

# Living in Lancashire Survey

Roads and Streets

[www.lancashire.gov.uk](http://www.lancashire.gov.uk)





**Amy Baxter, Mick Edwardson and  
Graham Inglis**

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For further information on the work of the Corporate Research and Intelligence Team,  
please contact us at

Business Intelligence

Lancashire County Council

County Hall

Preston

PR1 8XJ

Tel: 0808 1443536

[www.lancashire.gov.uk/lancashire-insight](http://www.lancashire.gov.uk/lancashire-insight)

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# 1 Executive Summary

This wave of Living in Lancashire asked a number of questions about roads and streets.

The fieldwork began on 12 January 2018 and was sent by email or by post to all 2,916 members of the panel. A reminder was sent on 26 January 2018 and the fieldwork ended on 16 February 2018. In total, 1,991 questionnaires were returned, giving an overall response rate of 68%.

## 1.1 Key findings

- Four-fifths of respondents (80%) said they are dissatisfied with the condition of road surfaces in their local area. The level of dissatisfaction with the condition of road surface in respondent's local area has increased by 20% since the survey in 2015.
- About three-quarters of respondents (76%) are dissatisfied with the condition of road surfaces in Lancashire. The level of dissatisfaction with the condition of road surface in Lancashire has increased by 21% since the survey in 2015.
- Seven-tenths of respondents (70%) feel the condition of road surfaces in their local area has gotten worse over the past six months. This is an increase of 30% since the survey in 2015 (40% of respondents in 2015 felt the condition of road surfaces in their local area had gotten worse over the past six months).
- About six-tenths of respondents (61%) feel the condition road of road surfaces in Lancashire has gotten worse in the past six months. This has increased by 28% since the survey in 2015 (33% of respondents in 2015 felt the condition of road surfaces in Lancashire had gotten worse over the past six months).
- Less than three-fifths of respondents (56%) are dissatisfied with the condition of pavement surfaces in their local area. This is an increase of 13% since the survey in 2015 (43% of respondents in 2015 were dissatisfied with the condition of pavement surfaces in their local area).
- Less than half of respondents (46%) are dissatisfied with the condition of pavement surfaces in Lancashire. This is an increase of 8% since the survey in 2015 (38% of respondents in 2015 were dissatisfied with the condition of pavement surfaces in Lancashire).
- Less than three-fifths of respondents (56%) feel that the condition of pavement surfaces has stayed the same over the past six months while about two-fifths of respondents (38%) feel that the condition has gotten worse. This is an increase of 11% since the survey in 2015 (27% of respondents in 2015 felt the pavement condition in their local area had got worse over the past six months).
- About half of respondents (52%) feel that the pavement condition in Lancashire has stayed the same over the past six months. About three-tenths (29%) think the pavement condition in Lancashire had got worse over the past

six months. This is an increase of 9% since the survey in 2015 (20% of respondents in 2015 felt the pavement condition in their local area had got worse over the past six months).

- Over four-fifths of respondents (85%) disagree that the number of potholes on roads in their local area had reduced over the past six months. This is an increase of 25% since the survey in 2015 (60% of respondents in 2015 disagreed that the number of potholes on roads in their local area had reduced over the past six months).
- About three-quarters of respondents (77%) disagree that the number of potholes on the roads in Lancashire has reduced over the past six months. This is an increase of 25% since the survey in 2015 (52% of respondents in 2015 disagreed that the number of potholes on roads in Lancashire had reduced over the past six months).
- About three-fifths of respondents (59%) disagree that the number of potholes on footpaths in their local area had reduced over the past six months. This is an increase of 9% from the survey in 2015 (50% of respondents in 2015 disagreed that the number of potholes on footpaths in their local area had reduced over the past six months).
- Half of respondents (50%) disagree that the number of potholes on footpaths in Lancashire had reduced over the past six months. This is an increase of 9% from the survey in 2015 (41% of respondents in 2015 disagreed that the number of potholes on footpaths in Lancashire had reduced over the past six months).
- About seven-tenths of respondents (71%) disagree that the time taken to identify and repair potholes has improved over the past six months. This is an increase of 23% from the survey in 2015 (48% of respondents in 2015 disagreed that the time taken to identify and repair potholes has improved over the past six months).
- Two-thirds of respondents (66%) disagree that over the past six months pothole repairs conducted have been long lasting. This is an increase of 20% from the survey in 2015 (46% of respondents in 2015 disagreed that over the past six months pothole repairs conducted have been long lasting).
- Less than two-thirds of respondents (66%) disagree that over the past six months pothole repairs have been completed with a smooth finish. This is an increase of 11% from the survey in 2015 (45% of respondents in 2015 disagreed that over the past six months pothole repairs have been completed with a smooth finish).
- About two-thirds of respondents (64%) disagree that the overall quality of pothole repair has improved over the past six months. This is an increase of 16% from the survey in 2015 (48% of respondents in 2015 disagreed that the overall quality of pothole repair has improved over the past six months).

## 2 Introduction

Lancashire County Council has run Living in Lancashire since August 2001 (formerly known as Life in Lancashire). A panel of people who live in Lancashire is contacted on a regular basis to seek their views on a range of county council related subjects. Panel members are voluntary participants in the research and they receive no incentives for completion.

The panel has been designed to be a representative cross-section of Lancashire'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 county wide level. It also allows for analysis at different 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. And 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 population as a whole).

### 3 Research objectives

The objective of this survey is to look at people's views on roads and streets. Questions looked specifically at

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

### 4 Methodology

This wave of Living in Lancashire was sent to 2,916 members of the panel on 12 January 2018. A reminder was sent on 26 January 2018 and the fieldwork ended on 16 February 2018.

The survey was conducted through a postal questionnaire and an online version of the same questionnaire. The postal questionnaire was sent to 2,129 members and the online questionnaire was emailed to 787 members.

In total, 1,991 questionnaires were returned, giving an overall response rate of 68%.

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 1,113 which is the equivalent size of the data if it had not been weighted and was a perfect random sample.

#### 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 + / -
100	10%	9%	6%
200	7%	6%	4%
500	4%	4%	3%
1,000	3%	3%	2%
2,000	2%	2%	1%

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	2,000	5%	4%	3%
2,000	2,000	3%	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 2,000 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 3% 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

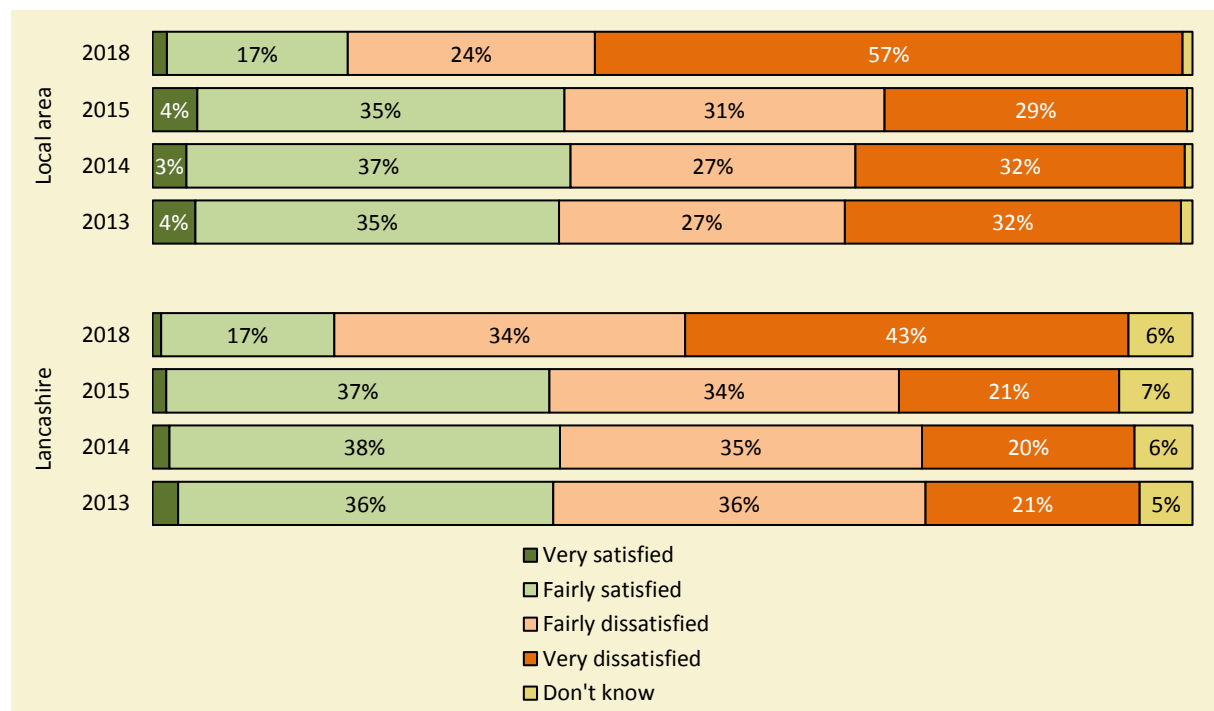
### 5.1 Road surfaces

Panel members were asked how satisfied or dissatisfied they are with the condition of road surfaces in their local area<sup>1</sup> and in Lancashire.

Four-fifths of respondents (80%) said they are dissatisfied with the condition of road surfaces in their local area. The level of dissatisfaction with the condition of road surface in respondent's local area has increased by 20% since the survey in 2015.

About three-quarters of respondents (76%) are dissatisfied with the condition of road surfaces in Lancashire. The level of dissatisfaction with the condition of road surface in Lancashire has increased by 21% since the survey in 2015.

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



Base: 2018: all respondents (unweighted 1,972-2,953, weighted 1,185-1,179)  
 2015: all respondents (unweighted 1,940-1,912, weighted 1,191-1,177)  
 2014: all respondents (unweighted 1,363-1,383, weighted 932-941)  
 2013: all respondents (unweighted 1,644-1,687, weighted 1,139-1,166)

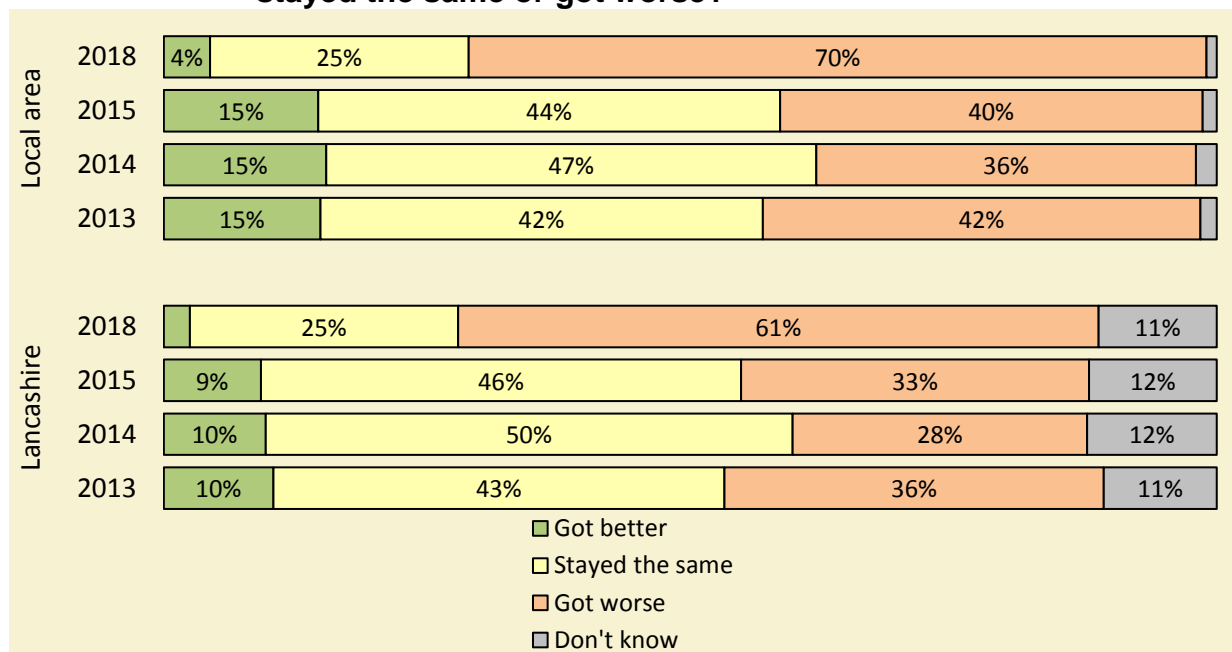
<sup>1</sup> Local area is defined as the area within two miles of a respondent's home.

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.

Seven-tenths of respondents (70%) feel the condition of road surfaces in their local area has gotten worse over the past six months. This is an increase of 30% since the survey in 2015 (40% of respondents in 2015 felt the condition of road surfaces in their local area had gotten worse over the past six months).

About six-tenths of respondents (61%) feel the condition road of road surfaces in Lancashire has gotten worse in the past six months. This has increased by 28% since the survey in 2015 (33% of respondents in 2015 felt the condition of road surfaces in Lancashire had gotten 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 have got better, stayed the same or got worse?**



Base: 2018: all respondents (unweighted 1,966-1,942, weighted 1,180-1,167)  
 2015: all respondents (unweighted 1,935-1,909, weighted 1,188-1,172)  
 2014: all respondents (unweighted 1,361-1,369, weighted 934-935)  
 2013: all respondents (unweighted 1,633-1,676, weighted 1,131-1,153)

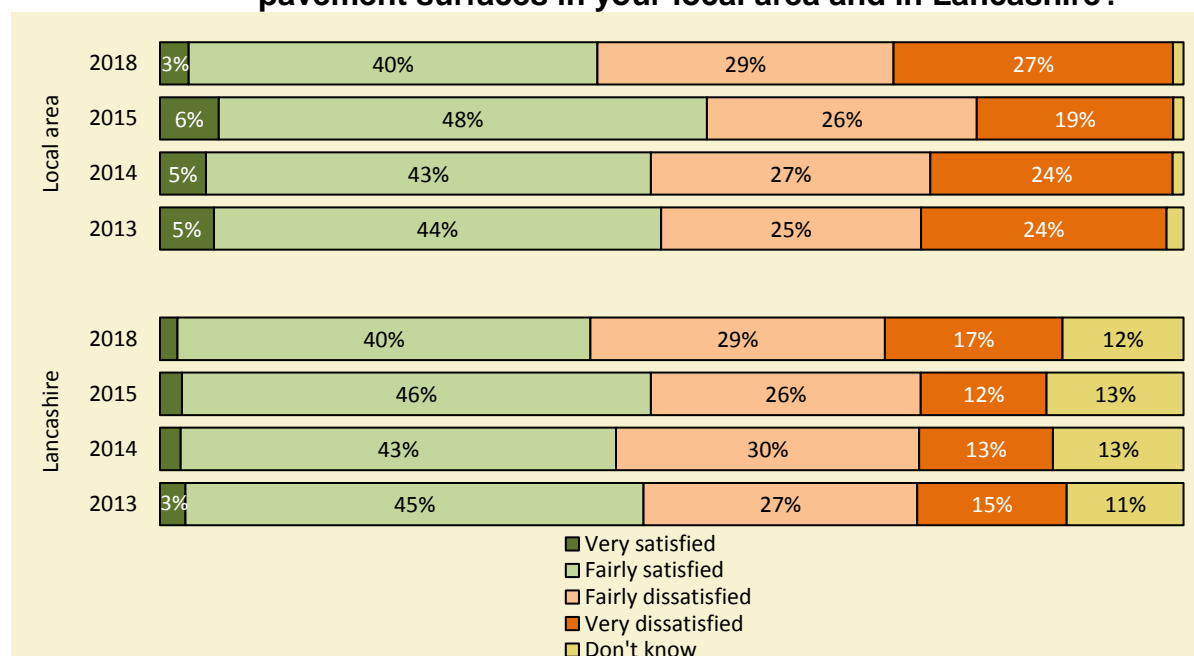
## 5.2 Pavement surfaces

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

Less than three-fifths of respondents (56%) are dissatisfied with the condition of pavement surfaces in their local area. This is an increase of 13% since the survey in 2015 (43% of respondents in 2015 were dissatisfied with the condition of pavement surfaces in their local area).

Less than half of respondents (46%) are dissatisfied with the condition of pavement surfaces in Lancashire. This is an increase of 8% since the survey in 2015 (38% of respondents in 2015 were dissatisfied 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?**



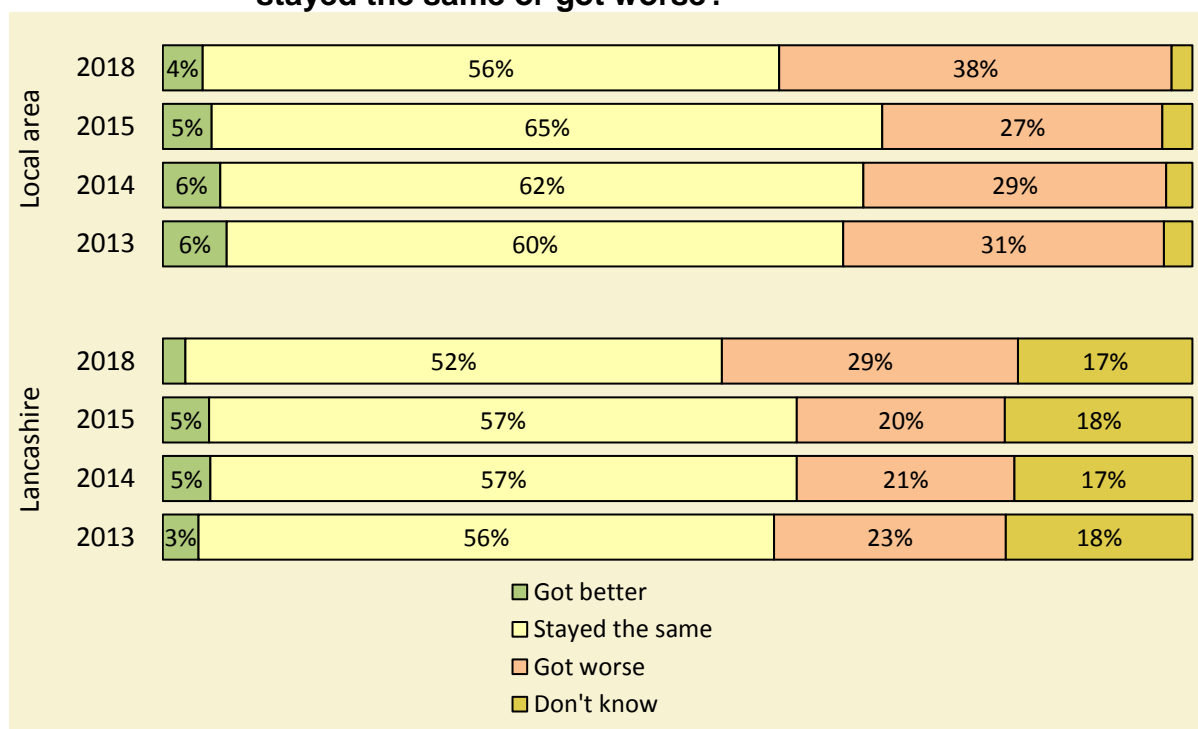
Base: 2018: all respondents (unweighted 1,967-1,951, weighted 1,182- 1,176)  
 2015: all respondents (unweighted 1,938-1,921, weighted 1,191-1,178)  
 2014: all respondents (unweighted 1,371-1,382, weighted 941-942)  
 2013: all respondents (unweighted 1,635-1,658, weighted 1,137-1,146)

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.

Less than three-fifths of respondents (56%) feel that the condition of pavement surfaces has stayed the same over the past six months while about two-fifths of respondents (38%) feel that the condition has gotten worse. This is an increase of 11% since the survey in 2015 (27% of respondents in 2015 felt the pavement condition in their local area had got worse over the past six months).

About half of respondents (52%) feel that the pavement condition in Lancashire has stayed the same over the past six months. About three-tenths (29%) think the pavement condition in Lancashire had got worse over the past six months. This is an increase of 9% since the survey in 2015 (20% of respondents in 2015 felt the pavement condition in their local area had got worse over the past six months).

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



Base: 2018: all respondents (unweights 1,950- 1,172, weighted 1,179- 1,172)  
 2015: all respondents (unweighted 1,926-1,907, weighted 1,184-1,168)  
 2014: all respondents (unweighted 1,362-1,370, weighted 933-936)  
 2013: all respondents (unweighted 1,633-1,656, weighted 1,133-1,148)

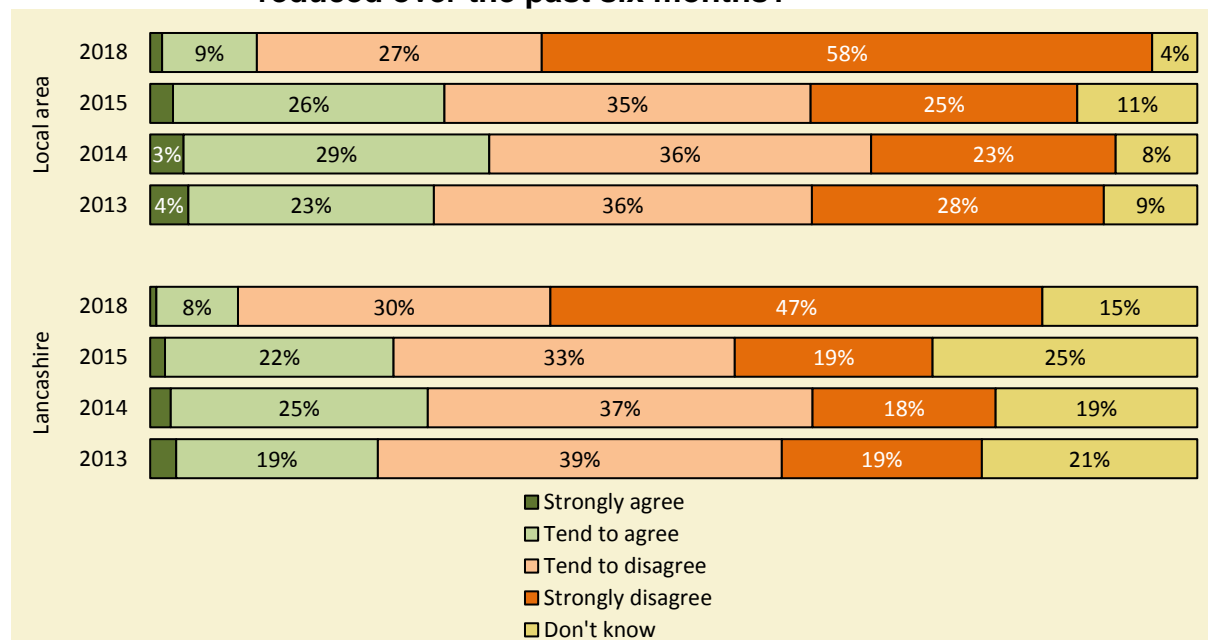
### 5.3 Potholes

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

Over four-fifths of respondents (85%) disagree that the number of potholes on roads in their local area had reduced over the past six months. This is an increase of 25% since the survey in 2015 (60% of respondents in 2015 disagreed that the number of potholes on roads in their local area had reduced over the past six months).

About three-quarters of respondents (77%) disagree that the number of potholes on the roads in Lancashire has reduced over the past six months. This is an increase of 25% since the survey in 2015 (52% of respondents in 2015 disagree that the number of potholes on roads in Lancashire had reduced over the past six months).

**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?**



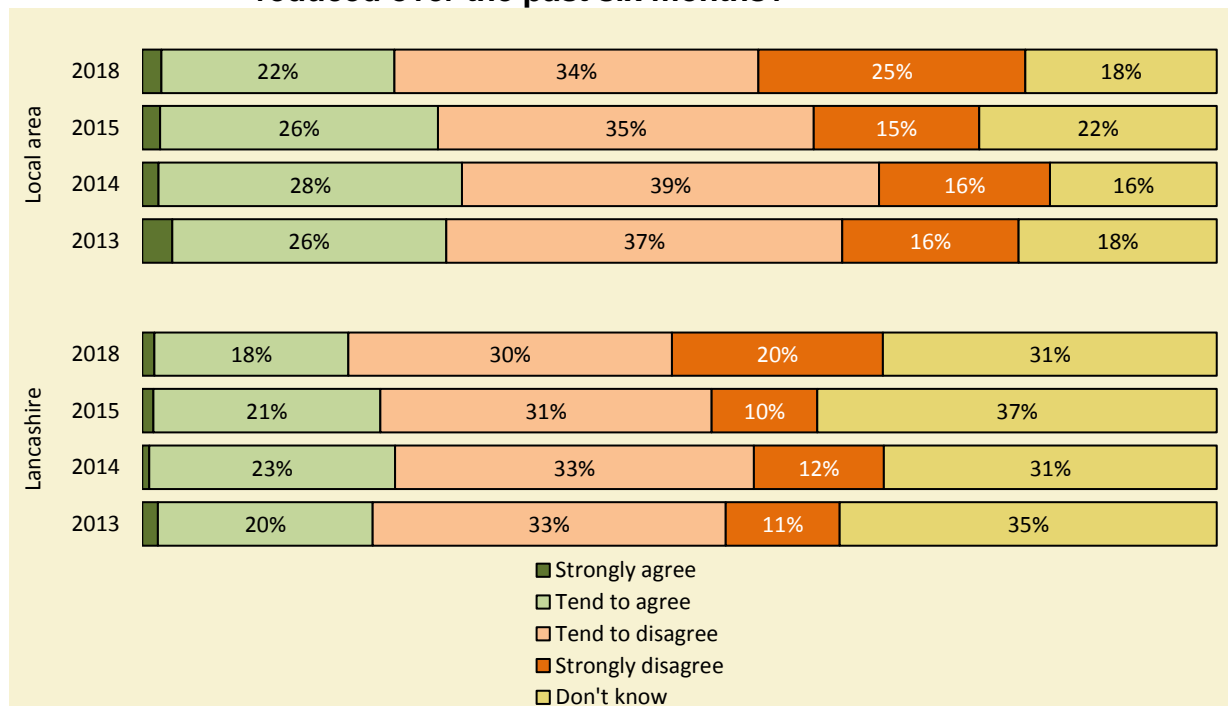
Base: 2018: all respondents (unweighted 1,976-1,958, weighted 1,188-1,179)  
 2015: all respondents (unweighted 1,940-1,927, weighted 1,190-1,185)  
 2014: all respondents (unweighted 1,376-1,382, weighted 947-948)  
 2013: all respondents (unweighted 1,652-1,679, weighted 1,148-1,157)

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

About three-fifths of respondents (59%) disagree that the number of potholes on footpaths in their local area had reduced over the past six months. This is an increase of 9% from the survey in 2015 (50% of respondents in 2015 disagreed that the number of potholes on footpaths in their local area had reduced over the past six months).

Half of respondents (50%) disagree that the number of potholes on footpaths in Lancashire had reduced over the past six months. This is an increase of 9% from the survey in 2015 (41% of respondents in 2015 disagreed that the number of potholes on footpaths in Lancashire had 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?**

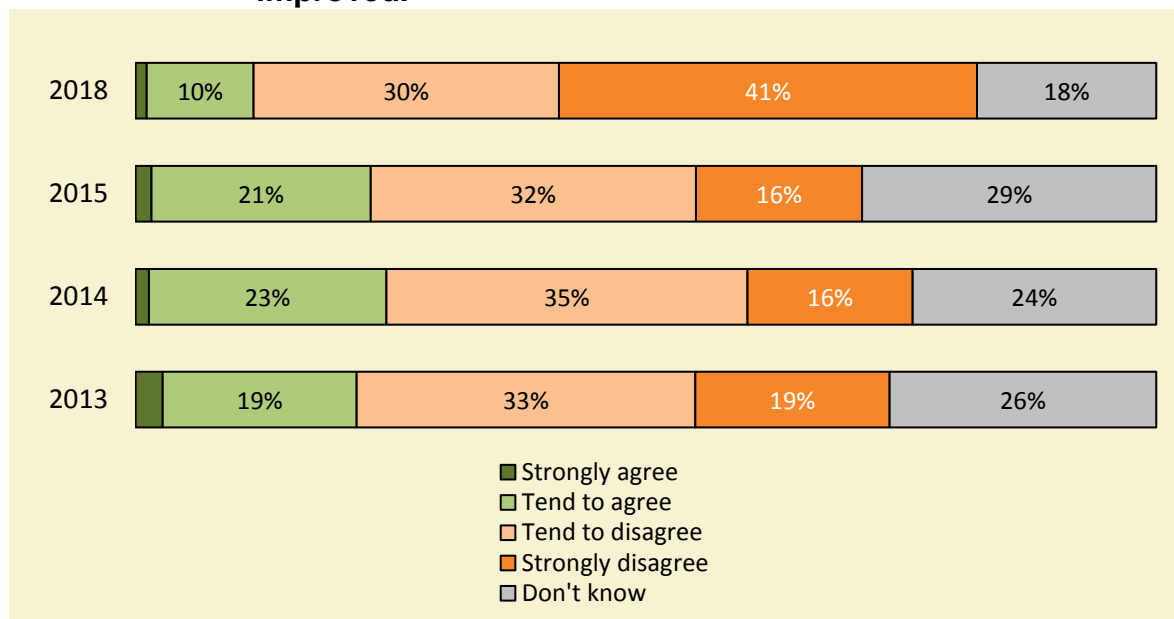


Base: 2018: all respondents (unweighted 1,961- 1,943, weighted 1,178-1,172)  
 2015: all respondents (unweighted 1,923-1,915, weighted 1,180-1,180)  
 2014: all respondents (unweighted 1,364-1,377, weighted 937-942)  
 2013: all respondents (unweighted 1,637-1,661, weighted 1,135-1,146)

Respondents were then asked how strongly they agree or disagree that over the past six months the time take to identify and repair potholes has improved.

About seven-tenths of respondents (71%) disagree that the time taken to identify and repair potholes has improved over the past six months. This is an increase of 23% from the survey in 2015 (48% of respondents in 2015 disagreed that 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.**

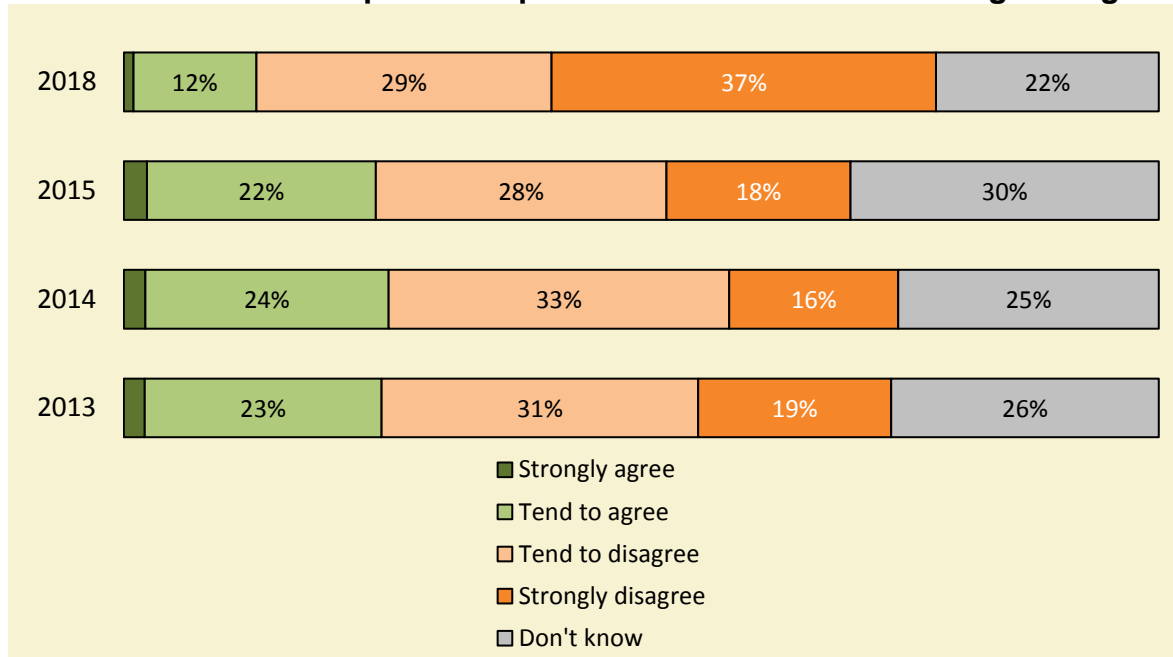


Base: 2018: all respondents (unweighted 1,968, weighted 1,185)  
 2015: all respondents (unweighted 1,932, weighted 1,184)  
 2014: all respondents (unweighted 1,372, weighted 940)  
 2013: all respondents (unweighted 1,675, weighted 1,153)

Respondents were then asked how strongly they agree or disagree that over the past six months pothole repairs conducted have been long lasting.

Two-thirds of respondents (66%) disagree that over the past six months pothole repairs conducted have been long lasting. This is an increase of 20% from the survey in 2015 (46% of respondents in 2015 disagreed that over the past six months pothole repairs conducted 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?**



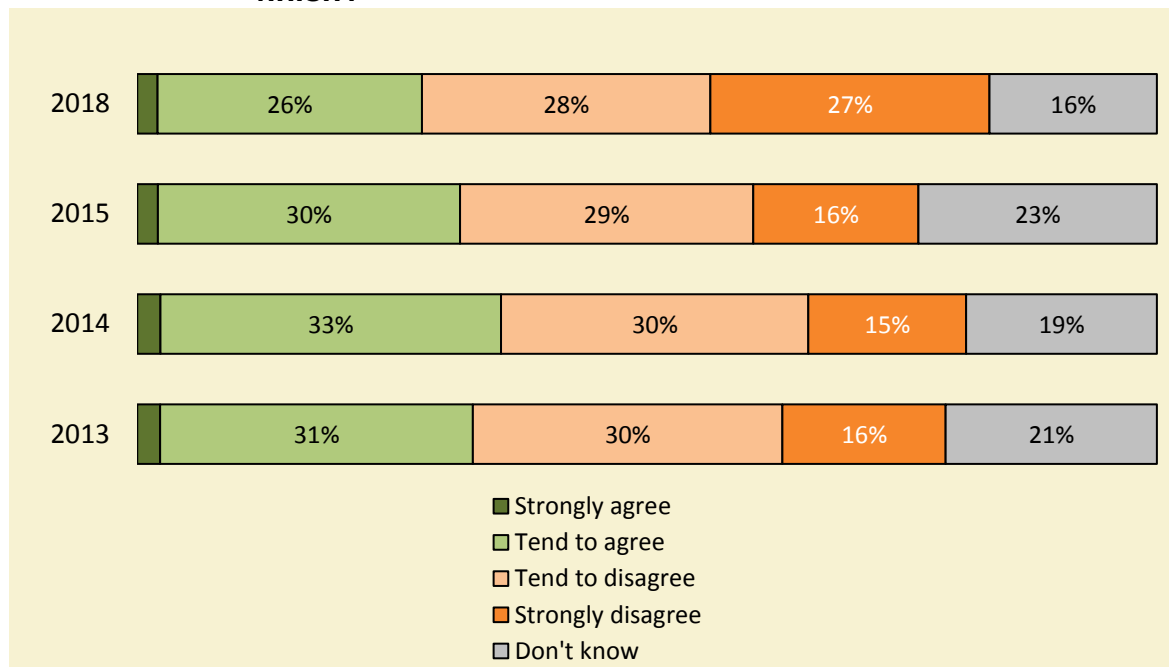
Base: 2018: all respondents (unweighted 1,949, weighted 1,170)  
 2015: all respondents (unweighted 1,913, weighted 1,173)  
 2014: all respondents (unweighted 1,363, weighted 937)  
 2013: all respondents (unweighted 1,649, weighted 1,141)



Respondents were then asked how strongly they agree or disagree that over the past six months pothole repairs have been completed with a smooth finish.

Less than two-thirds of respondents (66%) disagree that over the past six months pothole repairs have been completed with a smooth finish. This is an increase of 11% from the survey in 2015 (45% of respondents in 2015 disagreed that over the past six months pothole repairs 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?**

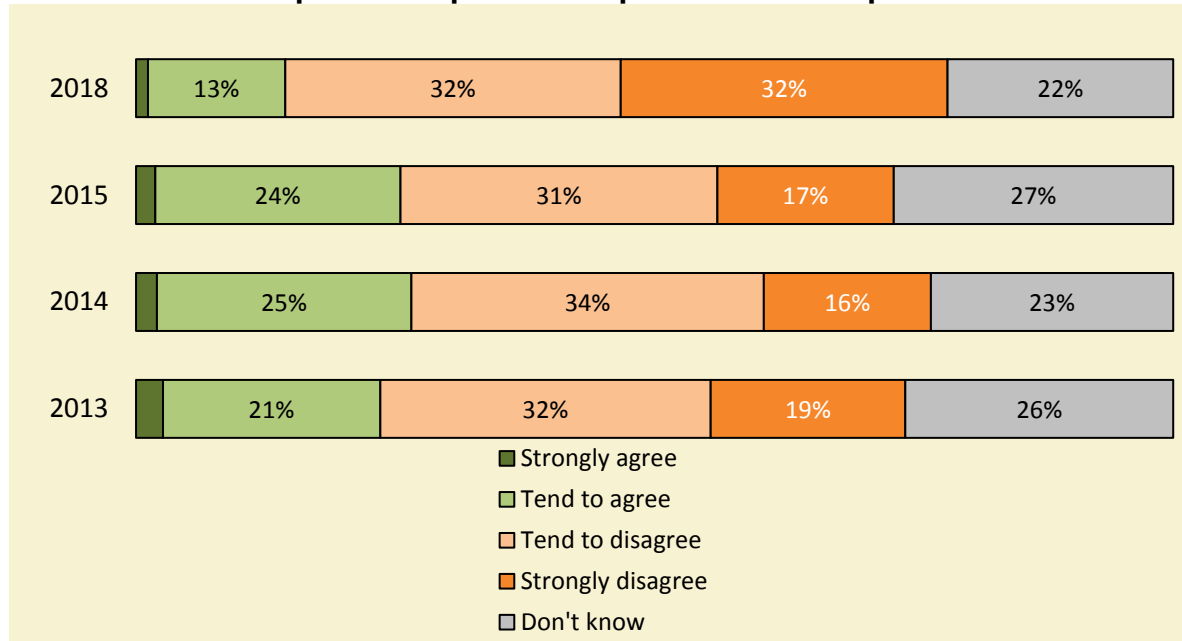


Base: 2018: all respondents (unweighted 1,954, weighted 1,175)  
 2015: all respondents (unweighted 1,919, weighted 1,180)  
 2014: all respondents (unweighted 1,368, weighted 938)  
 2013: all respondents (unweighted 1,654, weighted 1,146)

Respondents were then asked how strongly they agree or disagree that the overall quality of pothole repair has improved over the past six months.

About two-thirds of respondents (64%) disagree that the overall quality of pothole repair has improved over the past six months. This is an increase of 16% from the survey in 2015 (48% of respondents in 2015 disagreed that 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: 2018: all respondents (unweighted 1,943, weighted 1,168)  
 2015: all respondents (unweighted 1,906, weighted 1,168)  
 2014: all respondents (unweighted 1,358, weighted 930)  
 2013: all respondents (unweighted 1,641, weighted 1,133)