



Living in Lancashire Survey

Roads and streets

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1. Executive summary

This wave of Living in Lancashire asked respondents for their opinion on the condition of roads and streets in Lancashire. The survey was sent by email or by post to all 2,503 members of the panel on 12 September. A reminder was sent on 1 October and the fieldwork ended on 17 October 2014. In total, 1,394 questionnaires were returned, giving an overall response rate of 56%.

1.1 Key findings

1.1.1 Road surfaces

- Around three-fifths of respondents (59%) are dissatisfied with the condition of road surfaces in their local area.
- Over half of respondents (55%) are dissatisfied with the condition of road surfaces in Lancashire.
- Around half of respondents (47%) feel the condition of road surfaces in their local area has stayed the same over the past six months while around a third of respondents (36%) feel that the condition of road surfaces in their local area has got worse in the past six months.
- Half of respondents (50%) feel the condition of road surfaces in Lancashire has stayed the same over the past six months while around three in ten respondents (28%) feel that the condition of road surfaces in Lancashire has got worse in the past six months.

1.1.2 Pavement surfaces

- Around half of respondents (48%) are satisfied with the condition of pavement surfaces in their local area.
- Over two-fifths of respondents (45%) are satisfied with the condition of pavement surfaces in Lancashire.
- Around three-fifths of respondents (62%) feel the condition of pavement surfaces in their local area has stayed the same over the past six months while around three in ten respondents (29%) feel that the condition of pavement surfaces in their local area has got worse.
- Around three-fifths of respondents (57%) feel the condition of pavement surfaces in Lancashire has stayed the same over the past six months while around a fifth of respondents (21%) feel that the condition of pavement surfaces in Lancashire has got worse.

1.1.3 Potholes

- Around a third of respondents (32%) agree that the number of potholes on roads in their local area has reduced over the past six months while three-fifths of respondents (60%) disagree.
- Around a quarter of respondents (27%) agree that the number of potholes on roads in Lancashire has reduced over the past six months while around half of respondents (54%) disagree.
- Three in ten respondents (30%) agree that the number of potholes on footpaths in their local area has reduced over the past six months while over half of respondents (55%) disagree.
- Around a quarter of respondents (24%) agree that the number of potholes on footpaths in Lancashire has reduced over the past six months while over two-fifths of respondents (45%) disagree.
- A quarter of respondents (25%) agree that the time taken to identify and repair potholes has improved over the past six months while around half of respondents (52%) disagree.
- Around a quarter of respondents (26%) agree that, over the past six months, pothole repairs conducted have been long lasting while around half of respondents (49%) disagree.
- Over a third of respondents (36%) agree that, over the past six months, pothole repairs have been completed with a smooth finish while around half of respondents (46%) disagree.
- Around a quarter of respondents (27%) agree that the overall quality of pothole repair has improved over the past six months while half of respondents (50%) disagree.

1.2 Recommendations

Opinions on the condition of pavements and footpaths have not changed significantly over the past three years. However, opinions on the condition of roads have got worse since 2012. It is recommended that future survey work continues to keep a consistent approach to asking these questions enabling trends to be monitored over time. This data can then be used in conjunction with operational data to help inform service planning decisions.

Performance monitoring of road and pavement maintenance shows improvement in recent years. Further research should be conducted to investigate why this is not reflected in the panel's opinion of roads and pavements.

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 roads and streets in Lancashire. Questions looked specifically at:

- respondents' level of satisfaction with the condition of roads and pavements; and
- respondents' opinions on pothole repair over the past six months.

4. Methodology

This wave of Living in Lancashire was sent to 2,503 members of the panel on 12 September. A reminder was sent on 1 October, with a final closing date of 17 October 2014.

The survey was conducted through a postal questionnaire and an online version of the same questionnaire. The postal questionnaire was sent to 1,634 members and the online questionnaire was emailed to 869 members.

In total, 1,394 questionnaires were returned, giving an overall response rate of 56%.

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 897, which is the equivalent size of the data if it had not been weighted and was a perfect random sample.

These questions were also asked in 2012 (wave 38¹) and 2013 (wave 42²). Where relevant, responses from this wave are compared to the 2012 and 2013 responses.

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%

¹ Wave 38 was sent to panel members in September 2012. 1,860 responses were received, giving a response rate of 72%.

² Wave 42 was sent to panel members in September 2013. 1,690 responses were received, giving a response rate of 65%.

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

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

Size of sample A	Size of sample B	50/50 + / -	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

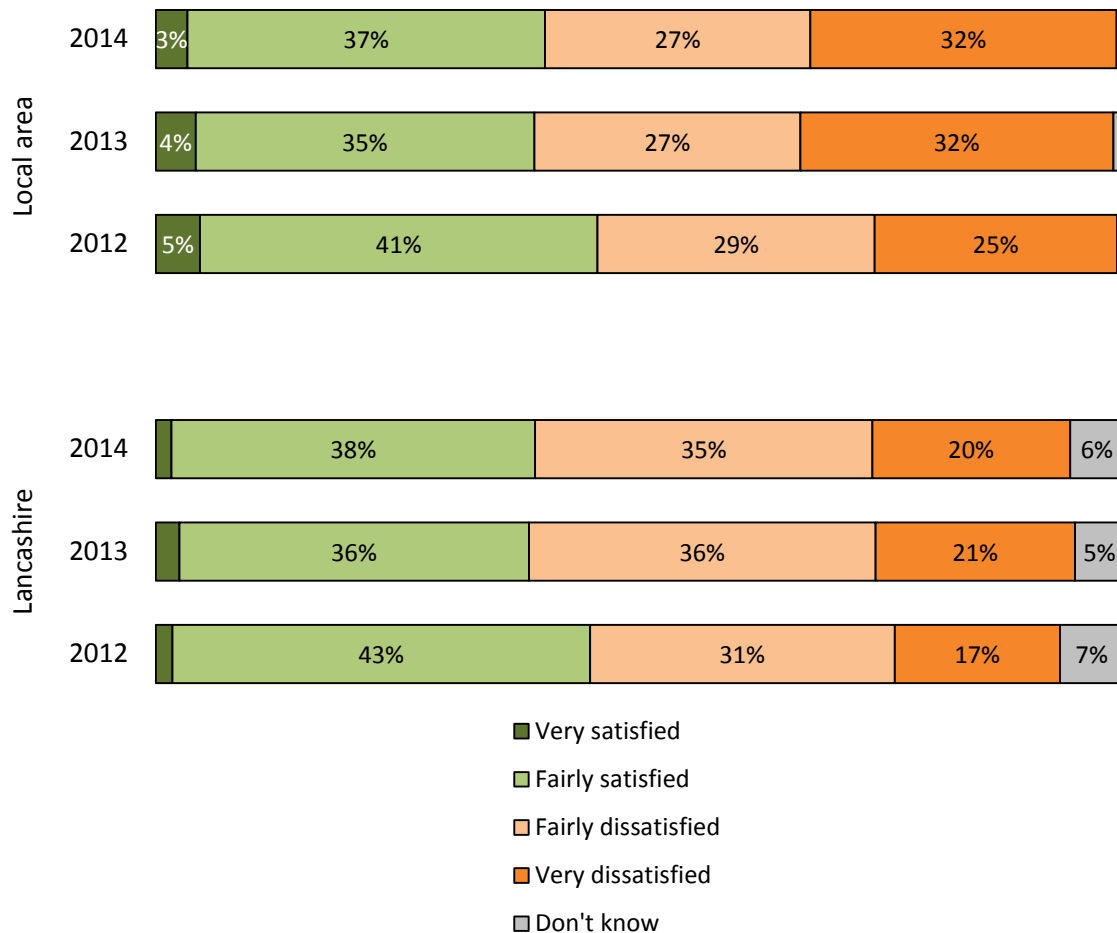
5.1 Road surfaces

Panel members were asked how satisfied or dissatisfied they are with the condition of road surfaces in their local area and in Lancashire with local area defined as the area within two miles of their home.

Around three-fifths of respondents (59%) are dissatisfied with the condition of road surfaces in their local area, an increase of 5% compared to the response in 2012.

Over half of respondents (55%) are dissatisfied with the condition of road surfaces in Lancashire, an increase of 6% compared to the response in 2012.

Chart 1 - How satisfied or dissatisfied are you with the condition of road surfaces in your local area and in Lancashire?



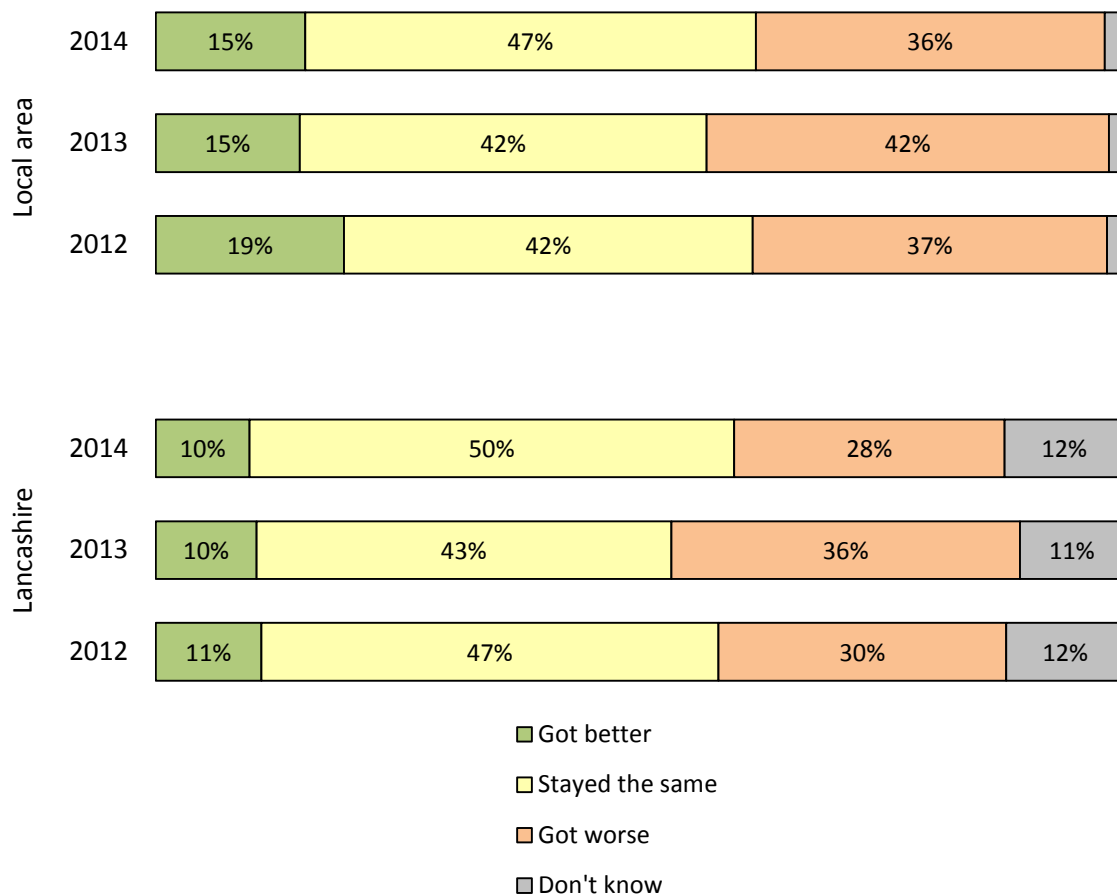
Base: 2014: all respondents (unweighted 1,363-1,383, weighted 932-941)
 2013: all respondents (unweighted 1,644-1,687, weighted 1,139-1,166)
 2012: all respondents (unweighted 1,815-1,836, weighted 1,311-1,325)

Respondents were then asked how they feel the condition of road surfaces in their local area and in Lancashire has changed over the past six months.

Around half of respondents (47%) feel that the condition of road surfaces in their local area has stayed the same over the past six months while over a third of respondents (36%) feel that the condition of road surfaces in their local area has got worse over the past six months.

Half of respondents (50%) feel the condition of road surfaces in Lancashire has stayed the same over the past six months while around a quarter of respondents (28%) feel that the condition of road surfaces in Lancashire has got worse over the past six months.

Chart 2 - Over the past six months do you feel that the condition of road surfaces in your local area and in Lancashire has got better, stayed the same or got worse?



Base: 2014: all respondents (unweighted 1,361-1,369, weighted 934-935)
 2013: all respondents (unweighted 1,633-1,676, weighted 1,131-1,153)
 2012: all respondents (unweighted 1,815-1,842, weighted 1,310-1,330)

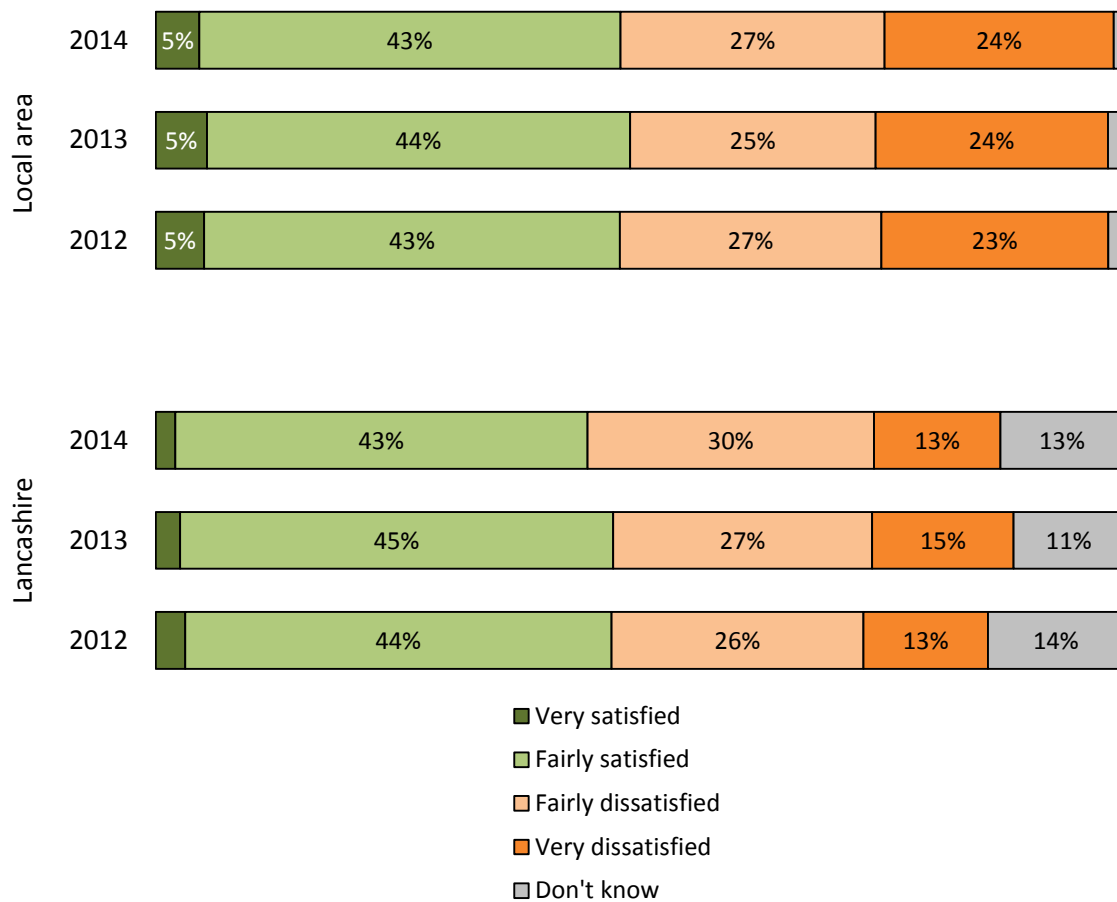
5.2 Pavement surfaces

Panel members were asked how satisfied or dissatisfied they are with the condition of pavement surfaces in their local area and in Lancashire.

Around half of respondents (48%) are satisfied with the condition of pavement surfaces in their local area.

Over two-fifths of respondents (45%) are satisfied with the condition of pavement surfaces in Lancashire.

Chart 3 - How satisfied or dissatisfied are you with the condition of pavement surfaces in your local area and in Lancashire?



Base: 2014: all respondents (unweighted 1,371-1,382, weighted 941-942)
 2013: all respondents (unweighted 1,635-1,658, weighted 1,137-1,146)
 2012: all respondents (unweighted 1,807-1,828, weighted 1,307-1,319)

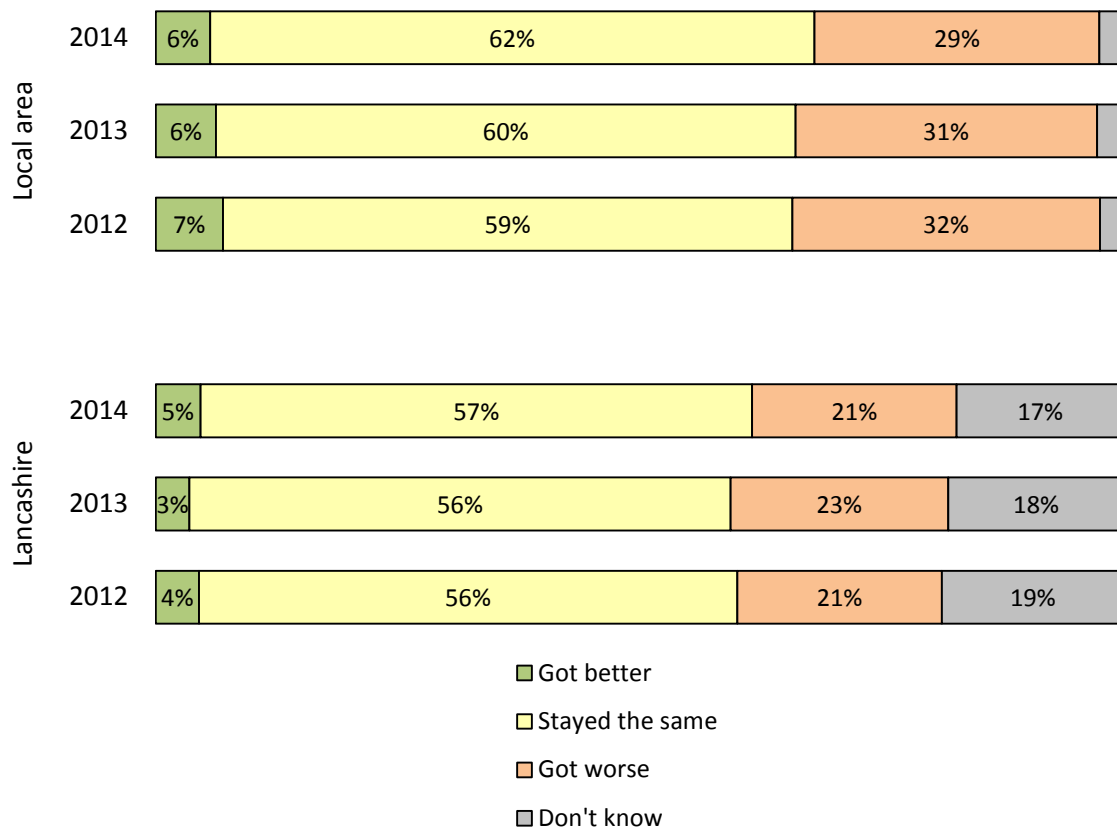
Respondents with a disability are more likely to be dissatisfied with the condition of pavement surfaces in their local area (57%) and with the condition of pavement surfaces in Lancashire (50%).

Respondents were then asked how they feel the condition of pavement surfaces in their local area and in Lancashire has changed over the past six months.

Around three-fifths of respondents (62%) feel the condition of pavement surfaces in their local area has stayed the same over the past six months while around three in ten respondents (29%) feel that the condition of pavement surfaces in their local area has got worse in the past six months.

Around three-fifths of respondents (57%) feel the condition of pavement surfaces in Lancashire has stayed the same over the past six months while around a fifth of respondents (21%) feel that the condition of pavement surfaces in Lancashire has got worse in the past six months.

Chart 4 - Over the past six months do you feel that the condition of pavement surfaces in your local area and in Lancashire has got better, stayed the same or got worse?



Base: 2014: all respondents (unweighted 1,362-1,370, weighted 933-936)
 2013: all respondents (unweighted 1,633-1,656, weighted 1,133-1,148)
 2012: all respondents (unweighted 1,816-1,836, weighted 1,311-1,320)

Respondents with a disability are more likely to feel that the condition of pavement surfaces in their local area has got worse in the past six months (33%).

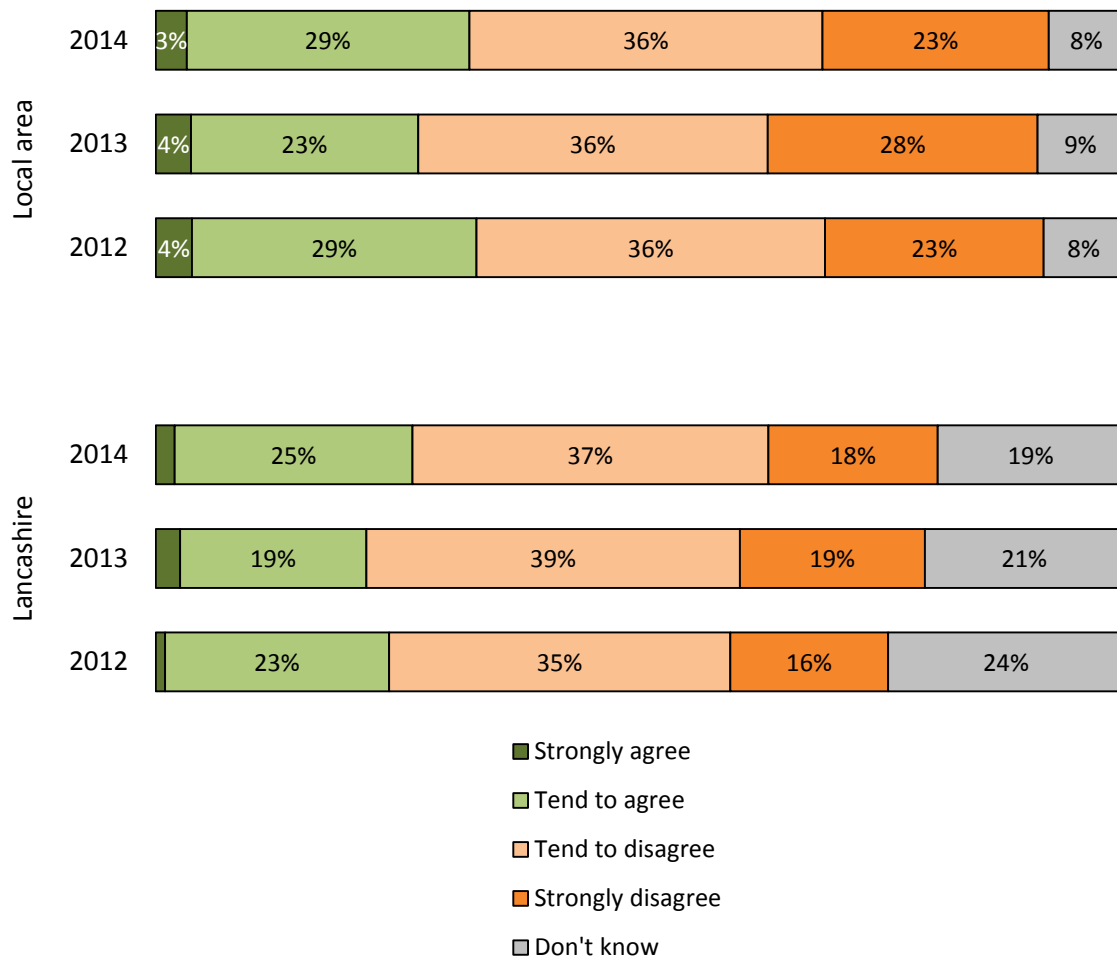
5.3 Potholes

Panel members were asked about the number of potholes on roads in their local area and in Lancashire.

Around a third of respondents (32%) agree that the number of potholes on roads in their local area has reduced over the past six months while three-fifths of respondents (60%) disagree.

Around a quarter of respondents (27%) agree that the number of potholes on roads in Lancashire has reduced over the past six months while around half of respondents (54%) disagree.

Chart 5 - How strongly do you agree or disagree that the number of potholes on roads in your local area and in Lancashire has reduced over the past six months?



Base: 2014: all respondents (unweighted 1,376-1,382, weighted 947-948)
 2013: all respondents (unweighted 1,652-1,679, weighted 1,148-1,157)
 2012: all respondents (unweighted 1,823-1,841, weighted 1,315-1,326)

Respondents who are very dissatisfied with the condition of roads in their local area are more likely to strongly disagree that the number of potholes on roads in their local area has reduced over the past six months - 55% of respondents who are very dissatisfied with the condition of roads in their local area also strongly disagree that the number of potholes on roads in their local area has reduced over the past six months.

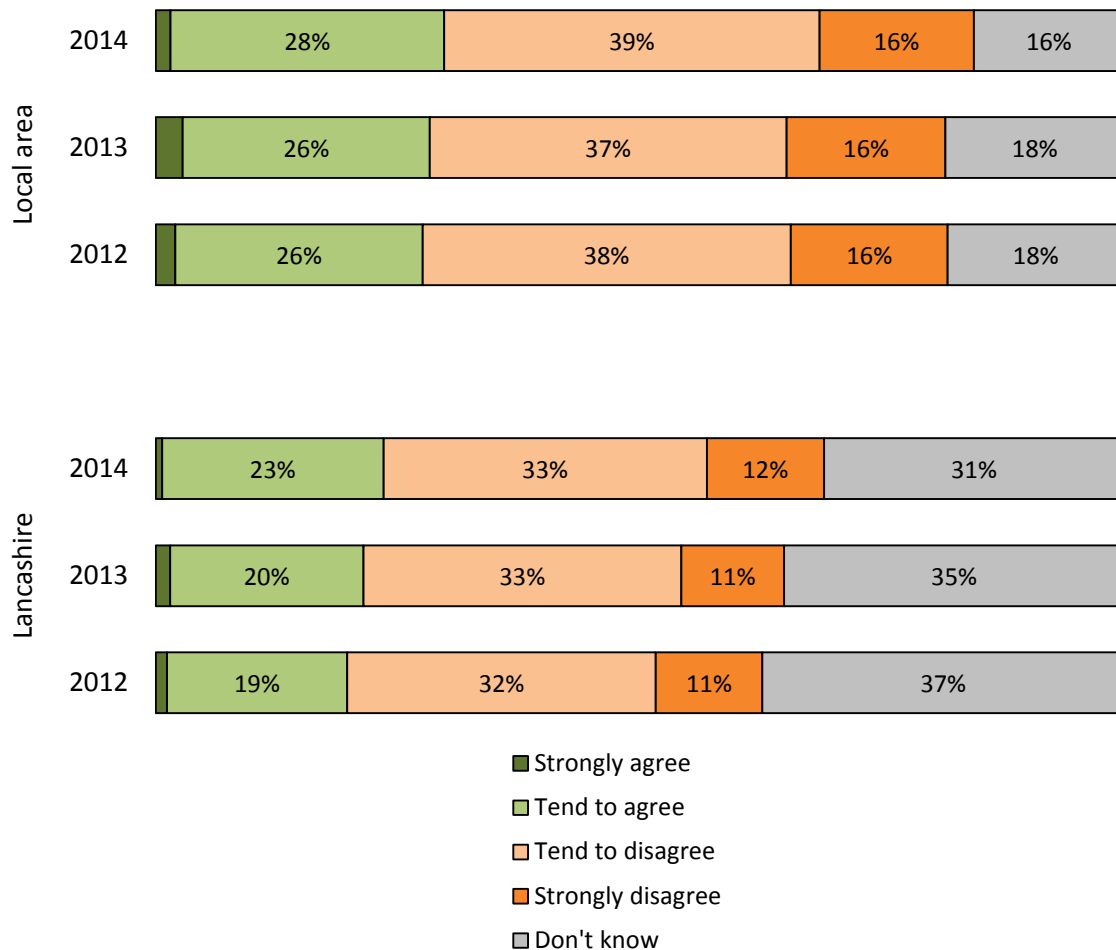
Respondents who are very dissatisfied with the condition of roads in Lancashire are more likely to strongly disagree that the number of potholes on roads Lancashire has reduced over the past six months - 53% of respondents who are very dissatisfied with the condition of roads in Lancashire also strongly disagree that the number of potholes on roads in Lancashire has reduced over the past six months.

Respondents were then asked about the number of potholes on footpaths in their local area and in Lancashire.

Three in ten respondents (30%) agree that the number of potholes on footpaths in their local area has reduced over the past six months while over half of respondents (55%) disagree.

Around a quarter of respondents (24%) agree that the number of potholes on footpaths in Lancashire has reduced over the past six months while over two-fifths of respondents (45%) disagree. Around three in ten respondents (31%) say they don't know whether the number of potholes on footpaths in Lancashire has reduced over the past six months.

Chart 6 - How strongly do you agree or disagree that the number of potholes on footpaths in your local area and in Lancashire has reduced over the past six months?



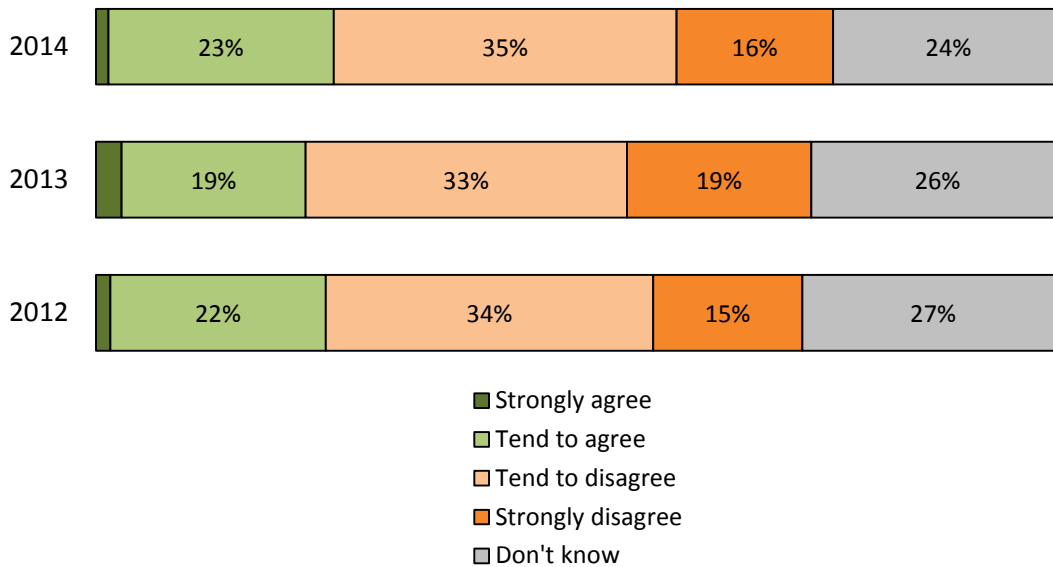
Base: 2014: all respondents (unweighted 1,364-1,377, weighted 937-942)
 2013: all respondents (unweighted 1,637-1,661, weighted 1,135-1,146)
 2012: all respondents (unweighted 1,808-1,827, weighted 1,306-1,318)

Respondents who are very dissatisfied with the condition of pavement surfaces in their local area are more likely to strongly disagree that the number of potholes on footpaths in their local area has reduced over the past six months - 53% of respondents who are very dissatisfied with the condition of pavement surfaces in their local area also strongly disagree that the number of potholes on footpaths in their local area has reduced over the past six months.

Respondents who are very dissatisfied with the condition of pavement surfaces in Lancashire are more likely to strongly disagree that the number of potholes on footpaths in Lancashire has reduced over the past six months - 48% of respondents who are very dissatisfied with the condition of pavement surfaces in Lancashire also strongly disagree that the number of potholes on footpaths in Lancashire has reduced over the past six months.

A quarter of respondents (25%) agree that the time taken to identify and repair potholes has improved over the past six months while around half of respondents (52%) disagree. Around a quarter of respondents (24%) say they don't know whether the time taken to identify and repair potholes has improved over the past six months.

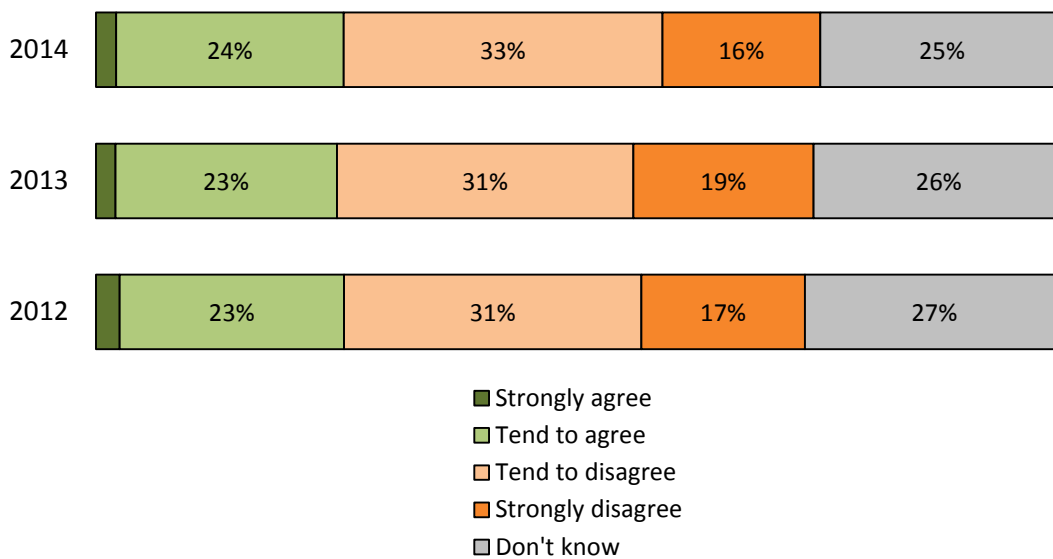
Chart 7 - How strongly do you agree or disagree that over the past six months the time taken to identify and repair potholes has improved?



Base: 2014: all respondents (unweighted 1,372, weighted 940)
 2013: all respondents (unweighted 1,675, weighted 1,153)
 2012: all respondents (unweighted 1,831, weighted 1,321)

Around a quarter of respondents (26%) agree that over the past six months pothole repairs conducted have been long lasting while around half of respondents (49%) disagree. A quarter of respondents (25%) say they don't know whether pothole repairs conducted over the past six months have been long lasting.

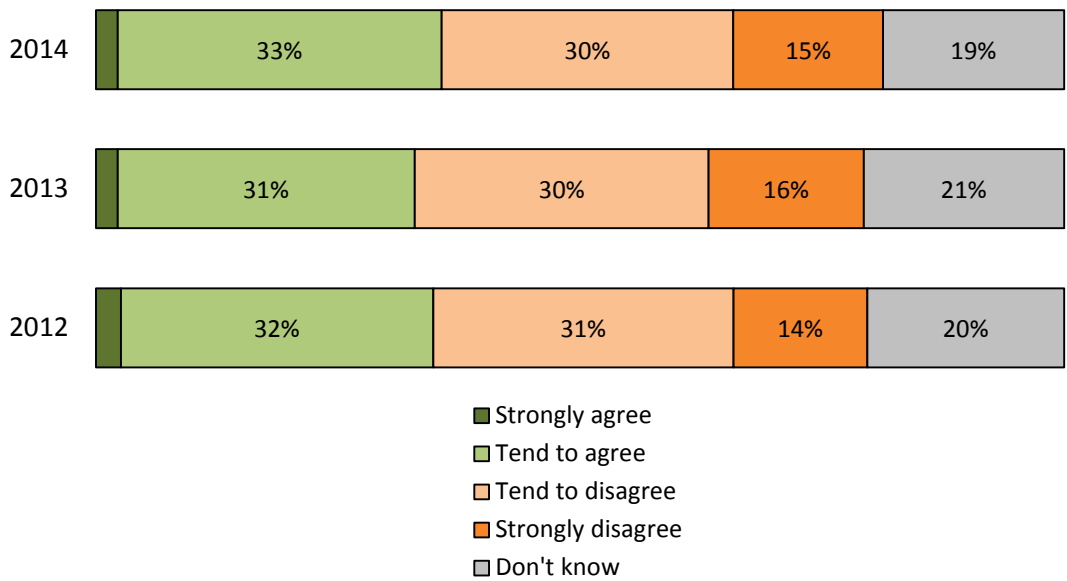
Chart 8 - How strongly do you agree or disagree that over the past six months pothole repairs conducted have been long lasting?



Base: 2014: all respondents (unweighted 1,363, weighted 937)
 2013: all respondents (unweighted 1,649, weighted 1,141)
 2012: all respondents (unweighted 1,805, weighted 1,309)

Over a third of respondents (36%) agree that over the past six months pothole repairs have been completed with a smooth finish while around half of respondents (46%) disagree. Around a fifth of respondents (19%) say they don't know whether pothole repairs over the past six months have been completed with a smooth finish.

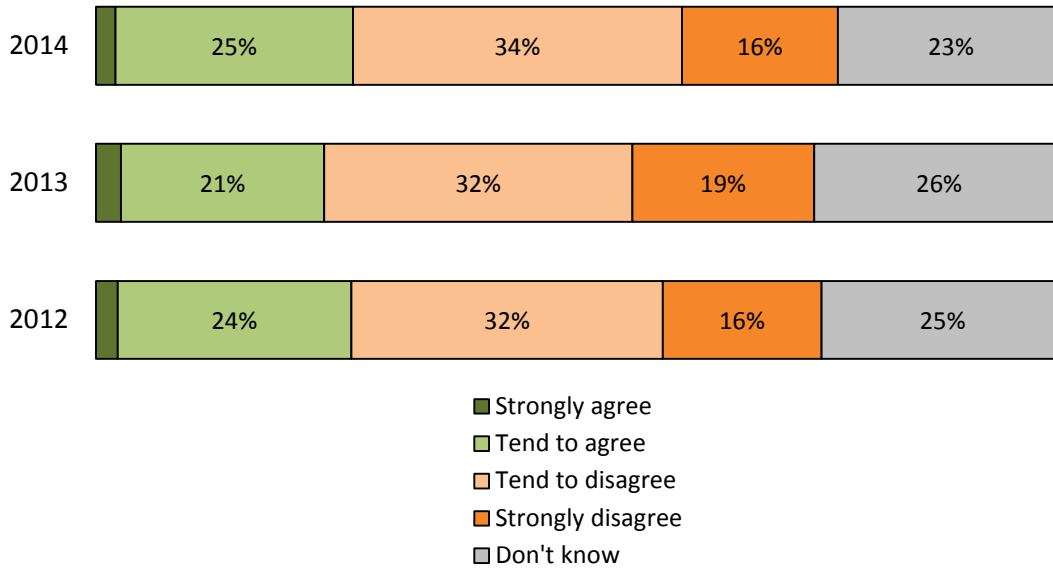
Chart 9 - How strongly do you agree or disagree that over the past six months pothole repairs have been completed with a smooth finish?



Base: 2014: all respondents (unweighted 1,368, weighted 938)
 2013: all respondents (unweighted 1,654, weighted 1,146)
 2012: all respondents (unweighted 1,807, weighted 1,307)

Around a quarter of respondents (27%) agree that the overall quality of pothole repair has improved over the past six months while half of respondents (50%) disagree. Around a quarter of respondents (23%) say they don't know whether the overall quality of pothole repair has improved over the past six months.

Chart 10 - How strongly do you agree or disagree that the overall quality of pothole repair has improved over the past six months?



Base: 2014: all respondents (unweighted 1,358, weighted 930)
 2013: all respondents (unweighted 1,641, weighted 1,133)
 2012: all respondents (unweighted 1,804, weighted 1,303)

6. Conclusions and recommendations

Opinions on the condition of pavements and footpaths have not changed significantly over the past three years. However, opinions on the condition of roads have got worse since 2012. It is recommended that future survey work continues to keep a consistent approach to asking these questions enabling trends to be monitored over time. This data can then be used in conjunction with operational data to help inform service planning decisions.

Performance monitoring of road and pavement maintenance shows improvement in recent years. Further research should be conducted to investigate why this is not reflected in the panel's opinion of roads and pavements.

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