

# 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	Preston
Base: Unweighted	2447	204
Base: Weighted	2447	277
	%	%
Very satisfied	41	39
Fairly satisfied	47	50
Neither satisfied nor dissatisfied	5	4
Fairly dissatisfied	4	5
Very dissatisfied	1	1
Don't know	1	1

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

	Lancashire	Preston
Base: Unweighted	2447	204
Base: Weighted	2447	277
	%	%
Very satisfied	42	39
Fairly satisfied	39	50
Neither satisfied nor dissatisfied	6	4
Fairly dissatisfied	7	5
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>Preston</b>
Base: Unweighted	2447	204
Base: Weighted	2447	277
	%	%
<b>Location</b>		
Convenient for shops	24	34
Access to other places/centrally located	19	36
Access to the countryside/coast	16	19
Near to family/friends	9	12
Convenient for work	7	11
<b>Facilities/amenities:</b>		
Good schools/education	10	15
Good shopping facilities	5	6
Good leisure/recreation facilities	4	5
Good public services	3	4
Good health facilities	3	3
Good facilities for young people	1	1
Good facilities for people of my ethnicity/culture/faith	1	3
Good facilities for younger children	1	*
Good childcare facilities	*	-
<b>Transport</b>		
Adequate public transport	9	22
Good roads	3	2
Amount of traffic	1	*
Adequate parking	*	*
<b>General atmosphere/image</b>		
Peace and quiet	36	29
Friendly neighbours/people/good community spirit	33	38
Openness/greenery/countryside	24	8
Safe area/low crime rate	12	9
Clean streets	4	3
Good street lighting	*	-
Good facilities for working parents	*	-
<b>Others</b>		
Other	15	8
None of these/no good things	3	3
Don't know	2	2
Affordable housing	2	5
Good job opportunities	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?**

	<b>Lancashire</b>	<b>Preston</b>
Base: Unweighted	2447	204
Base: Weighted	2447	277
	%	%
<b>Location</b>		
Inconvenient for shops	4	3
Poor access to other places/centrally located	1	-
Far away from family/friends	1	1
Inconvenient for work	1	-
Poor access to the countryside/coast	*	*
<b>Facilities/amenities:</b>		
Poor facilities for young people	10	11
Poor leisure/recreation facilities	5	3
Poor facilities for younger children	4	4
Poor shopping facilities	3	1
Poor schools/education	1	1
Poor health facilities	1	-
Poor childcare facilities	*	*
Poor facilities for people of my ethnicity/culture/faith	*	1
<b>Transport</b>		
Too much traffic	9	16
Poor public transport	8	3
Speed of traffic	6	12
Poor parking	5	6
Poor condition of roads	4	1
Poor condition of footpaths	2	1
Roadworks	1	1
<b>General atmosphere/image</b>		
Poor street lighting	7	7
Unsafe area/high crime rate	7	11
Generally run-down	6	10
Drugs misuse	6	11
Neighbours/people/ community cohesion/racial intolerance	3	6
Lack of peace and quiet	2	8
Too much vandalism/graffiti	1	2
Lack of openness/greenery/countryside	*	-
<b>Others</b>		
Other	28	22
None of these / no bad things	24	21
Don't know	4	4
Stray dogs/dog fouling	2	3
Poor housing	2	1
The Council wastes money	2	-
Unemployment/poor job opportunities	2	2
Expensive housing	1	-
Jobs paying low wages	1	1
High levels of development	1	-
High levels of pollution	1	-
Poor educational opportunities for adults	*	1

**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>Preston</b>
Base: Unweighted	2447	204
Base: Weighted	2447	277
	%	%
Reduce crime and disorder	40	44
Provide activities for young people	32	37
Reduce traffic and transport problems	25	33
Reduce illegal drug-taking	22	22
Protect the environment	16	13
Improve opportunities for leisure activities	15	15
Involve local people in decision making	13	11
Provide more affordable housing	13	13
Improve employment opportunities	12	11
Improve welfare and caring services	11	13
Improve education and learning services	10	12
Help people to live healthier lives	9	12
None of these	6	4
Other	3	3
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>Preston</b>
Base: Unweighted	214	21
Base: Weighted	238	30
	%	%
More discipline in schools	42	44
More investment in schools on books and equipment	34	20
Provide more leisure or arts activities after school	26	38
Schools and parents working more closely together	26	35
More teachers	24	17
Additional school classes before and after school	16	23
More information about day and evening classes	15	13
Longer school hours or longer school year	15	16
Better teachers	13	11
Reduce truancy in schools	13	11
Local literacy and numeracy support courses for adults	12	21
Other	11	30
None of these	8	5
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>Preston</b>
Base: Unweighted	295	29
Base: Weighted	278	37
	%	%
Making care affordable	41	31
Knowing more about what services are available	38	34
More contact with staff from care services	31	38
Having someone to contact for help	28	22
Having good emergency services	26	20
Being able to live at home	23	26
Getting transport when needed	21	20
Having a warm home	13	30
Improving access to public buildings	8	15
More contact with friends/relatives	6	7
Improving access to leisure facilities	6	8
Other	4	-
Don't know	4	3
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>Preston</b>
Base: Unweighted	364	29
Base: Weighted	379	43
	%	%
Build more leisure facilities	54	47
Create safe open places and play areas	36	39
Lower entrance cost to facilities	33	41
More information about what's on in your area	21	23
More opportunities to try new activities	21	12
Better public transport to help get to places	20	7
Someone to help us organise local events	15	27
Longer opening hours at places you want to go	14	17
More opportunities to learn or improve skills	14	15
Access to well-maintained footpath	7	10
More information about volunteering opportunities	4	8
Segregated sessions for some activities	3	-
None of these	3	4
Don't know	1	-
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>Preston</b>
Base: Unweighted	972	88
Base: Weighted	985	121
	%	%
More visible police presence	71	68
More things for youngsters to do	42	40
Tackle the drugs problem	35	31
Closed circuit TV	28	28
Give the courts more choice in sentencing	21	29
More visible police presence	18	12
More community involvement	13	15
Improve lighting in streets and car parks	12	11
Recruitment of neighbourhood wardens	11	21
Other	3	4
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>Preston</b>
Base: Unweighted	766	74
Base: Weighted	771	102
	%	%
More youth centres for meeting people of their own age	66	66
More leisure facilities that are affordable for young people	60	64
More spaces for playing games	34	34
Listen to young people more	30	34
Financial help for staying at school	17	21
Provide cheap public transport for young people	17	13
More information about local jobs	10	9
Advice for young people about sexual behaviour	7	7
Enable more young people to live independently	4	4
Don't know	3	3
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>Preston</b>
Base: Unweighted	555	48
Base: Weighted	545	61
	%	
Stricter punishment for illegal drug dealers	62	65
Stricter punishment for illegal drug users	42	40
Drug awareness education in school	34	51
Better facilities for young people generally	29	26
Educate parents about illegal drugs	22	26
More information for young people on illegal drugs	22	20
Greater reporting of suspicious activities	21	28
Local drug services for drug users	15	24
Don't know	3	-
Other	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>Preston</b>
Base: Unweighted	389	28
Base: Weighted	397	36
	%	%
Stricter enforcement of penalties for dog fouling	46	62
Clean streets more regularly	34	40
More waste recycling sites	30	36
Reduce industrial pollution	23	19
Greater information on the local environment	23	13
Reduce number of car journeys	22	40
Plant more trees	19	15
Advice on conserving energy	19	20
Skips placed in the neighbourhood	16	8
Other	7	14
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>Preston</b>
Base: Unweighted	220	25
Base: Weighted	229	34
	%	%
People taking responsibility for their own health	38	56
Improve access to health services	35	30
Cut down on traffic congestion	32	39
Cheaper alternative medicine or therapies	27	31
More information about community health services	27	18
Better access to local doctors	27	6
More national campaigns about healthy living	26	45
Reduce industrial air pollution	19	23
Don't know	4	4
Other	3	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>Preston</b>
Base: Unweighted	260	20
Base: Weighted	296	30
	%	%
More investment in industries	38	46
More better paid part-time or job share opportunities	36	43
More training courses	36	20
Schemes to smooth the change from benefits to work	32	46
Child care to enable parents to work	28	16
Developing skills through leisure and cultural activities	19	24
Less discrimination against sex, race, age etc.	17	15
Access to affordable IT facilities	12	6
More information about volunteering as a way of building skills	10	9
More information	7	11
Other	5	-
Don't know	3	5
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>Preston</b>
Base: Unweighted	322	22
Base: Weighted	329	31
	%	%
More information about what the County Council is doing	51	57
More opportunities to speak to local councillors	46	48
More community involvement in crime and disorder	45	52
Greater information about the local environment and what can be done by communities	33	9
Schools and parents working more closely together	22	40
More community voluntary groups in the local area	21	22
Design estates to encourage community spirit	18	12
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**

	<b>Lancashire</b>	<b>Preston</b>
Base: Unweighted	294	23
Base: Weighted	308	36
	%	%
Build more low cost houses to buy	60	73
Provide more low cost houses to rent	48	50
Renovate currently existing or disused buildings	35	30
Build new homes on previously developed or derelict land	28	14
Provide somewhere safe for children to play	27	52
Design estates to encourage community spirit	15	29
Provide more parking spaces in housing estates	12	4
Fewer planning regulations for new housing	6	-
Don't know	5	-
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>Preston</b>
Base: Unweighted	2447	204
Base: Weighted	2447	277
	%	%
Many of the people in your neighbourhood can be trusted	58	44
Some can be trusted	24	32
A few can be trusted	11	16
None of the people in your neighbourhood can be trusted	2	2
Just moved here	2	3
Don't know	3	3

<b>Q18 Would you say that you know...</b>		
	<b>Base: All respondents</b>	
	<b>Lancashire</b>	<b>Preston</b>
Base: Unweighted	2447	204
Base: Weighted	2447	277
	%	%
Many of the people in your neighbourhood	42	36
Some of the people in your neighbourhood	31	31
A few of the people in your neighbourhood	22	26
You do not know people in your neighbourhood	3	4
Just moved here	2	3
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>Preston</b>
Base: Unweighted	2447	204
Base: Weighted	2447	277
	%	%
Yes, definitely	43	35
Yes, to some extent	42	43
No	11	12
Just moved here	2	3
Don't know	3	7

**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>Preston</b>
Base: Unweighted	2447	204
Base: Weighted	2447	277
	%	%
Definitely agree	15	14
Tend to agree	45	41
Tend to disagree	10	11
Definitely disagree	5	6
Too few people in the local area	3	1
All same backgrounds	11	16
Don't know	10	10

## 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
Preston	15	37	32	-	17	14	-
<b>Council run services and facilities for disabled people</b>							
Lancashire	180	30	38	5	7	10	9
Preston	26	35	38	-	14	13	-
<b>Services for people with mental health problems</b>							
Lancashire	90	30	28	8	15	15	4
Preston	10	31	28	17	24	-	-
<b>Services for people with learning difficulties</b>							
Lancashire	107	28	40	4	6	16	6
Preston	12	26	34	8	19	-	13
<b>Services for vulnerable children and families</b>							
Lancashire	44	23	26	19	9	18	5
Preston	5	-	64	-	17	20	-
<b>Services for young offenders</b>							
Lancashire	21	9	21	22	14	21	14
Preston	1	-	-	-	-	100	-

<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>Preston</b>
Base: Unweighted	512	46
Base: Weighted	508	55
	%	%
Got better	26	30
Got worse	16	17
Stayed the same	40	40
Don't know	19	13

# 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 %
<b>Pre-School facilities or nursery schools</b>							
Lancashire	300	60	30	2	4	2	2
Preston	31	50	33	-	7	-	10
<b>Primary schools</b>							
Lancashire	611	52	38	3	4	1	2
Preston	80	51	33	6	5	1	4
<b>Secondary schools</b>							
Lancashire	513	37	44	5	7	4	3
Preston	53	34	49	2	9	3	3
<b>Support for children with special needs</b>							
Lancashire	109	36	31	5	10	14	3
Preston	12	30	53	-	6	11	-
<b>Adult education</b>							
Lancashire	415	41	44	3	5	2	4
Preston	50	53	32	-	8	-	7
<b>Youth Service</b>							
Lancashire	37	31	38	11	12	2	5
Preston	3	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	Preston
Base: Unweighted	1147	97
Base: Weighted	1220	138
	%	
Got better	38	35
Got worse	10	10
Stayed the same	39	37
Don't know	13	17

## 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
Preston	165	57	34	1	5	-	3
<b>Museums</b>							
Lancashire	486	45	42	5	4	2	2
Preston	96	53	30	5	8	2	2
<b>Support for the arts</b>							
Lancashire	162	24	51	9	9	3	3
Preston	25	18	57	5	13	7	-
<b>Services for young people</b>							
Lancashire	201	19	37	11	19	13	1
Preston	17	36	48	5	11	-	-

**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	Preston
Base: Unweighted	1570	127
Base: Weighted	1598	176
	%	%
Got better	38	36
Got worse	6	7
Stayed the same	46	50
Don't know	10	7

# 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>	25	52	4	12	6	1
Preston	<b>277</b>	35	45	3	12	5	-
<b>Road maintenance and repairs</b>							
Lancashire	<b>2447</b>	8	38	12	23	18	2
Preston	<b>277</b>	12	42	15	18	12	1
<b>Pavement maintenance</b>							
Lancashire	<b>2447</b>	7	40	12	21	17	2
Preston	<b>277</b>	13	45	13	18	11	1
<b>Traffic management (e.g. signs and signalling)</b>							
Lancashire	<b>2447</b>	7	49	17	13	8	6
Preston	<b>277</b>	8	46	20	17	3	5
<b>Traffic calming measures</b>							
Lancashire	<b>2447</b>	5	34	17	22	16	6
Preston	<b>277</b>	6	32	14	28	15	6
<b>Road safety</b>							
Lancashire	<b>2447</b>	4	46	17	18	10	5
Preston	<b>277</b>	4	36	20	23	12	4
<b>Cycle facilities</b>							
Lancashire	<b>505</b>	16	45	10	14	12	3
Preston	<b>65</b>	8	45	9	19	17	2
<b>Countryside recreation</b>							
Lancashire	<b>1050</b>	26	55	7	7	3	2
Preston	<b>105</b>	26	55	6	5	4	4
<b>Footpaths, bridleways and rights of way</b>							
Lancashire	<b>1096</b>	20	59	6	9	4	1
Preston	<b>123</b>	20	52	6	18	1	2
<b>Household waste disposal sites</b>							
Lancashire	<b>1515</b>	36	50	4	6	3	1
Preston	<b>167</b>	37	52	3	6	1	2
<b>Recycling facilities</b>							
Lancashire	<b>1569</b>	38	49	3	6	3	1
Preston	<b>180</b>	37	56	1	4	2	-



**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>Preston</b>
Base: Unweighted	2447	204
Base: Weighted	2447	277
	%	%
Got better	45	45
Got worse	9	12
Stayed the same	35	30
Don't know	11	13

## 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	<b>70</b>	19	36	13	11	17	4
Preston	<b>12</b>	21	10	24	7	26	12
<b>Support for local businesses</b>							
Lancashire	<b>83</b>	12	42	10	15	12	9
Preston	<b>12</b>	-	29	12	28	20	12
<b>Trading standards</b>							
Lancashire	<b>107</b>	34	46	12	4	3	2
Preston	<b>9</b>	9	70	21	-	-	-
<b>Registration of births, deaths and marriages</b>							
Lancashire	<b>362</b>	38	51	5	1	2	2
Preston	<b>55</b>	44	44	10	-	-	2
<b>Planning services</b>							
Lancashire	<b>99</b>	13	48	11	13	13	2
Preston	<b>10</b>	-	81	19	-	-	-
<b>Welfare rights</b>							
Lancashire	<b>182</b>	36	40	4	12	5	3
Preston	<b>25</b>	39	46	6	10	-	-
<b>County information Centres</b>							
Lancashire	<b>186</b>	27	52	10	4	0	7
Preston	<b>20</b>	39	48	13	-	-	-
<b>Tourism services</b>							
Lancashire	<b>261</b>	31	55	7	2	2	3
Preston	<b>17</b>	41	43	17	-	-	-
<b>Emergency Planning</b>							
Lancashire	<b>2447</b>	1	8	16	2	2	71
Preston	<b>277</b>	1	16	13	2	2	65

# 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
Preston	200	37	42	3	13	5	-
<b>Local train services</b>							
Lancashire	737	17	51	7	14	9	2
Preston	81	9	64	5	12	9	-
<b>Local road system</b>							
Lancashire	2207	8	50	13	15	10	4
Preston	245	6	51	10	21	8	4
<b>Local taxis</b>							
Lancashire	1215	27	56	7	6	3	1
Preston	132	21	58	7	8	6	-

**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	Preston
Base: Unweighted	1820	164
Base: Weighted	1854	226
	%	%
Got better	25	28
Got worse	19	15
Stayed the same	49	49
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	Preston
Base: Unweighted	2447	204
Base: Weighted	2447	277
	%	%
<b>Social Services</b>		
Services for older people	37	28
Council run services and facilities for disabled people	13	15
Services for people with mental health problems	6	9
Services for people with learning difficulties	6	8
Services for vulnerable people and families	14	16
Services for young offenders	6	9
Culture and Leisure		
Museums	1	0
Libraries	10	11
Country parks/countryside recreation	10	6
Footpaths, bridleways and rights of way	6	4
Maintenance of roads, pavements and bridges	26	27
Support for the arts	2	2
<b>Education</b>		
Facilities or services for young people	26	25
Nursery schools	11	10
Primary schools	18	17
Secondary schools	21	19
Adult education	6	6
<b>Environment and business</b>		
Economic development and job creation	14	21
Attracting investment to Lancashire	14	12
Support local business	6	7
Recycling facilities	6	5
Household waste disposal sites	5	10
Street lighting	7	9
Traffic management	10	11
Road safety	14	21
Cycle facilities	2	3
<b>Other</b>		
Tourism services	2	2
Public transport information	7	6
Consumer protection, advice and trading standards	2	2
Planning for future developments	8	10
Registration of births, deaths and marriages	1	-
Other	3	2
None of these	1	0
Don't know	4	7

# 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	Preston
Base: Unweighted	2447	204
Base: Weighted	2447	277
	%	%
I'm not really interested in what the County Council does, or whether it does its job	2	3
I'm not interested in what the County Council does as long as long as it does its job	18	17
I like to know what the County Council is doing, but I'm happy to let it get on with its job	56	52
I would like to have more of a say in what the County Council does	19	23
I already work for, or am already involved with the County Council and the services it provides	3	4
None of these	1	1
Don't know	1	0

## 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	Preston
Base: Unweighted	2447	204
Base: Weighted	2447	277
	%	%
Listening to the views of local people	76	72
Dealing with complaints and problems	50	53
Working with local communities to provide more effective services	40	45
Keeping you informed about County Council activities	32	29
Representing local views to business	15	12
Reviewing and planning local services	10	6
Taking decisions about County Council services	9	7
Ensuring ethical standards are maintained across the County	9	22
Scrutinising County Council decisions	7	6
Don't know	2	4
Other	1	0
None of these	*	0