

# 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	Rossendale
Base: Unweighted	2447	208
Base: Weighted	2447	139
	%	%
Very satisfied	41	37
Fairly satisfied	47	54
Neither satisfied nor dissatisfied	5	3
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	Rossendale
Base: Unweighted	2447	208
Base: Weighted	2447	139
	%	%
Very satisfied	42	37
Fairly satisfied	39	54
Neither satisfied nor dissatisfied	6	3
Fairly dissatisfied	7	5
Very dissatisfied	4	1
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>Rossendale</b>
Base: Unweighted	2447	208
Base: Weighted	2447	139
	%	%
<b>Location</b>		
Convenient for shops	24	20
Access to other places/centrally located	19	9
Access to the countryside/coast	16	4
Near to family/friends	9	12
Convenient for work	7	3
<b>Facilities/amenities:</b>		
Good schools/education	10	3
Good shopping facilities	5	-
Good leisure/recreation facilities	4	-
Good public services	3	-
Good health facilities	3	-
Good facilities for young people	1	50
Good facilities for people of my ethnicity/culture/faith	1	35
Good facilities for younger children	1	57
Good childcare facilities	*	4
<b>Transport</b>		
Adequate public transport	9	-
Good roads	3	1
Amount of traffic	1	-
Adequate parking	*	3
<b>General atmosphere/image</b>		
Peace and quiet	36	1
Friendly neighbours/people/good community spirit	33	2
Openness/greenery/countryside	24	*
Safe area/low crime rate	12	*
Clean streets	4	-
Good street lighting	*	-
Good facilities for working parents	*	-
<b>Others</b>		
Other	15	5
None of these/no good things	3	1
Don't know	2	-
Affordable housing	2	1
Good job opportunities	1	2
Low levels of pollution	1	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>Rossendale</b>
Base: Unweighted	2447	208
Base: Weighted	2447	139
	%	%
<b>Location</b>		
Inconvenient for shops	4	5
Poor access to other places/centrally located	1	*
Far away from family/friends	1	1
Inconvenient for work	1	3
Poor access to the countryside/coast	*	-
<b>Facilities/amenities:</b>		
Poor facilities for young people	10	14
Poor leisure/recreation facilities	5	5
Poor facilities for younger children	4	5
Poor shopping facilities	3	4
Poor schools/education	1	-
Poor health facilities	1	-
Poor childcare facilities	*	-
Poor facilities for people of my ethnicity/culture/faith	*	-
<b>Transport</b>		
Too much traffic	9	3
Poor public transport	8	6
Speed of traffic	6	5
Poor parking	5	3
Poor condition of roads	4	10
Poor condition of footpaths	2	4
Roadworks	1	2
<b>General atmosphere/image</b>		
Poor street lighting	7	13
Unsafe area/high crime rate	7	5
Generally run-down	6	5
Drugs misuse	6	4
Neighbours/people/ community cohesion/racial intolerance	3	4
Lack of peace and quiet	2	1
Too much vandalism/graffiti	1	1
Lack of openness/greenery/countryside	*	-
<b>Others</b>		
Other	28	9
None of these / no bad things	24	30
Don't know	4	1
Stray dogs/dog fouling	2	2
Poor housing	2	3
The Council wastes money	2	4
Unemployment/poor job opportunities	2	3
Expensive housing	1	2
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>Rossendale</b>
Base: Unweighted	2447	208
Base: Weighted	2447	139
	%	%
Reduce crime and disorder	40	36
Provide activities for young people	32	35
Reduce traffic and transport problems	25	16
Reduce illegal drug-taking	22	16
Protect the environment	16	9
Improve opportunities for leisure activities	15	16
Involve local people in decision making	13	3
Provide more affordable housing	13	5
Improve employment opportunities	12	6
Improve welfare and caring services	11	6
Improve education and learning services	10	5
Help people to live healthier lives	9	3
None of these	6	17
Other	3	1
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>Rossendale</b>
Base: Unweighted	214	9
Base: Weighted	238	6
	%	%
More discipline in schools	42	26
More investment in schools on books and equipment	34	51
Provide more leisure or arts activities after school	26	18
Schools and parents working more closely together	26	31
More teachers	24	42
Additional school classes before and after school	16	11
More information about day and evening classes	15	29
Longer school hours or longer school year	15	-
Better teachers	13	-
Reduce truancy in schools	13	-
Local literacy and numeracy support courses for adults	12	20
Other	11	11
None of these	8	11
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>Rossendale</b>
Base: Unweighted	295	13
Base: Weighted	278	9
	%	%
Making care affordable	41	38
Knowing more about what services are available	38	36
More contact with staff from care services	31	39
Having someone to contact for help	28	26
Having good emergency services	26	16
Being able to live at home	23	17
Getting transport when needed	21	15
Having a warm home	13	8
Improving access to public buildings	8	13
More contact with friends/relatives	6	23
Improving access to leisure facilities	6	6
Other	4	7
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>Rossendale</b>
Base: Unweighted	364	32
Base: Weighted	379	22
	%	%
Build more leisure facilities	54	55
Create safe open places and play areas	36	40
Lower entrance cost to facilities	33	17
More information about what's on in your area	21	14
More opportunities to try new activities	21	20
Better public transport to help get to places	20	24
Someone to help us organise local events	15	32
Longer opening hours at places you want to go	14	14
More opportunities to learn or improve skills	14	28
Access to well-maintained footpath	7	3
More information about volunteering opportunities	4	6
Segregated sessions for some activities	3	-
None of these	3	3
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>Rossendale</b>
Base: Unweighted	972	76
Base: Weighted	985	50
	%	%
More visible police presence	71	81
More things for youngsters to do	42	43
Tackle the drugs problem	35	25
Closed circuit TV	28	29
Give the courts more choice in sentencing	21	22
More visible police presence	18	20
More community involvement	13	9
Improve lighting in streets and car parks	12	18
Recruitment of neighbourhood wardens	11	12
Other	3	-
Don't know	3	1
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>Rossendale</b>
Base: Unweighted	766	71
Base: Weighted	771	49
	%	%
More youth centres for meeting people of their own age	66	77
More leisure facilities that are affordable for young people	60	67
More spaces for playing games	34	55
Listen to young people more	30	20
Financial help for staying at school	17	12
Provide cheap public transport for young people	17	15
More information about local jobs	10	5
Advice for young people about sexual behaviour	7	6
Enable more young people to live independently	4	1
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>Rossendale</b>
Base: Unweighted	555	34
Base: Weighted	545	22
	%	
Stricter punishment for illegal drug dealers	62	46
Stricter punishment for illegal drug users	42	33
Drug awareness education in school	34	20
Better facilities for young people generally	29	27
Educate parents about illegal drugs	22	27
More information for young people on illegal drugs	22	23
Greater reporting of suspicious activities	21	21
Local drug services for drug users	15	18
Don't know	3	8
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>Rossendale</b>
Base: Unweighted	389	20
Base: Weighted	397	13
	%	%
Stricter enforcement of penalties for dog fouling	46	58
Clean streets more regularly	34	79
More waste recycling sites	30	26
Reduce industrial pollution	23	18
Greater information on the local environment	23	4
Reduce number of car journeys	22	11
Plant more trees	19	-
Advice on conserving energy	19	16
Skips placed in the neighbourhood	16	38
Other	7	-
Don't know	3	6
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>Rossendale</b>
Base: Unweighted	220	6
Base: Weighted	229	4
	%	%
People taking responsibility for their own health	38	16
Improve access to health services	35	38
Cut down on traffic congestion	32	-
Cheaper alternative medicine or therapies	27	80
More information about community health services	27	34
Better access to local doctors	27	48
More national campaigns about healthy living	26	34
Reduce industrial air pollution	19	30
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>Rossendale</b>
Base: Unweighted	260	12
Base: Weighted	296	9
	%	%
More investment in industries	38	23
More better paid part-time or job share opportunities	36	41
More training courses	36	47
Schemes to smooth the change from benefits to work	32	26
Child care to enable parents to work	28	25
Developing skills through leisure and cultural activities	19	35
Less discrimination against sex, race, age etc.	17	45
Access to affordable IT facilities	12	-
More information about volunteering as a way of building skills	10	8
More information	7	-
Other	5	-
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>Rossendale</b>
Base: Unweighted	322	6
Base: Weighted	329	4
	%	%
More information about what the County Council is doing	51	57
More opportunities to speak to local councillors	46	16
More community involvement in crime and disorder	45	53
Greater information about the local environment and what can be done by communities	33	16
Schools and parents working more closely together	22	-
More community voluntary groups in the local area	21	18
Design estates to encourage community spirit	18	22
Don't know	4	13
Other	2	18
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>Rossendale</b>
Base: Unweighted	294	9
Base: Weighted	308	6
	%	%
Build more low cost houses to buy	60	55
Provide more low cost houses to rent	48	46
Renovate currently existing or disused buildings	35	38
Build new homes on previously developed or derelict land	28	42
Provide somewhere safe for children to play	27	30
Design estates to encourage community spirit	15	-
Provide more parking spaces in housing estates	12	13
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>Rossendale</b>
Base: Unweighted	2447	208
Base: Weighted	2447	139
	%	%
Many of the people in your neighbourhood can be trusted	58	34
Some can be trusted	24	41
A few can be trusted	11	19
None of the people in your neighbourhood can be trusted	2	1
Just moved here	2	1
Don't know	3	2

<b>Q18 Would you say that you know...</b>		
	<b>Base: All respondents</b>	
	<b>Lancashire</b>	<b>Rossendale</b>
Base: Unweighted	2447	208
Base: Weighted	2447	139
	%	%
Many of the people in your neighbourhood	42	36
Some of the people in your neighbourhood	31	36
A few of the people in your neighbourhood	22	24
You do not know people in your neighbourhood	3	1
Just moved here	2	1
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>Rossendale</b>
Base: Unweighted	2447	208
Base: Weighted	2447	139
	%	%
Yes, definitely	43	22
Yes, to some extent	42	66
No	11	9
Just moved here	2	2
Don't know	3	1

**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>Rossendale</b>
Base: Unweighted	2447	208
Base: Weighted	2447	139
	%	%
Definitely agree	15	4
Tend to agree	45	58
Tend to disagree	10	10
Definitely disagree	5	7
Too few people in the local area	3	7
All same backgrounds	11	5
Don't know	10	9

## 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
Rossendale	9	62	31	-	-	7	-
<b>Council run services and facilities for disabled people</b>							
Lancashire	180	30	38	5	7	10	9
Rossendale	6	42	21	17	8	-	12
<b>Services for people with mental health problems</b>							
Lancashire	90	30	28	8	15	15	4
Rossendale	1	-	54	-	46	-	-
<b>Services for people with learning difficulties</b>							
Lancashire	107	28	40	4	6	16	6
Rossendale	6	26	30	-	31	-	13
<b>Services for vulnerable children and families</b>							
Lancashire	44	23	26	19	9	18	5
Rossendale	1	53	-	-	-	47	-
<b>Services for young offenders</b>							
Lancashire	21	9	21	22	14	21	14
Rossendale	-	-	-	-	-	-	-

<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>Rossendale</b>
Base: Unweighted	512	28
Base: Weighted	508	19
	%	%
Got better	26	25
Got worse	16	11
Stayed the same	40	35
Don't know	19	29

## 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
Rossendale	24	62	28	-	4	4	3
<b>Primary schools</b>							
Lancashire	611	52	38	3	4	1	2
Rossendale	40	54	37	-	7	-	2
<b>Secondary schools</b>							
Lancashire	513	37	44	5	7	4	3
Rossendale	29	32	56	-	6	2	3
<b>Support for children with special needs</b>							
Lancashire	109	36	31	5	10	14	3
Rossendale	8	27	38	-	15	20	-
<b>Adult education</b>							
Lancashire	415	41	44	3	5	2	4
Rossendale	14	29	46	12	-	5	7
<b>Youth Service</b>							
Lancashire	37	31	38	11	12	2	5
Rossendale	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>Rossendale</b>
Base: Unweighted	1147	89
Base: Weighted	1220	64
	%	
Got better	38	37
Got worse	10	10
Stayed the same	39	39
Don't know	13	13

## 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
Rossendale	80	44	53	-	1	1	1
<b>Museums</b>							
Lancashire	486	45	42	5	4	2	2
Rossendale	24	26	60	7	3	4	-
<b>Support for the arts</b>							
Lancashire	162	24	51	9	9	3	3
Rossendale	4	14	70	-	17	-	-
<b>Services for young people</b>							
Lancashire	201	19	37	11	19	13	1
Rossendale	7	12	11	-	53	24	-

**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	Rossendale
Base: Unweighted	1570	121
Base: Weighted	1598	82
	%	%
Got better	38	40
Got worse	6	8
Stayed the same	46	45
Don't know	10	8

# 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>
Rossendale	<b>139</b>	<b>7</b>	<b>64</b>	<b>3</b>	<b>23</b>	<b>3</b>	<b>0</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>
Rossendale	<b>139</b>	<b>1</b>	<b>26</b>	<b>14</b>	<b>28</b>	<b>29</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>
Rossendale	<b>139</b>	<b>1</b>	<b>35</b>	<b>13</b>	<b>26</b>	<b>24</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>
Rossendale	<b>139</b>	<b>-</b>	<b>47</b>	<b>21</b>	<b>17</b>	<b>9</b>	<b>7</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>
Rossendale	<b>139</b>	<b>1</b>	<b>27</b>	<b>17</b>	<b>30</b>	<b>18</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>
Rossendale	<b>139</b>	<b>1</b>	<b>37</b>	<b>19</b>	<b>27</b>	<b>12</b>	<b>4</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>
Rossendale	<b>11</b>	<b>-</b>	<b>50</b>	<b>16</b>	<b>13</b>	<b>15</b>	<b>7</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>
Rossendale	<b>46</b>	<b>-</b>	<b>76</b>	<b>7</b>	<b>12</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>
Rossendale	<b>62</b>	<b>4</b>	<b>82</b>	<b>6</b>	<b>8</b>	<b>-</b>	<b>-</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>
Rossendale	<b>71</b>	<b>11</b>	<b>58</b>	<b>8</b>	<b>13</b>	<b>9</b>	<b>2</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>
Rossendale	<b>72</b>	<b>8</b>	<b>71</b>	<b>4</b>	<b>11</b>	<b>6</b>	<b>-</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>Rossendale</b>
Base: Unweighted	2447	208
Base: Weighted	2447	139
	%	
Got better	45	31
Got worse	9	16
Stayed the same	35	43
Don't know	11	10

## 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
Rossendale	<b>2</b>	-	51	49	-	-	-
<b>Support for local businesses</b>							
Lancashire	<b>83</b>	12	42	10	15	12	9
Rossendale	<b>1</b>	-	100	-	-	-	-
<b>Trading standards</b>							
Lancashire	<b>107</b>	34	46	12	4	3	2
Rossendale	<b>3</b>	52	24	-	-	-	24
<b>Registration of births, deaths and marriages</b>							
Lancashire	<b>362</b>	38	51	5	1	2	2
Rossendale	<b>17</b>	34	56	-	10	-	-
<b>Planning services</b>							
Lancashire	<b>99</b>	13	48	11	13	13	2
Rossendale	<b>2</b>	-	25	38	-	38	-
<b>Welfare rights</b>							
Lancashire	<b>182</b>	36	40	4	12	5	3
Rossendale	<b>4</b>	56	44	-	-	-	-
<b>County information Centres</b>							
Lancashire	<b>186</b>	27	52	10	4	0	7
Rossendale	<b>5</b>	32	68	-	-	-	-
<b>Tourism services</b>							
Lancashire	<b>261</b>	31	55	7	2	2	3
Rossendale	<b>14</b>	18	78	-	-	-	5
<b>Emergency Planning</b>							
Lancashire	<b>2447</b>	1	8	16	2	2	71
Rossendale	<b>139</b>	0	1	5	1	1	91

# 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
Rossendale	78	13	58	5	18	5	1
<b>Local train services</b>							
Lancashire	737	17	51	7	14	9	2
Rossendale	7	-	56	30	14	-	-
<b>Local road system</b>							
Lancashire	2207	8	50	13	15	10	4
Rossendale	113	1	60	16	12	4	7
<b>Local taxis</b>							
Lancashire	1215	27	56	7	6	3	1
Rossendale	46	13	63	10	11	2	1

**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	Rossendale
Base: Unweighted	1820	136
Base: Weighted	1854	93
	%	%
Got better	25	22
Got worse	19	17
Stayed the same	49	56
Don't know	7	5

# 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	Rossendale
Base: Unweighted	2447	208
Base: Weighted	2447	139
	%	%
<b>Social Services</b>		
Services for older people	37	38
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	3
Services for vulnerable people and families	14	10
Services for young offenders	6	6
Culture and Leisure		
Museums	1	-
Libraries	10	3
Country parks/countryside recreation	10	9
Footpaths, bridleways and rights of way	6	5
Maintenance of roads, pavements and bridges	26	34
Support for the arts	2	2
<b>Education</b>		
Facilities or services for young people	26	27
Nursery schools	11	14
Primary schools	18	16
Secondary schools	21	17
Adult education	6	7
<b>Environment and business</b>		
Economic development and job creation	14	11
Attracting investment to Lancashire	14	10
Support local business	6	7
Recycling facilities	6	10
Household waste disposal sites	5	10
Street lighting	7	8
Traffic management	10	10
Road safety	14	23
Cycle facilities	2	1
<b>Other</b>		
Tourism services	2	0
Public transport information	7	11
Consumer protection, advice and trading standards	2	1
Planning for future developments	8	3
Registration of births, deaths and marriages	1	1
Other	3	1
None of these	1	1
Don't know	4	1

# Local Democracy and the Role of Councillors

<b>Q55 Which of these statements comes closest to your own attitude towards Lancashire County Council?</b>		
<b>Base: All respondents</b>		
	<b>Lancashire</b>	<b>Rossendale</b>
Base: Unweighted	2447	208
Base: Weighted	2447	139
	%	%
I'm not really interested in what the County Council does, or whether it does its job	2	2
I'm not interested in what the County Council does as long as long as it does its job	18	19
I like to know what the County Council is doing, but I'm happy to let it get on with its job	56	61
I would like to have more of a say in what the County Council does	19	17
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	0

<b>Q56 Which two or three of the following do you think is the most important for your local county councillors to do?</b>		
<b>Base: All respondents</b>		
	<b>Lancashire</b>	<b>Rossendale</b>
Base: Unweighted	2447	208
Base: Weighted	2447	139
	%	%
Listening to the views of local people	76	84
Dealing with complaints and problems	50	67
Working with local communities to provide more effective services	40	24
Keeping you informed about County Council activities	32	36
Representing local views to business	15	16
Reviewing and planning local services	10	9
Taking decisions about County Council services	9	6
Ensuring ethical standards are maintained across the County	9	5
Scrutinising County Council decisions	7	3
Don't know	2	0
Other	1	0
None of these	*	0