



## **ARTICLE NO: 1(a)**

### **CORPORATE OVERVIEW & SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2010/11**

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**Article of: Executive Manager Housing and Property Maintenance Services**

**Issue: 1**

**Relevant Portfolio Holder: Councillor Mrs V Hopley**

**Contact for further information: Miss Laura Gee (Extn. 5196)  
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**SUBJECT: HOUSE CONDITION SURVEY**

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LG/BC/2.927mud  
1 June 2010

Wards affected: Borough wide

#### **1.0 PURPOSE OF ARTICLE**

1.1 To inform Members that a House Condition Survey will be carried out across the Borough.

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#### **2.0 BACKGROUND**

2.1 Local authorities are required to keep housing conditions in their area under review on a regular basis. This is done by carrying out house condition surveys every five years.

2.2 The Council last carried out a house condition survey in 2005.

2.3 The results of the survey will help identify areas where resources need to be committed to improve housing conditions for vulnerable people and inform the Private Sector Housing Strategy.

#### **3.0 CURRENT POSITION**

3.1 Capital Consultancy Ltd (CPC Ltd) have been appointed to carry out the survey on behalf of the Council. CPC Ltd is an established company that specialise in carrying out such surveys.

- 3.2 A sample of approximately 1,200 addresses has been randomly selected to be surveyed and those households will receive a letter asking them to take part.
- 3.3 The survey will commence on 7 June 2010 and last for approximately 8 weeks.
- 3.4 The results of the survey will be presented to Members in November 2010.

#### **4.0 ISSUES**

- 4.1 CPC Ltd provides a free phone number to enable selected residents to confirm the identity of the surveyor attending their property and the validity of the survey.
- 4.2 The Council's Customer Services Department has also been advised as it is anticipated that some residents will contact the Council to confirm the validity of the survey.

#### **5.0 PROPOSALS**

- 5.1 There are no proposals.

#### **6.0 SUSTAINABILITY IMPLICATIONS**

- 6.1 There are no sustainability implications.

#### **7.0 FINANCIAL AND RESOURCE IMPLICATIONS**

- 7.1 Resources were identified and agreed by Members and this will be sufficient to meet the costs of the survey.

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#### **Background Documents**

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

#### **Equality Impact Assessment**

There is no evidence from an initial assessment of an adverse impact on equality in relation to the equality target groups.

#### **Appendices**

- Appendix 1 Copy of letter and frequently asked questions list sent to selected households

The Occupier  
Address1  
Address2  
Address3  
Address4  
Post Code

ask for: **CPC Survey Office**  
Tel number: **0800 783 1079**  
fax number:  
email:  
our ref: REF NO  
your ref:

Dear Householder

**HOUSE CONDITION SURVEY**

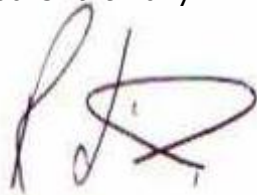
I am writing to ask for your help with a survey of the housing in West Lancashire. The Council has a legal responsibility to assess the condition of the houses in the area to help it make decisions such as how to allocate financial assistance, and how to help improve home energy efficiency. With this in mind, the Council is about to start a house condition survey. The survey is being carried out for the Council by CPC Ltd, who specialise in this type of survey for Councils across the country.

Your home has been chosen, in a random sample, for inclusion in the survey and I am writing to ask if you would assist in this task by allowing a surveyor to carry out a survey when he or she calls at your home. The survey should take approximately 30 minutes. All information will be treated in the strictest confidence. The Council receives collated information such as the percentage of houses that may qualify for financial assistance for repairs or insulation and will not use data for any other purpose. Data is presented in a statistical form that does not identify individual property details.

Each surveyor carries an identity card, which they will show to you at the beginning of the survey. If you are in any doubt as to the identity of the caller, please do not let them into your home and call one of the telephone numbers listed below. If you would like to arrange an appointment time with a surveyor this would be very helpful. Appointments can be made at a time to suit you including in the evenings and at weekends. To do this please contact the **CPC** Survey Office on Free phone **0800 783 1079** during office hours. Alternatively you can wait until a surveyor calls on you at your home.

The answers to some frequently asked questions about house condition surveys are set out on the reverse of this letter, which has been sent out from the offices of **CPC** Ltd who are carrying out the survey on behalf of the Council. Your co-operation with this survey will be of great assistance. It could help to secure increased funding from the Government for investment and assistance in West Lancashire. I would like to take this opportunity to thank-you, on behalf of the Council, in anticipation of your help.

Yours faithfully



Mr R V Livermore  
**Executive Manager Housing and Property Services**

## **FREQUENTLY ASKED QUESTIONS ABOUT HOUSE CONDITION SURVEYS**

The Council is not alone in undertaking a house condition survey; indeed many local authorities have now carried out a survey in response to requests from Central Government to do so. Here is a selection of answers to questions that are frequently asked about this type of survey.

### **Why have I been asked to take part in the survey?**

Answer: To help give the Council a true picture of housing conditions in West Lancashire.

### **How was I chosen?**

Answer: Purely by chance. A computer generated random numbers to pick house numbers and addresses from a list of all addresses in West Lancashire.

### **Can this information be used for other purposes?**

Answer: No. By law the data protection act specifically forbids the information from being used for other purposes such as Council Tax revaluation. CPC collate the data and the Council will not receive data from individual address.

### **How does this help give a true picture of housing conditions?**

Answer: By surveying a random selection of dwellings (houses, flats or bedsits) the condition of all other dwellings in the area can be predicted.

### **How will this help get funds for West Lancashire?**

Answer: Each year the Council has to bid for housing funding from Central Government. Without accurate information on housing conditions bids are likely to fail and funding might even be reduced.

### **Will I get any help by taking part?**

Answer: The Council cannot always afford to give the full range of assistance it would like to. By taking part you can help the Council in its bid for Government funding to help people improve housing. Some of assistance may then be available to you, your family and friends.

Answer: Even if you are never likely to need assistance, by helping make assistance generally available it stops areas declining and property prices falling and may help preserve the value of your property.

### **What if there is nothing wrong with my house?**

Answer: To be accurate the survey needs everyone selected to take part. Every dwelling that is missed makes the survey less convincing.

Answer: More modern dwellings in good condition can still be difficult to heat so the energy efficiency section of the survey becomes more important

### **What does the survey involve?**

Answer: They are usually in your home for approximately thirty minutes of your time (much less in smaller properties or where there are few problems). You can also help by pointing out any known defects and answering a few questions for the social survey.

**Why use an outside firm to assist with the survey?**

Answer: They are specialists in this kind of survey and operate nation wide. They use surveyors from all parts of the country including locally.

**How do I know if I can trust the surveyors?**

Answer: The surveyors all carry an identity card bearing their photograph, which they will show to you on their arrival.





**ARTICLE NO: 1B**

**CORPORATE OVERVIEW &  
SCRUTINY COMMITTEE:**

**MEMBERS UPDATE 2010/11**

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**Article of: Council Secretary and Solicitor**

**Issue :1 June**

**Relevant Portfolio Holder: Councillor A. Fowler**

**Contact for further information: Mrs J Jones (Extn 5017)  
(E-mail: [jill.jones@westlancs.gov.uk](mailto:jill.jones@westlancs.gov.uk))**

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**SUBJECT: MINUTES OF LANCASHIRE'S ADULT SOCIAL CARE AND HEALTH  
OVERVIEW AND SCRUTINY COMMITTEE**

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**1.0 PURPOSE OF ARTICLE**

1.1 To advise Members of the Agenda and Minutes in connection with Lancashire County Council's Adult Social Care and Health Overview and Scrutiny Committee held on 16 February 2010 and 30 March 2010 at County Hall, Preston for information purposes.

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**2.0 BACKGROUND AND CURRENT POSITION**

2.1 To keep Members apprised of developments in relation to Adult Social Care and Health Equalities Overview and Scrutiny in Lancashire.

**3.0 SUSTAINABILITY IMPLICATIONS**

3.1 There are no significant sustainability impacts associated with this update.

**4.0 FINANCIAL AND RESOURCE IMPLICATIONS**

4.1 There are no financial and resource implications associated with this item except the Officer time in compiling this update.

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**Background Documents**

There are no background documents (as defined in Section 100D (5) of the Local Government Act 1972) to this report.

## **Equality Impact Assessment**

There is no evidence from an initial assessment of an adverse impact on equality in relation to the equality target groups.

## **Appendices**

Minutes of the Adult Social Care and Health Overview and Scrutiny Committee – 16 February 2010 and 30 March 2010.



## Lancashire County Council

**Adult Social Care and Health Overview and Scrutiny Committee Meeting held on Tuesday 16 February 2010 at 10.30am at County Hall, Preston**

### Minutes

### Present

Mrs M Skilling (Chair)

#### County Councillors

G Adam	J Jackson*
R Blow	P Mullineaux
M Brindle	M Otter
S Chapman	N Penney
J Eaton	B Winlow
C Evans	

#### Co-opted District Councillors (Non voting)

Mrs B Hilton	-	Ribble Valley Borough Council
Mrs M McManus	-	Preston City Council
D Reynolds	-	Burnley Borough Council
J Robinson	-	Wyre Ribble Borough Council
R Russell	-	Chorley Borough Council
Mrs D Stephenson	-	West Lancs Borough Council

Apologies for absence were received from County Councillor K Bailey, Councillor Gladys Sandiford (Rossendale Borough Council) and Councillor R Fulford Brown (Fylde Borough Council).

County Councillor Joan Jackson substituted for County Councillor Andrea Kay.

### Disclosure of Personal/Prejudicial Interests

None were declared

### Confirmation of Minutes

The Minutes of the meeting held on 19 January 2010 were presented.

**40 Resolved:** That the Minutes of the meeting held on 19 January 2010 be confirmed and signed by the Chair.

### Changing Places – Toilets

Bill Nightingale, Community Engagement Officer, Central Lancashire Disability Commissioning Team, Adult and Community Services Directorate and Rosemary McLean made a presentation on the subject of Changing Places Toilets which was designed to meet the needs of profoundly disabled persons and their carers who were unable to access the standard disabled toilets. The provision included bigger rooms

with facilities and equipment to assist with changing and lifting the disabled person to transfer them from their wheelchair to the toilet and back to the wheelchair.

The presentation included a short film which graphically demonstrated the difficulties presented for both the person with the disability and the carer in manoeuvring the person in the confined space of a standard public toilet and the lack of dignity and respect which this conferred.

Information was presented on the location, both existing and proposed, of Changing Places Toilets which demonstrated the dearth of such facilities and also highlighted the different funding streams. The funding streams relied heavily on funding from public bodies (eg Borough and City Councils and the NHS), the Learning Disability Funds, sporting bodies and small businesses. The cost of an installation was approximately £8/10,000, in addition to which would need to be added costs of building work, maintenance and security.

The Changing Places Campaign had advocates across Lancashire and Campaign groups had been making the case for these facilities. The campaign had engaged borough and City councils, public sector organisations and local businesses.

Members of the Committee made a number of comments following the presentation and raised a number of questions which may be summarised as follows:-

- What were the criteria regarding the choice of locations of Changing Places Toilets? Currently, these were ad hoc, taking advantage of new build (eg the new Booths store in Garstang which had included this provision as a planning condition), and locations where funding could be obtained. It was the intention to shortly produce a guide on the location of the facilities which would be promoted through a web site and available from carers' centres, etc.
- The removal of toilet facilities from town centres would only serve to exacerbate the difficulties. It was suggested that regard to such facilities should be recognised by their inclusion in standard planning conditions for new development, both private and public.
- The location of Changing Places Toilets facilities was important in terms of accessibility, but there were security considerations given the problems in town areas which had led to the removal of many town centre public toilet facilities. It was suggested that security measures could include the provision of swipe cards for eligible users with card readers mounted on access doors.
- Whilst the potential numbers of users in Lancashire was not readily available, there was good data to be found on the Changing Places web site. There were some 40,000 people nationally with profound and multiple learning disabilities, the majority of whom needed the facility so that they and their carers could simply go out in the community. In addition, there were people suffering from debilitating physical problems or injuries who would also benefit from the facilities.
- That the aims of the project should be supported and that the County Council's Cabinet should be informed accordingly.

**41. Resolved:-** That Bill Nightingale and Rosemary McLean be thanked for the presentation and responses to comments and questions from Members of the Committee and that the Cabinet Member be recommended as follows:-

- (1) That the County Council lend its support to the Changing Places Toilets Campaign; and

- (2) That the District Councils be asked to consider that it be a condition of future planning consents in relation to new public developments and business developments that Changing Places Toilet facilities be installed at readily accessible locations within the development, and that their Local Development Frameworks also include a commitment to provide those facilities.

## Health Inequalities in Lancashire

With the agreement of the Committee the Chair proposed that this item be taken with Item 5 – Use of Local Government Regulatory Powers to Improve Health and Address Health Inequalities – in view of the clear relationship between the two reports. The debate and outcomes which followed therefore reflect the Committees conclusions on both reports.

Deborah Harkins, Head of Joint Health Unit and Hilary Martin, also from the Unit, gave a presentation on addressing health inequalities in Lancashire. There was no presentation in relation to Item No 5.

Health Inequalities had been highlighted in the recent Comprehensive Area Assessment as a Red Flag issue relating to high death rates in deprived areas of Lancashire. Lancashire partners were adopting a twin tracked approach which would include the development of a strategic framework for health equity to address the root causes of health inequalities in the County in addition to plans to address the biggest causes of early deaths in Lancashire, namely, alcohol related digestive disorders, infant mortality, heart disease and stroke, cancer and accidents. Action plans were either under development or in place to address each of the identified causes of early death. Figures provided in the presentation sought to demonstrate the relationship between social deprivation and early death and health symptoms and highlighted goals to address the problems.

An analysis of health inequalities in Lancashire had identified 10 health outcomes which were being targeted in the strategic framework which was being developed by the Lancashire Directors of Public Health supported by the Joint Health Unit. These were:-

- **Liver disease** – those in the most deprived areas are 8 times more likely to die prematurely than those in the least deprived areas.
- **Mental health and wellbeing** – those in the most deprived areas are 6 times more likely to experience extreme anxiety and depression as those in the least deprived areas
- **Diabetes** – those in the most deprived areas are 4 times more likely to die prematurely than those in the least deprived areas.
- **Quality of life** – those in the most deprived areas are 3 times more likely to be experiencing extreme pain and discomfort than those in the least deprived areas.
- **Infant mortality** – babies in the most deprived areas are 3 times more likely to die than those in the least deprived areas.
- **Coronary heart disease** – those in the most deprived areas are 3 times more likely to die prematurely than those in the least deprived areas.
- **Lung cancer** – those in the most deprived areas are 3 times more likely to die prematurely than those in the least deprived areas.
- **Stroke** - those in the most deprived areas are 3 times more likely to die prematurely than those in the least deprived areas.

- **Child health and wellbeing** – those in the most deprived areas are 2.5 times more likely to die than those in the least deprived areas.
- **Accidents** – those in the most deprived areas are twice as likely to die as those in the least deprived areas.

The evidence for the causal route for each of these inequalities in health outcomes had been analysed and 23 determinants of health had been identified as the means of addressing health inequalities in Lancashire. These had been prioritised by stakeholders at an event in November to engage partners from across the sub region in developing the strategic framework. Two groups of priorities were identified: medium to longer term priorities and those that would have an impact quickly if implemented.

Item 5 on the agenda identified the range of regulatory services which could be used by local authorities to improve the health of the local population covering transport, trading standards, food safety, licensing, health and safety enforcement and environmental pollution. This linked with the Strategic Framework referred to previously in terms of how planning and regulatory powers could be utilised by local authorities to enhance health and well-being activities. The creation of "Healthy Streets" had been identified by the Lancashire Partnership as a priority target and this offered a prime example of opportunities for local councils to exercise their local powers to the benefit of their citizens by strengthening their support of communities.

Members of the Committee commented and raised questions following the presentations which may be summarised as follows:-

- It was important that the outcomes of research and analysis which had produced a great deal of data, some of which merely supported earlier data, was developed into clearly defined actions and, if possible, to create criteria by which outcomes could be measured. Deborah Harkins explained that action and development plans were being prepared which would feature milestones as a measure of progress made. Inequalities assessments would be revisited annually to measure levels of success. The PCTs had identified a range of indicators for each of the ten categories identified in the Strategic Framework.
- Members were anxious that issues such as dementia, drug problems fuel poverty and poor housing and unemployment were not overlooked. Deborah confirmed that these issues were very much part of the picture as they impacted across the spectrum of deprivation and health. Deborah also confirmed that attention was being given to the development of a fuel poverty referral scheme which would provide advice on benefits and ensure that people received the benefits they were entitled to.
- Members suggested that a quarterly report to the Committee on progress and developments would be welcome.
- Local authorities had a role to play in linking together such measures as advice in relation to teenage pregnancy, debt advice, financial guidance to assist people in debt and to avoid debt, employment protection/generation and social enterprises. District councils should be encouraged to work more closely with Parish Councils at grass roots level to benefit local communities.
- Working with education to bring the generations together – there had been successful examples of younger people working with older people to improve quality of life at both levels.

**42. Resolved:-** 1) That Deborah Harkins and Hilary Martin be thanked for their presentations and responses to questions and comments from the Committee.

2) That further reports on progress being made on the implementation of the actions identified in the presentations and discussion be provided to the Committee on a quarterly basis.

3) That steps be taken to encourage greater interface between district councils and parish councils to promote well being and reduce inequalities within their respective communities.

4) That the City and Borough Councillors on the Committee be invited to report to future meetings on the activities being undertaken in their respective areas to address community well-being and to reduce inequalities.

### **Report of the Adult Social Care and Health Steering Group**

It was reported that on 1 February 2010 the Steering Group had met with the Meeting Patients Needs Programme (MPN) representatives to provide an update on the implementation of the recommendations of the MPN Task Group Report.

A copy of the note of the meeting was provided at Appendix A to the report and Appendix B provided a copy of the Action Matrix relating to the recommendations of the Task Group.

Councillor G Adam, Councillor Mrs B Hilton and Councillor D Reynolds raised questions on individual elements of the Action Matrix in relation to which Wendy Broadley, Principal Officer, Overview and Scrutiny, responded. To the extent that Wendy was unable to respond fully, it was agreed that written responses be provided following the meeting.

**43. Resolved:-** That the report be received.

### **Recent and Forthcoming Decisions**

The Committee's attention was drawn to the Forward Plan which briefly set out matters likely to be subject to Key Decisions over the next four month period. The Forward Plan was available on the County Council's Democratic Information System website at:

<http://www.lancashire.gov.uk/council/meetings/forwardPlanOfKeyDecisions.asp>

The report also provided information about decisions recently made by the Cabinet Member for Adult and Community Services in areas relevant to the remit of the Committee, in order that this could inform possible future areas of work.

**44. Resolved:** That, Members be requested to consider whether there were any Executive Decisions listed in the Forward Plan, or decisions recently made by the Cabinet and individual Cabinet Members in areas relevant to the remit of the committee, that they wished to raise for consideration by the Adult Social Care and Health Overview and Scrutiny Committee.

### **Work Plan 2009/10**

The Committee received a report, which provided an updated summary of the work to be undertaken by it over the coming months, as recommended by the Committee's Steering Group.

**45. Resolved:-** That the report be received.

### **Items for Information**

A report was presented which informed the Committee on a series of information items to support the work of the Committee.

**46. Resolved:** That the report be noted.

### **Urgent Business**

No urgent business was reported.

### **Date of Next Meeting**

The Committee noted that its next meeting would take place on 30 March 2010 at 10.30 am at County Hall, Preston.

I M Fisher  
County Secretary and Solicitor

County Hall  
Preston

## Lancashire County Council

### Adult Social Care and Health Overview and Scrutiny Committee Meeting held on 30 March 2010 at the County Hall, Preston

#### Minutes

#### Present:

County Councillor Mrs M Skilling (Chair)

#### County Councillors

K Bailey	M Otter
M Brindle	P Mullineaux
R Blow	Niki Penney
C Evans	B Winlow
A Kay	

#### Co-opted District Councillors (Non voting)

Mrs B Hilton	-	Ribble Valley Borough Council
Mrs M McManus	-	Preston City Council
J Robinson	-	Wyre Borough Council
Mrs M Robinon	-	South Ribble Borough Council
R Russell	-	Chorley Borough Council
Mrs G Sandiford	-	Rosendale Borough Council
Mrs D Stephenson	-	West Lancashire Borough Council
R Fulford Brown	-	Fylde Borough Council

Apologies for absence were presented on behalf of County Councillors Malcolm Pritchard and on behalf of Councillors S Derwent (Pendle Borough Council) and D Reynolds (Burnley Borough Council).

#### Disclosure of Personal and Prejudicial Interests

County Councillor M Brindle declared a Personal Interest in Item No. 3 Transforming Community Services, as an active campaigner for the reinstatement of the Emergency Department at Burnley General Hospital

County Councillor M Robinson declared a Personal Interest in Item No. 3 Transforming Community Services, as her partner deals with clients with a learning disability.

#### Confirmation of Minutes

The Minutes of the meeting of the Adult Social Care and Health Overview and Scrutiny Committee from the meeting held on the 16 February 2010 were presented and agreed, subject to the addition of County Council M Pritchard to the attendance list.

**25. Resolved:** That, the Minutes of the meeting of the Committee held on the 16 February 2010, as now presented, be confirmed and signed by the Chair.

## Transforming Community Services

A report was presented on the next stage of the process of Transforming Community Services (TCS) which involved the Primary Care Trusts (PCTs) providing the Strategic Health Authority (NHS North West) with their proposals for the actual delivery of services, wherever possible in a community setting.

Mark Hindle, who had recently been appointed as Managing Director for Provider Services in East and Central Lancashire, together with Catriona Logan from NHS East Lancashire provided members with their outline plans for the delivery of TCS as a partnership approach between the two PCTs.

This was then followed by Sally Parnaby, from North Lancashire who detailed the proposals that the PCT, as a commissioner, intended to deliver within the North of the county.

Within the Lancashire Collaborative Project (East & Central) two proposals were being developed:

- the development of an integrated care organisation which brings together community services in West Lancashire and North Sefton with Southport & Ormskirk Hospital; and
- the development of an integrated care organisation which brings together provider services in East Lancashire and Central Lancashire.

Members were informed that an integrated care organisation would bring together clinicians that work around specific care pathways, and so break down traditional organisational barriers. In other parts of the country integrated care organisations were forming through the merging of community services with primary care, hospitals, and/or social services.

Whilst detailed discussions were ongoing with potential partners, interim arrangements included:

- merging the provider services from NHS East Lancashire and NHS Central Lancashire (with the exception of services in West Lancashire);
- one PCT acting as the host organisation to facilitate direct provision while the other PCT leads on commissioning;
- new governance structures for the host provider unit will include wider stakeholder representation.

In North Lancashire, the PCT had taken the view that the implementation of TCS should be seen as a reconfiguration of NHS services rather than a tendering process and, in line with staff preferences, the services would be reconfigured through mergers with other local NHS organisations.

A number of organisational forms are being considered as follows:

- Acute hospital provider – for the majority of their adult services they would become part of an acute organisation, work was ongoing in relation to children's services as noted below
- Community Foundation Trusts – for some services which are better provided on a regional or Lancashire footprint



- Mental Health or Specialist Trust – for the mental health/learning disabilities services they currently provide

A discussion then took place during which members raised a number of point the main ones being:

- Potential 30% reductions in management staff levels arising from proposed lean and efficient structures - In response it was stated that the Department of Health (DoH) had given a strict brief that PCTs were to become commissioning organisations with a leaner structure, with the aim of significantly reducing costs and increasing buying power
- Difficulties for patients in accessing care and services from a transport perspective – It was intended that the new arrangements would reduce the number of hospital admissions through the provision of home support/care, one stop shops and improved GP services
- Inflexible approaches to domiciliary care in certain parts of the county – it was acknowledged that service provision across the county was patchy and the NHS was working with partner organisations, such as LCC, more closely
- The capacity of GPs to handle increased levels of demand and where capacity is low, increased demands placed on hospitals – Under the new arrangements it was intended that low level care and preventative advice would be the way forward
- Avoiding duplication in Children's Trusts – duplication was acknowledged but improvements were being made
- Adequate staff numbers delivering frontline services – Whilst no promises could be made, staff numbers would remain a high priority
- Ring fenced care for dementia – Whilst care would not be ring fenced it was considered a high priority
- The commissioning process in terms of adults with learning disabilities and the potential threat to charitable organisations – It was proposed to work more closely with partners to target those with severe disabilities and wherever possible provide care in supported living arrangements

**26. Resolved:** That,

- i. the Committee agree the proposals in principle,
- ii. a further update on the implementation of TCS be provided to the Committee in approximately 6 months time with details of delivery plans from individual provider organisations if they have been identified

**Report of the Adult Social Care and Health Overview and Scrutiny Committee Steering Group**

The Steering Group, at its last meeting on the 23 February 2010, considered an overview of LINK, and were briefed on the current structure.

Members commented on the LINK work plan and it was agreed that every effort should be made to make sure that Overview and Scrutiny (O&S) and the LINK weren't duplicating on areas of concern. It was agreed that regular meetings with the LINK chairs would enable both sides to discuss this in further detail.

The Steering Group also considered proposals by Blackpool Council on its successful bid for Scrutiny Area Development Status, sponsored by the CFPS. The bid related to

investigating the issue of minimum pricing of alcohol and it was intended that the work would centre around a democratically led consultation and fact gathering exercise, as opposed to a more traditional type of scrutiny review, and so will seek to reach out to as wide range of stakeholder groups as possible. The outcomes from the review would contribute towards the development of a health inequalities scrutiny resource kit that will be showcased by the CFPS.

It was intended that the work would commence next month and be completed by December 2010. Support was also being sought from 'top tier' partner authorities and were seeking input from elected members at the County Council, Blackburn with Darwen and Cumbria County Council, with a suggestion that each authority puts forward one or two members to participate in the review in terms of meeting participation, etc. It was also proposed to seek input from district councillors via the Lancashire Scrutiny Partners Forum (LSPF).

The Steering Group agreed that CCs Evans and Bailey would take part in this review

The Steering Group also noted that a report was to be provided to the Cabinet Member for Adult & Community Services regarding the recommendations of the full Committee following its discussions on the Changing Places Toilets presentation and an update on Transforming Community Services update from the Primary Care Trusts (PCTs)

**27. Resolved:** That the report of the Steering Group be received.

### **Recent and Forthcoming Decisions**

The Committee's attention was drawn to the Forward Plan which briefly set out matters likely to be subject to Key Decisions over the next four month period. The Forward Plan was available on the County Council's Democratic Information System website at:

<http://www.lancashire.gov.uk/council/meetings/forwardPlanOfKeyDecisions.asp>

The report also provided information about decisions recently made by the Cabinet Member for Adult and Community Services in areas relevant to the remit of the Committee, in order that this could inform possible future areas of work.

**28. Resolved:** That the report be received.

### **Work Plan 2009/10**

A report was presented for the information of the Committee summarising the work to be undertaken by the Committee for 2009/10 as recommend by the Committee's Steering Group.

**29. Resolved:** That the report be noted.

### **Information Items**

A list of items for information, background reading and general interest was presented.

**30. Resolved:** That the report now presented setting out items of information on current issues on adult social care and health be noted.

**Urgent Business**

No urgent business was reported.

**Date of Next Meeting**

It was noted that the next meeting of the Committee would be held on Tuesday, 11 May 2010 at 10.30am at County Hall, Preston.

I M Fisher  
County Secretary and Solicitor  
County Hall  
Preston





ARTICLE NO: 1(c)

CORPORATE OVERVIEW &  
SCRUTINITY COMMITTEE

MEMBERS UPDATE 2010/11

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**Article of: Assistant Chief Executive**

**Issue: 1 (June 2010)**

**Relevant Portfolio Holder: Cllr I. Grant**

**Contact for further information: Ms E. Leigh ( ext 5433)**  
**(E-mail: [edwina.leigh@westlancs.gov.uk](mailto:edwina.leigh@westlancs.gov.uk))**

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**SUBJECT: PLACE SURVEY RESULTS**

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## **1.0 PURPOSE OF ARTICLE**

1.1 To inform members of the results of the Place Survey 2008. (Attached at Appendix A and published on the website at [www.westlancs.gov.uk/yourviews](http://www.westlancs.gov.uk/yourviews))

## **2.0 BACKGROUND**

2.1 The Place Survey was carried out by all councils in the country for the first time in Autumn 2008, in accordance with Government requirements. The survey replaced the former General User Satisfaction BVPI survey and its primary purpose was to collect information at local authority level to inform performance monitoring. The survey collected data for 18 national indicators.

2.2 West Lancashire Borough Council worked in partnership with Lancashire County Council and the other district councils to jointly commission the Place Survey in order to reduce costs and give value for money. The Lancashire Partnership also made a financial contribution. Ipsos Mori was engaged to carry out the postal survey and more than 1,370 West Lancashire residents took part, ensuring that the results attained a high standard of statistical validity.

2.3 Data collected through the survey was provided to the Government, who carried out weighting for age, gender and ethnicity and the number of people in the household. The Government then carried out a national quality review before providing final, revised results to Councils.

### **3.0 CURRENT POSITION**

- 3.1 The Place Survey results provide information about local people's views of the area where they live and the services provided by public bodies including the Council. This information can help inform future service planning and the setting of priorities.
- 3.2 The results of the Place Survey form part of a comprehensive evidence base that is currently being used by the LSP to inform a review of its priorities. This review in turn will inform Performance Reward Grant spending decisions, ensuring that resources and efforts are targeted at those areas where they are most needed, and where our communities have told us they want to see improvements.
- 3.3 The results show good performance by the Council in a number of areas. Some of the key results are:
- 83% of people (above the national average) are satisfied with their local area as a place to live
  - 39% thought West Lancashire Borough Council provided value for money. This was well above the England average (33%) and in the top quartile of councils nationally.
  - 51% of local residents were satisfied with how the Council runs thing – above the national average of 45%.
- 3.4 The report provided at Appendix A includes detailed analysis of the results that relate most specifically to the Council's areas of responsibility, as well as presenting the full results for all the questions in the survey. It also provides some comparisons with national averages and other councils in Lancashire. The report and associated information is also published on the Council's website at [www.westlancs.gov.uk/yourviews](http://www.westlancs.gov.uk/yourviews)
- 3.5 It is expected that the Place Survey will be carried out again in Autumn 2010, enabling progress to be charted against the baselines established by the 2008 data.

### **4.0 SUSTAINABILITY IMPLICATIONS/SUSTAINABLE COMMUNITY STRATEGY**

- 4.1 The results from the Place Survey are informing the review of the Sustainable Community Strategy and will provide information that will be useful for all the organisations involved.

### **5.0 FINANCIAL AND RESOURCE IMPLICATIONS**

- 5.1 There are no financial and resource implications at this stage. However if the Council is required to carry out a Place Survey in Autumn 2010 there will be financial and resource implications.

### **6.0 RISK ASSESSMENT**

- 6.1 If the Council does not make use of the data provided by the results, which are statistically valid and up-to-date, it might risk basing decisions and priorities on less accurate, valid information.

## **7.0 CONCLUSIONS**

- 7.1 The results of the Place Survey 2008 provide information about local people's views of West Lancashire and public services in the area. This data will be useful to the Council and its partners in the months ahead.

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### **Equality Impact Assessment**

There is no evidence from an initial assessment of an adverse impact on equality in relation to the equality target groups.

### **Appendices**

Appendix A: Place Survey 2008 West Lancashire Research Report





**Place Survey 2008/09**  
**West Lancashire Research Report**

October 2009

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## 1. Introduction and Background

This Research Report sets out the findings for West Lancashire from the 2008/09 Place Survey.

The West Lancashire findings are presented in several different ways to meet alternative needs :-

- an Executive Summary
- the National Indicator scores for West Lancashire (with comparative national scores)
- more detailed breakdowns (by gender, age, ethnicity, disability and area of residence) for a selection of questions around Council Performance, People and Communities and Community Safety
- a headline summary of the results of all the main questions
- demographic breakdowns of West Lancashire respondents

Firstly, the following sets out the background and methodology for the Place Survey.

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### *The Place Survey*

The 2008/09 Place Survey provides information on people's perceptions of their local area and the local services they receive. The primary purpose of the Place Survey is to collect information at local authority level to inform performance monitoring. As such, the Place Survey collects information on 18 national indicators for local government.

Each individual council was responsible for running the survey in their local area, using a core questionnaire supplied by the Department for Communities and Local Government (CLG). This means that the same questions were asked in the same way of all local authorities across the country allowing comparisons to be made. However, local authorities had the option of adding additional questions which were not collected centrally.

Unweighted data from the surveys were supplied by councils to the Audit Commission. The data were then weighted and provisional results for national indicators were sent to councils in February 2009. CLG conducted a quality review of the survey, involving an independent academic statistician as well as members of the Government Statistical Service. Following this review, adjustments were made to the provisional data results and revised weightings provided to councils in early July. Data are weighted to age, gender and ethnicity and the number of people in the household (to match current estimates) by Cobalt-Sky on behalf of CLG.

Some preliminary headline findings for England and Government Office regions were published in June 2009 with further results released in September. CLG has not as yet published any comparative quartile results (although this Report does include provisional quartile information relating to the 18 NIs as produced by Lancashire County Council).

2008 was the first year that the Place Survey was run, and therefore its primary purpose was to supply baseline figures. A further survey is expected to be run in Autumn 2010.

### ***The West Lancashire Place Survey***

As indicated above, each local authority was responsible for running the Place Survey in their area. In a money saving initiative, West Lancashire Borough Council and the other district councils in Lancashire joined forces with Lancashire County Council to run the surveys across Lancashire and the Lancashire Partnership also made a contribution. The survey was jointly procured by this consortium and Ipsos MORI was selected to undertake the mailing and data processing of the survey. The consortium also added some additional questions to the survey dealing with changes in crime levels, interactions with people of different ethnic origins and general well-being.

In West Lancashire and the other districts in Lancashire, the survey fieldwork was between October 2008 and January 2009. The postal survey was conducted according to guidelines supplied by the Audit Commission including sending out two full reminder questionnaires to residents who had not responded. In West Lancashire, an initial mailing of 3,000 was sent out (based on a requirement of a minimum 1,100 responses and randomly selected from 6,000 addresses provided by the Audit Commission from Royal Mail's Postal Address File). However, as the response rate to the first main mailing was lower than expected (and this was reflected nationally) an extra booster mailing of 900 other addresses was sent out to increase the total number of returns. In West Lancashire 1,374 valid responses were finally received representing an adjusted response rate of 36%.

### ***Technical Notes***

1. The Place Survey replaces the Best Value Performance Indicator surveys which ran from 2000 to 2006 and which were undertaken by all local authorities in England and Wales in the respective years. Some of the questions on the Place Survey were asked in the BVPI surveys but the different questionnaire and methodology may have an effect on responses which means that any comparisons with the BVPI surveys should be made with caution.

2. As indicated above, the Place Survey was run between October 2008 and January 2009. Although subsequently the District Council became "West Lancashire Borough Council" (in May 2009), this Report refers to "West Lancashire District Council" as set out in the survey questionnaire.

3. Overall, a sample of 1,374 rather than the entire West Lancashire population has been interviewed for this survey. All results, therefore, are subject to sampling tolerances, which means that not all differences in findings are statistically significant. The respondents to the questionnaire are only samples of the total "population", so it cannot be certain that the figures obtained are exactly those obtained if everybody had been interviewed (the "true" values). However, the variation between the sample results and the "true" values can be predicted from a knowledge of the size of the samples on which the results are based and the number of times that a particular answer is given. The confidence with which we can make this prediction is (in respect of this survey) 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range. The table overleaf illustrates the predicted ranges for different sample sizes and percentage results at the "95% confidence interval". For example, on a question where 50% of 1,000 people respond with a particular answer, the chances are 95 out of 100 that the "true" value will fall within the range of plus or minus 3 percentage points from the sample result.

Number of respondents	Percentage with the characteristic:		
	10 or 90	30 or 70	50
	+/- %		
100	6	9	10
300	3	5	6
400	3	4	5
500	3	4	4
1000	2	3	3
1374	2	2	3

Sections 4 to 6 include breakdowns by gender, age, disability, ethnicity and area of residence. It should be noted that these breakdowns involve smaller numbers of people and therefore the sampling tolerances will be greater. In West Lancashire only very small numbers of people aged 18-24 (less than 50) and of Black or Minority Ethnic (BME) origin (less than 30) responded to the Place Survey.

4. The three areas of residence (Skelmersdale/Up Holland, Ormskirk/Aughton & Western Parishes and Northern Parishes) are aggregated from the following wards:-

*Skelmersdale/Up Holland* : Ashurst, Birch Green, Digmaor, Moorside, Skelmersdale North, Skelmersdale South, Tanhouse and Up Holland.

*Ormskirk/Aughton & Western Parishes* : Aughton and Downholland, Aughton Park, Bickerstaffe, Derby, Halsall, Knowsley, Scarisbrick and Scott.

*Northern Parishes* : Burscough East, Burscough West, Hesketh-with-Beaconsall, Newburgh, North Meols, Parbold, Rufford, Tarleton and Wrightington

5. In tables where responses do not add up to 100%, this is due to multiple responses or rounding.

For more information on the West Lancashire Place Survey, please contact :

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## 2. Executive Summary

This Executive Summary sets out the main findings from the 2008/09 Place Survey for West Lancashire.

### *About your local area*

- 83% (above the national average) were satisfied with their local area as a place to live. Levels of satisfaction were highest amongst residents from Northern Parishes (90%) and lowest amongst those from Skelmersdale/Up Holland (68%). Key Drivers Analysis suggests that the largest single driver of satisfaction with the local area is whether people are also satisfied with how the Council runs things.
- Half of respondents indicated activities for teenagers as most need of improvement in their local area. 42% indicated road and pavement repairs whilst 38% mentioned the level of traffic congestion.
- 67% (in the best quartile nationally) strongly felt that they belonged to their immediate neighbourhood.
- 86% of residents over 65 were satisfied with both their home and neighbourhood.

### *Your local public services*

- 39% thought the Council provided value for money. This was well above the England average (33%) and 54% of older people aged 65+ were of this opinion.
- 51% of local residents were satisfied with how the Council runs things. The national average was 45% and satisfaction was relatively high amongst residents aged 65+ (69%). Key Drivers Analysis suggests that residents' views of the Council are tied up with how they view specific local public services such as waste collection and also how informed people feel about them.
- 71% (below the England average) were satisfied with the refuse collection service and the same proportion was satisfied with the doorstep recycling service (just above the national average).
- 42% were satisfied with the local sports and leisure facilities whilst 57% were satisfied with parks and open spaces. Both proportions were below the national averages. Satisfaction with parks/open spaces was particularly high amongst residents from Ormskirk/Aughton & Western Parishes (76%).
- 59% (above the England average) were satisfied that public land was kept clear of litter and refuse.

### *Information*

- 91% felt informed about how and where to register to vote whilst 33% felt informed about how to get involved in local decision making.
- Only 13% of local residents felt informed about what to do in a major emergency such as human pandemic flu. This was below the national average of 15%.
- Overall, 37% felt informed about local public services.

### *Local decision-making*

- 27% of West Lancashire respondents agreed that they could influence decisions affecting their local area although the proportion was much higher amongst local residents aged 65+ (41%).
- Asked if they would like to be more involved in the decisions that affect their local area, 28% of respondents said they would whilst 59% said it depended on the issue.

### **Helping out**

- 24% of West Lancashire residents said they provided unpaid help to groups at least once a month. This national indicator result was around the England average.

### **Getting involved**

- In terms of civic participation, 12% of residents indicated that they had undertaken one or more civic activities (such as being a member of a decision-making group or local councilor) in the last year. This proportion was in the worst quartile nationally.

### **Respect and consideration**

- 37% of West Lancashire respondents believed that local parents took enough responsibility for the behaviour of their children; this proportion was in the best quartile nationally.
- A substantial majority - 84% - thought that their local area was a place where people from different backgrounds got on well together. This proportion was in the best quartile nationally and all the (albeit very small number) of local BME respondents were of this opinion.
- Only 24% thought lack of respect and consideration was a problem locally although local younger residents aged 18-24 as well as those from Skelmersdale/ Up Holland were more likely to have indicated a problem (both 42%).
- 74% said they been treated with respect and consideration all or most of the time by their local public services.
- Only 28% (below the national average) of West Lancashire respondents believed older people local were able to get the services and support they needed to continue to live at home. More than half of respondents were unable to give an answer.

### **Community safety**

- 90% of local residents indicated that they felt safe when outside in their local area for during the day. The proportion fell to 59% for after dark and for those from Skelmersdale/Up Holland the proportion was only 40%.
- Overall, 17% of West Lancashire residents rated anti-social behaviour as a problem in their local area. This was below the national average. In terms of specific types of anti-social behaviour, West Lancashire was in the best quartile regarding drunk or rowdy behaviour (only 21% indicating it as a local problem) whilst it was around the England average for drug usage and dealing (27%).
- Although only 29% of respondents agreed that the police and other local public agencies sought people's views about community safety issues whilst 30% agreed that these agencies are successfully dealing with these issues, both these ratings were in the best national quartiles.

### 3. National Indicators

The Place Survey collects information on 18 national indicators (NIs) that require the opinions and perceptions of local residents. The weighted national indicator scores for West Lancashire are set out on the following pages together with comparative scores for the County and other districts in Lancashire. Furthermore, national figures are provided for benchmarking purposes.

As indicated previously, the Place Survey replaces the best value performance indicator surveys which ran from 2000 to 2006. Some of the questions asked on those surveys have been retained- including those providing data for a few national indicators- but differences in methodology and questionnaire means that any comparisons with previous BVPI surveys should be made with caution.

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Table 1 overleaf is a summary of the West Lancashire Place Survey national indicator scores.

Several indicators require further explanation. NI 3 refers to residents' involvement in local decision-making groups. In West Lancashire, 11.8% of respondents indicated they had belonged to such groups in the past 12 months.

NIs 21 and 27 both address partnership working to deal with local anti-social behaviour and crime issues. NI 21 measures confidence in local agencies to tackle the community safety issues that matter to local people; 30.3% of West Lancashire residents agreed that local agencies are dealing successfully with these concerns. NI 27 measures confidence in local agencies to seek views on anti-social behaviour and crime in local areas; 28.9% of local residents agreed that people's views are sought about these issues.

NI 139- the extent to which older people receive the support they need to live independently at home- is designed to reflect a wider view of 'support' than simply a narrow definition of services provided by or via Social Services. It aims to capture the views of those, including potential future users, who are not necessarily current direct clients of a particular service as well as those who are. Only 27.5% of West Lancashire respondents thought that older people in their local area were able to get the services and support they needed to live at home for as long as they want to.

NI 140 refers to people's perceptions of fair treatment by local public services. Fair treatment is a critical component of removing inequalities of process, which create unjust barriers to involvement in society as well as in the economy. In West Lancashire, 74.1% of respondents thought that they had been treated with respect and consideration by their local public services all or most of the time during the last year.



**Table 1 : National Indicator scores 2008/09- West Lancashire**

	<b>Score</b>
<i>NI 1- % of people who believe people from different backgrounds get on well together in their local area</i>	<b>83.6</b>
<i>NI 2- % of people who feel they belong to their neighbourhood</i>	<b>67.3</b>
<i>NI 3- civic participation in the local area</i>	<b>11.8</b>
<i>NI 4- % of people who feel they can influence decisions in their locality</i>	<b>27.3</b>
<i>NI 5- overall/general satisfaction with local area</i>	<b>82.5</b>
<i>NI 6- participation in regular volunteering</i>	<b>23.7</b>
<i>NI 17- perceptions of anti-social behaviour (% rating ASB as a problem in their local area)</i>	<b>17.2</b>
<i>NI 21- dealing with local concerns about anti-social behaviour and crime issues by the local council and police</i>	<b>30.3</b>
<i>NI 22- perceptions of parents taking responsibility for the behaviour of their children in the area</i>	<b>37.3</b>
<i>NI 23- perceptions that people in the area do not treat one another with respect and consideration</i>	<b>23.8</b>
<i>NI 27- understanding of local concerns about anti-social behaviour and crime issues by the local council and police</i>	<b>28.9</b>
<i>NI 37- awareness of civil protection arrangements in the local area</i>	<b>13.2</b>
<i>NI 41- perceptions of drunk or rowdy behaviour as a problem</i>	<b>21.5</b>
<i>NI 42- perceptions of drug use or drug dealing as a problem</i>	<b>26.8</b>
<i>NI 119- self reported measure of people's overall health and well-being</i>	<b>75.7</b>
<i>NI 138- satisfaction of people over 65 with both home and neighbourhood</i>	<b>86.2</b>
<i>NI 139- the extent to which older people receive the support they need to live independently at home</i>	<b>27.5</b>
<i>NI 140- fair treatment by local services</i>	<b>74.1</b>

Source : CLG- Place Survey 2008/09 (West Lancashire)

Table 2 overleaf shows the West Lancashire scores compared with the Lancashire County scores, national averages (for all councils in England) and, more specifically, the averages for all district councils. It also highlights West Lancashire's performance in terms of (provisional) national quartile positions. (NB. A best quartile position can refer to having either a relatively high score –ie the higher the better eg in respect of percentage of people of different backgrounds getting on well together- or a relatively low score- ie the lower the better eg perceptions of rowdy/drunken behaviour).

West Lancashire is in six best quartiles in respect of the cohesion indicator (NI 1); belonging to the neighbourhood (NI 2); local agencies' understanding of and dealing with local concerns about anti-social behaviour and crime (NIs 27 and 21); parents taking responsibility for their children's behaviour (NI 22) and perceptions of drunk or rowdy behaviour (NI 41). However, West Lancashire is in the worst quartile with respect to civic participation (NI 3).

Table 3 shows the West Lancashire NI scores compared with each of the other 11 district councils in Lancashire. West Lancashire has the second best performance in the County both in respect of people from different backgrounds getting on well together and perceptions of rowdy/drunken behaviour. However, it has the worst score with regard to older people getting the support for independent living and the second worst score for civic participation.

Table 4 compares NI scores (rounded) from this Place Survey and the BVPI survey carried out in 2006. There are improved West Lancashire results for NI 23 (respect and consideration) and NI 42 (drug use/dealing) but not for ability to influence decisions (NI 4).

**Table 2 : National Indicator scores 2008/09- Comparisons**

	West Lancashire	Lancashire County	England average	District Council average
NI 1- % of people who believe people from different backgrounds get on well together in their local area	83.6	74.0	76.4	78.6
NI 2- % of people who feel they belong to their neighbourhood	67.3	62.9	58.7	61.6
NI 3- civic participation in the local area	11.8	13.6	14.0	14.1
NI 4- % of people who feel they can influence decisions in their locality	27.3	28.3	28.9	28.2
NI 5- overall/general satisfaction with local area	82.5	79.2	79.7	83.5
NI 6- participation in regular volunteering	23.7	23.9	23.2	25.4
NI 17- perceptions of anti-social behaviour (% rating ASB as a problem in their local area)	17.2	18.6	20.0	15.6
NI 21- dealing with local concerns about anti-social behaviour and crime issues by the local council and police	30.3	29.8	26.3	26.7
NI 22- perceptions of parents taking responsibility for the behaviour of their children in the area	37.3	30.6	29.6	31.8
NI 23- perceptions that people in the area do not treat one another with respect and consideration	23.8	29.4	31.2	26.6
NI 27- understanding of local concerns about anti-social behaviour and crime issues by the local council and police	28.9	28.4	24.8	24.5
NI 37- awareness of civil protection arrangements in the local area	13.2	14.5	15.3	16.2
NI 41- perceptions of drunk or rowdy behaviour as a problem	21.5	28.0	29.0	25.4
NI 42- perceptions of drug use or drug dealing as a problem	26.8	29.8	30.5	25.4
NI 119- self reported measure of people's overall health and well-being	75.7	73.7	75.8	77.2
NI 138- satisfaction of people over 65 with both home and neighbourhood	86.2	84.1	83.9	86.4
NI 139- the extent to which older people receive the support they need to live independently at home	27.5	32.9	30.0	31.2
NI 140- fair treatment by local services	74.1	71.6	72.4	75.6

Source : CLG and Lancashire County Council- Place Survey 2008/09

**KEY**

Worst quartile (all councils)
2nd quartile (all councils)
3rd quartile (all councils)
Best quartile (all councils)

**Table 3 : National Indicator scores 2008/09- Lancashire districts**

	West Lancashire	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	Wyre
<i>NI 1- % of people who believe people from different backgrounds get on well together in their local area</i>	<b>83.6</b>	55.7	81.9	85.5	58.2	79.8	52.4	76.2	79.4	61.0	81.0	83.3
<i>NI 2- % of people who feel they belong to their neighbourhood</i>	<b>67.3</b>	60.5	63.6	66.1	58.6	59.5	60.2	57.8	73.2	62.2	61.4	67.5
<i>NI 3- civic participation in the local area</i>	<b>11.8</b>	13.4	13.8	13.6	14.6	14.2	13.7	15.1	15.7	15.4	12.9	11.1
<i>NI 4- % of people who feel they can influence decisions in their locality</i>	<b>27.3</b>	25.8	31.7	26.7	27.1	26.3	28.5	32.1	31.0	24.9	29.9	27.5
<i>NI 5- overall/general satisfaction with local area</i>	<b>82.5</b>	68.6	84.0	85.8	68.2	80.1	66.2	77.5	94.2	71.7	83.7	84.2
<i>NI 6- participation in regular volunteering</i>	<b>23.7</b>	18.5	22.8	26.1	25.0	25.7	23.8	24.9	29.5	23.0	23.1	22.3
<i>NI 17- perceptions of anti-social behaviour (% rating ASB as a problem in their local area)</i>	<b>17.2</b>	33.8	13.6	11.3	23.2	17.3	31.0	23.1	7.9	19.3	13.6	14.6
<i>NI 21- dealing with local concerns about anti-social behaviour and crime issues by the local council and police</i>	<b>30.3</b>	22.8	30.5	32.2	27.5	29.2	24.0	32.2	40.1	24.0	30.8	33.3
<i>NI 22- perceptions of parents taking responsibility for the behaviour of their children in the area</i>	<b>37.3</b>	23.8	33.2	37.5	21.8	31.5	21.8	30.0	50.0	25.8	28.3	28.6

continued

**Table 3 contd**

	<b>West Lancashire</b>	<b>Burnley</b>	<b>Chorley</b>	<b>Fylde</b>	<b>Hyndburn</b>	<b>Lancaster</b>	<b>Pendle</b>	<b>Preston</b>	<b>Ribble Valley</b>	<b>Rossendale</b>	<b>South Ribble</b>	<b>Wyre</b>
<i>NI 23- perceptions that people in the area do not treat one another with respect and consideration</i>	<b>23.8</b>	42.3	23.7	22.2	39.9	28.2	46.8	30.4	14.9	36.4	25.9	23.9
<i>NI 27- understanding of local concerns about anti-social behaviour and crime issues by the local council and police</i>	<b>28.9</b>	22.5	28.2	34.7	27.8	28.9	21.6	32.5	29.9	24.9	28.0	31.3
<i>NI 37- awareness of civil protection arrangements in the local area</i>	<b>13.2</b>	14.2	15.1	14.7	11.8	16.2	13.9	14.0	16.5	11.6	14.3	17.1
<i>NI 41- perceptions of drunk or rowdy behaviour as a problem</i>	<b>21.5</b>	37.4	24.2	25.5	34.6	28.1	39.4	28.3	18.2	31.0	25.2	26.0
<i>NI 42- perceptions of drug use or drug dealing as a problem</i>	<b>26.8</b>	41.9	27.7	22.9	34.3	26.6	46.0	31.9	15.5	36.3	24.2	25.9
<i>NI 119- self reported measure of people's overall health and well-being</i>	<b>75.7</b>	71.7	73.5	77.7	71.1	74.8	68.6	72.8	80.1	72.3	76.1	72.6
<i>NI 138- satisfaction of people over 65 with both home and neighbourhood</i>	<b>86.2</b>	74.4	84.2	90.2	79.1	85.1	75.2	81.3	93.2	76.1	88.0	88.1
<i>NI 139- the extent to which older people receive the support they need to live independently at home</i>	<b>27.5</b>	33.2	33.2	34.1	34.3	35.1	35.9	29.9	39.0	30.0	32.2	32.4
<i>NI 140- fair treatment by local services</i>	<b>74.1</b>	64.1	73.2	73.8	67.9	69.1	66.6	70.2	80.8	64.9	77.6	74.6

Source : CLG - Place Survey 2008/09

**Table 4 : National Indicators 2006 and 2008/09- Comparisons**

	West Lancashire %			England average %		
	2006	2008/09	Difference	2006	2008/09	Difference
<i>NI 1- % of people who believe people from different backgrounds get on well together in their local area</i>	81	84	+3	79	76	-3
<i>NI 4- % of people who feel they can influence decisions in their locality</i>	32	27	-5	32	29	-3
<i>NI 5- overall/general satisfaction with local area</i>	79	83	+3	75	80	+5
<i>NI 17- perceptions of anti-social behaviour (% rating ASB as a problem in their local area)</i>	17	17	0	23	20	-3
<i>NI 23- perceptions that people in the area do not treat one another with respect and consideration</i>	39	24	-15	48	31	-17
<i>NI 41- perceptions of drunk or rowdy behaviour as a problem</i>	18	22	+4	31	29	-2
<i>NI 42- perceptions of drug use or drug dealing as a problem</i>	33	27	-6	43	31	-13

Source : CLG and Lancashire County Council- BVPI Survey 2006 and Place Survey 2008/09

## 4. Council Performance

The Place Survey contained specific questions around Council Performance as included in the section “Your local public services” on the questionnaire. The weighted results for some of these questions (which are set out below) are not national indicators but are former Best Value Performance Indicators, the majority of which are in the Council’s current Corporate Performance Plan.

Two questions on value for money and overall satisfaction with the council refer specifically to West Lancashire District Council. However, the introductory text to the other question on specific local services (public land cleanliness, refuse collection etc) refers to each of these services being provided or supported by West Lancashire District Council and Lancashire County Council (with no clarification regarding the specific provider for each service). This differs from the BVPI survey in 2006 which explained which services each council offered so consequently any differences between 2006 and 2008/09 results could be explained by these questionnaire changes.

Table 5 below shows the West Lancashire results for council performance compared with the national averages for all councils in England. Overall, more than half (51%) of West Lancashire residents were satisfied with the way the authority runs things. This level of satisfaction was lower than in 2006 (54%) although higher than the 2008 England average (45%). Similarly, the 39% agreement that the District Council provided value for money was lower than in 2006 (48%) but higher than the current national average (33%).

Satisfaction ratings given to specific services in West Lancashire varied in terms of comparison with those nationally.

**Table 5 : Council Performance - Comparisons**

	<b>West Lancashire %</b>	<b>England average %</b>
<i>Satisfied with keeping public land clear of litter and refuse</i>	59	57
<i>Satisfied with refuse collection</i>	71	78
<i>Satisfied with doorstep recycling</i>	71	70
<i>Satisfied with sport/leisure facilities</i>	42	46
<i>Satisfied with parks and open spaces</i>	57	69
<i>Agree that West Lancashire District Council provides value for money</i>	39	33
<i>Satisfied with the way West Lancashire District Council runs things</i>	51	45

Source : CLG- Place Survey 2008/09

Table 6 overleaf sets out these results broken down by gender, age, disability, ethnicity and area of residence. It shows relatively high levels of satisfaction with the District Council and specific services amongst older people aged 65+. A relatively high proportion of this group (54% compared with 39% overall) also believed the Council provided good value for money. Satisfaction with specific services, especially parks and open spaces, was higher amongst residents from Ormskirk/Aughton & Western Parishes.

**Table 6 : Council Performance- West Lancashire breakdowns (%)**

	<i>Satisfied with keeping public land clear of litter and refuse</i>	<i>Satisfied with refuse collection</i>	<i>Satisfied with doorstep recycling</i>	<i>Satisfied with sport/leisure facilities</i>	<i>Satisfied with parks and open spaces</i>	<i>Agree that West Lancashire District Council provides value for money</i>	<i>Satisfied with the way West Lancashire District Council runs things</i>
<b>Gender</b>							
Male	56	69	66	36	57	37	49
Female	62	71	76	48	57	41	53
<b>Age</b>							
18-24*	46	62	48	67	65	25	61
25-34	52	61	62	45	60	36	44
35-44	59	65	71	38	46	30	48
45-54	56	65	67	40	59	39	46
55-64	56	70	72	36	57	37	46
65+	66	89	87	46	61	54	69
<b>Ethnicity</b>							
White	60	71	71	42	58	40	52
BME**	55	25	55	9	17	26	47
<b>Disability</b>							
Yes	59	75	73	35	57	42	54
No	60	68	70	44	57	37	50
<b>Area</b>							
Skelmersdale/Up Holland	49	73	69	37	41	33	44
Ormskirk/Aughton & Western Parishes	63	71	73	51	76	45	56
Northern Parishes	66	69	72	36	54	40	54
<b>TOTAL</b>	<b>59</b>	<b>71</b>	<b>71</b>	<b>42</b>	<b>57</b>	<b>39</b>	<b>51</b>

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

\* small base- under 50

\*\* very small base - under 30

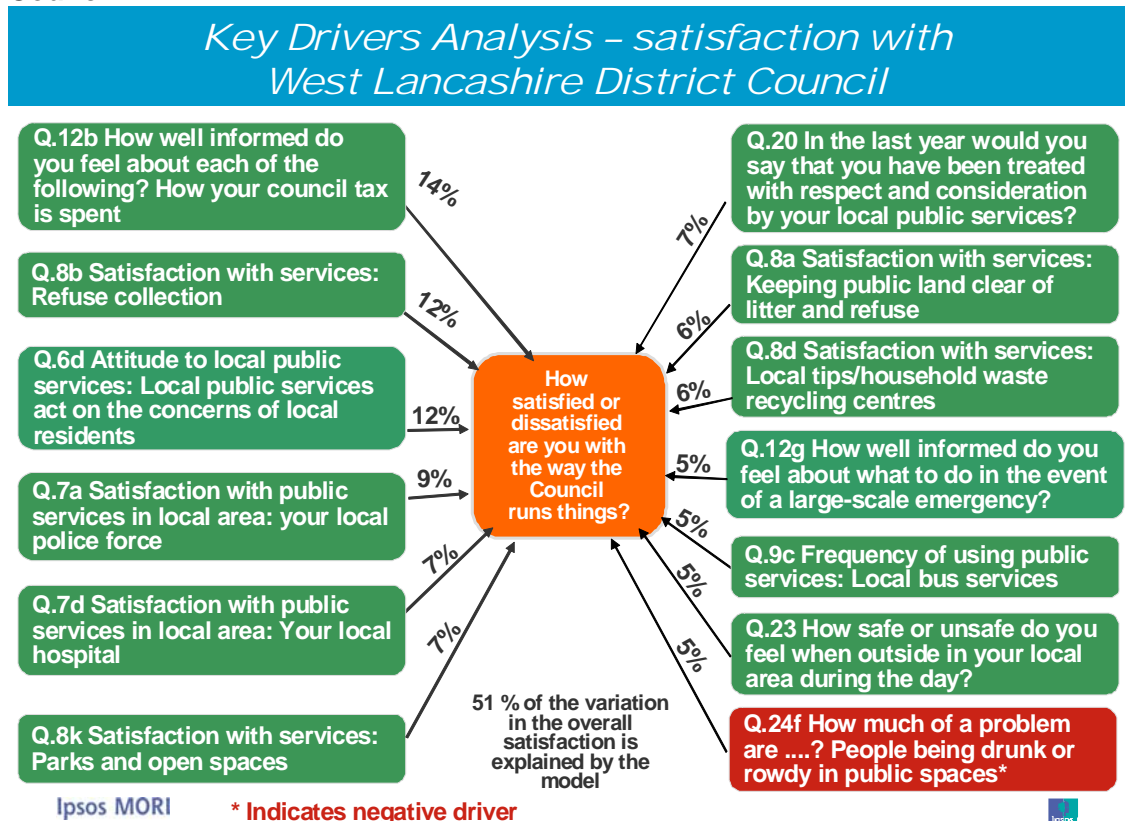
### Key Drivers Analysis- satisfaction with the way West Lancashire District Council runs things

In order to understand more fully the factors that affect specific perceptions, Ipsos MORI has used a statistical technique called Key Drivers Analysis (KDA). The purpose of this procedure is to find the strongest correlations between the dependent variable (the question being examined) and the independent variables (the other questions in the survey). Key drivers analysis has been used to understand the factors that affect satisfaction with West Lancashire District Council (ie how it runs things). (Please note that this only shows association, not cause and effect.)

Residents' views of the Council are tied up with how they view local public services. Figure 1 below shows that some of the main drivers are satisfaction with key environmental services (waste collection, clearing away rubbish and litter and local tips) and satisfaction with health and emergency services (police and hospitals). Satisfaction with the Council is also tied up with how informed people feel about local public services and, in particular, with how their council tax is spent.

Comparative (eg national quartile) results are not yet available for all these factors. However, Table 5 shows a varied picture with respect to waste collection (71% satisfaction rating- below the national average) and cleanliness of public land (59%-above national average). Headline results set out in Section 7 show that satisfaction ratings for health and emergency services were generally above 50% (see Table 14) and whilst only 37% felt informed overall about public services, the proportion was much higher (65%) in respect of feeling informed about how their council tax is spent (Table 17).

Figure 1: Key Drivers Analysis- satisfaction with West Lancashire District Council





## 5. People and Communities

The Place Survey contained specific questions around People and Communities as included in the sections “About your local area”, “Local decision-making” and “Respect and consideration” on the questionnaire. The weighted results for some of these questions are national indicators (as set out in Section 3 of this Report) but the following sets out some additional detailed analyses.

Table 7 below shows the West Lancashire results for people and communities compared with the national averages for all councils in England. 83% of West Lancashire residents were satisfied with their local area compared with the England average of 80%. This local level of satisfaction was higher than in 2006 (79%) as shown previously in Table 4. Similarly, the 84% agreement rating that the local area is a place where people from different backgrounds can get on well together was also higher than the current national average (76%) and the West Lancashire proportion in 2006 (81%). Perceptions of lack of respect and consideration in 2008/09 were lower in West Lancashire than nationally (24% and 31% respectively) and this 24% rating compares favourably with that in 2006 (39%).

However, in terms of being able to influence decisions, the proportion was slightly higher nationally than locally (29% and 27% respectively) with the West Lancashire proportion lower than in 2006 (32%).

**Table 7: People and Communities - Comparisons**

	<b>West Lancashire %</b>	<b>England average %</b>
<i>Satisfied with local area as a place to live</i>	83	80
<i>Agree that local area is a place where people from different backgrounds get on well together</i>	84	76
<i>Perception that in local area, people not treating each other with respect and consideration is a very or fairly big problem</i>	24	31
<i>Agree can influence decisions affecting local area</i>	27	29

Source : CLG- Place Survey 2008/09

Table 8 overleaf sets out these results broken down by gender, age, disability, ethnicity and area of residence. It shows a relatively high level of satisfaction with the local area amongst residents from Northern Parishes (90% compared with 83% overall) with lower levels amongst those in Skelmersdale/Up Holland (68%) and also younger residents aged 18-24 (62%). All the very small number of respondents of BME ethnicity believed their area was one where people of different backgrounds got on well together. However, lack of respect and consideration was considered to be a particular local problem by younger respondents aged 18-24 (42% saying so compared with 24% overall) and those from Skelmersdale/Up Holland (also 42%). Finally, whereas only 27% of West Lancashire respondents thought they could influence local decision-making, the proportion was much higher amongst older residents aged 65+ (41%) but lower amongst those aged 35-44 (18%).

**Table 8 : People and Communities- West Lancashire breakdowns (%)**

	<i>Satisfied with local area as a place to live</i>	<i>Agree that local area is a place where people from different backgrounds get on well together</i>	<i>Perception that in local area, people not treating each other with respect and consideration is a very or fairly big problem</i>	<i>Agree can influence decisions affecting local area</i>
<b>Gender</b>				
Male	82	81	24	25
Female	84	86	24	28
<b>Age</b>				
18-24*	62	81	42	38
25-34	82	76	31	25
35-44	77	75	24	18
45-54	87	87	19	24
55-64	83	86	19	26
65+	88	90	23	41
<b>Ethnicity</b>				
White	83	84	23	27
BME**	76	100	36	19
<b>Disability</b>				
Yes	80	87	26	28
No	84	82	23	27
<b>Area</b>				
Skelmersdale/Up Holland	68	75	42	24
Ormskirk/Aughton & Western Parishes	89	88	14	29
Northern Parishes	90	87	15	28
<b>TOTAL</b>	<b>83</b>	<b>84</b>	<b>24</b>	<b>27</b>

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

\* small base- under 50

\*\* very small base - under 30

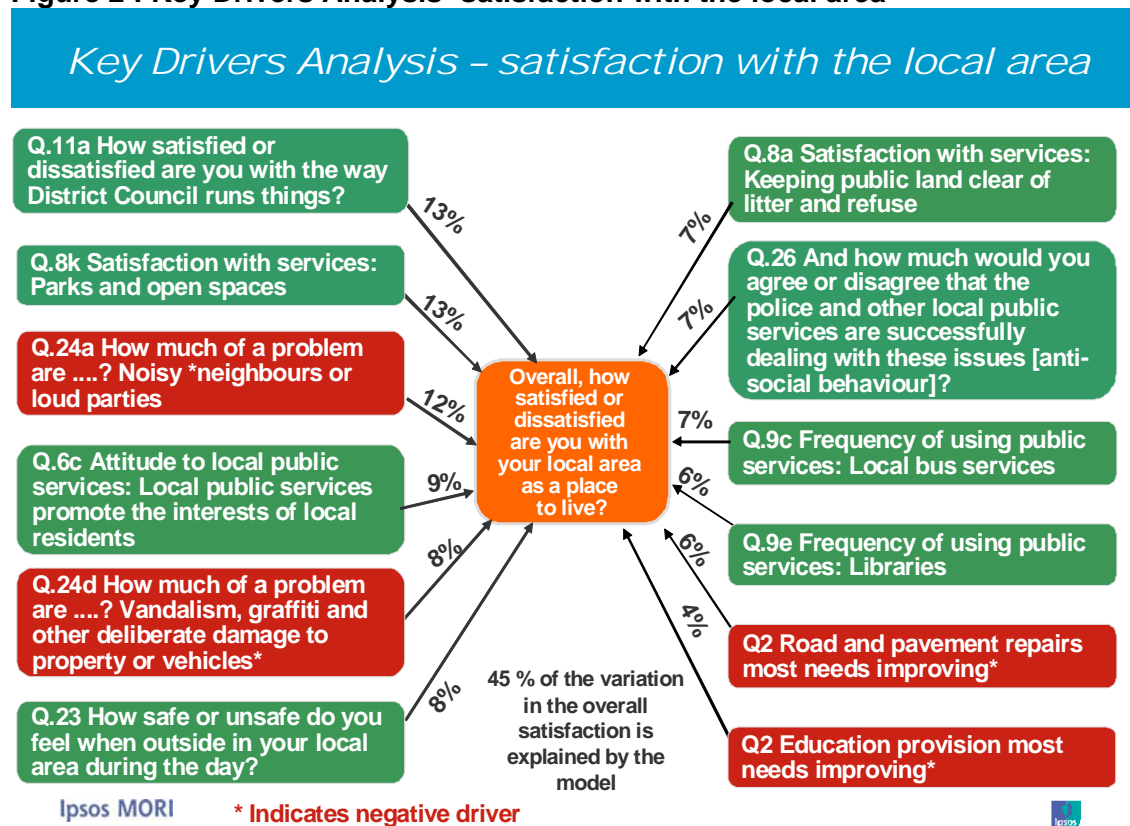
### Key Drivers Analysis- satisfaction with the local area

As indicated in Section 4, in order to understand more fully the factors that affect perceptions of the local area, Ipsos MORI has used a statistical technique called Key Drivers Analysis (KDA). The purpose of this procedure is to find the strongest correlations between the dependent variable (the question being examined, in this case satisfaction with the local area) and the independent variables (the other questions in the survey). Please note that this only shows association, not cause and effect.

Figure 2 shows the results of this analysis which suggests that perceptions of the Council and of crime, anti-social behaviour and safety have the closest links with satisfaction with the local area. As can be seen, the largest single driver of satisfaction is whether people are also satisfied with how West Lancashire District Council runs things. This is followed by satisfaction with parks and open spaces but also by issues of crime and anti-social behaviour, such as perceived problems with noisy neighbours/loud parties and vandalism/graffiti/property damage as well as feelings of safety during the day and how successfully police and other local public services tackle anti social behaviour.

Comparative (eg national quartile) results are not yet available for all these factors although Table 2 shows a best national quartile score for West Lancashire in terms of the proportion of residents saying police and other local public services are successfully tackling anti social behaviour (30%). Table 5 shows an above national average satisfaction rating with how the authority runs things (51%) but a below average rating for parks and open spaces (57%). The headline figure in Section 7 shows that 90% of respondents felt safe outside during the day (Table 22).

Figure 2 : Key Drivers Analysis- satisfaction with the local area



## 6. Community Safety

The Place Survey contained specific questions around Community Safety as included in the section of the same name on the questionnaire. Two of these questions- dealing with police and local agency work- are national indicators (as set out in Section 3 of this Report) but the following sets out some additional detailed analyses for these and two other community safety questions. None of these questions were asked in the 2006 BVPI survey.

Table 9 below shows the West Lancashire results for community safety compared with the national averages for all councils in England. 59% of West Lancashire residents said they felt safe outside in their local area after dark whilst 90% felt safe outside during the day (both proportions higher than the national averages). A higher proportion of West Lancashire residents (29%) than nationally (25%) felt that the police and other local public services sought local people's views on community safety issues; 30% of local residents (compared with the national average of 26%) thought that these agencies were successfully dealing with these problems.

**Table 9 : Community Safety - Comparisons**

	<b>West Lancashire %</b>	<b>England average %</b>
<i>Feeling safe outside in local area after dark</i>	59	51
<i>Feeling safe outside in local area during the day</i>	90	88
<i>Agree that the police and other local public services seek people's views about anti-social behaviour and crime issues in local area</i>	29	25
<i>Agree that the police and other local public services are successfully dealing with anti-social behaviour and crime issues in local area</i>	30	26

Source: CLG- Place Survey 2008/09

Table 10 overleaf sets out these results broken down by gender, age, disability, ethnicity and area of residence. It shows some variation in the proportions of respondents saying they felt safe outside in their local area after dark. Men were more likely than women to indicate this (68% and 52% respectively) as were residents without a disability (63%) compared to those with a disability (53%). There were also higher perceptions of safety outside after dark amongst residents from Ormskirk/Aughton & Western Parishes (71%) compared with those from Skelmersdale/Up Holland (40%). There was little variation in terms of feeling safe outside during the day.

There was hardly any variation from the West Lancashire proportion of 29% with regard to agreement about police and local services seeking views about community safety issues. However, a relatively high proportion of the very small number of BME respondents (48% compared with 30% overall) agreed that local agencies were successfully dealing with such issues in their local area. 38% of older residents aged 65+ were also of this opinion (double the proportion of younger residents aged 18-24-19%). Similarly, there was some variation by area of residence with 36% of respondents from Ormskirk/Aughton & Western Parishes compared with 24% of those from Skelmersdale/Up Holland agreeing local agencies were successful in this work.

**Table 10 : Community Safety- West Lancashire breakdowns (%)**

	<i>Feeling safe outside in local area after dark</i>	<i>Feeling safe outside in local area during the day</i>	<i>Agree that the police and other local public services seek people's views about anti-social behaviour and crime issues in local area</i>	<i>Agree that the police and other local public services are successfully dealing with anti-social behaviour and crime issues in local area</i>
<b>Gender</b>				
Male	68	90	27	28
Female	52	90	30	33
<b>Age</b>				
18-24*	45	87	26	19
25-34	59	89	26	23
35-44	61	89	28	29
45-54	70	92	27	35
55-64	58	91	26	28
65+	53	92	36	38
<b>Ethnicity</b>				
White	60	90	29	31
BME**	58	85	27	48
<b>Disability</b>				
Yes	53	87	28	32
No	63	92	29	30
<b>Area</b>				
Skelmersdale/Up Holland	40	82	29	24
Ormskirk/Aughton & Western Parishes	71	96	29	36
Northern Parishes	66	93	29	31
<b>TOTAL</b>	<b>59</b>	<b>90</b>	<b>29</b>	<b>30</b>

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

\* small base- under 50

\*\* very small base - under 30

## 7. General Headline Figures

This section contains all the topline (headline) summary results for West Lancashire (excluding those for the demographic questions- see Appendix 1). The results are set out in order and section as on the questionnaire with the extra questions added by the Lancashire Consortium (ie questions 27-30) summarised separately at the end. National Indicator references are shown (except for NI 119 – self reported measure of health and well-being- which is a demographic question).

Data are weighted to age, gender and ethnicity and the number of people in the household (to match current estimates) by Cobalt-Sky on behalf of CLG. Most - but not all - case bases are based on all respondents but excluding don't know and not stated responses.

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### ***About your local area***

There are substantial differences between what West Lancashire residents consider the most important elements in making somewhere a good place to live and what most needs improving locally. Table 11 overleaf shows that whilst almost two-thirds of residents thought that the level of crime was one of the most important factors for an area generally, only 21% said it most needed improving in their local area. Activities for teenagers (50%), road and pavement repairs (42%) and the level of traffic congestion (38%) were the elements most mentioned as in need of improvement although they had not generally been indicated as the most important factors for making somewhere a good place to live.

Table 12 overleaf reveals that more than four-fifths (83%) of West Lancashire respondents were satisfied with their local area as a place to live whilst an even larger proportion (90%) were satisfied with their home.

Two-thirds (67%) strongly felt that they belonged to their immediate neighbourhood.

**Table 11 : Local Elements of importance and needing improvement- West Lancashire (Q.1- 2)**

<b><i>Most important elements in making somewhere a good place to live</i></b>	<b>%</b>
The level of crime	62
Health services	47
Clean streets	42
Affordable decent housing	36
Education provision	31
Shopping facilities	30
Public transport	29
Access to nature	26
Activities for teenagers	23
The level of traffic congestion	23
Parks and open spaces	23
Road and pavement repairs	19
Job prospects	16
Facilities for young children	15
Cultural facilities (e.g. libraries, museums)	13
Community activities	12
The level of pollution	12
Wage levels and local cost of living	12
Sports and leisure facilities	10
Race relations	1
Other	2
None of these	*

<b><i>Elements most need of improving in local area</i></b>	<b>%</b>
Activities for teenagers	50
Road and pavement repairs	42
The level of traffic congestion	38
Public transport	33
Facilities for young children	24
Affordable decent housing	23
Clean streets	22
Job prospects	22
Shopping facilities	22
The level of crime	21
Health services	18
Sports and leisure facilities	18
Community activities	15
Parks and open spaces	15
Wage levels and local cost of living	12
Cultural facilities (e.g. libraries, museums)	9
Access to nature	5
Education provision	5
The level of pollution	5
Race relations	1
Other	4
None of these	1

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

\* = less than 0.5% but greater than zero

**Table 12 : Perceptions of local area – West Lancashire (Q.3- 5)**

	<b>%</b>
<b><i>Satisfaction with local area as a place to live (NI 5 and 138)</i></b>	
Satisfied	83
Dissatisfied	9
<b><i>Satisfaction with home as a place to live (NI 138)</i></b>	
Satisfied	90
Dissatisfied	5
<b><i>Strongly feel that belong to immediate neighbourhood (NI 2)</i></b>	
Strongly feel	67
Not strongly feel	33

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

### **Your local public services**

Table 13 below shows how local public services are perceived by residents. Substantial proportions (of between 65% and 71%) believed that local public services are working to make their local area safer, are working to make the area cleaner and greener and treat all types of people fairly. In terms of satisfaction with specific local public services, Table 14 shows the highest rating was given to the local GPs (79% were satisfied, 9% dissatisfied with the rest having no strong opinion or not having used the service). The lowest satisfaction level (51%) was for the Lancashire Constabulary.

Table 15 overleaf deals with satisfaction with key council services and shows that 71% were satisfied with the refuse collection service provided by WLDC compared with 42% with local sports and leisure facilities. Just over half of local respondents indicated that they were users of these latter facilities.

Table 16 reveals that 51% of residents were satisfied with how WLDC runs things whilst 39% thought the Council provided value for money.

**Table 13 : Perceptions of local public services- West Lancashire (Q.6)**

Degree to which applies to local area:	%
<b>Local public services are working to make the area safer</b>	
Applies a great deal/ to some extent	65
Doesn't apply very much/ at all	35
<b>Local public services are working to make the area cleaner and greener</b>	
Applies a great deal/ to some extent	69
Doesn't apply very much/ at all	31
<b>Local public services promote the interests of local residents</b>	
Applies a great deal/ to some extent	40
Doesn't apply very much/ at all	60
<b>Local public services act on the concerns of local residents</b>	
Applies a great deal/ to some extent	41
Doesn't apply very much/ at all	59
<b>Local public services treat all types of people fairly</b>	
Applies a great deal/ to some extent	71
Doesn't apply very much/ at all	29

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

**Table 14 : Satisfaction with specific local public services - West Lancashire (Q.7)**

Satisfaction with :	%
<b>Lancashire Constabulary</b>	
Satisfied	51
Dissatisfied	14
<b>Lancashire Fire and Rescue Service</b>	
Satisfied	60
Dissatisfied	*
<b>GP (family doctor)</b>	
Satisfied	79
Dissatisfied	9
<b>Local hospital</b>	
Satisfied	62
Dissatisfied	19
<b>Local dentist</b>	
Satisfied	52
Dissatisfied	20

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

\* = less than 0.5% but greater than zero

Figures do not tally with CLG results released 23/9/09 which exclude "haven't used the service" from denominator



**Table 15 : Satisfaction and usage of specific services provided or supported by West Lancashire District Council and Lancashire County Council - West Lancashire (Q.8- 9)**

<b>Satisfaction with specific services provided or supported by WLDC and LCC</b>	<b>%</b>
<b>Keeping public land clear of litter and refuse</b>	
Satisfied	59
Dissatisfied	24
<b>Refuse collection</b>	
Satisfied	71
Dissatisfied	20
<b>Doorstep recycling</b>	
Satisfied	71
Dissatisfied	17
<b>Local tips/ household waste recycling centres</b>	
Satisfied	80
Dissatisfied	7
<b>Local transport information</b>	
Satisfied	41
Dissatisfied	24
<b>Local bus services</b>	
Satisfied	42
Dissatisfied	29
<b>Sport/ leisure facilities</b>	
Satisfied	42
Dissatisfied	26
<b>Libraries</b>	
Satisfied	72
Dissatisfied	8
<b>Museums/ galleries</b>	
Satisfied	18
Dissatisfied	38
<b>Theatres/ concert halls</b>	
Satisfied	19
Dissatisfied	42
<b>Parks and open spaces</b>	
Satisfied	57
Dissatisfied	21

<b>Usage of specific services provided or supported by WLDC and LCC</b>	<b>%</b>
<b>Local tips/ household waste recycling centres</b>	
User	92
Non-user	8
<b>Local transport information</b>	
User	67
Non-user	33
<b>Local bus services</b>	
User	55
Non-user	45
<b>Sport/ leisure facilities</b>	
User	54
Non-user	46
<b>Libraries</b>	
User	65
Non-user	35
<b>Museums/ galleries</b>	
User	27
Non-user	73
<b>Theatres/ concert halls</b>	
User	30
Non-user	70
<b>Parks and open spaces</b>	
User	83
Non-user	17

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

**Table 16 : Perceptions of local councils - West Lancashire (Q.10-11)**

	%
<b>West Lancashire District Council provides value for money</b>	
Agree	39
Disagree	28
<b>Lancashire County Council provides value for money</b>	
Agree	30
Disagree	n/a
<b>Satisfaction with the way West Lancashire District Council runs things</b>	
Satisfied	51
Dissatisfied	20
<b>Satisfaction with the way Lancashire County Council runs things</b>	
Satisfied	40
Dissatisfied	n/a

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

### Information

Table 17 below shows some variation in how informed residents felt with regard to specific aspects of public services. 91% indicated they felt informed about how and where to register to vote whilst only 33% felt informed about how to get involved in local decision-making. 13% felt informed and 72% uninformed about what to do in a major emergency (the rest were unable to say). Overall, 37% felt informed about local public services.

**Table 17 : Feeling informed- West Lancashire (Q.12)**

Feeling informed about :	%
<b>How and where to register to vote</b>	
Informed	91
Not informed	9
<b>How council tax is spent</b>	
Informed	65
Not informed	35
<b>How to get involved in local decision-making</b>	
Informed	33
Not informed	67
<b>What standard of service should expect from local public services</b>	
Informed	37
Not informed	63
<b>How well local public services are performing</b>	
Informed	39
Not informed	61
<b>How to complain about local public services</b>	
Informed	34
Not informed	66
<b>What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu (NI 37)</b>	
Informed	13
Not informed	72
<b>Overall, about local public services</b>	
Informed	37
Not informed	63

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

### **Local decision-making**

Table 18 reveals that just over a quarter (27%) of West Lancashire respondents agreed that they could influence decisions affecting their local area. Asked if they would like to be more involved in the decisions that affect their local area, 28% of respondents said they would whilst the majority -59%- said it depended on the issue.

**Table 18 : Perceptions of local decision-making - West Lancashire (Q.13-14)**

	%
<b>Can influence decisions affecting local area (NI 4)</b>	
Agree	27
Disagree	73
<b>Would like to be more involved in the decisions affecting local area</b>	
Yes	28
No	13
Depends on the issue	59

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

### **Helping out**

The Place Survey also addressed volunteering by asking about unpaid help to groups, clubs or organisations. 16% of West Lancashire residents said they provided such help at least once a week. Table 19 also shows that a further 8% indicated that they gave unpaid help less than once a week but at least once a month.

**Table 19 : Helping out - West Lancashire (Q.15)**

	%
<b>Frequency over last 12 months in giving unpaid help to any group, club or organisation (NI 6)</b>	
At least once a week	16
Less than once a week but at least once a month	8
Less often	9
Given unpaid help as an individual only and not through a group, club or organisation	11
Not given any unpaid help at all over the last 12 months	56

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

### Getting involved

To measure civic participation, respondents were asked if had undertaken a range of specific civic activities in the last year. Table 20 sets out their responses and in terms of NI 3- the proportion who had done at least one of these activities- the West Lancashire score was 11.8%.

**Table 20 : Getting involved- West Lancashire (Q.16)**

In the past 12 months, have been ... (NI 3)	%
<b>A local councillor (for the local authority, town or parish)</b>	
Yes	1
No	99
<b>A member of a group making decisions on local health or education services</b>	
Yes	3
No	97
<b>A member of a decision-making group set up to regenerate the local area</b>	
Yes	3
No	97
<b>A member of a decision-making group set up to tackle local crime problems</b>	
Yes	2
No	98
<b>A member of a tenants' group decision-making committee</b>	
Yes	2
No	98
<b>A member of a group making decisions on local services for young people</b>	
Yes	3
No	97
<b>A member of another group making decisions on services in the local community</b>	
Yes	5
No	95

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

### Respect and consideration

Several questions were put to respondents which addressed respect and consideration. Table 21 overleaf shows that only 37% of West Lancashire respondents believed that local parents took enough responsibility for the behaviour of their children. However, excluding those respondents giving "don't know", "too few people in local area" and "all the same background" answers, a substantial majority (84%) thought that their local area was a place where people from different backgrounds got on well together.

76% did not think lack of respect and consideration was a problem locally. Furthermore, 74% said they been treated with respect and consideration all or most of the time by their local public services.

Only 28% of West Lancashire respondents believed older people locally were able to get the services and support they needed to continue to live at home. More than half of respondents were unable to give an answer.

**Table 21 : Perceptions of local respect and consideration - West Lancashire (Q.17- 21)**

	%
<b><i>That in local area, parents take enough responsibility for the behaviour of their children (NI 22)</i></b>	
Agree	37
Disagree	42
<b><i>That local area is a place where people from different backgrounds get on well together (NI 1)</i></b>	
Agree	84
Disagree	16
<b><i>That in local area, people not treating each other with respect and consideration is... (NI 23)</i></b>	
A very/ fairly big problem	24
Not a problem/ not a very big problem	76
<b><i>That in last year, have been treated with respect and consideration by local public services...(NI 140)</i></b>	
All/ most of the time	74
Rarely/ never	7
<b><i>Older people in local area are able to get the services and support they need to continue to live at home for as long as they want to (NI 139)</i></b>	
Yes	28
No	15
Don't know	58

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

### **Community safety**

Tables 22-24 summarise the responses to the community safety questions in the Place Survey which were set by CLG. 59% of local residents indicated that they felt safe when outside in their local area after dark; the proportion increases to 90% for during the day. With regard to perceptions of anti-social behaviour and crime, Table 23 reveals that the biggest local problems were seen as teenagers hanging around (37% saying it was a very or fairly big problem) followed by rubbish or litter lying around (29%).

Table 24 shows respondents' views regarding how the police and other local public services deal with anti-social behaviour and crime in their local area. Only 29% agreed that people's views are sought about these issues whilst 30% agreed that the police and other public services are successfully dealing with these issues.

**Table 22 : Feeling safe outside in local area - West Lancashire (Q.22- 23)**

Feeling safe outside in local area...	%
<b><i>After dark</i></b>	
Safe	59
Unsafe	26
<b><i>During the day</i></b>	
Safe	90
Unsafe	4

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

**Table 23: Perceptions of anti social behaviour and crime in local area- West Lancashire (Q.24)**

In local area...(NI 17)	%
<b>Noisy neighbours or loud parties</b>	
A very/ fairly big problem	10
Not a problem/ not a very big problem	90
<b>Teenagers hanging around the streets</b>	
A very/ fairly big problem	37
Not a problem/ not a very big problem	63
<b>Rubbish or litter lying around</b>	
A very/ fairly big problem	29
Not a problem/ not a very big problem	71
<b>Vandalism, graffiti and other deliberate damage to property or vehicles</b>	
A very/ fairly big problem	24
Not a problem/ not a very big problem	76
<b>People using or dealing drugs (NI 42)</b>	
A very/ fairly big problem	27
Not a problem/ not a very big problem	73
<b>People being drunk or rowdy in public places (NI 41)</b>	
A very/ fairly big problem	21
Not a problem/ not a very big problem	79
<b>Abandoned or burnt out cars</b>	
A very/ fairly big problem	7
Not a problem/ not a very big problem	93

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

**Table 24 : Local public services and anti social behaviour and crime – West Lancashire (Q.25- 26)**

	%
<b>That the police and other local public services seek people's views about anti social behaviour and crime issues in local area (NI 27)</b>	
Agree	29
Disagree	29
<b>That the police and other local public services are successfully dealing with anti social behaviour and crime issues in local area (NI 21)</b>	
Agree	30
Disagree	23

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

### **Additional questions**

There were two extra community safety questions added to the Lancashire authorities' questionnaires in addition to the standard questions set by CLG. These were to ask whether respondents thought there was more or less crime in their local area than two years ago, and why they thought this. Table 25 shows that 32% of West Lancashire respondents thought there was more crime whilst 14% indicated less crime. The top information sources leading to such views were word of mouth (61%) and local newspapers (60%).

Another additional question was asked about the situations in which respondents regularly meet and talk with people of a different ethnic origin to themselves. Table 26 shows that respondents were most likely to meet and talk to people from a different ethnic background at local shops (40%), at work (36%) or at restaurants, pubs, cinemas, community centres etc (30%). A quarter of respondents said they did not meet anyone from a different ethnic group in any of the situations listed .

Finally, respondents were asked about their general well-being, specifically about their mental health during the last two weeks. Table 27 shows that only small proportions indicated that they had been feeling optimistic about the future and feeling relaxed all of the time or often (32% and 39% respectively). However, substantial proportions (78% and 66% respectively) had been able to make up their own minds about things and had been thinking clearly.

**Table 25 : Perceptions of amount of crime in local area - West Lancashire (Q.27- 28)**

	%
<b>Amount of crime compared with two years ago</b>	
More crime	32
Less crime	14
<b>Reasons for thinking more or less crime in local area</b>	
Personal experience	35
Relatives' and/ or friends' experiences	38
Word of mouth/ information from other people	61
Reports in broadsheet newspapers	15
Reports in tabloid newspapers	10
Local newspapers	60
News programmes on TV	22
Radio programmes	14
Internet/ world-wide web	5
Other	6

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

**Table 26 : Interactions with people of a different ethnic origin- West Lancashire (Q.29)**

	%
<b>Situations where regularly meet and talk with people of a different ethnic origin to self</b>	
At local shops	40
At work	36
At a place of study	10
At a place of worship	10
At a relative's home	9
At restaurants, pubs, cinemas, community centres etc	30
In neighbourhood	21
On buses and trains	16
At sports or fitness activities	9
At youth clubs	1
At other places	10
None of these	25

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)

**Table 27: Feelings and thoughts - West Lancashire (Q.30)**

Experiences over last two weeks ...	%
<b><i>I've been feeling optimistic about the future</i></b>	
None of the time/ rarely	25
Often/ all of the time	32
<b><i>I've been feeling useful</i></b>	
None of the time/ rarely	15
Often/ all of the time	46
<b><i>I've been feeling relaxed</i></b>	
None of the time/ rarely	21
Often/ all of the time	39
<b><i>I've been dealing with problems well</i></b>	
None of the time/ rarely	11
Often/ all of the time	53
<b><i>I've been thinking clearly</i></b>	
None of the time/ rarely	6
Often/ all of the time	66
<b><i>I've been feeling close to other people</i></b>	
None of the time/ rarely	11
Often/ all of the time	59
<b><i>I've been able to make up my own mind about things</i></b>	
None of the time/ rarely	4
Often/ all of the time	78

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)



# Appendices

## Appendix 1- Demographic Breakdowns

This appendix sets out the detailed demographic breakdowns of West Lancashire Place Survey respondents. Data are weighted to age, gender and ethnicity and the number of people in the household (to match current estimates) by Cobalt-Sky on behalf of CLG. However, the bases shown are unweighted.

Case bases are based on all respondents but excluding don't know and not stated responses. An \* indicates a score less than 0.5%, but greater than zero.

**Table 28 : Place Survey 2008/09 Demographic Breakdowns- West Lancashire**

Base	Question	Response	%
1310	<b>Q31. Are you male or female?</b>	Male	47
		Female	53
1325	<b>Q32. What was your age on your last birthday?</b>	18 – 24	3
		25 – 34	19
		35 – 44	14
		45 – 54	22
		55 – 64	18
		65 – 69	7
		70 – 74	8
		75+	8
1328	<b>Q33. How is your health in general? Would you say it is...</b>	Very good	34
		Good	42
		Fair	19
		Bad	5
		Very bad	1
1316	<b>Q34. In which of these ways does your household occupy your current accommodation?</b>	Owned outright	39
		Buying on mortgage	43
		Rent from council	9
		Rent from Housing Association/Trust	2
		Rented from private landlord	5
		Other	1
1322	<b>Q35. How many children aged 17 or under are living here?</b>	None	70
		One	13
		Two	14
		Three	3
		Four	*
		More than four	-
1318	<b>Q36. How many adults aged 18 or over are living here?</b>	None	-
		One	25
		Two	56
		Three	13
		Four	5
		More than four	1

1271	<b>Q37. Which of these activities best describes what you are doing at present?</b>	Employee in full-time job (30 hours plus per week)	40
		Employee in part-time job (under 30 hours per week)	11
		Self employed full or part-time	9
		On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)	*
		Full-time education at school, college or university	2
		Unemployed and available for work	2
		Permanently sick/disabled	4
		Wholly retired from work	24
		Looking after the home	6
		Doing something else	2
1310	<b>Q40. 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)</b>	Yes	34
		No	66
531	<b>Q41. Does this illness or disability limit your activities in any way?</b>	Yes	71
		No	29
1345	<b>Q42. To which of these groups do you consider you belong?</b>	WHITE	99
		British	97
		Irish	*
		Any other white background	2
		MIXED	*
		White and Black Caribbean	*
		White and Black African	-
		White and Asian	-
		Any other mixed background	*
		BLACK OR BLACK BRITISH	-
		Caribbean	-
		African	-
		Any other black background	-
		ASIAN OR ASIAN BRITISH	1
		Indian	*
		Pakistani	*
		Bangladeshi	-
		Any other Asian background	*
		OTHER	*
Chinese	*		
Other ethnic group	*		

**Table 28 cont : Additional Questions**

<b>Base</b>	<b>Question</b>	<b>Response</b>	<b>%</b>
927	<b>Q38. Please select any of the following qualifications or certificates you have achieved</b>	Foundation GNVQ, GCSE, O level, CSE	67
		Intermediate GNVQ, A levels, AS level	33
		Advanced GNVQ, National certificate	14
		City and Guilds, RSA/OCR, BTEC	28
		Undergraduate degree, Teaching certificate	29
		Postgraduate degree	14
		Trade apprenticeship	12
		Other qualifications	23
1227	<b>Q39. Do you plan to work towards another qualification in the next 3 years?</b>	No	75
		Yes	25
		Yes - if my employer supports me	9
		Yes - if I find a local part-time course	5
		Yes - if I can find an online course	2

Source : Ipsos MORI- Place Survey 2008/09 (West Lancashire)