

# 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	Pendle
Base: Unweighted	2447	203
Base: Weighted	2447	187
	%	%
Very satisfied	41	30
Fairly satisfied	47	50
Neither satisfied nor dissatisfied	5	11
Fairly dissatisfied	4	7
Very dissatisfied	1	3
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?

	Lancashire	Pendle
Base: Unweighted	2447	203
Base: Weighted	2447	187
	%	%
Very satisfied	42	44
Fairly satisfied	39	35
Neither satisfied nor dissatisfied	6	9
Fairly dissatisfied	7	6
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>Pendle</b>
Base: Unweighted	2447	203
Base: Weighted	2447	187
	%	%
<b>Location</b>		
Convenient for shops	24	19
Access to other places/centrally located	19	13
Access to the countryside/coast	16	22
Near to family/friends	9	14
Convenient for work	7	9
<b>Facilities/amenities:</b>		
Good schools/education	10	8
Good shopping facilities	5	4
Good leisure/recreation facilities	4	2
Good public services	3	4
Good health facilities	3	3
Good facilities for young people	1	2
Good facilities for people of my ethnicity/culture/faith	1	2
Good facilities for younger children	1	2
Good childcare facilities	*	1
<b>Transport</b>		
Adequate public transport	9	6
Good roads	3	2
Amount of traffic	1	1
Adequate parking	*	-
<b>General atmosphere/image</b>		
Peace and quiet	36	27
Friendly neighbours/people/good community spirit	33	42
Openness/greenery/countryside	24	45
Safe area/low crime rate	12	8
Clean streets	4	3
Good street lighting	*	1
Good facilities for working parents	*	1
<b>Others</b>		
Other	15	20
None of these/no good things	3	2
Don't know	2	1
Affordable housing	2	6
Good job opportunities	1	1
Low levels of pollution	1	-
Low levels of development	*	-
Good education opportunities	*	1
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>Pendle</b>
Base: Unweighted	2447	203
Base: Weighted	2447	187
	%	%
<b>Location</b>		
Inconvenient for shops	4	8
Poor access to other places/centrally located	1	-
Far away from family/friends	1	2
Inconvenient for work	1	1
Poor access to the countryside/coast	*	-
<b>Facilities/amenities:</b>		
Poor facilities for young people	10	10
Poor leisure/recreation facilities	5	4
Poor facilities for younger children	4	6
Poor shopping facilities	3	9
Poor schools/education	1	4
Poor health facilities	1	*
Poor childcare facilities	*	2
Poor facilities for people of my ethnicity/culture/faith	*	*
<b>Transport</b>		
Too much traffic	9	11
Poor public transport	8	7
Speed of traffic	6	6
Poor parking	5	10
Poor condition of roads	4	2
Poor condition of footpaths	2	-
Roadworks	1	2
<b>General atmosphere/image</b>		
Poor street lighting	7	7
Unsafe area/high crime rate	7	10
Generally run-down	6	7
Drugs misuse	6	8
Neighbours/people/ community cohesion/racial intolerance	3	6
Lack of peace and quiet	2	-
Too much vandalism/graffiti	1	1
Lack of openness/greenery/countryside	*	1
<b>Others</b>		
Other	28	33
None of these / no bad things	24	15
Don't know	4	5
Stray dogs/dog fouling	2	3
Poor housing	2	4
The Council wastes money	2	2
Unemployment/poor job opportunities	2	1
Expensive housing	1	*
Jobs paying low wages	1	2
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>Pendle</b>
Base: Unweighted	2447	203
Base: Weighted	2447	187
	%	%
Reduce crime and disorder	40	45
Provide activities for young people	32	24
Reduce traffic and transport problems	25	18
Reduce illegal drug-taking	22	30
Protect the environment	16	11
Improve opportunities for leisure activities	15	12
Involve local people in decision making	13	10
Provide more affordable housing	13	11
Improve employment opportunities	12	19
Improve welfare and caring services	11	6
Improve education and learning services	10	10
Help people to live healthier lives	9	7
None of these	6	8
Other	3	11
Don't know	2	3

**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>Pendle</b>
Base: Unweighted	214	17
Base: Weighted	238	16
	%	%
More discipline in schools	42	47
More investment in schools on books and equipment	34	38
Provide more leisure or arts activities after school	26	15
Schools and parents working more closely together	26	38
More teachers	24	22
Additional school classes before and after school	16	-
More information about day and evening classes	15	20
Longer school hours or longer school year	15	18
Better teachers	13	32
Reduce truancy in schools	13	32
Local literacy and numeracy support courses for adults	12	14
Other	11	7
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>Pendle</b>
Base: Unweighted	295	12
Base: Weighted	278	12
	%	%
Making care affordable	41	25
Knowing more about what services are available	38	40
More contact with staff from care services	31	16
Having someone to contact for help	28	42
Having good emergency services	26	19
Being able to live at home	23	6
Getting transport when needed	21	11
Having a warm home	13	-
Improving access to public buildings	8	9
More contact with friends/relatives	6	16
Improving access to leisure facilities	6	-
Other	4	9
Don't know	4	7
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>Pendle</b>
Base: Unweighted	364	23
Base: Weighted	379	22
	%	%
Build more leisure facilities	54	29
Create safe open places and play areas	36	38
Lower entrance cost to facilities	33	53
More information about what's on in your area	21	9
More opportunities to try new activities	21	36
Better public transport to help get to places	20	17
Someone to help us organise local events	15	6
Longer opening hours at places you want to go	14	24
More opportunities to learn or improve skills	14	19
Access to well-maintained footpath	7	-
More information about volunteering opportunities	4	3
Segregated sessions for some activities	3	-
None of these	3	12
Don't know	1	3
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**

	<b>Lancashire</b>	<b>Pendle</b>
Base: Unweighted	972	91
Base: Weighted	985	83
	%	%
More visible police presence	71	71
More things for youngsters to do	42	46
Tackle the drugs problem	35	41
Closed circuit TV	28	37
Give the courts more choice in sentencing	21	13
More visible police presence	18	15
More community involvement	13	14
Improve lighting in streets and car parks	12	16
Recruitment of neighbourhood wardens	11	4
Other	3	2
Don't know	3	2
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>Pendle</b>
Base: Unweighted	766	46
Base: Weighted	771	44
	%	%
More youth centres for meeting people of their own age	66	67
More leisure facilities that are affordable for young people	60	52
More spaces for playing games	34	37
Listen to young people more	30	29
Financial help for staying at school	17	7
Provide cheap public transport for young people	17	9
More information about local jobs	10	7
Advice for young people about sexual behaviour	7	4
Enable more young people to live independently	4	9
Don't know	3	4
Other	2	10
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>Pendle</b>
Base: Unweighted	555	66
Base: Weighted	545	56
	%	
Stricter punishment for illegal drug dealers	62	71
Stricter punishment for illegal drug users	42	41
Drug awareness education in school	34	32
Better facilities for young people generally	29	29
Educate parents about illegal drugs	22	19
More information for young people on illegal drugs	22	15
Greater reporting of suspicious activities	21	28
Local drug services for drug users	15	16
Don't know	3	4
Other	2	3
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>Pendle</b>
Base: Unweighted	389	20
Base: Weighted	397	20
	%	%
Stricter enforcement of penalties for dog fouling	46	48
Clean streets more regularly	34	39
More waste recycling sites	30	29
Reduce industrial pollution	23	16
Greater information on the local environment	23	17
Reduce number of car journeys	22	18
Plant more trees	19	37
Advice on conserving energy	19	18
Skips placed in the neighbourhood	16	22
Other	7	8
Don't know	3	4
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>Pendle</b>
Base: Unweighted	220	14
Base: Weighted	229	13
	%	%
People taking responsibility for their own health	38	55
Improve access to health services	35	23
Cut down on traffic congestion	32	28
Cheaper alternative medicine or therapies	27	38
More information about community health services	27	32
Better access to local doctors	27	38
More national campaigns about healthy living	26	24
Reduce industrial air pollution	19	11
Don't know	4	-
Other	3	-
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>Pendle</b>
Base: Unweighted	260	35
Base: Weighted	296	35
	%	%
More investment in industries	38	33
More better paid part-time or job share opportunities	36	36
More training courses	36	36
Schemes to smooth the change from benefits to work	32	24
Child care to enable parents to work	28	36
Developing skills through leisure and cultural activities	19	9
Less discrimination against sex, race, age etc.	17	9
Access to affordable IT facilities	12	21
More information about volunteering as a way of building skills	10	5
More information	7	3
Other	5	2
Don't know	3	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>Pendle</b>
Base: Unweighted	322	19
Base: Weighted	329	18
	%	%
More information about what the County Council is doing	51	31
More opportunities to speak to local councillors	46	51
More community involvement in crime and disorder	45	55
Greater information about the local environment and what can be done by communities	33	15
Schools and parents working more closely together	22	17
More community voluntary groups in the local area	21	26
Design estates to encourage community spirit	18	19
Don't know	4	6
Other	2	6
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>Pendle</b>
Base: Unweighted	294	21
Base: Weighted	308	20
	%	%
Build more low cost houses to buy	60	71
Provide more low cost houses to rent	48	34
Renovate currently existing or disused buildings	35	30
Build new homes on previously developed or derelict land	28	28
Provide somewhere safe for children to play	27	31
Design estates to encourage community spirit	15	9
Provide more parking spaces in housing estates	12	34
Fewer planning regulations for new housing	6	10
Don't know	5	6
Other	1	-
None of these	1	-

# Social Cohesion

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<b>Q17 Would you say that...</b>		
	<b>Base: All respondents</b>	
	<b>Lancashire</b>	<b>Pendle</b>
Base: Unweighted	2447	203
Base: Weighted	2447	187
	%	%
Many of the people in your neighbourhood can be trusted	58	54
Some can be trusted	24	23
A few can be trusted	11	13
None of the people in your neighbourhood can be trusted	2	6
Just moved here	2	3
Don't know	3	0

<b>Q18 Would you say that you know...</b>		
	<b>Base: All respondents</b>	
	<b>Lancashire</b>	<b>Pendle</b>
Base: Unweighted	2447	203
Base: Weighted	2447	187
	%	%
Many of the people in your neighbourhood	42	48
Some of the people in your neighbourhood	31	26
A few of the people in your neighbourhood	22	21
You do not know people in your neighbourhood	3	3
Just moved here	2	2
Don't know	1	0

<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>Pendle</b>
Base: Unweighted	2447	203
Base: Weighted	2447	187
	%	%
Yes, definitely	43	44
Yes, to some extent	42	39
No	11	14
Just moved here	2	2
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**

	<b>Lancashire</b>	<b>Pendle</b>
Base: Unweighted	2447	203
Base: Weighted	2447	187
	%	%
Definitely agree	15	13
Tend to agree	45	29
Tend to disagree	10	13
Definitely disagree	5	12
Too few people in the local area	3	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
Pendle	17	44	17	11	5	3	19
<b>Council run services and facilities for disabled people</b>							
Lancashire	180	30	38	5	7	10	9
Pendle	12	36	42	-	-	13	8
<b>Services for people with mental health problems</b>							
Lancashire	90	30	28	8	15	15	4
Pendle	2	52	-	-	-	-	48
<b>Services for people with learning difficulties</b>							
Lancashire	107	28	40	4	6	16	6
Pendle	6	33	53	-	14	-	-
<b>Services for vulnerable children and families</b>							
Lancashire	44	23	26	19	9	18	5
Pendle	3	100	-	-	-	-	-
<b>Services for young offenders</b>							
Lancashire	21	9	21	22	14	21	14
Pendle	-	-	-	-	-	-	-

<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>Pendle</b>
Base: Unweighted	512	35
Base: Weighted	508	31
	%	%
Got better	26	19
Got worse	16	7
Stayed the same	40	53
Don't know	19	21

# 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
Pendle	21	76	10	14	-	-	-
<b>Primary schools</b>							
Lancashire	611	52	38	3	4	1	2
Pendle	58	56	33	-	7	-	4
<b>Secondary schools</b>							
Lancashire	513	37	44	5	7	4	3
Pendle	40	53	23	10	5	3	6
<b>Support for children with special needs</b>							
Lancashire	109	36	31	5	10	14	3
Pendle	5	82	-	-	18	-	-
<b>Adult education</b>							
Lancashire	415	41	44	3	5	2	4
Pendle	18	19	69	5	7	-	-
<b>Youth Service</b>							
Lancashire	37	31	38	11	12	2	5
Pendle	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>Pendle</b>
Base: Unweighted	1147	92
Base: Weighted	1220	87
	%	%
Got better	38	36
Got worse	10	14
Stayed the same	39	39
Don't know	13	11

## 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
Pendle	115	58	34	3	3	1	1
<b>Museums</b>							
Lancashire	486	45	42	5	4	2	2
Pendle	20	54	40	6	-	-	-
<b>Support for the arts</b>							
Lancashire	162	24	51	9	9	3	3
Pendle	9	26	74	-	-	-	-
<b>Services for young people</b>							
Lancashire	201	19	37	11	19	13	1
Pendle	11	19	60	-	20	-	-

**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	Pendle
Base: Unweighted	1570	134
Base: Weighted	1598	120
	%	%
Got better	38	36
Got worse	6	6
Stayed the same	46	47
Don't know	10	11

# Environmental Services

<b>Q34 How satisfied or dissatisfied are you with the way each of the following 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>Street lighting</b>							
Lancashire	<b>2447</b>	<b>25</b>	<b>52</b>	<b>4</b>	<b>12</b>	<b>6</b>	<b>1</b>
Pendle	<b>187</b>	<b>26</b>	<b>53</b>	<b>3</b>	<b>10</b>	<b>8</b>	<b>1</b>
<b>Road maintenance and repairs</b>							
Lancashire	<b>2447</b>	<b>8</b>	<b>38</b>	<b>12</b>	<b>23</b>	<b>18</b>	<b>2</b>
Pendle	<b>187</b>	<b>11</b>	<b>48</b>	<b>9</b>	<b>20</b>	<b>11</b>	<b>2</b>
<b>Pavement maintenance</b>							
Lancashire	<b>2447</b>	<b>7</b>	<b>40</b>	<b>12</b>	<b>21</b>	<b>17</b>	<b>2</b>
Pendle	<b>187</b>	<b>9</b>	<b>54</b>	<b>7</b>	<b>17</b>	<b>12</b>	<b>1</b>
<b>Traffic management (e.g. signs and signalling)</b>							
Lancashire	<b>2447</b>	<b>7</b>	<b>49</b>	<b>17</b>	<b>13</b>	<b>8</b>	<b>6</b>
Pendle	<b>187</b>	<b>6</b>	<b>52</b>	<b>15</b>	<b>15</b>	<b>3</b>	<b>8</b>
<b>Traffic calming measures</b>							
Lancashire	<b>2447</b>	<b>5</b>	<b>34</b>	<b>17</b>	<b>22</b>	<b>16</b>	<b>6</b>
Pendle	<b>187</b>	<b>6</b>	<b>39</b>	<b>23</b>	<b>16</b>	<b>9</b>	<b>7</b>
<b>Road safety</b>							
Lancashire	<b>2447</b>	<b>4</b>	<b>46</b>	<b>17</b>	<b>18</b>	<b>10</b>	<b>5</b>
Pendle	<b>187</b>	<b>3</b>	<b>40</b>	<b>23</b>	<b>17</b>	<b>6</b>	<b>11</b>
<b>Cycle facilities</b>							
Lancashire	<b>505</b>	<b>16</b>	<b>45</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>3</b>
Pendle	<b>27</b>	<b>16</b>	<b>29</b>	<b>8</b>	<b>18</b>	<b>24</b>	<b>6</b>
<b>Countryside recreation</b>							
Lancashire	<b>1050</b>	<b>26</b>	<b>55</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>2</b>
Pendle	<b>72</b>	<b>27</b>	<b>54</b>	<b>7</b>	<b>7</b>	<b>2</b>	<b>2</b>
<b>Footpaths, bridleways and rights of way</b>							
Lancashire	<b>1096</b>	<b>20</b>	<b>59</b>	<b>6</b>	<b>9</b>	<b>4</b>	<b>1</b>
Pendle	<b>71</b>	<b>19</b>	<b>65</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>1</b>
<b>Household waste disposal sites</b>							
Lancashire	<b>1515</b>	<b>36</b>	<b>50</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>1</b>
Pendle	<b>91</b>	<b>34</b>	<b>51</b>	<b>2</b>	<b>9</b>	<b>3</b>	<b>1</b>
<b>Recycling facilities</b>							
Lancashire	<b>1569</b>	<b>38</b>	<b>49</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>1</b>
Pendle	<b>117</b>	<b>37</b>	<b>49</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>1</b>



**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>Pendle</b>
Base: Unweighted	2447	203
Base: Weighted	2447	187
	%	%
Got better	45	38
Got worse	9	3
Stayed the same	35	43
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
Pendle	3	32	68	-	-	-	-
<b>Support for local businesses</b>							
Lancashire	83	12	42	10	15	12	9
Pendle	5	-	71	20	-	9	-
<b>Trading standards</b>							
Lancashire	107	34	46	12	4	3	2
Pendle	8	29	47	-	16	8	-
<b>Registration of births, deaths and marriages</b>							
Lancashire	362	38	51	5	1	2	2
Pendle	24	25	66	4	-	-	5
<b>Planning services</b>							
Lancashire	99	13	48	11	13	13	2
Pendle	6	18	68	-	13	-	-
<b>Welfare rights</b>							
Lancashire	182	36	40	4	12	5	3
Pendle	9	47	26	8	19	-	-
<b>County information Centres</b>							
Lancashire	186	27	52	10	4	0	7
Pendle	9	29	52	6	-	-	13
<b>Tourism services</b>							
Lancashire	261	31	55	7	2	2	3
Pendle	14	18	78	4	-	-	-
<b>Emergency Planning</b>							
Lancashire	2447	1	8	16	2	2	71
Pendle	187	0	5	6	-	1	88

# 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
Pendle	102	29	49	2	11	9	1
<b>Local train services</b>							
Lancashire	737	17	51	7	14	9	2
Pendle	34	13	46	6	20	10	4
<b>Local road system</b>							
Lancashire	2207	8	50	13	15	10	4
Pendle	163	5	52	11	19	5	7
<b>Local taxis</b>							
Lancashire	1215	27	56	7	6	3	1
Pendle	104	16	49	14	17	2	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	Pendle
Base: Unweighted	1820	154
Base: Weighted	1854	142
	%	%
Got better	25	30
Got worse	19	17
Stayed the same	49	46
Don't know	7	8

# 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	Pendle
Base: Unweighted	2447	203
Base: Weighted	2447	187
	%	%
<b>Social Services</b>		
Services for older people	37	46
Council run services and facilities for disabled people	13	7
Services for people with mental health problems	6	5
Services for people with learning difficulties	6	8
Services for vulnerable people and families	14	12
Services for young offenders	6	4
Culture and Leisure		
Museums	1	0
Libraries	10	11
Country parks/countryside recreation	10	11
Footpaths, bridleways and rights of way	6	4
Maintenance of roads, pavements and bridges	26	12
Support for the arts	2	-
<b>Education</b>		
Facilities or services for young people	26	21
Nursery schools	11	7
Primary schools	18	21
Secondary schools	21	17
Adult education	6	5
<b>Environment and business</b>		
Economic development and job creation	14	18
Attracting investment to Lancashire	14	16
Support local business	6	7
Recycling facilities	6	7
Household waste disposal sites	5	3
Street lighting	7	5
Traffic management	10	7
Road safety	14	11
Cycle facilities	2	3
<b>Other</b>		
Tourism services	2	1
Public transport information	7	4
Consumer protection, advice and trading standards	2	1
Planning for future developments	8	7
Registration of births, deaths and marriages	1	0
Other	3	7
None of these	1	4
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	Pendle
Base: Unweighted	2447	203
Base: Weighted	2447	187
	%	%
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 long as it does its job	18	20
I like to know what the County Council is doing, but I'm happy to let it get on with its job	56	54
I would like to have more of a say in what the County Council does	19	16
I already work for, or am already involved with the County Council and the services it provides	3	4
None of these	1	2
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	Pendle
Base: Unweighted	2447	203
Base: Weighted	2447	187
	%	%
Listening to the views of local people	76	77
Dealing with complaints and problems	50	58
Working with local communities to provide more effective services	40	43
Keeping you informed about County Council activities	32	24
Representing local views to business	15	9
Reviewing and planning local services	10	9
Taking decisions about County Council services	9	5
Ensuring ethical standards are maintained across the County	9	6
Scrutinising County Council decisions	7	8
Don't know	2	6
Other	1	1
None of these	*	1