

Appendix 1



Resident Survey 2022

Survey Report

17.08.2022

Analysis and report by
NWA Social Research

Contents

	Page No.
1 SUMMARY OF MAIN FINDINGS	3
Direction of Travel – Summary Tables	7
Comparison with LGA’s ‘Polling on Resident Satisfaction with Councils’ ...	9
2 BACKGROUND, OBJECTIVES & METHODOLOGY	11

SURVEY FINDINGS

3 YOUR LOCAL AREA	15
4 LOCAL SERVICES.....	29
5 COMMUNITY SAFETY.....	32
6 INTERACTION WITH THE COUNCIL	39
7 ABOUT YOU	41

1. SUMMARY OF MAIN FINDINGS

- 1.1 NWA Research was commissioned by West Lancashire Borough Council to undertake a survey of residents, covering the topics of 'Your Local Area', 'Local Services', 'Community Safety', and 'Interaction with the Council'. The survey, which had an overall achieved sample size of 1,104, took place between 27 May and 8 July 2022, and tracked a similar survey conducted for the Council in 2019.

YOUR LOCAL AREA

- 1.2 Over three-quarters of all respondents (78%) were satisfied with their local area as a place to live, while 14% of respondents were dissatisfied, and 8% were 'neither satisfied nor dissatisfied'. Compared to the 2019 Survey (69% 'satisfied'/ 21% 'dissatisfied') these results represent both a significant rise (+9%) in satisfaction, and a significant fall in dissatisfaction (-7%).
- 1.3 More than half of all respondents (56%) were satisfied overall with the way West Lancashire Borough Council runs things, while 24% were 'neither satisfied nor dissatisfied', and 19% were dissatisfied. The level of satisfaction has shown a small (statistically significant) increase (+5%) over that from 2019 (51% 'satisfied'/ 28% 'dissatisfied'), and dissatisfaction has also decreased significantly (-9%).
- 1.4 Overall opinions were closely divided as to whether or not 'West Lancashire Borough Council provides value for money': 37% agreed that it does, while 27% disagreed, and a total of 37% of respondents gave 'neither agree nor disagree' (32%) or 'don't know' (5%) responses. These results do however represent statistically significant improvements over the 2019 figures of 28% 'agree' and 31% 'disagree', with agreement having increased by 9 percent and disagreement reducing by 4 percent.
- 1.5 Two-fifths of all respondents (39%) said that West Lancashire Borough Council acts on the concerns of local residents, either 'a great deal' (4%), or 'a fair amount' (35%), while a slightly higher percentage (42%) think that the Council does so 'not very much' (33%) or 'not at all' (9%), and 18% 'don't know'. (No comparative data from 2019.)
- 1.6 When asked how well informed they think West Lancashire Borough Council keeps residents about the services and benefits it provides, half (50%) of all respondents said that they are 'not very well informed' (34%) or 'not well informed at all' (16%), while 41% feel 'fairly well informed' (37%) or 'very well informed' (5%), and 9% 'don't know'. These results are not significantly different to the 2019 findings of 43% 'very/ fairly well informed'/ 53% 'not very/ not at all well informed'.
- 1.7 Respondents were asked '*On balance, which of the following statements comes closest to how you feel about West Lancashire Borough Council?*' and the major response overall was that 'I have no views one way or another' (44%). However, positive views were slightly more prevalent than negative views, a total of 28% of all respondents saying that they speak positively about the Council either 'without being asked' (3%) or 'if asked about it' (25%); while 23% speak negatively about

the Council either 'without being asked' (4%) or 'if asked about it' (19%). (5% 'don't know'.) (No comparative data from 2019.)

- 1.8 Half (51%) of all respondents trust West Lancashire Borough Council either 'a great deal' (5%) or 'a fair amount' (46%), while over a third (37%) trust it either 'not very much' (28%) or 'not at all' (9%), and 12% 'don't know'. (No comparative data from 2019.)
- 1.9 Just over two-thirds of all respondents (68%) feel that they belong to their local area 'very strongly' (24%) or 'fairly strongly' (45%); this is similar to the 2019 Survey result of 65% 'very/ fairly strongly'. Overall, 27% of respondents do not feel a strong sense of belonging: 22% feel that they belong 'not very strongly', and 5% 'not at all strongly'. (5% 'don't know'.)
- 1.10 Overall, 59% of respondents agreed that their local area 'is a place where people from different ethnic backgrounds get on well together' (16% 'definitely agree' and 43% 'tend to agree'); this is a substantially higher level of agreement (+20%) than that reported in the 2019 Survey (39% 'definitely/ tend to agree'). Overall, 7% of respondents expressed disagreement, 22% gave 'neither agree nor disagree' responses, and 12% 'don't know'.

SATISFACTION WITH LOCAL SERVICES

- 1.11 Respondents were asked to state their level of satisfaction with five services provided by West Lancashire Borough Council: In respect of 'refuse and recycling collection', the great majority of all respondents (86%) expressed satisfaction with this, 6% were 'neither satisfied nor dissatisfied', and 7% were dissatisfied. Respondents to the 2019 Survey were asked separately about 'household domestic waste' and 'household recycling' collections, the results being 85% 'satisfied'/ 10% 'dissatisfied', and 78% 'satisfied'/ 15% 'dissatisfied', respectively. Therefore, the current combined figure of 86% 'satisfied' is similar to that for 'household domestic waste collections' in 2019, but represents an improvement over that for 'household recycling collections'; and dissatisfaction at 7% is significantly lower than both of the 2019 figures.
- 1.12 In respect of 'street cleaning', just under half (47%) of all respondents were satisfied, while a third (33%) were dissatisfied, 19% 'neither satisfied nor dissatisfied' and 2% 'don't know'. In the 2019 Survey, respondents were asked about their satisfaction with 'street cleanliness': a slightly higher percentage, 52%, were 'satisfied' with this service, and 37% were 'dissatisfied'.
- 1.13 Satisfaction levels were lowest with 'pavement maintenance' – over half of all respondents (55%) expressed dissatisfaction with this, while a quarter (25%) were satisfied, 19% 'neither satisfied nor dissatisfied' and 2% 'don't know'. (No comparative data from 2019).
- 1.14 Satisfaction with 'sport and leisure services' was also low – a quarter (25%) expressed satisfaction with this, while 26% were 'neither satisfied nor dissatisfied', 31% were dissatisfied, and 17% 'don't know'. In 2019, 28% of respondents

expressed satisfaction and 38% dissatisfaction with 'sport and leisure facilities' – compared to these figures, the current satisfaction level is similar, while the level of dissatisfaction has decreased by 7 percent.

- 1.15 Over half (56%) of all respondents said that they are satisfied with 'parks and green spaces', while 22% are dissatisfied, 18% are 'neither satisfied nor dissatisfied' and 4% 'don't know'. Compared to the 2019 Survey findings of 49% 'satisfied'/ 28% 'dissatisfied', satisfaction has increased (+7%), and dissatisfaction has reduced (-6%), (both these changes being statistically significant).

COMMUNITY SAFETY

- 1.16 Respondents were asked to say how safe or unsafe they feel when outside in their local area after dark and during the day. After dark, nearly two-thirds of all respondents (62%) said that they feel safe – this being a similar figure to that of 60% 'very/ fairly safe' reported in 2019. Overall, 22% of respondents stated that they feel unsafe when outside after dark, and a further 16% gave 'neither safe nor unsafe' (13%) or 'don't know' (3%) responses. (2019 'unsafe' figure unavailable.)
- 1.17 During the day, the great majority of respondents (89%) said that they feel safe when outside in their local area, this being a slightly higher percentage than that recorded in the 2019 Survey (86%); while 7% feel 'neither safe nor unsafe', and 4% feel 'unsafe'. (2019 'unsafe' figure unavailable.)
- 1.18 When asked '*To what extent do you agree or disagree that West Lancashire is a safe and secure place to live?*' the majority of all respondents (70%) agreed that it is, while 9% disagreed, 20% gave 'neither agree nor disagree' responses, and 1% 'don't know'. Compared to the 2019 Survey findings, when 68% agreed and 14% disagreed, the level of agreement is very similar, while disagreement has reduced by 5 percent.
- 1.19 Respondents were asked to say in respect of six types of anti-social behaviour/ crime issues how much of a problem they think each one is in their local area. As in 2019, 'rubbish or litter lying around' (2022, 34% 'very/ fairly big problem') was the aspect that was most likely to be considered a 'big problem': in 2019 the corresponding figure was similar at 36% 'very/ fairly big problem'. Also considered to be a 'big problem' in the local area by more than a quarter of all respondents were 'groups hanging around the streets' (27%; a small reduction from 32% in 2019), and 'people using or dealing drugs' (26%; similar to the 2019 figure of 28%).
- 1.20 Next most likely to be regarded as 'big' problems were 'vandalism, graffiti and other deliberate damage to property or vehicles' (18%), and 'people being drunk or rowdy in public places' (14%), both of which figures have shown small (statistically significant) decreases of 4% compared to the 2019 findings of 22% and 18%, respectively.
- 1.21 Least likely of the six issues to be thought of as a 'big problem' was 'noisy neighbours or loud parties' (10% 'very/ fairly big problem'); over half of all

respondents here said that this is 'not a problem at all' (55%), and results were almost identical to those from 2019.

INTERACTION WITH THE COUNCIL

- 1.22 Respondents were asked if they have contacted or interacted with the Council in any of four different ways. One-in-eleven (9%) of all respondents said that in the last 12 months they have 'visited a Council office to request information or a service'; a significant reduction compared to the 2019 figure of 19% 'yes'.
- 1.23 Nearly half (45%) of all respondents have 'telephoned a Council office to request information or a service' in the last 12 months; this being similar to 2019, when 48% had done so. Reported usage of the Council website in the last 12 months, both 'to find information' (71% 'yes' compared to 65% in 2019) and 'to apply for or pay for a service online or report a fault' (57% 'yes' compared to 51% in 2019), has increased significantly in comparison to 2019.

DIRECTION OF TRAVEL – SUMMARY TABLES

1.24 In the tables below, responses from the current survey are compared with those from the previous Resident Survey in 2019.

Questions	Jul-22 (%)	Direction of travel	Diff. '22-'19 (%)	Jul-19 (%)
Q1: Overall, how satisfied or dissatisfied are you with your local area as a place to live? (Very/fairly satisfied)	78	↑	+9	69
Q2: Overall, how satisfied or dissatisfied are you with the way West Lancashire Borough Council runs things? (Very/fairly satisfied)	56	↑	+5	51
Q3: To what extent do you agree or disagree that West Lancashire Borough Council provides value for money? (Strongly/tend to agree)	37	↑	+9	28
Q5: Overall, how well informed do you think West Lancashire Borough Council keeps residents about the services and benefits it provides? (Very/fairly well informed)	41	-	-2	43
Q8: How strongly do you feel you belong to your local area? (Very/ fairly strongly)	68	-	+3	65
Q9: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? (Definitely/ tend to agree)	59	↑	+20	39
Q11a: Refuse and recycling collection (Very/ fairly satisfied) [2019: 'Household domestic waste'/ 'Household recycling']	86	- / ↑	+1/+8	85/78
Q11b: Street cleaning (Very/ fairly satisfied) [2019: 'Street cleanliness']	47	↓	-5	52
Q11d: Sport and leisure services (Very/ fairly satisfied)	25	-	-3	28
Q11e: Parks and green spaces (Very/ fairly satisfied)	56	↑	+7	49
Q12a: How safe or unsafe do you feel when outside in your local area <u>after dark</u> ? (Very/fairly safe)	62	-	+2	60
Q12b: How safe or unsafe do you feel when outside in your local area <u>during the day</u> ? (Very/fairly safe)	89	↑	+3	86

(Green arrow equals 'positive statistically significant change'; Red arrow equals 'negative statistically significant change'; '-' equals 'no statistically significant change'; 'Don't know' responses included in the percentage bases.)

Questions	Jul-22 (%)	Direction of travel	Diff. '22-'19 (%)	Jul-19 (%)
Q13: To what extent do you agree or disagree that West Lancashire is a safe and secure place to live? (Strongly/ tend to agree)	70	-	+2	68
Q14a: Noisy neighbours or loud parties (Very/ fairly big problem)	10	-	-1	11
Q14b: Rubbish or litter lying around (Very/ fairly big problem)	34	-	-2	36
Q14c: Vandalism, graffiti and other deliberate damage to property or vehicles (Very/ fairly big problem)	18	↑	-4	22
Q14d: People using or dealing drugs (Very/ fairly big problem)	26	-	-2	28
Q14e: People being drunk or rowdy in public places (Very/ fairly big problem)	14	↑	-4	18
Q14f: Groups hanging around the streets (Very/ fairly big problem)	27	↑	-5	32

(Green arrow equals 'positive statistically significant change'; Red arrow equals 'negative statistically significant change'; '-' equals 'no statistically significant change'; 'Don't know' responses included in the percentage bases.)

Comparison with LGA’s Survey ‘Polling on Resident Satisfaction with Councils (June 2022)’

1.25 The following table compares the results for West Lancashire Borough Council’s Resident Survey 2022 for the LG Inform questions included in both surveys with the latest results for these questions published in the Local Government Association’s ‘Polling on resident satisfaction with councils: Round 32’ (June 2022). Please note that due to the differences in methodology* between the LGA Survey and WLBC’s Resident Survey, comparisons in results between the two surveys should only be made with caution. (*See note overleaf.)

Questions	WLBC Jul-22 (%)	Diff. WLBC-LGA (%)	LGA Round 32 (%)
Q1: Overall, how satisfied or dissatisfied are you with your local area as a place to live? (Core A) (Very/fairly satisfied)	78	-3	81
Q2: Overall, how satisfied or dissatisfied are you with the way West Lancashire Borough Council runs things? (Core B) (Very/fairly satisfied)	56	-7	63
Q3: To what extent do you agree or disagree that West Lancashire Borough Council provides value for money? (Core C) (Strongly/tend to agree)	37	-8	45
Q4) To what extent do you think the Council acts on the concerns of local residents? (A great deal/ fair amount)	39	-13	52
Q5: Overall, how well informed do you think West Lancashire Borough Council keeps residents about the services and benefits it provides? (Very/fairly well informed)	41	-16	57
Q7) How much do you trust the Council? (A great deal/ fair amount)	51	-7	58
Q11a: Refuse and recycling collection (Very/ fairly satisfied)	86	+5	81
Q11b: Street cleaning (Very/ fairly satisfied)	47	-19	66
Q11c) Pavement maintenance (Very/ fairly satisfied)	25	-24	49
Q11d: Sport and leisure services (Very/ fairly satisfied)	25	-30	55
Q11e: Parks and green spaces (Very/ fairly satisfied)	56	-25	81
Q12a: How safe or unsafe do you feel when outside in your local area <u>after dark</u>? (Very/fairly safe)	62	-14	76
Q12b: How safe or unsafe do you feel when outside in your local area <u>during the day</u>? (Very/fairly safe)	89	-6	95

(WLBC '22: figures in red are significantly lower than LGA Round 32; figures in green significantly higher than LGA Round 32; and for figures in black there’s no significant difference. ‘Don’t know’ responses included in the percentage bases.)

[*This is a telephone survey conducted on behalf of the LGA – methodology as follows: “Between 13 June and 21 June 2022, a representative random sample of 1,002 British adults (aged 18 or over) was polled by telephone by Yonder Data Solutions. The same set of questions is asked in the same order each round to allow for the reporting of any changes in the overall views of the general public about the reputation of local government.”]

2. BACKGROUND, OBJECTIVES & METHODOLOGY

Background

- 2.1 NWA Research was commissioned by West Lancashire Borough Council to undertake a survey of residents on the following topics:
- Your Local Area
 - Local Services
 - Community Safety; and
 - Interaction with the Council.
- 2.2 Questions relating to the ‘Local Area’, ‘Local Services’ and ‘Community Safety’ include core questions from LG Inform benchmarking. (Data from LG Inform is gathered using telephone methodology).
- 2.3 The survey was administered by post, although residents could choose to complete the survey online by following the link provided in the covering letter. Initially, surveys were posted out to a randomly selected sample of 5,500 residents of the Council area, which was stratified to be representative by ward; the first mail-out was on 27 May 2022. Reminder letters were then posted out to non-respondents on 17 June, ahead of the closing date of 8 July 2022.
- 2.4 A total of 1,104 completed questionnaires were received at the time of analysis, of which 960 were completed by post and 144 were submitted online; and a further 73 questionnaires were received by post after the closing date. The overall valid response rate was 21%.
- 2.5 During the data collection period two additional online surveys were conducted: firstly, an identically worded resident survey was made available to the general public on the Council’s website and social media channels; and secondly a Stakeholder Survey was sent out by email to the Council’s list of businesses and charitable and community organisations operating in West Lancashire, (which had previously agreed to be contacted by email).
- 2.6 Overall, 190 ‘General Public’ surveys, and 24 Stakeholder Surveys were received by the closing date, and results are summarised in the form of a questionnaire marked-up with top-line findings (unweighted) for the ‘General Public’ survey.
- 2.7 Data from the completed questionnaires for the Resident Survey was weighted to be representative of the Council area by age and gender (interlocked), by ward, and by ethnicity. (Details of the weights are shown in the table overleaf.)

WEIGHTS APPLIED TO SURVEY DATA				
Male	West Lancashire Population %	Achieved Sample %	Age x Gender Weight	Weighted* Sample %
18 to 34 years	13.2	1.1	12.28374	13.2

35 to 44 years	5.5	1.9	2.824108	5.5
45 to 54 years	8.1	5.0	1.625472	8.1
55 to 64 years	8.4	9.2	0.916931	8.4
65 to 74 years	6.9	13.4	0.516363	6.9
75 years and over	5.6	11.4	0.494922	5.6
(* Weighted by Age x Gender Weight)				
Female	West Lancashire Population %	Achieved Sample %	Age x Gender Weight	Weighted* Sample %
18 to 34 years	13.4	3.0	4.447014	13.4
35 to 44 years	6.4	4.1	1.558003	6.4
45 to 54 years	8.6	7.7	1.117783	8.6
55 to 64 years	8.8	14.0	0.625818	8.8
65 to 74 years	7.7	13.8	0.558809	7.7
75 years and over	7.4	15.4	0.478426	7.4
(** Weighted by Ward Weight)				
Ward	West Lancashire Population %	Achieved (Weighted) %	Ward Weight	Weighted** Sample %
Ashurst	5.4	5.6	0.976349	5.4
Aughton and Downholland	4.8	5.3	0.918568	4.8
Aughton Park	3.3	4.2	0.790433	3.3
Bickerstaffe	1.8	1.6	1.121268	1.8
Birch Green	3.4	3.0	1.160873	3.4
Burscough East	3.9	3.4	1.148038	3.9
Burscough West	4.1	6.2	0.6683	4.1
Derby	8.5	3.8	2.238883	8.5
Digmoor	3.8	2.2	1.735697	3.8
Halsall	1.9	2.8	0.671918	1.9
Hesketh-with-Becconsall	3.4	3.3	1.024542	3.4
Knowsley	5.1	4.0	1.268766	5.1
Moorside	3.1	1.3	2.358913	3.1
Newburgh	1.8	1.3	1.369104	1.8
North Meols	4.1	6.3	0.652545	4.1
Parbold	3.4	3.7	0.923939	3.4
Rufford	1.8	1.6	1.141219	1.8
Scarisbrick	3.7	1.9	1.950076	3.7
Scott	5.2	6.6	0.782335	5.2
Skelmersdale North	3.4	4.9	0.689119	3.4
Skelmersdale South	5.5	7.5	0.739751	5.5
Tanhouse	4.1	4.2	0.995362	4.1
Tarleton	5.2	6.5	0.799441	5.2
Up Holland	5.6	5.0	1.120323	5.6
Wrightington	3.5	4.0	0.879869	3.5
Ethnicity (Collapsed)	West Lancashire Population %	Achieved (Weighted) %	Ethnicity Weight	Sample % – Weighted by Final Weight
White - British	95.8	92.1	1.039268	95.7

Other than White - British	4.2	7.9	0.539865	4.3
----------------------------	-----	-----	----------	-----

(Note: the final weight was capped at '5' to limit the effects of large weights on small sub-groups)

- 2.8 Top-line findings were then produced in the form of a marked-up questionnaire, which included (where applicable) comparative data from the similar resident survey carried out by BMG Research in 2019. Data was analysed to tables showing unweighted counts and weighted count percentages for the overall sample and the following cross-breaks:
- 2.9 As with all self-completion questionnaires, some individuals did not complete all questions. This may be because they did not have an opinion on the question asked, but we cannot make this assumption in full confidence, and therefore 'missing data' has been excluded from the 'weighted' analysis.)
- 2.10 Figures are 'rounded' to the nearest whole percent by the statistical software (SPSS). Due to this 'rounding' process, in some instances tables of percentages may not add up to 100% (i.e. they may add up to 99% or 101%). Also, in some instances, again due to the rounding process, the reported 'total satisfaction/dissatisfaction' may not exactly equal the 'very' + 'fairly' responses, e.g. 'very satisfied' = 2.3% (reported as 2%) plus 'fairly satisfied' = 2.3% (reported as 2%) gives 'total satisfied' = 4.6% (reported as 5%).
- 2.11 All survey results are subject to a 'margin of error' ('Confidence Interval'): this is based on both the sample number and the proportion of respondents giving a particular response. The following table shows the Confidence Intervals at the '95% Confidence Level' relating to the sample sub-groups for 'gender', 'age', 'limiting long-term illness/ disability', 'ethnicity', 'ward', and for the overall sample.

		Confidence Intervals			
		Number	50/50	30/70	10/90
			+/-%	+/-%	+/-%
Gender	Male	442	4.7	4.3	2.8
	Female	614	4.0	3.6	2.4
Age Group	16 to 34 years	42	15.1	13.2	9.1
	35 to 44 years	62	12.4	11.4	7.5
	45 to 54 years	135	8.4	7.7	5.1
	55 to 64 years	244	6.3	5.7	3.8
	65 to 74 years	292	5.7	5.3	3.4
	75 years and over	285	5.8	5.3	3.5
Disability	Yes - self	161	7.7	7.1	4.6
	No	847	3.4	3.1	2.0
Ethnicity	White British	1015	3.1	2.8	1.8
	Other than White British	38	15.9	14.6	9.5
Ward	Ashurst	49	14.0	12.8	8.4
	Aughton and Downholland	74	11.4	10.4	6.8
	Aughton Park	45	14.6	13.4	8.8
	Bickerstaffe	20	21.9	20.1	13.1
	Birch Green	24	20.0	18.3	12.0
	Burscough East	42	15.1	13.2	9.1
	Burscough West	51	13.7	12.6	8.2
	Derby	52	13.6	12.5	8.2
	Digmoor	28	18.5	17.0	11.1
	Halsall	29	18.2	16.7	10.9
	Hesketh with Beconsall	46	14.4	13.2	8.7
	Knowsley	64	12.2	11.2	7.3
	Moorside	17	n/a	n/a	n/a
	Newburgh	18	n/a	n/a	n/a
	North Meols	51	13.7	12.6	8.2
	Parbold	49	14.0	12.8	8.4
	Rufford	21	21.4	19.6	12.8
	Scarisbrick	34	16.8	15.4	10.1
	Scott	62	12.4	11.4	7.5
	Skelmersdale North	36	16.3	15.0	9.8
	Skelmersdale South	51	13.7	12.6	8.2
	Tanhouse	36	16.3	15.0	9.8
	Tarleton	89	10.4	9.5	6.2
Up Holland	65	12.2	11.1	7.3	
Wrightington	47	14.3	13.1	8.6	
Total	All respondents	1,104	2.9	2.7	1.8

3. YOUR LOCAL AREA

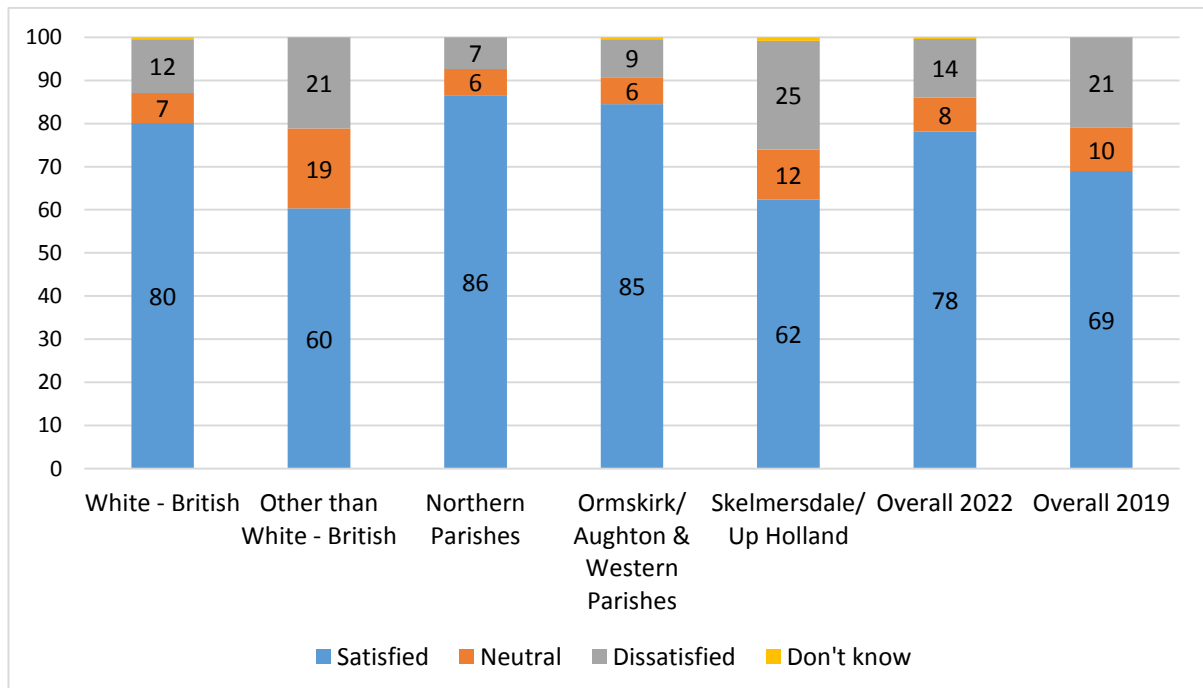
- Question 1:** *'Overall, how satisfied or dissatisfied are you with your local area as a place to live?' Q1a: 'Why do you say this?'*
- Question 2:** *'Overall, how satisfied or dissatisfied are you with the way West Lancashire Borough Council runs things?' Q2a: 'Why do you say this?'*
- Question 3:** *'To what extent do you agree or disagree that West Lancashire Borough Council provides value for money?'*
- Question 4:** *'To what extent do you think West Lancashire Borough Council acts on the concerns of local residents?'*
- Question 5:** *'Overall, how well informed do you think West Lancashire Borough Council keeps residents about the services and benefits it provides?'*
- Question 6:** *'On balance, which of the following statements comes closest to how you feel about West Lancashire Borough Council?'*
- Question 7:** *'How much do you trust West Lancashire Borough Council?'*
- Question 8:** *'How strongly do you feel you belong to your local area?'*
- Question 9:** *'To what extent do you agree or disagree that your local area is a place where people from different ethnic background get on well together?'*
- Question 10:** *'To what extent do you agree or disagree that people in this local area pull together to improve the local area?'*

3.1 Local Area as a Place to Live

- 3.1.1 Over three-quarters of all respondents (78%) were satisfied with their local area as a place to live (33% 'very satisfied' and 46% 'fairly satisfied'), while 14% of respondents were dissatisfied (4% 'very dissatisfied' and 9% 'fairly dissatisfied'), and 8% were 'neither satisfied nor dissatisfied'. [0% (5) 'don't know'.] Compared to the 2019 Survey (69% 'satisfied'/ 21% 'dissatisfied') these results represent both a significant rise (+9%) in satisfaction, and a significant fall in dissatisfaction (-7%). (See chart overleaf.)
- 3.1.2 Residents' satisfaction with their local area as a place to live was higher in the 'Northern Parishes' (86%) and 'Ormskirk/ Aughton & Western Parishes' (85%) areas, but reduced to 62% 'satisfied' in 'Skelmersdale/ Up Holland', (where dissatisfaction rose to 25%). The only other statistically significant difference to note was that those respondents belonging to ethnic groups 'Other than White – British' (60% 'satisfied') were less likely to express satisfaction when compared to the overall sample response. (Differences by gender and age group were not significant.)

Overall, how satisfied or dissatisfied are you with your local area as a place to live?

(Q1: % response – by ethnicity, area and overall)



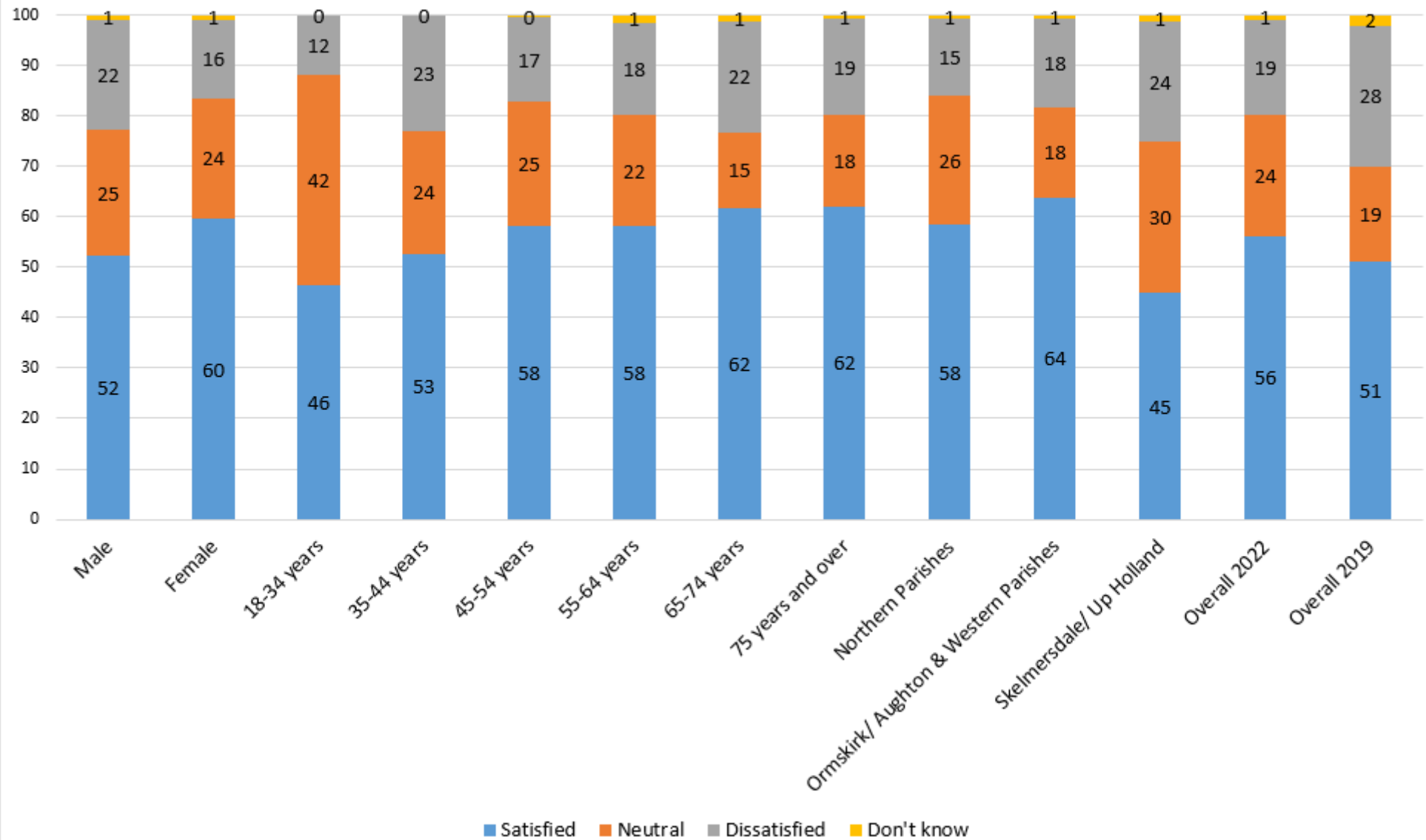
3.1.3 By Ward, satisfaction levels rose to over 90% in Rufford (97% 'very/ fairly satisfied'), Aughton and Downholland (94%), and Parbold (92%); reducing to under two-thirds for residents of Moorside (50%), Ashurst (52%), Digmaor (52%), Tanhouse (62%), and Skelmersdale South (63%). [Satisfaction in Newburgh (96%) and Bickerstaffe (94%) was not significantly different to the overall sample response due to the small base numbers of respondents involved.]

3.1.4 Respondents were then asked to give their reasons for their answer at Question 1, i.e. why they are satisfied or dissatisfied with their local area as a place to live. Over three-quarters (79%) of the total weighted sample offered comments, with typical themes of response among those that are satisfied being that they live in a 'nice/ pleasant/ attractive area', that it's 'quiet/ peaceful', 'friendly' has 'convenient local facilities/ amenities', 'good transport links', 'clean', and 'safe – low levels of crime/ anti-social behaviour'. Those that are dissatisfied mentioned issues such as 'lack of general maintenance – unkempt/ overgrown', 'poor state of roads and pavements', 'poor cleanliness – litter/ dog-fouling', 'too much housing development', 'lack of facilities/ amenities', and 'poor local transport provision'.

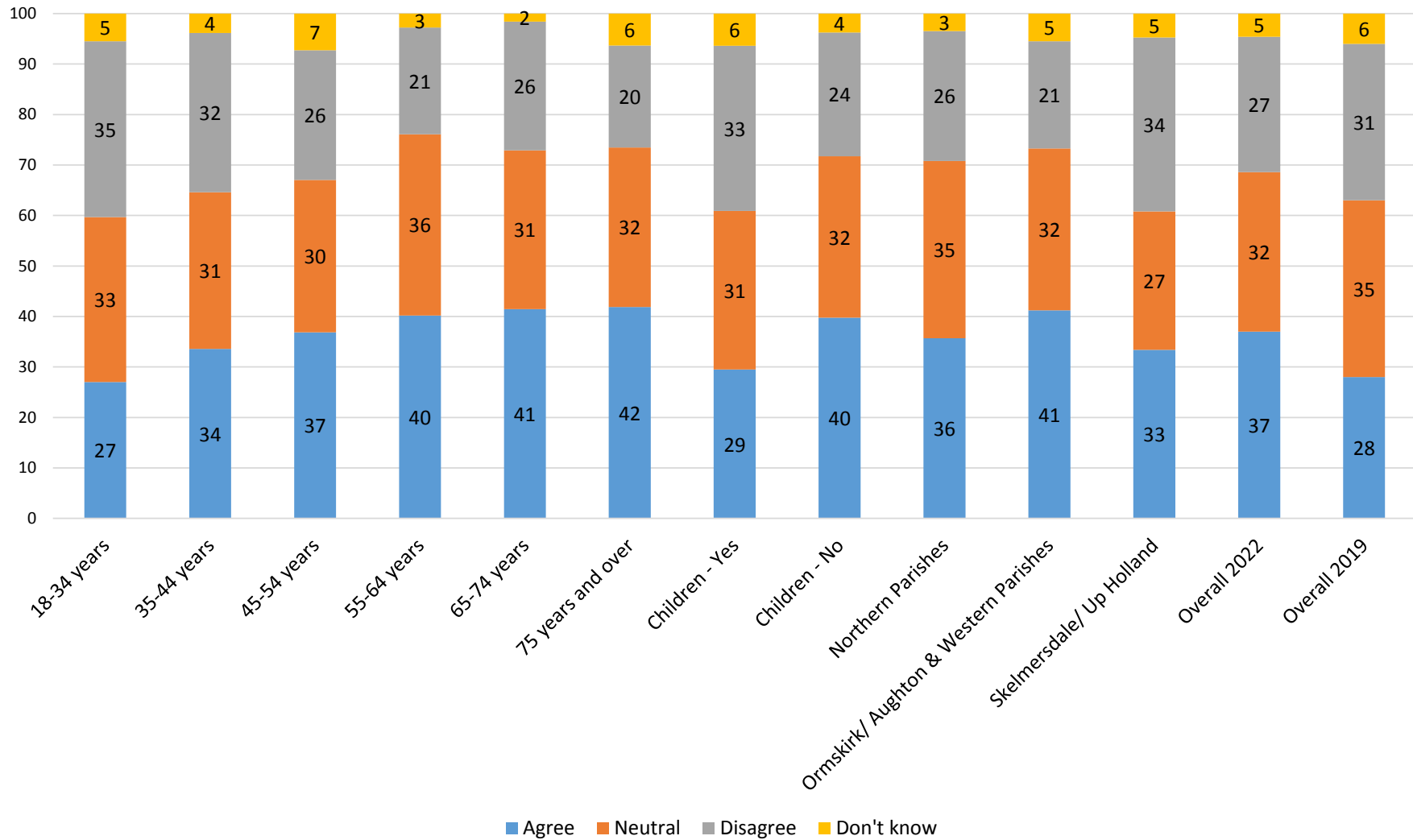
3.2 Satisfaction with the Way West Lancashire Borough Council Runs Things

- 3.2.1 More than half of all respondents (56%) were satisfied overall with the way West Lancashire Borough Council runs things (13% 'very satisfied' and 43% 'fairly satisfied'), while 24% were 'neither satisfied nor dissatisfied', and one-in-five (19%) were dissatisfied (7% 'very dissatisfied' and 12% 'fairly dissatisfied'). (1%, 13 respondents, 'don't know'). The level of satisfaction has shown a small (statistically significant) increase over that from 2019 (51% 'satisfied'/ 28% 'dissatisfied'), and dissatisfaction has also decreased significantly (-9%).
- 3.2.2 The level of satisfaction tended to increase with age, being lowest at 46% for those aged 18-34 years, and rising to 62% for those aged 65 years and over; and also rising to 64% for those that are 'retired from work', and to 60% each for female respondents and those who have been resident in West Lancashire for 'more than 10 years'. Satisfaction was significantly lower for those respondents whose ethnicity is 'Other than White – British' (28% 'satisfied'), those that have lived in West Lancashire 'all my life' (48% 'satisfied'/ 25% 'dissatisfied'), and those who are 'working full-time/ part-time' (52% 'satisfied'). Dissatisfaction was also higher among male respondents than female (22% 'dissatisfied' compared to 16%).
- 3.2.3 By area, satisfaction increased to 64% in 'Ormskirk/ Aughton & Western Parishes', while it was lower at 45% in 'Skelmersdale/ Up Holland'. Ward-level satisfaction responses varied widely from under a third in Birch Green (25% 'satisfied'), Tanhouse (30%), and Ashurst (31%), to 70%+ in Parbold (70%), Derby (71%) and Halsall (87%).
- 3.2.4 Again for this question respondents were asked to give their reasons as to why they are satisfied or dissatisfied, and 70% of the total weighted sample made comments overall. Those that are satisfied with the way the Council runs things were most likely to refer to the 'good bin/ refuse and recycling collection service', while others were happy with 'street cleanliness' (though this was dependent on area), or had 'no issues generally'. Issues highlighted by those respondents that are dissatisfied were 'poor general maintenance' (e.g. lack of grass cutting/ overgrown vegetation etc.), 'poor state of pavements/ roads', 'poor street cleanliness', 'problems with planning services/ housing developments', and a number of respondents were unhappy with the 'charging for garden waste'.

Overall, how satisfied or dissatisfied are you with the way West Lancashire Borough Council runs things?
 (Q2: % response - by sub-group and overall)



To what extent do you agree or disagree that West Lancashire Borough Council provides value for money?
(Q3: % response - by sub-group and overall)



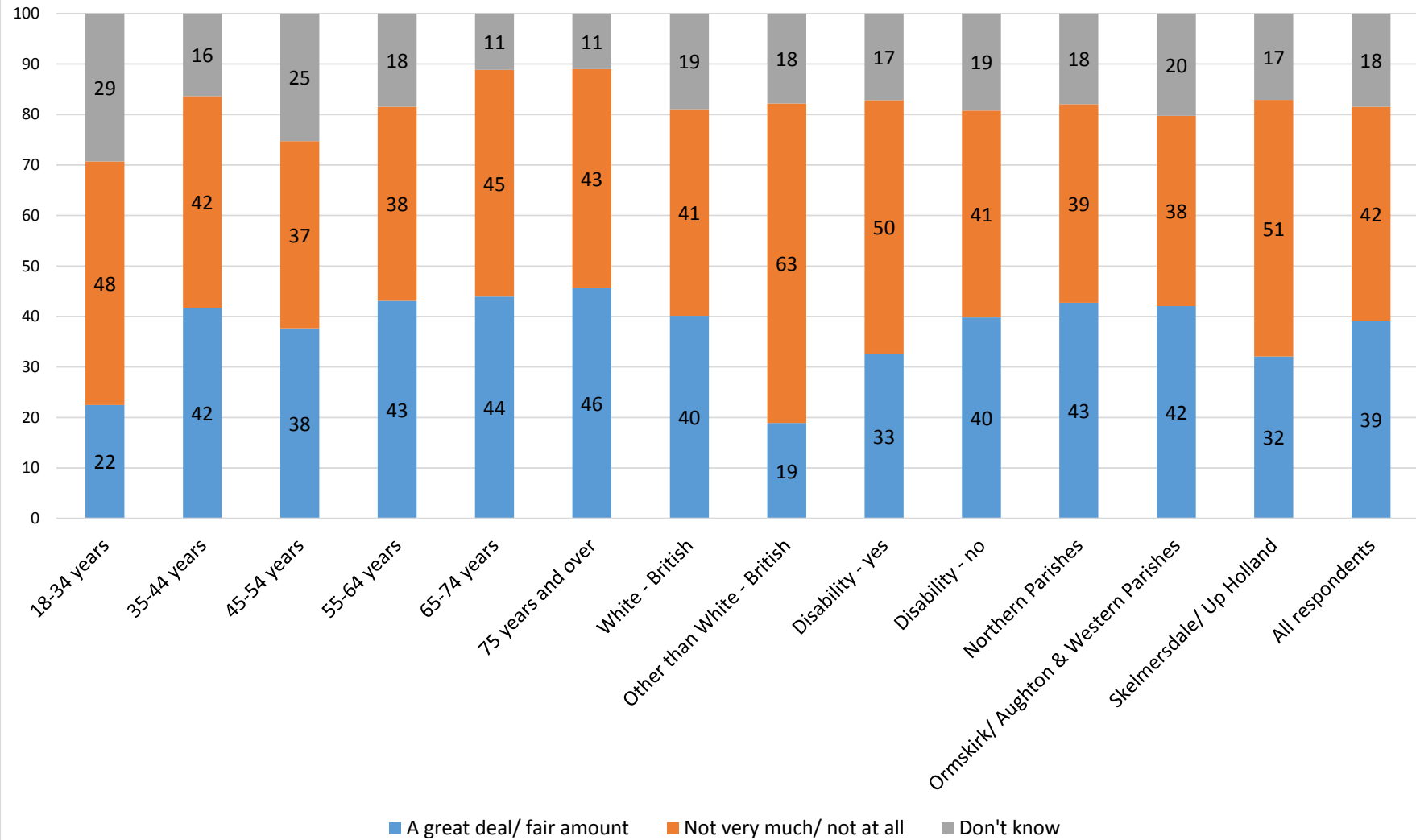
3.3 West Lancashire Borough Council Provides Value for Money

- 3.3.1 Overall opinions were closely divided as to whether or not ‘West Lancashire Borough Council provides value for money’: 37% agreed that it does (3% ‘strongly agree’ and 34% ‘tend to agree’), while 27% disagreed (6% ‘strongly disagree’ and 21% ‘tend to disagree’), and a total of 37% of respondents gave ‘neither agree nor disagree’ (32%) or ‘don’t know’ (5%) responses. These results do however represent an improvement over the 2019 figures of 28% ‘agree’ and 31% ‘disagree’, with agreement having increased by 9 percent and disagreement reducing by 4 percent, (both statistically significant changes). (See chart on previous page.)
- 3.3.2 Agreement levels rose to over 40% for those in the older age groups ‘65-74 years’ (41% ‘agree’) and ‘75+ years’ (42%), and also for those respondents that are ‘retired’ (41%), and have lived in West Lancashire for ‘more than 10 years’ (41%). Agreement reduced to 29% for those that have lived in West Lancashire ‘all my life’, and also to 29% for those with children under 18 years in their households. Male respondents were more likely than females to disagree that the Council provides value for money (32% ‘disagree’ compared to 23%).
- 3.3.3 By area, agreement was higher at 41% in ‘Ormskirk/ Aughton & Western Parishes’, while the level of disagreement increased to 34% in ‘Skelmersdale/ Up Holland’. Variations by ward were generally not significant – the exceptions being that agreement was higher in Halsall (68% ‘agree’), and that disagreement was higher in Birch Green (49% ‘disagree’) and North Meols (44% ‘disagree’).

3.5 The Council Acts on the Concerns of Local Residents

- 3.5.1 Two-fifths of all respondents (39%) said that West Lancashire Borough Council acts on the concerns of local residents, either ‘a great deal’ (4%), or ‘a fair amount’ (35%), while a slightly higher percentage (42%) think that the Council does so ‘not very much’ (33%) or ‘not at all’ (9%), and 18% ‘don’t know’. (See chart overleaf.)
- 3.5.2 The numbers who believe that the Council acts on local residents’ concerns ‘a great deal or a fair amount’ tended to increase with age, from 22% for those aged 18-34 years to 46% for those aged 75 years and over; with those respondents ‘working full or part-time’ (34% ‘a great deal/ fair amount’) less likely to believe this is the case than those who are ‘retired’ (46%). Other significant differences were that those respondents whose ethnicity is ‘Other than White – British’ (19% ‘a great deal/ fair amount’/ 63% ‘not very much/ not at all’) were less likely to believe that the Council acts on residents’ concerns; while those who have a disability (50% ‘not very much/ not at all’), and those who have lived in West Lancashire ‘all my life’ (51%) were more likely to believe that the Council acts on residents’ concerns ‘not very much or not at all’.

To what extent do you think West Lancashire Borough Council acts on the concerns of local residents?
(Q4: % response - by sub-group and overall)



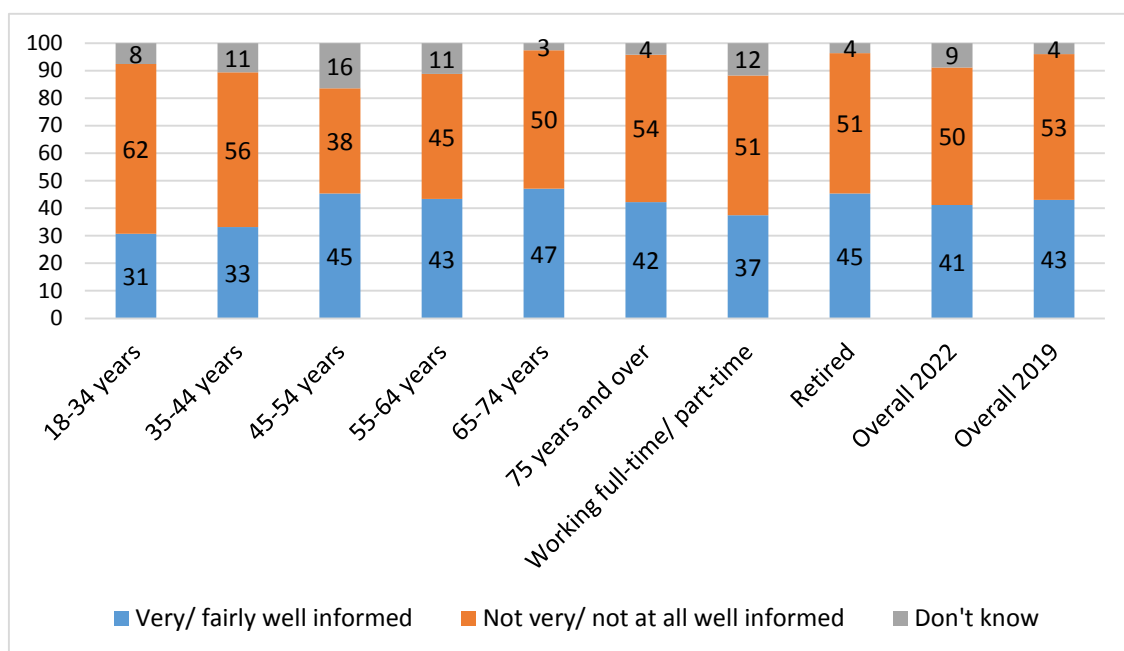
3.5.3 By area, residents of the ‘Northern Parishes’ (46% ‘a great deal/ fair amount’) were most likely to believe that the Council acts on their concerns, while residents of ‘Skelmersdale/ Up Holland’ (32% ‘a great deal/ fair amount’/ 51% ‘not very much/ not at all’) held significantly less positive views. Ward-level variations in responses were not generally significant; note only that positive responding rose to 61% ‘a great deal/ fair amount’ in Parbold, but reduced to 24% in Ashurst and 23% in Skelmersdale South.

3.6 How well informed by the Council?

3.6.1 When asked how well informed they think West Lancashire Borough Council keeps residents about the services and benefits it provides, half (50%) of all respondents said that they are ‘not very well informed’ (34%) or ‘not well informed at all’ (16%), while two-fifths (41%) feel ‘fairly well informed’ (37%) or ‘very well informed’ (5%), and 9% ‘don’t know’. These results are not significantly different to the 2019 findings of 43% ‘very/ fairly well informed’/ 53% ‘not very/ not at all well informed’.

Overall, how well informed do you think West Lancashire Borough Council keeps residents about the services and benefits it provides?

(Q5: % response – by sub-group and overall)



3.6.2 The numbers of respondents that feel ‘well informed’ about Council services and benefits was lowest for those aged 18-34 years (31% ‘very/ fairly well informed’) and 35-44 years (33%), with the majority of these respondents feeling ‘not well informed’, as was also the case for those aged 75 years and over (54% ‘not very/ not at all well informed’). Positive responding increase to 47% for those aged 65-74 years, although even in this sub-group 50% feel ‘not well informed’.

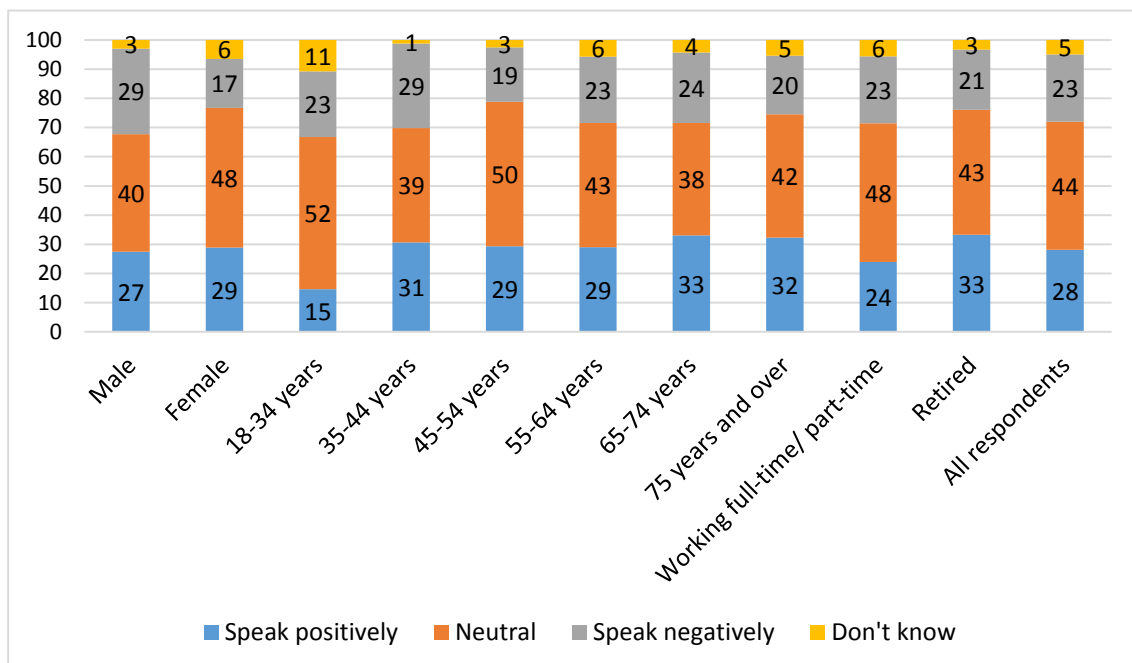
3.6.3 Differences by 'area' were not statistically significant for this question; however, there were a few variations by ward, with positive responses increasing to 55% 'very/ fairly well informed' in Parbold, but decreasing to 21% in North Meols and 20% in Skelmersdale South, while negative responses increased to 67% 'not very/ not at all well informed' in Hesketh with Becconsall and to 70% in Birch Green.

3.7 Views about the Council

3.7.1 Respondents were asked 'On balance, which of the following statements comes closest to how you feel about West Lancashire Borough Council?' and the major response overall was that 'I have no views one way or another' (44%). However, positive views were slightly more prevalent than negative views, a total of 28% of all respondents saying that they speak positively about the Council either 'without being asked' (3%) or 'if asked about it' (25%); while 23% speak negatively about the Council either 'without being asked' (4%) or 'if asked about it' (19%). (5% 'don't know'.)

On balance, which of the following statements comes closest to how you feel about West Lancashire Borough Council?

(Q6: % response – by sub-group and overall)



3.7.2 The numbers who speak positively about the Council increased to 33% each for those aged 65-74 years and those who are 'retired', falling to 24% for those 'working full or part-time' and to 22% for those who have lived in West Lancashire 'all my life'. Negative responses were higher among male respondents than females (29% 'speak negatively' compared to 17%), and increased to 31% for those respondents who have a disability, 35% for those who have lived in West Lancashire 'all my life', and to 29% for residents of 'Skelmersdale/ Up-Holland'.

3.7.3 By ward, positive responding rose to 45% 'speak positively' in Halsall, reducing to 17% in Up Holland, 16% in Scott, and 9% in Bickerstaffe, while negative responding rose to 43% in Birch Green and 40% in Skelmersdale South.

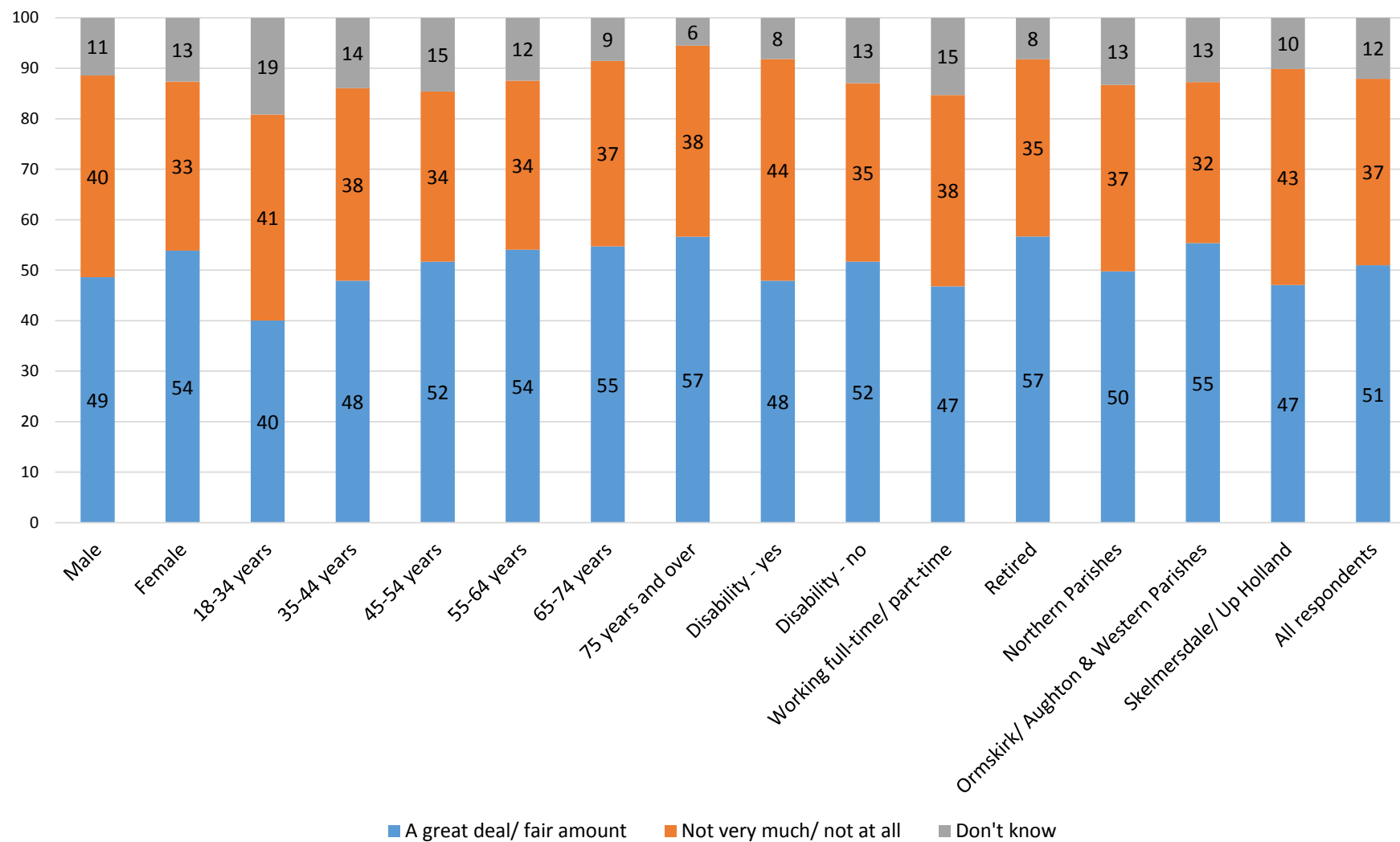
3.8 How much do you trust West Lancashire Borough Council?

3.8.1 Half (51%) of all respondents trust West Lancashire Borough Council either 'a great deal' (5%) or 'a fair amount' (46%), while over a third (37%) trust it either 'not very much' (28%) or 'not at all' (9%), and 12% 'don't know'. (See chart overleaf.)

3.8.2 Levels of trust were greater for those respondents aged 75 years and over (57% 'a great deal/ fair amount'), among females (54%), and those who are 'retired' (57%); falling to 47% for those 'working full or part-time'. Those respondents with a disability (44% 'not very much/ not at all'), those that have lived in West Lancashire 'all my life' (49%), and residents of 'Skelmersdale/ Up Holland' (43%) were more likely to trust the Council either 'not very much' or 'not at all', when compared to the overall sample response.

3.8.3 There were few significant variations by ward: the levels of trust were lowest in Birch Green (27% 'a great deal/ fair amount'/ 62% 'not very much/ not at all'), while in Burscough West 57% of respondents trust the Council 'not very much' or 'not at all'.

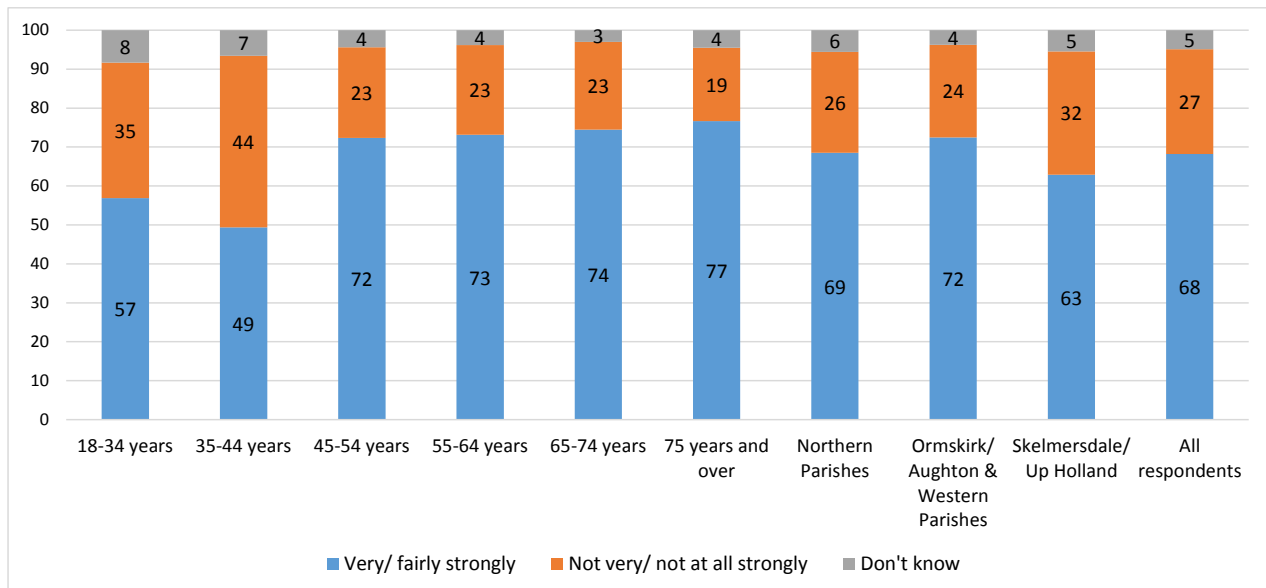
**How much do you trust West Lancashire Borough Council?
(Q7: % response - by sub-group and overall)**



3.9 Strength of Belonging to Your Local Area

3.9.1 Just over two-thirds of all respondents (68%) feel that they belong to their local area ‘very strongly’ (24%) or ‘fairly strongly’ (45%); this is similar to the 2019 Survey result of 65% ‘very/ fairly strongly’. Overall, 27% of respondents do not feel a strong sense of belonging: 22% feel that they belong ‘not very strongly’, and 5% ‘not at all strongly’. (5% ‘don’t know’.)

How strongly do you feel you belong to your local area?
(Q8: % response – by sub-group and overall)



3.9.2 Having a strong sense of belonging to the local area tended to increase with age: those aged 65-74 years (74% ‘very/ fairly strongly’) and 75 years and over (77%) were most likely to have ‘strong’ feelings of belonging, along with those that are ‘retired’ (75%), and those who have lived in West Lancashire for ‘more than 10 years’ (74%); this figure reducing to 49% for those aged 35-44 years.

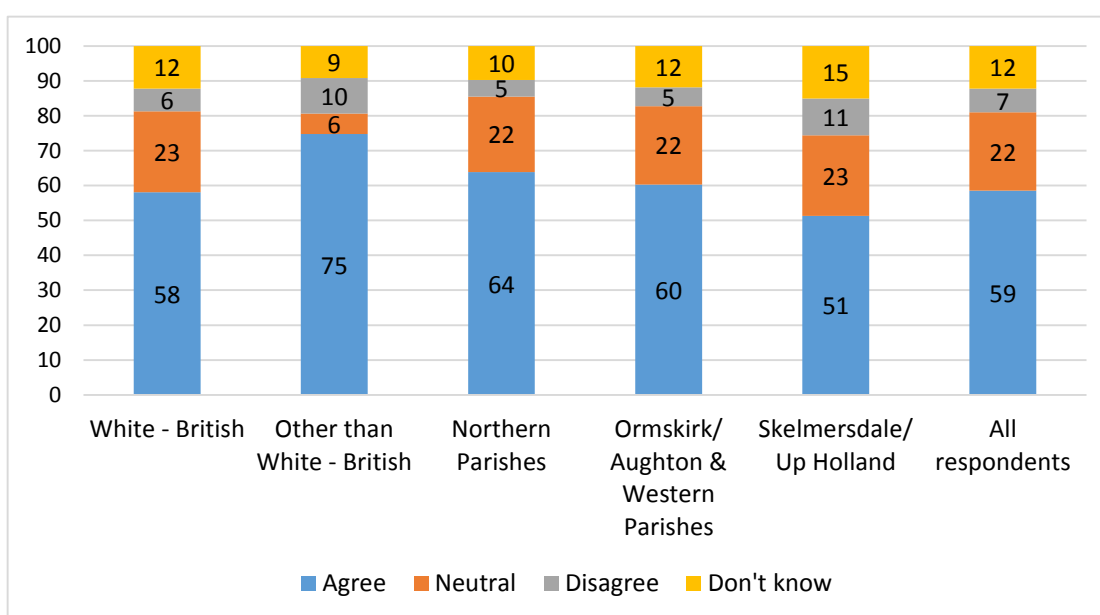
3.9.3 By area, residents of ‘Ormskirk/ Aughton & Western Parishes’ (72% ‘very/ fairly strongly’) were more likely to feel a ‘strong’ sense of belonging, while those in ‘Skelmersdale/ Up Holland’ (63% ‘very/ fairly strongly’/ 32% ‘not very/ not at all strongly’) were less likely to hold such feelings, when compared to the overall sample responses. Ward-level responses varied from 47% ‘very/ fairly strongly’ in North Meols, and 52% in ‘Skelmersdale South’, rising to 84% in Parbold and 99% in Aughton Park.

3.10 Community Cohesion

3.10.1 Three-fifths of all respondents (59%) agreed that their local area ‘is a place where people from different ethnic backgrounds get on well together’ (16% ‘definitely agree’ and 43% ‘tend to agree’); this is a substantially higher level of agreement (+20%) than that reported in the 2019 Survey (39% ‘definitely/ tend to agree’). Overall, 7% of respondents expressed disagreement (3% ‘definitely disagree’ and 4% ‘tend to disagree’), 22% gave ‘neither agree nor disagree’ responses, and 12% ‘don’t know’.

To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?

(Q9: % response – by sub-group and overall)



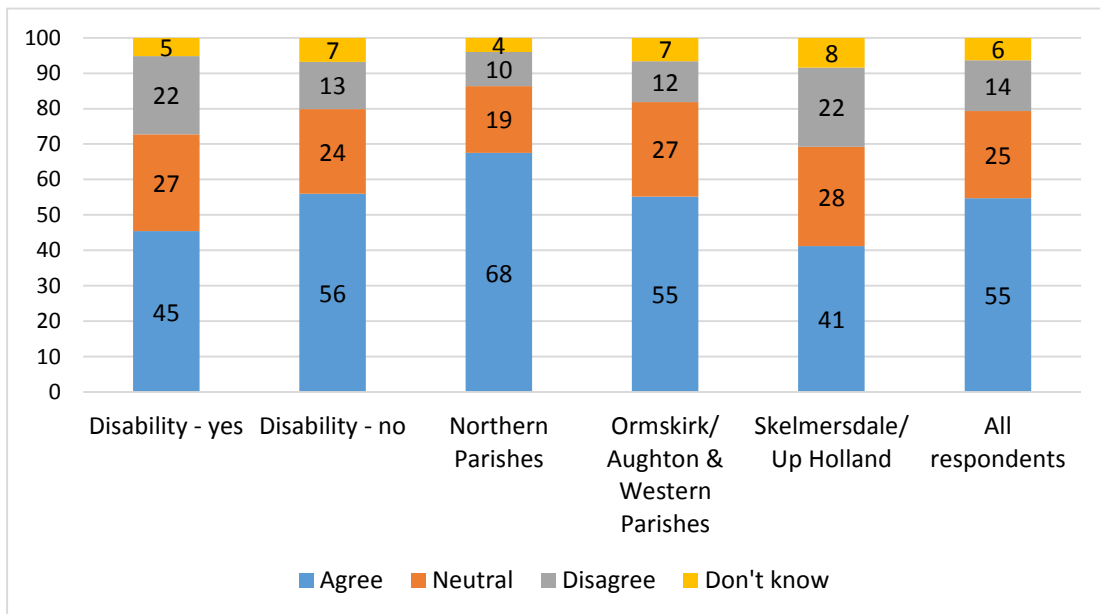
3.10.2 There were few statistically significant sub-group variations in responses for this question: note only that those respondents from ethnic backgrounds ‘Other than White – British’ (75%) were more likely to agree that people from different ethnic backgrounds get on well together in their local area than were ‘White – British’ respondents (58% ‘agree’); and that by area, residents of the ‘Northern Parishes’ (64%) were more likely to express agreement, while residents of ‘Skelmersdale/ Up Holland’ (51% ‘agree’/ 11% ‘disagree’) were less likely to agree and more likely to disagree that this is the case.

3.10.3 Agreement by ward rose to 73% in Wrightington, but fell to 45% in Ashurst, and 38% in Tanhouse. Disagreement levels were highest in Moorside (29% ‘disagree’), Digmoor (22%), Halsall (18%), and North Meols (14%).

3.10.4 Over half (55%) of all respondents agreed that ‘people in this local area pull together to improve the local area’ (13% ‘definitely agree’ and 42% ‘tend to agree’), while one-in-seven (14%) disagreed (4% ‘definitely disagree’ and 10% ‘tend to disagree’), a quarter (25%) gave neutral ‘neither agree nor disagree’ responses and 6% ‘don’t know’.

To what extent do you agree or disagree that people in this local area pull together to improve the local area?

(Q10: % response – by sub-group and overall)



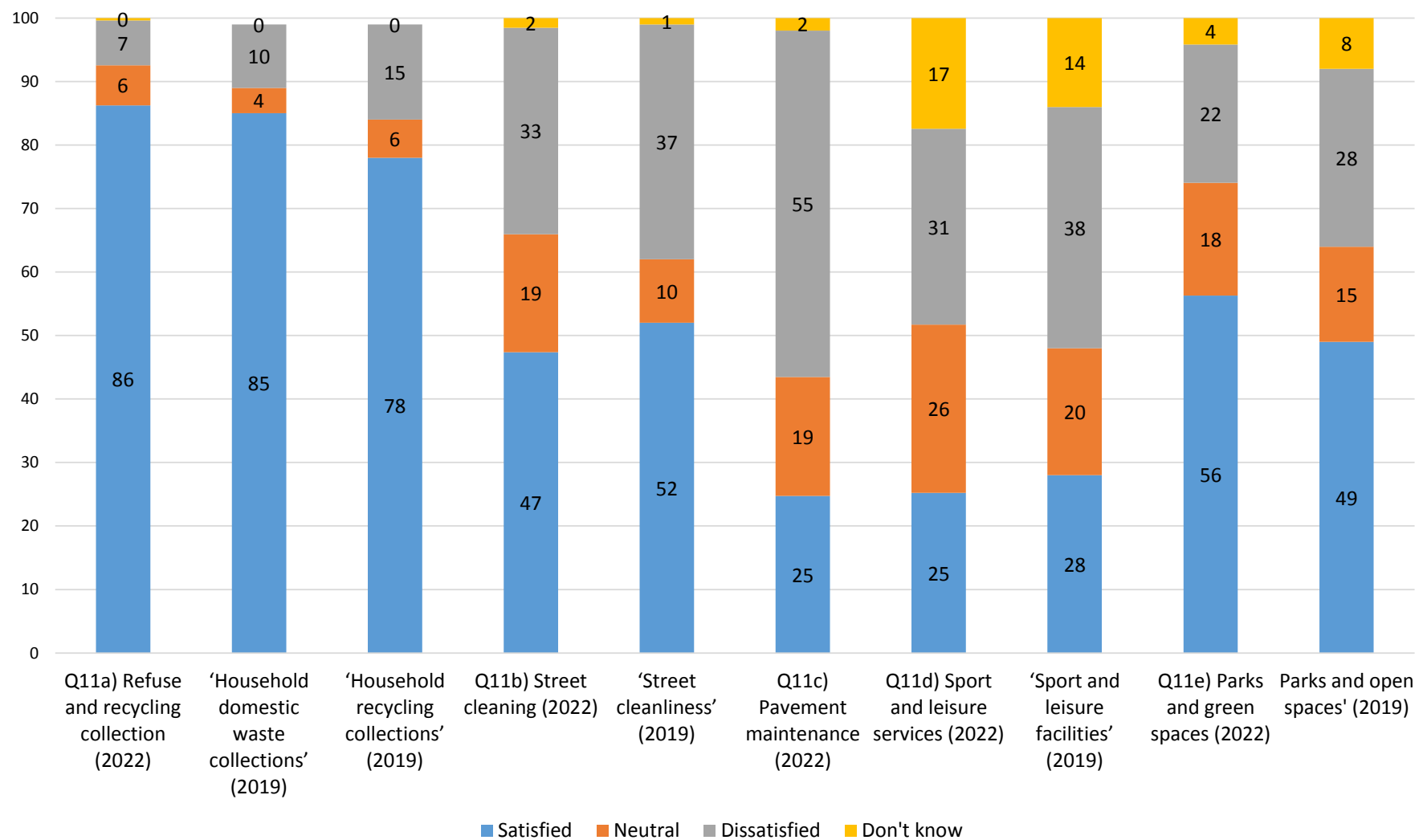
3.10.5 Those respondents with a disability (45% ‘agree’/ 22% ‘disagree’) were less likely to agree, and more likely to disagree, that people in the local area pull together to improve the local area, and disagreement also increased slightly to 19% for those that have lived in West Lancashire ‘all my life’. By area, residents of the ‘Northern Parishes’ (68%) were most likely to express agreement, while residents of ‘Skelmersdale/ Up Holland’ (41% ‘agree’/ 22% ‘disagree’) were less likely to agree and more likely to disagree that people pull together in this way.

3.10.6 By ward, the level of agreement increased to around three-quarters or more in Halsall (93% ‘definitely/ tend to agree’), Parbold (89%), Newburgh (81%), Wrightington (79%), Hesketh with Becconsall (77%), and Burscough West (73%); but reduced to 40% or less in Ashurst (40%), Scott (39%), Skelmersdale North (38%), Skelmersdale South (30%), and Moorside (21%). The level of disagreement increased to 30% in Bickerstaffe, 32% in Moorside, and 42% in Skelmersdale South.

4 SATISFACTION WITH LOCAL SERVICES

- 4.1 Respondents were asked to state their level of satisfaction with five services provided by West Lancashire Borough Council: 'refuse and recycling collection', 'street cleaning', 'pavement maintenance', 'sport and leisure services', and 'parks and green spaces'. Overall results, together with comparative figures from the 2019 Survey are summarised in the chart overleaf.
- 4.2 In respect of the 'refuse and recycling collection' service, the great majority of all respondents (86%) expressed satisfaction with this (53% 'very satisfied' and 33% 'fairly satisfied'), 6% were 'neither satisfied nor dissatisfied', and 7% were dissatisfied (2% 'very dissatisfied' and 5% 'fairly dissatisfied'). (0%; 5 'don't know'). Respondents to the 2019 Survey were asked separately about 'household domestic waste collections' and 'household recycling collections', the results being 85% 'satisfied'/ 10% 'dissatisfied', and 78% 'satisfied'/ 15% 'dissatisfied', respectively. Therefore, the current combined figure of 86% 'satisfied' is similar to that for 'household domestic waste collections' in 2019, but represents an improvement over that for 'household recycling collections'; and dissatisfaction at 7% is significantly lower than both of the 2019 figures.
- 4.3 Area variations in responses were not significant; however, note that those respondents 'working full or part-time' were less likely to be satisfied with the 'refuse and recycling collection' than those who are 'retired' (81% 'satisfied' compared to 92%).
- 4.4 In respect of 'street cleaning', just under half (47%) of all respondents were satisfied (15% 'very satisfied' and 32% 'fairly satisfied'), while a third (33%) were dissatisfied (15% 'very dissatisfied' and 18% 'fairly dissatisfied'), 19% 'neither satisfied nor dissatisfied' and 2% 'don't know'. In the 2019 Survey, respondents were asked about their satisfaction with 'street cleanliness', and 52% were 'satisfied' and 37% 'dissatisfied' with this service. By area, satisfaction was lowest, and dissatisfaction highest, in 'Skelmersdale/ Up Holland' (41% 'satisfied'/ 40% 'dissatisfied'); while satisfaction rose to 55% in 'Ormskirk/ Aughton & Western Parishes'. Other notable differences were that male respondents were less likely to be satisfied than females (42% compared to 53%), and that satisfaction reduced to 30% for those aged 18-34 years, and 28% for those whose ethnicity is 'other than White – British'.
- 4.5 Of the five services listed, satisfaction levels were lowest with 'pavement maintenance' – over half of all respondents (55%) expressed dissatisfaction with this (26% 'very dissatisfied' and 28% 'fairly dissatisfied'), while a quarter (25%) were satisfied (4% 'very satisfied' and 20% 'fairly satisfied'), 19% 'neither satisfied nor dissatisfied' and 2% 'don't know'. (No comparative data from 2019). By area, satisfaction rose to 29% 'satisfied' in the 'Northern Parishes', but was lower in 'Skelmersdale/ Up Holland' at 20%.

Satisfaction with services provided by West Lancashire Borough Council
(Q11a-e: % response - all respondents 2022 and 2019 where applicable)



- 4.6 Satisfaction with 'sport and leisure services' was also low – a quarter (25%) expressed satisfaction with this (5% 'very satisfied' and 20% 'fairly satisfied'), while 26% were 'neither satisfied nor dissatisfied', 31% were dissatisfied (17% 'very dissatisfied' and 14% 'fairly dissatisfied'), and 17% 'don't know'. In 2019, 28% of respondents expressed satisfaction and 38% dissatisfaction with 'sport and leisure facilities' – compared to these figures, the current satisfaction level is similar (not significantly different), while the level of dissatisfaction has decreased by 7 percent. By area, satisfaction was higher in the 'Northern Parishes' (29% 'satisfied') and 'Ormskirk/ Aughton & Western Parishes' (31%); reducing to 16% in 'Skelmersdale/ Up Holland', where 45% of respondents expressed dissatisfaction. The level of dissatisfaction also increased among those respondents aged 35-44 years (49%), those with children under 18 years in their household (45%), and those who have lived in West Lancashire 'all my life' (39%).
- 4.7 Over half (56%) of all respondents said that they are satisfied with 'parks and green spaces' (16% 'very satisfied' and 40% 'fairly satisfied'), while 22% are dissatisfied (11% 'very dissatisfied' and 11% 'fairly dissatisfied'), 18% are 'neither satisfied nor dissatisfied' and 4% 'don't know'. Compared to the 2019 Survey findings of 49% 'satisfied'/ 28% 'dissatisfied', satisfaction has increased (+7%), and dissatisfaction has reduced (-6%); both these changes being statistically significant.
- 4.8 Satisfaction levels with 'parks and green spaces' were higher in the area of 'Ormskirk/ Aughton & Western Parishes' (70% 'satisfied'/ 12% 'dissatisfied') when compared to the overall sample responses; but lower in 'Skelmersdale/ Up Holland' (44% 'satisfied'/ 36% 'dissatisfied'). Also note that satisfaction rose to 64% for those respondents aged 45-54 years, and 65% for those who have lived in West Lancashire for 2-10 years.

5 COMMUNITY SAFETY

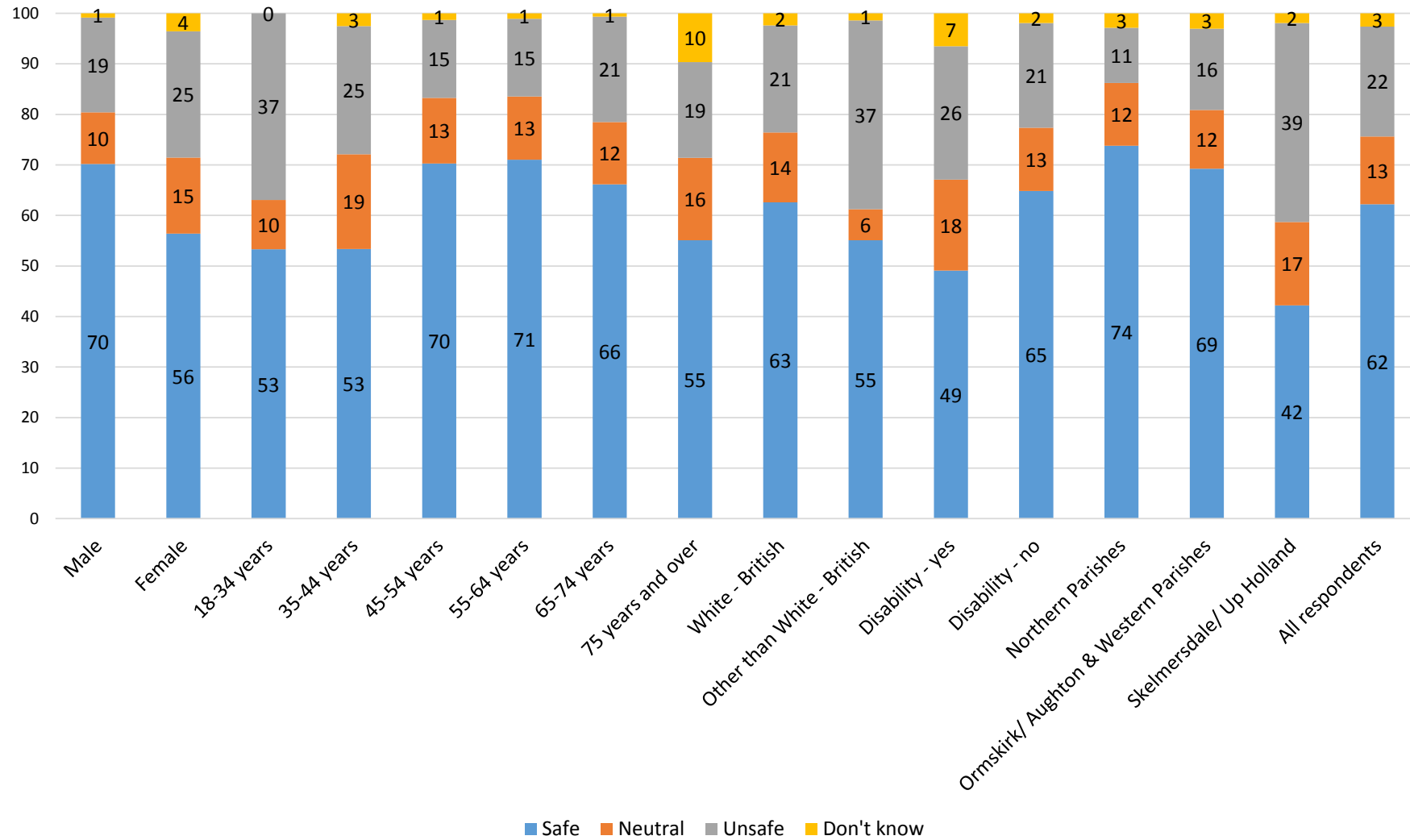
Question 12: *'How safe or unsafe do you feel when outside in your local area a) After dark, b) During the day?'*

Question 13: *'To what extent do you agree or disagree that West Lancashire is a safe and secure place to live?'*

Question 14: *'Thinking about your local area, how much of a problem do you think each of the following are?'*

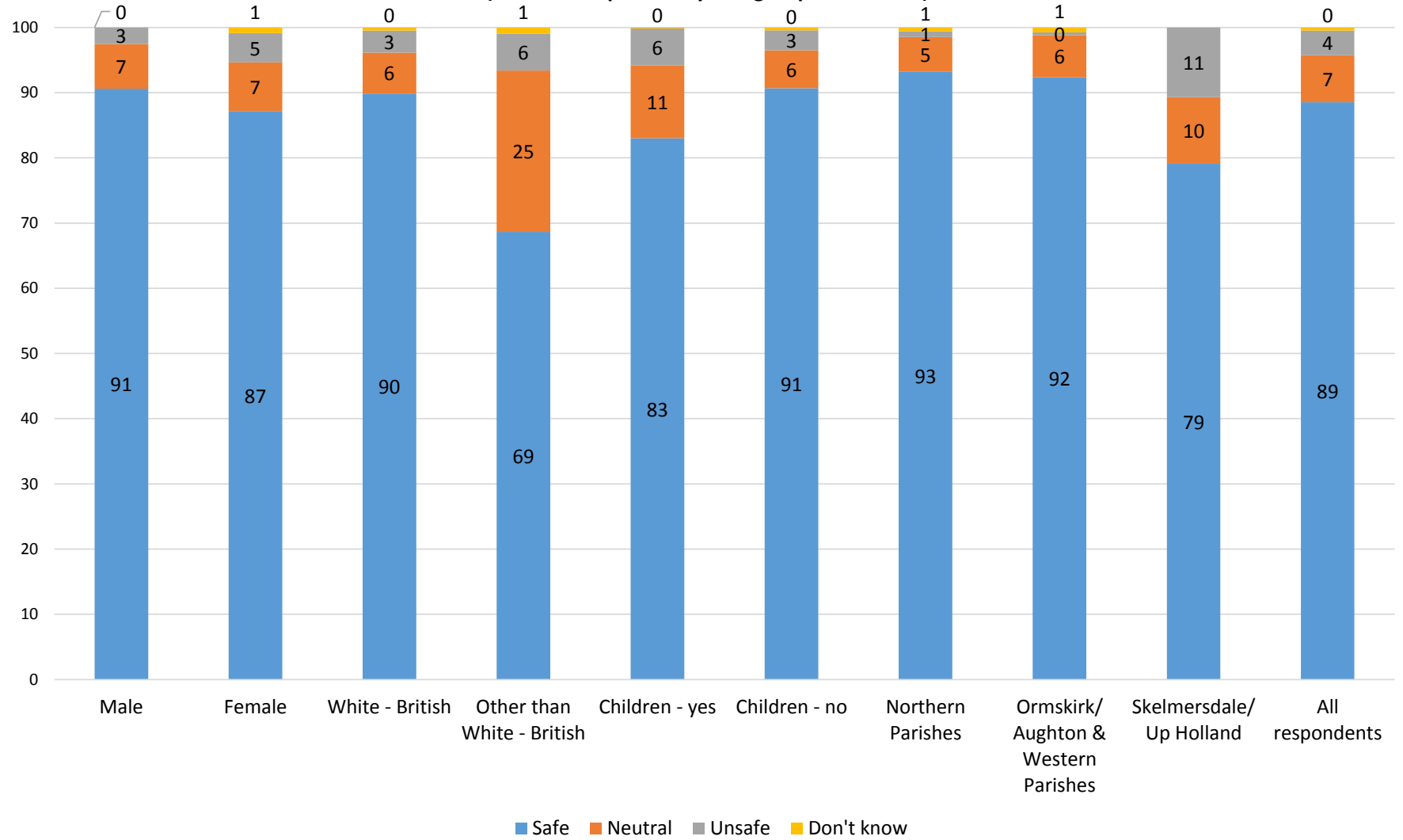
- 5.1 Respondents were asked to say how safe or unsafe they feel when outside in their local area after dark and during the day. After dark, nearly two-thirds of all respondents (62%) said that they feel safe (16% 'very safe' and 47% 'fairly safe') – this being a similar figure to that of 60% 'very/ fairly safe' reported in 2019. Overall, 22% of respondents stated that they feel unsafe when outside after dark (6% 'very unsafe' and 16% 'fairly unsafe'), and a further 16% gave 'neither safe nor unsafe' (13%) or 'don't know' (3%) responses. (See chart overleaf.) (Note: 2019 'unsafe' figure is unavailable.)
- 5.2 There were a number of significant sub-group variations in responses: women (56% 'safe'/ 25% 'unsafe') were less likely to feel safe, and more likely to feel unsafe, than men (70% 'safe'/ 19% 'unsafe') when outside in their local area after dark; while by age group, the numbers feeling safe increased from 53% for those aged 18-44 years, to 70% for those aged 45-54 years and 71% for those aged 55-64 years, then reducing to 55% for those aged 75 years and over. Those respondents with a disability (49% 'safe') were less likely to feel safe, compared to the overall sample response of 62%.
- 5.3 By area, residents of the 'Northern Parishes' (74%) and of 'Ormskirk/ Aughton & Western Parishes' (69%) were significantly more likely to feel safe, while those living in 'Skelmersdale/ Up Holland' (42% 'safe'/ 39% 'unsafe') were less likely to feel safe, and more likely to feel unsafe. Also note that those respondents aged 18-34 years (37% 'unsafe') and those whose ethnicity is 'other than White – British' (37%) were more likely to feel unsafe, (compared to the overall sample response).
- 5.4 Wards where respondents have a significantly higher perception of safety when outside after dark in their local area were Parbold (92% 'safe'), Newburgh (90%), Halsall (89%), Wrightington (82%), Aughton and Downholland (80%), and Tarleton (78%); while those living in Digmoor (39%), Skelmersdale North (39%), Ashurst (37%), Moorside (20%), and Tanhouse (19%) were significantly less likely to feel safe. The numbers feeling 'unsafe' rose to 61% in Tanhouse, 53% in Ashurst, 50% in Moorside, 37% in Skelmersdale North, and 36% in Skelmersdale South.

How safe or unsafe do you feel when outside in your local area after dark?
(Q12a: % response - by sub-group and overall)



How safe or unsafe do you feel when outside in your local area during the day?

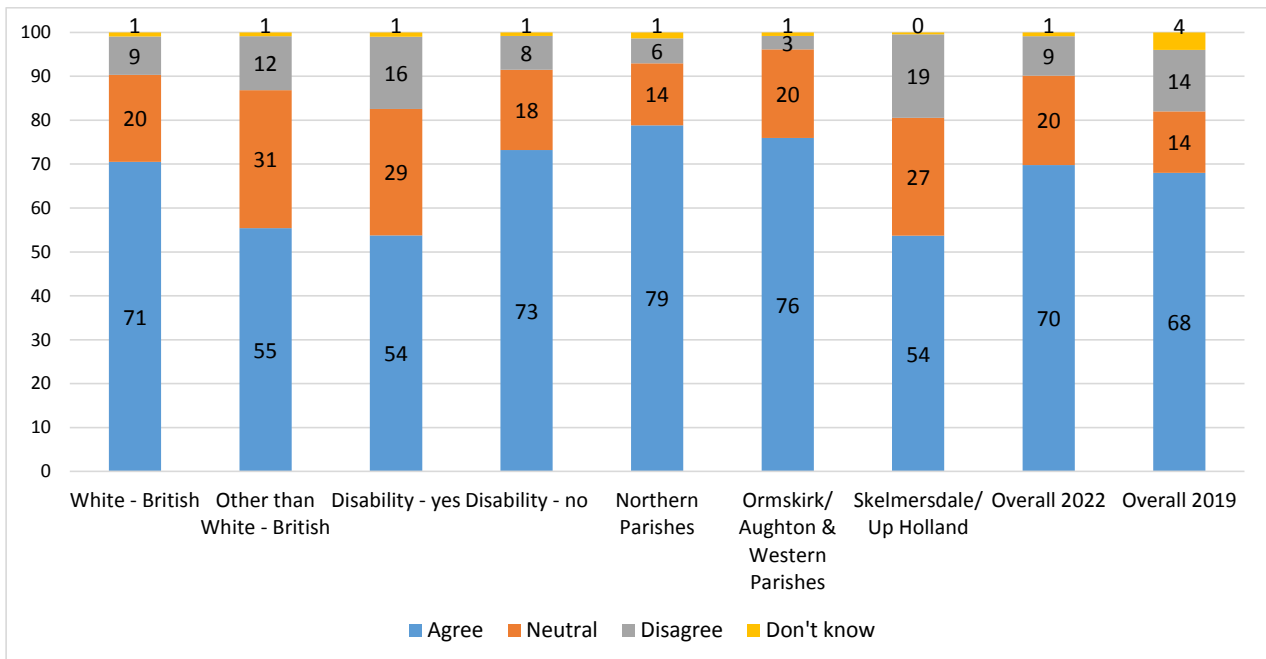
(Q12b: % response - by sub-group and overall)



- 5.5 During the day, the great majority of respondents (89%) said that they feel safe when outside in their local area (51% 'very safe' and 38% 'fairly safe'), this being a slightly higher percentage than that recorded in the 2019 Survey (86%); while 7% feel 'neither safe nor unsafe', 4% feel 'unsafe' (1% 'very unsafe' and 3% 'fairly unsafe') and six respondents (0%) 'don't know'. (See chart on previous page.)
- 5.6 Women respondents were a little less likely to feel safe when outside during the day than men (87% compared to 91%), and the numbers feeling safe reduced to 83% for those with children under 18 years in their households, and 69% for those belonging to ethnic groups 'other than White – British'. By area, residents of the 'Northern Parishes' (93%) and 'Ormskirk/ Aughton & Western Parishes' (92%) were more likely to feel safe; reducing to 79% in 'Skelmersdale/ Up Holland', where 11% feel 'unsafe'. Respondents aged 35-44 years (10% 'unsafe') were more likely to feel 'unsafe', compared to the overall sample response, (this was the only significant variation by age group).
- 5.7 At ward-level, residents of Parbold (99% 'safe'), Tarleton (98%), Aughton and Downholland (97%), and Knowsley (97%) were significantly more likely to feel safe when outside in their local area during the day; while those in North Meols (79%), Birch Green (75%), Ashurst (74%), Skelmersdale North (72%), Tanhouse (71%), and Digmaor (67%). Also note that the 'unsafe' response increased to 28% in Digmaor, 13% in Skelmersdale North, 16% in Moorside, and 12% in Ashurst.
- 5.8 When asked *'To what extent do you agree or disagree that West Lancashire is a safe and secure place to live?'* the majority of all respondents (70%) agreed that it is (14% 'strongly agree' and 56% 'tend to agree'), while 9% disagreed (2% 'strongly disagree' and 7% 'tend to disagree'), 20% gave 'neither agree nor disagree' responses, and 1% 'don't know'. Compared to the 2019 Survey findings, when 68% agreed and 14% disagreed that West Lancashire is a safe and secure place to live, the level of agreement is very similar, while disagreement has reduced by 5 percent, (a statistically significant change). (See chart overleaf.)
- 5.9 Agreement levels were significantly lower for those respondents with a disability (54% 'agree'/ 16% 'disagree'), those belonging to ethnic groups 'other than White – British' (55% 'agree'/ 12% 'disagree'), and residents of the area of 'Skelmersdale/ Up Holland' (54% 'agree'/ 19% 'disagree'); while agreement increased to more than three-quarters for residents of the 'Northern Parishes' (79% 'agree'/ 6% 'disagree'), and 'Ormskirk/ Aughton & Western Parishes' (76% 'agree'/ 3% 'disagree'). (The level of agreement did not vary significantly by gender or age group.)

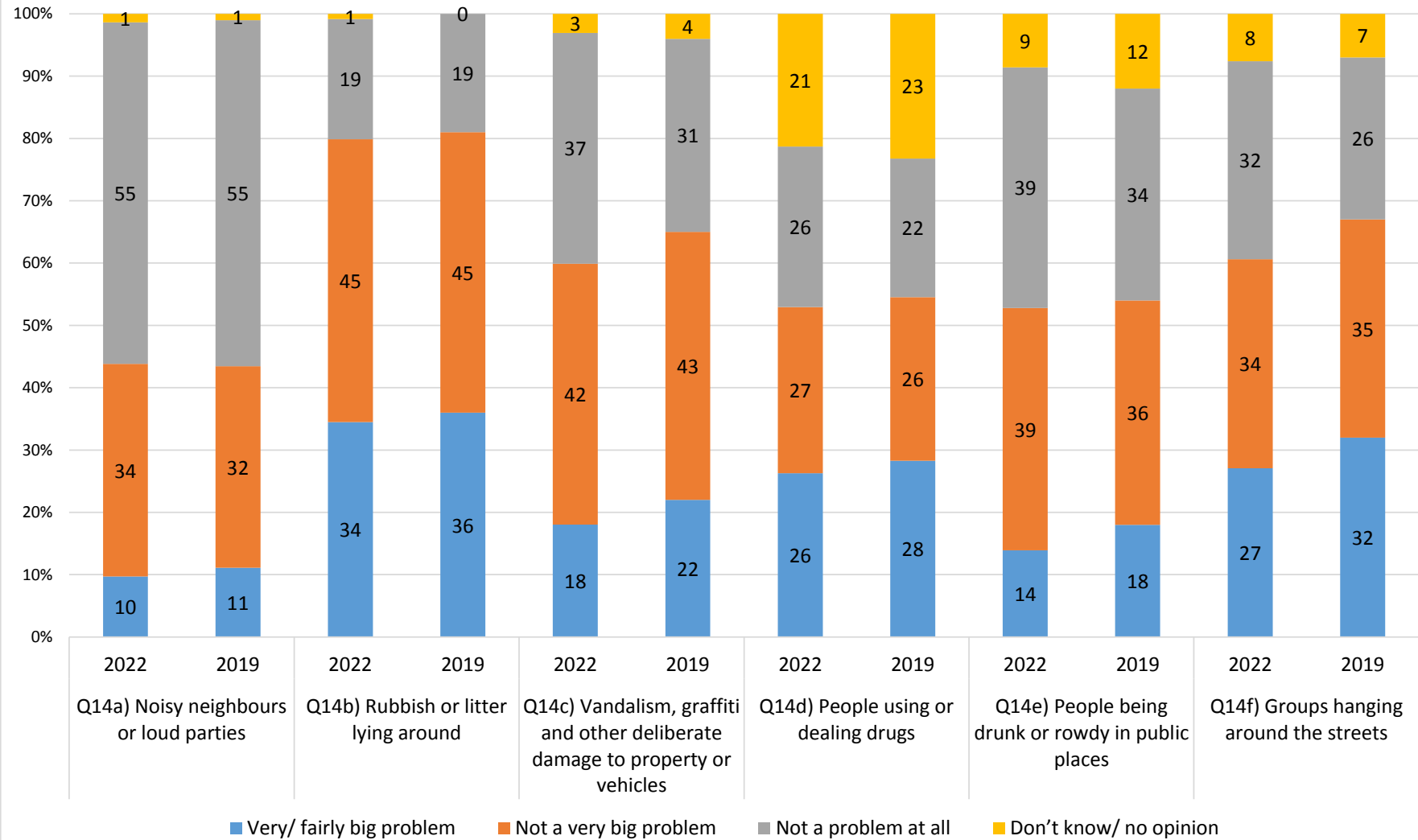
To what extent do you agree or disagree that West Lancashire is a safe and secure place to live?

(Q13: % response – by sub-group and overall)



- 5.10 Respondents were asked to say in respect of six types of anti-social behaviour/ crime issues how much of a problem they think each one is in their local area. Overall results, together with 2019 comparative data, are summarised in the chart overleaf. As in 2019, ‘rubbish or litter lying around’ (2022, 34% ‘very/ fairly big problem’) was the aspect that was most likely to be considered a ‘big problem’, (‘very big problem’ and ‘fairly big problem’ responses combined): in 2019 the corresponding figure was similar at 36% ‘very/ fairly big problem’.
- 5.11 Also considered to be a ‘big problem’ in the local area by more than a quarter of all respondents were ‘groups hanging around the streets’ (27%; a small reduction from 32% in 2019), and ‘people using or dealing drugs’ (26%; similar to the 2019 figure of 28%). Next most likely to be regarded as ‘big’ problems were ‘vandalism, graffiti and other deliberate damage to property or vehicles’ (18%), and ‘people being drunk or rowdy in public places’ (14%), both of which figures have shown small (statistically significant) decreases of 4% compared to the 2019 findings of 22% and 18%, respectively. Least likely of the six issues to be thought of as a ‘big problem’ was ‘noisy neighbours or loud parties’ (10% ‘very/ fairly big problem’); over half of all respondents here said that this is ‘not a problem at all’ (55%), and results were almost identical to those from 2019.

**Thinking about your local area, how much of a problem do you think each of the following are?
(Q14a-f: % response - all respondents)**



5.12 The table below shows a breakdown of responses to Question 14 on anti-social behaviour problems by area of the borough. All of the issues were significantly more likely to be perceived as a 'big problem' in the area of 'Skelmersdale/ Up Holland' (figures in red text), whereas figures for the 'Northern Parishes' and 'Ormskirk/ Aughton & Western Parishes' were significantly lower (figures in green text), compared to the overall sample responses – the only exceptions being for Q14e and Q14f for 'Ormskirk/ Aughton & Western Parishes', where results were similar to the corresponding overall responses.

Thinking about your local area, how much of a problem do you think each of the following are?

(Q14: % 'very/fairly big problem' – by area and overall)

(Very/ fairly big problem' response %)	Q14a) Noisy neighbours or loud parties	Q14b) Rubbish or litter lying around	Q14c) Vandalism, graffiti and other deliberate damage to property or vehicles	Q14d) People using or dealing drugs	Q14e) People being drunk or rowdy in public places	Q14f) Groups hanging around the streets
Northern Parishes	6	25	7	18	6	19
Ormskirk/ Aughton & Western Parishes	7	27	14	22	16	25
Skelmersdale/ Up Holland	17	52	34	41	20	38
Overall 2022	10	34	18	26	14	27

5.13 Further sub-group variations in responses were as follows, (differences statistically significant compared to the corresponding overall sample responses): 'Noisy neighbours or loud parties' were more likely to be viewed as a 'big problem' by those respondents aged 35-44 years (19%), and those with a disability (16%); perception of 'rubbish or litter lying around' as a 'big problem' increased to 64% among 'other than White – British' respondents, but was lower at 26% for those aged 55-64 years; perception of 'vandalism, graffiti and other deliberate damage to property or vehicles' as a 'big problem' rose to 41% among 'other than White – British' respondents, 26% for those with children under 18 years in their households, and 22% for those 'working full or part-time', while it reduced to 12% each for those with a disability, and those who are 'retired'; 'people using or dealing drugs' was more likely to be considered a 'big problem' by those respondents with a disability (33%), and those that have lived in West Lancashire 'all my life' (35%); 'people being drunk or rowdy in public places' was more likely to be thought a 'big problem' by male respondents (17%), those whose ethnicity is 'other than White – British' (31%), and those that have lived in West Lancashire 'all

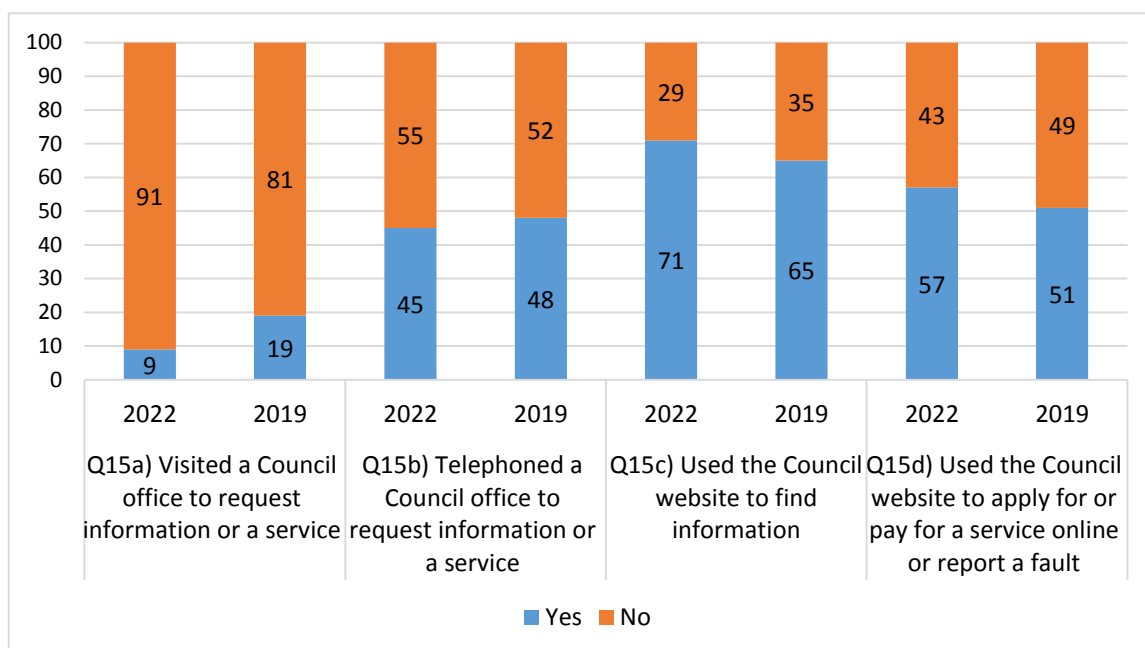
my life' (19%), falling to 11% for female respondents; and 'groups hanging around the streets' was more likely to be thought a 'big problem' by respondents aged 18-44 years (39%, 18-34 years; and 41%, 35-44 years), those whose ethnicity is 'other than White – British' (45%), those that have lived in West Lancashire 'all my life' (33%), and those 'working full or part-time' (32%), reducing to 17% for those who are 'retired'.

6. INTERACTION WITH WEST LANCASHIRE BOROUGH COUNCIL

Question 15a: *'In the last 12 months have you ?'*

- 6.1 Respondents were asked if they have contacted or interacted with the Council in any of four different ways. One-in-eleven (9%) of all respondents, (rising to 15% for those respondents with a disability), said that in the last 12 months they have 'visited a Council office to request information or a service'; a significant reduction compared to the 2019 figure of 19% 'yes'.
- 6.2 Nearly half (45%) of all respondents have 'telephoned a Council office to request information or a service' in the last 12 months; this being similar to 2019, when 48% had done so. Respondents aged 18-34 years (63% 'yes'), those with a disability (58%), and those who have lived in West Lancashire for 'up to 2 years' (74%) were each more likely to have telephoned the Council for this purpose, when compared to the overall sample response; while those aged 75 years and over (37%), those that have lived in West Lancashire for 'more than 10 years' (39%), and those who are 'retired' (41%) were less likely to have done so.

In the last 12 months have you ?
(Q15a-d: % response – all respondents)



- 6.3 Reported usage of the Council website in the last 12 months, both 'to find information' (71% 'yes' compared to 65% in 2019) and 'to apply for or pay for a service online or report a fault' (57% 'yes' compared to 51% in 2019), has increased significantly in comparison to 2019. Usage of the Council website to find information was higher among those respondents who are 'working full or part-time' (79% 'yes'), those who have lived in West Lancashire for 'up to 2 years' (85%), and those living in 'Ormskirk/ Aughton & Western Parishes' (75%); while it reduced to 66% for those aged 65-74 years, 40% for those aged 75 years and over, 64% for those with a disability, and 59% for those who are 'retired'.
- 6.4 Usage of the Council website in the last 12 months 'to apply for or pay for a service online or report a fault' increased to 80% for those respondents that have lived in West Lancashire for 'up to 2 years', while it reduced to 43% for those aged 75 years and over, 53% for those who are 'retired', and 51% for those who have lived in West Lancashire 'all my life'.

7. ABOUT YOU

Question 16: *'How long have you lived in West Lancashire'*

Question 17: *'Are you ?' (Gender)*

Question 18: *'Does your gender identity match the sex as registered at birth?'*

Question 19: *'What is your marital status?'*

Question 20: *'What was your age on your last birthday?'*

Question 21: *'Are there any children under 18 years in your household?'*

Question 22: *'Which of these best describes your situation?' (Employment status)*

Question 23: *'Do you have a disability as defined by the Equality Act?'*

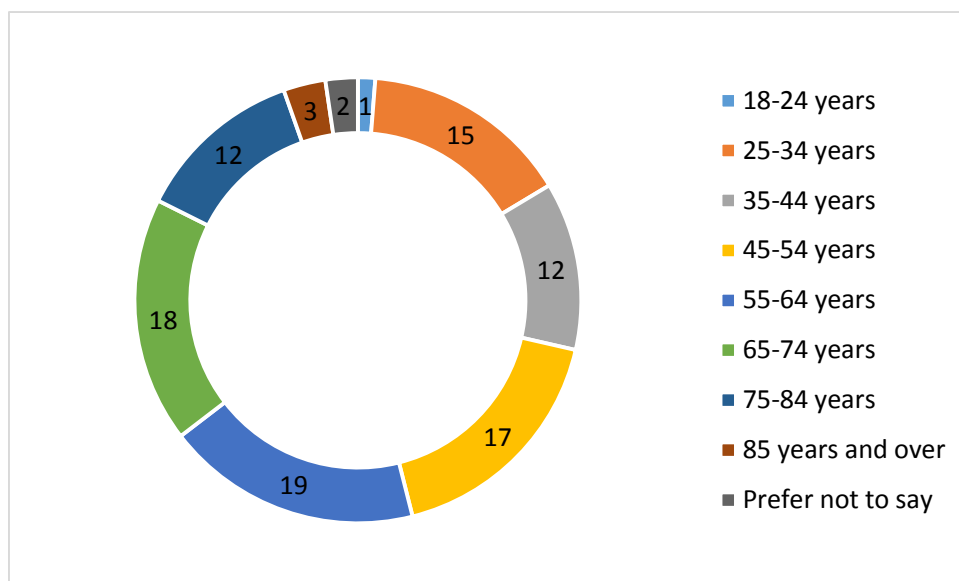
Question 24: *'What is your sexual orientation?'*

Question 25: *'What is your ethnic origin?'*

Question 26: *'What is your religion?'*

- 7.1 The survey data was weighted on age and gender (interlocked), by ward and by ethnicity (White – British/ 'Other than White – British'), as noted earlier in the report.
- 7.2 In terms of length of residency in the Council area, the majority of all respondents said that they have lived in West Lancashire for 'more than 10 years' (48%) or 'all my life' (25%), while smaller minorities said that they have lived in the area for 'up to 6 months' (2%), '6+ months to 1 year' (2%), '1+ to 2 years' (5%), '2+ to 5 years' (9%), and '5+ to 10 years' (8%). (1% 'prefer not to say'.)
- 7.3 Overall, 43% of respondents stated that they are 'male', and 55% 'female', while 2% 'prefer not to say', and one person (0%) preferred to 'self-describe'. When asked if their gender identity matches their sex as registered at birth, all but five respondents (0%) said that it does: 97% 'Yes', 0% (5) 'No', 3% 'Prefer not to say'.
- 7.4 Age groups are shown in the figure below. Only 1% (3 respondents) were aged 18-24 years; the largest numbers falling into the 55-64 years, and 65-74 years age brackets.

Age Group: (% response: Base Number = 1,086)



- 7.5 When asked about their marital status, just over half of all respondents (53%) said that they are 'married/ in a Civil Partnership', while 28% are 'single/ not living with a partner', 15% are 'living with a partner', and 4% 'prefer not to say'.
- 7.6 A quarter (24%) of all respondents said that there are 'children aged under 18 years' living in their household, while 75% said there are no children in their household, and 2% 'prefer not to say'.
- 7.7 Over half (54%) of all respondents were working: 43% full-time (30+ hours per week), and 11% part-time (less than 30 hours per week); while 37% said that they are 'wholly retired from work'. Small numbers said that they are 'not working' (3%), 'looking for work' (2%), and 'in education' (0%; two respondents). (3% 'prefer not to say'.)
- 7.8 One-in-eight of all respondents (13%) consider themselves to have a disability ('as defined by the Equality Act 2010'); while 82% do not, and 5% 'prefer not to say'.
- 7.9 Nine-in-ten of all respondents (90%) said they are 'heterosexual/ straight', while 2% said that they are a 'gay man', 1% that they are 'bisexual', 1% 'other', 0% (6) 'gay woman or lesbian', and 6% preferred not to answer the question.
- 7.10 The great majority (93%) of all respondents described their ethnic group as 'White – British', while 3% were 'White – Other', and 0% (5) 'White – Irish'. Small numbers of respondents (1% in total) said that they belong to BME Groups, of which the largest number were from 'Mixed' ethnic backgrounds (0%; 6).
- 7.11 When asked to state their religion, two-thirds (66%) of all respondents said they are 'Christian', while 26% have 'no religion/ faith', and 6% 'prefer not to say'. Small numbers said that their religion is 'Hindu' (0%; 3), 'Buddhist' (0%; 2), 'Muslim' (0%; 2), 'Sikh' (0%; 2), 'Jewish' (0%; 1), and 'other religion' (2%; 9).
- 7.12 Two-fifths of the total weighted sample indicated that they would be willing for NWA Research or West Lancashire Borough Council to contact them in relation to

Focus Groups, (which 'may be conducted to help understand the results of this survey'): 39% 'Yes', 17% 'No', 44% 'missing data'.