

# 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.

## 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?

	Lancashire	Lancaster
Base: Unweighted	2447	202
Base: Weighted	2447	296
	%	%
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	Lancaster
Base: Unweighted	2447	202
Base: Weighted	2447	296
	%	%
Very satisfied	42	36
Fairly satisfied	39	41
Neither satisfied nor dissatisfied	6	8
Fairly dissatisfied	7	10
Very dissatisfied	4	5
Don't know	*	1

<b>Q3 Which three or four things, if any, would you say are good things about living in this area?</b>		
	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	2447	202
Base: Weighted	2447	296
	%	%
<b>Location</b>		
Convenient for shops	24	16
Access to other places/centrally located	19	23
Access to the countryside/coast	16	29
Near to family/friends	9	2
Convenient for work	7	4
<b>Facilities/amenities:</b>		
Good schools/education	10	5
Good shopping facilities	5	5
Good leisure/recreation facilities	4	3
Good public services	3	1
Good health facilities	3	2
Good facilities for young people	1	1
Good facilities for people of my ethnicity/culture/faith	1	*
Good facilities for younger children	1	1
Good childcare facilities	*	1
<b>Transport</b>		
Adequate public transport	9	10
Good roads	3	2
Amount of traffic	1	1
Adequate parking	*	-
<b>General atmosphere/image</b>		
Peace and quiet	36	33
Friendly neighbours/people/good community spirit	33	23
Openness/greenery/countryside	24	14
Safe area/low crime rate	12	13
Clean streets	4	3
Good street lighting	*	1
Good facilities for working parents	*	-
<b>Others</b>		
Other	15	19
None of these/no good things	3	5
Don't know	2	3
Affordable housing	2	*
Good job opportunities	1	1
Low levels of pollution	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?**

	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	2447	202
Base: Weighted	2447	296
	%	%
<b>Location</b>		
Inconvenient for shops	4	3
Poor access to other places/centrally located	1	2
Far away from family/friends	1	-
Inconvenient for work	1	1
Poor access to the countryside/coast	*	-
<b>Facilities/amenities:</b>		
Poor facilities for young people	10	12
Poor leisure/recreation facilities	5	7
Poor facilities for younger children	4	2
Poor shopping facilities	3	2
Poor schools/education	1	1
Poor health facilities	1	1
Poor childcare facilities	*	-
Poor facilities for people of my ethnicity/culture/faith	*	-
<b>Transport</b>		
Too much traffic	9	18
Poor public transport	8	8
Speed of traffic	6	5
Poor parking	5	5
Poor condition of roads	4	1
Poor condition of footpaths	2	*
Roadworks	1	1
<b>General atmosphere/image</b>		
Poor street lighting	7	6
Unsafe area/high crime rate	7	5
Generally run-down	6	3
Drugs misuse	6	5
Neighbours/people/ community cohesion/racial intolerance	3	1
Lack of peace and quiet	2	3
Too much vandalism/graffiti	1	*
Lack of openness/greenery/countryside	*	-
<b>Others</b>		
Other	28	40
None of these / no bad things	24	17
Don't know	4	6
Stray dogs/dog fouling	2	1
Poor housing	2	*
The Council wastes money	2	2
Unemployment/poor job opportunities	2	2
Expensive housing	1	1
Jobs paying low wages	1	1
High levels of development	1	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?**

	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	2447	202
Base: Weighted	2447	296
	%	%
Reduce crime and disorder	40	40
Provide activities for young people	32	23
Reduce traffic and transport problems	25	41
Reduce illegal drug-taking	22	21
Protect the environment	16	16
Improve opportunities for leisure activities	15	13
Involve local people in decision making	13	12
Provide more affordable housing	13	13
Improve employment opportunities	12	17
Improve welfare and caring services	11	7
Improve education and learning services	10	8
Help people to live healthier lives	9	9
None of these	6	5
Other	3	*
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**

	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	214	14
Base: Weighted	238	23
	%	%
More discipline in schools	42	57
More investment in schools on books and equipment	34	26
Provide more leisure or arts activities after school	26	31
Schools and parents working more closely together	26	19
More teachers	24	38
Additional school classes before and after school	16	5
More information about day and evening classes	15	22
Longer school hours or longer school year	15	19
Better teachers	13	11
Reduce truancy in schools	13	11
Local literacy and numeracy support courses for adults	12	-
Other	11	10
None of these	8	-
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**

	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	295	16
Base: Weighted	278	22
	%	%
Making care affordable	41	43
Knowing more about what services are available	38	44
More contact with staff from care services	31	44
Having someone to contact for help	28	29
Having good emergency services	26	20
Being able to live at home	23	36
Getting transport when needed	21	12
Having a warm home	13	-
Improving access to public buildings	8	-
More contact with friends/relatives	6	4
Improving access to leisure facilities	6	-
Other	4	15
Don't know	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**

	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	364	26
Base: Weighted	379	38
	%	%
Build more leisure facilities	54	54
Create safe open places and play areas	36	29
Lower entrance cost to facilities	33	38
More information about what's on in your area	21	40
More opportunities to try new activities	21	18
Better public transport to help get to places	20	18
Someone to help us organise local events	15	11
Longer opening hours at places you want to go	14	9
More opportunities to learn or improve skills	14	7
Access to well-maintained footpath	7	10
More information about volunteering opportunities	4	-
Segregated sessions for some activities	3	3
None of these	3	3
Don't know	1	-
Other	1	5

**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**

	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	972	80
Base: Weighted	985	117
	%	%
More visible police presence	71	64
More things for youngsters to do	42	32
Tackle the drugs problem	35	39
Closed circuit TV	28	31
Give the courts more choice in sentencing	21	26
More visible police presence	18	17
More community involvement	13	12
Improve lighting in streets and car parks	12	5
Recruitment of neighbourhood wardens	11	10
Other	3	4
Don't know	3	6
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**

	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	766	48
Base: Weighted	771	69
	%	%
More youth centres for meeting people of their own age	66	64
More leisure facilities that are affordable for young people	60	60
More spaces for playing games	34	32
Listen to young people more	30	22
Financial help for staying at school	17	23
Provide cheap public transport for young people	17	20
More information about local jobs	10	10
Advice for young people about sexual behaviour	7	4
Enable more young people to live independently	4	3
Don't know	3	1
Other	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**

	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	555	43
Base: Weighted	545	62
	%	
Stricter punishment for illegal drug dealers	62	59
Stricter punishment for illegal drug users	42	54
Drug awareness education in school	34	31
Better facilities for young people generally	29	33
Educate parents about illegal drugs	22	21
More information for young people on illegal drugs	22	11
Greater reporting of suspicious activities	21	12
Local drug services for drug users	15	13
Don't know	3	1
Other	2	2
None of these	*	-

**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**

	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	389	30
Base: Weighted	397	47
	%	%
Stricter enforcement of penalties for dog fouling	46	34
Clean streets more regularly	34	22
More waste recycling sites	30	30
Reduce industrial pollution	23	38
Greater information on the local environment	23	20
Reduce number of car journeys	22	42
Plant more trees	19	18
Advice on conserving energy	19	16
Skips placed in the neighbourhood	16	17
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**

	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	220	19
Base: Weighted	229	27
	%	%
People taking responsibility for their own health	38	36
Improve access to health services	35	50
Cut down on traffic congestion	32	45
Cheaper alternative medicine or therapies	27	15
More information about community health services	27	23
Better access to local doctors	27	22
More national campaigns about healthy living	26	22
Reduce industrial air pollution	19	20
Don't know	4	4
Other	3	6
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**

	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	260	33
Base: Weighted	296	51
	%	%
More investment in industries	38	41
More better paid part-time or job share opportunities	36	43
More training courses	36	37
Schemes to smooth the change from benefits to work	32	35
Child care to enable parents to work	28	25
Developing skills through leisure and cultural activities	19	23
Less discrimination against sex, race, age etc.	17	14
Access to affordable IT facilities	12	10
More information about volunteering as a way of building skills	10	11
More information	7	6
Other	5	11
Don't know	3	-
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**

	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	322	25
Base: Weighted	329	37
	%	%
More information about what the County Council is doing	51	49
More opportunities to speak to local councillors	46	44
More community involvement in crime and disorder	45	54
Greater information about the local environment and what can be done by communities	33	25
Schools and parents working more closely together	22	14
More community voluntary groups in the local area	21	19
Design estates to encourage community spirit	18	22
Don't know	4	-
Other	2	5
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**

	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	294	26
Base: Weighted	308	37
	%	%
Build more low cost houses to buy	60	41
Provide more low cost houses to rent	48	26
Renovate currently existing or disused buildings	35	42
Build new homes on previously developed or derelict land	28	29
Provide somewhere safe for children to play	27	32
Design estates to encourage community spirit	15	14
Provide more parking spaces in housing estates	12	3
Fewer planning regulations for new housing	6	4
Don't know	5	12
Other	1	9
None of these	1	6

# Social Cohesion

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<b>Q17 Would you say that...</b>		
	<b>Base: All respondents</b>	
	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	2447	202
Base: Weighted	2447	296
	%	%
Many of the people in your neighbourhood can be trusted	58	63
Some can be trusted	24	19
A few can be trusted	11	10
None of the people in your neighbourhood can be trusted	2	1
Just moved here	2	3
Don't know	3	5

<b>Q18 Would you say that you know...</b>		
	<b>Base: All respondents</b>	
	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	2447	202
Base: Weighted	2447	296
	%	%
Many of the people in your neighbourhood	42	31
Some of the people in your neighbourhood	31	27
A few of the people in your neighbourhood	22	34
You do not know people in your neighbourhood	3	2
Just moved here	2	4
Don't know	1	1

<b>Q19 Would you say that this neighbourhood is a place where neighbours look out for each other?</b>		
	<b>Base: All respondents</b>	
	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	2447	202
Base: Weighted	2447	296
	%	%
Yes, definitely	43	35
Yes, to some extent	42	44
No	11	12
Just moved here	2	3
Don't know	3	6

**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**

	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	2447	202
Base: Weighted	2447	296
	%	%
Definitely agree	15	16
Tend to agree	45	47
Tend to disagree	10	6
Definitely disagree	5	4
Too few people in the local area	3	-
All same backgrounds	11	12
Don't know	10	14

## Social Services

<b>Q24 How satisfied or dissatisfied are you with the way each of these services is provided in your local area?</b>							
<b>Base: All users of service</b>							
	Base: W	Very satisfied %	Fairly satisfied %	Neither satisfied nor dissatisfi ed %	Fairly dissatisfi ed %	Very dissatisfi ed %	Don't know %
<b>Services for older people</b>							
Lancashire	219	34	33	4	12	12	4
Lancaster	25	29	28	-	19	17	6
<b>Council run services and facilities for disabled people</b>							
Lancashire	180	30	38	5	7	10	9
Lancaster	20	45	21	-	-	18	16
<b>Services for people with mental health problems</b>							
Lancashire	90	30	28	8	15	15	4
Lancaster	9	-	27	-	12	50	11
<b>Services for people with learning difficulties</b>							
Lancashire	107	28	40	4	6	16	6
Lancaster	6	30	46	-	-	24	-
<b>Services for vulnerable children and families</b>							
Lancashire	44	23	26	19	9	18	5
Lancaster	4	-	59	41	-	-	-
<b>Services for young offenders</b>							
Lancashire	21	9	21	22	14	21	14
Lancaster	4	46	-	-	-	-	54

<b>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?</b>		
<b>Base: All who have used at least one social service</b>		
	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	512	40
Base: Weighted	508	53
	%	%
Got better	26	28
Got worse	16	22
Stayed the same	40	31
Don't know	19	19

## Educational Services

<b>Q28 How satisfied or dissatisfied are you with the way each of these services is provided in your local area?</b>							
<b>Base: All users of service</b>							
	Base: W	Very satisfied %	Fairly satisfied %	Neither satisfied nor dissatisfi ed %	Fairly dissatisf ied %	Very dissatisfi ed %	Don't know %
<b>Pre-School facilities or nursery schools</b>							
Lancashire	300	60	30	2	4	2	2
Lancaster	29	60	27	10	3	-	-
<b>Primary schools</b>							
Lancashire	611	52	38	3	4	1	2
Lancaster	64	40	50	4	6	-	-
<b>Secondary schools</b>							
Lancashire	513	37	44	5	7	4	3
Lancaster	66	24	57	3	9	7	-
<b>Support for children with special needs</b>							
Lancashire	109	36	31	5	10	14	3
Lancaster	10	40	10	15	-	34	-
<b>Adult education</b>							
Lancashire	415	41	44	3	5	2	4
Lancaster	71	52	34	4	4	4	2
<b>Youth Service</b>							
Lancashire	37	31	38	11	12	2	5
Lancaster	1	-	-	-	-	-	100

<b>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?</b>		
<b>Base: All who have used at least one education service</b>		
	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	1147	105
Base: Weighted	1220	162
	%	%
Got better	38	30
Got worse	10	7
Stayed the same	39	45
Don't know	13	19

## 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
		%	%	%	%	%	%
<b>Libraries</b>							
Lancashire	1493	56	37	1	3	1	1
Lancaster	182	55	36	1	8	-	-
<b>Museums</b>							
Lancashire	486	45	42	5	4	2	2
Lancaster	79	50	42	3	3	-	1
<b>Support for the arts</b>							
Lancashire	162	24	51	9	9	3	3
Lancaster	32	23	55	6	6	6	4
<b>Services for young people</b>							
Lancashire	201	19	37	11	19	13	1
Lancaster	28	15	36	13	27	10	-

**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	Lancaster
Base: Unweighted	1570	136
Base: Weighted	1598	203
	%	%
Got better	38	33
Got worse	6	8
Stayed the same	46	45
Don't know	10	15

# 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 %
<b>Street lighting</b>							
Lancashire	2447	25	52	4	12	6	1
Lancaster	296	27	54	5	8	5	1
<b>Road maintenance and repairs</b>							
Lancashire	2447	8	38	12	23	18	2
Lancaster	296	7	39	11	20	23	1
<b>Pavement maintenance</b>							
Lancashire	2447	7	40	12	21	17	2
Lancaster	296	7	40	13	19	20	1
<b>Traffic management (e.g. signs and signalling)</b>							
Lancashire	2447	7	49	17	13	8	6
Lancaster	296	8	47	14	11	17	3
<b>Traffic calming measures</b>							
Lancashire	2447	5	34	17	22	16	6
Lancaster	296	4	37	11	21	24	4
<b>Road safety</b>							
Lancashire	2447	4	46	17	18	10	5
Lancaster	296	3	53	15	14	11	4
<b>Cycle facilities</b>							
Lancashire	505	16	45	10	14	12	3
Lancaster	94	22	51	9	10	4	3
<b>Countryside recreation</b>							
Lancashire	1050	26	55	7	7	3	2
Lancaster	125	25	54	10	6	3	1
<b>Footpaths, bridleways and rights of way</b>							
Lancashire	1096	20	59	6	9	4	1
Lancaster	149	18	66	6	5	3	2
<b>Household waste disposal sites</b>							
Lancashire	1515	36	50	4	6	3	1
Lancaster	197	32	50	5	8	5	-
<b>Recycling facilities</b>							
Lancashire	1569	38	49	3	6	3	1
Lancaster	193	37	41	4	9	7	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**

	<b>Lancashire</b>	<b>Lancaster</b>
Base: Unweighted	2447	202
Base: Weighted	2447	296
	%	%
Got better	45	37
Got worse	9	10
Stayed the same	35	38
Don't know	11	15

## Other Services

<b>Q37 How satisfied or dissatisfied are you with the way each of these services is provided in your local area?</b>							
<b>(Base: All respondents in bold; users for services in italics)</b>							
	Base: W	Very satisfied %	Fairly satisfied %	Neither satisfied nor dissatisfi ed %	Fairly dissatisfi ed %	Very dissatisfi ed %	Don't know %
<b>Economic development and job creation</b>							
Lancashire	70	19	36	13	11	17	4
Lancaster	11	21	13	13	15	38	-
<b>Support for local businesses</b>							
Lancashire	83	12	42	10	15	12	9
Lancaster	13	16	23	-	23	20	18
<b>Trading standards</b>							
Lancashire	107	34	46	12	4	3	2
Lancaster	14	42	36	22	-	-	-
<b>Registration of births, deaths and marriages</b>							
Lancashire	362	38	51	5	1	2	2
Lancaster	41	50	37	5	-	4	4
<b>Planning services</b>							
Lancashire	99	13	48	11	13	13	2
Lancaster	14	14	35	7	37	7	-
<b>Welfare rights</b>							
Lancashire	182	36	40	4	12	5	3
Lancaster	26	24	43	-	26	7	-
<b>County information Centres</b>							
Lancashire	186	27	52	10	4	0	7
Lancaster	19	9	64	28	-	-	-
<b>Tourism services</b>							
Lancashire	261	31	55	7	2	2	3
Lancaster	50	33	53	7	3	3	-
<b>Emergency Planning</b>							
Lancashire	2447	1	8	16	2	2	71
Lancaster	296	0	12	15	1	2	70

# 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 %
<b>Local bus services</b>							
Lancashire	1401	25	46	5	14	8	1
Lancaster	177	23	39	10	16	10	3
<b>Local train services</b>							
Lancashire	737	17	51	7	14	9	2
Lancaster	96	17	56	5	15	5	1
<b>Local road system</b>							
Lancashire	2207	8	50	13	15	10	4
Lancaster	266	2	34	9	19	34	1
<b>Local taxis</b>							
Lancashire	1215	27	56	7	6	3	1
Lancaster	164	25	66	7	2	-	-

**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	Lancaster
Base: Unweighted	1820	159
Base: Weighted	1854	230
	%	%
Got better	25	20
Got worse	19	25
Stayed the same	49	44
Don't know	7	12

# 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	Lancaster
Base: Unweighted	2447	202
Base: Weighted	2447	296
	%	%
<b>Social Services</b>		
Services for older people	37	30
Council run services and facilities for disabled people	13	11
Services for people with mental health problems	6	6
Services for people with learning difficulties	6	4
Services for vulnerable people and families	14	15
Services for young offenders	6	9
Culture and Leisure		
Museums	1	2
Libraries	10	4
Country parks/countryside recreation	10	8
Footpaths, bridleways and rights of way	6	4
Maintenance of roads, pavements and bridges	26	31
Support for the arts	2	4
<b>Education</b>		
Facilities or services for young people	26	23
Nursery schools	11	7
Primary schools	18	15
Secondary schools	21	20
Adult education	6	6
<b>Environment and business</b>		
Economic development and job creation	14	14
Attracting investment to Lancashire	14	16
Support local business	6	8
Recycling facilities	6	6
Household waste disposal sites	5	4
Street lighting	7	6
Traffic management	10	15
Road safety	14	10
Cycle facilities	2	2
<b>Other</b>		
Tourism services	2	3
Public transport information	7	2
Consumer protection, advice and trading standards	2	3
Planning for future developments	8	13
Registration of births, deaths and marriages	1	-
Other	3	2
None of these	1	1
Don't know	4	8

# 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	Lancaster
Base: Unweighted	2447	202
Base: Weighted	2447	296
	%	%
I'm not really interested in what the County Council does, or whether it does its job	2	0
I'm not interested in what the County Council does as long as long as it does its job	18	14
I like to know what the County Council is doing, but I'm happy to let it get on with its job	56	55
I would like to have more of a say in what the County Council does	19	26
I already work for, or am already involved with the County Council and the services it provides	3	1
None of these	1	1
Don't know	1	2

## 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	Lancaster
Base: Unweighted	2447	202
Base: Weighted	2447	296
	%	%
Listening to the views of local people	76	77
Dealing with complaints and problems	50	43
Working with local communities to provide more effective services	40	36
Keeping you informed about County Council activities	32	21
Representing local views to business	15	16
Reviewing and planning local services	10	10
Taking decisions about County Council services	9	8
Ensuring ethical standards are maintained across the County	9	15
Scrutinising County Council decisions	7	7
Don't know	2	5
Other	1	1
None of these	*	0