Appendix C

Living in Lancashire Survey

Budget consultation 2014

Lancashire County Council

www.lancashire.gov.uk

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1. Executive summary

This wave of the Living in Lancashire panel dealt with priorities for the county council's budget. The survey was sent by email or by post to all 2,474 members of the panel on 14 November. The fieldwork ended on 5 December 2014. In total 1,549 questionnaires were returned, giving an overall response rate of 63%.

1.1. Key findings

Highest priority services for spending in the coming years

- **Services for older people** including care in their own homes and in residential homes (59%), **primary and secondary education** (47%) and **repairing roads and bridges** including emergencies and fixing potholes (43%) are the highest priorities.

Lowest priority services for spending in the coming years

- As in the 2013 and 2012 surveys, **museums** are seen as the service that should be the lowest priority for spending in the coming years (45%). **Adult education** (29%) is the next lowest priority.

- **Welfare rights** (26%), **Trading Standards** (24%), **country parks, open spaces and picnic sites** (27%), and **libraries** (21%), are also seen as relatively low priorities.

Budget decisions

- Four-fifths of respondents (84%) agree that they appreciate that in the current climate there are difficult budget decisions that the county council needs to make.

2. Introduction

Lancashire County Council has used Living in Lancashire regularly since August 2001 (formerly known as Life in Lancashire). A panel of willing participants is recruited and is approached on a regular basis to seek their views on a range of topics and themes. Panel members are voluntary participants in the research they complete and no incentives are given for completion.

The panel has been designed to be a representative cross-section of the county's population. The results for each survey are weighted in order to reflect the demographic profile of the county's population.

The panel provides access to a sufficiently large sample of the population so that reliable results can be reported at a county wide level. It also provides data at a number of sub-area and sub-group levels.

Each wave of Living in Lancashire is themed. Firstly, it enables sufficient coverage on a particular topic to be able to provide insight into that topic. And secondly, it comes across better to the residents completing the questionnaires if there is a clear theme (or 2-3 clear themes) within each survey.

The panel is refreshed periodically. New members are recruited to the panel and some current members are retired on a random basis. This means that the panel remains fresh and is not subject to conditioning ie the views of panel members become too informed with county council services to be representative of the population as a whole.

3. Research objectives

The objective of this consultation is to obtain an indication of the service areas that residents believe should be budget priorities for the coming years.

This work follows on from previous annual budget consultations that have taken place since 2003.

4. Methodology

This wave of Living in Lancashire research was sent to 2,474 members of the panel on 14 November. The closing date was 5 December 2014.

The survey was conducted through a postal questionnaire and an online version of the same questionnaire. The postal questionnaire was sent to 1,876 members and the online questionnaire was sent to 598 members.

In total 1,549 questionnaires were returned, giving an overall response rate of 63%.

The dataset is weighted by age, ethnicity and district to reflect the Lancashire overall population, and figures are based on all respondents unless otherwise stated. The weighted responses have been scaled to match the effective response of 948, which is the equivalent size of the data if it had not been weighted and was a perfect random sample.

These questions were also asked in 2012 (wave 39[1]) and 2013 (wave 43[2]). Where relevant, responses from this wave are compared to the 2012 and 2013 responses.

4.1. Limitations

The table below shows the sample tolerances that apply to the results in this survey. Sampling tolerances vary with the size of the sample as well as the percentage results.

Number of respondents	50/50 + / -	30/70 + / -	10/90 + / -
50	14%	13%	8%
100	10%	9%	6%
200	7%	6%	4%
500	4%	4%	3%
1,000	3%	3%	2%
1,500	3%	2%	2%

On a question where 50% of the people in a sample of 1,000 respond with a particular answer, the chances are 95 out of 100 that the answer would be between 47% and 53% (ie +/- 3%), versus a complete coverage of the entire Lancashire population using the same procedure.

[1] Wave 39 was sent to panel members in November 2012. 1,496 responses were received, giving a response rate of 48%.
[2] Wave 43 was sent to panel members in November 2013. 1,266 responses were received, giving a response rate of 47%.

The following table shows what the percentage differences between two samples on a statistic must be greater than, to be statistically significant.

Size of sample A	Size of sample B	50/50	70/30	90/10
100	100	14%	13%	8%
100	200	12%	11%	7%
500	500	6%	6%	4%
1,000	500	5%	5%	3%

(Confidence interval at 95% certainty for a comparison of two samples)

For example, where the size of sample A and sample B is 500 responses in each and the percentage result in each group you are comparing is around 50% in each category, the difference in the results needs to be more than 6% to be statistically significant. This is to say that the difference in the results of the two groups of people is not due to chance alone and is a statistically valid difference (eg of opinion, service usage).

For each question in the survey, comparisons have been made between different sub-groups of respondents (eg age, gender, disability, ethnicity, geographic area) to look for statistically significant differences in opinion. Statistically valid differences between sub-groups are described in the main body of the report.

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

5. Main research findings

5.1. Priorities for spending

The budget consultation questionnaire gave the proportion of spending and the actual expenditure on a range of services Lancashire County Council provides. It gave details on county council expenditure in 2014/15 and the sources of county council finances. It also informed panel members of the county council plans for the following years.

Panel members were then given a list of county council services and asked which three or four should be the highest spending priorities for the coming years. These priorities are shown on chart one.

Services for older people including care in their own homes and in residential homes (59%), **primary and secondary education** (47%) and **repairing roads and bridges** including emergencies and fixing potholes (43%) are the highest priorities.

Crime prevention, working with partner organisations to help prevent crime and disorder and reduce the fear of crime (36%) and **children's social care,** protecting vulnerable children (34%) are the next highest priorities.

The same options were given on the budget questionnaires in 2013 and 2012, enabling the priorities to be compared over time. The current results are broadly similar to those in the last two years, showing the public's spending priorities are remaining fairly consistent over time.

5.1.1 Individual services - high priority for spending

Services for older people

Services for older people are a higher priority for those aged 60 and over (69%).

Primary and secondary education

Primary and secondary education is a high priority for those aged 25 to 44 years (56%). While still a priority, it is less important for those aged 45-59 years (40%) or 60 and over (41%). Also, where respondents have children in the household it is a higher priority (65%) compared to households without children (42%).

Repairing roads and bridges

Repairing roads and bridges is a high priority for all groups.

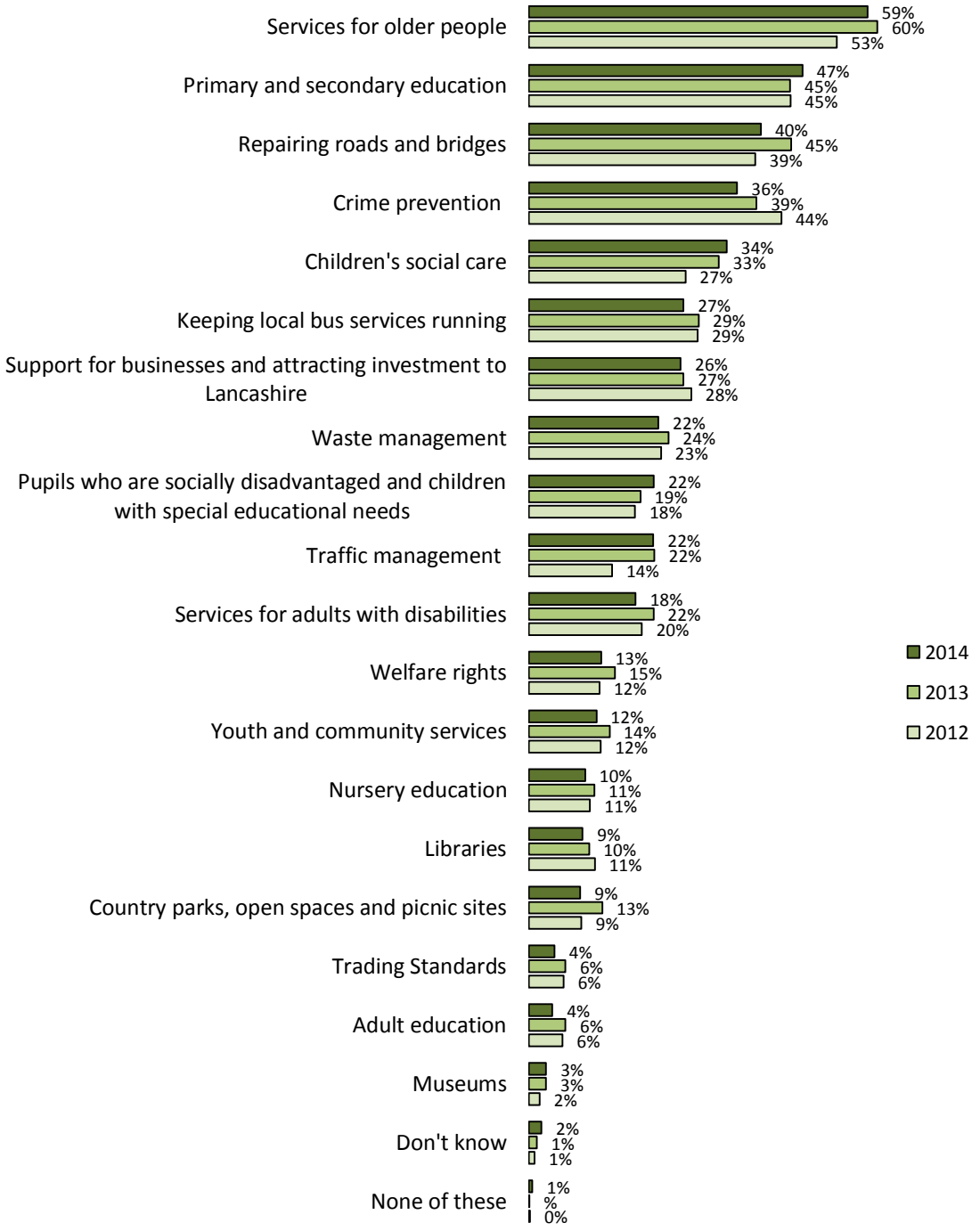
Crime prevention

Although still a high priority, a smaller percentage of respondents identified crime prevention as a priority in 2014 (36%) compared to 2012 (44%).

Other services

Keeping local bus services running is more of a priority to respondents in socio-economic groups DE (48%), respondents aged 60 and over (35%), respondent not in employment (34%) and respondents with a disability (33%).

Chart 1 - Which <u>three or four</u> of the following services should be the highest priorities for spending in the coming years?



Base: 2014 all respondents (unweighted 1,488, weighted 1,001)
2013 all respondents (unweighted 1,230, weighted 854)
2012 all respondents (unweighted 1,475, weighted 987)

From the same list of county council services, respondents were then asked to name the services that should be the lowest priorities for spending. The lowest priorities are shown on chart two.

As in the 2013 and 2012 surveys, the most common response to this question is **museums** (45%). **Adult education** (29%) is the next most common response. **Welfare rights** (28%), **Trading Standards** (27%), **country parks, open spaces and picnic sites** (27%), and **libraries** (21%), are also common responses.

5.1.2 Individual services - low priority for spending

Museums

Museums are consistently chosen by all the different demographic groups as a low priority for spending. Retired respondents are more likely to say that museums are a low spending priority (53%).

Adult education

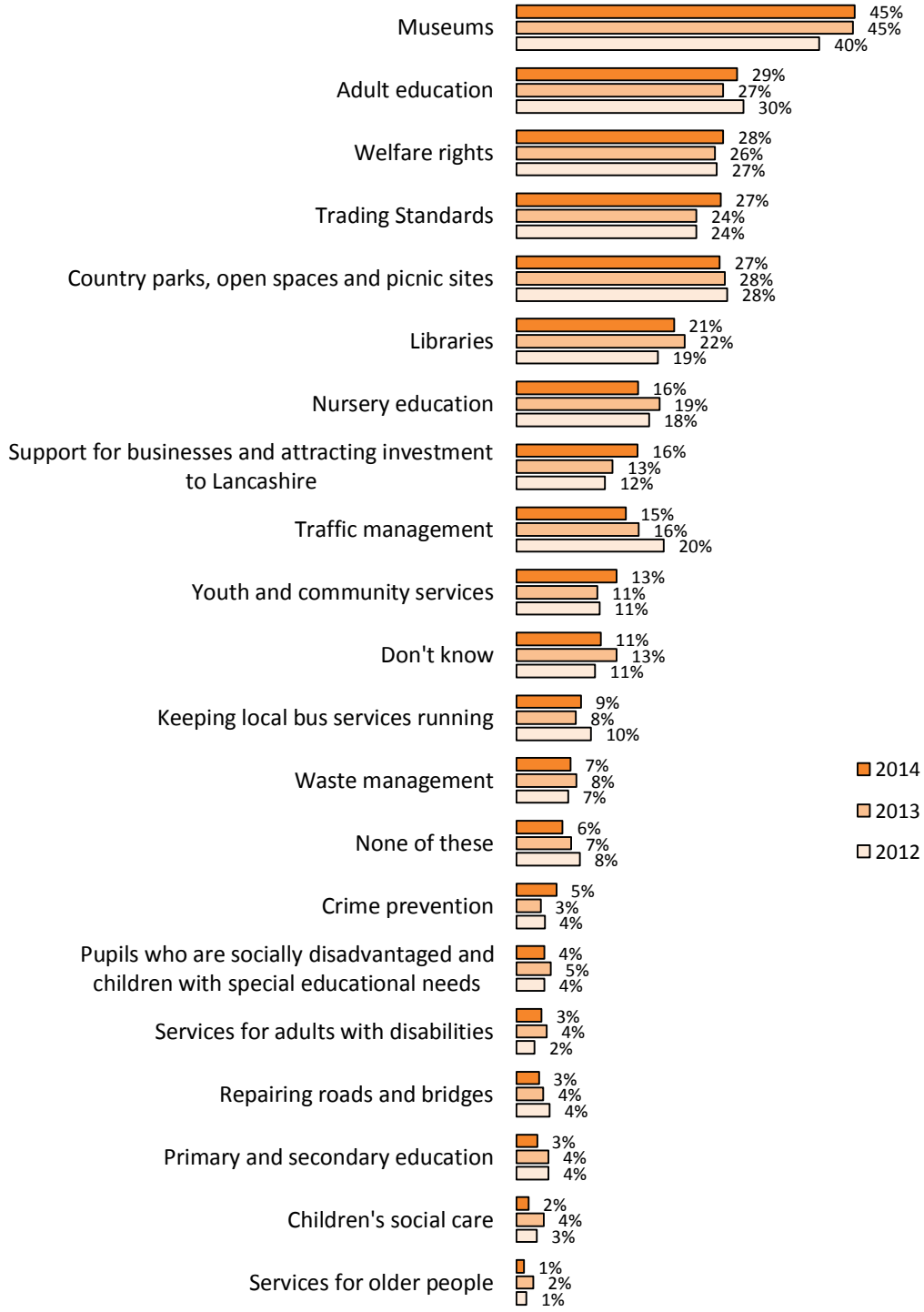
BME respondents and respondents not in employment are less likely to say that adult education is a low spending priority in the coming years (13% and 16% respectively).

Welfare rights

The respondents who put welfare rights as a low priority are in the highest socio-economic group AB and respondents in work (37% and 33% respectively).

Disabled respondents and respondents not in employment are less likely to choose welfare rights as a low priority (20% and 10% respectively).

Chart 2 - And which <u>three or four</u> of these services should be the lowest priorities for spending in the coming years?

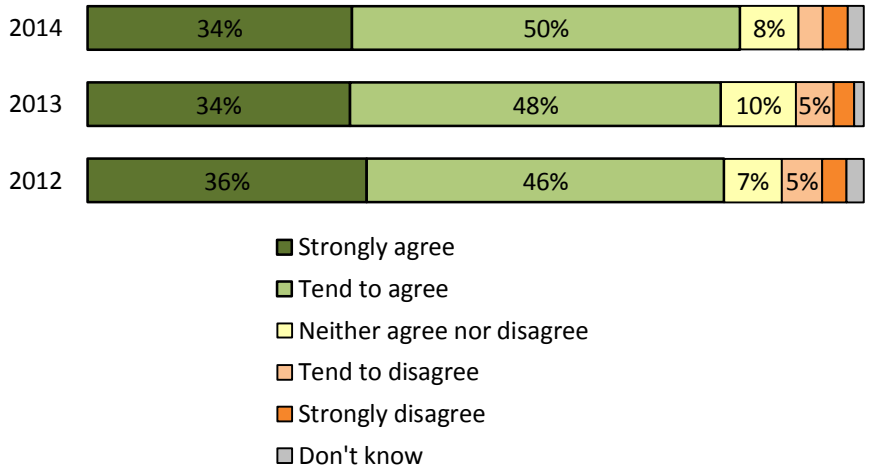


Base: 2014 all respondents (unweighted 1,405, weighted 944)
2013 all respondents (unweighted 1,151, weighted 800)
2012 all respondents (unweighted 1,357, weighted 923)

5.2. Budget decisions

For the past three years, panel members have been asked how strongly they agree or disagree with the statement 'I appreciate that in the current climate there are difficult budget decisions that the county council needs to make'. Four-fifths of respondents agree with this statement (84%). Responses to this question have not changed significantly since 2012.

Chart 3 - How strongly do you agree or disagree with the following statement? I appreciate that in the current climate there are difficult budget decisions that the county council needs to make.



Base: 2014 all respondents (unweighted 1,478, weighted 996)
2013 all respondents (unweighted 1,217, weighted 849)
2012 all respondents (unweighted 1,422, weighted 951)

Respondents not in employment and BME respondents are less likely to agree with the statement (74% and 65% respectively).

Respondents in socio-economic group AB are more likely to agree with the statement (91%) and respondents in the socio-economic group DE are less likely to agree with the statement (78%).

6. Appendix 1: Socio-economic group definitions

These groups are based on Market Research Society definitions and on the respondent. They are graded as A, B, C1, C2, D and E.

Group A
- Professional people, very senior managers in business or commerce or top-level civil servants
- Retired people, previously grade A, and their widows

Group B
- Middle management executives in large organisations, with appropriate qualifications
- Principle officers in local government and civil service
- Top management or owners of small business concerns, educational and service establishments
- Retired people, previously grade B, and their widows

Group C1
- Junior management, owners of small establishments, and all others in non-manual positions
- Jobs in this group have very varied responsibilities and educational requirements
- Retired people, previously grade C1, and their widows

Group C2
- All skilled manual workers, and those manual workers with responsibility for other people
- Retired people, previously grade C2, with pensions from their job
- Widows, if receiving pensions from their late partner's job

Group D
- All semi-skilled and unskilled manual workers, and apprentices and trainees to skilled workers
- Retired people, previously grade D, with pensions from their late job
- Widows, if receiving pensions from their late partner's job

Group E
- All those entirely dependent on the state long term, through sickness, unemployment, old age or other reasons
- Those unemployed for a period exceeding six months (otherwise classified on previous occupation)
- Casual workers and those without a regular income

7. Appendix 2: marked up questionnaire

Which three or four of the following services should be the highest/lowest priorities for spending in the coming years?		
	Highest priorities	**Lowest priorities**
Services for older people (including care in their own homes and in residential homes)	59%	1%
Primary and secondary education	47%	3%
Repairing roads and bridges (including emergencies and fixing potholes)	40%	3%
Crime prevention (working with partner organisations to help prevent crime and disorder and reduce the fear of crime)	36%	5%
Children's social care (protecting vulnerable children)	34%	2%
Keeping local bus services running	27%	9%
Support for businesses and attracting investment to Lancashire	26%	16%
Waste management (household waste disposal and recycling)	22%	7%
Pupils who are socially disadvantaged and children with special educational needs	22%	4%
Traffic management (making road travel safer and reducing congestion)	22%	15%
Services for adults with disabilities	18%	3%
Welfare rights (helping people get the financial support they are entitled to)	13%	28%
Youth and community services (activities and support for young people)	12%	13%
Nursery education	10%	16%
Libraries	9%	21%
Country parks, open spaces and picnic sites	9%	27%
Trading Standards (consumer protection)	4%	27%
Adult education	4%	29%
Museums	3%	45%
Don't know	2%	11%
None of these	1%	6%
Unweighted base	**1,488**	**1,405**
Weighted base	**1,001**	**944**

How strongly do you agree or disagree with the following statement? I appreciate that in the current climate there are difficult budget decisions that the county council needs to make.	
Strongly agree	34%
Tend to agree	50%
Neither agree nor disagree	8%
Tend to disagree	3%
Strongly disagree	3%
Don't know	2%
Unweighted base	**1,478**
Weighted base	**996**