

### **Appendix 3: Stakeholder Results**

|   |                                     | Frequency | Percent |
|---|-------------------------------------|-----------|---------|
| Which of the following best describes the organisation you represent? | Charity                             | 2         | 8       |
|   | Business                            | 13        | 54      |
|   | Statutory body, e.g. parish council | 4         | 17      |
|   | Other community organisation        | 5         | 21      |
|   | Total                               | 24        | 100     |

|   |                                      | Count | Col % |
|---|--------------------------------------|-------|-------|
| Which 3 issues does your organisation think are the most important for the Council to focus on? | Obesity in children and adults       | 11    | 46    |
|   | Physical inactivity                  | 13    | 54    |
|   | Dementia                             | 10    | 42    |
|   | Substance misuse (drugs and alcohol) | 10    | 42    |
|   | Mental health                        | 19    | 79    |
|   | Air quality                          | 4     | 17    |
|   | Other                                | 4     | 17    |
|   | Total                                | 24    | 100   |

|              |  | Frequency | Percent |
|--------------|--|-----------|---------|
| <b>Other</b> |  | 20        | 83      |
|              | Destruction of green space and greenbelt by building development                                       | 1         | 4       |
|              | Isolation in the elderly and vulnerable members of society   | 1         | 4       |
|              | Loneliness   | 1         | 4       |
|              | Prevention and diagnosis of early onset disease, e.g. cancers, diabetes, respiratory conditions (COPD) | 1         | 4       |
|              | Total  | 24        | 100     |

|   |                          | Frequency | Percent |
|---|--------------------------|-----------|---------|
| Overall, how well informed do you think West Lancashire Borough Council keeps your organisation or business about the services it provides? | Very well informed       | 3         | 13      |
|   | Fairly well informed     | 12        | 50      |
|   | Not very well informed   | 6         | 25      |
|   | Now well informed at all | 3         | 13      |
|   | Total                    | 24        | 100     |

|  |                                    | Frequency | Percent |
|--|------------------------------------|-----------|---------|
| How satisfied or dissatisfied is your organisation with the way West Lancashire Borough Council runs things? | Very satisfied                     | 4         | 17      |
|  | Fairly satisfied                   | 8         | 33      |
|  | Neither satisfied nor dissatisfied | 5         | 21      |
|  | Fairly dissatisfied                | 4         | 17      |
|  | Very dissatisfied                  | 3         | 13      |
|  | Total                              | 24        | 100     |

|   |                                    | Frequency | Percent |
|---|------------------------------------|-----------|---------|
| Overall, how satisfied or dissatisfied are you with West Lancashire as a place to operate your organisation or business in? | Very satisfied                     | 6         | 25      |
|   | Fairly satisfied                   | 11        | 46      |
|   | Neither satisfied nor dissatisfied | 3         | 13      |
|   | Fairly dissatisfied                | 2         | 8       |
|   | Very dissatisfied                  | 2         | 8       |
|   | Total                              | 24        | 100     |

|  |                        | Frequency | Percent |
|--|------------------------|-----------|---------|
| When did you, as a representative of your organisation, last visit the West Lancashire Borough Council website ( <a href="http://www.westlancls.gov.uk">www.westlancls.gov.uk</a> )? | In the last week       | 7         | 29      |
|  | In the last month      | 9         | 38      |
|  | In the last six months | 4         | 17      |
|  | Longer ago             | 1         | 4       |
|  | Never                  | 3         | 13      |
|  | Total                  | 24        | 100     |

|                                     |                     | Frequency | Percent |
|-------------------------------------|---------------------|-----------|---------|
| To pay bills, e.g. business rates ? | Aware and have used | 8         | 33      |
|                                     | Aware, but not used | 13        | 54      |
|                                     | Not aware           | 2         | 8       |
|                                     | Don't know          | 1         | 4       |
|                                     | Total               | 24        | 100     |

|  |                     | Frequency | Percent |
|--|---------------------|-----------|---------|
| To request a service, e.g. ask for business support? | Aware and have used | 8         | 33      |
|  | Aware, but not used | 11        | 46      |
|  | Not aware           | 5         | 21      |
|  | Total               | 24        | 100     |

|  |                     | Frequency | Percent |
|--|---------------------|-----------|---------|
| To make an application, e.g. for planning permission or for a licence to sell alcohol? | Aware and have used | 9         | 38      |
|  | Aware, but not used | 14        | 58      |
|  | Not aware           | 1         | 4       |
|  | Total               | 24        | 100     |

|   |                     | Frequency | Percent |
|---|---------------------|-----------|---------|
| To report a problem, e.g. breach in planning control? | Aware and have used | 8         | 33      |
|   | Aware, but not used | 13        | 54      |
|   | Not aware           | 2         | 8       |
|   | Don't know          | 1         | 4       |
|   | Total               | 24        | 100     |

|   |                     | Frequency | Percent |
|---|---------------------|-----------|---------|
| To make an enquiry, e.g. about commercial property? | Aware and have used | 6         | 25      |
|   | Aware, but not used | 12        | 50      |
|   | Not aware           | 5         | 21      |
|   | Don't know          | 1         | 4       |
|   | Total               | 24        | 100     |

|  |                     | Frequency | Percent |
|--|---------------------|-----------|---------|
| To find information, e.g. about business events? | Aware and have used | 3         | 13      |
|  | Aware, but not used | 10        | 42      |
|  | Not aware           | 9         | 38      |
|  | Don't know          | 2         | 8       |
|  | Total               | 24        | 100     |

|  |                     | Frequency | Percent |
|--|---------------------|-----------|---------|
| To Find out about how to apply for funding or finance? | Aware and have used | 11        | 46      |
|  | Aware, but not used | 6         | 25      |
|  | Not aware           | 7         | 29      |
|  | Total               | 24        | 100     |

|  |                            | Frequency | Percent |
|--|----------------------------|-----------|---------|
| I prefer to use the Council website rather than contact the Council by phone | Strongly agree             | 4         | 17      |
|  | Tend to agree              | 6         | 25      |
|  | Neither agree nor disagree | 6         | 25      |
|  | Tend to disagree           | 5         | 21      |
|  | Strongly disagree          | 3         | 13      |
|  | Total                      | 24        | 100     |

|  |                            | Frequency | Percent |
|--|----------------------------|-----------|---------|
| I can easily find what I need on the Council website | Strongly agree             | 1         | 4       |
|  | Tend to agree              | 7         | 29      |
|  | Neither agree nor disagree | 8         | 33      |
|  | Tend to disagree           | 7         | 29      |
|  | Don't know                 | 1         | 4       |
|  | Total                      | 24        | 100     |

|                                    |                            | Frequency | Percent |
|------------------------------------|----------------------------|-----------|---------|
| The Council website is easy to use | Strongly agree             | 1         | 4       |
|                                    | Tend to agree              | 5         | 21      |
|                                    | Neither agree nor disagree | 9         | 38      |
|                                    | Tend to disagree           | 6         | 25      |
|                                    | Strongly disagree          | 2         | 8       |
|                                    | Don't know                 | 1         | 4       |
|                                    | Total                      | 24        | 100     |

|  |                               | Frequency | Percent |
|--|-------------------------------|-----------|---------|
| I do not use the website as<br>I do not need to contact the<br>Council | Strongly agree                | 1         | 4       |
|  | Tend to agree                 | 2         | 8       |
|  | Neither agree nor<br>disagree | 6         | 25      |
|  | Tend to disagree              | 4         | 17      |
|  | Strongly disagree             | 9         | 38      |
|  | Don't know                    | 2         | 8       |
|  | Total                         | 24        | 100     |