Living in Lancashire Survey

Community cohesion

June 2014

Lancashire
County
Council

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Contents

1. Executive summary

This wave of Living in Lancashire looked at people's views on community cohesion. The survey was sent by email or by post to all 2,547 members of the panel on 11 June. A reminder was sent on 2 July and the fieldwork ended on 18 July 2014. In total 1,458 questionnaires were returned, giving an overall response rate of 57%.

1.1 Key findings

1.1.1 Common ground

- Around three-fifths of respondents (61%) agree that people from different backgrounds integrate well with each other in their local area. Just under half of respondents (45%) agree that people from different backgrounds integrate well with each other in Lancashire and around a third of respondents (32%) agree that people from different backgrounds integrate well with each other in the UK.

- Nearly nine out of ten respondents (89%) agree that they personally feel part of British society.

1.1.2 About your local area

- The most common issues respondents feel are most important to tackle now both locally and nationally are health/the NHS and crime/law and order.

- The proportion of respondents who feel that unemployment is one of the most important issues to tackle both locally and nationally has decreased compared to the response in 2012.

- Around a quarter of respondents (26%) would like to be more involved in the decisions that Lancashire County Council makes affecting their local area. Over half of respondents (55%) said it would depend on the issue.

- Nearly a fifth of respondents (18%) say that their local area has got worse over the last two years.

1.1.3 Your outlook

- Compared to the responses in 2012, the proportion of respondents who feel positive about their financial situation has increased and the proportion who say they don't feel positive about any of the given topics has decreased.

- Around three-fifths of respondents (62%) say that they feel negative about the way things are going in the UK while nearly a third of respondents (31%) say they feel negative about the way things are going in Lancashire.

1.1.4 Participation in your community

- Seven out of ten respondents (70%) say it is at least quite important for them to feel that they can influence decisions in their local area. This has decreased compared to the response in 2012.

1.1.5 Food banks

- Nearly a third of respondents (31%) have donated to a food bank in the last 12 months.

- Almost all respondents (98%) say they have not used a food bank in the last 12 months. One in a hundred respondents (1%) say they have used a food bank in the last 12 months.

- Around three-fifths of respondents (59%) agree that food banks are needed in Lancashire.

1.1.6 Public services

- Around three-quarters of respondents said that each of the welfare changes asked about have had no impact on themselves and their household.

- The changes which have had a negative impact on the largest proportions of respondents and their households are child benefit changes (9%) and child tax credit changes (9%).

- Around two-fifths of respondents (38%) say that reduced public service spending has had a negative impact on themselves and their household.

1.1.7 Religion or belief

- Nearly three-fifths of respondents (58%) agree that religion or belief play a major role in how people integrate across communities and around half of respondents (48%) agree that religion or belief is an important aspect of British life.

- Over two-fifths of respondents agree that people respect different religions or beliefs across Lancashire (42%) while around a quarter of respondents disagree (27%).

- Two-fifths of respondents (40%) agree that religion or belief is important in defining their identity.

1.1.8   Immigration

- Around two-fifths of respondents (39%) feel that immigrants have integrated at least fairly well in their local community. One in ten respondents (10%) feel that immigrants have not integrated at all in their local community.

- Nearly a fifth of respondents (18%) say that immigrants are having a positive effect on their local area while a fifth of respondents (20%) say that immigrants are having a negative effect on their local area.

1.1.9   Tolerance in communities

- Respondents most commonly think that there is more prejudice in Britain and in Lancashire than there was two years ago against religion or belief, race and Gypsy/Roma/Traveller groups.

- Respondents most commonly think that there is less prejudice in Britain and in Lancashire than there was two years ago when it comes to marriage/civil partnership, sexual orientation and disability.

- Around one in seven respondents (14%) say that either they or someone close to them have been verbally abused[1] in the past two years. A small proportion of respondents (2%) said either they or someone close to them had been physically abused in the past two years because of one of the listed characteristics. One in 20 respondents (5%) said they or someone close to them had been abused on social media in the past two years.

- Around a fifth of respondents (19%) think that there is more extremism in their local area than there was two years ago and around two-fifths of respondents (39%) think there is now more extremism in Lancashire.

- Around two-thirds of respondents (67%) think that there is more extremism in the UK than two years ago while almost three-quarters of respondents (72%) think there is now more extremism internationally than there was two years ago.

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[1] Respondents were asked about physical, verbal and social media abuse because of age, disability, gender, race, religion or belief, sexual orientation, marriage/civil partnership, pregnancy, transgender or Gypsy/Roma/Traveller

1.1.10 Pay day loans

- Almost all respondents (98%) said that they had not used a pay day loans company in the last two years. A small proportion of respondents (1%) said that they had used a pay day loans company in the last two years.

1.2   Recommendations

The results of this wave show an improving perception of the economy among respondents. The proportion of respondents thinking that inflation/prices and unemployment are important to tackle both locally and nationally have dropped compared to 2012. The proportion of respondents who feel positive about their financial situation has also increased compared to the response in 2012.

In general, the proportion of respondents who feel negative about the listed topics has decreased compared to 2012.

Around two-fifths of respondents say that reductions in public service spending have had a negative impact on their household. Respondents with children or in socio-economic group AB are more likely to say the reductions have had a negative impact on them while respondents aged 60 and over and disabled respondents are more likely to say the reductions have had a positive impact. These findings differ from other evidence but, without asking further questions, the reasons for this are unknown. It would be interesting to do some further research to look at the reasons behind these sub-group differences.

A large proportion of respondents think there is more extremism in the UK and internationally than there was two years ago. This could be due to international events in recent years.

The Corporate Equality and Cohesion team should use the findings of this report to help identify priorities.

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 countywide 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. 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 with county council services to be representative of the views of the population as a whole.

3. Research objectives

The objective of this survey was to look at people's views on community cohesion. Questions looked specifically at:

- areas of common ground;
- respondents' views on their local area and public services;
- participation in the local community;
- respondents' outlook;
- opinions on food banks and pay day loan companies;
- respondents' views about religion or belief;
- respondents' views about immigration; and
- tolerance in communities.

4. Methodology

This wave of Living in Lancashire was sent to 2,547 members of the panel on 11 June. A reminder was sent on 2 July, with a final closing date of 18 July 2014.

The survey was conducted through a postal questionnaire and an online questionnaire. The postal questionnaire was sent to 1,660 members and the online questionnaire was emailed to 887 members.

In total, 1,458 questionnaires were returned, giving an overall response rate of 57%.

The data set is weighted by age, ethnicity and district to reflect the Lancashire overall population, and figures are based on all respondents unless otherwise stated. The weighted responses have been scaled to match the effective response of 942, which is the equivalent size of the data if it had not been weighted and was a perfect random sample.

Many of the questions asked in this wave were also asked in wave 37[2] (June 2012). Where possible, responses to the two waves have been compared and significant differences are noted.

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.

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[2] Wave 37 was sent to panel members in June 2012. 1,849 responses were received, giving a response rate of 70%.

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 + / -	30/70 + / -	10/90 + / -
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 Common ground

Panel members were asked how well people from different backgrounds integrate with each other. Panel members were asked for their views on this in their local area, in Lancashire as a whole and in the UK.

Around three-fifths of respondents (61%) agree that people from different backgrounds integrate well with each other in their local area. Just under half of respondents (45%) agree that people from different backgrounds integrate well with each other in Lancashire and around a third of respondents (32%) agree that people from different backgrounds integrate well with each other in the UK.

Chart 1 - To what extent do you agree or disagree that people from different backgrounds integrate well with each other in…?
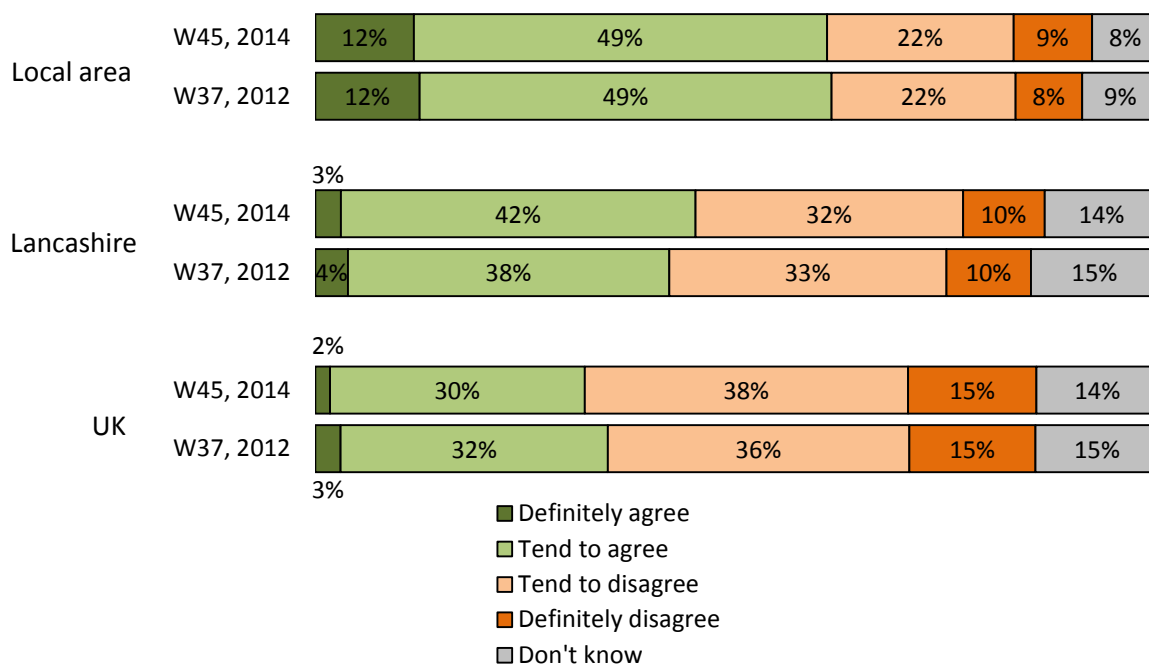
Base: W45: all respondents (unweighted 1,358-1,403, weighted 927-959)
W37: all respondents (unweighted 1,716-1,803, weighted 1,245-1,297)

Respondents in socio-economic group C2 are more likely to disagree that people from different backgrounds integrate well with each other in their local area (41% disagree).

BME respondents are more likely to agree that people from different backgrounds integrate well with each other in Lancashire (65% agree) and in the UK (55% agree).

Respondents in the east of Lancashire[3] are more likely to disagree that people from different backgrounds integrate well with each other in their local area (40% disagree) and in Lancashire (48% disagree).

Panel members were then asked what sorts of things they think prevent people from different backgrounds integrating better with each other in their local area.

Over half of respondents think that different languages and different cultures prevent people from different backgrounds integrating better with each other in their local area (54% for both).

Chart 2 - **In your local area, what sorts of things, if any, do you think most prevent people from different backgrounds integrating better with each other?**

	W45, 2014	W37, 2012
Different languages	54%	49%
Different cultures	54%	54%
Different standards/values	44%	44%
Lack of social contact/mixing	43%	43%
Ignorance/lack of understanding	43%	47%
Racism/religious prejudice	39%	41%
Lack of respect/concern for others	34%	37%
Lack of community spirit	28%	27%
Anti-social behaviour	24%	30%
Different levels of resources/education	12%	14%
Don't know	6%	7%
None of these	5%	5%
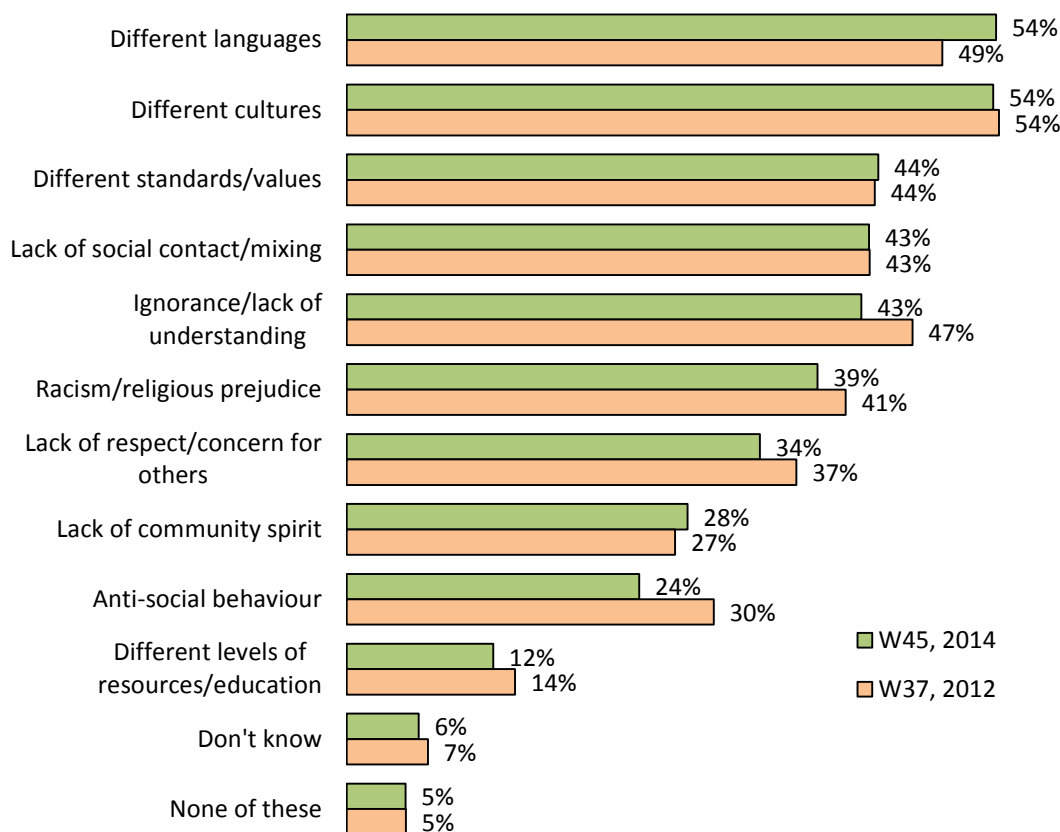
Base: W45: all respondents (unweighted 1,444, weighted 985)
         W37: all respondents (unweighted 1,829, weighted 1,315)

[3] East Lancashire includes respondents from Burnley, Hyndburn, Pendle, Ribble Valley and Rossendale.

The chart below shows the response to this question split by those who agree that people from different backgrounds integrate well in their local area (61% of respondents to the question 'to what extent do you agree or disagree that people from different backgrounds integrate well with each other in your local area') and those who disagree (31% of respondents).

For both groups, the most common responses are different languages and different cultures. However, respondents who disagree that people from different backgrounds integrate well in their local area are more likely to think that racism/religious prejudice prevents integration (54%).

Chart 3 - **In your local area, what sorts of things, if any, do you think most prevent people from different backgrounds integrating better with each other?**

	Agree people integrate well in local area	Disagree people integrate well in local area
Different languages	48%	69%
Different cultures	49%	71%
Different standards/values	40%	59%
Lack of social contact/mixing	40%	53%
Ignorance/lack of understanding	43%	47%
Racism/religious prejudice	34%	54%
Lack of respect/concern for others	32%	43%
Lack of community spirit	23%	39%
Anti-social behaviour	23%	30%
Different levels of resources/education	12%	12%
Don't know	6%	1%
None of these	7%	1%
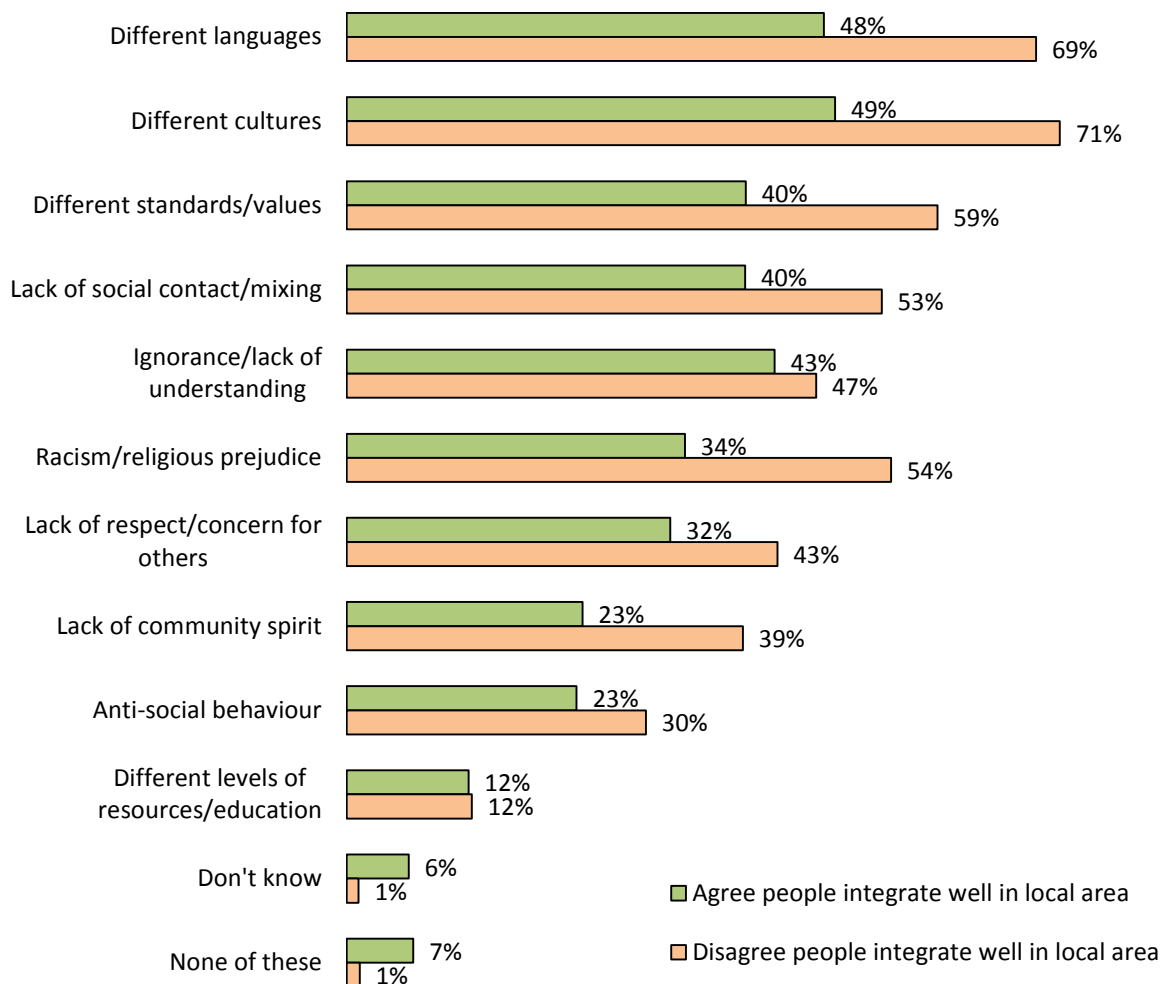
Base: W45: respondents who agree people from different backgrounds integrate well in local area (unweighted 851, weighted 576)
W45: respondents who disagree people from different backgrounds integrate well in local area (unweighted 431, weighted 301)

Over half of respondents (52%) say that they regularly meet and talk with people from different backgrounds at local shops. Around two-fifths of respondents (41%) say that they regularly meet and talk with people from different backgrounds at work or at health centres/hospitals/doctors.

Chart 4 -   Here is a list of a number of everyday situations. In which of these situations, if any, would you say you regularly meet and talk with people from different backgrounds to you?

Situation	Percentage
At local shops	52%
At work	41%
At health centres/hospitals/doctors	41%
In your neighbourhood	29%
At restaurants, pubs, cinemas, community centres	28%
On buses and trains	24%
At sports or fitness activities	13%
At a place of worship	12%
None of these	11%
At other places	10%
At a place of study (eg school, college or university)	8%
At a relative's home	7%
At youth clubs/organisations	3%
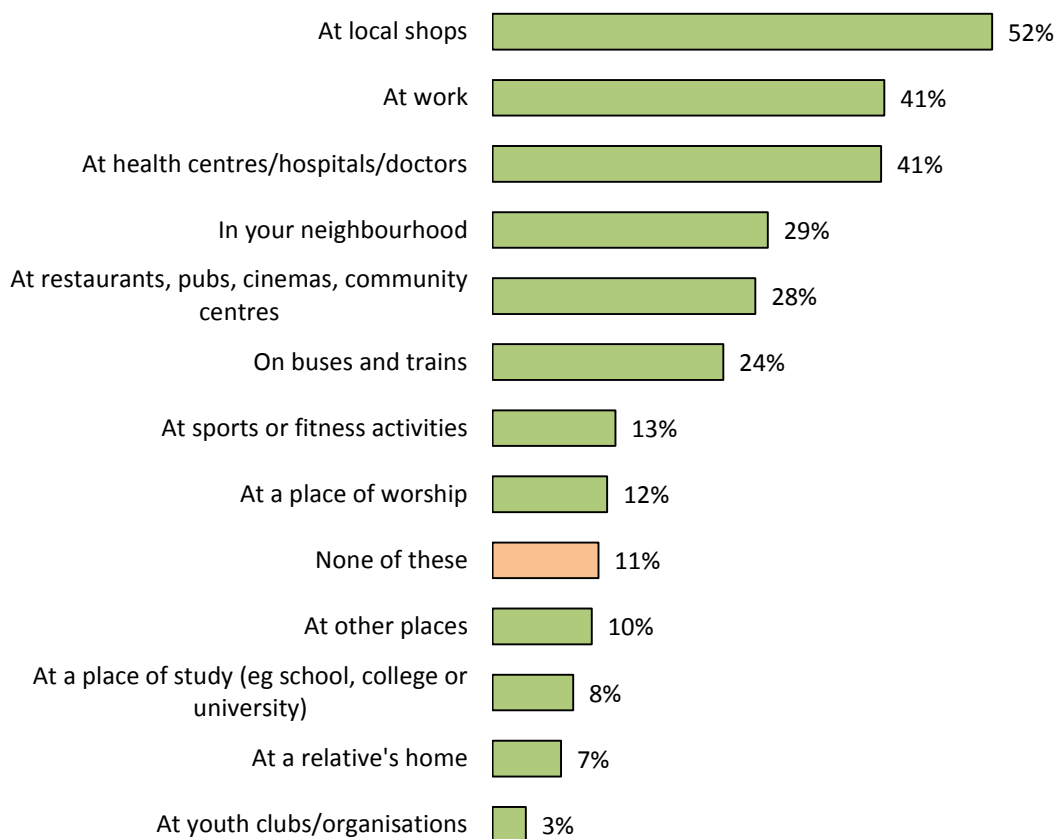
Base: W45: all respondents (unweighted 1,446, weighted 986)

Nearly nine out of ten respondents (89%) agree that they personally feel part of British society.

Chart 5 - **To what extent do you agree or disagree that you personally feel part of British society?**

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
W45, 2014	50%	39%	6%		2% / 2%
W37, 2012	48%	40%	6%	3%	2%

■ Strongly agree
■ Tend to agree
■ Tend to disagree
■ Strongly disagree
□ Don't know
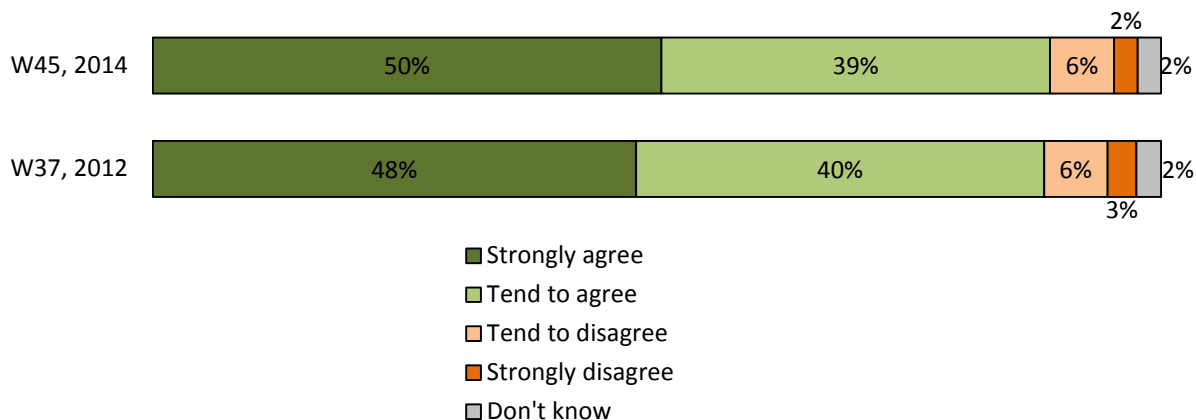
Base: W45: all respondents (unweighted 1,442, weighted 983)
W37: all respondents (unweighted 1,839, weighted 1,321)

White respondents are more likely to strongly agree that they feel part of British society (52% strongly agree) while BME respondents are more likely to say they tend to agree that they feel part of British society (56% tend to agree).

Respondents who aren't retired but aren't in employment are more likely to disagree that they feel part of British society (18% disagree).

There are no significant differences to the response to this question by district. Respondents in east Lancashire are more likely to disagree that they feel part of British society (11% disagree).

5.2   About your local area

Respondents were asked which of a number of issues they feel are most important to tackle nationally now. This question was also asked in wave 37 (June 2012) but with some different options. Only the options which are the same for both waves are compared in chart 6.

The most common issues respondents feel are most important to tackle nationally now are health/the NHS (67%) and crime/law and order (65%).

When compared to 2012, respondents are less likely to think that unemployment (72% in 2012, 53% in 2014) and inflation (48% in 2012, 38% in 2014) are important to tackle nationally.

When compared to 2012, respondents are more likely to think that health/the NHS (58% in 2012, 67% in 2014) and education/schools (35% in 2012, 48% in 2014) are important to tackle nationally.

Chart 6 -   Which of the following issues do you think are most important to tackle nationally now?

Issue	W45, 2014	W37, 2012
Health/the NHS	67%	58%
Crime/law and order	65%	69%
Unemployment	53%	72%
Education/schools	48%	35%
Affordable housing	47%	43%
Poverty	44%	
Business/economy	42%	
Morality/individual behaviour	42%	47%
Inflation/prices	38%	48%
Defence/foreign affairs	37%	27%
Race relations	33%	28%
Integration	27%	23%
Access to services	21%	
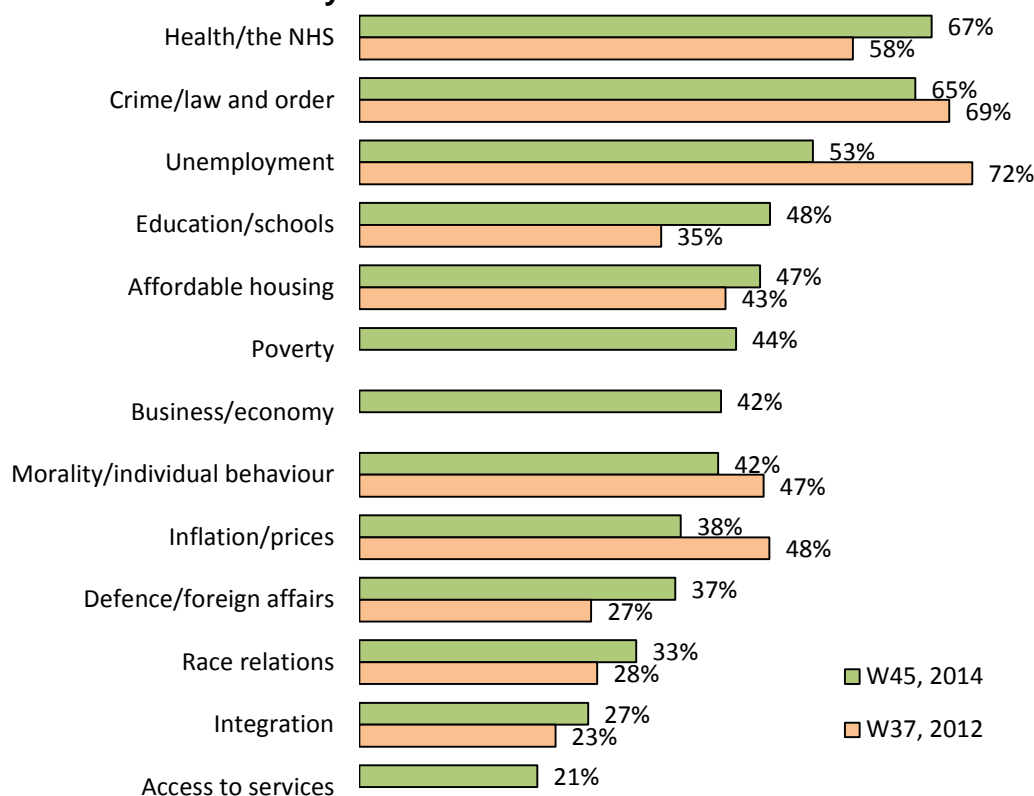
Base: W45: all respondents (unweighted 1,429, weighted 980)
W37: all respondents (unweighted 1,828, weighted 1,315)

Respondents in Preston are more likely to think that race relations are one of the most important issues to tackle nationally now (46%).

Respondents were then asked which of the issues they think are most important to tackle locally now.

Nearly three-fifths of respondents think that crime/law and order (56%) and health/the NHS (55%) are most important to tackle locally now.

Again, when compared to 2012, respondents are less likely to think that unemployment (64% in 2012, 47% in 2014) and inflation/prices (31% in 2012, 24% in 2014) are important to tackle locally.

When compared to 2012, respondents are also more likely to think that health/the NHS (46% in 2012, 55% in 2014) and education/schools (39% in 2012, 46% in 2014) are important to tackle locally.

Chart 7 -   Which of the following issues do you think are most important to tackle locally now?
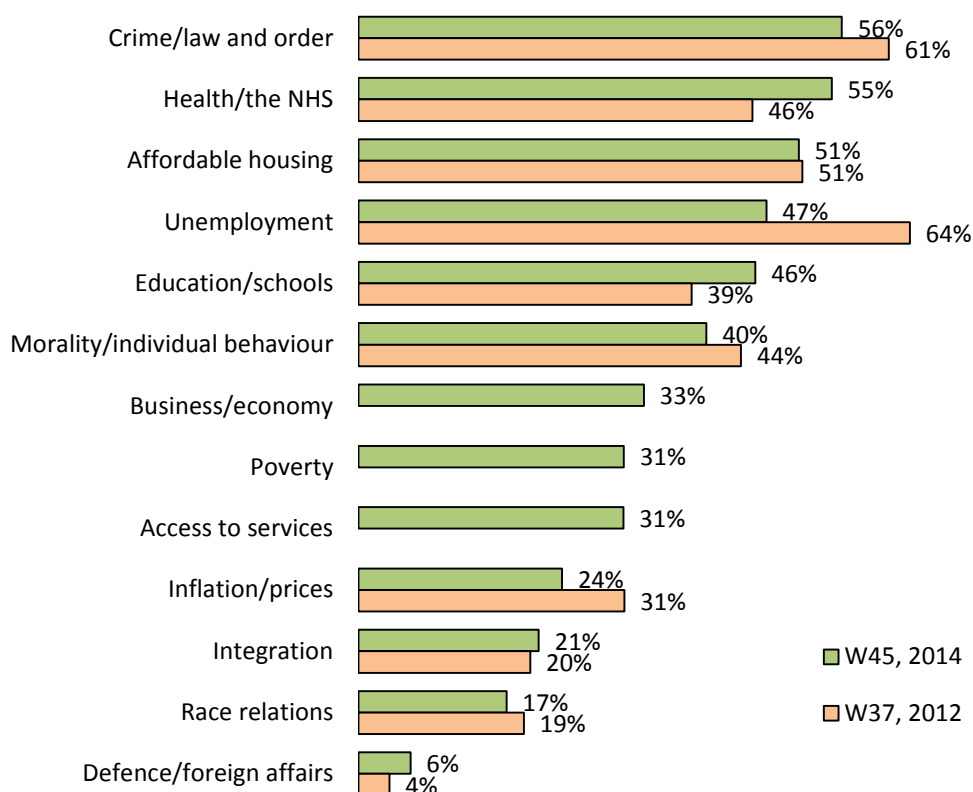
Base: W45: all respondents (unweighted 1,381, weighted 937)
         W37: all respondents (unweighted 1,773, weighted 1,275)

Respondents in socio-economic groups C2 and DE are more likely to think that crime/law and order is one of the most important issues to tackle locally now (71% for C2, 70% for DE).

Respondents in Burnley are more likely to think that unemployment (72%) and poverty (61%) are among the most important issues to tackle locally now. Respondents in Hyndburn are more likely to think that crime/law and order is one of the most important issues to tackle locally now (81%).

Panel members were asked if they would like to be more involved in the decisions that Lancashire County Council makes that affect their local area.

Around a quarter of respondents (26%) would like to be more involved in the decisions that Lancashire County Council makes affecting their local area. Over half of respondents (55%) said it would depend on the issue.

Compared to the response to wave 37, the proportion of respondents who say they don't want to be more involved in the decisions that the county council makes has increased (9% in 2012, 13% in 2014).

Chart 8 - Generally speaking, would you like to be more involved in the decisions that Lancashire County Council makes that affect your local area?

W45, 2014	26%	13%	55%	5%
W37, 2012	29%	9%	58%	4%

- ☐ Yes
- ☐ No
- ☐ Depends on the issue
- ☐ Don't know
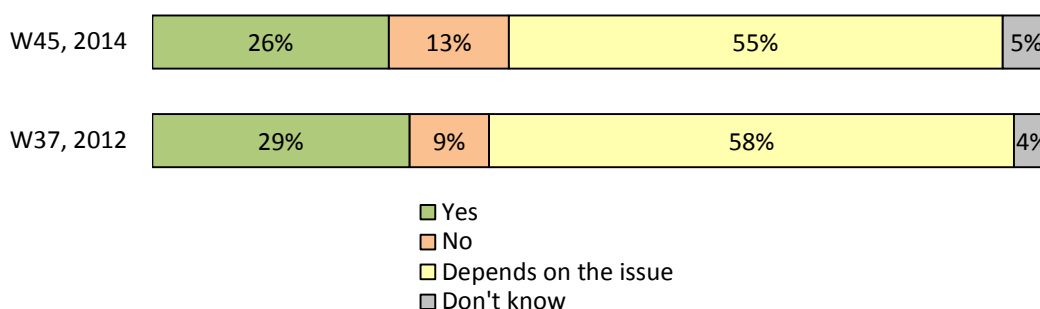
Base: W45: all respondents (unweighted 1,436, weighted 977)
W37: all respondents (unweighted 1,817, weighted 1,308)

Respondents aged 60 and over are less likely to say that they want be more involved in decisions the county council makes that affect their area (22% say no).

Respondents were asked if they think that, on the whole, over the past two years their local area has got better or worse to live in or if it hasn't changed much.

Over two-thirds of respondents (69%) think that over the past two years their local area has not changed much while nearly a fifth of respondents (18%) think that their local area has got worse.

Chart 9 - **On the whole, do you think that over the past two years your local area has got better or worse to live in or would you say things haven't changed much?**

	The area has got better	The area has not changed much	The area has got worse	I've lived here less than two years	Don't know
W45, 2014	11%	69%	18%	1%	1%
W35, 2011	11%	71%	17%	1%	1%

- The area has got better
- The area has not changed much
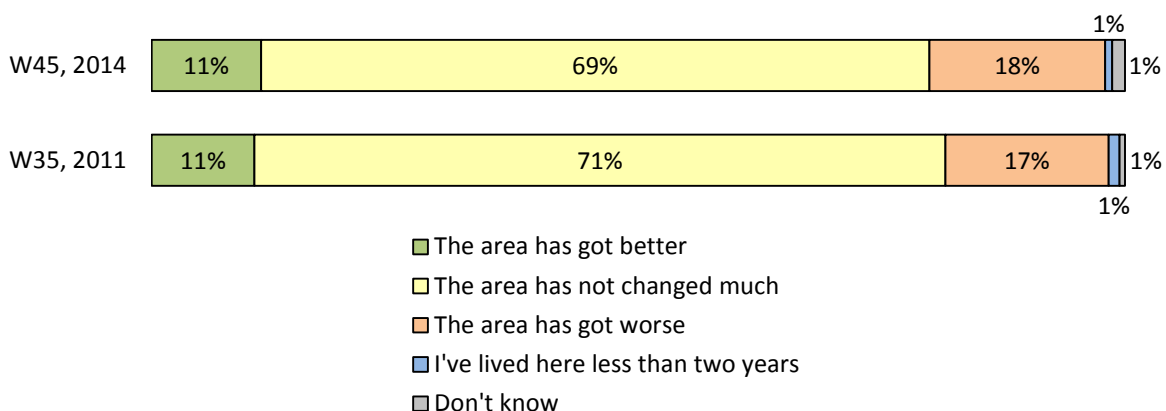- The area has got worse
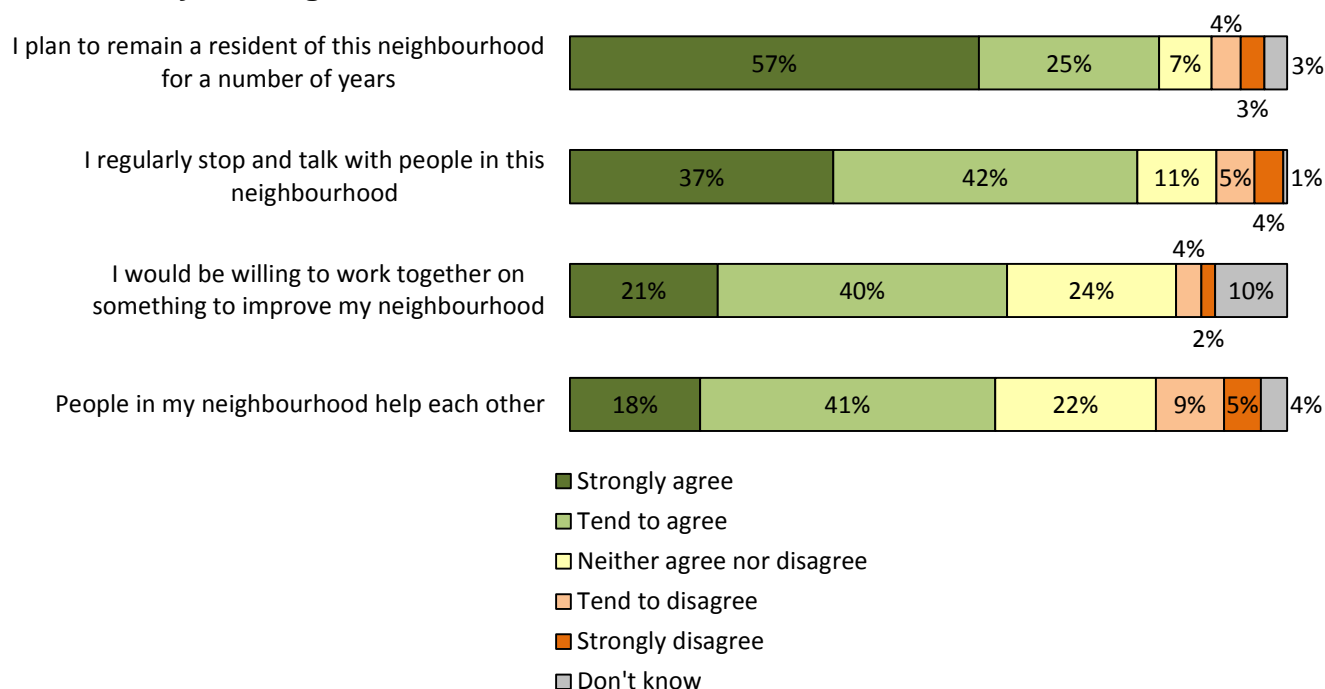- I've lived here less than two years
- Don't know

Base: W45: all respondents (unweighted 1,442, weighted 983)
W35: all respondents (unweighted 1,606, weighted 1,073)

Respondents in east Lancashire are more likely to think that their local area has got worse in the past two years (24%).

Respondents were asked a number of questions about their neighbourhood[4]. Over four-fifths of respondents (82%) say that they plan to remain a resident of their neighbourhood for a number of years. Around four-fifths of respondents (79%) say that they regularly stop and talk with people in their neighbourhood and around three-fifths of respondents (61%) say that they would be willing to work together on something to improve their neighbourhood. Around three-fifths of respondents (59%) say that people in their neighbourhood help each other.

Chart 10 - How strongly do you agree with the following statements about your neighbourhood?

Statement	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
I plan to remain a resident of this neighbourhood for a number of years	57%	25%	7%	4%	3%	3%
I regularly stop and talk with people in this neighbourhood	37%	42%	11%	5%	4%	1%
I would be willing to work together on something to improve my neighbourhood	21%	40%	24%	4%	2%	10%
People in my neighbourhood help each other	18%	41%	22%	9%	5%	4%

- ■ Strongly agree
- ■ Tend to agree
- □ Neither agree nor disagree
- □ Tend to disagree
- ■ Strongly disagree
- □ Don't know

Base: W45: all respondents (unweighted 1,343-1,430, weighted 927-974)

Respondents aged 60 and over are more likely to agree that they regularly stop and talk with people in their neighbourhood (86%) and that people in their neighbourhood help each other (67%).

BME respondents are more likely to disagree that they plan to remain a resident of their neighbourhood for a number of years (27% disagree) and that people in their neighbourhood help each other (22% disagree). Respondents in socio-economic group DE are also more likely to disagree that people in their neighbourhood help each other (24% disagree).

Respondents in Pendle are more likely to disagree that they plan to remain a resident of their neighbourhood for a number of years (16% disagree).

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[4] Neighbourhood was defined as the respondents' street or block.

5.3   Your outlook

Panel members were given a list of topics and were asked which, if any, they feel positive about. This question was also asked in wave 37 (June 2012) without the accommodation/housing situation option.

Two-thirds of respondents (66%) say that they feel positive about their accommodation/housing situation. Around three-fifths of respondents (63%) feel positive about their relationships with other people.

Compared to the responses in 2012, the proportion of respondents who feel positive about their financial situation has increased (40% in 2012, 45% in 2014) and the proportion who say they feel positive about none of these topics has decreased (16% in 2012, 12% in 2014).

Chart 11 - Which, if any, of the following do you feel positive about?
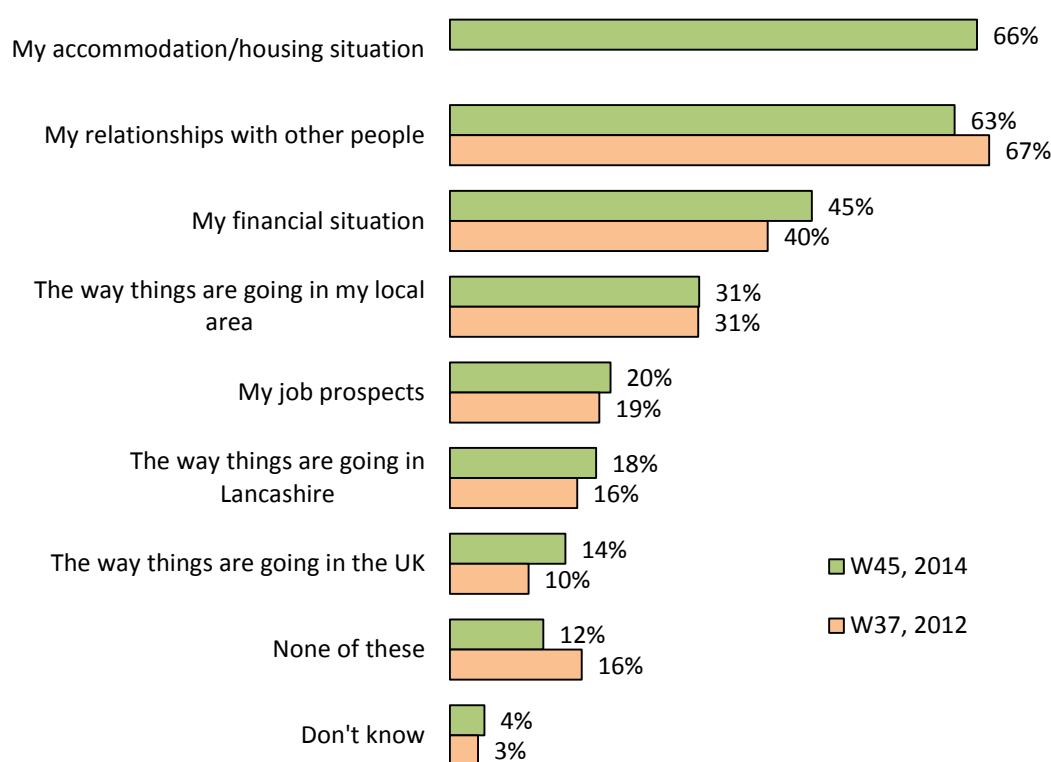
Base: W45: all respondents (unweighted 1,445, weighted 985)
          W37: all respondents (unweighted 1,834, weighted 1,318)

BME respondents and respondents in socio-economic group DE are more likely to say they feel positive about none of these topics (23% and 25% respectively).

Respondents in Ribble Valley and South Ribble are more likely to say they feel positive about the way things are going in their local area (43% for Ribble Valley,

42% for South Ribble). Respondents in Ribble Valley and West Lancashire district are more likely to say they feel positive about their accommodation/housing situation (83% for Ribble Valley, 76% for West Lancashire). Respondents in Pendle and Preston are more likely to say that they feel positive about none of these topics (26% for Pendle, 20% for Preston).

Panel members were given the same list and asked which topics they feel negative about.

Around three-fifths of respondents (62%) say that they feel negative about the way things are going in the UK while nearly a third of respondents (31%) say they feel negative about the way things are going in Lancashire.

Compared to the responses in 2012, the proportion of respondents who feel negative about most of the topics has decreased and the proportion who say that they feel negative about none of these topics has increased (7% in 2012, 14% in 2014).

Chart 12 - Which, if any, of the following do you feel negative about?

Topic	W45, 2014	W37, 2012
The way things are going in the UK	62%	77%
The way things are going in Lancashire	31%	37%
My financial situation	27%	32%
The way things are going in my local area	26%	32%
My job prospects	21%	24%
None of these	14%	7%
My accommodation/housing situation	11%	
My relationships with other people	7%	7%
Don't know	6%	4%
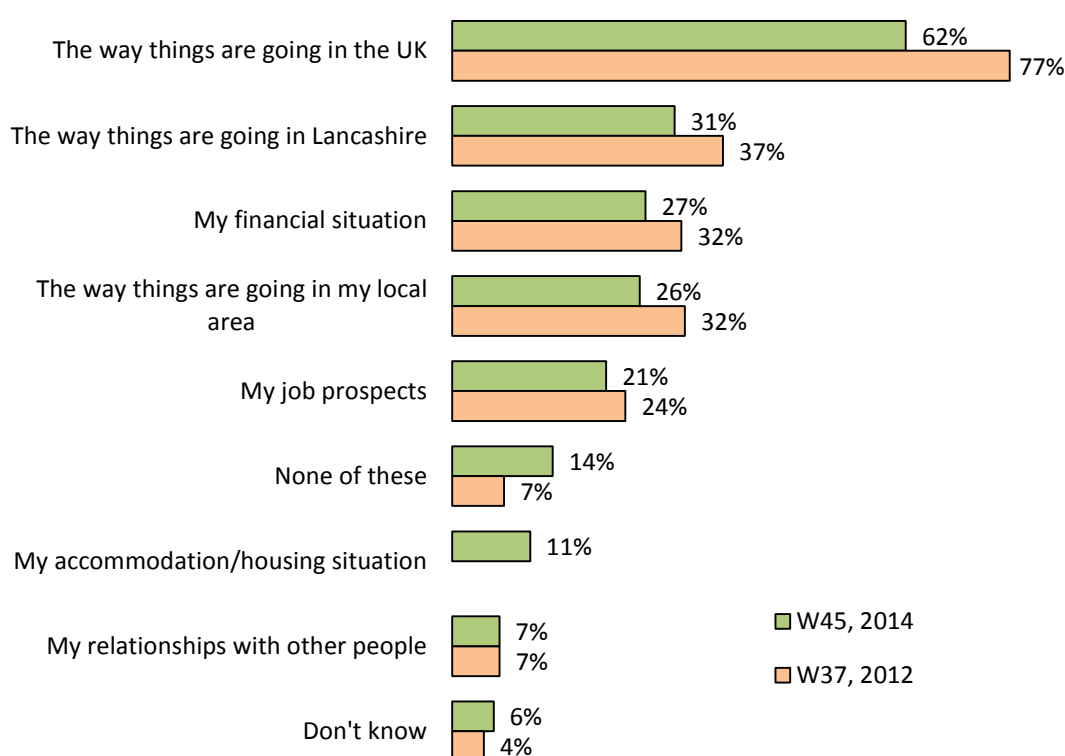
Base: W45: all respondents (unweighted 1,428, weighted 979)
W37: all respondents (unweighted 1,811, weighted 1,304)

Respondents with children are more likely to say they feel negative about their job prospects (31%). Respondents in socio-economic group DE are more likely to say they feel negative about their financial situation (41%).

Respondents in Hyndburn and Preston are more likely to say they feel negative about the way things are going in their local area (48% for Hyndburn, 36% for Preston). Respondents in Burnley and Pendle are more likely to say they feel negative about their accommodation/housing situation (24% for Burnley, 22% for

Pendle). Respondents in Burnley are also more likely to say they feel negative about the way things are going in Lancashire (49%).

5.4　Participation in your community

Panel members were given a list of groups and clubs and were asked how often, if at all, they take part in them.

Nearly two-fifths of respondents (38%) take part in a hobby/social club at least once a week and over a third of respondents (35%) take part in a sports/exercise group at least once a week.

Chart 13 -　How often, if at all, do you take part in each of the following?

Group	At least once a week	At least once a month	At least once every three months	Less often	Not applicable/don't know
Hobbies/social clubs	38%	14%	4%	17%	26%
Sports/exercise groups	35%	7%	4%	21%	33%
Religious and belief groups	15%	4%	5%	17%	59%
Local community/neighbourhood groups	7%	8%	8%	31%	46%
Groups for children or young people	10%	5%	5%	19%	60%
Groups for older people	6%	5%		21%	67%
Adult education groups	5%			23%	69%
Health and welfare groups				26%	67%
Environmental groups				26%	67%
Groups representing specific communities				17%	78%
Political groups				22%	75%
Trade union groups				20%	77%

■ At least once a week
■ At least once a month
■ At least once every three months
■ Less often
■ Not applicable/don't know

Base:　W45: all respondents (unweighted 1,107-1,321, weighted 786-908)

BME respondents are more likely to take part in adult education groups at least once a month (29%).

Seven out of ten respondents (70%) say it is at least quite important for them to feel that they can influence decisions in their local area. This has decreased compared to the response in 2012 when nearly four-fifths of respondents (78%) said it was at least quite important to feel that they could influence decisions in their local area.

Chart 14 - How important is it for you personally to feel that you can influence decisions in your local area? Would you say it is...
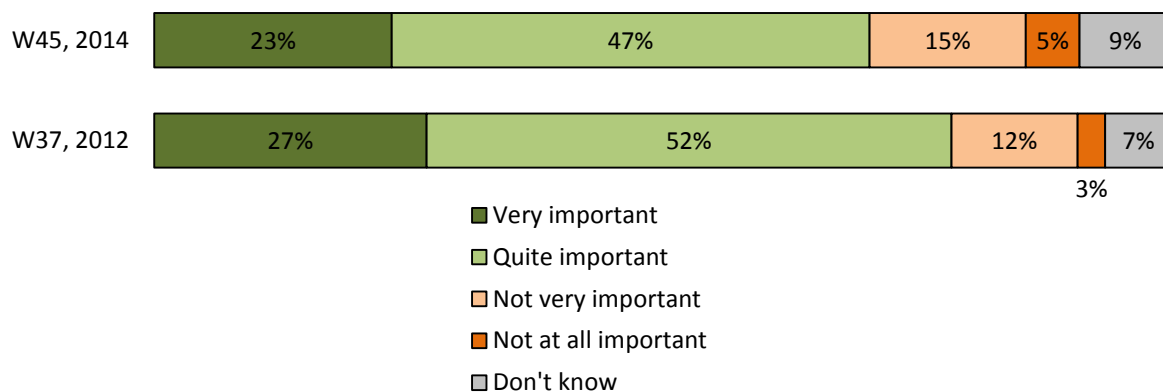
Base: W45: all respondents (unweighted 1,429, weighted 972)
          W37: all respondents (unweighted 1,840, weighted 1,321)

Respondents aged 60 and over are less likely to say that it is at least quite important for them to feel that they can influence decisions in their local area (63%).

Over a third of respondents (36%) would describe their town/parish councillor as a local community leader in their area. Around a quarter of respondents would describe their MP (26%), county councillor (24%) or district councillor (24%) as a local community leader in their area.

Compared to the responses from 2012, the proportion of respondents that would describe none of the listed options as a local community leader in their area has increased (12% in 2012, 16% in 2014).

Chart 15 - Which, if any, of the following people would you describe as a local community leader in your area?

	Town/parish councillor	MP (Member of Parliament)	County councillor	District councillor	Religious leader	None of these	Local community organiser	Don't know	Local campaigner
W45, 2014	36%	26%	24%	24%	19%	16%	15%	14%	10%
W37, 2012	39%	31%	28%	30%	18%	12%	20%	9%	14%

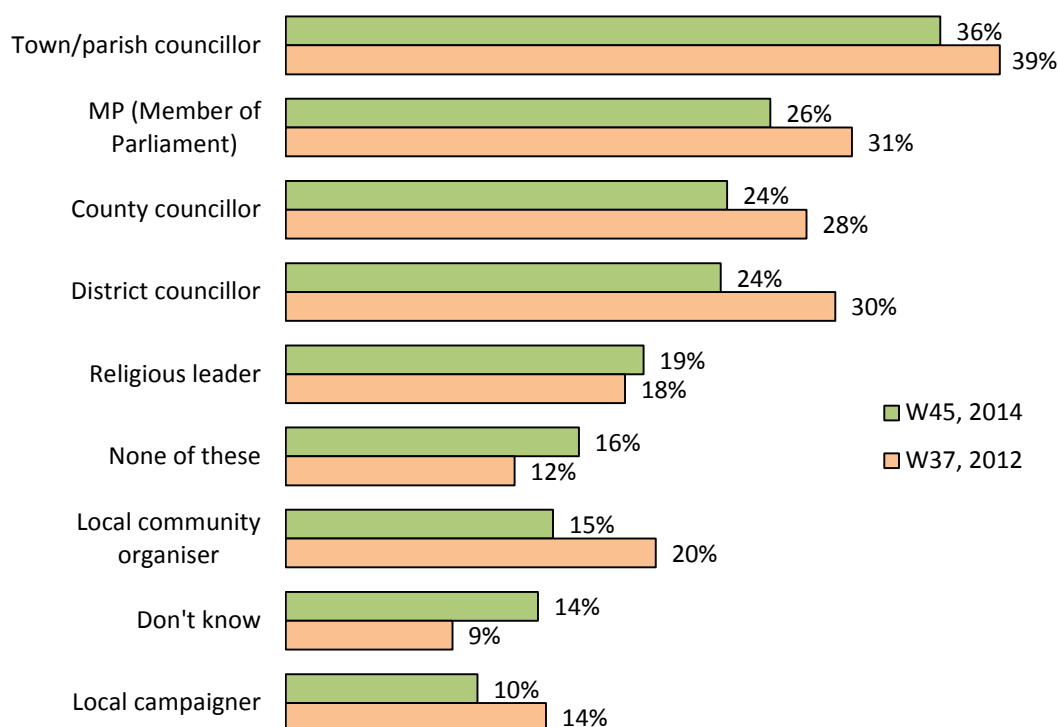Legend: ■ W45, 2014 ■ W37, 2012

Base: W45: all respondents (unweighted 1,437, weighted 981)
W37: all respondents (unweighted 1,839, weighted 1,320)

BME respondents are more likely to say that they would describe a county councillor or religious leader as a local community leader in their area (46% for county councillor, 38% for religious leader).
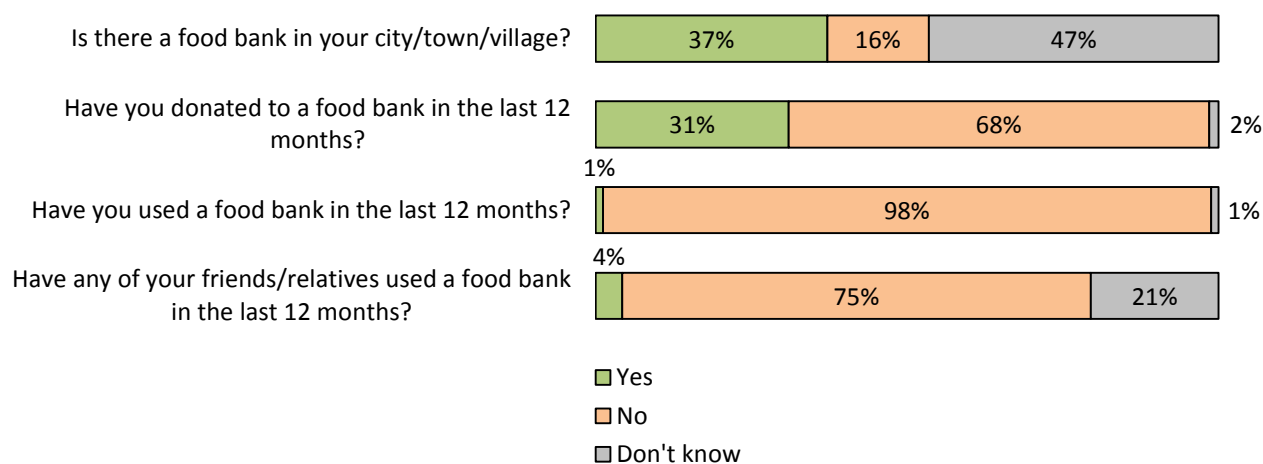
5.5 Food banks

Panel members were asked questions about their knowledge and use of food banks in Lancashire.

Nearly half of respondents (47%) say they don't know if there is a food bank in their city/town/village.

Nearly a third of respondents (31%) say that they have donated to a food bank in the last 12 months. Nearly all respondents (98%) say that they have not used a food bank in the last 12 months. A small proportion of respondents (1%) say that they have used a food bank in the last 12 months. Three-quarters of respondents (75%) say that their friends/relatives have not used a food bank in the last twelve months.

Chart 16 - Questions about food banks

Is there a food bank in your city/town/village? | 37% | 16% | 47%
Have you donated to a food bank in the last 12 months? | 31% | 68% | 2%
Have you used a food bank in the last 12 months? | 1% | 98% | 1%
Have any of your friends/relatives used a food bank in the last 12 months? | 4% | 75% | 21%

☐ Yes
☐ No
☐ Don't know

Base: W45: all respondents (unweighted 1,425-1,443, weighted 972-985)

Respondents in socio-economic group C2 are less likely to say that they have donated to a food bank in the last 12 months (76% say no). Respondents in Ribble Valley are more likely to say that they have donated to a food bank in the last 12 months (54% say yes).

BME respondents are more likely to say that they have used a food bank in the last 12 months (5%) and to say that their friends/relatives have used a food bank in the last 12 months (8%).

Respondents in socio-economic group DE are more likely to say that they have used a food bank in the last 12 months (5%).

Respondents in east Lancashire are more likely to say that their friends/relatives have used a food bank in the last 12 months (8%).

Around three-fifths of respondents (59%) agree that food banks are needed in Lancashire.

Chart 17 - How strongly do you agree or disagree that food banks are needed in Lancashire?

31%	29%	16%	7%	5%	13%

■ Strongly agree
■ Tend to agree
■ Neither agree nor disagree
■ Tend to disagree
■ Strongly disagree
■ Don't know
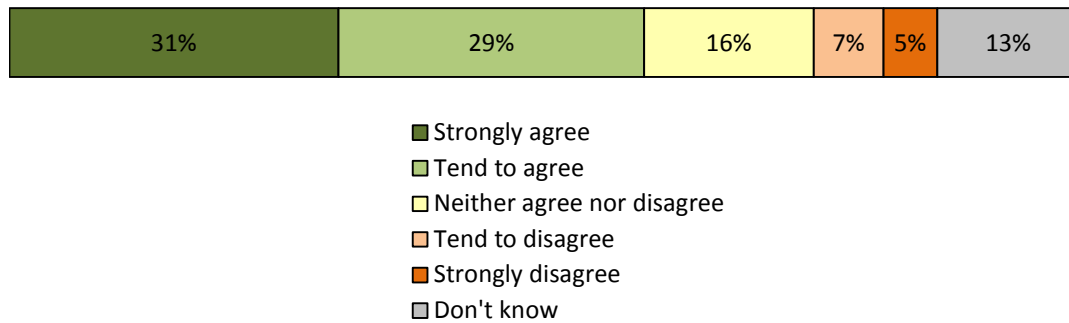
Base: W45: all respondents (unweighted 1,449, weighted 983)

5.6 Public services

Respondents were given a list of recent welfare changes and asked what impact each of them have had on them and their household. Around three-quarters of respondents said that each of the welfare changes have had no impact on themselves and their household.

The changes which have had a negative impact on the largest proportions of respondents and their households are child benefit changes (9%) and child tax credit changes (9%).

Chart 18 - How have the following welfare changes had an impact on you/your household?

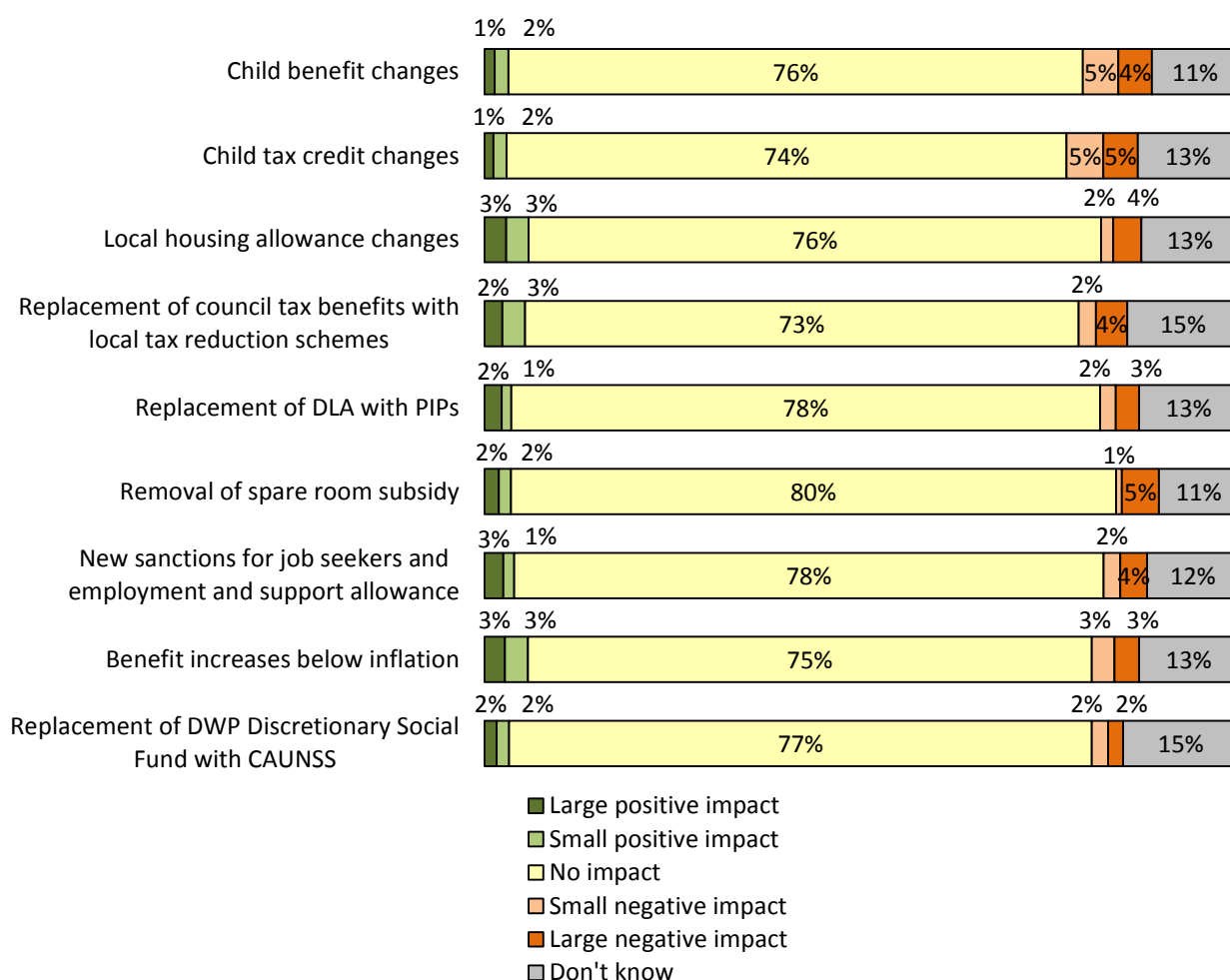| Welfare change	Large positive impact	Small positive impact	No impact	Small negative impact	Large negative impact	Don't know
Child benefit changes	1%	2%	76%	5%	4%	11%
Child tax credit changes	1%	2%	74%	5%	5%	13%
Local housing allowance changes	3%	3%	76%	2%		4% / 13%
Replacement of council tax benefits with local tax reduction schemes	2%	3%	73%	2%	4%	15%
Replacement of DLA with PIPs	2%	1%	78%	2%		3% / 13%
Removal of spare room subsidy	2%	2%	80%		1% / 5%	11%
New sanctions for job seekers and employment and support allowance	3%	1%	78%	2%	4%	12%
Benefit increases below inflation	3%	3%	75%	3%	3%	13%
Replacement of DWP Discretionary Social Fund with CAUNSS	2%	2%	77%	2%	2%	15%

- ■ Large positive impact
- ☐ Small positive impact
- ☐ No impact
- ☐ Small negative impact
- ■ Large negative impact
- ☐ Don't know

Base: W45: all respondents (unweighted 1,304-1,338, weighted 896-928)

Respondents with children are more likely to say that child benefit changes and child tax credit changes have had a negative impact on them and their household (23% and 21% respectively).

In order to look at the overall impact of the welfare changes that panel members were asked about, responses were assigned a score[5] and the scores across all welfare changes were then summed to give an overall impact score for each respondent. The scores ranged from -18 (large negative impact for all welfare changes) to 18 (large positive impact for all welfare changes). The scores were then grouped to categorise respondents as having experienced a large negative impact overall (-18 to -10), small negative impact overall (-9 to -1), no overall impact (0), small positive impact overall (1 to 9) and large positive impact overall (10 to 18).

A small proportion of respondents (2%) have experienced a large negative impact overall due to the welfare changes while around a fifth of respondents (19%) have experienced a small negative impact overall. Just over two-thirds of respondents (68%) have had no overall impact.

Chart 19 - How have welfare changes had an impact on you/your household? – overall results

2%	9%	68%	19%	2%

- ■ Large positive impact overall
- ■ Small positive impact overall
- □ No overall impact
- □ Small negative impact overall
- ■ Large negative impact overall
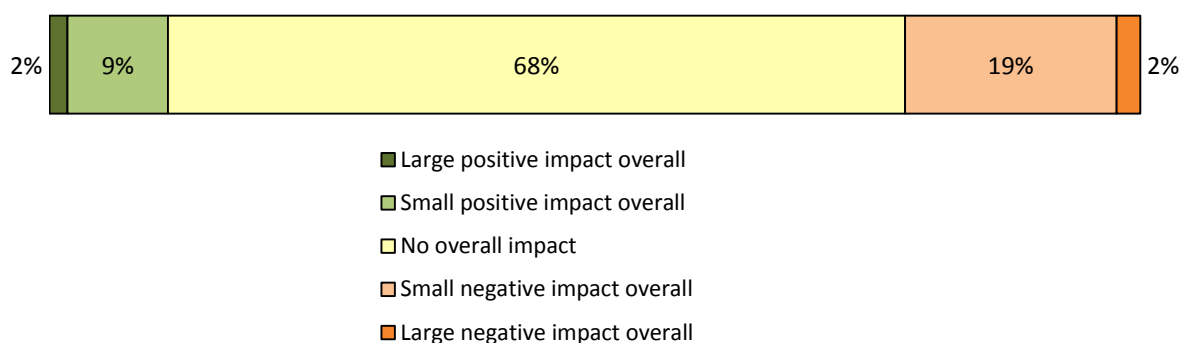
Base: W45: all respondents (unweighted 1,397, weighted 963)
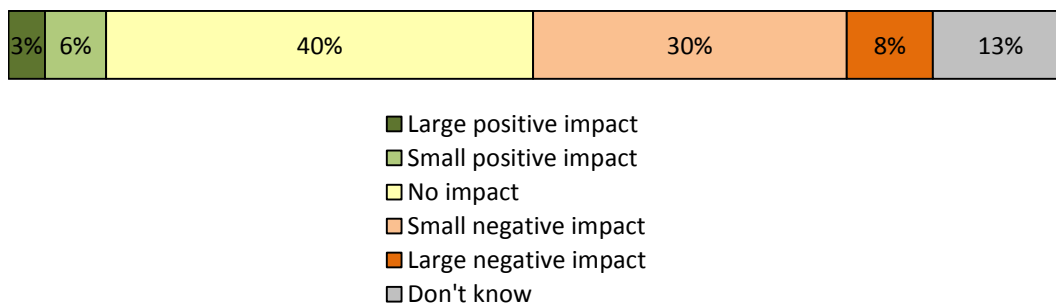
Respondents aged 60 and over are more likely to have experienced a positive impact overall from the welfare changes (14%). Respondents with children are more likely to have experienced a negative impact overall (39%).

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[5] Large positive impact = 2, small positive impact = 1, no impact or don't know = 0, small negative impact = -1 and large negative impact = -2.

Panel members were asked if reductions in public service spending over the last two years have had an impact on them and their household.

Around two-fifths of respondents (38%) say that reductions in public service spending have had a negative impact on them and their household.

Chart 20 - How have reductions in public service spending over the last two years had an impact on you/your household?

| 3% | 6% | 40% | 30% | 8% | 13% |

■ Large positive impact
■ Small positive impact
□ No impact
□ Small negative impact
■ Large negative impact
■ Don't know

Base: W45: all respondents (unweighted 1,422, weighted 972)

Respondents aged 60 and over and respondents with a disability are more likely to say that reductions in public service spending over the last two years have had a positive impact on them and their household (13% for respondents aged 60 and over, 14% for disabled respondents).

Respondents with children and respondents in socio-economic group AB are more likely to say that reductions in public service spending over the last two years have had a negative impact on them and their household (45% for respondents with children, 43% for respondents in socio-economic group AB).
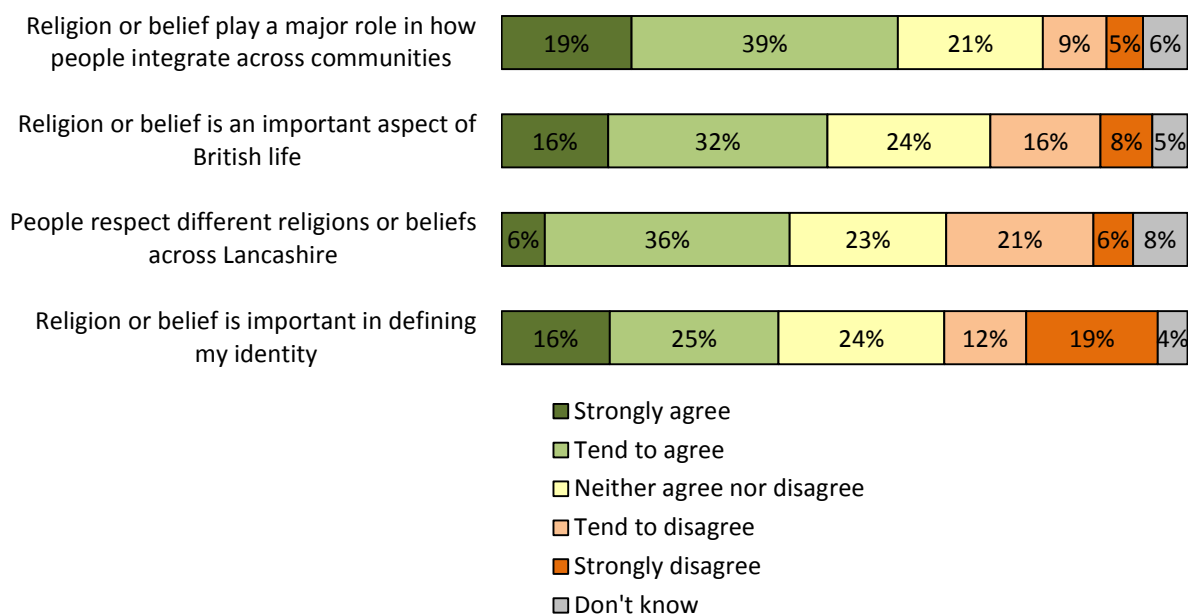
5.7 Religion or belief

Nearly three-fifths of respondents (58%) agree that religion or belief play a major role in how people integrate across communities and around half of respondents (48%) agree that religion or belief is an important aspect of British life.

Over two-fifths of respondents (42%) agree that people respect different religions or beliefs across Lancashire while around a quarter of respondents (27%) disagree.

Two-fifths of respondents (40%) agree that religion or belief is important in defining their identity.

Chart 21 - How strongly do you agree or disagree with the following statements about religion or belief?

Statement	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Religion or belief play a major role in how people integrate across communities	19%	39%	21%	9%	5%	6%
Religion or belief is an important aspect of British life	16%	32%	24%	16%	8%	5%
People respect different religions or beliefs across Lancashire	6%	36%	23%	21%	6%	8%
Religion or belief is important in defining my identity	16%	25%	24%	12%	19%	4%

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

Base: W45: all respondents (unweighted 1,393-1,415, weighted 955-966)

Respondents aged 60 and over are more likely to agree that religion or belief is an important aspect of British life (56%) and that religion or belief is important in defining their identity (50%). BME respondents are also more likely to agree that religion or belief is important in defining their identity (76%).

Respondents who say they do not have a religion are more likely to disagree that religion or belief is an important aspect of British life (46% disagree) and that religion or belief play a major role in how people integrate across communities (27% disagree).

Respondents in east Lancashire are more likely to disagree that people respect different religions or beliefs across Lancashire (35% disagree). Respondents in

Hyndburn are more likely to disagree that religion or belief is an important aspect of British life (43% disagree).

5.8 Immigration

Around two-fifths of respondents (39%) say that immigrants have integrated at least fairly well in their local community.

One in ten respondents (10%) say that immigrants have not integrated at all in their local community.

Chart 22 - Thinking about the way that immigrants have become part of your local community (eg through work, making friends), would you say that…?

W45, 2014	6%	33%	21%	10%	14%	17%
W37, 2012	7%	36%	21%	8%	14%	14%

■ Immigrants have integrated very well
■ Immigrants have integrated fairly well
□ Immigrants have not integrated very well
■ Immigrants have not integrated at all
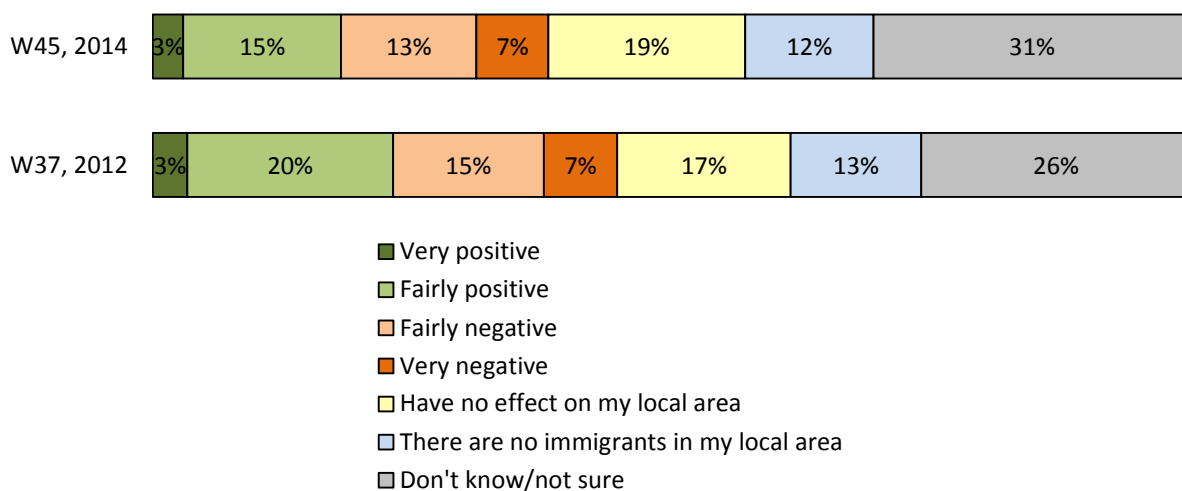□ There are no immigrants in my local community
□ Don't know
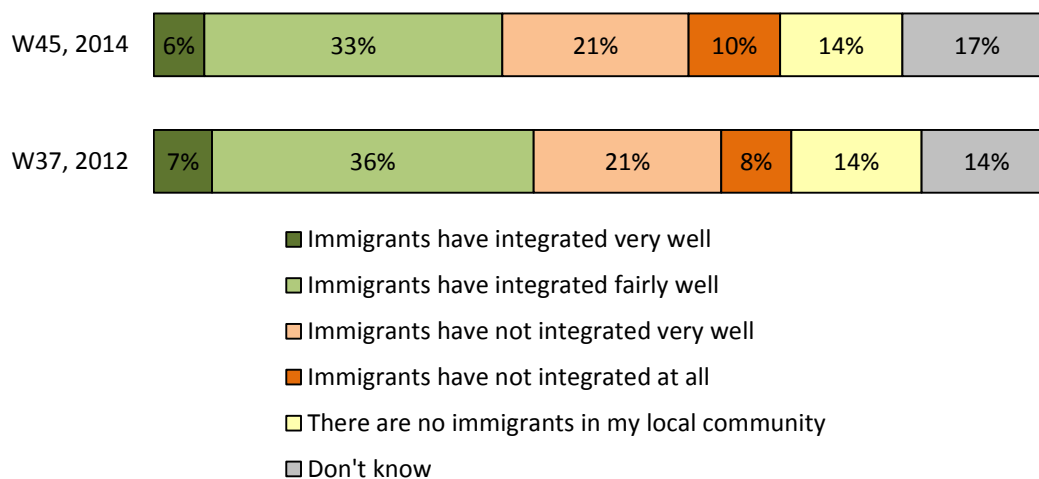
Base: W45: all respondents (unweighted 1,442, weighted 984)
         W37: all respondents (unweighted 1,818, weighted 1,308)

Respondents from east Lancashire are more likely to say that immigrants have not integrated very well in their local community (29%).

Nearly a fifth of respondents (18%) say that immigrants are having a positive effect on their local area. This is a decrease compared to the response in 2012 when around a quarter of respondents (23%) said immigrants were having a positive effect on their local area. However, the proportion of respondents who say that immigrants are having a negative effect on their local area (20%) has not changed significantly compared to the response in 2012 (22%).

Chart 23 - What effect are immigrants having in your local area?

W45, 2014	3% 15% 13% 7% 19% 12% 31%	
W37, 2012	3% 20% 15% 7% 17% 13% 26%	

- ■ Very positive
- ■ Fairly positive
- ■ Fairly negative
- ■ Very negative
- □ Have no effect on my local area
- □ There are no immigrants in my local area
- □ Don't know/not sure

Base: W45: all respondents (unweighted 1,431, weighted 971)
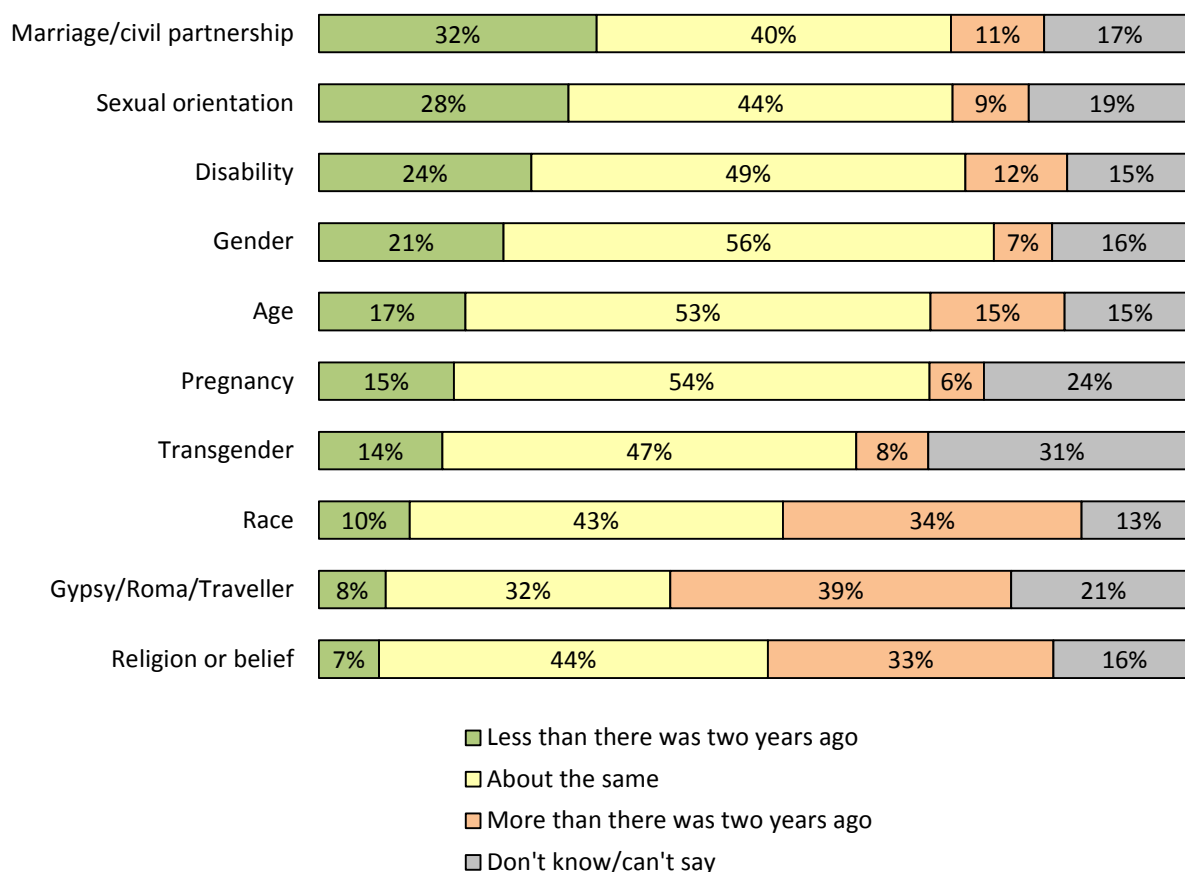W37: all respondents (unweighted 1,811, weighted 1,306)

5.9   Tolerance in communities

Respondents were asked about the level of prejudice in Britain today compared to two years ago for several different characteristics.

Around a third of respondents think that there is less prejudice in Britain than there was two years ago when it comes to marriage/civil partnership (32%). Around a quarter of respondents think there is less prejudice in Britain than there was two years ago against sexual orientation (28%) and disability (24%).

Around a third of respondents think that there is more prejudice in Britain than there was two years ago around religion or belief (33%) and race (34%). Around two-fifths of respondents (39%) think there is more prejudice in Britain than there was two years ago against Gypsy/Roma/Traveller groups.

Chart 24 -   Thinking about prejudice in <u>Britain</u> today, for each of the following characteristics, do you think there is now less prejudice than there was two years ago, about the same, or more than there was two years ago?

Characteristic	Less than there was two years ago	About the same	More than there was two years ago	Don't know/can't say
Marriage/civil partnership	32%	40%	11%	17%
Sexual orientation	28%	44%	9%	19%
Disability	24%	49%	12%	15%
Gender	21%	56%	7%	16%
Age	17%	53%	15%	15%
Pregnancy	15%	54%	6%	24%
Transgender	14%	47%	8%	31%
Race	10%	43%	34%	13%
Gypsy/Roma/Traveller	8%	32%	39%	21%
Religion or belief	7%	44%	33%	16%

☐ Less than there was two years ago
☐ About the same
☐ More than there was two years ago
☐ Don't know/can't say

Base: W45: all respondents (unweighted 1,361-1,405, weighted 939-961)

Respondents with a disability are more likely to say that there is more prejudice against disability in Britain today than there was two years ago (17%).
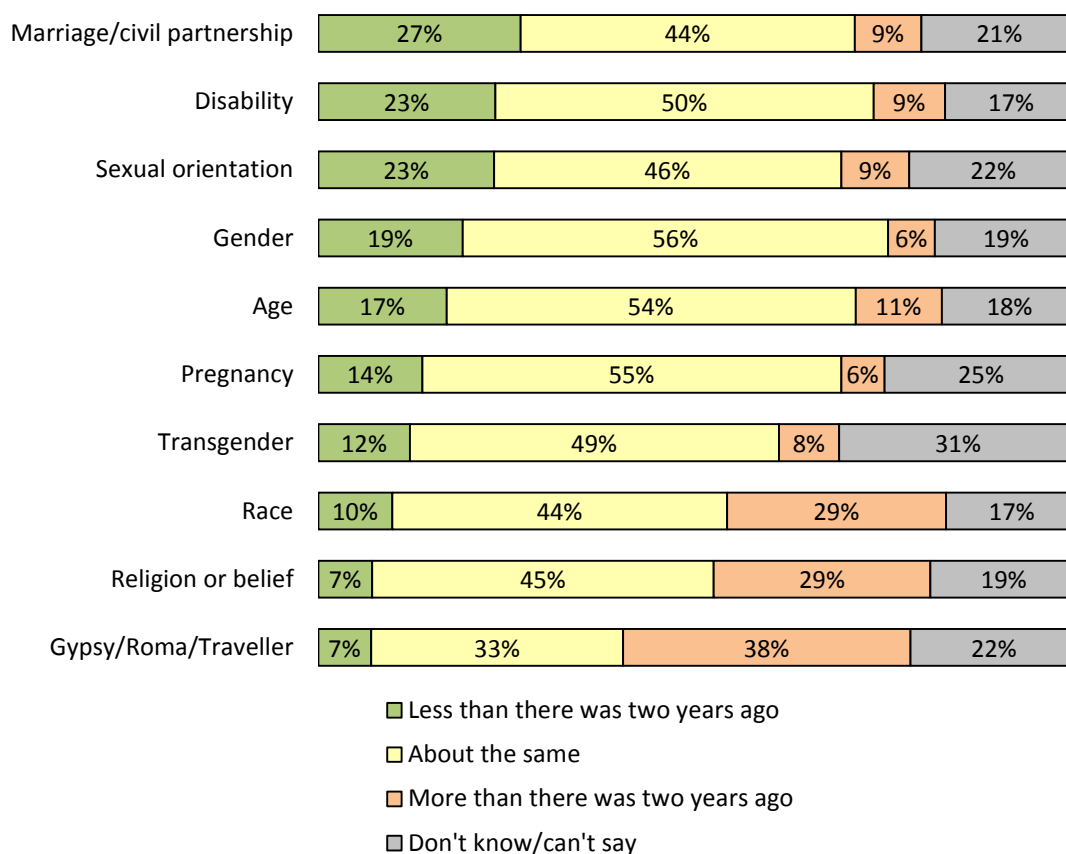
Working respondents are more likely to say that there is less prejudice against gender in Britain today than there was two years ago (27%).

Respondents were then asked about the level of prejudice in Lancashire today compared to two years ago for several different characteristics.

Around a quarter of respondents think that there is less prejudice in Lancashire than there was two years ago when it comes to marriage/civil partnership (27%), sexual orientation (23%) and disability (23%).

Over a quarter of respondents think that there is more prejudice in Lancashire than there was two years ago around religion or belief (29%) and race (29%). Around two-fifths of respondents (38%) think there is more prejudice in Lancashire than there was two years ago against Gypsy/Roma/Traveller groups.

Chart 25 - **Thinking about prejudice in <u>Lancashire</u> today, for each of the following characteristics, do you think there is now less prejudice than there was two years ago, about the same, or more than there was two years ago?**

Characteristic	Less	About the same	More	Don't know
Marriage/civil partnership	27%	44%	9%	21%
Disability	23%	50%	9%	17%
Sexual orientation	23%	46%	9%	22%
Gender	19%	56%	6%	19%
Age	17%	54%	11%	18%
Pregnancy	14%	55%	6%	25%
Transgender	12%	49%	8%	31%
Race	10%	44%	29%	17%
Religion or belief	7%	45%	29%	19%
Gypsy/Roma/Traveller	7%	33%	38%	22%

☐ Less than there was two years ago
☐ About the same
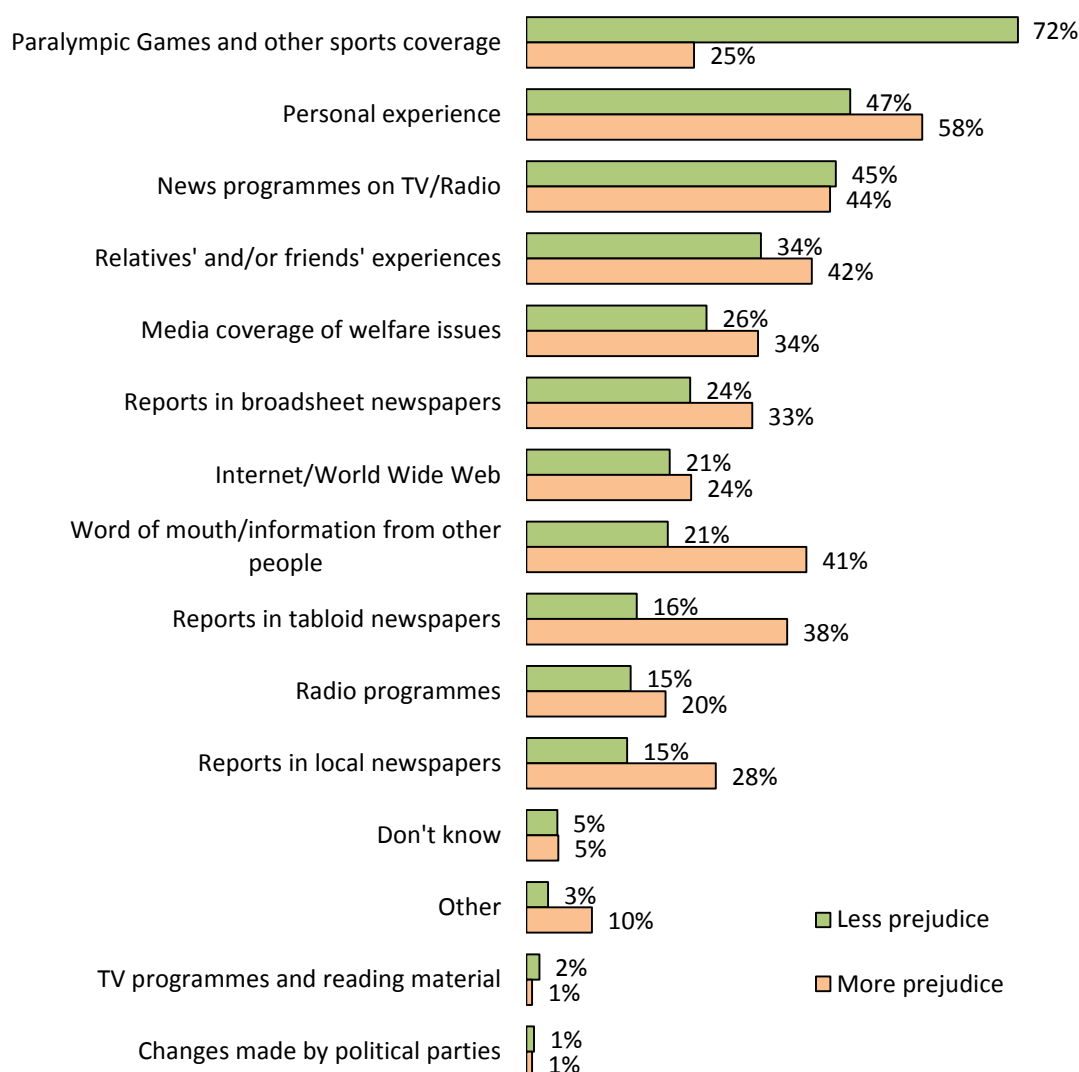☐ More than there was two years ago
☐ Don't know/can't say

Base: W45: all respondents (unweighted 1,354-1,409, weighted 929-963)

Respondents with a disability are more likely to say there is now more prejudice against age (16%) and disability (15%) in Lancashire than there was two years ago.

Respondents who answered that they felt there was now more or less prejudice in Lancashire against disabled people compared to two years ago were asked what has influenced their view on prejudice against disabled people.

Respondents who think there is now less prejudice against disabled people most commonly say that the Paralympic Games and other sports coverage (72%) and personal experience (47%) has influenced their views. Respondents who think there is now more prejudice against disabled people most commonly say personal experience (58%) and news programmes on TV/radio (44%) have influenced their views.

Chart 26 - What has influenced your view on prejudice against disabled people?

| Category	Less prejudice	More prejudice
Paralympic Games and other sports coverage	72%	25%
Personal experience	47%	58%
News programmes on TV/Radio	45%	44%
Relatives' and/or friends' experiences	34%	42%
Media coverage of welfare issues	26%	34%
Reports in broadsheet newspapers	24%	33%
Internet/World Wide Web	21%	24%
Word of mouth/information from other people	21%	41%
Reports in tabloid newspapers	16%	38%
Radio programmes	15%	20%
Reports in local newspapers	15%	28%
Don't know	5%	5%
Other	3%	10%
TV programmes and reading material	2%	1%
Changes made by political parties	1%	1%

Base: W45: respondents who think there is less prejudice against disability in Lancashire (unweighted 272, weighted 209)
W45: respondents who think there is more prejudice against disability in Lancashire (unweighted 127, weighted 85)

Panel members were asked if they, or someone close to them, have been verbally or physically abused because of age, disability, gender, race, religion or belief, sexual orientation, marriage/civil partnership, pregnancy, transgender or Gypsy/Roma/Traveller in the past two years.

Around one in seven respondents (14%) say that either they or someone close to them have been verbally abused in the past two years. A small proportion of respondents (2%) say either they or someone close to them have been physically abused in the past two years because of one of the listed characteristics.

Respondents were also asked if they had received abuse through social media because of any of the listed characteristics. One in 20 respondents (5%) say that they or someone close to them have been abused on social media in the past two years.

Chart 27 - In the past two years, have you or someone close to you been verbally or physically abused because of age, disability, gender, race, religion or belief, sexual orientation, marriage/civil partnership, pregnancy, transgender or Gypsy/Roma/Traveller?

No   84%

Verbally abused   14%

Abuse on social media   5%

Physically abused   2%
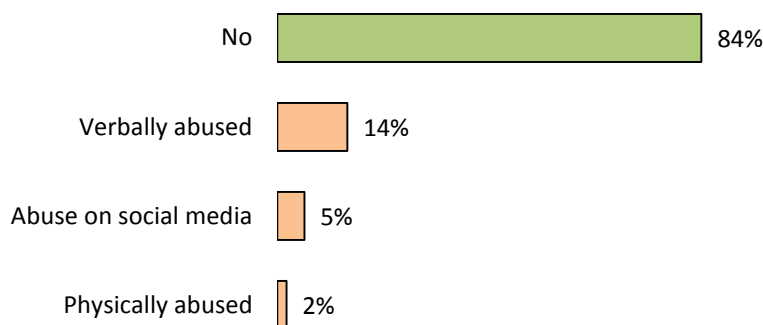
Base: W45: all respondents (unweighted 1,424, weighted 974)

BME respondents are more likely to say they have been verbally abused (39%) or physically abused (8%) in the last two years because of one of the listed characteristics.

Respondents in socio-economic group DE are more likely to say they have been physically abused in the last two years (7%).

Respondents from Burnley are more likely to say they have been verbally abused in the last two years (30%).
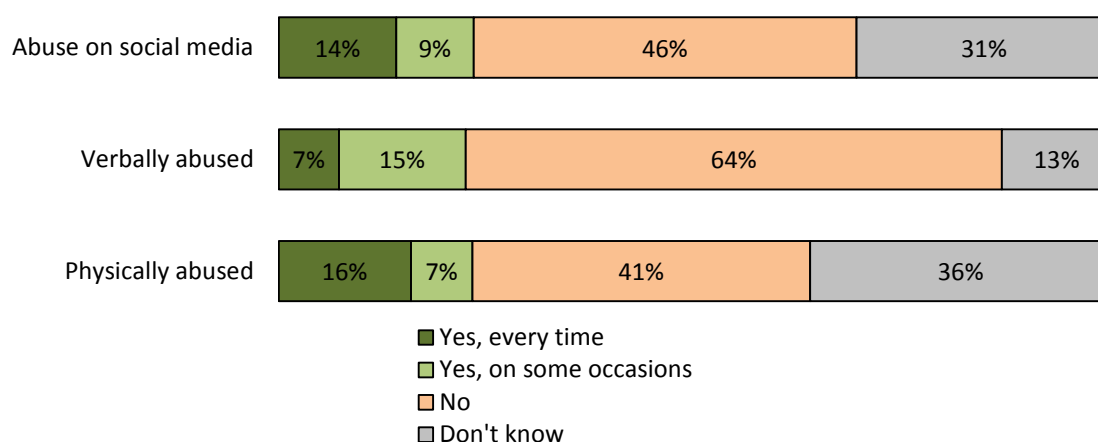
Respondents who say they or someone close to them have been abused were then asked if they, the victim or a witness reported the abuse.

Around one in seven respondents (14%) who say they or someone close to them have been abused on social media say that the abuse was reported every time. Around half of those respondents (46%) say that the abuse was not reported.

Around two-thirds of respondents (64%) who say they or someone close to them have been verbally abused say that the abuse was not reported.

Nearly a fifth of respondents (16%) who say they or someone close to them has been physically abused say the abuse was reported every time.

Chart 28 - Did you, the victim, or a witness report the abuse?

	Yes, every time	Yes, on some occasions	No	Don't know
Abuse on social media	14%	9%	46%	31%
Verbally abused	7%	15%	64%	13%
Physically abused	16%	7%	41%	36%

■ Yes, every time
■ Yes, on some occasions
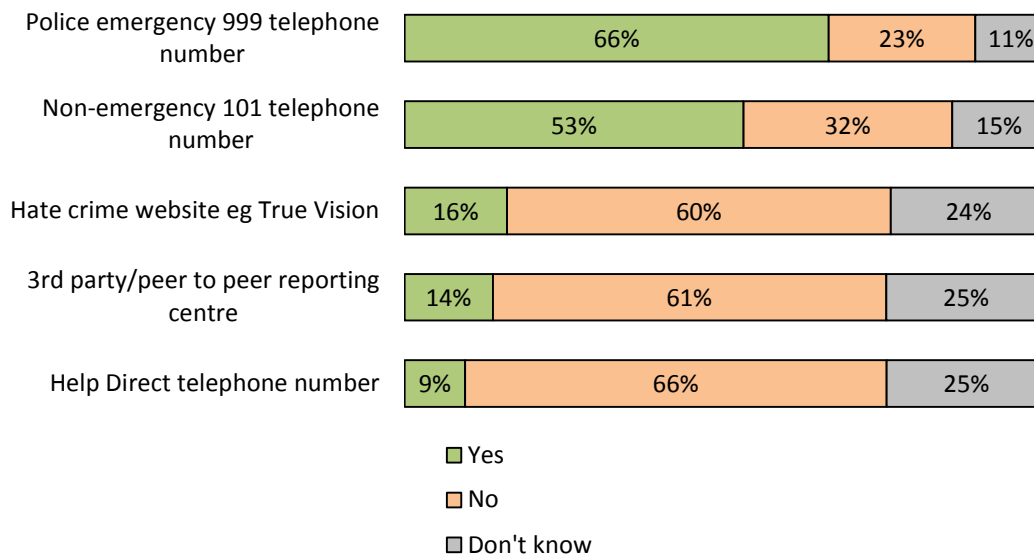■ No
■ Don't know

Base: W45: respondents who experienced abuse (unweighted 94-205, weighted 66-161)

Two-thirds of respondents (66%) say that they know that they can report verbal and physical abuse to the police emergency 999 telephone number and around half of respondents (53%) know that they can report it to the non-emergency 101 telephone number.

Around one in ten respondents (9%) know they can report abuse to the Help Direct telephone number.

Chart 29 - Did you know you can report verbal and physical abuse to…?

Category	Yes	No	Don't know
Police emergency 999 telephone number	66%	23%	11%
Non-emergency 101 telephone number	53%	32%	15%
Hate crime website eg True Vision	16%	60%	24%
3rd party/peer to peer reporting centre	14%	61%	25%
Help Direct telephone number	9%	66%	25%

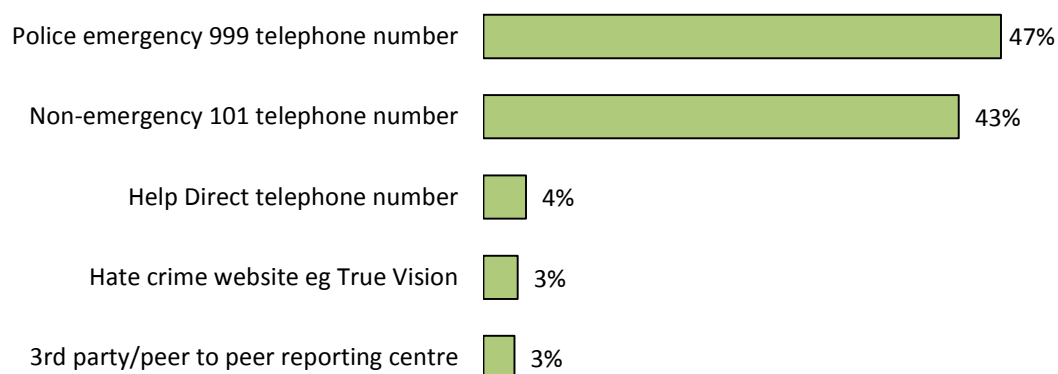☐ Yes
☐ No
☐ Don't know

Base: W45: all respondents (unweighted 1,261-1,345, weighted 882-933)

BME respondents are more likely to say that they know that they can report verbal and physical abuse to a hate crime website eg True Vision (25% answered yes) or to Help Direct (28% answered yes).

Nearly half of respondents (47%) say that they would most likely call 999 to report abuse. Over two-fifths of respondents (43%) say that they would report abuse to the non-emergency 101 telephone number.

Chart 30 - Where would you be most likely to report abuse to?

Category	Percentage
Police emergency 999 telephone number	47%
Non-emergency 101 telephone number	43%
Help Direct telephone number	4%
Hate crime website eg True Vision	3%
3rd party/peer to peer reporting centre	3%

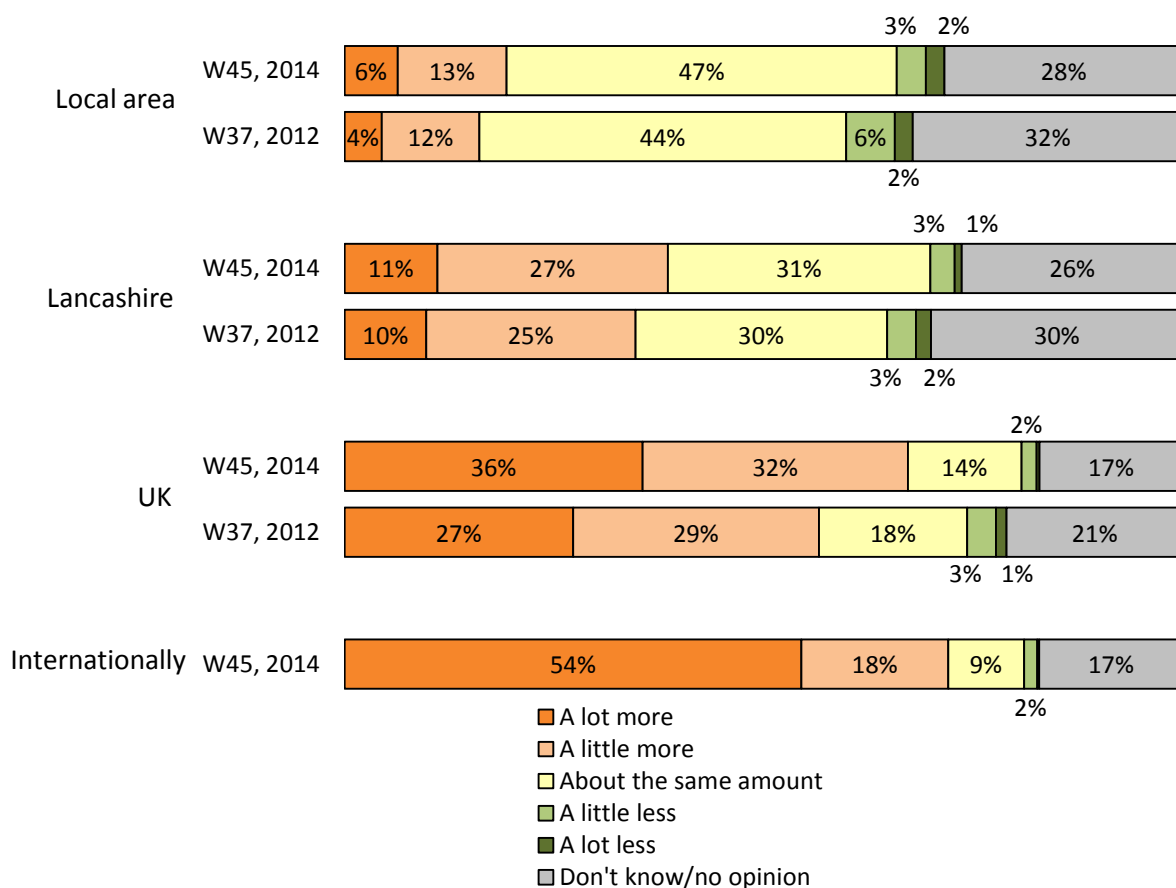Base: W45: all respondents (unweighted 1,262, weighted 859)

BME respondents are more likely to say they would be most likely to report abuse to the police emergency 999 telephone number (70%).

Panel members were asked about extremism in their local area, in Lancashire, in the UK and internationally. Extremism was defined as beliefs and attitudes which might lead to, or seek to justify, violence or other criminal behaviour.

Around a fifth of respondents (19%) think that there is more extremism in their local area than there was two years ago and around two-fifths of respondents (39%) think there is now more extremism in Lancashire.

Around two-thirds of respondents (67%) think that there is more extremism in the UK than two years ago while almost three-quarters of respondents (72%) think there is now more extremism internationally than there was two years ago.

Chart 31 - Thinking about the following areas, do you think there is more or less extremism than two years ago?

Base: W45: all respondents (unweighted 1,364-1,405, weighted 936-966)
         W37: all respondents (unweighted 1,779-1,796, weighted 1,284-1,295)
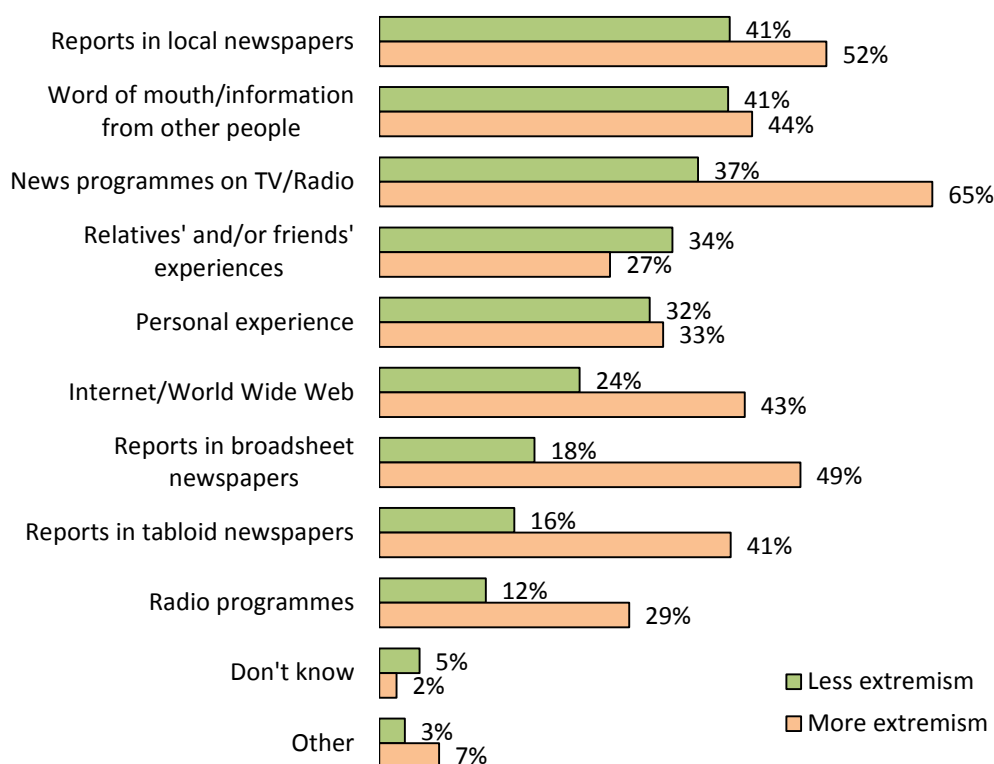
Respondents in east Lancashire are more likely to think that there is more extremism in their local area (31%) and in Lancashire (43%) than there was two years ago.

Respondents that thought there was now more or less extremism in their local area than there was two years ago were then asked why they think that.

The most common responses from those who think there is now less extremism in their local area than there was two years ago are because of reports in local newspapers (41%) and word of mouth/information from other people (41%).

The most common responses from those who think there is now more extremism in their local area than there was two years ago are because of news programmes on TV/radio (65%) and reports in local newspapers (52%).

Chart 32 - Thinking about your response to the last question, why do you think there is more or less extremism in your local area than there was two years ago?

Category	Less extremism	More extremism
Reports in local newspapers	41%	52%
Word of mouth/information from other people	41%	44%
News programmes on TV/Radio	37%	65%
Relatives' and/or friends' experiences	34%	27%
Personal experience	32%	33%
Internet/World Wide Web	24%	43%
Reports in broadsheet newspapers	18%	49%
Reports in tabloid newspapers	16%	41%
Radio programmes	12%	29%
Don't know	5%	2%
Other	3%	7%

Base: W45: respondents who think there is less extremism in their local area (unweighted 69, weighted 52)
W45: respondents who think there is more extremism in their local area (unweighted 252, weighted 176)

Respondents not in employment who think there is now more extremism in their local area are more likely to say this is because of personal experience (59%).

5.10 Pay day loans

Respondents were asked if they have used a pay day loans company in the last two years.

Nearly all respondents (98%) say that they have not used a pay day loans company in the last two years. A small proportion of respondents (1%) say that they have used a pay day loans company in the last two years.

Chart 33 - Have you used a pay day loans company (eg Wonga, QuickQuid) in the last two years?

98%

1%   1%

☐ Yes
☐ No
☐ Don't know/can't remember
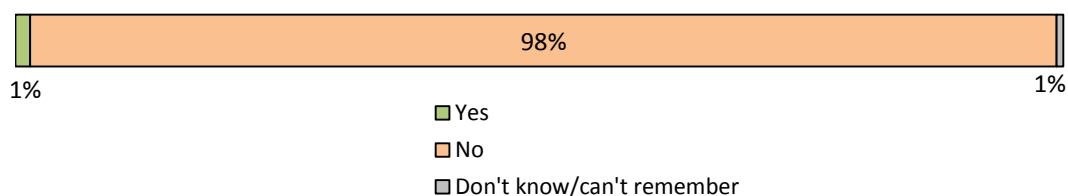
Base: W45: all respondents (unweighted 1,450, weighted 988)

6. Conclusions and recommendations

The results of this wave show an improving perception of the economy among respondents. The proportion of respondents thinking that inflation/prices and unemployment are important to tackle both locally and nationally have dropped compared to 2012. The proportion of respondents who feel positive about their financial situation has also increased compared to the response in 2012.

In general, the proportion of respondents who feel negative about the listed topics has decreased compared to 2012.

Around two-fifths of respondents say that reductions in public service spending have had a negative impact on their household. Respondents with children or in socio-economic group AB are more likely to say the reductions have had a negative impact on them while respondents aged 60 and over and disabled respondents are more likely to say the reductions have had a positive impact. These findings differ from other evidence but, without asking further questions, the reasons for this are unknown. It would be interesting to do some further research to look at the reasons behind these sub-group differences.

A large proportion of respondents think there is more extremism in the UK and internationally than there was two years ago. This could be due to international events in recent years.

The Corporate Equality and Cohesion team should use the findings of this report to help identify priorities.

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. For analysis these are grouped as AB, C1, C2 and DE.

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

Appendix 2: Demographic breakdown of respondents

		Weighted %	Weighted count	Unweighted count
Gender	Male	42%	409	681
	Female	58%	573	763
	Total		981	1,444
Ethnicity	White	91%	887	1,391
	Other	9%	84	39
	Total		971	1,430
Age	16 - 24	1%	3	12
	25 - 44	35%	341	198
	45 - 59	29%	276	422
	60 +	35%	335	807
	Total		964	1,430
Disability	Yes	33%	311	548
	No	67%	621	827
	Total		932	1,375
Transgender	Yes	1%	6	12
	No	96%	853	1,267
	Prefer not to say	3%	30	48
	Total		888	1,327
Sexual orientation	Bisexual	1%	10	22
	Gay man	0%	2	5
	Heterosexual/straight	92%	804	1,201
	Lesbian/gay woman	1%	8	5
	Prefer not to say	5%	47	71
	Total		873	1,304
Religion	Baha'i	0%	0	0
	Buddhist	0%	1	2
	Christian	74%	666	1,080
	Hindu	1%	13	6
	Jewish	0%	0	1
	Muslim	3%	24	12
	Sikh	0%	0	1
	No faith	16%	141	172
	Prefer not to say	4%	33	48
	Other	2%	18	22
	Total		897	1,344