



Living in Lancashire Survey

Social capital

May 2014

www.lancashire.gov.uk

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May 2014

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1. Executive summary

This wave of Living in Lancashire asked for people's views on social capital. The survey was sent by email or by post to all 2,571 members of the panel on 19 February. A reminder was sent on 19 March and the fieldwork ended on 4 April 2014. In total 1,538 questionnaires were returned, giving an overall response rate of 60%.

1.1 Key findings

- Over three-quarters of respondents (77%) are satisfied with parks and open spaces in their local area. Nearly three-fifths of respondents (56%) are satisfied with leisure facilities in their local area.
- Nearly four-fifths of respondents (79%) agree that people in their local area treat one another with respect and consideration.
- Nine out of every ten respondents (90%) are satisfied with their home as a place to live.
- Nearly half of respondents (46%) agree that older people receive the support they need to live independently at home while over a third (36%) disagree.
- Over two-thirds of respondents (69%) say they would ask their partner for help if they are ill in bed and need help at home.
- Nearly half of respondents (49%) say they would ask a relative (outside the household) for help if they are in financial difficulty and need to borrow some money to see them through the next few days.
- Over two-thirds of respondents (69%) say they would ask their neighbour(s) for help to keep an eye on their house while they are on holiday.
- Just under a third of respondents (30%) have given unpaid help a few times a month or more in the last 12 months to someone who was not a relative¹.
- Half of respondents (50%) who have given unpaid help in the last 12 months gave less than 2 hours unpaid help in the last four weeks.

¹ 13% of respondents have given unpaid help in the last twelve months at least once a week and 17% have given unpaid help in the last 12 months a few times a month

- Of those respondents who have given unpaid help to someone who was not a relative in the last 12 months over two-fifths (41%) have given advice.
- A fifth of respondents (20%) have done some formal volunteering at least a few times a month during the last 12 months.
- Of those respondents who have formally volunteered in the last 12 months, half (50%) said they had formally volunteered for more than two hours in the last four weeks.
- Respondents who have formally volunteered in the last 12 months were then asked why they volunteer. The most common responses were to give something back (65%) and to make a positive difference (55%).
- Over two-fifths of respondents (44%) said they cannot volunteer or volunteer more because they do other things in their spare time.

1.2 Conclusions and recommendations

Views about local area

- Although nearly half of respondents agree that older people receive the support they need to live independently in their own home over a third of respondents disagree. It is recommended that further work is carried out to understand why respondents have this difference of opinion.

Informal volunteering

- Just under a third of respondents have not given any unpaid help to someone who was not a relative in the last 12 months. The most common forms of unpaid help respondents did give are; giving advice, transporting or escorting someone, and looking after a property or a pet for someone who is away. When presented with three situations in which they would need help only between 3% and 5% of respondents said that there is no one that they could ask for help from. The proportions of respondents with no one that they could ask for help from are even higher in some vulnerable groups such as respondents with disabilities. These figures suggest that the vast majority of people in Lancashire have support networks that they can rely on for support when they need it. However, the county council and its partners need to ensure that people without any support networks are identified and are offered appropriate support when they need it.

Formal volunteering

- A fifth of respondents have done some formal volunteering a few times a month or more during the last 12 months. Although many of the reasons given by respondents for not volunteering or volunteering more are because they have other commitments such as work, children and elderly friends/relatives, a significant proportion don't volunteer because they have never thought about it, they haven't heard about the opportunities to give help, or they don't know of any groups that need help. This suggests that more people could be encouraged to volunteer formally if they knew more about the benefits that volunteering brings and if they knew more about who needs help from volunteers. It is recommended that further work is carried out to explore if increasing Lancashire residents' awareness of the benefits of volunteering and the opportunities available to volunteer would be effective in encouraging more Lancashire residents to volunteer.

2. Introduction

Lancashire County Council has used Living in Lancashire regularly since August 2001 (formerly known as Life in Lancashire). A panel of willing participants is recruited and is approached on a regular basis to seek their views on a range of topics and themes. Panel members are voluntary participants in the research and no incentives are given for completion.

The panel has been designed to be a representative cross-section of the county's population. The results for each survey are weighted in order to reflect the demographic profile of the county's population.

The panel provides access to a sufficiently large sample of the population so that reliable results can be reported at a county wide level. It also provides data at a number of sub-area and sub-group levels.

Each wave of Living in Lancashire is themed. Firstly, it enables sufficient coverage on a particular topic to be able to provide insight into that topic. And secondly, it comes across better to the residents completing the questionnaires if there is a clear theme (or 2-3 clear themes) within each survey.

The panel is refreshed periodically. New members are recruited to the panel and some current members are retired on a random basis. This means that the panel remains fresh and is not subject to conditioning ie the views of panel members become too informed about county council services to be representative of the population as a whole.

3. Research objectives

The objective of this survey is to look at people's views about social capital. Questions looked specifically at:

- views about respondents' local area;
- informal volunteering; and
- formal volunteering.

4. Methodology

This wave of Living in Lancashire was sent to 2,571 members of the panel on 19 February. A reminder was sent on 19 March, with a final closing date of 4 April 2014.

The survey was conducted through a postal questionnaire, and an online version of the same questionnaire being emailed to members who had previously requested to take part online. The postal questionnaire was sent to 1,680 members and the online questionnaire was sent to 891 members.

In total 1,538 questionnaires were returned, giving an overall response rate of 60%

The data set is weighted by age, ethnicity and district to reflect the overall Lancashire population, and figures are based on all respondents unless otherwise stated. The weighted responses have been scaled to match the effective response of 1,059, which is the equivalent size of the data if it had not been weighted and was a perfect random sample.

4.1 Limitations

The table below shows the sample tolerances that apply to the results in this survey. Sampling tolerances vary with the size of the sample as well as the percentage results.

Number of respondents	50/50 + / -	30/70 + / -	10/90 + / -
50	14%	13%	8%
100	10%	9%	6%
200	7%	6%	4%
500	4%	4%	3%
1,000	3%	3%	2%
1,500	3%	2%	2%

On a question where 50% of the people in a sample of 1,000 respond with a particular answer, the chances are 95 out of 100 that the answer would be between 47% and 53% (ie +/- 3%), versus a complete coverage of the entire Lancashire population using the same procedure.

The following table shows what the percentage differences between two samples on a statistic must be greater than, to be statistically significant.

Size of sample A	Size of sample B	50/50	70/30	90/10
100	100	14%	13%	8%
100	200	12%	11%	7%
500	1,000	5%	5%	3%
1,500	1,500	4%	3%	2%

(Confidence interval at 95% certainty for a comparison of two samples)

For example, where the size of sample A and sample B is 1,500 responses in each and the percentage result in each group you are comparing is around 50% in each category, the difference in the results needs to be more than 4% to be statistically significant. This is to say that the difference in the results of the two groups of people is not due to chance alone and is a statistically valid difference (eg of opinion, service usage).

For each question in the survey, comparisons have been made between different sub-groups of respondents (eg age, gender, disability, ethnicity, geographic area) to look for statistically significant differences in opinion. Statistically valid differences between sub-groups are described in the main body of the report.

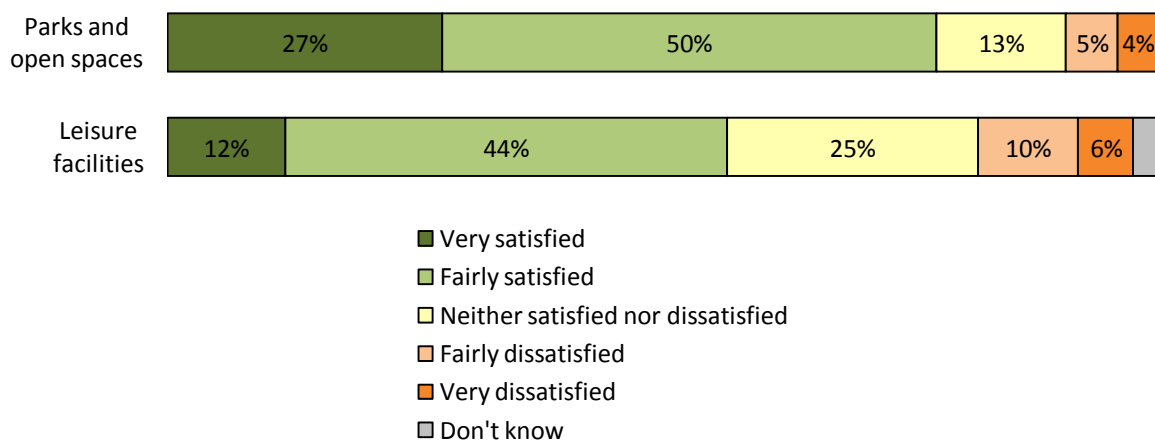
In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

5. Main research findings

5.1 Views about your local area

Panel members were first asked how satisfied or dissatisfied they were about parks and open spaces and leisure facilities in their local area. Over three-quarters of respondents (77%) are satisfied with parks and open spaces in their local area. Nearly three-fifths of respondents (56%) are satisfied with leisure facilities in their local area.

Chart 1 - How satisfied or dissatisfied are you with the following in your local area..?



Base: all respondents (unweighted 1,475 – 1,513, weighted 1,085 – 1,108)

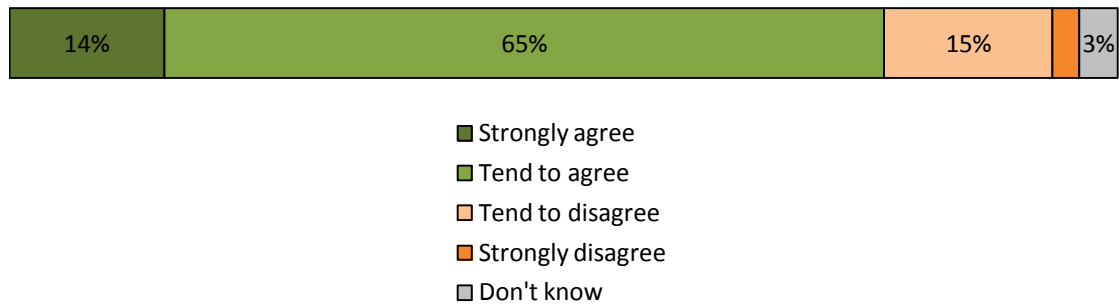
BME respondents are less likely to be satisfied with parks and open spaces in their local area (66%).

Disabled respondents are less likely to be satisfied with the leisure facilities in the local area (49%).

Respondents in Burnley are more likely to be satisfied with leisure facilities in the local area than respondents in West Lancashire (73% compared to 47%).

Nearly four-fifths of respondents (79%) agree that people in their local area treat one another with respect and consideration.

Chart 2 - How strongly do you agree or disagree that people in your local area treat one another with respect and consideration?



Base: all respondents (unweighted 1,524, weighted 1,109)

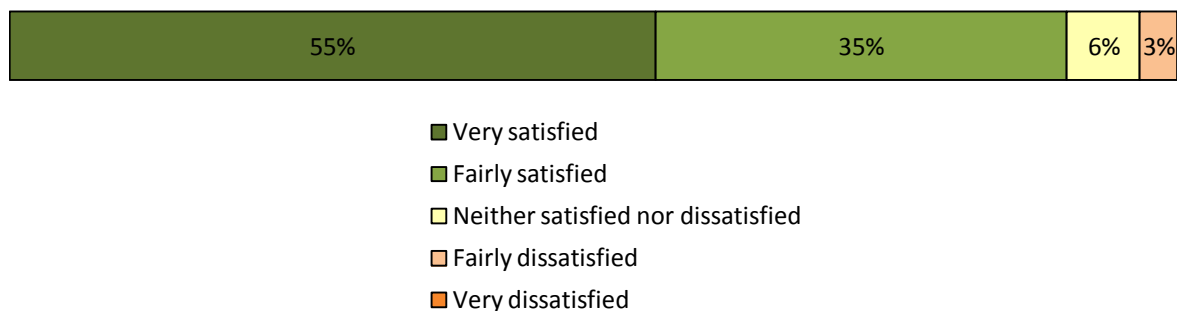
Respondents who live in a village, hamlet, or isolated dwelling² and older respondents (aged 60+) are more likely to agree that people in their local area treat one another with respect and consideration (85% in both groups).

Respondents in Pendle and Burnley are less likely to agree that people in their local area treat one another with respect and consideration (66% and 69% respectively).

² Village, hamlet or isolated dwelling covers areas of less than 1,000 people

Nine out of every ten respondents (90%) are satisfied with their home as a place to live.

Chart 3 - And how satisfied or dissatisfied are you with your home as a place to live?



Base: all respondents (unweighted 1,528, weighted 1,116)

Respondents in the highest socio-economic groups (AB) and older respondents (aged 60+) are more likely to be satisfied with their home as a place to live (95% and 94% respectively).

BME respondents are less likely to be satisfied with their home as a place to live (70%). Respondents in Burnley and Pendle are also less likely to be satisfied with their home as a place to live (74% and 88% respectively).

Nearly half of respondents (46%) agree that older people receive the support they need to live independently at home while over a third (36%) disagree.

Chart 4 - How strongly do you agree or disagree that older people receive the support they need to live independently at home?



- Strongly agree
- Tend to agree
- Tend to disagree
- Strongly disagree
- Don't know

Base: all respondents (unweighted 1,522, weighted 1,110)

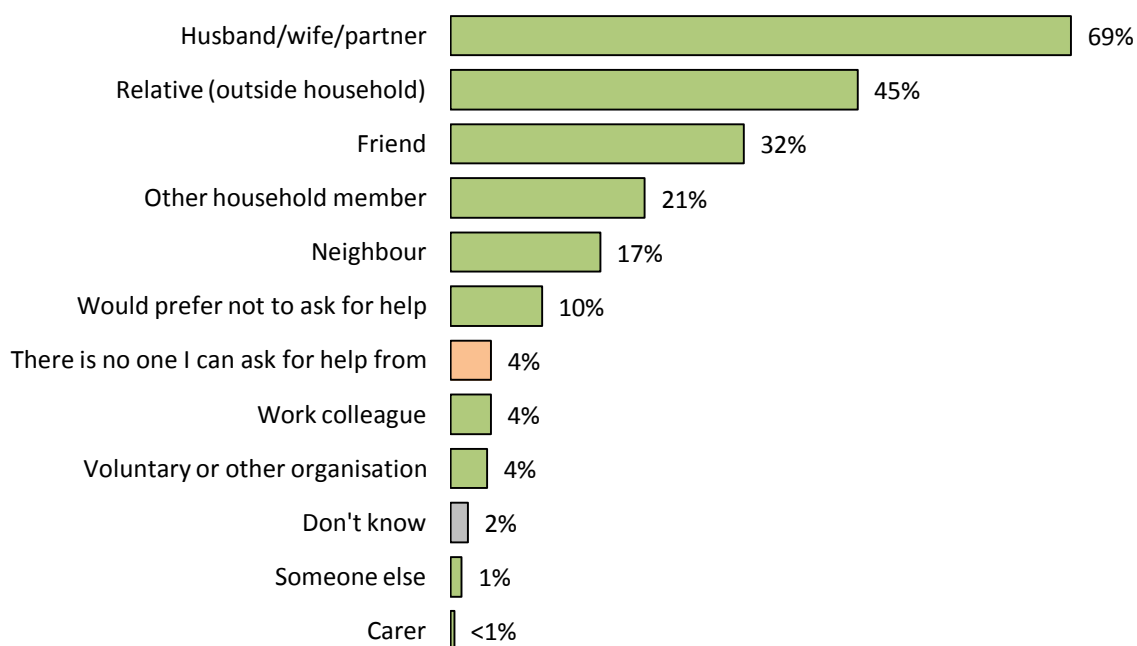
Older respondents (aged 60+) and respondents in the lowest socio-economic groups (DE) are more likely to agree that older people receive the support they need to live independently at home (52% and 50% respectively).

5.2 Informal volunteering

Respondents were asked who they would ask for help in three different circumstances: ill in bed and needing help at home, in financial difficulties and looking after the house while on holiday.

Over two-thirds of respondents (69%) say they would ask their partner for help if they are ill in bed and need help at home.

Chart 5 - Who, if anyone, would you ask for help if you are ill in bed and need help at home?



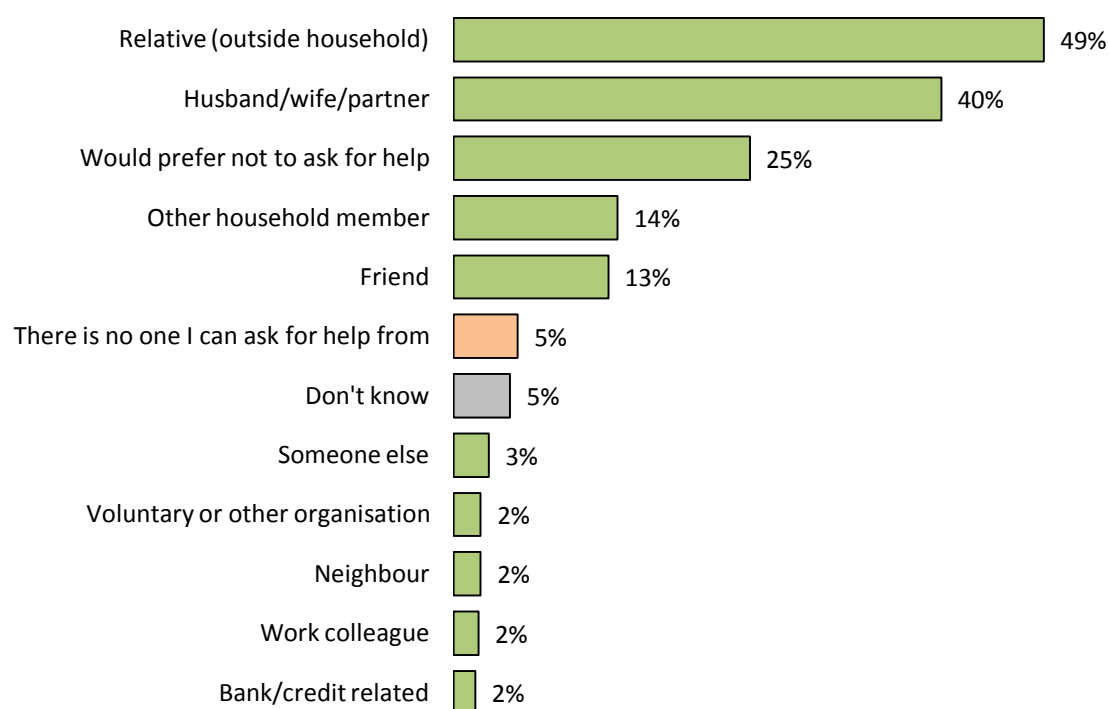
Base: all respondents (unweighted 1,503, weighted 1,108)

Older respondents (aged 60+) are more likely to say that they would prefer not to ask for help if they are ill in bed and need help at home (14%).

BME respondents and disabled respondents are more likely to say that there is no one they can ask for help from if they are ill in bed and need help at home (10% and 8% respectively). Respondents aged 45-59 and male respondents are also more likely to say that there is no one they can ask for help from if they are ill in bed and need help at home (7% and 6% respectively).

Nearly half of respondents (49%) say they would ask a relative (outside the household) for help if they are in financial difficulty and need to borrow some money to see them through the next few days.

Chart 6 - Who, if anyone, would you ask for help if you are in financial difficulty and need to borrow some money to see you through the next few days?



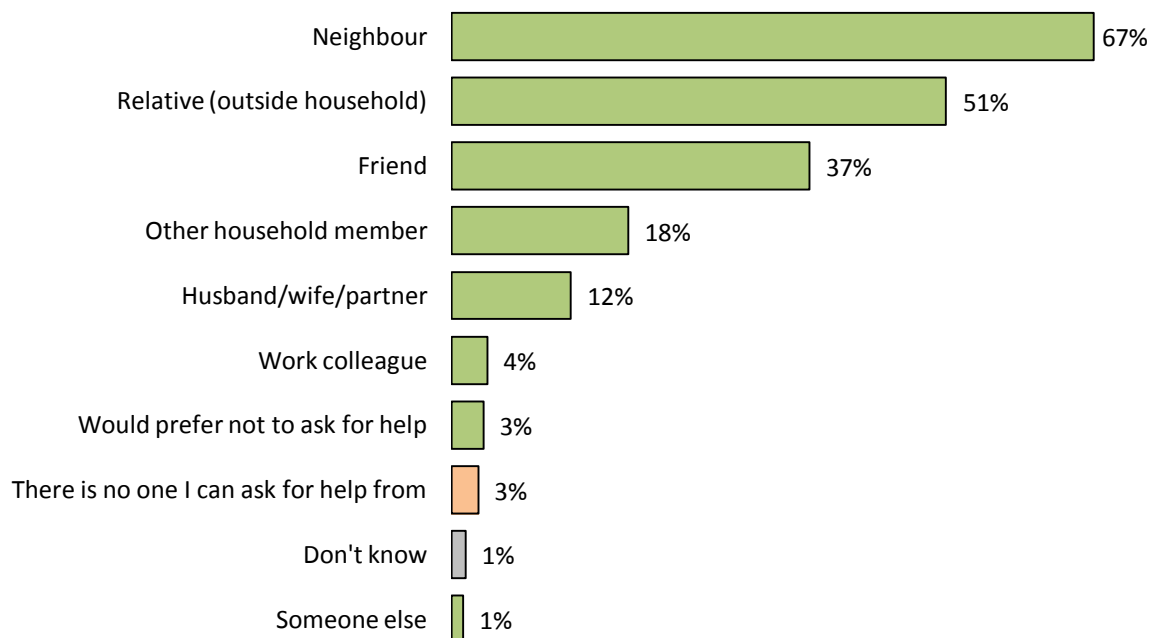
Base: all respondents (unweighted 1,369, weighted 1,035)

Older respondents (aged 60+) are more likely to say that they would prefer not to ask for help if they are in financial difficulty and need to borrow some money to see them through a few days (35%). Respondents with a disability are also more likely to say that they would prefer not to ask for help if they are in financial difficulty and need to borrow some money to see them through a few days (30%).

Respondents aged 45-59 and disabled respondents are more likely to say that there is no one they can ask for help from if they are in financial difficulty and need to borrow some money to see them through a few days (8% in both groups).

Two-thirds of respondents (67%) say they would ask their neighbour(s) for help to keep an eye on their house while they are on holiday.

Chart 7 - Who, if anyone, would you ask for help if you are going on holiday and need someone to keep an eye on your house?

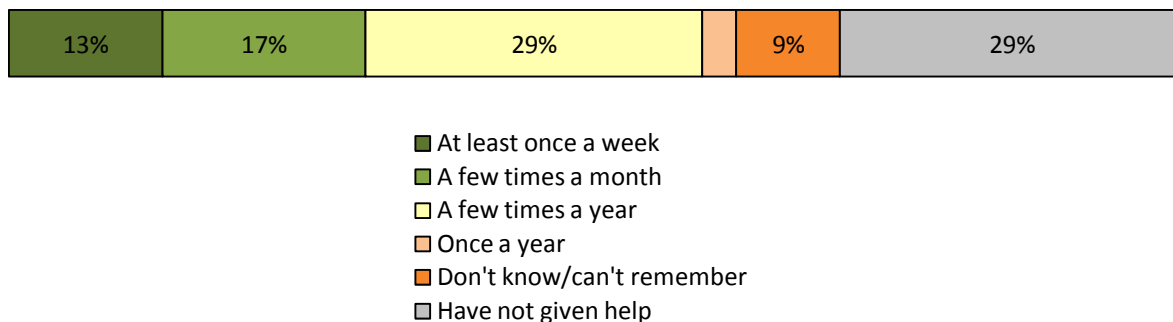


Base: all respondents (unweighted 1,454, weighted 1,081)

Respondents aged 45-59 are more likely to say that there is no one they can ask for help from (5%), or that they don't know who they would ask for help from (3%), if they are going on holiday and needed someone to keep an eye on their house.

In the last 12 months, just under a third of respondents (30%) have given unpaid help a few times a month or more to someone who was not a relative³.

Chart 8 - On average, how often during the last 12 months have you given unpaid help to someone who was not a relative?



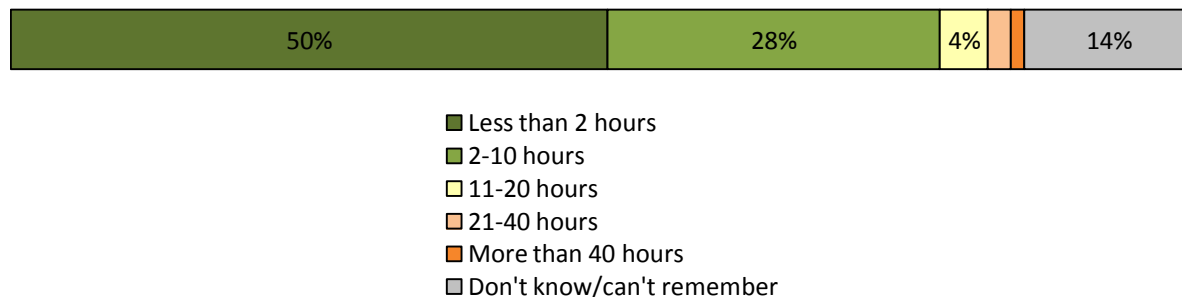
Base: all respondents (unweighted 1,501, weighted 1,099)

Respondents in the highest socio-economic groups (AB) are more likely to say that they have given unpaid help to someone who was not a relative in the last 12 months (75%).

³ 13% of respondents have given unpaid help in the last twelve months at least once a week and 17% have given unpaid help in the last 12 months a few times a month

Respondents who have given unpaid help in the last 12 months were then asked how many hours in the last four weeks they had given unpaid help to someone who was not a relative. Half of these respondents (50%) gave less than 2 hours unpaid help in the last four weeks.

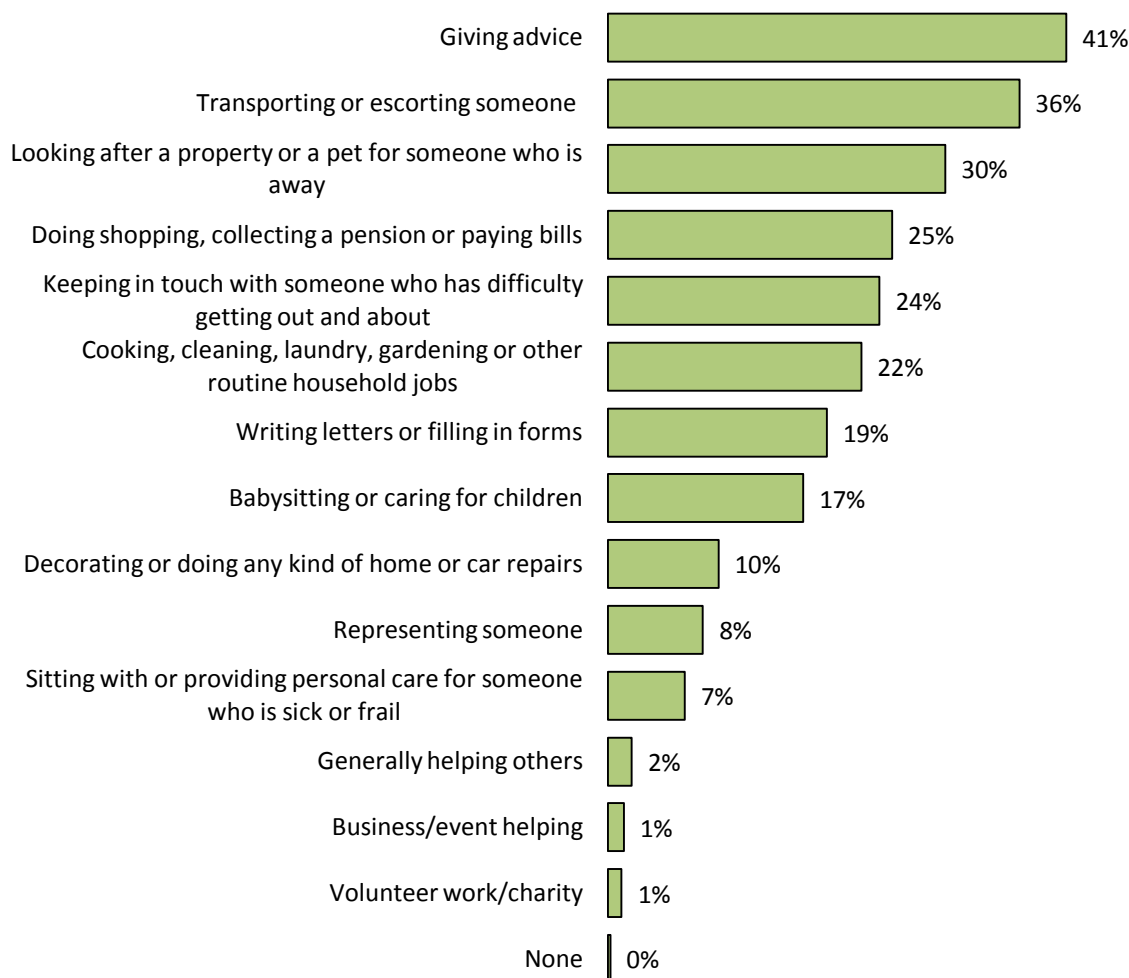
Chart 9 - Approximately how many hours in the last four weeks have you given unpaid help to someone who was not a relative?



Base: respondents who have given help in last 12 months (unweighted 1,078, weighted 780)

Those respondents who have given unpaid help to someone who was not a relative in the last 12 months were then asked in what ways they had given help. The most common responses were; giving advice (41%), transporting or escorting someone (36%) and looking after a property or a pet for someone who is away (30%).

Chart 10 - In which of the following ways have you given unpaid help to someone who was not a relative in the last 12 months?



Base: respondents who have given help in last 12 months (unweighted 1,015, weighted 724)

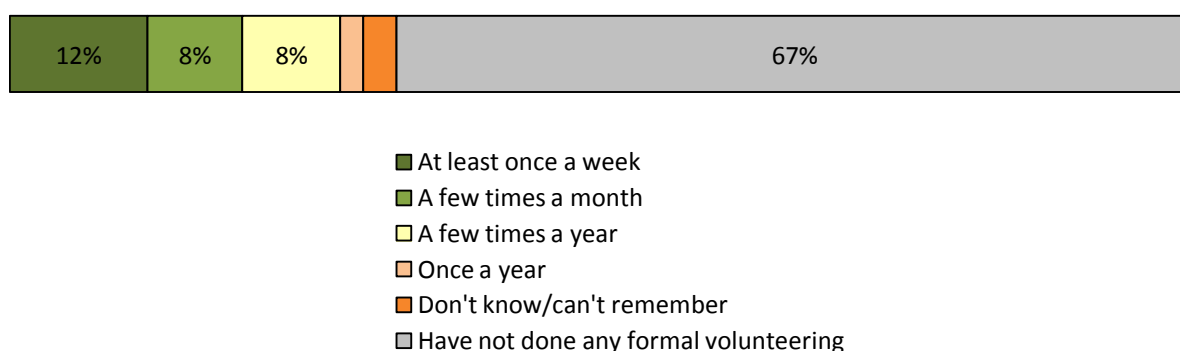
Female respondents are more likely to say they have kept in touch with someone who has difficulty getting out and about (28%) and are more likely to have done some baby sitting or caring for children (23%) for someone who is not a relative in the last 12 months. Male respondents are more likely to say they have done some decorating or have done any kind of home or car repairs (19%).

5.3 Formal volunteering

Respondents were then asked about formal volunteering which is unpaid help through groups, clubs or organisations to benefit other people or the environment.

Respondents were asked how often during the last 12 months they have done any formal volunteering. A fifth of respondents (20%) have done some formal volunteering a few times a month or more during the last 12 months⁴.

Chart 11 - On average, how often during the last 12 months have you done any formal volunteering?



Base: all respondents (unweighted 1,481, weighted 1,083)

Respondents with a disability are more likely to say they haven't done any formal volunteering during the last 12 months (73%).

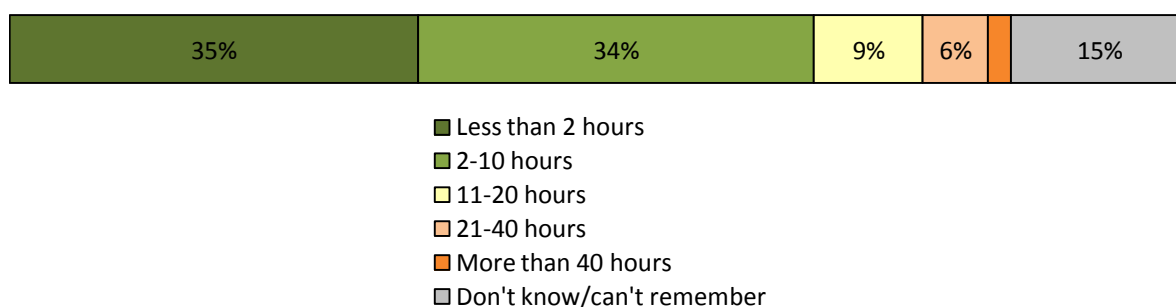
Respondents in the highest socio-economic groups (AB) are more likely to say they formally volunteer a few times a month or more (25%).⁵

⁴ 12% of respondents have formally volunteered at least once a week and 8% of respondents have formally volunteered a few times a month in the last 12 month.

⁵ Respondents in the highest socio-economic groups who say they formally volunteer at least once a week (14%) and respondents who say they formally volunteer a few times a month (10%).

Of those respondents who have formally volunteered in the last 12 months, half (50%) say they have formally volunteered for more than two hours in the last four weeks.

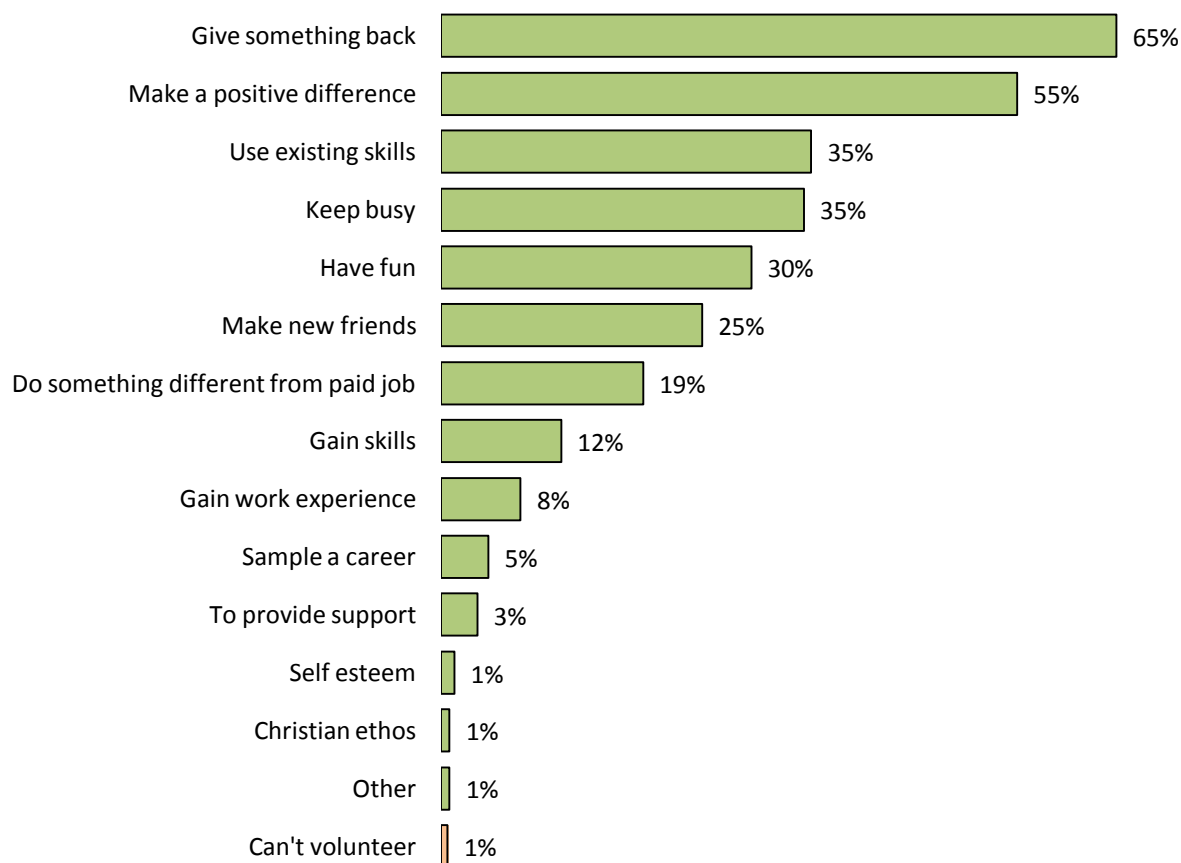
Chart 12 - Approximately how many hours in the last four weeks have you done any formal volunteering?



Base: respondents who have formally volunteered in last 12 months (unweighted 540, weighted 392)

Respondents who have formally volunteered in the last 12 months were then asked why they volunteer. The most common responses were to give something back (65%) and to make a positive difference (55%).

Chart 13 - Please tell us why you volunteer.

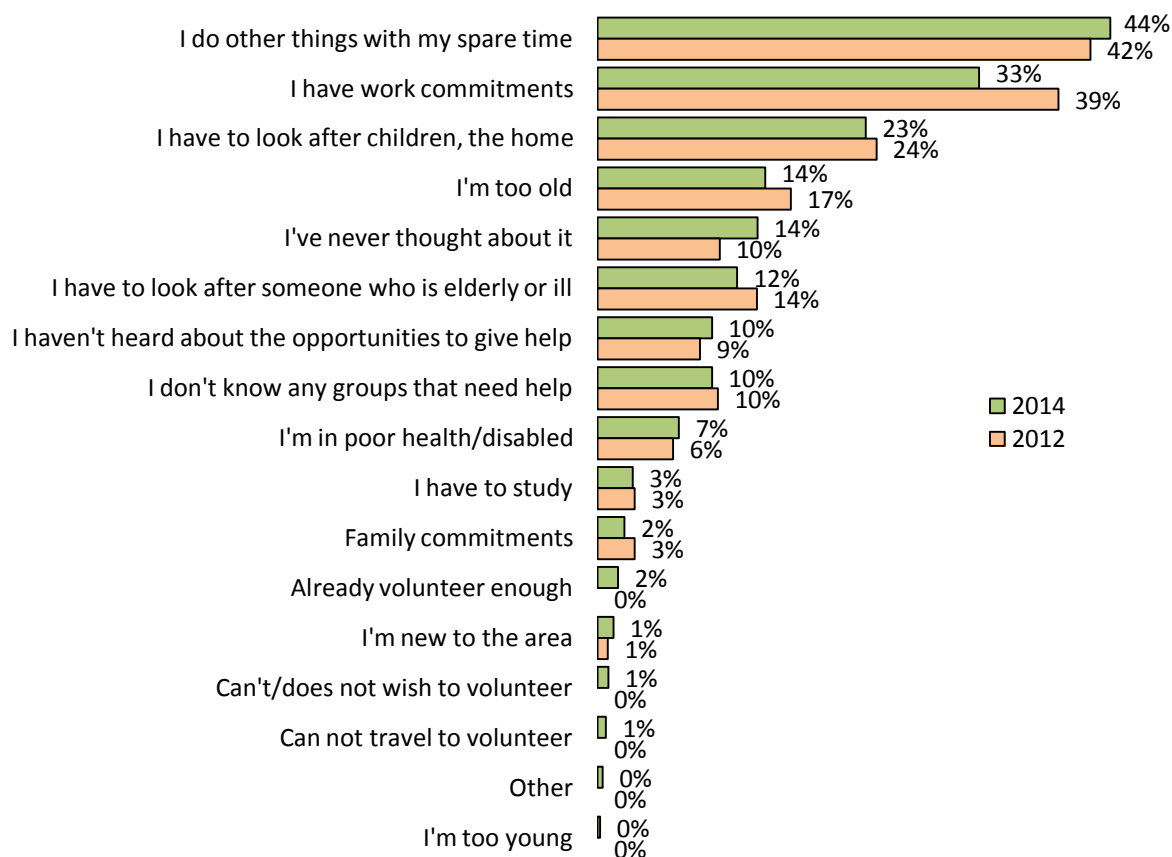


Base: respondents who have formally volunteered in the last 12 months (unweighted 505, weighted 367)

All respondents were then asked what stops them from volunteering or from volunteering more.

Over two-fifths of respondents (44%) said they cannot volunteer or volunteer more because they do other things in their spare time. One in every seven respondents have never thought about volunteering (14%), one in every ten respondents haven't heard about the opportunities to give help (10%) and one in every ten respondents don't know any groups that need help (10%).

Chart 14 - Please tell us what stops you from volunteering, or from volunteering more.



Base: all respondents (unweighted 1,430, weighted 1,063)

Male respondents are more likely to say they can't volunteer because they do other things in their spare time (48%). Male respondents are also more likely to say that they have never thought about it (17%).

BME respondents are more likely to say that they haven't heard about opportunities to give help (17%).

6. Conclusions and recommendations

Views about local area

- Although nearly half of respondents agree that older people receive the support they need to live independently in their own home over a third of respondents disagree. It is recommended that further work is carried out to understand why respondents have this difference of opinion.

Informal volunteering

- Just under a third of respondents have not given any unpaid help to someone who was not a relative in the last 12 months. The most common forms of unpaid help respondents did give are; giving advice, transporting or escorting someone, and looking after a property or a pet for someone who is away. When presented with three situations in which they would need help only between 3% and 5% of respondents said that there is no one that they could ask for help from. The proportions of respondents with no one that they could ask for help from are even higher in some vulnerable groups such as respondents with disabilities. These figures suggest that the vast majority of people in Lancashire have support networks that they can rely on for support when they need it. However, the county council and its partners need to ensure that people without any support networks are identified and are offered appropriate support when they need it.

Formal volunteering

- A fifth of respondents have done some formal volunteering a few times a month or more during the last 12 months. Although many of the reasons given by respondents for not volunteering or volunteering more are because they have other commitments such as work, children and elderly friends/relatives, a significant proportion don't volunteer because they have never thought about it, they haven't heard about the opportunities to give help, or they don't know of any groups that need help. This suggests that more people could be encouraged to volunteer formally if they knew more about the benefits that volunteering brings and if they knew more about who needs help from volunteers. It is recommended that further work is carried out to explore if increasing Lancashire residents' awareness of the benefits of volunteering and the opportunities available to volunteer would be effective in encouraging more Lancashire residents to volunteer.

Appendix 1: Socio-Economic-Group Definitions

These groups are based on Market Research Society definitions and on the respondent. They are graded as A, B, C1, C2, D and E.

Group A

- Professional people, very senior managers in business or commerce or top-level civil servants
- Retired people, previously grade A, and their widows

Group B

- Middle management executives in large organisations, with appropriate qualifications
- Principle officers in local government and civil service
- Top management or owners of small business concerns, educational and service establishments
- Retired people, previously grade B, and their widows

Group C1

- Junior management, owners of small establishments, and all others in non-manual positions
- Jobs in this group have very varied responsibilities and educational requirements
- Retired people, previously grade C1, and their widows

Group C2

- All skilled manual workers, and those manual workers with responsibility for other people
- Retired people, previously grade C2, with pensions from their job
- Widows, if receiving pensions from their late partner's job

Group D

- All semi skilled and unskilled manual workers, and apprentices and trainees to skilled workers
- Retired people, previously grade D, with pensions from their late job
- Widows, if receiving pensions from their late partner's job

Group E

- All those entirely dependent on the state long term, through sickness, unemployment, old age or other reasons
- Those unemployed for a period exceeding six months (otherwise classified on previous occupation)
- Casual workers and those without a regular income