

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.

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-Becconsall, 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.

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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.

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

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

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>	83.6	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>	67.3	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>	11.8	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>	27.3	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>	82.5	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>	23.7	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>	17.2	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>	30.3	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>	37.3	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

	West Lancashire	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	Wyre
<i>NI 23- perceptions that people in the area do not treat one another with respect and consideration</i>	23.8	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>	28.9	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>	13.2	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>	21.5	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>	26.8	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>	75.7	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>	86.2	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>	27.5	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>	74.1	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

	West Lancashire %	England average %
<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>
Gender							
Male	56	69	66	36	57	37	49
Female	62	71	76	48	57	41	53
Age							
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
Ethnicity							
White	60	71	71	42	58	40	52
BME**	55	25	55	9	17	26	47
Disability							
Yes	59	75	73	35	57	42	54
No	60	68	70	44	57	37	50
Area							
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
TOTAL	59	71	71	42	57	39	51

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

* small base- under 50

** very small base - under 30

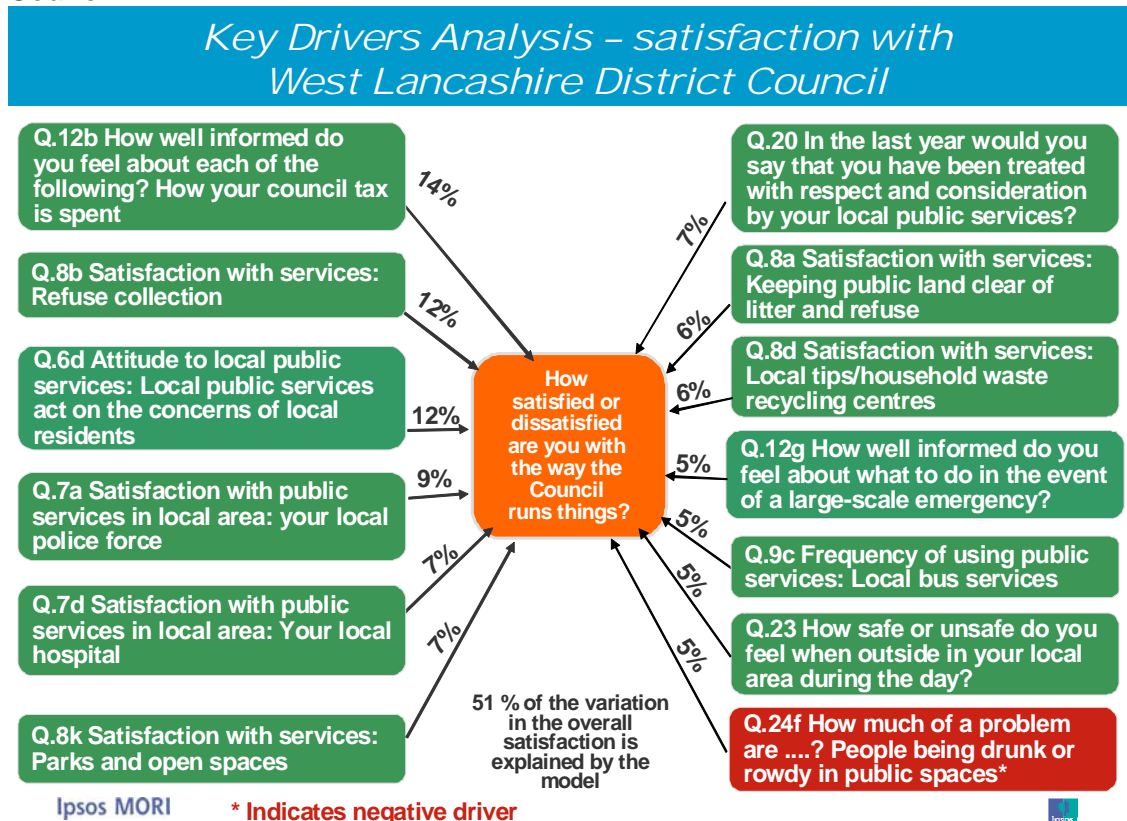
Key Drivers Analysis- satisfaction with the way West Lancashire District Council runs things

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

	West Lancashire %	England average %
<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>
Gender				
Male	82	81	24	25
Female	84	86	24	28
Age				
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
Ethnicity				
White	83	84	23	27
BME**	76	100	36	19
Disability				
Yes	80	87	26	28
No	84	82	23	27
Area				
Skelmersdale/Up Holland	68	75	42	24
Ormskirk/Aughton & Western Parishes	89	88	14	29
Northern Parishes	90	87	15	28
TOTAL	83	84	24	27

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

* small base- under 50

** very small base - under 30

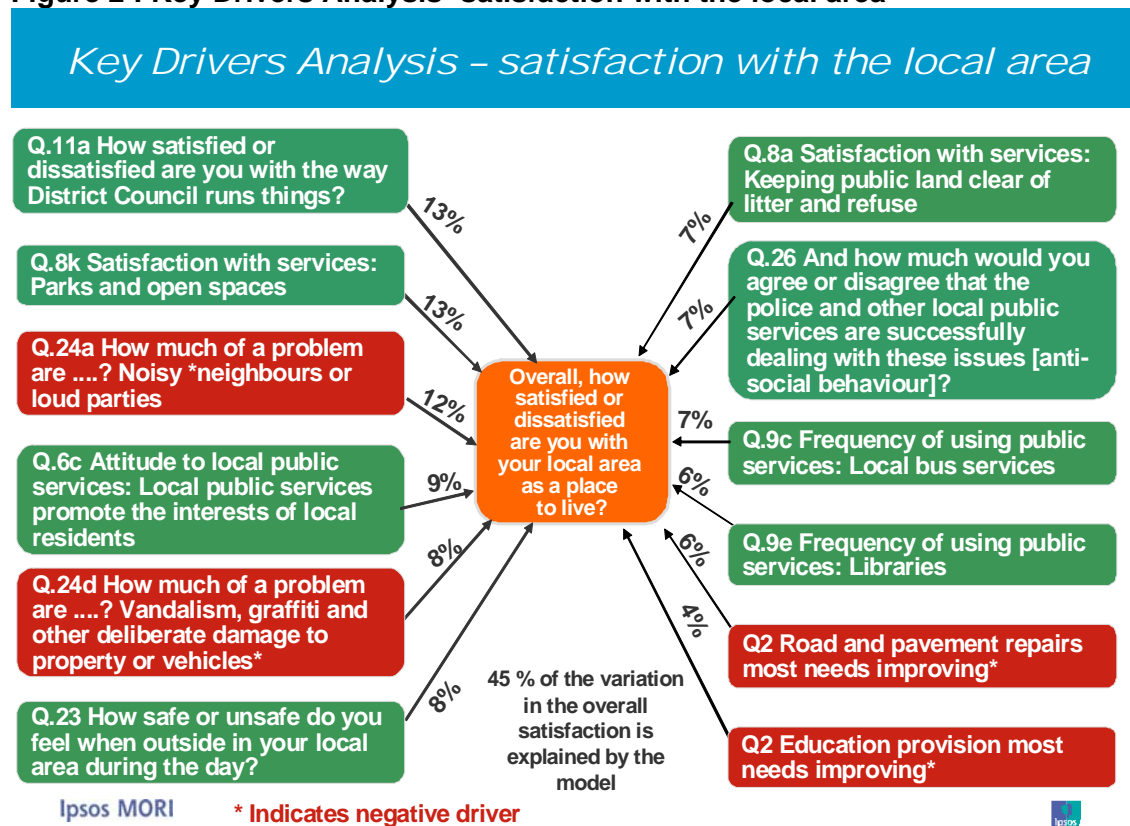
Key Drivers Analysis- satisfaction with the local area

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

	West Lancashire %	England average %
<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>
Gender				
Male	68	90	27	28
Female	52	90	30	33
Age				
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
Ethnicity				
White	60	90	29	31
BME**	58	85	27	48
Disability				
Yes	53	87	28	32
No	63	92	29	30
Area				
Skelmersdale/Up Holland	40	82	29	24
Ormskirk/Aughton & Western Parishes	71	96	29	36
Northern Parishes	66	93	29	31
TOTAL	59	90	29	30

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.

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)

<i>Most important elements in making somewhere a good place to live</i>	%
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	*

<i>Elements most need of improving in local area</i>	%
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)

	%
<i>Satisfaction with local area as a place to live (NI 5 and 138)</i>	
Satisfied	83
Dissatisfied	9
<i>Satisfaction with home as a place to live (NI 138)</i>	
Satisfied	90
Dissatisfied	5
<i>Strongly feel that belong to immediate neighbourhood (NI 2)</i>	
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:	%
<i>Local public services are working to make the area safer</i>	
Applies a great deal/ to some extent	65
Doesn't apply very much/ at all	35
<i>Local public services are working to make the area cleaner and greener</i>	
Applies a great deal/ to some extent	69
Doesn't apply very much/ at all	31
<i>Local public services promote the interests of local residents</i>	
Applies a great deal/ to some extent	40
Doesn't apply very much/ at all	60
<i>Local public services act on the concerns of local residents</i>	
Applies a great deal/ to some extent	41
Doesn't apply very much/ at all	59
<i>Local public services treat all types of people fairly</i>	
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 :	%
<i>Lancashire Constabulary</i>	
Satisfied	51
Dissatisfied	14
<i>Lancashire Fire and Rescue Service</i>	
Satisfied	60
Dissatisfied	*
<i>GP (family doctor)</i>	
Satisfied	79
Dissatisfied	9
<i>Local hospital</i>	
Satisfied	62
Dissatisfied	19
<i>Local dentist</i>	
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)

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

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

	%
West Lancashire District Council provides value for money	
Agree	39
Disagree	28
Lancashire County Council provides value for money	
Agree	30
Disagree	n/a
Satisfaction with the way West Lancashire District Council runs things	
Satisfied	51
Dissatisfied	20
Satisfaction with the way Lancashire County Council runs things	
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 :	%
How and where to register to vote	
Informed	91
Not informed	9
How council tax is spent	
Informed	65
Not informed	35
How to get involved in local decision-making	
Informed	33
Not informed	67
What standard of service should expect from local public services	
Informed	37
Not informed	63
How well local public services are performing	
Informed	39
Not informed	61
How to complain about local public services	
Informed	34
Not informed	66
What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu (NI 37)	
Informed	13
Not informed	72
Overall, about local public services	
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)

	%
Can influence decisions affecting local area (NI 4)	
Agree	27
Disagree	73
Would like to be more involved in the decisions affecting local area	
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)

	%
Frequency over last 12 months in giving unpaid help to any group, club or organisation (NI 6)	
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)	%
A local councillor (for the local authority, town or parish)	
Yes	1
No	99
A member of a group making decisions on local health or education services	
Yes	3
No	97
A member of a decision-making group set up to regenerate the local area	
Yes	3
No	97
A member of a decision-making group set up to tackle local crime problems	
Yes	2
No	98
A member of a tenants' group decision-making committee	
Yes	2
No	98
A member of a group making decisions on local services for young people	
Yes	3
No	97
A member of another group making decisions on services in the local community	
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)

	%
That in local area, parents take enough responsibility for the behaviour of their children (NI 22)	
Agree	37
Disagree	42
That local area is a place where people from different backgrounds get on well together (NI 1)	
Agree	84
Disagree	16
That in local area, people not treating each other with respect and consideration is... (NI 23)	
A very/ fairly big problem	24
Not a problem/ not a very big problem	76
That in last year, have been treated with respect and consideration by local public services...(NI 140)	
All/ most of the time	74
Rarely/ never	7
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)	
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...	%
After dark	
Safe	59
Unsafe	26
During the day	
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)	%
Noisy neighbours or loud parties	
A very/ fairly big problem	10
Not a problem/ not a very big problem	90
Teenagers hanging around the streets	
A very/ fairly big problem	37
Not a problem/ not a very big problem	63
Rubbish or litter lying around	
A very/ fairly big problem	29
Not a problem/ not a very big problem	71
Vandalism, graffiti and other deliberate damage to property or vehicles	
A very/ fairly big problem	24
Not a problem/ not a very big problem	76
People using or dealing drugs (NI 42)	
A very/ fairly big problem	27
Not a problem/ not a very big problem	73
People being drunk or rowdy in public places (NI 41)	
A very/ fairly big problem	21
Not a problem/ not a very big problem	79
Abandoned or burnt out cars	
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)

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

	%
Amount of crime compared with two years ago	
More crime	32
Less crime	14
Reasons for thinking more or less crime in local area	
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)

	%
Situations where regularly meet and talk with people of a different ethnic origin to self	
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 ...	%
<i>I've been feeling optimistic about the future</i>	
None of the time/ rarely	25
Often/ all of the time	32
<i>I've been feeling useful</i>	
None of the time/ rarely	15
Often/ all of the time	46
<i>I've been feeling relaxed</i>	
None of the time/ rarely	21
Often/ all of the time	39
<i>I've been dealing with problems well</i>	
None of the time/ rarely	11
Often/ all of the time	53
<i>I've been thinking clearly</i>	
None of the time/ rarely	6
Often/ all of the time	66
<i>I've been feeling close to other people</i>	
None of the time/ rarely	11
Often/ all of the time	59
<i>I've been able to make up my own mind about things</i>	
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	Q31. Are you male or female?	Male	47
		Female	53
1325	Q32. What was your age on your last birthday?	18 – 24	3
		25 – 34	19
		35 – 44	14
		45 – 54	22
		55 – 64	18
		65 – 69	7
		70 – 74	8
		75+	8
1328	Q33. How is your health in general? Would you say it is...	Very good	34
		Good	42
		Fair	19
		Bad	5
		Very bad	1
1316	Q34. In which of these ways does your household occupy your current accommodation?	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	Q35. How many children aged 17 or under are living here?	None	70
		One	13
		Two	14
		Three	3
		Four	*
		More than four	-
1318	Q36. How many adults aged 18 or over are living here?	None	-
		One	25
		Two	56
		Three	13
		Four	5
		More than four	1

1271	Q37. Which of these activities best describes what you are doing at present?	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	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)	Yes	34
		No	66
531	Q41. Does this illness or disability limit your activities in any way?	Yes	71
		No	29
1345	Q42. To which of these groups do you consider you belong?	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

Base	Question	Response	%
927	Q38. Please select any of the following qualifications or certificates you have achieved	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	Q39. Do you plan to work towards another qualification in the next 3 years?	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)