447	201
Base: Weighted	2447	173
	%	%
Social Services		
Services for older people	37	48
Council run services and facilities for disabled people	13	16
Services for people with mental health problems	6	9
Services for people with learning difficulties	6	8
Services for vulnerable people and families	14	15
Services for young offenders	6	8
Culture and Leisure		
Museums	1	3
Libraries	10	6
Country parks/countryside recreation	10	8
Footpaths, bridleways and rights of way	6	5
Maintenance of roads, pavements and bridges	26	25
Support for the arts	2	1
Education		
Facilities or services for young people	26	24
Nursery schools	11	9
Primary schools	18	12
Secondary schools	21	19
Adult education	6	5
Environment and business		
Economic development and job creation	14	12
Attracting investment to Lancashire	14	19
Support local business	6	7
Recycling facilities	6	3
Household waste disposal sites	5	5
Street lighting	7	5
Traffic management	10	10
Road safety	14	12
Cycle facilities	2	3
Other		
Tourism services	2	3
Public transport information	7	4
Consumer protection, advice and trading standards	2	2
Planning for future developments	8	5
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

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

Base: All respondents		
	Lancashire	Hyndburn
Base: Unweighted	2447	201
Base: Weighted	2447	173
	%	%
I'm not really interested in what the County Council does, or whether it does its job	2	4
I'm not interested in what the County Council does as long as long as it does its job	18	21
I like to know what the County Council is doing, but I'm happy to let it get on with its job	56	51
I would like to have more of a say in what the County Council does	19	18
I already work for, or am already involved with the County Council and the services it provides	3	2
None of these	1	1
Don't know	1	3

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		
	Lancashire	Hyndburn
Base: Unweighted	2447	201
Base: Weighted	2447	173
	%	%
Listening to the views of local people	76	72
Dealing with complaints and problems	50	51
Working with local communities to provide more effective services	40	32
Keeping you informed about County Council activities	32	26
Representing local views to business	15	14
Reviewing and planning local services	10	11
Taking decisions about County Council services	9	7
Ensuring ethical standards are maintained across the County	9	9
Scrutinising County Council decisions	7	7
Don't know	2	5
Other	1	0
None of these	*	0