

Best Value Performance Indicator User Satisfaction Survey 2006 MUQ

Weighted base: all respondents (1678)

Q1. Thinking generally, which of the following would you say are most important in making somewhere a good place to live? Q2. And thinking about this local area, which of the things below, if any, do you think <u>most need improving</u> ?		
	Most important	Most need improving
The level of crime	66%	33%
Clean streets	55%	28%
Health services	42%	17%
Affordable decent housing	38%	22%
Education provision	32%	6%
Parks and open spaces	25%	13%
The level of traffic congestion	23%	36%
Activities for teenagers	22%	54%
Shopping facilities	21%	15%
Road and pavement repairs	21%	38%
Public transport	20%	19%
Job prospects	19%	16%
Access to nature	19%	4%
Facilities for young children	16%	22%
Wage levels & local cost of living	15%	14%
The level of pollution	11%	9%
Sports and leisure facilities	10%	13%
Community activities	8%	14%
Cultural facilities	6%	13%
Race relations	4%	7%
Other	2%	4%
Don't know	1%	2%
None of these	0%	1%

Q3. Overall, how satisfied or dissatisfied are you with your local area as a place to live?	
Very satisfied	19%
Fairly satisfied	58%
Neither satisfied nor dissatisfied	11%
Fairly dissatisfied	9%
Very dissatisfied	3%

Q4. Thinking about this local area, how much of a problem do you think are...					
	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
Teenagers hanging around on the streets	25%	36%	28%	9%	2%
Parents not taking responsibility for the behaviour of their children	23%	33%	29%	10%	6%
Rubbish or litter lying around	20%	29%	37%	15%	1%
People not treating other people with respect and consideration	15%	28%	39%	15%	3%
People using or dealing drugs	12%	19%	20%	24%	24%
Vandalism, graffiti and other deliberate damage to property or vehicles	10%	19%	40%	27%	4%
People being drunk or rowdy in public spaces	9%	17%	42%	28%	4%
Noisy neighbours or loud parties	7%	6%	38%	48%	1%
Abandoned or burnt out cars	1%	3%	21%	68%	7%

Q5. To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?	
Definitely agree	6%
Tend to agree	42%
Tend to disagree	11%
Definitely disagree	5%
Don't know	20%
Too few people in local area	7%
All same background	9%

Q6. Satisfaction with each aspect of the local tip/recycling centre						
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Does not apply/don't know
How helpful the staff are	55%	28%	6%	3%	2%	5%
The recycling facilities at the site	53%	35%	3%	1%	0%	7%
How clean the site is	50%	36%	5%	1%	0%	7%
The opening hours of the site	50%	38%	4%	1%	1%	7%
The location of the site	47%	38%	5%	3%	2%	6%
How user friendly the site is	44%	40%	5%	4%	1%	7%
Satisfaction with tip / household waste recycling centre overall	50%	44%	4%	2%	1%	

Q7. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide.			
	The amount of information	The accuracy of the information	The provision of public transport information overall
Very satisfied	9%	8%	12%
Fairly satisfied	30%	31%	43%
Neither	11%	13%	24%
Fairly dissatisfied	10%	7%	16%
Very dissatisfied	3%	2%	5%
Does not apply/don't know	37%	39%	0%

Q8. Have you received or seen any of the information provided on local transport services, in the last 12 months?	
Yes	35%
No	51%
Don't know	15%

Q9. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service. PLEASE ANSWER THIS QUESTION WHETHER YOU USE THE BUS OR NOT.						
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Does not apply/don't know
The number of bus stops	23%	37%	8%	3%	1%	28%
How easy buses are to get on and off	20%	35%	8%	3%	1%	33%
The frequency of buses	18%	33%	7%	8%	5%	30%
Whether buses arrive on time	11%	34%	10%	7%	3%	36%
The state of the bus stops	10%	35%	12%	11%	5%	26%
Satisfaction with bus service overall	17%	48%	20%	11%	5%	0%

Q10. How frequently, if at all, do you use the local bus service?	
Almost every day	11%
At least once a week	17%
At least once a month	13%
Within the last 6 months	11%
Within the last year	10%
Longer ago	12%
Never used	24%
Don't know	2%
Total	100%

Q11. Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Lancashire County Council. PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT.					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Libraries	30%	45%	21%	3%	1%
Parks and open spaces	18%	53%	15%	11%	4%
Sports / Leisure facilities and events	13%	45%	30%	9%	4%
Museums and galleries	9%	32%	46%	9%	5%
Theatres / Concert halls	7%	30%	45%	12%	7%

Q12. Please indicate how frequently you have used the following cultural and recreational services provided or supported by Lancashire County Council in the last 12 months.

	Almost every day	At least once a week	At least once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Don't know
Parks and open spaces	12%	28%	24%	15%	9%	5%	4%	4%
Sports / Leisure facilities and events	3%	17%	12%	16%	9%	15%	20%	6%
Libraries	2%	13%	22%	17%	11%	19%	14%	3%
Theatres / Concert halls	0%	1%	6%	19%	18%	21%	26%	9%
Museums and galleries	0%	1%	6%	18%	14%	22%	30%	10%

Q13. For each of the following services provided by Lancashire County Council, do you think the service has got better or worse over the last three years, or has it stayed the same?

	Better	Stayed the same	Worse	Don't know
Local tips / HWRCs	51%	27%	7%	14%
Sport / leisure facilities	15%	42%	7%	35%
Local bus service	15%	36%	11%	38%
Libraries	14%	54%	5%	27%
Local transport information	13%	37%	7%	42%
Museums / galleries	4%	40%	4%	52%
Theatres / concert halls	3%	45%	4%	48%
Parks and open spaces	18%	53%	13%	16%

Q14. Please indicate how satisfied or dissatisfied you are overall with the following services provided by Lancashire County Council. PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT.

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Fire and rescue services	25%	28%	44%	2%	1%
Local authority education services	11%	33%	49%	6%	2%
Personal social Services	6%	23%	64%	5%	2%
Planning services	5%	23%	59%	8%	5%

Q15. Please indicate whether you or any other family member have used any of the following services provided by Lancashire County Council in the last 12 months?

Planning Services	29%
Personal Social Services	35%
Fire and rescue service	16%
Local authority education services	52%

Q16 Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?	
Very satisfied	4%
Fairly satisfied	45%
Neither	36%
Fairly dissatisfied	12%
Very dissatisfied	2%

Q17. How well does the council keep you informed on each of the following?					
	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How and where to register to vote	36%	48%	9%	2%	4%
How to pay bills to the council	30%	55%	7%	1%	7%
What standard of service you should expect from the council	10%	34%	32%	14%	10%
How to complain to the council	9%	32%	34%	12%	13%
What the council spends its money on	8%	39%	28%	16%	9%
How you can get involved in local decision making	7%	31%	35%	14%	14%
How well the council is performing	4%	23%	37%	21%	15%
Whether the council is delivering on its promises	3%	23%	39%	20%	15%
What the council is doing to tackle anti-social behaviour in your local area	3%	16%	37%	28%	15%

Q17j. Overall, how well informed do you think your council keeps residents about the services and benefits it provides	
Very well informed	5%
Fairly well informed	31%
Not very well informed	35%
Not well informed at all	19%
Don't know	10%

Q18. How do you find out about Lancashire County Council? Please tick the MAIN source you use from the list below.	
Information provided by the county council	38%
Local media	33%
Council website	9%
Word of mouth	8%
Direct contact with the council	4%
Other	3%
Local councillor	2%
Don't know	2%
None of the above	1%

Q19. Have you contacted the authority with a complaint(s) in the last 12 months?	
Yes	20%
No	80%

Q21. How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?	
Very satisfied	11%
Fairly satisfied	24%
Neither	14%
Fairly dissatisfied	21%
Very dissatisfied	30%

Q22. Which of these describes the reasons why you made your most recent contact with the council?	
Reported an issue or problem	61%
Asked for advice / information	23%
Applied to use a service	20%
Don't know / can't remember	2%
Other	6%

Q23. Please indicate each how satisfied or dissatisfied you were with each aspect of the service you received.	
By telephone	26%
In person	75%
By letter	4%
Via a website / internet	4%
By e-mail	10%
Other	1%

Q24. Still thinking about your most recent contact with the council, please indicate how satisfied or dissatisfied you were with each aspect of the service you received. If any aspect does not apply to your particular experience, please tick not applicable.							
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easy it was to find the right person to deal with (USERS)	21%	47%	7%	10%	13%	0%	1%
The length of time it took to deal with the person you contacted (USERS)	21%	42%	10%	11%	14%	1%	2%
Any information you were given (USERS)	17%	40%	9%	10%	19%	2%	4%
How competent the staff were (USERS)	19%	42%	12%	8%	15%	2%	2%
How helpful the staff were (USERS)	27%	34%	12%	10%	13%	2%	2%
The final outcome (USERS)	23%	25%	8%	9%	29%	3%	3%

Q25. Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by your council?	
Very satisfied	2%
Fairly satisfied	21%
Neither	59%
Fairly dissatisfied	14%
Very dissatisfied	4%

Q26. Do you agree or disagree that you can influence decisions affecting your local area?	
Definitely agree	3%
Tend to agree	23%
Tend to disagree	36%
Definitely disagree	21%
Don't know	18%

Q27. Generally speaking, would you like to be more involved in the decisions your council makes that affect your local area?	
Yes	22%
No	14%
Depends on the issue	59%
Don't know	5%

Q28. Here are some things that other people have said about their council. To what extent do you think that these statements apply to your local council?					
	A great deal	To some extent	Not very much	Not at all	Don't know
Is working to make the area cleaner and greener	12%	52%	22%	7%	8%
Treats all types of people fairly	11%	37%	9%	8%	35%
Is remote and impersonal	11%	37%	19%	13%	20%
Is making the area a better place to live	7%	52%	25%	8%	8%
Is trustworthy	7%	32%	19%	12%	30%
Is working to make the area safer	6%	45%	28%	10%	11%
Is efficient and well run	6%	38%	23%	11%	22%
Acts on the concerns of local residents	5%	38%	26%	11%	19%
Promotes the interests of local residents	5%	38%	29%	10%	18%
Provides good value for money	5%	28%	28%	19%	21%

Q29. Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?	
Better	14%
Stayed the same	50%
Worse	17%
Don't know	19%

Unweighted base: all respondents (1678)

Q30. Are you male or female?	
Male	41%
Female	59%

Q31. What was your age on your last birthday? (grouped)	
18-24	2%
25-34	9%
35-54	32%
55-64	21%
65+	36%

Q32. How long have you/your household been living in your current accommodation?	
Under 1 year	6%
1-2 years	9%
3-5 years	16%
6-10 years	17%
11-20 years	20%
21+ years	32%
Don't know	0%

Q33. How long have you/your household been living in this area?	
Under 1 year	3%
1-2 years	4%
3-5 years	9%
6-10 years	11%
11-20 years	16%
21+ years	57%
Don't know / can't remember	0%

Q34. In which of these ways does your household occupy your current accommodation?	
Owned outright	48%
Buying on mortgage	36%
Rent from council	6%
Rented from private landlord	5%
Rent from Housing Association/Trust	5%
Other	0%

Q35. How many adults aged 18 or over are living here?	
One	33%
Two	55%
Three	9%
Four	2%
Five	0%
More than five	0%

Q36. Which of these activities best describes what you are doing at present?	
Wholly retired from work	38%
Employed full-time	29%
Employed part-time	11%
Permanently sick/disabled	7%
Looking after the home	6%
Self-employed	6%
Unemployed	1%
Other	1%
Full time education	1%

Q37. Do you have any long-standing illness, disability or infirmity? (Long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time.)	
Yes	37%
No	63%

Q38. Does this illness or disability limit your activities in any way?	
Yes	69%
No	31%

Q39. To which of these groups do you consider you belong to?	
White British	95%
White other	1%
White Irish	1%
Asian Indian	1%
Asian Pakistani	0%
Other	0%
Black Caribbean	0%
White & Asian	0%
Mixed Other	0%
Mixed White & Black Caribbean	0%
Chinese	0%