

# LISTENING TO YOU

A report highlighting the findings of the latest Citizens' Panel survey

FEBRUARY 2010



Prepared by Policy and Community Engagement

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## **1. INTRODUCTION**

South Ribble Borough Council maintains a Citizens Panel containing a representative sample of 1500 local residents. This panel is used on a regular basis for public consultation, and in October 2009 it was agreed that the panel should be consulted with regards to residents' views on a broad range of issues including standards in local government, local planning, the Help Direct service, social networking and the councils '*Your Area*' action plans.

The following document contains the report, based upon the findings and analysis of the survey and contains a full set of survey tabulations.

## **2. RESEARCH OBJECTIVES**

The broad objectives of the survey were as follows: -

- 2.1** To establish, from panellists, their opinions on standards in local government and of the standards of behaviour of local councillors in of South Ribble.
- 2.2** To gain panellists' opinions in relation a number of local planning issues in the Borough.
- 2.3** To seek the opinions of panellists in relation to the Help Direct Service in South Ribble.
- 2.4** To examine local residents views and experiences on issues relating to health and wellbeing; safer neighbourhoods; jobs and businesses; people and communities; and the local environment.
- 2.5** To examine people's perceptions of social networking sites.

### **3. RESEARCH METHODOLOGY**

It was agreed that a postal survey of panel members was the most appropriate method to be used for this particular project.

A questionnaire, covering the different issues, was developed by the Council. At the same time, a covering letter explaining why the different issues were being consulted upon was prepared by the Council, for inclusion with the questionnaires.

The questionnaires, together with the covering letter, were despatched to the panel during November 2009.

At the time of writing a total of 530 questionnaires had been returned, representing a response rate of 40%.

The profile of respondents, who actually responded to the survey, shows that 52.2% were aged 55 or more, whilst 13.3% were aged 34 or less.

<b>Age Profile</b>	<b>Respondents</b>
<b>18 - 34</b>	<b>10.0%</b>
<b>35 - 44</b>	<b>16.5%</b>
<b>45 - 54</b>	<b>18.2%</b>
<b>55 - 64</b>	<b>27.7%</b>
<b>65+</b>	<b>27.5%</b>

Slightly more than half were male.

<b>Gender</b>	<b>%</b>
<b>Male</b>	<b>50.6</b>
<b>Female</b>	<b>49.4</b>

We have also provided, and will refer to, where appropriate throughout the report, a breakdown of respondents by the area in which they reside. The levels of response from these respective areas are highlighted in the following table:

<b>Streetscene Area</b>		<b>%</b>	<b>Base</b>
<b>Area 1</b>	<b>Central</b>	<b>15.2</b>	<b>80</b>
<b>Area 2</b>	<b>Eastern</b>	<b>24.6</b>	<b>130</b>
<b>Area 3</b>	<b>Leyland East</b>	<b>13.3</b>	<b>70</b>
<b>Area 4</b>	<b>Penwortham</b>	<b>22.2</b>	<b>117</b>
<b>Area 5</b>	<b>West Leyland</b>	<b>11.7</b>	<b>62</b>
<b>Area 6</b>	<b>Western Parishes</b>	<b>13.1</b>	<b>69</b>

#### **4. SUMMARY OF FINDINGS**

The key findings from this survey may be summarised as follows:-

- Over half of all respondents (51.2%) told us that they rate the standards of behaviour of their local councillors as high, with only 6.1% saying that they feel that standards of behaviour are low.
- Just under two thirds of respondents (64.8%) told us that they are satisfied that South Ribble Borough Council operates a good level of ethical standards in the business it conducts.
- Just under a third (32.3%) said that they were neither satisfied nor dissatisfied with only 2.9% highlighting any level of dissatisfaction in respect of this issue.
- Just under two thirds of respondents (64.3%) told us that they agreed that they were aware there was a code of conduct that local councillors must adhere to: with just under one in five (19.5%) telling us that they disagreed.
- Just under half of respondents (43.5%) told us that they agreed that they were aware of how to complain about their local councillor if they breached the code of conduct whilst exactly a third (33.3%) disagreed.
- Just under two thirds of all respondents (63.7%) told us that were confident that appropriate action would be taken if a breach of the standards of the behaviour of a councillor was uncovered, with just over a third (36.3%) saying that they were not.
- Nearly nine out of ten respondents who expressed an opinion (89.6%) told us that they feel that their local councillors are, at least to some extent, trustworthy.
- Nearly nine out of ten respondents who expressed an opinion (86.8%) told us that they feel that their local councillors, at least to some extent, treat all types of people fairly.
- Over four in ten respondents (40.7%) told us that they believe that their local councillors treat them with a high level of dignity and respect with only 7.8% describing the level of respect shown as low.
- Over two thirds of respondents (68.1%) told us that they feel that the standards of behaviour of their local councillors have either got better (7.1%) or stayed the same (61.0%) over the last three years, with only 6.3% saying that they have got worse.
- Over three quarters of respondents who expressed an opinion (77.4%) told us that they feel that their local councillors are at least to some extent, in touch with what local residents think.
- Over three quarters of respondents who expressed an opinion (75.7%) told us that they feel that their local councillors, at least to some extent, do what they promised when they were elected.
- Nearly nine out of ten respondents who expressed an opinion (87.2%) told us that they feel that their local councillors, at least to some extent, treat all types of people with respect.

- Nearly two thirds of respondents who expressed an opinion (63.5%) told us that they feel that their local councillors, at least to some extent, own up when they make mistakes.
- Over three quarters of respondents who expressed an opinion (77.6%) told us that they feel that their local councillors, at least to some extent, promote the interests of local residents.
- Over two thirds of respondents who expressed an opinion (69.8%) told us that they feel that their local councillors, at least to some extent, explain the reasons for their actions and decisions.
- Just under six in ten respondents (58.2%) told us that they know who the Councillors for their local area, with less than a third (31.8%) saying that they do not.
- Nearly two thirds of respondents (62.5%) told us that know how to contact their local councillor if they have an issue or query, with just over a quarter (27.8%) saying that they do not.
- Just under half of respondents (46.7%) told us that they think that their local councillor is active in the area; with just over a quarter (26.7%) telling us that they are not. Over a quarter of respondents (26.5%) said that they don't know.
- Over eight out of ten respondents who expressed an opinion (81.2%) told us that they feel that their local councillors, at least to some extent, act on the concerns of local residents.
- Just over four in ten respondents who expressed an opinion (42.4%) told us that they feel that their local councillors are, at least to some extent, remote and impersonal.
- Just over a third of respondents (34.8%) told us that they agreed that they were aware of the role of the South Ribble Borough Council's Standards Committee, whilst almost a third (32.1%) disagreed. The remaining third (33.1%) told us that they were unsure.
- When asked to rank different factors in terms of the importance of how they contributed to defining the character of their local area, 'Public open spaces, parks and/or play areas' were ranked either first or second by nearly half of respondents (42.9%).
- When asked to rank different services and facilities in terms of their importance to the local community, the provision of health services in the form of 'local GPs and/or a Health Centre/Clinic' was ranked either first or second by nearly two thirds of respondents (65.7%).
- Just under one in five respondents (18.1%) told us that they have heard of the Lancashire County Council funded Help Direct Service, with 78.6% telling us that they had not.
- In most cases where they needed help, respondents would first contact either their GP or Adult & Community Services. Only in the case of possible abuse would the majority of respondents contact the police first.

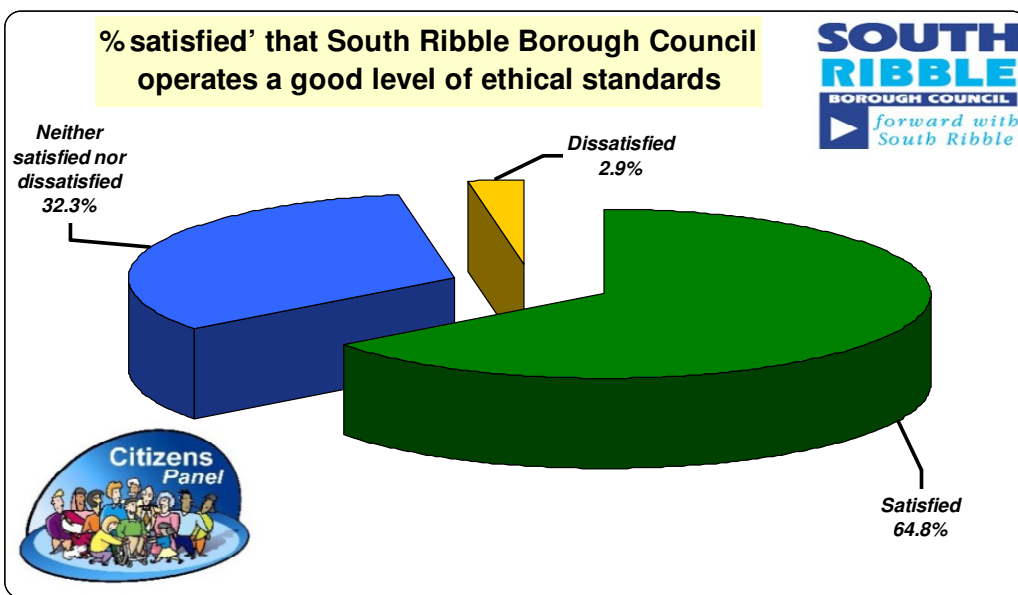
- The majority of respondents would first contact either Citizens' Advice (48.9%) or Welfare Rights (31.6%) for advice on benefits.
- Litter, street cleaning, traffic and the state of the roads and footpaths were the most common environmental issues that were raised by those who suggested areas for improvement.
- With regards to safer neighbourhoods, the most common comments made by those who highlighted how improvements could be made related to better, tougher and more visible policing and the reduction of anti social behaviour.
- A feeling that local shops and businesses should be better supported and that small local businesses are being forced out at the expense of larger businesses were the most common comments made by those who highlighted concerns in relation to the issues of jobs and businesses.
- A feeling that health facilities need to be more local and that access to GPs and NHS dentists could be improved upon were the most common comments made by those who highlighted concerns in relation to health and wellbeing. The need for better local leisure and sports facilities was also often raised by respondents.
- With reference to people and communities, more activities and / or facilities for young people were highlighted as was the need to better promote community and voluntary groups in the area.
- Just under a third (31.7%) told us that they had used or subscribed to an online social networking site within the last 12 months.
- The most popular social networking site used by respondents is Facebook which is used by over eight in ten (81.5%). Just under half (45.9%) view YouTube (45.9%) and / or Friends Reunited (42%).
- Almost two thirds of those who use a social networking site (64.7%), use Facebook most often.
- Almost three quarters (72.6%) of those using social networking sites do so to keep in touch with friends. Over half (54.1%) use them to keep in touch with family members and over a third (35.7%) use them for looking up old school / college acquaintances.
- Music (41.3%), national news and current affairs (35.8%), local issues and news (33.9%), cinema (26.2%), food and eating out (26.6%) and sports (25.7%) are the most popular topics on which respondents use the social networking websites to access information.
- Over half of all respondents (52.8%) never participate in discussions on material that they have read online and just under a quarter (22.6%) say that they frequently or sometimes do.
- Just under one in five respondents (17.2%) told us that they would like to engage with the council using social networking sites.

## 5. DETAILED FINDINGS

In the following section of the report, we provide a more detailed analysis of the survey findings, together with extracts from the tabulations.

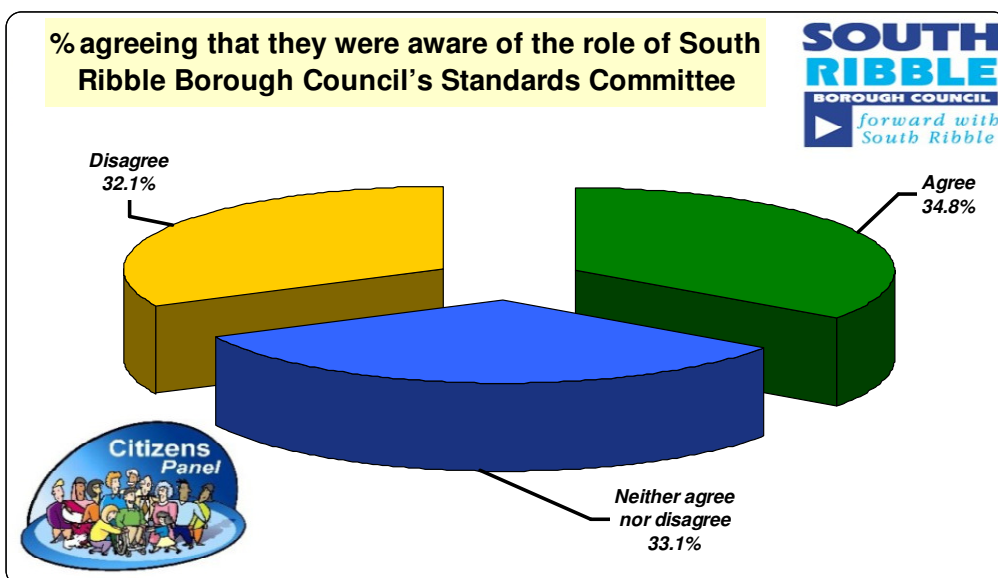
### 5.1 STANDARDS IN LOCAL GOVERNMENT

Just under two thirds of respondents (64.8%) told us that they are satisfied that South Ribble Borough Council operates a good level of ethical standards in the business it conducts. Just under a third (32.3%) said that they were neither satisfied nor dissatisfied with only 2.9% highlighting any level of dissatisfaction in respect of this issue.



	%
Very Satisfied	14.4
Fairly Satisfied	50.4
Neither Satisfied nor Dissatisfied	32.3
Fairly Dissatisfied	1.9
Very Dissatisfied	1.0
Base	514

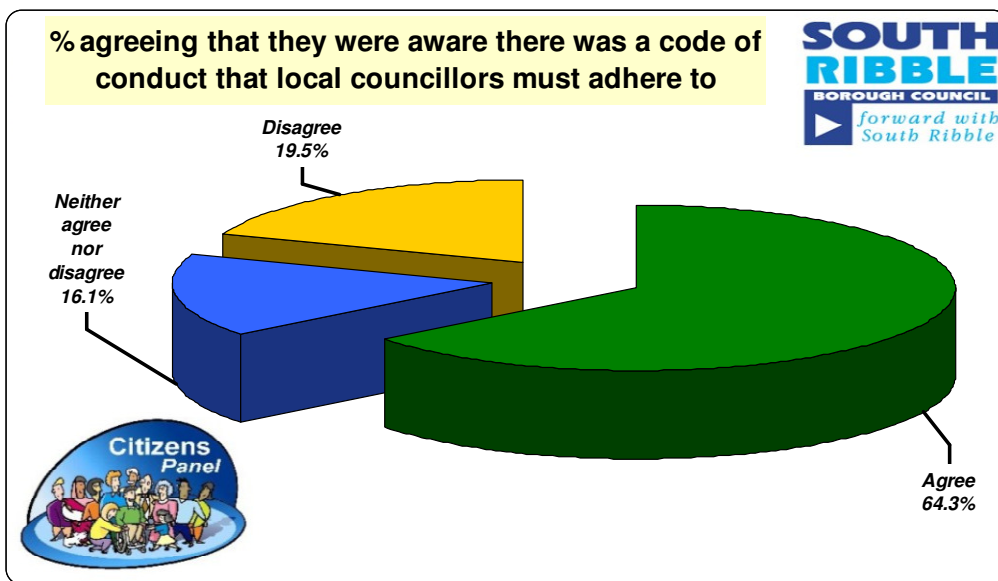
Just over a third of respondents (34.8%) told us that they agreed that they were aware of the role of South Ribble Borough Council's Standards Committee, whilst almost a third (32.1%) disagreed. The remaining third (33.1%) told us that they were unsure.



	%
Definitely agree	4.8
Tend to agree	30.0
Neither agree nor disagree	33.1
Tend to disagree	18.1
Definitely disagree	14.0
Base	520

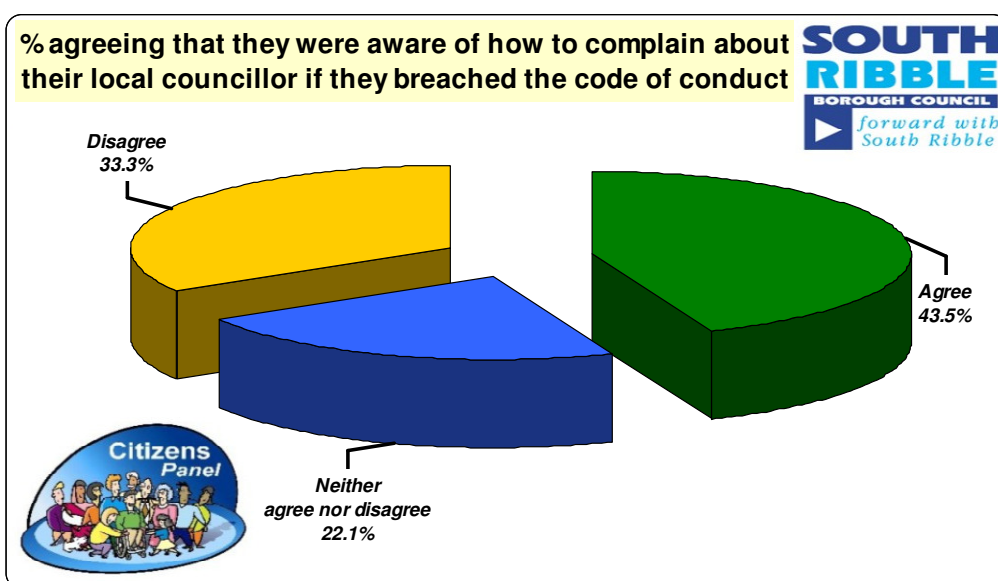


Just under two thirds of respondents (64.3%) told us that they agreed that they were aware there was a code of conduct that local councillors must adhere to, with just under one in five (19.5%) telling us that they disagreed.



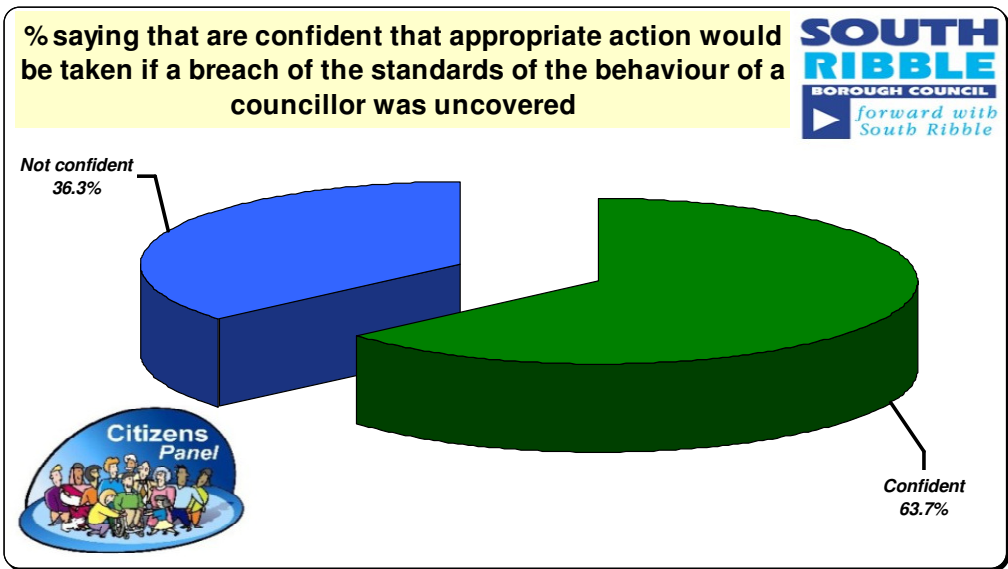
	%
Definitely agree	19.7
Tend to agree	44.6
Neither agree nor disagree	16.1
Tend to disagree	12.6
Definitely disagree	6.9
Base	522

Just under half of respondents (43.5%) told us that they agreed that they were aware of how to complain about their local councillor if they breached the code of conduct whilst exactly a third (33.3%) disagreed.



	%
Definitely agree	10.2
Tend to agree	33.3
Neither agree nor disagree	23.1
Tend to disagree	23.3
Definitely disagree	10.0
Base	519

Just under two thirds of all respondents (63.7%) told us that were confident that appropriate action would be taken if a breach of the standards of the behaviour of a councillor was uncovered; with just over a third (36.3%) saying that they were not.

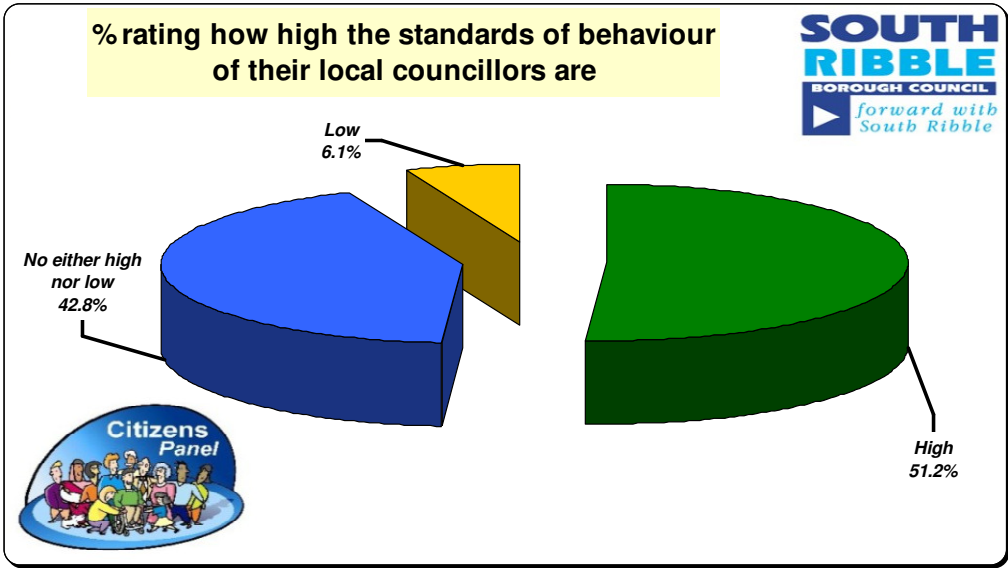


	%
Very confident	7.5
Quite confident	56.2
Not very confident	26.7
Not confident at all	9.6
Base	526

Note: Table excludes don't knows

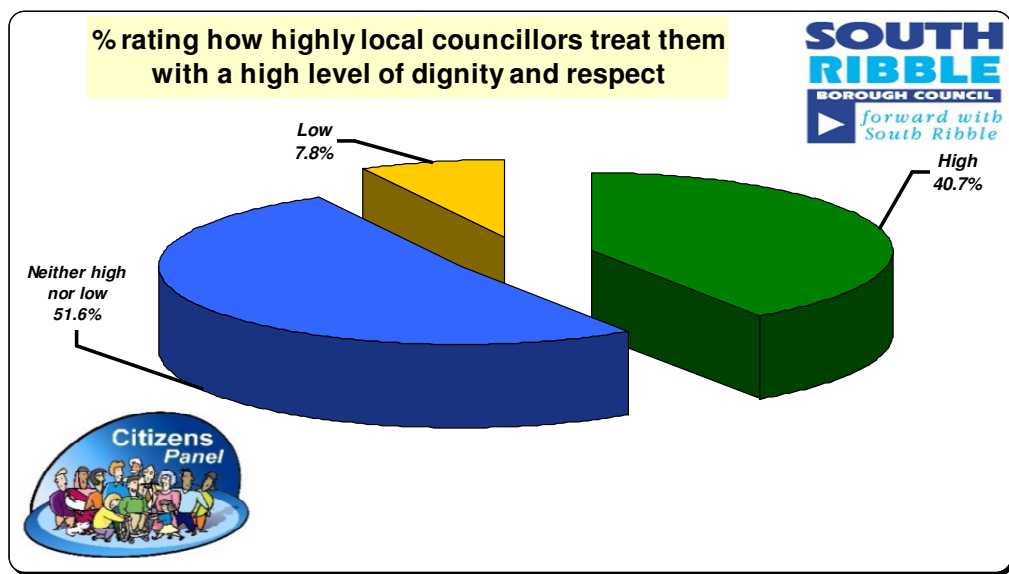
**5.1.1 STANDARDS OF BEHAVIOUR**

Over half of all respondents (51.2%) told us that they rate the standards of behaviour of their local councillors as high, with only 6.1% saying that they feel that standards of behaviour are low.



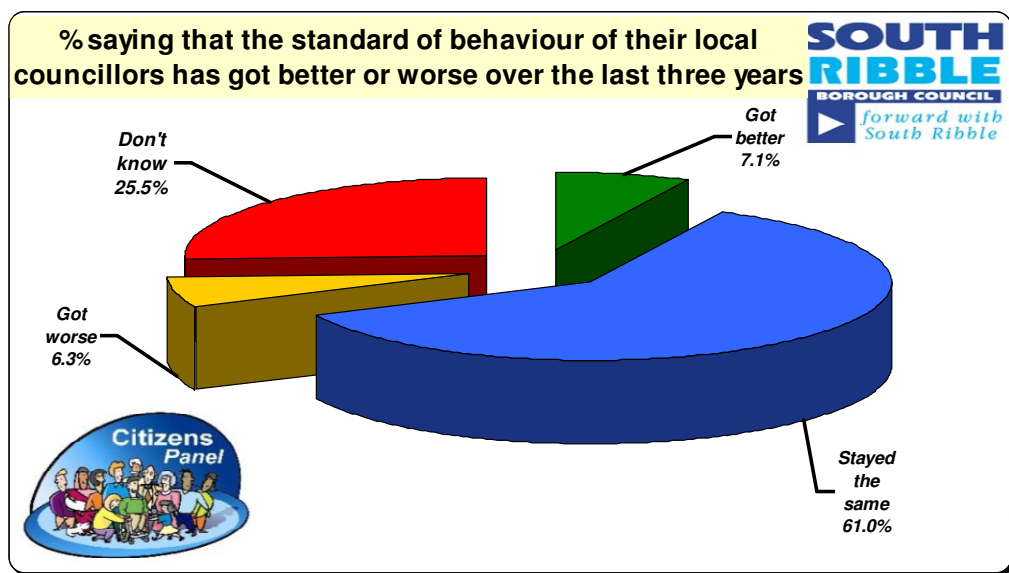
	%
Very High	7.2
Fairly High	44.0
Neither high nor low	42.8
Fairly low	4.7
Very low	1.4
Base	516

Over four in ten respondents (40.7%) told us that they believe that their local councillors treat them with a high level of dignity and respect and only 7.8% described the level of respect shown as low.



	%
Very High	6.2
Fairly High	34.5
Neither high nor low	51.6
Fairly low	6.2
Very low	1.6
Base	516

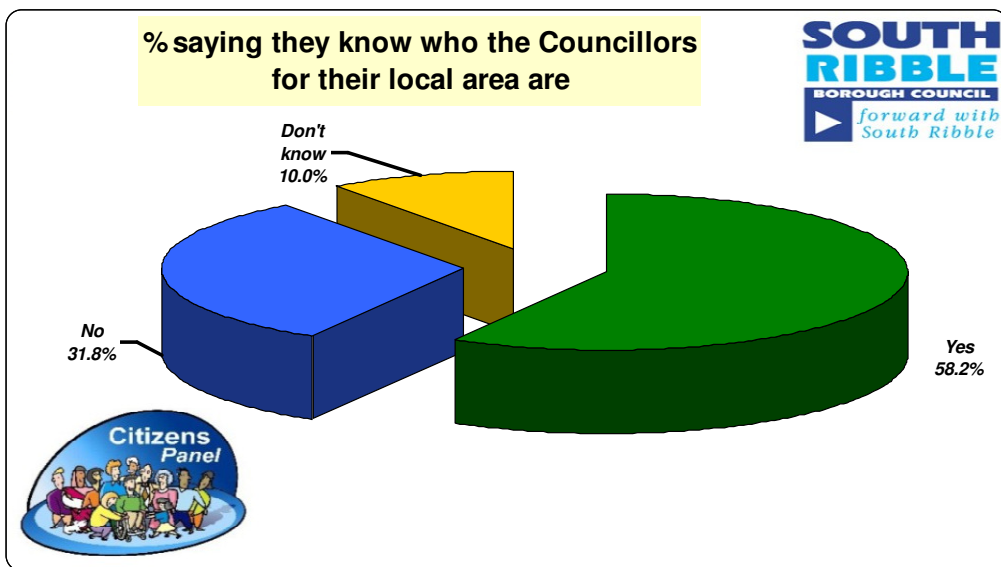
Over two thirds of respondents (68.1%) told us that they feel that the standards of behaviour of their local councillors have got either got better (7.1%) or stayed the same (61.0%) over the last three years, with only 6.3% saying that they have got worse.



	%
Better	7.1
Stayed the same	61.0
Worse	6.3
Don't know	25.5
Base	521

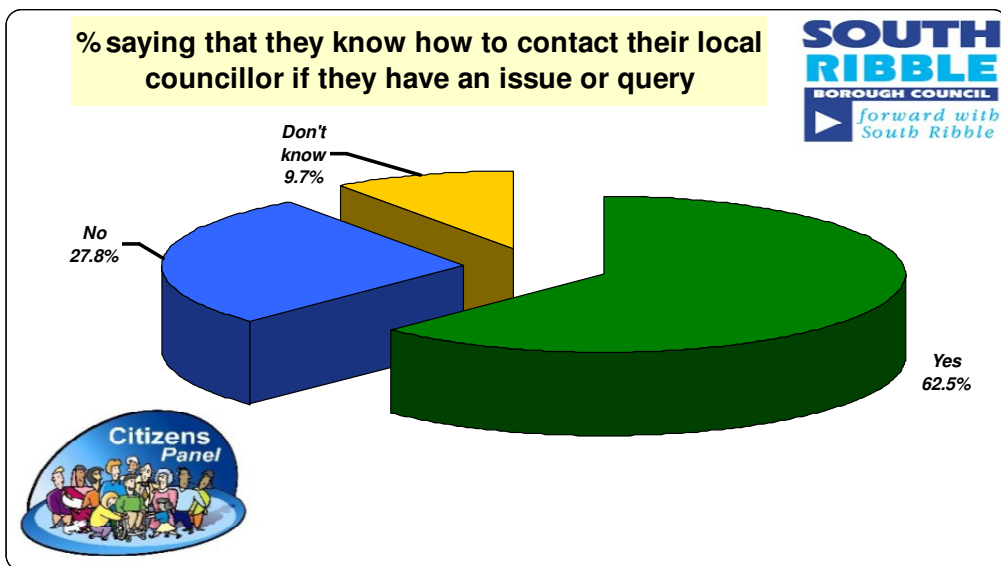
## 5.1.2 COUNCILLOR AWARENESS

Just under six in ten respondents (58.2%) told us that they know who the Councillors for their local area are, with 31.8% saying that they do not.



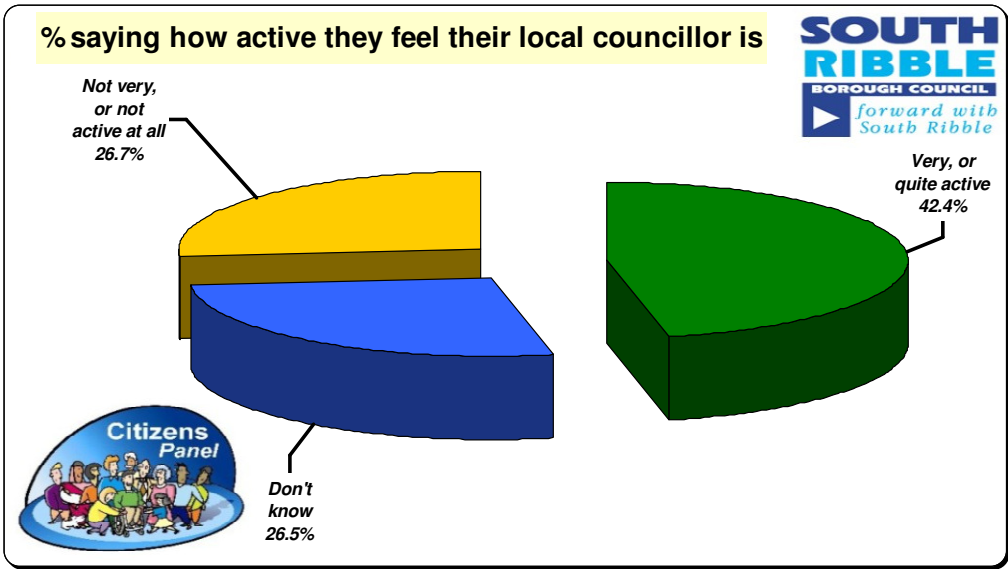
	%
Yes	58.2
No	31.8
Don't know	10.0
Base	522

Nearly two thirds of respondents (62.5%) told us that know how to contact their local councillor if they have an issue or query, with just over a quarter (27.8%) saying that they do not.



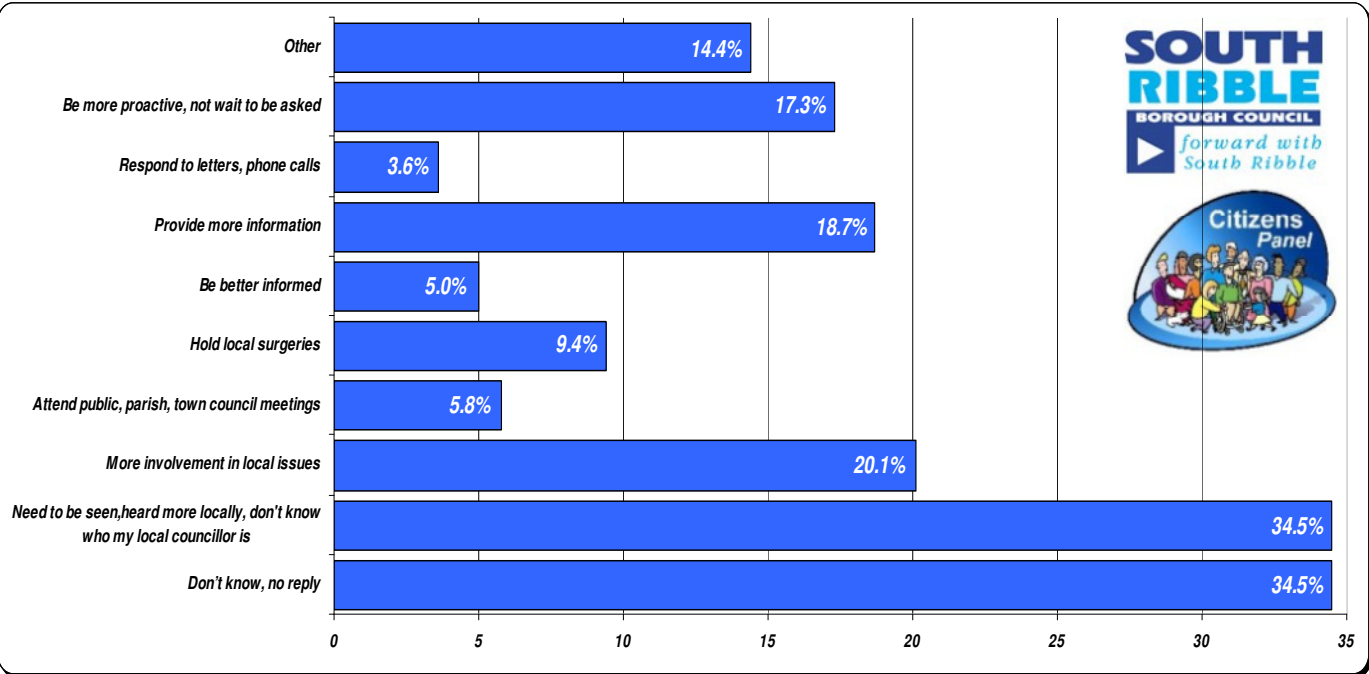
	%
Yes	62.5
No	27.8
Don't know	9.7
Base	526

Just under half of respondents (46.7%) told us that they think that their local councillor is active in the area; with just over a quarter (26.7%) telling us that they are not. Over a quarter of respondents (26.5%) said that they don't know.



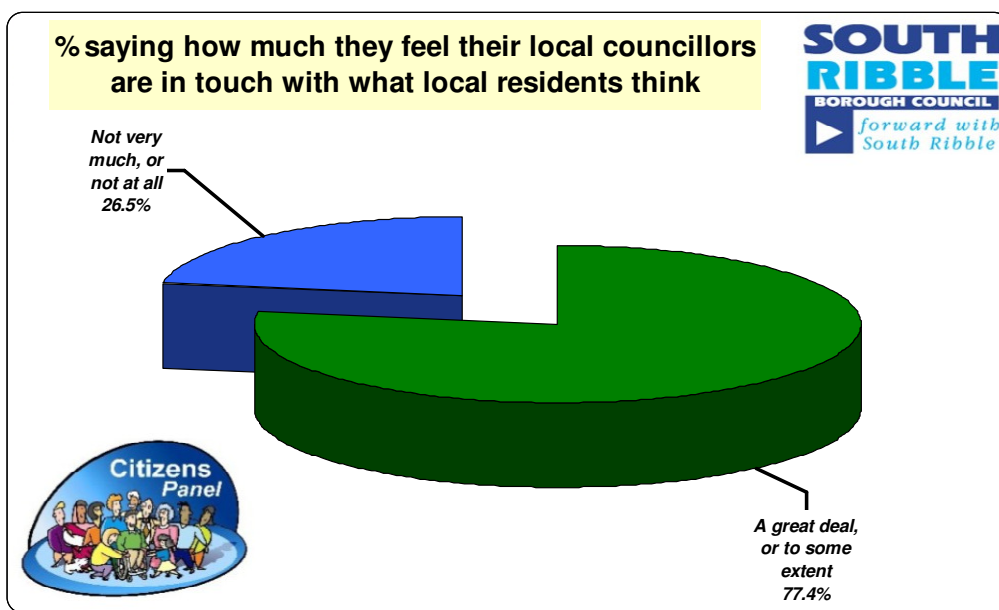
	%
Very active	7.6
Quite active	39.1
Not very active	21.0
Not active at all	5.7
Don't know	26.5
Base	524

Those respondents who highlighted that they felt their local councillor was not very active or not active at all were asked for their suggestions as to how they felt they could become more involved in the issues of concern to the respondents. The most common suggestions were greater visibility and greater involvement in local issues. However, over a third (34.5%) of respondents either did not know, or did not respond.



### 5.1.3 COUNCILLOR BEHAVIOUR

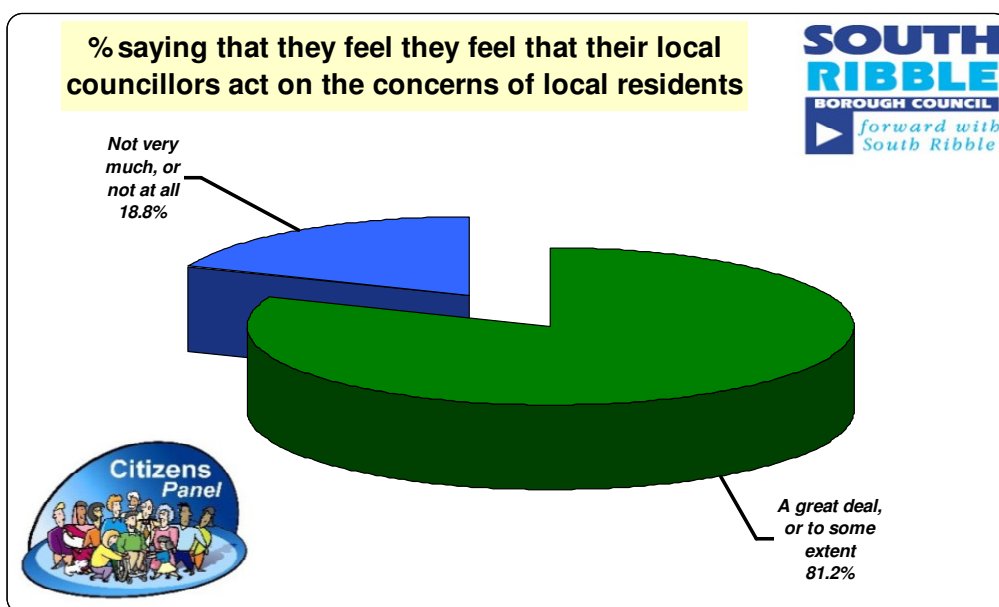
Over three quarters of respondents who expressed an opinion (77.4%) told us that they feel that their local councillors are at least to some extent, in touch with what local residents think.



	%
A great deal	18.9
To some extent	58.5
Not very much	17.5
Not at all	5.1
Base	354

Note: Table excludes don't knows

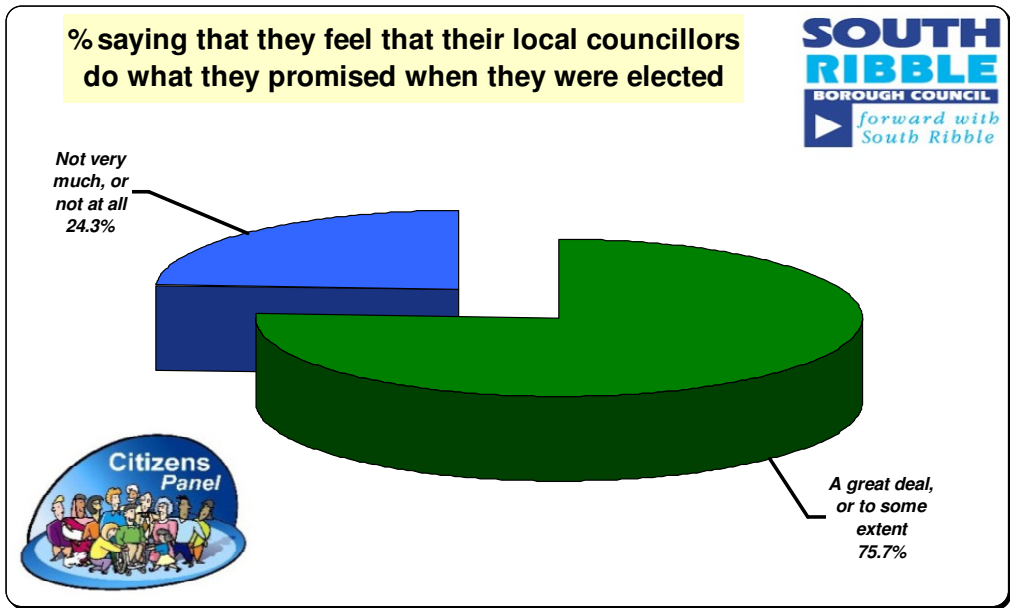
Over eight out of ten respondents who expressed an opinion (81.2%) told us that they feel that their local councillors, at least to some extent, act on the concerns of local residents.



	%
A great deal	20.8
To some extent	60.4
Not very much	13.7
Not at all	5.1
Base	351

Note: Table excludes don't knows

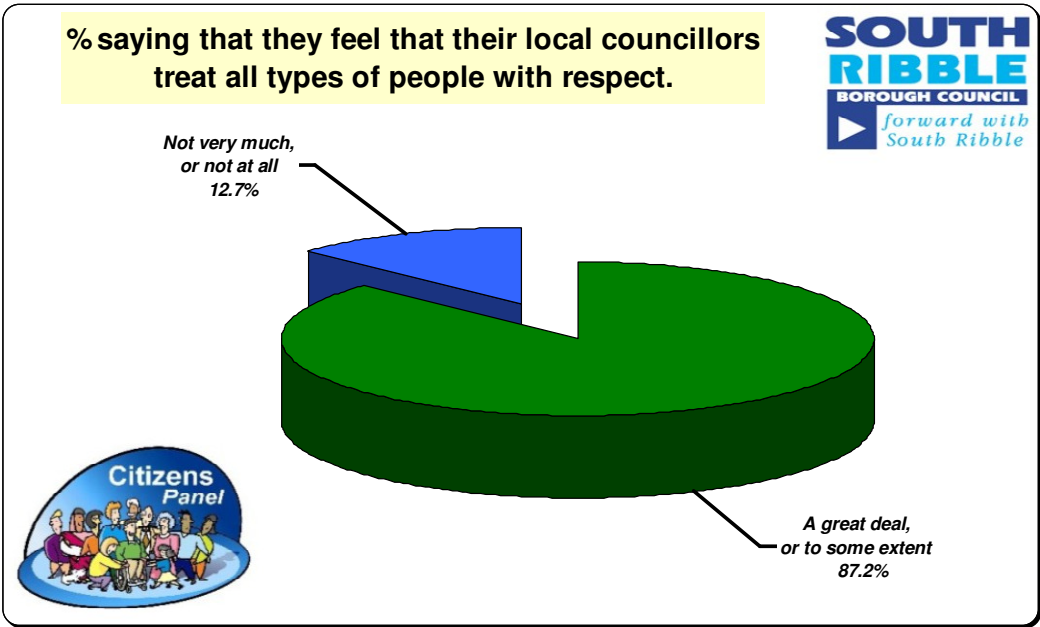
Over three quarters of respondents who expressed an opinion (75.7%) told us that they feel that their local councillors, at least to some extent, do what they promised when they were elected.



	%
A great deal	12.6
To some extent	63.1
Not very much	16.5
Not at all	7.8
Base	309

Note: Table excludes don't knows

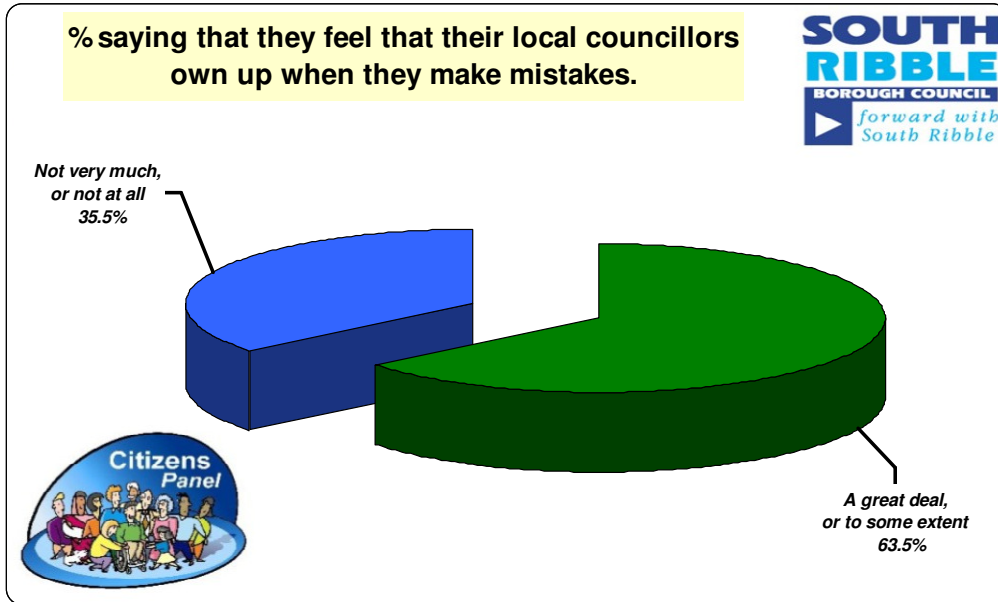
Nearly nine out of ten respondents who expressed an opinion (87.2%) told us that they feel that their local councillors, at least to some extent, treat all types of people with respect.



	%
A great deal	35.9
To some extent	51.3
Not very much	8.8
Not at all	3.9
Base	306

Note: Table excludes don't knows

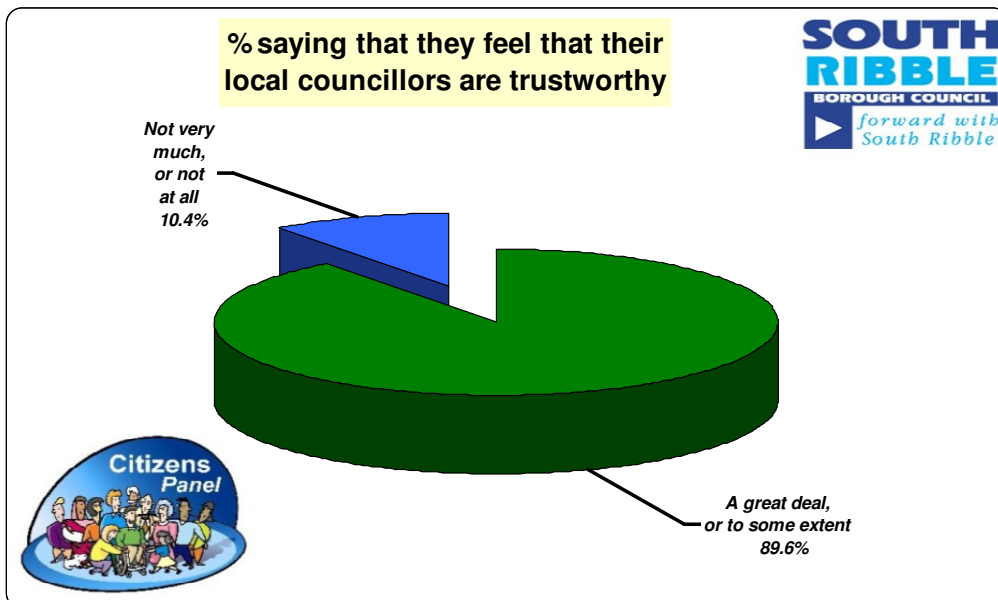
Nearly two thirds of respondents who expressed an opinion (63.5%) told us that they feel that their local councillors, at least to some extent, own up when they make mistakes.



	%
A great deal	14.6
To some extent	48.9
Not very much	22.8
Not at all	13.7
Base	219

Note: Table excludes don't knows

Nearly nine out of ten respondents who expressed an opinion (89.6%) told us that they feel that their local councillors are, at least to some extent, trustworthy.

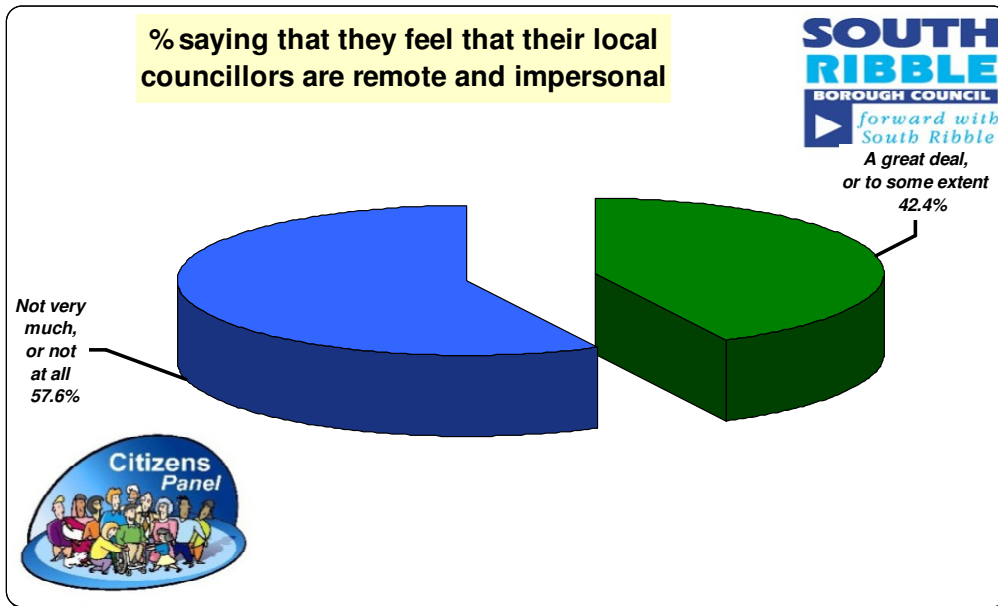


	%
A great deal	33.7
To some extent	55.9
Not very much	6.3
Not at all	4.1
Base	288

Note: Table excludes don't knows



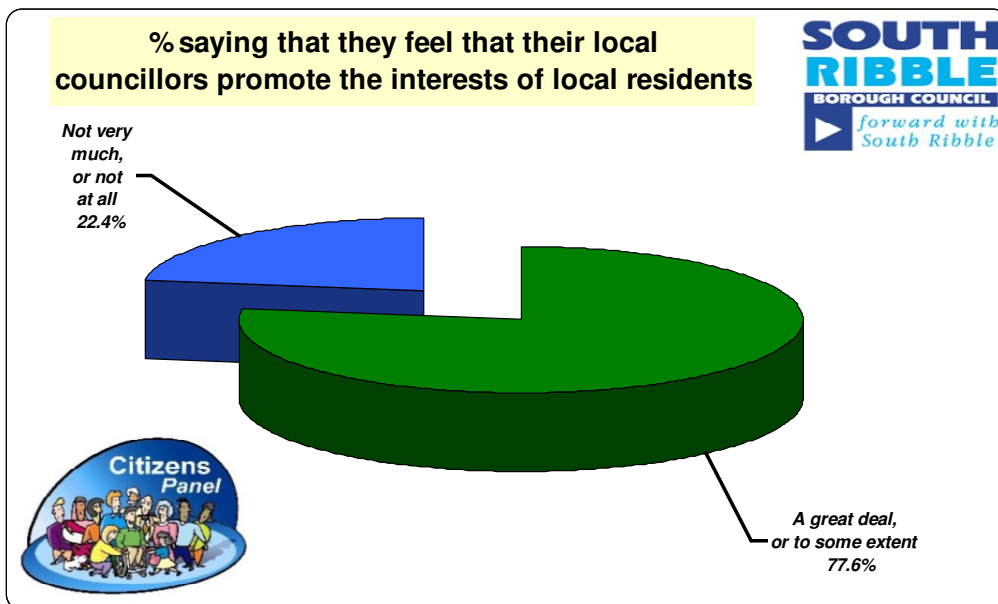
Just over four in ten respondents who expressed an opinion (42.4%) told us that they feel that their local councillors are, at least to some extent, remote and impersonal.



	%
A great deal	9.6
To some extent	32.8
Not very much	23.8
Not at all	33.8
Base	311

Note: Table excludes don't knows

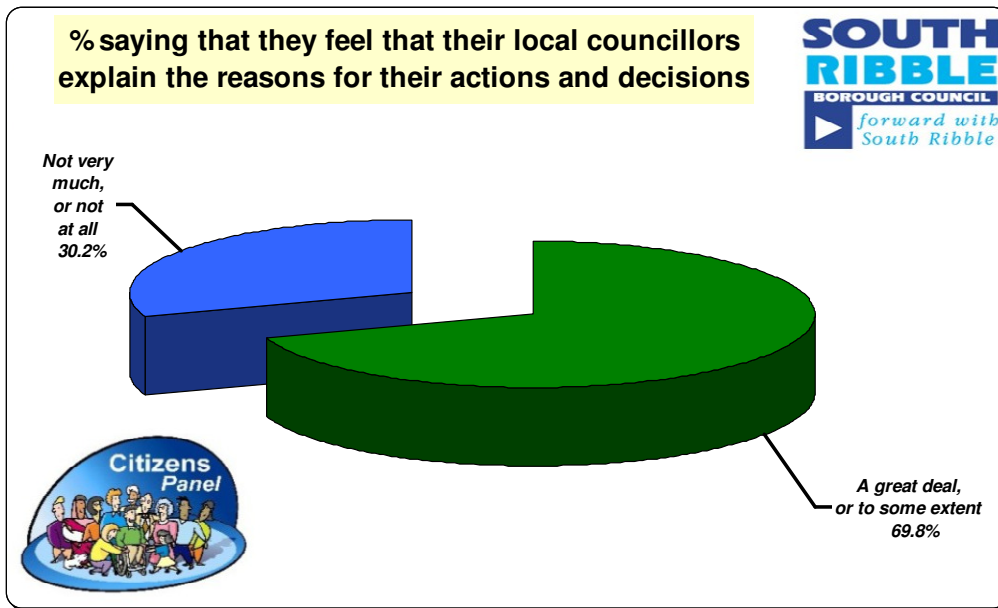
Over three quarters of respondents who expressed an opinion (77.6%) told us that they feel that their local councillors, at least to some extent, promote the interests of local residents.



	%
A great deal	19.0
To some extent	58.6
Not very much	15.1
Not at all	7.3
Base	331

Note: Table excludes don't knows

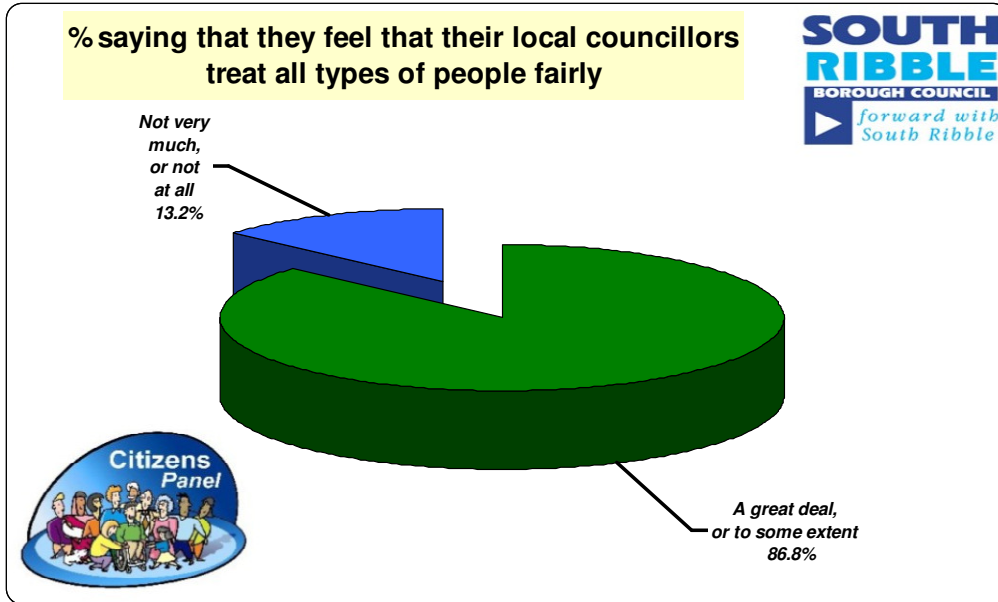
Over two thirds of respondents who expressed an opinion (69.8%) told us that they feel that their local councillors, at least to some extent, explain the reasons for their actions and decisions.



	%
A great deal	14.9
To some extent	54.9
Not very much	20.7
Not at all	9.5
Base	295

Note: Table excludes don't knows

Nearly nine out of ten respondents who expressed an opinion (86.8%) told us that they feel that their local councillors, at least to some extent, treat all types of people fairly.



	%
A great deal	30.0
To some extent	56.8
Not very much	7.7
Not at all	5.5
Base	273

Note: Table excludes don't knows

It should be noted that significant numbers of respondents felt unable, or were unwilling, to offer any opinions on this suite of questions. Where they did respond however, the response was positive.

<b>My local councillor</b>	<b>A great deal %</b>	<b>To some extent %</b>	<b>Not very much %</b>	<b>Not At All %</b>	<b>Don't Know %</b>
<b>Is in touch with what local residents think</b>	18.9	58.5	17.5	5.1	31.4
<b>Acts on the concerns of local residents</b>	20.8	60.4	13.7	5.1	32.0
<b>Is doing what they promised when they were elected</b>	12.6	63.1	16.5	7.8	40.0
<b>Treats all types of people with respect</b>	35.9	51.3	8.8	3.9	40.6
<b>Owens up when they make mistakes</b>	14.6	48.9	22.8	13.7	57.1
<b>Is trustworthy</b>	33.7	55.9	6.3	4.1	43.8
<b>Is remote and impersonal</b>	9.6	32.8	23.8	33.8	39.3
<b>Promotes the interests of local residents</b>	19.0	58.6	15.1	7.3	35.4
<b>Explains the reasons for their actions and decisions</b>	14.9	54.9	20.7	9.5	42.5
<b>Treats all types of people fairly</b>	30.0	56.8	7.7	5.5	47.0

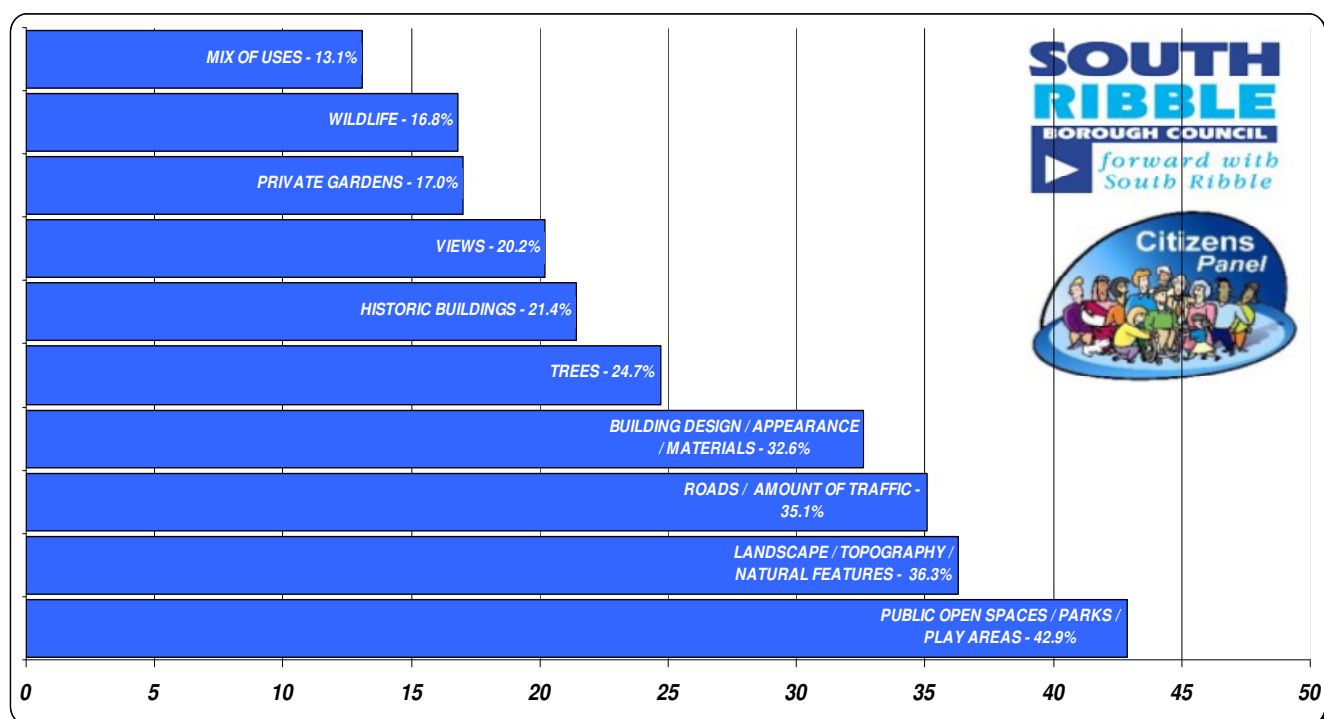
## 5.2 LOCAL PLANNING

Respondents were asked what South Ribble as a planning authority might do to enhance and protect local areas and what factors were important in delivering different services and facilities.

### 5.2.1 CHARACTER

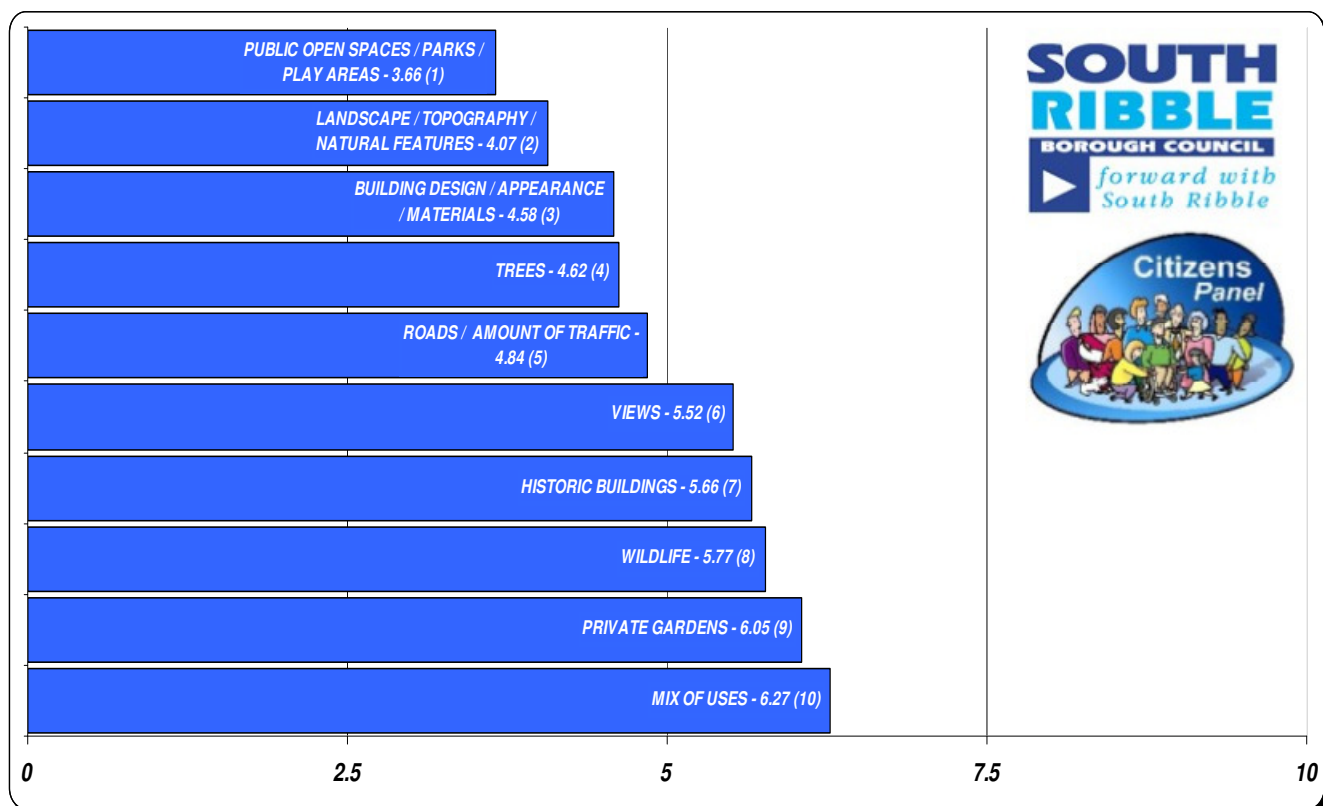
When asked to rank different factors in terms of the importance of how they contributed to defining the character of their local area, 'Public open spaces, parks and/or play areas' was ranked either first or second by 42.9% of respondents.

'Landscape, topography and/or natural features' (36.8%) and 'roads and/or amount of traffic' (35.1%) were also seen as being the most, or second most important by over a third of respondents.



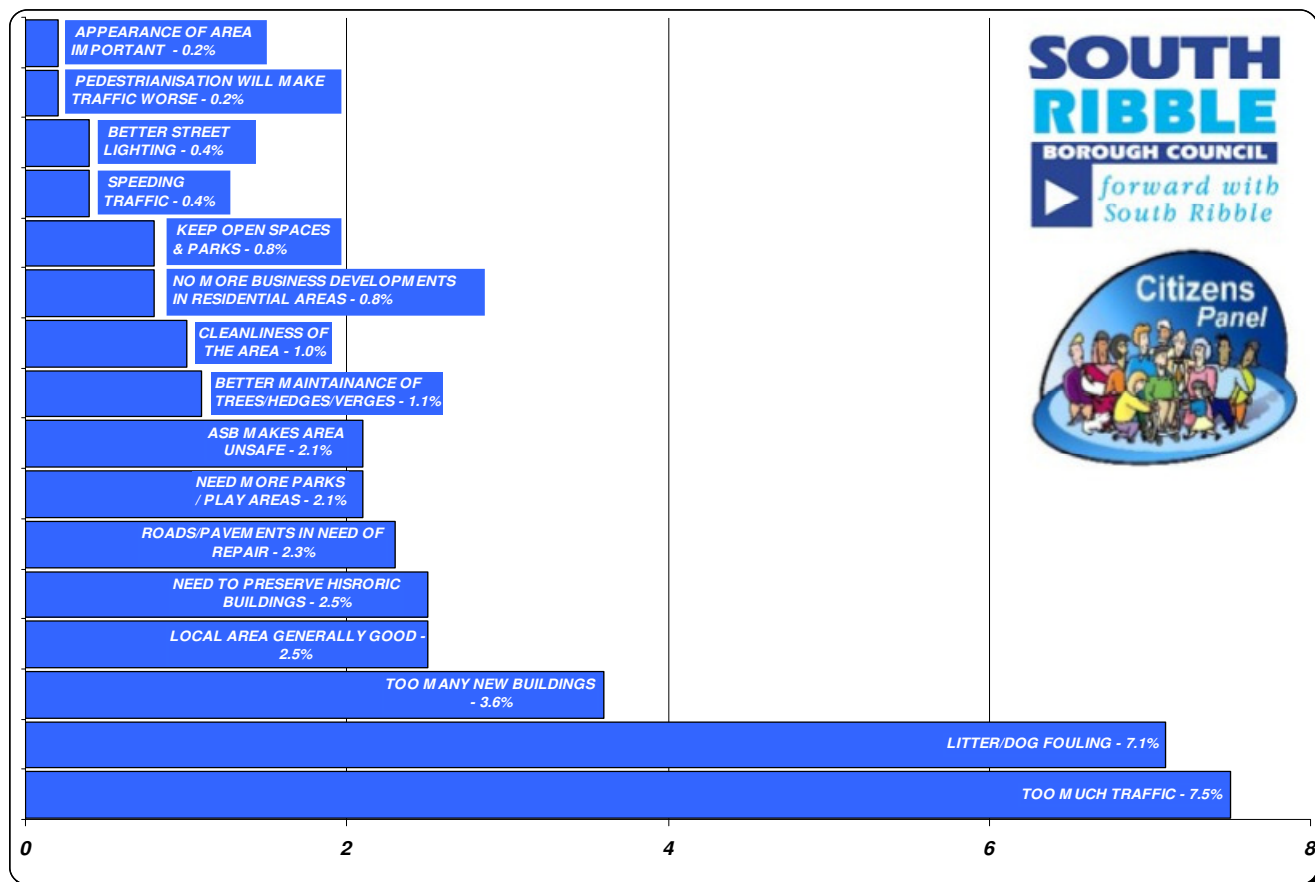
	% Ranked 1 or 2
<b>Public open spaces / parks / play areas</b>	<b>42.9</b>
<b>Landscape / topography / natural features</b>	<b>36.3</b>
<b>Roads / amount of traffic</b>	<b>35.1</b>
<b>Building design / appearance / materials</b>	<b>32.6</b>
<b>Trees</b>	<b>24.7</b>
<b>Historic buildings</b>	<b>21.4</b>
<b>Views</b>	<b>20.2</b>
<b>Private gardens</b>	<b>17.0</b>
<b>Wildlife</b>	<b>16.8</b>
<b>Mix of uses</b>	<b>13.1</b>

The clear winner in terms of its importance to the character of a local area is 'public open spaces, parks and/or play areas' with an average ranking of 3.66 (with 1.00 being the most important). 'Landscape, topography and/or natural features' (4.07) and 'building design, appearance and/or materials' (4.58) were ranked second and third respectively, in order of importance.



	Average Ranking (1 to 10)	Overall Ranking
<b>Public open spaces / parks / play areas</b>	<b>3.66</b>	<b>1</b>
<b>Landscape / topography / natural features</b>	<b>4.07</b>	<b>2</b>
<b>Building design / appearance / materials</b>	<b>4.58</b>	<b>3</b>
<b>Trees</b>	<b>4.62</b>	<b>4</b>
<b>Roads / amount of traffic</b>	<b>4.84</b>	<b>5</b>
<b>Views</b>	<b>5.52</b>	<b>6</b>
<b>Historic buildings</b>	<b>5.66</b>	<b>7</b>
<b>Wildlife</b>	<b>5.77</b>	<b>8</b>
<b>Private gardens</b>	<b>6.05</b>	<b>9</b>
<b>Mix of uses</b>	<b>6.27</b>	<b>10</b>

Respondents were given the opportunity to explain their rankings and to point out any particularly positive or negative factors. 7.5% of respondents stated that there was too much traffic and 7.1% felt there was too much litter / dog fouling.

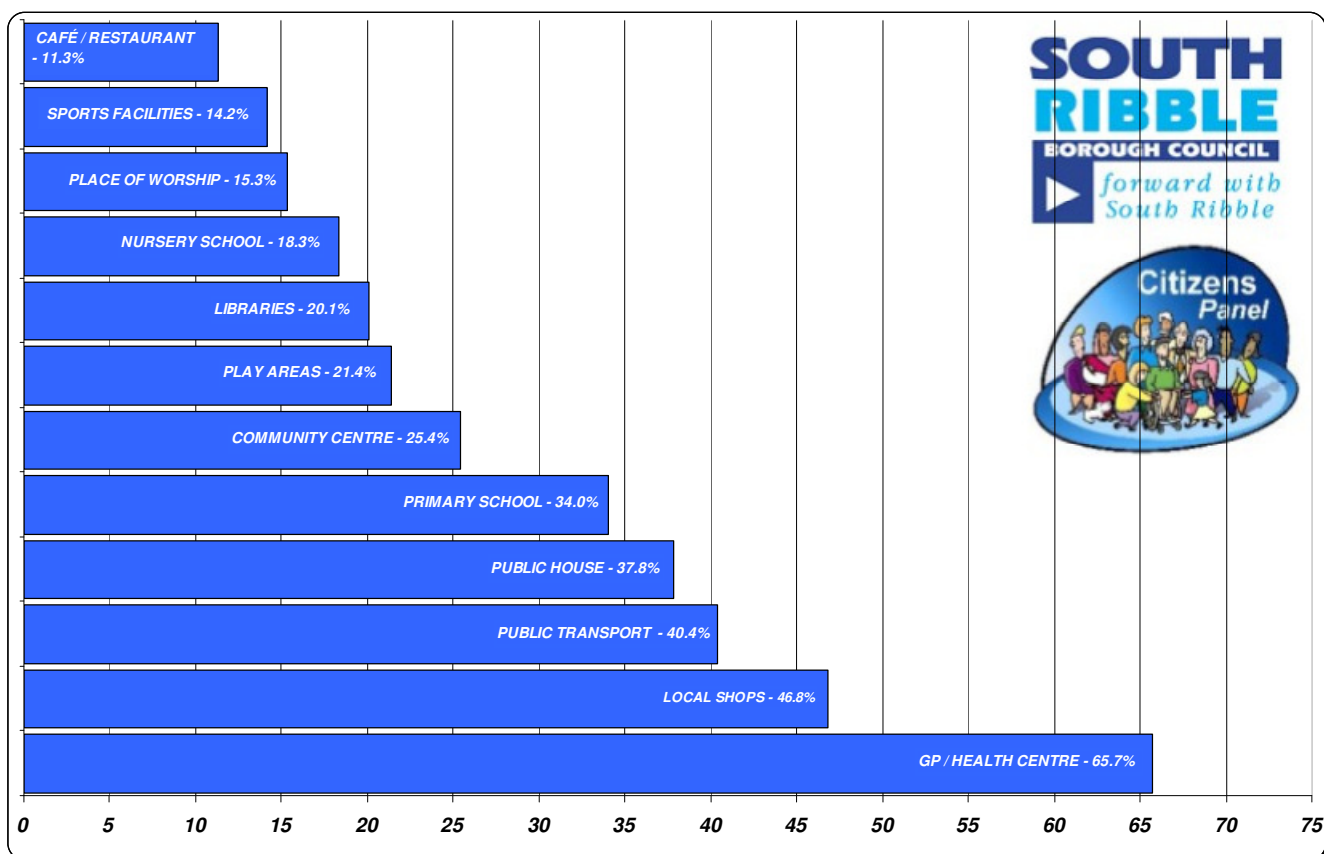


Explanation of Ranking	Average Ranking (1 to 10)
Too much traffic locally / reduce traffic congestion / roads too busy	7.5
Too much litter / dog fouling / area dirty	7.1
Too much new building / too many new houses	3.6
Local area generally good	2.5
Need to preserve historic buildings / character of older buildings	2.5
Roads / pavements in need of repair	2.3
Need more play areas / parks	2.1
Antisocial behaviour makes area unsafe	2.1
Better maintenance of trees, hedges, verges	1.1
Cleanliness of area important	1.0
No more business developments in residential areas	0.8
Keep open spaces and parks	0.8
Speeding traffic	0.4
Better street lighting	0.4
Pedestrian will make traffic worse	0.2
Appearance of area important	0.2
Don't know / No reply	69.0
Other	13.0

## 5.2.2 PROVISION OF SERVICES

Respondents were also asked to rank different services and facilities in terms of their importance to the local community. The provision of health services in the form of 'local GPs and/or a Health Centre/Clinic' was ranked either first or second by nearly two thirds of respondents (65.7%).

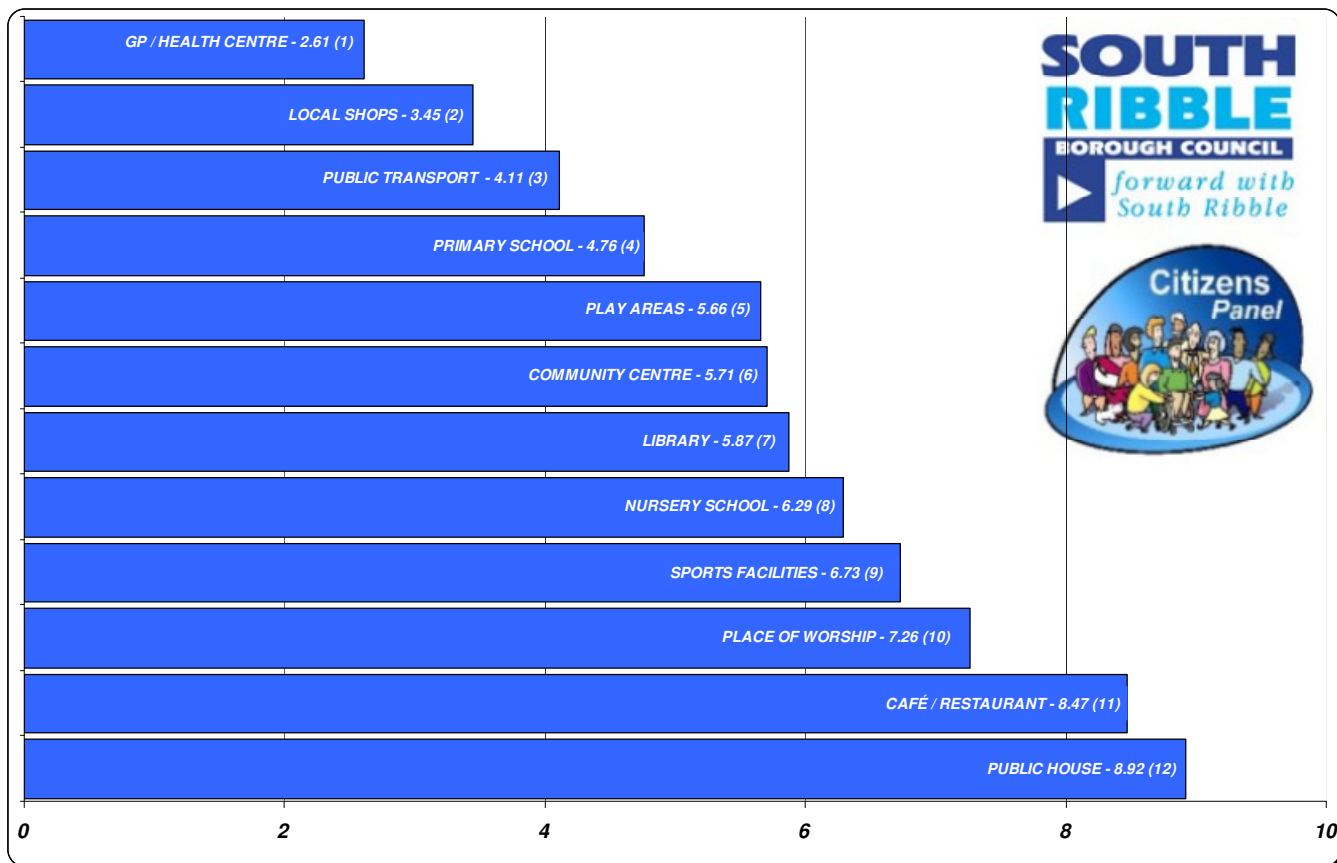
'Local Shops' (46.8%), 'Public Transport' (40.4%), the 'Public House' (37.8%) and a 'Primary School' (34.0%) were also seen as being the most, or second most important by over a third of respondents.



	% Ranked 1 or 2
<b>GP surgery / health clinic</b>	<b>65.7</b>
<b>Local shops</b>	<b>46.8</b>
<b>Public transport</b>	<b>40.4</b>
<b>Public house</b>	<b>37.8</b>
<b>Primary school</b>	<b>34.0</b>
<b>Community centre</b>	<b>25.4</b>
<b>Play areas</b>	<b>21.4</b>
<b>Library</b>	<b>20.1</b>
<b>Nursery school</b>	<b>18.3</b>
<b>Place of worship</b>	<b>15.3</b>
<b>Sports facilities</b>	<b>14.2</b>
<b>Café / restaurant</b>	<b>11.3</b>

The 'local GPs and/or a Health Centre/Clinic' is ranked overall as the most important service/facility in a local community, followed at some distance by local shops and public transport.

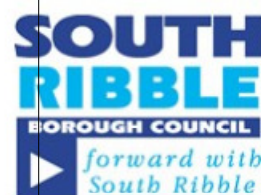
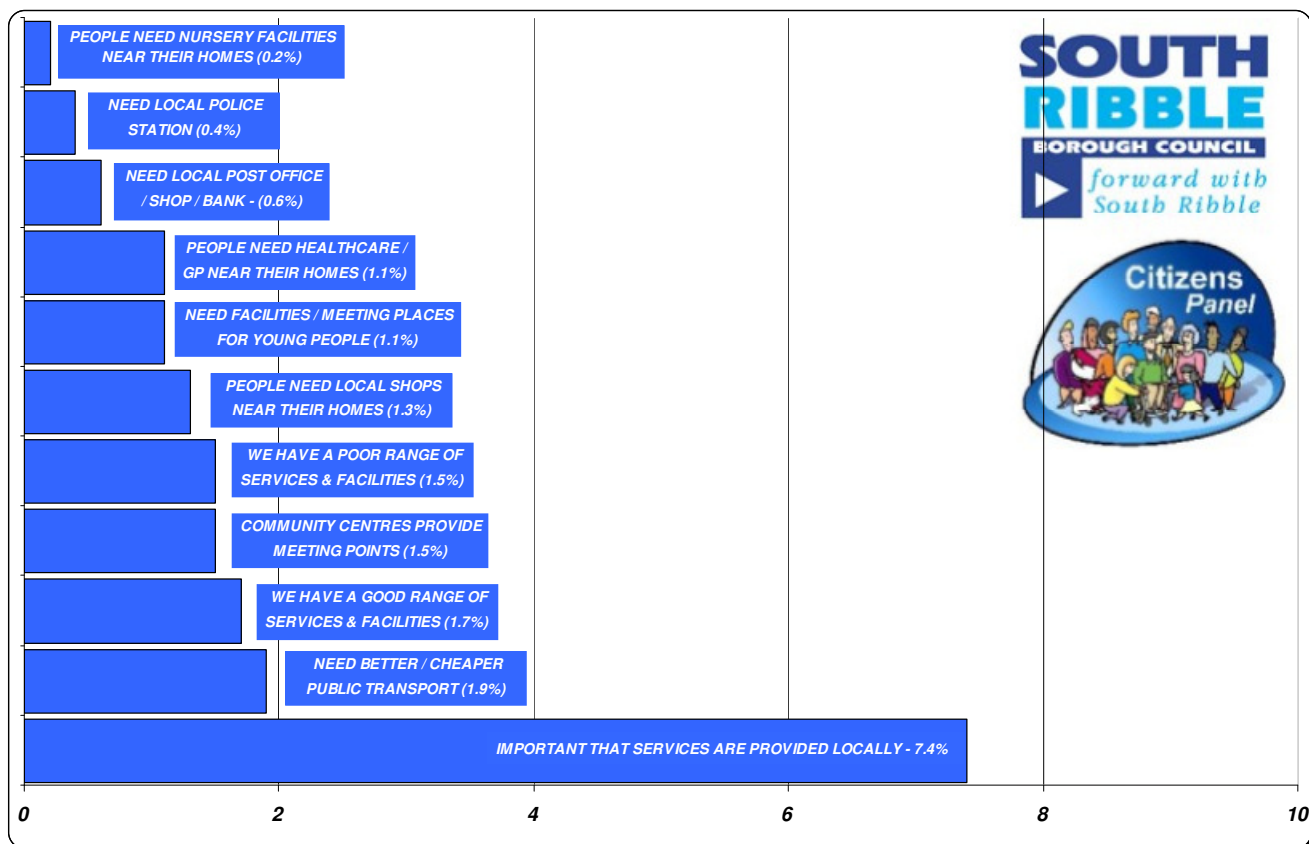
The public house is one of the least important ranked facilities overall, despite the fact that 37.8% rate it 1 or 2 in importance.



	Average Ranking (1 to 10)	Overall Ranking
GP surgery / health clinic	2.61	1
Local shops	3.45	2
Public transport	4.11	3
Primary school	4.76	4
Play areas	5.66	5
Community centre	5.71	6
Library	5.87	7
Nursery school	6.29	8
Sports facilities	6.73	9
Place of worship	7.26	10
Café / restaurant	8.47	11
Public house	8.92	12



Respondents were given the opportunity to explain their rankings or to provide any additional comments. Almost 83% of respondents chose not to reply to this question. 7.4% felt that it was important that services are provided locally and almost 2% wanted 'better/cheaper public transport'.

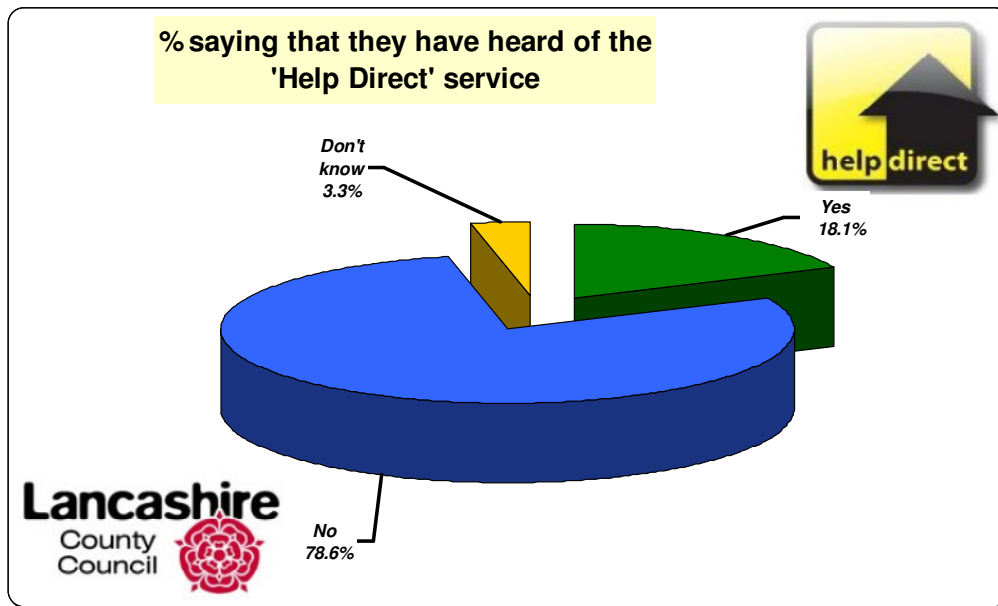


Explanation of Ranking	%
People need nursery facilities near their homes	0.2
Need local police station	0.4
Need local post office / shop / bank	0.6
People need healthcare / GP near their homes	1.1
Need facilities / meeting places for young people	1.1
People need local shops near their homes	1.3
We have a poor range of services and facilities locally	1.5
Community centres provide meeting points	1.5
We have a good range of services and facilities locally	1.7
Need better / cheaper public transport	1.9
Important that the services are provided locally	7.4
Other	7.0
Don't know / No reply	82.6

### 5.3 HELP DIRECT

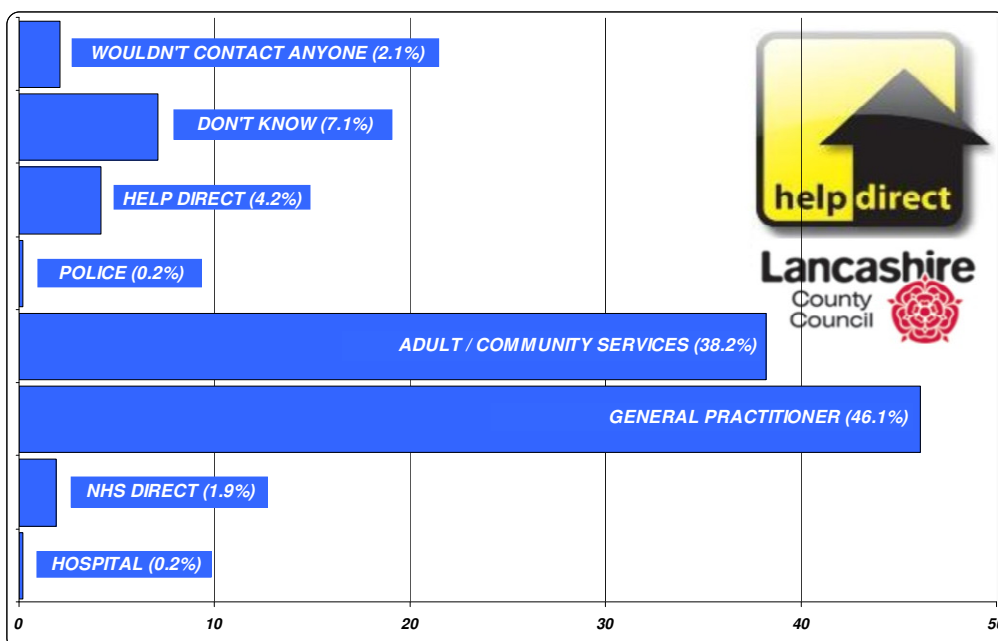
Panellists were asked for their views on a number of issues which relate to the Help Direct service, which is funded by Lancashire County Council to provide practical support, guidance and information to all members of the community who are over 18 years of age.

When asked if they had heard of the service, just under one in five respondents (18.1%) told us that they had heard of Help Direct, with 78.6% telling us that they had not.



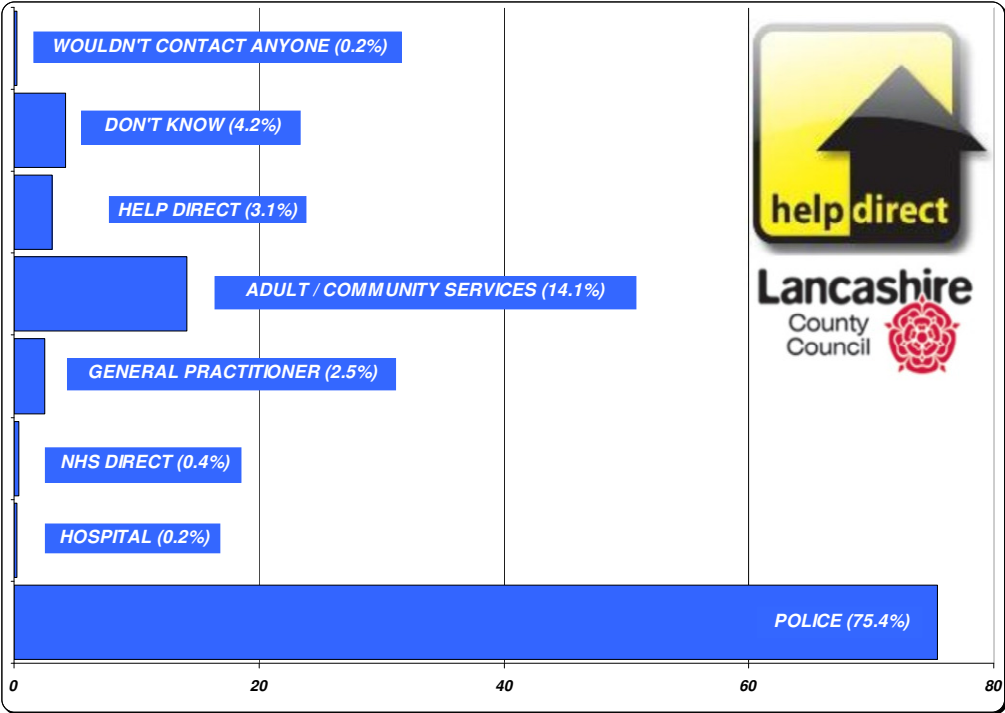
	%
Yes	18.1
No	78.6
Don't know	3.3
Base	515

Respondents were asked who they might contact first if they, or a relative, needed help to move around the home or need help with personal care. Just under half (46.1%) told us that they would go to their local GP; with just over a third (38.2%) saying they would contact Adult/Community Services for help.



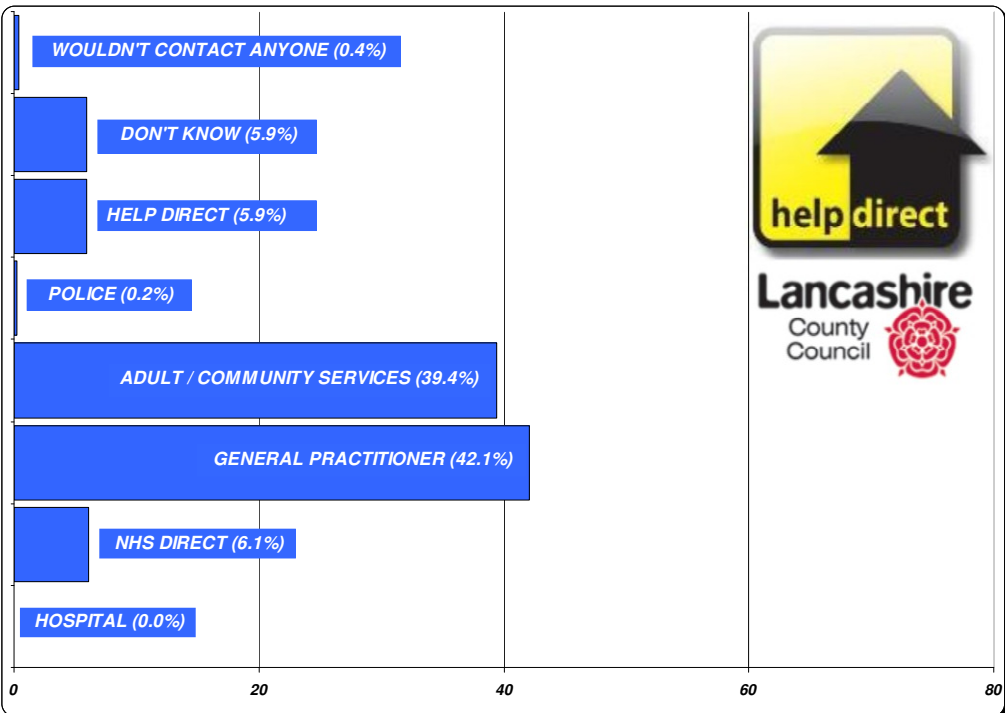
	%
Hospital	0.2
NHS Direct	1.9
GP	46.1
Adult / Community Services	38.2
Police	0.2
Help Direct	4.2
Don't know	7.1
Wouldn't contact anyone	2.1
Base	521

Respondents were asked who they might contact first if they knew of a vulnerable or older person who was being abused. Over three quarters (75.4%) told us that they would go to the Police; with 14.1% saying they would contact Adult/Community Services for help.



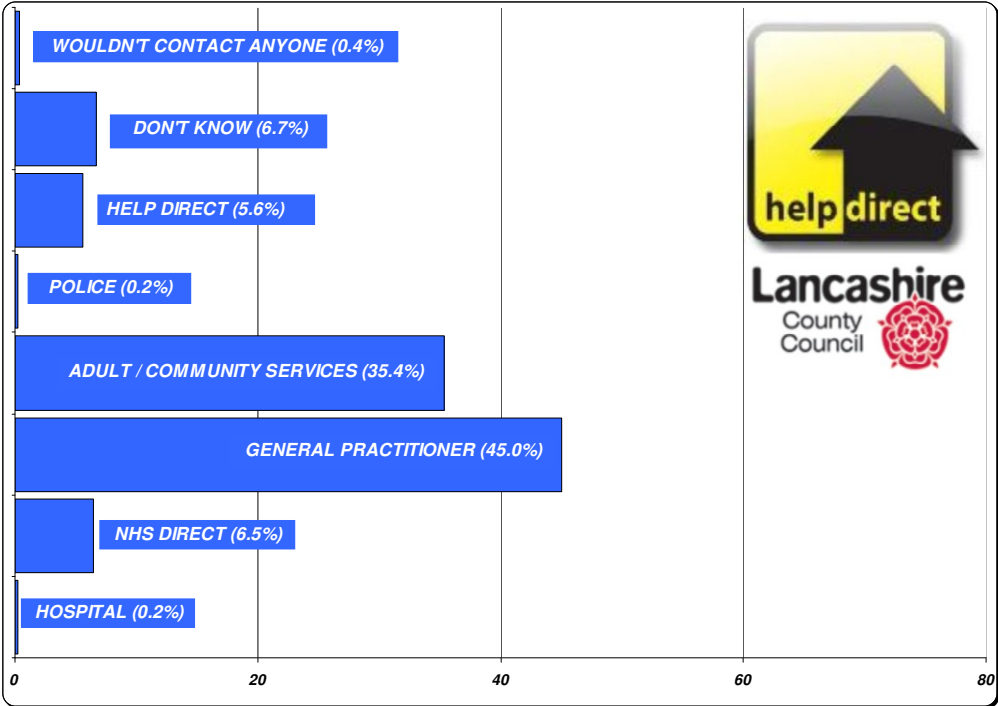
	%
Hospital	0.2
NHS Direct	0.4
GP	2.5
Adult / Community Services	14.1
Police	75.4
Help Direct	3.1
Don't know	4.2
Wouldn't contact anyone	0.2
Base	521

Respondents were asked who they might contact first if they needed advice about care for an older person. Just under half (42.1%) told us that they would go to their local GP; with just over a third (39.4%) saying they would contact Adult/Community Services for advice.



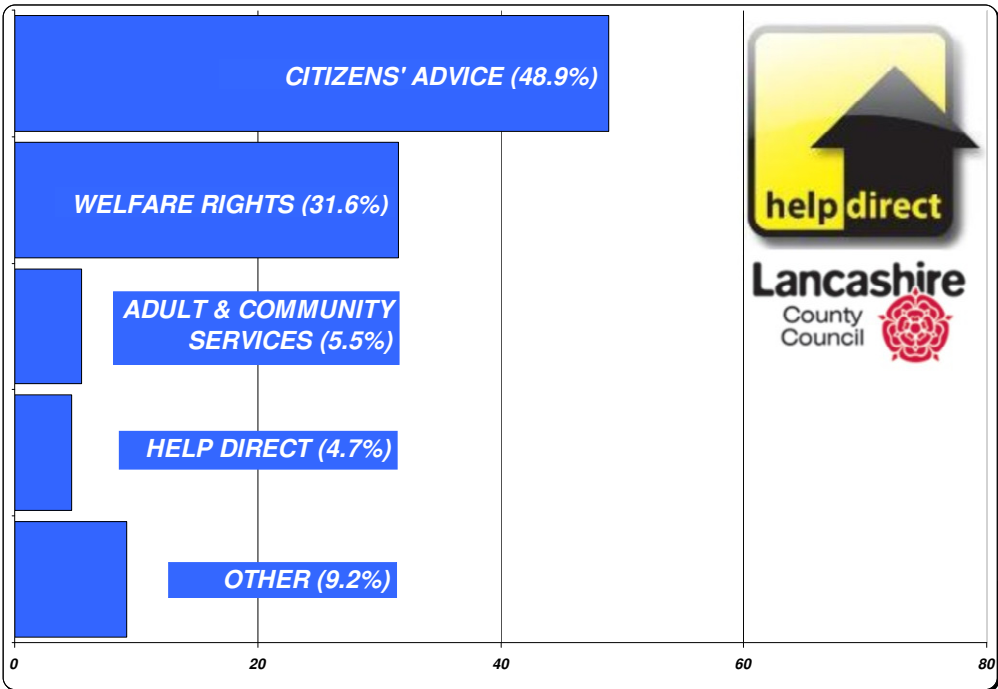
	%
Hospital	0.0
NHS Direct	6.1
GP	42.1
Adult / Community Services	39.4
Police	0.2
Help Direct	5.9
Don't know	5.9
Wouldn't contact anyone	0.4
Base	524

Respondents were asked who they might contact first if they needed advice about care for a disabled person. Just under half (45.0%) told us that they would go to their local GP; with just over a third (35.4%) saying they would contact Adult/Community Services for advice.



	%
Hospital	0.2
NHS Direct	6.5
GP	45.0
Adult / Community Services	35.4
Police	0.2
Help Direct	5.6
Don't know	6.7
Wouldn't contact anyone	0.4
Base	522

Respondents were also asked who they might contact first for advice about the benefits they, or someone they knew, are entitled to. Just under half (48.9%) told us that they would go to the Citizens' Advice Bureau; with just under a third (35.4%) saying they would contact Welfare Rights for advice.



	%
Other	9.2
Help Direct	4.7
Adult / Community Services	5.5
Welfare Rights	31.6
Citizens' Advice	48.9
Base	509

## 5.4 YOUR AREA

**ROBUST** action plans are being drawn up to tackle the issues that are most important to people in each of South Ribble’s communities. The council’s six area committees are engaging with the people they represent to find out what makes each neighbourhood tick and where residents think the council and its partners should target resources locally.

To inform this process Panel members were asked to share their views and experiences on how they think South Ribble Borough Council and its partners from the county council, police and NHS are performing when it comes to health and wellbeing; safer neighbourhoods; jobs and businesses; people and communities; and the local environment.

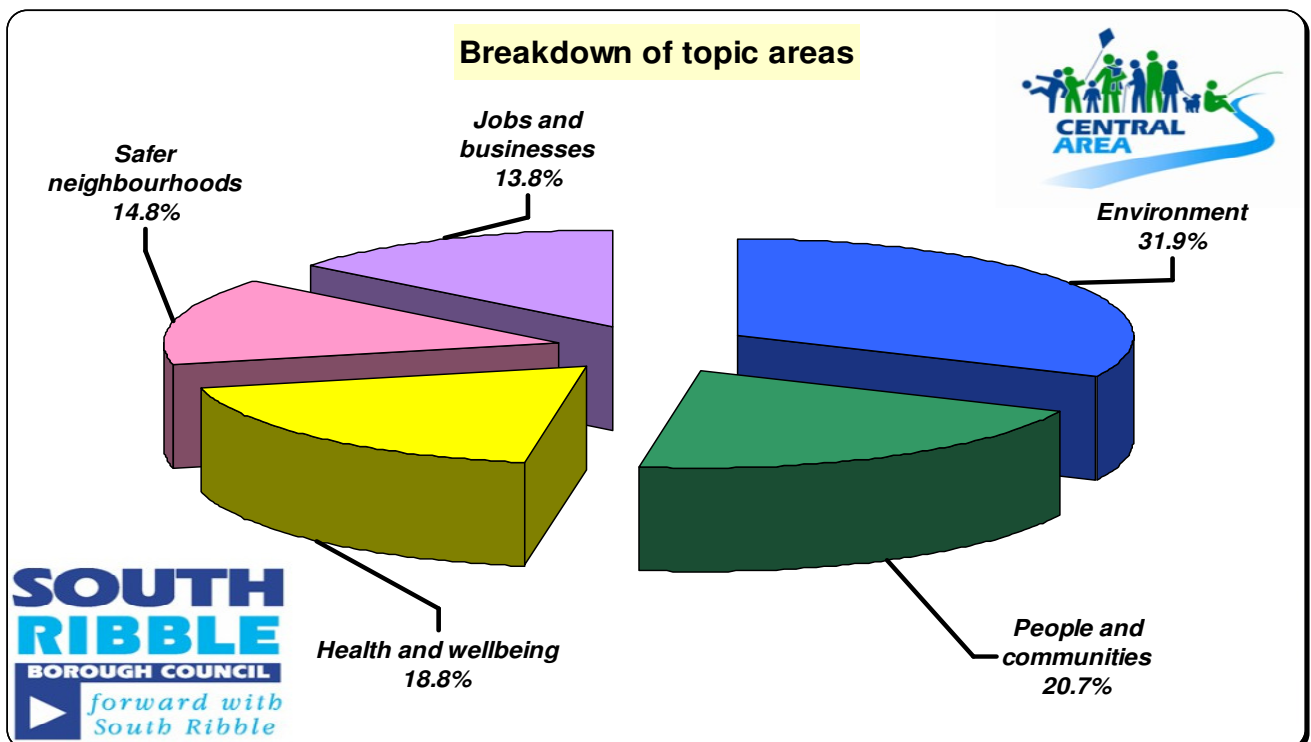
In this section of the report we highlight what panel members from the *Central, Eastern, Leyland East, Penwortham, West Leyland and Western Parishes Areas* of the borough have told us in relation to these issues.



### 5.4.1 CENTRAL AREA

A total of 426 comments were made by the panellists who reside in *Central Area*. The comments can be broken down in to the five broad discussion topic areas as follows:

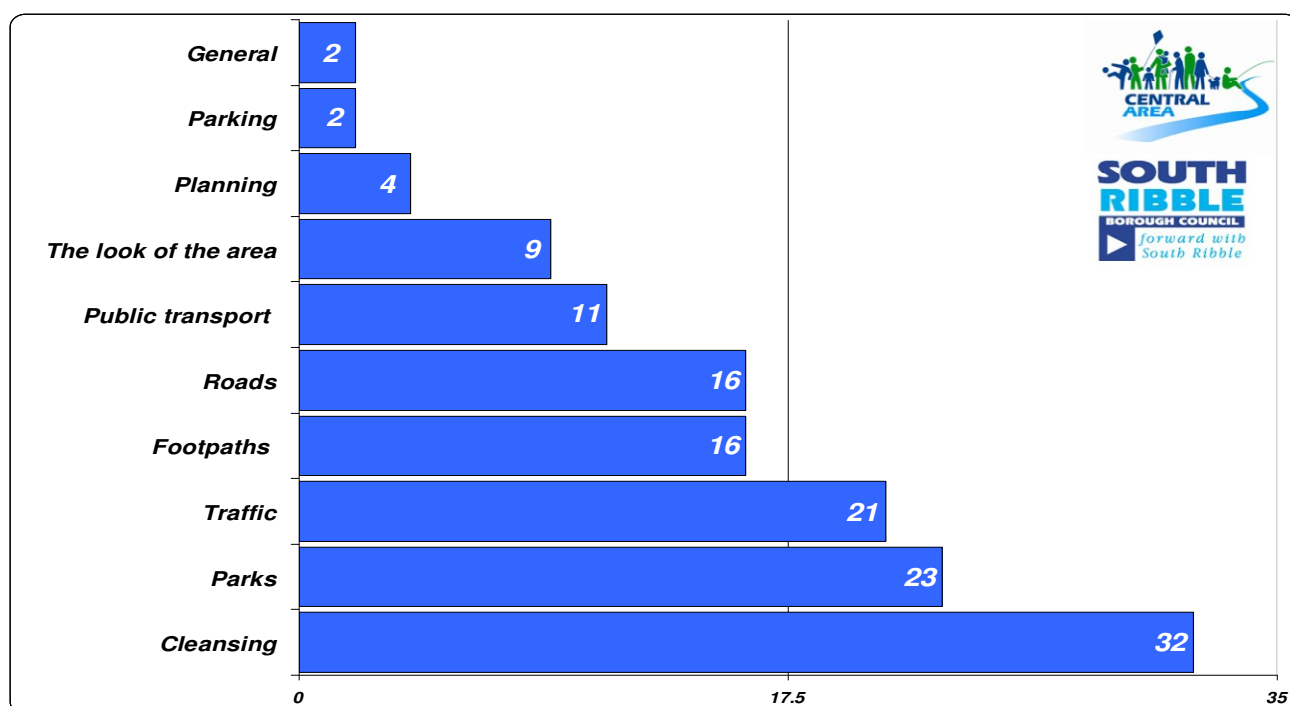
Topic area	Number of comments made
A) Environment	136 (31.9%)
B) People and communities	88 (20.7%)
C) Health and wellbeing	80 (18.8%)
D) Safer neighbourhoods	63 (14.8%)
E) Jobs and businesses	59 (13.8%)



## A) ENVIRONMENT

136 (31.9%) of the comments that were made by the panellists who reside in the *Central Area* relate to issues concerning the local environment. These can be further broken down as follows:

Topic area	Number of comments made
▶ Cleansing	32 (23.4%)
▶ Parks	23 (16.9%)
▶ Traffic	21 (15.4%)
▶ Footpaths	16 (11.8%)
▶ Roads	16 (11.8%)
▶ Public transport	11 (8.1%)
▶ The look of the area	9 (6.6%)
▶ Planning	4 (3.0%)
▶ Parking	2 (1.5%)
▶ General	2 (1.5%)



### A1) CLEANSING

Of those who raised cleansing as an issue in the *Central Area*, over a third (34.4%) highlighted better street cleaning as an issue, with just under one in five (18.7%) noting that dog fouling was a concern.

	Number of comments made
▶ Better street cleaning	11 (34.4%)
▶ Less dog fouling / more dog fouling bins / more penalties	6 (18.7%)
▶ Less litter / More litter bins	5 (15.6%)
▶ Prevent flooding / clear gulleys	4 (12.5%)
▶ Better / more frequent refuse collection	2 (6.3%)
▶ Woods are littered with beer cans, paper etc and fires are started	1 (3.1%)
▶ Like to be able to recycle more	1 (3.1%)
▶ Could you help older / disabled people get their bins out. Even with green labels they are not always taken.	1 (3.1%)
▶ As in Glasgow-goods put outside house once a month & anyone can take away-after 48hrs council remove	1 (3.1%)

## A2) PARKS

Just under half of those who raised parks, open spaces and green areas as an issue in the *Central Area* (43.5%) highlighted that further improvements in the upkeep of their open spaces could be made.

	Number of comments made
▶ Better upkeep of parks / open spaces / green areas	10 (43.5%)
▶ Better play areas / maintain play areas	5 (21.7%)
▶ Children's play areas have been refurbished which is great	1 (4.3%)
▶ Draining of play park	1 (4.3%)
▶ Lack of control in parks at night / need park warden	1 (4.3%)
▶ More parks / open spaces	1 (4.3%)
▶ Parks & open spaces well maintained	1 (4.3%)
▶ Parks have improved.	1 (4.3%)
▶ Safer parks	1 (4.3%)

## A3) TRAFFIC

Over half of those who raised traffic as an issue in the *Central Area* (57.1%) highlighted the need for better traffic control; with a third (33.3%) telling us that there is too much traffic in the area.

	Number of comments made
▶ Better traffic control	12 (57.1%)
▶ Traffic problems / Too much traffic / traffic busy in built up areas	7 (33.3%)
▶ Better public crossings for busy roads	1 (4.8%)
▶ Reduce speeding traffic / traffic calming	1 (4.8%)

## A4) FOOTPATHS

Over half of those who raised footpaths as an issue in the *Central Area* (56.2%) highlighted the need for repairs; with a just over a third (37.5%) requesting that hedges / grass on footpaths are cut back.

	Number of comments made
▶ Repair footpaths and pavements	9 (56.2%)
▶ Cut back hedges / grass on footpaths and verges	6 (37.5%)
▶ Kerbs not sufficiently lowered at side roads & crossing points on main roads	1 (6.3%)

## A5) ROADS

Over eight in ten (81.3%) of those who raised roads as an issue in the *Central Area* highlighted the need for repairs; with a just under one in five (18.7%) requesting that the liaison between services is better when roadwork's are carried out.

	Number of comments made
▶ Roads in poor state of repair	13 (81.3%)
▶ Better management of roadwork's / liaison between services	3 (18.7%)

## A6) OTHER ISSUES RAISED

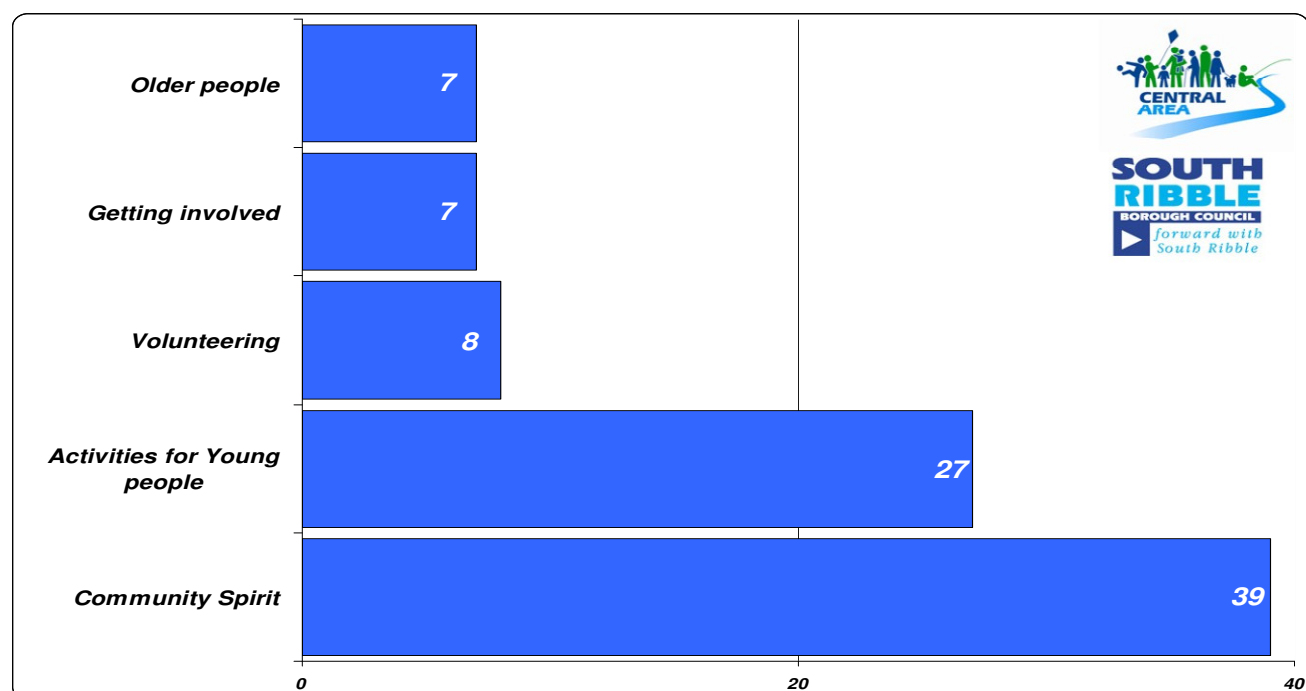
Nearly a third (32.1%) of those who raised other issues in the *Central Area* highlighted the need for a better public transport service, whilst just over one in five (21.4%) told us that that are happy with the services that are provided.

	Number of comments made
▶ Poor public transport / Need better public transport	9 (32.1%)
▶ Happy with services / area clean and tidy / OK	6 (21.4%)
▶ Better publicity about public transport	1 (3.6%)
▶ Free school buses would ease congestion	1 (3.6%)
▶ Boarded-up houses in Quinn Street a disgrace	1 (3.6%)
▶ Derelict areas improved	1 (3.6%)
▶ Disused petrol stations. Closed shops	1 (3.6%)
▶ Adoption of Holland House Road	1 (3.6%)
▶ Estate not adopted after 5½yrs	1 (3.6%)
▶ More / better public toilets	1 (3.6%)
▶ More control on how environment is used. Businesses made responsible for the environment	1 (3.6%)
▶ Disabled drivers need accessible parking but not free parking	1 (3.6%)
▶ Too much on street parking / dangerous parking	1 (3.6%)
▶ Noise pollution from Black Bull	1 (3.6%)
▶ Please explain new rules for keeping dogs on leads	1 (3.6%)

## B) PEOPLE & COMMUNITIES

88 (20.7%) of the comments that were made regard issues which relate to people and communities. These can be further broken down as follows:

Topic area	Number of comments made
▶ Community Spirit	39 (44.3%)
▶ activities for Young people	27(30.7%)
▶ volunteering	8 (9.0%)
▶ Getting involved	7 (8.0%)
▶ Older people	7 (8.0%)





## B1) COMMUNITY SPIRIT

Nearly three quarters (74.3%) of those who chose to comment on the issue of community spirit in the *Central Area* highlighted that they were either happy with where they live and the services that are provided or that they had good neighbours or that there was a good feeling of community spirit. Just over a fifth (20.5%) felt that more community involvement was needed to promote a better community spirit.

	Number of comments made
▶ Happy with services/ good area to live	21 (53.8%)
▶ Good neighbours / community spirit	8 (20.5%)
▶ More community involvement / promote community spirit	8 (20.5%)
▶ Need community centre locally	2 (5.1%)

## B2) ACTIVITIES FOR YOUNG PEOPLE

Nearly three quarters (74.0%) of those who chose to comment told us that there is a need for more activities, and or, facilities for young people in the *Central Area*.

	Number of comments made
▶ More activities / facilities for young people	20 (74.0%)
▶ Keep young people off the streets	5 (18.5%)
▶ Disaffected teenagers who do not join in anything are a continual headache	1 (3.7%)
▶ General population ok but special needs tend to be ignored	1 (3.7%)

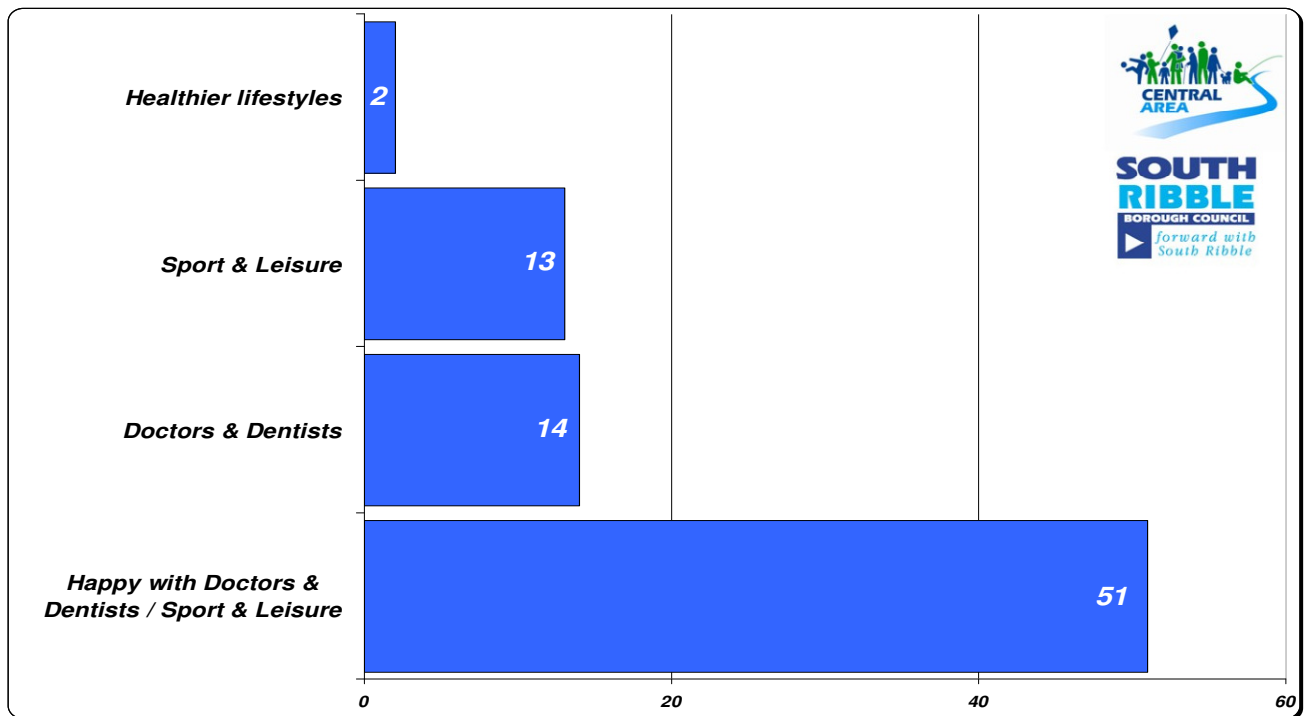
## B3) OTHER ISSUES RAISED

Over a third (36.4%) of those who raised other issues in the *Central Area* highlighted the need for better promotion of the community events and volunteering opportunities that are on offer. Just over a quarter told us that they felt that more facilities for older people were needed.

	Number of comments made
▶ Promote more community / voluntary groups	8 (36.4%)
▶ More facilities for older people	6 (27.3%)
▶ More publicity / advertising of activities/ not aware what is going on	5 (22.7%)
▶ Not very good / no plan	1 (4.5%)
▶ Could do with some allotments to keep people active and produce some eatables	1 (4.5%)
▶ Pensioners club no good for disabled people as coach trips not accessible	1 (4.5%)

## C) HEALTH & WELLBEING

80 (18.8%) of the comments that were made regard issues which relate to health and wellbeing. These can be further broken down as follows:



Topic area	Number of comments made
▶ Happy with Doctors & Dentists / Sport & Leisure	51 (63.7%)
▶ Doctors & Dentists	14 (17.5%)
▶ Sport & Leisure	13 (16.3%)
▶ Healthier lifestyles	2 (2.5%)

### C1) HAPPY WITH DOCTORS AND DENTISTS / SPORT AND LEISURE

Nearly two thirds (63.8%) of those who chose to comment on the issue of Health and Wellbeing told us that they are happy with the services that are provided by doctors, dentists and the in relation to sport and leisure in the *Central Area*.

	Number of comments made
▶ Happy with services / no problems / good range of facilities	51 (100%)

### C2) ISSUES RELATING TO DOCTORS AND DENTISTS

Nearly two thirds (64.3%) of those who chose to, commented on how they felt the service provided could be improved told us that felt there is a need for more local health care facilities in the *Central Area*. The issues of finding difficulty in getting appointments and opening hours were also raised.

	Number of comments made
▶ Health Facilities need to be local / Need more/ local GP / NHS Dentist	9 (64.3%)
▶ Problems with GP / Health services (e.g. appointments, access, opening hours)	5 (35.7%)

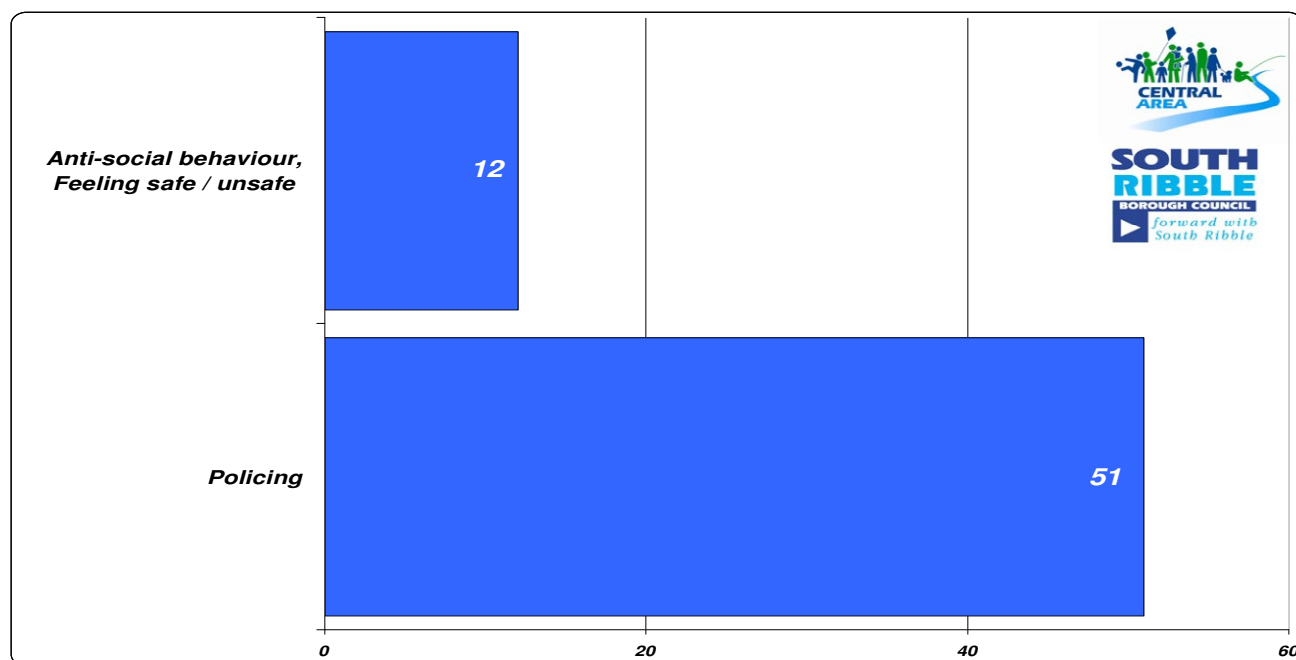
### C3) ISSUES RELATING TO SPORT AND LEISURE

Over three quarters (76.9%) of those who chose to, commented on how they felt the service provided could be improved told us that felt there is a need for more local sport and leisure facilities in the *Central Area*.

	Number of comments made
▶ More / Better local Leisure/ Sports facilities	10 (76.9%)
▶ Cheaper / Free Leisure facilities	2 (15.4%)
▶ Keep public baths at Penwortham Sports Centre & the fitness centre	1 (7.7%)

### D) SAFER NEIGHBOURHOODS

63 (14.8%) of the comments that were made regard issues which relate to safer neighbourhoods. These can be further broken down as follows:



Topic area	Number of comments made
▶ Policing	51 (81.0%)
▶ Anti-social behaviour, Feeling safe / unsafe	12 (19.0%)

### D1) POLICING

Nearly a third (29.4%) of those who chose to comment directly on the issue of policing told us that they are happy with the service that is provided and that they feel safe. Of those who gave suggestions as to how they felt the service could be further improved, just over a third (37.2%) said they would like to see the police take a tougher stance and be more visible in the *Central Area*.

	Number of comments made
▶ Tougher / More visible Policing / never see the police	19 (37.2%)
▶ Happy with services/ area fine/ safe	15 (29.4%)
▶ Better/ more policing	14 (27.4%)
▶ Vandalism / damage to property	1 (2.0%)
▶ Stop paintballing by putting rat poison down	1 (2.0%)
▶ Problem of unlicensed motorbikes, fireworks going off late into the night & well into the New Year	1 (2.0%)

## D2) ANTI-SOCIAL BEHAVIOUR, FEELING SAFE / UNSAFE

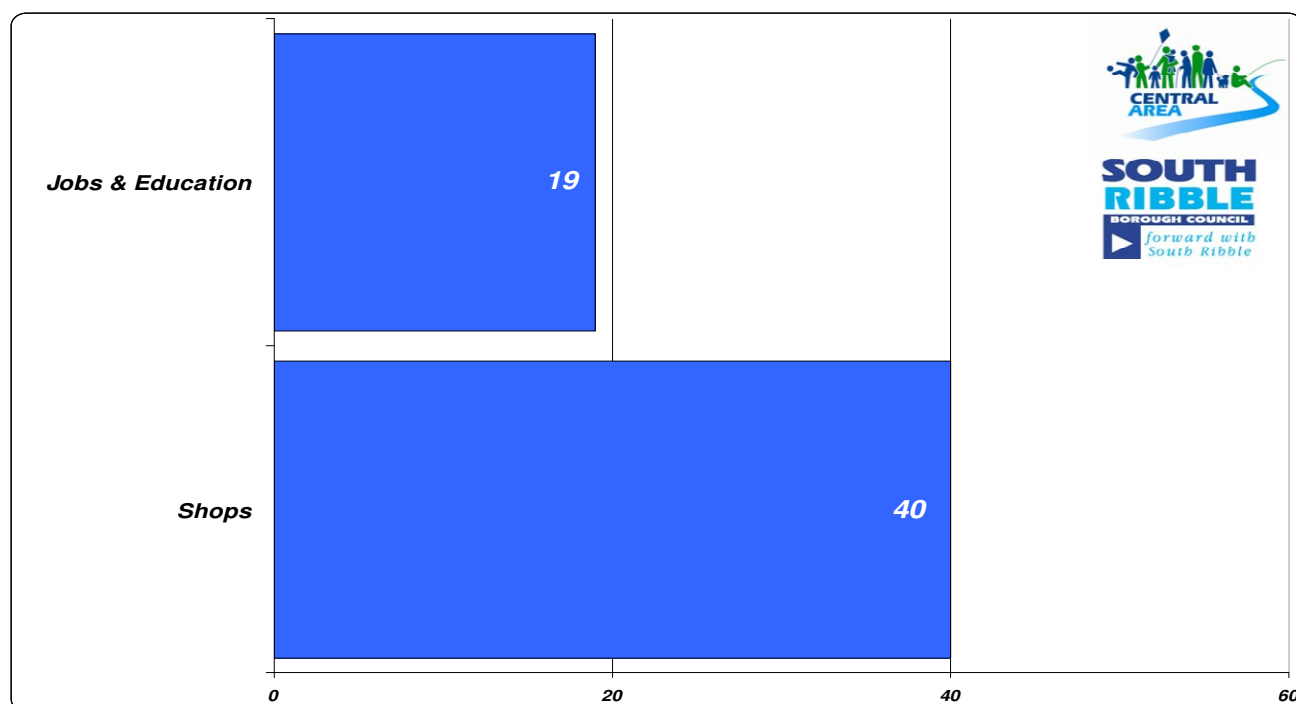
Over a third (41.9%) of those who chose to comment directly on the issues of Anti-Social Behaviour and feeling safe told us that they felt that there was a need to reduce the number of youths that gather in large groups in public places.

	Number of comments made
▶ Reduce number of youths gathering at shops, supermarkets etc	5 (41.7%)
▶ Ban drinking on the streets / in public/ reduce noisy drunken behaviour	2 (16.7%)
▶ Better community safety/ Area not safe at night	1 (8.3%)
▶ I and my 3 children would not dream of walking in the area at night	1 (8.3%)
▶ Kingsfold area deteriorating.	1 (8.3%)
▶ Keep over 12 year olds off play grounds for children, particularly at Lostock Hall	1 (8.3%)
▶ Reduce Anti social behaviour	1 (8.3%)

It is worth noting that only one of the 63 comments made (1.6%) relates directly to a crime having been committed.

## E) JOBS & BUSINESSES

59 (13.8%) of the comments that were made regard issues which relate to jobs and businesses. These can be further broken down as follows:



Topic area	Number of comments made
▶ Shops	40 (67.8%)
▶ Jobs & Education	19 (32.7%)

## E1) SHOPS

Over two thirds (67.8%) of those who chose to comment directly on the issue of jobs and businesses highlighted shops as an issue, with just under a third (30.0%) telling us they were happy with the facilities provided locally.

Of those who gave suggestions as to how they felt facilities could be improved, nearly a quarter (22.5%) said they would like to see a greater variety, or more high street shops brought into the area, with nearly one in five (17.5%) highlighting the need for locals to support their local shops and businesses.

	Number of comments made
▶ Happy with local shops / services / area fine	12 (30.0%)
▶ Support local shops/ businesses	7 (17.5%)
▶ Greater variety of shops	6 (15.0%)
▶ More High Street shops	3 (7.5%)
▶ Too many empty shops / shops closing	2 (5.0%)
▶ Too many food shops / supermarkets	2 (5.0%)
▶ Too many service outlets (banks hairdressers etc)	2 (5.0%)
▶ Leyland would benefit from a market in the main street once or twice a week	1 (2.5%)
▶ Need a post office locally	1 (2.5%)
▶ Need a cafe locally	1 (2.5%)
▶ More could be made of the facilities for shops on Station Road	1 (2.5%)
▶ Need a supermarket in Tardy Gate	1 (2.5%)
▶ Provide good local shops	1 (2.5%)

## E2) JOBS & EDUCATION

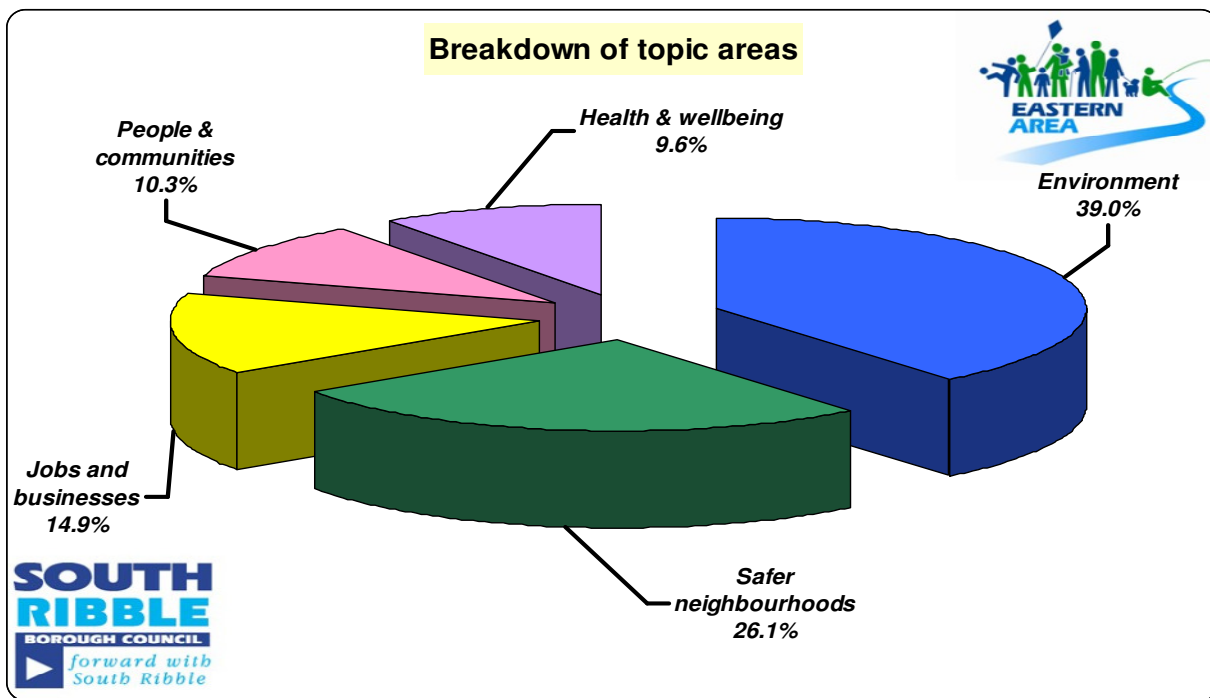
Over a quarter (26.3%) of those who chose to comment directly on the issues of jobs and education told us that they felt that the smaller and more local businesses were being forced out at the expense of larger, national or multinational retailers.

	Number of comments made
▶ Small / local businesses being forced out at the expense of Larger businesses	5 (26.3%)
▶ Improve education / training opportunities/ getting into work	3 (15.8%)
▶ Few local employers / local jobs/ jobs hard to find	3 (15.8%)
▶ Library provision is poor.	1 (5.3%)
▶ Go back 25yrs-growth in population up, jobs down	1 (5.3%)
▶ Greater variety of small businesses	1 (5.3%)
▶ Local employers should try to employ local people	1 (5.3%)
▶ Need more jobs/ less unemployment	1 (5.3%)
▶ Parking charges harm local businesses	1 (5.3%)
▶ Small businesses being sold for private housing	1 (5.3%)
▶ What happens nationally affects us locally	1 (5.3%)

## 5.4.2 EASTERN AREA

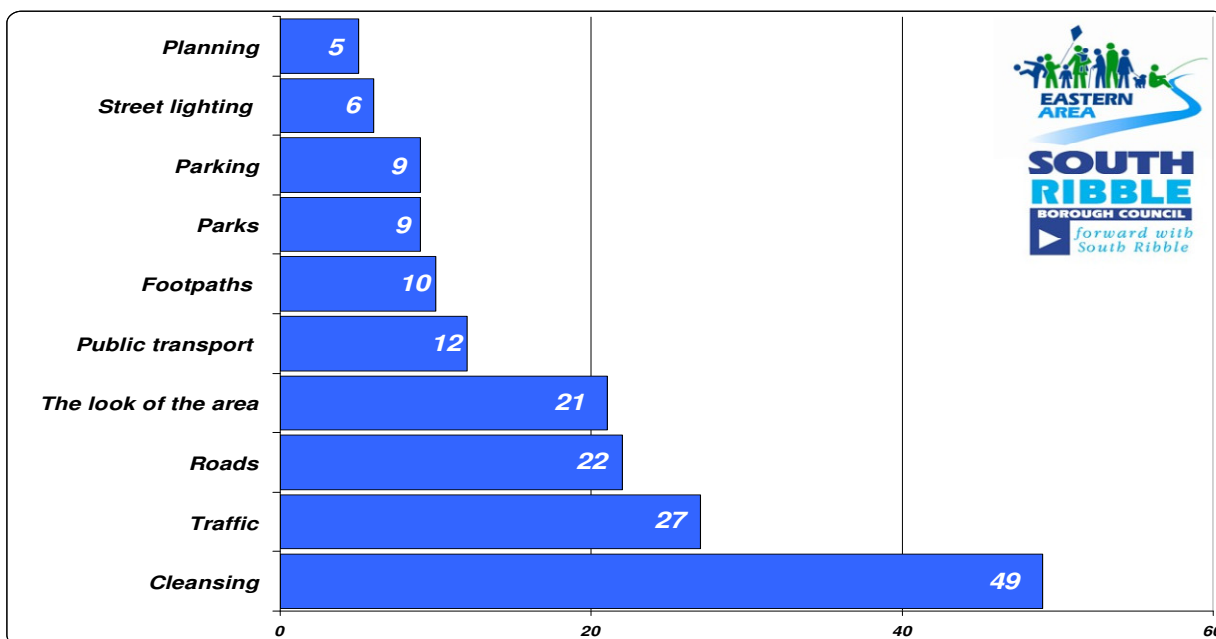
A total of 436 comments were made by the panellists who reside in eastern area. The comments can be broken down in to the five broad discussion topic areas as follows:

Topic area	Number of comments made
A) Environment	170 (39.0%)
B) Safer neighbourhoods	114 (26.1%)
C) Jobs and businesses	65 (14.9%)
D) People and communities	45 (10.3%)
E) Health and wellbeing	42 (9.6%)



### A) ENVIRONMENT

170 (39.0%) of the comments that were made by the panellists who reside in *Eastern Area* relate to issues concerning the local environment. These can be further broken down as follows:



	Number of comments made
▶ <b>Cleansing</b>	49 (28.8%)
▶ <b>Traffic</b>	27 (15.9%)
▶ <b>Roads</b>	22 (12.9%)
▶ <b>The look of the area</b>	21 (12.3%)
▶ <b>Public transport</b>	12 (7.1%)
▶ <b>Footpaths</b>	10 (5.9%)
▶ <b>Parks</b>	9 (5.3%)
▶ <b>Parking</b>	9 (5.3%)
▶ <b>Street lighting</b>	6 (3.5%)
▶ <b>Planning</b>	5 (2.9%)

## A1) CLEANSING

Of those who raised cleansing as an issue in *Eastern Area*, just under a third (34.4%) highlighted that dog fouling was a concern, with just over a quarter (26.5%) noting that street cleaning or litter was a issue to them.

	Number of comments made
▶ <b>Less dog fouling / More dog fouling bins / More penalties for dog fouling</b>	15 (30.6%)
▶ <b>Better street cleaning</b>	13 (26.5%)
▶ <b>Less litter / More litter bins</b>	13 (26.5%)
▶ <b>Prevent flooding / clear gulleys</b>	4 (8.2%)
▶ <b>Better / more frequent refuse collection</b>	2 (4.1%)
▶ <b>Designated cycle ways, subways and flyovers-these areas constantly covered in glass</b>	1 (2.0%)
▶ <b>Fast food outlets should be required to pick up litter in surrounding areas</b>	1 (2.0%)

## A2) TRAFFIC

Over a third of those who raised traffic as an issue in the *Eastern Area* (40.7%) highlighted the need for better traffic control, with the same percentage telling us that there is too much traffic in the area.

	Number of comments made
▶ <b>Better traffic control</b>	11 (40.7%)
▶ <b>Traffic problems /Too much traffic / traffic busy in built up areas</b>	11 (40.7%)
▶ <b>Better traffic signage</b>	3 (11.1%)
▶ <b>Reduce speeding traffic / traffic calming</b>	2 (7.4%)

## A3) ROADS

All of those who raised roads as an issue in the *Eastern Area* highlighted poor state of the roads, and the need for repairs.

	Number of comments made
▶ <b>Roads in poor state of repair</b>	22 (100%)

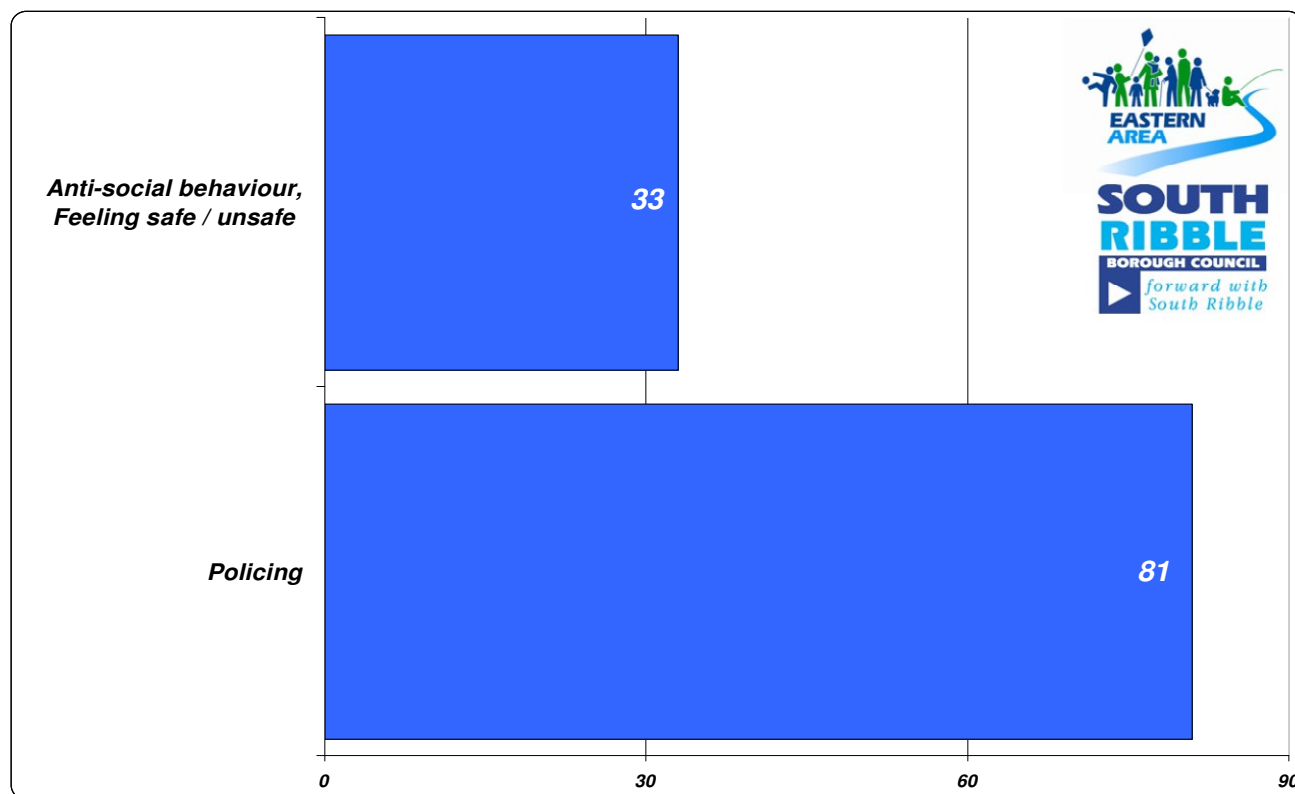
## A4) THE LOOK OF THE AREA AND OTHER ISSUES RAISED

Just over a quarter (26.4%) of those who raised other issues in the eastern area highlighted that they were happy with the services that were provided, and that generally, the area was clean and tidy. The need for a better public transport service was highlighted by just over one in ten (13.9%).

	Number of comments made
▶ Happy with services/ area clean and tidy/ OK	19 (26.4%)
▶ Poor public transport/ Need better public transport	10 (13.9%)
▶ Better lighting	6 (8.3%)
▶ More parks / open spaces	5 (6.9%)
▶ Too much on street parking / dangerous parking	5 (6.9%)
▶ Cut back hedges / grass on footpaths and verges	4 (5.6%)
▶ Repair footpaths and pavements	4 (5.6%)
▶ More footpaths / cycle paths / bridle ways	2 (2.8%)
▶ Better upkeep of parks / open spaces / green areas	2 (2.8%)
▶ Lack of control in parks at night / need park warden	2 (2.8%)
▶ Better / cheaper public transport	2 (2.8%)
▶ There are no footpaths/grass verges between Paul's farm and Claremont Aquatics	1 (1.4%)
▶ The village is a constant building site	1 (1.4%)
▶ More disabled parking spaces needed at the fitness centre	1 (1.4%)
▶ My major issue locally is car parking charges	1 (1.4%)
▶ Need more yellow lines to prevent congestion	1 (1.4%)
▶ Secure cycle parking needed	1 (1.4%)
▶ Cannot discover who is responsible for land at side of shops on Fox Lane	1 (1.4%)
▶ Planning - the LDF seem to be taking ages	1 (1.4%)
▶ Provision of bowling greens in South Ribble would be appreciated by a lot of people	1 (1.4%)
▶ The old mill is an eyesore. Closure of pubs a loss to the community.	1 (1.4%)
▶ Town centre needs updating / regenerating	1 (1.4%)

## B) SAFER NEIGHBOURHOODS

114 (26.1%) of the comments that were made relate to issues which concern safer neighbourhoods. These can be further broken down as follows:



Topic area	Number of comments made
▶ Policing	81 (71.0%)
▶ Anti-social behaviour, Feeling safe / unsafe	33 (29.0%)



## B1) POLICING

Over a third (39.5%) of those who chose to comment directly on the issue of policing told us that they are happy with the service that is provided and that they feel safe. Of those who gave suggestions as to how they felt the service could be further improved, just under a third (32.1%) said they would like to see better / more policing in the area, with just under a quarter (23.5%) saying that they would like to see the police take a tougher stance and be more visible in the *Eastern Area*.

	Number of comments made
▶ Happy with services/ area fine/ safe	32 (39.5%)
▶ Better/ more policing	26 (32.1%)
▶ Tougher / More visible Policing / never see the police	19 (23.5%)
▶ Police do their best but if Leyland Community Centre closes there will be increased problems	1 (1.2%)
▶ Not closing police stations	1 (1.2%)
▶ Neighbourhood Watch schemes	1 (1.2%)
▶ Cars being damaged / Not safe to leave car at night	1 (1.2%)

## B2) ANTI-SOCIAL BEHAVIOUR, FEELING SAFE / UNSAFE

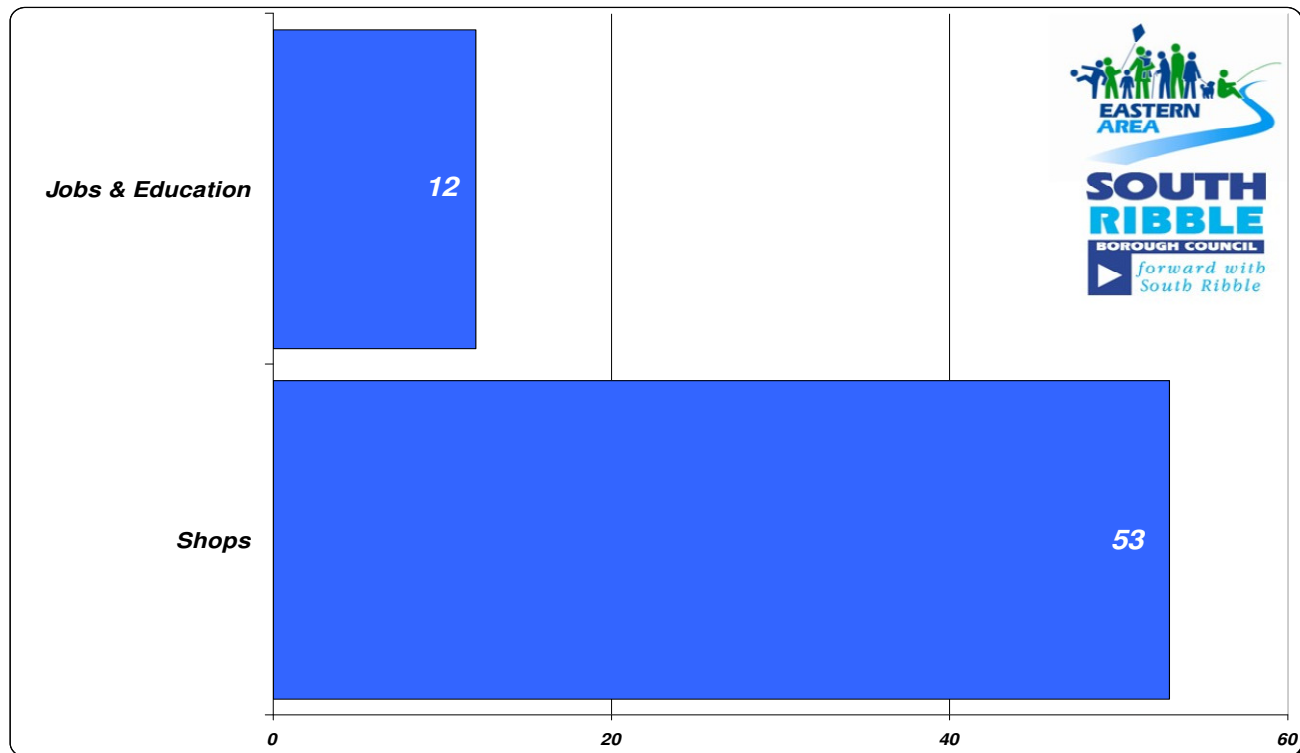
Over half (54.6%) of those who chose to comment directly on the issues of Anti-Social Behaviour and feeling safe told us that they felt that there was a need to reduce the number of youths that gather in large groups in public places.

	Number of comments made
▶ Reduce number of youths gathering at shops, supermarkets etc	18 (54.6%)
▶ Reduce Anti social behaviour	7 (21.2%)
▶ Ban drinking on the streets / in public/ reduce noisy drunken behaviour	6 (18.2%)
▶ Pub opening hours should be cut. Alcohol too widely available.	1 (3.0%)
▶ Better community safety/ Area not safe at night	1 (3.0%)

It is worth noting that only one of the 114 comments made (0.8%) relate directly to a crime having been committed.

## C) JOBS AND BUSINESSES

65 (14.9%) of the comments that were made by the panellists who reside in *Eastern Area* relate to issues concerning jobs and businesses. These can be further broken down as follows:



	Number of comments made
▶ Shops	53 (81.5%)
▶ Jobs & Education	12 (18.5%)

## C1) SHOPS

Over eight in ten (81.5%) of those who chose to comment directly on the issue of jobs and businesses highlighted shops as an issue, with over a third (39.6%) telling us they were happy with the facilities provided locally.

Of those who gave suggestions as to how they felt facilities could be improved, just under one in five (18.9%) said they would like to see a greater variety, or more high street shops brought into the area, with 15.1% highlighting the need for locals to support their local shops and businesses.

	Number of comments made
▶ Happy with local shops / services / area fine	21 (39.6%)
▶ Support local shops/ businesses	8 (15.1%)
▶ Greater variety of shops	7 (13.2%)
▶ Provide good local shops	4 (7.5%)
▶ Too many service outlets (banks hairdressers etc)	4 (7.5%)
▶ More High Street shops	3 (5.7%)
▶ Too many empty shops / shops closing	2 (3.8%)
▶ Local cafe would be good addition to the community.	1 (1.9%)
▶ More / better disabled parking / better disabled access	1 (1.9%)
▶ Premises where Spar used to be on Hennel Lane are an eyesore	1 (1.9%)
▶ Too many food shops / supermarkets	1 (1.9%)

## C2) JOBS AND EDUCATION

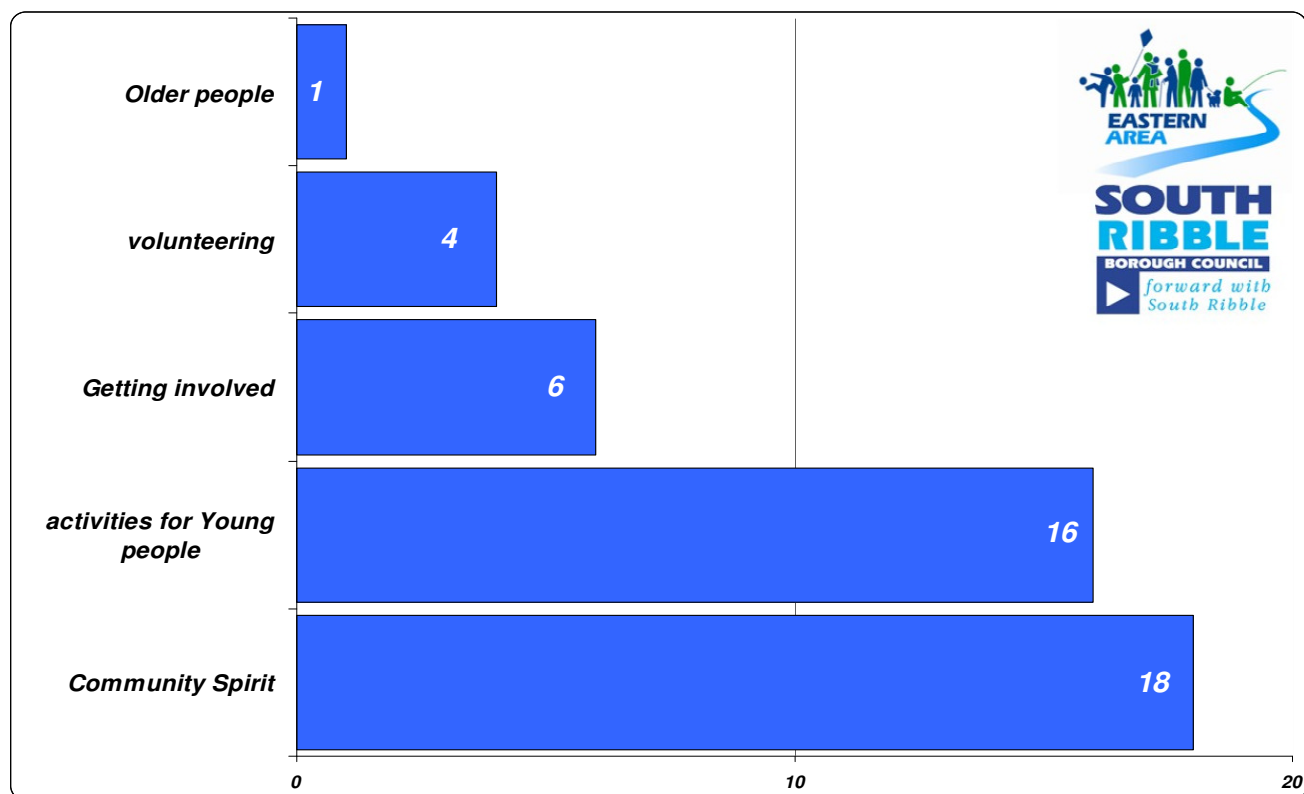
A quarter (25.0%) of those who chose to comment directly on the issues of jobs and education told us that they felt that the smaller and more local businesses were being forced out at the expense of larger, national or multinational retailers.

	Number of comments made
▶ Small / local businesses being forced out at the expense of Larger businesses	3 (25.0%)
▶ Few local employers / local jobs/ jobs hard to find	2 (16.7%)
▶ Greater variety of small businesses	2 (16.7%)
▶ Improve education / training opportunities/ getting into work	1 (8.3%)
▶ Library important for information	1 (8.3%)
▶ Difficult during recession but feel it will improve stage by stage	1 (8.3%)
▶ Employers need to give better feedback whether you have got the job or not	1 (8.3%)
▶ Parking charges harm local businesses	1 (8.3%)

## D) PEOPLE & COMMUNITIES

45 (10.3%) of the comments that were made regard issues which relate to people and communities. These can be further broken down as follows:

Topic area	Number of comments made
▶ Community Spirit	18 (40.0%)
▶ activities for Young people	16 (35.6%)
▶ Getting involved	6 (13.3%)
▶ volunteering	4 (8.9%)
▶ Older people	1 (2.2%)



## D1) COMMUNITY SPIRIT

Over half (55.5%) of those who chose to comment on the issue of community spirit in the *Eastern Area* highlighted that they were either happy with where they live and the services that are provided or that they had good neighbours or that there was a good feeling of community spirit. Just over a quarter (27.8%) felt that more community involvement was needed to promote a better community spirit.

	Number of comments made
▶ Happy with services/ good area to live	6 (33.3%)
▶ More community involvement / promote community spirit	5 (27.8%)
▶ Good neighbours / community spirit	4 (22.2%)
▶ Need community centre locally	1 (5.6%)
▶ Village hall needs facelift	1 (5.6%)
▶ What happened to the May Festival/Churches Together walking day etc?	1 (5.6%)

## D2) ACTIVITIES FOR YOUNG PEOPLE

Over eight out of ten (81.2%) of those who chose to comment told us that there is a need for more activities, and or, facilities for young people in the eastern area.

	Number of comments made
▶ More activities / facilities for young people	13 (81.2%)
▶ Keep young people off the streets	3 (18.8%)

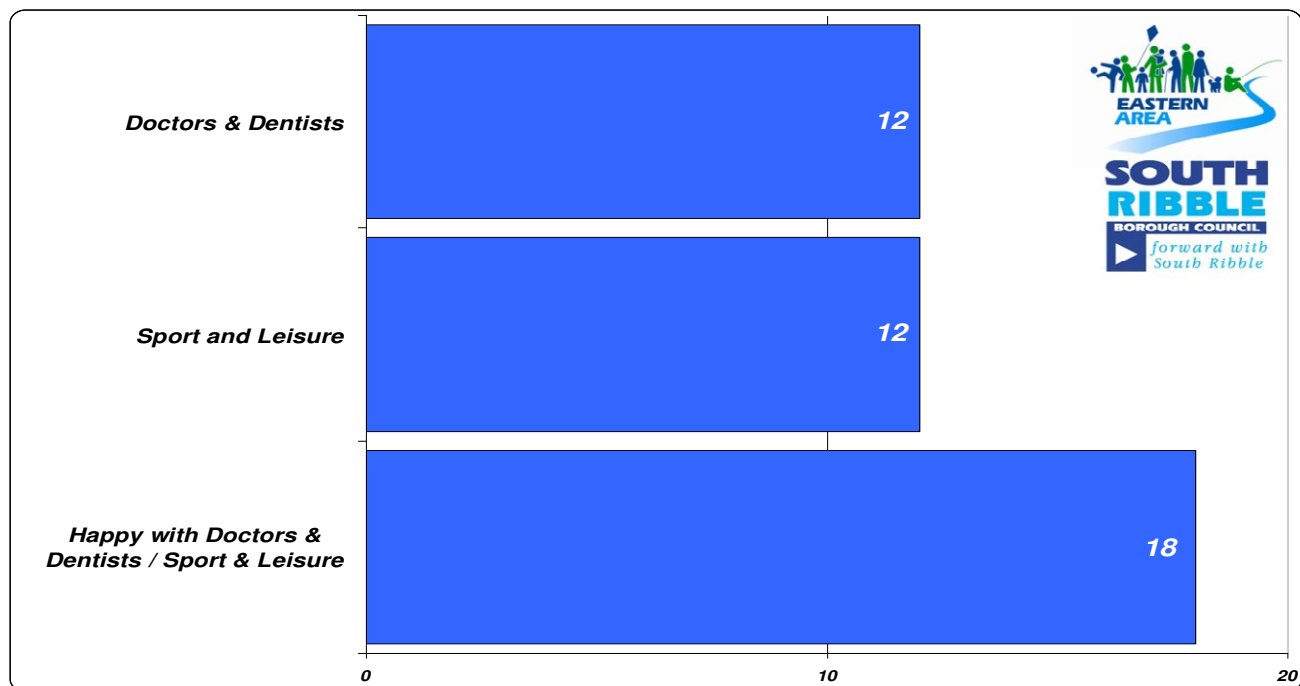
## D3) OTHER ISSUES RAISED

Over a third (36.3%) of those who raised other issues in the eastern area highlighted the need for better promotion of the community events and volunteering opportunities that are on offer.

	Number of comments made
▶ Promote more community / voluntary groups	4 (36.3%)
▶ Not very good / no plan	2 (18.2%)
▶ More facilities for older people	1 (9.1%)
▶ More publicity / advertising of activities/ not aware what is going on	1 (9.1%)
▶ Benefit community to have somewhere to meet like a pavilion where sports take place	1 (9.1%)
▶ Community officers should be more approachable.	1 (9.1%)
▶ Wasting tax payers money by re-evaluating decisions made by police & previous councillors	1 (9.1%)

## E) HEALTH & WELLBEING

42 (9.6%) of the comments that were made regard issues which relate to health and wellbeing. These can be further broken down as follows:



Topic area	Number of comments made
▶ Happy with Doctors & Dentists / Sport & Leisure	18 (42.8%)
▶ Sport & Leisure	12 (28.6%)
▶ Doctors & Dentists	12 (28.6%)

### E1) HAPPY WITH DOCTORS AND DENTISTS / SPORT AND LEISURE

Over a third (38.1%) of those who chose to comment on the issue of Health and Wellbeing told us that they are happy with the services that are provided by doctors, dentists and the in relation to sport and leisure in the *Eastern Area*.

	Number of comments made
▶ Happy with services / no problems / good range of facilities	16 (88.9%)
▶ Have few/ none of these facilities locally	2 (11.1%)

### E2) ISSUES RELATING TO DOCTORS AND DENTISTS

Three quarters (75.0%) of those who chose to, commented on how they felt the service provided could be improved told us that felt there is a need for more local health care facilities in the eastern area. The issues of finding difficulty in getting appointments and opening hours were also raised by a quarter of those who chose to comment.

	Number of comments made
▶ Health Facilities need to be local / Need more/ local GP / NHS Dentist	9 (75.0%)
▶ Problems with GP / Health services (e.g. appointments, access, opening hours)	3 (25.0%)

### E3) ISSUES RELATING TO SPORT AND LEISURE

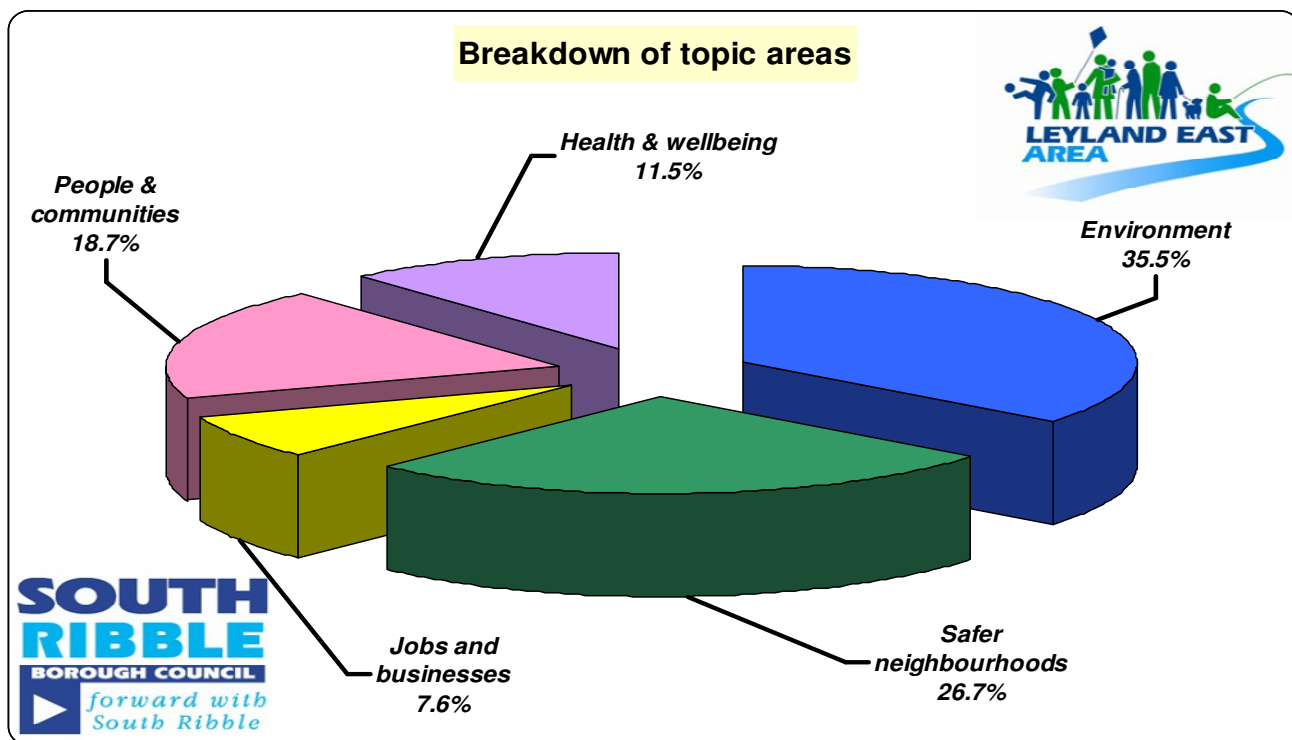
Nearly two thirds (58.3%) of those who chose to, commented on how they felt the service provided could be improved told us that felt there is a need for more local sport and leisure facilities in the *Eastern Area*.

	Number of comments made
▶ More / Better local Leisure/ Sports facilities	7 (58.3%)
▶ Cheaper / Free Leisure facilities	4 (33.3%)
▶ Leyland Leisure Centre toilets need attention	1 (8.3%)

### 5.4.3 LEYLAND EAST AREA

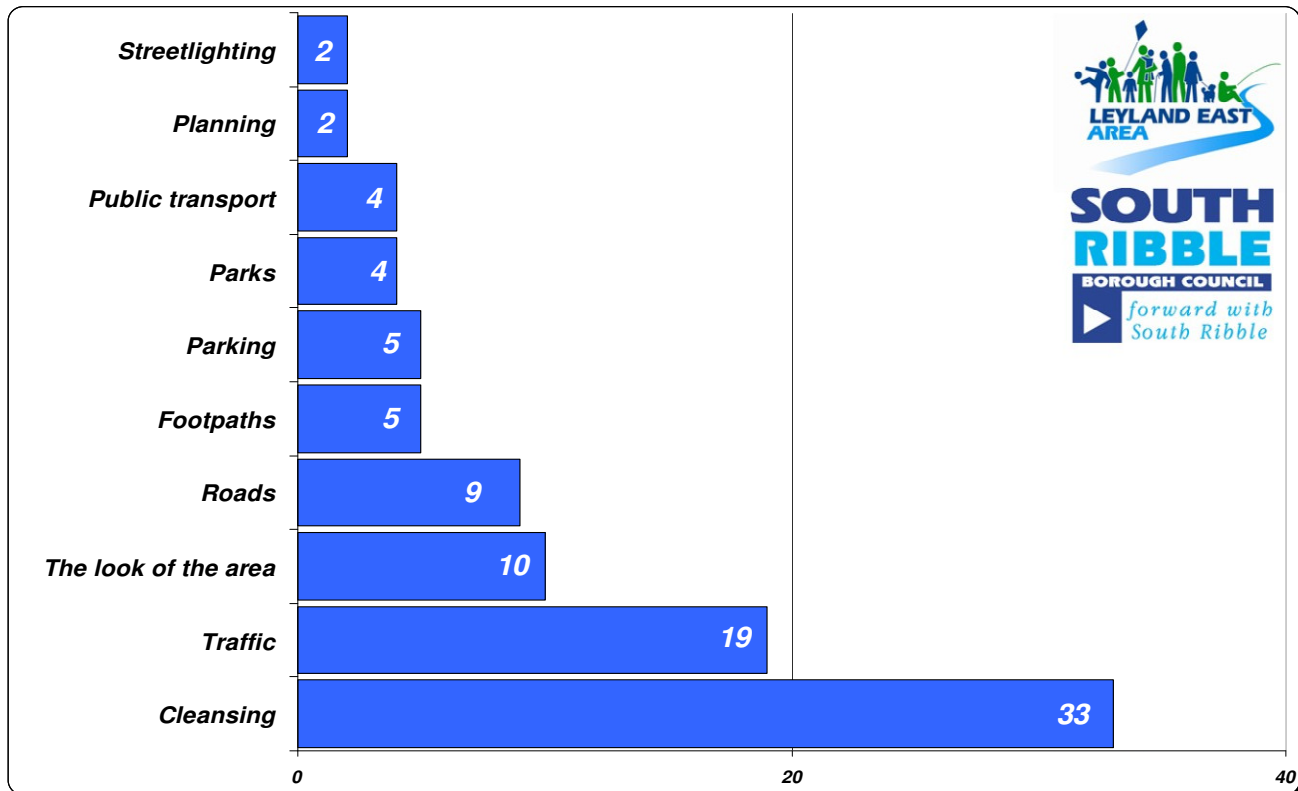
A total of 262 comments were made by the panellists who reside in *Leyland East Area*. The comments can be broken down in to the five broad discussion topic areas as follows:

Topic area	Number of comments made
A) Environment	93 (35.5%)
B) Safer neighbourhoods	70 (26.7%)
C) People and communities	49 (18.7%)
D) Health and wellbeing	30 (11.5%)
E) Jobs and businesses	20 (7.6%)



## A) ENVIRONMENT

93 (35.5%) of the comments that were made by the panellists who reside in the *Leyland East Area* relate to issues concerning the local environment. These can be further broken down as follows:



	Number of comments made
▶ Cleansing	33 (35.5%)
▶ Traffic	19 (20.4%)
▶ The look of the area	10 (10.8%)
▶ Roads	9 (9.7%)
▶ Footpaths	5 (5.4%)
▶ Parking	5 (5.4%)
▶ Parks	4 (4.3%)
▶ Public transport	4 (4.3%)
▶ Planning	2 (2.1%)
▶ Streetlighting	2 (2.1%)

### A1) CLEANSING

Of those who raised cleansing as an issue in the *Leyland East Area*, just under half (45.2%) highlighted that litter was a concern; with just under a third (32.3%) noting that street cleaning was an issue to them.

	Number of comments made
▶ Less litter / More litter bins	14 (45.2%)
▶ Better street cleaning	10 (32.3%)
▶ Prevent flooding / clear gulleys	5 (16.1%)
▶ Less dog fouling/ More dog fouling bins / More penalties for dog fouling	4 (12.9%)

## A2) TRAFFIC

Just under half of those who raised traffic as an issue in the *Leyland East Area* (47.4%) highlighted that there is too much traffic in the area; with just under a third (31.6%) telling us that there is a need for better traffic control.

	Number of comments made
▶ Traffic problems /Too much traffic / traffic busy through Leyland	9 (47.4%)
▶ Better traffic control	6 (31.6%)
▶ Better traffic signage	2 (10.5%)
▶ Create cycle paths-dangerous to use country roads	1 (5.3%)
▶ Reduce number of speeding cars	1 (5.3%)

## A3) THE LOOK OF THE AREA

Just over one in ten (10.8%) of those who raised any issues which related to the local environment in the *Leyland East Area*, highlighted that they were happy with the services that were provided, and that generally, the area was clean and tidy.

	Number of comments made
▶ Happy with services/ area clean and tidy/ OK	10 (100%)

## A4) ROADS, FOOTPATHS AND OTHER ISSUES RAISED

All of those who raised roads as an issue in the *Leyland East Area* highlighted poor state of the roads, and the need for repairs. The need for a better public transport service was highlighted by just over one in ten (12.9%).

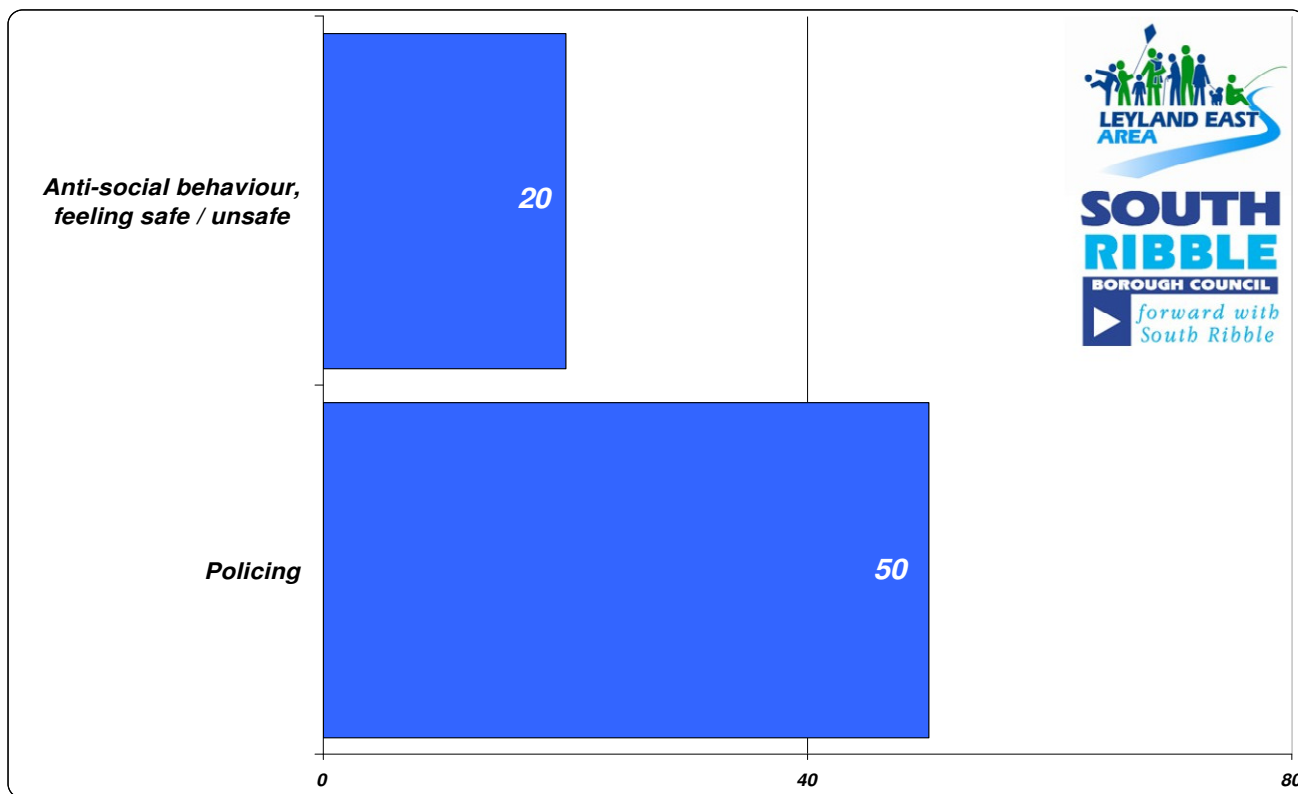
	Number of comments made
▶ Roads in poor state of repair	9 (29.0%)
▶ Poor public transport/ Need better public transport	4 (12.9%)
▶ Repair footpaths and pavements	3 (9.7%)
▶ Cut back hedges / grass on footpaths and verges	2 (6.5%)
▶ More parks / open spaces	2 (6.5%)
▶ Lack of control in parks at night / need park warden	2 (6.5%)
▶ More / better street lighting	2 (6.5%)
▶ More disabled children's parks like the one in Bamber Bridge.	1 (3.2%)
▶ Still waiting for the changes to Withy Grove Park	1 (3.2%)
▶ Have no problems with students parking outside my house, they don't leave litter and are not abusive	1 (3.2%)
▶ Need more yellow lines to prevent congestion	1 (3.2%)
▶ Too much on street parking / dangerous parking	1 (3.2%)
▶ More / better public toilets	1 (3.2%)
▶ Town centre needs updating / regenerating	1 (3.2%)



## B) SAFER NEIGHBOURHOODS

70 (26.7%) of the comments that were made relate to issues which concern safer neighbourhoods. These can be further broken down as follows:

Topic area	Number of comments made
▶ Policing	50 (71.4%)
▶ Anti-social behaviour, Feeling safe / unsafe	20 (28.6%)



### B1) POLICING

Just under a quarter (24.0%) of those who chose to comment directly on the issue of policing told us that they are happy with the service that is provided and that they feel safe. Of those who gave suggestions as to how they felt the service could be further improved, just over a third (34.0%) said they would like to see better / more policing in the area, with just over a quarter (28.0%) saying that they would like to see the police take a tougher stance and be more visible in the eastern area.

	Number of comments made
▶ Better/ more policing	17 (34.0%)
▶ Tougher / More visible Policing / never see the police	14 (28.0%)
▶ Happy with services/ area fine/ safe	12 (24.0%)
▶ Action tends to be reactive rather than active	1 (2.0%)
▶ Doing 'community service' doesn't work, most young people turn up and do nothing	1 (2.0%)
▶ Motorcycles using 'The Old Tram Road' when they are not allowed to.	1 (2.0%)
▶ Neighbourhood Watch schemes	1 (2.0%)
▶ Presence of Community Support Officers resulted in less vandalism	1 (2.0%)
▶ Worried about damage in church grounds	1 (2.0%)
▶ Cars being damaged / Not safe to leave carat night	1 (2.0%)

## B2) ANTI-SOCIAL BEHAVIOUR, FEELING SAFE / UNSAFE

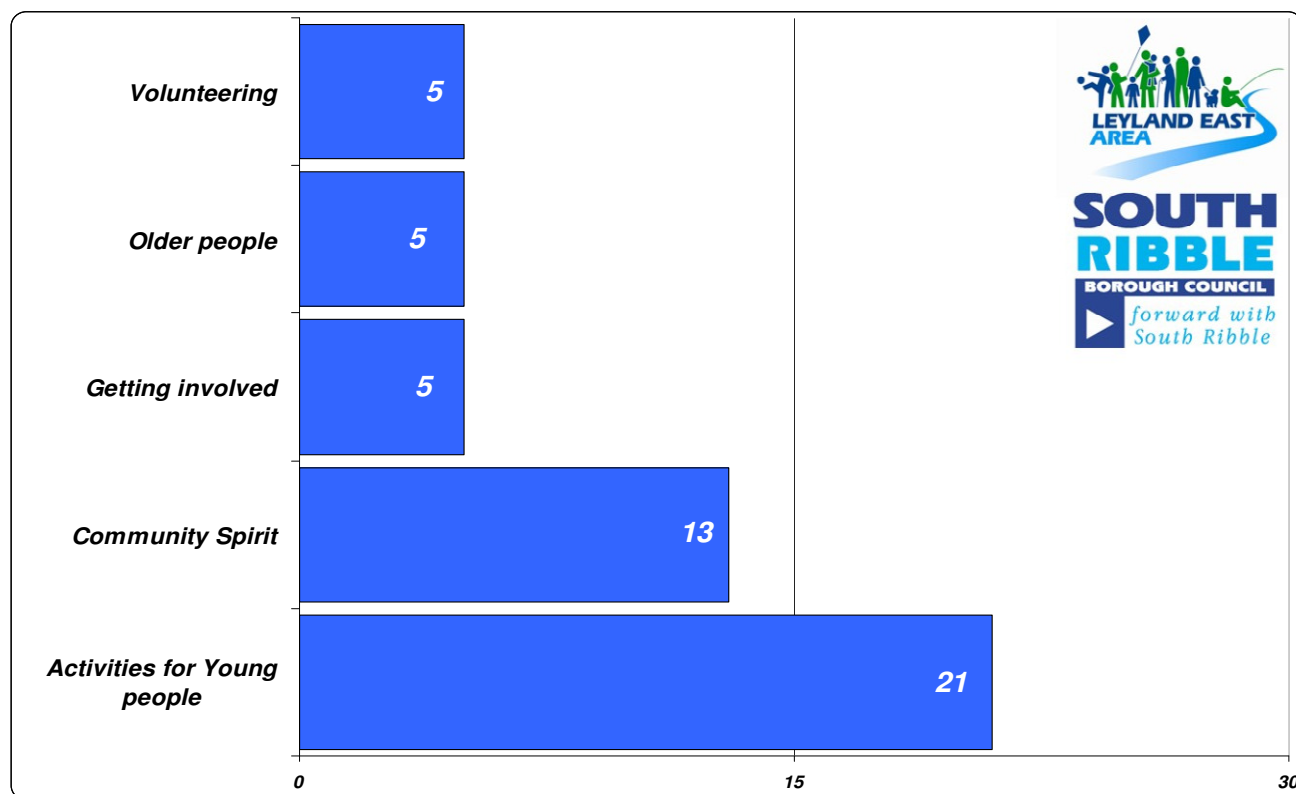
Just under half (45.0%) of those who chose to comment directly on the issues of Anti-Social Behaviour and feeling safe told us that they felt that there was a need to reduce the number of youths that gather in large groups in public places.

	Number of comments made
▶ Reduce number of youths gathering at shops, supermarkets etc	9 (45.0%)
▶ Ban drinking on the streets / in public/ reduce noisy drunken behaviour	5 (25.0%)
▶ Reduce Anti social behaviour	5 (25.0%)
▶ Better community safety/ Area not safe at night	1 (5.0%)

It is worth noting that only two of the 70 comments made (2.8%) relate directly to a crime having been committed.

## C) PEOPLE & COMMUNITIES

49 (18.7%) of the comments that were made regard issues which relate to people and communities. These can be further broken down as follows:



Topic area	Number of comments made
▶ Activities for Young people	21 (42.9%)
▶ Community Spirit	13 (26.5%)
▶ Getting involved	5 (10.2%)
▶ volunteering	5 (10.2%)
▶ Older people	5 (10.2%)

## C1) ACTIVITIES FOR YOUNG PEOPLE

Over three quarters (76.2%) of those who chose to comment told us that there is a need for more activities, and or, facilities for young people in the *Leyland East Area*.

	Number of comments made
▶ More activities / facilities for young people	16 (76.2%)
▶ Keep young people off the streets	5 (23.8%)

## C2) COMMUNITY SPIRIT

Nearly two thirds (61.5%) of those who chose to comment on the issue of community spirit in the *Leyland East Area* highlighted that they were either happy with where they live and the services that are provided of that they had good neighbours and that there was a good feeling of community spirit. Just over a third (38.5%) felt that more a local community centre was needed to promote a better community spirit.

	Number of comments made
▶ Happy with services/ good area to live	6 (46.1%)
▶ Need community centre locally	5 (38.5%)
▶ Good neighbours / community spirit	2 (15.4%)

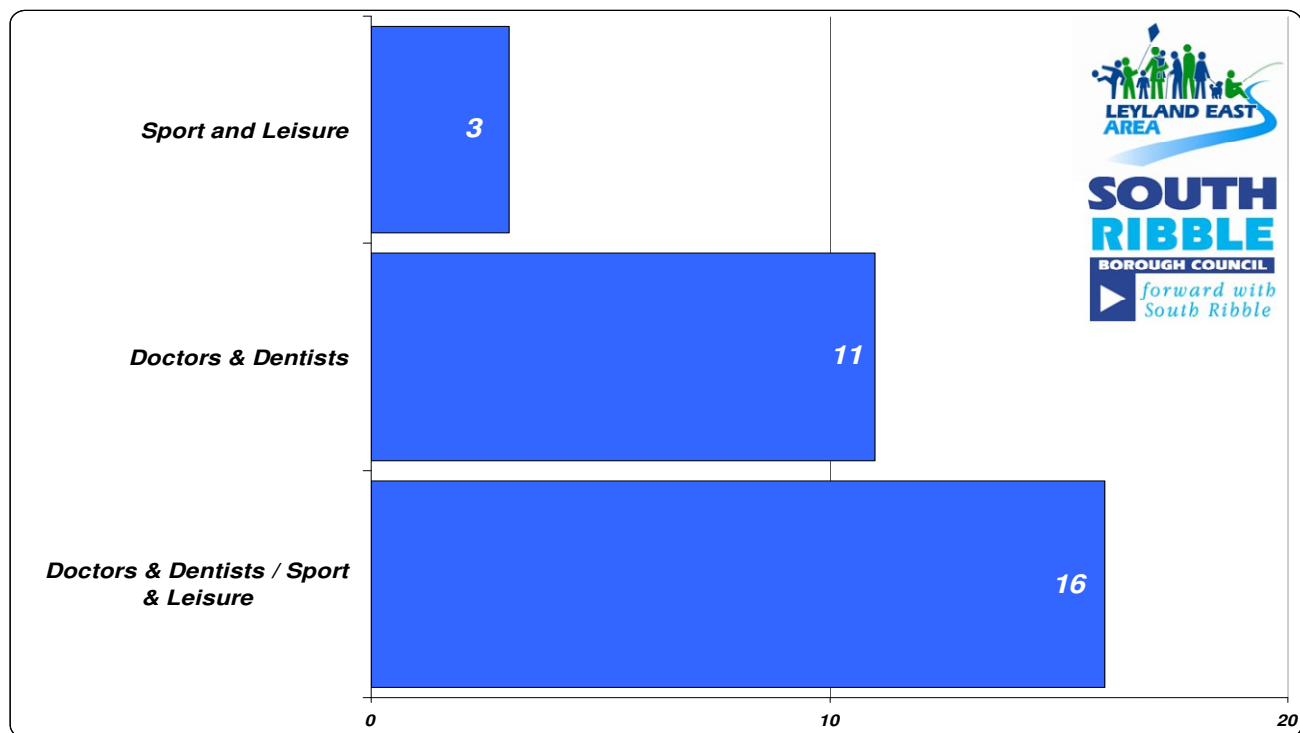
## C3) OTHER ISSUES RAISED

Exactly a third (33.3%) of those who raised other issues in the *Leyland East Area* highlighted the need for better promotion of the community events and volunteering opportunities that are on offer; with the same percentage suggesting more facilities for older people are required.

	Number of comments made
▶ More facilities for older people	5 (33.3%)
▶ Promote more community / voluntary groups	5 (33.3%)
▶ More publicity / advertising of activities/ not aware what is going on	3 (20.0%)
▶ More space for allotments	1 (6.7%)
▶ Not very good / no plan	1 (6.7%)

## D) HEALTH & WELLBEING

30 (11.5%) of the comments that were made regard issues which relate to health and wellbeing. These can be further broken down as follows:



Topic area	Number of comments made
▶ Happy with Doctors & Dentists / Sport & Leisure	16 (53.3%)
▶ Doctors & Dentists	11 (36.7%)
▶ Sport & Leisure	3 (10.0%)

### D1) HAPPY WITH DOCTORS AND DENTISTS / SPORT AND LEISURE

Over a half (53.3%) of those who chose to comment on the issue of Health and Wellbeing told us that they are happy with the services that are provided by doctors, dentists and the in relation to sport and leisure in the *Leyland East Area*.

	Number of comments made
▶ Happy with services / no problems / good range of facilities	16 (100%)

### D2) ISSUES RELATING TO DOCTORS AND DENTISTS

Over eight in ten (81.8%) of those who chose to, commented on how they felt the service provided could be improved told us that felt there is a need for more local health care facilities in the *Leyland East Area*. The issues of finding difficulty in getting appointments and opening hours were also raised by a just under one in five (18.2%) of those who chose to comment.

	Number of comments made
▶ Health Facilities need to be local / Need more/ local GP / NHS Dentist	9 (81.8%)
▶ Problems with GP / Health services (e.g. appointments, access, opening hours)	2 (18.2%)

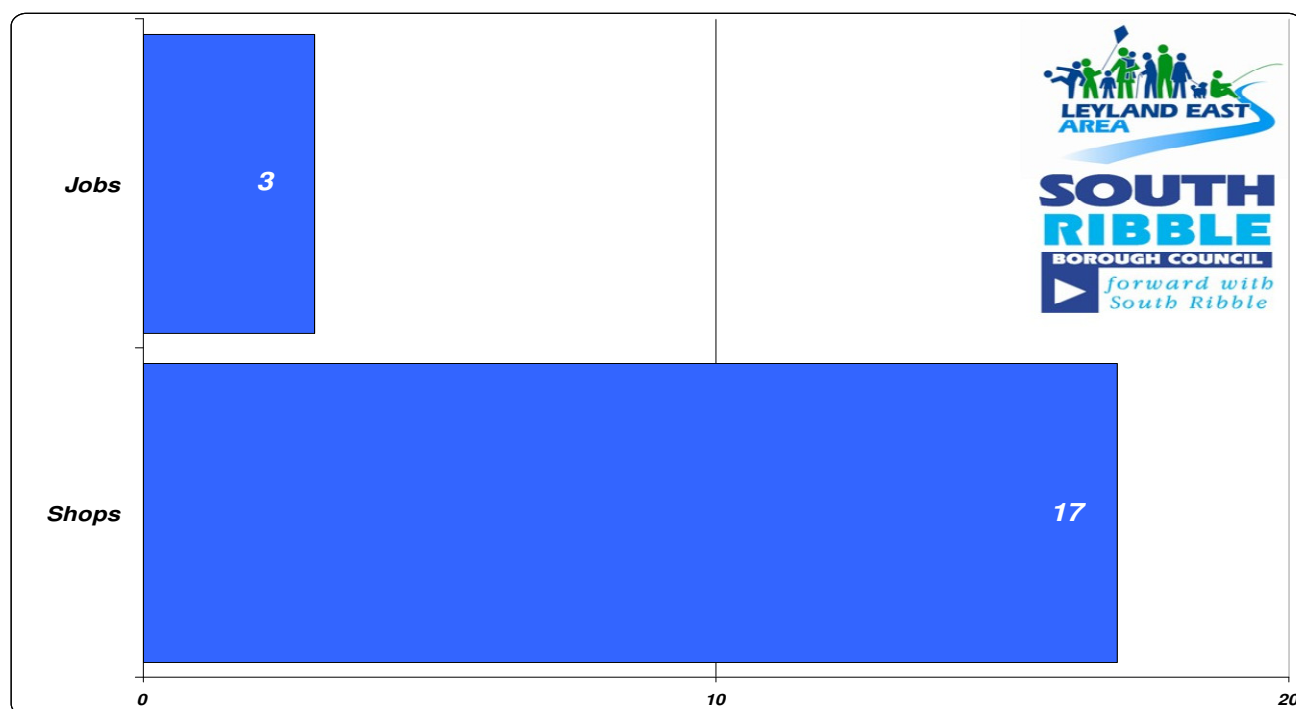
### D3) ISSUES RELATING TO SPORT AND LEISURE

Exactly two thirds (58.3%) of those who chose to, commented on how they felt the service provided could be improved told us that felt there is a need for more local sport and leisure facilities in the *Leyland East Area*.

	Number of comments made
▶ More / Better local Leisure/ Sports facilities	2 (66.7%)
▶ Cheaper / Free Leisure facilities	1 (33.3%)

### E) JOBS AND BUSINESSES

20 (7.6%) of the comments that were made by the panellists who reside in the *Leyland East Area* relate to issues concerning jobs and businesses. These can be further broken down as follows:



	Number of comments made
▶ Shops	17 (85.0%)
▶ Jobs & Education	3 (15.0%)

### E1) SHOPS

Over eight in ten (85.0%) of those who chose to comment directly on the issue of jobs and businesses highlighted shops as an issue, with half (50.0%) telling us that they were happy with the facilities provided locally.

	Number of comments made
▶ Happy with local shops / services / area fine	10 (58.8%)
▶ Too many empty shops / shops closing	2 (11.8%)
▶ Support local shops/ businesses	1 (5.9%)
▶ Lack of certain shops in this area	1 (5.9%)
▶ Greater variety of shops	1 (5.9%)
▶ Too many service outlets (banks hairdressers etc)	1 (5.9%)
▶ Shops shabby	1 (5.9%)

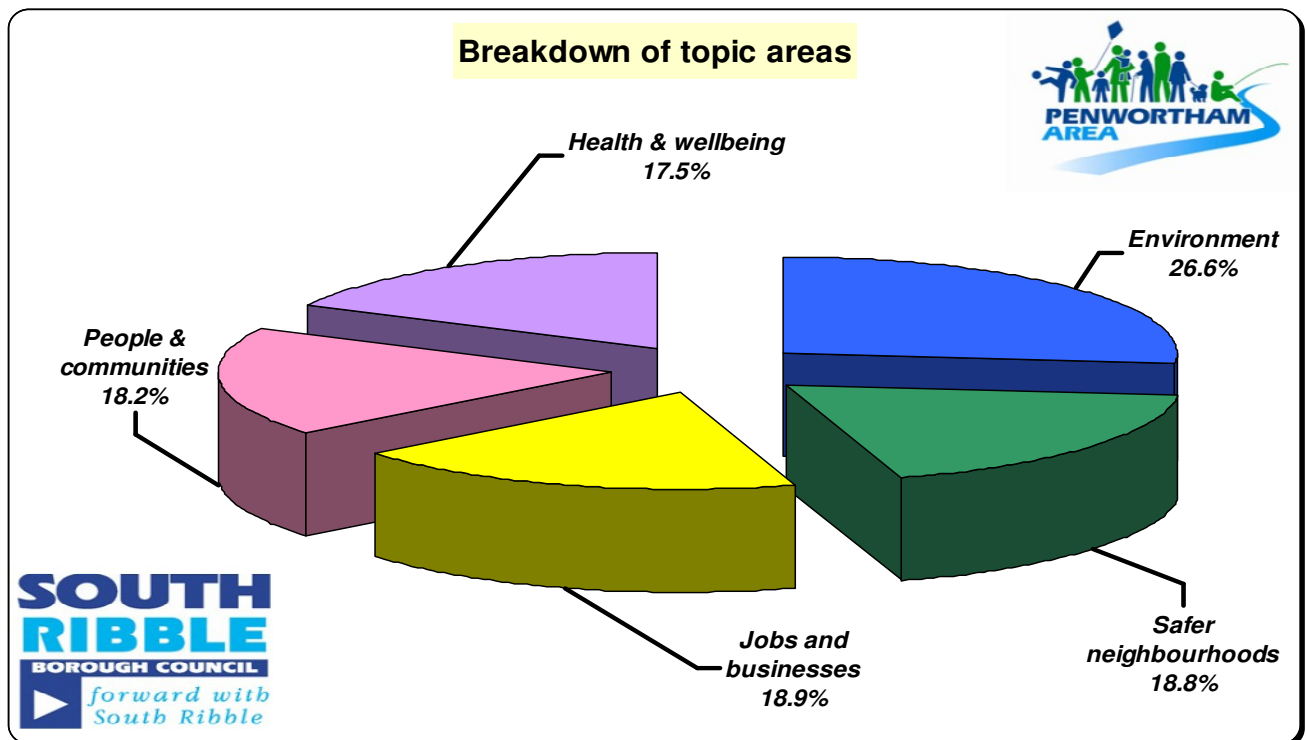
## E2) JOBS AND EDUCATION

The following comments were made by those who chose to comment on these issues.

	Number of comments made
▶ Council Tax keeps going up but I haven't had a pay rise for 2 years.	1 (33.3%)
▶ Lower rates / rents	1 (33.3%)
▶ Set up system for unused commercial premises to be used by art/textile groups for exhibitions	1 (33.3%)

### 5.4.4 PENWORTHAM AREA

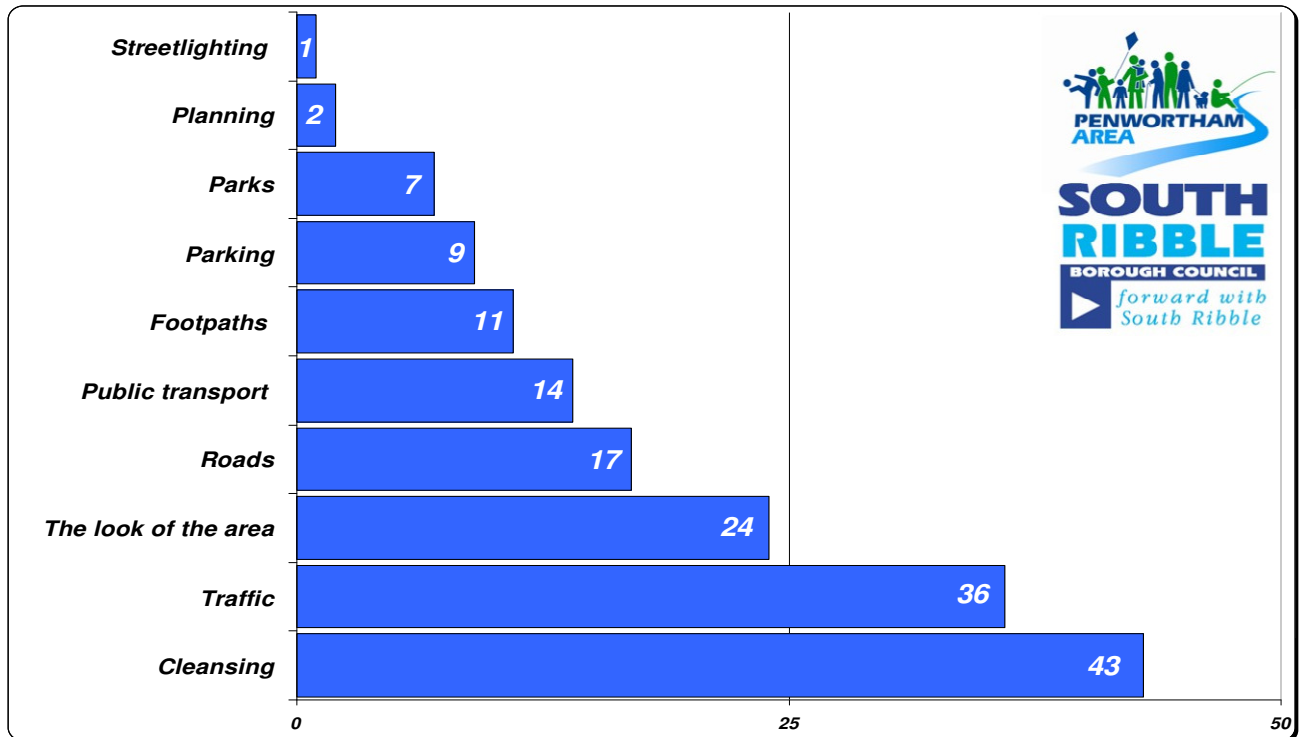
A total of 617 comments were made by panellists who reside in the *Penwortham* area. The comments can be broken down in to the five broad discussion topic areas as follows:



Topic area	Number of comments made
A) Environment	164 (26.6%)
B) Jobs and businesses	117 (18.9%)
C) Safer neighbourhoods	116 (18.8%)
D) People and communities	112 (18.2%)
E) Health and wellbeing	108 (17.5%)

## A) ENVIRONMENT

164 (26.6%) of the comments that were made by the panellists who reside in the *Penwortham Area* relate to issues concerning the local environment. These can be further broken down as follows:



	Number of comments made
▶ Cleansing	43 (26.2%)
▶ Traffic	36 (21.9%)
▶ The look of the area	24 (14.6%)
▶ Roads	17 (10.4%)
▶ Public transport	14 (8.5%)
▶ Footpaths	11 (6.7%)
▶ Parking	9 (5.5%)
▶ Parks	7 (4.3%)
▶ Planning	2 (1.2%)
▶ Streetlighting	1 (0.6%)

### A1) CLEANSING

Of those who raised cleansing as an issue in the *Penwortham Area*, just under a third (32.6%) highlighted that litter was a concern; with just under a third (30.2%) noting that street cleaning was an issue to them.

	Number of comments made
▶ Less litter / More litter bins	14 (32.6%)
▶ Better street cleaning	13 (30.2%)
▶ Less dog fouling/ More dog fouling bins / More penalties for dog fouling	7 (16.3%)
▶ Prevent flooding / clear gulleys	4 (9.3%)
▶ Better / more frequent refuse collection	2 (4.7%)
▶ Good recycling and reduction of waste	1 (2.3%)
▶ Too much graffiti	1 (2.3%)
▶ Rapid removal of graffiti	1 (2.3%)

## A2) TRAFFIC

Just over a third of those who raised traffic as an issue in the *Penwortham Area* (47.4%) highlighted that there is too much traffic in the area; with the same percentage telling us that there is a need for better traffic control.

	Number of comments made
▶ Traffic problems /Too much traffic / traffic too busy in built up areas	14 (38.9%)
▶ Better traffic control	14 (38.9%)
▶ Better traffic signage	5 (13.9%)
▶ Problems with 2 local schools finishing at same time-high volume of traffic/buses/kids/parking etc	1 (2.8%)
▶ Reduce number of speeding cars	1 (2.8%)
▶ Traffic problems at Health Clinic on Cop Lane	1 (2.8%)

## A3) THE LOOK OF THE AREA

Just over one in ten (14.0%) of those who raised any issues which related to the local environment in the *Penwortham Area*, highlighted that they were happy with the services that were provided, and that generally, the area was clean and tidy.

	Number of comments made
▶ Happy with services/ area clean and tidy/ OK	23 (95.8%)
▶ River Darwin banks a mess	1 (4.2%)

## A4) ROADS, FOOTPATHS AND OTHER ISSUES RAISED

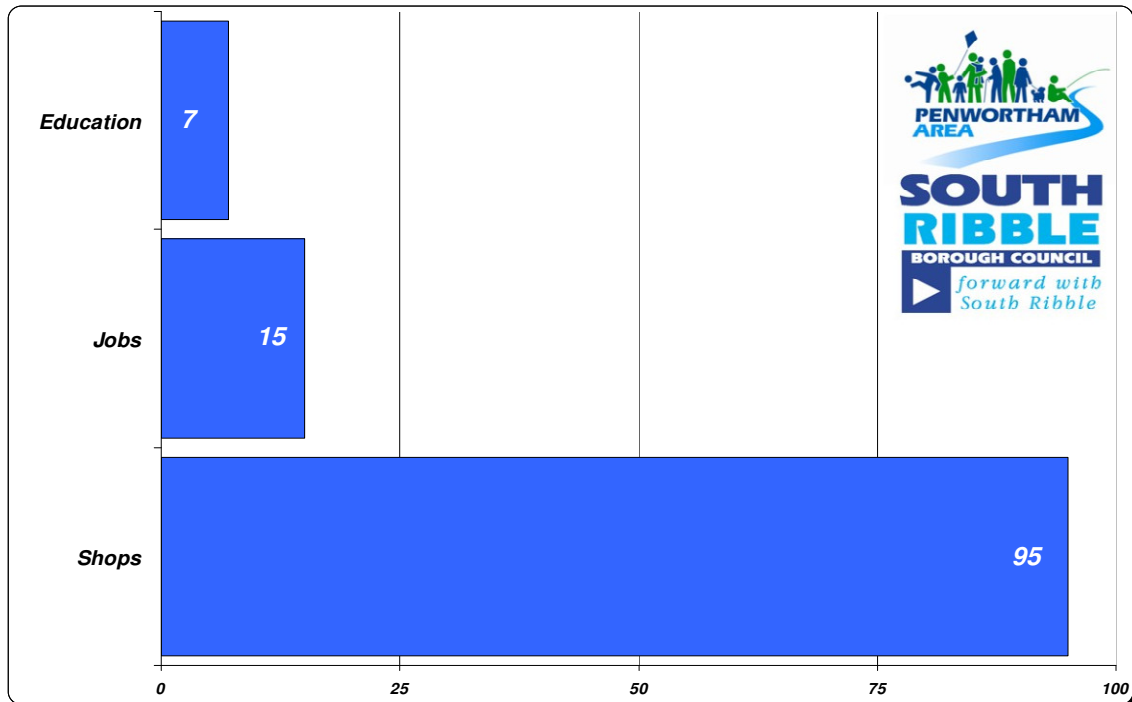
All of those who raised roads as an issue in the *Penwortham Area* highlighted poor state of the roads, and the need for repairs. The need for a better public transport service was highlighted by just over one in ten (14.8%).

	Number of comments made
▶ Roads in poor state of repair	17 (27.9%)
▶ Poor public transport/ Need better public transport	9 (14.8%)
▶ Too much on street parking / dangerous parking	6 (9.8%)
▶ Repair footpaths and pavements	5 (8.2%)
▶ Cut back hedges / grass on footpaths and verges	5 (8.2%)
▶ Better upkeep of parks / open spaces / green areas	4 (6.6%)
▶ More / better parking	3 (4.9%)
▶ More parks / open spaces	2 (3.3%)
▶ Better / cheaper public transport	2 (3.3%)
▶ More / better street lighting	2 (3.3%)
▶ Buses are not needed on minor roads/estates	1 (1.6%)
▶ OAP bus passes should be able to be used after 11pm.	1 (1.6%)
▶ Too many buses on Cop Lane.	1 (1.6%)
▶ Worried about Government Buildings, Cop Lane site	1 (1.6%)
▶ Crossing needed at Girls High	1 (1.6%)
▶ Park good.	1 (1.6%)



## B) JOBS AND BUSINESSES

117 (18.9%) of the comments that were made by the panellists who reside in the *Penwortham Area* relate to issues concerning jobs and businesses. These can be further broken down as follows:



	Number of comments made
▶ Shops	95 (81.2%)
▶ Jobs	15 (12.8%)
▶ Education	7 (6.5%)

## B1) SHOPS

Over eight in ten (81.2%) of those who chose to comment directly on the issue of jobs and businesses highlighted shops as an issue, with over a quarter (28.4%) telling us they were happy with the facilities provided locally. Of those who gave suggestions as to how they felt facilities could be improved, just under one in five (15.8%) said they would like to see a greater variety, or more high street shops brought into the area, with 16.8% highlighting the need for locals to support their local shops and businesses.

	Number of comments made
▶ Happy with local shops / services / area fine	27 (28.4%)
▶ Support local shops/ businesses	16 (16.8%)
▶ Greater variety of shops	12 (12.6%)
▶ Too many service outlets (banks hairdressers etc)	10 (10.5%)
▶ Provide good local shops	8 (8.4%)
▶ Lack of certain shops in this area	6 (6.3%)
▶ Too many food shops / supermarkets	6 (6.3%)
▶ More High Street shops	3 (3.2%)
▶ Greater variety of small businesses	2 (2.1%)
▶ Too many empty shops / shops closing	1 (1.1%)
▶ Bakery. No industry wanted in the village.	1 (1.1%)
▶ Build Tesco on Government building site Cop Lane.	1 (1.1%)
▶ Need a post office locally	1 (1.1%)
▶ Too many charity shops	1 (1.1%)

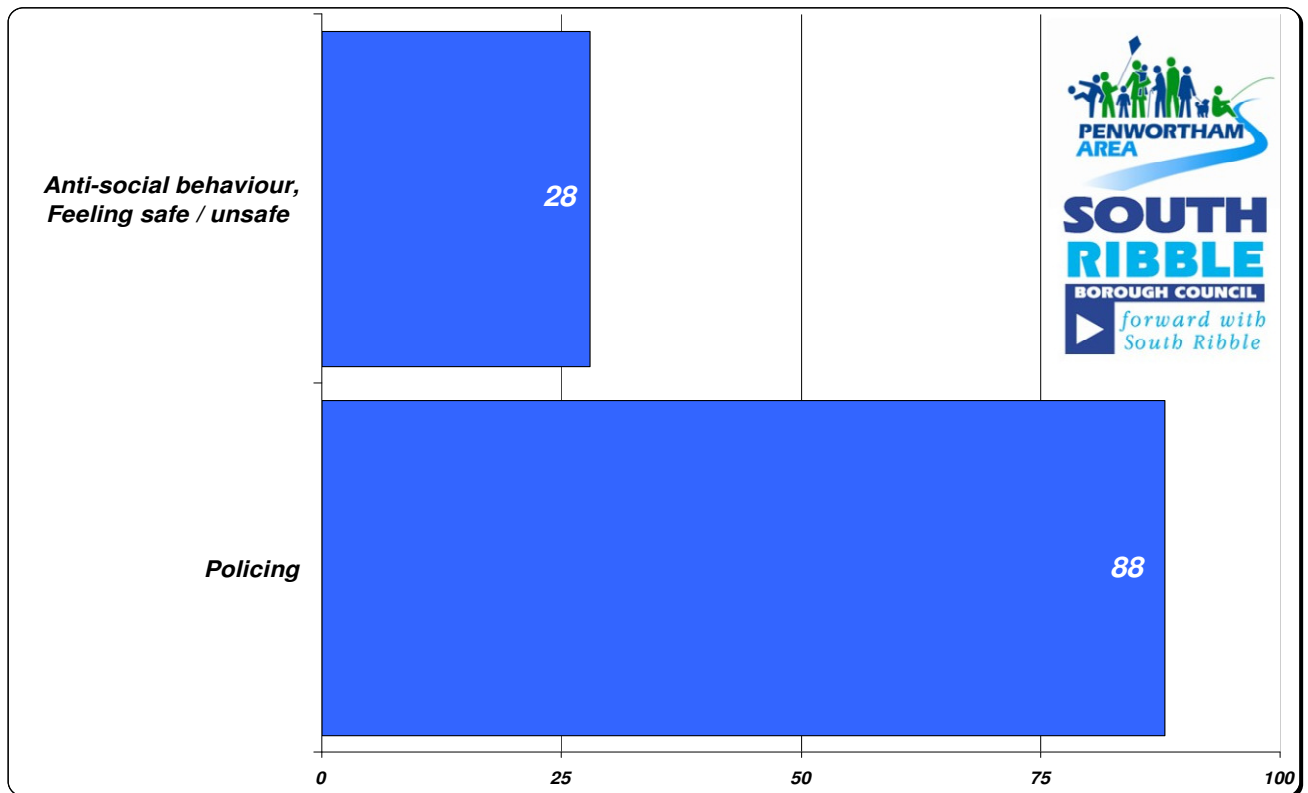
## B2) JOBS AND EDUCATION

Just under a third (31.8%) of those who chose to comment directly on the issues of jobs and education told us that they felt that the smaller and more local businesses were being forced out at the expense of larger, national or multinational retailers.

	Number of comments made
▶ Small / local businesses being forced out at the expense of Larger businesses	7 (31.8%)
▶ Few local employers / local jobs/ jobs hard to find	3 (13.6%)
▶ Improve education / training opportunities/ getting into work	3 (13.6%)
▶ Lower rates / rents	2 (9.1%)
▶ Education opportunities good but sometimes costly for adults	1 (4.5%)
▶ Education pretty well covered, employment is quite average	1 (4.5%)
▶ Happy with Penwortham Girls High where granddaughter attends. Glad does not go to Priory where discipline seems non existent	1 (4.5%)
▶ University degrees need to be more relevant to local needs.	1 (4.5%)
▶ Local use of unemployed may clear streets of troublesome youths & give them pride in their town	1 (4.5%)
▶ Need more jobs/ less unemployment	1 (4.5%)
▶ Taking into account the effects of the recession.	1 (4.5%)

## C) SAFER NEIGHBOURHOODS

116 (18.8%) of the comments that were made relate to issues which concern safer neighbourhoods. These can be further broken down as follows:



Topic area	Number of comments made
▶ Policing	88 (75.9%)
▶ Anti-social behaviour, Feeling safe / unsafe	28 (24.1%)

## C1) POLICING

Nearly half (42.0%) of those who chose to comment directly on the issue of policing told us that they are happy with the service that is provided and that they feel safe. Of those who gave suggestions as to how they felt the service could be further improved, just over a quarter (28.4%) said they would like to see better / more policing in the area, with just under a quarter (23.9%) saying that they would like to see the police take a tougher stance and be more visible in the *Penwortham Area*.

	Number of comments made
▶ Happy with services/ area fine/ safe	37 (42.0%)
▶ Better/ more policing	25 (28.4%)
▶ Tougher / More visible Policing / never see the police	21 (23.9%)
▶ Cars being damaged / Not safe to leave car at night	1 (1.1%)
▶ Much improved, but still drugs at back of Spar shop.	1 (1.1%)
▶ Reduce number of speeding cars	1 (1.1%)
▶ The big problem is stray cats & the odd aggressive family on Benedict Garden Estate	1 (1.1%)
▶ Vandalism / damage to property	1 (1.1%)

## C2) ANTI-SOCIAL BEHAVIOUR, FEELING SAFE / UNSAFE

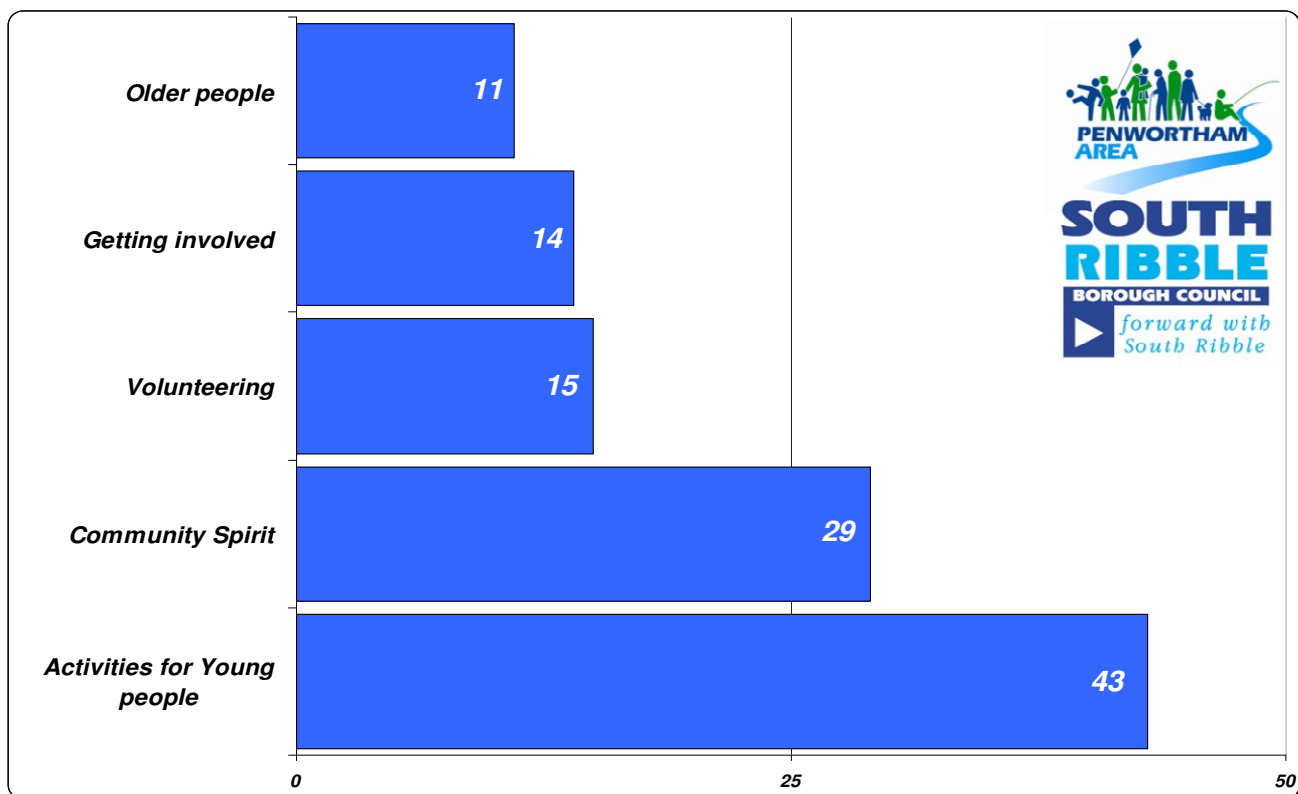
Just under half (46.4%) of those who chose to comment directly on the issues of Anti-Social Behaviour and feeling safe told us that they felt that there was a need to reduce the number of youths that gather in large groups in public places.

	Number of comments made
▶ Reduce number of youths gathering at shops, supermarkets etc	13 (46.4%)
▶ Reduce Anti social behaviour	5 (17.9%)
▶ Ban drinking on the streets / in public/ reduce noisy drunken behaviour	4 (14.3%)
▶ Better community safety/ Area not safe at night	2 (7.1%)
▶ Youths hang about outside Priory School (horrendous language) - Community Police did nothing	1 (3.6%)
▶ Not an issue in this area but not aware of any improvement in borough as a whole	1 (3.6%)
▶ Nuisance with youths.	1 (3.6%)
▶ Stop ball games other than proper areas.	1 (3.6%)

It is worth noting that only one of the 116 comments made (0.9%) relate directly to a crime having been committed.

## D) PEOPLE & COMMUNITIES

112 (18.2%) of the comments that were made regard issues which relate to people and communities. These can be further broken down as follows:



Topic area	Number of comments made
▶ Activities for Young people	43 (38.4%)
▶ Community Spirit	29 (25.9%)
▶ volunteering	15 (13.4%)
▶ Getting involved	14 (12.5%)
▶ Older people	11 (9.8%)

## D1) ACTIVITIES FOR YOUNG PEOPLE

Just under three quarters (72.1%) of those who chose to comment told us that there is a need for more activities, and or, facilities for young people in the *Penwortham Area*.

	Number of comments made
▶ More activities / facilities for young people	31 (72.1%)
▶ Keep young people off the streets	9 ((20.9%)
▶ Activities will be underused unless the problem of anti-social behaviour is sorted out	1 (2.3%)
▶ Cinema and young peoples club	1 (2.3%)
▶ Facilities for young exist but they do not use them, prefer to be on the streets.	1 (2.3%)

## D2) COMMUNITY SPIRIT

Just over two thirds (69.0%) of those who chose to comment on the issue of community spirit in the *Penwortham Area* highlighted that they were either happy with where they live and the services that are provided or that they had good neighbours and that there was a good feeling of community spirit. Just over a quarter (27.6%) felt that more community involvement was required in order to promote a better community spirit.

	Number of comments made
▶ Happy with services/ good area to live	16 (55.2%)
▶ More community involvement / promote community spirit	8 (27.6%)
▶ Good neighbours / community spirit	4 (13.8%)
▶ Need community centre locally	1 (3.4%)

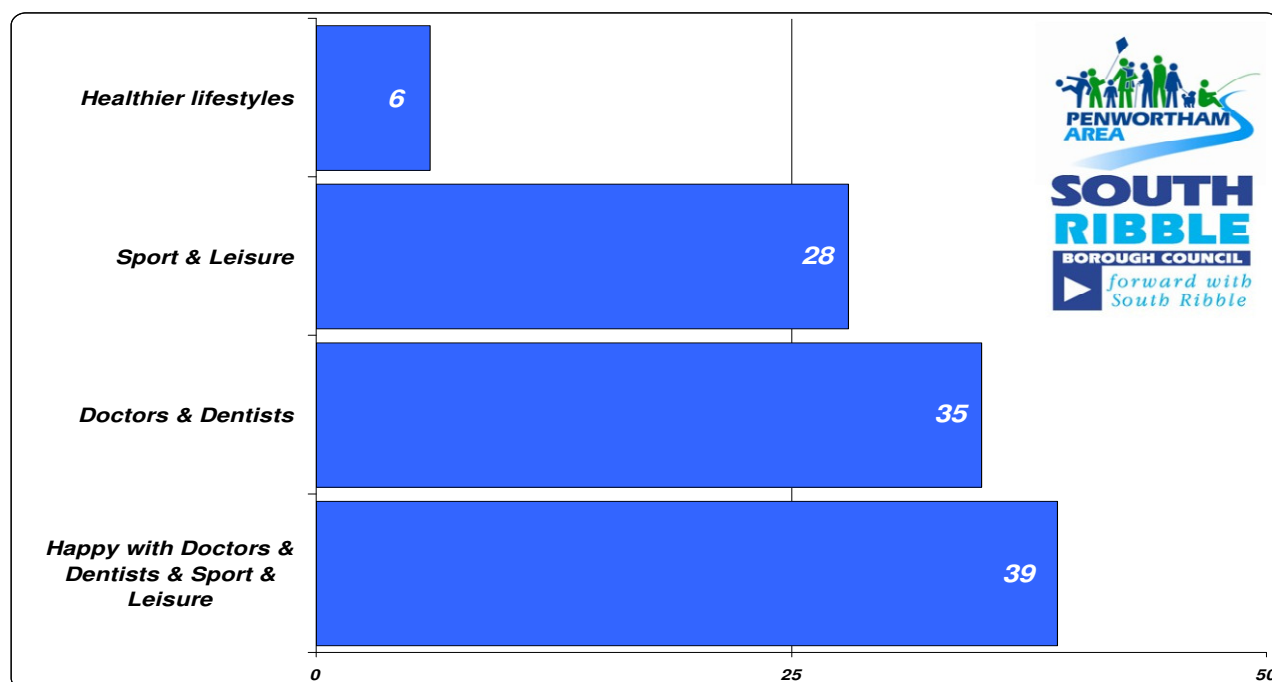
## D3) OTHER ISSUES RAISED

Over a third (35.0%) of those who raised other issues in the *Penwortham Area* highlighted the need for better promotion of the community events and volunteering opportunities that are on offer; with just over half (27.5%) suggesting that more facilities for older people are required.

	Number of comments made
▶ Promote more community / voluntary groups	14 (35.0%)
▶ More facilities for older people	11 (27.5%)
▶ Not very good / no plan	10 (25.0%)
▶ More publicity / advertising of activities/ not aware what is going on	4 (10.0%)
▶ Volunteering being threatened by Health & Safety and CRB	1 (2.5%)

## E) HEALTH & WELLBEING

108 (17.5%) of the comments that were made regard issues which relate to health and wellbeing. These can be further broken down as follows:



Topic area	Number of comments made
▶ Happy with Doctors & Dentists / Sport & Leisure	39 (36.1%)
▶ Doctors & Dentists	35 (32.4%)
▶ Sport & Leisure	28 (25.9%)
▶ Healthier lifestyles	6 (5.6%)

### E1) HAPPY WITH DOCTORS AND DENTISTS / SPORT AND LEISURE

Exactly a third (33.3%) of those who chose to comment on the issue of Health and Wellbeing told us that they are happy with the services that are provided by doctors, dentists and the in relation to sport and leisure in the *Penwortham Area*.

	Number of comments made
▶ Happy with services / no problems / good range of facilities	36 (92.3%)
▶ Have few/ none of these facilities locally	3 (7.7%)

### E2) ISSUES RELATING TO DOCTORS AND DENTISTS

Just under three quarters (74.3%) of those who chose to, commented on how they felt the service provided could be improved told us that felt there is a need for more local health care facilities in the *Penwortham Area*. The issues of finding difficulty in getting appointments and opening hours were raised by just under a quarter (22.9%) of those who chose to comment.

	Number of comments made
▶ Health Facilities need to be local / Need more/ local GP / NHS Dentist	26 (74.3%)
▶ Problems with GP / Health services (e.g. appointments, access, opening hours)	8 (22.9%)
▶ Area benefits from 3 busy health centres-would one large poly-clinic bring the community together	1 (2.8%)

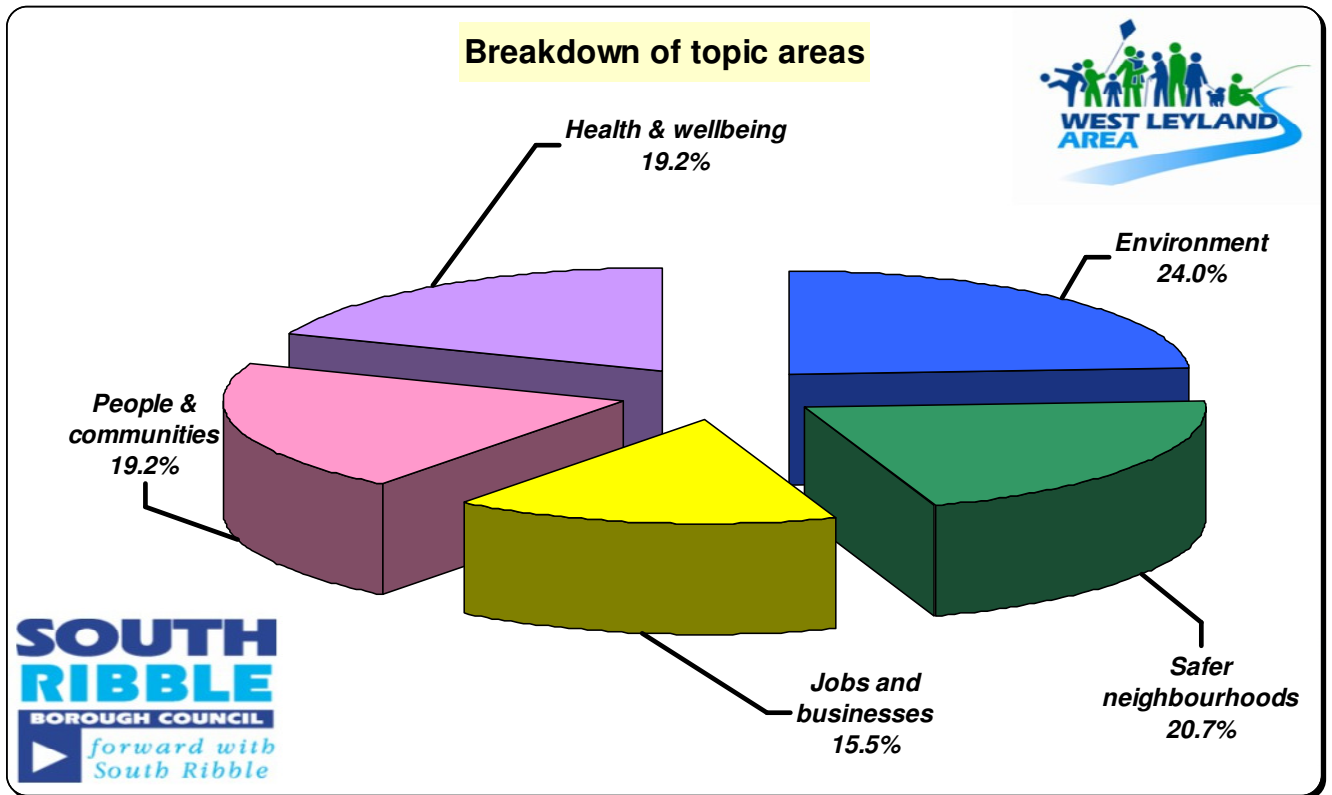
### E3) ISSUES RELATING TO SPORT & LEISURE AND TO HEALTHIER LIFESTYLES

Nearly two thirds (58.9%) of those who chose to, commented on how they felt the service provided could be improved told us that felt there is a need for more local sport and leisure facilities in the *Penwortham Area*.

	Number of comments made
▶ More / Better local Leisure/ Sports facilities	20 (58.9%)
▶ Cheaper / Free Leisure facilities	8 (23.5%)
▶ More encouragement to be active / Healthy	6 (17.6%)

## 5.4.5 WEST LEYLAND AREA

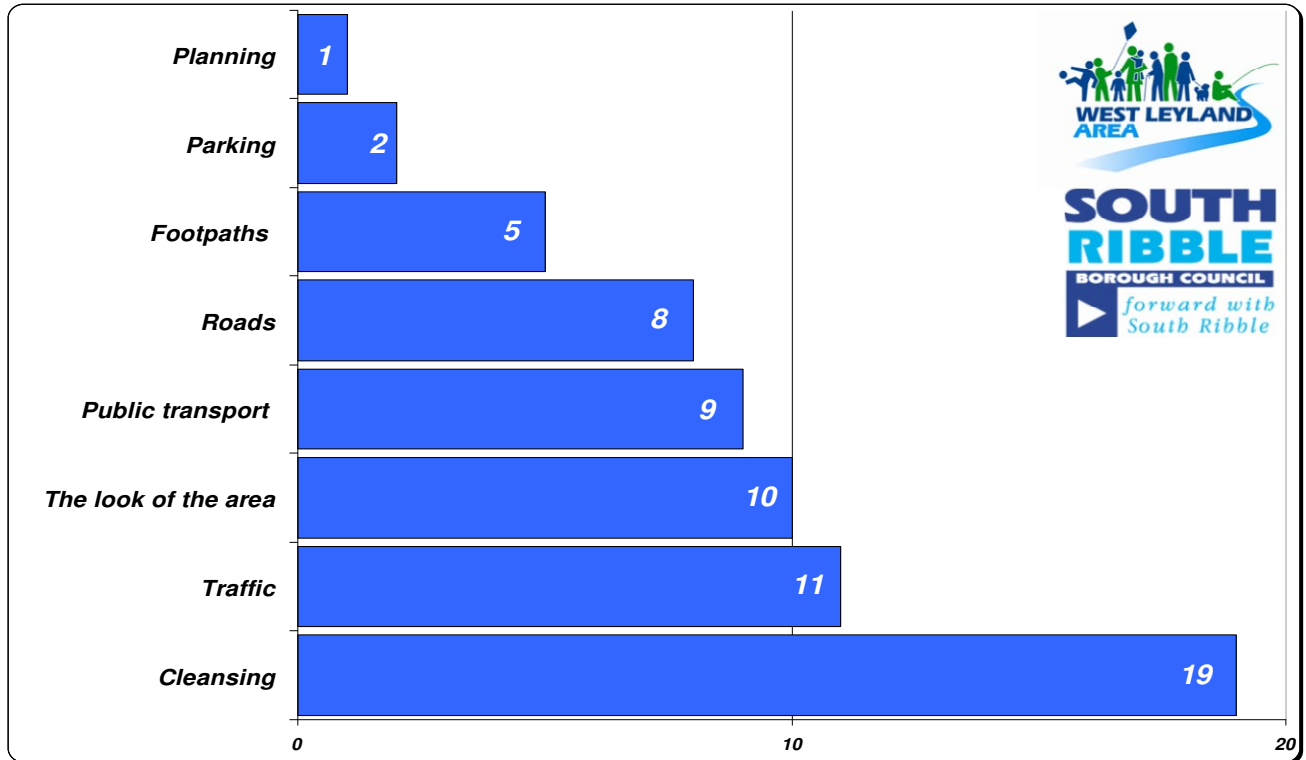
A total of 271 comments were made by panellists who reside in the *West Leyland Area*. The comments can be broken down in to the five broad discussion topic areas as follows:



Topic area	Number of comments made
A) Environment	65 (24.0%)
B) Safer neighbourhoods	56 (20.7%)
C) People and communities	56 (20.7%)
D) Health and wellbeing	52 (19.2%)
E) Jobs and businesses	42 (15.5%)

## A) ENVIRONMENT

65 (24.0%) of the comments that were made by the panellists who reside in the *West Leyland Area* relate to issues concerning the local environment. These can be further broken down as follows:



	Number of comments made
▶ Cleansing	19 (29.2%)
▶ Traffic	11 (16.9%)
▶ The look of the area	10 (15.4%)
▶ Public transport	9 (13.8%)
▶ Roads	8 (12.3%)
▶ Footpaths	5 (7.7%)
▶ Parking	2 (3.1%)
▶ Planning	1 (1.5%)

### A1) CLEANSING

Of those who raised cleansing as an issue in the *West Leyland Area*, just under half (42.1%) highlighted that litter was a concern; with the same percentage noting that street cleaning was an issue to them.

	Number of comments made
▶ Less litter / More litter bins	8 (42.1%)
▶ Better street cleaning	8 (42.1%)
▶ Less dog fouling/ More dog fouling bins / More penalties for dog fouling	1 (5.3%)
▶ Prevent flooding / clear gulleys	1 (5.3%)
▶ Worried about storage of waste products underground & toxicity of waste gas & heating exhausts	1 (5.3%)



## A2) TRAFFIC

Just under two thirds of those who raised traffic as an issue in the *West Leyland Area* (63.6%) highlighted that there is a need for better traffic control, with just under a third (36.4%) telling us that there is too much traffic in the area.

	Number of comments made
▶ Better traffic control	7 (63.6%)
▶ Traffic problems /Too much traffic / traffic too busy in Leyland	4 (36.4%)

## A3) THE LOOK OF THE AREA

Just over one in ten (14.0%) of those who raised any issues which related to the local environment in the *West Leyland Area*, highlighted that they were happy with the services that were provided, and that generally, the area was clean and tidy.

	Number of comments made
▶ Happy with services/ area clean and tidy/ OK	9 (90%)
▶ The village is a disgrace	1 (10%)

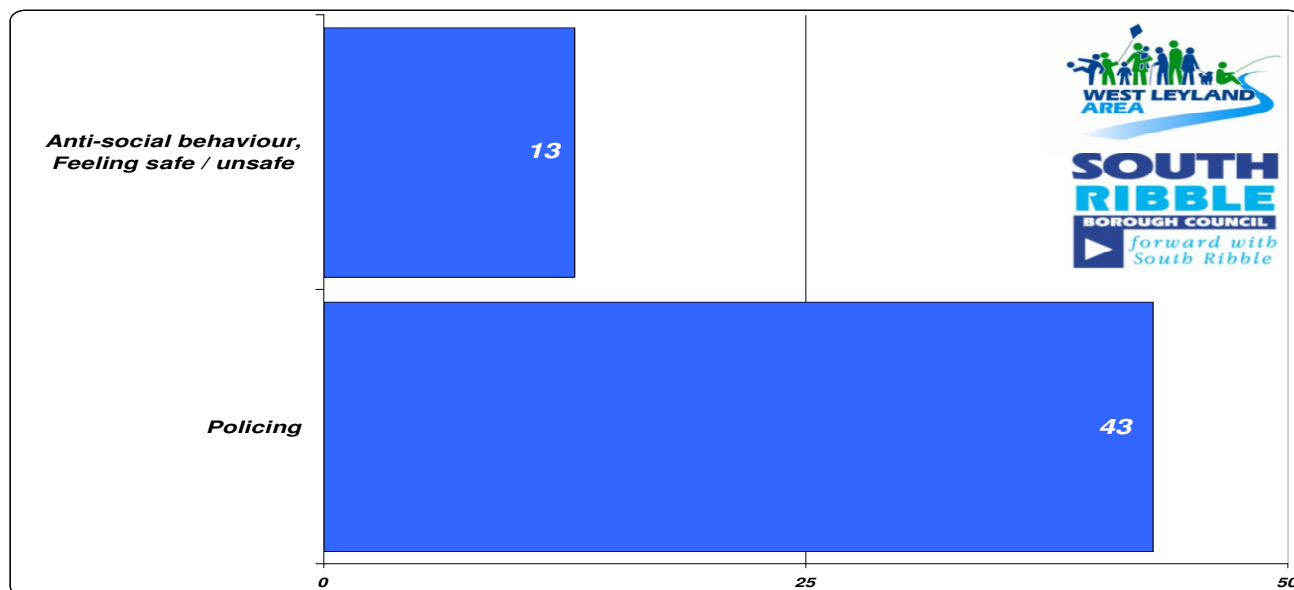
## A4) ROADS, FOOTPATHS AND OTHER ISSUES RAISED

All of those who raised roads as an issue in the *West Leyland Area* highlighted poor state of the roads, and the need for repairs.

	Number of comments made
▶ Roads in poor state of repair	8 (32.0%)
▶ Better / cheaper public transport	2 (8.0%)
▶ Repair footpaths and pavements	2 (8.0%)
▶ Cut back hedges / grass on footpaths and verges	2 (8.0%)
▶ Poor public transport/ Need better public transport	1 (4.0%)
▶ More / better parking	1 (4.0%)
▶ Too much on street parking / dangerous parking	1 (4.0%)
▶ More footpaths / cycle paths / bridle ways	1 (4.0%)
▶ Better / more frequent refuse collection	1 (4.0%)
▶ Hurst Park drainage improvements have made things worse	1 (4.0%)
▶ Lack of control in parks at night / need park warden	1 (4.0%)
▶ Park & ride great asset but senior citizens should pay half or third of normal price	1 (4.0%)
▶ Things were great until we lost our bus service - I am blind	1 (4.0%)
▶ Bus station should be more central	1 (4.0%)
▶ Too many houses being built - should be affordable starter homes-residents objections ignore	1 (4.0%)

## B) SAFER NEIGHBOURHOODS

56 (20.7%) of the comments that were made relate to issues which concern safer neighbourhoods. These can be further broken down as follows:



Topic area	Number of comments made
▶ Policing	43 (76.8%)
▶ Anti-social behaviour, Feeling safe / unsafe	13 (23.2%)

### B1) POLICING

Just over a third (34.9%) of those who chose to comment directly on the issue of policing told us that they are happy with the service that is provided and that they feel safe. Of those who gave suggestions as to how they felt the service could be further improved, just over a third (34.9%) said they would like to see the police take a tougher stance and be more visible in the *West Leyland Area*, with just under a quarter (23.3%) saying that they would like to see better / more policing in the area.

	Number of comments made
▶ Happy with services/ area fine/ safe	15 (34.9%)
▶ Tougher / More visible Policing / never see the police	15 (34.9%)
▶ Better/ more policing	10 (23.3%)
▶ Cycling on footpaths a problem for pedestrians but a safety need for cyclists	1 (2.3%)
▶ Police should help families/individuals with gangs	1 (2.3%)
▶ Vandalism / damage to property	1 (2.3%)

### B2) ANTI-SOCIAL BEHAVIOUR, FEELING SAFE / UNSAFE

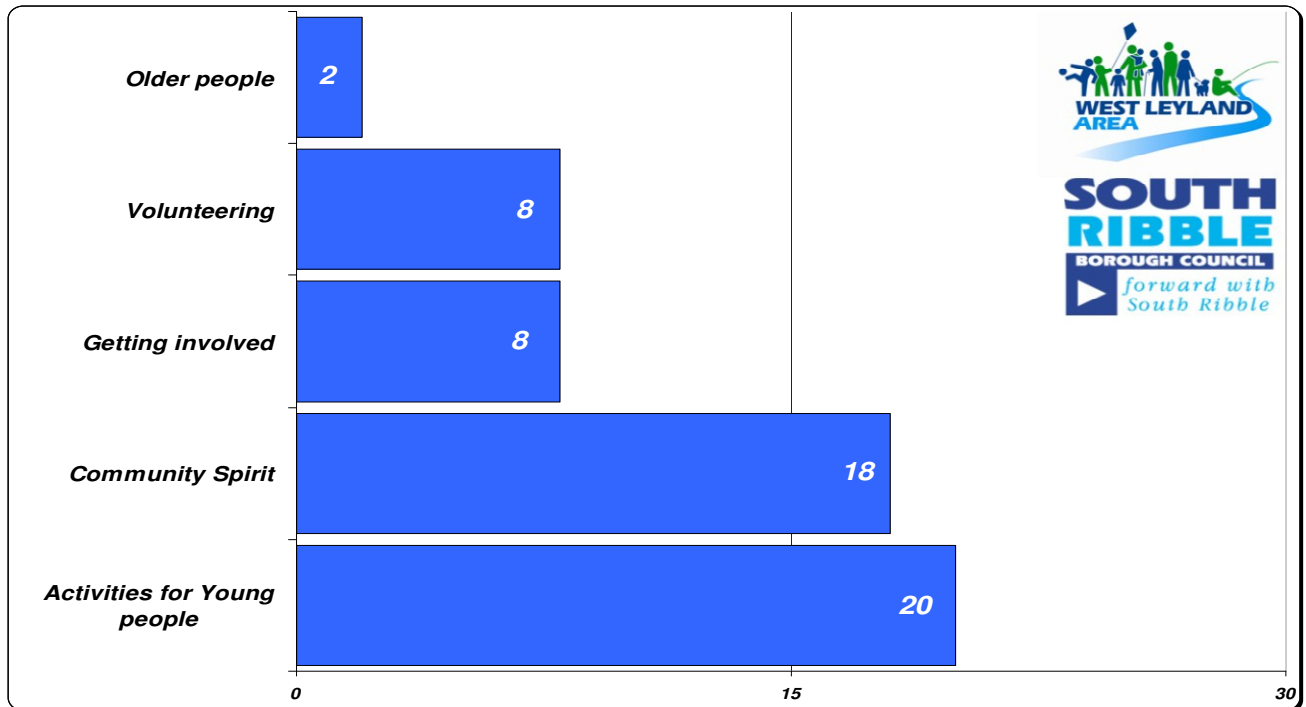
Just under two thirds (61.5%) of those who chose to comment directly on the issues of Anti-Social Behaviour and feeling safe told us that they felt that there was a need to reduce the number of youths that gather in large groups in public places.

	Number of comments made
▶ Reduce number of youths gathering at shops, supermarkets etc	8 (61.5%)
▶ Reduce Anti social behaviour	3 (23.1%)
▶ Ban drinking on the streets / in public/ reduce noisy drunken behaviour	2 (15.4%)

It is worth noting that only one of the 56 comments made (1.8%) relate directly to a crime having been committed.

## C) PEOPLE & COMMUNITIES

56 (20.7%) of the comments that were made regard issues which relate to people and communities. These can be further broken down as follows:



Topic area	Number of comments made
▶ Activities for Young people	20 (35.7%)
▶ Community Spirit	18 (32.1%)
▶ volunteering	8 (14.3%)
▶ Getting involved	8 (14.3%)
▶ Older people	2 (3.6%)

### C1) ACTIVITIES FOR YOUNG PEOPLE

Just under two thirds (65.0%) of those who chose to comment told us that there is a need for more activities, and or, facilities for young people in the *West Leyland Area*.

	Number of comments made
▶ More activities / facilities for young people	13 (65.0%)
▶ Keep young people off the streets	7 (35.0%)

### C2) COMMUNITY SPIRIT

Over eight out of ten (83.3%) of those who chose to comment on the issue of community spirit in the *West Leyland Area* highlighted that they were either happy with where they live and the services that are provided of that they had good neighbours and that there was a good feeling of community spirit.

	Number of comments made
▶ Happy with services/ good area to live	12 (66.7%)
▶ Good neighbours / community spirit	3 (16.7%)
▶ More community involvement / promote community spirit	2 (11.1%)
▶ Need community centre locally	1 (5.5%)

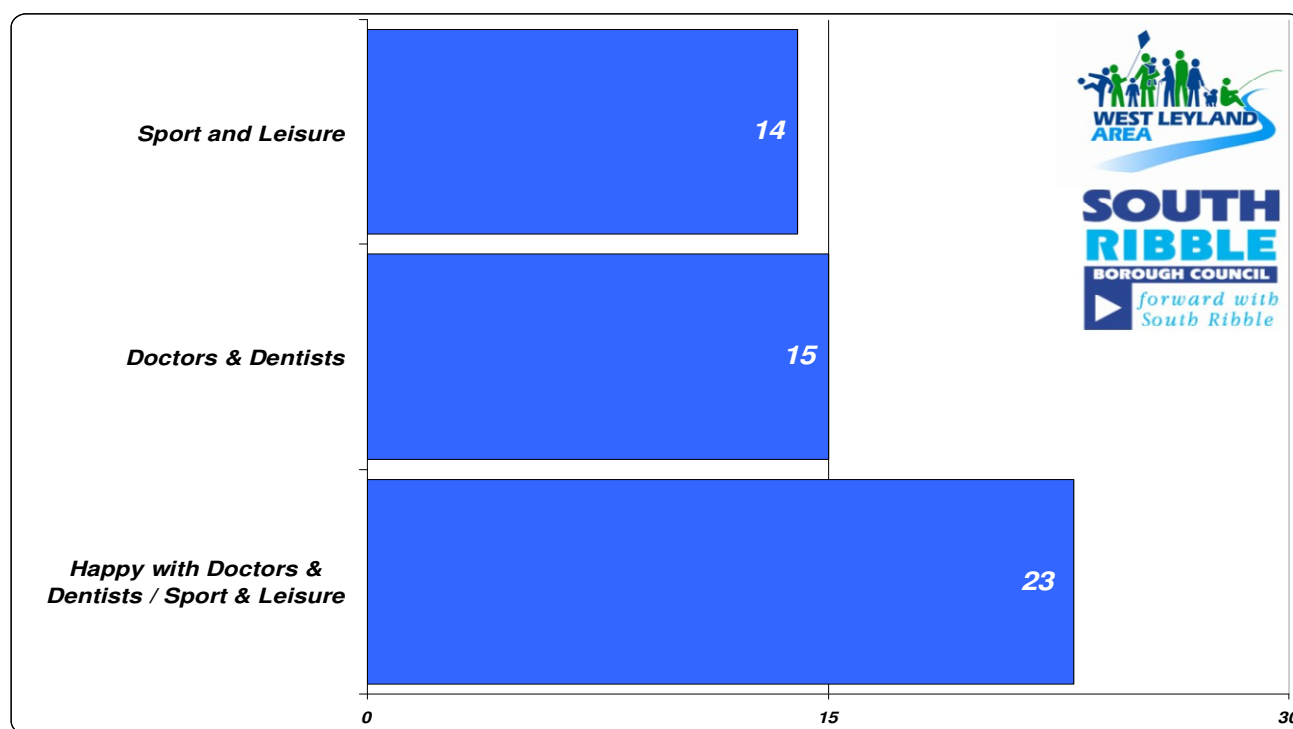
### C3) OTHER ISSUES RAISED

Just under half (44.4%) of those who raised other issues in the *West Leyland Area* highlighted the need for better promotion of the community events and volunteering opportunities that are on offer.

	Number of comments made
▶ Promote more community / voluntary groups	8 (44.4%)
▶ Not very good / no plan	6 (33.3%)
▶ More facilities for older people	2 (11.1%)
▶ Summer playscheme is great	1 (5.6%)
▶ Two communities have been severed by withdrawal of 2A bus service	1 (5.6%)

### D) HEALTH & WELLBEING

52 (19.2%) of the comments that were made regard issues which relate to health and wellbeing. These can be further broken down as follows:



Topic area	Number of comments made
▶ Happy with Doctors & Dentists / Sport & Leisure	23 (44.2%)
▶ Doctors & Dentists	15 (28.8%)
▶ Sport & Leisure	14 (26.9%)

### D1) HAPPY WITH DOCTORS AND DENTISTS / SPORT AND LEISURE

Over a third (38.5%) of those who chose to comment on the issue of Health and Wellbeing told us that they are happy with the services that are provided by doctors, dentists and the in relation to sport and leisure in the *West Leyland Area*.

	Number of comments made
▶ Happy with services / no problems / good range of facilities	20 (87.0%)
▶ Have few/ none of these facilities locally	3 (13.0%)

### D2) ISSUES RELATING TO DOCTORS AND DENTISTS

Just under three quarters (73.3%) of those who chose to, commented on how they felt the service provided could be improved told us that felt there is a need for more local health care facilities in the *West Leyland Area*. The issues of finding difficulty in getting appointments and opening hours were raised by one in five (20.0%) of those who chose to comment.

	Number of comments made
▶ Health Facilities need to be local / Need more/ local GP / NHS Dentist	11 (73.3%)
▶ Problems with GP / Health services (e.g. appointments, access, opening hours)	3 (20.0%)
▶ Provide better support for people of all ages with mental health problems	1 (6.7%)

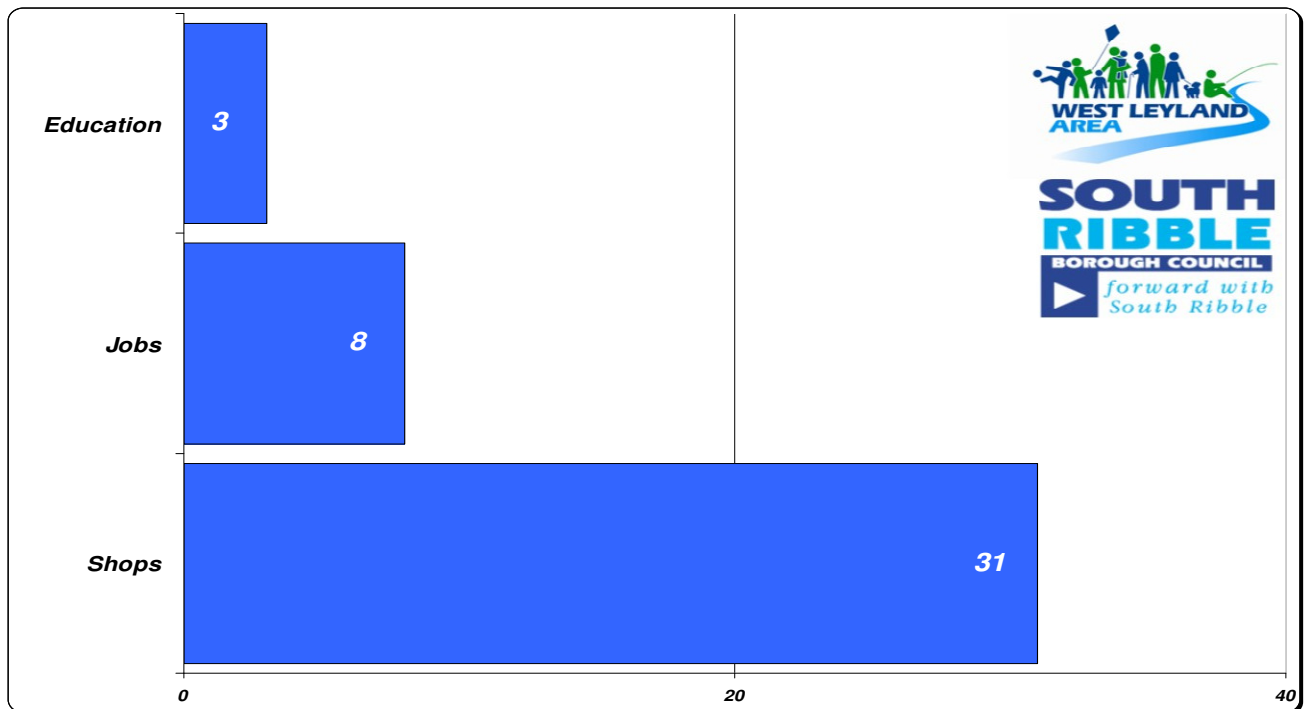
### D3) ISSUES RELATING TO SPORT & LEISURE AND TO HEALTHIER LIFESTYLES

Nearly two thirds (57.1%) of those who chose to, commented on how they felt the service provided could be improved told us that felt there is a need for more local sport and leisure facilities in the *West Leyland Area*.

	Number of comments made
▶ More / Better local Leisure/ Sports facilities	8 (57.1%)
▶ Cheaper / Free Leisure facilities	5 (35.7%)
▶ Promote activities at sport & leisure centres - not everyone has the internet	1 (7.1%)

## E) JOBS AND BUSINESSES

42 (15.5%) of the comments that were made by the panellists who reside in the *West Leyland Area* relate to issues concerning jobs and businesses. These can be further broken down as follows:



	Number of comments made
▶ Shops	31 (73.8%)
▶ Jobs	8 (19.0%)
▶ Education	3 (7.1%)

## E1) SHOPS

Just under three quarters (73.8%) of those who chose to comment directly on the issue of jobs and businesses highlighted shops as an issue, with over a quarter (25.8%) telling us they were happy with the facilities provided locally. Of those who gave suggestions as to how they felt facilities could be improved, just over one in five (22.6%) highlighted the need for locals to support their local shops and businesses.

	Number of comments made
▶ Happy with local shops / services / area fine	8 (25.8%)
▶ Support local shops/ businesses	7 (22.6%)
▶ Provide good local shops	6 (19.4%)
▶ Too many food shops / supermarkets	4 (12.9%)
▶ Greater variety of shops	2 (6.5%)
▶ Too many service outlets (banks hairdressers etc)	1 (3.2%)
▶ Too many empty shops / shops closing	1 (3.2%)
▶ Too many charity shops	1 (3.2%)
▶ Need a post office locally	1 (3.2%)

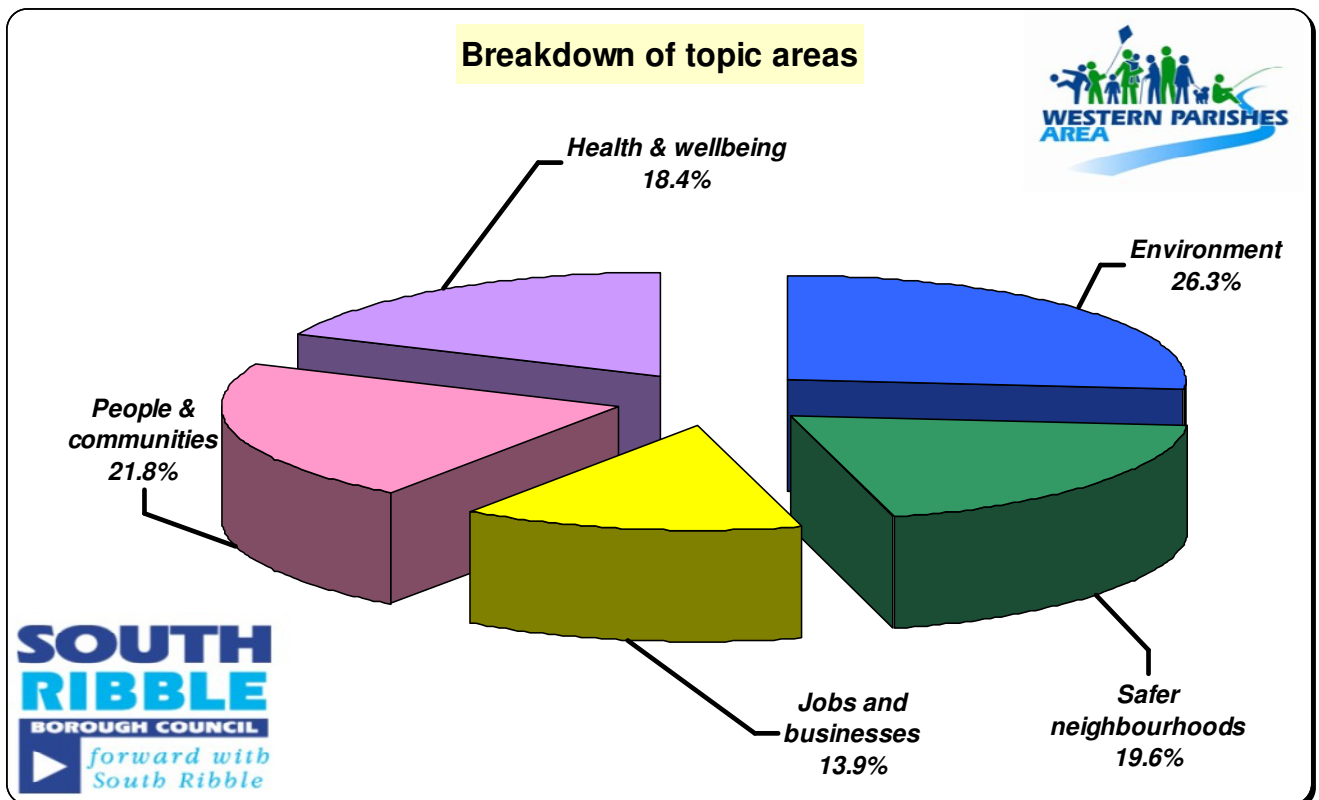
## E2) JOBS AND EDUCATION

Just under a third (31.8%) of those who chose to comment directly on the issues of jobs and education told us that they felt that the smaller and more local businesses were being forced out at the expense of larger, national or multinational retailers.

	Number of comments made
▶ Small / local businesses being forced out at the expense of Larger businesses	2 (18.2%)
▶ Improve education / training opportunities/ getting into work	2 (18.2%)
▶ Need more jobs/ less unemployment	2 (18.2%)
▶ Greater variety of small businesses	1 (9.1%)
▶ Few local employers / local jobs/ jobs hard to find	1 (9.1%)
▶ Lower rates / rents	1 (9.1%)
▶ Businesses should not be burdened with unnecessary legislation	1 (9.1%)
▶ People, particularly young people need more education surrounding environmental issues	1 (9.1%)

### 5.4.6 WESTERN PARISHES AREA

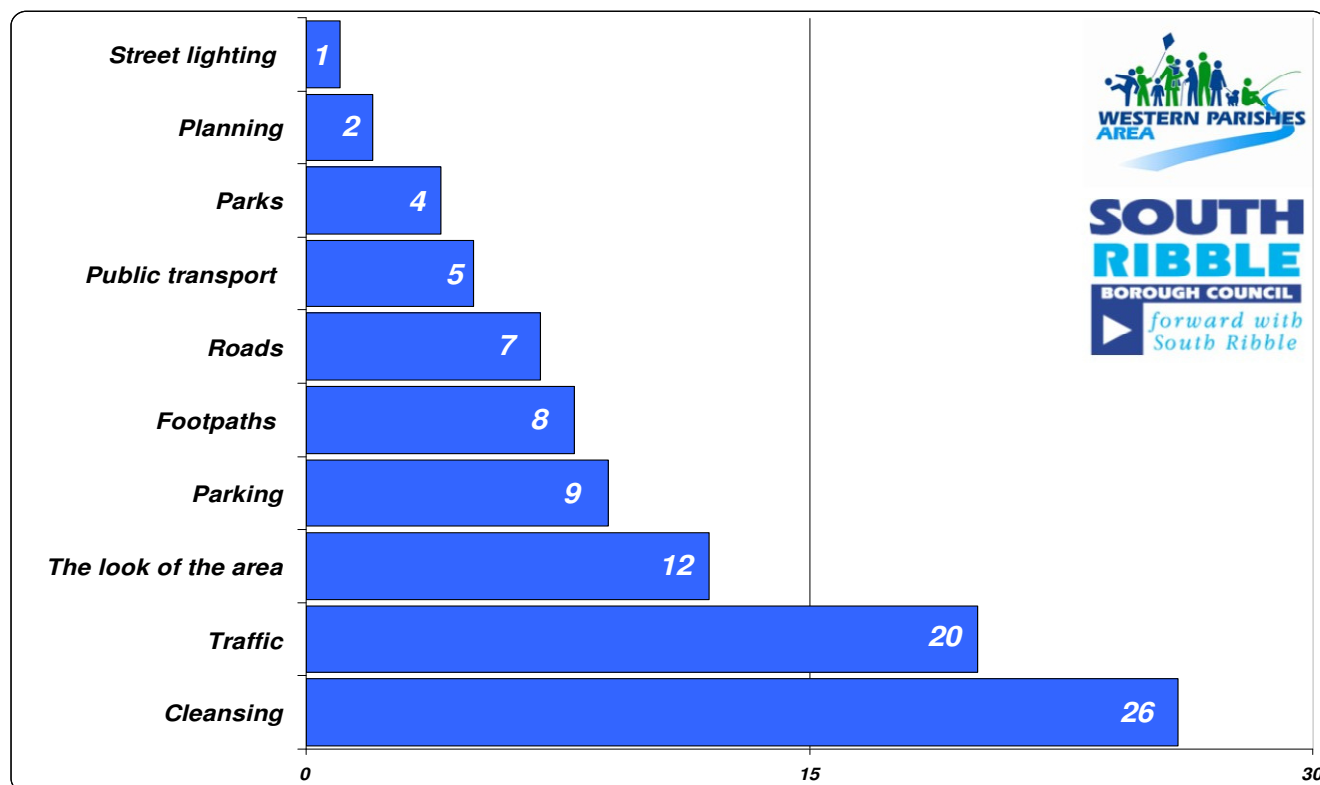
A total of 358 comments were made by panellists who reside in the *Western Parishes Area*. The comments can be broken down in to the five broad discussion topic areas as follows:



Topic area	Number of comments made
A) Environment	94 (26.3%)
B) People and communities	78 (21.8%)
C) Safer neighbourhoods	70 (19.6%)
D) Health and wellbeing	66 (18.4%)
E) Jobs and businesses	50 (13.9%)

## A) ENVIRONMENT

94 (26.3%) of the comments that were made by the panellists who reside in the *Western Parishes Area* relate to issues concerning the local environment. These can be further broken down as follows:



	Number of comments made
▶ Cleansing	26 (27.7%)
▶ Traffic	20 (21.3%)
▶ The look of the area	12 (12.8%)
▶ Parking	9 (9.6%)
▶ Footpaths	8 (8.5%)
▶ Roads	7 (7.4%)
▶ Public transport	5 (5.3%)
▶ Parks	4 (4.3%)
▶ Planning	2 (2.1%)
▶ Street lighting	1 (1.0%)

## A1) CLEANSING

Of those who raised cleansing as an issue in the *Western Parishes Area*, just over a third (34.6%) highlighted that litter was a concern. Just over a quarter (26.9%) noted that street cleaning was an issue to them and just under a quarter (23.0%) highlighted that dog fouling was a concern.

	Number of comments made
▶ Less litter / More litter bins	9 (34.6%)
▶ Better street cleaning	7 (26.9%)
▶ Less dog fouling/ More dog fouling bins / More penalties for dog fouling	6 (23.0%)
▶ Prevent flooding / clear gulleys	2 (7.7%)
▶ Better / more frequent refuse collection	1 (3.8%)
▶ Some good tidying up recently but still problems.	1 (3.8%)



## A2) TRAFFIC

Just over half of those who raised traffic as an issue in the *Western Parishes Area* (55.0%) highlighted that there is too much traffic, with one in five (20.0%) telling us that there is in the area a need for better traffic control.

	Number of comments made
▶ Traffic problems /Too much traffic / traffic too busy in built up areas	11 (55.0%)
▶ Better traffic control	4 (20.0%)
▶ Better traffic signage	2 (10.0%)
▶ Information given out on local radio when problems on M55,M6,M65 as area becomes gridlocked	1 (5.0%)
▶ Reduce speeding traffic / traffic calming	1 (5.0%)
▶ Zebra crossing for the boys at Hutton Grammar School	1 (5.0%)

## A3) THE LOOK OF THE AREA

Just over one in ten (12.8%) of those who raised any issues which related to the local environment in the *Western Parishes Area*, highlighted that they were happy with the services that were provided, and that generally, the area was clean and tidy.

	Number of comments made
▶ Happy with services/ area clean and tidy/ OK	12 (100.0%)

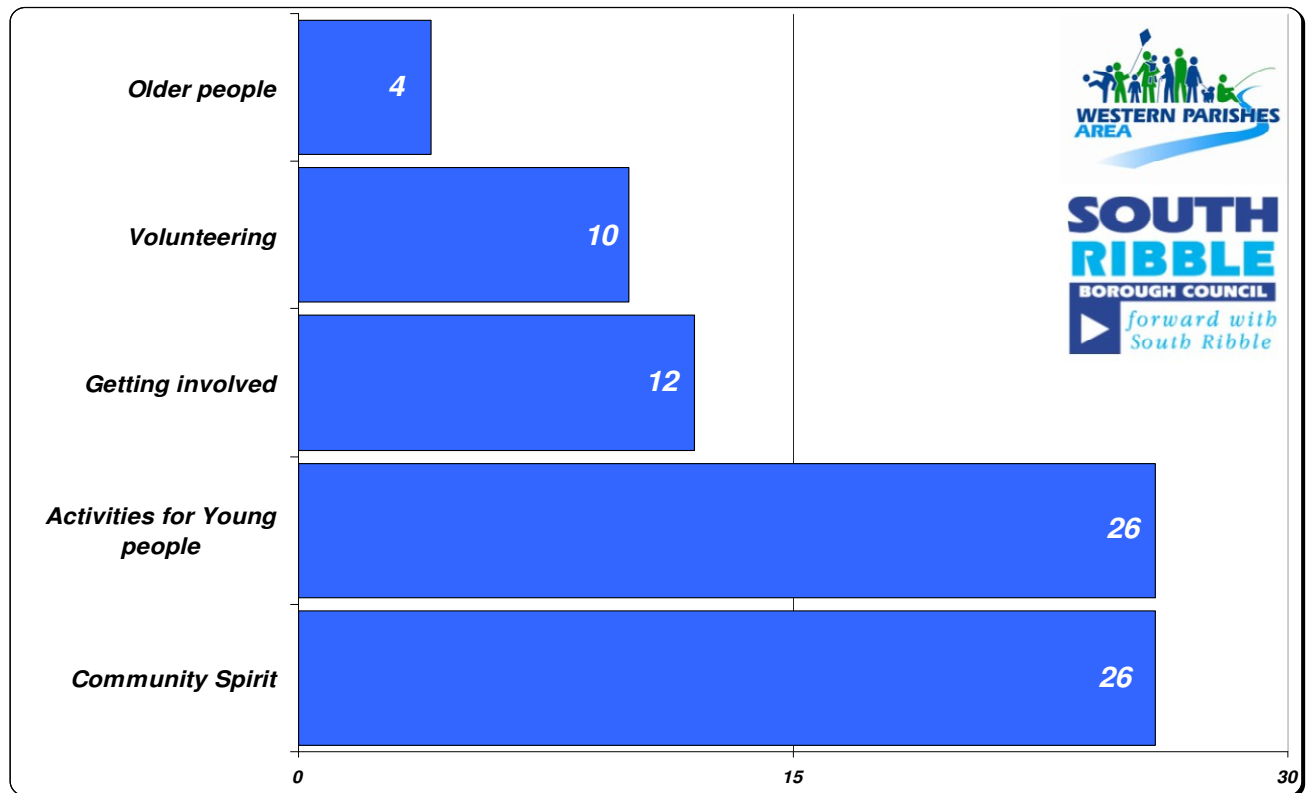
## A4) ROADS, FOOTPATHS AND OTHER ISSUES RAISED

All of those who raised roads as an issue in the *Western Parishes Area* highlighted that they were in a poor state, and were in need of repairs.

	Number of comments made
▶ Roads in poor state of repair	7 (19.4%)
▶ Too much on street parking / dangerous parking	6 (16.7%)
▶ Poor public transport/ Need better public transport	4 (11.1%)
▶ More footpaths / cycle paths / bridle ways	3 (8.2%)
▶ Cut back hedges / grass on footpaths and verges	3 (8.2%)
▶ Repair footpaths and pavements	2 (5.6%)
▶ More parks / open spaces	2 (5.6%)
▶ Need more yellow lines to prevent congestion	2 (5.6%)
▶ More / better parking	1 (2.8%)
▶ Safer parks	1 (2.8%)
▶ Transport and parks good	1 (2.8%)
▶ Better upkeep of parks / open spaces / green areas	1 (2.8%)
▶ Insufficient consultation with residents over issues which affect them i.e. roads	1 (2.8%)
▶ Better lighting	1 (2.8%)
▶ Not sure if supermarket on Govt. Buildings site a good idea-traffic in area a nightmare	1 (2.8%)

## B) PEOPLE & COMMUNITIES

78 (21.8%) of the comments that were made regard issues which relate to people and communities. These can be further broken down as follows:



Topic area	Number of comments made
▶ Activities for Young people	26 (33.3%)
▶ Community Spirit	26 (33.3%)
▶ Getting involved	12 (15.4%)
▶ volunteering	10 (12.8%)
▶ Older people	4 (5.1%)

## B1) ACTIVITIES FOR YOUNG PEOPLE

Just under nine out of ten (88.5%) of those who chose to comment told us that there is a need for more activities, and or, facilities for young people in the *Western Parishes Area*.

	Number of comments made
▶ More activities / facilities for young people	23 (88.5%)
▶ Keep young people off the streets	3 (11.5%)

## B2) COMMUNITY SPIRIT

Just under half (46.2%) of those who chose to comment on the issue of community spirit in the *Western Parishes Area* highlighted that they were either happy with where they live and the services that are provided or that they had good neighbours and that there was a good feeling of community spirit.

	Number of comments made
▶ Need community centre locally	8 (30.8%)
▶ Happy with services/ good area to live	6 (23.1%)
▶ Good neighbours / community spirit	6 (23.1%)
▶ More community involvement / promote community spirit	5 (19.2%)
▶ Leyland festival is missed	1 (3.8%)

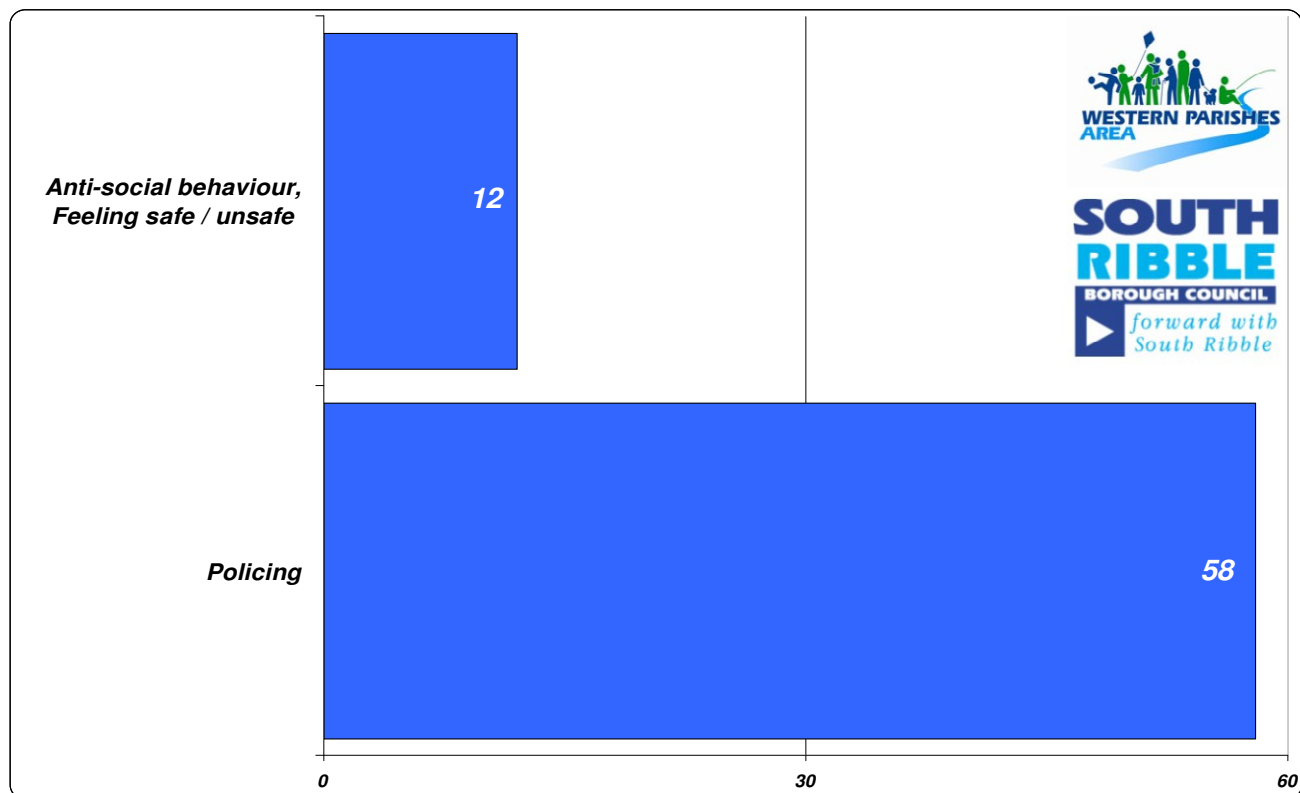
## B3) OTHER ISSUES RAISED

Just over a third (38.5%) of those who raised other issues in the *Western Parishes Area* highlighted the need for better promotion of the community events and volunteering opportunities that are on offer.

	Number of comments made
▶ Promote more community / voluntary groups	10 (38.5%)
▶ Not very good / no plan	8 (30.8%)
▶ More facilities for older people	4 (15.4%)
▶ Better partnership with public and private sector, ensure all partners are meeting standards	1 (3.8%)
▶ More publicity / advertising of activities/ not aware what is going on	1 (3.8%)
▶ The troublesome jobs are known so why can't the Council give them something to do	1 (3.8%)
▶ Use school facilities in evenings for activities for young, may help reduce anti social behaviour	1 (3.8%)

## C) SAFER NEIGHBOURHOODS

70 (19.6%) of the comments that were made relate to issues which concern safer neighbourhoods. These can be further broken down as follows:



Topic area	Number of comments made
▶ Policing	58 (82.9%)
▶ Anti-social behaviour, Feeling safe / unsafe	12 (17.1%)

## C1) POLICING

Over a third (39.7%) of those who chose to comment directly on the issue of policing told us that they are happy with the service that is provided and that they feel safe. Of those who gave suggestions as to how they felt the service could be further improved, just under a third (31.0%) said they would like to see the police take a tougher stance and be more visible in the *Western Parishes Area*, with just under one in five (19.0%) saying that they would like to see better / more policing in the area.

	Number of comments made
▶ Happy with services/ area fine/ safe	23 (39.7%)
▶ Tougher / More visible Policing / never see the police	18 (31.0%)
▶ Better/ more policing	11 (19.0%)
▶ I like the police surgery in Booths-good to see our local 'bobbies'	1 (1.7%)
▶ Neighbourhood Watch schemes	1 (1.7%)
▶ Vandalism / damage to property	1 (1.7%)
▶ Police are a joke	1 (1.7%)
▶ Police sirens on Liverpool Road are a nuisance especially when they are only training.	1 (1.7%)
▶ Stop children leaving bikes in shop doorways.	1 (1.7%)

## C2) ANTI-SOCIAL BEHAVIOUR, FEELING SAFE / UNSAFE

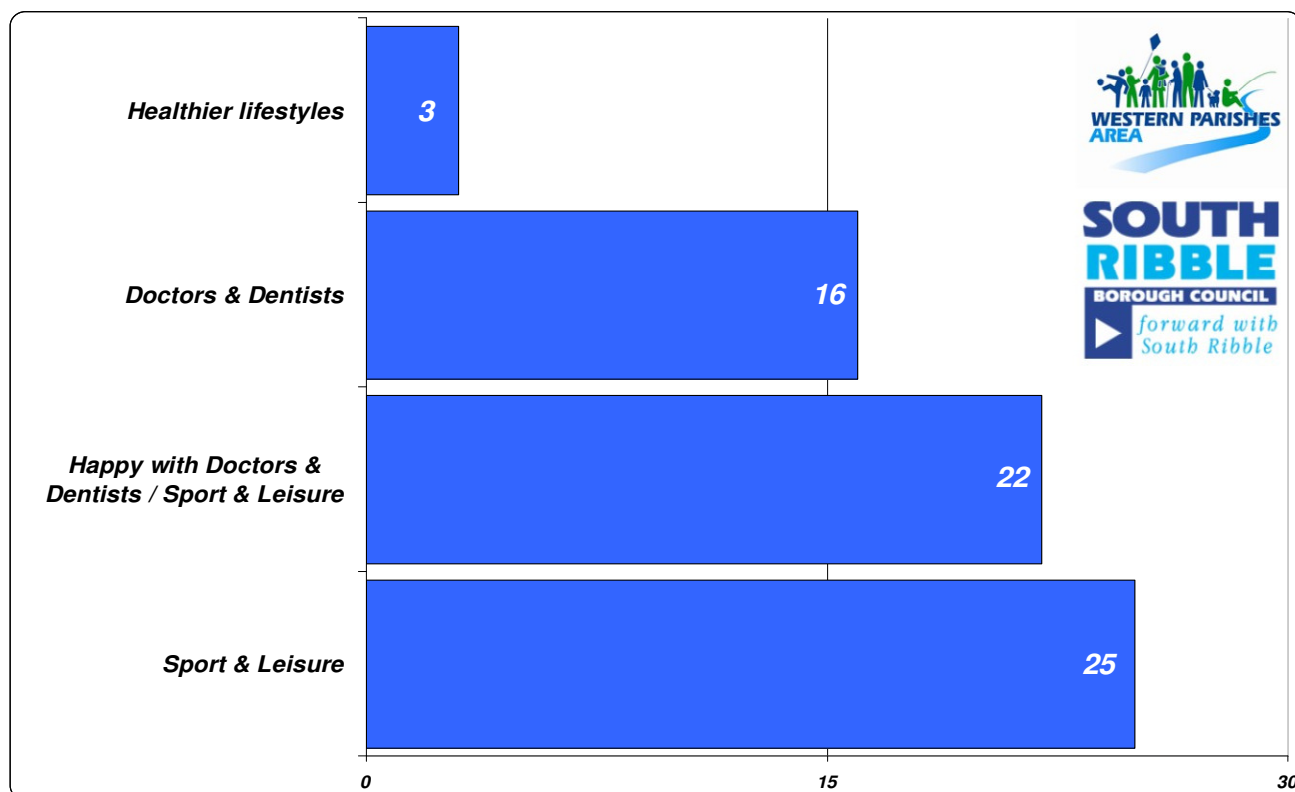
Exactly a third (33.3%) of those who chose to comment directly on the issues of Anti-Social Behaviour and feeling safe told us that they felt that there was a need to reduce the number of youths that gather in large groups in public places.

	Number of comments made
▶ Reduce number of youths gathering at shops, supermarkets etc	4 (33.3%)
▶ Reduce Anti social behaviour	3 (25.0%)
▶ Ban drinking on the streets / in public/ reduce noisy drunken behaviour	2 (16.7%)
▶ Anti-social behaviour/vandalism-youths should be given 'community service' to improve environment	1 (8.3%)
▶ Places where young people obtain alcohol easily need tightening up	1 (8.3%)
▶ Better community safety/ Area not safe at night	1 (8.3%)

It is worth noting that only one of the 70 comments made (1.4%) relate directly to a crime having been committed.

## D) HEALTH & WELLBEING

66 (18.4%) of the comments that were made regard issues which relate to health and wellbeing. These can be further broken down as follows:



Topic area	Number of comments made
▶ Sport & Leisure	25 (37.9%)
▶ Happy with Doctors & Dentists / Sport & Leisure	22 (33.3%)
▶ Doctors & Dentists	16 (24.2%)
▶ Healthier lifestyles	3 (4.5%)

## D1) ISSUES RELATING TO SPORT & LEISURE AND TO HEALTHIER LIFESTYLES

Just over three quarters (78.6%) of those who chose to, commented on how they felt the service provided could be improved told us that felt there is a need for more local sport and leisure facilities in the *Western Parishes Area*.

	Number of comments made
▶ More / Better local Leisure/ Sports facilities	22 (78.6%)
▶ Cheaper / Free Leisure facilities	3 (10.7%)
▶ More encouragement to be active / Healthy	3 (10.7%)

## D2) HAPPY WITH DOCTORS AND DENTISTS / SPORT AND LEISURE

Over a quarter (28.8%) of those who chose to comment on the issue of Health and Wellbeing told us that they are happy with the services that are provided by doctors, dentists and the in relation to sport and leisure in the *Western Parishes Area*.

	Number of comments made
▶ Happy with services / no problems / good range of facilities	19 (86.4%)
▶ Have few/ none of these facilities locally	3 (13.6%)

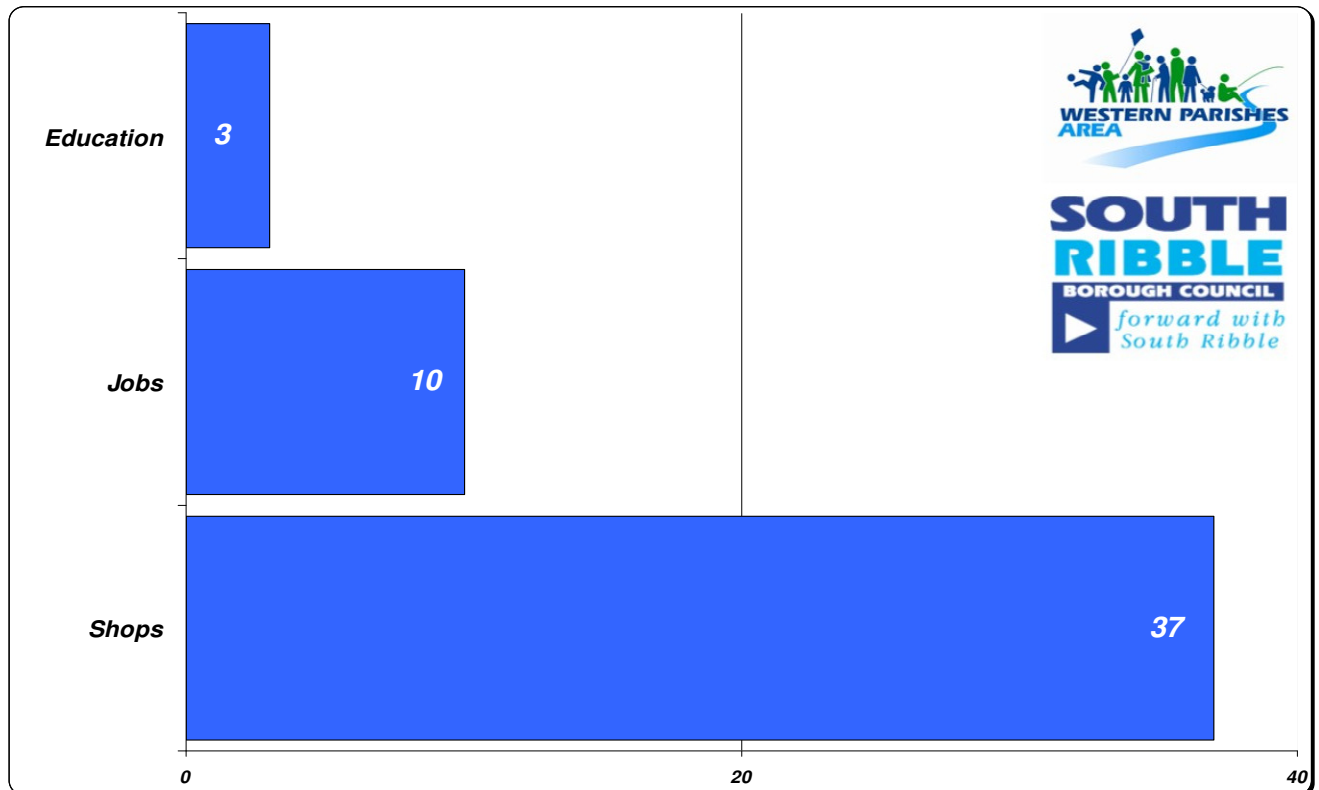
## D3) ISSUES RELATING TO DOCTORS AND DENTISTS

Three quarters (75.0%) of those who chose to, commented on how they felt the service provided could be improved told us that felt there is a need for more local health care facilities in the *Western Parishes Area*. The issues of finding difficulty in getting appointments and opening hours were raised by just under one in five (18.8%) of those who chose to comment.

	Number of comments made
▶ Health Facilities need to be local / Need more/ local GP / NHS Dentist	12 (75.0%)
▶ Problems with GP / Health services (e.g. appointments, access, opening hours)	3 (18.8%)
▶ More promotion for acceptance of mental health issues	1 (6.2%)

## E) JOBS AND BUSINESSES

50 (13.5%) of the comments that were made by the panellists who reside in the *Western Parishes Area* relate to issues concerning jobs and businesses. These can be further broken down as follows:



	Number of comments made
▶ Shops	37 (74.0%)
▶ Jobs	10 (20.0%)
▶ Education	3 (6.0%)

## E1) SHOPS

Just under three quarters (74.0%) of those who chose to comment directly on the issue of jobs and businesses highlighted shops as an issue, with over a quarter (29.7%) telling us they were happy with the facilities provided locally. Of those who gave suggestions as to how they felt facilities could be improved, just under a quarter (24.3%) highlighted the need for locals to support their local shops and businesses.

	Number of comments made
▶ Happy with local shops / services / area fine	11 (29.7%)
▶ Support local shops/ businesses	9 (24.3%)
▶ Provide good local shops	5 (13.5%)
▶ Greater variety of shops	4 (10.8%)
▶ Too many food shops / supermarkets	2 (5.4%)
▶ Too many service outlets (banks, hairdressers etc)	2 (5.4%)
▶ Too many empty shops / shops closing	2 (5.4%)
▶ Need more High Street shops	1 (2.7%)
▶ Need a post office locally	1 (2.7%)

## E2) JOBS AND EDUCATION

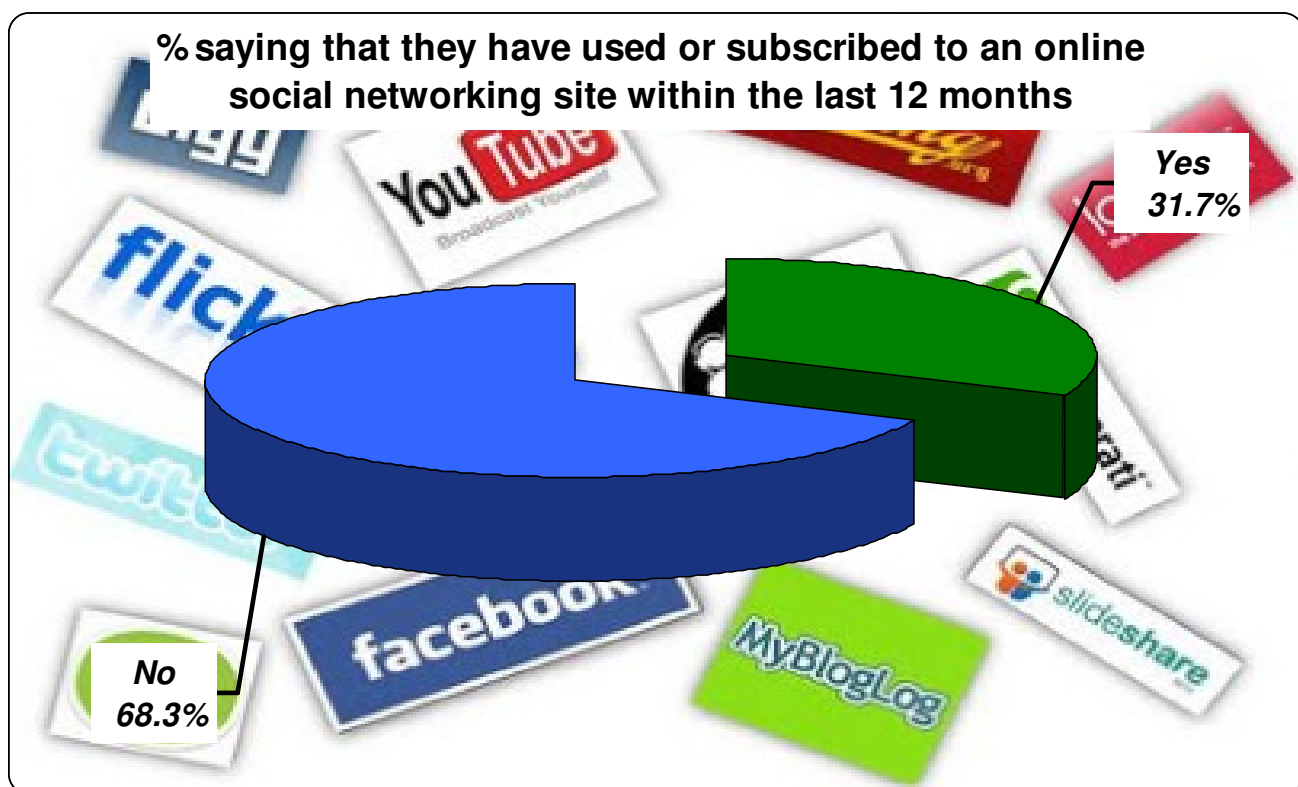
Just under a third (30.8%) of those who chose to comment directly on the issues of jobs and education told us that they felt that the smaller and more local businesses were being forced out at the expense of larger, national or multinational retailers.

	Number of comments made
▶ Small / local businesses being forced out at the expense of Larger businesses	4 (30.8%)
▶ Improve education / training opportunities/ getting into work	3 (23.1%)
▶ Greater variety of small businesses	2 (15.4%)
▶ Few local employers / local jobs/ jobs hard to find	2 (15.4%)
▶ I don't believe Councils have much influence on the local economy	1 (7.7%)
▶ Parking charges harm local businesses	1 (7.7%)

## 5.5 SOCIAL NETWORKING

The final section of the survey dealt with a number of issues surrounding the use of online social networking sites and respondents' views in relation to them.

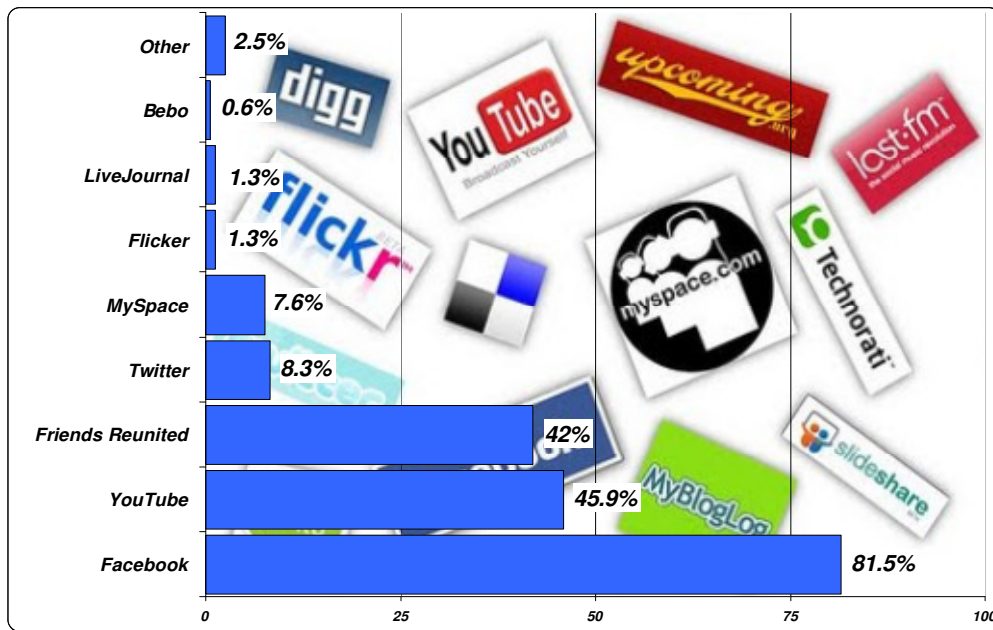
Firstly, respondents were asked if they had used or subscribed to an online social networking site within the last 12 months. Just under a third (31.7%) told us that they had visited such a site.



	%
Yes	31.7%
No	68.3%
Base	505

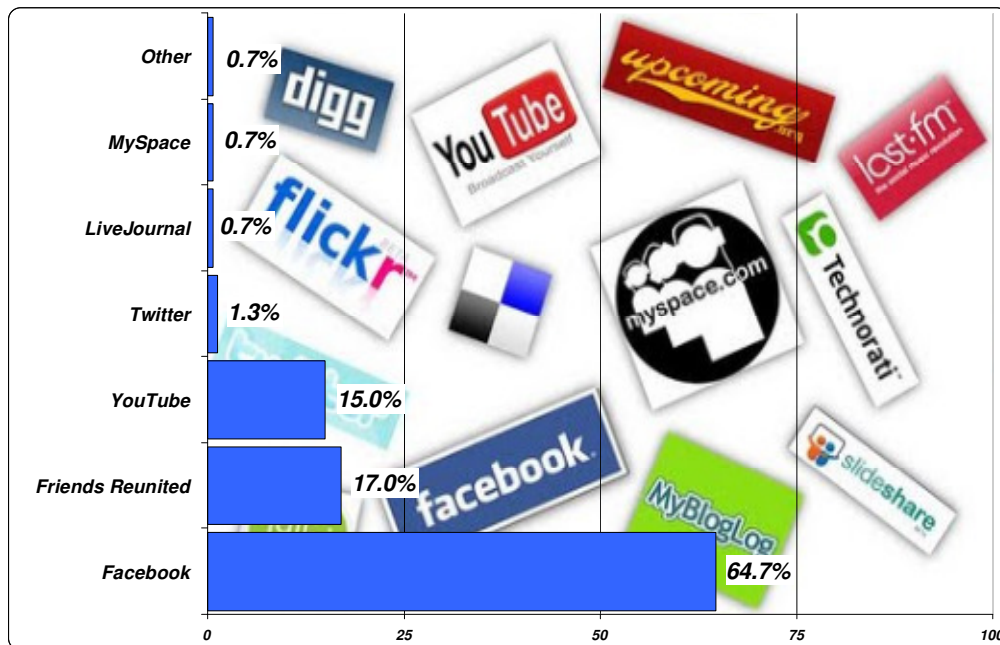


Over eight out of ten (81.5%) respondents who told us that they use social networking sites have logged on to Facebook over the past twelve months. Just under half (45.9%) have visited YouTube, with a similar number (42%) visiting Friends Reunited.



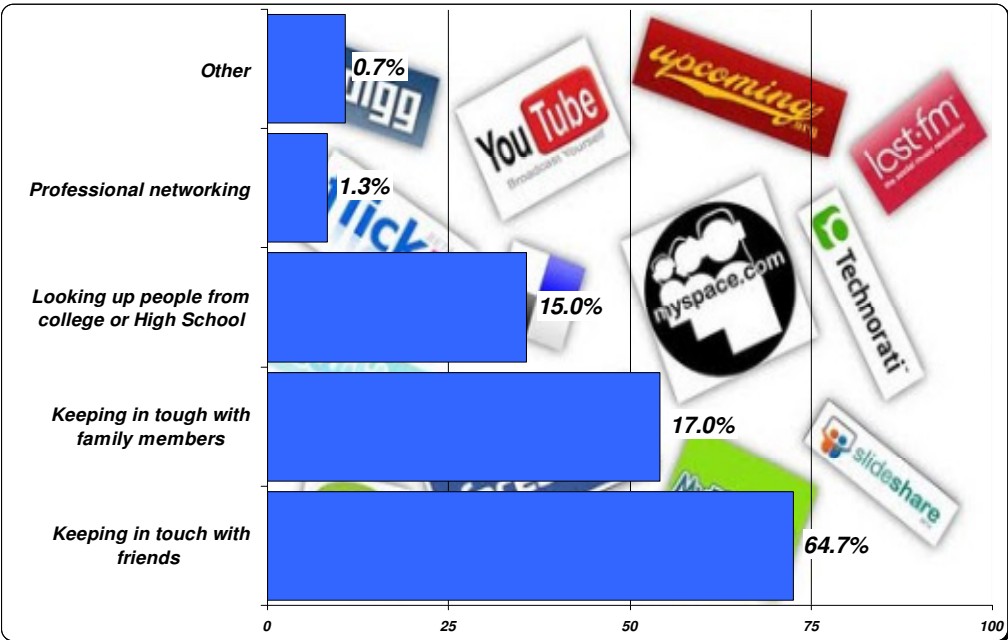
	%
Facebook	81.5
YouTube	45.9
Friends Reunited	42.0
Twitter	8.3
MySpace	7.6
Flickr	1.3
LiveJournal	1.3
Bebo	0.6
Other	2.5

When asked which social networking site they use most often, almost two thirds (64.7%) highlighted Facebook, with 17% saying Friends Reunited and 15% telling us they use YouTube most often.



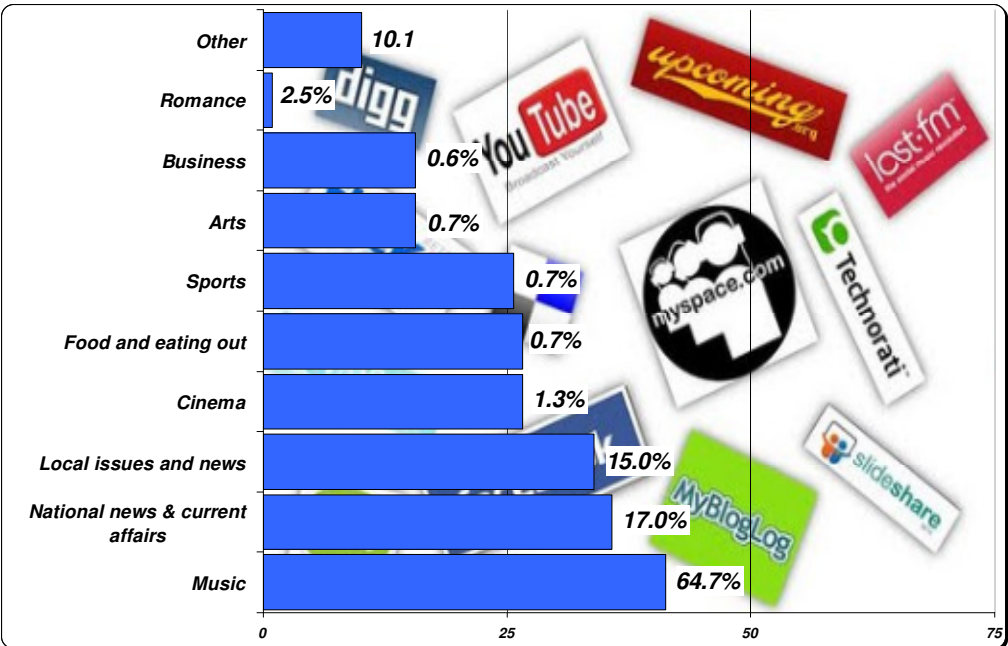
	%
Facebook	64.7
Friends Reunited	17.0
YouTube	15.0
Twitter	1.3
LiveJournal	0.7
MySpace	0.7
Other	0.7

When asked what they use social networking sites for, just under three quarters of respondents (72.6%) told us use them for keeping in touch with friends. Just over half (54.1%) use these sites to keep in touch with family members and just over a third (35.7%) use them for looking up old school and/or college acquaintances.



	%
Keeping in touch with friends	72.6
Keeping in touch with family members	54.1
Looking up people from college or High School	35.7
Professional networking	8.3
Other	10.8

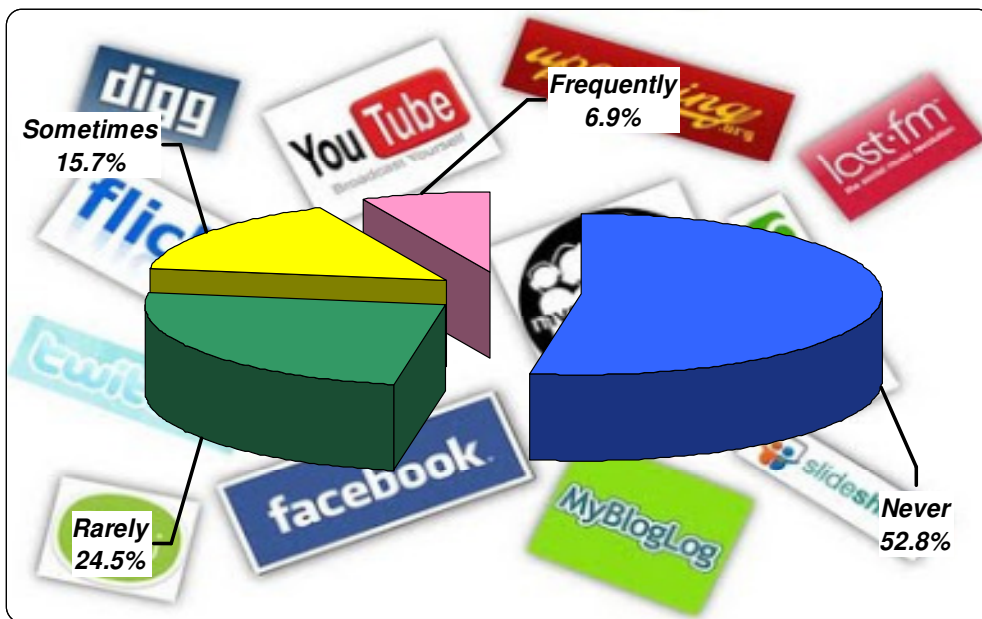
When asked what types of information they access when using social networking sites, just under half (41.3%) highlighted music, with just over a third (35.8%) telling us they look for national news and current affairs. Just over a quarter (26.6%) told us that they seek out information on food and eating out, (26.2%) suggest cinema and (25.7%) highlight sport.



	%
Music	41.3
National news & current affairs	35.8
Local issues and news	33.9
Cinema	26.6
Food and eating out	26.6
Sports	25.7
Arts	15.6
Business	15.6
Romance	0.9
Other	10.1

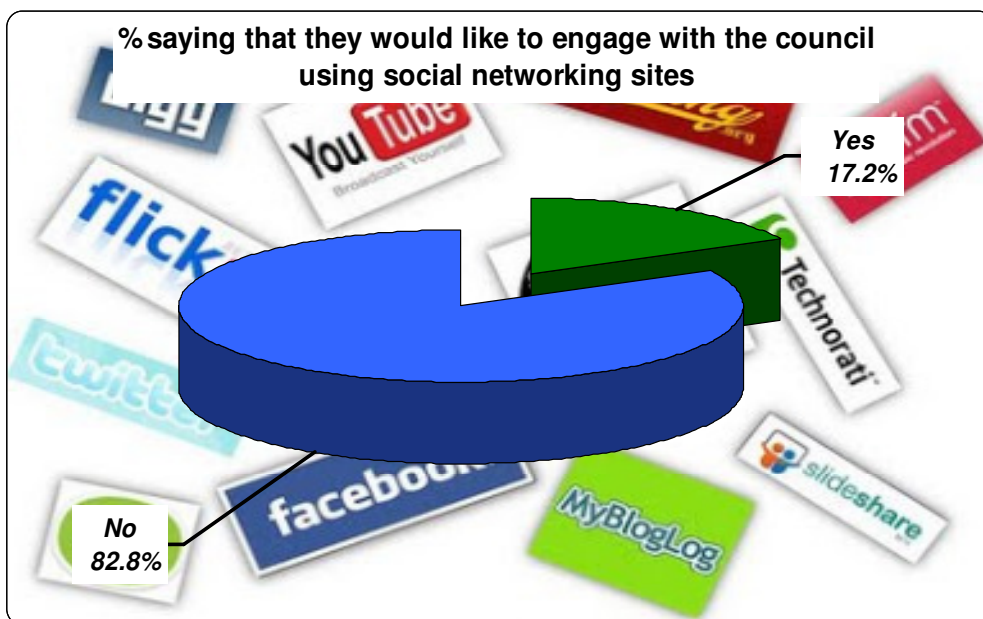
When asked if they use social bookmarking sites only four respondents told us that they did, with two saying that use Digg and two who use Delicious.

Over half of all respondents (52.8%) never participate in discussions on material that they have read online and just under a quarter (22.6%) say that they frequently or sometimes do.



	%
Never	52.8
Rarely	24.5
Sometimes	15.7
Frequently	6.9

Just under one in five respondents (17.2%) told us that they would like to engage with the council using social networking sites.



	%
Yes	17.2
No	82.8

## 5.6 SAMPLE PROFILE

Finally, we collected personal details about the respondent and their household.

### Gender / Age

Just over 50.6% of respondents were male and 49.4% were female compared to the figures recorded in the 2001 census which highlighted that were 48.7% males and 51.3% females in the borough.

	<b>Respondents</b> %	<b>South Ribble</b> %
<b>Male</b>	<b>50.6</b>	<b>48.7</b>
<b>Female</b>	<b>49.4</b>	<b>51.3</b>

Over 52% of respondents were aged 55+.

	<b>%</b>
<b>16 – 34</b>	<b>10.0</b>
<b>35 – 44</b>	<b>16.5</b>
<b>45 – 54</b>	<b>18.2</b>
<b>55 – 64</b>	<b>27.7</b>
<b>65 +</b>	<b>27.5</b>

### Illness / Disability

Just over one in five (21.6%) of those who replied said they had a long-term illness or disability. Amongst this group, just under two thirds (64.0%) said that the illness or disability limited their activities.

		<b>All</b> %	<b>Age 65+</b> %
<b>Illness or disability</b>			
	<b>Yes</b>	<b>21.6</b>	<b>39.3</b>
	<b>No</b>	<b>78.4</b>	<b>60.7</b>
<b>Limit activities</b>			
	<b>Yes</b>	<b>64.0</b>	<b>70.2</b>
	<b>No</b>	<b>36.0</b>	<b>29.8</b>

### Ethnicity

96.3% of the sample described themselves as White - British and a further 2.6% were White - Irish / Other European, with nine respondents described themselves as non-white. These figures would appear to be comparable to data collected during the 2001 census which shows that 98.0% of the boroughs population are White - British and a further 0.8% is White - Irish / Other European with 1.2% of residents from another ethnic background.